



Avaya Solution & Interoperability Test Lab

Application Notes for Fresche N-Focus Plus 3.8 with Avaya Call Management System 19.2 Using RT_Socket and Generic-RTA – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Fresche N-Focus Plus 3.8 to interoperate with Avaya Call Management System 19.2 via the Real Time Socket and Generic Real Time Agent interfaces. Fresche N-Focus Plus is a web-based analysis and reporting application.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required for Fresche N-Focus Plus 3.8 to interoperate with Avaya Call Management System 19.2 using the Real Time Socket (RT_Socket) and Generic Real Time Agent (Generic-RTA) interfaces. N-Focus Plus is a web-based analysis and reporting application.

In the compliance testing, N-Focus Plus used the RT_Socket interface from Call Management System to obtain real time data for call center devices such as VDNs and used the Generic-RTA interface to obtain real time agent data. The obtained real time data are analyzed by N-Focus Plus to produce various real time reports.

N-Focus Plus real time reports also utilize the dictionary names of call center devices obtained from the Call Management System Open Database Connectivity (ODBC) interface. These Application Notes assume the configuration for ODBC integration is already in place and will not be described. For more information on the ODBC integration configuration, refer to reference [3].

The RT_Socket and Generic-RTA interface adapters on Call Management System are developed and provided by Avaya Professional Services.

2. General Test Approach and Test Results

The feature test cases were performed manually. Calls were launched and handled manually on the originating calling party and/or on the terminating agent stations to generate data for various real time parameters such as hold and abandon call counts.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to N-Focus Plus.

The verification of test cases included comparison of real time reports generated by N-Focus Plus with real time reports from Call Management System.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For testing associated with these Application Notes, the RT_Socket and Generic-RTA interfaces between Avaya systems and N-Focus Plus did not include use of any specific encryption features as requested by Fresche.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on N-Focus Plus:

- Proper obtainment of real time data from Call Management System for VDNs, splits/skills, agents, and agent logins/logouts.
- Proper reporting of real time data for agents, splits/skills, and VDNs. The call scenarios included inbound, outbound, ACD, non-ACD, hold, abandon, queued, forced busy, forced disconnect, and various agent work modes.

The serviceability testing focused on verifying the ability of N-Focus Plus to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to N-Focus Plus.

2.2. Test Results

All test cases were executed and verified.

2.3. Support

Technical support on N-Focus Plus can be obtained through the following:

- **Phone:** (828) 418-0023
- **Email:** netlertsupport@freschesolutions.com

3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. The detailed administration of connectivity between Communication Manager, Call Management System, and of call center devices are not the focus of these Application Notes and will not be described.

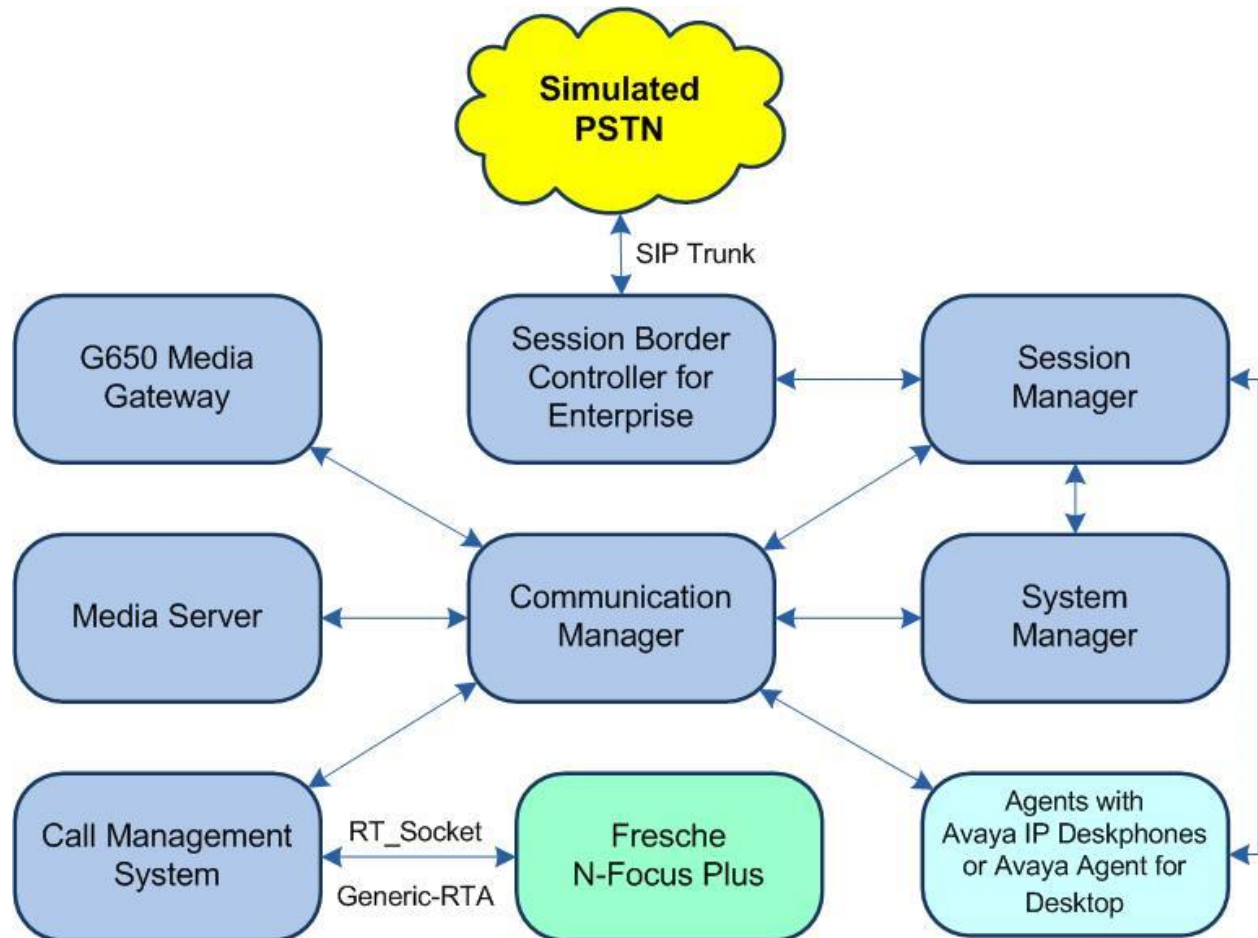


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Call Management System in Virtual Environment	19.2 (19.2.0.1)
Avaya Aura® Communication Manager in Virtual Environment	8.1.3 (8.1.3.0.1.890.26685)
Avaya G650 Media Gateway	NA
Avaya Aura® Media Server in Virtual Environment	8.0.2.138
Avaya Aura® Session Manager in Virtual Environment	8.1.3 (8.1.3.0.813014)
Avaya Aura® System Manager in Virtual Environment	8.1.3 (8.1.3.0.1012091)
Avaya Session Border Controller for Enterprise in Virtual Environment	8.1.2 (8.1.2.0-31-19809)
Avaya Agent for Desktop (H.323 and SIP)	2.0.6.0.10
Avaya 9611G IP Deskphone (H.323)	6.8502
Avaya J169 IP Deskphone (SIP)	4.0.7.1.5
Fresche N-Focus Plus on Microsoft Windows Server 2019 <ul style="list-style-type: none">• MariaDB Connector/J	3.8 Standard 2.6.0

5. Configure Avaya Aura® Communication Manager

This section assumes the desired VDNs, split/skill groups and associated agent login IDs are already configured on Communication Manager to enable measurement data to be sent to Call Management System. For more information on the configuration procedure, refer to reference [3].

The two VDNs that were already configured to be measured are shown below.

list vdn										Page	1
VECTOR DIRECTORY NUMBERS											
		VDN		Vec		Orig		Evnt			
Name (22 characters)	Ext/Skills	Ovr	COR	TN	PRT	Num	Meas	Annc	Noti		
									Adj		
CM Sales	60001	y	1	1	V	1	ext				
CM Support	60002	y	1	1	V	2	ext				

The two split/skill groups that were already configured to be measured are show below.

list hunt-group												Page	1
HUNT GROUPS													
Grp	Grp												
No.	Name/	Grp	ACD/					No. Cov	Notif/	Dom	Message		
	Ext	Type	MEAS	Vec	MCH	Que	Mem	Path	Ctg	Adj	Ctrl	Center	
1	CM Sales Skill												
	61001	ucd-mia	y/E	SK	none	y	0		n			n	
2	CM Support Skill												
	61002	ucd-mia	y/E	SK	none	y	0		n			n	

The two agent login IDs that were already configured to be associated with the measured split/skill groups are shown below.

list agent-loginID										Page	1
AGENT LOGINID											
Login ID	Name	Extension		Dir Agt		AAS/AUD		COR AgPr		SO	
	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	
65881	CM Agent 1										
	1/01	2/01	/	/	/	/	/	1	lv1	/	
65882	CM Agent 2										
	1/01	2/01	/	/	/	/	/	1	lv1	/	

6. Configure Avaya Call Management System

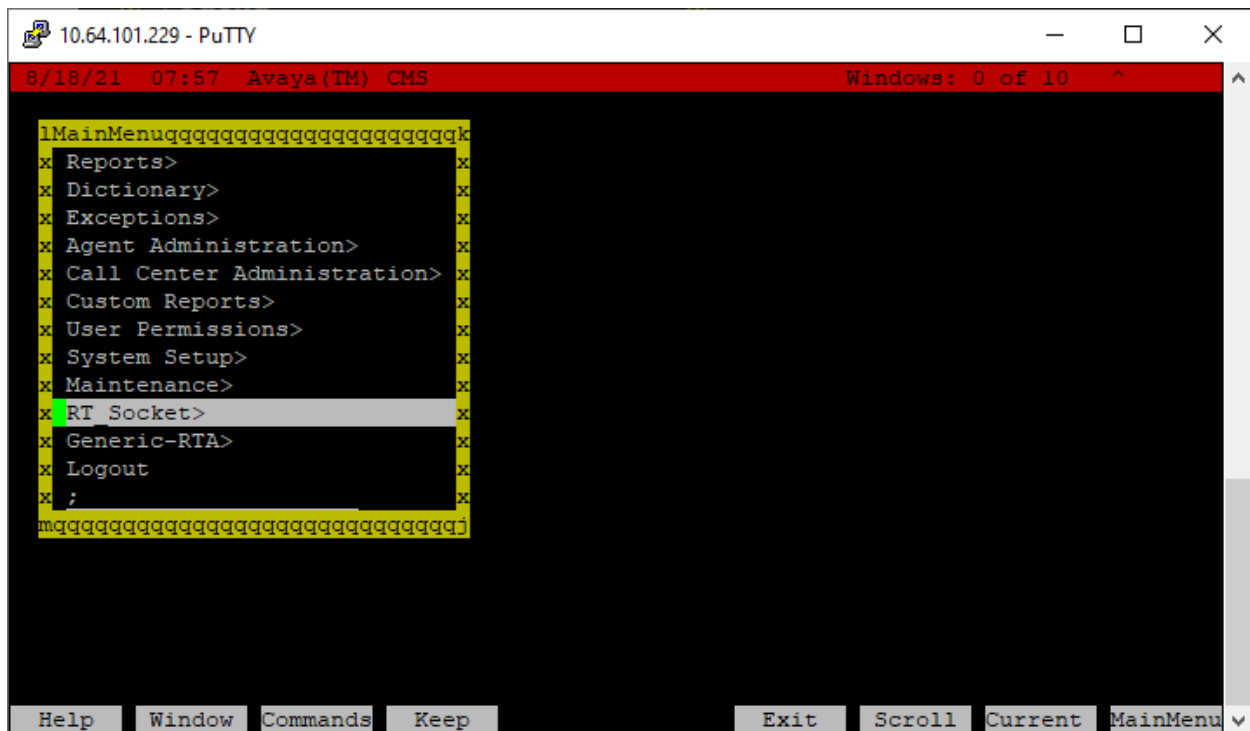
The installation of RT_Socket and Generic-RTA adapters and configuration of both interfaces on Call Management System are performed by Avaya Professional Services and outside the scope of these Application Notes.

After the adapters are installed and interfaces configured, the user can follow the procedures below to view and enable the interfaces.

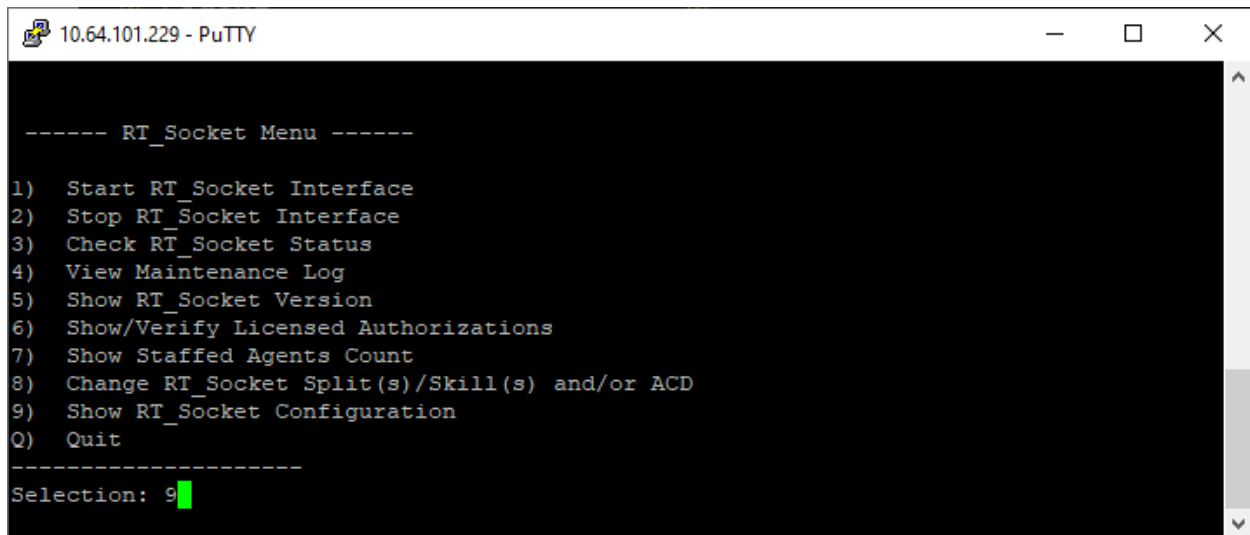
- View and enable RT_Socket
- View and enable Generic-RTA

6.1. View and Enable RT_Socket

Log in to the Linux shell of Call Management System. Enter the command “**cms**” (not shown) to display the **MainMenu** below. Navigate downward and select **RT_Socket**.



The **RT_Socket Menu** screen is displayed. Enter “9” to select **Show RT_Socket Configuration**.

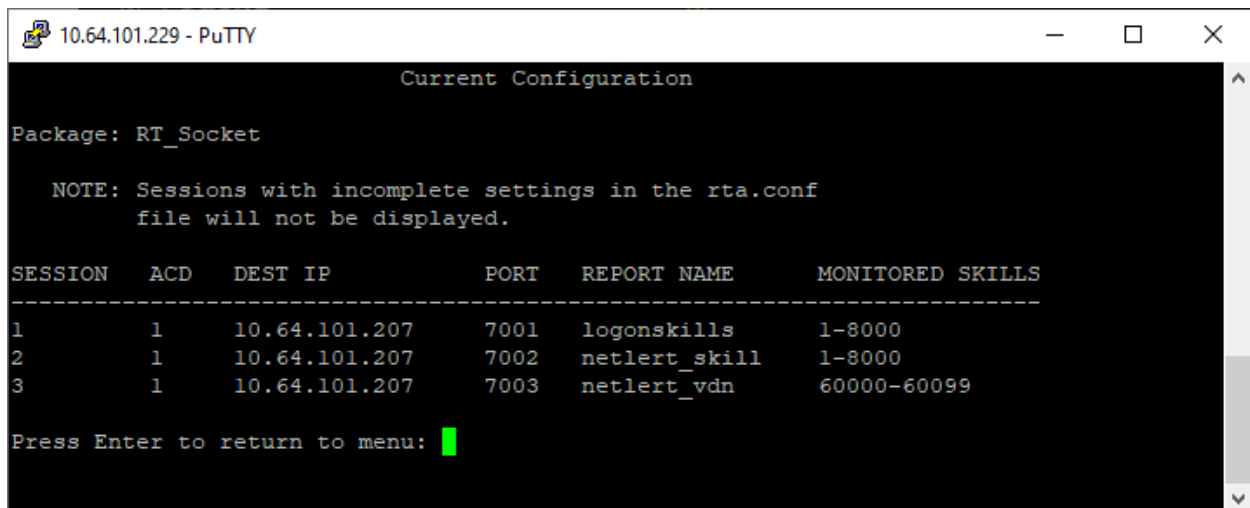


```
10.64.101.229 - PuTTY

----- RT_Socket Menu -----
1) Start RT_Socket Interface
2) Stop RT_Socket Interface
3) Check RT_Socket Status
4) View Maintenance Log
5) Show RT_Socket Version
6) Show/Verify Licensed Authorizations
7) Show Staffed Agents Count
8) Change RT_Socket Split(s)/Skill(s) and/or ACD
9) Show RT_Socket Configuration
Q) Quit
-----
Selection: 9
```

The **Current Configuration** screen is displayed next. Make a note of each RT_Socket session entry including the associated **PORT** and **REPORT NAME** values shown below, which will be used later to configure N-Focus Plus.

Press the **Enter** key to return to the previous screen.



```
10.64.101.229 - PuTTY

Current Configuration

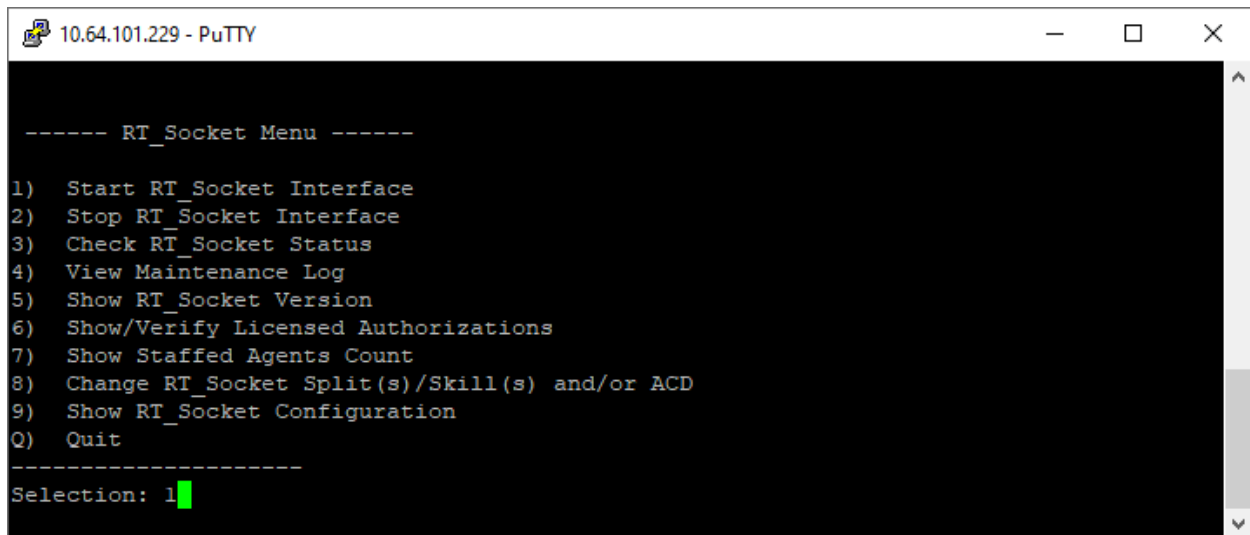
Package: RT_Socket

NOTE: Sessions with incomplete settings in the rta.conf
file will not be displayed.

SESSION  ACD  DEST IP      PORT  REPORT NAME  MONITORED SKILLS
-----
1         1    10.64.101.207 7001  logonskills  1-8000
2         1    10.64.101.207 7002  netlert_skill 1-8000
3         1    10.64.101.207 7003  netlert_vdn  60000-60099

Press Enter to return to menu:
```

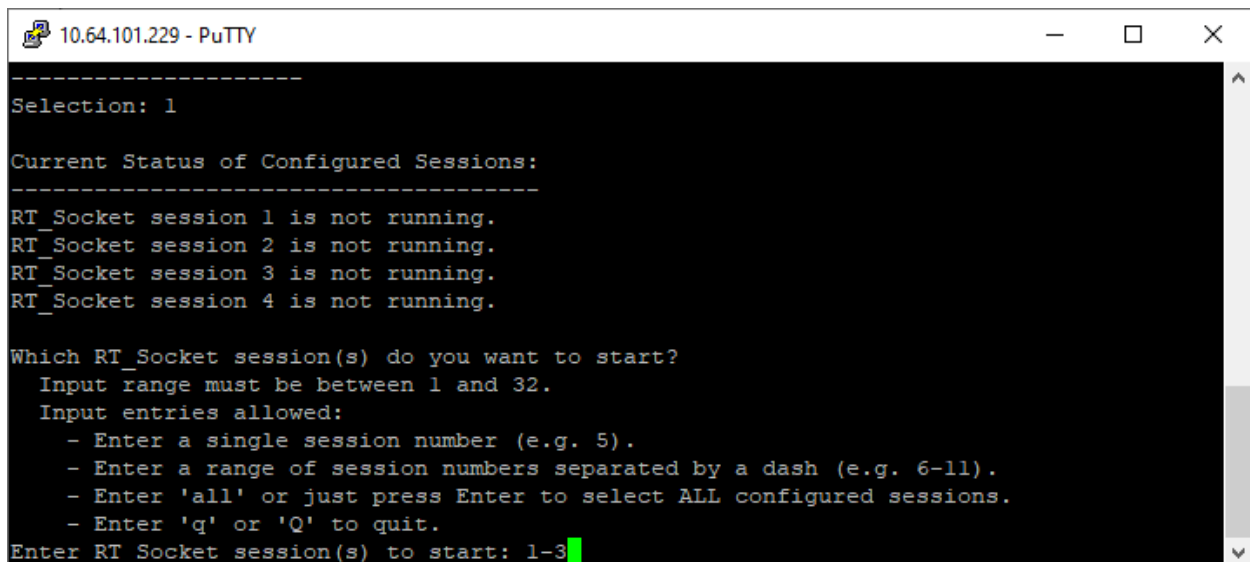
The **RT_Socket Menu** screen is displayed again. Enter “1” to select **Start RT_Socket Interface**.



```
10.64.101.229 - PuTTY

----- RT_Socket Menu -----
1) Start RT_Socket Interface
2) Stop RT_Socket Interface
3) Check RT_Socket Status
4) View Maintenance Log
5) Show RT_Socket Version
6) Show/Verify Licensed Authorizations
7) Show Staffed Agents Count
8) Change RT_Socket Split(s)/Skill(s) and/or ACD
9) Show RT_Socket Configuration
Q) Quit
-----
Selection: 1
```

In the updated screen, enter the pertinent session numbers from above to start all three **RT_Socket** sessions, in this case “1-3” as shown below.



```
10.64.101.229 - PuTTY

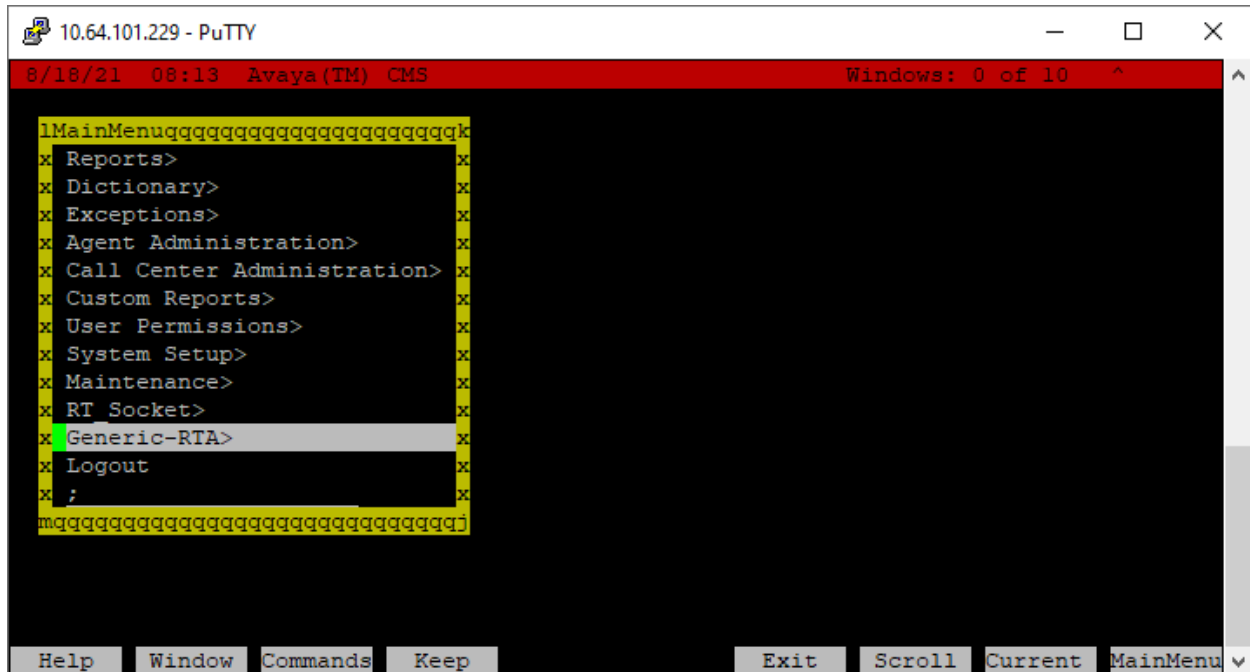
-----
Selection: 1

Current Status of Configured Sessions:
-----
RT_Socket session 1 is not running.
RT_Socket session 2 is not running.
RT_Socket session 3 is not running.
RT_Socket session 4 is not running.

Which RT_Socket session(s) do you want to start?
Input range must be between 1 and 32.
Input entries allowed:
- Enter a single session number (e.g. 5).
- Enter a range of session numbers separated by a dash (e.g. 6-11).
- Enter 'all' or just press Enter to select ALL configured sessions.
- Enter 'q' or 'Q' to quit.
Enter RT_Socket session(s) to start: 1-3
```

6.2. View and Enable Generic-RTA

From the **MainMenu** screen, navigate downward and select **Generic-RTA**.

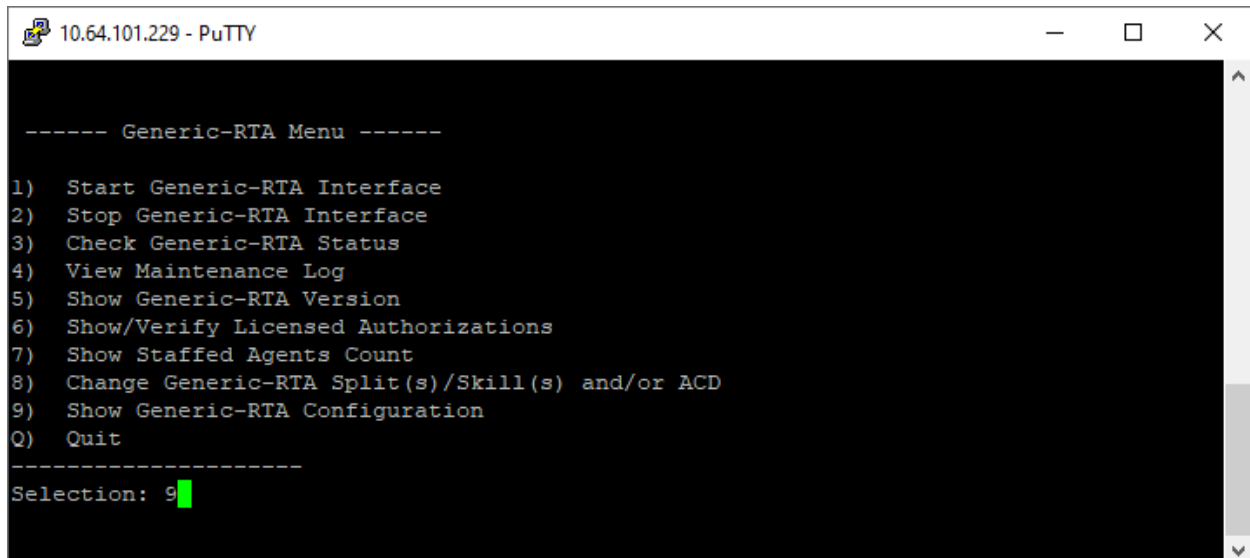


The screenshot shows a PuTTY terminal window titled "10.64.101.229 - PuTTY". The terminal displays the Avaya (TM) CMS Main Menu. The menu items are listed between two lines of separator characters: "lMainMenu" and "mq". The items are: Reports>, Dictionary>, Exceptions>, Agent Administration>, Call Center Administration>, Custom Reports>, User Permissions>, System Setup>, Maintenance>, RT Socket>, Generic-RTA>, Logout, and ;. The "Generic-RTA>" option is highlighted with a green cursor. At the bottom of the terminal, there is a status bar with buttons: Help, Window, Commands, Keep, Exit, Scroll, Current, and MainMenu.

```
10.64.101.229 - PuTTY
8/18/21 08:13 Avaya (TM) CMS Windows: 0 of 10
lMainMenu
x Reports>
x Dictionary>
x Exceptions>
x Agent Administration>
x Call Center Administration>
x Custom Reports>
x User Permissions>
x System Setup>
x Maintenance>
x RT Socket>
x Generic-RTA>
x Logout
x ;
mq

Help Window Commands Keep Exit Scroll Current MainMenu
```

The **Generic-RTA Menu** screen is displayed. Enter “9” to select **Show Generic-RTA Configuration**.



The screenshot shows the Generic-RTA Menu screen in the PuTTY terminal. The menu is titled "Generic-RTA Menu" and lists nine numbered options: 1) Start Generic-RTA Interface, 2) Stop Generic-RTA Interface, 3) Check Generic-RTA Status, 4) View Maintenance Log, 5) Show Generic-RTA Version, 6) Show/Verify Licensed Authorizations, 7) Show Staffed Agents Count, 8) Change Generic-RTA Split(s)/Skill(s) and/or ACD, 9) Show Generic-RTA Configuration, and Q) Quit. The "9" option is highlighted with a green cursor. Below the menu, the text "Selection: 9" is displayed.

```
10.64.101.229 - PuTTY
----- Generic-RTA Menu -----
1) Start Generic-RTA Interface
2) Stop Generic-RTA Interface
3) Check Generic-RTA Status
4) View Maintenance Log
5) Show Generic-RTA Version
6) Show/Verify Licensed Authorizations
7) Show Staffed Agents Count
8) Change Generic-RTA Split(s)/Skill(s) and/or ACD
9) Show Generic-RTA Configuration
Q) Quit
-----
Selection: 9
```

The **Current Configuration** screen is displayed. Make a note of the Generic-RTA session entry including the associated **PORT** and **REPORT NAME** values shown below, which will be used later to configure N-Focus Plus. Press the **Enter** key to return to the previous screen.

```
10.64.101.229 - PuTTY

Current Configuration

Package: Generic-RTA

NOTE: Sessions with incomplete settings in the rta.conf
file will not be displayed.

SESSION  ACD  DEST IP      PORT  REPORT NAME  MONITORED SKILLS
-----
1         1    10.64.101.207 7201  xPrta_gen    1-8000

Press Enter to return to menu:
```

The **Generic-RTA Menu** screen is displayed again. Enter “1” to select **Start Generic-RTA Interface**.

```
10.64.101.229 - PuTTY

----- Generic-RTA Menu -----

1) Start Generic-RTA Interface
2) Stop Generic-RTA Interface
3) Check Generic-RTA Status
4) View Maintenance Log
5) Show Generic-RTA Version
6) Show/Verify Licensed Authorizations
7) Show Staffed Agents Count
8) Change Generic-RTA Split(s)/Skill(s) and/or ACD
9) Show Generic-RTA Configuration
Q) Quit

-----
Selection: 1
```

In the updated screen, enter the pertinent session number from above, in this case “1”.

```
10.64.101.229 - PuTTY

-----
Generic-RTA session 1 is not running.

Which Generic-RTA session(s) do you want to start?
Input range must be between 1 and 32.
Input entries allowed:
- Enter a single session number (e.g. 5).
- Enter a range of session numbers separated by a dash (e.g. 6-11).
- Enter 'all' or just press Enter to select ALL configured sessions.
- Enter 'q' or 'Q' to quit.

Enter Generic-RTA session(s) to start: 1
```

7. Configure Fresche N-Focus Plus

This section provides the procedures for configuring N-Focus Plus. The procedures include the following areas:

- Launch web interface
- Administer real time connections
- Administer reports
- Administer report data

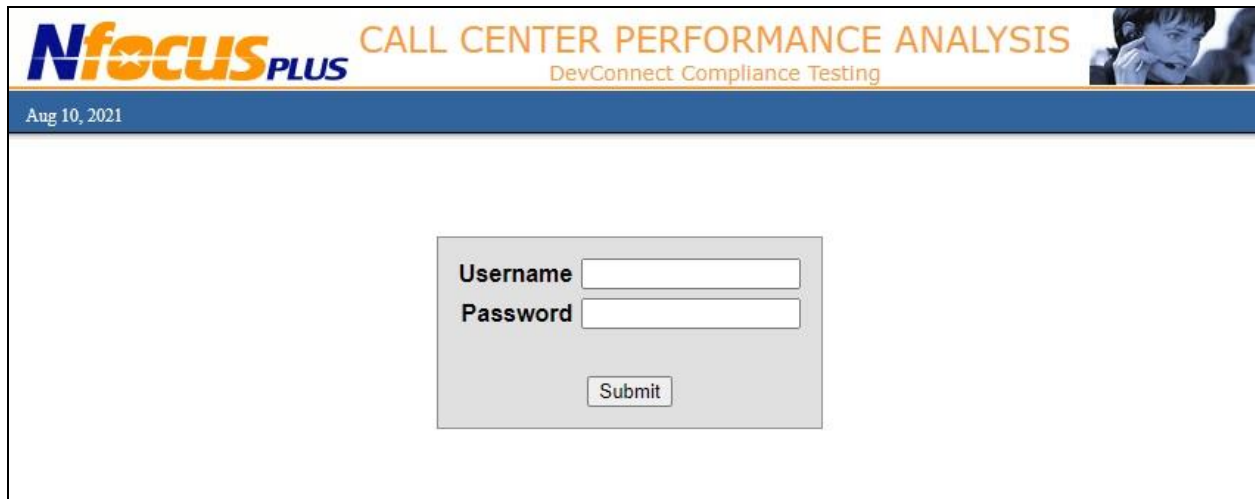
The configuration of N-Focus Plus is performed by the Fresche Support team. The procedural steps are presented in these Application Notes for informational purposes.

This section assumes that the pertinent PBX has already been configured as part of reference [3].

7.1. Launch Web Interface

Access the N-Focus Plus web interface by using the URL “**http://ip-address:8080**” in an Internet browser window, where “**ip-address**” is the IP address of the N-Focus Plus server.

The screen below is displayed, where “**DevConnect Compliance Testing**” is the company name picked up from the N-Focus Plus license key. Log in using the appropriate credentials.



The screenshot shows the N-Focus Plus web interface. At the top, there is a header with the N-focus PLUS logo on the left, the text "CALL CENTER PERFORMANCE ANALYSIS" in orange, and "DevConnect Compliance Testing" in smaller text below it. To the right of the header is a small image of a person. Below the header, the date "Aug 10, 2021" is displayed on the left. The main content area is white and contains a login form with a gray border. The form has two input fields: "Username" and "Password", each with a white input box. Below these fields is a "Submit" button.

7.2. Administer Real Time Connections

In the subsequent screen, select **Configuration → PBX** from the left pane to display the **PBX List** screen in the right pane. Click **Real-time connections** in the right pane.

NfocusPLUS CALL CENTER PERFORMANCE ANALYSIS
DevConnect Compliance Testing

Aug 10, 2021 Admin Advanced CMS User: admin Help Logout

Configuration **PBX List**

PBX

Triggers
Options
Database
Security
Holidays
SMTP Server
N-Focus Server
Product Updates
Advanced Options

▶ Add a PBX

Name	Tab Name	
DevConnect CMS	CMS	Edit Delete DB Connection Real-time connections Reports

The **Real-time connections** screen is displayed next. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Agent (RTA):** The port number for xPrta_gen report from **Section 6.2**.
- **Agent Logon Skills (rt socket):** The port number for logonskills report from **Section 6.1**.
- **Split (rt_socket):** The port number for netlert_skill report from **Section 6.1**.
- **VDN (rt socket):** The port number for netlert_vdn report from **Section 6.1**.

NfocusPLUS CALL CENTER PERFORMANCE ANALYSIS
DevConnect Compliance Testing

Aug 10, 2021 Admin Advanced CMS User: admin Back Help Logout

Configuration **Real-time connections to the CMS Server for PBX**

PBX

Triggers
Options
Database
Security
Holidays
SMTP Server
N-Focus Server
Product Updates
Advanced Options

DevConnect CMS

Profile: Profile 0
Profile name: 0

TCP/IP ports to listen on:

	Port	Listening	Connected
Agent (RTA):	7201	Reset	
Agent Logon Skills (rt socket):	7001	Reset	
Split (rt_socket):	7002	Reset	
VDN (rt_socket):	7003	Reset	

Submit Cancel

7.3. Administer Reports

The **PBX List** screen is displayed again. Click **Reports** in the right pane.

Configuration **PBX List**

PBX

Triggers
Options
Database
Security
Holidays
SMTP Server
N-Focus Server
Product Updates
Advanced Options

Console
Messages (3)
User Activity

① The configuration has been saved
① Connection succeeded!

► Add a PBX

Name	Tab Name
DevConnect CMS	CMS

Edit Delete DB Connection Real-time connections Reports

The **Reports for PBX DevConnect CMS** screen is displayed next, where “**DevConnect CMS**” is the pre-configured PBX name. Under **Real-time reports**, check the desired reports. In the compliance testing, all real time reports were selected. Note that the historical reports were pre-configured as part of reference [3].

Configuration **Reports for PBX DevConnect CMS**

PBX

Triggers
Options
Database
Security
Holidays
SMTP Server
N-Focus Server
Product Updates
Advanced Options

Console
Messages (1)
User Activity
Connection Stats
Documentation

ACD: cm7

Real-time reports

System: ☒
Splits: ☒
Agents: ☒
VDNs: ☒
Split Stats: ☒ no login: ☐
Historical fields in real-time reports: ☒ Use user's time zone: ☐

Historical reports

Agents: ☒ Set data
Agent Login/Logout: ☒ Edit
Splits: ☒ Set data
VDNs: ☒ Set data
Trunk Groups: ☒ Set data

Submit Cancel Refresh ACD list

7.4. Administer Report Data

The **Reports for PBX DevConnect CMS** screen is updated with **Set data** next to a subset of the selected real time reports as shown below. Click on the first **Set data**, in this case **Set data** next to **Splits**.

NfocusPLUS CALL CENTER PERFORMANCE ANALYSIS
DevConnect Compliance Testing

Aug 10, 2021 Admin Advanced CMS User: admin Back Help Logout

Configuration **Reports for PBX DevConnect CMS**

PBX

- Triggers
- Options
- Database
- Security
- Holidays
- SMTP Server
- N-Focus Server
- Product Updates
- Advanced Options

Console

- Messages (1)
- User Activity
- Connection Stats
- Documentation

ACD: cm7

Real-time reports

System: ☒ [Set data](#)

Splits: ☒ [Set data](#)

Agents: ☒ [Set data](#)

VDNs: ☒ [Set data](#)

Split Stats: ☒ no login: ☐

Historical fields in real-time reports: ☒ Use user's time zone: ☐

Historical reports

Agents: ☒ [Set data](#)

Agent Login/Logout: ☒ [Edit](#)

Splits: ☒ [Set data](#)

VDNs: ☒ [Set data](#)

Trunk Groups: ☒ [Set data](#)

Submit Cancel Refresh ACD list

The **Set Data** screen below is displayed next. Set each screen parameter as desired. The screen below shows the settings used in the compliance testing with all parameters checked.

Repeat this section to administer report data for all remaining real time reports.

NfocusPLUS CALL CENTER PERFORMANCE ANALYSIS
DevConnect Compliance Testing

Aug 18, 2021 Admin Advanced CMS User: admin Back Help Logout

Configuration **Set Data for splits real-time report on PBX DevConnect CMS**

PBX

- Triggers
- Options
- Database
- Security
- Holidays
- SMTP Server
- N-Focus Server
- Product Updates
- Advanced Options

Console

- Messages (1)
- User Activity
- Connection Stats
- Documentation

☒ Automatic selection

☒ Mirror selection in real-time and historical reports

Select splits:

Filter: All

☒ CM Sales Skill (1) ☒ CM Support Skill (2)

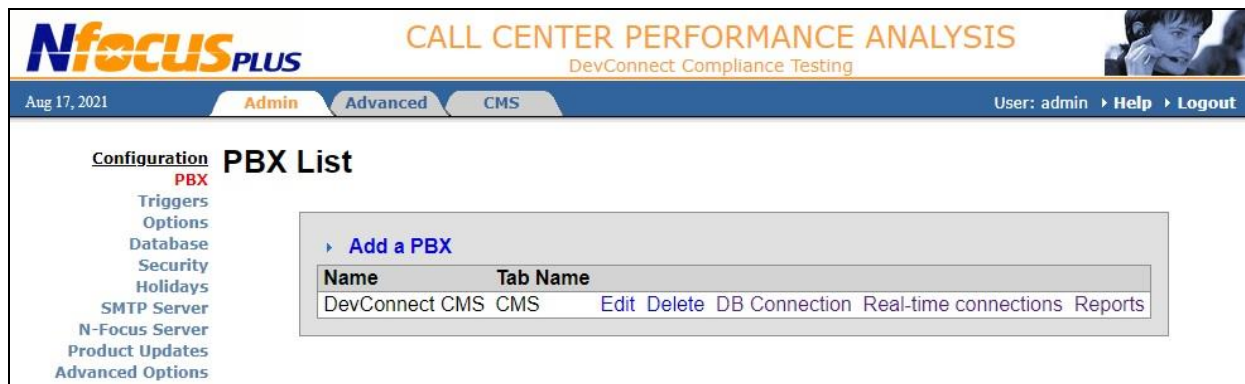
8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Call Management System, and N-Focus Plus.

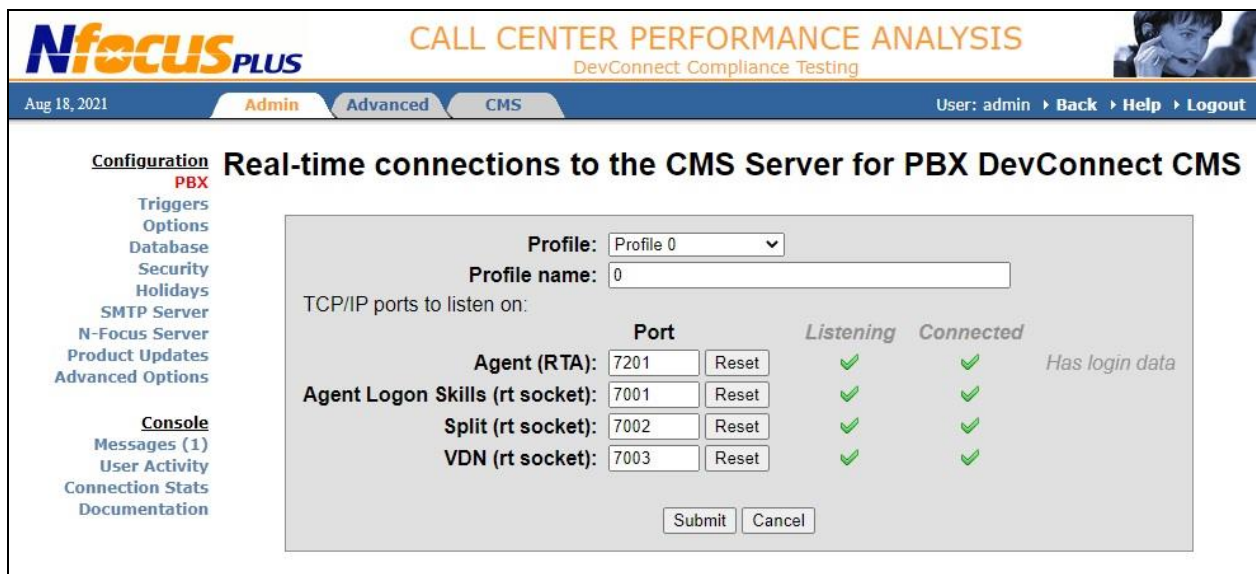
Prior to verifying N-Focus Plus real time reports, make several calls to measured devices on Communication Manager to enable measurement data to be created.

8.1. Verify Real Time Connections

From the N-Focus Plus web interface, select **PBX** from the left pane to display the **PBX List** screen. Click **Real-time connections** in the right pane.



The **Real-time connections** screen is displayed next. Verify that the screen has a green checkmark in the **Listening** and **Connected** column for each real time session as shown below.



8.2. Verify Real Time Agent

From the N-Focus Plus web interface, select the **CMS** tab, where “CMS” is the pre-configured PBX tab name as part of reference [3].

Select **Real Time Stats** → **Agent** from the left pane and select the pertinent agents in the subsequent screen (not shown). Verify that the **Agent Status** report displays the agent real time measurement data as shown below.

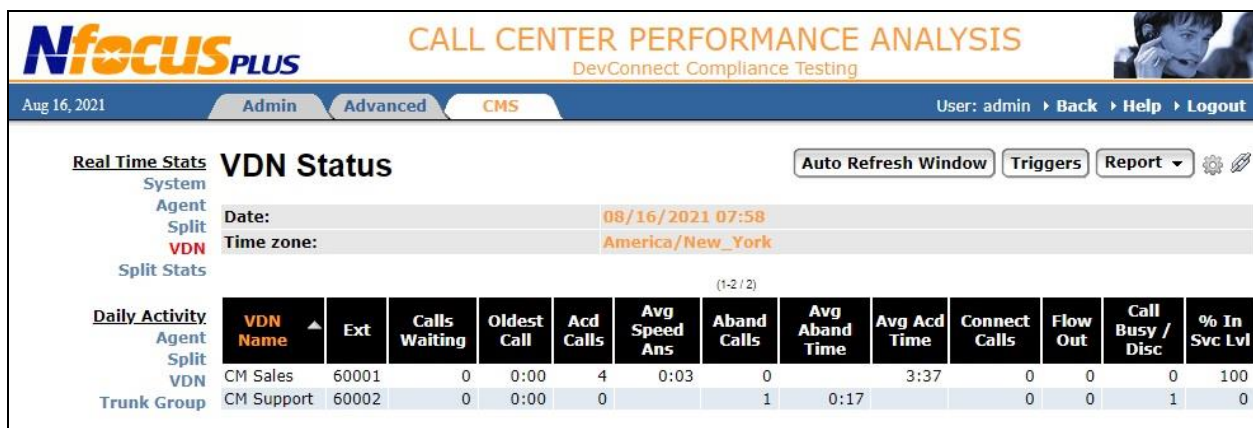


The screenshot shows the Nfocus Plus web interface for 'CALL CENTER PERFORMANCE ANALYSIS'. The 'CMS' tab is selected. The 'Agent Status' report is displayed for the date 08/16/2021 08:24 in the America/New_York time zone. The report includes a table with columns: Agent Name, Login Id, Ext, State, Elapsed Time, Reason, DA In Queue, Split Name, Split, and On Hold. Two agents are listed: CM Agent 1 (State: ACDIn, Elapsed Time: 3:13) and CM Agent 2 (State: ACW, Elapsed Time: 90:47:06).

Agent Name	Login Id	Ext	State	Elapsed Time	Reason	DA In Queue	Split Name	Split	On Hold
CM Agent 1	65881	65001	ACDIn	3:13		0	CM Sales Skill	1	0
CM Agent 2	65882	66006	ACW	90:47:06		0	CM Support Skill	2	0

8.3. Verify Real Time VDN

Select **Real Time Stats** → **VDN** from the left pane and select the pertinent VDNs in the subsequent screen (not shown). Verify that the **VDN Status** report displays the VDN real time measurement data as shown below.



The screenshot shows the Nfocus Plus web interface for 'CALL CENTER PERFORMANCE ANALYSIS'. The 'CMS' tab is selected. The 'VDN Status' report is displayed for the date 08/16/2021 07:58 in the America/New_York time zone. The report includes a table with columns: VDN Name, Ext, Calls Waiting, Oldest Call, Acd Calls, Avg Speed Ans, Aband Calls, Avg Aband Time, Avg Acd Time, Connect Calls, Flow Out, Call Busy / Disc, and % In Svc Lvl. Two VDNs are listed: CM Sales (Ext: 60001, % In Svc Lvl: 100) and CM Support (Ext: 60002, % In Svc Lvl: 0).

VDN Name	Ext	Calls Waiting	Oldest Call	Acd Calls	Avg Speed Ans	Aband Calls	Avg Aband Time	Avg Acd Time	Connect Calls	Flow Out	Call Busy / Disc	% In Svc Lvl
CM Sales	60001	0	0:00	4	0:03	0		3:37	0	0	0	100
CM Support	60002	0	0:00	0		1	0:17		0	0	1	0

8.4. Verify Real Time Split

Select **Real Time Stats** → **Split** from the left pane and select the pertinent split/skill in the subsequent screen (not shown). Verify that the **Split Status** report displays the split/skill real time measurement data as shown below.

NfocusPLUS CALL CENTER PERFORMANCE ANALYSIS
DevConnect Compliance Testing

Aug 10, 2021 Admin Advanced CMS User: admin Back Help Logout

Real Time Stats **Split Status** Auto Refresh Window Triggers Report

System
Agent
Split
VDN
Split Stats

Date: 08/10/2021 14:51
Time zone: America/New_York

Split filters:

Split Name	Split Number	Calls Waiting	Oldest Call	Acid Calls	Aband Calls	Accept Svc Lvl	% In Svc Lvl	Staffed	Avail	ACD	ACW	AUX	Extn Calls	Other
CM Sales Skill	1	0	0:00	0	0	0		2	1	0	0	1	0	0
CM Support Skill	2	0	0:00	0	0	0		2	1	0	0	1	0	0

(1-2 / 2)

Daily Activity
Agent
Split
VDN
Trunk Group

Agent Name	Login Id	Ext	State	Elapsed Time	Reason	DA In Queue	Split Name	Split	On Hold
CM Agent 1	65881	65001	Avail	0:36		0			0
CM Agent 2	65882	66006	AUX	0:42	0	0			0

Historical Analysis
Agent
Agent Login/Logout
Split
VDN

For customers with agents logged into more than 20 splits/skills, the real time logonskills report from **Section 6.1** will come into play. Log an agent into more than 20 splits/skills and establish an active call via a split/skill past twenty, in this case “22”.

Verify that the **Split Status** screen reflects the agent that is active on the ACD call for that split/skill, in this case “**CM Agent 1**” in the “**ACDIn**” state for split/skill “22”. In the compliance testing, split/skill 22 represents the 22nd skill for this agent.

NfocusPLUS CALL CENTER PERFORMANCE ANALYSIS
DevConnect Compliance Testing

Aug 13, 2021 Admin Advanced CMS User: admin Back Help Logout

Real Time Stats **Split Status** Auto Refresh Window Triggers Report

System
Agent
Split
VDN
Split Stats

Date: 08/13/2021 15:23
Time zone: America/New_York

Split filters:

Split Name	Split Number	Calls Waiting	Oldest Call	Acid Calls	Aband Calls	Accept Svc Lvl	% In Svc Lvl	Staffed	Avail	ACD	ACW	AUX	Extn Calls	Other
CM Sales Skill	1	0	0:00	0	0	20		2	0	0	0	0	0	2
CM Support Skill	2	0	0:00	0	0	20		2	0	0	1	0	0	1
Skill 22	22	0	0:00	0	0	0		1	0	1	0	0	0	0

(1-2 / 2)

Daily Activity
Agent
Split
VDN
Trunk Group

Agent Name	Login Id	Ext	State	Elapsed Time	Reason	DA In Queue	Split Name	Split	On Hold
CM Agent 1	65881	65001	ACDIn	1:41		0	Skill 22	22	0
CM Agent 2	65882	66006	ACW	25:15:40		0	CM Support Skill	2	0

Historical Analysis
Agent
Agent Login/Logout
Split
VDN
Trunk Group

9. Conclusion

These Application Notes describe the configuration steps required for Fresche N-Focus Plus 3.8 to interoperate with Avaya Call Management System 19.2 using the RT_Socket and Generic-RTA interfaces. All feature and serviceability test cases were completed successfully.

10. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 8, November 2020, available at <http://support.avaya.com>.
2. *Administering Avaya Call Management System*, Release 19.2, Issue 1, March 2021, available at <http://support.avaya.com>.
3. *Application Notes for Fresche N-Focus Plus 3.8 with Avaya Call Management System 19.2 Using ODBC*, Issue 1.0, available at <http://devconnectprogram.com>.
4. *N-Focus Plus Administrator Guide*, Release 3.8, March 2021, available at <http://softbase.com/netlert/login.php>.
5. *N-Focus Plus User Guide*, Release 3.8, March 2021, available at <http://softbase.com/netlert/login.php>.

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