



IP Office Contact Center Installation Task Based Guide

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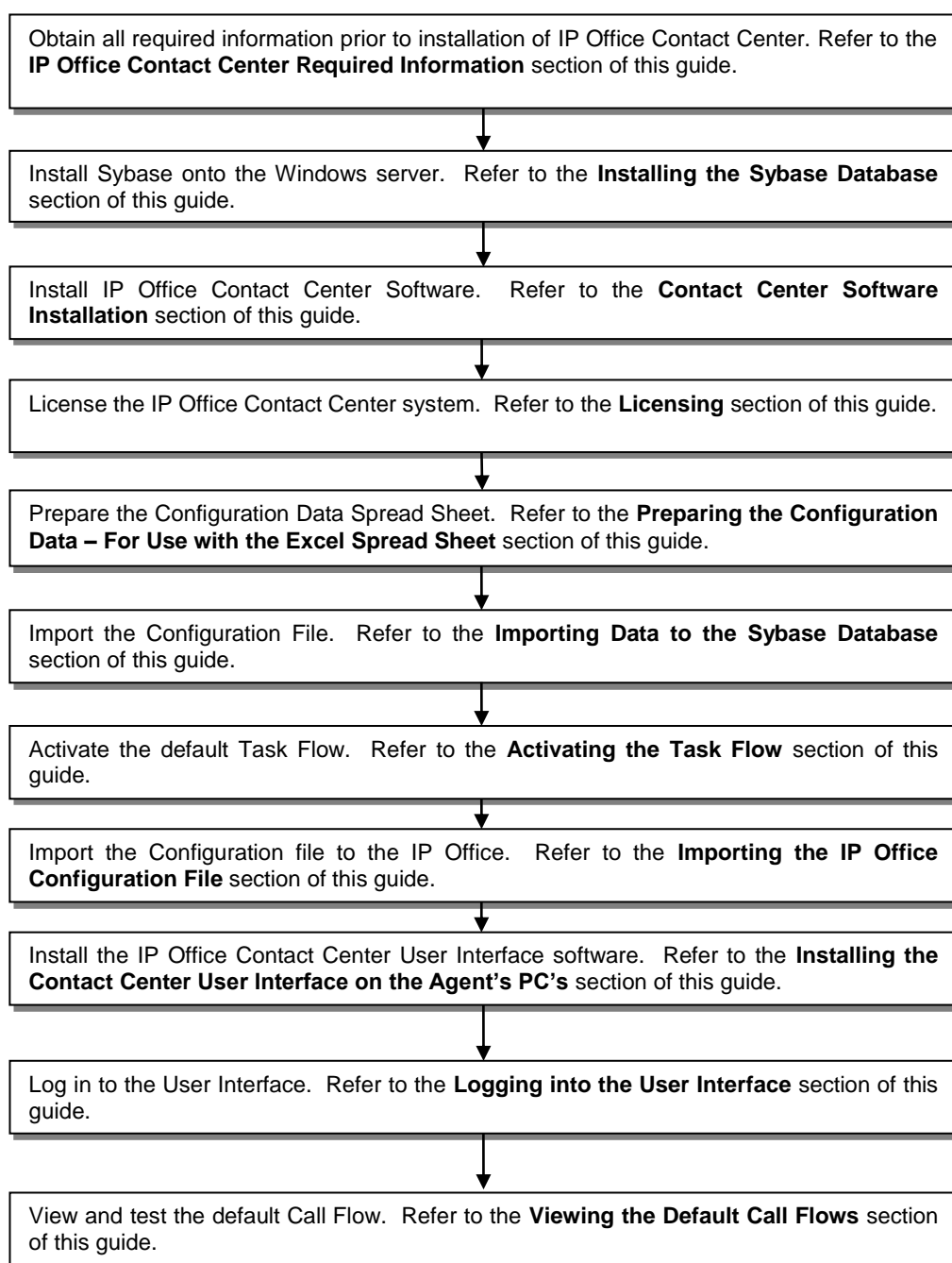
IP Office Contact Center

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



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	
	VMPPro 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:

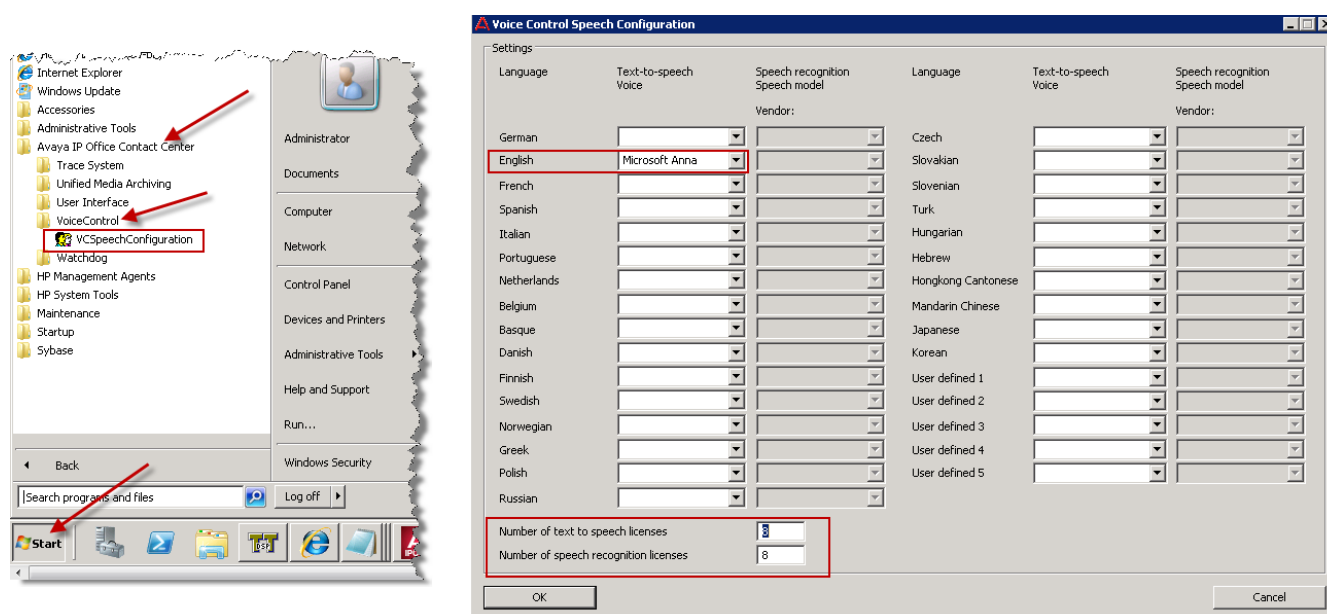
- Avaya 1400 series telephones
- Avaya 1600 series telephones
- Avaya 9500 series telephones
- Avaya 96x1 (H.323) telephones
- Avaya 96x0 (H.323) telephones
- IP Office Video Softphone

IP Office Contact Center Required Information

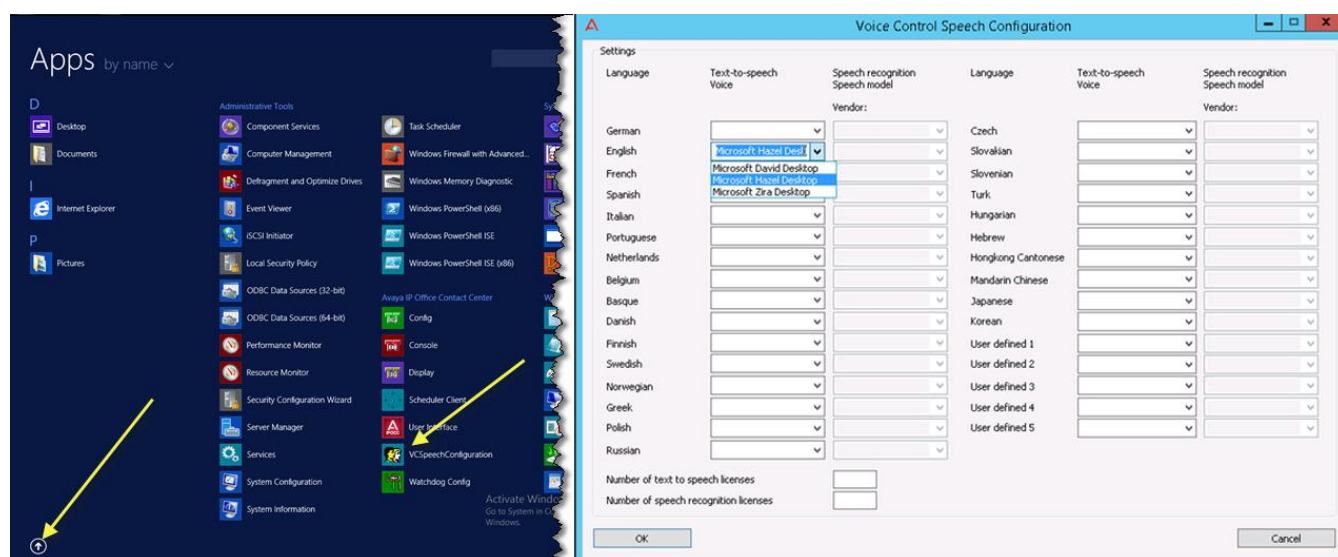
For a successful installation to take place, there are a number of configuration parameters and details that should be obtained and checked with the customer. These include:

- 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



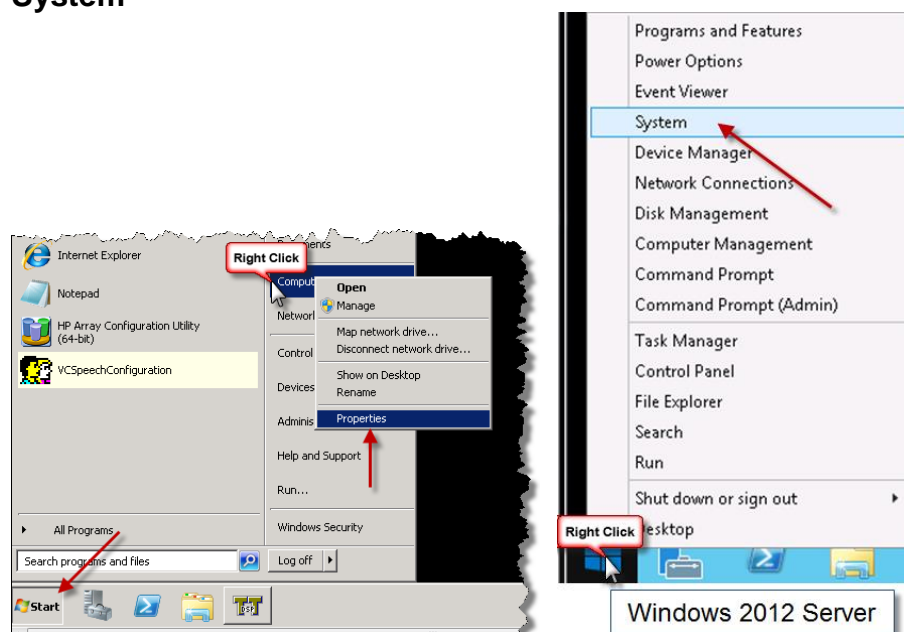
Servers Computer Name

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.

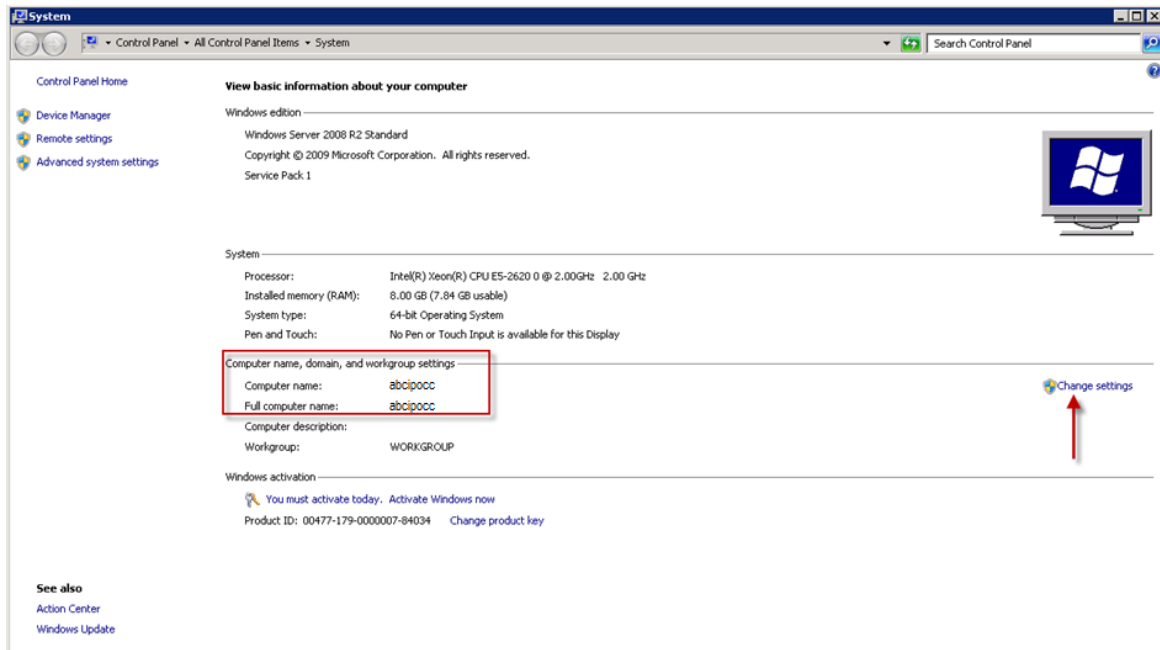
The Server interfaces depicted in this guide include both the Windows 2008 and Windows 2012 server interface.

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

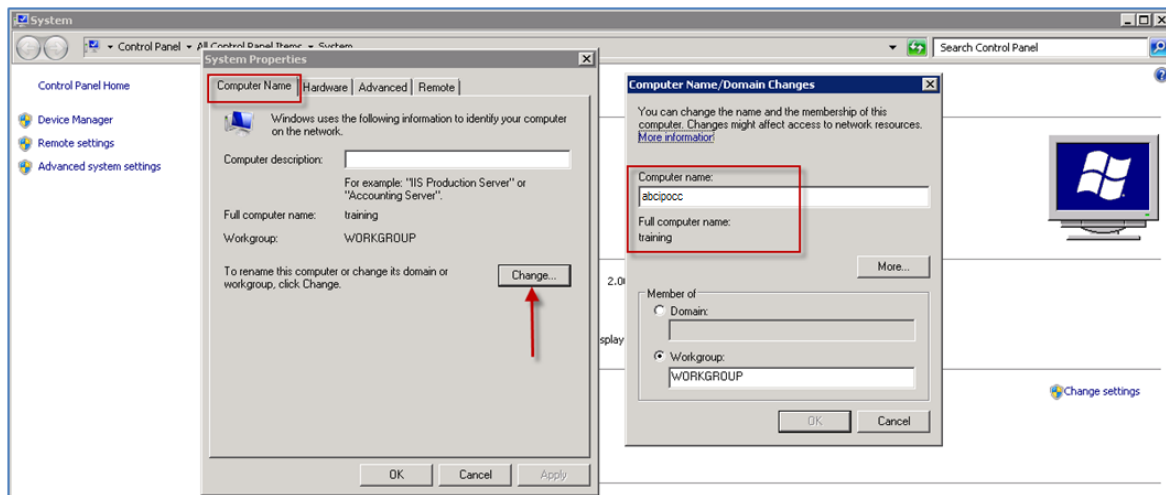
With Windows 2012 Server, right click on the **Windows** icon and select **System**



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.

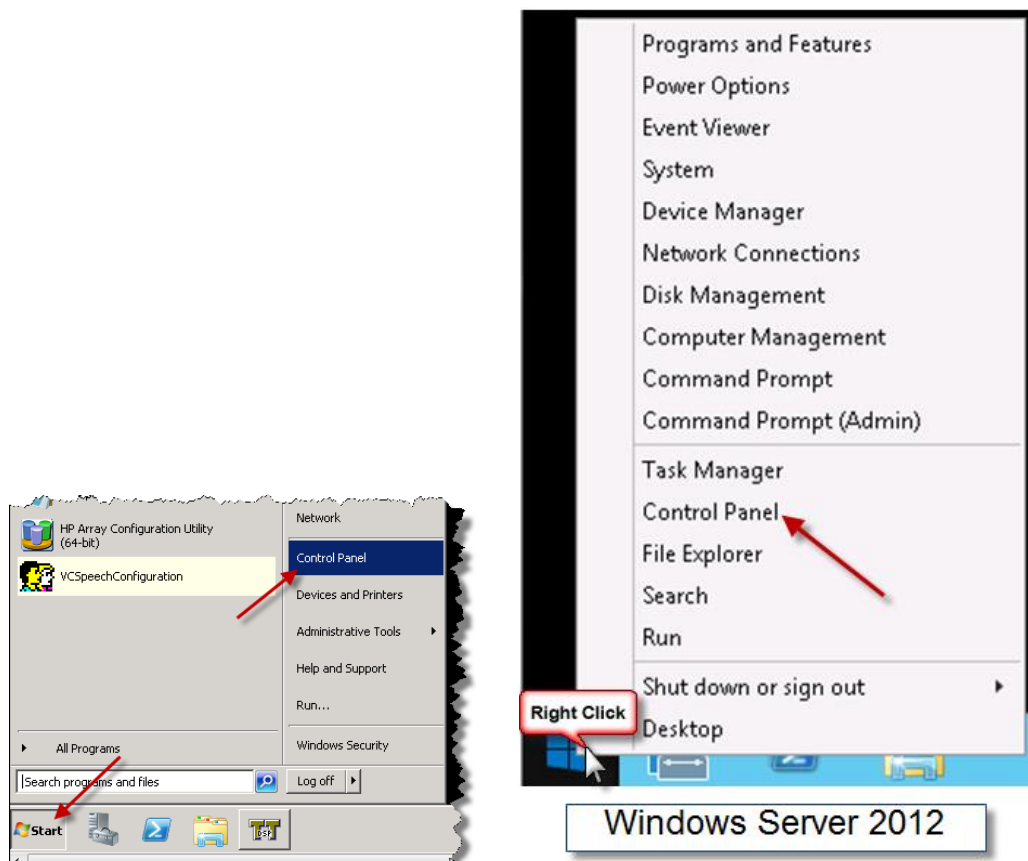


Windows Firewall

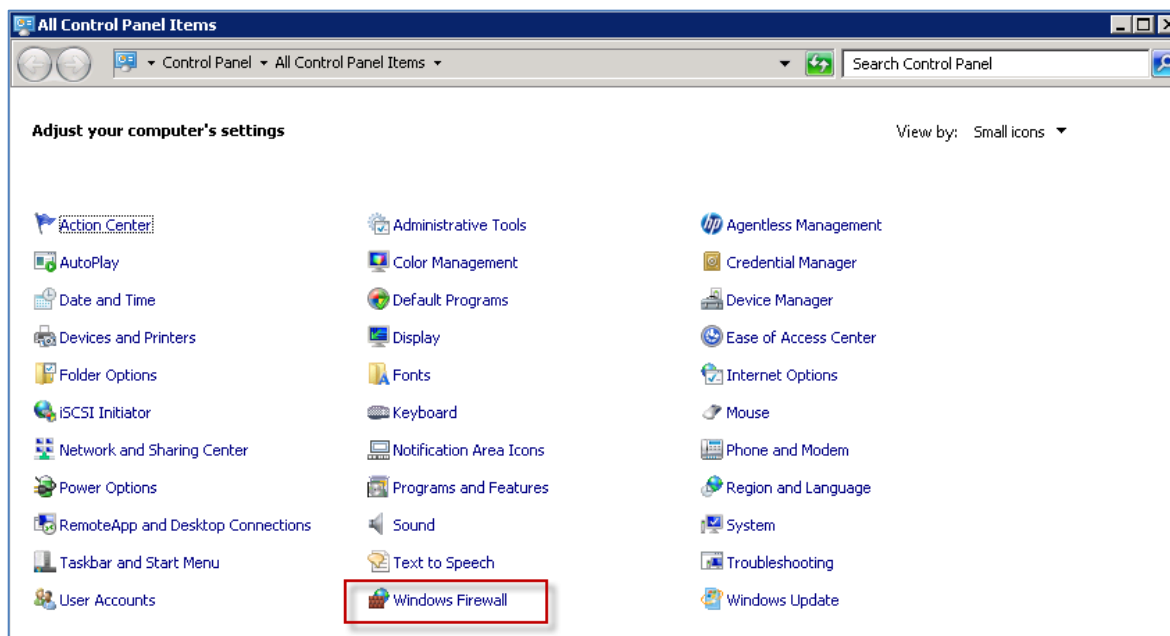
Ensure that the Windows Firewall is enabled.

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**.



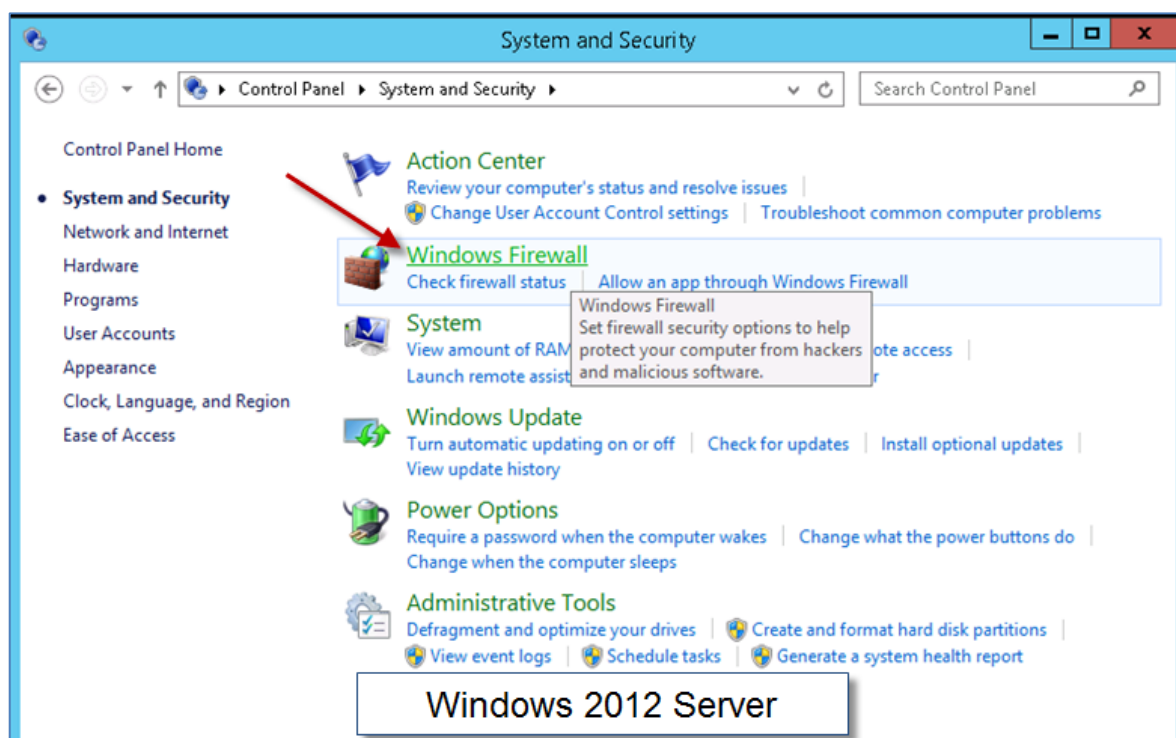
2. Then click the **Firewall** link.



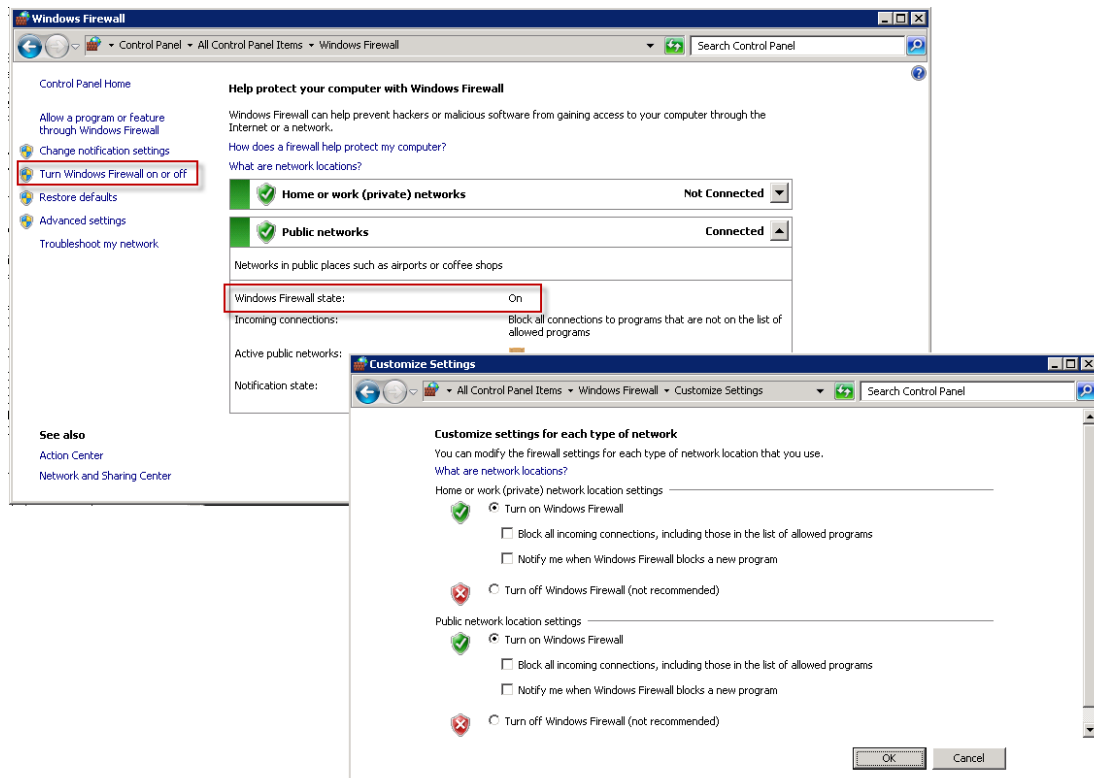
With Windows 2012 Server, select the **System and Security** link.



Followed by the **Windows Firewall** link.

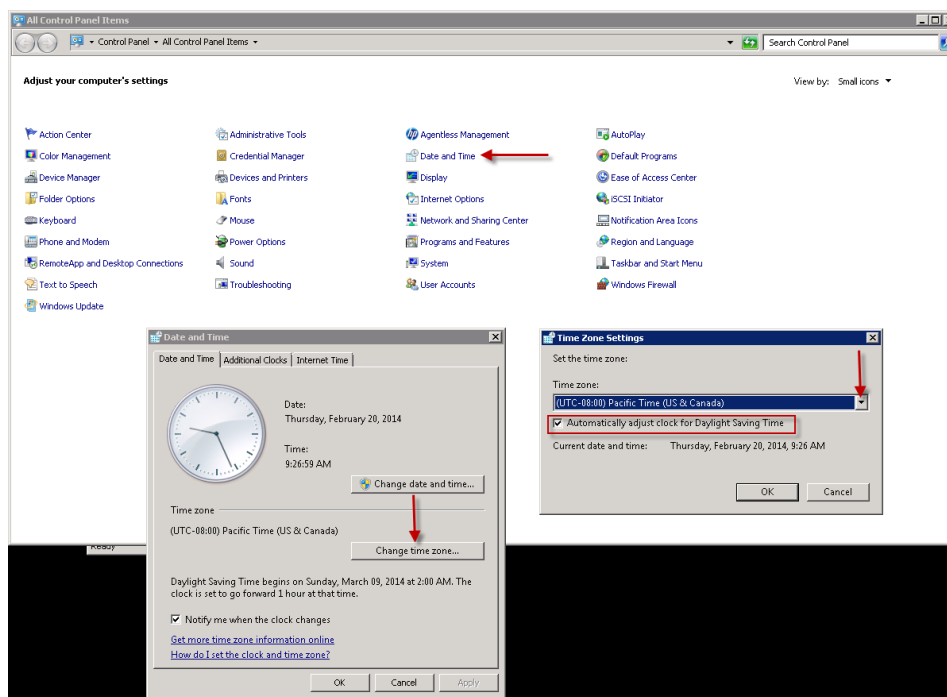


3. Select the **Turn Windows Firewall On or Off** link. The firewall settings can be checked / enabled.



Time & Date Settings

1. From the server's **Control Panel** activate daylight saving time when setting the servers local time.



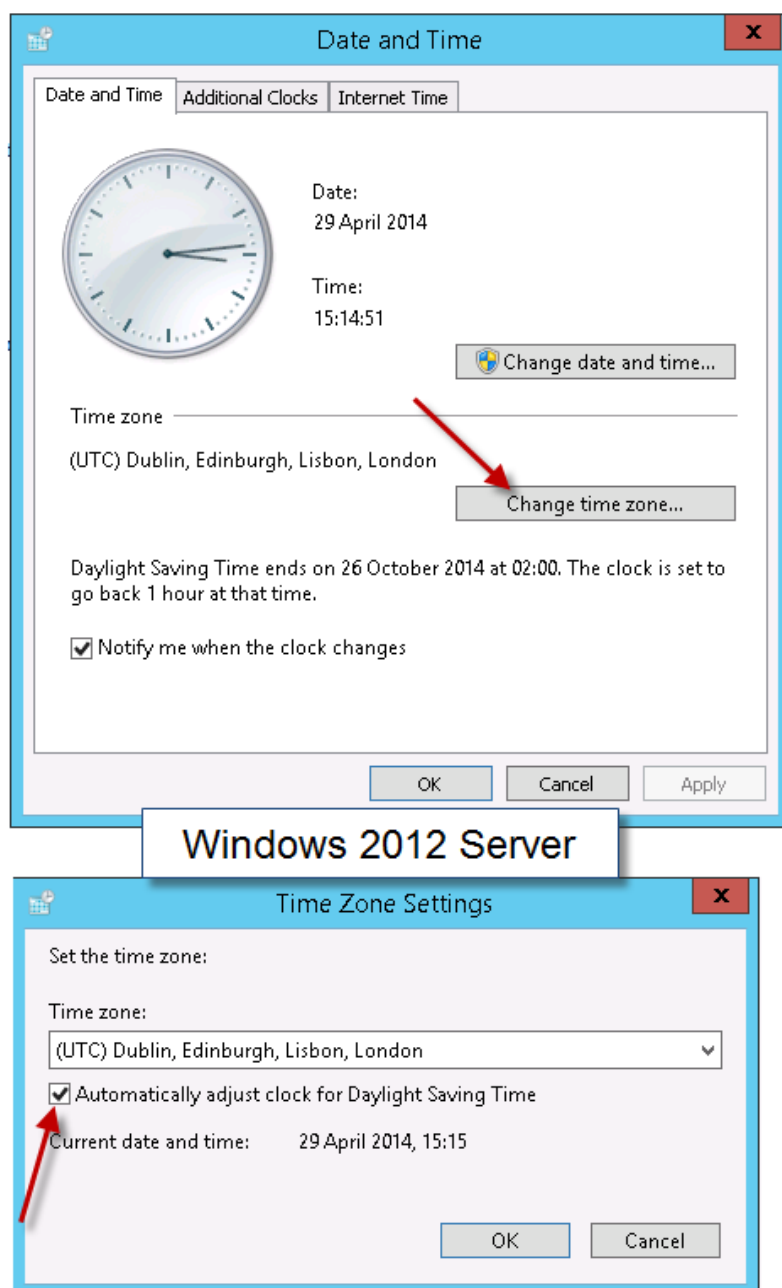
With Windows 2012 server, click the **Clock, Language and Region** link.



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

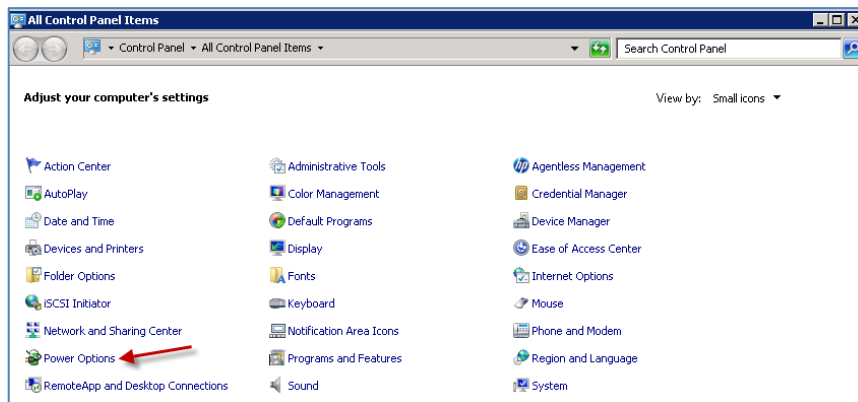
The server requires a single static IP address utilizing TCP/IP as the network protocol. IP Office Contact Center does not support the use of multiple IP addresses on the same network card.

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.



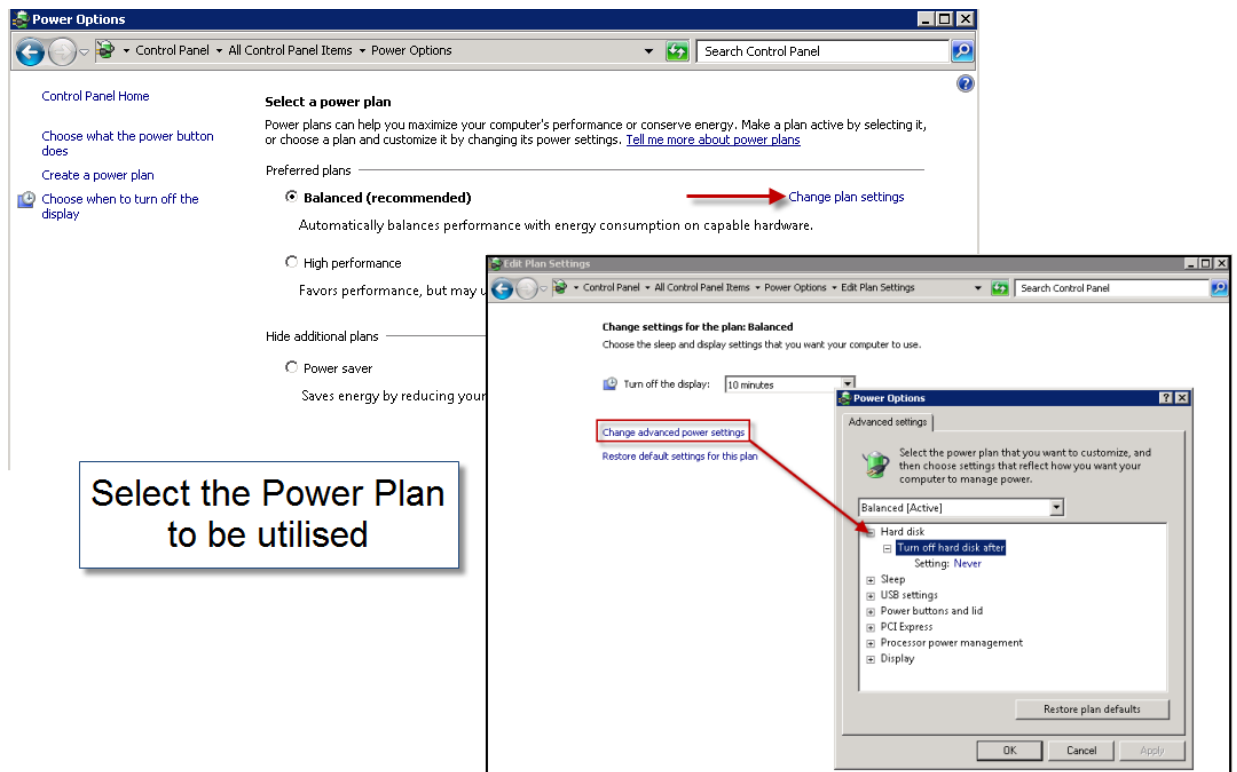
Click the **High Performance** radio button, followed by the **Change Plan Settings** link.



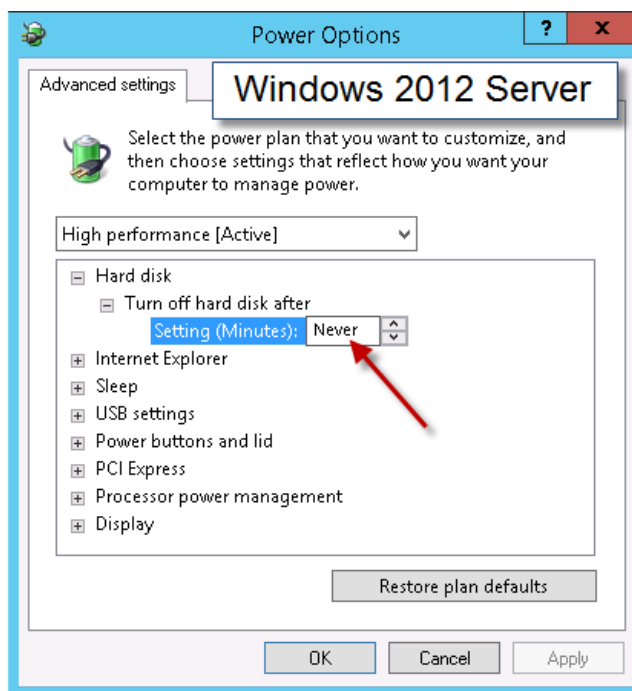
Click the **Change advanced power settings** link.



2. Ensure that the plan used has the following settings.
 - Set **Turn off Hard Disks** to **Never**.
 - Set **System Standby** to **Never**.

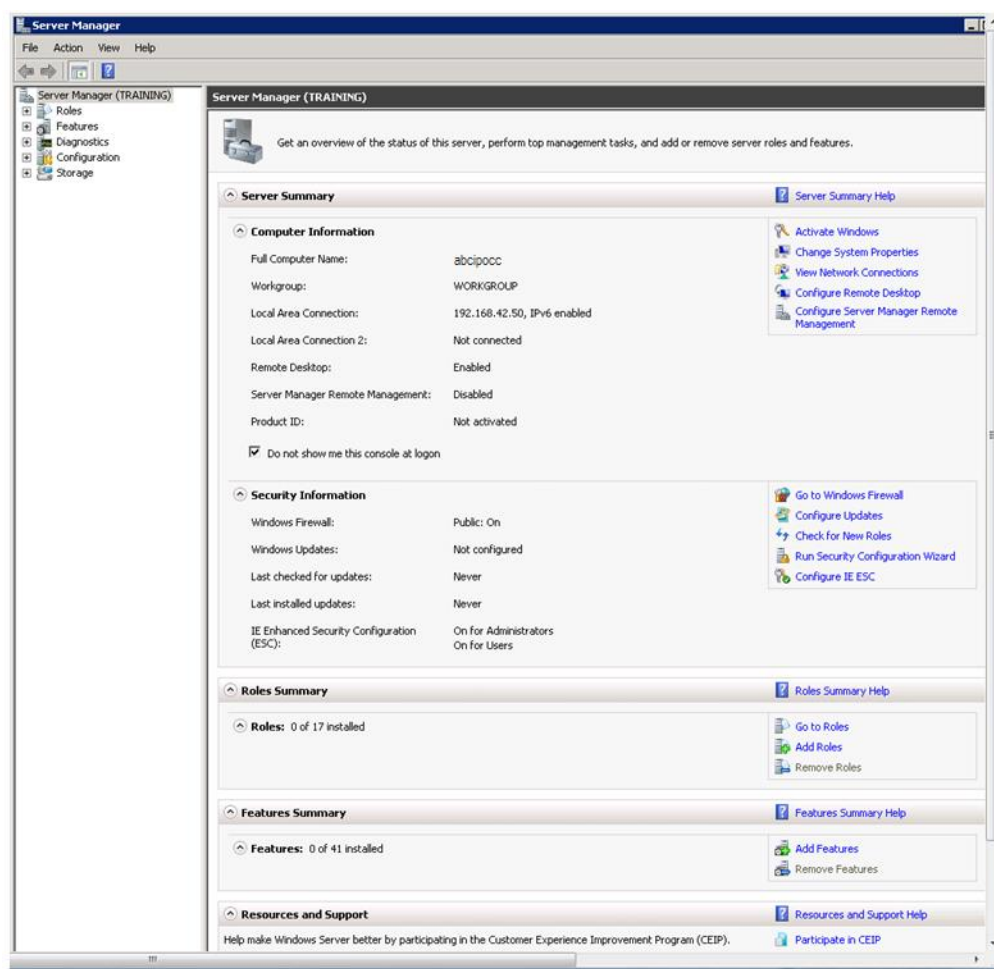
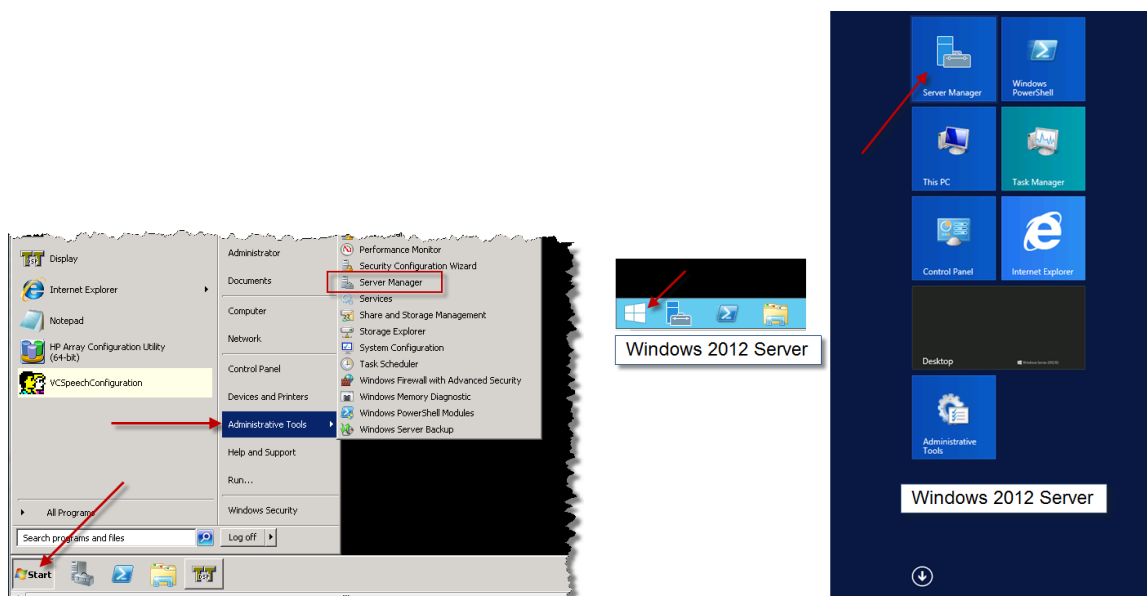


Select the Power Plan to be utilised



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**.

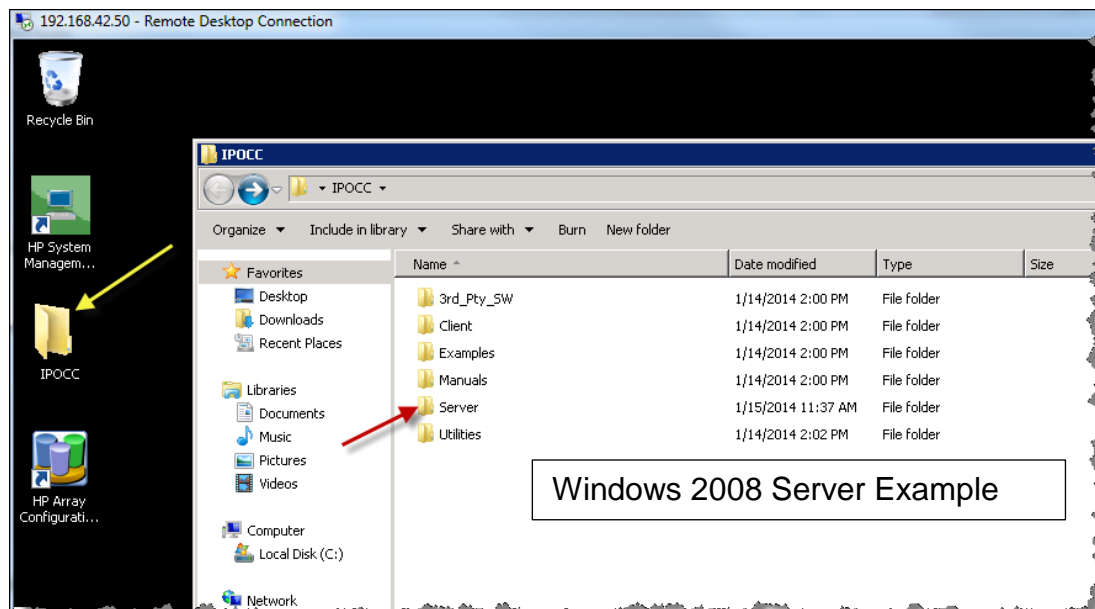


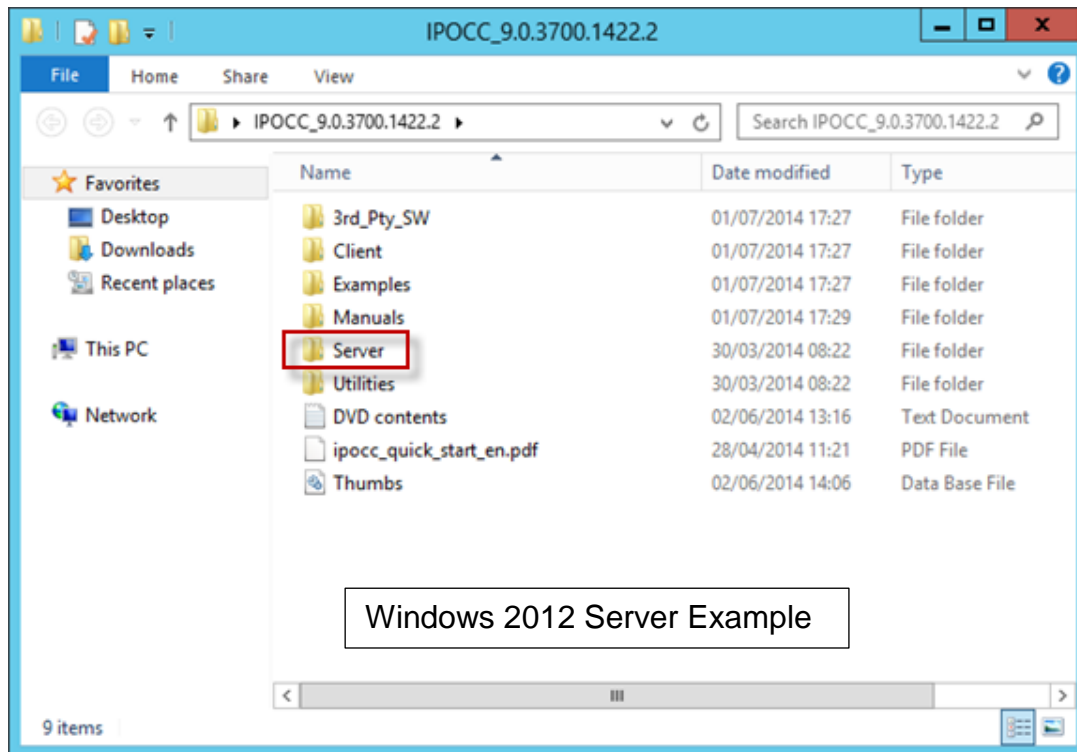
IP Office Contact Center Installation

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

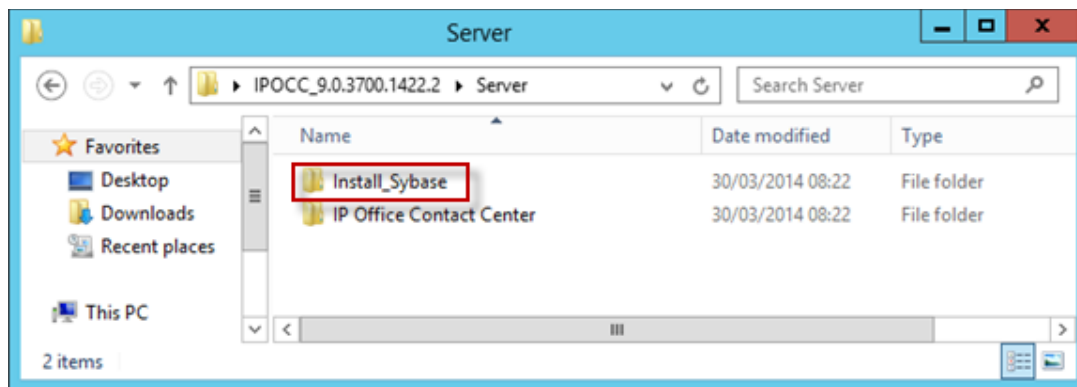
1) Installing the Sybase Database.

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.

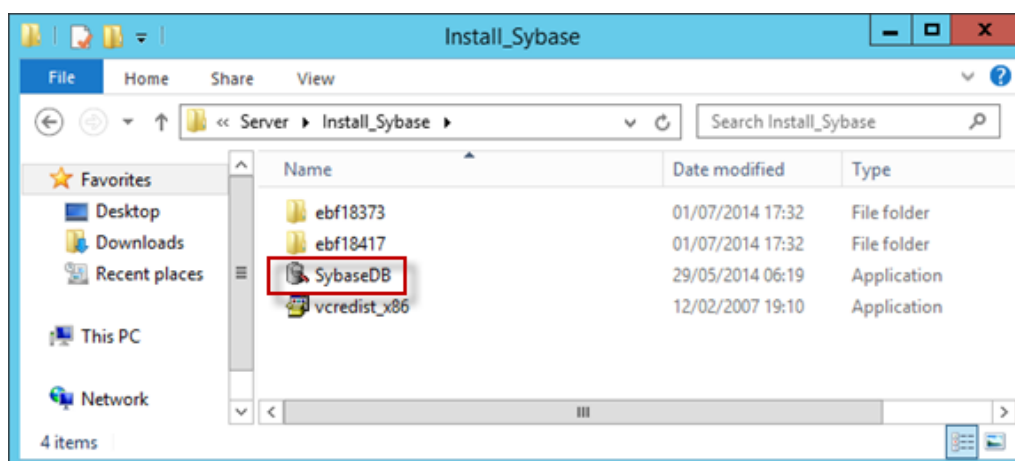




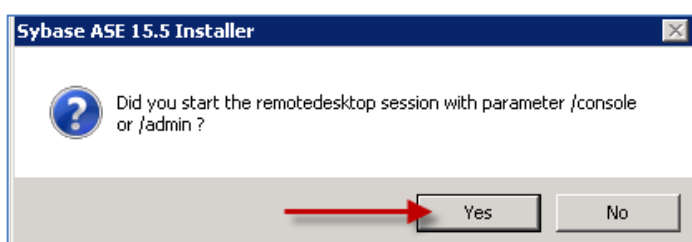
5. The folder should contain two folders named **InstallSybase**, and **IP Office Contact Center**.
6. Double left click on the **Install Sybase** folder.



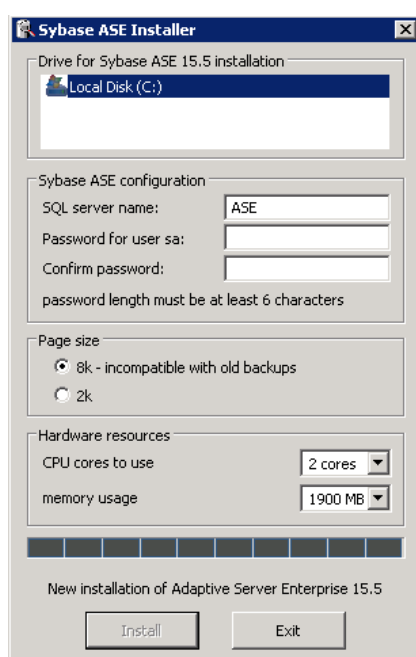
7. Double left click on **SybaseDB**



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.



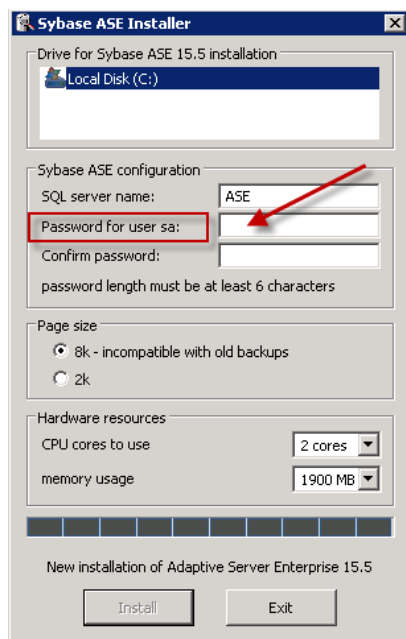
10. The **Sybase ASE Installer** window is displayed.



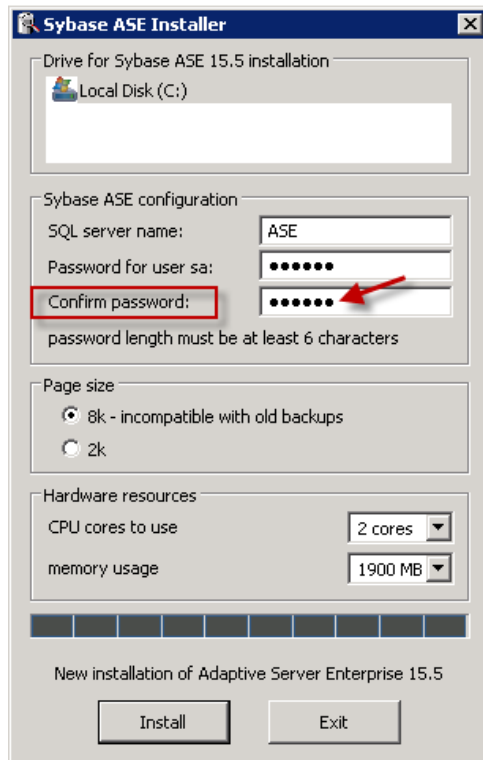
Password for user sa

Note: This password is critical as it is 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 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 recommends that **Administrator** is used as the sa password.

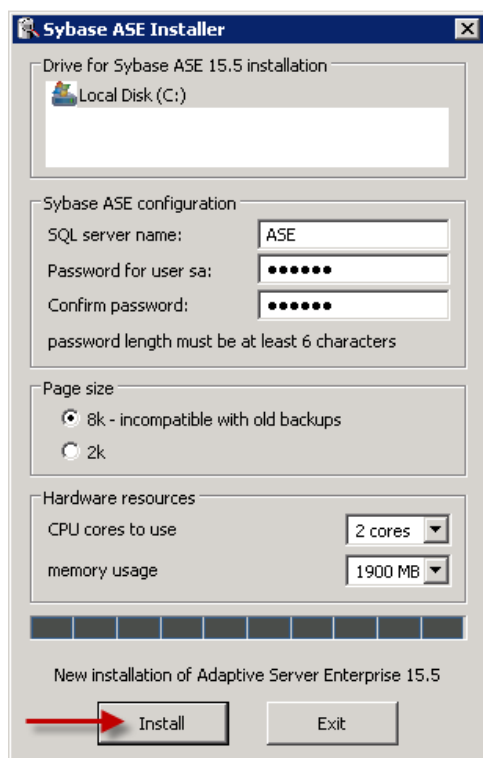


12. Re-enter the password in the **Confirm password:** field.

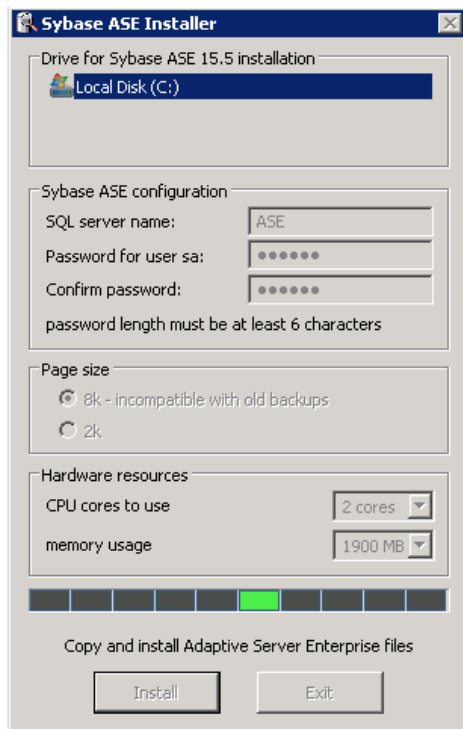


Note: Make sure you make a note of this password!

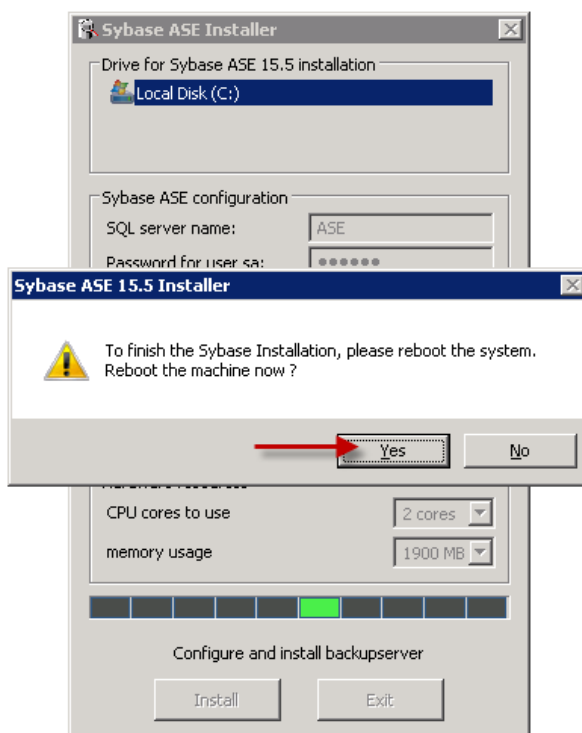
13. The remaining settings can be left with their default values. Click the **Install** button.



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.

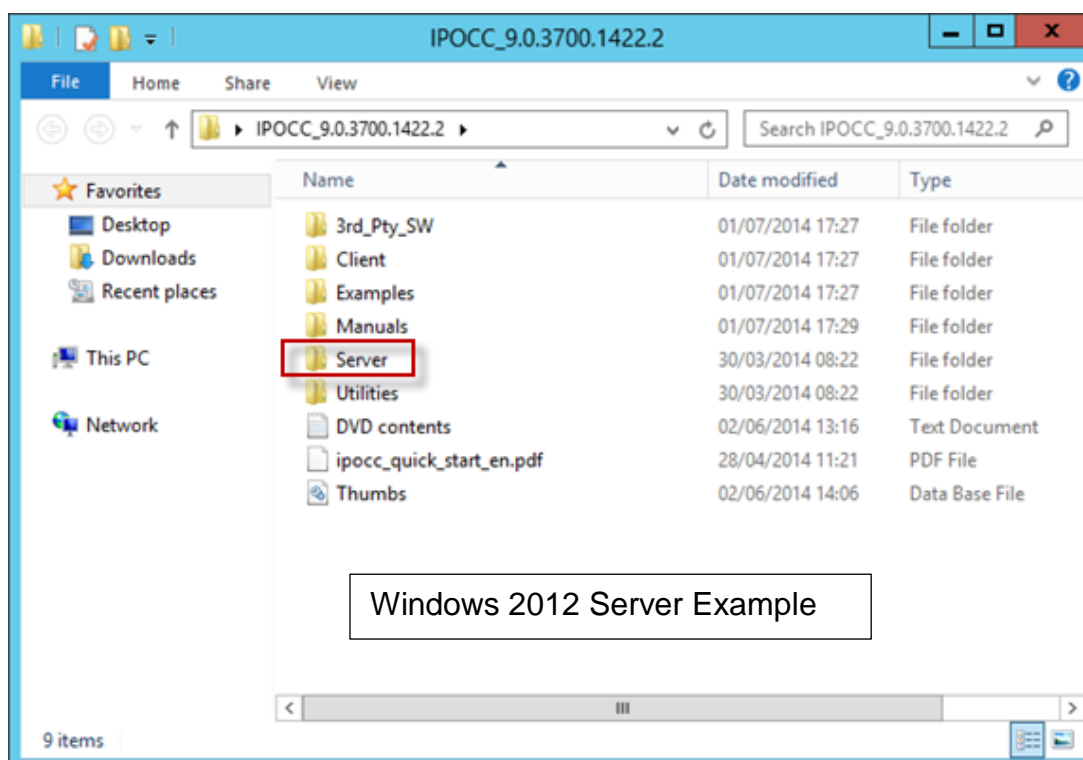
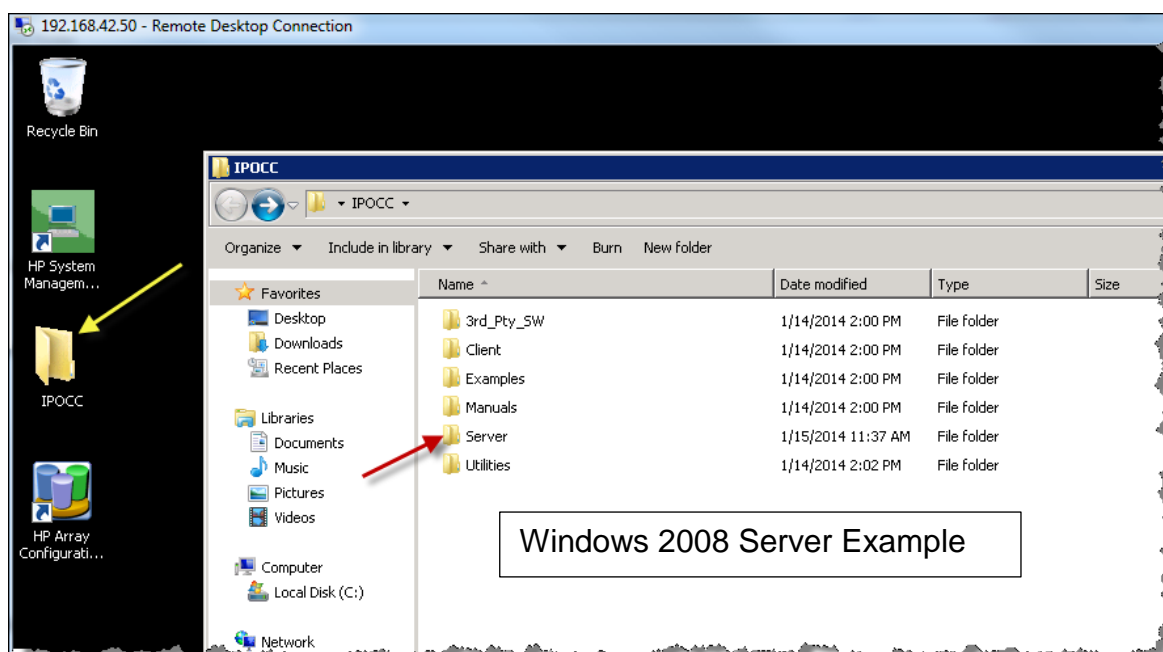


2) Contact Center Software Installation

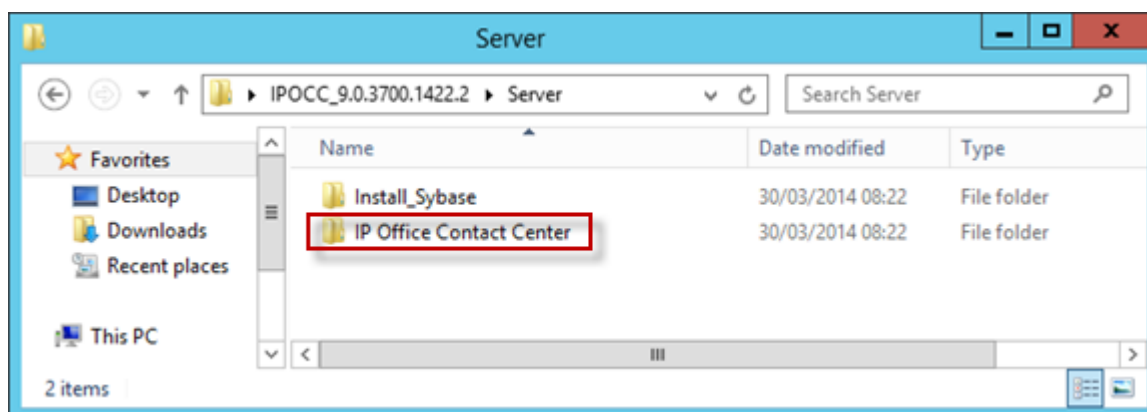
The IP Office Contact Center software can now be installed onto the server.

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

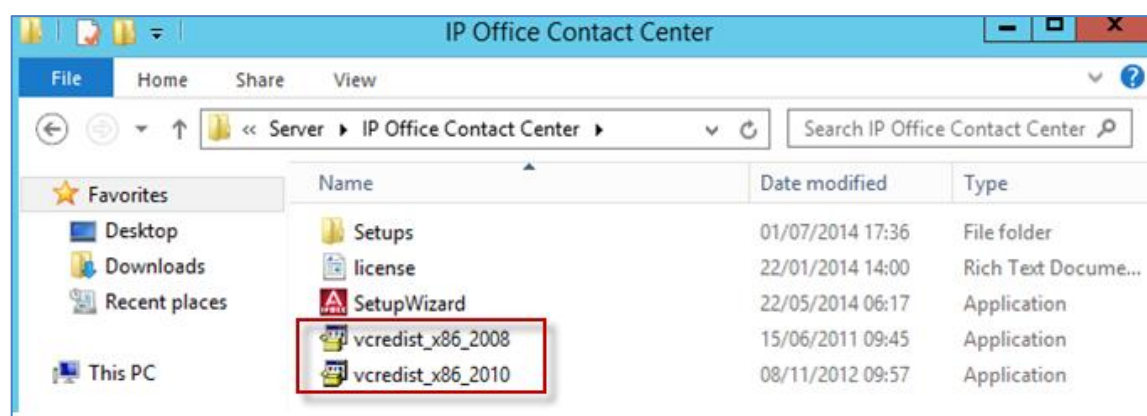
1. Open the folder containing the IP Office Contact Center software. Double click on the **Server** folder.



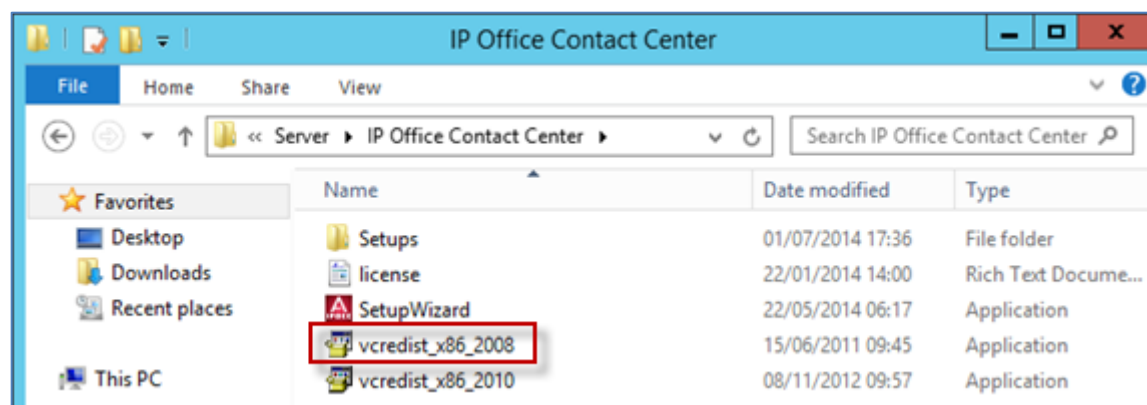
2. Open the **IP Office Contact Center** folder.



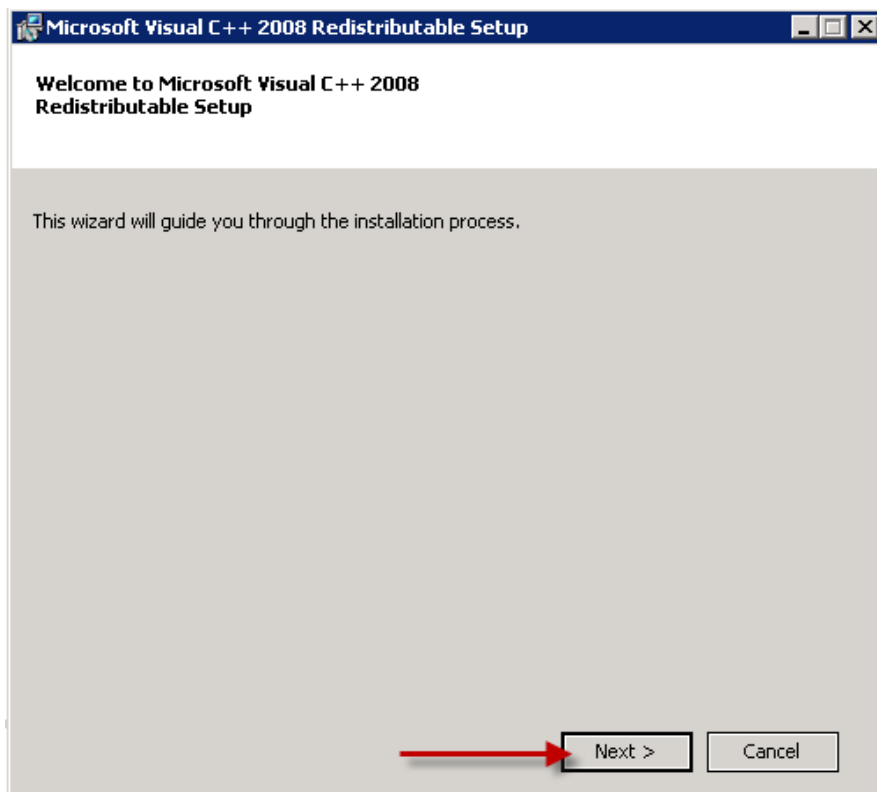
3. Before the main IP Office Contact Center software is installed, there are two C++ files that require installing on the server.



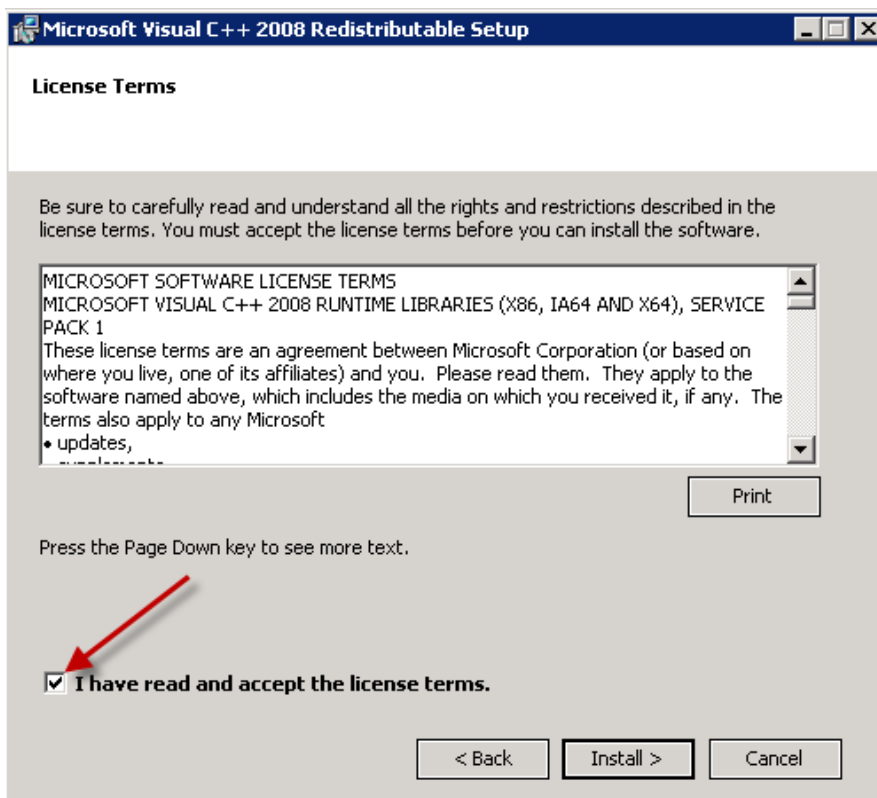
4. Double click on the **vcredist_x86_2008** file.

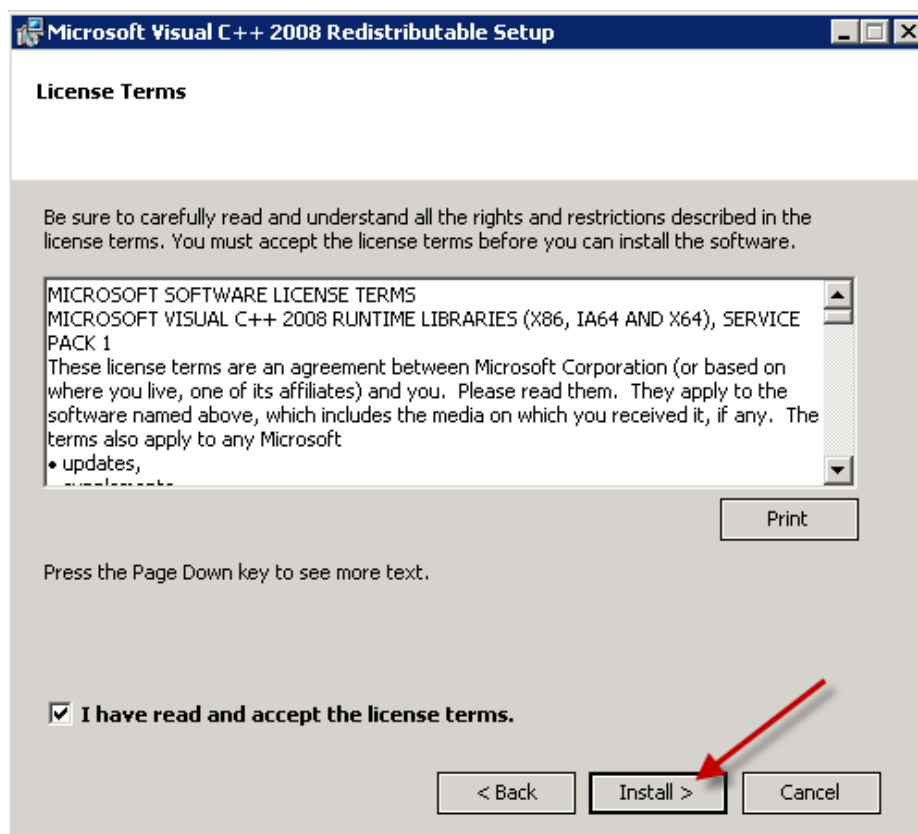


5. Click **Next**.

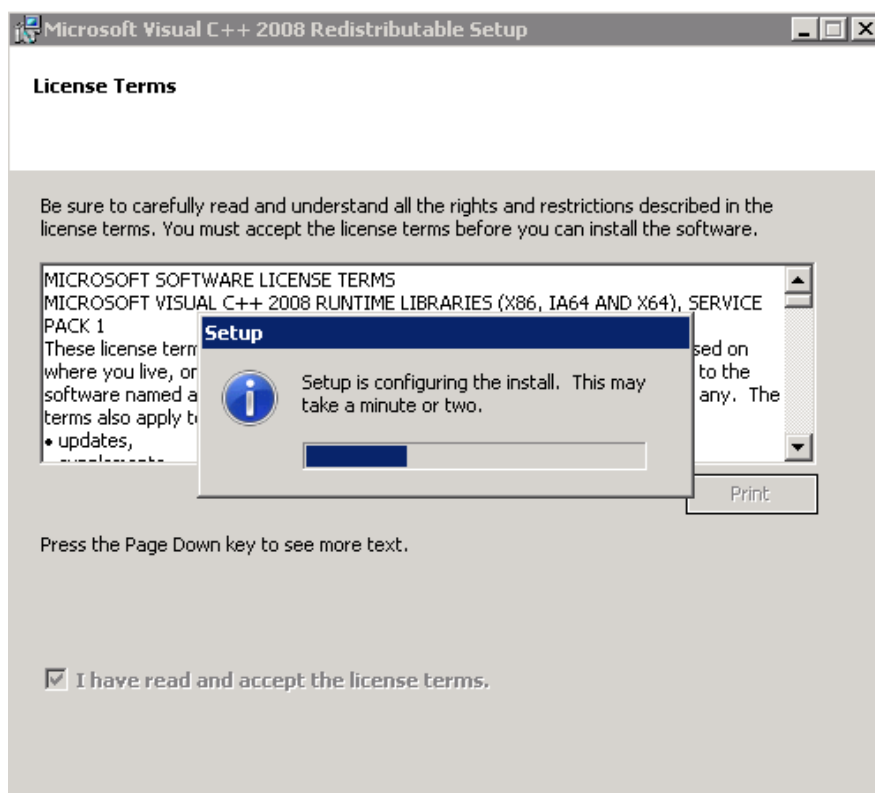


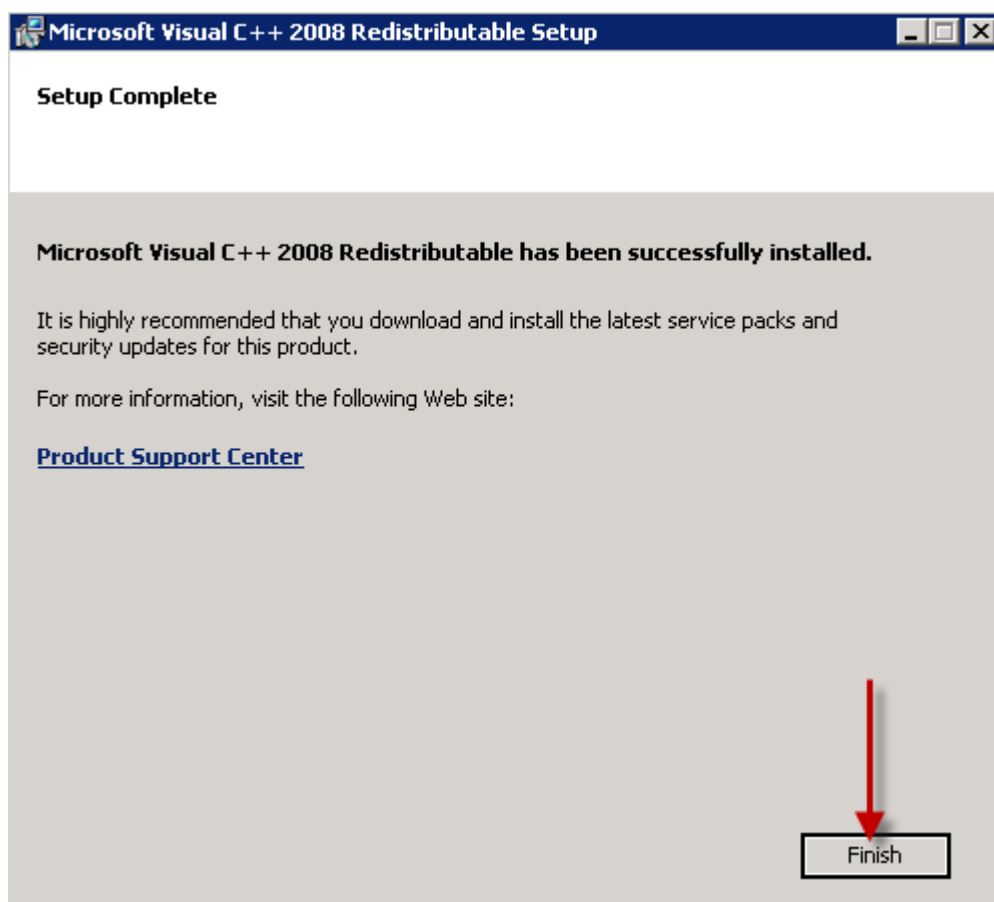
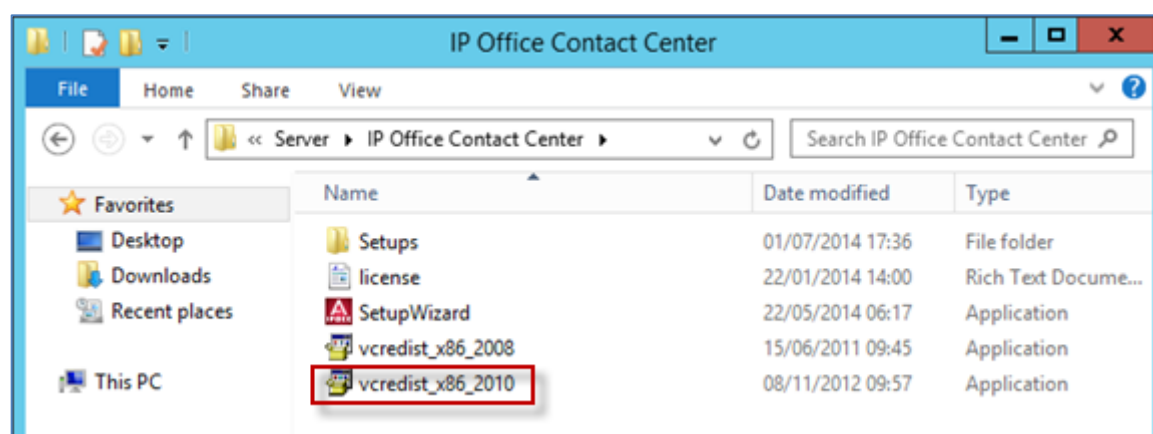
6. Click the **I have read and accept the license terms** check box.



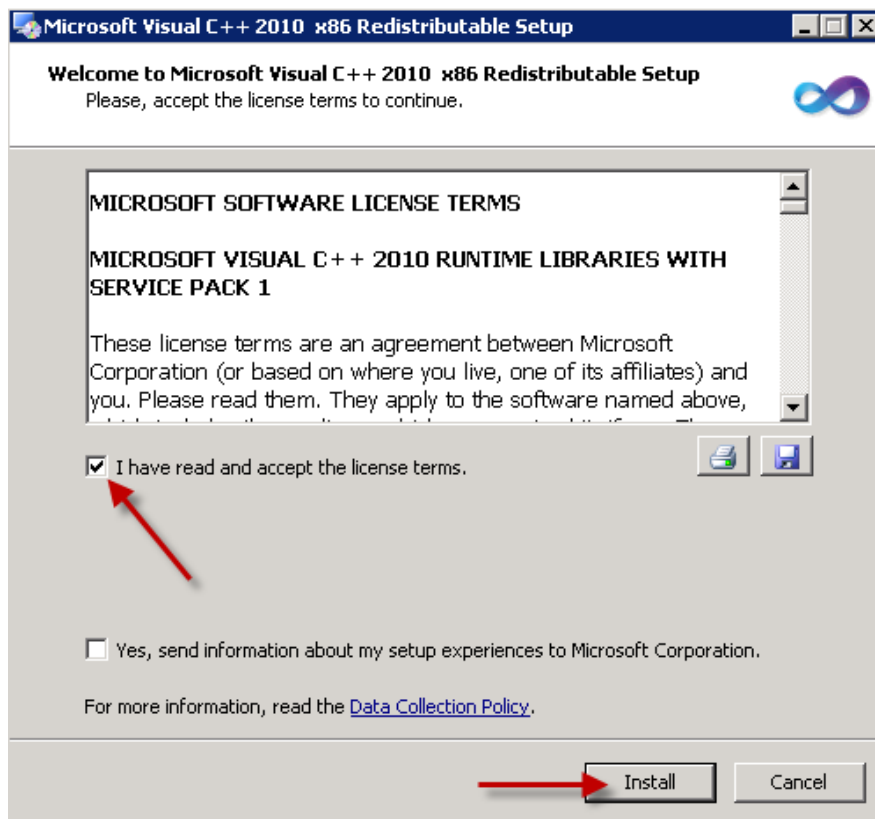
7. Click **Install**.

8. The installation will proceed.

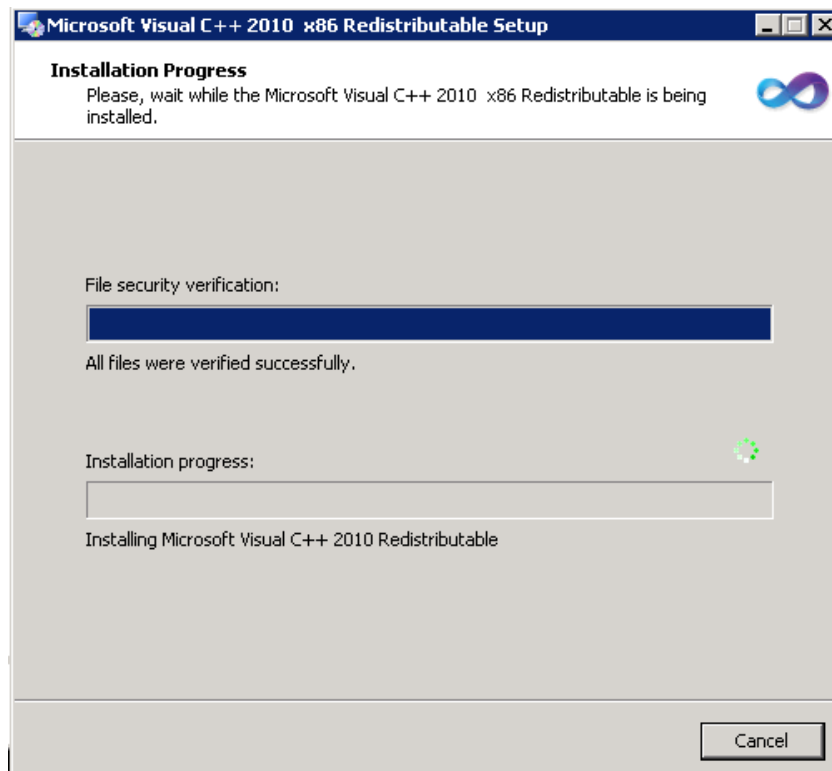


9. Click the **Proceed**.10. Double click on the **vcredist_x86_2010** file.

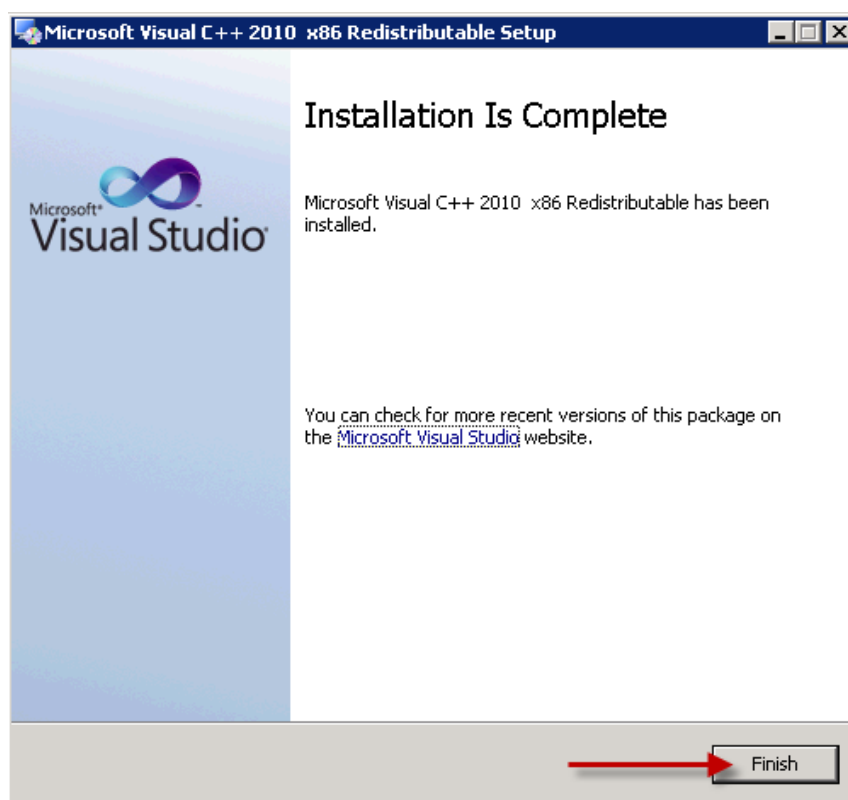
11. Click the **I have read and accept the license terms** check box. Then click the **Install** button.



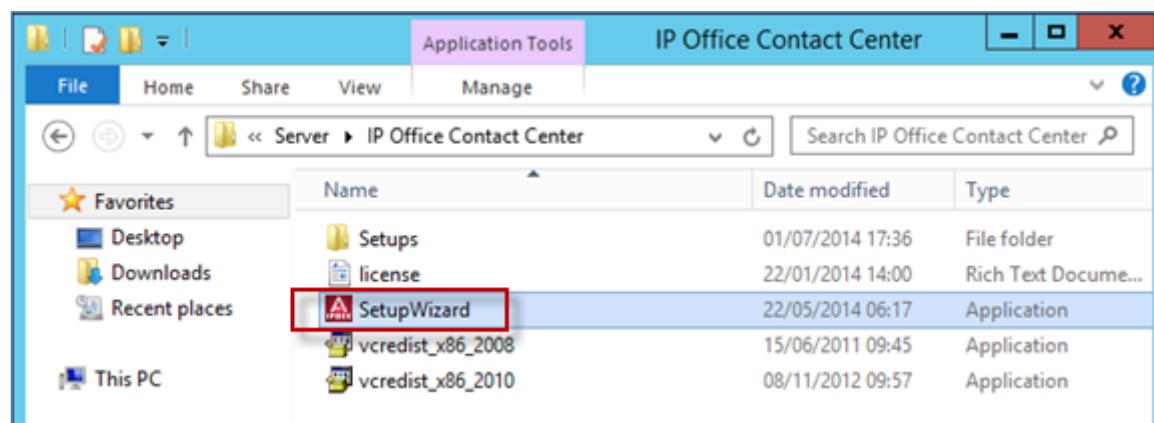
12. The installation will proceed.



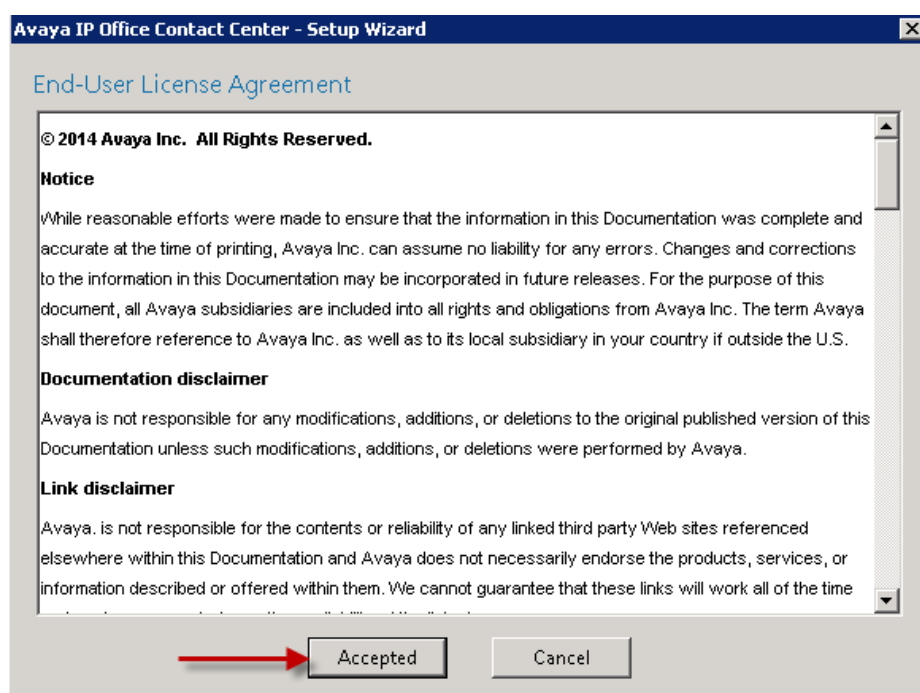
13. Click the **Finish** button.



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.



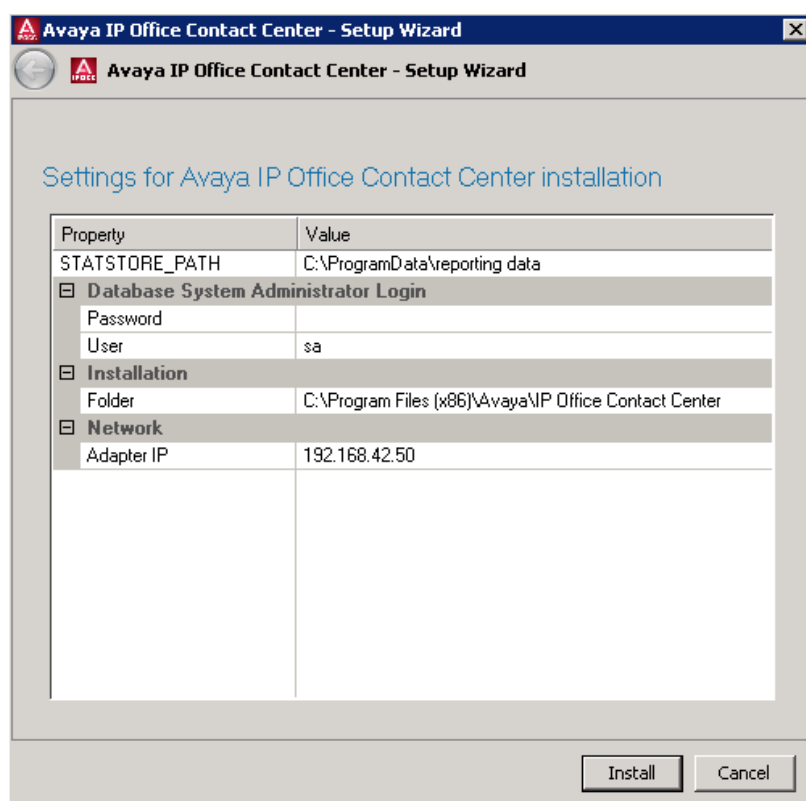
15. The End User License screen is displayed. Click **Accepted**.



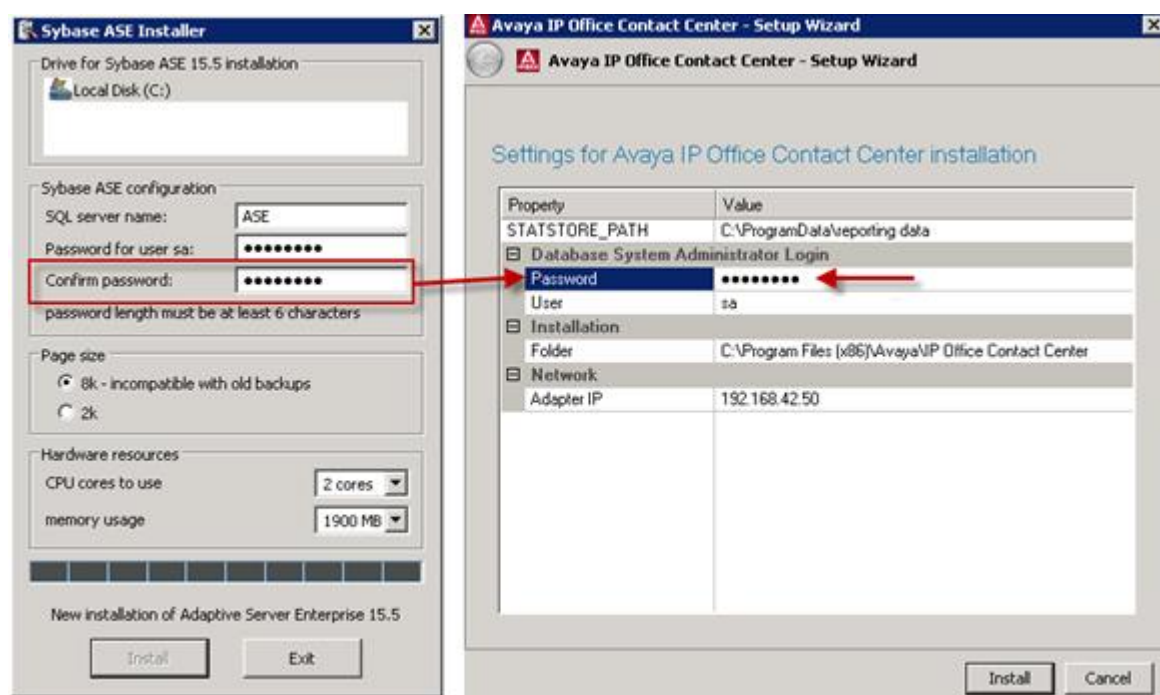
16. Click the **Complete** link.



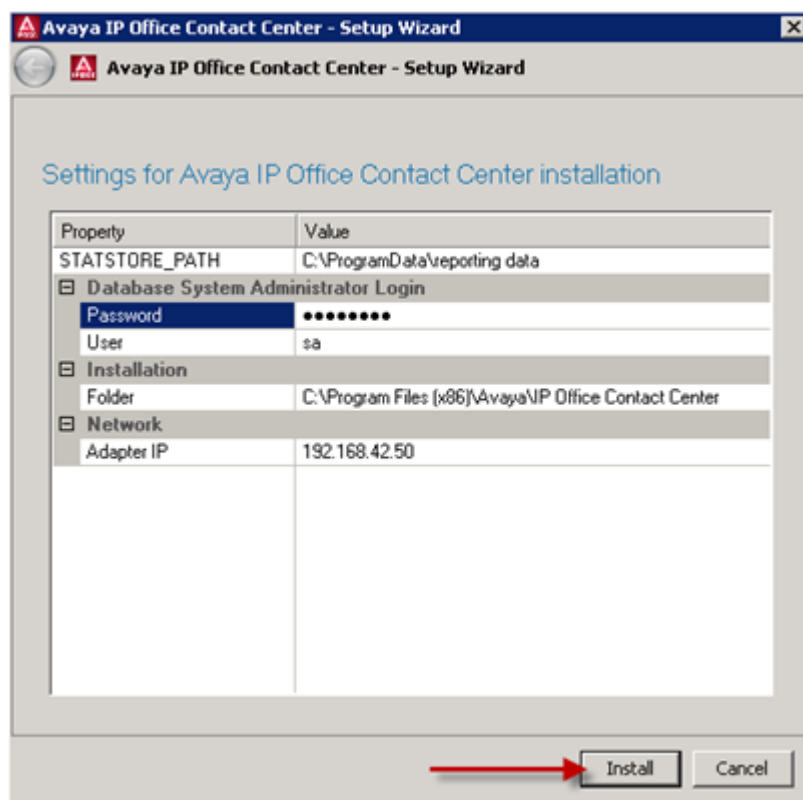
17. The **Settings for Avaya IP Office Contact Center Installation** screen is displayed.



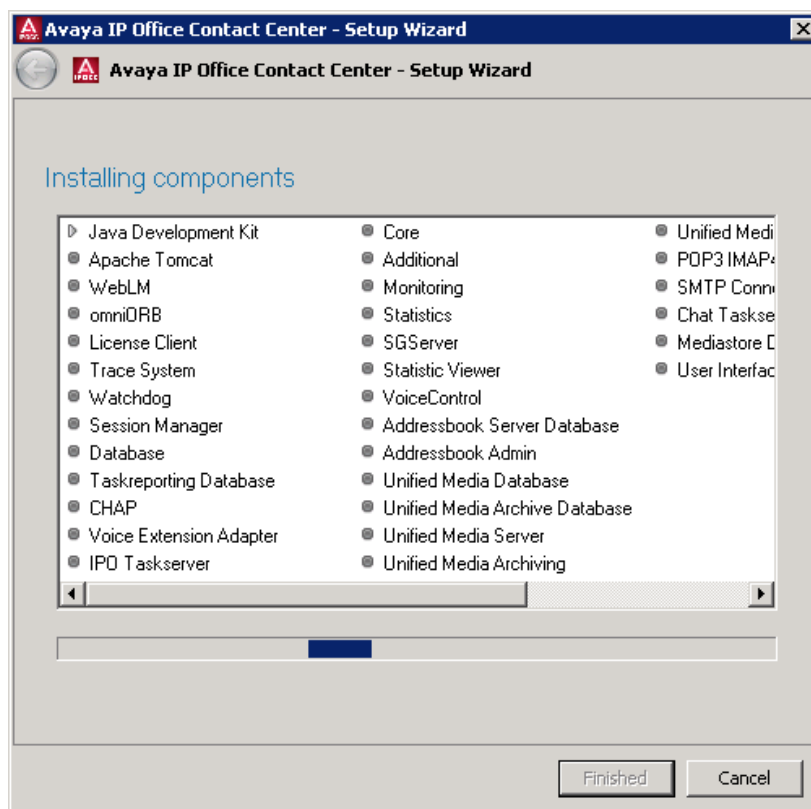
18. In the Password field, enter the sa password that was previously defined during the installation of Sybase. The recommended SA password is **Administrator**



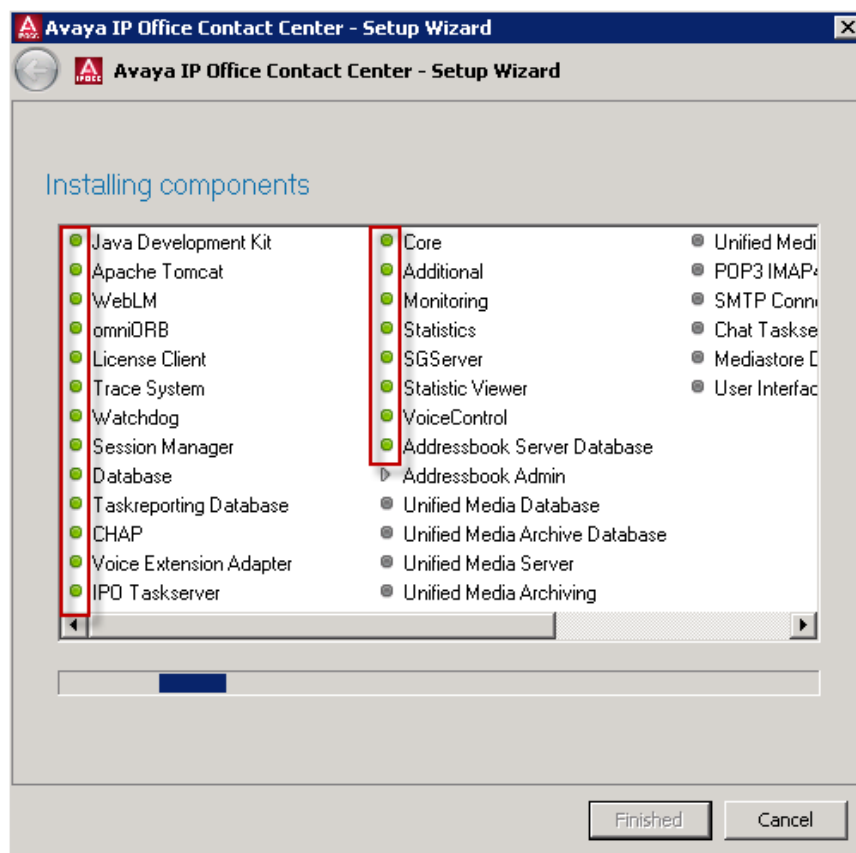
19. Click the **Install** button.



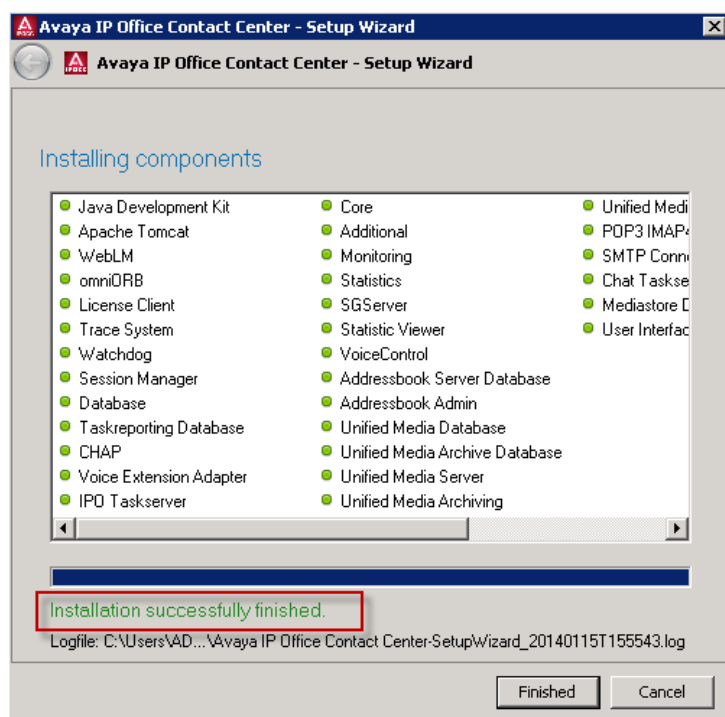
20. The IP Office Contact Center components will install. This process can take up to an hour to complete.

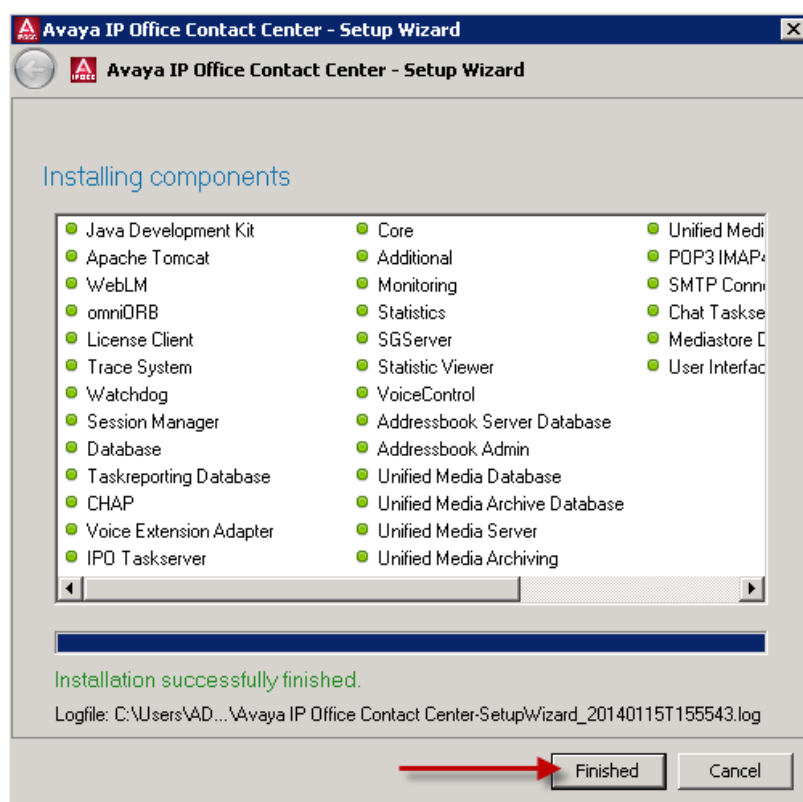


21. As the components are installed, the status icons adjacent to the components will change color from Grey to Green.

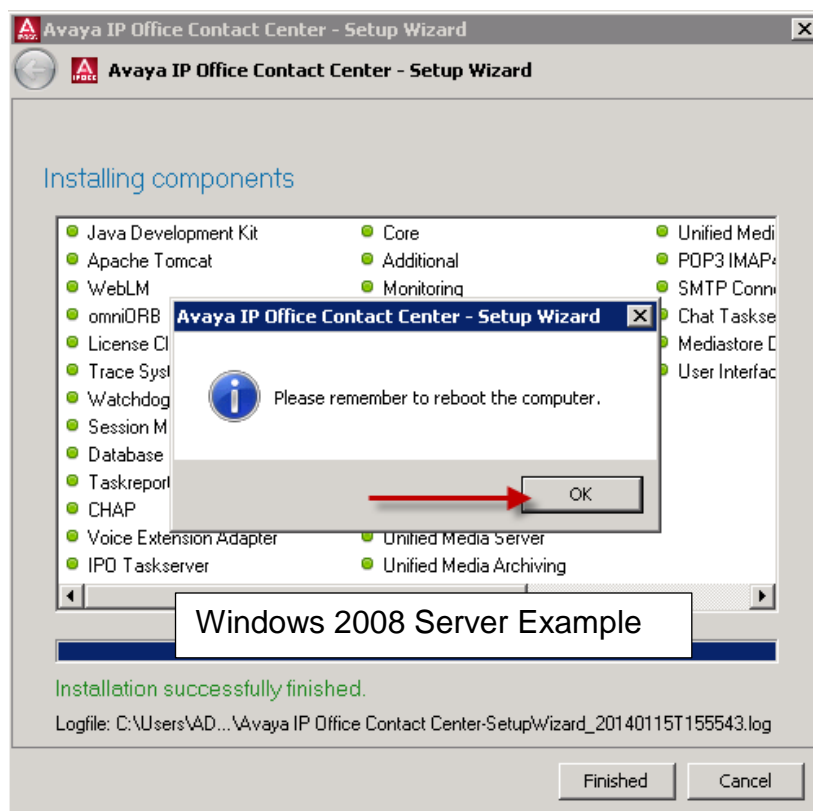


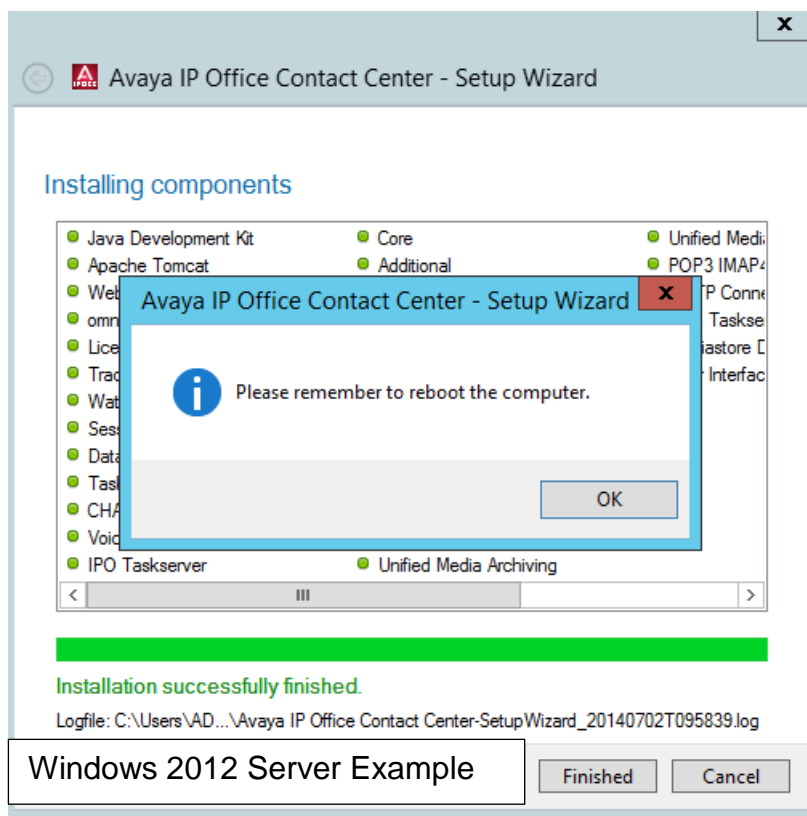
22. You will be notified when the installation of the IP Office Contact Center Components has finished.



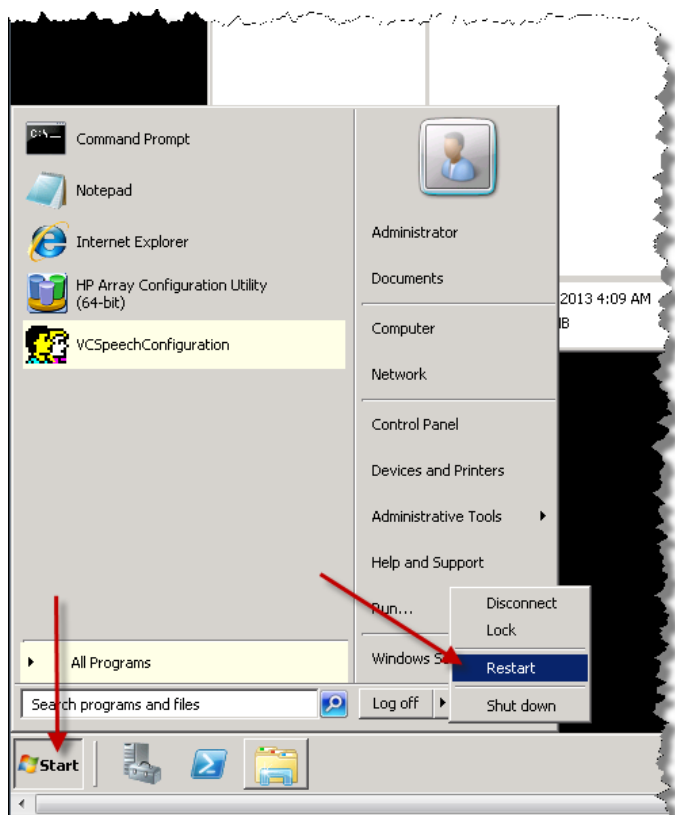
23. Click the **Finished** button.

24. The system will display a message requesting the system be rebooted.

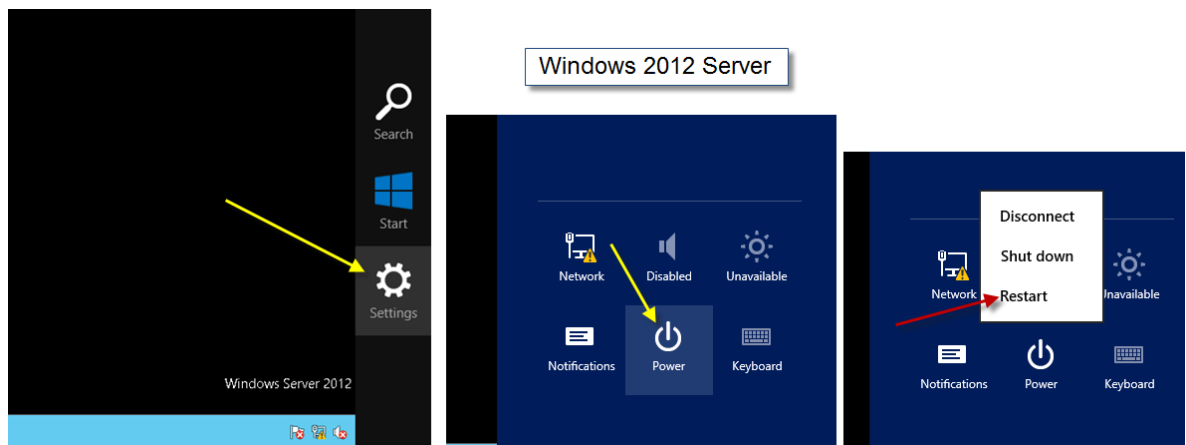




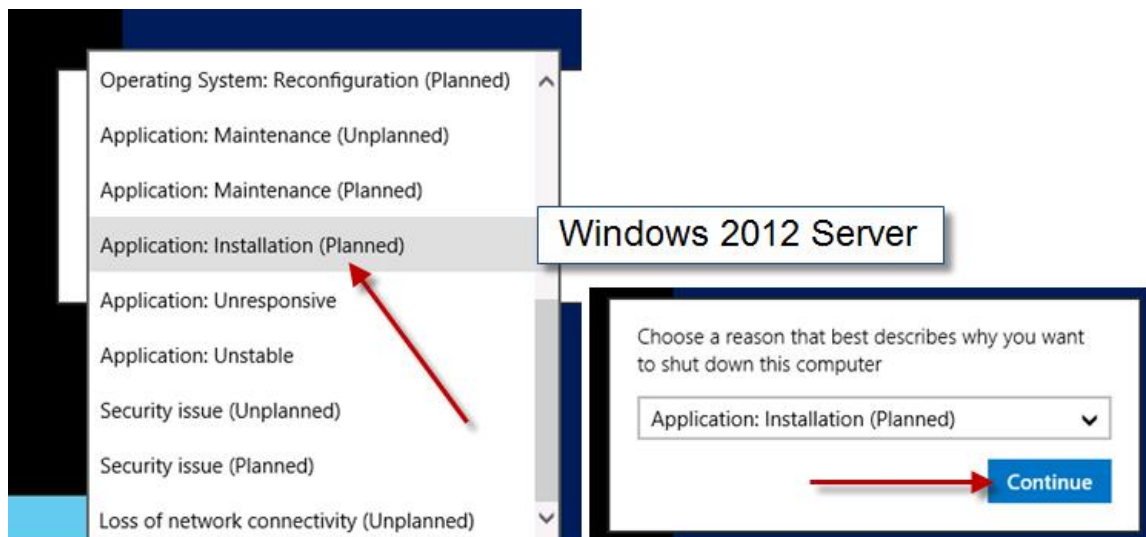
25. Then click on the **Start** button on the server's desktop, followed by **Restart**.



With Windows 2012 server, click the **Settings** icon, then click the **Power** icon followed by **Restart**.

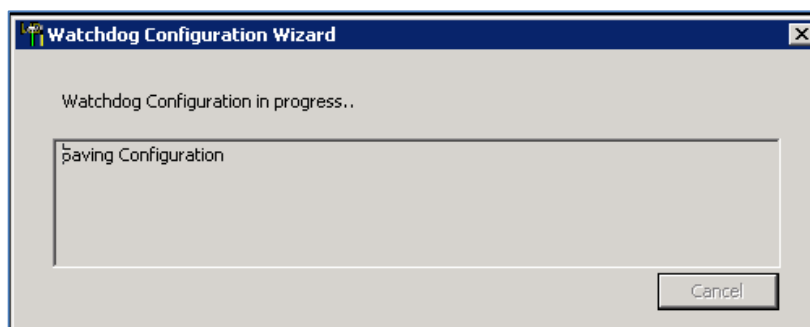


Select **Application: Installation (Planned)**, then click the Continue button.



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.

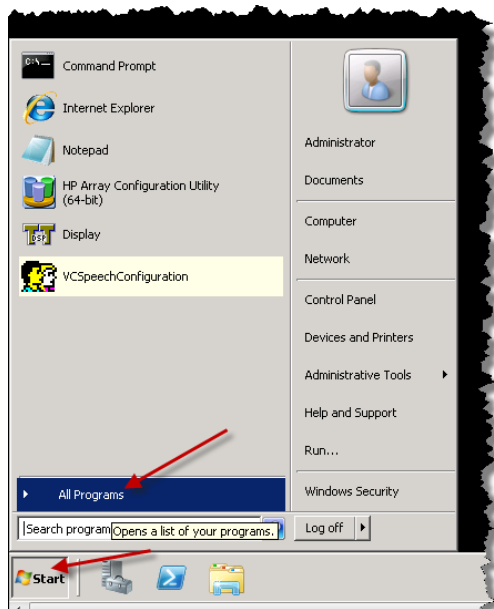


28. The Watchdog will display a message once it has successfully checked the services. This window will close automatically.

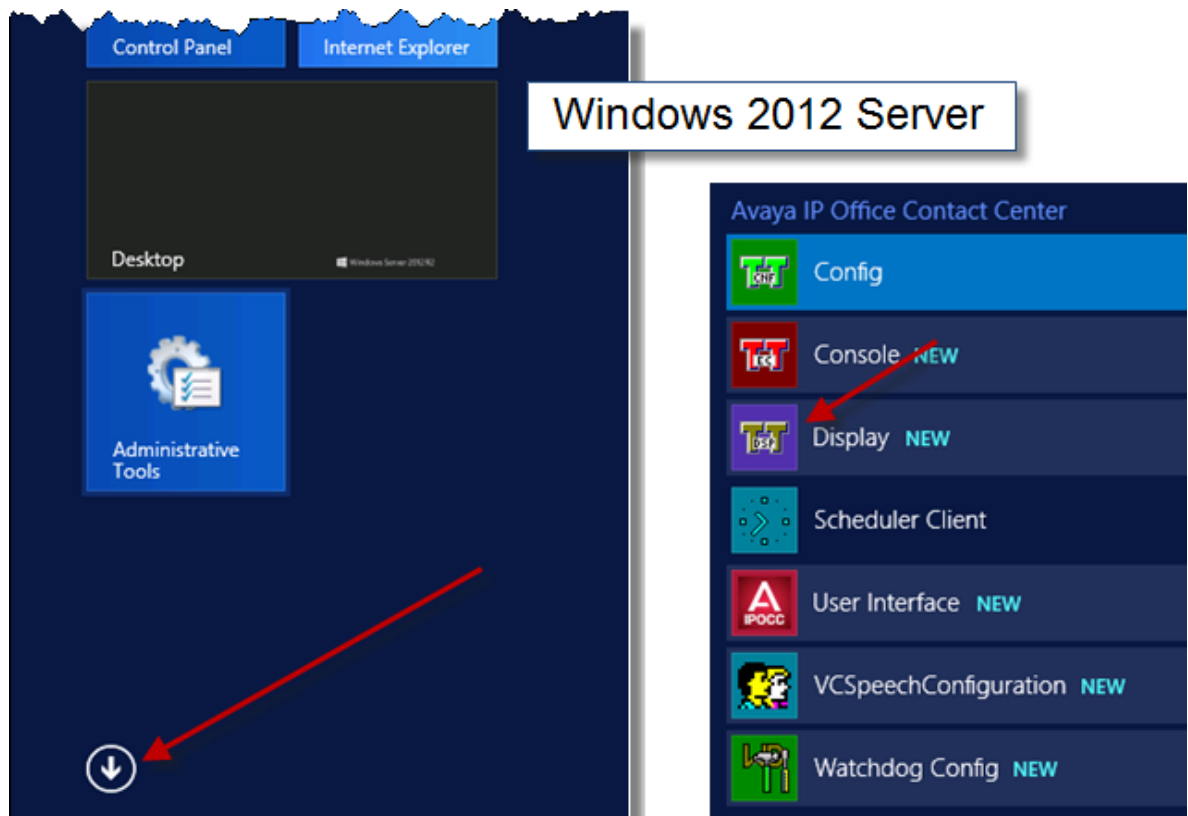


It is recommended that you check that the services have correctly started.

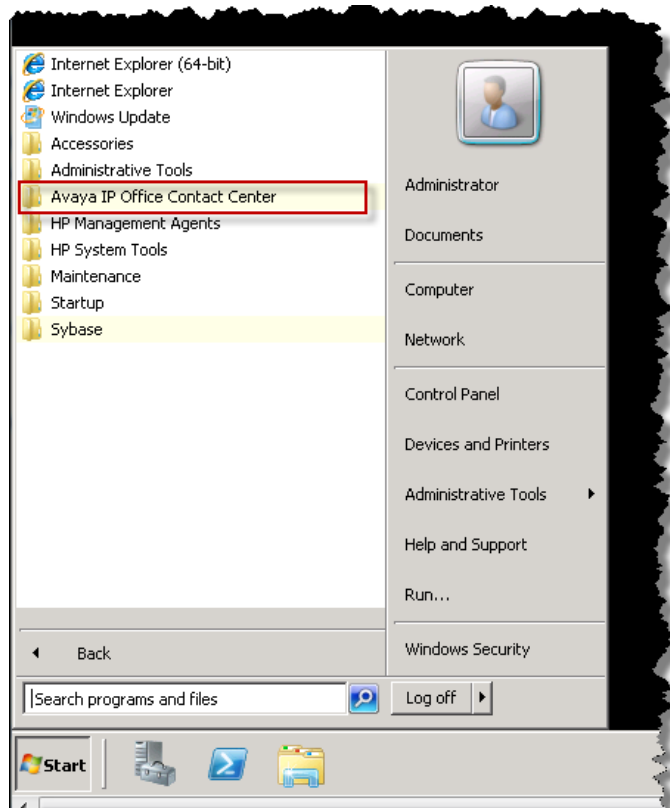
29. To do this, from the server's desktop select **Start** followed by **All Programs**.



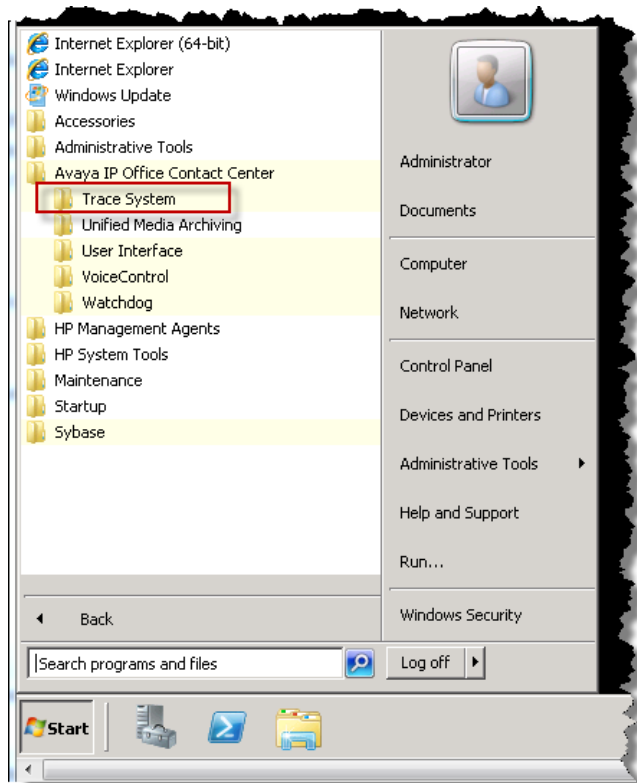
With Windows 2012 server, click the **down arrow** icon and click the **TT display** icon.



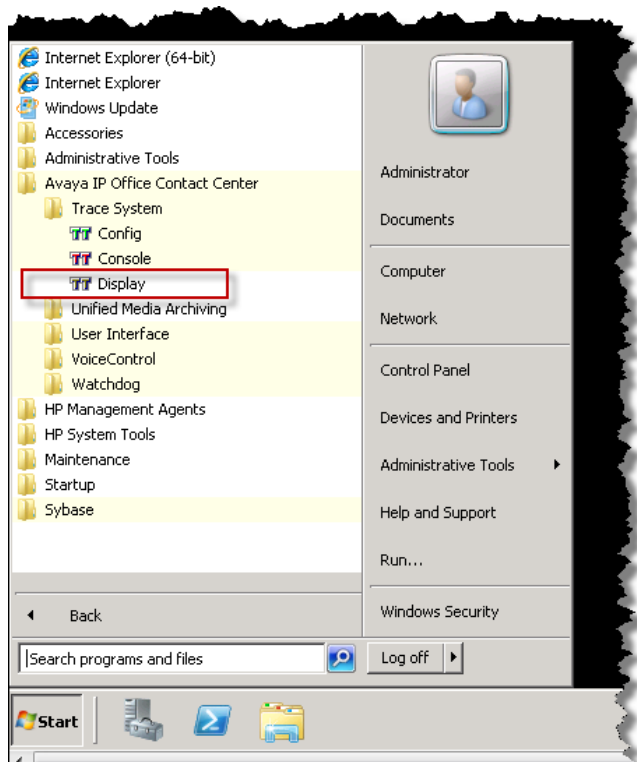
30. Select **Avaya IP Office Contact Center**.



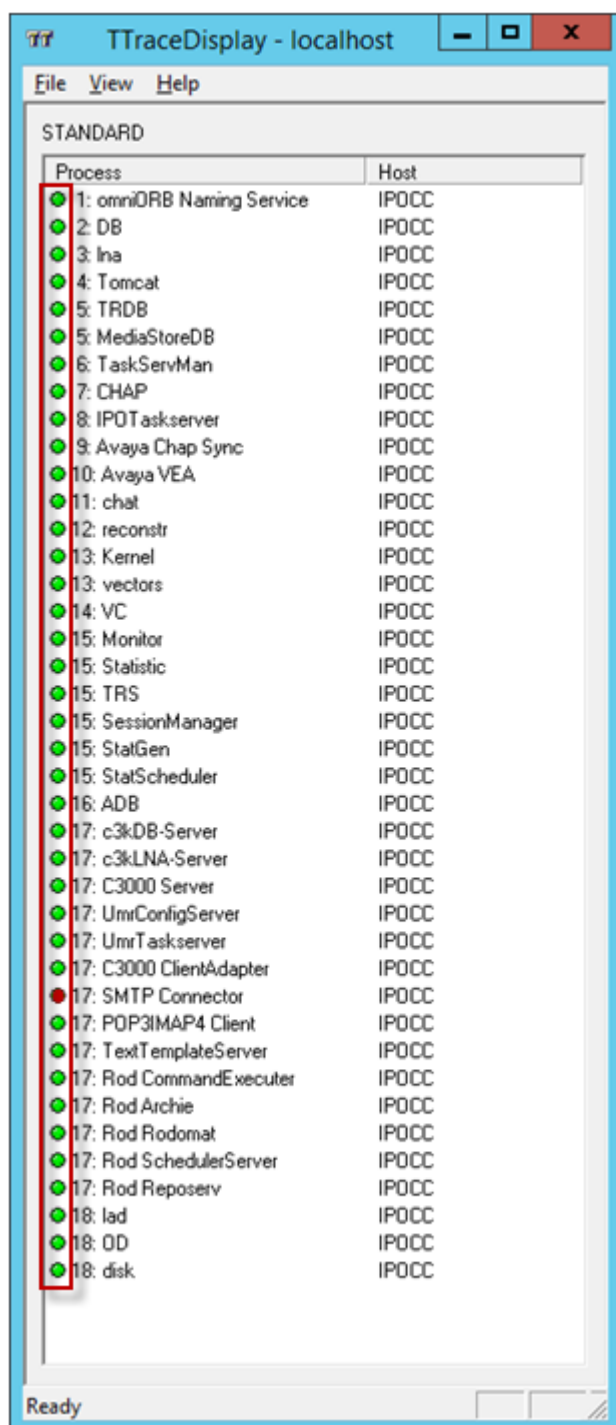
31. Select Trace System.



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:

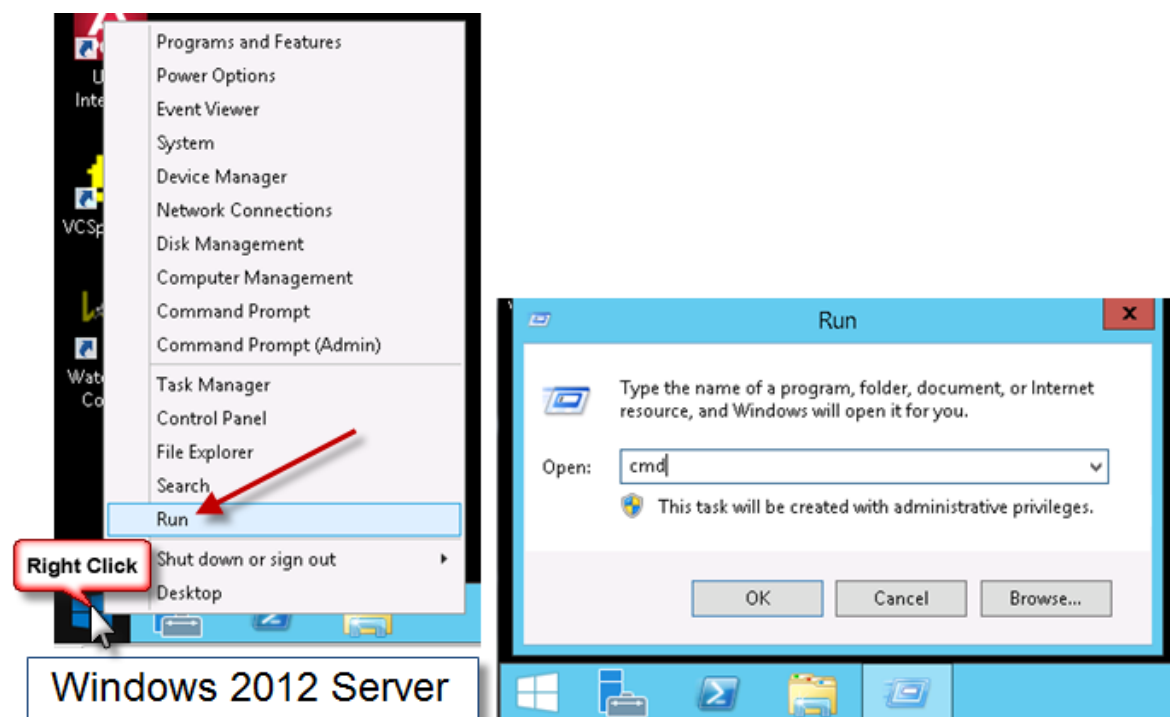
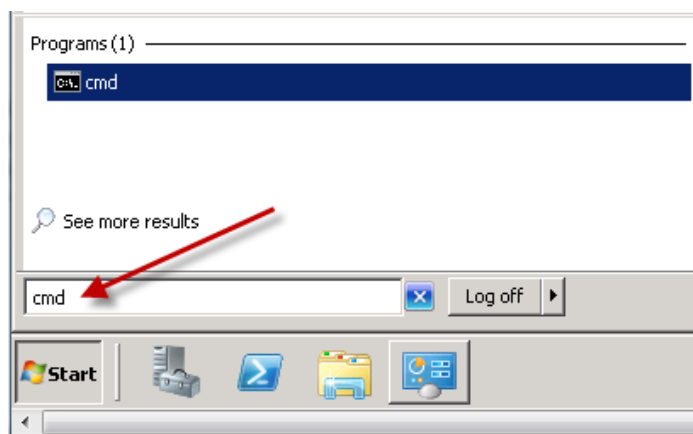
- Login to PLDS.
- Obtain the required License file as per the Sales order.
- Once received, the license file is applied to the IP Office Contact Center server using the WebLM utility.
- It is good practice to check that the licenses have successfully been applied to the server.
- Any additional licenses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

For PLDS assistance please contact the Avaya Helpdesk Support:

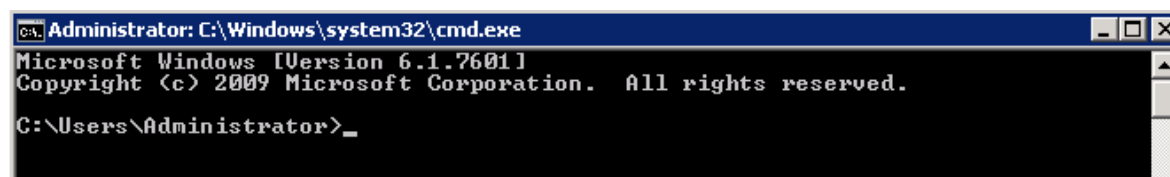
- APAC +65 6872 8700
- Canada and CALA: +1 720 444 0130.
- EMEA: +44 1483 309800,
- Germany call +49 69 7505 1234
- USA: -866-AVAYA IT (+1-866-282-9248) or 303-354-8999.

Licensing – Obtaining the MAC Address of the Server

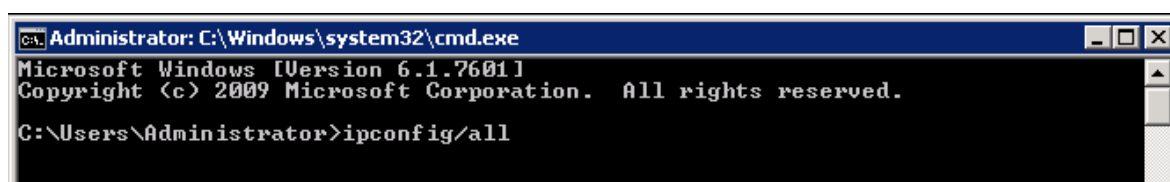
1. To obtain the MAC address of the server, from the server's desktop click the servers **Start** button, then click in the search window and type **cmd** and press the enter key on your keyboard.



2. The command prompt is displayed.



3. At the prompt type **ipconfig/all** and press the **Enter** key.



- 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-S0EU20J
    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-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-E0
    DHCP Enabled. . . . . : No
    Autoconfiguration Enabled . . . . : Yes

C:\Users\Administrator>_

```

- 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**.

```

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-S0EU20J
    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

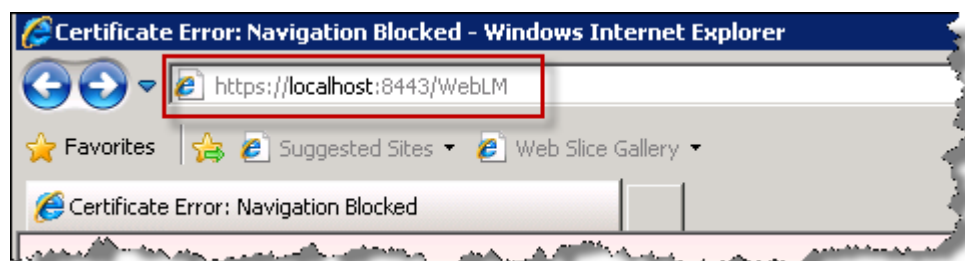
C:\Users\Administrator>_
  
```

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

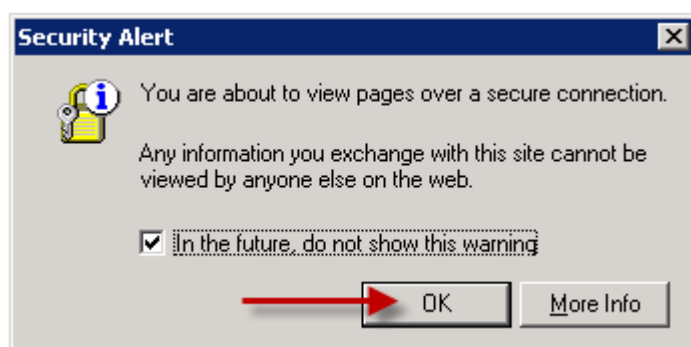
8. **Web License Manager** can be opened on the server from a browser. From the server's desktop, select **Start** followed by **Internet Explorer**.

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

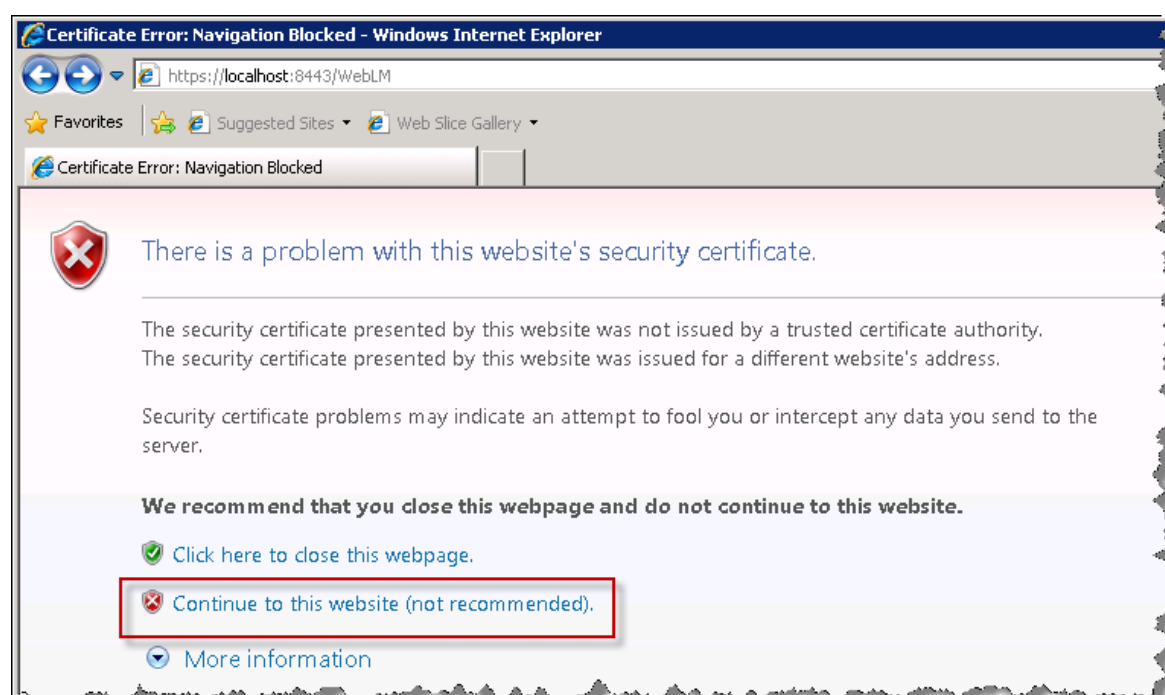
https://localhost:8443/WebLM



10. If a security warning is displayed, click **OK**.



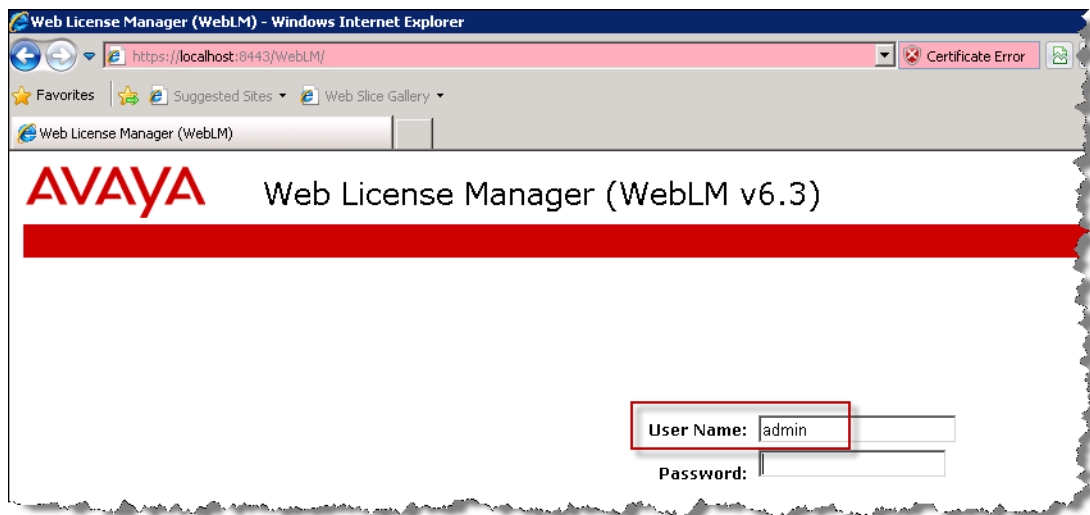
11. A Security Certificate warning is displayed, click **Continue to this website**.



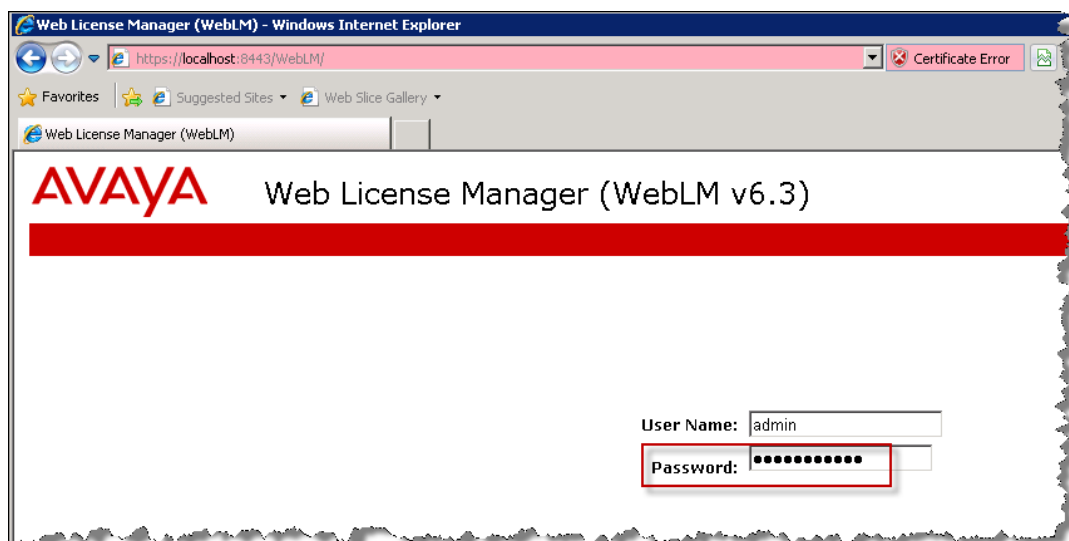
12. The Web License Manager screen is displayed.



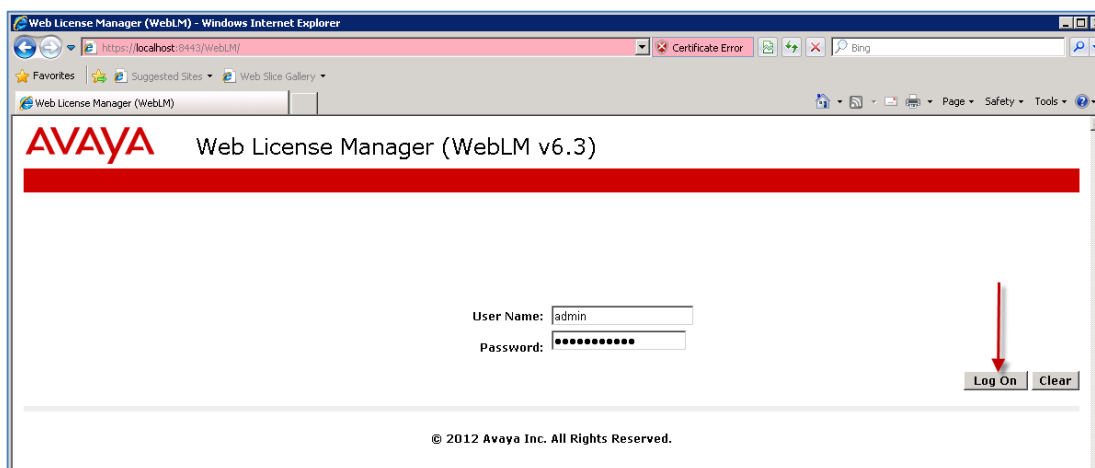
13. Enter the User Name: **admin**



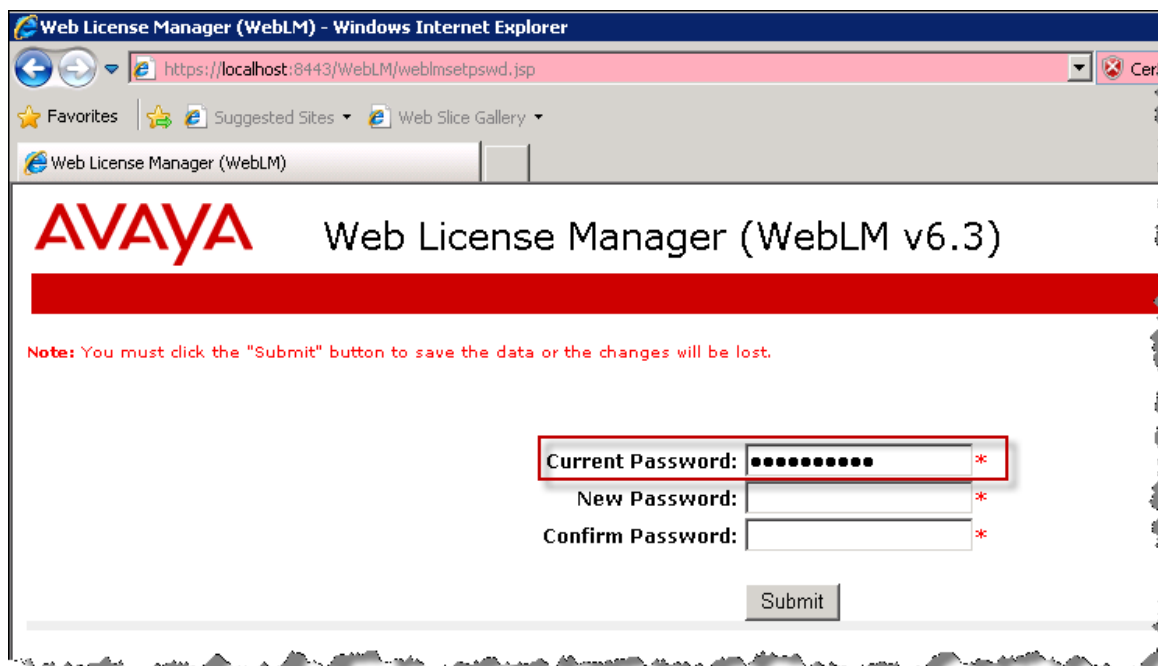
14. Enter the Password: **webImadmin**



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.

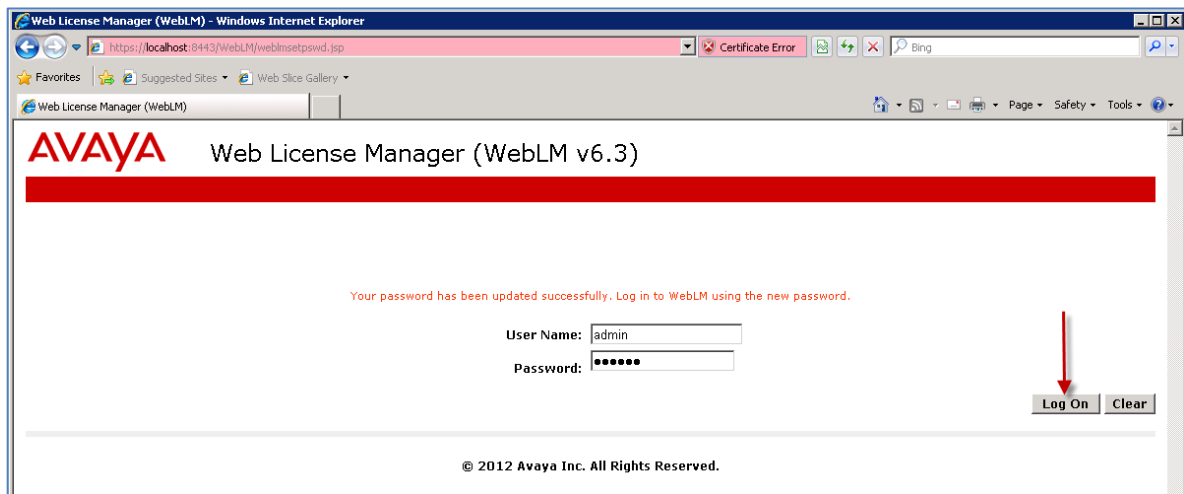
The screenshot shows a web browser window titled "Web License Manager (WebLM) - Windows Internet Explorer". The address bar shows the URL "https://localhost:8443/WebLM/weblmsetpswd.jsp". The page header includes the Avaya logo and "Web License Manager (WebLM v6.3)". A red banner below the header contains the text: "Note: You must click the 'Submit' button to save the data or the changes will be lost." The main form area contains three password fields: "Current Password:", "New Password:", and "Confirm Password:". Each field is followed by a red asterisk. A red arrow points to the "Submit" button at the bottom right of the form.

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

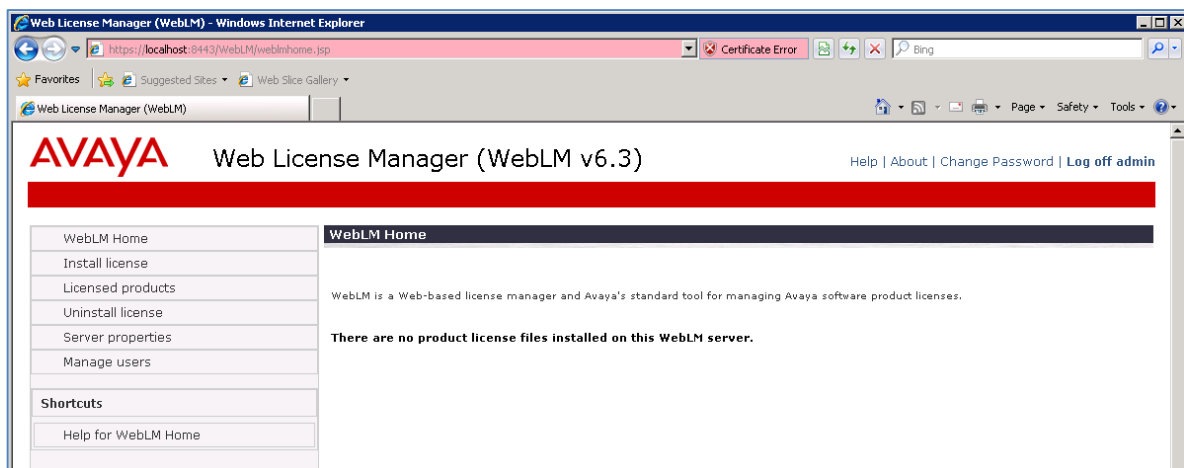
The screenshot shows the same web browser window, but the page content has changed. A red banner at the top contains the text: "Your password has been updated successfully. Log in to WebLM using the new password." Below this banner, there are two input fields: "User Name:" and "Password:". At the bottom right, there are two buttons: "Log On" and "Clear". The footer of the page reads: "© 2012 Avaya Inc. All Rights Reserved."

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.

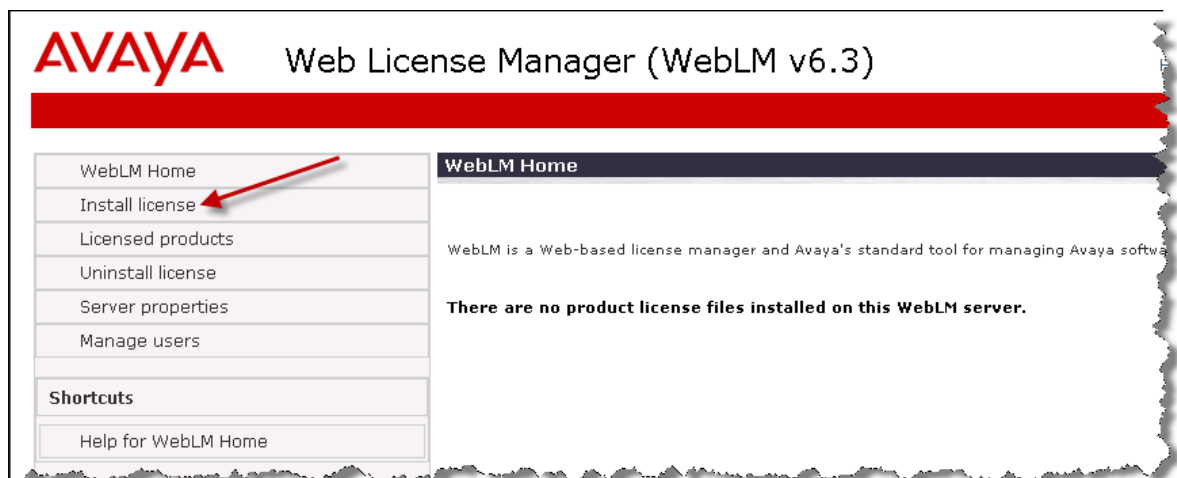
19. Log back into Web License Manager, with the new password you have just created.



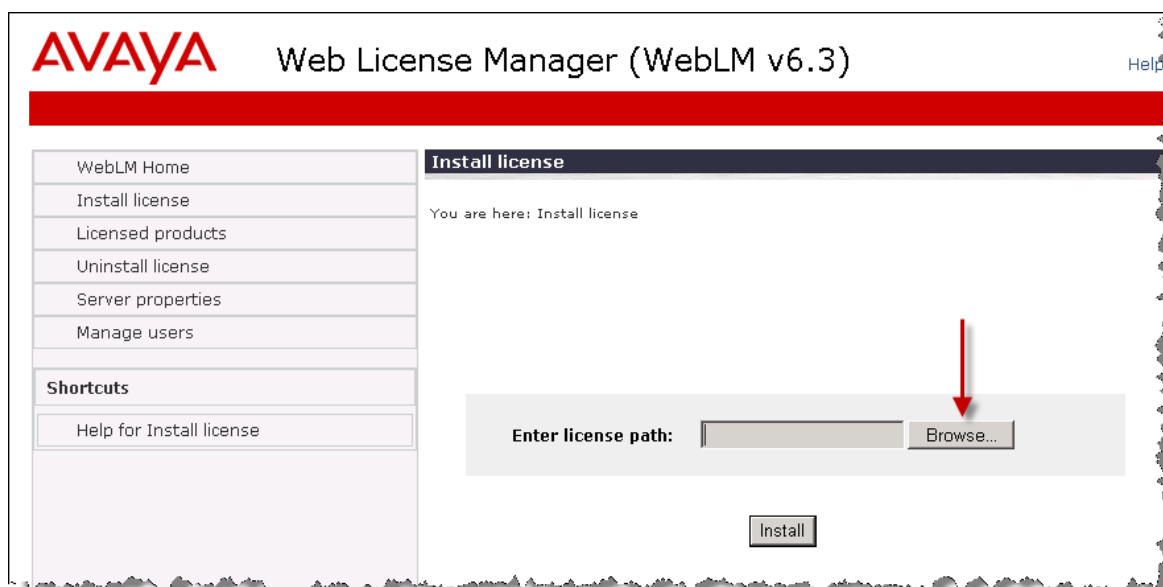
20. The Web License Manager's interface is displayed.



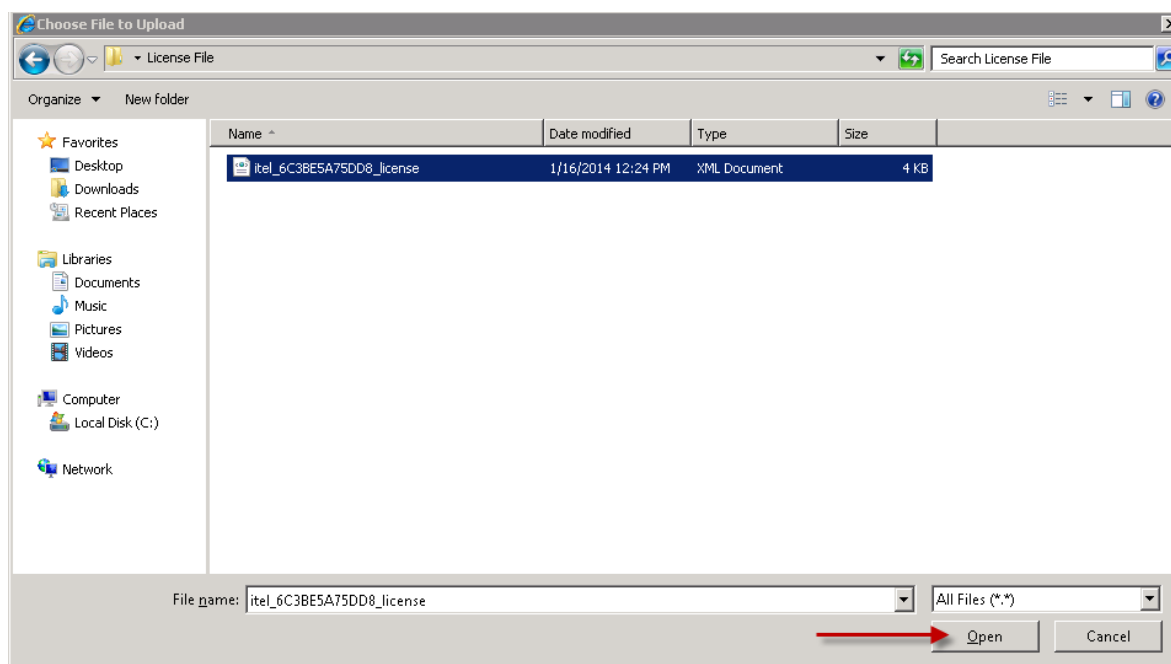
21. Click the **Install License** link.



22. Click the **Browse** button and browse to the license file.

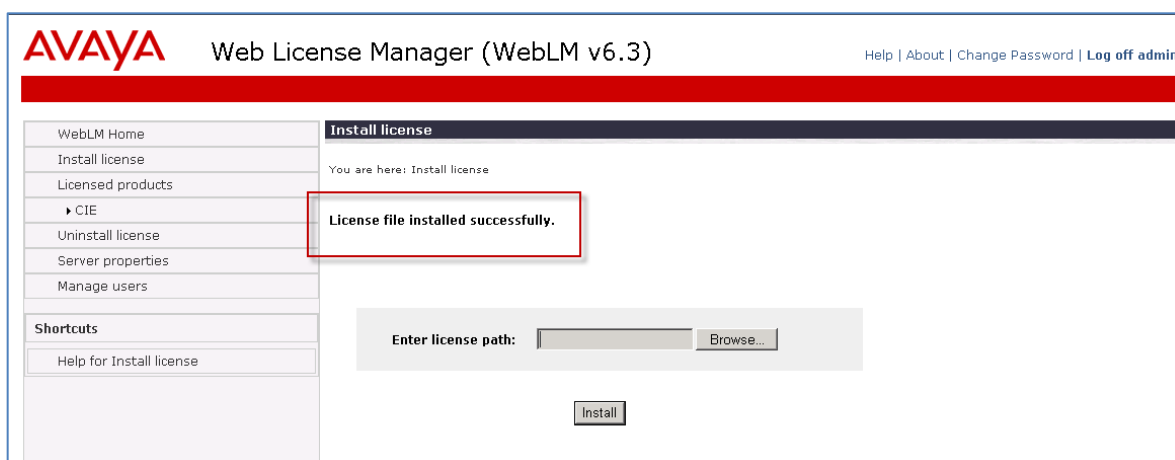


23. Select the license file and click **Open**.



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.

MultiVantage Customer Interaction Express - Release: 3 - SID: 22012050(Standard License file)

You are here: Licensed Products > CIE > View License Capacity

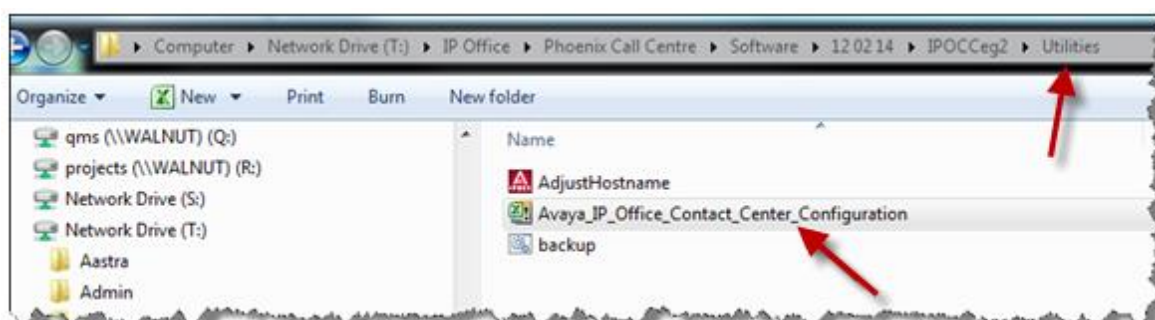
License installed on: January 17, 2014 5:56:43 PM -08:00

License File Host IDs: 6C-3B-E5-A7-5D-D8

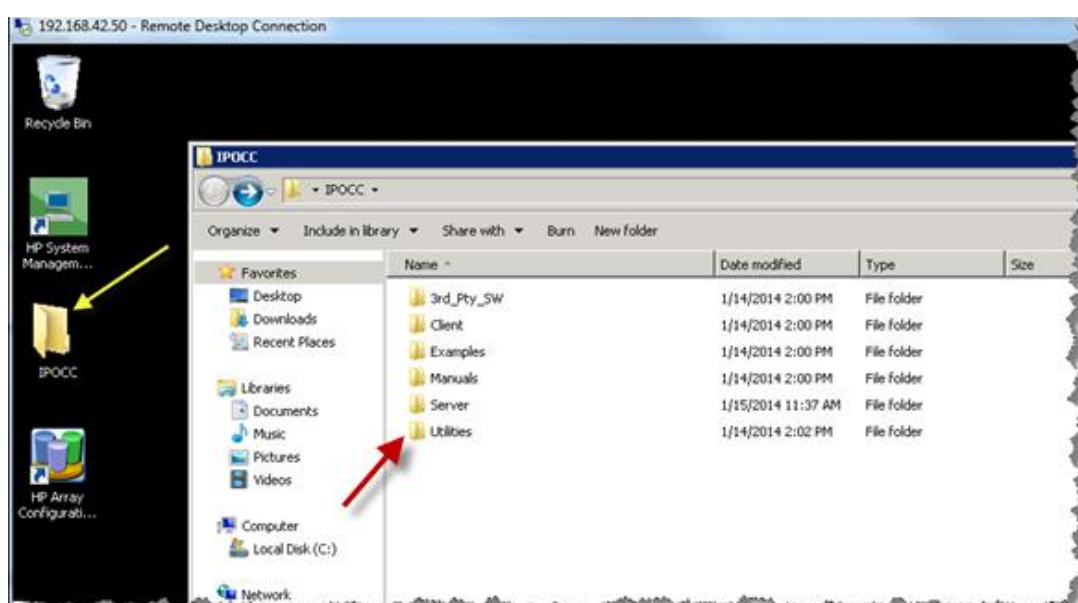
Feature (Keyword)	Expiration date	Licensed	Acquired
Number of concurrent E-Mail User (VALUE_CIE_CC_USER_NONVOICE)	July 16, 2014	20	0
Number of CIE IVR PORTS (VALUE_CIE_IVR_PORT)	July 16, 2014	90	0
Number of concurrent Supervisors (VALUE_CIE_CC_SUPERVISOR)	July 16, 2014	5	0
Number of concurrent Inbound Voice User (VALUE_CIE_CC_USER_VOICE)	July 16, 2014	20	0
Number of CIE IVR Systems (VALUE_CIE_IVR_CON)	July 16, 2014	1	0
Number of CLIP entries in DB (VALUE_CIE_CC_CLIP)	July 16, 2014	10	0
Number of concurrent User with Extended Voice features (VALUE_CIE_CC_MONTELUSER)	July 16, 2014	20	0
Number of concurrent Chat User (VALUE_CIE_CC_USER_CHAT)	July 16, 2014	20	0
Enablement of UMR (FEAT_CIE_CC_UMR)	July 16, 2014	on	Not counted
Enablement of Base30 (FEAT_CIE_CC_BASE30)	July 16, 2014	on	Not counted
Enablement of Texttemplates for Users (VALUE_CIE_CC_TEXTMODULES)	July 16, 2014	20	0

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

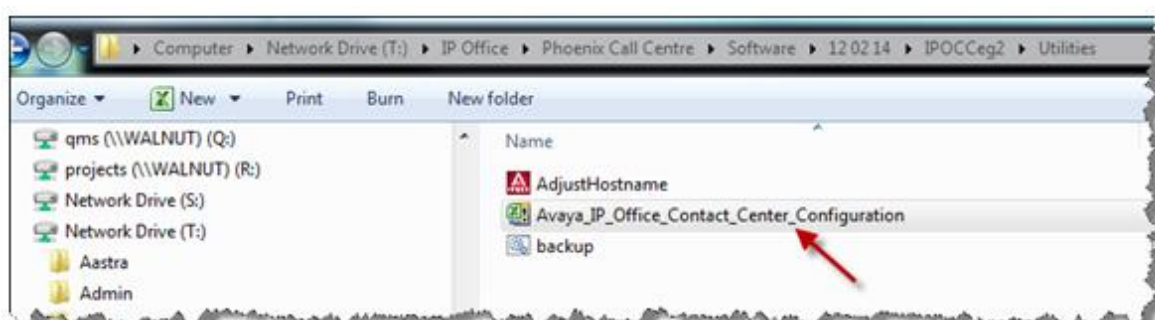
1. Browse to the **Avaya IP Office Contact Center Configuration** file located in the **Utilities** folder.



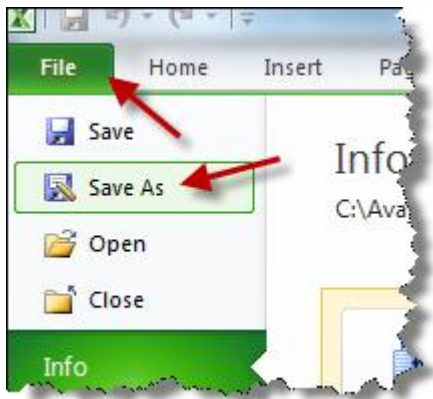
Note: This IP Office Contact Center configuration files were previously copied to the server's desktop during the initial part of the configuration. Please refer to the **Installing the Sybase Database** section of this guide.



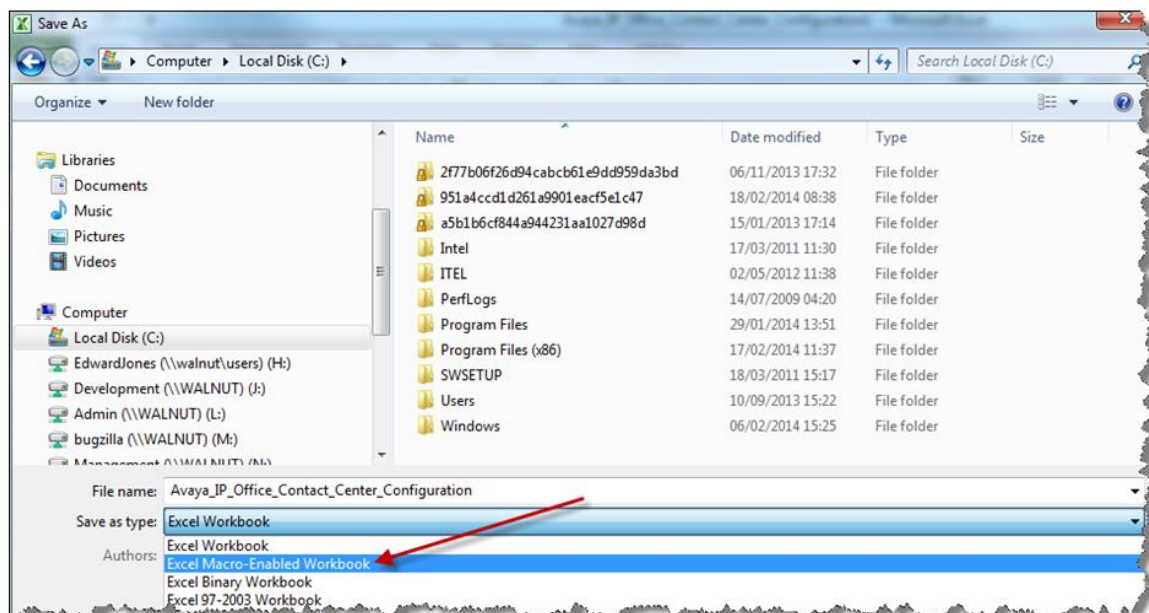
2. Open the file by double click on the **Avaya IP Office Contact Center Configuration** spread sheet icon



3. The Excel file should be configured so that Macros are enabled. To do this click on **File, Save As, Macro Enabled Workbook**.



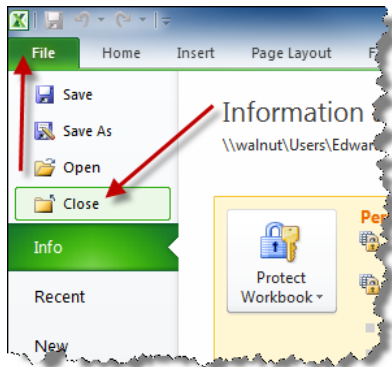
Note: It is important that the Workbook is saved with a path that contains no spaces / (blank) characters.



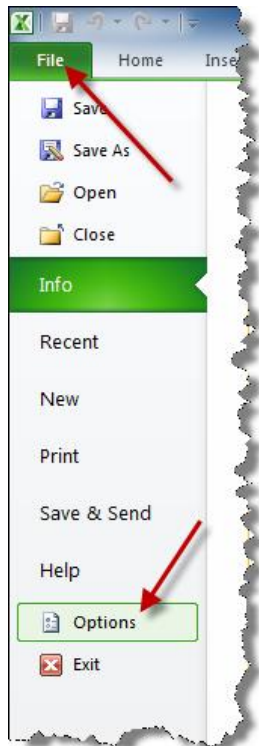
4. The file will have an **.xlsm** extension.



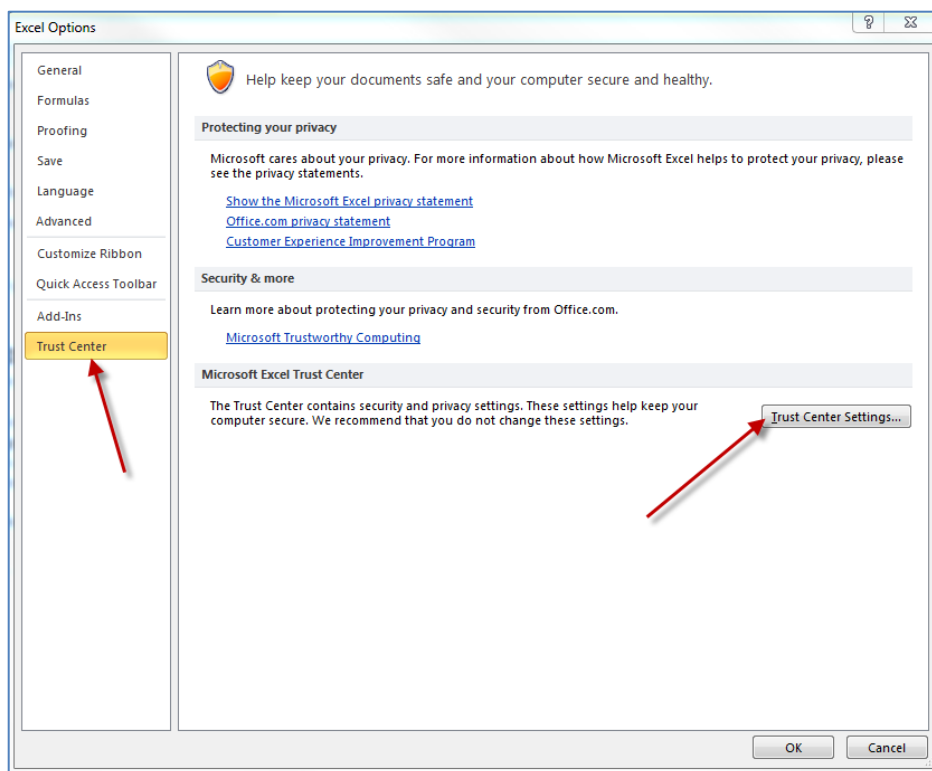
5. Close the file.



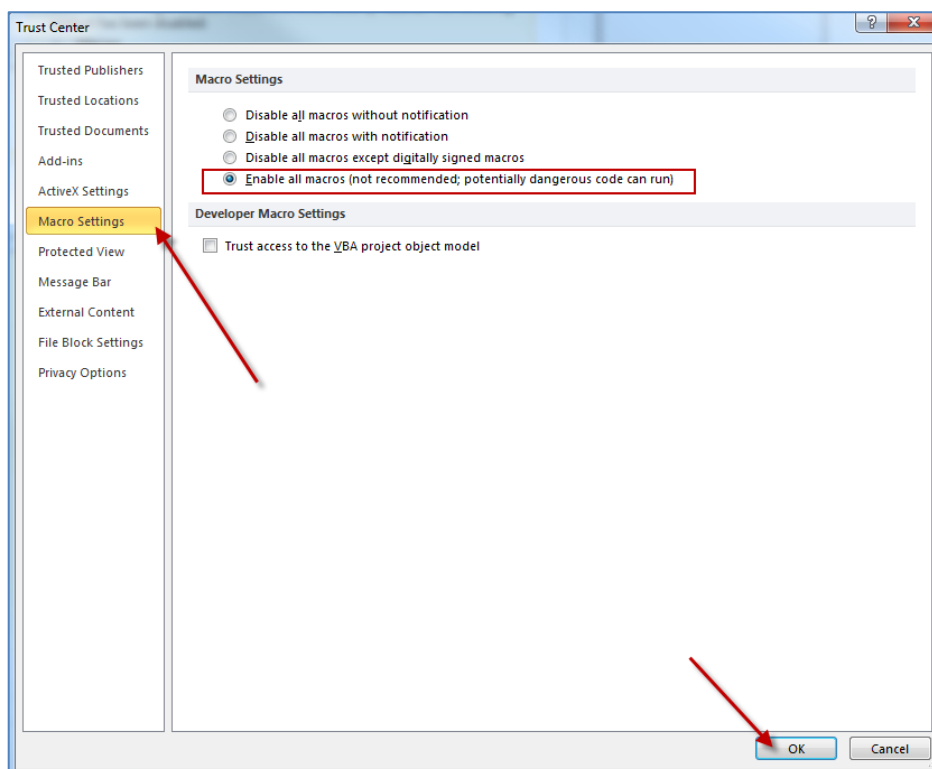
6. If you are using an older version of Excel, for example within the Office Professional 2010 suite, you may have to manually enable Macros. Reopen the file and click **File** followed by **Options**.



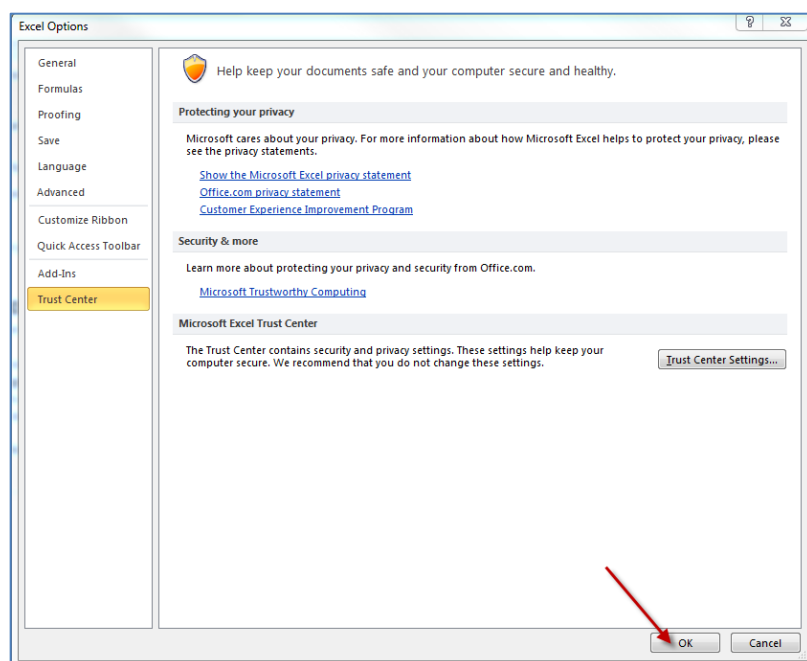
7. Select **Trust Center**. Click the **Trust Center Settings** button.



8. Click **Macro Settings**. Select the **Enable All Macros** radio button. Click the **OK** button.



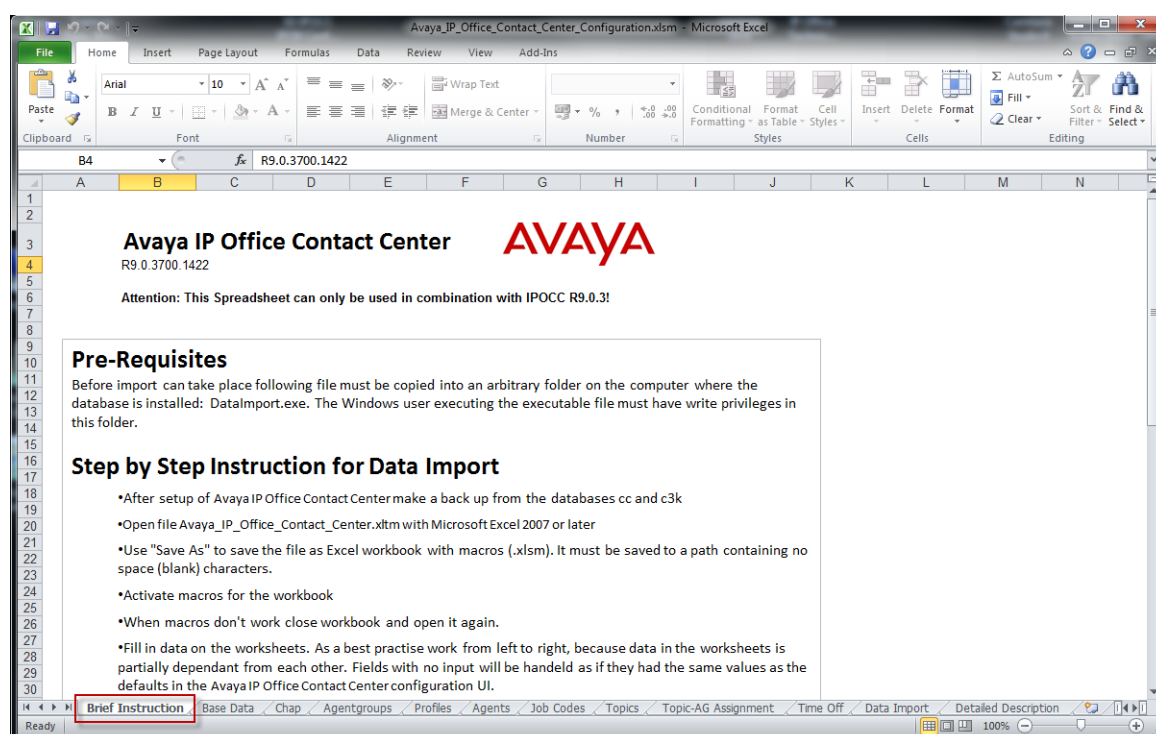
9. Click the **OK** button.



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.

PBX, Access Code Topics, Chat-Server and E-Mail Settings **AVAYA**

PBX

serial No.	Name	Type	Version	IPOCC Hostname	Access Code Topics	Postdial
1	PBXServer	IPOffice	R9.0.3	CHANGE-ME	70	1

Hostname of computer on which the IPOCC is installed, max. 127 characters

Chat-Server

serial No.	Name	XMPP Hostname	XMPP Domain
1	ChatServer	CHANGE-ME	CHANGE-ME

E-Mail Settings

E-Mail Domain
CHANGE-ME

More Access Codes

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

Avaya_IP_Office_Contact_Center_Configuration.xlsm - Microsoft Excel

PBX, Access Code Topics, Chat-Server and E-Mail Settings **AVAYA**

PBX

serial No.	Name	Type	Version	IPOCC Hostname	Access Code Topics	Postdial
1	PBXServer	IPOffice	R9.0.3	CHANGE-ME	70	1

Chat-Server

serial No.	Name	XMPP Hostname	XMPP Domain
1	ChatServer	CHANGE-ME	CHANGE-ME

E-Mail Settings

E-Mail Domain
CHANGE-ME


Base Data

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.

PBX, Access Code Topics, Chat-Server and E-Mail Settings



PBX

Serial No.	Name	Type	Version	IPOCC Hostname	Access Code Topics	
					Access Code Topics	Postdial
1	PBXServer	IPOffice	R9.0.3	abcipocc	70	1

[More Access Codes](#)

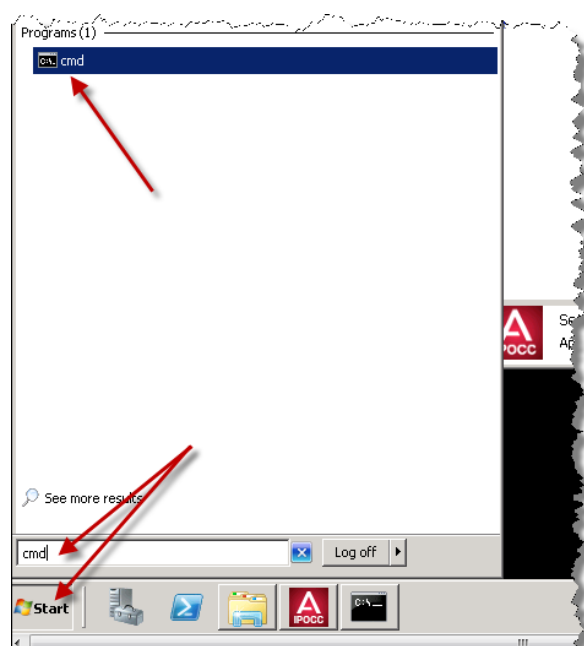
Chat-Server

Serial No.	Name	XMPP Hostname	XMPP Domain
1	ChatServer	CHANGE-ME	CHANGE-ME

E-Mail Settings

E-Mail Domain
CHANGE.ME

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.

```

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

C:\Users\Administrator>hostname
abcipocc
C:\Users\Administrator>_

```

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.

Chap Server **AVAYA**

Chap Adapter Line

Line No.	Number of Channels	Info	Chap Adapter Line - Properties						
			LocalIPAddress	LocalSignalPort	PBXIPAddress	PBXSignalPort	SIP Domain	DNS ServerIP	SIP-Extension
1	120	Topics and Queue Devices	192.168.42.50	5100	xxx.xxx.xxx.xxx	5060	CHANGE-ME	xxx.xxx.xxx.xxx	699

Channel Partitioning QueueDevices/IVR

Number of Channels	
Queue Device	IVR
60	30

Navigation: Brief Instruction / Base Data / **Chap** / Agentgroups / Profiles / Agents / Job Codes / Topics / Topic-AG Assignment / Time Off / Data II

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

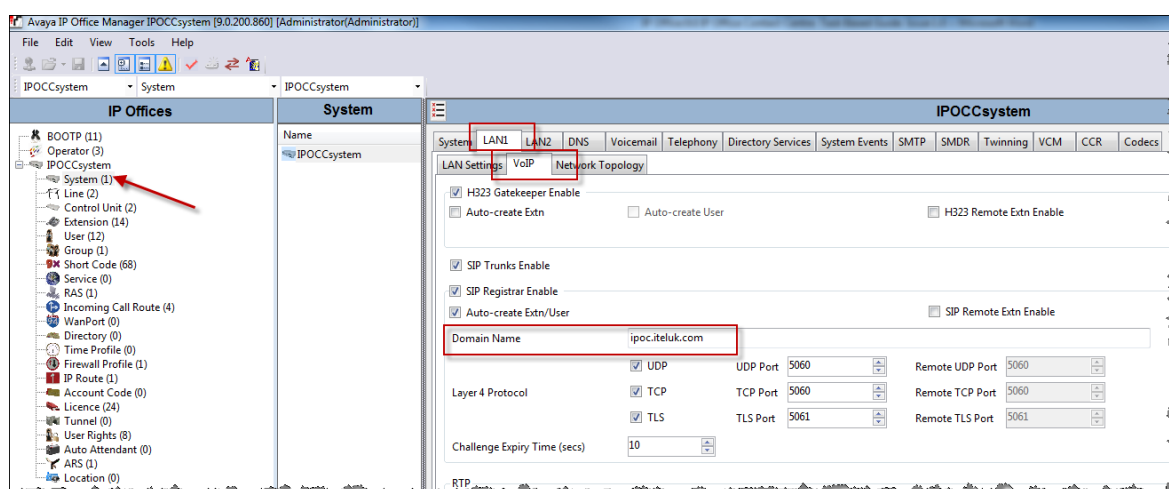
Chap Adapter Line

Line No.	Number of Channels	Info	Chap Adapter Line - Properties						
			LocalIPAddress	LocalSignalPort	PBXIPAddress	PBXSignalPort	SIP Domain	DNS ServerIP	SIP-Extension
1	120	Topics and Queue Devices	192.168.42.50	5100	192.168.42.100	5060	CHANGE-ME	xxx.xxx.xxx.xxx	699

Channel Partitioning QueueDevices/IVR

Number of Channels	
Queue Device	IVR
60	30

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**.



Chap Adapter Line

Line No.	Number of Channels	Info	Chap Adapter Line - Properties					
			LocalIPAddress	LocalSignalPort	PBXIPAddress	PBXSignalPort	SIP Domain	DNSServerIP
1	120	Topics and Queue Devices	192.168.42.50	5100	192.168.42.100	5060	ipoc.iteluk.com	xxx.xxx.xxx.xxx

Channel Partitioning QueueDevices/IVR

Number of Channels	
Queue Device	IVR
60	30

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

Chap Adapter Line

Line No.	Number of Channels	Info	Chap Adapter Line - Properties					
			LocalIPAddress	LocalSignalPort	PBXIPAddress	PBXSignalPort	SIP Domain	DNSServerIP
1	120	Topics and Queue Devices	192.168.42.50	5100	192.168.42.100	5060	ipoc.iteluk.com	192.168.42.50

Channel Partitioning QueueDevices/IVR

Number of Channels	
Queue Device	IVR
60	30

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.

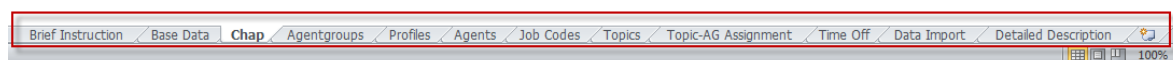
Chap Adapter Line

Line No.	Number of Channels	Info	Chap Adapter Line - Properties					
			LocalIPAddress	LocalSignalPort	PBXIPAddress	PBXSignalPort	SIP Domain	DNSServerIP
1	120	Topics and Queue Devices	192.168.42.50	5100	192.168.42.100	5060	ipoc.iteluk.com	192.168.42.50

Channel Partitioning QueueDevices/IVR

Number of Channels	
Queue Device	IVR
60	30

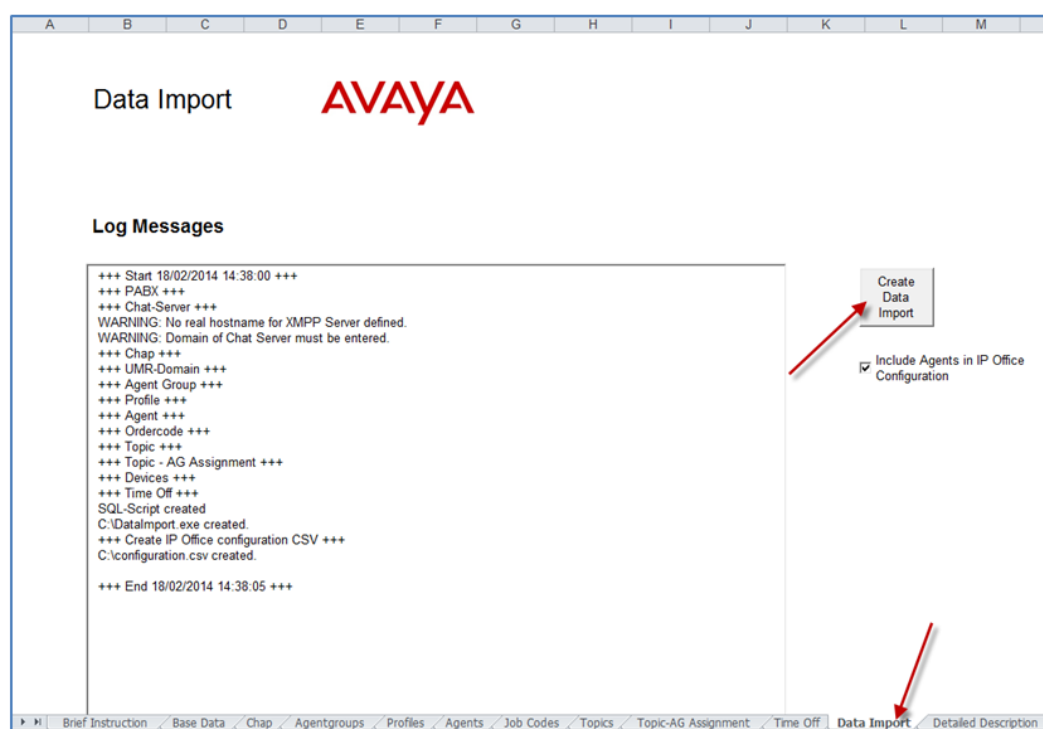
24. Repeat this process for the remaining tabs. Remember that the red tool tips are available against the fields to assist with configuration.



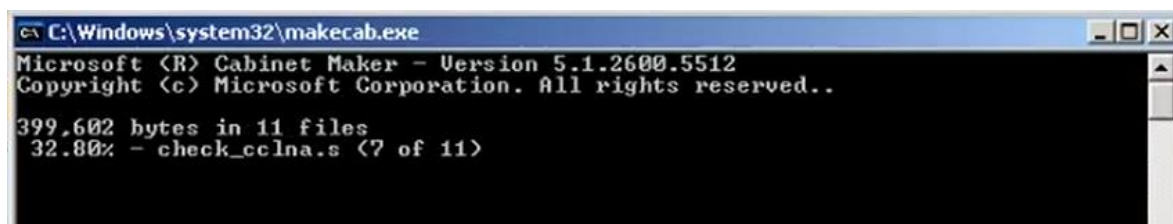
Note that some of the tabs, for example the Agent and Profile tabs contain hidden columns that should be expanded so that the configuration data can be entered. The columns can be expanded by clicking on the plus (+) icons.

Serial No.	Name	Privileges	Telephony	E-Mail	Chat
1		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
2		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
3		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
4		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
5		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
6		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
7		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
8		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
9		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
10		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
11		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
12		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
13		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
14		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
15		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
16		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
17		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
18		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
19		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On
20		Supervisor	Privilege - Extend	Test Type EMail	Privilege - Automatic Sign On

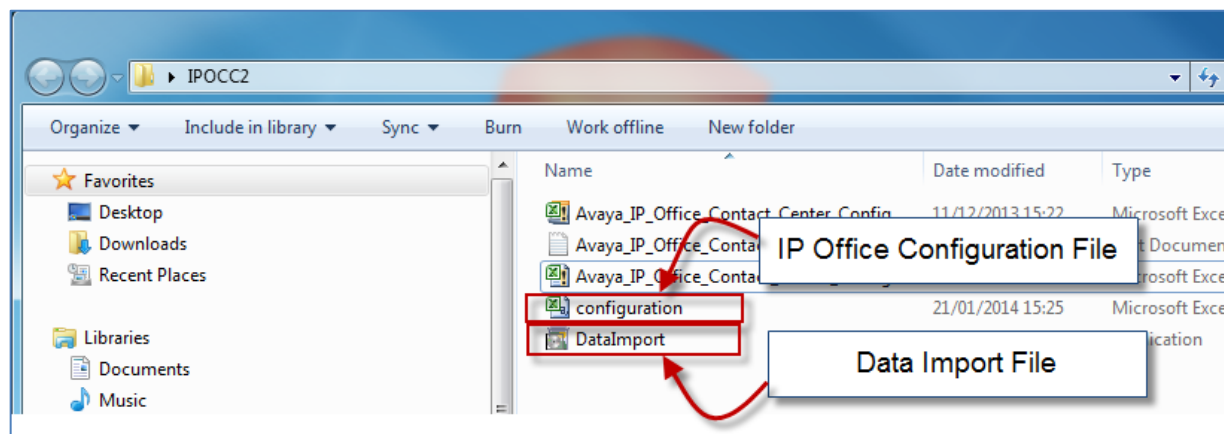
25. When all of the tabs have been populated with configuration data, click the **Data Import** tab then click on the **Create Data Import** button.



26. The **Data Import** file will be created.

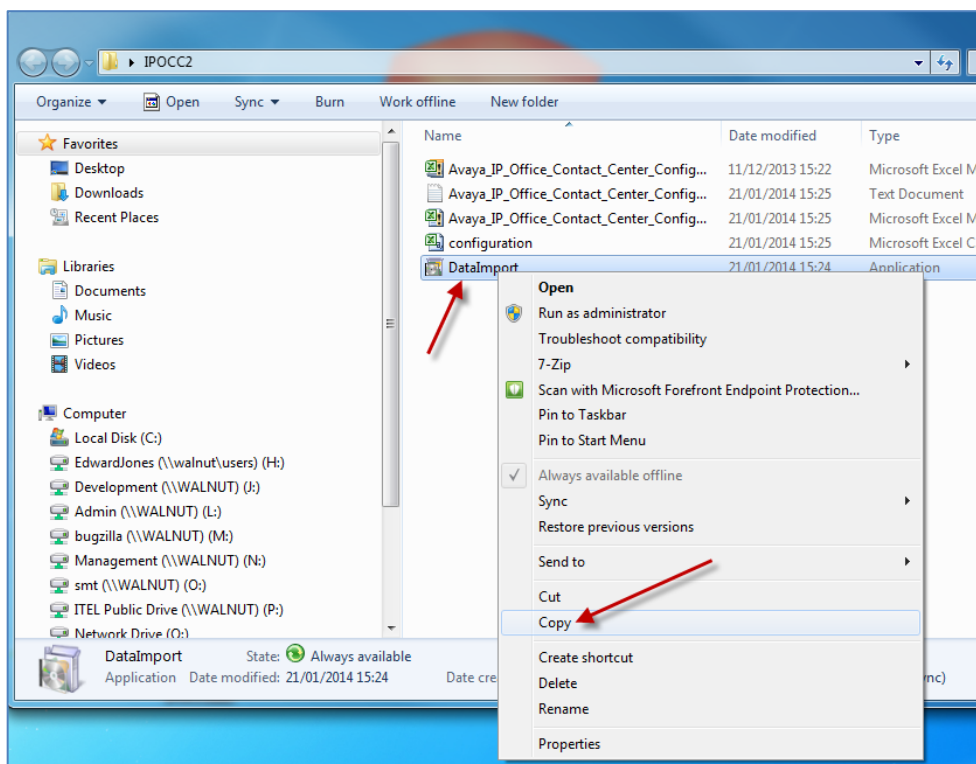


27. Two files are created:

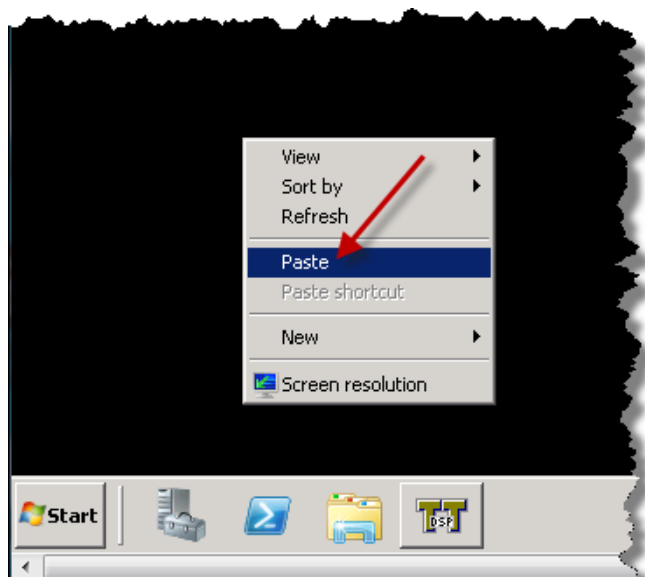


Importing Data to the Sybase Database

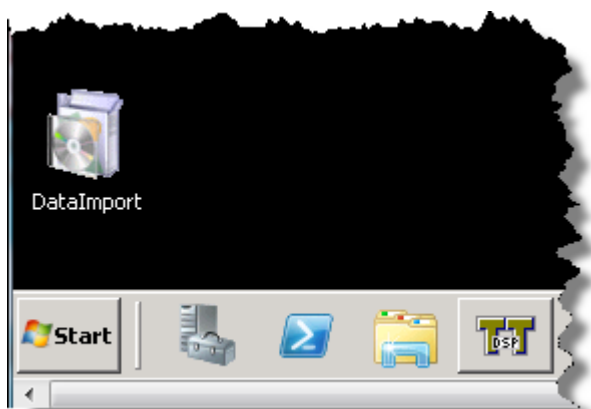
28. Copy the **Data Import** file over to the IP Office Contact Center Server.



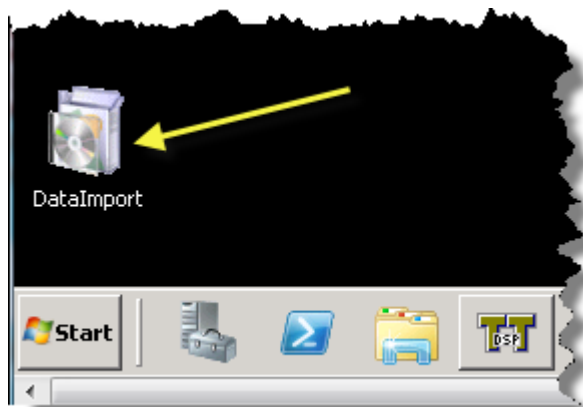
29. From the server's desktop, right click and select **Paste**.



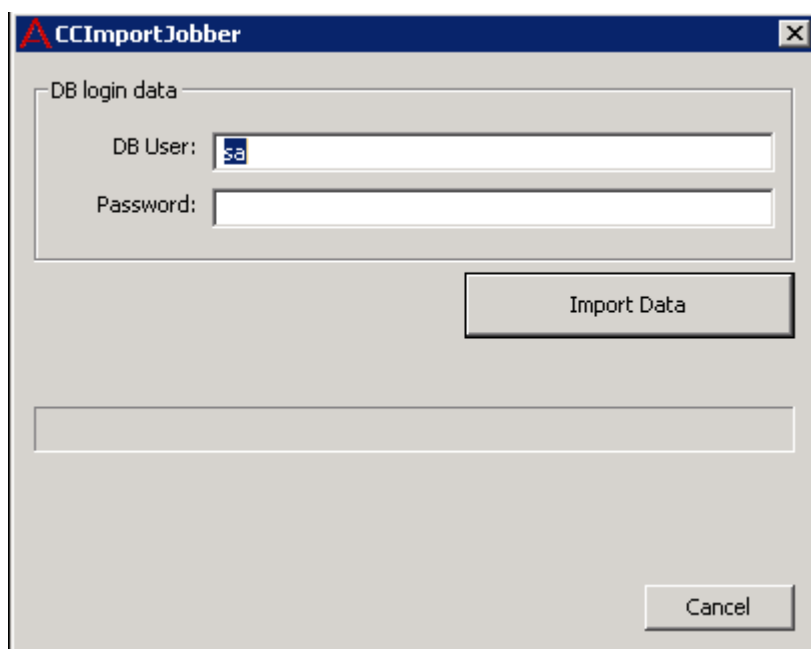
30. The **Data Import** file will be copied to the server.



31. Double left click on the **Data Import** file to import the data.

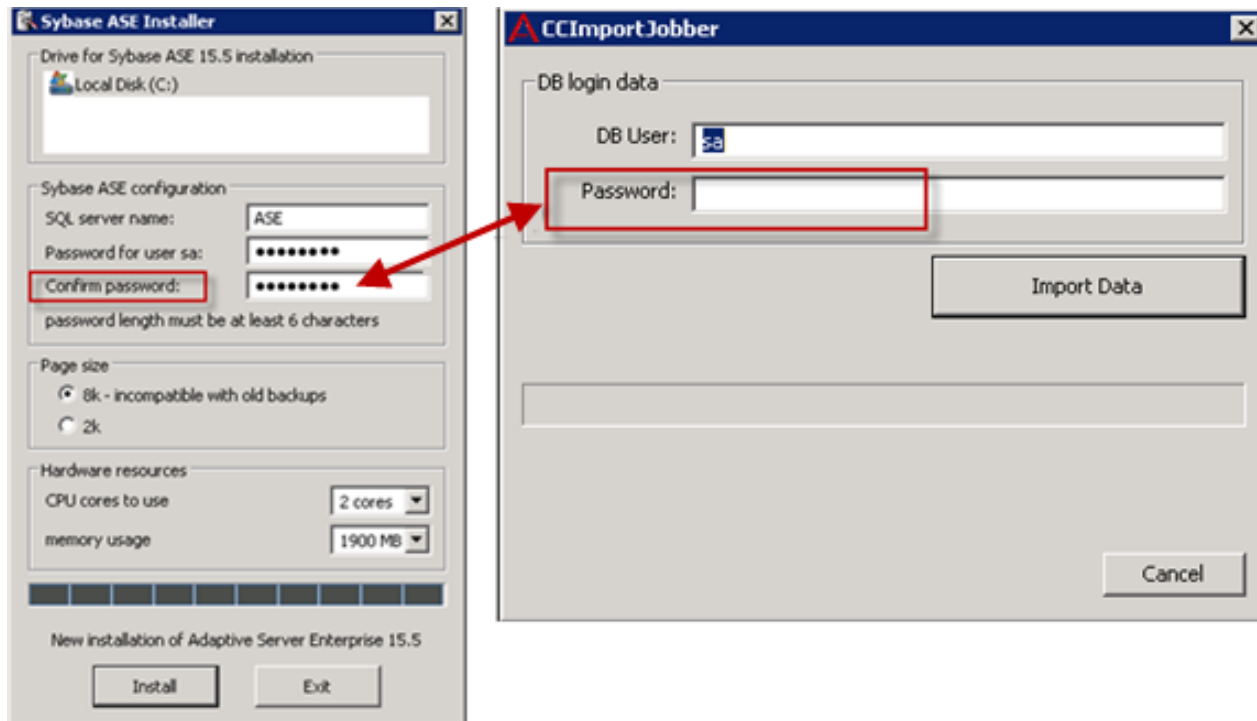


32. The **CCImportJobber** screen is displayed.



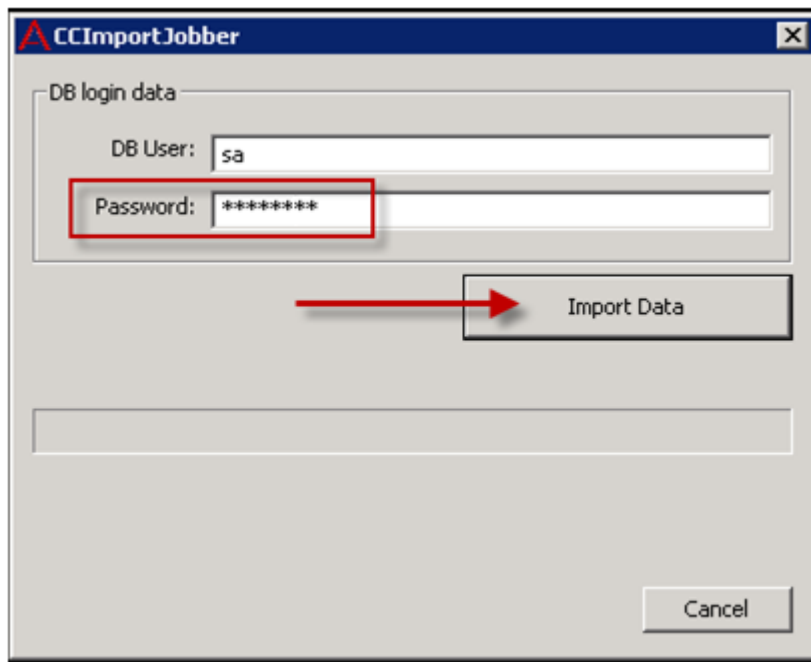
The screenshot shows the **CCImportJobber** dialog box. It has a title bar with a close button. Inside, there is a section titled "DB login data" containing two text fields: "DB User:" with the value "sa" and "Password:". Below these fields is an "Import Data" button. At the bottom right is a "Cancel" button. There is also an empty text field below the "Import Data" button.

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

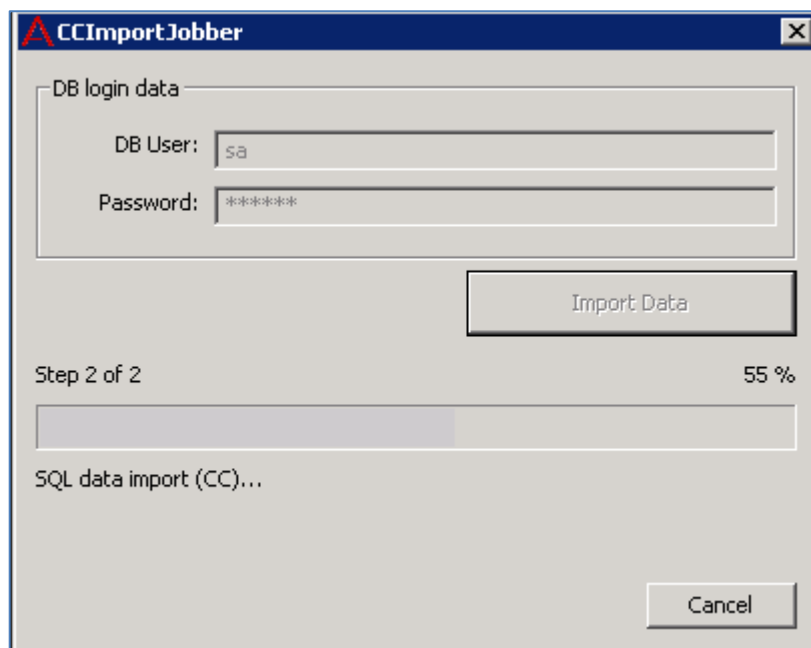


This block contains two screenshots. The left screenshot is the **Sybase ASE Installer** window. It shows the "Sybase ASE configuration" section with fields for "SQL server name:" (ASE), "Password for user sa:" (masked with dots), and "Confirm password:" (also masked with dots). A red box highlights the "Confirm password:" field, and a red arrow points from it to the "Password:" field in the right screenshot. Below these fields is a note: "password length must be at least 6 characters". The right screenshot is the **CCImportJobber** dialog box, identical to the one in step 32, but with a red box around the "Password:" field. Both windows have "Install" and "Exit" buttons at the bottom.

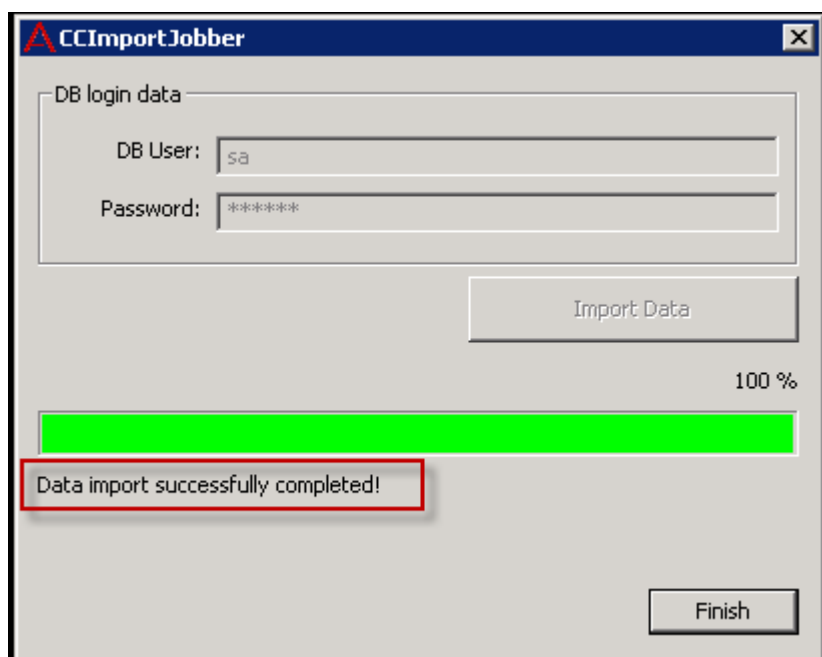
34. Once the password has been entered, click the **Import Data** button.



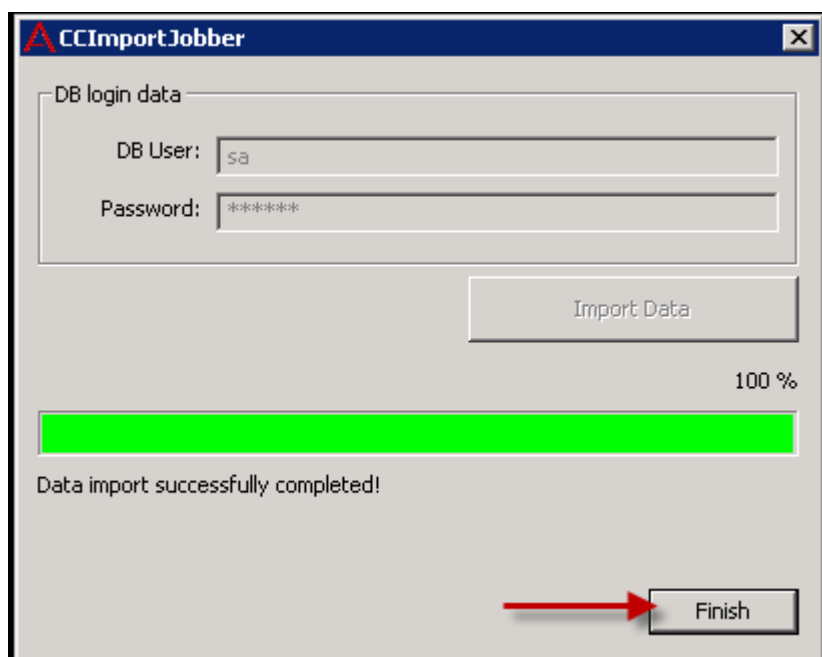
35. The data will be imported to the database.



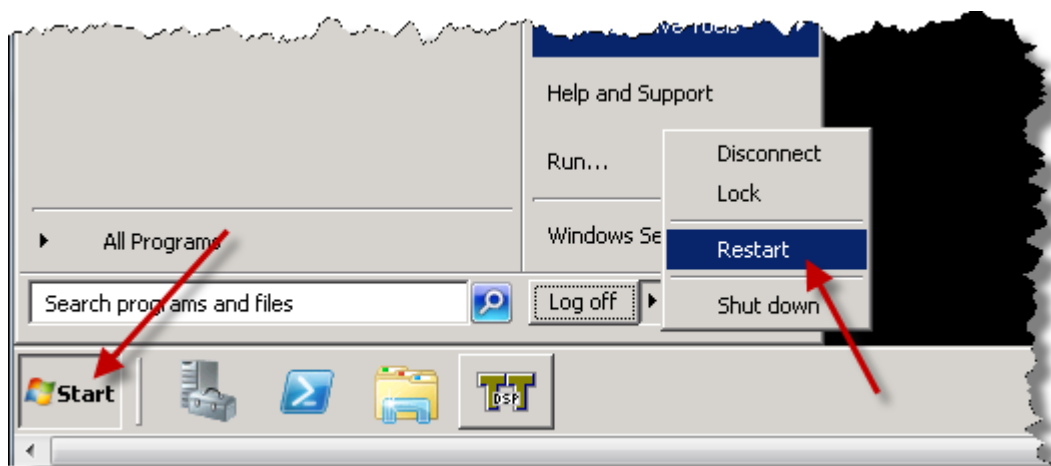
36. You will be notified when the database is successfully imported.



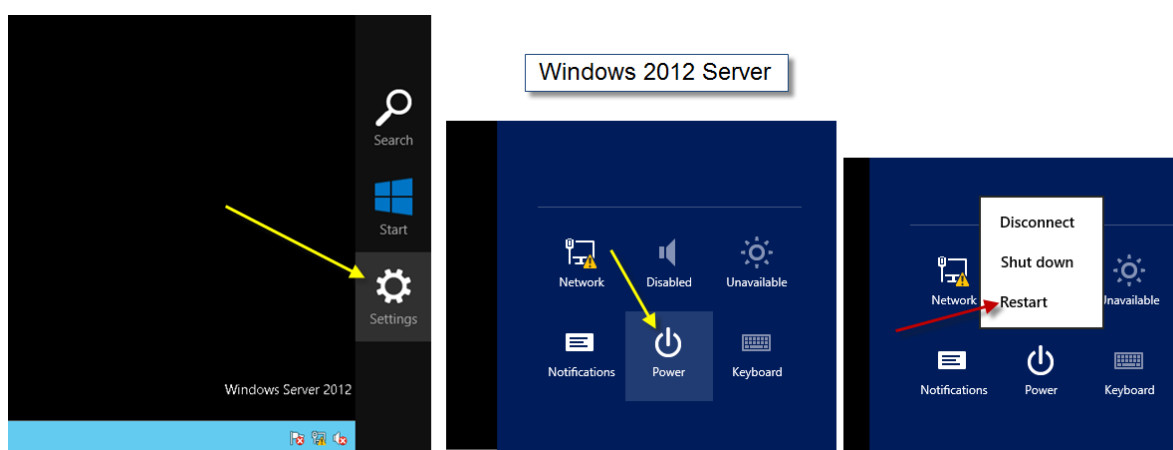
37. Click the **Finish** button.



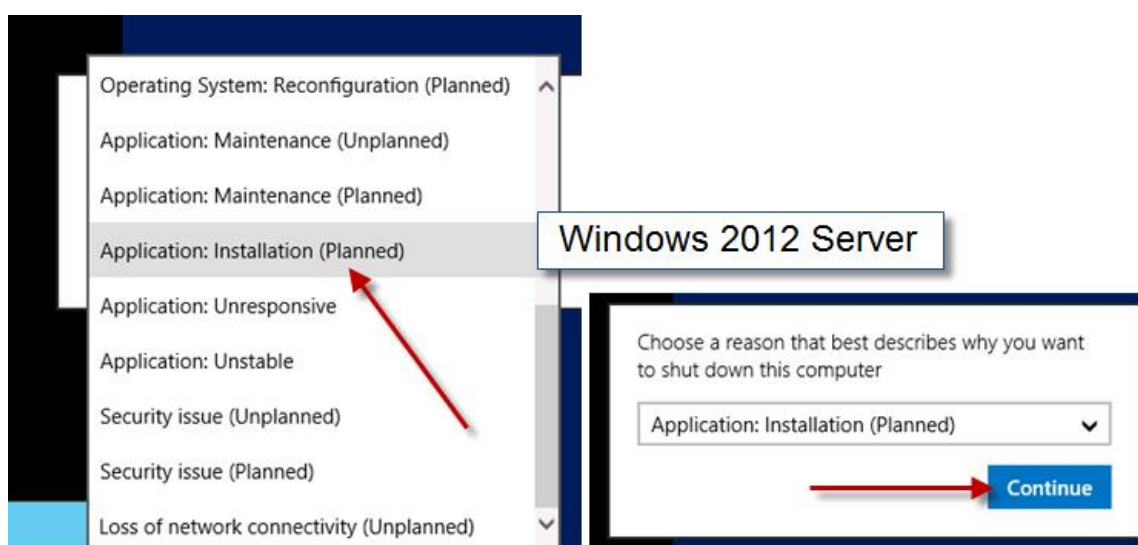
38. Restart the server. From the server's desktop click **Start** followed by **Restart**.



With Windows 2012 server, click the **Settings** icon, then click the **Power** icon followed by **Restart**.

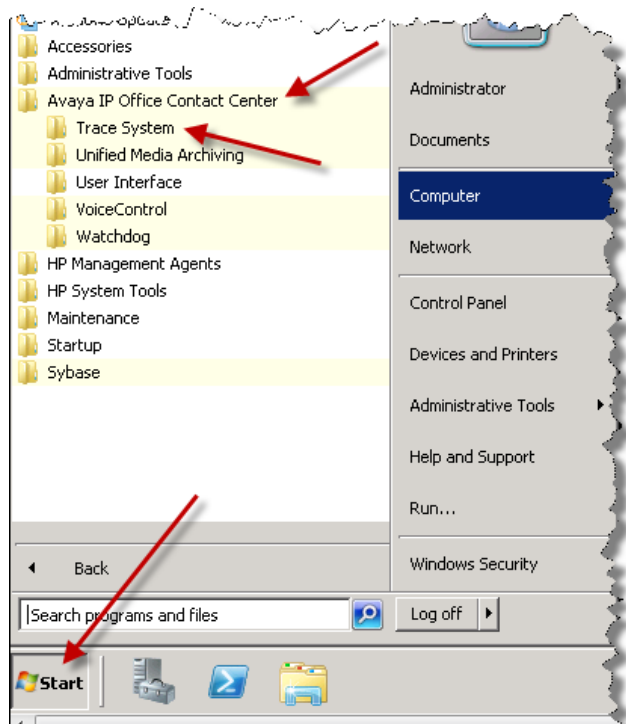


Select **Application: Installation (Planned)**, then click the Continue button.

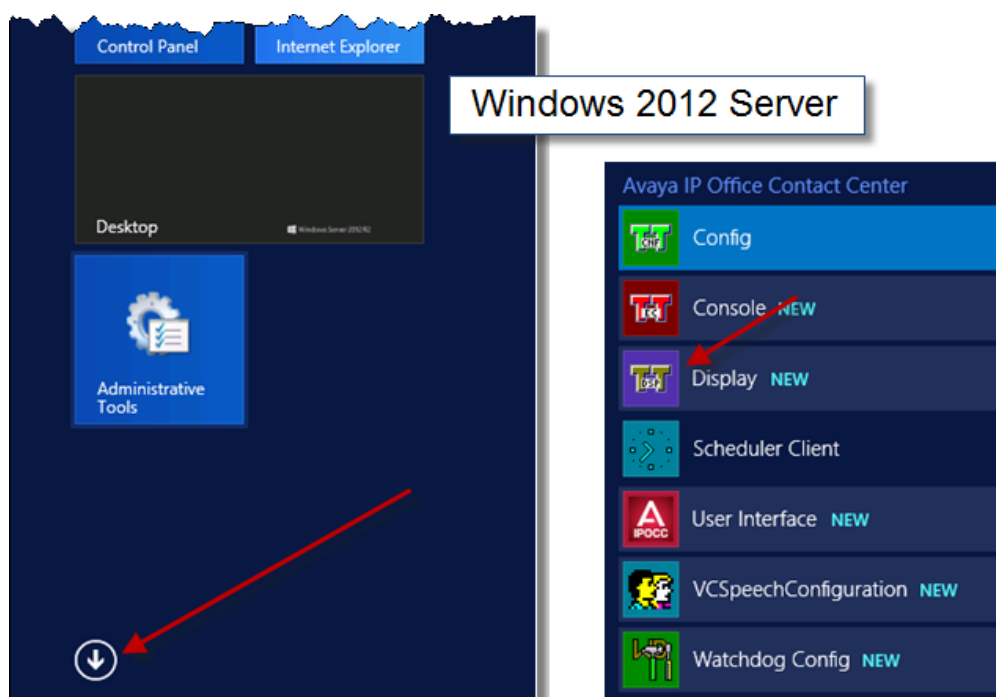


39. Once the server has rebooted, log back into the server via a remote desktop connection.

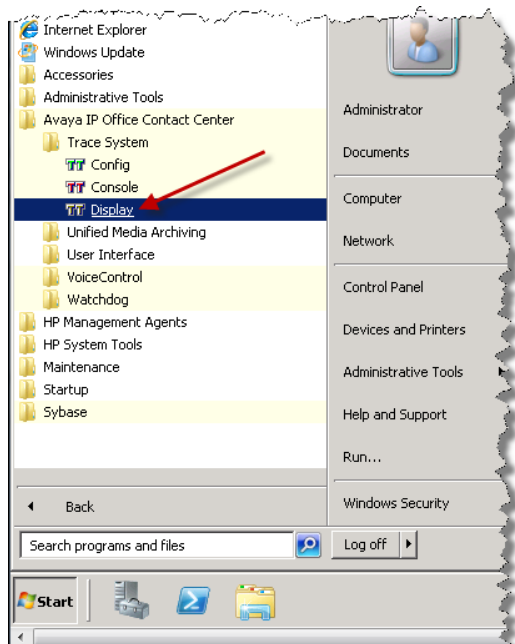
40. Check that all of the server's components are running. To do this click **Start** followed by **All Programs**, open the **Avaya IP Office Contact Center** folder. Then open the **Trace System** folder.



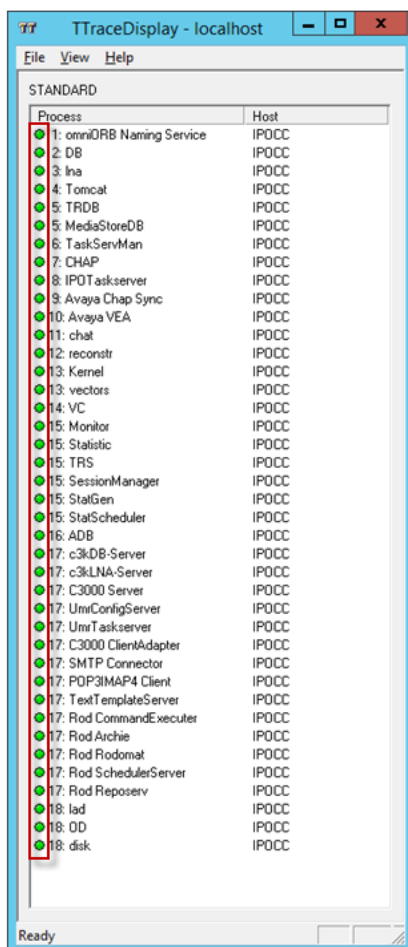
With Windows 2012 server, click the **down arrow** icon and click the **TT display** icon.



41. Click the **TT Display** link.



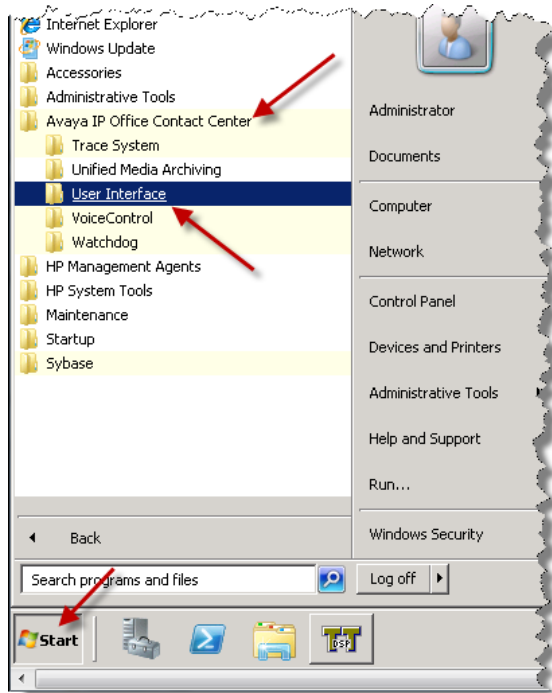
42. Check that all components are running as indicated by green icons adjacent to the components.



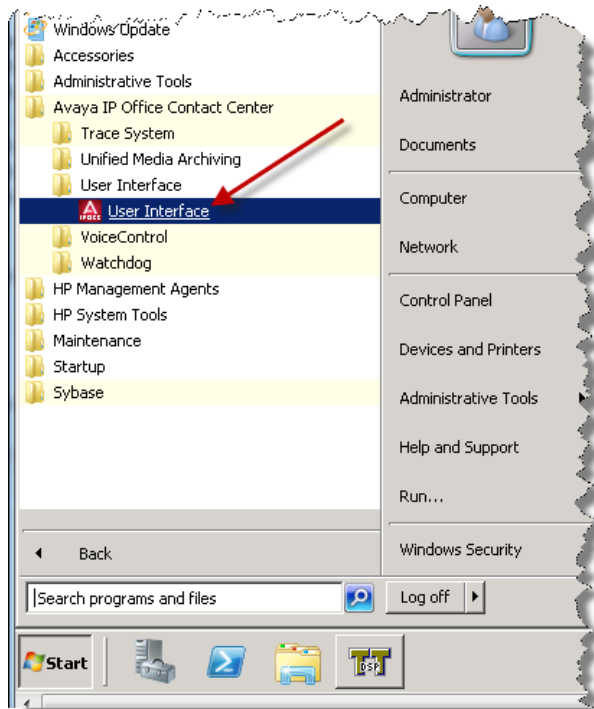
Activating a Task Flow

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.



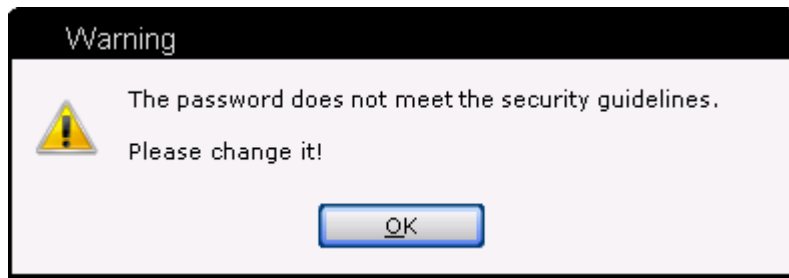
2. Click the **User Interface** link



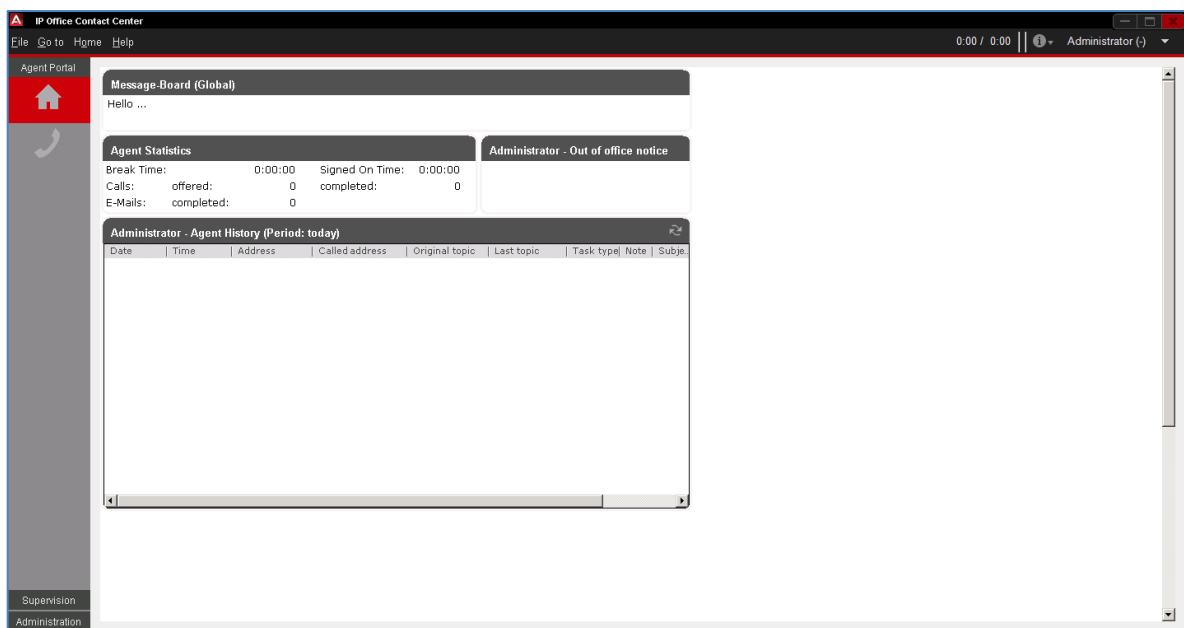
3. To login enter a **Username** and **Password of Administrator**

4. Click the **Login** button.

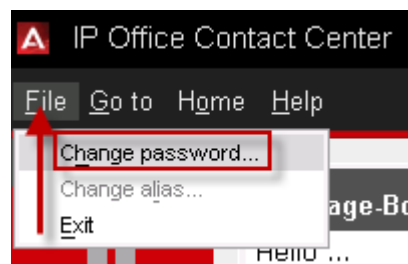
5. The first time you login with Administrator account, you will be asked to change the default password. Click the **OK** button.



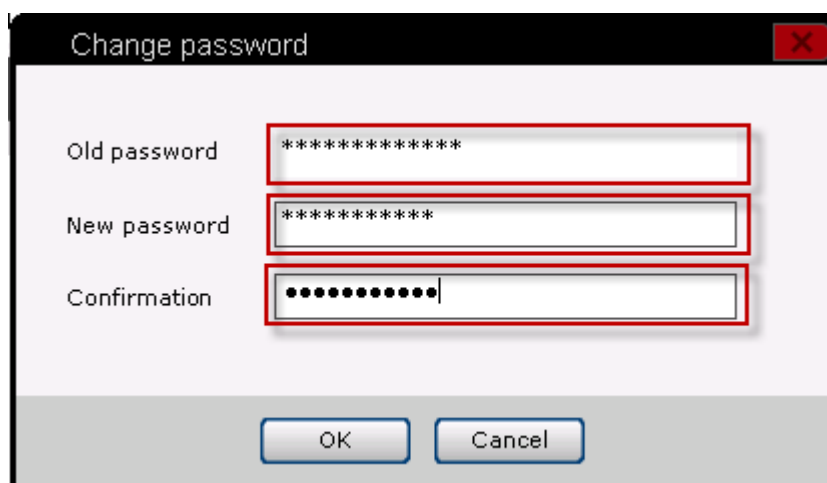
6. The IP Office Contact Center interface is displayed.



7. To change the Administrator default password, choose **File** and then select **Change password.....**

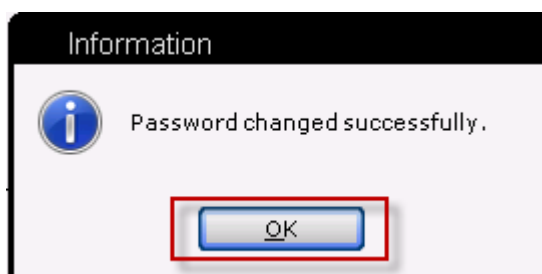


8. In the **Old Password** field, enter the password **Administrator**, then enter and confirm the new password. Click the **OK** button.

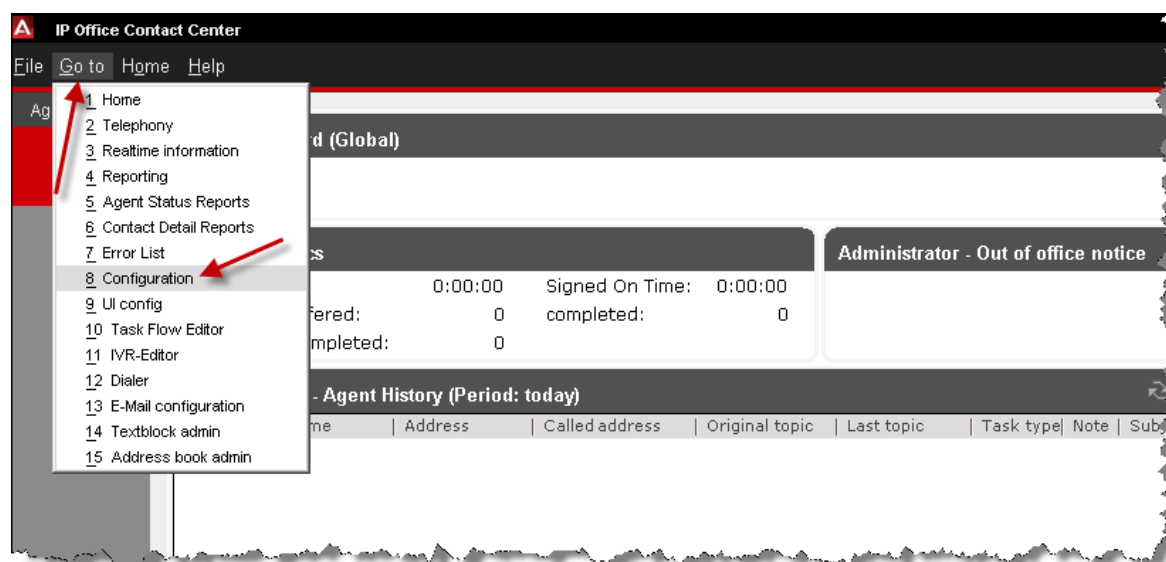


A dialog box titled "Change password" with a close button (X) in the top right corner. It contains three input fields: "Old password" with masked text "*****", "New password" with masked text "*****", and "Confirmation" with masked text "*****". Below the fields are "OK" and "Cancel" buttons.

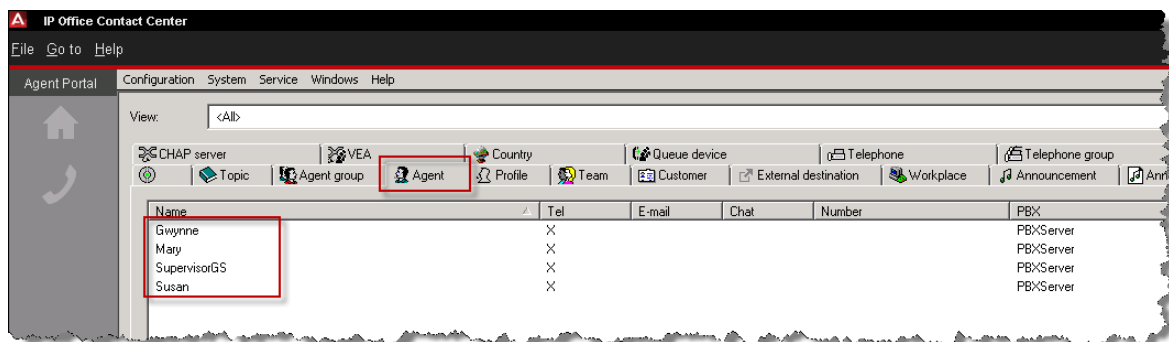
9. Click the **OK** button to complete the change password process.



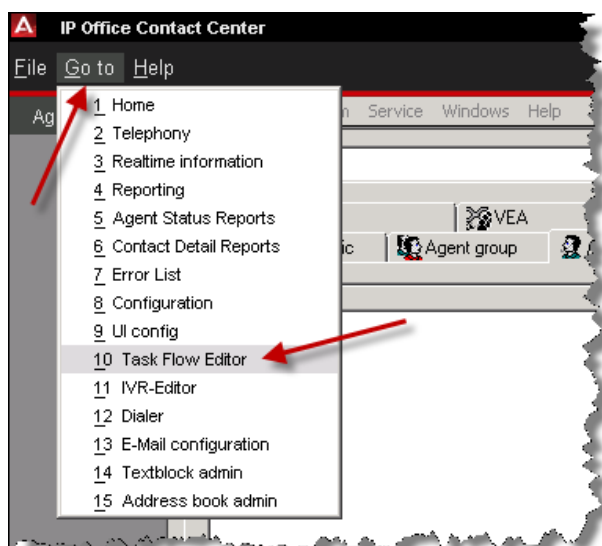
10. Click the **Go to** link and select **Configuration**.



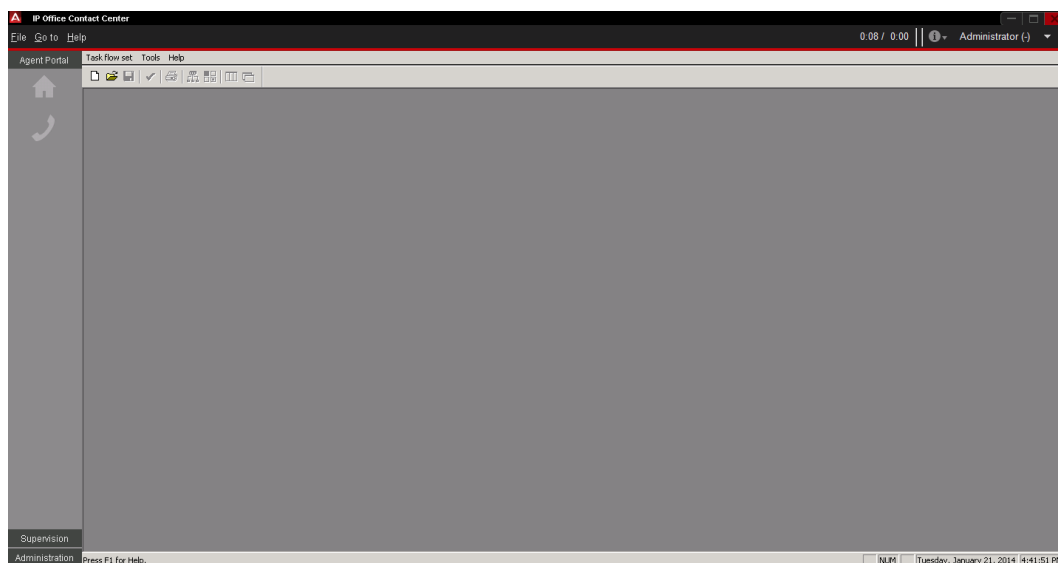
11. In this example, the **Agent** tab has been selected and the imported agent's details are displayed. This indicates that the data has successfully imported to the database.



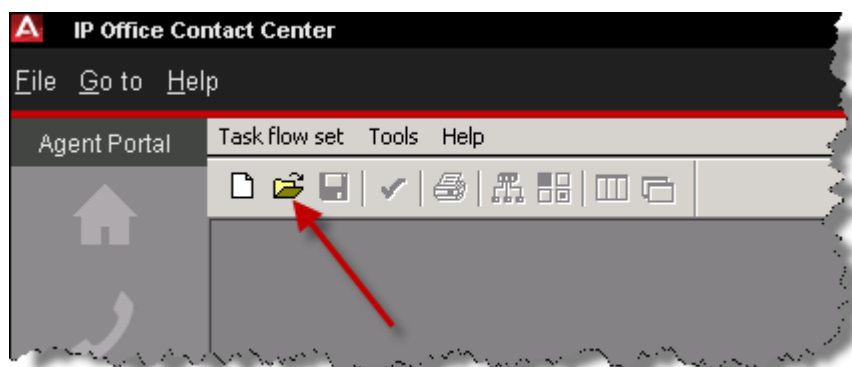
12. Select **Go to** and select **Task Flow Editor**.



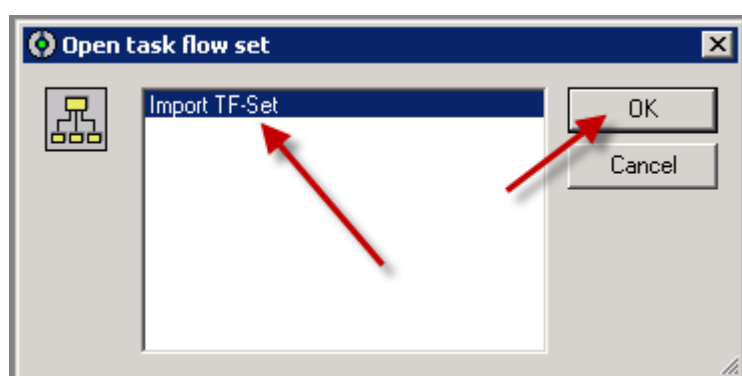
13. The **Task Flow Editor** screen is displayed.



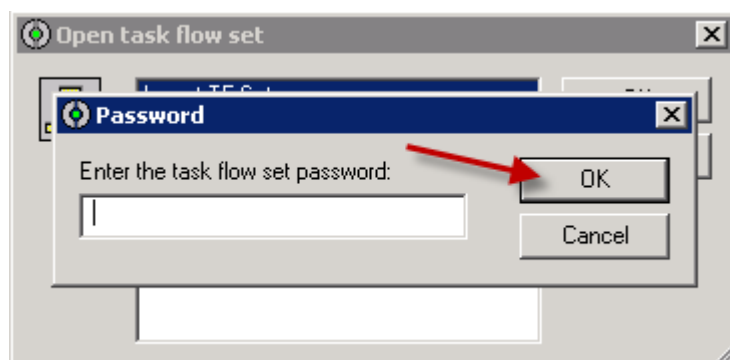
14. Click the **Open** folder icon



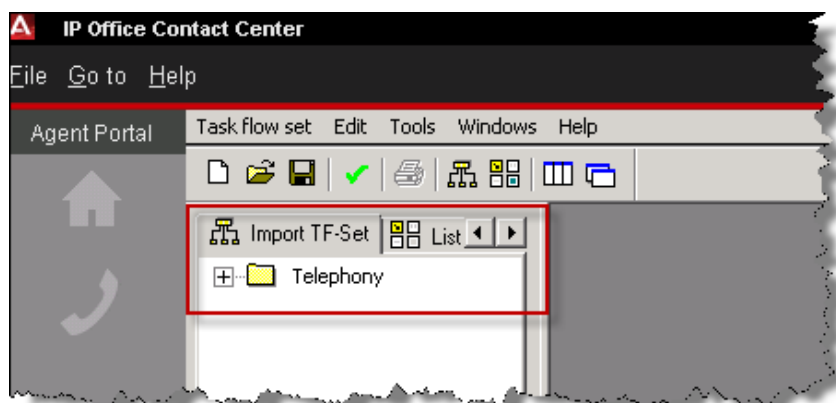
15. Select **Import TF-Set** and click the **OK** button.



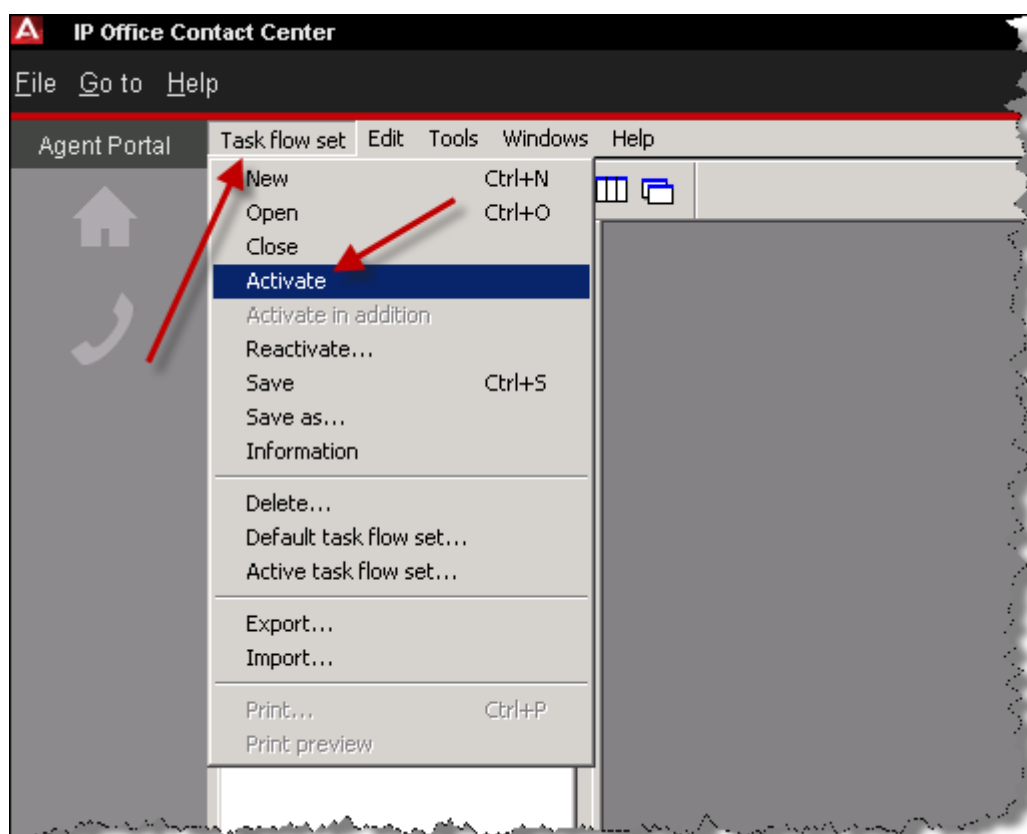
16. Do not enter a password. Click **OK**.



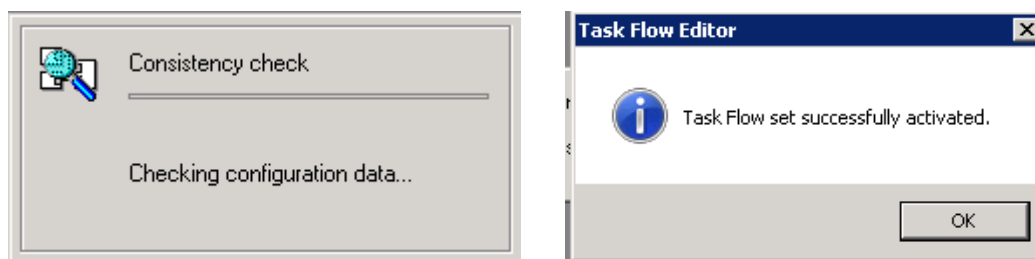
17. The **Task Flow** is displayed.



18. From the menu bar select **Task flow set** followed by **Activate**.

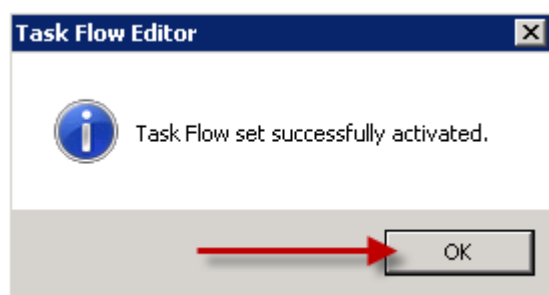


19. The Task Flow is checked and then activated.

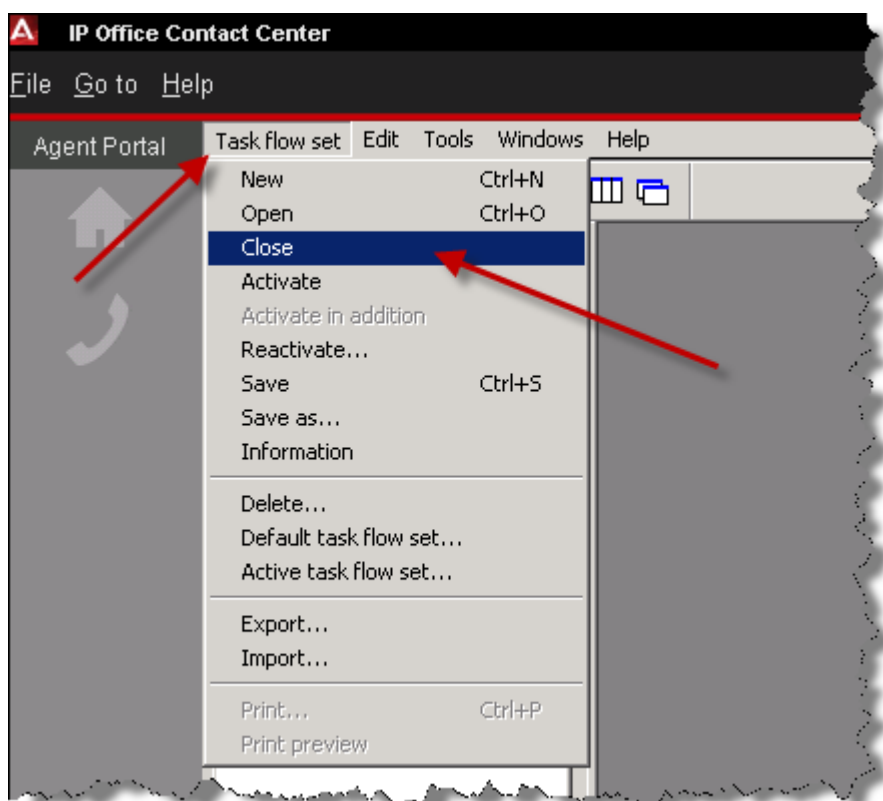


If an error is encountered within the Task Flow, please refer to the Error List section of the IP Office 9.0 IP Office Contact Center Maintenance Task Based Guide.

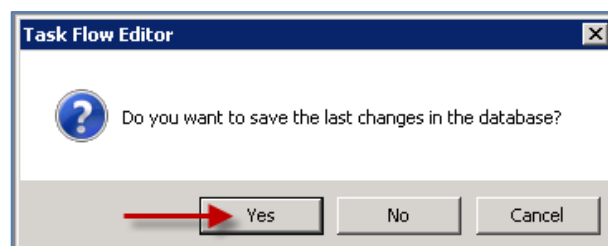
20. Click the **OK** button.



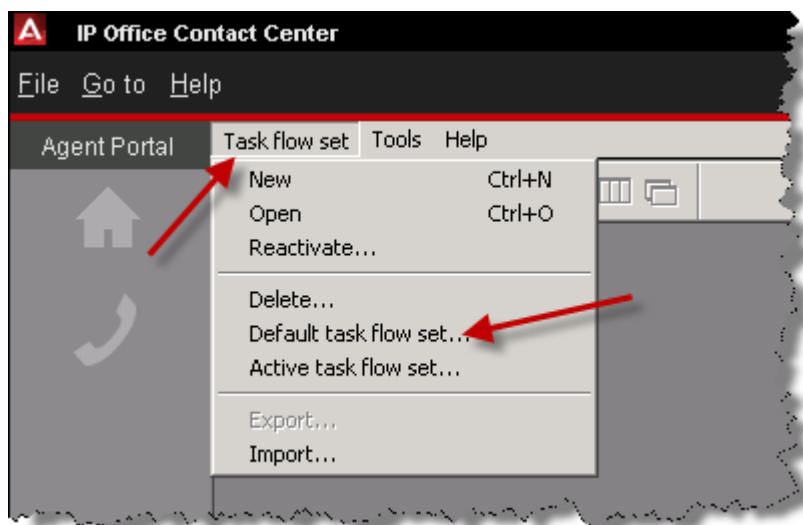
21. The Task Flow can now be closed. Select **Task flow set** followed by the **Close** button.



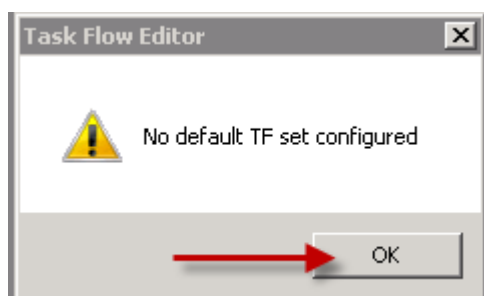
22. You will be prompted to save the changes. Click **Yes**.



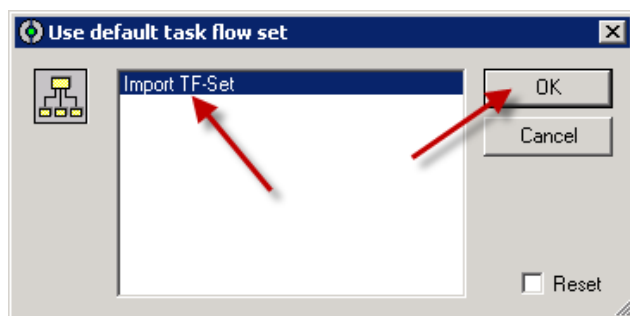
23. The default Task Flow Set has to be defined. To do this click **Task flow set** followed by **Default task flow set**



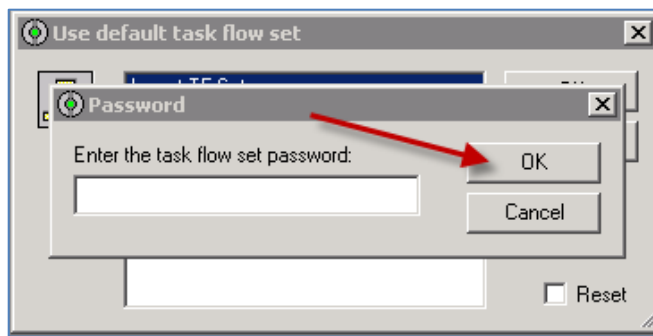
24. You will be prompted that **No default TF set configured**. Click **OK**.



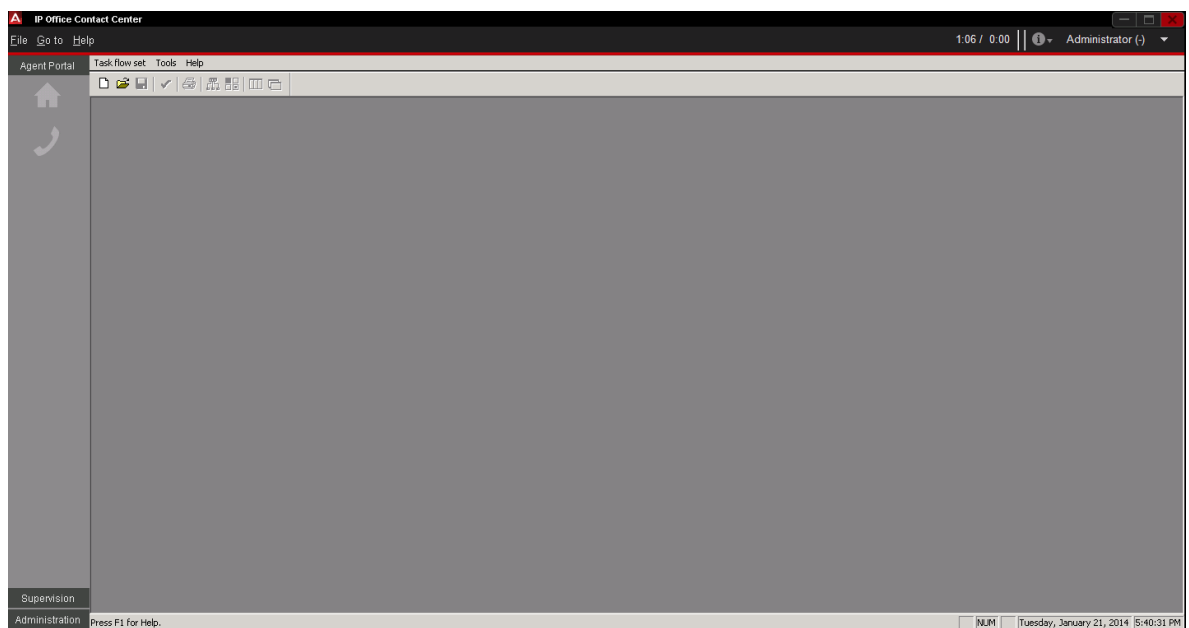
25. Select **Import TF-Set** followed by **OK**.



26. Do not enter a password, click **OK**.



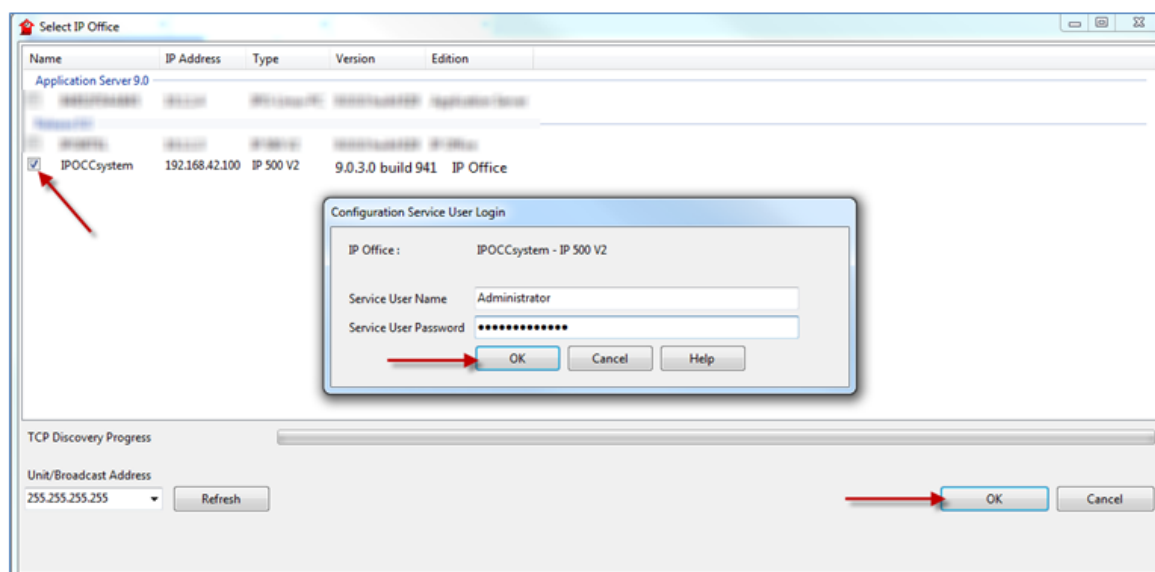
27. The server is now configured.



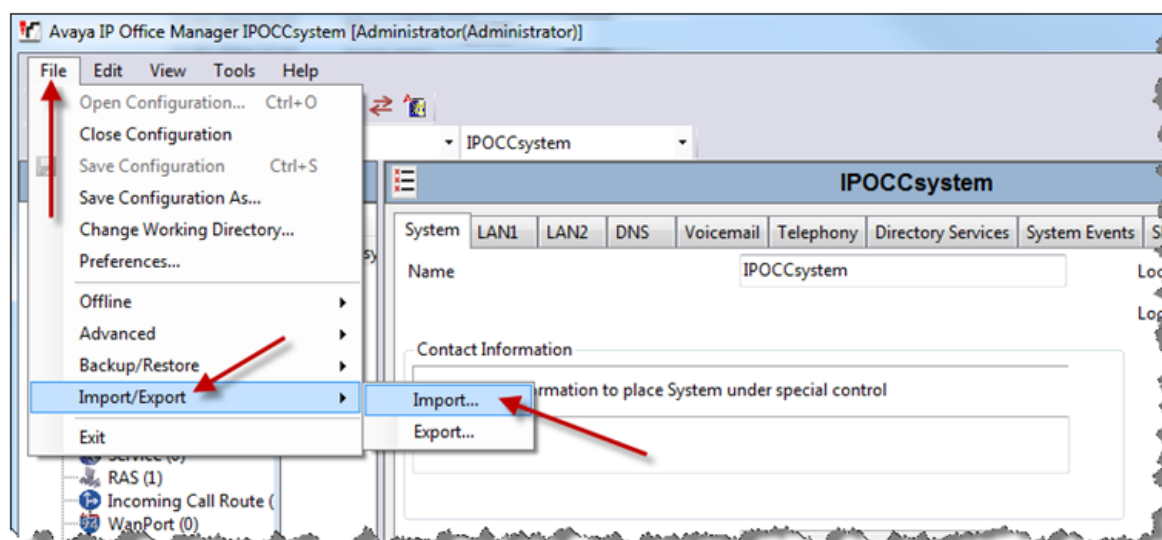
Importing the IP Office Configuration File

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.

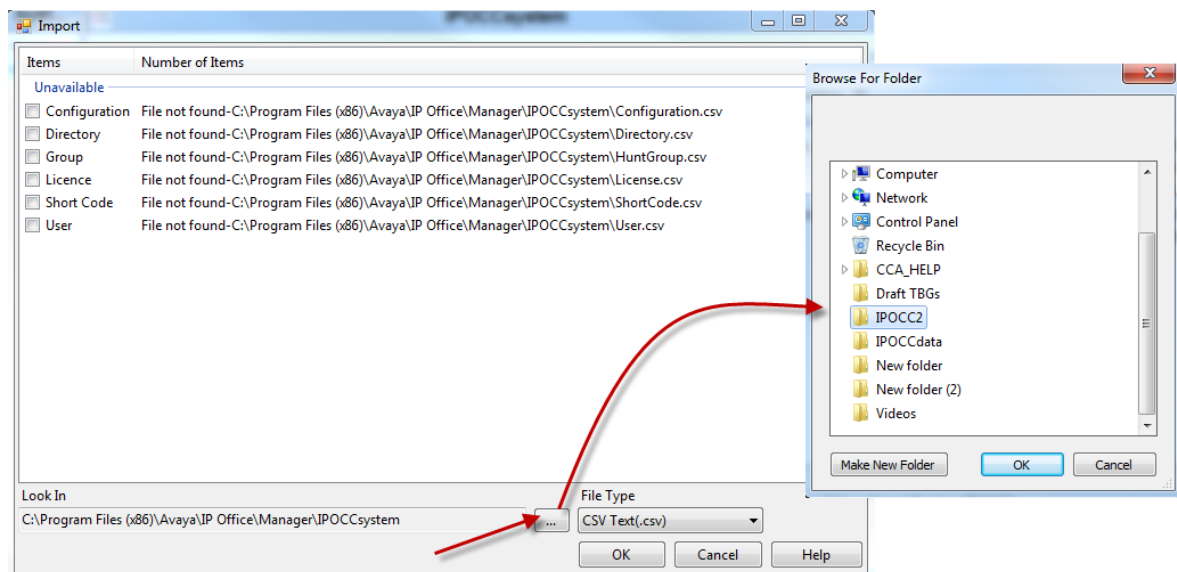
1. To import the configuration file, launch **IP Office Manager** and open the configuration of the IP Office.



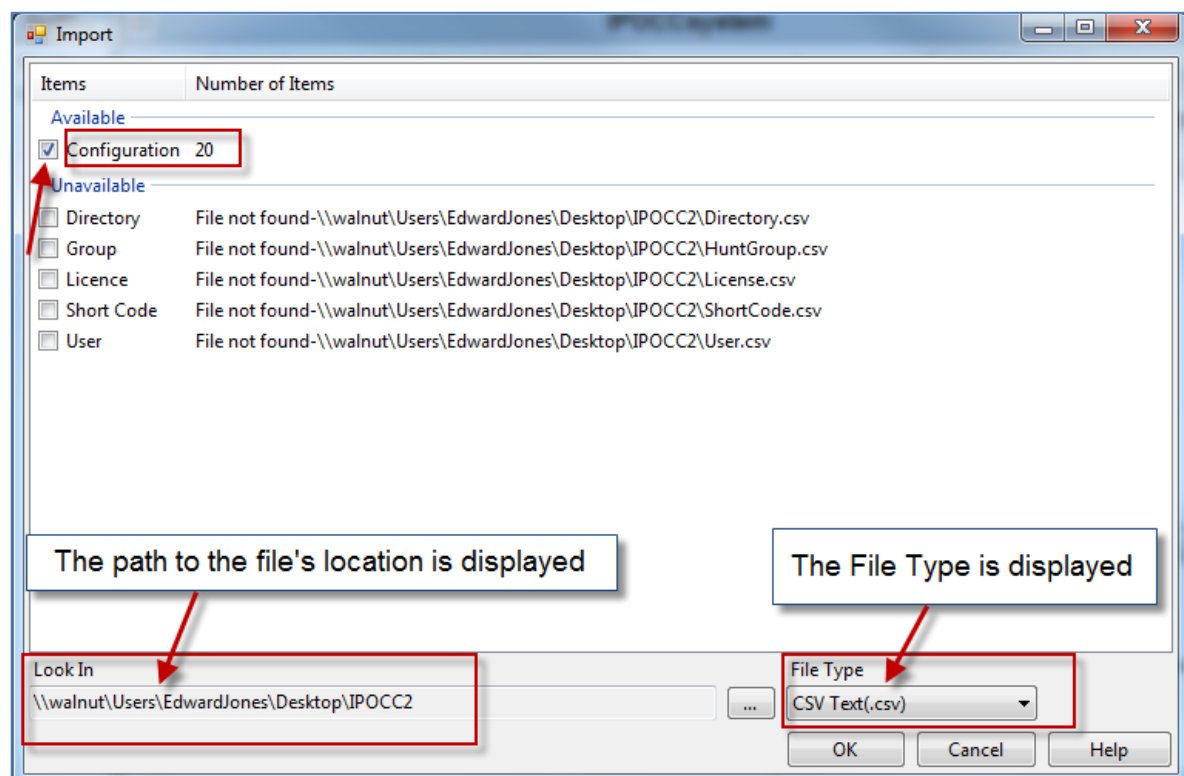
2. From IP Office Manager's menu bar, select **File** followed by **Import/Export** then select **Import**.



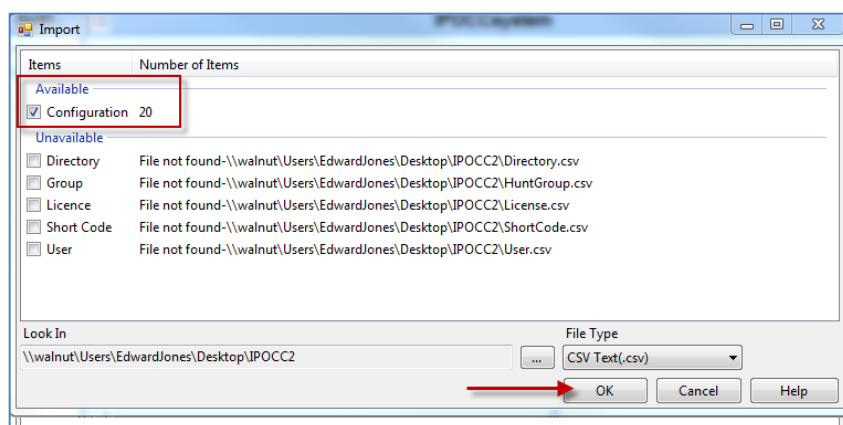
3. Locate the IP Office Configuration file that was created when the Data Import file was produced. To do this click the browser button and browse to the location of the configuration file.



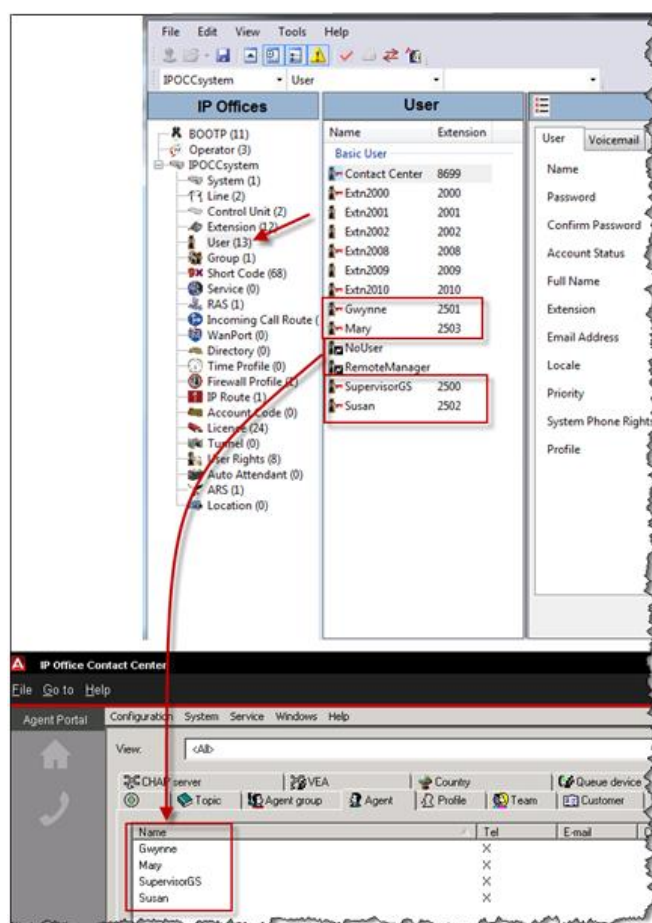
4. The **Configuration** file will be shown as being available for selection. Click the check box adjacent to the file.



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.

The first screenshot shows the 'User' configuration window for 'Contact Center' with extension 8699. The second screenshot shows the 'Extension' configuration window for 'SIP Extension' 9000 8699. The third screenshot shows the 'Chap Adapter Line - Properties' table in the 'IPOPProperties' spreadsheet, with the 'SIP-Extension' field set to 8699. Red arrows indicate the flow of configuration from the user to the extension and then to the adapter line.

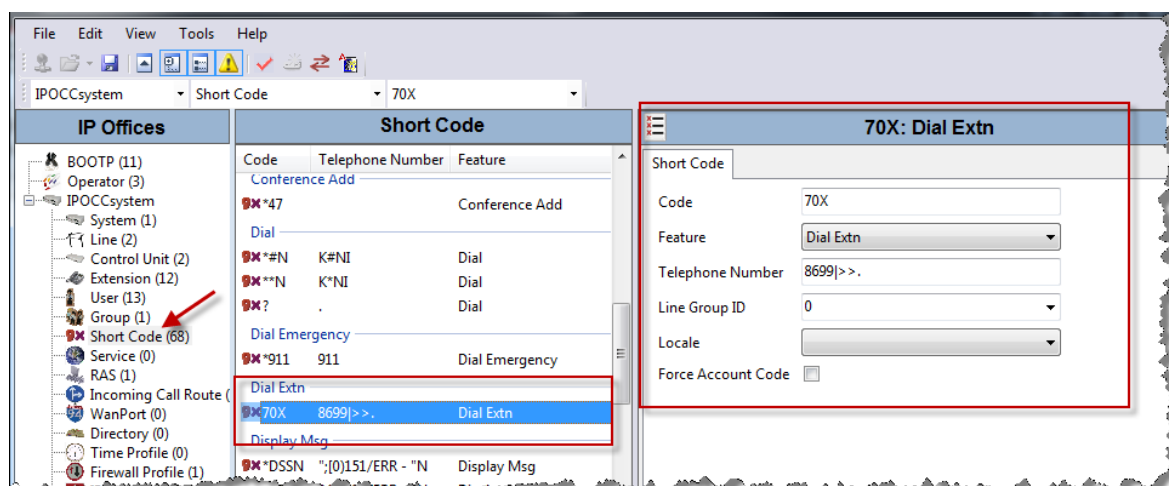
Chap Adapter Line - Properties

Line No.	Number of Channels	Info	LocalIPAddress	LocalSignalPort	PBXIPAddress	PBXSignalPort	SIP Domain	DNS ServerIP	SIP-Extension
1	120	Topics and Queue Devices	192.168.42.50	5100	192.168.42.100	5060	ipoc.iteluk.com	192.168.42.50	8699

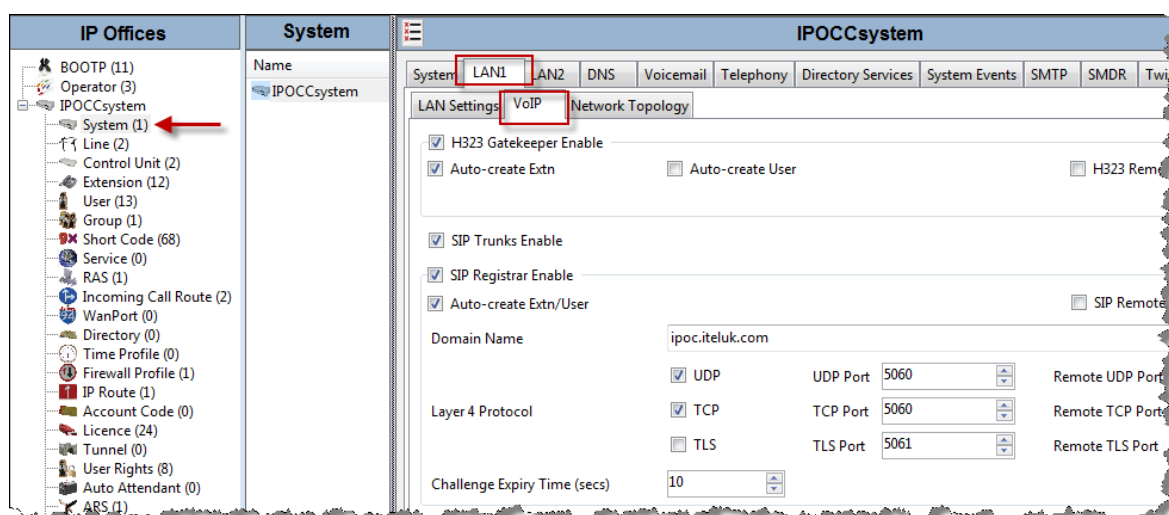
Channel Partitioning QueueDevices/IVR

Queue Device	IVR
60	30

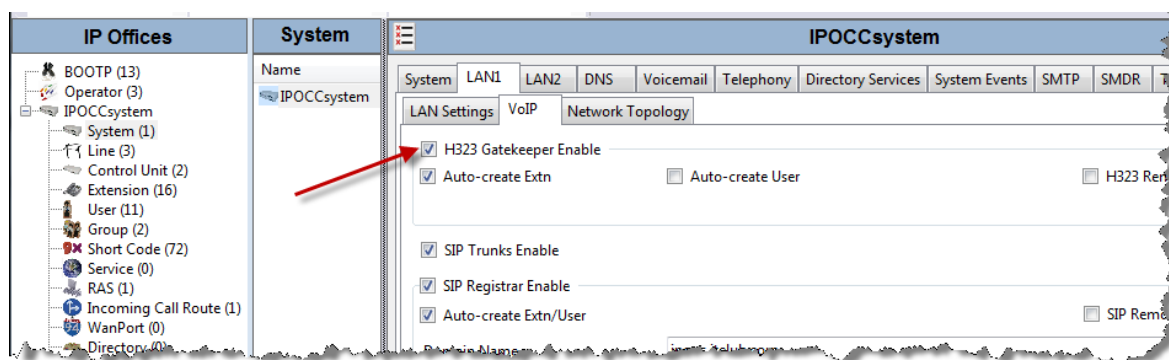
8. A short code is also created that is used for routing calls from the IP Office to the IP Office Contact Center and should be referenced in the required **Incoming Call Routes**.



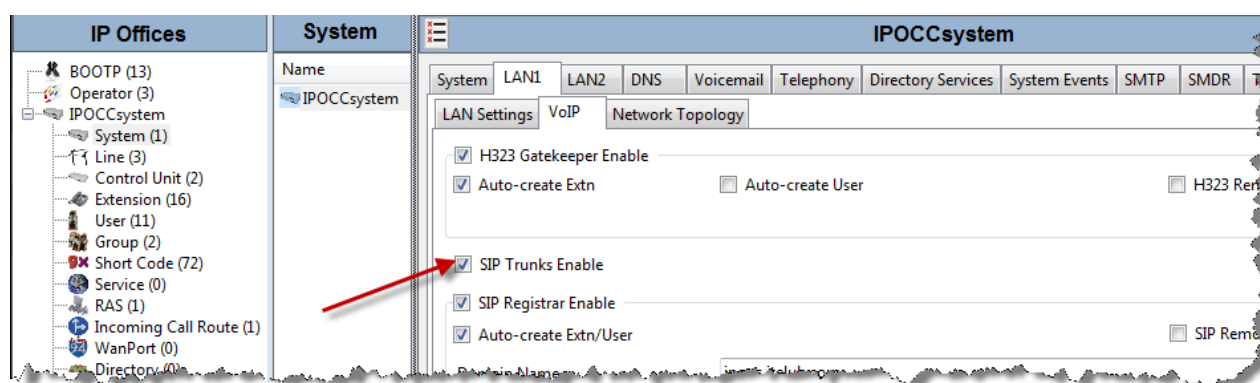
9. Select the **System** link followed by the **LAN1** tab. Then select the **VoIP** tab.



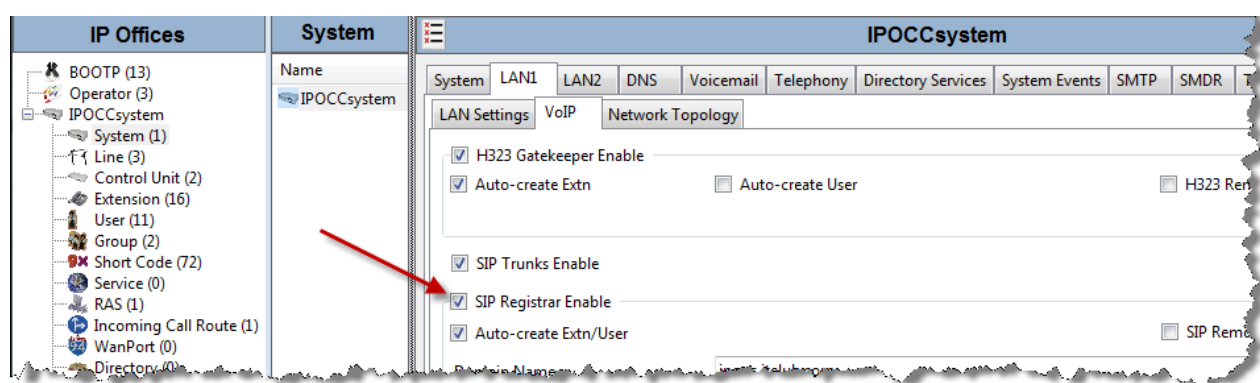
10. Ensure that the **H323 Gatekeeper Enable** check box is selected.



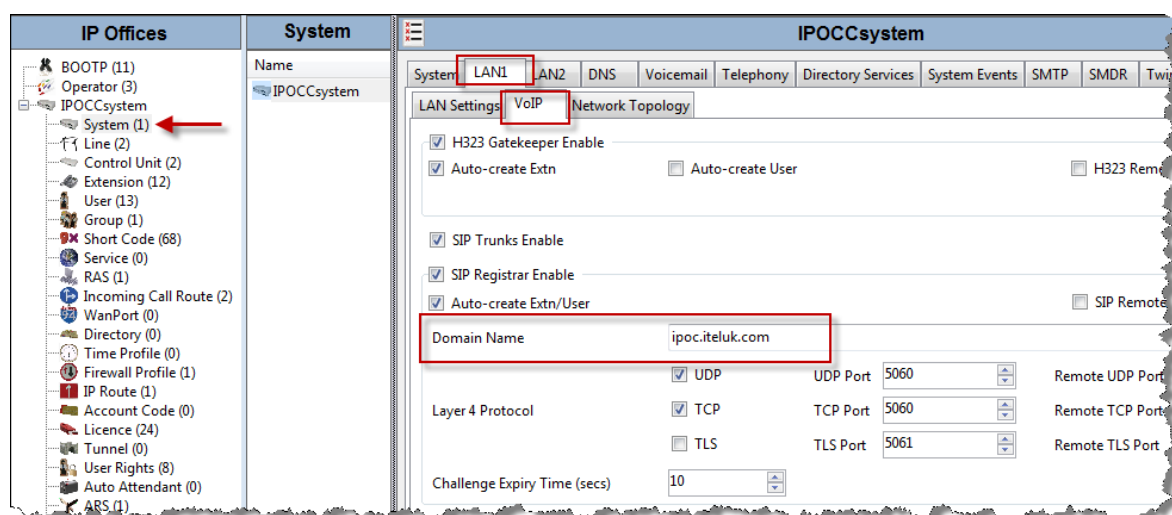
11. Ensure that the **SIP Trunks Enable** check box is selected.



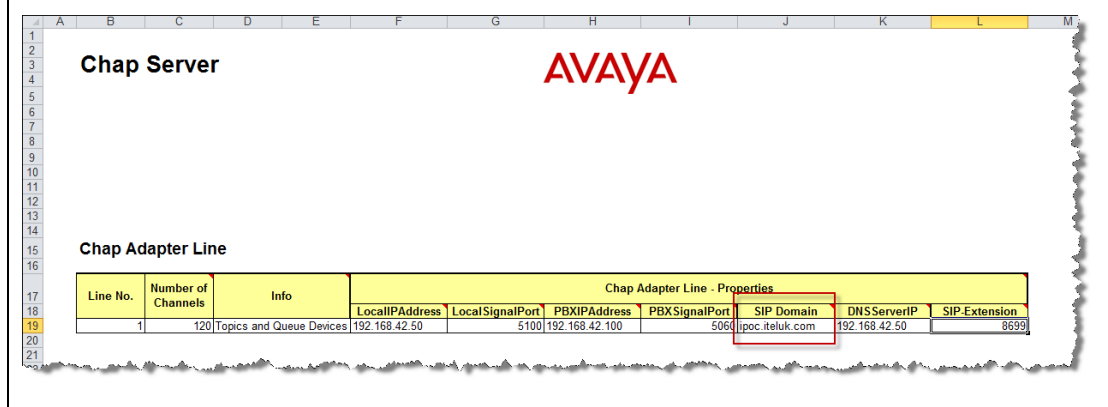
12. Ensure that the **SIP Registrar** check box is selected.



13. In the **Domain Name** field, ensure that the **SIP domain** is correct (in lower case letters only).

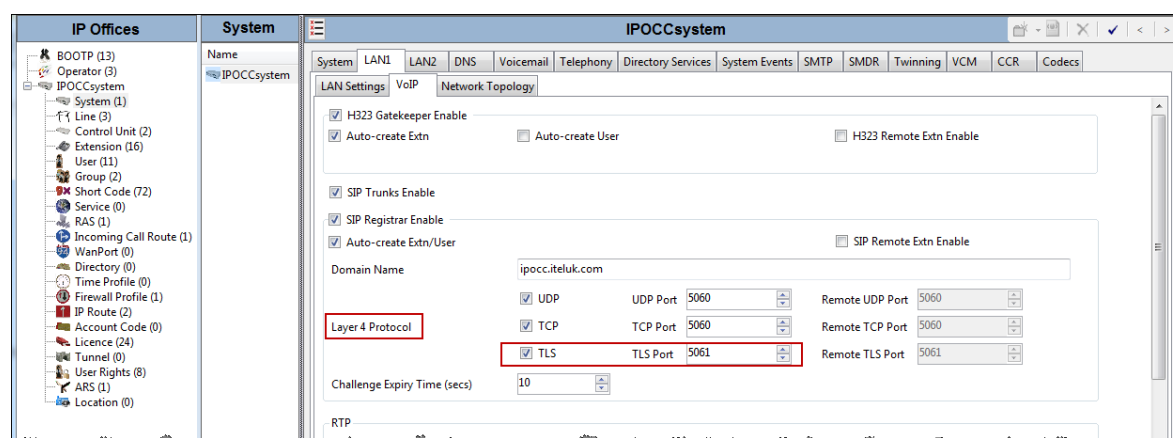


Note: This is the SIP Domain name previously defined in the Data Import Spread sheet under CHAP Server tab.



Line No.	Number of Channels	Info	LocalIP Address	LocalSignalPort	PBXIP Address	PBXSignalPort	SIP Domain	DNS ServerIP	SIP Extension
1	120	Topics and Queue Devices	192.168.42.50	5100	192.168.42.100	5060	ipoc.iteluk.com	192.168.42.50	8699

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



IPOCCsystem

System | LAN1 | LAN2 | DNS | Voicemail | Telephony | Directory Services | System Events | SMTP | SMDR | Twinning | VCM | CCR | Codecs

LAN Settings | VoIP | Network Topology

☒ H323 Gatekeeper Enable
☒ Auto-create Extn ☐ Auto-create User ☐ H323 Remote Extn Enable

☒ SIP Trunks Enable
☒ SIP Registrar Enable
☒ Auto-create Extn/User ☐ SIP Remote Extn Enable

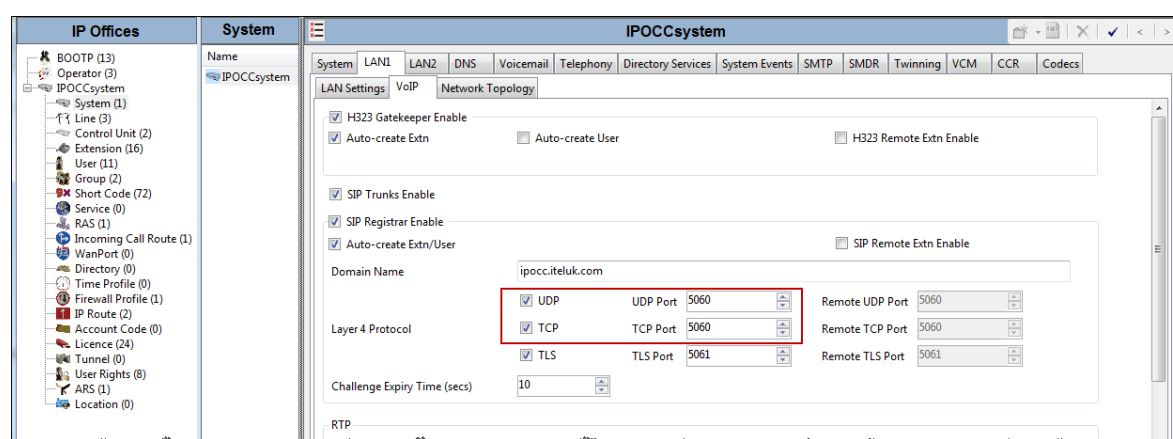
Domain Name: ipoc.iteluk.com

☒ UDP UDP Port: 5060 Remote UDP Port: 5060
☒ TCP TCP Port: 5060 Remote TCP Port: 5060
☒ TLS TLS Port: 5061 Remote TLS Port: 5061

Challenge Expiry Time (secs): 10

RTP

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



IPOCCsystem

System | LAN1 | LAN2 | DNS | Voicemail | Telephony | Directory Services | System Events | SMTP | SMDR | Twinning | VCM | CCR | Codecs

LAN Settings | VoIP | Network Topology

☒ H323 Gatekeeper Enable
☒ Auto-create Extn ☐ Auto-create User ☐ H323 Remote Extn Enable

☒ SIP Trunks Enable
☒ SIP Registrar Enable
☒ Auto-create Extn/User ☐ SIP Remote Extn Enable

Domain Name: ipoc.iteluk.com

☒ UDP UDP Port: 5060 Remote UDP Port: 5060
☒ TCP TCP Port: 5060 Remote TCP Port: 5060
☐ TLS TLS Port: 5061 Remote TLS Port: 5061

Challenge Expiry Time (secs): 10

RTP

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

The screenshot shows the 'IPOCCsystem*' configuration window with the 'Network Topology' tab selected. The 'LAN Settings' section includes checkboxes for 'H323 Gatekeeper Enable', 'Auto-create Extn', 'Auto-create User', and 'H323 Remote Extn Enable'. The 'SIP Trunks Enable' section includes checkboxes for 'SIP Registrar Enable', 'Auto-create Extn/User', and 'SIP Remote Extn Enable'. The 'Domain Name' is set to 'ipocc.iteluk.com'. The 'Layer 4 Protocol' section includes checkboxes for 'UDP', 'TCP', and 'TLS', with corresponding port numbers (5060, 5060, 5061) and remote port numbers (5060, 5060, 5061). The 'Challenge Expiry Time (secs)' is set to 10. The 'RTP' section includes 'Port Number Range' (Minimum: 49152, Maximum: 53246) and 'Port Number Range (NAT)' (Minimum: 49152, Maximum: 53246). The 'Enable RTP Monitoring on Port 5005' checkbox is checked. The 'Keepalives' section includes 'Scope' (Disabled), 'Periodic timeout' (0), and 'Initial keepalives' (Disabled). A red arrow points to the 'OK' button at the bottom right.

17. Click the **Extension** link.

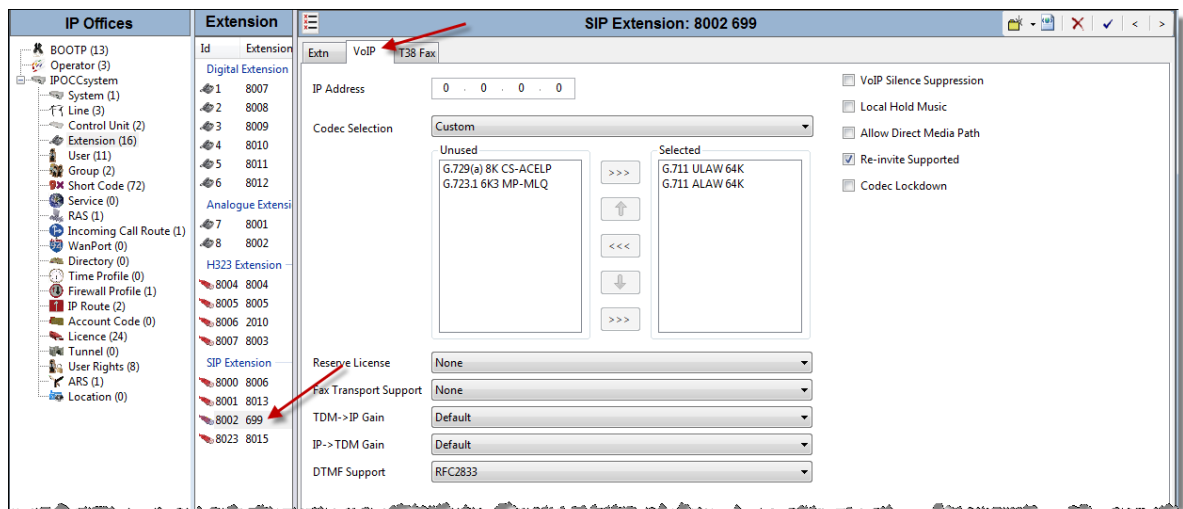
The screenshot shows the 'IP Office' configuration window with the 'Extension' tab selected. The left sidebar shows a tree view of the system hierarchy, with 'Extension (16)' highlighted. A red arrow points to this link. The main area displays a table of extensions:

Id	Extension
Digital Extension	
1	8007
2	8008
3	8009
4	8010
5	8011
6	8012
Analogue Extension	
7	8001

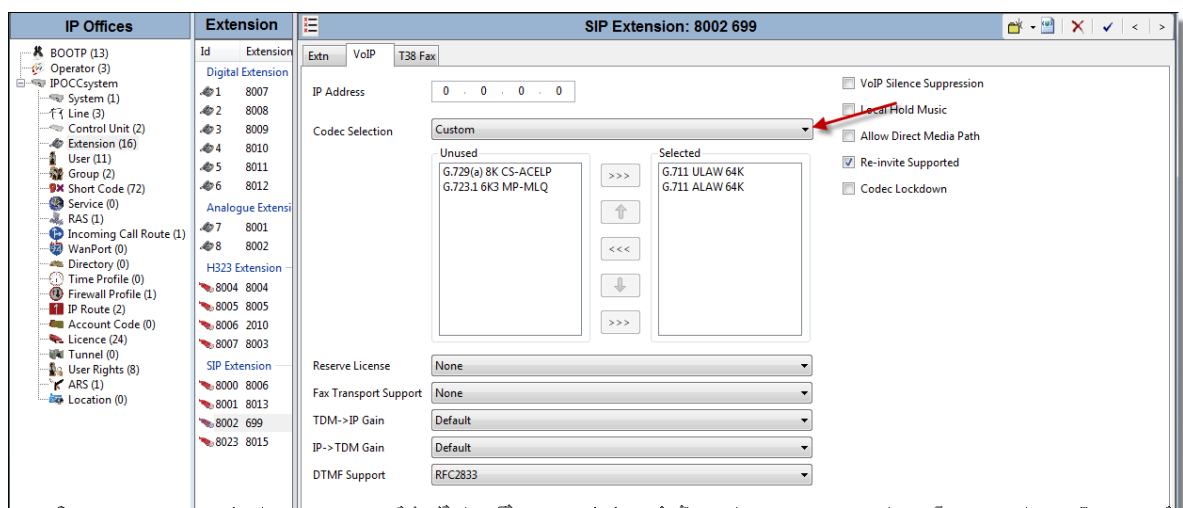
The right sidebar shows the details for the selected extension (8002):

Extn	VoIP	T38 Fax
Extension Id	8002	
Base Extension	699	
Caller Display Type	On	
Reset Volume After Calls		
Device Type	Avaya IP C	

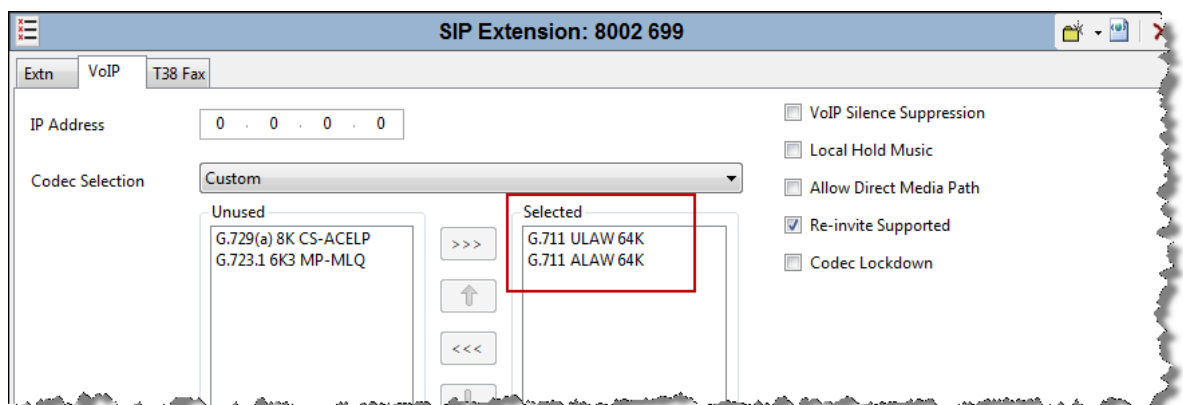
18. Select the SIP extension that was created for the CHAP connection to the IP Office Contact Center server. Click **VoIP** tab.



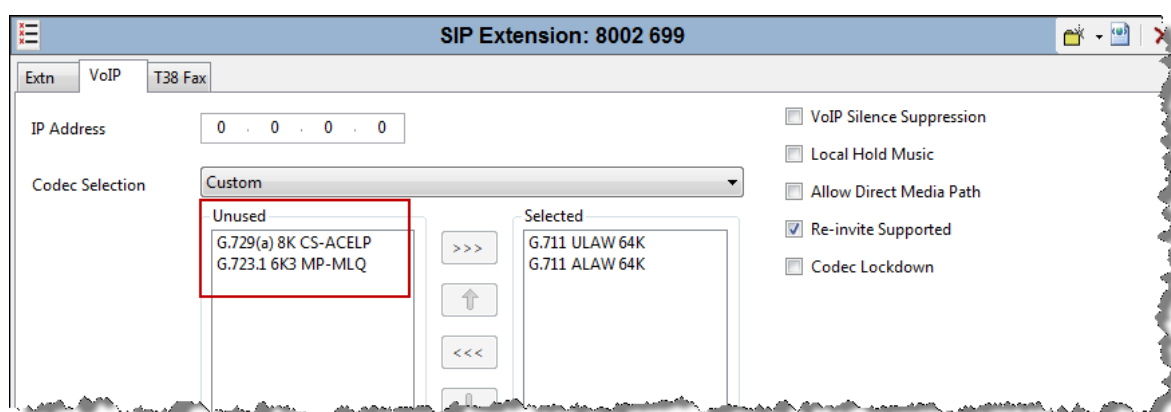
19. From the **Codec Selection** drop down list select **Custom**.



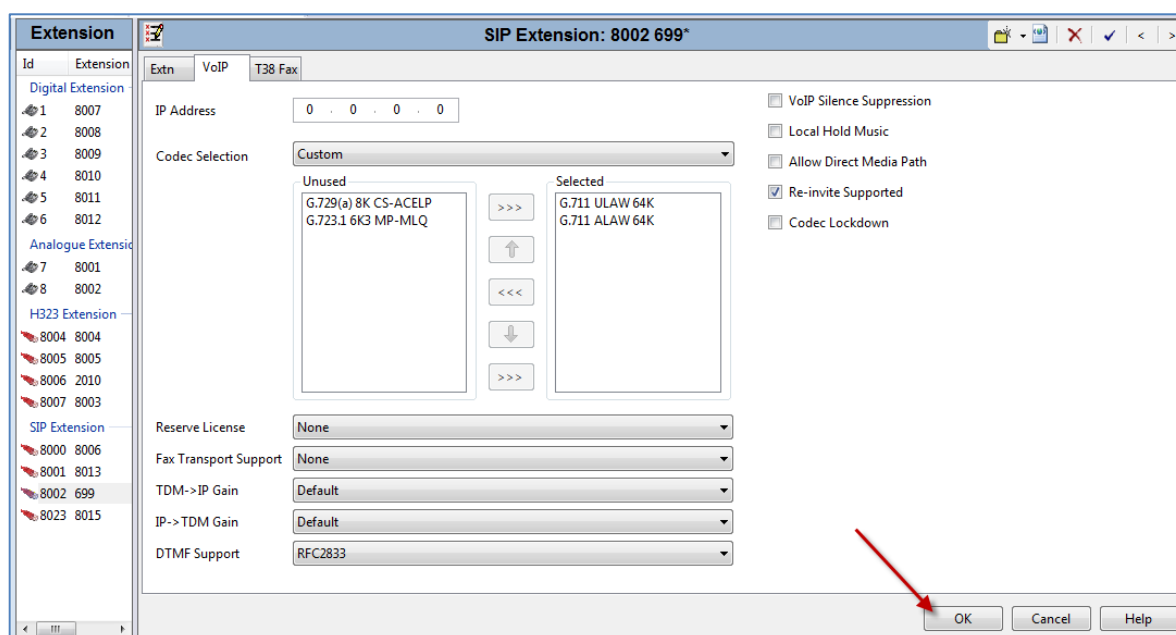
20. From the **Selected** panel, select only **G.711 ALAW 64K** and **G.711 ULAW 64k**. The IP Office Contact Center system only functions if both G.711 ALAW 64K and G.711 ULAW 64k are selected.



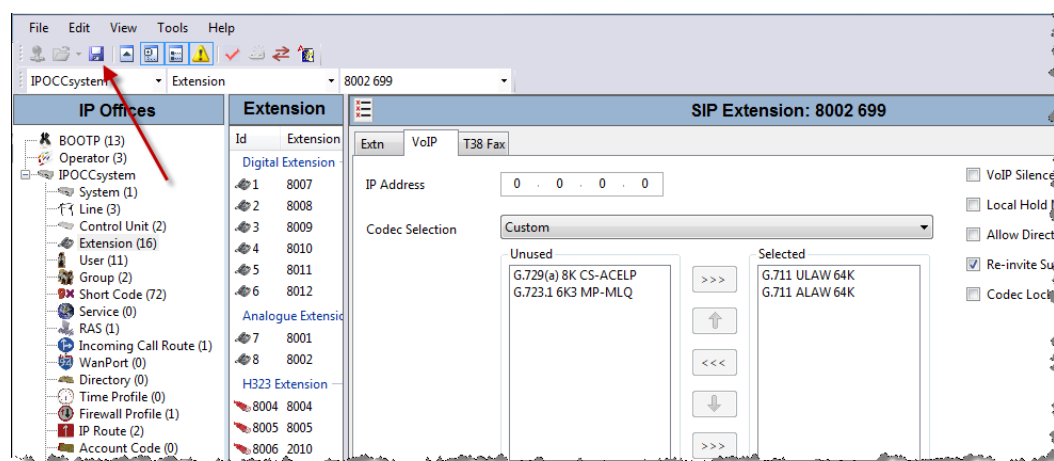
21. The other codecs should be displayed in the **Unused** panel.



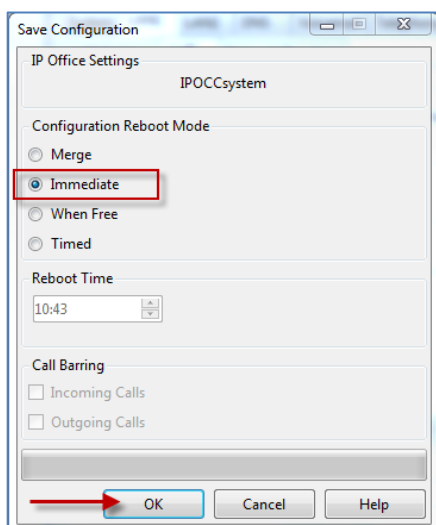
22. Click the **OK** button.



23. Save the configuration back to the IP Office. Click the **Save** icon.



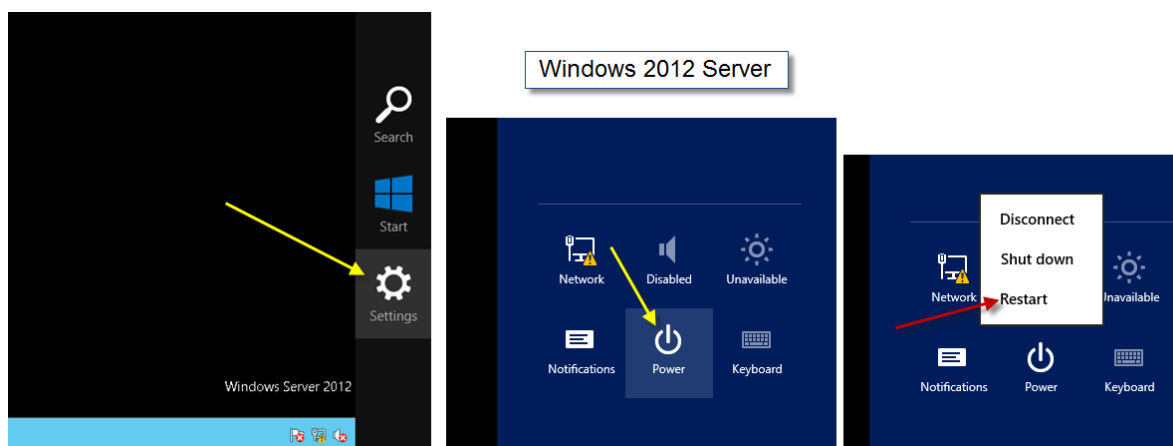
24. You will be prompted to complete an **Immediate** reboot of the system. Click **OK**. The IP Office will reboot.



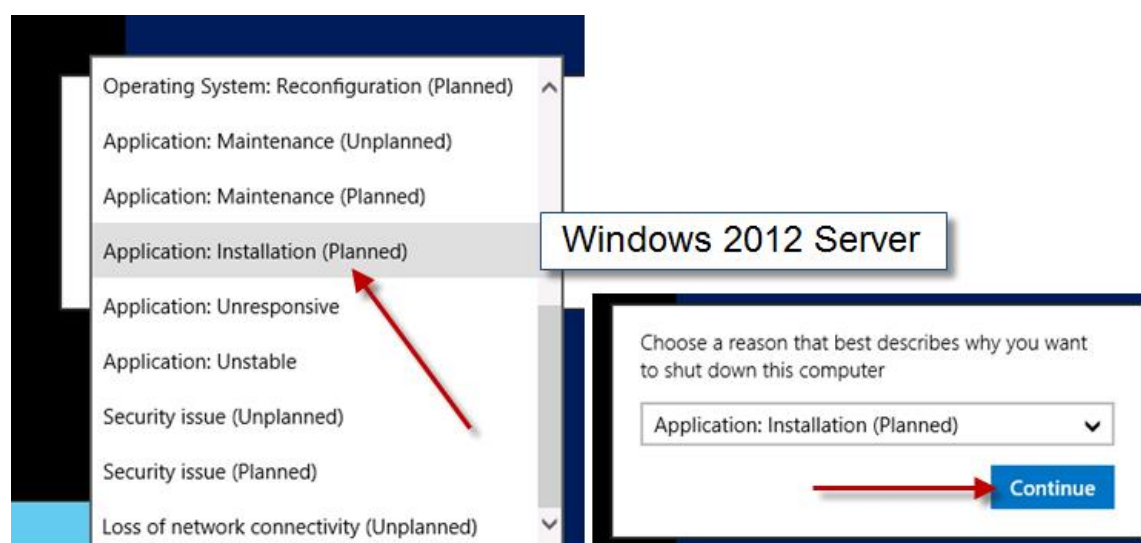
25. Once the IP Office has rebooted, the server will also require a reboot. Log back into the IP Office Contact Center Server. From the server's desktop click **Start** followed by **Restart**.



With Windows 2012 server, click the **Settings** icon, then click the **Power** icon followed by **Restart**.

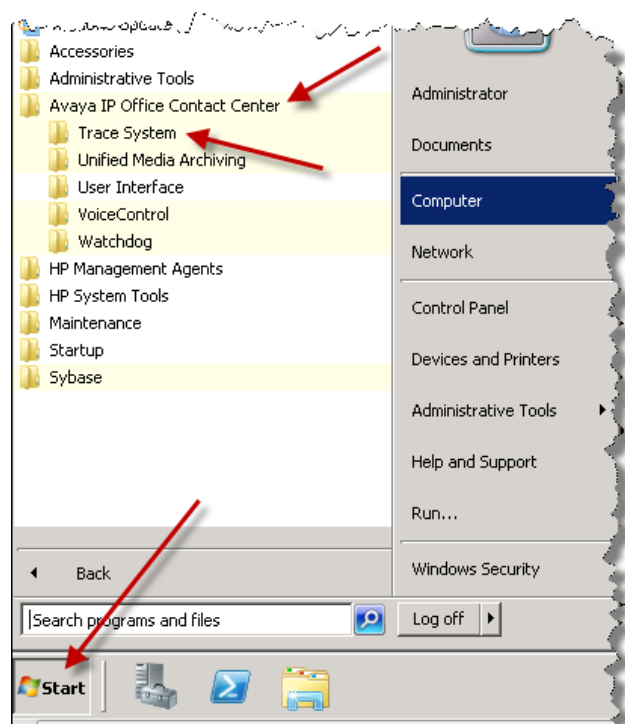


Select **Application: Installation (Planned)**, then click the Continue button.

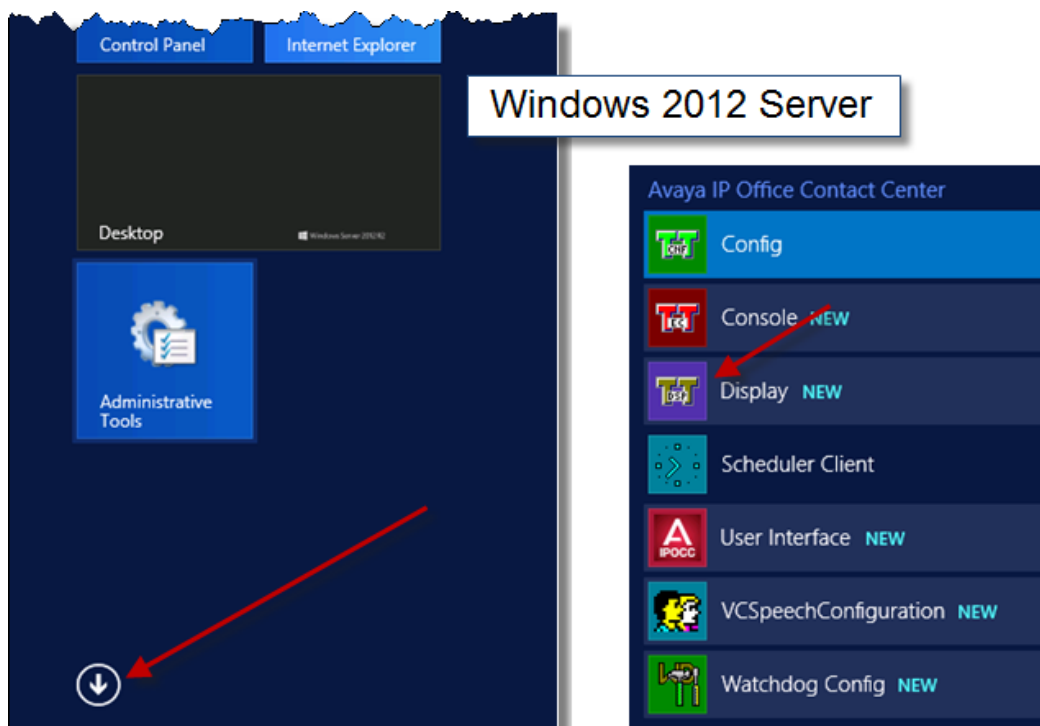


26. Once the server has rebooted, log back into the server via a remote desktop connection.

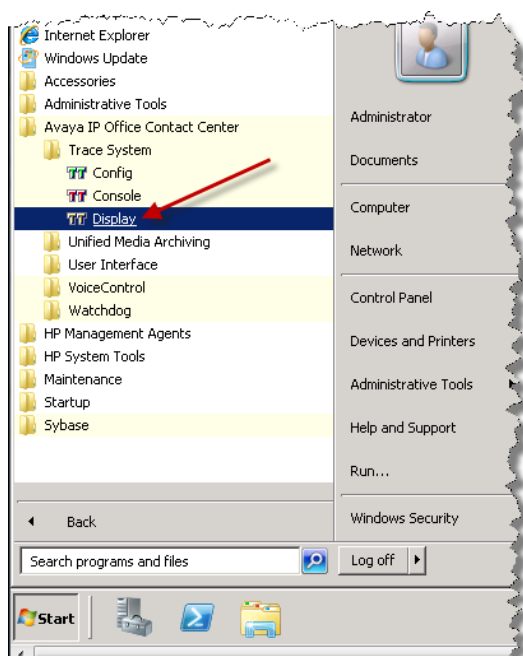
27. Check that all of the server's components are running. To do this click **Start** followed by **All Programs**, open the **Avaya IP Office Contact Center** folder. Then open the **Trace System** folder.



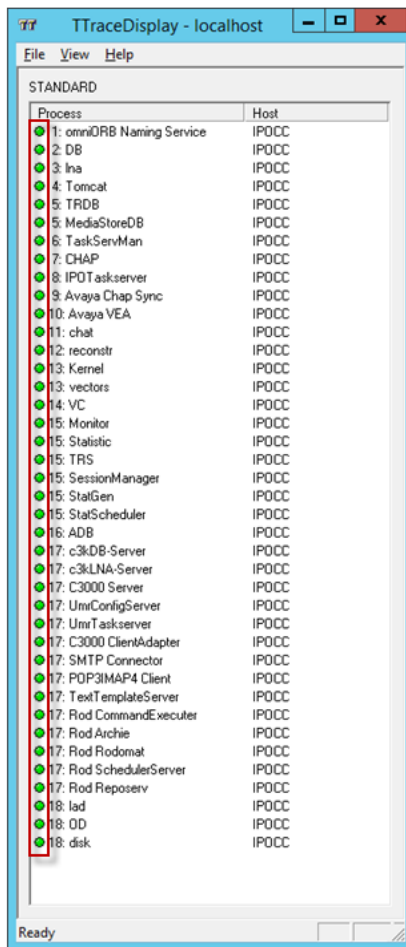
With Windows 2012 server, click the **down arrow** icon and click the **TT display** icon.



28. Click the **TT Display** link.



29. Check that all components are running as indicated by green icons adjacent to the components.

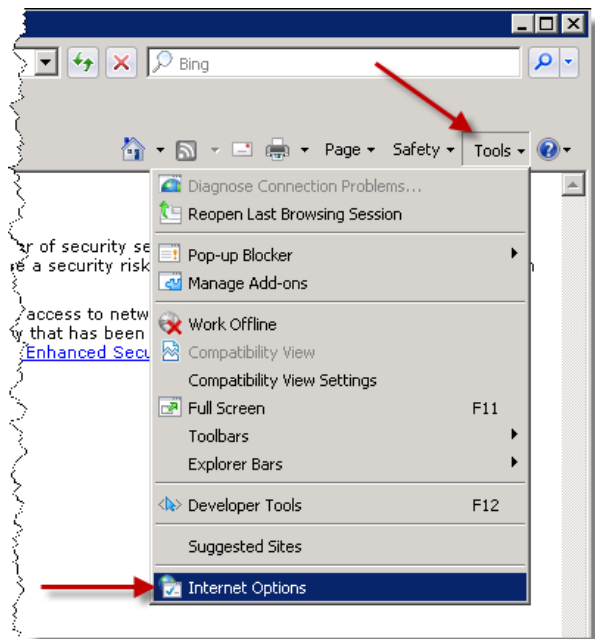


IP Office Contact Center User Interface

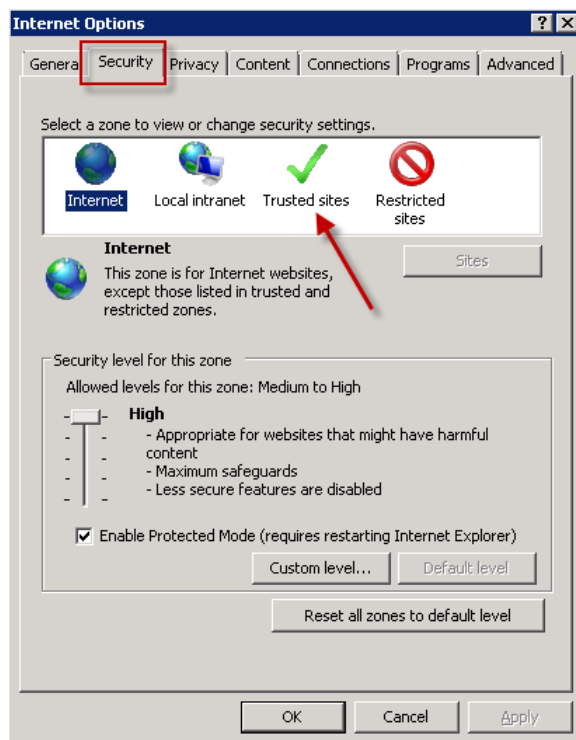
Adding the server as a Trusted Site to Internet Explorer

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

1. Open Internet Explorer and select **Internet Options**.

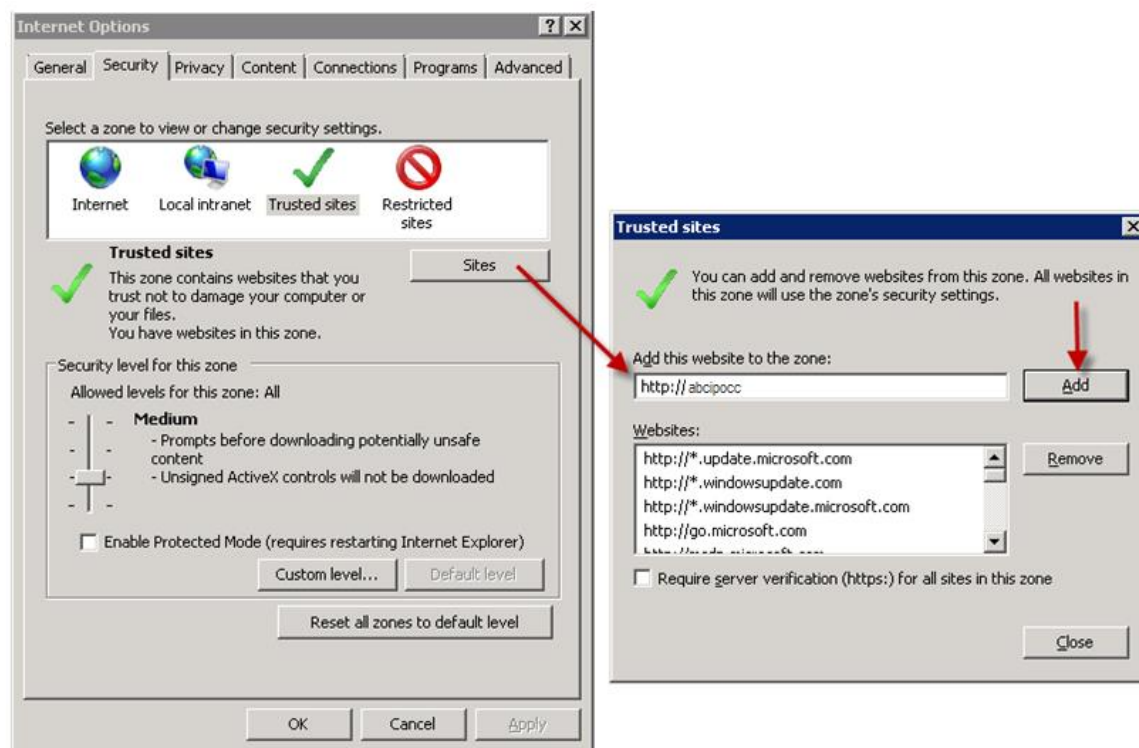


2. Click the **Security** tab followed by **Trusted Sites**.



- 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:

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

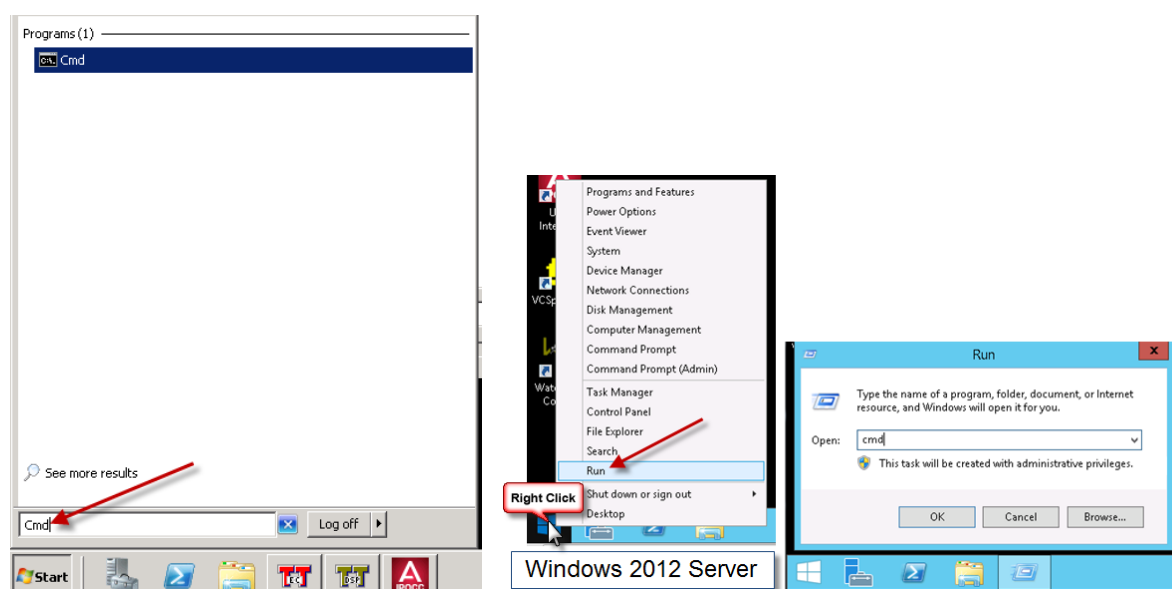


Adding the Server's Host Name to the IP Office Contact Center User PC's Host File

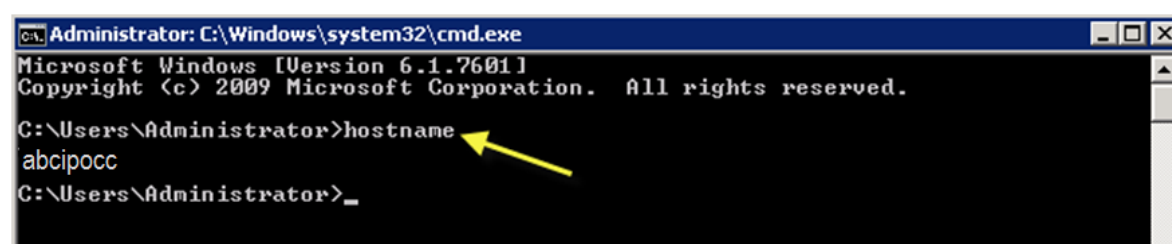
Each IP Office Contact Center User's PC must have the IP Office Contact Center server's host file amended to reference the IP Office Contact Center server's Hostname.

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

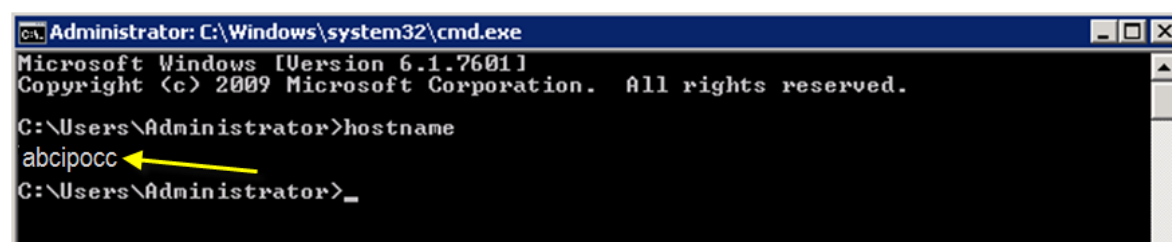
1. Login to the server and from the start menu type cmd in the search box and press enter.



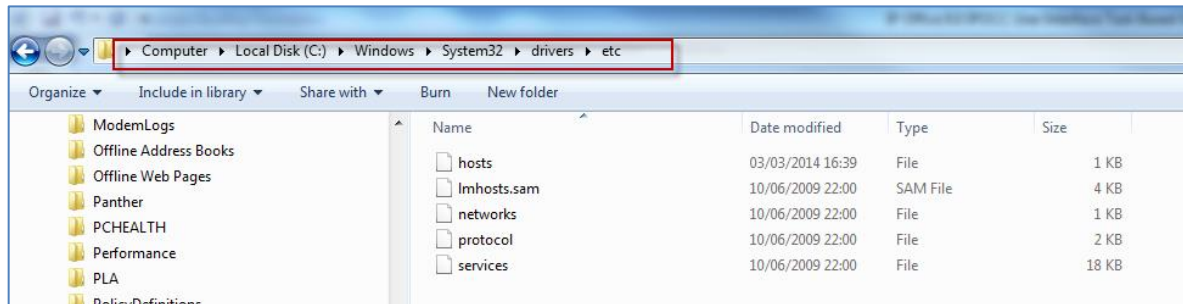
2. Type hostname after the prompt.



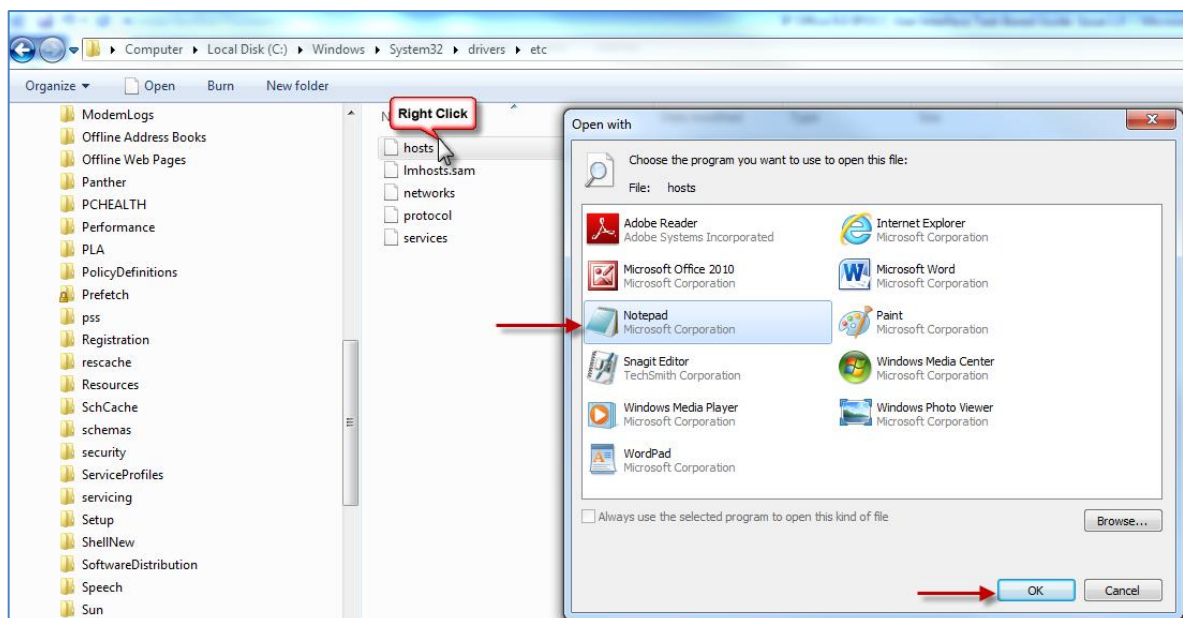
3. The server's hostname is displayed. In this example the server's host name is abcipocc



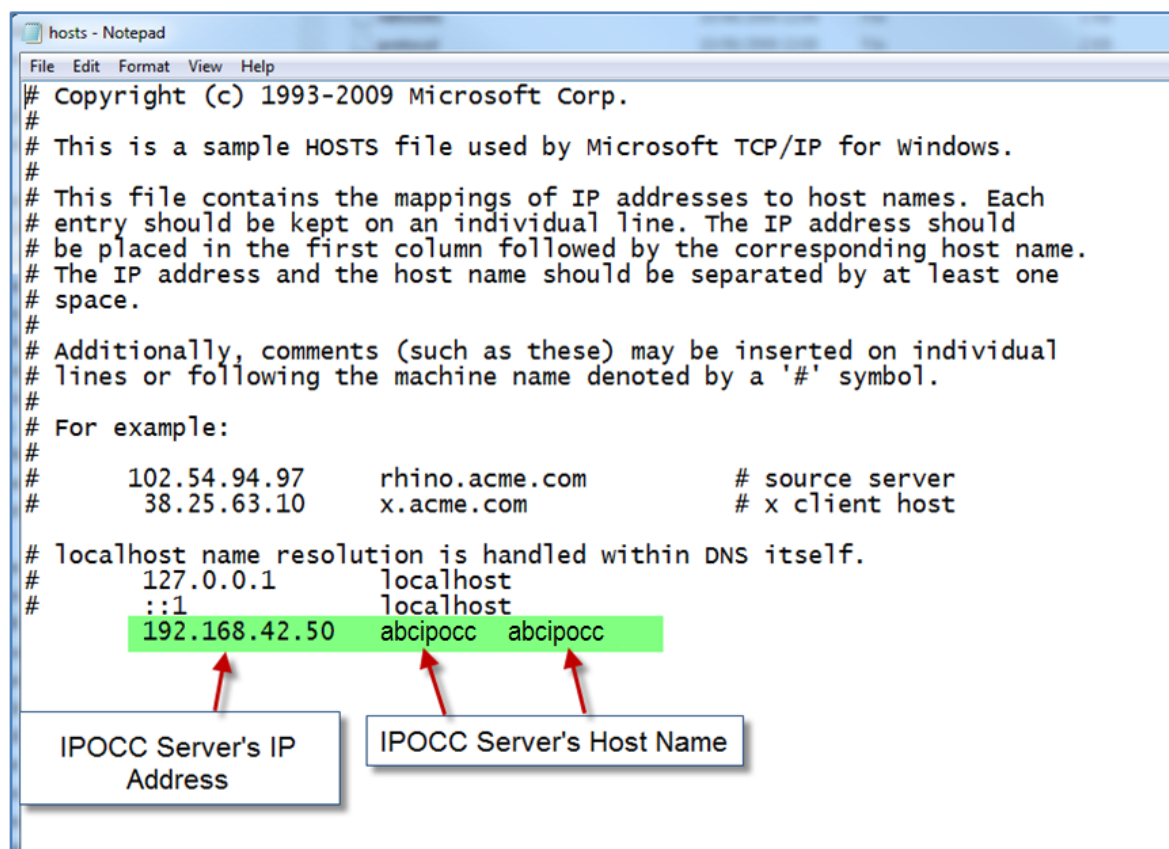
4. The host name of the server should be added to each IP Office Contact Center users PC. Navigate to C:\Windows\System32\drivers\etc.



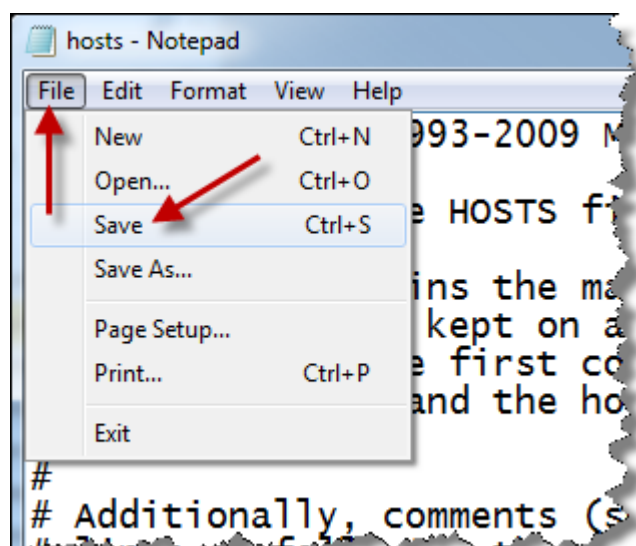
5. Right click on the **hosts** file and open with for example notepad.



6. Add the server's IP Address and host file details in the following format, for example 192.168.42.50 abcipocc abcipocc



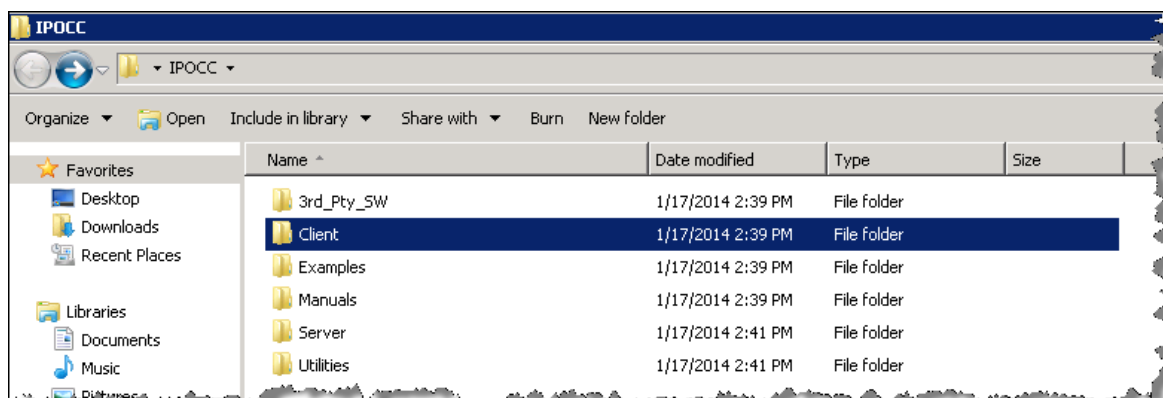
7. Save the changes to the host file.



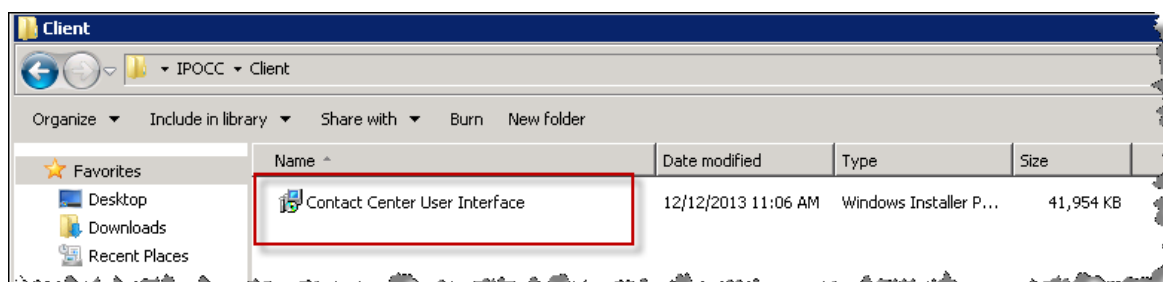
Installing the Contact Center User Interface on the Agent's PC's

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.

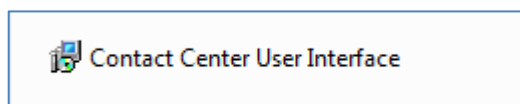
1. The software can be found on the IP Office Contact Center installation CD within the **Client** folder.



2. Copy the software on to each agents PC.



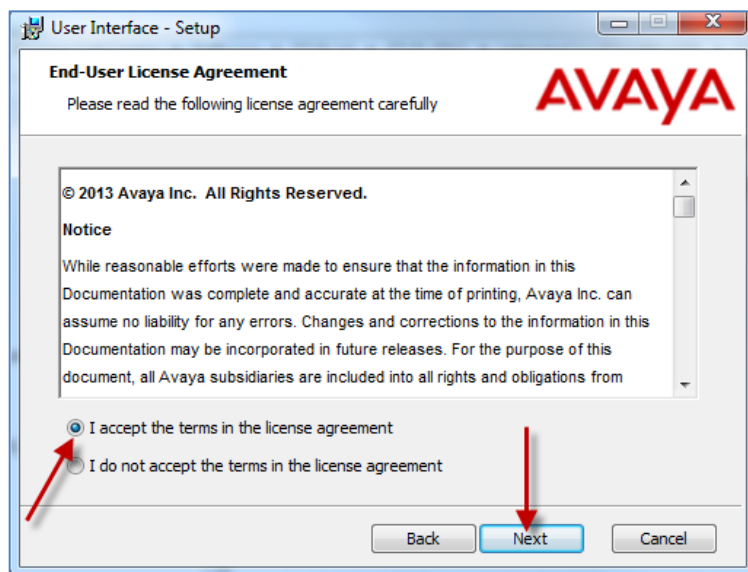
3. Double left click on the installation file.



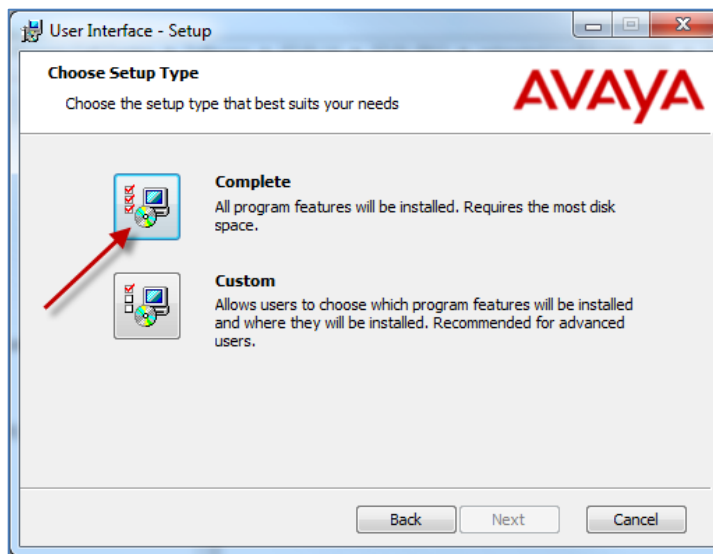
4. The setup wizard is displayed. Click **Next**.



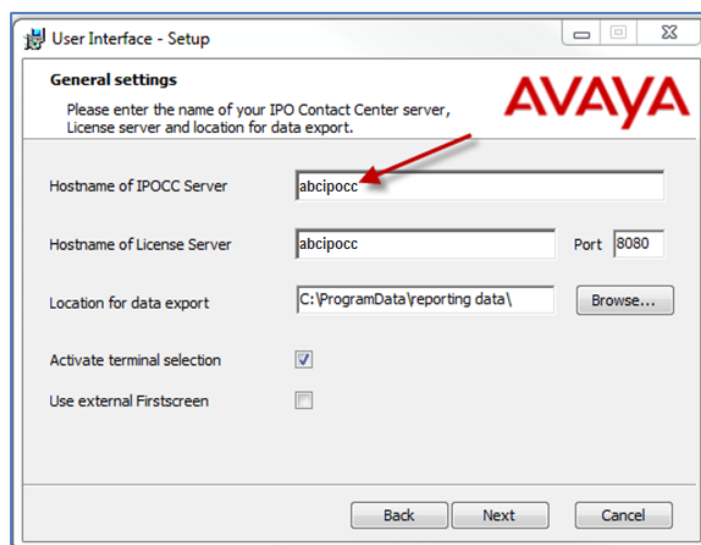
5. Accept the License Agreement and click **Next**.



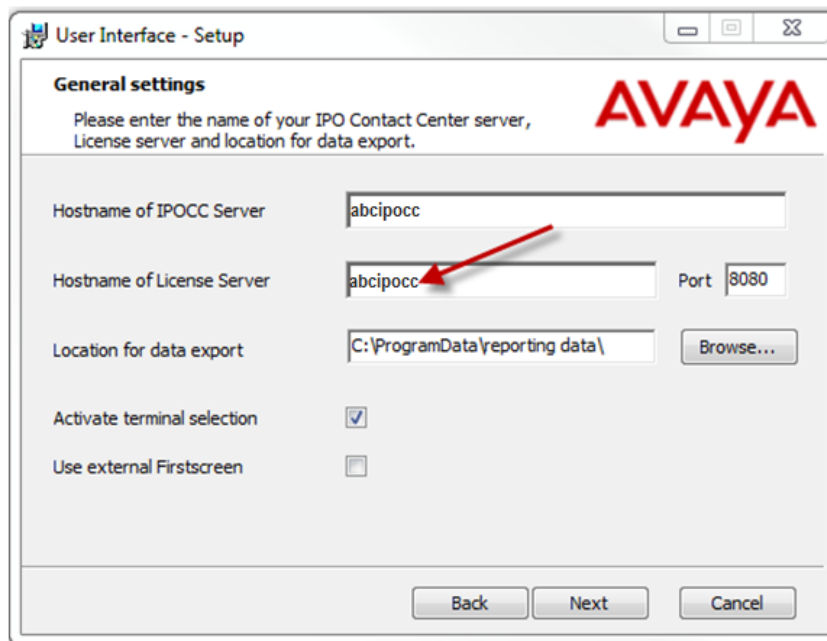
6. Click the **Complete** button.



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 is for illustrative purposes only.

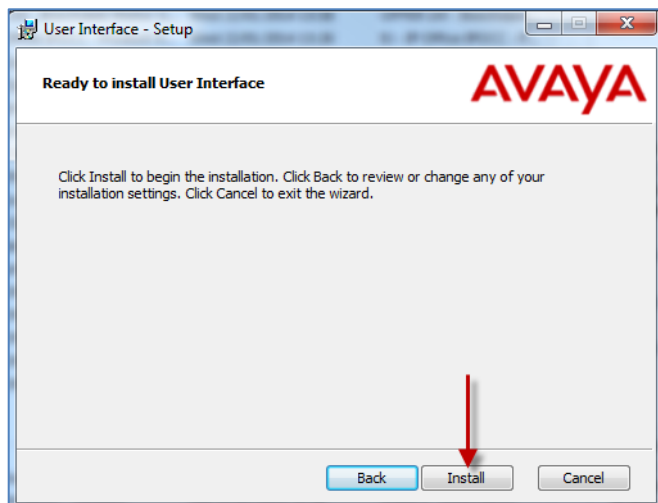


8. Enter the Host Name of the IP Office Contact Center server in the **Hostname of License Server** field.

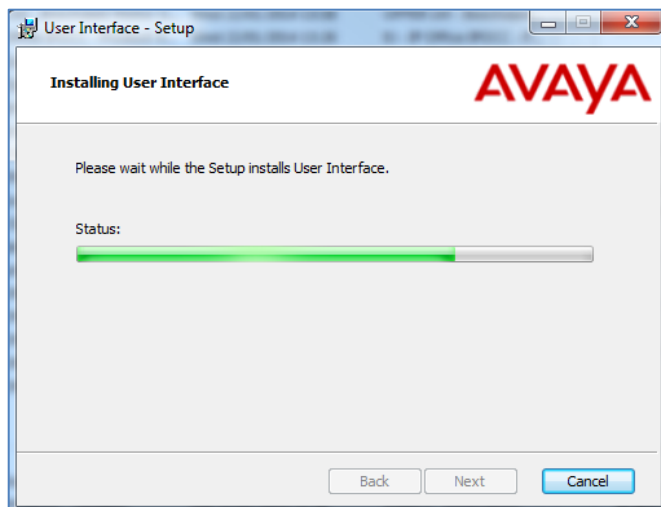


9. All of the other settings can be left in their default state. Click **Next**.

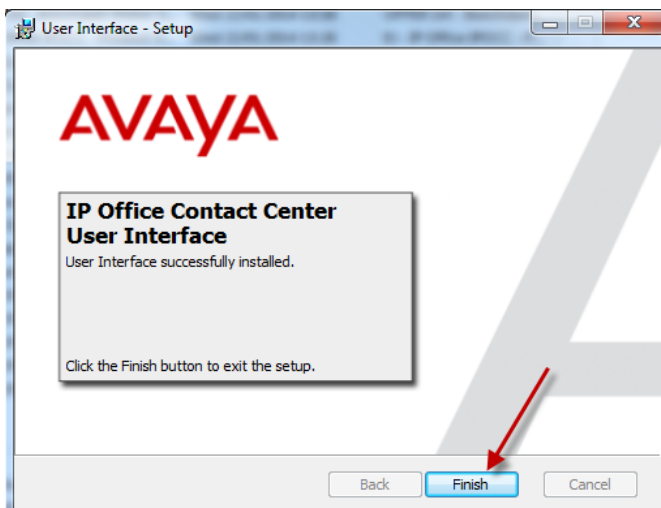
10. Click the **Install** button.



11. The installation will proceed.



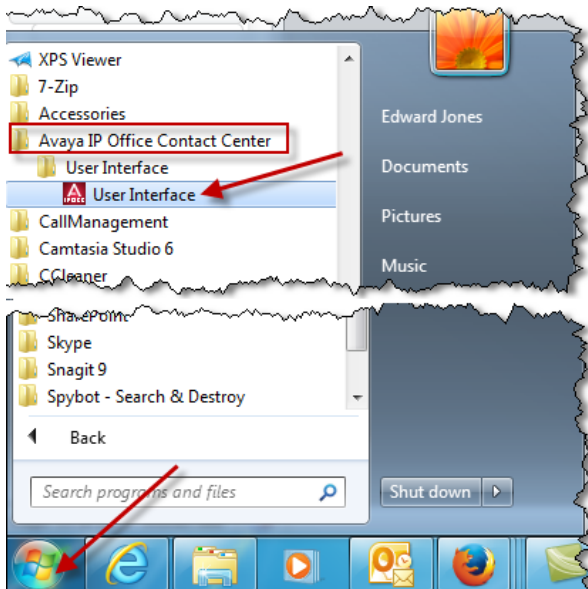
12. Click the **Finish** button.



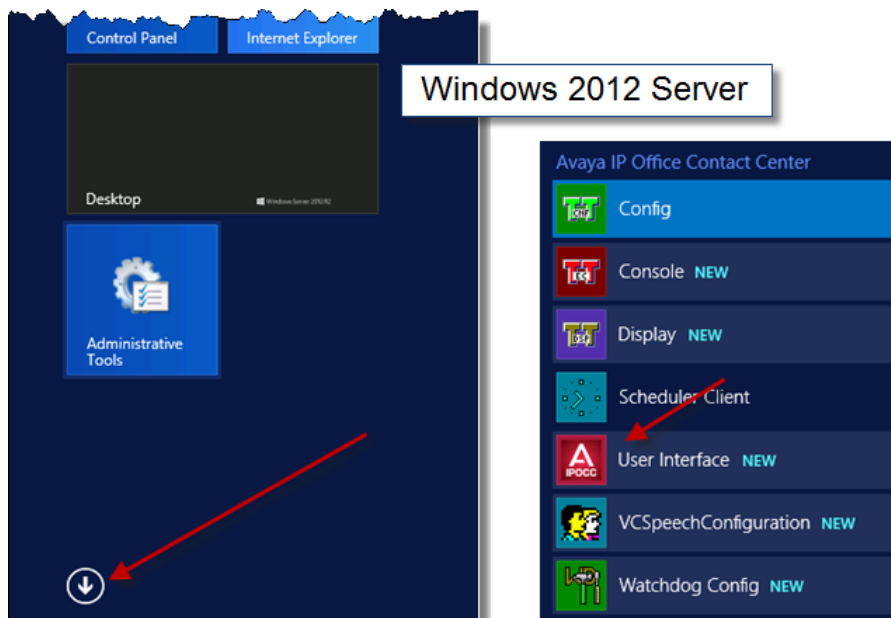
Logging into the User Interface

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.



The image shows the Avaya IP Office Contact Center sign-in screen. At the top is the Avaya logo in red. Below it is a horizontal line, followed by the text "IP Office Contact Center" in bold. There are three input fields: "Username" with a dropdown arrow, "Password" with a text box, and "Telephone Extension" with a dropdown arrow showing "<None>". To the right of the "Username" field is a "Login" button. To the right of the "Password" field is an "Exit" button. The bottom of the screen has a dark gray bar.

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



The image shows the same Avaya IP Office Contact Center sign-in screen as before, but with a red arrow pointing to the "Agent1" text in the "Username" dropdown field. The "Agent1" text is highlighted with a blue selection box. The "Login" and "Exit" buttons are still present to the right of the input fields. The bottom of the screen has a dark gray bar.

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



The screenshot shows the Avaya IP Office Contact Center login interface. The 'Telephony Extension' dropdown menu is open, displaying a list of options: '<None>', '801', '802', '803', and '804'. The '803' option is highlighted. Two red arrows are present: one pointing to the dropdown arrow and another pointing to the '803' option.

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



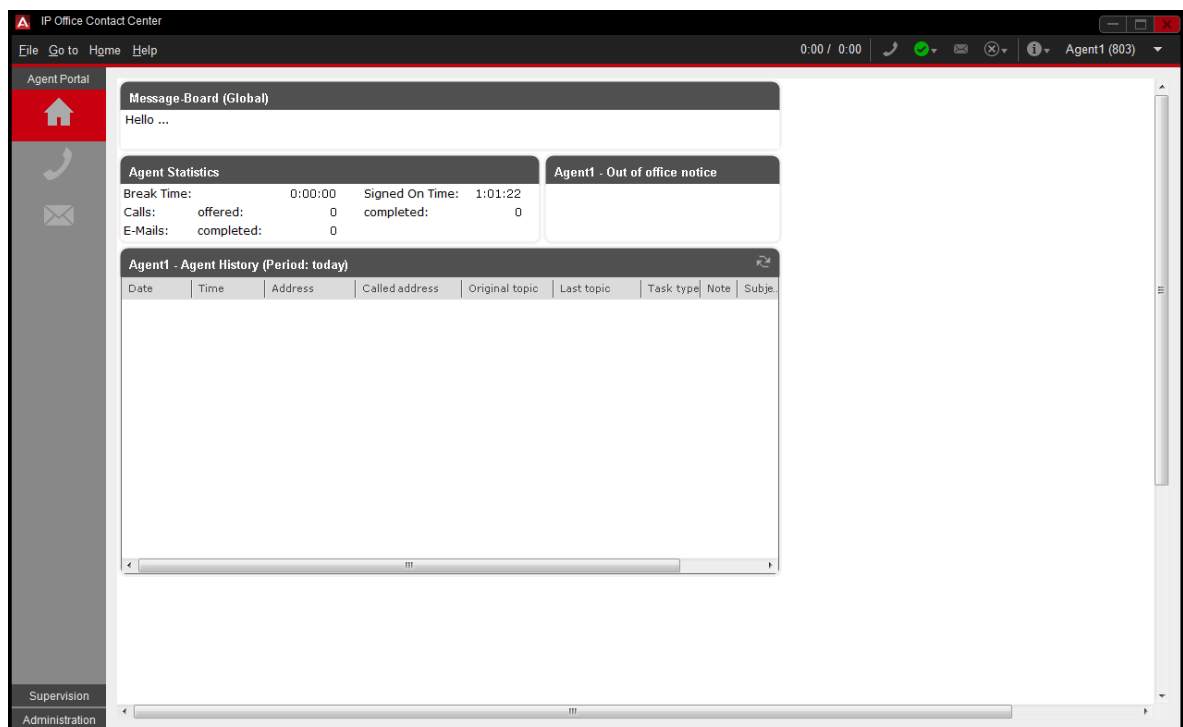
The screenshot shows the Avaya IP Office Contact Center login interface. The 'Password' field is highlighted with a red arrow, indicating where to enter the password. The 'Telephony Extension' dropdown menu is now closed and shows '803' as the selected value.

6. Click the **Login** button.



The image shows the Avaya IP Office Contact Center login interface. At the top is the Avaya logo in red. Below it, the text "IP Office Contact Center" is displayed. The login form includes three input fields: "Username" with the value "Agent1", "Password" with masked characters ".....", and "Telephone Extension" with the value "803". To the right of these fields are two buttons: "Login" and "Exit". A red arrow points to 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:

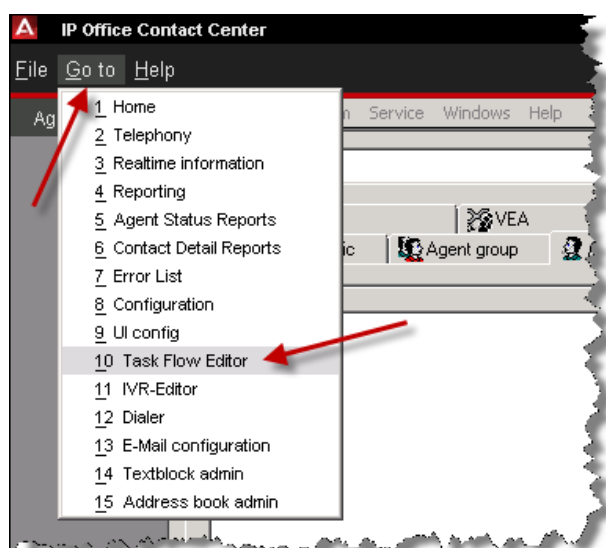
<div>Agent Group</div> <div>AVAYA</div>										
serial No.	Name	Telephony				E-Mail		Task Type Chat		Comment
		Task Type Telephony	Sign Off Prevention	Queue Factor	Ring Timeout	Task Type E-Mail	Sign Off Prevention			
1	Sales	X	0	1.0	15	X	0			
2	Marketing	X	0	1.0	15	X	0			
3	Admin	X	0	1.0	15	X	0			
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
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41										

Brief Instruction
Base Data
Chap
Agentgroups
Profiles
Agents
Job Codes
Topics
Topic-AG Assignment

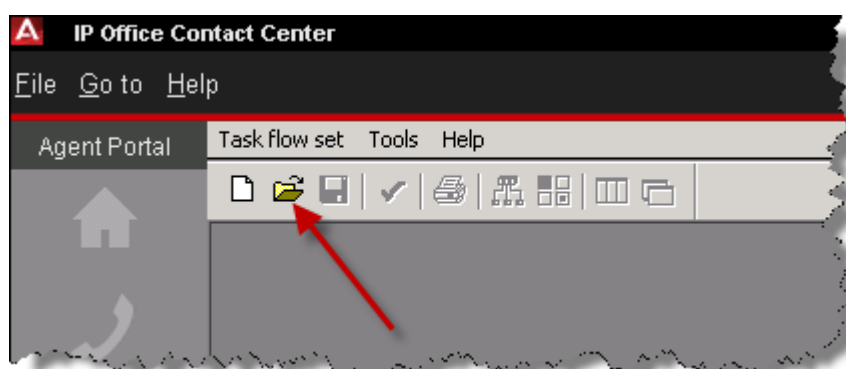
This data forms the basis of the default calls flows that can be utilized after the configuration has been uploaded to the IP Office Contact Center server and the default task flow set activated. (As outlined in section **Activating a Task Flow** section of this guide).

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

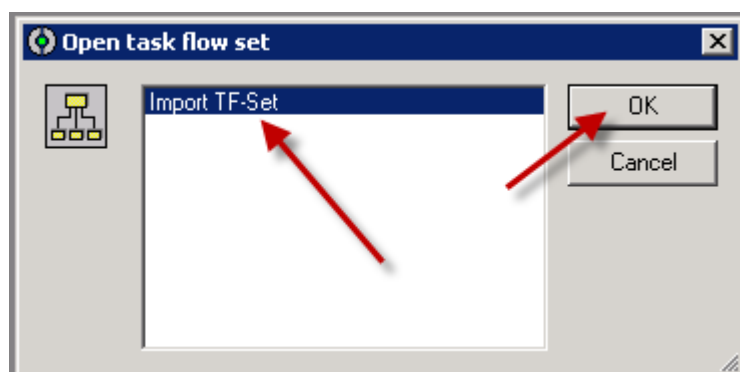
1. From the IP Office Contact Center User Interface select **Go to** followed by **Task Flow Editor**.



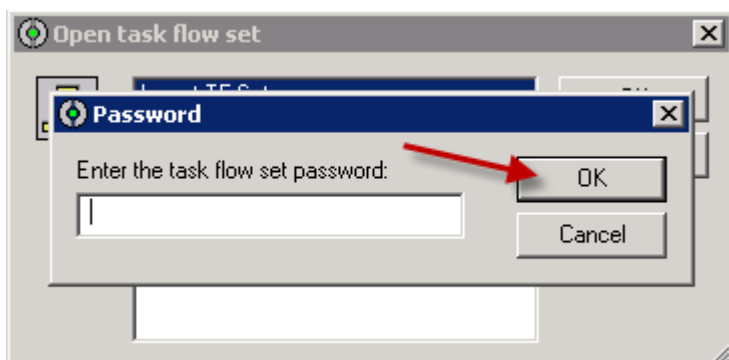
2. Click the **Open** folder icon



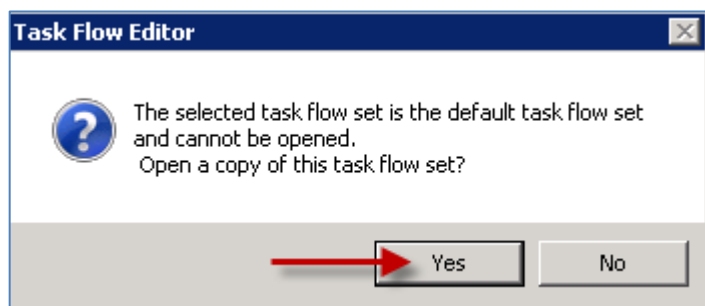
3. Select **Import TF-Set** and click the **OK** button.



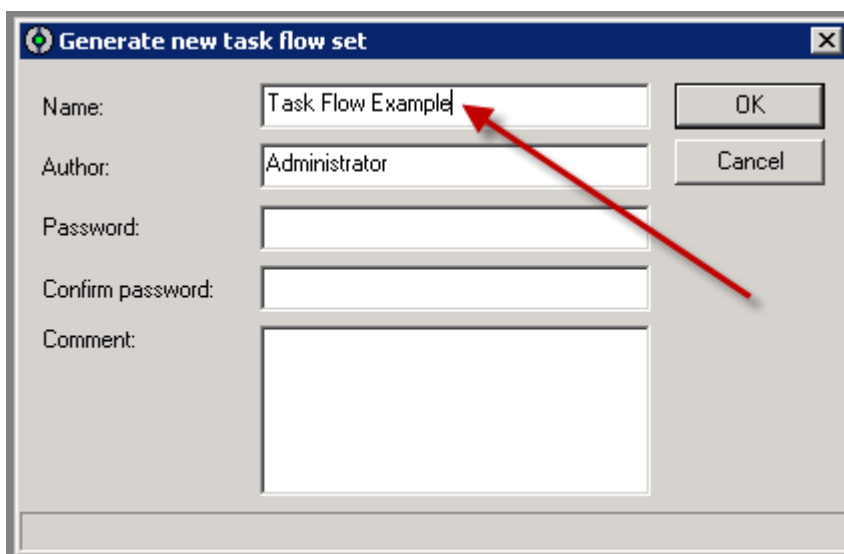
4. Do not enter a password. Click **OK**.



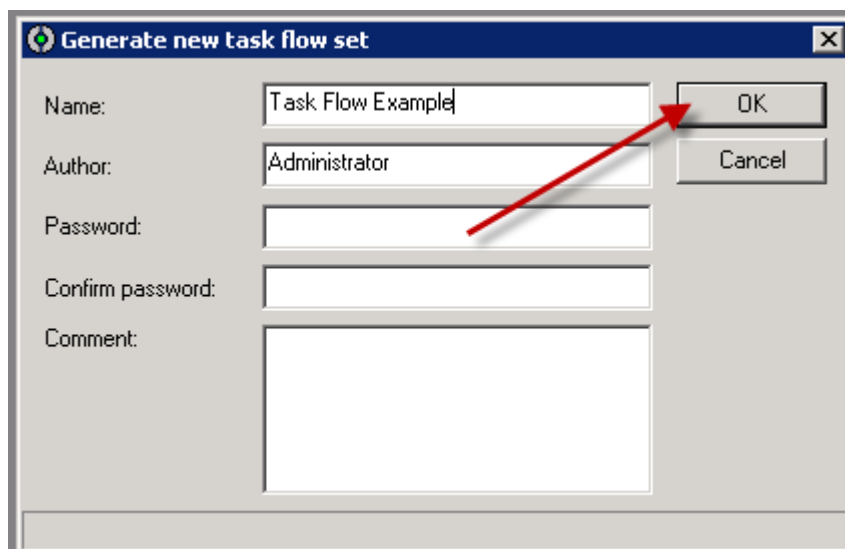
5. If the Task Flow Set has previously been activated, you will be presented with the following dialog box. To open a copy of the Default Task Flow Set, click the **OK** button.



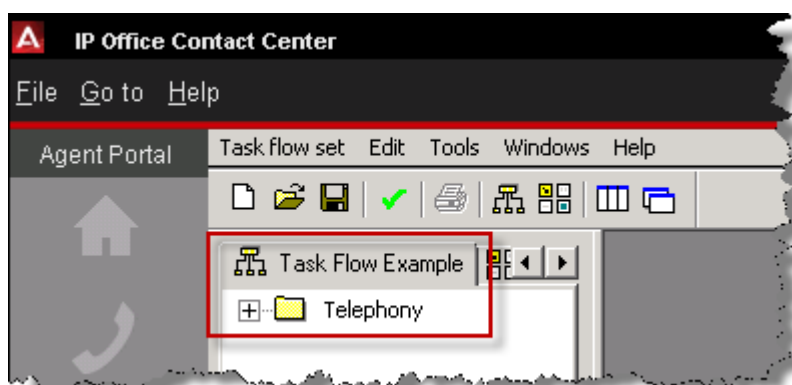
6. The **Generate new task flow set** window is displayed enter a name a for the task flow as required. A password can also be entered to limit access to this Task Flow set.



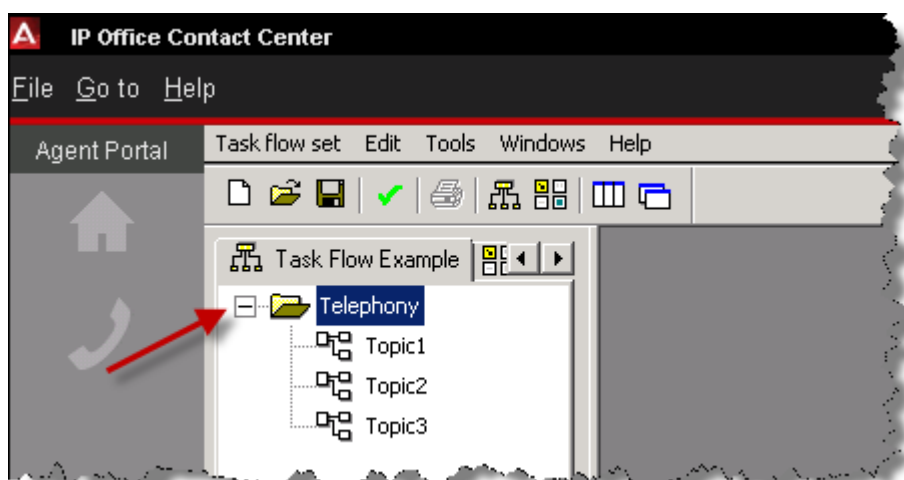
7. Click the **OK** button.



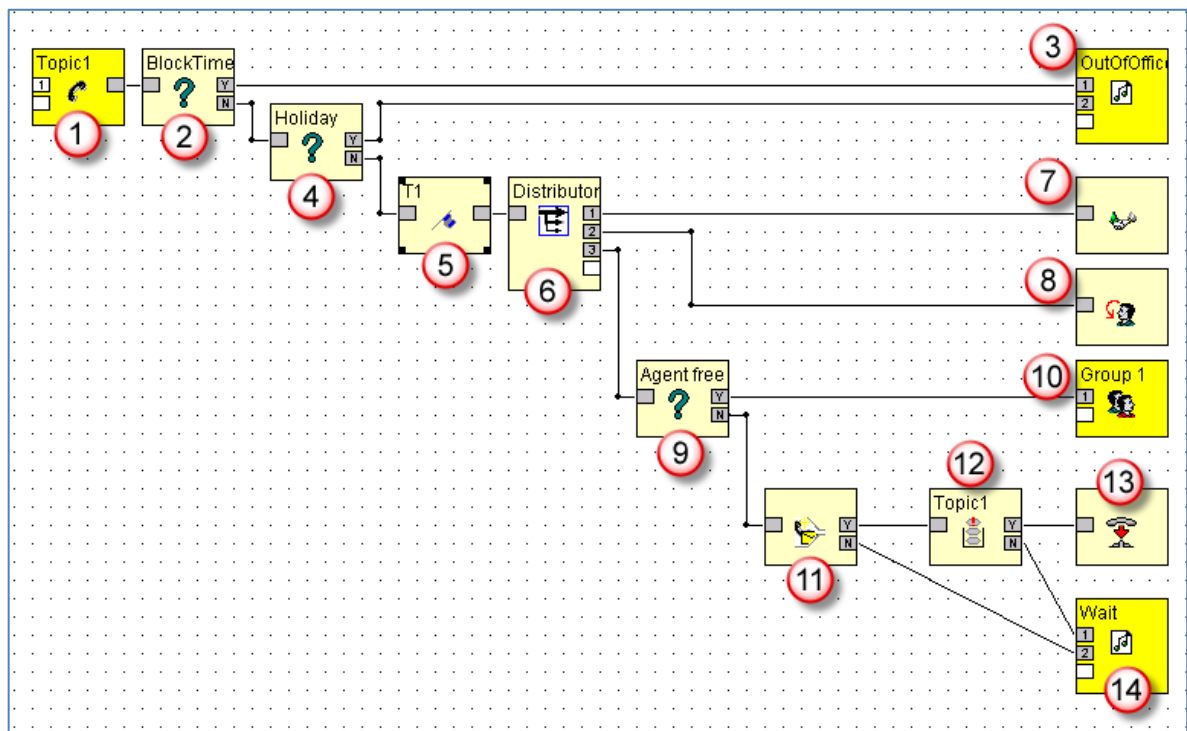
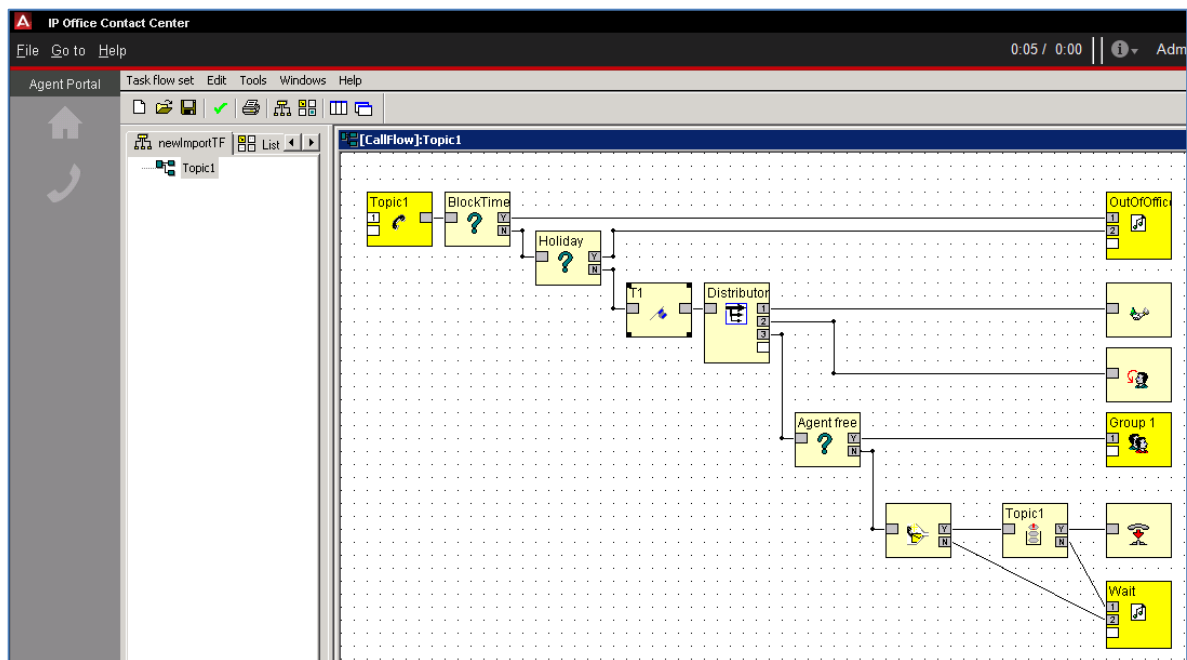
8. The **Task Flow** is displayed.



9. Click the plus symbol, and the task flows will be displayed that correspond to the number of Topics added to the configuration spreadsheet.

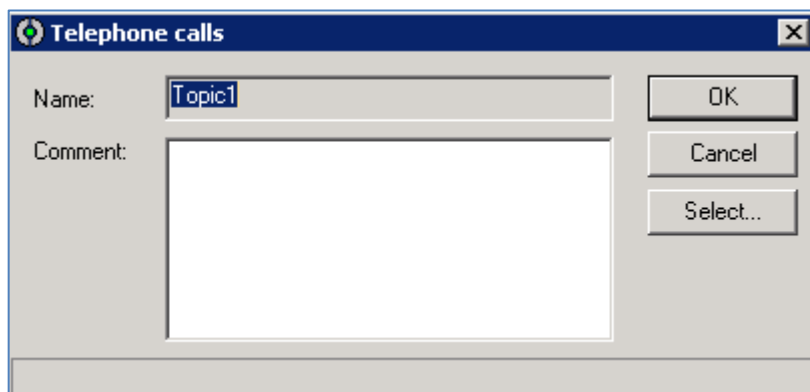


10. The default call flow is illustrated below:



The Call Flow comprises of the following Elements:

1. Telephones calls element



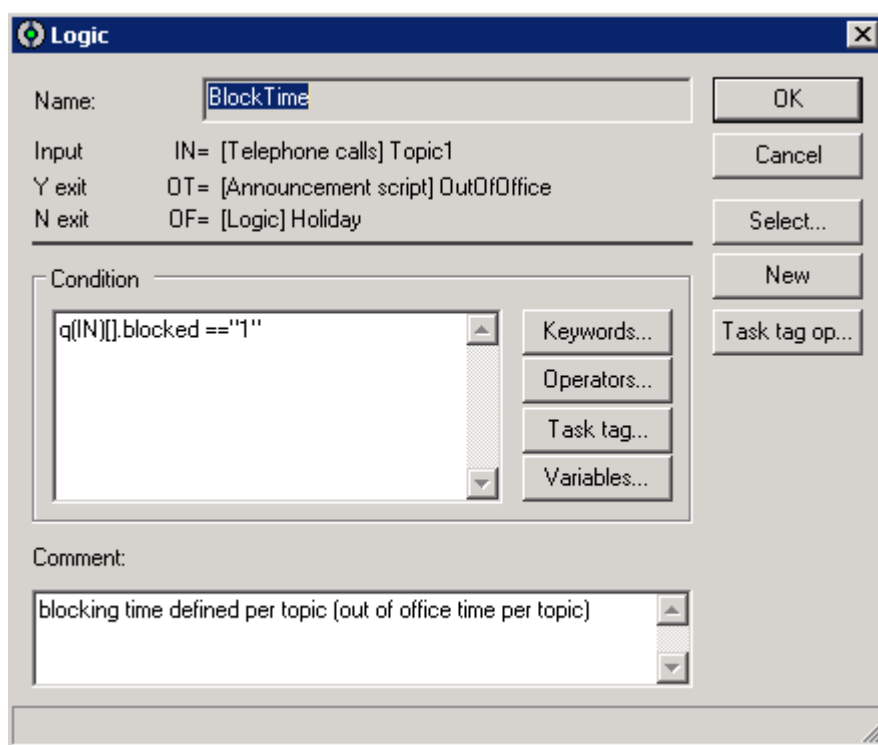
Telephone calls

Name:

Comment:

OK Cancel Select...

2. A Logic element.



Logic

Name:

Input IN= [Telephone calls] Topic1

Y exit OT= [Announcement script] OutOfOffice

N exit OF= [Logic] Holiday

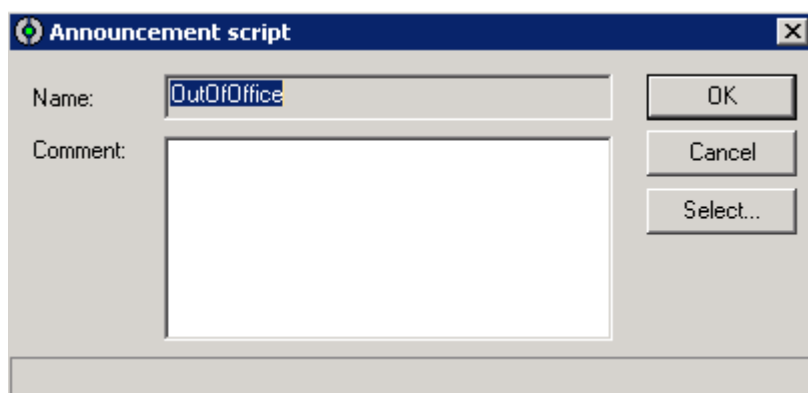
Condition

Keywords... Operators... Task tag... Variables...

Comment:

OK Cancel Select... New Task tag op...

3. An Announcement script element.



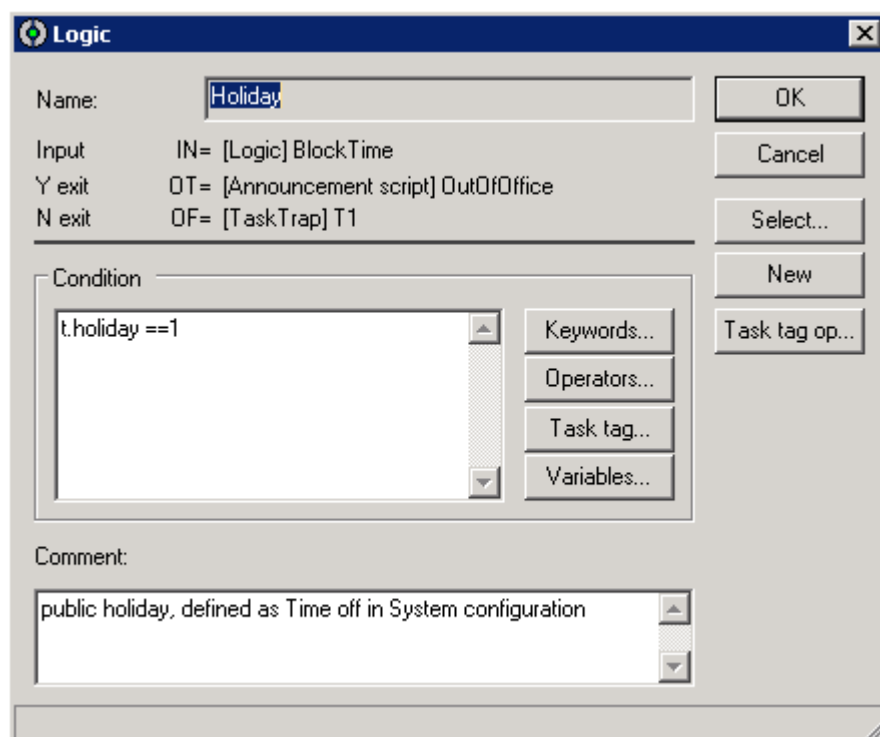
Announcement script

Name:

Comment:

OK Cancel Select...

4. A Logic element



Logic

Name:

Input IN= [Logic] BlockTime

Y exit OT= [Announcement script] OutOfOffice

N exit OF= [TaskTrap] T1

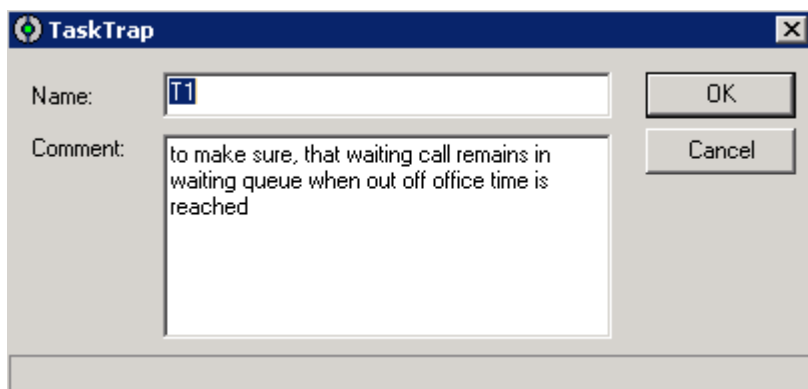
Condition

Keywords... Operators... Task tag... Variables...

Comment:

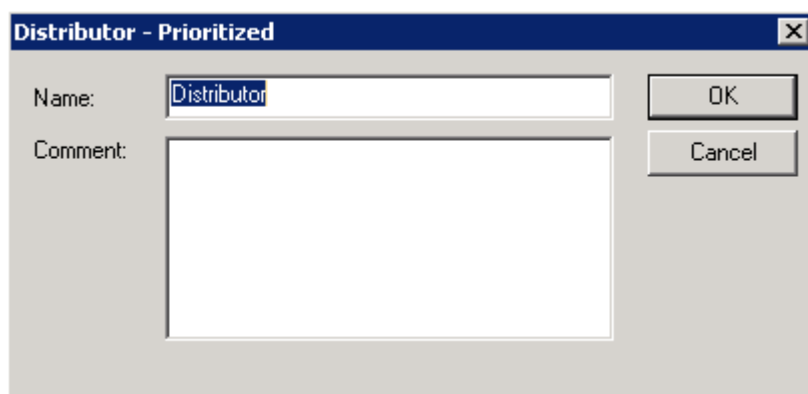
OK Cancel Select... New Task tag op...

5. A Task Trap element



The TaskTrap dialog box has a title bar with a green icon and the text "TaskTrap". It contains two input fields: "Name:" with the value "T1" and "Comment:" with the text "to make sure, that waiting call remains in waiting queue when out off office time is reached". There are "OK" and "Cancel" buttons on the right.

6. A Prioritised Distributor element



The Distributor - Prioritized dialog box has a title bar with a blue icon and the text "Distributor - Prioritized". It contains two input fields: "Name:" with the value "Distributor" and "Comment:" which is empty. There are "OK" and "Cancel" buttons on the right.

7. A Personal Contact element



8. A Last Agent element



9. A Logic element

The screenshot shows the 'Logic' dialog box. The 'Name' field is 'Agent free'. The 'Input' field is 'IN= [Distributor (prioritized)] Distributor'. The 'Y exit' field is 'OT= [Agent group] Group 1'. The 'N exit' field is 'OF= [New task]'. The 'Condition' field contains the expression 'ag(OT)().free() > 0'. The 'Comment' field contains 'Number of free agents'. The 'Keywords...' button is highlighted. The 'OK', 'Cancel', 'Select...', 'New', and 'Task tag op...' buttons are also visible.

Logic

Name:

Input IN= [Distributor (prioritized)] Distributor

Y exit OT= [Agent group] Group 1

N exit OF= [New task]

Condition

Keywords...

Operators...

Task tag...

Variables...

Comment:

OK

Cancel

Select...

New

Task tag op...

10. An Agent Group element

The screenshot shows the 'Agent group' dialog box. The 'Name' field is 'Group 1'. The 'Sort agents by' field is 'Determine sort order for...'. The 'Topic ...' button is highlighted. The 'General' tab is selected. The 'Skills...' button is highlighted. The 'Add...' button is highlighted. The 'T.type-spec.' button is highlighted. The 'Delete' button is highlighted. The 'Up' button is highlighted. The 'Down' button is highlighted. The 'OK', 'Cancel', and 'Select...' buttons are also visible.

Agent group

Name:

Sort agents by

Determine sort order for... Topic ...

General

Skills...

Add...

T.type-spec.

Delete

Up

Down

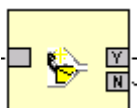
Comment:

OK

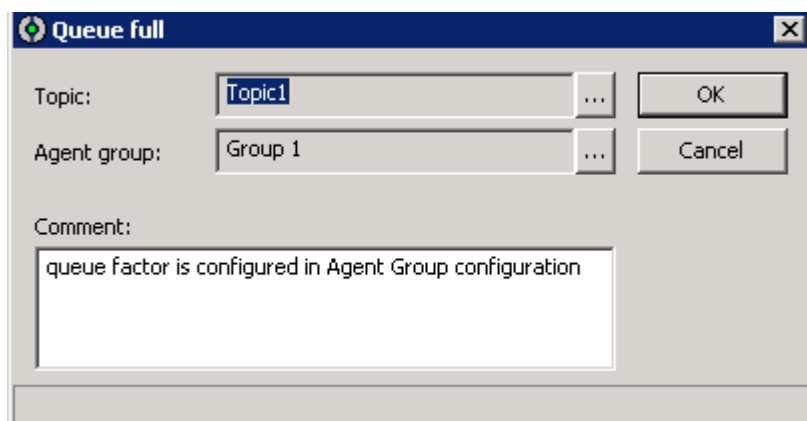
Cancel

Select...

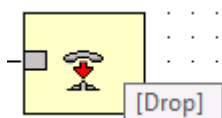
11. A New Task element



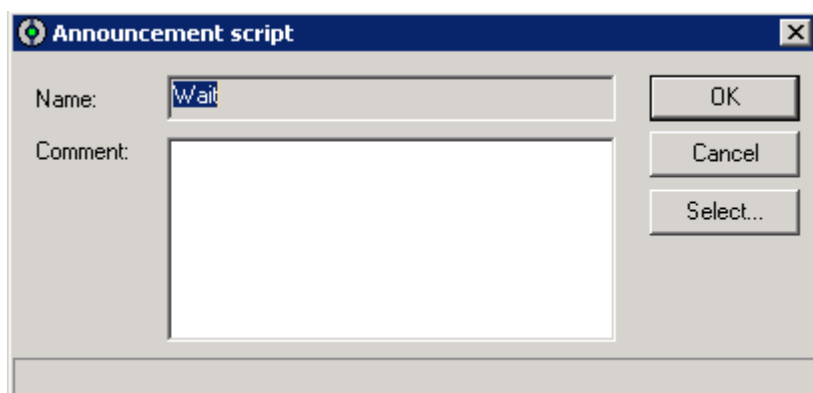
12.A Queue Full element

A dialog box titled "Queue full" with a blue header bar. It contains two input fields: "Topic:" with the value "Topic1" and "Agent group:" with the value "Group 1". Both fields have a small "..." button to their right. To the right of the "Topic:" field is an "OK" button, and to the right of the "Agent group:" field is a "Cancel" button. Below these fields is a "Comment:" label followed by a text area containing the text "queue factor is configured in Agent Group configuration".

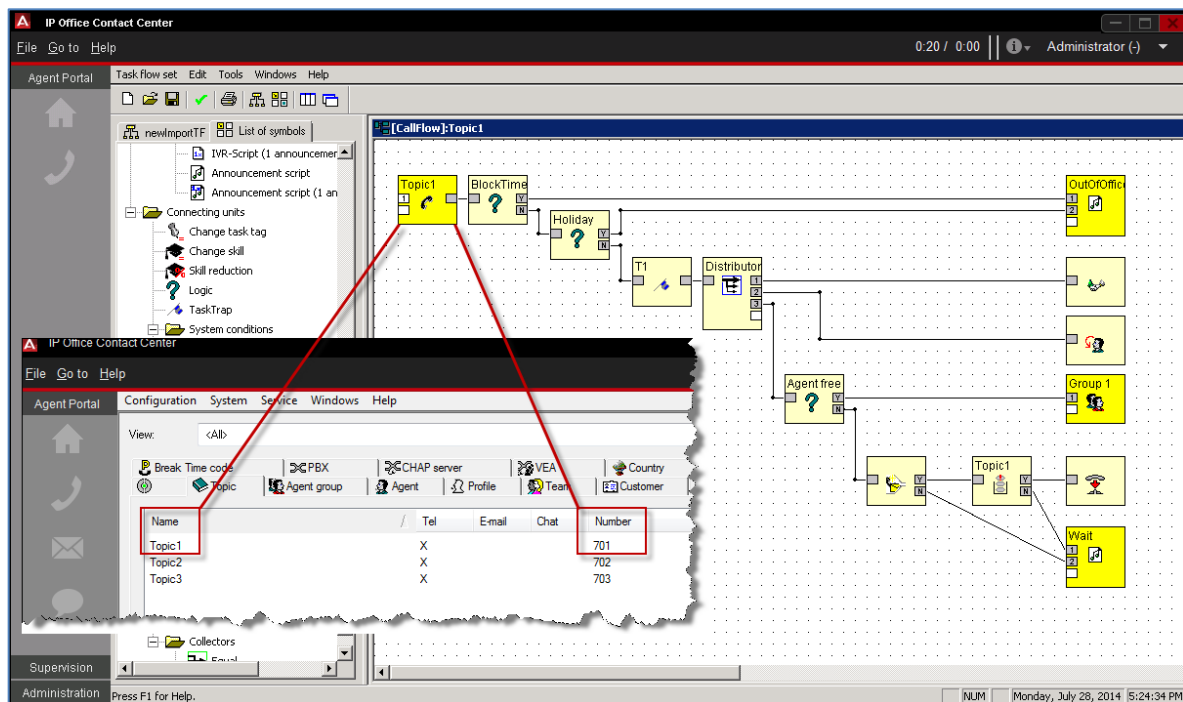
13.A Drop element



14.An announcement Script element

A dialog box titled "Announcement script" with a blue header bar. It contains two input fields: "Name:" with the value "Wait" and "Comment:" with an empty text area. To the right of the "Name:" field is an "OK" button, and to the right of the "Comment:" field are "Cancel" and "Select..." buttons.

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

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| <ul style="list-style-type: none">34. IP Office Contact Store35. IP Office Receptionist Console |
|--|

Maintenance

- | |
|---|
| <ul style="list-style-type: none">36. IP Office Backup and Restore37. IP Office System Status Application38. IP Office Upgrading from IP Office 8.1FP1 to 9.0 |
|---|