Unify OpenScape Contact Center Enterprise

Siebel V11R1

Integration Guide
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Mitel

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1 About this guide

This guide provides an overview of the OpenScape Contact Center integration with the Siebel CRM 7.8 desktop environment.

1.1 Who should use this guide

This guide is intended for Siebel system administrators who intend to install and configure the OpenScape Contact Center Siebel integration.

NOTE: For information on the administration, configuration, and use of the Siebel CRM 7.8 system, refer to your Siebel documentation.

1.2 Formatting conventions

The following formatting conventions are used in this guide:

Bold
This font identifies OpenScape Contact Center components, window and dialog box titles, and item names.

Italic
This font identifies references to related documentation.

`Monospace Font`
This font distinguishes text that you should type, or that the computer displays in a message.

NOTE: Notes emphasize information that is useful but not essential, such as tips or alternative methods for performing a task.

IMPORTANT: Important notes draw special attention to actions that could adversely affect the operation of the application or result in a loss of data.

1.3 Documentation feedback

To report an issue with this document, call the Customer Support Center.

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- **Title:** Siebel Integration Guide

- **Order Number:** A31003-S22B1-N105-02-7620

2 About the OpenScape Contact Center Siebel integration

This chapter provides an overview of the OpenScape Contact Center integration with Siebel CRM 7.8, including the additional toolbar functions.

2.1 Overview

The OpenScape Contact Center system integrates with Siebel CRM 7.8 using a Siebel-certified connector to provide softphone and voice screen pop functionality.
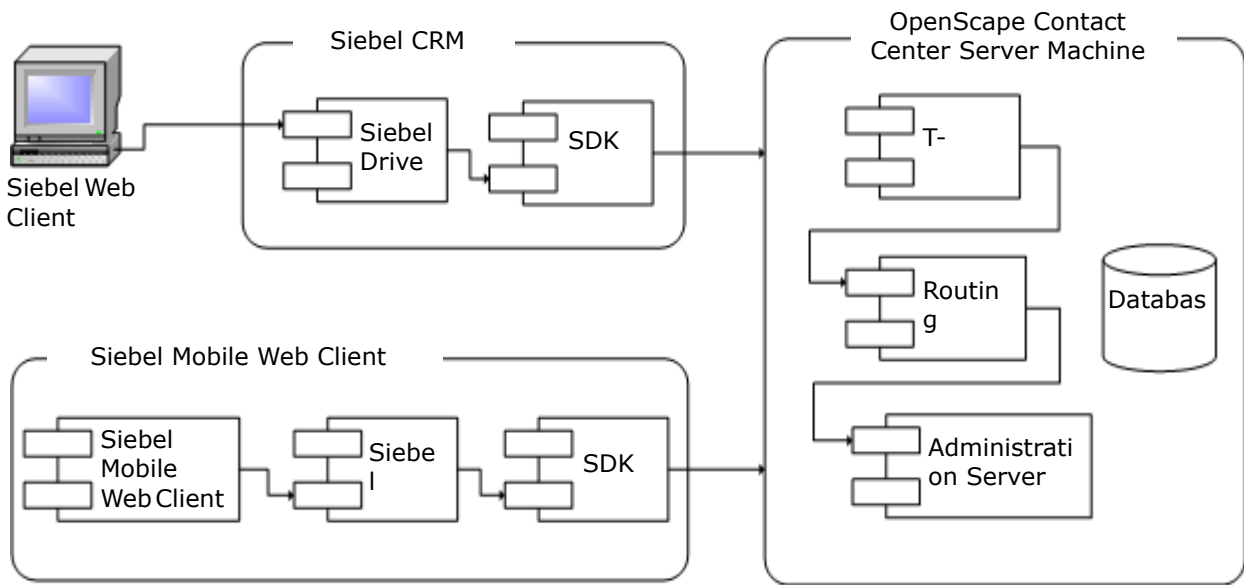
The OpenScape Contact Center Siebel integration enables Siebel users to handle calls routed by the OpenScape Contact Center system using the Siebel Web Client (thin) or the Siebel Mobile Web Client (thick) and supports English or German based on the Siebel User Language setting.

After you have completed the installation and performed the necessary configuration tasks described in this guide, you will have a Siebel-certified connector (driver). All operations using this connector are carried out from the Siebel interface. The OpenScape Contact Center system runs in the background to route calls and respond to requests from the Siebel system.

NOTE: The OpenScape Contact Center Siebel Integration provides a validated OpenScape Contact Center SDK-based template and the source files used to compile the Siebel driver so that you can customize the integration. For details, contact your support representative.

2.2 What's added to the Siebel toolbar

The integration adds four toolbar functions to the Standard Siebel desktop interface. The Siebel documentation covers the use of the standard functions.

Icon	Function	Description
	Available	Sets the user's routing state to **Available**.
	Logon/Logoff	Logs on or off the OpenScape Contact Center voice queue.
	Unavailable	Sets the user's routing state to **Unavailable**.
	Work	Sets the user's routing state to **Work**.

Table 1   Toolbar functions specific to OpenScape Contact Center

2.3 Limitations

The section describes any limitations with the OpenScape Contact Center Siebel Integration.

Limitation	Description
Camped-on calls	Although camped-on calls are displayed in the work item list, toggling between calls is not supported.

Table 2   *Limitations*

3 Installing and configuring the OpenScape Contact Center Siebel integration

This chapter describes how to install and configure the OpenScape Contact Center Siebel Integration to provide basic softphone and voice screen pop functionality.

3.1 System requirements

The OpenScape Contact Center Siebel Integration can be installed on a machine that is running the following Microsoft Windows operating systems:

- Windows Server 2008 R2 Standard or Enterprise Edition with Service Pack 1

- Windows 8 or 8.1 Professional or Enterprise Edition or later

- Windows 7 Professional or Enterprise Edition or later

- Windows Vista Business or Enterprise Edition with Service Pack 2 or later

- Windows Server 2022

3.2 Installing the OpenScape Contact Center Siebel Integration

The Siebel machine on which you install the OpenScape Contact Center Siebel Integration depends on the type of client that you are using:

- If you are using the Siebel Mobile Web Client (thick), you must install the integration on the Siebel server machine and all the Siebel Mobile Web Client machines.

- If you are using the Siebel Web Client (thin), you only need to install the integration on the Siebel server machine.

To install the OpenScape Contact Center Siebel Integration:

1. On the Siebel machine where you want to install the OpenScape Contact Center Siebel integration, stop the Siebel Server and Siebel Gateway Name Server services, and then do one of the following:

    - If you are installing from the OpenScape Contact Center DVD, insert the DVD into the DVD-ROM drive, browse to the **OpenScape Contact Center Siebel Integration** folder, and then double-click **setup.exe**.

- If you are installing from the NetSetup folder on the OpenScape Contact Center server machine, browse to the **OpenScape Contact Center Siebel Integration** folder, and then double-click **setup.exe**.

2. Select a language for the installation, then click **OK**. This launches the **OpenScape Contact Center Siebel Integration Setup Program**, which will guide you through the rest of the installation process.

3. Click **Next**.

4. In the **License Agreement** dialog box, read the license agreement carefully, click **I accept the terms in the license agreement**, and then click **Next**.

5. To install the OpenScape Contact Center Siebel integration to the default location, click **Next**.

IMPORTANT: We strongly recommend that you do not change the default location unless you are advised to do so by your support representative.

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6. To begin the installation, click **Install**.

7. When the installation process is complete, click Finish. The following folders are created in the default installation folder.

- Image Files

- Siebel Definition Files

- Siebel Import Files

- Siebel Repository Files

3.3 Configuring the OpenScape Contact Center Siebel Integration

This section describes how to configure the OpenScape Contact Center Siebel Integration on the Siebel server machine. For detailed instructions, see the Siebel documentation.

3.3.1 Configuring the integration on the Siebel server machine

NOTE: In a multitenant environment, you must create separate configuration files for each business unit to which Siebel Call Center agents will log on, and then repeat the procedure described in this section for each business unit. For details on how to create the files for each business unit, see Section 3.3.1.1, "Creating separate configuration files for each business unit", on page 14.

To configure the integration on the Siebel server machine:

1. Browse to the **Siebel Definition Files** folder and open the required definition file (for example, HPPC Siebel 7 Configuration English.def) in a text editor, such as Notepad.

2. In the Drivers and Profiles section, modify the profile parameter overrides listed in Table 3. Also modify any other mandatory parameters, as required.

Parameter	Description
Driver:HiPathProCenterID	The OpenScape Contact Center user name used to initialize the HiPath ProCenter Manager interface in the OpenScape Contact Center SDK.
Driver:HiPathProCenter Password	The password associated with the Driver:HiPathProCenterID parameter.
Driver:HiPathProCenter BusinessUnitName	Optional. The name of the OpenScape Contact Center business unit in a multitenant environment. When multitenancy is not licensed, this parameter is ignored.
Driver:LogFile	The name and location of the log file. Use extension .000. For example, HPPCSiebel78_servername.000.
Driver:LogDebug	Optional, Boolean. ● FALSE—Print the default log ● TRUE—Print all the function entry and exit logs of the OpenScape Contact Center SDK (ttkhppc.dll)
Driver:LogEnable	Boolean. ● FALSE—Disable logging ● TRUE—Enable logging
Driver:ConnectString	The address of the Administration Server on the OpenScape Contact Center server machine. The format is portnumber@servername.

Table 3   Profile Parameter Overrides

3. On the Siebel server machine, log on to the Siebel Call Center using SADMIN.

4. Create a new configuration (for example, OpenScape Contact Center Siebel Integration for Siebel 7), and save it.

5. Import the definition file and ensure that you select the following:

   ● Configuration Parameters

   ● Commands

   ● Events

   ● Drivers and Profiles

   When the import is complete, a new driver profile is created with the same name as the new configuration.

6. Create a new Siebel user for use as a CTI Agent.

7. Select the new configuration, and then add the new Siebel user to the configuration.

8. View the new Siebel user general profile and enter the agent login ID. This should match the OpenScape Contact Center user ID that is associated with the agent.

9. Create a Teleset including the new Siebel user and the corresponding OpenScape Contact Center extension.

10. Browse to the **Image Files** folder and copy the image files to the following folder:

    <SiebelEnterpriseDir>\SWEApp\PUBLIC\<LANGUAGE>\images

3.3.1.1 Creating separate configuration files for each business unit

In a multitenant environment, you must create separate definition (.def) and library (.dll) files for each business unit to which Siebel Call Center agents will log on. After you create the required files, you configure the integration for each business unit as described in Section 3.3.1, "Configuring the integration on the Siebel server machine", on page 13.

NOTE: If you are using the Siebel Web Client (thin), the Driver:LogFile name configured in the definition file must be the same for each business unit.

To create separate configuration files for each business unit:

1. Browse to the **Siebel Definition Files** folder and make a copy of the appropriate definition file (for example, HPPC Siebel 7 Configuration English.def) and rename it for the business unit (for example, Siebel 7 Configuration for BusUnit A.def).

2. Open the renamed .def file in a text editor, such as Notepad.

3. In the Drivers and Profiles section, provide a unique profile, driver, and library name for the business unit. For example:

```
[Profile:Siebel 7 Voice Driver for BusUnit A]

Driver = "Siebel 7 Voice Driver for BusUnit A"

Driver:HiPathProCenterID = "master"

Driver:HiPathProCenterPassword = "password"

Driver:HiPathProCenterBusinessUnitName = "BusUnit A"

Driver:LogFile = "c:\Siebel78Log.000"

Driver:LogEnable = "FALSE"

Driver:LogDebug = "FALSE"

Driver:ConnectString = "6000@servername"


[Driver:Siebel 7 Voice Driver for BusUnit A]


Library Name = "HPPCSiebel78_forBusUnitA.dll"

Icon File = "voice.gif"

Channel Type = "Voice"

Outbound Flag = "Y"

Interactive = "Y"

Channel String = "Voice"

Inbound Flag = "Y"


[Driver Parameters:Siebel 7 Voice Driver for BusUnit A]


Required:Service:SiebelID = "{@UserId}"

Required:Service:TelephonyServerAdjustment = "150"

Required:Driver:UserName = "{@Username}"

Required:Service:Extension = "{@SelectedDN}"

Required:Service:AgentID = "{@AgentId}"

Required:Driver:HiPathProCenterID = "CHANGE_ME"

Required:Driver:HiPathProCenterPassword = "CHANGE_ME"

Driver:HiPathProCenterBusinessUnitName = "CHANGE_ME"

Required:Driver:LogFile = "CHANGE_ME"
```

```
Required:Driver:LogEnable = "FALSE"

Required:Service:ChannelType = "Voice"

Required:Driver:LogDebug = "FALSE"

Required:Driver:Configuration = "{@Configuration}"

Required:Driver:ConnectString = "CHANGE_ME"

Required:Name = "Siebel 7 Voice Driver for BusUnit A"
```

4. Browse to the **Siebel Integration for HiPath ProCenter** folder and make a copy of the HPPCSiebel78.dll file and rename it to match the Library Name you provided in step 3.

5. Follow the procedure provided in Section 3.3.1, "Configuring the integration on the Siebel server machine", on page 13, to configure the integration for the business unit.

6. Repeat steps 1 to 5 for each business unit.

3.3.2 Specifying the Siebel repository file

You must specify the correct Siebel repository file on the Siebel server machine and any Siebel Mobile Web Client machines. The integration provides a repository file that is built for a Siebel 7.8, Version 2 system, and may not be compatible with other Siebel versions. Therefore:

● If you have a Siebel 7.8, Version 2 system, use the repository file provided with the integration.

● If you have a different Siebel version, use the Siebel Tool to compile a new repository file.

IMPORTANT: If you choose to compile a new repository file, there is a risk of incompatibility if there is an existing OpenScape Contact Center Siebel integration.

NOTE: We recommend that you create a backup copy of the existing **Siebel.srf** repository file on the Siebel server machine and any Siebel Mobile Web Client machines before performing these procedures.

To use the repository file provided with the integration:

1. Copy the **siebel_<Language>.srf** file from the **Siebel Repository Files** folder (see step 7 on page 12) to the following folder:

    <SiebelEnterpriseDir>\<SiebelServerDir>\OBJECTS\<LANGUAGE>

2. In the <LANGUAGE> folder, rename the **siebel_<Language>.srf** file to **Siebel.srf**.

3. If you are using the Siebel Mobile Web Client (thick), copy the renamed **Siebel.srf** file to the following folder on all of the Siebel Mobile Web Client machines:

    <SiebelWebClientDir>\OBJECTS\<LANGUAGE>

To compile a new repository file:

1. Open the Siebel Tool.

2. Import the **HPPC Siebel 7 Import.sif** file that is located in the **Siebel Import Files** folder (see step 7 on page 12).

3. Compile a new **Siebel.srf** file.

4. Replace the existing **Siebel.srf** file with the new **Siebel.srf** file in the following folder:

    <SiebelEnterpriseDir>\<SiebelServerDir>\OBJECTS\<LANGUAGE>

5. If you are using the Siebel Mobile Web Client (thick), copy the new **Siebel.srf** file to the following folder on all of the Siebel Mobile Web Client machines:

    <SiebelWebClientDir>\OBJECTS\<LANGUAGE>

3.3.3 Enabling the communication driver

You must ensure that the communication driver is enabled.

To enable the communication driver:

1. Locate the uagent.cfg file in the following folder:

    <SiebelEnterpriseDir>\<SiebelWebClientDir>\BIN\<LANGUAGE>

2. Open the uagent.cfg file and set CommEnable to TRUE.

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