



ShoreTel Enterprise Contact Center Configuration

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SHORETEL ENTERPRISE CONTACT CENTER CONFIGURATION

ABOUT THIS GUIDE

This manual, *ShoreTel Enterprise Contact Center Configuration*, explains how to set up devices and users for monitoring with the OAISYS recording solution. It enables people, teams, and organizations to capture greater insight into their phone-based interactions, providing more efficient management of their overall business operations.

INTENDED AUDIENCE

The information provided in this manual is written for experienced technical support representatives and IT/Networking administrators who install and configure the *ShoreTel Event Interface*. Users should be familiar with ShoreTel terminology and programming procedures.



CONFIGURATION PROCEDURE

CONFIGURING THE EVENT INTERFACE FOR THIRD-PARTY REAL TIME ADHERENCE APPLICATION

ShoreWare Contact Center, a supervisor application included with ShoreTel Enterprise Contact Center (ECC), provides a real-time event feed that may be used by third-party Real Time Adherence (RTA) applications that subscribe to the event feeds. Through the implementation of an API, ShoreWare Contact Center provides information on agent activity in the form of an XML event feed.

This feature is facilitated through a license which only enables the use of the interface for applications built using the API. If you want to develop an application using this event feed API, you need to be a member of the ShoreTel Developer Network to receive documentation and support on using the API.

Once you have acquired the license, the number of RTA connections you have must be specified in Contact Center Director → System entity → Management tab → Licensing tab → Number of RTA Connections field

The application that is subscribing to the event feeds must be configured with both the port connection and event feed properties.

NOTE: Installation of the Real-Time Group (RTG) application requires version 7.3 of the OAISYS software. Version 7 of the Contact Center uses a web interface.



TO CONFIGURE INTEGRATION WITH RTA

1. From ShoreWare Contact Center Director, select the System entity.
2. Select the Interfaces tab → Event Feeds tab.
3. In the Port Properties field, fill in the port number to use for incoming connections for RTA and RTG. The port for RTA and RTG should be unique.

Important: Ensure the port numbers assigned for the feeds are not already in use by something else

4. Click **New**.

ShoreWare Contact Center Director - [System]

Entities Tools Sort Window Help

Working Times Call Profile MIS Misc. IVR Ports Skills Incomplete Tagged Codes Outbound Internet Management Interfaces Redundancy Music Streams Pr

Port Properties

RTA Port (incoming connections): 31455 Real Time Group Activity Port (incoming connections): 31456

Event Feeds

Connection Type	Username
Real-time Adherence (RTA)	test
Real-time Adherence (RTA)	oaisys1
Real-Time Group Activity	oaisys2
Real-time Adherence (RTA)	qa

Event Feed Properties

Connection Type: Real-Time Adherence (RTA) ▼

Username: test

Password: *****

Description:

New Delete

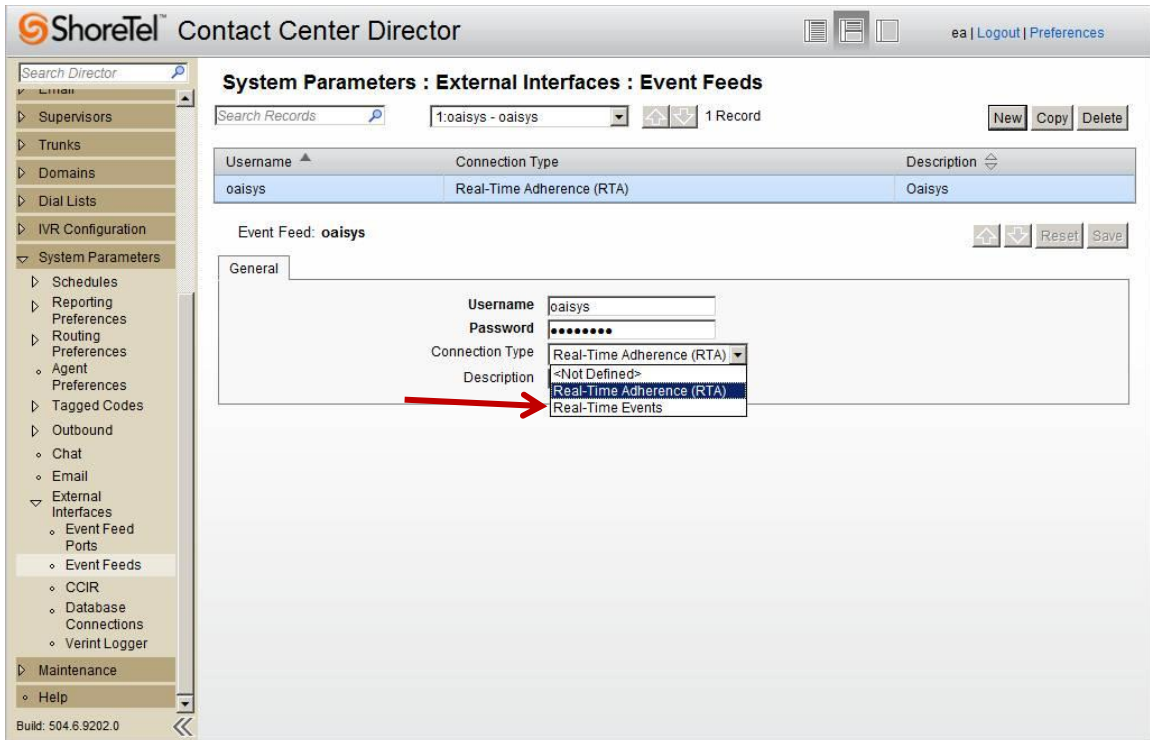
DB Connections WFM CCIR Event Feeds

Save Undo Help

Ready



NOTE: In the version 7 web interface, the RTG option was renamed “Real-Time Events”



5. In the Event Feed Properties area, specify the following information:
 - a. *Connection Type*: Real-Time Adherence (RTA) or *Real-Time Group (RTG)/Real-Time Events(RTE) connection types are supported.
 - i. *Only choose RTG/RTE when an agent belongs to more than one group; RTG/RTE is not necessary or recommended if a User belongs to only ONE ACD Group



Working Times | Call Profile | MIS | Misc. | IVR Ports | Skills | Incomplete | Tagged Codes | Outbound | Internet | Management | Interfaces

Port Properties

RTA Port (incoming connections): Real Time Group Activity Port (incoming connections):

Event Feeds

Connection Type	Username
Real-Time Group Activity	test
Real-time Adherence (RTA)	oaisys1
Real-Time Group Activity	oaisys2
Real-time Adherence (RTA)	qa

Event Feed Properties

Connection Type:

Username:

Password:

Description:

Navigation: << < > >> New Delete

NOTE: When a user belongs to MORE than one group, RTA used without RTG/RTE provides NO group information in the call. RTG/RTE is an enhancement to the RTA functionality to provide Group information in the call.

- b. *Username:* The username required by the RTA application to connect to the ECC server
- c. *Password:* The password required by the RTA application to connect to the ECC server
- d. *Description:* A description of the event feed
- e. Click **Save**



TRACER CONFIGURATION

Recording Manager – ACD Configuration Screen

1. External ACD Configuration
 - a. Hostname: Hostname of the ShoreTel ECC
 - b. Port Number: Port number configured for RTA in ShoreTel ECC
2. Authentication
 - a. Username: Username configured for RTA in ShoreTel ECC
 - b. Password: Password configured for RTA in ShoreTel ECC
3. Use RTG/RTE Feed
 - a. Use RTG/RTE Feed for ACD Group information – ONLY enable and configure the following if using RTG/RTE. See step 5.a.
4. External ACD Configuration – RTG/RTE Feed
 - a. Hostname: Hostname of the ShoreTel ECC
 - b. Port Number: Port number configured for RTG/RTE in ShoreTel ECC
5. Authentication – RTG/RTE Feed
 - a. Username: Username configured for RTG/RTE in ShoreTel ECC
 - b. Password: Password configured for RTG/RTE in ShoreTel ECC



OAISYS Tracer Management Studio - Logged in as bruce - [http://zzzshoretrk~ACD Status And Config]

File View Config Window Help

Admin

- http://zzzshoretrk
 - Automated Service Center
 - Server
 - Net Server
 - Email
 - CTI - ShoreTel
 - SMDR
 - ALI
 - Active Directory Integration
 - SQL API
 - Speech
 - Recording Manager
 - Recording Rules
 - ACD Config
 - After-Call Actions
 - 3rd Party Interface Network Con
 - Recording Port Settings
 - Ports
 - Port
 - Spans
 - Copy Ports
 - Recording Manager Status
 - Calls Status
 - Device Monitors
 - ACD Groups
 - VAT Status
 - Event Log
 - PVD Import
 - File Streaming
 - Alarm Service
 - Housekeeping
 - Coach
 - IP Endpoints
 - Performance
 - Network Configuration
 - Full Text Recorder
 - Lists and Other Resources
 - Evaluations
 - Users and Permissions

Historical Calls

Live Calls

Reports

Admin

Status

Connection Status: ● Connected to the ACD Server

External ACD Configuration

Hostname:

Port Number:

Authentication

Username:

Password:

ACD Agent Tagging Options

Tags Agent ID for outbound calls

Tags Agent ID for all inbound calls

Use RTG Feed

Use RTG Feed for ACD Group Info

RTG Status

RTG Connection Status: ● Connected to the ACD Server

External ACD Configuration - RTG Feed

Hostname:

Port Number:

Authentication - RTG Feed

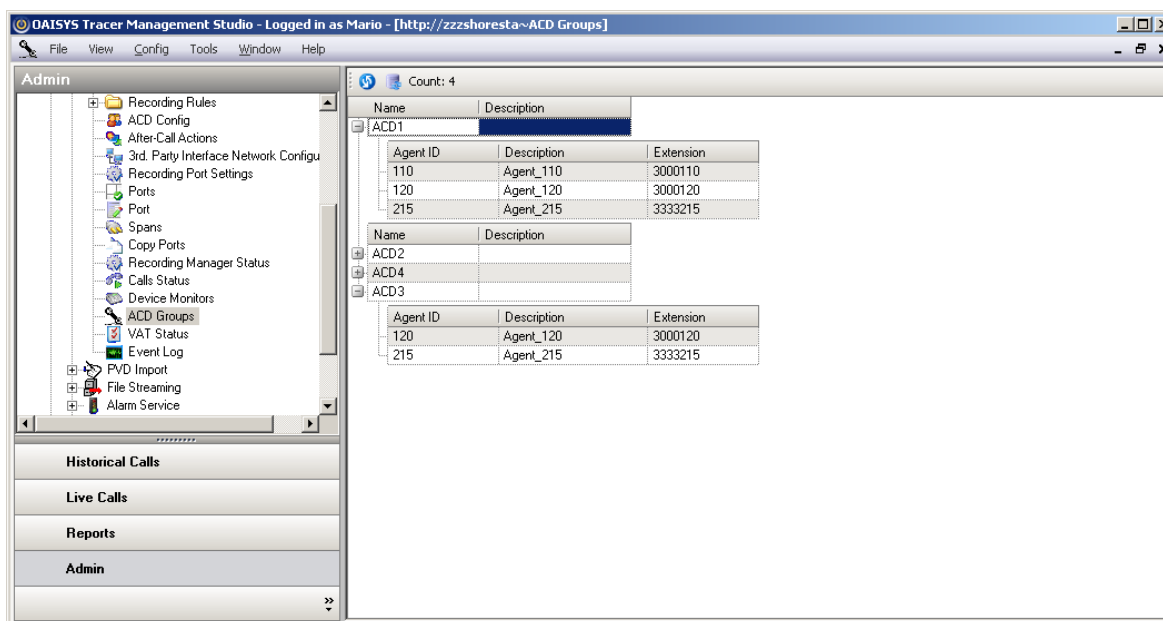
Username:

Password:



Recording Manager – ACD Groups Screen

The ACD Groups and Agents are dynamically populated. Group IDs will persist on this form. Agents will populate and unpopulate as they log in and out of each group.



NOTE: Agent information is available with ECC integration; Group information is provided when the agent belongs to one or *multiple (*with RTG/RTE integration) ACD groups.



Recording Manager – Sample ACD Events

The screenshot shows the OAISYS Tracer Management Studio interface. The left sidebar contains a tree view under 'Admin' with the following items: SMDR, Recording Manager, Recording Rules, ACD Config, After-Call Actions, 3rd. Party Interface Network Config, Recording Port Settings, Ports, Port, Spans, Copy Ports, Recording Manager Status, Calls Status, Device Monitors, ACD Groups, VAT Status, Event Log, and PVD Import. The 'Event Log' item is selected. The main window displays a list of events with columns for 'Display' and 'Dump State'. The events are as follows:

Time	Event	Details
[02224 12:27:49.1]	[DEBUG]ShoreTel ACDAAdapter: Agent Mode Changed	
[02225 12:27:49.1]	[DEBUG]ShoreTel ACDAAdapter: Agent ID: 120	Name: Extension: 3000120 New Mode: Idle Release Code: Wrap-up Code:
[02226 12:27:49.1]	[DEBUG]ShoreTel ACDAAdapter: Set agent ID 120 to: Idle	
[02227 12:27:49.1]	ShoreTelCC: Process Message: {"Event-Type":"Agent","Event":"Login","Agent-Data":{"Extension":"3333215","ID":"215","Name":	
[02228 12:27:49.1]	ShoreTelCC: Process Message: {"Event-Type":"Agent","Event":"Agent Mode","Agent-Data":{"Extension":"3333215","ID":"215","	
[02229 12:27:49.1]	[DEBUG]ShoreTel ACDAAdapter: Agent Logged In	
[02230 12:27:49.1]	[DEBUG]ShoreTel ACDAAdapter: Agent ID: 215	Name: Agent_215 Extension: 3333215 Groups: ACD1,ACD3,ACD4 New Mode: Release Code: Wrap-up Code:
[02231 12:27:49.1]	[DEBUG]ShoreTel ACDAAdapter: Agent Mode Changed	
[02232 12:27:49.1]	[DEBUG]ShoreTel ACDAAdapter: Agent ID: 215	Name: Extension: 3333215 New Mode: Idle Release Code: Wrap-up Code:
[02233 12:27:49.1]	[DEBUG]ShoreTel ACDAAdapter: Set agent ID 215 to: Idle	
[02234 12:27:52.4]	New DB Cnx Thread ID = 3, Data Source = ZZZSHORESTA, Database = CTSDDevices, SessionID = 70, Ref Count = 1	
[02235 12:27:52.4]	Removed closed Cnx Thread ID = 3, Data Source = , Database = , SessionID = 70, Ref Count = 0, Reason = Connection closed	
[02236 12:28:22.4]	New DB Cnx Thread ID = 3, Data Source = ZZZSHORESTA, Database = CTSDDevices, SessionID = 70, Ref Count = 1	
[02237 12:28:22.4]	Removed closed Cnx Thread ID = 3, Data Source = , Database = , SessionID = 70, Ref Count = 0, Reason = Connection closed	