AVAYA

IP Office Contact Center Installation Task Based Guide

Legal

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya may generally make available to users of its products and Hosted Services. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: http://support.avaya.com or such successor site as designated by Avaya. Please note that if you acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to you by said Avaya Channel Partner and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS

LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. "Software" means Avaya's computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed , or remotely accessed on hardware products, and any upgrades, updates, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

Licence types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Database License (DL). End User may install and use each copy or an Instance of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than an Instance of the same database.

CPU License (CP). End User may install and use each copy or Instance of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at http://support.avaya.com/LicenseInfo/ under the link "Heritage Nortel Products", or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at: http://support.avaya.com/Copyright or such successor site as designated by Avaya. You agree to the Third Party Terms for any such Third Party Components

Note to Service Provider

The Product or Hosted Service may use Third Party Components subject to Third Party Terms that do not allow hosting and require a Service Provider to be independently licensed for such purpose. It is your responsibility to obtain such licensing.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated

with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: http://support.avaya.com or such successor site as designated by Avaya. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.
Avaya is a registered trademark of Avaya Inc.
All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: http://support.avaya.com, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: http://support.avaya.com for Product or Hosted Service notices and articles, or to report a problem with your Avaya Product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: http://support.avaya.com (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Copyright Statement

The material in this Technical Training Guide has been prepared by ITEL. The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorized representative of ITEL.   There are serious legal implications for anyone seeking to reproduce the material or any part of it without ITEL's permission.

Table of Contents

IP Office Contact Center

Overview

The initial installation of IP Office Contact Center involves the installation of a number of components:

- Sybase Database Installation
- The installation of the IP Office Contact Center software
- Licensing
- Preparing the Configuration Data – For Use with the Excel Spread Sheet
- Importing Data to the Sybase Database
- Activating the Task Flow in Task Flow Editor
- Importing the IP Office Configuration File
- Installing the Contact Center User Interface on the Agent's PC's

Flow Chart

Obtain all required information prior to installation of IP Office Contact Center. Refer to the **IP Office Contact Center Required Information** section of this guide.

↓

Install Sybase onto the Windows server. Refer to the **Installing the Sybase Database** section of this guide.

↓

Install IP Office Contact Center Software.   Refer to the **Contact Center Software Installation** section of this guide.

↓

License the IP Office Contact Center system. Refer to the **Licensing** section of this guide.

↓

Prepare the Configuration Data Spread Sheet. Refer to the **Preparing the Configuration Data – For Use with the Excel Spread Sheet** section of this guide.

↓

Import the Configuration File.   Refer to the **Importing Data to the Sybase Database** section of this guide.

↓

Activate the default Task Flow. Refer to the **Activating the Task Flow** section of this guide.

↓

Import the Configuration file to the IP Office.   Refer to the **Importing the IP Office Configuration File** section of this guide.

↓

Install the IP Office Contact Center User Interface software. Refer to the **Installing the Contact Center User Interface on the Agent's PC's** section of this guide.

↓

Log in to the User Interface. Refer to the **Logging into the User Interface** section of this guide.

↓

View and test the default Call Flow. Refer to the **Viewing the Default Call Flows** section of this guide.

IP Office Contact Center Capacities & License Requirements

Platform	Multi Site	Agents	Agents Groups
Server Edition	32 Nodes	Up to 100	120
IP Office 500V2		Up to 30	120
Licenses	**ADI**	**PLDS**	**Provided Features**
	VM Pro Ports	Base IPOCC SW	30/100
	Contact Store	Voice Agent License	Skills Based Routing & Call Recording)
		Multichannel	email, chat and outbound campaigns
		Supervisor	Includes voice and multi-channel license
IP Office Licensing	**Type**	**Provided Features**	
	IP Office Preferred Edition / VM Ports	For call recording capability	
	CTI Pro License	Enables 3rd Party TAPI	
	VMPro Recording Administrators	Enables Contact Recorder	
	Avaya IP Endpoint License	Facilitates the CHAP connection	

IP Office Contact Center Server Requirements

IP Office Contact Center must be installed on a Server that meets the minimum specifications shown below.

Server Requirements	
Hardware	
RAM	8GB
Hard Disk Free Space	Two Seagate ST500DM002 500GB 7200 rpm, SATA 6G 16MB Cache Raid 1 500GB free storage capacity
RAID	Raid Controller Intel C202 on board
Connectivity	1 NIC 1GB (For servers with multiple Network Cards, disable all NICs not used for Contact Center)
Media	DVD Rom Drive
Processor	
Minimum processor speed	Quad Core 3.1 GHz
Server Operating System	
Operating System	Microsoft® Windows 2008 R2 SP1 64-bit Standard Edition or Windows 2012 R2 64-bit Standard Edition

Note: No other applications installed, which use Tomcat

A Turnkey Server (Preconfigured Server) is available for purchase from Avaya, Please speak to your reseller if required.

IP Office Contact Center Agent PC Requirements

IP Office Contact Center user's PC's must meet the following minimum PC requirements

Agent PC Requirements	
Hardware	
RAM	Min 4GB
Hard Disk Free Space	Min 10GB
Connectivity	Ethernet Adapter
Processor	
Minimum processor speed	Intel Pentium 4 processor 2.2 GHz or higher
Server Operating System	
Operating System	Microsoft® Windows 7, or Windows 8.1
Web Browser	
Microsoft® Internet Explorer 8.x or higher	Mozilla Firefox 3.6 or higher

IP Office Contact Center supports the following IP Office platforms running 9.0.3 Feature Pack.
- IP500 V2
- IP Office Server Edition

Telephone Support for Use with IP Office Contact Center

The following telephones are supported for the IP Office Contact Center:
- Avaya 1400 series telephones
- Avaya 1600 series telephones
- Avaya 9500 series telephones
- Avaya 96x1 (H.323) telephones
- Avaya 96x0 (H.323) telephones
- IP Office Video Softphone

IP Office Contact Center Required Information

For a successful installation to a take place, there are a number of configuration parameters and details that should be obtained and checked with the customer. These include:

- What IP address will be assigned to the IP Office Contact Center server?
- What is the IP Address of the IP Office?
- What is the IP Office Contact Center Server's Host Name?
- Is the Windows Firewall enabled on the server?
- How many agent groups are required?
- How many Agents are required?
- How many Supervisors are required?
- Does the customer intend to use IP Office Contact Center Chat services?
    - If Yes, the XMPP Host Name and Domain is required.
- Does the customer intend to use IP Office Contact Center Email services?
    - If Yes, the UMR Domain is required.
- Does the customer intend to record calls? (This will require the implementation of Contact Recorder. Please refer to the IP Office Contact Center Contact Recorder Configuration Task Based Guide).
- Will the IP Office Contact Center system utilize Text to Speech?
    - If so, please ensure that the IP Office Contact Center server's **Voice Control Speech configuration** has been setup with the required languages.

Windows 2008 Server - Voice Control Speech
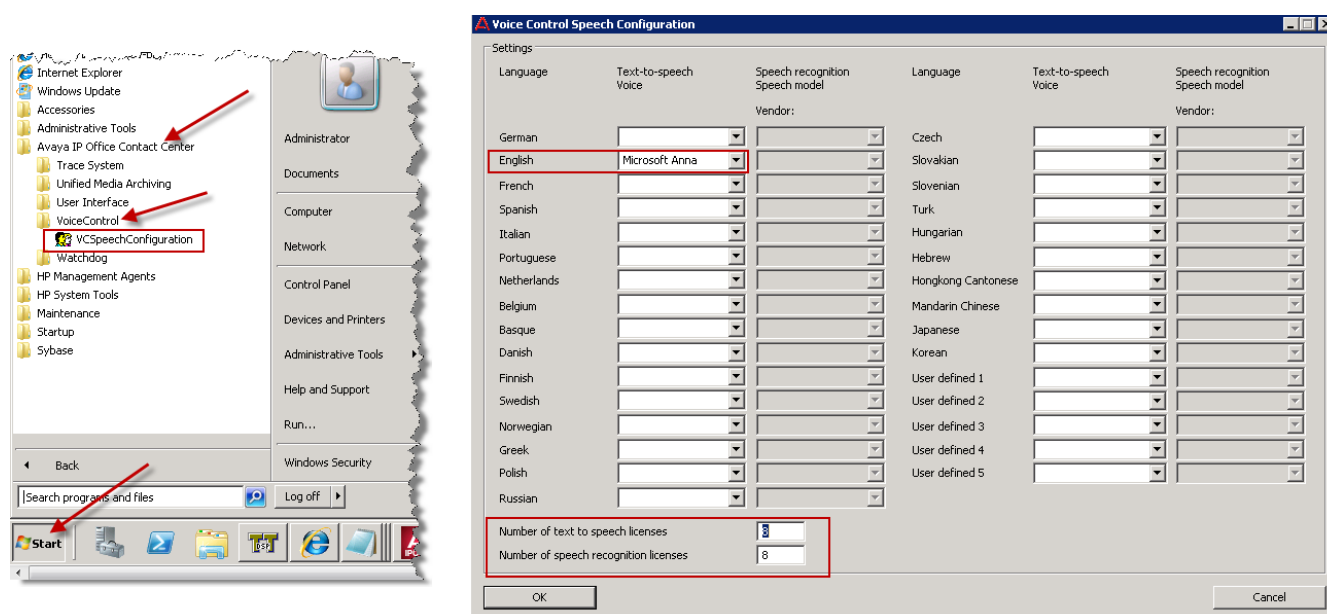
Windows 2012 Server - Voice Control Speech
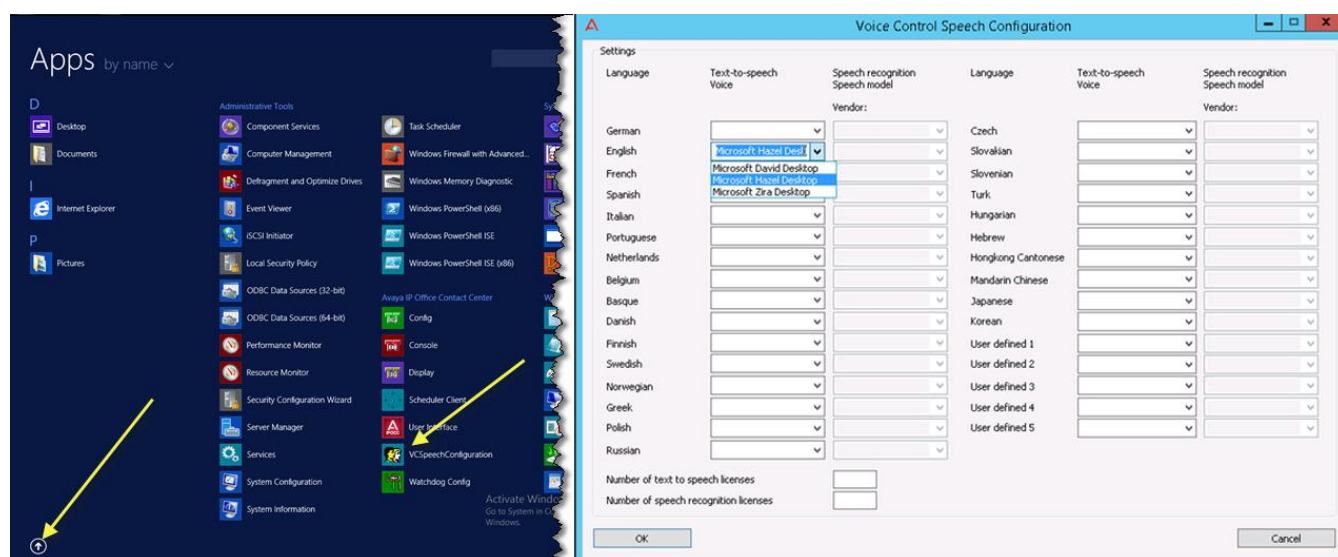
Servers Computer Name

The server's computer name should only be comprised of letters and digits. It should not contain spaces or underscores. The name should also begin with a letter rather than a digit.

The Server interfaces depicted in this guide include both the Windows 2008 and Windows 2012 server interface.

1. The server's computer name can be found by selecting **Start**, right clicking **Computer,** then selecting **Properties**.

With Windows 2012 Server, right click on the **Windows** icon and select **System**
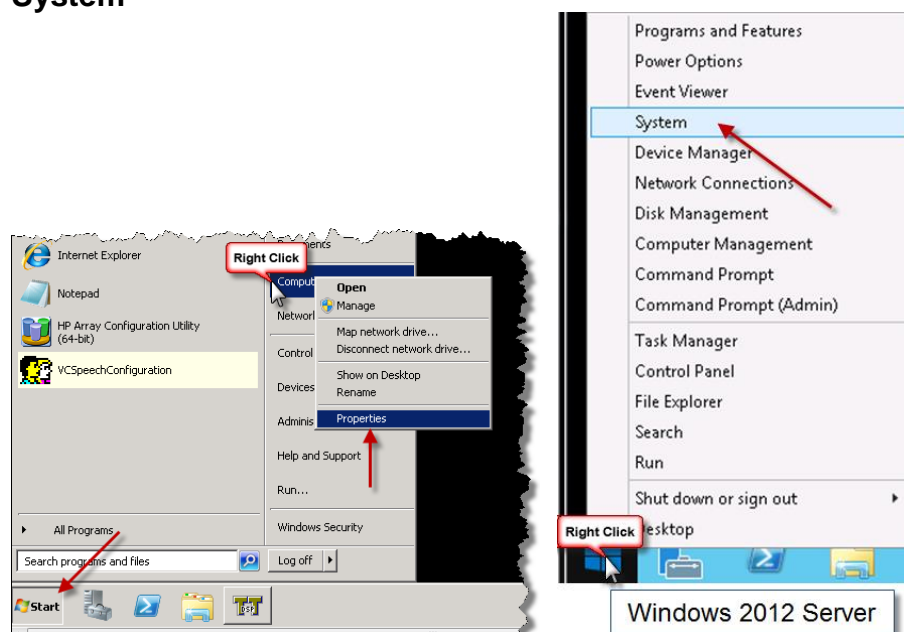
2. The name will be displayed. To change the name, click the **Change Settings** link.
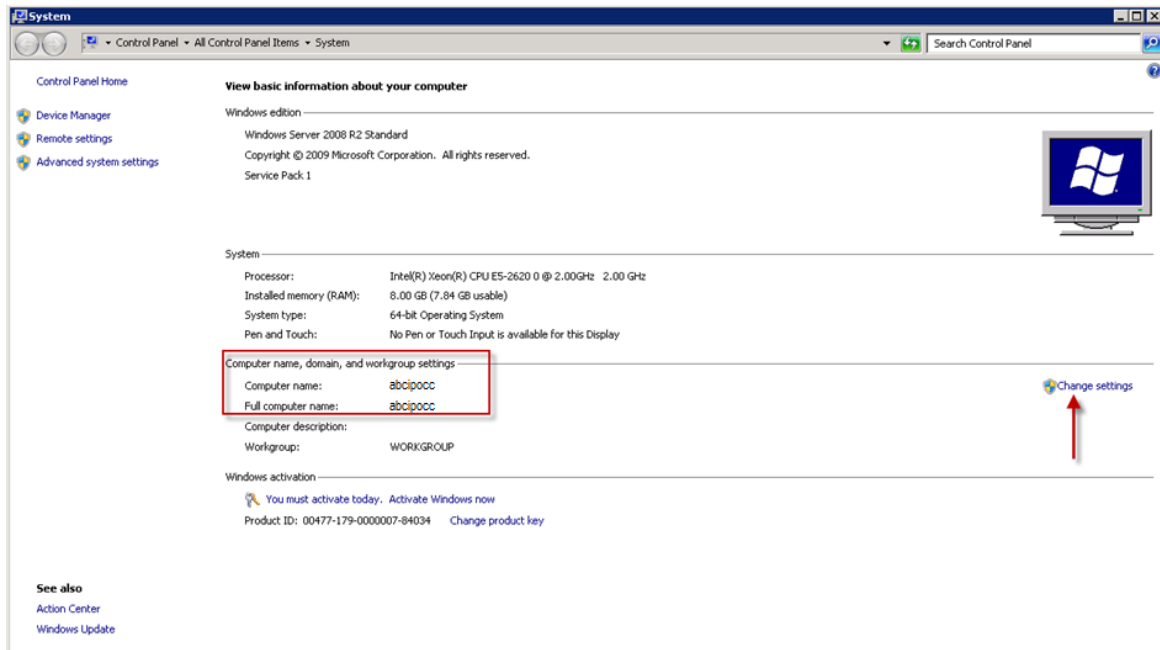
3. The System Properties are displayed. From the **Computer Name** tab click the **Change** button and define the name in the Computer Name field.
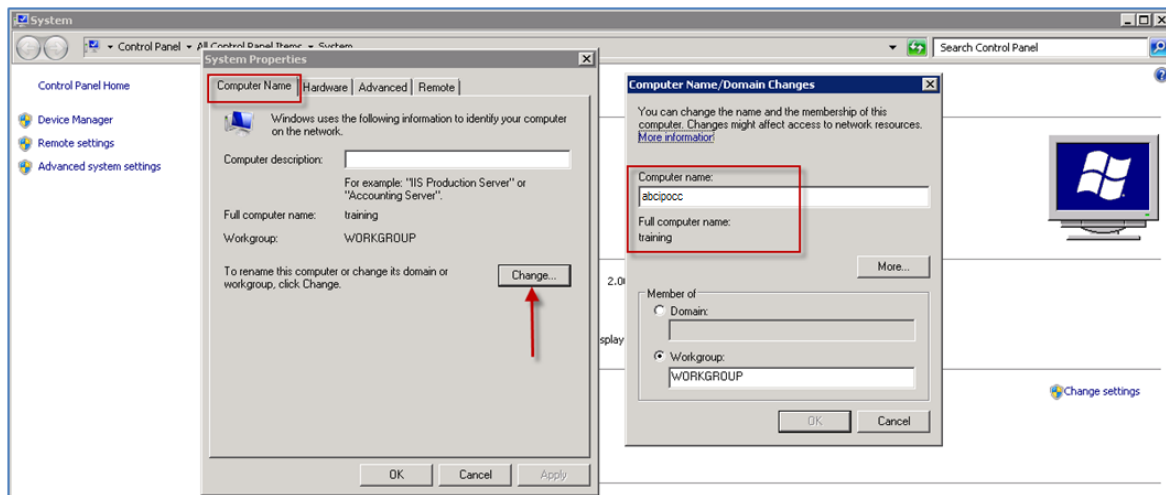
Windows Firewall

Ensure that the Windows Firewall is enabled.

1. The Firewall settings can be checked by selecting **Start**, **Control Panel**.

With Windows 2012 server, right click on the **Windows** icon and select **Control Panel.**
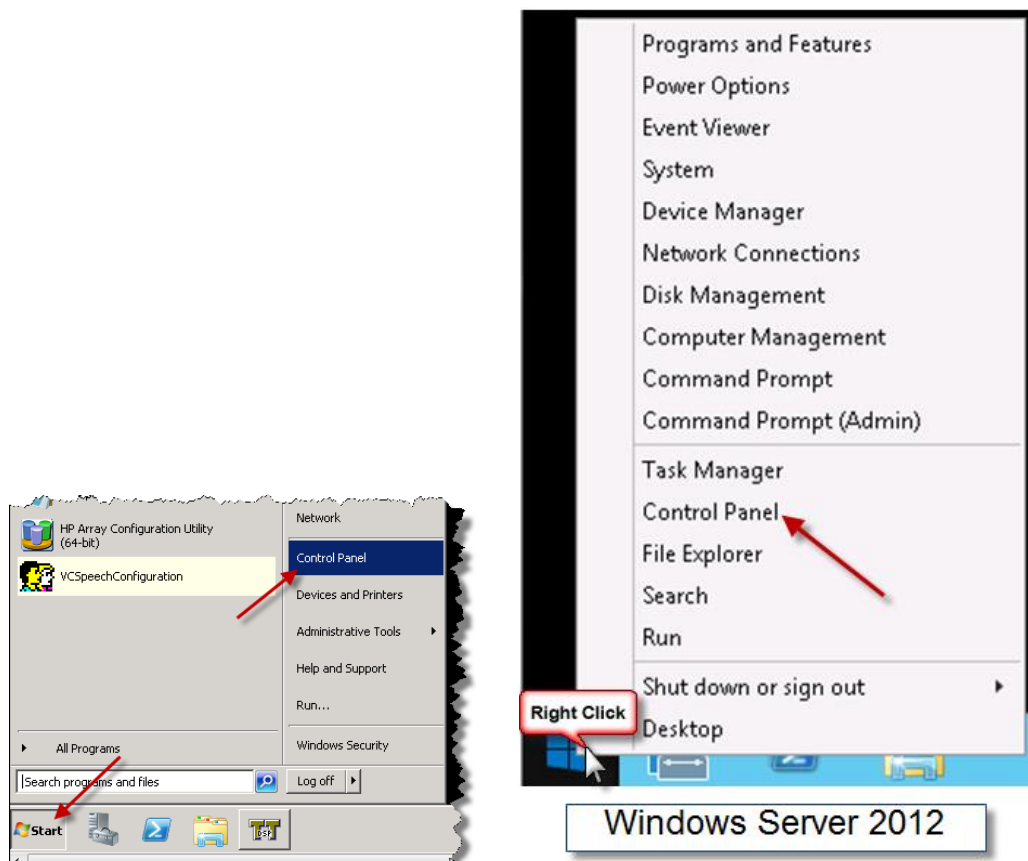
2. Then click the **Firewall** link.
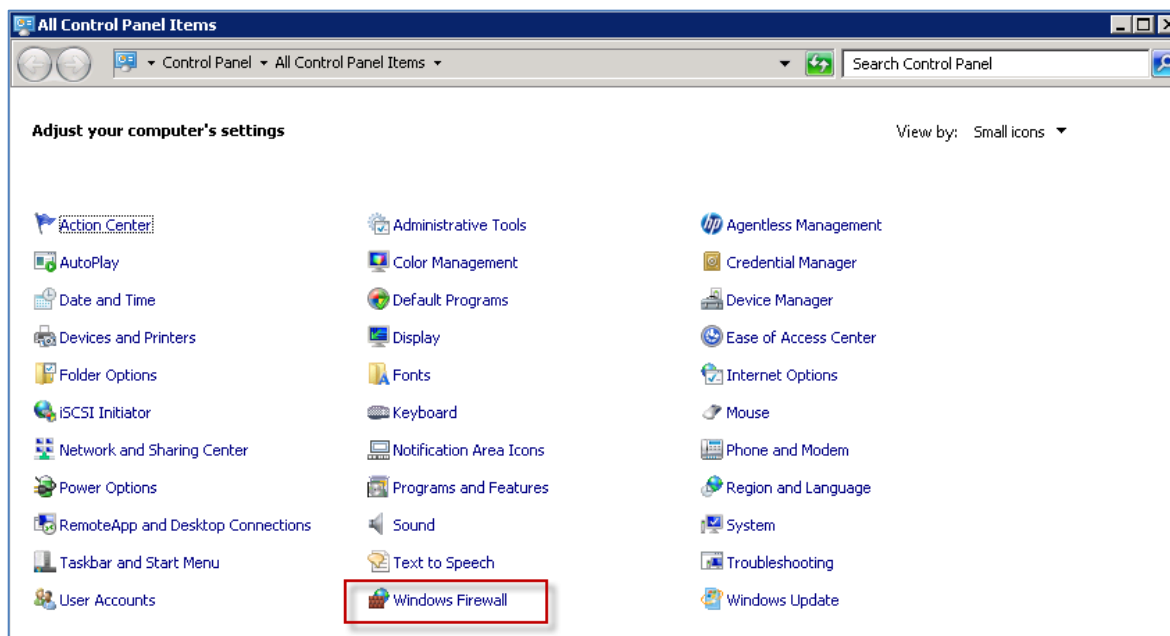
With Windows 2012 Server, select the **System and Security** link.

Followed by the **Windows Firewall** link.
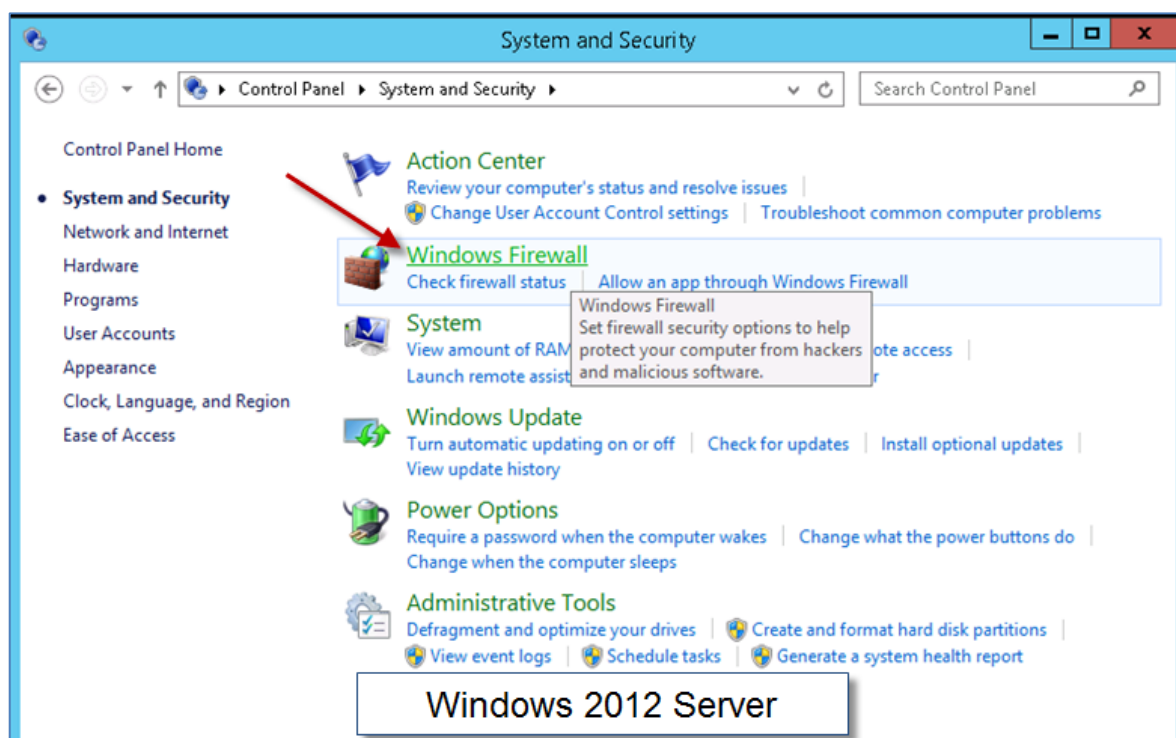
3. Select the **Turn Windows Firewall On or Off** link. The firewall settings can be checked / enabled.
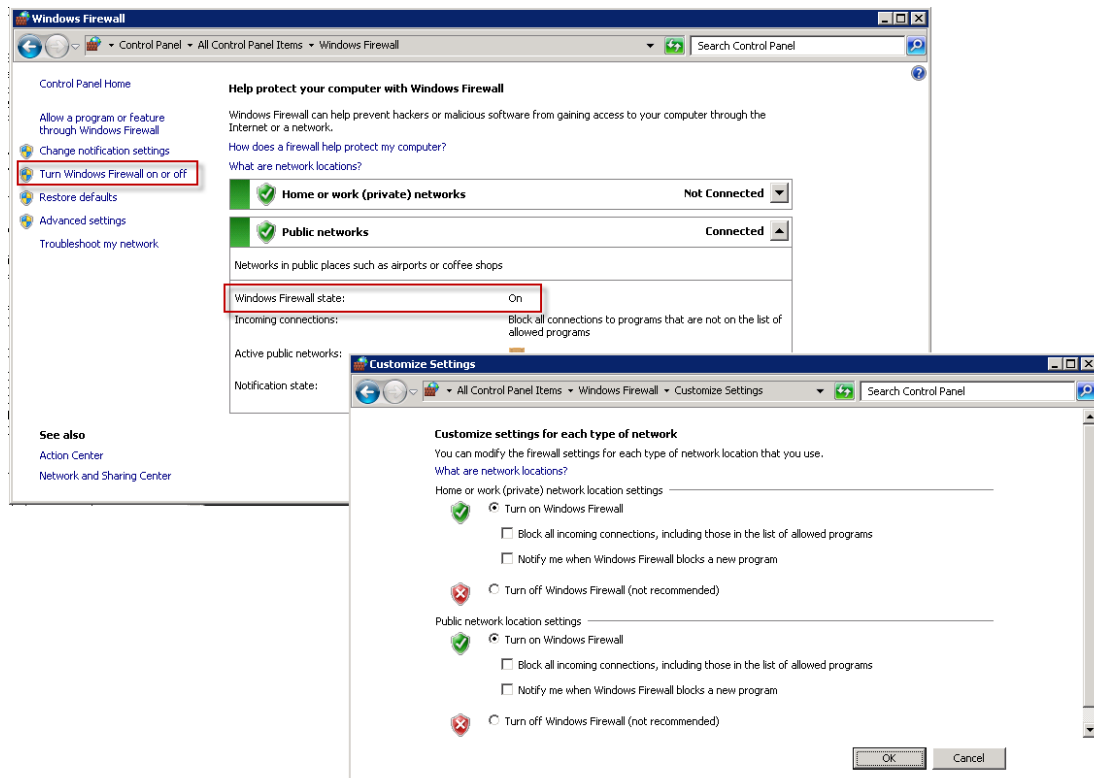
Time & Date Settings

1. From the server's **Control Panel** activate daylight saving time when setting the servers local time.
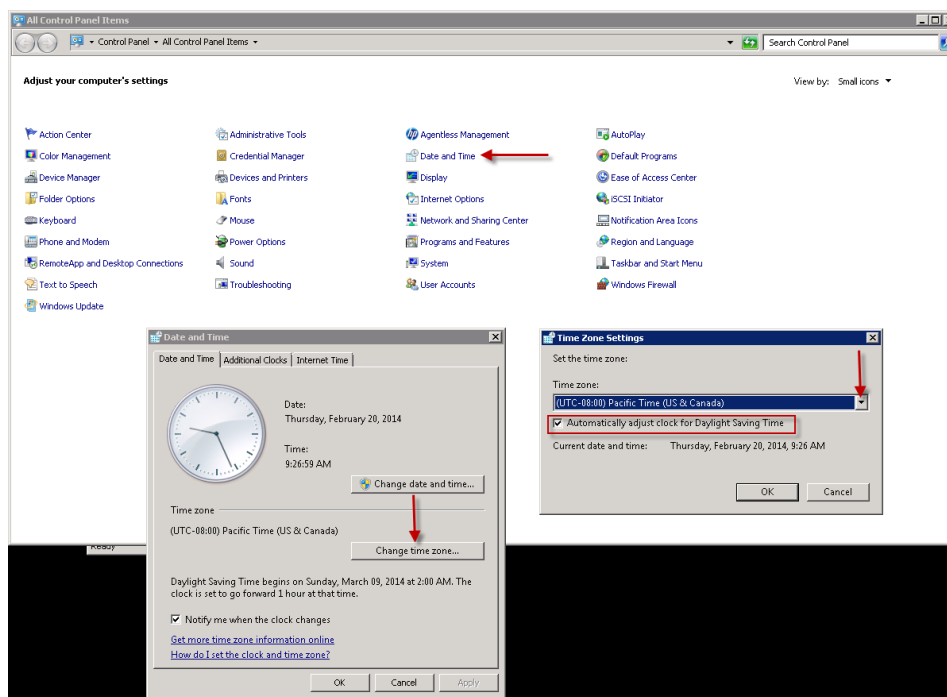
With Windows 2012 server, click the **Clock, Language and Region** link.

Click the **Change the Time Zone** link.

Activate daylight saving time when setting the servers local time.
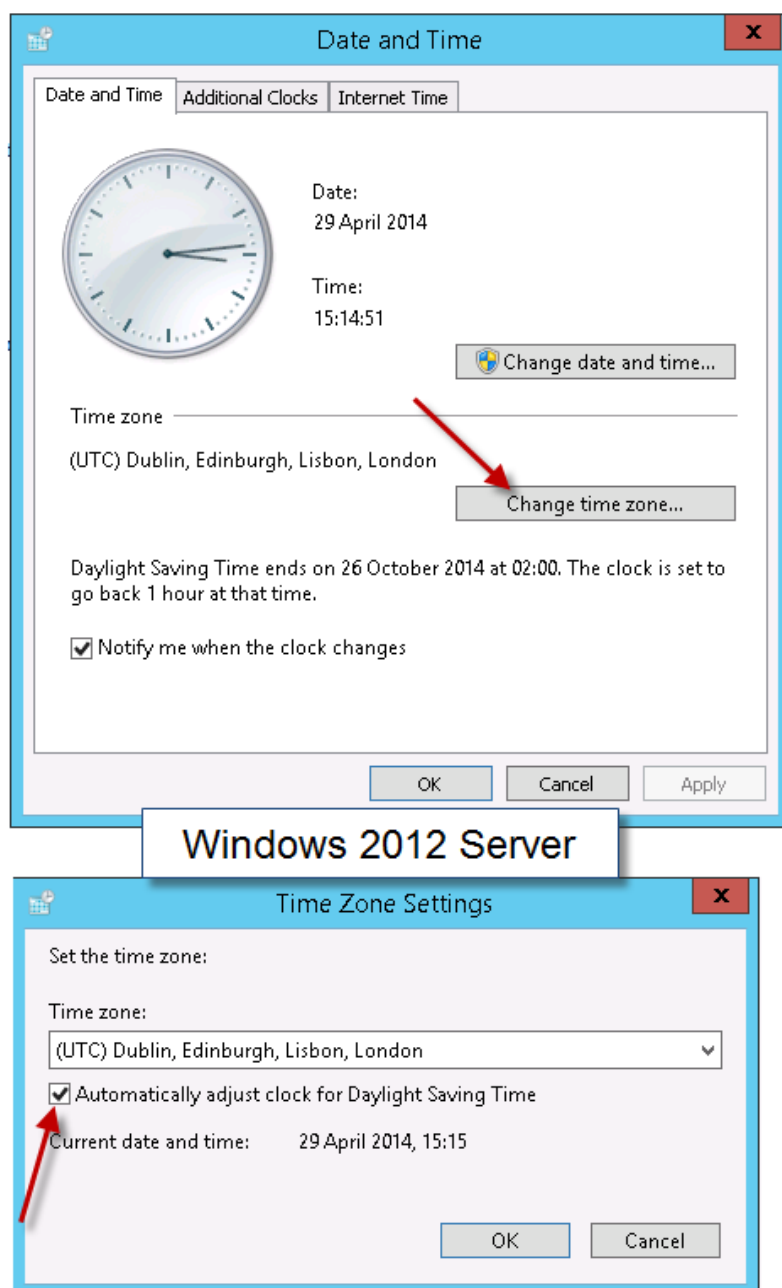
SNMP
Do not activate SNMP.

Server User Name and Password
The account used to administer the server requires administrative privileges.

IP Address
The server requires a single static IP address utilizing TCP/IP as the network protocol. IP Office Contact Center does not support the use of multiple IP addresses on the same network card.
IP Office Contact Center does not support the use of multiple Network Interface Cards.

Power Settings

The server's power settings should be configured as follows.
1. From the server's **Control Panel**, click the **Power Options** link.
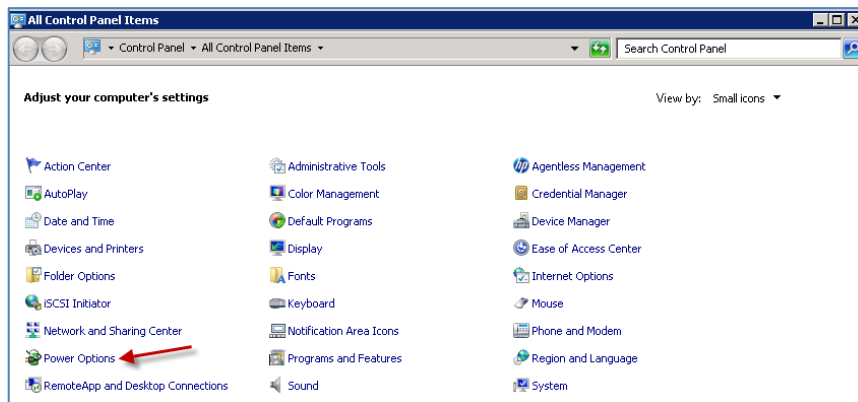
With a Windows 2012 server, from the Control Panel select the **Hardware** link.

Click the **Change power-saving settings** link.

Click the **High Performance** radio button, followed by the **Change Plan Settings** link.

Click the **Change advanced power settings** link.

2. Ensure that the plan used has the following settings.
   o Set **Turn off Hard Disks** to **Never**.
   o Set **System Standby** to **Never**.
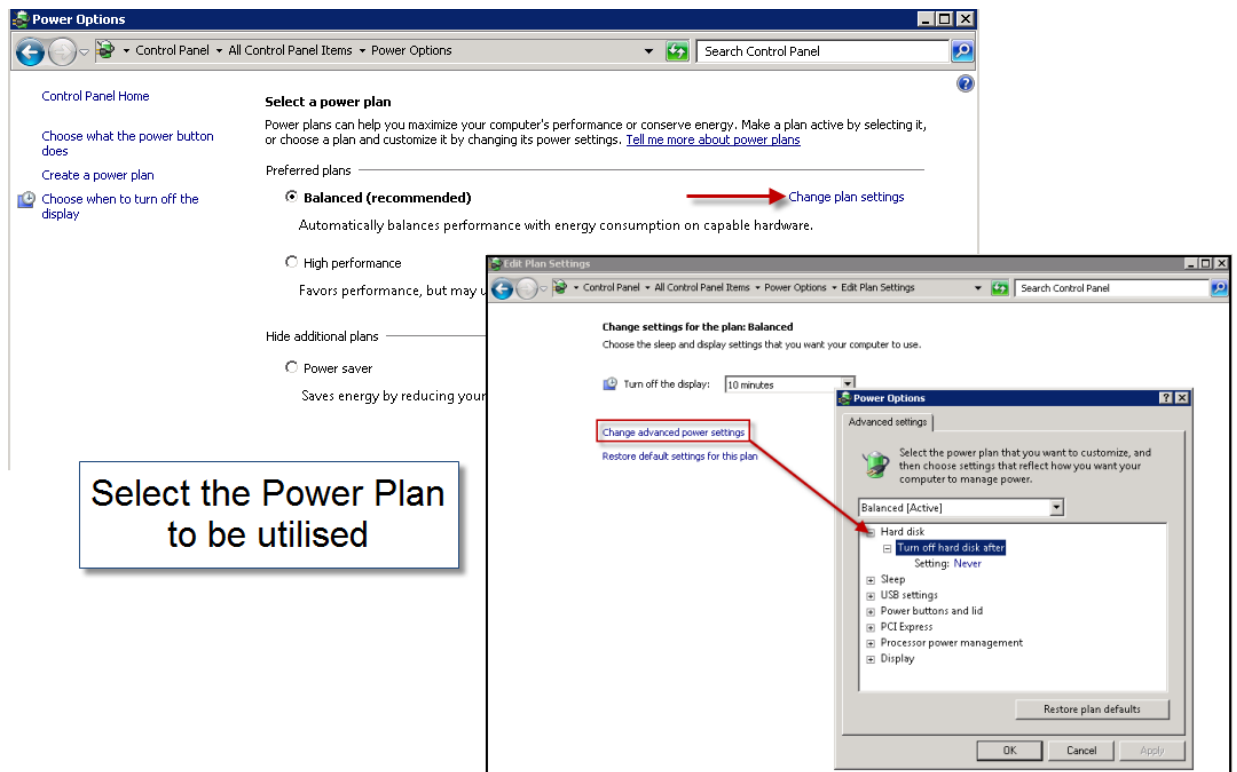
Select the Power Plan to be utilised

Windows 2012 Server
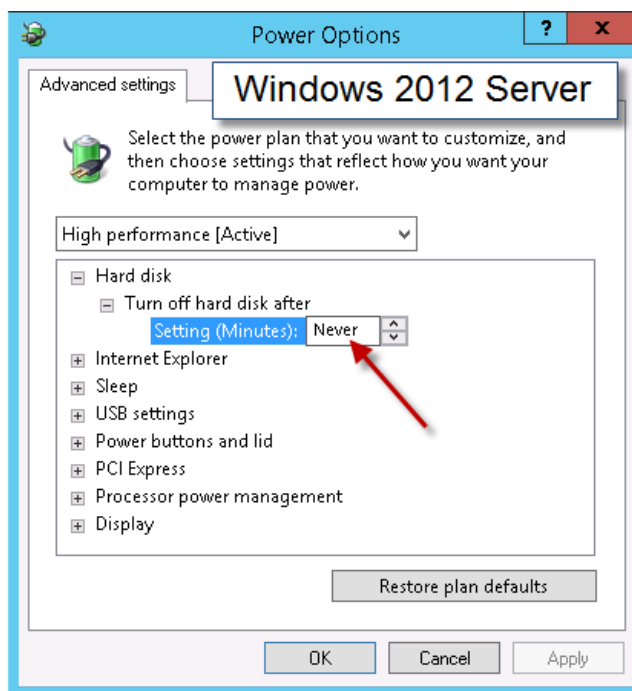
The server's settings can be viewed in a summarized manner from the **Server Manager** interface.

Server manager can be opened by clicking **Start**, followed by **Administrative Tools** and **Server Manager.**
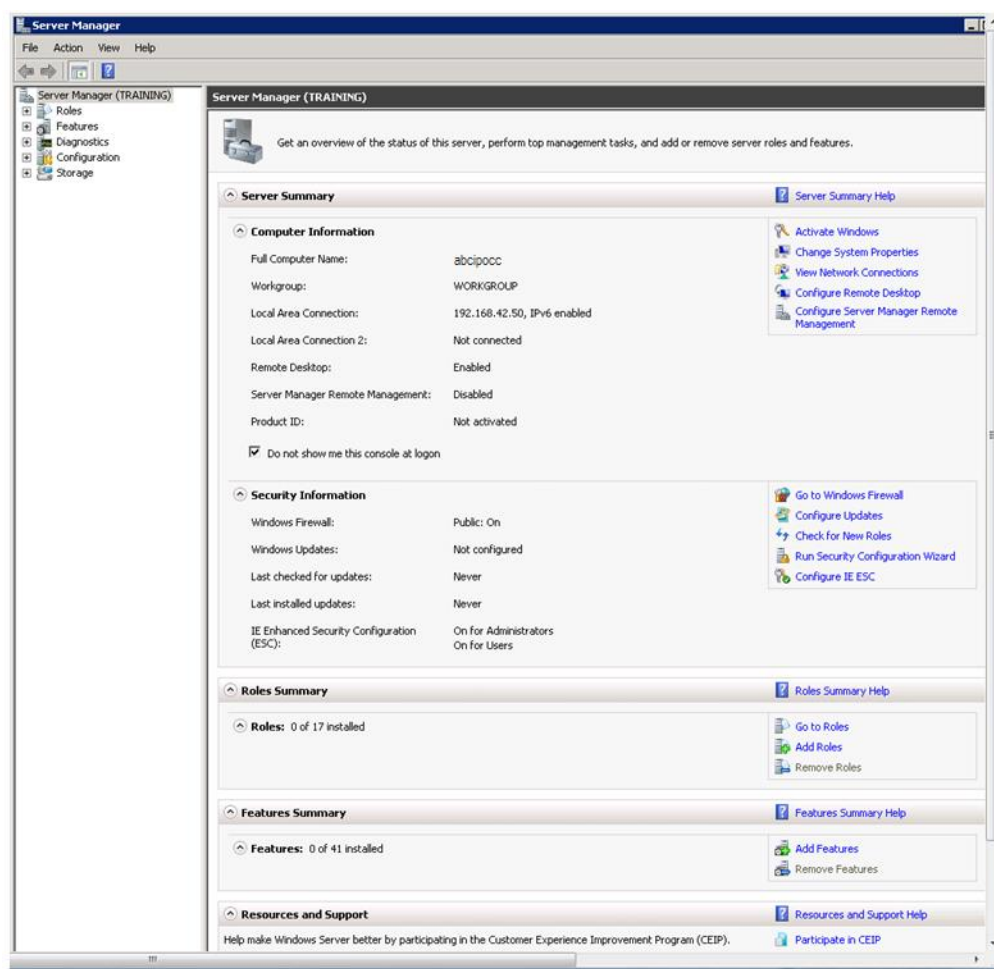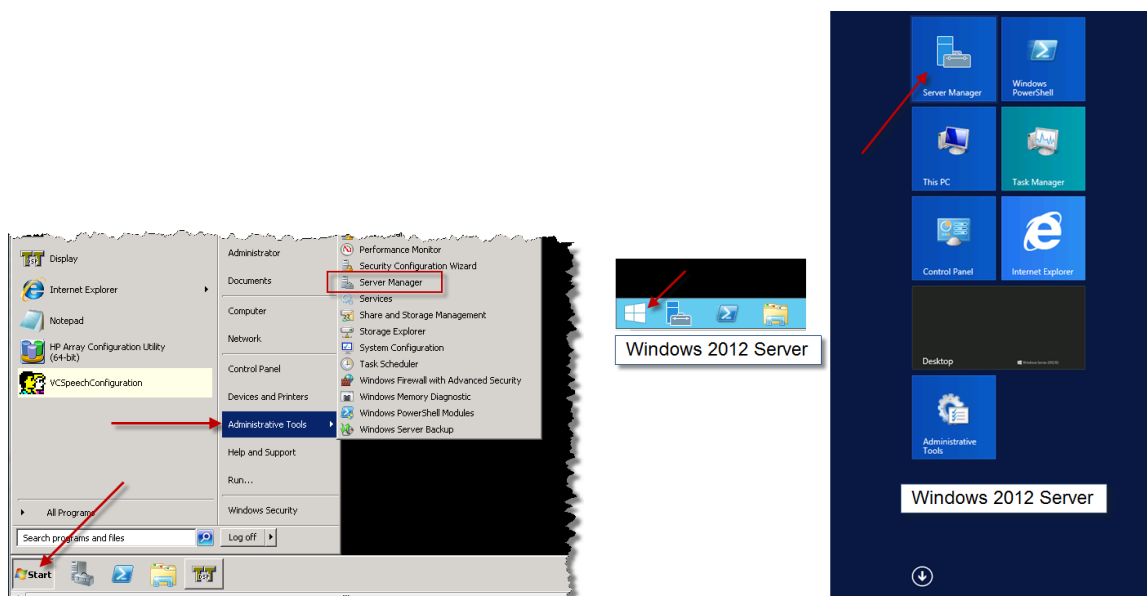
IP Office Contact Center Installation

Note: Due to the changed connection type in IP Office Contact Center 9.0.3 it is no longer necessary to install Microsoft TAPI.

1) Installing the Sybase Database.

1. Remote desktop to the server.

2. Copy the IP Office Contact Center software from the cd to a folder created on servers desktop.

3. Once the IP Office Contact Center software has been copied to the Windows 2008/2012 server, the installation can proceed.

4. Open the folder containing the IP Office Contact Center software. Double click on the **Server** folder.

Windows 2012 Server Example
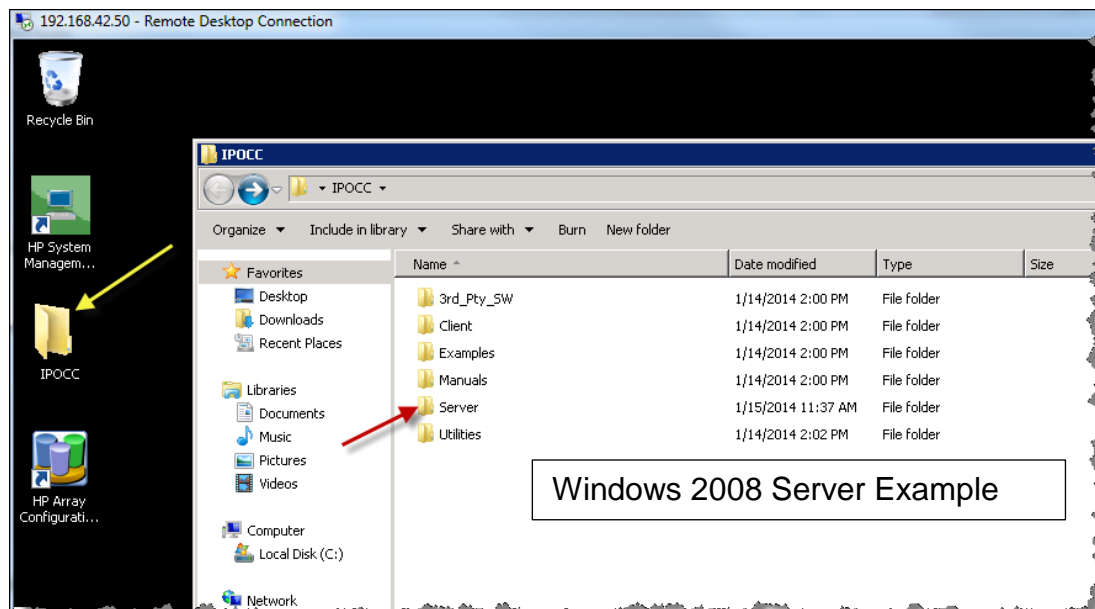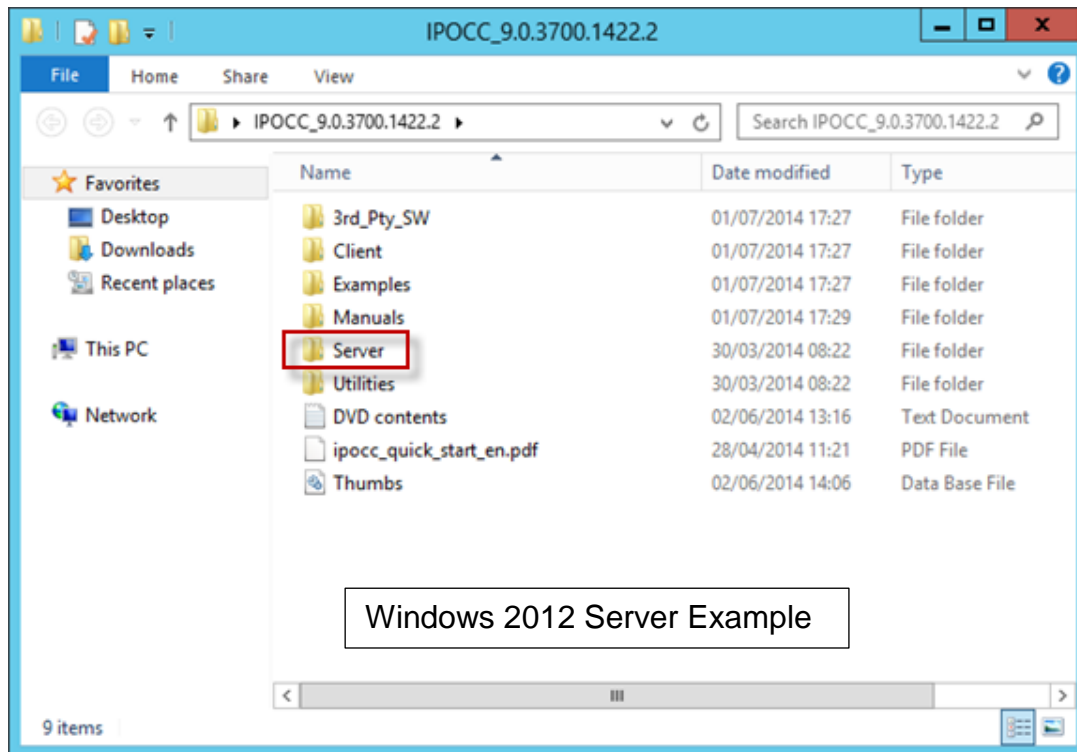
5. The folder should contain two folders named **InstallSybase**, and **IP Office Contact Center.**

6. Double left click on the **Install Sybase** folder.
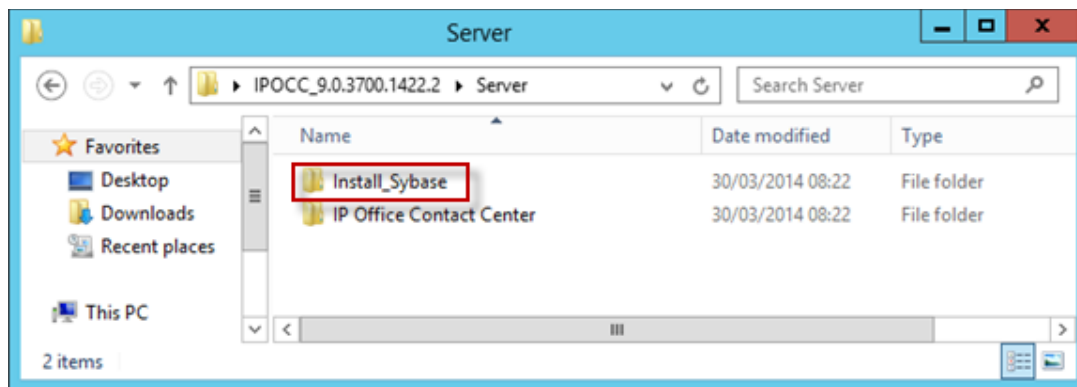
7. Double left click on **SybaseDB**
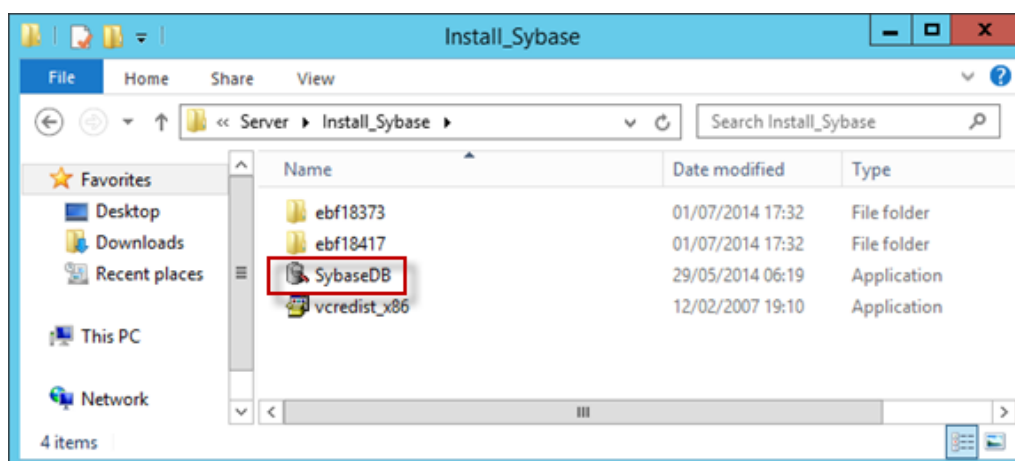
8. A warning screen may be displayed. This may imply that there are spaces in the folder name/filename etc. Check the names for spaces and click **Yes** to continue.

9. The Sybase ASE 15.5 Installer dialog box is displayed, click **Yes** to continue.
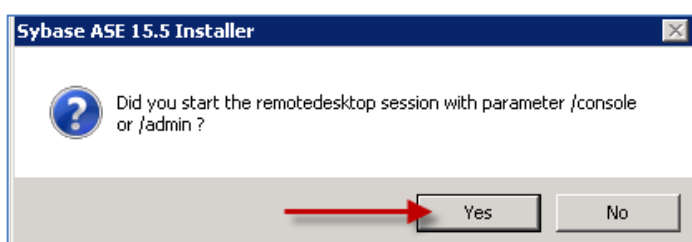
10. The **Sybase ASE Installer** window is displayed.
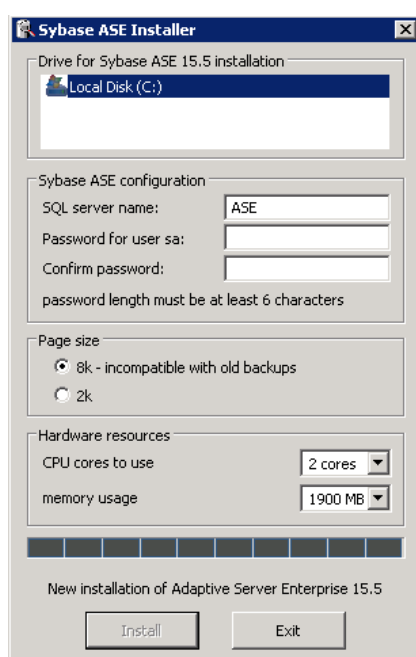
Password for user sa

> **Note**: This password is critical as is it used and referenced for any connections made to the database and for importing data. It is also used when performing maintenance tasks such as completing upgrades and Backup and Restore. Therefore a make note of the password you create.

11. In the **Password for user sa:** field enter a new password. Note that the password must be at least 6 characters in length. Avaya recommend that **Administrator** is used as the sa password.
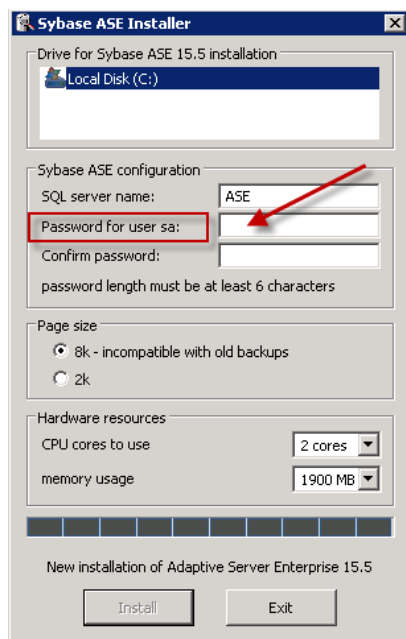
12. Re-enter the password in the **Confirm password:** field.

IP Office Contact Center Installation
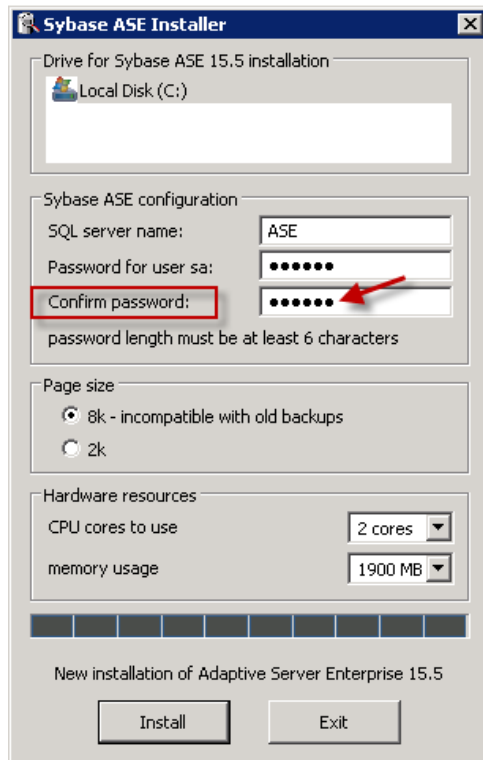
> **Note**: Make sure you make a note of this password!

13. The remaining settings can be left with their default values. Click the **Install** button.
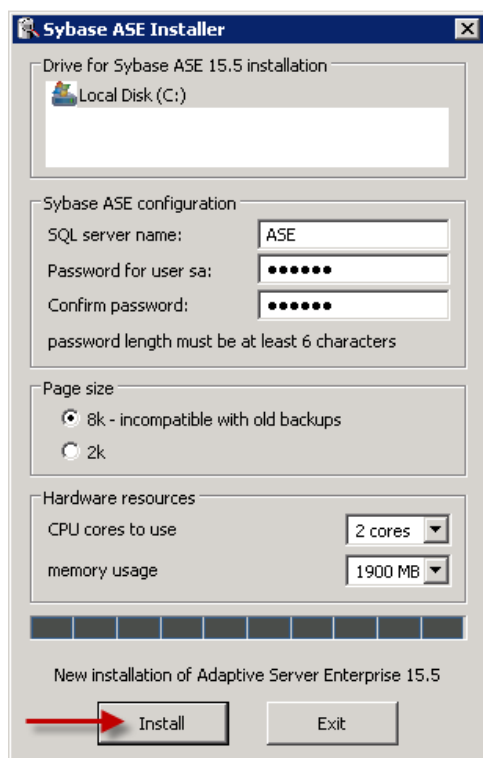
14. The Sybase installation will commence. This part of the process can take up to 20 minutes to complete.
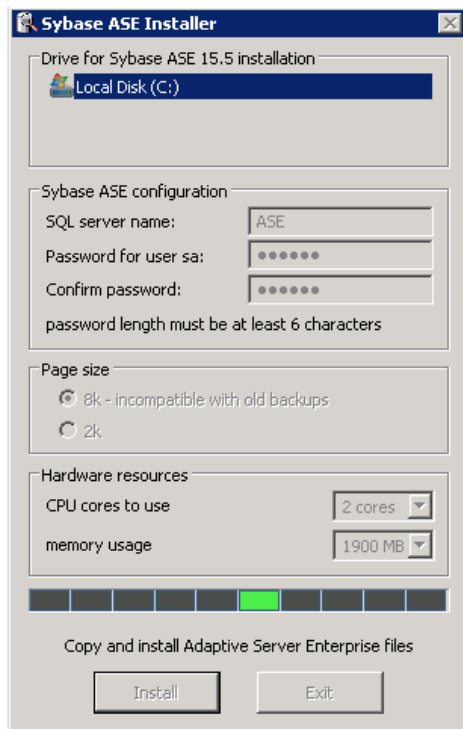
15. Once the Sybase installation has completed, a dialog box is displayed requesting that the server is rebooted. Click **Yes** to reboot the server.
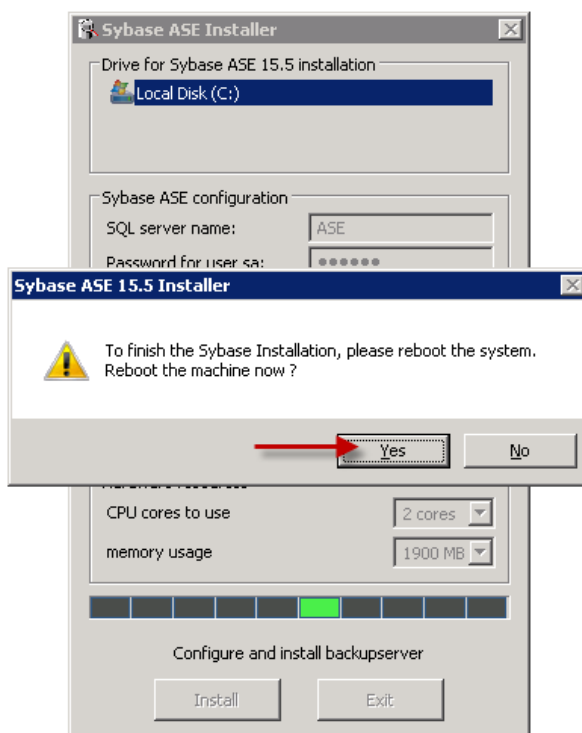
2) Contact Center Software Installation

The IP Office Contact Center software can now be installed onto the server.

Note: As part of the installation you will require the sa User Name and Password configured earlier

1. Open the folder containing the IP Office Contact Center software. Double click on the **Server** folder.

Windows 2008 Server Example

Windows 2012 Server Example
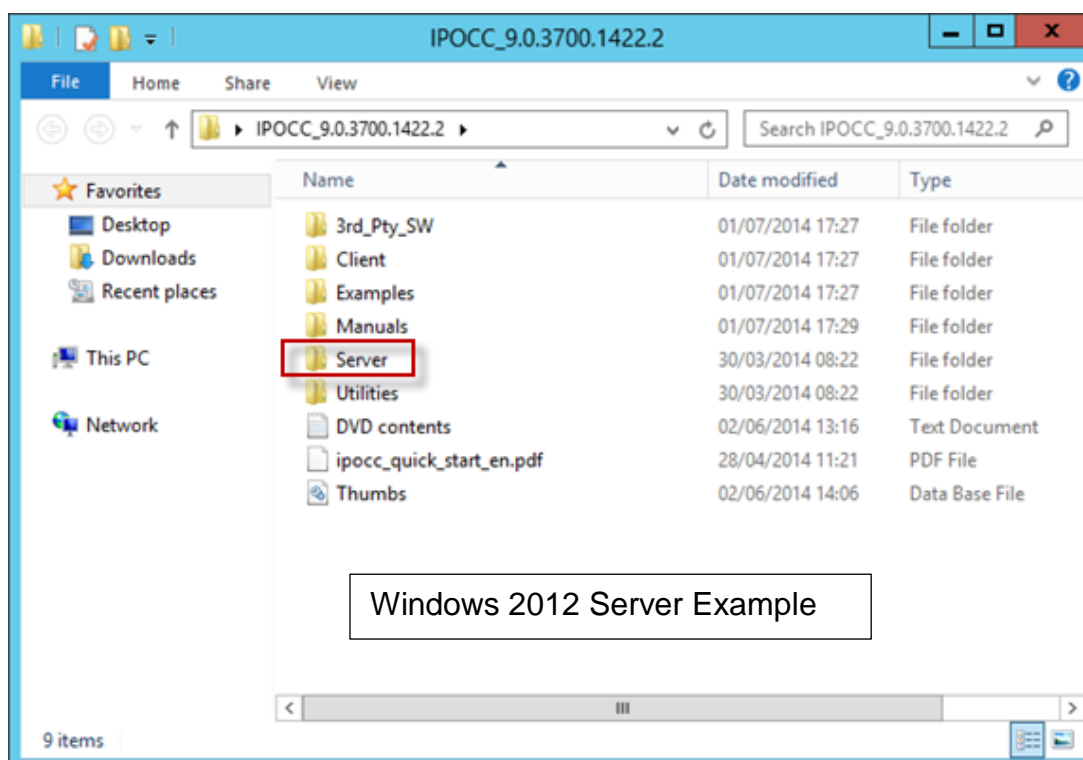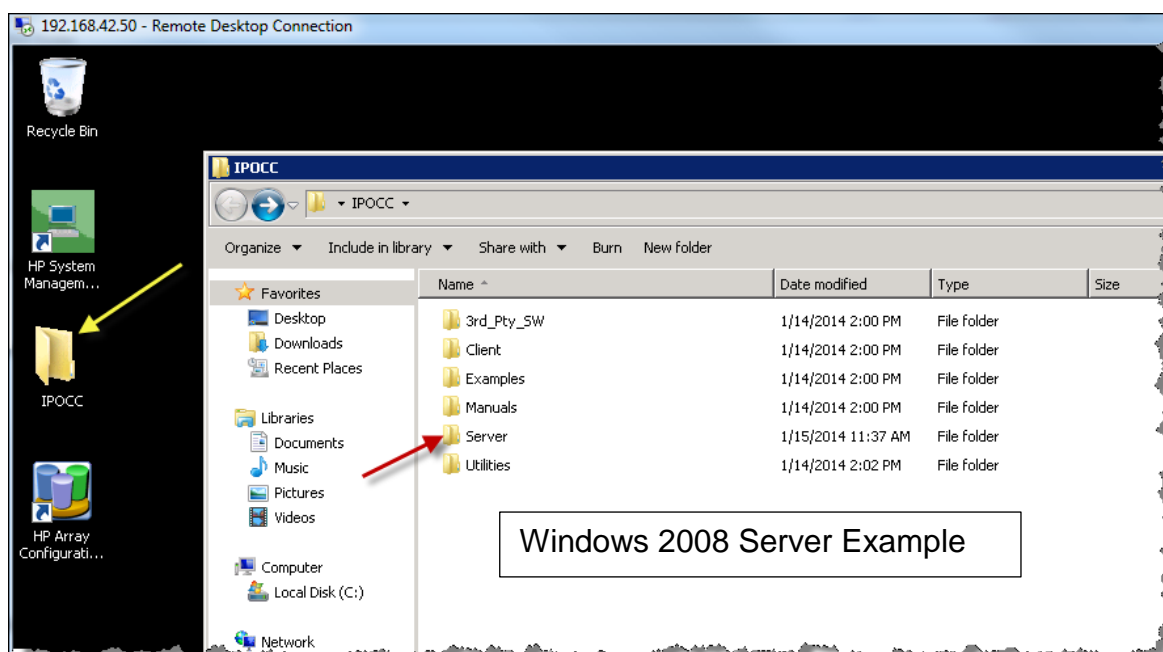
2. Open the **IP Office Contact Center** folder.
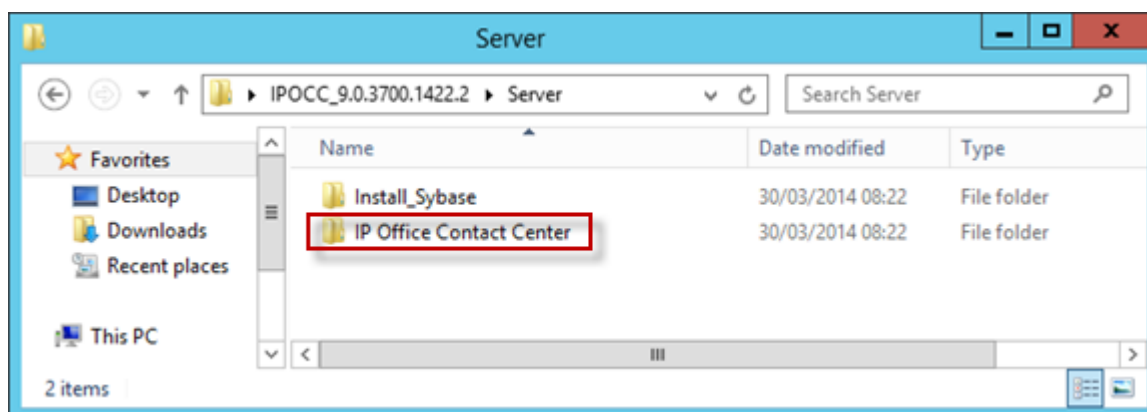
3. Before the main IP Office Contact Center software is installed, there are two C++ files that require installing on the server.
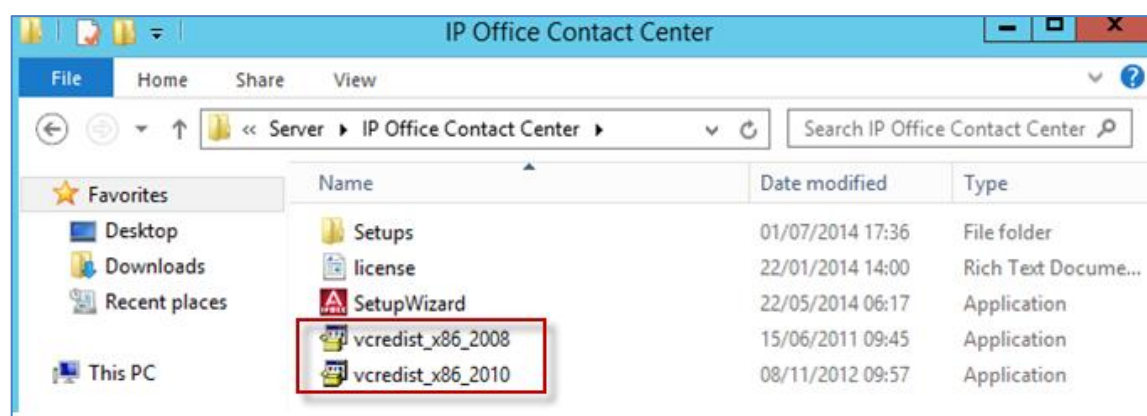
4. Double click on the **vcredist_x86_2008** file.
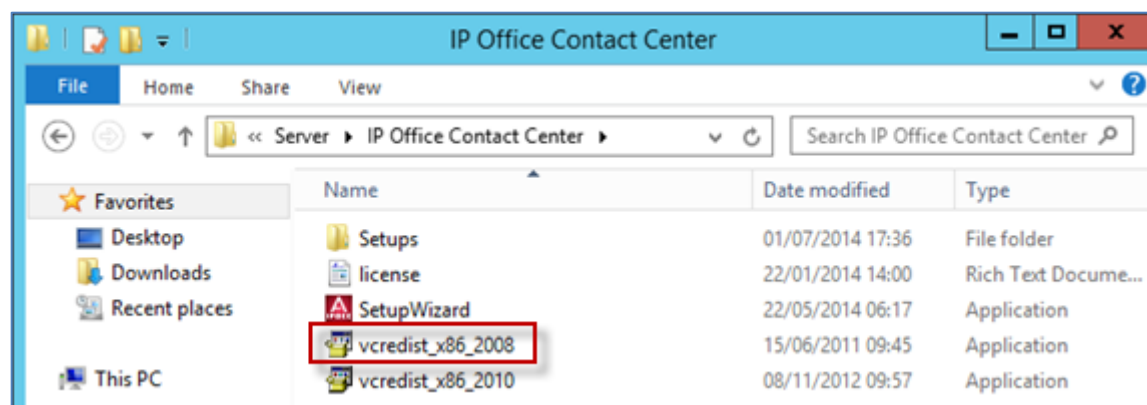
5. Click **Next**.
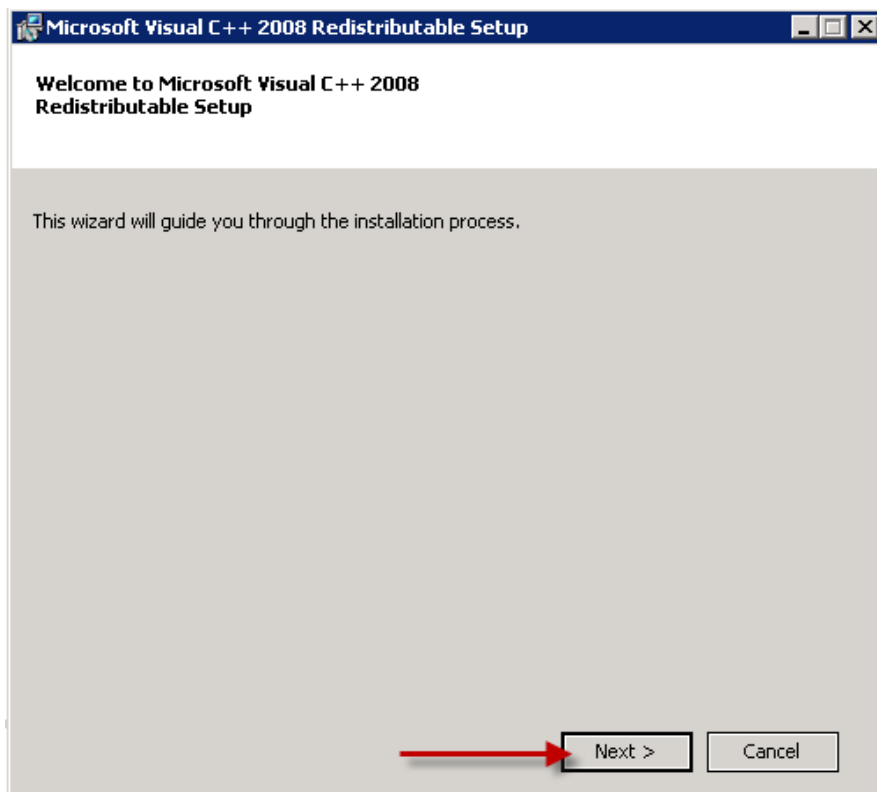
6. Click the **I have read and accept the** license terms check box.
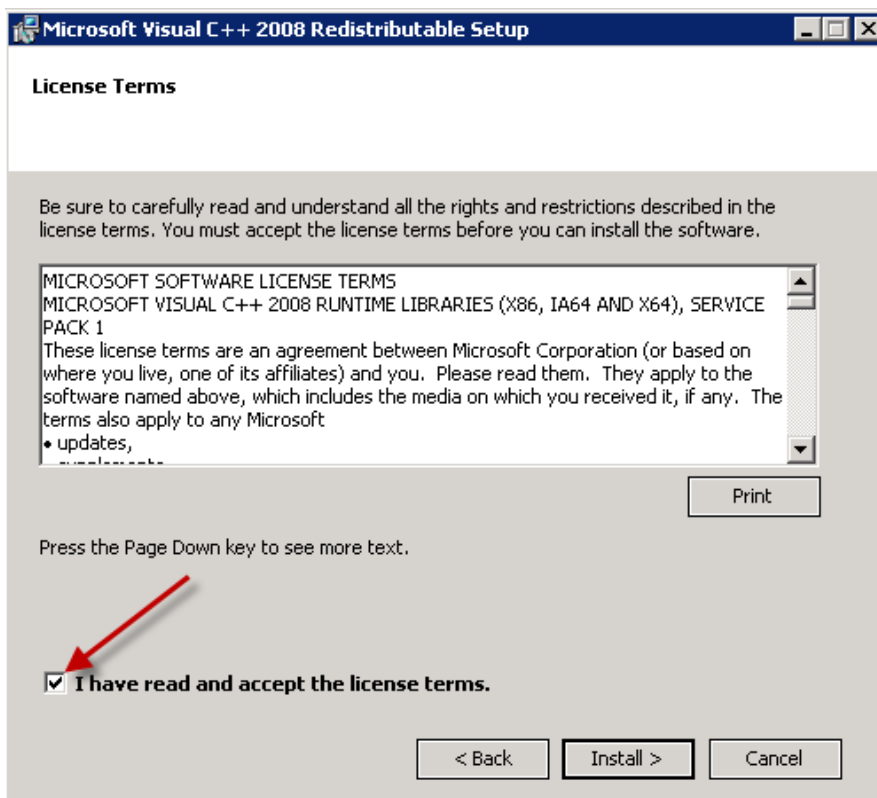
7. Click **Install**.
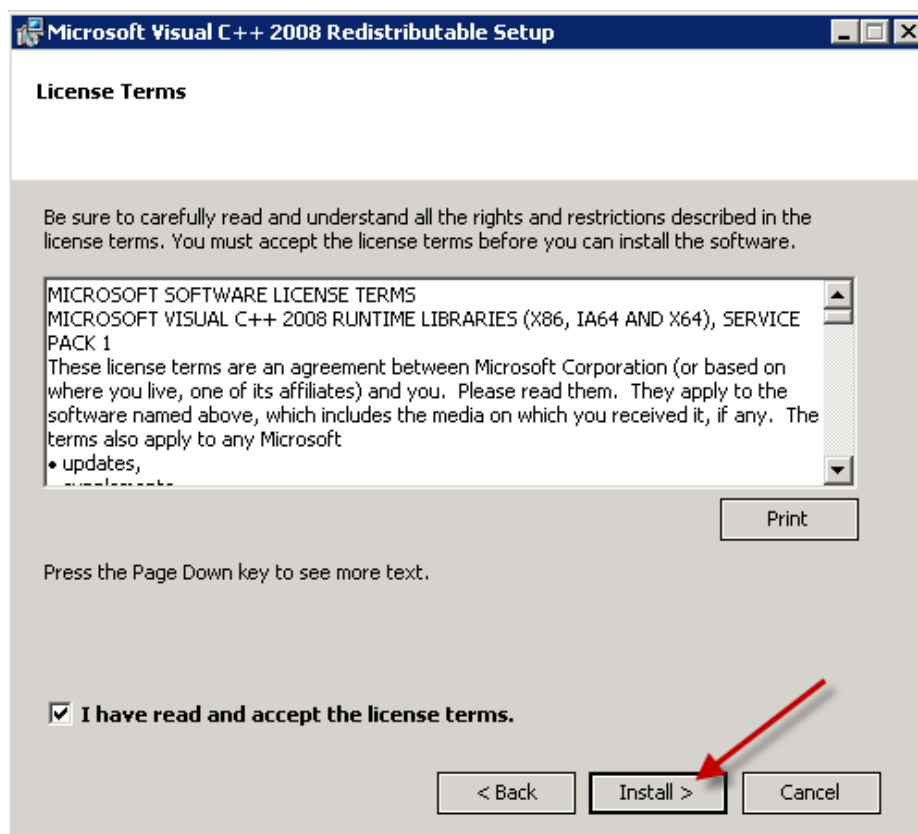
8. The installation will proceed.
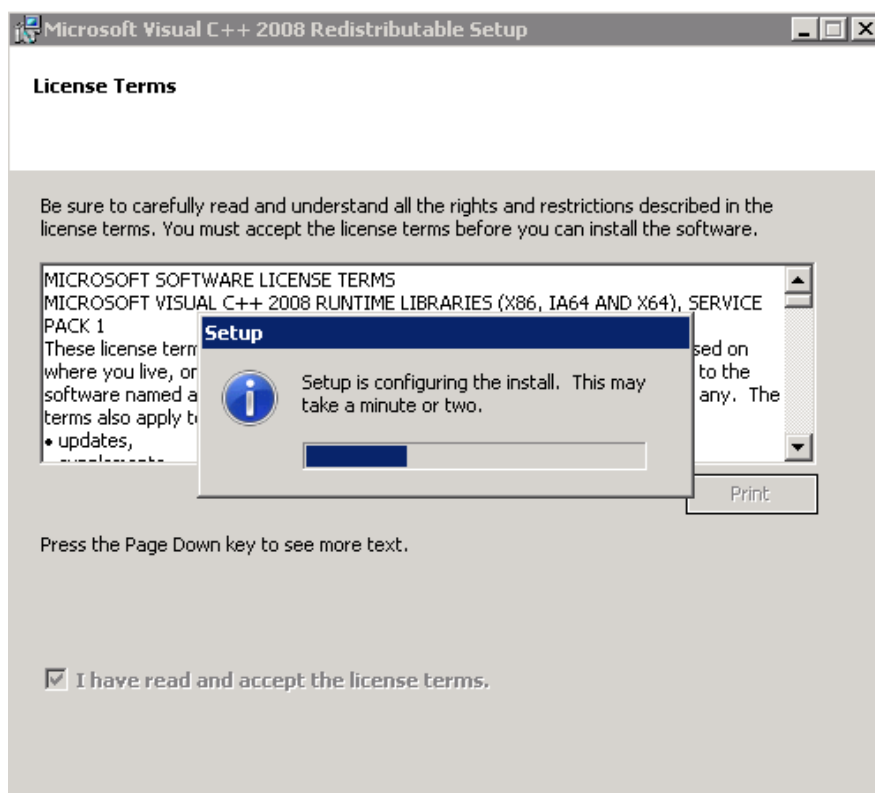
9. Click the **Proceed**.
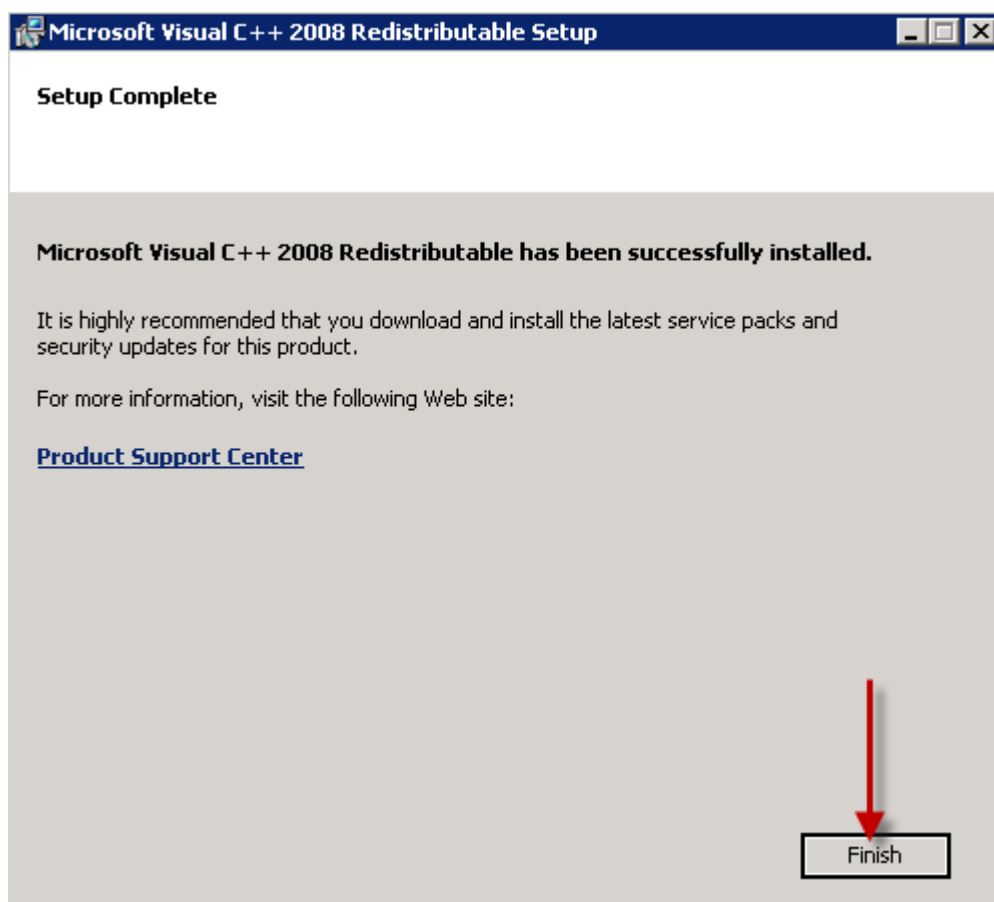
10. Double click on the **vcredist_x86_2010** file.
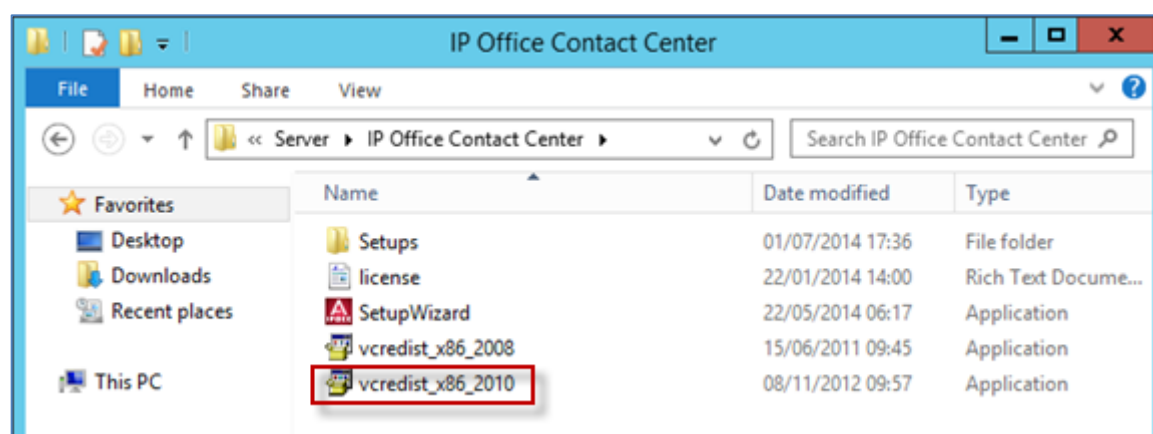
11. Click the **I have read and accept the license terms** check box. Then click the **Install** button.
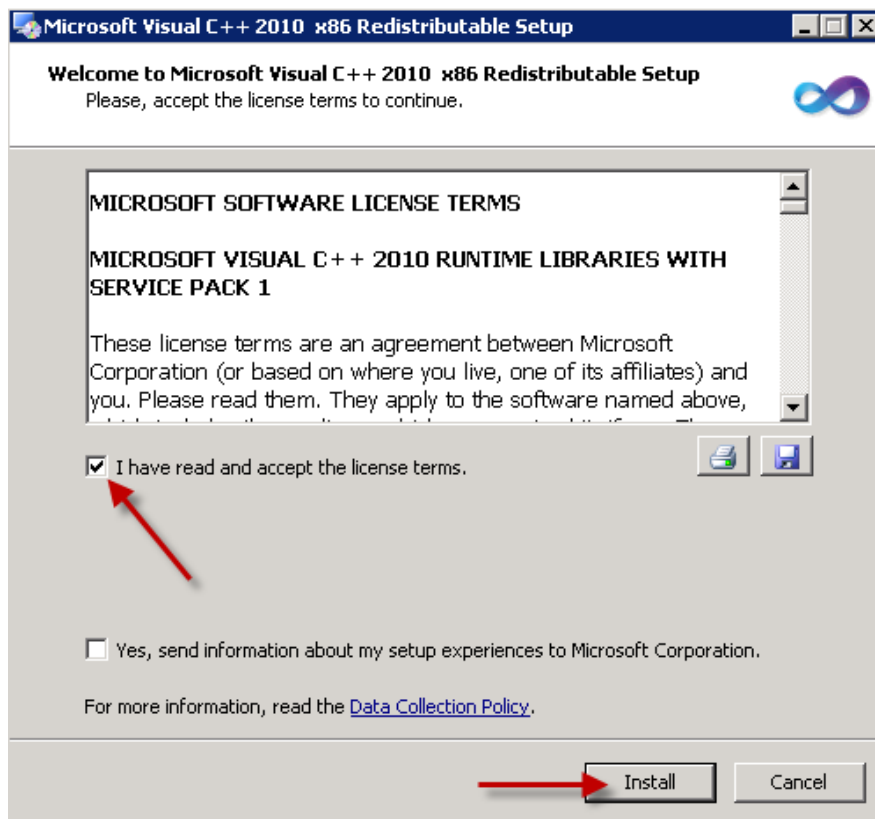
12. The installation will proceed.
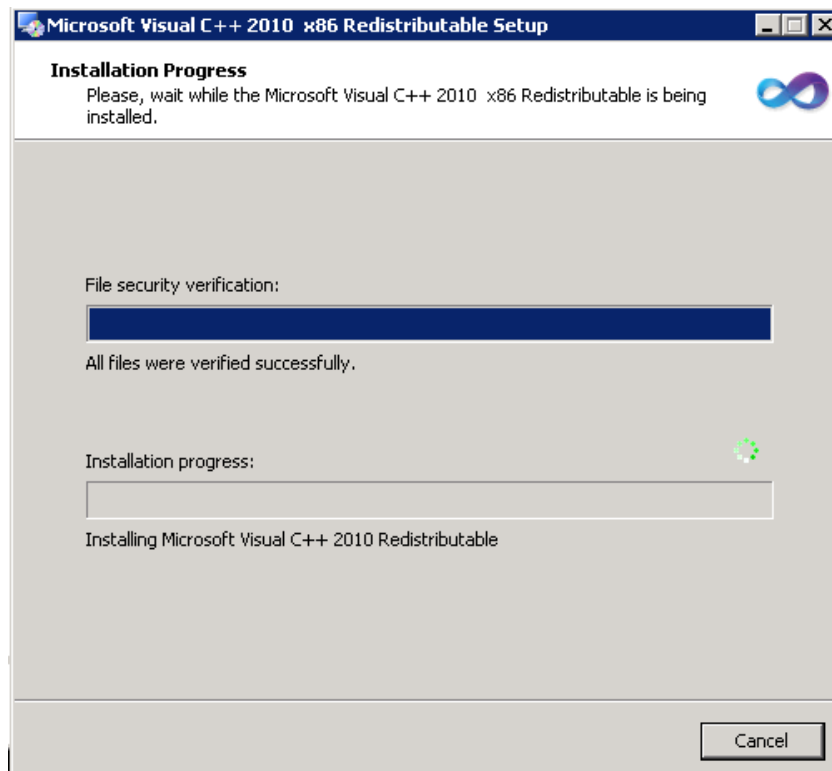
13. Click the **Finish** button.
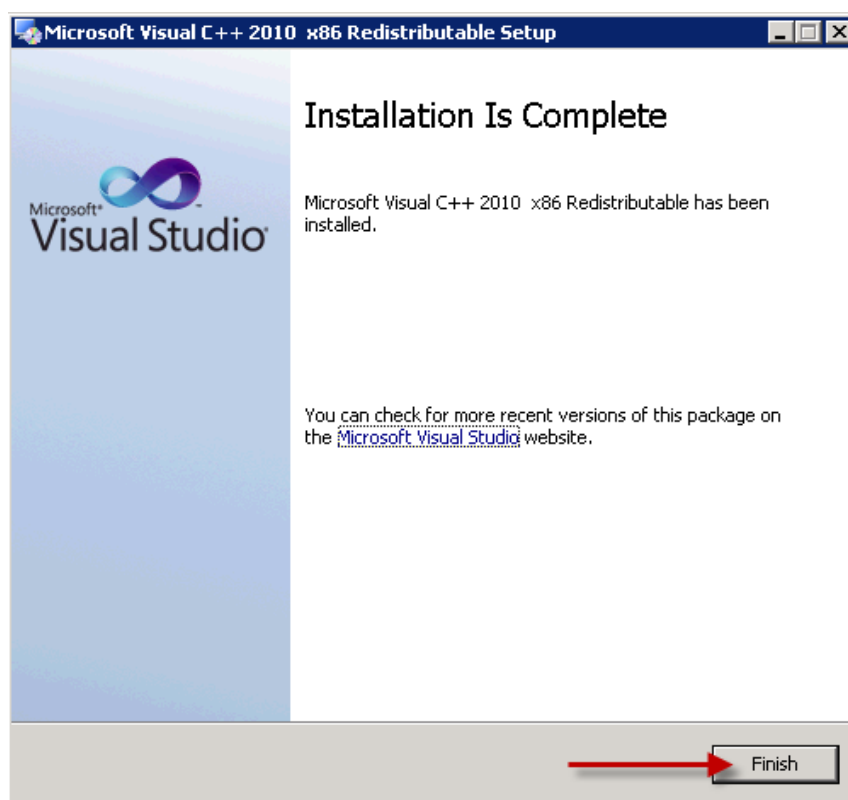
14. Once the C++ files have been installed on the server, the installation of the IP Office Contact Center software can proceed. From the **IP Office Contact Center** folder, double click on the **SetupWizard** icon.
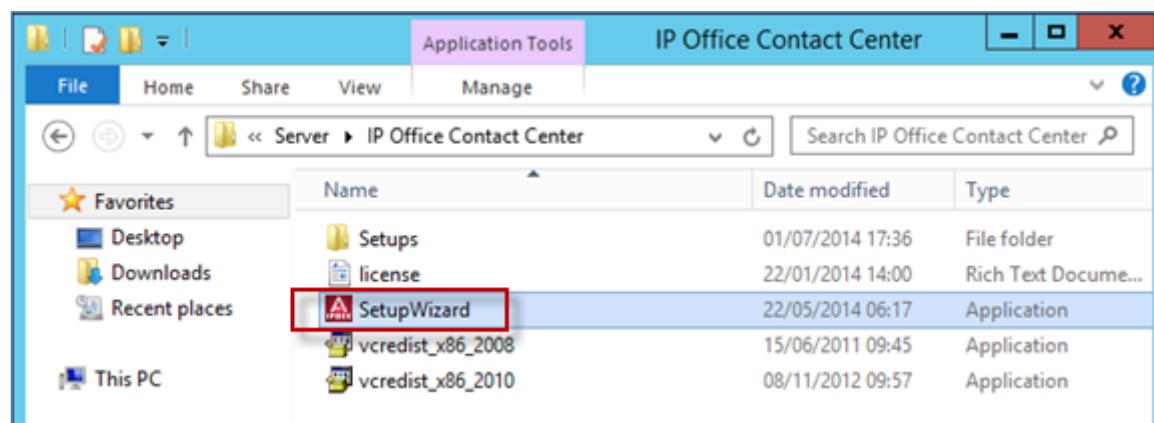
15. The End User License screen is displayed. Click **Accepted**.
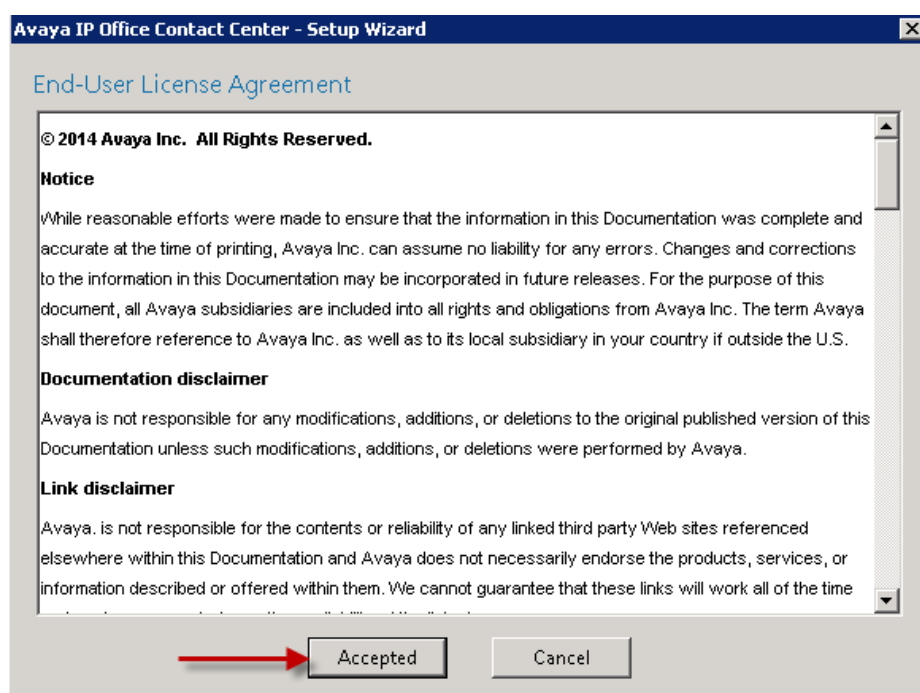
16. Click the **Complete** link.

17. The **Settings for Avaya IP Office Contact Center Installation** screen is displayed.
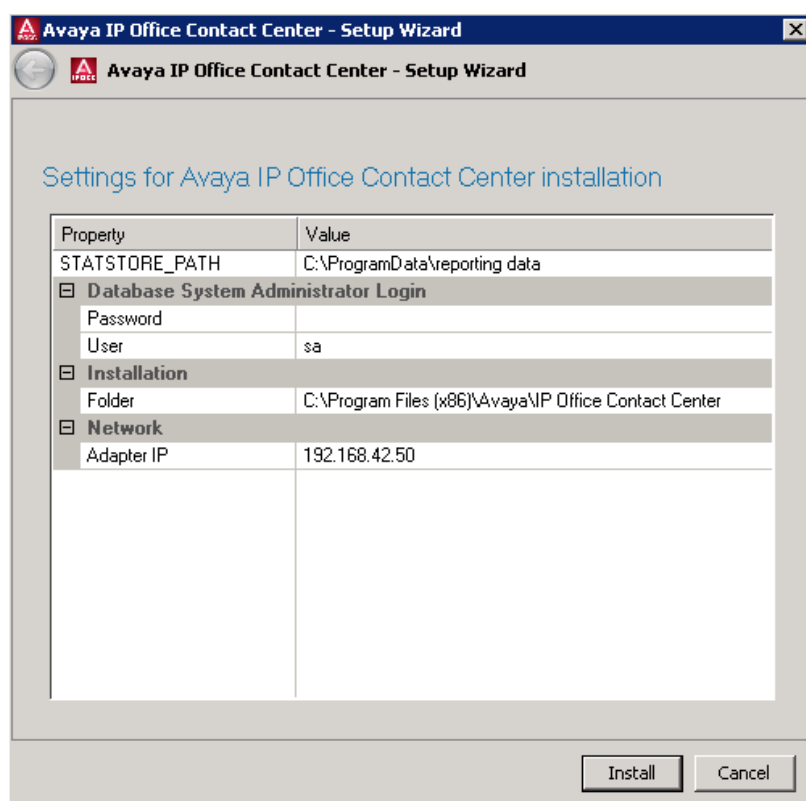
18. In the Password field, enter the sa password that was previously defined during the installation of Sybase. The recommended SA password is **Administrator**
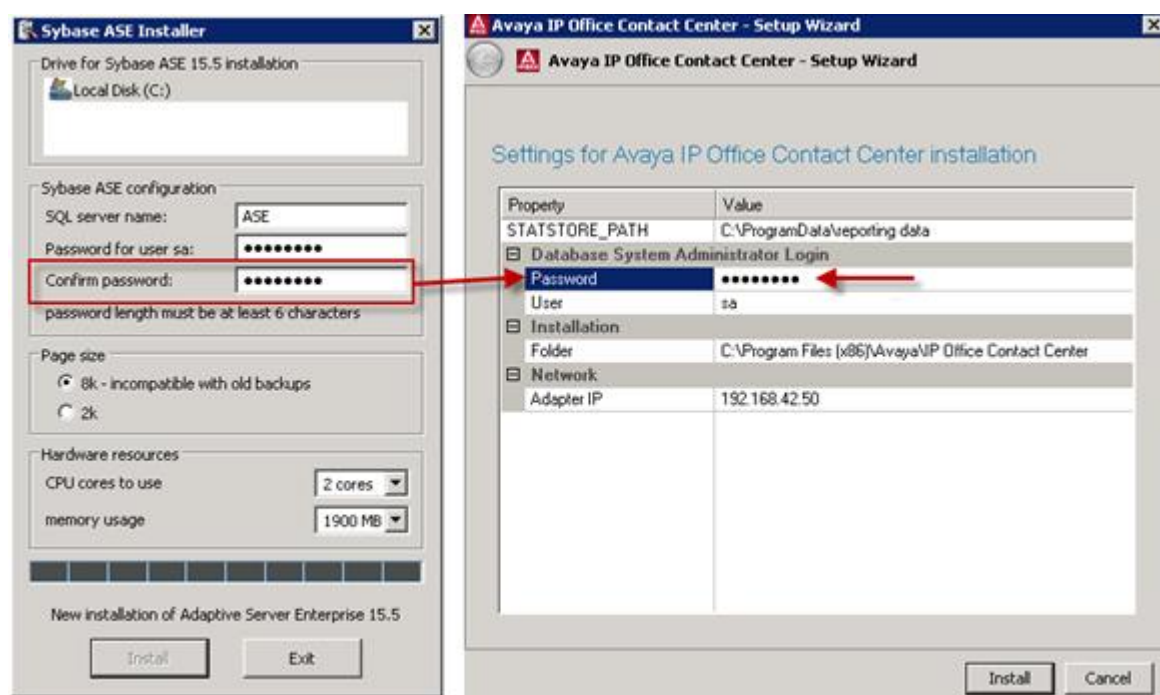
19. Click the **Install** button.
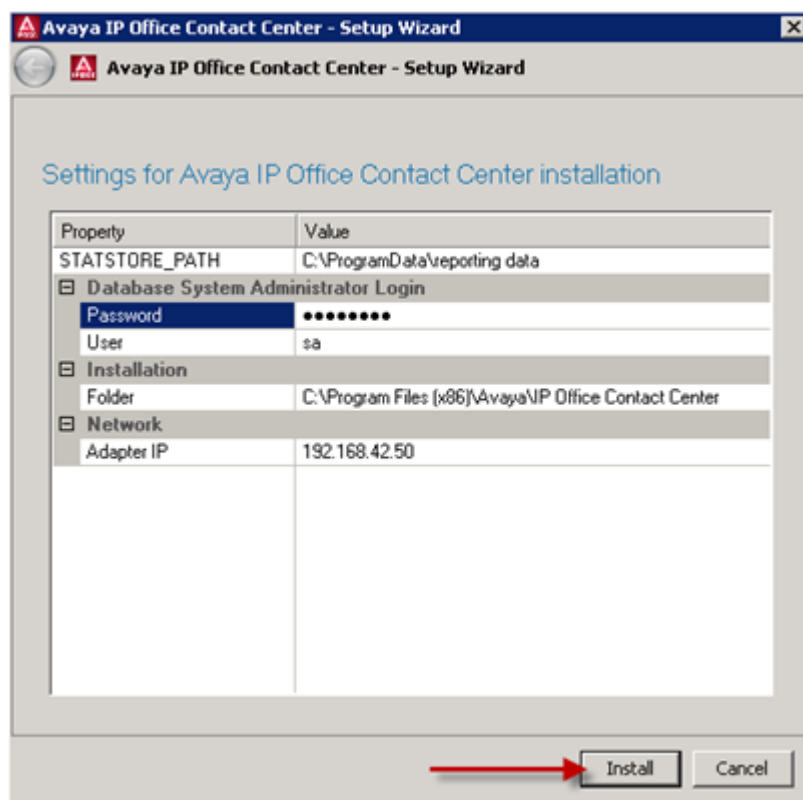
20. The IP Office Contact Center components will install. This process can take up to an hour to complete.
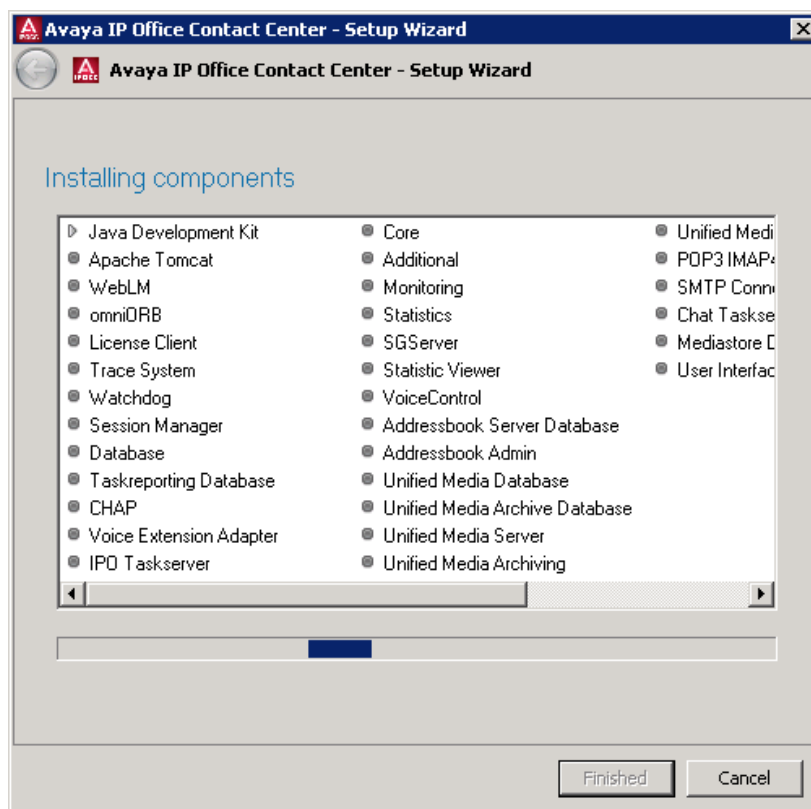
21. As the components are installed, the status icons adjacent to the components will change color from Grey to Green.
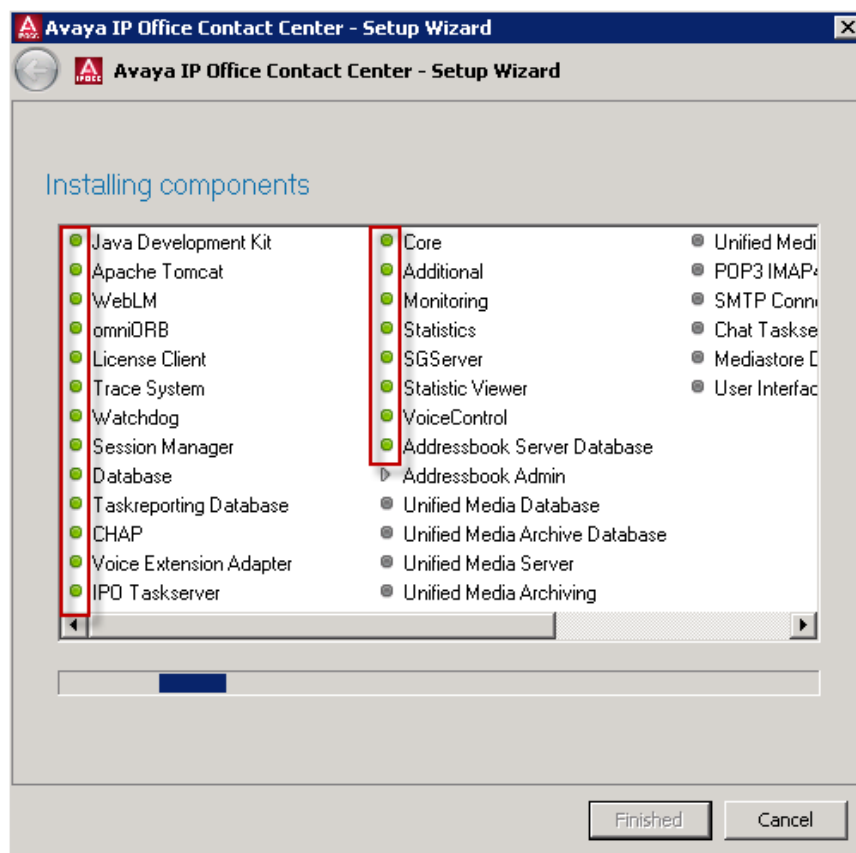
22. You will be notified when the installation of the IP Office Contact Center Components has finished.
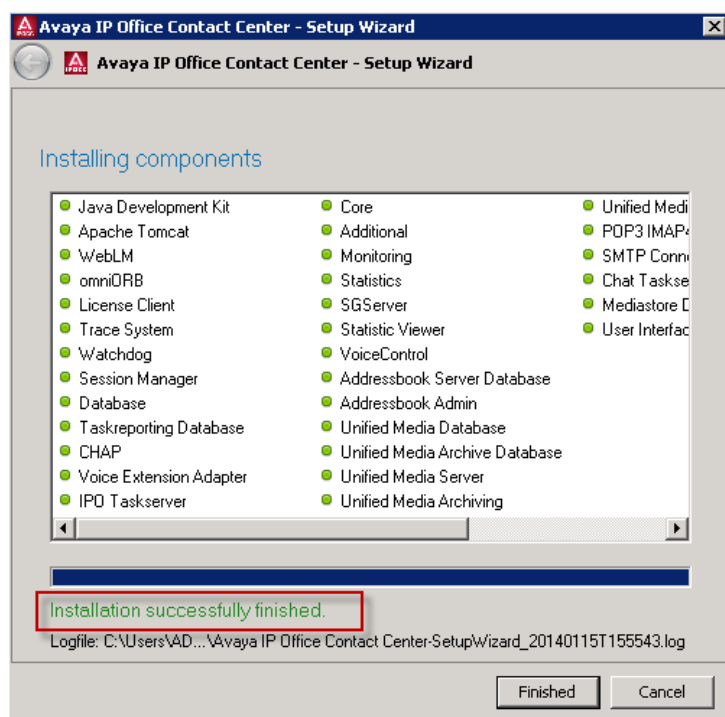
23. Click the **Finished** button.
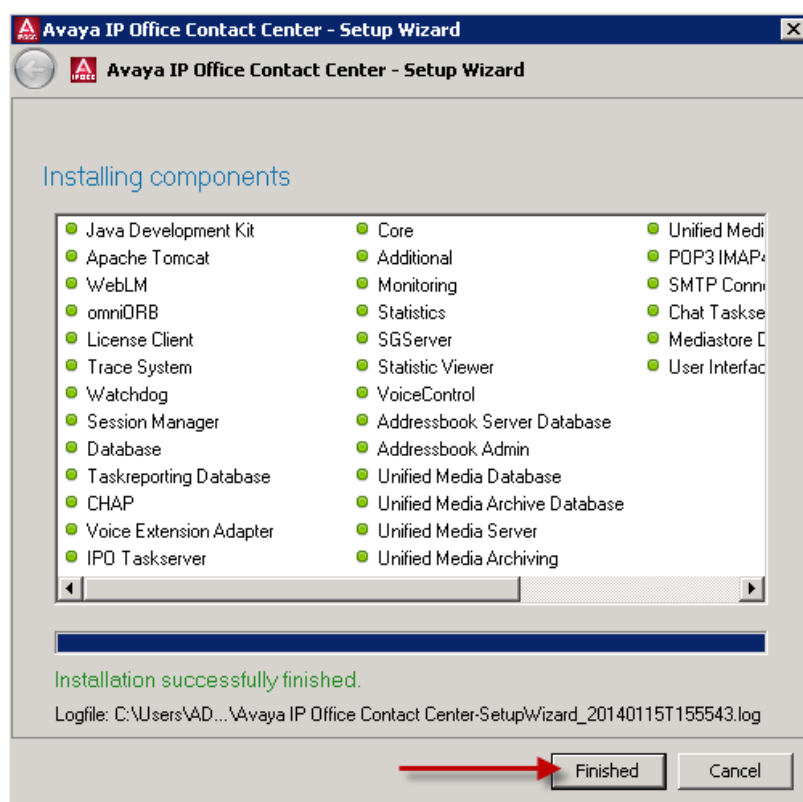
24. The system will display a message requesting the system be rebooted.

Windows 2012 Server Example
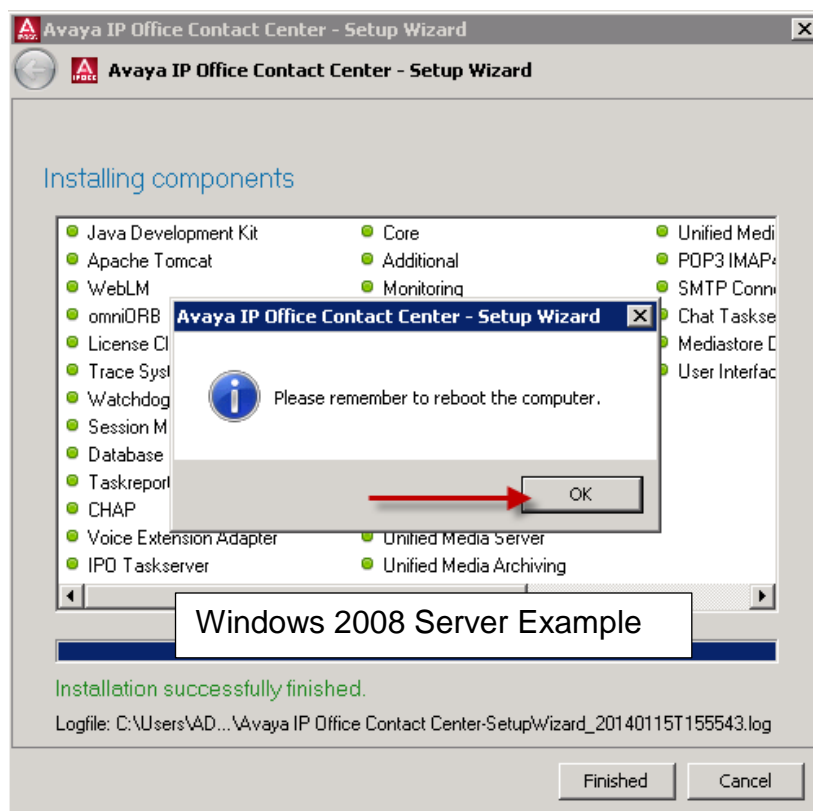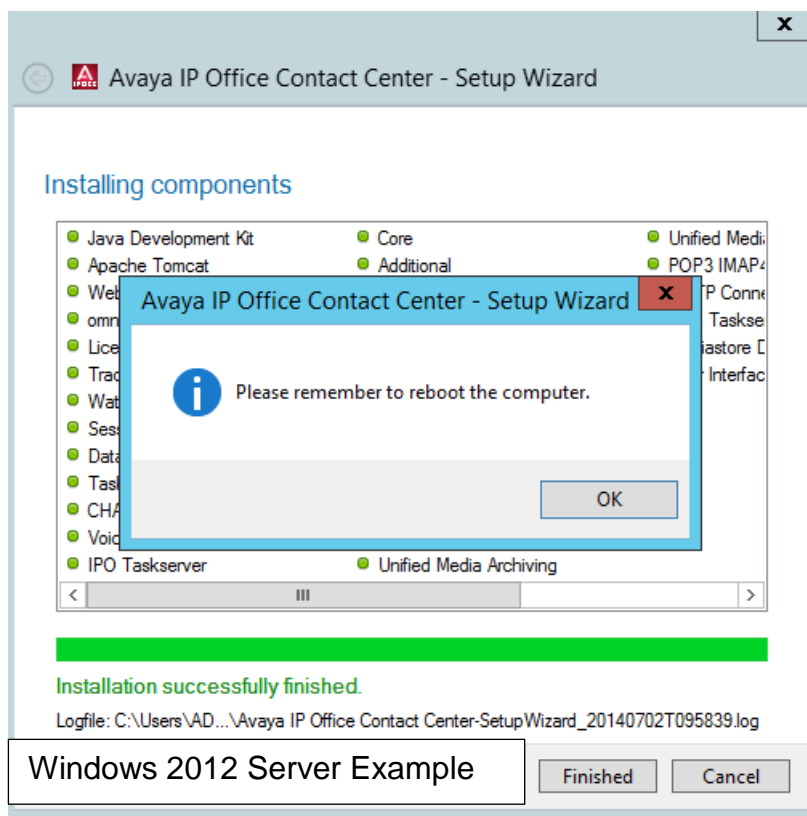
25. Then click on the **Start** button on the server's desktop, followed by **Restart**.
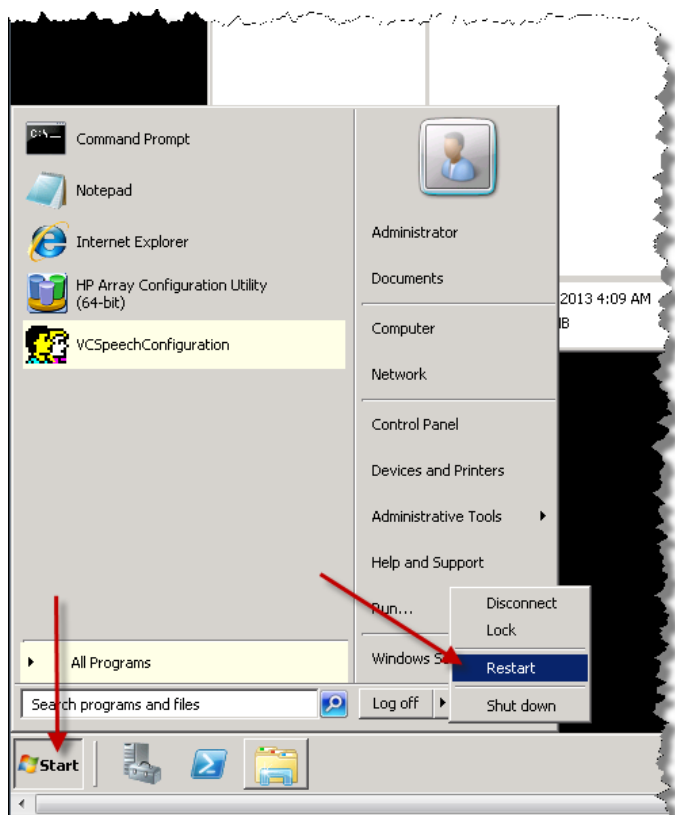
With Windows 2012 server, click the **Settings** icon, then click the **Power** icon followed by **Restart**.
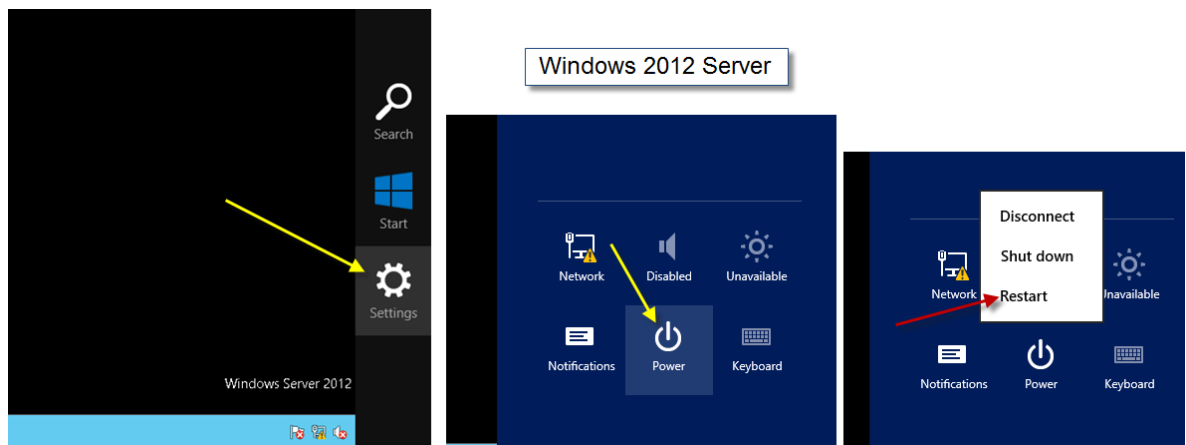
Select **Application: Installation (Planned),** then click the Continue button.
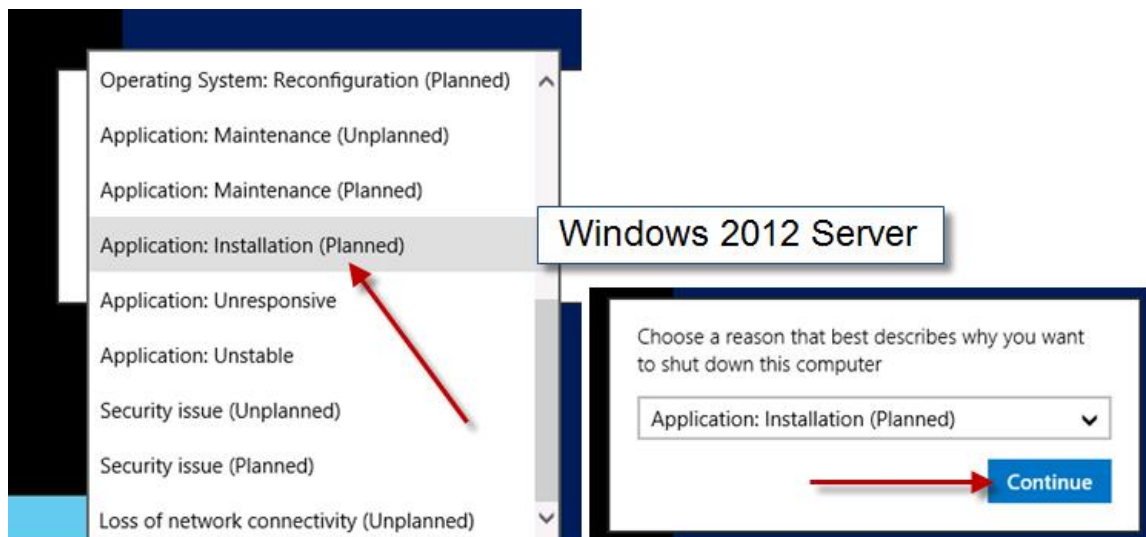
26. Once restarted, log back into the server via remote desktop.

27. Once logged in, the **Watchdog Configuration Wizard** will be displayed. This wizard will automatically run and check that the services have successfully restarted.
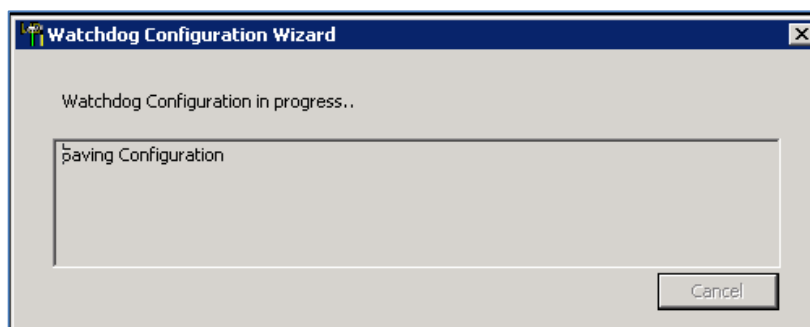
28. The Watchdog will display a message once it has successfully checked the services. This window will close automatically.

It is recommended that you check that the services have correctly started.

29. To do this, from the server's desktop select **Start** followed by **All Programs**.
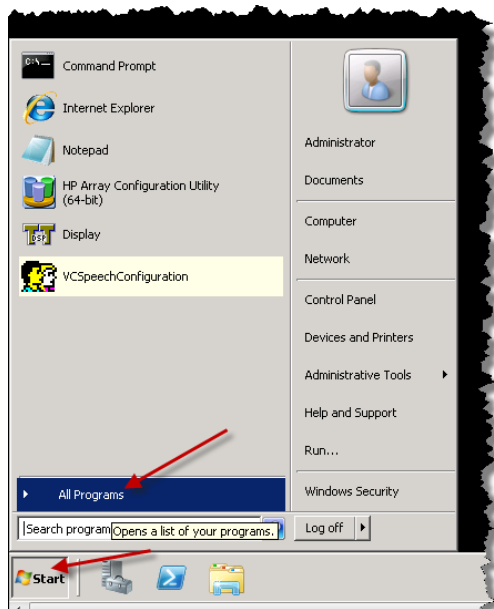
With Windows 2012 server, click the **down arrow** icon and click the **TT display** icon.
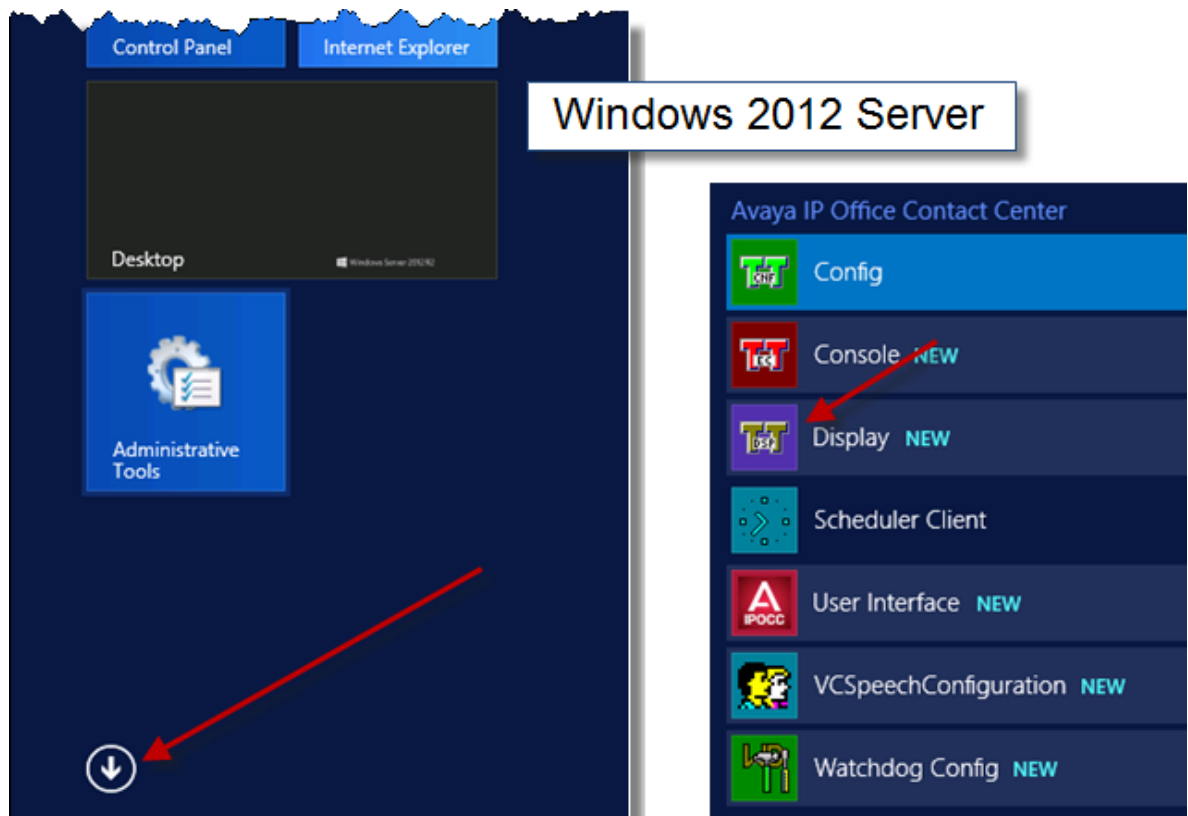
30. Select **Avaya IP Office Contact Center**.
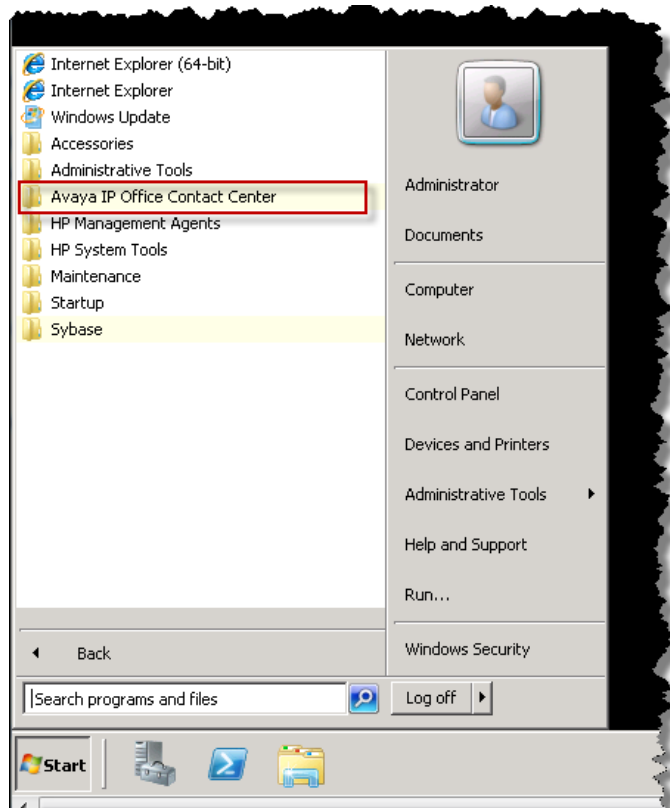
31. Select **Trace System**.
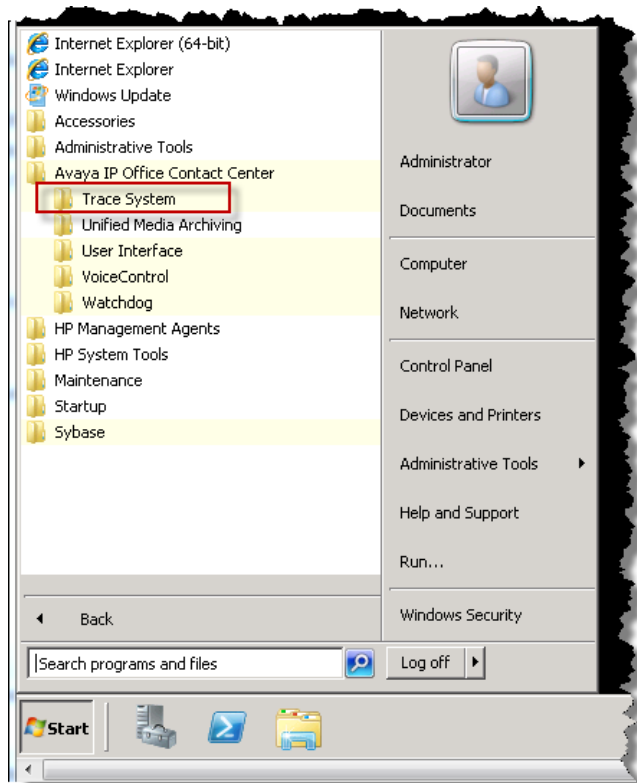
32. Select **TT Display**.
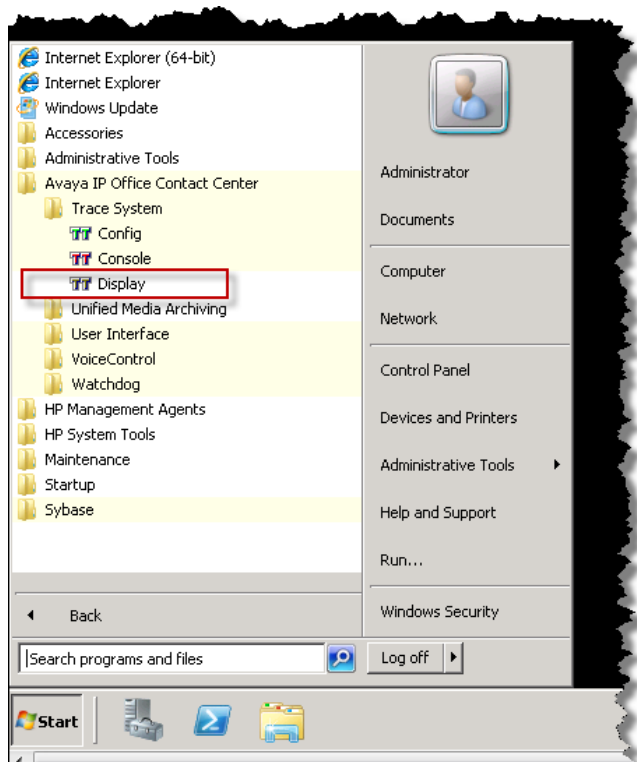
33. The **Trace Display** window will open and show all the running services as indicated by a green status icon. Any services that are yet to start will display a grey icon; those that have just started will display a yellow icon. Any services that have failed to start correctly will display a red icon.
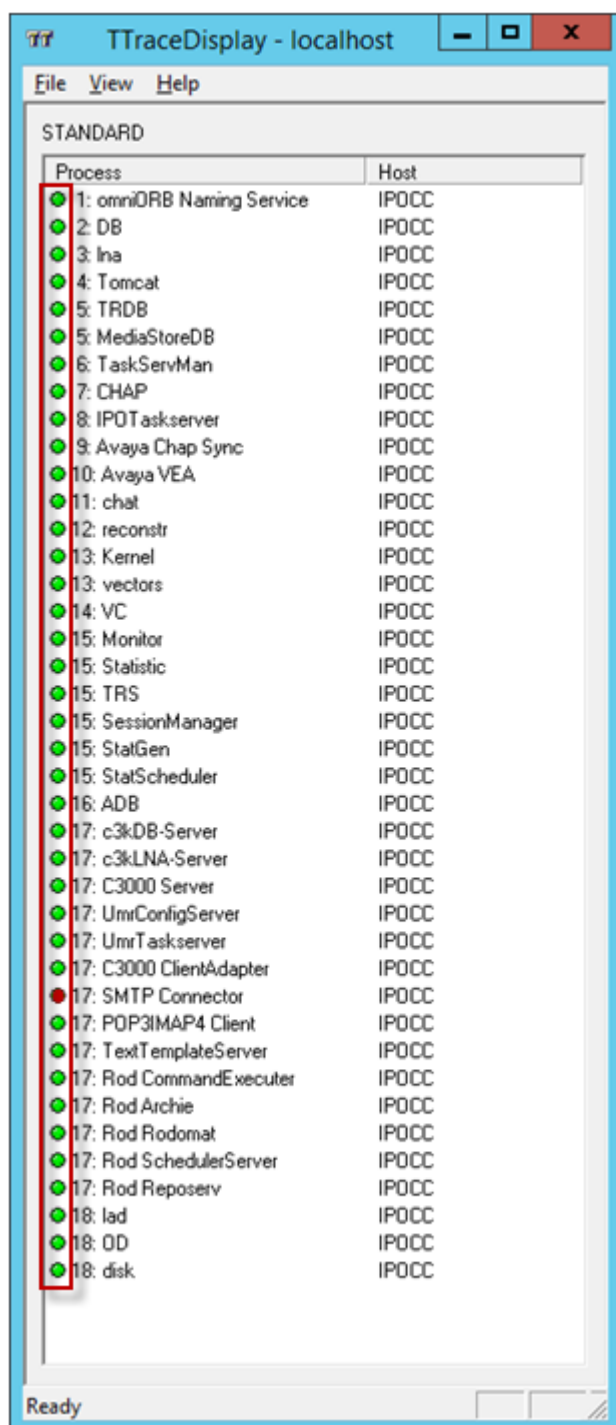
Note: Until the IP Office Contact Center system is licensed the SMTP connector will automatically stop and display a red status icon.

Licensing

A license file has to be installed on the IP Office Contact Center system. This can be achieved by using the **Web License Manager** utility which is available as part of the IP Office Contact Center software installation. The license file is obtained from Avaya and is generated based upon the MAC address of the Windows server upon which the IP Office Contact Center software will be installed.

Once the MAC address of the IP Office Contact Center Server has been obtained, the Technician is required to:

- Login to PLDS.
- Obtain the required License file as per the Sales order.
- Once received, the license file is applied to the IP Office Contact Center server using the WebLM utility.
- It is good practice to check that the licenses have successfully been applied to the server.
- Any additional licenses required for the IP Office can be obtained using the ADI utility.

For PLDS assistance please contact the Avaya Helpdesk Support:

- APAC +65 6872 8700

- Canada and CALA: +1 720 444 0130.

- EMEA: +44 1483 309800,

- Germany call +49 69 7505 1234

- USA: -866-AVAYA IT (+1-866-282-9248) or 303-354-8999.

Licensing – Obtaining the MAC Address of the Server

1. To obtain the MAC address of the server, from the server's desktop click the servers **Start** button, then click in the search window and type **cmd** and press the enter key on your keyboard.
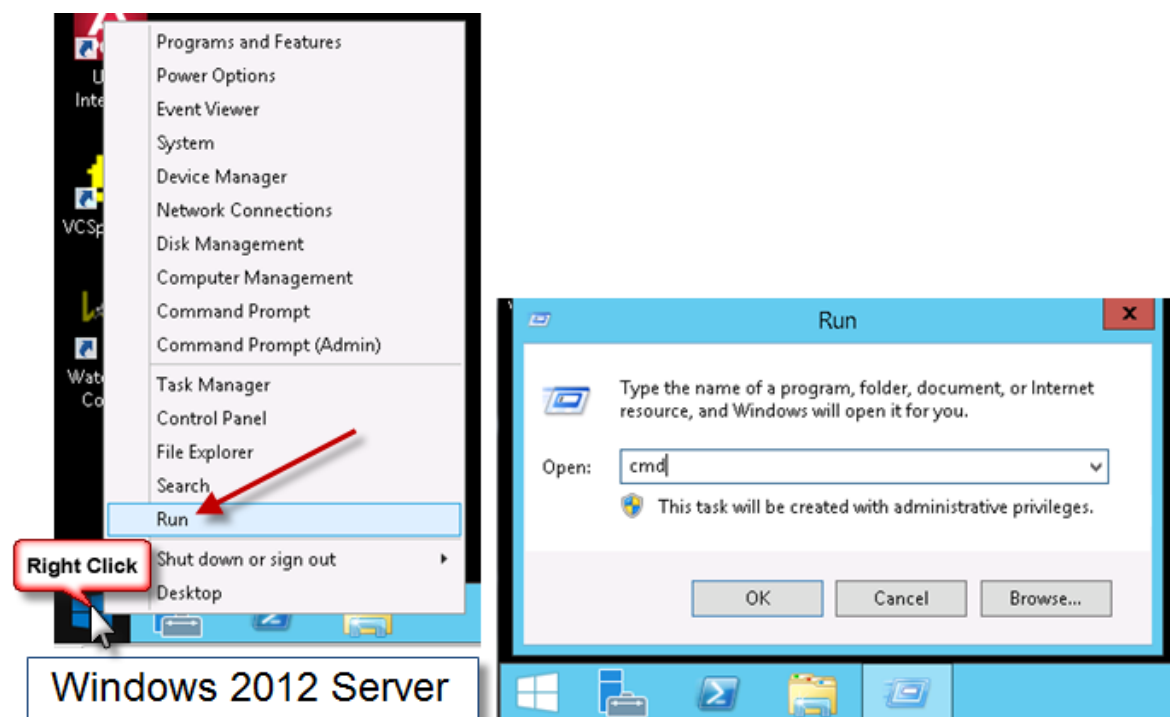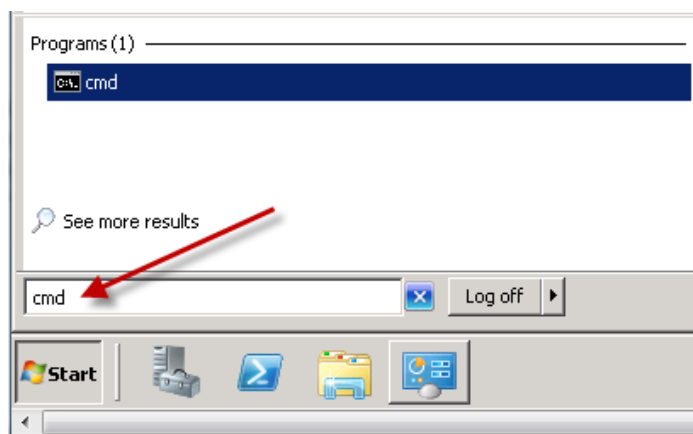
2. The command prompt is displayed.
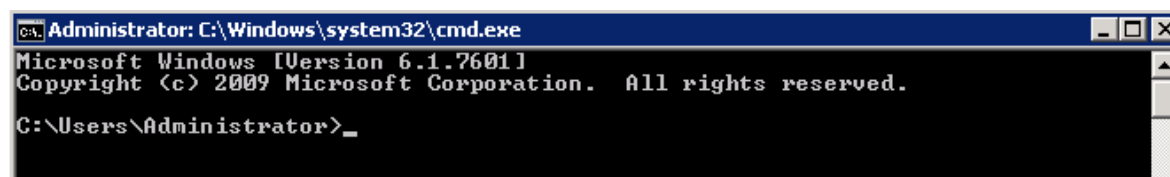
3. At the prompt type **ipconfig/all** and press the **Enter** key.
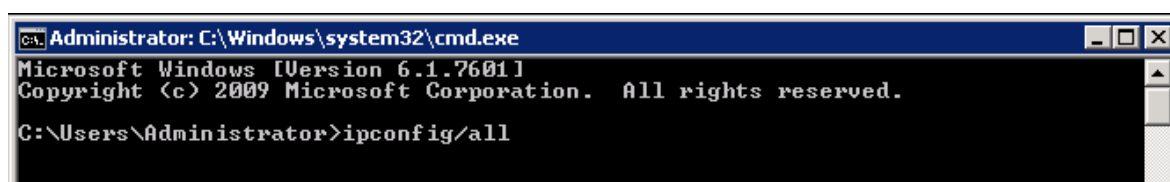
4. The network adapter settings are displayed. Make sure that you note the details of the Network Adapter that is being used as the active network interface for IP Office Contact Center.

> **Note**: If the server has multiple network adapters, disable all NICs that are not used for IP Office Contact Center. ONLY ONE NETWORK CARD IS SUPPORTED.

```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation.  All rights reserved.

C:\Users\Administrator>ipconfig/all

Windows IP Configuration

   Host Name . . . . . . . . . . . . : WINDOWS-S0EU2OJ
   Primary Dns Suffix  . . . . . . . :
   Node Type . . . . . . . . . . . . : Hybrid
   IP Routing Enabled. . . . . . . . : No
   WINS Proxy Enabled. . . . . . . . : No

Ethernet adapter Local Area Connection 2:

   Media State . . . . . . . . . . . : Media disconnected
   Connection-specific DNS Suffix  . :
   Description . . . . . . . . . . . : HP Ethernet 1Gb 2-port 361i Adapter #2
   Physical Address. . . . . . . . . : 6C-3B-E5-A7-5D-D9
   DHCP Enabled. . . . . . . . . . . : Yes
   Autoconfiguration Enabled . . . . : Yes

Ethernet adapter Local Area Connection:

   Connection-specific DNS Suffix  . :
   Description . . . . . . . . . . . : HP Ethernet 1Gb 2-port 361i Adapter
   Physical Address. . . . . . . . . : 6C-3B-E5-A7-5D-D8
   DHCP Enabled. . . . . . . . . . . : No
   Autoconfiguration Enabled . . . . : Yes
   Link-local IPv6 Address . . . . . : fe80::3dc0:ce29:e1ff:9ae4%11(Preferred)
   IPv4 Address. . . . . . . . . . . : 192.168.42.50(Preferred)
   Subnet Mask . . . . . . . . . . . : 255.255.255.0
   Default Gateway . . . . . . . . . : 0.0.0.0
   DHCPv6 IAID . . . . . . . . . . . : 241974245
   DHCPv6 Client DUID. . . . . . . . : 00-01-00-01-18-5C-B2-B3-6C-3B-E5-A7-5D-D8

   DNS Servers . . . . . . . . . . . : 192.168.42.50
   NetBIOS over Tcpip. . . . . . . . : Enabled

Tunnel adapter isatap.{C2008EA9-BC84-4818-9E84-D132354AC7A4}:

   Media State . . . . . . . . . . . : Media disconnected
   Connection-specific DNS Suffix  . :
   Description . . . . . . . . . . . : Microsoft ISATAP Adapter
   Physical Address. . . . . . . . . : 00-00-00-00-00-00-00-E0
   DHCP Enabled. . . . . . . . . . . : No
   Autoconfiguration Enabled . . . . : Yes

Tunnel adapter isatap.{10242457-80EC-4562-A582-2C3539EC288F}:

   Media State . . . . . . . . . . . : Media disconnected
   Connection-specific DNS Suffix  . :
   Description . . . . . . . . . . . : Microsoft ISATAP Adapter #2
   Physical Address. . . . . . . . . : 00-00-00-00-00-00-00-E0
   DHCP Enabled. . . . . . . . . . . : No
   Autoconfiguration Enabled . . . . : Yes

C:\Users\Administrator>_
```

5. In the example below, the MAC address of the network adapter to be used for IP Office Contact Center is 6C-3B-E5-A7-5D-D8 (this address is for illustrative purposes only). Make a note of the server's MAC address i.e. the **Physical Address**.

6. The MAC address details are then provided to Avaya and the appropriate license file produced.

7. Once the license has been generated copy it to the IP Office Contact Center server's desktop, it can now be applied to the server.

8. **Web License Manager** can be opened on the server from a browser. From the server's desktop, select **Start** followed by **Internet Explorer**.

9. Enter the following address in Internet Explorers address bar:

https://localhost:8443/WebLM
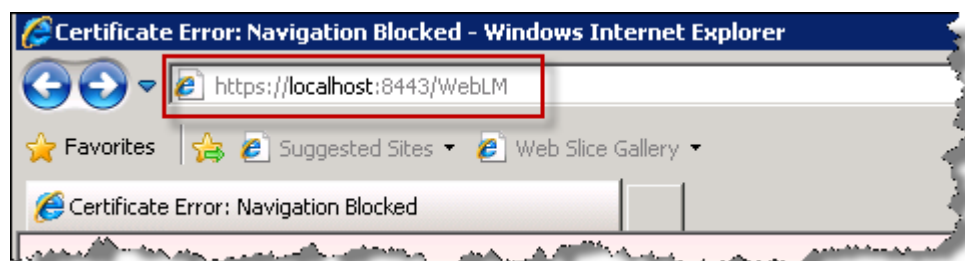
10. If a security warning is displayed, click **OK.**
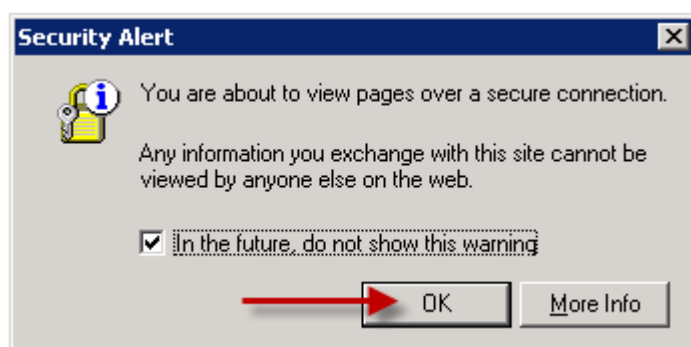
11. A Security Certificate warning is displayed, click **Continue to this website**.
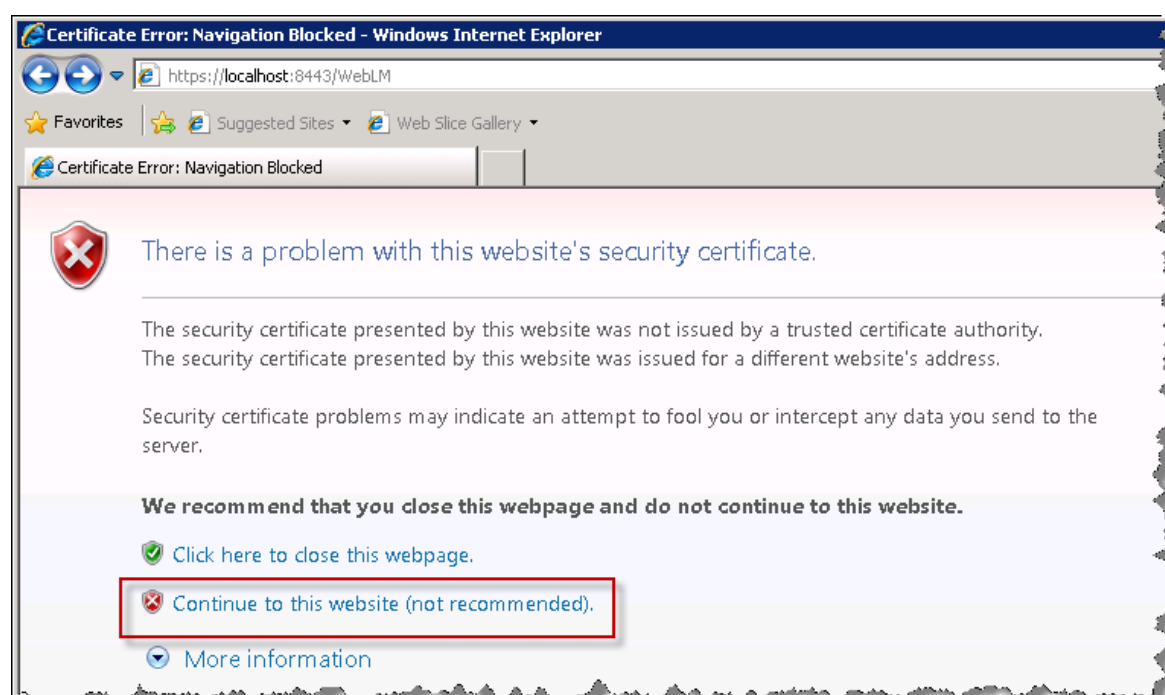
12. The Web License Manager screen is displayed.

13. Enter the User Name: **admin**
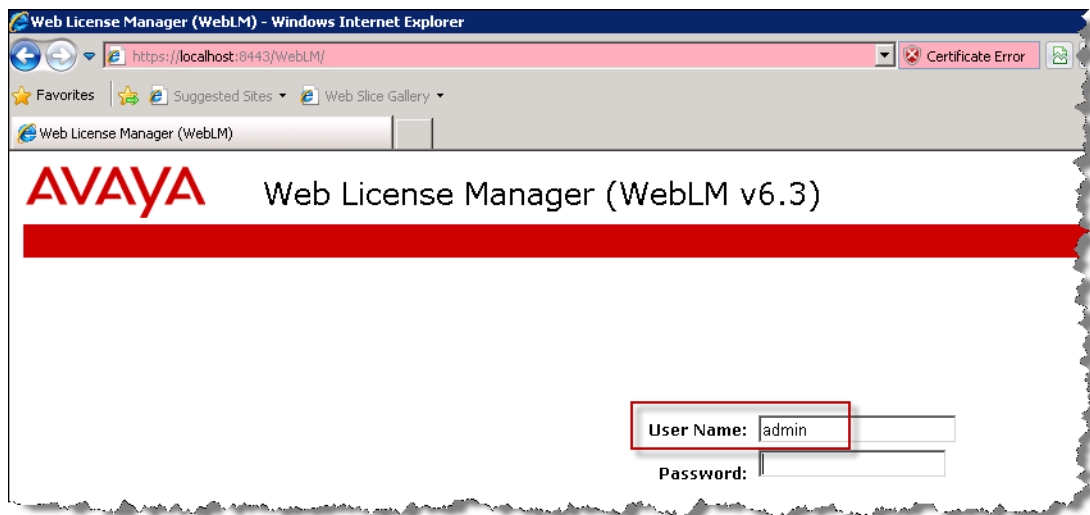
14. Enter the Password: **weblmadmin**
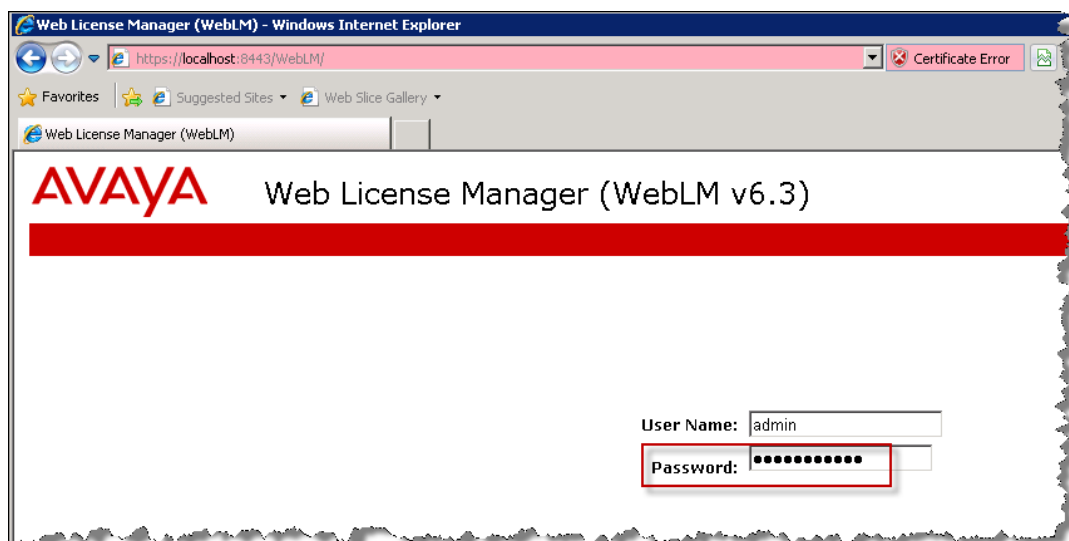
15. Click the **Log On** button.
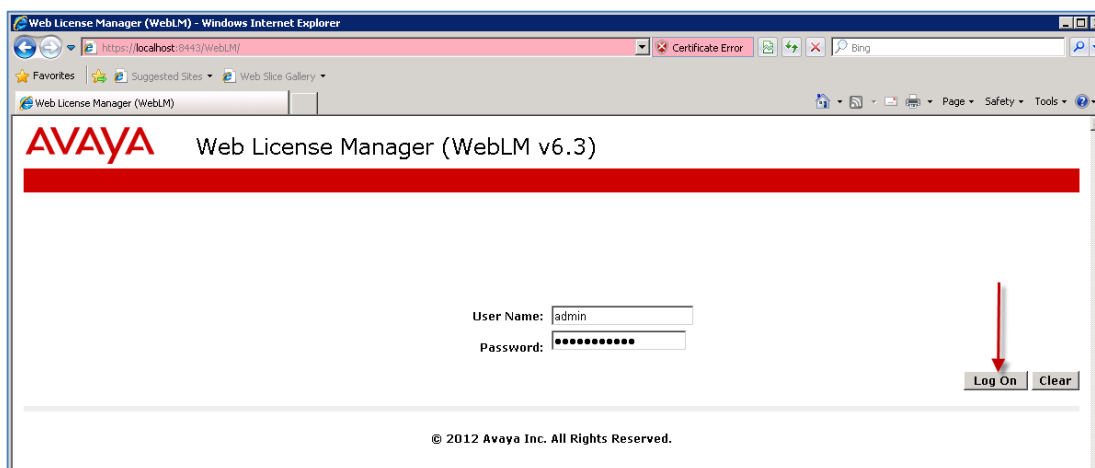
16. You will be prompted to change the password. Enter **weblmadmin** in the Current password field.
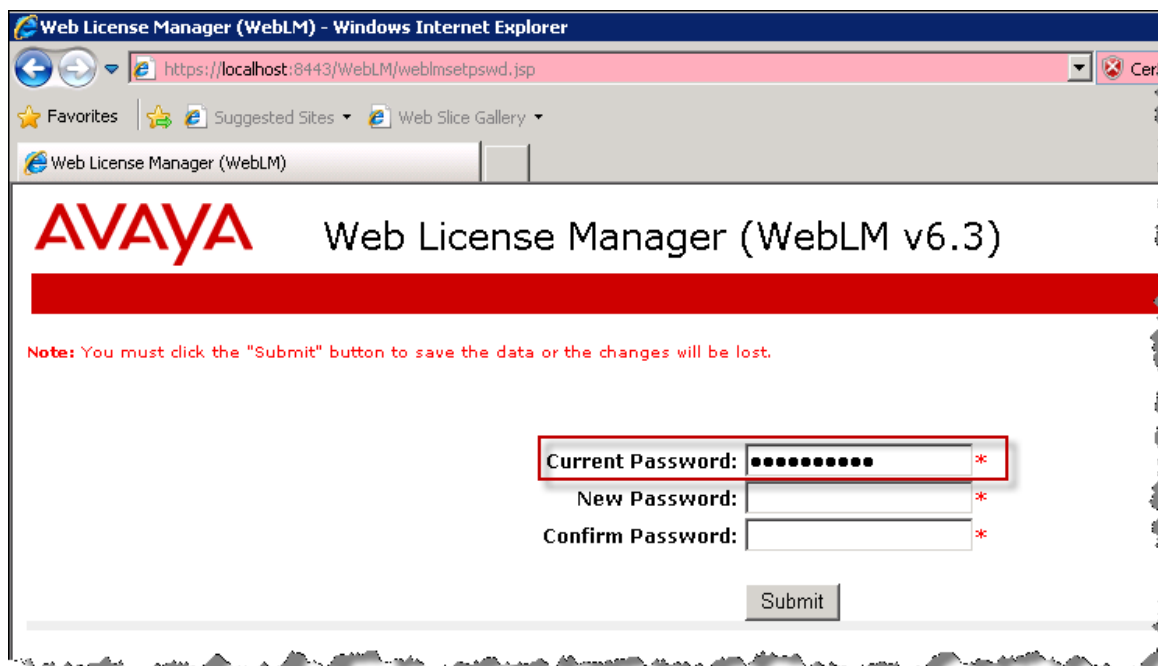
17. Enter and confirm the new password, then click the **Submit** button.

18. A prompt will be displayed confirming that the password has been successfully changed.

Note: This password is critical as is it used for access to the Web License Manager utility. Therefore a make note of the password you create.

19. Log back into Web License Manager, with the new password you have just created.
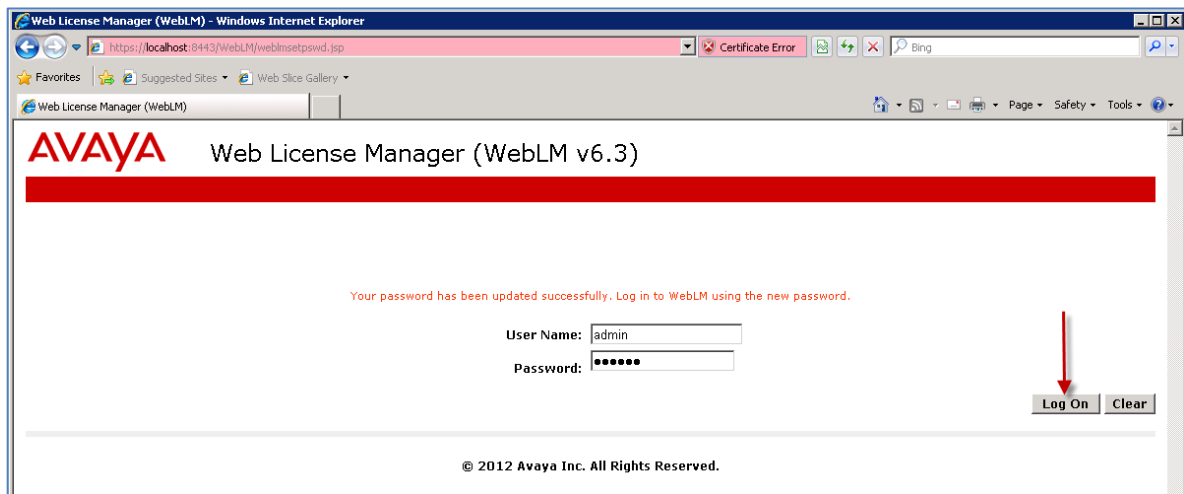
20. The Web License Manager's interface is displayed.
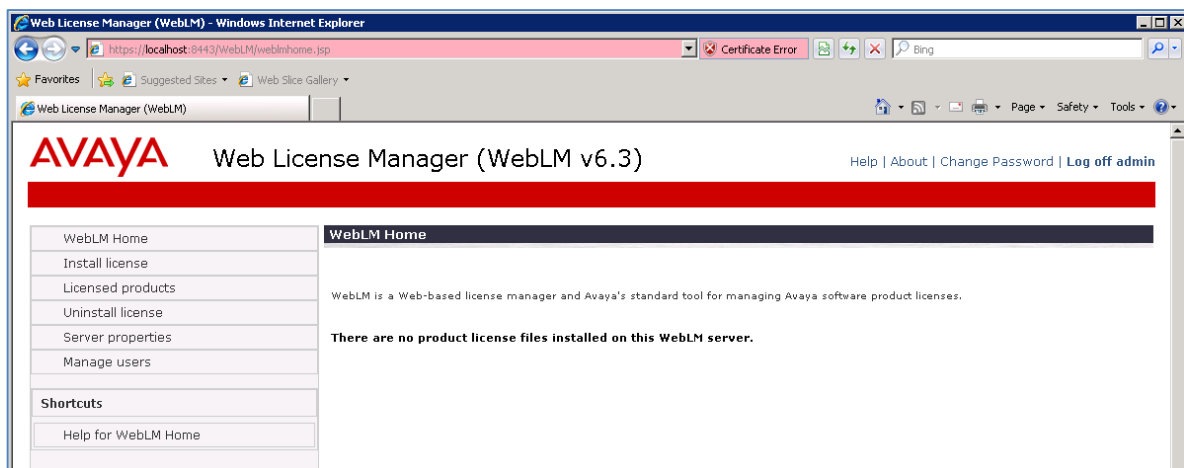
21. Click the **Install License** link.
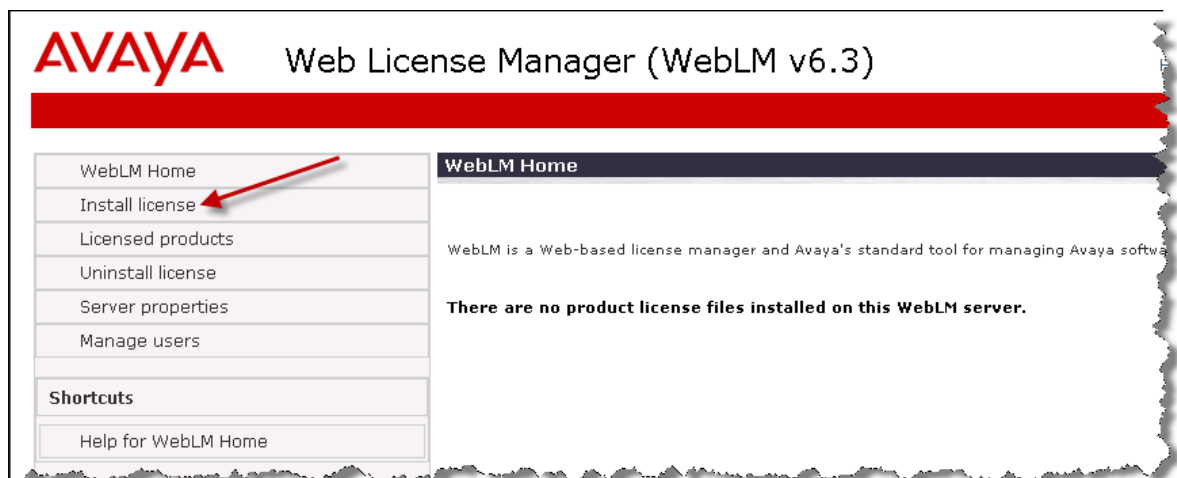
22. Click the **Browse** button and browse to the license file.
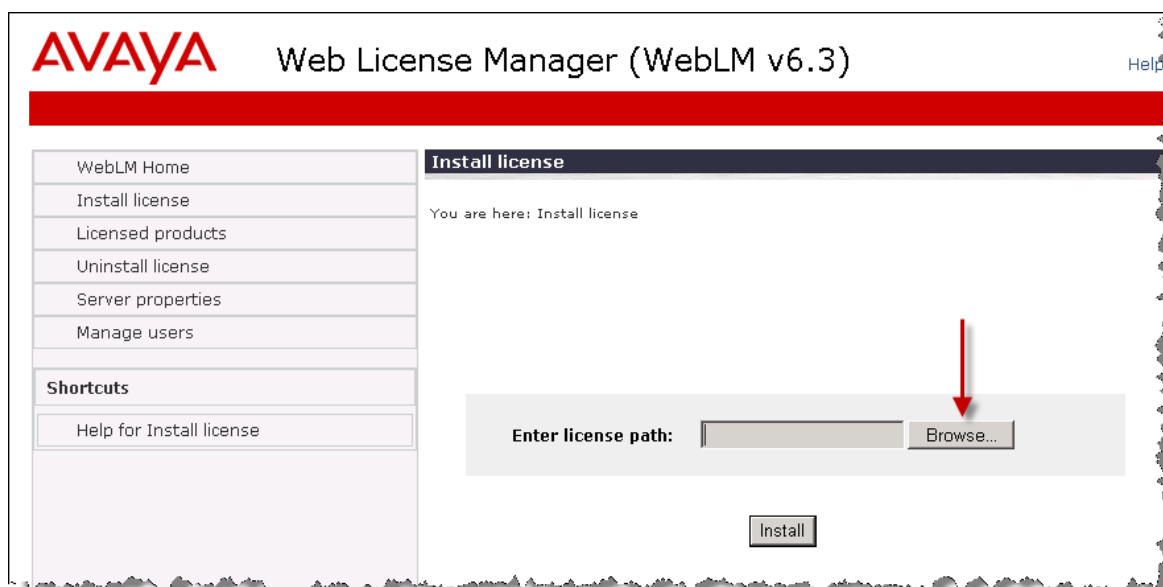
23. Select the license file and click **Open**.
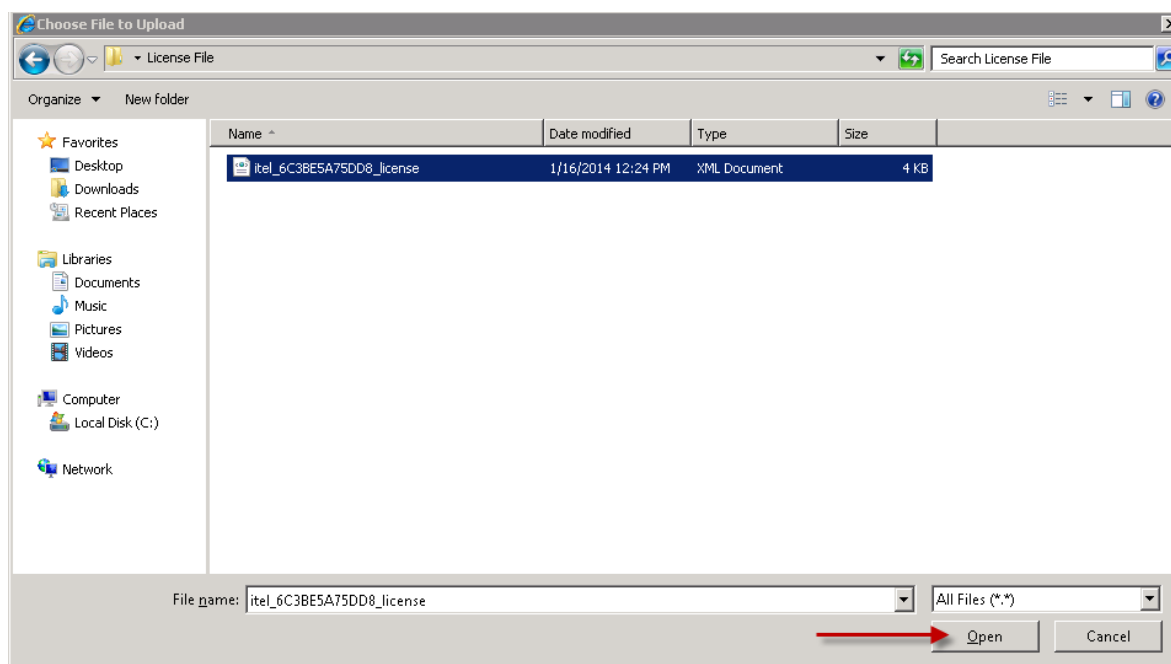
24. Then click the **Install** button.

25. You will be notified that the license file has been installed successfully.
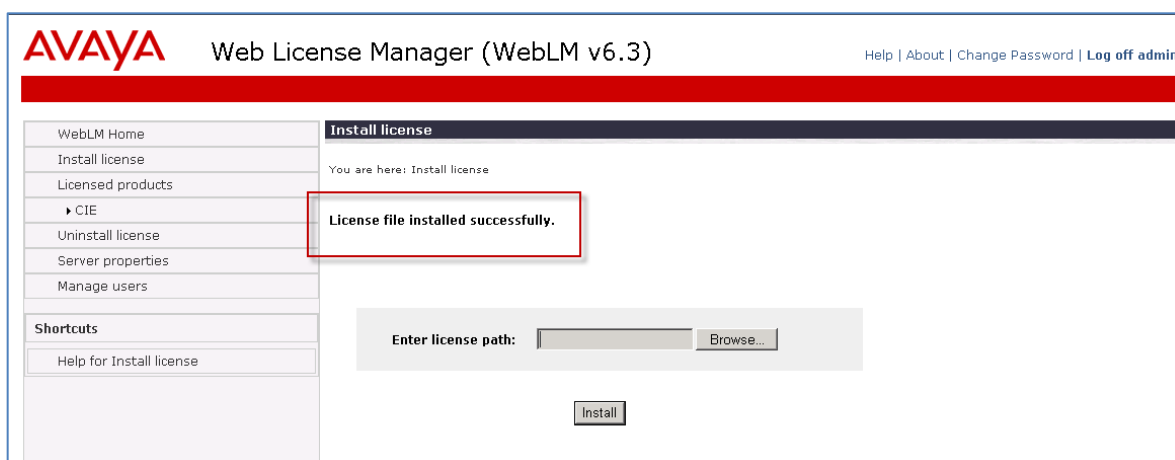
26. Click on the **CIE** link and the installed **Licensed Features** will be displayed.

Preparing the Configuration Data – For Use with the Excel Spread Sheet

1. Browse to the **Avaya IP Office Contact Center Configuration** file located in the **Utilities** folder.
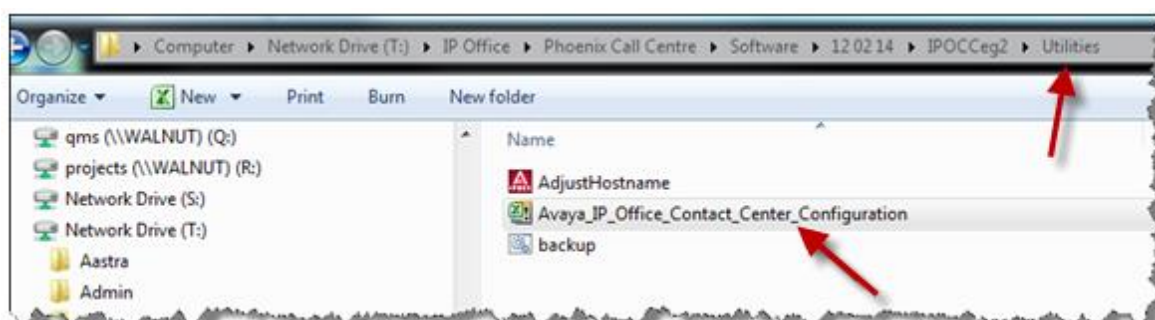
Note: This IP Office Contact Center configuration files were previously copied to the server's desktop during the initial part of the configuration. Please refer to the **Installing the Sybase Database** section of this guide.
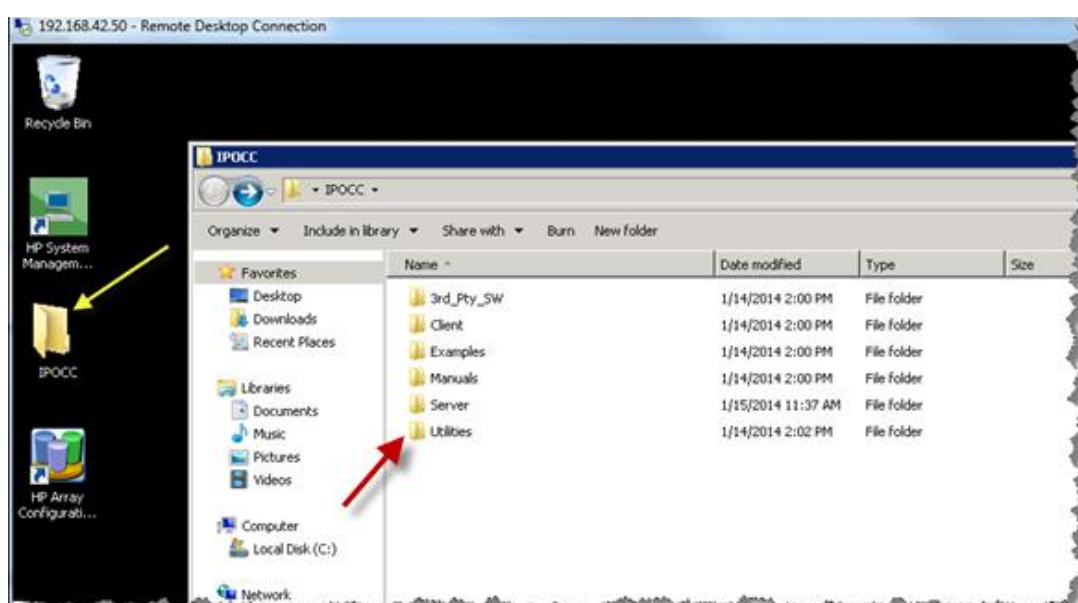
2. Open the file by double click on the **Avaya IP Office Contact Center Configuration** spread sheet icon
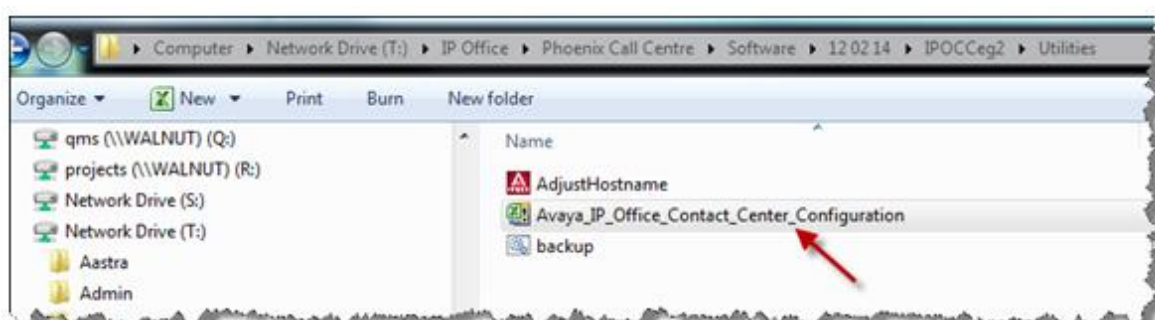
3. The Excel file should be configured so that Macros are enabled. To do this click on **File, Save As, Macro Enabled Workbook**.
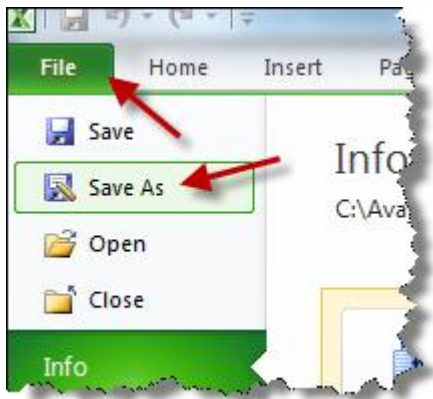
Note: It is important that the Workbook is saved with a path that contains no spaces / (blank) characters.
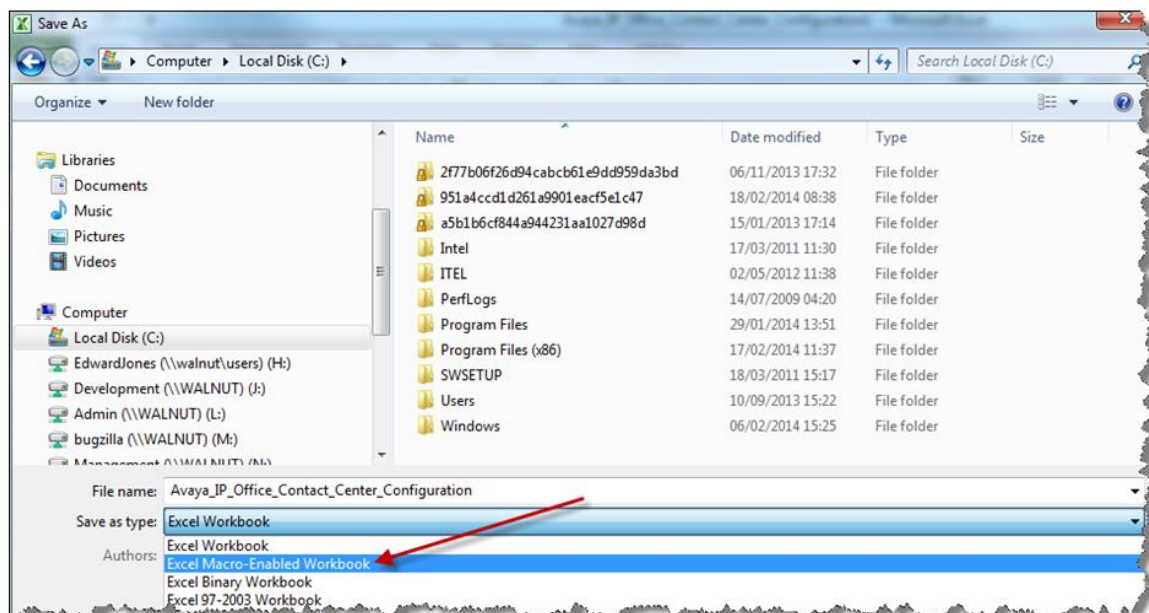
4. The file will have an **.xlsm** extension.

5. Close the file.
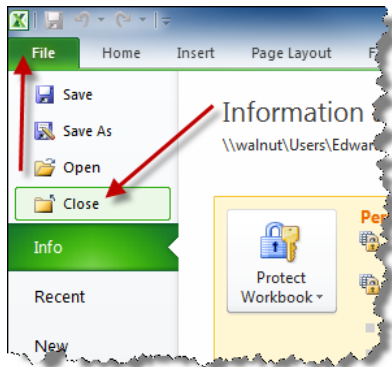
6. If you are using an older version of Excel, for example within the Office Professional 2010 suite, you may have to manually enable Macros. Reopen the file and click **File** followed by **Options**.
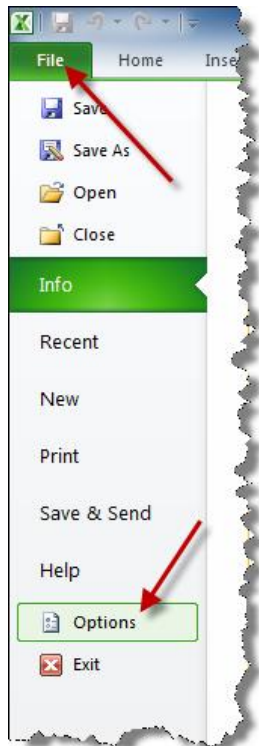
7. Select **Trust Center**. Click the **Trust Center Settings** button.
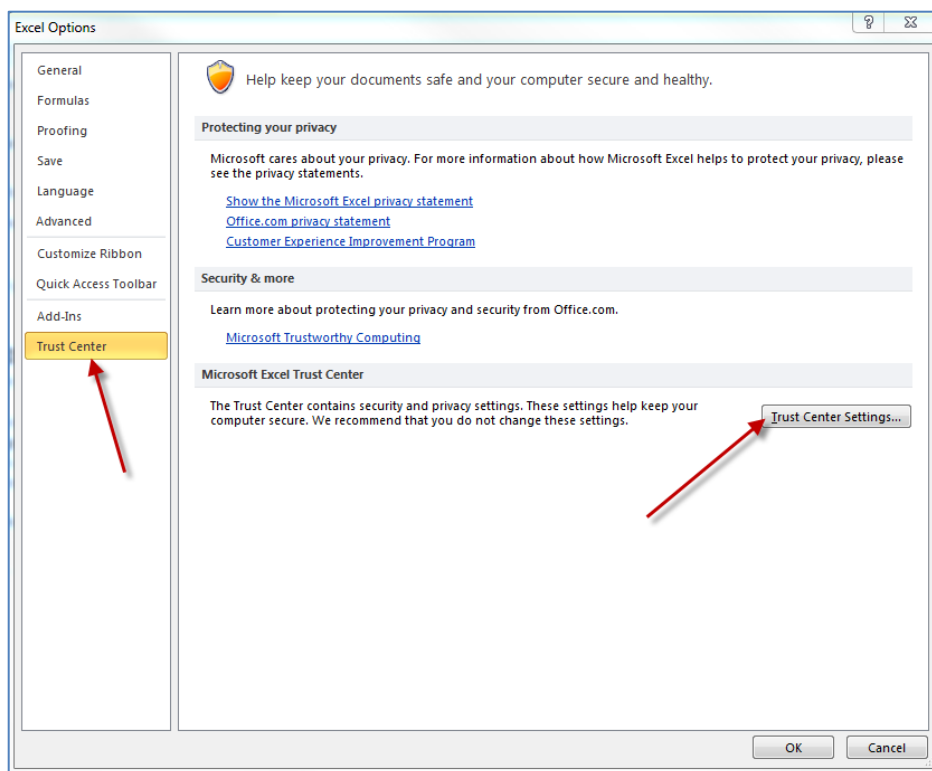
8. Click **Macro Settings**. Select the **Enable All Macros** radio button. Click the **OK** button.
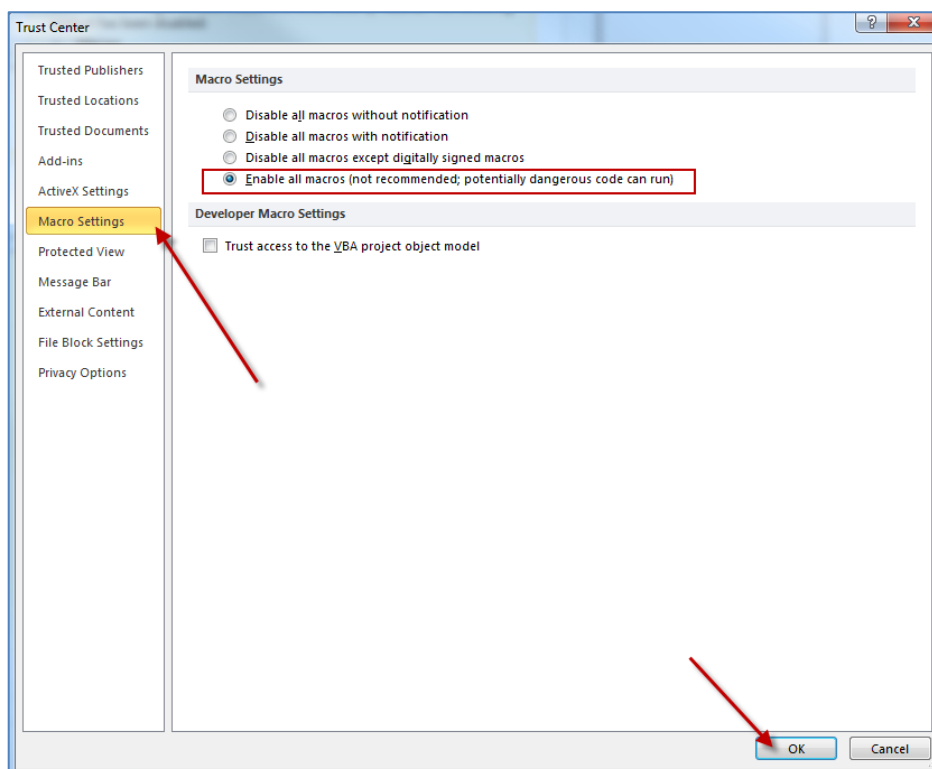
9. Click the **OK** button.
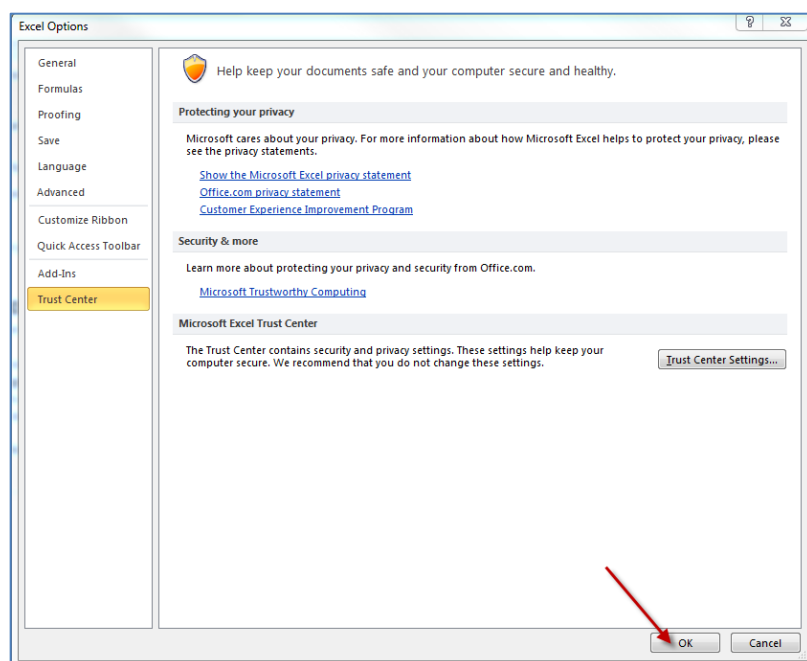
10. Save the Excel file. For example,
Avaya_IP_Office_Contact_Center_Configuration.xlsm

11. The workbook can now be completed by moving between each tab from left to right and completing the configuration fields.

12. The first tab named "Brief Instructions" provides step by step instructions detailing how to complete the workbook.
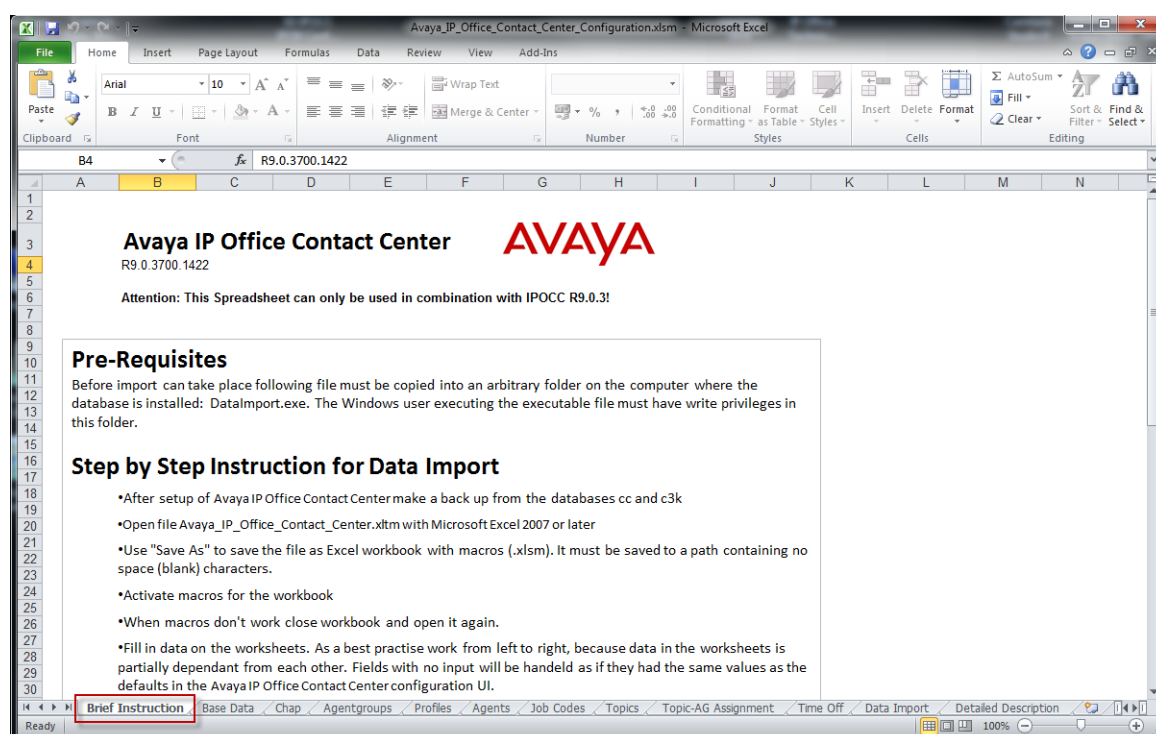
13. Tips to help you complete the workbook can be viewed by clicking the red tool tip icon against specific fields.

14. The first tab to be completed is the **Base Data** tab.

15. It is imperative that you enter the correct IP Office Contact Center Hostname, XMPP Hostname, XMPP Domain and UMR Domain. Fields with a red background must be configured.

In this example the IP Office Contact Center server hostname of **abcipocc** has been added.

Note: The server's computer name should only comprise of letters and digits. It should not contain spaces or underscores. The name should also begin with a letter.

16. This can be checked on the server by opening a command prompt and typing **hostname** after the prompt.
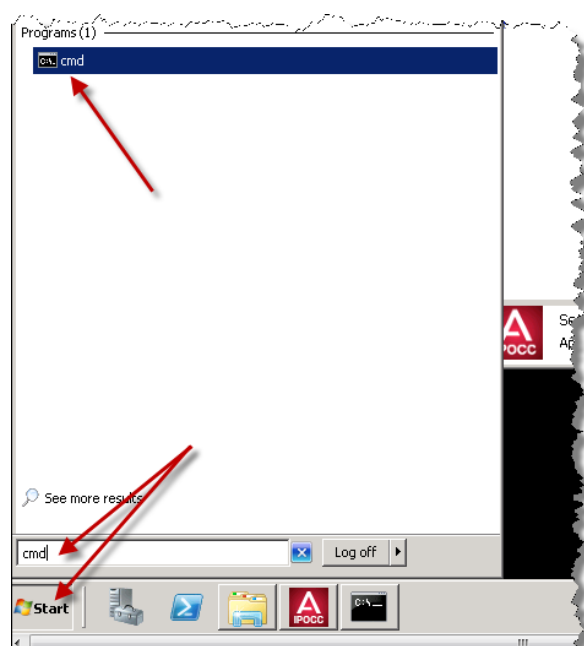
17. The IP Office Contact Center server's hostname is displayed.

18. If Chat and Email are not going to be used, these fields can be left as default.

19. From the **Chap** tab, in the **LocalIPAddress** field, enter the IP Address of the IP Office Contact Center server.

20. In the **PBXIPAddress** field, enter the IP address of the IP Office.

21. In the SIP Domain field, enter the SIP Domain in lowercase letters. This must match the **Domain Name** set in the IP Office under **System, LAN1, VoIP** tab**, Domain Name.**

22. Enter the IP Address of the DNS server used by IP Office Contact Center.

23. The **SIP Extension** is used for communication between the IP Office Contact Center and the IP Office. This will automatically be added to the IP Office settings when the configuration file is uploaded to the IP Office.

24. Repeat this process for the remaining tabs. Remember that the red tool tips are available against the fields to assist with configuration.
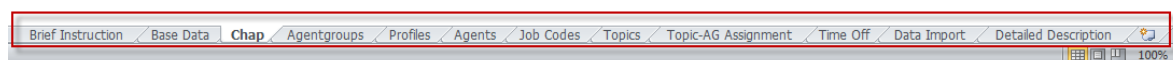
Note that some of the tabs, for example the Agent and Profile tabs contain hidden columns that should be expanded so that the configuration data can be entered. The columns can be expanded by clicking on the plus (+) icons.

25. When all of the tabs have been populated with configuration data, click the **Data Import** tab then click on the **Create Data Import** button.
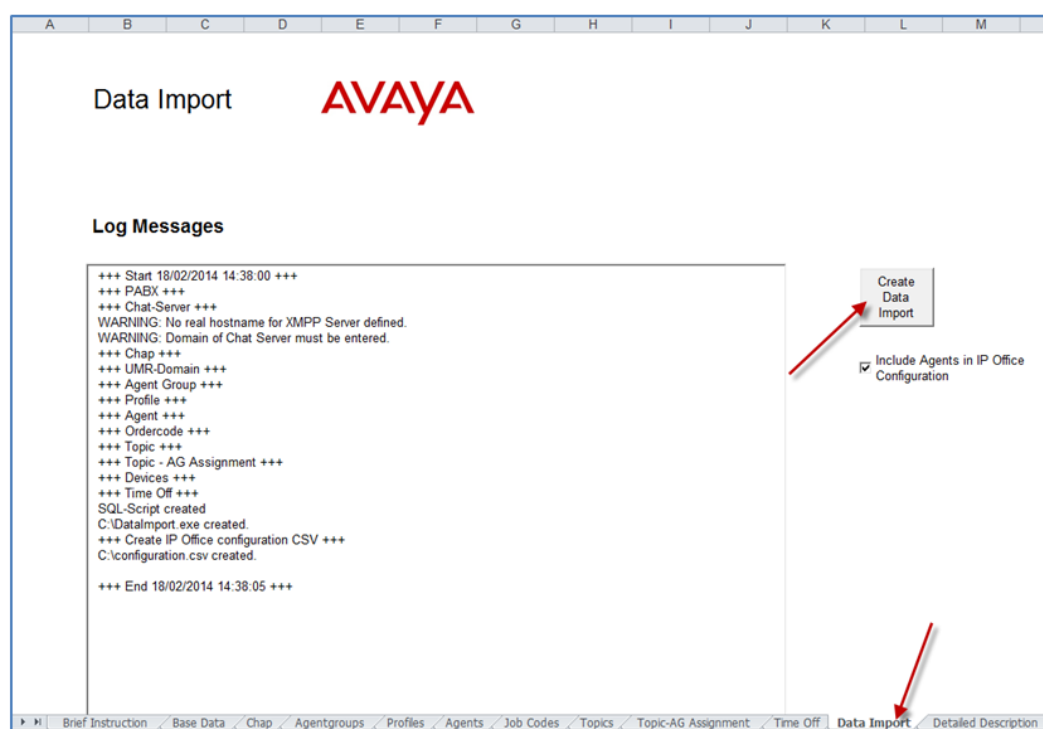
26. The **Data Import** file will be created.
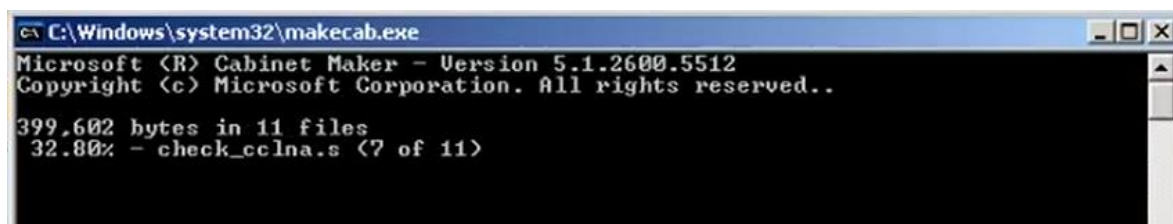
27. Two files are created:
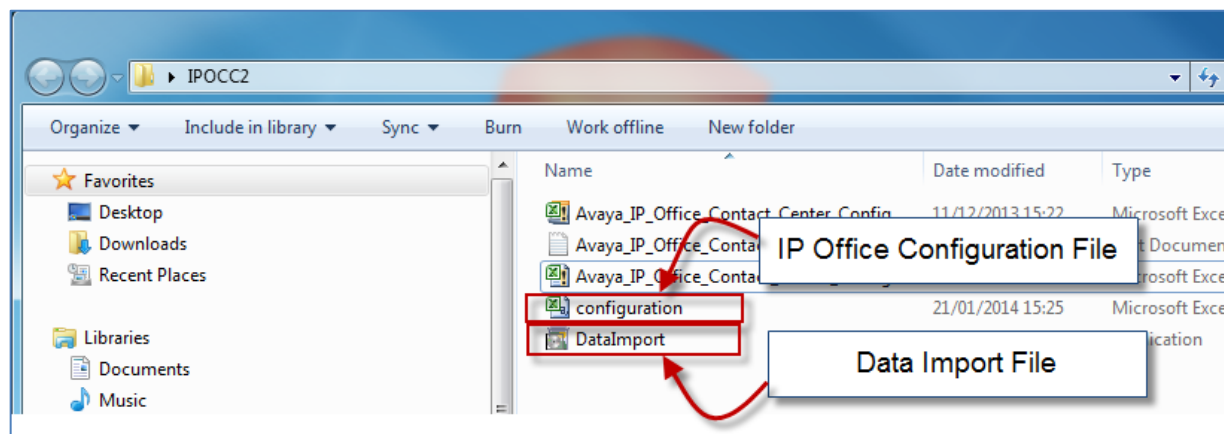
Importing Data to the Sybase Database

28. Copy the **Data Import** file over to the IP Office Contact Center Server.
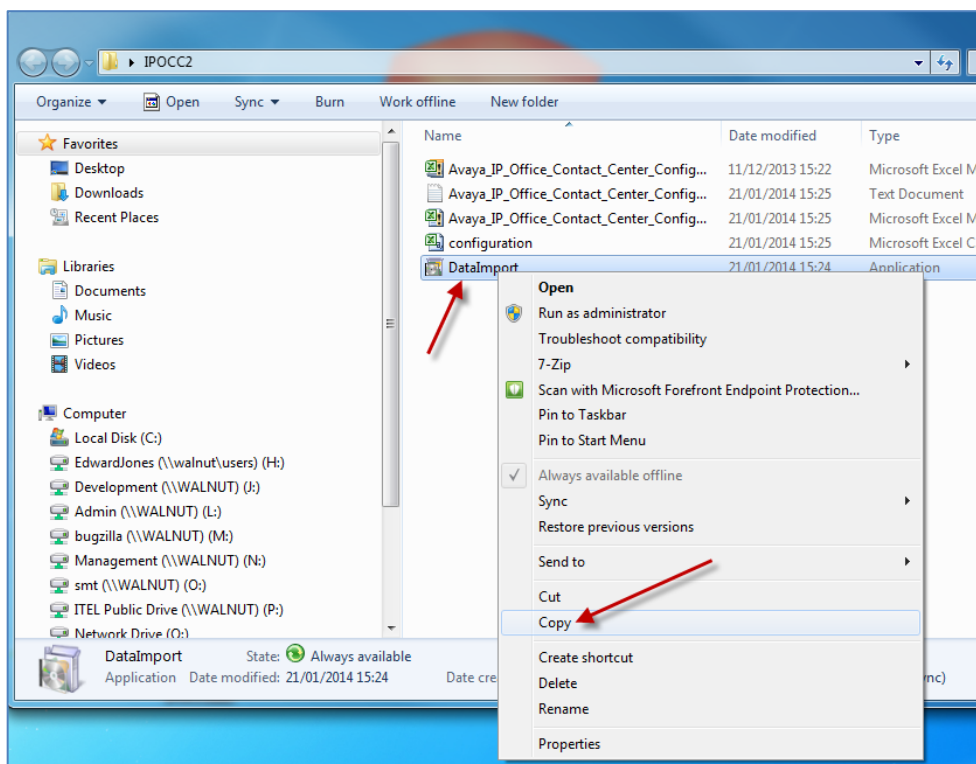
29. From the server's desktop, right click and select **Paste**.
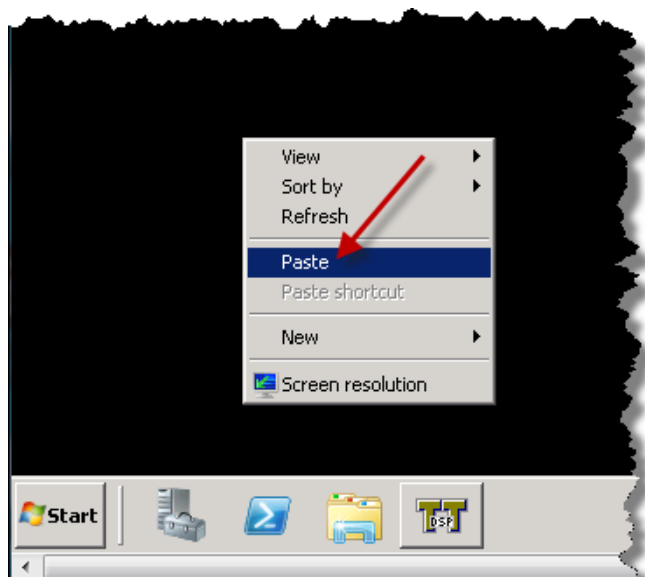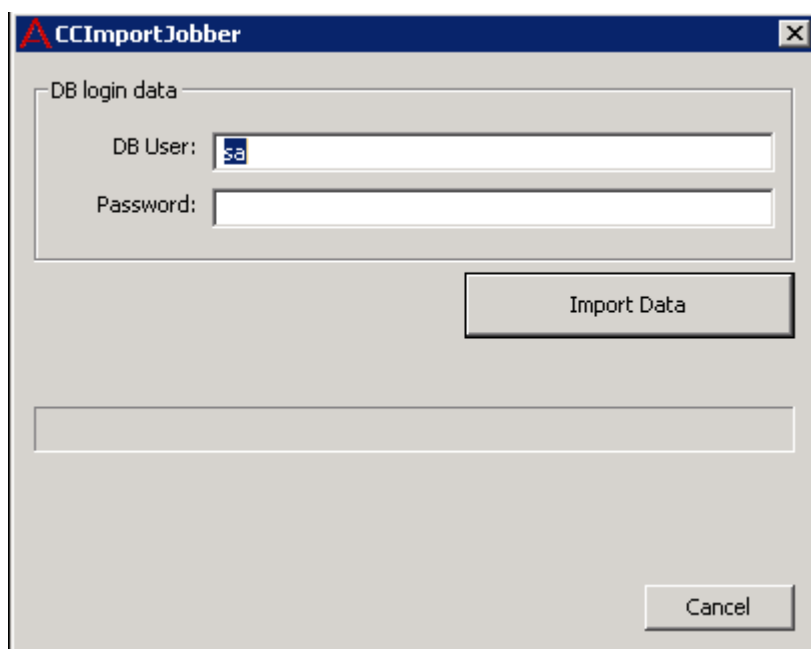
30. The **Data Import** file will be copied to the server.
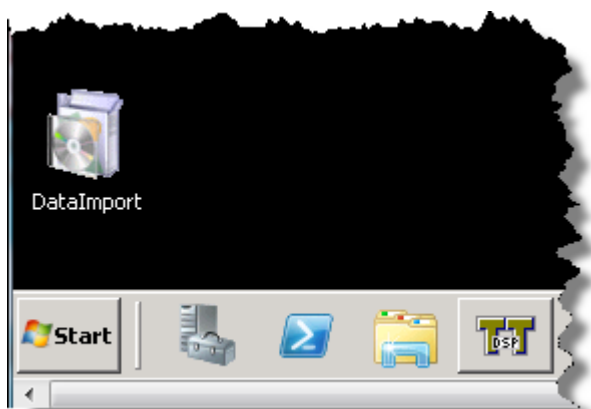
31. Double left click on the **Data Import** file to import the data.
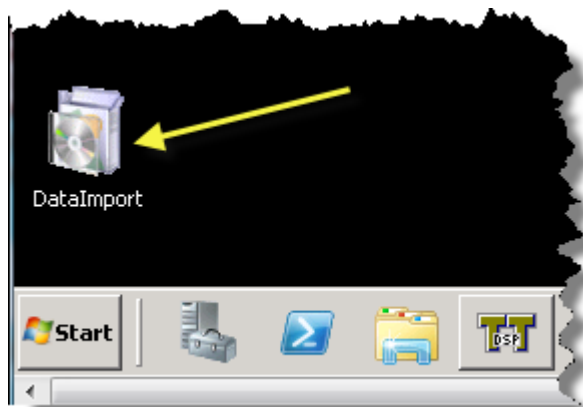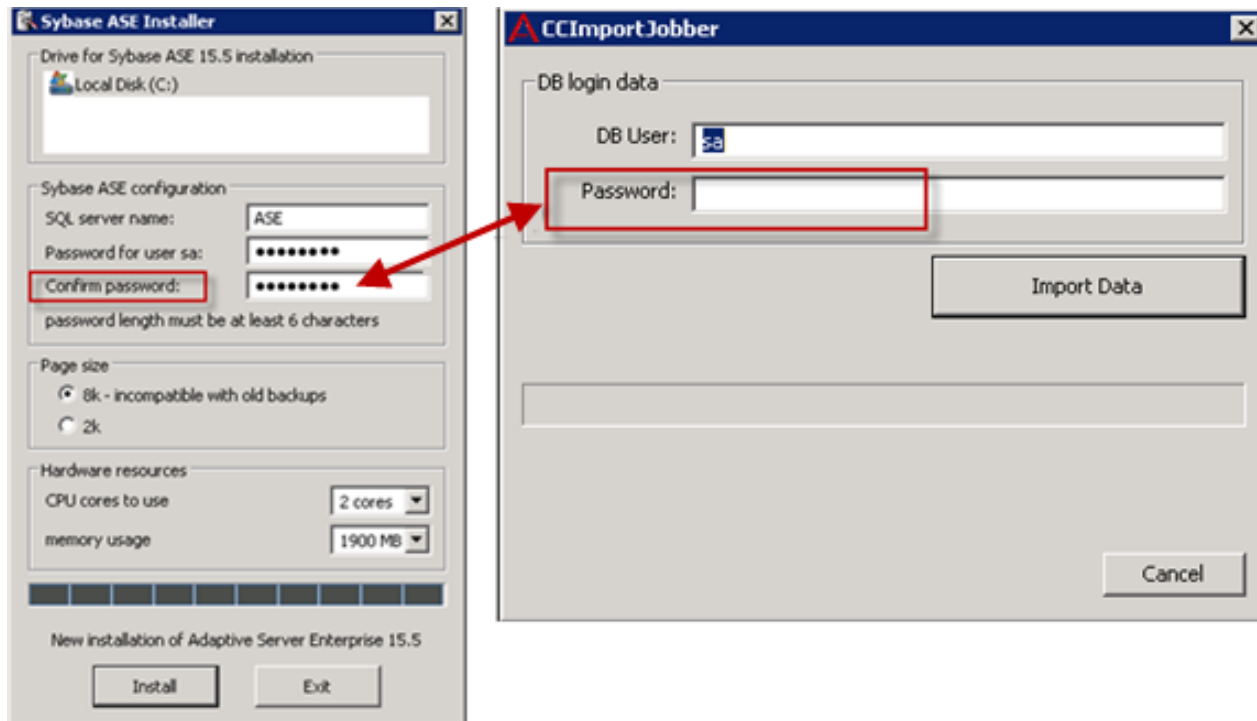
32. The **CCImportJobber** screen is displayed.

33. In the **Password** field, enter the **sa password** that was created earlier during the Sybase installation process. This was previously set to **Administrator**.

34. Once the password has been entered, click the **Import Data** button.
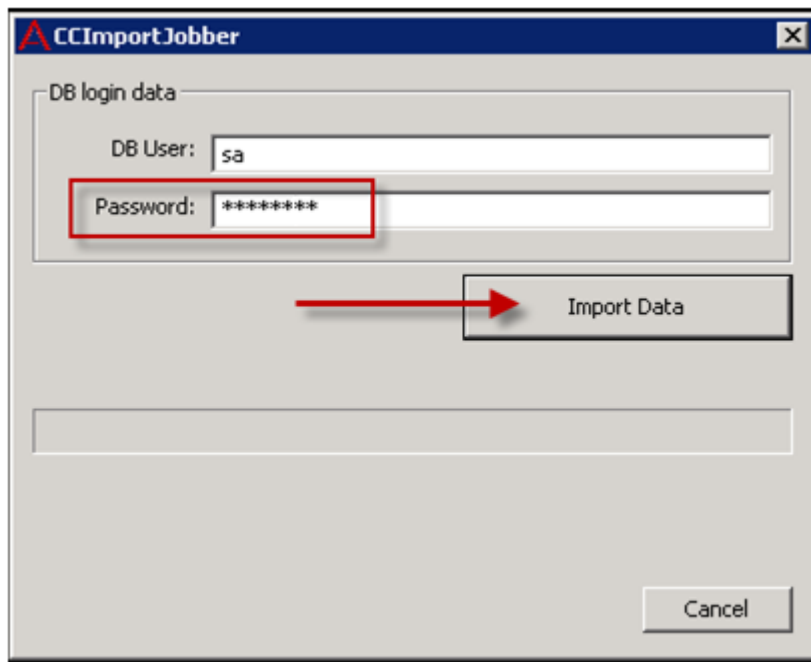
35. The data will be imported to the database.
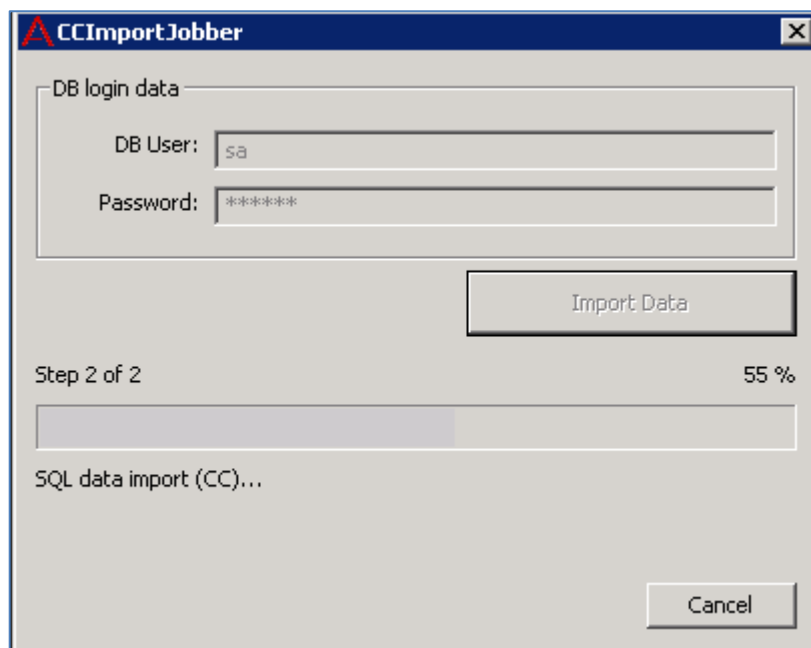
36. You will be notified when the database is successfully imported.
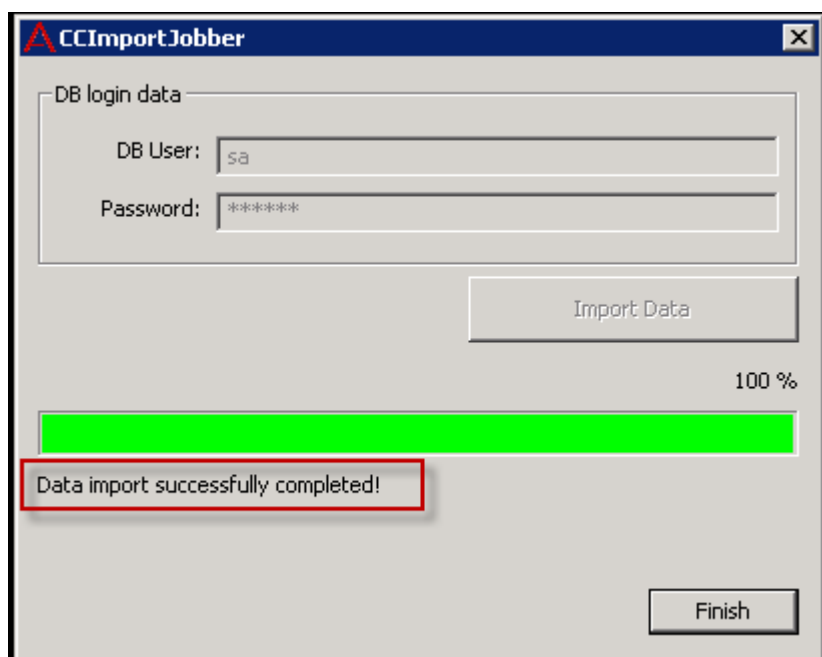
37. Click the **Finish** button.
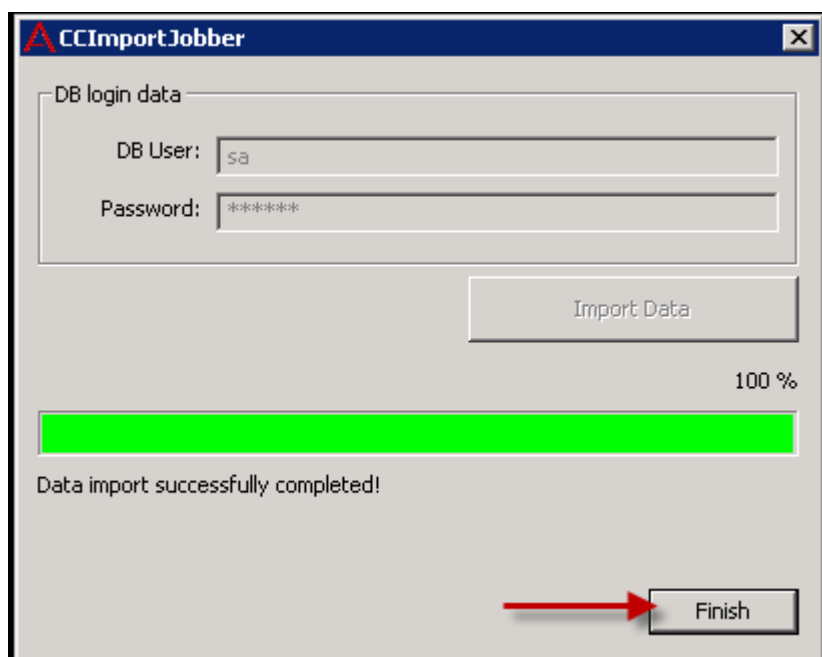
38. Restart the server. From the server's desktop click **Start** followed by **Restart**.
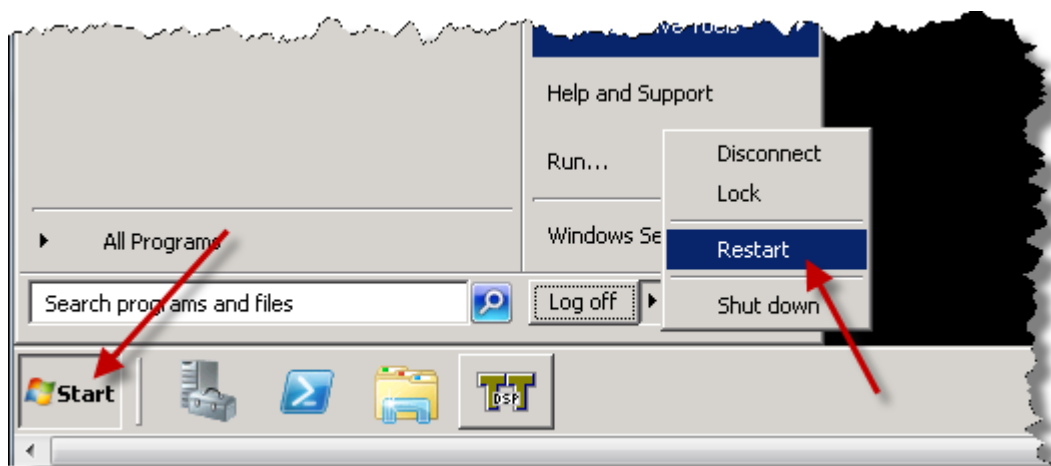
With Windows 2012 server, click the **Settings** icon, then click the **Power** icon followed by **Restart**.
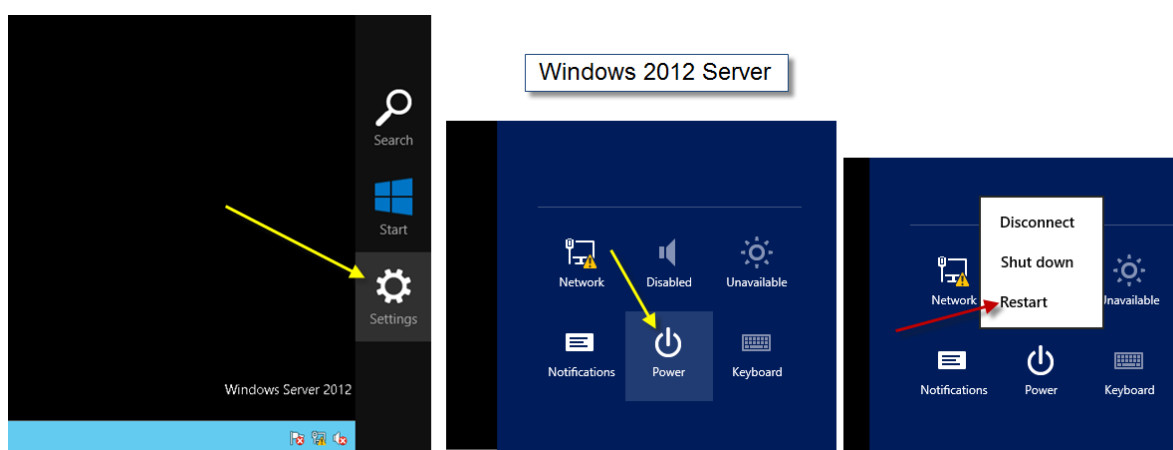
Select **Application: Installation (Planned),** then click the Continue button.
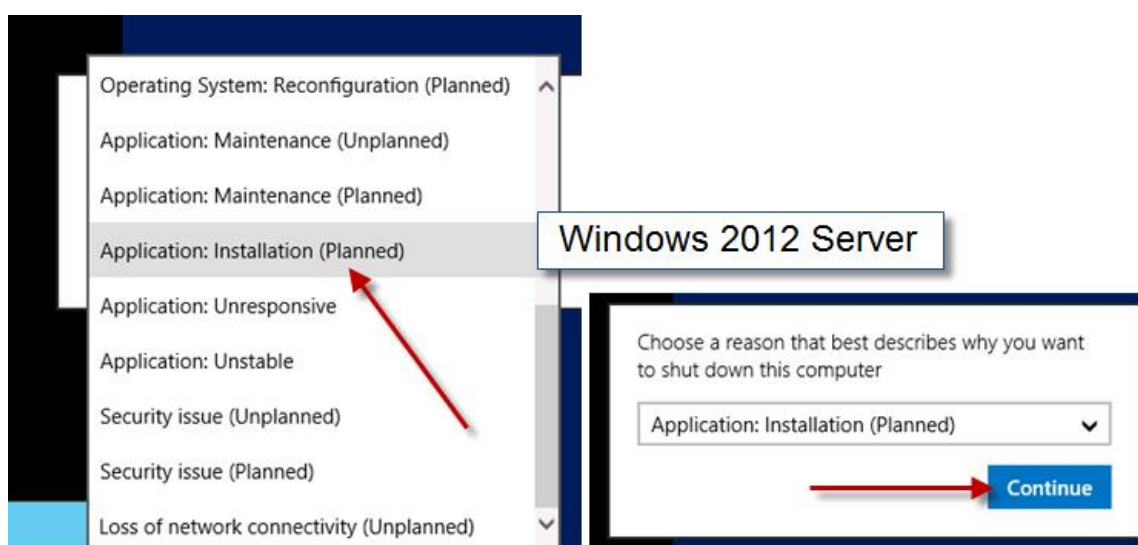
39. Once the server has rebooted, log back into the server via a remote desktop connection.

40. Check that all of the server's components are running. To do this click **Start** followed by **All Programs**, open the **Avaya IP Office Contact Center** folder. Then open the **Trace System** folder.
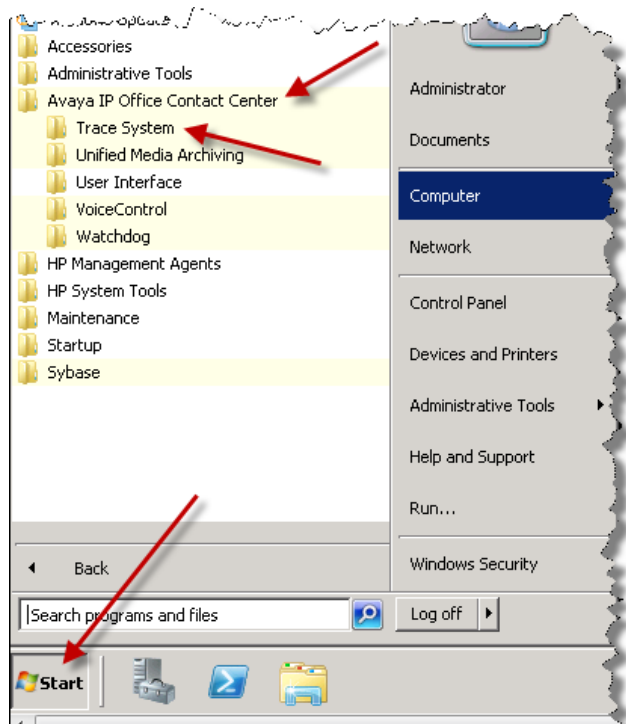
With Windows 2012 server, click the **down arrow** icon and click the **TT display** icon.
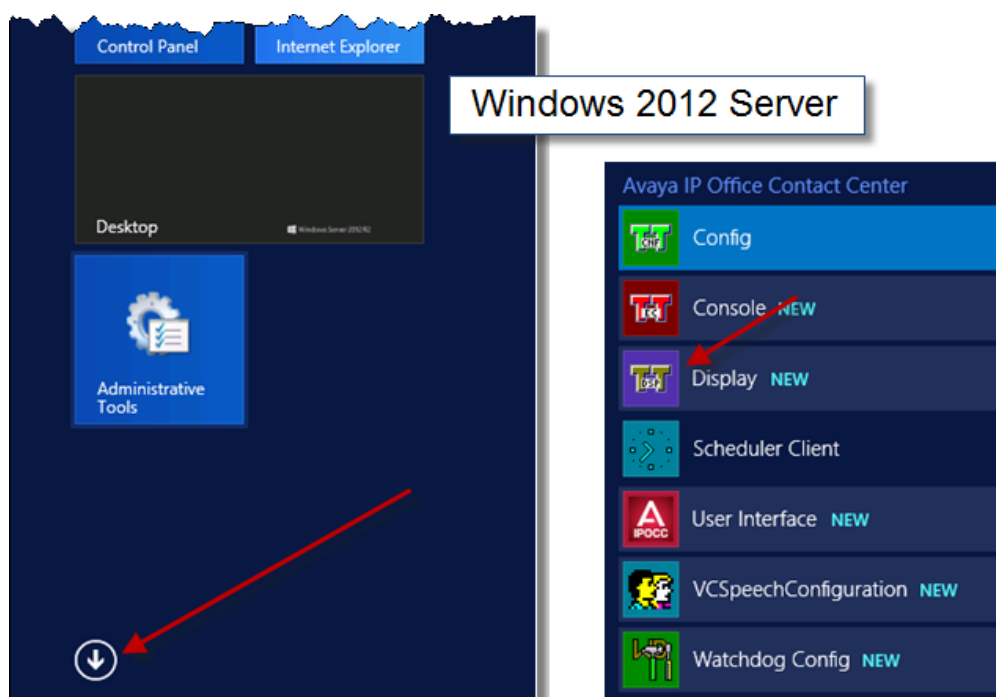
41. Click the **TT Display** link.
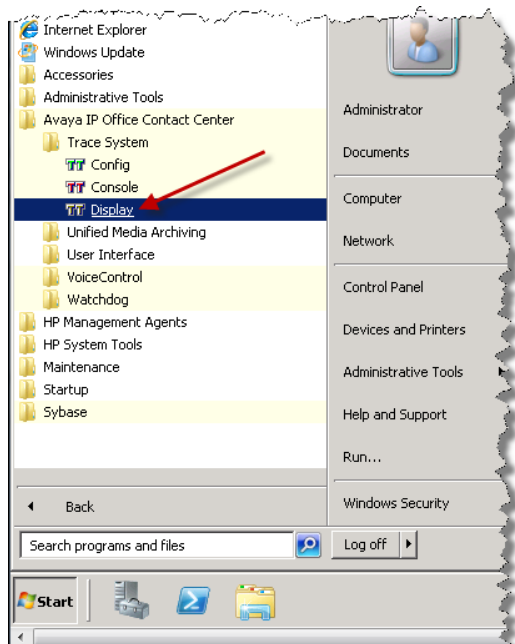
42. Check that all components are running as indicated by green icons adjacent to the components.
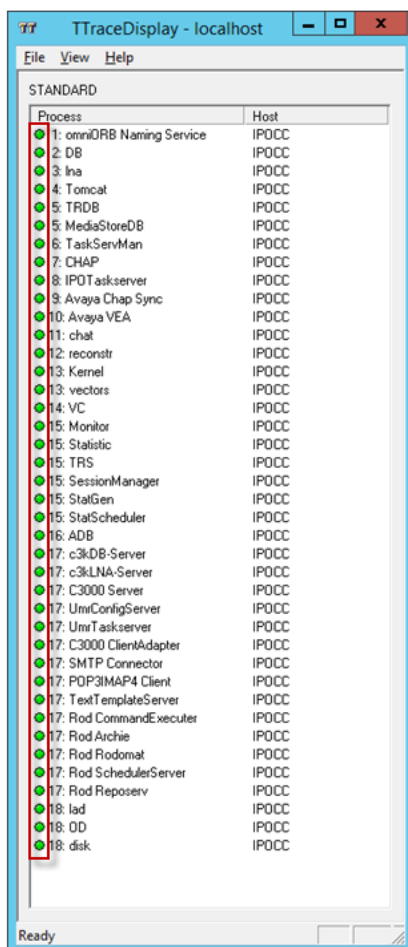
Activating a Task Flow

The Task Flow can now be activated.

1. To do this click **Start** followed by **All Programs**, open the **Avaya IP Office Contact Center** folder and then open the **User Interface** folder.
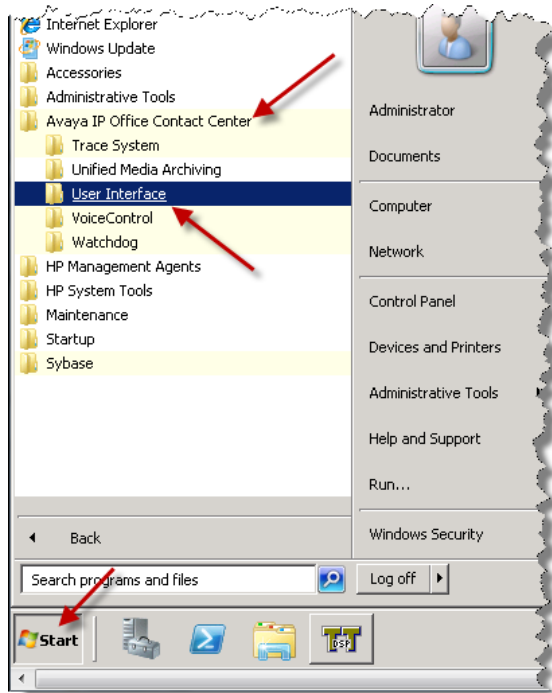
2. Click the **User Interface** link
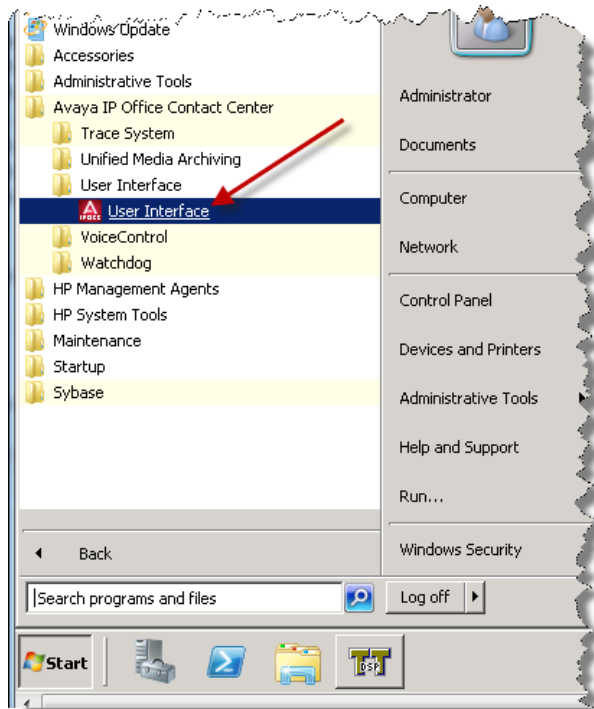
3. To login enter a **Username** and **Password** of **Administrator**

4. Click the **Login** button.

5. The first time you login with Administrator account, you will be asked to change the default password. Click the **OK** button.
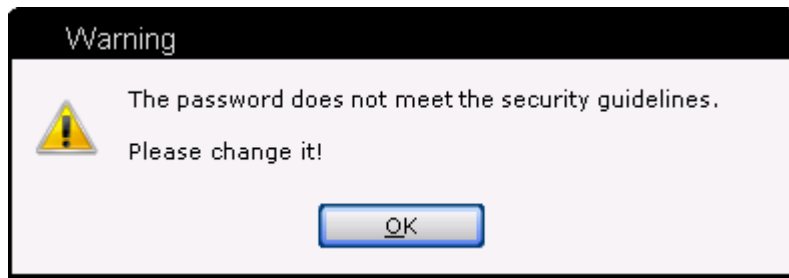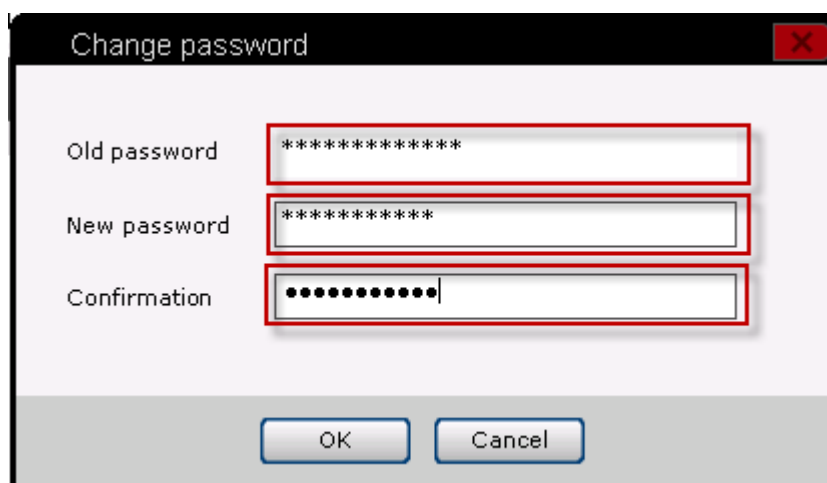
6. The IP Office Contact Center interface is displayed.
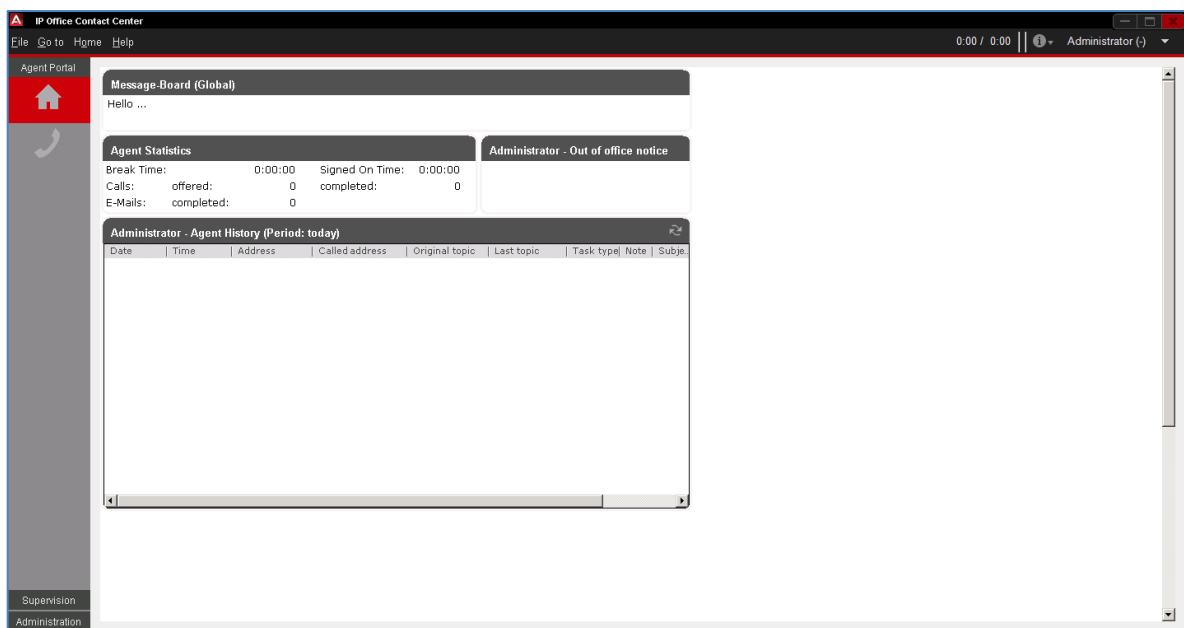
7. To change the Administrator default password, choose **File** and then select **Change password…**.
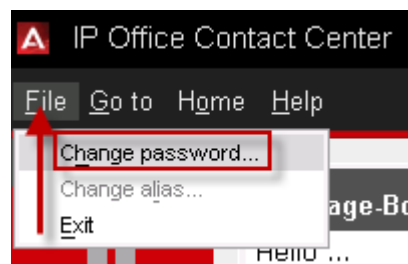
8. In the **Old Password** field, enter the password **Administrator**, then enter and confirm the new password. Click the **OK** button.

9. Click the **OK** button to complete the change password process.
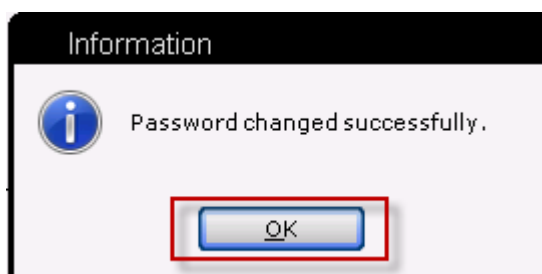
10. Click the **Go to** link and select **Configuration**.
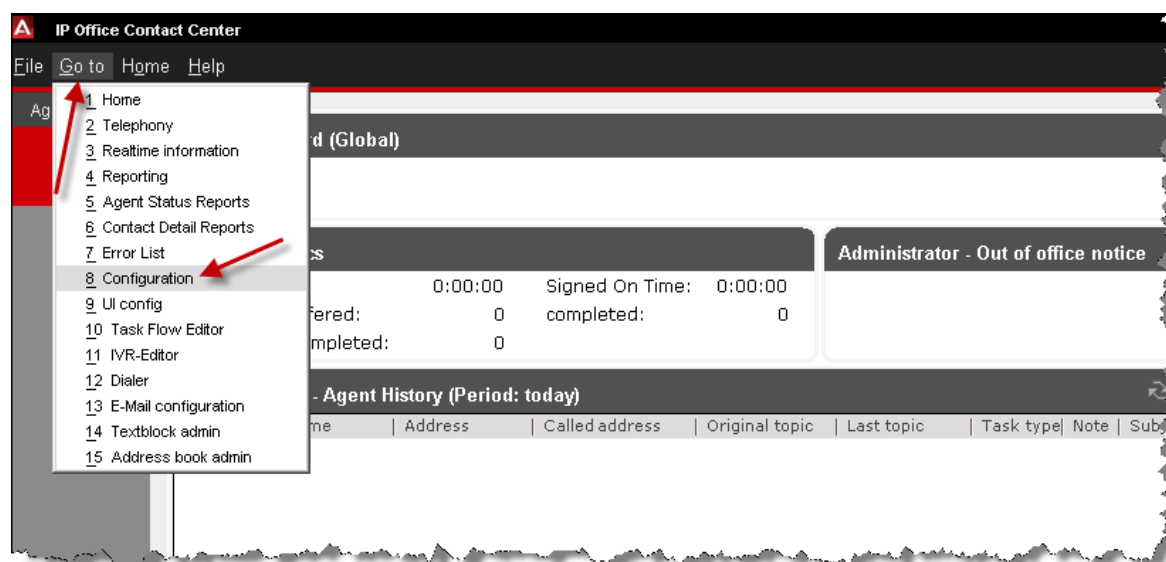
11. In this example, the **Agent** tab has been selected and the imported agent's details are displayed. This indicates that the data has successfully imported to the database.
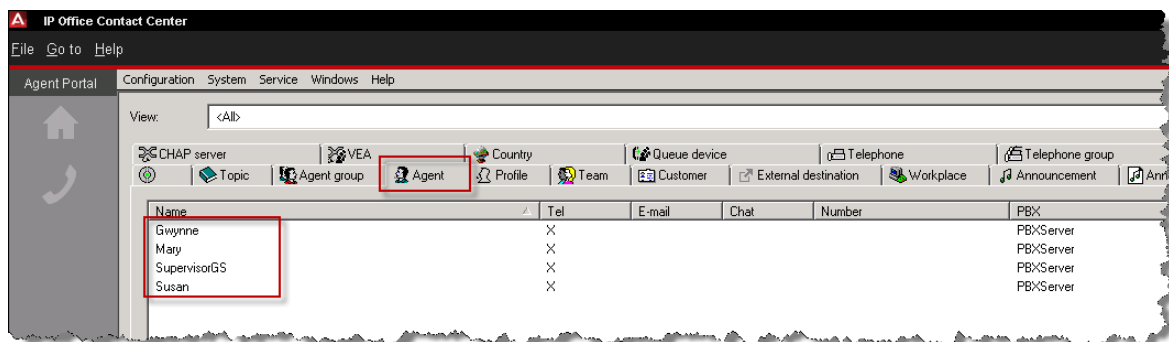
12. Select **Go to** and select **Task Flow Editor**.
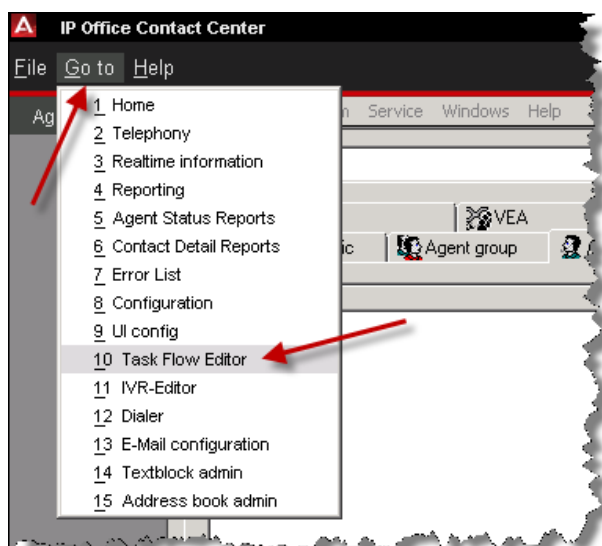
13. The **Task Flow Editor** screen is displayed.
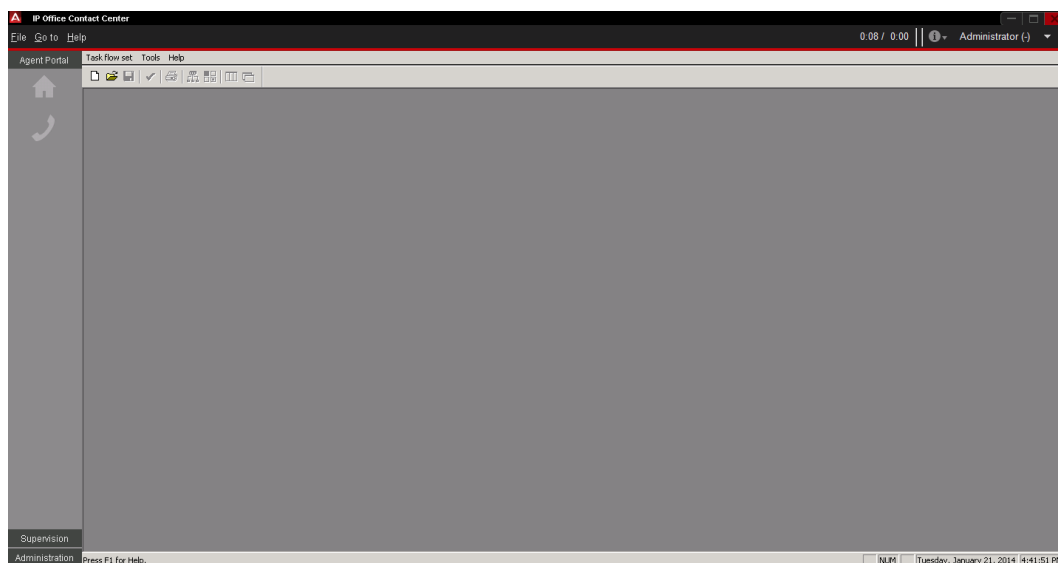
14. Click the **Open** folder icon
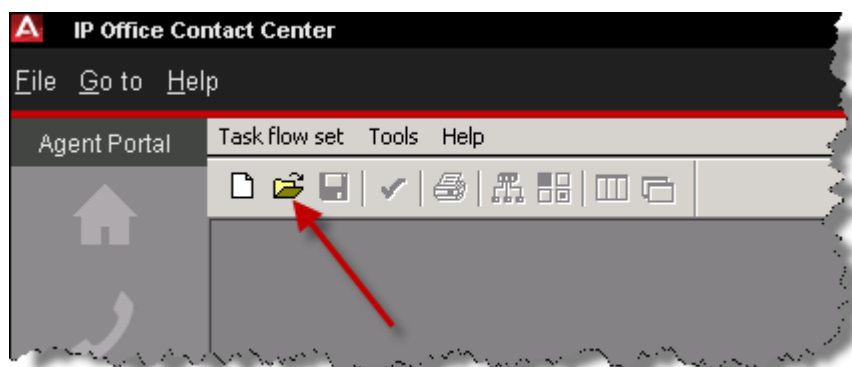
15. Select **Import TF-Set** and click the **OK** button.
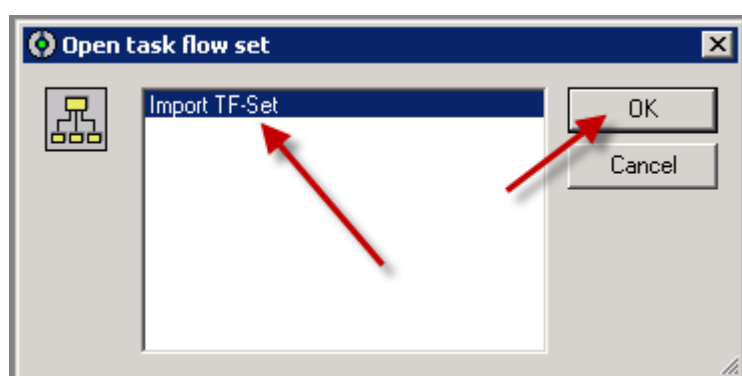
16. Do not enter a password. Click **OK**.
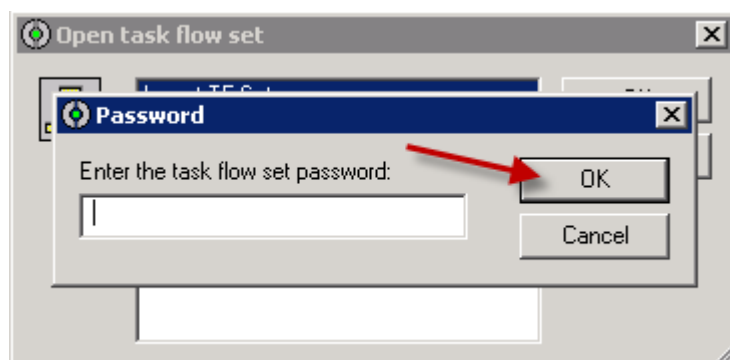
17. The **Task Flow** is displayed.
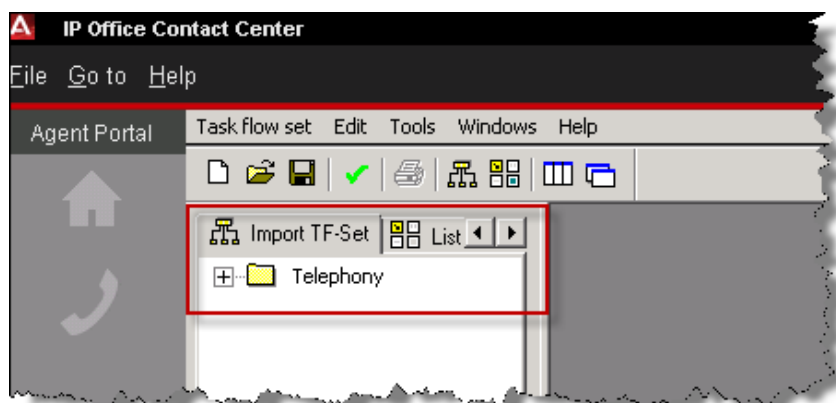
18. From the menu bar select **Task flow set** followed by **Activate**.
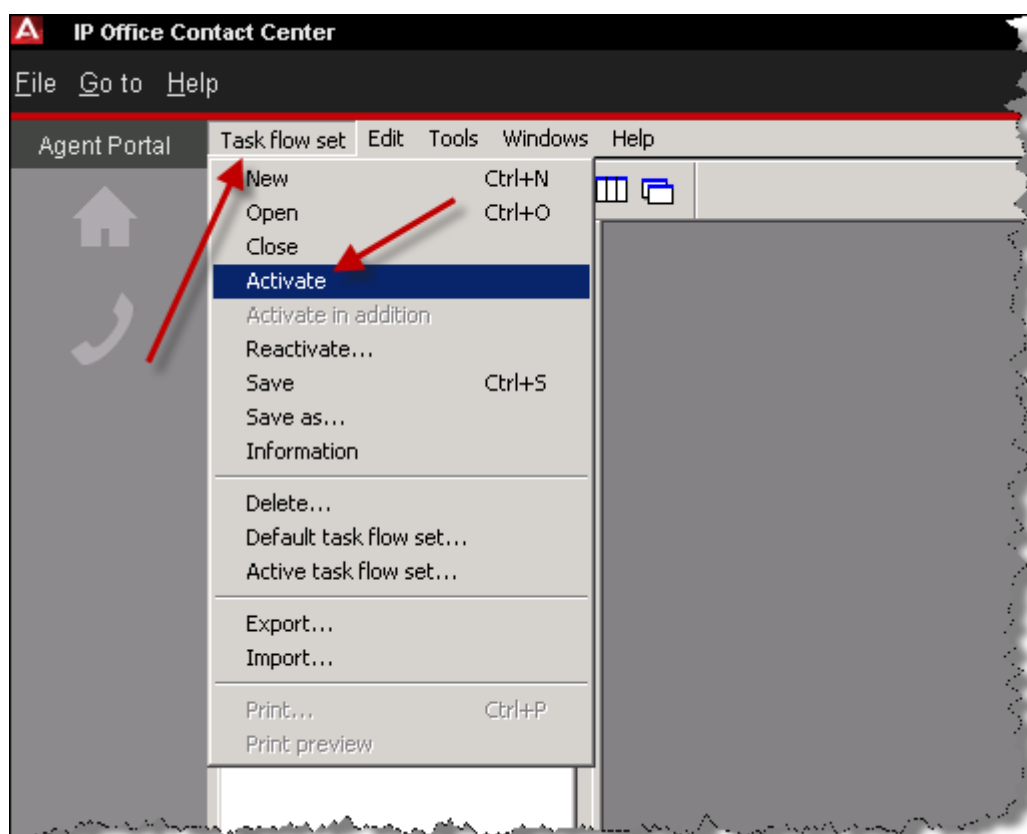
19. The Task Flow is checked and then activated.
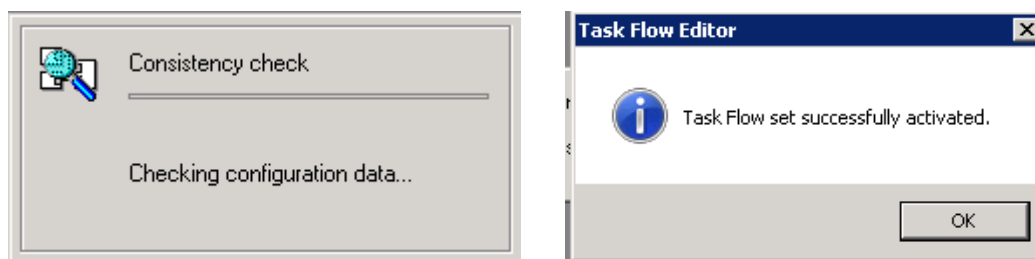
If an error is encountered within the Task Flow, please refer to the Error List section of the IP Office 9.0 IP Office Contact Center Maintenance Task Based Guide.

20. Click the **OK** button.
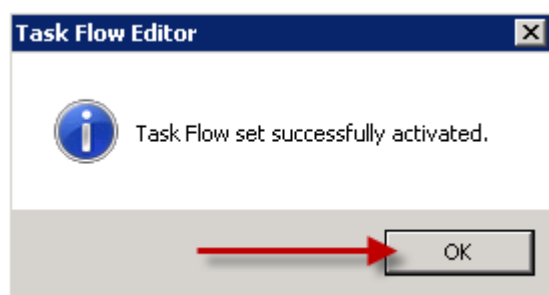
21. The Task Flow can now be closed. Select **Task flow set** followed by the **Close** button.
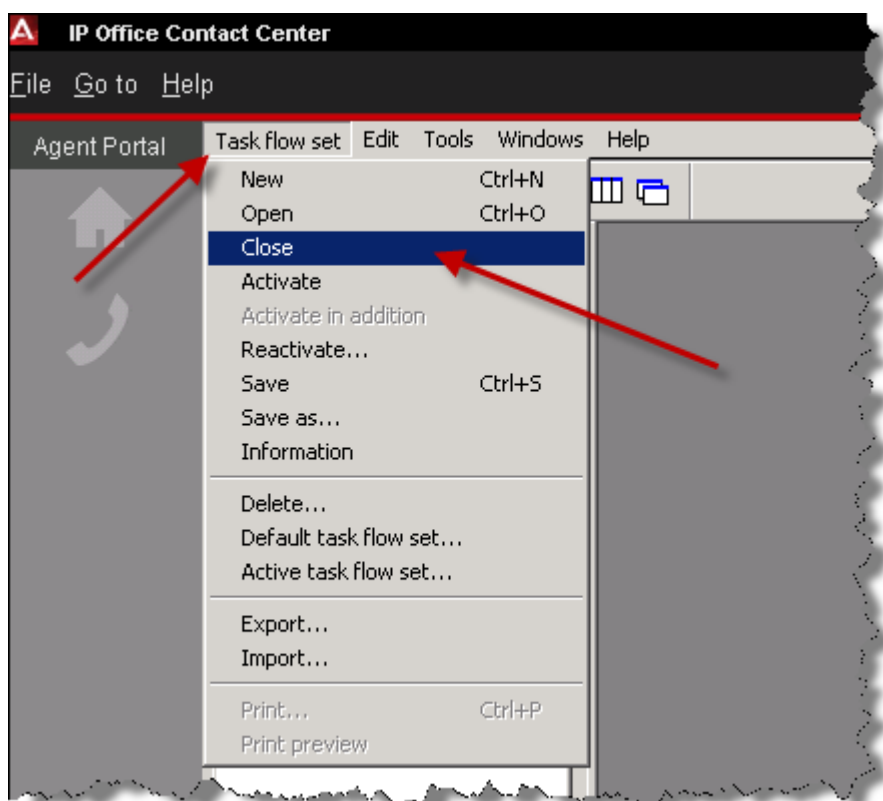
22. You will be prompted to save the changes. Click **Yes**.
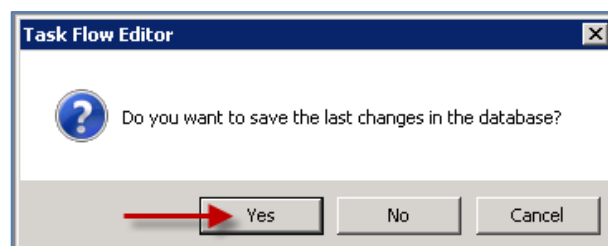
23. The default Task Flow Set has to be defined. To do this click **Task flow set** followed by **Default task flow set**
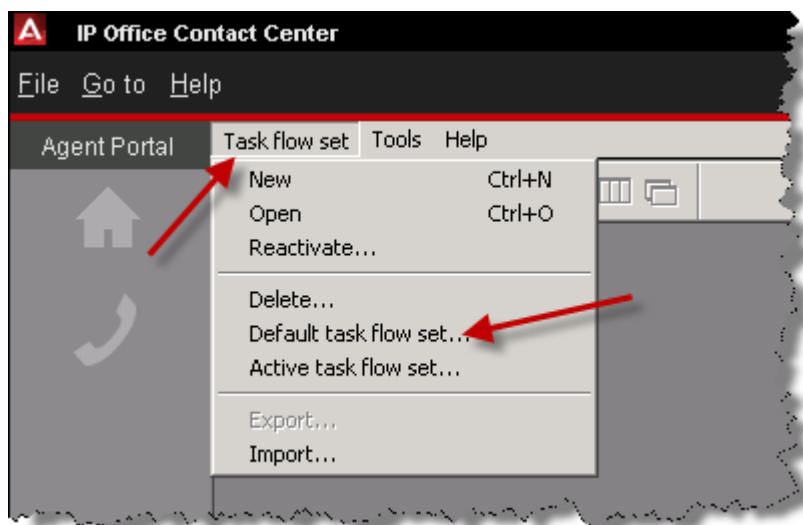
24. You will be prompted that **No default TF set configured**. Click **OK.**
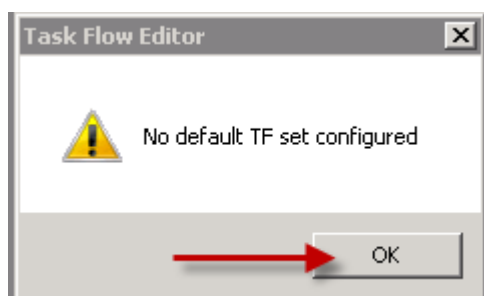
25. Select **Import TF-Set** followed by **OK**.
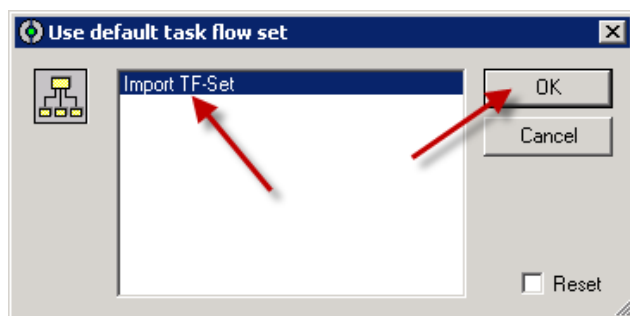
26. Do not enter a password, click **OK**.
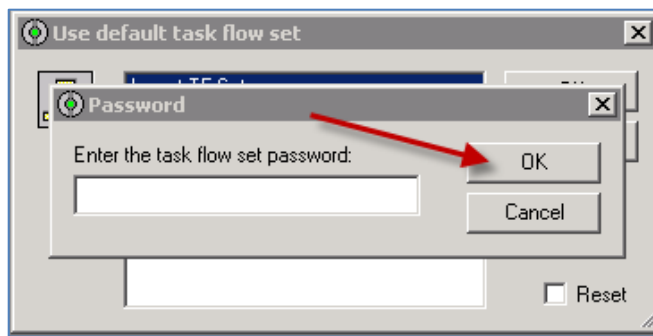
27. The server is now configured.
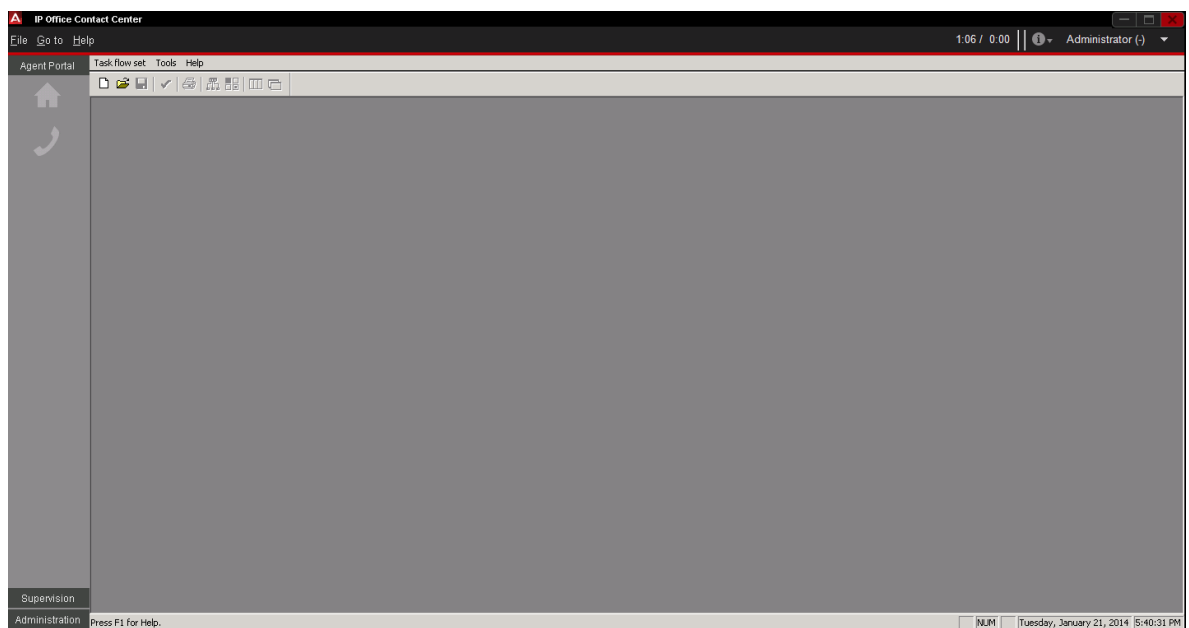
Importing the IP Office Configuration File

As part of the installation process you will have previously completed the configuration spread sheet in order to create the Data Import file. When the Data Import file is created, a second Excel file is also created that includes the IP Office configuration settings for IP Office Contact Center. These settings include details relating to the agents, groups etc that can be uploaded to the IP Office.

1. To import the configuration file, launch **IP Office Manager** and open the configuration of the IP Office.
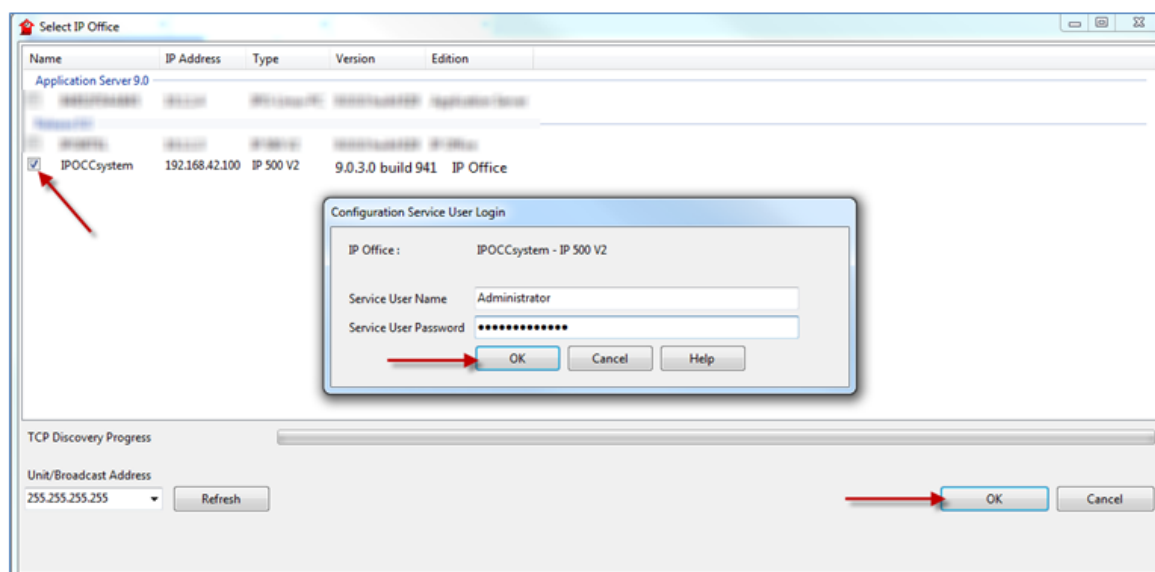
2. From IP Office Manager's menu bar, select **File** followed by **Import/Export** then select **Import**.
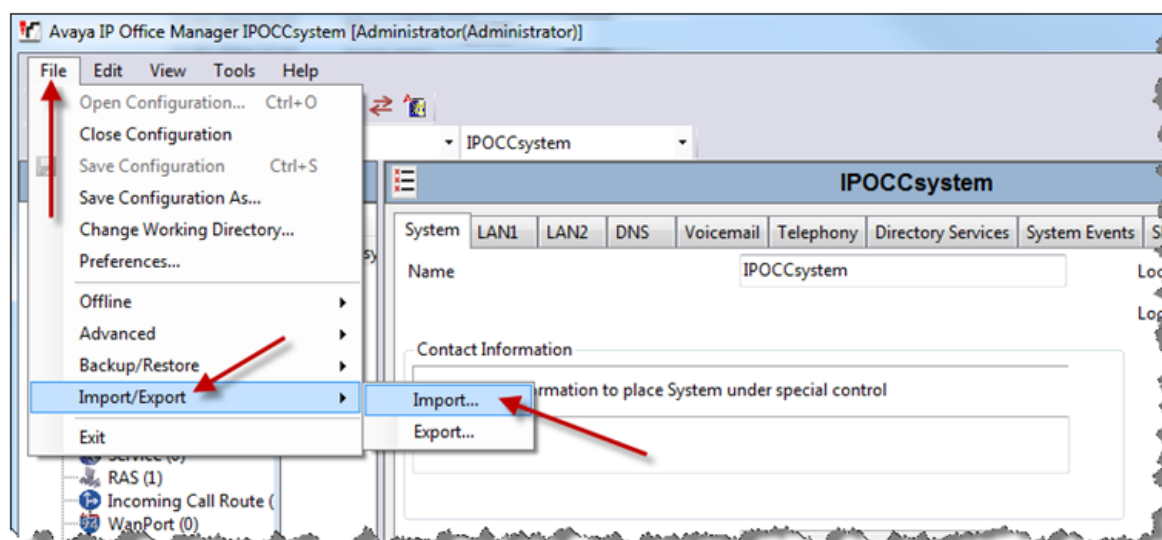
3. Locate the IP Office Configuration file that was created when the Data Import file was produced. To do this click the browser button and browse to the location of the configuration file.
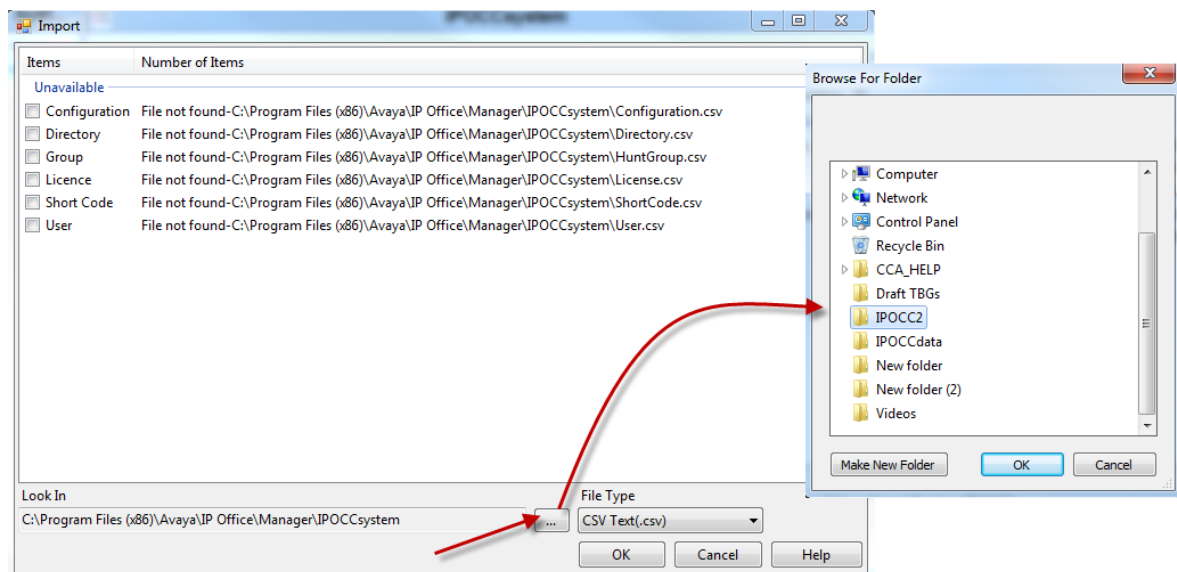
4. The **Configuration** file will be shown as being available for selection. Click the check box adjacent to the file.
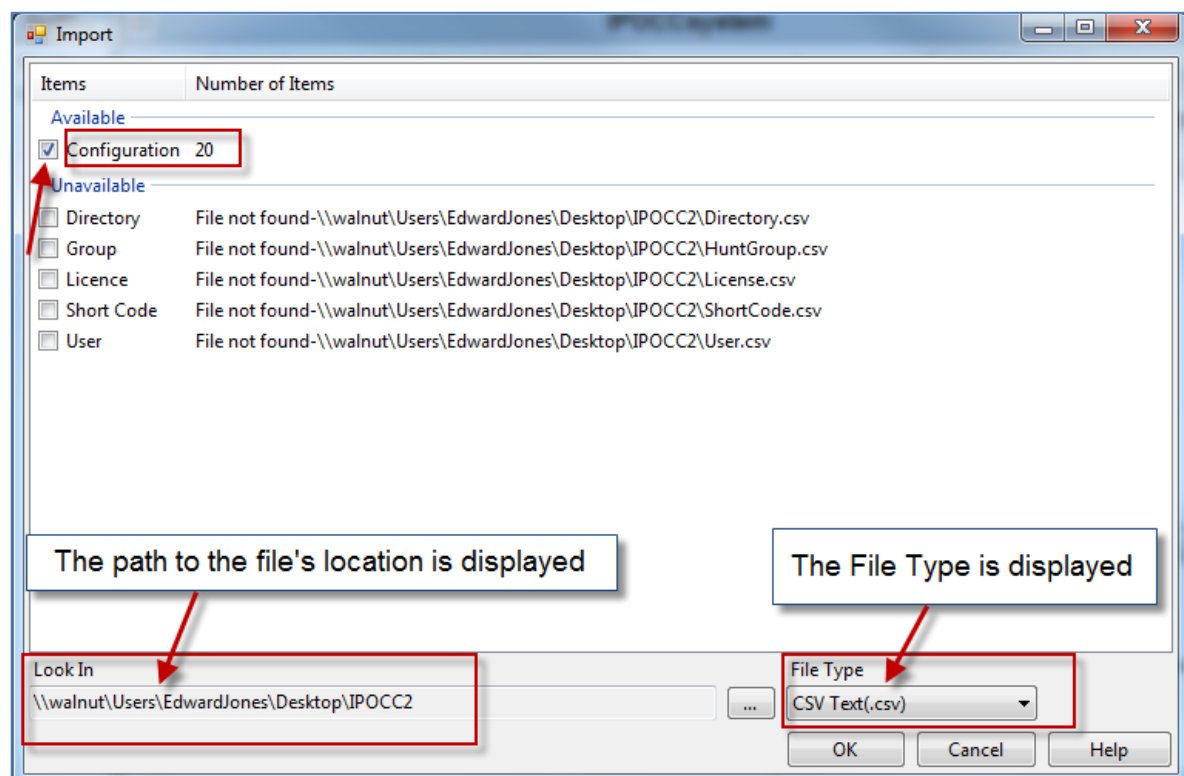
Note: the file type must be set to **CSV Text(.csv)**

5. Click the **OK** button.
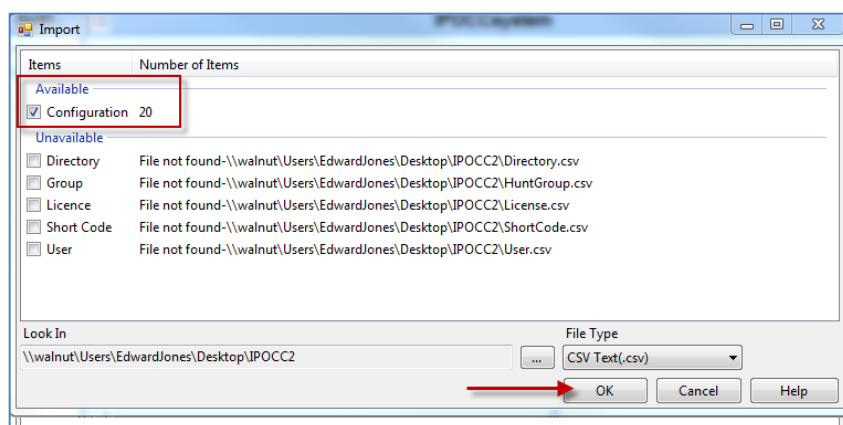
6. The configuration data is uploaded to the IP Office. This can be checked by selecting the **User** link. The users that were created and uploaded to the IP Office Contact Center will be the same as those uploaded to the IP Office Configuration.

> **Note**: Only users (relating to the agents) are created, therefore the extensions associated for the users will have to be created manually via IP Office Manager.
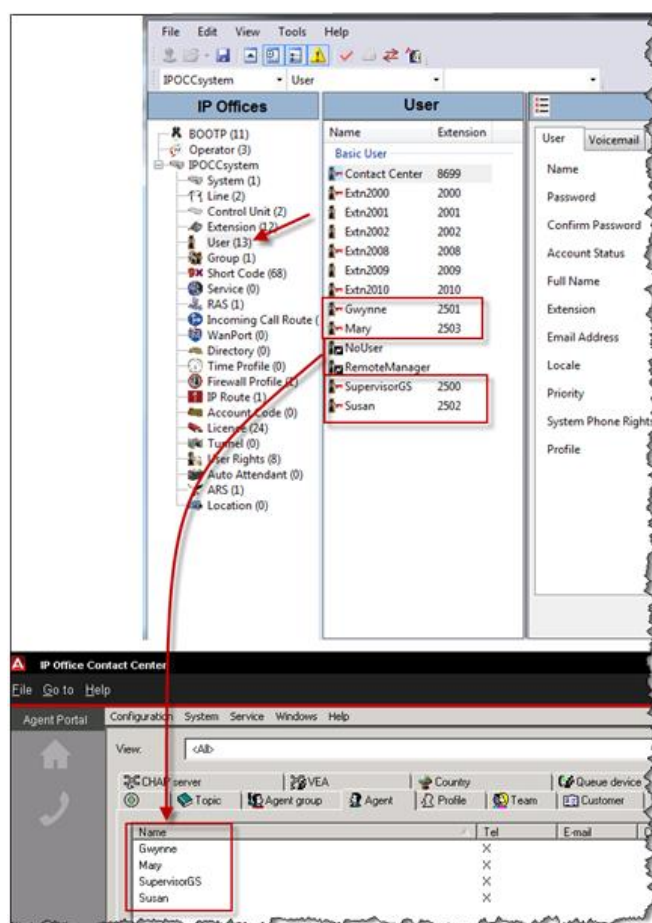
7. A user called **Contact Center** is also created, that is associated with the SIP extension that was previously defined in the Data Import spread sheet. This SIP extension is used as a connection path between IP Office and the Contact Center server.

8. A short code is also created that is used for routing calls from the IP Office to the IP Office Contact Center and should be referenced in the required **Incoming Call Routes**.
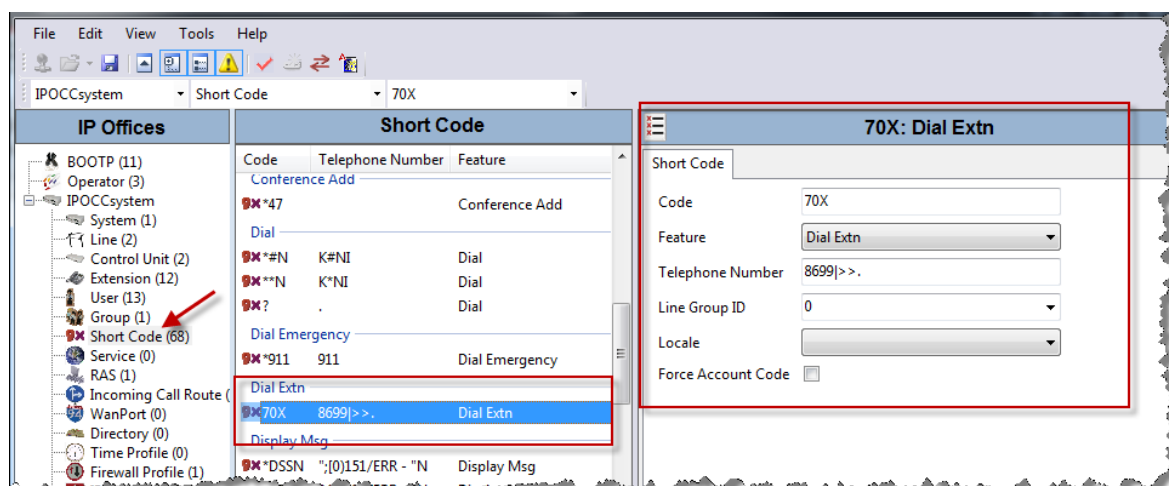
9. Select the **System** link followed by the **LAN1** tab. Then select the **VoIP** tab.
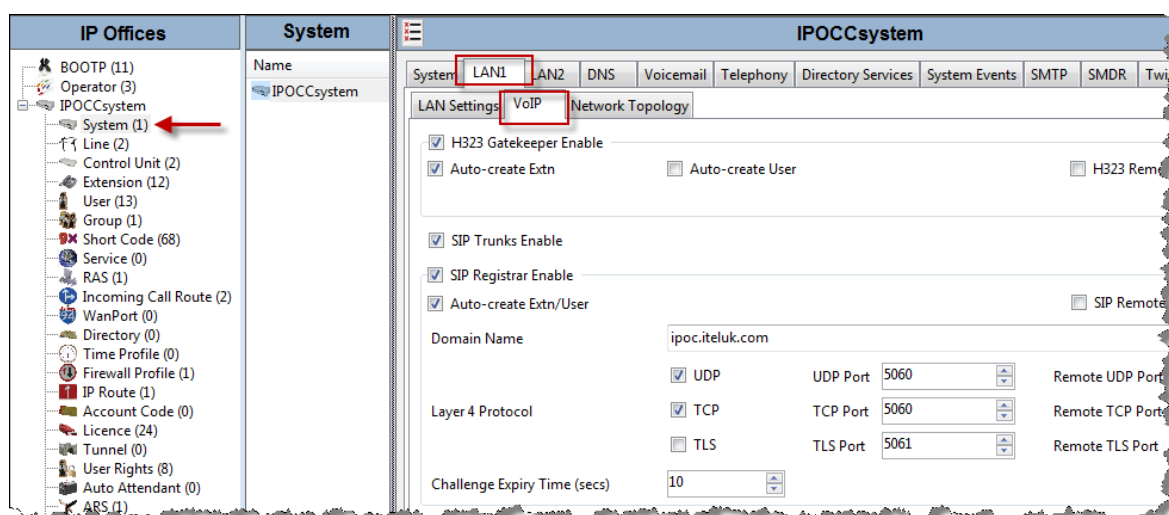
10. Ensure that the **H323 Gatekeeper Enable** check box is selected.
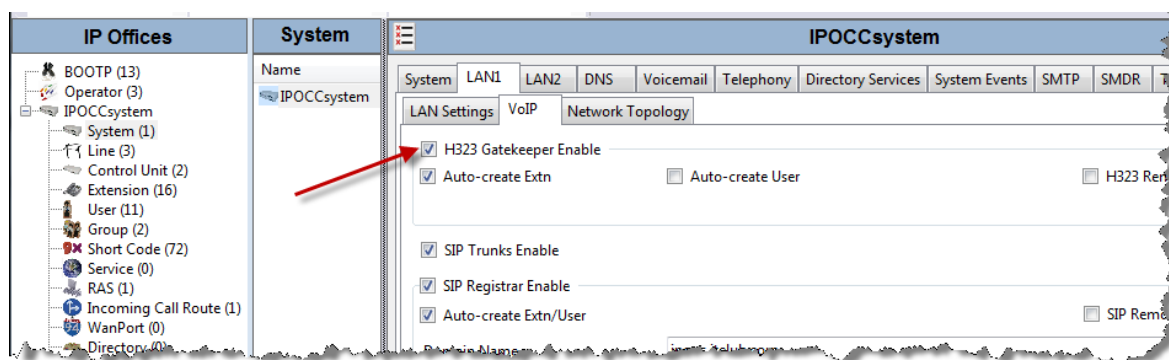
11. Ensure that the **SIP Trunks Enable** check box is selected.
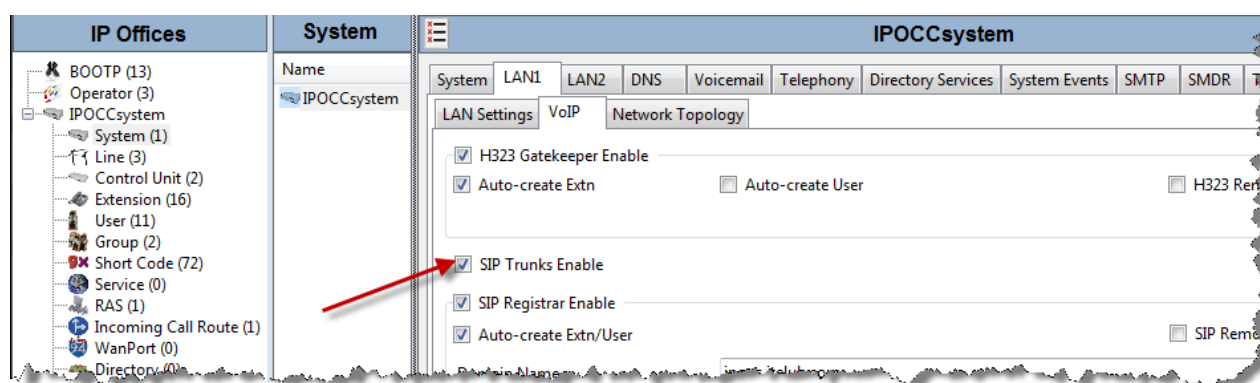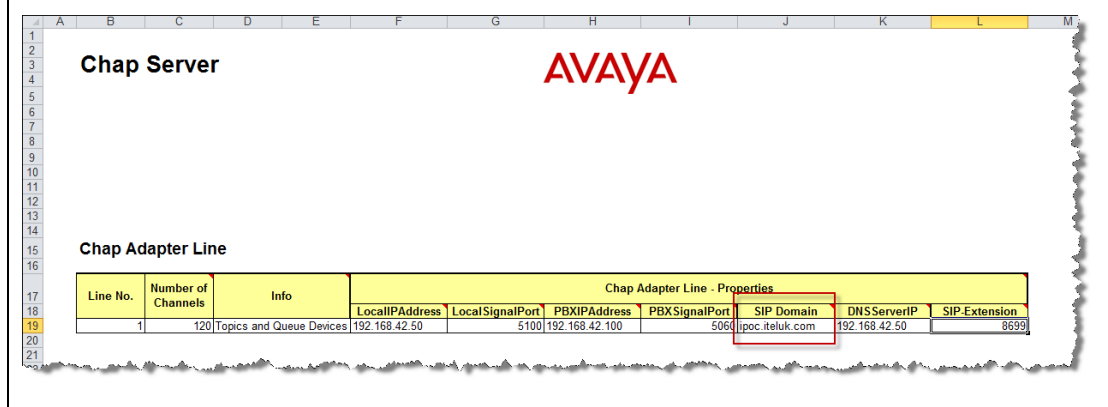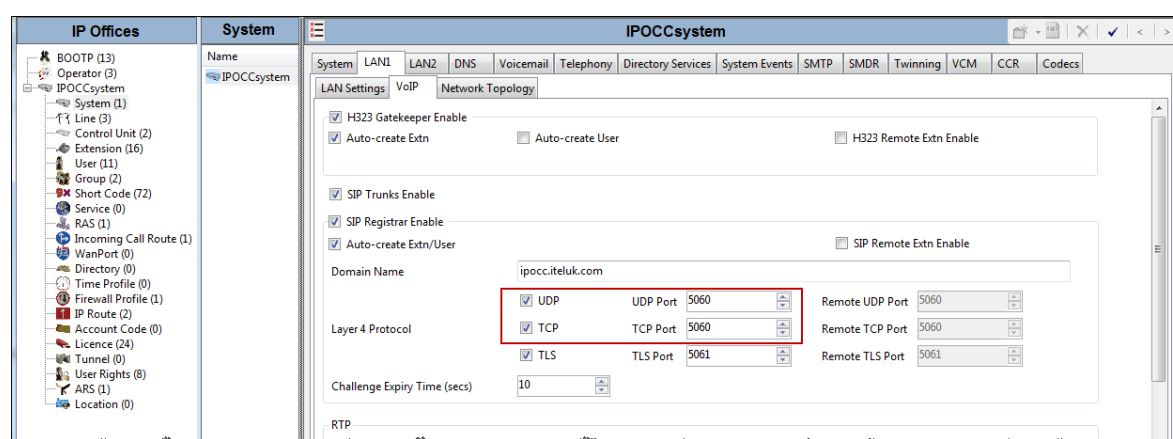
12. Ensure that the **SIP Registrar** check box is selected.
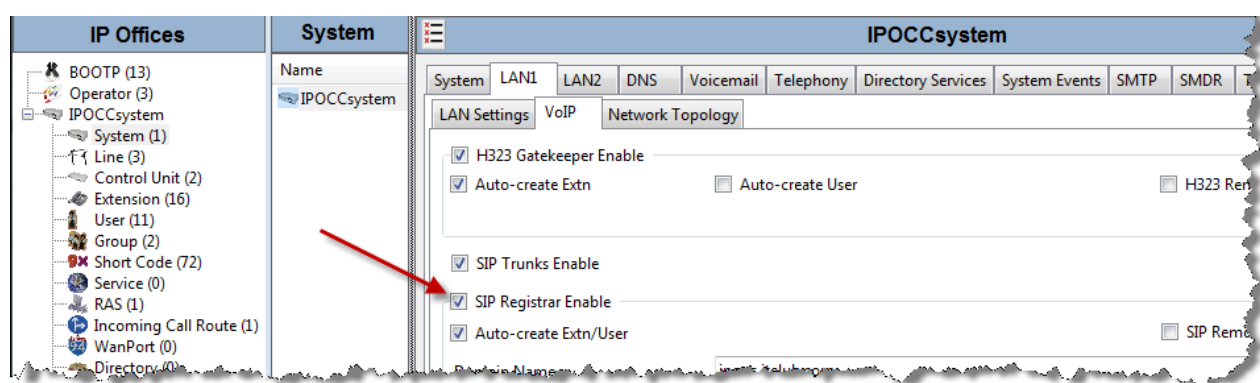
13. In the **Domain Name** field, ensure that the **SIP domain** is correct (in lower case letters only).
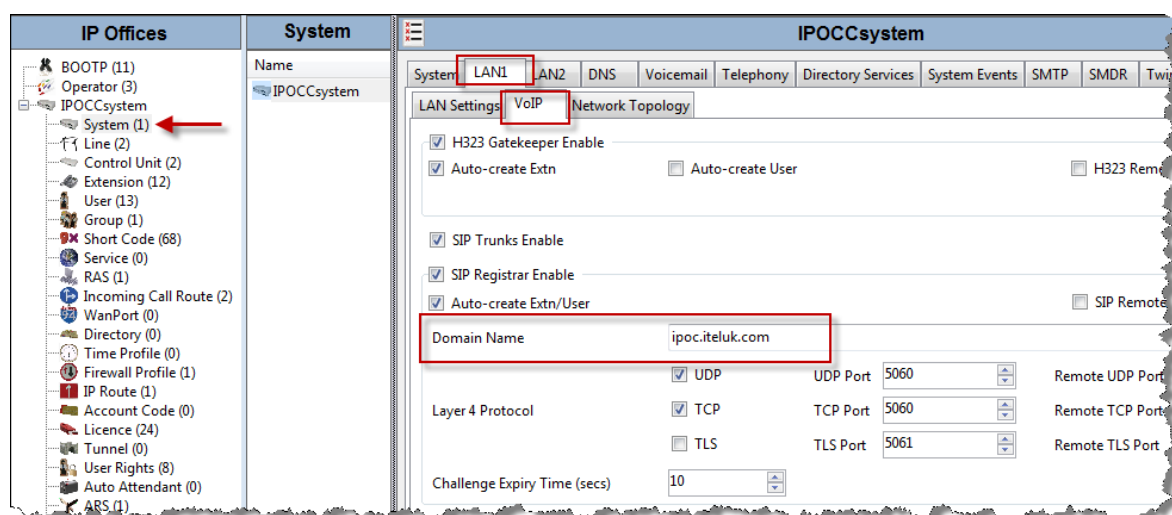
Note: This is the SIP Domain name previously defined in the Data Import Spread sheet under CHAP Server tab.

14. Select the **TLS** check box as TLS must be enabled. The default ports can be used.

15. Ensure that **UDP** and **TCP** are also selected. The default ports can be used.

16. Then click the **OK** button.

17. Click the **Extension** link.

18. Select the SIP extension that was created for the CHAP connection to the IP Office Contact Center server. Click **VoIP** tab.
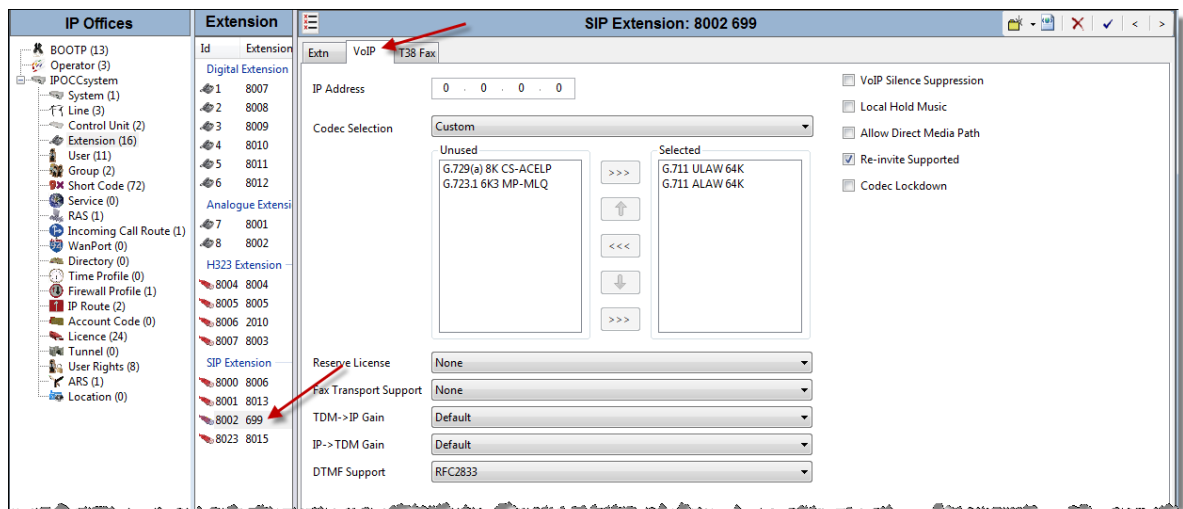
19. From the **Codec Selection** drop down list select **Custom**.
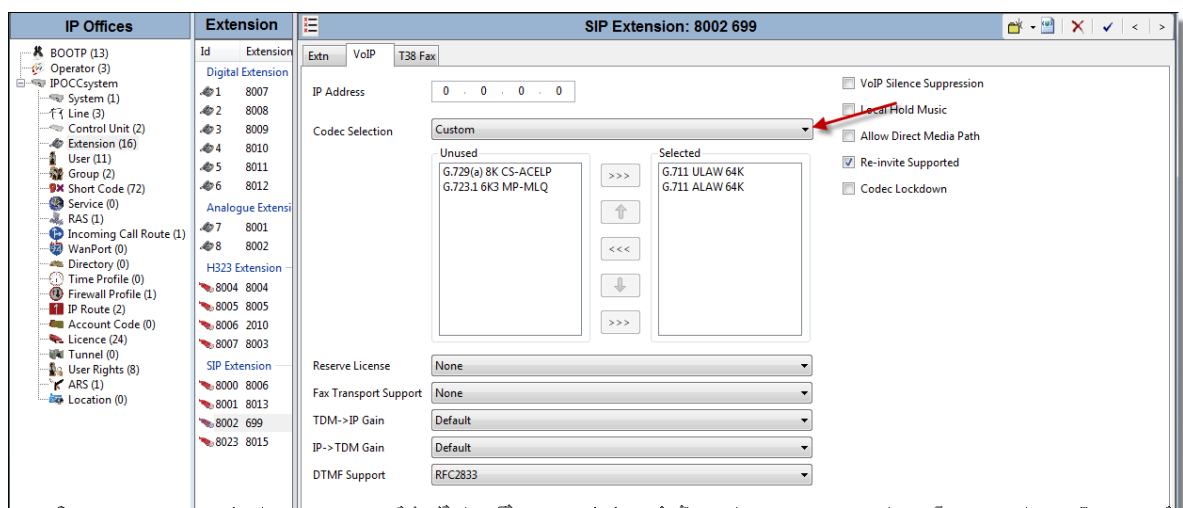
20. From the **Selected** panel, select only **G.711 ALAW 64K** and **G.711 ULAW 64k**. The IP Office Contact Center system only functions if both G.711 ALAW 64K and G.711 ULAW 64k are selected.
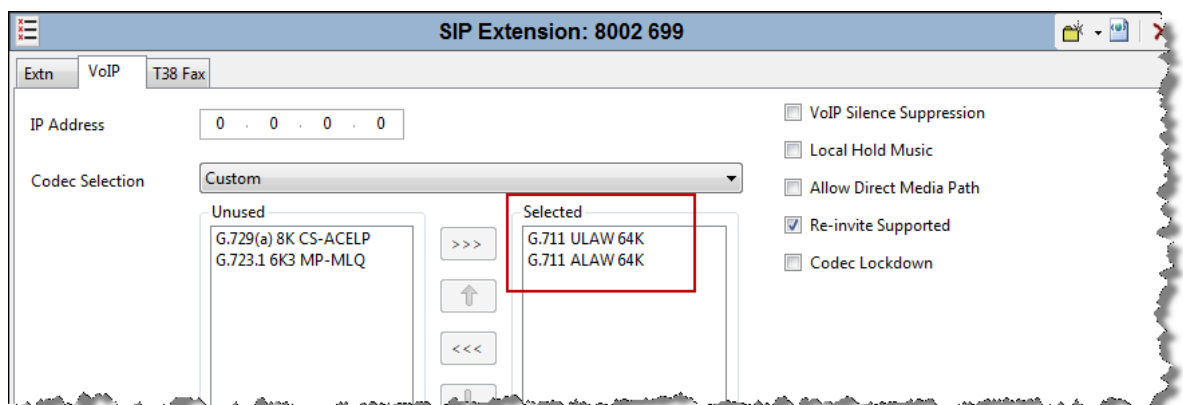
21. The other codecs should be displayed in the **Unused** panel.
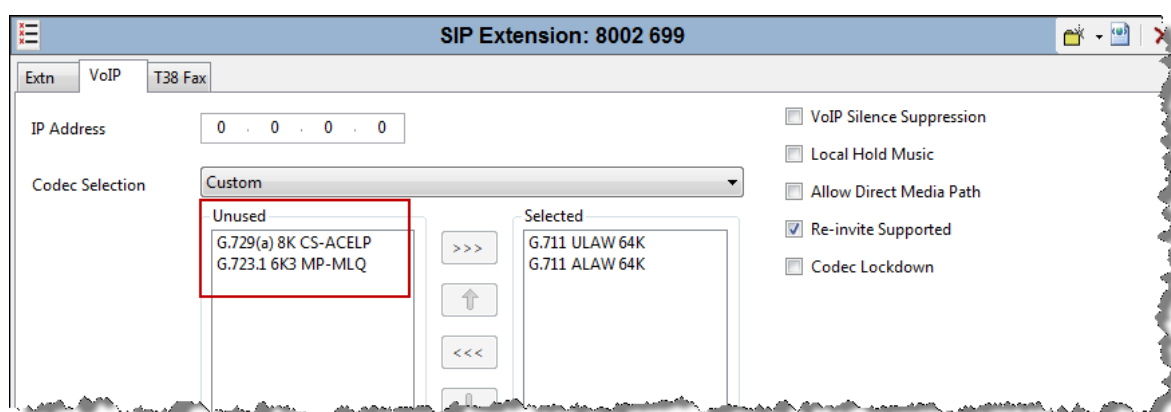
22. Click the **OK** button.
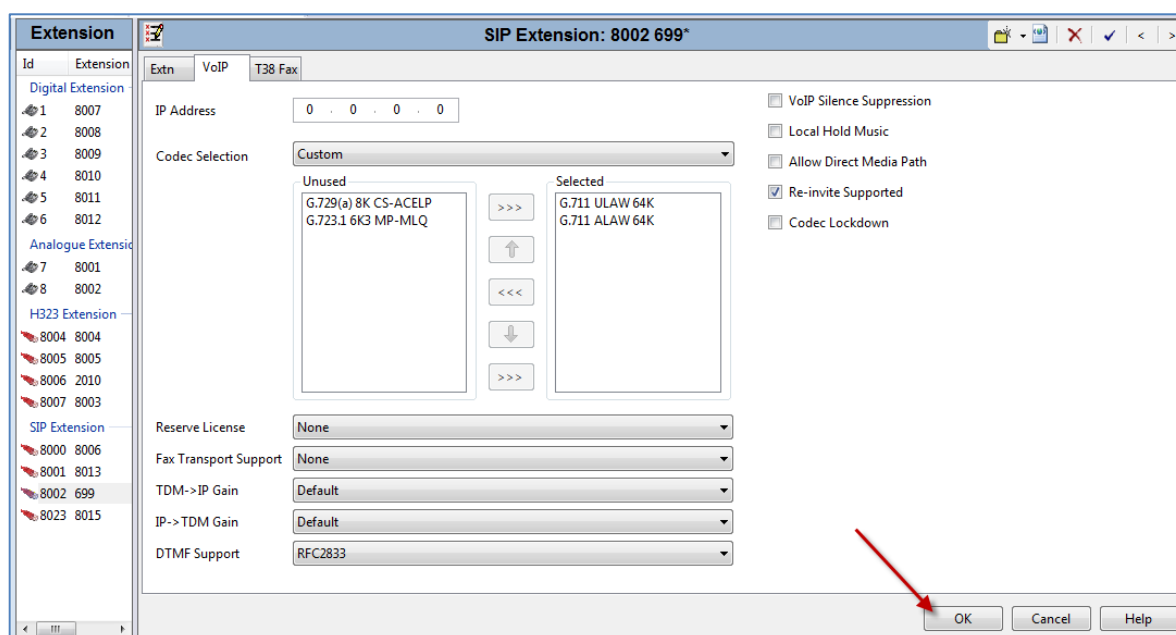
23. Save the configuration back to the IP Office. Click the **Save** icon.
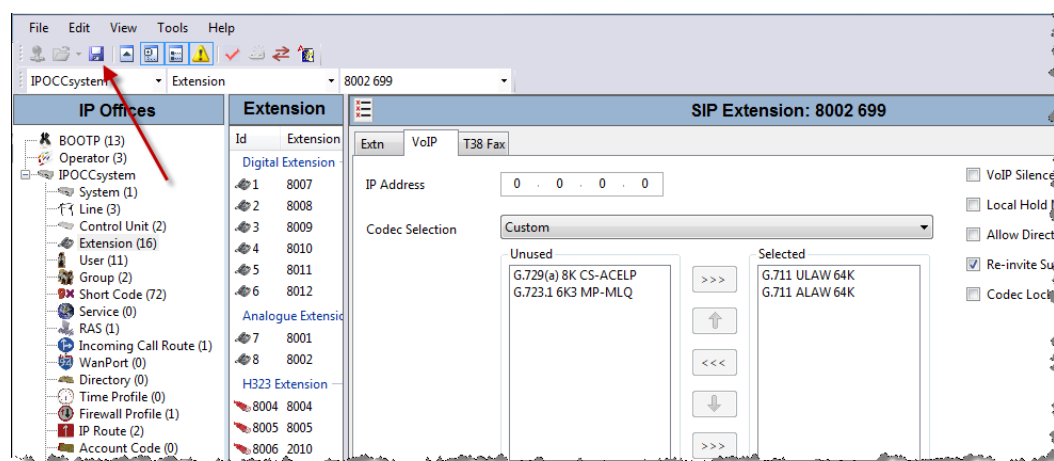
24. You will be prompted to complete an **Immediate** reboot of the system. Click **OK**. The IP Office will reboot.
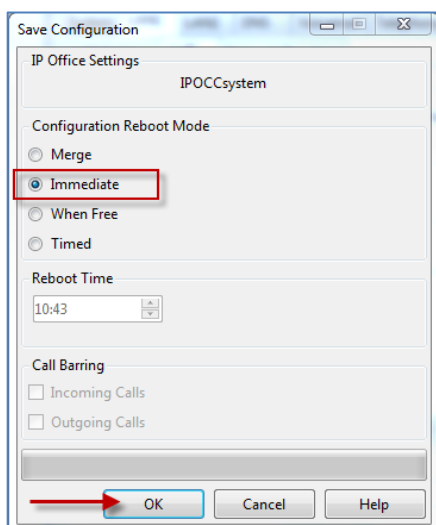
25. Once the IP Office has rebooted, the server will also require a reboot. Log back into the IP Office Contact Center Server. From the server's desktop click **Start** followed by **Restart**.

With Windows 2012 server, click the **Settings** icon, then click the **Power** icon followed by **Restart**.
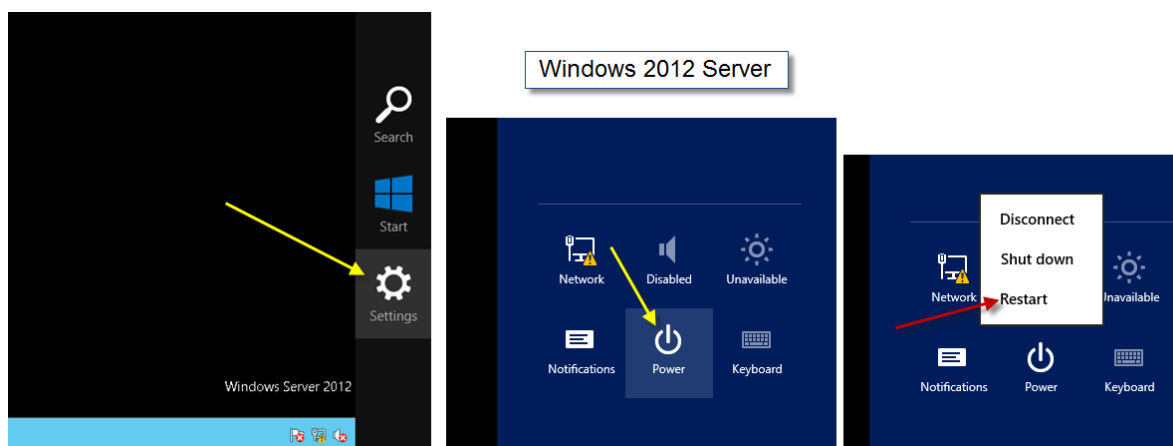
Select **Application: Installation (Planned),** then click the Continue button.
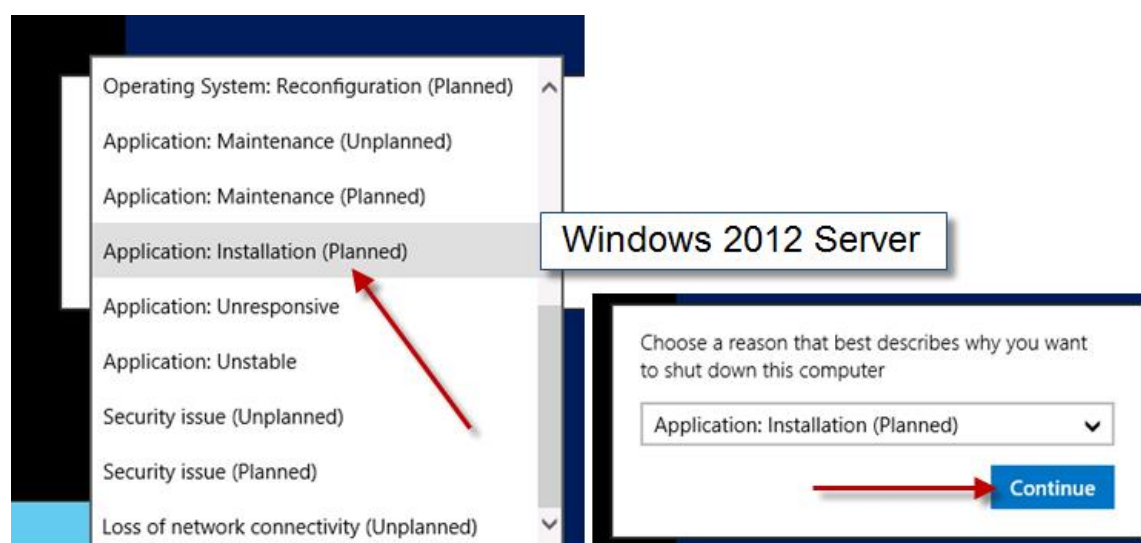
26. Once the server has rebooted, log back into the server via a remote desktop connection.

27. Check that all of the server's components are running. To do this click **Start** followed by **All Programs**, open the **Avaya IP Office Contact Center** folder. Then open the **Trace System** folder.
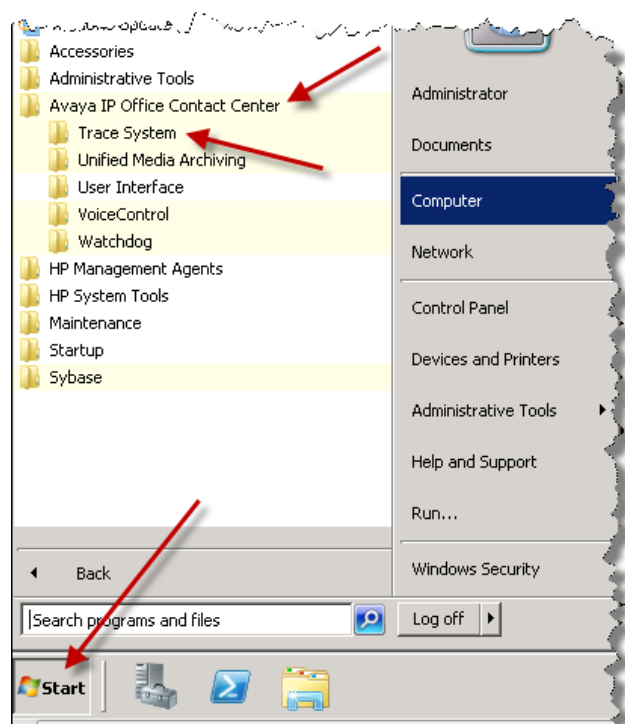
With Windows 2012 server, click the **down arrow** icon and click the **TT display** icon.
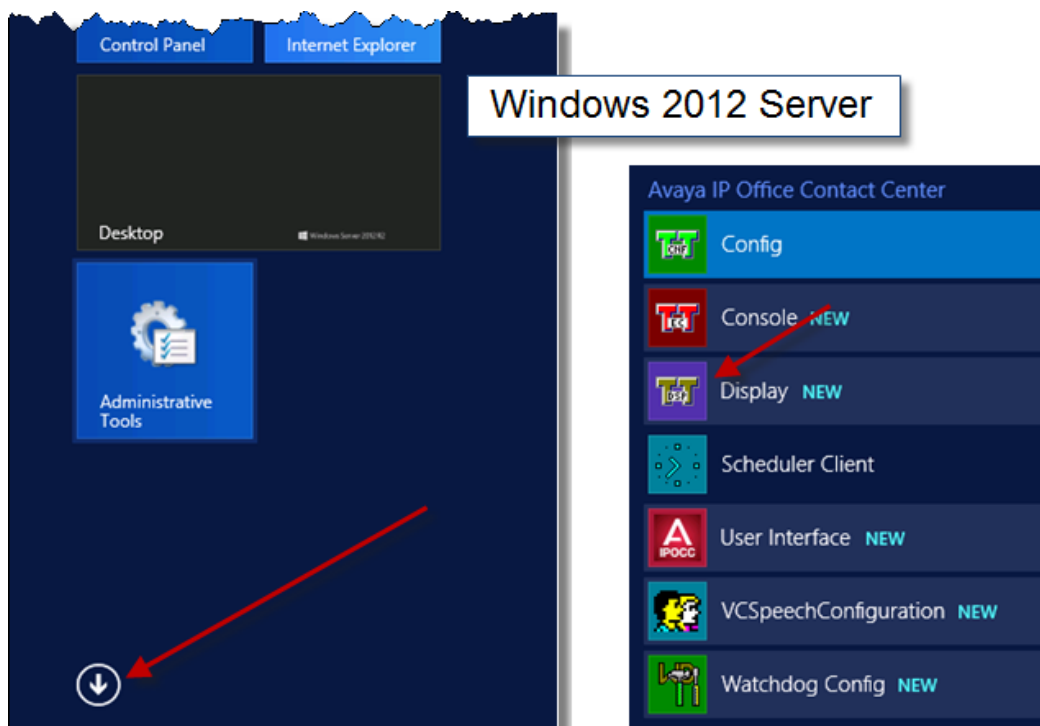
28. Click the **TT Display** link.
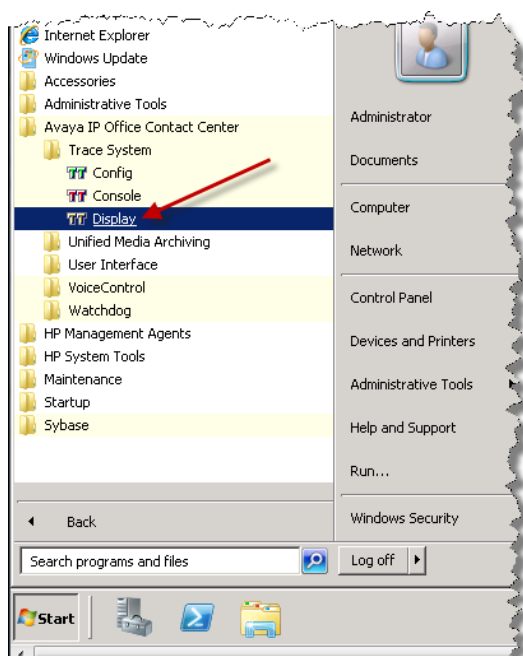
29. Check that all components are running as indicated by green icons adjacent to the components.
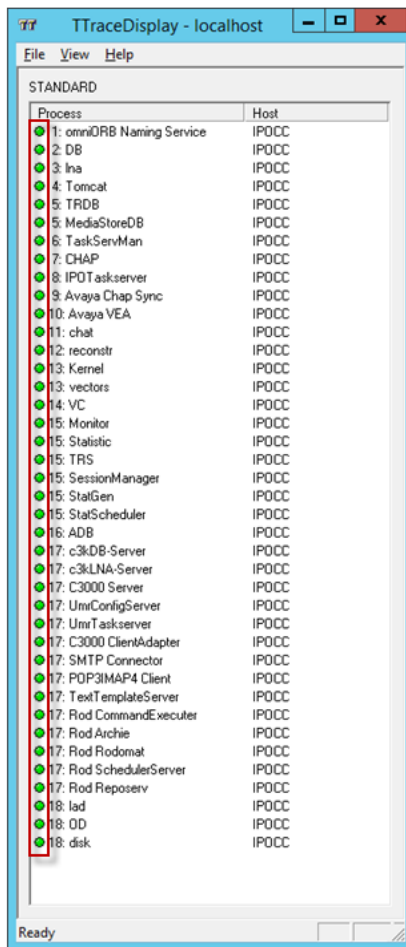
IP Office Contact Center User Interface

Adding the server as a Trusted Site to Internet Explorer

To add the server as a trusted site to Internet Explorer:

1. Open Internet Explorer and select **Internet Options**.
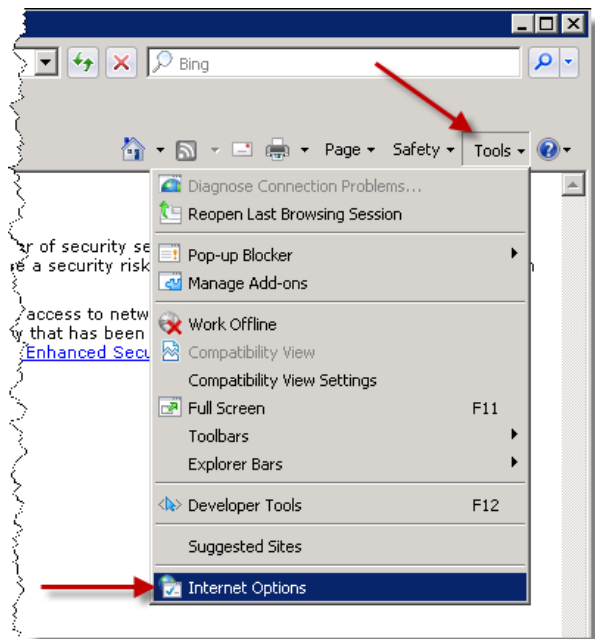
2. Click the **Security** tab followed by **Trusted Sites.**
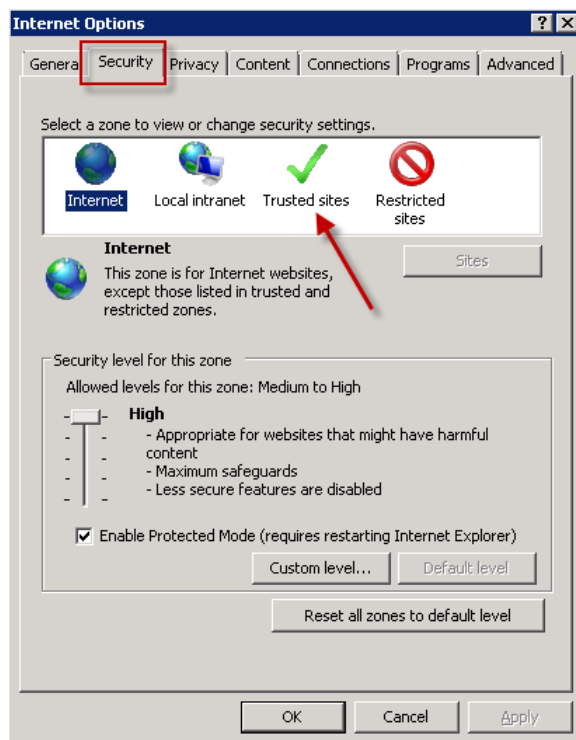
3. Click the **Sites** button and add the hostname of the server in the following format: http://<hostname>

Note: the server name in the screen capture below is for illustrative purposes only.
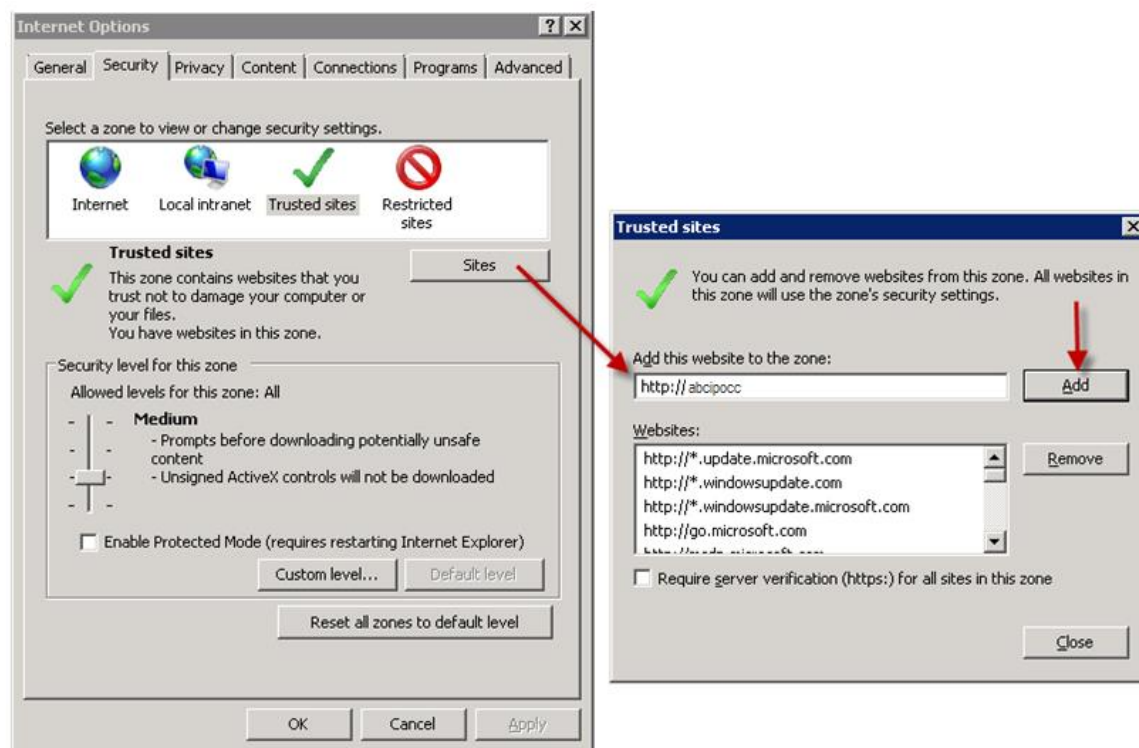
A similar process can be followed with Mozilla Firefox:

4. Open the Firefox browser and select, **Tools** followed by **Options.**

Adding the Server's Host Name to the IP Office Contact Center User PC's Host File

Each IP Office Contact Center User's PC must have the IP Office Contact Center server's host file amended to reference the IP Office Contact Center server's Hostname.

The server's hostname can be checked from the server's command line:

1. Login to the server and from the start menu type cmd in the search box and press enter.
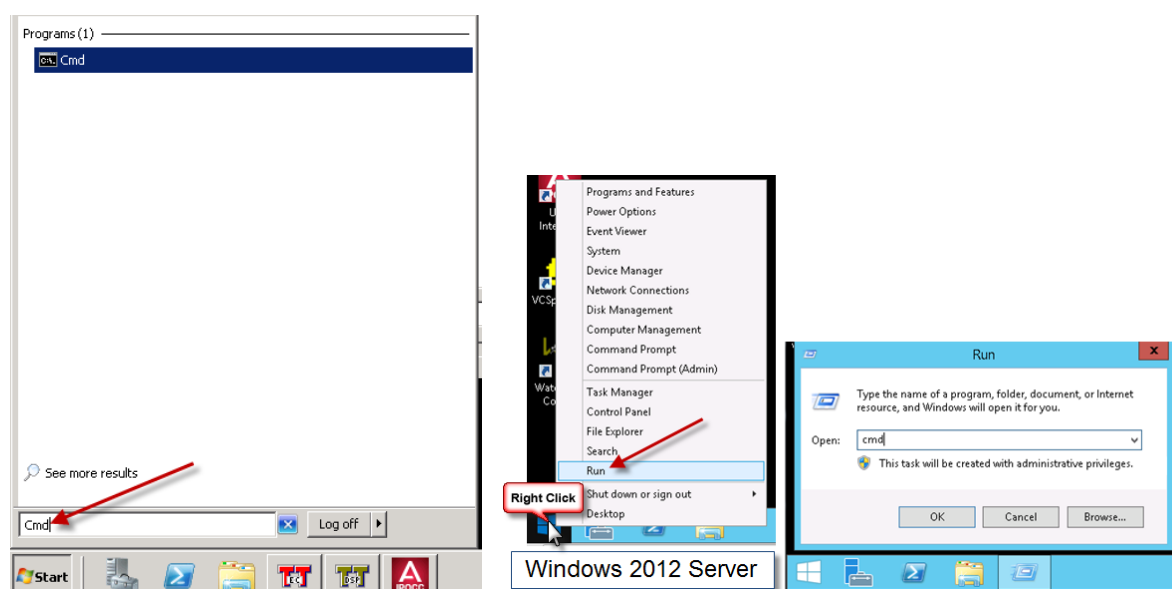
2. Type hostname after the prompt.
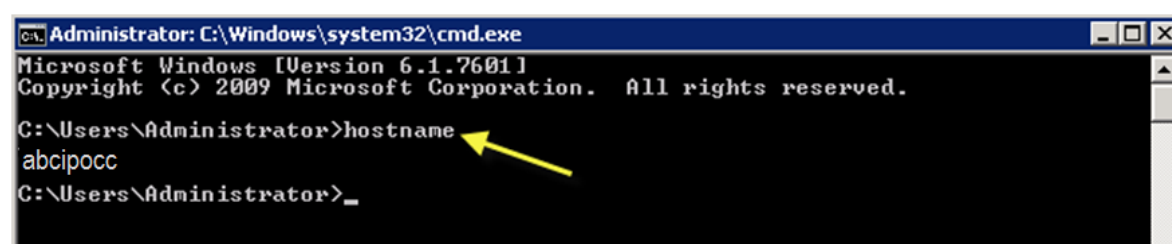
3. The server's hostname is displayed. In this example the server's host name is abcipocc
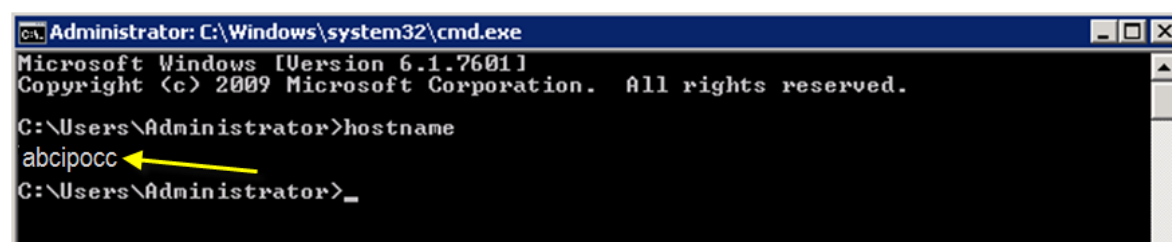
4. The host name of the server should be added to each IP Office Contact Center users PC. Navigate to C:\Windows\System32\drivers\etc.
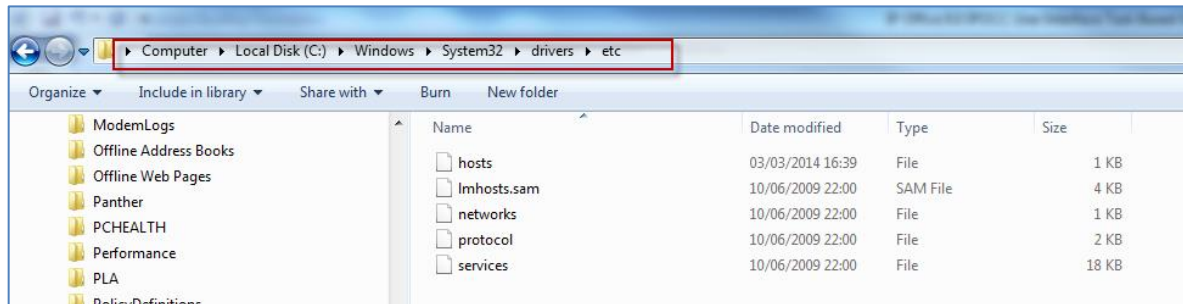
5. Right click on the **hosts** file and open with for example notepad.
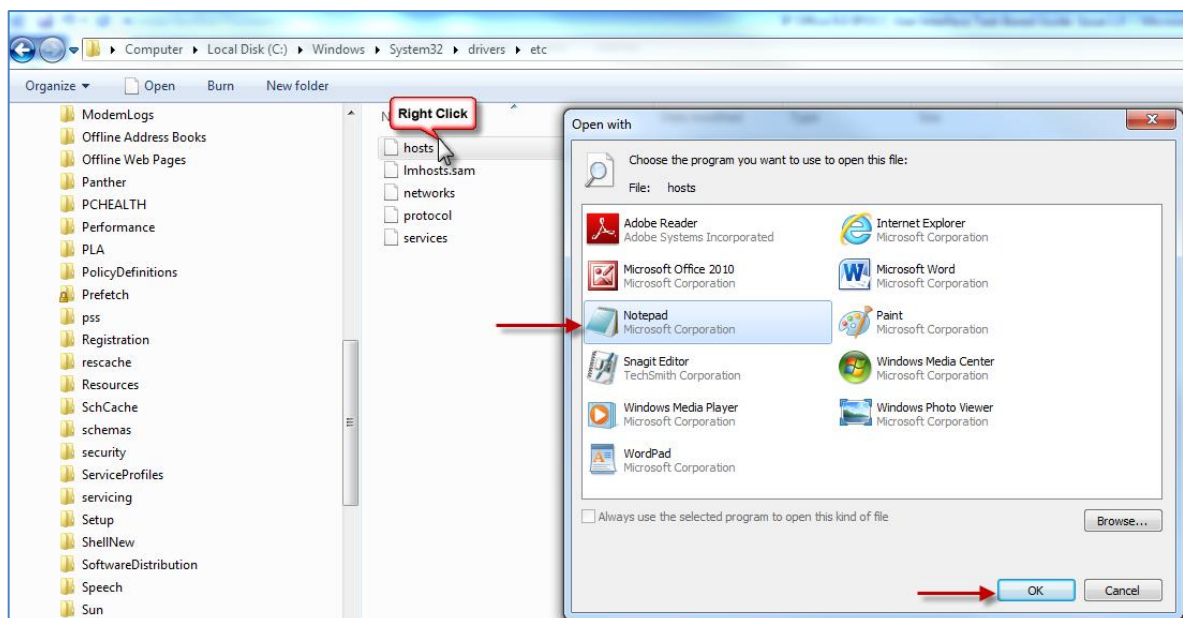
6. Add the server's IP Address and host file details in the following format, for example 192.168.42.50   abcipocc   abcipocc
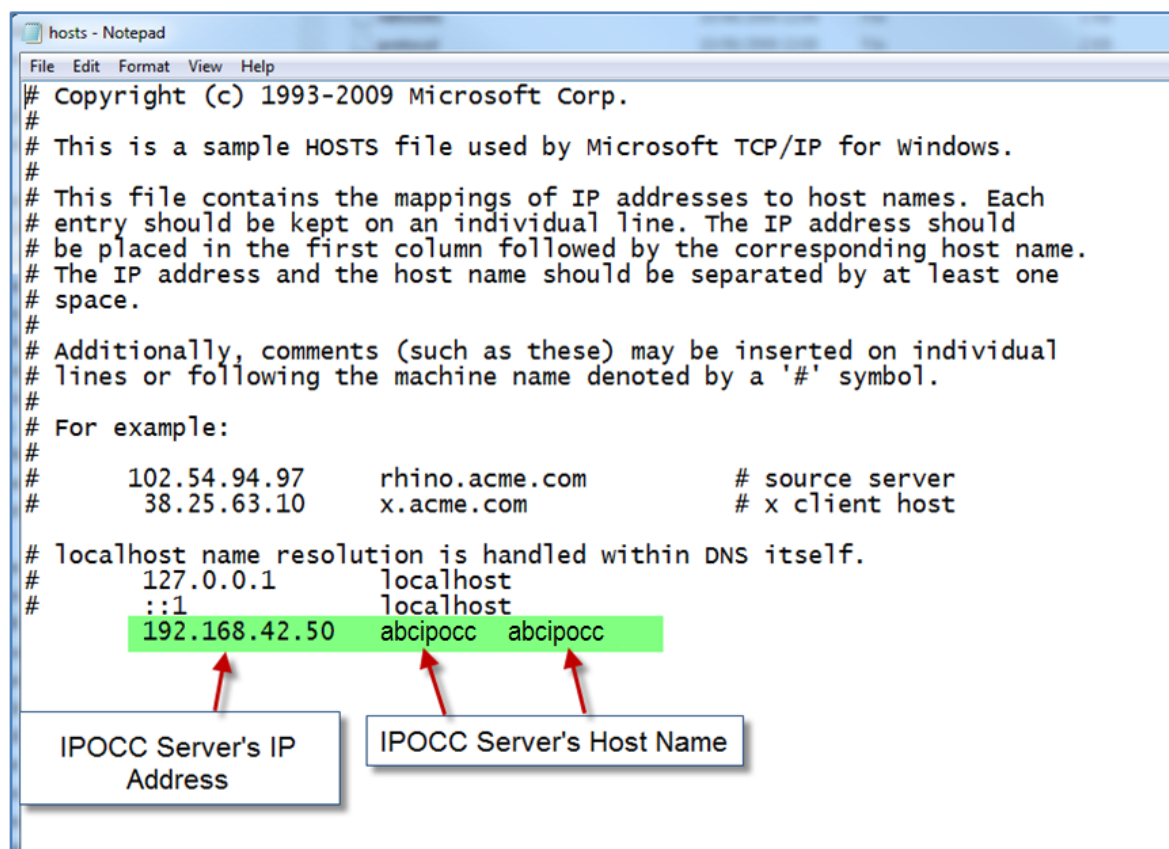
7. Save the changes to the host file.
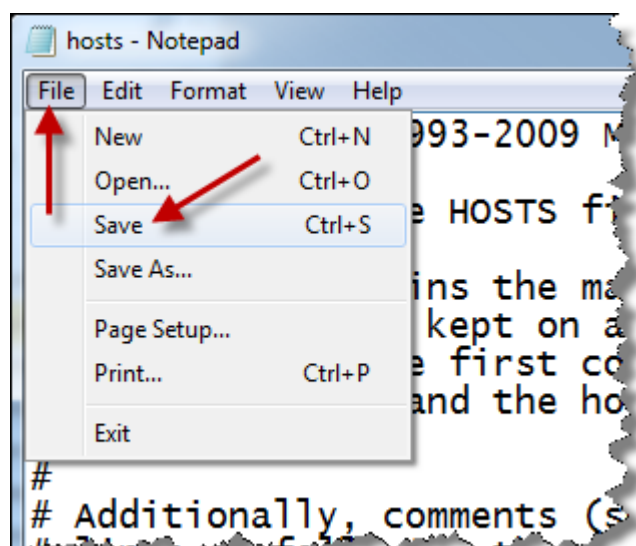
Installing the Contact Center User Interface on the Agent's PC's

The Contact Center User Interface has to be installed on each agent's PC. If the software is not running on the agents PC they will not be displayed in IP Office Contact Center Real Time screens or Reports.

1. The software can be found on the IP Office Contact Center installation CD within the **Client** folder.
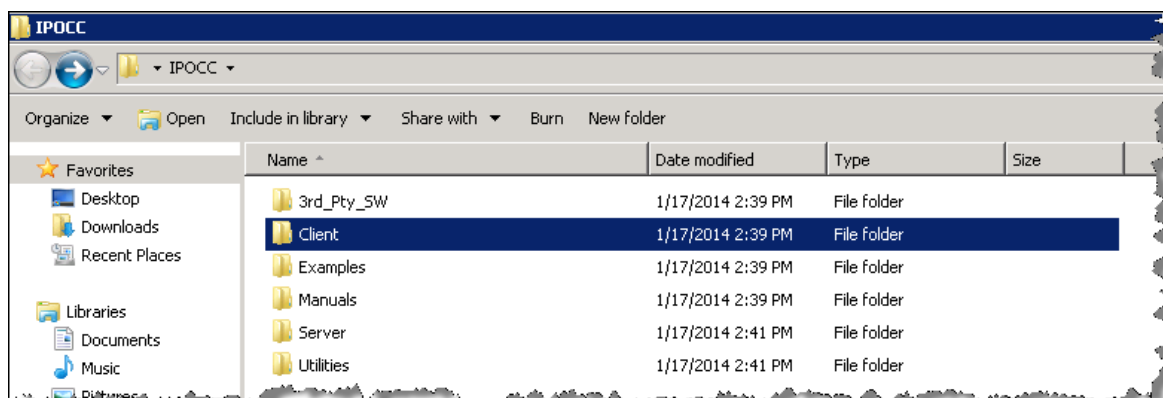
2. Copy the software on to each agents PC.
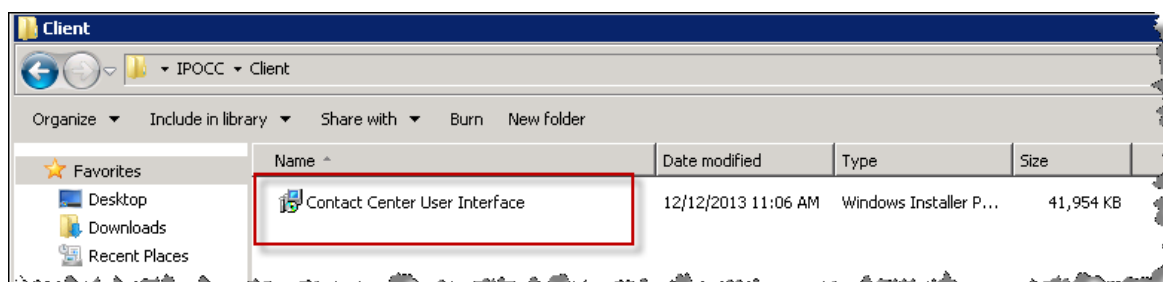
3. Double left click on the installation file.
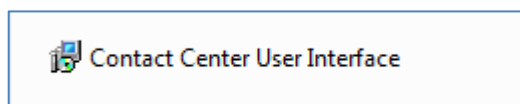
4. The setup wizard is displayed. Click **Next**.

5. Accept the License Agreement and click **Next**.
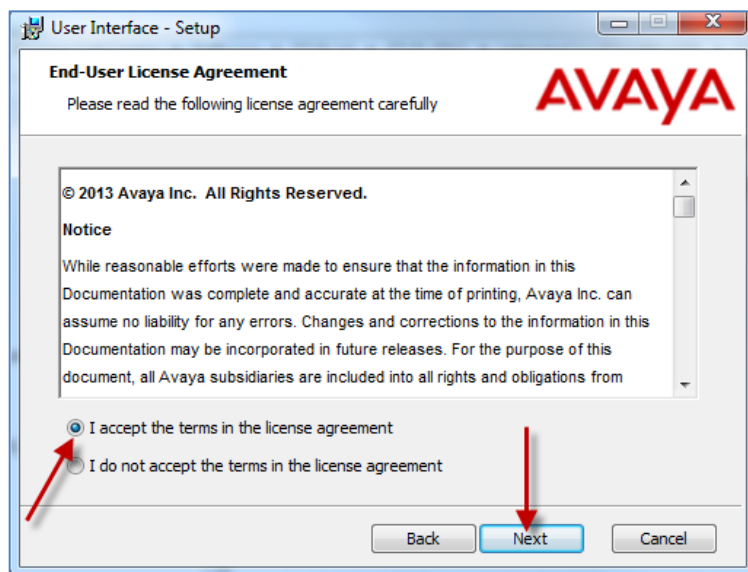
6. Click the **Complete** button.
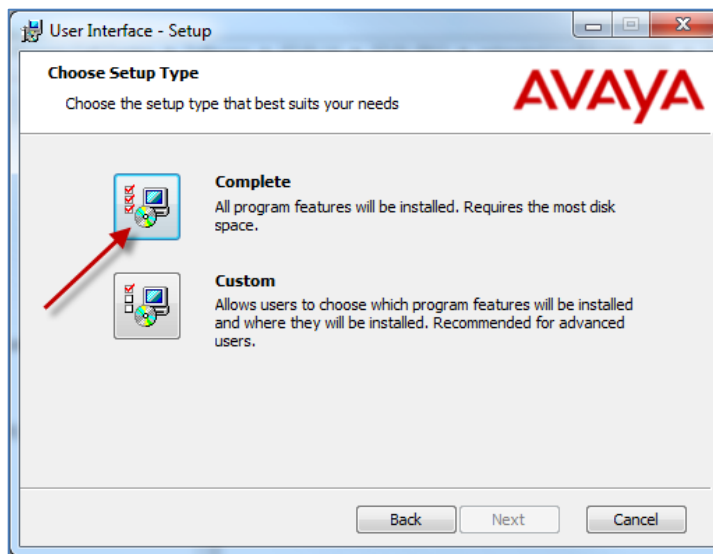
7. Enter the **Host Name** of the IP Office Contact Center server in the **Hostname of IP Office Contact Center Server** field. Note: The Hostname depicted below if for illustrative purposes only.
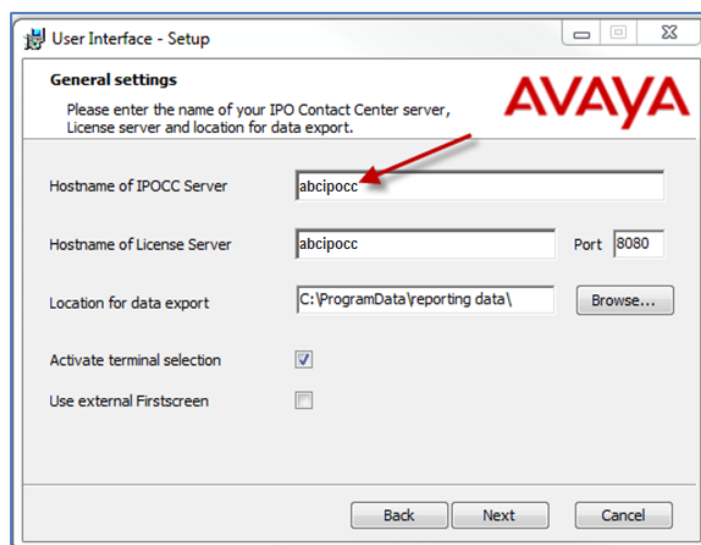
8. Enter the Host Name of the IP Office Contact Center server in the **Hostname of License Server** field.
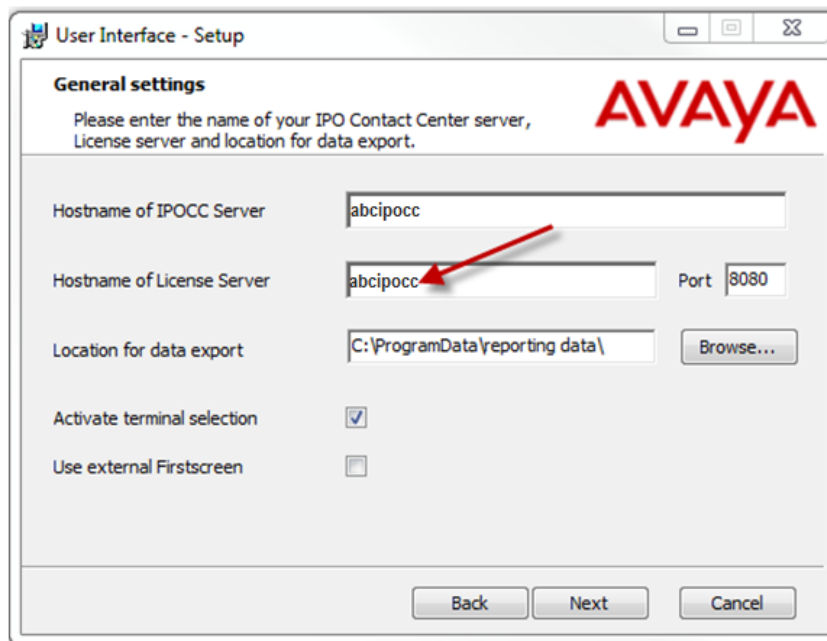
9. All of the other settings can be left in their default state. Click **Next**.

10. Click the **Install** button.
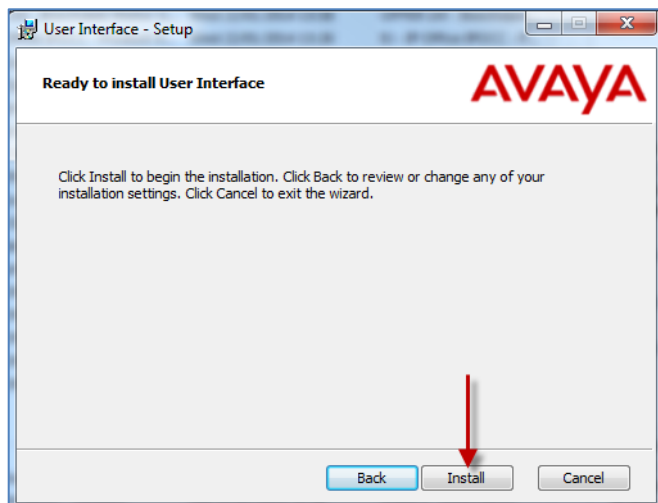
11. The installation will proceed.
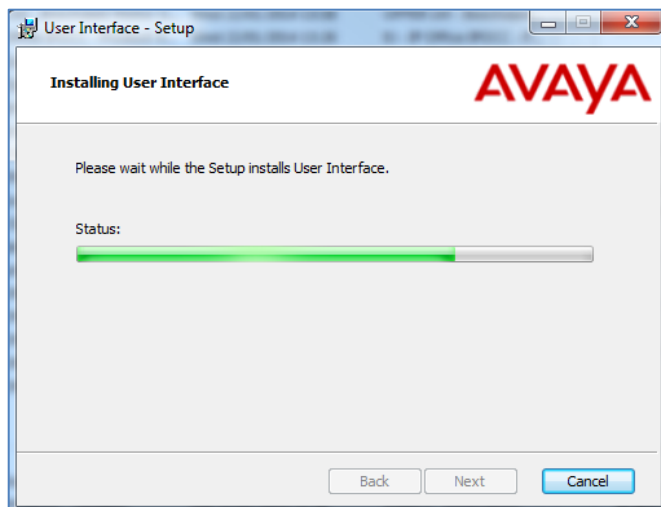
12. Click the **Finish** button.
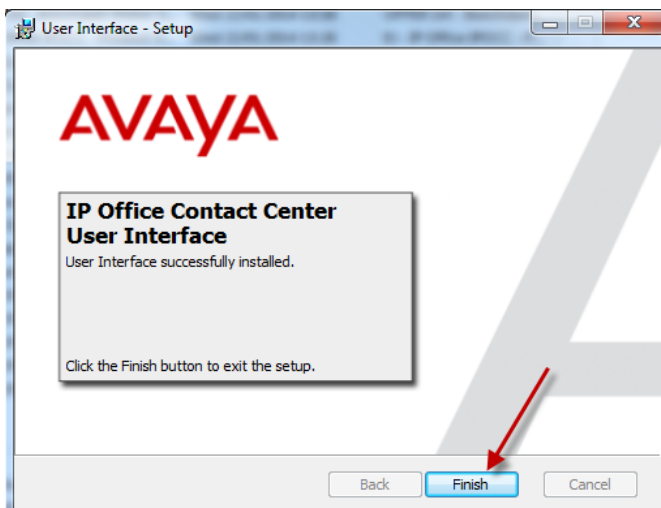
Logging into the User Interface

To login to the User Interface:

1. From the start menu, select **Avaya IP Office Contact Center**, open the **User Interface** folder and double click on the **User Interface** icon.
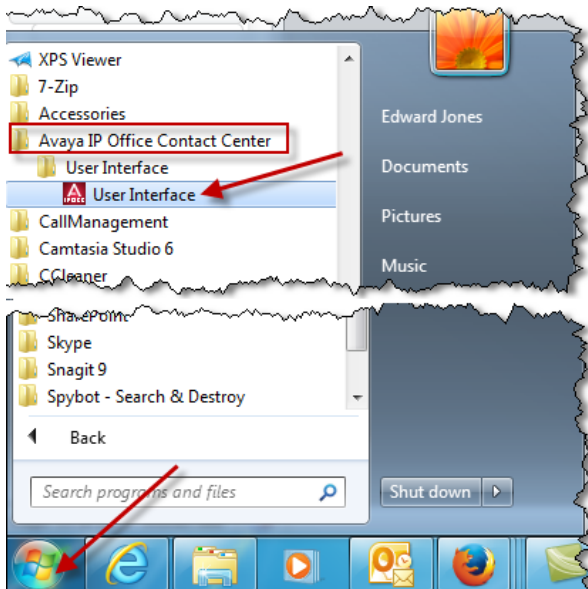
With Windows 2012 server, select the **down arrow** icon followed by the **User Interface** icon.
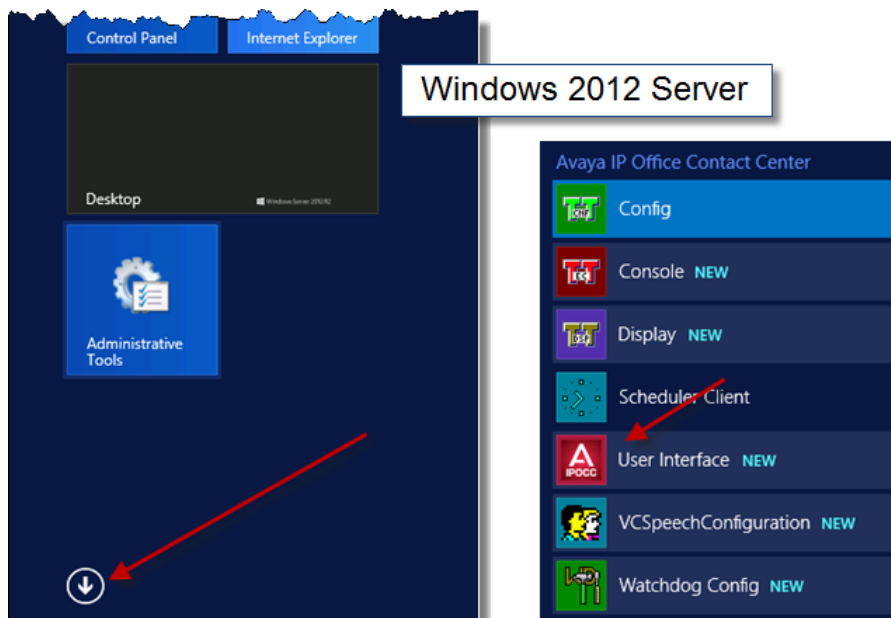
2. The User interface sign in screen is displayed.

3. In the **Username** field, enter the user name that has previously been configured for this agent.

4. From the **Telephony Extension** drop down box, select the extension to be used by this agent.

5. Enter the password for the user in the **Password** field. The default password for logging in to the agent user interface is **cc123456**

6. Click the **Login** button.

7. The IP Office Contact Center user Interface is displayed.
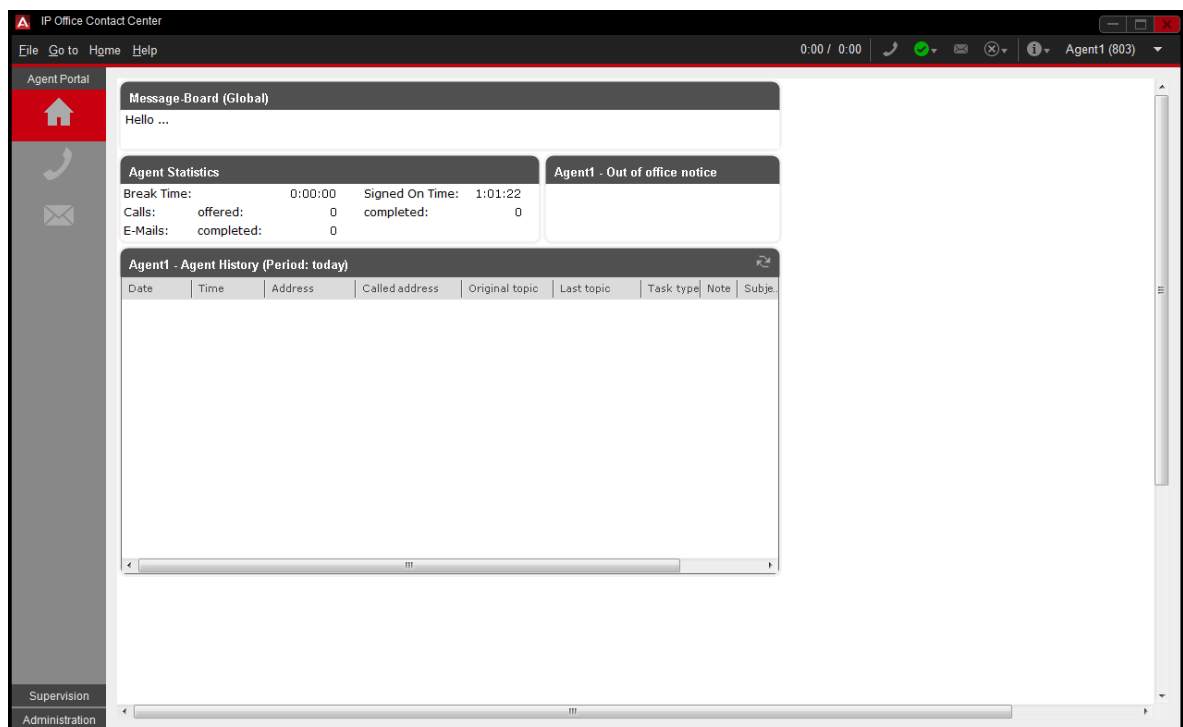
Viewing the Default Call Flows

As part of the installation process, the configuration data is added to the Macro enabled Excel spreadsheet, in preparation for the configuration file to be uploaded to the IP Office Contact Center server.

The spreadsheet includes data fields relating for example to Topics, Agent Groups and Agents. As illustrated in the example below:

This data forms the basis of the default calls flows that can be utilized after the configuration has been uploaded to the IP Office Contact Center server and the default task flow set activated. (As outlined in section **Activating a Task Flow** section of this guide).

The task flows that reflect the data added to the configuration spread sheet can be viewed as follows:

1. From the IP Office Contact Center User Interface select **Go to** followed by **Task Flow Editor**.
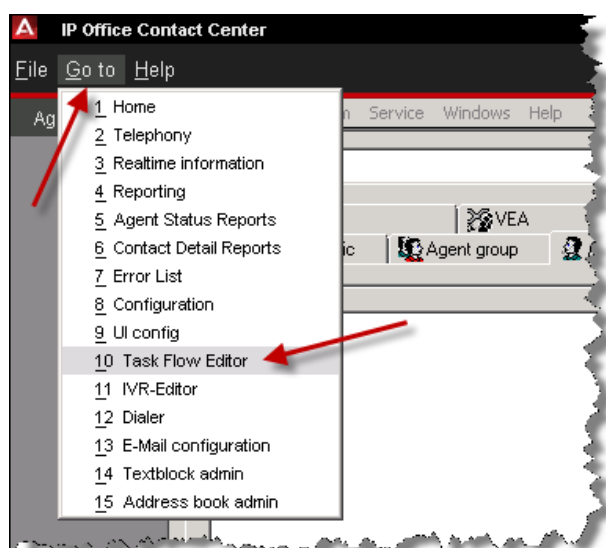
2. Click the **Open** folder icon
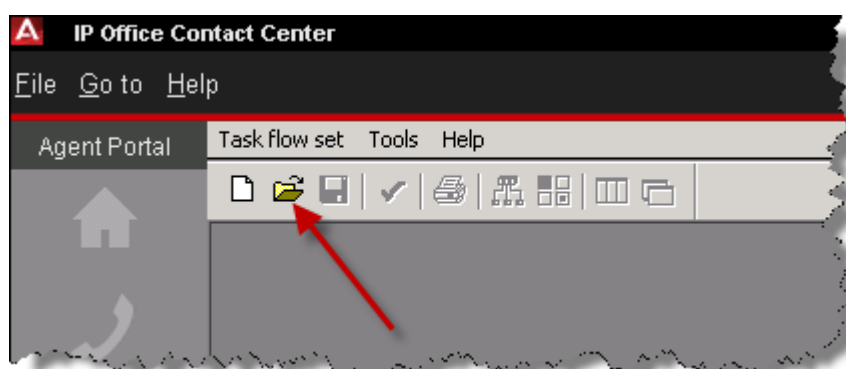
3. Select **Import TF-Set** and click the **OK** button.
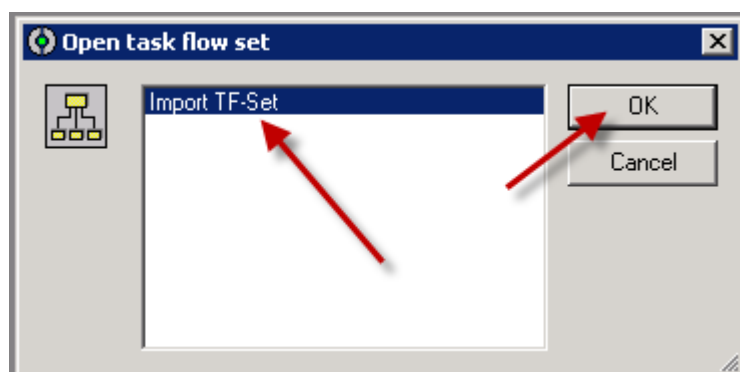
4. Do not enter a password. Click **OK**.
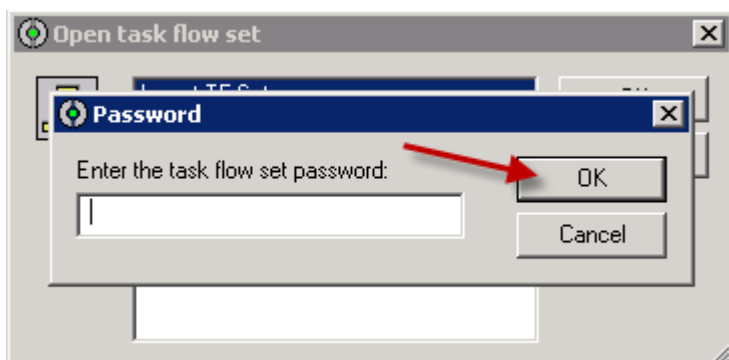
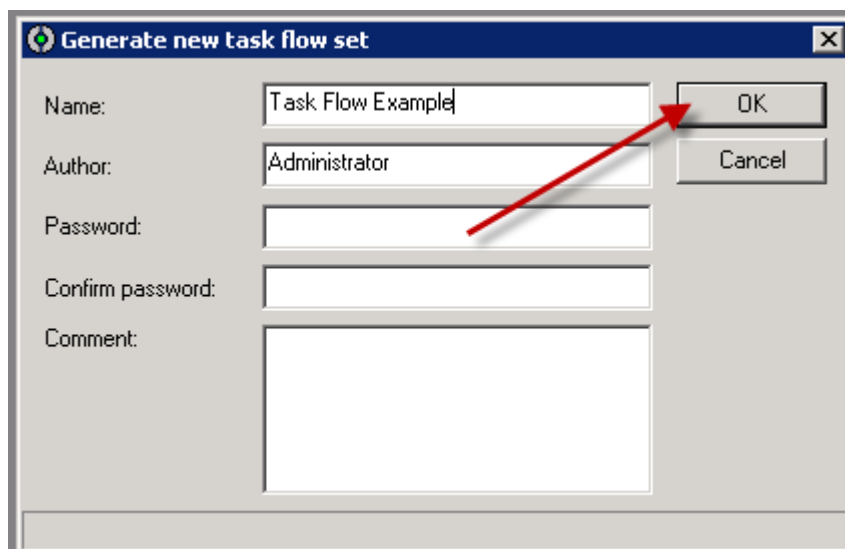5. If the Task Flow Set has previously been activated, you will be presented with the following dialog box. To open a copy of the Default Task Flow Set, click the **OK** button.
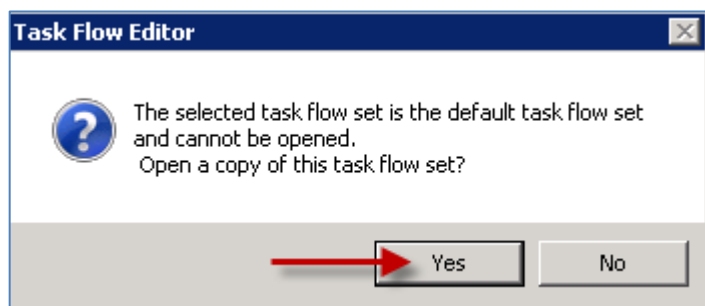
6. The **Generate new task flow set** window is displayed enter a name a for the task flow as required. A password can also be entered to limit access to this Task Flow set.
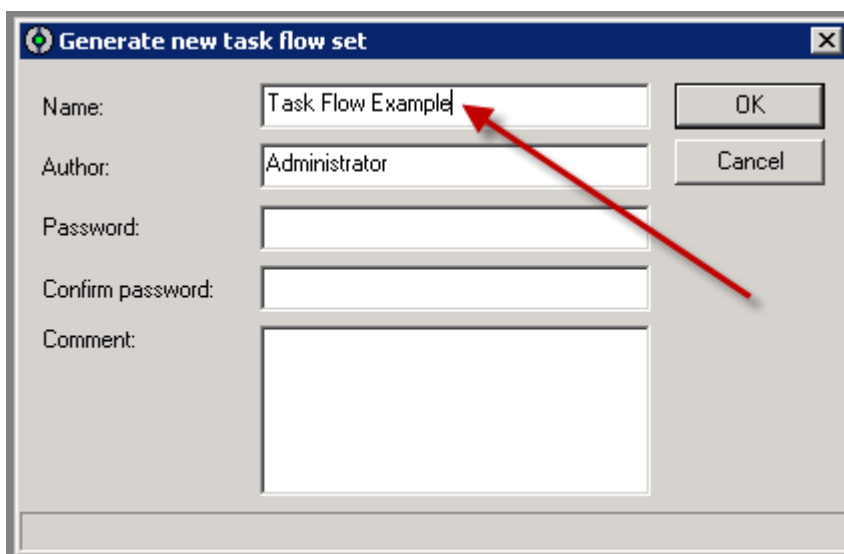
7. Click the **OK** button.

8. The **Task Flow** is displayed.
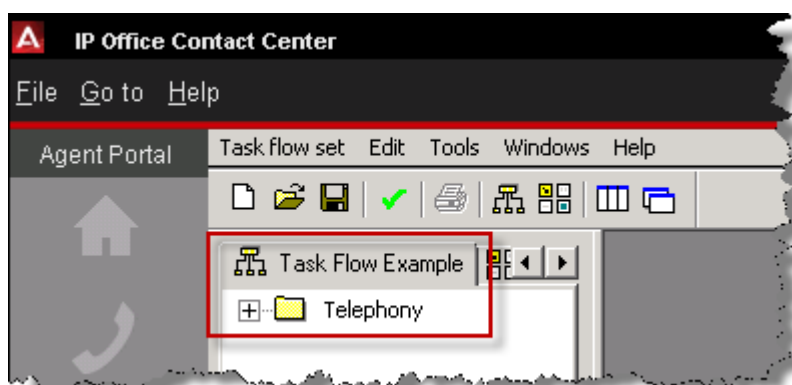
9. Click the plus symbol, and the task flows will be displayed that correspond to the number of Topics added to the configuration spreadsheet.
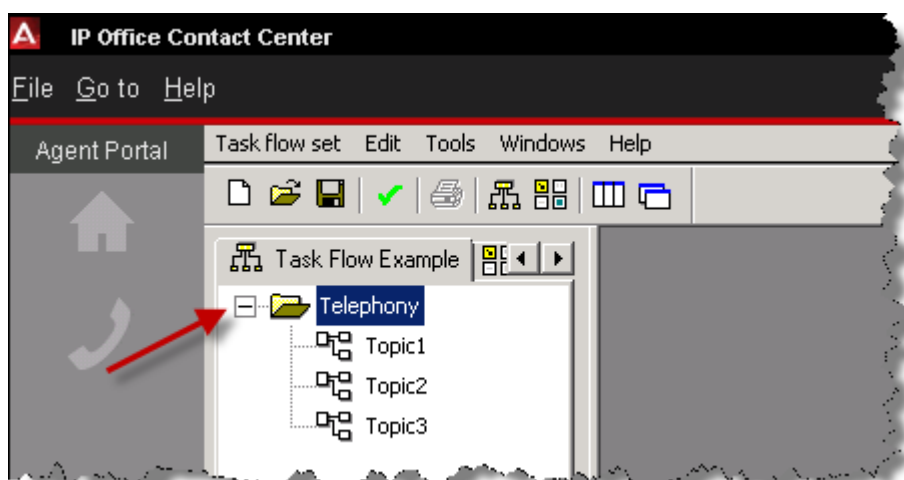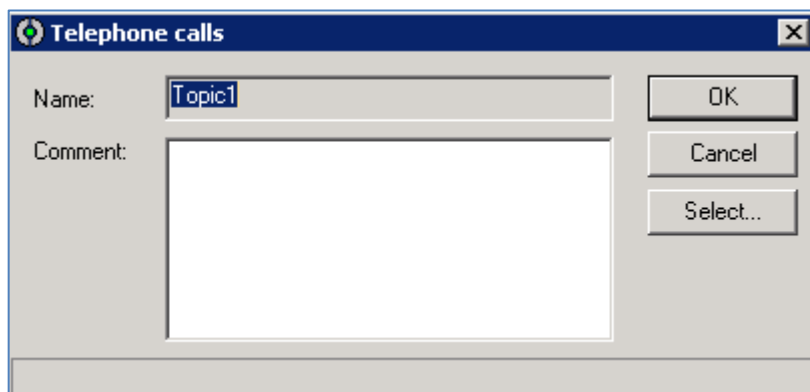
10. The default call flow is illustrated below:
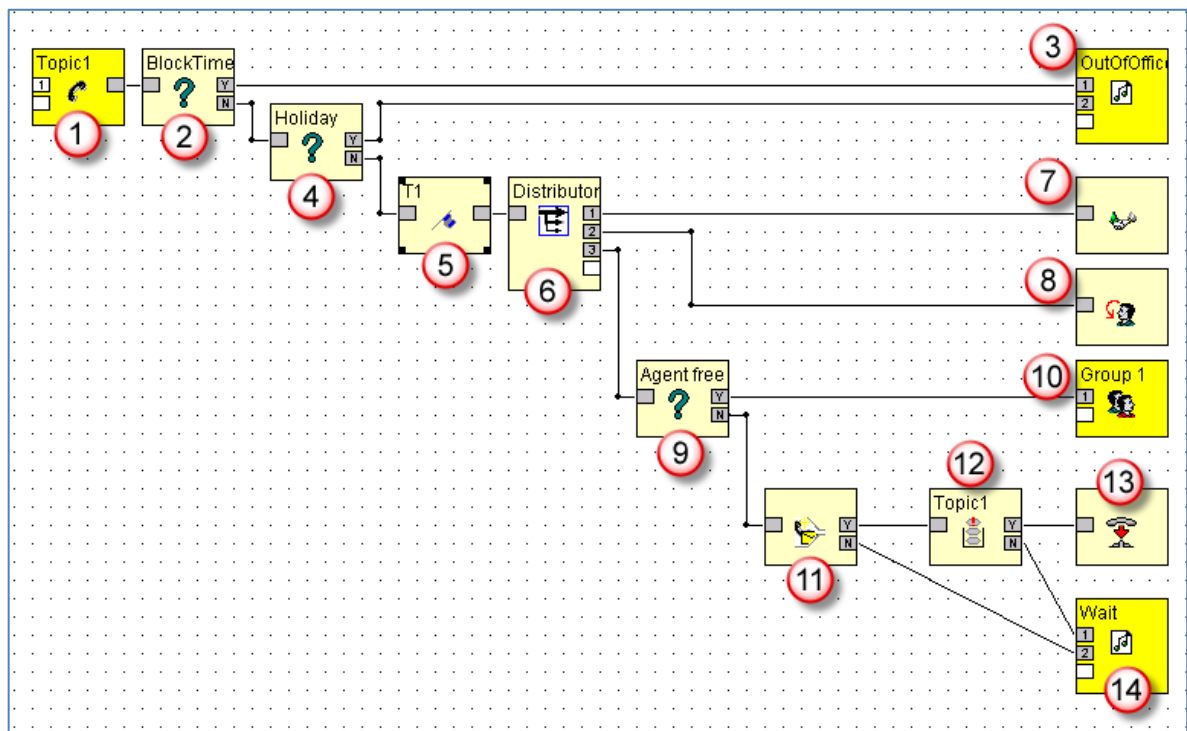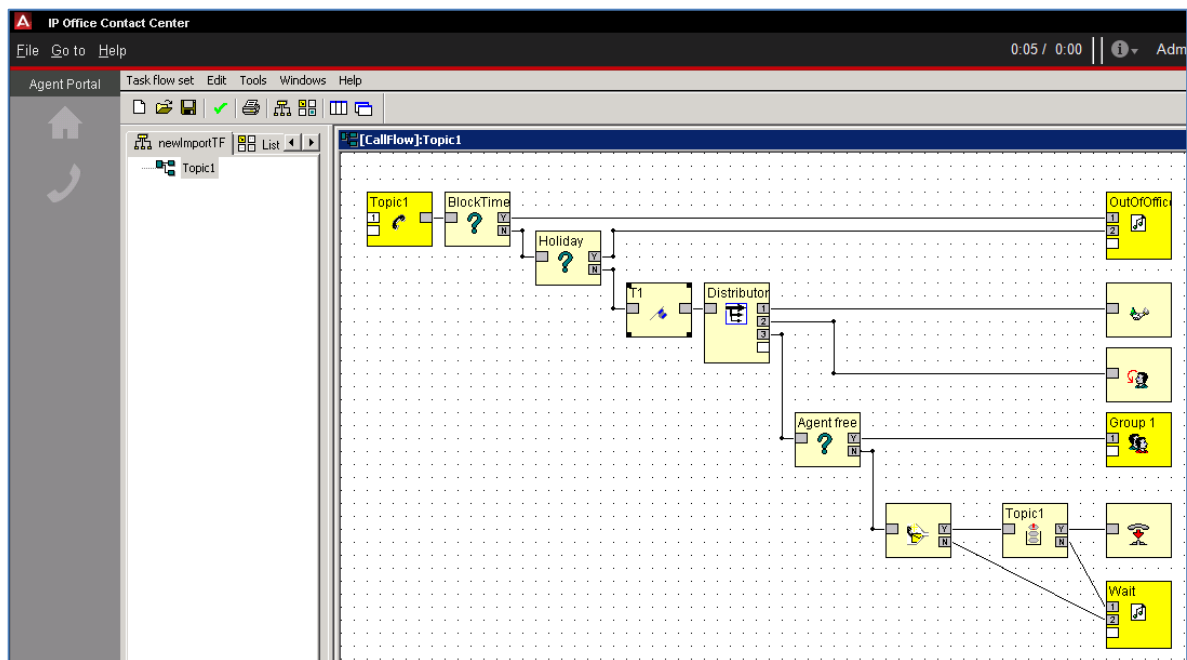
The Call Flow comprises of the following Elements:
1. Telephones calls element

2. A Logic element.

3. An Announcement script element.

4. A Logic element

5. A Task Trap element

6. A Prioritised Distributor element

7. A Personal Contact element

8. A Last Agent element

9. A Logic element

10. An Agent Group element
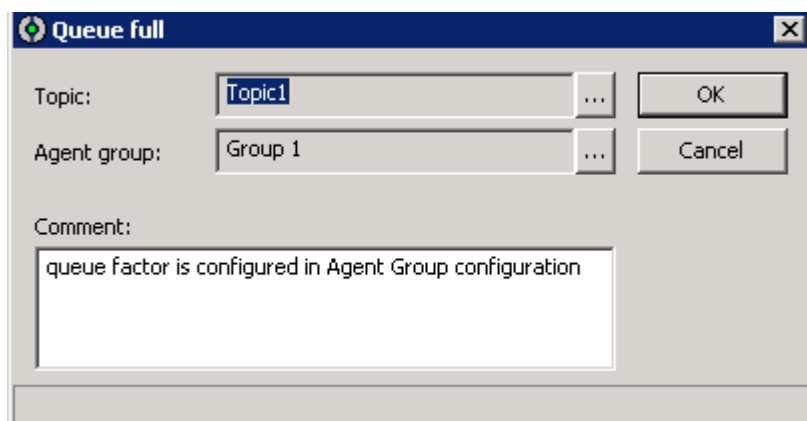
11. A New Task element

12. A Queue Full element

13. A Drop element

14. An announcement Script element

15. The call flow will require amending to reflect the customers own requirements.   The call flow can then be tested by dialling the Topic number for example, for Topic 1 dial 701.
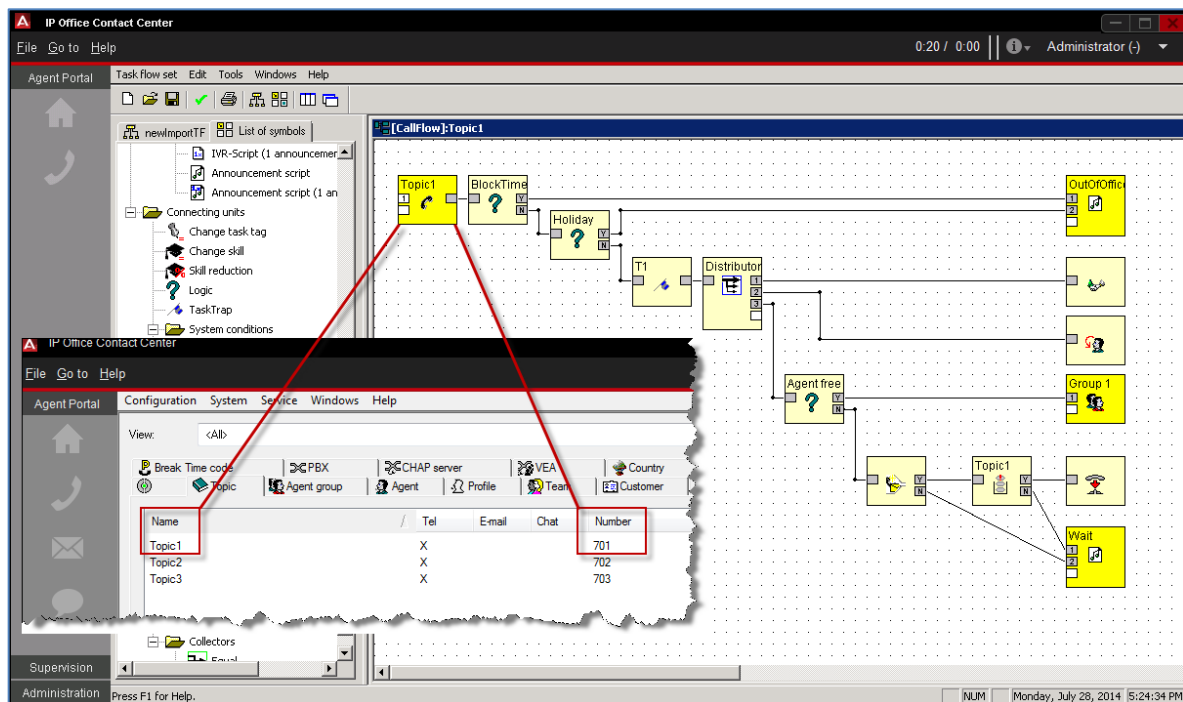
For further details relating to the configuration of Task Flows, please refer to the IP Office 9.0 IP Office Contact Center Task Flow Editor - Telephony Task Based Guide.

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

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