AVAYA
communication

Avaya CRM Professional Services
Administrator's Guide

Avaya® CT Integration
for SIEBEL® 7.0

Release 1.0, Version 1.0

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Revision 6

Table of Contents

About This Document

Introduction

This document will detail information necessary to administer the CT for Siebel 7.0 Solution. It is assumed that the full system has been installed (see the Avaya CT for Siebel 7.0 Installation Guide) before any administration commences.
Administering the system can be as limited or comprehensive as desired. The CMS Data Feed and the Agent States must be set up, but all other configuration is optional (such as setting commands and events).

About This Guide

This guide contains information on how to administrate Avaya CT for Siebel 7.0. It is assumed that the procedures detailed in the *Avaya CT Integration for Siebel Installation Guides (Server and Client)* have been completed.

> **NOTE:** Avaya CT Integration for Siebel 7.0 is referred to as Avaya CT For Siebel 7.0 throughout this document.

Document Font Conventions

This document contains different font usage for referencing purposes.

- *Italics* refer to a field.

- **Bold** refers to either a figure or table. Bold may also be used as a subheading for contingencies (i.e: **If you are installing on Siebel 99:**).

- *Underlined italics* refer to a figure location.

- *"Quoted Bold italics"* refer to another section of the manual.

- **Bold underline** refers to a URL

- "Quotes" denote buttons to click, strings to type into fields, default strings, or file paths.

Related Documents

The following is a list of documents related to Avaya Computer-Telephony for Windows® NT, Avaya CT for Siebel 7.0 and Siebel Enterprise Applications.

Avaya Computer Telephony Documents

The following is a list of documents related to Avaya Computer-Telephony for Windows® NT. These documents are stored on the Avaya Computer-Telephony CD-ROM (Not Provided) under the \Docs folder in the root directory. See **Table B**.

> **NOTE:** The documents on the CD-ROM are in the Portable Document Format (PDF) and viewable with Adobe Acrobat Reader. You can install Adobe Acrobat Reader by following the instructions on the packaging that came with the CD-ROM or by referring to "*Installing the Acrobat Reader and Online Product Documentation*" in Chapter 1 of the *Avaya CT Siebel 7.0 Installation Guide*. The Adobe Acrobat Reader can also be downloaded from the web, using the following URL: **http://www.avaya.com/**

Table B - List of Documents on Avaya Computer-Telephony CD-ROM

Avaya Computer-Telephony Documents	File Name (PDF)
Telephony Services Administration and Maintenance	NETMANGD.PDF

Avaya CT for Siebel 7.0 Documents

The following is a list of documents related to Avaya CT for Siebel 7.0. These documents are stored on the Avaya CT for Siebel 7.0 CD-ROM under the \Docs folder in the root directory. See **Table C**.

Table C. List of Documents on CD-ROM

Avaya CT for Siebel 7.0 Documents	File Name (PDF)
Agent User Guide	USER.PDF
Installation Guide	INSTALL.PDF
Administrator's Guide	ADMIN.PDF

Siebel Enterprise Applications Documents

The following is a list of documents related to Siebel Enterprise Application. These documents are stored on the Siebel Bookshelf CD-ROM (Not Provided) under the \Docs folder in the root directory. See **Table D**.

Table D. List of Documents on Siebel Bookshelf CD-ROM

Siebel Bookshelf Documents
CTI Guide
Siebel Tools Guide
Application Administration

Customer Support

For questions about Avaya CT for Siebel 7.0, customers can call the AVAYA Support Center at: **1-800-242-2121** and follow the voice prompts for Call Center Solutions (Avaya CT Products) and then Avaya CT for Siebel 7.0.

How to Comment on this Document

AVAYA welcomes your comments on this document. Please complete the reader comment card at the end of this document and return it.

Your may send additional comments to:

AVAYA, Inc.

Product Development Team, CRM Professional Services

8744 Lucent Boulevard,

2nd Floor

Highlands Ranch, CO 80239

Chapter 1: Administering the CMS Messaging System

Introduction

One of the key features of CentreVu CT for Siebel is the CMS Messaging service. This service will work seamlessly with Siebel to scroll real-time CMS data, based on Distribution Groups, to different skills and agents.

How This Section Is Organized

- How to access the CMS Messaging Service Control Panel.
- An overview of the CMS Messaging application.
- Configuring the CMS Administrator
- How to create and define data for a CMS Distribution Group.
- How to define a skill or reporting group.
- An index of all legal CMS items available to the scrolling marquee.

Applications Required

- CVCT for Siebel Administrative Tool (Server)

Assigning Parent Divisions

Parent divisions are useful for masking what agents and CMS Items will be visible before actually creating the profiles. This is useful for defining divisions for certain agents.

1. Load the CVCT Administration Program.

2. Go to **CMS->Parent Divisions.**

3. The Parent Divisions Menu will appear.

4. Enter the parent division name in the top field. NOTE: The parent division must already exist in Siebel, and must be spelled exactly as it is entered in Siebel.

5. Click on "Add" to add the Parent Division to the list.

6. All divisions in the list will be the only ones available in the CMS Messaging Service Control Panel. If this list is empty, all Siebel Agents and Divisions will be available. To delete a division in the list, highlight the division and click "Delete."
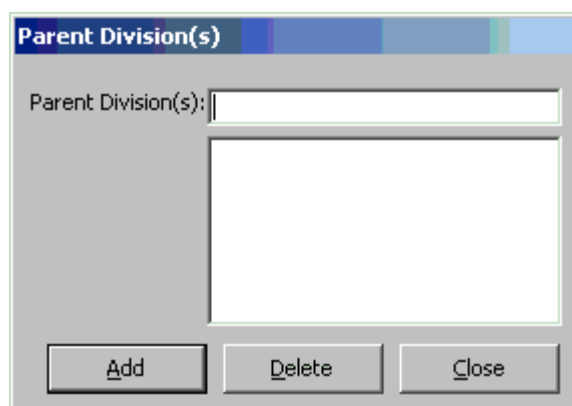
Figure 1: Adding Parent Divisions

Accessing The CMS Messaging Service Control Panel

To access the Messaging Configuration, load the CVCT for Siebel Administrator Tool on the Server where the CMS Data Feed Resides (this will not function on a Client-Installed Administrator Tool).

- Go to **Service -> CMS -> Broadcast Messaging**

Overview: Administering the CMS Messaging

Building and changing Distribution Groups are the key activities to using the CMS Reporter, to keep your Siebel Agents informed. The CMS Administrator is a control panel in which to create, modify or delete a CMS Distribution Group. Refer to **Figure 2** for the interface.
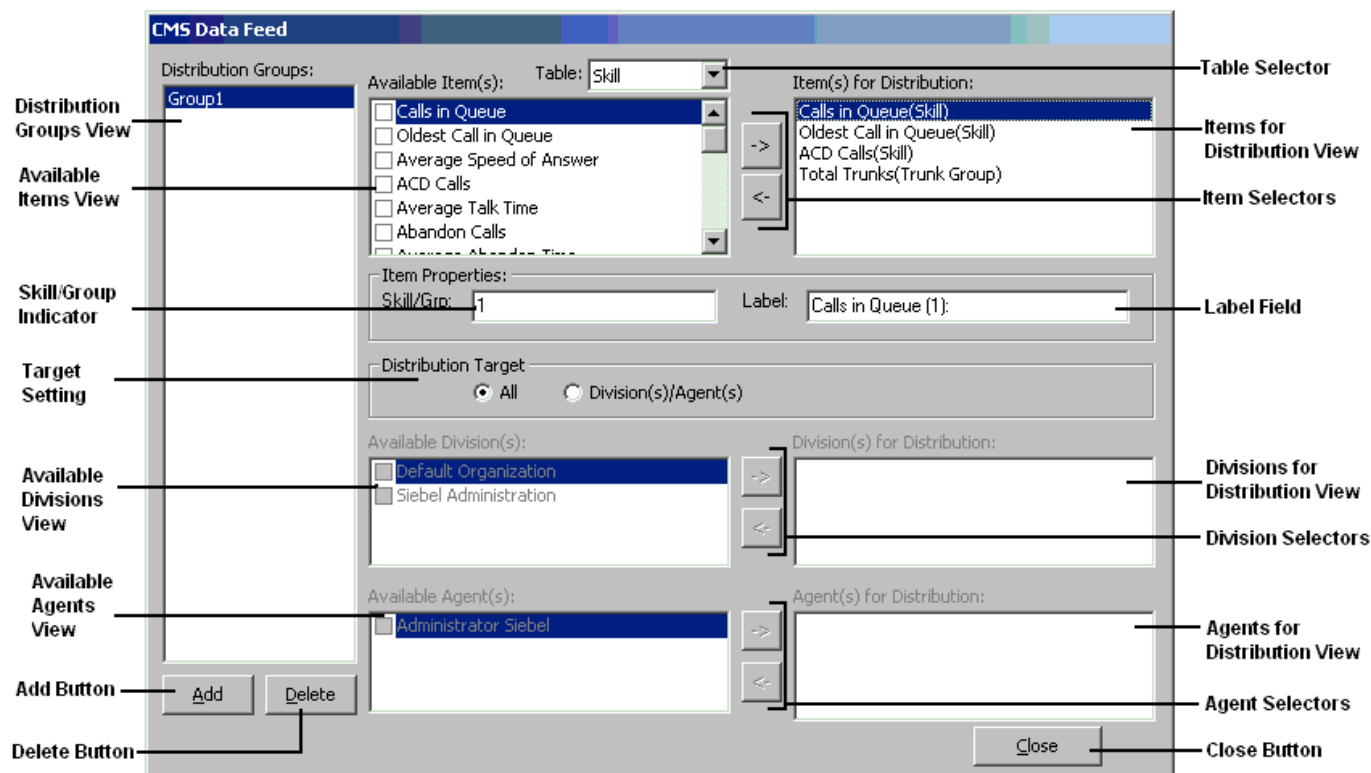
Figure 2 - CMS Administrator Application

This view is accessible through the CMS Service Control Panel: click on the Administer to bring up this application (see "***Accessing the CMS Messaging Control Panel***" earlier in this chapter).

Creating a Distribution Group involves four basic steps:

1. Creating and naming the Distribution Group.
2. Defining the CMS Data Items for the Distribution Group.
3. Define the switch calls for the Distribution Group.
4. Define Siebel Divisions for the Distribution Group.

Each of these steps will be detailed within this chapter.

Creating A New Distribution Group

1. Click on the Add Button in the lower left-hand corner.

2. A text box will appear, prompting for the name of the new Distribution Group (see **Figure 3**).

Figure 3 - Creating a New Distribution Group

NOTE: After "OK" is clicked, providing the Distribution Group is not duplicated, the Distribution Group will appear under the Distribution Groups View.

Defining CMS Data Items For A Distribution Group

1. Select the Distribution Group you wish to define CMS data for in the Distribution Groups View.

2. In the Table Selector, select the table the CMS data resides in.

   Available Tables:

   - Skill, Agent, VDN and Trunk Group

3. Choose any of the available items in the Available Items View by clicking the check box to the left of the desired entry.

4. Add the selected items to the Items for Distribution View by clicking on the right-pointing arrow between the Available Items View and the Items for Distribution View.

NOTE: You may add items more than once with different skills/names.

5. You may remove any items from the distribution view by highlighting the item and clicking on the left-pointing arrow between Available Items View and the Items for Distribution View.

6. You may select another table at any time. The Items for Distribution List Items will not disappear when this is done. In fact, Distribution Groups can contain items from multiple tables, groups, etc.

Defining Item Properties For The Distribution Group

1. Select the Distribution Group you wish to define item properties for in the Distribution Groups View.

2. Select an item in the Items for Distribution View list.

3. In the *Skill/Group Indicator Field*, enter the skill or group number.

4. The label in the *Label Field* will automatically set itself to the name of the CMS Item plus the skill/grp number in parenthesis. To change the label, enter the label name in the *Label* field.

5. Repeat Steps 1-4 for all items in the Items for Distribution List.

Defining Siebel Divisions

Siebel Divisions must be defined within Siebel before they may be used in the Administrative Tool.

1. Select the Distribution Group you wish to define switch skills for in the Distribution Groups View.

2. Choose any of the available items in the Available Divisions View by clicking the check box to the left of the desired entry.

3. Add the selected items to the Divisions for Distribution View by clicking on the right-pointing arrow between the Available Divisions View and the Division for Distribution View.

4. You may remove any items from the distribution view by highlighting the item and clicking on the left-pointing arrow between the Available Divisions View and the Divisions for Distribution view.

Defining Agents

Individual agents within a Distribution Group may also be selected. This is optional -- If no agents are specified, the data will go to the entire group. If one or more agents are selected, it will only go to those agents.

1. Select the Agent in the Available Agents View.

2. Choose the agent by moving the highlighted agent and clicking the right-pointing agent selector.

3. Remove an agent by clicking the left-pointing agent selector.

Editing Existing Distribution Groups

To edit existing Distribution Groups, highlight the Distribution Group in Distribution Groups View, and edit the Distribution Group as desired, then exit. The changes will be instantaneous.

CMS Data Items
The Skill Items give details about an entire skill of agents – they are useful to inspect the overall skill performance.

CMS Table 1 - Skill Items:

Item Name	Definition
Calls in Queue	Number of calls waiting in the split/skill queue.
Oldest Call in Queue	The time the oldest call has been waiting.
Average Speed of Answer	The queue's average response time to incoming calls.
ACD Calls	Number of calls answered by an agent.
Average Talk Time	The average time of call for all calls received.
Abandon Calls	Number of calls abandoned by the caller.
Average Abandon Time	The average time for the abandoned calls.
Service Level	Number of seconds calls must be handled within to be acceptable
Abandon Calls within Service Level	Number of abandoned calls within the service level.
Extension-In Calls	Calls within the skill that were made
Extension-Out Calls	Calls made outside of the call center.
Agents Staffed	The number of Agents currently logged into the skill.
Agents Available	The number of Agents currently in Ready Mode.
Agents on ACD Calls	The number of Agents currently servicing ACD Calls.
Agents in After-Call Work	The number of Agents currently in After Call Work Mode.
Agents in AUX-Work	The number of Agents currently in Auxiliary Work Mode.
Agents in Ring	The number of Agents with telephones alerting.
Agents in Other State	The number of Agents currently in Other Mode.
Estimated Wait-Time at Top Priority	The estimated wait time for a top priority call.
Estimated Wait-Time at High Priority	The estimated wait time for a high priority call.
Estimated Wait-Time at Medium Priority	The estimated wait time for a medium priority call.
Estimated Wait-Time at Low Priority	The estimated wait time for a low priority call.

CMS Table 2- Trunk Group Items:

The Skill Items give details about an entire skill of agents – they are useful to inspect the overall skill performance.

Item Name	Definition
Total Trunks	Number of trunks assigned to the trunk group.
In-Use Trunks	Number of trunks that are currently busy.
Maintenance Busy Trunks	Number of In-Use Trunks that are maintenance-busy
Inbound Trunks	Number of trunks that are busy on inbound calls
Outbound Trunks	Number of trunks that are busy on outbound calls

CMS Table 3 – Agent Items:

The Agent Items give details about a specific agent – these may be used to evaluate an agent's performance.

Item Name	Definition
Average Answer Time	The average time for the agent to answer calls.
Work Skill	Skill of the call being handled.
ACD Calls	Number of calls to split/skill & handled by the agent
Average Talk Time	The average time it takes this particular agent to handle a call, based on the average of calls taken.
Abandon Calls	Number of calls abandoned while ringing.
Average Abandon Time	Average time callers waited before abandoning.
Abandon Calls while on Hold	The total number of calls that hung up when the agent placed the caller on hold.
Extension	Extension number of the agent.
AUX Work Reason Code	The reason provided by the agent to enter Auxiliary Mode.
Extension-In Calls	The number of intra-skill calls made by the agent.
Extension-Out Calls	The number of external calls from the Call Center made by the agent.
Redirect on No-Answer Calls	Calls not answered and redirected back to queue.
Agent State	Current work-mode and direction.
Agent Time in State	Length of time agent has been in work-mode.
Agent Duration in State	The amount of time which has elapsed since the agent has changed states.
Call Direction	Direction of the current call.

CMS Table 4 – VDN Items:

Inspection of VDNs is useful to gauge phone logistics at each extension.

Item Name	Definition
Calls in Queue	Number of In-Vector calls in ACD split/skill queue.
Oldest Call in Queue	The time the oldest call has been waiting.
Average Speed of Answer	Switch Based Rolling Average Speed of Answer.
Lookahead Attempted Calls	Number of look-ahead interflow attempts to this VDN.
Lookahead Completed Calls	Number of look-ahead interflow completions to this VDN.
ACD Calls	Number of incoming calls answered by an agent.
Average Talk Time	The average talk time for this VDN.
Abandon Calls	Number of incoming abandoned by the caller.
Average Abandon Time	Average Time callers waited before abandoning.
Vector	The vector number this VDN is assigned.
Redirect on No-Answer Calls	Number of calls not answered and redirected back to system.
Abandon Calls while in Queue	Number of calls abandoned while in a queue.
Abandon Calls while Ringing	Number of calls abandoned while ringing at agent.
Abandon Calls while on Hold	Number of calls abandoned while on hold.
Incoming Calls	Number of inbound calls directed to this VDN.
Busy Calls	Number of inbound calls given a busy signal by the PBX.
Disconnected Calls	Number of inbound calls disconnected by the PBX.
Flow-In Calls	Number of calls redirected into this VDN
Flow-Out Calls	Number of inbound calls redirected to another destination
Interflow-Out Calls	No. of flow-out redirected to off-premise destination.

Cleaning the Call Database

The Call Database is used to transfer items between agents throughout the workday, so the database is constantly expanding. Of course, the data stored is often a temporary measure, and rarely serves more than to take up space in the database.
As such, it is recommended to clean the database, to delete old data files and keep the database down to a manageable size.

1. Start SQL Enterprise Manager.
2. Expand the SQL Server that the Call Database was created on.
3. Expand the "Management" Folder.
4. Expand the "SQL Server Agent" Folder.
5. Right click on "Jobs" and select "New Job…" (see **Figure 4**).
6. New Job will appear. In the *Name* field, type "Clean CallData Table"
7. In the *Category* field, select "Database Maintenance"
8. In the *Owner* field, select "sa"
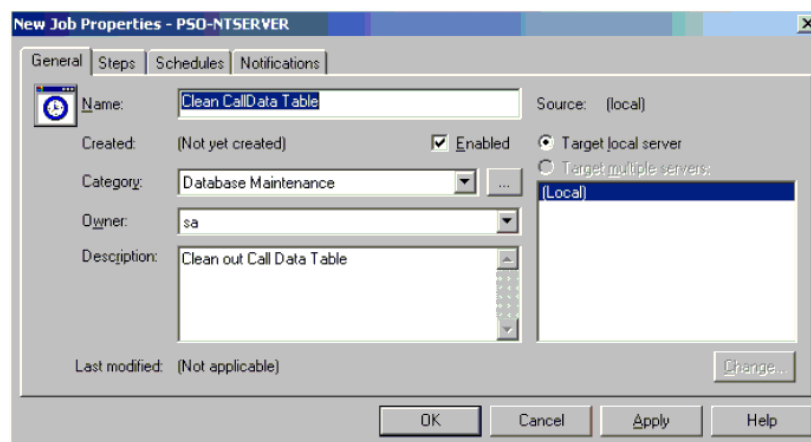
Figure 4 - New SQL Job

9. Click on the "Steps" tab.
10. Click on "New…" (*see* **Figure 5,** *overleaf*).
11. In the *Step Name* field, type "exec sp_CleanTable"
12. In the *Type* field, select "Transact-SQL Script (TSQL)"
13. In the *Database* field, select the database name that was used in the Call DB Builder.
14. In the *Command* field, type "EXEC sp_CleanTable"

NOTE: This is case sensitive.
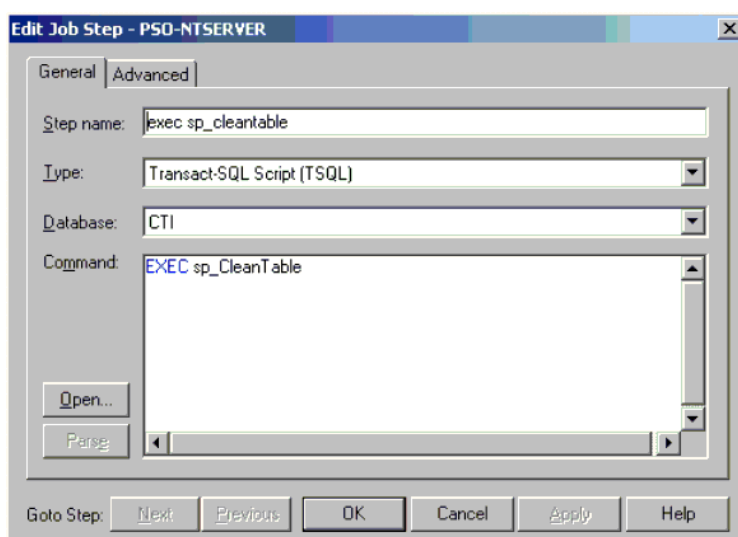
Figure 5 - Job Step Editor

15. Click "OK"

16. Click on the "Schedules" Tab.

17. Click "New Schedule…"

18. In the *Name* field, type "Daily Clean Out of Call Data Table"

19. Select "Recurring" and click "Change…"

20. In the *Occurs* field, select "Daily"

21. Select an appropriate time for this to run. It is recommended 12:00AM be used.

22. Click "OK."

23. Click "OK."

24. Click "OK."

25. The job is now scheduled. Click on the Job.

26. Right click on the Job and select "Start Job"

Chapter 2: Modifying Agent States

Introduction

The Change Agent State Applet will allow the Avaya CT for Siebel 7.0 Agents to select the current work mode from a pick-list applet. The Auxiliary Work Mode may also be customized with Reason Codes, allowing the agent to file the cause for entering Aux Work Mode. These codes will be filed within the CMS.

How This Section Is Organized

- This section illustrates and instructs how to properly configure the applet.

Notes Regarding This Section

This applet was set up during the install with default values. This chapter will allow the administrator to set customized agent states.

Accessing the Add Agent State Configuration Menu

To modify the valid Agent States, enter the Administrative Tool and choose **Service -> Wizard -> Add Agent States** (the Avaya CT Siebel Applets must be installed). Provide the Siebel Login when prompted, and the configuration menu will appear (*see* **Figure 6,** *overleaf*).
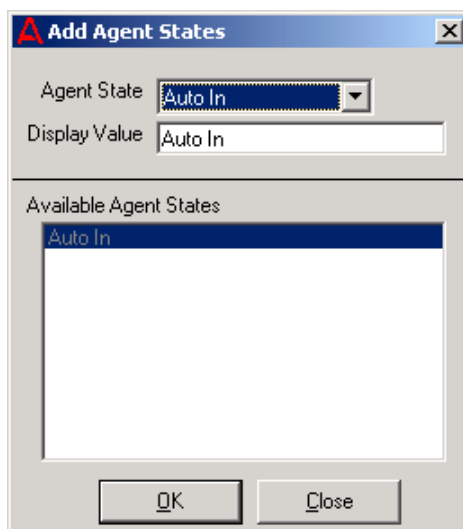
Figure 6 - Change Agent State Configuration Menu

1. The **Agent State** box will have the valid work codes. These will be the codes fed into the CMS, not the codes that will be shown to the agents. Additional Aux Reason Codes (i.e., over 10) may not be added. All NUMBERS are Aux Reason Codes.

2. The **Display Value** will be the name of the code, which will appear in the Agent's pick-list. For the Aux Reason Codes, (numerical Aux Code/Agent States) a quick description must be entered.

3. Click "OK" when satisfied with the changes. These changes will become instantly available.

4. In **Figure 7**, the actual Change Agent State applet is illustrated as it will appear in a Avaya CT for Siebel Client. The Mode Field denotes the value entered in the Agent State box, and the Description Field denotes the string entered as the Display Value.
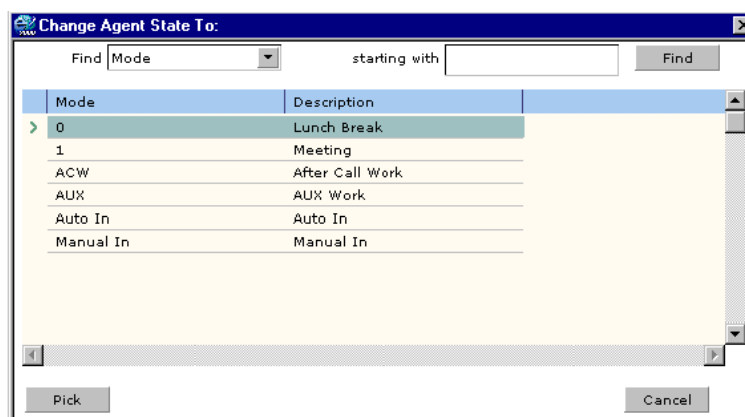
Figure 7 - The Change Agent State Applet

Chapter 3: Configuration Parameters

Introduction

The AVAYA Avaya CT for Siebel 7.0 package comes with a host of configuration parameters to help customize the package as much as possible.
This chapter will guide you through the following:

- Each parameter that has been added to Siebel's configuration views.

- Which parameters are required to be set, and which ones are optional.

- Valid settings for each of these parameters.

- A description of each parameter.

- The default value, if applicable.

How This Section Is Organized

This section is comprised entirely of configuration parameters information.

About Configuration Parameters

Configuration Parameters instruct the application how to behave. They are similar to "preferences". Avaya CT for Siebel 7.0 offers many configuration parameters to tailor it to meet requirements.

Complete List Of Required Parameters

The parameters in this section are required. Avaya CT for Siebel 7.0 will not start without these parameters.

Name	Driver:Server
Type	String
Values	<Open>
Need?	REQUIRED

This is the T-Link name of the primary Avaya CT Server. The T-Link contains the Server name, and is formatted as follows:
VENDOR#NODE#SERVICE#SERVER
(ex. AVAYA#AVAYA_ECS#CSTA#CTSERVER)

Name	Driver:BackupServer
Type	String
Values	<Open>
Need?	REQUIRED

This is the T-Link name of the secondary Avaya CT Server. The T-Link contains the Server name, and is formatted as follows:
VENDOR#NODE#SERVICE#SERVER
(ex. AVAYA#AVAYA_ECS#CSTA#CTSERVER)

Name	Driver:CVCTUSER
Type	String
Values	<Open>
Need?	REQUIRED

The CVCTUSER parameter instructs Avaya CT for Siebel 7.0 what user to login with. If Integrated Security is in use, the NT value will need to be used.

Name	Driver:CVCTPassword
Type	String
Values	<Open>
Need?	REQUIRED

The CVCTPassword parameter instructs Avaya CT for Siebel 7.0 what password to use when logging on with the username specified in the Driver:CVCTUSER parameter. If Integrated Security is in use, this field should be omitted.

Name	Driver:LicensePath
Type	String
Values	<Open>
Need?	REQUIRED

This is the path to the registration file. Refer to "Registration" in Chapter 8 of the Server Installation Guide.

Complete List Of Optional Parameters

The parameters in this section are optional. Avaya CT for Siebel 7.0 will start without these parameters, but they may be used to enhance functionality.

Name	Driver:CTIDSN
Type	String
Values	<Open>
Need?	OPTIONAL

This is the name of the system ODBC Data Source Name that is used to access the CTI database.

Name	Driver:BackupCTIDSN
Type	String
Values	<Open>
Need?	OPTIONAL

This is the name of the system ODBC Data Source Name that is used to access the backup CTI database.

Name	Driver:LogDSN
Type	String
Values	<Open>
Need?	OPTIONAL

This is the name of the system ODBC Data Source Name that is used to access the Logging database.

Name	Driver:LogUser
Type	String
Values	Open
Need?	OPTIONAL

This is the name of the user that has permission to access the Database logger tables.

Name	Driver:LogPwd
Type	String
Values	MSSQLServer
Need?	OPTIONAL

This is the password for the LogUser database account.

Name	Driver:TSIsAliveInt
Type	Integer
Values	<Open>
Need?	OPTIONAL
Default	30

This is the time in seconds that the driver will wait in between polls to the Tserver to see if service is still up.

Name	Driver:NoOfInitialThreads
Type	Integer
Values	1 - <= <MaxNoOfThreads param>
Need?	OPTIONAL

This is the number of threads that the driver will create on startup to process jobs. The default value is 1. The maximum value is limited by the value of the MaxNoOfThreads parameter.

Name	Driver:MaxNoOfThreads
Type	Integer
Values	> than NoOfInitialThreads
Need?	OPTIONAL
Default	50

This is the maximum number of threads that the driver will create to process commands and events. Once this number has been met, jobs will wait until a thread becomes available.
Caution: If this number is exceeded by an agent, the result may severely affect the server performance.

Name	Driver:TimeoutExtraThreads
Type	Integer
Values	<Open>
Need?	OPTIONAL
Default	500

This value determines how long threads not created at startup remain after sitting idle in the thread pool.

Name	Service:AgentID
Type	String
Values	{@AgentId}
Need?	OPTIONAL

This is the switch id of the agent. The value indicates that this is taken from a variable in Siebel.

Name	Service:AgentPin
Type	String
Values	{@AgentPin}
Need?	OPTIONAL

This is the switch password of the agent. The value indicates that this is taken from variable in Siebel.

Name	Service:DNList
Type	String
Values	{@DNList}
Need?	OPTIONAL

This is the station extension that represents the agent's telephone extension. The value indicates that this is taken from variable in Siebel.

Name	Service:QueueID
Type	String
Values	{@QueueId}
Need?	OPTIONAL

This is the queue that the agent will log into in a non-EAS environment.

Name	Service:HasSAC
Type	Boolean
Values	TRUE FALSE
Need?	OPTIONAL
Default	FALSE

This parameter turns on the Send All Calls feature for all agents that are members of this configuration.

Name	Service:HasDeflect
Type	Boolean
Values	TRUE FALSE
Need?	OPTIONAL
Default	FALSE

This turns on the deflect call feature. This parameter is closely related to the Service:HasSAC parameter. The driver will not allow both HasSAC and HasDeflect to be enabled. If both are set to TRUE, HasSAC will take precedence.

Name	Service:VoiceMail
Type	Integer
Values	<Open>
Need?	OPTIONAL

This is the value of the voice mail extension that calls will deflect to in the instance that a phone number parameter is not passed in with the deflect call command from Siebel. If this parameter is not set and no phone number is passed in from Siebel, the deflect call command will fail and the call will remain at the station.

Name	Service:HasPendingWorkMode
Type	Boolean
Values	TRUE FALSE
Need?	OPTIONAL
Default	FALSE

This parameter will enable the Pending Work Mode feature. The default value is FALSE. This may only be turned on if the appropriate license is purchased.

Name	Service:AutoLoginAgent
Type	Boolean
Values	TRUE FALSE
Need?	OPTIONAL
Default	FALSE

This feature, if set to TRUE will log the agent into the switch when they log in to Siebel. The default value for this parameter is FALSE.

Name	Service:AgentLogoutOnExit
Type	Boolean
Values	TRUE FALSE
Need?	OPTIONAL
Default	FALSE

This parameter, if set to TRUE will log the agent out of the switch when they log out of Siebel.

Name	Service:DefaultAgentAvailState
Type	String
Values	MANUAL_IN AUTO_IN
Need?	OPTIONAL
Default	MANUAL_IN

This instructs Avaya CT for Siebel 7.0 what Available state to toggle the agent into upon logging in.
MANUAL_IN: Toggles from Not Available to Available (Manual In)
AUTO_IN: Toggles from Not Available to Available (Auto In)

Name	Service:DefaultAgentUnavailState
Type	String
Values	MANUAL_IN AUTO_IN
Need?	OPTIONAL
Default	AUX

This instructs Avaya CT for Siebel 7.0 what Not Available state to toggle the agent into when the "Not Ready" button is used.

Name	Service:LoggingPrefix
Type	String
Values	not NULL
Need?	OPTIONAL
Default	NULL

This parameter tells the driver to log CTI information for this agent in the Log database. If this parameter is set, the agent extension must start with this value in order for these values to be logged. For example, if the agent extension is 123 and logging prefix is set to %, the extension set in the Siebel teleset must read %123. If loggingPrefix is set to NULL(""), no logging will take place.

Name	Service:DefaultAgentStateAtLogin
Type	String
Values	MANUAL_IN, AUTO_IN, ACW
Need?	OPTIONAL
Default	AUX

This will place the agent into a specified state other than AUX the available values are MANUAL_IN, AUTO_IN and ACW.

Manual Configuration Procedure

In order to configure the system manually, follow the steps below.

1. Launch Siebel.
2. Click on the "Home" Tab.
3. Click on "Communications Administration"
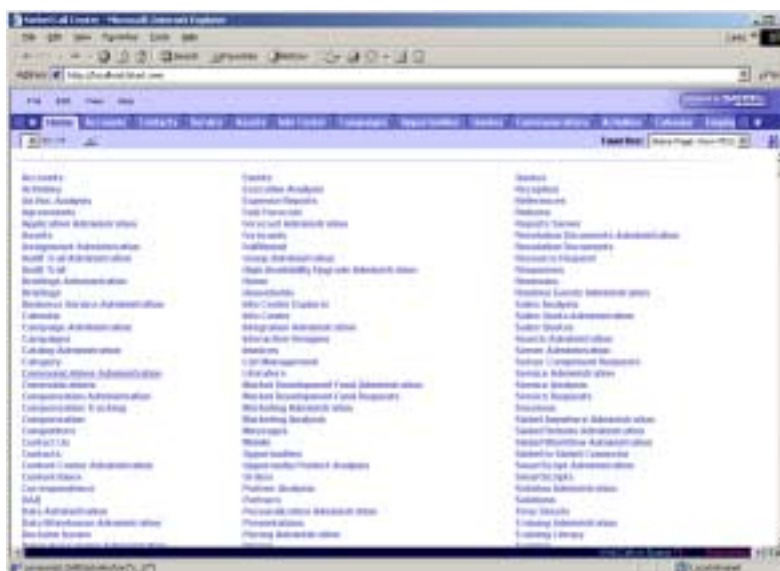
Figure 8 – Home Tab

4. Click on "All Configurations"

Figure 9 – All Configurations View

5. Click on **New**, Type in the name of the config (Avaya CT is depicted) Click on the **Import Config** button.
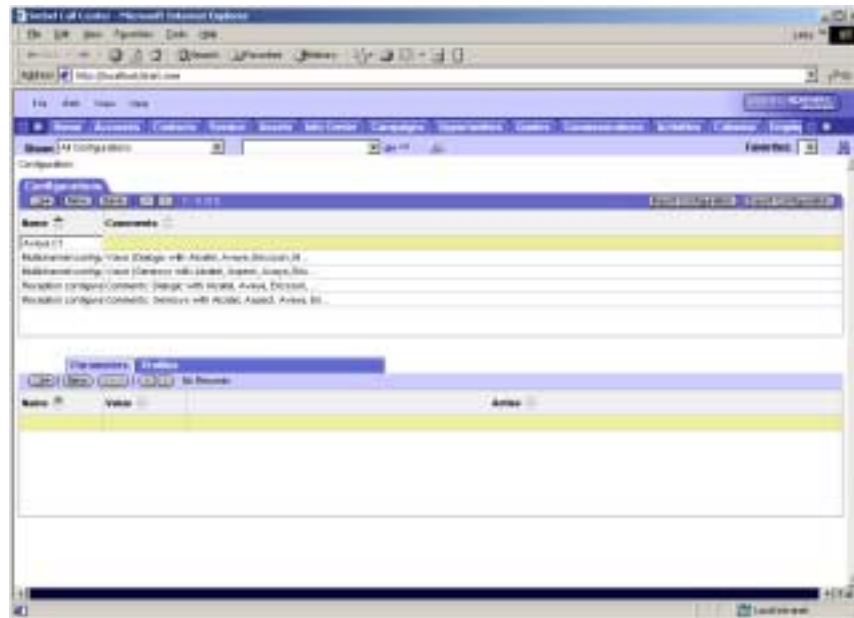
Figure 10 – Configurations View

6. Next, the warning screen will appear. Click "Next" to continue.
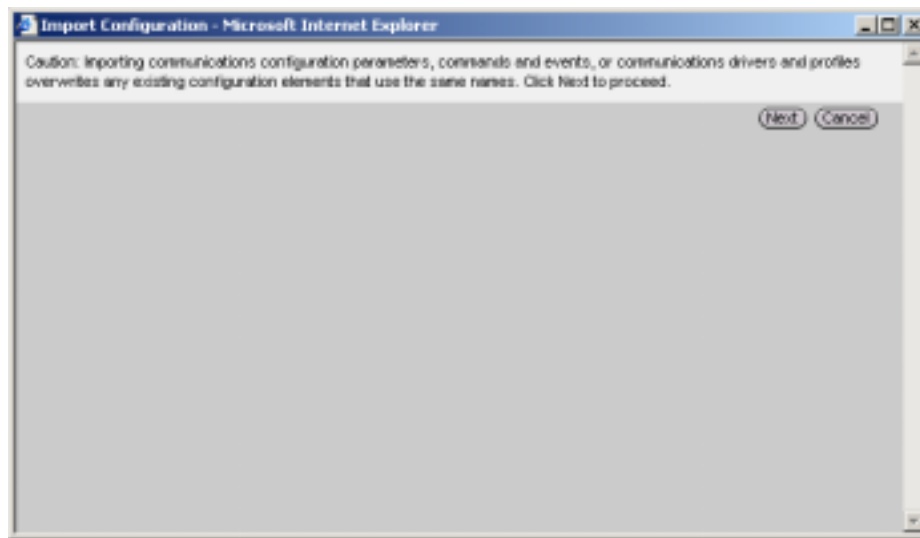
Figure 11 – Configuration Warning Screen

7. Choose all checkboxes and choose the AVAYA.DEF location (*see* **Figure 12**). Click OK.
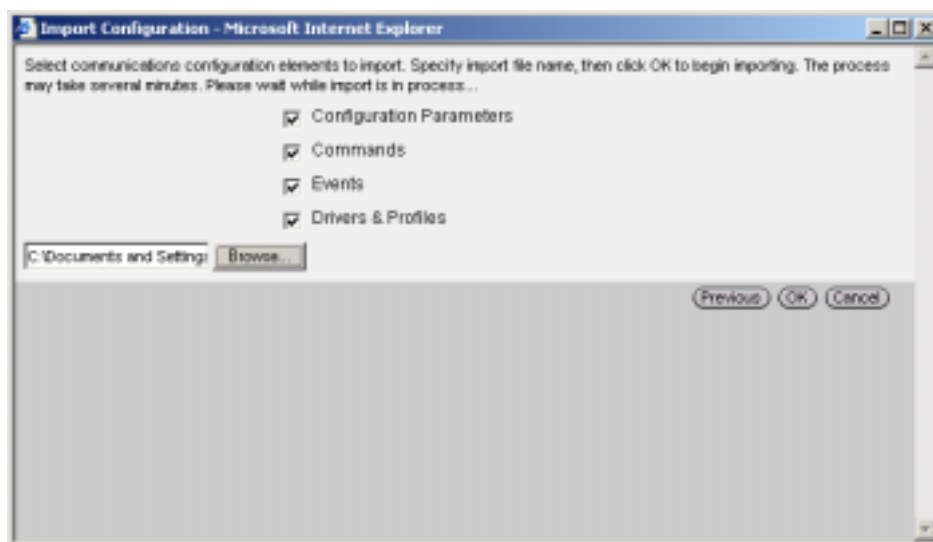
Figure 12– Import Configuration Screen

Chapter 4: Commands and Events

Introduction

This section delves a bit deeper into the Avaya CT for Siebel 7.0 Commands and Events, giving more information regarding the actual workings within the software. Therefore, neither the administrator nor user requires mastery of this section, but it provides some research reference.

How This Section Is Organized

- This section is comprised entirely of Command and Event Information and Parameters.

Commands

The following table details the commands (DeviceCommand and all respective parameters) supported by Avaya CT for Siebel 7.0.

NOTE: Commands that have the <Open> parameter allow data attachments. An unlimited number of data attachments may be attached to a call. These attachments may be up to 8KB in size. For Commands with the *UUI* field, only 96-bytes of data may be stored in this field.

Table 5-1. Commands

DeviceCommand	Parameters	Need?
MakeCall	PhoneNumber UUI <Open>	REQUIRED OPTIONAL N/A
AnswerCall	NONE	<VARIES>
ReleaseCall	NONE	<VARIES>
LogIn	AgentId AgentPin ACDQueue	REQUIRED REQUIRED OPTIONAL
LogOut	NONE	<VARIES>
HoldCall	NONE	<VARIES>
UnHoldCall	NONE	<VARIES>
RetrieveCall	NONE	<VARIES>
TransferMute	PhoneNumber UUI <Open>	REQUIRED OPTIONAL <VARIES>
TransferInit	PhoneNumber UUI <Open>	REQUIRED OPTIONAL <VARIES>
TransferComplete	NONE	<VARIES>
ConferenceMute	PhoneNumber UUI <Open>	REQUIRED OPTIONAL <VARIES>
ConferenceInit	PhoneNumber <Open>	REQUIRED <VARIES>
ConferenceComplete	NONE	<VARIES>
ForwardCall	PhoneNumber <Open>	REQUIRED <VARIES>
CancelForwardCall	NONE	<VARIES>
AutoIn	NONE	<VARIES>
ManualIn	NONE	<VARIES>
AfterCallWork	NONE	<VARIES>
AuxReason	ReasonCode Description	REQUIRED OPTIONAL
ChangeNotReadyState	NONE	<VARIES>
SendDTMF	Digits	REQUIRED

Events

The following events (DeviceEvent and all respective parameters) are supported by Avaya CT for Siebel 7.0:

> **NOTE:** Events that have the <Open> parameter allow the reception of data attachments from other agents.

Table 5-2. Events

DeviceEvent	Parameters	Values
OnHold	CallID Device Cause	<VARIES> <VARIES> ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL REDIRECTED REORDER_TONE RESOURCES_NOT_AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR

DeviceEvent	Parameters	Values
OnConference	OldCallID NewCallID Device AddedDevice NumberOfPartiesCause OrigCallingDevice OrigCalledDevice OrigCollectedDigits OrigUUI OrigUCID DistributingDevice UCID	\<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\>
OnConnect	CallID Device ANI DNIS Cause	\<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL

DeviceEvent	Parameters	Values
OnConnect (con't)	Cause (con't)	REDIRECTED REORDER_TONE RESOURCES_NOT_AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR
	CollectedDigits	<VARIES>
	TrunkGroup	<VARIES>
	TrunkMember	<VARIES>
	Queue	<VARIES>
	UUI	<VARIES>
	Reason	<VARIES>
	OrigANI	<VARIES>
	OrigDNIS	<VARIES>
	OrigCollectedDigits	<VARIES>
	OrigUUI	<VARIES>
	OrigUCID	<VARIES>
	DistributingDevice	<VARIES>
	UCID	<VARIES>
	IIDigits	<VARIES>
	FlexibleBilling	<VARIES>
	Queue	<VARIES>
	ConnectType	INBOUND OUTBOUND
	RedirectionDevice	<VARIES>
	AgentState	IDLE INITIATED CONNECTED ALERTING HELD
	<Open>	<VARIES>

DeviceEvent	Parameters	Values
OnDisconnect	CallID Cause UUI	\<VARIES> ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL REDIRECTED REORDER_TONE RESOURCES_NOT_AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR \<VARIES>

DeviceEvent	Parameters	Values
OnDrop	CallID Device Cause	\<VARIES\> \<VARIES\> ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL REDIRECTED REORDER_TONE RESOURCES_NOT_AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR
	UUI	\<VARIES\>

DeviceEvent	Parameters	Values
OnHoldReconnect	CallID Device Cause	<VARIES> <VARIES> ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL REDIRECTED REORDER_TONE RESOURCES_NOT _AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR

DeviceEvent	Parameters	Values
OnRinging	CallID Queue CollectedDigits Cause	<VARIES> <VARIES> <VARIES> ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL REDIRECTED REORDER_TONE RESOURCES_NOT_AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR
	TrunkGroup TrunkMember UUI Reason OrigCallingDevice OrigCalledDevice OrigCollectedDigits OrigUUI OrigUCID	<VARIES> <VARIES> <VARIES> <VARIES> <VARIES> <VARIES> <VARIES> <VARIES> <VARIES>

DeviceEvent	Parameters	Values
OnRinging (cont'd)	DistributingDevice UCID IIDigits FlexibleBilling <Open>	<VARIES> <VARIES> <VARIES> <VARIES> <VARIES>
OnTransfer	OldCallID NewCallID Device TransferredToDevice Cause OrigCallingDevice OrigCalledDevice	<VARIES> <VARIES> <VARIES> <VARIES> ACTIVE MONITOR ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL REDIRECTED REORDER_TONE RESOURCES_NOT_AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR <VARIES>

DeviceEvent	Parameters	Values
OnTransfer (cont'd)	OrigCollectedDigits OrigUUI OrigUCID DistributingDevice UCID	<VARIES> <VARIES> <VARIES> <VARIES> <VARIES> <VARIES>
OnCallInitiated	CallID Device Cause <Open>	<VARIES> <VARIES> ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL REDIRECTED REORDER_TONE RESOURCES_NOT _AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR <VARIES>

DeviceEvent	Parameters	Values
OnOriginated	CallID Device DNIS Cause Agent ID UUI <Open>	<VARIES> <VARIES> <VARIES> <VARIES> <VARIES> <VARIES> <VARIES>
OnDiverted	CallID Device Cause UUI	<VARIES> <VARIES> ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL REDIRECTED REORDER_TONE RESOURCES_NOT_AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR <VARIES>

DeviceEvent	Parameters	Values
OnIncomingCall	CallID Device ANI CallingLength DNIS CallType Queue Cause	\<VARIES> \<VARIES> \<VARIES> \<VARIES> \<VARIES> UNKNOWN ACD DIRECT ROUTE \<VARIES> ALTERNATE BUSY CALLBACK CALL_CANCELLED CALL_FORWARD_ALWAYS CALL_FORWARD_BUSY CALL_FORWARD_NO_ANSWER CALL_FORWARD CALL_NOT_ANSWERED CALL_PICKUP CAMP_ON DESTINATION_NOT_AVAILABLE DO_NOT_DISTURB INCOMPATIBLE_DESTINATION INVALID_ACCOUNT_CODE KEY_CONFERENCE LOCKOUT MAINTENANCE NETWORK_CONGESTION NETWORK_NOT_OBTAINABLE NEW_CALL NO_AVAILABLE_AGENTS OVERRIDE RECALL REDIRECTED REORDER_TONE RESOURCES_NOT_AVAILABLE SILENT_MONITOR TRANSFER TRUNKS_BUSY VOICE_UNIT_INITIATOR
	CollectedDigits	

DeviceEvent	Parameters	Values
	TrunkGroup TrunkMember UUI Reason OrigANI OrigDNIS OrigCollectedDigits OrigUUI OrigUCID DistributingDevice UCID IIDigits FlexibleBilling RedirectionDevice	\<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\>
OnLogin	AgentDevice Agent Password Agent ID Group ID	\<VARIES\> \<VARIES\> \<VARIES\> \<VARIES\>
OnLogout	Agent Device Agent ID Group ID	\<VARIES\> \<VARIES\> \<VARIES\>

Custom Events with AvayaEvent and AvayaCommand

This optional feature will allow the administrator to create a custom event for client-side operation. When this custom event is triggered, a customized response occurs on the Siebel Client.

Example of a Custom Event

Below is an example of a custom event. The following script (SaveCallData) saves the current call data, the sets the Parameter "EventToRaise" to "AvayaEvent." This call data will be passed via "Avaya Command" (overleaf).

- Enter the following script in *Application Siebel Universal Agent Script* in Siebel Tools.
- Associate the script, using EventHandler and EventResponse, to an event in the Siebel Configuraton. For example, if you associate it with the OnIncomingCall Event, the call data will be saved and the EventToRaise Parameter will be set for every incoming call to that Siebel Client.

```
Option Explicit
Global CData(100, 100) as String
Global DataCount as Integer

Function SaveCallData() as Integer

    Dim CTI as CTIService
    Dim Data as CTIData
    Dim x as Integer
    Dim FieldName

    set CTI = TheApplication.GetCTIService
    set Data = CTI.GetCurrentCallData

    DataCount = Data.GetCount
    DataCount = DataCount - 1

    For x = 1 to DataCount
        FieldName = Data.GetFieldAt(x)
        CData(x,1) = FieldName
        CData(x,2) = Data.GetFieldValue(FieldName)
    next x

    DataCount = DataCount + 1

    CData(DataCount,1) =  "EventToRaise"
    CData(DataCount,2) =  "AvayaEvent"

    SaveCallData = OperationComplete

End Function
```

Now it is time to create the script to call the event just created. The following script invokes "AvayaCommand" with call data saved. This script may be associated with a new button added in the appropriate Siebel view.

```
Option Explicit
Global CData(100, 100) as String
Global DataCount as Integer

Sub AvayaCommand_Click
    Dim CTI as CTIService
    Dim Data as CTIData
    Dim x as Integer
    Dim FieldName as String
    Dim FieldValue as String

    set CTI = TheApplication.GetCTIService
    set Data = CTI.CreateData

    For x = 1 to DataCount
        FieldName = CData(x,1)
        FieldValue = CData(x,2)
        Data.SetFieldValue FieldName, FieldValue
    Next x

    CTI.InvokeCommandWithData "AvayaCommand", Data
End Sub
```

Now, set EventHandler and EventResponse to handle the raised custom event ("AvayaEvent").

Chapter 5: Administrator's Quick Reference - Siebel

Introduction

For agents to be CTI-enabled, they must be present in both the Siebel and Avaya CT systems. Both products feature documentation with these instructions. For an easy reference, this chapter will give you a fast procedure for adding agents in both Avaya CT and Siebel.

How This Section Is Organized

- How to add agents in Siebel 7.0.
- How to add agents in Avaya CT version 9.

About This Section

This is meant as a fast reference only, and does not cover the operations in the detail of the product manuals. You are strongly advised to read the product documentation for Siebel.

Accessing the Configuration Settings

The first step is to specify the CTI Configuration File. This is done through the CTI Configuration Screen. Use this to export CTI configuration to a text file, import a new configuration, or make changes to existing CTI configurations from outside sources.

1. Go to **View ->Site Map** (in the Siebel pull-down applet, not Internet Explorer). From there, select the Communications Administration link and then select the ALL Configurations Link.

2. This will bring you into the **ViewAll Configurations View**.
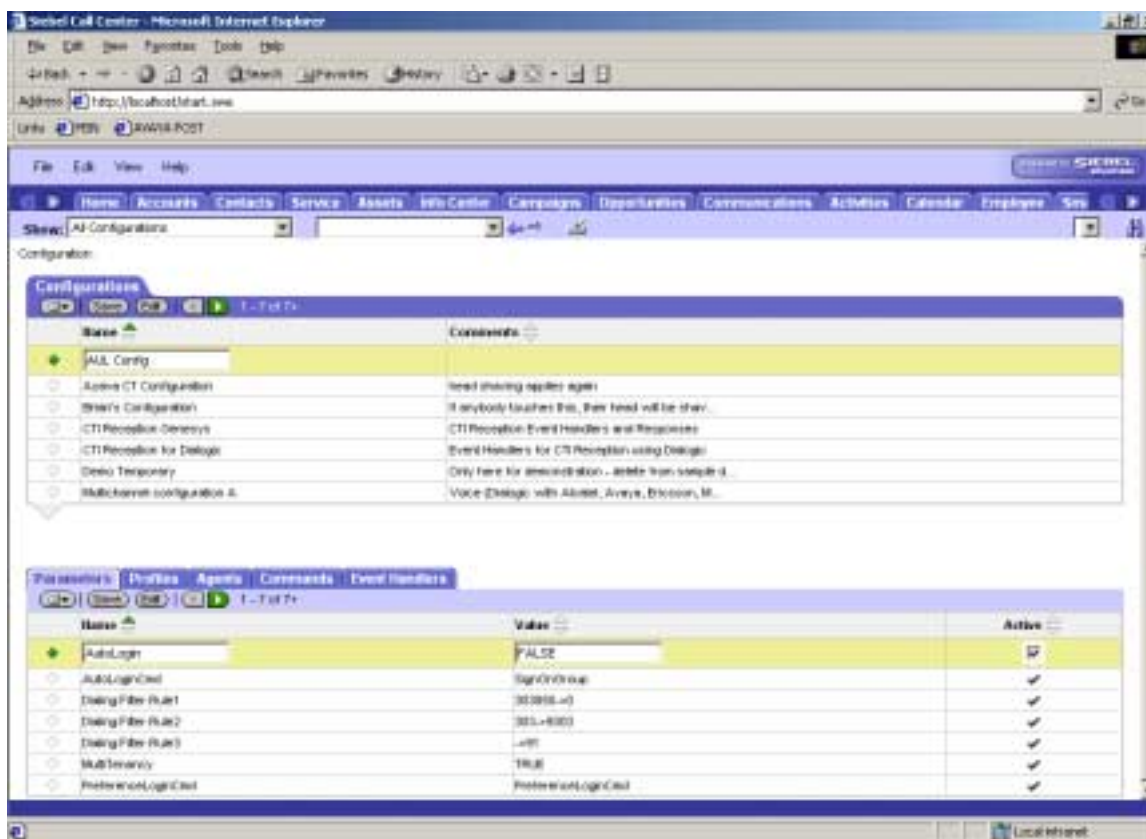
Figure 13 - All Configurations Screen

Importing the CTI Configuration from an Outside Source

At this time, we will designate the CTI configuration file to be used with the telephony system. This is done as follows:

1. Go to **View ->Site Map** (in the Siebel pull down applet, not Internet Explorer). From there, select the **Communications Administration** link then select the **ALL Configurations** Link.

2. Confirm cursor is positioned on desired configuration, otherwise, an incorrect CTI configuration will be overlaid.

3. Click on the **Import** button.

4. In the **Import Configuration** window, select the **Next** button.

5. Use **Browse** to select desired file location and select the appropriate check boxes to determine what you will be importing(see fig6).

6. Click on **OK** when the proper file has been located and the desired data has been selected.

7. Siebel will now use this configuration file for CTI operations.

Figure 14 - Importing Configurations

Exporting the CTI Configuration to an Outside Source

When changes have been made to the CTI Configuration, the Configuration File must be saved. To save the CTI Configuration, follow this procedure:

1. Go to View ->Site Map (in the Siebel pull down applet, not Internet Explorer). From there, select the Communications Administration link then select the ALL Configurations Link.

2. Confirm cursor is positioned on desired configuration, otherwise, an incorrect CTI configuration will be exported.

3. Click on the **Export** button. The **Export Configuration** screen will appear.

4. Select the type of data you would like to export then click the Next button.

5. Click **OK** to proceed.

6. Once the export is complete you will be prompted for a name and location for your configuration (def) file.

Figure 15 - Export Configuration screen

Setting up the CTI Agents Telesets

Now, we will set up the agents to the proper telesets. This must be done within Siebel so that the system is aware of which teleset belongs to whom. There is a one-to-many relationship between configuration and telesets. You may provide any sort of name or number for the telesets that will be unique within the same configuration. You can also use the same teleset number in multiple configurations. However, the telesets *must* match the ones set up on the Telephony Server devices (See Telephony Server Administration).

1. First you must associate the agent with the CTI Configuration. Do this by going to **View-> Site Map** and selecting the **Communications Administration** link. From there select the **All Configurations link** (below).
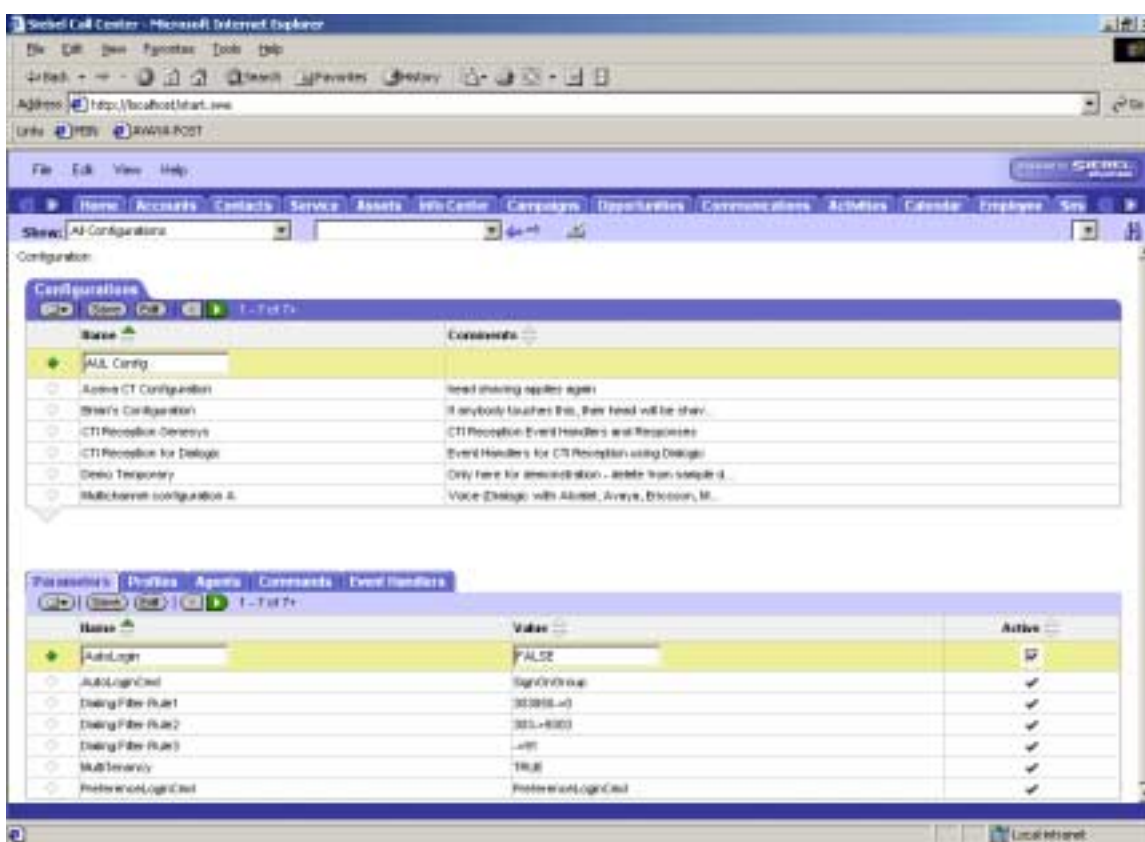
Figure 16 – All Configurations Screen

2. Select the **Agents** tab in the lower applet. Click the **New** button and select the appropriate agents from the list.

3. Then select **Agent General Profile** from the **"Show"** drop down box. Here you can set the appropriate agent Login ID and password. **Make sure to click the Save button after entering these values.**
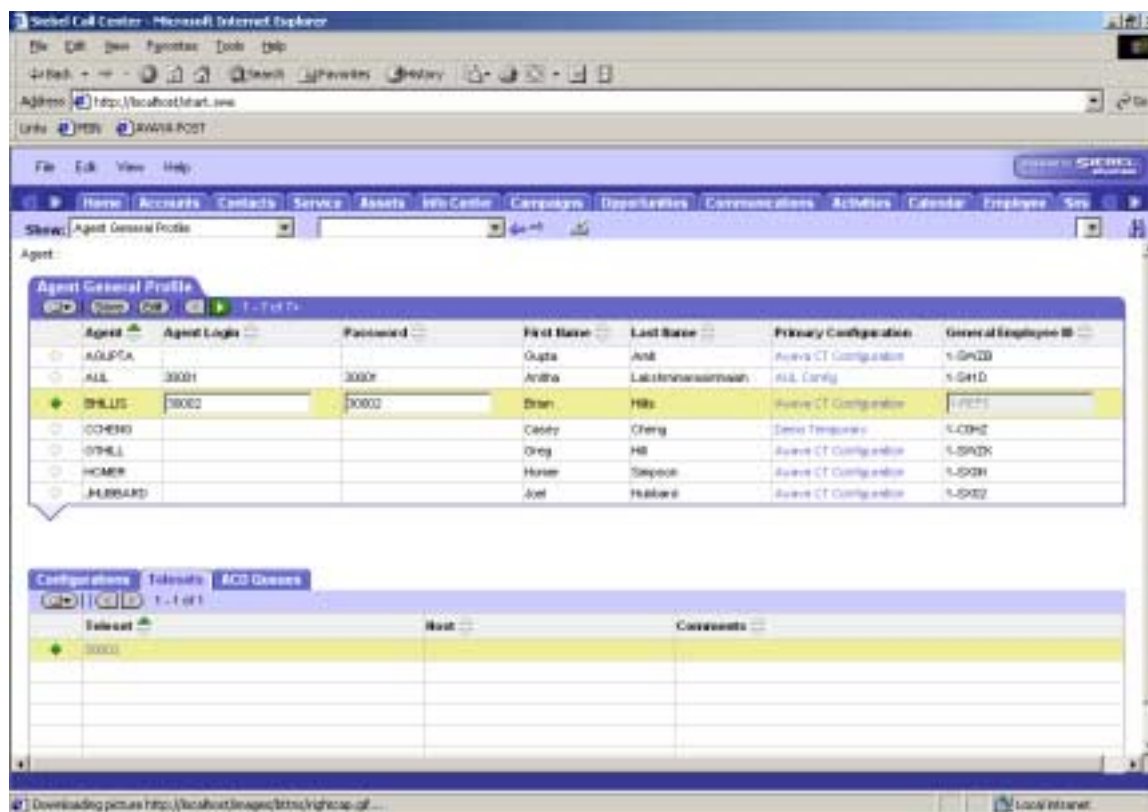
Figure 17 – Agent General Profile Screen

4. Then select **All Telesets** from the **"Show"** drop down box.

5. Click on the "Siebel Activity" button and select "New Record". Type the name of the teleset in the Teleset field.

6. Make sure the Agent tab is highlighted in the lower applet and click the new button. Then select the agents that you want to be associated with this teleset.
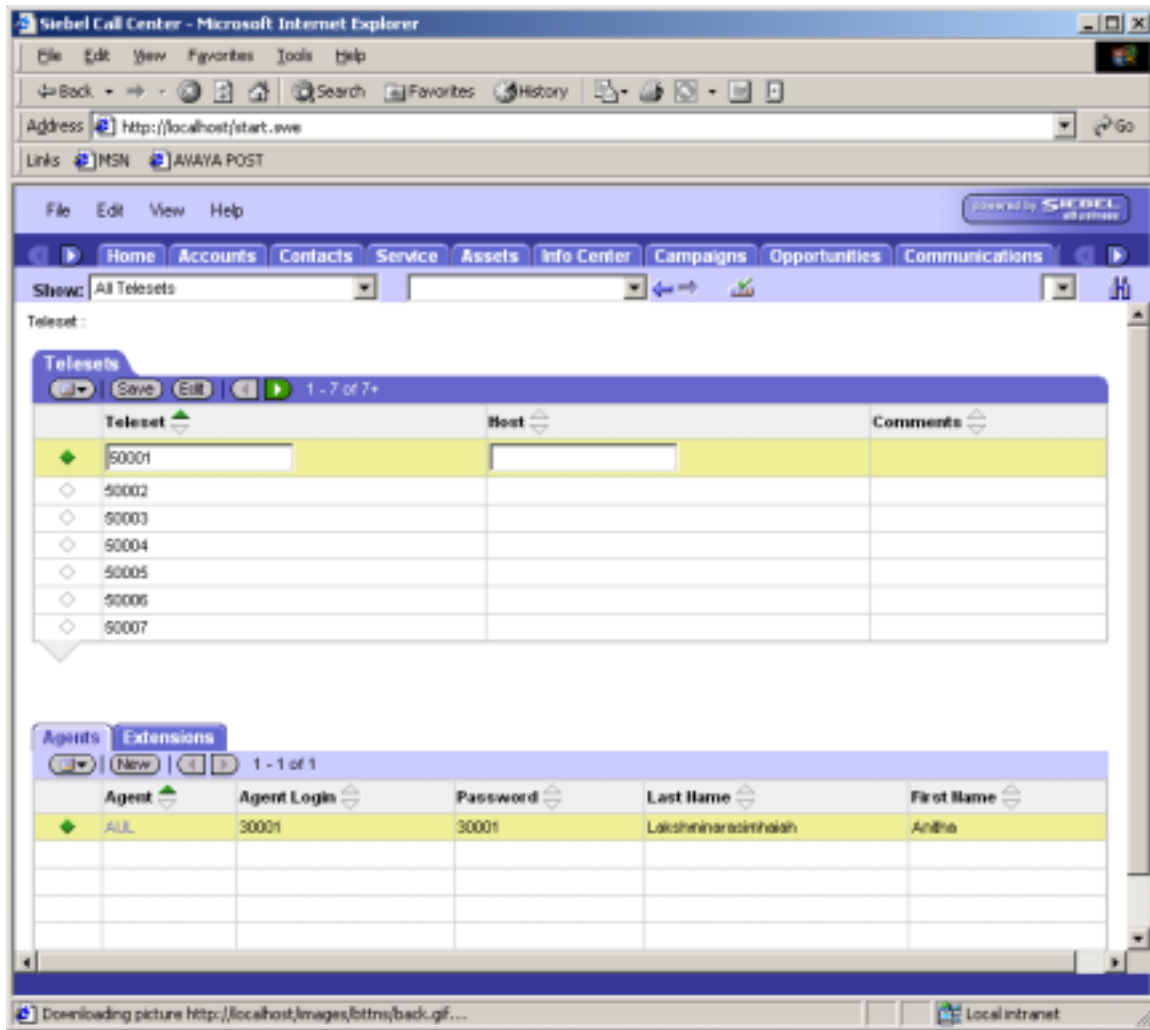
Figure 18 – All Telesets Screen –Agents Tab

7. Click on the Extensions tab in the lower applet. Click on the "Siebel Activity" button for this applet and select "New Record". In the Extension field type the extension number to be associated with this teleset. In the Extension Type field, select "S".
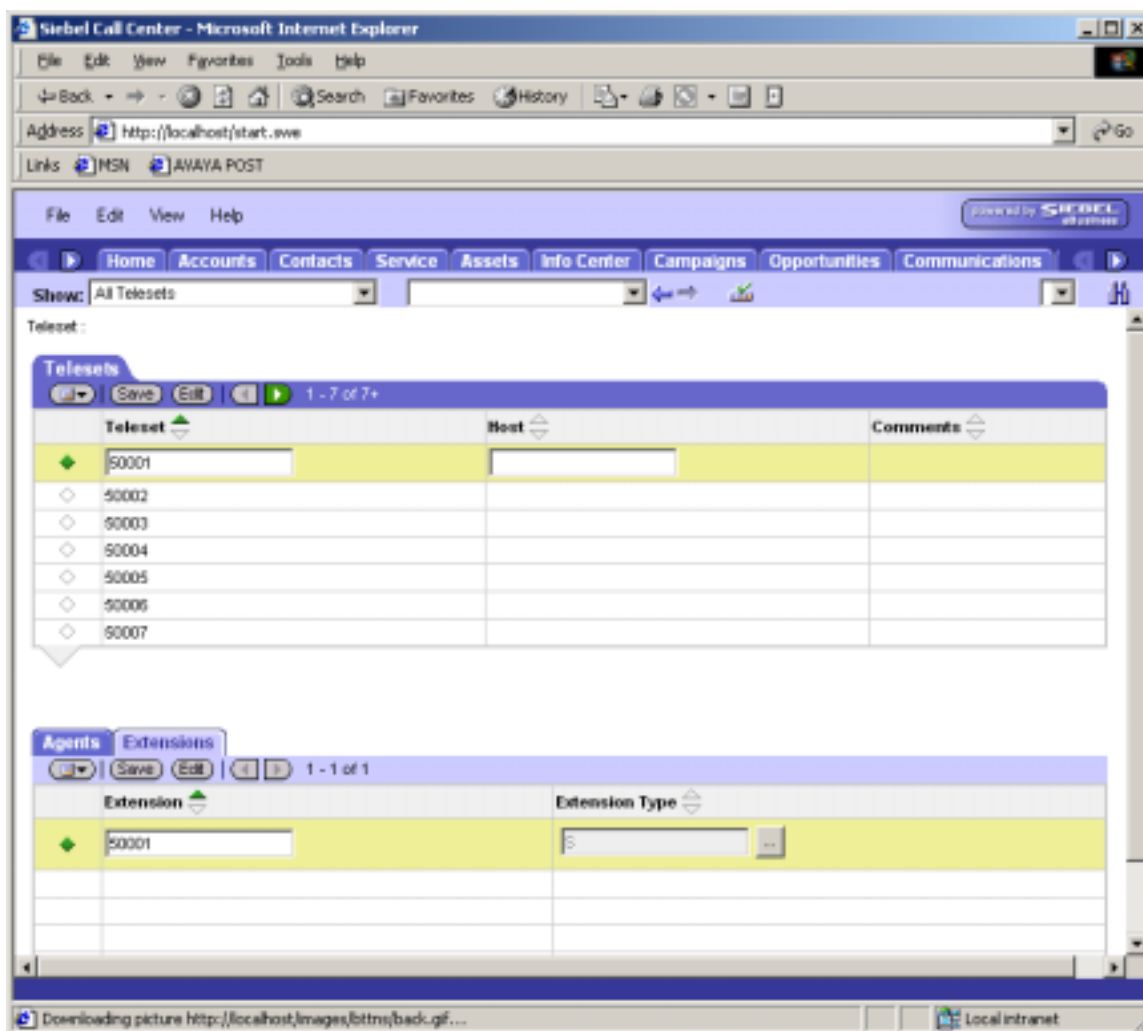
Figure 19 – All Telesets Screen – Extensions Tab

Chapter 6: Administrator's Quick Reference – Avaya CT

Introduction

For agents to be CTI-enabled, they must be present in both the Siebel and Avaya CT systems. Both products feature documentation with these instructions. For an easy reference, this chapter will give you a fast procedure for adding agents in both Avaya CT and Siebel.

Note: This is meant as a fast reference only, and does not cover the operations in the detail of the product manuals. You are strongly advised to read the product documentation for Siebel and Avaya CT.

How This Section Is Organized

- How to add agents in Siebel 7.0
- How to add agents in Avaya CT.

About This Section

This is meant as a fast reference only, and does not cover the operations in the detail of the product manuals. You are strongly advised to read the product documentation for Avaya CT.

Accessing the Telephony Server

The telephony server works independent of Siebel, even though the two programs work closely together to provide computer telephony integration. It is important that the Telesets specified in Siebel match existing records in the TServer Administrator. You may also test the telephony server's operational status through this application.

1. Go to **START -> PROGRAMS -> TS WIN32 CLIENT -> TELEPHONY SERVICES ADMIN**

2. Select correct Telephony Server from drop down (e.g., STLSBS01GE). (*see* **Figure 20**, overleaf)

3. Enter Telephony server *Login* and *Password.*

4. Click **OK.**
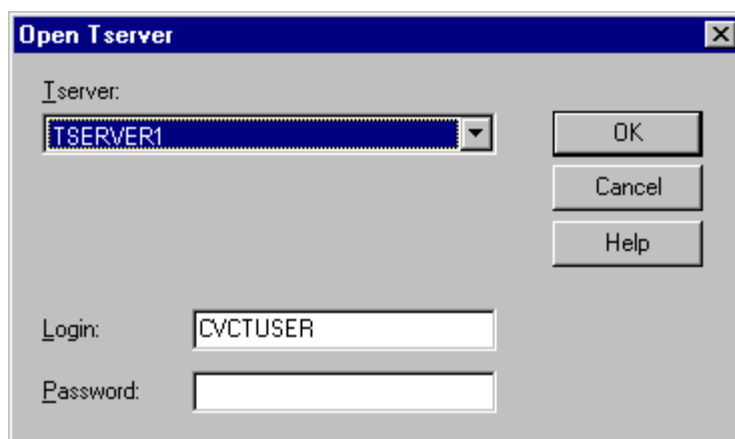
Figure 20 - Logging in to the TServer Administrator

5. The **Main Telephony Services Administrator** screen will appear as diagrammed below after a successful login.
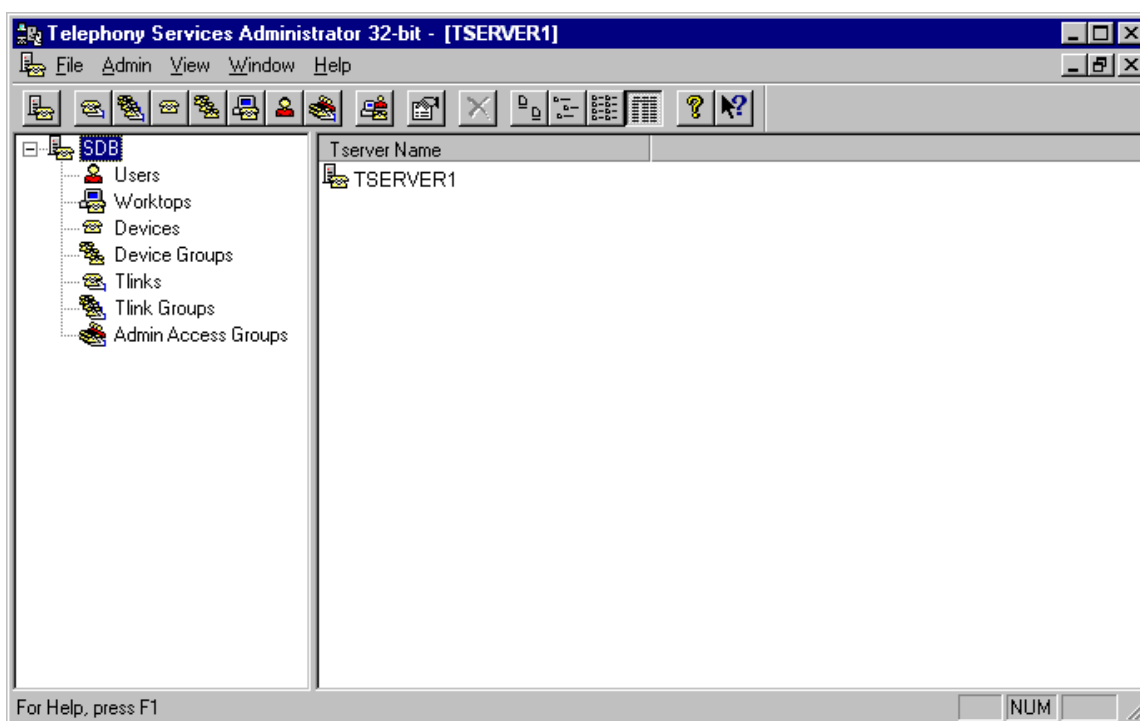

Figure 21 - Main Telephony Services Administrator Screen

Adding New Devices to the TServer

Devices must exist in the Telephony server before communication to Agent Access will function. If a teleset is added within Siebel, but not in this administrator, the teleset will not function properly.

Any time a new teleset is added, log into the Tserver Administrator and add the new device by the following procedure:

1. Go to **Admin->Create Device**

2. Enter the Device ID, Device Type and TLink Group.

3. Repeat for all devices.
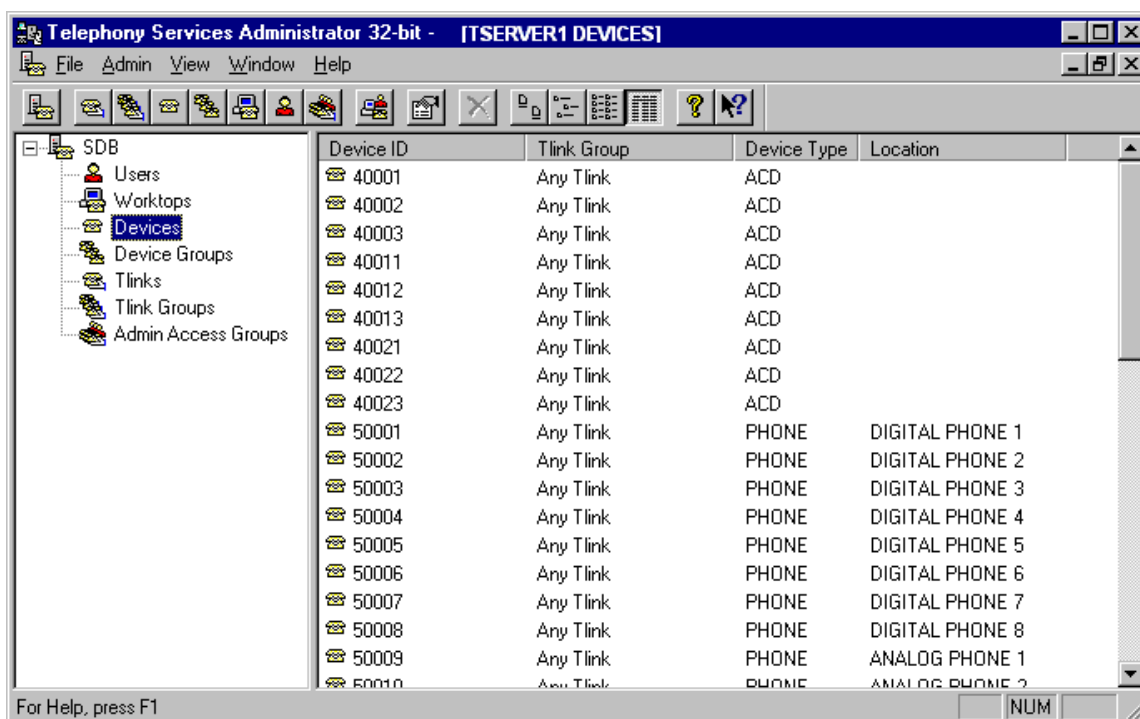
Figure 22 - Adding Devices to the TServer

4. Click **Apply** after each entry, then click **OK** when finished.

Testing the TServer

If calls do not go through, there may be an issue with the telephony server. This section instructs how to test the Telephony server outside of the Siebel Application.

1. Go **to START -> PROGRAMS -> TS WIN32 CLIENT -> TS TEST**

2. Select correct Telephony server from drop down (e.g., AVAYA#AVAYA_ECS#CSTA#STLSBS01).

3. Enter Telephony server *User* log-in and *Password.*

4. Enter valid *From* extension (where the call originates).

5. Enter valid *To* extension (destination of call).

6. Select **Dial**.
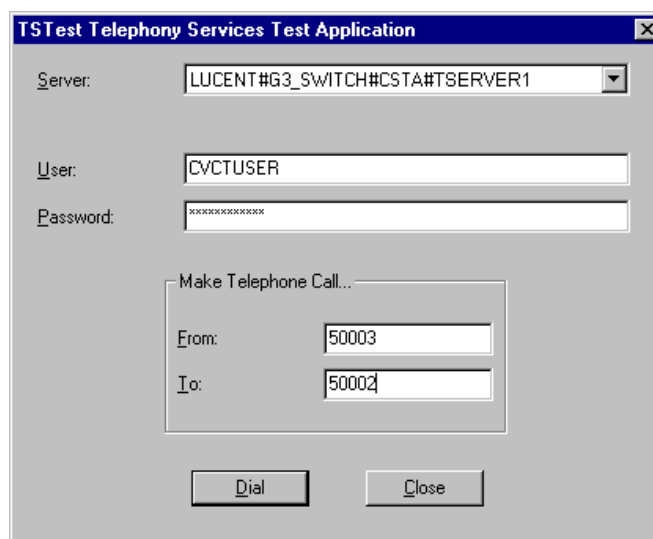
Figure 23 - Testing the TServer

7. If the TServer Test succeeds, the screen should look as diagrammed.
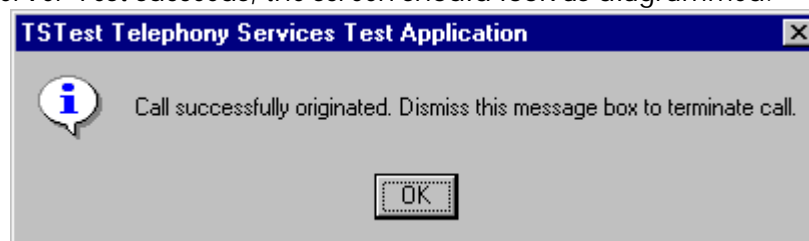
Figure 24 - TServer Test Passed

8. If an error message appears informing that the call could not complete, chances are good that the TServer is down. For support on bringing the TServer back up, please call Avaya Technical Support at 1-800-242-2121.

We'd Like Your Opinion

Avaya Inc. welcomes your feedback on this document. Your comments can be of great value in helping us improve our documentation.

Avaya CT® Integration for SIEBEL® 7.0
Release 1.0 Version 1.0 Administrator's Guide, Issue 6.0 December 2001

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