

Mitel MiVoice Connect Contact Center Diagnostics Console Help

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Mitel MiVoice Connect Contact Center Diagnostics Console Help

MiVoice Connect Contact Center Diagnostics Console is a powerful yet easy-to-use tool designed to help administrators and senior supervisors to identify and rectify basic system problems. In addition, Diagnostics Console provides a quick look at the operational status of the system's main components and advanced system information.

About Diagnostic Windows

Connect Contact Center Diagnostics Console provides various windows that provide detailed information about the current internal processes of Connect Contact Center. Click the **Diagnostic** menu to view the Diagnostic windows. All Diagnostics Console windows indicate when the information was last updated. The window columns can be sorted in ascending or descending order by clicking on the column title. To change the refresh rate for the data, click **Settings > Refresh Rate**. You must have either the Supervisor Administrator or the Entity Administrator permission to view and use the Diagnostic windows. Supervisors with the Entity Monitor permission will be able to see only the main window. Supervisor permissions are configured in Connect Contact Center Director via the **Supervisors > Accounts > General** tab.

Active Calls Status Window

Use the Active Calls window to verify that contacts are reaching the system. The window shows all contacts, including outbound calls, currently being routed by Connect Contact Center. To clear a call from the system, right-click it and choose **Clear Call**. The columns in the Active Calls window are:

- **Call ID** — The ID for the call.
- **Device** — The device used by the contact (either an extension, agent ID, email address, or chat IP address), for the contact's first, second, third, and fourth device, respectively.
- **State** — The current state of the device. The state can be one of the following:
 - **Alert** — The call is ringing.
 - **Cnctd** — The call is connected.
 - **Fail** — The call is in a fault state. This state will clear itself.
 - **Held** — The call is on hold.
 - **Initd** — The call is being made.
 - **Routw** — The call is being routed.
 - **Unkwn** — The status of the call is unknown.
 - **SIntmon** — The call is being monitored.
 - **SIntmon+** — The call was monitored.
 - **Barge** — The call is being barged-in.
 - **Barge+** — The call was barged-in.

Active Emails Window

Lists the emails queued for distribution to agents logged into Connect Contact Center. Use the IRN number to determine which email account is the target of the customer email. The relationship between the IRN number and the email account is shown in the Email Accounts window.

The columns in the Active Emails window are:

- **ID** — The ID of the email.
- **Status** — The status of the email. The status can be:
- **Queued** — The email is currently in a queue.
- **Start-Route** — The email is in the system, being routed to the agent.
- **At-Agent** — The agent has received the email in their mailbox.
- **Rejected** — The email is rejected because the server is able to handle emails.
- **Failed** — The email has failed because it could not be routed.
- **From** — The sender of the email
- **Reply** — The Reply To address of the email, if exists,
- **IRN** — The IRN from which the email entered the system.
- **GUID** — The Globally Unique Identifier of the email.

Chat Window

Click **Diagnostic > Chat > Active Chats** to display the following information:

- **Call ID** — The number that identifies the chat in Connect Contact Center.
- **Chat ID** — The number that identifies the chat in the chat server. This is the session ID.
- **Client** — The name of the client on the chat call.
- **Agent** — The name of the agent on the chat call.
- **Other Parties** — The name of supervisor(s) on the chat call.

Click **Diagnostic > Chat > Chat Servlets** to display the following information:

- **IP** — The IP address of the chat servlet.
- **Version** — The version of Connect Contact Center installed on the chat servlet.

Dial List Status Window

Many of the initial problems with dial lists are related to configuration errors. Use the Dial Lists window to verify that Connect Contact Center is routing calls retrieved from the dial list database. If you want to monitor only a specific dial list, select it in the list and click **Show Selected**. More than one dial list can be selected. To monitor all dial lists, click **Show All**. The columns in the Dial Lists window are:

- **Instance** — The current instance for the dial list.
- **Name** — The name of the dial list.
- **Type** — Indicates that the dial list is Progressive.

- **Status** — The current status of the dial list. The status can be:
- **Not Active** — The dial list is not active.
- **Active** — The dial list is active.
- **Active Pause** — The dial list is active, but paused.
- **Finished** — The dial list has finished processing.
- **Periodic** — How often the dial list is processed.
- **None** — The dial list is not scheduled to be processed.
- **Daily** — The dial list is processed every day.
- **Weekly** — The dial list is processed every week.
- **Monthly** — The dial list is processed every month.
- **Active Calls** — The number of calls ready to be dialed.
- **Waiting Calls** — The number of calls waiting to be dialed.

Email Accounts Window

Displays the email accounts that Connect Contact Center is retrieving from the Organizational Mail Server (OMS). i.e. the corporate email server. Use this window to correlate the IRN number to the actual email account on the OMS. The columns in the Email Accounts window are:

- **Name** — The name of the email account.
- **IRN Number** — The IRN associated with the email account.
- **IRN Status** — The status of the IRN. This can be Active or Not Active.
- **Address** — The email address.
- **Max Server Backlog** — The maximum number of emails waiting on the email server since the system start. For example, if the number of emails waiting reaches 55 on Monday, and reaches 75 on Tuesday, then the Max Routed number for Tuesday is 75.
- **Server Backlog** — The current number of emails waiting on the email server. These are emails that have not been downloaded to the ECC server yet.
- **Max Routed** — The maximum number of emails that are routed to agents, but not answered, since system start. For example, if the number of emails routed reaches 55 on Monday, and reaches 75 on Tuesday, then the Max Routed number for Tuesday is 75.
- **Routed** — The current number of emails routed to agents, but not answered. This is the current number of emails in the email queue.
- **Answered** — The number of emails answered.
- **Incoming** — The status of incoming emails.
- **Outgoing** — The status of outgoing emails.

Email Agents Window

Shows all active agent accounts. The items in this window are the temporary mailboxes created when an agent logs into the system. The columns in the Email Agents window are:

- **User ID** — The ID of the agent.
- **EmailUser Name** — The email address of the agent.

External Database Connections Window

Use the External Database Connections window to manage your external database connections. To get more information on a specific connection, right-click the connection in the list and choose **Show Details**. The External Database Connections Details window opens, showing information about the connection. If you want to disconnect from the external databases in the list, right-click the External Database Connections window and choose **Disconnect All**. The window is updated to show that the databases are disconnected. To connect to the external databases in the list, right-click the External Database Connections window and choose **Connect All**. The window is updated to show that the databases are connected. The columns in the External Database Connections window are:

- **Name** — The database name.
- **Total Number of Connections** — The total number of connections that can simultaneously connect to the database.
- **Idle Connections** — The number of currently idle connections.
- **Active Connections** — The number of currently active connections.

IVR Ports Status Window

The IVR Ports Status window provides a view of the IVR ports and their activity. Click **Show Stations Status** to display information on the IVR stations. If you want the IVR Ports Status window to be your top window, click **Always on Top**. It is recommended that, this window should not be kept open for a long period of time. The **QueuedReq** field shows the number of calls waiting for an IVR port. The **Time Out** field indicates the number of calls that have timed out while waiting for a port. The **Errors** field displays the number of errors in the system. The columns in the IVR Ports Status window are:

- **RP Extension** — The extension of the route point.
- **Status** — The status of the port. The status can be:
 - **Initializing** — Indicates that the port is being initialized.
 - **Idle** — The port is idle and ready to receive calls.
 - **Pending Connect** — The port is waiting to receive calls.
 - **Processing** — The port is processing the call.
 - **Finished Action** — The port has finished an action.
 - **Hanging Up** — The port is hanging up on the call.
 - **Port Busy** — The port is between states but not ready to receive calls.
 - **Error State** — The port is unable to receive calls.
- **Action** — The current action being executed.
- **Exceptions** — The number of exceptions. Normally this is 0.
- **Pending Timeout** — The number of pending timeouts. A pending timeout is when Connect Contact Center allocates an IVR port for a call that was never used for that call. This can happen, for example, if the caller hung up before the call was transferred to the IVR.
- **Finish Timeout** — The number of finished timeouts. A finish timeout is when the IVR is not informed about the next action within the expected time.

LED Indicators

Connect Contact Center Diagnostics Console displays LEDs indicating the status of various system components. Each LED has four colors — red, yellow, green, and gray. When the ACD, IVR, and PBX LEDs are green, the system is operational. Yellow LEDs for Chat and Email indicate that a system is not licensed for web chat or email. For the Connect Contact Center redundant server system, the LED color indicates the following:

- **Grey** — No redundancy is configured
- **Green** — Replication and redundancy is working
- **Yellow** — Redundancy is configured, but ECC communications have failed
- **Red** — Replication has failed

Main Diagnostics Console Window

The main Diagnostics Console window shows messages that are provided by the subsystem, which may define progress of a startup process or loss of connection with the PBX. The messages provide general information, and not specific errors.

Managing External Database Connections

Connect Contact Center makes it easy to manage your external databases, without having to restart Connect Contact Center. Using Connect Contact Center Diagnostics Console, you can get details on a database connection, connect to all external databases, and fully disconnect from all external databases. Disconnecting from the external databases is useful when you need to change the Windows ODBC DSN configuration, since Connect Contact Center does not register these configuration changes automatically. Use the External Database Connections Window window to manage your external database connections.

Managing System Users

The following System Management windows, available from the **Diagnostic** menu > **System Management**, allow you to manage supervisors and agents and to identify the version of Connect Contact Center they are currently using:

- [System Management - Supervisors Window](#)
- [System Management - Agents Window](#)

Redundancy Information

If you have implemented the Connect Contact Center redundant server system, information on the system is automatically displayed each time you launch Connect Contact Center Diagnostics Console. A red Redundancy LED means that redundancy or replication is broken. If the problem is with replication, a message is displayed.

Scheduled Callbacks Status Window

Provides summary for every outbound call created in the system. This includes the status of the call, which is indicated by an icon next to the call in the list. To clear a call from the system, right-click the call and choose **Clear Call**. The columns in the Scheduled Callbacks window are:

- **CallbackID** — The ID for the callback.
- **Call Type** — The type of callback. The type can be:
 - **DL** — A progressive dial list call.
 - **CB** — A callback.
 - **ABND** — An abandoned call.
 - **WCB** — A web callback call.
- **Dial List Name** — If the call type is a dial list, the name of the dial list.
- **Dial List Inst** — If the call type is a dial list, the instance of the dial list.
- **CallbackDestination** — The callback number.
- **Service Name** — The name of the service to which the call is connected.
- **Time to Initiate** — The time that the callback will be made.
- **Start Active** — The time, the callback becomes active.
- **Retries** — The number of times the callback has been tried.
- **Last Return Code** — The last code returned for the callback. The code can be:
 - **Unknown** — The state before the callback is initiated.
 - **Success** — The callback was successful.
 - **DestBusy** — The callback destination is busy.
 - **No Answer** — There was no answer at the callback destination.
 - **Cust Disc** — The customer ended the call before it was transferred to the agent.
 - **Answ/M** — The call was answered by an answering machine.
 - **Answ/M/Msg** — The call was answered by an answering machine, and the system left a message.
 - **Cbsrt_IVR_No_Port** — The callback could not be connected because no IVR port was available.
 - **Cbsrt_IVR_Failure** — The callback could not be connected because the IVR failed.
 - **Srv_Not_Act** — The callback failed because the service was not active.
 - **AG_Aborted** — Before receiving the call, the agent became unavailable.
 - **Time_Range_Ended** — The time range specified in Connect Contact Center Director ended before the callback could be completed.
 - **Date_Range_Ended** — The date range specified in Connect Contact Center Director ended before the callback could be completed.
 - **Period_Ended** — The period specified in Connect Contact Center Director ended before the callback could be completed.
 - **DI_Terminated** — The dial list was terminated before the callback could be completed.
 - **Max_Time_In_Active** — The amount of time the callback was active, but not dialed, before the system ended the callback.
 - **Overdue_Call** — The callback is no longer attempted since the specified in Connect Contact Center Director attempted callback time has expired.
 - **Time_To_Init_Passed** — The callback has exceeded the specified time in Connect Contact Center Director for making the call.

- **Alternative_Number** — The callback made to the customer's alternative number.
- **Failed_To_Reach_Dest** — The system was unable to make the callback.
- **Missing_Data** — The system did not have the necessary data to make the callback.

Setting the Data Refresh Rate

Click **Settings > Refresh Rate** to set the rate at which data is refreshed in the Diagnostics Console windows.

Sorting Window Columns

The columns of the Diagnostics Console windows can be sorted in ascending or descending order by clicking on the column title.

System Management - Agents Window

The System Management - Agents window allows you to manage agents and identify the version of Connect Contact Center they are currently using. You can change an agent's login status using the System management - Agents window. To do so, right-click an agent in the list. From the resulting menu, choose **Clear Agent** to log the agent out of the system. Agents logged into the system using a telephone, rather than a PC, will have a Station ID of 0 and an empty IP Address column. The columns in the System Management - Agents window are:

- **Station ID** — The ID of the agent's station.
- **Number** — The number of the agent.
- **Extension** — The telephone extension of the agent.
- **IP Address** — The IP address of the agent's station.
- **Build Version** — The current version of Connect Contact Center being used by the agent.

System Management - Supervisors Window

The System Management - Supervisor window allows you to manage supervisors, and to identify the version of Connect Contact Center they are currently using. The columns in the System Management - Supervisors window are:

- **Applications** — The applications the supervisor has currently active.
- **Station ID** — The ID of the supervisor's station.
- **Agent ID** — The supervisor's agent ID, if used.
- **Agent Number** — The supervisor's agent number, if used.
- **Supervisor Name** — The name of the supervisor.
- **IP Address** — The IP address of the supervisor's station.
- **Build Version** — The current version of Connect Contact Center being used by the supervisor.

Troubleshooting Email

Use Connect Contact Center Diagnostics Console to identify the proper operation of email configuration. An email LED indicator color of green indicates that an email account has been configured and associated with a designated IRN; yellow means that the email configuration is not complete. The following diagnostics windows, available when you click **Diagnostic** > **Email**, show if Connect Contact Center has the proper email configuration and flow:

- [Email Agents Window](#)
- [Email Accounts Window](#)
- [Active Emails Window](#)

