



# **IP Office Contact Center – Maintenance Task Based Guide**

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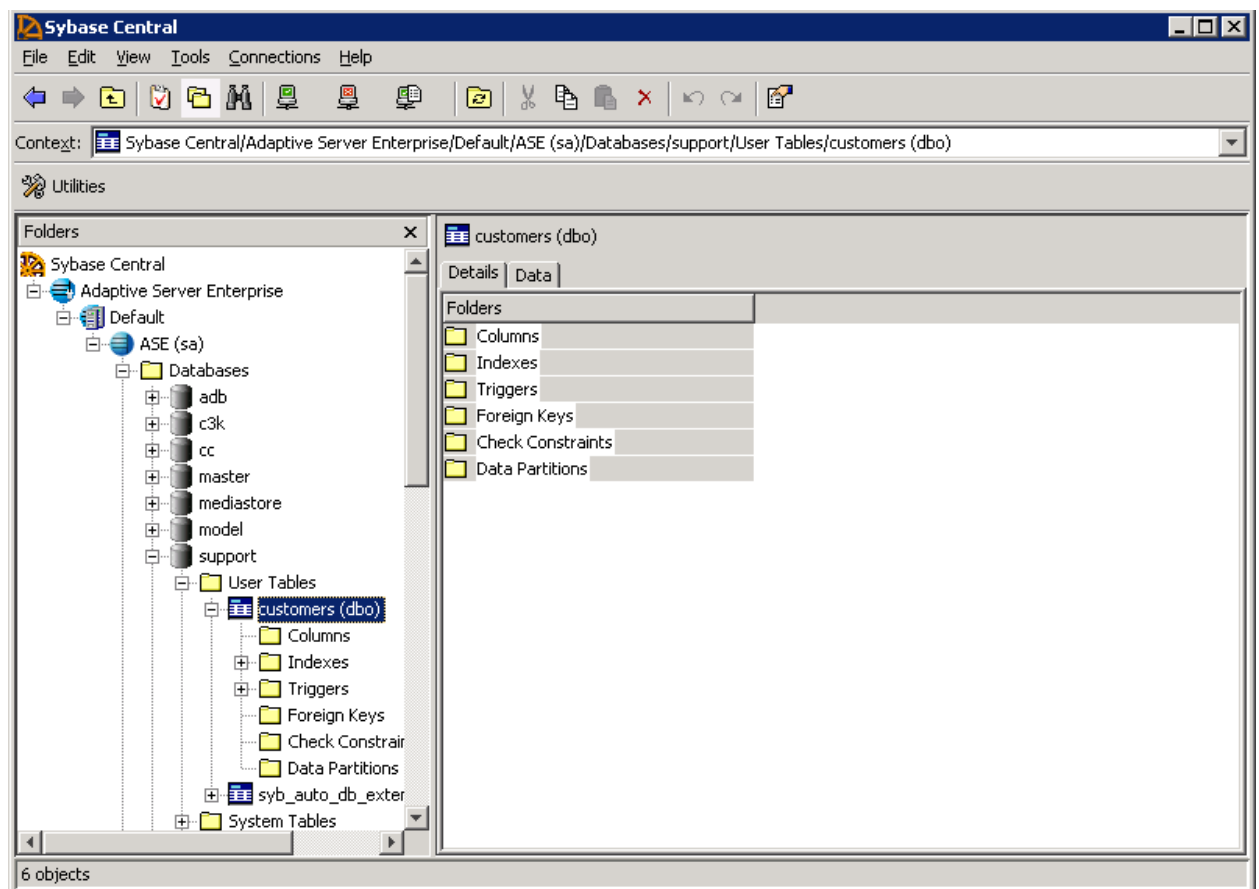
# IP Office Contact Center Maintenance

## Overview

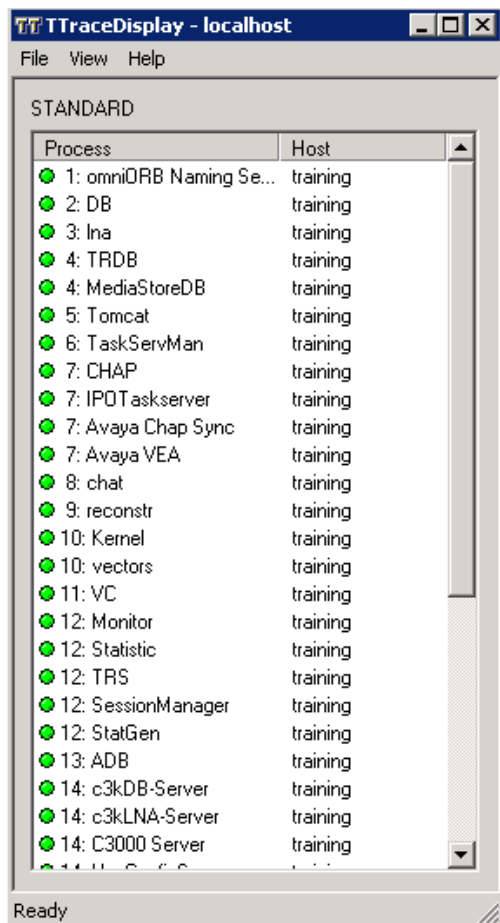
This guide provides details relating to the Backup and Restore of IP Office Contact Center databases. It also covers the use of maintenance utilities such as TTrace Console the generation Log files and the IP Office Contact Center Configuration Report.

As well as the steps suggested in this guide, you may also wish to utilize some of the following diagnostic tools:

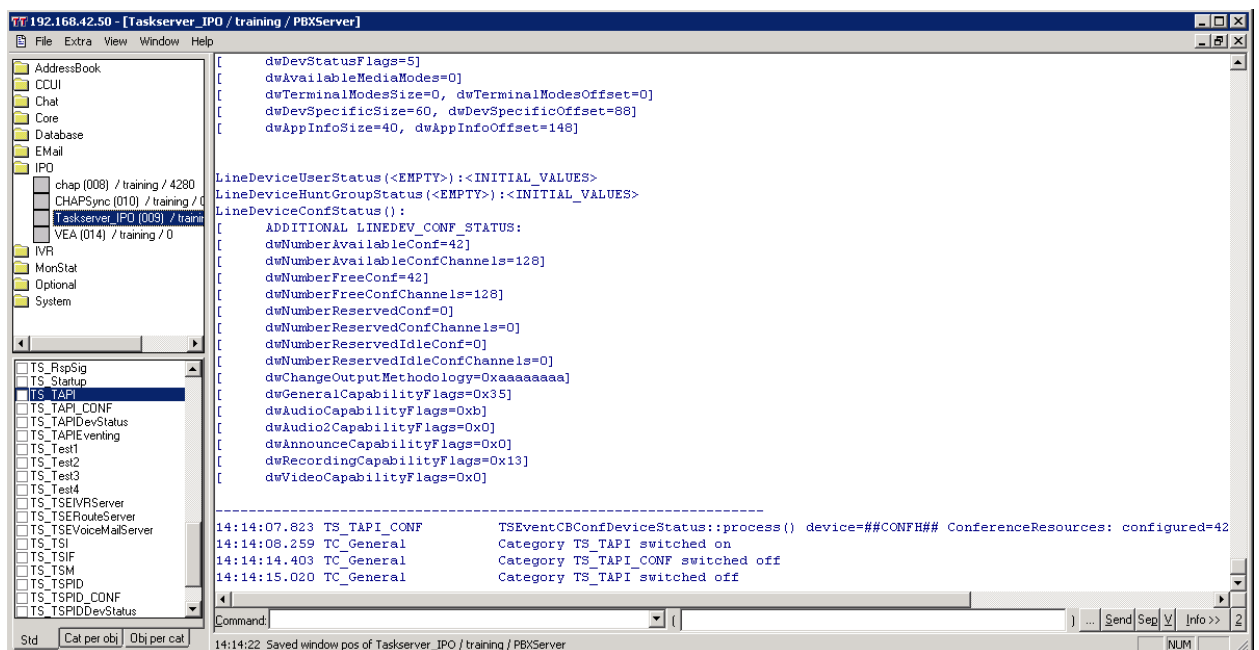
- **Sybase Central v6.0**



- **TT Display –**



- **TT Console**



- **Error List**

The screenshot shows the IP Office Contact Center application window. The 'Go to' menu is open, and '7 Error List' is selected. The main window displays a table of error logs with columns for Code and Description. The table contains several entries, including errors related to Realtime Information server registration and task tag access issues.

Code	Description
PM UI_MonError	Error registering on Realtime Information server: ccid=65186a4342000100, tasktype=E-mail, monKind=10
PM UI_MonError	Error registering on Realtime Information server: ccid=65186a4342000100, tasktype=Telephony, monKind=14
PM UI_MonError	Error registering on Realtime Information server: ccid=65186a4342000100, tasktype=Telephony, monKind=10
PM UI_MonError	Error registering on Realtime Information server: ccid=65186a4342000100, tasktype=Telephony, monKind=15
PM UI_MonError	Error registering on Realtime Information server: ccid=65186a4342000100, tasktype=Telephony, monKind=17
PM UI_ElemError	Task tag CCK_Caller_Name cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag Support_Contract cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag CCK_Calling_Address cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag Product cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag FirstTopicName cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag LastTopicName cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag CCK_Customer_Info cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag c.waitTotal cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag CCOD_NDropped cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag CCK_Caller_Name cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag OD_PERS_Note cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag CCOD_NTries cannot be accessed, there is no local telephone configured at that workplace.
PM UI_ElemError	Task tag cannot be accessed, there is no local telephone configured at that workplace.
CE 62059	Task flow set Task Flow Example saved by Administrator (time 6/20/2014 9:43:48 AM)
CE 62059	Task flow set Task Flow Example saved by Administrator (time 6/20/2014 3:20:35 PM)
CE 62075	--- Consistency check
CE 62076	---Finished consistency check
CE 61871	--- Generate task flow script
CE 62430	[Logic] Free Agents? has no connections to Exit connector 2. It is used at the following locations:
CE 9002	[E-mail flow] Topic 1
CE 61872	--- Finished generating task flow script
CE 62220	Saving script in database...
CE 62221	The script was created.

The interface also shows a sidebar with navigation options: 1 Home, 2 Telephony, 3 Realtime information, 4 Reporting, 5 Agent Status Reports, 6 Contact Detail Reports, 7 Error List (selected), 8 Configuration, 9 UI config, 10 Task Flow Editor, 11 IVR-Editor, 12 Dialer, 13 E-Mail configuration, 14 Textblock admin, 15 Address book admin. At the bottom, there are buttons for Supervision and Administration.

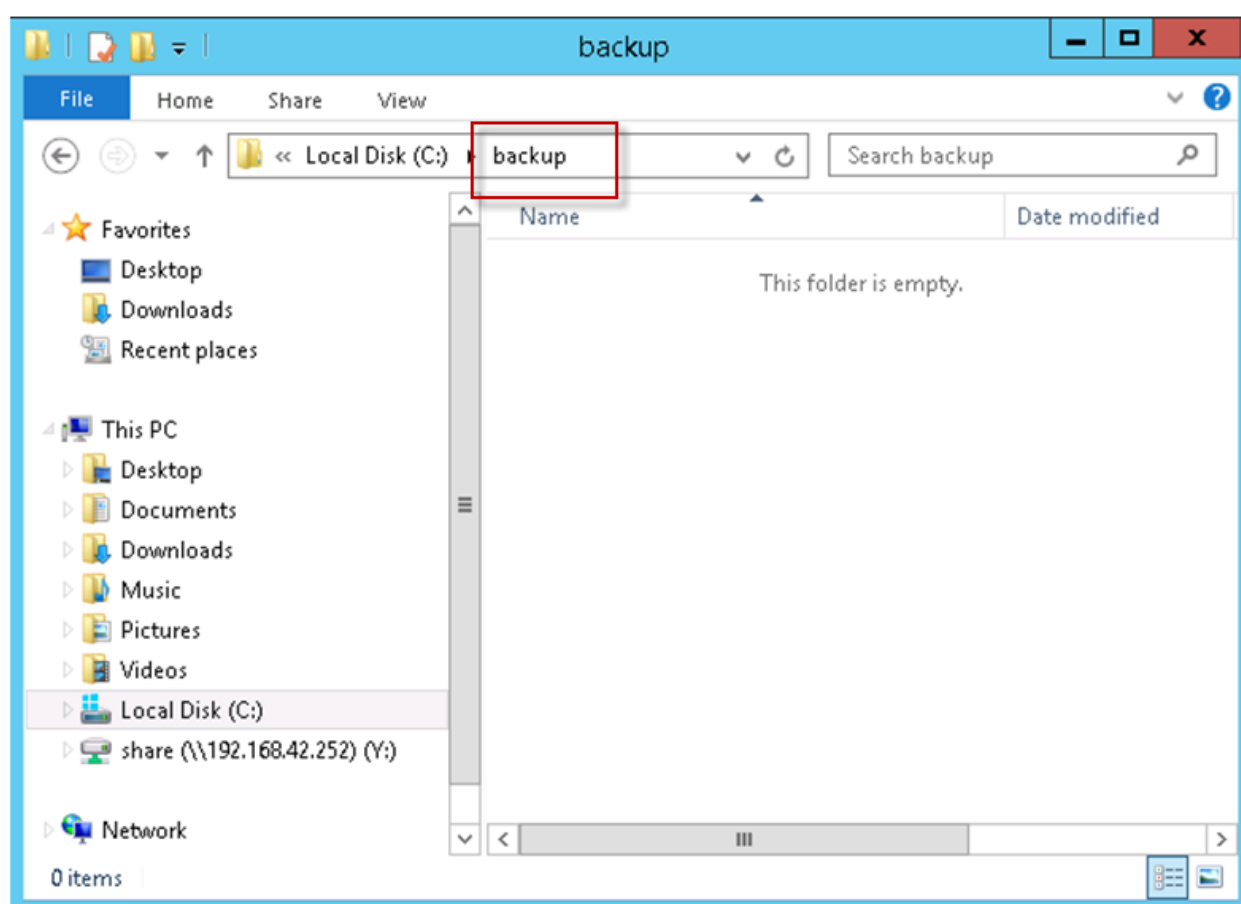
## Backing up the IP Office Contact Center Database (Manually / Automatically)

It is recommended that the IP Office Contact Center databases be backed up before importing the IP Office Contact Center configuration file derived from the configuration spreadsheet.

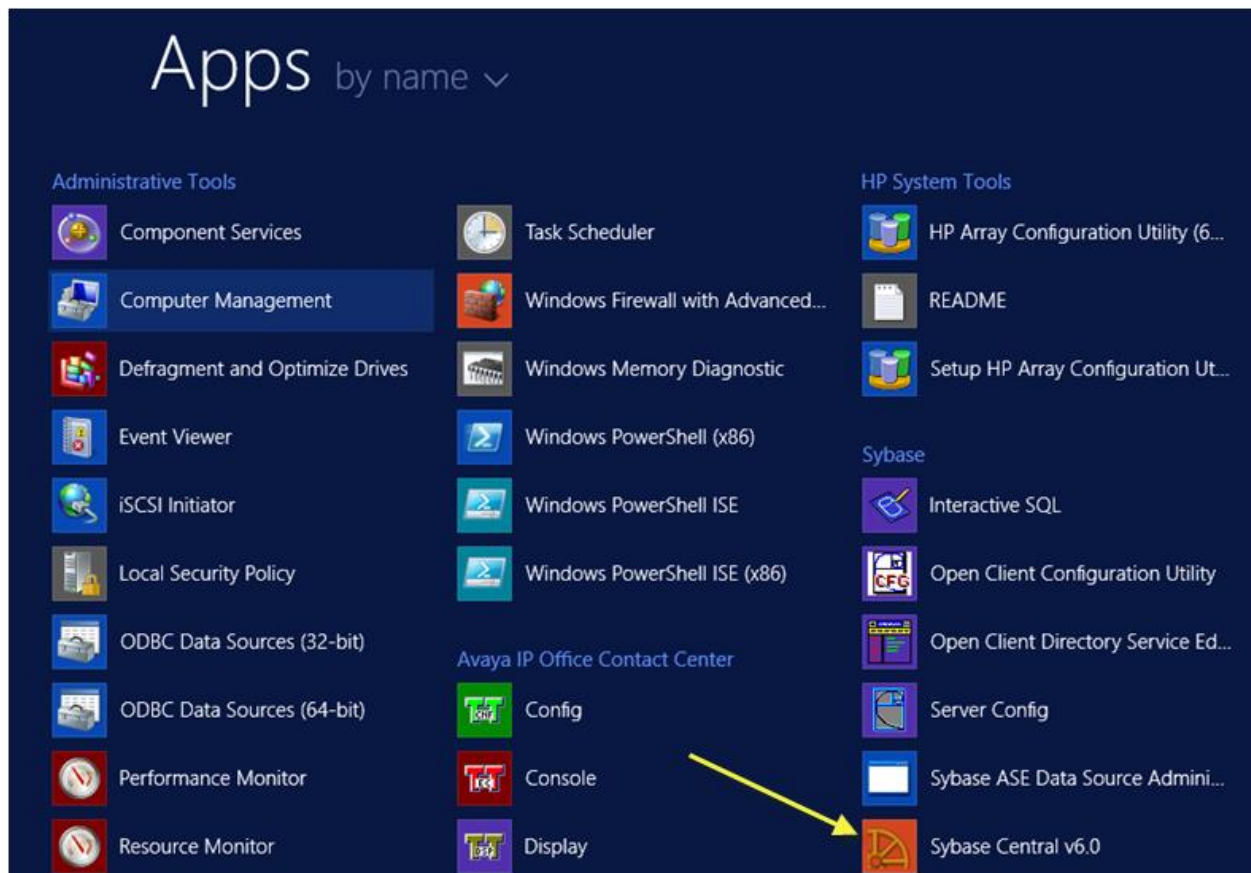
The databases can be backed up while the IP Office Contact Center is active, however when restoring the databases, all IP Office Contact Center services must be stopped.

### Creating a Manual Backup of the IP Office Contact Center Database

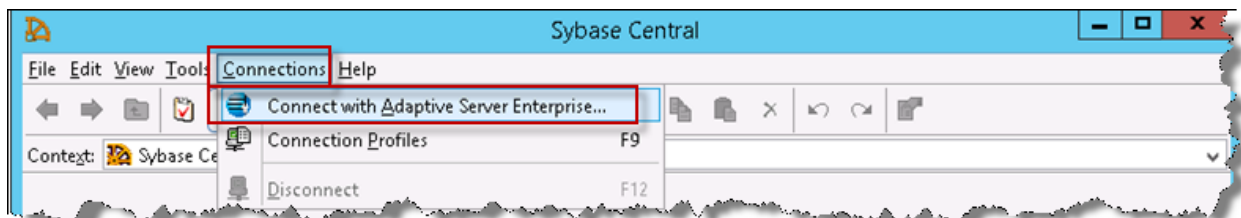
1. First create a local folder backup to store the copy of the IP Office Contact Center databases.



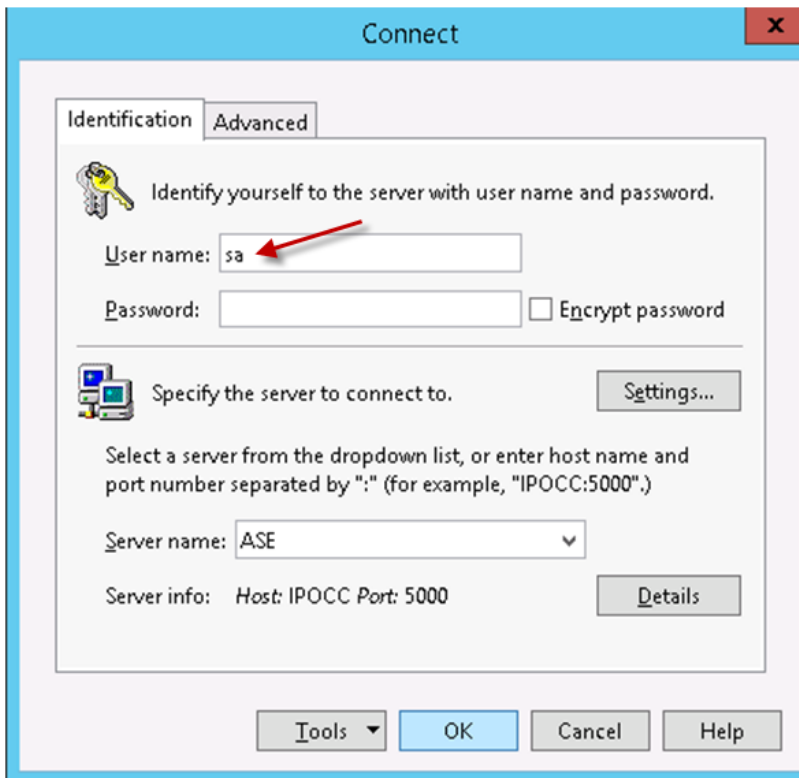
2. Open Sybase Central 6.0 on the IP Office Contact Center Server.



3. When the Sybase Central window opens click **Connections** and then select **Connect with Adaptive Server Enterprise....**

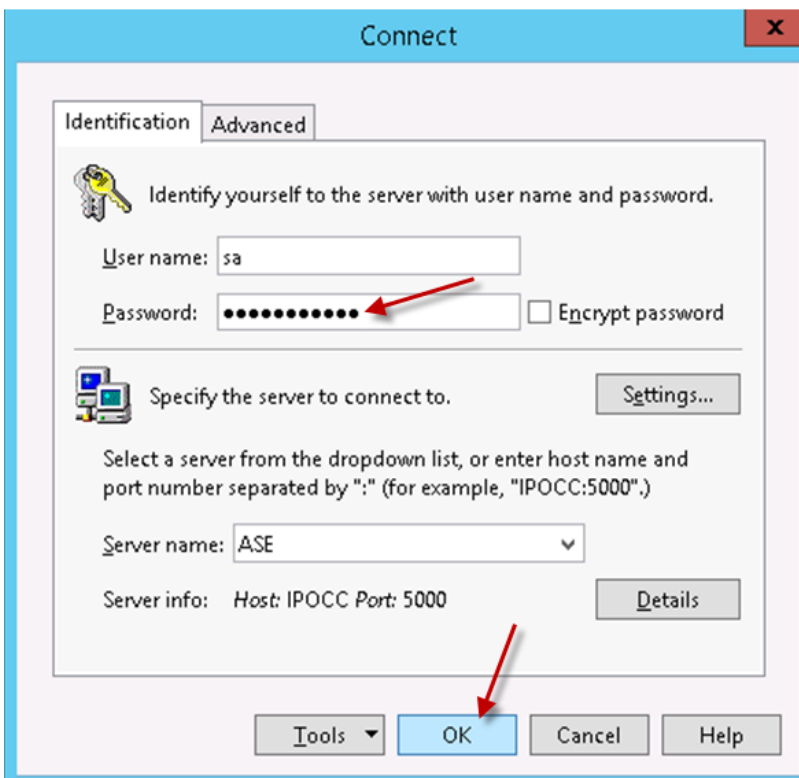


4. In the **User name** field enter **sa**.



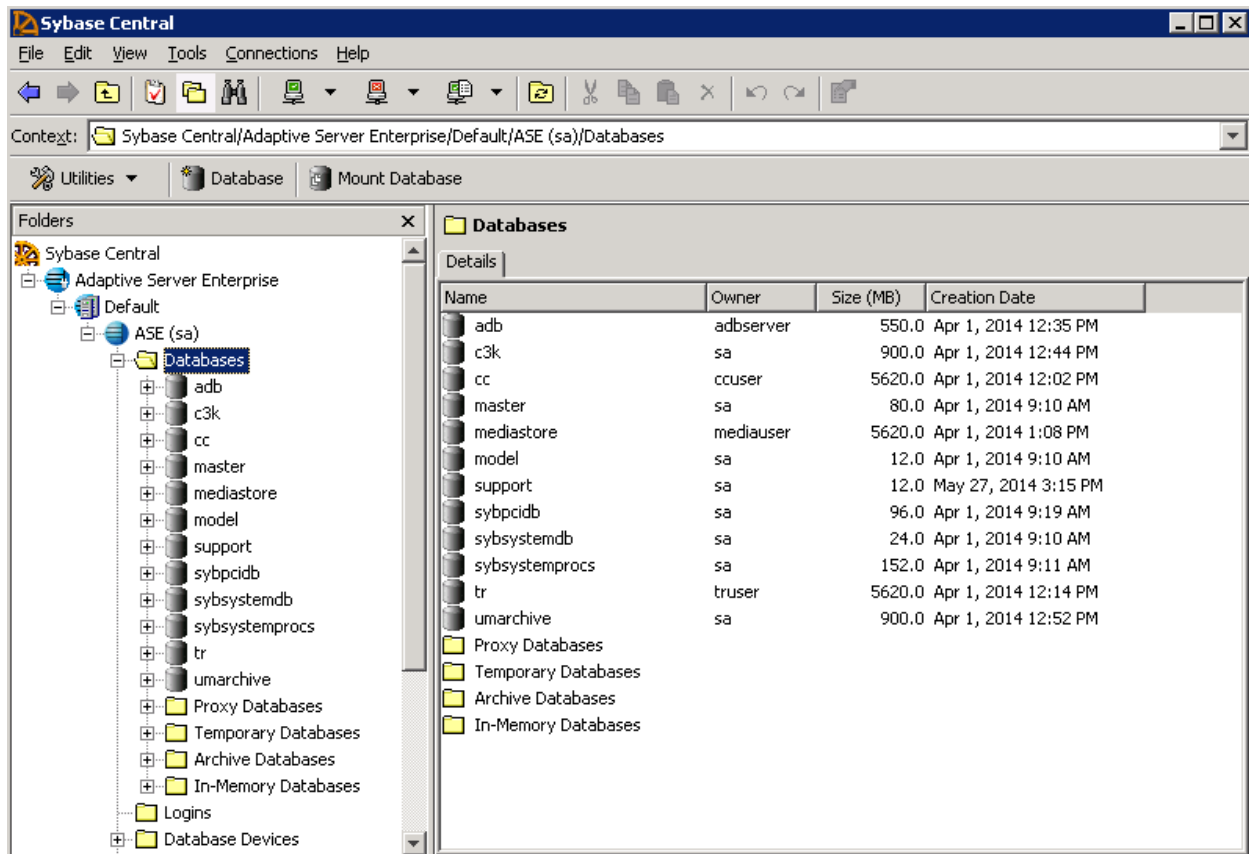
The screenshot shows the 'Connect' dialog box with the 'Identification' tab selected. The 'User name' field contains the text 'sa', indicated by a red arrow. The 'Password' field is empty. Below the password field, there is a checkbox for 'Encrypt password' which is unchecked. In the 'Specify the server to connect to.' section, the 'Server name' dropdown menu is set to 'ASE'. Below this, the 'Server info' text displays 'Host: IPOCC Port: 5000'. At the bottom of the dialog, there are buttons for 'Tools', 'OK', 'Cancel', and 'Help'.

5. In the **Password** field type the password that has been set during the Sybase initial installation. For example **Administrator** and then click the **OK** button.



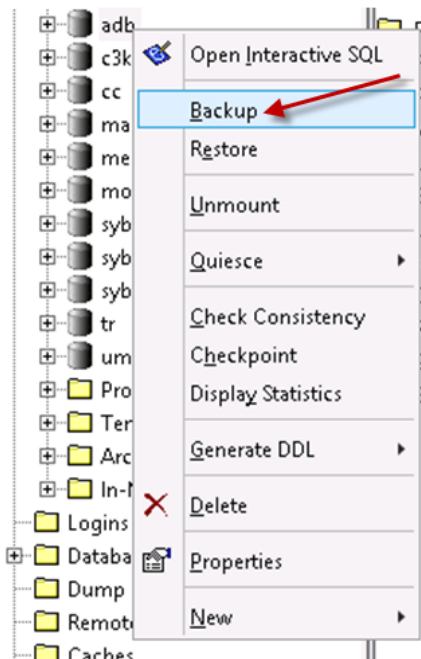
This screenshot shows the same 'Connect' dialog box. The 'Password' field is now filled with a series of dots, indicated by a red arrow. The 'Server name' remains 'ASE' and the 'Server info' remains 'Host: IPOCC Port: 5000'. At the bottom, the 'OK' button is highlighted with a red arrow, indicating the next step in the process.

## 6. The IP Office Contact Center databases are displayed.

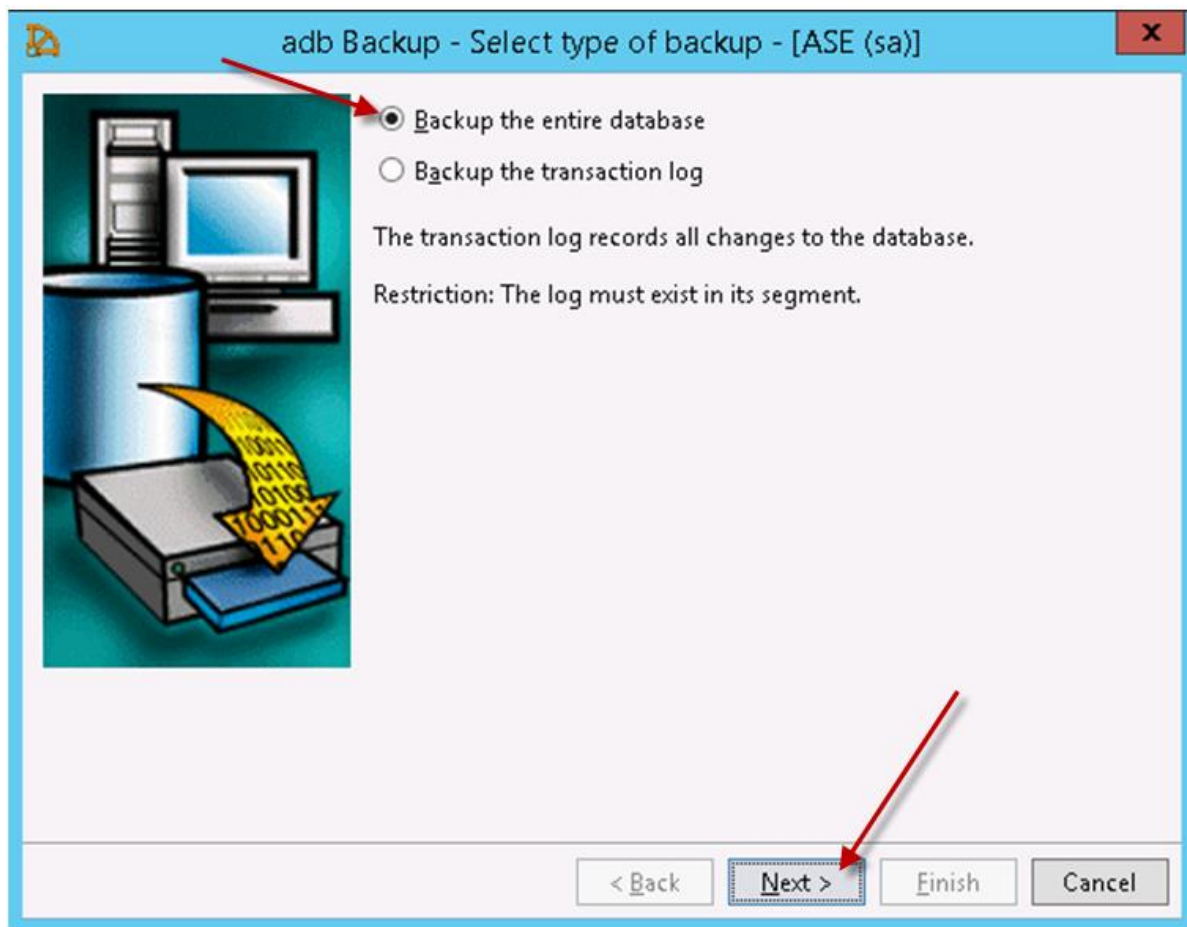
**IP Office Contact Center Database Structure**

Databases	Contents
adb	Address book data
c3k	Emails
Cc	Configuration / Statistics
master	Sysbase data
mediastore	Chat data
model	Sysbase data
sypcib	Sysbase data
sybssystemdb	Sysbase data
sybssystemprocs	Sysbase data
tr	Task Reporting data
umarchive	Archived emails

7. Each database must be backed up separately. Select a database and with the right mouse button select **Backup**.

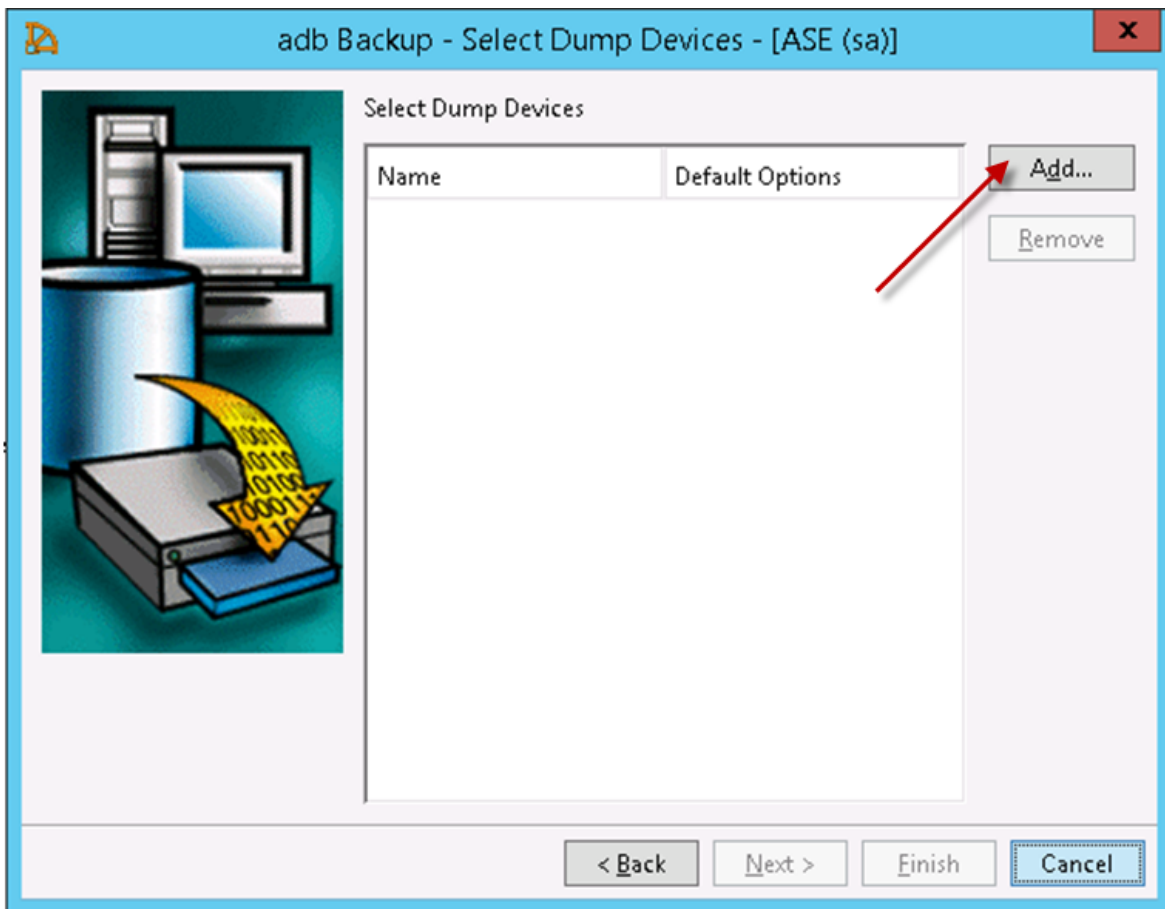


8. Click **Backup the entire database** and then click the **Next** button.

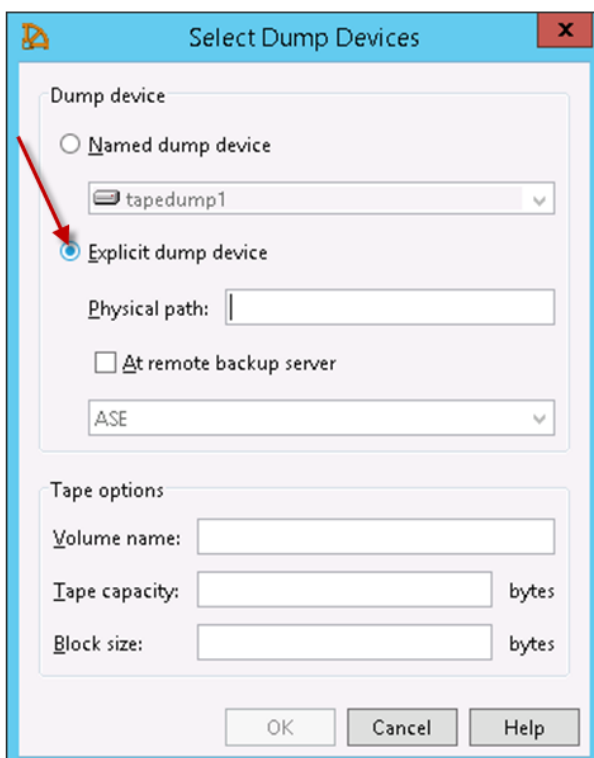




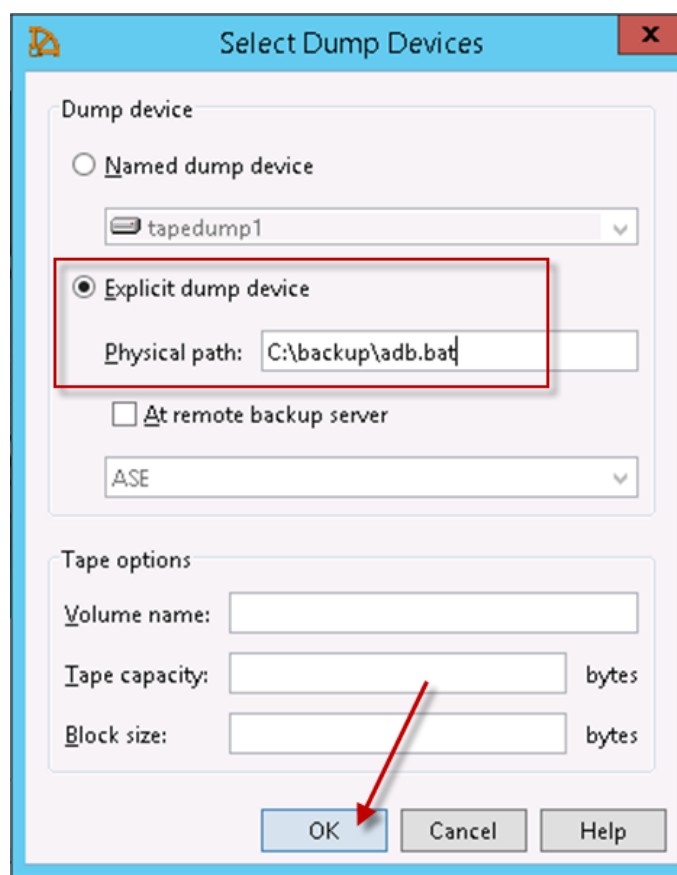
9. Click the **Add...** button.



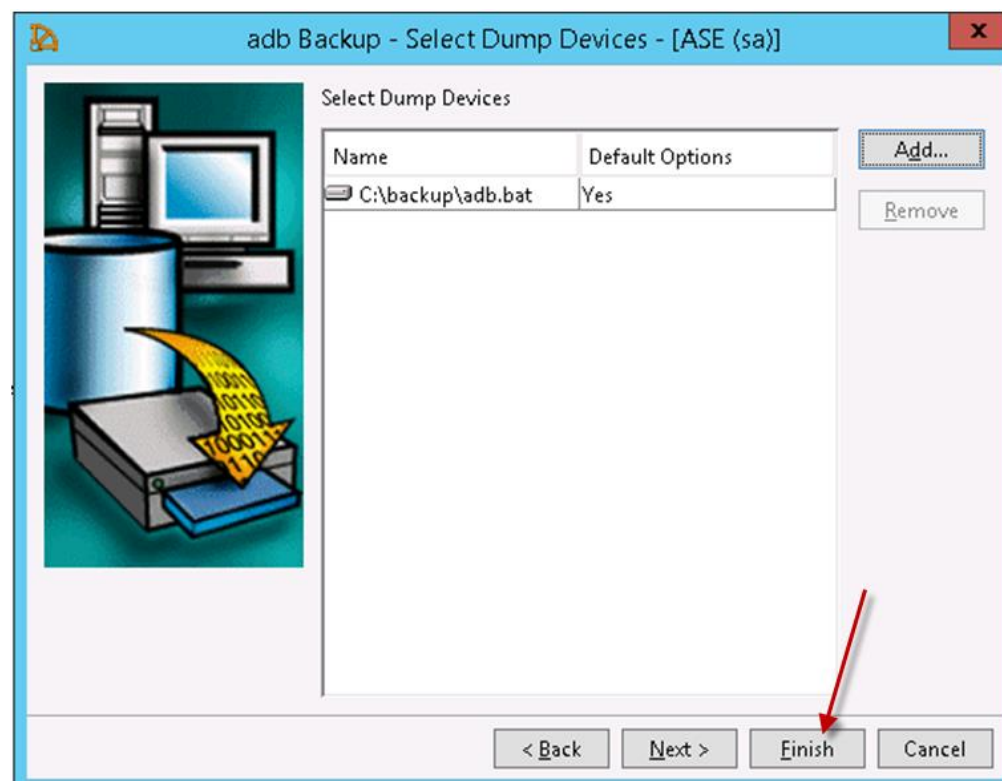
10. Select the **Explicit dump device** option.



11. In the **Physical path** field type **C:\backup\adb.bat** and then click the **OK** button.

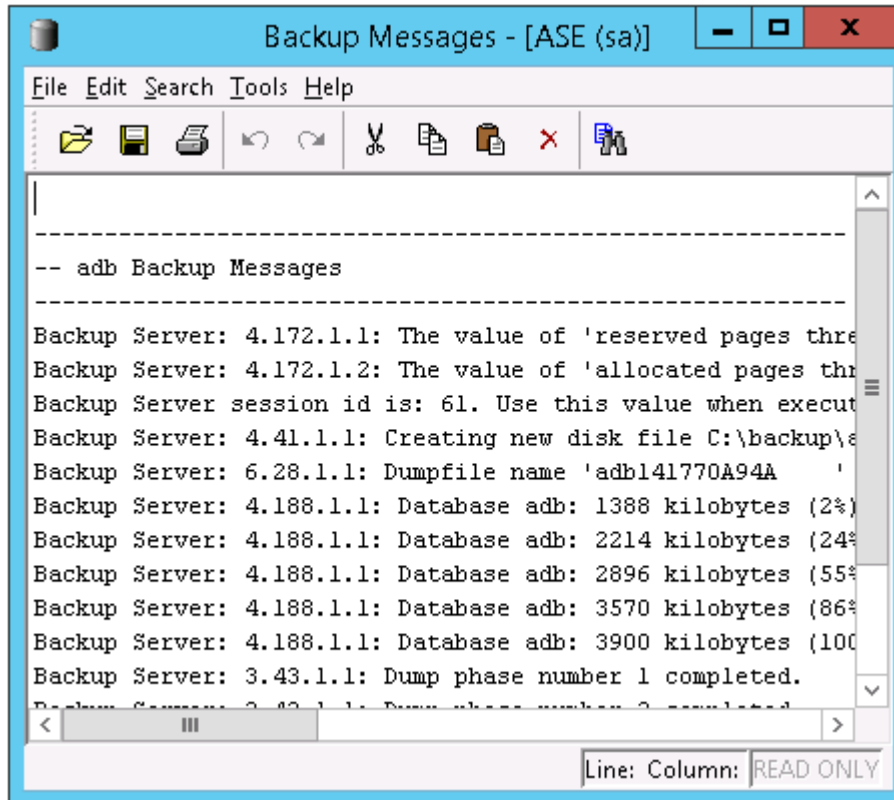


12. Click the **Finish** button. The backup will now start.



13. Once complete, the backup log file is displayed.

**Note:** The backup procedure for each database may take up to 30 minutes. Repeat this process to backup each of the databases.

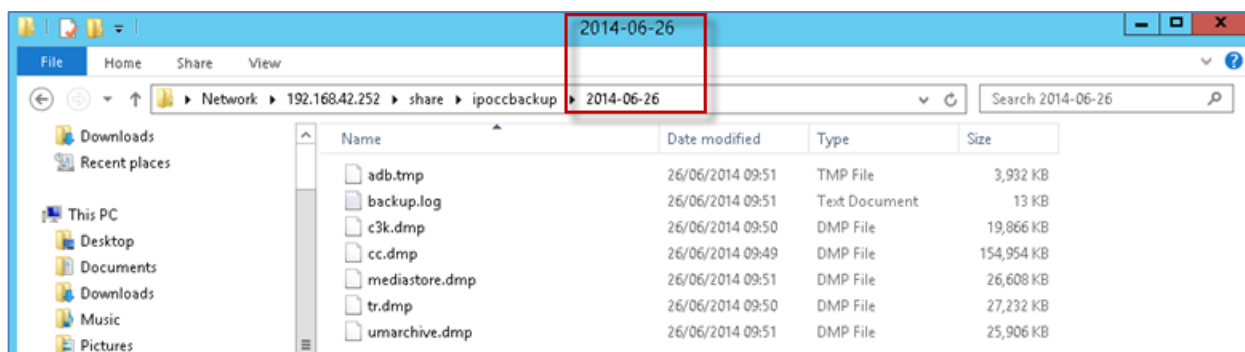


### Creating a Daily Automatic IP Office Contact Center Database Backup to a Network location

To automatically backup the Database Batch files and the Windows scheduler are utilized. This process can be divided into two parts.

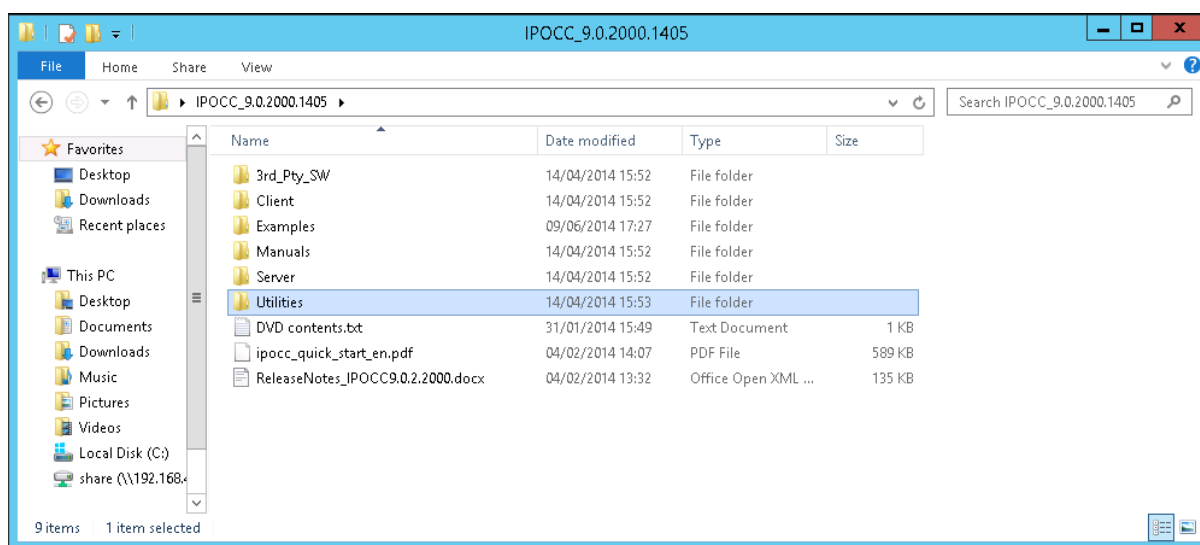
- Part 1 relates to creating a local backup to the IP Office Contact Center Server from the IP Office Contact Center Database.
- Part 2 relates to moving the files from the IP Office Contact Center server to the Customer network.

Each time the daily backup schedule is completed the IP Office Contact Center Database files are copied to a network folder that are date stamped, for example 2014-06-26

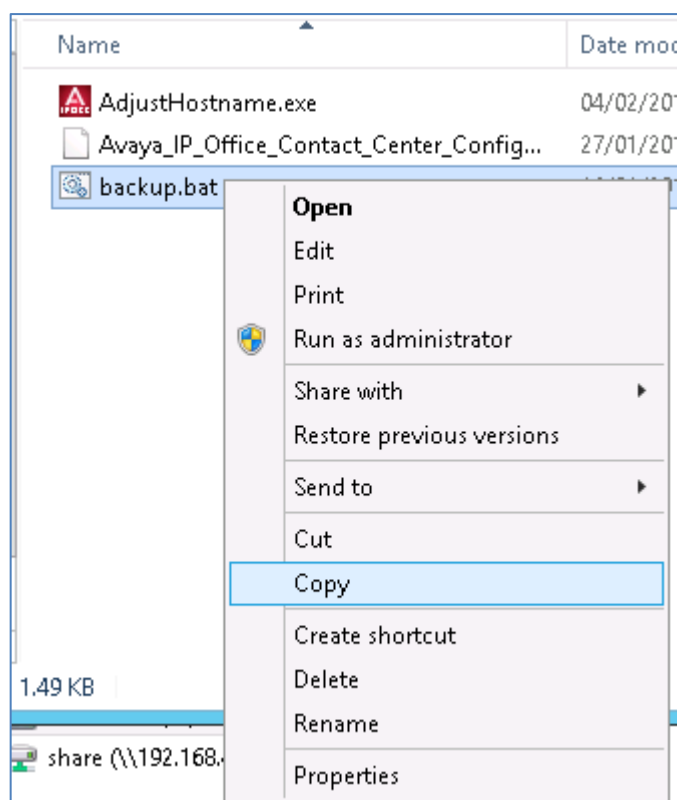


## Part 1

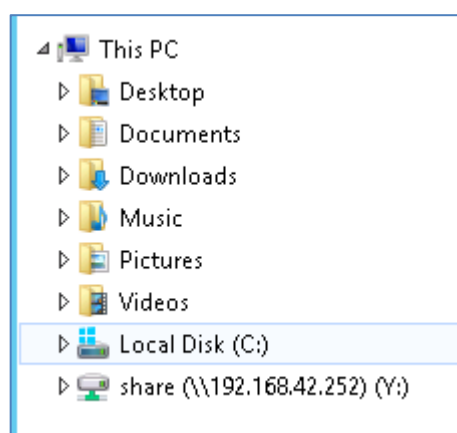
1. Inside the IP Office Contact Center ISO image, open the **Utilities** folder.



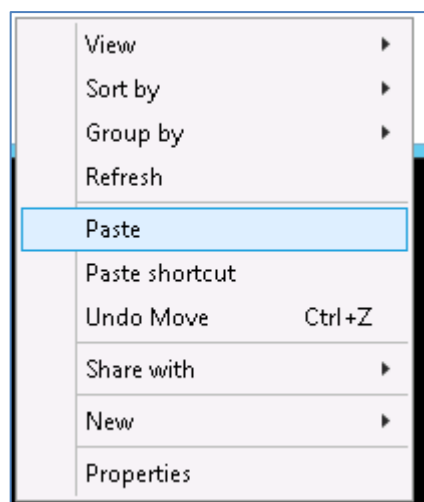
2. Copy the **backup.bat** file to the **C:\** directory. Using the right mouse button click **Copy**.



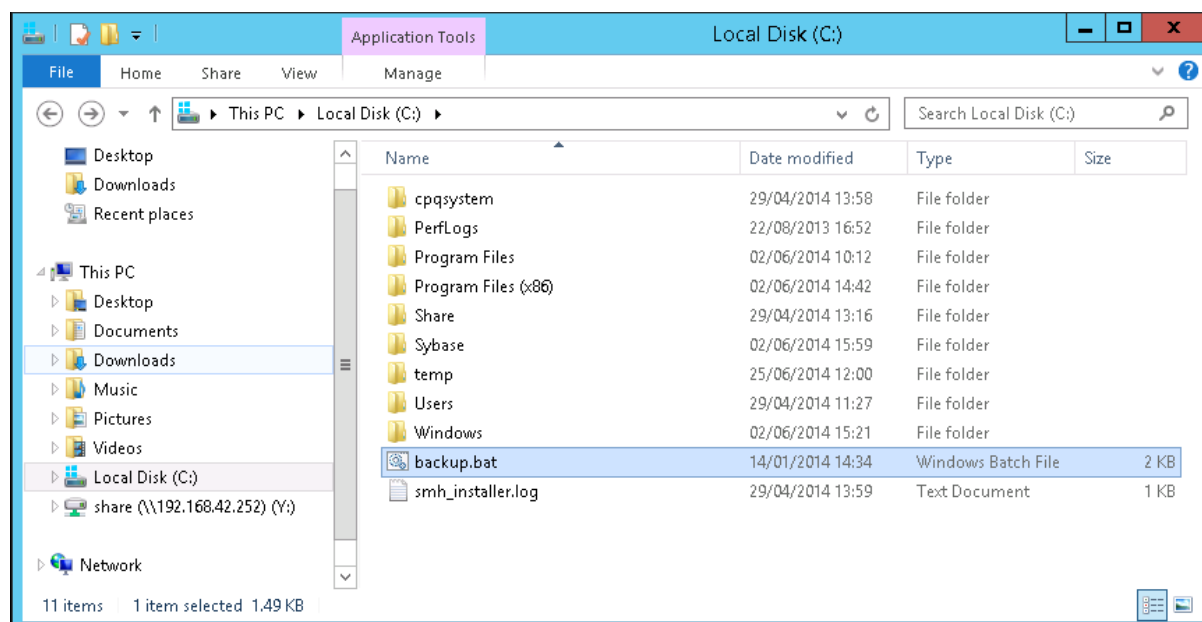
3. Select the **C:** Drive.



4. Click **Paste** to copy the file to the **C:\** folder.

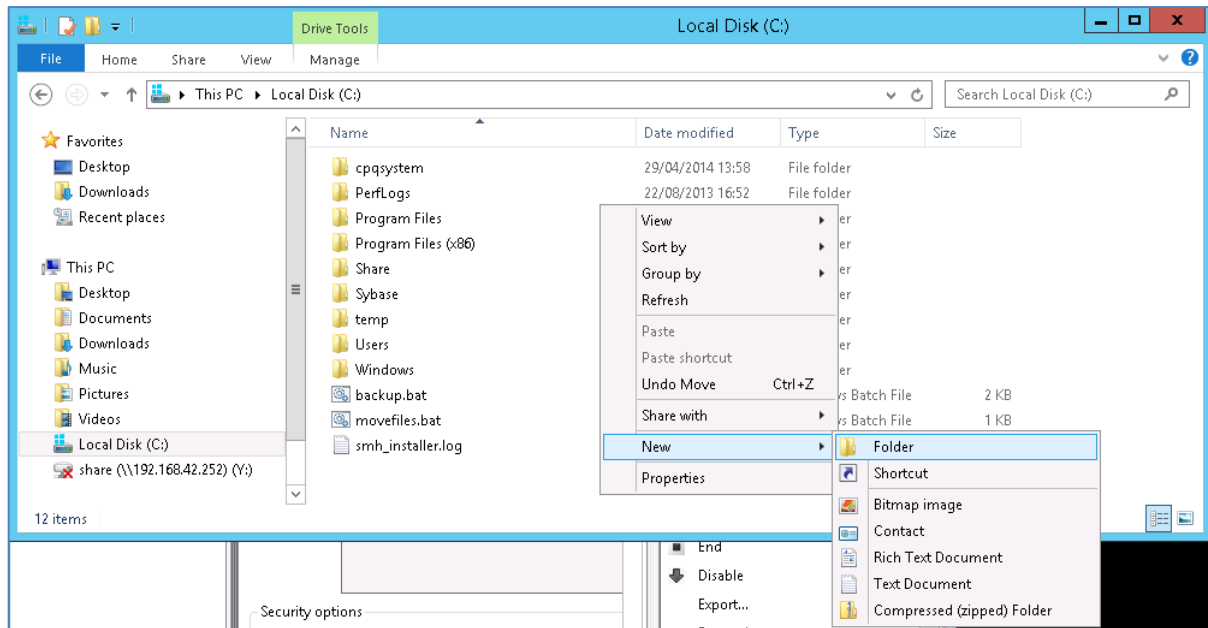


5. The file is displayed.

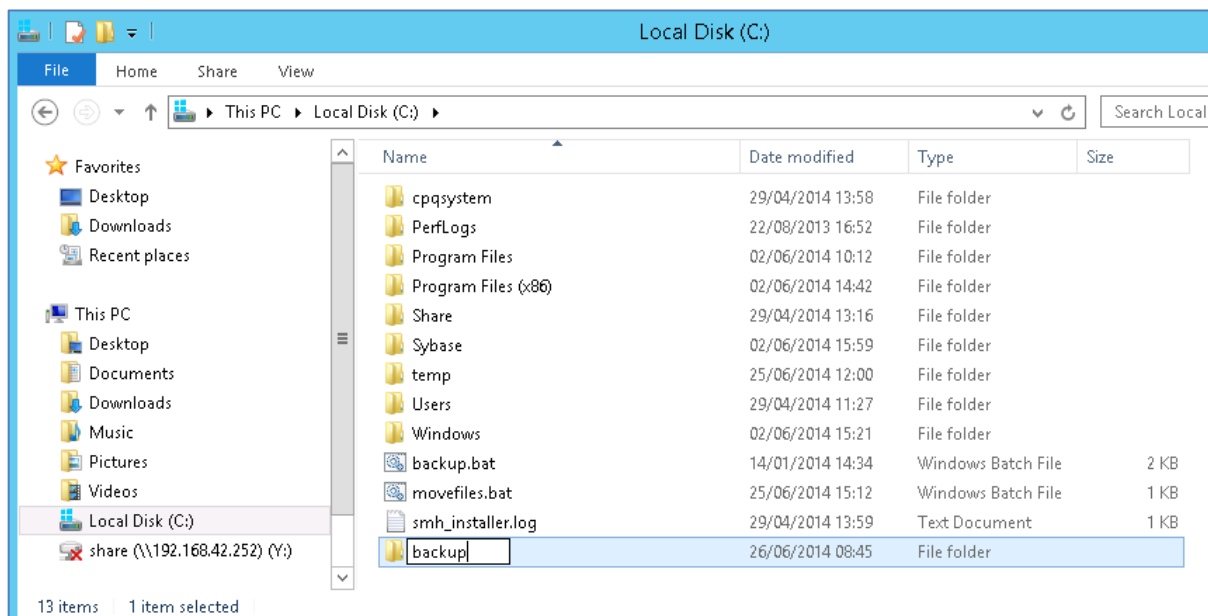


## Part 2

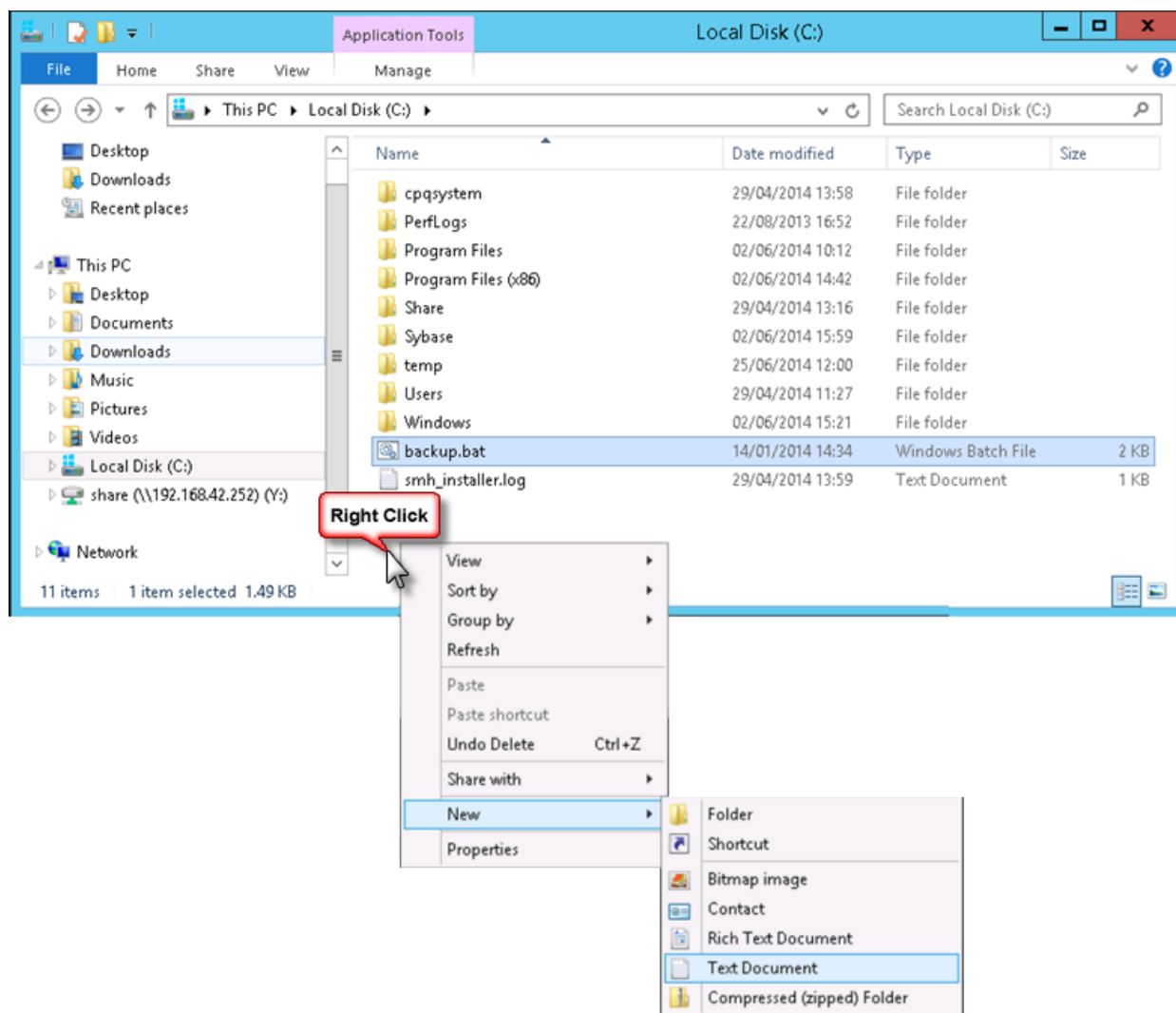
1. Create a folder that will be used to store the backup files on the server. From this repository, the files will be moved using a batch file to the required network location. Open windows explorer and navigate to C:\. Then using the right mouse button select **New** followed by folder.



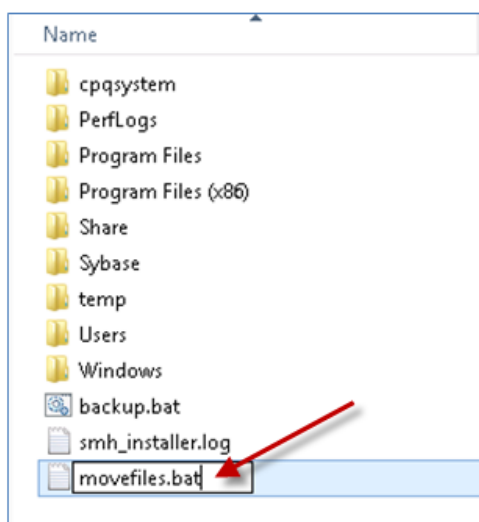
2. Name the folder, for example **backup** and the press the keyboards **Enter** key to create the folder.



3. A batch file can now be created that will move the IP Office Contact Center backup to the date stamped backup folder. Right click within the Window and select **New** and then select **Text Document**.

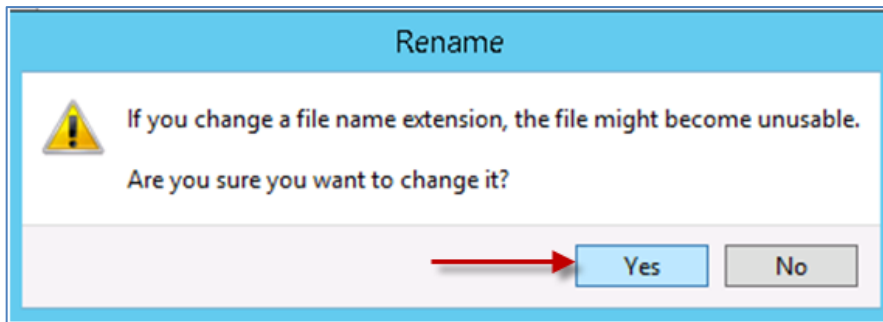


#### 4. Change the name to **movefiles.bat**.

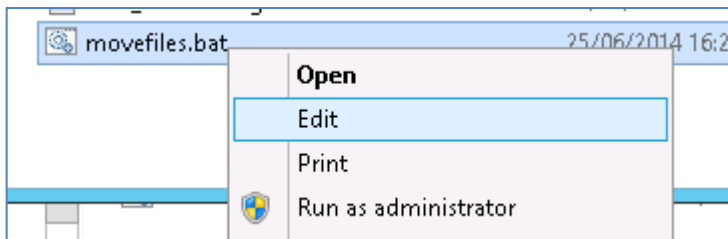




- Click **Yes** to confirm the rename.



- With the right mouse button select the **movefiles.bat** file and click **Edit**.



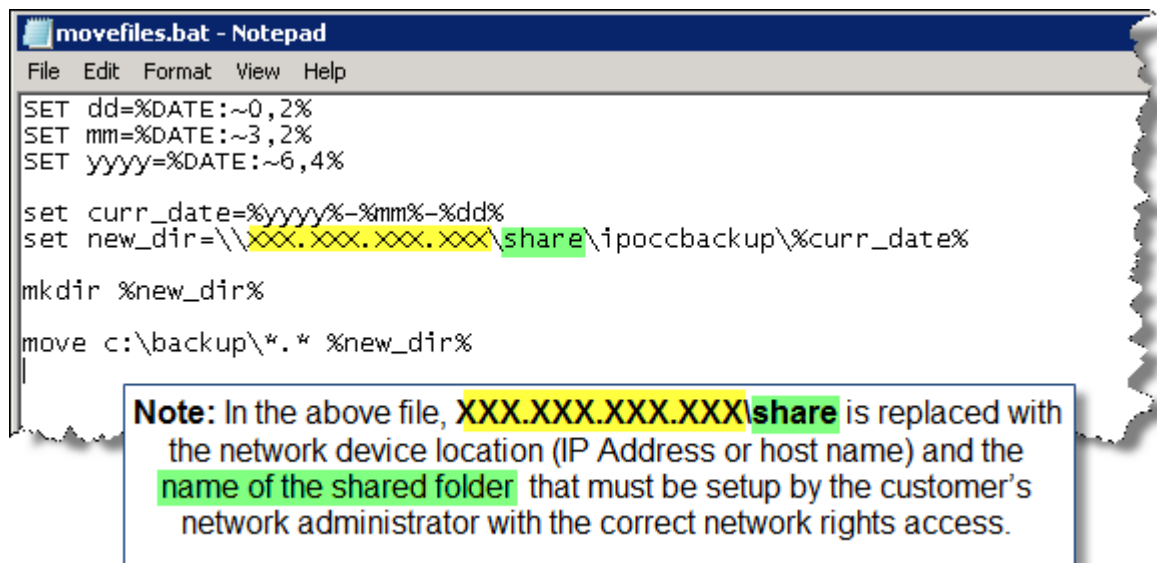
- Within the File window, type the below.

```
SET dd=%DATE:~0,2%
SET mm=%DATE:~3,2%
SET yyyy=%DATE:~6,4%
```

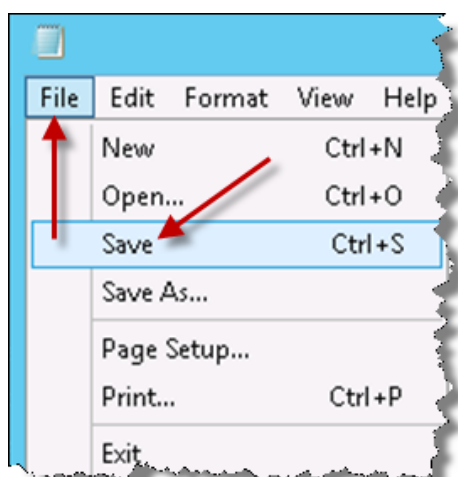
```
set curr_date=%yyyy%-%mm%-%dd%
set new_dir=\\XXX.XXX.XXX.XXX\share\ipoccbbackup\%curr_date%
```

```
mkdir %new_dir%
```

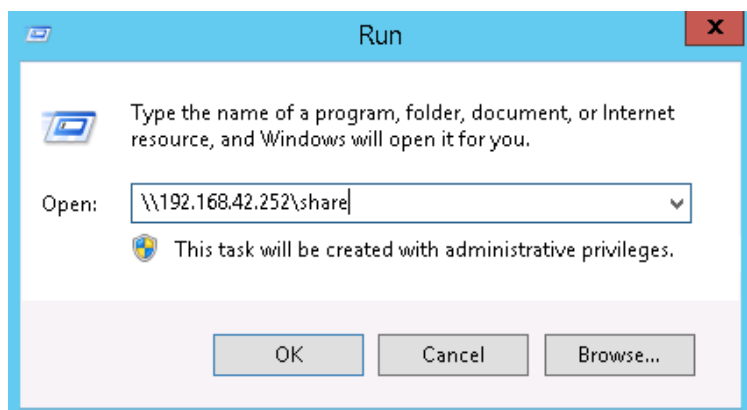
```
move c:\backup\*. * %new_dir%
```



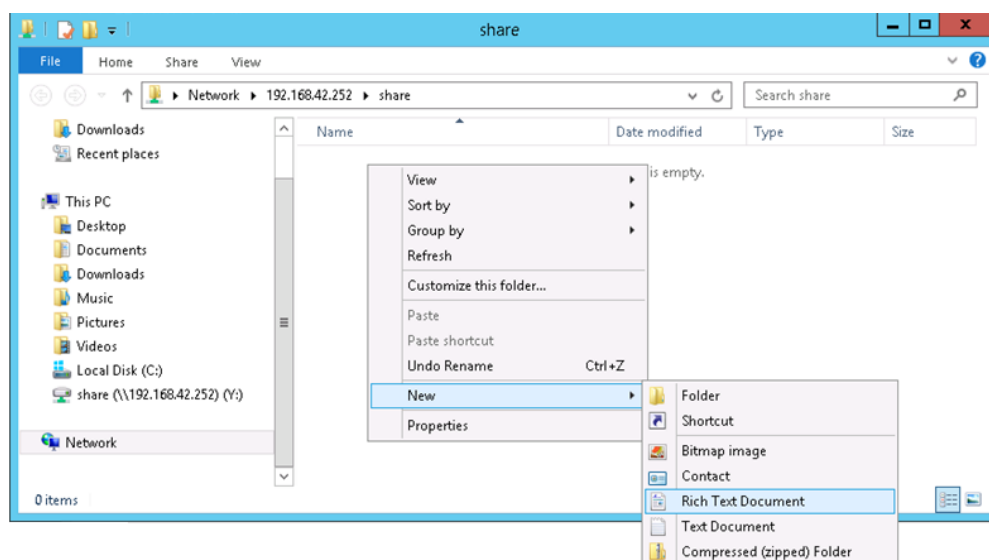
8. Select **File** and then click **Save**.



9. You can test that the folder can be opened by opening the **Run** window on the server, entering the path to the file and clicking the **OK** button.

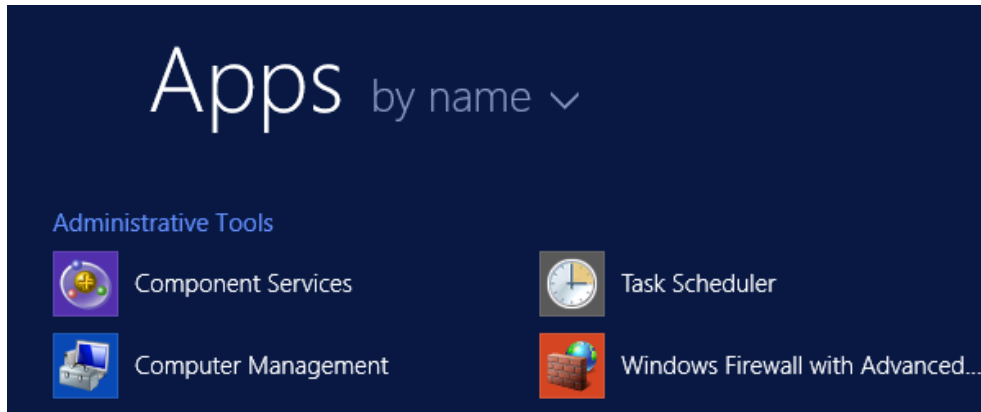


10. When the network share is shown, using the **right mouse button** try and create a document in the shared folder. If the document is created without issue, the network share appears to be working. Close the network share window down.

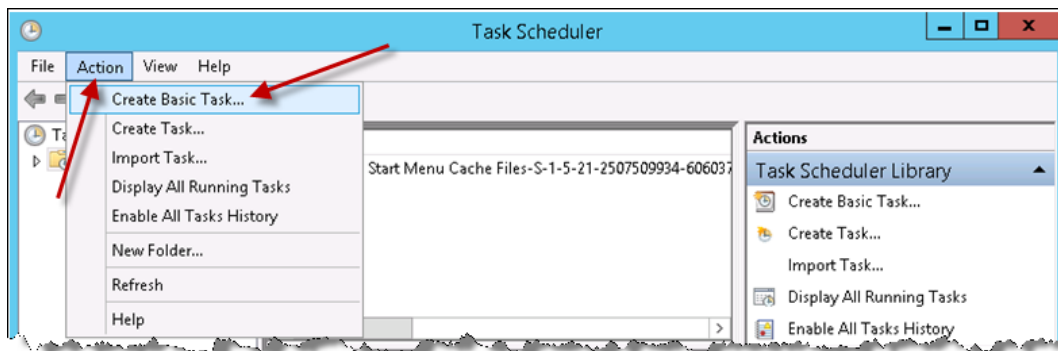


## Setting the Task Scheduler to run the Backups

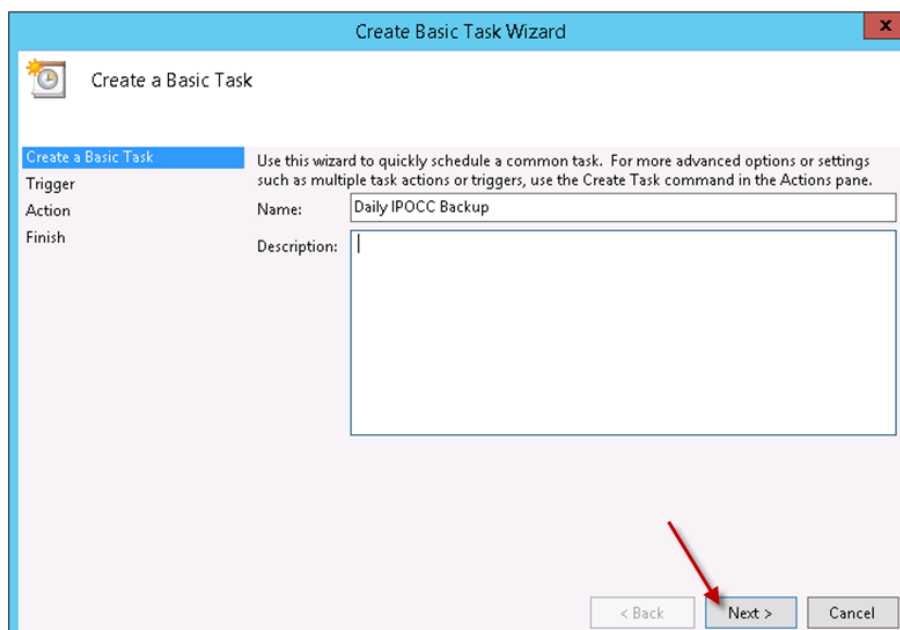
1. Now we need to setup the Task Scheduler to determine the interval at which the backups will be run. From the IP Office Contact Center servers **Administrative Tools** interface select **Task Scheduler**.



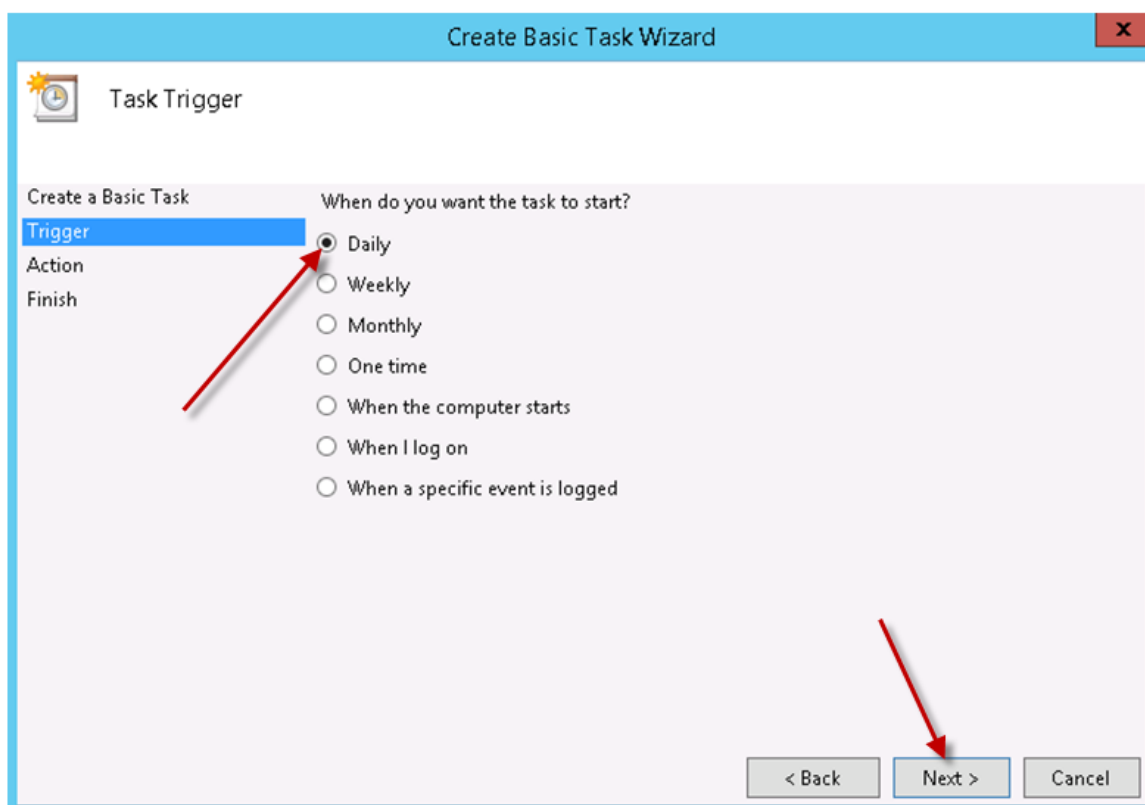
2. Once **Task Scheduler** opens, click **Action** followed by **Create Basic Task**.



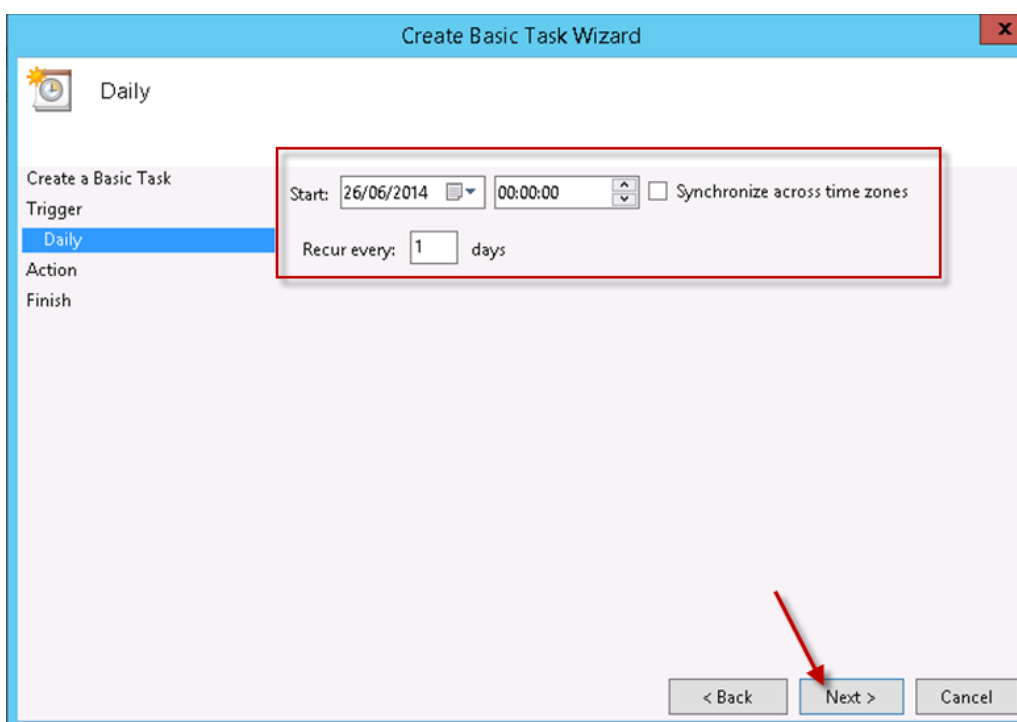
3. In the **Name** field type **Daily IPOCC Backup** and then click the **Next** button.



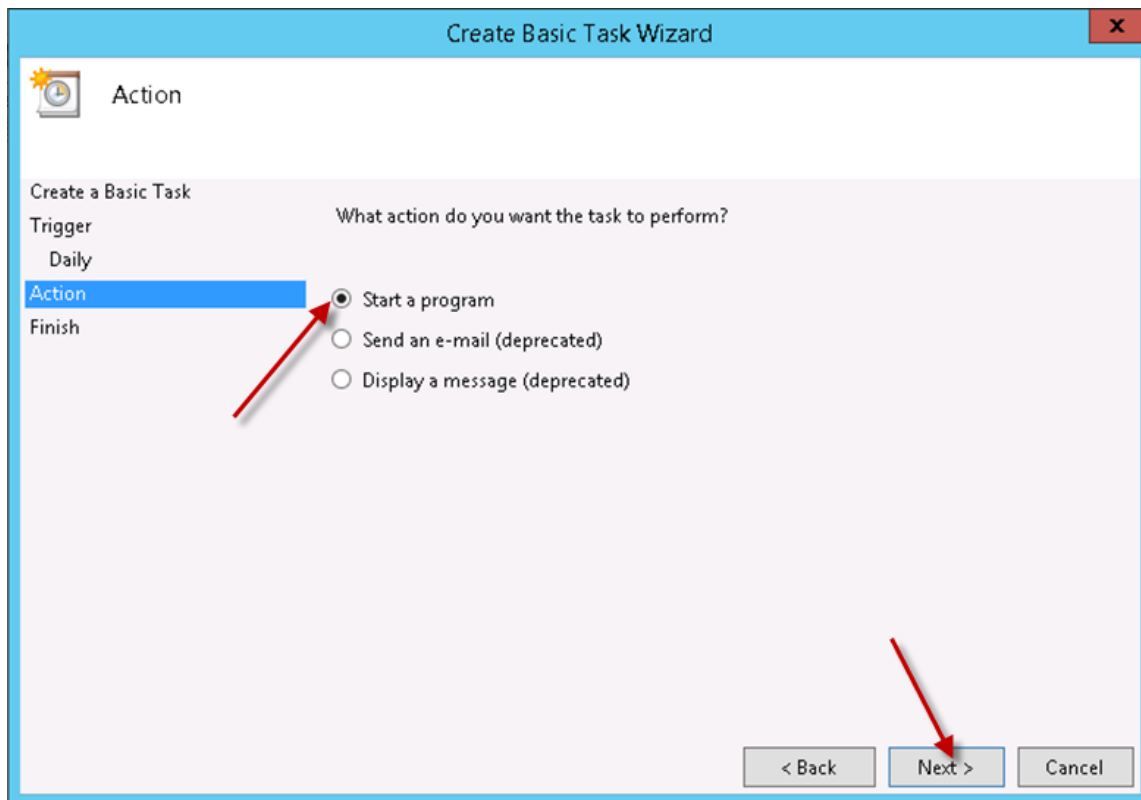
4. Select the required interval. In this example **Daily** has been selected. Click the **Next** button.



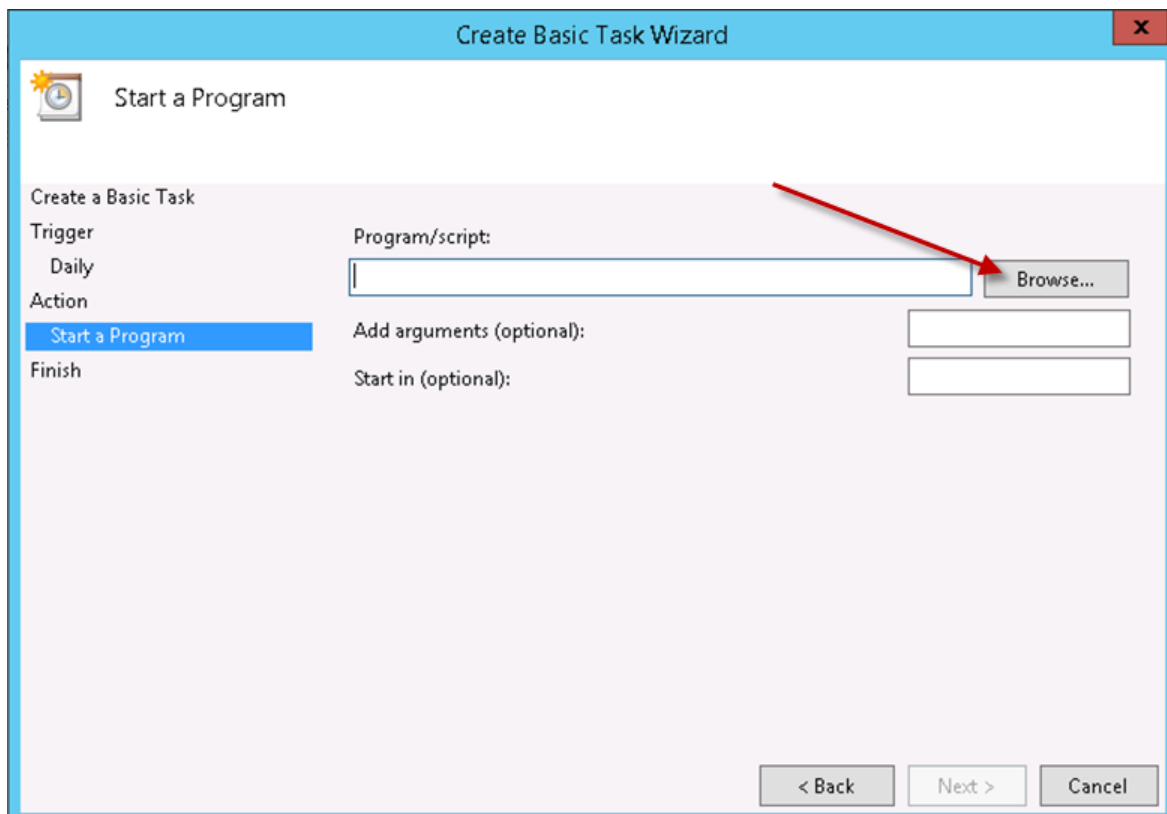
5. Define the **Start Date** and **Time** when the backup will run. In this example, they will be run on a daily basis. Therefore **1** has been entered as the **Recur** interval. Click the **Next** button.



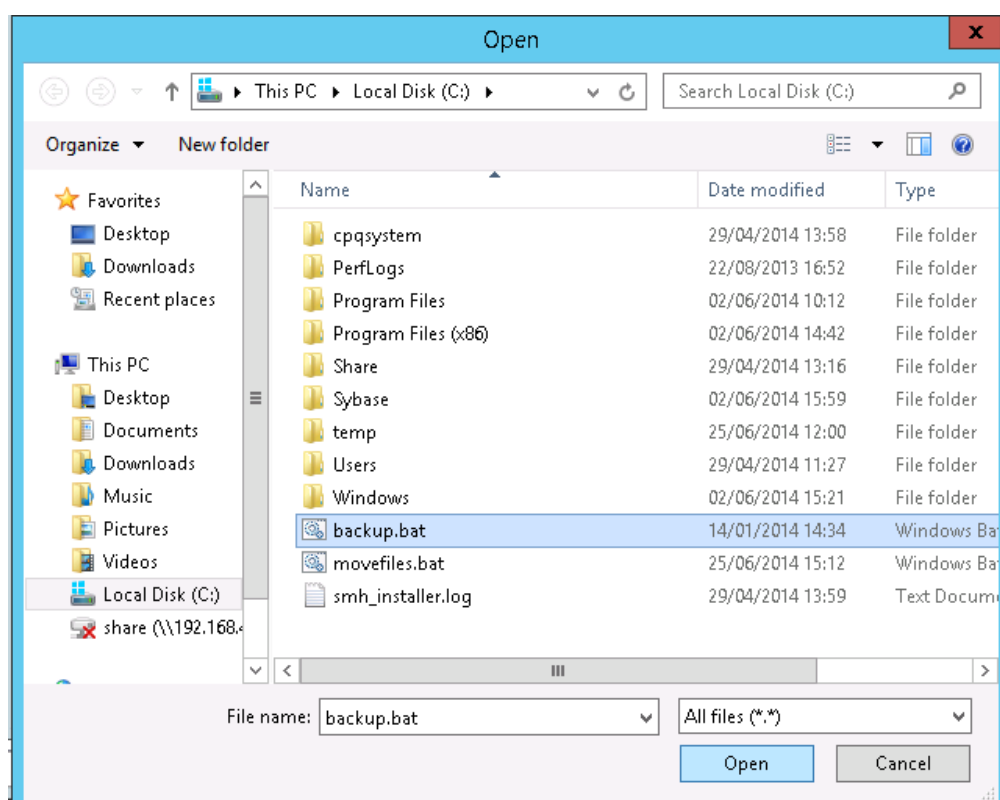
- Click **Start a program** and then click the **Next** button.



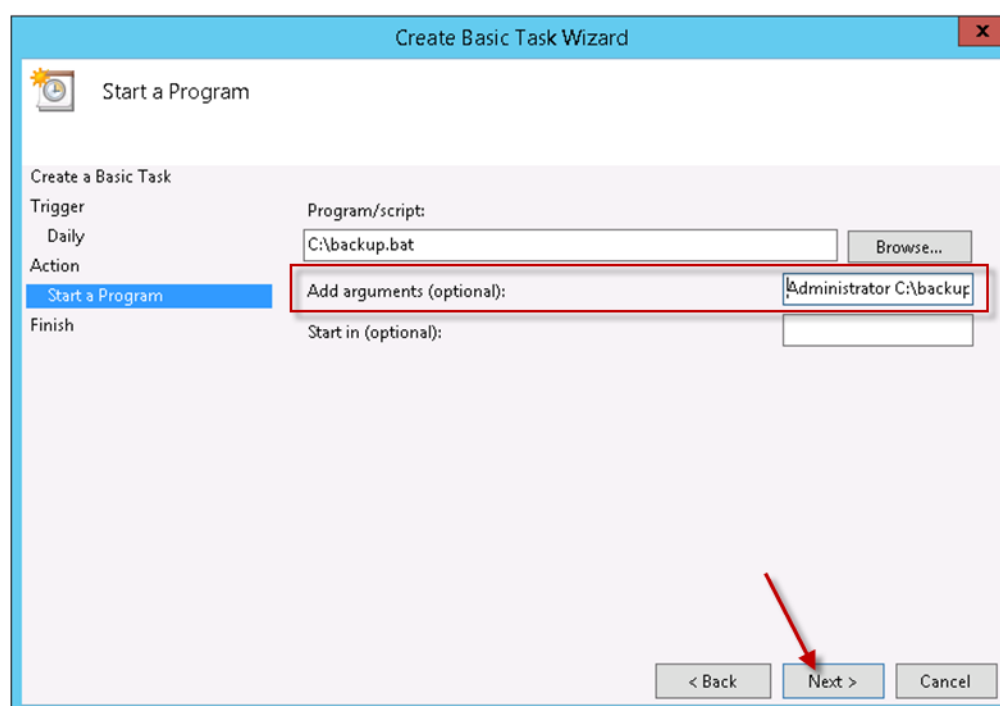
- Click the **Browse...** button.



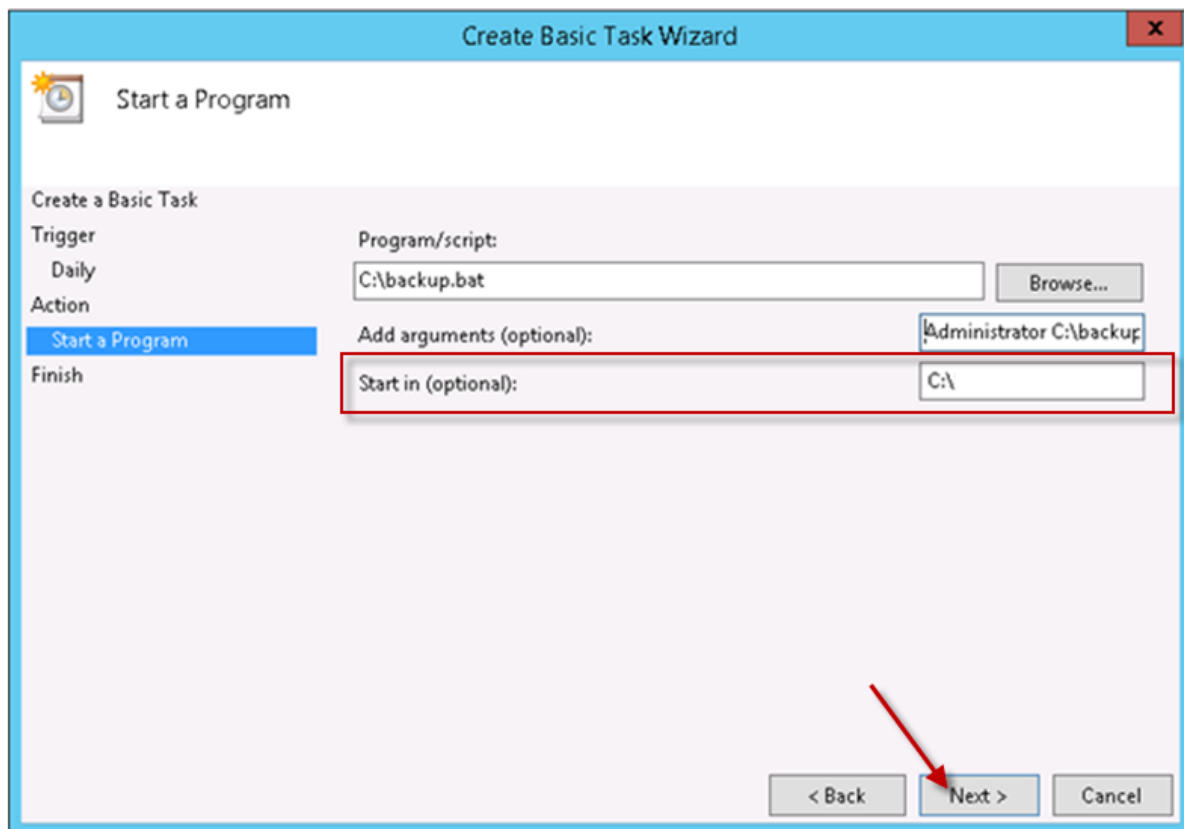
8. Click the **backup.bat** file and then select the **Open** button.



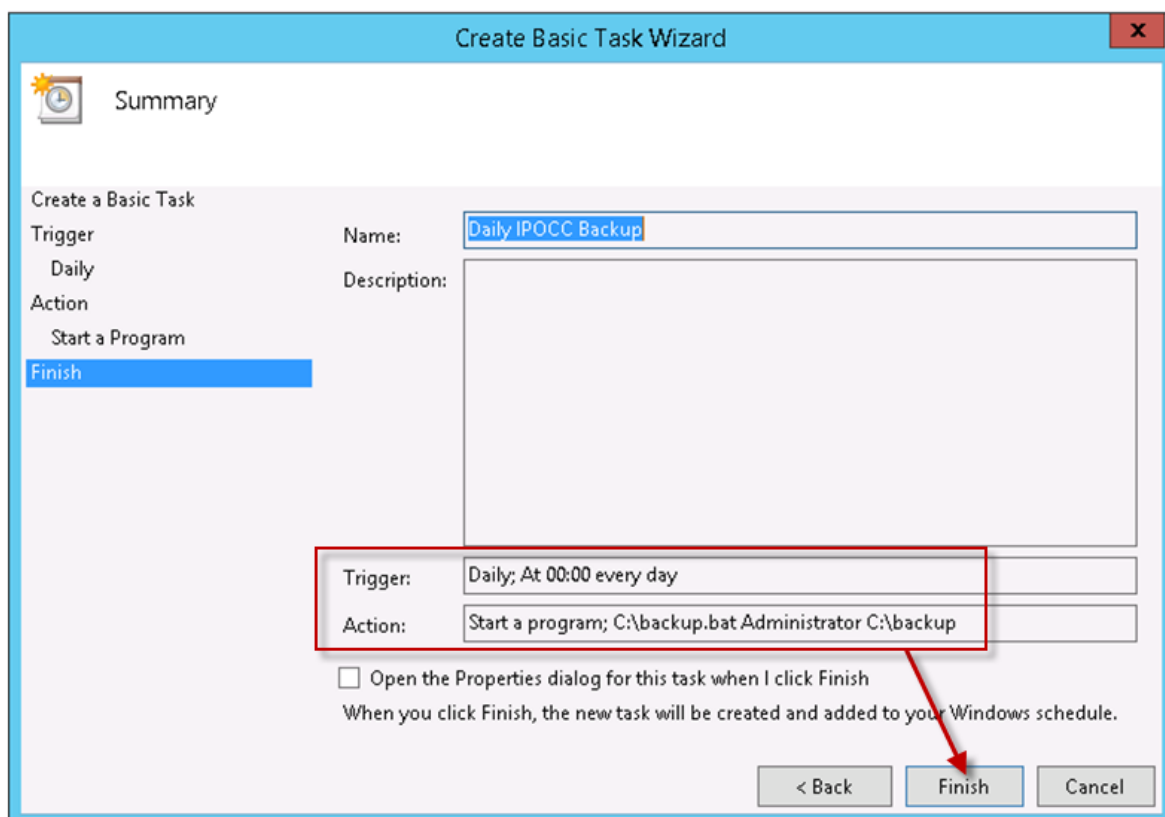
9. In the **Add arguments (optional)** field, type the IP Office Contact Center Database password that has previously been set during the installation of Sybase, for example **Administrator** followed by the directory location of the backup folder for example, **C:\backup**. Click the **Next** button.



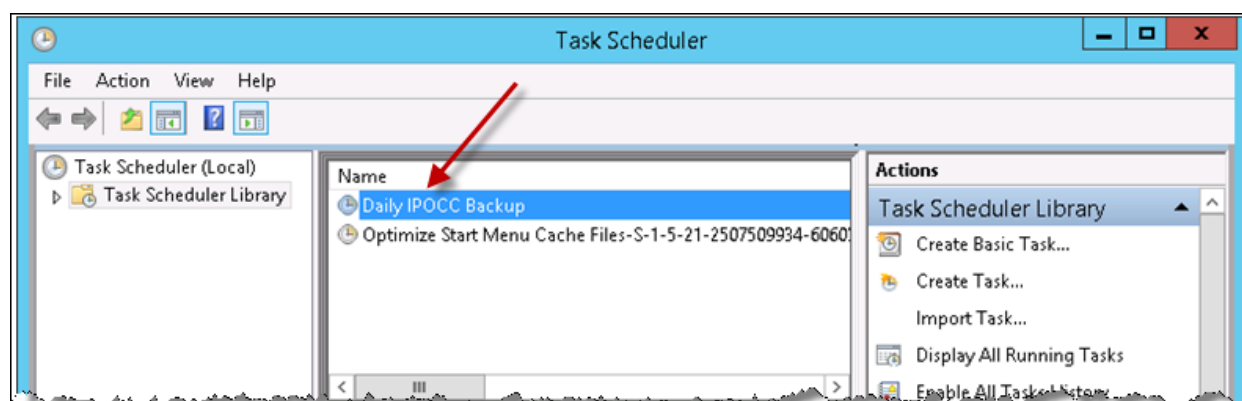
10. In the **Start In (optional)** field type **C:\**. Then click the **Next** button.



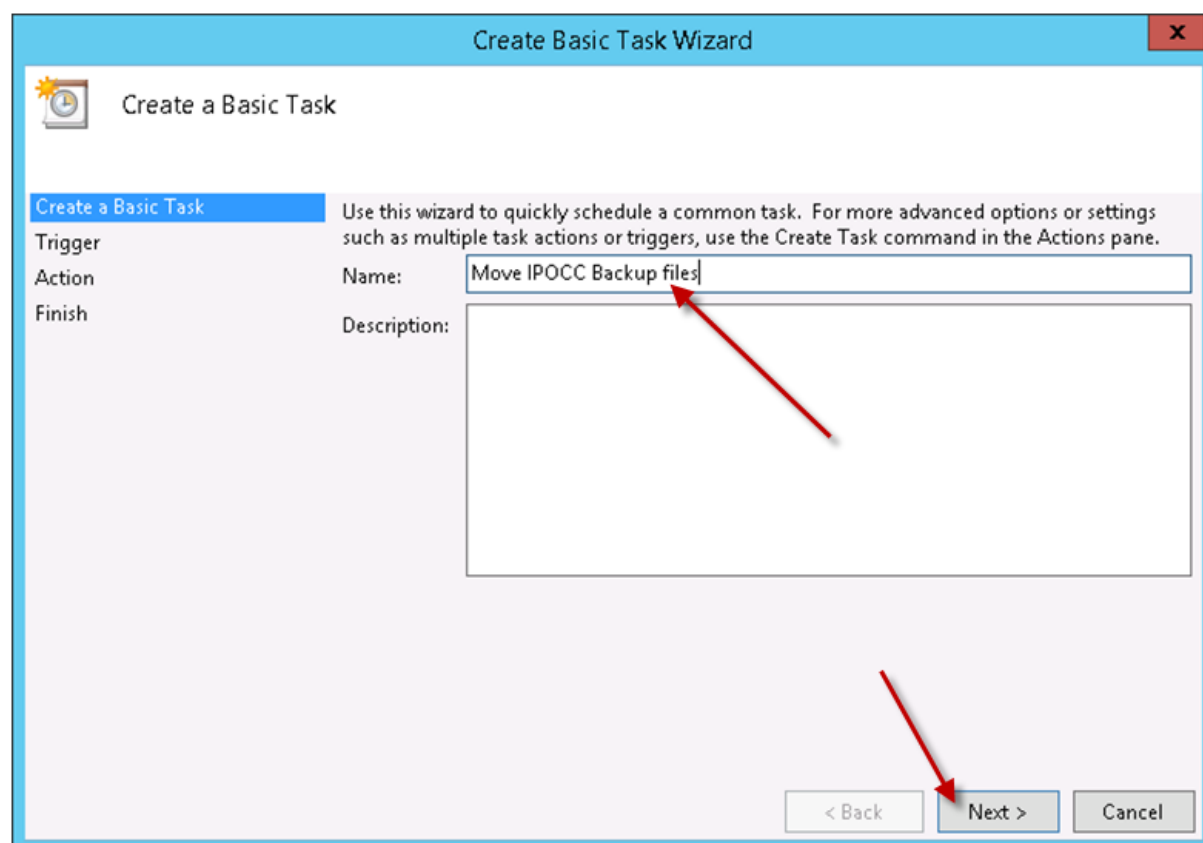
11. The **Trigger** and **Action** are displayed. Click the **Finish** button.



12. The new task is displayed. Click the **Create Basic Task** option to create the 'move' task. The task to move the files from the backup folder will occur after the backup files have been created and saved in the backup folder. In this example, a period of 3 hours will be allowed between the backup of the files and the files being moved to a defined location on the customers network.

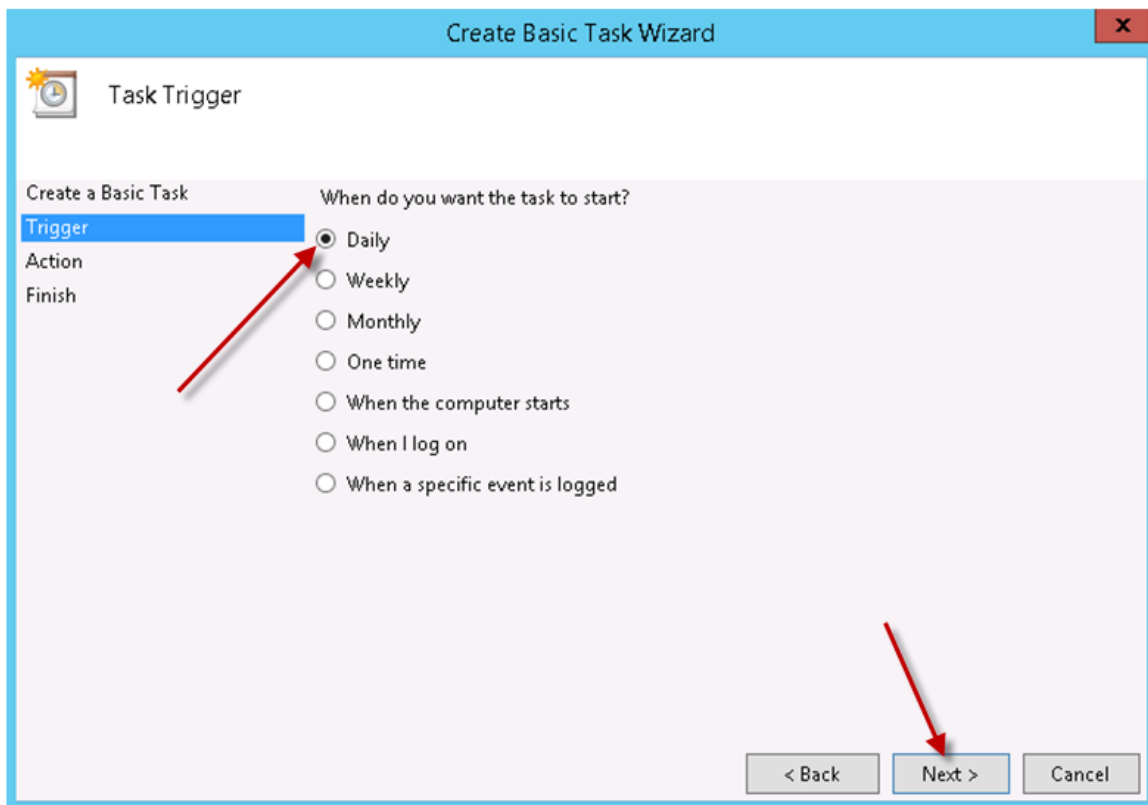


13. In the **Name** field type **Move IPOCC Backup files** and then click the **Next** button.

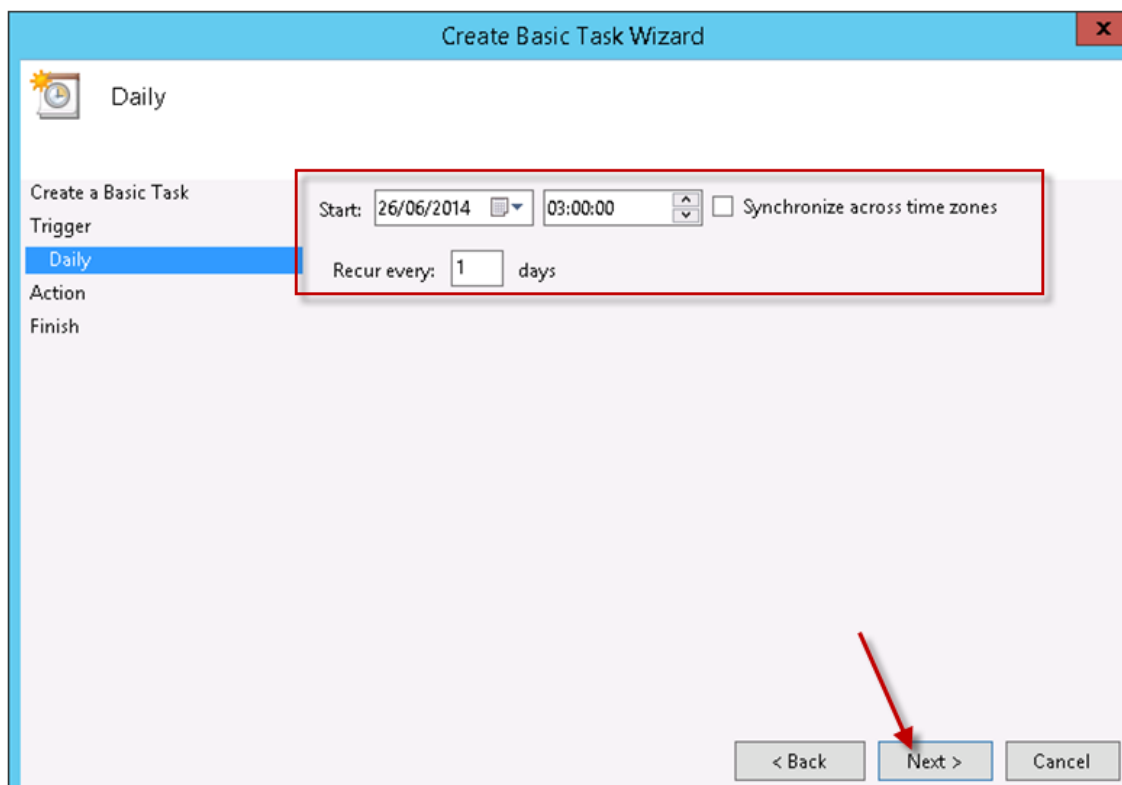




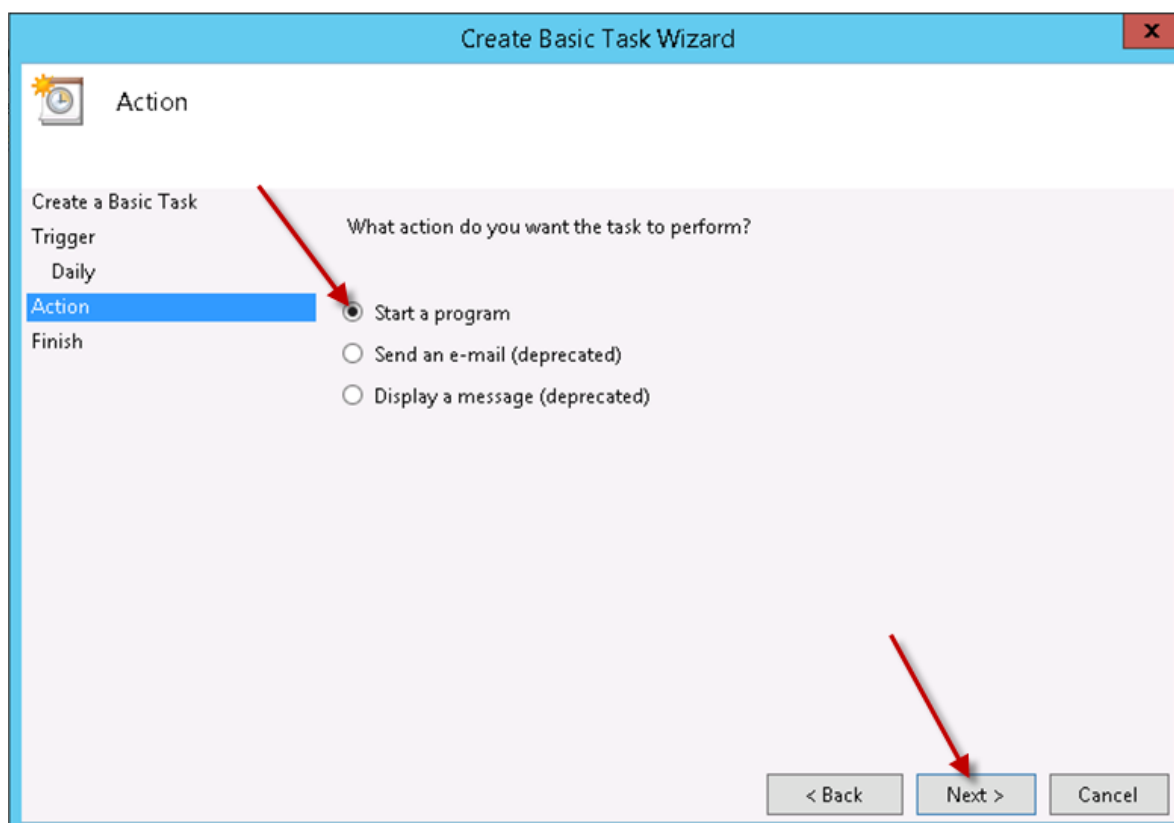
14. Check that **Daily** is selected and then click the **Next** button.



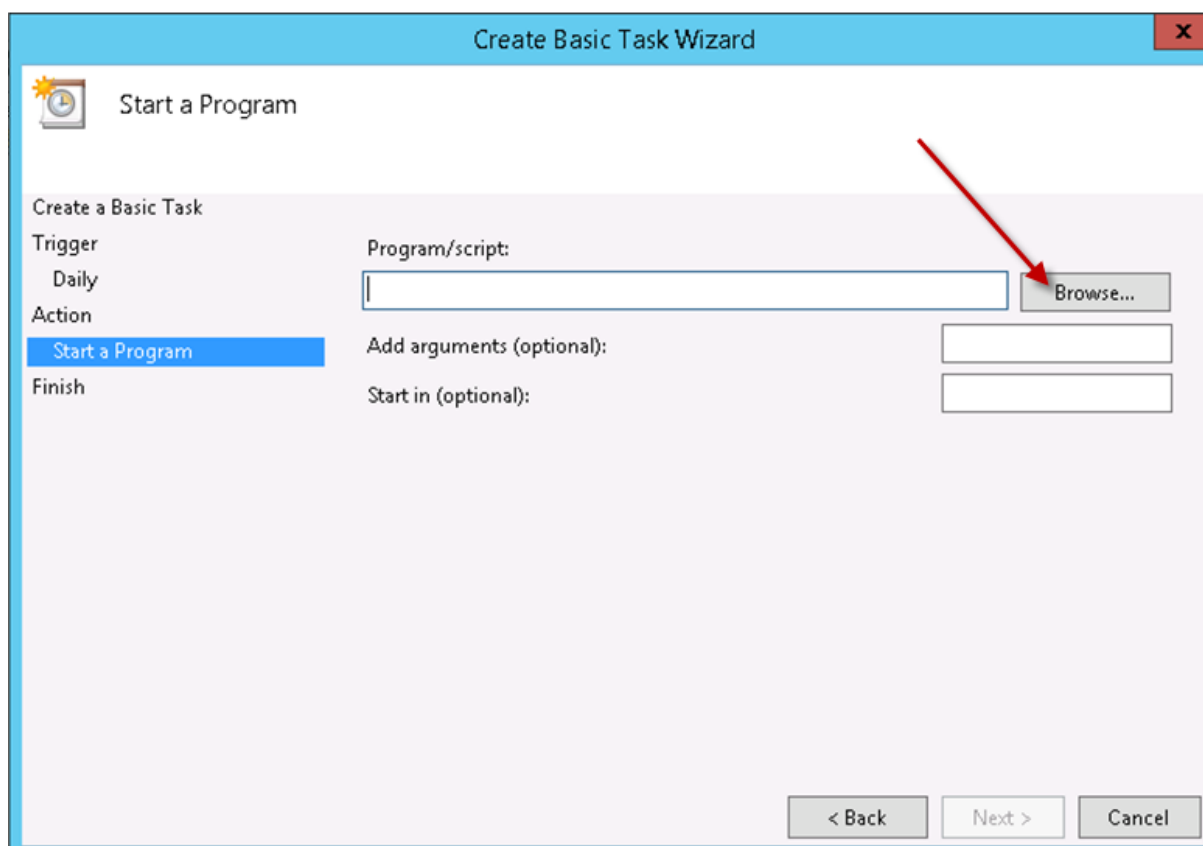
15. Click the **Start Date** and **Time** and define the time backup should run (in this example 3 hours after the initial Backup task has completed). In this example the Recur every period will be 1 day. Click the **Next** button.



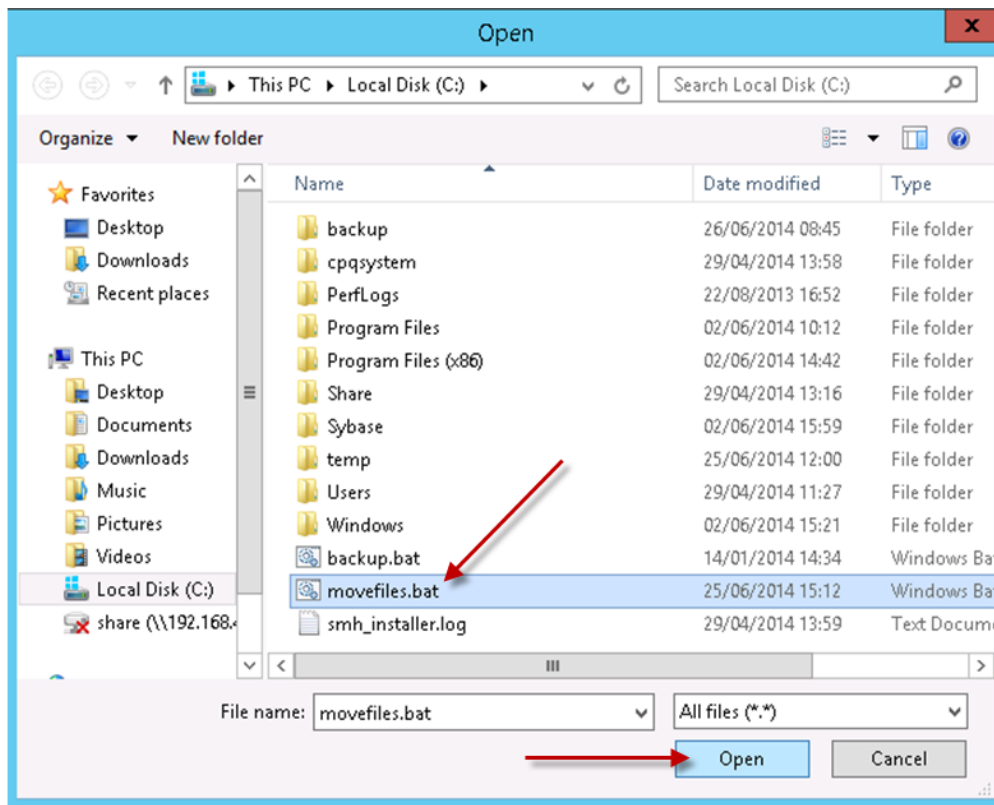
16. Click **Start a program** and then select the **Next** button.



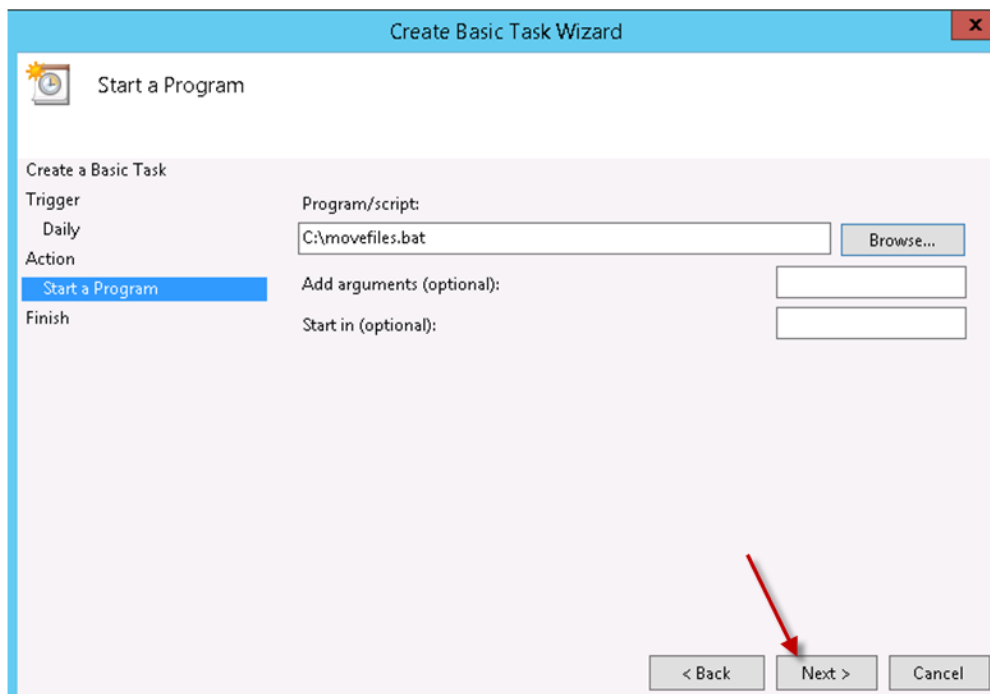
17. Click the **Browse...** button.



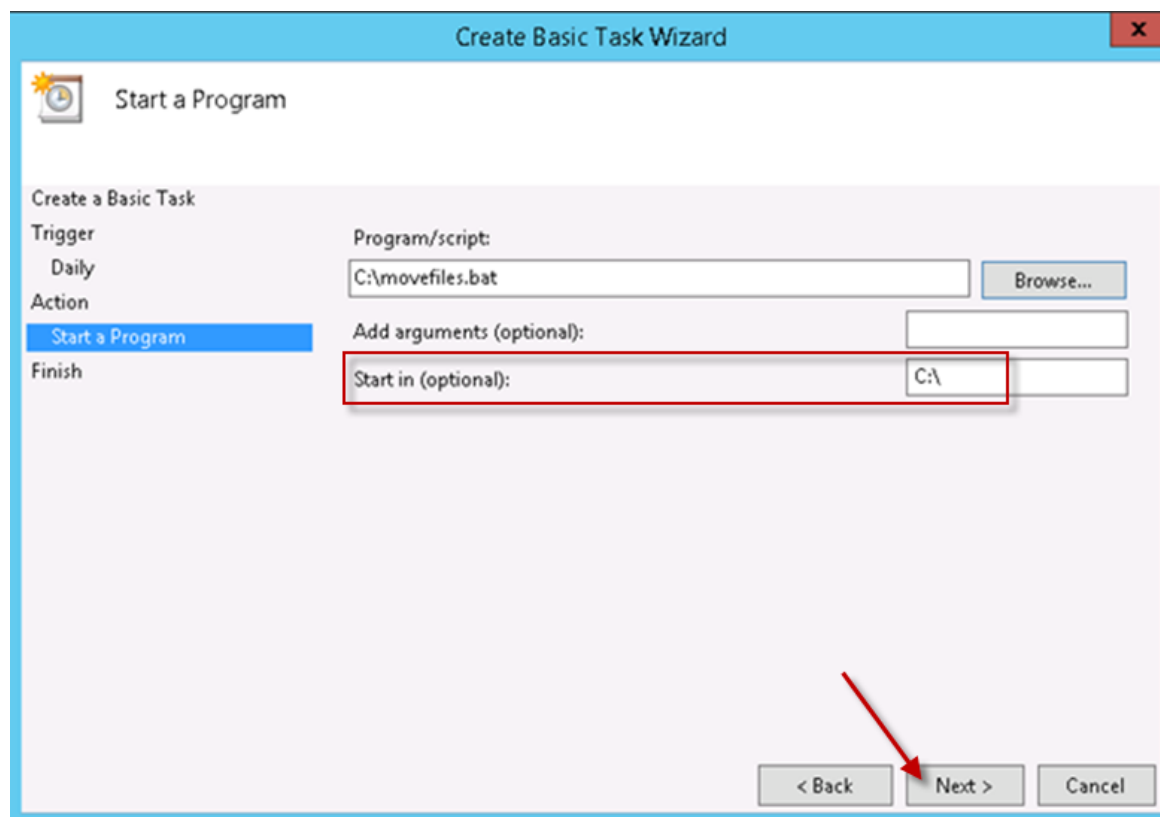
18. Click the **movefiles.bat** file and then click the **Open** button.



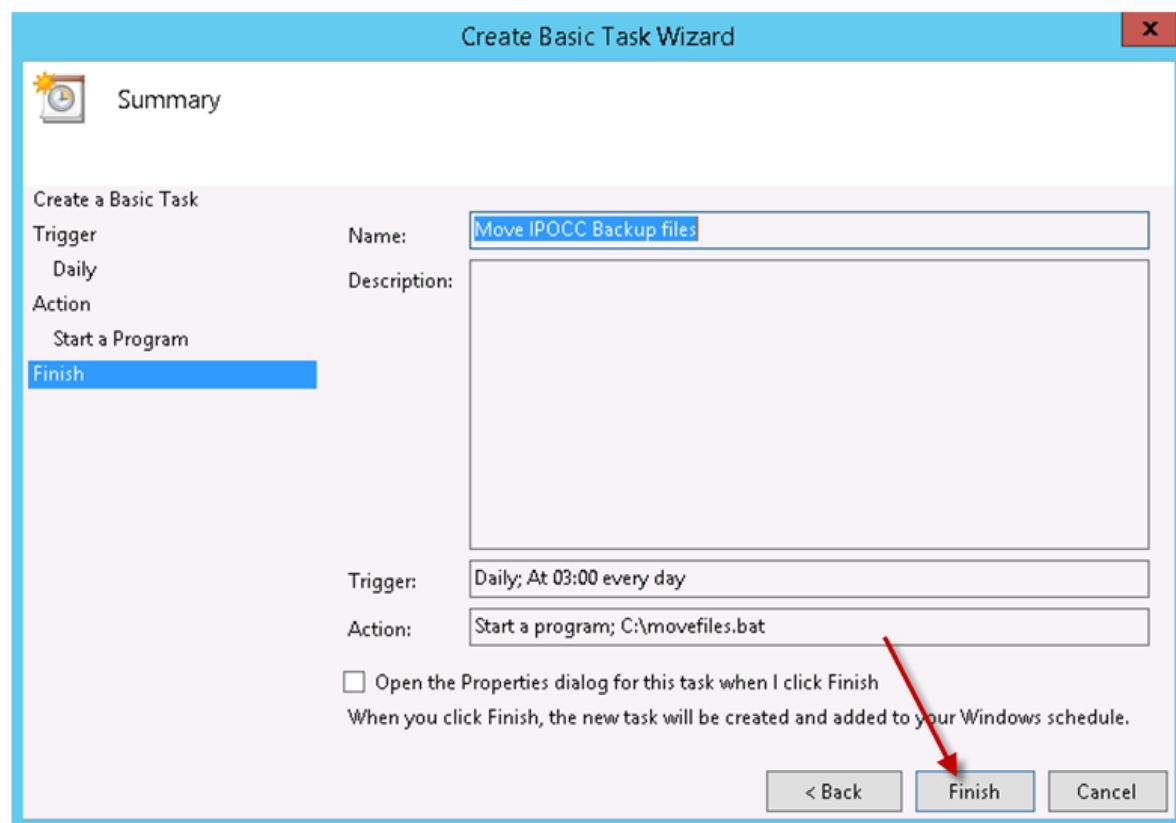
19. Click the **Next** button.



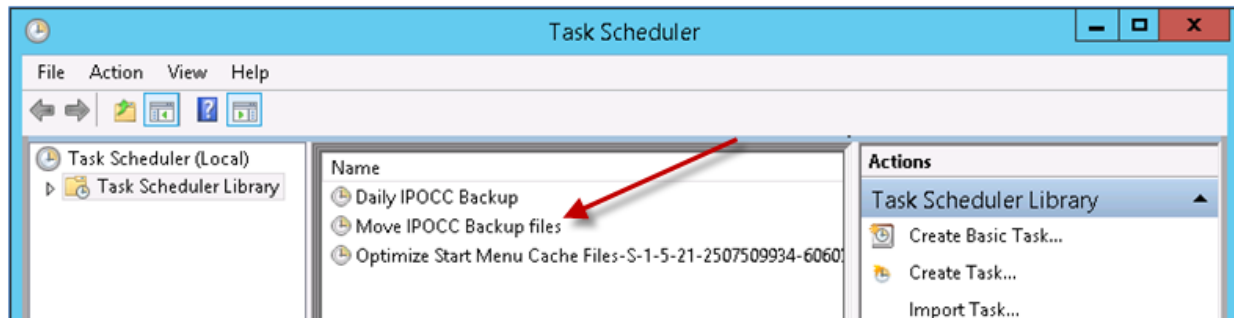
20. In the **Start In (optional)** field type **C:\** and then select the **Next** button.



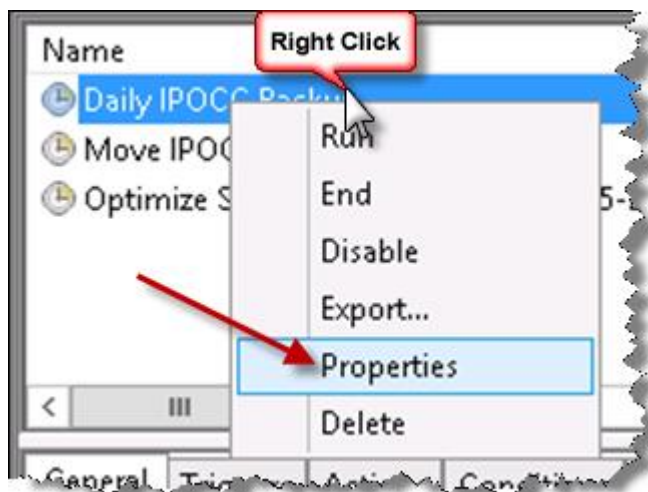
21. Click the **Finish** button.



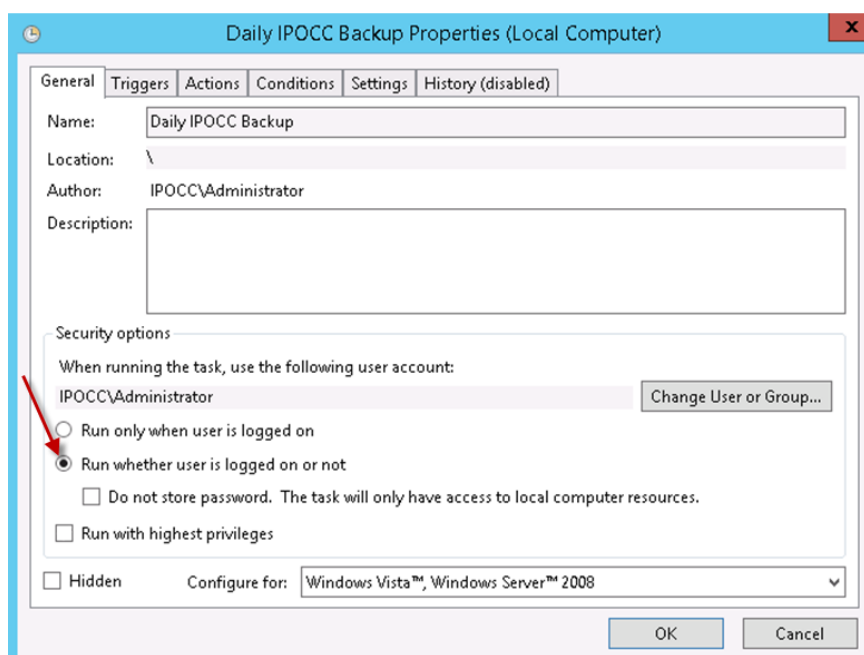
22. The new task is displayed; however the tasks will only run when the Administrators account is logged in to the Server.



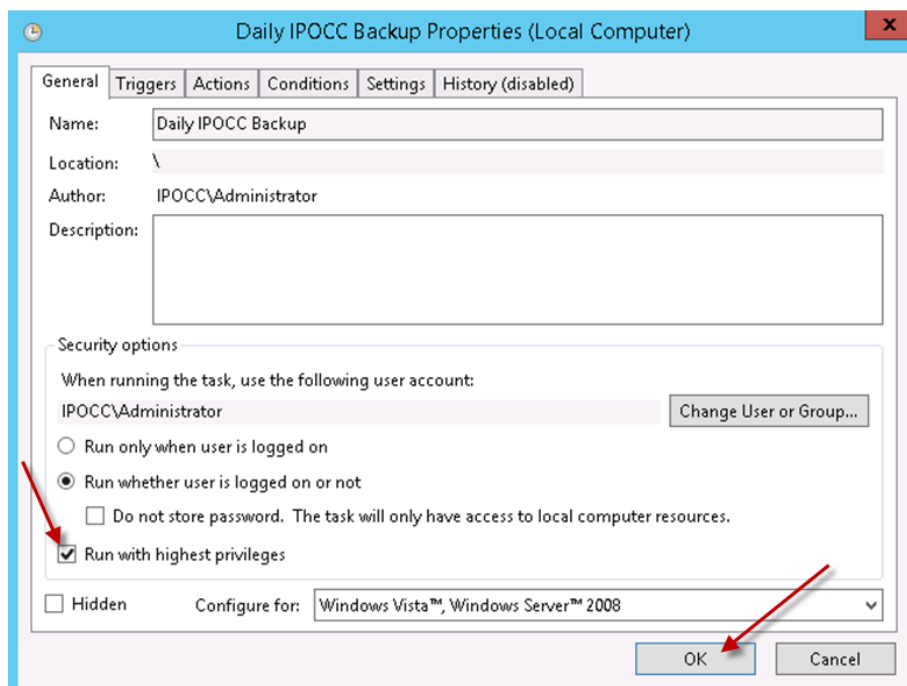
23. This can be overcome by defining that the Task can be run regardless of whether the administrators account is logged in. Using the right mouse button select the first task and click **Properties**.



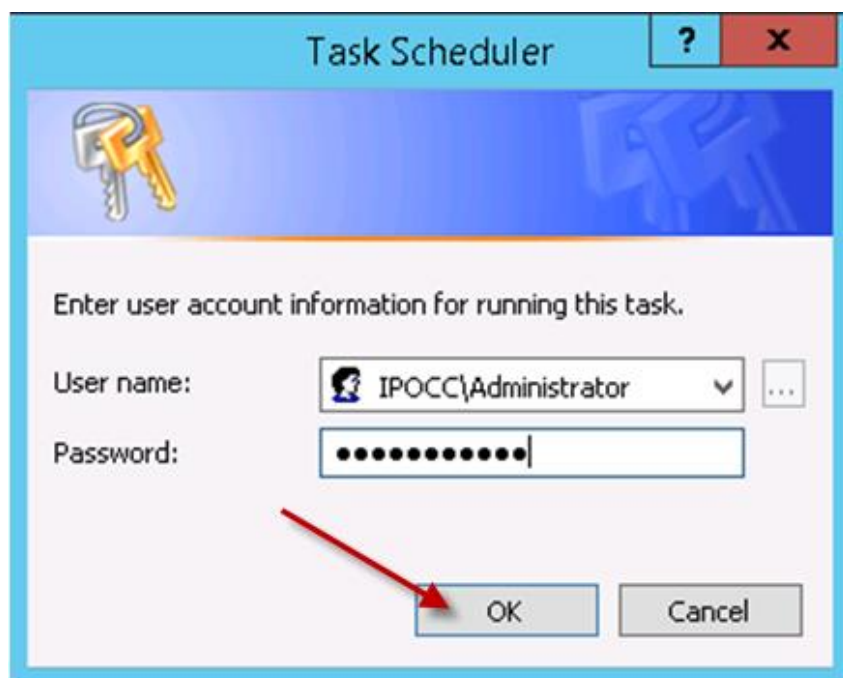
24. Click the option to **Run whether user is logged on or not**



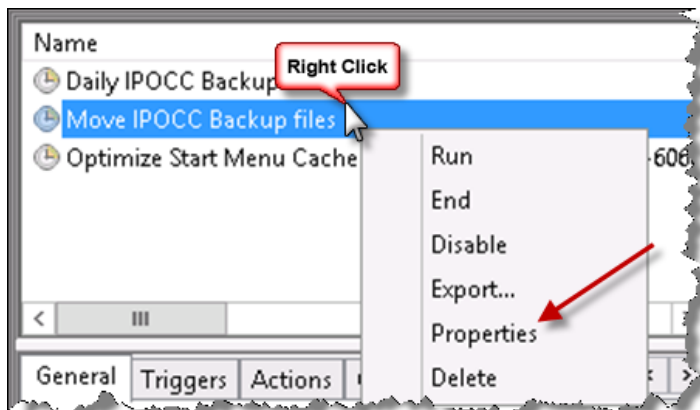
25. Click the **Run with the highest privileges** check box and then click the **OK** button.



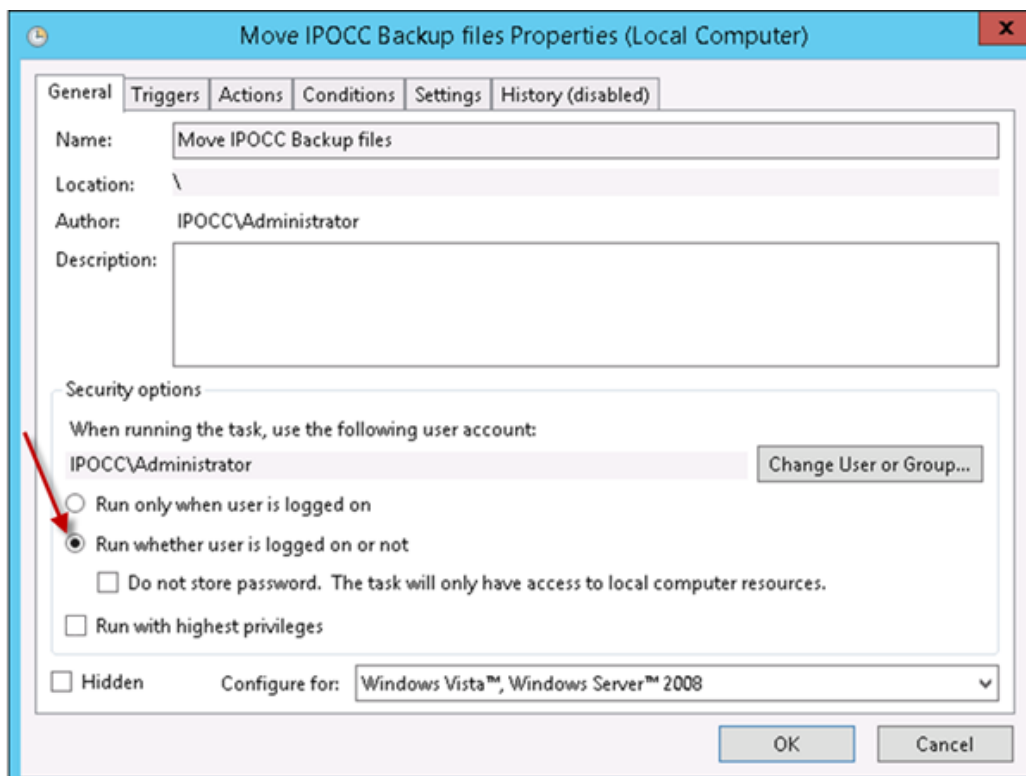
26. To be able to run the task while logged off, the account requires the correct rights to run the task. Enter the **User name** and **Password** for the required account and then click the **OK** button.



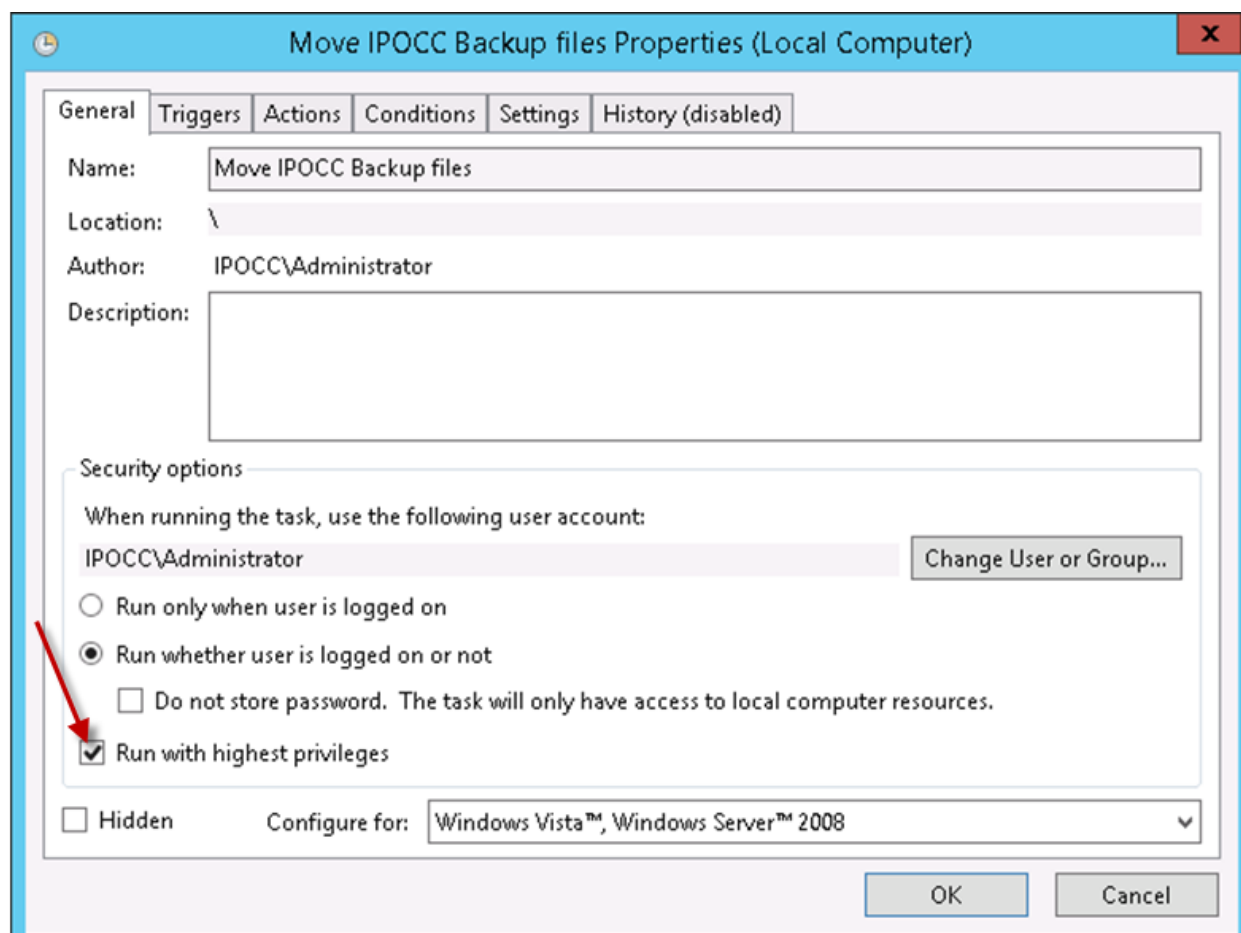
27. Repeat the process in relation to the second task. Using the right mouse button select the second task and click **Properties**.



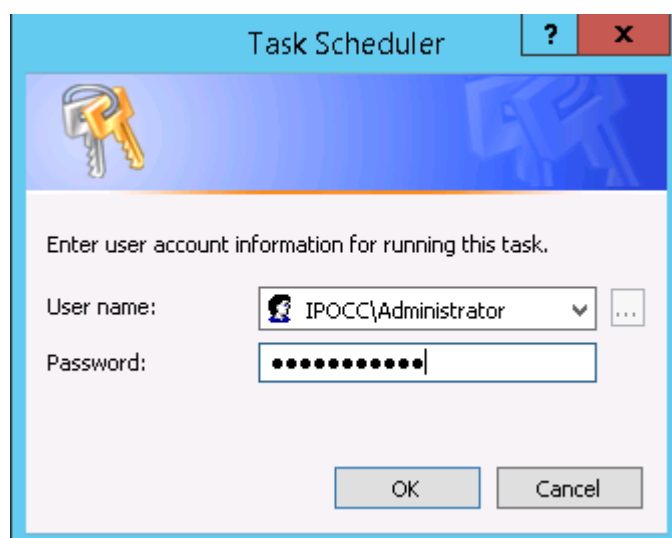
28. Click the option to **Run whether user is logged on or not**



29. Click the **Run with the highest privileges** check box and then click the **OK** button.



30. To be able to run the task while logged off, the account requires the correct rights to run the task. Enter the **User name** and **Password** for the required account and then click the **OK** button.



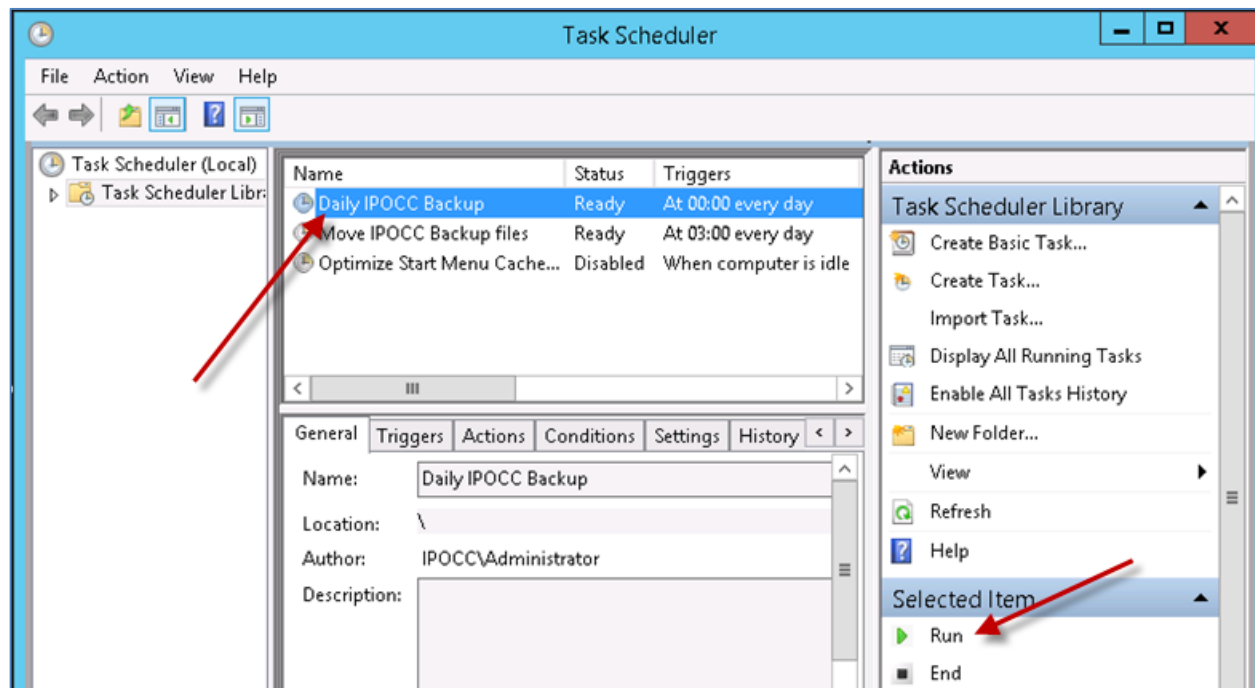


## Testing the Tasks

1. In this example, as the scheduled tasks do not run until early morning, it is worth testing each task.

Name	Status	Triggers
Daily IPOCC Backup	Ready	At 00:00 every day
Move IPOCC Backup files	Ready	At 03:00 every day
Optimize Start Menu Cache...	Disabled	When computer is idle

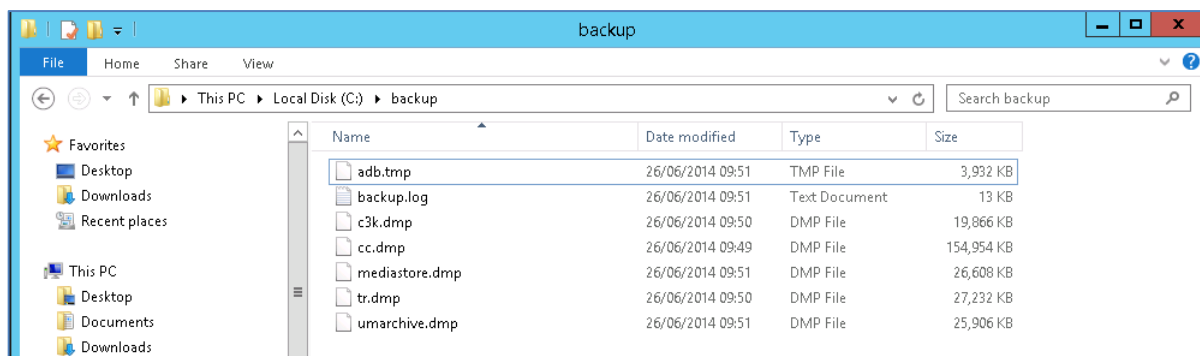
2. Select the **Daily IPOCC Backup task** and then select the **Run** option.



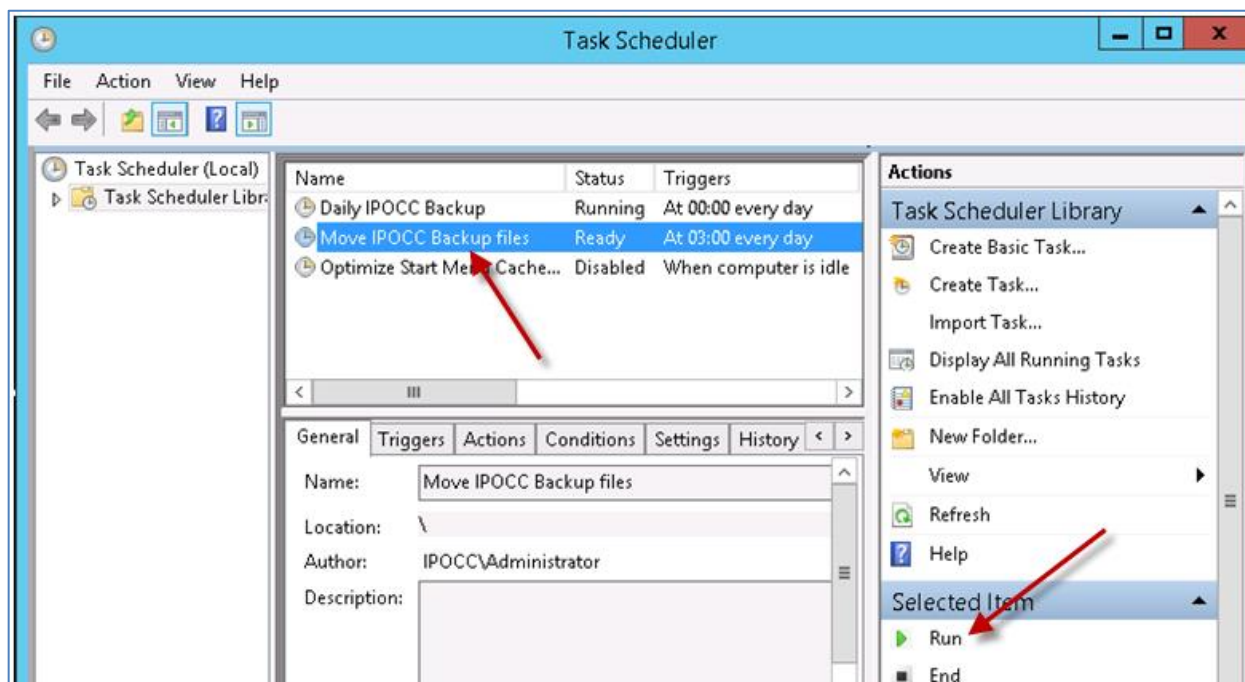
3. The Task Status changes to **Running**.

Name	Status	Triggers
Daily IPOCC Backup	Running	At 00:00 every day
Move IPOCC Backup files	Ready	At 03:00 every day
Optimize Start Menu Cache...	Disabled	When computer is idle

## 4. The backup files are created.

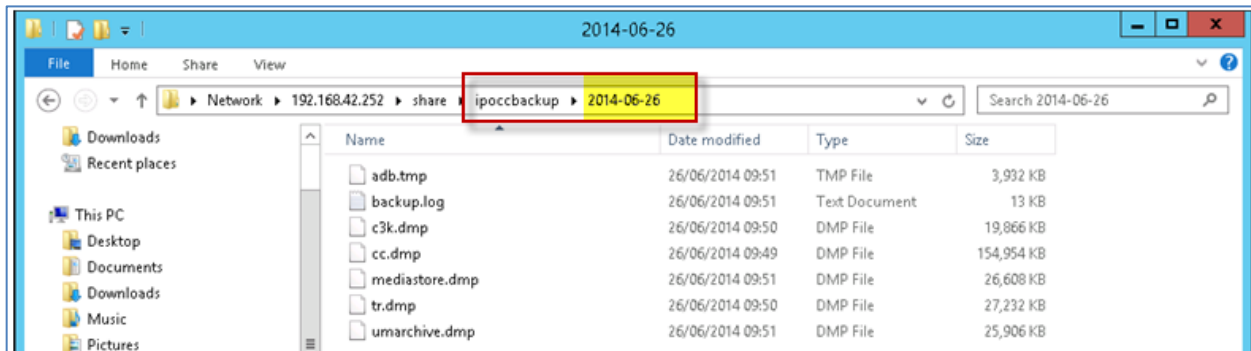


Depending on the size of the backup and performance of the IP Office Contact Center Server, this process may take some time to complete.

5. Follow the same procedure in relation to the second task. Select the **Move IPOCC Backup files** task and then select the **Run** option.6. The Task Status changes to **Running**.

Name	Status	Triggers
Daily IPOCC Backup	Ready	At 00:00
Move IPOCC Backup files	Running	At 03:00
Optimize Start Menu Cache Fil...	Disabled	When co

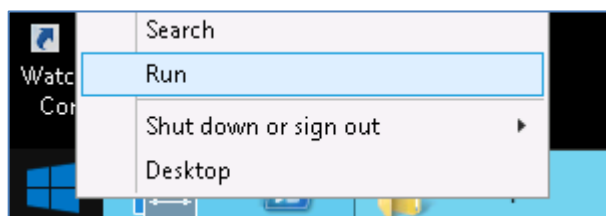
7. When the task is complete, check your network share folder for the backup files contained within the date stamped folder.



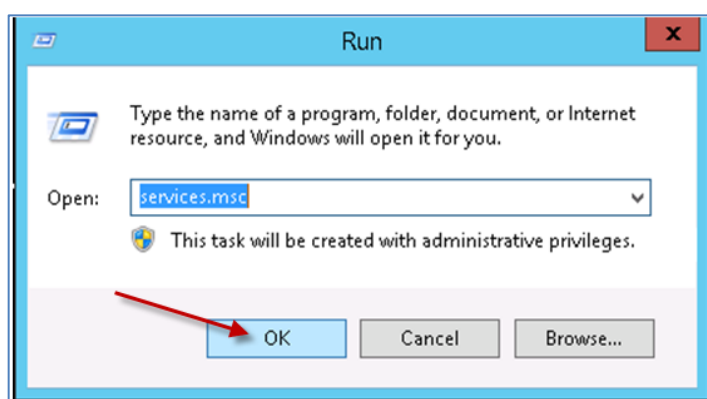
## Restoring IP Office Contact Center Databases

Before you can restore any of the IP Office Contact Center databases you must stop all of the IP Office Contact Center Services.

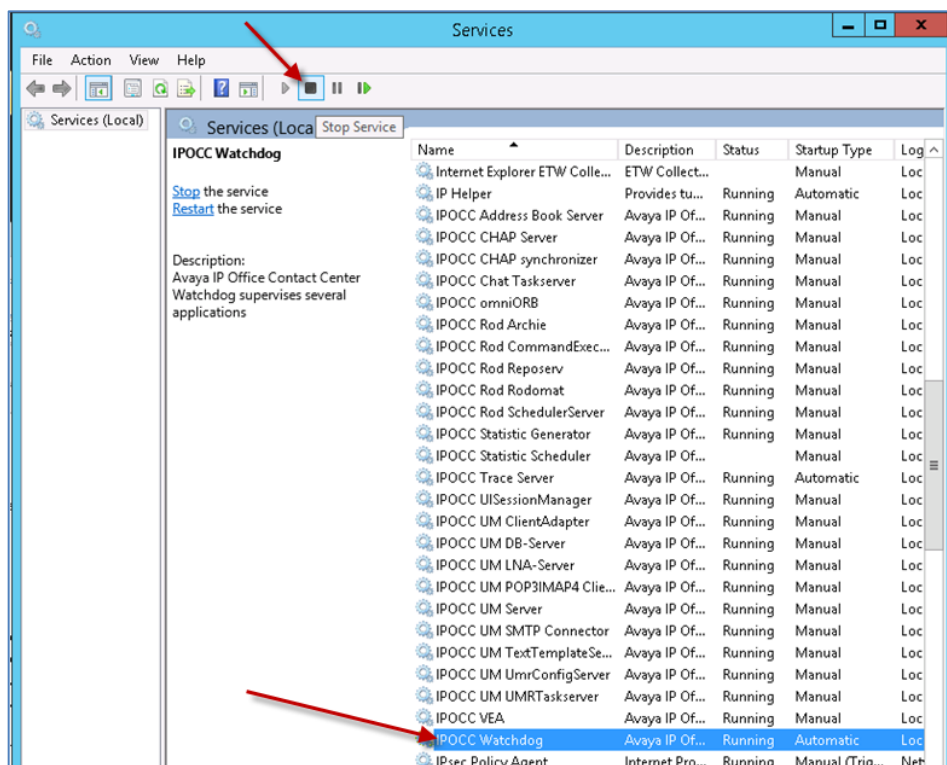
1. From the Windows menu click **Run**.



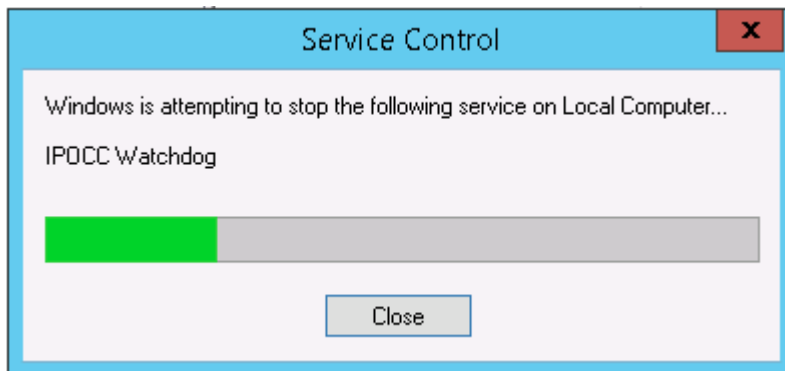
2. In the open field type **services.msc** and then click the **OK** button.



3. Select the **IPOCC Watchdog service** and then click to **Stop** the service.



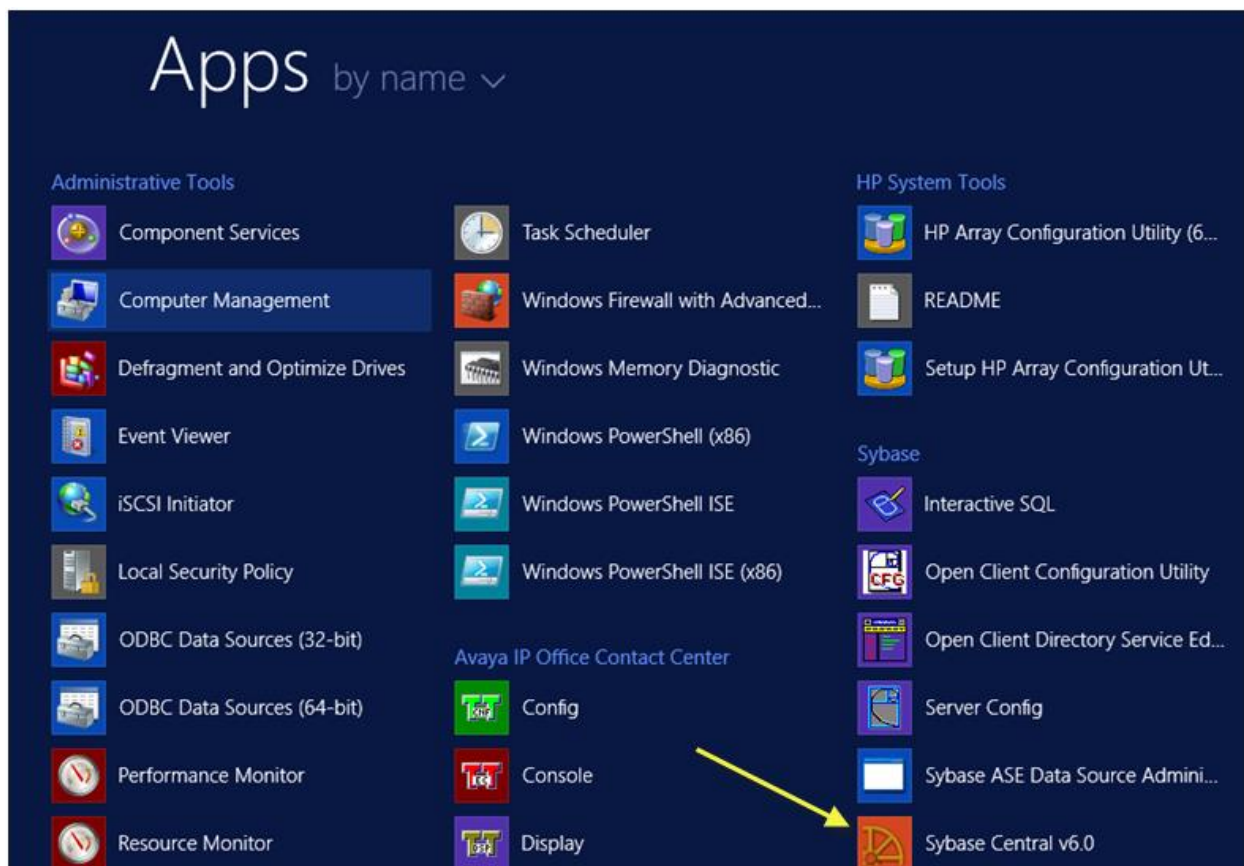
4. The **Service Control** window is displayed as the services are closed down.



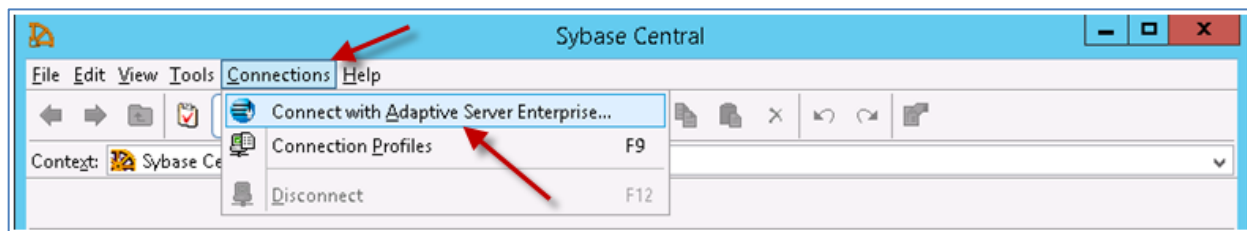
5. The Services are stopped which is indicated by the word **Running** no longer being displayed. The restore process can proceed.

IPOCC VEA	Avaya IP Of...	Manual	Loc
IPOCC Watchdog	Avaya IP Of...	Automatic	Loc
IPsec Policy Agent	Internet Pro...	Running	Manual (Trig...
KDC Proxy Server service (K...	KDC Proxy S...	Manual	Net

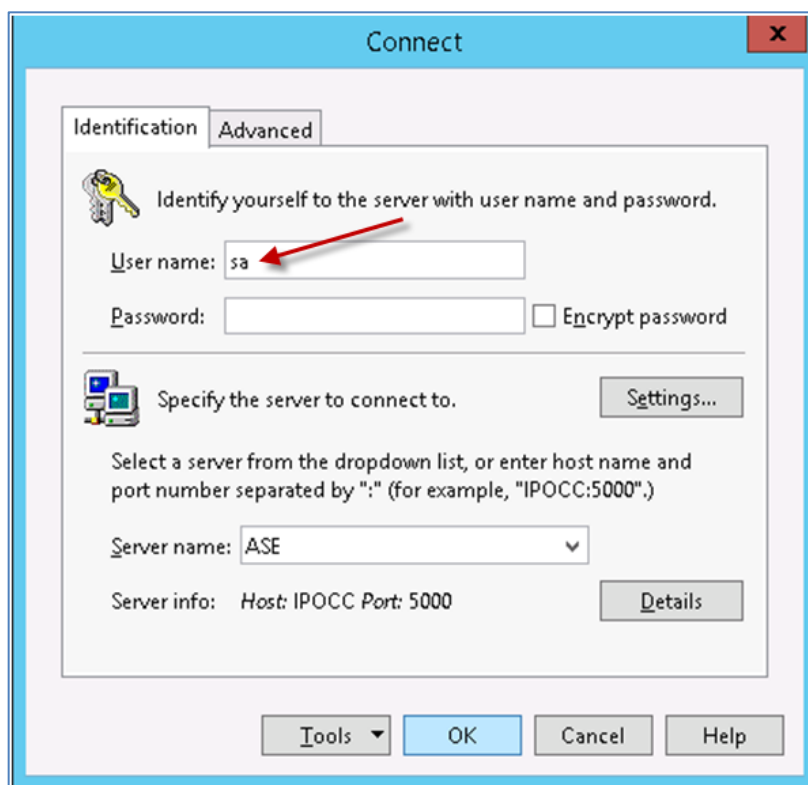
6. Open **Sybase Central 6.0** on the IP Office Contact Center Server.



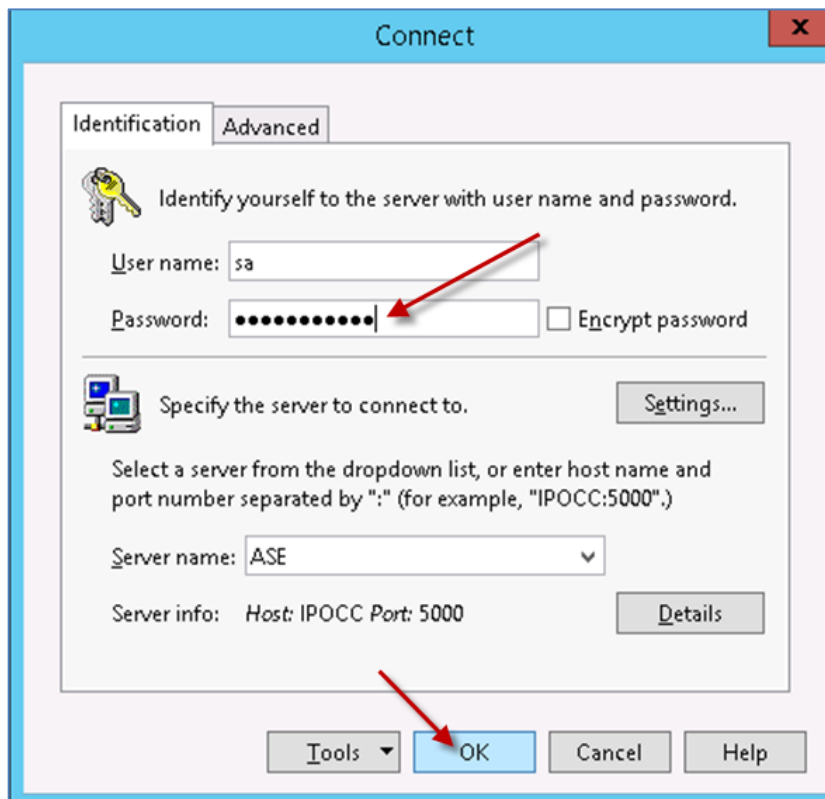
- When the Sybase Central windows opens, click **Connections** and then select **Connect with Adaptive Server Enterprise....**



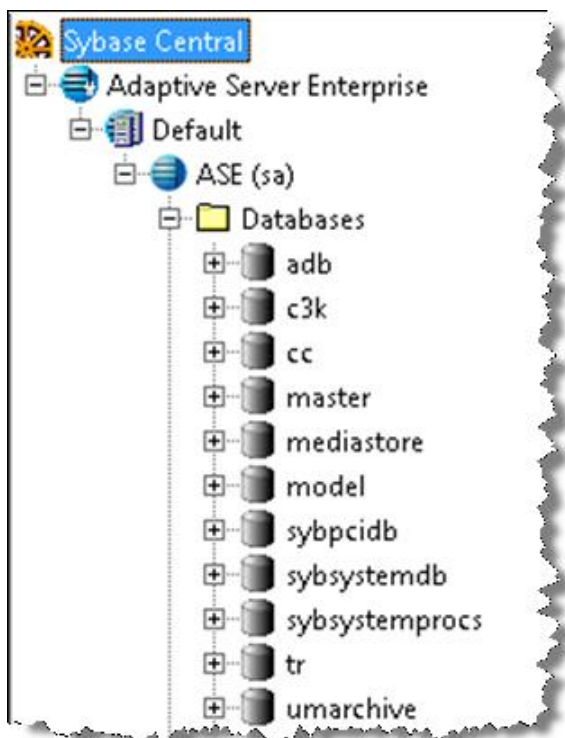
- In the **User name** field type **sa**.



9. In the **Password** field type the password for the database set during the Sybase initial installation. For example, **Administrator** and then select the **OK** button.



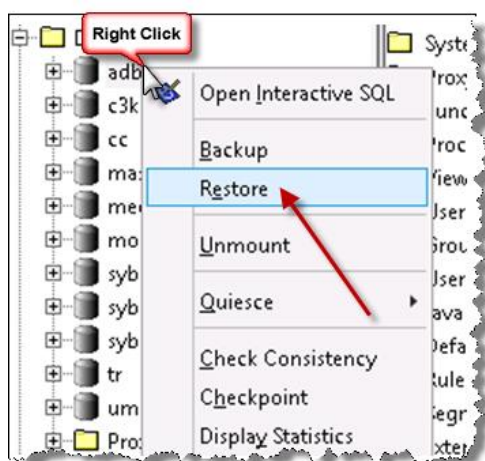
10. The IP Office Contact Center databases are displayed.



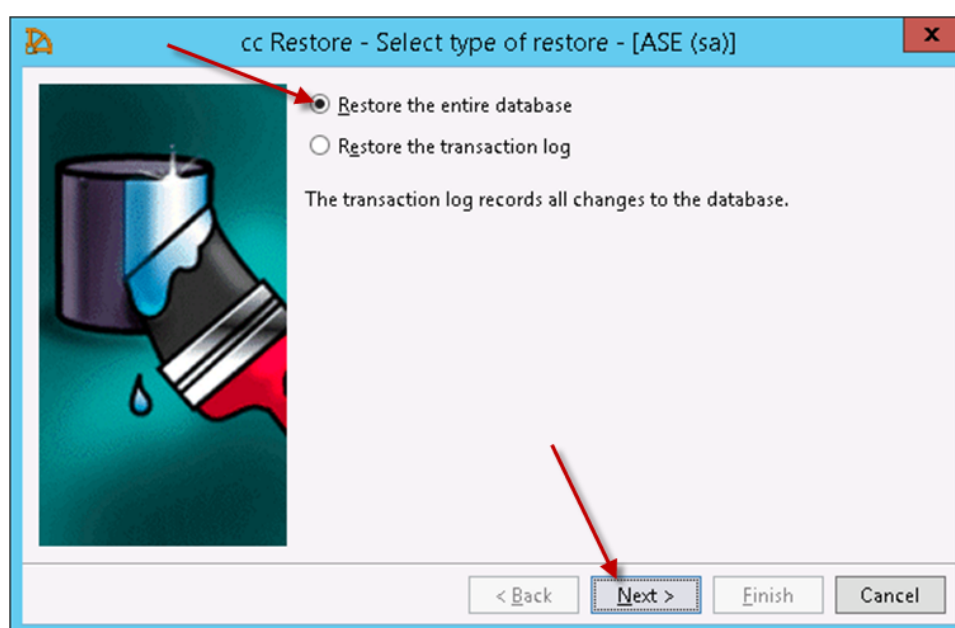


Databases	Contents
adb	Address book data
c3k	Emails
Cc	Configuration / Statistics
master	Sysbase data
mediastore	Chat data
model	Sysbase data
syspcib	Sysbase data
sybsystemdb	Sysbase data
sybsystemprocs	Sysbase data
tr	Task Reporting data
umarchive	Archived emails

11. Each database has to be restored individually. Select a database and using the right mouse button click **Restore**.

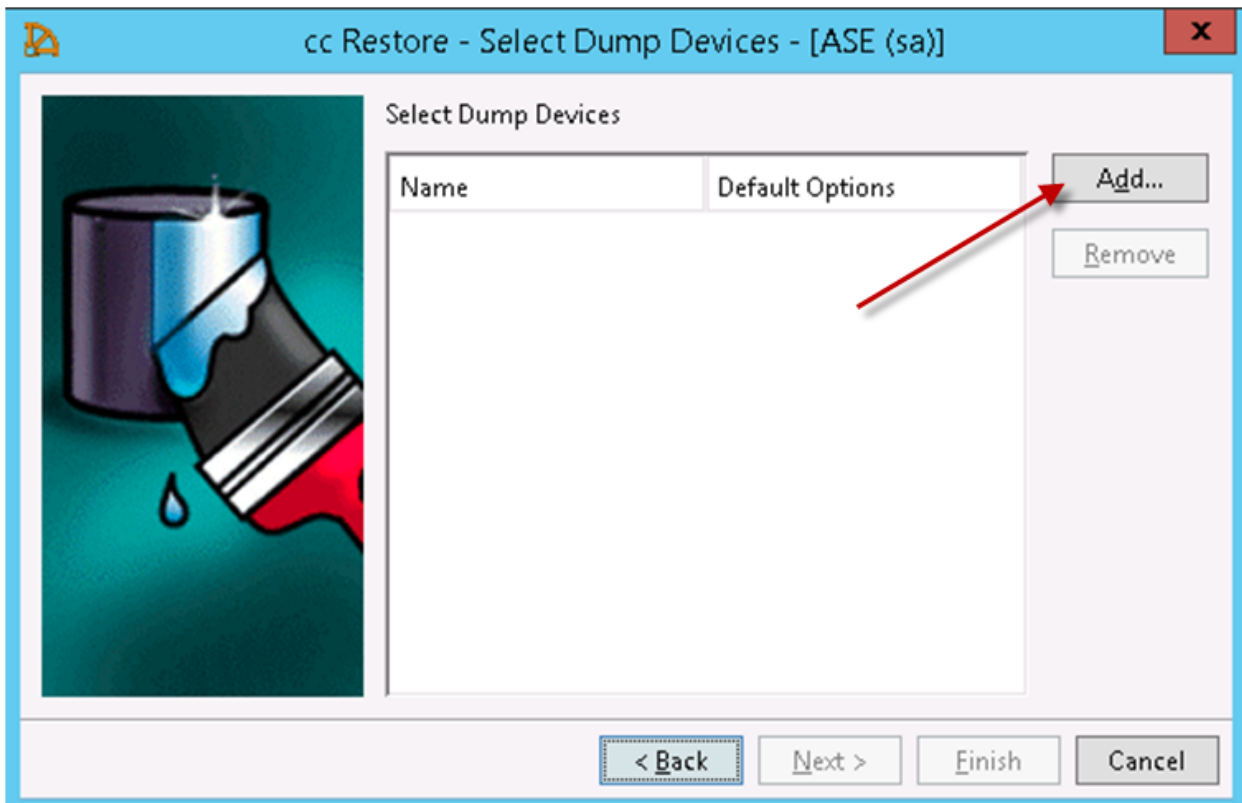


12. Click **Restore the entire database** and then select the **Next** button.

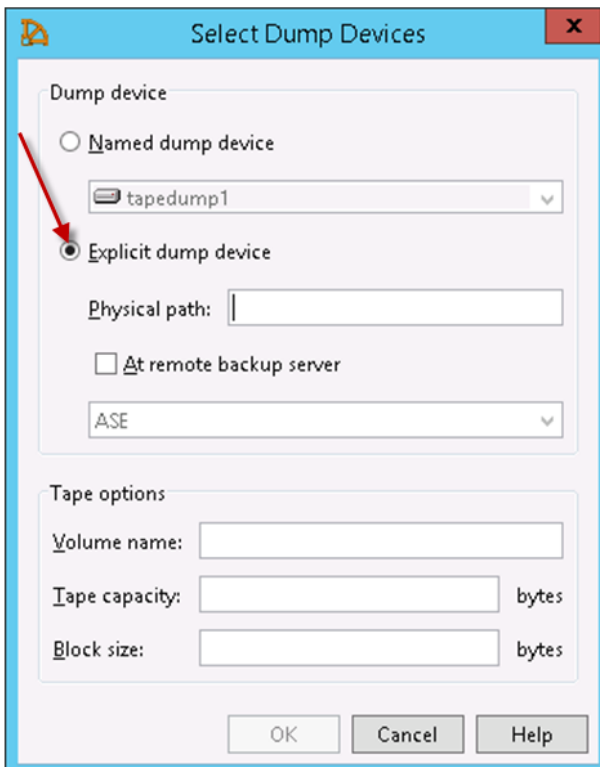




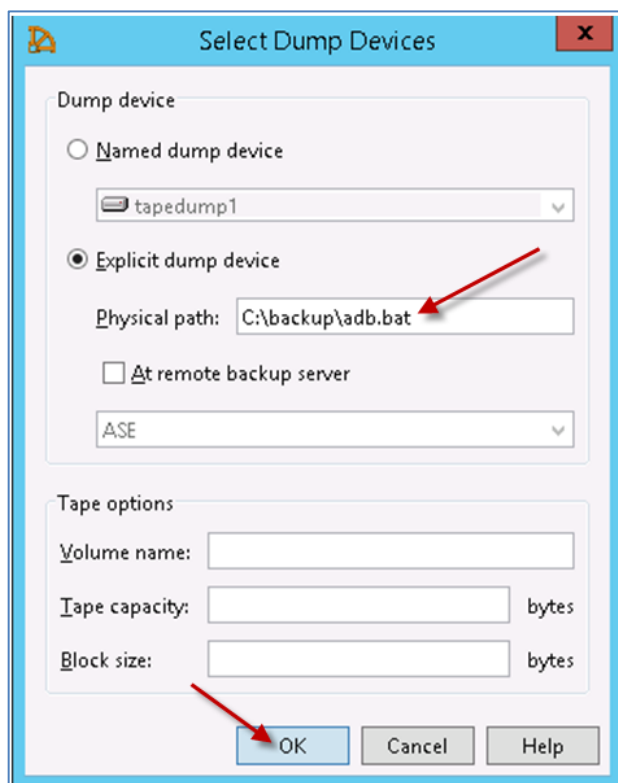
13. Click the **Add...** button.



14. Click the **Explicit dump device** radio button.



15. In the **Physical path** field, type the location and name of the database to be restored. For example, **C:\backup\adb.bat** and then select the **OK** button.



**Select Dump Devices**

Dump device

☐ Named dump device

tapedump1

☒ Explicit dump device

Physical path: C:\backup\adb.bat

☐ At remote backup server

ASE

Tape options

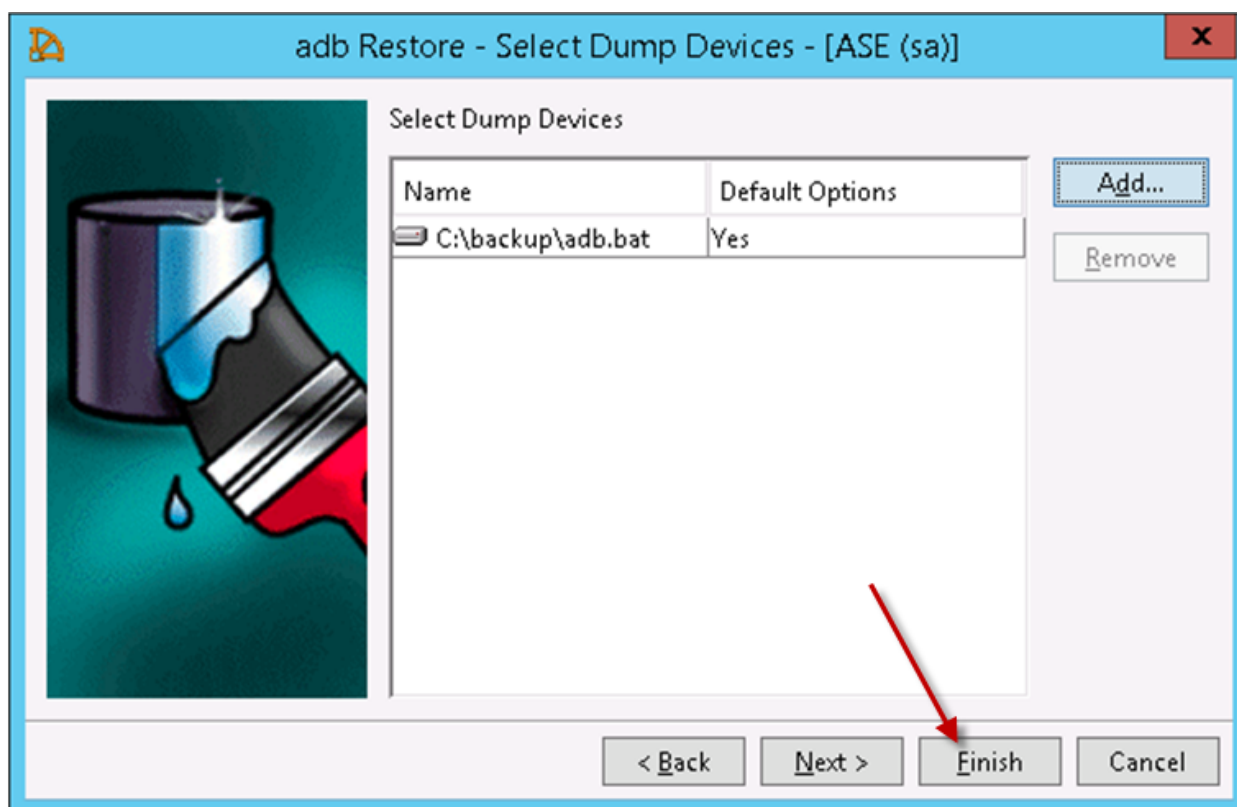
Volume name:

Tape capacity: bytes

Block size: bytes

OK Cancel Help

16. Click the **Finish** button.



**adb Restore - Select Dump Devices - [ASE (sa)]**

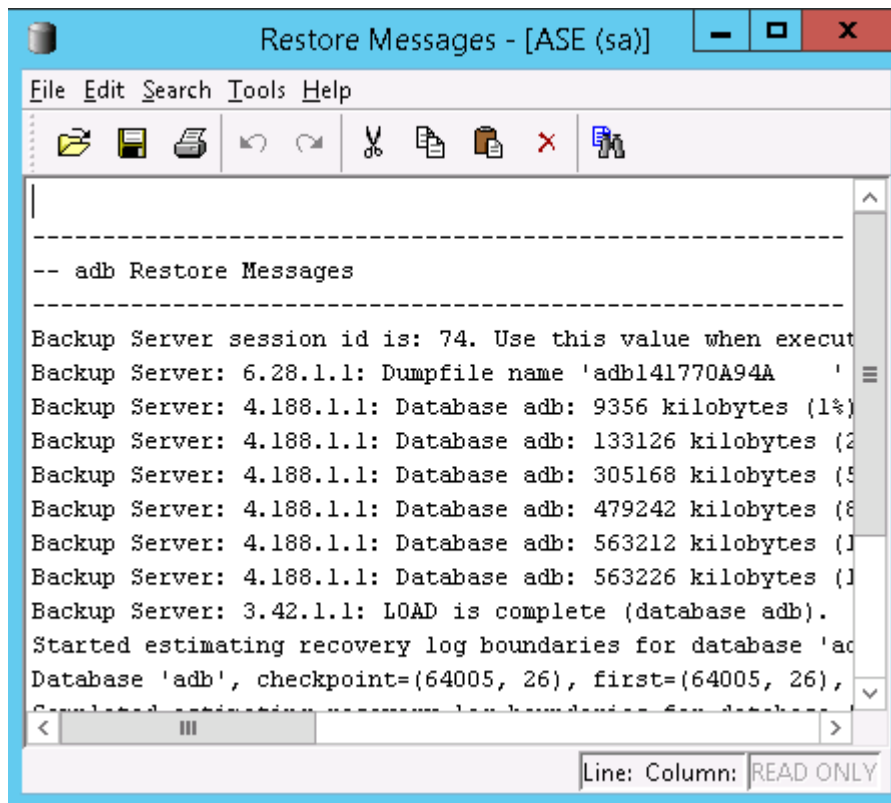
Select Dump Devices

Name	Default Options
C:\backup\adb.bat	Yes

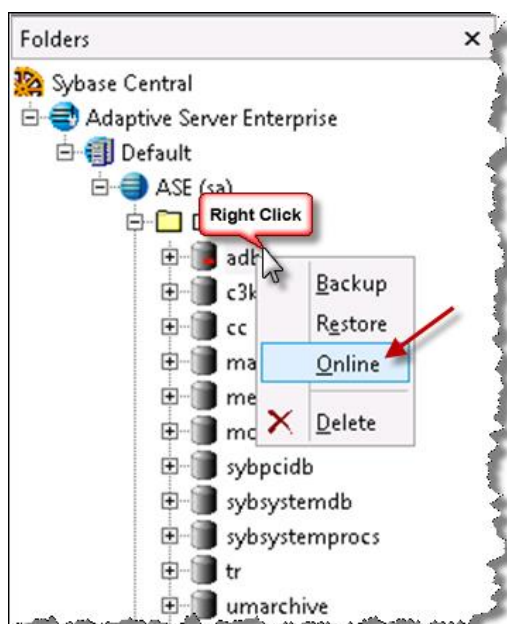
Add... Remove

< Back Next > Finish Cancel

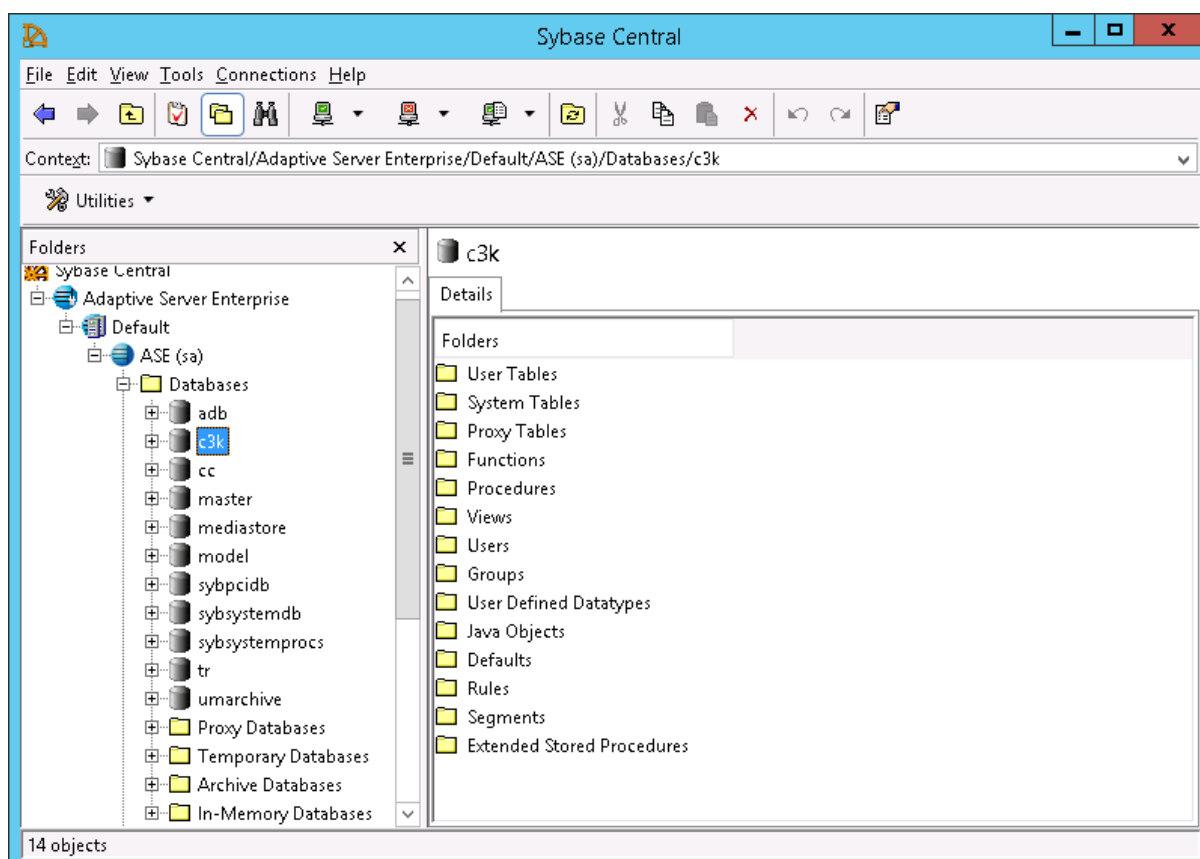
17. Once the restore process is complete, the log file is displayed. Note that the restore process can take up 30 minutes for each database.



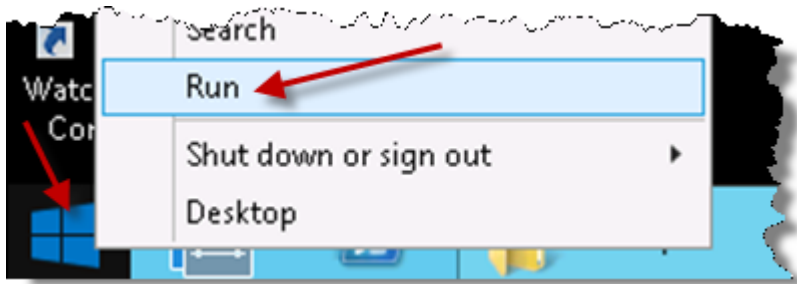
18. The selected database is restored but is currently off-line. Right click on the offline database and select **Online**.



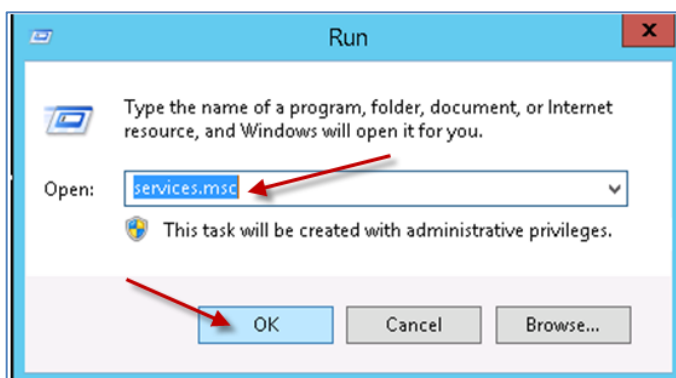
19. Repeat the above process to restore the remaining databases.



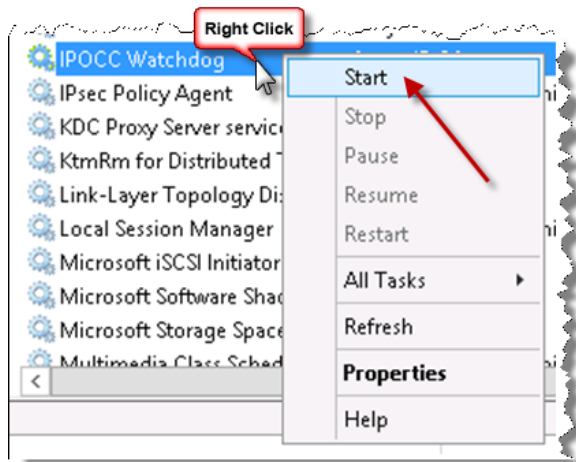
20. All of the IP Office Contact Center services must now be restarted. From the Windows menu click **Run**.



21. In the **Open** field type **services.msc** and then click the **OK** button.



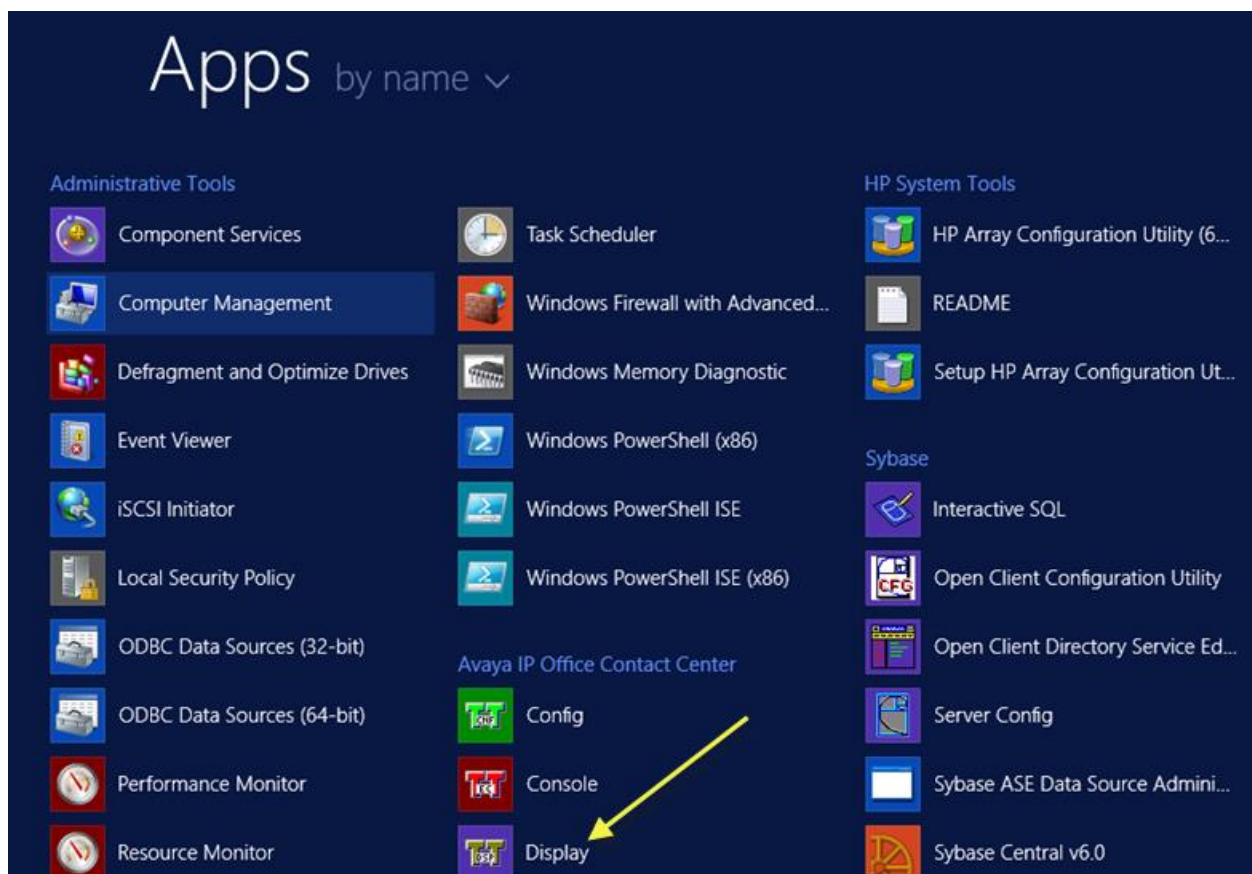
22. Right click on the **IPOCC Watchdog** service and then select to **Start** the service.



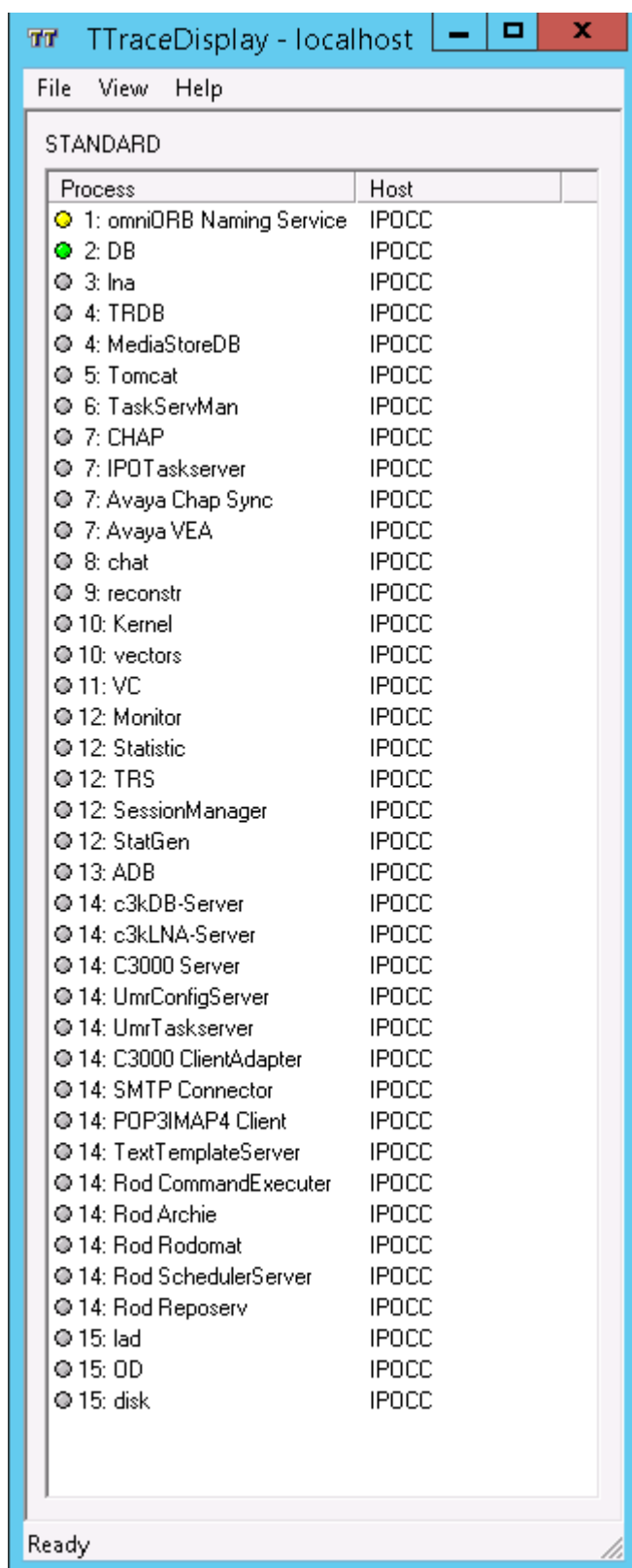
23. When the IPOCC Watchdog is **Running**, it will start all other required services.

IPOCC VEA	Avaya IP Of...	Manual	Lo
<b>IPOCC Watchdog</b>	Avaya IP Of...	<b>Running</b>	Automatic
IPsec Policy Agent	Internet Pro...	Running	Manual (Trig...

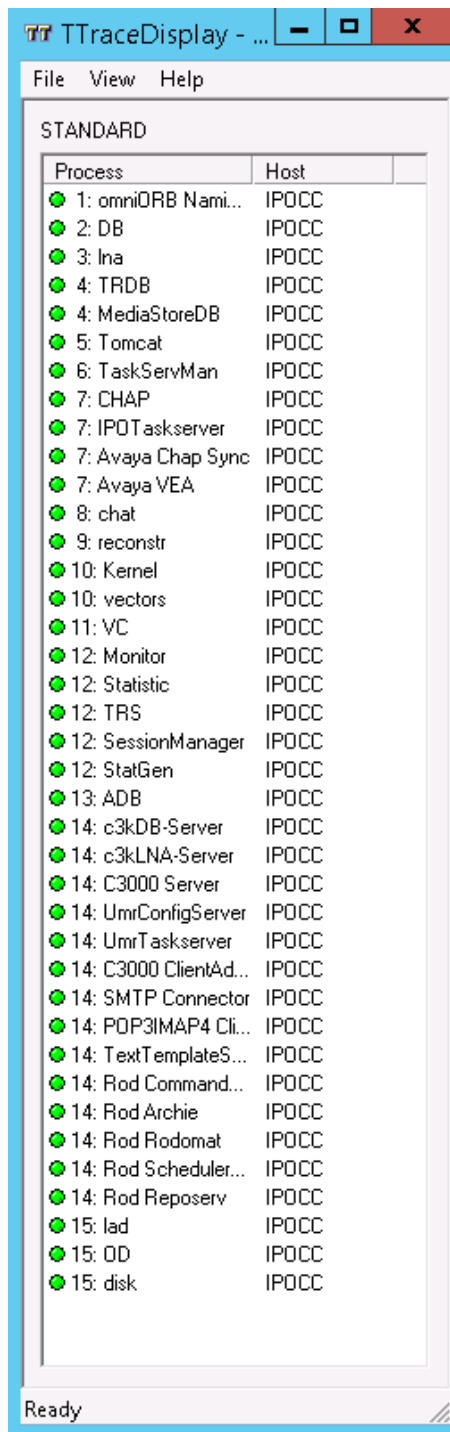
24. From the window menu click **TT Display**.



25. The **TTraceDisplay** will show the services status as they are started.



26. When all of the icons are Green, this indicates that the components are in Service and IP Office Contact Center can be used.

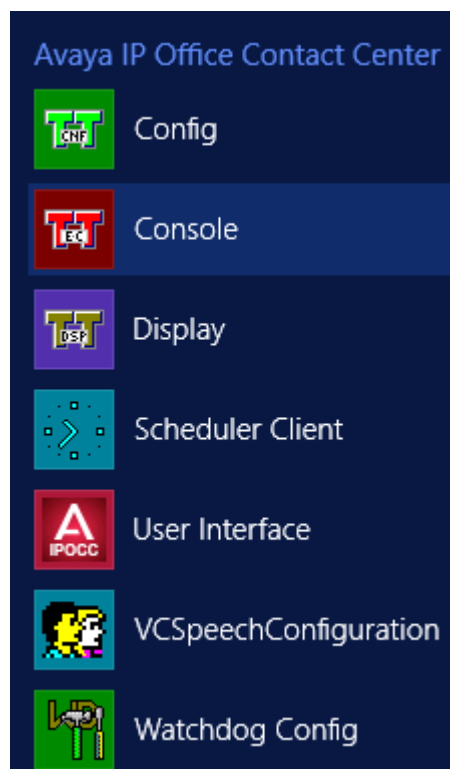


27. The Trace Display shows all the running services as indicated by a green status icon. Any services that are yet to start will display a grey icon; those that have just started will display a yellow icon. Any services that have failed to start correctly will display a red icon.

## TTrace Console

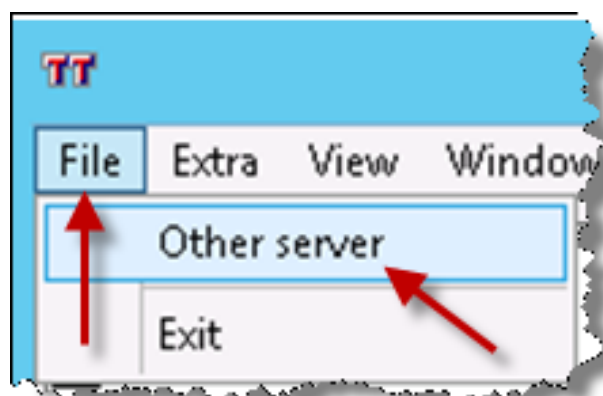
TTrace Console is used to view and configure the information that is stored in the IP Office Contact Center logs files. Each log file has default settings but optional switches can be set to obtain more data requested by Avaya support. Please note that if optional switches are set to active, the log files can use a lot of hard drive space.

The TTrace Console will show approximately 300 lines of information at once, with the remaining data stored in logs files. Individual Logs files can have a maximum size of 150MB. When the log file reaches 150MB a new file is created.



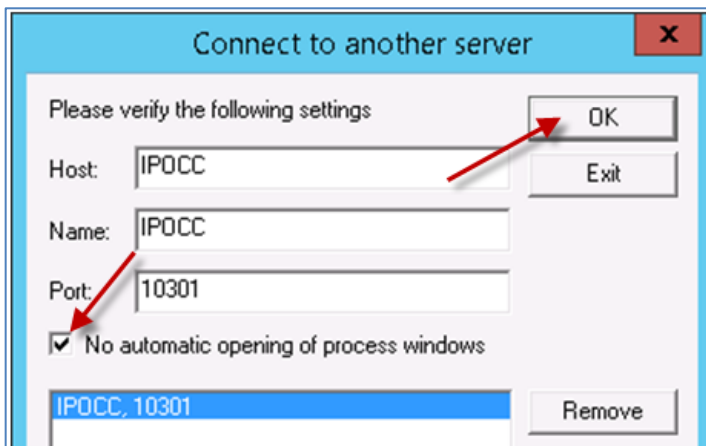
When TTrace Console is opened, multiple windows are displayed as default. To stop all of the default windows opening:

1. Click **File** then select **Other server**.

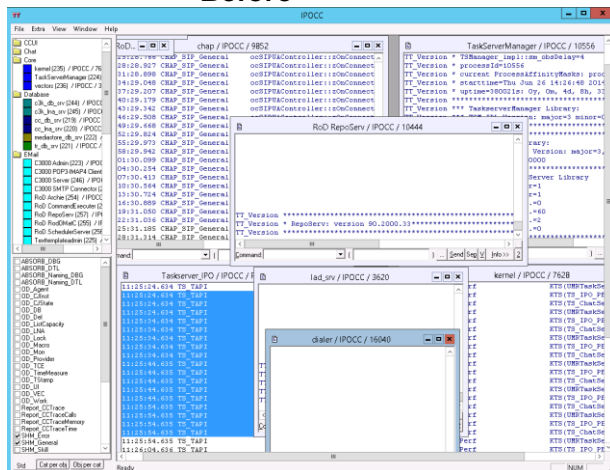




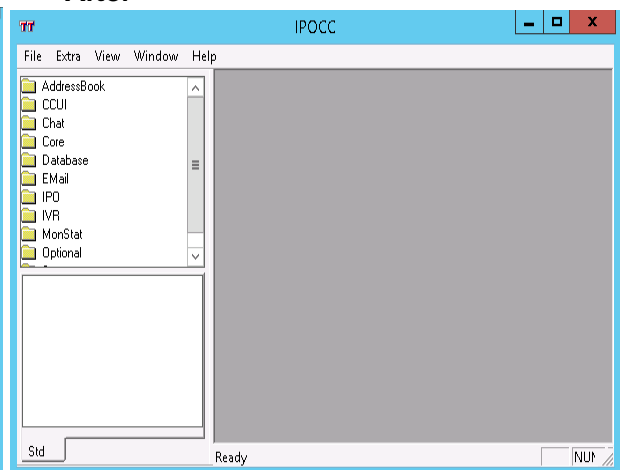
2. Select your **IP Office Contact Center** and then select the option **No automatic opening of process windows**. Then click the **OK** button.



Before



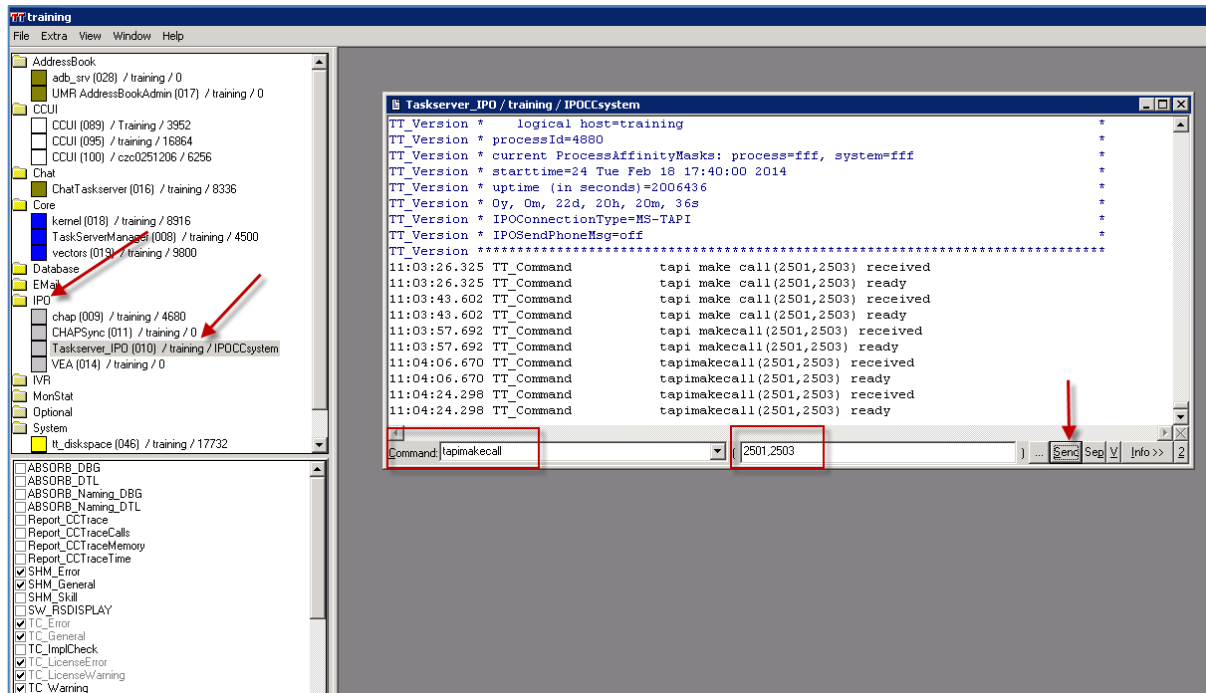
After



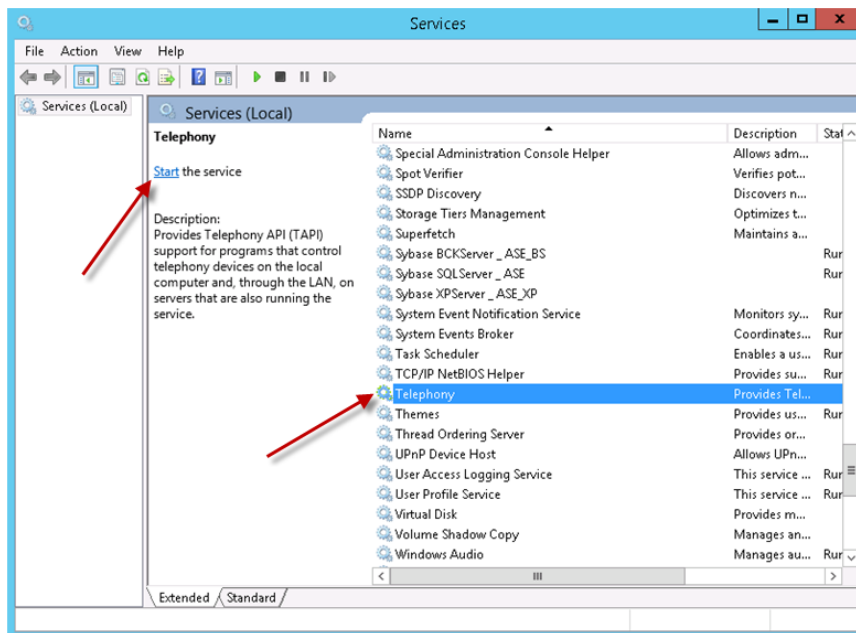
## Testing the TAPI link from TT Trace Console

To test the TAPI link:

1. Open TTTrace Console and select Select IPO followed by Task Server.
2. In the command filed, enter **tapimakecall**. Enter the extension numbers of two of the IP Office Contact Center extensions separated by a comma. For example, 2501,2503 . Click the **Send** button. If TAPI is working the phones will initiate a call.

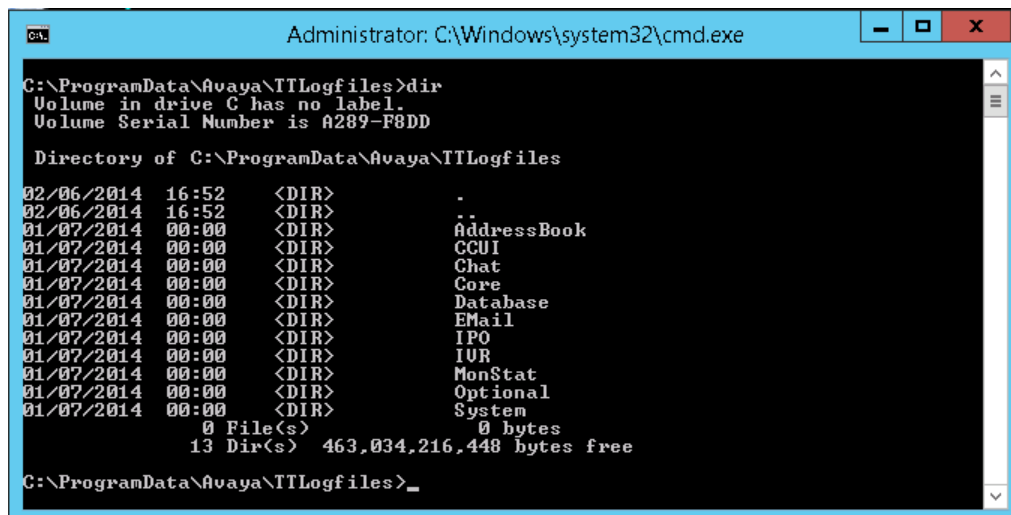


3. If the call is not initiated and there is a TAPI error, this may be resolved by restarting the **Telephony service** on the server.



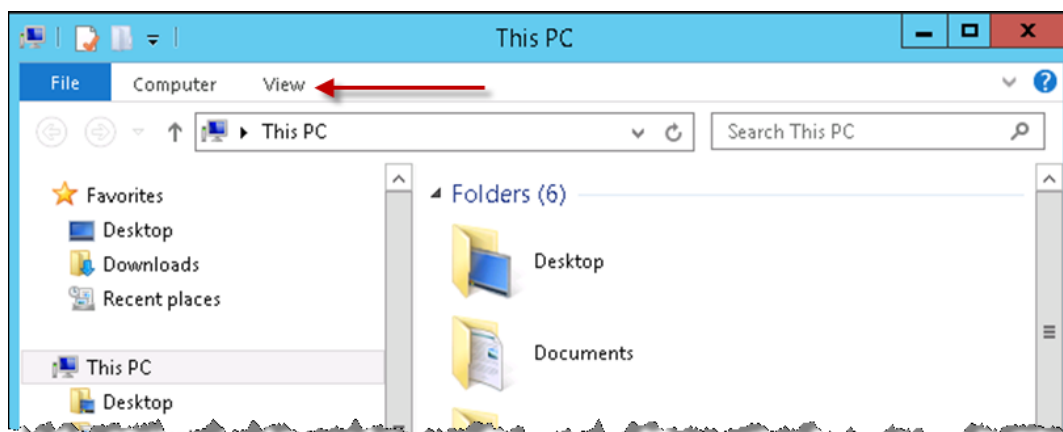
## Log File Location

The logs files are stored in the following location : **C:\ProgramData\Avaya\TTLogfiles**

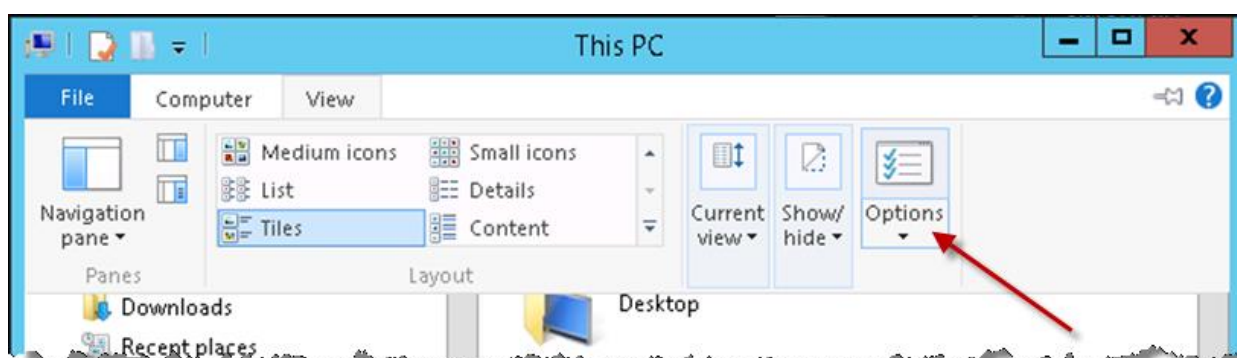


As default the above folder is hidden and you will have to change your Server folder options to Show hidden file, folders and drives.

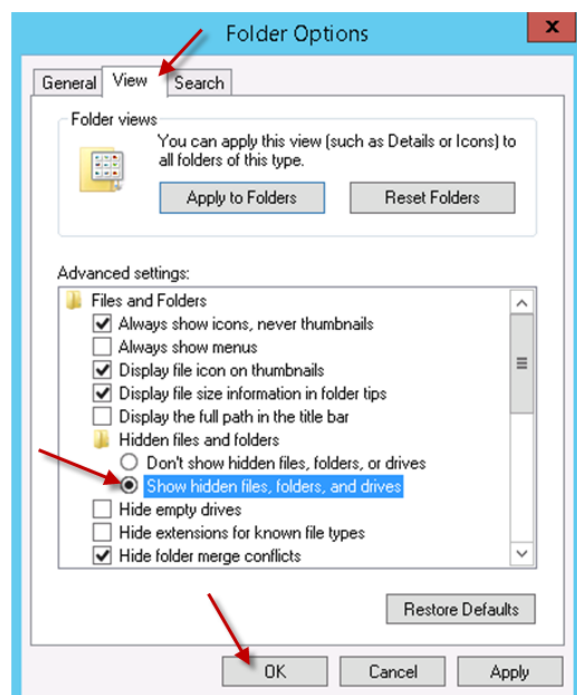
1. Open **Windows Explorer** and then select **View**.



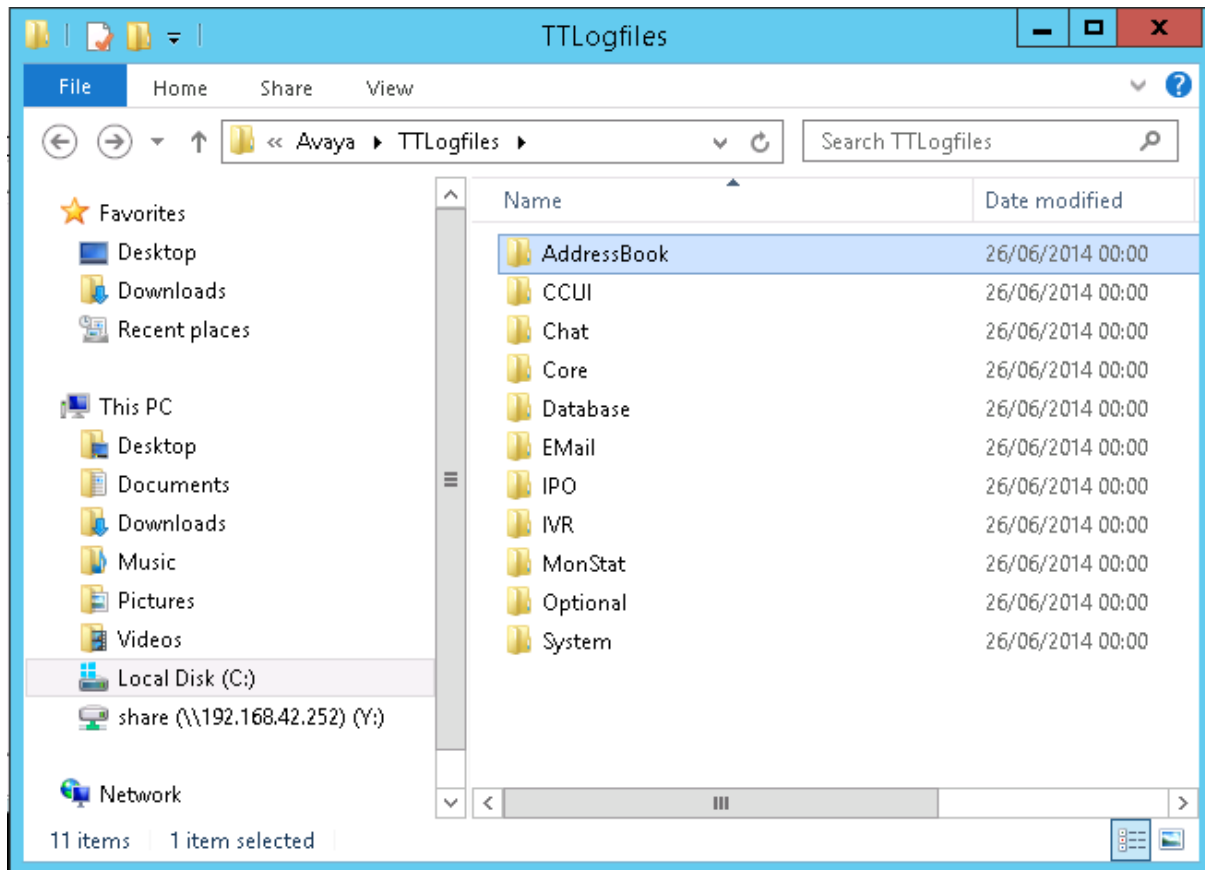
2. Click **Options**.



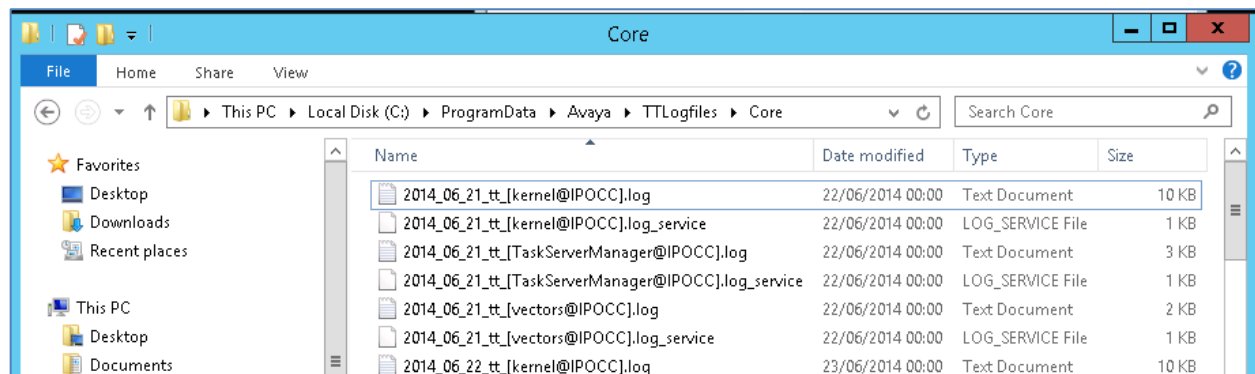
3. Click the **View** tab and select **Show hidden files, folders, and drives** and then click the **OK** button.



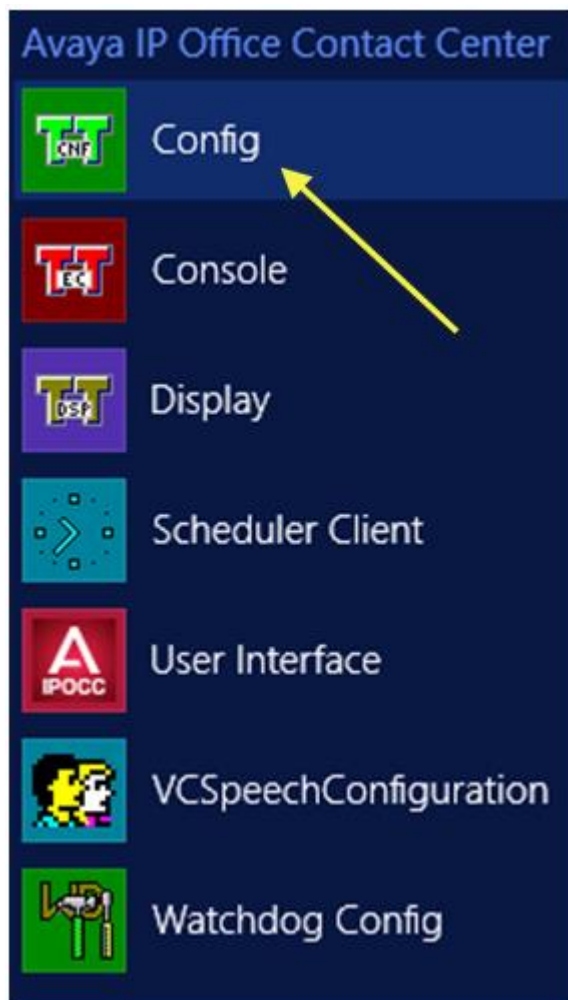
4. The log file directories are displayed.



5. A new log file for each process is created each day and as default is only kept for 10 days.

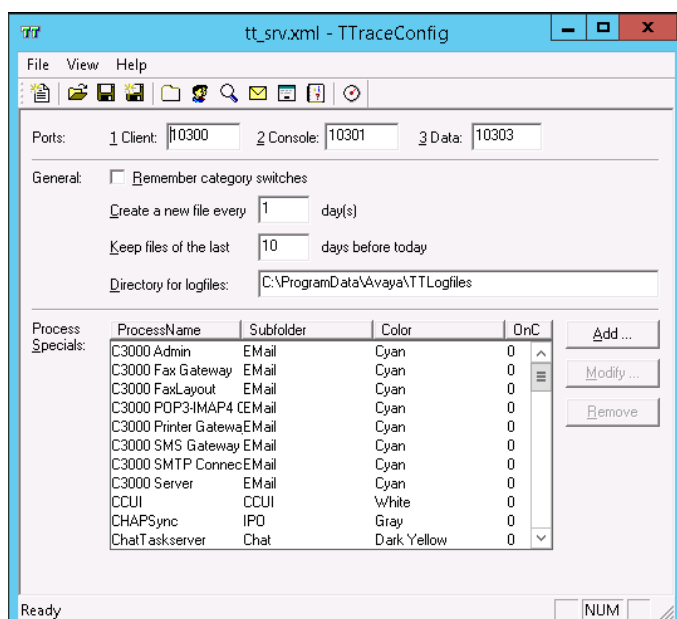


6. To view the options for the logs file, Click **TT Config**.



7. You now have the option to change the details of the log file.

**Note:** The default Ports should not be changed.



## Task Flow Editor Good Practice Procedures

When configuration changes are made to a Task Flow, they should be saved with the file name representing the current date with the Task Flow also set as the default task flow set. Consequently, if the IP Office Contact Center server is rebooted the latest default task flow will be loaded with the latest configuration.

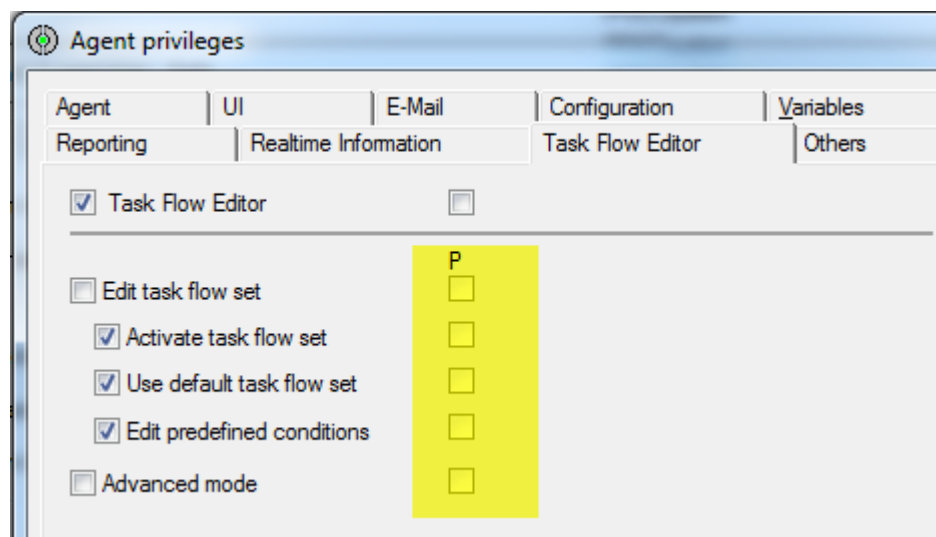
## Agent Privileges

There may be circumstances when an agent or IP Office user does not appear to have the ability to view certain IP Office Contact Center interface screens or change IP Office Contact Center settings. Initially this may appear to be a maintenance issue, where as in practice it is possible that the agent has not been assigned Privileges or Authorizations.

### Privileges

Privileges determine which modules in the IP Office Contact Center system an agent can use and which actions they can perform within the modules.

The “P” above a check box means that the agent can assign other agents with Permissions to do other tasks.



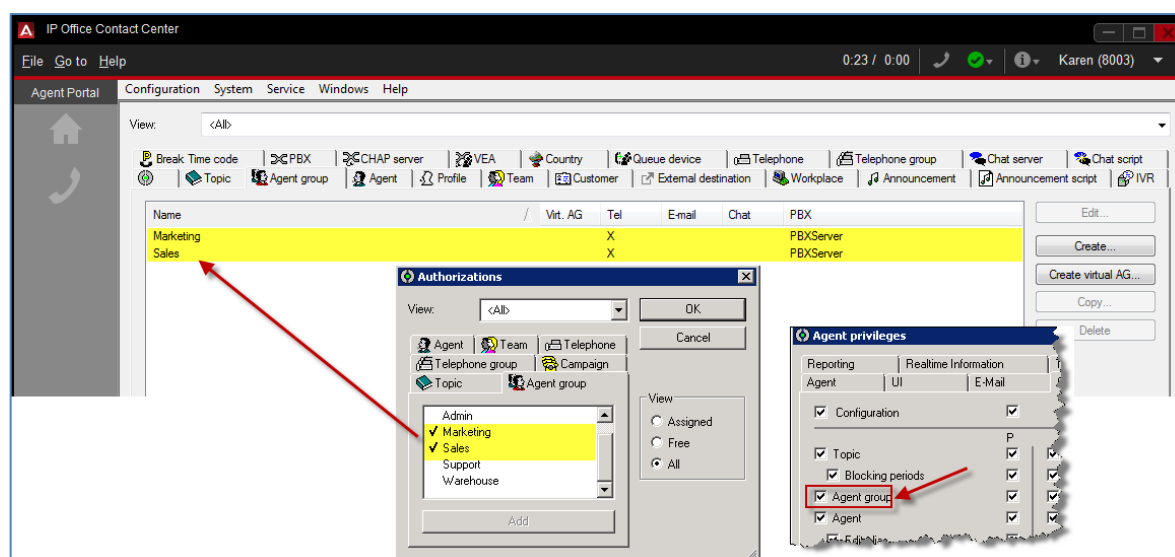
### Authorization

Authorizations are used to determine which Topics, Agents, Agent Groups, Workplaces and Teams an agent can view and potentially configure from their agent profile.

They also determine which Topics an agent can dial from to make an external call.

Note that an agent may require additional privileges to configure authorised features of IP Office Contact Center. For example, the authorization can determine which agents groups an agent can configure, if they have the Agent Group configuration privilege.

In the example below, the agent can view and configure the Marketing and Sales Agent Group but they do not have Authorization to view the Admin, Support or Warehouse groups.

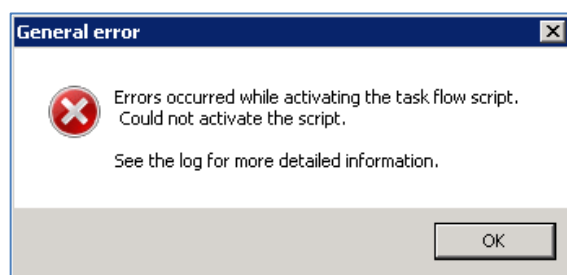


For further details relating to IP Office Contact Center Privileges and Authorizations, please refer to the IP Office IP Office Contact Center Telephony User Interface Configuration Task Based Guide.

## Error List

Once an IP Office Contact Center Call Flow is created it must be activated before it can be used. During the activation process, a consistency check is undertaken to determine if the call flow contains any configuration errors.

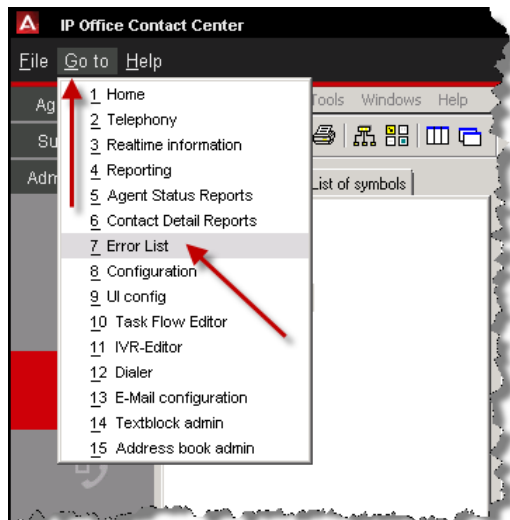
If an error is encountered, a **General Error** message is displayed.



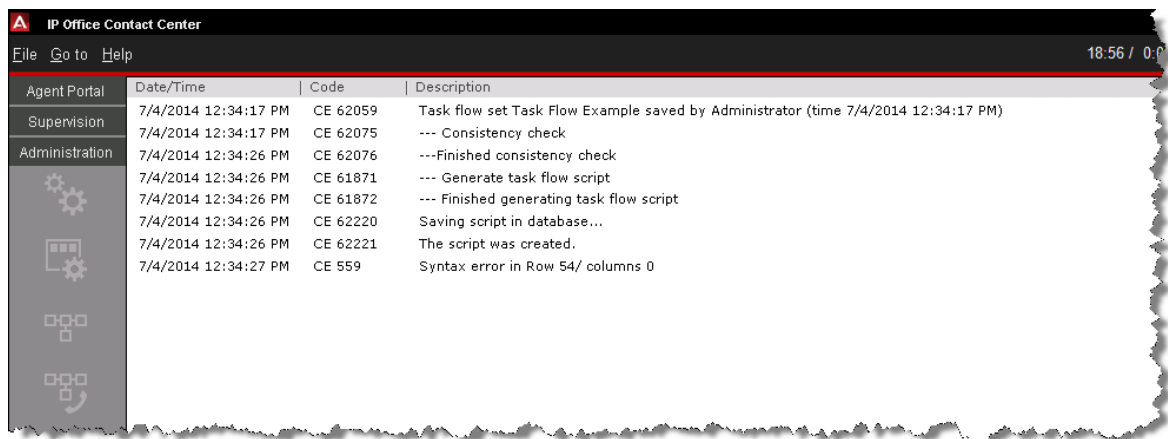
To determine which errors are contained within the call flow IP Office Contact Center's Error list can be viewed.

1. To open the error list, select **Go To**, followed by **Error List**.



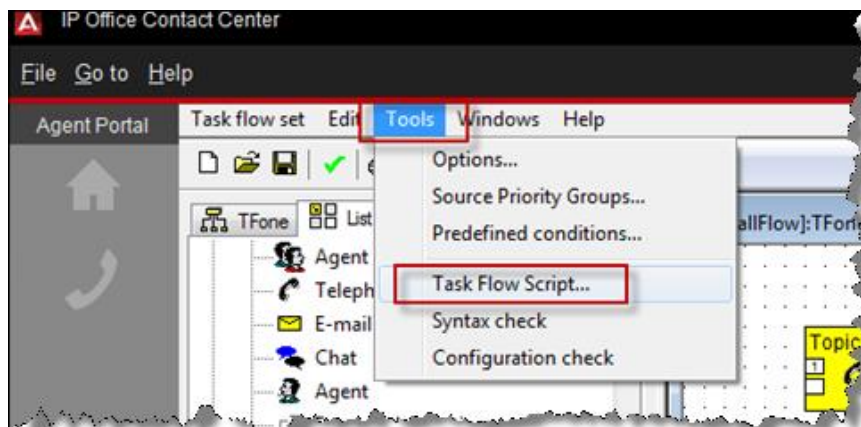


2. The error list is displayed.

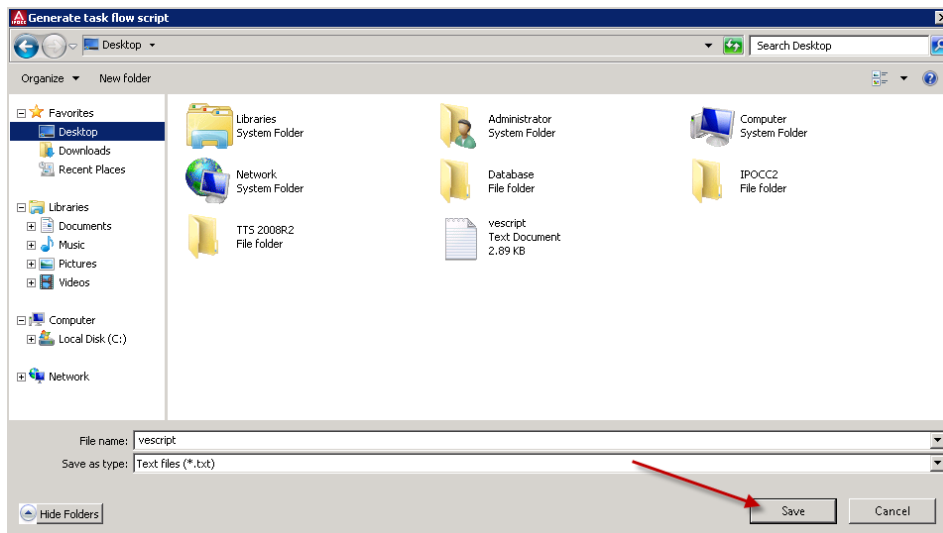


The error list can now be checked using a Task Flow Script files that can be saved and then viewed against the Error list to determine which part of the call flow may contain a configuration error

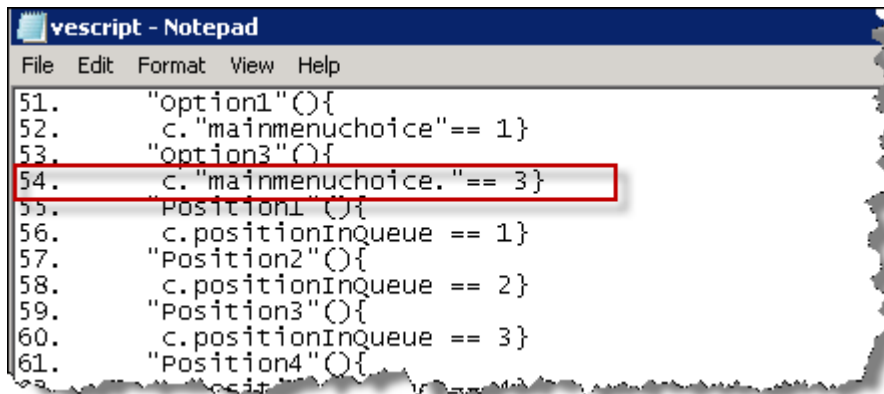
3. From Task Flow Editor, select **Tools** followed by **Task Flow Script**.



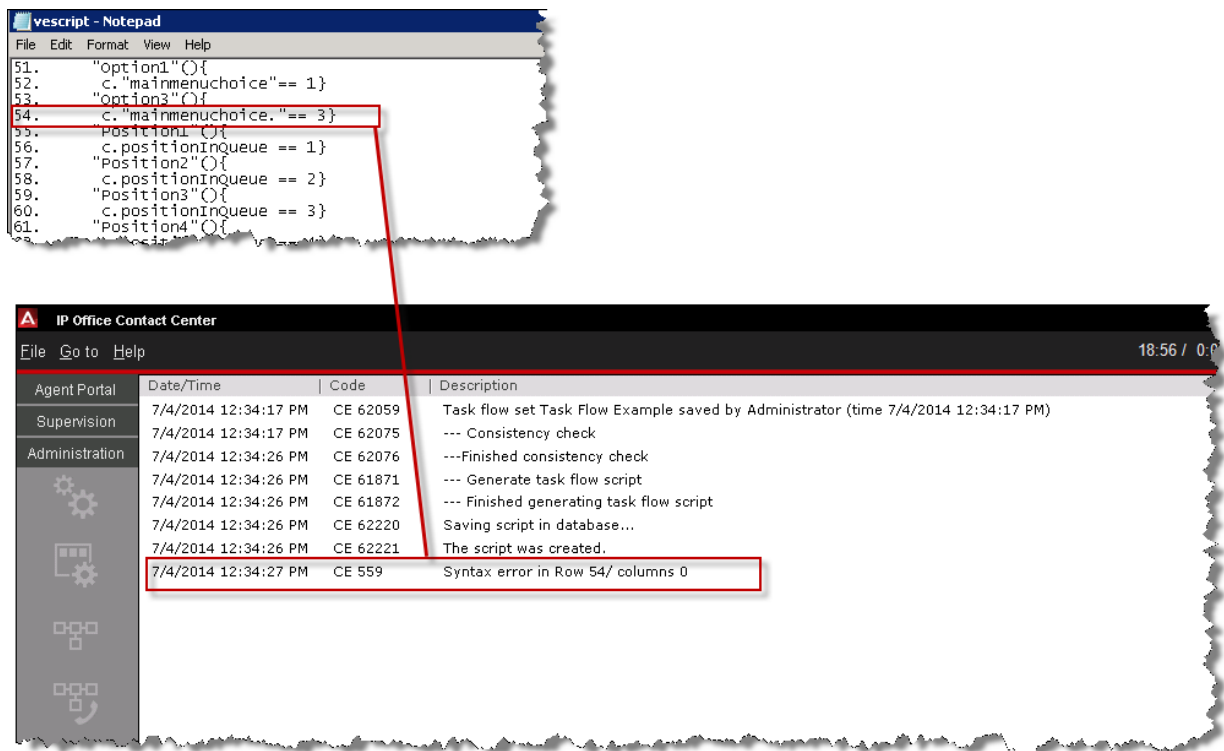
4. Save the Task Flow Script file to the required location.



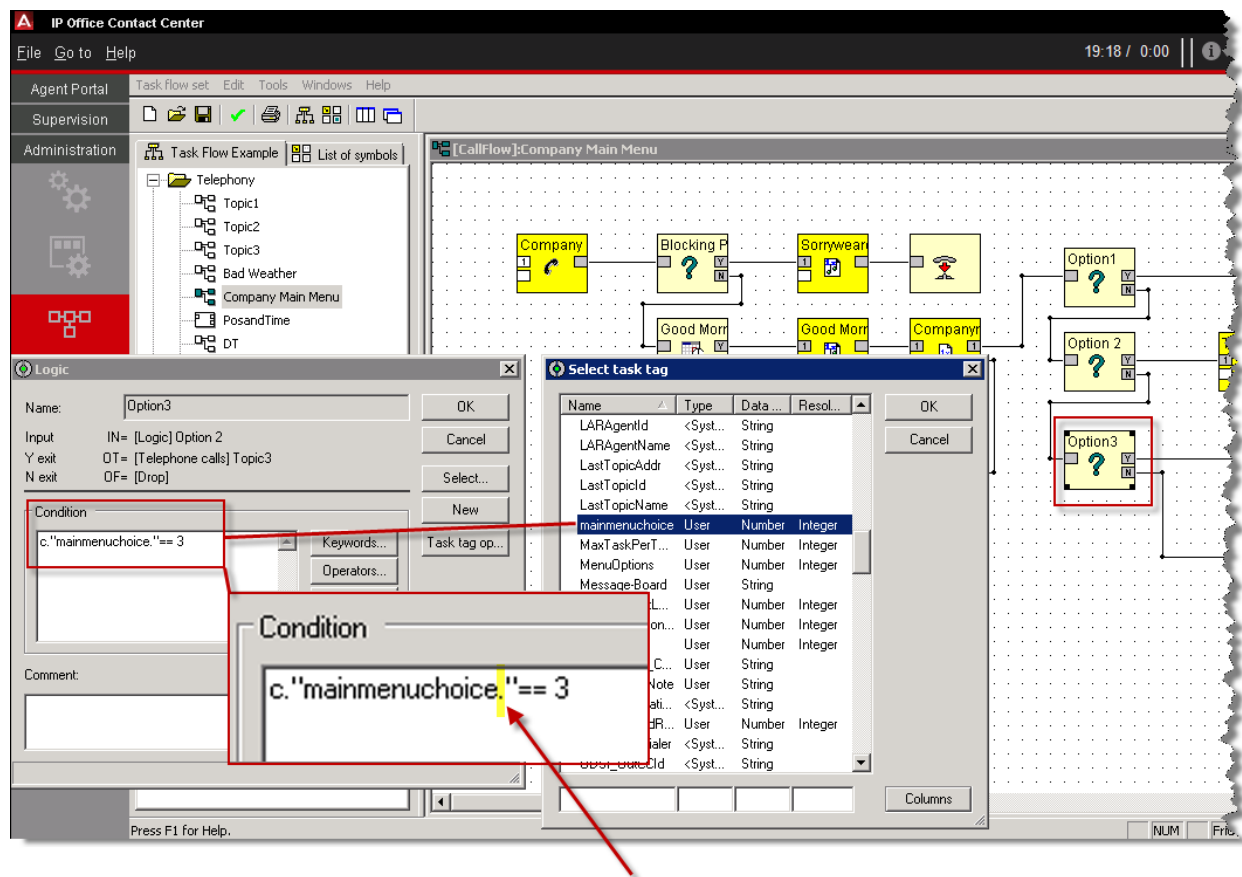
5. When the Task Flow Script file is opened, any Errors are listed against row numbers.



6. These can be checked against the Error List.



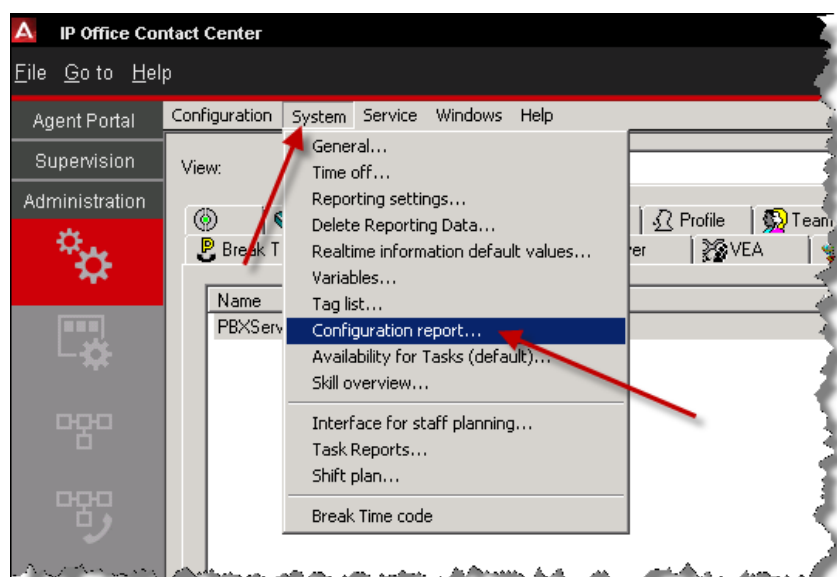
In this example, a Task Tag has been incorrectly referenced in a call flow **Logic** element. It incorrectly includes a full stop after the Tag name **mainmenuchoice**. The correct Tag name is **mainmenuchoice** (without a full stop after the tag name).



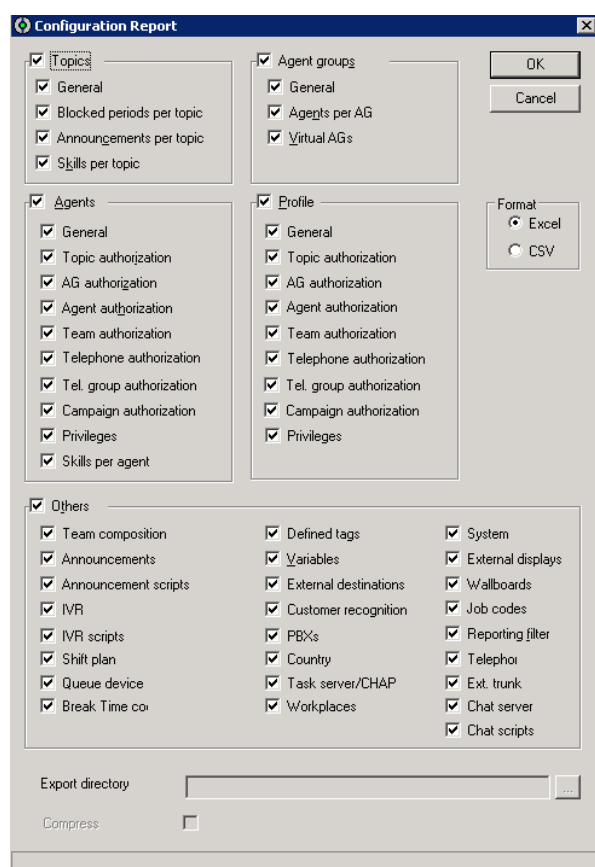
## Configuration Report

A configuration report can be generated that will detail the configuration parameters that have been set to configure the IP Office Contact Center system.

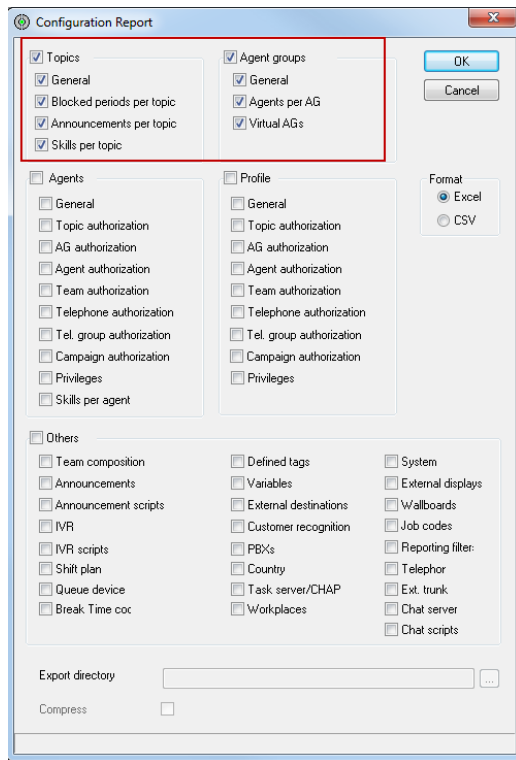
1. To generate the report, select **System** followed by **Configuration report...**



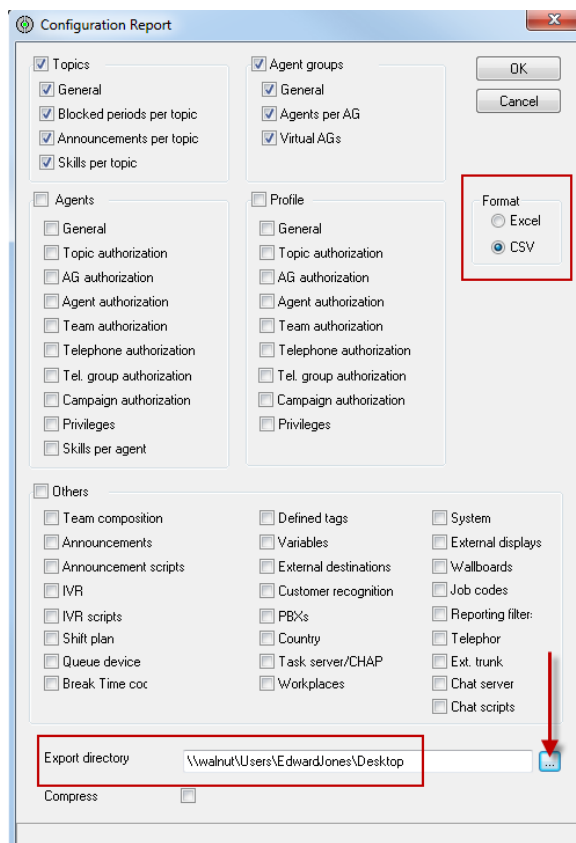
2. The Configuration Report dialogue box is displayed, from which a wide range of reporting parameters can be selected.



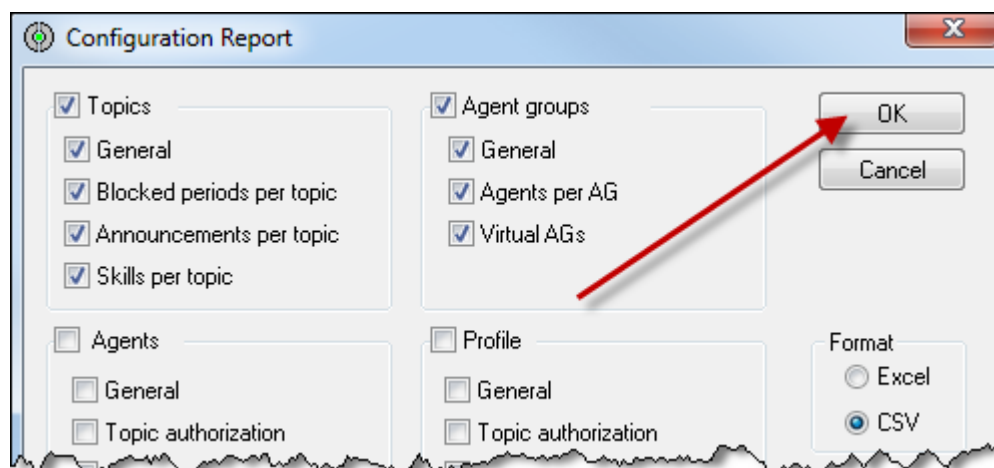
3. In this example, reporting parameters have been selected in relation to IP Office Contact Center Topics.



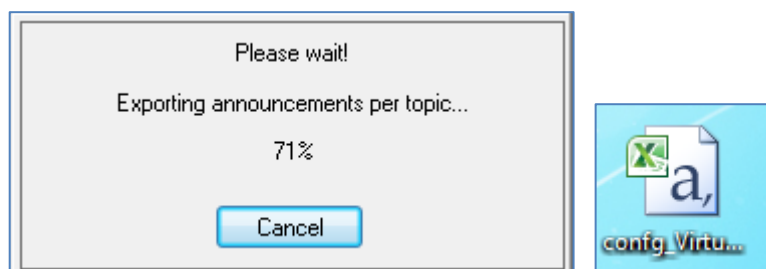
4. The reporting format can be selected and the location to which the report will be exported can be defined.



5. Click the **OK** button.



6. The Configuration report(s) are generated.



- Open the report to display the selected IP Office Contact Center configuration parameters.

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File Home Insert Page Layout Formulas Data Review View Add-Ins

Clipboard Font Alignment Number Conditional Formatting Styles

Normal Bad Good Neutral Calculation

Check Cell Explanatory ... Followed Hyperlink Hyperlink Input

BM4 Calculating time period [mm]

Topic	Name	Tel	E-mail	Chat	Prio.	Number	PBX	Agent group	ACW [s]	Max. no. of call dist. after release by agent	VIP topic	VU script	PBX cluster overflow topic	Job codes	Job code length	Use default values	Wait time <= N s (totlConvWait<=N)	Wait time > N s <= M s (totlConvWait>N<=M)	Wait time > M s (totlConvWait>M)
Company Main Menu	X				0	7006	PBXServer	<Unknown>	0	0	0	<None>				X	5	5, 10	
Dialer Topic	X				0	7009	PBXServer	Dialer Group	30	0	0	<None>				X	5	5, 10	
Topic1	X	X	X		0	7001	PBXServer	Sales	0	0	0	<None>				X	5	5, 10	
Topic2	X				0	7002	PBXServer	<Unknown>	0	0	0	<None>				X	5	5, 10	
Topic3	X				0	7003	PBXServer	<Unknown>	0	0	0	<None>				X	5	5, 10	
Topic4 DPD	X				0	7004	PBXServer	<Unknown>	5	0	0	<None>				X	5	5, 10	
TopicAA	X				0	7005	PBXServer	<Unknown>	0	0	0	<None>				X	5	5, 10	

Cover sheet Topics Blocked periods per topic Announcements per topic Skills per topic Agent groups Agents per AG Virtual AGs

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Clipboard Font Alignment Number Conditional Formatting Styles

Normal Bad Good Neutral Calculation

Check Cell Explanatory ... Followed Hyperlink Hyperlink Input

E4

Agent group	Name	Telephony Agents Name	E-mail Agents Name	Chat Agents Name
Admin	Dave			
	Hank			
	Karen			
	Supervisor			
Dialer Group	Scott			
Marketing	Scott			
Sales	Alan		Karen	
	Bob			
Support	Karen			
Warehouse	Alan		Bob	

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Normal Bad Good Neutral Calculation

Check Cell Explanatory ... Followed Hyperlink Hyperlink Input

AW4

Agent group	Name	Tel	E-mail	Chat	No.	PBX	Default conversation time [min:sec]	Routing	Queue factor	Flow out factor [%]	Ann. fact [%]	Ring. time-out [sec]	Normal [%]	Medium [%]	High [%]	Signal. thresh old [%]	Routing No.	Least agent may NOT connect	1	2	3	4	Night service group
Admin	X				0	PBXServer	00:30 Available long	1	0	0	0	15	30	30	60	90	0	0					<Unknown>
Dialer Group	X				0	PBXServer	00:30 Available long	1	0	0	0	15	30	30	60	90	0	0					<Unknown>
Marketing	X				0	PBXServer	00:30 Available long	1	0	0	0	15	30	30	60	90	0	0					<Unknown>
Sales	X	X	X		0	PBXServer	00:30 Available long	1	0	0	0	15	30	30	60	90	0	0					<Unknown>
Support	X				0	PBXServer	00:30 Available long	1	0	0	0	15	30	30	60	90	0	0					<Unknown>
Warehouse	X				0	PBXServer	00:30 Available long	1	0	0	0	15	30	30	60	90	0	1					<Unknown>

config\_en1 [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Add-Ins

Clipboard Font Alignment Number Conditional Formatting Styles

Normal Bad Good Neutral Calculation

Check Cell Explanatory ... Followed Hyperlink Hyperlink Input

D26

Topic	Name	Blocking periods	Repetition
Company Main Menu		Beginning Sat 03:00:00	End Sun 16:59:59 Weekly
Dialer Topic			
Topic1		17:30:00	08:30:00 Daily
Topic2		Fri 17:30:00	Mon 08:30:00 Weekly
Topic3			
Topic4 DPD			
TopicAA			

## Avaya Documentation

- <http://support.avaya.com/>

## Avaya IP Office Contact Center Task Based Guides

- IP Office Contact Center Configuration Maps
- IP Office Contact Center Installation
- IP Office Contact Center Telephony User Interface Configuration
- IP Office Contact Center Task Flow Editor -Telephony
- IP Office Contact Center Reporting
- IP Office Contact Center IVR Scenarios
- IP Office Contact Center Contact Recorder Configuration
- IP Office Contact Center Email & Chat Service
- IP Office Contact Center Maintenance
- IP Office Contact Center Dialler Configuration

Please note, only the IP Office Contact Center Task Based Guides listed above are available from Avaya. Further IP Office Task Based Guide documentation as listed below is available directly from ITEL. <http://www.iteluk.com/>

## ITEL IP Office 9.0 Task Based Guides

### Initial Installation

- |   |
|---|
| <ol style="list-style-type: none"><li>1. IP Office Configuration Maps</li><li>2. IP Office Hardware Installation</li><li>3. IP Office Initialisation</li><li>4. IP Office Manager</li><li>5. IP Office Voicemail Pro Initial Installation Guide</li><li>6. IP Office Small Community Networking</li><li>7. IP Office Customer Call Reporter Initial Installation Guide</li><li>8. IP Office Server Edition Configuration</li><li>9. IP Office Security Policies</li></ol> |
|---|

### UCM

- |   |
|---|
| <ol style="list-style-type: none"><li>10. IP Office Unified Communications Module</li></ol> |
|---|



### **Core Telephony**

- 11. IP Office Telephony and Call Routing
- 12. IP Office Short Codes Summary
- 13. IP Office Hunt Group Setup and Operation
- 14. IP Office Conferencing
- 15. IP Office IP Telephony Guide
- 16. IP Office Computer Telephony Integration – 1st Party

### **Users, Telephone & Softphone Configuration**

- 17. IP Office Configuring IP Office Phones and User Accounts
- 18. IP Office Call Handling
- 19. IP Office Configuring the IP Office Softphone

### **Auto Attendant & Voicemail**

- 20. IP Office Embedded Voicemail (Intuity Mode) Flowchart
- 21. IP Office Auto-Attendant Setup and Operation
- 22. IP Office Embedded Voicemail
- 23. IP Office Embedded Voicemail Flowchart

### **Voicemail Pro**

- 24. IP Office Voicemail Pro Summary Guide
- 25. IP Office Voicemail Pro – Voicemail User Guide

### **One X Portal & IP Office Applications**

- 26. IP Office One X Portal Guide
- 27. IP Office One X Mobile Preferred Implementation
- 28. IP Office Plug-in for Microsoft® Outlook®
- 29. IP Office MS Lync Plugin
- 30. IP Office Avaya Flare
- 31. IP Office One X Mobile Essential

### **Customer Call Reporter – CCR**

- 32. IP Office Customer Call Reporter Configuration Guide
- 33. IP Office Customer Call Reporter Wallboard Guide

### **Contact Store & Receptionist Console**

- 34. IP Office Contact Store
- 35. IP Office Receptionist Console

## **Maintenance**

- |   |
|---|
| <ul style="list-style-type: none"><li>36. IP Office Backup and Restore</li><li>37. IP Office System Status Application</li><li>38. IP Office Upgrading from IP Office 8.1FP1 to 9.0</li></ul> |
|---|