WebLine Media Blender™ Switch Administrator's Guide: Aspect CallCenter

Version 3.0

Contents

This WebLine Media Blender Switch Administrator's guide provides configuration, administrative and technical details about setting up the Aspect CallCenter ACD for use with WebLine's Media Blender.

You need to provide the Media Blender administrator with necessary information for configuring Media Blender. We provide forms you can fill out to ensure you provide the Media Blender administrator with complete information:

Agent and Teleset Log In Information

Phantom and Teleset Information For Phantom Lines

Data System InterLink Information

Call Control Table Information

Copyright

Additional documentation

Refer the following resources for addtional Media Blender information. See the *Media Blender Resource Card* for information about accessing each item.

Media Blender Configuration Handbook

Media Blender Reference Guide

Administration online help

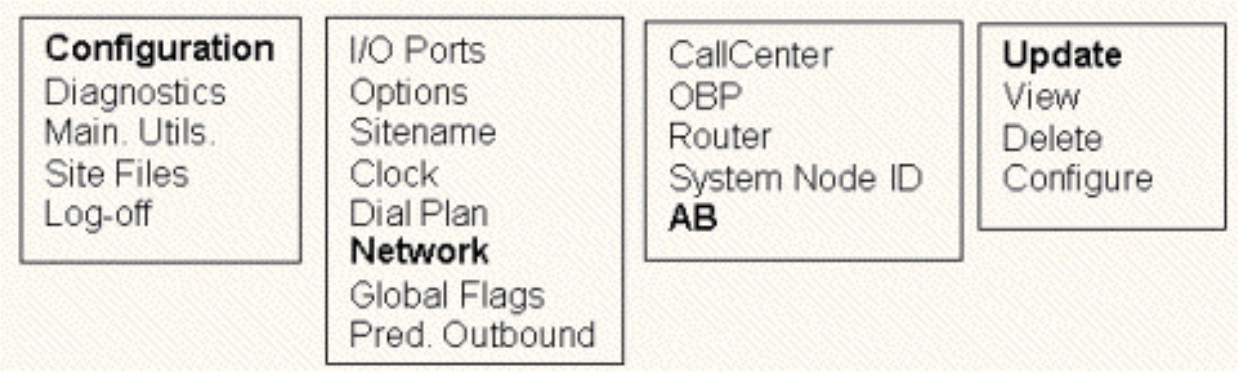
Section 1: Setting up the CallCenter

This section contains information on setting up the Aspect switch. It includes these sections:

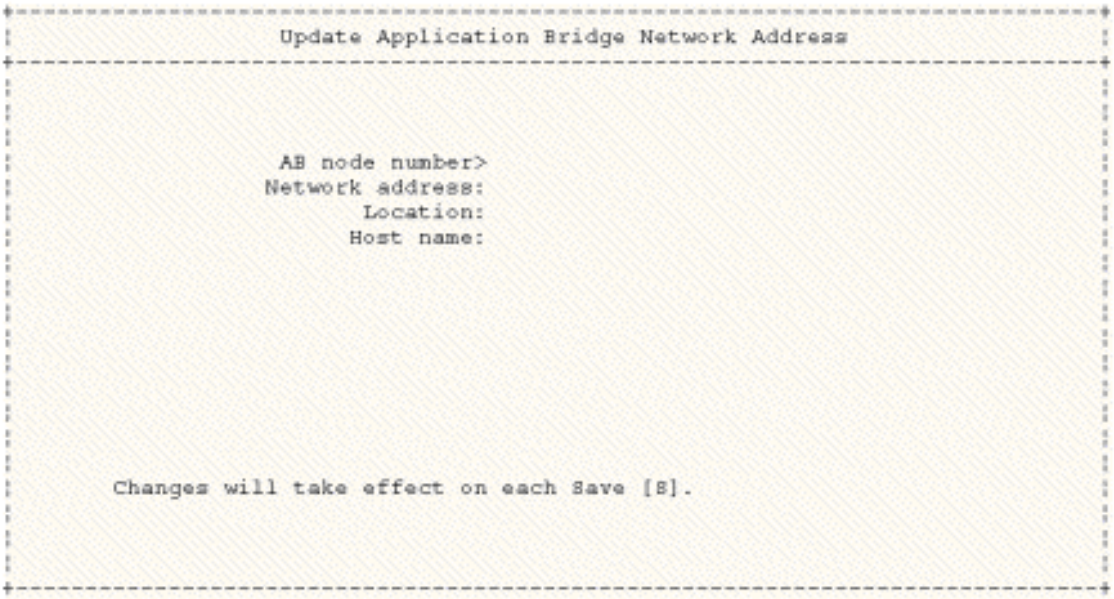
Establish the Network Address of the Media Blender Server

You must enter the Application Bridge network address of the Media Blender Server so that a successful link can be established between Media Blender and Application Bridge.

1. From the Aspect Maintenance Menu, choose **Configuration-->Network-->AB-->Update.**



The following screen appears:



2. Complete this screen as follows:

Field	Description
AB node number	The Application Bridge node number.
Network address	The IP address of the Media Blender server.
Location	Description of the location of the server.
Host name	Media Blender server name.

3. Press S to save the changes.

Set Up a Data System Interlink

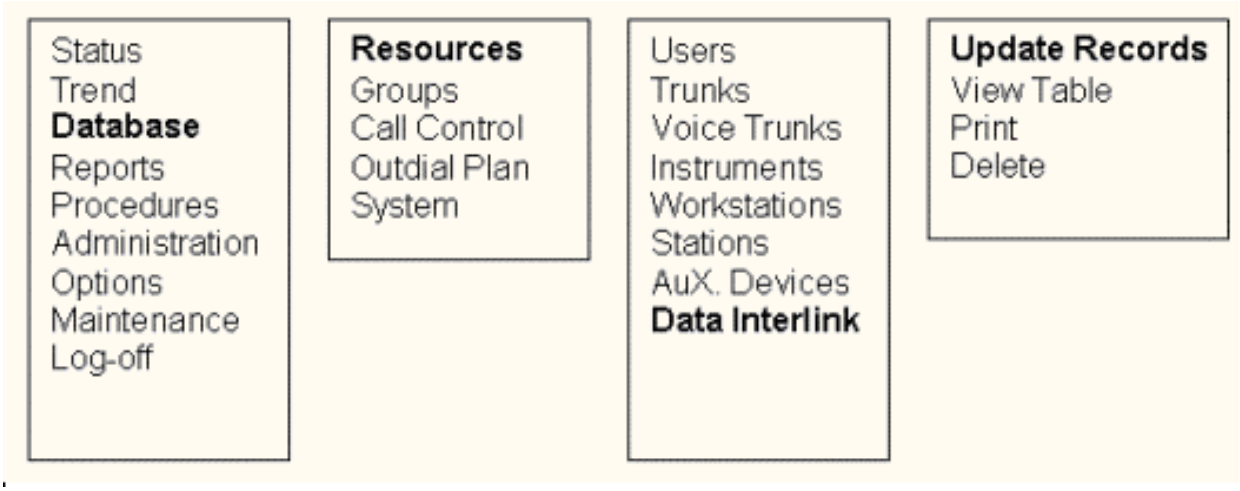
You need to create a database record to define the physical link between the CallCenter and Media Blender. In the Aspect Application Bridge software, this record is called a Data System Interlink record. (Refer to the Aspect Application Bridge documentation for complete information about Data System Interlink records.)

For Media Blender, you must:

1. Create a Data System InterLink record
2. Activate the Media Blender Interlink record

Creating a Data System InterLink record

To create an InterLink record for Media Blender, choose **Database-->Resources-->Data InterLink-->Update Records.**



A sample Data System InterLink Record appears below.

```
                Update Data System InterLink Record

Data InterLink Number>  14
          Description:  Media Blender
       Version Number>  4 Release 6.0
          Backup Link>  0
    Physical Protocol>  2                      Port:  7004
        Link Protocol>  3
   CallCenter Address:  Aspect          Data Sys Address> MBO
       Message Format>  V
      Field Separator>  5
            Send Type>  Y
   Disconnect Notices>  Y                      Subtype: DISCONNECT
     Transfer Notices>  Y                      Subtype: TRANSFER
       Character Set>   A
 Receive Data Timeout:  5              Monitor Host> N



     Modify [M] or Quit [Q] ?
```

About the Media Blender Data System InterLink record

The screen that appears above illustrates how you should set up the InterLink record for Media Blender. Complete descriptions for each of the fields on this screen appear in the Aspect Application Bridge documentation. Some of the values that appear here are suggestions you can use when setting up your system. For instance, the suggested port number is 7001. The suggested value for Data System Address is MB0.

Other fields, however, require specific values. These are:

Interlink Field	**Required Value**
Version	This field **must** indicate Application Bridge release 6.0. Note that different versions of the CallCenter require different values here to indicate release 6.0; ensure that you specify the option that indicates Application Bridge 6.0.
Physical Protocol	2 (for TCP/IP)
Link Protocol	3
Message format	V
Field Separator	5 (comma)
Send Type	Y
Disconnect Notices	Y
Disconnect Subtype	DISCONNECT
Transfer Notices	Y
Transfer Subtype	TRANSFER
Character Set	A
Monitor Host	N

Data System InterLink values in the Aspect Properties file

Your Blender Administrator sets properties for the Media Blender in a properties file that resides in /<weblinedir>/servlet/properties/blender directory. (This file is typically named ACD.aspect.properties) Several of the Data InterLink fields must match values in corresponding properties in the Aspect properties file. The table below show which Data System Interlink values must correspond to properties in ACD.aspect.properties.

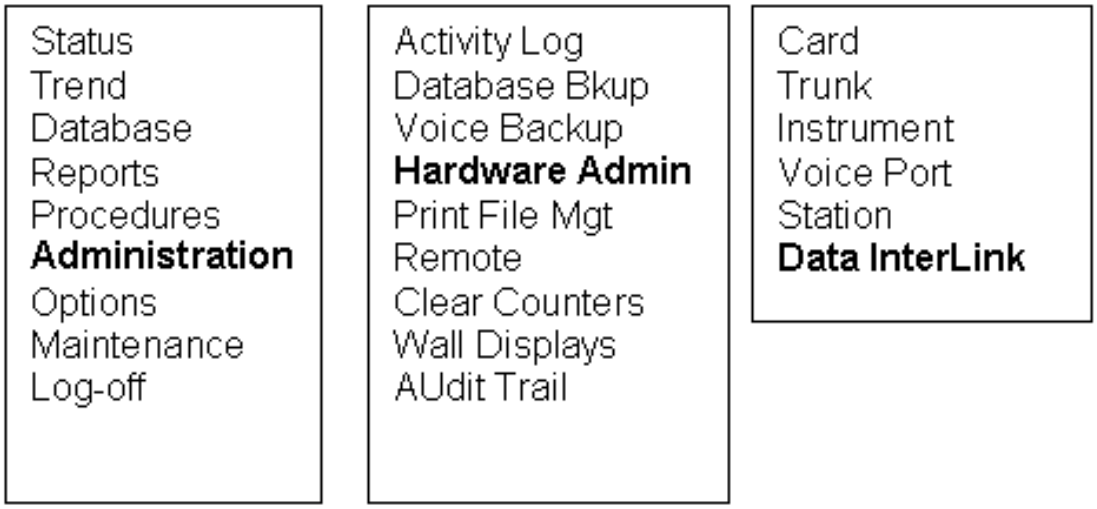
Data System InterLink Field	**Property in ACD.aspect.properties**	**Default Value**
Data Link Number	linkid	11
Port	socketport	7001
Data Sys Address	header	MBØ
Field Separator	delimiter	,(comma)

Form for Blender Administrators

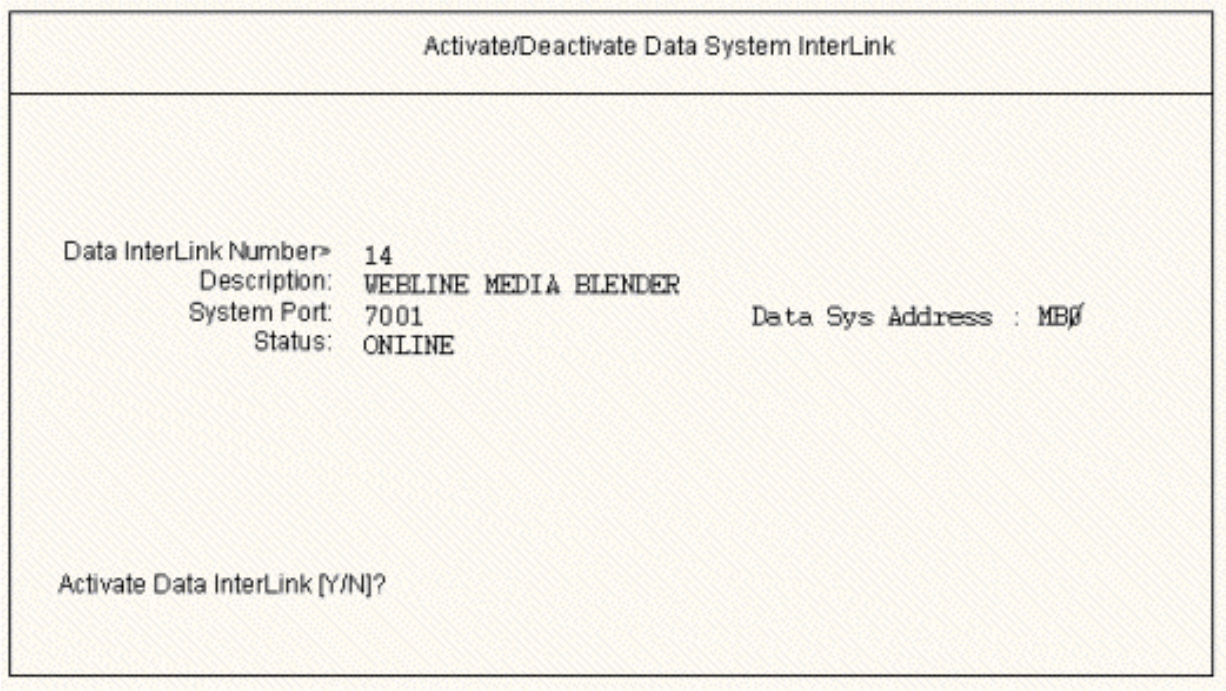
We provide a form you can fill out to ensure you provide your Media Blender administrator with the proper InterLink values for ACD.aspect.properties. Click here to access the form.

Activating Media Blender's InterLink Record

To activate the InterLink Record you've created for Media Blender, choose **Administration-->Hardware Administration-->Data InterLink**.



A sample Activate/Deactivate Data System InterLink screen appears below.



Note: The Data System Address must be a network address that is reachable and resolvable from the CallCenter's ethernet, either a network name that is known by the DNS or a raw TCP address. If it is not possible to put in a resolvable address into the Data System Address, then put in a placeholder address such as MediaBlenderØ, and place a corresponding entry in the OBP table to match the placeholder address with a resolvable address.

About Activating a Data System InterLink

The screen shown above illustrates how the Activate Data System InterLink screen should be completed. Note that most of the fields here require values you entered when creating the InterLink.

Important: You cannot edit the Data System Address field on this screen. You must contact your Aspect Technician to edit the Data System Address.

Once the screen is completed, type Y in the Activate Data InterLink field and press Enter to activate the Media Blender Data System InterLink.

Section 2: Setting up agents

This section describes how to set up WebLine agents on your Aspect switch. It includes these sections:

Group WebLine Collaboration Agents

When setting up Media Blender, you need to identify those agents who have access to the WebLine Collaboration Server (WCS). You can do so by defining an agent supergroup that includes all agents who use WCS.

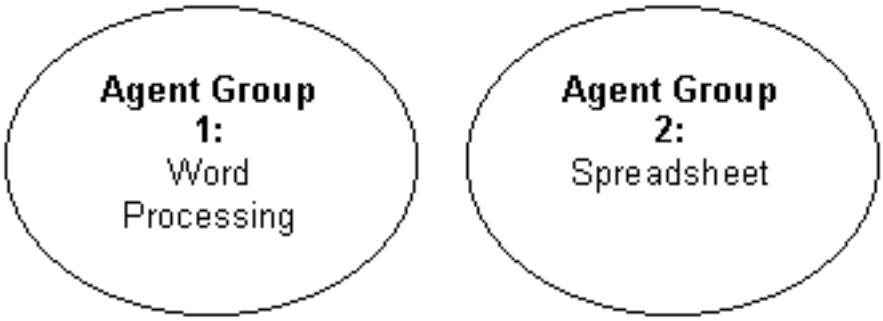
Planning a WCS Agent Supergroup

The agent SuperGroup you set up must include all agents who use WCS. That way, you can route appropriate calls to agents who use WCS. Because each site may organize the workforce differently, there is no single way to organize your WCS agents. You need to look at the agent organization already established on the Aspect CallCenter and then find a logical grouping of all agents who use WCS.

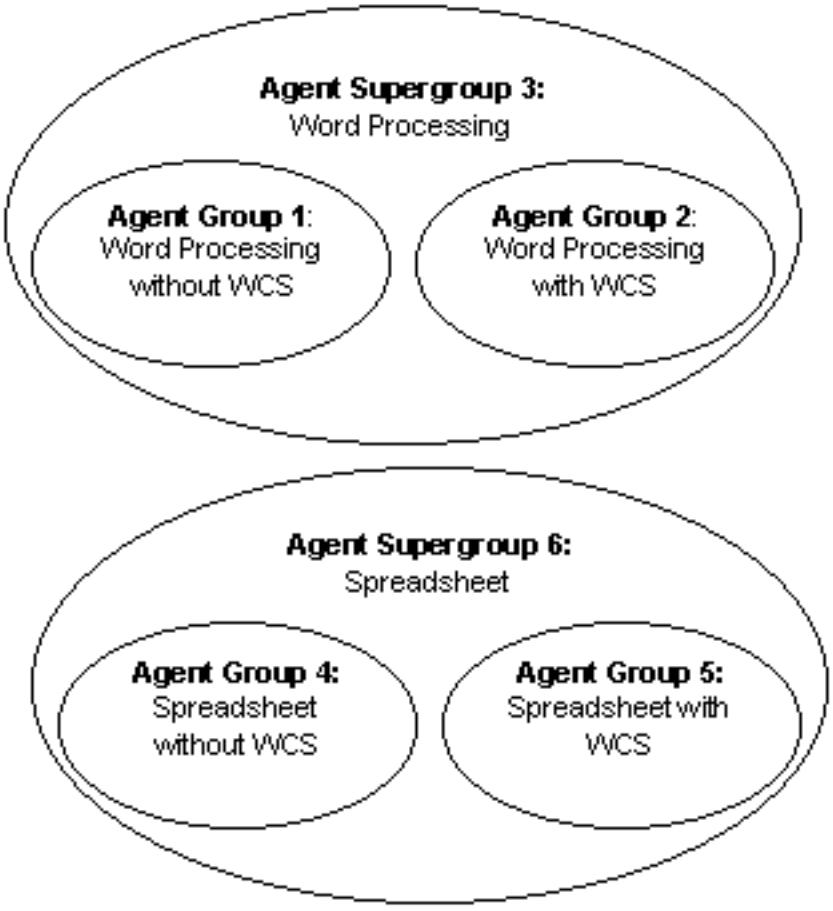
Consider the following scenario. The call center illustrated below has two different agent groups, divided by the type of software each agent uses:

- Agent group 1 includes all agents who use a word processing package
- Agent group 2 inlcudes all agents who use a spreadsheet package

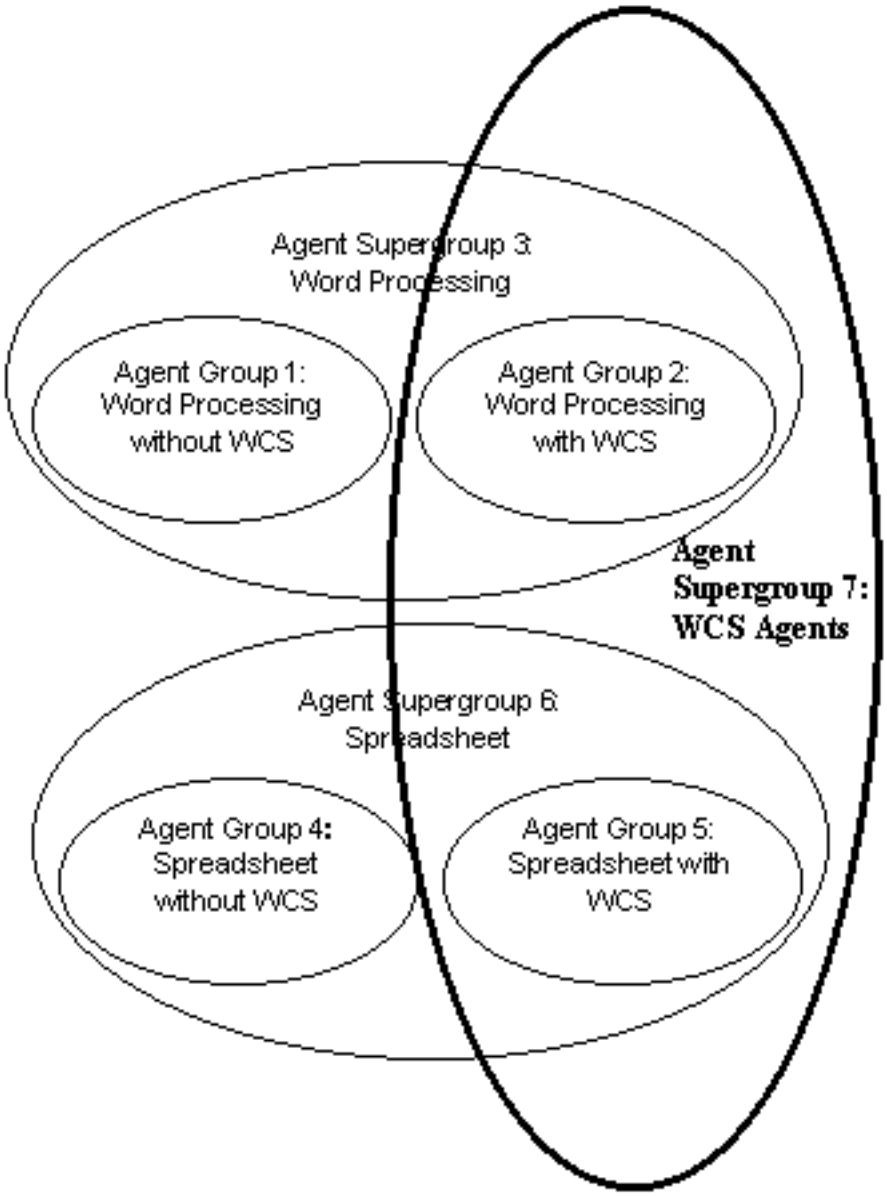
The agent groupings look like this:



To prepare for the WCS supergroup, you can further subdivide these agent groups, breaking out those users who have access to WCS. In this example, for instance, you create a group that includes agents with Word Processing access and no WCS access. Another agent group includes all agents who have access to both Word Processing and WCS. You can then create an Agent Supergroup to include all agents who use Word Processing. (You can follow the same process in setting up agent groups for agents who use spreadsheet software.)



Finally, you create an agent supergroup to include all agents who use WCS. These include agents who use both Word Processing and Spreadsheet software.



Details for setting up agent supergroups are included in the Aspect CallCenter documentation.

Ensuring blended log in

You have the option to *blend agent* logon, so that agents can log in to the Aspect CallCenter and the WebLine Collaboration Server (WCS) simultaneously. Blended agent logon is achieved by the Media Blender administrator, who creates and maintains two properties files that map agent logical ID to physical phone IDs and passwords. (See the *Media Blender Configuration Handbook* for more information about these properties files.)

Whether you use a Predictive or Phantom line CTI Strategy, you must provide your Blender Administrator with the following information:

- Agent logical IDs
- Instrument Number
- Agent passwords

We provide a form you can use to record these IDs and passwords to give to your Blender Adminstrator. Click here to access the agent form.

Blended agent logon can also occur dynamically. You Blender Administrator must configure WCS to use a log on page designed specifically for log on to an ACD. See Setting up Agents in the *Media Blender Configuration Handbook* for more information.

Section 3: Setting up Phantom Lines

If you decide to use a Phantom Line CTI strategy, your Media Blender administrator must specify one of the a phantom strategies when setting up the properties file for the CallCenter (see Configuring Aspect Media for more information about the ctistrategy property.)

To set up the CallCenter to use Phantom dialing with Media Blender, you must perform the following tasks:

- Define a pool of phantom lines
- Determine Phantom Line Requirements
- Define Class of Service Records for Phantom Lines
- Define Class of Service Records for Agents (Phantom Strategy)

Define a pool of phantom lines

If your site uses any of the phantom line CTI strategies to handle call flow, you need to set up a pool of phantom lines. Phantom lines wait in the queue on behalf of the caller when predictive calling is not possible. (See Determining CTI Strategies for more information about a phantom line pool.)

Phantom lines are phone lines set aside for use by Media Blender to make phone calls. The phone lines you use must be plugged-in TeleSets; you must configure them as you would an agent in your call center.

When setting up this phantom pool, you need to perform these tasks:

- Determine how many phantom lines are needed at your site. The Media Blender Adminsitrator uses a formula to determine the need for phantom lines. You need to obtain this information from the adminstrator at your site.

- Create a Class of Service record for Phantom Lines.

- Provide the Blender Administrator with the logical ID for each phantom line. To achieve blended login to the ACD and WCS, the Media Blender Adminstrator must create properties files that map these logical IDs to physical terminal IDs and passwords. We provide a form you can fill out to provide your Media Blender administrator with this information. See Providing Information to the Blender Administrator for more information.

Determine Phantom Line Requirements

Use this formula when determining how many phantom lines are needed on your system:

```
number of phantom lines needed = c * s/3600
```

where:

- c represents the number of blended calls per hour
- s represents the seconds per phantom usage. When using the PhantomWaitRelease strategy, this is the average queue time. When using the PhantomWaitNoRelease strategy, this is the average queue time plus average talk time.

Example:

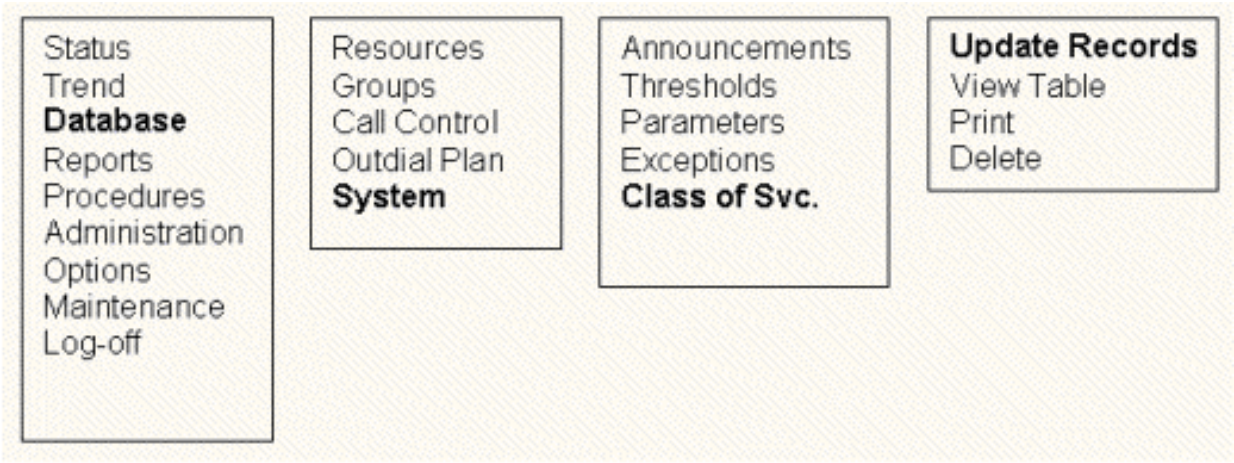
This example assumes that the CTI strategy used is PhantomWaitRelease. There are 3600 calls per hour and the queue time per call is equal to 10 seconds.

number of phantom lines needed = 3600 * 10/3600

number of phantom lines needed = 10 lines

Define Class of Service Records for Phantom Lines

To define their capabilities, you need to establish Class of Service (COS) records for your phantom lines. To create a COS record, select **Database-->System-->Class of Svc.-->Update Records.**



A sample COS screen appears below:

```
                        Update Class of Service Record

                  Class of Service Number>  51
                    Class of Service Name: Phantom lines
                          Instrument Type> T
User Attributes:
              Auto Answer> N                    Wrap-up After Incoming> N
     Automatic Available> N                       Automatic Call Back> N
  Direct Trunk Selection> N                                 Speaker> N
      User To User Calls> Y                          Message Prompts> A
      Ring Through Calls> 4                     Wrap-up After Outgoing> N
          Incoming Calls> 4                         Help And Messaging> N
       Reason Codes/Idle> N                           Supervisor Calls> N
   Reason Codes/Sign-Off> N

Outbound Access:
     International Calls> N                        Public Network Calls> N
   Private Network Calls> N                    Operator Assisted Calls> N
               PBX Calls> N



Modify [M] or Quit [Q] ?
```

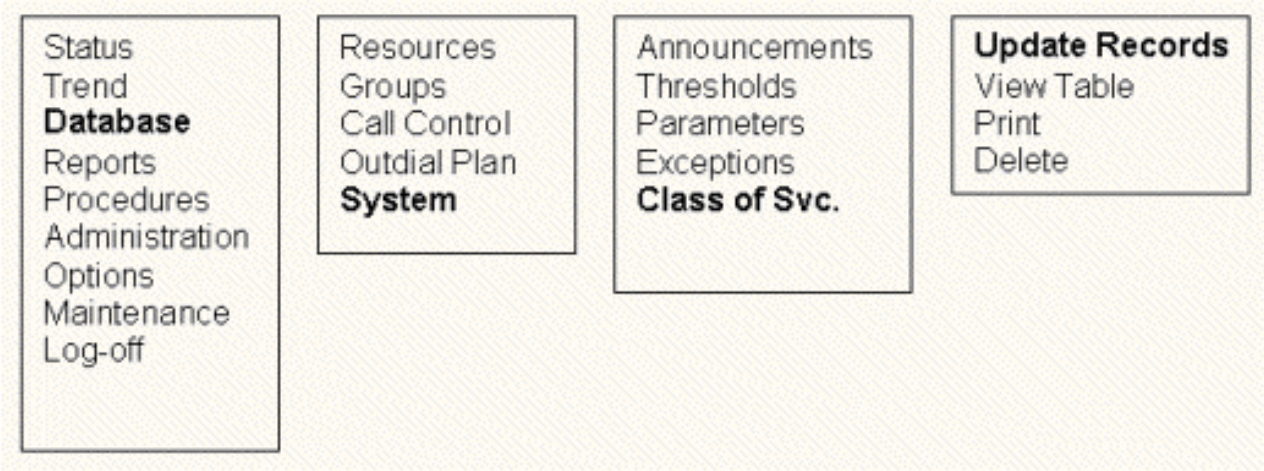
About the COS record for Phantom Lines

The screen that appears above illustrates how you should set up a COS for phantom lines. Complete descriptions for each of the fields on this screen appear in the Aspect documentation. Give particular attention to the following fields:

COS Field	Required Value
Auto Answer	N--Ensures the phantom lines do not answer the line.
Automatic Available	N--Prevents phantom lines from being interpreted as available agents.
User-to-User Calls	Y--Ensures phantom lines place calls to CCTs as User-to-User calls.

Define Class of Service Records for Agents (Phantom Strategy)

When you use any of the Phantom Line strategies, you need to establish Class of Service (COS) records for your agents lines. To create a COS record, select **Database-->System-->Class of Svc.-->Update Records.**



A sample CCT screen appears below:

```
                        Update Class of Service Record

                         Class of Service Number>  50
                        Class of Service Name: Agents
                             Instrument Type> T
    User Attributes:
              Auto Answer> N                  Wrap-up After Incoming> N
      Automatic Available> N                     Automatic Call Back> N
   Direct Trunk Selection> N                                 Speaker> Y
       User To User Calls> Y                          Message Prompts> A
       Ring Through Calls> 4                  Wrap-up After Outgoing> N
           Incoming Calls> 4                      Help And Messaging> N
        Reason Codes/Idle> N                        Supervisor Calls> Y
    Reason Codes/Sign-Off> N
  Outbound Access:
       International Calls> Y                    Public Network Calls> Y
    Private Network Calls> Y                  Operator Assisted Calls> Y
                PBX Calls> Y


          Modify [M] or Quit [Q] ?
```

About the COS record for Agents

The screen that appears above illustrates how you should set up a COS for agents. Complete descriptions for each of the fields on this screen appear in the Aspect documentation. Give particular attention to the following field:

COS Field	Required Value
Auto Answer	In a blended configuration, you must ensure that either the switch or the Media Blender automatically answer calls. The example above sets AutoAnswer to N, assuming that AutoAnswer will occur on the Media Blender, and not on the switch. If, instead, you want the switch to AutoAnswer, set this field to 2 and ensure the Blender Adminsitrator turned off AutoAnswer in the Aspect properties file on the Blender server. See your Blender Administrator for information about ACD.aspect.properties. If you are using EventBridge, you can also opt to have agents answer the phone instead of using autoanswer. In this case, make sure that both AutoAnswer is turned off on the switch and in the Aspect properties file on the Blender server.

Section 4: Setting up Call Routing

This section presents sample Call Control Tables (CCTs) you can use when setting up call routing at your site. It includes these sections:

Sample CCT for Predictive Dialing

Complete instructions for setting up a CCT appear in the Aspect CallCenter documentation. Below is a sample CCT with Aspect's Outbound option:

```
 STEP        COMMAND                 ATTRIBUTES
NUMBER

  1         SELECT                  TRUNK    BY>GROUP NUMBER> 48
                                       ON SUCCESS, EXECUTE STEP #  4
  2         QUEUE                   30 SECONDS
  3         GOTO                    STEP NUMBER: 1
  4         DIAL                    LAST    DIGITS or FROM [$]
                                       NUMBER
  5         WAIT ANSWER
                                    ON BUSY,           EXECUTE STEP # 11
                                    ON FAST BUSY,      EXECUTE STEP #
                                    ON ANSWER,         EXECUTE      #
                                    ON NO ANSWER,      EXECUTE STEP #
                                    ON ANSWERING M/C,  EXECUTE STEP #
  6         SELECT                  AGENT    BY>GROUP NUMBER>   1
                                       ON SUCCESS, EXECUTE STEP #  9
  7         QUEUE                   30 SECONDS
  8         GOTO                    STEP NUMBER: 6
  9         SEND CONNECT            LINK #>14 SUBTYPE  assign VAR LIST
                                       ON ERROR, EXECUTE STEP #  10
 10         CONNECT                    ON NO ANSWER, EXECUTE    #
 11         SEND DATA               LINK #>14 SUBTYPE  busy VAR LIST
                                       ON ERROR, EXECUTE STEP #  12
 12         DISCONNECT
 13         SEND DATA               LINK #>14 SUBTYPE    fastbusy VAR LIST
                                       ON ERROR, EXECUTE STEP #  14
 14         DISCONNECT
 15         SEND DATA               LINK #14 SUBTYPE     noanswer VAR LIST
                                       ON ERROR, EXECUTE STEP # 16
 16         DISCONNECT
 17         SEND DATA               LINK #>14 SUBTYPE    machine VAR LIST
                                        ON ERROR, EXECUTE STEP #18
 18         DISCONNECT
```

In the example above, note the following:

- Webline agent selection occurs in step number 6. The SELECT command selects agents by the supergroup set up for WebLine Collaboration Server users.

- Connection to Media Blender begins in step number 9. The SEND CONNECT command refers to the Data InterLink number established for Media Blender. All subsequent SEND DATA commands also refer to this link.

- The SEND CONNECT command must occur before the CONNECT command.

Sample CCT for WebLine Agents (Phantom Line Strategy)

Complete instructions for setting up a CCT appear in the Aspect CallCenter documentation. Below is a sample CCT for use with a phantom line CTI strategy:

```
 STEP        COMMAND                  ATTRIBUTES
NUMBER

  1         SELECT                   AGENT     BY> GROUP NUMBER>  1
                                        ON SUCCESS, EXECUTE STEP # 4
  2         QUEUE                    30 SECONDS
  3         GOTO                     STEP NUMBER:  1
  4         SEND CONNECT             LINK #>14 SUBTYPE      ASSIGN VAR LIST A-E
                                         ON ERROR, EXECUTE STEP #  5
  5         CONNECT                    ON NO ANSWER, EXECUTE     #
```

In the example above, note the following:

- WCS Agent selection occurs in step number 1. The SELECT command selects agents by the supergroup set up for WebLine Collaboration Server users.

- Connection to Media Blender begins in step number 4. The SEND CONNECT command refers to the Data InterLink number established for Media Blender. All subsequent SEND DATA commands also refer to this link.

- Note that this CCT selects agents, but does not branch to another CCT for those agents. Instead, the outbound call uses the **default** call routing set up on the CallCenter.

Sample CCT for Incoming Trunk Calls

Media Blender can be configured to monitor and identify incoming trunk calls. In such configurations, Media Blender can identify Voice-Over-IP calls, as well as any call generated by applications that interface with Media Blender.

Note: VoIP configuration is only supported under special agreements with WebLine, and is not standard with this release of Media Blender.

Media Blender uses properties in the Aspect medium's properties file (ACD.Aspect.properties) to monitor incoming trunks and identify the types of incoming calls. (See the *Media Blender Reference Guide* for more information.) These properties extract information in variable A-E in the Call Information Message (CIM) to identify the call and match it with an existing Blender sesion. This section provides a CCT you can use as an example when setting up CCTs for your site.

Complete instructions for setting up a CCT appear in the Aspect CallCenter documentation. Below is a sample CCT used to route inbound calls for a specific trunk group:

```
 STEP        COMMAND                    ATTRIBUTES
NUMBER

  1         SELECT                     >TRUNK     BY>GROUP NUMBER>  80
                                       ON SUCCESS, EXECUTE>STEP #2
  2         MOVE                       CONTENTS OF VARIABLE [$ ] TO VARIABLE [A]
  3         MOVE                       CONTENTS OF VARIABLE [#] TO VARIABLE [B]
  4         SEND DATA                  LINK #>15 SUBTYPE inbound    VAR LIST A-E
                                       ON ERROR, EXECUTE> STEP # 7
  5         RECEIVE DATA               LINK #>15 ON NACK, EXECUTE> STEP #  7
                                       ON ERROR, EXECUTE> STEP #   7
  6         GOTO                       STEP NUMBER: 9
  7         ANNOUNCEMENT               NUMBER>600  or FROM VARIABLE [  ]
  8         DISCONNECT
  9         CALL CONTROL TABLE         NUMBER 731
```

In the example above, note the following:

- Step 2 moves the ANI data from the $ variable to variable A.
- Step 3 moves the DNIS data from the # variable to variable B.
- Step 4 sends the data in variable A-E to Media Blender.
- Step 7 plays an announcement when a valid UCID is not entered or the link is experiencing problems
- Step 9 branches to a default CCT, set up to route requests to agents when the routing address on the request has not been mapped to a valid CCT on the switch.

The Blender Adminstrator configures the Aspect medium's property file so that can match the value in each data variable with an existing session. See the *Media Blender Reference Guide* for more information.

Sample CCT for No Agents and After Hours scenarios

You can create a CCT that serves an appropriate HTML pages to callers in the event that no agents are available. You can do the same for callers who contact the call center after hours.

To accomplish this, you need to use two different subtypes in your CCT:

- noagents--sends an HTML page to the caller when no agents are available.
- afterhrs--sends an HTML page to the caller after normal business hours.

The folder C:/<weblinedir>/pub/html/forms/blender contains sample HTML you can use in both of these instances.

You can use either of these subtypes with the SEND DATA or the DISCONNECT CCT commands. For example, a SEND DATA command with a subtype of noagents sends the no agents HTML page to the caller without disconnecting.

The following is a sample CCT used when no agents are available:

```
 STEP        COMMAND                    ATTRIBUTES
NUMBER

  1         SELECT                     >AGENT    BY>GROUP NUMBER>  5
  2         SEND DATA                  LINK #>14 SUBTYPE noagents   VAR LIST A-E
  3         DISCONNECT
```

The following is a sample CCT used outside a call center's normal hours of operation:

```
 STEP        COMMAND                    ATTRIBUTES
NUMBER

  1         SELECT                     >AGENT    BY>GROUP NUMBER>  6
  2         SEND DATA                  LINK #>14 SUBTYPE afterhrs   VAR LIST A-E
  3         DISCONNECT
```

Appendix A: Blender Administrator Forms

Implementing Media Blender requires input from the Switch Administrator, Blender Administrator, and Web Administrator. Your Blender Adminstrator needs several pieces of information from you to successfully set up properties files required by Media Blender.

This section provides you with forms you can fill out to provide the Blender Administrator with all of the information he or she needs to establish properties files. Cllick the links below to launch a new window for each form. Then print and complete each form.

- Agent and Teleset login form
- Phantom and Teleset form for phantom lines
- Data System InterLink form
- Call Control Table form

Agent and Teleset Log In Information

Switch Administrator: The Blender Administrator requires your input to maintain two different properties files that enable Media Blender to blend logon to the Aspect CallCenter and the WebLine Collaboration Server. Print and complete the form below and give the completed form to your Blender Adminstrator to assist in the maintenance of those files.

Blender Administrator : Use the information provided here when maintaining agents.properties and passwords. properties. For more information about, see Blending agent log on with fixed physical IDs, in the *Media Blender Configuration Handbook.*

Agent Name	Logical ID	Instrument ID	Password

Phantom and Teleset Information For Phantom Lines

Switch Administrator: Since the Aspect CallCenter requires a logged in agent ID before it will place calls, you need to assign a logical ID to each phantom line as you would an agent. In addition, the Blender Administrator must associate the logical phantom ID with a terminal ID and password to achieve blended login. Print and complete the form below and give the completed form to your Blender Adminstrator.

Blender Administrator : Include an entry for each phantom line in agents.properties and passwords. properties.For more information, see Blending agent log on with fixed physical IDs, in the *Media Blender Configuration Handbook.*

In addition, use the phantom's logical ID in place of the phantom ID when creating phantoms.properties. For more information, see Setting Up a Phantom Pool File in the *Media Blender Configuration Handbook.*

Phantom ID	Logical ID	Instrument ID	Password

Data System InterLink Information

Switch Administrator: The Blender Administrator needs your input when setting properties for the Media Blender. The values in several Application Bridge Data System InterLink fields must match values in corresponding properties in the Aspect properties file. Print and complete the form below and give the completed form to your Blender Adminstrator.

Blender Administrator: Use the information in the following table when configuring your Blender properties file. (This file is typically named ACD.aspect.properties and resides in /<weblinedir>/servlet/properties/blender directory.

Note: Pay careful attention to the capitalization used for each value. The value you enter in ACD.aspect.properties must exactly match the value on the Aspect system.

Data System InerLink Field	**Value**	**Property in ACD.aspect.properties**
		linkid
		socketport
		header
		delimiter

Call Control Table Information

Switch Administrator: The Blender Administrator needs your input when setting up skills-based routing. The Blender Administrator maps CCT numbers to routing codes hidden on the callback page. Print and complete the form below and give the completed form to your Blender Adminstrator.

Blender Administrator: Use the CCT numbers in the table below when maintaining skills.properties (This file resides in the /<Webline dir> /servlet/properties/blender directory.)

CCT Number	Description	WCS Routing Codes

WebLine Media Blender Version 3.0