A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Siebel E-Business Application User Guide

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Mitel
Powering connections

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INTRODUCTION

This document describes the integration between MiCC Enterprise and Siebel eBusiness Application. The reader is assumed to be familiar with both products. For more information on Siebel eBusiness Applications architecture and functionality, please refer to Siebel Systems documentation.

Note: Please refer to *MiCC Enterprise System Engineering Guidelines* for supported versions of Siebel eBusiness Application.

INTEGRATION ARCHITECTURE

The architecture of the integration between Siebel eBusiness Application and MiCC Enterprise consists of the following key product components.

Running on each client workstation:

- Siebel Web Client or Dedicated Web Client
- MiContact Center Agent

Servers on the network:

- The MiCC Enterprise Server (CTI middleware)
- Siebel Server and Mitel Siebel Integration Driver, which integrates the Siebel Communication Server with MiCC Enterprise
- Siebel Database Server, which stores the data and physical files used by the Siebel Clients.

The MiContact Center Agent software must be installed on each agent workstation. Each workstation should have HTTP access to the Siebel server for the Siebel web clients. MiContact Center Agent is a client to the MiCC Enterprise server and allows the agent to handle voice, E-mail and chat interactions. For voice interactions, agents can use the MiContact Cemter Agent softphone or have a desktop phone.

The integration enables the agents to execute all the basic call control functions from their Siebel client interface, as well as receive screen pops based on different types of telephony data, such as ANI (Automatic Number Identification), Service Group name, IVR (Interactive Voice Response) data. MiCC Enterprise E-mail, SMS, open media and chat interactions have not been included in this integration.

The flow of commands and events between the Siebel client and MiContactCenter Agent is illustrated in Figure 1.

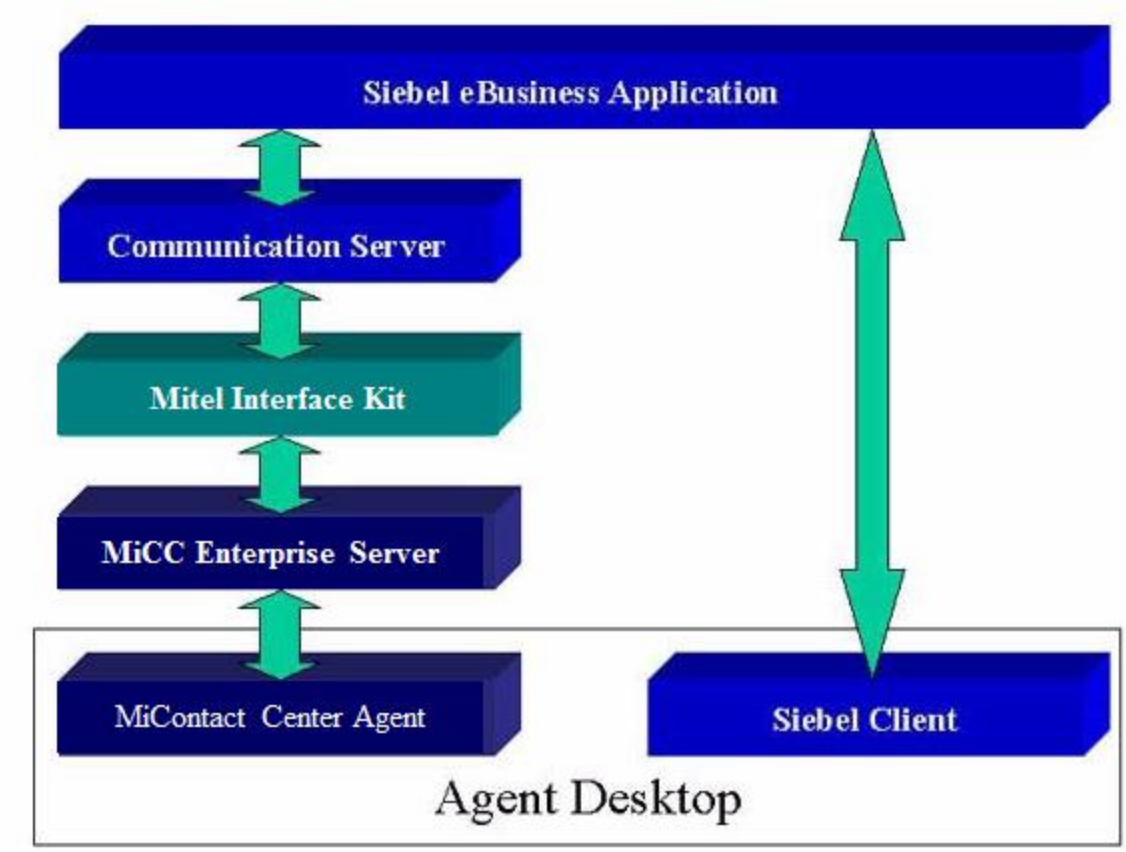

Figure 1: Commands and Event Flow

Information does not flow directly from MiContact Center Agent to the Siebel Client. The connection between MiCC Enterprise and Siebel eBusiness Applications is through the Mitel Integration Driver.

The following is an example (an inbound call) scenario of how commands and events are propagated in this integration.

1. When a customer calls in to the call center, the call is delivered from the MiCC Enterprise server to a call center agent that is logged on to MiContact Center Agent.
2. When the call arrives to the agent, MiCC Enterprise server sends an alerting event to the Mitel Siebel Integration Driver, along with associated data such as ANI, Service Group name, and so on. The driver sends the information to the Siebel Communication Server.
3. Siebel server identifies which agent the call is for, then recognizes Alerting as a new inbound call, and uses the ANI to retrieve the customer profile. The Siebel client receives toolbar updates for the incoming call and also provides a screen pop based on the customer information.
4. The agent initiates an Answer Call command by clicking on the Answer button from the Communication toolbar. This command is sent back to the Siebel Communication Server, through the Mitel Siebel Integration Driver and back to the MiCC Enterprise server. The MiCC

Enterprise server then connects the customer to the agent and sends another update through Siebel to inform the agent that the call is now in the talking state.

MITEL COMMANDS

See Table 1 Mitel Commands for a complete list of commands that can be initiated from a Siebel client.

Table 1: Mitel Commands

COMMAND NAME	PARAMETERS	DESCRIPTION
MakeCall	PhoneNumber	Tells MiContact Center Agent to make an outbound call with the specified dial string.
AnswerCall		Tells MiContact Center Agent to answer an inbound call using the specified call ID.
HangupCall		Tells MiContact Center Agent to hang up the call with the specified dial string.
HoldCall		Tells MiContact Center Agent to hold the current call.
RetrieveCall		Tells MiContact Center Agent to retrieve the specified call or the last held call.
TransferCall		Tells MiContact Center Agent to transfer the specified call or the last held call to the current active call DN.
ConferenceCall		Tells MiContact Center Agent to conference the current active call and the last held call.
MakeReady		An application can request MiContact Center Agent to change the agent to the Ready state. If the agent is Not Ready, the state will be changed to Ready.
MakeNotReady		An application can request MiContact Center Agent to change the agent to the Not Ready state. If the agent is Ready, the state will be changed to Not Ready.
ChangeNotReadyState		Toggles the Ready/Not Ready state.
CancelClerical		This command allows an application to end clerical time for a particular call after the call has been hung up.
LogIn	AgentID	Creates a Client Handle with the Communication Server.
LogOut		Ends the Client Handle with the Communication Server.

COMMAND NAME	PARAMETERS	DESCRIPTION
SendCampaignCallResult	Result, DateTime (optional)	This command allows the Siebel client to set the result of a campaign call at the completion of the call. Valid result values are: 1 = Busy 2 = No Answer 3 = Callback Later 4 = Completed Successfully 5 = Wrong Number 6 = Do Not Call Again If the result value is 3 (Callback Later), the DateTime parameter may be provided to indicate the date and time the customer should be called. The DateTime parameter should be provided in GMT with the following format: YYYYMMDDHHMMSS The callback date/time must be within the time frame of the ongoing call campaign or the callback will not be executed.

MITEL EVENTS

See Table 2, Mitel Events, for a list of the Mitel events that Siebel CTI may receive. These are the events that can be used to trigger different activities in Siebel, for example, screen pops based on the event and the event data in Table 3, Mitel Event Data.

Table 2: Mitel Events

EVENT NAME	DESCRIPTION
Alerting	Incoming call detected.
Dialing	Dialing digits.
Calling	Making an outgoing call.
Talking	Call connected.
Transferred	Call is transferred.
Conferenced	Call is conferenced.

MITEL EVENT DATA

In Table 3 Mitel Event Data Mitel event data fields are described. All the field types have String format.

Table 3: Mitel Event Data

EVENT DATA NAME	DESCRIPTION
CallID	Call identifier allocated by the switch.
CallState	The connection state for a call.
CalledNum	Called number.
SvcGrpName	The name of the service group the call has been distributed to.
ANI	Automatic Number Identification
IVR1	Interactive Voice Response data. The first data retrieved from the IVR system.
IVR2	Interactive Voice Response data. The second data retrieved from the IVR system.
IVR3	Interactive Voice Response data. The third data retrieved from the IVR system.
ConsultCalledNum	Called number on consultation call from one agent to another. For example, can be used for data screen transferring based on called number.
ConsultSvcGrpName	The name of the service group on consultation call from one agent to another.
ConsultIVR1	The first data retrieved from the IVR system on consultation call from one agent to another. For example, can be used for data screen transferring.
ConsultIVR2	The second data retrieved from the IVR system on consultation call from one agent to another. For example, can be used data screen transferring.
ConsultIVR3	The third data retrieved from the IVR system on consultation call from one agent to another. For example, can be used data screen transferring.

CAMPAIGN CALL EVENT DATA

If the configuration option *Driver:SendCampaignInfo* is set (see Table 5, Configuration Parameters for details), the campaign call data in Table 4, Mitel Campaign Call Event Data, will be sent in the indicated data fields instead of the information listed in the above table for campaign calls. For all other service group and private calls, the data listed above will be sent.

Table 4: Mitel Campaign Call Event Data

EVENT DATA NAME	DESCRIPTION
IVR1	Campaign Type as provided in the Comment field of the Campaign call database
IVR2	Customer number to be dialed as it is stored in the Campaign call database (that is, before any number translation is performed)
IVR3	Contact node for the campaign customer as provided in the Last Name field of the Campaign call database.
ConsultIVR1	Campaign Source Code for the campaign as provided in the First Name field of the Campaign call database.

INSTALLATION AND DEPLOYMENT

Deployment of Siebel and MiCC Enterprise involves the following:

- Installation and configuration of the Mitel Call Manager
- Installation of Siebel server including Communication Server
- Installation and configuration of MiCC Enterprise Server
- Installation of the Communication driver
- Configuring Siebel Communication Server

HARDWARE AND SOFTWARE REQUIREMENTS

Please refer to the Siebel documentation for details on Siebel client and server hardware and software requirements.

Please refer to document MiCC Enterprise Installation Instructions for server and client hardware and software requirements.

The following are required on all client computers enabled for the MiCC Enterprise integration.

- Web Browser (to be used for the Siebel client) (see Siebel Book- shelf for supported browsers)
- MiContact Center Agent

NETWORKING REQUIREMENTS

The networking protocol must be TCP/IP for the MiCC Enterprise platform.

SKILL REQUIREMENTS

The person who is installing and configuring Siebel Communication Server needs to know the basics of Siebel and CTI, as well as how to enable Siebel Session Communications and configure parameters and events in order to perform the appropriate screen pops. This person must also have administrator privileges for Siebel eBusiness Applications, in order to access the Siebel configuration views.

Product knowledge of MiCC Enterprise is also required in order to perform installation and configuration.

PRE-INSTALLATION REQUIREMENTS

- Installation and configuration of Mitel Call Manager
- Installation and configuration of Open Application Server
- Installation and configuration of MiCC Enterprise Server
- Installation and configuration of Siebel eBusiness Applications

INSTALLATION PROCESS

This step-by-step installation guide describes the installation and configuration steps necessary for integrating Siebel eBusiness Applications and MiCC Enterprise. Be sure to read Siebel Bookshelf recommendations and requirement for how to install and configure Siebel eBusiness Applications

1. Use MiCC Enterprise Configuration Manager to define the Broadcast Parameters for the Agent Service. They are located in the Contact Center Advanced System Properties on the General tab. The values to be defined are as follows:
   - Broadcast IP Address – specifies the IP address to be used for broadcasting (valid addresses are between 224.0.0.0 and 239.255.255.255)
   - Broadcast Port – specifies the port to be used for broadcasting
   - Broadcast Max Routers – specifies the maximum number of routers
   - Broadcast IP Address for Network Card – set to use a specific IP address when multiple network cards are installed
2. Install the Siebel eBusiness Application Server Communication Server. See Siebel Communications Server Administration Guide in Siebel Bookshelf for requirements and instructions for enabling the Communication Server. Be sure to choose the Communication Management component group in the setup.
3. Install the Siebel integration driver and its accompanying files into a directory on the Siebel server. In the case of this guide we will assume that the driver is located in the d:\driver directory.
4. Import the Communication Configuration .def file provided by Mitel. This can be accomplished by going to Site Map -> Administration Communications -> All Configurations -> Import Configuration.
5. The configuration imported in the previous step must be customized to the specific implementation. Navigate to Site Map -> Administration Communications -> Communications Drivers and Profiles select Ericsson Driver and Edit the driver. Change the Library Name field to show the correct filename and location. In Driver Parameters modify the value for Driver:AgentServiceIPAddress to match the IP address for the MiContact Center Agent Service computer.
6. Add Agents to the system. Navigate to Site Map -> Administration Communications -> All Configurations choose the Ericsson configuration, click the Agents tab and add a new agent. You must have already created the Employee before the person will be available to the picklist.
7. Configure Agent logons. Navigate to Site Map -> Administration Communications -> Agent General Profile and configure the Agent Login and Password fields. It is important that the Agent Login field matches the login used for MiCC Enterprise.

8. Add Telesets and Extensions to the Siebel system, and assign them to the Agents. This information is not used by MiCC Enterprise, but it is required by Siebel to enable the agent for communication sessions. Navigate to Site Map -> Administration Communications --> All Telesets, and add new teleset and extensions. Then assign Agents to those telesets.

9. Restart the Siebel server to enable the new driver.

10. Log on one of the Siebel agents that is configured to be a MiContact Center agent. Log the agent onto MiContact Center Agent. Press the LogIn button in Siebel to logon the agent. Verify that the agent can now be made Ready/Not Ready.

MICC ENTERPRISE CONFIGURATION PARAMETERS

Supported driver parameters and applicable default values for the Ericsson driver are listed in Configuration Parameters. To view or modify these parameters, navigate to *Site Map -> Administration Communications -> Communications Drivers and Profiles* and select the Ericsson Driver.

Each parameter is prefaced with a keyword indicating how it will be used:

- Parameters prefaced with “Driver:” are sent to the Mitel integration driver when Siebel Communications Server is being initialized.
- Parameters prefaced with “Service:” are used by Siebel only.

These parameters are not included here. See Siebel Bookshelf for a description of these parameters.

Table 5: Configuration Parameters

PARAMETER NAME	DESCRIPTION
Driver:AgentServiceIPAddress	IP Address of the computer hosting the MiContact Center Agent Service. (example: “195.100.105.76”; do not include quotes)
Driver:AgentServicePort	Port number configured in MiCC Enterprise for clients to connect to. (example: “2601”; do not include quotes)
Driver:EnableDebug	1 to enable debug logging, 0 to disable debug logging. Logs are stored in the location of the integration driver.
Driver:LogFileSize	Log file size in MB.
Driver:NumLogFiles	Maximum number of log files.
Driver:SendCampaignInfo	Send specific campaign call parameters in the event data fields for call events (see 2.4 Campaign Call Event Data for details).
Driver:DirectConnect	Set this option to directly connect to the MiContact Center Agent Service instead of using the broadcast interface.

OTHER CONFIGURATION CONSIDERATIONS

There are a few items to consider while configuring the Siebel integration.

NUMBER TRANSLATION

Default values are provided in the Configuration Parameters for the Dialing Filter rules. These rules are for number translation in outbound dialing and most likely need to be customized for the specific customer.

INTERNAL/EXTERNAL INBOUND CALLS

The *FilterSpec* parameters for all Siebel EventHandlers should be reviewed for their appropriateness. Take note of the parameter value for EventHandlers handling the Alerting, Conferenced and Transferred DeviceEvent. See Siebel Bookshelf for more information about the *FilterSpec* parameter for EventHandlers.

UNIVERSAL QUEUEING

Siebel Universal Queueing is not used, since MiCC Enterprise has its own queueing functionality.

HOTELING

The integration does not utilize the Siebel Hoteling option. MiContact Center Agent allows user to log on from any workstation, called the Free Seating feature.

TOOLBAR CUSTOMIZATION

The Communication Toolbar can be customized with Siebel Tools. See Siebel Bookshelf for more details. See Table 6, Toolbar icons, for a list of some of the icons, and their description, used by the integration by default.

Note: Not all icons in the toolbar are used.

Table 6: Toolbar icons

	Make call
	Answer call
	Hang up call
	Transfer a hold call
	Establish a conference call
	Hold call
	Retrieve call
	Log in
	Log out
	Make ready or not ready for service calls
	End clerical time

AVAILABILITY

Contact Siebel for information about licensing and availability of Siebel Communication Server.

MiCC Enterprise platform is available through Mitel local sales offices and distributors. Visit www.mitel.com to find out your local sales offices.

INTEGRATED PRODUCT VERSIONS

The latest certification is described in the document Product Compatibility Matrix, which can be found in the CPI library or on PowerUp accessible via the MiConnect web portal.

HOW TO OBTAIN INTEGRATION SOFTWARE AND SERVICES

Siebel eBusiness Applications is available from your Siebel sales representative.

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