# Avaya Interaction Center

Release 7.2

What's New in Avaya IC

Release 7.2
May 2009

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## Contents

# What’s new in Avaya Interaction Center 7.2

Avaya Interaction Center (IC), a high quality multi-channel contact center continues to fulfill the existing requirements of earlier release in the 7.2 release in addition to various new features and features enhancements.

The What’s New guide provide information about the various new features, such as WebConnector server on Tomcat, Emoticons in Web Chat, Redundancy and Scalability for servers, IMAP email accounts, VP/IR integration, and so on and features enhancements made in the existing features, such as Avaya IC Clients, IC logging, Client Software Development Kit, Native integration with Siebel, and several system-wide features.

This document contains the following topics:



For more information about new features for Operational Analyst (OA), see *What's New in Operational Analyst*.

## Avaya IC new features

Avaya IC 7.2 includes the following new features:

## Packaged Avaya Agent Web Client Deployment

In Avaya IC 7.2, the Avaya Agent Web Client Installer has included the 6.0 version of Tomcat server, which is installed automatically. You do not need any other third party servers.

The support for IBM Websphere is discarded. You no longer required IBM Websphere for running Avaya Agent Web Client.

Customers migrating to IC 7.2 need to use a Tomcat instance. The migration requires minimal configuration.

**Note:**
Websphere support for Avaya Agent Web Client is still available for customers running Websphere in earlier Avaya IC releases.

## Emoticons in Web Chat

In Avaya IC 7.2, you can use emoticons in all Avaya IC Clients, such as HTML chat, Avaya Agent Rich Client, Avaya Agent Web Client, and SDK Client.

Emoticons are the iconic representation of the facial expressions, such as smiley, sad, tired, and so on. You can use emoticons to alert a responder to the temper of a statement, and can improve interpretation of plain text.

For emoticons to appear at the customer end, you need to enter a configured sequence of characters in the message field. The corresponding emoticon image is displayed in the transcript area at the customer end.

In addition to the default emoticons, you can also add you own emoticons and assign a sequence of characters to them.

## Release Inventory Information

In Avaya IC 7.2, the **icdoctor** tool is provided that you can use to display the complete inventory of IC servers, which are running as well as which are not running. You can also view the inventory from the `status.html` file that is created in the *`IC_INSTALL_DIR`*`\IC72\etc` directory when you run **icdoctor**.

The inventory includes the information of the servers in the IC environment with details about the server name, alias, domain, server status, host IP address, port number, server version, and toolkit version. The status of the server indicate whether the corresponding server is running or not.

**Note:**
The inventory does not display the server version and toolkit version of the servers which are not running.

The inventory does not include any information related to hardware or pre-requisite of the server.

## VP/IR Integration

Avaya IC 7.2 provides an out of the box integration to the Dialog Designer. This integration enables the Voice Portal or IR applications to collect call data from Avaya IC for transferring the calls through CTI.

Earlier, customers had to deploy either a VOX solution or a CSI solution to allow VP or IVR applications to collect call data from IC and transfer calls through CTI.

The VP/IR integration also support redundancy and high availability for new and existing calls coming from Voice Portal and IR. The Voice Portal and IR Application servers load balances the calls coming from IC TS servers thereby providing high availability and failover.

## Daylight Savings Global Support

Avaya IC 7.2 provides global support for Daylight Saving Time (DST). Customers do not require to manually change or disable DST.

## Return of Busy Destination Control

In Avaya IC 7.2, a new parameter is provided to indicate the busy state of an agent.

When an agent set this parameter for transferring or consulting the call, the caller is kept on hold and the call is notified as the busy destination.

Currently, the system has to reconnect the caller and the agent in case of consult transfer request by an agent.

## ACW button in Native Siebel

In Avaya IC 7.2, an **After a Call Work** button is provided for native Siebel clients. Agent can use this button to indicate that they are doing an after call work. This helps supervisor to measure the productivity of an agent.

## Call Web Services within Avaya IC Workflows

Avaya IC 7.2 allows users to call web services within Avaya IC workflows.

## Archiving log files

In Avaya IC 7.2, a LogCollector tool is provided that helps you to archive all the log files from the `logs` directory on all Avaya IC servers and store these log files to a central location.

Following are some of the characteristics of the LogCollector tool:

1. Displays the Avaya IC systems (IP addresses) and servers configured on those systems to select them for archiving.
2. Archives the log files on the selected servers in the `.ZIP` format.
3. Collects the archived log files (`.ZIP`) and store them to a specified central location.

The LogCollector tool archives log files using the Zlib 1.1.4. utility, which is provided with Avaya IC 7.2 release.

# Avaya IC feature enhancements

Avaya IC 7.2 includes the following enhancements:

## Avaya IC Clients

In Avaya IC 7.2, Web Client and SDK clients are enhanced. Following are the features that are enhanced for Web Client.

- **Join-Us:** Agent can add customer's friend in the same chat conference. Agent creates a handle using which the friend of the customer can enter in the chat session. Once the friend enters in the conference, all of them can share URLs and type messages to each other.
- **Chat and Callback:** With this option, an agent can interact with the customer using both chat and voice. Customer initiate a Chat and Callback session by using the **Chat and Callback** option on the Web site. The agent who receives this chat request can retrieve the callback number and place an outbound call to the customer. The callback enables the customer to ask an agent to call them either at a scheduled time or immediately when they are chatting with that agent.
- **Web Schedule Callback:** This feature is similar to Chat and Callback. In Web Scheduled Callback, customer specifies the telephone number and the callback time on the Web page and the agent then calls the customer at the scheduled time.
- **Chat and VoIP:** Many customers who are browsing your company's Web site cannot use their telephone while they are connected to the Internet. In this case, if they have a question, they can initiate **Chat and VoIP** request so that they can continue browsing the Web site while they speak to an agent.
- **Supervisor functionality:** With this option, an agent with supervisor role can monitor how another agent is interacting with the customer. Supervisor can enter in a chat session and view the interaction between the agent and the customer in real time.

  Supervisor can enter in a chat session without notifying the agent and the customer. However, supervisor can become visible. The visible or invisible status of the supervisor is notified to the agent and the customer.
- **Shared browsing:** Shared Browsing refers to the functionality by which the agent and the customer can view the same Web page at the same time. You can also use shared browsing when multiple agents are in the session.

  Following options are available with this functionality

  - **Auto Sync**. When you click Auto Sync and then navigate through a Web site, the browser at your customer end follows your lead and display the same pages simultaneously.
  - **Page Push**. When you click **Page Push**, the URL for the page is pushed to your customer. Your customer can see the page displayed in their browser. The customer can also push a page (URL) to you, which opens in browser at your end.
  - **Collaborative Form Filling**. When you share a Web page URL with a customer through Page Push or Auto Sync, you can help your customer to fill HTML forms.

## Redundancy and Scalability for IC Servers

In Avaya IC 7.2, You can make **ICEmail**, **Poller**, and **WebACD** servers redundant by creating clusters for each type of server.

Cluster is a group of two identical servers in which only one server is functional at a time. Each server in a cluster acts as a redundant server to another. One server acts as a primary server and the other acts as secondary server. Only one server is functional at a time. If the functional server stops running, the other server automatically becomes functional.

You can create multiple clusters for ICEmail and Poller servers. However, you can create only one cluster for WebACD server.

Multiple clusters for ICEmail and Poller helps you to poll emails from multiple exchange servers thereby scaling the functionality of these servers.

## IMAP Email Accounts

In Avaya IC 7.2, apart from POP3, you can also create IMAP email accounts. You need to specify the folder name that will be mapped to the email account for receiving emails.

## Avaya IC Client Software Development Kit

The Avaya IC Client Software Development Kit (Client SDK) enables users to develop multi-channel agent interfaces for use with the Avaya IC framework. The Client SDK includes both .NET and Java APIs.

With the Client SDK, users can develop individual client applications and server side abstractions for multiple clients. The Client SDK provides libraries for integration along with sample clients and documentation.

### Features available in the Client SDK

The Client SDK includes the following features:

**Chat and Callback:** Using this feature the customer can specify the callback number while initiating a chat from IC website. The agent who receives this chat request can retrieve the callback number and place an outbound call to the customer. In this case, both the chat and voice call are associated with the same workitem, which is multimedia interaction.

**Web Schedule Callback:** This feature is similar to Chat and Callback. Using this feature, agent can schedule a call with the customer and call them at the decided time.

**VoIP Chat:** This feature is also similar to Chat and Callback. Using this feature, the agent and customer can talk over internet using the VoIP technology.

**Supervisor functionality:** Using this feature, supervisor can perform the following operations:

- Begin and END supervisory session
- Monitor Chat
- Change the Supervisor visibility

**JoinUS:** Using this feature, an agent can invite more than one person in the chat session and make a chat conference.

**Client API:** The Client API will support future enhancements to Avaya IC.

**Sample clients:** The Client SDK includes two sample clients. The sample clients are written in Java and in C# for .NET.

Avaya does not support the use of the sample clients in a production environment. The sample clients are designed to demonstrate functionality accessed through the Client API.

The graphical user interfaces of the sample clients have a different look and feel. They provide two examples of the types of custom applications you can develop with the Client SDK. Developers can access the source code of both sample clients. The source code is provided with the information in the form of comments. This information helps you to understand the Client API and the examples of best practices.

**Supported technologies:** The Client SDK supports .NET and Java libraries for custom application development.

**Supported integrations:** The Client SDK supports server side and client side integrations with an Avaya IC core system.

## Features not supported in the Client SDK

The Client SDK imposes the following limitations on a custom application:

**Development limitations of the Client SDK:** The Client SDK imposes the following limitations on how you use the Client SDK to develop applications:

- No customization of the Avaya IC agent desktop applications with the Client SDK. For more information about how to customize the Avaya IC agent desktop applications, see *Avaya Agent Integration* and *Avaya Agent Web Client Customization*.
- No generalized Enterprise Application Integration (EAI) interface for access to the Avaya IC databases. You can use Avaya IC workflows to access data in the Avaya IC databases. For more information, see *IC Multimedia SDK Programmer Guide*.

**Interoperability limitations with Avaya IC agent desktop applications:** Only one agent desktop application that works with Avaya IC can run on the agent desktop at one time. For example, a user cannot run a custom application developed with the Client SDK and Avaya Agent on the same system at the same time.

**Shared browsing:** Shared Browsing refers to the functionality by which the agent and the customer can view the same Web page at the same time.

## Out of synchronization Web Chat message

In Avaya IC 7.2, the Avaya Agent Web Client is enhanced to provide an out of synchronization message when the agent is not in synchronization with the customer.

When the agent is in a chat session with the customer, it may happen that the customer navigates to a Web page, different than the Web page that is pushed. In this case, the Web page at the customer end does not remain in synch with the Web page at the agent end and the message "**Client browser is out-of-sync with the agent browser**" is displayed in the **Transcript** window of all the people involved in the conversation.

## Avaya IC Logging

For enhancing the serviceability of the product and thereby customer satisfaction, Avaya IC 7.2 provides the following enhancements in logging:

- **Dynamically modifying the logging parameters:** With this enhancement, logging parameters, such as **log file size**, **number of files for rolling over**, and **logging level** can be changed dynamically without service disruption.

  Avaya IC Server components, like Alarm, License, DataServer, DUStore, Report, Directory, AICD, HTTPConnector, WAA, WebACD, WebACD_DCO, ICEmail, ICEmailPoller, TS, ORB, EDU, ADU, and so on does not need to restarted if the values for these logging parameters are changed.
- **Enhanced log rollover:** In addition to the log file size, the file count and number of days parameters are used for rolling over of log files.
  - **File Count:** Determines how many log files to be maintained before rolling over.
    - There can be 'x' number of log files, where 'x' is configured as count.
    - Each log file can be identified by the timestamp when it rolls over (after the configured file size exceeds) and the current log file becomes `<server>.log`.
    - When the count exceeds, oldest log file is overwritten with the current log file.
  - **Number of Days:** Determines for how many days the log files are maintained.

- There can be 'y' number of days log files are maintained, where 'y' is configured as days.
- New log file is created at an interval of 24 hours (in addition to number of files created when log file size is exceeded) for 'y' number of days.
- When log file rolls over (either due to a new day or due to exceeding the file size) the current log file is renamed with time stamp.
- After 'y' days, all logs created before 'y' days are deleted.

- When both of the above parameters are configured, all conditions need to be satisfied before oldest file could be deleted. Log files keeps rolling over until then.

**Note:**
Log files for IC Servers components, such as Alarm, License, DataServer, DUStore, Report, Directory, AICD, HTTPConnector, WAA, WebACD, WebACD_DCO, ICEmail, ICEmailPoller, TS, ORB, EDU, ADU, and so on can have the enhanced log rollover.

## TS Servers

Avaya IC 7.2 provides the support for the following features related to TS servers:

- **3rd Party Single Step Conference:** With this feature, an agent can conference with an additional party without putting the existing parties on hold.
- **3rd Party selective listening:** This feature provides an option to a caller to decide whether to listen other parties or a specific party in a conference or not.

## Email Accounts with SSL security

In Avaya IC 7.2, you can configure email accounts with SSL security. In IC Manager, you can select **Use TLS** option for the email accounts that you want to secure with SSL.

## Installation Wizards and Configuration

In Avaya IC 7.2, the installer is enhanced. With minimal number of steps, you can install and configure the Avaya IC system.

In Avaya IC 7.2, the **Config Accelerator** tool is introduced, which can simplify and accelerate the Avaya IC configuration process.

## Config Accelerator tool

The Config Accelerator tool is installed as part of the administration components and use for the installation of server components. The Config Accelerator tool is the recommended approach to configure the core components of Avaya IC.

You can use the pre-defined templates provided with the tool that supports configurations representing 50-500 agents in voice only and multichannel configurations across single or multiple sites.

Config Accelerator is responsible for:

- Configuring all services and domains
- Implementing service failover strategy
- Seed the database

Config Accelerator allows you to:

- Configure Avaya IC quickly and correctly
- Reduce expert intervention for people who are new to IC configuration
- Configure Avaya recommended deployment scenarios
- Save the configuration
- Reload the saved configuration

# SIP Services

SIP services are the default components in Avaya IC 7.2. Following are the enhancements for SIP:

- Multiple SIP TS servers for scalability and full redundancy with zero service interruption. Minimum 1,500 TS agents for voice endpoints are supported in Avaya IC 7.2.
- Mixed traditional TS agents and SIP TS agent environment for call transferring and failover.

  With the approach of mixed SIP TS and Traditional TS environment, Avaya IC 7.2 let the customers treat SIP TS agents and traditional TS agents as one group thereby smoothing the transition of traditional TS agents to a SIP TS based environment. Mixed SIP TS and Traditional TS environment gives the Avaya IC the new capabilities available in CM that allow UUID to be preserved between ASAI and SIP signaling.

**Note:**
SIP services are supported only on Windows platform.

# Native Siebel integration with Avaya IC

Avaya IC 7.2 introduced a Native Siebel integration option that does not require any Avaya IC components to be installed on the agent desktop.

## Features of the Native Siebel integration

The Native Siebel integration supports the voice and email channels. With the Native Siebel integration:

- Siebel 8 thin-client provides the entire Siebel desktop user interface along with the Siebel desktop communications toolbar for handling work items.
- Avaya IC provides work item routing and reporting data collection capabilities.
- Virtual Free Seating in Native Siebel: The Native Siebel integration uses the Avaya IC 7.2 core functionality, such as core routing and workflow capabilities. Controls within the Siebel desktop communications toolbar provide the necessary interface elements to accept and control the delivered work items. Such control of work items includes placing the work item on hold, forwarding a work item, terminating a work item, and completing a work item.

## Limitations of the Native Siebel integration

The Native Siebel integration does not include:

- Web channel support
- Outbound calling
- Per channel login and logout
- Manual control of channel loads
- Manual task load settings
- Channel indicators that describe the health of the channel, such as failed and suspended
- Agent-selectable manual-in or auto-in modes for voice work items
- Selectable voice auto-answer
- E-mail resources normally supported by Avaya IC, such as pre-formatted e-mails
- Out-of-the-box agent unavailable reason codes

**Note:**
Avaya IC 7.2 continues to offer the existing Hybrid Siebel integration that offers a voice, email, and Web chat integration to Siebel. The Hybrid Siebel integration requires the user to install Avaya IC components on each agent desktop.

# Platform updates

Avaya IC 7.2 includes support for the following new platforms:

- Solaris 10 for SPARC platform
- Oracle 11g
- AIX 6.1 LPAR and non-LPAR
- Java 6 update 10
- Tomcat 6.0
- Windows Server 2003 R2 SP2
- Windows Vista - Enterprise and Ultimate editions
- IBM DB2 9.5
- Website customer browser support for Internet Explorer, Firefox, and Safari

For discontinued features and platforms, see Discontinued platforms on page 16. For details on all supported platforms, see *IC Installation Planning and Prerequisites*.

# Licensing updates

Avaya IC 7.2 leverages the WebLM offerings to support IC licensing. The licensing is confirmed to WebLM 4.5.5.3. For supported new WebLM features, see *IC Installation and Configuration* guide.

Avaya IC 7.2 includes support for the following licensing updates:

- Conform to latest WebLM Release on page 14
- Grace Period Support on page 15

## Conform to latest WebLM Release

Avaya IC 7.2 supports WebLM 4.5.5.3.

Avaya Interaction Center (Avaya IC) components does not run if you do not install the WebLM server, and obtain the appropriate license file. For information on how to obtain a license, see *IC Installation Planning and Prerequisites* guide.

Avaya IC does not work as expected if it cannot access the WebLM. This means feature servers may not be able to start and agents may not be able to log in.

## Grace Period Support

In Avaya IC 7.2, to provide redundant operation in the event of network or WebLM failure, a grace period of 30 days is provided to rectify the failure. The WebLM failure can be WebLM system is down, WebLM service is down, License file in the WebLM service is corrupted or expired.

When there is a WebLM server outage, an alarm is raised along with a message indicating the days of grace period until the service disruption.

# Documentation updates

This section includes the following topics:



## New Avaya IC documentation

Avaya IC 7.2 includes the following new documentation deliverables:

- *Using Config Accelerator*
- *Avaya IC Integration with VP/IR*

## Updated Avaya IC documentation

Avaya IC 7.2 includes updates to the following documents:

- *Avaya Agent User Guide*
- *Avaya Web Client online help*
- *Avaya Agent Web Client Customization*
- *IC Administration Volume 1: Servers & Domains*
- *IC Administration Volume 2: Agents, Customers, & Queues*
- *IC Multimedia SDK Programmer Guide*

- *IC Installation Planning and Prerequisites*
- *IC Installation and Configuration*
- *IC/OA Software Upgrade and Data Migration*
- *Avaya IC for Siebel 8 Integration*
- *IC Telephony Connectors Programmer Guide*

## Avaya IC documentation that was not updated

The following documents were not updated for Avaya IC 7.2:

- *Avaya Agent Integration*
- *IC Database Designer Application Reference*
- *IC Scripts Language Reference*
- *IC Scripts VBA Scripting Reference*
- *Agent Data Unit Server Programmer Guide*
- *Electronic Data Unit Server Programmer Guide*
- *IC Client and Server Programmer Design Guide*
- *External Function Library for Avaya IVR*
- *External Function Library for Edify IVR*
- *External Function Library for Periphonics IVR*

## Readmes

There are separate readmes for Avaya IC and Avaya IC for Siebel located on the CD-ROM for each respective product. The Avaya IC readme includes Avaya IC Core, Business Advocate, and Avaya Agent Web Client information.

# Discontinued platforms

Avaya IC 7.2 does not support the following platforms that were supported in the earlier version Avaya IC 7.1:

- Windows Server 2003 SP1
- Solaris 9

- AIX 5.2 ML5, AIX 5.3 TL3
- Oracle 9.2.0
- Java 1.4.2_08
- Tomcat 5.5
- IBM DB2 8.1 and 8.2
- IBM Websphere
- SQL Server 2000