AVAYA | LEARNING

What's New in IP Office™ Contact Center 9.1.2 Feature Pack

Course Objectives

In this course you will learn to:

▶ Describe the new features of IP Office™ Contact Center 9.1.2

▶ Describe Certificate Installation.

▶ Describe Customer Engagement OnAvaya Powered
by Google Cloud Platform

▶ Describe Wallboard.

▶ Describe WebRTC.

▶ Describe administration landing page.

▶ List Expanded Language Support.

▶ Describe CRM Connectors.

Instructor Introductions

- **Alex Niessen** – niessen@avaya.com
- **Johnnee Sim** -- simse@avaya.com
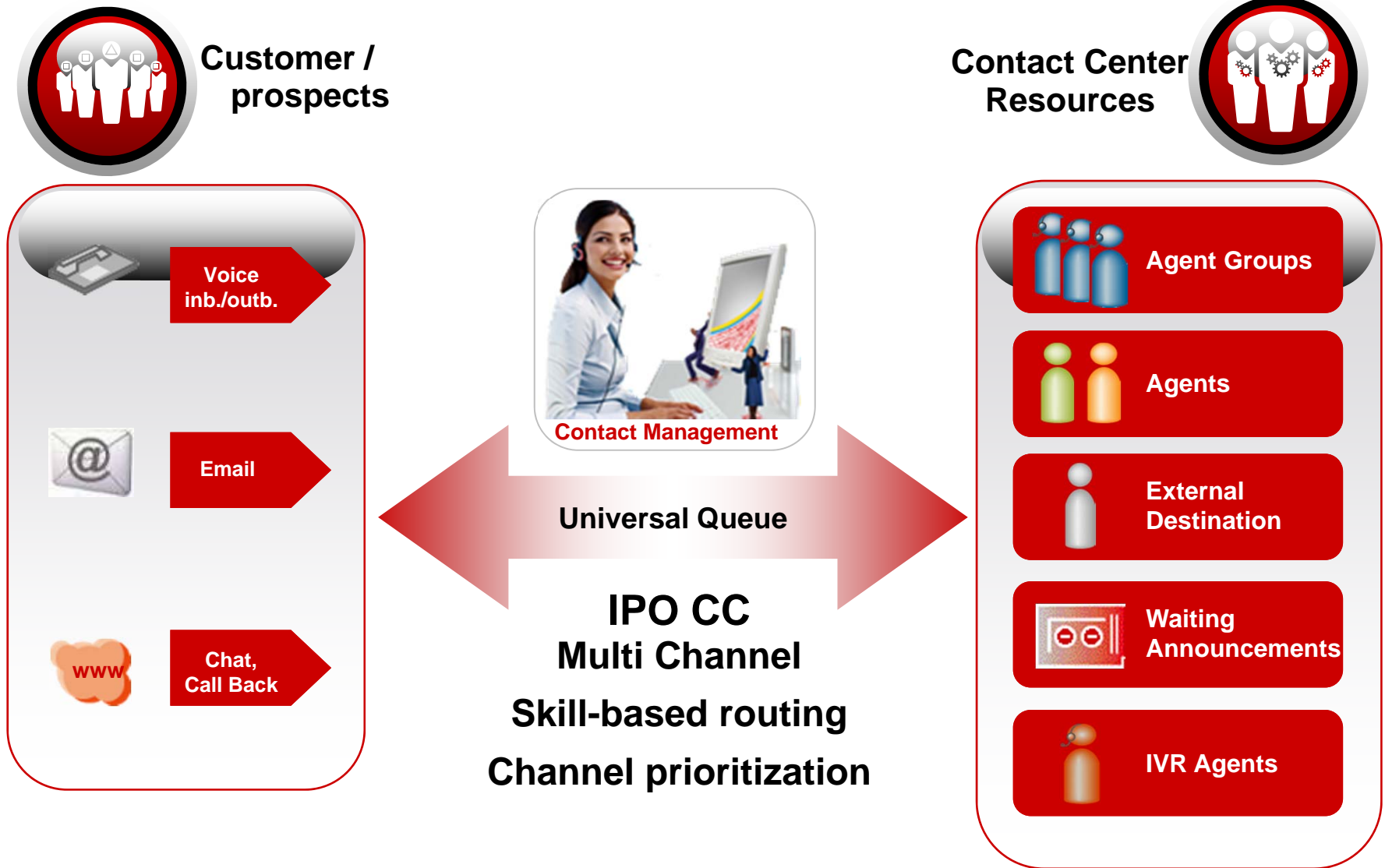- **Chung Tsung Pai** -- chungt@avaya.com

Session Agenda

▶ Avaya IP Office Contact Center 9.1.2 FP Overview

▶ Documentation

▶ Solution Overview

▶ Customer Engagement OnAvaya Powered by Google Cloud Platform

▶ WebRTC

▶ Wallboard

▶ Administrator User Interface

▶ CRM Connectors

▶ Server Enhancements

▶ Synchronization

▶ Localization

▶ Upgrades

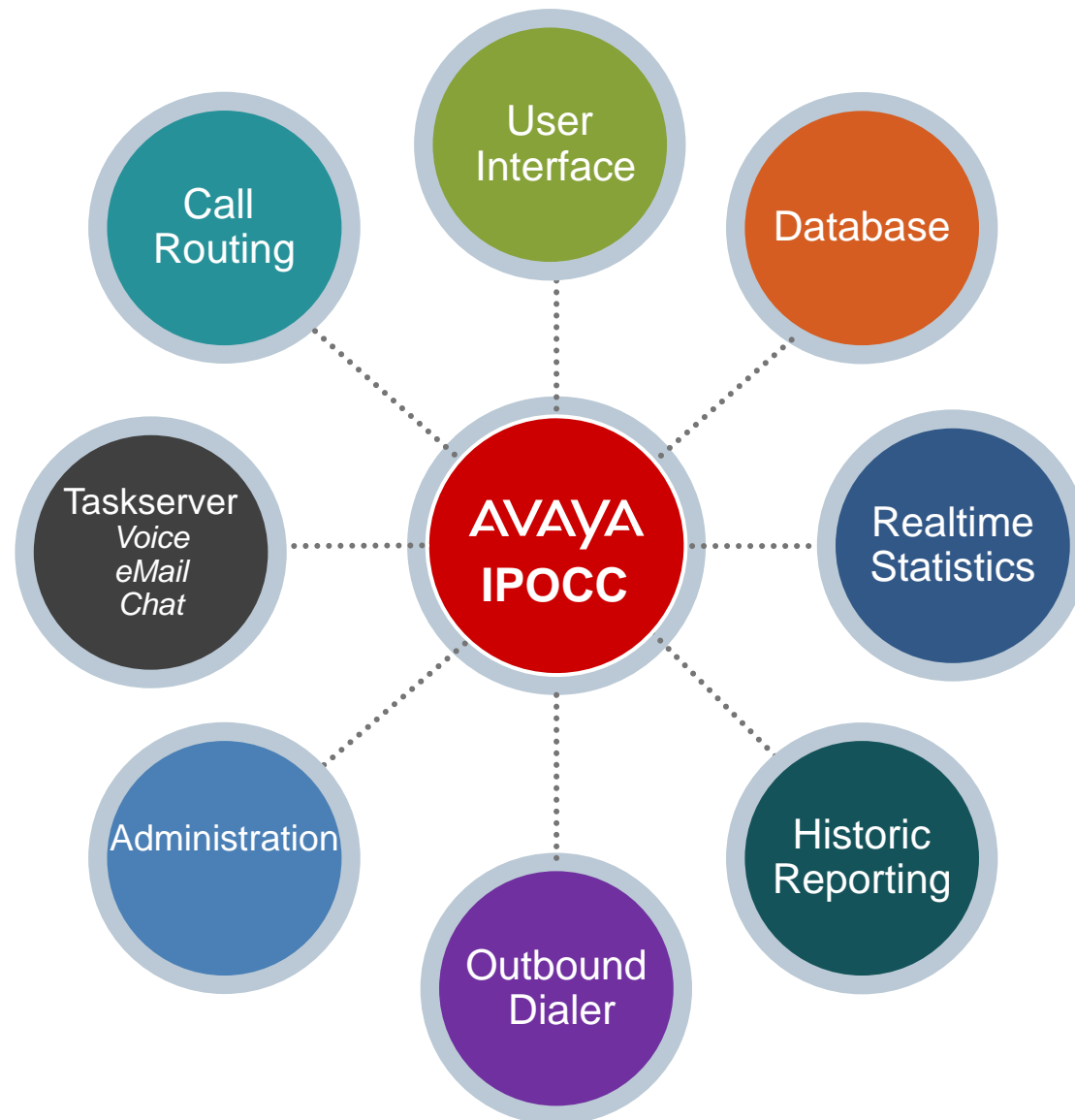# AVAYA | LEARNING

**Avaya IP Office
Contact Center
9.1.2 Feature Pack**

IP Office Contact Center- All-in-One Suite

Customer / prospects

- Voice inb./outb.
- Email
- Chat, Call Back

Contact Management

Universal Queue

IPO CC
Multi Channel

Skill-based routing

Channel prioritization

Contact Center Resources

- Agent Groups
- Agents
- External Destination
- Waiting Announcements
- IVR Agents

IP Office Contact Center Main Functions

IP Office Contact Center 9.1.2 Feature Pack Introduction

▸ **IP Office Contact Centre release 9.1.2 (FP)** is a follow-up of the initial 9.0.X and 9.1.0 releases.

Customer Engagement OnAvaya Powered by Google Cloud Platform	**Customer Engagement OnAvaya Powered by Google Cloud**
	IP Office Contact Center ChromeBook/Box application provides: Telephony Agent User Interface, Supervisor User Interface, and supports WebRTC or Avaya Desk Phone.
Wallboard	**Wallboard**
	High visibility real-time User Interface for call center that can run on low-end PC connected to a large flat screen.
CRM connectors	**CRM Connectors**
	CRM connectors for SalesForce and SAP.
Administrator UI	**Administrator UI**
	New landing page for administrators: **Configuration Wizard, User Interface Download** and **Log Collection.**
IPO and IPOCC synchronization	**IPO and IPOCC synchronization**
	Synchronization of data between IP Office and IPOCC.

Documentation

Documentation – New or changing for 9.1.2 (FP)

Overview and Planning:

- Avaya IP Office Contact Center Feature Description
- Avaya IP Office Contact Center Reference Configuration
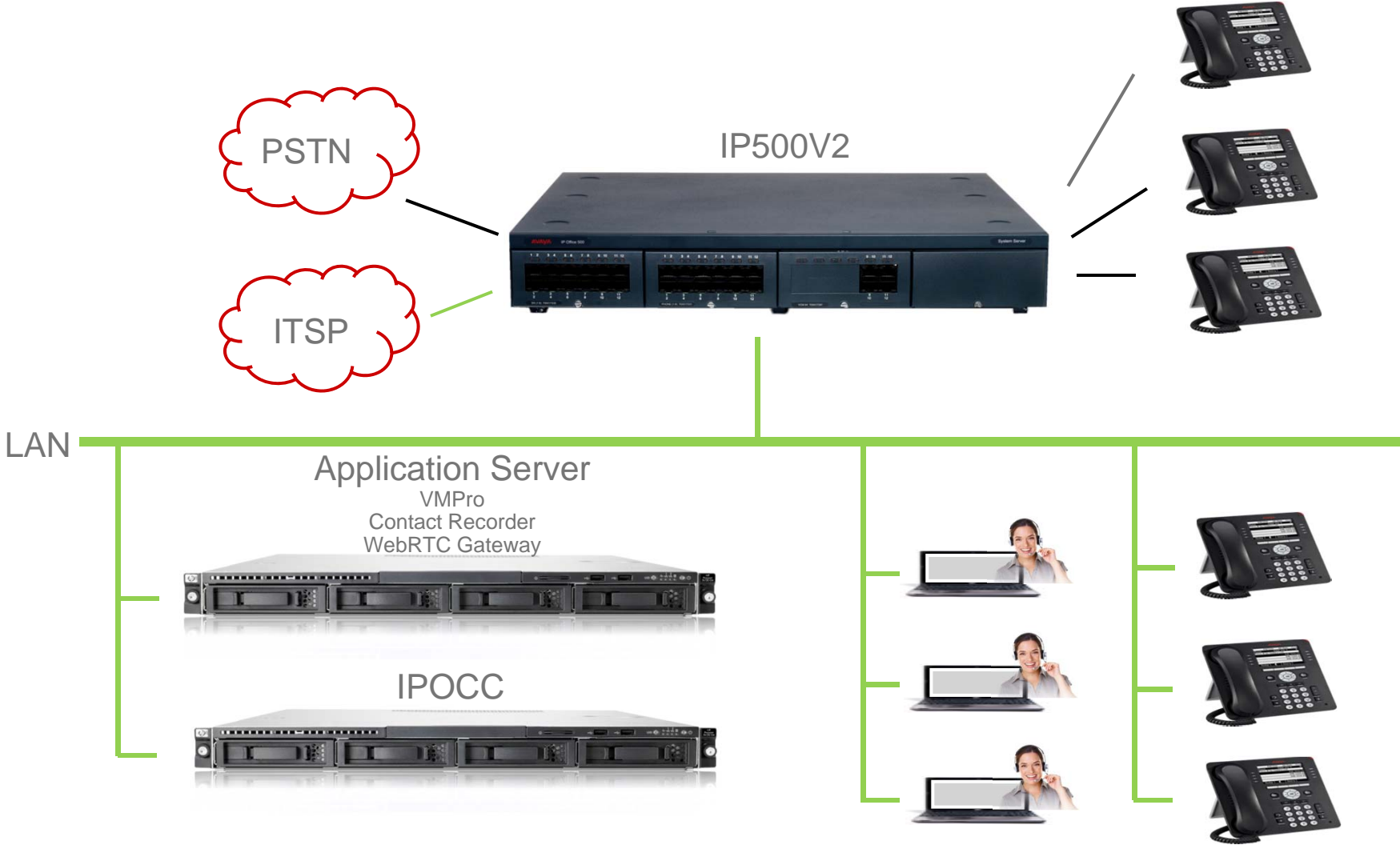
Task Based Guides:

- All existing Task Based Guides are updated to reflect the IP Office Contact Center 9.1.2 (FP) content
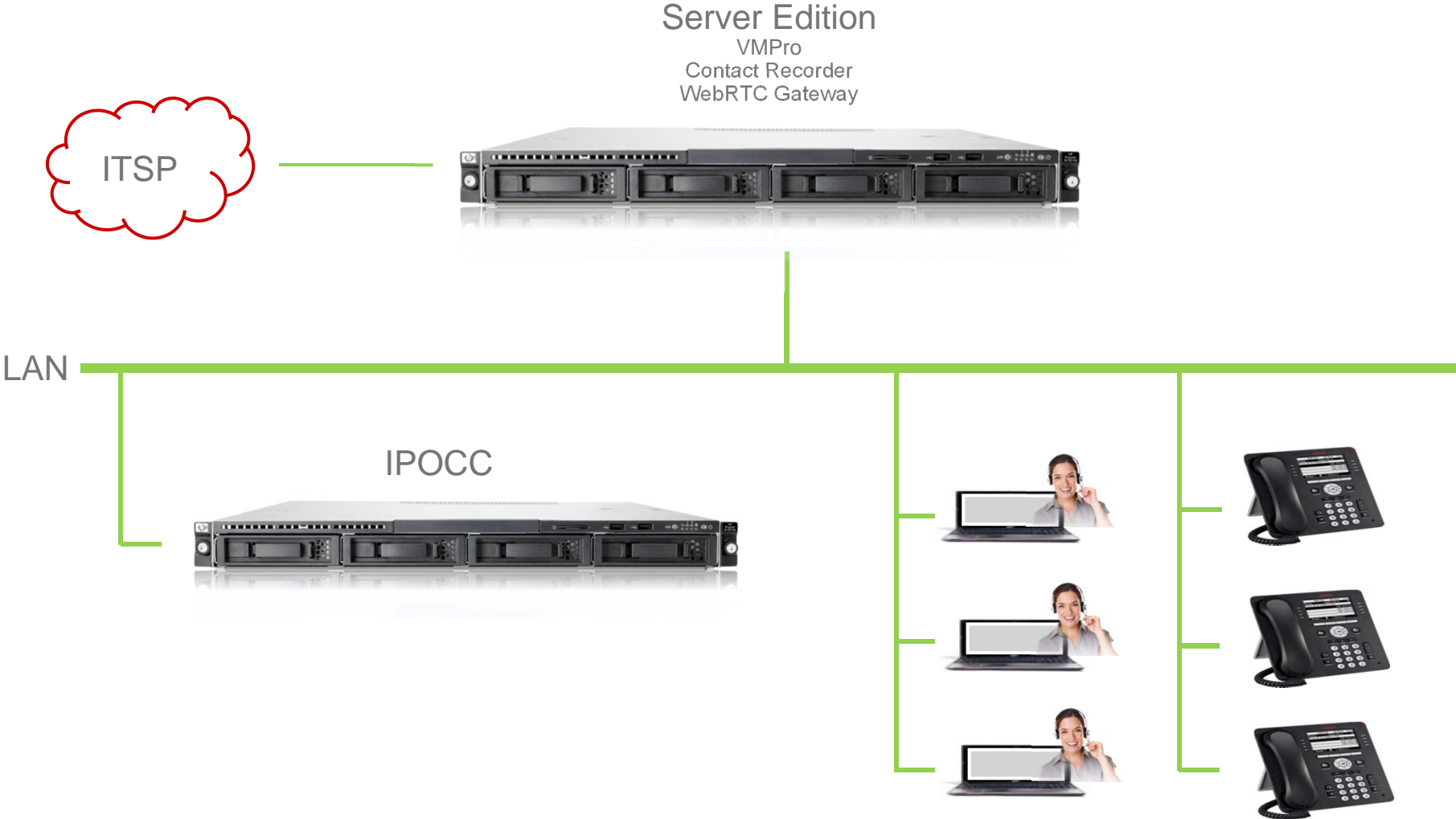
Using:

- Using Avaya IP Office Contact Center User Interface for Windows
- **Using Avaya IP Office Contact Center for Google Chrome-Book (New)**
- **Using Avaya IP Office Contact Center Wallboard (New)**

Supporting:

- Avaya IP Office Contact Center Error Messages

Administering:

- Administering Avaya IP Office Contact Center Configuration Module
- Administering Avaya IP Office Contact Center Address Book
- Administering Avaya IP Office Contact Center Text Block Administration
- Administering Avaya IP Office Contact Center Task Flow Editor
- Administering Avaya IP Office Contact Center IVR Editor
- Administering Avaya IP Office Contact Center Dialer
- **Using Avaya IP Office Contact Center Web-Based Administration Portal Quick Start (New)**

Avaya IP Office Contact Center Solution Overview

Solution Overview - IP500V2

PSTN

ITSP

IP500V2

LAN

Application Server
VMPro
Contact Recorder
WebRTC Gateway

IPOCC

Solution Overview - Server Edition

Server Edition
VMPro
Contact Recorder
WebRTC Gateway

ITSP

LAN

IPOCC

Solution Overview - Server Edition + IP500V2 Expansion

ITSP

Server Edition
VMPro
Contact Recorder
WebRTC Gateway

PSTN

LAN

IPOCC
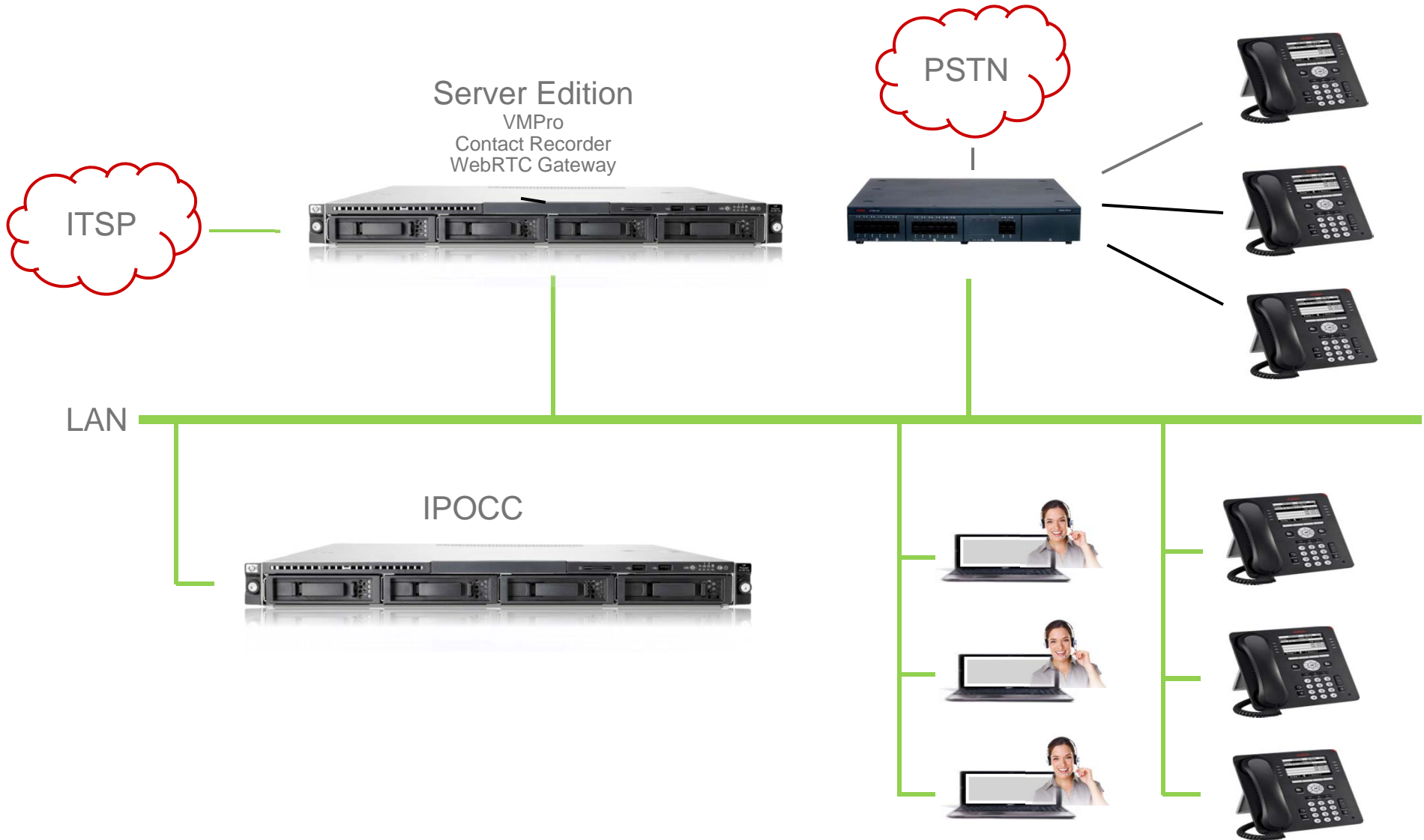
Solution Overview - Server Edition + Linux Expansion

ITSP

Server Edition
VMPro
Contact Recorder
WebRTC Gateway

Linux Expansion

LAN

IPOCC
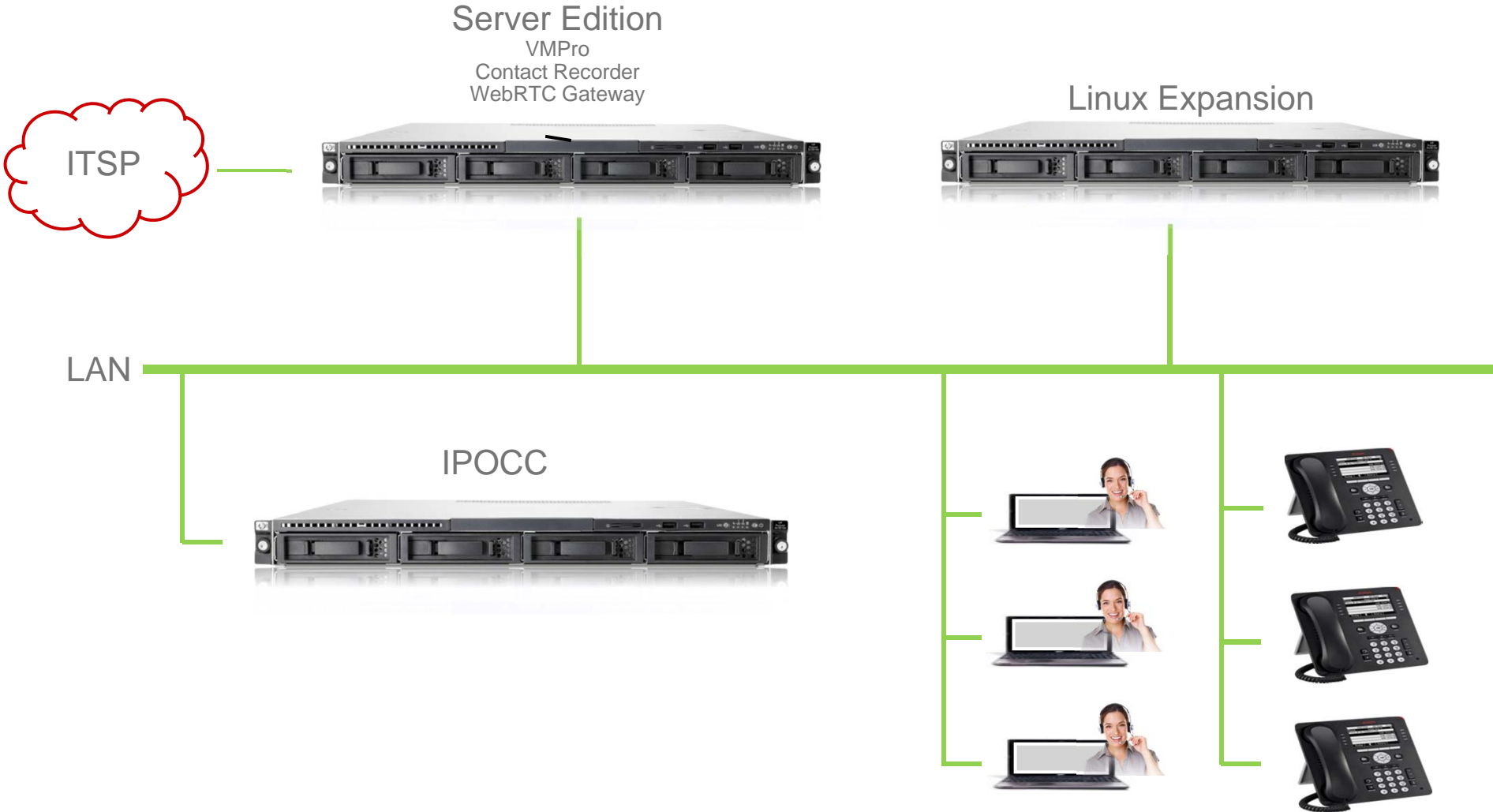
Solution Overview - Server Edition Distributed

PSTN

ITSP

IP500V2
Expansion

Linux
Expansion

Server Edition
VMPro
Contact Recorder
WebRTC Gateway

IPOCC
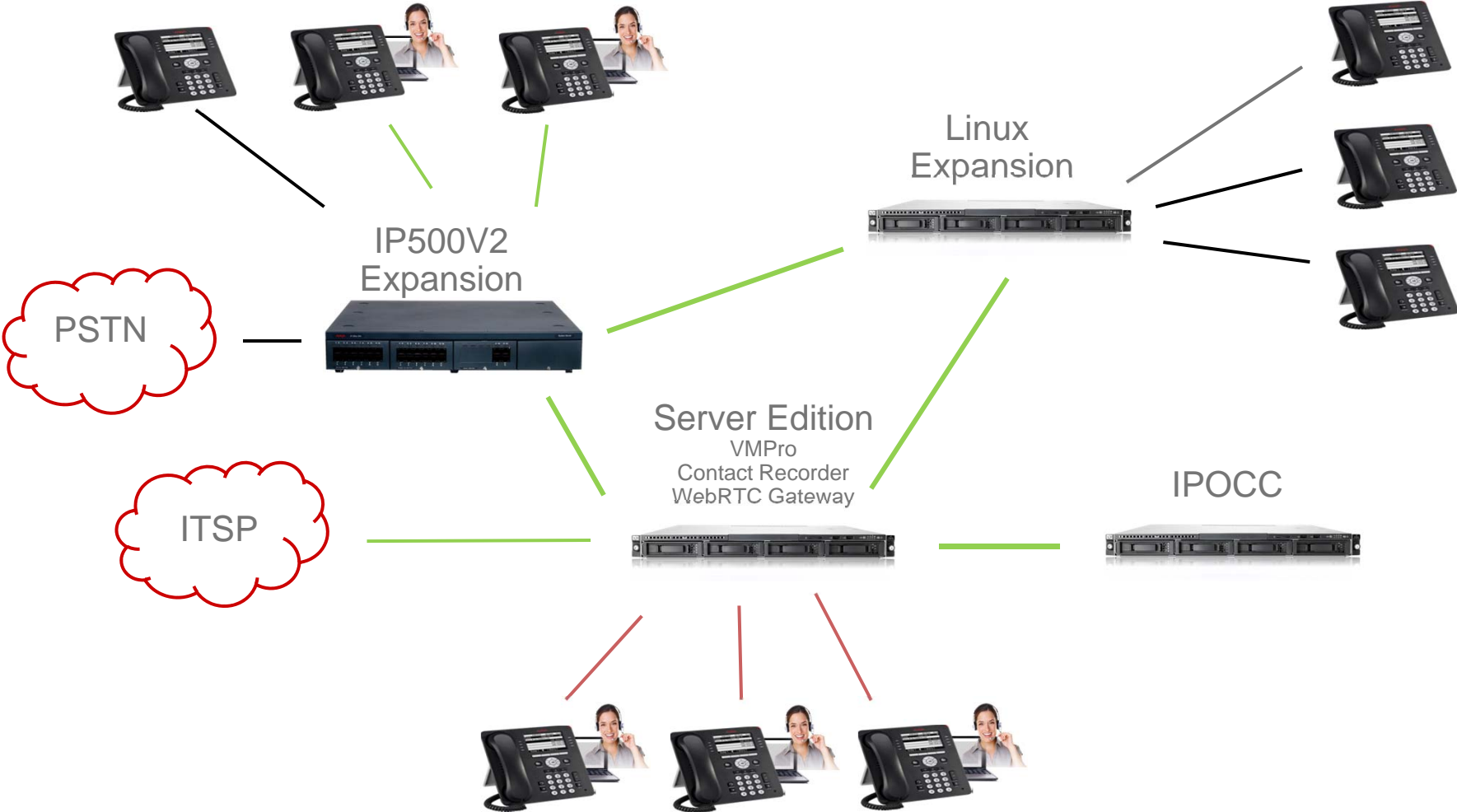
Cloud - Full IP (up to 250 agents)

ITSP

Server Edition
VMPro
Contact Recorder
WebRTC Gateway

IPOCC
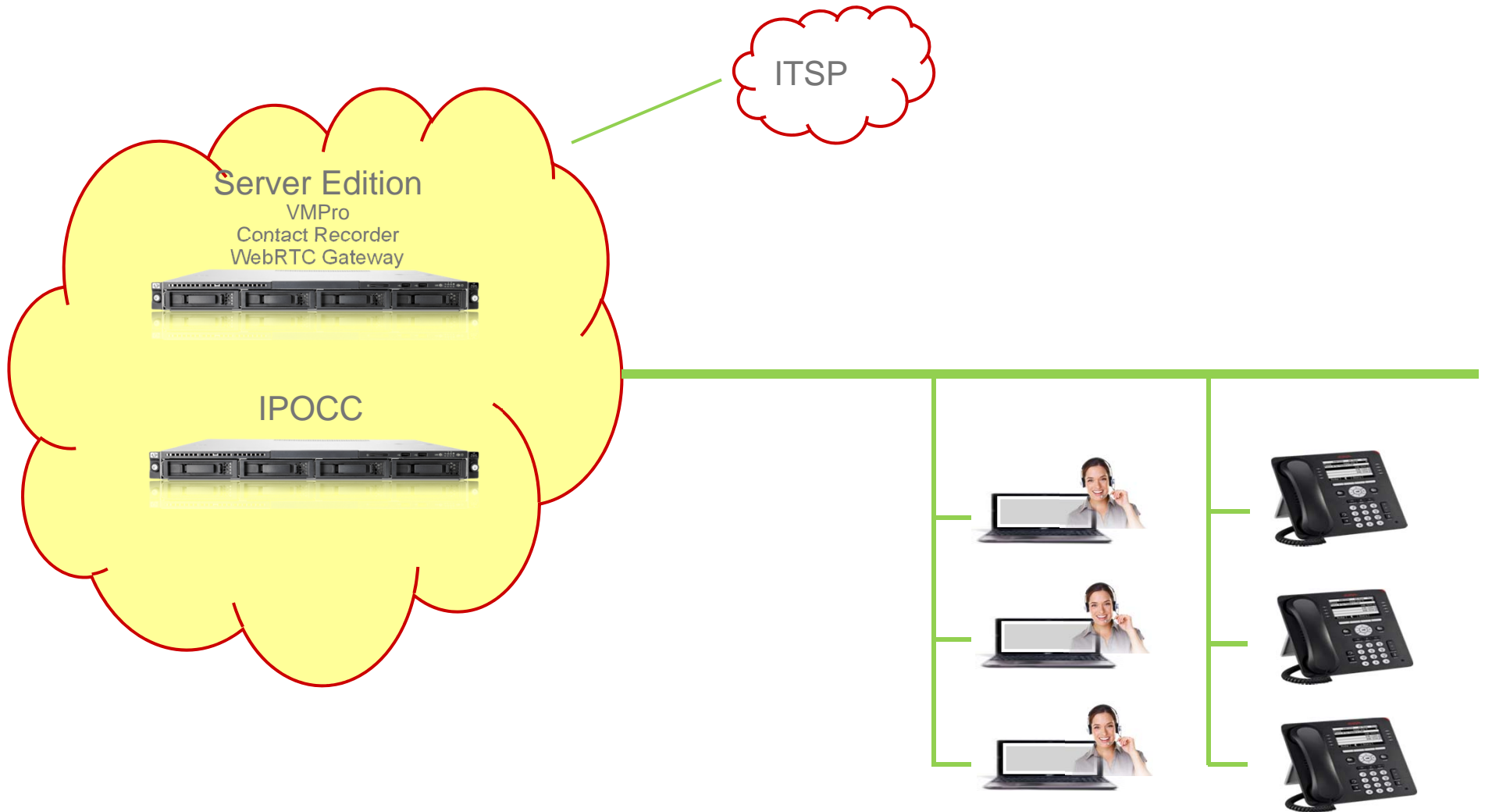
Solution Overview Endpoints and Trunks

Phones

- 1400 series
- 1600 series
- 9500 series
- 96x0 (H.323) IP Phones
- 96x1 (H.323) IP Phones
- IP Office Video Softphone
- Avaya Communicator for Windows 2.0.3+
- Customer Engagement OnAvaya Powered by Google Cloud Platform
- WebRTC

Trunks

- SIP
- H.323
- PRI (E1, T1, E1R2)
- BRI

Hardware Overview – Base Server

▸ Supported IPOCC Servers

Base Server Description	Material Code	Description
R220 SRVR 1CPU LOW2	380226	R220 IPOCC SERVER
R220 SRVR 1CPU LOW2	700510318	R210/R220 IPOCC SERVER FRU
R620 SRVR 2CPU HI7	339525	R620 IPOCC SERVER
R620 SRVR 2CPU HI9	700509404	R620 IPOCC SERVER FRU

Hardware Overview – HDD

▸ Supported Hard Disk Drives (HDD)

Base HDD Description	Material Code	Description
R220 500GB 7200 HDD	700506869	- IP Office R210/R220 2nd HDD (Contact Recorder) - Application Server R210R220 2nd HDD (Contact Recorder) - IPOCC R210/R220 HDD FRU
R620 600GB 10K SAS 2.5" HDD	700506757	IP Office R620 2nd HDD (Contact Recorder)
R620 900GB 10K SAS 2.5" HDD	700510018	IPOCC R620 HDD FRU
R620 SRVR 2CPU HI9	700509404	R620 IPOCC SERVER FRU

Capacity - Limits

	IP500V2 + IPOCC R220 Server	Server Edition + IPOCC R220 Server	Server Edition + IPOCC R620 Server
Active Agents (All media)	30	100	250
BHCC	1000	4000	5000
Mail per Hour	300	1000	2500
Chat per Hour	400	1250	3250
Configured Agents	150	500	1250
Voice Calls Queued	45	90	125
Calls being Recorded	30	100	250
Wallboards	5	25	40

Web Agent Certificates

Certificate Requirements

▸ Certificates are required for:

  – The Customer Engagement OnAvaya Powered by Google Cloud Platform which uses TLS to communicate securely with the IPOCC server.

  – The WebRTC Softphone.

1. Use the IP Office to create a certificate for the IP Office CC.

.
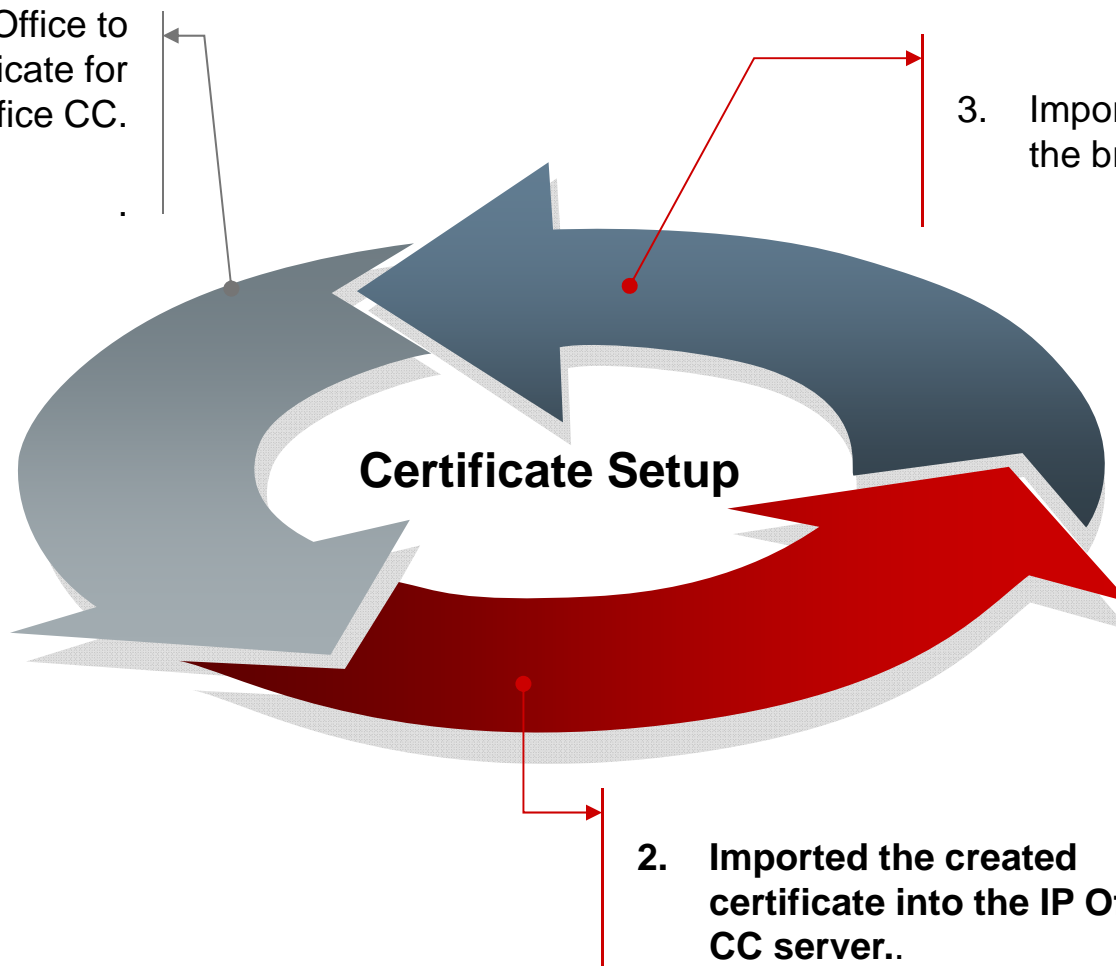
3. Import the Certificate into the browser.

Certificate Setup

2. **Imported the created certificate into the IP Office CC server.**.

Creating the Certificate – Step 1: Login to IP Office

▶ To create a certificate to use on the IP Office Contact Center server:

1. Use a web browser to access and login to your IP Office Server
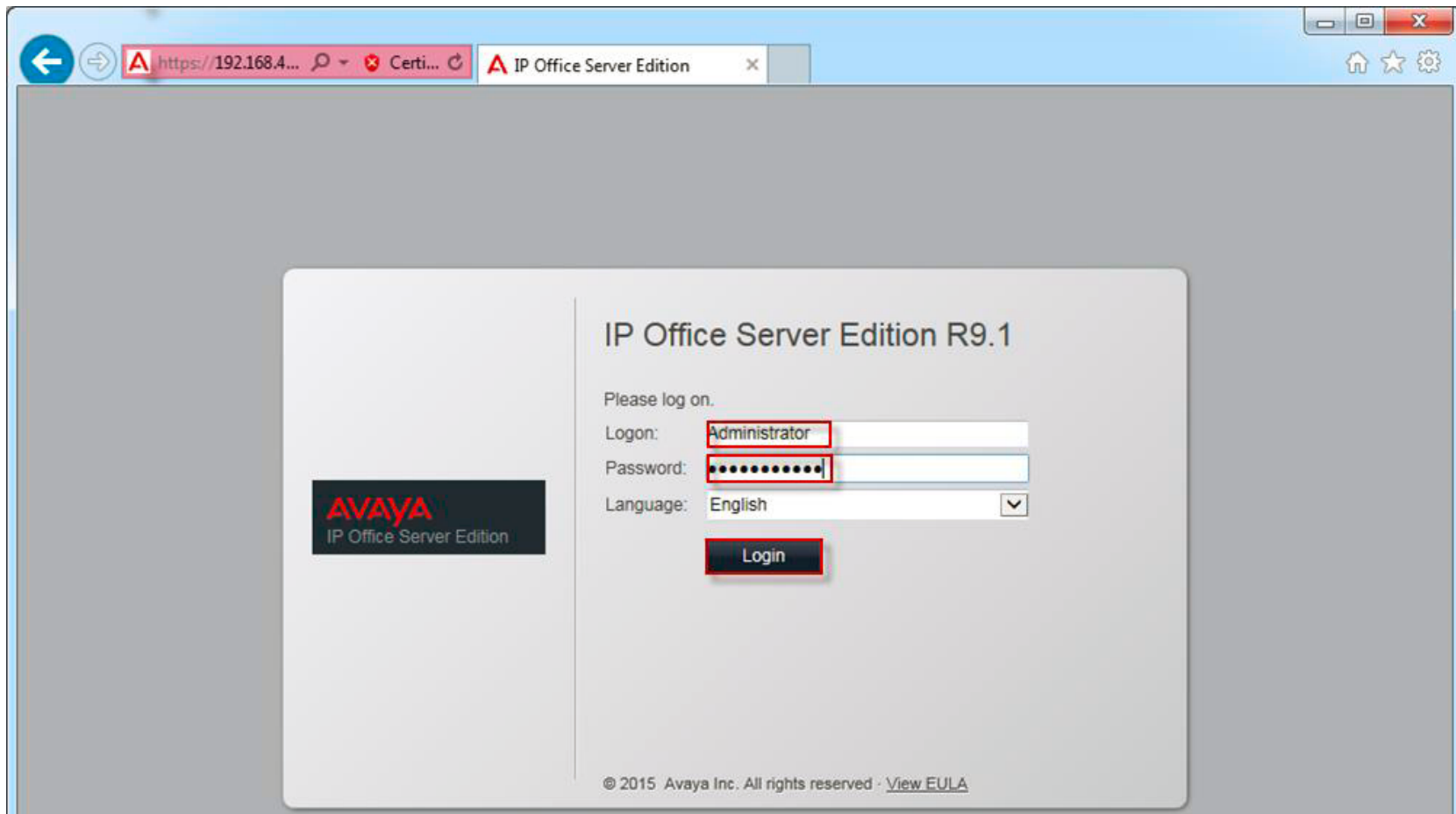
Creating the Certificate – Step 2: Access Certificate Settings

2. Access the **Settings** tab and scroll down to the **Certificates** section.

Creating the Certificate – Step 3: Complete Certificate Details

3. Select **Create certificate for a different machine** and fill the details.

Creating the Certificate – Step 4: Generate the Certificate

4.   Select the **Generate** button to create the certificate.

A warning screen will appear, select the link provided to download .

Creating the Certificate – Step 5: Save Certificate

5. Specify a file name and location and choose save.
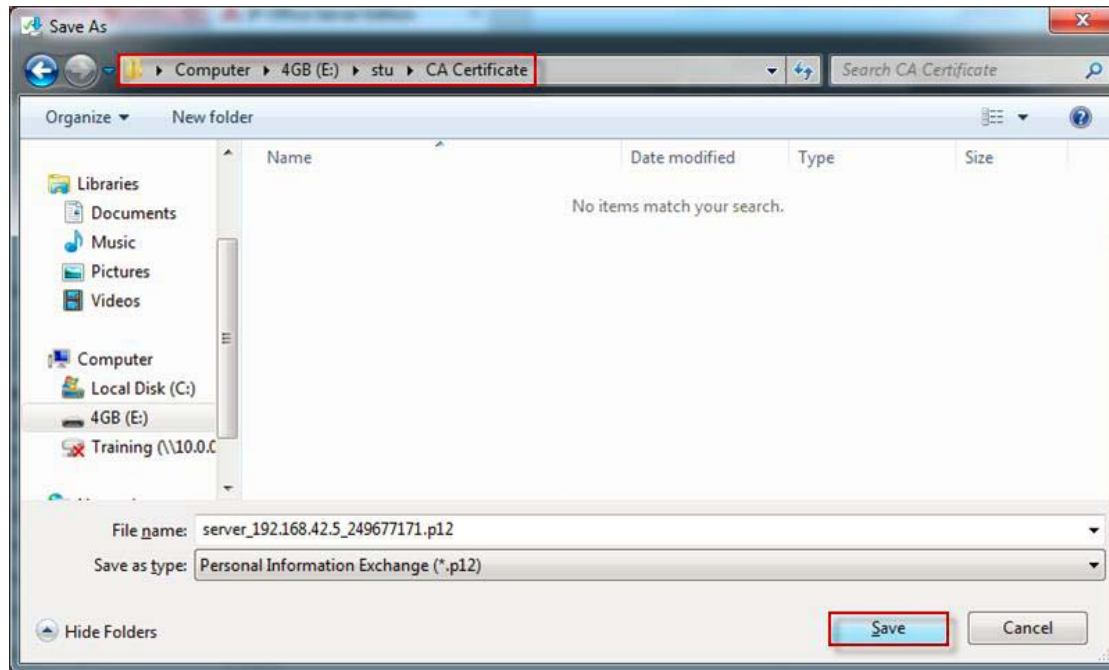
When the certificate has been saved. Select OK on the previous window and logout of your IP Office Server.

Importing the Certificate – Step 1: Login to IP Office

▶ To import a certificate into the IP Office Contact Center server:

1. Copy the certificate in the following directories:

   – **C:\Program Files (x86)\Avaya\IP Office Contact Center\Tomcat\conf**.

   – **C:\Program Files (x86)\Avaya\IP Office Contact Center\Web Service Collection\conf.**

   – **C:\Program Files (x86)\Avaya\IP Office Contact Center\Web User Interface\conf**.
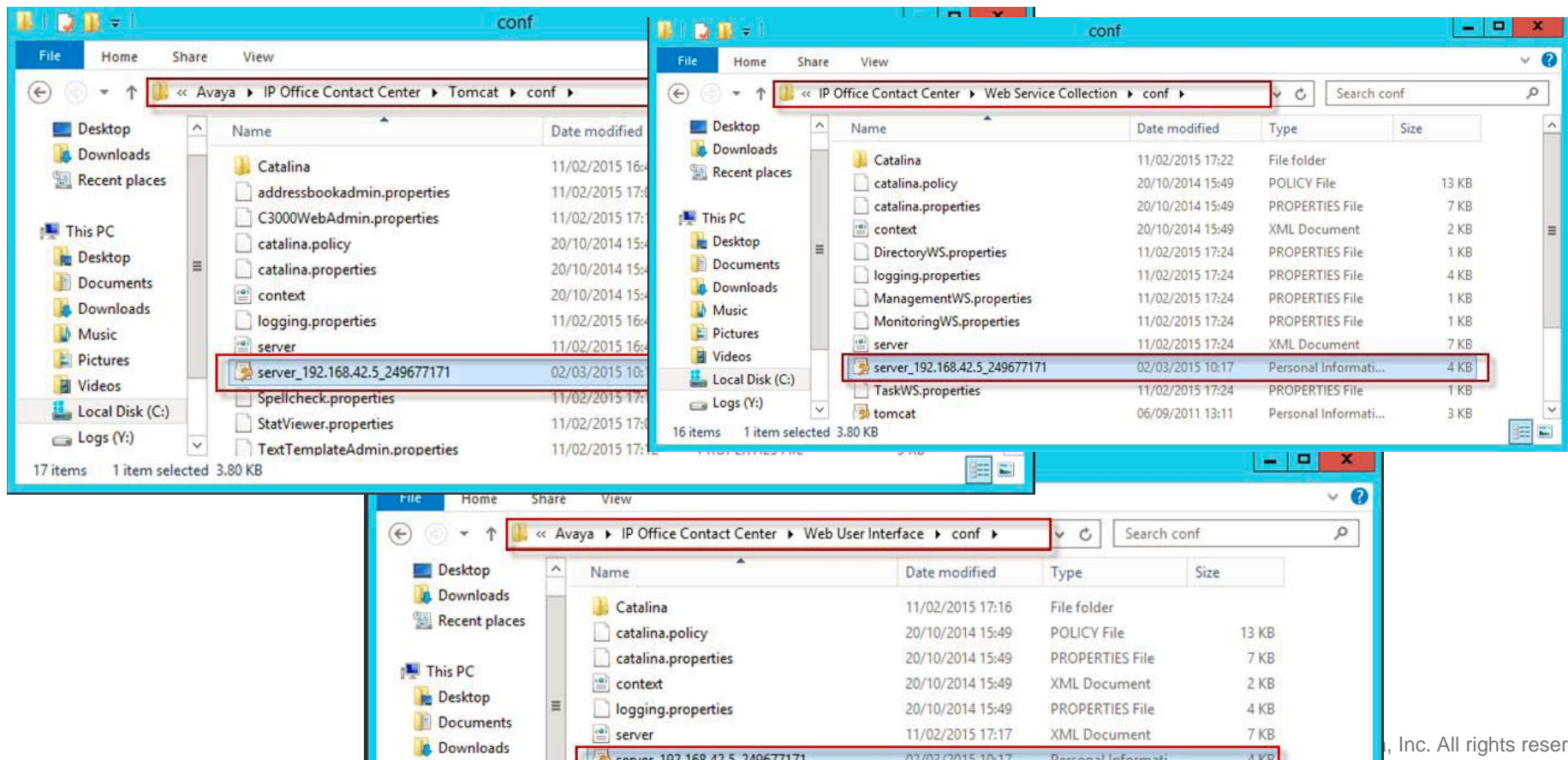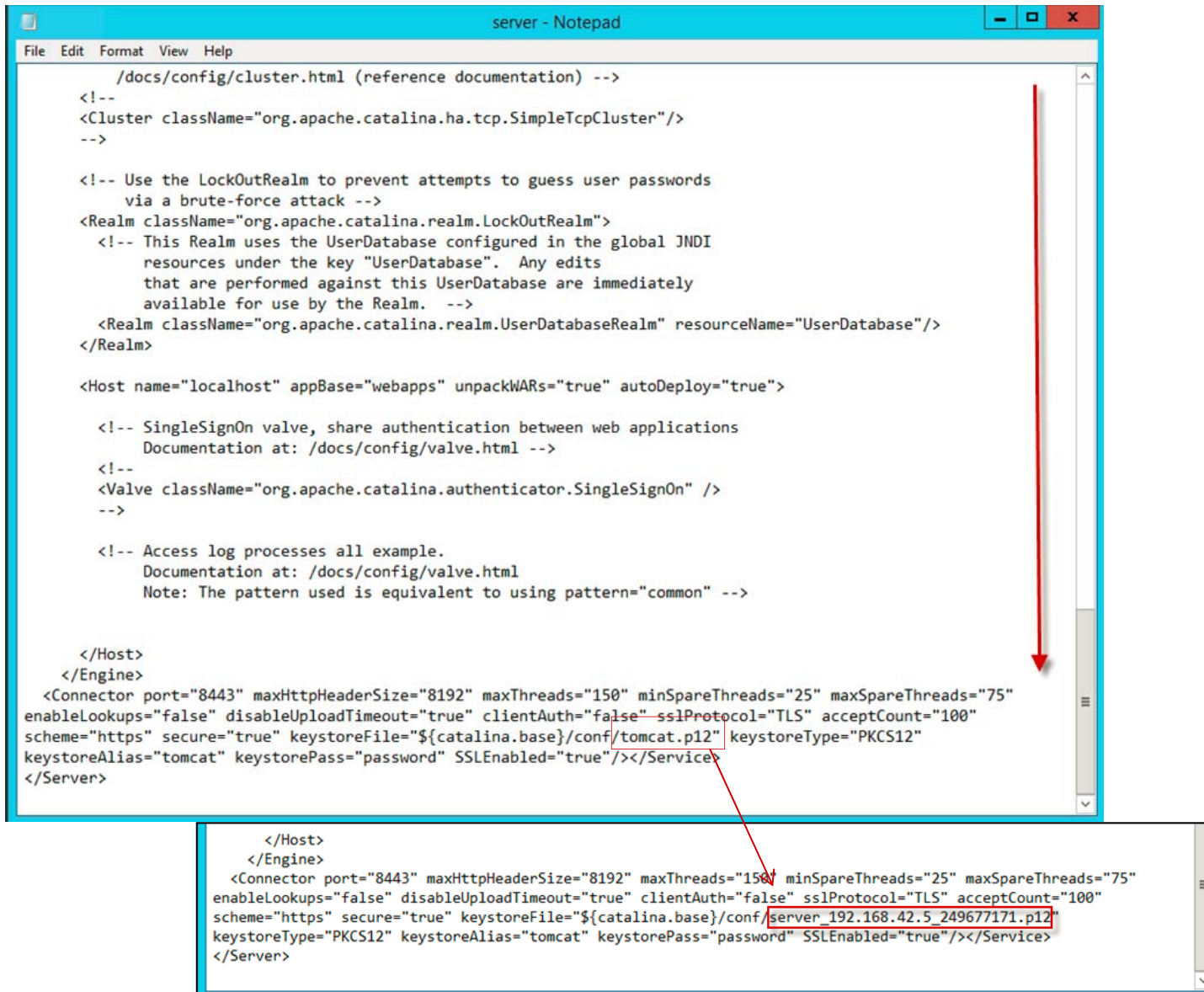
Importing the Certificate – Step 2: Edit the server.xml file

2. Edit the C:\Program Files (x86)\Avaya\IP Office Contact Center\Tomcat\conf**\server.xml** file**.**
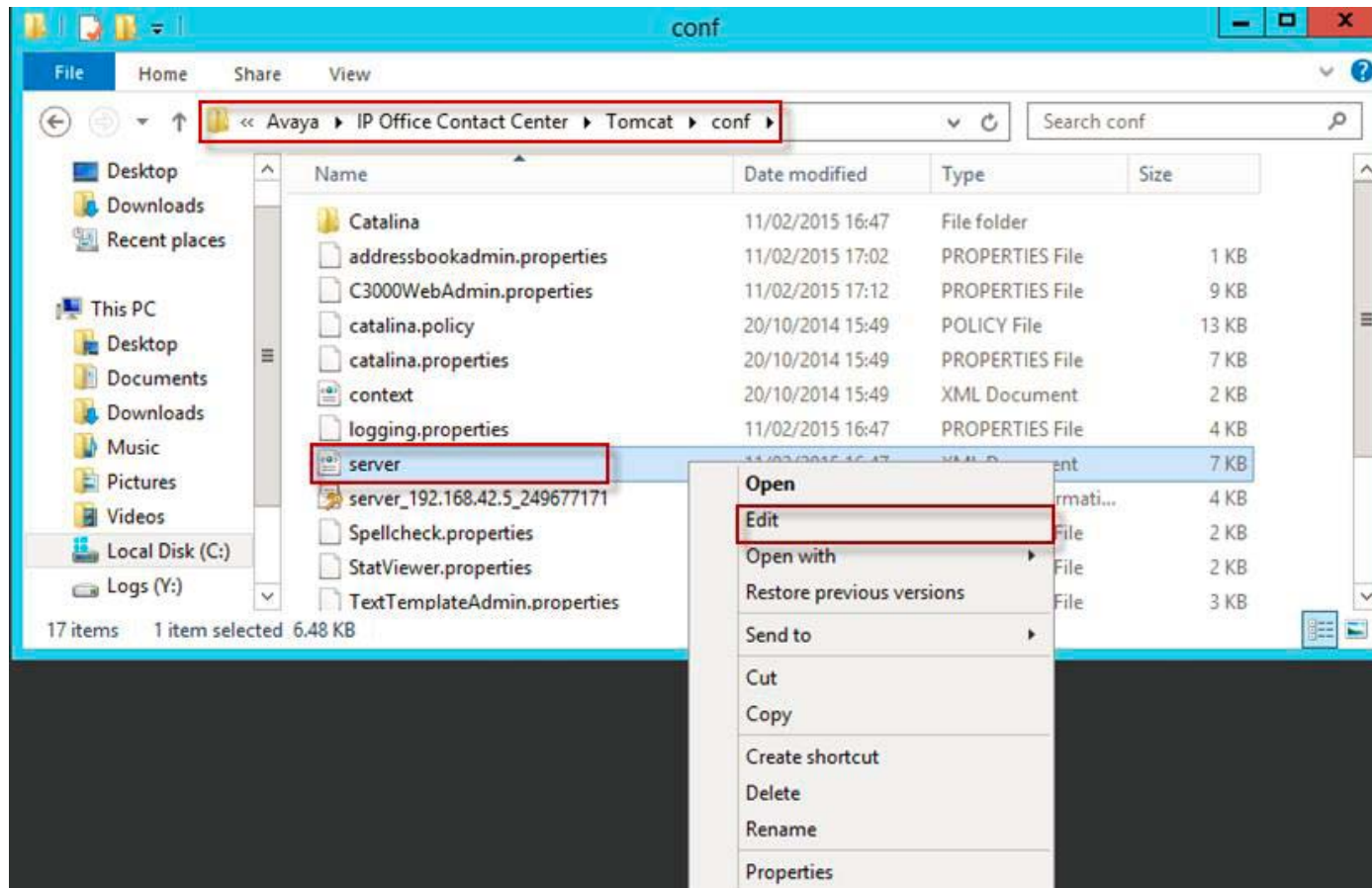
Importing the Certificate– Step 3: Add certificate to server.xml

3. Change the **tomcat.p12** to the name of your certificate file

Importing the Certificate– Step 4: Add password to server.xml

4. Change the password to the password used when creating your certificate, close and save the file.

```
    </Host>
  </Engine>
  <Connector port="8443" maxHttpHeaderSize="8192" maxThreads="150" minSpareThreads="25" maxSpareThreads="75"
enableLookups="false" disableUploadTimeout="true" clientAuth="false" sslProtocol="TLS" acceptCount="100"
scheme="https" secure="true" keystoreFile="${catalina.base}/conf/server_192.168.42.5_249677171.p12"
keystoreType="PKCS12" keystoreAlias="tomcat" keystorePass="IPoffice123" SSLEnabled="true"/></Service>
</Server>
```

☑ Create certificate for a different machine

Machine IP: 192.168.42.5

Password: ••••••••••••

Confirm Password: ••••••••••••

Password complexity requirements:
• Minimum password length: 8
• Minimum number of uppercase characters: 1
• Minimum number of lowercase characters: 1
• Maximum allowed sequence length: 4

Importing the Certificate– Step 5: Repeat edits.

5. Repeat the edits made to change the certificate and password in the following files:

  - C:\Program Files (x86)\Avaya\IP Office Contact Center\Web Service Collection\conf**server.xml**

```
    </Host>
   </Engine>
  <Connector port="18443" maxHttpHeaderSize="8192" maxThreads="150" minSpareThreads="25" maxSpareThreads="75"
enableLookups="false" disableUploadTimeout="true" clientAuth="false" sslProtocol="TLS" acceptCount="100"
scheme="https" secure="true" keystoreFile="${catalina.base}/conf/server_192.168.42.5_249677171.p12"
keystoreType="PKCS12" keystoreAlias="tomcat" keystorePass="IPoffice123" SSLEnabled="true"/></Service>
  </Server>
```

  - C:\Program Files (x86)\Avaya\IP Office Contact Center\Web User Interface\conf**server.xml**

```
    </Host>
   </Engine>
  <Connector port="28443" maxHttpHeaderSize="8192" maxThreads="150" minSpareThreads="25" maxSpareThreads="75"
enableLookups="false" disableUploadTimeout="true" clientAuth="false" sslProtocol="TLS" acceptCount="100"
scheme="https" secure="true" keystoreFile="${catalina.base}/conf/server_192.168.42.5_249677171.p12"
keystoreType="PKCS12" keystoreAlias="tomcat" keystorePass="IPoffice123" SSLEnabled="true"/></Service>
  </Server>
```

Importing the Certificate– Step 6: Restart IPOCC Tomcat.

6. Restart the IPOCC Tomcat, IPOCC Tomcat WebUI, and the IPOCC Tomcat WSC services (in the order listed):
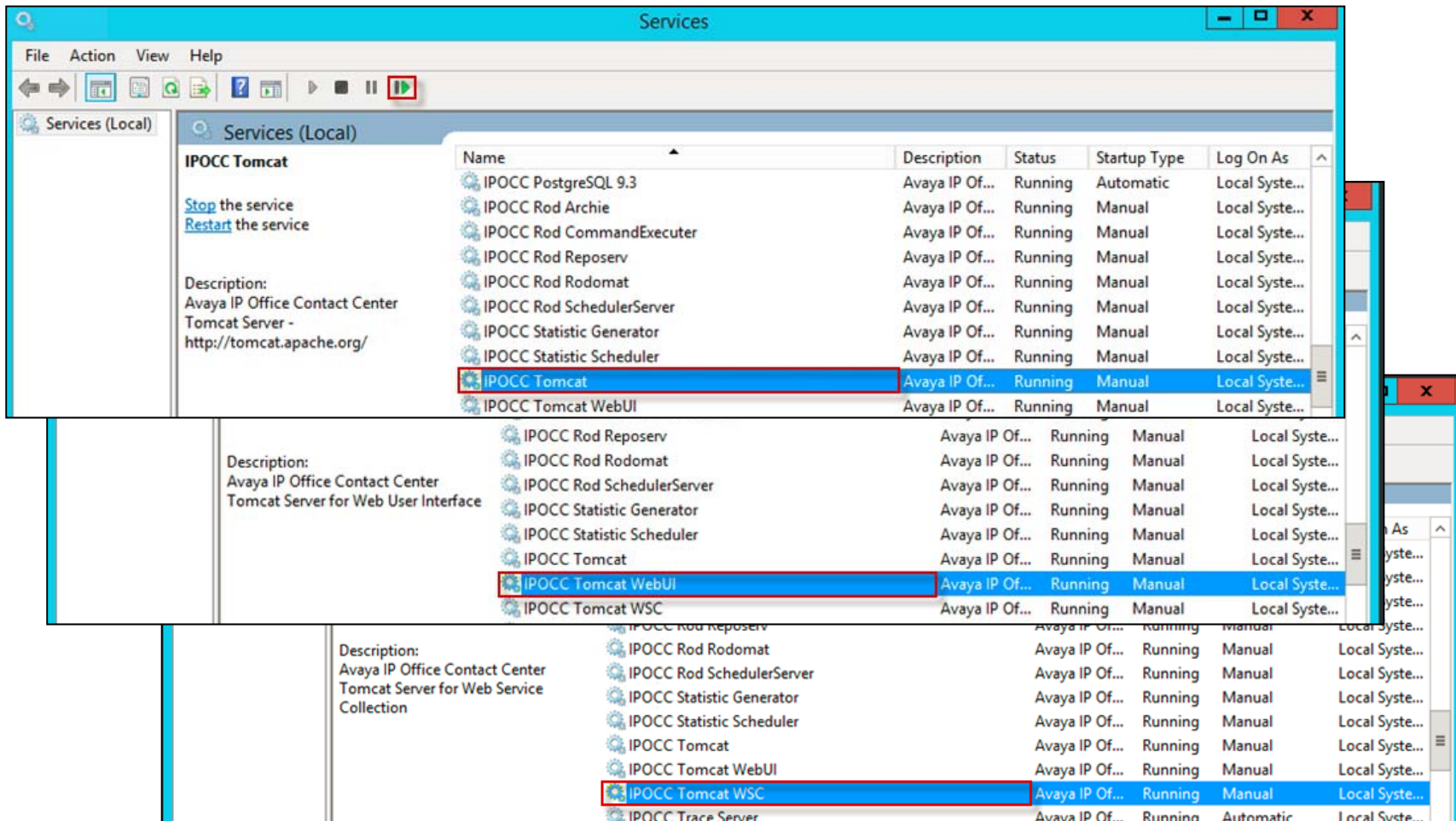
Importing into Browser– Step 1: Exporting Certification

▶ Import the certificate into your supported web browser used to launch IPOCC (Internet Explorer, Mozilla Firefox, or Google Chrome):

1. Follow the directions in the browser documentation to export the root certificate that was store on the IPOCC.
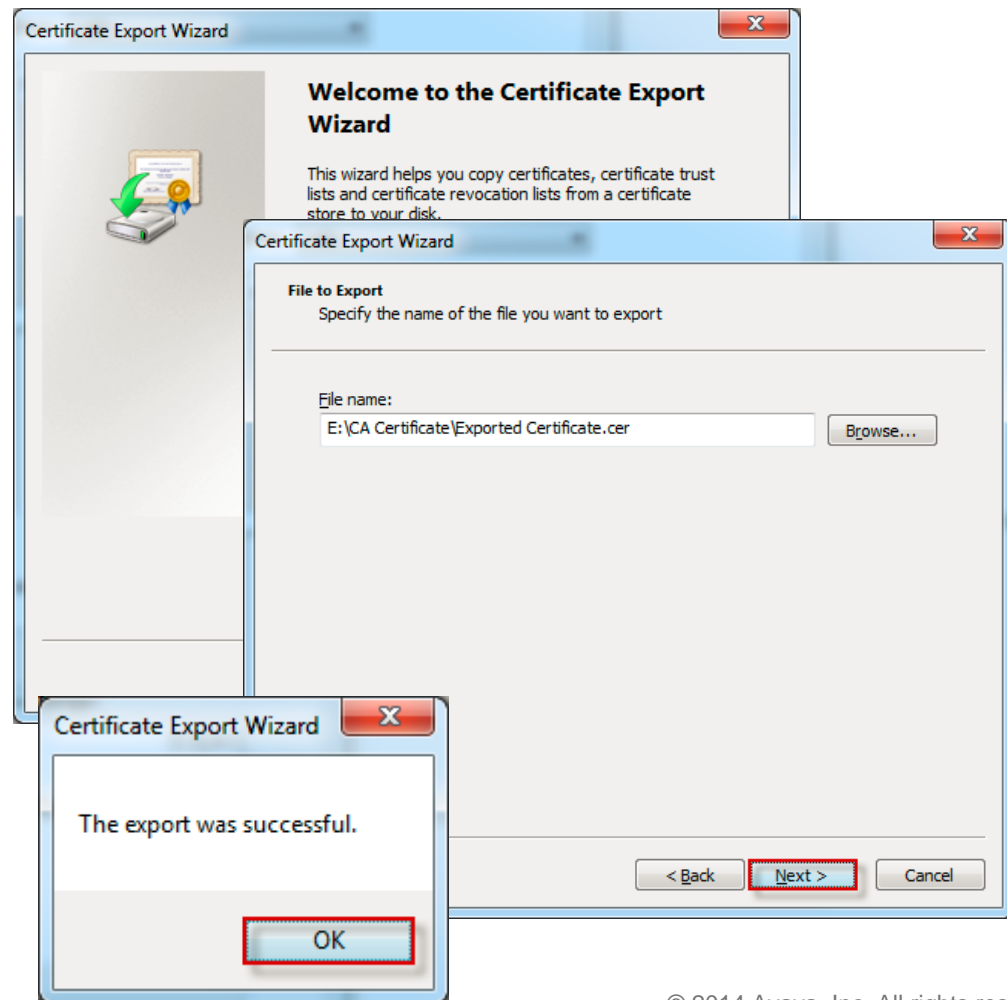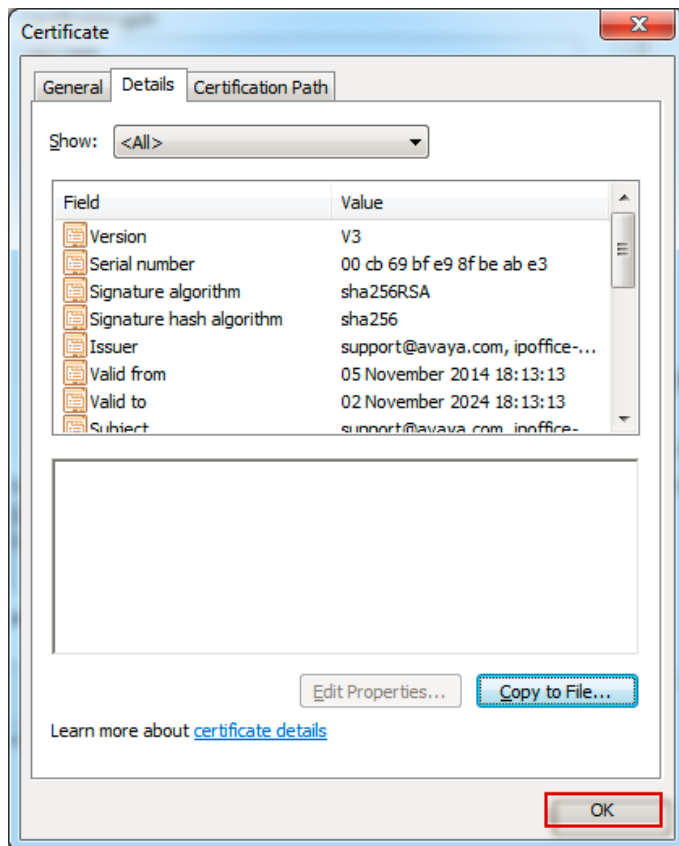
Importing into Browser– Step 2: Install the Certificate

2. Browse to the location of the exported certificate and choose install certificate.
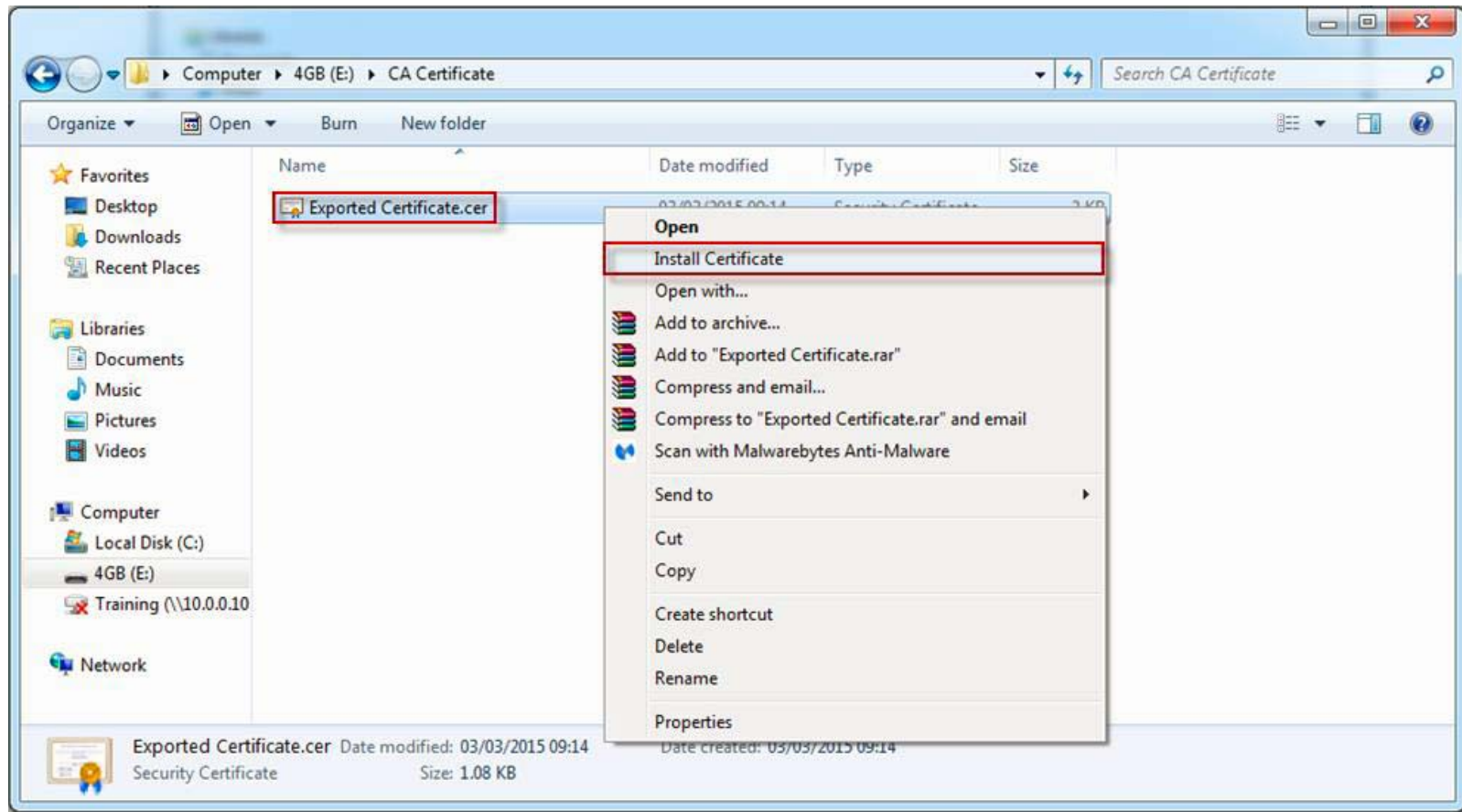
Importing into Browser– Step 3: Run Cert Import Wizard

2. Navigate the Certificate Import Wizard, selecting to place the certificate into the **Trusted Root Certification Authorities** store.
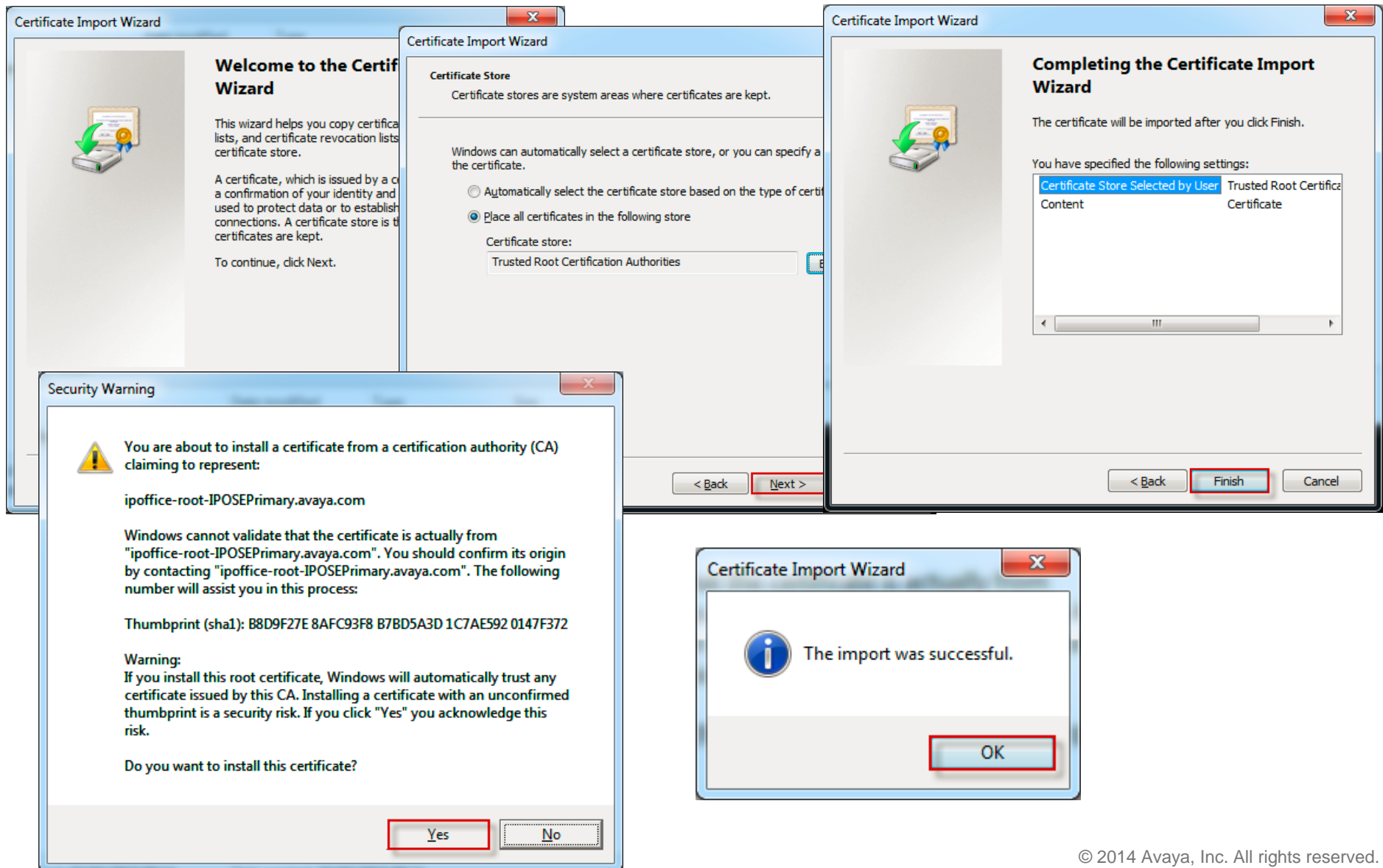
Certificate Installed

▶ When the certificate has been properly installed, you should get no warnings when trying to access the corresponding admin pages.
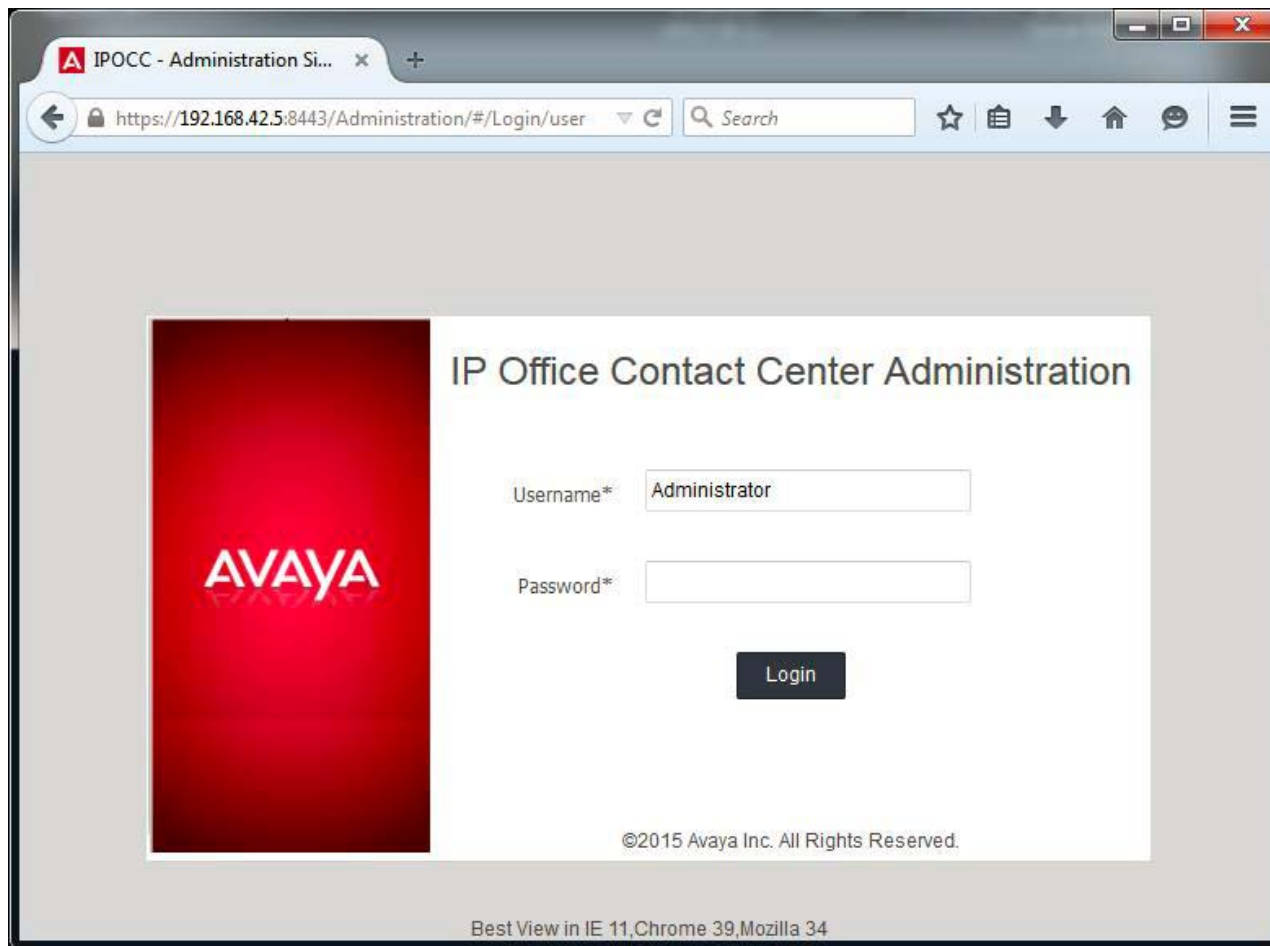
Customer Engagement OnAvaya Powered by Google Cloud Platform

Customer Engagement OnAvaya Introduction

▶ The IP Office Contact Center User Interface Customer Engagement OnAvaya Powered by Google Cloud Platform provides:

  – Telephony Agent User Interface

  – Supervisor User Interface

  – Supports WebRTC or Avaya Desk Phone
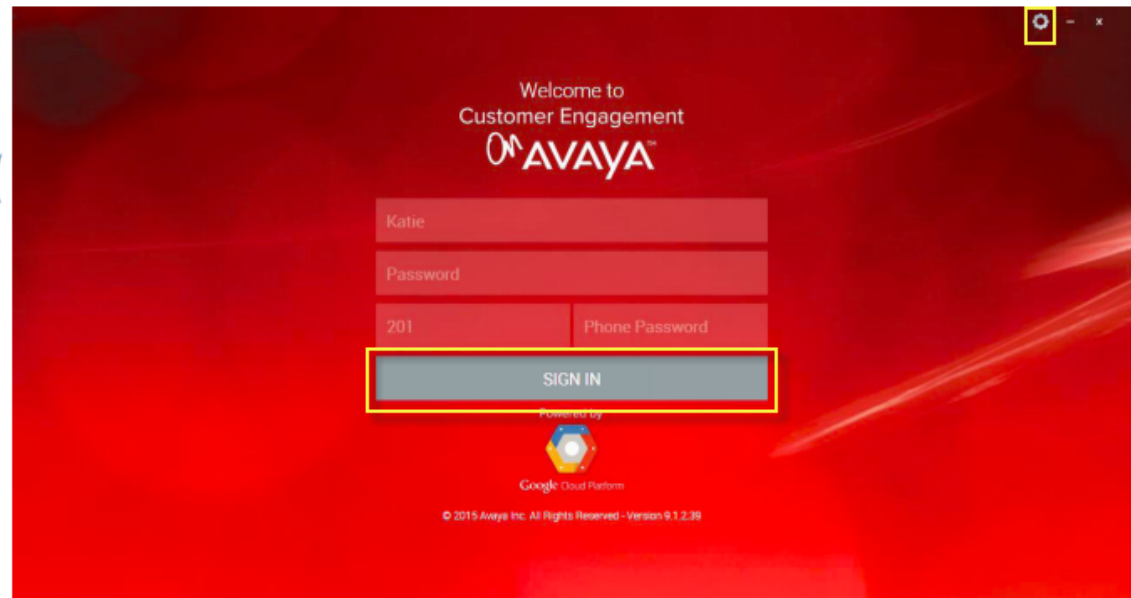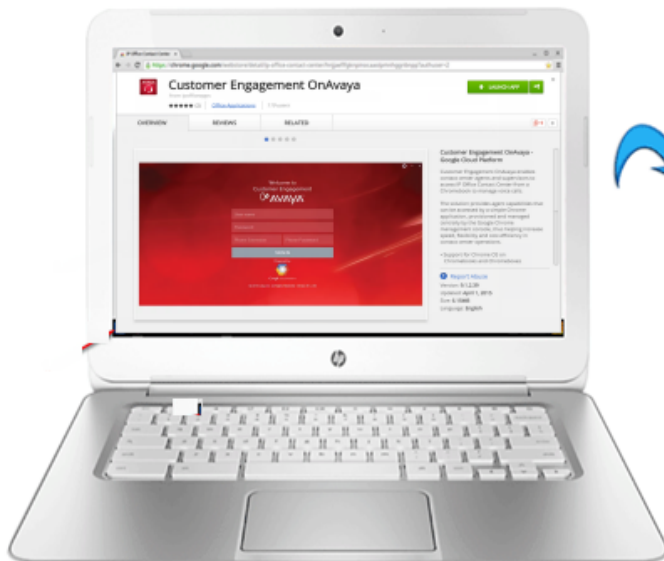
Customer Engagement OnAvaya Requirements

▶ Runs on Chrome devices only.

Minimum Requirements	
Memory	2GB
Storage	16GB
Screen Resolution	1366 x 768 pixels

Login Screen & Setup

Enable /Disable use of WebRTC Softphon

Welcome to Customer Engagement

Avaya™

Katie

Password

201 — Phone Password

SIGN IN

Powered by

Google Cloud Platform

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Application Settings

IP Office Contact Center Server

192.168.11.26   28443

Integrated Phone

WebRTC Gateway

192.168.11.27   7070

Save   Cancel

IPOCC Username

IPOCC User password

IPO Extension

IPO Extension Password (only shown if WebRTC Softphone enabled)

Home Screen

Co-Branding option

Begin receiving calls by joining ALL or select specific groups

IPOCC On **Google** Cloud | Welcome **Blake Johnson**

Start Working

👥 Join All 5 Groups   OR   🕐 Select Groups

Calls in Queue

Agent Picture

Groups joined

Total Work time

Total Break time

Work
00:04

00:05

AVAYA
IP Office
Contact Center

Telephony

Supervisor Message

Hello to contact center team. Now IPOCC UI Chrome App is available and running on Google cloud.

Abandoned Call Monitor

60 %

Service Factor

80 %

Answered Calls
18

Abandoned Calls
27

Logged-in Agents
2

Logged-in Supervisors
0

Current Wait Time
Longest   03:08
Average   00:30

Active Calls
Current   0
Average   0

Agent - High level functionality – Group Selection
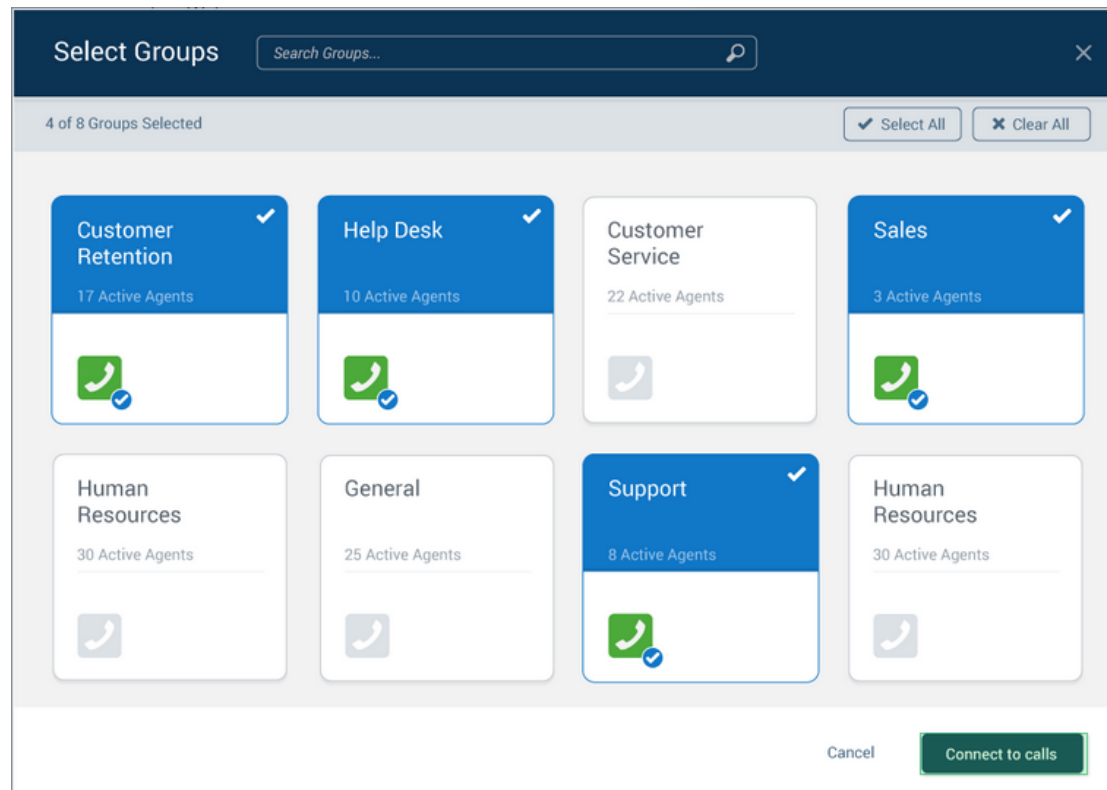
▸ Group Selection, Join/Leave Groups

Agent - High level functionality – Telephony Screen

▶ **Supervisor Message to Agents**

▶ **Contact Center wide Statistics**

– Answered, Abandoned, Signed on Agents, Signed on Supervisors, service factor, Wait times and Active Calls

Telephony

Supervisor Message

Hello to contact center team. Now IPOCC UI Chrome App is available and running on Google cloud.

Abandoned Call Monitor

60%

Service Factor

80%

Answered Calls

18

Abandoned Calls

27

Logged-in Agents

2

Logged-in Supervisors

0

Current Wait Time

Longest   03:08

Average   00:30

Active Calls

Current   0

Average   0
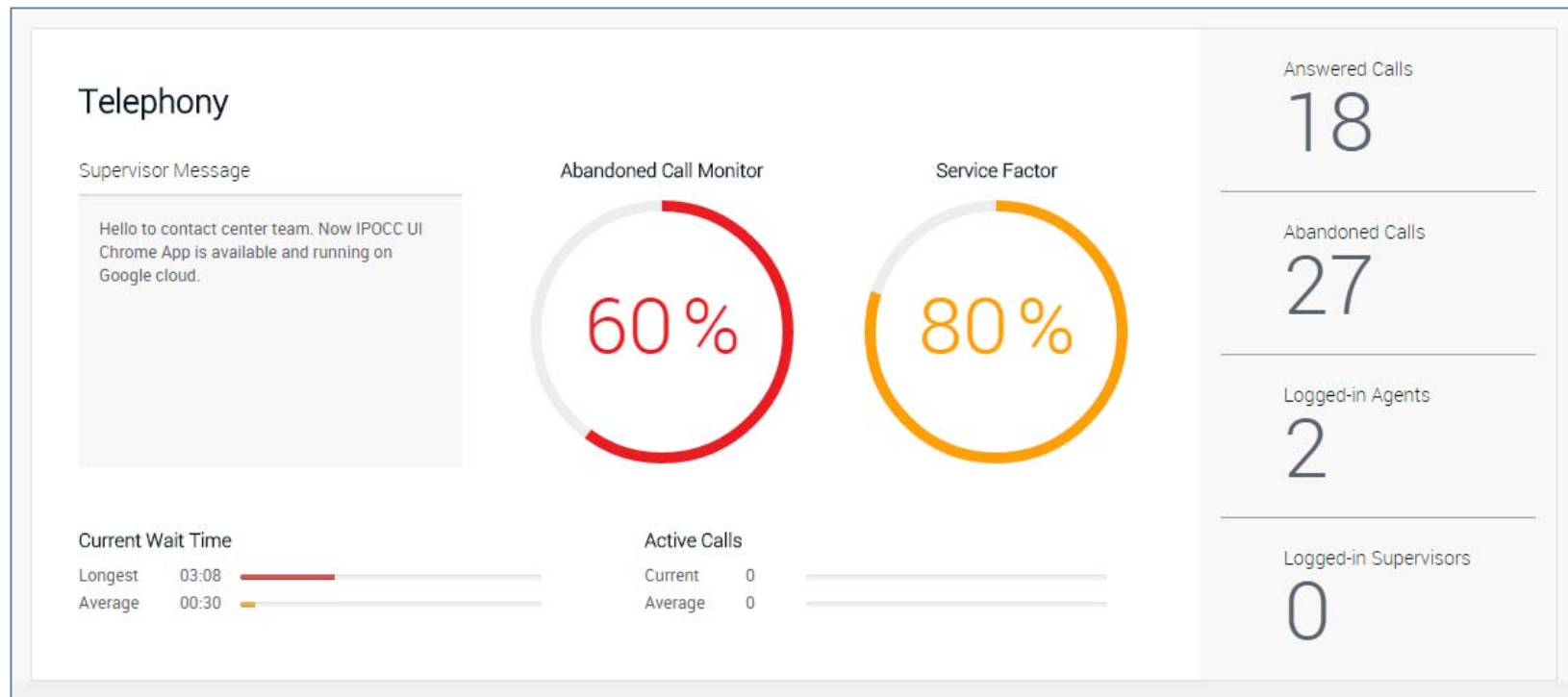
Agent - High level functionality- Telephony Screen cont'd

▶ Telephony Screen: Active Call -

- Call Notification
- Call Details (Notes, History, Customer details)

Agent - High level functionality – Telephony Screen cont'd

▶ Telephony Screen:

– Call Notification

– Call Details (Web Access)

Web Access
while on call

Agent - High level functionality – Telephony Screen cont'd

▶ Telephony Screen:
  – View by Groups and Agents
  – Supervisor Message display

Agent - High level functionality Telephony Screen cont'd

▶ Telephony Screen:

   – Customer Waiting & Abandoned Call Management

Agent - High level functionality Telephony Screen cont'd

▶ Telephony Screen:

– Agent List and Contacts

List of all contact IPOCC is monitoring

Single click consultation to any available agent

Availability status of Agent

Agent/Supervisor Logout and Change Password

For Logout: Click Agent Picture on left menu bar and click on 'Logout' option
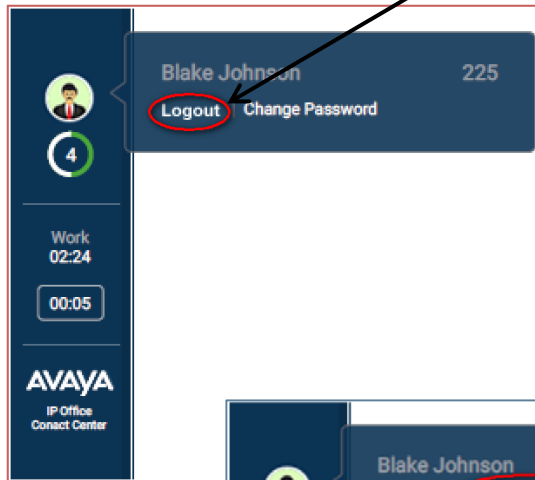
For Change Password: Click Agent Picture on left menu bar and click on 'Change password' option
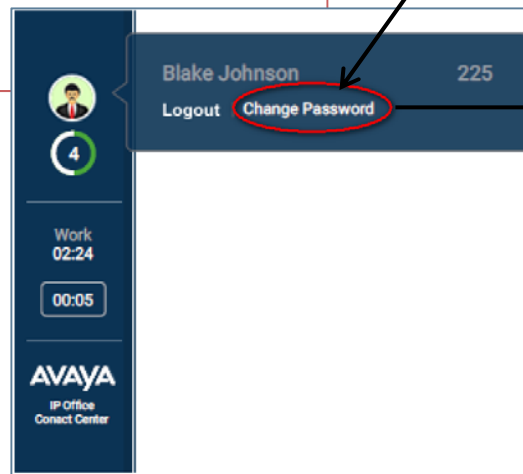
Blake Johnson   225
Logout   Change Password

Work
02:24
00:05

AVAYA
IP Office
Conact Center

Change Password

Old Password   *********

New Password   *************

Confirmation   *************

OK   Cancel

Agent / Supervisor - How to go ON/OFF Break

For ON Break: Click on break timer and select the *Break Reason*. The Break timer will turn red and start incrementing.

For OFF Break: Click on Break timer shown in red and select OFF Break Time.
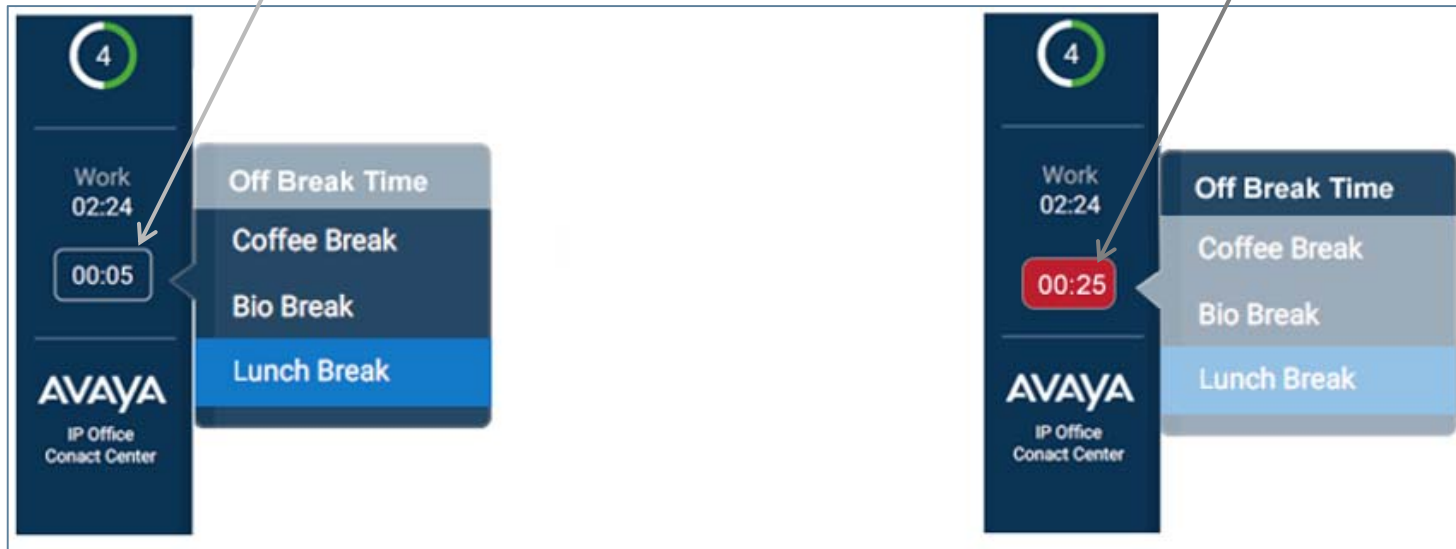
Agent picture Management

▸ Ability to display & Manage the picture of the Agent
  via the IPOCC Windows Client

▸ The picture displayed in the
  side bar view of the Application.

▸ The agent picture is also displayed on all screens where the agent
  name is also displayed
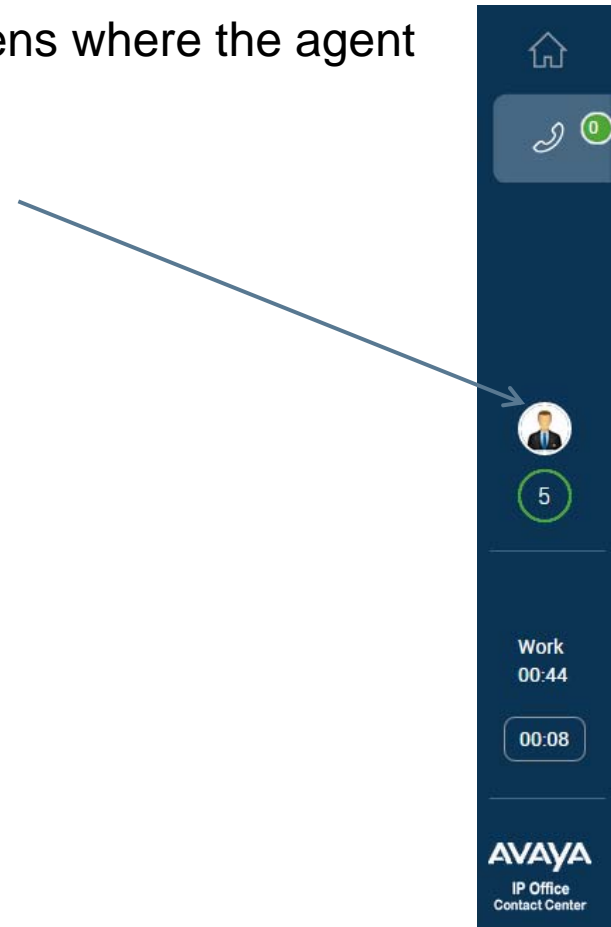
Agent picture Management

▸ A picture can be assigned only via the IPOCC Windows Client Administration Interface:

1. Select the Administration tab.

2. Select the "Configuration" option

3. Select the required Agent and "Edit" menu

4. Upload the required Picture

▸ The recommended format is PNG with a size of 120x120 (50 Kb file size)
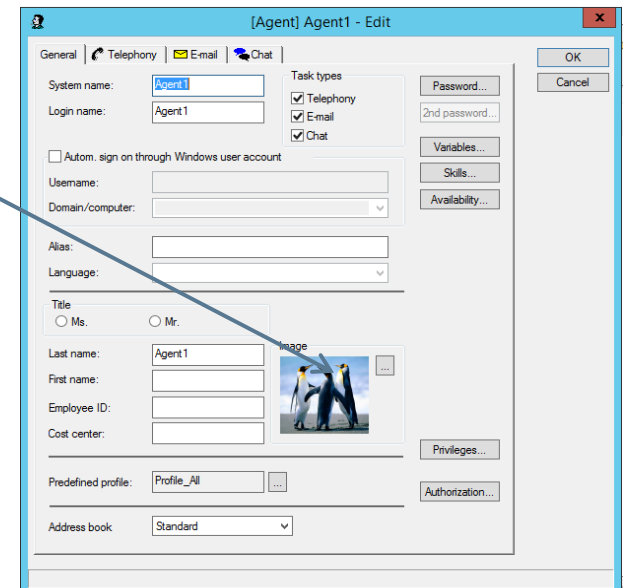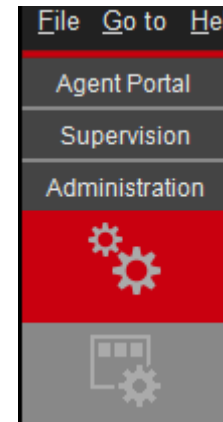
Supervisor Functionality

▶ Supervisor have access to ALL agent functionality.

▶ Can Identify that an agent has requested Emergency from the Home Screen.
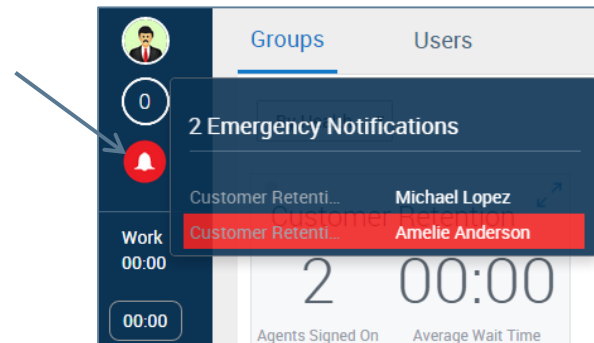
▶ Can broadcast Message to Agents in assigned Group.

Supervisor – Group View Real Time Functionality

Indication of Agent(s) requiring assistance within a group

High level group level status
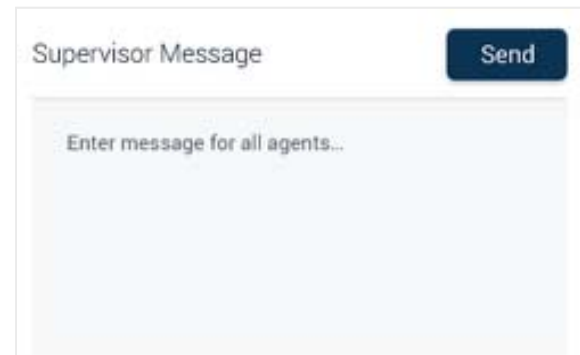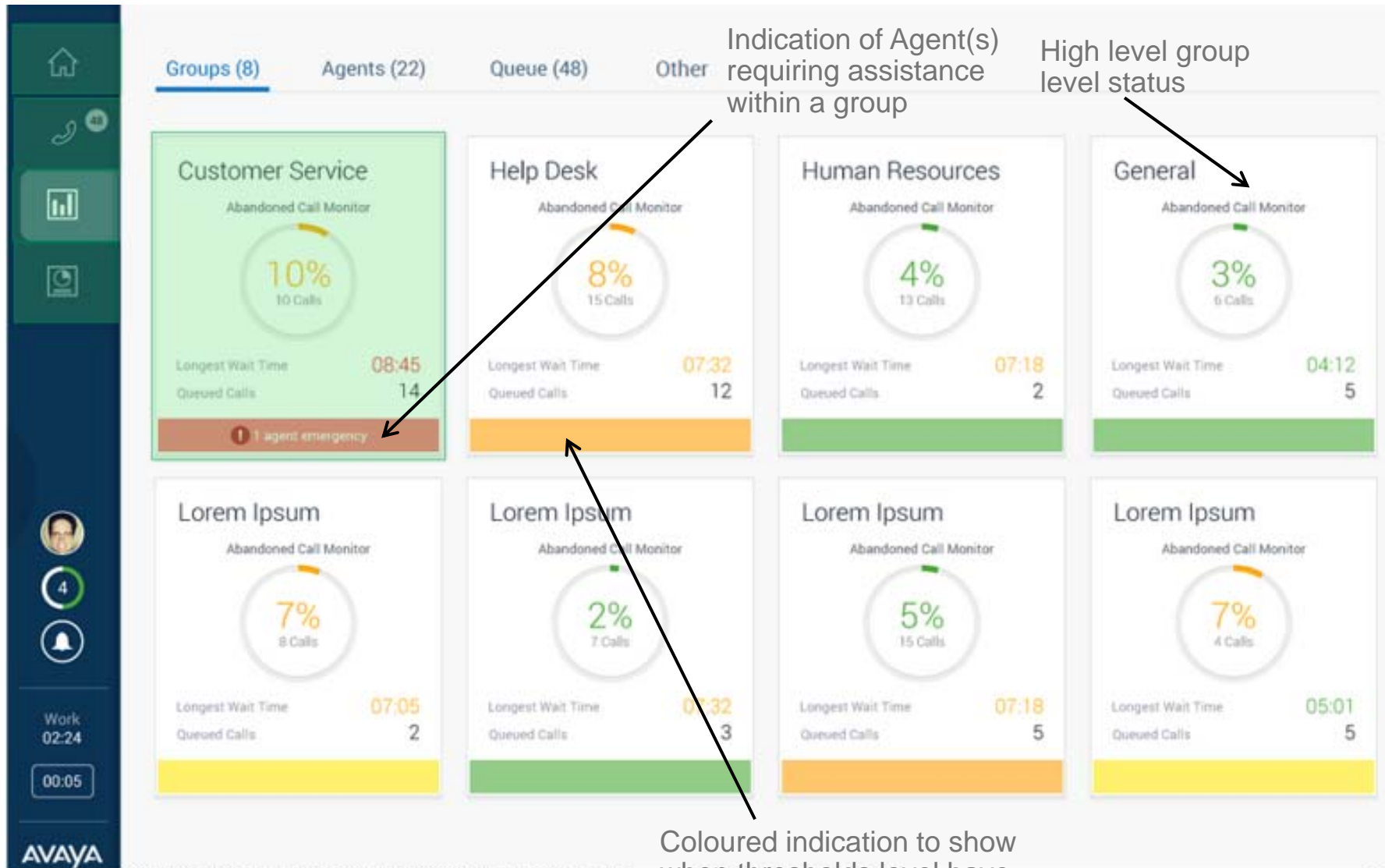
Coloured indication to show when thresholds level have been exceeded

Supervisor – Group View Real Time Functionality cont'd

Clicking on Group card expands showing more details and statistics of the group. Also can perform Emergency and Silent monitoring actions.

Emergency

Supervisor – Group View Real Time Functionality cont'd

Clicking on Group card expands showing more details and statistics of the group. Also can perform Emergency and Silent monitoring actions.

Monitoring queues at Group level

Groups (6) Agents (10) Queue (2) Other

Customer Retention

Current Wait Time	Abandoned Call Monitor	Service Factor	Agents Available	Total Calls
Longest 23:31	37%	60%	0	38
Average 23:27				

Agents (8) **Queue (1)** Abandoned Calls (5)

Name	Call Number		
Agent8	808	Assign to... ▼	☎

Assign to...
Constantin Tambrea
Michael Lopez
Blake Johnson
Amelie Anderson
Flora Robinson
Agent10
Tina Chang
Trey Edwards

Assign queue calls to Agents

Pick call

Supervisor – Group View Real Time Functionality cont'd

Clicking on Group card expands showing more details and statistics of the group. Also can perform Emergency and Silent monitoring actions.

Monitoring Abandoned calls at Group level

Pick call

Supervisor – "Agent" View Real Time Functionality

Manage status of agents

High level Agent level status

Groups (6)   Agents (10)   Queue (0)   Other

Coloured indication to show thresholds level have been exceeded

Search Agents...   All Agent States

Constantin Ta...

0/3
Groups

Off Break

Logged Off

Michael Lopez
804

5/5
Groups

Off Break

On Call

Blake Johnson

0/5
Groups

Off Break

Logged Off

Tina Chang
802

4/4
Groups

Off Break

On Call

Flora Robinson

0/5
Groups

Agent10

0/3
Groups

Amelie Anderson

0/3
Groups

Trey Edwards

0/5
Groups

Agent requiring assistance

AVAYA
IP Office
Contact Center

Work
00:00

00:00

Supervisor – "Agent" View Real Time Functionality

Detailed View of selected Agent

Force Agent login/out of Groups

Manage Agent status

Supervisor – "Agent List" View Real Time Functionality

Detailed View of selected Agent

Force Agent login/out of Groups

Filter Agent List by Agent States

Emergency

Manage Agent status

Silent Monitoring

Supervisor – "Queue" View Real Time Functionality

Queue level view
of calls waiting

Wait Time	Name	Call Number	Group	Topic	
					Groups (6) Agents (10) **Queue (2)** Other
03:35	Agent8	808	Customer Retention	Topic1	Assign to... ▼ ☎
00:44	Agent7	807	Help Desk	Topic2	☎

Assign to...
Agent1
Agent4
Agent5
Agent6
Agent7
Agent10
Agent2
Agent9
Agent3
Agent8

Pick call

Force feed call to
Agent

Work
00:00

00:00

Supervisor – "Other" Allowing modify Variables

Modify the values

Supervisor – Historical Reports Functionality

Select "predefined" reports

Full screen view, print, export of reports

View results of reports

Supervisor – Historical Reports Functionality – Full Screen

Note: The slide shows a "Daily Report" screenshot. Content below:

Daily Report

Name   : AG overview
Date created   : 6/6/2014 9:56:43 AM
Editor   : System
Period   : 5/1/2014 6:00 AM - 5/31/2014 6:00 PM

Date	Agent group	Total Calls [totN/Tel]	Total Established Calls [totNConv/Tel]	Total Abandoned Calls [totNAban/Tel]	TSF [Tel]	øTConvWait [Tel]	øTAbanWait [Tel]	øTConv [Tel]
total	Sales	0	0	0	0%	00:00:00	00:00:00	00:00:00
total	Support	0	0	0	0%	00:00:00	00:00:00	00:00:00
total	HelpDesk	0	0	0	0%	00:00:00	00:00:00	00:00:00
total	Outbound-AG	0	0	0	0%	00:00:00	00:00:00	00:00:00

Date	Agent group	øTWait [E-mail]	totN [E-mail]	øTWork [E-mail]	maxTWait [E-mail]
total	Sales	00:00:00	0	00:00:00	00:00:00
total	Support	00:00:00	0	00:00:00	00:00:00
total	HelpDesk	00:00:00	0	00:00:00	00:00:00

Date	Agent group	øNSignOn [Chat]	maxNSignOn [Chat]	minNSignOn [Chat]
total	HelpDesk	0	0	0
total	Sales	0	0	0
total	Support	0	0	0

Supervisor – Historical Reports Functionality – Automate

Agent – Outbound Calls Functionality

Agent can either 'ANSWER' or 'HANGUP'

Agent – Outbound Calls Functionality

Outbound call can be terminated selecting RPC, Closure or Fax buttons

Agent UI and Supervisor – Minimized Version

Application in Minimize state showing Agent Avatar and Group Status icon

Clicking on Minimize navigation bar slides out showing minimize version App

Incoming call in minimized version slides out the showing ANSWER button

No Calls in The Queue

➜ **Incoming** 〉 Customer Retention 〉 Topic1

Agent6

806

00:06

Waited 00:00
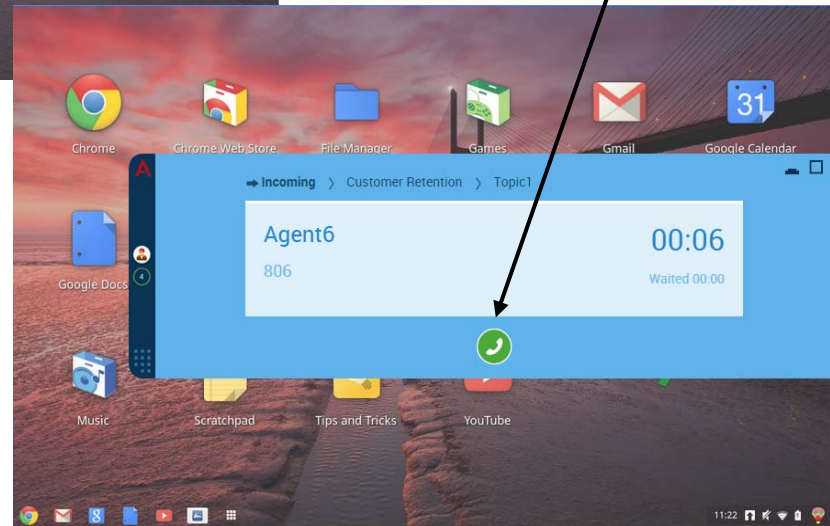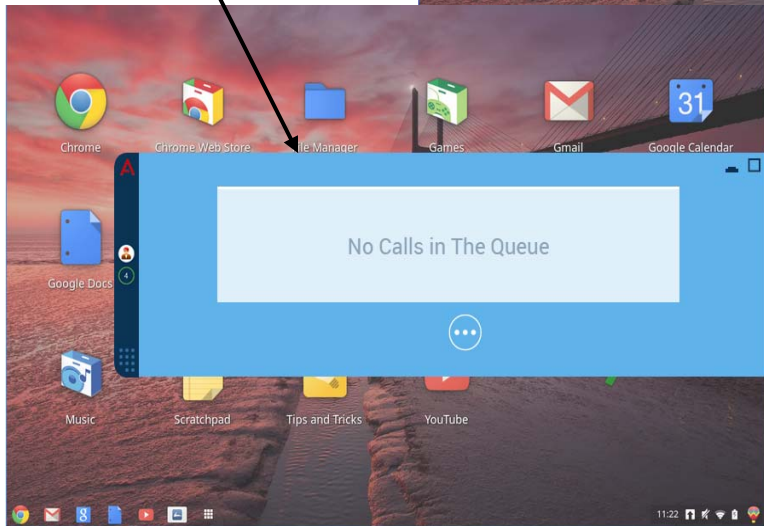
IPOCC Configuration to support the Application

▶ To support the Customer Engagement OnAvaya Powered by Google Cloud Platform, a few items need to be configured on the IPOCC Server using the IPOCC User Interface

▶ A virtual agent group must be created and all agents groups must be mapped to it
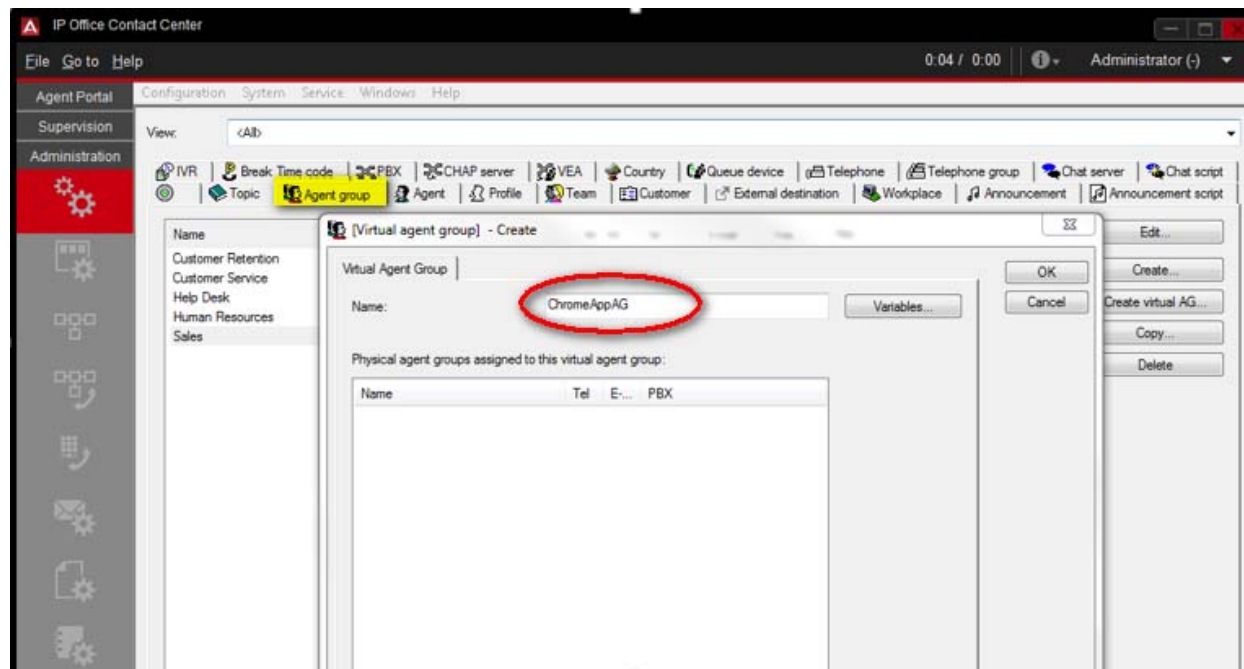
Update Privileges for making Agent a Supervisor

Step1: On Windows client 'Configuration' option open the Agent you want to configure as Supervisor in the Edit mode and update the privileges as shown.

Authorization for making Agent a Supervisor

On **Windows client** 'Configuration' option open the Agent you want to configure as Supervisor in the Edit mode and Authorize the Agent Group as shown
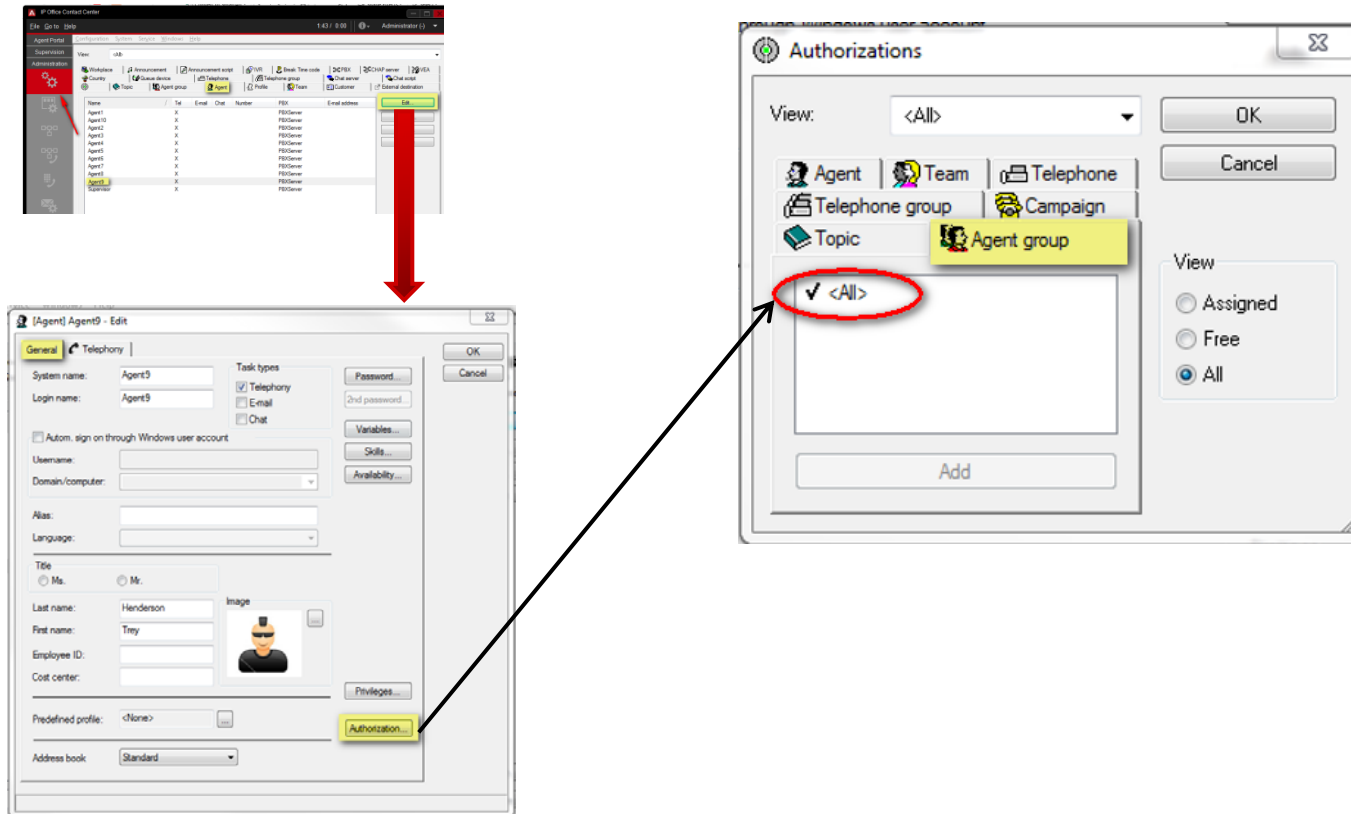
IPOCC Configuration to support the application

▶ The following features on the application also require configuration on the IPOCC Server using the IPOCC User Interface:

Web Access

Branding Logo

Supervisor Reports

Variables
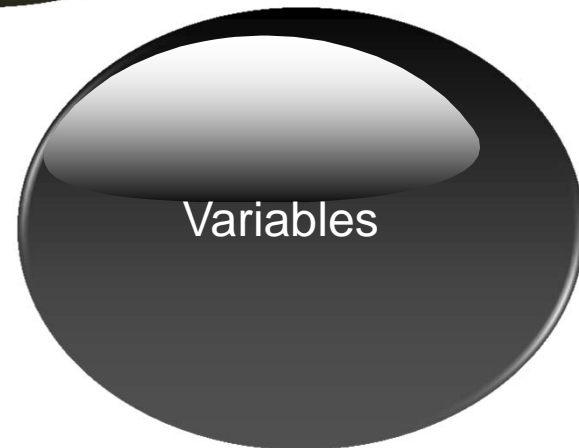
WebRTC

WebRTC Introduction

- Softphone based on Web Real-Time Communications (RTC) technology

- Fully integrated into the IPOCC Chrome Applications. On by default

- All Call control via the integrated Softphone.

- No need of external desk phone for Agents & Supervisors.

- Chrome Application login screen requires an extension password when WebRTC endpoint is configured.

- Mute and Volume control is via the Chrome O.S. interface and not the Chrome Application.

- IP Office 9.1.2 (FP) required.

WebRTC Gateway Service

▶ By default WebRTC rpm is installed along with the Primary and application server.

▶ Ensure that the service is running by following the below steps:

1. Login to Webcontrol
2. Click on **Show optional Service -> WebRTC** service will be listed
3. Make sure that **WebRTC** service is running, if not start manually
4. Select the check box to start the service automatically

Configuring WebRTC User using Web Manager

WebRTC client/user should be a **SIP extension with Power user profile** and can be created from the Web Manager

Configuring WebRTC User using IPO Manager

WebRTC client/user should be a **SIP extension with Power user profile** and can also be created from the IP Office Manager

WebRTC Gateway Configuration

▶ WebRTC gateway can be configured from web manager.

WebRTC Gateway Configuration – System Settings

▸ **Network Interface** - Available Network interfaces of Application Server

▸ **Local IP Address** - IP address corresponding to the selected Network Interface

▸ **Gateway Listen Port** - Used for local SIP listening

▸ **Logging level** is set to Info by default, can be changed (Debug, Warning..)

WebRTC Gateway Configuration – SIP Server settings

▸ Configuration mode is set to Auto by default and configuration details are auto populated

▸ WebRTC client currently supports only TCP Transport Type

WebRTC Gateway Configuration – SIP Server settings (cont'd)

▸ Match SIP settings in **IP Office manager -> System -> LAN & VOIP**

▸ Configuration Mode can be changed to "Manual" and administrator can enter the details manually

WebRTC Gateway Configuration – Media Gateway Settings

▸ **RTP Port range (Private**) – Used towards IP Office

▸ **RTP Port range (Public)** - Used towards client

▸ **Codecs – Audio** -> Listed in the prioritized order

▸ **DTMF Payload Type** - **101 (**RFC2833 default payload type used by WebRTC Gateway)

Remote Worker Configuration

Option 1 – Native Remote Worker

▶ Configuration Mode = Auto -> Public IP Address and port details are auto populated from LAN settings in IP Office

▶ Configuration Mode = Manual -> Public IP Address and ports are of Router/NAT/Firewall details respectively

▶ Port forwarding needs to be configured in the Router/NAT/Firewall for these ports

Remote Worker Configuration (cont'd)

Option 2 – Using Public STUN server

▶ Public STUN server can be used for remote worker configuration and the details can be entered in the media gateway settings field as mentioned below

MEDIA GATEWAY SETTINGS

RTP Port Range (Private)

Minimum	Maximum
58002	60002

RTP Port Range (Public)

Minimum	Maximum
56000	58000

Codecs - Audio

1. PCMU   ↑ ↓

2. PCMA   ↑ ↓

3. telephone-event   ↑ ↓

Codecs - Video

1. VP8   ↑ ↓

DTMF Payload Type	STUN Server Address	STUN Server Port
101	23 . 21 . 150 . 121	3478

Remote Worker Configuration (cont'd)

Option 3 — Using Public STUN and Public TURN server

▶ Public STUN/TURN servers are also can be used for remote worker configuration and the details can be entered in the media gateway settings field as mentioned below

DTMF Payload Type	STUN Server Address	STUN Server Port
101	23 . 21 . 150 . 121	3478

TURN Server Address	TURN Server Port	TURN User Name
74 . 125 . 200 . 127	19302	xxxxx

TURN Password	Enforce TURN	
●●●●●●	NO	

Save

Diagnostics

▶ In case of IP Office upgrades from 9.0 to 9.1, if the upgraded system is at default security setting **-> No changes required**

▶ If upgraded system is **not at default security settings -> error message** "The user does not have the sufficient rights for WebRTC Configuration." is displayed & need to add administrative privilege to WebRTC after the upgrade by following the below steps.

1. Login to Security Settings from IP Office Manager

2. Navigate to Right groups -> Administrator Group -> External

3. Enable WebRTC Gateway Administrator

4. Save the changes

▶ WebRTC configuration is listed in Web Manager only if the WebRTC service is running

WebRTC Gateway Logs

▶ WebRTC Gateway logs are listed in Webcontrol page

▶ Debug Logs -> WebRTC Application can be selected

▶ Syslog Event Viewer -> Tag WebRTC Gateway can be selected

WebRTC Gateway Logs (Cont'd)

▸ WebRTC Gateway Logs can be downloaded from the Web control as shown below.

Wallboard

Wallboard - Overview

▸ High visibility real-time User Interface for call center.

– Can run on a dedicated low-end PC connected to a large flat-screen.

– Displays counters, graphs, tables and messages to agents.

– Show key performance statistics e.g. average answer times, lost call rates, etc.

– Allows Supervisor's to post messages to be displayed.

– Requires one license per instance

IPOCC Wallboard	380801	IPO R9+ IPOCC WALLBRD USER LIC

Wallboard – Hardware and Software Requirements

▶ Microsoft Windows (version 7 and up) PC with dual core and minimum 1GB ram (low-end).

▶ Graphics RAM and dedicated GPU.

▶ Low animation mode and reduce frame rate available.

▶ Display on desktop, projector or Large monitor.

▶ Audio card and speakers for alarm audio features.

▶ Internet Explorer 7+, Firefox 2+ or Chrome 20+ browser.

▶ Microsoft Silverlight 5 runtime (free download or optional Windows update).

▶ The Web browser must be configured to preserve the browsing history.

▶ SMTP server for email notifications, local or internet based.

Wallboard – Example Content

Wallboard - Features

▶ Accessible to team leaders and supervisors.

▶ Separate instances of Wallboard which can be exported and imported.

▶ Four standard templates for use as base of user designs.

▶ Real-time view of configured objects/monitor counters .

▶ "Drag & Drop" configuration, automatic layout/sizing and manual layout mode.

▶ Two level Alarm animations, email trigger and audio support.

▶ Style background, content, header, logo and cells.

▶ Chrome App and desktop app integration for message board.

Wallboard Home Page

▸ The Wallboard home page is accessible at the following URLs:

   – **https://<IPOCC_Server>:28443/WallboardBroker**

   – **http://<IPOCC_Server>:28080/WallboardBroker**

▸ Select the Wallboard link to access.

Note: *The first time accessing wallboard will install Microsoft Silverlight*

Wallboard Login Page

▶ The Avaya loading screen will appear while, the interface is loading.

▶ Once loaded, you will be prompted to login.

Wallboard Administration

Select Wallboard - Administrator

	Name	Description	Type
	Copy of Template 2	League tables, agents table, bar graph and manual messa	User
	Copy of Template 2 2		User
	Copy of Template 2...		User
	Copy of Template Header	Empty board with default header	User
	Pune test		User
	Stuart test		User
	Stuart test FF		User
	Template 1	Grouped cells, line graph, agent group table, system mess	Template
	Template 1 2...		User
	Template 1...		User
	Template 2	League tables, agents table, bar graph and manual messa	Template
	Template 3	League table, agents table, area graph and manual messa	Template
	Template Header	Empty board with default header	Template
	Template Header		User

OK | New | Copy | Delete | Import | Export | Logout

Wallboard Administration New

Wallboard Administration -Export

Wallboard Administration - Editing

▶ Select an existing Wallboard item to edit and choose **OK.**

Wallboard editor

Logo image

Object list

Time bar

Footer action buttons

Wallboard cells
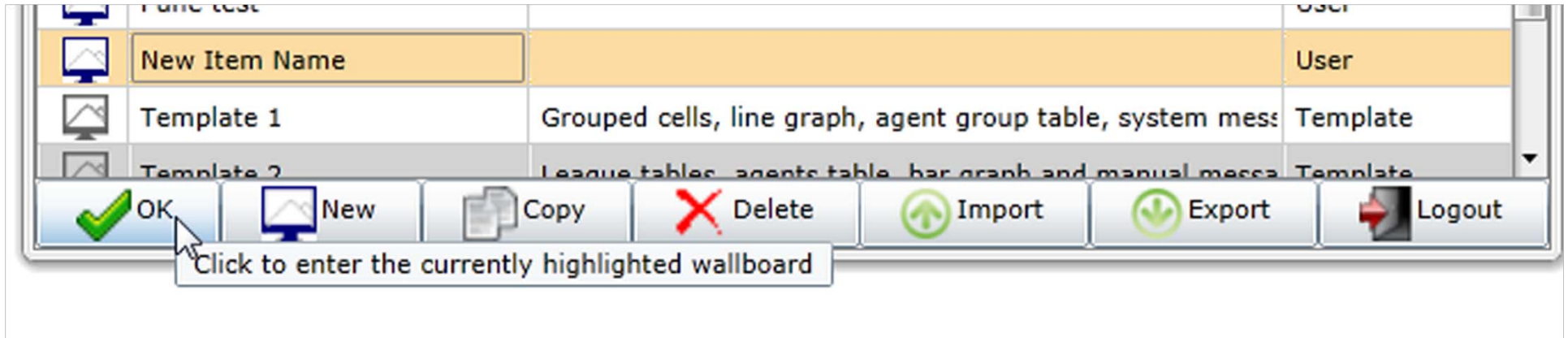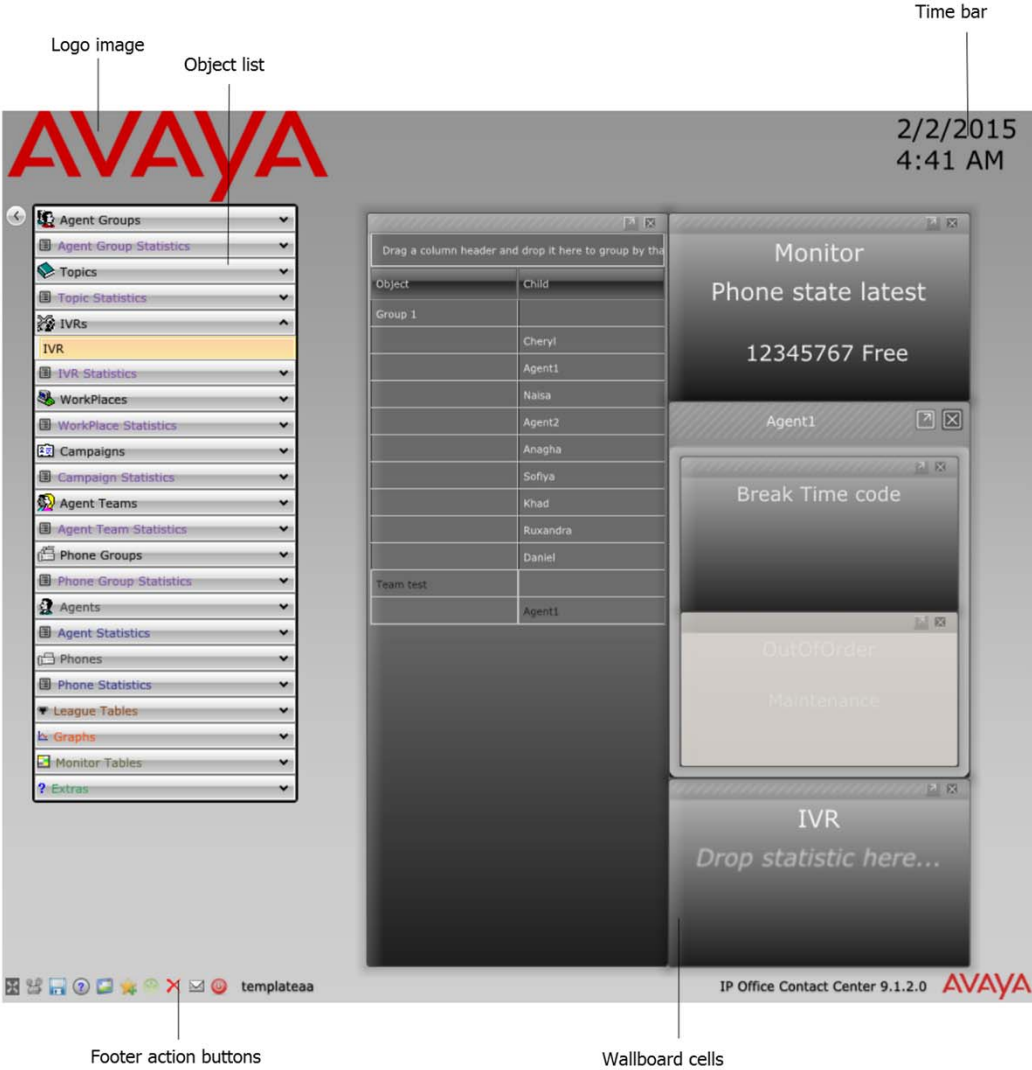
Adding Objects Components

Multiple Object Components

Customizing Objects

League Tables

Graphs

Monitor Tables

IP Office Contact Center 9.1.2.0   AVAYA

Extras

Saving Wallboard

Administrator Landing Page

Administrator Landing Page - Overview

▶ The Landing Page is a single page Web Application for IP Office Contact Center Administration Simplification.

▶ The Landing Page is a Secure Web Application that is bundled & installed with IP Office Contact Center.

▶ The Landing Page Application can help the Administrator with:

– Quick Initial System Configuration

– Downloading of Contact Center logs

– Downloading of the IPOCC UI client application.

Landing Page – Feature List

▶ Configuration Wizard – Minimal Configuration Steps for Setting up Contact Center (Telephony options only)

▶ Provide Facility to Test the Connection between IP Office Contact Center and IP Office.

▶ Upload Configuration – Uploads the Configuration Zip for Setting up Contact Center.

▶ Upload Certificates - Provides an interface to upload certificate to IPOCC Server.

▶ Download Client – Downloads the IP Office Contact Center Client Software.

▶ Download Logs – Downloads Logs from IP Office Contact Center.

Landing Page – Login Page

▶ URL – https://{IPOCC IP ADDRESS}:28443/Administration

▶ Login page is first page seen when URL is accessed. Use the same credentials as the IPOCC Administrator.

▶ On an uninitialized system, the administrator will be sent to the Configuration Wizard page.

Landing Page – Configuration Wizard

▸ Configuration Wizard is carried out in 5 simple steps.

1. **System Configuration** – Configure various setting like Host Name, Password, IP Address, Ports ,Topic Codes.

2. **Group and Profile Setup** – Configure Agent Groups and Profiles. Assign Profiles to Groups.

3. **User Setup** – Add range of agents with extensions and profile assignment.

4. **Time Off** – Configure the holidays.

5. **Preview Configuration** – Preview the Configuration

Landing Page – Step 1: System Configuration

▶ **System Configuration** – **Step 1**. Configure various setting like Host Name, Passwords, IP Address, Ports ,Topic Codes.

—

Only the IP Office IP Address, IP Office Passwords (system and service), SIP Password and SIP Domain are required..

AVAYA IP Office Contact Center   Configuration   Download   ?

Configuration Wizard

	IP Office Data		
System Configuration	IP Office Contact Center Host Name:	Topic Code Prefix:	Start Topic Code:
Group And Profile Setup	WIN-14MJ0975G6C	70	01
Users Setup			
Time Off	IP Office IP Address:	IP Office Service Port:	IP Office System Password:
	xxx.xxx.xxx.xxx	8443	System Password
Preview Configuration			

Initial Topic number 1st two digits prefix.

IP Office Service User Name: Administrator
IP Office Service Password: Service Password

Test Connection

Test the connection between IP Office & IPOCC

IP Office Contact Center SIP Connection Setup (CHAP Configuration):

Local IP Address:	Local Signal Port:	DNS Server IP Address:
148.147.182.110	5100	148.147.182.110

IP Office Signal Port:	SIP Extension:	SIP Password:
5060	8500	SIP Numeric Password

SIP Domain:
example.sip.com

Next

Landing Page – Step 2: Group and Profile Setup

▶ **Group and Profile Setup – Step 2.** Configure Agent Groups and Profiles. Associate Profiles to Groups.

For each Agent Group a topic is assigned using the topic created in the previous step and incrementing the topic extension by one for each group created.

AVAYA IP Office Contact Center | Configuration

Configuration Wizard

System Configuration

Group And Profile Setup

Users Setup

Time Off

Preview Configuration

Group Setup

Group Name		Topic Id	Action
Group1		7001	🗑

Add Group   Update Group

Profile Setup

Profile Name	Privileges	Group	Action
Agent Profile	Agent ▼	× Group1	🗑
Supervisor Profile	Supervisor ▼	× Group1	🗑

Add Profile   Update Profile

Previous   Next

Agent Profile Privileges

Agent Group Assignments.

Landing Page – Step 3: User Setup

▶ **User Setup – Step 3**. Add range of agents with extensions and profile assignment.

User provides the number of agents/supervisors to create, profile type and extension number (Up to 250 Agents can be created).

AVAYA | IP Office Contact Center | Configuration | Download

Configuration Wizard

System Configuration

Group And Profile Setup

Users Setup

Time Off

Preview Configuration

User Setup

Number of Users:	Profile Name:	Start Extension Number:
1	Supervisor Profile ▼	8010

Add User **Reset User**

Name	Extension	Profile Name	
Agent8010	8010	Agent Profile ▼	🗑
Agent8011	8011	Agent Profile ▼	🗑
Agent8012	8012	Agent Profile ▼	🗑
Agent8013	8013	Agent Profile ▼	🗑
Agent8014	8014	Agent Profile ▼	🗑
Supervisor8015	8015	Supervisor Profile ▼	🗑
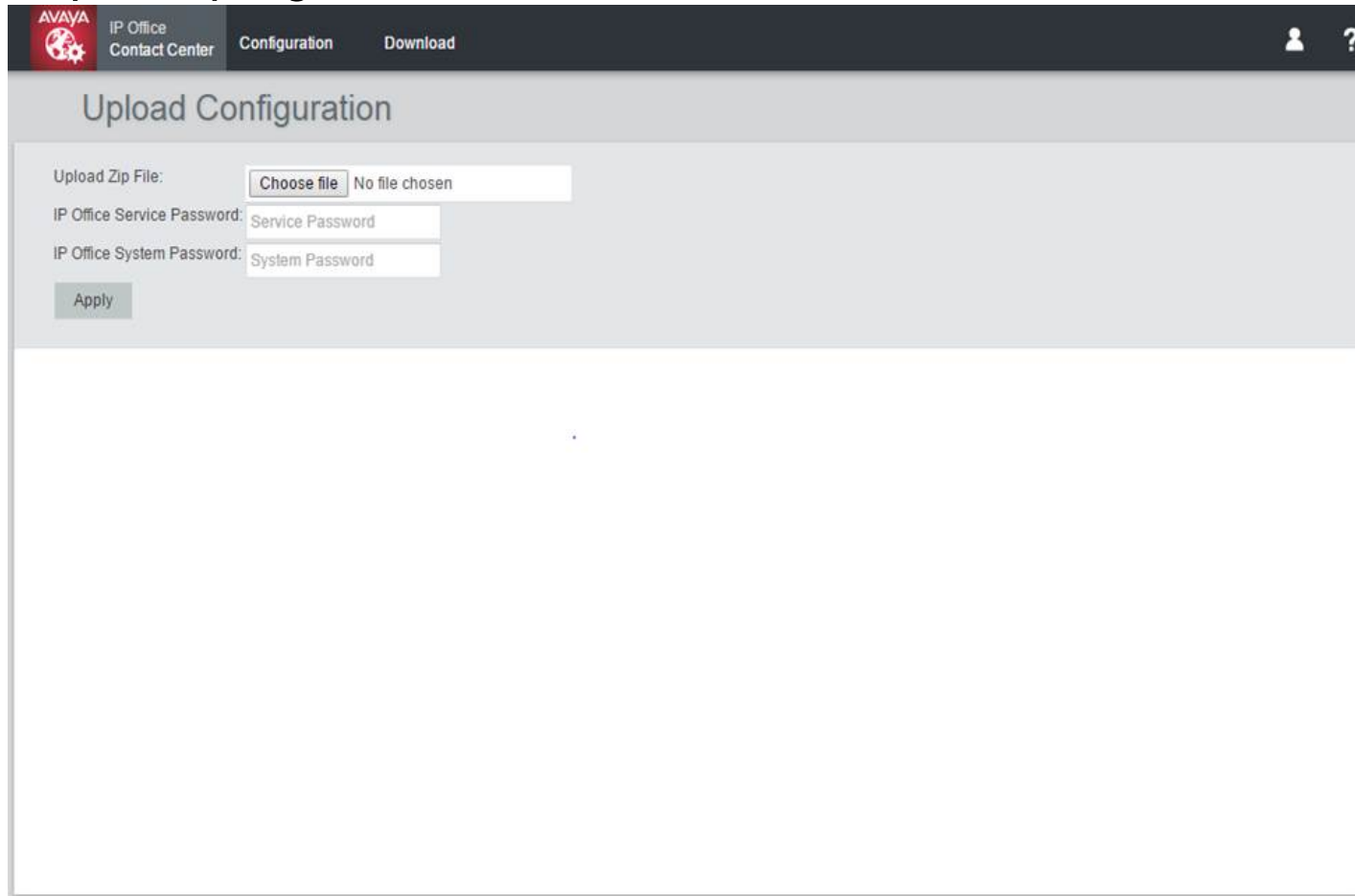
Individual names, extension and profiles can then be updated.

Previous   Next

Landing Page – Step 4: Time Off

▸ **Time Off – Step 4**. Configure the off times.

The recurrence can be set to: None, Daily, Weekly, Yearly.

Landing Page – Step 5: Preview Configuration

▸ This screen shows the configuration settings selected in the previous four steps

▸ The user can go back to the previous screens to modify any part of the configuration.

Landing Page – Upload Configuration

▶ Upload the IP Office Contact Center Configuration Zip generated from Excel.

▶ To start upload the configuration zip user can click on the "Apply" button and upload progress need to be shown.

Landing Page – Upload Configuration

▶ The execution status of each step will be shown. The status will be success or failure.

▶ Once the configuration is uploaded to IP Office Contact Center, the user is prompted to restart the IP Office Contact Center server.

Landing Page – Download Functionality

▸ Download the log from the selected folders of IP Office Contact Center.

▸ Download the IP Office Contact Center Client Software.

Landing Page – Supported browsers

▶ Internet Explorer 11+

▶ Firefox 32+

▶ Chrome 39+ browser

CRM Connectors

SalesForce CRM Connector -

▶ The SalesForce CRM Connector provides:

   – Integration of Salesforce CRM with IPOCC

   – Supports call control, wrap up, job codes, screen pops, and call logs.

   – Supports Chrome(version 39+) and Firefox browser(version 32+)

SFDC - Download and Install IPOCC Salesforce App

▶ An SFDC account is needed. Supported editions are Enterprise, Unlimited, Performance and Developer

▶ The package will be accessed from AppExchange. We can also share the URL

▶ SF Administrator will install the package.

▶ Configure IPOCC Server IP Address.

▶ Make the app available to agents.

▶ A console app needs to be created for console mode.

▶ Agent needs to have security certificate installed or accepted.

SFDC- Configure IPOCC Salesforce App

▶ Need to edit IP Address in the IPOCC Call Center Adapter.

Call Center Edit
IPOCC Call Center Adapter
All Call Centers » IPOCC Call Center Adapter

Call Center Edit   Save   Cancel

General Information

Internal Name	isaCallCenterDefinition
Display Name	IPOCC Call Center Ada
CTI Adapter URL	/apex/ISA_ManagedB
Use CTI API	true
Softphone Height	450
Softphone Width	400

Server Configuration

IPOCC Server Address	148.147.182.193
IPOCC Server Port	8443
Refresh Timeout (seconds)	60
On Call Keepalive (seconds)	30
Use Directory for Contact Details ?	false
Access code for external OutCC	9

Save   Cancel

▶ **Refresh Timeout** defines for how long during a page refresh, the connection with the server will be maintained

▶ **On Call Keepalive** is the interval time in seconds after which, ISA will send a periodic keepalive message to IPOCC Server. This is intended to keep the Agent session alive. By Default it will have a value of 30 seconds.

▶ **Use Directory for Contact Details** will search in the SF Directory Numbers for Internal Calls.

▶ **Access code for external OutCC** this code will be used for outbound dialing.

SFDC - Make App available to Agents

▸ In the user configuration, edit "Call Center" field, and select the IPOCC Call Center Adapter application

SFDC - Certificate Setup

▸ ISA communicates with IPOCC using HTTPS and Secure websockets. This requires a certificate from IPOCC to be installed.
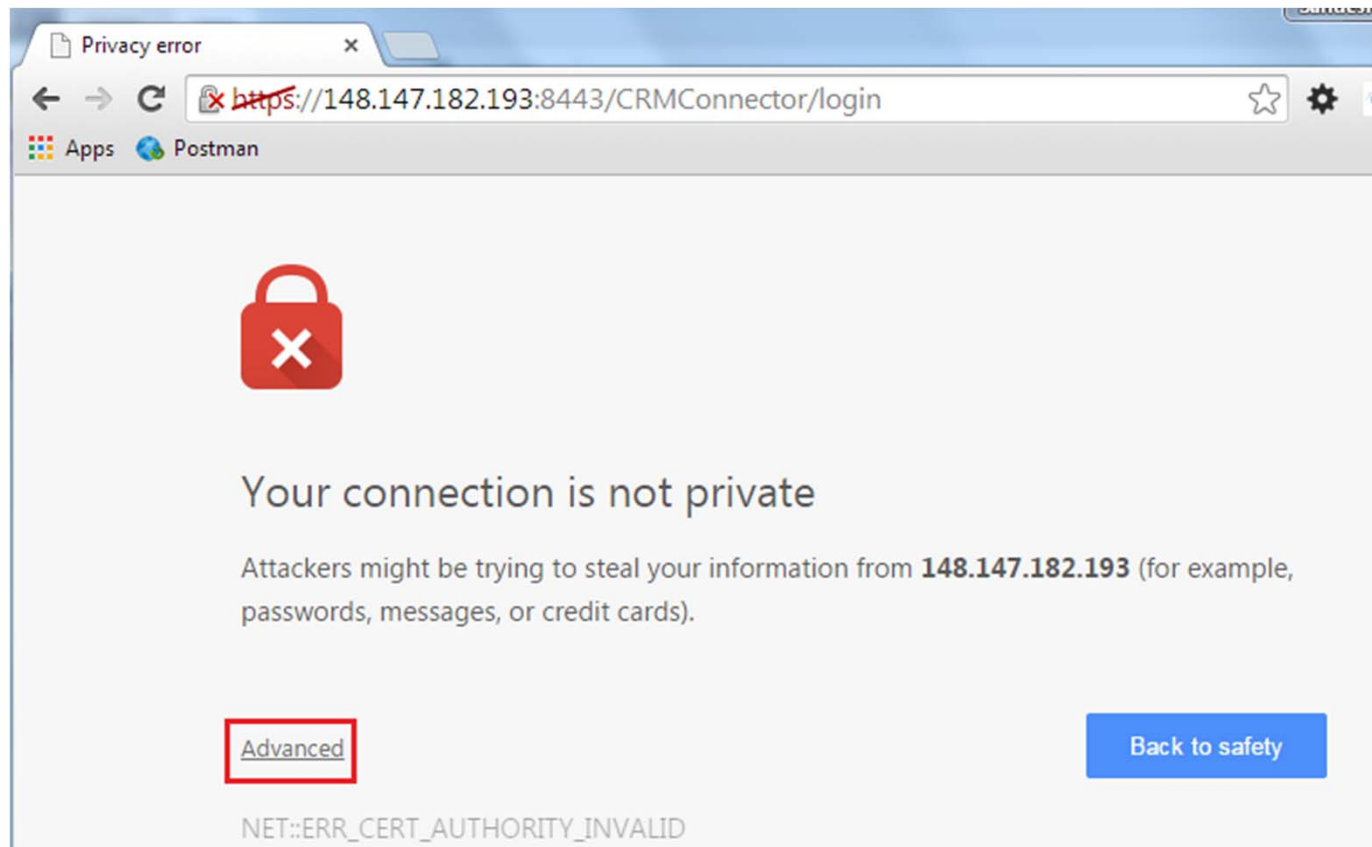
SFDC - Supported Agent Functionality

▸ Login/Logout

▸ Sign In/Out of Assigned Agent Groups

▸ Breaktime

▸ Answer/Make Calls

▸ Hold/UnHold

▸ Consult/Transfer/Conference Call

▸ Job Codes

▸ Screen Pop

▸ Call Log

SFDC - ISA in SFDC

SFDC - ISA Login Screen

IPOCC Username

IPOCC User password

IPO Extension

AVAYA

IP Office Contact Center

Username

Password

Extension

Login

SFCD - Agent Home Screen
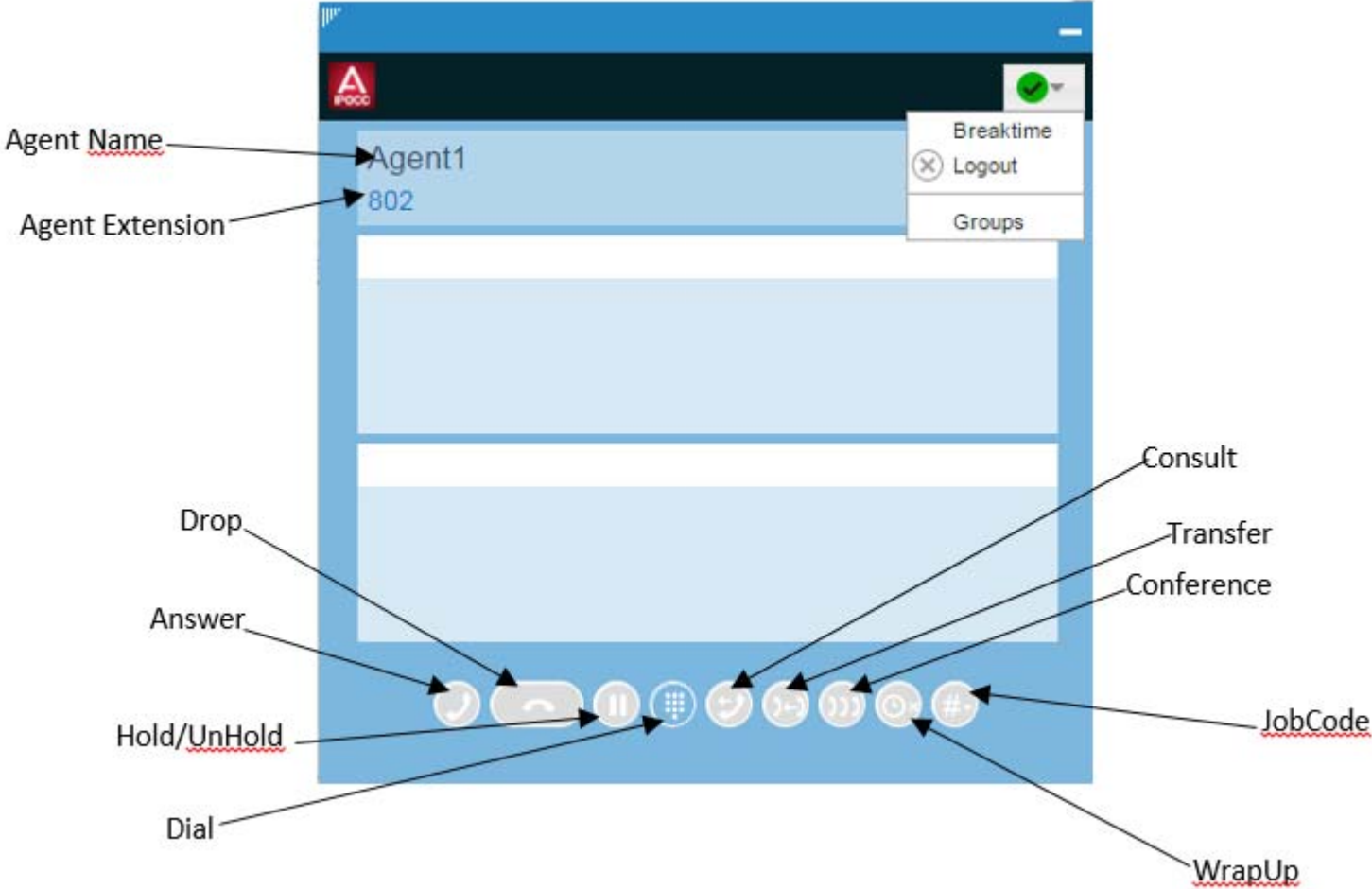
SFDC - Answer Incoming Call

▶ When a call comes in, the app pops out, if it is minimized

Topic Name

Call Direction

Caller Name

Phone Number

Call Type

Call Alert
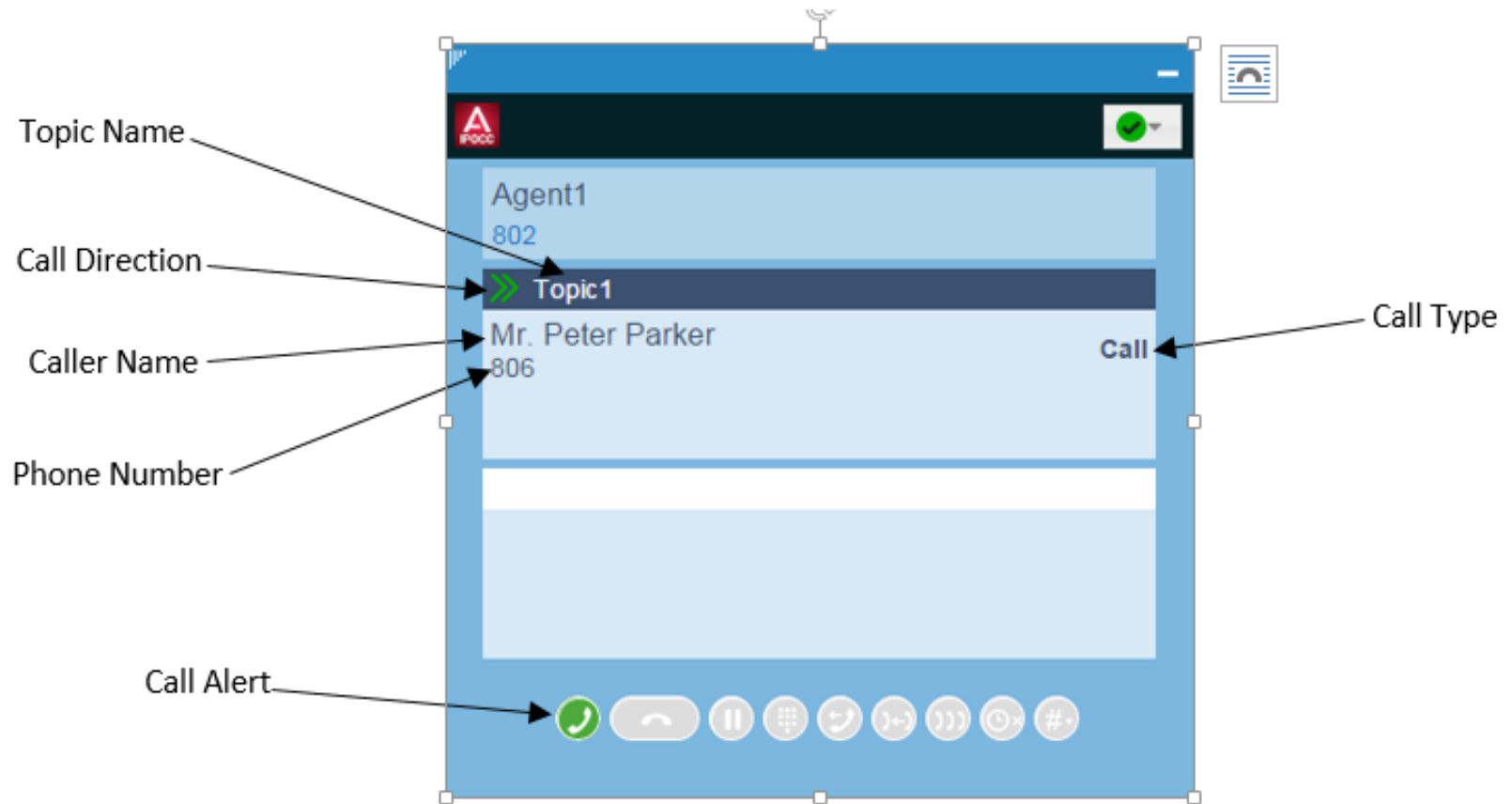
SFDC - Multiple-party Call

▶ Example Consult Call.

Second Call Info

SFDC - Screen Pop

SFDC Call Log

▶ Call Duration, Status and Direction of call is saved in Call Logs.

SAP Connector Overview

▶ **SAP Connector** integrates IP Office Contact Center with SAP CRM 7

▶ **ICI (Integrated Communication Interface)** is an interface specified from SAP to connect various means of communications to a SAP System. Integrated Communication Interface Specification Version 3.07   © 2011SAP AG

  – By SOAP (Simple Object Access Protocol) XML coded data is transferred between the systems SAP and Contact Center via HTTP (HyperTextTransferProtocol).

  – On the side of the PBX/ Communication Provider (SAP Connector) a web service is implemented.

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SAP Connector

Voice Only CRM

Presentation	**IC WebClient**
Application	**SAP CRM** (SAP Application Server) — **ICI**
Telephony Software	**Avaya IPOCC Server** ↔ **Avaya SAP connector**
Telephony Platform	**IPO**
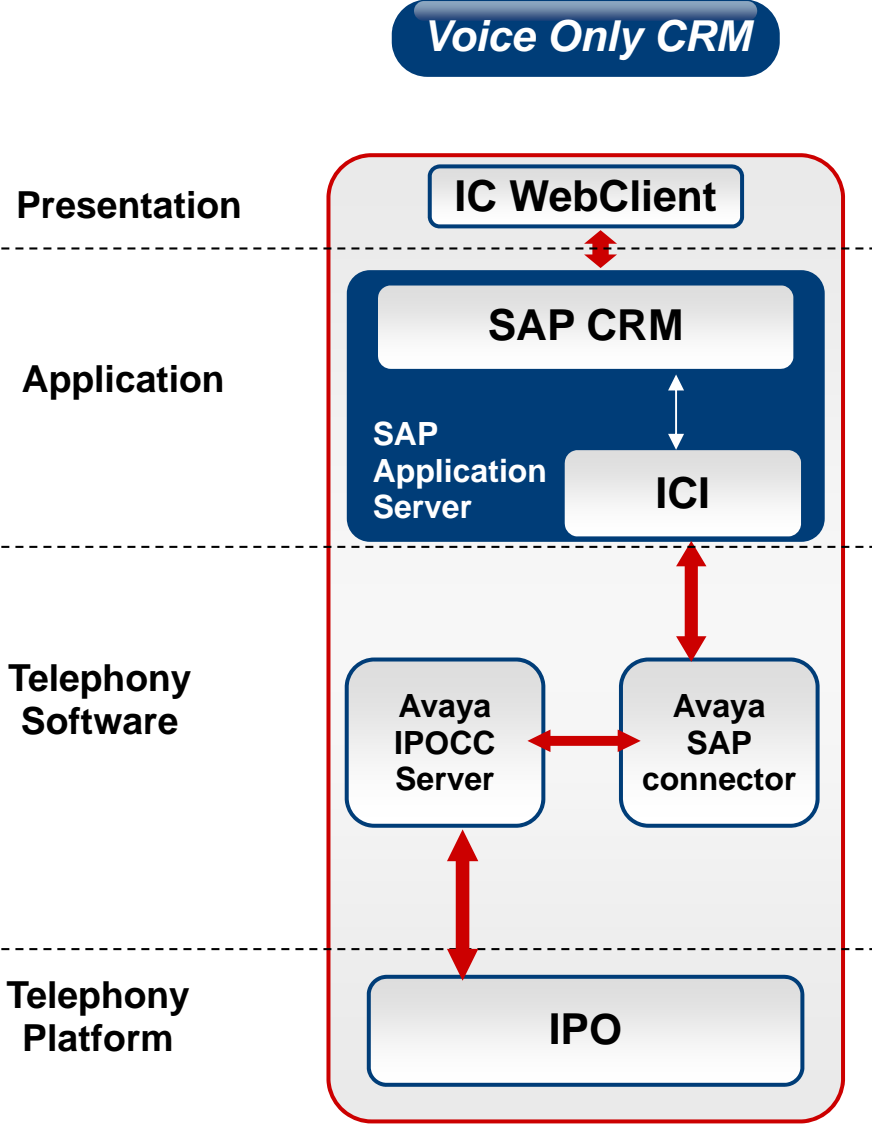
SAP Connector

▶ **Supported Versions:**

- SAP CRM 7.0 EHP3 (version in development lab)
- SAP CRM 7.0 EHP2 (version at beta customer Melitta)
- On project base all SAP CRM systems, which use ICI 3.07.

▶ **SAP WebClient:**

- Client interface provided by SAP for web browser (e.g. Internet Explorer, Firefox)
- HTML browser interface to the SAP System.
- Communicates with the SAP server, which transports requests and responses and events to/from the SAP Connector to the client

SAP Connector

▸ SAP Interaction Center WebClient, CRM 7.0

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SAP Connector - **Implemented Functions**

Function	available	Remark
1. Base Telephony	yes	Accept a call, hold a call, toggle between a hold and a connected call, consultation call, transfer a call to another destination w/o consultation, conference, dial pad, end a call
2. Call Center Telephony	yes	Log on / log off, set ready or not ready, automatic wrap up and finish (display of wrap up status only for agent state)
3. Pause codes	no	Supporting pause state / ready / not ready, but no special pause codes
4. Agent Free Seating	yes	

SAP Connector - Implemented Functions (cont'd)

Function	available	Remark
5. ANI Lookup / DNIS Identification	yes	Automatic Number Identification (ANI) Identify call number of incoming caller. Find customer record based on ANI Dialed Number Identification Service (DNIS) to identify the call number, which caller has dialed. Used e.g. to assign a call to a campaign
6. Screen Transfer	yes	Via Item attached Data to transfer a call – and customer data – from one agent to another
7. Presence Information	yes	only for agents connected via SAP Connector and for Queues/Topics

SAP Connector - Implemented Functions (con'd)

Function	available	Remark
8. Order Code Input	**yes**	**Contact Center order code**
9. Auto Deregistration of Extensions	**yes**	**by** a) **timeout in SAP (Inactivity of the WebGui)** b) **configurable timeout in Contact Center SAP Connector**
10. Sending DTMF tones	**yes**	**by SAP GUI**

SAP Connector - Implemented Functions (cont'd)

Function	available	Remark
11. Simple CTI	**yes**	
12. Number correction during dialing	**yes**	**outbound**
13. Number correction for display	**yes**	**inbound**
14. Item- / Call Attached Data Handling	**optional**	**Additional service effort :** **Select data from a Contact Center Calltag and attach it to a call** **User-User-Info (UUI)** **User-Entered-Code (UEC)** **Universal Call Id (UCID)**

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SAP Connector

▶ **Language-dependent text block**

– SAP Connector supports English and German

▶ **Concurrent operation: SAP Client and IP Office Contact Center UI**

– A restricted concurrent operation of SAP Webclient and Contact Center UI is possible.

▶ For agent control and call handling SAP is the leading system.

▶ Contact Center UI can be used for monitoring.

SAP Connector - **Installation**

▶ **Setup**

- The setup is provided as msi.

- The SAP CONNECTOR is distributed with the IP Office Contact Center ISO image, which also includes OVA and Appliance images.

▶ **Start of the SAP Connectors**

- The SAP Connector is started and monitored with the Watchdog of the Contact Center System. Call parameter Name of Contact Center SAP Connector is used.

- The user which starts the SAP Connector has to have administrator rights (Connector needs writing registry access)

SAP Connector - **Installation**

▶ **Licensing**

- To run the SAP_Connector the license key **"FEAT_CIE_CC_ICI_CONNECTOR"** is necessary. If the license is not available , the connector starts but is not operable

- To register a SAP users in the Contact Center and to use the telefony-channel functions the license key **"VALUE_CIE_SAP_USER_VOICE"** is necessary.

- The licenses have to be generated via the Avaya order process and have to be installed on the WebLM license server of the Contact Center.

- You can check this with

- https:/<WeblmServerName>:8443/WebLM/weblmviewstandardlic.jsp?product= CIE&id=weblm.pagesidebar.main.menu.licensedproducts|{standard.product.name}

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SAP Connector - **Configuration**

▶ **IP Office Contact Center Settings**

    – Compare SAP Connector documentation

    – AgentLoginName and AgentTelefonyName only upper case letters

    – SystemTags

    – Mapping topic to agent groups

    – Agents default CTI device

    – OutboundDialTopic

    – Workplace (Free Seating)

SAP Connector - **Configuration**

▶ **SAP Settings**

– Compare SAP Connector documentation

– Configure HTTP Server

– Queues/Topics from IP Office Contact Center

SAP Connector - **Configuration**

▶ **PBX Settings**

- – If possible, configure the PBX in that way that (external) call numbers are always in canonical format e.g. 49 40 2392 3140

- – If this is not possible then call number normalization will be more complex.

▶ **SAP Connector Base Settings**

- – Compare SAP Connector documentation

- – The SAP Connector is not configurable online (Exception call number normalization)

1

SAP Connector - **Configuration**

▶ **Call number normalization in SAP Connector**

Example:

SubstSeparator "#"

InboundSubstRules   0049#49#000##049#49#

OutboundSubstRules
49#00#1#0001#2#0002#3#0003#4#0004#5#0005#6#0006#7#0007#8#0008#9#0009#

TelInternationalCallMinLength 10

TelInternalDeviceLength   5

TelCountryCode 49

TelAreaCode 40

TelNumberHead   2392

TelCountryPrefix 00

TelAreaPrefix 0

1

SAP Connector - **Configuration**

▸ There are 2 fields for call numbers in SAP GUI
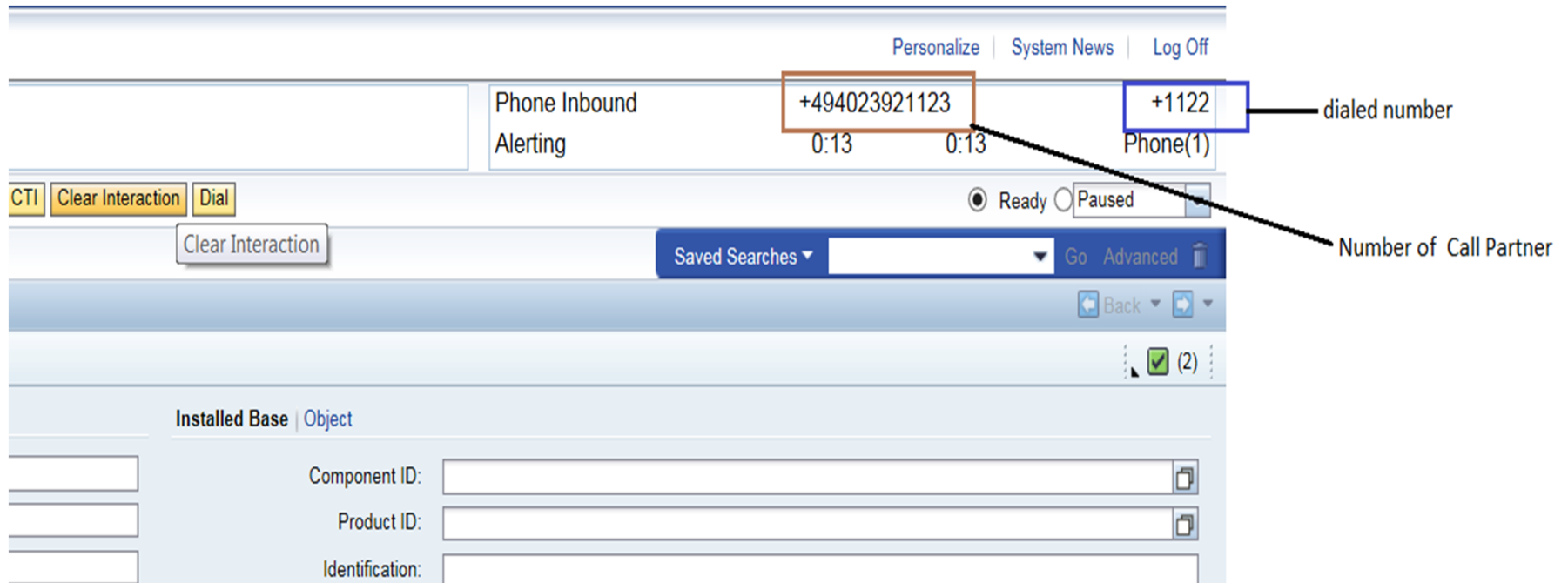
▸ In this example, dialed call number and connected number are the same (the number assigned to this this SAP GUI) (direct call).

▸ At a topic call, dialed number is the topic number and connected number is the number assigned to this this SAP GUI

1

SAP Connector- **Configuration**

▶ **Test of Call Number Normalization**

– Compare SAP Connector documentation

– By use of the configuration tool **ConfigUI.exe**, it is possible to test the substitution rules.

1
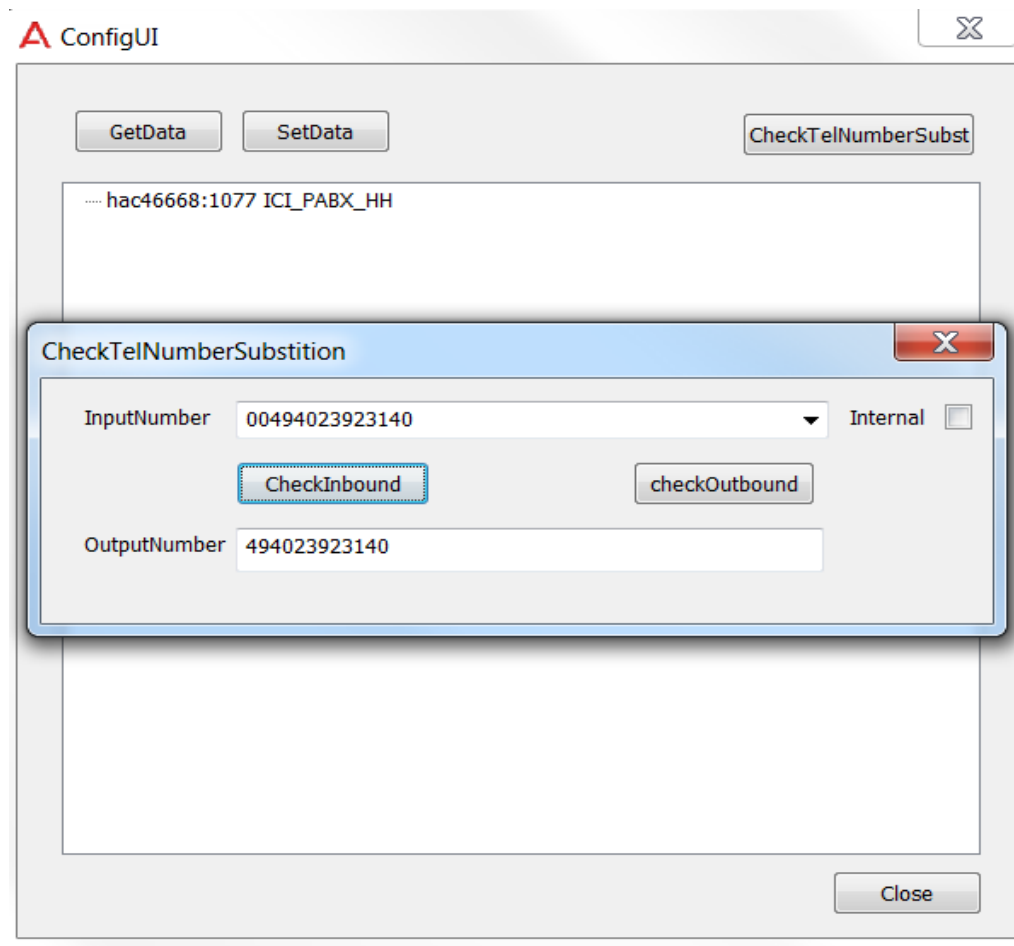
SAP Connector - Error Analysis

▶ **TTraceConsole :** the SAP Connector shows up with the name, under which his configuration data is saved (for example: ICI_PABX_HH1)

1
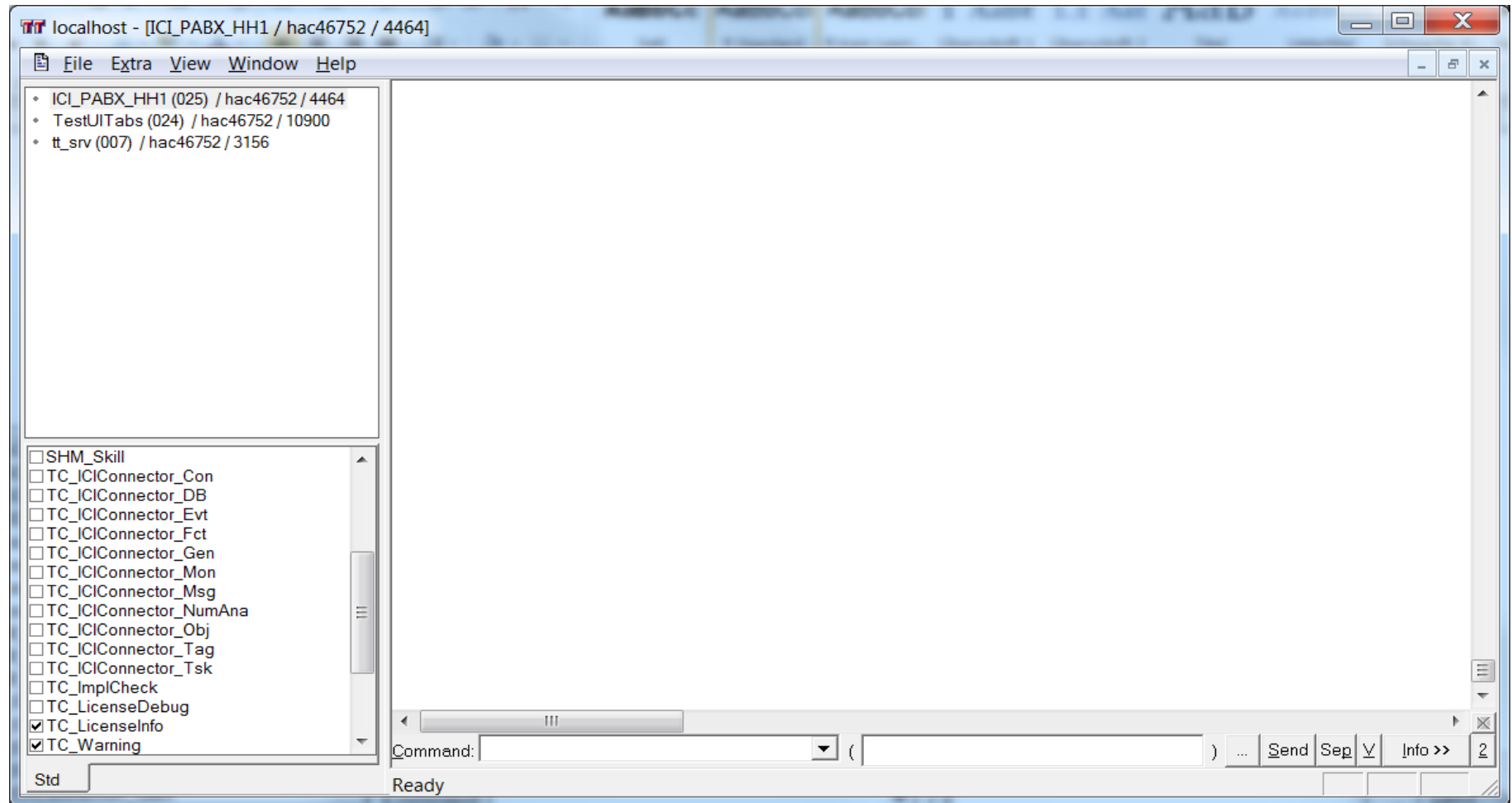
SAP Connector - Error Analysis

▶ **Connection to the IP Office Contact Center**

    – Via **TTraceConsole** the status of the SAP Connector can be checked.

▶ **Connection to SAP System**

    – Check in SAP System with **transaction sm59** the connection between SAP and SAP Connector.

▶ **Trace in SAP System (SOAP Messages)**

    – Enable **TraceFunktion** for the user with transaction **su01** and the parameter **CRM_ICI_TRACELEVEL**

SAP Connector - Error Analysis (cont'd)

▶ **TestTool - TestUITabs**

– With the TestUITabs.exe the connection and interaction of the SAP
Connectors with the IP Office Contact Center can be tested. The
TestTool uses the same SOAP dialogs like SAP System.

1

Server Enhancements

Secure E-mail - POP3

▶ **Encryption**

    – None

    – Automatic

    – SSL/TLS

    – StartTLS

▶ **Validate Server certificate**

▶ **Port (default 995)**

Secure E-mail – IMAP4

▶ **Encryption**

 – None

 – Automatic

 – SSL/TLS

 – StartTLS

▶ **Validate Server certificate**

▶ **Port (default 993)**

Export/Import tool for Reports

▶ Command line based tool, deployed in ISO folder Utilities

– exports UI configuration from a running IP Office Contact Center

– Imports configuration in a another (new) IP Office Contact Center

▶ A single Report or complete folder can be exported/imported.

▶ Which configuration can be exported/imported?

– Design/configuration or a historical report (counter, time frame, time resolution)

– Design/configuration of realtime information (elements, no objects)

– Design/configuration of Telephone screen

– Design/configuration of Home screen

▶ Objects like topics/AG/agent can not be exported, they have to be adjusted after import manually in IP Office Contact Center UI

▶ How to export: example commands for realtime reports

– Command: `reportex export -U Administrator -P <password> -F overview -T realtime`

– Configuration stored in files with extension **.cpy**, copy this files to new IP Office Contact Center

– Command: `reportex import -U Administrator -P <password> -F overview -T realtime`

Synchronization

Synchronization

▶ A new synchronization service on both IP Office and IP Office Contact Center will simplify the provisioning of agents and short codes that are used by IP Office Contact Center

▶ Following objects are synchronized:

– Users in IP Office <-> Agents in IP Office Contact Center

– Access codes in IP Office Contact Center -> Short codes in IP Office

Settings for IP Office Contact Center in IP Office
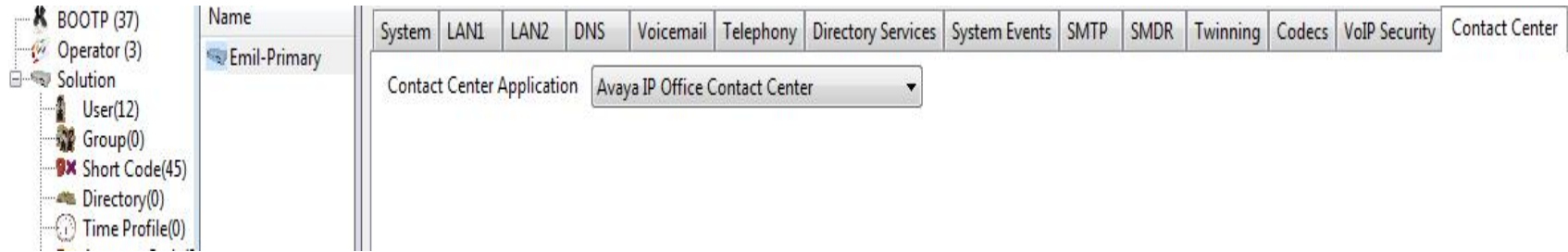
Only after **Contact Center Application** is selected , will the option for **IPOCC Agent type** will be visible.
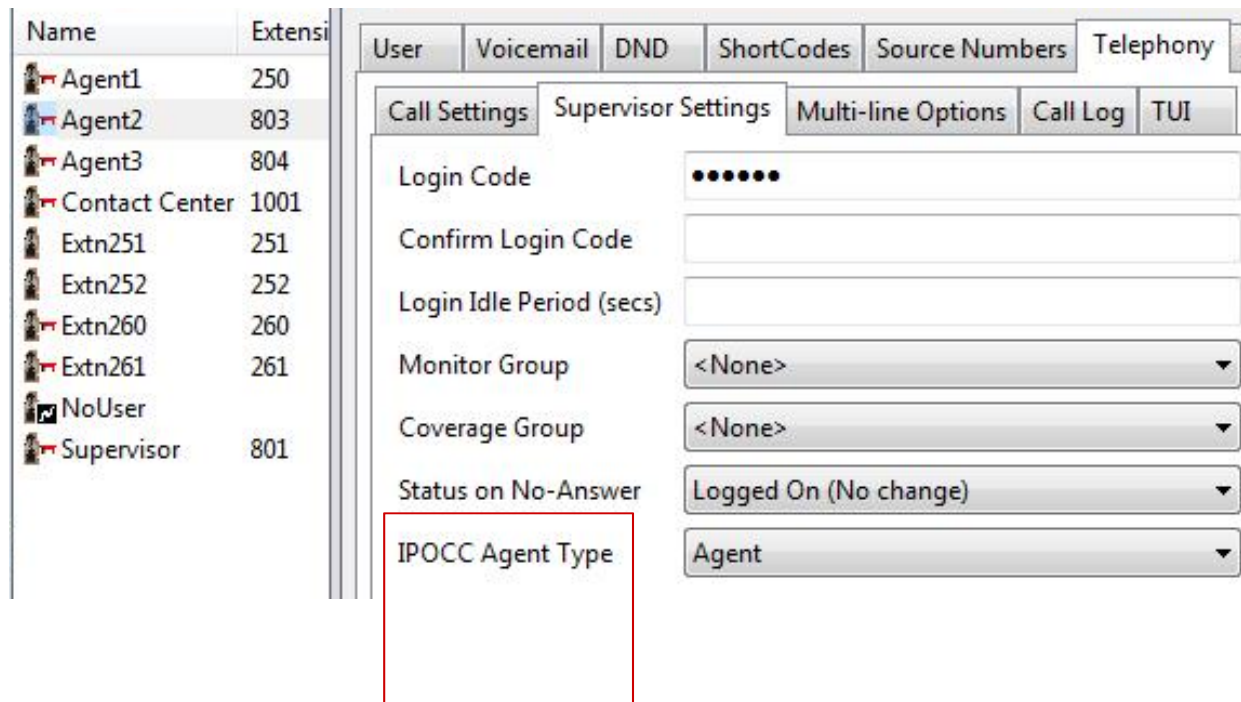
Even without this option all users created through Sync will be type IPOCC agent inside IPO core.

But for creating an IPOCC agent in IPO this option has to be selected for making it IPOCC Agent.

IP Office Contact Center Settings for Sync Service

Administration login->PBX->Conf access

To disable Sync, delete the config with Delete button
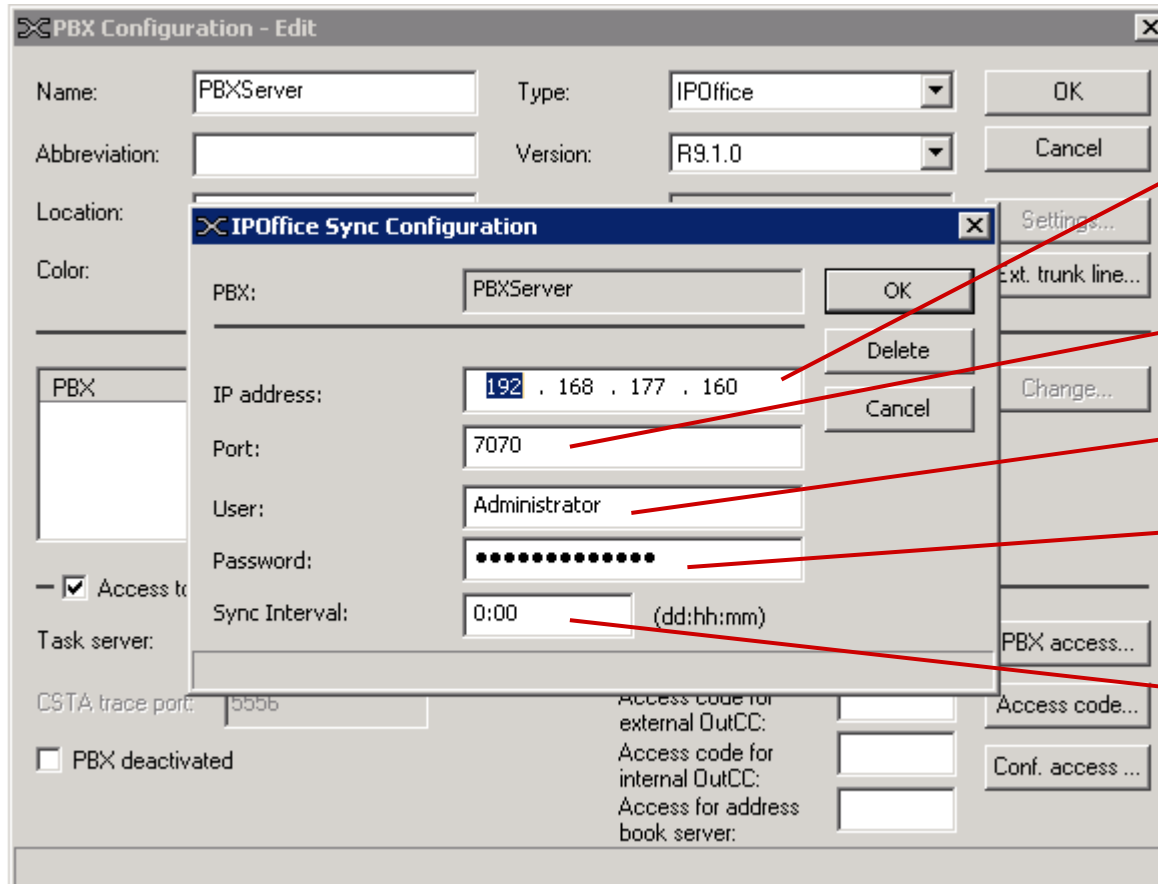
IPO IP Address:- Prepopulated
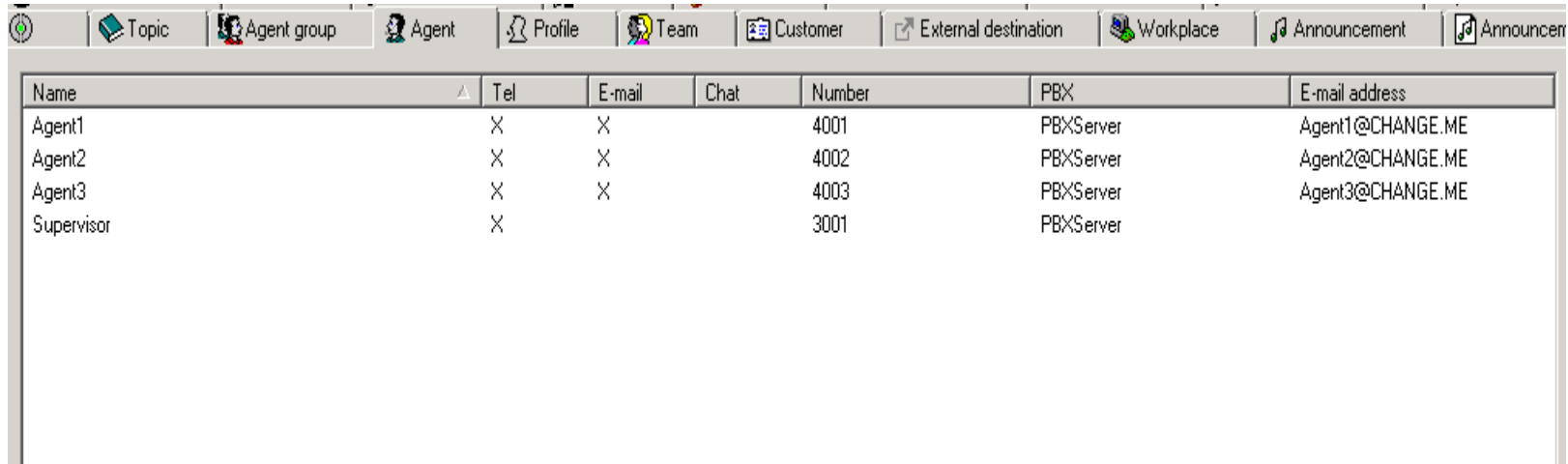
Port:- 8443 for IPO V2 7070 for IPO-L

Web Service User in IPO

Password of Web Service User

Sync interval:- Synchronization polls IPO V2 (User and Short codes) and IPO-L (Short Codes) as per sync interval

IP Office Contact Center Agent

Name		Tel	E-mail	Chat	Number	PBX	E-mail address
Agent1	△	X	X		4001	PBXServer	Agent1@CHANGE.ME
Agent2		X	X		4002	PBXServer	Agent2@CHANGE.ME
Agent3		X	X		4003	PBXServer	Agent3@CHANGE.ME
Supervisor		X			3001	PBXServer	

IP Office Contact Center Agents who have telephony(Tel) enabled will be synced to IP Office.

Telephony(Tel) check will be disabled from IP Office Contact Center if Agent gets deleted from IP Office.

Mapped fields synced for Users

IPO

IP Office Contact Center

| User | Voicemail | DND | Short Codes | Source Numbers | Telephony | Forwarding | Dial In | Voice Recording |

[Agent] Agent1 - Edit

General | Telephony | E-mail   OK | Cancel

Telephony name: Agent1   Password...

Number: 4002

No of connections: 1   Wrap Up: 100 %

Call divert logout:

Group assignment

Prio	Name
	<None>
	<None>
	<None>
	<None>
	<None>
	<None>

Add...
Delete
Up
Down
Settings...

Name: Agent1
Password:
Confirm Password:
Conference PIN:
Confirm Conference PIN:
Account Status: Enabled
Full Name: Agent1
Extension: 4001

IPO

| User | Voicemail | DND | Short Codes | Source Numbers | Telephony |

Call Settings | Supervisor Settings | Multi-line Options | Call Log | TUI

Login Code: ●●●●●●
Confirm Login Code: ●●●●●●
Login Idle Period (secs):
Monitor Group: <None>
Coverage Group: <None>
Status on No-Answer: Logged On (No change)
IPOCC Agent Type: Agent

All IPOCC agents will
have User Rights set
as 'Application' by Sync service
in IPO

Password
will be synced
with IPOCC
agent login
password
only at
the creation
time
from IPO
to IPOCC

Mapped fields synced for Short codes

IPO

IP Office Contact Center

SIP extension of
Contact center
User

Use cases of Synchronization

➤ Upgrade from 9.0.3 or 9.1 to 9.1 FP

  ➤ All agents in IP Office Contact Center will be added to IPO with type as IP Office Contact Center Agent.

  ➤ If same agent already exists in IPO, type of that agent will be changed to IP Office Contact Center Agent and IPO data of that agent will prevail.

➤ Fresh install of 9.1 FP

  ➤ All IP Office Contact Center agents and Access codes created through Data Import/ Landing page will be added to IPO along with chap/Contact center user

➤ Sync service start up

  ➤ Sync fetches data from both systems.

  ➤ IPO is the master of User data and IP Office Contact Center is the master of Short codes.

  ➤ All new agents in IP Office Contact Center will be added to IPO and vice versa.

  ➤ Any discrepancy/conflict in data during startup, IPO data will prevail.

➤ Sync service up and running

  ➤ Both systems are equally treated when sync service is running.

➤ Adding non IP Office Contact Center agent in IPO or adding non Telephony Agent in IP Office Contact Center

  ➤ Sync doesn't have any impact

Use cases of Synchronization(cont'd)

➢ Restart of Sync service from Windows service panel

  ➢ Behavior same as Sync startup.

  ➢ IPO will be the master of user data and IP Office Contact Center for short codes

➢ Disable Sync Service through Delete button in UI

  ➢ Sync will ignore all the changes in both systems from that moment

  ➢ For starting Sync again, config details has to be put back

  ➢ Sync service has to be restarted from Service panel.

➢ Network Disconnection with IPO

  ➢ Sync service will be automatically restarted if disconnection is more than 60 seconds.

  ➢ Once restarted behavior same as Sync startup.

➢ User with 'Telephone' enabled added in IP Office Contact Center

  ➢ Creates IP Office Contact Center type agent in IPO with extension, login code and user rights.

  ➢ Creates an extension entry in the Telephone tab of IP Office Contact Center UI. (For other IP Office Contact Center processes)

➢ User with IP Office Contact Center agent type added in IPO

  ➢ Creates agent in IP Office Contact Center or enable Telephone feature for that IP Office Contact Center agent if agent exists.

  ➢ Creates an extension entry in the Telephone tab of IP Office Contact Center UI.

Use cases of Synchronization (cont'd)

➤ Access code added in IP Office Contact Center

  ➤ Corresponding short code added in IPO

➤ Access code deleted in IP Office Contact Center

  ➤ Sync wont delete short code in IPO

➤ Access code updated in IPO

  ➤ Sync will create the new access code, but won't delete the previous one.

➤ IP Office Contact Center Short codes added in IPO

  ➤ Sync wont have any impact as short code sync is one way

➤ User creation when IPO is down/ IPO deny the requested user sync operation

  ➤ Sync wont allow user creation in IP Office Contact Center if it is not able to do the sync in IPO

  ➤ Error will be shown in UI to the Administrator

➤ Access code creation when IPO is down

  ➤ Sync won't deny access code creation as short code sync is through polling as per sync interval and not real time.

Limitations of Synchronization

➢ Short code sync is only one way from IP Office Contact Center to IPO.

➢ Depending on the PBX type(IPO V2 or Server Edition) syncing time will vary

➢ Web Service User Passwords of all IPO systems(Primary, Secondary, Expansions) in the IPO solution should be same

➢ Adhering to the rules of user creation/ short code creation has to be taken care by Administrator.

➢ Short codes will not be deleted from IPO in any case, even if Customer deletes corresponding access code from IP Office Contact Center

➢ Separate web service user should be created to avoid the risk of 'Administrator' user getting locked.

➢ In case of connectivity lose with IPO, Sync service will restart sync operations only when disconnection is more than 60 seconds.

➢ Even in case of IPO solution with Expansions, all IP Office Contact Center users created through Sync will be on Primary Server Edition

Localization

Localization

▶ Localized into French, German, Italian and Latin Spanish at GA:

– IP Office Contact Center UI (Agent and Supervisor)

– Wallboard

– On-line Help for End User

– Task Based Guides

▶ Localized into French, German, Italian and Latin Spanish in the following Service Pack:

– IP Office Contact Center UI (Admin)

– Landing Page

– Documentation for Admin

▶ English and German:

– SAP CRM plug-in

▶ English only this release:

– Chrome App

– SalesForce CRM Plug-in

Upgrades

Upgrades

▶ IP Office Contact Center 9.0.X and 9.1.0 can be upgraded to version 9.1.2

▶ Upgrades from 9.0.X require the database migration from Sybase to PostgreSQL using the DataMigration tool

▶ Some new Services on the IP Office Contact Center Server require the Setup Wizard to be run again as part of the upgrade procedure

▶ IP Office must be upgraded to 9.1.2 (FP)

– Synchronization service components on IP Office

– WebRTC support

Course Summary

In this course you learned to:

▶ Describe the new features of IP Office™ Contact Center 9.1.2

▶ Describe Certificate Installation.

▶ Describe Chrome Packaged Application.

▶ Describe Wallboard.

▶ Describe WebRTC.

▶ Describe administration landing page.

▶ List Expanded Language Support.

▶ Describe CRM Connectors.