Avaya Aura® Contact Center — Proactive Outreach Manager integration guide

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Chapter 1: Introduction

This guide provides conceptual and procedural information about the integration between Avaya Aura® Contact Center (AACC) and Avaya Proactive Outreach Manager (POM). It describes the tasks required for AACC and POM integration. You must have a working Avaya Aura® Contact Center solution, which includes a working Communication Manager or Avaya Communication Server 1000 and a Session Manager, before you complete the procedures in this guide. You must also configure the necessary routes from Avaya Aura® Experience Portal to your endpoints.

This guide describes only the POM configuration required for AACC integration — it does not describe all of the features POM offers. For more information about POM, see the following documents:

- *Avaya Proactive Outreach Manager Overview and Specification.*
- *Implementing Proactive Outreach Manager.*
- *Using Proactive Outreach Manager.*

For more information about configuring your Avaya Aura® Contact Center solution, see the following documents from the Avaya Aura® Contact Center documentation library:

- *Avaya Aura® Contact Center Fundamentals and Planning* (44400-211).
- *Avaya Aura® Contact Center Installation* (44400-311).
- *Avaya Aura® Contact Center Commissioning* (44400-312).
- For AML-based solutions, see *Avaya Aura® Contact Center Configuration – Avaya CS1000 Integration* (44400-512).
- For SIP-enabled solutions, see *Avaya Aura® Contact Center Configuration – Avaya Aura® Unified Communications Platform Integration* (44400-521).

These documents are available on the Avaya support Website, www.avaya.com/support.

Related resources

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About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to http://support.avaya.com and perform one of the following actions:
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Chapter 2: Fundamentals

Avaya Proactive Outreach Manager integration

Avaya Aura® Contact Center supports integration with Avaya Proactive Outreach Manager (POM) 3.0.1 to provide agents with a single desktop experience for inbound and outbound contacts. Integration with POM also provides blending and reporting of outbound activities. Contact Center agents must handle Proactive Outreach Manager contacts using Avaya Aura® Agent Desktop. Avaya Aura® Contact Center does not support the handling of POM contacts with clients other than Agent Desktop.

POM provides a capability to dynamically predict the availability of a Contact Center agent and to pace outbound calls accordingly. This type of dialing can be used in Contact Centers where there is a requirement to efficiently contact large volumes of customers. A predictive dialer uses a combination of current information and historical statistics to determine how frequently an agent becomes available within the Contact Center. Based on this, POM initiates calls in anticipation of agents becoming available to process the calls. Calls are connected to an agent only when a customer answers a call.

Note:

In an integrated AACC and POM solution, the following is not supported:

- Network Control Center (NCC) servers.
- Call Forwarding.
- Call Redirection.
- Coverage Path to voice mail.
- Using the ROUTE CALL command in your Orchestration Designer applications to route calls directly to POM agents. You cannot route calls to agents assigned to the POM contact type using the ROUTE CALL command.
- On Agent Desktop, when a POM agent is performing outbound activities, the following features are not available:
  - Using the Emergency key.
  - Calling a supervisor using the Supervisor key.
  - Observing a contact.
  - Barging-in on a contact.

Note:

The observe and barge-in features continue to be unavailable after agents blend to inbound.

POM campaigns

Administrators create POM campaigns using a Web-based wizard in POM. Administrators can create either finite or infinite POM campaigns. Finite campaigns terminate after processing all contacts or when the campaign meets the specified finished criteria. Administrators must manually stop infinite campaigns. The criteria administrators can set to terminate finite campaigns include:

- Goal-based campaign: This campaign terminates after receiving an expected number of responses from contacts.
- Time-based campaign: This campaign terminates after running for a specific time duration. For example, you can terminate a campaign after 12 hours.
- Completion code-based campaign: This campaign terminates after achieving a specific completion code condition. For example, you can terminate a donation campaign after you receive 50 accepted responses.
- Natural finish: This campaign does not have specified finish criteria and terminates naturally after processing the contacts.

Each campaign has a campaign strategy. Campaign strategies in POM include a number of settings which directly influence Agent Desktop behavior when processing POM contacts. For more information about campaign strategy settings, see Defining POM campaign strategies on page 22.

For more information about POM campaigns and additional configuration, see *Using Proactive Outreach Manager* on the Avaya support Website, www.avaya.com/support.

Important:

Both AACC Outbound (configured using the Outbound Campaign Management Tool) and POM campaigns can run in parallel. However, you cannot share any campaign data between AACC Outbound and POM campaigns.

The following table shows the maximum agent capacities for all integrated Avaya Aura® Contact Center and POM solutions.

Platform	Supported Releases	Number of active agents
SIP-enabled Avaya Aura® Communication Manager	6.2, 6.3	400 (supports any combination of active inbound/outbound agents)
AML-based Avaya Communication Server 1000	7.6	400 (supports any combination of active inbound/outbound agents)

Note:

AML-based solutions using an Avaya Communication Server 1000 Release 7.6 require the following patches:

- MPLR32655
- MPLR32229
- MPLR33041

Third line appearance

In a SIP-enabled Contact Center, if you configure third line appearance on the agent station, it is possible for a POM agent to answer a second call while on a customer call. If there is an active POM customer call and the agent answers a second call, the customer is put on hold. When the agent drops the second call, the customer call is taken off hold. If the agent selects the customer call, the second call is held and the customer call is unheld (and vice versa). Music-on-hold is played to the customer if it is configured in POM.

Third line appearance does not support an agent accepting a CDN (route point) call while on an existing call. Therefore, POM agents cannot handle CDN calls while logged on to POM. For more information about the third line appearance feature, see *Avaya Aura® Contact Center Configuration – Avaya Aura® Unified Communications Platform Integration* (44400-521).

Agent blending

In an integrated Avaya Aura® Contact Center and POM solution, agent blending is supported. This feature allows agents to move from outbound to inbound activities. Administrators create blending templates, which determine when agents blend in and out of outbound activities. These templates allow administrators to define the criteria for blending actions. The administrator also defines the threshold levels that trigger a blending action. Consider the following example of a blending template:

Threshold	Blend To Inbound	Return To Outbound
Calls Waiting	10	5

In this example, when the number of calls waiting on the inbound voice skillset exceeds 10, a blending action is triggered. This moves *n* number of agents from outbound to inbound activities. When the number of calls waiting falls below 5, a blending action is triggered to revert *y* number of transitioned agents back to outbound.

The administrator configures a number of blending settings, such as:

- The threshold to monitor.
- The number of agents that transition to inbound and revert to outbound at one time.
- The minimum time each agent must remain in outbound after a transition.
- The criteria that selects which agents to transition.

Note:

Contact Center Manager Administration users with appropriate access permissions can also configure agent blending settings.

For more information about configuring agent blending, see Agent blending on page 27.

Avaya Aura® Agent Desktop and POM

Avaya Aura® Contact Center offers a unified Agent Desktop and POM experience; agents log on to Agent Desktop and POM simultaneously. On Agent Desktop, the POM agent selects the appropriate POM node and associated zone to log on to. The presentation of POM contacts on Agent Desktop depends on the dialing mode of the POM campaign. POM supports Predictive, Progressive, and Preview dialing modes. You define the call pacing type (dialing mode) of the campaign using the POM Campaign Strategy Editor. The predictive dialing mode in POM is called Cruise Control mode.

Agents can disposition completed calls by selecting preconfigured disposition codes on Agent Desktop. Disposition codes in POM are called custom completion codes. For more information about completion codes, see *Using Proactive Outreach Manager*, available on the Avaya support Website www.avaya.com/support.

Note:

The multiplicity feature is not supported for agents assigned to the POM_Outbound Contact Type. Multiplicity allows agents to handle multiple concurrent contacts.

Predictive/Progressive dialing mode

Contacts dialed predictively or progressively present to the agent on Agent Desktop in a similar way. The Customer Details pane displays customer information, and populates before the POM campaign script loads. This script is Web-based and is hosted on the POM server - the URL is passed as a parameter of the contact. The actions available to an agent while active on a call, such as call transfer or agent conference, depend on the POM configuration.

In Predictive (Cruise Control) dialing mode, POM does not display the customer details and campaign script on Agent Desktop until the customer is successfully dialed. By this time, the agent is active on the voice call. In Progressive dialing mode, POM reserves the agent until the customer is successfully dialed. At this point, the agent experience is similar to a predictively dialed contact - the agent is alerted to the contact and the customer details and campaign script are displayed. During the POM reservation period, the agent experiences idle time.

Preview dialing mode

In Preview dialing mode, Agent Desktop presents a dialog box to the agent before the contact is presented to the agent. The dialog box lists the available contact numbers on the customer record, with the default number highlighted. If configured on the preview campaign, the dial time also appears on the dialog box. If the campaign is configured without dial time, the agent can select the number to dial and can cancel the dial attempt. There is no time limit imposed on the agent.

Preview contacts with dial time present to the agent by first displaying the customer information and campaign script. A dialog box appears listing all phone numbers associated with the customer. The default phone number is highlighted. The agent can highlight an alternate number for dialing. If the timer expires, POM dials the highlighted number and agents cannot change the highlighted number or cancel the dial attempt. Depending on the POM campaign configuration, agents can reject the contact before the dial attempt is made.

Preview contacts without dial time also present to the agent by first displaying the customer information and campaign script. A dialog box also appears listing all phone numbers associated

with the customer. The default phone number is highlighted. The agent dials the number at the time of their choosing and, depending on the POM campaign configuration, agents can reject the contact.

Support for third party client applications

In an integrated AACC and POM solution, using custom desktop applications for POM contact processing is not supported. All agents assigned to the POM_Outbound Contact Type must use Agent Desktop to handle contacts. Agents who are not assigned to the POM_Outbound Contact Type can use custom desktops.

The POM Agent SDK is supported only in Call Center Elite environments. Avaya Aura® Contact Center supports using Inisoft synTelate to host custom scripts on Agent Desktop. However, customization of the synTelate desktop application for agents is supported only in Call Center Elite environments.

Agent Voice Path

You must assign POM agents to the POM_Outbound Contact Type and a POM skillset (the POM skillset is assigned to a running POM campaign). When a POM agent logs on to Agent Desktop, POM establishes a voice path (or nail-up) to the agents extension.

When the POM voice path call arrives, the CLID (Calling Line Identification) number appears on the agent deskphone. You must note this CLID number. You use the CLID number when you commission your integrated AACC and POM solution. This number corresponds to the P-Asserted-Identity configured on Avaya Aura® Experience Portal. You must configure the P-Asserted-Identity in the format sip:number@yourdomain.com, for example sip:1234@aaccdomain.com.

Important:

You must ensure that your Communication Manager or Avaya Communication Server 1000 configuration does not block or manipulate the POM CLID number.

After an agent logs on to POM, POM checks the agent skillset assignments. If the agent is assigned to a skillset which is attached to a currently running POM campaign, POM initiates a call to the agent's extension. POM anchors this call on a Media Processing Platform (MPP) server and routes the call through the Session Manager to the agent's extension. Agent Desktop automatically answers this nail-up call. At this point, no customers have been dialed. POM also anchors customer calls on the MPP server, and conferences these calls into the agents' voice path. This ensures the customer does not experience a delay or ringback.

POM Zones

When POM agents log on to Agent Desktop, they must select a Zone. You create POM Zones on Avaya Aura® Experience Portal.

You can deploy Media Processing Platform (MPP) servers in multiple locations to ensure local dialing. You can assign an MPP server to a POM Zone. This ensures that if the agent selects the correct Zone, the MPP server closest to the agents' location creates the voice path to the agent.

Important:

Contact Center supervisors must ensure that the POM agent selects the correct POM Zone when they log on to Agent Desktop.

For more information about POM Zones, see *Using Proactive Outreach Manager*, available at www.avaya.com/support.

Chapter 3: Administration

This chapter describes the administrative tasks you must perform in Contact Center Manager Administration (CCMA) for POM integration.

Avaya Aura® Contact Center 6.4 includes a POM-specific skillset (PO_) and a POM_Outbound Contact Type. A skillset is a group of abilities necessary to handle a specific type of contact. You must select agents for POM and assign these agents to the POM_Outbound Contact Type and a POM skillset. POM Campaign Administration retrieves the list of POM skillsets and assigns each skillset to a campaign.

Important:

In AML-based contact centers, ensure that the Avaya Communication Server 1000 AHA class of service is enabled for all POM agent phones. You must also disable the Avaya Communication Server 1000 ACD Busy Routing feature. For more information about class of service settings, see *Avaya Aura® Contact Center Configuration – Avaya CS1000 Integration* (44400-512).

Some contact centers with third-party or custom applications for real time displays use Real-time Statistics Multicast (RSM) compression to reduce bandwidth usage. POM integration does not support RSM Compression. Ensure that you disable RSM compression on the Contact Center server.

You can configure screen pops to launch on Agent Desktop for alerting or active POM contacts. When you configure screen pops for the POM Outbound contact type, the following intrinsics apply: Skillset, AD_CLID, FROMADDRESS, CampaignName, DefaultNumber. For more information on configuring screen pops, see *Avaya Aura® Contact Center Server Administration* (44400-610).

This chapter does not describe agent blending administration. For information about agent blending, see Agent blending on page 27.

Prerequisites

Procedure

- Install and configure Avaya Aura® Experience Portal.
- Install and configure Proactive Outreach Manager.
- Create an agent-less voice campaign on the POM server, and ensure that it runs and can successfully make calls to external numbers.
- Ensure you configure the correct routes on Session Manager to enable the Media Processing Platform on Avaya Aura® Experience Portal to initiate a dial to your agent endpoints.

- Install and commission your Avaya Aura® Contact Center server. See *Avaya Aura® Contact Center Installation* (44400-311) and *Avaya Aura® Contact Center Commissioning* (44400-312).

Disabling RSM compression

About this task

Some contact centers with third-party or custom applications for real time displays use Real-time Statistics Multicast (RSM) compression to reduce bandwidth usage. POM integration does not support RSM Compression. Ensure that you disable RSM compression on the Contact Center server.

Procedure

1. Log on to the Contact Center server as administrator.
2. Click **Start** > **All Programs** > **Avaya** > **Contact Center** > **Manager Server** > **Multicast Stream Control**.
3. Clear the **RSM Compression** check box.

Adding a POM server

Before you begin

- Log on to Contact Center Manager Administration with administrative privileges.
- Ensure that you know the host name of the POM server.

About this task

Add a POM server to Contact Center Manager Administration (CCMA) to administer POM configuration.

Procedure

1. Log on to Contact Center Manager Administration with administrative privileges.
2. On the Launchpad, click **Configuration**.
3. Click **Server** > **Add Server**.
4. From the **Type** list, select **CCPO**.
5. In the **Server Name** box, type the host name of the POM server.
6. Press **Tab**.

   The POM server IP address appears in the **IP Address** box.
7. In the **Display Name** box, type the name of the server as you want it to appear in the system tree in Contact Center Manager Administration.

The system automatically assigns a display name that is the same as the server name. To enter a different display name, you must enter a unique name.

8. In the **Login ID** box, type `webadmin`.
9. In the **Password** box, type the webadmin password.
10. Under **Associated CCMS Servers**, select the Contact Center Manager Server (CCMS) with which you want to associate the POM server.
11. Click **Submit**.

    In the Configuration pane, if you expand the CCMS server with which you associated the POM server, the **Blending Configuration** folder appears.

Creating POM skillsets

About this task

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

Procedure

1. Log on to Contact Center Manager Administration with administrative privileges.
2. On the Launchpad, click **Configuration**.
3. In the left pane, expand the CCMS server to which to add the skillset.
4. Click **Skillsets**.
5. In the Contact Type box, select **POM_Outbound**.
6. In the **Skillset Name** box, type a name for the skillset.
7. From the **Default Activity Code** list, select the activity code that is registered whenever this skillset is used.
8. From the **Threshold Class** list, select the threshold class associated with this skillset.
9. From the **Call Age Preference** list, select the method to configure the order of contacts in the queue.

   If you want priority given to the oldest contact in the system, select Oldest. If you want to give priority to the first contact in the queue, select First In Queue.
10. Click any other row in the grid to save your changes.

Adding POM agents

Before you begin

- Ensure that you have a domain user account for your Contact Center domain with privileges to list the domain users.
- You must have the appropriate access class to access and perform this task. If you cannot open part of the window that you need to work with, ask your administrator to update the access class assigned to you. To work with all sections of this window and add and edit all types of users, you need the Add/Edit/Delete Agents and Supervisors access level.

About this task

Complete this procedure to add a POM agent in Contact Center Management.

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

Procedure

1. Log on to Contact Center Manager Administration with administrative privileges.
2. On the Launchpad, click **Contact Center Management**.
3. In the left pane, click the Contact Center Manager Server under which to add the agent.
4. From the **Add** menu, select **Agent**.
5. In the New Agent Details window, enter the following mandatory information about the agent:
   - First name
   - Last name
   - Login ID
   - Voice URI (SIP-enabled Contact Center only)
   - Primary supervisor
6. Enter any optional information about the agent (for example, Call Presentation Class, Threshold, Personal DN, ACD Queue, Title, Department, or Comments).

   Important:

   In AML-based Contact Centers, you must disable the **Answer By Placing DN Call On Hold** option on all Call Presentation Classes assigned to POM agents. For more information about Call Presentation Classes, see *Avaya Aura® Contact Center Manager Administration – Client Administration* (44400-611).
7. If available, click **Create CCT Agent**, and complete the **Associate User Account** fields to create a Communication Control Toolkit (CCT) user for this agent.
8. If Agent Greeting is enabled, click the **Agent Greeting** heading and complete the fields for Agent Greeting.
9. Click the **Contact Types** heading.

10. Select the check box beside each **Contact Type** to assign to the agent.

    Important:

    You cannot assign an agent to both the POM_Outbound and Outbound contact types at the same time.

11. Click **Skillsets** > **Assign Skillsets**.
12. In the **Skillsets** area, click **List All** to list all skillsets configured on the server.
13. From the **Priority** list, select a positive priority level for PO and Voice skillsets.

    Priority levels range from 1 to 48, with 1 being the highest priority for the skillset. You can assign POM agents to multiple skillsets; POM agents are not restricted to POM and Voice skillsets only. However, you can assign only one PO skillset to an agent at one time.

    Important:

    With an Open Queue-enabled Contact Center Manager Server, you can only assign skillsets to an agent that belongs to the same contact type.

14. If you have administrator privileges, you can add this new agent to the partitions assigned to the agent's supervisor (instead of having to do so in Access and Partition Management). Click the **Partitions** heading.

    The list of partitions configured on the server appears.

15. Select the check boxes beside the partitions to which to add the new agent.
16. Click **Submit** to save your changes.

Configuring POM settings

Before you begin

- Add your POM server to Contact Center Manager Administration.

About this task

Complete this procedure to add POM servers in Contact Center Multimedia (CCMM) Administration, and to specify the Calling Line Identification (CLID) of the POM voice path call. You can add up to a maximum of three POM servers.

Procedure

1. Log on to Contact Center Manager Administration with administrative privileges.
2. On the Launchpad, click **Multimedia**.
3. In the left pane, click **General Administration**.
4. Click **Server Settings**.
5. Click **New**.

A drop-down list appears.

6. From the drop-down list, select **POM Server**.
7. Under **Add New Server**, in the **Server Name** box, type the host name of the POM server.
8. In the **Server Port** box, type `9970`.
9. Click **Save**.
10. To add additional POM servers, from the server list, select the POM server and click **Edit**.
11. Optionally, under **POM Alternative Server 1**, in the **Server Name** box, type the host name of the first alternative POM server.
12. Optionally, under **POM Alternative Server 2**, in the **Server Name** box, type the host name of the second alternative POM server.
13. Click **Save**.
14. In the left pane, click **POM**.
15. In the **POM voice path CLID** box, type the CLID (Calling Line Identification) of the POM voice path call.

Note:

After the you log on to Agent Desktop, the CLID number appears on the your deskphone when the POM voice path call arrives. This number corresponds to the P-Asserted-Identity configured on Avaya Aura® Experience Portal.

Chapter 4: POM configuration

This chapter describes the configuration tasks you must perform on the POM server for Avaya Aura® Contact Center (AACC) and POM integration. This chapter describes only the POM configuration required for AACC integration — it does not describe any other features POM offers.

Use POM to define your contact list. This customer list contains key attributes necessary for agents to receive and handle calls. Agent Desktop displays these key attributes on the Customer Details panel. You can also define custom campaign attributes in POM. Contact lists use these custom attributes and display the attributes on the Customer Details panel of Agent Desktop. You cannot edit these attributes; if you want to edit the attributes, you must display them within a script. For more information about campaign attributes and contact lists, see *Using Proactive Outreach Manager*, available at www.avaya.com/support.

Prerequisites

Procedure

Install and configure POM. For more information, see *Implementing Proactive Outreach Manager* and *Using Proactive Outreach Manager*, available on the Avaya support Website at www.avaya.com/support.

Logging on to the POM Web interface

About this task

Log on to the POM interface to configure POM settings for AACC integration. POM is configured using Voice Portal Management System (VPMS) or Experience Portal Manager (EPM).

Procedure

1. Start a Web browser.
2. In the Address box, type https://<VPMS IP Address>, or https://<EPM IP Address>.
3. Log on using the administrator account.
4. In the left pane, select **POM** > **POM Home**.

   The Proactive Outreach Manager home page appears.

Configuring AACC settings in POM

About this task

Configure AACC settings in POM. Perform this task to support integration between AACC and POM.

Note:

After you update AACC settings in POM, you must restart POM services on the POM server.

Procedure

1. On the POM Web interface, click **Configurations** > **AACC Configuration**.
2. In the **AACC web service IP address** box, type the IP address of the Contact Center Manager Administration (CCMA) server.
3. In the **AACC web service user name** box, type the user name of a CCMA administrator.
4. In the **AACC web service password** box, type the password for the CCMA administrator account.
5. In the **AACC Multicast IP address** box, type the multicast IP address of the CCMS server.
6. In the **AACC Hostname** box, type the AACC Site Name. The Site Name is available in Server Configuration on the AACC server.
7. Click **Apply**.

Example

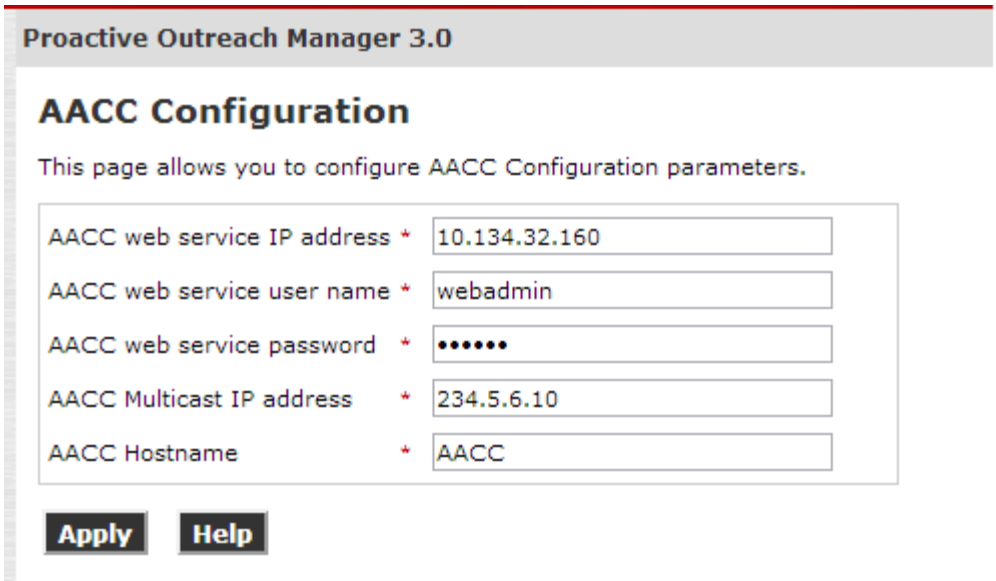


Figure 1: Example of AACC Configuration in POM

Defining POM campaign strategies

Before you begin

- Create POM skillsets in Contact Center Manager Administration. For more information, see Creating POM skillsets on page 16.

About this task

Assign POM skillsets to POM campaigns, which enables POM agents to receive POM campaign calls. You assign POM skillsets to a POM campaign by editing the campaign strategy. You must also define a number of other campaign strategy settings, which directly influence Agent Desktop behavior when processing POM contacts.

Procedure

1. On the POM Web interface, click **Campaigns** > **Campaign Strategies**.
2. On the **Campaign Strategies** window, click on the campaign to assign a POM skillset to.

   The **Campaign Strategy Editor** opens in a new window.
3. Under **Campaign Strategy**, expand **Campaign Strategy** > **Handler**.
4. Click **Call**.
5. In the right pane under **Pacing Parameters**, from the **Agent Outbound Skill** drop-down list, select the POM skillset to assign to the campaign.
6. Under **Pacing Parameters**, configure the campaign strategy settings.
7. Click **Save**.
8. Close the **Campaign Strategy Editor** window.

Example

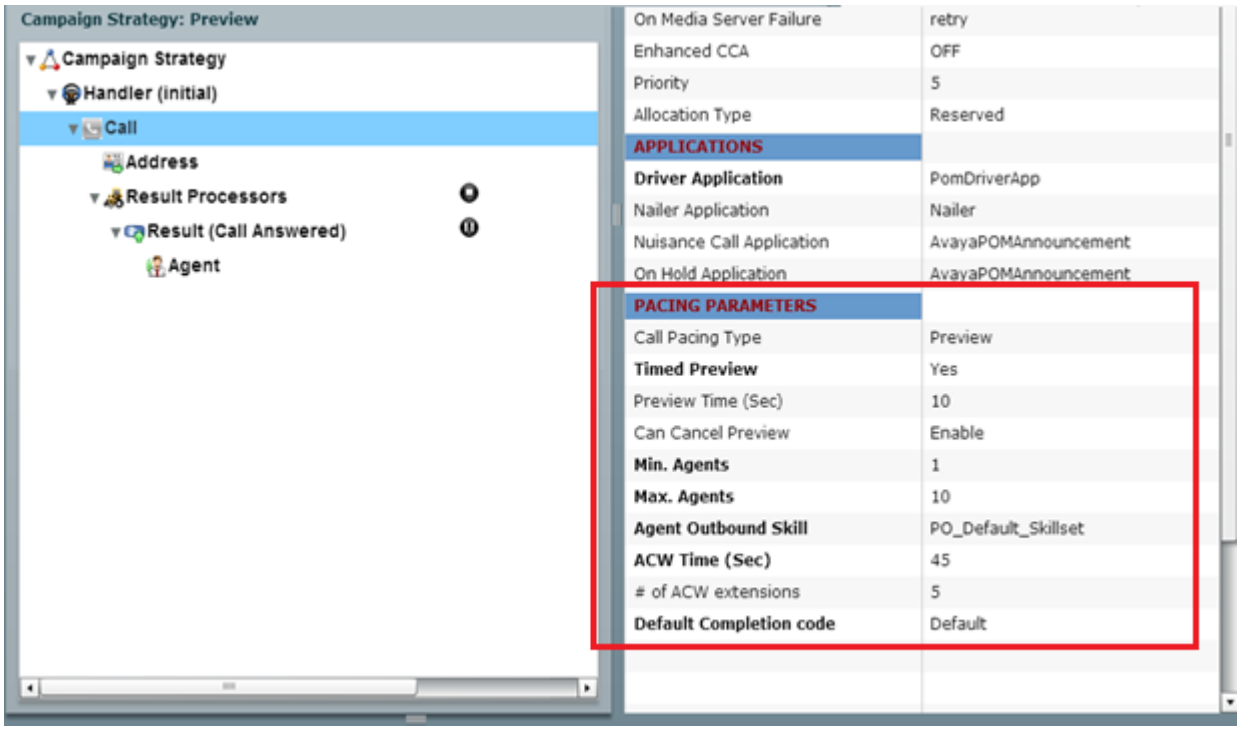


Figure 2: Example of defining POM campaign strategy settings

Variable definitions

Name	Description
Call Pacing Type	This defines how the call presents to the agent on Agent Desktop. Choose from the following options: • **Preview**: In Preview mode, the agent is given the opportunity to Preview a customer dialing record before an attempt is made to call the customer. • **Progressive**: In Progressive mode, POM dials a customer only when an agent is reserved and only presents the contact to the agent when the contact reaches an answer. • **Cruise Control**: Cruise Control is a Predictive mode of dialing contacts. Cruise Control campaigns limit abandoned or nuisance calls while maximizing agent utilization (AU). Cruise control automatically maintains the service level of outbound dialing during a campaign and connects the calls to agents within a specified period of time. During the campaign, you do not have to monitor

Name	Description
	or modify the call pacing settings. The algorithm maximizes the AU while maintaining the service level. In certain scenarios, for example if there is a low hit rate, the AU drops. • **Expert Call Ratio**: Expert Call Ratio is a Predictive mode of dialing contacts. Use Expert Call Ratio campaigns when you want to optimize the use of agents, manage and change call handling time, or place as many calls as possible during the campaign. During an Expert Call Ratio campaign, you can change the way POM determines when to place the next call while a campaign is running.
Desired Service Level	Cruise Control campaigns only. Percentage value. This value is the percentage of calls answered by the agent out of the total number of *hit* calls. Hit calls are calls that the customer answers.
Expert Call Ratio Type	Expert Call Ratio campaigns only. This defines which agent time to use for predicting agent availability. Select one of the following options: • **Agent Update Time**: If you select Agent Update Time, POM monitors the time agents take to update records after a call (wrap-up time) and adjusts the calling pace accordingly. • **Agent Work Time**: If you select Agent Work Time, POM monitors the time agents take to complete calls and update records (talk time and wrap-up time) and adjusts the calling pace accordingly.
Value (%)	Expert Call Ratio campaigns only. This percentage value corresponds to the **Expert Call Ratio Type** selected. The Value parameter defines the number of agents, depending on the **Expert Call Ratio Type** selected, that are available to take calls. For example, select **Agent Update Time** as your **Expert Call Ratio Type**, and set the **Value (%)** to 50. If there are 10 agents in Wrapup state, then POM determines the probability of the number of free agents is 5 (10*50/100). **Value (%)** directly impacts the prediction by POM of the number of agents available to take calls. Setting this number too low can reduce agent utilization (AU). Setting this number too high can reduce the Service Level.
Initial Hit Rate (%)	Expert Call Ratio campaigns only. The Initial Hit Rate determines the average number of outbound calls per agent that POM makes during the first five minutes of the campaign. The Initial Hit Rate is the

Name	Description
	percentage of call completions compared with call attempts. If you set the rate too low, for example at 20 to 30, POM can make more connects than your agents can handle during the initial dialing period. If you set the rate too high, for example over 70, POM can fail to make enough connections to keep your agents busy.
Minimum Hit Rate (%)	Expert Call Ratio campaigns only. POM calculates campaign hit rates in real-time. Administrators set a minimum hit rate value for a campaign, whereby if the actual hit rate falls below this minimum, POM uses the minimum hit rate value when deciding the number of calls to launch. The minimum and maximum values are 1 and 100 respectively, in increments of 10. The default value is 30.
Over Dial Ratio	Progressive campaigns only. The ratio of contact attempts POM launches to each available POM agent. For example, if this value is 1 then POM launches one contact attempt for each available agent. If this value is 2, POM launches two contact attempts for each available agent.
Timed Preview	Preview campaigns only. This setting determines whether or not a countdown timer appears on the Preview dialog box on Agent Desktop.
Preview Time (Sec)	Preview campaigns only. The amount of time, in seconds, the countdown timer appears for.
Can Cancel Preview	Preview campaigns only. This settings determines whether or not the Cancel button on the Preview dialog box on Agent Desktop is enabled.
Min Agents	The minimum number of agents needed for the campaign strategy to establish Voice Path calls with agents.
Max Agents	The maximum number of agents allowed for the campaign strategy.
Agent Outbound Skill	The AACC skillset the campaign strategy uses. Select a POM (PO_) skillset. When the campaign is running, all agents assigned to this skillset and logged on to Agent Desktop can receive campaign calls.
ACW Time (Sec)	This amount of time, in seconds, available to an agent after either the agent completes a call or the customer hangs up. This time also applies if the agent transfers a call. The agent is given this time to complete post call tasks.

Name	Description
# of ACW extensions	The number of times the agent can request additional ACW time to complete post call tasks. If the agent requests an extension on Agent Desktop, and if allowed, the ACW time is reset to the configured value.
Default Completion code	The default completion code applied to the record if the agent fails to disposition a call within the configured ACW time.

Chapter 5: Agent blending

This chapter describes the tasks you must perform to configure blending settings. Blending allows agents to move from outbound to inbound activities and vice versa. Administrators create blending templates in CCMA, which determine when and why agents blend in and out of outbound activities. These templates allow administrators to define the criteria for blending actions. The administrator also defines the threshold levels that trigger a blending action. The threshold criteria available when creating a blending template are:

- Average_Answer_Delay_S
- %Service_Level_S
- Calls Waiting
- Total Wait Time
- Max Wait Time
- Expected Wait Time
- Calls Answered
- Calls Answd Aft Threshold
- Total Answered Delay
- Agent Available
- Agent On This Skillset Call
- Call Offered
- Call Abandon
- Call Abandon Delay
- Call Aband Delay Aft Threshold

Note:

For the following threshold criteria, ensure that the Revert to Outbound value is higher than the Blend to Inbound value:

- %Service_Level_S
- Max Wait Time
- Calls Answered
- Agent Available

- Agent On This Skillset Call

For all other threshold criteria, the Blend to Inbound value must be higher than the Revert to Outbound value.

The administrator selects one of these thresholds to monitor, and also configures the number of agents that transition to inbound and revert to outbound at one time. The administrator can create multiple blending templates, and assign a single blending template to a voice skillset.

The administrator must also define the criteria that selects which agents to transition. The administrator selects the criteria for agents transition to inbound, agents return to outbound, and the minimum time each agent must remain in outbound after a transition occurs. The administrator must also configure Multicast IP Address and Port settings.

Note:

Contact Center Manager Administration users with appropriate access permissions can also configure agent blending settings.

Blending actions

A blending action is triggered either manually or automatically. A manual blending action occurs when a scheduled skillset assignment occurs, or a supervisor changes skillset assignments. For example, agents are assigned to a POM skillset, unassigned from a POM skillset, or the agents POM skillset is changed. The agents can be logged in at the time the change occurs. These changes affect the agents in real-time.

Supervisors can also trigger a manual blending action by making skillset assignments which affect agents in real time. Supervisors can reactively make changes to agent assignments, which triggers blending actions. Agents being assigned to or unassigned from a POM skillset results in an agent logout on Agent Desktop.

An automatic blending action occurs when the real-time traffic levels of a skillset exceed the Blend To Inbound threshold configured for the voice skillset. The Agent Selection Criteria determines the most appropriate agent to blend to inbound. Agents are notified on Agent Desktop that they are being transitioned to inbound activities.

A blending action occurs only for agents who are logged on to Agent Desktop, in a Ready state, and are nailed up by POM. After the agent's last outbound call before the transition, Agent Desktop drops the POM nail-up but agents remain logged on to POM.

Agents return to oubound activities when the POM Blending Service identifies that the real time traffic level has fallen below the Return To Outbound threshold value. The POM Blending Service selects agents previously blended to inbound according to the selection criteria configured in CCMA, and returns the agents accordingly. The timing of the agents' return to outbound depends on the Blending Configuration settings in CCMA.

Avaya recommends configuring an after call break time for all agents eligible for blending. This ensures that if an agent transitions to outbound activities, an inbound call does not arrive before POM establishes the nail-up call.

Note:

If the blended agent is on an inbound call and they are selected to blend back to outbound activities, their status changes to Not Ready. After the inbound call is released, the agent

immediately blends back to outbound and their status automatically changes to Ready. For this last call before the agent returns to outbound, no time for after-call work is allowed regardless of the agent being assigned to a CCMA call presentation class with after-call break time configured.

Skill-based pacing

In an integrated AACC and POM solution, there are two blending strategies available: agent-based blending and skill-based pacing. This chapter describes agent-based blending only.

Skill-based pacing controls the rate of automated calls or notifications based on the real-time traffic levels of AACC CDNs. POM does not initiate a dial if AACC agent skillsets are busy. This applies only to automated notifications. With skill-based pacing, the aim is that the customer is not placed in a queue when they elect to speak to an agent. You configure skill-based pacing in POM. For more information about skill-based pacing, see *Using Proactive Outreach Manager*, available at www.avaya.com/support.

Creating a blending template

Before you begin

- Add a POM server to Contact Center Manager Administration. See Adding a POM server on page 15.

About this task

Blending allows agents to move from outbound to inbound activities. Create a blending template to determine when and why agents blend in and out of outbound activities.

Procedure

1. Log on to Contact Center Manager Administration with administrative privileges.
2. On the Launchpad, click **Configuration**.
3. In the left pane, expand the CCMS server.
4. Click **Blending Configuration**.
5. Click the **Blending Templates** tab.
6. In the **Blending Template (New)** box, type a name for the blending template.

   Note:

   The blending template name must be in the format Blending_Template_x, where x must be a number.

7. Set the appropriate **Blend To Inbound** and **Return To Outbound** values for the threshold to monitor.

   For example, change the Calls Waiting threshold Blend To Inbound value to 10; and change the Calls Waiting Return To Outbound value to 5.

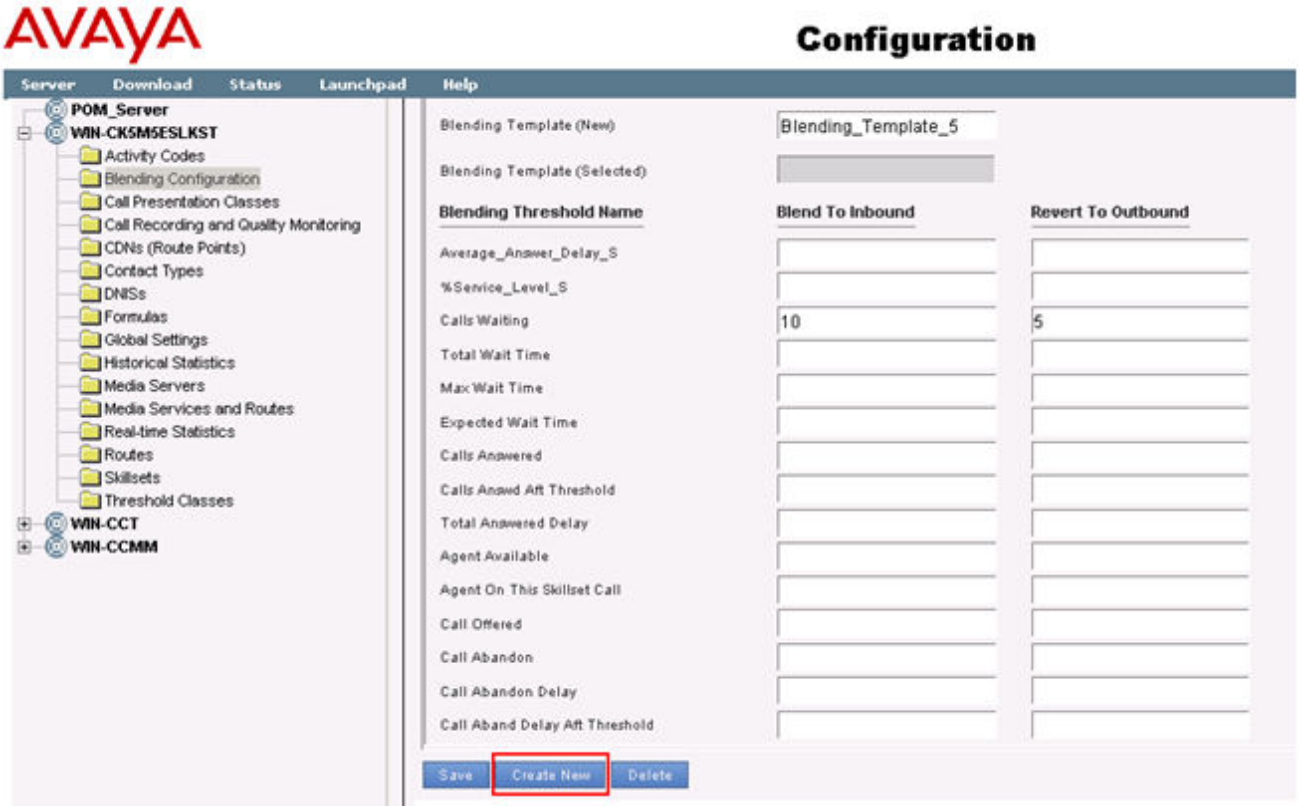
Note:

You can configure Blend To Inbound and Return To Outbound values for multiple thresholds — there is no maximum limit.

8. Click **Create New**.

   The new blending template is added to the Blending Template List.

Example of creating a new blending template



Configuring blending settings

Before you begin

- Create a blending template. See Creating a blending template on page 29.

About this task

Configure blending settings in Contact Center Manager Administration to support Avaya Aura® Contact Center integration with Avaya Proactive Outreach Manager (POM).

Procedure

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

2. On the Launchpad, click **Configuration**.
3. In the left pane, expand the CCMS server.
4. Click **Blending Configuration**.
5. On the **Blending Configuration** tab, under **General Settings**, select the **Enable Blending** check box.
6. In the **Polling Interval (seconds)** box, type the frequency with which you want the POM Blending Service to check real time traffic levels and make blending decisions.

   Note:

   The minimum value here is 60 seconds, with a maximum value of 1800 seconds.
7. Under **RTD Multicast Configuration**, configure the **Multicast IP Address**, **Agent Port Number**, and **Skillset Port Number**. The **Multicast IP Address** must match the CCMS RSM IP Send address.

   Important:

   Avaya recommends using the Moving Window Skillset port number from the RTD Multicast Configuration on the Contact Center server. Using Interval To Date statistics can trigger unintentional blending actions.
8. Under **Agent Selection Criteria**, in the **Transition to Inbound based upon** box, select the criteria for agent transition to inbound activities.

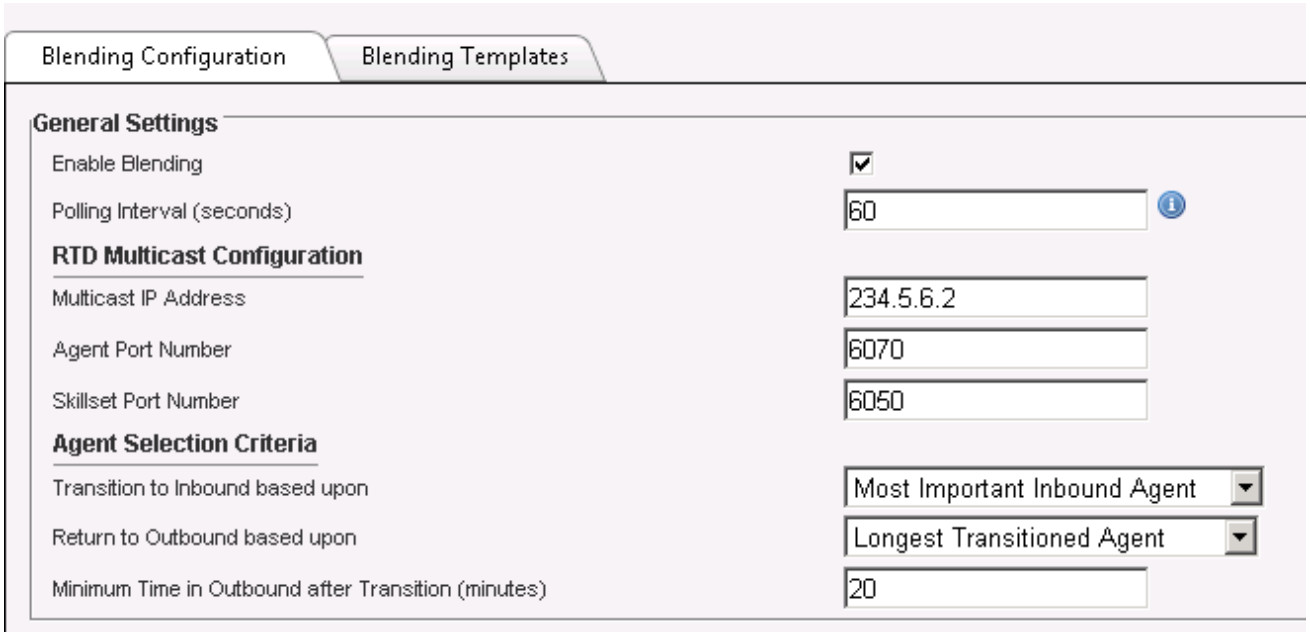
   This defines the criteria POM uses to target agents for blending actions.
9. Under **Agent Selection Criteria**, in the **Return to Outbound based upon** box, select the criteria for agent return to outbound activities.

   This defines the criteria POM uses to target previously blended agents for a return blending action.
10. In the **Minimum Time in Outbound after Transition (minutes)** box, type the number of minutes an agent must remain in outbound after a transition occurs.

    Important:

    Avaya recommends a minimum value of 20 minutes.

Example of configuring blending settings



Variable definitions

The following table describes the selection criteria that determines which agent transitions from outbound to inbound activities. Each of these selection criteria apply only when the agent is logged on to Agent Desktop, is in a Ready state, is not already blended to Inbound, and is a member of the voice skillset that requires additional agents.

Agent Selection Criteria (Transition to Inbound)	Description
Least Important Outbound Agent	Agent is selected if the priority assignment on their POM Outbound skillset is numerically higher than other available agents (Least Important Priority); if more agents than are needed meet this criteria, the agents selected are those with the longest time since their previous blending action.
Most Important Inbound Agent	Agent is selected if the priority assignment on their voice skillset is numerically lower than other available agents (Most Important Agent); if more agents than are needed meet this criteria, the agents selected are those with the longest time since their previous blending action.
Agent Rotation	The agents selected are those with the longest time since their previous blending action.
Most Staffed Outbound Skillset	The agent selected is a member of the POM skillset with the greatest number of other agents staffing that skillset.; if more agents than are needed meet this

Agent Selection Criteria (Transition to Inbound)	Description
	criteria, the agents selected are those with the longest time since their previous blending action.
Longest Active Time	The agents selected are those with the longest time in a Talking state.
Idle Agent Priority	Agent is selected if currently in an Idle state; if more agents than are needed meet this criteria, the agents selected are those with the shortest idle time. Where no agents match this criteria (none currently idle), the agent selected is the agent with the longest time in a Talking state as they are most likely to next complete their call.

The following table describes the selection criteria that determines which agent returns from inbound to outbound activities. Each of these selection criteria apply only when the agent is logged on to Agent Desktop, is in a Ready state, was previously blended to Inbound, and is still assigned to a POM skillset.

Agent Selection Criteria (Return to Outbound)	Description
Longest Transitioned Agent	The agents selected are those with the longest time since transition to Inbound (longest time performing Inbound activities).
Most Important Outbound Agent	Agent is selected if the priority assignment on their POM Outbound skillset is numerically lower than other available agents (Most Important Agent); if more agents than are needed meet this criteria, the agents selected are those with the longest time since transition to Inbound (longest time performing Inbound activities).
Longest Active Time	The agents selected are those with the longest time in a Talking state.
Idle Agent Priority	Agent is selected if currently in an Idle state; where no agents match this criteria (none currently idle), the agent selected is the agent with the longest time in a Talking state as they are most likely to next become idle.

Configuring blending template settings

Before you begin

- Create a blending template. See Creating a blending template on page 29.

About this task

You must configure settings for each blending template. Blending templates monitor one threshold at any given time; you cannot select multiple thresholds to determine why a blending action occurs.

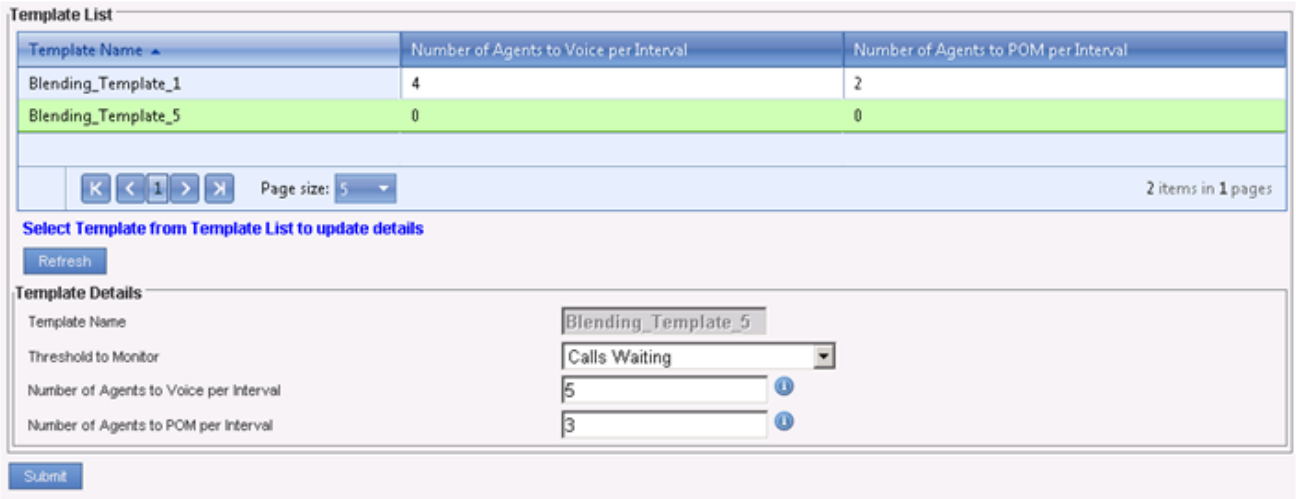
Procedure

1. Log on to Contact Center Manager Administration with administrative privileges.
2. On the Launchpad, click **Configuration**.
3. In the left pane, expand the CCMS server.
4. Click **Blending Configuration**.
5. From the **Template List**, select the blending template you want to configure.
6. Under **Template Details**, from the **Threshold to Monitor** list, select the threshold to monitor for the selected template.

   Important:

   Ensure that you have configured the **Blend To Inbound** and **Return To Outbound** values for the threshold you choose to monitor.
7. In the **Number of Agents to Voice per Interval** box, type the number of agents you want to transition from outbound to inbound activities (at each Polling Interval) if real-time traffic levels exceed the monitored threshold.
8. In the **Number of Agents to POM per Interval** box, type the number of agents you want to transition from inbound to outbound activities (at each Polling Interval) if real-time traffic levels fall below the monitored threshold.
9. Click **Submit**.

Example of configuring blending template settings



Assigning a blending template to a voice skillset

Before you begin

- Create a blending template. See Creating a blending template on page 29.
- Identify the voice skillset that you want to apply the blending template to.

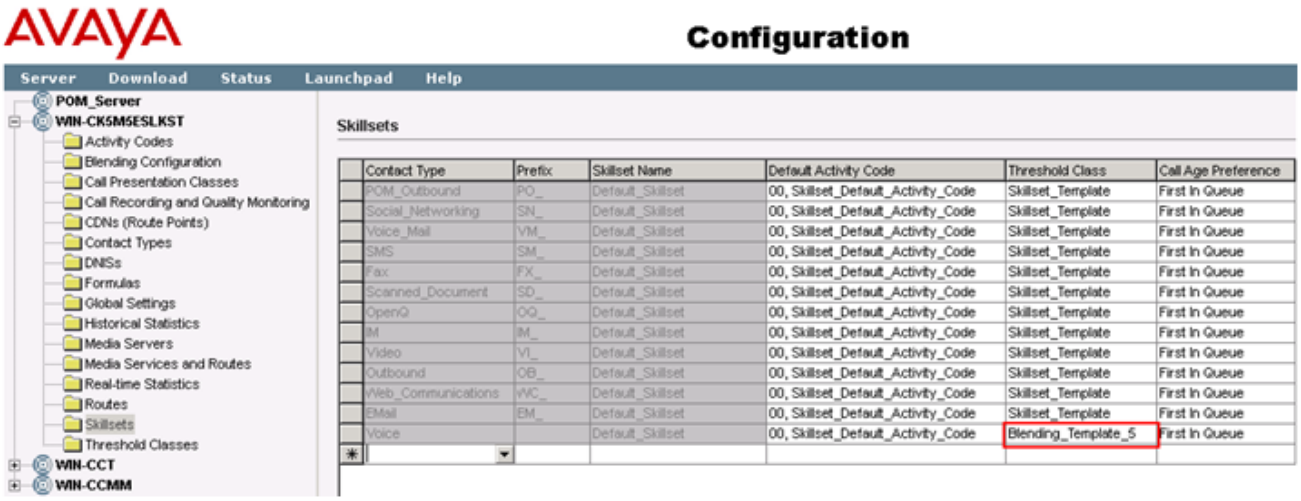
About this task

You must assign a blending template to a voice skillset to support agent blending. All blended agents must be assigned to both voice and POM skillsets. When you assign a blending template to a voice skillset, all agents assigned to that voice skillset are eligible for blending based on the blending template settings.

Procedure

1. Log on to Contact Center Manager Administration with administrative privileges.
2. On the Launchpad, click **Configuration**.
3. In the left pane, expand the CCMS server that includes the skillset you want to configure.
4. Click **Skillsets**.
5. Select the voice skillset you want to assign the blending template to.
6. From the **Threshold Class** list, select the blending template you want to assign to this skillset.
7. Click any other row in the grid to save your changes.

Example of assigning a blending template to a voice skillset



Chapter 6: Reporting

Avaya Aura® Contact Center reports on the activities of agents handling POM contacts. Avaya Aura® Contact Center provides these statistics in the existing standard agent performance reports. Contact Center Manager Administration generates agent performance reports and POM activities are reported against PO_ skillsets. These reports also report against AACC Outbound skillsets using the OB_ prefix.

Note:

These reports cover only solutions that use Avaya Aura® Contact Center for inbound voice calls.

Avaya Aura® Contact Center does not provide POM campaign statistics or reports on campaign performance. These reports are available from POM. For more information about POM reporting, see *Using Proactive Outreach Manager* on the Avaya support Web, www.avaya.com/support.

Real-Time Reporting

Avaya Aura® Contact Center includes a real-time display for blended agents. The Standard Blended Agent Display is available in the Real-Time Reporting component of Contact Center Manager Administration. This display provides the administrator with real-time information about blending actions. The following table lists the information available in the Standard Blended Agent Display.

Name	Description
Agt First Name	The first name of the agent, as configured in CCMA.
Agt Last Name	The last name of the agent, as configured in CCMA.
Login ID	The Login ID of the agent, as configured in CCMA.
Status	The current status of the agent. The agent's status is one of the following: • Outbound: Currently performing outbound activities. • Inbound: Currently performing inbound activities. • Pending Outbound: Currently performing inbound activities but is eligible and is selected to blend to outbound. The agent remains as Pending until they complete their final contact — the blend action takes place immediately after this contact is completed. • Pending Inbound: Currently performing outbound activities but is eligible and is selected to blend to inbound. The agent remains as Pending until they complete their final contact — the blend action takes place immediately after this contact is completed.
Last Blended Time	The time and date of the last time a blending action occurred for this agent.

Name	Description
Next Blending Eligibility Time	The time and date of the next time this agent is eligible for a blending action.
Blending Reason	This explains the reason for the blending action. Click **More Details**. The Blending Reason dialog box opens. This dialog box provides information such as: • The blending reason based on threshold criteria. • The number of agents eligible for blending at the time of this blend action. • The reason why this particular agent was selected for blending. • In certain configurations, the dialog box provides the priority of the agent being blended.

This real-time display refreshes every 20 minutes. If no blending action occurred for an agent in the preceding 20 minutes, no information appears for that agent in the display.

If an agent is blended to inbound and the Return To Outbound criteria is met (for example when Calls Waiting is the monitored threshold, the Return To Outbound value set for Calls Waiting is 10, and the number of Calls Waiting falls below 10), the agent is not automatically eligible for a blending action to return to outbound activities. The agent becomes eligible only after the minimum time expires. You configure the minimum time on the Blending Configuration tab in CCMA. This is reflected on the Standard Blended Agent Display — the agent status cannot change on the real-time display until the configured time expires.

The existing Standard Agent Display shows the status of agents assigned to POM skillsets. When an agent logs on to POM using Agent Desktop, their status on the real-time display is Busy. It remains as Busy until the agent accepts an incoming contact. From this point on, the agent's status is shown as Active or Idle.

Historical Reporting

Avaya Aura® Contact Center reports on the activities of POM agents. Statistics related to POM agents and calls are included in the standard CCMA Historical Reports. Reports relating to POM activities include the same fields and events as reported on for AACC activities.

Note:

POM transfers and consults appear in reports as DN transfers.

Chapter 7: High Availability

An integrated Avaya Aura® Contact Center and POM solution supports High Availability. The agent experience during and after a switchover depends on the switchover type and on your overall Contact Center solution. The following tables describe the agent experience in a number of different scenarios.

Table 1: SIP-enabled Contact Centers — Mission Critical High Availability

Scenario	Agent experience
Voice and Multimedia Contact Server switchover	POM agents receive a notification on Agent Desktop of the switchover. POM contacts in progress are cleared. After the agent dismisses the notification, the agent can continue processing inbound voice or multimedia contacts according to their AACC skillset assignments. When the switchover completes, the POMProxy service on the standby Voice and Multimedia Contact Server starts and synchronizes the agent state with POM. When all inbound calls in progress complete, POM re-establishes the nail-up (voice path to the agents extension), and agents are offered POM contacts once again.
Voice Contact Server switchover, Multimedia Contact Server does not switchover	Agents can continue processing POM contacts as normal during a switchover. The POM nail-up is unaffected. The current call survives the switchover. In certain scenarios, agents cannot change their state until the switchover completes.
Multimedia Contact Server switchover, Voice Contact Server does not switchover	POM agents receive a notification on Agent Desktop of the switchover. POM contacts in progress are cleared. After the agent dismisses the notification, the agent can continue processing inbound voice or multimedia contacts according to their AACC skillset assignments. When the switchover completes, the POMProxy service on the standby Multimedia Contact Server starts and synchronizes the agent state with POM. When all inbound calls in progress complete, POM re-establishes the nail-up (voice path to the agents

Scenario	Agent experience
	extension), and agents are offered POM contacts once again.
POM Server failure, no AACC server switchover	The active customer call is dropped. The agent loses the POM contact and the nail-up. This allows the agent to continue with AACC voice and multimedia contacts during POM downtime. When the POM server recovers from failure and all inbound calls in progress complete, POM re-establishes the nail-up (voice path to the agents extension). Agents are offered POM contacts once again. **Note:** In certain scenarios, in the event of a POM server failure, you must unassign the POM_Outbound Contact Type from your POM agents. This allows the agents to log on to Agent Desktop to handle AACC voice or multimedia contacts.

Table 2: AML-based Contact Centers — Hot Standby High Availability

Scenario	Agent experience
Voice and Multimedia Contact Server switchover	The agent is logged out of Agent Desktop and POM. If the MPP server anchoring the current call remains unaffected, the agent can continue on the call using their deskphone. When the switchover to the standby server completes, the agent must log on again.
Voice Contact Server switchover, Multimedia Contact Server does not switchover	The agent is logged out of Agent Desktop and POM. If the MPP server anchoring the current call remains unaffected, the agent can continue on the call using their deskphone. When the switchover to the standby server completes, the agent must log on again.
Multimedia Contact Server switchover, Voice Contact Server does not switchover	The agent is logged out of Agent Desktop and POM. If the MPP server anchoring the current call remains unaffected, the agent can continue on the call using their deskphone. When the switchover to the standby server completes, the agent must log on again.
POM Server failure, no AACC server switchover	The active customer call is dropped. The agent loses the POM contact and the nail-up. This allows the agent to continue with AACC voice and multimedia contacts during POM downtime.

Scenario	Agent experience
	When the POM server recovers from failure and all inbound calls in progress complete, POM re-establishes the nail-up (voice path to the agents extension). Agents are offered POM contacts once again. **Note:** In certain scenarios, in the event of a POM server failure, you must unassign the POM_Outbound Contact Type from your POM agents. This allows the agents to log on to Agent Desktop to handle AACC voice or multimedia contacts.

Table 3: Disaster Recovery — Switchover to the remote site

Scenario	Agent experience
Campus site failure, switchover to the remote site	The agent is logged out of Agent Desktop and POM. If the Media Processing Platform (MPP) server anchoring the current call remains unaffected, the agent can continue on the call using their deskphone. When the switchover to the remote site completes, the agent must log on again.

For more information about AACC High Availability or POM High Availability, see *Avaya Aura® Contact Center Fundamentals and Planning* (44400-211) and *Using Proactive Outreach Manager*, available on the Avaya support Website at www.avaya.com/support.

Chapter 8: Troubleshooting

This chapter describes the troubleshooting procedures that you perform when dealing with problems in an integrated AACC and POM solution.

Troubleshooting when POM services do not start

About this task

Troubleshoot when POM services do not start on the AACC server. If the CCMMPOMProxyService, CCMMPOMBlendingService, and the CCMMPOMReportingService do not start, perform the following troubleshooting tasks.

Procedure

1. Ensure that the Contact Center is correctly licensed for POM:
   - Ensure that a POM feature license is present.
   - Ensure that the number of POM agents has not exceeded the maximum allowed by your license.
2. Verify that the POM server is configured correctly in CCMM Administration. For more information, see Configuring POM settings on page 18.

Troubleshooting logging on to Agent Desktop

About this task

Troubleshoot when POM agents cannot log on to Agent Desktop by following the steps below.

Important:

Complete the task below only if POM agents cannot log on to Agent Desktop. If agents not assigned to the POM_Outbound Contact Type are also unable to log on to Agent Desktop, this issue is not related specifically to POM and you must follow AACC troubleshooting tasks. For more information about AACC troubleshooting tasks, see *Avaya Aura® Contact Center Troubleshooting* (44400-712).

Procedure

1. Verify that the POM Server details in CCMM Administration are correct. See Configuring POM settings on page 18.
2. Ensure you can ping the POM server from the AACC server.
3. Verify that all Contact Center services are running:
   a. Open the System Control and Monitor Utility. Click **Start** > **All Programs** > **Avaya** > **Contact Center** > **Common Utilities** > **System Control and Monitor Utility**.
   b. Click each tab (**LM**, **CCMS**, **CCMA**, **CCT**, and **CCMM**) and ensure that all services in the **Profile** box have a green circle next to them.

      Services with a padlock icon are not licensed and therefore do not start.
   c. If there are services that are not started, on the **Contact Center** tab, click **Start Contact Center**.
4. Ensure that the AACC settings in POM are correct. For more information, see Configuring AACC settings in POM on page 21.
5. Verify that RSM compression is disabled on the Contact Center server.
6. Ensure that, on the Experience Portal Manager (EPM) Server, you configure a user and password for the Outcall Web Service. You must assign the Web Services role to this user.
7. Ensure that there is no existing call active on your deskphone. If a call exists, release this call before logging on to Agent Desktop.
8. If agents are still unable to log on to Agent Desktop, ensure that the correct firewall policy has been applied on the AACC server. Verify that a firewall is not blocking communications between any of your solution components:
   a. Disable the firewall on the AACC server and Agent Desktop client computers temporarily.
   b. Disable the firewall on the POM server and MPP server temporarily using the following commands:

      ```
      service iptables stop
      /etc/init.d/iptables stop
      chkconfig iptables off
      ```
   c. Verify that the firewall is stopped using the `service iptables status` command.
   d. Restart the POM server, restart the CCMMPOMProxyService on the AACC server, relaunch Agent Desktop and attempt to log on.

      Important:

      Ensure that you enable your firewall policies after completing these troubleshooting steps.
9. Force the user to enter logon details on Agent Desktop:
   a. Open the CCMM Administration utility.
   b. In the left pane, click **Agent Desktop Configuration**.

c. Click **User Settings**.

d. Select the **Prompt User for Login Details** checkbox.

e. Click **Save**.

f. Restart Agent Desktop and attempt to log on. You must now enter logon credentials before logging on to Contact Center.

10. If agents are still unable to log on to Agent Desktop, review the following log files:
    - POM_API_. Includes information on all API calls made to POM, and responses.
    - CCMM_POMProxyServices_1. Includes debug messaging sent to POM and notifications received from POM.
    - CCMM_AgentDesktop_1.log. Includes all Agent Desktop log messages.
    - PIM_AgtMgr.log. Includes detailed debug messaging between POM and the AACC POMProxy Service.

Troubleshooting when the POM voice path call does not arrive

About this task

When a POM agent logs on to Agent Desktop, POM establishes a voice path (or nail-up) to the agents extension. If this call does not arrive, troubleshoot using the following steps.

Procedure

1. Ensure that there is no existing call active on the agent deskphone, and ensure the agent deskphone is not busy.
2. Verify that you can make a DN call to the agent deskphone, and that calls are not being forwarded to voice mail or any other destination.
3. Ensure that the the CLID (Calling Line Identification) is configured correctly in CCMM Administration. For more information, see Configuring POM settings on page 18.
4. Verify that the POM agent is assigned to the correct POM skillset and has not blended to inbound.
5. Verify that the relevant POM campaign is running and there are dialing records available.
6. Check the POM campaign strategy settings, namely the **Min Agents** and **Max Agents** values for the campaign. Ensure that the number of POM agents assigned to the campaign does not breach these values.
7. Verify that the POM nailer application is configured correctly.
8. Ensure that the Media Processing Platform (MPP) server is running, ports are available, and the MPP is licensed to the correct zone. Using Voice Portal Management System (VPMS) or

Experience Portal Manager (EPM), navigate to **Home** > **System Configuration** > **VOIP Connections** > **Change SIP Connection** and ensure that there is sufficient **Call Capacity**.

9. On Session Manager, ensure that SIP entities exist for the MPP server, Communication Manager or CS 1000, and Session Manager.
10. On Session Manager, ensure that the following Entity Links exist:
    - Session Manager to POM
    - Session Manager to Communication Manager or CS 1000
    - Session Manager to AACC
11. On Session Manager, ensure that the routing policy and dial patterns are configured correctly.
12. Verify that you can establish a call from the Media Processing Platform (MPP) server to the agents extension and to a Contact Center CDN. Use the Session Manager Call Routing Test.
13. If the nail-up call continues to fail, review the following log files:
    - POM_API_. Includes information on all API calls made to POM, and responses. Available on the AACC server at `D:\Avaya\Logs\CCMM`.
    - SessionManager.log. Includes SIP traces for nailup and customer calls. Available on the MPP server.

Using the Session Manager Call Routing Test

Use the Session Manager Call Routing Test to test routing of a SIP INVITE based on the current Session Manager administration options that you select. You can use it to verify that you have administered the Session Manager as intended before placing it into service, or to get feedback on why a certain type of call is not being routed as expected. The testing of call routing using Session Manager does not send any “real” SIP messages. It invokes call processing in the debug mode to test routing.

Table 4: Call Routing Test variable definitions

Name	Description
Called Party URI	SIP URI of the called party. You must specify a handle and a domain, for example, sip: 6010@AACCdomain.com. You can also specify a full URI such as sip: 6010@domain.com: 5060;sometag=3;othertag=4. You can also copy a URI recorded in a SIP trace and use it. In this case, 6010 is the number of an extension configured on your Communication Manager or Avaya Communication Server 1000, or a Contact Center CDN number.
Calling Party Address	IP address or host name from which the INVITE is received.
Calling Party URI	SIP URI of the calling party. You must specify a handle and a domain, for example, sip: 6011@AAEPdomain.com.

Name	Description
	You can also specify a full URI such as sip: 6011@AAEPdomain.com: 5060;sometag=3;othertag=4. You can also copy a URI recorded in a SIP trace and use it.
Session Manager Listen Port	Port on which the called Session Manager Instance receives the INVITE. The default port when using the TCP transport type is 5060.
Day of Week	Day of the week. Call times can influence routing policies.
Time (UTC)	Time. Call times can influence routing policies.
Transport Protocol	The transport protocol used by the calling party, which impacts routing options. This is used in testing the routing based on entity links.
Called Session Manager Instance	The Session Manager instance that receives the initial INVITE from the calling party. **Note:** These are only core Session Manager instances.

Button	Description
Execute Test	Carries out the routing test based on the parameters that you provide. The Routing Decisions box displays the result of the routing test. This result displays one line for each destination choice. For a destination that has alternate routing choices available, the result displays one line for each alternate routing choice and the lines are in the same order that the test attempted the destinations. Each line displays the intended destination of the INVITE, and also what the adapted digits and domain of the intended destination. The Routing Decision Process box contains details about how Session Manager made the routing decisions. This tool allows you to test your routing administration.

Troubleshooting idle agents

About this task

Troubleshoot when agents are idle after going Ready on Agent Desktop.

Procedure

1. Verify that the relevant POM campaign is running and sufficient dialing records remain.

2. Verify that the Campaign Strategy skillset matches the agent POM skillset.
3. Verify that the campaign contact list matches the agent's zone. Using the POM Web interface, navigate to **POM Monitor** > **Active Agents** to confirm.
4. Ensure that the numbers being dialed are valid.
5. Ensure that you manage your MPP licenses, as outbound calls require an MPP port. Ensure that the zone has an adequate allocation of outbound ports.

Troubleshooting when voice mail calls are presented to agents

About this task

Agents are normally presented with live calls only. Troubleshoot when agents are being presented with calls to voice mail systems.

Note:

Agents handle all calls when in preview dialing mode, including calls resulting in voice mails.

Procedure

1. On the POM Web interface, ensure **Enhanced CCA** is enabled for the campaign strategy.
2. Using Voice Portal Management System (VPMS) or Experience Portal Manager (EPM), navigate to **Home** > **System Configuration** > **MPP Servers** > **VOIP Settings** and manipulate the timers that detect voice mails.

   Important:

   If you change these settings in a working contact center, you must adhere to regulatory requirements.

Troubleshooting problems with agent scripts

About this task

Troubleshoot when agent scripts do not appear correctly on Agent Desktop, or when scripts do not update values correctly.

Procedure

1. If agent scripts do not appear correctly on Agent Desktop:
   a. Using the POM Web interface, verify that the script URL is configured correctly in the campaign strategy settings.

b. On the Agent Desktop client computer, open a Web browser. In the Address box, type the script URL and verify that the script appears in the browser window. If the script does not appear, modify the HOSTS file on the client computer to ensure Agent Desktop can resolve the script location.

2. If agent scripts do not update values correctly:
   a. Open the CCMM Administration utility.
   b. In the left pane, click **Agent Desktop Configuration**.
   c. Click **User Settings**.
   d. Clear the **Suppress Browser Script Errors** checkbox.
   e. Click **Save**.
   f. Resolve any errors that appear in the script on Agent Desktop.
   g. If problems with agent scripts persist, configure the campaign strategy to use the POM native script. Verify that Contact List attributes appear on Agent Desktop and you can edit these attributes. If you can edit Contact List attributes using the POM native script, this indicates a problem with a remote scripting server.

Troubleshooting transfer and conference problems on Agent Desktop

About this task

Troubleshoot when transfer or conference problems occur on Agent Desktop.

Procedure

If the list of phone numbers does not appear on Agent Desktop after you initiate a transfer or conference and select **Phone**:

a. On the POM Web interface, navigate to **POM Home** > **Campaigns** > **Agent Address Book**.
b. Create address book entries.

Troubleshooting problems with POM reporting

About this task

Troubleshoot when POM contacts do not appear on AACC reports.

Procedure

1. Ensure that the firewall is applied correctly on your AACC servers, and that the firewall policy is not blocking communication between AACC components.

2. In CCMM Administration, navigate to **General Administration** > **Server Settings** and verify that the Contact Center Manager Server Hostname is configured correctly.
3. Ensure that you are collecting the correct statistics. In CCMA Configuration, click the **Historical Statistics** folder to verfiy.
4. If After Call Work time is not accumulated, in CCMA Global Settings, select the **Enter ACW using Not Ready without Reason Code** checkbox.

Troubleshooting blending problems

About this task

Troubleshoot when agents are not blending to inbound at the correct time.

Procedure

1. Ensure that the POMBlending service is receiving an RSM feed:

   In CCMA Configuration, select the **Blending Configuration** folder and ensure that the **Multicast IP Address**, **Agent Port Number**, and **Skillset Port Number**, matches the values configured in the RTD Multicast Configuration utility. Open the RTD Multicast Configuration utility by clicking **Start** > **All Programs** > **Avaya** > **Contact Center** > **Manager Server** > **Multicast Address and Port Configuration**. Avaya recommends using Moving Window ports.
2. Ensure that your firewalls or group policies are not blocking any of your RSM ports.
3. Verify that RSN compression is disabled. See Disabling RSM compression on page 15.
4. In CCMM Administration, navigate to **General Administration** > **Server Settings** and verify that the Contact Center Manager Server Hostname is configured correctly.
5. Ensure that all blending settings are configured correctly. See Agent blending on page 27.

Troubleshooting when POM services are disabled on the AACC server

About this task

Troubleshoot when, after you install AACC, POM services are disabled.

Procedure

1. On the AACC server, open System Control and Monitor Utility (SCMU). Click **Start** > **All Programs** > **Avaya** > **Contact Center** > **Common Utilities** > **System Control and Monitor Utility**.

2. Click the **CCMM** tab.
3. Check if the following services appear disabled with a padlock icon:
   - CCMMPOMProxyService
   - CCMMPOMBlendingService
   - CCMMPOMReportingService
4. Check if the following services are running:
   - PredictiveOB
   - Predictive_Outbound_Blending

   If these services are running, you must reinstall Avaya Aura® Contact Center, ensuring you do not populate the **Predictive Reporting Server** box at install time. For more information, see *Avaya Aura® Contact Center Installation* (44400-311).

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