



Call Reporting Contact Center 4.4  
Installation Guide

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# 1.0. Prerequisites

Make sure you meet the following requirements prior to installing Contact Center.

## AVAYA CALL REPORTING

Avaya Call Reporting Release 3.10 or higher

You can check your current version by navigating to the Avaya Call Reporting home page and clicking the bell in the top right corner. If you are on version 3.8 or older, you must update to the latest version. In order to upgrade, your Xima Care support coverage must be current.

## AVAYA CALL REPORTING CONTACT CENTER SERVER

A separate, dedicated server away from Avaya Call Reporting. (One Avaya Call Reporting Contact Center Server will support up to 250 active Skill Based Routing and Queue Callback ports)

If 500 agents are required, you will need 2 servers.

If 1,000 agents are required, you will need 4 servers and so on.

Windows Server OS (2008, 2012, 2016) or Linux (CentOS or Ubuntu)

Either OS can be virtualized.

8 Core Processor

8 - 16GB RAM

250 GB Hard Drive

1 Ethernet NIC (10/100 or 10/1000)

## AVAYA HARDWARE

Avaya IP Office V1 or V2 Telephony Server; or Avaya IP Office Server Edition

Avaya Voicemail Pro ('Preferred Edition' or 'Advanced Edition'). If Voicemail Pro is not present there will be no IVR or Auto Attendant, but calls may be routed direct to skills groups.

Avaya Voice Compression Module (VCM) resources with licensing (One VCM resource is required for each call while in Avaya Call Reporting's Contact Center server).

## AVAYA SOFTWARE

Avaya IP Office R10.1 or higher

## 2.0. Installing the Contact Center Software on the Contact Center Server

### WINDOWS

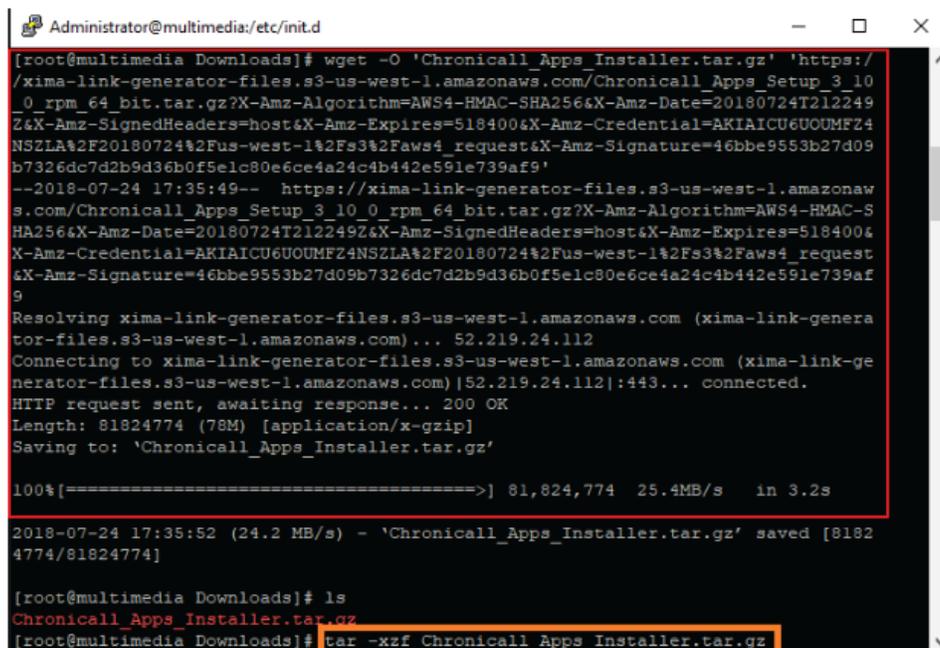
1. Start off by visiting our downloads page at [ximasoftware.com/oemdownloads](http://ximasoftware.com/oemdownloads).
2. Navigate to the most recent build of Avaya Call Reporting.
3. Select English or Multiple Languages.
4. Click on the Apps option of the build that suits your needs (Windows).
5. Run the setup as an Administrator or a user with Administrative rights
6. When selecting the correct app(s) to install select Show Advanced and select Multimedia.
7. Enter the full URL and administrator credentials for your Avaya Call Reporting Server.

### LINUX

1. Start off by visiting our downloads page at [ximasoftware.com/oemdownloads](http://ximasoftware.com/oemdownloads).
2. Navigate to the most recent build of Avaya Call Reporting.
3. Select English or Multiple Languages.
4. Right-click on the option of the build that suits your needs (Debian or RPM) and Copy link address.
5. Make sure it matches up with the build you are using. In our example, we'll use the 64-bit installer.
6. Paste that copied link onto a notepad.
7. Navigate to a directory you would like to place the Avaya Call Reporting installers. This can be a directory that is tailor-made for this purpose, so you can delete the files once done.
8. Once there, type the following command:

```
wget -O '(Name of your choice).tar.gz' 'https://(rest of the link that was copied from ACR)'
```

9. After executing, you should see something like this (red):



```
Administrator@multimedia:/etc/init.d
[root@multimedia Downloads]# wget -O 'Chronicall Apps Installer.tar.gz' 'https://xima-link-generator-files.s3-us-west-1.amazonaws.com/Chronicall_Apps_Setup_3_10_0_rpm_64_bit.tar.gz?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Date=20180724T212249Z&X-Amz-SignedHeaders=host&X-Amz-Expires=518400&X-Amz-Credential=AKIAICU6UOUMFZ4NSZLA%2F20180724%2Fus-west-1%2Ffs3%2Faws4_request&X-Amz-Signature=46bbe9553b27d09b7326dc7d2b9d36b0f5e1c80e6ce4a24c4b442e591e739af9'
--2018-07-24 17:35:49-- https://xima-link-generator-files.s3-us-west-1.amazonaws.com/Chronicall_Apps_Setup_3_10_0_rpm_64_bit.tar.gz?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Date=20180724T212249Z&X-Amz-SignedHeaders=host&X-Amz-Expires=518400&X-Amz-Credential=AKIAICU6UOUMFZ4NSZLA%2F20180724%2Fus-west-1%2Ffs3%2Faws4_request&X-Amz-Signature=46bbe9553b27d09b7326dc7d2b9d36b0f5e1c80e6ce4a24c4b442e591e739af9
Resolving xima-link-generator-files.s3-us-west-1.amazonaws.com (xima-link-generator-files.s3-us-west-1.amazonaws.com)... 52.219.24.112
Connecting to xima-link-generator-files.s3-us-west-1.amazonaws.com (xima-link-generator-files.s3-us-west-1.amazonaws.com)|52.219.24.112|:443... connected.
HTTP request sent, awaiting response... 200 OK
Length: 81824774 (78M) [application/x-gzip]
Saving to: 'Chronicall_Apps_Installer.tar.gz'

100%[=====>] 81,824,774 25.4MB/s in 3.2s

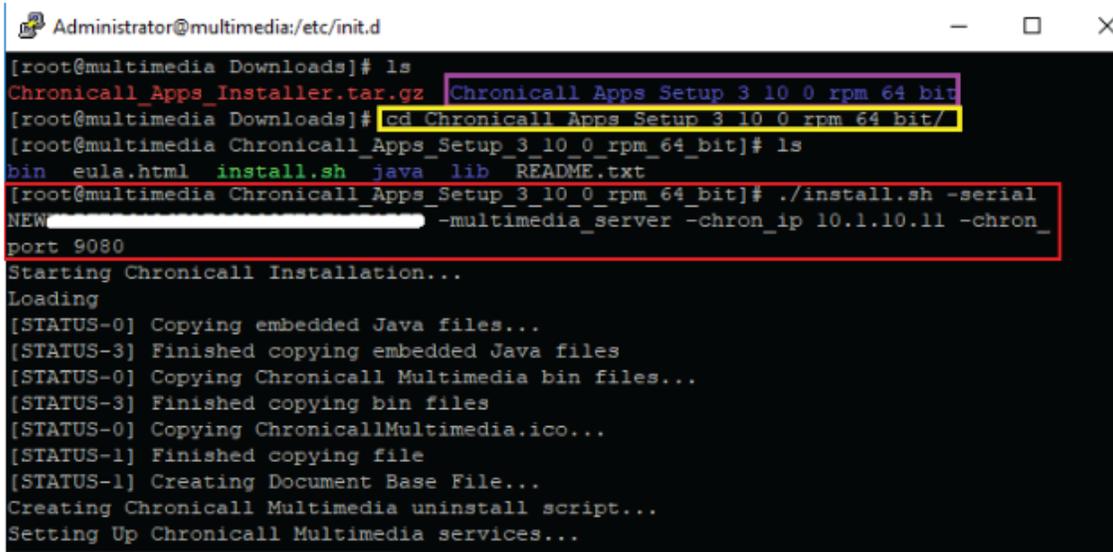
2018-07-24 17:35:52 (24.2 MB/s) - 'Chronicall_Apps_Installer.tar.gz' saved [81824774/81824774]

[root@multimedia Downloads]# ls
Chronicall Apps Installer.tar.gz
[root@multimedia Downloads]# tar -xzf Chronicall Apps Installer.tar.gz
```

10. Here, we run our next command (orange, above).

```
tar -xzf (Name we specified earlier).tar.gz
```

11. After this is done and our file is inflated, we can now navigate to the newly created directory hosting our installer (purple & yellow).



```
Administrator@multimedia:/etc/init.d
[root@multimedia Downloads]# ls
Chronicall_Apps_Installer.tar.gz Chronicall_Apps_Setup_3_10_0_rpm_64_bit/
[root@multimedia Downloads]# cd Chronicall_Apps_Setup_3_10_0_rpm_64_bit/
[root@multimedia Chronicall_Apps_Setup_3_10_0_rpm_64_bit]# ls
bin eula.html install.sh java lib README.txt
[root@multimedia Chronicall_Apps_Setup_3_10_0_rpm_64_bit]# ./install.sh -serial
NEW [REDACTED] -multimedia_server -chron_ip 10.1.10.11 -chron_
port 9080
Starting Chronicall Installation...
Loading
[STATUS-0] Copying embedded Java files...
[STATUS-3] Finished copying embedded Java files
[STATUS-0] Copying Chronicall Multimedia bin files...
[STATUS-3] Finished copying bin files
[STATUS-0] Copying ChronicallMultimedia.ico...
[STATUS-1] Finished copying file
[STATUS-1] Creating Document Base File...
Creating Chronicall Multimedia uninstall script...
Setting Up Chronicall Multimedia services...
```

12. Execute the appropriate install command for your version (red, above).

```
./install.sh -multimedia -chron_ip {IP Address of Hosting ACR Server} -chron_port {typically 9080}
```

Version ACR 4.0+ and before ACR 4.4:

```
./install.sh -multimedia -chron_docbase {Full ACR URL}
```

Version ACR 4.4+:

```
./install.sh -multimedia -chron_docbase {Full ACR URL} -admin_user {Admin ACR user}
-admin_password {Admin ACR password}
```

E.g., `./install.sh -multimedia -chron_docbase http://192.168.254.22:9080 -admin_user Administrator -admin_password password`

---

## 3.0. How to Program Avaya Contact Center Skills Based Routing

### 3.1. Programming Avaya IP Office

#### MANAGER

Open Avaya IP Office Manager and pull a local system configuration.

#### USERS

1. In the User tab, do the following:
  - a. Create a Name for the user. Repeat this name in the Full Name. E.g., ACR MM1
  - b. Create a Password on the User tab and re-enter it in the Confirm Password field.
  - c. Set Account Status as Enabled. This option is not available in older IP Office releases.
  - d. Insert an available extension in the Extension field. (E.g., 701)
  - e. In the drop-down for Profile, select the "Basic User" option.
  - f. Check mark the Exclude From Directory box.
2. In the Voicemail Tab, uncheck the box entitled Voicemail On.
3. In the Telephony tab, do the following:
  - a. In the Call Settings section, check the box entitled Call Waiting On.
  - b. In the Supervisor Settings section, enter a numeric password under the login code. Document for later as you will use it to register the extension.
  - c. Uncheck "Force Login"
4. A prompt for the new VoIP extension type will appear. Select SIP extension and press OK.
5. Avaya Call Reporting deployments only need a single SIP user with a single IP Endpoint license.

#### EXTENSIONS

Navigate to Extensions in the Configuration menu and find the newly created SIP extensions. In the VoIP tab, uncheck "Re-Invite Supported" and "Allow Direct Media Path." Click the Reserve License drop-down and select "Reserve Avaya IP Endpoint license." Set the codec on the VoIP tab to ULAW as a priority. Even if the install region uses ALAW, it must be ULAW on the virtual handset.

#### APPLICATION USER RIGHTS

The prospective Contact Center extension user(s) must be part of a User Rights group with the option "Application Servers Group" checked. If there isn't already a group called Application, create one. Select the created virtual handset(s) in the User Rights Membership > Members of this User Rights tab.

#### HUNT GROUPS

This option may be used to failover to IP Office Hunt groups if the SIP handset becomes unregistered to the Avaya Call Reporting Contact Center or if the Contact Center Server is down.

1. In the Configuration menu, right-click on Group and select a "New" group.
2. In the Hunt Groups tab, do the following:
  - a. Name the group. Make the name recognizable for future reference. (E.g., ACR CC)
  - b. Provide an appropriate Extension number. (E.g., 700)
  - c. Set Ring Mode to Collective Call Waiting.
  - d. Check the Exclude From Directory box.
  - e. Add the newly created SIP handset extensions to the User List.

---

## HUNT GROUPS (CONT'D)

3. In the Queuing tab, uncheck the box Queuing On.
4. In the Overflow tab, add any IP Office Hunt Group for overflow calls. This acts as a backup in the event the SIP handset becomes unregistered.
  - a. Set Overflow Time (sec) to 2 seconds.
  - b. Set Overflow Mode to Group.
  - c. Set Immediate Overflow to Off.
  - d. Select Add... and configure which Hunt Group(s) you would like as an Overflow group.
5. In the Voicemail tab, uncheck the box Voicemail On.

Repeat with another group extension and overflow destination for different call routes.

Important Note: You can route calls to your Contact Center using two different methods.

1. Use tags. Tags can be configured within the Incoming Call Route or within Voicemail Pro.
2. Use IP Office short codes. Configured tags and short codes will act as identifiers within each Avaya Call Reporting Skill Group. You can configure your Contact Center to use tags and/or short codes, as you can apply multiple identifiers.

## INCOMING CALL ROUTES

Create an Incoming Call Route to direct calls to Voicemail Pro (Auto Attendant greetings).

1. Select an Incoming Call Route or create a new one. Test using an unused number first.
2. If routing the call to an Auto Attendant, do the following:
  - a. In the Destinations tab, do the following:
    - b. In the Default Value and Destination field, type in 'VM: Contact Center' and hit OK. Contact Center is commonly used; however, you may choose any VM destination.
    - c. You may choose to add a fallback Extension of an IP Office Hunt Group in the destination. Proceed to section 3.2 to finish the programming to route calls using Voicemail Pro.
3. Create an Incoming Call Route to direct calls direct to a Skill Group:
  - a. In the Standard tab under Incoming Call Route set a tag of the skill routing identifier with no spaces or special characters.
  - b. Set the destination as the Contact Center hunt group.
4. Save and Merge.

## 3.2. Programming Avaya Voicemail Pro

### VOICEMAIL PRO

1. Create a Call Flow with the same name as created in the Incoming Call Route destination.
  - a. Right click on Modules and select Add.
  - b. When prompted for a name, enter the same name set in the Destination of the Incoming Call Route.
2. In the Call Flow, create a Menu.
  - a. Select Basic Actions.
  - b. Select Menu and drag it onto the screen.
  - c. In the Menu, create a greeting whereby you greet the caller and provide them menu or auto-attendant options. You can add additional features to your Auto Attendant such as time based routing.
  - d. Inside the Menu settings, add at least one Touch Tone selection. If the Auto-Attendant option is to press '1' for 'Support', insert a Transfer action from the Telephony Options into the call flow and link the Menu option 1 to the Transfer action.

---

## VOICEMAIL PRO (CONT'D)

- e. Inside the Transfer action, select the Specific tab and do the following:
  - i. In the Destination field, type in the extension of the Contact Center Hunt Group previously created in Avaya IP Office.
  - ii. Leave the Source field blank.
  - iii. In the Description field, enter the tag (Skill Routing Identifier) of the Avaya Call Reporting Contact Center Skill Group that you will program later in Avaya Call Reporting Contact Center.
3. Add additional Transfer actions for each needed skill group in the AA Menu and repeat the steps in 2e.
4. Save and Make Live.

### 3.3. Routing to Skill Groups by Short Code

You may prefer to route calls to a number instead of a Tag. This is useful as sometimes the agent will need to transfer into another Skill Group. This can be done via short codes. To program a short code in IP Office Manager, take the following steps.

1. Create a new short code.
  - a. Code: Available Range. Here you need to determine how many Skill Groups you may have and what you want their extension range to be. For example, if you need between 1 - 100 Skill Groups, you use the short code (ex. 5XX). This allows you to have skill routing identifiers (extensions for your Skill Groups) between 500 - 599.
  - b. Feature: Dial Extn
  - c. Telephone Number: (this should be set to the SIP handset you created earlier) followed by |>>. An example would be like this (yes, the period is included): 701|>>.

Later in the configuration for Skill Groups in Avaya Call Reporting, you'll program which groups will accept the short codes that fall in the range given. E.g., 504 will go to "Sales."

# 4.0. How to Program Contact Center Skill Groups

Avaya Call Reporting Contact Center needs the appropriate skills in order to send calls to the correct agents.

## ASSIGNING CONTACT CENTER AGENTS

You will need to select which agents will be assigned to the skill groups.

1. Go to Admin -> System Settings -> Contact Center Voice Seat.
2. Select the agents who should be included in any given skill group\*.

## ADD CONTACT CENTER SERVER ADDRESS

The Location of the Contact Center Server will also need to be programmed into the Avaya Call Reporting settings.

1. Go to Admin -> System Settings -> Contact Center Voice Seat
2. Input the Primary Contact Center Server IP

## VIRTUAL HANDSET LOGINS

User profile extensions that have been created in Avaya IP Office need to be configured in Avaya Call Reporting.

1. Select the SIP Extensions ellipsis tool from the Contact Center Voice Seat menu. The SIP Extension window will appear
2. Enter the User profile extension created in Avaya IP Office under the Avaya Call Reporting Contact Center SIP Extension field and the corresponding supervisor password from the same User extension in the Avaya IP Office in the Password field.
3. Hit OK to save. Save and exit system settings.

The SIP Extension needs to use an audio format that is enabled in your IP Office configuration. By default, the SIP Extension uses µlaw. Supported codecs for the SIP Extension are µlaw and alaw. To change the codec that the SIP Extensions are configured to use, adjust the setting by navigating to "SIP Extension Audio Format," which is listed under the Voice Seat Settings.



## REGISTERING VIRTUAL SIP EXTENSIONS

It is recommended to restart the Avaya Call Reporting Contact Center services to initiate a registration request.

1. After the service restart, navigate to Contact Center Configuration -> Contact Center SIP Endpoint and check the registration status of the virtual handset.
2. If the handset does not register, review the steps below and then repeat step one.
  - a. In IP oce Manager go to System -> LAN(1) -> VoIP and ensure that SIP Registrar is enabled. A PBX reboot may be required after this change.
  - b. If you see an "unauthorized" message for the extension, double check the user supervisor and password and try again.
  - c. Other issues may be related to rewalls, ports, or require a PBX reboot. Please contact Xima Support for assistance with any other issues.

\*Agents must first be assigned Realtime and Agent Dashboard licenses.

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## 4.1. Creating & Assigning Skill Groups

Skill Groups are used to designate which phone operator should take a call based on the call type and user-created criteria. The following section will explain how to edit pre-existing Skill Groups and how to create new ones.

### CONTACT CENTER SKILLS

To get to the Contact Center Skills window, do the following:

1. On the Home Page, select Contact Center Skills under the Contact Center Configuration tab. In this window, you will see a chart detailing all your different Skill Groups and how each user scores in each particular one. If this is your first time using this window, you will see we have already provided three blank Skill Groups that you can use as a template. If you would like to edit these or any pre-existing Skill Groups, you can select the ellipsis tool at the top of each skill. If you would like to create an entirely new Skill, just select the Add Skill button at the bottom of the window. Both of these options will activate the Skill Definition window.
2. If you would like to assign an agent to a specific Skill Group, give them a numeric value in the cell that correlates with the skill you want them to have. If the desired routing algorithm is Most Idle, the agents still need a skill level assigned, or the agent will not take calls for that skill group.

### SKILL DEFINITION

The Skill Definition window is used for customizing the settings for a specific Skill Group. This window has many options to allow for control of even the most minute details. However, below we have instructions for how to set up a new skill with the required base settings.

To create a new skill, fill in the following values.

#### SKILLS

**Skill Name:** Enter in the name of what you want to call the skill group (e.g., sales, tech support, marketing). This is the name the group will appear as in Reports and Wallboards.

**Availability Tiers:** This allows you to determine what agent skill level range you would like to set and how many minutes you would like to wait until another skill level is available in the queue. You must set at least two availability tiers, and the first availability tier will force you to do 0 minutes.

For example, if you only want agent skill levels 5-10 immediately available for calls in the queue, you would select "Skill Levels" 5 and set "Time in Queue" to 0 minutes. Then if you wanted agent skill levels 1-10 (everyone) available after 5 minutes, you would select "Skill Levels" 1 and set "Time in Queue" to 5 minutes.

**Skill Priority:** This allows you to rank the priority of the skill group over others, 1 being the lowest priority and 10 being the highest.

---

## VOICE SETTINGS

Routing Algorithm: You can choose what pattern you want your incoming calls to ring in. The patterns include:

- Most Idle: The call will go to your most idle user.
- Linear: The call will be delivered to the first agent in the list based on skill level, if available, every time. Then the call will be delivered to the second agent and so on and so forth. Consider this a priority list. It does not take into account the agent's skill level in other skills.
- Circular: Similar to Linear routing but will not always start at the top of the list for presenting to an agent. It will go through the list in a round-robin fashion.
- Intelligent Highest Skill First: This feature is unique to Avaya Call Reporting. This option allows the call to go to the person who is the most skilled to answer the caller's questions. For example, if Agent A and Agent B are equally highly skilled in Skill 1, but Agent A is also highly skilled in Skill 2, then the call will go to Agent B so that the Agent A can stay open.
- No Routing IVR: This routing algorithm is reserved for IVRs and will not automatically route to any agents until a menu selection is made. After the caller has made a selection, the call will be routed to another group which can route the call using its own routing strategy.

Skill Routing Identifier: This is the shortcode/tag configured in IP Office to identify routing to this skill group. It's important to know that what is entered into this field must exactly match how it is entered into IP Office Manager or Voicemail Pro.

Skill Groups are used to designate which phone operator should take a call based on the call type and user-created criteria. The following section will explain how to edit pre-existing Skill Groups and how to create new ones.

Language Pack: You have the ability to select which language you want your automated voice to say. If none of the options are satisfactory, you can click the three dots located on the far right and import yourself (or someone else) speaking in the language you want the automated voice to say, including your own version of English or Spanish.

Queue Announcements: This is how you set up the caller's experience while waiting in queue. You can edit what announcements you want to be said and when they are said when designing your queue.

1. Once you've clicked the three dots, the "Queue Announcement Configuration" window will appear. To get started, scroll your cursor over the blue bar and click where you would like your first announcement to begin. Make sure to click the white circle of the Pinpoint.
2. When you've clicked, the "Edit Queue Announcement" will appear.
  - Start Time: Here, you can select when you want the announcement to begin, so it really doesn't matter where you clicked on the blue bar.
  - Repeat Interval: If you want the announcement to repeat, you can select how frequently it repeats by customizing a time interval.
  - Repeat Limit: This allows you to establish whether or not you want the announcement to repeat and how many times you want it to repeat.
  - Announcement: You can choose what type of announcements you want, either by choosing from the options we've provided, or by selecting the three dots on the far right and customizing your own announcements.
  - QCB Related: Specifies that the announcement includes a queue callback offer. If it is set to true, the announcement will discontinue playing if the call is outside the QCB offer window, if there are no available QCB Ports, or if the customer has been called back and returned to the queue.
3. Click "OK." From here, you can either click on the blue bar again to set up another announcement, or if you are done, click "OK" again.
  - Queue Music: You can choose what type of music you want, either by choosing from the options we've provided, or by selecting the three dots on the far right and adding your own music. Beware of copyright infringement.
  - Agent Ring Time: This allows you to customize ring time per skill for your agents. If the Agent Ring Time is set to zero, it does not mean that the call won't ring. It simply means that the Agent Ring Time will be set to default instead of being customized by skill.

- 
- Queue Timeout: This provides the option to overflow a queued call to another group, extension, or voicemail box after a set period of time in the queue. The caller will remain in the queue until this time is met.
  - Queue Overflow: If all of your agents are busy in a specific skill group or nobody is logged into the skill group, you can designate an overflow destination to send callers to. You can also determine time intervals to check your overflow with Check Overflow Frequency, which is a sub feature of Queue Overflow.
  - Digit Actions: These are DTMF tones that can be pressed while in queue to schedule a queue callback or opt-out to another destination as defined.
  - Max Calls Allowed in Queue: This provides the option to limit how many calls are in the queue.
  - Clear Queue at End of Day: This option allows you to select a time in which the queue will be cleared out, most likely at the end of the work day. You may specify where to transfer the calls including another skill group, extension, shortcode, or voicemail box.

## VOICE SETTINGS

As a note, the Queue Callback Settings require Queue Callback licensing.

- Queue Callback Strategy: Queue Callback provides two options for the caller: Wait in Queue and Reserve Agent.
  - Wait in Queue: When a queue callback has made its way to the top of the waiting list and is first in queue, the Avaya Call Reporting Contact Center Server will call the customer back and, if accepted, place them back into the first place (next) in queue. The wait in queue option is optimal for queues with many agents.
  - Reserve Agent: When using the Reserve Agent queue callback strategy, the customer will be called back once they have reached the front of the line and an agent is available. Avaya Call Reporting will reserve the agent while the customer is called back and offered the option to accept. Then the call is sent to the reserved agent. This strategy is optimal for sites with few agents and long wait times.
- Queue Callback Snooze: When a queue callback is returned, the customer will be presented with the option to accept, snooze, or cancel the call. If they choose to snooze the call, Avaya Call Reporting will wait a predetermined additional amount of time and will then attempt to call the customer back after the allotted time.
- Outbound Dial Code: Outbound Call Prex is the prex used to dial out from the PBX. E.g., dialing 9 before making an external call.
- Callback Offer Window: This is the window of time that any configured queue callback announcements for the skill group can be heard or scheduled. Outside of this window, your callers will not be able to hear or schedule the queue callback option. A common use is to stop offering callbacks to be scheduled in the final hour of your call center's availability.
- Max Pending Callbacks: This option allows you to set the amount of customers that are allowed to select the queue callback option. For example, if you set the max pending callbacks to eight, only eight customers will be allowed to select the queue callback option. If all eight queue callback slots have been selected, anyone past that will still remain in the queue, but the queue callback option will not be presented to them.
- Clear Pending Callbacks: This option allows you to select a time in which all of your remaining queue callbacks are cleared out, most likely at the end of the work day.
- Max Callback Attempts: If a callback to the customer is unanswered, by default the system will try again later. This setting defines how many unanswered attempts will take place before cancelling the callback.
- Attempt to Guess Return Number: This is a setting you can set to "True" or "False." If set to "False," the customer is required to enter in their number when requesting a queue callback. If set to "True," the queue callback software will read back the caller ID number recognized by the PBX for the customer. The customer can also enter in a different number in which to be called back.
- Max Callback Attempts: This is an announcement in the Queue Callback scheduling module that will announce an estimate of when the system will call you back.

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## CHAT SETTINGS

As a note, the Chat Settings require Web Chat licensing.

- Invite Header Text: You can customize what you want your header to say in your chat settings.
- When All Agents Are Busy: You can choose what kind of help you offer your clients when all of your agents are busy. Options include offering to queue, send an email, or hide the chat offer from the website.
- When No Agents Are Logged In: This box offers the same thing as “When All Agents Are Busy.” You can choose what help to offer your clients and customize the text for it. Options include offering to queue, send an email, or to hide the chat offer from the website.
- Canned Messages: This provides a way for you to write customized messages that the chat agent may select for auto populate common responses.
- Chat Widget Text Customization: This allows you to modify the text displayed in the chat UI.

---

## 4.2. Creating Queue Announcements

With queue announcements callers will periodically hear customized messages while they wait in queue. For example, they can hear their estimated wait time or position in queue.

### QUEUE ANNOUNCEMENT CONFIGURATION

To get to the Queue Announcement Configuration window, do the following:

1. On the Home Page, select Contact Center Skills under the Contact Center Configuration tab.
2. Select the ellipses tool above the skill that you would like to create a queue announcement for.
3. Select the ellipses tool located next to the Queue Announcements field. A new window with a blue bar should appear, this is the Queue Announcement Configuration window.
4. Hovering your mouse over the bar will cause a pin and time code to appear over your cursor. This represents the time interval your queue announcement will play.
5. Click on the time interval at which you would like the message to play and the pin will be placed, causing the Edit Queue Announcement menu to appear.

### EDIT QUEUE ANNOUNCEMENT

The following settings are available for customization:

- Start Time: The amount of time a caller will wait before they hear the announcement.
- Repeat Interval: The length of time at which the message will repeat.
- Repeat Limit: The maximum amount of times the announcement repeats.
- Announcement: The audio clip that will play during the message. Clicking on the ellipsis tool will open the Queue Announcement window which will be detailed below.
- QCB Related: Specifies that the announcement includes a queue callback offer. If it is set to true, the announcement will discontinue playing if there aren't any available QCB Ports or if the customer has been called back and returned to the queue.

### QUEUE ANNOUNCEMENT

The Queue Announcement window is dedicated to assigning single or composite audio clips to your Queue Announcement. Here you can select, edit, delete, or play preexisting Queue Announcements.

If you would like to create a new announcement or a new composite announcement, you can do so by selecting their respective buttons at the bottom of the window.

### NEW ANNOUNCEMENT

In the New Announcement window give your announcement a name and record a new message using your phone, microphone, or by uploading an audio file from your computer. If you would like to hear the message, press the play button.

### COMPOSITE MESSAGE

A composite message is a sequence of preexisting announcements that play one after the other. Once the desired sequence is built, give your composite message a name. The composite will be stored in the list of available announcements for future selection.

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### 4.3. Creating a Language Pack

The following section will explain how to record and customize your language settings. If this does not apply to you, skip to section 4.4.

1. Navigate to the main page and select Multimedia Configuration > Multimedia Skills > Skill Settings. You can access Skill Settings by adding a new skill or by selecting the ellipsis next to an existing skill.
2. Once in the Skill Settings window, you will see the Language Pack value and be given a couple options.
  - a. If you select the dropdown menu, you will see that this feature now provides six languages to choose from: English, Spanish, Italian, Portuguese, French, and German.
  - b. If none of these language options are helpful, you can select the ellipsis button next to the Language Pack value to insert recordings of your own language version. The ellipsis button can also help to further specify this value with an existing language.
3. When selecting the ellipsis button, the Manage Language Packs window will appear.
  - a. You can select the "Import" button to import any pre recorded language recordings you would like to insert. The extension for the import option is .xlp.
  - b. You can also select the "Add" button to add a new language pack.
4. When selecting the "Add" button, the Create New Language Pack window will appear.
5. Enter in the title of your language pack.
6. Select which language rules you would like your language pack to follow. This communicates which audio segments need to be recorded for the language you've selected. All potential recording scripts will be displayed in the language you've selected.
7. Adjust the audio trimming if necessary by selecting the Audio Trimming option. When you import audio or record audio from your microphone, you're naturally going to have silence at the beginning and at the end of the recording. This feature programmatically trims the silence from your recordings. When you click on the ellipsis next to the Audio Trimming feature, the Audio Detection Parameters window will appear.
  - a. **Trimming Enabled:** By default, this setting is set to disabled. You can click the dropdown to set the trimming capability to automatic, manual, or leave it as disabled.
  - b. **Threshold:** This puts a cap on what detectable sound is considered silence and what is considered usable sound in a recording. A higher threshold makes the trimming more aggressive. We recommend 20,000.
  - c. **Cutoff:** This puts a cap on the spikes in volume you may experience in a recording. A lower cutoff makes the trimming much more aggressive.
  - d. **Padding (ms):** This is the amount of silence cushion at the beginning and end of a recording. We recommend 100 milliseconds of padding.
  - e. **Trim All Audio Segments:** When your trimming setting is set to manual, this button allows you to trim the silence down from any existing recordings according to the settings you've adjusted above.
8. You will then go through and record the scripted phrases that the feature recommends. There are four buttons that provide different recording and script options.
  - a. **Phone Button:** This will bring up your handset capture and allow you to select which phone (and agent) you would like it to ring. Select "Start Recording." Once you've finished recording, the "Play" button will light up and you can press that to hit your recording. Click "OK" when you're satisfied.
  - b. **File Button:** This allows you to import pre recorded language recordings through your file system. Any file will work for this. Just select the file you would like to use and the feature will switch it to the right file for you.

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- a. **Phone Button:** This will bring up your handset capture and allow you to select which phone (and agent) you would like it to ring. Select “Start Recording.” Once you’ve finished recording, the “Play” button will light up and you can press that to hit your recording. Click “OK” when you’re satisfied.
  - b. **File Button:** This allows you to import pre recorded language recordings through your file system. Any file will work for this. Just select the file you would like to use and the feature will switch it to the right file for you.
  - c. **Microphone Button:** This option will record through whatever microphone you have set up on your computer system. This will bring up a Microphone Capture window and show you the script of what you need to record. Select “Start Recording” to begin your recording, “Play” to hear what you’ve recorded, and “Save and Continue” to save your desired recording and continue to the next script. You can also select “Save” if you’re completely done recording.
  - d. **Internet Button:** This will allow you to view an entire script for a recording at once.

9. In addition to the scripted phrases, you can also record the number options as well.

10. At the bottom of the Create a New Language Pack window, you will see an “Add Custom Audio” option. This will allow you to create custom audio messages that may not be listed above. (e.g. “We’re sorry we are experiencing higher call volume than usual.”) You can then distribute these custom messages to other people, and they can select from those custom messages.

## 4.4. Creating Queue Music

The following section will explain how you can customize the music that you would like callers to hear while they are waiting in queue.

### ASSIGNING QUEUE MUSIC

To assign Queue Music to your desired skill group, do the following:

1. On the Home Page, select Contact Center Skills under the Contact Center Configuration tab.
2. Select the ellipsis tool above the skill group that you would like to assign the Queue Music to.
3. By selecting the drop-down next to the Queue Music field, you can assign the music that users will hear when in the Queue for this skill group.
4. If you would like to create a new Queue Music track, you can select the ellipsis tool next to the drop-down on the same field. From here, the Queue Music window should appear.

### QUEUE MUSIC

Accessing the Queue Music window will provide you with the ability to edit, preview, delete, or add new queue music.

Create new music by selecting it’s respective button at the bottom of the window. Doing so will open up the New Music window.

### NEW MUSIC

In the New Music window you add music and create a name by selecting the file from your computer

---

## 5.0. Queue Callback

With Queue Callback, callers waiting in queue have the option of receiving a callback when they are in first position in queue or when an agent is available to take the call. Queue Callback License required.

### 5.1. Queue Callback Strategy

#### WAIT IN QUEUE

When a queue callback has made its way to the top of the waiting list and now 1st in queue, Avaya Call Reporting's Contact Center Server will notify the customer and place them back into the first place in queue. The wait in queue option is optimal for queues with shorter queue times.

#### RESERVE AGENT

When using the Reserve Agent queue callback strategy, the customer will be called back once they have reached the front of the line and an agent is available. Avaya Call Reporting will reserve the agent while the customer is called back and offered the option to be sent to the reserved agent.

#### QUEUE CALLBACK SNOOZE

When a queue callback is made, the customer will be presented with the option to accept, snooze, or cancel the call. If they choose to snooze the call, Avaya Call Reporting will wait a predetermined additional amount of time and will then attempt to call the customer back after the allotted time.

#### OUTBOUND CALL PREFIX

Outbound Call Prefix is the prefix used to dial out from the PBX.  
Ex. Dialing 9 before making an external call.

#### QUEUE TIMEOUT

When the customer is in the queue for a set period of time they are transferred to another group or destination of choice.

#### QUEUE OVERFLOW

Queue overflow is used when there are no agents enabled/ready in a certain skill. If this happens, the call will overflow to another skill or destination of choice.

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## 5.2. After Call Work Timer

Once a call has ended, the agent will be placed in an After Call Work (ACW) state which means Avaya Call Reporting Contact Center will not present or offer another call during this period.

The After Call Work Timer does not have to be programmed as it will be there by default with an initial time of 30 seconds and a 30 second snooze.

If you want to change these settings do the following:

1. Navigate to the System Settings, Contact Center Voice, then click on the ellipsis tool next to the After Call Work Timer.
2. Choose the initial ACW duration.
  - a. Once a call has ended, this is the initial duration that an agent will be unavailable for another skill group call.  
Format is hours:minutes:seconds.
3. Choose the Snooze Duration.
  - a. If the agent needs more time, they may select a snooze button on the ACW timer. The available time extension is set here. If you prefer the agents not have a snooze option, set this setting to 00:00:00.

---

## 6.0. How to Program Web Chat

Web Chat provides customers the ability to Chat live with a Licensed Web Chat Agent from any webpage. A minimum of one Contact Center Voice license is required. You must first install the Contact Center server and configure a virtual handset (as documented in section 3.0).

### 6.1. License Assignment

Web Chat deployments using Xima Skills Based Voice Agents.

1. Go to User Management - > User Licenses
  - a. Assign WebChat licenses to the correct agents.
  - b. Click OK.
  - c. Refresh Users and Groups.

### 6.2. Design your Web Chat Interface

Customize the live chat configuration.

1. Select Admin System from the Avaya Call Reporting Main Menu.
2. Go to System Settings -> Contact Center -> Chat Seat -> Chat Config.
3. In the configuration you can select your desired Header Color, Agent Chat Bubble Color, and Customer Chat Bubble Color. You can also insert your preferred logo.

### 6.3. Preview

You can use the Preview button to see how your configuration will look on your website as you design your Web Chat settings.

### 6.4. URL to Skill Mappings

Map specific pages within your website to specific skill groups.

1. Enter a unique word within the page URL into the URL that matches the field. i.e., www.beardedconstruction.com/support. The keyword would be "support".
2. Select the appropriate skill group for that page. This will map the web chat request to the appropriate skill group.

### 6.5. Getting the View Code Snippet

After configuring the desired color scheme and URL Mapping, select View Code Snippet. Copy the snippet displayed. This is the snippet your web developer will need to embed into any web page that should offer Web Chat.

---

## 6.6. Adding Agents to Skill Groups

To add an agent to a skill group, give them a skill level in the intersecting cell between the agent name and the intended skill group.

The skill assignments can be found by navigating to Contact Center Configuration -> Contact Center Skills.

## 6.7. Chat Settings

Access Skill Group chat settings by going to Contact Center configuration -> Contact Center Skills -> Select the ellipsis at the top of the desired skill.

1. Invite Header Text: This text is what will be shown within the Chat Invite on your website
2. When All Agents Are Busy: You are presented with three options when all agents are busy:
  - a. Offer Chat Queue, which will allow customers to wait for the next available Agent.
  - b. Offer Email allows them to send an email instead of waiting for the next Agent.
  - c. Hide Chat Box
3. When No Agents Are Logged In: You are presented with three options when no agents are logged in:
  - a. Offer Email allows them to send an email instead of waiting for the next Agent.
  - b. Offer Email allows them to send an email instead of waiting for the next agent.
  - c. Hide Chat Box.
4. Canned Messages: Administrators can create an unlimited amount of predefined canned responses so agents can quickly address customers' common questions or concerns.
5. Customize Chat Widget Text: These are the predefined set of fields that are unique to any web chat that is mapped to a skill group within the Avaya Call Reporting interface that can be customized to fit your wants and needs.

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## 7.0. Accessing HTML Avaya Call Reporting and Avaya Contact Center Agent Client (CCAC)

### 7.1. Accessing HTML version of Avaya Call Reporting through a web browser

1. Select the web browser of your choice
2. In the URL, type in the Avaya Call Reporting server IP Address followed by a colon, then the Apache Tomcat port (typically 9080 by default), forward slash 'web': (Example: 12.3.4.567:9080/web)

### 7.2. Accessing Avaya Call Reporting Contact Center Agent Client

1. Select the web browser of your choice. Please note that if you are going to use the CCAC as a softphone using WebRTC you must use Google Chrome or Edge.
2. In the URL, type in the Avaya Call Reporting server IP Address followed by a colon, then the Apache Tomcat port (typically 9080 by default), forward slash 'ccagent' (Example: 12.3.4.567:9080/ccagent)
3. Select if you are going to run in a desktop mode where the CCAC connects to your desk phone or WebRTC mode where your CCAC will act as your phone.
4. If running in WebRTC mode you must enter the phone password created in IP Office Manager User Settings.
5. Enable WebRTC mode is enabled within Avaya Call Reporting. This is found under System Settings > Voice Agent. Enable WebRTC and click save.

In order to use WebRTC, you must first enable https for Avaya Call Reporting. To do so:

1. Open Avaya Call Reporting
2. Go to Admin (System) -> System Settings -> Basic Settings
3. Click on the ellipses next to SSL Proxy Configuration
4. Switch "SSL Proxy Enabled" to "True"
5. Type in the Avaya Call Reporting Server IP address in the blank field
6. Copy the "DNS Record"
7. Hit "OK"
8. Hit "Save". This may take up to five minutes to go into effect.
9. Once in effect, the "DNS Record" will be the new URL you will use to access the Contact Center Agent Client. Paste the "DNS Record" in the URL followed by "/ccagent"  
(Example: je9qt7cpdkathtuuqkdl.acr.ximasoftware.com/ccagent)
10. Hit enter, and you will now be taken to the Contact Center Agent Client.

---

## 8.0. Salesforce Integration Plugin for Contact Center Agent Client

Before proceeding, it is important to note that this is supported in Lightning Mode. Classic Mode is not supported. Salesforce Integration will be available via [ximasoftware.com/oemdownloads](https://ximasoftware.com/oemdownloads), not the Salesforce AppExchange. This integration utilizes the Salesforce Open CTI API to enable screen pops and Click-to-Dial.

To begin, get the package installation link. This can be found at [ximasoftware.com/oemdownloads](https://ximasoftware.com/oemdownloads). It will look like this example: `/packaging/installPackage.apexp?p0=04t19000000F8HU`

### INSTALLATION

1. Get your Salesforce organization URL. It will look similar to this example:  
`https://ximasoftware.lightning.force.com.`
2. Then combine with the link above to make the full link:  
`https://ximasoftware.lightning.force.com/packaging/installPackage.apexp?p0=04t19000000F8HU`
3. Hit the full link to install in your organization.
4. The installation is for Salesforce Admin Only, so make sure to click the For Admin Only option.

In case further assistance is needed, [here is a link to Salesforce help documentation on installing packages.](#)

### CONFIGURATION

1. Add the Softphone Utility by following the substeps below. [Here is a video example for reference.](#)
  - a. Go to Setup > Apps > App Manager
  - b. Find Sales App (unless using a different app) and click "Edit."
  - c. Under the App settings, select Utility Items > Add New > Open CTI Softphone
  - d. Select "Save."
2. Add the Contact Center Agent Client URL by following the substeps below. [Here is a video example for reference.](#)
  - a. Go to Setup and Search Call Center > Call Centers
  - b. Edit Avaya Call Reporting Center Adapter
  - c. Enter the https \*URL for your Contact Center, i.e., `https://acr.ximasoftware.com/ccagent/en`.  
Must be SSL URL.
3. Add Salesforce users to the call center - [Managing Salesforce Call Center Users](#)  
[https://help.salesforce.com/articleView?id=cti\\_admin\\_manageagents.htm&type=5](https://help.salesforce.com/articleView?id=cti_admin_manageagents.htm&type=5)

### INSTALLATION

Edit screen pop settings:

[https://help.salesforce.com/articleView?id=cti\\_admin\\_phonelayoutscreate.htm&type=5](https://help.salesforce.com/articleView?id=cti_admin_phonelayoutscreate.htm&type=5)