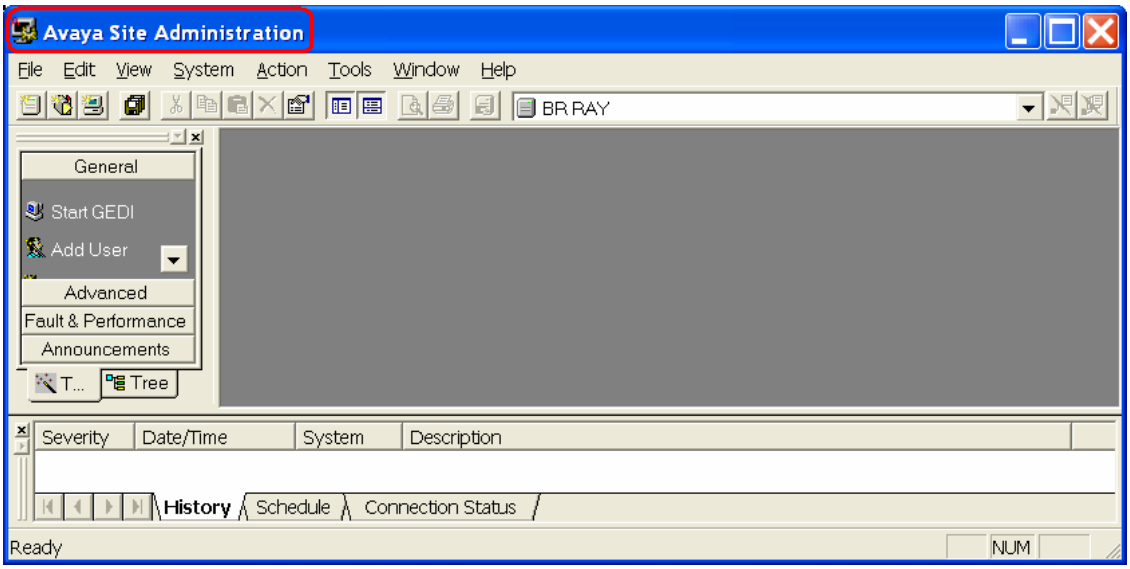
Importing CM Station and Agent Data to OSPC Phone book **Issue 1.0**

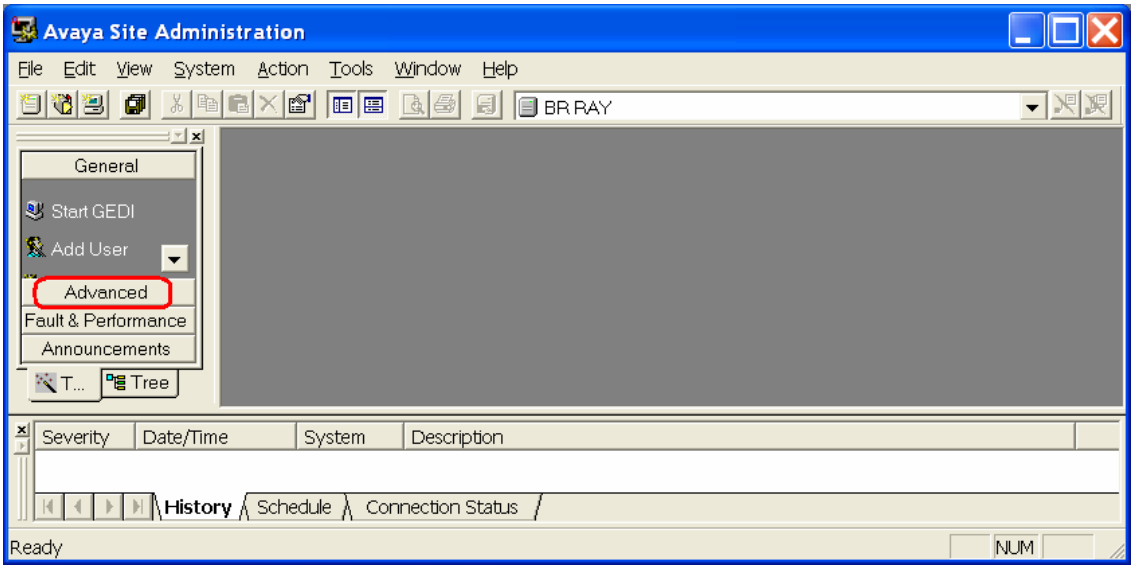
This document illustrates an easy way, with step-by-step instructions, of importing the Station and/or Agent Data of Avaya Aura™ Communication Manager into the Avaya OSPC Phone book. This is a two step procedure which first requires you to **export** the Station and/or Agent Data using the Avaya Site Administration (ASA) tool and then **import** the data into the Avaya OSPC Phone book.

Create task for Exporting Station Data

1. Start the Avaya Site Administration (ASA) application and select the PBX of interest.



2. Click the Advanced bar from the ASA browser.



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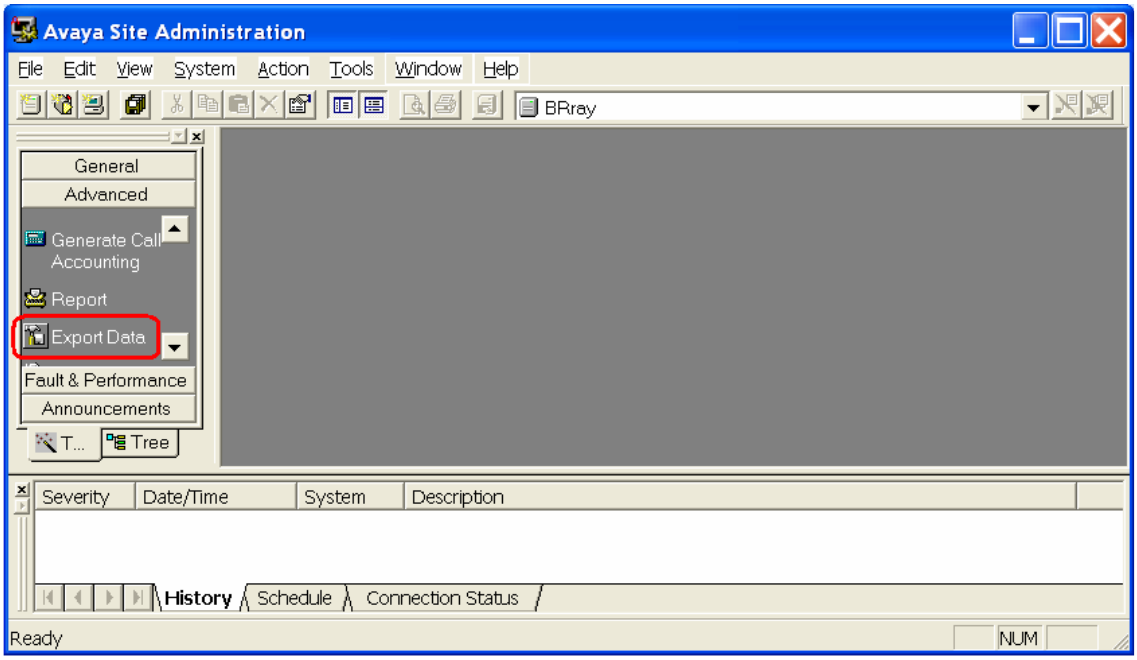
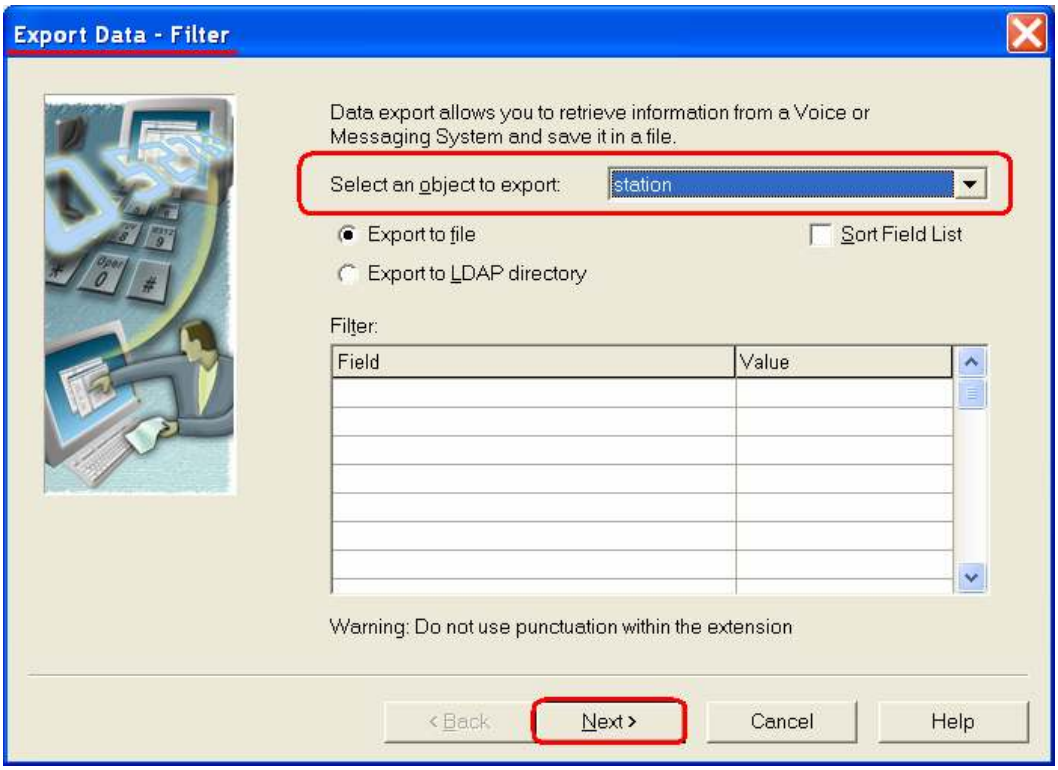
3. Click the Export Data wizard from the Advanced bar.



4. The Export Data dialog starts with object selection and record filtering. By default, the 'station' object is selected. If it is not, select 'station' object from the drop-down box (shown below). Select 'Export to file' option, if it is not already selected. When complete, click the Next button.



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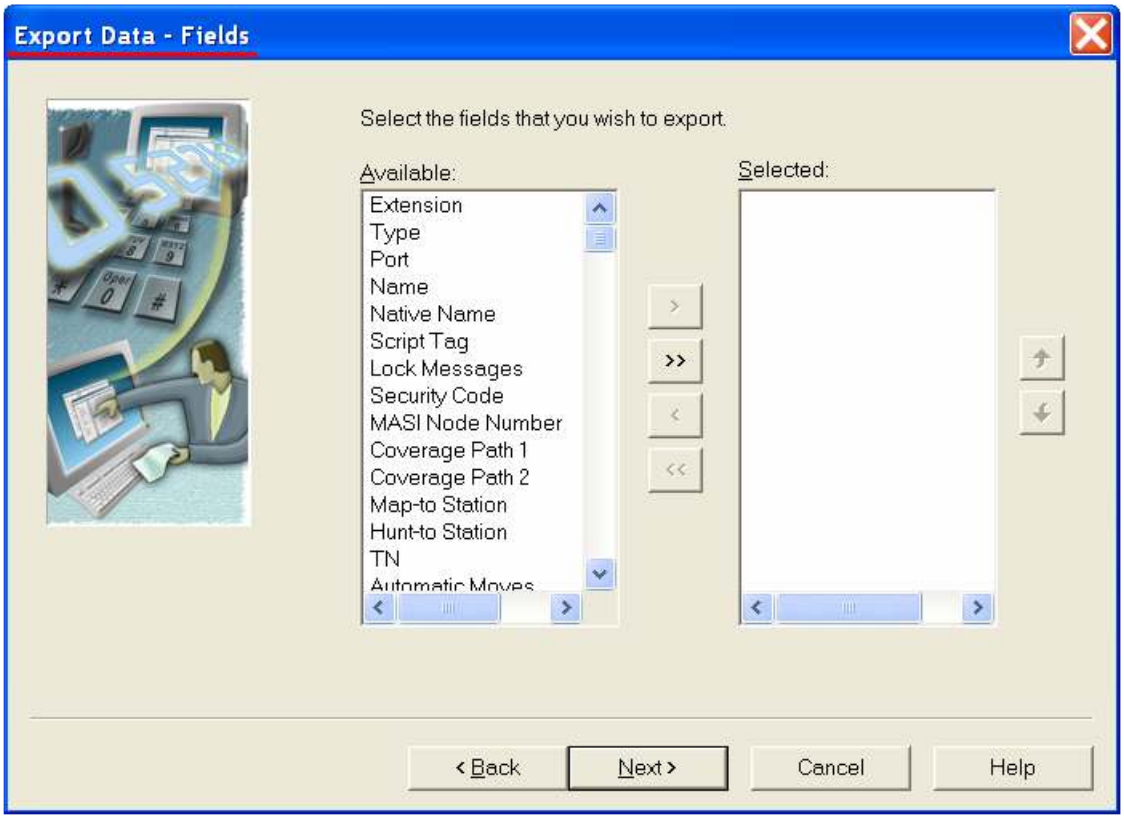
5. In this step, the desired fields are selected and moved from the Available fields column to the Selected fields column, one field at a time.



6. Select 14 fields from the Available fields and move them to the Selected fields column. When all 14 fields have been moved to the Selected column, click the Next button. For example, the following 14 fields were selected for this document.

Extension
Type
Port
Name
Data Extension
Coverage Path 1
Coverage Path 2
COS
COR
TN
Room
Jack
Cable
Survivable GK Node Name

Note: Please make sure to select the Extension as the 1st field and Name as the 4th field as listed above and shown below.

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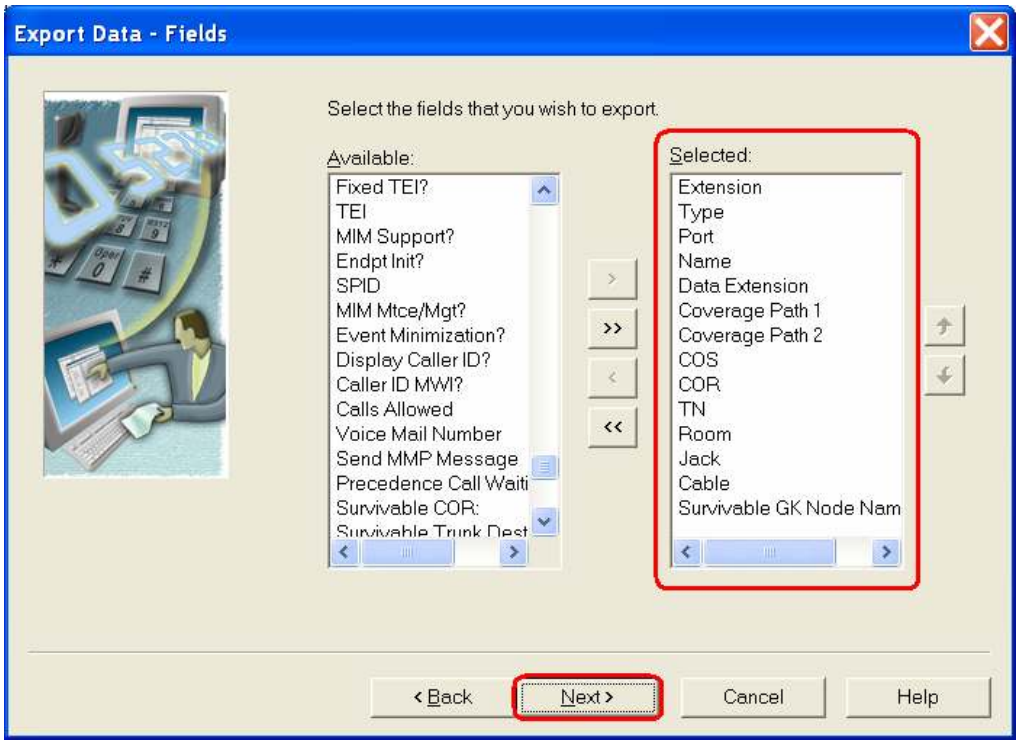
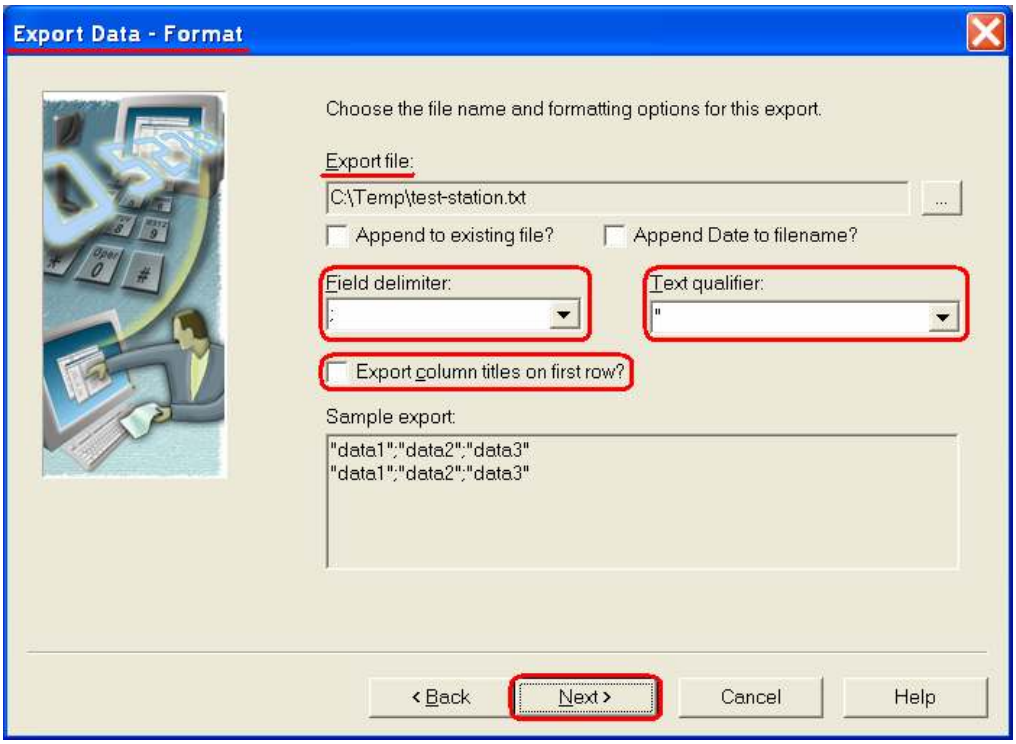


7. In this step, the file format details are selected. Select semi-colon (;) as the Field delimiter, un-select the 'Export column titles on first row?' check-box, click the browse button (the 3-dotted button to the right of Export file field) and select the file name and location. When complete, click the Next button.



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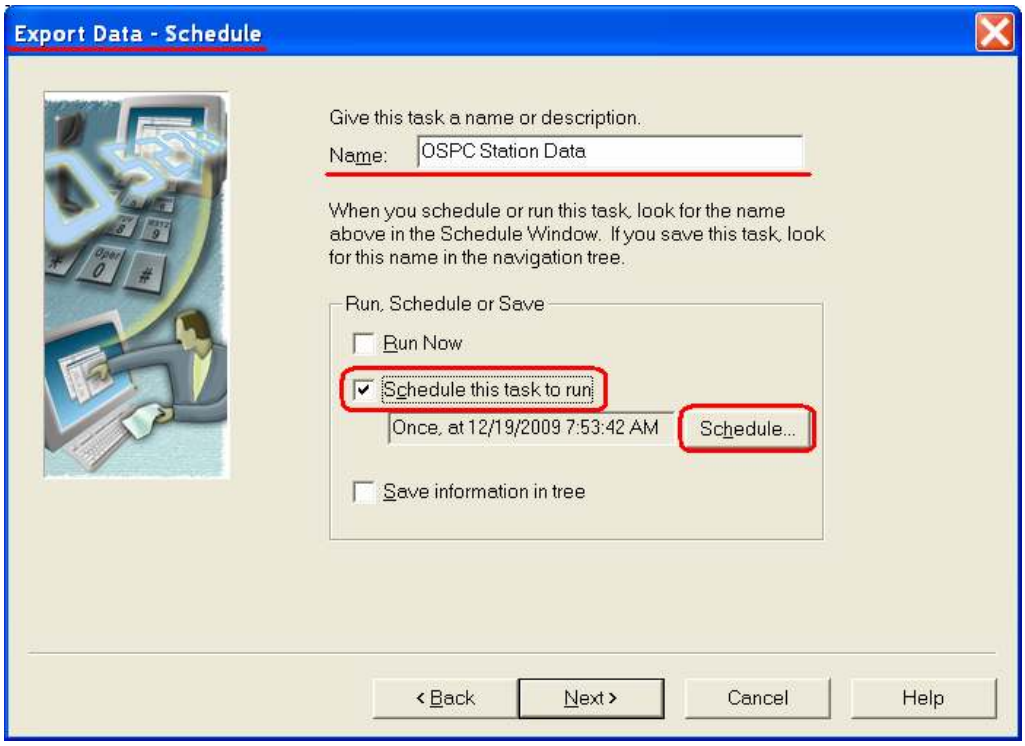
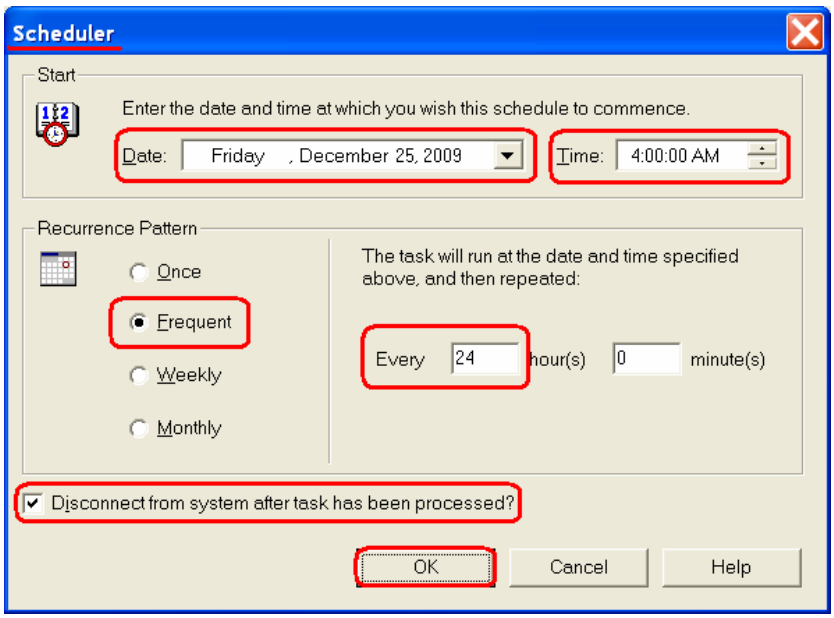
8. In this step, the exporting of station data can be scheduled to automatically run at a specified date and time. Enter a meaningful name for this task in the Name field, un-select the 'Run Now' check-box, and then click the Schedule button.



9. In the Scheduler step, select the date for the task to start, the time for task to run, the interval for when to run the task the next time, and make sure to select the 'Disconnect…' check-box. When scheduling of the task is completed, click the OK button.



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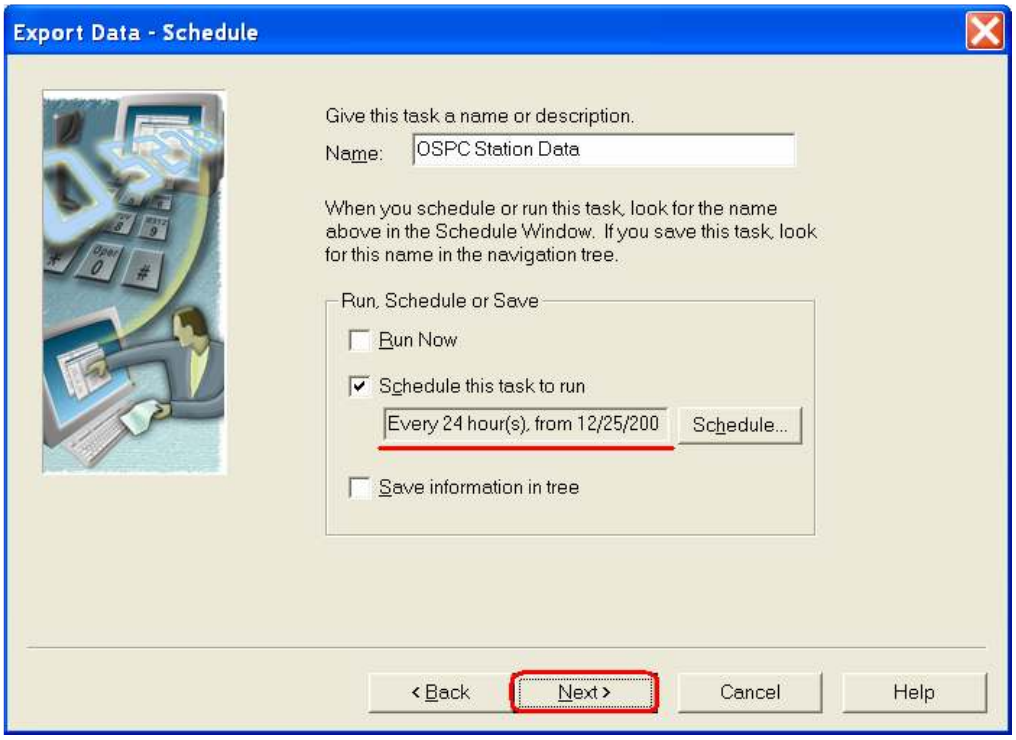
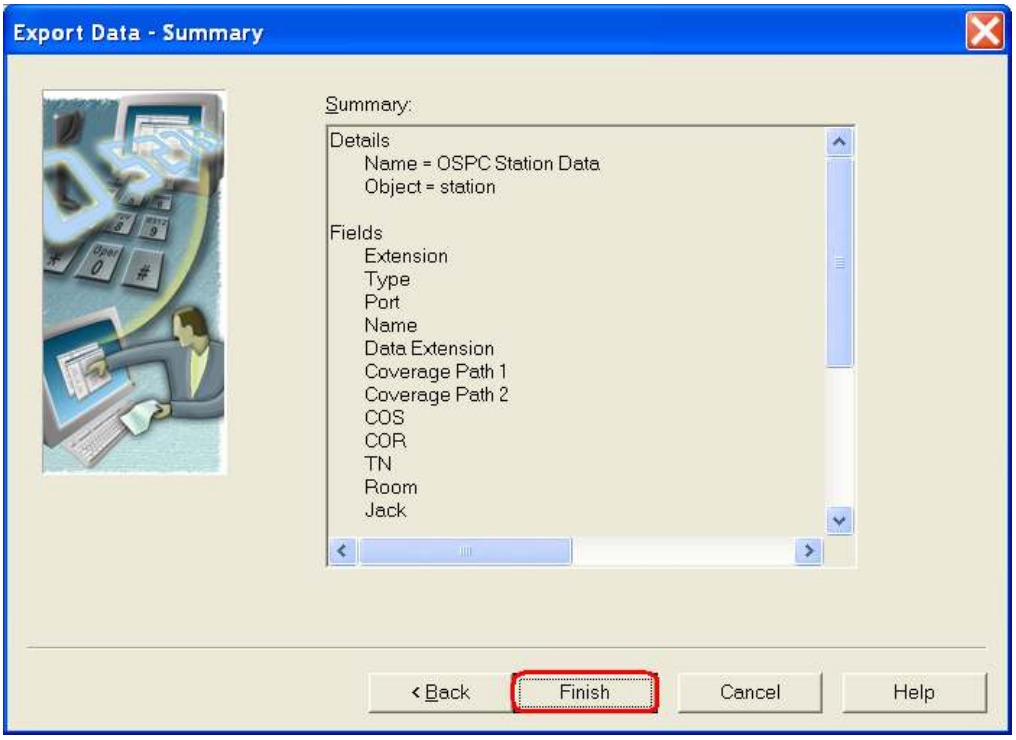
10. Verify the task is now scheduled to be run at a specified date and time. Click the Next button.



11. In this last step, details are summarized. Verify details and click the Finish button.



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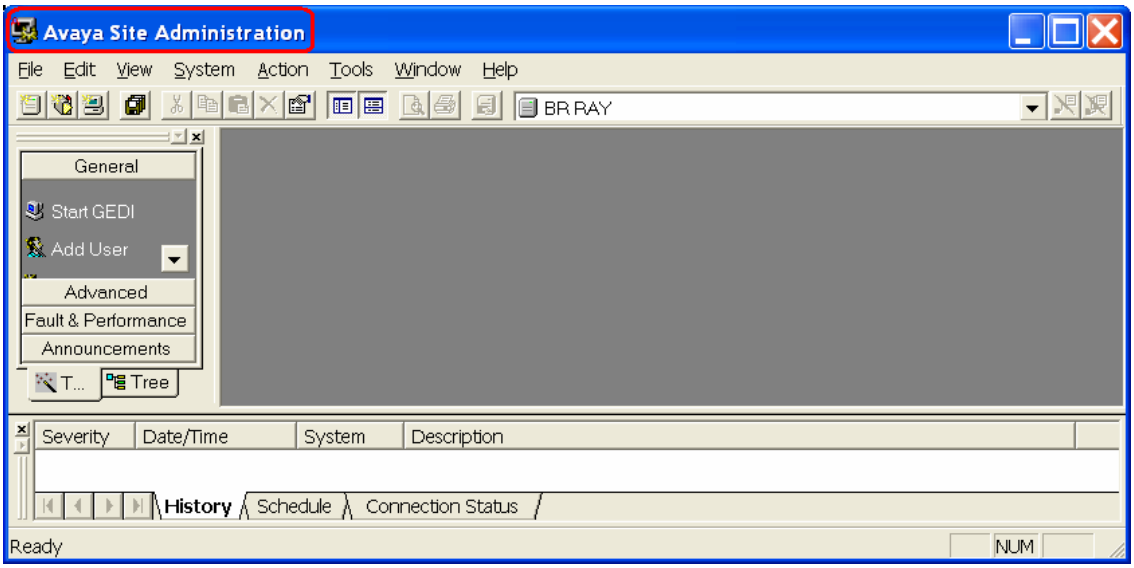
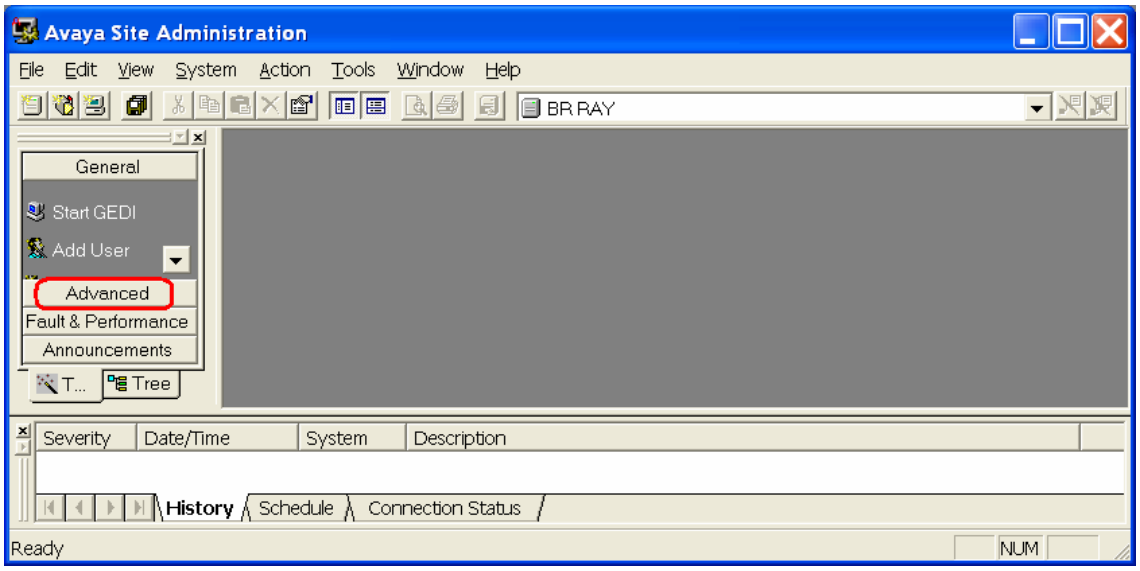
Create task for Exporting Agent Data

Similar to Exporting Station Data, the task is created for Exporting Agent Data in this section.

1. Start the Avaya Site Administration (ASA) application and select the PBX of interest.



2. Click the Advanced bar from the ASA browser.



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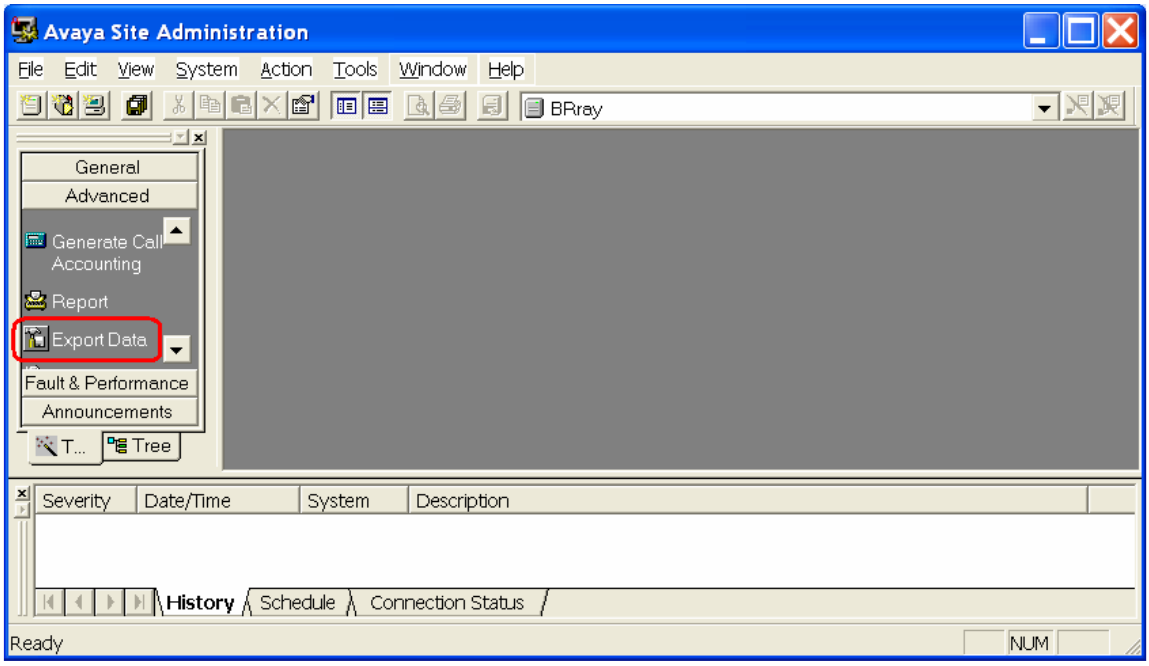
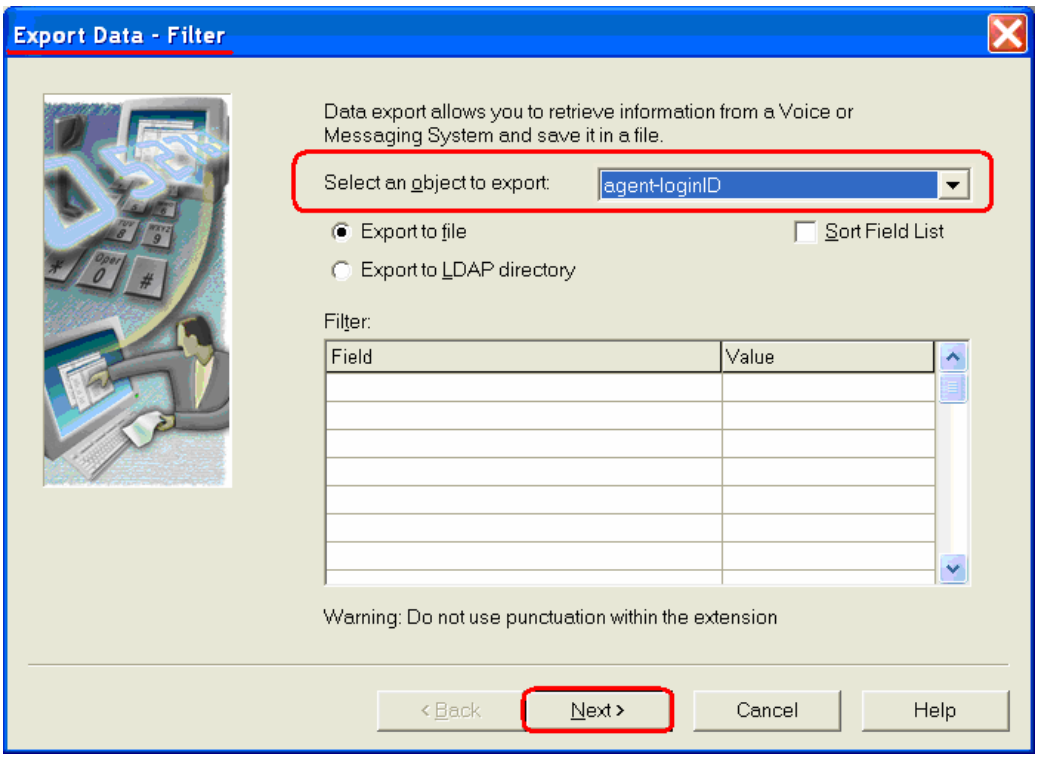
3. Click the Export Data wizard from the Advanced bar.



4. The Export Data dialog starts with object selection and record filtering. By default, the 'station' object is selected. Instead, select 'agent-loginID' object from the drop-down box (shown below). Select 'Export to file' option, if it is not already selected. When complete, click the Next button.



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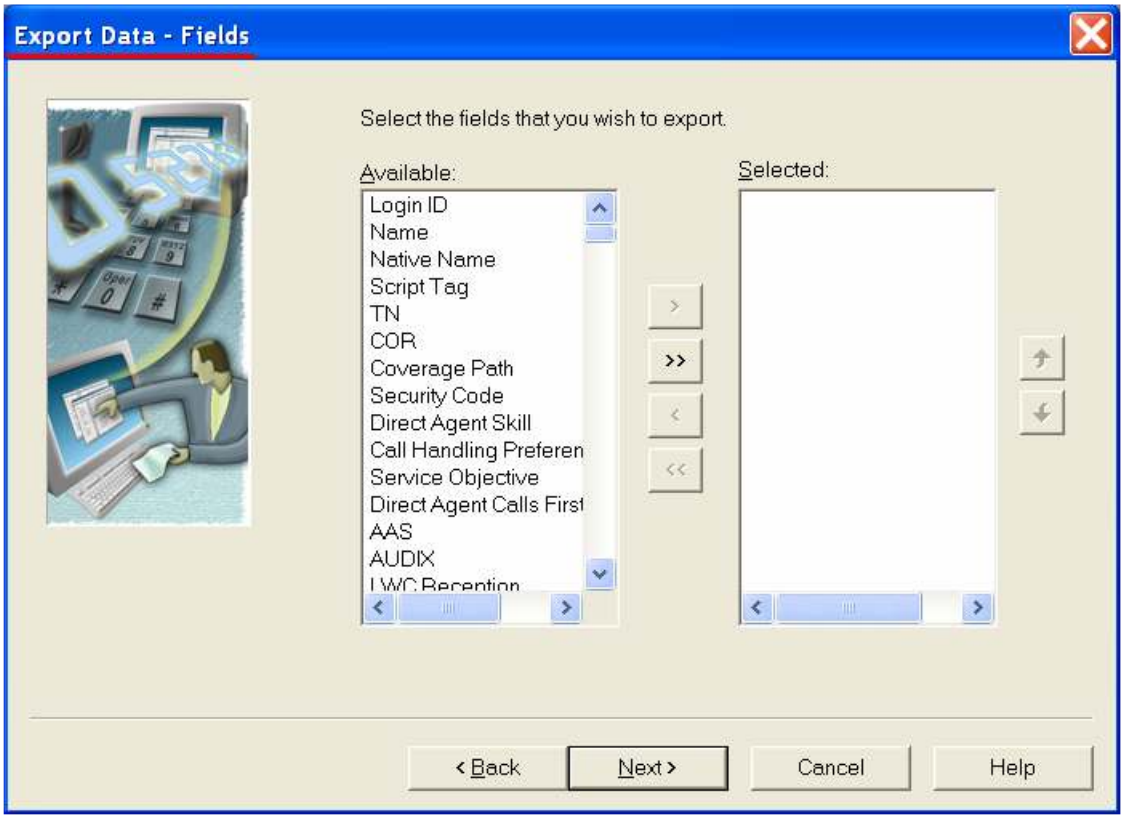
5. In this step, the desired fields are selected and moved from the Available fields column to the Selected fields column, one field at a time.



6. Select 14 fields from the Available fields and move them to the Selected fields column. When all 14 fields have been moved to the Selected column, click the Next button. For example, the following 14 fields were selected for this document.

Login ID
Native Name
Script Tag
Name
TN
COR
Coverage Path
Security Code
Direct Agent Skill
Call Handling Preference
Service Objective
Direct Agent Calls First
AAS
AUDIX

Note: Please make sure to select the Login ID as the 1st field and Name as the 4th field as listed above and shown below.

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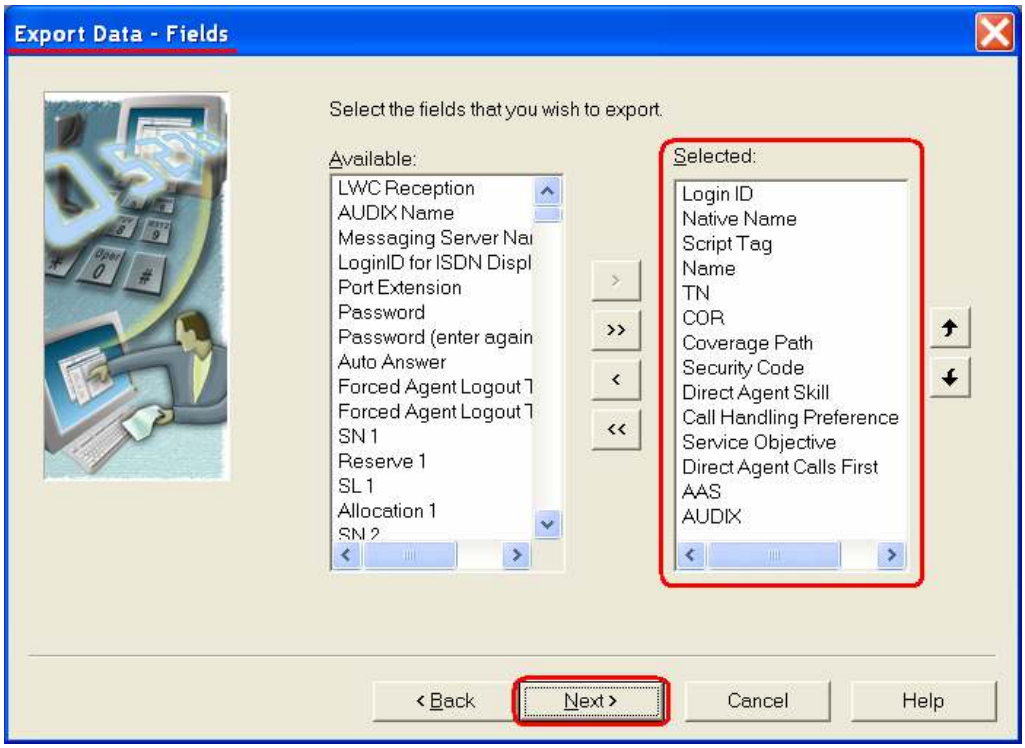
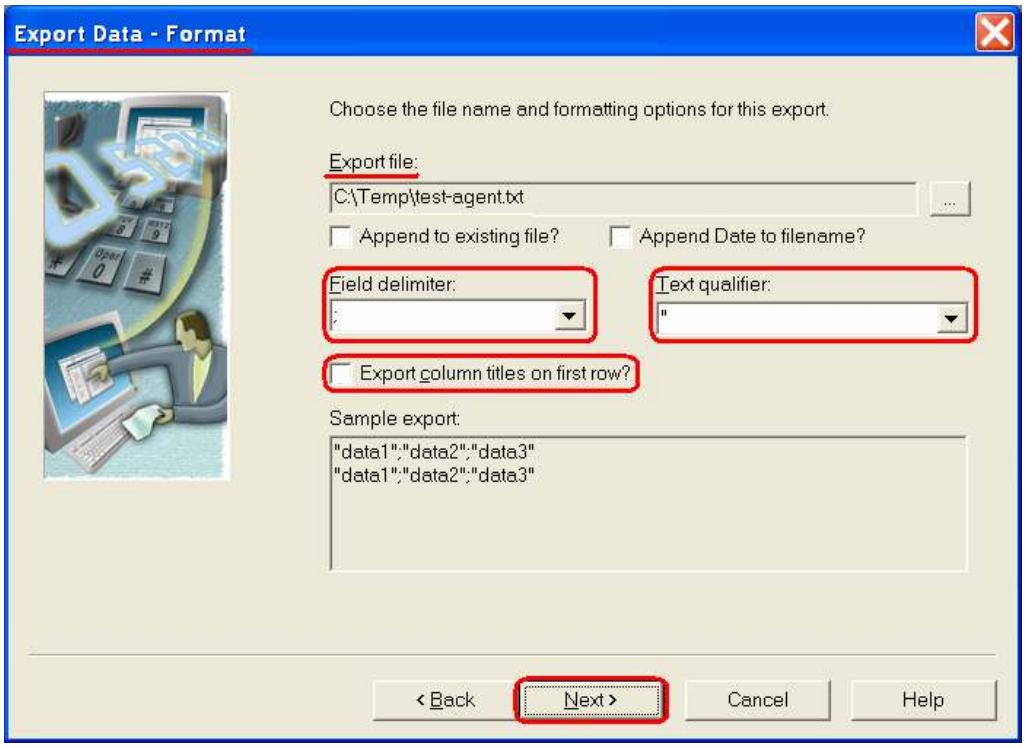


7. In this step, the file format details are selected. Select semi-colon (;) as the Field delimiter, un-select the 'Export column titles on first row?' check-box, click the browse button (the 3-dotted button to the right of Export file field) and select the file name and location. When complete, click the Next button.



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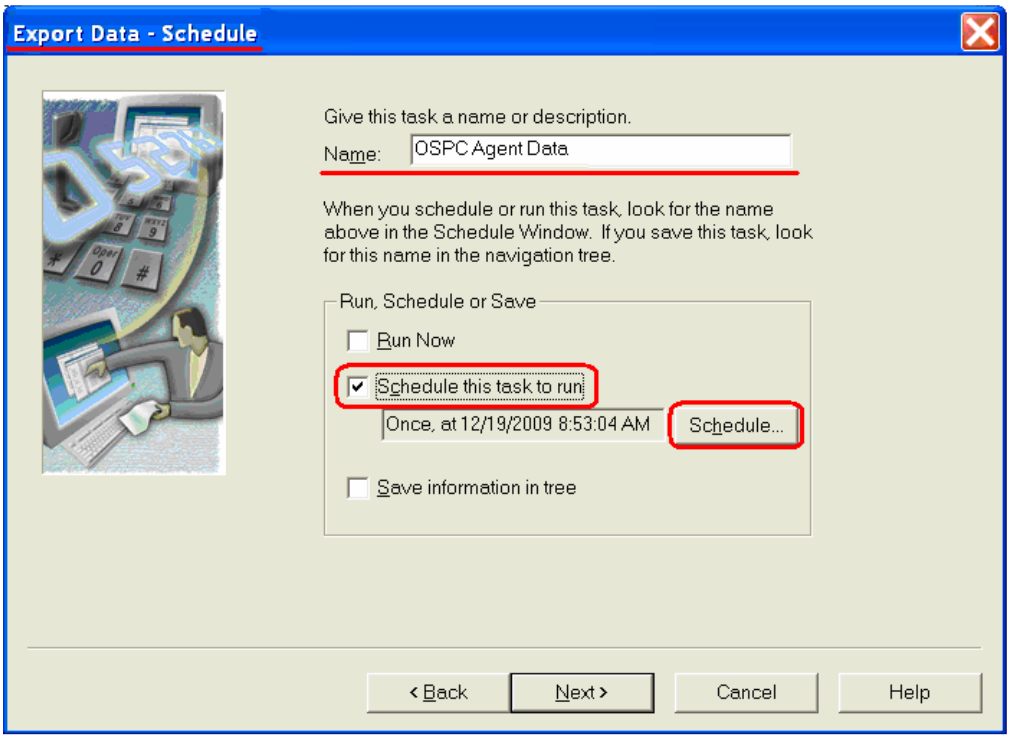
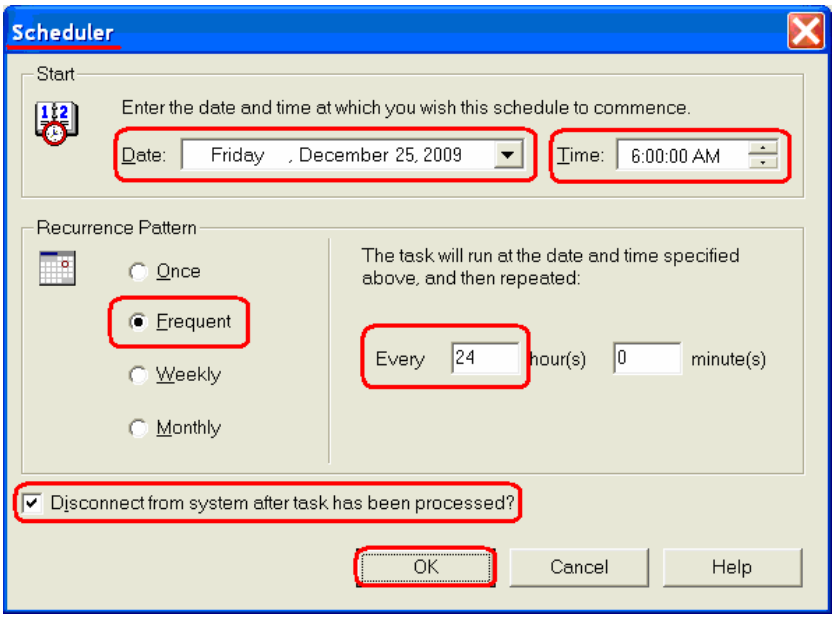
8. In this step, the exporting of agent data can be scheduled to automatically run at a specified date and time. Enter a meaningful name for this task in the Name field, un-select the 'Run Now' check-box, and then click the Schedule button.



9. In the Scheduler step, select the date for the task to start, the time for task to run, the interval for when to run the task the next time, and make sure to select the 'Disconnect…' check-box. When scheduling of the task is completed, click the OK button.



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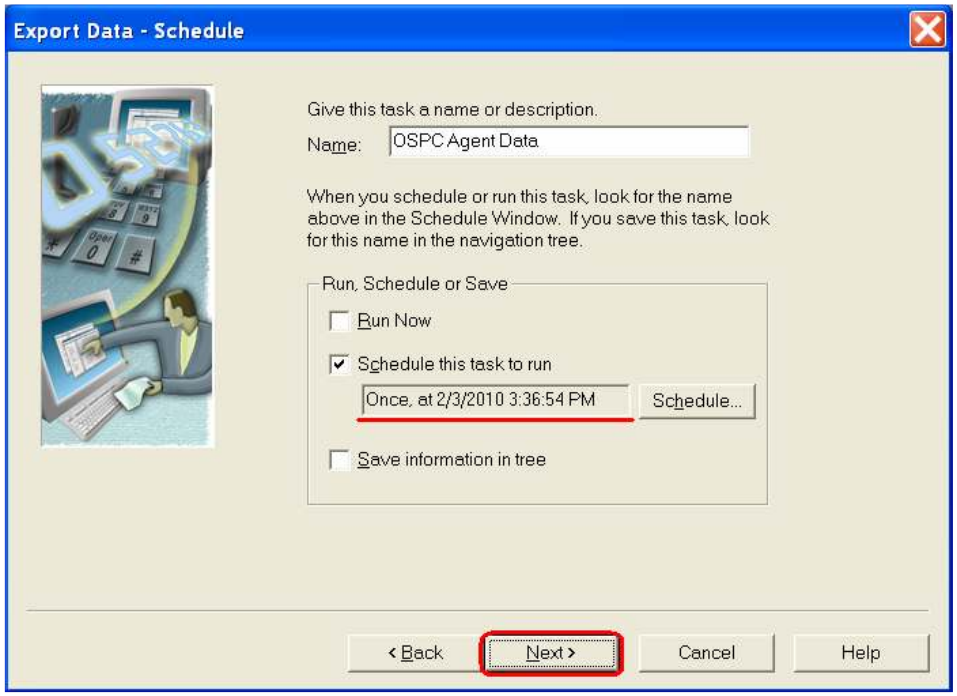
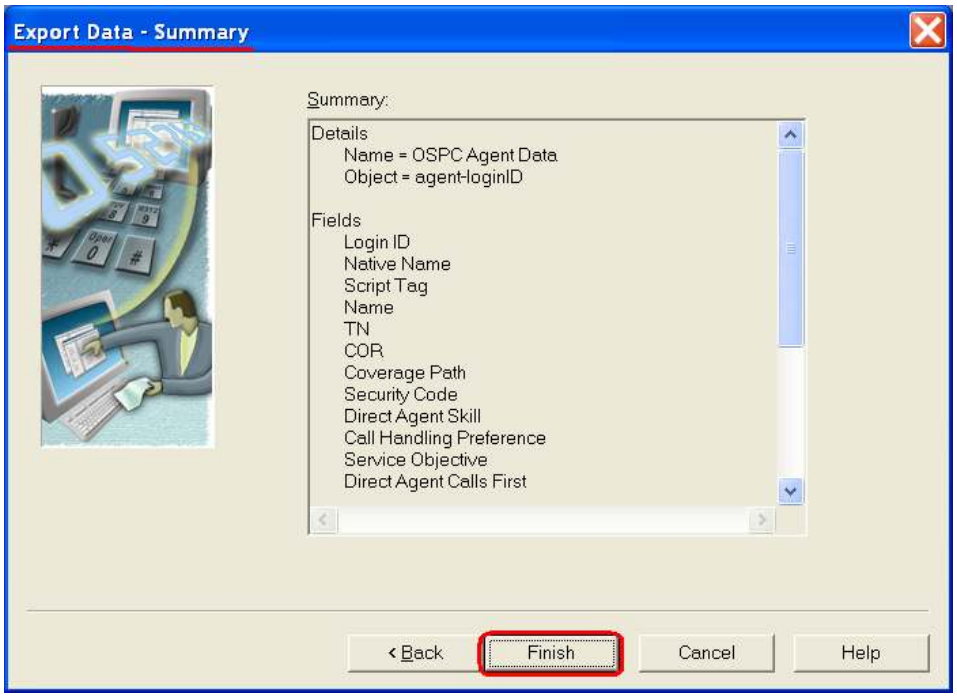
10. Verify the task is now scheduled to be run at a specified date and time. Click the Next button.



11. In this last step, details are summarized. Verify details and click the Finish button.



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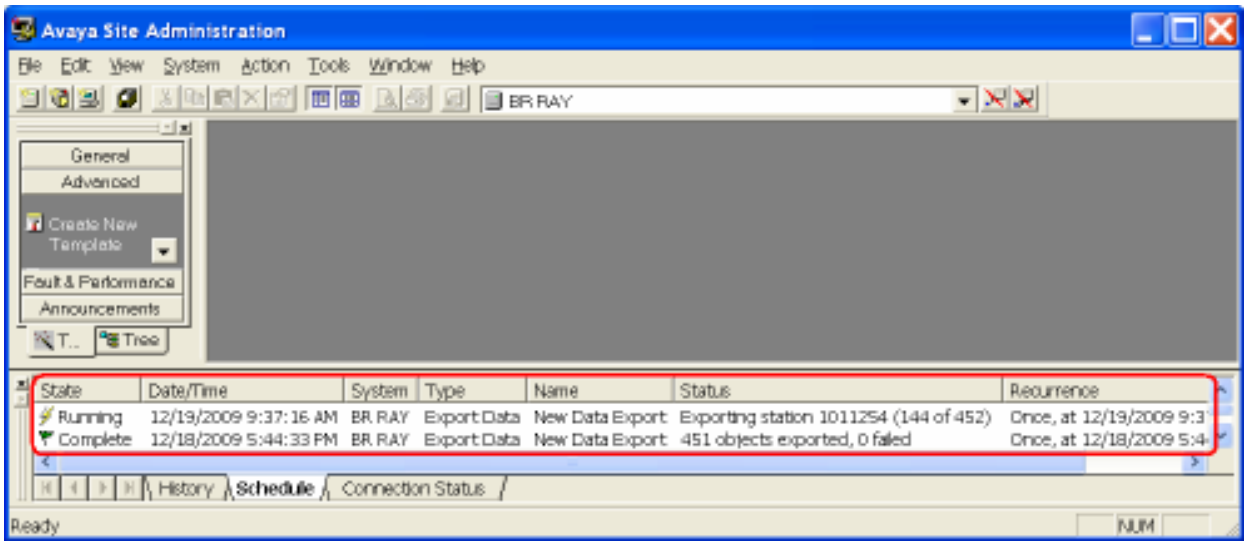
When the scheduled tasks are triggered and running, they are individually displayed in Schedule tab of Status window with all the gory details. For example, the screenshot below shows the status of two tasks; one 'Complete' and the other 'Running'.



Note: The time and date captured in the screenshots of this document is only for reference.

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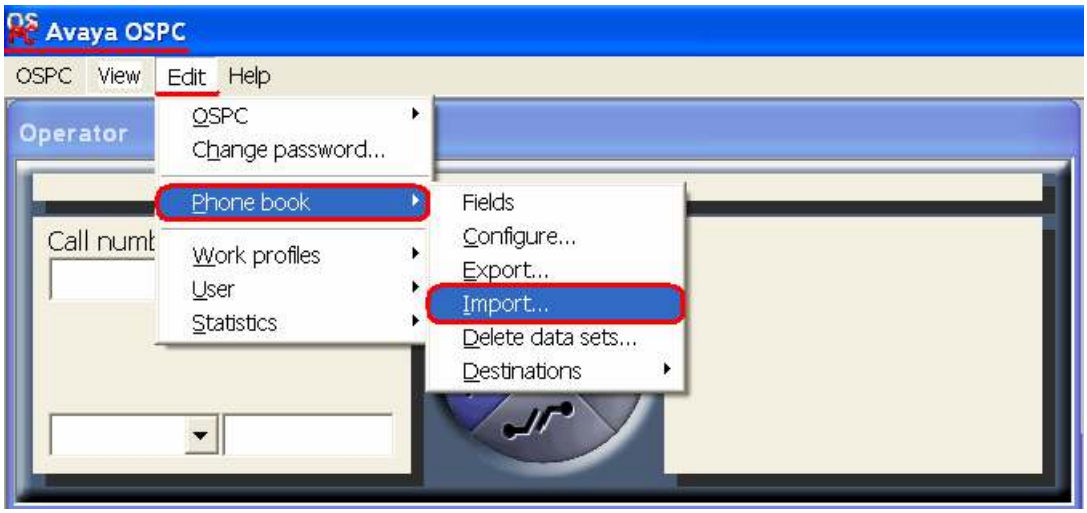
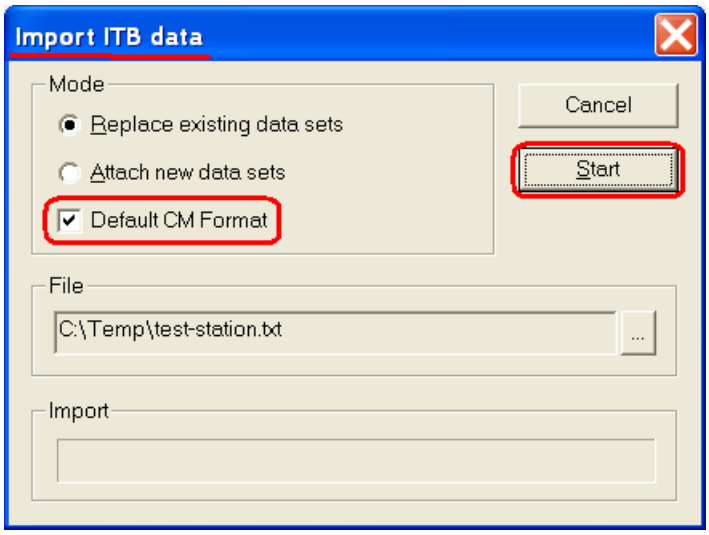
Import Station Data into Phone book

1. Start the Avaya OSPC application and select the Import option from the Phone book sub-menu of the Edit menu.



2. In the Open Import File dialog window, select and open the station data file saved in Step 7 of Create task for Exporting **Station** Data.

3. In the Import ITB data dialog window, select appropriate import mode (either Replace… or Attach…). Make sure the Default CM Format check-box is selected and click the Start button to begin importing station data. The Import area will display the progress of Station data being imported.



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4. When the station data has been successfully imported, the success dialog box is displayed. Click the OK button.

Please also note,

- If the name has only one tilde character (~) before the name, the name is converted to Eurofont characters.
- If the name has two tilde characters (~~) before the name, this record is excluded from importing.
- The number (‘Primary call number’ field) of the first record may require editing.

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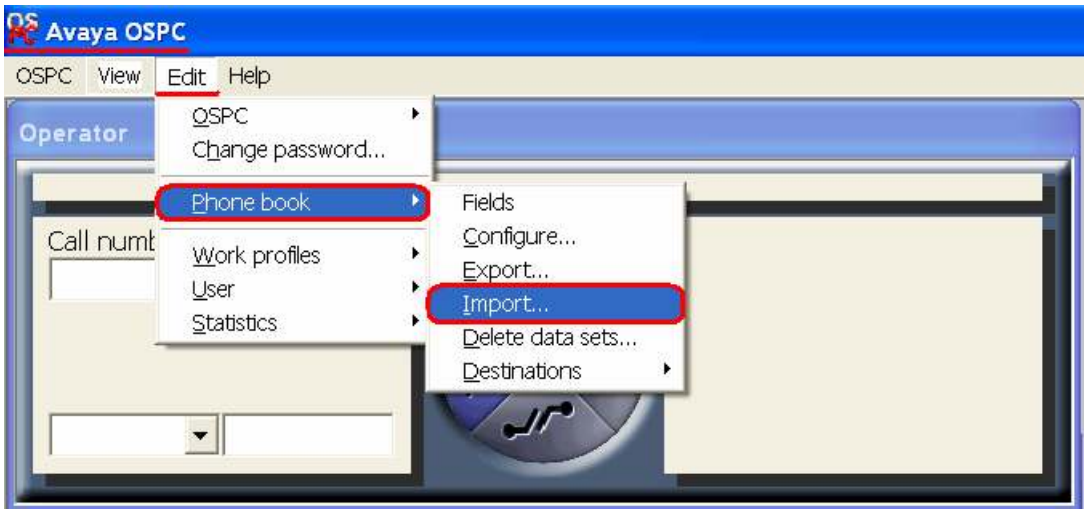
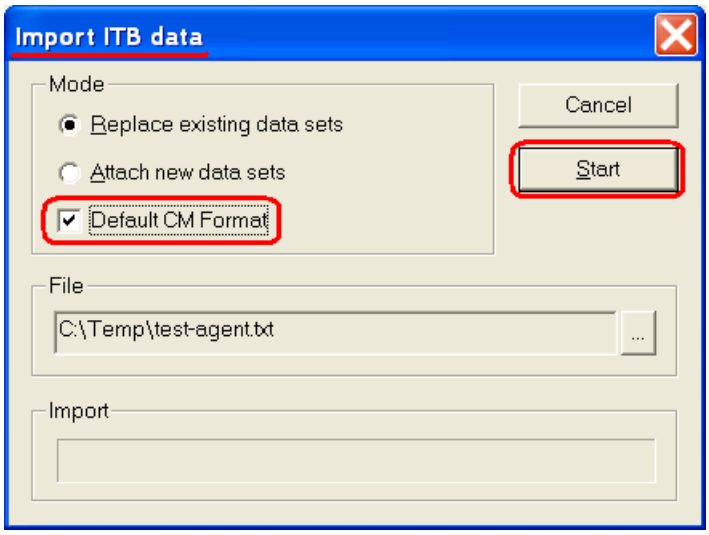
Import Agent Data into Phone book

1. Start the Avaya OSPC application and select the Import option from the Phone book sub-menu of the Edit menu.



2. In the Open Import File dialog window, select and open the agent data file saved in Step 7 of Create task for Exporting **Agent** Data.

3. In the Import ITB data dialog window, select appropriate import mode (either Replace… or Attach…). Make sure the Default CM Format check-box is selected and click the Start button to begin importing agent data. The Import area will display the progress of Agent data being imported.



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4. When the agent data has been successfully imported, the success dialog box is displayed. Click the OK button.

Please also note,

- If the name has only one tilde character (~) before the name, the name is converted to Eurofont characters.
- If the name has two tilde characters (~~) before the name, this record is excluded from importing.
- The number ('Primary call number' field) of the first record may require editing.

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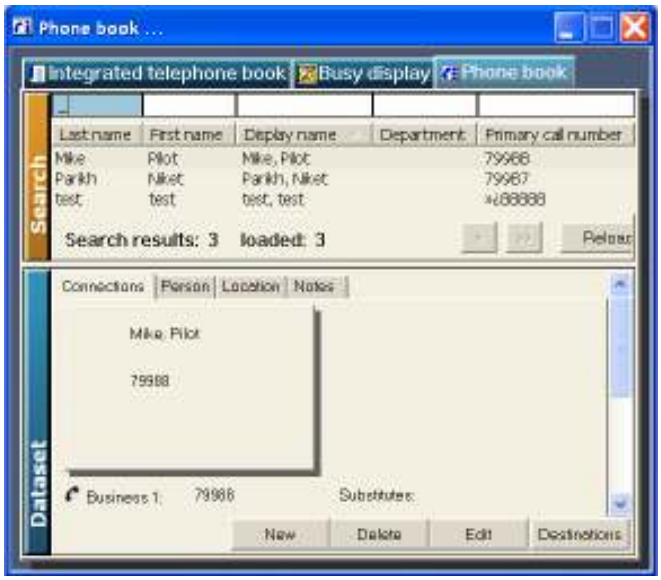
Verification of the Station and/or Agent Data can be done in two ways:

- Type the "_" character in the search area above the column headings and the records of imported station and/or agent data are displayed with the total number of records in the Avaya OSPC Phone book.



- Type the "_" character in the 'Call number or name' area of the Operator window and the records of imported station and/or agent data are displayed with the total number of records in the Avaya OSPC Integrated telephone book (ITB).

In summary, the above step-by-step instructions in this document provides an easy way to import Station or/and Agent Data into the Avaya OSPC Phone book.

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