Avaya Aura® Call Center Elite Overview and Specification

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Contents

Chapter 1: Introduction 7
Purpose 7
Chapter 2: Call Center Elite overview 8
New in this release 9
Feature description 9
Business Advocate 9
Call Vectoring 10
Expert Agent Selection 10
Multisite Best Service Routing 11
Increase in the number of trunks that can be measured 12
Increase in the Agent-Skill Pair Limit 12
Support for 2000 Communication Manager locations 12
Detect and log out unreachable SIP Call Center Elite agents and stations 12
Support for setting the Call Prompting time-out period to 2 seconds 13
Support for Service Observing for SIP phones 13
Support for Service Observing Whisper Coaching 13
Addition of the Attribute field in the Agent LoginID screen 13
Support for Avaya Aura® Media Server 14
Support for treating adjunct routed calls as ACD calls 14
Support for treating AUX work mode as idle for controlling the agent MIA queue 14
Support to allow ASAI Single Step Conference calls to ignore Exclusion 15
Chapter 3: Interoperability 16
Product compatibility 16
Third-party product requirements 16
Chapter 4: Performance specifications 17
Capacity and scalability specification 17
Capacity 17
Servers and gateway capacities 18
Scalability of 96X1 SIP agent deskphones 20
Traffic specification 20
Dial plan specification 21
Chapter 5: Security 22
Security specification 22
Port utilization 22
Chapter 6: Licensing requirements 23
Call Center Elite license policy 23
Product licensing and delivery system 24
License enforcement 24
Chapter 7: Resources 25

Documentation 25
Finding documents on the Avaya Support website 25
Training 26
Viewing Avaya Mentor videos 26
Support 27
Glossary 28

Chapter 1: Introduction

Purpose

This document describes tested Avaya Aura® Call Center Elite characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security and licensing requirements.

This document is intended for people who want to gain a high-level understanding of the Avaya Aura® Call Center Elite features, functions, capacities, and limitations.

Chapter 2: Call Center Elite overview

Call Center Elite is the Avaya flagship voice product for customer engagement. The product coresides on Avaya Aura® Communication Manager, which is a key component of the Avaya Aura® communications platform.

Communication Manager supports multiple communications protocols, such as H.323 and Session Initiation Protocol (SIP). Communication Manager is configured as an Evolution server to integrate Call Center Elite with traditional circuit switched Time Division Multiplexing (TDM), H.323, SIP, and hybrid environments.

Call Center Elite offers conditional call routing that can be coupled with the following routing options:

- Greatest Need (GN)
- Skill Level (SL)
- Service Level Maximizer (SLM)
- Service Objective (SO) by Skill or Vector Directory Number (VDN)
- Service Level Supervisor (SLS) with Call Selection Override and Reserve Agent

Call Center Elite on Communication Manager 6.x and later increases agent productivity by providing resource selection capabilities. For example, Least Occupied Agent (LOA). The following Best Service Routing (BSR) Available Agent strategies that are applied for each VDN:

- First Found Agent
- Uniform Call Distribution-Most Idle Agent (UCD-MIA)
- Uniform Call Distribution-Least Occupied Agent (UCD-LOA)
- Expert Agent Distribution-Most Idle Agent (EAD-MIA)
- Expert Agent Distribution-Least Occupied Agent (EAD-LOA)

With virtual routing capabilities, multilocation call centers can maximize resource utilization across all sites.

Avaya Business Advocate, which is included in Call Center Elite, is a set of patented algorithms that balance competing business objectives. As agents become available, Business Advocate selects the next contact based on defined business objectives to meet service levels across the enterprise.

Call Center Elite integrates with performance management applications, such as Avaya Call Management System (CMS), and Avaya IQ for real-time reporting and performance analytics.

Call Center Elite integrates with the Avaya Aura® Workforce Optimization (WFO) solution suite for quality monitoring. The product also works with call recording solutions, such as Verint ContactStore and NICE Loggers.

Call Center Elite leverages the multimedia service offerings of Interaction Center (IC) and Avaya Aura® Call Center Elite Multichannel to route and manage transactions across multiple channels such as voice, video, email, and web chat.

New in this release

New features for Avaya Aura® Call Center Elite 7.0.1:

- Service Observing added on 96X1 SIP agent deskphones.
- Service Observing Whisper Coaching added on H.323, DCP, and 96X1 SIP agent deskphones.
- Support for treating AUX work mode as idle for controlling the agent MIA queue.
- Support for treating adjunct routed calls as ACD calls.
- Support to allow ASAI Single Step Conference calls to ignore Exclusion.

New features for Avaya Aura® Call Center Elite 7.0:

- Number of trunks that can be measured is increased from 12,000 to 24,000.
- Capacity of logged-in agent-skill pairs increased from 100,000 to 360,000, on a single instance of Communication Manager.
- Number of Communication Manager locations supported by Call Center Elite increased from 250 to 2000.
- Capability to detect and log out unreachable SIP agents and stations.
- Support for setting Call Prompting timeout period to 2 seconds.
- Support for Avaya Aura® Media Server.
- Addition of the **Attribute** field to the Agent LoginID screen.

Feature description

Call Center Elite enhances the business value of every customer interaction, ensures a consistent customer experience, and drives costs down.

Business Advocate

Business Advocate is a Call Center Elite feature that uses a patented routing algorithm to:

- Manage agents and call volumes.
- Meet service levels.
- Predict call wait time.
- Reduce agent burnout.

Business Advocate automates the activation of reserve agents to prevent overflow of calls in a queue.

Dynamic Advocate, which is a Business Advocate feature, automatically adjusts the overload threshold based on the service level requirements.

Business Advocate leverages the following features to balance business needs such as service levels, caller segmentation, and multiskilled agent management:

- Percent Allocation for call selection and Percent Allocation Distribution (PAD) for agent selection
- Predicted Wait Time (PWT), which is applicable during call surplus conditions, as a systemwide call selection measurement
- Service Level Supervisor (SLS) with Call Selection Override and Reserve Agent
- Service Objective (SO) by Skill or Vector Directory Number (VDN)

For more information, see *Using Avaya Business Advocate* on the Avaya Support website at http://support.avaya.com.

Call Vectoring

Call Vectoring is the process of defining vector programs for call routing and call treatment.

Call vectors are a series of user-defined commands that you can use to route internal or network calls and to determine the treatment for each call. You can route calls to on-network or off-network destinations, or to staffed ACD agents.

Communication Manager directs all incoming calls to an administered VDN which could represent a service category, such as Billing, Customer Service, or Sales. The VDN directs calls to a vector with commands such as **`announcement`**, **`busy`**, **`collect digits`**, **`goto step`**, or **`wait-time`** for call routing and call treatment.

Use vector commands to perform the following call-related functions:

- Collection of touchtone digits
- Call treatment such as an announcement or a busy tone
- Call routing to more than one skill if an agent fails to answer the call
- Conditional and unconditional branching from one vector step to another step or vector
- Execution of voice scripts on a Voice Response Unit (VRU) to provide information to the caller

For information about Call Vectoring features and commands, see *Avaya Aura® Call Center Elite Feature Reference* and *Programming Call Vectoring Features in Avaya Aura® Call Center Elite* on the Avaya Support website at http://support.avaya.com.

Expert Agent Selection

Expert Agent Selection (EAS) is a skill-based routing feature that reduces the call transfer and call holding time by matching caller needs with agent skills.

When **EAS** is set to `y`, Communication Manager associates each phone with an agent login ID, which is an extension in the dial plan, and not with a skill hunt group. Hence, when an agent logs in, Communication Manager associates the phone with all the skill hunt groups that a system administrator assigns to the agent login ID.

Using Call Center Elite an administrator can assign up to 120 skills to an agent. The administrator can set the call handling preference, that is, administer distribution of calls with the greatest need before skill level under call surplus conditions. Conversely, staffed agents can be moved to handle calls under agent surplus conditions. Agent occupancy and the administered skill levels determine which agents handle calls under agent surplus conditions.

EAS supports a Direct Agent Calling (DAC) capability that a caller can use to speak with a specific agent. Communication Manager prioritizes and delivers a direct agent call before a skill hunt group call. Communication Manager receives the call as an ACD call but delivers or queues the call to the agent and not to a skill hunt group.

For more information, see *Avaya Aura® Call Center Elite Feature Reference* on the Avaya Support website at http://support.avaya.com.

Multisite Best Service Routing

Multisite Best Service Routing (BSR) is a virtual routing feature that ensures efficient use of network resources by comparing local and remote skills for call routing to the resource that can provide the best service.

Agents that share a common skill set are part of a single virtual pool where Communication Manager routes calls based on the administered agent selection criteria and the distribution algorithms regardless of the agent location.

Location Preference Distribution is another Call Center Elite feature that is quite popular in addition to the traditional Avaya Virtual Routing settings of Multisite BSR and Look Ahead Interflow (LAI).

Virtual routing builds on the LAI feature to route calls to the best skill. Communication Manager uses a series of **`consider`** vector steps to determine the best skill and interflows the call using the **`queue-to best`** or **`check best`** vector commands.

For information about vector steps and vector commands, see *Programming Call Vectoring Features in Avaya Aura® Call Center Elite* on the Avaya Support website at http://support.avaya.com.

In a call surplus condition, Communication Manager treats a skill as best if the skill has the shortest Expected Wait Time (EWT). In an agent surplus condition, the administered **Available Agent Strategy** field on the Communication Manager server which receives the call determines the best skill for handling the call or work item.

For more information, see *Avaya Aura® Call Center Elite Feature Reference* on the Avaya Support website at http://support.avaya.com.

Increase in the number of trunks that can be measured

In this release, the number of trunks that can be measured is increased from 12,000 to 24,000.

Increase in the Agent-Skill Pair Limit

In this release, the agent-skill pair limit is increased from 100,000 to 360,000 on a single instance of Communication Manager. Using the increase in the logged-in agent-skill pair limit you can assign more skills to existing logged in agents.

Support for 2000 Communication Manager locations

SPI language 24 supports 2000 locations and Communication Manager 7.0 supports SPI L24. Therefore, Communication Manager locations supported by Call Center Elite are increased from 250 to 2000.

Detect and log out unreachable SIP Call Center Elite agents and stations

Detect and log out unreachable SIP Call Center Elite agents

When you set **Enable SIP Agent Reachability** to y on the System-Parameter Features screen, Communication Manager polls SIP endpoints for monitoring the reachability of logged in Call Center Elite SIP agents. Communication Manager polls SIP endpoints in either a default 5 minute window or a window based on a user-defined interval. If Communication Manager does not receive a response from the SIP endpoint, the state of the Call Center Elite agent is changed to the AUX work mode with an optional reason code. To determine that the problem is not a short term one, Communication Manager continues to poll the SIP endpoint at a faster interval. If the SIP endpoint fails to respond based on the administered parameters, Communication Manager logs out this agent.

Detect and log out unreachable SIP stations

Similarly, the reachability function can also be extended to domain-controlled SIP stations. The domain-controlled reachability monitoring is independent of the agent reachability monitoring and does not require an agent to be staffed. Communication Manager uses domain-controlled reachability to send the station reachability information to CTI applications that need to track the status of this station. You can enable or disable the domain-controlled reachability at the system level on the System-Parameter Features screen using the **Enable Reachability for Station Domain Control** setting. You can also administer domain-controlled reachability on a station-by-station basis on the Station screen using the **Enable Reachability for Domain Control SIP Stations** setting.

Support for setting the Call Prompting time-out period to 2 seconds

The Call Prompting time-out period is set to 10 seconds by default. This time-out period can be changed to a value between 2 to 10 seconds using the **Prompting Timeout** field on the Feature-Related System Parameters screen.

Caution:

Avaya recommends that you do not set the time-out period to less than 4 seconds, except in special cases. If the time-out is set to less than 4 seconds, the short time-out can cause the caller to miss entering the next digit in a sequence. The caller can miss entering the next digit in a sequence if the caller is unaware that the digits must be entered quickly. The setting of this timer is system-wide and affects digit entry for all collect digits steps in all vectors.

Support for Service Observing for SIP phones

You can now use Avaya 96X1 SIP agent deskphones to observe a call. Using Service Observing, a call center supervisor can observe agents when agents are on a call. Service Observing is useful for agent training and improving agent performance.

Support for Service Observing Whisper Coaching

Using Service Observing Whisper Coaching, a service observer can talk to the agent while a call is connected without being heard by the caller. Service Observing Whisper Coaching improves agent training and performance because a supervisor using Service Observing can coach the agent by whispering advice to the agent. Customers cannot hear the advice that the supervisor provides to the agent. Supervisors can coach only in the following scenarios:

- The supervisor is Service Observing an ACD agent in the Listen-Only or Listen & Talk modes and not in the No-Talk mode.
- The supervisor is Service Observing an active call, which is not in a conference or on-hold.

In case of a Vector Directory Number (VDN) observing, the supervisor can coach only when the call connects to a local ACD agent. You can have more than one observer for a call, but only one observer can provide coaching.

Addition of the Attribute field in the Agent LoginID screen

In this release, a new field named **Attribute** is added to the Agent LoginID screen. The **Attribute** field is an alphanumeric field that can be left blank or contain up to 20 characters. The content of the **Attribute** field is sent to CMS. Call Center Elite customers can enter a character string that

represents a combination of characteristics of that agent defined by the call center management for use in reporting.

Changes to the **Attribute** field on the Agent LoginID screen are reflected only after agents log out and log back in.

Support for Avaya Aura® Media Server

Call Center Elite uses Avaya Aura® Media Server (Avaya Aura® MS) to provide IP audio capabilities similar to legacy H.248 media gateways or port networks with media processors.

Avaya Aura® MS is a software-based media application platform. Avaya Aura® MS is scalable and supports clustering or high availability.

Call Center Elite agents and supervisors can hear zip tone, VDN of Origin Announcements, and warning tones from Avaya Aura® MS instead of VAL boards and Communication Manager media gateways. You can use Avaya Aura® MS to play recorded announcements to customers. Call Center Elite supports a mix of Avaya Aura® MS, VAL boards, and Communication Manager media gateways to provide IP audio capabilities.

Call Center Elite administrators can easily program call vectoring because they do not need to know whether Avaya Aura® MS or a media gateway is providing the announcement, collect digits, and other vector commands that depend upon media capture or playback. To administer announcements, administrators only need to populate information on the system administration screens with which the administrators are familiar. Avaya Aura® System Manager is the preferred method of uploading and administering announcements on Avaya Aura® MS.

Avaya Aura® MS uses a software platform to provide channels for compliance recording products and therefore does not require a media gateway for compliance recording.

Support for treating adjunct routed calls as ACD calls

In Call Center Elite Release 7.0.1, you can configure adjunct routed calls to be treated as ACD calls. Thereby, adjunct routed calls can also be counted as an ACD call for a skill in reports. You can administer this feature on a per VDN basis. By default, the feature is set to no.

Support for treating AUX work mode as idle for controlling the agent MIA queue

In Call Center Elite Release 7.0.1, you have the option for the Most Idle Agent (MIA) skill queues to consider agents idle while they are in the AUX work mode.

When the agent logs on, the agent is queued if the **AUX Agents Considered Idle (MIA)** field is set to the following parameters:

- `y` on the Agent LoginID screen.
- `system` on the Agent LoginID screen and `y` on the Feature-Related System Parameters screen.

Agent queuing also depends on the value set in the **ACW Agents Considered Idle** field. If the agent was not previously in the queue, agent queuing depends on when the agent enters the AUX work mode.

Support to allow ASAI Single Step Conference calls to ignore Exclusion

In Call Center Elite Release 7.0.1, you can administer whether multi-appearance phone users can prevent ASAI Single Step Conference (SSC) parties from bridging on to an existing call. Using the feature you can determine whether Communication Manager allows either a visible or invisible SSC connection towards a station with Exclusion active, either by Class of Service (COS) or by manual activation of Exclusion. By default, the feature is set to no.

Chapter 3: Interoperability

Product compatibility

For the latest and most accurate compatibility information, go to http://support.avaya.com/CompatibilityMatrix/Index.aspx.

Third-party product requirements

Third-party products	Description	Connectivity and limitations
Verint Quality and ContactStore	Call recording software developed by Avaya and Verint that requires no proprietary hardware. This software supports TDM, IP, or mixed environments. You can use the products for Service Observing.	• Requires Application Enablement Services (AES) 4.2 or later to connect to Communication Manager 6.2 or later. • Requires the Communication Manager API (CMAPI), that is, the Device, Media, and Call Control (DMCC) service to gain access to media and to record calls. **Note:** With Communication Manager 6.0 and later, you can complete the DMCC registration for call recording solutions only through an AES license file.
NICE Loggers	Call recording solution developed by Nice that offers the following recording models: • Record on Demand • Selective recording • Quality management recording • All call recording	

For application notes on third-party connectivity, see the Avaya Support website at http://support.avaya.com.

Chapter 4: Performance specifications

Vector steps, announcements, Computer Telephony Integration (CTI) applications, and other design components affect the performance of the processor and the Busy Hour Call Completion (BHCC) ratings. SIP trunks might require up to 60 percent more processing power when compared to the H.323 and TDM trunks.

Call Center Elite supports a total extension count of 64,000. VDNs function as extensions. Hence, if you administer 30,000 VDNs, you must balance the following count:

- 9,000 extension numbers in the dial plan that are used for announcements or music sources
- 30,000 potentially administered EAS agent login IDs

The following indicate the current CTI throughput for each Communication Manager instance when connected to Application Enablement Services (AES):

- 1,000 messages per second for AES 5.2 and later
- 24 domain-control associations per call
- 6 active associations per call, skill, and VDN domain
- 10,000 event notification associations

For information about capacity, see *Avaya Aura® Communication Manager System Capacities Table* on the Avaya Support website at http://support.avaya.com.

Capacity and scalability specification

Capacity

The following table lists the increase in maximum capacity for a variety of Call Center Elite resources.

Call Center Elite resource	Release 5.0	Release 6.0	Release 7.0
Administered agent login IDs	20,000	30,000	30,000
Administered agent-skill pairs in Communication Manager	180,000	999,999	999,999

Table continues…

Call Center Elite resource	Release 5.0	Release 6.0	Release 7.0
Concurrently logged-in ACD agents-skill pairs	100,000	100,000	360,000
Concurrently logged-in ACD agents	7,000	10,000	10,000
Holiday tables	99	999	999
Separate VDN extensions from station extensions	36,000	NA. Allows full capacity for VDNs and stations.	NA. Allows full capacity for VDNs and stations.
Policy Routing Tables (PRTs) of 15 steps each	2,000	8,000	8,000
PRT routing destination points	6,000	24,000	24,000
Service Hours Tables	99	999	999
Skills or hunt groups per Communication Manager instance	2,000	8,000	8,000
Skills per agent	60	120	120
Station extensions	36,000	41,000	41,000
Total extensions	55,733	64,000	64,000
VDN extensions	20,000	30,000	30,000
VDN variables	V1 to V9 for each of the 20,000 VDNs.	V1 to V9 for each of the 30,000 VDNs.	V1 to V9 for each of the 30,000 VDNs.
Vector Routing Tables	100	999	999
Vectors of 99 steps each	2,000	8,000	8,000
Station extensions consist of attendant extensions, station set assignments, including ACD agent physical set, Administration Without Hardware (AWOH), and administered EAS logical agent IDs.			

Servers and gateway capacities

The following parameters determine the number of concurrent agents:

- Agent occupancy
- Announcement sources
- Codecs
- Station type
- Trunk termination location

The following servers support Communication Manager and Call Center Elite:

- Dell™ PowerEdge™ R610
- HP ProLiant DL360 G7
- Avaya S8300D embedded server

Read the *Avaya Aura® Communication Manager System Capacities Table* before undertaking any solution design.

Dell R610 and HP DL360 G7 server capability	
Maximum number of agents for each G700 Media Gateway with the External Call Controller (ECC) configuration	60
Maximum number of agents for each G450 Media Gateway	60–200
Maximum number of agents for each G430 Media Gateway	80–200
Maximum number of agents for each G350 Media Gateway with the ECC configuration	10
Maximum number of agents for each G250 Media Gateway with the ECC configuration	• 4 concurrent agents for the G250 Analog and Basic Rate Interface (BRI) ECC configuration • 12 concurrent agents for the G250 DS1 and Digital Communications Protocol (DCP) ECC configuration
IG550 • JD1 Media Gateways (model J4350) • JD1 Media Gateways (model J6350) • JD1.2 Media Gateways (model J2320) • JD1.2 Media Gateways (model J2350)	• 80 IP stations for the Central Distribution to Remote Sites configuration • 48 concurrent agents with no queuing for independent call centers
Maximum number of logged-in ACD agents	10,000
Maximum number of logged-in SIP EAS agents	5000 **Note:** The maximum number of logged-in ACD agents includes the logged-in SIP EAS agent count of 5000.

S8300D capability	
Maximum number of agents for each G700 Media Gateway with the External Call Controller (ECC) configuration	60
Maximum number of agents for each G450 Media Gateway	60–200
Maximum number of agents for each G430 Media Gateway	80–200
Maximum number of agents for each G350 Media Gateway with the ECC configuration	10
Maximum number of agents for each G250 Media Gateway with the ECC configuration	• 4: Basic Call Center that is available only for the G250 configuration

Table continues…

S8300D capability	
	• 12: Any Call Center package for the DS1 configuration
IG550 • JD1 Media Gateways (model J4350) • JD1 Media Gateways (model J6350) • JD1.2 Media Gateways (model J2320) • JD1.2 Media Gateways (model J2350)	• 80 IP stations for the Central Distribution to Remote Sites configuration • 48 concurrent agents with no queuing for independent call centers
Maximum number of logged-in ACD agents	450
Maximum number of logged-in SIP EAS agents	• 4: S8300D with G250 or G350 • 50: S8300D with G700 or G450

Scalability of 96X1 SIP agent deskphones

The Dell™ PowerEdge™ R610 and HP ProLiant DL360 G7 servers support up to 5000 concurrently logged-in SIP Expert Agent Selection (EAS) agents who use the 96X1 SIP agent deskphones.

Traffic specification

Important:

Avaya Technology and Consulting (ATAC) Design Center must review all Call Center Elite designs. Avaya Sales Factory must review all Call Center Elite designs that involve SIP trunking.

Avaya Sales Factory derives the Communication Manager CPU occupancy for upgrades and new installations to ensure that the proposed solution design can handle the anticipated traffic load.

The following are some of the major considerations:

- Busy Hour Call Completion (BHCC) for inbound calls.
- Call Vectoring with a focus on the announcements that Communication Manager plays for calls in a queue.
- The number of simultaneously active SIP trunks. Active SIP trunks that support calls in a queue have a greater impact on the Communication Manager CPU occupancy than the active SIP trunks that support calls being handled by agents.
- The Communication Manager release, CPU clock speed, and server duplication mode.
- Computer Telephony Integration (CTI) operations, such as call monitoring, adjunct routing, and third-party call control (3PCC).
- Intelligent Customer Routing (ICR) and Best Service Routing (BSR) operations.

Dial plan specification

With the dial plan feature, you can use up to 13 digits for extension dialing. Use Uniform Dial Plan (UDP) to create a common dial plan for servers across multiple locations. The UDP feature scales up extension dialing to 18 digits.

Note:

Basic Call Management System Reporting Desktop (BCMSRD) 2.4 does not support 13 digits.

Announcements or music sources that require dial plan assignment are limited to 3 to 7 digits to be compatible with the entry limit for the call vectoring announcement.

Define the following dial plan information for each type of call:

- Attendant.
- Automatic Alternate Routing (AAR).
- Automatic Route Selection (ARS).
- Dial Access Codes (DACs) that include Feature Access Codes (FACs) and Trunk Access Codes (TACs).
- Extensions.

  Note:

  EAS agent login IDs and VDN extensions can range only from 3 to 13 digits.
- Prefixed extensions.

Administer the dial plan on the following screens:

- Dial Plan Analysis Table
- Dial Plan Parameters
- Location Parameters
- Uniform Dial Plan Table
- Station

For more information about dial plan administration, interactions, and considerations, see *Avaya Aura® Communication Manager Feature Description and Implementation* on the Avaya Support website at http://support.avaya.com.

Chapter 5: Security

Security specification

Avaya incorporates security features in all products. However, the customer is responsible for setting the security configurations on the customer data network and for configuring the security features that are available in the products.

Call Center Elite security features

- Access codes: To prevent hackers from using the Meet-me Conference facilities.
- Barrier codes: To provide remote access.
- Call Vectoring and Call Prompting: To prevent unauthorized user access.
- Converse-on vector step: To route calls to a Voice Response Unit (VRU) where you can set stringent security checks, such as voice recognition.
- Expert Agent Selection (EAS): To lock stations with unstaffed agents.
- Recorded announcements: To indicate that unauthorized calling is illegal and that the call is monitored or recorded.
- Service Observing (SO) and console permissions: To disable the capabilities for individuals who do not need the feature.
- VDN Class of Restriction (COR): To limit the outgoing facility path. For instance, you can set the Facility Restriction Level (FRL) in the COR to zero for restricted access to network routing preference.

For more information about security designs, testing, and violation reports, see *Avaya Aura® Communication Manager Reports* and *Avaya Aura® Communication Manager Security Design* on the Avaya Support website at http://support.avaya.com.

Port utilization

For information about port matrix, see the Communication Manager port matrix on the Avaya Support website at http://support.avaya.com.

Chapter 6: Licensing requirements

Call Center Elite is a separately licensed software application inside Communication Manager and therefore, the Call Center Elite release cannot be greater than the Communication Manager release.

Call Center Elite is licensed as a whole number release such as 7.0, which means that the Call Center Elite software is licensed in Product Licensing and Delivery System (PLDS) as Call Center Elite 7.0.

Call Center Elite is licensed on the basis of each Concurrent User (CU), which means that only the specified number of licensed units can gain access and use the software on an Avaya server supporting Communication Manager at any given time, but without regard to the named user. The CU license is ideal for call centers as agents in shifts can use the same license.

Call Center Elite license policy

Effective August 2009, Avaya changed the pricing from 9-Tier to 1-Tier for all product offerings except for Avaya Aura® Communication Manager Standard, Enterprise, Call Center Elite, and Call Management System. For these products, Avaya changed the pricing from 9-Tier to 3-Tier.

3-Tier pricing offers:

- Each user or agent ordering: Customers do not have to purchase fixed bundles. This provides maximum flexibility in ordering new or add-on agents.
- New and add-on agents have common pricing tiers but not the same prices. Add-on licenses for non current releases are priced slightly higher than for the current release.
- Add-on agents always start at the first tier. As all software products have a consistent add-on user policy, customers can determine their aftermarket needs.
- Common pricing tiers with built-in volume discounts. While most Avaya products are offered in a single price tier, Call Center Elite continues to offer 3-Tier pricing, which means customers get built-in volume discounts on each transaction.

Effective May 2010, Avaya transitioned Call Center Elite upgrades to 1-Tier pricing, that is, one material code, one path, and one price, for transactional upgrades. 3-Tier pricing remains in effect for new and add-on agents.

Product licensing and delivery system

Communication Manager 6.0 and later releases use Product Licensing and Delivery System (PLDS).

Use Remote Feature Activation (RFA) for earlier releases on Communication Manager, for DEFINITY R10 through Communication Manager 5.2.1.

For more information about PLDS, including training, documentation, and job aids, see http://plds.avaya.com.

License enforcement

Communication Manager denies service if the number of concurrent agent login IDs exceed the licensed quantity.

For example, the Call Center Elite licensing controls the following:

- ACD Agent Limit
- BCMS Measured Agents
- BCMS Measured ACD Members
- CMS Measured ACD Members

If an agent has at least one assigned Advocate skill, Communication Manager treats the agent as an Advocate Agent.

If an agent attempts to log in to the system when the Advocate Right-to-Use (RTU) license limit is reached, Communication Manager plays a reorder tone and denies agent login.

Chapter 7: Resources

Documentation

See the following related documents.

Title	Use the document to:	Audience
Supporting		
Avaya Aura® Communication Manager System Capacities Table	Read about the system capacity and system scalability.	Implementation engineers, sales engineers, and solution architects
Programming Call Vectoring Features in Avaya Aura® Call Center Elite	Write and edit call vectors.	Implementation engineers and system administrators
Understanding		
Avaya Aura® Call Center Elite Feature Reference	Read about Automatic Call Distribution (ACD) and Call Vectoring features.	All users of Avaya Aura® Call Center Elite
Avaya Aura® Communication Manager Feature Description and Implementation	Read about Avaya Aura® Communication Manager features.	All users of Communication Manager
Using		
Using Avaya Business Advocate	Learn how to use Business Advocate for agent selection and call selection.	Contact center managers, system administrators, and supervisors

Finding documents on the Avaya Support website

About this task

Use this procedure to find product documentation on the Avaya Support website.

Procedure

1. Use a browser to navigate to the Avaya Support website at http://support.avaya.com/.
2. At the top of the screen, enter your username and password and click **Login**.
3. Put your cursor over **Support by Product**.
4. Click **Documents**.

5. In the **Enter your Product Here** search box, type the product name and then select the product from the drop-down list.
6. If there is more than one release, select the appropriate release number from the **Choose Release** drop-down list.
7. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.

   For example, if you are looking for user guides, select **User Guides** in the **Content Type** filter. Only documents in the selected category will appear in the list of documents.
8. Click **Enter**.

Training

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

Course code	Course title
AVA00741WEN	Introduction to Call Center Operations
AVA00742WEN	Avaya Call Center - Analyze, Design, and Plan Implementation
5C00091E	Avaya Aura® Call Center Elite Virtual Campus Offering
5C00091I	Avaya Aura® Call Center Elite Implementation and Configuration
5C00091V	Avaya Aura® Call Center Elite Implementation and Configuration

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

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:
  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

  Note:

  Videos are not available for all products.

Support

Go to 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 release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Glossary

AES	Application Enablement Services (AES) is an Avaya product that provides a platform for the development of CTI-based applications for Communication Manager 3.0 or later.
agent surplus	A condition where more than one agent is available, that is, idle to receive an incoming call.
ASAI	Adjunct-Switch Application Interface (ASAI) is an Avaya protocol that applications use to gain access to the call-processing capabilities of Communication Manager.
available agent strategy	A strategy that determines how the Best Service Routing (BSR) commands in a vector identify the best skill when multiple skills have available, that is, idle agents.
Avaya Aura®	A converged communications platform unifying media, modes, network, devices, applications. Avaya Aura® is based on the SIP architecture with Session Manager at the core.
BHCC	Busy-Hour Call Completion (BHCC) is a measure of the number of calls that Communication Manager successfully completes during the peak hour of a network.
Business Advocate	A Call Center Elite feature that establishes different service levels for different types of calls. For example, a company decides that a premium customer must receive service before the other types of customers.
call surplus	A condition where ACD calls are in queue and no agents are available.
check best	A vector command that Communication Manager uses to verify if the best found split or skill meets all the conditions in the vector. For example, Communication Manager can use the **`check`** command to verify if the best found split or skill has the best Expected Wait Time (EWT).
consider	A vector command for collection of Best Service Routing (BSR) status data that Communication Manager uses for comparison of splits or skills. Use the **`check best`** and **`queue-to best`** commands in the consider series to identify and queue calls to the best split or skill.

DMCC	Device, Media, and Call Control (DMCC) is the new name for Communication Manager Application Programming Interface (API), that is, CMAPI.
Dynamic Percentage Adjustment	A Business Advocate feature that automatically adjusts the agent target allocations to meet the administered service level targets.
Dynamic Queue Position	A Business Advocate feature that queues calls from multiple VDNs to a single skill, while maintaining the service objectives of each originating VDN. For instance, DQP positions a premium customer call with an assigned service objective of 10 seconds before a regular customer call with an assigned service objective of 25 seconds. Dynamic Queue Position (DQP) is also known Service Objective by VDN.
Dynamic Threshold Adjustment	A Business Advocate Service Level Supervisor (SLS) feature that meets the administered service levels by automatically adjusting the overload thresholds to engage reserve agents.
EAD-LOA	Expert Agent Distribution-Least Occupied Agent (EAD-LOA) is an agent selection method for delivery of calls under agent surplus conditions. With EAD-LOA implemented, calls are delivered to the available, that is, idle agent with the highest skill level and the lowest percentage of work time since login. The comparison before call delivery is done for all available agents with the same skill level.
EAD-MIA	Expert Agent Distribution-Most Idle Agent (EAD-MIA) is an agent selection method for delivery of calls under agent surplus conditions. With EAD-MIA implemented, calls are delivered to the available agent with the highest skill level who has been idle the longest since the last ACD call that the agent received. The comparison before call delivery is done for all idle agents with the same skill level.
ECC	External Call Controller (ECC) is an external Media Gateway Controller (MGC) that communicates with the G250 or G350 media gateways in a network.
first found	A Best Service Routing (BSR) feature that delivers calls to the first available agent under agent surplus conditions.
ICC	Internal Call Controller (ICC) is an internal MGC that communicates with the G250 or G350 media gateways in a network.
MGC	Media Gateway Controller (MGC) controls the phone services on a media gateway.
queue-to best	A vector command for queuing calls to the best split or skill that is determined by a consider series.

Remote Feature Activation	A Web-based Avaya application to remotely activate features and increase capacities on the system of a customer by delivering a new license file.
reserve agent	An agent who is made available by Communication Manager when a critical skill does not meet its service level targets.
SIP	Session Initiation Protocol (SIP) is an application-layer control signaling protocol for creating, modifying, and terminating sessions with more than one participant using http like text messages.
UCD-LOA	Uniform Call Distribution-Least Occupied Agent (UCD-LOA) is an agent selection method for delivery of calls under agent surplus conditions. With UCD-LOA implemented, calls are delivered to the available, that is, idle agent with the lowest percentage of work time since login.
UCD-MIA	Uniform Call Distribution-Most Idle Agent (UCD-MIA) is an agent selection method for delivery of calls under agent surplus conditions. With UCD-MIA implemented, calls are delivered to the available agent who has been idle the longest since the last ACD call that the agent received.
UDP	Uniform Dial Plan (UDP) is a feature that allows a unique number assignment for each terminal in multi-switch configurations, such as a Distributed Communications System (DCS) or main-satellite-tributary system.

Index

A

adjunct routed calls as ACD calls 9
agent login denial 24
agent loginid screen
    attribute field 13
agent-skill pair increase 9
agent-skill pair limit increase 12
agent surplus 11
allow SSC calls to ignore Exclusion 15
attribute field 9, 13
AUX work mode 9
Avaya Aura Media server 14
Avaya Aura Media Server 9
Avaya Aura MS 9
Avaya Technology and Consulting (ATAC) 20

B

best service routing (BSR) 9, 11, 20
best skill routing 11
Business Advocate 9
busy hour call completion (BHCC) 20

C

call flow methods 10
call prompting time-out period
    2 seconds 13
call recording 16
call surplus 11
call treatment 10
call vectoring 9, 10
capacity 17
coach button 9
coaching 9
coaching agents 9
communication manager locations 12
Communication Manager locations increase 9
communications protocols 8
comparing skills 11
compatibility 16
computer telephony integration (CTI) 20
concurrent login IDs 24
concurrent SIP agents 20
concurrent user (CU) license 23
conditional call routing 8
conditional routing 9
controlling agent MIA queue
    treating AUX work mode as idle 14
CTI throughput 17
customer engagement 8

D

detect
    unreachable SIP agents 12
    unreachable SIP stations 12
dial access codes (DACs) 21
dial plan
    administration screens 21
    assignment 21
    call type 21
    limits 21
    specification 21
direct agent calling (DAC) 10

E

EAD-LOA 8
EAD-MIA 8
EAS 10
exclusion, SSC 9
expected wait time (EWT) 11
expert agent selection (EAS) 9
external call controller (ECC) 18

F

first-found agent 8

G

gateway capacity 18

I

increase
    agent-skill pair limit 12
    communication manager locations 12
    number of trunks that can be measured 12
intelligent customer routing (ICR) 20

L

license
    enforcement 24
    overview 23
    policy 23
location preference 11
logical agent 10
log out
    unreachable SIP agents 12
    unreachable SIP stations 12

M

multisite BSR 11

N

new field
attribute 13
NICE Loggers 16
number of trunks measured increase 9

P

percent allocation 9
percent allocation distribution (PAD) 9
port matrix 22
predicted wait time (PWT) 9
product licensing and delivery system (PLDS) 23, 24
product overview 8

Q

quality monitoring 8

R

resource matching 9
resource selection 8

S

server capacity 18
service level supervisor (SLS) 9
service objective (SO) 9
service observing 13
SIP phones 9
Service Observing Whisper Coaching 13
serv-obsrv 9
set Call Prompting timeout to 2 seconds 9
setting
call prompting time-out period to 2 seconds 13
SIP phones
service observing 13
SIP phone scalability 20
skill-based routing 9, 10
skill hunt group 10
so-coach 9
specification
dial plan 21
performance 17
security 22
traffic 20
support 27
allow SSC calls to ignore Exclusion 15
Avaya Aura MS 14
Service Observing Whisper Coaching 13
treating adjunct routed calls as ACD calls 14
treating AUX work mode as idle 14

T

third-party call control (3PCC) 20
third-party requirements 16
traffic load considerations 20
treating adjunct routing calls as ACD calls 14
treating AUX work mode as idle 14
trunk access codes (TACs) 21

U

UCD-LOA 8
UCD-MIA 8
uniform dial plan (UDP) 21

V

vector commands 10
vector directory number (VDN) 10
vector steps 10
Verint ContactStore 16
videos 26
virtual routing 8, 9, 11

W

whisper coaching 13