IP Office Contact Center - Configuration Maps

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IP Office Contact Center Configuration Maps

Overview

It can sometimes prove difficult to determine which guide from a suite of guides, should be referenced to obtain the correct information required to assist with a configuration of an application or product. To assist in this process, Configuration Maps provide guidance with regards to which Task Based Guides provide the best coverage relating to a variety of IPOCC installation tasks.
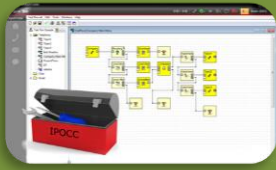
Configuration Maps list various installation and configuration tasks, along with the associated guide and the appropriate guide sections, from which step by step instructions for the implementation of the task can be found.
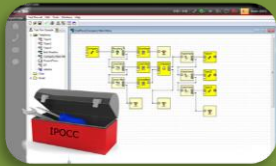
IP Office Contact Center Installation Configuration Map

IPOCC Process	Associated Task Based Guide	Guide Section
	IPOCC Installation	
IP Office Contact Center Requirements	*IP Office Contact Center Installation*	**IP Office Contact Center Capacities & License Requirements**
IPOCC Server Requirements	*IP Office Contact Center Installation*	**IP Office Contact Center Server Requirements**
Defining the Servers Computer Name	*IP Office Contact Center Installation*	**Servers Computer Name**
Windows Firewall	*IP Office Contact Center Installation*	**Windows Firewall**
Configuring the Server's Time and date Settings	*IP Office Contact Center Installation*	**Time & Date Settings**
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Installing the IPOCC Software	*IP Office Contact Center Installation*	**IP Office Contact Center Installation**
Sybase Database Installation	*IP Office Contact Center Installation*	**Installing the Sybase Database**
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The IPOCC Configuration Spreadsheet	*IP Office Contact Center Installation*	**Preparing the Configuration Data – For Use with the Excel Spread Sheet**
Importing the Configuration Data	*IP Office Contact Center Installation*	**Importing Data to the Sybase Database**
Activating the Task Flow	*IP Office Contact Center Installation*	**Activating a Task Flow**
Importing the Configuration File into the IP Office	*IP Office Contact Center Installation*	**Importing the IP Office Configuration File**

IPOCC Process	Associated Task Based Guide	Guide Section
	Installing the IPOCC User Interface	
Agent PC Min Specification	*IP Office Contact Center Installation*	**IPOCC Agent PC Requirements**
Adding the server as a Trusted Site to Internet Explorer	*IP Office Contact Center Installation*	**Adding the server as a Trusted Site to Internet Explorer**
IPOCC User PC's Host File	*IP Office Contact Center Installation*	**Adding the Server's Host Name to the IPOCC User PC's Host File**
Installing the User Interface Software	*IP Office Contact Center Installation*	**Installing the Contact Center User Interface on the Agent's PC's**
Logging into the IPOCC User Interface	*IP Office Contact Center Installation*	**Logging into the User Interface**
	IPOCC Task Flow Editor - Telephony Configuration	
IPOCC Process	**Associated Task Based Guide**	**Guide Section**
Accessing the IPOCC Task Flow Editor	*IPOCC Task Flow Editor - Telephony*	**Accessing Task Flow Editor**
Defining the Default Task Flow	*IPOCC Task Flow Editor - Telephony*	**Default Task Flow**
Assigning IP Office Incoming Call Routes to a Topic	*IPOCC Task Flow Editor - Telephony*	**IPOCC Incoming Call Access - Assigning an IP Office Incoming Call Route to a Topic**
Configuring Last Known Agent based on a Customer's CLID	*IPOCC Task Flow Editor - Telephony*	**Assign Call to Last Known Agent Task Flow**
IPOCC Overflows after a Time Out Period	*IPOCC Task Flow Editor - Telephony*	**Assigning a Queue Overflow**

IPOCC Process	Associated Task Based Guide	Guide Section
	IPOCC Task Flow Editor - Telephony Configuration	
IPOCC and Voicemail Pro-How to configure a breakout to a VM Pro mailbox	*IPOCC Task Flow Editor - Telephony*	**Creating a Break Out from IPOCC to VM Pro**
Allowing a supervisor to manually select which announcements are played to callers.	*IPOCC Task Flow Editor - Telephony*	**Creating a Topic, and associated Variables that will allow a Supervisor to manually select which announcements are played to Callers**
Creating a Standard Auto Attendant Menu (two varying examples are available in the guides referenced here)	*IPOCC Task Flow Editor – Telephony* *IPOCC – IVR Editor Task Based Guide*	**Creating a Standard Auto Attendant Menu**
Adding Announcement Scripts to call flows	*IPOCC Task Flow Editor – Telephony*	**Adding the Announcements to Announcement Scripts for use in Task Flow Editor Call Flows**
Using the Personal Contact Element	*IPOCC Task Flow Editor – Telephony*	**Personal Contact**
Macros and Task Flows	*IPOCC Task Flow Editor – Telephony*	**Macro Utilization within Task Flow Editor**
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IVR Database Integration - Agent User Interface	*IPOCC IVR Editor Scenarios*	**Agent User Interface**

IPOCC Process	Associated Task Based Guide	Guide Section
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User Interface Scenario 2 - Call presented with CLID, there is no customer record but the customer does have a support contract	*IPOCC IVR Editor Scenarios*	**User Interface Scenario 2 - Call presented with CLID, there is no customer record but the customer does have a support contract**
User Interface Scenario 3 - Call presented without CLID but the support contract number is contained within the database	*IPOCC IVR Editor Scenarios*	**User Interface Scenario 3 - Call presented without CLID but the support contract number is contained within the database**
User Interface Scenario 4 - Call presented without CLID and the support contract number is not contained within the database	*IPOCC IVR Editor Scenarios*	**User Interface Scenario 4 - Call presented without CLID and the support contract number is not contained within the database**
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Configuring the Agents Interface for use with the IVR Script	*IPOCC IVR Editor Scenarios*	**Configuring the Agents Interface for use with the IVR Script**
Creating an IVR Script to allow a Caller to Dial a Known Extension Number	*IPOCC IVR Editor Scenarios*	**IVR Script: To allow a Caller to Dial a Known Extension Number**

IPOCC Process	Associated Task Based Guide	Guide Section
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Installing Openfire as a Service	*IPOCC Email & Chat Services*	**Installing Openfire as a Service**
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IPOCC Process	Associated Task Based Guide	Guide Section
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Voicemail Pro Configuration	*Contact Recorder Configuration*	**Voicemail Pro Configuration**
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IPOCC Process	Associated Task Based Guide	Guide Section
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Creating a Daily Automatic IPOCC Database Backup to a Network location	*IPOCC Maintenance*	**Creating a Daily Automatic IPOCC Database Backup to a Network location**
Setting the Task Scheduler to run the Backups	*IPOCC Maintenance*	**Setting the Task Scheduler to run the Backups**
Testing the Tasks	*IPOCC Maintenance*	**Testing the Tasks**
Restoring IPOCC Databases	*IPOCC Maintenance*	**Restoring IPOCC Databases**
TTrace Console	*IPOCC Maintenance*	**TTrace Console**
Testing the TAPI link from TT Trace Console	*IPOCC Maintenance*	**Testing the TAPI link from TT Trace Console**
Log File Location	*IPOCC Maintenance*	**Log File Location**
Error List	*IPOCC Maintenance*	**Error List**
Configuration Report	*IPOCC Maintenance*	**Configuration Report**

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 Dialer Configuration

Please note, only the IPOCC 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

1. IP Office Configuration Maps
2. IP Office Hardware Installation
3. IP Office Initialisation
4. IP Office Manager
5. IP Office Voicemail Pro Initial Installation Guide
6. IP Office Small Community Networking
7. IP Office Customer Call Reporter Initial Installation Guide
8. IP Office Server Edition Configuration
9. IP Office Security Policies

UCM

10. IP Office Unified Communications Module

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

36. IP Office Backup and Restore
37. IP Office System Status Application
38. IP Office Upgrading from IP Office 8.1FP1 to 9.0