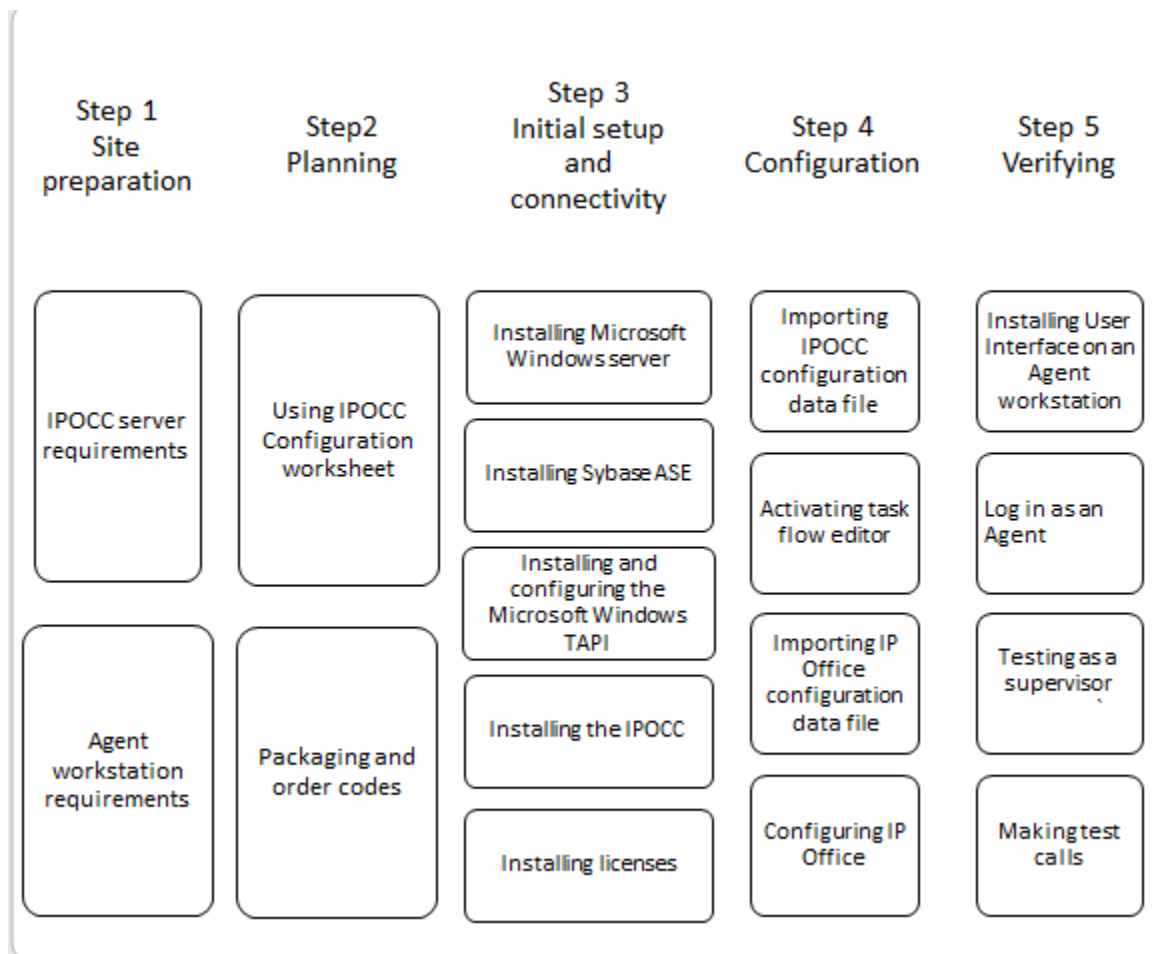




Deploying Avaya IP Office Contact Center Quick Start

Deployment process



Site preparation checklist

#	Task	Description	Notes	✓
1	Ensure all physical components are available on the customer network.	IP Office Contact Center server IP Office server XMPP server (optional for chat functionality) Agent workstations Telephones	See platform requirements.	
2	Ensure that the additional hard disk drives for IP Office server type are available. (Optional, only if you want to use Contact Recorder)	IP Office Server Edition IP 500 V2 * Note: IPOCC does not support IP 500 V1 server.	For information about the hard disk drive types download the documents from the HP support site or Dell support site. For information about adding additional hard disk drives see, Contact Recorder . For information about deploying IP Office Server Edition see, <i>Deploying IP Office Server Edition Solution</i> . For information about installing IP 500 V2 see, <i>Installing IP500/ IP 500 V2</i> . * Note: To Ignite the additional hard disk drive for Contact Recorder see, Contact Recorder .	
3	Telephony and internet services are in place.	Service Providers		

IP Office Contact Center server requirements

The requirements are as follows:

Operating system	Microsoft® Windows Server 2008 R2 Standard 64-bit Edition SP1 Microsoft® Windows Server 2012 R2 Standard 64-bit Edition
Processor	Intel Xenon E3 Quadcore 3.1 GHz
Memory	8 GB DDR3 ECC
Hard drive	1 Seagate ST500DM002 500 GB 7200 RPM, SATA 6 G 16 MB Cache
	<p>* Note: Avaya recommends you to add an additional 500GB Hard Disk Drive and RAID to support IP Office Contact Center.</p>
Raid controller	Raid Controller Intel C202 onboard
Disk space allocations	- 500 GB disk space for complete OS, databases, and applications
Media	DVD-ROM drive
Keyboard	Multifunction keyboard
Network	1NIC 1 GB, network or Ethernet card
	<p>* Note: IP Office Contact Center supports only one NIC. If you have multiple NICs disable all the other NICs.</p>

Agent workstation requirements

Processor	Intel Pentium 4 processor 2.2 GHz or higher
Operating system	Microsoft® Windows 7, or Windows 8.1
Memory	Minimum 4 GB RAM
Hard disk	Minimum 10 GB
Keyboard and mouse	Multifunction keyboard and mouse
Browser	Microsoft® Internet Explorer 8.x or higher Mozilla Firefox 3.6 or higher
Network	Ethernet card

Planning checklist

Plan for installation and configuration by meeting with the customer to collect site-specific information and network information and to ensure that they are prepared for delivery and installation.

#	Task	Description	Notes	✓
1	Download documents from the Avaya Support Site Documents and Downloads.	Use the planning documents to ensure the customer site is prepared and use forms to gather customer site-specific data.	On the Avaya Support Site, in the Enter Your Product Here field, type IP Office Contact Center.	
2	Complete the <i>Avaya IP Office Contact Center Configuration Worksheet</i> .	Customer data includes: <ul style="list-style-type: none"> • Server information • Agent information • Job codes • Topic assignments 	Download and use the Microsoft® Excel spreadsheet as a template.	
3	Download the documents from the HP support site or Dell Support site.	Use the respective guides to add an additional hard disk drive for Contact Recorder.		
4	Download documents from the Avaya Support Site Documents and Downloads.	Use the planning documents to install and configure the IP Office Server Edition or IP 500 V2	On the Avaya Support Site, in the Enter Your Product Here field, type IP Office.	
5	Plan endpoint deployment.	Avaya 1400 series phone Avaya 1600 series phone Avaya 9500 series phone Avaya 96x1 (H.323) deskphone Avaya 96x0 (H.323) deskphone		
6	Ensure customer has required components.	XMPP server Agent workstations	Use the Site preparation checklist .	

Key customer configuration information

Using the IP Office Contact Center Configuration Worksheet

The worksheet is a Microsoft® Excel spreadsheet that captures and organizes customer site information used by the installer during system configuration tasks. Each tab in the workbook corresponds to an aspect of the system configuration.

Before you begin

Copy the *Avaya IP Office Contact Center Configuration Worksheet* from the IPOCC_DVD and save it on a computer with Microsoft® Excel. Typically, *Avaya IP Office Contact Center Configuration Worksheet* is located at `Utilities`.

About this task

Use the worksheet to collect customer configuration data and create export files for server configuration.

Procedure

1. Open the spreadsheet .
2. Enable macros.

 **Important:**

Save the spreadsheet as `.xism` format to enable macros.

3. Use **Save as** to make a copy with a unique name for the customer.
4. Read the instructions on the **Brief Instruction** tab of the work sheet before you fill in the required information, marked in red (mandatory field), within each tab. The spreadsheet populates fields in the other tabs. For more information see, [Important fields of the configuration worksheet](#) on page 6.

The *Change me* fields in the spread sheet are optional, used for configuring the chat and email.

5. Click **Create Data Import** to generate data import files.

Next steps

During configuration you need the `DataImport.exe` for IP Office Contact Center Server and `configuration.csv` for IP Office.



Related topics:

[Important field descriptions of the configuration worksheet](#) on page 6

Important field descriptions of the configuration worksheet

 **Note:**

The following table lists only the minimum required fields that you need to fill in the configuration worksheet. For more details, lookup the tool tips in the configuration worksheet.

Name	Description
<p>Base Data tab</p>	<p>Type the following:</p> <ul style="list-style-type: none"> • Name of the IP Office Contact Center • Name of the chat server • Chat and E-mail domain name. For example, customer.com (optional) <p> Note:</p> <p>Check the number range of topics. If you make any change you must also update the change in the Topics tab.</p>
<p>Chap tab</p>	<p>Type the following ip address:</p> <ul style="list-style-type: none"> • IP Office Contact Center server • IP Office • DNS • SIP domain <p> Note:</p> <p>The name of the SIP domain must be the same as the SIP domain name in System > LAN1 > VOIP tab of the IP Office configuration. The name of the SIP domain must be in lower case. Verify the number for the SIP extensions. Do not use this number in the IP Office. If necessary change the partitioning of the channels for Queuedevices and IVR. For Queuedevices automatically the range 70000-70059, for IVR Ports 80000-80029 is used.</p>

Name	Description
Topic tab	Type the topic details.
Agent groups tab	Type the agent group details.
Agents tab	Type the agent details.
Topic-AG-Assignment tab	Type the topic and agent assignment details.

Packaging and order codes

The following IP Office Contact Center license bundles are available:

Material code	Description
306493	IP Office Contact Center Base 30
306640	IP Office Contact Center Base 100
306495	IP Office Contact Center 1 voice agent license with skills based routing and call recording
306496	IP Office Contact Center 1 Multichannel License with email, chat and outbound campaigns
306497	IP Office Contact Center 1 Supervisor License
306641	IP Office Contact Center Base 30 to Base 100 migration

IP Office Contact Center Base 30 bundle

IP Office Contact Center:

 **Note:**

Use Avaya WebLM to install the PLDS license.

PLDS license	Description
VALUE_CIE_PX_IPO (1)	Single PBX connection — IP Office
VALUE_CIE_IVR_CON (1)	1 CHAP port
VALUE_CIE_IVR_PORT (Channels 90)	90 channels (maximum for 32-bit CHAP)
VALUE_CIE_CC_CLIP	10000 addresses
VALUE_CIE_CC_TEAMLEADER (1)	Enables supervisor application in UI for preconfigured monitors and reports
VALUE_CIE_CC_SERVUSER (2)	2 concurrent service users needed for configuration

PLDS license	Description
VALUE_CIE_CC_UMR	Required by C3000 server for email routing
VALUE_PHX_BASE 30 LIC	Allows up to 30 agents to be active and logged in

IP Office:

ADI license	Description
CTI Pro License	Enabled third-part TAPI license
VMPPro Recording Administrators	Enables Contact Recorder
Avaya IP Endpoint License	For CHAP connection

Also requires IP Office Preferred Edition.

IP Office Contact Center Base 100 bundle

IP Office Contact Center:

*** Note:**

IP 500 V2 does not support the IP Office Contact Center Base 100 bundle.

PLDS license	Description
VALUE_CIE_PX_IPO (1)	Single PBX connection — IP Office
VALUE_CIE_IVR_CON (1)	1 CHAP port
VALUE_CIE_IVR_PORT (Channels 90)	90 channels (maximum for 32-bit CHAP)
VALUE_CIE_CC_CLIP	10000 addresses
VALUE_CIE_CC_TEAMLEADER (1)	Enables supervisor application in UI for preconfigured monitors and reports
VALUE_CIE_CC_SERVUSER (2)	2 concurrent service users needed for configuration
VALUE_PHX_BASE 100 LIC	Allows up to 100 agents to be active and logged in
VALUE_CIE_CC_UMR	Required by C3000 server for email routing

IP Office:

*** Note:**

Use IP Office Manager for Server Edition to install the license for IP Office Server Edition and use IP Office Manager to install the licenses for IP 500 V2.

ADI license	Description
CTI Pro License	Enabled third-part TAPI license

ADI license	Description
VMPPro Recording Administrators	Enables Contact Recorder
Avaya IP Endpoint License	For CHAP connection

IP Office Contact Center 1 voice agent license with skills based routing and call bundle

IP Office Contact Center:

PLDS license	Description
VALUE_CIE_CC_USER_VOICE	1 license for each logged in telephony agent
VALUE_CIE_CC_MONTEUSER	Extended voice features, 1 license for each logged in telephony agent

IP Office:

ADI license	Description
Preferred Edition Additional VoiceMail Ports	Needed for 100% call recording

Also requires IP Office Preferred Edition.

IP Office Contact Center 1 multichannel agent license with email, chat and outbound campaign bundle

IP Office Contact Center:

PLDS license	Description
VALUE_CIE_CC_USER_CHAT	1 license for each logged in chat agent
VALUE_CIE_CC_USER_NONVOICE	1 license for each logged in email agent
VALUE_CIE_CC_TEXTMODULES	1 license for each agent for email textblocks

IP Office: None.

IP Office Contact Center 1 supervisor license bundle

This bundle includes the licenses in bundles 306495 and 306496 plus the following license:

IP Office Contact Center:

PLDS license	Description
VALUE_CIE_CC_SUPERVISOR	1 license for supervisor functions and configuring monitors and reports
VALUE_CIE_CC_TEAMLEADER	1 licence for using pre-configured realtime and reports

IP Office: None.

IP Office Contact Center Base 30 to Base 100 migration bundle

PLDS license	Description
VALUE_PHX_BASE 100 LIC	Allows up to 100 agents to be active and logged in

Initial setup and connectivity

Software installation checklist

#	Task	Description	Notes	✓
1	Install the Microsoft® Windows operating system.	Microsoft® Windows Server 2008 R2 SP1, or Windows Server 2012 R2		
2	Copy the installation files from the DVD.	Copy from IPOCC-DVD (.iso) the complete folder Install_Sybase to local folder (e.g. c:\install) on IPOCC server.		
3	Install Sybase® ASE.	Set the system administrator password.		
4	Install Microsoft® Windows TAPI.	Enter switch IP address and password.		
5	Install IP Office Contact Center	After installing the server components of IPOCC, import the data using Dataimport.exe		

Related topics:

[Installing Microsoft Windows Server](#) on page 11

[Installing Sybase Adaptive Server Enterprise](#) on page 13

[Installing and configuring Microsoft® Windows TAPI](#) on page 14


[Installing IP Office Contact Center](#) on page 15

Installing Microsoft Windows Server

Procedure

1. Disable Power Management functions.

2. Activate daylight savings time when setting the system time to the local time zone.
 3. Use TCP/IP as the network protocol.
 4. Define the computer name.
Only use digits and letters for the computer name. Do not use the underscore character. Begin the name with a letter. The name can consist of up to 30 characters.
 5. Do not activate SNMP.
 6. Enable error reporting unless you are setting up a test system. If you are setting up a test system, complete the following steps:
 - a. On the Control Panel, click **System**.
 - b. On the **Advanced** tab, click **Error Reporting**.
 - c. Select **Disable error reporting**.
 - d. Click **OK**.
 7. Set up a permanent IP address.
IP Office Contact Center works only with one IP address. IP Office Contact Center does not support multiple IP addresses on the same NIC.
 8. Create a system user and password.
 - a. Grant the user administration privileges to start services.
You must also grant the user the rights to add scheduled tasks. The user needs this rights to install the Sybase server.
 - b. For security reasons, do not use the same username and password for other computers on the network.
 9. Ensure that the service Windows firewall is functional.

 **Note:**
If you need to use a firewall, configure the firewall settings using the appropriate ports. See [Port assignments](#).
 10. In the Power Options Properties dialog box, on the Power Schemes tab, set the following settings:
 - a. Set **Turn off hard disks** to **Never**.
 - b. Set **System standby** to **Never**.To add the server to the list of trusted sites go to **Internet Explorer > Internet Options > Security > Trusted sites: http://<hostname>**
-

Installing Sybase Adaptive Server Enterprise

Before you begin

- Copy the complete folder *Install_Sybase* on your computer from the IPOCC-DVD or .iso.

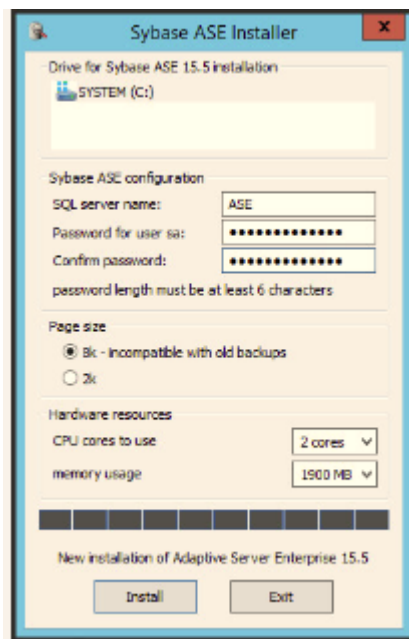
! Important:

Do not change the name of the *Install_Sybase* folder.

- Log in as the *system administrator*.

Procedure

1. Execute the *SybaseDB.exe* file.
The system displays the Sybase ASE Installer dialog box.



2. Select the drive for the database server.
 - a. In the **SQL server name** field, accept the default setting.
 - b. In the **Password for user sa** field, type the new password for the system administrator (sa) account.
The password must be a combination of numbers and letters and must be at least eight characters long.
 - c. In the **Confirm password** field, type the new password again.
 - d. Do not change the default values under **Page size** and **Hardware resources**.

3. Click **Install**.
The system installs Sybase ASE in about 20 minutes. The system displays the
Installation successfully finished
message.
 4. Click **OK**.
 5. Restart the server.
-

Installing and configuring Microsoft® Windows TAPI

Procedure

1. Navigate to the TAPI installation executable on the server.
Typically, it is located at \Server\IPO TAPI\tapiSetup.exe
2. Right-click the file and click **Run as administrator** from the pop-up menu.
The system displays Select a User Name.

 **Note:**

The system displays the default **User Name** and **User Password**.

- a. Click **Next**.
The system displays the TAPI2 — InstallShield Wizard.
 - b. Click **Next**.
The system displays the Select Networked Telephone System.
 - c. Select the IP Office control unit.
The system displays the Select a User Name window, with the default **User Name** and **User Password**.
 - d. Click **Next**.
The system displays the Ready to Install the Program window.
 - e. Click **Install**.
The system prompts you to restart the system.
 - f. Click **Yes**.
The system restarts and displays the Resuming the InstallShield Wizard for TAPI2 .
 - g. Click **Next**.
The system displays the InstallShield Wizard Completed.
 - h. Click **Finish**.
3. Click **Start > Control Panel** and select **Phones and Modem**.
 4. Select **My Location** and click **Edit**.

5. In the Edit Location dialog box, type the country and area code for the customer site and click **OK**.
 6. In the Phone and Modem dialog box, click **Advanced**.
 7. Select **Avaya IPO TAPI2 Service Provider** and click **Configure**
 8. In the Avaya TAPI2 configuration dialog box, enter the following settings:
 - a. In the **Switch IP Address** field, type the IP address of the IP Office server.
 - b. In the **Switch Password** field, type the password of the IP Office server.

The default password of the IP Office server is `password`. If you have changed the default password of the IP Office server, please type the new password that you typed in **Security Settings > System > Unsecured Interfaces > System Password**.
 - c. Click **OK**.
 - d. Click **Close**.
-

Installing IP Office Contact Center

About this task

 **Note:**

The system requires 26 GB of disk space to perform a complete install. All databases are automatically set to *Automatic Expansion*, so the databases of IP Office Contact Center can expand in case the system reaches the initial configured database size.

Procedure

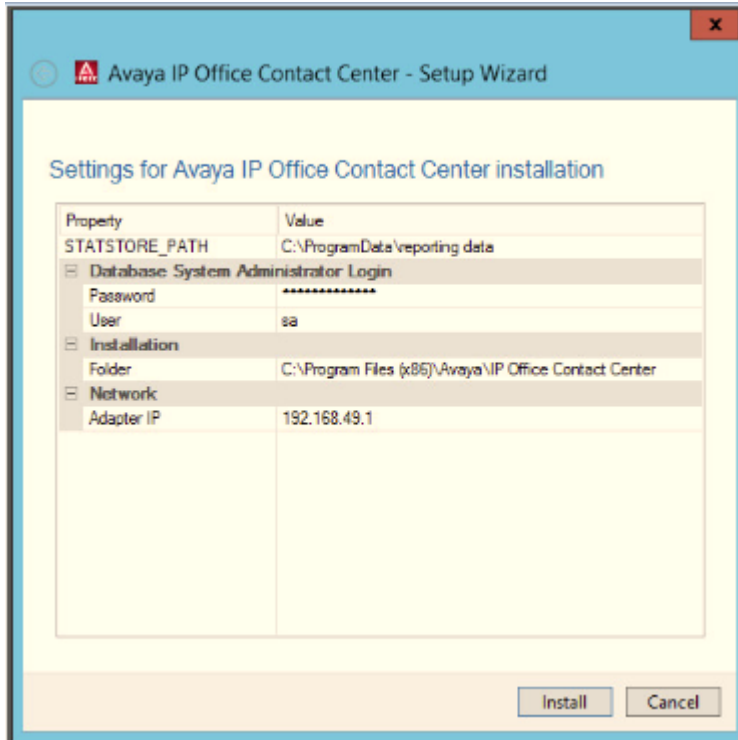
1. Install `vcredist_x86_2008.exe` and `vcredist_x86_2010.exe` .

Typically, it is located in `Server\IP Office Contact Center` of the install DVD.
2. Navigate to the IP Office Contact Center setup wizard on the server.

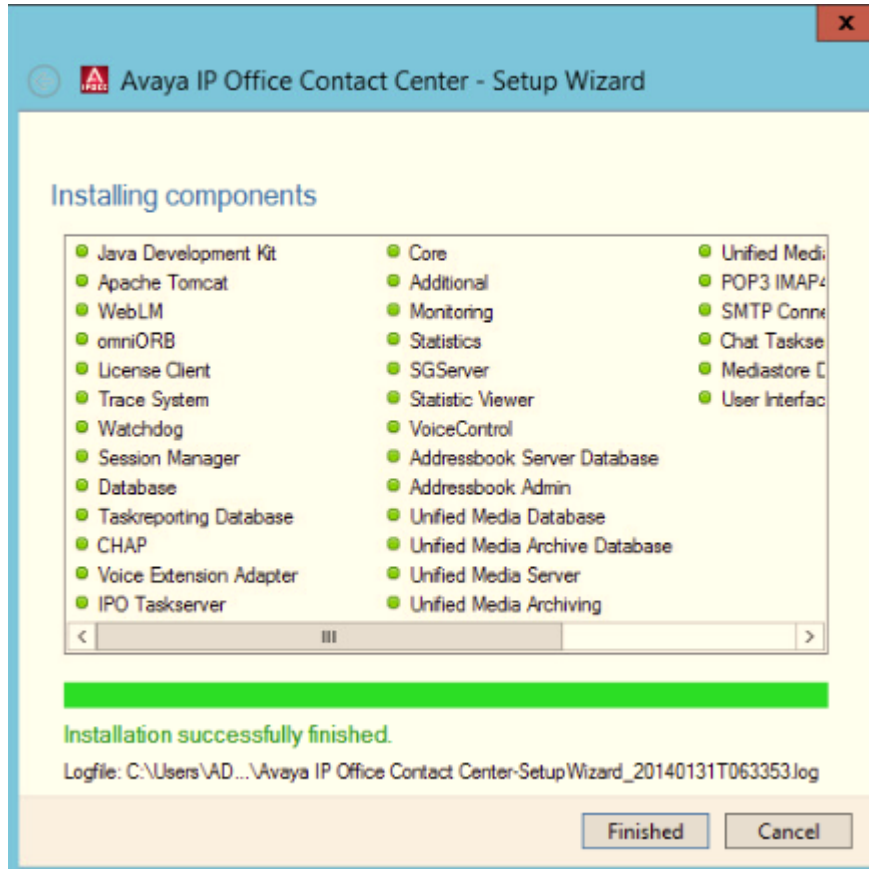
Typically, it is located in `Server\IP Office Contact Center` of the install DVD.
3. Double click the `SetupWizard.exe` file.

The system displays the Avaya IP Office Contact Center — Setup Wizard dialog box.
4. Click **Complete**.

The system displays the Settings for Avaya IP Office Contact Center installation dialog box.



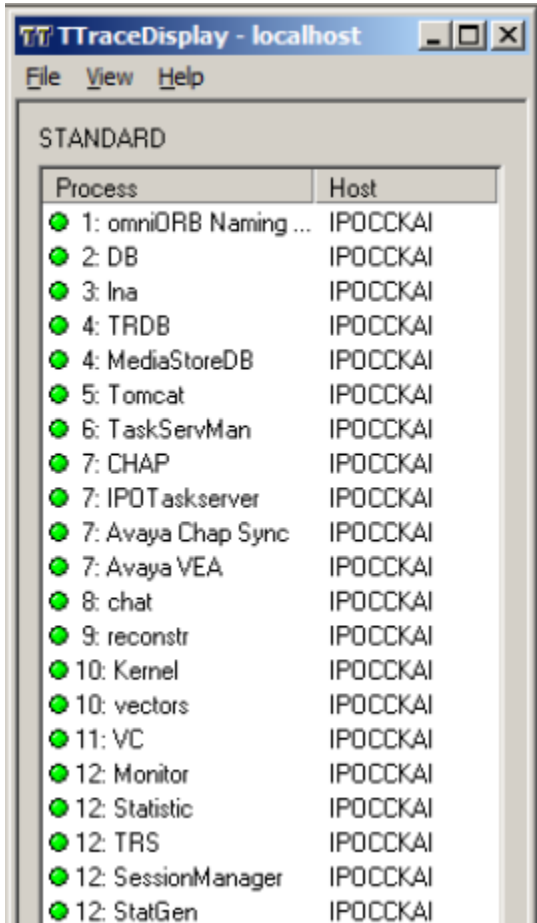
5. Type the **sa** password.
Type the password that you set for sa user when installing the Sybase server.
The system displays the **Network Adapter IP address** of the server you are currently using.
6. Click **Install**.
The system displays the list of components installed.



7. Click **Finished**.
8. Restart the server.
After the system restarts, Watchdog configuration runs automatically.

Next steps

Select **Start >Programs > Avaya IP Office Contact Center > Trace System > TT Display** and verify that all the all components are running.



The screenshot shows a window titled "TTraceDisplay - localhost" with a menu bar containing "File", "View", and "Help". Below the menu bar is a section labeled "STANDARD" containing a table with two columns: "Process" and "Host". Each row in the table starts with a green circular icon containing a white asterisk. The processes listed are:

Process	Host
1: omniORB Naming ...	IPOCCKAI
2: DB	IPOCCKAI
3: Ina	IPOCCKAI
4: TRDB	IPOCCKAI
4: MediaStoreDB	IPOCCKAI
5: Tomcat	IPOCCKAI
6: TaskServMan	IPOCCKAI
7: CHAP	IPOCCKAI
7: IPOTaskserver	IPOCCKAI
7: Avaya Chap Sync	IPOCCKAI
7: Avaya VEA	IPOCCKAI
8: chat	IPOCCKAI
9: reconstr	IPOCCKAI
10: Kernel	IPOCCKAI
10: vectors	IPOCCKAI
11: VC	IPOCCKAI
12: Monitor	IPOCCKAI
12: Statistic	IPOCCKAI
12: TRS	IPOCCKAI
12: SessionManager	IPOCCKAI
12: StatGen	IPOCCKAI

*** Note:**

Unless you install the licenses, the component SMTPConnector for Runlevel 14 and IVR services stop automatically and turns red in **TDisplay** and the Watchdog restarts the SMTPConnector for Runlevel 14 and IVR services.

Installing licenses

Before you begin

- Obtain the license file from the Avaya Product Licensing and Delivery System (PLDS) website at <https://plds.avaya.com>.

About this task

If you experience problems while installing the license file, see the License file installation errors section in Administering Avaya WebLM (stand-alone).

Procedure

1. Open a browser on IPOCC Server and type `https://<hostname>:8443/` WebLM connect to WebLM.
2. In the login page do the following:
 - In the **User Name** field, type `admin`.
 - In the **Password** field, type `weblmadmin`.

The password is case sensitive.

If you are logging into WebLM for the first time, the system prompts you to change the password.

Use the same password that you set as Sybase `sa` password.

3. In the left navigation pane, click Install license.
4. On the Install license page, enter the license file path. You can also click Browse to select the license file.
5. Click Install to install the license file. WebLM displays a message upon successful installation of the license file. The installation of the license file can fail for various reasons, such as:
 - WebLM finds an invalid digital signature on the license file. If you get such an error, request PLDS to redeliver the license file.
 - The current capacity use exceeds the capacity in the installed license.

Next steps

Restart the IPOCC watchdog service.

Configuration

Component configuration checklist


#	Task	Description	Notes	✓
1	Import configuration data file.	Import the <code>DataImport.exe</code> file.	Activate the Task Flow editor	
2	Configure IP Office for telephony.	Import the <code>Configuration.csv</code> file. General system settings SIP extensions		

Related topics:

[Importing the IP Office Contact Center configuration data file](#) on page 20

Importing the IP Office Contact Center configuration data file

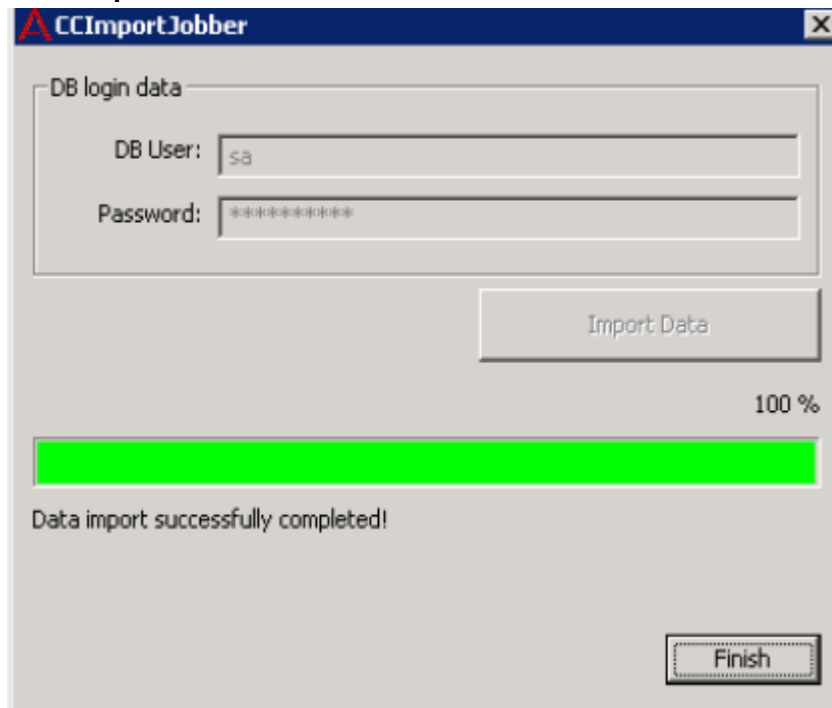
Before you begin

1. Complete all the steps in [Using the Avaya IP Office Contact Center Configuration Worksheet](#) on page 5.
2.  **Important:**
Back up the cc and c3k databases. For more information, see *Backing up the database* section of *Deploying IP Office Contact Center* guide.

Procedure

1. Copy the `DataImport.exe` file to any folder on the computer where the database is installed.
2. Double click `DataImport.exe`.
The system displays the CCImportJobber dialog box.

3. In the **DB User** field, type **sa**.
4. In the **Password** field, type the password you set for **sa** user.
5. Click **Import Data**.



6. Click **Finish**.
7. Restart the IPOCC server after you import.

Next steps

Activate the task flow editor.

Related topics:

[Activating task flow editor](#) on page 21

Activating task flow editor

Before you begin

Select **Start > Programs > Avaya IP Office Contact Center > Trace System > TT Display** and verify that all the processes are running.

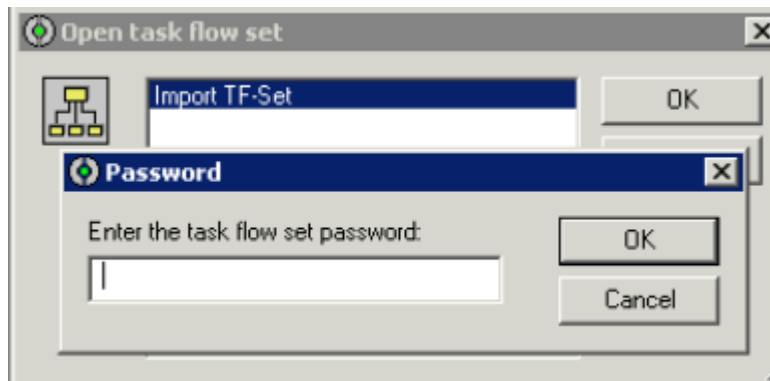
About this task

Procedure

1. Select **Start > Programs > Avaya IP Office Contact Center > User Interface**.

The system displays the Avaya IP Office Contact Center log in page.

2. Type `Administrator` in the **Username** field.
3. Type the password in the **Password** field.
The default password is *Administrator*.
4. Click **Login**.
The system displays IP Office Contact Center window.
5. Select **Go To > Task Flow Editor**.
6. Click the **Open** icon.
The system displays Open task flow set.



7. Select **Import TF-Set**.
 8. Click **OK**.
The system displays the Password dialog box. You do not have to type the password.
 9. Click **OK**.
 10. Click **Activate**.
The system displays *Task Flow set successfully activated* message.
 11. Click **OK**.
 12. In the **Task flow set** menu, click **Close**.
 13. In the **Task flow set** menu, click **Default task flow set**.
The system displays the Use default task flow set dialog box.
 14. Select **Import TF-set** and click **OK**
The system displays the Password dialog box. You do not have to type the password.
 15. Click **OK**.
-

IP Office server configuration checklist

Configuring IP Office

Use IP Office Manager to complete the following configuration tasks.

#	Task	Description	Notes	✓
1	Import the data file.	Configuration.csv		
2	Configure general system settings.	VoIP SIP Register DNS		

Related topics:

[Importing the IP Office configuration data file](#) on page 23

[Configuring IP Office](#) on page 24

Importing the IP Office configuration data file

Before you begin

Complete all the steps in [Using the Avaya IP Office Contact Center Configuration Worksheet](#) on page 5.

Note:

The short codes targeted for each Topic that you create must exist and be the same for the Server Edition Secondary server and Server Edition Expansion System .

Procedure

1. Copy the `configuration.csv` file to any folder on the computer where you have installed IP Office Manager.
 2. Start IP Office Manager, and select the IP Office server.
 3. Click **File > Import/Export > Import**.
 4. Select **Configuration** .
 5. Navigate to the location where you copied the `configuration.csv` file and select it.
 6. Click **OK** to import the file.
-

Next steps

Complete the steps in [Configuring IP Office](#) on page 24.

Configuring IP Office

Before you begin

Complete all the steps in [Importing the IP Office configuration data file](#) on page 23.

Important:

To avoid restarting the TAPI service every time you add a user in IP Office who is also an IPOCC user, Avaya recommends you to create a pool of users to be used by IPOCC *Agents*. When you configure an *Agent* in IPOCC, the *Agent* can login as a user that you have already reserved.

Note:

After you create a pool of users you must restart the TAPI service on the IPOCC server, so that the users are available for the IPOCC server. When the system has exhausted all the users in the pool that you created, you can create a new pool of users and restart the TAPI service.

About this task

For more information about the configuration settings, see the *IP Office Manager* document.

Procedure

1. Select **System > LAN 1**.
2. In the **VoIP** tab, set the following values and settings:
 - a. Select **H323 Gatekeeper Enable**.
 - b. Select **SIP Trunks Enable**.
 - c. Select **SIP Registrar Enable**.
3. In the **SIP Registrar** tab, set the following values and settings:
 - a. In the **Domain Name** field, enter server domain name. For example: `st4-ip01.qas`. This is the local SIP registrar domain name through which SIP endpoints register with the IP Office system.
The domain name must be the same domain name that you typed in *Avaya IP Office Configuration Worksheet*.
 - b. In **Layer 4 Protocol**, select **UDP**, **TCP**, and **TLS**. Use default ports.
 - c. Click **OK**.
4. Select **Extension**.

Select the SIP extension that you created for the CHAP connection to the IPOCC server, then click **VoIP** tab.

5. Select **Custom** from the **Codec Selection** drop-down list.
 6. List only **G.711 ALAW 64K** and **G.711 ULAW 64k** under **Selected**.
The system functions only if you list both **G.711 ALAW 64K** and **G.711 ULAW 64k** under **Selected**.
Move the other codecs under **Unused** list.
 7. Click **OK**.
 8. To add the ADI licenses do the following:
 - a. Select **License** .
 - b. Click **Add**.
 - c. Type the license key in the **License Key** field.
The system displays the type of license, the status of the license, instances, and the date of expiry.
 9. Click **OK**.
 10. To send the configuration to the IP Office system, select **File > Save Configuration**.
 11. Restart the IP Office system.
 12. Restart the IP Office Contact Center server.
-

Installing User Interface on an agent workstation

#	Task	Notes
1	Install User Interface on an agent workstation.	Double click <i>Contact Center User Interface.msi</i> in folder the \Client and install User Interface of the install DVD.
2	Login as an <i>Agent</i> .	<ol style="list-style-type: none"> 1. Go to Start > Avaya IP Office Contact Center > User Interface, to start IPOCC User Interface. 2. In the Username field, type <i>Agent1</i> . You can also type <i>Agent2</i> or <i>Agent3</i> or the name of the agent that you have set in the IPOCC configuration worksheet. 3. In the Password field, type <i>cc123456</i>

#	Task	Notes
		<ol style="list-style-type: none"> 4. Select your extension in the Telephone Extension drop-down list. 5. Click Login
3	Testing as a supervisor.	<ol style="list-style-type: none"> 1. Go to Start > Avaya IP Office Contact Center > User Interface, to start IPOCC User Interface. 2. In the Username field, type <code>Administrator</code>. 3. In the Password field, <code>Administrator</code> 4. Click Login <p>To observe AG and Topic states, go to Supervision > Realtime Information > Predefined.</p> <ul style="list-style-type: none"> • Double click Realtime Information file AG_Default and select the <i>Agent Group</i> that the logged in agent has been assigned. • Double click Realtime Information file Topic_Default and select the <i>Topic</i> for which you want to make test calls.
4	Make test calls	<p>Dial into a topic.</p> <ul style="list-style-type: none"> • If the logged in agent is free and signed on an agent group, the system distributes the call to the agent and in the Realtime information AG_Default, the system displays agent as available. • If the agent is not free or not signed on, the system plays a music and the caller listens to the music. In Realtime information Topic_Default the call is notified.

Troubleshooting

During the deployment for all troubleshooting information see, the *Troubleshooting* section of the *Deploying IP Office Contact Center* guide.