



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for DATEL Contact SWEET! Enterprise 4.3 with Avaya IP Office Server Edition 10.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for DATEL Contact SWEET! Enterprise 4.3 to interoperate with Avaya IP Office Server Edition 10.0.

DATEL Contact SWEET! Enterprise is a contact center management solution. In the compliance testing, DATEL Contact SWEET! Enterprise used the TFTP service and DevLink interfaces from Avaya IP Office Server Edition to obtain configuration and real-time data to produce measurements and reports on agents and hunt groups.

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 DATEL Contact SWEET! Enterprise (Contact SWEET!) 4.3 to interoperate with Avaya IP Office Server Edition 10.0.

Contact SWEET! is a contact center management solution. In the compliance testing, Contact SWEET! used the TFTP service and DevLink interfaces from IP Office to obtain configuration and real-time data to produce measurements and reports on agents and hunt groups.

The TFTP service was used to obtain hunt groups and agent user data from IP Office, and the DevLink interface was used to obtain real-time call events for the hunt groups and agent users. The produced real-time measurements and reports were accessed using the DATEL UCCS Desktop client application.

The IP Office Server Edition configuration consisted of two IP Office systems, a primary Linux server and an expansion IP500V2 that were connected via Small Community Network (SCN) trunks. In the compliance testing, one Contact SWEET! server was deployed, with TFTP and DevLink connections to both IP Office systems.

All groups and agent users are required by Contact SWEET! to be configured on the primary IP Office system. For agents using telephones that registered to the expansion IP Office system, the Hot Desking feature was used to log in to the primary IP Office system with primary agent user credentials.

## 2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the Contact SWEET! application, the application automatically sends TFTP requests to obtain configured agent users, groups, and group memberships from IP Office.

For the manual part of the testing, calls were made from the PSTN and from local users to the groups and agents. Necessary user actions such as answer/transfer were performed from the agent user telephones to generate events for the different call scenarios.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to the Contact SWEET! server.

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.

## 2.1. Interoperability Compliance Testing

The compliance testing included feature and serviceability areas.

The feature testing focused on verifying the following on Contact SWEET!:

- Handling of TFTP responses for configured users, groups, and group membership information during application startup.
- Handling of TFTP responses for users and calls on regular intervals to determine agent state changes such as logged in/out, busy on personal/ group calls, and busy on wrap-up.
- Handling of real-time DevLink event messages.
- Proper reporting of call scenarios involving log in, log out, do not disturb, busy, internal, external, inbound, outbound, group, non-group, drop, abandon, transfer, conference, group queue, overflow, fallback, multiple calls, multiple agents, and long duration.

The serviceability testing focused on verifying the ability of Contact SWEET! to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet connection to the Contact SWEET! server.

## 2.2. Test Results

All test cases were executed and verified. The following are observations on Contact SWEET! from the compliance testing:

- The application does not support reflection of agent in wrap-up state as part of group call completion. The workaround is to use the hunt group disable/enable feature instead of the agent user wrap-up time setting for reflection of agent in busy wrap-up state.
- The current release of Contact SWEET! assumes the SCN line channel value in the DevLink event is always 250 plus the actual SCN line number, which is not guaranteed by IP Office. The recommendation is for the DATEL technician to verify the actual channel values and configure accordingly as part of initial deployment and subsequent upgrades.
- By design, multiple calls at a monitored agent are reflected in Live Call Viewer section of UCCS Desktop with one entry displayed for each call. However, when a call is on hold as part of an attended transfer scenario, then the held call is not reflected in Live Call Viewer.

## 2.3. Support

Technical support on Contact SWEET! can be obtained through the following:

- **Phone:** (724) 940-0400
- **Email:** [support@datel-group.com](mailto:support@datel-group.com)

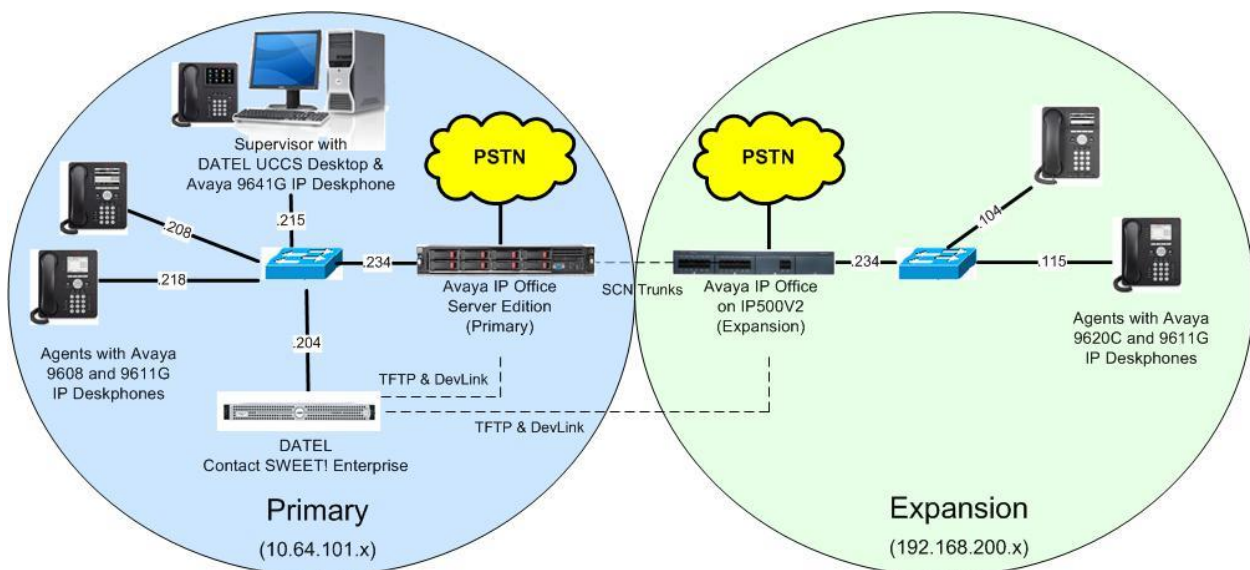
### 3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. The Contact SWEET! server contained the UCCS Desktop application, which can run on the server or on any administrator and supervisor PC. In the compliance testing, UCCS Desktop was running on the server and on the supervisor PC, and used to provision licensed queues and to access the produced measurements and reports respectively.

The detailed administration of general contact center devices such as groups and agents are assumed to be in place, and are not covered in these Application Notes. In the compliance testing, Contact SWEET! monitored the groups and associated agent users shown in the table below.

Note that all four agent users were members of both groups, and that agent users 21091 and 21092 were used by the agents with telephones that registered to the expansion IP Office system.

Device Type	Device Number/Extension
Primary	
Groups	21991, 21992
Phone Extensions	21031, 21032, 21035
Agent Users	21031, 21032, 21091, 21092
Supervisor User	21035
Expansion	
Phone Extensions	22031, 22032
Phone Users	22031, 22032



**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 IP Office Server Edition (Primary) in Virtual Environment	10.0.0.1.0
Avaya IP Office on IP500V2 (Expansion)	10.0.0.1.0
Avaya 9620C IP Deskphone (H.323)	3.270B
Avaya 9608, 9611G & 9641G IP Deskphones (H.323)	6.6302
DATEL Contact SWEET! Enterprise on Windows Server 2008 R2 Enterprise <ul style="list-style-type: none"><li>• Collection</li><li>• Engine</li><li>• DTL_Overwatch</li><li>• Avaya DevLink (devlink.dll)</li></ul>	4.3.0.24 Service Pack 1 4.3.0.24 4.3.0.24 4.2.0.24 1.0.0.5
DATEL UCCS Desktop on Windows 10 Pro	4.3.0.24

*Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with IP Office Server Edition in all configurations.*

## 5. Configure Avaya IP Office

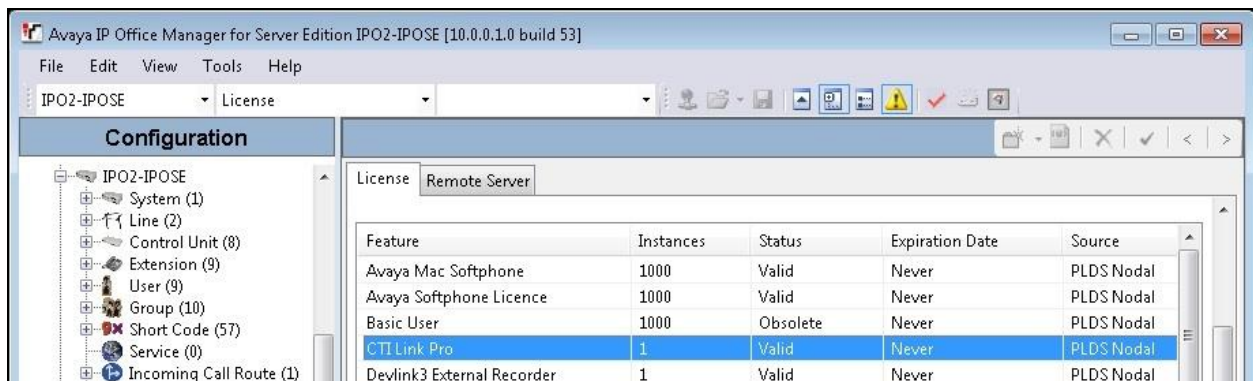
This section provides the procedures for configuring IP Office. Note that all procedures apply to both the primary and expansion IP Office systems.

- Verify licenses
- Administer agent users
- Obtain SCN line numbers
- Administer security settings

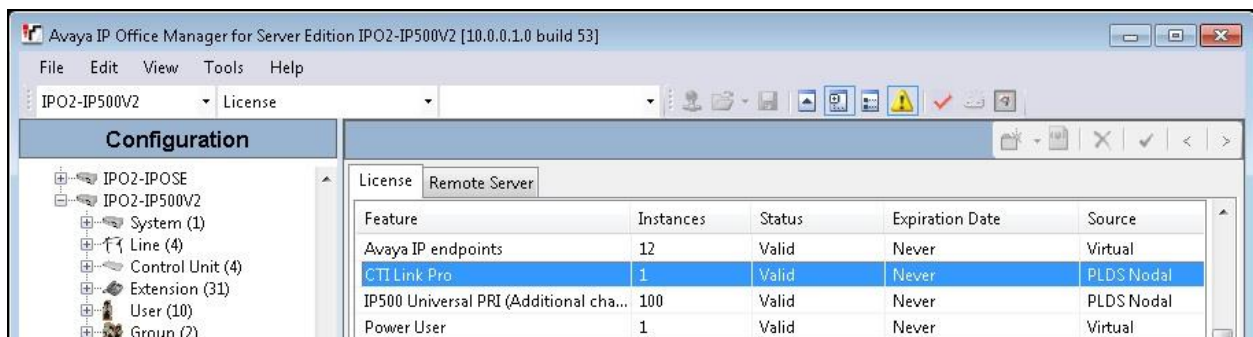
### 5.1. Verify Licenses

From a PC running the IP Office Manager application, select **Start → All Programs → IP Office → Manager** to launch the application. Select the primary IP Office system, and log in using the appropriate credentials. The **Avaya IP Office Manager for Server Edition IPO2-IPOSE** screen is displayed, where **IPO2-IPOSE** is the name of the primary IP Office system.

From the configuration tree in the left pane, select the primary IP Office system, in this case **IPO2-IPOSE**, followed by **License** (not shown) to display licenses in the right pane. Verify that there is a license for **CTI Link Pro**, and with license **Status** being “Valid”, as shown below.



From the configuration tree in the left pane, select the expansion IP Office system, in this case **IPO2-IP500V2**, followed by **License** (not shown) to display licenses in the right pane. Verify that there is a **CTI Link Pro** license, and with the license **Status** being “Valid”, as shown below.

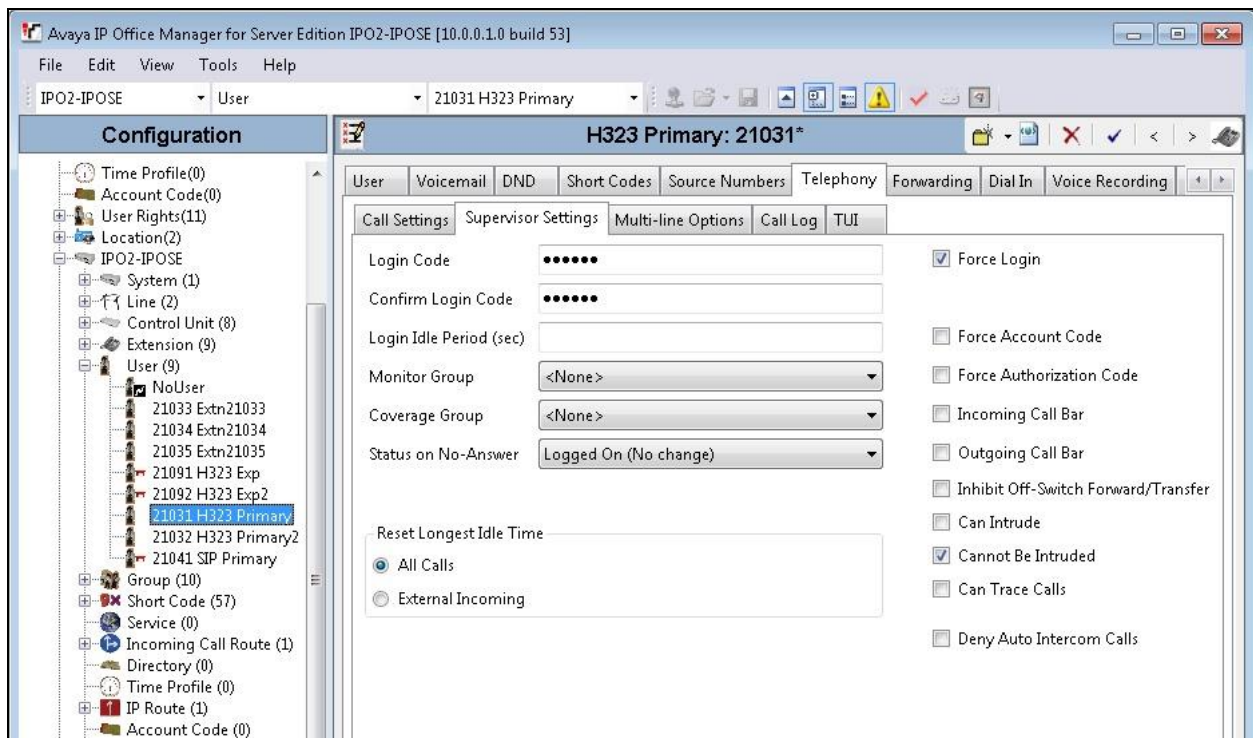


## 5.2. Administer Agent Users

From the configuration tree in the left pane, under the primary IP Office system, select the first agent user from **Section 3**, in this case “21031”.

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Set **Login Code** and **Confirm Login Code** to the desired value, and check **Force Login**, as required by Contact SWEET!.

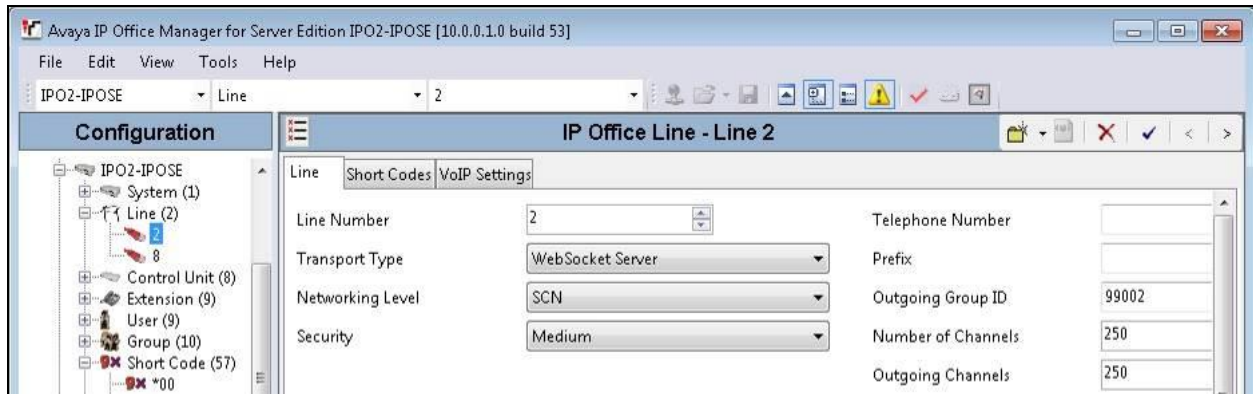
Repeat this for all agent users from **Section 3**. In the compliance testing, four agent users with extensions 21031, 21032, 21091, 21092 were configured.



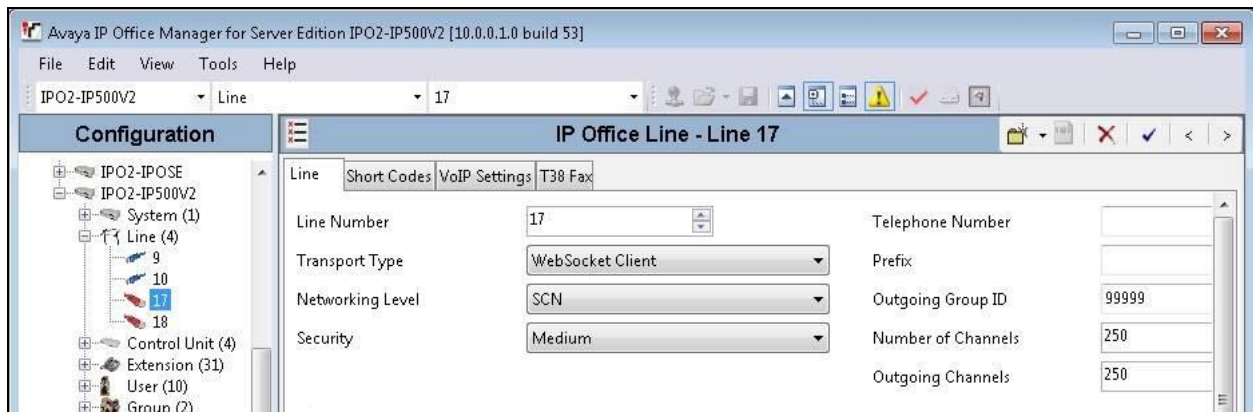


### 5.3. Obtain SCN Line Numbers

From the configuration tree in the left pane, under the primary IP Office system, select the line used for SCN connection to the expansion IP Office, in this case line “2”. Make a note of the line number, which will be used later to configure Contact SWEET!.



Repeat this section to obtain the line number from the expansion IP Office system used for SCN connection to the primary IP Office system, in this case line “17”, as shown below.





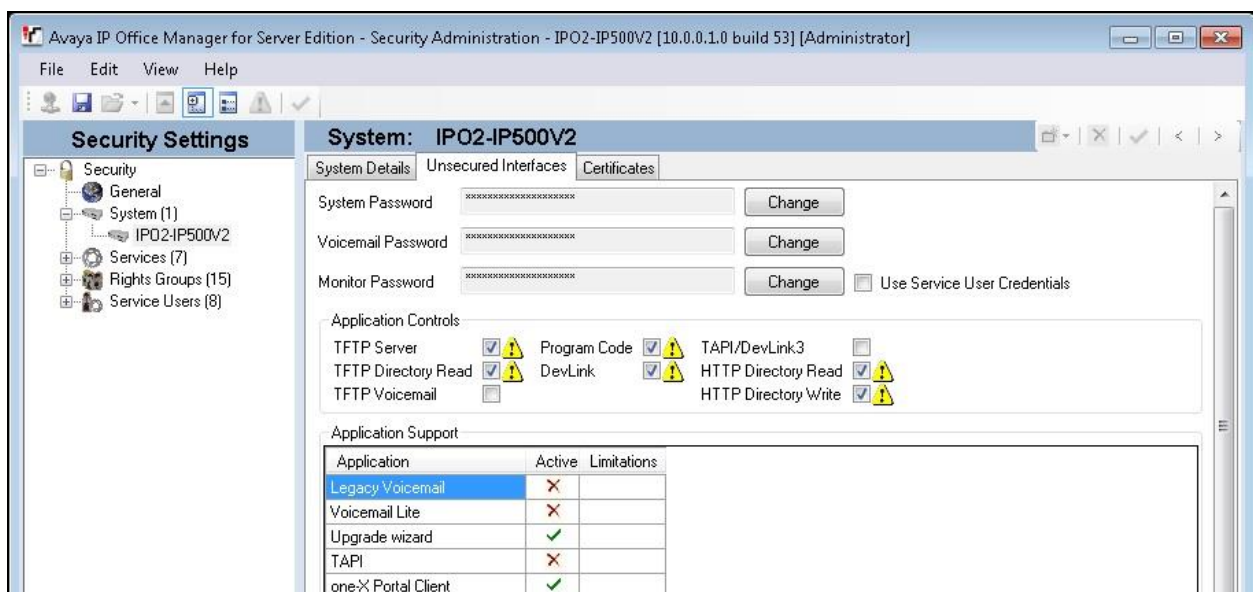
## 5.4. Administer Security Settings

From the configuration tree in the left pane, select the primary IP Office system, followed by **File → Advanced → Security Settings** from the top menu.

The **Avaya IP Office Manager for Server Edition – Security Administration - IPO2-IPOSE** screen is displayed, where **IPO2-IPOSE** is the name of the selected IP Office system. Select **Security → System** to display the **System** screen in the right pane. Select the **Unsecured Interfaces** tab, and check **TFTP Directory Read** and **DevLink** as shown below.



Repeat this section to enable **TFTP Directory Read** and **DevLink** on the expansion IP Office system.



## 6. Configure DATEL Contact SWEET ! Enterprise

This section provides the procedures for configuring Contact SWEET!. The procedures include the following areas:

- Administer Collection
- Administer Engine
- Launch UCCS Desktop
- Administer licensed queues

The configuration of Contact SWEET! is typically performed by DATEL support technicians. The procedural steps are presented in these Application Notes for informational purposes.

### 6.1. Administer Collection

As part of the Collection component installation, the **Contact Sweet! Collection Configuration** welcome screen below is displayed.



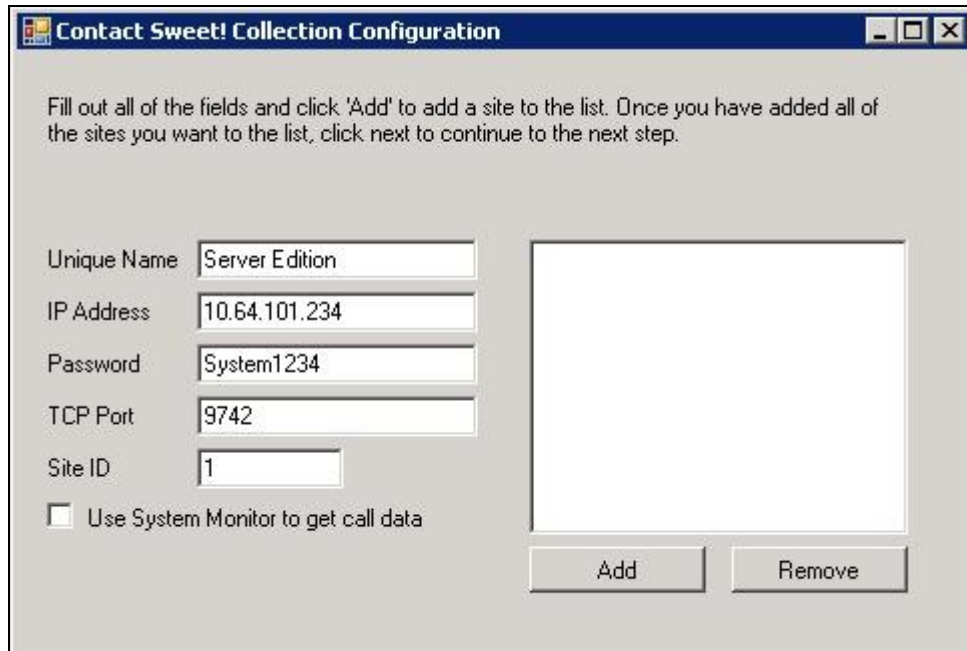
Proceed until the screen below is displayed. For **System Type**, select **IP Office**.



The dialog box is titled "Contact Sweet! Collection Configuration". It contains the instruction: "Select which phone system your Contact Sweet! Collection Service will connect to." Below this, there is a section labeled "System Type" with two radio button options: "IP Office" (which is selected) and "Allworx".

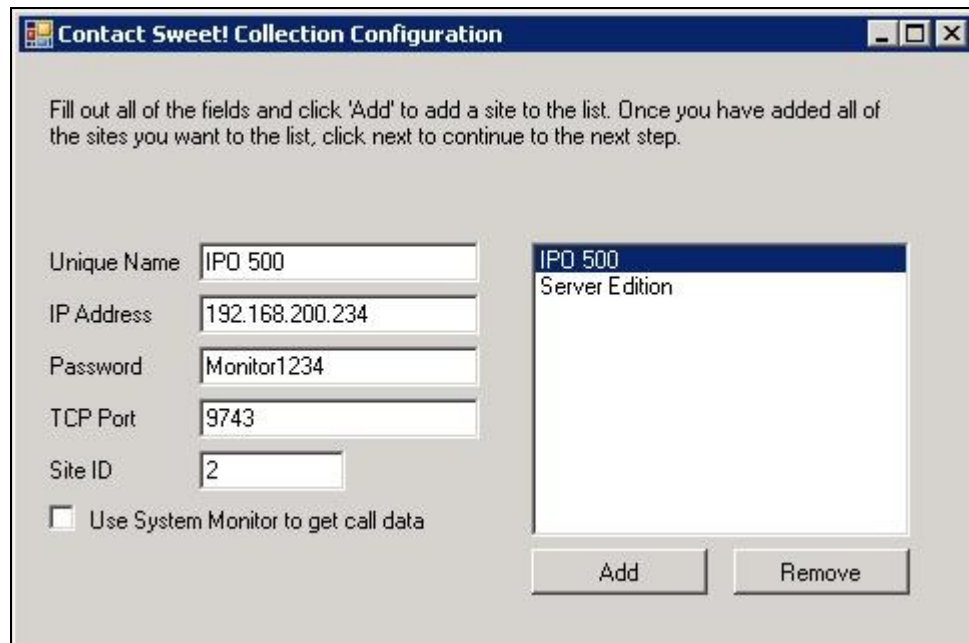
Proceed until the screen below is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields. Click **Add** to add the entry.

- **Unique Name:** A desired and unique name.
- **IP Address:** The IP address of the primary IP Office system.
- **Password:** The Monitor password of the primary IP Office system.
- **TCP Port:** An available TCP port, in this case "9742".
- **Site ID:** An available site ID, in this case "1".



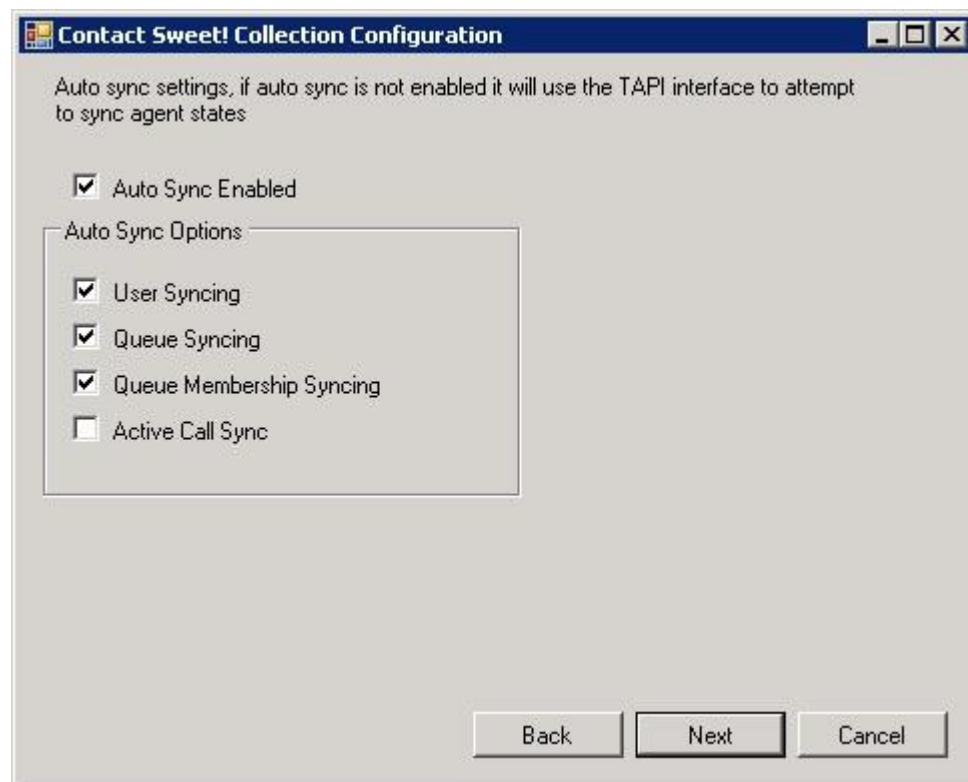
The dialog box is titled "Contact Sweet! Collection Configuration". It contains the instruction: "Fill out all of the fields and click 'Add' to add a site to the list. Once you have added all of the sites you want to the list, click next to continue to the next step." Below this, there are five text input fields: "Unique Name" (containing "Server Edition"), "IP Address" (containing "10.64.101.234"), "Password" (containing "System1234"), "TCP Port" (containing "9742"), and "Site ID" (containing "1"). There is also a checkbox labeled "Use System Monitor to get call data" which is currently unchecked. To the right of these fields is a large empty rectangular box. At the bottom right, there are two buttons: "Add" and "Remove".

Repeat the procedures above to add an entry for the expansion IP Office system. The screen below shows the values used for the entry associated with the expansion IP Office system.



The dialog box is titled "Contact Sweet! Collection Configuration". It contains a text area with instructions: "Fill out all of the fields and click 'Add' to add a site to the list. Once you have added all of the sites you want to the list, click next to continue to the next step." Below the instructions are five text input fields: "Unique Name" (IPO 500), "IP Address" (192.168.200.234), "Password" (Monitor1234), "TCP Port" (9743), and "Site ID" (2). There is a checkbox labeled "Use System Monitor to get call data" which is unchecked. To the right of the input fields is a list box containing "IPO 500" and "Server Edition". At the bottom right are two buttons: "Add" and "Remove".

The screen below is displayed next. Check **Auto Sync Enabled**, and retain the default values in the remaining fields. Continue to finish the Collection installation.



The dialog box is titled "Contact Sweet! Collection Configuration". It contains a text area with instructions: "Auto sync settings, if auto sync is not enabled it will use the TAPI interface to attempt to sync agent states". Below the instructions is a checkbox labeled "Auto Sync Enabled" which is checked. Below this is a group box labeled "Auto Sync Options" containing four checkboxes: "User Syncing" (checked), "Queue Syncing" (checked), "Queue Membership Syncing" (checked), and "Active Call Sync" (unchecked). At the bottom are three buttons: "Back", "Next", and "Cancel".

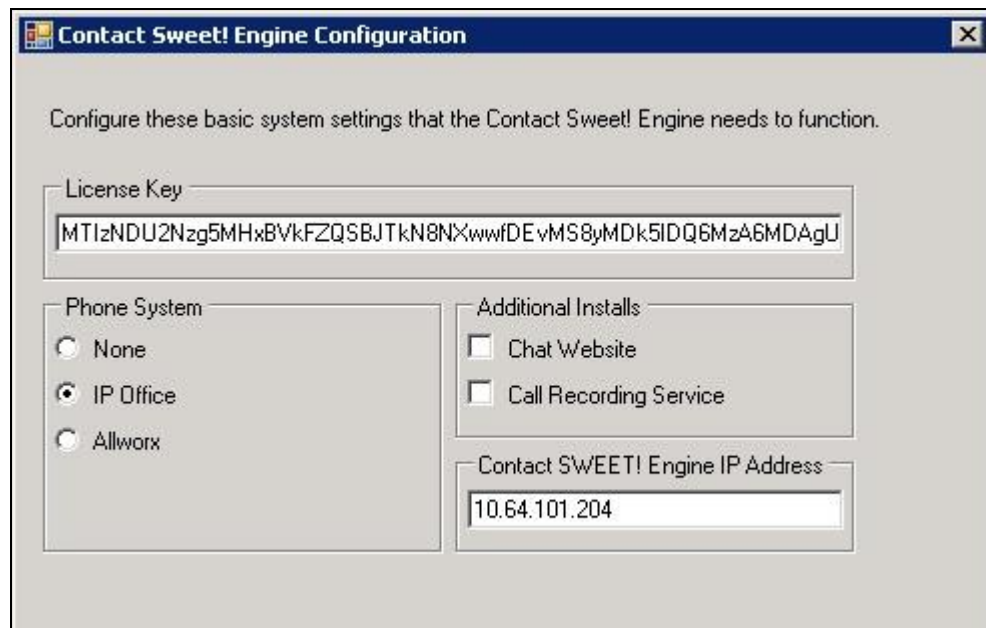
## 6.2. Administer Engine

As part of the Engine component installation, the **Contact Sweet! Engine Configuration** welcome screen below is displayed.



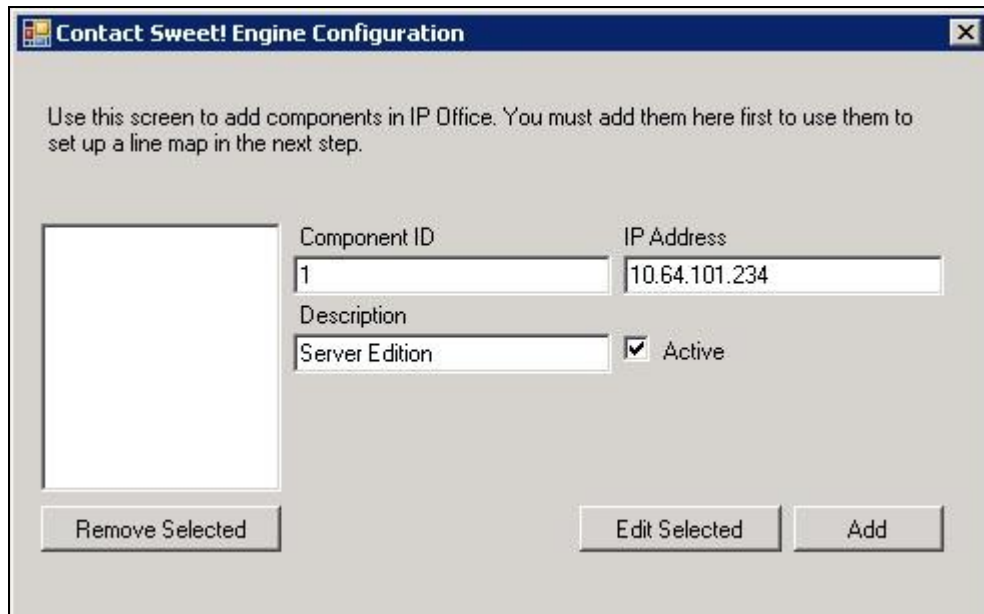
Proceed until the screen below is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **License Key:** The applicable license key.
- **Phone System:** “IP Office”
- **Contact SWEET! Engine IP Address:** The IP address of the Contact SWEET! server.



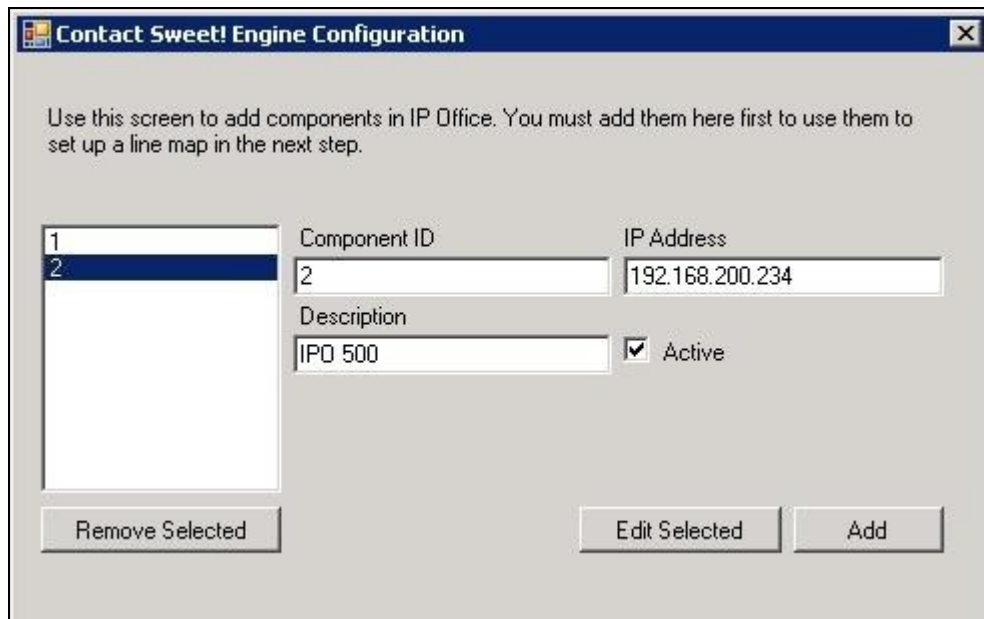
Proceed until the screen below is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields. Click **Add** to add the entry.

- **Component ID:** The site ID for the primary IP Office system from **Section 6.1**.
- **IP Address:** The IP address of the primary IP Office system.
- **Description:** The unique name for the primary IP Office system from **Section 6.1**.
- **Active:** Check this field.



The screenshot shows the 'Contact Sweet! Engine Configuration' window. It has a title bar with a close button. Below the title bar is a message: 'Use this screen to add components in IP Office. You must add them here first to use them to set up a line map in the next step.' On the left is a list box containing the number '1'. To the right of the list box are four input fields: 'Component ID' (containing '1'), 'IP Address' (containing '10.64.101.234'), 'Description' (containing 'Server Edition'), and 'Active' (with a checked checkbox). At the bottom are three buttons: 'Remove Selected', 'Edit Selected', and 'Add'.

Repeat the procedures above to add an entry for the expansion IP Office system. The screen below shows the values used for the entry associated with the expansion IP Office system.

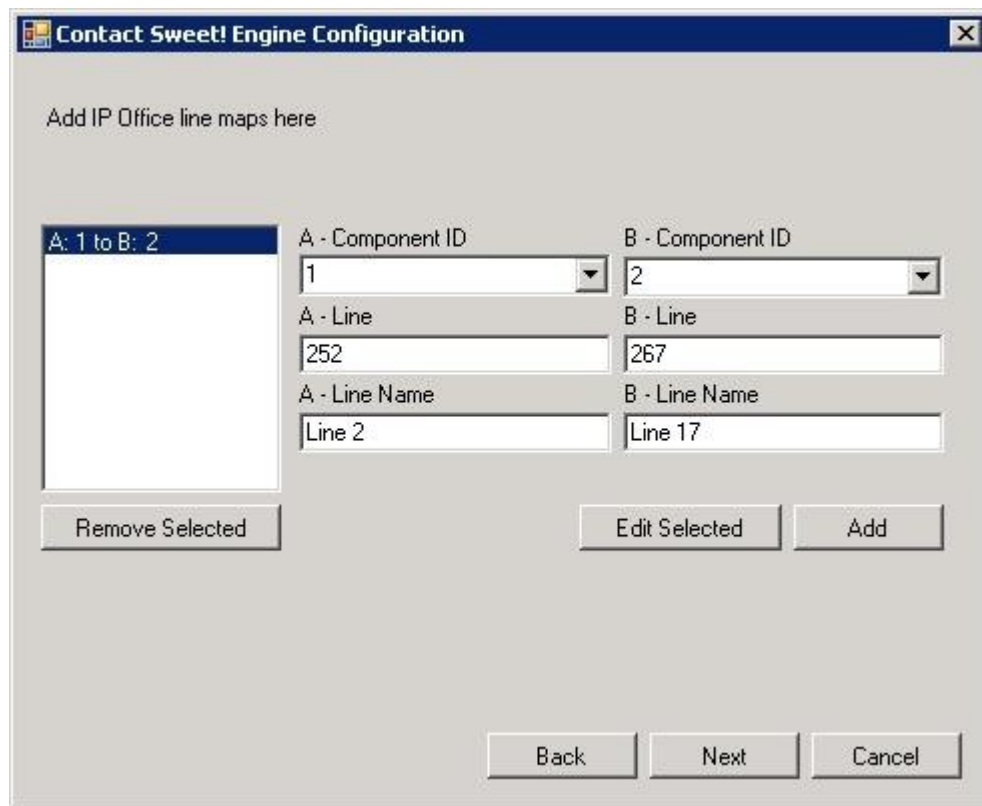


The screenshot shows the 'Contact Sweet! Engine Configuration' window with two entries. The list box on the left contains '1' and '2', with '2' selected. The input fields for the selected entry are: 'Component ID' (containing '2'), 'IP Address' (containing '192.168.200.234'), 'Description' (containing 'IPO 500'), and 'Active' (with a checked checkbox). The buttons at the bottom are 'Remove Selected', 'Edit Selected', and 'Add'.

The screen below is displayed next. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **A - Component ID:** The site ID for the primary IP Office system from **Section 6.1**.
- **B - Component ID:** The site ID for the expansion IP Office system from **Section 6.1**.
- **A - Line:** 250 + SCN line number for primary IP Office from **Section 5.3**.
- **B - Line:** 250 + SCN line number for expansion IP Office from **Section 5.3**.
- **A - Line Name:** A descriptive name.
- **B - Line Name:** A descriptive name.

Click **Add** to add the entry, and continue to finish the Collection installation.



The image shows a Windows-style dialog box titled "Contact Sweet! Engine Configuration". Inside the dialog, there is a section labeled "Add IP Office line maps here". On the left, there is a list box containing the text "A: 1 to B: 2". Below the list box is a button labeled "Remove Selected". To the right of the list box, there are two columns of input fields. The first column is labeled "A - Component ID" and has a dropdown menu showing "1". Below it is a text field labeled "A - Line" containing "252", and another text field labeled "A - Line Name" containing "Line 2". The second column is labeled "B - Component ID" and has a dropdown menu showing "2". Below it is a text field labeled "B - Line" containing "267", and another text field labeled "B - Line Name" containing "Line 17". At the bottom of the input fields are three buttons: "Edit Selected", "Add", and "Back". At the very bottom of the dialog are three buttons: "Back", "Next", and "Cancel".

A - Component ID	B - Component ID
1	2

A - Line	B - Line
252	267

A - Line Name	B - Line Name
Line 2	Line 17



### 6.3. Launch UCCS Desktop

From the Contact SWEET! server, double-click on the Contact Sweet! shortcut icon shown below, which was created as part of UCCS Desktop installation.

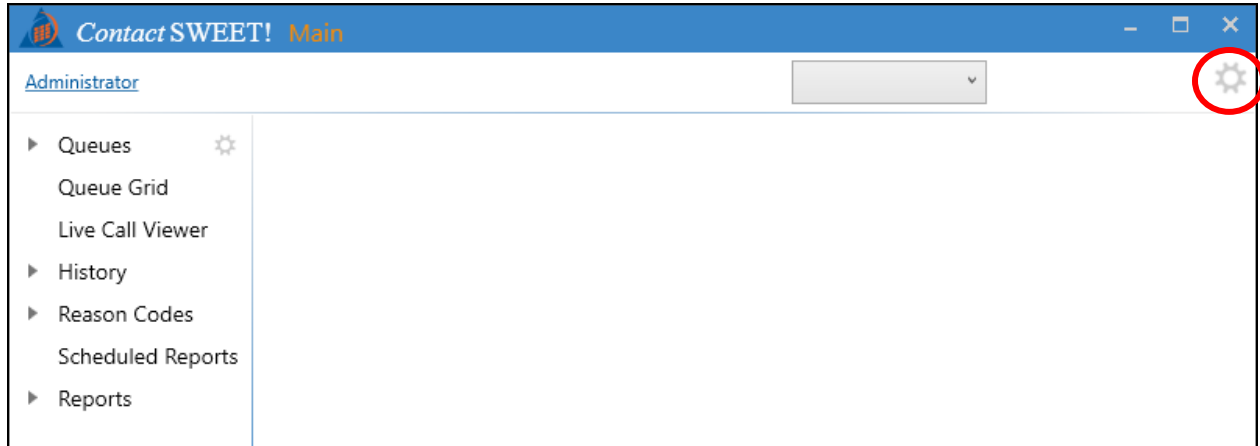


The screen below is displayed. Log in using the administrator credentials.

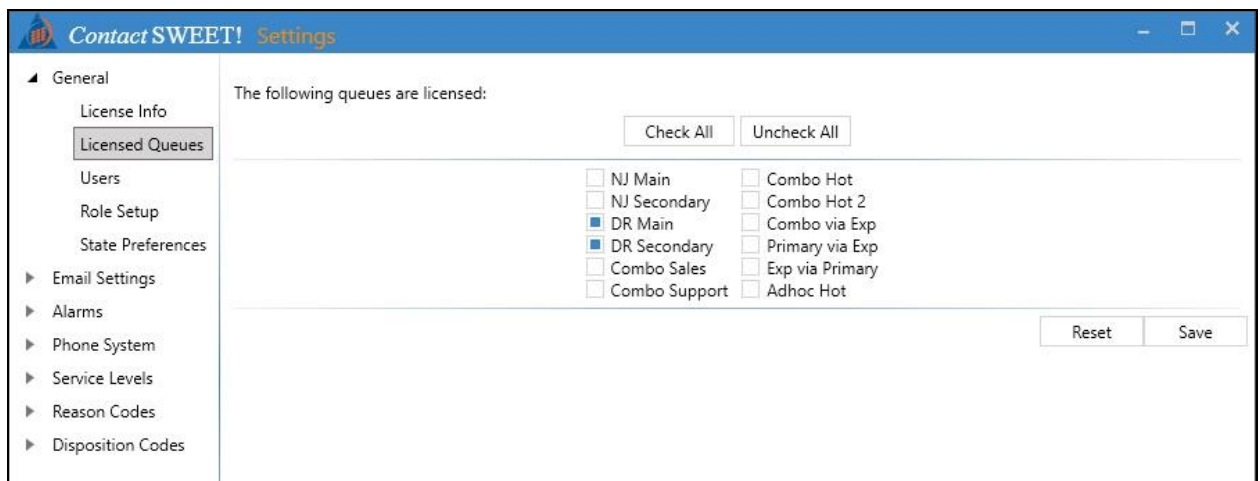
A login window titled "DATEL" in large white letters on a blue background. The window contains the text "Welcome!" and "Please enter your credentials:". Below this are two input fields: "User Id:" and "Password:". A "LOGIN" button is located at the bottom right of the window.

## 6.4. Administer Licensed Queues

The **Contact SWEET! Main** screen below is displayed. Click on the **Settings** icon shown below.



The **Contact SWEET! Settings** screen is displayed next. Select **General** → **Licensed Queues** to display all groups obtained from the IP Office systems via the TFTP interface. Select the desired groups to monitor and to apply license, in this case “DR Main” and “DR Secondary”.

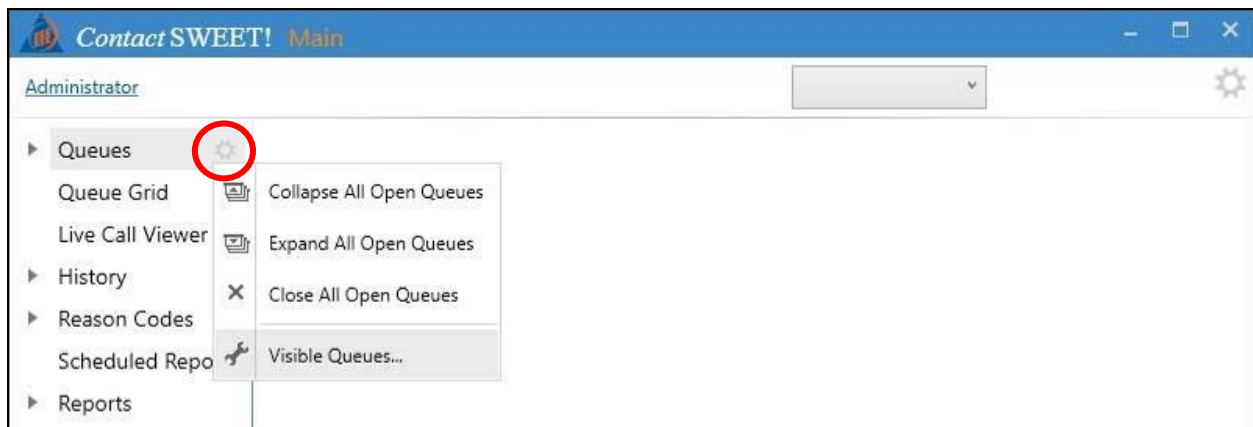


## 7. Verification Steps

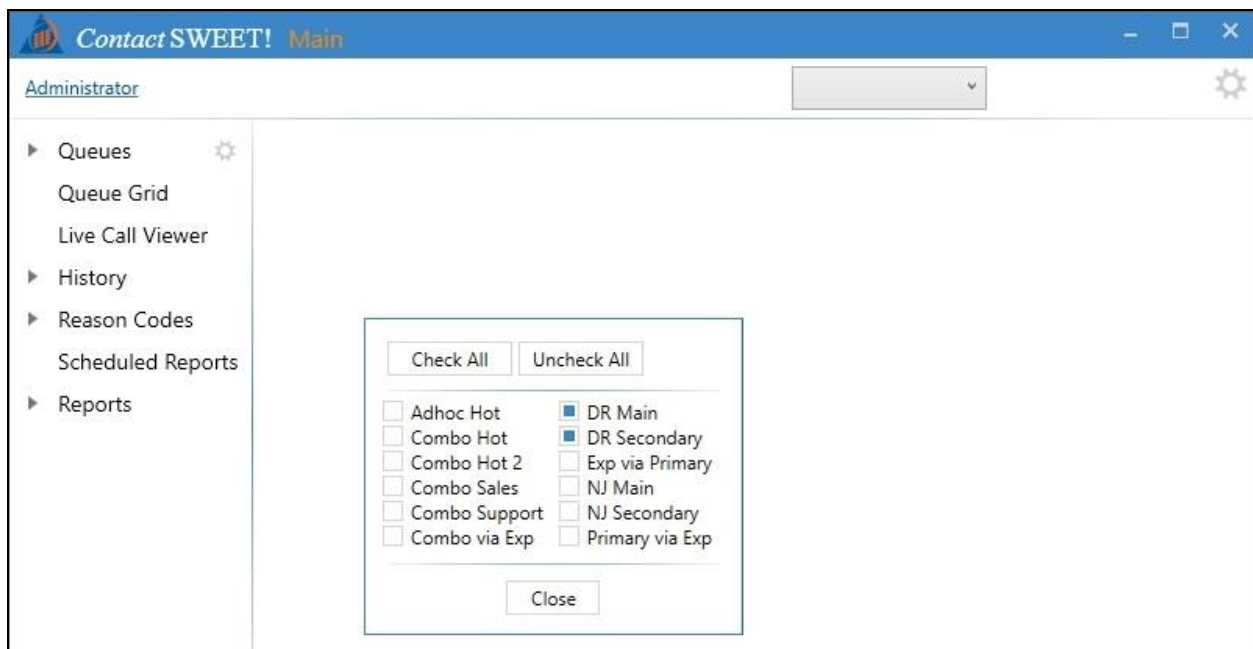
This section provides the tests that can be performed to verify proper configuration of IP Office and Contact SWEET!.

### 7.1. Verify Primary

From the supervisor PC, follow the procedures in **Section 6.3** to launch the UCCS Desktop application and log in using appropriate credentials. Click on the **Queue Visibility Settings** icon shown below, and select **Visible Queues** from the drop-down list.



The screen is updated with a pop-up box displaying all groups obtained from the IP Office systems via the TFTP interface. Select the desired groups to monitor that are also licensed in **Section 6.4**.



Verify that the screen is updated with proper reflection of group statistics and agent states as shown below.

**Contact SWEET! Main**

Administrator

**Queues**

- DR Main
- DR Secondary
- Queue Grid
- Live Call Viewer
- History
- Reason Codes
- Scheduled Reports
- Reports

**DR Main**

Vital Statistics - DR Main

Pending Calls <b>0</b>	Oldest Pending Call Time <b>0:00</b>	Presented Calls <b>0</b>	Handled Calls <b>0</b>	Calls to Voicemail <b>0</b>	Abandoned Calls <b>0</b>	Overflowed Calls <b>0</b>
Logged Out Agents <b>1</b>	Logged In Agents <b>3</b>	Idle Agents <b>2</b>	Unavailable Agents <b>0</b>	Handle Agents <b>0</b>	DND Agents <b>1</b>	Busy Wrap Up Agents <b>0</b>
Average Speed of Answer <b>0:06</b>	Average Speed of Handle <b>0:00</b>	Average Speed of Abandon <b>0:00</b>	Total Opps Missed <b>0</b>	Answered Percentage <b>0</b>		

Agent State (Compact) - DR Main

Back 1 Out of: 1 Next

<b>Johnny Applebee - 21031</b> Idle: 00:19:19 Handle: 00:00:00 Idle for 00:15:23 Busy: 00:00:00 DND: 00:00:00 Una: 00:00:05 Group calls: 0 Missed calls: 0 Outbound calls: 0	<b>Extn21032 - 21032</b> Idle: 00:16:25 Handle: 00:00:00 Dnd for 00:00:04 Busy: 00:00:00 DND: 01:24:13 Una: 00:00:12 Group calls: 0 Missed calls: 0 Outbound calls: 0	<b>H323 Exp - 21091</b> Idle: 00:44:32 Handle: 00:00:00 Idle for 00:15:41 Busy: 00:00:00 DND: 00:00:00 Una: 00:00:24 Group calls: 0 Missed calls: 0 Outbound calls: 0	<b>H323 Exp2 - 21092</b> Idle: 00:00:00 Handle: 00:00:00 Logged Out for 01:48:07 Busy: 00:00:00 DND: 00:14:24 Una: 00:00:00 Group calls: 0 Missed calls: 0 Outbound calls: 0
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Agent State (Grid) - DR Main

State	Agent ID	Duration	Idle Time	Handle Time	Busy Time	DND Time	Unavailable Time	Caller ID	Group Calls	Missed Calls	Outbound Calls	Direction
Idle	Johnny Applebee - 21031	00:15:23	00:19:19	00:00:00	00:00:00	00:00:00	00:00:05		0	0	0	Unknown
Dnd	Extn21032 - 21032	00:00:04	00:16:25	00:00:00	00:00:00	01:24:13	00:00:12		0	0	0	Unknown
Idle	H323 Exp - 21091	00:15:41	00:44:32	00:00:00	00:00:00	00:00:00	00:00:24		0	0	0	Unknown
LoggedOut	H323 Exp2 - 21092	01:48:07	00:00:00	00:00:00	00:00:00	00:14:24	00:00:00		0	0	0	Unknown

Page 1 of 1

Active Calls - DR Main

Establish a call from the PSTN to a monitored group with answering agent on the primary IP Office system.

Select **Queues → DR Main** from the left pane, where **DR Main** is the pertinent monitored group. Verify that the relevant parameters under the **Vital Statistics** sub-section are updated to reflect the connected group call.

Verify that the **Agent State (Compact)** and **Agent State (Grid)** reflect the connected call with the answering agent, in this case “21031”, along with the calling party number, as shown below.

**ContactSWEET! Main**

Administrator

**Queues**

- DR Main**
- DR Secondary
- Queue Grid
- Live Call Viewer
- History
- Reason Codes
- Scheduled Reports
- Reports

**Vital Statistics - DR Main**

Pending Calls <b>0</b>	Oldest Pending Call Time <b>0:00</b>	Presented Calls <b>1</b>	Handled Calls <b>1</b>	Calls to Voicemail <b>0</b>	Abandoned Calls <b>0</b>	Overflowed Calls <b>0</b>
Logged Out Agents <b>1</b>	Logged In Agents <b>3</b>	Idle Agents <b>1</b>	Unavailable Agents <b>0</b>	Handle Agents <b>1</b>	DND Agents <b>1</b>	Busy Wrap Up Agents <b>0</b>
Average Speed of Answer <b>0:04</b>	Average Speed of Handle <b>0:00</b>	Average Speed of Abandon <b>0:00</b>	Total Opps Missed <b>0</b>	Answered Percentage <b>100</b>		

**Agent State (Compact) - DR Main**

Back 1 Out of: 1 Next

<b>Johnny Applebee - 21031</b> Idle: 00:35:44 Handle: 00:00:00 Busy: 00:00:00 DND: 00:00:00 Una: 00:00:23 (908) 953-2103 Group calls: 1 Missed calls: 0 Outbound calls: 0	<b>Extn21032 - 21032</b> Idle: 00:16:25 Handle: 00:00:00 Busy: 00:00:00 DND: 01:24:13 Una: 00:00:12 Dnd for 00:01:29 Group calls: 0 Missed calls: 0 Outbound calls: 0	<b>H323 Exp - 21091</b> Idle: 00:44:32 Handle: 00:00:00 Busy: 00:00:00 DND: 00:00:00 Una: 00:00:24 Idle for 00:17:06 Group calls: 0 Missed calls: 0 Outbound calls: 0	<b>H323 Exp2 - 21092</b> Idle: 00:00:00 Handle: 00:00:00 Busy: 00:00:00 DND: 00:14:24 Una: 00:00:00 Logged Out for 01:49:32 Group calls: 0 Missed calls: 0 Outbound calls: 0
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**Agent State (Grid) - DR Main**

State	Agent ID	Duration	Idle Time	Handle Time	Busy Time	DND Time	Unavailable Time	Caller ID	Group Calls	Missed Calls	Outbound Calls	Dir
Handle	Johnny Applebee - 21031	00:00:05	00:35:44	00:00:00	00:00:00	00:00:00	00:00:23	(908) 953-2103	1	0	0	Inco
Dnd	Extn21032 - 21032	00:01:29	00:16:25	00:00:00	00:00:00	01:24:13	00:00:12		0	0	0	Unkr
Idle	H323 Exp - 21091	00:17:06	00:44:32	00:00:00	00:00:00	00:00:00	00:00:24		0	0	0	Unkr
LoggedOut	H323 Exp2 - 21092	01:49:32	00:00:00	00:00:00	00:00:00	00:14:24	00:00:00		0	0	0	Unkr

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**Active Calls - DR Main**

## 7.2. Verify Expansion

Establish a call from the PSTN to a monitored group with answering agent on the expansion IP Office system.

Select **Queues** → **DR Main** from the left pane, where **DR Main** is the pertinent monitored group. Verify that the relevant parameters under the **Vital Statistics** sub-section are updated appropriately to reflect the connected group call.

Verify that the **Agent State (Compact)** and **Agent State (Grid)** reflect the connected call with the answering agent, in this case “21091”, along with the calling party number, as shown below.

The screenshot displays the ContactSWEET! Main interface for the DR Main queue. The Vital Statistics section shows the following data:

Pending Calls	Oldest Pending Call Time	Presented Calls	Handled Calls	Calls to Voicemail	Abandoned Calls	Overflowed Calls
0	0:00	2	2	0	0	0

Logged Out Agents	Logged In Agents	Idle Agents	Unavailable Agents	Handle Agents	DND Agents	Busy Wrap Up Agents
1	3	1	0	1	1	0

Average Speed of Answer	Average Speed of Handle	Average Speed of Abandon	Total Opps Missed	Answered Percentage
0:03	0:26	0:00	0	100

The Agent State (Compact) section shows the following data:

Agent ID	State	Idle Time	Handle Time	Busy Time	DND Time	Unavailable Time	Caller ID	Group Calls	Missed Calls	Outbound Calls
Johnny Applebee - 21031	Idle	00:35:44	00:00:52	00:00:00	00:00:00	00:00:23		1	0	0
Extn21032 - 21032	Dnd	00:02:21	00:16:25	00:00:00	01:24:13	00:00:12		0	0	0
H323 Exp - 21091	Handle	00:00:19	01:02:11	00:00:00	00:00:00	00:00:24	(732) 888-3244	1	0	0
H323 Exp2 - 21092	Logged Out	01:50:24	00:00:00	00:00:00	00:14:24	00:00:00		0	0	0

The Agent State (Grid) section shows the following data:

State	Agent ID	Duration	Idle Time	Handle Time	Busy Time	DND Time	Unavailable Time	Caller ID	Group Calls	Missed Calls	Outbound Calls	Dir
Idle	Johnny Applebee - 21031	00:00:05	00:35:44	00:00:52	00:00:00	00:00:00	00:00:23		1	0	0	Unk
Dnd	Extn21032 - 21032	00:02:21	00:16:25	00:00:00	00:00:00	01:24:13	00:00:12		0	0	0	Unk
Handle	H323 Exp - 21091	00:00:19	01:02:11	00:00:00	00:00:00	00:00:00	00:00:24	(732) 888-3244	1	0	0	Inco
LoggedOut	H323 Exp2 - 21092	01:50:24	00:00:00	00:00:00	00:00:00	00:14:24	00:00:00		0	0	0	Unk

## 8. Conclusion

These Application Notes describe the configuration steps required for DATEL Contact SWEET! Enterprise 4.3 to successfully interoperate with Avaya IP Office Server Edition 10.0. All feature and serviceability test cases were completed with an observation noted in **Section 2.2**.

## 9. Additional References

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

1. *Administering Avaya IP Office™ Platform with Manager*, Release 10.0, September 2016, available at <http://support.avaya.com>.
2. *Contact SWEET! User's Guide*, March 2017, available upon request to DATEL Support.



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