



**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

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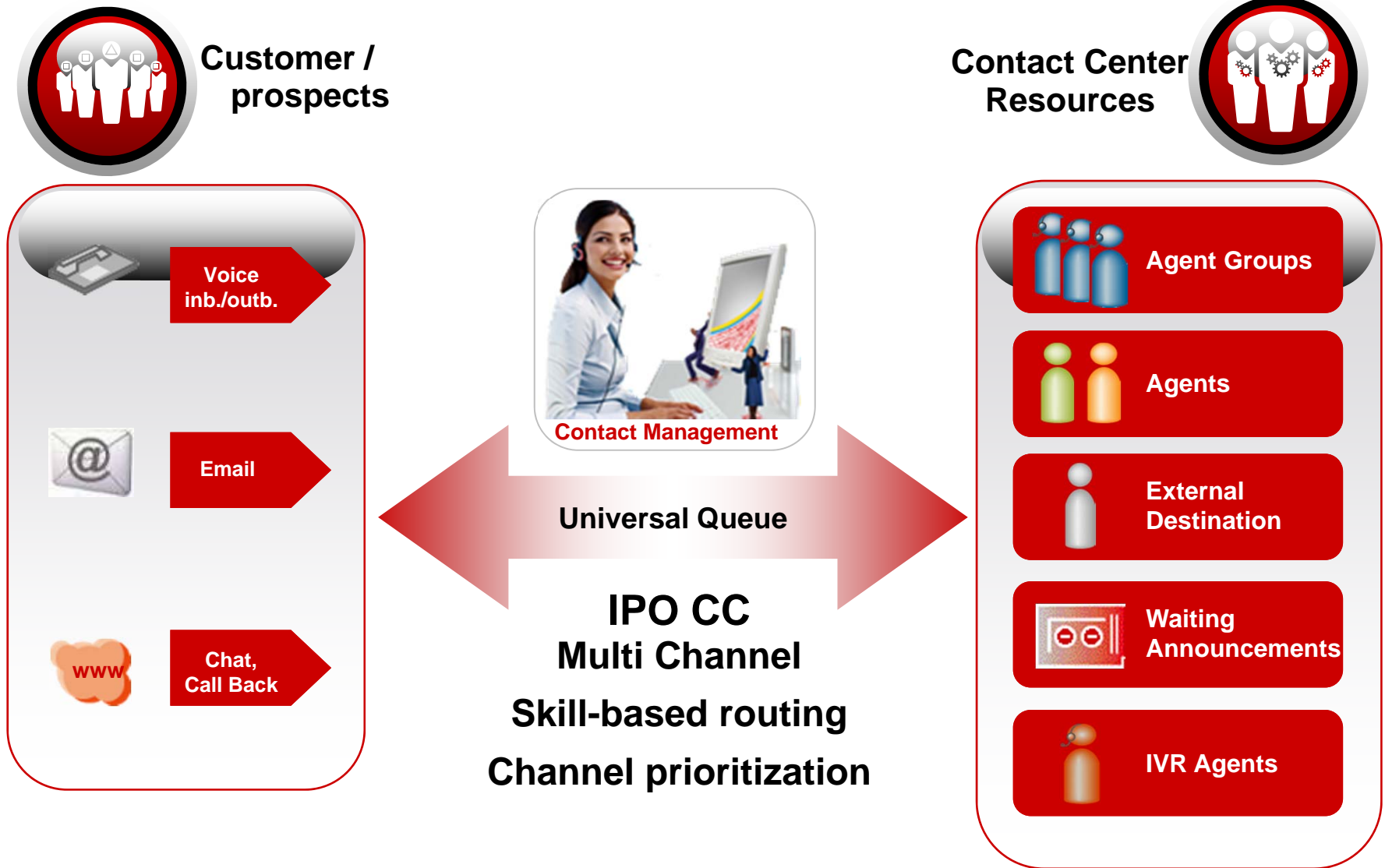
Session Agenda

- ▶ 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

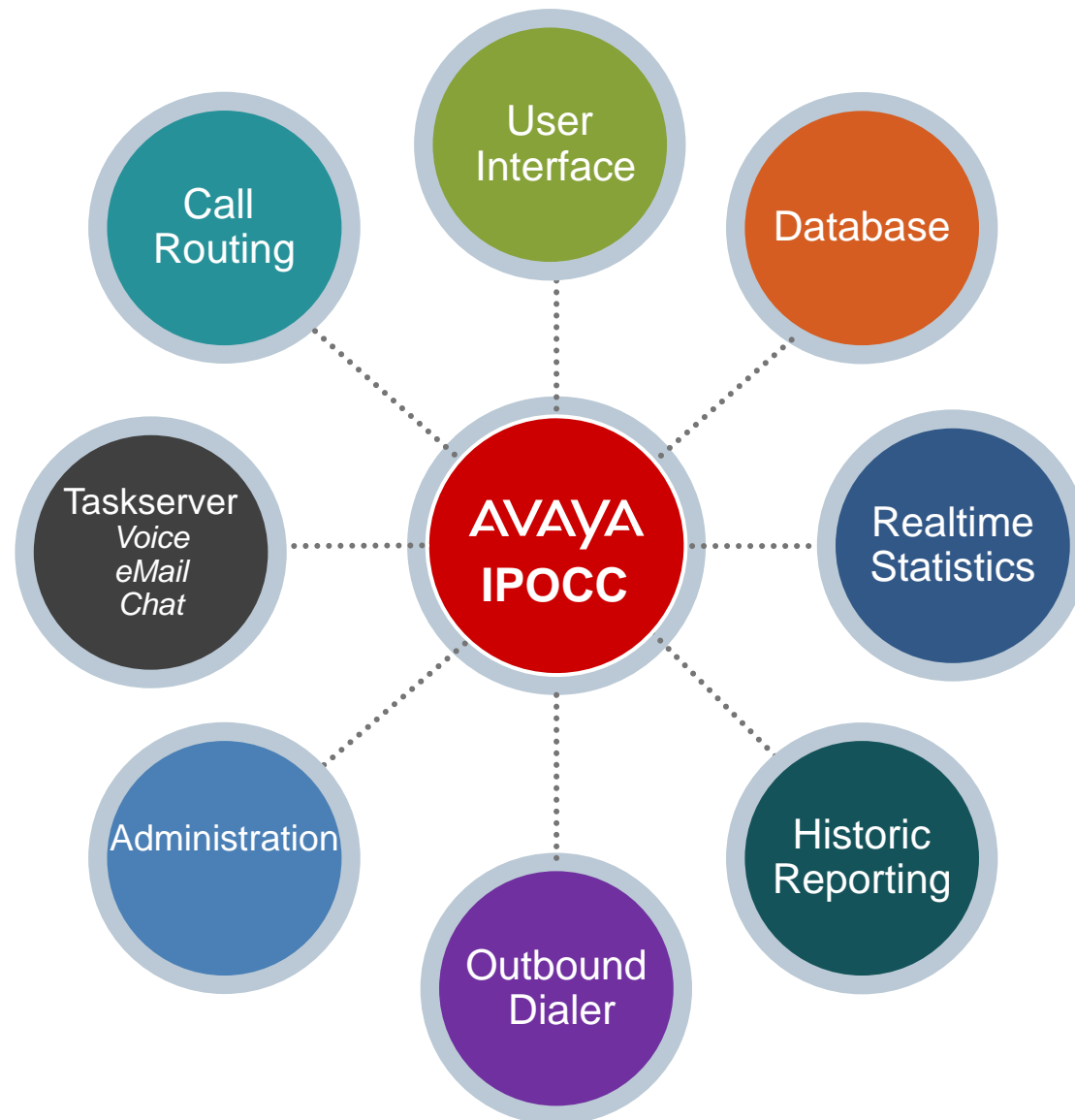


Avaya IP Office Contact Center 9.1.2 Feature Pack

IP Office Contact Center- All-in-One Suite



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.

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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

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)**

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)**

Task Based Guides:

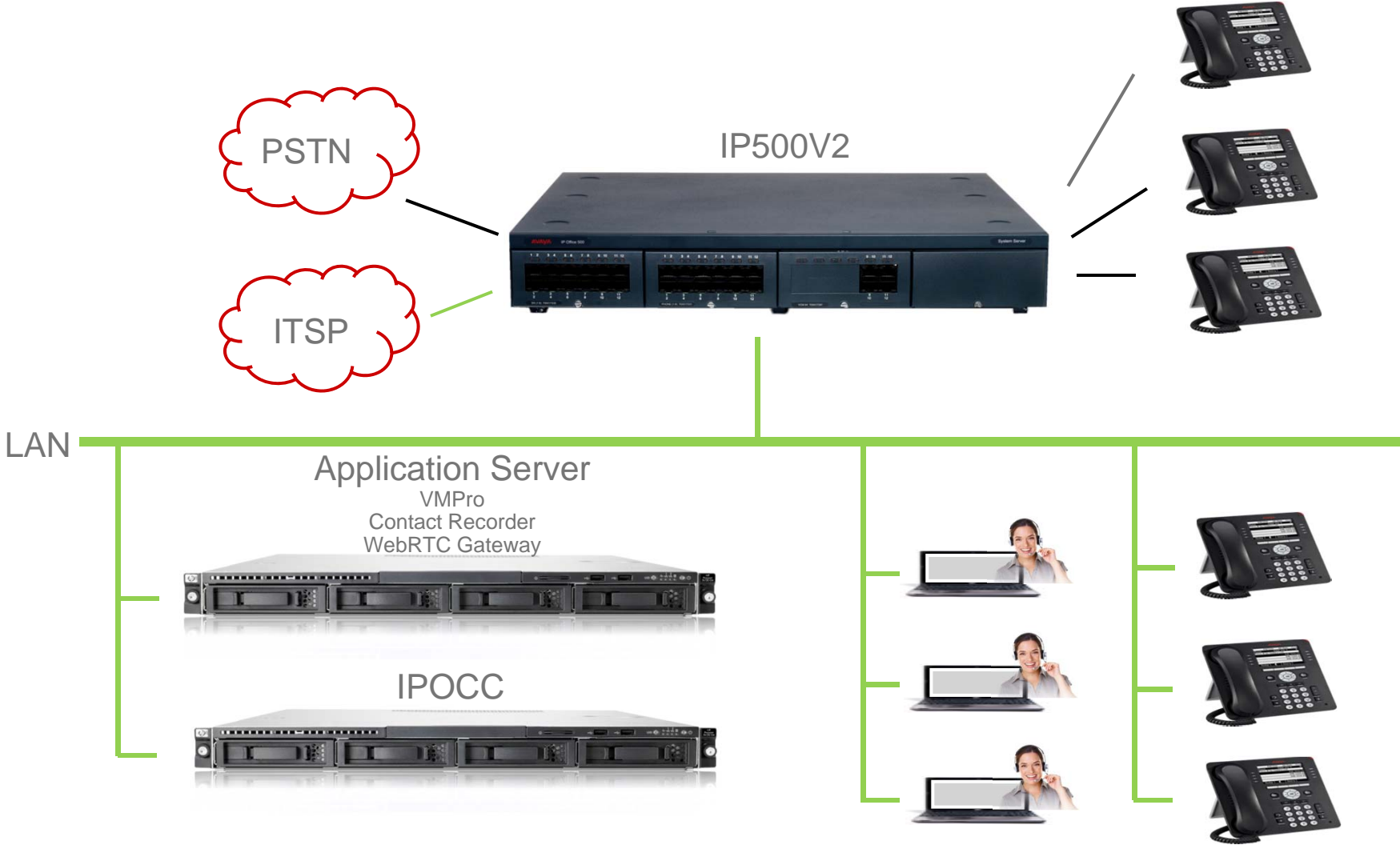
- ▶ All existing Task Based Guides are updated to reflect the IP Office Contact Center 9.1.2 (FP) content

Supporting:

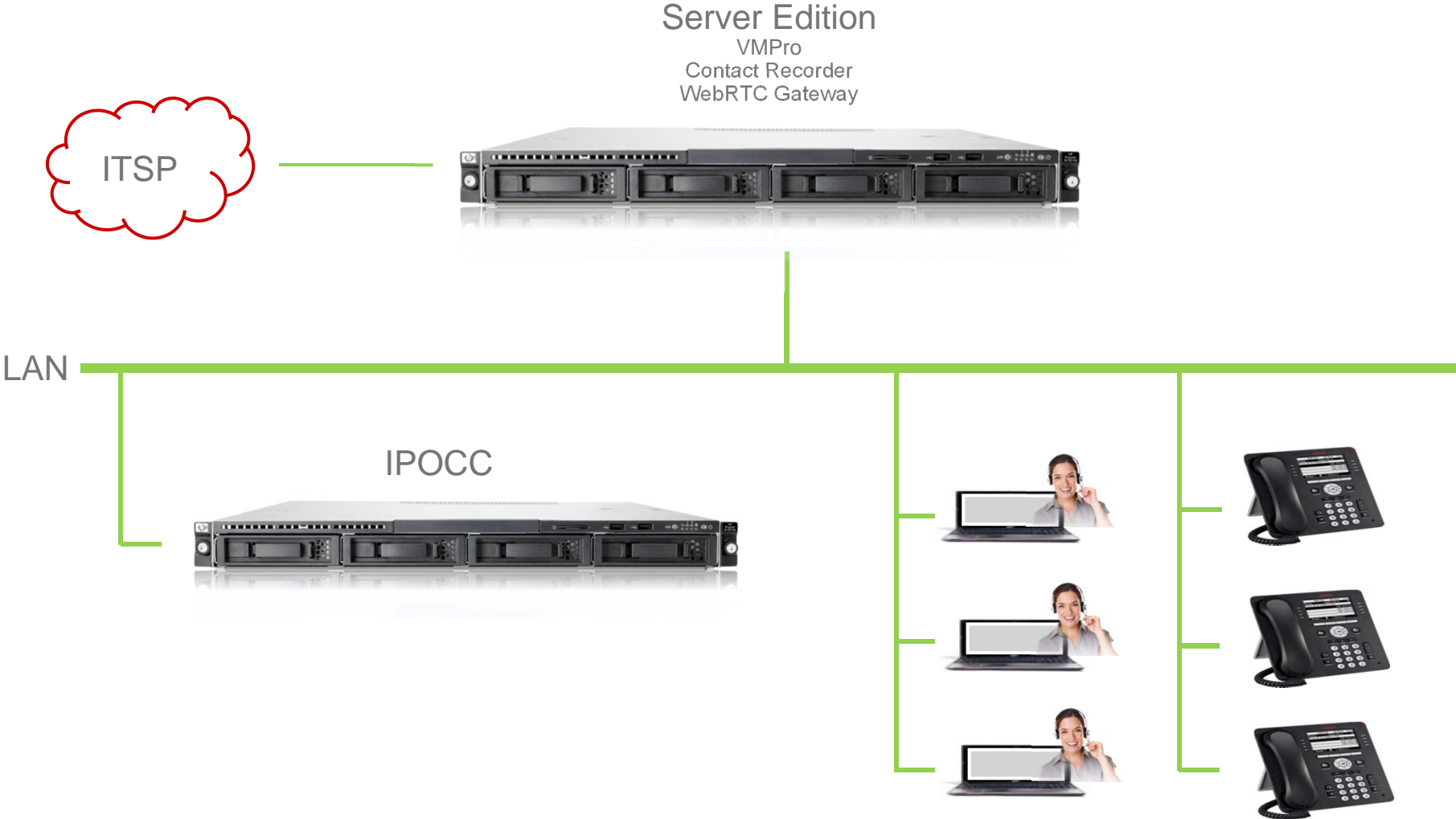
- ▶ Avaya IP Office Contact Center Error Messages

Avaya IP Office Contact Center Solution Overview

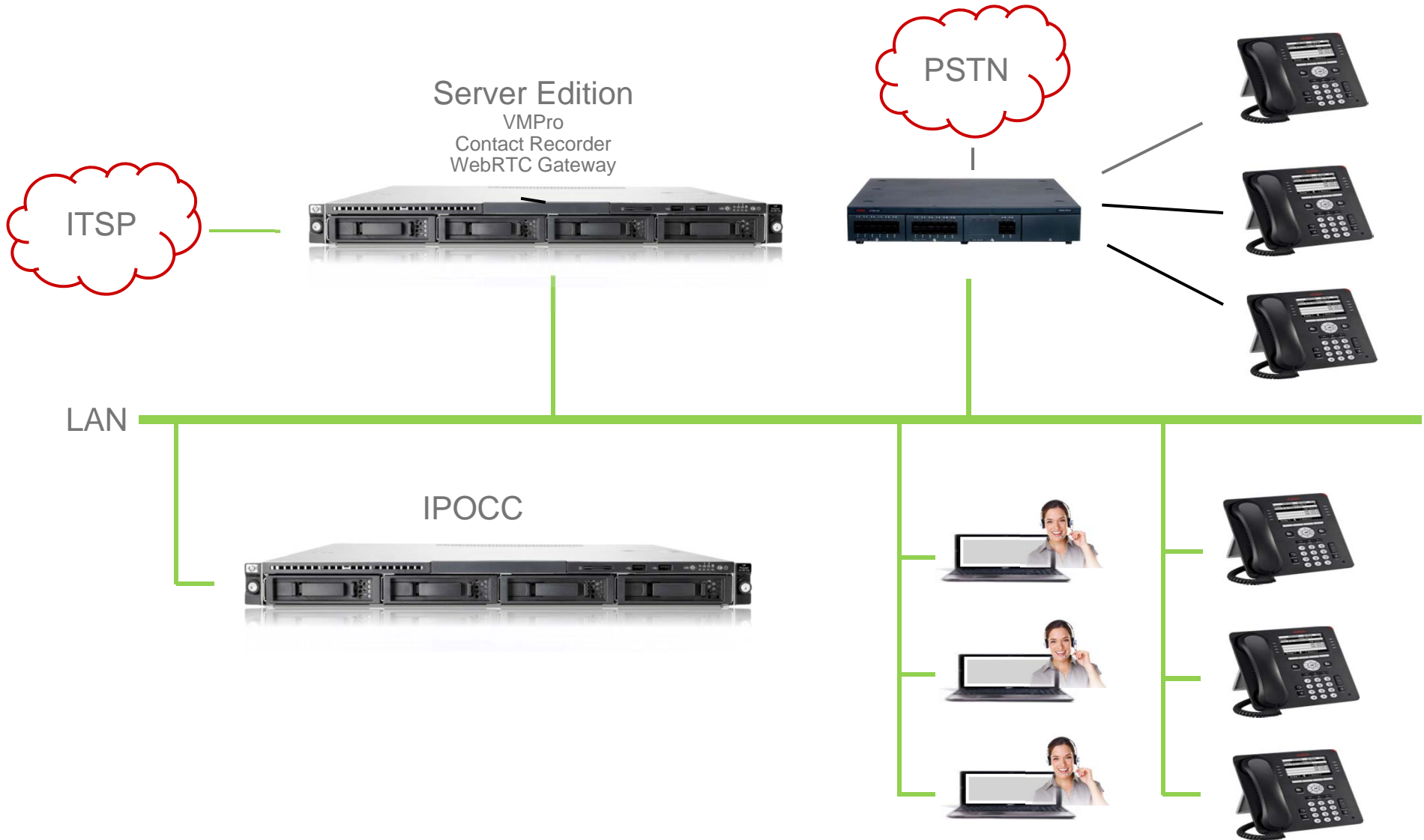
Solution Overview - IP500V2



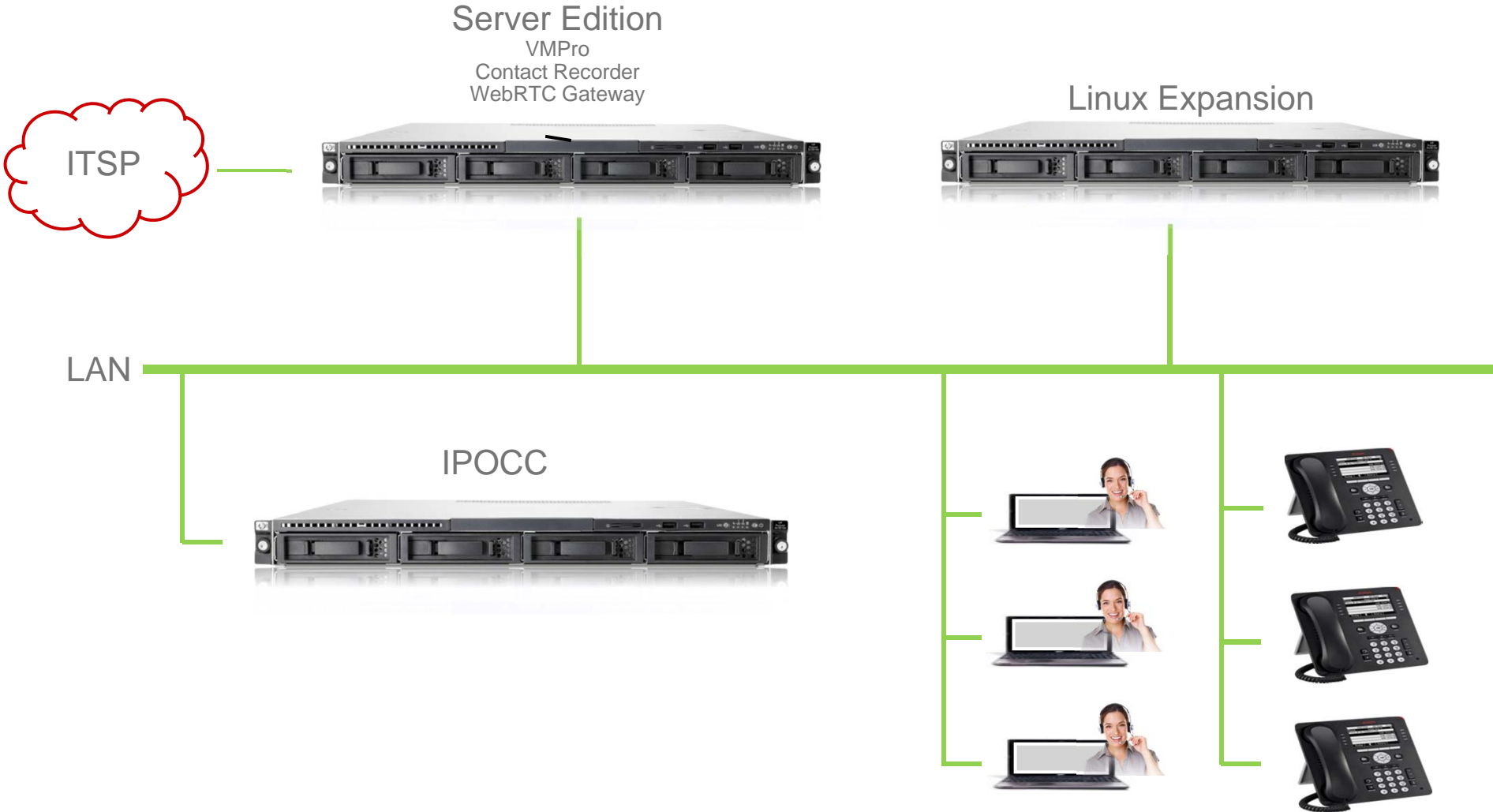
Solution Overview - Server Edition



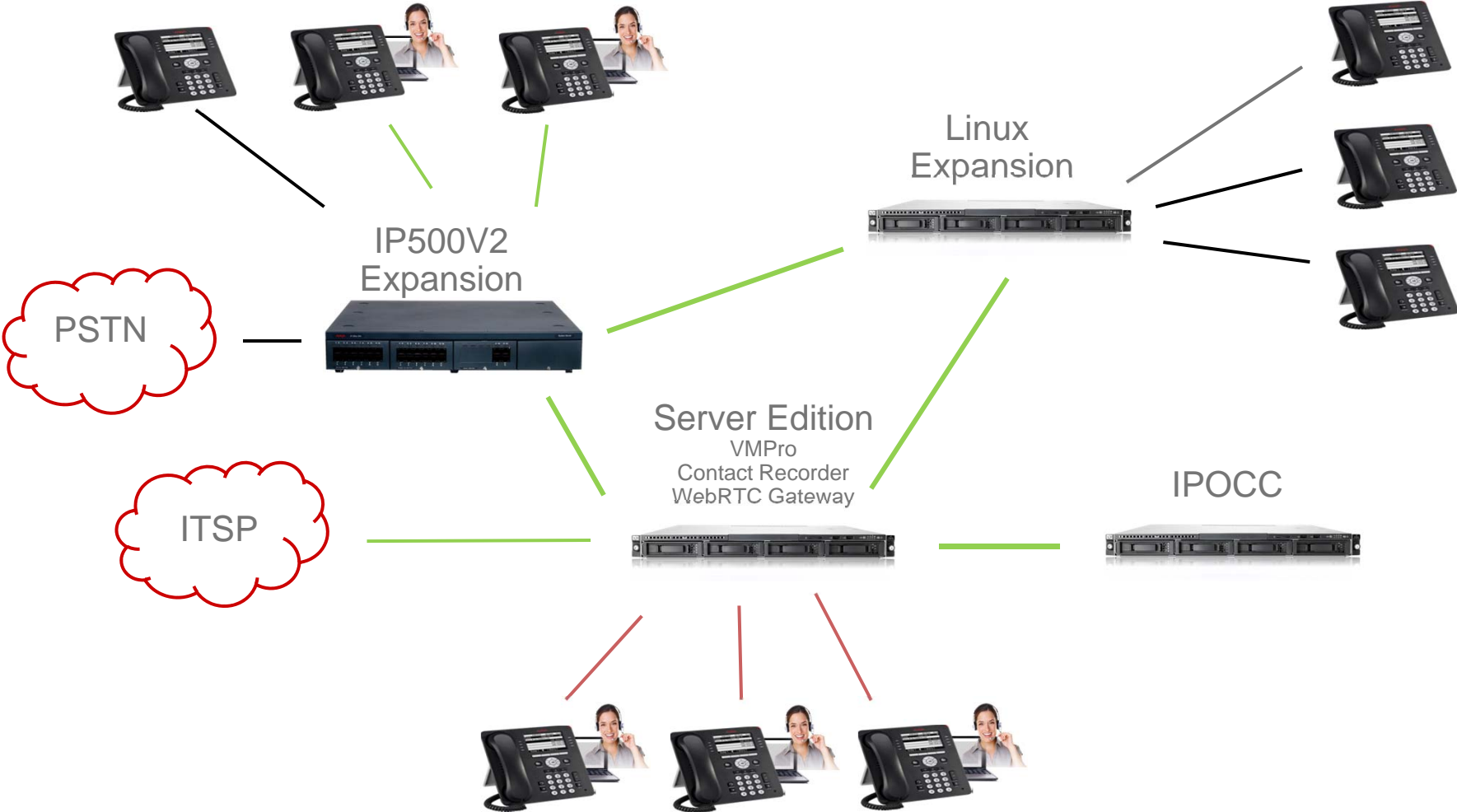
Solution Overview - Server Edition + IP500V2 Expansion



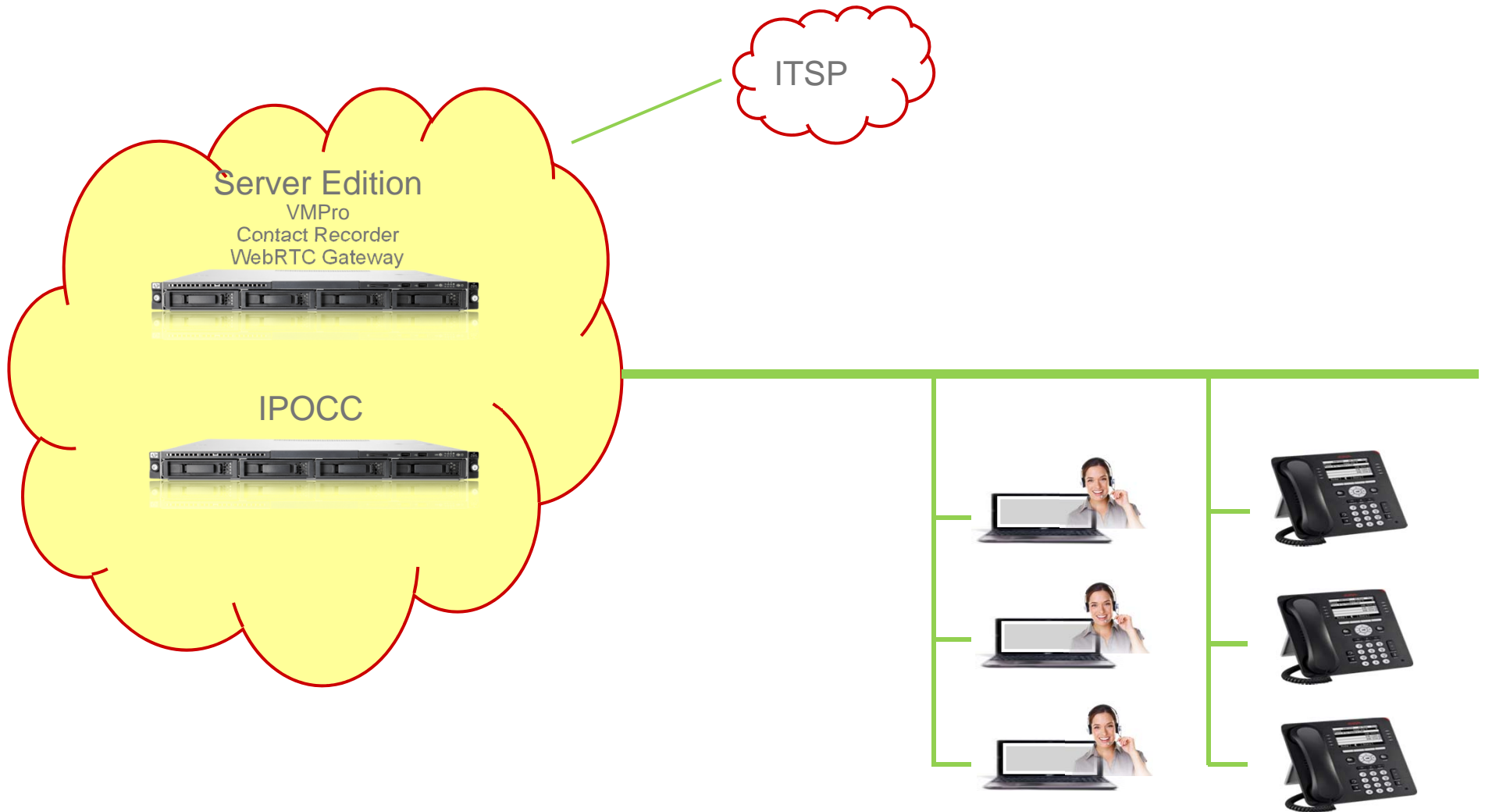
Solution Overview - Server Edition + Linux Expansion



Solution Overview - Server Edition Distributed



Cloud - Full IP (up to 250 agents)



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	<ul style="list-style-type: none"> - 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

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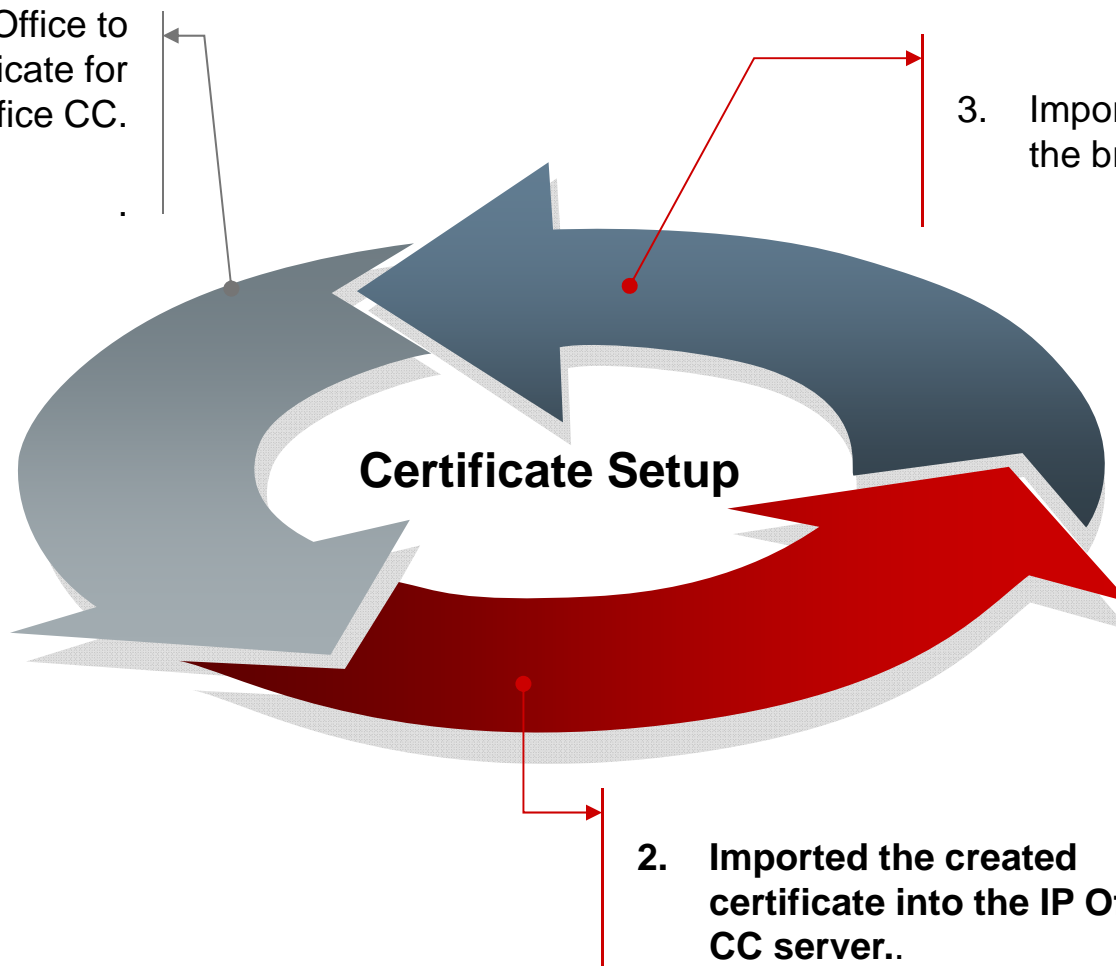
Web Agent Certificates

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.

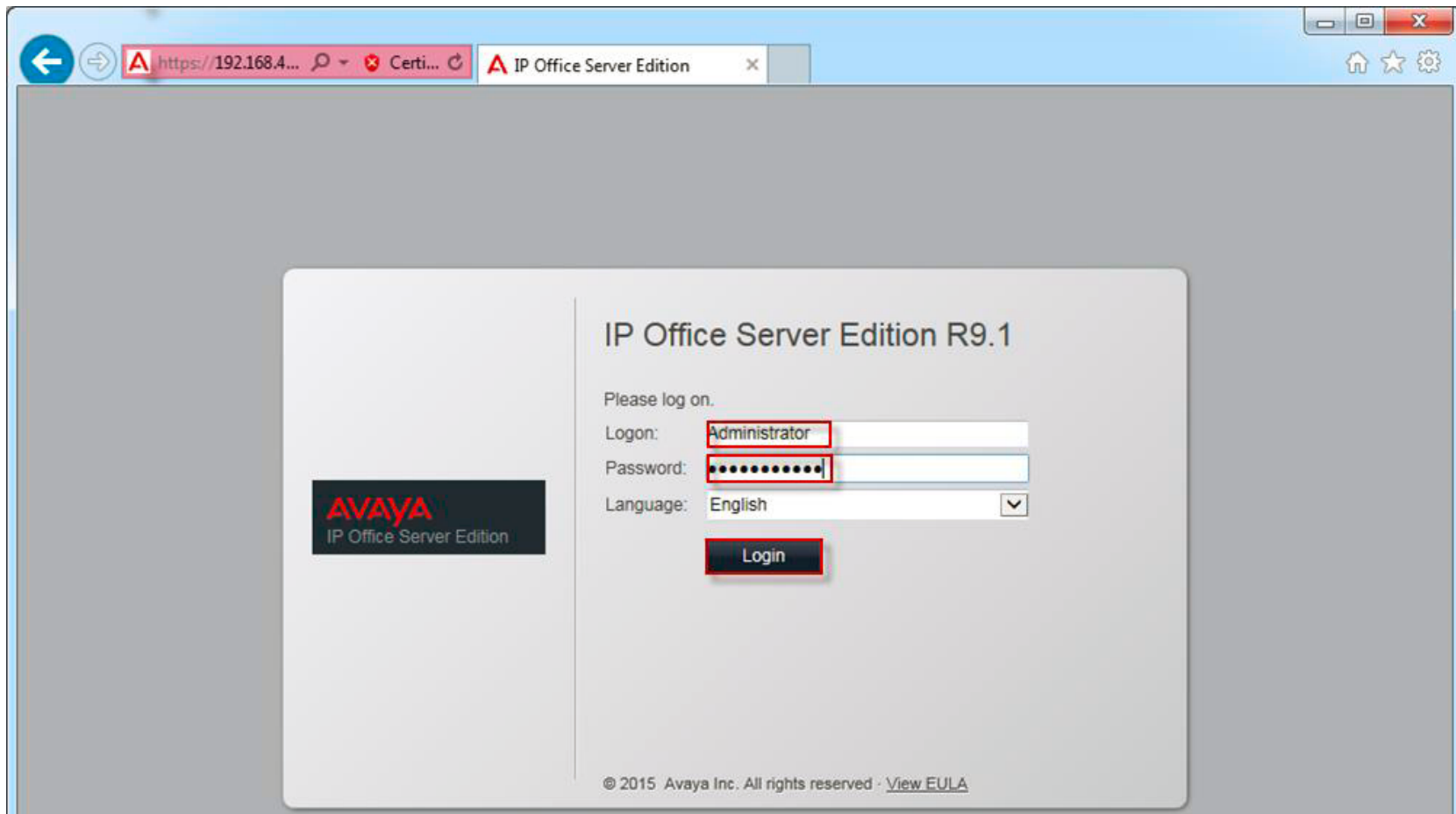


3. Import the Certificate into the browser.

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.

The screenshot shows the Avaya IP Office Server Edition web interface. The browser address bar displays <https://192.168.4...> and the page title is "IP Office Server Edition". The interface includes a navigation menu with tabs for System, Logs, Updates, Settings, AppCenter, and VNC. The "Settings" tab is active, and the "Certificates" section is expanded. The "CA Certificate" section has radio buttons for "Create new", "Renew existing" (selected), and "Import". Below this are buttons for "Generate", "Download (PEM-encoded)", and "Download (DER-encoded)". The "Identity Certificates" section has a checked checkbox for "Renew automatically" and a warning message: "Warning: The certificate will be automatically regenerated and replaced for all applications, when a change that causes it to expire (such as network or LAN change) takes place. This will cause all applications to restart, and you will be redirected to the login page." There is also a checked checkbox for "Create certificate for a different machine". Below this are input fields for "Machine IP:", "Password:", and "Confirm Password:". To the right of these fields are "Password complexity requirements":

- Minimum password length: 8
- Minimum number of uppercase characters: 1
- Minimum number of lowercase characters: 1
- Maximum allowed sequence length: 4

Further down are input fields for "Subject Name:" (IPOSEPrimary), "Subject Alternative Name(s):" (DNS:IPOSEPrimary, IP:192.168.42.3, IP:192.168.43.1), "Duration (days):" (2555), "Public Key Algorithm:" (RSA-2048), and "Secure Hash Algorithm:" (SHA-256). At the bottom of the form are buttons for "Generate", "Download (PEM-encoded)", and "Download (DER-encoded)".

Creating the Certificate – Step 3: Complete Certificate Details

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

The screenshot shows the Avaya IP Office Server Edition web interface. The browser address bar shows the URL <https://192.168.42.5>. The page title is "IP Office Server Edition". The user is logged in as "Administrator". The navigation menu includes "System", "Logs", "Updates", "Settings", "AppCenter", and "VNC". The "Settings" tab is active, and the "General" sub-tab is selected.

The "Certificates" section is displayed. Under "CA Certificate", the "Renew existing" radio button is selected. Under "Identity Certificates", the "Renew automatically" checkbox is checked. A warning message states: "Warning: The certificate will be automatically regenerated and replaced for all applications, when a change that causes it to expire (such as network or LAN change) takes place. This will cause all applications to restart, and you will be redirected to the login page." The checkbox "Create certificate for a different machine" is checked and highlighted with a red box.

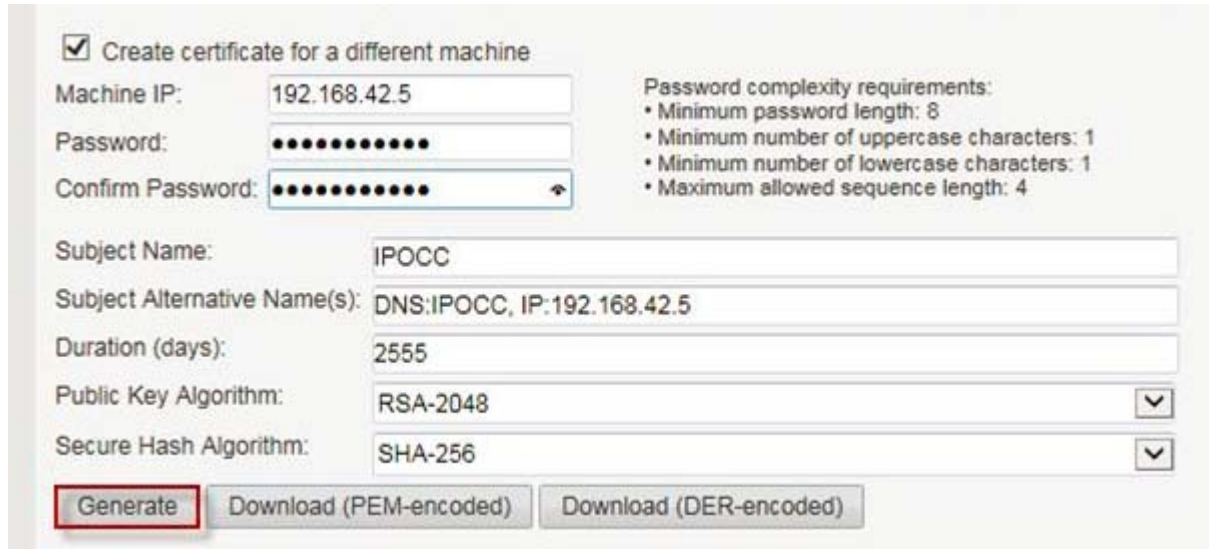
The following fields are visible:

- Machine IP: 192.168.42.5 (marked with a red circle A)
- Password: [Redacted] (marked with a red circle B)
- Confirm Password: [Redacted] (marked with a red circle B)
- Subject Name: IPOCC (marked with a red circle C)
- Subject Alternative Name(s): DNS:IPOCC, IP:192.168.42.5 (marked with a red circle D)
- Duration (days): 2555
- Public Key Algorithm: RSA-2048
- Secure Hash Algorithm: SHA-256

Buttons for "Generate", "Download (PEM-encoded)", and "Download (DER-encoded)" are present at the bottom of the form.

Creating the Certificate – Step 4: Generate the Certificate

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



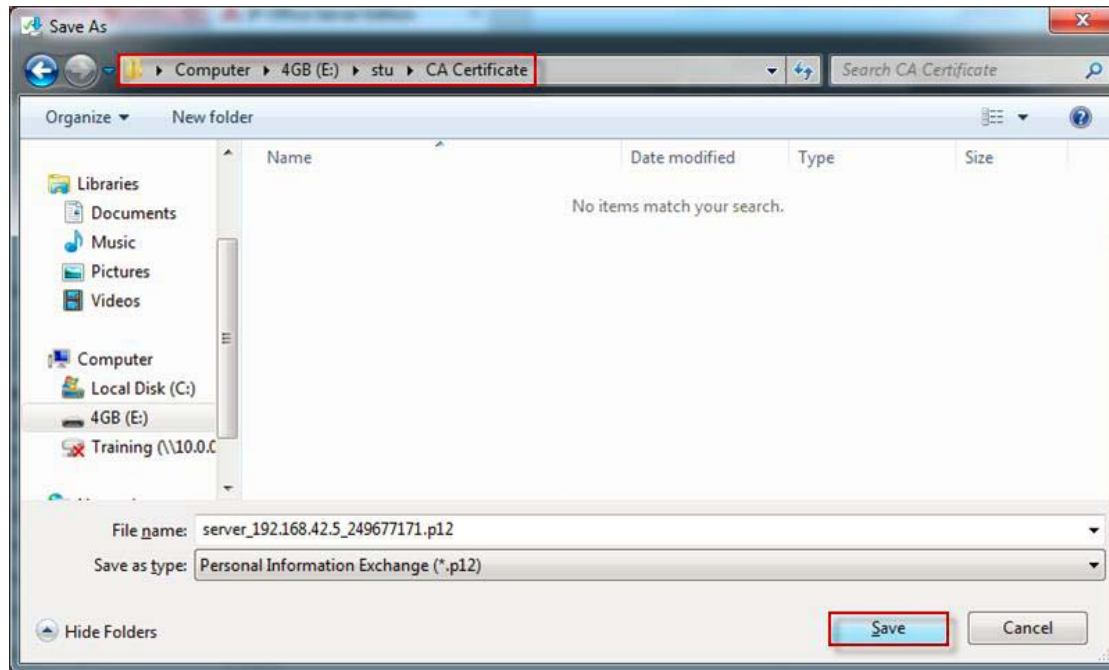
The screenshot shows a web form for generating a certificate. At the top, there is a checked checkbox labeled "Create certificate for a different machine". Below this, there are three input fields: "Machine IP:" with the value "192.168.42.5", "Password:" with a masked password of ten dots, and "Confirm Password:" with a masked password of ten dots. To the right of these fields, there are "Password complexity requirements:" listed as: "• Minimum password length: 8", "• Minimum number of uppercase characters: 1", "• Minimum number of lowercase characters: 1", and "• Maximum allowed sequence length: 4". Below the password fields, there are four more input fields: "Subject Name:" with the value "IPOCC", "Subject Alternative Name(s):" with the value "DNS:IPOCC, IP:192.168.42.5", "Duration (days):" with the value "2555", "Public Key Algorithm:" with the value "RSA-2048" and a dropdown arrow, and "Secure Hash Algorithm:" with the value "SHA-256" and a dropdown arrow. At the bottom of the form, there are three buttons: "Generate" (highlighted with a red box), "Download (PEM-encoded)", and "Download (DER-encoded)".

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.

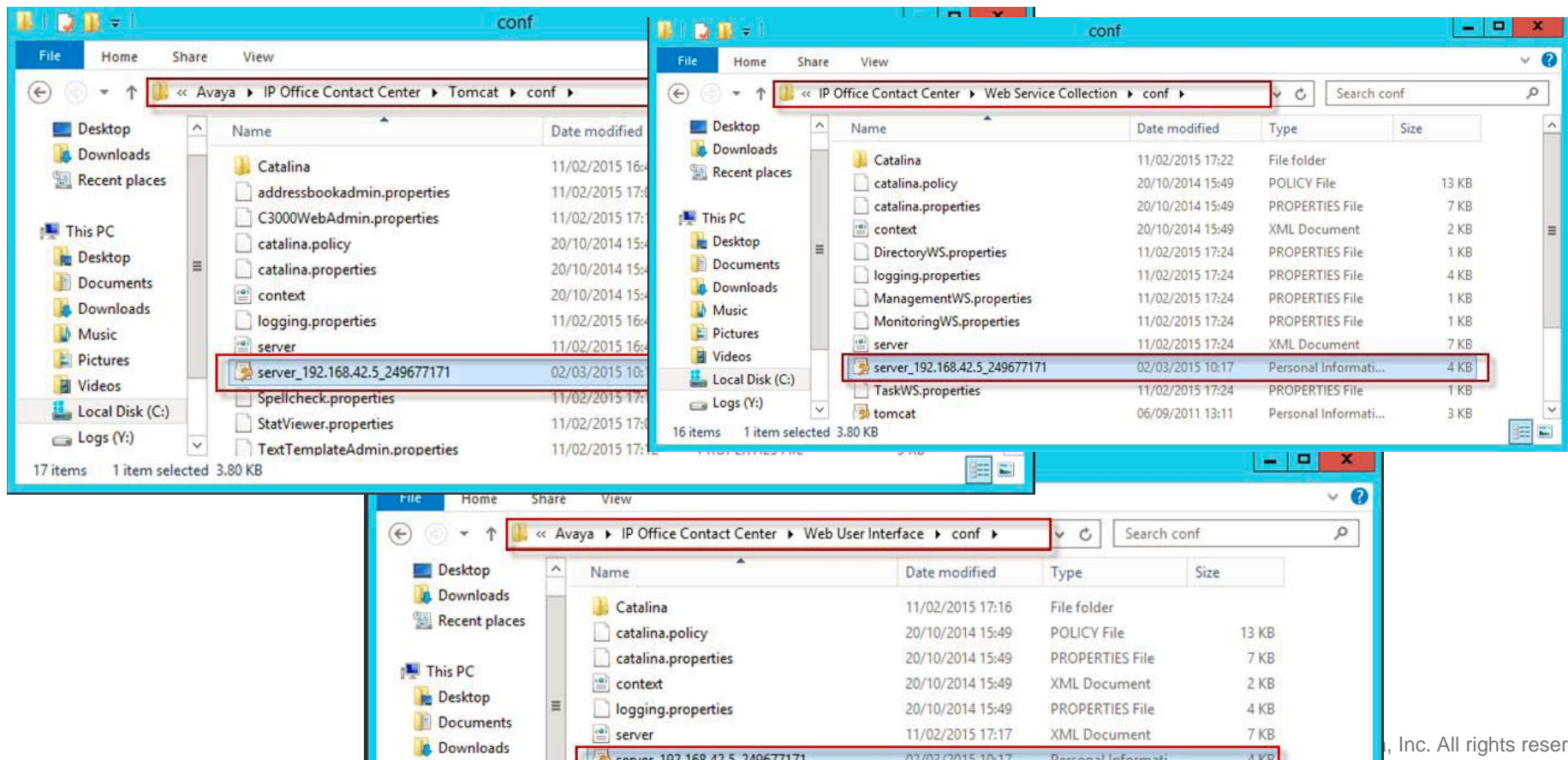


When the certificate has been saved. Select OK on the previous window and logout of your IP Office Server.



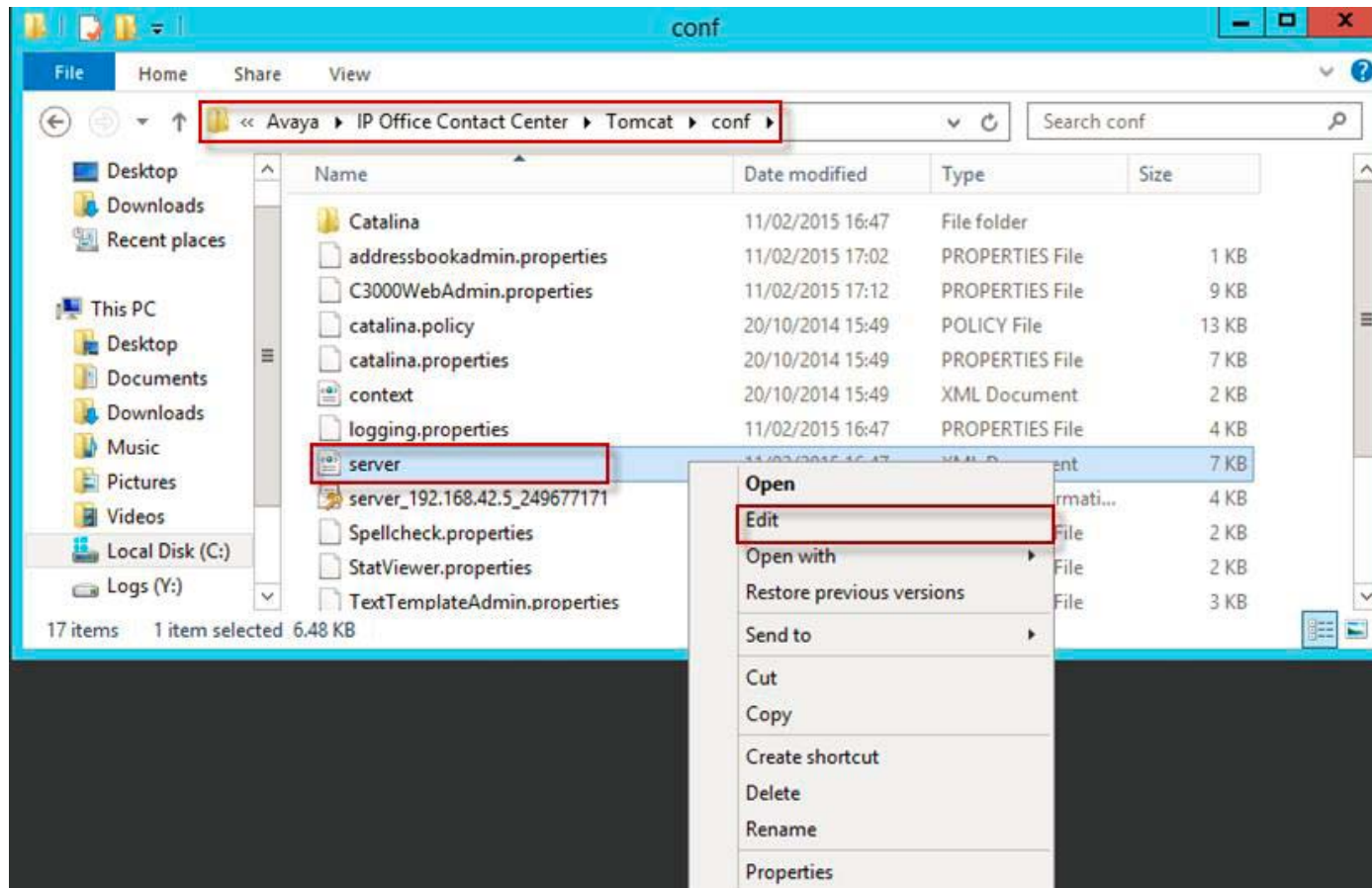
Importing the Certificate – Step 1: Login to IP Office

- ▶ 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.



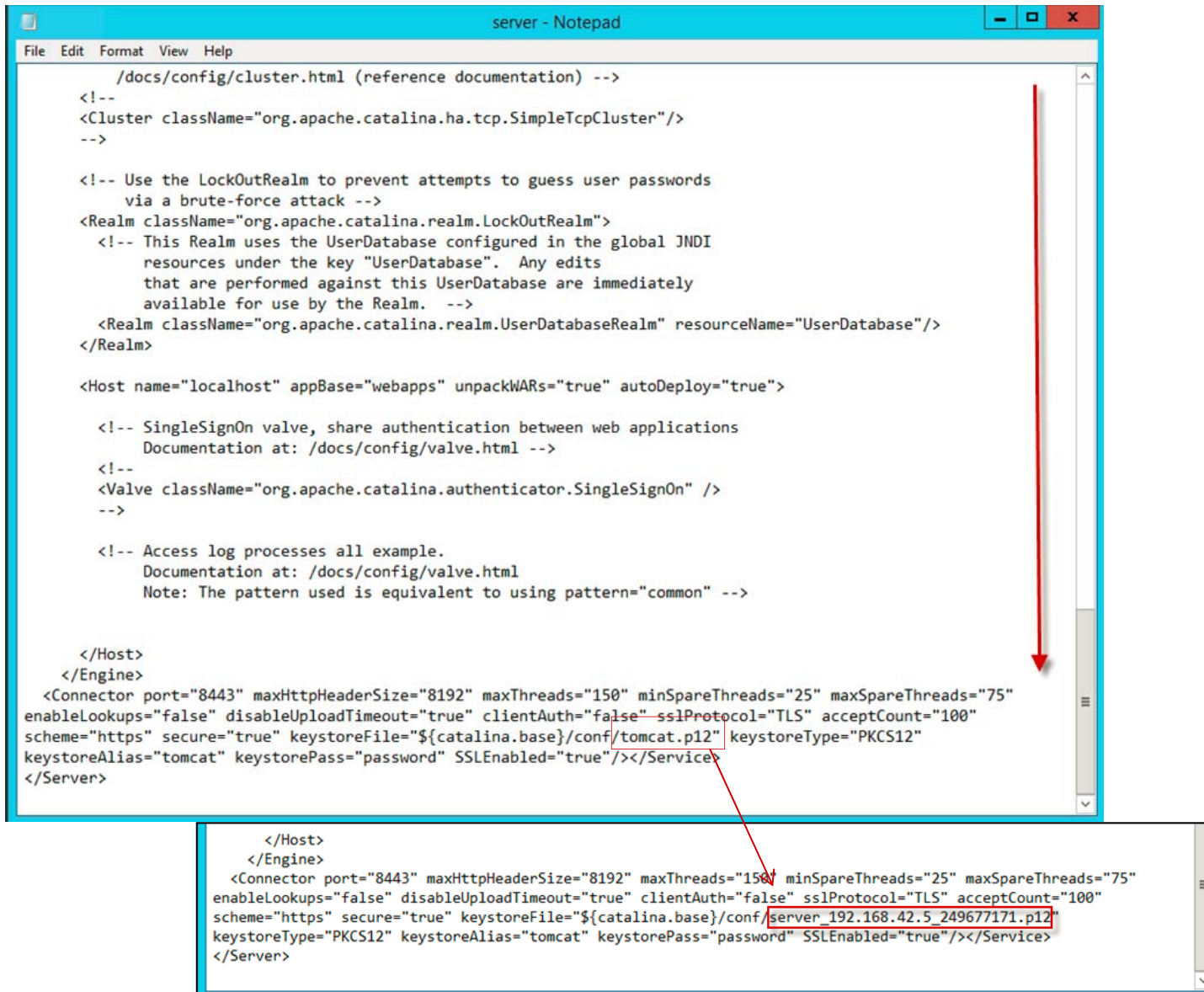
Importing the Certificate – Step 2: Edit the server.xml file

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



```
server - Notepad
File Edit Format View Help
/docs/config/cluster.html (reference documentation) -->
<!--
<Cluster className="org.apache.catalina.ha.tcp.SimpleTcpCluster"/>
-->

<!-- Use the LockOutRealm to prevent attempts to guess user passwords
via a brute-force attack -->
<Realm className="org.apache.catalina.realm.LockOutRealm">
  <!-- This Realm uses the UserDatabase configured in the global JNDI
resources under the key "UserDatabase". Any edits
that are performed against this UserDatabase are immediately
available for use by the Realm. -->
  <Realm className="org.apache.catalina.realm.UserDatabaseRealm" resourceName="UserDatabase"/>
</Realm>

<Host name="localhost" appBase="webapps" unpackWARs="true" autoDeploy="true">

  <!-- SingleSignOn valve, share authentication between web applications
Documentation at: /docs/config/valve.html -->
  <!--
  <Valve className="org.apache.catalina.authenticator.SingleSignOn" />
  -->

  <!-- Access log processes all example.
Documentation at: /docs/config/valve.html
Note: The pattern used is equivalent to using pattern="common" -->

</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/tomcat.p12" keystoreType="PKCS12"
keystoreAlias="tomcat" keystorePass="password" SSLEnabled="true"/></Service>
</Server>

</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="password" SSLEnabled="true"/></Service>
</Server>
```

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:

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

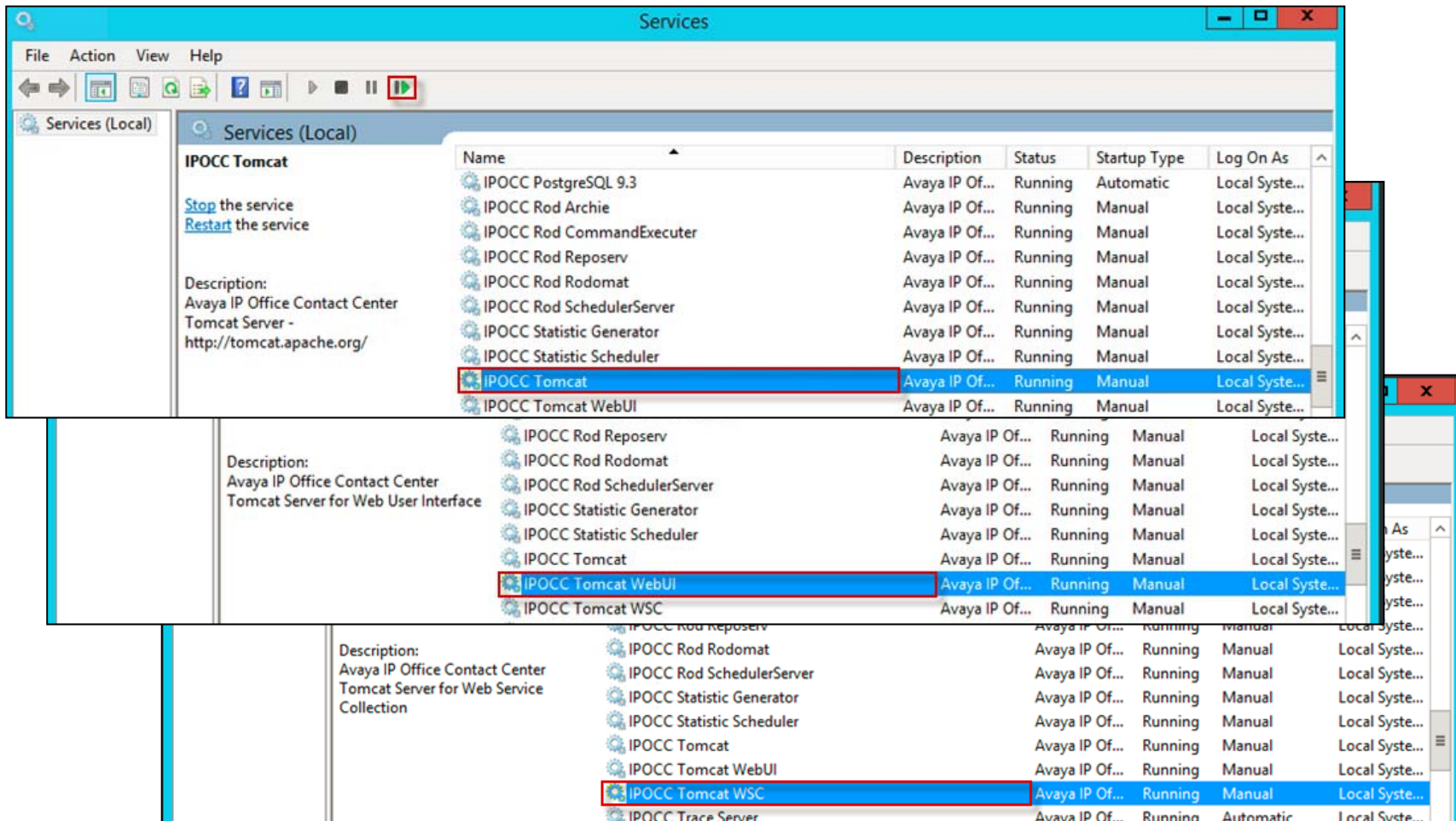
```
</Host>
</Engine>
<Connector port="18443" maxHttpHeaderSize="8192" maxThreads="150" minSpareThreads="25" maxSpareThreads="75"
enableLookups="false" disableUploadTimeout="true" clientAuth="false" sslProtocol="TLS" acceptCount="100"
scheme="https" secure="true" keystoreFile="{catalina.base}/conf/server_192.168.42.5_249677171.p12"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

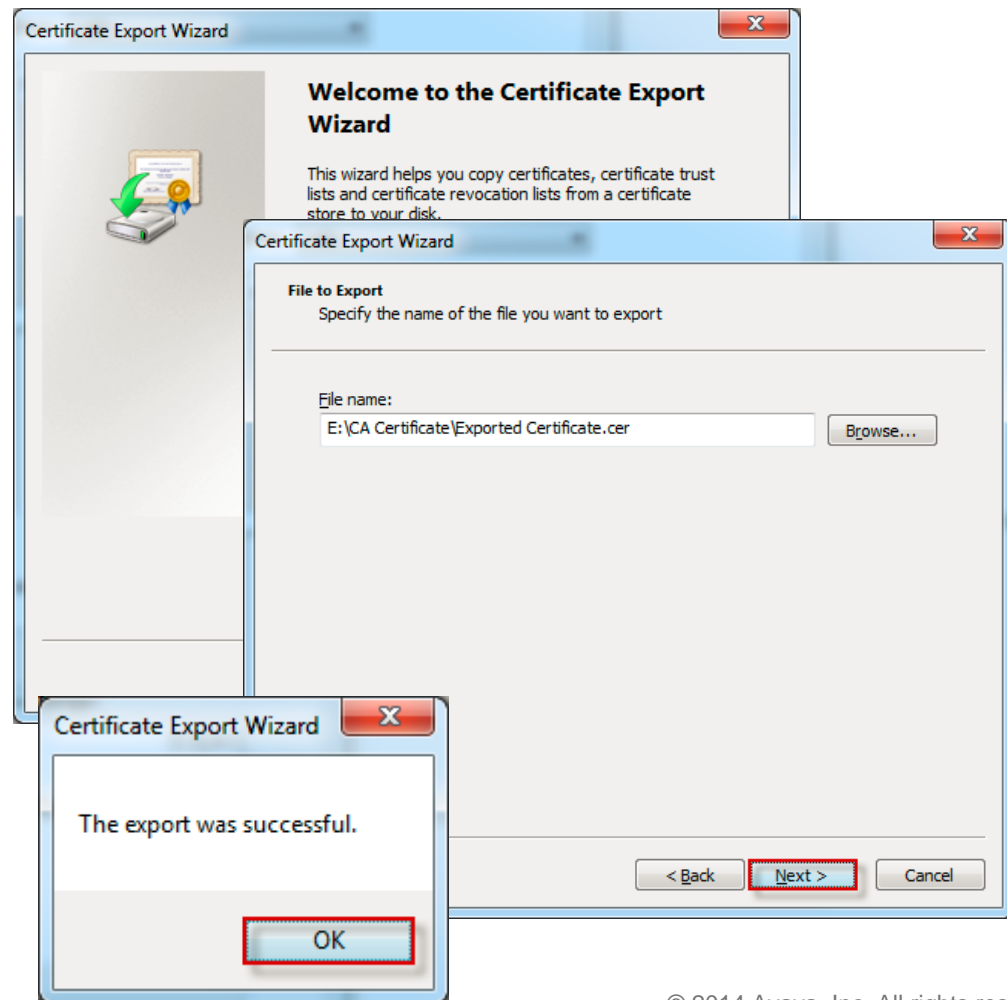
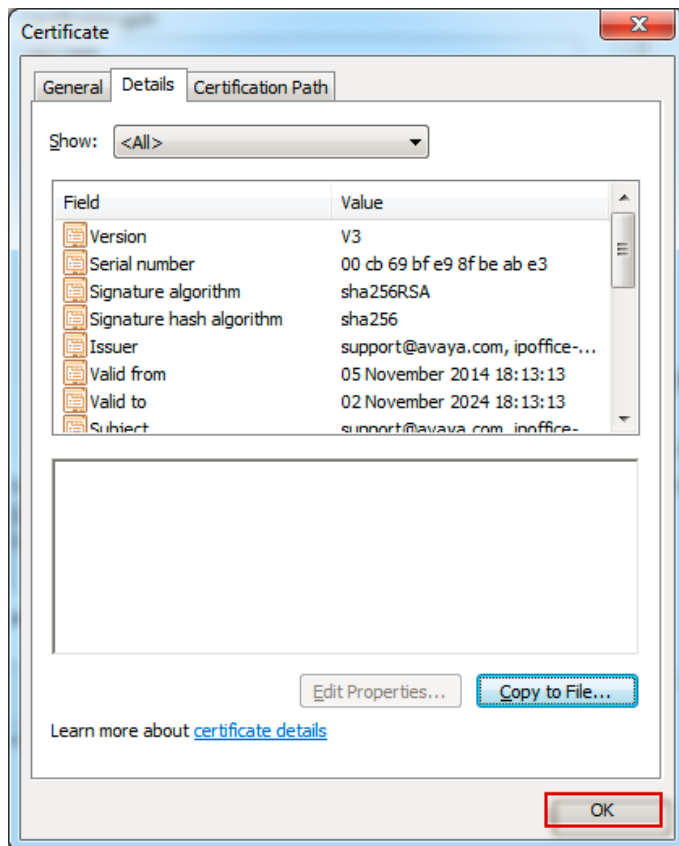
Importing the Certificate– Step 6: Restart IPOCC Tomcat.

- Restart the IPOCC Tomcat, IPOCC Tomcat WebUI, and the IPOCC Tomcat WSC services (in the order listed):



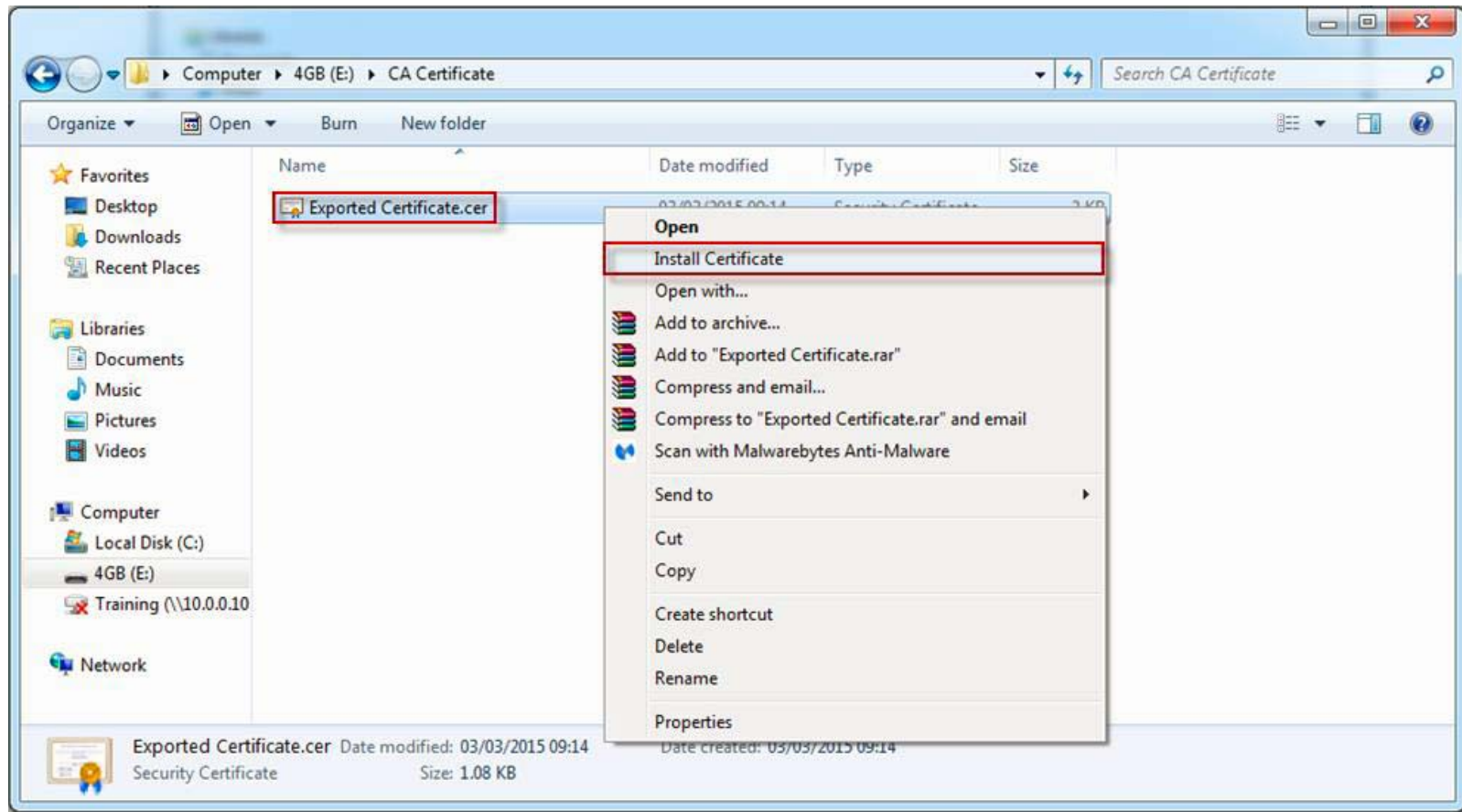
Importing into Browser– Step 1: Exporting Certification

- ▶ 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.



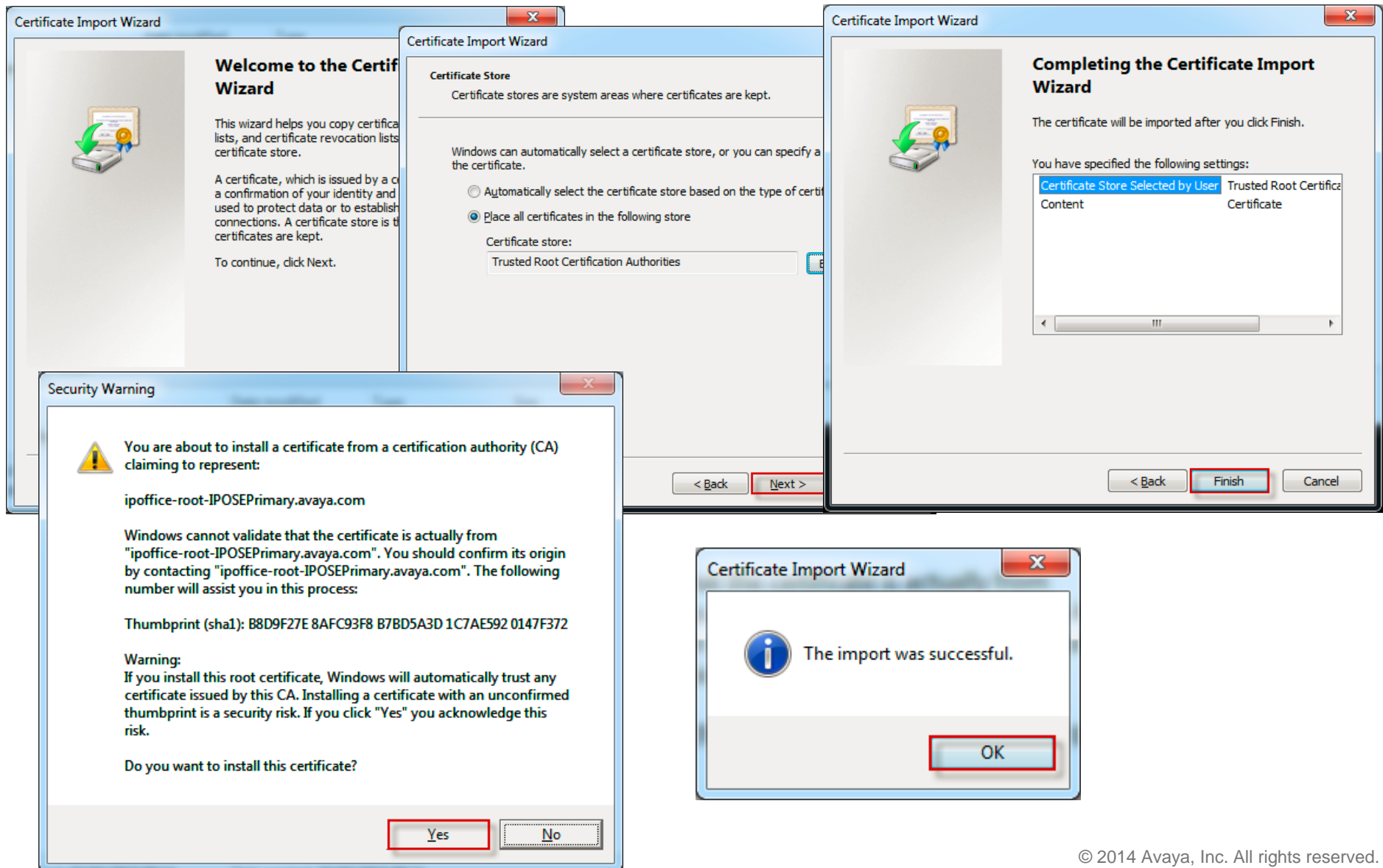
Importing into Browser– Step 2: Install the Certificate

2. Browse to the location of the exported certificate and choose install certificate.



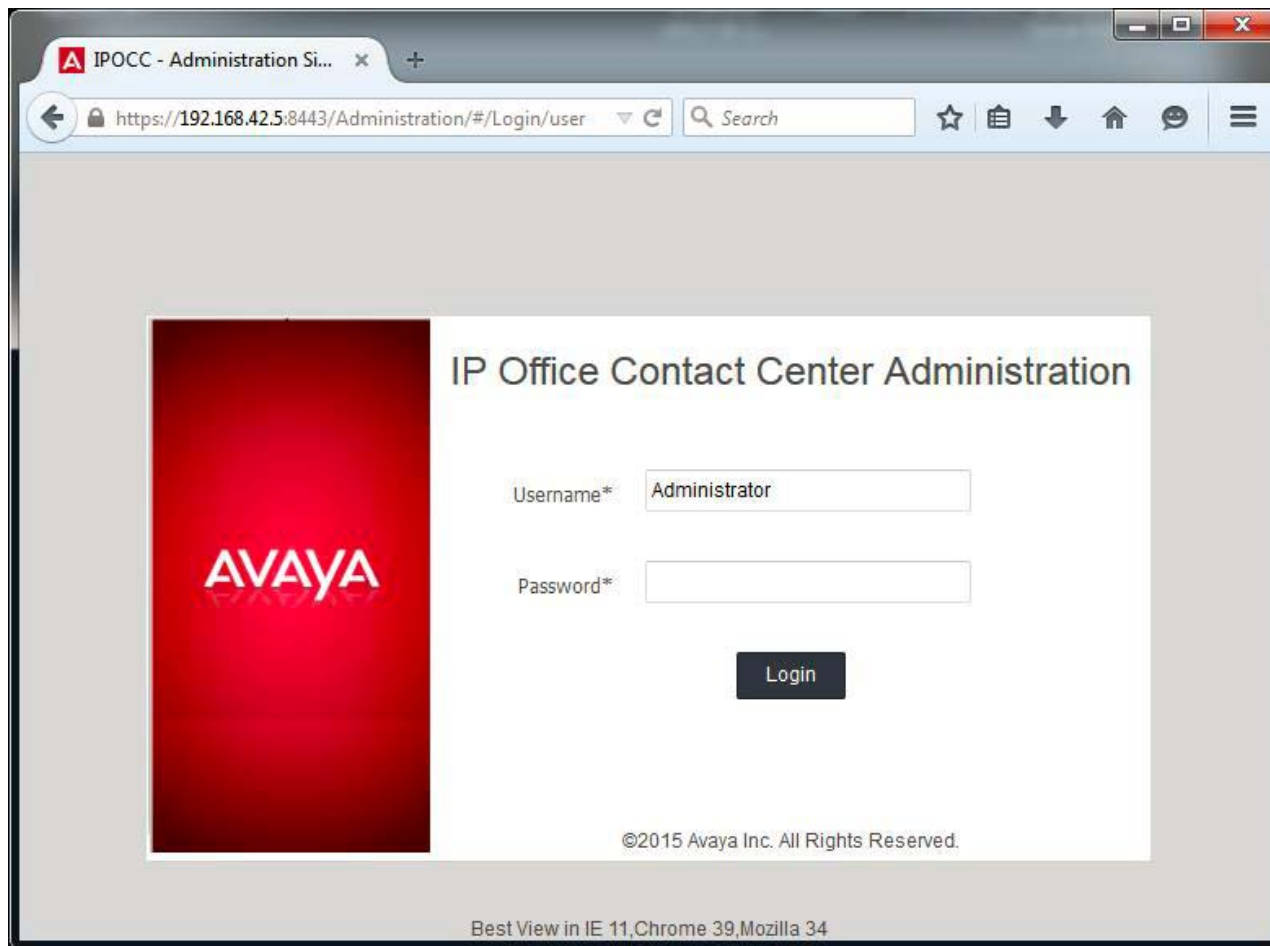
Importing into Browser– Step 3: Run Cert Import Wizard

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.

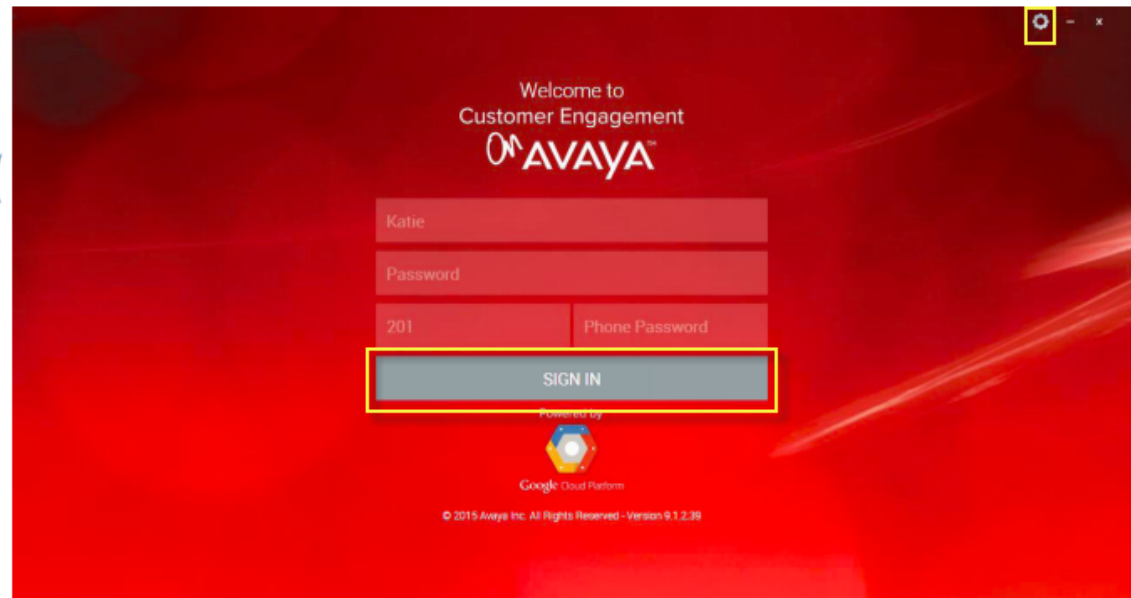
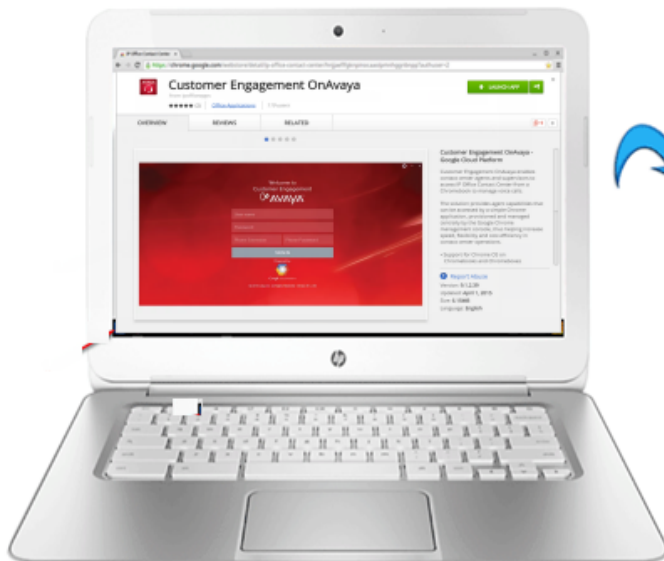


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**Customer Engagement OnAvaya Powered
by Google Cloud Platform**

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

The image shows a login screen for Avaya Customer Engagement with a red background. The text on the screen reads: "Welcome to Customer Engagement", "AVAYA™", "Katie", "Password", "201", "Phone Password", "SIGN IN", "Powered by Google Cloud Platform", and "© 2015 Avaya Inc. All Rights Reserved - Version 9.1.2.39". A settings dialog box titled "Application Settings" is overlaid on the bottom right, containing fields for "IP Office Contact Center Server" (192.168.11.26), "Integrated Phone" (28443), "WebRTC Gateway" (192.168.11.27), and "7070". A green toggle switch for "Integrated Phone" is turned on. A yellow gear icon in the top right corner of the login screen is connected by a yellow arrow to the "Application Settings" dialog. A grey arrow points from the "Integrated Phone" toggle switch to the text "Enable /Disable use of WebRTC Softphon".

IPOCC Username

IPOCC User password

IPO Extension

IPO Extension Password (only shown if WebRTC Softphon enabled)

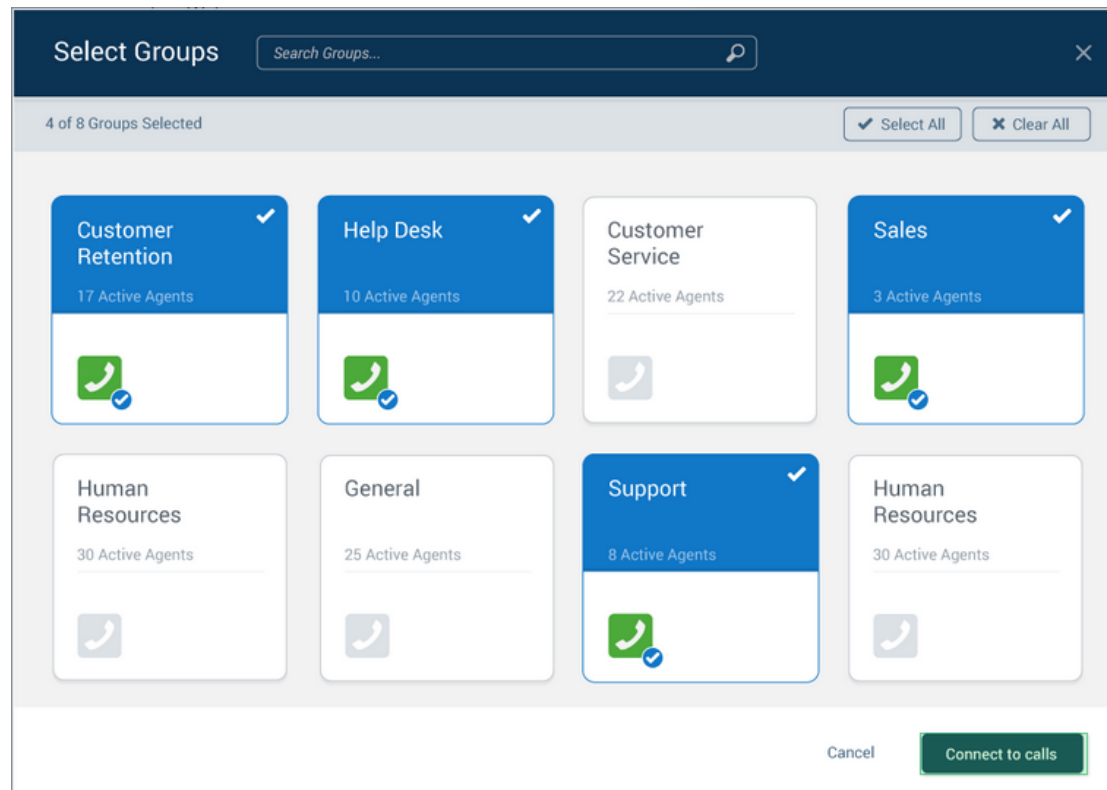
Enable /Disable use of WebRTC Softphon

Application Settings	
IP Office Contact Center Server	
192.168.11.26	28443
Integrated Phone	
<input checked="" type="checkbox"/>	
WebRTC Gateway	
192.168.11.27	7070
Save Cancel	

Home Screen

The screenshot displays the Avaya IPOCC Home Screen. On the left is a dark blue sidebar with navigation icons and labels: 'Calls in Queue' (1), 'Agent Picture' (agent icon), 'Groups joined' (5), 'Work 00:04', 'Total Work time' (00:05), and 'Total Break time'. The main content area features a header with 'IPOCC on Google Cloud' and 'Welcome Blake Johnson'. A 'Start Working' section contains 'Join All 5 Groups' and 'Select Groups' buttons. The 'Telephony' section includes a 'Supervisor Message' box, 'Abandoned Call Monitor' (60%), and 'Service Factor' (80%). A right-hand summary panel shows 'Answered Calls' (18), 'Abandoned Calls' (27), 'Logged-in Agents' (2), and 'Logged-in Supervisors' (0). At the bottom left, 'Current Wait Time' is shown with 'Longest' (03:08) and 'Average' (00:30) bars, and 'Active Calls' (Current: 0, Average: 0) is shown with empty bars. The Avaya logo and 'IP Office Contact Center' are at the bottom left. Annotations with arrows point to various elements: 'Co-Branding option' points to the header; 'Begin receiving calls by joining ALL or select specific groups' points to the 'Join All 5 Groups' and 'Select Groups' buttons; 'Calls in Queue' points to the queue icon; 'Agent Picture' points to the agent icon; 'Groups joined' points to the '5' icon; 'Total Work time' points to the '00:05' timer; and 'Total Break time' points to the '00:05' timer.

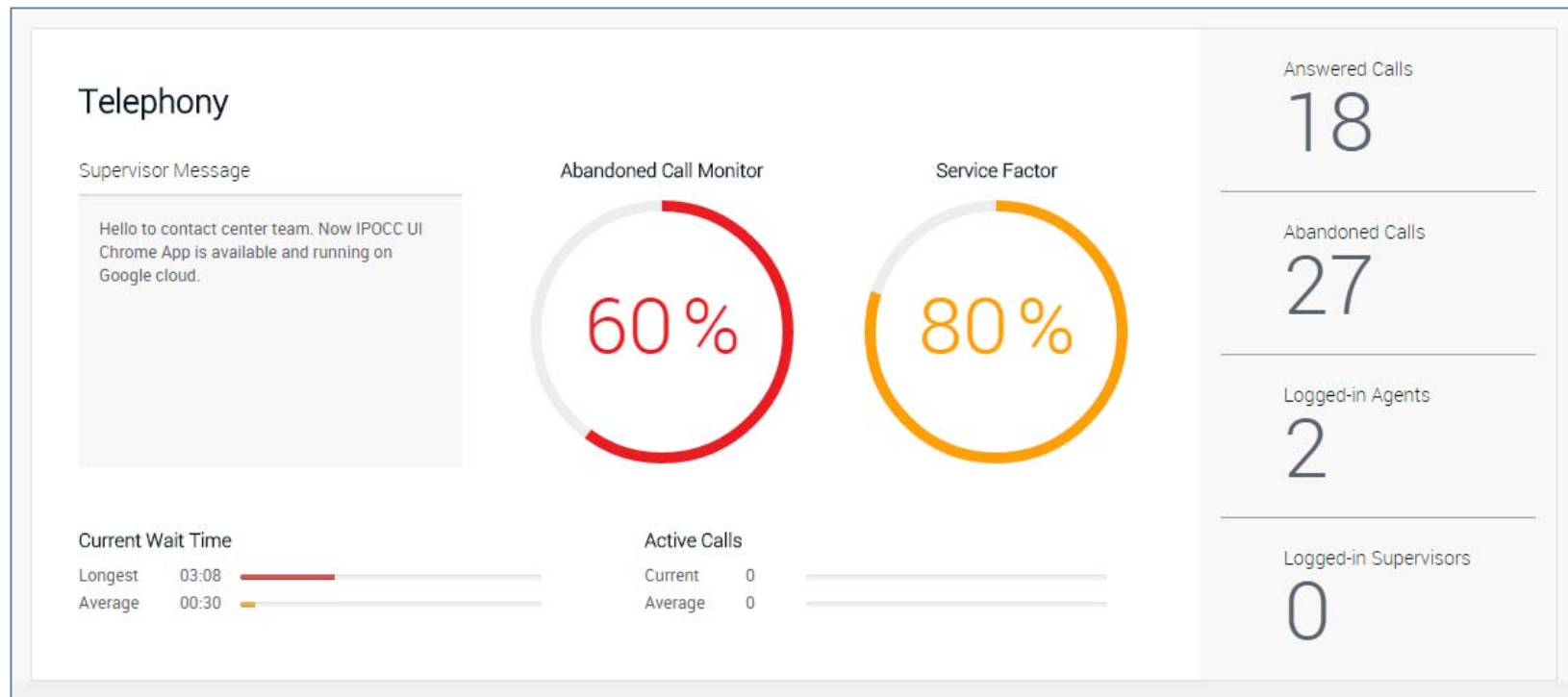
Agent - High level functionality – Group Selection



- ▶ 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



Agent - High level functionality- Telephony Screen cont'd

- ▶ Telephony Screen: Active Call -
 - Call Notification
 - Call Details (Notes, History, Customer details)

The screenshot displays a telephony interface for an active call. At the top, the call information for Margaret Knolls (510) 344-5671 is shown, with a timer at 00:01 and a wait time of 2:56. Below this is a call control bar with buttons for end call, pause, transfer, hold, and more options. A 'More Options' dropdown menu is open, showing a 'DTMF' button. Below the call bar, there are tabs for 'Call Details', 'Groups (8)', and 'Agents (446)'. The 'Call Details' tab is active, showing a 'History' button highlighted in green. A 'Supervisor Message' and 'Agent Statistics' panel are also visible. A search bar and a list of 10 agents are shown in a separate panel.

Name	Status
Flora Robinson ext.	Not available
Michael Lopez ext. 804	Available
Tina Chang ext.	Not available
Trey Edwards ext.	Not available

Agent - High level functionality – Telephony Screen cont'd

- ▶ Telephony Screen:
 - Call Notification
 - Call Details (Web Access)

The screenshot displays the Avaya telephony interface. At the top, a call notification for 'Agent7' (807) is shown with a duration of 00:45 and a wait time of 00:00. Below this, a control bar contains icons for call actions. The main area is divided into 'Call Details', 'Groups', and 'Users' tabs. The 'Call Details' tab is active, showing a 'Supervisor Message' and a 'More Options' menu. The 'More Options' menu is open, showing 'DTMF' and 'Incoming Calls per Hour' (1, 0, 64). A 'Feedback' button is visible on the right. The bottom section shows a list of 10 agents with their names, extensions, and status (Available or Not available).

Web Access while on call

Name	Status
Flora Robinson ext.	Not available
Michael Lopez ext. 804	Available
Tina Chang ext.	Not available
Trey Edwards ext.	Not available

Agent - High level functionality – Telephony Screen cont'd

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

The screenshot displays a telephony management interface. At the top, a blue banner contains a white box with the text "No Calls in The Queue". Below this, there are two circular icons: a grid icon and a three-dot menu icon. The main content area is divided into two sections: "Groups" and "Users". The "Groups" section is active, showing a dropdown menu set to "By Health" and an "Edit Groups" button. Below this, there are three cards representing different agent groups: "Human Resources", "Customer Retention", and "Help Desk". Each card displays "1" for "Agents Signed On" and "00:00" for "Average Wait Time". To the right of the "Groups" section, there is a "Supervisor Message" area with the text: "Hello to contact center team. Now IPOCC UI Chrome App is available and running on Google cloud." Below the supervisor message is an "Agent Statistics" table.

Agent Statistics	
Answered Calls	4
Placed Calls	0
Average Talk Time	02:12
Incoming Calls per hour	9

Agent - High level functionality Telephony Screen cont'd

- ▶ Telephony Screen:
 - Customer Waiting & Abandoned Call Management

The screenshot displays the Telephony Screen interface, divided into two main sections. The top section, titled 'Groups', shows a 'By Health' dropdown menu and an 'Edit Groups' button. Below this, the 'Customer Retention' section is visible, with 'Customers Waiting(1)' selected. A table below shows the following data:

Wait Time	Name	Call Number
02:04	Agent4	804

The bottom section, titled 'Users', shows 'Abandoned Calls(3)' selected. A table below shows the following data:

Name	Call Number
Agent1	801
Agent6	806

Agent - High level functionality Telephony Screen cont'd

- ▶ Telephony Screen:
 - Agent List and Contacts

The screenshot displays the Avaya telephony interface. At the top, a call header shows 'Incoming' from 'Customer Retention' on 'Topic1'. The call is from 'Agent2' (802) at '16:14' with a 'Waited 00:00' duration. Below the call header is a toolbar with icons for end call, hold, answer, transfer, consult, hold transfer, and more options. A green highlight is under the answer icon.

Annotations on the screenshot:

- 'List of all contact IPOCC is monitoring' points to the 'Agents (10)' and 'Contacts (12)' tabs.
- 'Availability status of Agent' points to the 'Status' column in the agent list table.
- 'Single click consultation to any available agent' points to the consultation icon in the 'Status' column for Michael Lopez.

On the right side, there is a 'Supervisor Message' and 'Agent Statistics' section.

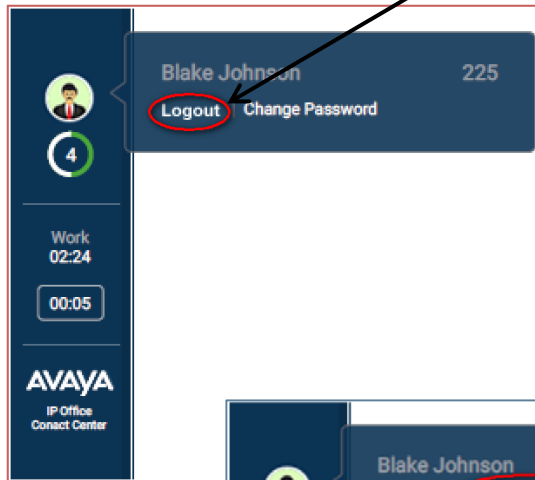
Agent	Extension	Status
Flora Robinson		Not available
Michael Lopez	804	Available
Tina Chang		Not available
Trey Edwards		Not available
Walter Kennedy		Not available

Agent Statistics:

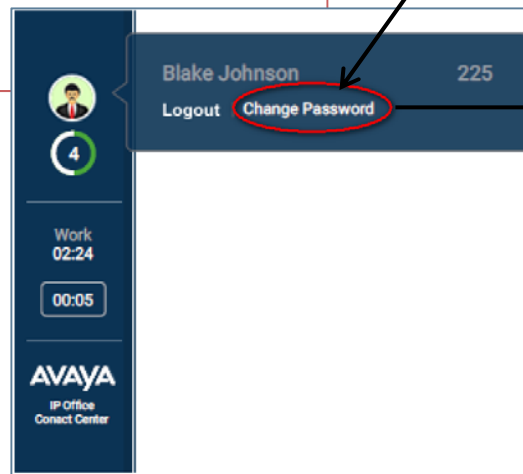
- Answered Calls: 5
- Placed Calls: 0
- Average Talk Time: 02:12
- Incoming Calls per hour: 7

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

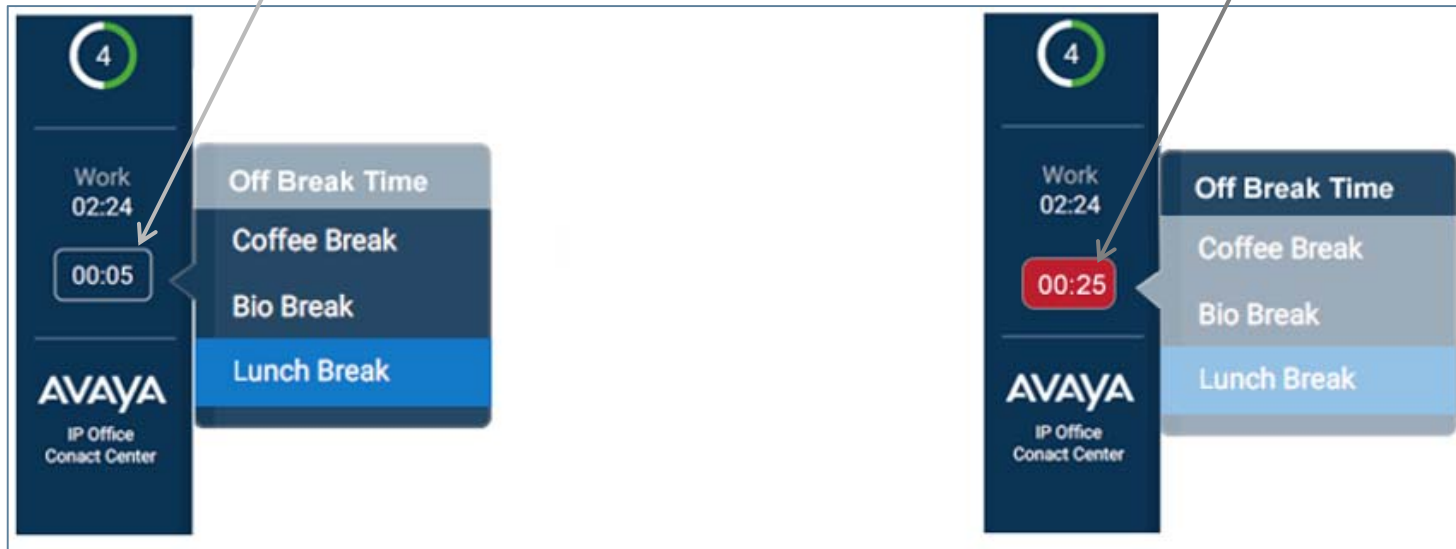


A 'Change Password' dialog box with a white background and a dark blue border. It contains three input fields: 'Old Password' with a masked value '*****', 'New Password' with a masked value '*****', and 'Confirmation' with a masked value '*****'. At the bottom right, there are two buttons: a blue 'OK' button and an orange 'Cancel' button.

Agent / Supervisor - How to go ON/OFF Break

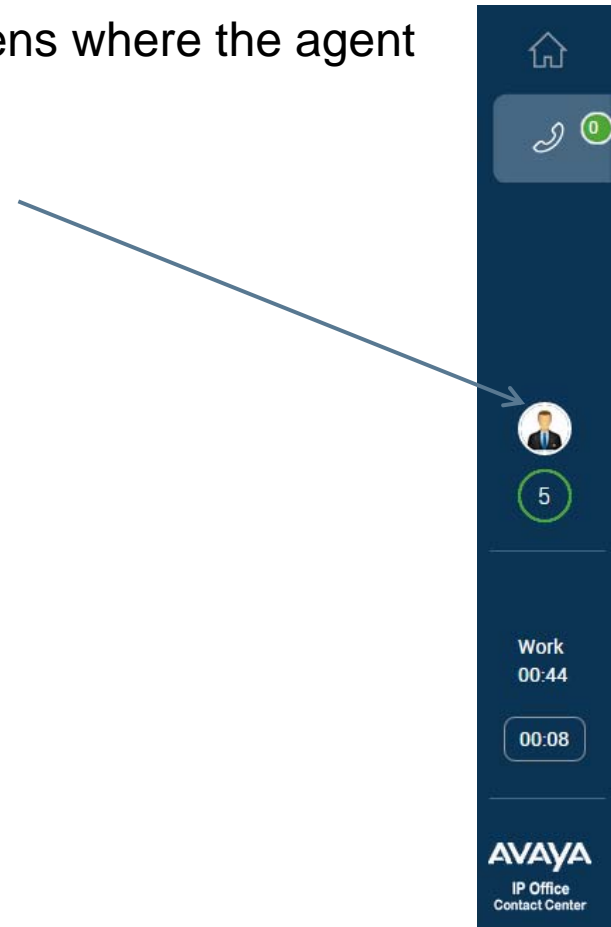
For ON Break: Click on break timer and select the *Break Reason*. The Break timer will turn red and start incrementing.

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



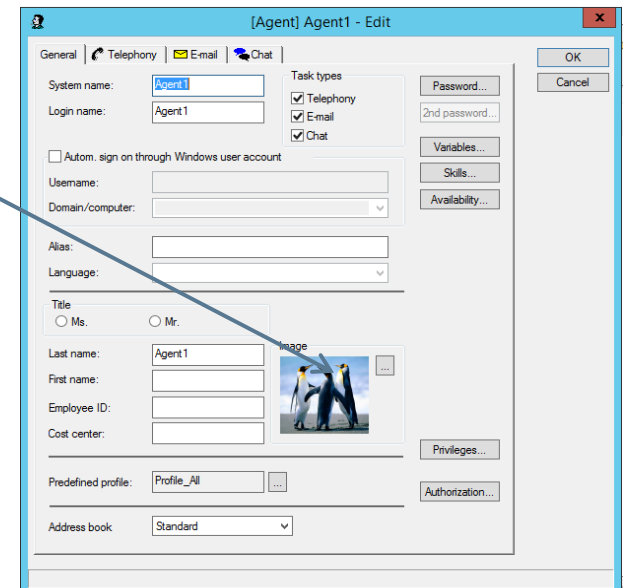
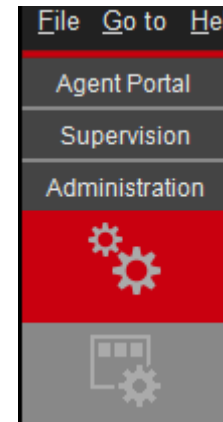
Agent picture Management

- ▶ 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



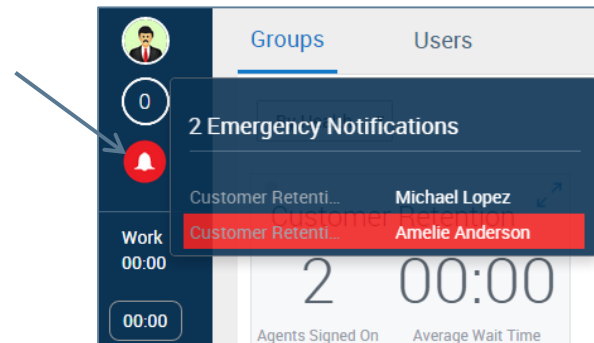
Agent picture Management

- ▶ 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)

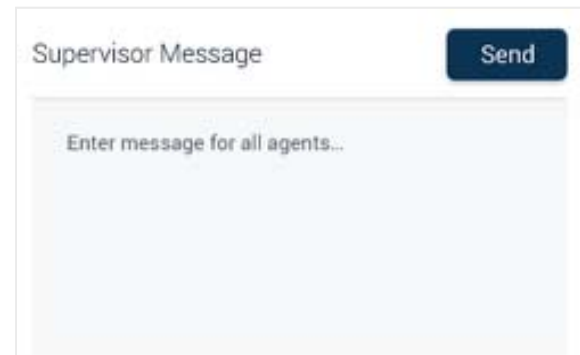


Supervisor Functionality

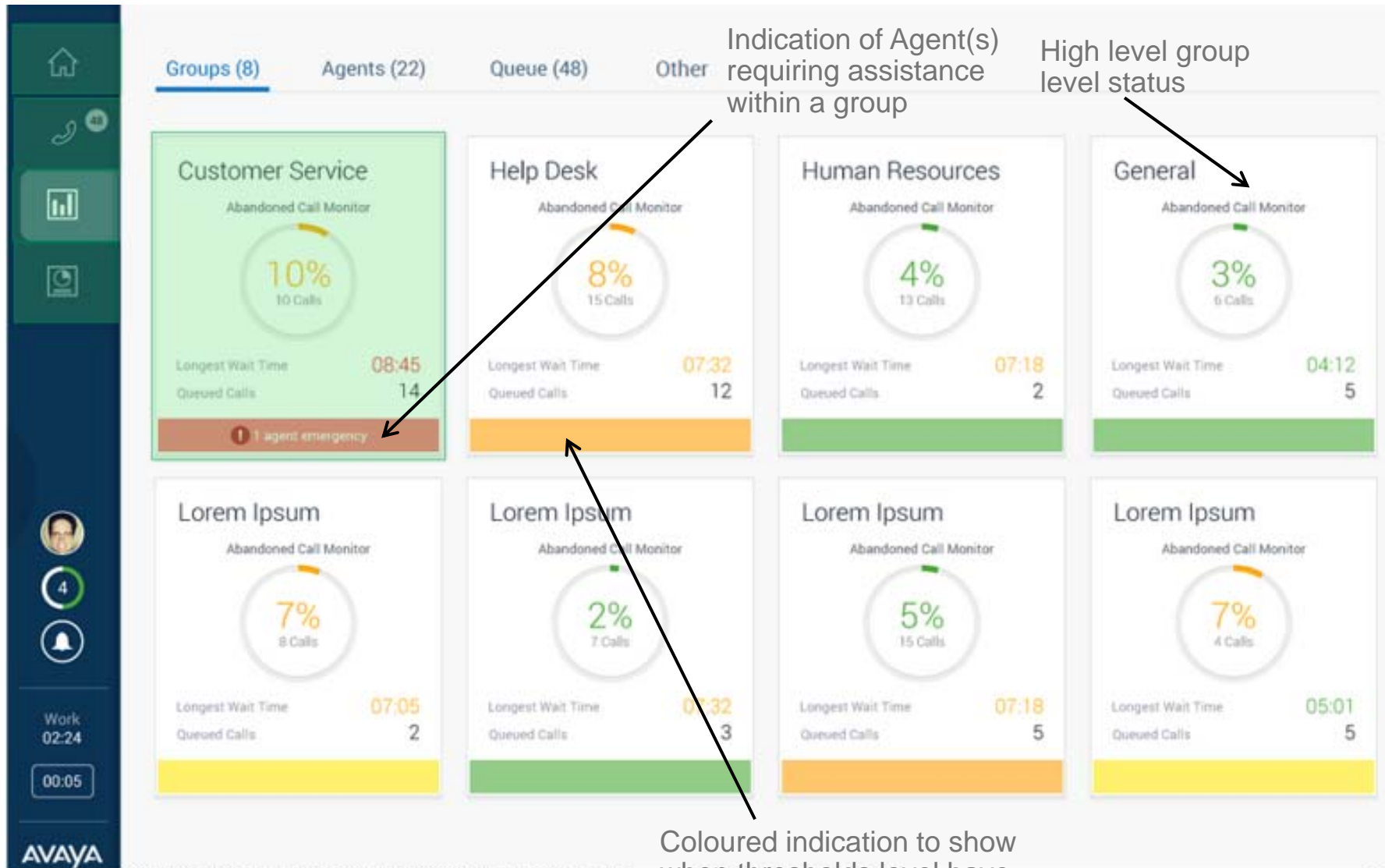
- ▶ Supervisor have access to ALL agent functionality.
- ▶ Can Identify that an agent has requested Emergency from the Home Screen.



- ▶ Can broadcast Message to Agents in assigned Group.



Supervisor – Group View Real Time Functionality



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.

The screenshot displays the Avaya Supervisor interface for a group view. The main dashboard shows 'Customer Retention' with the following metrics:

- Current Wait Time: Longest 00:00, Average 00:00
- Abandoned Call Monitor: 38%
- Service Factor: 60%
- Agents Available: 0
- Total Calls: 39

Below the dashboard, there is a table of agents:

Agent	Extension	Status
Flora Robinson		Logged Off
Michael Lopez	804	On Call
Tina Chang	802	Logged In
Trey Edwards		Logged Off

The interface includes a left sidebar with navigation icons and a top navigation bar with tabs for Groups (6), Agents (10), Queue (1), and Other. A red arrow points from the 'Customer Retention' title to the 'Emergency' icon in the sidebar. A black arrow points from the 'Emergency' text at the bottom to a red exclamation mark icon in the agent status column.

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.

Customer Retention

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

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

Name	Call Number	Action
Agent8	808	<ul style="list-style-type: none">Assign to...Constantin TambreaMichael LopezBlake JohnsonAmelie AndersonFlora RobinsonAgent10Tina ChangTrey 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

Customer Retention

Current Wait Time

Longest 27:26

Average 27:17

Abandoned Call Monitor 37%

Service Factor 60%

Agents Available 0

Total Calls 38

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

Name	Call Number	
Agent1	801	
Agent6	806	
Agent3	803	
Agent4	804	

Pick call

Supervisor – “Agent” View Real Time Functionality

The screenshot displays the Avaya Supervisor interface for managing agents. The top navigation bar shows 'Groups (6)', 'Agents (10)', 'Queue (0)', and 'Other'. Below this is a search bar and a dropdown menu for 'All Agent States'. The main area features a grid of agent cards. Each card includes the agent's name, profile picture, and a circular progress indicator showing the number of groups they are working on out of a total of 5. The status of each agent is indicated by a colored bar at the bottom of the card: 'Logged Off' (grey), 'On Call' (blue), or 'Off Break' (grey). Annotations with arrows point to specific features: 'Manage status of agents' points to the search bar; 'High level Agent level status' points to the top right corner; 'Coloured indication to show thresholds level have been exceeded' points to the green circle around Michael Lopez's progress indicator; and 'Agent requiring assistance' points to the red exclamation mark icon on Michael Lopez's card.

Manage status of agents

High level Agent level status

Coloured indication to show thresholds level have been exceeded

Agent requiring assistance

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

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

AVAYA IP Office Contact Center

Supervisor – “Agent” View Real Time Functionality

The screenshot displays the Avaya Supervisor interface for managing agents. The main view is titled "Agents (10)" and shows a list of agents with their status and group assignments. The interface includes a search bar, a "Sign in to All" button, and a list of service categories with toggle switches. A detailed view of a selected agent is shown on the right, displaying their status, group assignments, and break status. The interface also includes a sidebar with navigation icons and a bottom status bar.

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

Detailed View of selected Agent

Force Agent login/out of Groups

Search Agents... All Agent States

Michael Lopez
804
5 of 5 Groups
Sign in to All

Sales
Human Resources
Customer Retention
Customer Service
Help Desk

Status Break Status Worked On Break Last Break
On Call Off Break 02:04 00:00

Constantin Ta...
0/3 Groups
Off Break
Logged Off

Blake Johnson
0/5 Groups
Off Break
Logged Off

Amelie Anderson
0/3 Groups

Flora Robinson
0/5 Groups

Manage Agent status

Supervisor – “Agent List” View Real Time Functionality

The screenshot displays the Avaya Supervisor interface for the "Agent List" view. The interface includes a sidebar with navigation icons, a top navigation bar with tabs for Groups (6), Agents (10), Queue (0), and Other, and a main content area with a search bar and a table of agent details.

Annotations:

- Filter Agent List by Agent States:** Points to the "All Agent States" dropdown menu, which lists states such as Logged Off, On Break, Available, Logged In, On Call, After Call Work, Do Not Disturb, and Busy.
- Detailed View of selected Agent:** Points to a modal window for Michael Lopez, showing he is signed in to 0/3 groups and has a current call in the Customer Retention group.
- Force Agent login/out of Groups:** Points to the "Sign in to All" button in the modal window.
- Emergency:** Points to a red exclamation mark icon in the agent list.
- Manage Agent status:** Points to a question mark icon in the agent list.
- Silent Monitoring:** Points to a question mark icon in the agent list.

Name	Agent ID	Agent State	Current Call	Groups	Break Status	Emergency	Manage Agent status	Silent Monitoring
Agent10		Off		0 of 3 groups	Off			
Amelie Anderson		Off		0 of 3 groups	Off			
Archie Carter		Off		0 of 3 groups	Off			
Blake Johnson		Off		0 of 5 groups	Off			
Michael Lopez	804	On Call	38:38, Customer Retention	5 of 5 groups	Off	!	?	?
Tina Chang	802	Logged In		0 of 4 groups	Off			
Trey Edwards		Logged Off		0 of 5 groups	Off			
Walter Kennedy		Logged Off		0 of 3 groups	Off			

Supervisor – “Queue” View Real Time Functionality

Queue level view of calls waiting

Wait Time	Name	Call Number	Group	Topic	
03:35	Agent8	808	Customer Retention	Topic1	<input type="button" value="Assign to..."/>
00:44	Agent7	807	Help Desk	Topic2	<input type="button" value="Assign to..."/>

Pick call

Force feed call to Agent

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

Work 00:00

00:00

Supervisor – “Other” Allowing modify Variables

The screenshot shows the Avaya Supervisor interface with the 'Other' tab selected. A table lists variables and their values. The 'Skill Factor' variable is highlighted, and its value '98' is shown in a text input field. An arrow points to this field with the text 'Modify the values'.

Variable	Value	Save	Cancel
Absence Note		Save	Cancel
Message Board	Hello IPOCC Agents ...	Save	Cancel
No of breaks allowed	3	Save	Cancel
Skill Factor	98	Save	Cancel

Supervisor – Historical Reports Functionality

The screenshot shows the Avaya Supervisor interface for historical reports. On the left is a dark blue sidebar with navigation icons: Home, a notification icon with '2', a bar chart, a clock, a user profile, a '0' in a circle, a bell, and a 'Work 00:00' indicator. The main content area is split into two panes. The left pane, titled 'Choose Report', has a search bar and lists two reports: '01_Agent presence' (1/26/2015, 11:00:00 AM to 1/30/2015, 5:00:00 PM) and '02_Agent calls' (2/2/2015, 12:30:00 PM to 2/4/2015, 1:30:00 PM). The right pane, titled 'View Report', shows details for '01_Agent presence' and a table of agent data. Annotations with arrows point to the '01_Agent presence' report in the list, the 'View Report' tab, the report details and table, and the full-screen, print, and export icons in the top right of the report view.

Choose Report

Search...

01_Agent presence
1/26/2015, 11:00:00 AM to 1/30/2015, 5:00:00 PM
Last Modified: 2/2/2015

02_Agent calls
2/2/2015, 12:30:00 PM to 2/4/2015, 1:30:00 PM
Last Modified: 2/4/2015

View Report Run Report

01_Agent presence

Name: 01_Agent presence
Date created: 02/06/2015 18:08
Owner: System
Period: 01/26/2015 11:00 to 01/30/2015 17:00

Agent	totTLogin [All]	totTSignon [All]	totTPause [All]	totNNe [Te]
total				
Agent1	03:41:11	03:35:20	00:00:10	2
Agent10	00:00:22	00:00:00	00:00:00	
Agent2	08:48:44	06:00:35	02:32:29	2
Agent3	00:00:00	00:00:00	00:00:00	
Agent4	21:37:23	21:37:10	00:00:13	7
Agent5	00:00:00	00:00:00	00:00:00	
Agent6	00:00:00	00:00:00	00:00:00	
Agent7	00:00:00	00:00:00	00:00:00	
Agent8	01:36:04	00:05:29	00:00:00	
Agent9	04:38:30	00:00:28	00:00:00	

02/02/2015 12:19

totTPause per ReasonCode [Tel]

Agent	Bio
total	
Agent1	-

Supervisor – Historical Reports Functionality – Full Screen

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]	gTConvWait [Tel]	gTAbanWait [Tel]	gTConv [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	gTWait [Email]	totN [Email]	gTWork [Email]	maxTWait [Email]
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	gNSignOn [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

The screenshot displays the Avaya Supervisor interface for generating historical reports. On the left is a dark blue sidebar with navigation icons: Home, Phone (with a '2' notification), Bar Chart, and a clock icon. Below these are user profile icons and a 'Work 00:00' indicator with a '00:00' button. The Avaya logo and 'IP Office Contact Center' text are at the bottom of the sidebar.

The main content area is titled 'Generate Report' and is split into two panes. The left pane, 'Choose Report', has a search bar and lists two reports: '01_Agent presence' (1/26/2015, 11:00:00 AM to 1/30/2015, 5:00:00 PM, Last Modified: 2/2/2015) and '02_Agent calls' (2/2/2015, 12:30:00 PM to 2/4/2015, 1:30:00 PM, Last Modified: 2/4/2015). An arrow points from the text 'Select "predefined" reports' to the search bar.

The right pane, 'Run Report', shows the configuration for the '01_Agent presence' report. It has tabs for 'View Report' and 'Run Report'. A 'Generate Report' button is in the top right. The 'Start' section has radio buttons for 'Today' (selected), 'Last 7 Days', 'Last 14 Days', and 'Last 30 Days'. A dropdown menu is open under 'Today', showing 'Today' as the selected option. The 'End' section has radio buttons for 'Today' (selected) and 'Choose a Date'. The 'At' field is set to '12:00 PM'. The 'Only Report' section has buttons for days of the week: Sun, Mon, Tue, Wed, Thu, Fri (selected), Sat. The 'Hours of the Day' section has 'From 12:00 AM' and 'To 12:00 PM' fields. An arrow points from the text 'Update report details' to the '12:00 PM' field.

Agent – Outbound Calls Functionality

Agent can either 'ANSWER' or 'HANGUP'

The screenshot displays the Avaya IP Office Contact Center interface for an outbound call. The top navigation bar includes 'Outbound', 'Help Desk', and 'Call about a Defective Product'. The call details section shows the agent name 'Agent4', customer phone number '804', and a timer '00:07' with 'Waited 00:01'. Below this, there are 'Call Details', 'Groups (8)', and 'Users (446)' tabs. The 'Call Details' tab is active, showing a 'Notes' field and 'Customer Details' for 'Josh Thompson'. The 'Customer Information' section contains several 'Lorem Ipsum' entries. The 'Supervisor Message' and 'Agent Statistics' sections are also visible. The 'Agent Statistics' table shows:

Statistic	Value
Answered Calls	04:12
Average Talk Time	10:49
Total Time on Break	12:34

Annotations and callouts include:

- 'Customer Name' pointing to 'Agent4'.
- 'Customer Phone Number' pointing to '804'.
- 'Identical to inbound call' pointing to the timer.
- 'Users UI is identical to Inbound, but list only contains outbound users.' pointing to the 'Users (446)' tab.
- 'Parameters configured on the thick client.' pointing to the 'Agent Statistics' table.
- 'Static parameters' pointing to the 'Customer Information' section.

Agent – Outbound Calls Functionality

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

The screenshot displays the Avaya contact center interface for an outbound call. The top navigation bar shows the call path: Outbound > Help Desk > Call about a Defective Product. The call details for Margaret Knolls (510) 344-5671 are shown, with a wait time of 00:05 and a note that she waited 2:56. A toolbar below the call details contains several call control buttons, with three buttons (RPC, Closure, Fax) circled in red. The interface also displays agent statistics and supervisor messages.

Identical to inbound call

Users UI is identical to Inbound, but list only contains outbound users.

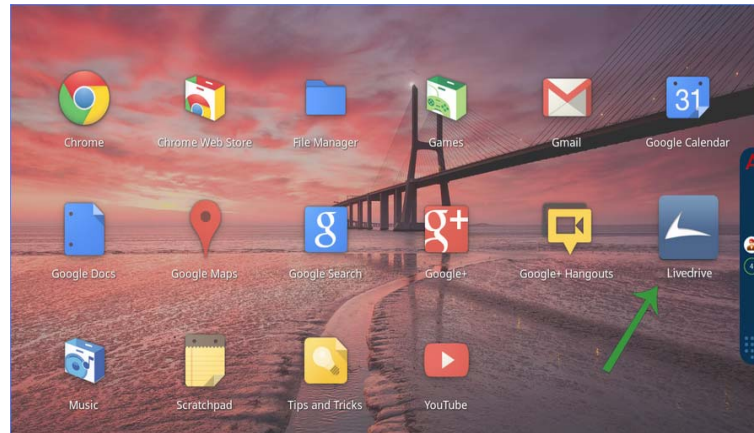
Parameters configured on the thick client.

Static parameters

Agent Statistics	
Answered Calls	04:12
Average Talk Time	10:49
Total Time on Break	12:34

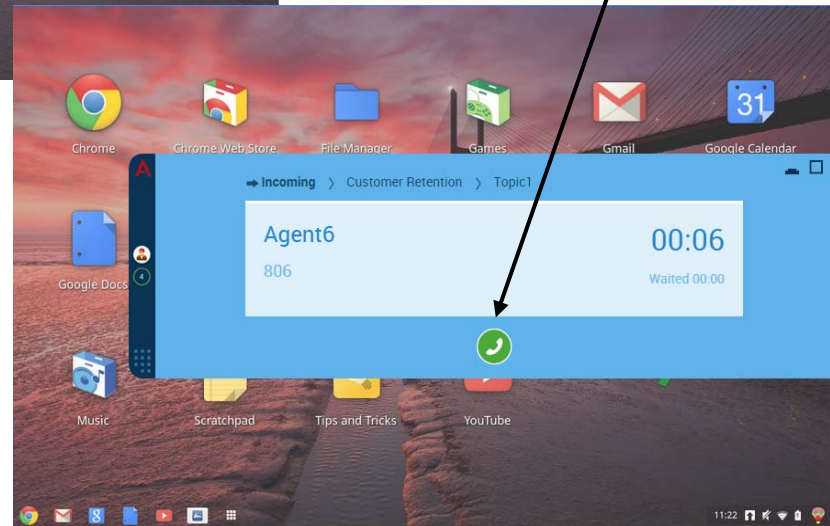
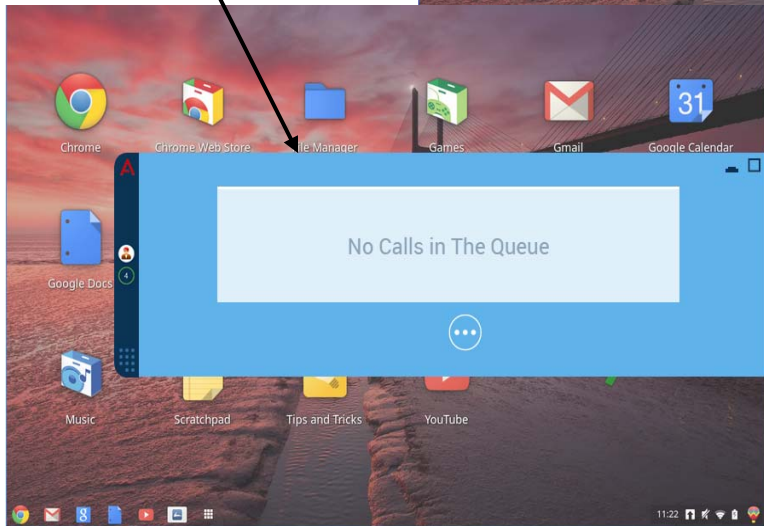
Agent UI and Supervisor – Minimized Version

Clicking on Minimize navigation bar slides out showing minimize version App



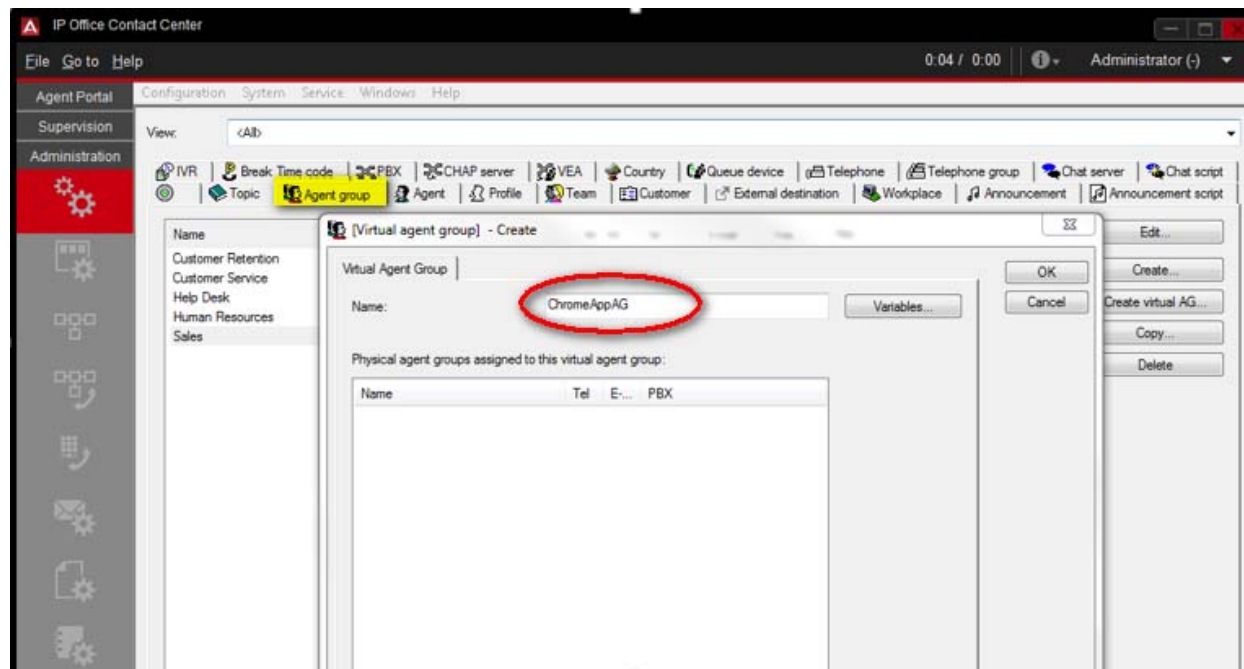
Application in Minimize state showing Agent Avatar and Group Status icon

Incoming call in minimized version slides out the showing ANSWER button



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

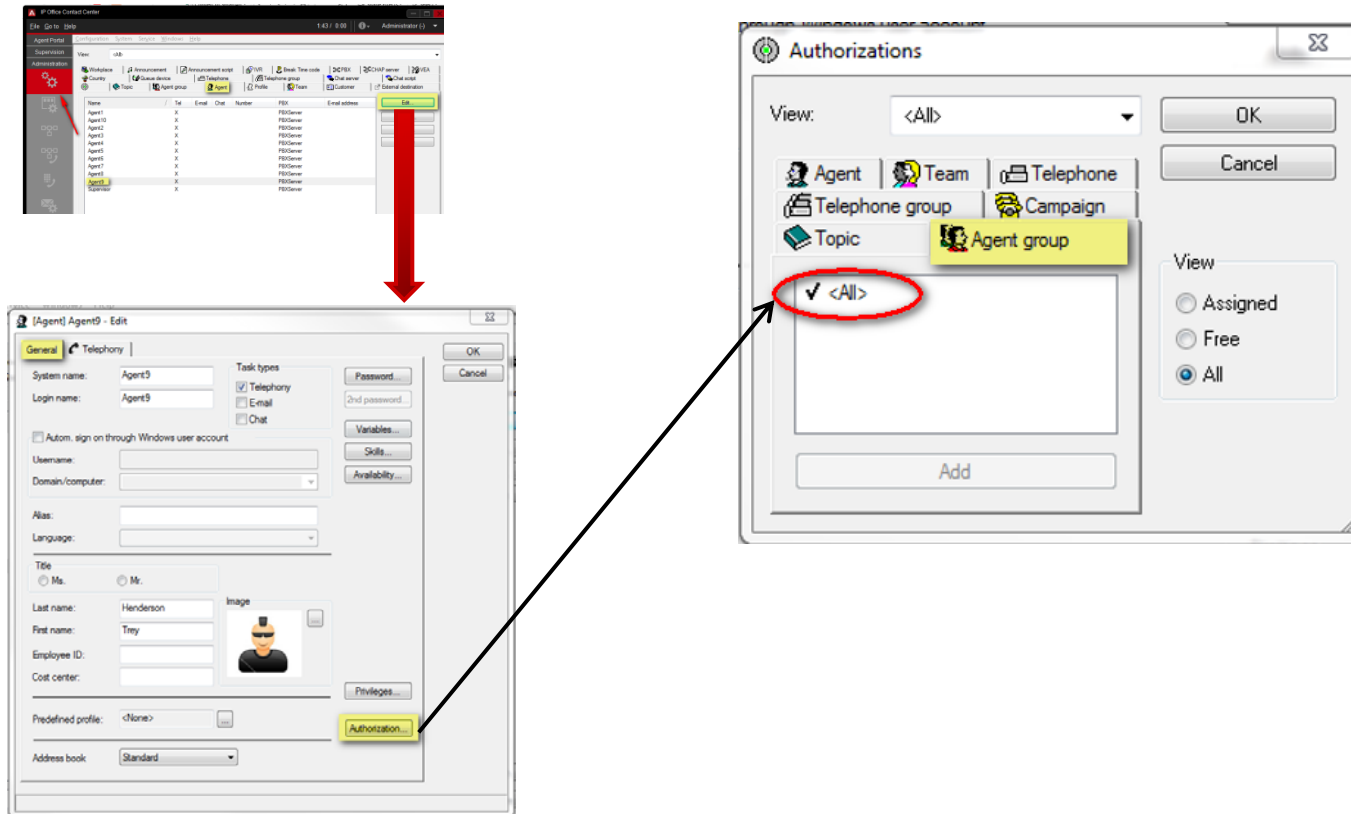
Step1: On Windows client 'Configuration' option open the Agent you want to configure as Supervisor in the Edit mode and update the privileges as shown.

The process involves several steps across different windows:

- Agent privileges (Reporting tab):** Shows various permissions under the 'Reporting' tab, such as 'Team', 'Topic', 'Agent group', 'Agent', 'Show alias only', 'Team', 'Telephone', 'Automatic reporting', 'Set report parameters', 'Supervisor', and 'Definition'.
- Agent privileges (Configuration tab):** Shows permissions under the 'Configuration' tab, including 'Configuration', 'Blocking periods', 'Agent group', 'Agent', 'Edit alias', 'Edit Windows user account', 'Edit password', 'Agent profile', 'Team', 'Workplace', 'Skill', 'Announcement', 'Announcement script', 'IVR', 'Chat script', 'Customer recognition', 'External destinations', 'System', 'Interface for staff planning', 'Configuration report', 'Shift plan', and 'Delete statistic data'.
- Agent9 - Edit:** The central window for editing agent details. The 'Privileges...' button is highlighted with a yellow box. Other fields include System name, Login name, Username, Domain/computer, Alias, Language, Title, Last name, First name, Employee ID, Cost center, Predefined profile, and Address book.
- Agent privileges (UI tab):** Shows permissions under the 'UI' tab, such as 'Home', 'Select own home file', 'Home configuration', 'Select own telephony file', 'Change own contact bar', 'Show quick bar', 'Select own quick bar file', 'UI configuration', 'Default interface', 'UI config application', and 'Configuration grid colors'.
- Agent privileges (Others tab):** Shows permissions under the 'Others' tab, including 'Dialer', 'Task reporting', 'Agent Status Reports', 'Contact Detail Reports', 'Task Flow Editor', 'Address book admin', and 'Start/stop reports'.

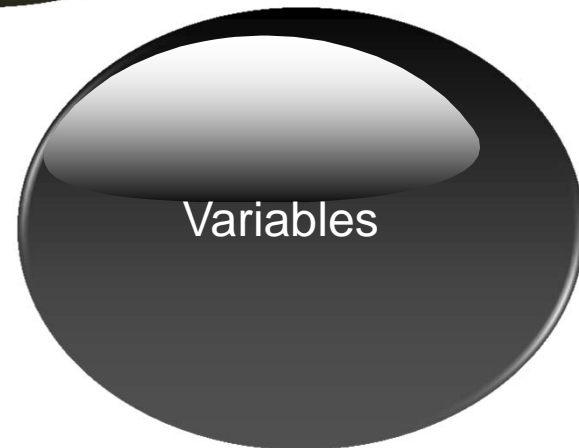
Authorization for making Agent a Supervisor

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:



AVAYA | LEARNING

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.

▪

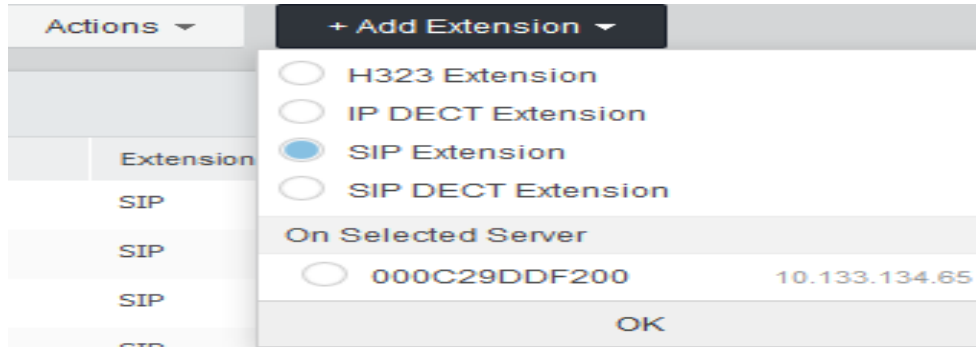
WebRTC Gateway Service

- ▶ 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

System	Logs	Updates	Settings	AppCenter	VNC
Services Start All Stop All					
↓ Select which services will be configured to start automatically.					
<input checked="" type="checkbox"/>	 IP Office 9.1.2.0 build 18	UpTime 1-03:40:29	Mem/CPU usage 156288K / 0% ⌵	Stop	
<input checked="" type="checkbox"/>	 Voicemail 9.1.1.0 build 3	UpTime 1-03:40:15	Mem/CPU usage 27584K / 0% ⌵	Stop	
<input checked="" type="checkbox"/>	 one-X Portal 9.1.0.0 build 307	UpTime 1-03:40:40	Mem/CPU usage 923700K / 0% ⌵	Stop	
<input checked="" type="checkbox"/>	 Web Manager 9.1.2.0 build 18	UpTime 01-03:40:53	Mem/CPU usage 428412K / 0.2% ⌵	Stop	
∨ Hide optional services					
<input checked="" type="checkbox"/>	 Contact Recorder 9.1.0.0 build 3	UpTime 1-03:40:16	Mem/CPU usage 151848K / 0% ⌵	Stop	
<input checked="" type="checkbox"/>	 WebRTC Gateway 9.1.2.0 build 1077	UpTime 00:11	Mem/CPU usage 560284K / 0% ⌵	Stop	

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



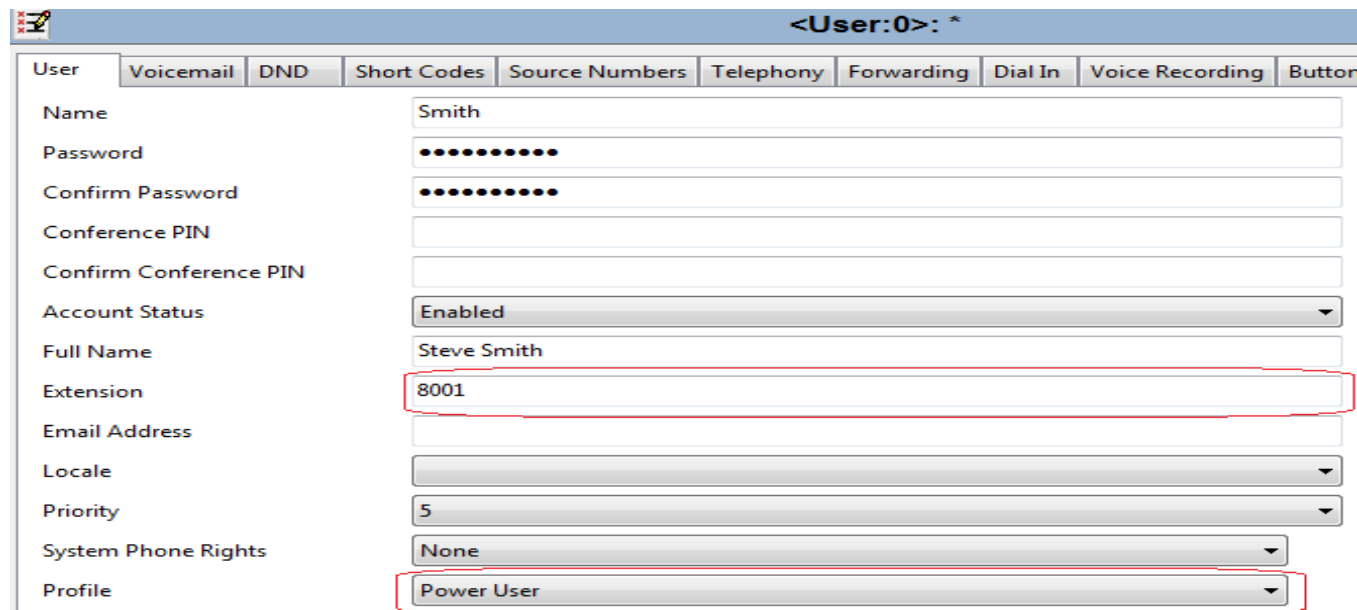
The image shows the 'New User' configuration page in the Avaya Web Manager. The page has a navigation bar with the Avaya logo and tabs for 'Solution', 'Call Management', 'System Settings', 'Security Manager', and 'Applications'. The main heading is 'New User'. On the left is a sidebar with a list of configuration options: 'User', 'Voicemail', 'Short Codes', 'Button Programming', 'Telephony', 'Forwarding', 'Mobility', and 'Group Membership'. The 'User' option is selected. The main content area contains several form fields: 'Name' (text input with 'Smith'), 'Full Name' (text input with 'Steve Smith'), 'Password' (password input with 8 dots), 'Confirm Password' (password input with 8 dots), 'Extension' (dropdown menu with '8001'), 'Account Status' (dropdown menu with 'Enabled'), and 'Profile' (dropdown menu with 'Power User'). The 'Profile' dropdown is highlighted with a red rounded rectangle.

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



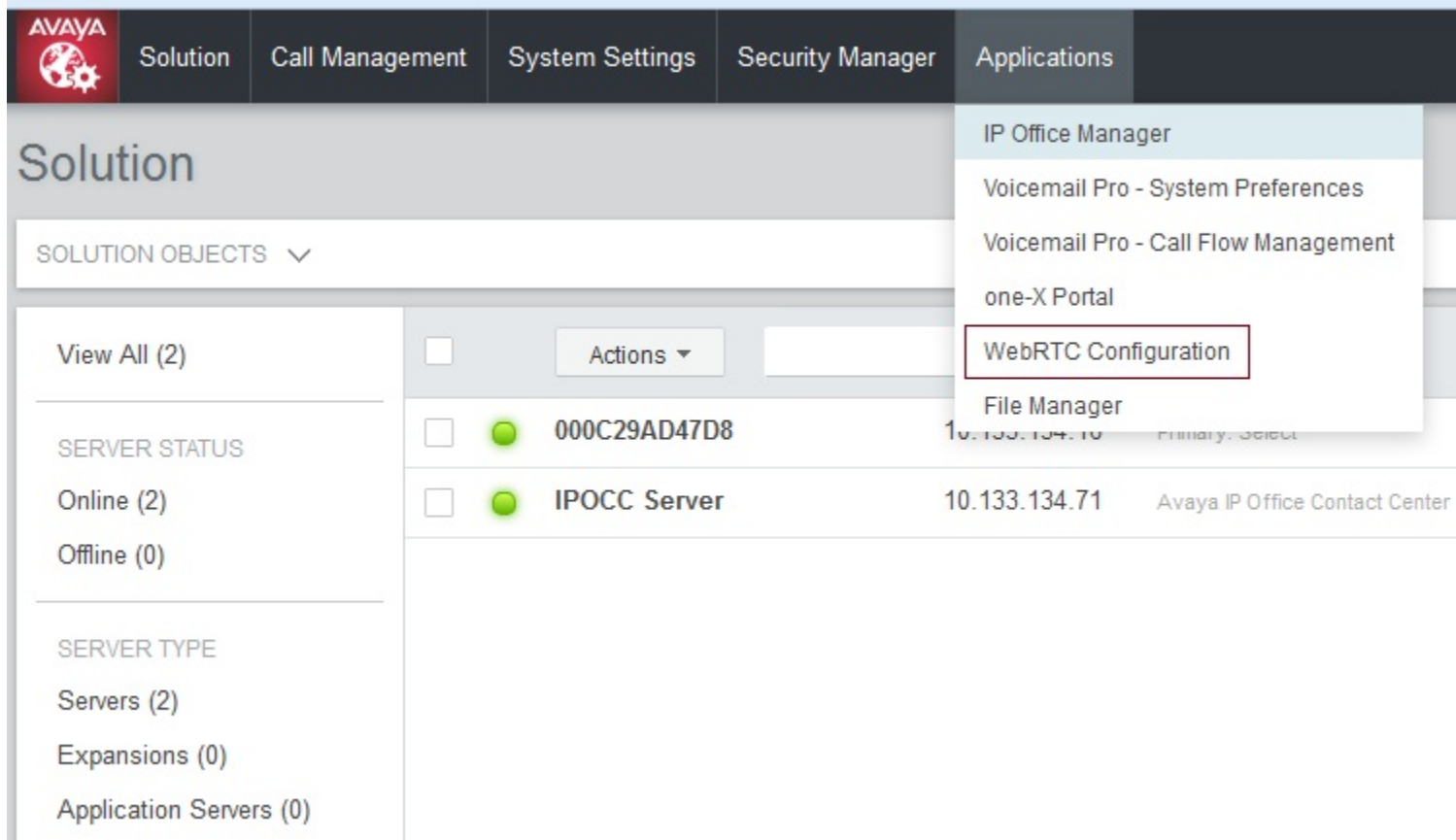
SIP Extension: 8000 *	
Ext. Id	8000
Base Extension	8001
Caller Display Type	On
Reset Volume After Calls	<input type="checkbox"/>
Device Type	Unknown SIP device
Location	Automatic
Module	0
Port	0
Force Authorization	<input checked="" type="checkbox"/>



<User:0>: *	
Name	Smith
Password	••••••••
Confirm Password	••••••••
Conference PIN	
Confirm Conference PIN	
Account Status	Enabled
Full Name	Steve Smith
Extension	8001
Email Address	
Locale	
Priority	5
System Phone Rights	None
Profile	Power User

WebRTC Gateway Configuration

- ▶ WebRTC gateway can be configured from web manager.



The screenshot displays the Avaya web manager interface. The top navigation bar includes the Avaya logo and several menu items: Solution, Call Management, System Settings, Security Manager, Applications, and a dark grey button. The 'Applications' menu is open, showing a list of options: IP Office Manager, Voicemail Pro - System Preferences, Voicemail Pro - Call Flow Management, one-X Portal, WebRTC Configuration (highlighted with a red box), and File Manager. The main content area is titled 'Solution' and features a 'SOLUTION OBJECTS' dropdown. On the left, there is a sidebar with filters for 'View All (2)', 'SERVER STATUS' (Online (2), Offline (0)), and 'SERVER TYPE' (Servers (2), Expansions (0), Application Servers (0)). The main table lists server objects with checkboxes, status indicators (green circles), and names: '000C29AD47D8' and 'IPOCC Server'.

View All (2)	Actions	
SERVER STATUS	<input type="checkbox"/>	
Online (2)	<input type="checkbox"/>	000C29AD47D8
Offline (0)	<input type="checkbox"/>	
SERVER TYPE		
Servers (2)	<input type="checkbox"/>	IPOCC Server
Expansions (0)		
Application Servers (0)		

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..)

The screenshot shows the Avaya WebRTC Gateway configuration interface. At the top, there is a navigation bar with the Avaya logo and menu items: Solution, Call Management, System Settings (selected), Security Manager, and Applications. Below the navigation bar, the page title is "WebRTC Gateway". On the left side, there is a sidebar with a tree view containing "System Settings" (selected), "SIP Server Settings", and "Media Gateway Settings". The main content area is titled "SYSTEM SETTINGS" and contains five configuration fields:

Field Name	Value
Network Interface	eth0
Local IP Address	10 . 133 . 134 . 16
Gateway Listen Port	42004
SIP Trunk Listen Port	42008
Logging Level	Info

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

The screenshot displays the Avaya WebRTC Gateway configuration interface. The top navigation bar includes the Avaya logo and menu items: Solution, Call Management, System Settings, Security Manager, and Applications. The main title is 'WebRTC Gateway'. On the left, a sidebar shows 'System Settings' with sub-items 'SIP Server Settings' (highlighted) and 'Media Gateway Settings'. The main content area is titled 'SIP SERVER SETTINGS' and contains the following fields:

Field Name	Value
Configuration Mode	Auto
Domain Name	avaya.com
Private IP Address	10 . 133 . 134 . 16
Private TCP Port	5060
Private UDP Port	5060
Private TLS Port	0
Public IP Address	0 . 0 . 0 . 0
Public TCP Port	0
Public UDP Port	0
Public TLS Port	0
Transport Type	TCP

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

https://10.133.134.16:7070/WebManagement/WebManagement.html Google

AVAYA Solution Call Management System Settings Security Manager Applications

WebRTC Gateway

System Settings
SIP Server Settings
Media Gateway Settings

SIP SERVER SETTINGS

Configuration Mode	Domain Name	Private IP Address
Manual	avaya.com	10 . 133 . 134 . 16
Private TCP Port	Private UDP Port	Private TLS Port
5060	5060	0
Public IP Address	Public TCP Port	Public UDP Port
0 . 0 . 0 . 0	0	0
Public TLS Port	Transport Type	
0	TCP	

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)

The screenshot displays the Avaya WebRTC Gateway configuration interface. The top navigation bar includes the Avaya logo and menu items: Solution, Call Management, System Settings, Security Manager, and Applications. The main header is 'WebRTC Gateway'. On the left, a sidebar lists 'System Settings', 'SIP Server Settings', and 'Media Gateway Settings' (which is selected). The main content area is titled 'MEDIA GATEWAY SETTINGS' and contains the following configuration fields:

RTP Port Range (Private)	
Minimum	Maximum
<input type="text" value="58002"/>	<input type="text" value="60002"/>

RTP Port Range (Public)	
Minimum	Maximum
<input type="text" value="56000"/>	<input type="text" value="58000"/>

Codecs - Audio

1. PCMU	↑ ↓
2. PCMA	↑ ↓
3. telephone-event	↑ ↓

Codecs - Video

1. VP8	↑ ↓
--------	-----

DTMF Payload Type	STUN Server Address	STUN Server Port
<input type="text" value="101"/>	<input type="text" value="0 . 0 . 0 . 0"/>	<input type="text" value="0"/>
TURN Server Address	TURN Server Port	TURN User Name
<input type="text" value="0 . 0 . 0 . 0"/>	<input type="text" value="0"/>	<input type="text"/>
TURN Password	Enforce TURN	
<input type="text"/>	<input type="button" value="NO"/>	

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

WebRTC Gateway

System Settings

SIP Server Settings

Media Gateway Settings

SIP SERVER SETTINGS

Configuration Mode	Domain Name	Private IP Address
Auto	ipoibc.apac.avaya.com	10 . 133 . 229 . 85
Private TCP Port	Private UDP Port	Private TLS Port
5060	5060	5061
Public IP Address	Public TCP Port	Public UDP Port
10 . 133 . 134 . 199	5060	5060
Public TLS Port	Transport Type	
5061	TCP	

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

RTP Port Range (Public)

Minimum

Maximum

Codecs - Audio

1. PCMU

↑ ↓

2. PCMA

↑ ↓

3. telephone-event

↑ ↓

Codecs - Video

1. VP8

↑ ↓

DTMF Payload Type

STUN Server Address

STUN Server Port

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	
●●●●●●	<input type="checkbox"/> 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

The screenshot displays the IP Office Security Settings interface. On the left, a tree view shows the navigation path: Security > Rights Groups (12) > Administrator Group. The main area is divided into three panes. The 'Rights Groups (12)' pane lists various groups, with 'Administrator Group' selected. The 'Rights Group: Administrator Group' pane shows the 'IP Office Service Rights' section, where the 'WebRTC Gateway Administrator' checkbox is checked and highlighted with a red box. Other checkboxes include Voicemail Pro Basic, Voicemail Pro Standard, Voicemail Pro Administrator, one-X Portal Administrator, one-X Portal Super User, Web Control Administrator, and Web Control Security.

- ▶ 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

The screenshot shows the 'Application Log' section of the WebRTC Gateway interface. The 'Application' dropdown is set to 'WebRTC Gateway'. The log entries are as follows:

Application	Message
WebRTC Gateway	name: "PCMA"
WebRTC Gateway	bitrate: 8000
WebRTC Gateway	ptime: 0
WebRTC Gateway	rtcpfbFir: false
WebRTC Gateway	rtcpfbNackPli: false
WebRTC Gateway	rtcpfbNack: false
WebRTC Gateway	rtcpfbRemb: false
WebRTC Gateway	}
WebRTC Gateway	codec: list f

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

The screenshot shows the 'Syslog Event Viewer' section of the WebRTC Gateway interface. The 'Tag' dropdown is set to 'WebRTC Gateway'. The filtered events are as follows:

Date	Host	Type	Tag	Message
2014-01-03 05:24:26	000c29ddf200	OP	ipowebrtcgw	Connected to media server: 127.0.0.1 at Port: 4444
2014-01-03 05:24:15	000c29ddf200	OP	ipowebrtcgw	Connected to media server: 127.0.0.1 at Port: 4444
2014-01-03 05:24:15	000c29ddf200	OP	ipowebrtcgw	Connected to media server: 127.0.0.1 at Port: 4444
2014-01-03 05:24:15	000c29ddf200	OP	ipowebrtcgw	Connected to media server: 127.0.0.1 at Port: 4444

WebRTC Gateway Logs (Cont'd)

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

The screenshot shows a web interface with a top navigation bar containing tabs for System, Logs, Updates, Settings, AppCenter, and VNC. Below the navigation bar are buttons for Debug Logs, Syslog Event Viewer, and Download. The main content area is divided into two sections: 'Debug Files' and 'Logs'. The 'Debug Files' section is currently empty, while the 'Logs' section displays a table of log files. A dialog box is overlaid on the interface, titled 'Opening WebRTCGateway_logs_2014-01-01-07-37.tar.gz'. The dialog box contains the following text: 'You have chosen to open: WebRTCGateway_logs_2014-01-01-07-37.tar.gz which is: WinZip File (7.8 MB) from: https://10.133.134.65:7071'. Below this text is a section titled 'What should Firefox do with this file?' with three radio button options: 'Open with WinZip (default)', 'Save File' (which is selected), and 'Do this automatically for files like this from now on.' There are 'OK' and 'Cancel' buttons at the bottom of the dialog box. The 'Logs' table below the dialog box has columns for Name, Size, and Delete. The table contains the following data:

Name	Size	Delete
webcontrol_logs_2014-01-01-07-37.tar.gz	335.8K	<input type="checkbox"/>
ipoffice_logs_2014-01-01-07-37.tar.gz	1M	<input type="checkbox"/>
openfire_logs_2014-01-01-07-37.tar.gz	3.3M	<input type="checkbox"/>
onex_logs_2014-01-01-07-37.tar.gz	30.2M	<input type="checkbox"/>
contact_recorder_logs_2014-01-01-07-37.tar.gz	509.9K	<input type="checkbox"/>
WebRTCGateway_logs_2014-01-01-07-37.tar.gz	7.7M	<input type="checkbox"/>

AVAYA | LEARNING

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

AVAYA
IP Office Contact Center
1/23/2015
9:20 AM

Test 1 Test 2

Object	Signon ag	RC	Break	ACDAgents
CustomerService	51	49	66	62.0%
Sales	43	61	38	65.3%
Billing	0	37	49	96.4%
AG1	92	2	79	77.4%
TOTAL	-	149	-	75.3%

Drag a column header and drop it here to group by that column

All Agents TSF

3.3%

CustomerService ACW ag.

86

Top 3 Sales totNdoneShift

1 ▲+2 lynch 59

2 ▶ wilson 28

3 ▼-2 sherman 18

CAMP1 Cur. Dialfactor

44.0%

Billing Topic maxTQueued

0:00:52

Billing Topic øTAbanWaitShift

0:00:34

Sales Topic / NQueued

9:13:16 AM 9:14:28 AM 9:15:39 AM 9:16:51 AM 9:18:02 AM 9:19:14 AM 9:20:25 AM

Sample Board
IP Office Contact Center 9.1.2.0 AVAYA

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.

AVAYA

- ▶ Once loaded, you will be prompted to login.



Wallboard Login

AVAYA

IP Office Contact Center

Username:

Password:

Remember me

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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

The screenshot shows a window titled "Select Wallboard - Administrator" with a table of wallboard configurations. The table has three columns: "Name", "Description", and "Type". The "Name" column contains various entries, including "Copy of Template 2", "Pune test", "Stuart test", "Template 1", "New Item Name", "Template 1 2...", "Template 1...", "Template 2", "Template 3", and "Template Header". The "Description" column provides details for several items, such as "League tables, agents table, bar graph and manual messa" and "Empty board with default header". The "Type" column categorizes items as "User" or "Template". The "New Item Name" row is highlighted in yellow and has a text cursor in the "Name" field. Below the table is a toolbar with buttons for "OK", "New", "Copy", "Delete", "Import", "Export", and "Logout".

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
New Item Name		User
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

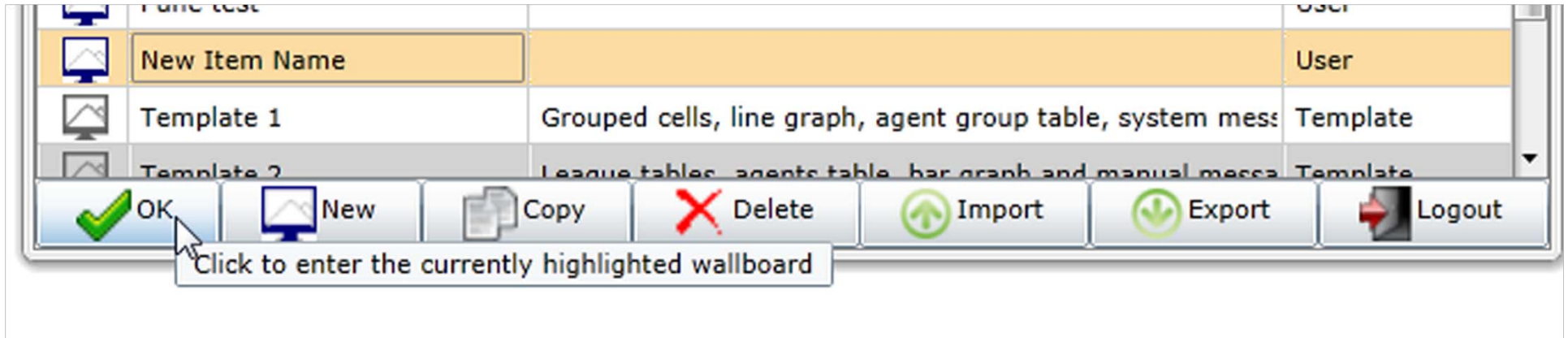
Wallboard Administration -Export

The screenshot shows the 'Select Wallboard - Administrator' application window. It features a table with columns for Name, Description, and Type. A dialog box titled 'File Download - Security Warning' is overlaid on the table, asking 'Do you want to save Pune test.wbd?' with 'OK' and 'Cancel' buttons. The 'Pune test' row in the table is highlighted. The application has a toolbar at the bottom with buttons for OK, New, Copy, Delete, Import, Export, and Logout.

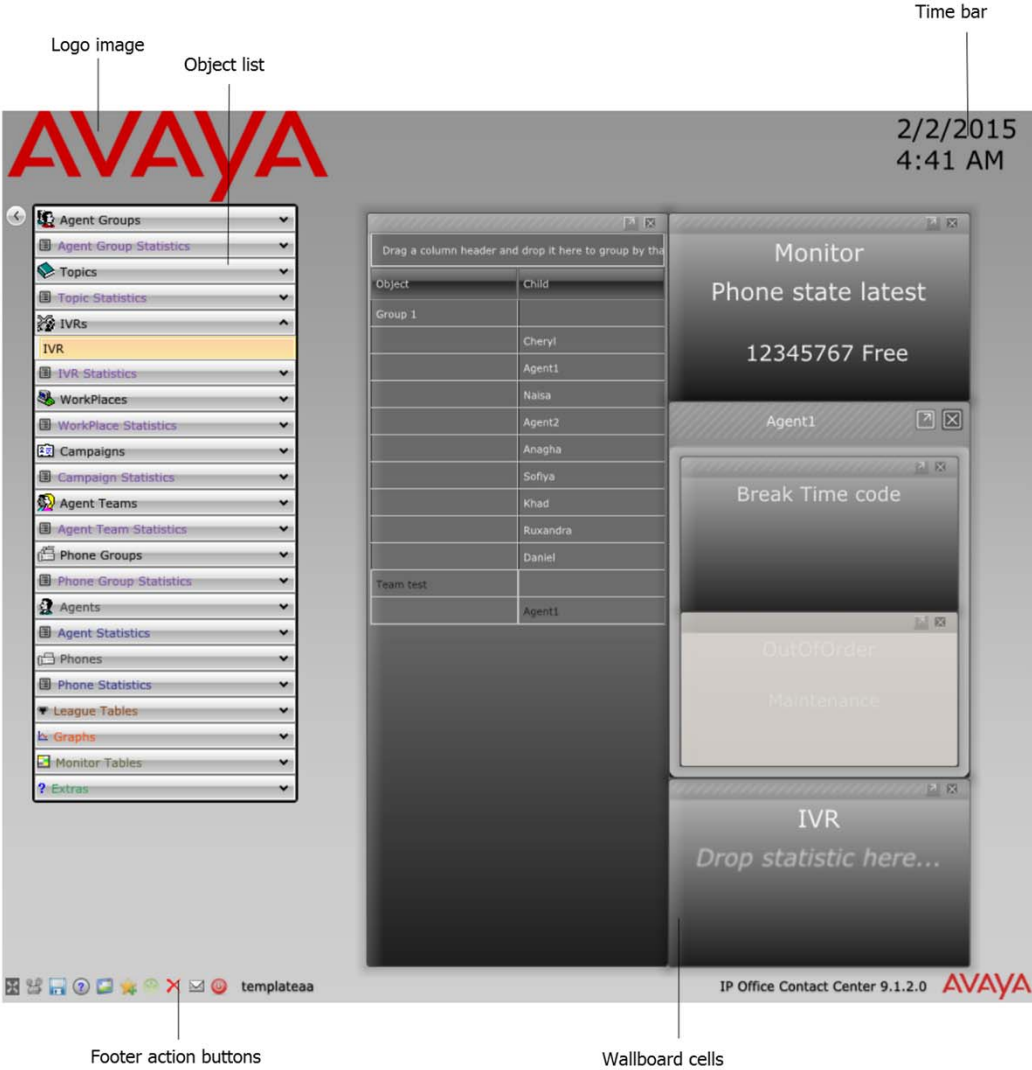
Name	Description	Type
Template 1...		User
Stuart test		User
Stuart test FF		User
Template Header...		User
Copy of Template 2		User
Template 1 2...		User
Copy of Template 2...		User
Copy of Template Heade		User
Copy of Template 2 2		User
templateaa		User
Pune test		User
New Item Name		User
Template 1	Grouped cells, line graph, agent group table, system mess	Template
Template 2	League tables, agents table, bar graph and manual messa	Template

Wallboard Administration - Editing

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



Wallboard editor



Adding Objects Components



Multiple Object Components



Customizing Objects

The screenshot displays the Avaya IP Office Contact Center 9.1.2.0 interface. On the left, a navigation pane shows a tree view under 'Agent Groups' with 'Agent Group Statistics' expanded. The 'NFree' object is selected. A 'Statistic Settings' dialog box is open for 'Group 2 / NFree'. The dialog includes sections for 'Manual Font Size', 'Color Scheme', 'Alarm Thresholds', and 'State Alarm Thresholds'. Under 'Alarm Thresholds', there are two sliders: 'Warning Threshold: <= ' and 'Alarm Threshold: <= ', both currently set to 0. The background shows a dashboard with a large '0' and a 'Drop statistic here...' area. The bottom right corner of the interface displays 'IP Office Contact Center 9.1.2.0 AVAYA'.

League Tables

The screenshot displays the Avaya IP Office Contact Center 9.1.2.0 interface. On the left is a navigation tree with the following items:

- Agent Groups
- Agent Group Statistics
- Topics
- Topic Statistics
- IVRs
- IVR Statistics
- Campaigns
- Campaign Statistics
- Agent Teams
- Agent Team Statistics
- Phone Groups
- Phone Group Statistics
- Agents
- Agent Statistics
- Phones
- Phone Statistics
- League Tables (expanded)
 - Single Level League Table
 - Group Level League Table
- Graphs
- Monitor Tables
- Extras

The main area shows a 2x2 grid of monitoring windows:

- Group 3**: Agent state latest (Sofiya Logged off), NBreak (0)
- Group 1**: NSignOn (0), NWrapUp (0)
- Group 2**: NFree (0)
- Top**: Drop an object here, Drop statistic here

At the bottom left, there is a toolbar with icons for help, search, and other functions, and a text field labeled "New Item Name". At the bottom right, the text "IP Office Contact Center 9.1.2.0" and the "AVAYA" logo are visible.

Graphs

The screenshot displays the Avaya IP Office Contact Center 9.1.2.0 interface. On the left is a navigation pane with a tree view containing the following categories:

- Topics
- Topic Statistics
- IVRs
- IVR Statistics
- Campaigns
- Campaign Statistics
- Agent Teams
- Agent Team Statistics
- Phone Groups
- Phone Group Statistics
- Agents
- Agent Statistics
- Phones
- Phone Statistics
- League Tables
- Graphs (highlighted)
- Area Graph
- Bar Graph
- Line Graph (selected)
- % Gauge
- Monitor Tables
- Extras

The main workspace contains several data visualization widgets:

- Group 3**: A widget showing 'Agent state latest' with 'Sofiya Logged off' and 'NBreak' (value 0).
- Group 1**: A widget showing 'NSignOn' (value 0) and 'NWrapUp' (value 0).
- Group 2**: A widget showing 'NFree' (value 0).
- Top 10 Agent group**: A list widget titled 'Agent state latest' showing a list of agent groups and their states:

Rank	Agent Group	State
1	Group 1	Sofiya Logged off
1	Group 2	Sofiya Logged off
1	Group 3	Sofiya Logged off
4	Group7020	Drasid Logged off
4	Group7030	Drasid Logged off
4	Group7031	Drasid Logged off
4	Group7032	Drasid Logged off
4	Group7033	Drasid Logged off
9	Group7034	Sofiya Logged off
9	Group7035	Sofiya
- Several other widgets are present with the text 'Drop an object here...'.

The bottom status bar includes a 'New Item Name' field and the text 'IP Office Contact Center 9.1.2.0 AVAYA'.

Monitor Tables

The screenshot displays the Avaya IP Office Contact Center 9.1.2.0 Monitor Tables configuration interface. On the left is a navigation tree with the following categories and items:

- Agent Groups
 - Agent Group Statistics
- Topics
 - Topic Statistics
- IVRs
 - IVR Statistics
- Campaigns
 - Campaign Statistics
- Agent Teams
 - Agent Team Statistics
- Phone Groups
 - Phone Group Statistics
- Agents
 - Agent Statistics
- Phones
 - Phone Statistics
- League Tables
- Graphs
- Monitor Tables
 - Single Level Monitor Table
 - Group Level Monitor Table
- Extras

The main workspace contains several monitor table widgets:

- Group 3**: Agent state latest (Sofya Logged off), NBreak.
- Group 1**: NSignIn, NWrapUp.
- Group 2**: NFree, Top Team test (Drag statistic here).
- Top 10 Agent group**: Agent state latest table with columns for Group, Agent, and State.
- Agent task start** and **Agent task** widgets.

At the bottom left, there is a toolbar with icons for various actions and a text field labeled "New Item Name". At the bottom right, the text "IP Office Contact Center 9.1.2.0" and the "AVAYA" logo are visible.

Extras

The screenshot displays the AVAYA IP Office Contact Center interface. At the top left, the AVAYA logo is shown in red. To its right, the text "IP Office Contact Center" is displayed in a large, bold, black font. In the top right corner, the date and time "3/24/2015 10:27 AM" are shown, with a mouse cursor pointing at the time.

On the left side, there is a vertical navigation menu with the following items: Campaigns, Campaign Statistics, Agent Teams, Agent Team Statistics, Phone Groups, Phone Group Statistics, Agents, Agent Statistics, Phones, Phone Statistics, League Tables, Graphs, Monitor Tables, Extras (highlighted in green), Company Logo, Message Bar, Title Bar, and Time Bar (highlighted in yellow).

The main area of the interface shows a dashboard layout with several floating windows. These windows include: a central vertical panel with a "Drag a col" label; a window titled "Group 2" with a "Name" field; a window titled "Top 10 Agent" with a list of agent statistics; and several other smaller windows with "Drag a col" labels. The background is a light gray with a subtle grid pattern.

At the bottom left, there is a taskbar with various icons and the text "New Item Name". At the bottom right, the text "IP Office Contact Center 9.1.2.0 AVAYA" is displayed.

Saving Wallboard

The screenshot displays the AVAYA IP Office Contact Center wallboard interface. At the top left is the AVAYA logo in red. To its right, the text "IP Office Contact Center" is displayed in a large, bold, black font. In the top right corner, the date and time "3/24/2015 10:31 AM" are shown.

On the left side, there is a vertical sidebar menu with a scroll bar. The menu items are: Campaigns, Campaign Statistics, Agent Teams, Agent Team Statistics, Phone Groups, Phone Group Statistics, Agents, Agent Statistics, Phones, Phone Statistics, League Tables, Graphs, Monitor Tables, and Extras. Below these items are sections for "Company Logo", "Message Bar", "Title Bar", and "Time Bar".

The central workspace contains several floating widgets. These include a vertical stack of widgets on the left, a horizontal stack of two widgets in the middle, and a larger widget on the right displaying a list of agent statistics. The widgets have various icons for maximize, close, and drag.

At the bottom left, there is a button with a floppy disk icon and the text "Click to save the state of the wallboard". To its right is a text input field labeled "Name".

At the bottom right, the text "IP Office Contact Center 9.1.2.0" is displayed next to the AVAYA logo.

AVAYA | LEARNING

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.



IP Office Contact Center Administration

Username* Administrator

Password*

Login

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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.

The screenshot shows the Avaya IP Office Configuration Wizard. The interface includes a navigation menu on the left with options: System Configuration, Group And Profile Setup, Users Setup, Time Off, and Preview Configuration. The main area is titled 'IP Office Data' and contains several input fields for configuration. A large red starburst callout points to the top of the form, stating: 'Only the IP Office IP Address, IP Office Passwords (system and service), SIP Password and SIP Domain are required..'. Two other red callout boxes provide specific instructions: one points to the 'Start Topic Code' field with the text 'Initial Topic number 1st two digits prefix.', and another points to the 'Test Connection' button with the text 'Test the connection between IP Office & IPOCC'. The 'Next' button is located at the bottom left of the form.

IP Office Data		
IP Office Contact Center Host Name: WIN-14MJ0975G6C	Topic Code Prefix: 70	Start Topic Code: 01
IP Office IP Address: xxx.xxx.xxx.xxx	IP Office Service Port: 8443	IP Office System Password: System Password
IP Office Service User Name: Administrator	IP Office Service Password: Service Password	Test Connection
IP Office Contact Center SIP Connection Setup (CHAP Configuration):		
Local IP Address: 148.147.182.110	Local Signal Port: 5100	DNS Server IP Address: 148.147.182.110
IP Office Signal Port: 5060	SIP Extension: 8500	SIP Password: SIP Numeric Password
SIP Domain: example.sip.com		

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.

The screenshot displays the Avaya Configuration Wizard interface. The top navigation bar includes the Avaya logo and the path: IP Office > Contact Center > Configuration. The main header reads "Configuration Wizard".

System Configuration

- Group And Profile Setup (highlighted)
- Users Setup
- Time Off
- Preview Configuration

Group Setup

Group Name	Topic Id	Action
<input type="text" value="Group1"/>	7001	

Profile Setup

Profile Name	Privileges	Group	Action
<input type="text" value="Agent Profile"/>	Agent ▼	<input type="text" value="x Group1"/>	
<input type="text" value="Supervisor Profile"/>	Supervisor ▼	<input type="text" value="x Group1"/>	

Navigation:

Annotations: Two red arrows point to the "Agent Profile" and "Supervisor Profile" rows in the Profile Setup table. The arrow for "Agent Profile" is labeled "Agent Profile Privileges". The arrow for "Supervisor Profile" is labeled "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).

Configuration Wizard

System Configuration
Group And Profile Setup
Users Setup
Time Off
Preview Configuration

User Setup

Number of Users: Profile Name: Start Extension Number:

Name	Extension	Profile Name	
<input type="text" value="Agent8010"/>	<input type="text" value="8010"/>	<input type="text" value="Agent Profile"/>	<input type="button" value="🗑️"/>
<input type="text" value="Agent8011"/>	<input type="text" value="8011"/>	<input type="text" value="Agent Profile"/>	<input type="button" value="🗑️"/>
<input type="text" value="Agent8012"/>	<input type="text" value="8012"/>	<input type="text" value="Agent Profile"/>	<input type="button" value="🗑️"/>
<input type="text" value="Agent8013"/>	<input type="text" value="8013"/>	<input type="text" value="Agent Profile"/>	<input type="button" value="🗑️"/>
<input type="text" value="Agent8014"/>	<input type="text" value="8014"/>	<input type="text" value="Agent Profile"/>	<input type="button" value="🗑️"/>
<input type="text" value="Supervisor8015"/>	<input type="text" value="8015"/>	<input type="text" value="Supervisor Profile"/>	<input type="button" value="🗑️"/>

Individual names, extension and profiles can then be updated.

Landing Page – Step 4: Time Off

- ▶ **Time Off – Step 4.** Configure the off times.

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

Configuration Wizard

System Configuration
Group And Profile Setup
Users Setup
Time Off
Preview Configuration

Holiday	Recurrence	Begin Week	Begin Date	Begin Time	End Week	End Date	End Time	
Christmas	None ▼	▼	24/12/2015	00 : 00	▼	25/12/2015	23 : 59	🗑
New Year	None ▼	▼	01/01/2015	00 : 00	▼	01/01/2015	23 : 59	🗑

Add Time Off

Previous Next

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.

Configuration Wizard

System Configuration
Group And Profile Setup
Users Setup
Time Off
Preview Configuration

Preview Configuration
Review the Changes before Saving the Configuration

IP Office Data

IP Office Contact Center Host Name: WIN-3K006CKT2KU
IP Office IP Address: 148.147.206.140
IP Office Service Port: 8443

IP Office Service User Name: Administrator
IP Office Service Password: *****
Topic Code Prefix: 70

Start Topic Code: 1

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

Local IP Address: 148.147.182.175
Local Signal Port: 5100
DNS Server IP Address: 148.147.182.175

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

SIP Domain: sip.com

Group Setup

Group Name: Group1

Profile Setup

Profile Name	Privileges	Group
Agent Profile	Agent	Group1
Supervisor Profile	Supervisor	Group1

User Setup

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

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

Time Off

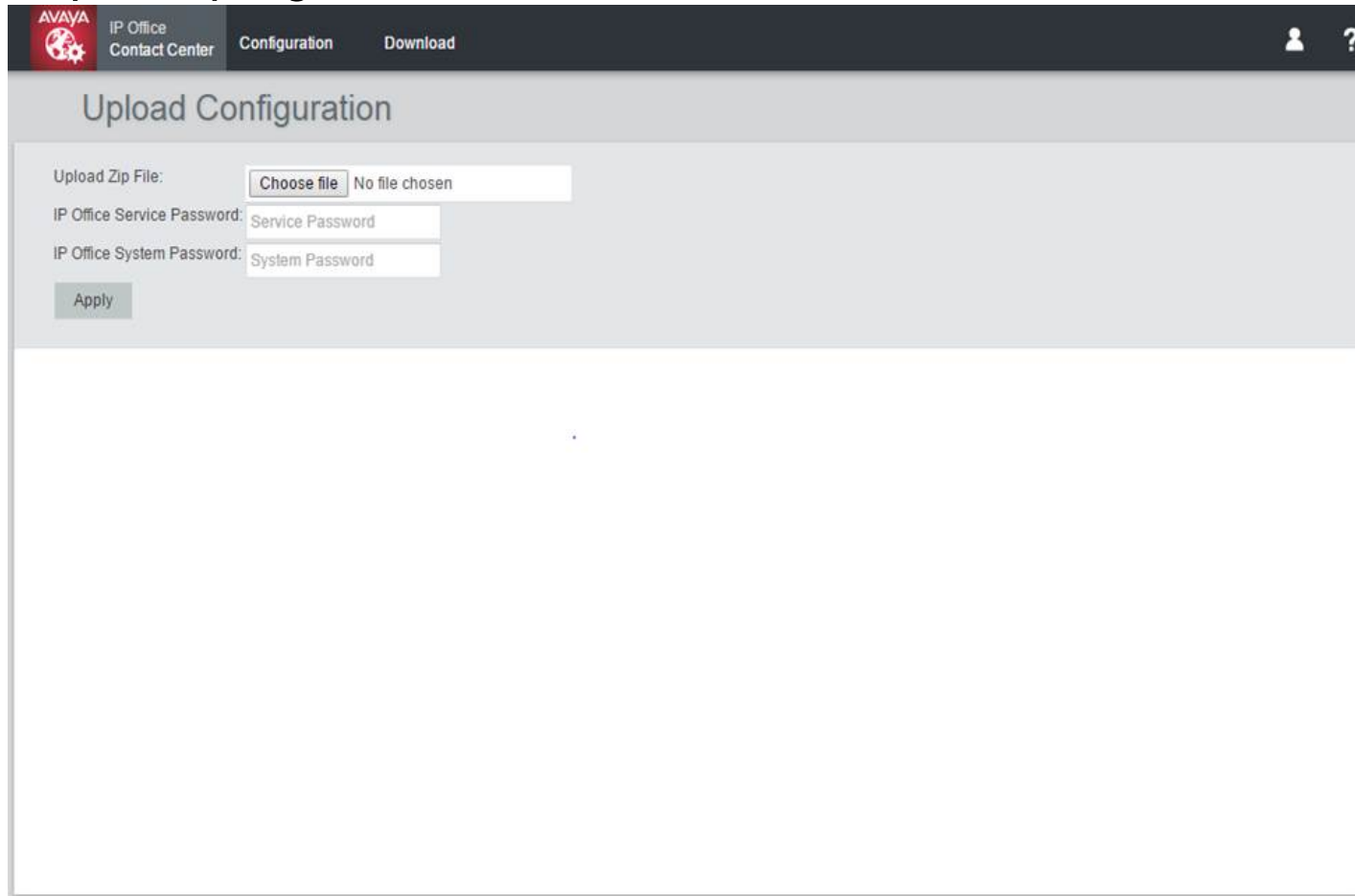
Holiday	Recurrence	Begin Week	Begin Date	Begin Time	End Week	End Date	End Time
Christmas	None	Monday	24/12/2015	00:00	Monday	25/12/2015	23:59
					Monday	01/01/2016	23:59

Previous Finish

After saving the configuration to IPOCC, the user is prompted to restart the IPOCC server.

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.



The screenshot shows the Avaya IP Office Contact Center Configuration Upload page. The page has a dark header with the Avaya logo and navigation links for 'IP Office Contact Center', 'Configuration', and 'Download'. There are also user and help icons in the top right. The main content area is titled 'Upload Configuration' and contains the following form elements:

- Upload Zip File:** A file selection area with a 'Choose file' button and the text 'No file chosen'.
- IP Office Service Password:** A text input field containing 'Service Password'.
- IP Office System Password:** A text input field containing 'System Password'.
- Apply:** A button to submit the configuration.

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.

AVAYA IP Office Contact Center Configuration Download

Upload Configuration

Choose file DataImport.zip Apply

- ✓ Uploading configuration package
- ✓ Extracting configuration files
- ✓ Processing configuration

^ Hide Details

Verifying Contact Center Database is Empty Success
Checking Email Server Database Availability Success
Checking Contact Center Notification Server Availability Success
Checking Email Server Notification Server Availability Success
Checking Contact Center Database Availability Success
Importing Default Wave File Success
Configuring Contact Center Success
Configuring Email Server Success

PBX Configuration Information
Name - PBXServer
Version - R9.1.0
IPOCC Hostname - WIN-14MJ0975G6C
IPO Service Port - 8443

CHAP Adapter Information
Local IP Address - 148.147.182.110
Local Signal Port - 5100
PBX IP Address - 148.147.182.109
PBX Signal port - 5060
SIP Domain - sip.com
DNS server IP - 135.27.168.74
SIP Extension - 699

Agent and Group Information
Number of Agent Group - 3
Number of Agents - 5
Number of Supervisor - 1

Number of Job codes - 3
Number of Topics - 3

Time Off Information - Holidays are configured

Landing Page – Download Functionality

- ▶ Download the log from the selected folders of IP Office Contact Center.
- ▶ Download the IP Office Contact Center Client Software.

The screenshot shows the Avaya IP Office Contact Center interface. The top navigation bar includes the Avaya logo, 'IP Office Contact Center', and tabs for 'Configuration', 'Download', and 'Certificate'. A user profile icon and a help icon are on the right. The main content area is titled 'Download Logs' and features a 'SELECT LOGS' section with a grid of checkboxes for various log categories. The 'Download' tab is active, and a dropdown menu is open, showing 'IP Office Contact Center Client' and 'IP Office Contact Center Logs'. A 'Download Selected' button is located at the bottom of the log selection area.

SELECT LOGS			
<input checked="" type="checkbox"/> Address Book	<input type="checkbox"/> UI Logs	<input type="checkbox"/> Chat Logs	<input type="checkbox"/> Core Logs
<input type="checkbox"/> Database Logs	<input type="checkbox"/> EMail Logs	<input type="checkbox"/> IP Office Logs	<input type="checkbox"/> IVR Logs
<input type="checkbox"/> Server Logs	<input type="checkbox"/> Optional Logs	<input type="checkbox"/> System Logs	<input type="checkbox"/> CRM Logs
<input type="checkbox"/> WebServices Logs	<input type="checkbox"/> Landing Page Logs	<input type="checkbox"/> Web UI Logs	<input type="checkbox"/> Wallboard Logs
<input type="checkbox"/> Test Logs			

Landing Page – Supported browsers

- ▶ Internet Explorer 11+
- ▶ Firefox 32+
- ▶ Chrome 39+ browser

AVAYA | LEARNING

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_ManagedBt
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.

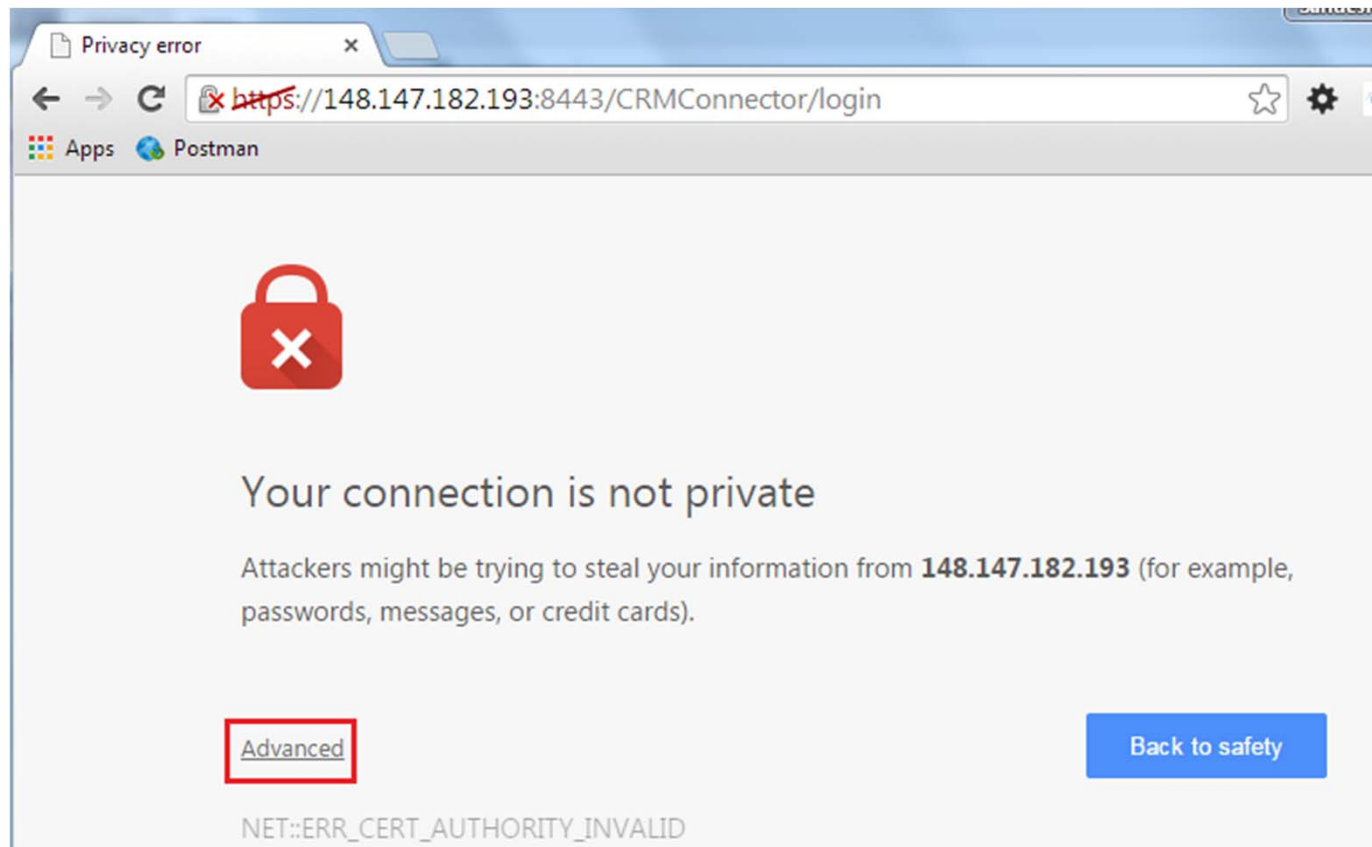
SFDC - Make App available to Agents

- ▶ In the user configuration, edit “Call Center” field, and select the IPOCC Call Center Adapter application

Show View State in Development Mode	<input type="checkbox"/>
Salesforce CRM Content User	<input checked="" type="checkbox"/>
Receive Salesforce CRM Content Email Alerts	<input checked="" type="checkbox"/>
Receive Salesforce CRM Content Alerts as Daily Digest	<input checked="" type="checkbox"/>
Allow Forecasting	<input checked="" type="checkbox"/>
Call Center	<input type="text" value="IPOCC Call Center Adapter"/> 

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

The screenshot shows the Salesforce console interface. The browser address bar displays `https://ap.salesforce.com/console`. The Salesforce header includes the logo, a search bar, and navigation links for "Sandesh BetaPkg", "Setup", "Help & Training", and "SanForce". A notification in the top right corner states "Developing ISA Pkg, version 1.0".

The main content area displays the "Accounts" list. The view is set to "All Accounts". A table lists various accounts with columns for Action, Account Name, Account Site, and Billing State/Province. The table is sorted by Account Name in ascending order.

Action	Account Name ↑	Account Site	Billing State/Province
Edit Del +	Burlington Textiles Corp of America		NC
Edit Del +	Dickenson plc		KS
Edit Del +	Edge Communications		TX
Edit Del +	Express Logistics and Transport		OR
Edit Del +	GenePoint		CA
Edit Del +	Grand Hotels & Resorts Ltd		IL
Edit Del +	Pyramid Construction Inc.		
Edit Del +	sForce		CA
Edit Del +	United Oil & Gas Corp.		NY
Edit Del +	United Oil & Gas, Singapore		Singapore
Edit Del +	United Oil & Gas, UK		UK
Edit Del +	University of Arizona		AZ

An overlay window for the Avaya IP Office Contact Center is positioned on the right side of the screen. It features the Avaya logo and the text "IP Office Contact Center". Below this, there are input fields for "Username", "Password", and "Extension", followed by a "Login" button.

At the bottom of the console, there is a pagination bar showing "1-12 of 12" items, "0 Selected", and navigation buttons for "Previous" and "Next". A "Phone" icon is visible in the bottom right corner of the console interface.

SFDC - ISA Login Screen

The image shows a login screen for the Avaya IP Office Contact Center. The screen has a blue background. At the top center, the Avaya logo is displayed in red. Below the logo, the text "IP Office Contact Center" is written in black. Underneath, there are three input fields: "Username", "Password", and "Extension". Below these fields is a "Login" button. Three arrows point from external labels to these fields: "IPOCC Username" points to the Username field, "IPOCC User password" points to the Password field, and "IPO Extension" points to the Extension field.

IPOCC Username

IPOCC User password

IPO Extension

AVAYA
IP Office Contact Center

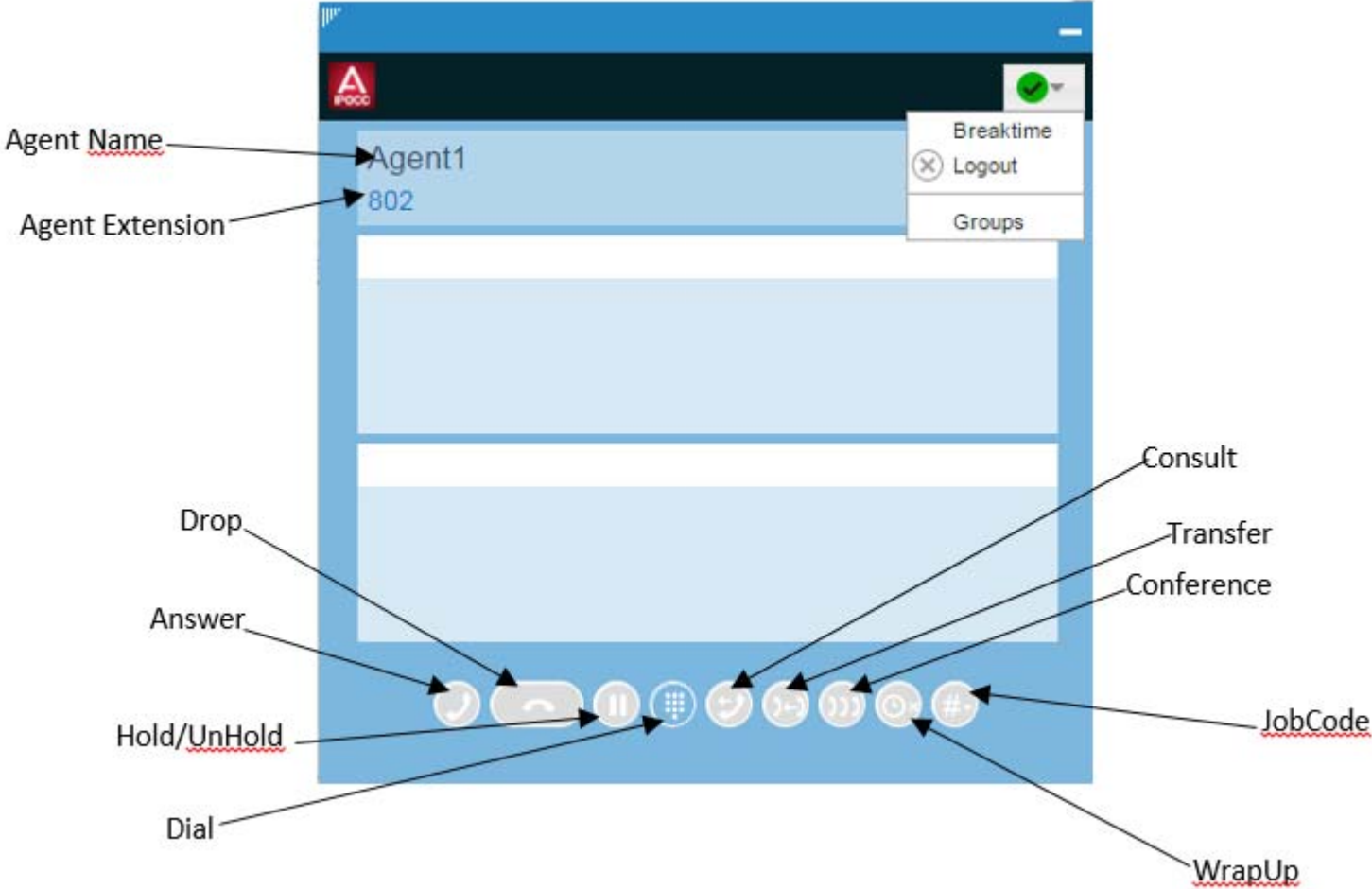
Username

Password

Extension

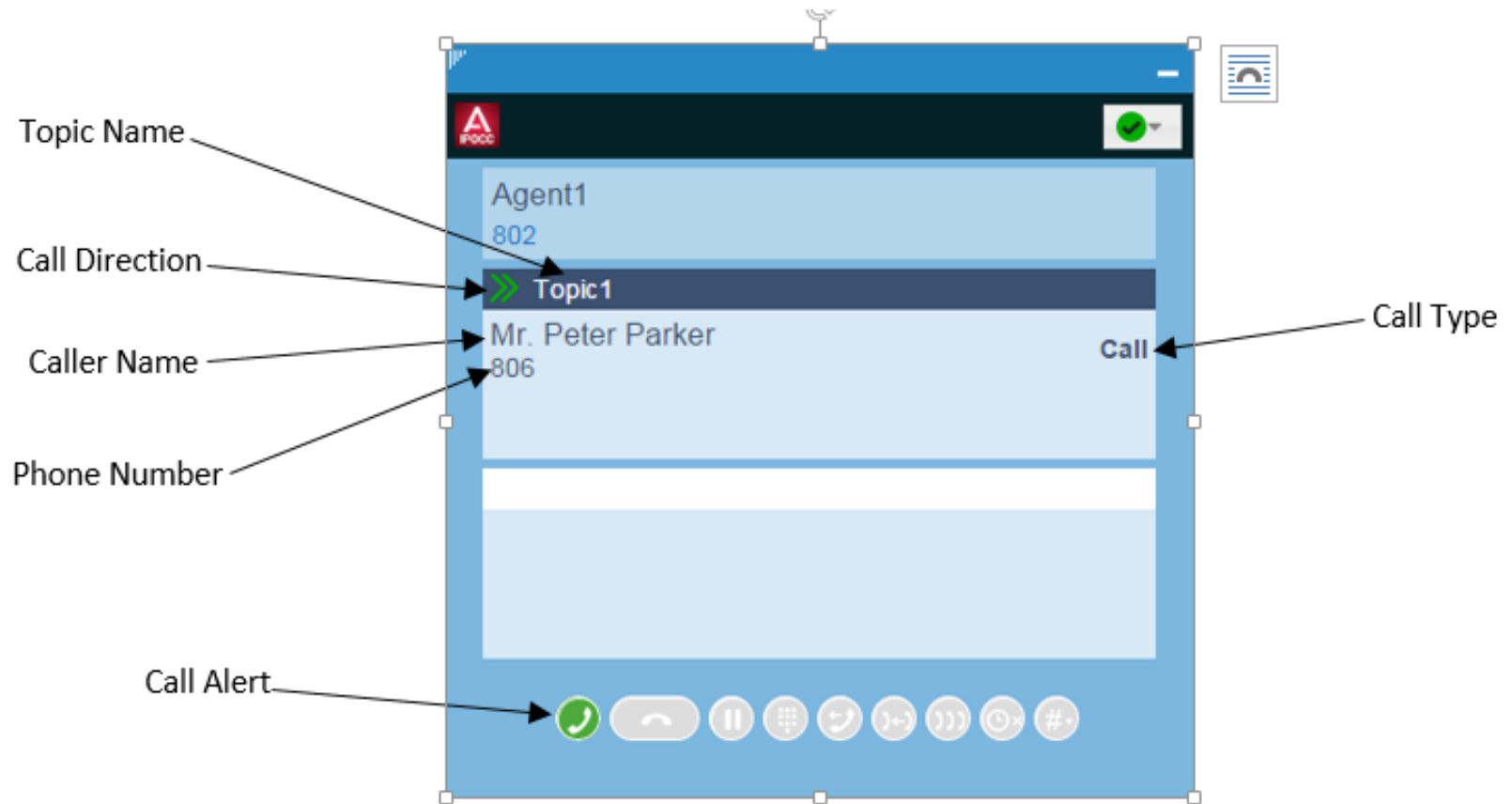
Login

SFCD - Agent Home Screen



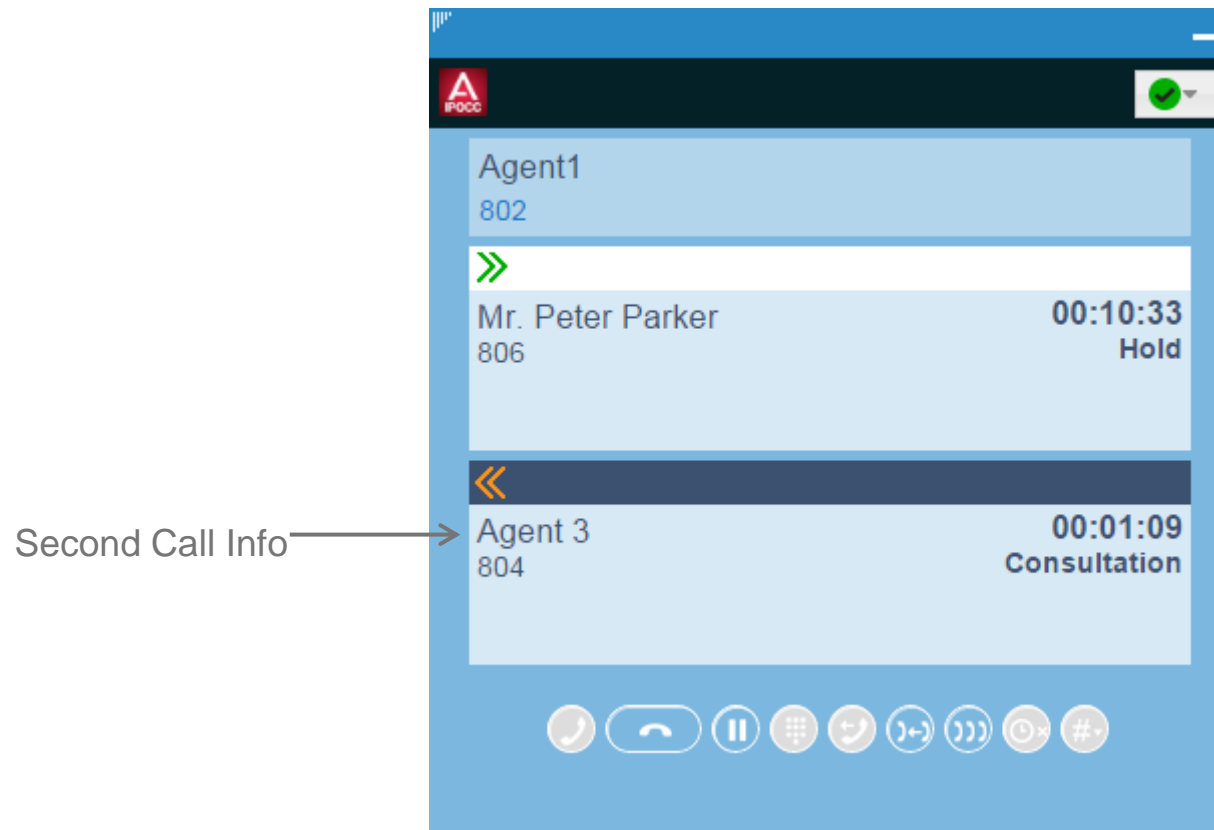
SFDC - Answer Incoming Call

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



SFDC - Multiple-party Call

- ▶ Example Consult Call.



SFDC - Screen Pop

The screenshot displays a Salesforce interface with a screen pop overlay. The background page shows the account details for 'United Oil & Gas Corp.', including the account owner 'Sandesh BetaPkg' and account number 'CD355118'. The foreground screen pop is a communication window for 'Agent1 802' with a duration of '00:00:13'.

Account Detail

Account Owner	Sandesh BetaPkg [Change]
Account Name	United Oil & Gas Corp. View Hierarchy
Parent Account	
Account Number	CD355118
Account Site	
Type	Customer - Direct
Industry	Energy

Communication Window

Agent1
802

United Oil & Gas Corp. 804 00:00:13
Conversation

SFDC Call Log

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

Details | **Call** +

Task Call

Click to add topics ?

1 7 31

Attachments [0]

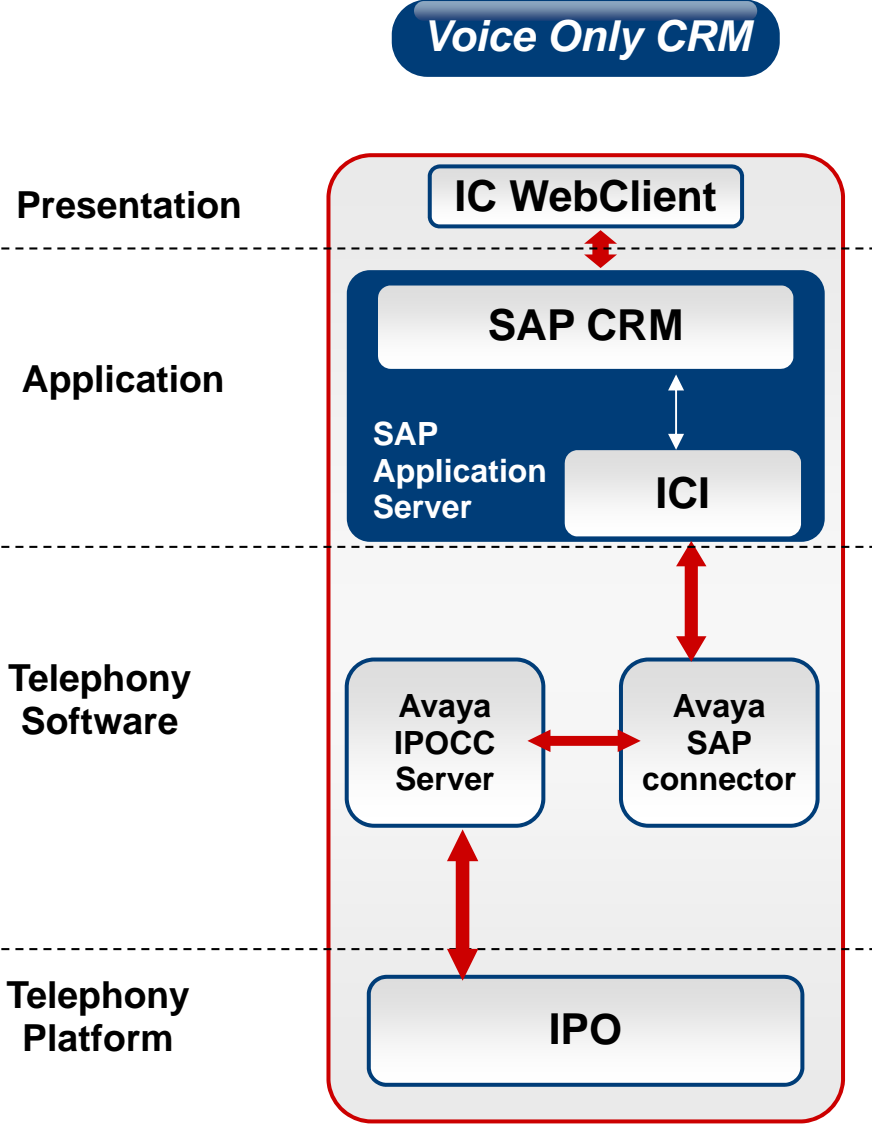
Task Detail Edit Delete Create Follow-Up Task Create Follow-Up Event

Assigned To	Sandesh BetaPkg	Status	Completed
Subject	Call	Name	Rose Gonzalez
Due Date		Related To	
Phone	803	Call Result	
Call Type	Inbound	Email	rose@edge.com
Priority	Normal	Call Duration	582
Created By	Sandesh BetaPkg, 1/29/2015 4:26 PM	Last Modified By	Sandesh BetaPkg, 1/29/2015 4:26 PM
Comments			

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 © 2011 SAP 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.

SAP Connector



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

The screenshot displays the SAP Interaction Center WebClient interface. At the top, the header includes the SAP logo, 'Interaction Center', and user options like 'Personalize', 'System News', and 'Log Off'. Below the header, a navigation bar contains various call control buttons such as 'Accept', 'Reject', 'Hold', 'Retrieve', 'Hang Up', 'Transfer', 'Warm Transfer', 'Consult', 'Conference', 'Toggle', 'End', 'Dial Pad', 'Reset CTI', 'Clear Interaction', and 'Dial'. A status bar shows 'Ready' and 'Paused' options.

The main content area is titled 'Identify Account (ID: 425842)'. It features a left-hand navigation menu with options like 'Account Identification', 'Account Overview', 'Interaction Record', 'Interaction History', 'Fax', 'Letter', 'Knowledge Search', 'Knowledge Article Search', 'E-Mail', 'Script', 'Inbox', and 'Index'. The central pane shows account details for 'Mr. J-H G KOHNKE'. The 'Account' section includes fields for 'Version' (Standard), 'First Name/Last Name' (BuiHeader not bound), 'Function' (BuiContactPerson not), 'Department' (BuiContactPerson not), 'Account' (J- H G KOHNKE), 'Street/House Number' (Sachsenstr.6), 'City' (Hamburg), 'Postal Code/Region' (20097), 'Country' (DE Germany), 'Contact Info For' (Account), 'Telephone' (+49 (402392) 3140), 'Fax', and 'E-Mail Address'. To the right, there are search fields for 'Component ID', 'Product ID', and 'Identification', along with 'Search' and 'Clear' buttons. At the bottom, there are 'Confirm', 'Related', and 'Reset' buttons, and a 'Result List' section.

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	<p>Additional service effort :</p> <p>Select data from a Contact Center Calltag and attach it to a call</p> <p>User-User-Info (UUI)</p> <p>User-Entered-Code (UEC)</p> <p>Universal Call Id (UCID)</p>

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 telephony-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}>

SAP Connector - **Configuration**

▶ **IP Office Contact Center Settings**

- Compare SAP Connector documentation
- AgentLoginName and AgentTelephonyName 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)

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#0
009#

TelInternationalCallMinLength 10

TelInternalDeviceLength 5

TelCountryCode 49

TelAreaCode 40

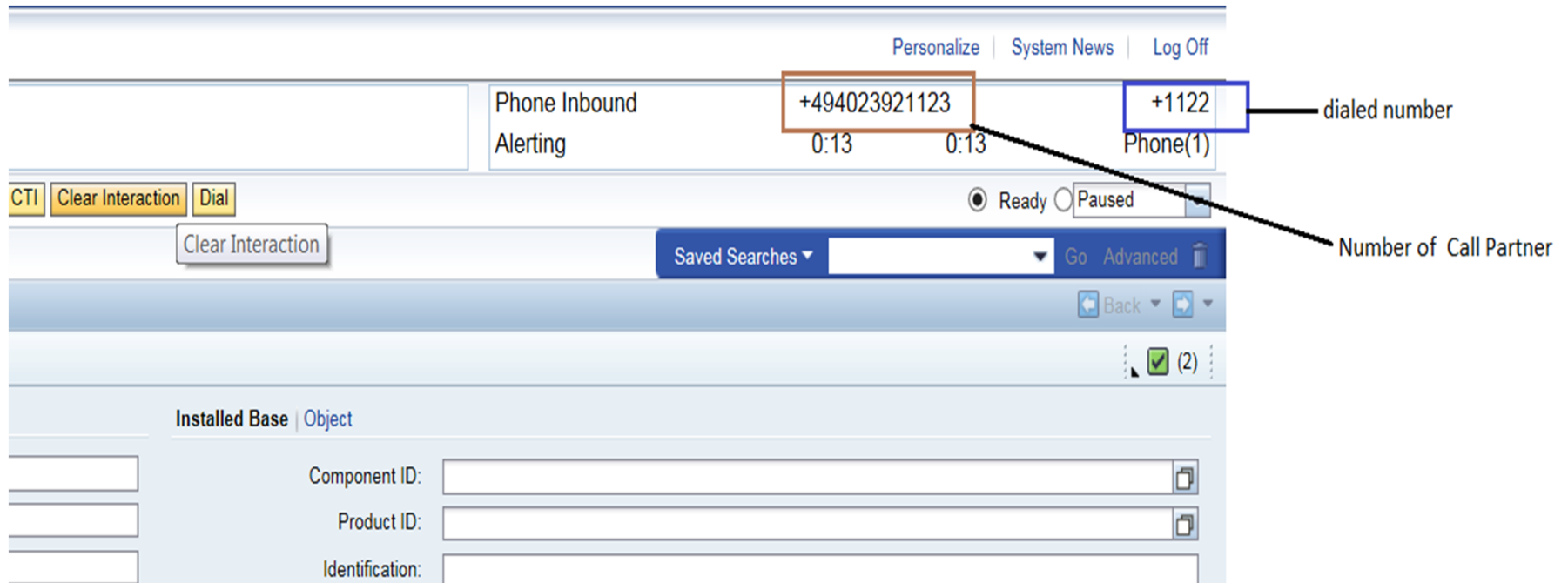
TelNumberHead 2392

TelCountryPrefix 00

TelAreaPrefix 0

SAP Connector - Configuration

- ▶ There are 2 fields for call numbers in SAP GUI

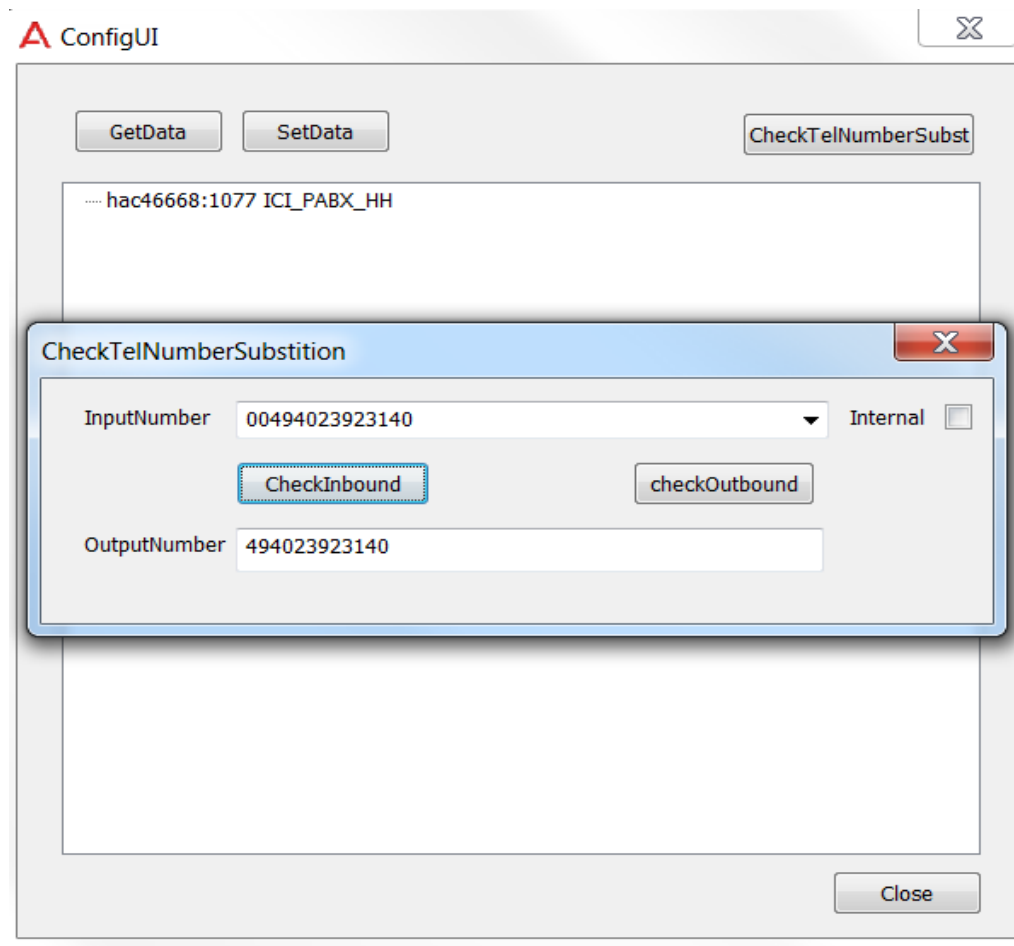


- ▶ In this example, dialed call number and connected number are the same (the number assigned to this this SAP GUI) (direct call).
- ▶ At a topic call, dialed number is the topic number and connected number is the number assigned to this this SAP GUI

SAP Connector- **Configuration**

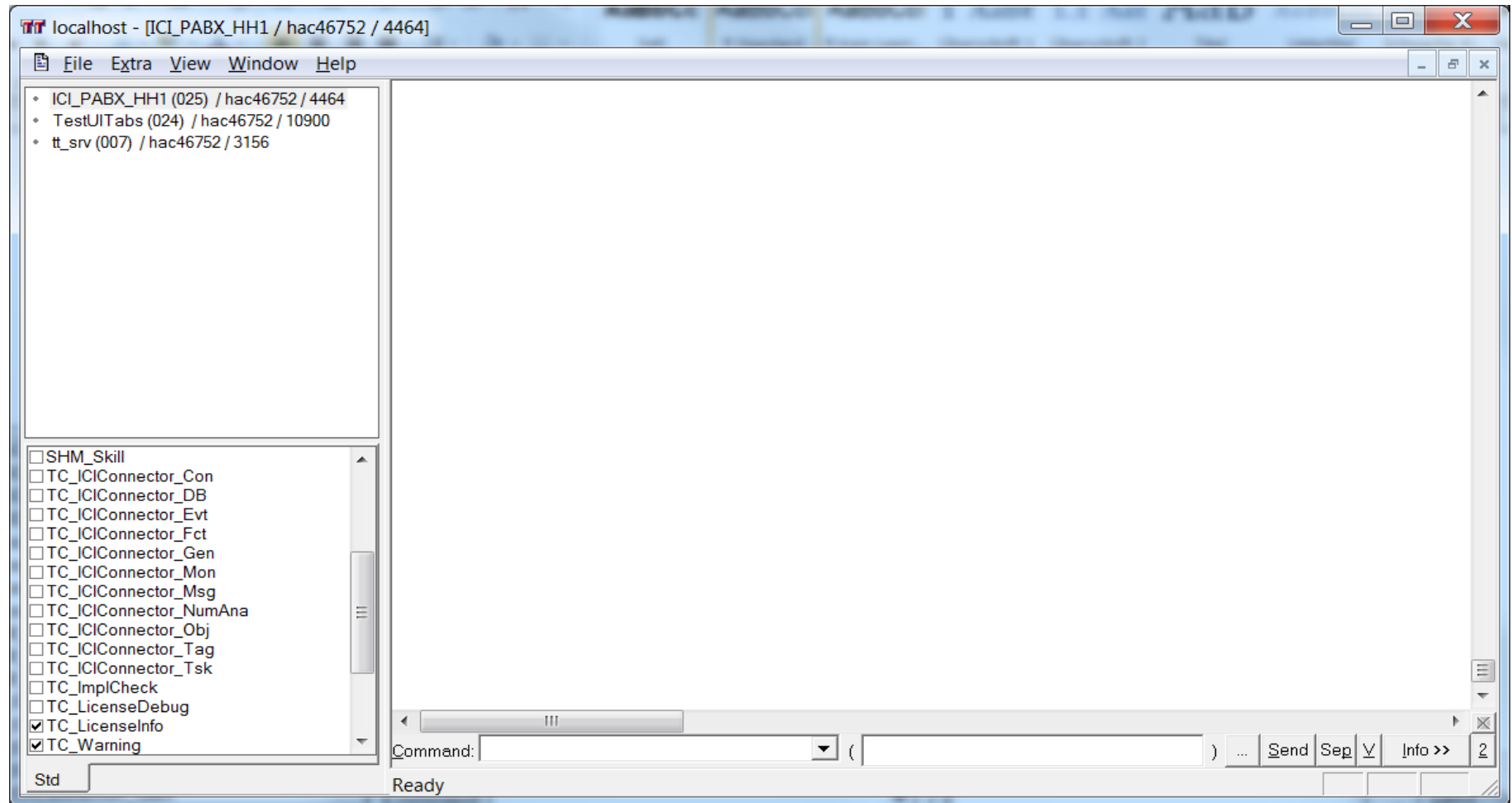
▶ **Test of Call Number Normalization**

- Compare SAP Connector documentation
- By use of the configuration tool **ConfigUI.exe**, it is possible to test the substitution rules.



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)



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.

The screenshot shows the 'ICI Connector TestUI' application window. The window title is 'ICI Connector TestUI'. The main content area is divided into two sections: 'CIE Agent Settings' and 'HTTP/SOAP Connection Settings'. The 'CIE Agent Settings' section contains three input fields: 'User' with the value 'KOHNKE1', 'Phone' with the value '+1122', and 'Language' with the value 'EN'. The 'HTTP/SOAP Connection Settings' section contains two input fields: 'Server where ICIConnector runs' with the value 'http://135.124.19.50' and 'Port' with the value '1077', and 'LocalSOAPListenPort' with the value '1091'. Below these settings is a 'StartLocalSOAPServer' button. At the bottom right of the main content area is a 'Clear' button. At the bottom center of the window is a 'Close' button.

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Server Enhancements

Secure E-mail - POP3

▶ Encryption

- None
- Automatic
- SSL/TLS
- StartTLS

▶ Validate Server certificate

▶ Port (default 995)

The screenshot shows a 'Mailbox details' dialog box with the following fields and values:

- E-mail: pop3@qastuttgart.com
- Reply to: (empty)
- From: (empty)
- Mailbox active
- Protocol: POP3
- Encryption: SSL/TLS
- Validate Server certificate
- Mail server: pop.googlemail.com
- Port: 995
- User: qatest.stuttgart@gmail.com
- Polling interval: 0:01 (hh:mm) (from 1 min. to 168 hours)
- Password: (masked with dots)
- Confirm password: (masked with dots)
- Action: Mark as read
- Folder: (empty)

Red arrows point to the 'Encryption' dropdown menu and the 'Port' text box.

Secure E-mail – IMAP4

▶ Encryption

- None
- Automatic
- SSL/TLS
- StartTLS

▶ Validate Server certificate

▶ Port (default 993)

The screenshot shows the 'Mailbox details' dialog box with the following configuration:

- E-mail:
- Reply to:
- From:
- Mailbox active
- Protocol:
- Encryption:
- Validate Server certificate
- Mail server:
- Port: (Default button next to it)
- User:
- Polling interval: (hh:mm) (from 1 min. to 168 hours)
- Password:
- Confirm password:
- Action:
- Folder:

Red arrows in the image point to the 'Validate Server certificate' checkbox and the 'Port' field.

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`

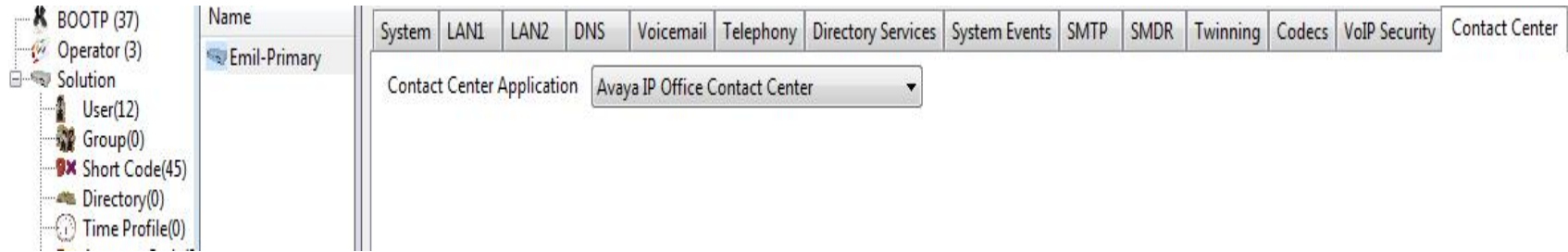
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Synchronization

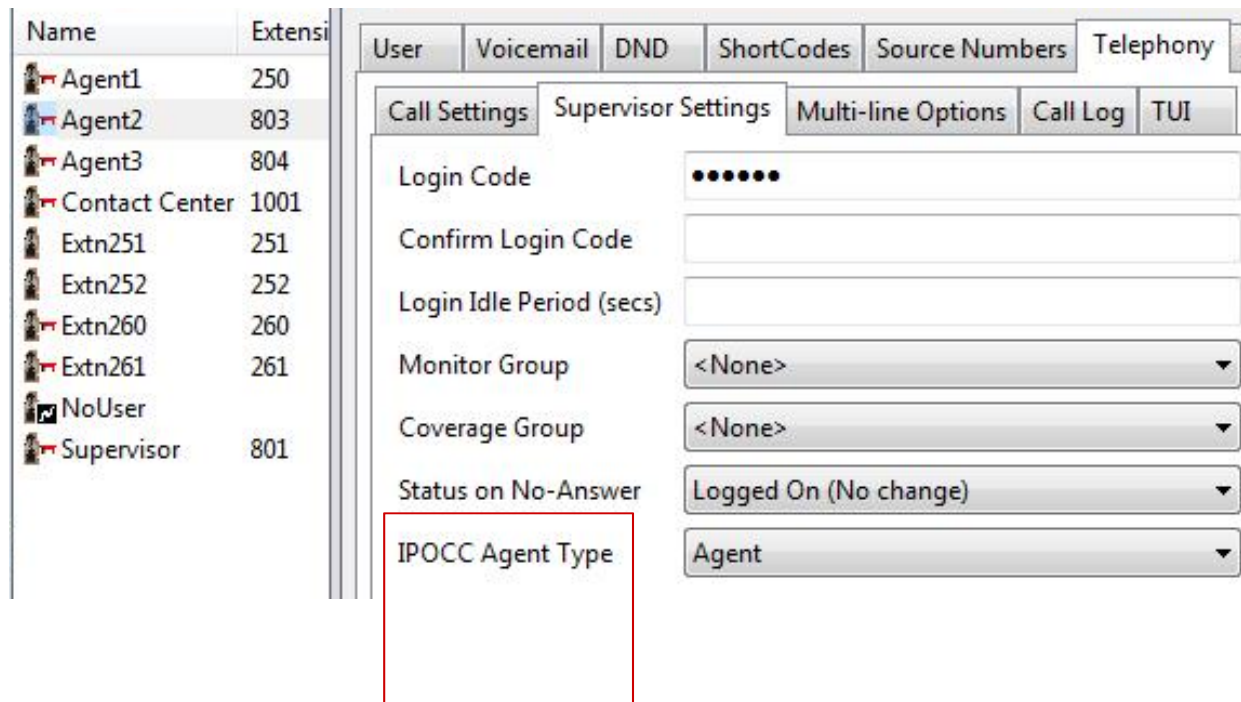
Synchronization

- ▶ 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.



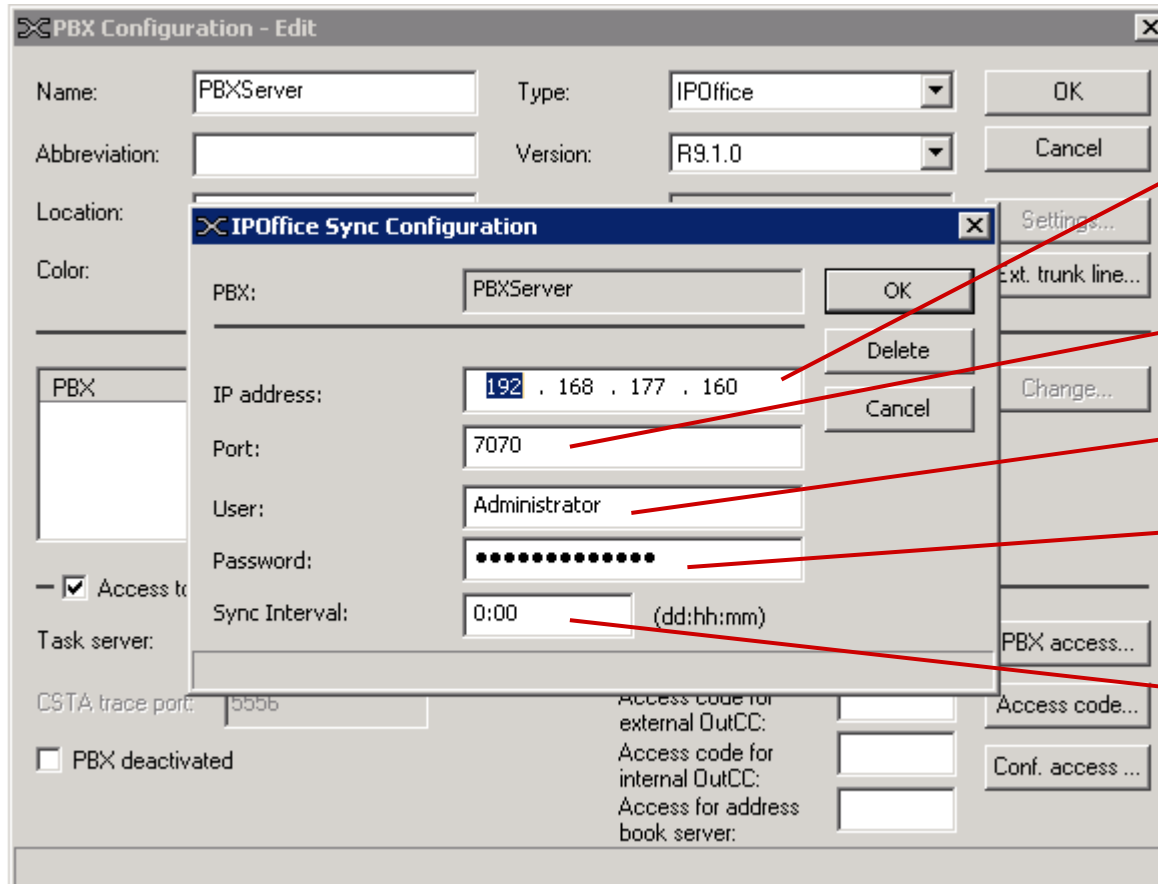
Even without this option all users created through Sync will be type IPOCC agent inside IPO core.

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

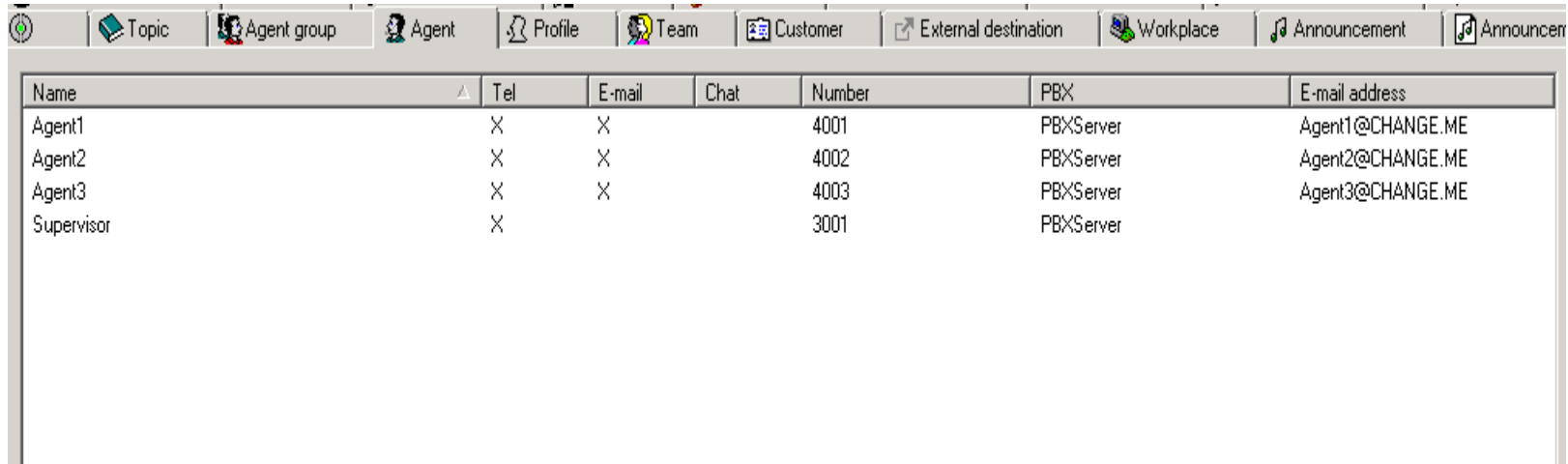
Port:- 8443 for IPO V2
7070 for IPO-L

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



The screenshot shows a software interface with a menu bar at the top containing icons for Topic, Agent group, Agent, Profile, Team, Customer, External destination, Workplace, Announcement, and Announcer. Below the menu bar is a table with the following columns: Name, Tel, E-mail, Chat, Number, PBX, and E-mail address. The table contains four rows of agent data.

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

IP Office Contact Center

[Agent] Agent1 - Edit

General | Telephony | E-mail

Telephony name: Agent1

Number: 4002

No of connections: 1 | Wrap Up: 100 %

Call divert/logout:

Group assignment

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

Buttons: Add.., Delete, Up, Down, Settings..

IPO

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

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

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

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

Mapped fields synced for Short codes

IPO

IP Office	Code
<Shared>	810XXXX
<Shared>	*99;
<Shared>	*71*N#
<Shared>	*70*N#
<Shared>	*57*N#
<Shared>	*55
<Shared>	*53*N#
<Shared>	*52
<Shared>	*51
<Shared>	*50

Short Code	
Code	810XXXX
* This Short Code is common to all systems.	
Feature	Dial Extn
Telephone Number	3000 >>.
Line Group ID	0
Locale	

IP Office Contact Center

Number	Len.	PBX
810	4	PBXServer

OK
Cancel
Change ...
Add ...
Delete

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

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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

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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.



The image features the Avaya logo in white, centered on a vibrant red background. The background is decorated with faint, glowing white and purple light trails that create a sense of motion and energy. The logo itself is a stylized, bold font where the 'y' is lowercase and has a distinctive shape.

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