



Avaya Solution Interoperability Test Lab

Configuring Avaya one-X® Agent My Computer Mode with Avaya Contact Center Control Manager™ – Issue 1.0

Abstract

These Application Notes describe a sample configuration of a contact center environment utilizing Avaya Contact Center Control Manager™ 6.3 for centralized administration of Avaya one-X® Agent 2.5.

These Application Notes provide information for the setup, configuration, and verification of this solution.

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1. Introduction

These Application Notes describe a sample configuration for a contact center environment in which centralized administration of Avaya one-X® Agent 2.5 is performed with Avaya Contact Center Control Manager™ (ACCCM). The application Avaya Contact Center Control Manager™ provides centralized operational administration for several Avaya Contact Center Applications from a web-based interface. This sample configuration depicts a single server deployment of ACCCM on Microsoft Windows 2008 Server Enterprise R2.

These Application Notes will focus on the installation and configuration of one-X® Agent 2.5 Centralized Administration Management components for Avaya Contact Center Control Manager™. The steps for creating a one-X Agent call center supervisor and agent utilizing My Computer mode are covered. My Computer mode of one-X Agent allows users who are on the move and want to access Avaya Aura® Communication Manager through the Internet to establish a voice connection over a Voice over Internet Protocol (VoIP) network. My Computer mode provides the best IP audio quality that is possible based on the connection speeds, personal computer performance and network setup.

This document assumes the basic installation and administration of Avaya Contact Center Control Manager, Avaya Aura® Presence Server, Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager have taken place. See **Section 9** for additional installation and administration documents.

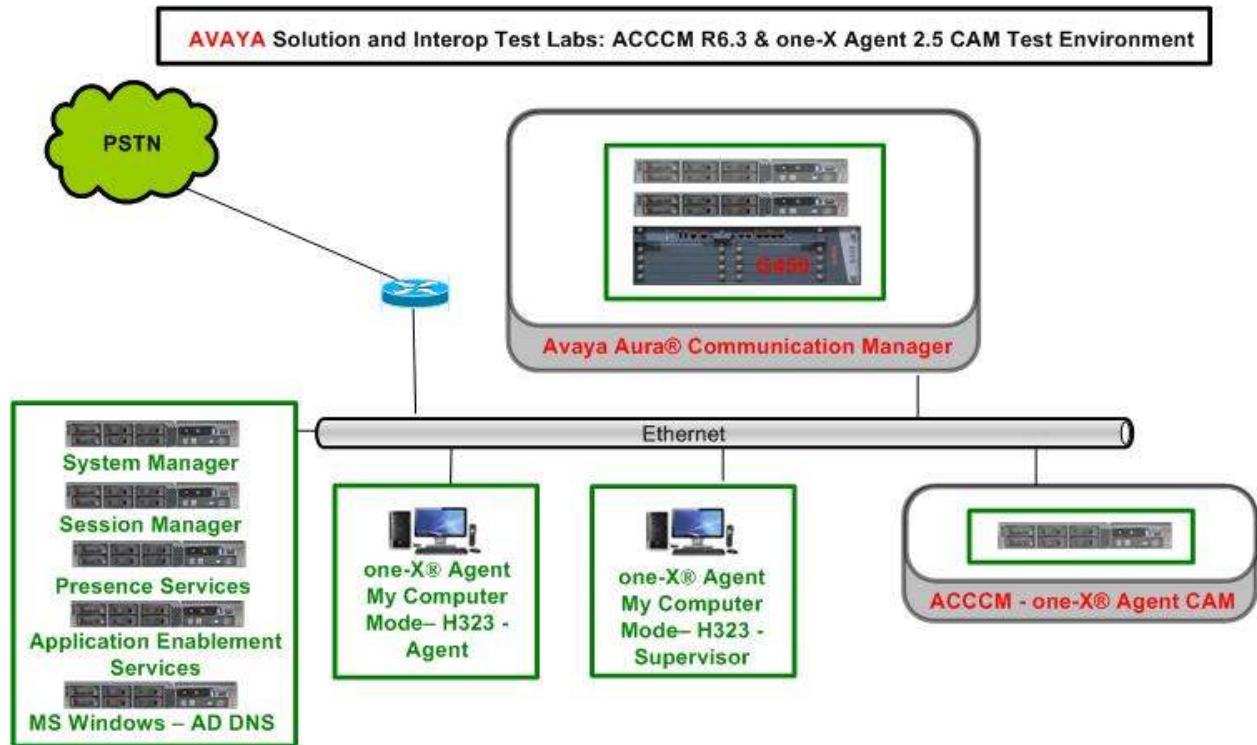


Figure 1 – Avaya Contact Center Control Manager™ Topology

The following diagram shows the ACCCM one-X Central Agent Management Architecture:

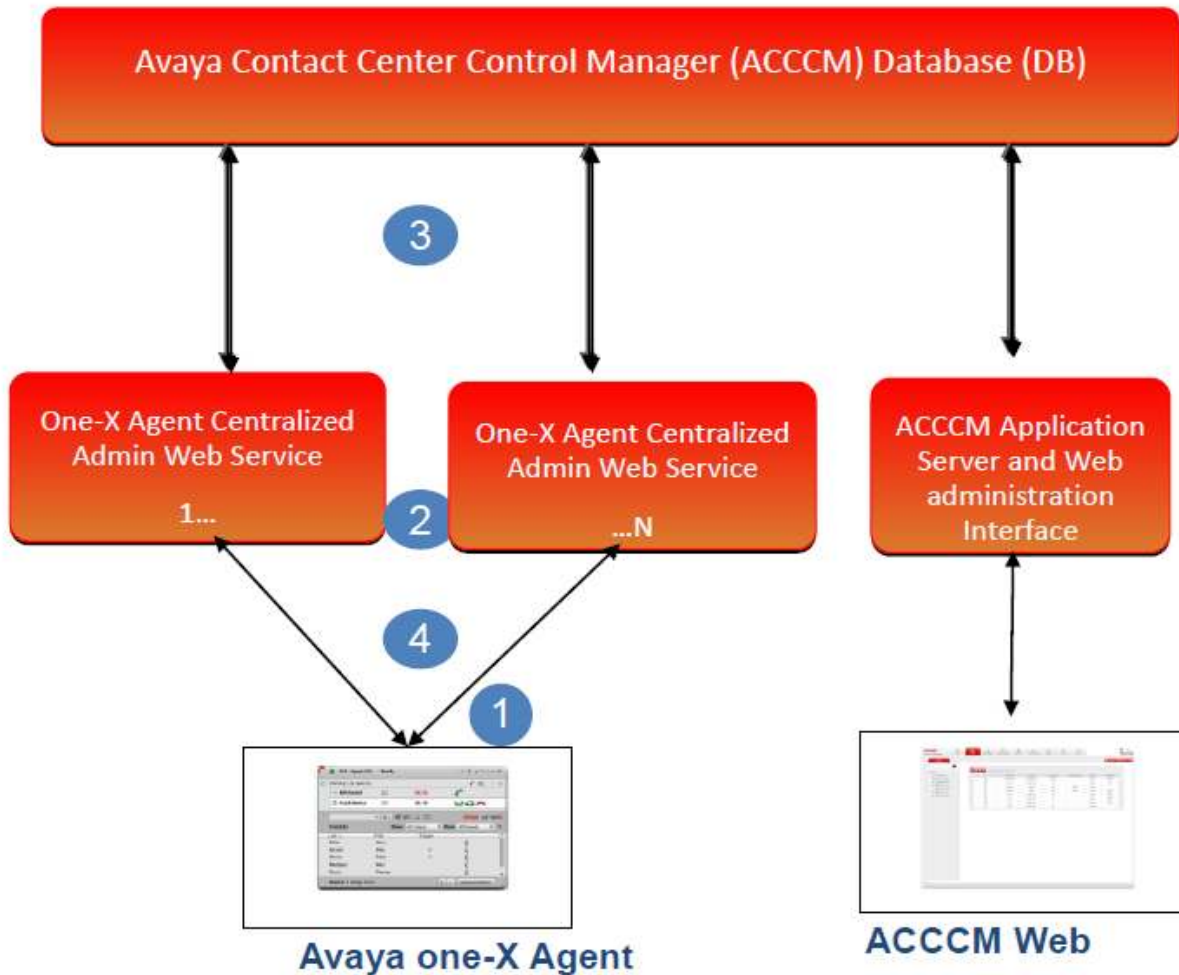


Figure 2 – ACCCM one-X Central Agent Management Architecture

1. The Avaya one-X Agent client send an HTTP (can be over HTTPS) request to the centralized admin web service layer (the web services can be distributed across the 1-N servers).
2. Each web service goes to the ACCCM DB (with the user credentials).
3. Database layer retrieves the entire configuration of the desired Agent.
4. The Avaya one-X Agent client receives the configuration data as XML file (that was generated by the application layer).

2. Equipment and Software Validated

The following equipment and software were used for the sample configuration.

Component	Software Version
Avaya Aura® System Communication Manager on S8800 server with an Avaya G450 Media Gateway	Avaya Aura® Communication Manager R6.0.1 Release R016x.00.1.510.1 <ul style="list-style-type: none">• Patch 18915
Avaya Contact Center Control Manager™ (ACCCM) on Dell R610 server	Avaya Contact Center Control Manager™ 6.3 Beta Builds 9 and 13 <ul style="list-style-type: none">• Microsoft Windows 2008 Server Enterprise Edition R2• Single Server Deployment of ACCCM
Avaya one-X® Agent	<ul style="list-style-type: none">• 2.5 Patch 2 - 2.5..467.18• Running on Microsoft Windows XP SP3
Plantronics USB Headset	<ul style="list-style-type: none">• Audio 646 DSP

3. Installing Avaya one-X® Agent components for Avaya Contact Center Control Manager™

This section describes the details for installing Avaya one-X® Agent Central Administration Management 2.5 components for integration with Avaya Contact Center Control Manager™.

This document assumes the basic installation and administration of Avaya Contact Center Control Manager™, Avaya Aura® Presence Services, Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager have taken place. See **Section 9** for additional installation and administration documents.

The sample lab configuration will utilize a single server deployment of ACCCM.

From ACCCM server the following administration steps will be described:

- Install one-X® Agent Central Administration Management (CAM) components
- Configure one-X® Agent Central Administration Management

Note: Some administration screens have been abbreviated for clarity.

3.1 Installing the Avaya one-X® Agent Central Administration Management

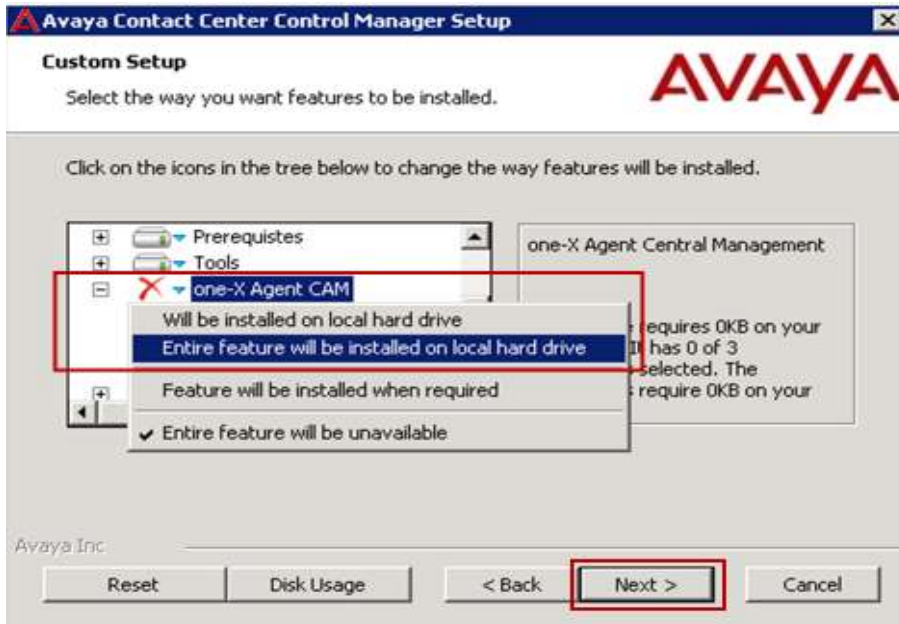
Insert the ACCCM installation media on the ACCCM server. The following installation wizard page will be displayed. Press the **Next** button.



Press **Modify** button

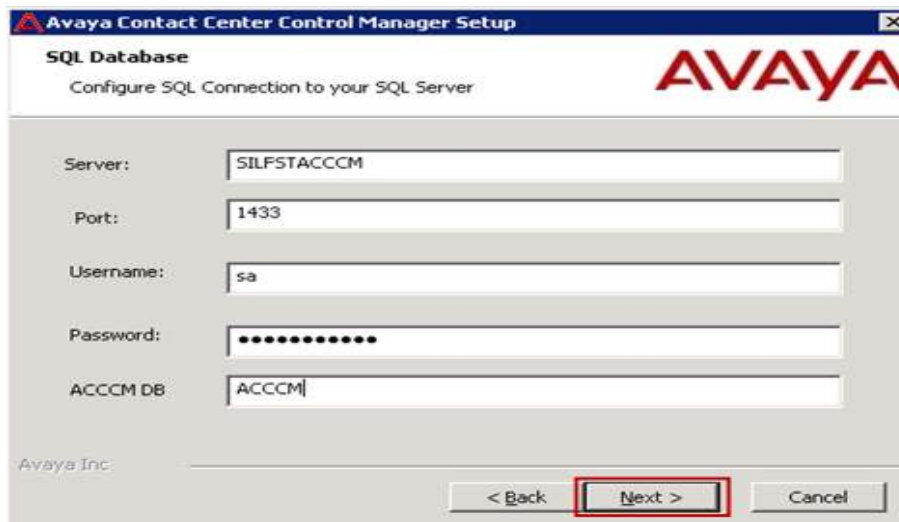


Select **one-X Agent CAM** drop down and select **Entire feature will be installed on local hard drive**. Then press **Next**.



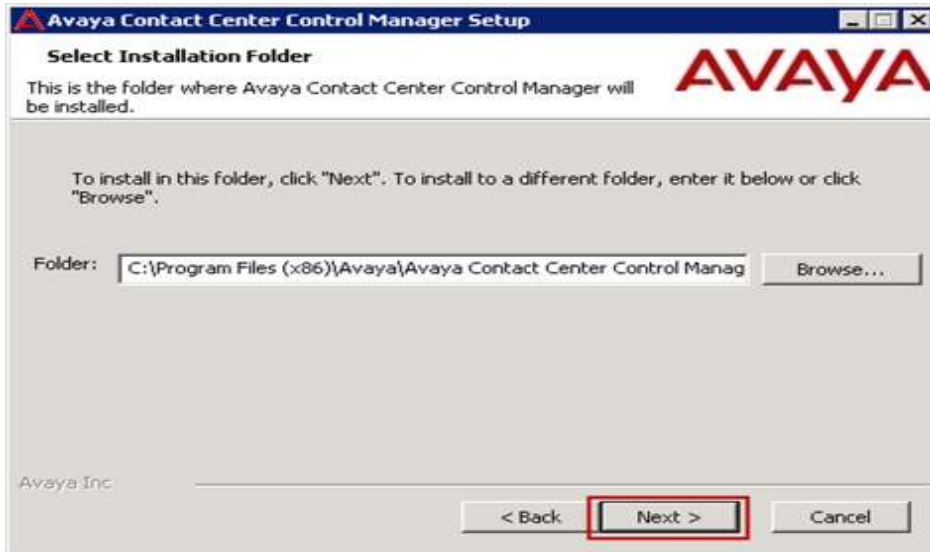
The **SQL Database** page is displayed. Populate and select the following values:

- For **Server** populate with ACCCM server hostname
- For **Port** the default value **1433** is entered
- For **Username** populate with the ACCCM database admin account
- For **Password** populate with the applicable password.
- For **ACCCM DB** populate with the ACCCM database name. The default install of ACCCM 6.3 will use **ACCCM** for the database name.
- Press **Next**



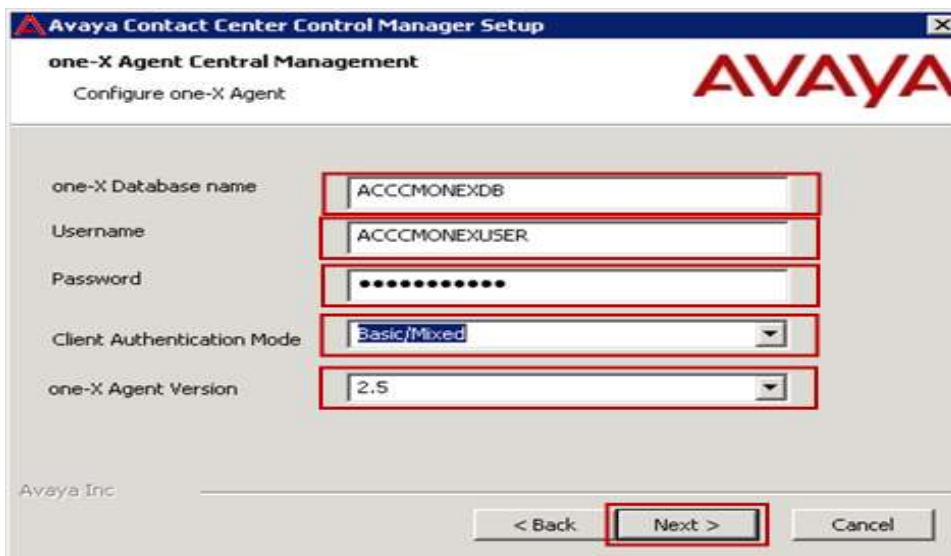
The **Select Installation Folder** page is displayed. Select the applicable installation folder path.

- By default the installation path is **C:\Program Files (x86)\Avaya\Avaya Contact Center Control Manager**.
- Press **Next**.



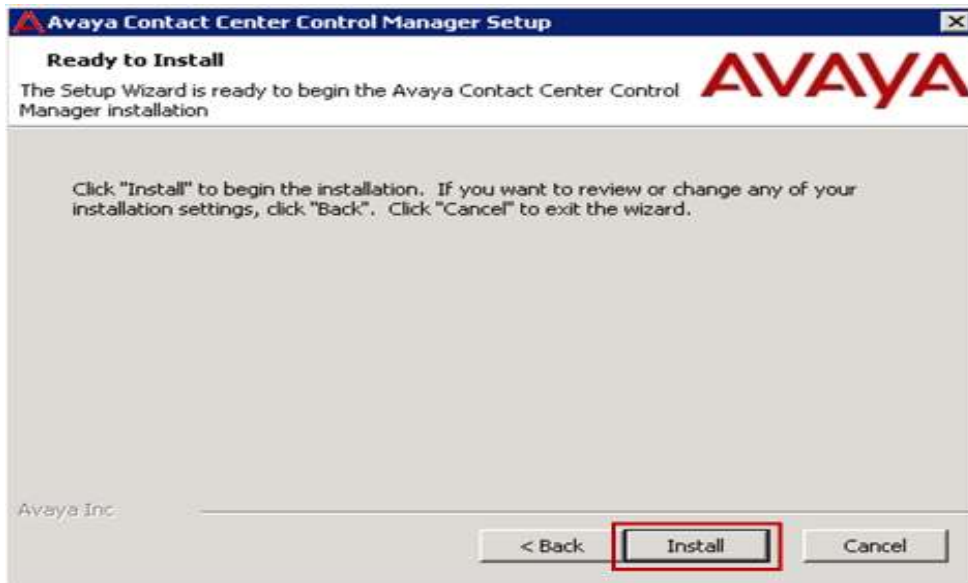
The **Configure one-X Agent** page is displayed. Populate and select the following values:

- For **one-XD Database name** populate with the desired one-X database name
- For **Username** populate with the desired username
- For **Password** populate with the desired password
- For **Client Authentication Mode** select **Basic/Mixed** from the drop down menu
- For **one-X Agent Version** select 2.5 from the drop down menu
- Press **Next**



The **Ready to Install** page is displayed.

- Press **Install**



During the installation the following message is displayed if ACCCM one-X® Agent components are being installed on an existing single server deployment of ACCCM. Select **Yes** to skip the configuration of the application pool and continue the installation. If you select No the installation will be cancelled.



Once the installation has completed select **Finish**



3.2 ACCCM one-X® Agent Central Management Administration

Using a web browser log in to Avaya Contact Center Control Manager one-X® Agent Central Administration Management interface by using the URL:

http://<ACCCMONEX_IP>/accmonex

Where <ACCCMONEX_IP> is the FQDN or IP address of the ACCCM server.

The default username is **itnv**


The default password is **itnv**

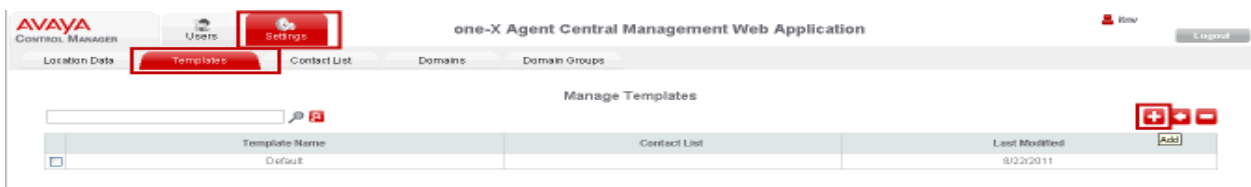


Once the login succeeds the one-X® Agent Central Management Web Application page is displayed.



3.2.1 Create a Agent template

This section will cover the steps to create an agent template for a one-X® Agent application. Navigate to the **Settings** tab then **Template** tab. Press the  **Add** Button to create a new template.



The **Manage Templates** page is displayed. Populate the details as applicable to the environment. This section will cover basic administration of **Login-Telephony**, **Alternate Server List**, **Login-Agent**, **Login-IM**, **Work Handling**, **Screen Pop**, **Dialing Rules**, for the **System** pages. In addition, **IM Settings**, **Call Handling** and **User Interface** will be covered for the **Agent** pages.

3.2.1.1 Login Telephony

Populate and select the following values:


- For **Template Name** populate with the desired name. Example uses **Avaya SIL Agent Template**
- Provide a **Welcome Message** as desired. Example uses **Welcome to the Avaya SIL**
- Select **Enable Automatic Connection to Communication Manager**
- Select **Remember Password for Next Login**
- For **Server Address** enter the IP address or FQDN of the primary Avaya Aura® Communication Manager for call control signaling.
- For **License Type** select **Agent** from the drop down menu.
- For **Place And Receive Calls Using** select **My Computer** from the drop down menu.



NOTE: IP addresses have been partially hidden for security

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.1.2 Alternate Server List

Select the **Alternate Server List** button from the menu on the left under **System**. The **Alternate Server List** page is displayed. Select the  **Add** button from the right hand side of the form. Populate the two fields as applicable to the environment:

- For **IP Address** enter the IP Address or FQDN of the secondary/survivable Communication Manager Server for call control signaling.
- For **Maximum Attempts for each server** enter the number of retry attempts

Press the  **Insert** button.



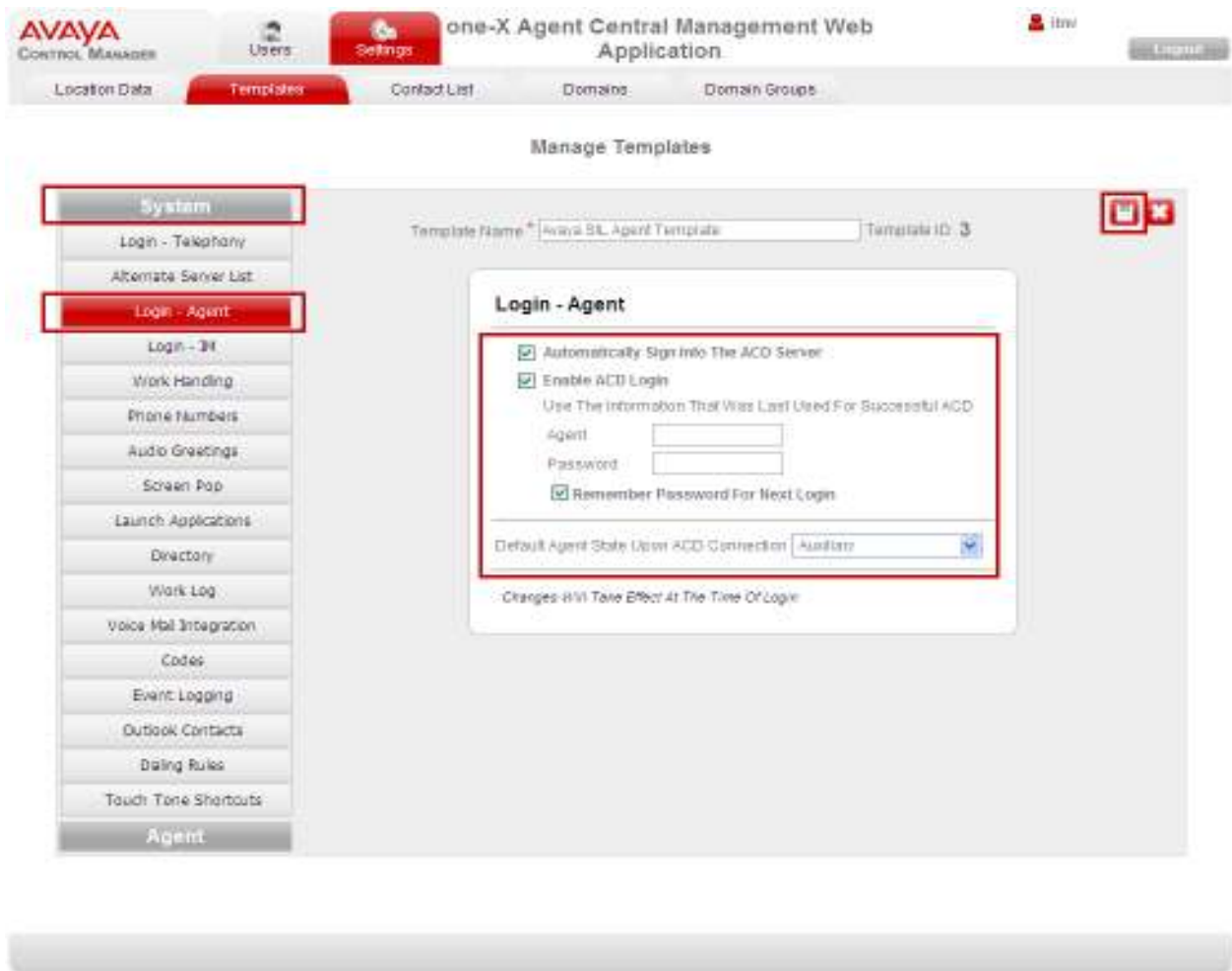
NOTE: IP addresses have been partially hidden for security

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.1.3 Login - Agent

Select the **Login - Agent** button from the menu on the left under **System**. The **Login - Agent** page is displayed.

- Select **Automatically Sign Into The ACD**
- Select **Enable ACD Login**
- Select **Remember Password for Next Login**
- For **Default Agent State Upon ACD Connection** select **Auxiliary** from the drop down menu.

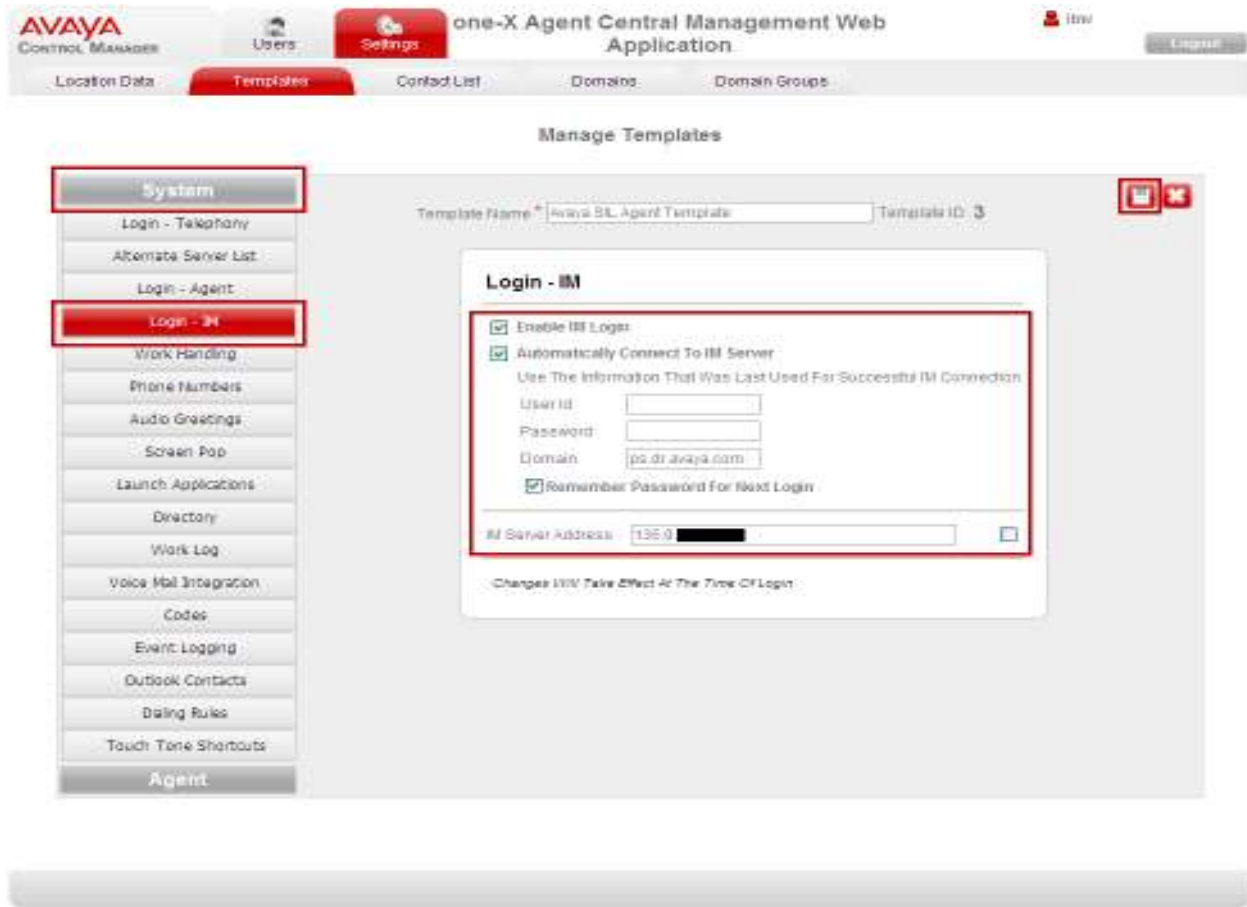


Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown) Press the  **OK** Button.

3.2.1.4 Login-IM

Select the **Login - IM** button from the menu on the left under **System**. The **Login - IM** page is displayed.

- Select **Enable IM**
- Select **Automatically Connect To IM Server**
- Select **Remember Password for Next Login**
- For **Domain** enter the Presence domain name. The example uses **ps.dr.avaya.com**
- For **IM Server Address** enter the IP Address or FQDN of the Avaya Presence Server



NOTE: IP addresses have been partially hidden for security

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.1.5 Dialing Rules

Select the **Dialing Rules** button from the menu on the left under **System**. The **Dialing Rules** page is displayed.

- For **Number to Dial to Access An Outside Line** enter the ARS Feature Access Code of Communication Manager
- For **Your Country Code** enter the applicable value.
- For **Your Area/City Code** enter the applicable value.
- For **Number To Dial for Long Distance** enter the applicable value.
- For **Number To Dial for International Calls** enter the applicable value.
- For **Length of Internal Extension Numbers** enter the applicable value.
- For **Length of National Phone Numbers** enter the applicable value.
- For **Include Area/City Code, When Making A Local Call** select the radio box to the left.

The screenshot shows the Avaya one-X Agent Central Management Web Application interface. The top navigation bar includes 'AVAYA CONTROL MANAGER', 'Users', 'Settings', and 'one-X Agent Central Management Web Application'. Below this is a secondary navigation bar with 'Location Data', 'Templates', 'Contact List', 'Domains', and 'Domain Groups'. The main content area is titled 'Manage Templates' and shows a 'Dialing Rules' configuration page for the 'Avaya S.I.L. Agent Template'. The left sidebar has a 'System' menu with 'Dialing Rules' selected. The 'Dialing Rules' configuration includes the following fields and options:

Field	Value
Number To Dial To Access An Outside Line	9
Your Country Code	1
Your Area/City Code	303
Number To Dial For Long Distance Calls	1
Number To Dial For International Calls	011
Length Of Internal Extension Numbers	5
Length Of National Phone Numbers (Including Area/City Code)	10

Additional options and fields:

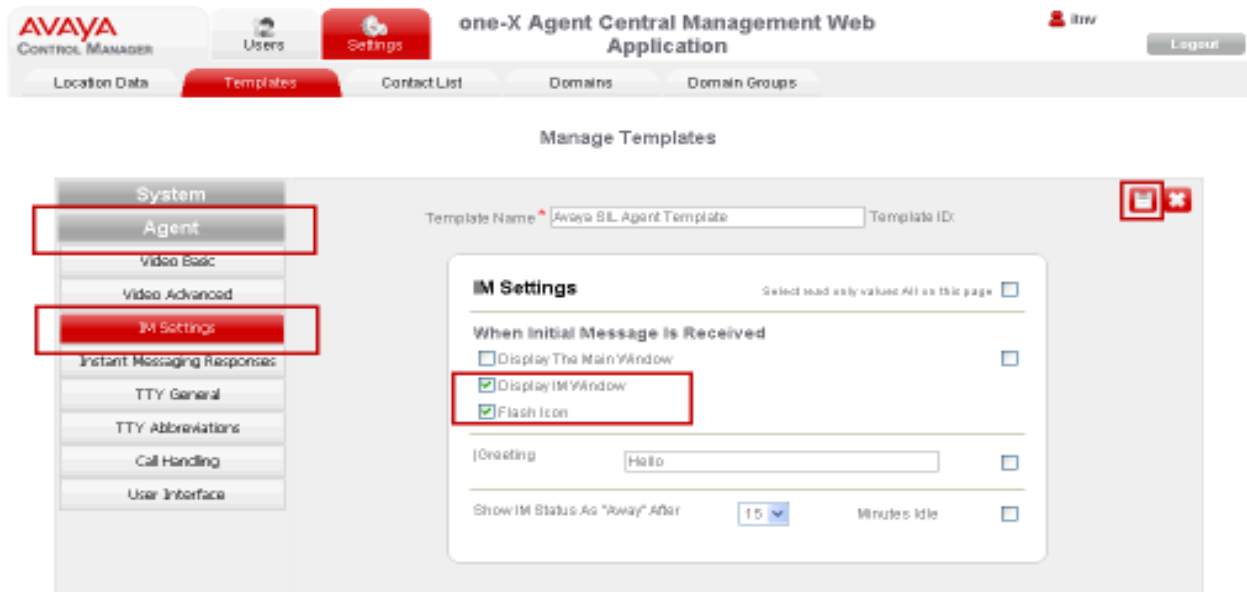
- Include Area/City Code, When Making A Local Call
- Add Long Distance Prefix on Local Calls
- Time period of Pause (comma) in dialing (in seconds): []
- Display Confirmation Window Before Dialing A Number

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.1.6 IM Settings

Select the **IM Settings** button from the menu on the left under **Agent**. The **IM Settings** page is displayed.

- For **Display IM Window** select the radio box to the left.
- For **Flash Icon** select the radio box to the left.

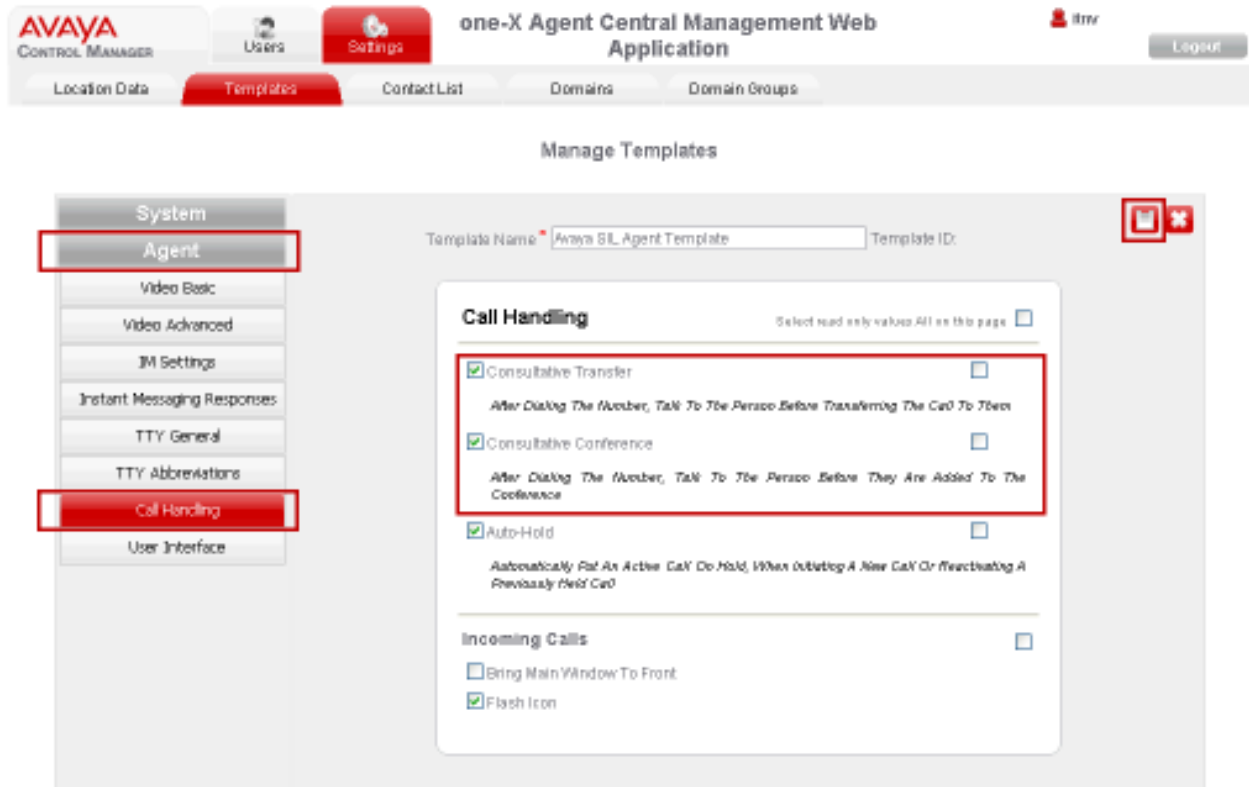


Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.1.7 Call Handling

Select the **Call Handling** button from the menu on the left under **Agent**. The **Call Handling** page is displayed.

- For **Consultative Transfer** select the radio box to the left
- For **Consultative Conference** select the radio box to the left

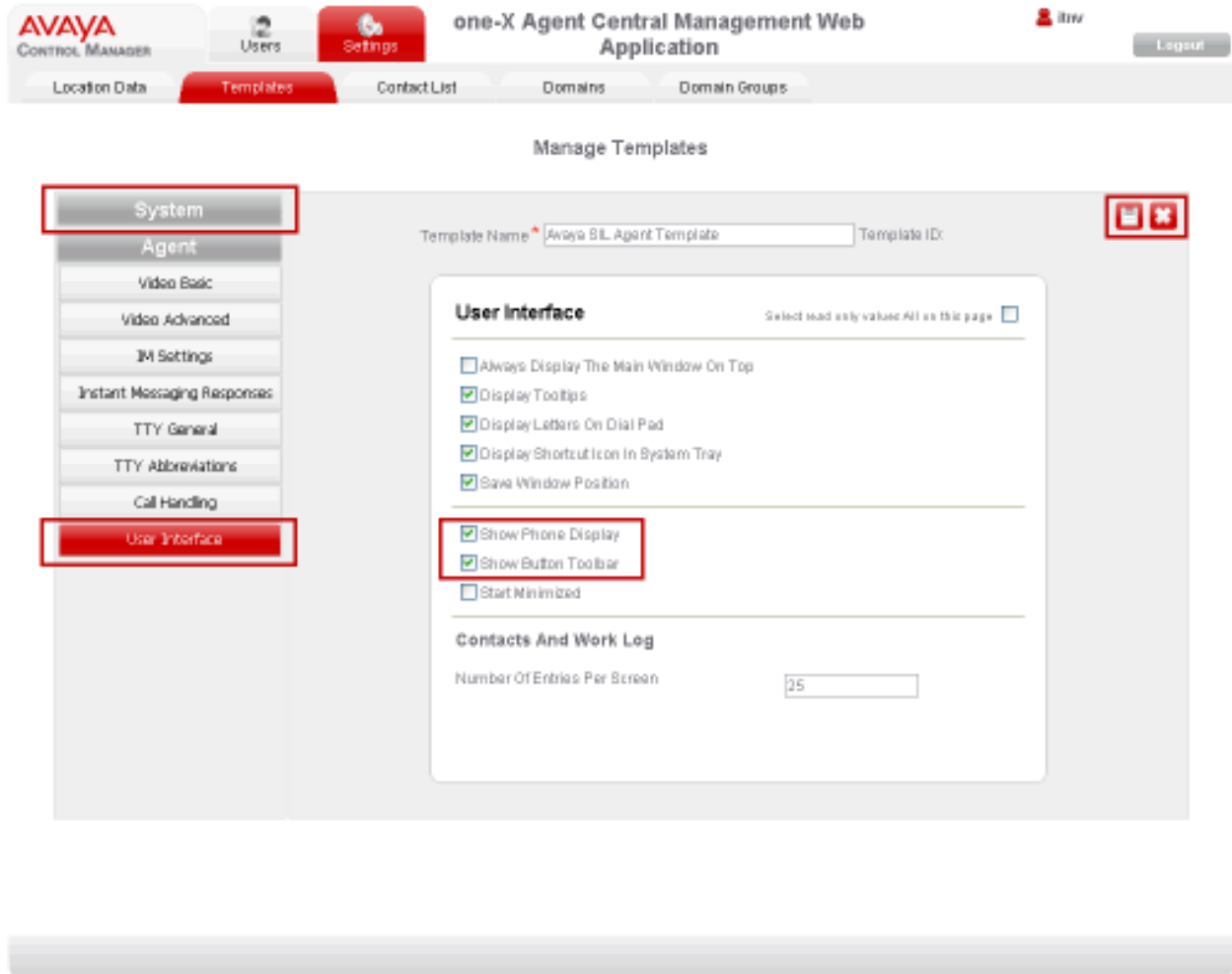


Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.1.8 User Interface

Select the **User Interface** button from the menu on the left under **Agent**. The **User Interface** page is displayed.


- For **Show Phone Display** select the radio box to the left
- For **Show Button Toolbar** select the radio box to the left

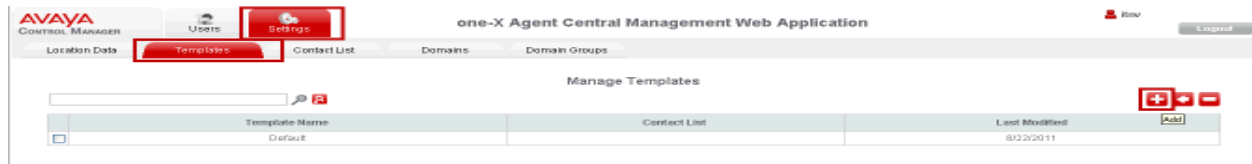


Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button. Press the  **Close** Button.

3.2.2 Create a one-X® Supervisor template

This section will cover the steps to create a supervisor template for a one-X® Agent.

Navigate to the **Settings** tab then **Template** tab. Press the  **Add** Button to create a new template.

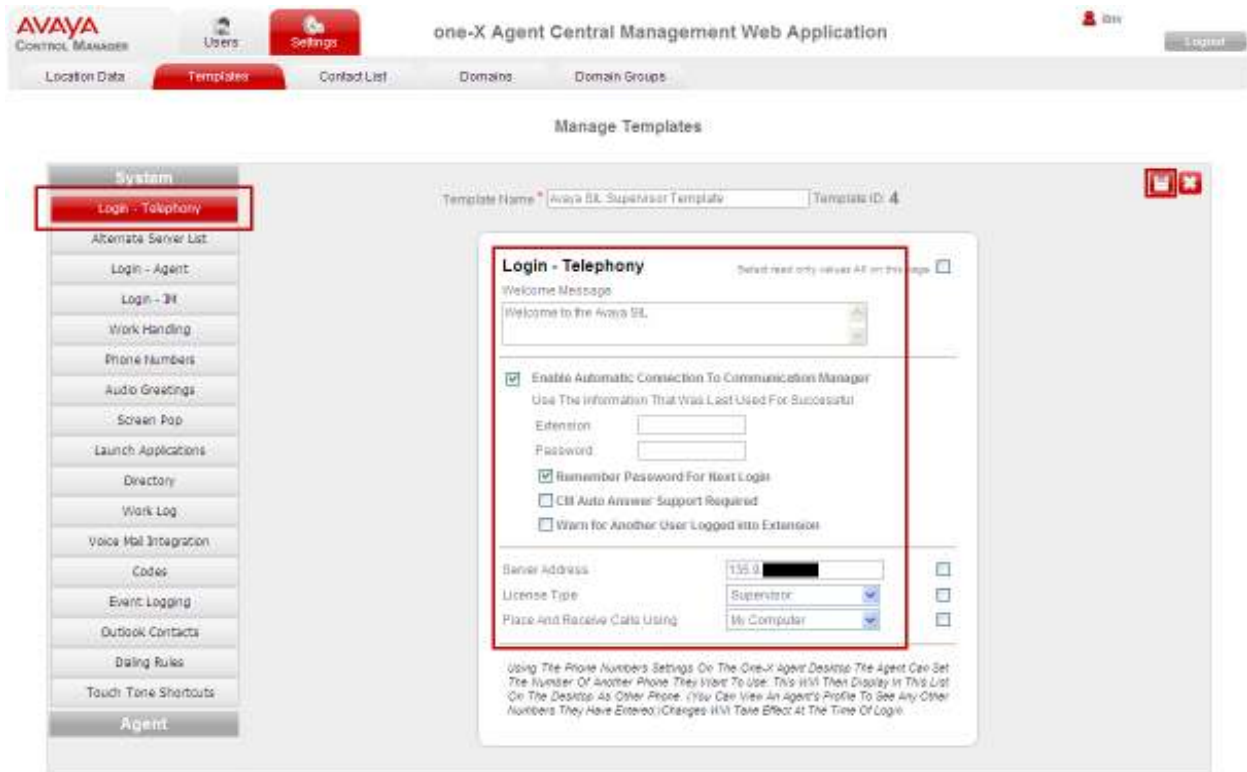


The **Manage Templates** page is displayed. Populate the details as applicable to the environment. This section will cover basic administration of **Login-Telephony**, **Alternate Server List**, **Login-IM**, **Work Handling**, **Screen Pop**, **Dialing Rules**, for the **System** pages. In addition, **IM Settings**, **Call Handling** and **User Interface** will be covered for the **Agent** pages.

3.2.2.1 Login Telephony

Populate and select the following values:


- For **Template Name** populate with the desired name. Example uses **Avaya SIL Supervisor Template**
- Provide a **Welcome Message** as desired. Example uses **Welcome to the Avaya SIL**
- Select **Enable Automatic Connection to Communication**
- Select **Remember Password for Next Login**
- For **Server Address** enter the IP address or FQDN of the Primary Avaya Aura Communication Manager for call control signaling.
- For **License Type** select **Supervisor** from the drop down menu.
- For **Place And Receive Calls Using** select **My Computer** from the drop down menu.



NOTE: IP addresses have been partially hidden for security

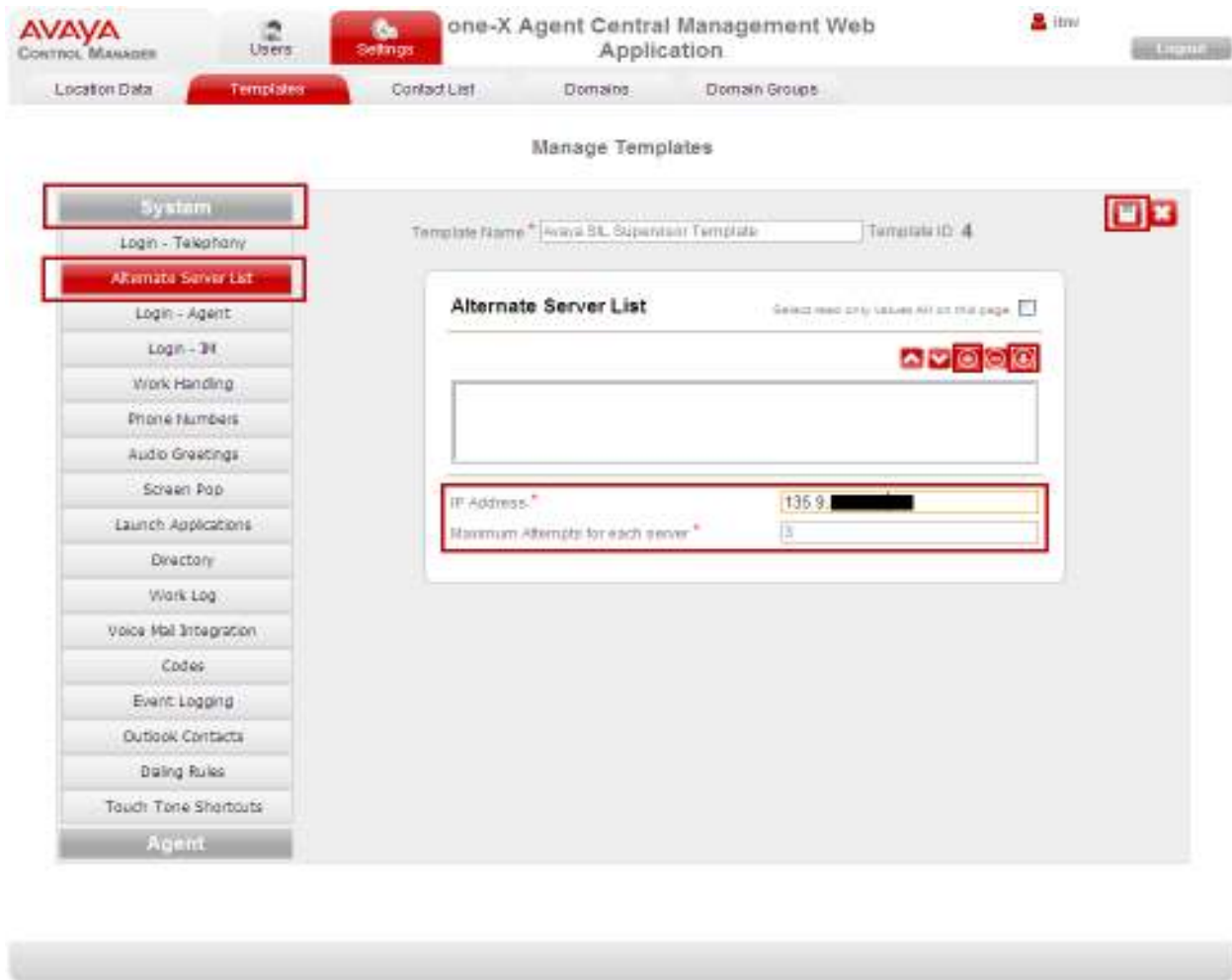
Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.2.2 Alternate Server List

Select the **Alternate Server List** button from the menu on the left under **System**. The **Alternate Server List** page is displayed. Select the  **Add** button from the right hand side of the form. Populate the two fields as applicable to the environment:

- For **IP Address** enter the IP Address or FQDN of the secondary/survivable Communication Manager Server for call control signaling
- For **Maximum Attempts for each server** enter the number of retry attempts

Press the  **Insert** button.



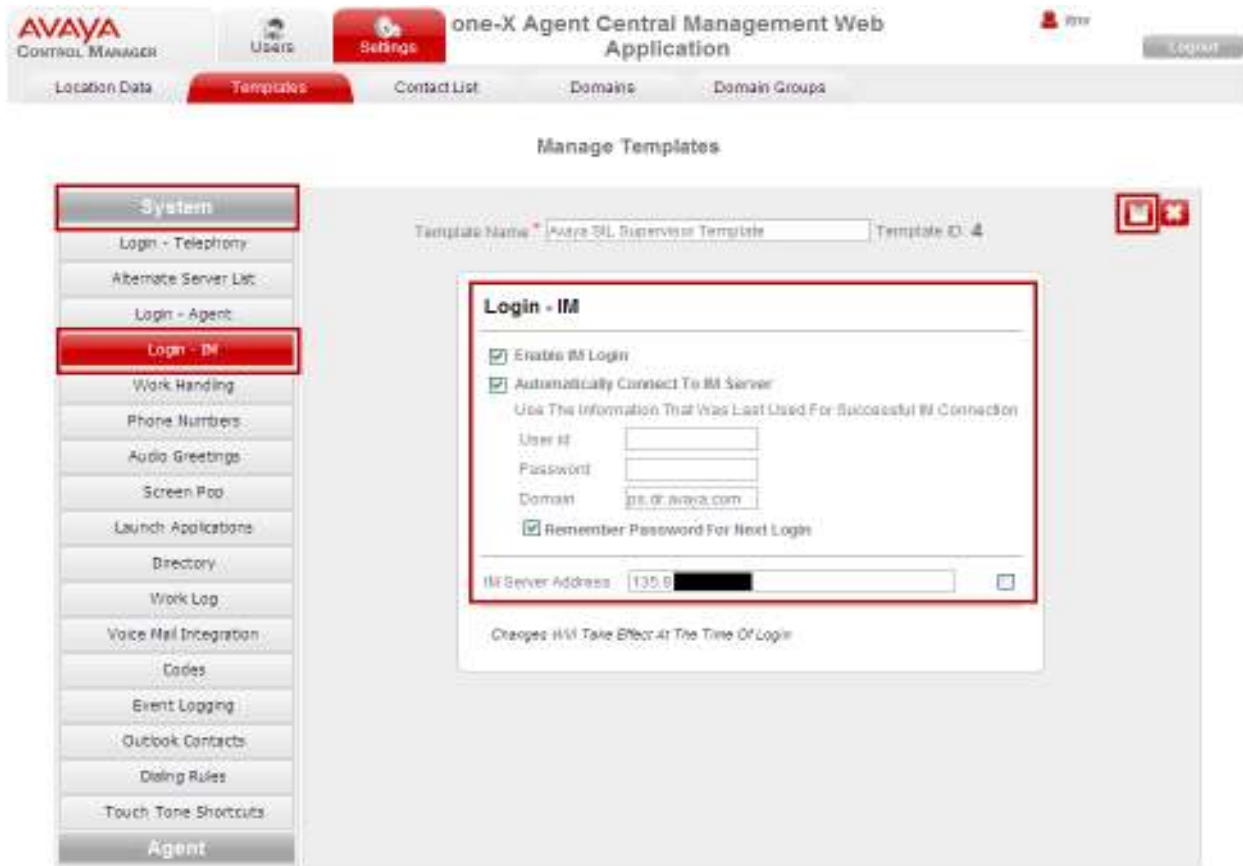
NOTE: IP addresses have been partially hidden for security

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown) Press the  **OK** Button.

3.2.2.3 Login-IM

Select the **Login - IM** button from the menu on the left under **System**. The **Login - IM** page is displayed.

- Select **Enable IM**
- Select **Automatically Connect To IM Server**
- Select **Remember Password for Next Login**
- For **Domain** enter the Presence domain name. The example uses **ps.dr.avaya.com**
- For **IM Server Address** enter the IP Address or FQDN of the Avaya Presence Server



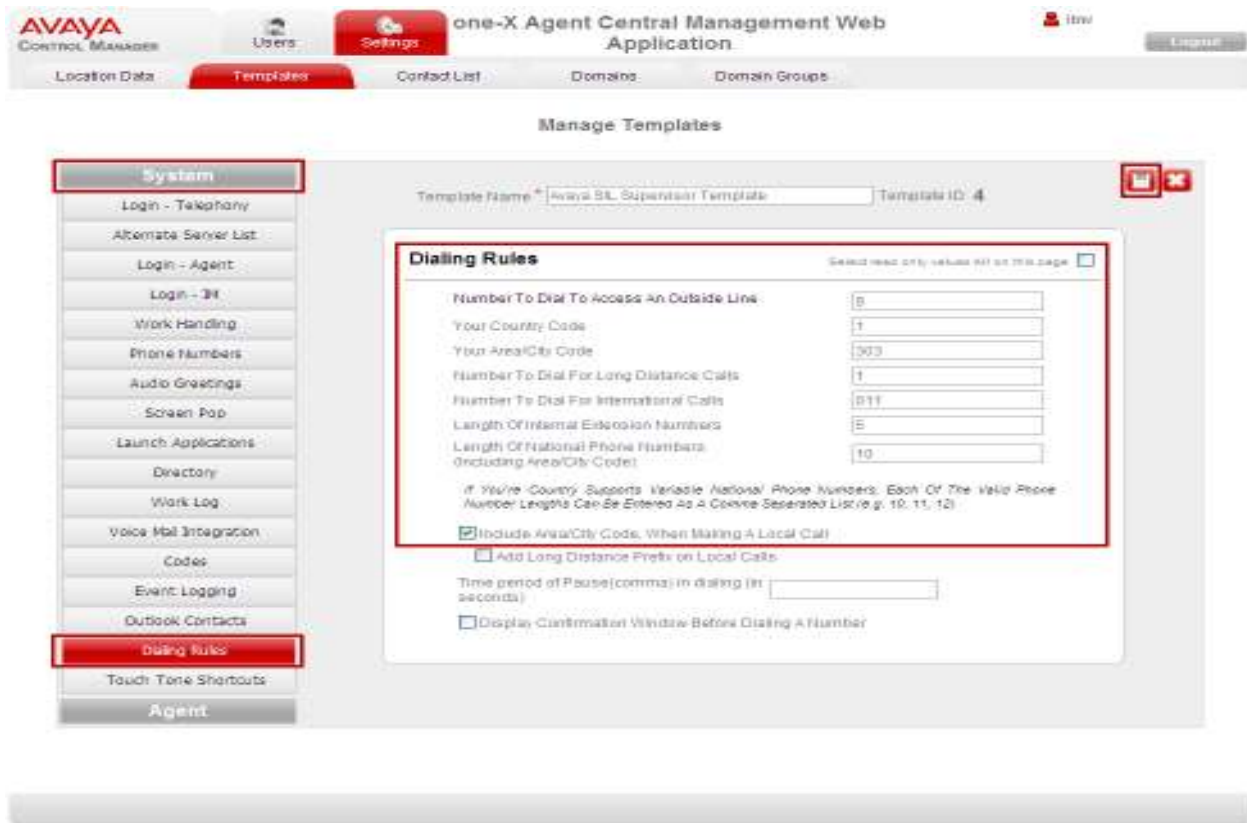
NOTE: IP addresses have been partially hidden for security

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.2.4 Dialing Rules

Select the **Dialing Rules** button from the menu on the left under **System**. The **Dialing Rules** page is displayed.

- For **Number to Dial to Access An Outside Line** enter the ARS Feature Access Code of Communication Manager
- For **Your Country Code** enter the applicable value.
- For **Your Area/City Code** enter the applicable value.
- For **Number To Dial for Long Distance** enter the applicable value.
- For **Number To Dial for International Calls** enter the applicable value.
- For **Length of Internal Extension Numbers** enter the applicable value.
- For **Length of National Phone Numbers** enter the applicable value.
- For **Include Area/City Code, When Making A Local Call** select the radio box to the right.

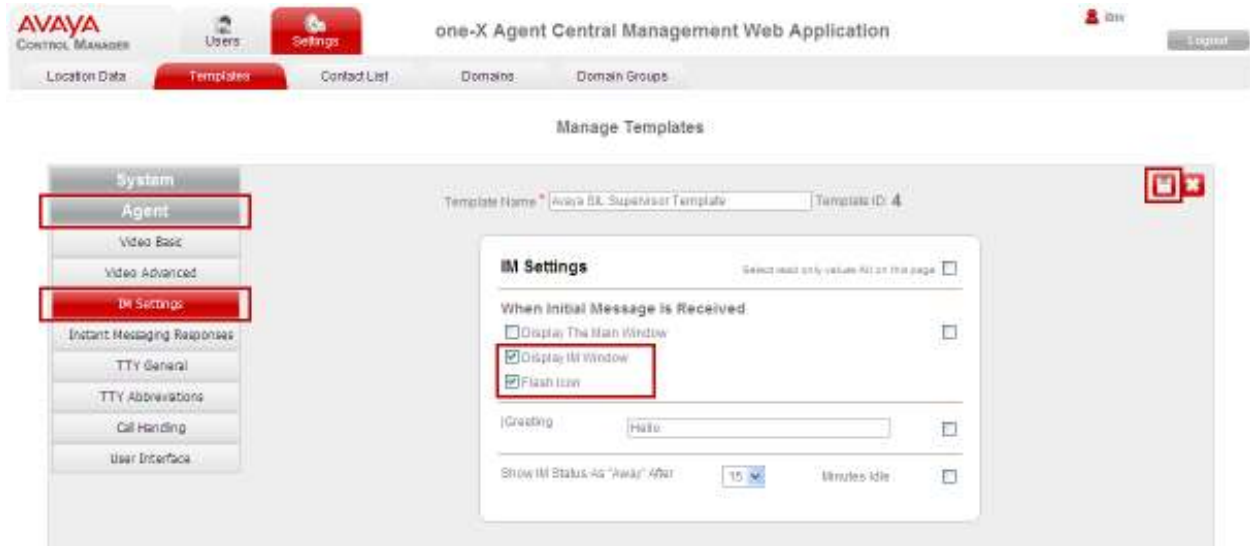


Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown) Press the  **OK** Button.

3.2.2.5 IM Settings

Select the **IM Settings** button from the menu on the left under **Agent**. The **IM Settings** page is displayed.

- For **Display IM Window** select the radio box to the left.
- For **Flash Icon** select the radio box to the left.

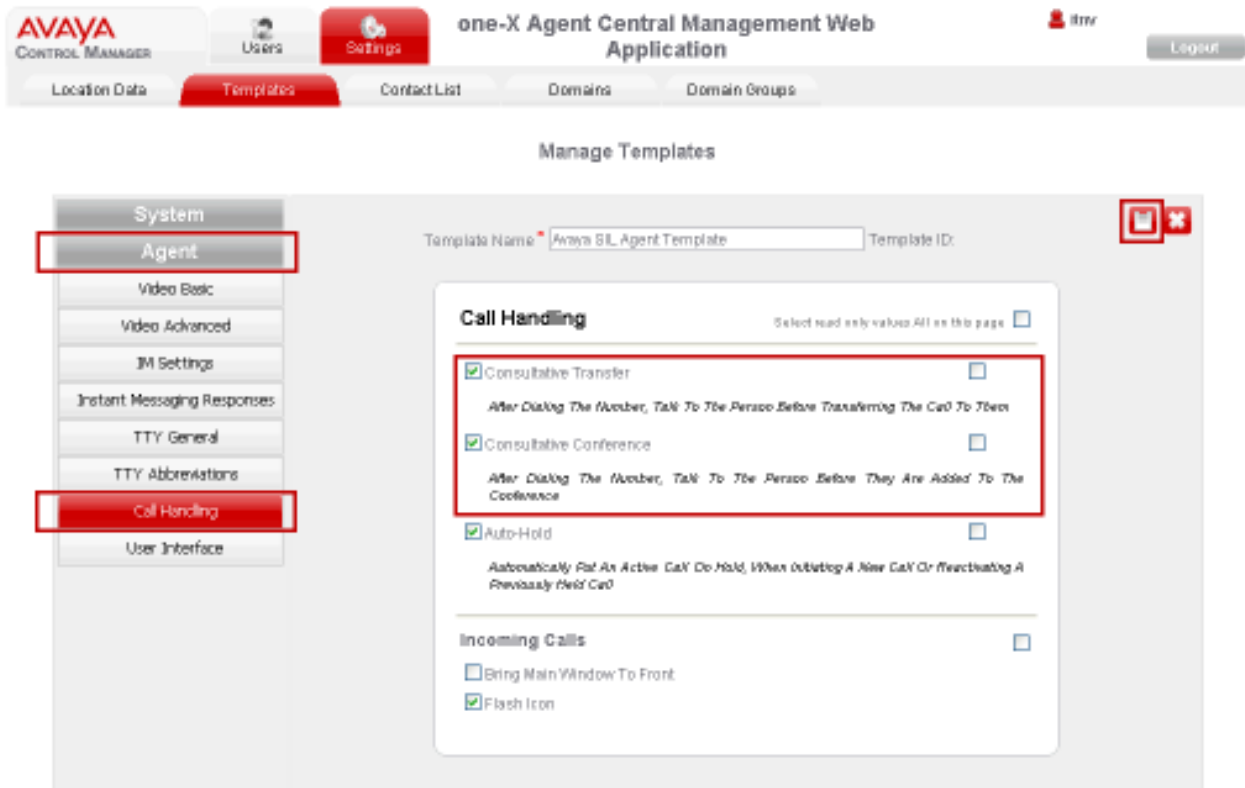


Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.2.6 Call Handling

Select the **Call Handling** button from the menu on the left under **Agent**. The **Call Handling** page is displayed.

- For **Consultative Transfer** select the radio box to the left
- For **Consultative Conference** select the radio box to the left

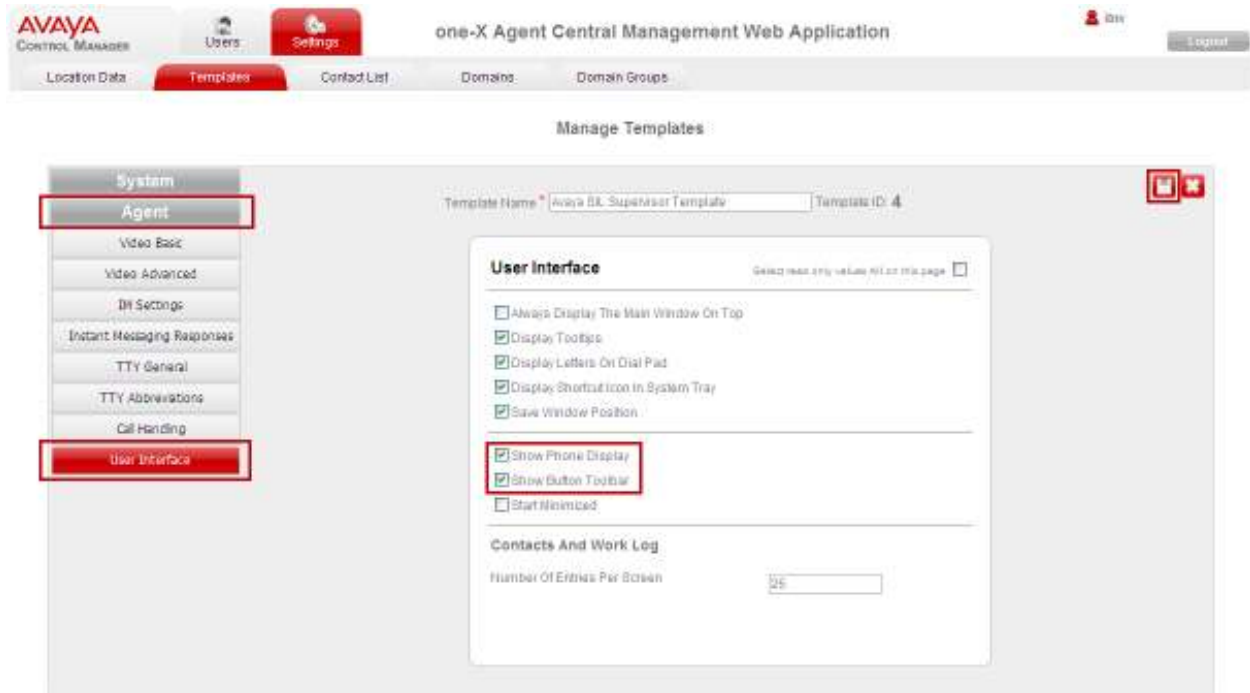


Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.2.7 User Interface

Select the **User Interface** button from the menu on the left under **Agent**. The **User Interface** page is displayed.

- For **Show Phone Display** select the radio box to the left
- For **Show Button Toolbar** select the radio box to the left



Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button. Press the  **Close** Button.

3.2.3 Create Agent Group

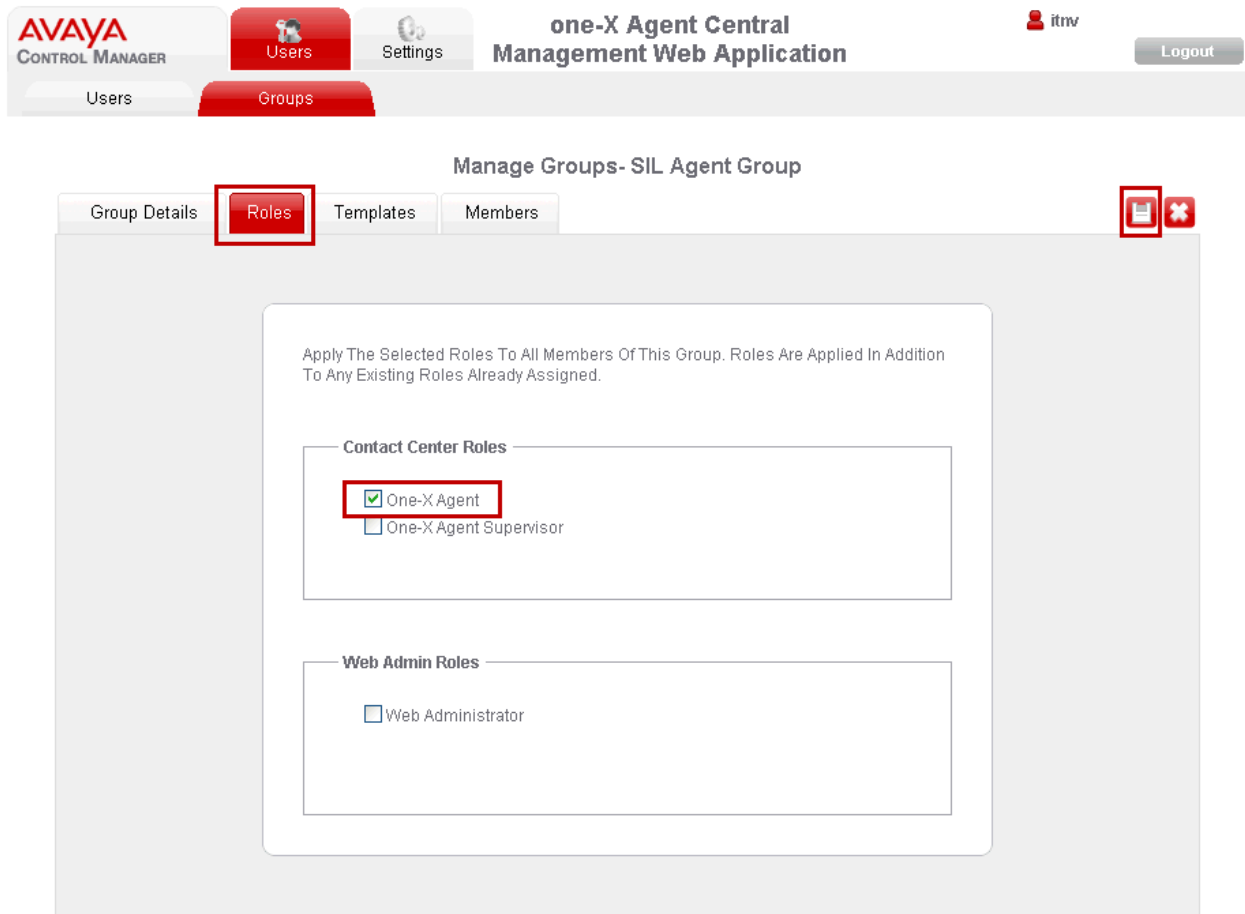
This section will cover the steps to create an agent group for a one-X® Agent.


Navigate to the **Users** tab then **Group** tab. Populate the Group Name field with the applicable name. The example uses **SIL Agent Group**.

The screenshot displays the Avaya one-X Agent Central Management Web Application interface. The top navigation bar includes the Avaya logo, 'CONTROL MANAGER', and tabs for 'Users' and 'Settings'. The main title is 'one-X Agent Central Management Web Application', and the user 'itrv' is logged in. A 'Logout' button is visible. Below the navigation, the 'Groups' tab is selected. The main content area is titled 'Manage Groups' and contains three sub-tabs: 'Group Details', 'Roles', and 'Members'. The 'Group Details' tab is active, showing a form with two fields: 'Group Name' (containing 'SIL Agent Group') and 'Group Supervisor' (set to '**No Supervisor Assigned**'). A red box highlights the 'Group Name' field. In the top right corner of the form area, there are icons for a document and a close button. A thick grey bar is visible at the bottom of the screenshot.

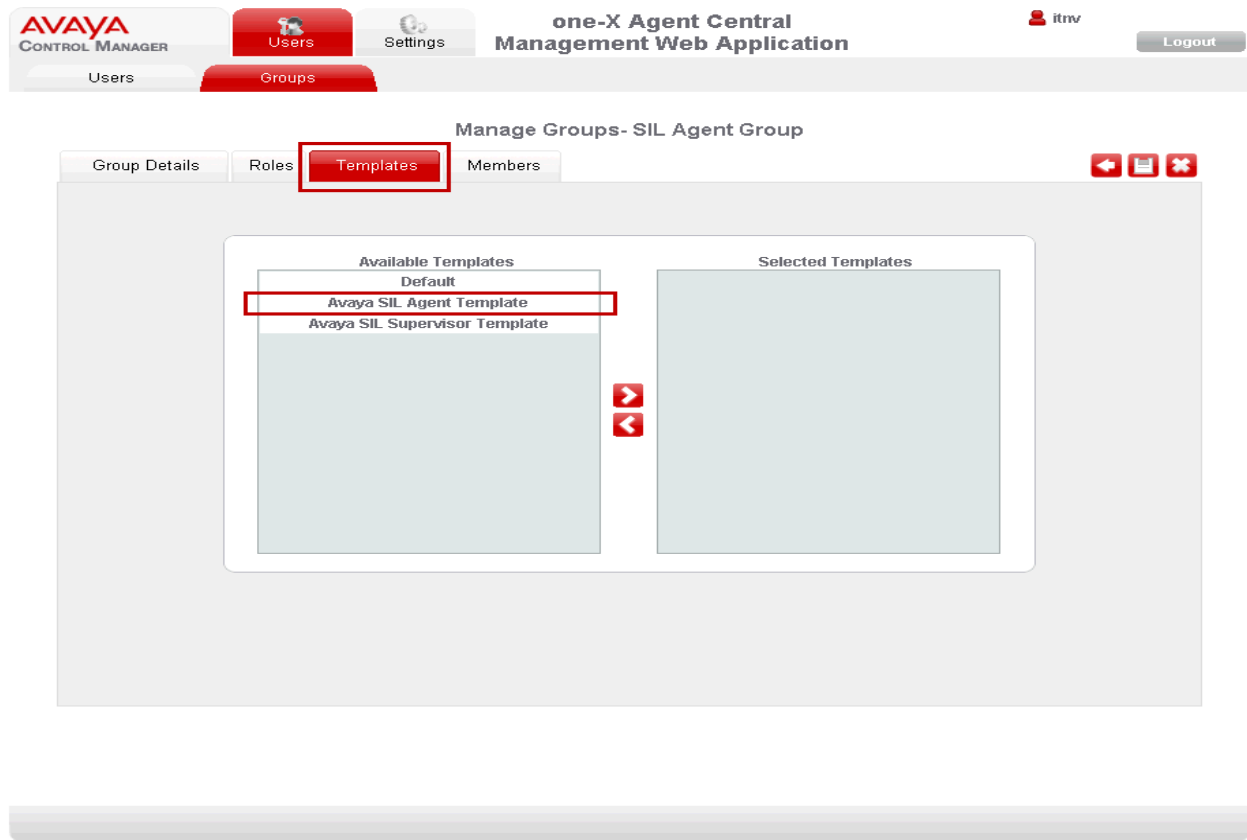
Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.


Navigate to the **Roles** tab then **Group** tab. Select the radio button for **One-X Agent**.

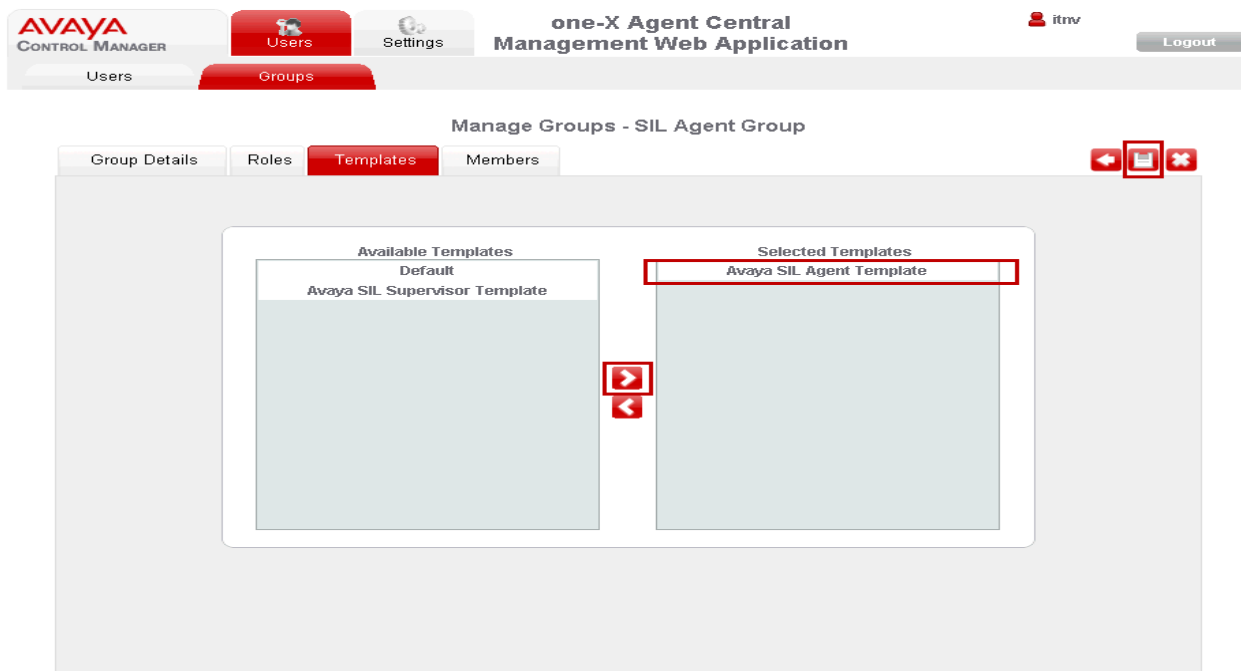


Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

Navigate to the **Template** tab. Select the Agent Template created in **Section 3.2.1** from the left hand window.




Select the  **Add** button to move the selected template over to the right hand window in order to be assigned to the group profile.



Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown) Press the  **OK** Button.

3.2.4 Create Agent Level User

This section will cover the steps to create an agent level user account for a one-X® Agent. Navigate to the **Users** tab then **Users** tab. Press the  **Add** Button to create a new user.



The **Manage Users** page is displayed. Populate and select the following values:

- For **User Name** populate with the desired name. Example uses **agent1a**
- For **First Name** populate with the desired name. Example uses **Agent1a**
- For **Last Name** populate with the desired name. Example uses **Mixed Enterprise**
- For **password** populate with the password.
- For **Authentication Type** select **DB User** from the drop down menu
- For **Contact Center Rules** select the radio button for **One-X Agent**

The screenshot shows the 'Manage Users' page in the Avaya Control Manager. The page title is 'one-X Agent Central Management Web Application'. The user is logged in as 'itriv'. The 'Manage Users' form is displayed with the following fields and values:

- User Name:** agent1a
- First Name:** Agent1a
- Last Name:** Mixed Enterprise
- Password:** [masked]
- Email:** [empty]
- Authentication Type:** DB User
- Domains:** select domain

The 'Contact Center Roles' section has the following options:

- One-X Agent
- One-X Agent Supervisor

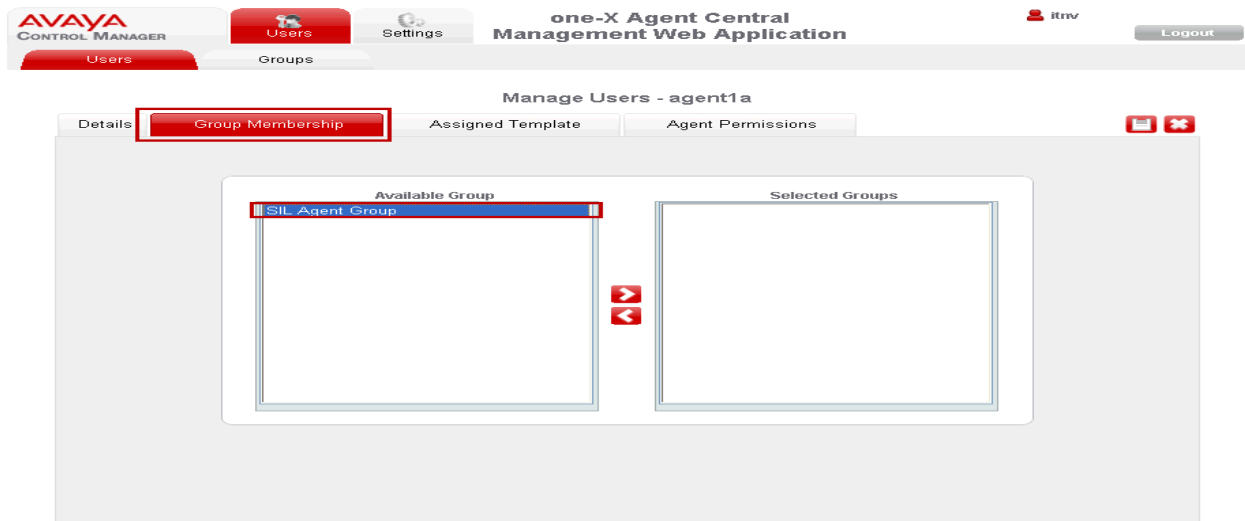
The 'Web Admin Roles' section has the following option:


- Web Administrator

Note: Roles assigned via membership of a group can only be removed by first removing the user from that group.

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

Navigate to the **Group Membership** tab. Select the Agent Group created in **Section 3.2.3** from the left hand window.

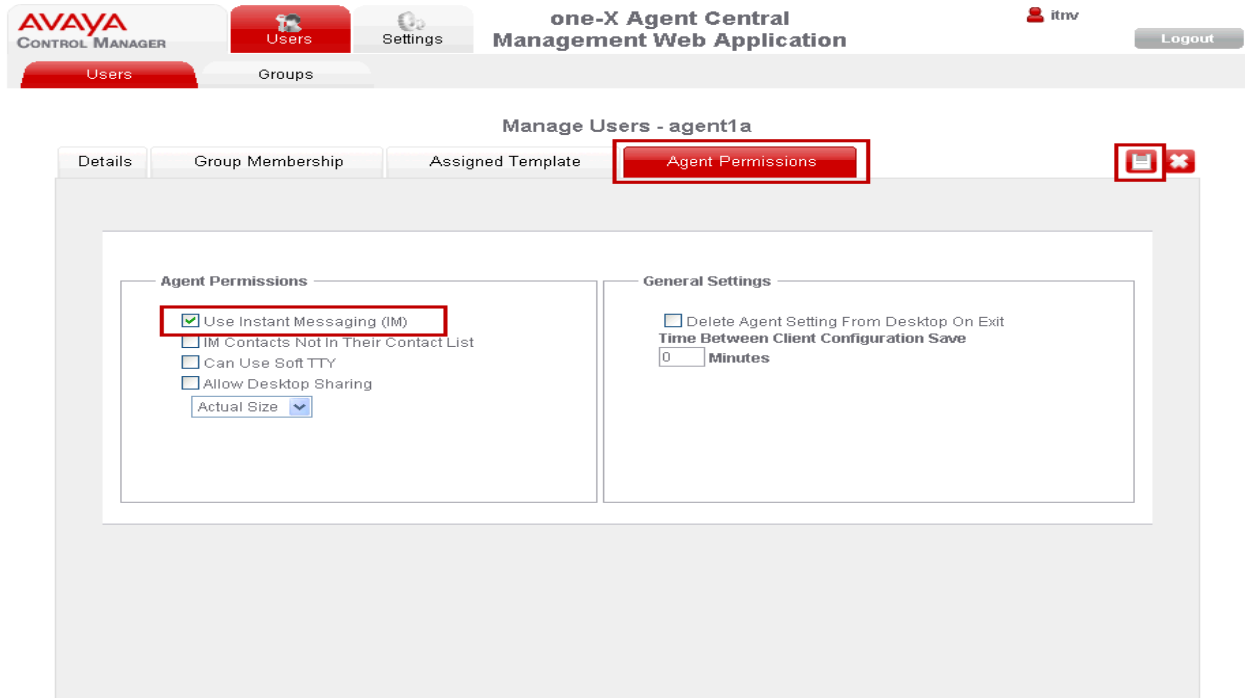


Select the  **Add** button to move the selected group over to the right hand window in order to be assigned to the profile.




Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

Navigate to the **Agent Permissions** tab. Select the **Use Instant Messaging (IM)** radio box.



Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.5 Create Supervisor Level User

This section will cover the steps to create a supervisor level user account for a one-X Agent.
Navigate to the **Users** tab then **Users** tab. Press the  **Add** Button to create a new user.



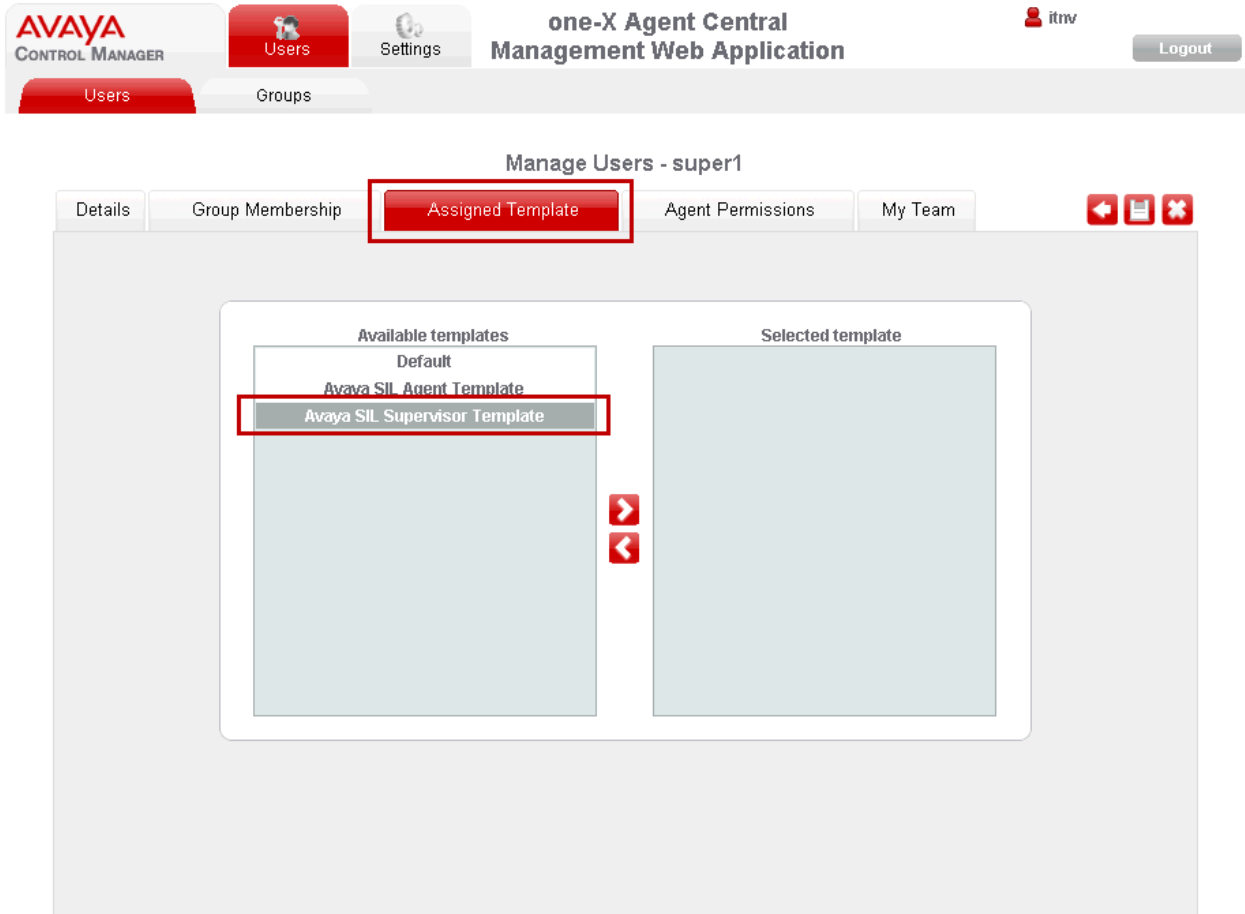
The **Manage Users** page is displayed. Populate and select the following values:


- For **User Name** populate with the desired name. Example uses **super1**
- For **First Name** populate with the desired name. Example uses **Supervisor1**
- For **Last Name** populate with the desired name. Example uses **Mixed Enterprise**
- For **password** populate with the password.
- For **Authentication Type** select **DB User** from the drop down menu
- For **Contact Center Rules** select the radio button for **One-X Agent Supervisor**

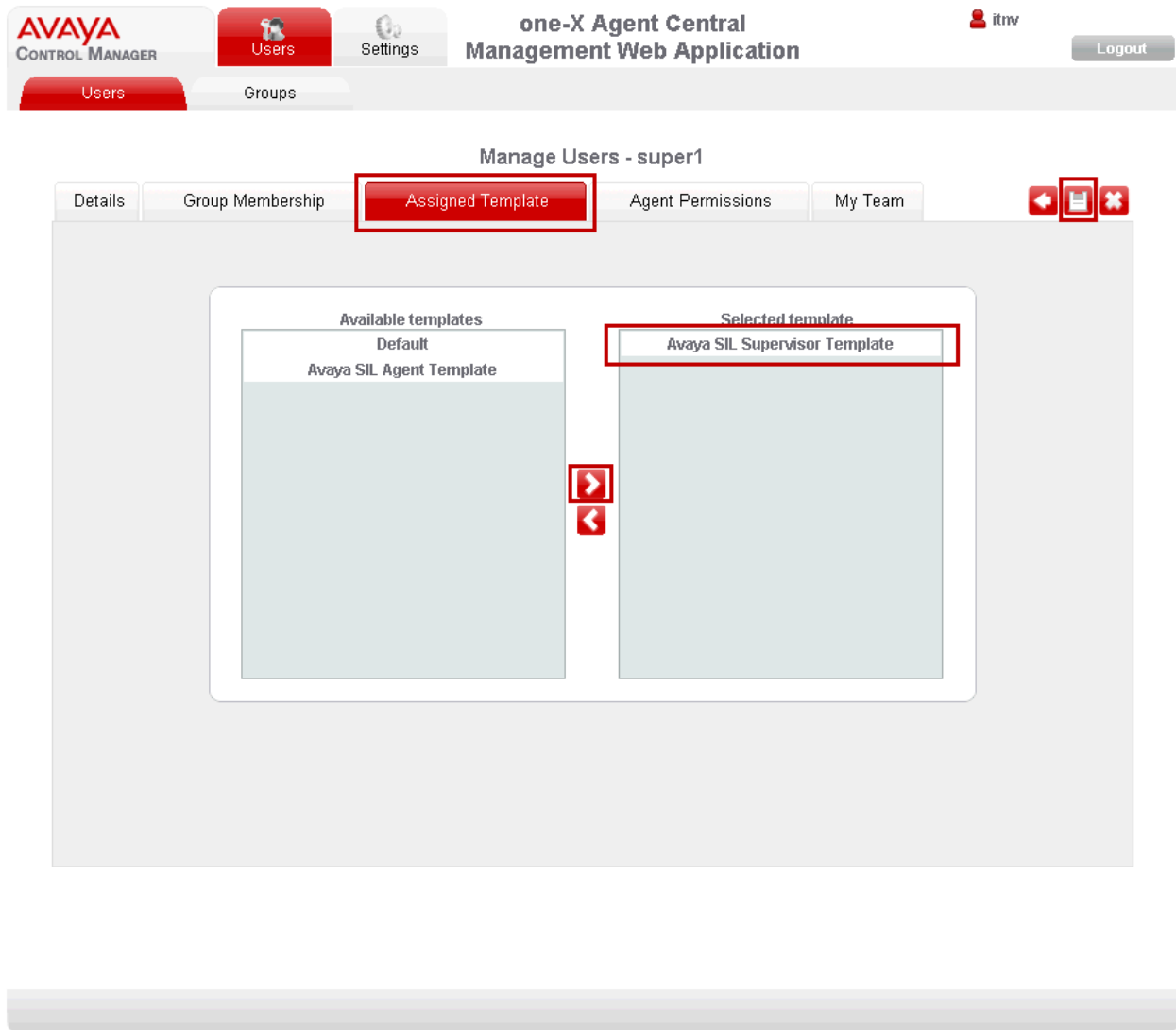
The screenshot shows the 'Manage Users - super1' page in the Avaya Control Manager. The page has a navigation bar with 'Users' and 'Groups' tabs. The main content area has tabs for 'Details', 'Group Membership', 'Assigned Template', 'Agent Permissions', and 'My Team'. The 'Details' tab is active, showing a form for user management. The form fields are: *User Name (super1), *First Name (Supervisor1), *Last Name (Mixed Enterprise), *Password (masked), Email, *Authentication Type (DB User), and Domains (select domain). Below these are sections for 'Contact Center Roles' (with 'One-X Agent' and 'One-X Agent Supervisor' checked) and 'Web Admin Roles' (with 'Web Administrator' unchecked). A note at the bottom reads: 'Note: Roles assigned via membership of a group can only be removed by first removing the user from that group.'

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

Navigate to the **Assigned Template** tab. Select the Supervisor Template created in **Section 3.2.2** from the left hand window.




Select the  **Add** button to move the selected template over to the right hand window in order to be assigned to the profile.



Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

Navigate to the **Agent Permissions** tab. Select the **Use Instant Messaging (IM)** radio box.

The screenshot shows the Avaya one-X Agent Central Management Web Application interface. At the top, there is a navigation bar with the Avaya logo, 'CONTROL MANAGER', and tabs for 'Users' and 'Settings'. The main title is 'one-X Agent Central Management Web Application'. A user profile 'itnv' and a 'Logout' button are visible in the top right. Below the navigation bar, there is a 'Manage Users - super1' section with tabs for 'Details', 'Group Membership', 'Assigned Template', 'Agent Permissions', and 'My Team'. The 'Agent Permissions' tab is selected and highlighted with a red box. The 'Agent Permissions' section contains a list of settings: 'Use Instant Messaging (IM)' (checked and highlighted with a red box), 'IM Contacts Not In Their Contact List' (unchecked), 'Can Use Soft TTY' (unchecked), and 'Allow Desktop Sharing' (unchecked). Below these is a dropdown menu set to 'Actual Size'. The 'General Settings' section contains a checkbox for 'Delete Agent Setting From Desktop On Exit' (unchecked) and a 'Time Between Client Configuration Save' field set to '0 Minutes'.

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

3.2.6 Assign Supervisor to Group

This section will cover the steps to assign the supervisor account created in **Section 3.2.5** to the agent group created in **Section 3.2.3**.

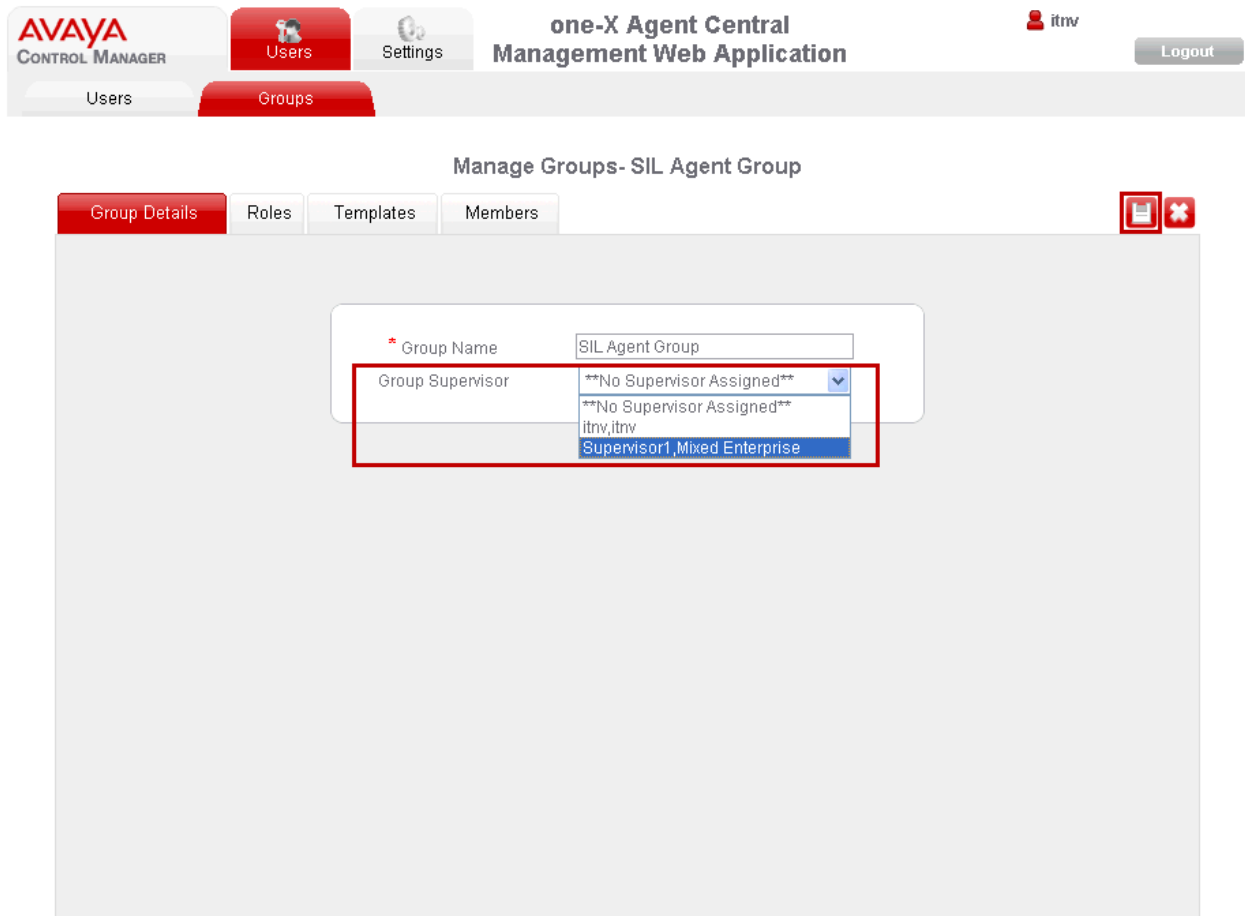
Navigate to the **Users** tab then **Groups** tab. Double-Press the listed agent group that was created in **Section 3.2.3**.



The screenshot shows the Avaya Control Manager web application interface. The top navigation bar includes the Avaya logo, 'CONTROL MANAGER', and 'one-X Agent Central Management Web Application'. The 'Users' and 'Groups' tabs are highlighted in red. The 'Groups' tab is active, displaying a 'Manage Groups' section with a search bar and a table of groups.

	Name	Roles	Members	Last Modified
<input type="checkbox"/>	SIL Agent Group	one-X Agent	1	3/1/2012

From the **Group Supervisor** drop down menu select the supervisor account created in **Section 3.2.5**.



Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
Press the  **OK** Button.

Configuration of one-X® Agent Central Administration Management is complete.

4. Administer Avaya Contact Center Control Manager™


This section will cover the steps to create an extension to be used for Avaya one-X® Agent 2.5 My Computer mode within ACCCM. The steps for creating the extension will be used for both the agent and supervisor level accounts. Using a web browser log in to Avaya Contact Center Control Manager interface by using the URL: http://<ACCCM_IP>/accm

Where <ACCCM_IP> is the FQDN or IP address of the ACCCM server.

This document assumes additional ACCCM call center administration is complete in regards to Skills, Hunts, VDNs, Agent IDs, etc.,.

For additional information on Avaya Contact Center Control Manager administration see **Reference [1], Reference [2], Reference [3] and Reference [4] in Section 9.**

4.1 Create an Extension Template

Navigate to the **AVAYA** and **Templates** tabs. Select **Extensions** button. Press the  **Add** button.



The **Extension Template** page is displayed. Select and enter applicable details for the template to be created. All other fields will use default values.

- **Location** – Select the applicable location from the drop down menu. Example uses **SILCM7**
- **Type** – Select the extension type **9650** from the drop down menu.
- **Template Name** – Enter a descriptive name. Example uses **1XA 9650**
- **Template** – Select **9650** from the drop down list
- **Security Code** – Enter a security code for the extension.
- **IP Softphone** – Select **Yes** from the drop down menu.
- **Service Link Mode** – Select **as-needed** from the drop down menu.
- **Multimedia Mode** – Select **enhanced** from the drop down menu.

- **Button Data 1 Fields** – Select **call-appr** from the drop down menu for button fields 1 through 3.
- **Auxiliary Button Assignments – Main View**
 - **Button 4 – auto-in**
 - **Button 5 – manual-in**
 - **Button 6 – after-call**
 - **Button 7 – aux-work**
 - **Button 8 - release**

The screenshot displays the Avaya Control Manager interface for configuring an extension template. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save, Transfer, and Logout. The main content area is titled 'Extension Template' and contains the following sections:

- Extension Template:** Includes dropdowns for Type (9650), Template Name (110A 9650), and Location (SILCMT), along with checkboxes for Location Default and System Default.
- EXTENSION:** Contains fields for Extension Number, Port, Name, Lock Messages (no), Security Code (123456), Coverage Path 1, Coverage Path 2, Hunt to Station, BCC, TN (1), COR (1), and COS (2).
- STATION OPTION:** Includes Loss Group (17), Speaker Phone (2-way), Display Language (english), Survivable GK Node Name, Survivable COR, and Survivable Trunk Dest.
- FEATURE OPTION:** Includes LWC Reception (spe), LWC Activation (y), LWC Log External Calls (no), CDR Privacy (n), Redirect Notification (y), Per Button Ring Control (n), Bridget Call Alerting (n), Time of Day Lock Table, Personalized Ringing Pattern (1), Message Lamp Ext, Mute Button Enabled, Button Modules (0), Media Complex Ext, IP Softphone (yes), IP Video Softphone (no), Short/Prefixed Registration (Allowed), Customizable Labels, Auto Select Any Idle Appearance, Coverage Msg Retrieval (yes), Auto Answer (none), Data Restriction (no), Idle Appearance Preference (no), Bridget Idle Line Preference (no), and Restricted Last Appearance (yes).

FEATURE OPTION

LWC Reception	spe	▼
LWC Activation	y	▼
LWC Log External Calls	no	▼
CDR Privacy	n	▼
Redirect Notification	y	▼
Per Button Ring Control	n	▼
Bridget Call Alerting	n	▼
Activate Station Ringing	single	▼
H320 Conversion	no	▼
Service Link Mode	as-needed	▼
Multimedia Mode	enhanced	▼
MWI Servd User Type		▼
Audio Name		

Emergency Location EId	
ConfTrans on Primary Appearance	▼
Bridged Appearance Origination Restriction	▼
Call Appearance Display Format	▼
IP Phone Group ID	

ENHANCED CALL FORWARDING

Unconditional For Internal Calls To	Forwarded Destination	Active
External Calls To		▼
Busy For Internal Calls To		▼
External Calls To		▼
No Reply For Internal Calls To		▼
External Calls To		▼

BUTTON DATA 1

1.	call-app	▼	Label	
2.	call-app	▼	Label	
3.	call-app	▼	Label	

Voice Mail

AUXILIARY BUTTON ASSIGNMENTS

Main View						
4.	auto-in	▼	Label		Grp:	
5.	manual-in	▼	Label		Grp:	
6.	after-call	▼	Label		Grp:	
7.	use-work	▼	Label		RC:	
8.	release	▼	Label		Grp:	
9.		▼	Label			
10.		▼	Label			
11.		▼	Label			
Bridged View						
12.		▼	Label			
13.		▼	Label			
14.		▼	Label			
15.		▼	Label			
16.		▼	Label			
17.		▼	Label			
18.		▼	Label			
19.		▼	Label			
BUTTON ASSIGNMENTS						
20.		▼	Label			
21.		▼	Label			
22.		▼	Label			
23.		▼	Label			
24.		▼	Label			

Press the  **Save** Button. Once the **Data Save Successfully** message is displayed (Not Shown)
 Press the  **OK** Button.

4.2 Create Extension

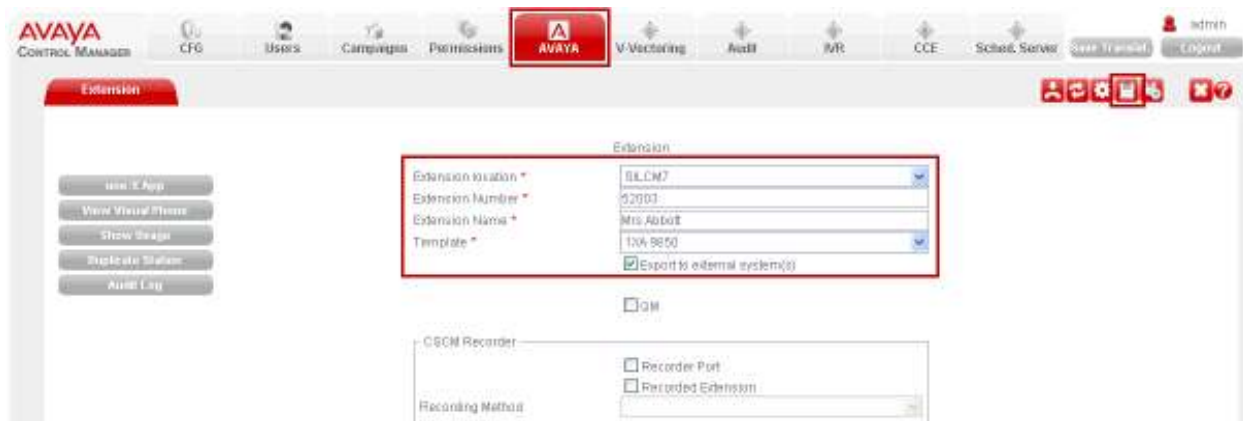
For the sample configuration two extensions are created. One extension is created for the supervisor and one extension is created for the agent. As the steps to administer both extensions are the identical, only the first extension to be created is documented.

Navigate to the **AVAYA** and **Extensions** tabs. Press the  **Add** button.



Enter applicable details for the extensions to be created.

- **Extension Location** – Select the applicable location. Example uses **SILCM7**
- **Extension Number** – 52003
- **Extension Name** - 123456
- **Template** – Select the extension template created in Section 4.1 from the drop down list
- **Export to external systems(s)** - select the radio box to the left



Press the  **Save** Button. Once the **Operation Completed Successfully** message is acknowledged (Not Shown) Press the  **Close** Button.

5 Install one-X® Agent Client

This section describes the details for installing Avaya one-X® Agent 2.5 client in order to integrate with Avaya Contact Center Control Manager™ one-X® Agent Central Administration Management.

This document does not cover the steps to install the current one-X Agent service pack release as there are no additional configuration steps performed when installing the service pack.

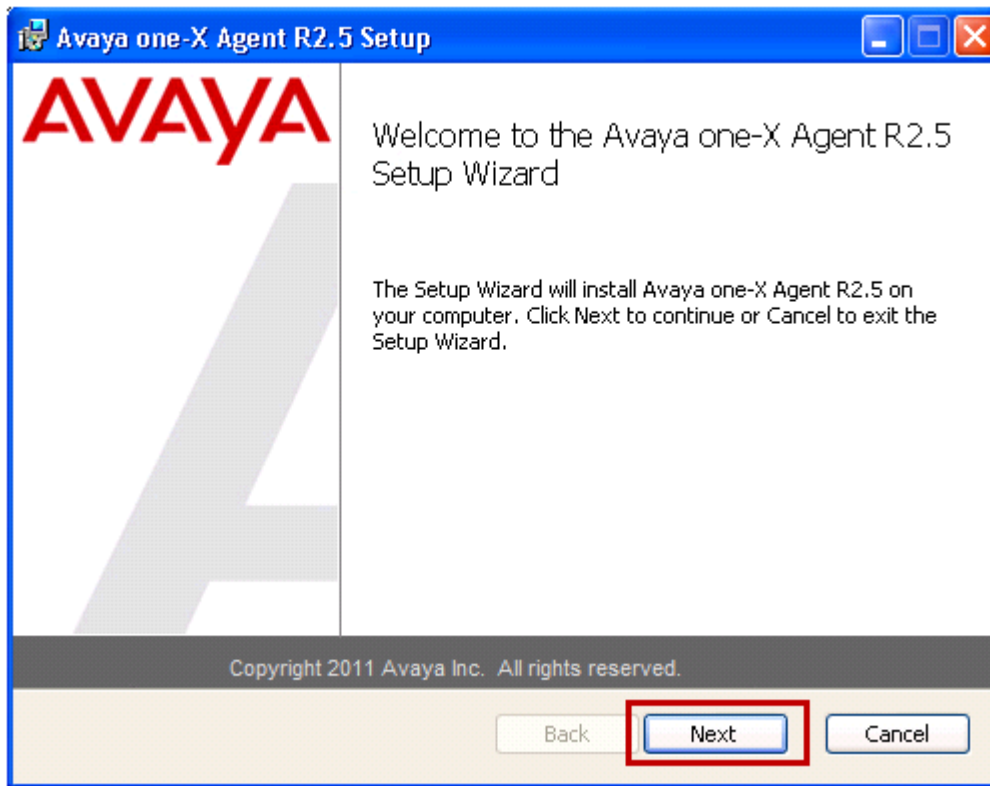
See **Reference [6]**, **Reference [7]**, **Reference [8]**, **Reference [9]**, **Reference [10]** and **Reference [11]** in **Section 9** for additional installation and administration documents.

From the client workstation the installation of Avaya one-X® Agent 2.5 will be described.

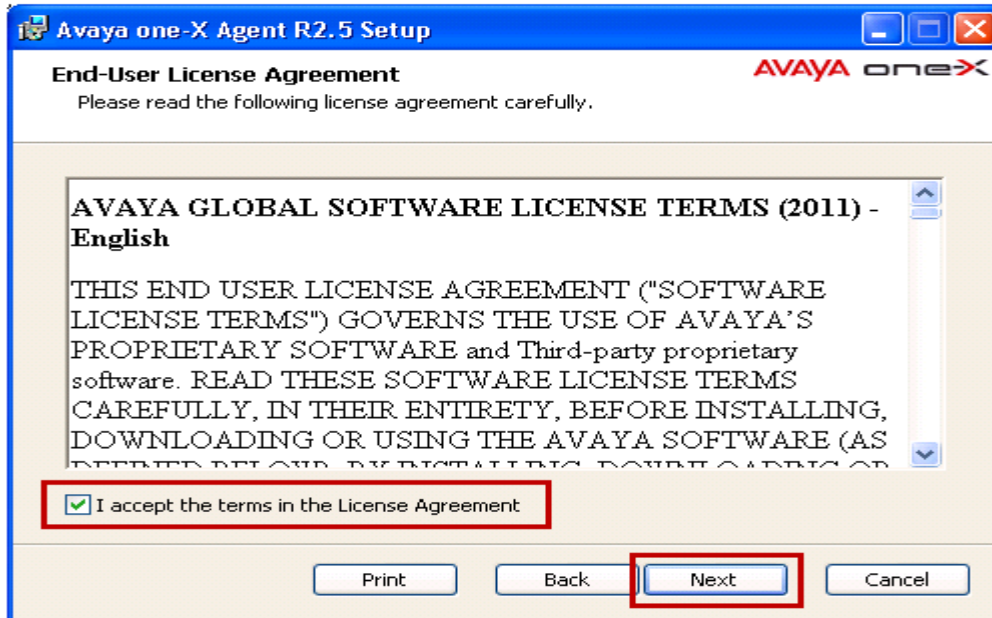
Note: Some administration screens have been abbreviated for clarity.

5.1 Install one-X® Agent client

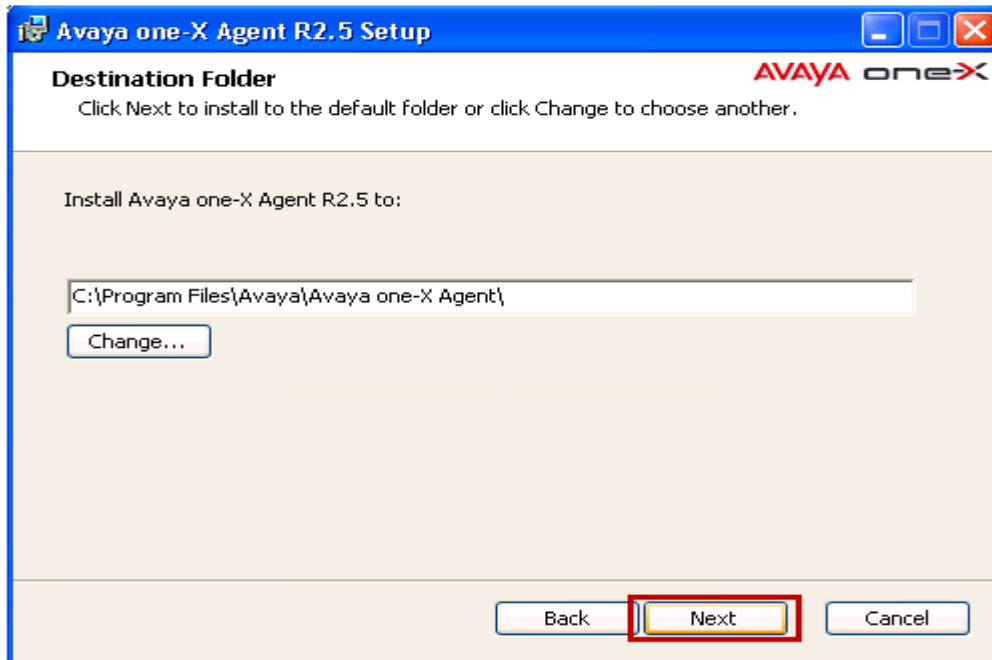
From a client workstation launch the one-X® Agent 2.5 client installer – **OneXAgentSetup.exe**. The **Avaya one-X Agent R2.5 Setup** window is displayed. Select **Next**.



The **End-User License Agreement** window is displayed. Accept the license agreement by selecting the radio box to the left. Select **Next**.

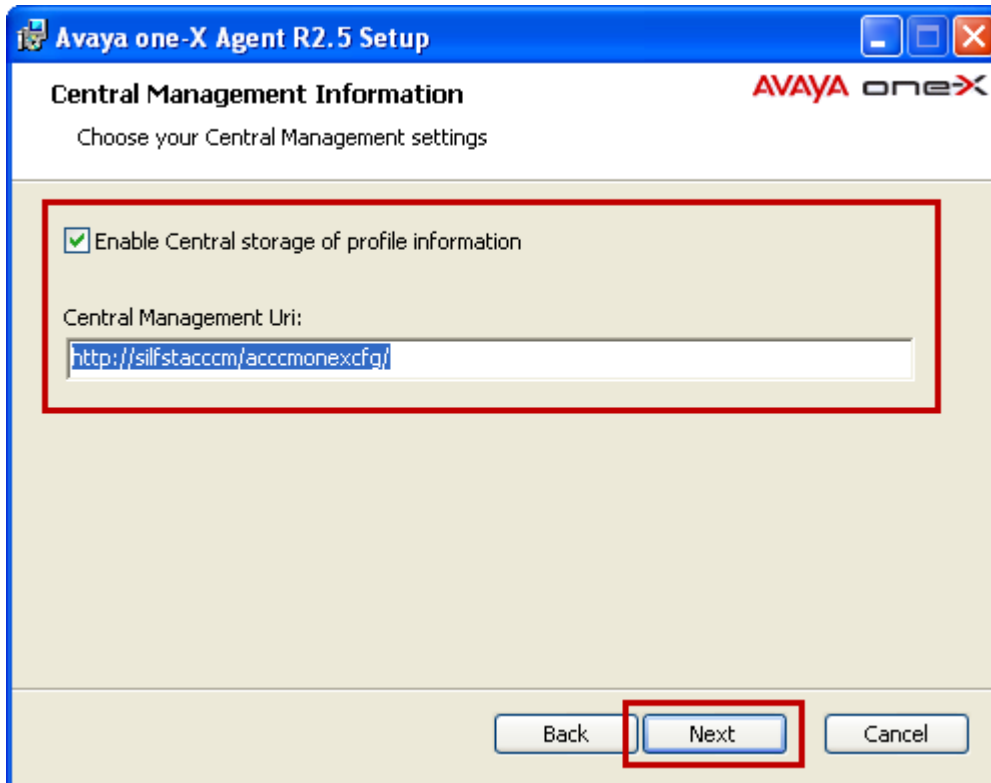


The **Destination Folder** page is displayed. The default install path is C:\Program Files\Avaya\Avaya one-X Agent\. Select **Next**.

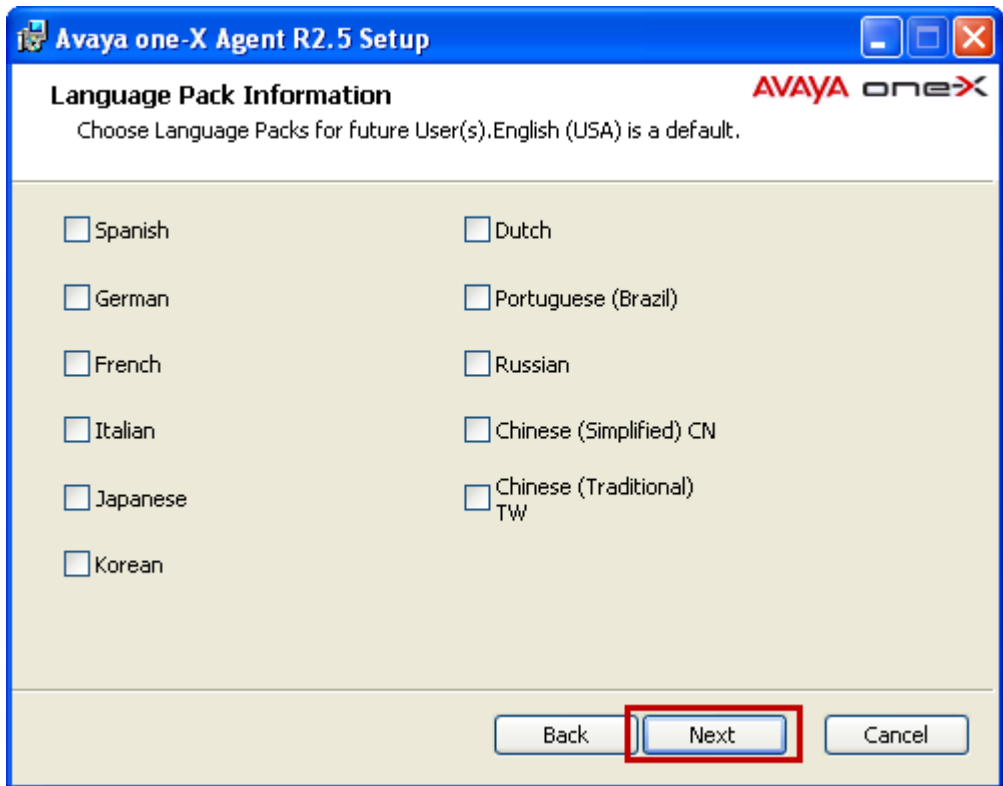


The **Central Management Information** window is displayed. Ensure the radio box for **Enable Central storage of profile information** is selected. Enter the ACCCM one-X URL in the **Central Management Uri:** field. The format is <http://<ACCCMServer>/accmonexcfg/>

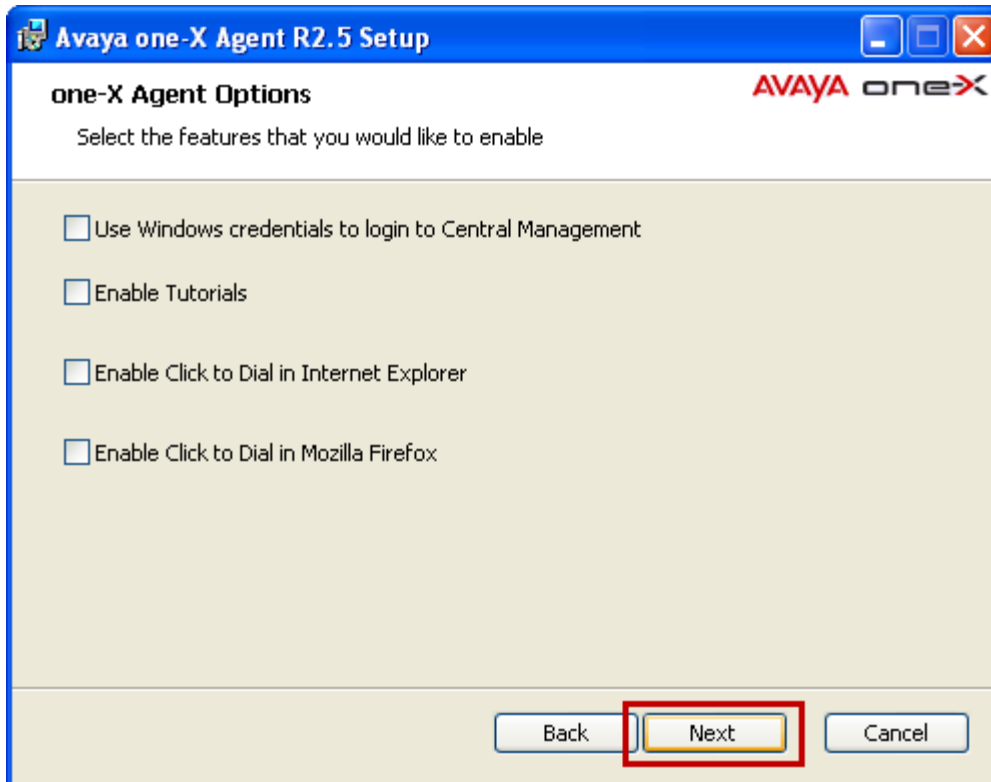
Note: that the URL specified includes the “/” at the end of the string or you will receive an error with indication that the URL for Central Management is not found while logging into the one-X® Agent application.



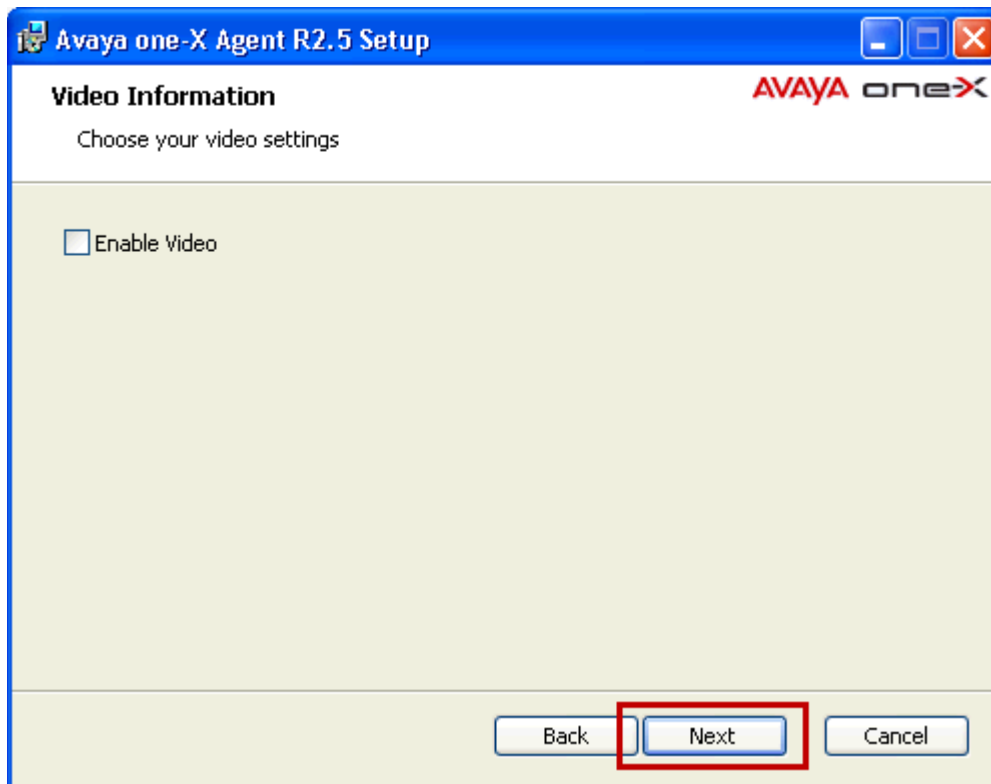
The **Language Pack Information** window is displayed. Default values are used. Select **Next**.



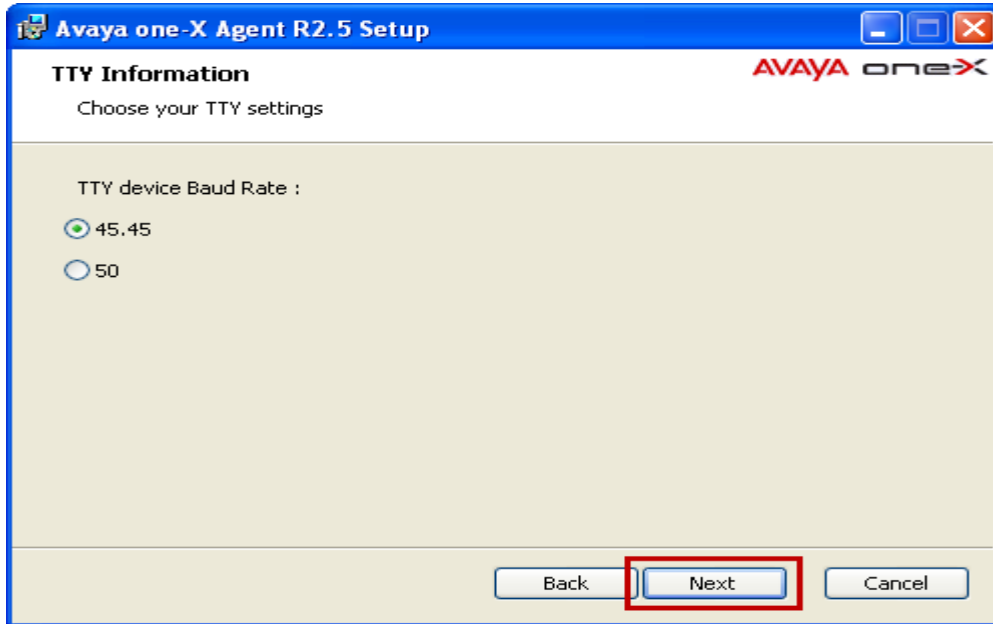
The **one-X Agent Options** window is displayed. Default values are used. For this configuration ensure that the Use Windows credentials to login to Central Management is NOT selected. Select **Next**.



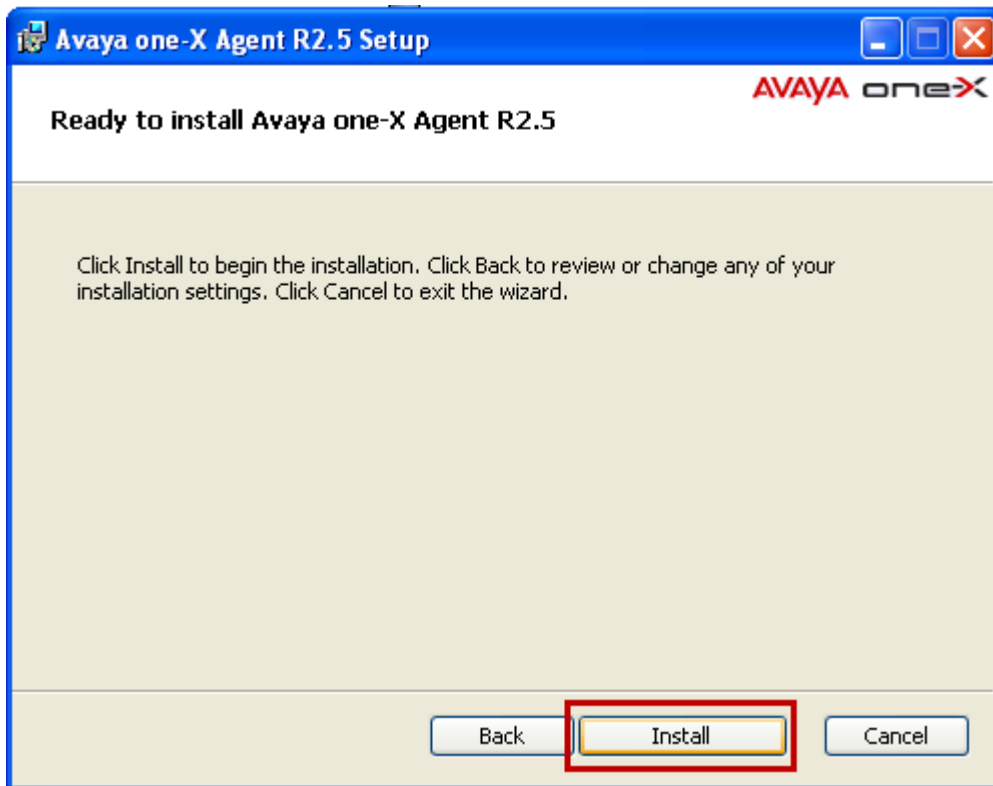
The **Video Information** window is displayed. Default values are used. Select **Next**.



The **TTY Information** window is displayed. Default values are used. Select **Next**.



The **Ready to install Avaya one-X Agent R2.5** window is displayed. Select **Install**.



Once the install completes select the radio box to the left of **Launch one-X Agent when setup exits**.



Note: at this point it is recommended that any required one-X Agent® service packs should be installed.

5.2 Login one-X® Agent Client

The one-X® Agent 2.5 client is launch and the **User Authentication** is displayed. Enter the login details for the agent account created in **Section 3.2.4**. Select **OK**.



The **Welcome** message is displayed. Select **Change Login Settings**.



Enter the details of the user phone extension. The example uses extension **52003**.

Note: the other parameters **Server Address**, **User Type**, **Place and receive calls using**, etc., are pre-populated based on the template.

AVAYA oneX

Login

Telephony Agent IM

Enable automatic connection to Communication Manager
Use the information that was last used for successful registration

Extension
52003

Password
••••••

Save password during sign in

CM Auto Answer Support Required

Warn for Another User Logged in at Extension

Server Address
135.9. [REDACTED]

User Type
Agent

Place and receive calls using
My Computer

Changes will take effect at the time of login

Save Settings & Log In Cancel

NOTE: IP addresses have been partially hidden for security

Select the Agent tab. Enter the details of the agent id. The example uses agent id **70026**.

AVAYA oneX

Login

Telephony **Agent** IM

Enable ACD Login

Automatically sign into the ACD server
Use the information that was last used for successful ACD connection

Agent
70026

Password
••••••

Save password during sign in

Default Agent state upon ACD connection
Auxiliary

Changes will take effect at the time of login

Save Settings & Log In Cancel

Select the IM tab. Enter the details of the Presence Services user account. The example uses **52003**.

Select **Save Settings & Login in**.

AVAYA oneX

Login

Telephony Agent **IM**

Enable IM Login

Enable automatic connection to IM server
Use the information that was last used for successful IM connection

User Name
52003

Password
•••••

Domain
ps.dr.avaya.com

Save password during sign in

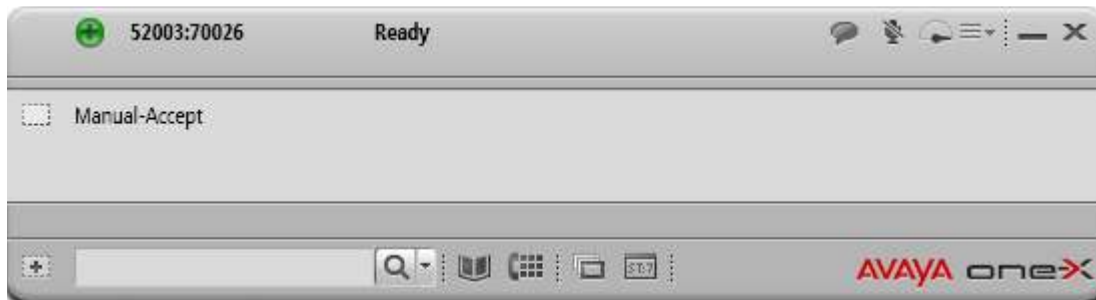
Server Address
135.9. [REDACTED]

Changes will take effect at the time of login

Save Settings & Log In Cancel

NOTE: IP addresses have been partially hidden for security

The one-X® Agent 2.5 client is now logged in.



6. Verification steps

The following procedures can be utilized to verify the integration.

6.1 Login one-X® Agent Client

Launch the one-X® Agent client. Verify the client successfully logs in without presenting any errors. Once successful, the application will first authenticate the user account with ACCCM one-X® Central Administration Management. Second, the client will register the H323 endpoint with Communication Manager. For a call center agent, the agent id will be logged into the ACD. Finally, if the environment integrates with Avaya Aura® Presence Services the one-X® Agent client application will authenticate for IM and Presence.



6.2 Verify Status from Communication Manager

The following commands can be utilized to verify the status of the one-X Agent H323 endpoints on Communication Manager.

6.2.1 List Trace Station

Verify the station registration sequence on Communication Manager by using the **list trace station n** command, where **n** is the station created in **Section 4.2**.

135.9.XX.XX is the IP address of the Media Gateway

135.9.XX.YY is the IP address of the one-X Agent H323 endpoint

135.9.XX.ZZ is the IP address of the Gatekeeper on Communication Manager

```
list trace station 52003                                     Page 1

                        LIST TRACE

time      data
11:12:07  rcv GRQ ext 52003
           endpt [135.9.XX.YY]:1024
           switch [135.9.XX.ZZ]:1719
11:12:07  snd GCF ext 52003
           endpt [135.9.XX.YY]:1024
           switch [135.9.XX.ZZ]:1719
11:12:07  rcv RRQ ext 52003
           endpt [135.9.XX.YY]:1024
           switch [135.9.XX.ZZ]:1719
11:12:07  denial event 1934: IP RRJ-Ext already reg
           endpt 135.9.XX.YY data0:0x4
11:12:07  snd RRJ ext 52003
           endpt [135.9.XX.YY]:1024
           switch [135.9.XX.ZZ]:1719
11:12:07  rcv GRQ ext 52003
           endpt [135.9.XX.YY]:1024
           switch [135.9.XX.ZZ]:1719
11:12:07  snd GCF ext 52003
           endpt [135.9.XX.YY]:1024
           switch [135.9.XX.ZZ]:1719
11:12:07  rcv RRQ ext 52003
           endpt [135.9.XX.YY]:1024
           switch [135.9.XX.ZZ]:1719
11:12:07  denial event 2009: IP FURQ-Move user
           endpt 135.9.XX.YY data0:0x4
```

```

11:12:07 snd URQ ext 52003
        endpt [135.9.88.99]:1024
        switch [135.9.XX.ZZ]:1719
11:12:07 snd RCF ext 52003
        endpt [135.9.XX.YY]:1024
        switch [135.9.XX.ZZ]:1719
11:12:07 TCP connected (ne)
        endpt [135.9.XX.YY]:13926
        switch [135.9.XX.ZZ]:61440
11:12:07 rcv NSM ext 52003
        endpt [135.9.XX.YY]:1024
        switch [135.9.XX.ZZ]:1719
11:12:07 snd NSM ext 52003
        endpt [135.9.XX.YY]:1024
        switch [135.9.XX.ZZ]:1719
11:12:07 rcv NSM ext 52003
        endpt [135.9.XX.YY]:1024
        switch [135.9.XX.ZZ]:1719
11:12:07 snd NSM ext 52003
        endpt [135.9.XX.YY]:1024
        switch [135.9.XX.ZZ]:1719
11:12:07 rcv NSM ext 52003
        endpt [135.9.XX.YY]:1024
        switch [135.9.XX.ZZ]:1719
11:12:07 snd NSM ext 52003
        endpt [135.9.XX.YY]:1024
        switch [135.9.XX.ZZ]:1719
11:12:07 rcv NSM ext 52003
        endpt [135.9.XX.YY]:1024
        switch [135.9.XX.ZZ]:1719
11:12:07 snd NSM ext 52003
        endpt [135.9.XX.YY]:1024
        switch [135.9.XX.ZZ]:1719
11:12:08 Q.931 Setup received
        endpt [135.9.XX.YY]:13926
        switch [135.9.XX.ZZ]:61440
11:12:08 Q.931 CallProc sent
        endpt [135.9.XX.YY]:13926
        switch [135.9.XX.ZZ]:61440
11:12:08 Q.931 Connect sent
        endpt [135.9.XX.YY]:13926
        switch [135.9.XX.ZZ]:61440
11:12:11 active station 52003 cid 0x262
11:12:11 G729A ss:off ps:20
        rgn:1 [135.9.XX.YY]:2048
        rgn:1 [135.9.XX.XX]:2050

```

```
11:12:11 dial *88~ 70026#
11:12:11 term station 70026 cid 0x262
```

NOTE: IP addresses have been partially hidden for security

6.2.2 List Registered-IP-Stations

Verify the status of the one-X® Agent H323 endpoint registration on Communication Manager by using the **list registered-ip-stations** command.

```
list registered-ip-stations Page 1
```

REGISTERED IP STATIONS

Station Ext or Orig Port	Set Type/ Net Rgn	Prod ID/ Release	TCP Station Skt	IP Address/ Gatekeeper IP Address
52003	9650	IP_Phone	y	135.9.XX.YY
	1	3.103S		135.9.XX.ZZ

NOTE: IP addresses have been partially hidden for security

6.3 one-X® Agent Client Logs

The logs for one-X® Agent clients are located in the following directory on the user workstation by default:

(Windows XP)

C:\Documents and Settings\<<USERNAME>\Application Data\Avaya\one-X Agent\2.5\Log Files

Where <USERNAME> is the Microsoft Windows domain user account name.

For any one-X® Agent failure the first log to reference is **OneXAgent.log**. This log will contain information for the registration with Communication Manager, agent login, registration with Presence Services.

one-X® Agent Application initialization excerpts from OneXAgent.log

```
2012-03-09 14:39:31,012 DEBUG 4660 Avaya.OneXAgent.CMService.PhoneService.Utils
Begin Executing method Startup()
2012-03-09 14:39:31,012 INFO 4660
Avaya.OneXAgent.CMService.PhoneService.PhoneServiceImpl
2012-03-09 14:39:31,012 INFO 4660
Avaya.OneXAgent.CMService.PhoneService.PhoneServiceImpl PhoneService starting
2012-03-09 14:39:31,012 DEBUG 4660 Avaya.OneXAgent.CMService.PhoneService.Utils
Begin Executing method Initialize()
```

2012-03-09 14:39:31,012 DEBUG 4660

Avaya.OneXAgent.CMService.PhoneService.PhoneServiceImpl PhoneState changed from Uninitialized to Initialized

2012-03-09 14:39:31,012 DEBUG 4660 Avaya.OneXAgent.CMService.PhoneService.Utils End Executing method Initialize

one-X® Agent Application initiating registration with Communication Manager

2012-03-09 14:39:31,152 INFO 4660

Avaya.OneXAgent.CMService.PhoneService.PhoneServiceImpl Attempting to Login [stationId=52003 mode=MyComputer server=135.9.XXX.XXX productId=IP_Agent productVersion=9.0]

Session created:

2012-03-09 14:39:31,667 INFO 4660 Avaya.OneXAgent.WorkService.WorkServiceImpl Login;user=52003;session=SessionImpl[S3:5e454608-ce61-4c5f-b290-551a80a0f9ea]

Agent ID login:

2012-03-09 14:39:33,990 INFO 4660 Avaya.OneXAgent.WorkService.WorkServiceImpl LoginAgent:session=SessionImpl[S3:5e454608-ce61-4c5f-b290-551a80a0f9ea];Agent=70026

Agent State AUX

2012-03-09 14:39:39,103 INFO 4660 Avaya.OneXAgent.WorkService.WorkServiceImpl UpdateSessionState: Agent State Aux

7. Issues Experienced

The following issue was observed during testing.

- ACCCM CAM administration for one-X® 2.5 templates only allow the selection of all or none for the applicable read-only fields. The current CAM 2.5 product does allow single line selections for read-only fields.

8. Conclusion

These Application Notes described the basic administration steps to install and administer Avaya one-X® Agent Central Administration Manager with Avaya Contact Center Control Manager™.

Full Stack Testing included validation of centralized administration for the profile of the one-X® Agent client application from Avaya Contact Center Control Manager™ one-X® Central Administration Management.

9. Additional References

This section provides references to the product documentation relevant to these Application Notes which can be found at <http://support.avaya.com>

Avaya Contact Center Control Manager™ documents

NOTE: all Avaya Contact Center Control Manager documents are posted under the product name **Contact Center Control Manager** on <http://support.avaya.com>.

- [1] Avaya Contact Center Control Manager 6.3 Administration Guide 14-Dec-2011
- [2] Avaya Contact Center Control Manager 6.3 Installation Guide 14-Dec-2011
- [3] Avaya Contact Center Control Manager 6.3 Configuration Guide 14-Dec-2011
- [4] Avaya Contact Center Control Manager 6.3 one-X Agent Central Management Guide 14-Dec-2011

Avaya Aura® Communication Manager documents

- [5] Administering Communication Manager for Avaya one-X Agent 2.5 14-Jun-2011

Avaya one-X® Agent documents

- [6] Avaya one-X Agent port settings 14-Jun-2011
- [7] Installing and configuring Avaya one-X Agent 2.5 14-Jun-2011
- [8] Maintaining and troubleshooting Avaya one-X Agent 2.5 14-June-2011
- [9] Avaya one-X Agent 2.5 overview 14-Jun-2011
- [10] Readme for Avaya one-X Agent 2.5 Client Software Patch 2 17-Oct-2011
- [11] Avaya one-X Agent 2.5 quick reference 14-Jun-2011

Avaya DevConnect Application Notes

- [12] Configuring Avaya Aura® Communication Manager and Avaya Call Management System Release 16.3 with Avaya Contact Center Control Manager™ – Issue 1.0 12/09/2011
- [13] Application Notes for Presence Technology Presence Suite with Avaya Aura™ Communication Manager and Avaya Aura™ Application Enablement Services – Issue 1.0 12/22/2009

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