



Call SWEET! *Live*

on IP Office R6

Deployment Guide

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The following document outlines what DATEL will need in order to personalize your Call SWEET! Live application. The project manager will coordinate with the business partner and customer to assign responsibility for each requirement listed below.

SECTION 1: Requirements for Installation

Once your DATEL Project Manager has confirmed items 1-12 from Section 1 are complete, he/she will coordinate the installation with you and with the DATEL Technician installing your application. The installation date will be set for no more than 10 business days after information is collected. This process can be expedited for a fee of \$275.

1. A dedicated system that meets or exceeds the specifications on the table below, and has the following applications installed:

Operating System	Minimum: Windows XP Pro Recommended: Windows 2003 Server TAPI functionality not supported for Vista or Windows Server 2008
Hard Drive	Minimum: 40 GB free space plus 10 MB/10,000 call records
RAM	Minimum: 2 GB Recommended: 4 GB
Processor	Minimum: Pentium 2 2.4 GHz or equivalent Recommended: Dual Core 2.4 GHz or higher
SQL Server	Minimum: SQL Server 2005 Express Recommended: SQL Server 2005 Standard
Server Configuration	(1) Microsoft IIS %1 or higher (2) .NET 3.5 Framework (3) Static Private IP Address (4) Ports open to Call SWEET! server: 9737, 1434, 1433, 80 (5) Stand alone dedicated server required for Call SWEET! Live
Web Browser	Minimum: Internet Explorer 7.0, Firefox 2.0
Remote Access	LogMeIn.com account created and available on Call SWEET! Live computer
Additional Requirements	A computer/server running DeltaServer and an Avaya CTI DevLink Pro license will be required at each location where Call SWEET! Live is to collect data. In cases where Call SWEET! is present at remote sites without Call SWEET! Live, an Avaya CTI DevLink Pro license alone is required.
Call SWEET! Live Widgets Requirements	.NET Framework 2.0 with SP1 and network connectivity to server required for all computers running widgets.

NOTE: Call SWEET! Live and Call SWEET! can not be installed on the same server as CCC or Contact Store.

NOTE: Call SWEET! Live is not supported on any 64 bit system.

2. Remote access to the Call SWEET! server
 - LogMeIn required
3. SMDR collection enabled
 - Refer to Section 3

SECTION 1: Requirements for Installation continued

5. Force log in turned on for the agents
 - See instructions and figure 1.5 on page 6
 - Only applicable if agents must first log themselves into the phone and then enable themselves into the hunt group
6. Confirm that under the licenses section, CTI Link Pro license status is listed as valid. If license status is absent, it will be listed as invalid.

License Type	CTI Link Pro
License Status	Valid
Instances	255
Expiry Date	Never

7. Short codes or toggle buttons set up for hunt group enable/disable
 - See instructions and figures 1.8 - 1.10 on pages 9 and 10
8. TAPI Installation
 - Call SWEET! Live requires TAPI installed at each remote site where DeltaServer is installed to monitor Do Not Disturb and use Supervisor Control. The installation requires two reboots of the Call SWEET! machine.
9. SMTP Host information, with Authentication if needed
 - This is required to receive emailed reports and notifications.
10. DATEL will upload your Department Enhanced Hierarchy, Account Codes, Call Rates, and/or Extension List if that data is provided in the attached template at the time the configurations files are received.
11. Which hunt groups and agents are to be monitored.

NOTE: Call SWEET! cannot be installed on the same server as CCC or Contact Store.

SECTION 2: Verification and Testing of Settings

On the installation date, testing of the Live Widgets must occur. Testing requires a client individual to be available on the date of installation. The testing involves an installation and verification of the widgets on a client PC.

NOTE: Testing must be completed before training can occur.



SECTION 3: Post-Installation and Training

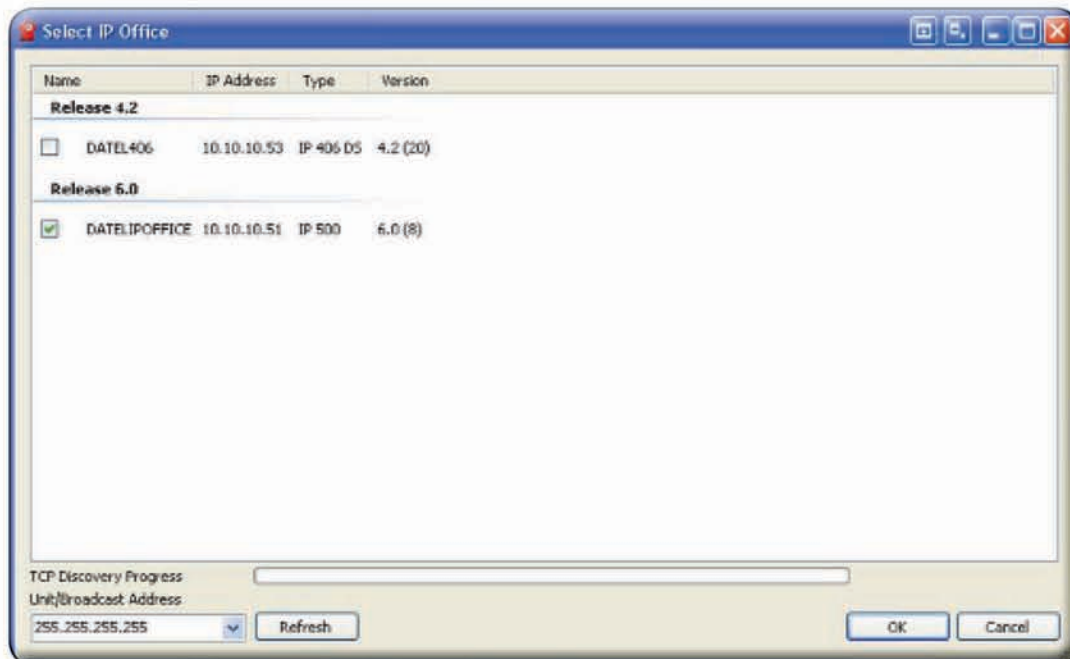
1. With your purchase of Call SWEET! Live you receive two hours of training credits. All training credits must be used within 10 days of installation.
 - DATEL's Project Manager will notify the Business Partner and the customer of the completion of installation, and will also schedule customer training.
 - Training will be performed on the customer's live system using their own data via GoToMeeting. This is a structured process that takes approximately two hours, and is tailored to meet the needs of the customer. As many people as necessary can be involved, and all features of Call SWEET! Live will be discussed.
 - Follow-up trainings can also be scheduled as needed. Follow-up training bundles can be purchased for \$120 per hour.
2. We need to complete the prerequisite installation and the checklist must be completed before on-site installation or training can be scheduled.
3. Configuration changes between installation and training may impact your Call SWEET! Live hunt group tracking. Please notify DATEL of any post-installation hunt group or agent changes in the phone system to avoid problems.
 - If hunt group of agent configuration changes in between installation and training, a \$220 reconfiguration fee may apply.
4. If the customer or the business partner requests a multi-site installation be completed in separate sessions instead of one, there will be a charge.
5. By indicating that the checklist is complete, you are verifying that you have read and understood the deployment guide, the provisions and the checklist.

SECTION 4 - Enabling SMDR collection

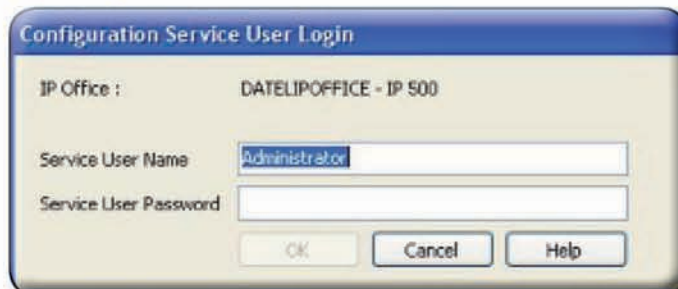
1. Open the Avaya IP Office manager.



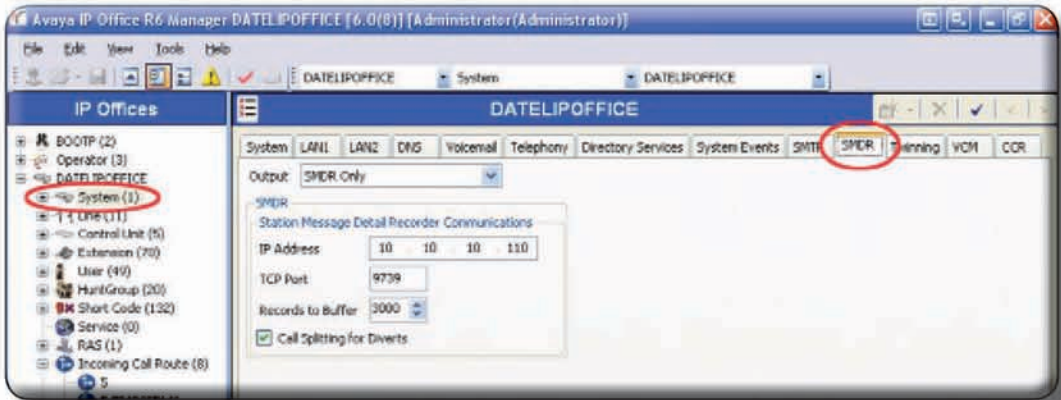
2. Select your IP Office and click ok.



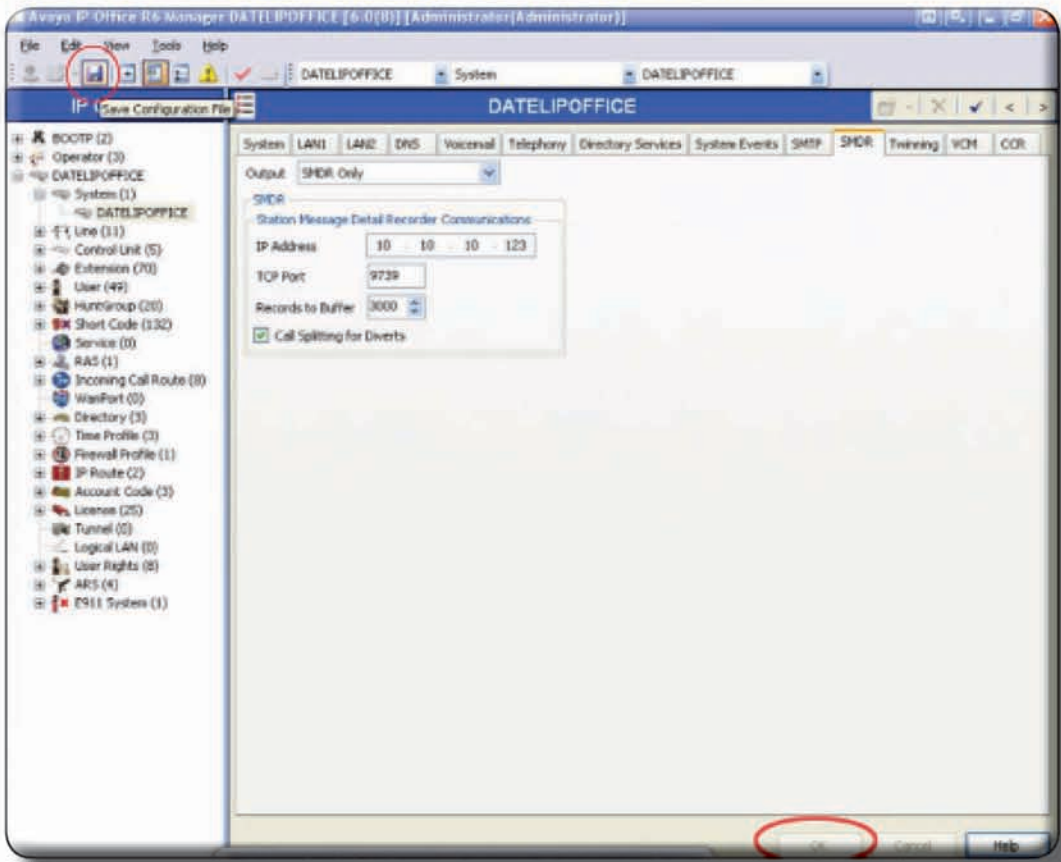
3. Log into your IP Office.



- Expand the field next to the name of your IP Office. Click System, then click SMDR.



- Refer to Figure 1a in the window of the installer and complete the fields in IP Office so they match exactly. Click ok. Click Save configuration.



SECTION 5 - Agent Set-up in IP Office

The following settings need to be applied to each agent being monitored by Call SWEET! Live.

1. Log into IPO Manager
2. Expand "Users"
3. Select Agent
4. Choose the "Telephony" tab
5. Check "Force Login" and set a default password (e.g. 1234). See figure 1.5 below.
6. Click **Ok**
7. Repeat for next agent
8. Save configuration



Wrap-up Time (secs)	10	<input type="checkbox"/> Offhook Station
Transfer Return Time (secs)		<input type="checkbox"/> Can Intrude
Individual Coverage Time (secs)	10	<input checked="" type="checkbox"/> Cannot be Intruded
Login Code	****	<input checked="" type="checkbox"/> Force Login
Login Idle Period (secs)		<input type="checkbox"/> Force Account Code

Figure 1.5

NOTE: Please confirm that both Hunt Group and Agent IDs do NOT contain spaces, as spaces prevent Call SWEET! Live from reading an Agent's live state. For example, "CustomerService" and "JohnSmith" in their relevant ID fields are suitable; however, "Customer Service" and "John Smith" are not. Also note that this restriction does not apply to the Hunt Group/Agent *descriptions*, as they can be in whatever format you choose.

To report on agent status, the version of IP Office must be taken in to account due to varying requirements.

If IP Office version is lower than 4.2.11, follow Section 6 (Short Codes Programming), Section 7 (Report on Voicemail Calls to a Hunt Group), & Section 8 (Assign Short Codes to Buttons).

If IP Office version is 4.2.11 or higher, follow Section 9 (Use Toggle Buttons on Agent Phones). Skip Sections 6, 7 & 8.

SECTION 6 - Short Codes Programming

Short codes need to be configured to allow agents to disable themselves from hunt groups. This function will be reported at Busy Wrap-Up time or Logged-In / Logged-Out time. Set up information for multi-site configurations can be found at the bottom of the page.

Short codes can be specified by customer and need to be configured within the Call SWEET! Live configuration pages. This example demonstrates DATEL's default configuration but may be adapted to your needs:

1. Expand Short Codes
2. Add New Short Code
3. Enter ***94*N#** in the Code field. (See figure 1.6)
4. Choose **HuntGroup Disable** in the feature field
5. Enter **N** in the Telephone Number field. Click **Ok**.
6. Add New Short Code
7. Enter ***95*N#** in the Code field. (See figure 1.7)
8. Choose **HuntGroup Enable** in the feature field
9. Enter **N** in the Telephone Number field. Click **Ok**.
10. Save Configuration

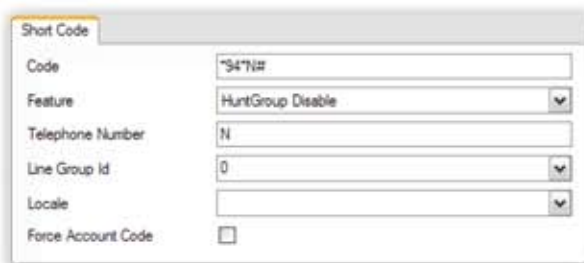


Figure 1.6

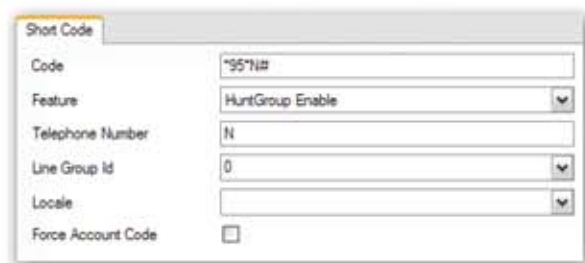


Figure 1.7

Setting up login short codes for multi-site configurations

If Forced Login (e.g. No User), login short codes must also include the agent's password.

For example:

****2119 = *35*2119*1234** (Where ***35** is the login code / **2119** is the extension / **1234** is the password)

SECTION 7 - Report on Voicemail Calls to a Hunt Group

To report on voicemail calls to a hunt group, make the following changes in the Voicemail Pro:

1. Instead of the **Leave Mail** node that can be selected for a hunt group's voicemail, use the one in figure 1.8 below:



Figure 1.8

2. Select the action in figure 1.9 below, replacing 4050 with the extension of your hunt group:

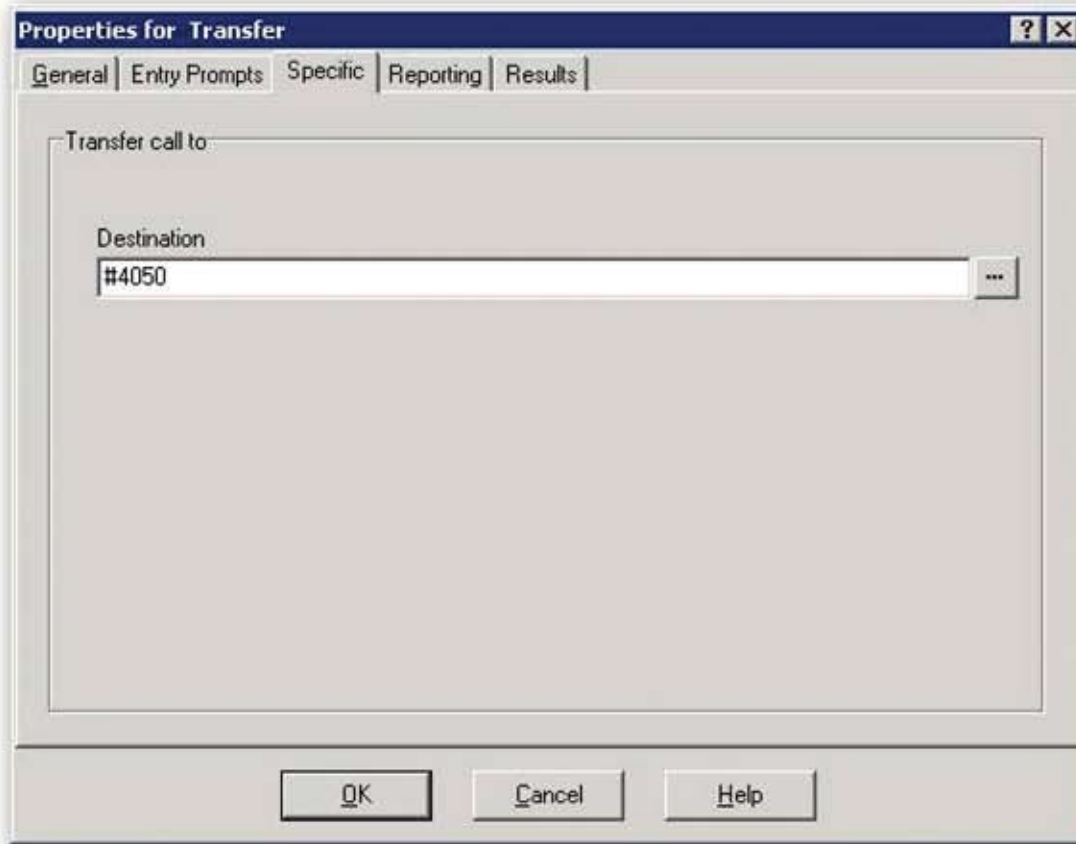


Figure 1.9

SECTION 8 - Assign Short Codes to Buttons

1. Open IPO Manager
2. Go to User Tab
3. Select User
4. Click "Button Programming" tab
5. To use only two buttons for enable/disable, program *94* for hunt group disable and *95* for hunt group enable. By programming these codes, the agent will simply have to press the enable or disable button, enter their hunt group number and '#' (see figure 1.10).

The label is user definable. The action data should have the hunt group in which they want to view the status on.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	BW-BEGIN	Dial	*94*4000#
5	BW-END	Dial	*95*4000#
6			

Figure 1.10

SECTION 9 - Use Toggle Buttons on Agent Phones

Toggle buttons may be used to log an agent in and out if your *version of IP Office is 4.2.11 or higher*. Follow the steps below to allow for toggle button use:

1. Secure interface is enabled. Under **Security Settings** in the File menu of Avaya IP Office Manager, change **Service Security Level** to "Unsecure + Secure." See figure 1.11.
2. Provide IPO Manager password and IPO Monitor password
3. Under **Button Programming** in IPO Manager, buttons must be programmed with "HuntGroup Enable" in the **Action** column. See figure 1.12.

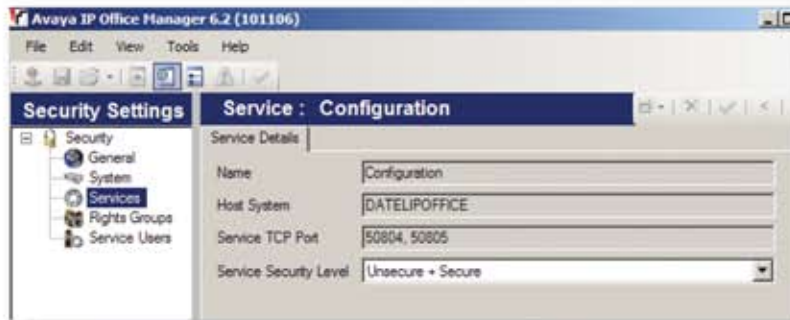


Figure 1.11



User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming
Button ...	Label	Action	Action Data						Remove
1	L1	Appearance	a=						Edit...
2	L2	Appearance	b=						Copy
3	L3	Appearance	c=						
4	MAIN	HuntGroup Enable	2006						

Figure 1.12

Secure & Unsecure

1. Open IPO Manager > Selecting File > Advanced > Security Settings > Selecting the IP
2. Enter default username: security password: securitypwd
3. Click Ok
4. Click Services
5. In the right panel under Service Configuration, select Unsecure + Secure for the Service Security Level.
- see figure 1.11

This change requires a restart of the server

Install TAPI for CallSWEET! Live – V2

Instructions on how to manually install TAPI for Avaya IP Office

Step 1: Go to the link below:

<http://support.avaya.com/css/appmanager/public/support/Downloads/P0160/5.0.x/C200981917472673097>

Click on the TAPI Install (12 MB) save tapiQ2Maint2009.exe files to a folder then run exe.

Step 2: Click “Next”

Step 3: Choose the IP Office from the Menu → Click “Next” (See figure on right)

Step 4: Click “Next” at the “Select a User Name” Screen

Step 5: Click “Install”

****REBOOT****

Step 6: Once the computer has rebooted, the installer will continue, click “Next” then “Finish”

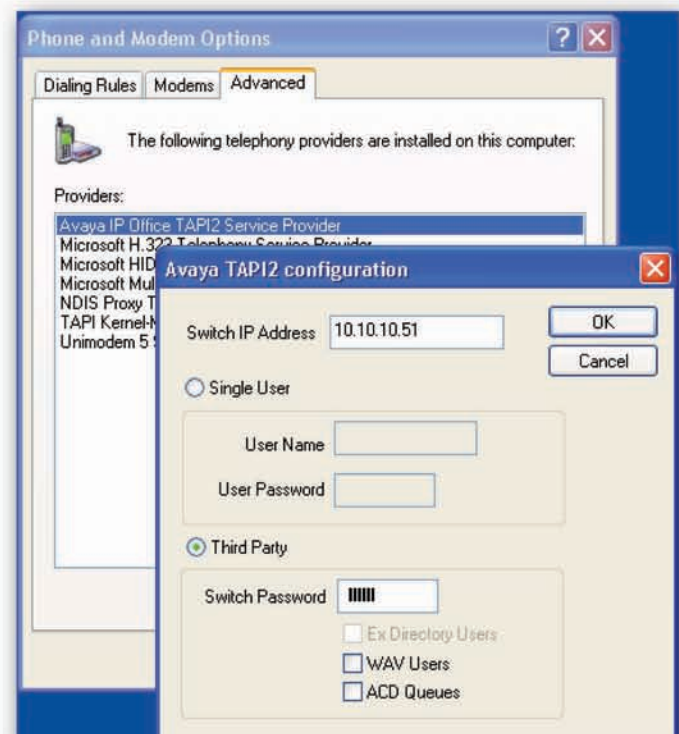
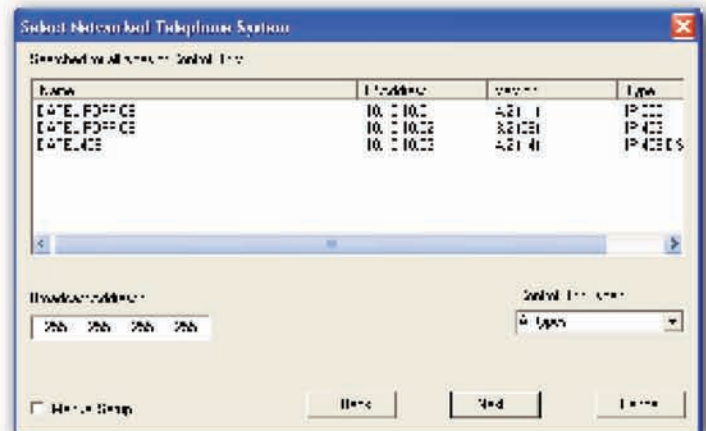
Step 7: Click Start → Control Panel → Phone & Modem Options → Advanced
Highlight “Avaya IP Office TAPI2 Service Provider” & click “Configure”

Step 8: Verify the IP Address, Choose 3rd Party and enter the IPO Administrator Password. Click “OK” (See figure below)

Step 9: Click “Close”

Step10: Reboot the server

Note: If user changes Administrator password this disables supervisor control and could cause instability with the server



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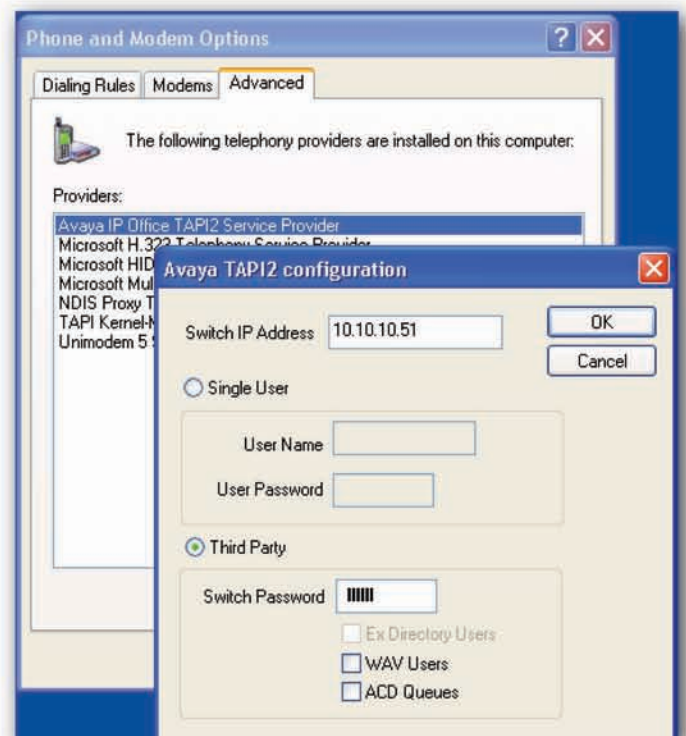
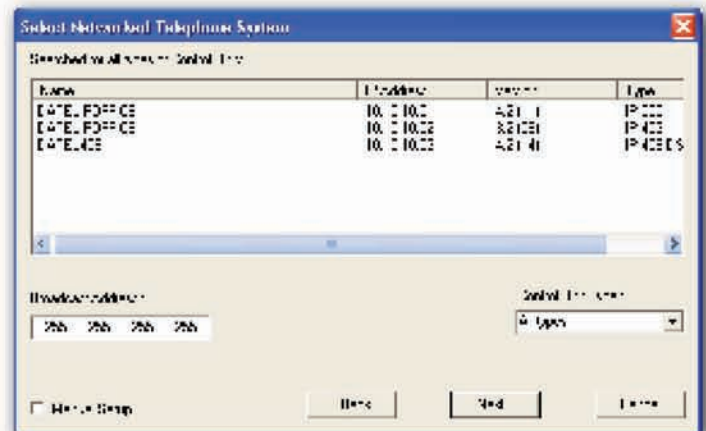
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Recap

Once required information is collected and configured, a DATEL Project Manager will coordinate the installation with you and with the DATEL Technician installing your application. The installation date will be set for **no more than 10 business days after information is collected**. This process can be expedited for a fee of \$275.



support@datel-group.com
(724) 940-0400 option 2