

Attendant Agent Configuration Guide

JUNE 2016

INATTEND ATTENDANT AND SOLIDUS AGENT INTEGRATION



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CONTENTS

1	Introduction	1
1.1	Limitations	2
2	Requirements Overview	3
2.1	Prerequisites	3
3	Configuration	4
3.1	MiContact Center Enterprise Configuration	5
3.1.1	Create a Skill	5
3.1.2	Create a Service Group and Assign a Skill to the Group	5
3.1.3	Assign a Skill to an Agent	6
3.1.4	Check Skill Matching	6
3.1.5	Configure Auto Answer in Solidus Agent	7
3.1.6	Configure Open Media Busy in Solidus Agent	7
3.1.7	Create a User with Open Media Web Service Privileges	7
3.2	ACS Configuration	8
3.2.1	Create an Operator Group	8
3.2.2	Connect the Operator Group to a Queue	8
3.2.3	Create an InAttend User	9
3.2.4	Queue Manager Answer timeout	9
3.3	BluStar Server WebAdmin Configuration	10
3.3.1	Configuration of Solidus Integration for InAttend	10
4	Checklist	11
5	Technical Assistance	12
6	References	13

1 INTRODUCTION

With Attendant Agent, a single agent can handle both call center calls and operator calls from the same workstation. This gives a Solidus Agent the same functions that are available to the InAttend Attendant.

The Attendant Agent is based on ACS Attendant Platform (ACS) and the Solidus Open Media Service. The Open Media Service provides a web service interface that allows ACS to connect to Solidus, to send requests to set up a call to an Attendant Agent. Once the Open Media request has been received by the Solidus system, it is routed to a "skilled agent". The agent receiving the request is allocated (marked as "busy") in both systems while handling the call.

This document describes the necessary steps for integrating ACS (InAttend) and Solidus Agent with the Attendant Agent application.

The following figure illustrates the Mitel Attendant Agent solution:

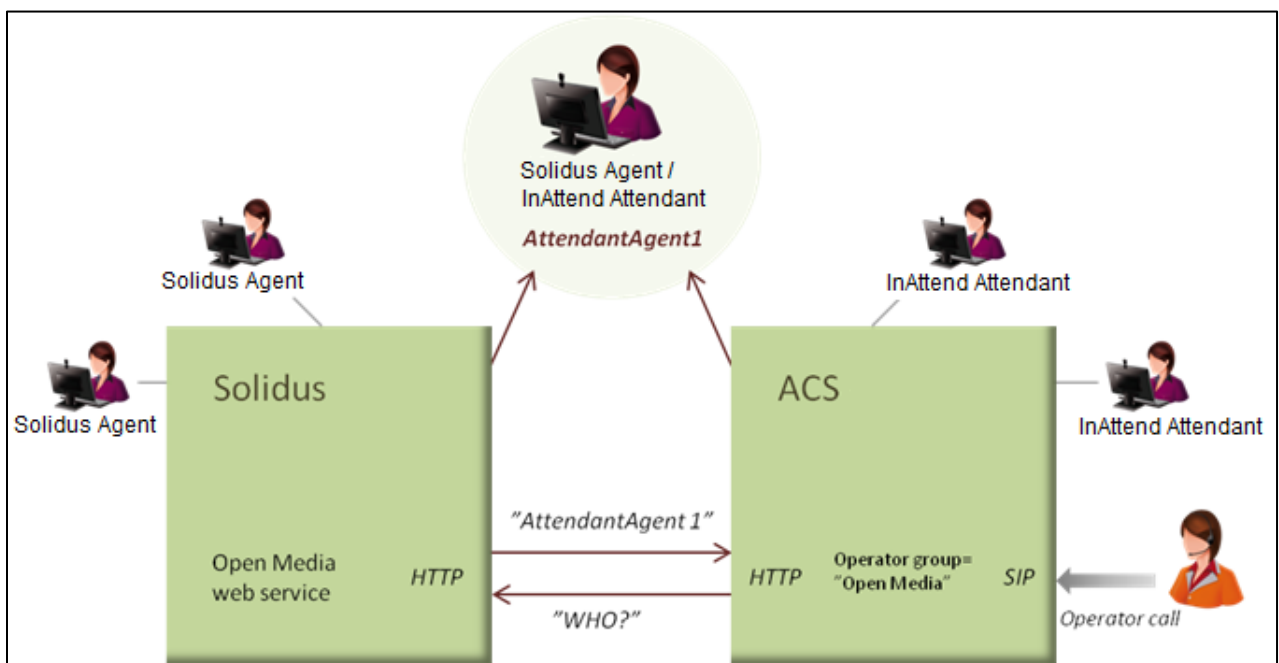


Figure 1 - Attendant Agent Overview

Figure 1 illustrates what happens when ACS receives an incoming operator call:

1. The incoming call is routed to ACS.
2. Since the Open Media web service has been configured for the called access number, Queue Manager sends an Open Media request (including Operator Group Name) to the Open Media web service in Solidus.
3. A response to the call request is then returned from Solidus back to ACS, including the allocated agent, in this example AttendantAgent1.
4. The corresponding InAttend Attendant in ACS is notified. AttendantAgent1 is marked as "busy" both in Solidus Agent and InAttend Attendant.
5. When the InAttend Attendant hangs up, AttendantAgent1 is also marked as "free" in Solidus.



Note! The Attendant Agent must always go online with InAttend first and then Solidus Agent. When going offline, the agent should go offline with Solidus Agent first and then InAttend.



Note! An Attendant Agent should never be online for Open Media calls in Solidus Agent and offline in InAttend, since this cancels the call allocation and the call will not be handled properly by ACS.

1.1 LIMITATIONS

Below list some limitations in the Attendant Agent solution:

1. Before an InAttend Attendant can pick up a call from the queue, the call must first be allocated by Solidus.
2. Queue Manager needs the Agent ID from Solidus and it gets it from Solidus when an Agent has been selected. After that, a LogonID - AgentID mapping can be made, for picking calls from the queue.
3. Ring timeout (no answer in InAttend): Calls cannot be manually picked from the Queue list in the InAttend console window
4. Time on the both Queue Manager and Solidus servers must be synced or Time on the Solidus must be ahead of Queue Manager Server, otherwise the Open Media session will not be added to the Solidus Agent when InAttend answers the call.
5. Both InAttend MUST be “Active” and Solidus Agent is “Ready”. Having Solidus Agent Ready while Attendant is Passive is wrong and shouldn’t be done by the attendant because a problem can happen e.g. Open Media session hangs on the Solidus Agent if InAttend switches to Active and answer the call from queue.
6. If the first thing that InAttend does after logged on to the system is “MakeCall” then there will be no Open Media session being added to Solidus Agent so there is a chance for the Solidus Agent to get a service call from Solidus queue.

2 REQUIREMENTS OVERVIEW

2.1 PREREQUISITES

For software compatibility, refer to the *InAttend Compatibility Matrix* [1] and for hardware requirements, refer to *InAttend Datasheet* [2], both available on InfoChannel.

It is recommended that the Open Media interface in Solidus be configured to “require authentication”. For information on how to do this, refer to document *Solidus Configuration Manager User Guide* [5].

3 CONFIGURATION

To set up the Attendant Agent integration, a number of configuration steps are required in ACS and Solidus. It is important that these settings be configured correctly in both systems, so please read the instructions in this section carefully. The following figure provides an overview of the necessary configuration:

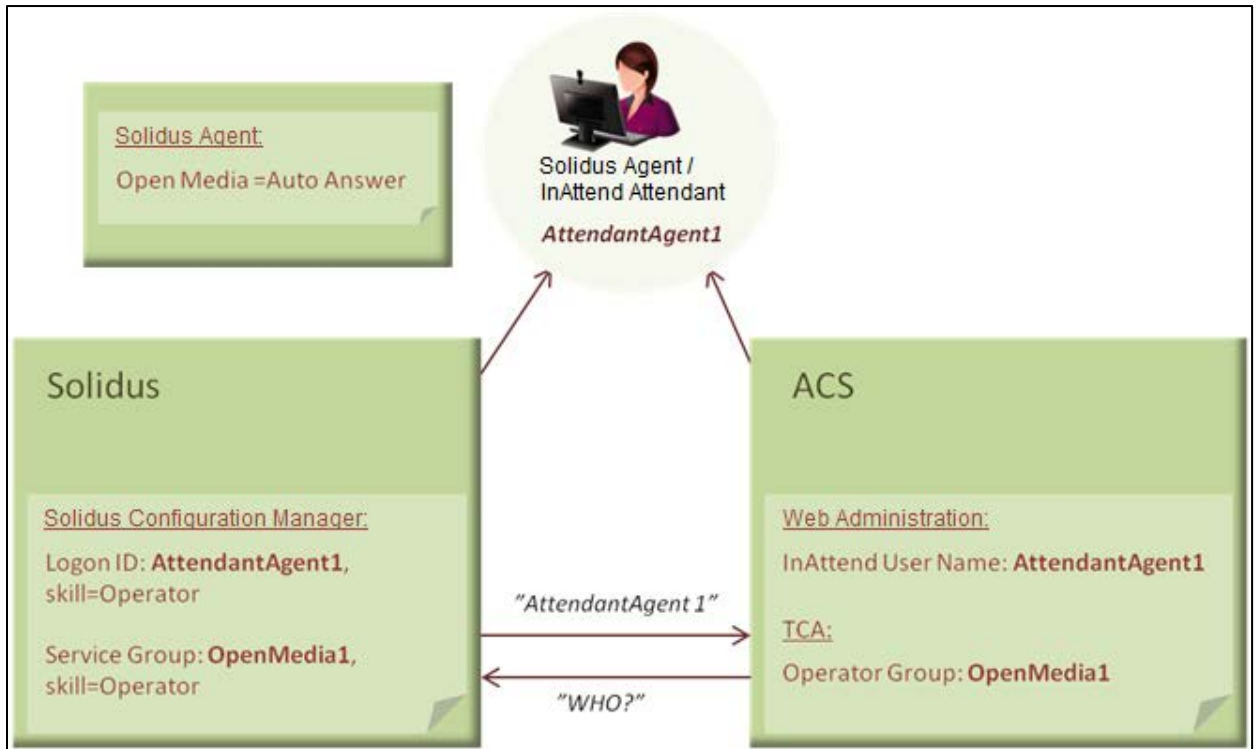


Figure 2 - Attendant Agent Configuration

In Solidus, an agent is assigned a skill that is used to determine which service group the agent belongs to. In the example in Figure 2, the skill "Operator" is assigned to both *AttendantAgent1* and *OpenMedia1*.

The skill configuration actually "includes" agents in a service group and for Attendant Agent it is very important that the operator group in ACS includes exactly the same agents as in the service group.



Note! It is very important that the Operator Group Name and InAttend User Name in ACP AP match the corresponding Service Group Name and Logon ID in Solidus. In addition, Operator Group Name and Service Group Name are case-sensitive and this must be considered when creating the groups. For more information on how to configure the different groups and users, see sections 3.1 and 3.2

The following sections describe the steps required to configure the Attendant Agent, with a check-list of all the necessary steps and considerations.

3.1 MICONTRACT CENTER ENTERPRISE CONFIGURATION

MiContact Center Enterprise is configured using Solidus Configuration Manager (CM). In addition to the configuration in CM, some Open Media configuration must be made in Solidus Agent. This section includes the necessary information needed to complete the configuration.

For more detailed information on Solidus CM, refer to *Solidus Configuration Manager User Guide* [5].



Note! It is assumed that there is already a login ID for the Solidus Agent in the system. It is very important that this login ID matches the name of the InAttend user in ACS exactly.

3.1.1 CREATE A SKILL

To create a skill, do the following:

1. In Solidus Configuration Manager, select the “Skills” folder from the Tree view. Right-click in the “empty” contents area and select **New....**
2. In the “Skill properties” dialog, enter the name of the new skill, and click **OK**.

3.1.2 CREATE A SERVICE GROUP AND ASSIGN A SKILL TO THE GROUP

The Service Group Name must be identical to the Operator Group Name in ACS (described in section 3.2.1). Also note that Service Group Name and Operator Group Name are case-sensitive.

To create the Service Group to use for the Attendant Agent, do the following:

1. Log in to Solidus Configuration Manager.
2. Select the “Service Groups” folder from the Tree view.
3. In the **File** menu, click **New....**
4. Define the properties of the new service group by following the instructions provided in the wizard.
 - In the “Service Group Name” dialog, enter a name for the group and specify that the service group will be used for “Open Media”.
 - In the “Agent Selection” dialog, choose “Longest idle” for the agent selection.
 - In the “Required Skills” dialog, assign a skill for the service group.

Note! Make sure that the assigned skill is also assigned to the agents to be used for the Attendant Agent, see section 3.1.3.
5. Click **OK** when finished.

After the group has been created, it is important to define the clerical time and to activate preferred agent. Do the following:

1. In Solidus Configuration Manager, select the "Service Groups" folder from the Tree view. Right-click and select **Service Group Properties....**
2. In the "Service Group Properties" dialog, click the **General** tab.
3. Define duration to "zero" in the **Clerical Time** spin box.
4. Click the **Selection** tab.
5. Select "Use Preferred Agent".
6. Click **OK** when finished.

3.1.3 ASSIGN A SKILL TO AN AGENT

To assign a skill to the agent who will act as an Attendant Agent, do the following:

1. In Solidus Configuration Manager, expand the "Users" folder from the Tree view.
2. Right-click the user and select **User Properties....**
3. In the "User Properties" dialog, assign a skill, as well as the level of the skill, to the user. Make sure that the assigned skill is also assigned to the service group that will be used for the Attendant Agent (see section 3.1.2).
4. Click **OK** when finished.

3.1.4 CHECK SKILL MATCHING

Check the skill matching to make sure that the agent maps to the Service Group that was created for the Attendant Agent:

1. In Solidus Configuration Manager, select the "Service Groups" folder from the Tree view. Right-click and select **Skill Matching....**
2. In the "Skill Matching" dialog, click the **Service Group** tab.
3. Click **View** to see which agent maps to the service group. Make sure that the agent maps to the Service Group that was created for the Attendant Agent.
4. Click **Close** when finished.



Note! It is very important that all agents that map to the service group are exactly the same as the InAttend users in the ACS operator group. See section 3.2.3 for further information.

3.1.5 CONFIGURE AUTO ANSWER IN SOLIDUS AGENT

In the Solidus Agent, the Open Media calls should be configured for auto answer. This section includes the necessary information needed to complete the configuration. For more detailed information on Solidus Agent, see the online help.

To configure auto answer, do the following:

1. Click on the **Menu** button in the top-left corner of Solidus Agent.
2. Select **Options** from the menu to display the “Options” dialog.
3. Select **Open media**.
4. Select “Auto Answer Media Sessions” to automatically answer Open Media sessions. This eliminates the step of answering the Open Media session from the Call window when a session arrives.
5. Click **OK** when finished.

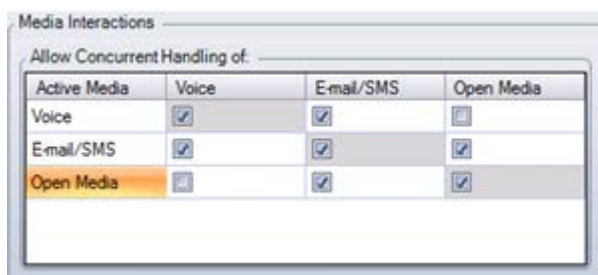
3.1.6 CONFIGURE OPEN MEDIA BUSY IN SOLIDUS AGENT

Normally, a Solidus Agent is not considered “busy” when handling Open Media calls and the default setting is to allow all media to be handled by the agent.

To prevent call center calls from being distributed to an agent while in an Attendant Agent operator call, you must disable the “voice” alternative for Open Media in the Solidus Agent settings.

To disable voice for Open Media calls, do the following:

1. Click on **Menu** button in the top-left corner of Solidus Agent.
2. Select **Options** from the menu to display the “Options” dialog.
3. Select **Media interactions**. The following dialog is displayed:



4. In the “Voice” column, disable **Open Media**.
5. In addition, ensure the **Voice** checkbox in the “Open Media” entry is not checked, to ensure that that operator calls are not sent to an agent while in a Call Center call.
6. Click **OK** when finished.

3.1.7 CREATE A USER WITH OPEN MEDIA WEB SERVICE PRIVILEGES

It is recommended that you configure the Open Media interface in Solidus to require authentication. If this has been configured, a user with the rights to connect to Open Media must also be created. The login details for this user are entered when the ACS operator group is created (described in section 3.2.1).

For information on how to configure the Open Media authentication and how to create the user, refer to *Solidus Configuration Manager User Guide* [5].

3.2 ACS CONFIGURATION

ACS is configured through the Telephony Configuration Application (TCA) and Web Administration tools. This section includes the information needed to complete the configuration.

For more detailed information on TCA, refer to the *InAttend System Overview* [3] and for Web Administration, refer to the *InAttend Installation and Configuration Guide* [4].

3.2.1 CREATE AN OPERATOR GROUP

In TCA you must create an operator group where the URL and credentials for accessing the Open Media web service is configured.



Note! The Operator Group Name must be identical to the Service Group Name in Solidus (see section 3.1.2). Also note that Operator Group Name and Service Group Name are case sensitive.

To create an operator group, do the following:

1. In TCA, select a configuration and click **Sites**.
2. Select your site and click **Operator Groups** in the new window.
3. Click **New....**
4. Click **MiContact Center Enterprise** and add the Attendant Agent-specific information:
 - a. Enter an Open Media URL to be used for the Open Media request, in the format: `http://<host-name>:12615/OpenMediaService`
 - b. Enter user credentials in the **Username** and **Password** fields. These credentials must be the same as the user configured with Open Media web service privileges in Solidus. See section 3.1.7 for more information.
 - c. Enter the tenant ID for the Solidus system in the **tenant ID** field. Default -1 indicates that multi-tenanting is not used.
5. Click **Create**.

3.2.2 CONNECT THE OPERATOR GROUP TO A QUEUE

It is assumed that there is already a queue with an access number etc. configured in the system. If a new queue must be created, see the *InAttend Installation and Configuration Guide* [4] for more detailed information.

To connect the operator group to a queue, do the following:

1. In TCA, select a configuration and then click **Sites**.
2. Select your site and expand the newly created operator group.

Note! The queue must have only this operator group connected.
3. Click **Queues**.
4. Select a queue from the list and click **Add**.
5. Click **Deploy** to deploy your new configuration.

3.2.3 CREATE AN INATTEND USER

1. Log in to the Web Administration interface.
2. Select **User Configuration**, then select **Users**.
3. Click **Add user**.
4. Under “Properties”, click **User general** and configure the following:
 - a. Enter the name of the new InAttend user in the **Username** field.
Note! The name of this user must be identical to the login ID of the Agent in Solidus.
 - b. Enter the device number (e.g., the switchboard number, in the **Device** field).
5. Under “Properties”, click **Password/security** and configure the following:
 - a. Enter the password for the new InAttend user in the **Password** field.
 - b. Enter the password again in the **Password confirmation** field.
6. Under “Properties”, click **Profile groups** and select the group to be used for InAttend.
Note! The selected profile group must be connected to the operator group that was created in section 3.2.1. To do this:
 - Select **User Configuration**, then select **Profile groups** in the Web Administration interface.
 - Click the group in the **Profile groups** column and make sure that the operator group has been selected as “CMG Operator Group”.

For more detailed information, see *InAttend Installation and Configuration Guide* [4].
7. Click **Save**.
8. When the InAttend user has been created, you must deploy your configuration in TCA once again, as described in section 3.2.2.

3.2.4 QUEUE MANAGER ANSWER TIMEOUT

If the NCLA file does not state an ACD timeout (which it does not for Solidus) it is possible to state the ACD timeout in the registry. Do the following:

1. In `HKLM\Software\Netwise\QueueManager` add a **DWORD** `answerTimeoutSeconds` with a value of 0 or greater (suggest to use 20 seconds).

3.3 BLUSTAR SERVER WEBADMIN CONFIGURATION

3.3.1 CONFIGURATION OF SOLIDUS INTEGRATION FOR INATTEND

Logon/logoff synchronization between MiCC Enterprise and InAttend are done via the OpenMedia button in Solidus Agent.

Ring timeout (no answer in InAttend), the call will be distributed back to MiCC Enterprise after a configurable time so that calls are not missed if the attendant is unavailable for any reason.

To configure InAttend to allow Solidus Integration, do the following:

1. Connect to **WebAdmin**.
2. In **User Configuration Menu**, click on "Configuration Profiles". If a profile with type "Attendant Special settings" exists and is defined for the profile group for which you want to define Solidus Integration, click on it. Otherwise, you need to **create a new Profile**:
 - a. Select **Attendant Special settings** in the combo box Profile Type.
 - b. Define a profile name.
 - c. Click on **Add configuration Profile**.
3. In both case, you should have been redirected to a new page:
 - a. Under **Parameter Node1/Node2/Parameter**, type: SolidusIntegration/CallControl
 - b. Under Parameter value, type 1.
 - c. Click on the button ">>" on the right of the parameter value.
 - d. Click **Save**.
4. If the profile was not defined for the profile group for which you want to define Solidus Integration, click on "Profile Groups" in User Configuration Menu.
 - a. Click on the **profile group** for which you want to define Solidus Integration.
 - b. In the list of Profile, check the **checkbox** on the left of the **Profile Type** that you have created.

For the ring timeout configuration, see chapter 3.2.4 .

4 CHECKLIST

Use this checklist to ensure that you have completed all steps of the integration successfully.

1. The ACS Operator Group Name and the Solidus Service Group Name must match exactly. Names are case sensitive.
2. The ACS user Name and the Solidus login ID must match exactly. Names are not case-sensitive.
3. The users in the Solidus Service Group **MUST** be the same users as in the ACS Operator Group, to ensure that a user who is not available in InAttend is not assigned a call by Solidus.
4. Solidus Agent should have the Open Media calls configured for “auto answer”.
5. The Solidus Service Group **MUST** have “preferred agent” activated.
6. The Solidus Service Group should have “clerical time” set to “zero”.
7. The ACS Operator Group **MUST** be the only operator group for a queue.
8. The Attendant Agent must always go online with InAttend first and then Solidus Agent. When going offline, the agent should go offline with Solidus Agent first and then InAttend.
9. The Attendant Agent should never be online for Open Media calls in Solidus Agent and offline in InAttend.

5 TECHNICAL ASSISTANCE

Mitel provides www.mitel.com as a starting point for technical assistance regarding all products, including InAttend. From here, partners can obtain online documentation, FAQs, latest software updates and request further technical assistance.

6 REFERENCES

- [1] InAttend Compatibility Matrix (**Note:** available on InfoChannel)
- [2] InAttend Datasheet (**Note:** available on InfoChannel)
- [3] InAttend System Overview (**Note:** available in InAttend CPI)
- [4] InAttend Installation and Configuration Guide (**Note:** available in InAttend CPI)
- [5] Solidus Configuration Manager User Guide (**Note:** available in Solidus CPI)



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