A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Blue Pumpkin Integration User Guide

Release 9.8
Document Version 1.0

August 2025

Mitel
Powering connections

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by **Mitel Networks™ Corporation (MITEL®).**

The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

®,™ Trademark of Mitel Networks Corporation

INTRODUCTION

MiCC Enterprise provides an interface into Blue Pumpkin's Workforce Management software. With this interface, it is possible for the Blue Pumpkin Director Enterprise to receive agent status events directly from MiCC Enterprise, and for reports to be generated based on call center data.

MiCC Enterprise provides a Blue Pumpkin Interface service, which must be installed to enable the Blue Pumpkin integration. The Blue Pumpkin Interface service uses the MiCC Enterprise Real Time Interface Service to gather agent status information and send it to the Blue Pumpkin server, so this service must be installed, configured and running also.

Note: You should only install the MiCC Enterprise Blue Pumpkin interface server on one machine in the network, since it will install and activate a Windows Service.

MICC ENTERPRISE BLUE PUMPKIN INSTALLATION

From the **Third Party** directory on the MiCC Enterprise installation DVD, select **Blue Pumpkin** and run setup.exe. The installation program for the MiCC Enterprise Blue Pumpkin Interface Kit launches.

The MiCC Enterprise Blue Pumpkin interface service will be installed, which is displayed as **CCBluePumpkin** in the Services applet. You will be asked to enter the following configuration values for the Blue Pumpkin interface service:

- **MiCC Enterprise Real Time Interface Service Server Name**

  Enter the name of the machine where the MiCC Enterprise Real Time Interface service is installed.

- **MiCC Enterprise Real Time Information Service Port Number**

  Enter the TCP/IP port number used to connect to the MiCC Enterprise Real Time Interface service (default is 7500).

- **Blue Pumpkin Service Server Name**

  Enter the name of the machine where the Blue Pumpkin service is installed.

  Note: For STCI Interface, this parameter is case-sensitive and must exactly match the name of the machine. This is the host name from the option string `–ORBNamingAddr` in the Remote Adapter command line parameters.

- **Blue Pumpkin Service Port Number**

  Enter the TCP/IP port number used to connect to the Blue Pumpkin service (default is 2000). The Report Service registry parameters will be updated to indicate that the MiCC Enterprise system is connected to the Blue Pumpkin server. You will be asked to enter the following configuration values for the Report Service:

  - **Report Interval for Scheduled Reports**

    Enter the report interval in seconds for Blue Pumpkin scheduled reports. Allowed values are 900, 1800, or 3600 seconds. Default is 900 (in seconds).

  - **Share Name for Blue Pumpkin report files**

    Enter the name of the sharepoint on the MiCC Enterprise Server where the report files are stored.

- **Blue Pumpkin Service Server Description**

  Note: For STCI Interface, this parameter must match the option string `-pluginname` from the Remote Adapter command line parameters on the Blue Pumpkin server.

- **Use Not Ready Event**

  Check this option in order to generate events on the Agent Not Ready state. This will generate an event from the MiCC Enterprise Blue Pumpkin service for each service group that the agent is skilled to serve as follows:

Table 1: Events

AGENT ACTIVITY	EVENT SENT
Agent Logon, Not Ready state	Mode=2
Agent Logon, Ready state	Mode=1
Agent Logout	Mode=3

> **Note**: If you install the Blue Pumpkin interface on a machine other than the MiCC Enterprise server running the Report Service, you will not be prompted to enter these values, so you will need to manually add the following registry values to the Report Service machine:
>
> **Location:**
> `HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCReport\Parameters`
>
> **Value:** `BluePumpkinInterval`
>
> **Type:** `REG_DWORD`
>
> **Definition:** Indicates the report interval in seconds for the Blue Pumpkin scheduled reports. Allowed values are 900, 1800, or 3600, and the default value is 900.
>
> **Location**:
> `HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\CCReport\Parameters`
>
> **Value:** `BluePumpkinSharedName`
>
> **Type**: `REG_SZ`
>
> **Definition:** Indicates the sharepoint name on the MiCC Enterprise server where the Blue Pumpkin reports are stored.
>
> The MiCC Enterprise database will be updated to reflect that the MiCC Enterprise system is connected to the Blue Pumpkin server. When installation is completed, it is necessary to configure the scheduled reports for Blue Pumpkin.

CONFIGURING SCHEDULED REPORTS FOR BLUE PUMPKIN

To configure the scheduled reports for Blue Pumpkin, perform the following procedure:

1. Log on as a MiCC Enterprise user with administrator privileges and run the Report Manager application.

2. The main window of Report Manager appears. In the tree view of the Report Explorer window, click Scheduled Reports.

3. Double-click the Daily folder in the List view. Under Daily there should be three scheduled reports that have been created for the Blue Pumpkin interface. These are predefined scheduled reports:[bp-voice], [bp-chat] and [bp-email]. Each scheduled report is for a different type of media. That is, [bp-voice] is for Voice media type; [bp-chat] is for chat; and [bp-email] is for E-mail.

4. Double click on the [bp-voice] scheduled report, and the Scheduled Report Settings dialog box appears.

5. Add Voice and Media service group(s) to the Include list by double clicking on the desired report object in the Excluded list.

6. Click OK to save the scheduled report.

7. Repeat steps (4) through (6) for [bp-chat] and [bp-email] scheduled reports, adding service groups of type Voice/Media and E-mail, respectively, for each report type.

DISABLE MICC ENTERPRISE BLUE PUMPKIN INTERFACE

If you wish to disable the MiCC Enterprise Blue Pumpkin interface:

1. Stop the CCBluePumpkin service.

2. Change the start method to Manual from the Services Control Panel Applet.

3. Make sure to delete the three predefined scheduled reports for Blue Pumpkin from the Report Manager application.