



OpenScape Business V1R3

How To

Configure OpenScape Business X model for use with
OpenScape Contact Center

Version 1.1

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Date	Version	Changes
2014-09-16	1.0	Initial Creation
2014-11-12	1.1	Error Correction

1. Connecting OSCC to an OpenScape Business V1R3

If you are performing a new installation or a manual upgrade (new installation with data import) and intend to connect to an OpenScape Business V1 communication platform, you must do the following:

- Install the OpenScape Contact Center V8 R2 software on the main server machine.
- Select the HiPath 3000 V9 communication platform during the installation.
- Install the OSCC V8 SW patch which supports OpenScape Business.
- Start the Manager application and select the OpenScape Business V1 communication platform.

If you have already installed the OpenScape Contact Center software and intend to upgrade your existing HiPath 3000 communication platform to an OpenScape Business V1 communication platform, you must do the following:

- Install the OSCC V8 SW patch which supports OpenScape Business.
- Start the Manager application and select the OpenScape Business V1 communication platform.

If you are connected to an OpenScape Business V1 communication platform and need to uninstall this general patch from the main server machine, you must do the following:

- In the Manager application, select the HiPath 3000 V9 communication platform.
- Uninstall this general patch. For instructions on how to uninstall a patch, see the Installation Guide.

2. Configuring the OpenScape Business X communication platform

This chapter describes how to configure the OpenScape Business X communication platforms in order to communicate with the OpenScape Contact Center system:

The examples provided in this chapter are designed to guide you through simple OpenScape Contact Center routing workflows, including backup routing. If you choose to configure more complex workflows or backup routing strategies, follow the examples provided in this chapter and then configure additional values.

After you have completed the configuration tasks in this chapter, continue your implementation by following the guidelines in the OSCC Installation Guide.

2.1. Before you begin

Before you can configure the communication platform, you must ensure that:

- The communication platform is operational and fully functional. Test the communication platform to ensure that it can make and receive external calls.
- You have administrative access to the communication platform.
- The communication platform is running the correct patch for the software level.
- CSTA interface is enabled (required UC Booster Card or Server as precondition).

2.2. Network configuration

This section describes how the OpenScape Contact Center system and the OpenScape Business communication platform communicate.

2.2.1. Connection of OpenScape Contact Center to OpenScape Business single node system

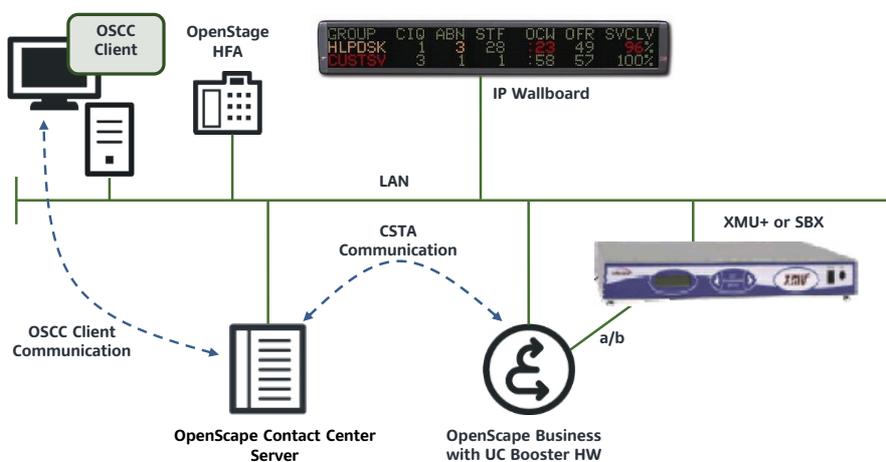


Figure 1: OpenScape Business single node network configuration (with IP telephones as an example).

The OpenScape Contact Center server communicates with the OpenScape Business system over the customer LAN using the CSTA III protocol. Within OpenScape Business X models the CSTA protocol runs on either a UC Booster Card that is inserted in the housing of the OpenScape Business communication platform or on an external UC Booster Server.

2.3. Understanding the basic configuration

This section describes some concepts related to the basic configuration

In general so called “Pilot Numbers” have to be configured within OpenScape Business, which are the entry points for all contact center calls. Multiple pilot numbers can be configured, which can be assigned to specific Call Forwarding Lists (CDL).

The targets of the Call Forwarding Lists (CDL) are Universal Call Distribution (UCD) Groups.

UCD Groups are required to realize the call queues and the pilot numbers on one hand and on the other hand to realize the backup routing in case of OSCC failure.

Virtual users are required if multiple Pilot Numbers should target to one Call Forwarding List e.g. in case that more than 60 Pilot numbers are required.

Backup Routing is done if the CSTA link between OpenScape Contact Center and communication platform is broken. In this case call distribution is done by the embedded UCD function of the communication platform.

2.3.1. Call Flow

OpenScape Contact center requires a specific call flow configuration within OpenScape Business.

In general the required call flow consist out of a specific combination of Call Destination Lists (CDL) and Universal Call Distribution (UCD) Groups.

Table 1 identifies the basic flow required on the communication platform. The numbers are examples of numbers that can be used for the configuration. Each Pilot Number must point to a specific Call Destination List (CDL).

		Target 1	Target 2	Target 3	Target 4
2900 →	Pilot Number (UCD Call No. or Virtual Station No.) 2900	Open Scape Contact Center UCD Group Group 60 (#260) Call Number 2900	Backup UCD Group Group 59 ^a (#259) Call Number 2910	Voicemail	Empty
	Call Destination List (CDL)				

Table 1: Example of UCD Group configuration

^a) Can be set as a separate backup UCD group for the contact center

When setting up the UCD groups on the communication platform, each CDL created for a pilot number should contain two UCD groups:

- Target 1 OpenScape Contact Center UCD group with one UCD Member ID and
- Target 2 Backup UCD group with UCD Members IDs and users logged on

For the pilot number receiving the most calls, assign the OpenScape Contact Center UCD group and backup targets as shown in Table 1.

It is recommended that UCD group 60 should be used as the OpenScape Contact Center UCD group, as UCD group 60 will support up to 72 calls.

For each additional pilot number or backup target, you must configure an additional OpenScape Contact Center UCD group, as shown in Table 2.

		Target 1	Target 2	Target 3	Target 4
2901 →	Pilot Number (UCD Call No. or Virtual Station No.) 2901	2nd Open Scape Contact Center UCD Group Group 58 (#258) Call Number 2901	Backup UCD Group Group 59 ^a (#259) Call Number 2910	Voicemail	Empty

Table 2 Example UCD group configuration for additional pilot numbers

^a) Can be set as a separate backup UCD group for the contact center

For an efficient for backup routing in a situation where OpenScape Contact Center becomes unavailable UCD Agent IDs have to be set up as follows:

Add the UCD Agent IDs to those Backup UCD groups in which the agent should be active in case of a CSTA link disruption between OpenScape Contact Center and the communication platform.

The final target (Target 3) of each call destination list used by OpenScape Contact Center must contain a valid internal destination. If the final target is a voice mail server, mailboxes must be set up to process the original set of digits received by the communication platform. This voice mail mailbox is the group mailbox for the Contact Center UCD Group which is associated to pilot number.

Note:

OpenScape Xpressions V7.0 can only be configured as a back-end device within the OpenScape Contact Center configuration.

Each UCD group can be used only once in the first position of a CDL. For multiple pilot numbers to the same UCD group, you must use virtual stations, which targets to the same UCD group via the CDL.

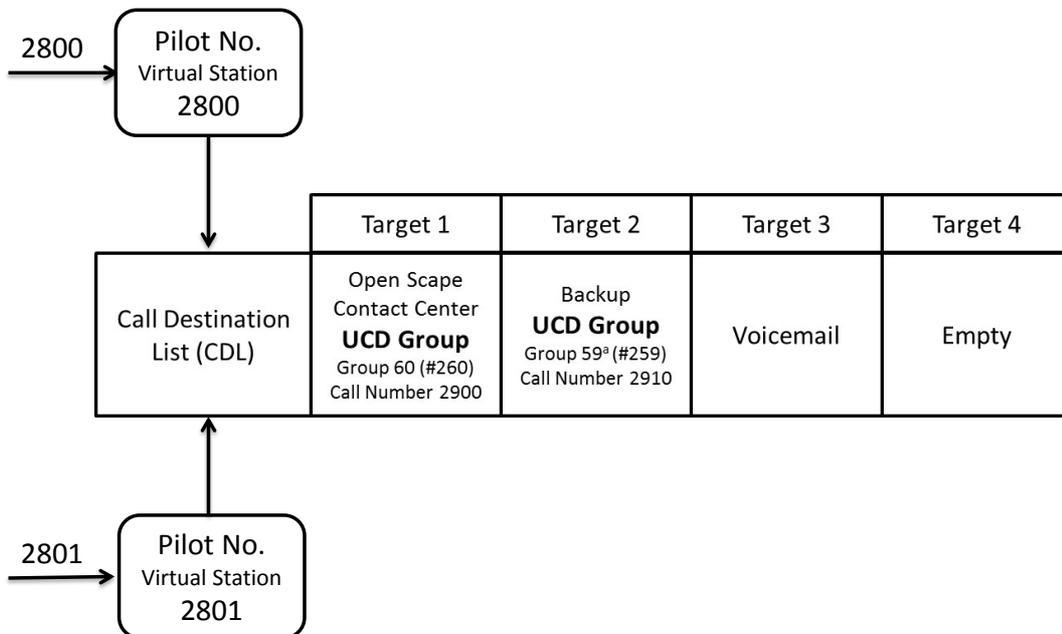


Figure 2 Example multiple pilot numbers to one UCD group via

2.3.2. Backup Routing

A heartbeat mechanism is used by the communication platform to determine if OpenScape Contact Center is functioning correctly. If the OpenScape Contact Center system is not functioning correctly, the communication platform routes calls using backup routing logic configured on the communication platform. When OpenScape Contact Center is available, the heartbeat mechanism notifies the communication platform that it is routing calls for its monitored UCD groups on the communication platform. When the communication platform receives this notification, it does not route calls for these UCD groups.

2.3.3. Backup Announcements

If OpenScape Contact Center is not operational, you can have backup announcement handling.

Note the following rules about backup announcements:

- Allocate announcement extensions on the XMU+ or SBX either for use by OpenScape Contact Center or for backup announcement purposes—they cannot be shared. This has to be done within the (within OSCC configuration).
- Set up the backup announcement strategy on the communication platform against the primary UCD group (OpenScape Contact Center UCD group -Target 1), not the backup UCD group. This is required due to the fact, that calls flow through the OpenScape Contact Center UCD group to the backup UCD group when OpenScape Contact Center is not operational. The communication platform behavior is such that if a call overflows to another UCD group, the announcement pattern defined in the originally called UCD group will continue to be heard.
- For each UCD group, you can configure an announcement pattern of up to seven steps. In each step you can select the announcement devices on the communication platform that should be used. For example, in each step you can select which of the 16 announcement devices on the communication platform to be used (for more information about announcement devices for other communication platforms).
- Calls that were under OpenScape Contact Center control remain under OpenScape Contact Center control. These calls do not flow to backup announcement handling if OpenScape Contact Center is not operational.
- Calls that are directed to an XMU+ or SBX voice processor that is dedicated to OpenScape Contact Center will not receive announcements unless OpenScape Contact Center is active.

2.4. Configuring the OpenScape Business communication platform

The configuration of the communication platform is performed using the OpenScape Business Assistant, which is also known as Web Based Management (WBM).

OpenScape Business Assistant offers configuration Wizards on one hand with simplified configuration interfaces for standard tasks and an expert mode on the other hand for specific configurations.

Within the following the configuration Wizard is used primarily. Expert mode is only used if no other way is possible.

2.4.1. Configuring UCD groups

You must configure an OpenScape Contact Center UCD group for the pilot number that is expected to process the most incoming calls.

Using the configuration Wizard for UCD group creation will automatically assign the UCD groups in the right way to the Call Forwarding Destination Lists (CDL). For every UCD group three CDL are created: One CDL for day, one for night and one for internal calls.

Setup mode

Setup → Wizards → User Telephony → UCD

Edit	UCD group 58	92901	92901	OSCC UCD Group 2
Edit	UCD group 59	92910	92910	Backup UCD Group
Edit	UCD group 60	92900	92900	OSCC UCD Group 1
<input type="button" value="Help"/> <input type="button" value="Abort"/> <input type="button" value="Back"/> <input type="button" value="OK & Next"/>				

- Locate and edit the last UCD group on the communication platform (for example, UCD group 60). Press button OK & Next

Setup - Wizards - User Telephony - UCD

Change UCD group

Call number

Direct inward dialing number

Name

- Configure the call number, direct inward dialing number, and name of the UCD group. Press button OK & Next

Setup - Wizards - User Telephony - UCD

Assign UCD agents

Selection	Members
<ul style="list-style-type: none"> ID 195 ID 196 ID 197 ID 198 ID 199 ID 201 ID 202 ID 203 ID 204 ID 205 	<ul style="list-style-type: none"> ID 200

- Add a UCD Agent ID to the UCD group. We recommend using a user ID that is greater than 199 as these IDs are not within the default range used by the OpenScape Contact Center system. Press button OK & Next
- Skip the next dialog (Assign station) as this is not required for OSCC operation and press button OK & Next

Setup - Wizards - User Telephony - UCD

Configure announcement/overflow

Announcement

Ann. delay time

Waiting time between agents

Overflow destination

- Choose overflow destination. In this case UCD group 59 with the internal number #259 from the drop down list. Press button OK to finish the configuration for this UCD group. If additional Pilot Number are required configure additional UCD groups in the same way.

2.4.2. Configuring backup UCD groups

You must configure a backup UCD group that you want to use to process calls if the OpenScape Contact Center system is unable to route calls. To configure backup UCD groups:

Setup mode

Setup → Wizards → User Telephony → UCD

Locate and edit the UCD group that you want to use for backup routing (for example, UCD group 59).

- Edit the UCD Group 59 as Backup UCD Group. Assign the call number, direct inward dialing number, and name of the UCD group

- Assign a UCD Agent ID to the UCD group. We recommend using a UCD Agent ID between 100 and 199 as these IDs are within the default range used by OpenScope Contact Center.
NOTE:
If more than one backup UCD group is required, place the UCD Agent ID in the backup UCD group that corresponds to the second target of each pilot number.
- .Skip the next dialog (Assign station) as this is not required for OSCC operation and Press button OK & Next

- Do not set an overflow destination within the configuration of the UCD Backup Group. Press button OK to finish the configuration for this UCD group.

2.4.3. Configuring additional UCD group parameters

Some additional UCD group parameters have to be configured for the created UCD groups by using the expert mode of OpenScope Business Assistant.

Expert mode

Telephony Server → Incoming Calls → UCD → Edit UCD group

Locate and edit the OpenScope Contact Center UCD group (for example, UCD group 60) and backup UCD group (for example, UCD group 59).

Within the expert mode groups are enumerated in general from 1 to 800, where the UCD Groups are located in the range from 741 (UCD Group 1) to 800 (UCD Group 60).

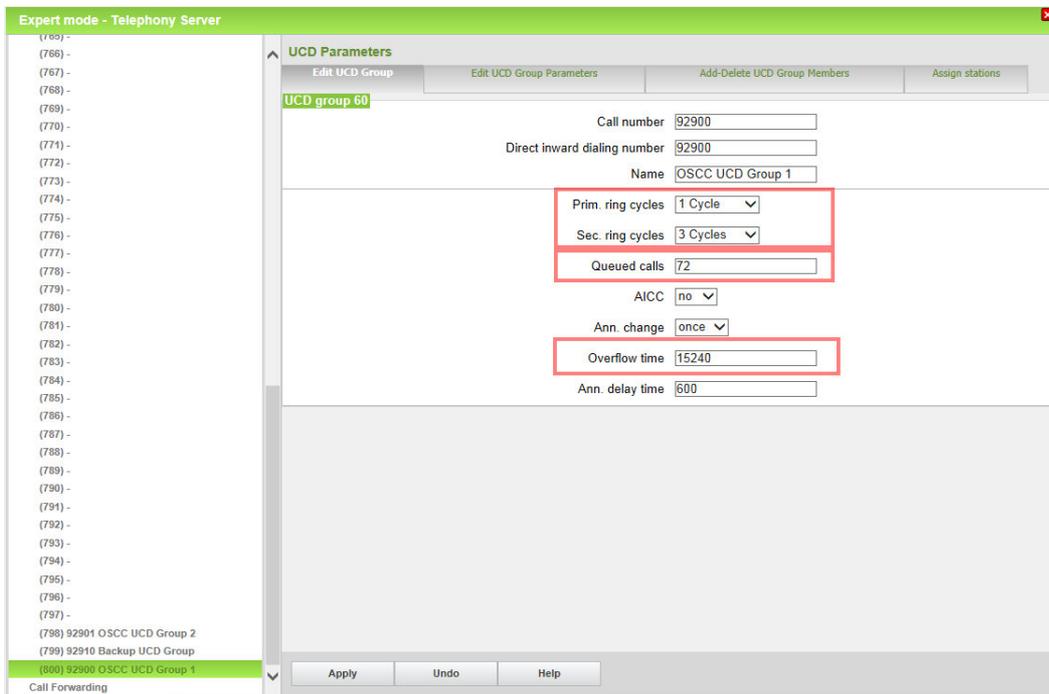


Figure: Example Configure UCD parameter for Group 60

Ring cycles

Set the primary ring cycle for each OpenScape Contact Center UCD group that will be used for routing and queue identification purposes to **1 cycle**. The backup UCD group can remain at **3 cycles**.

The secondary ring cycle controls how long the call will remain in the backup queue if the OpenScape Contact Center system is unable to route calls. The secondary ring cycle can have a value of 1 cycle (5 seconds) to 720 cycles (60 minutes).

Queue Depth

Set the queued calls for the main OpenScape Contact Center UCD group to **72** (UCD Group 60 only). For each additional OpenScape Contact Center UCD group that you have configured, set the value to **30**.

Overflow time

Set the overflow time to the maximum of **15240**. If you do not change the default of 600, calls will be routed to the Overflow destination by the UCD after remaining in queue for 10 minutes.

2.4.4. Configuring call forwarding

The UCD Wizard of OpenScape Business Assistant has assigned Call Destination Lists for the UCD Groups in the right way. For operation of OpenScape Contact center an additional Target (Target 3) has to be added within the CDL.

Setup

Wizards → User Telephony → Call Forwarding

For every Pilot Number, in this example OpenScape Contact Center UCD Group, locate and edit the Call Destination List (CDL) for incoming calls, where the CDL counting for UCD Groups starts from 501 and ends at 680.

Three CDL have to be configured for every UCD Group I order to cover the call forwarding for day, night operation and internal calls, where UCD group 1 is assigned to CDL no. 501, 502 and 503 and the last UCD group 60 is assigned to CDL no. 678, 679 and 680.

No	Target 1	Target 2	Target 3	Target 4	Interval	RNA
666	#256	-	-	-	15	✓
667	#256	-	-	-	15	✓
668	#256	-	-	-	15	✓
669	#257	-	-	-	15	✓
670	#257	-	-	-	15	✓
671	#257	-	-	-	15	✓
672	#258	-	-	-	15	✓
673	#258	-	-	-	15	✓
674	#258	-	-	-	15	✓
675	#259	-	-	-	15	✓
676	#259	-	-	-	15	✓
677	#259	-	-	-	15	✓
678	#260	#259	-	-	15	✓
679	#260	#259	-	-	15	✓
680	#260	#259	-	-	15	✓
681	*	**	-	-	15	✓
682	*	**	-	-	15	✓
683	*	**	-	-	15	✓
684	*	**	-	-	15	✓
685	*	**	-	-	15	✓
686	*	**	-	-	15	✓
687	*	**	-	-	15	✓
688	*	**	-	-	15	✓
689	*	**	-	-	15	✓
690	*	**	-	-	15	✓
691	*	**	-	-	15	✓

A left mouse click to the pen symbol in the left column opens the configuration dialog for the chosen CDL.

Call dest. list: 680

Edit Call Forwarding

Target 1: #260 UCD group

Target 2: #259 UCD group

Target 3: 92920 Group VM 1

Target 4: No entry

Call forwarding starts after: 15 seconds

Call forward:

Second ringer

Second ringer Target: No entry

Second ringer Type: immediate

Target 1 and target 2 had been set by the UCD Group configuration Wizard and should not be modified.

Set target 3 to an internal destination of Open Scope Business this can also be a Voice Mail box.

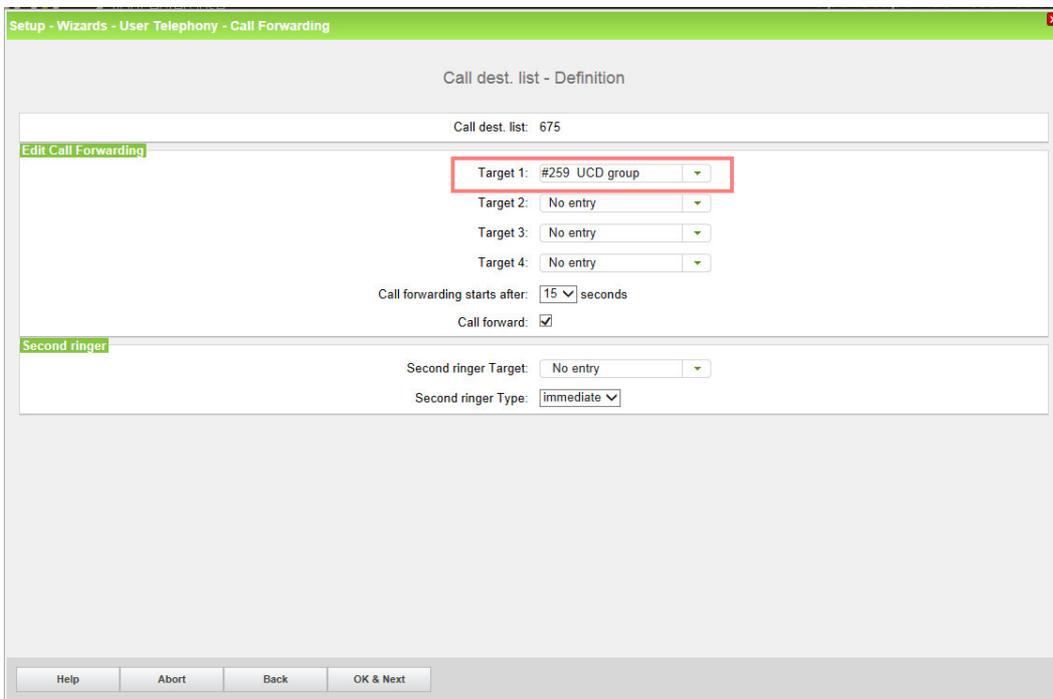
Note:

Target 3 has to be set in all CDLs which are assigned to the UCD Group. In this case also for CDL 679 and 680.

Check also if the CDLs for the UCD Backup Group are set correctly

Locate the CDL number for the UCD Backup Group (in this example UCD group 59 is assigned to CDL 675, 676 and 677

Within this CDLs only the first target has should be set by the UCD Wizard to the internal number of the UCD Group 59 (#259). No other target should be defined.

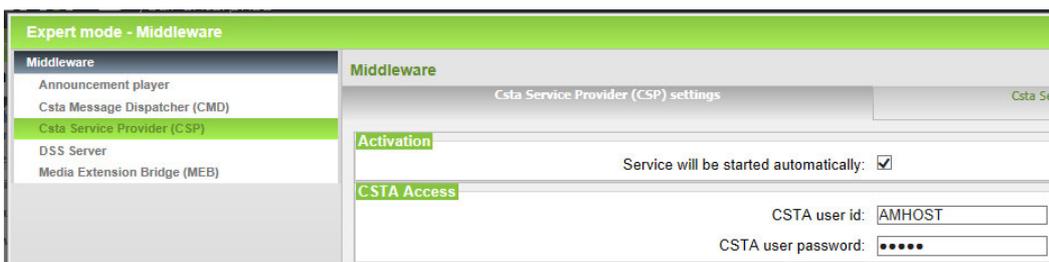


2.4.5. Enabling CSTA interface

You must enable CSTA interface on the communication platform to ensure proper communication between the OpenScope Contact Center system and the communication platform.

Expert Mode

→ Middleware → CSP



NOTE

CSTA interface is disabled by factory default. It will be enabled if login credentials are configured. The login credentials have to be configured identically within the OSCC system.

2.4.6. Enable CSTA application (check)

Enable the CSTA applications to ensure proper communication between the communication platform and the OpenSpace Contact Center system as follows:

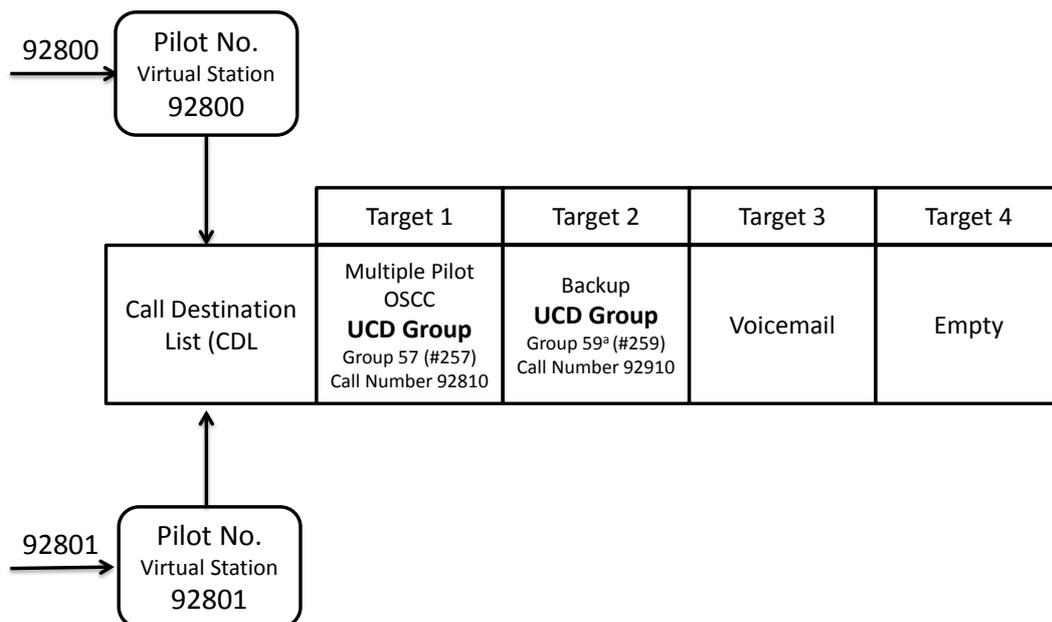


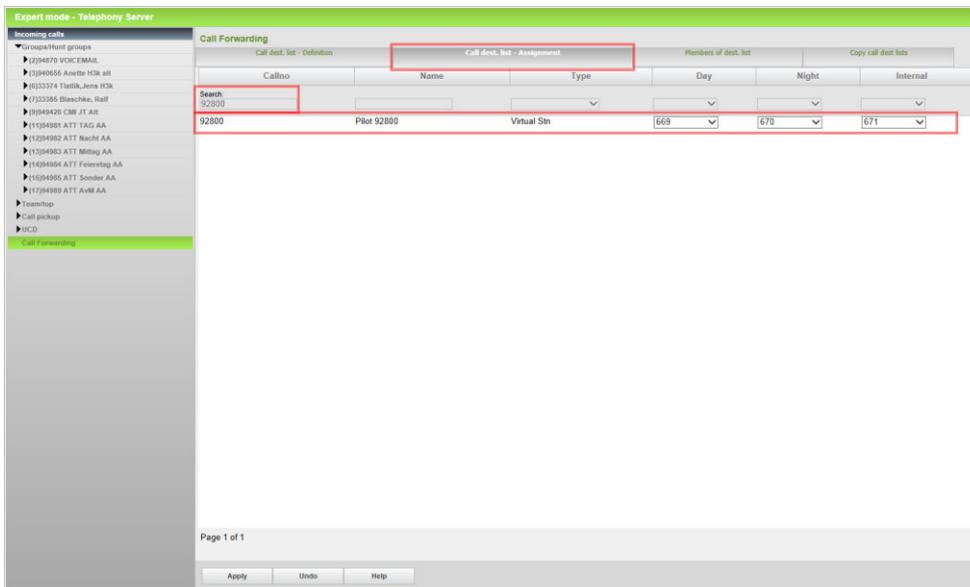
2.4.7. Configuring additional Pilot numbers

Pilot numbers can be used to support network transit numbers and requeue targets in the OpenSpace Contact Center system. In case that the number of Pilot Number which can be generate by UCD Group definition are not sufficient, virtual stations can be used to extend the amount of pilot numbers.

In this case pilot numbers must be set up as virtual stations that are assigned to a single CDL associated with the UCD. All calls to the UCD must always be sent through a virtual station number assigned to its CDL and not directly through the CDL number. The CDL call number should always be set to a virtual station number assigned to the CDL associated with the UCD group.

Example:





- Use the search function to locate virtual station 92800 and assign CDL 669, 670 and 671 for day, night and internal. Press “Apply” button.
- Repeat the same procedure or virtual station with number 92801

2.4.8. Call Director

You must configure Call Director extensions if you plan to use the Call Director feature to enable announcements or interactive messages for callers. An announcement is played to many callers simultaneously, whereas an interactive message is played to only one caller. You must have a Call Director license to enable interactive messages. You do not need an additional license to enable announcements – these are included with the OpenScape Contact Center license.

To set up announcement devices, you need to configure Call Director extensions and associate them with device IDs, as shown in Figure 9. If you are not using announcements, then you do not need to associate extensions with device IDs.

You must also configure the Call Director extensions (if the Config Sync feature is not enabled) and the voice processor in the Manager application. For details, see the OSCC Manager Help. Do not configure Call Director extensions as agent auto logon because Call Director may fail.

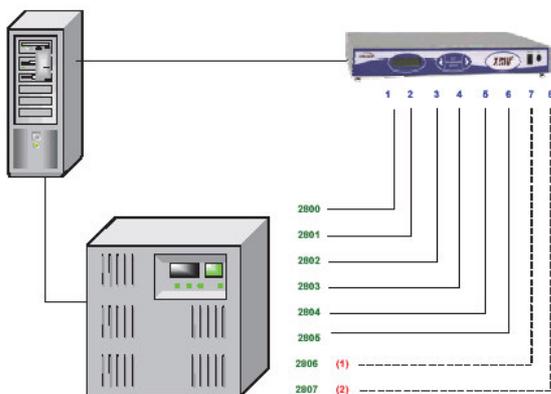


Figure Example of XMU+/SBX configuration

Note the following about announcement devices:

- The announcement device must be analog.
- A maximum of 30 callers can listen to the same announcement at one time.
- Bundling callers on a single port can be used to play an announcement to multiple callers.

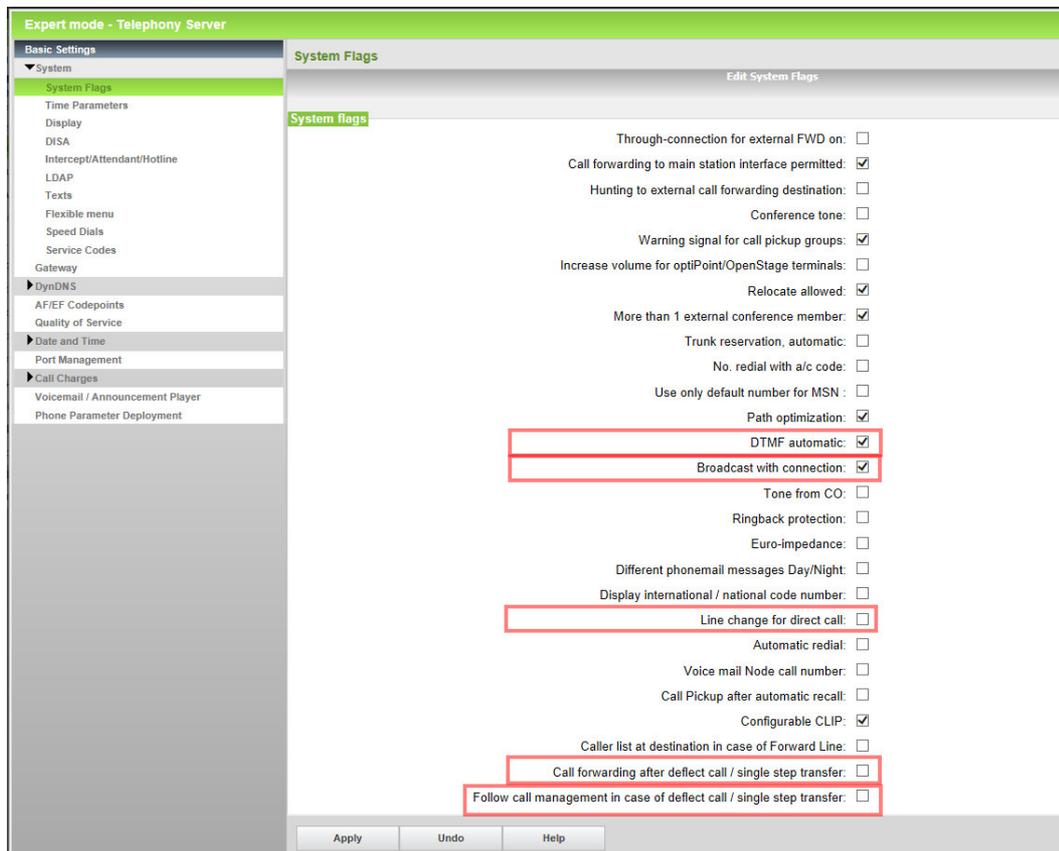
2.4.8.1. Configuring Call Director extensions:

Step 1 Enable the following system parameter flags within Communication Platform:

- DTMF Automatic
- Broadcast with connection.
- Line change for direct call
- Call forwarding after deflect call/single step transfer
- Follow call management in case of deflect call/single step transfer

Expert mode

Telephony Server → Basic Settings → System → System Flags



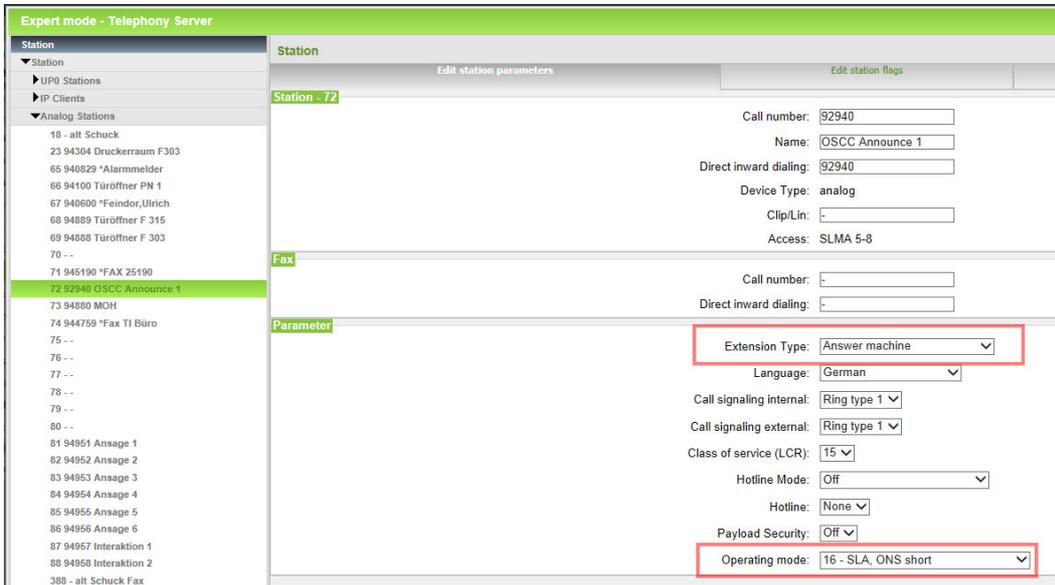
Step 2. Configure analog stations either as an announcement or an interactive device:

a.) Announcement Device

To configure an extension as an announcement device, set the type to Answer Machine and set the operating model to 16. SLA, ONS short.

Expert mode

Station → Analog Stations → Edit Station Parameters



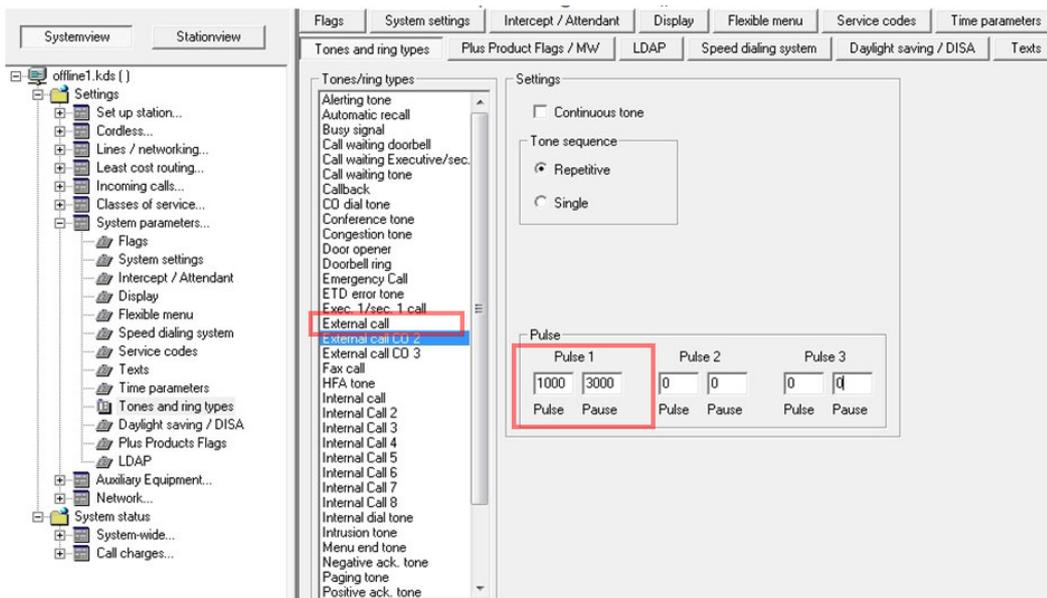
b.) Interactive Device

To configure an extension as an interactive device, set the type to Standard. Ensure that the external call and internal call ring tone settings are as follows:

- Pulse 1 - Pulse = 1000 and Pause = 3000
- Pulse 2 - Pulse = 0 and Pause = 0
- Pulse 3 - Pulse = 0 and Pause = 0

Note

The pulse pause ratio of a ring type can only be modified by using the Manager E tool. The OpenScope Business Assistant does not offer this function at the time of document creation.



2.4.9. Configuring a user telephone

You must configure each telephone used by OpenScape Contact Center users to ensure that the deflect, reject, call forwarding unconditional (or all calls) and call forwarding on busy features are not enabled on the telephone.

NOTE:

If the telephone has been configured to display the Contacts Waiting Indicator and the user is not logged on to the Client Desktop application, the Contacts Waiting lamp indicator on the telephone will notify the user when there are contacts waiting in the queue. The lamp indicator on the telephone is turned off when the user is logged on to the Client Desktop application.

NOTE:

The buttons on the telephone indicate the user's routing state. If the user is not configured to use the Client Desktop application, and the user is in Postprocessing handling state, the Work button on the telephone will be activated regardless of the user's routing state. In this case, to exit Post-processing handling state, the user can press one of the other buttons on the telephone, such as Available.

3. Configuring a voice processor

This chapter describes how to configure a voice processor that is used with the Call Director feature. Call Director can be configured to use one of the following voice processor types:

- Interalia XMU+ voice processor (small or large chassis) - only one voice processor can be configured
- Interalia SBX voice processor - only one voice processor can be configured

3.1. Configuring an XMU+ or SBX voice processor

If the OpenScape Contact Center configuration is using Call Director with an Interalia XMU+ or SBX voice processor for caller interactions, you must configure the voice processor. The system supports the use of only one XMU+ or SBX voice processor.

3.1.1. Uploading communication platform-based announcements

When the voice processor is also used to play communication platform-based announcements, you must manually upload the communication platform-based announcements using the XMUCOM+ utility that is shipped with both the XMU+ and SBX voice processors. However, you must not use this utility until after OpenScape Contact Center has uploaded the Call Director messages and connected to the voice processor.

IMPORTANT:

You must allow OpenScape Contact Center to connect to the voice processor before using the XMUCOM+ utility. If you used the XMUCOM+ utility first, contact your service representative before proceeding further.

To manually upload communication platform-based announcements:

1. Complete the initial Manager configuration as described in the Manager Administration Guide. During initial configuration, OpenScape Contact Center uploads the Call Director announcements and messages, connects to the voice processor, and reserves the number of minutes required to play only Call Director announcements and messages (as specified in the Call Director memory setting in the Manager application, under Options>Call Director>Voice processor).
2. Use the XMUCOM+ utility to upload the communication platform-based announcements. For details, refer to the Interalia XMUCOM+ utility documentation.

3.1.2. Upgrading the voice processor firmware

The most current voice processor firmware versions are available on the following page on the Interalia Web site:

<http://www.interalia.com/UnifyDownloads.html>

Check the version of your voice processor firmware as described in Interalia's XMU+ or SBX documentation. If you do not have the most current version, upgrade the firmware as described in the following procedure.

1. Obtain the most current voice processor firmware version. You can request the firmware from Interalia support at support@interalia.com, or download it from the page on the Interalia Web site mentioned above.
2. Copy the new firmware file to a server machine that has FTP access to the voice processor. Write down the folder path and name of the firmware file.
3. On the server machine where you copied the firmware file, open a command prompt window.
4. On the command line, type ftp <IP Address>, where <IP Address> is the IP address of the voice processor, and then press ENTER.
5. When prompted for a user name, type admin and then press ENTER.
6. When prompted for a password, press ENTER. You do not need to specify a password.

7. At the FTP prompt, type put and then press ENTER.
8. When prompted for a local file, change to the folder where you copied the firmware file, type the name of the firmware file, and then press ENTER.
9. When prompted for a remote file, type firmware and then press ENTER.
10. After the file has been transferred successfully, to reset the voice processor, type del quickrst, and then press ENTER.
11. Quit the FTP session to start the reset process.
12. Wait for the voice processor to restart. The version number on the front panel of the voice processor should indicate the new firmware version.

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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