

Lucent Technologies
Bell Labs Innovations



CentreVu[®] Messenger
Package Foundation Server User Guide

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Acknowledgment

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About This Document

Purpose

This document contains information for the CentreVu® Messenger Package Foundation Server (PFS) built for the Compact Call Center offers.

This document includes:

- an overview of PFS
- instructions to install software
- instructions to update hardware and software components on an existing PFS system
- instructions to migrate from one hardware platform to another to increase system capacity
- descriptions and instructions for the administrative functions
- guidelines for disaster recovery

Intended Audiences

The information contained here will be useful to, but not restricted to, the following organizations:

- The factory Assemble, Load, and Test (ALT) team in preparing customer machines for shipment.
- Lucent Services, such as the TSC, the STRC/ITAC, Tier IV Support, and Professional Services.

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How to Use This Document

This document is arranged by topic. Each chapter describes a different aspect of the Package Foundation Server. Several of the chapters cross-reference other chapters and sections within the document, as well as other documents listed in "Related Documentation".

Conventions Used

Terminology

- The word "type" means to press the key or sequence of keys specified. For example, an instruction to type the letter "y" is shown as
Type **y** to continue.
- The word "enter" means to type a value and then press `ENTER`. For example, an instruction to type the letter "y" and press `ENTER` is shown as
Enter **y** to continue.
- The word "select" means to move the cursor to the desired menu item and then press `ENTER`. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press `ENTER` is shown as
Select Start Test.

Terminal Keys

- Keys that you press on your terminal or PC as well as Web interface buttons are represented as rounded boxes. For example, an instruction to press the enter key is shown as

Press **ENTER**.

- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold **ALT** while typing the letter “d” is shown as

Press **ALT** **D**.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

Press **F3** (Choices).

- Keys that you press on your telephone keypad are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as

Press **1** to record a message.

Screen Displays

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style `constant-width` type, as shown in the following examples:

Example 1:

```
Enter the number of ports to be dedicated to outbound traffic in the
Maximum Simultaneous Ports field.
```

Example 2:

```
Alarm Form Update was successful.
Press <Enter> to continue.
```

- The sequence of menu options that you must select to display a specific screen or submenu is shown as follows:

Start at the INTUITY CONVERSANT Main Menu and select

```
> Customer/Services Administration
```

```
> Alarm Management
```

In this example, you would access the INTUITY CONVERSANT Main Menu and select the Customer/Service Administration menu. From the Customer/Service Administration menu, you would then select the Alarm Management screen.

Typography

- Commands and text you type in or enter appear in **bold** type, as in the following examples:

Example 1:

Enter **change-switch-time-zone** at the `enter command:` prompt.

Example 2:

Type **high** or **low** in the `Speed:` field.

- Command variables are shown in ***bold italic*** type when they are part of what you must type in and *regular italic* type when they are not, for example

Enter **ch ma *machine_name***, where *machine_name* is the name of the call delivery machine you just created.

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This document uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, or breaches of toll fraud security:



CAUTION:

Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.



CAUTION:

Indicates the presence of a hazard that if not avoided can or will cause minor personal injury or property damage, including loss of data.



WARNING:

Indicates the presence of a hazard that if not avoided can cause death or severe personal injury.



DANGER:

Indicates the presence of a hazard that if not avoided will cause death or severe personal injury.

Related Documentation

Because PFS requirements are based on existing Intuity Platform and AUDIX application releases of hardware and software, standard documents will be extensively referenced. They include:

- *Lucent INTUITY Messaging Solutions Release 4.3 MAP/5P System Installation*, 585-310-185
- *Lucent INTUITY Messaging Solutions Release 4.3 MAP/5P Maintenance*, 585-310-186
- *Lucent INTUITY Messaging Solutions Release 4.3 MAP/40P System Installation*, 585-310-196
- *Lucent INTUITY Messaging Solutions Release 4.3 MAP/40P Maintenance*, 585-310-197
- *Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*, 585-310-214

Application-specific documentation is also referenced in many sections of this document:

- *CentreVu Messenger Customer Assist Technical Operations*, 585-310-703
- *CentreVu Messenger Agent Assist User Guide*, 585-313-704

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Introduction

The primary function of the Package Foundation Server (PFS) is to provide a platform for adding applications to the CentreVu Messenger system.

Terminology

The following is a list of abbreviations and terms used in this document.

- AA — The Agent Assist applications: Agent Observing (AO), Customer Experience Observing (C.E.O.), Malicious Call Recording (M.C.R.) and Spontaneous Telephony Agent Recording (S.T.A.R.)
- AA document — The *CentreVu Messenger Agent Assist User Guide*, 585-313-704
- CA — The Customer Assist Call Center applications: Custom Call Routing (CCR) and Call Back Messaging
- CA document — The *CentreVu Messenger Customer Assist Technical Operations*, 585-310-703
- Installation document — Depending on the platform, either:
 - *Lucent INTUITY Messaging Solutions Release 4.3 MAP/5P System Installation*, 585-310-185
 - *Lucent INTUITY Messaging Solutions Release 4.3 MAP/40P System Installation*, 585-310-196
- Integration document — The *Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*, 585-310-214
- ISV — independent software vendor

- MAP — Multi-Application Platform, in this document, meaning MAP/5P or MAP/40P
- Maintenance document — Depending on the platform, either
 - *Lucent INTUITY Messaging Solutions Release 4.3 MAP/5P Maintenance*, 585-310-186
 - *Lucent INTUITY Messaging Solutions Release 4.3 MAP/40P Maintenance*, 585-310-197
- migration — An update that requires changing platform(s) to a new or different computer.
- PFS — Package Foundation Server; the platform (MAP) with all the hardware and software needed for a Compact Call Center offer.
OR Package Foundation Software; the layer of software, that when combined with the operating system and basic PFS software, supports a combination of applications with or without INTUITY Messaging R4.3.
- upgrade — An update that can be done without changing computers. It can include hardware and software additions.

PFS Configuration

This section describes, in detail, the PFS configuration for both hardware and software.

PFS Hardware

The PFS system supports the MAP/5P and MAP/40P platforms, both with the 200 MHz Pentium CPU. Both platforms are shipped as new systems only; no upgrades from existing systems are currently planned. The MAP/40P platform has a passive backplane and replaceable CPU, whereas the MAP/5P platform is a motherboard computer.

The sections below describe each platform.

MAP/5P Platform

The MAP/5P is a minitower PC with core computing elements on a motherboard rather than a passive backplane with CPU card. The following elements are provided:

- A motherboard with a 200 MHz Pentium CPU, built-in video interface, and 4 SIMM sockets
- 64 Mbytes of memory, expandable to 128 Mbytes
- 4 ISA slots, 2 PCI slots, and one combination slot. One of the PCI slots is occupied by an ADAPTEC PCI SCSI controller. The combination slot accommodates either an ISA card or a PCI card, but in PFS systems is regarded as an ISA slot.
- One 2-Gbyte SCSI hard disk drive
- One 2-Gbyte SCSI tape drive
- An internal drive bay that can hold a second 2-Gbyte hard disk drive. The MAP/5P has no external SCSI connector, so cannot support external SCSI drives.
- One Remote Maintenance Board, V2
- A 200-watt power supply
- One 3.5 inch, 1.44 Mbyte floppy disk drive

MAP/40P Platform

The following core computing elements are supported in the MAP/40P platform:

- A 200 MHz Pentium CPU
- 64 Mbyte of memory, expandable to 128 Mbytes
- PCI video card
- One internal 2-Gbyte SCSI hard disk drive (second disk is optional)
- One 2-Gbyte SCSI tape drive
- Backplane with nine ISA slots, one CPU slot, and three PCI slots; one PCI slot occupied by the PCI video card
- One Remote Maintenance Board, V2
- A 350-watt AC power supply autosensing either 115 or 230 VAC. The power supply draws approximately 4.5 amps at full load and provides the following DC outputs: 225W +5VDC, 5W -5VDC, 96W +12VDC, and 24W -12VDC.
- One 3.5 inch, 1.44 Mbyte floppy disk drive

Memory Options

The minimum memory requirement for PFS systems is 64 Mbytes. The following pertains to potential future memory upgrades to enhance system performance.

PFS supports 64-Mbytes, 96-Mbytes, and 128-Mbytes memory configurations on a Pentium based system that has four memory slots arranged into two 2-slot banks.

Memory speed must be 70 nanoseconds or faster. In the list below, "type" implies manufacturer part number. The following is the list of supported memory combinations.

- 64-Mbytes memory
 - four identical 16-Mbytes SIMMs
 - two identical 32-Mbytes SIMMs
 - two identical 16-Mbytes SIMMs and two identical 16-Mbytes SIMMs of different type from the first two
- 96-Mbytes memory
 - two identical 32-Mbytes SIMMs and two identical 16-Mbytes SIMMs
- 128-Mbytes memory
 - four identical 32-Mbytes SIMMs
 - two identical 32-Mbytes SIMMs and two identical 32-Mbytes SIMMs of different type from the first two

Hard Disk Drive Options

PFS supports SCSI hard disks for storage, one disk per system.

Voice Port Options

The number of Tip/Ring cards needed in the PFS platform is based on one of the standard configurations shown in Table 1-1 depending on the number of voice channels the customer needs.

Table 1-1. Voice Port Configurations

Number of Voice Channels	Platform Model	
	MAP/5P	MAP/40P
2-6	1 T/R card	

Table 1-1. Voice Port Configurations

Number of Voice Channels	Platform Model	
	MAP/5P	MAP/40P
7-12	2 T/R cards	
13-18		3 T/R cards
19-24		4 T/R cards

Optional Hardware Needed

The following optional hardware components are supported on the PFS platform, and are used depending on the software configuration:

- Data Communication Interface Unit (DCIU) card
- Isolating Data Interface (IDI) box with two cables; one cable connecting to the DCIU on the hardware platform (MAP/5P or MAP/40P), and the other cable connecting to the Processor Interface card on the G3 switch.
- Ethernet LAN card to support Agent Assist and Message Manager

Table 1-2 describes the optional hardware needed for each of the supported software packages.

Table 1-2. Optional Hardware Components

PFS Software Configuration	Hardware Option Needed			Notes
	DCIU	IDI	LAN	
INTUITY Messaging	Yes	Yes	Yes	
INTUITY Messaging + AA	Yes	Yes	Yes	
INTUITY Messaging + CA	Yes	Yes	No	LAN card is needed with Message Manager
INTUITY Messaging + AA + CA	Yes	Yes	Yes	
AA	No	No	Yes	
CA	No	No	No	
CA + AA	No	No	Yes	

Package Specific Hardware

For Agent Assist package, each supported agent needs a personal computer that acts as a client of the INTUITY server (PFS + AA). The PC must meet the following hardware requirements:

- Local area network connection, Ethernet running TCP/IP
- Windows 95 or Windows NT 4.0 or higher
- Multimedia capable
- Recommended at least 32 Mbyte memory

For the Message Manager package, each supported subscriber needs a personal computer acting as a client of the INTUITY server (PFS + INTUITY Messaging). The PC must meet the following hardware requirements:

- LAN connection
- 486 DX-25 MHz minimum CPU
- 8 Mbyte minimum memory

For all PFS packages, the switch must be DEFINITY G3V4 or later, equipped with Deluxe Call Center software. In addition to supporting Intuity Messaging, the DEFINITY switch provides the following capabilities:

- AA — Remote Service Observing Feature Access Code
- AA — Remote Service by VDN FAC (CEO only)
- CA — Converse Vector Step control

PFS Software

The PFS system software is composed of the following elements, in the order shown:

- UnixWare 1.1.2 and INTUNIX upgrade for UnixWare
- PFS software set, including INTUITY Messaging packages, PFS pkg, ora7base and ora7int
- Package Foundation Software Remote Field Update, including PFS set RFU

Additional software packages are needed to provide specific applications. Currently there are three software categories that can be delivered singly or in any combination, with optional package components for the applications.

- INTUITY Messaging R4.3, consisting of:
 - Message Manager enabled via RTU option



NOTE:

The Message Manager option for INTUITY Messaging is ordered separately.

- DCIU switch integration
 - INTUITY Messaging R4.3 application APPL set
 - INTUITY Messaging Language Package Announcement set
 - INTUITY Messaging Remote Field Update APPL set RFU
- Agent Assist (AA) application suite, consisting of:
 - Agent Observing, including Agent Now!
 - Customer Experience Observing
 - Malicious Call Recording
 - Spontaneous Telephony Agent Recording
- Customer Assist (CA) application suite, consisting of:
 - Platform software & Custom Call Routing
 - Call Back Messaging

The following sections describe each software component in detail.

UnixWare

PFS is based on the UnixWare 1.1.2 operating system, with the INTUNIX update. The update has several additions/changes for UnixWare, including patches to make it Year 2000 compliant.

PFS Set

PFS provides the first offer that take full advantage of the common software platform on messaging and response products are built. The PFS set is based on the common platform and provides basic voice processing and telephony capabilities, as well as the INTUITY Response Application Programming Interface (IRAPI) Client Library, a standard C language programming interface.

ORACLE V7

PFS provides the INTUITY Base ORACLE RDBMS 7.1.3 package and the INTUITY ORACLE 7 Integration package for all new systems.

The INTUITY SQL*Net TCP/IP and the ORACLE Development Tools (SQL*MENU, SQL*FORMS, SQL*REPORTWRITER, ORACLE Pro*C) packages are currently not available with PFS. The INTUITY Messaging application does not use ORACLE at this time, but most ISV package do. PFS does support applications developed with ORACLE Pro*C, but the development must be done on a machine that includes this product, usually an INTUITY CONVERSANT system.

ISV packages with custom database interface programs (DIPs) built using ORACLE Pro*C (formerly version 1.5 and now version 1.6) should experience backward compatibility. That is, their programs should continue to work with ORACLE 7.1.3 without any code changes. However, these DIPs should be compiled in a compatible development environment, because UNIX shared library references are incompatible with earlier platform software versions.

Telephony

PFS currently supports only analog (Tip/Ring) telephony interfaces:

- US market with the IVC 6 (AYC10) card
- international market with the NGTR(AYC30) card

NOTE:

The speech processing boards, SP or SSP, are not supported by PFS.

All T/R cards are 6 port cards. The MAP/5P can support up to 2 T/R cards in a PFS configuration. A MAP/40P system can support up to 4 T/R cards in a PFS configuration.

To be compatible with INTUITY Messaging, all applications for PFS use the CELP speech compression format for speech play and coding.

Data Connectivity

PFS provides TCP/IP capability using the 10Mbps ISA EtherNet LAN card, that supports the following interfaces:

- 10 BASE T (RJ-45 Twisted Pair Connector)
- 10 BASE 2 (Thin Coaxial BNC Connector).

Only *one* Ethernet card per system is supported.

TCP/IP software is part of UnixWare 1.1.2 that is offered as part of the PFS system software.

Software Exclusions

The following INTUITY Messaging features or options are not supported by PFS:

- AMIS and DCS networking
- High speed and low speed digital networking
- Trusted server
- Telephony One Stop
- INTUITY Internet Messaging
- CAS and SPM
- Hi-Cap and Interchange
- ELA and ADAP
- INTUITY Lodging
- Switch integrations that *are not* DEFINITY G3V4 or later, with Deluxe Call Center software

System Resource Assignments

The following is a list of resource assignments for each of the equipment supported by PFS. Values are listed for each resource in order preferred, second choice, etc. Note that only the values needed by PFS for the supported cards (not all values allowed by the card), are listed.

Table 1-3. System Resource Assignments

Card/Component	IRQ	I/O Ports	RAM	Comments
CPU Pentium	13	00(256) & 370	E0000-EFFFF	
floppy disk drive	6	3F0(8)		DMA 2 Required
video controller (VGA)	N/A	3B0(48)	A0000(128K) & C0000(32K)	
parallel printer port	7	378(8)		
CPU card serial port #1 (COM1)	4	3F8(8)		
CPU card serial port #2 (COM2)	3	2F8(8)		
On-board PCI SCSI	14		C8000(16k)	Required
IVC6, NGTR	2	[1-3,5-7,9-B, D-F]00(32/bd)		bds 0-3 One card required
RMB	4	180(8)	DC000(4K)	COM1 must be disabled Optional
Ethernet LAN (ISA)	10	280(32)	D8000 (16K)	Optional
DCIU	12	240(16)	D4000(16K)	Optional
2-Gbyte disk drive	N/A	N/A	N/A	Required
2-Gbyte tape drive	N/A	N/A	N/A	Required
Keyboard	N/A	N/A	N/A	Required

ISA bus computers theoretically have 15 interrupt request levels; they are numbered IRQ0-IRQ15. IRQ9 maps to IRQ2 and therefore is not a separate interrupt request level.

Of the 15 IRQs, some are not usable because they have fixed functions within the computing platform. For example, IRQ0 is the time of day clock, IRQ1 is the keyboard, IRQ6 is the floppy drive, IRQ8 is the real time clock, and IRQ13 is for coprocessor support.

PFS systems use IRQ14 for the SCSI controller and IRQ4 for the RMB. This leaves eight IRQs that may be used for option cards. Of these eight, IRQ7 is the parallel printer port on the processor and IRQ3 is the COM2 serial port.

Port Allocation

The PFS exists primarily to let packages reside with INTUITY Messaging on a single platform. Multiple applications on one machine may be configured to use channel (port) resources by dedicating one or more ports to each application, such that one and only one application will run on any port, such as:

- INTUITY Messaging must be dedicated to a group of ports, for both incoming and outgoing port assignments, that are not shared with any other application. The number of ports to assign should follow the INTUITY Messaging traffic configuration guidelines.¹
- Agent Assist should be assigned to 2 ports on MAP/5P systems, and to 4 ports on MAP/40P systems. This number of ports can be changed to fit the Call Center needs.
- Customer Assist should be assigned to 4 ports on MAP/5P systems, and to 8 ports on MAP/40P systems. This number can also be changed to fit the Call Center needs.

Switch Integration

Switch integration between the PFS adjunct (MAP/5P or MAP/40P) and the Definity switch should be carefully administered, particularly since each of the applications have specific integration needs. INTUITY Messaging requires a DCIU interface; Customer assist requires a Converse Vector Step arrangement; INTUITY Messaging and Agent Assist require Class of Service, Class of Restriction and hunt group assignments.

1. Heavy load could require up to 8 ports. Fewer ports would be adequate for light traffic and systems without Memory Manager.

Performance

PFS systems are constrained to fewer channels than the hardware platforms can accommodate. This conservative design approach will prevent performance bottlenecks for any combination of INTUITY Messaging and ISV applications.

Going Forward

All procedures in this document are organized in a similar way, each proceeding from a description of initial conditions through a series of detailed steps to a final state. There are statements of what to expect at each step as well as acceptable final conditions (acceptance test criteria).

Installation

2

Installation Assumptions

These procedures assume that the PFS system is assembled from major hardware and software components, such as would exist in the Assembly, Load and Test area of the factory. This allows the disk(s) to be formatted as if they were new and empty. The steps described here do not use any pre-packaged software **mkimage** tapes.

Verify Installation

When installing software, look for the standard success/fail message displayed by the **pkgadd** software to verify successful installation. When in doubt, look for the absence of **pkgadd** error messages, or defer judgment until application installation checks are made or until specific application operability tests are run.

When testing any of the packaged applications, only those steps required to get the application(s) installed and functioning are covered here; this requires a few tests to verify that each of the major features in an application works.

Before You Begin

Before starting, locate a copy of each document listed before the procedure. For some steps, the referenced documents contain necessary details you need to follow. For other steps, the documents contain reference data you will use to validate procedural tests.

In addition to installation steps, there will be steps to test the operability of each application, and to assess the entire system.

Install PFS Software

This procedure is common to all installation scenarios described in this chapter.

You need the following documents for reference:

- Installation document
- Maintenance document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 2-1. Install PFS Software

Step	Instructions	Comments, Observations, or Tests
1	<p>Install hardware following Chapters 2–4 of the <i>Installation document</i>.</p> <p>Shutdown the system before proceeding to the next step.</p>	<p>If this is an unloaded system that will include INTUITY Messaging, the remote maintenance card cannot be completely installed until after INTUITY Messaging has been installed. The machine should power up, and pass CMOS tests (memory, keyboard, etc.)</p> <p>If INTUITY Messaging is included, install a DCIU card now.</p>
2	<p>Install UnixWare following “Installing UnixWare,” in Chapter 8 of the <i>Maintenance document</i></p> <p>Complete all sections through “Setting System Name.”</p> <p>Do <i>NOT</i> complete the section on partitioning disk drive 1.</p>	<p>Install the host bus adapter diskette, if you have one.</p> <p>Do not skip surface analysis.</p> <p>Be sure to execute “installit”.</p>
3	<p>Install the INTUNIX update package following the “Installing the INTUNIX +c Software” in Chapter 8 of the <i>Maintenance document</i>.</p> <p>Use an INTUNIX +e or later tape, if applicable.</p>	<p>The update contains UnixWare patches required PFS and/or INTUITY Messaging.</p>
4	<p>Install the PFS set tape.</p> <p>Enter pkgadd -d ctape1</p>	

Continued on next page

Table 2-1. Install PFS Software — *Continued*

Step	Instructions	Comments, Observations, or Tests
5	Install the Cornerstone Remote Field Update (RFU) C22rfu+a or later tape. Enter pkgadd -d ctape1	NOTE: If INTUITY Messaging will be installed, skip this step. This update contains fixes to packages included on the Cornerstone platform tape.
6	Install the RMB software (RMBset) Enter pkgadd -d diskette1	This step may be skipped if an RMB is unavailable. Verify that the rmb2 and rmbinteg2 packages installed successfully.
7	Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Allow the system to come up to full voice system activity, diagnostics finished.	No errors should be observed. (Ignore the message about the Megaport board not found).
8	If a LAN circuit card is installed, turn on the TCP/IP software: Enter /etc/ezsetup	Use these ezsetup values: <ul style="list-style-type: none"> ■ I/O Base Address = 280 ■ IRQ = 10 ■ RAM base Address = D8000 ■ Applicable Network connection Choose the defaults for remaining items.
9	Enter /etc/confnet.d/configure -i	Use these confnet.d values: <ul style="list-style-type: none"> ■ Select device sme_0. ■ Enter machine name. ■ Enter IP address. ■ Use ClassC network.
9	Add host entries to /etc/hosts file.	Obtain an IP address from your LAN administrator.
10	Reboot the system.	See Step 7.
11	Enter ping <remote host name>	

Install INTUITY Messaging Software

This procedure is common to all installation scenarios that include INTUITY Messaging.

You need the following documents for reference:

- Installation document
- Maintenance document
- Integration document

⇒ NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 2-2. Install INTUITY Messaging Software

Step	Instructions	Comments, Observations, or Tests
1	Stop the voice system.	Use the UNIX command, stop_vs
2	Install DCIU switch integration software. Enter pkgadd -d ctape1	Verify that these packages installed successfully: dciutism, ehs, and eicon
3	Determine host switch number using the display dialplan command on the switch.	Make note of the local node number.
4	Administer the switch link interface following, “Administering the Switch Link”, in Chapter 6 of the <i>Installation document</i> . Stop at “Networking DCS”. At UNIX prompt, stop the voice system. <i>Don't restart voice system as suggested.</i>	Set the date and time zone appropriately. On the Switch Selection screen, set: <ul style="list-style-type: none"> ■ Country = UNITED STATES ■ Switch = DEFINITY On the DCIU Interface Administration screen, set: <ul style="list-style-type: none"> ■ extension length = 4 ■ host switch number = local node number recorded in Step 3 ■ INTUITY Messaging number = 1 ■ Assign switch number to logical chan 1 and switch port 59

Continued on next page

Table 2-2. Install INTUITY Messaging Software — Continued

Step	Instructions	Comments, Observations, or Tests								
5	Cable the DCIU to the switch with IDI or null asynchronous modem and appropriate cables.	See “Lucent INTUITY System Switch Connection”, in Chapter 1, “Switch Integration Requirements” in the <i>Integration document</i> .								
6	<p>Administer the DCIU interface at the switch. Perform each of the following steps:</p> <ul style="list-style-type: none"> ■ Assign the Processor Interface Data Module, using channel 01 for the EIA port ■ Assign the Interface Link using link 1 to PI extension from prior step. With an IDI, set the link connection to DCE with internal clocking ■ Assign the Processor Channel 59 to INTUITY Messaging ■ Enable all administered connections 	See “Assign the Data Link”, in Chapter 5 of the <i>Integration document</i> .								
7	If installing over an existing INTUITY Messaging, enter /VM/bin/cleardb	This removes VM data files, so that the VM_dfltdb package successfully installs in the next step.								
8	If a Remote Field Update (RFU) package, for example, C22rfu+a is installed, remove it using pkgrm	The INTUITY Messaging application will not install if any RFU packages are on the system.								
9	Install the INTUITY Messaging application set tape by following “Installing the INTUITY Voice Messaging System” in Chapter 9 of the <i>Maintenance document</i> .	<p>Verify these APPLset packages install successfully:</p> <table border="0"> <tr> <td>VM-dfltdb</td> <td>VM-files</td> </tr> <tr> <td>VM-sw</td> <td>netw</td> </tr> <tr> <td>tcpadm</td> <td>upgrade</td> </tr> <tr> <td>VM-m4upg</td> <td></td> </tr> </table>	VM-dfltdb	VM-files	VM-sw	netw	tcpadm	upgrade	VM-m4upg	
VM-dfltdb	VM-files									
VM-sw	netw									
tcpadm	upgrade									
VM-m4upg										
10	If installing over an existing INTUITY Messaging system, the file /VM/bin/guid might be missing. If necessary, restore it from floppy disk.	<p>The file permissions as shown by ls -l should be:</p> <pre>-rwxr-xr-x 1 vexvm voice ...</pre>								

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Table 2-2. Install INTUITY Messaging Software — *Continued*

Step	Instructions	Comments, Observations, or Tests
11	A notification database file might have the wrong owner and group names Enter ls -l /vm/audix/md/mdata/notify.dbd	The file permissions as shown should be: -rw-r--r-- 1 vexvm voice ... If incorrect, manually change the owner and group.
12	Install the Cornerstone Remote Field Update (RFU) C22rfu+a or later tape. Enter pkgadd -d ctape1	This contains fixes to packages included on the Cornerstone platform tape.
13	Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Allow the system to come up to full voice system activity, diagnostics finished.	No errors should be observed. (Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)
14	Purchase hours of speech for a total of 30.	Use the “RTU Procedure” that follows.
15	Install the desired INTUITY Messaging feature packages following “Installing the Lucent Intuity System Default Announcement Set” and/or “Optional Language Package Announcement Sets” in Chapter 9 of the <i>Maintenance document</i> .	Verify that each selected package installed successfully. PFS supports a maximum of 4 languages.
16	If it exists, install the INTUITY Messaging RFU tape. Enter pkgadd -d ctape1	This contains fixes to APPLset and feature packages.
17	If a LAN card is installed, re-enable the TCP/IP software following the RTU Procedure to turn on TCP/IP.	
18	Reboot the system.	See Step 12.
19	Perform “Initial Administration and Testing for TCP/IP Networking and Message Manager” in Chapter 8 of the <i>Installation document</i> .	
20	Enter ping <remote host name>	Verify that remote host is alive.

Continued on next page

Table 2-2. Install INTUITY Messaging Software — Continued

Step	Instructions	Comments, Observations, or Tests
21	<p>Activate INTUITY Messaging ports, AMIS and FAX.</p> <p>If Message Manager purchased, activate IMAPI sessions following the RTU Procedure</p>	<p>Set AMIS Analog Networking and FAX to ON.</p> <p>The maximum number of ports that can be used:</p> <p>12 on a MAP/5P 24 on a MAP/40P</p> <p>For Message Manager, set IMAPI sessions to 32.</p>
22	<p>Administer the DEFINITY for INTUITY Messaging line assignments and feature parameters, following Chapter 4-6 in the <i>Integration document</i>.</p>	<p>If an application is (or will be) installed, assign 4-6 lines (MAP/5P) or 4-8 lines (MAP/40P); otherwise, assign all lines. Put them in a hunt group with ACD = n and message center = audix.</p> <p>Make sure INTUITY Messaging lines are in one or more groups separate from any application lines.</p>
23	<p>Assign *DNIS_SVC to INTUITY Messaging ports using the Voice System Administration, Voice Equipment screen.</p> <p>Use F8 key to get Assign/Change, then Services to Channels (assign *DNIS_SVC).</p>	<p>If an ISV application will be installed, assign *DNIS_SVC to only 4-8 ports; otherwise assign *DNIS_SVC to all ports.</p> <p>Outgoing calls must be restricted to respective INTUITY Messaging and application incoming groups.</p>
24	<p>Use the Voice System Administration, Number Services, Assign Services screen.</p>	<p>Called Numbers = any Calling Numbers = any Service Name = AUDIX</p>
25	<p>F8 key to get PBX extension to Channels.</p>	<p>Assign the switch station number for each channel.</p>
26	<p>Reboot the system by following "Shutting Down and Rebooting the Lucent INTUITY System" in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>

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Table 2-2. Install INTUITY Messaging Software — *Continued*

Step	Instructions	Comments, Observations, or Tests
27	Execute initial administration and tests of the INTUITY Messaging application.	Use “Initial Administration and Test for Voice Messaging and the Optional Language Feature” in Chapter 7 of the <i>Installation document</i> .

Install PFS and INTUITY Messaging

You need the following documents for reference:

- Installation document
- Maintenance document
- Integration document

NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 2-3. Install PFS with INTUITY Messaging

Step	Instructions	Comments, Observations, Tests
1	Follow the procedure described in “Install PFS Software”.	
2	Follow the procedure described in “Install INTUITY Messaging Software”.	

Once you have completed this procedure, the final conditions should be:

- The PFS system has only one application installed — INTUITY Messaging.
- The system is at run-level 4 with the application functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging Initial tests passed.

Install PFS with INTUITY Messaging and Agent Assist

You need the following documents for reference:

- Installation document
- Maintenance document
- Integration document
- AA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 2-4. Install PFS with INTUITY Messaging and Agent Assist

Step	Instructions	Comments, Observations, or Tests
1	Follow the procedure described in “Install PFS Software”.	
2	Follow the procedure described in “Install INTUITY Messaging Software”.	
3	Install the Agent Assist package following “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i> .	The two (2) packages installed are: pipeline agtassta Verify that the package installed successfully.
4	Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Allow the system to come up to full voice system activity, diagnostics finished.	No errors should be observed. (Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)
5	Make switch line assignments and set switch feature parameters for Agent Assist: See “DEFINITY PBX Administration”, in Chapter 1 of the <i>AA document</i> .	Provide lines for at least 1 supervisor and 2 agents. Assign a Service Observing Feature Access Code Assign VDN Feature Access Code.

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Table 2-4. Install PFS with INTUITY Messaging and Agent Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
6	Install and test Agent Assist on a PC. See "Install and Test Agent Assist PC".	Verify that installation and tests are successful.
7	Perform a basic INTUITY Messaging, Agent Assist application inter-operation tests: <ol style="list-style-type: none"> <li data-bbox="326 596 769 659">1. Leave a long INTUITY Messaging message. <li data-bbox="326 680 769 764">2. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. <li data-bbox="326 785 769 911">3. For the same specific time, schedule a Customer Experience Observation session with a different agent. <li data-bbox="326 932 769 1016">4. Within the 30 minute-interval, place calls to the observed agent and the observed VDN. <li data-bbox="326 1037 769 1100">5. Retrieve the message left in Step 1. <li data-bbox="326 1121 769 1205">6. Leave another message for the same subscriber retrieving the first one. 	Prepare to have six people conduct this test, all active at the same time: <p data-bbox="802 564 1265 659">Person #1 — customer talking to agent (Person #2), recorded via Customer Experience Observation.</p> <p data-bbox="802 680 1265 764">Person #3 — agent talking to the customer (Person #4), observed by Agent Observing.</p> <p data-bbox="802 785 1265 848">Person #5 — INTUITY Messaging subscriber listening to a message.</p> <p data-bbox="802 869 1265 932">Person #6 — caller leaving Person #5 another message.</p> <p data-bbox="802 953 1265 1016">Verify that all activities conclude successfully.</p> <p data-bbox="802 1037 1265 1100">Verify that both Agent Assist recordings succeeded.</p> <p data-bbox="802 1121 1265 1167">Verify that second message is in the mailbox of Person #5.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has only two applications installed: INTUITY Messaging and Agent Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging initial tests passed, the Agent Assist tests passed, and the inter-operation tests passed.

Install PFS with INTUITY Messaging and Customer Assist

You need the following documents for reference:

- Installation document
- Maintenance document
- Integration document
- CA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 2-5. Install PFS with INTUITY Messaging and Customer Assist

Step	Instructions	Comments, Observations, or Tests
1	Follow the procedure described in “Install PFS Software”.	
2	Follow the procedure described in “Install INTUITY Messaging Software”.	

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Table 2-5. Install PFS with INTUITY Messaging and Customer Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
3	<p>Install the Customer Assist packages.</p> <p>Enter pkgadd -d ctape1</p> <p>Install the packages in this order:</p> <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	<p>The CCC set tape is always required and contains: DPlnBase, DPlnDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter</p> <p>The platform Colombian Spanish tape (cccPltCol) is always required.</p> <p>The CBM set tape is optional and contains: cccCbkMsg, cccCbkUSE</p> <p>The optional CBM Colombian Spanish tape (cccCbkCol) is required only if the CBMset tape is installed.</p>
4	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
5	<p>Administer the switch for Customer Assist under Converse Vector control:</p> <ul style="list-style-type: none"> ■ two 2-line hunt groups ■ two independent lines <p>See <i>Lucent DEFINITY ECS R5Call Vectoring/EAS Guide</i>, 555-230-521, for more information.</p>	<p>Provide at least three groups of two lines each, for a total of six lines.</p> <p>Have each Converse Vector pass ANI digits to the PFS server.</p> <p>Cable the independent lines to the first two Customer Assist ports.</p>

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Table 2-5. Install PFS with INTUITY Messaging and Customer Assist — Continued

Step	Instructions	Comments, Observations, or Tests
6	Initialize the Customer Assist software to enable vector announcements, routing, and call back messaging. See Chapter 2 of <i>CA document</i> . NOTE: Skip Steps 1-3.	Build one standard announcement vector (Sample Application #2 in steps 6, 7, 9, 12 of this reference). Build one EWT vector for callback messaging (Sample Application #9). Build one routing vector (Sample Application #8) based on ANI, have it route to one of the ports to which the EWT vector is assigned. Make note of vector assignments: <ul style="list-style-type: none">■ assign routing vector to first two CA ports■ assign announcement vector to next two CA ports■ assign EWT vector to last two ports
7	Test the Customer Assist application: <ol style="list-style-type: none">1. Place a call to each of the ports assigned to the CA application.2. With three people, simultaneously place a call to:<ul style="list-style-type: none">■ one of the first two CA ports■ one of the next two CA ports■ one of the remaining two ports.	Verify you can perform the following: <ul style="list-style-type: none">■ Call routing on each of the first two assigned ports, resulting in a transfer to an expected wait time (EWT) port.■ Get an announcement on each of the next two ports.■ Get EWT on each of last two ports.

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Table 2-5. Install PFS with INTUITY Messaging and Customer Assist — Continued

Step	Instructions	Comments, Observations, or Tests
8	Perform basic INTUITY Messaging, Customer Assist inter-operation application tests. <ol style="list-style-type: none">1. Leave a long INTUITY Messaging message.2. At a scheduled time, call to a routing port (one of first two CA ports).3. At the same time, call an announcement port (one of next two CA ports).4. Retrieve the INTUITY Messaging message.5. Leave another INTUITY Messaging message for the same subscriber retrieving the first message.	Prepare to have four people conduct this test, all active at the same time: Person #1 — caller to a CA port that routes to an EWT port, that then announces the EWT. Person #2 — caller to a CA port that plays an announcement. Person #3 — INTUITY Messaging subscriber listing to a message. Person #4 — caller leaving that subscriber another message. Verify that all activities conclude successfully. Verify that second message is in the mailbox.

Once you have completed this procedure, the final conditions should be:

- The PFS system has only two applications installed: INTUITY Messaging and Customer Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging initial tests passed, the Customer Assist tests passed, and the inter-operation tests passed.

Install PFS with INTUITY Messaging, Agent Assist, and Customer Assist

You need the following documents for reference:

- Installation document
- Maintenance document
- Integration document
- AA document
- CA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 2-6. Install PFS with INTUITY Messaging, AA, and CA

Step	Instructions	Comments, Observations, or Tests
1	Follow the procedure described in “Install PFS Software”.	
2	Follow the procedure described in “Install INTUITY Messaging Software”.	
3	Install the Agent Assist package following “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i> .	The two (2) packages installed are: pipeline agtassta Verify that the package installed successfully.

Continued on next page

Table 2-6. Install PFS with INTUITY Messaging, AA, and CA — *Continued*

Step	Instructions	Comments, Observations, or Tests
4	<p>Install the Customer Assist packages.</p> <p>Enter pkgadd -d ctape1</p> <p>Install the packages in this order:</p> <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	<p>The CCC set tape is always required and contains:</p> <p>DPlnBase, DPlnDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter</p> <p>The platform Colombian Spanish tape (cccPltCol) is always required.</p> <p>The CBM set tape is optional and contains:</p> <p>cccCbKMsg, cccCbKUSE</p> <p>The optional CBM Colombian Spanish tape (cccCbKCol) is required only if the CBMset tape is installed.</p>
5	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
6	<p>Make switch line assignments and set switch feature parameters for Agent Assist:</p> <p>See “DEFINITY PBX Administration”, in Chapter 1 of the <i>AA document</i>.</p>	<p>Provide lines for at least 1 supervisor and 2 agents.</p> <p>Assign a Service Observing Feature Access Code</p> <p>Assign VDN Feature Access Code.</p>
7	<p>Administer the switch for Customer Assist under Converse Vector control.</p> <ul style="list-style-type: none"> ■ 2-line hunt group ■ 2 independent lines <p>See <i>Lucent DEFINITY ECS R5Call Vectoring/EAS Guide</i>, 555-230-521, for more information.</p>	<p>Provide at least 4 lines in 2 groups (2, 2).</p> <p>Have each Converse Vector pass ANI digits to the PFS server.</p> <p>Cable the independent lines to the first 2 Customer Assist ports.</p>
8	<p>Install and test Agent Assist on a PC.</p> <p>See “Install and Test Agent Assist PC”.</p>	<p>Verify that installation and tests are successful.</p>

Continued on next page

Table 2-6. Install PFS with INTUITY Messaging, AA, and CA — Continued

Step	Instructions	Comments, Observations, or Tests
9	<p>Initialize the Customer Assist software to enable vector announcements, routing, and call back messaging.</p> <p>See Chapter 2 of <i>CA document</i>.</p> <p>NOTE: Skip Steps 1-3.</p>	<p>Build one standard announcement vector (Sample Application #2 in steps 6, 7, 9, 12 of this reference).</p> <p>Build one EWT vector for callback messaging (Sample Application #9)</p> <p>Build one routing vector (Sample Application #8) based on ANI, have it route to one of the ports to which the EWT vector is assigned.</p> <p>Make note of vector assignments:</p> <ul style="list-style-type: none">■ assign routing vector to first CA port■ assign announcement vector to second CA port■ assign EWT vector to last 2 ports.
10	<p>Test the Customer Assist application:</p> <ol style="list-style-type: none">1. Place a call to each of the ports assigned to the CA application.2. With three people, simultaneously place a call to:<ul style="list-style-type: none">■ the first CA port■ the second CA port■ one of the remaining two ports.	<p>Verify you can perform the following:</p> <ul style="list-style-type: none">■ Call routing on each of the first assigned port, resulting in a transfer to an expected wait time (EWT) port.■ Get an announcement on second assigned port.■ Get EWT on each of last two ports.

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Table 2-6. Install PFS with INTUITY Messaging, AA, and CA — *Continued*

Step	Instructions	Comments, Observations, or Tests
11	<p>Perform basic INTUITY Messaging, Agent Assist, and Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. 3. For the same specific time, schedule a Customer Experience Observation session with a different agent. 4. Within the 30-minute interval, place a call to the observed agent and the observed VDN. 5. Within the 30-minute interval, call a routing port (one of first two CA ports). 6. Retrieve the message left in Step 1. 7. Leave another message for the same subscriber retrieving the first one. 	<p>Prepare to have seven people conduct this test, all active at the same time:</p> <p>Prepare to have six people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via Customer Experience Observation.</p> <p>Person #3 — agent talking to the customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — caller placing call to a CA port that routes to an EWT port that then announces the EWT.</p> <p>Person #6 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #7 — caller leaving Person #6 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both Agent Assist recordings succeeded.</p> <p>Verify that second message is in the mailbox of Person #6.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has three applications installed: INTUITY Messaging, Agent Assist, and Customer Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging initial tests passed, the Agent Assist tests passed, the Customer Assist tests passed, and the inter-operation tests passed.

Install PFS with Agent Assist

You need the following documents for reference:

- Maintenance document
- AA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 2-7. Install PFS with Agent Assist

Step	Instructions	Comments, Observations, or Tests
1	Follow the procedure described in “Install PFS Software”.	
2	Install the Agent Assist package following “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i> .	The two (2) packages installed are: pipeline agtassta Verify that the package installed successfully.
3	Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Allow the system to come up to full voice system activity, diagnostics finished.	No errors should be observed. (Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)
4	Make switch line assignments and set switch feature parameters for Agent Assist. See “DEFINITY PBX Administration”, in Chapter 1 of the <i>AA document</i> .	Provide lines for at least 1 supervisor and 2 agents. Assign a Service Observing Feature Access Code. Assign VDN Feature Access Code.
5	Install and test Agent Assist on a PC. See “Install and Test Agent Assist PC”.	Verify that installation and tests are successful.

Once you have completed this procedure, the final conditions should be:

- The PFS system has one application installed: Agent Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.

- The Agent Assist tests passed.

Install PFS with Customer Assist

You need the following documents for reference:

- Maintenance document
- CA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 2-8. Install PFS with Customer Assist

Step	Instructions	Comments, Observations, or Tests
1	Follow the procedure described in “Install PFS Software”.	
2	<p>Install the Customer Assist packages.</p> <p>Enter pkgadd -d ctape1</p> <p>Install the packages in this order:</p> <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	<p>The CCC set tape is always required and contains:</p> <p>DPlnBase, DPlnDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter</p> <p>The platform Colombian Spanish tape (cccPltCol) is always required.</p> <p>The CBM set tape is optional and contains:</p> <p>cccCbkMsg, cccCbkUSE</p> <p>The optional CBM Colombian Spanish tape (cccCbCol) is required only if the CBMset tape is installed.</p>
3	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>

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Table 2-8. Install PFS with Customer Assist — Continued

Step	Instructions	Comments, Observations, or Tests
4	<p>Administer the switch for Customer Assist under Converse Vector control:</p> <ul style="list-style-type: none"> ■ two 2-line hunt groups ■ two independent lines <p>See <i>Lucent DEFINITY ECS R5Call Vectoring/EAS Guide</i>, 555-230-521, for more information.</p>	<p>Provide at least three groups of two lines each, for a total of six lines.</p> <p>Have each Converse Vector pass ANI digits to the PFS server.</p> <p>Cable the independent lines to the first two Customer Assist ports.</p>
5	<p>Initialize the Customer Assist software to enable vector announcements, routing, and call back messaging.</p> <p>See Chapter 2 of <i>CA document</i>. NOTE: Skip Steps 1-3.</p>	<p>Build one standard announcement vector (Sample Application #2 in steps 6, 7, 9, 12 of this reference). Build one EWT vector for callback messaging (Sample Application #9). Build one routing vector (Sample Application #8) based on ANI, have it route to one of the ports to which the EWT vector is assigned.</p> <p>Make note of vector assignments:</p> <ul style="list-style-type: none"> ■ assign routing vector to first two CA ports ■ assign announcement vector to next two CA ports ■ assign EWT vector to last 2 ports.
6	<p>Test the Customer Assist application:</p> <ol style="list-style-type: none"> 1. Place a call to each of the ports assigned to the CA application. 2. With three people, simultaneously place a call to: <ul style="list-style-type: none"> ■ one of the first two CA ports ■ one of the next two CA ports ■ one of the remaining two ports. 	<p>Verify you can perform the following:</p> <ul style="list-style-type: none"> ■ Call routing on each of the first two assigned ports, resulting in a transfer to an expected wait time (EWT) port. ■ Get an announcement on each of the next two ports. ■ Get EWT on each of last two ports.

Once you have completed this procedure, the final conditions should be:

- The PFS system has one application installed: Customer Assist.

- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Customer Assist tests passed.

Install PFS with Agent Assist and Customer Assist

You need the following documents for reference:

- Maintenance document
- AA document
- CA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 2-9. Install PFS with AA and CA

Step	Instructions	Comments, Observations, or Tests
1	Follow the procedure described in “Install PFS Software”.	
2	Install the Agent Assist package following “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i> .	The two (2) packages installed are: pipeline agtassta Verify that the package installed successfully.

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Table 2-9. Install PFS with AA and CA — Continued

Step	Instructions	Comments, Observations, or Tests
3	Install the Customer Assist packages. Enter pkgadd -d ctape1 Install the packages in this order: <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	The CCC set tape is always required and contains: DPInBase, DPInDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter The platform Colombian Spanish tape (cccPltCol) is always required. The CBM set tape is optional and contains: cccCbKMsg, cccCbKUSE The optional CBM Colombian Spanish tape (cccCbKCol) is required only if the CBMset tape is installed.
4	Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Allow the system to come up to full voice system activity, diagnostics finished.	No errors should be observed. (Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)
5	Make switch line assignments and set switch feature parameters for Agent Assist: See “DEFINITY PBX Administration”, in Chapter 1 of the <i>AA document</i> .	Provide lines for at least 1 supervisor and 2 agents. Assign a Service Observing Feature Access Code Assign VDN Feature Access Code.
6	Administer the switch for Customer Assist under Converse Vector control. <ul style="list-style-type: none"> ■ 2-line hunt group ■ 2 independent lines See <i>Lucent DEFINITY ECS R5Call Vectoring/EAS Guide</i> , 555-230-521, for more information.	Provide at least three groups of two lines each, for a total of six lines. Have each Converse Vector pass ANI digits to the PFS server. Cable the independent lines to the first two Customer Assist ports.
7	Install and test Agent Assist on a PC. See “Install and Test Agent Assist PC”.	Verify that installation and tests are successful.

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Table 2-9. Install PFS with AA and CA — *Continued*

Step	Instructions	Comments, Observations, or Tests
8	<p>Initialize the Customer Assist software to enable vector announcements, routing, and call back messaging.</p> <p>See Chapter 2 of <i>CA document</i>. NOTE: Skip Steps 1-3.</p>	<p>Build one standard announcement vector (Sample Application #2 in steps 6, 7, 9, 12 of this reference). Build one EWT vector for callback messaging (Sample Application #9) Build one routing vector (Sample Application #8) based on ANI, have it route to one of the ports to which the EWT vector is assigned.</p> <p>Make note of vector assignments:</p> <ul style="list-style-type: none">■ assign routing vector to first CA port■ assign announcement vector to second CA port■ assign EWT vector to last 2 ports.
9	<p>Test the Customer Assist application:</p> <ol style="list-style-type: none">1. Place a call to each of the ports assigned to the CA application.2. With three people, simultaneously place a call to:<ul style="list-style-type: none">■ one of the first two CA ports■ one of the next two CA ports■ one of the remaining two ports.	<p>Verify you can perform the following:</p> <ul style="list-style-type: none">■ Call routing on each of the first two assigned ports, resulting in a transfer to an expected wait time (EWT) port.■ Get an announcement on each of the next two ports.■ Get EWT on each of last two ports.

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Table 2-9. Install PFS with AA and CA — *Continued*

Step	Instructions	Comments, Observations, or Tests
10	<p>Perform basic Agent Assist and Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> 1. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. 2. Schedule a Customer Experience Observation session for the same time interval with a different agent. 3. Within the 30-minute interval, place calls to the observed agent and the observed VDN. 4. At the same time, call a routing port (one of the first 2 CA ports). 5. At the same time, call an EWT port (one of the last 2 CA ports). 	<p>Prepare to have six people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via C.E.O.</p> <p>Person #3 — agent talking to customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — caller placing call to a CA port that routes to an EWT port that then announces the EWT.</p> <p>Person #6 — caller placing call directly to an EWT port.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify C.E.O. recording succeeded.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has one application installed: Customer Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Agent Assist tests passed, the Customer Assist tests passed, and the inter-operation tests passed.

Install and Test Agent Assist PC

Use this procedure to install Agent Assist software on a PC, as well as to test the major Agent Assist features. These steps are common to an initial installation and an upgrade where Agent Assist is being added to a existing PFS system.

You need a copy of the AA document.

Table 2-10. Install and Test the Agent Assist PC

Step	Instructions	Comments, Observations, or Tests
1	<p>Install Agent Assist software on a PC equipped with Windows 95 or Windows NT.</p> <p>See "Client PC Software Installation", in Chapter 2, "Software Installation", of the <i>AA document</i>.</p>	<p>The PC must be on the same LAN as the PFS server you previously installed with Agent Assist.</p> <p>Verify that installation completes successfully.</p>
2	<p>Execute initial administration and tests of Agent Assist application.</p> <p>See "Client PC Administration", in Chapter 3, "Agent Assist Administration", of the <i>AA document</i>.</p>	<p>Verify you can perform the following:</p> <ul style="list-style-type: none"> ■ Log in as an Agent Assist administrator ■ Add and delete holidays. ■ Add and modify agents. ■ Assign agents to supervisors.
3	<p>Assign Agent Assist to PFS ports.</p> <p>See "Ports Usage", in Chapter 3, "Agent Assist Administration", of the <i>AA document</i>.</p>	<p>If INTUITY Messaging is installed, be sure the selected ports do not conflict with ports used by *DNIS_SVC service for INTUITY Messaging</p>
4	<p>Execute tests associated with the Agent Observing feature.</p> <p>See Chapter 4, "Agent Observing," of the <i>AA document</i>.</p>	<p>Verify you can perform the following functions:</p> <ul style="list-style-type: none"> ■ Log in as a supervisor (see Step 2 above) ■ Schedule agent for observation (see Step 2 above). ■ View report of recording after it has finished. ■ Playback the recording on your PC.

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Table 2-10. Install and Test the Agent Assist PC — *Continued*

Step	Instructions	Comments, Observations, or Tests
5	<p>Execute tests associated with the Malicious Call Recording feature.</p> <p>See Chapter 5, “Malicious Call Recording”, of the <i>AA document</i></p>	<p>Verify you can perform the following functions:</p> <ul style="list-style-type: none"> ■ Log in as an agent (see Step 2 above) ■ Start a Malicious Call Recording, entering text notes as part of the procedure. ■ As supervisor, View report of recording after it has finished. ■ Playback the recording on your PC.
6	<p>Execute tests associated with Customer Experience Observing feature.</p> <p>See Chapter 6, “Customer Experience Observing”, of the <i>AA document</i>.</p>	<p>Verify you can perform the following functions:</p> <ul style="list-style-type: none"> ■ Log in as a supervisor (see Step 2 above). ■ Select a VDN for the observation. ■ Schedule the C.E.O. recording session. ■ View report of recording after it has finished. ■ Playback the recording on your PC.
7	<p>Execute tests associated with Spontaneous Telephony Agent Recording feature.</p> <p>See Chapter 7, “Spontaneous Telephony Agent Recording”, of the <i>AA document</i>.</p>	<p>Verify you can perform the following functions:</p> <ul style="list-style-type: none"> ■ Log in as an agent (see Step 2 above). ■ Start a Spontaneous Recording, entering text notes as part of the procedure. ■ View report of recording after it has finished. ■ Playback the recording on your PC.

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Table 2-10. Install and Test the Agent Assist PC — Continued

Step	Instructions	Comments, Observations, or Tests
8	Execute tests associated with Agent Now! feature. See Chapter 8, “Agent Now!”, of the <i>AA document</i> .	Verify you can perform the following functions: <ul style="list-style-type: none"><li data-bbox="813 474 1256 531">■ Log in as a supervisor (see Step 2 above).<li data-bbox="813 554 1256 642">■ Start an agent observation, entering text notes as part of the procedure.<li data-bbox="813 665 1256 722">■ View report of recording after it has finished.<li data-bbox="813 745 1256 800">■ Playback the recording on your PC.

Overview

These procedures describe how to *add* INTUITY Messaging or a PFS certified package to an existing, fully-functional PFS environment.

Basic objectives include minimum disruption of service to existing applications (INTUITY Messaging and/or other packages), adequate acceptance testing of the newly installed package, and verification of performance goals for the new environment.

The following scenarios are covered:

- *First time addition* of one or more components of an application (INTUITY Messaging, Customer Assist or Agent Assist) to an existing PFS.
- Addition of a component/feature of an application to a PFS *already equipped* with one or more components of that application.
- Addition of voice channels
- Addition of hours of speech

Add Applications

A PFS can initially be installed as follows:

- PFS + INTUITY Messaging
- PFS + INTUITY Messaging + applications (Customer Assist and/or Agent Assist)
- PFS + applications (Customer Assist and/or Agent Assist)

For application additions listed in this section, refer to the specific procedures in this section.



CAUTION:

Agent Assist and Customer Assist applications both require coordinated administration of the DEFINITY switch as well as of the PFS system. We strongly recommend the use of Lucent Technologies Professional Services.

Add Agent Assist to PFS

Agent Assist has the following price element coded (PEC) software components:

Table 3-1. Agent Assist Software Packages

Package Name	PEC Number
Agent Assist Agent Observing	PEC 1324-542
Agent Assist Malicious Call Recording	PEC 1324-543
Agent Assist Spontaneous Telephony Agent Recording	PEC 1324-544
Agent Assist Customer Experience Observing	PEC 1324-545

The following procedures are documented in this section:

- "Add Agent Assist to PFS with INTUITY Messaging"
- "Add Agent Assist and Customer Assist to PFS with INTUITY Messaging"
- "Add Agent Assist to PFS with Customer Assist"
- "Add Agent Assist to PFS with INTUITY Messaging and Customer Assist"

If the PFS system does not yet have a LAN card installed, you must get an SMC Ethernet ISA LAN card and have it available for installation.

When adding Agent Assist to an existing PFS, you may add only one component or any combination of components. For each of the components you want to add, you must get a copy and have it ready for installation.

Add Customer Assist to PFS

Customer Assist has two separate price element coded (PEC) software components:

Table 3-2. Customer Assist Software Packages

Package Name	PEC Number
Customer Assist Custom Call Routing	PEC 1324-540
Customer Assist Call Back Messaging	PEC 1324-541

The following scenarios are documented in this section:

- “Add Customer Assist to PFS with INTUITY Messaging”
- “Add Agent Assist and Customer Assist to PFS with INTUITY Messaging”
- “Add Customer Assist to PFS with Agent Assist”
- “Add Customer Assist to PFS with INTUITY Messaging and Agent Assist”

No hardware additions are required.

When adding Customer Assist to an existing PFS, you must add Custom Call Routing when Call Back Messaging is added. Custom Call Routing, however, can be added by itself. For each of the above components you want to add, you must get a copy on cartridge tape and have it ready for installation.

Add INTUITY Messaging to PFS

The following procedures are documented in this section:

- “Add INTUITY Messaging to PFS with Agent Assist”
- “Add INTUITY Messaging to PFS with Customer Assist”
- “Add INTUITY Messaging to PFS with Agent Assist and Customer Assist”

You need the following hardware for installation:

- One DCIU (Eicon X.25 Data Communication interface Unit) card
- One IDI (Isolating Data Interface box) with two cables; one to connect to the DCIU card, the other to connect to the DEFINITY Processor Interface card

If you are adding Message Manager and the PFS system does not yet have a LAN card installed, you must get an SMC Ethernet ISA LAN card and have it available for installation.

You must have the following software for installation in the following order:

- DCIU switch integration (*one cartridge tape*)
- INTUITY Messaging R4.3 application - APPLset (*one cartridge tape*)
- INTUITY Messaging Language Package Announcement set (*one cartridge tape*)
- INTUITY Messaging Remote Field Update - APPLset RFU, if available (*one cartridge tape*)

Add Application Features

Each of the applications, including INTUITY Messaging contain features or options that can be purchased and added after PFS has been installed. Assume that the system has the base application software already installed with at least one operating component. If not, then one of the procedures in section 2 of this document should be followed.

Add INTUITY Message Manager

If the PFS computer does not yet have a LAN card installed, you must get an SMC Ethernet ISA LAN card and have it available for installation according to Chapter 5 of the *INTUITY Messaging Solutions, Release 4.3, Maintenance* document for your platform. You will then need to administer the LAN software according to Chapter 8 of the *INTUITY Messaging Solutions, Release 4.3, System Installation* document for your platform.

Next, enable Message Manager on the system. For MAP/5P systems, use the "Administering Lucent INTUITY Message Manager" procedures in Chapter 8 of *INTUITY Messaging Solutions, Release 4.3, MAP/5P Maintenance*, 585-310-186. For MAP/40P systems, use the "Administering Lucent INTUITY Message Manager" procedures in the *INTUITY Messaging Solutions, Release 4.3, System Installation* document for your platform.

Detailed information on adding Message Manager to INTUITY Messaging is located in Section 7 of the Messaging Administration document.

Add INTUITY Fax Messaging

Fax Messaging will add a significant amount of load on the voice ports, which might require additional voice channels because of the increased traffic.

Prepare for Fax Messaging on your system.

For MAP/5P systems, use the “Administering INTUITY Messaging for Lucent INTUITY FAX Messaging” procedures in Chapter 9 of the System Installation document.

For MAP/40P systems, use the “Administering INTUITY INTUITY Messaging for Lucent INTUITY FAX Messaging” procedures in *INTUITY Messaging Solutions, Release 4.3, MAP/40P Maintenance, 585-310-197*.

Detailed information on adding FAX to Intuity AUDIX is located in Section 5 of the Messaging Administration document.

Add INTUITY Messaging Languages

No additional hardware is required. The appropriate AUDIX language tape(s) need to be acquired for this installation.

Add INTUITY Messaging TCP/IP Administration

If the PFS computer does not yet have a LAN card installed, you must get an SMC Ethernet ISA LAN card and have it available for installation according to the *INTUITY Messaging Solutions, Release 4.3, System Installation* book for your platform. You will then need to administer the LAN software according to Chapter 8 of the *INTUITY Messaging Solutions, Release 4.3, System Installation* document for your platform.

Add INTUITY Messaging TTS Sessions

No additional hardware or software is required.

Perform “RTU Procedure” in Chapter 5, “Administration”. This procedure allows you to “purchase” from 1-4 Text-to-Speech sessions.

Add Voice Channels

If hardware already exists on the system to accommodate the additional channels you want put into service, skip the following Hardware Installation section (but make sure cabling has been completed).

If all voice channels are currently in service and more are needed, they can be added to either of the 2 supported platforms: MAP/5P and MAP/40P. You will need one or more analog voice cards - IVC6 (AYC10) for systems in the US, or NGTR (AYC30) for systems outside of the US.

Hardware Installation

For a MAP/5P system, you can add only 1 additional voice card for 1-6 additional channels. PFS allows a maximum of 12 channels on this platform. Use the procedure for installing circuit cards found in Chapter 5 of *INTUITY Messaging Solutions, Release 4.3, MAP/5P Maintenance*, 585-310-186.

For a MAP/40P system, you can add up to 3 additional voice cards for 1-18 additional channels. PFS allows a maximum of 24 channels on this platform. Use the procedure for installing circuit cards found in Chapter 5 of *INTUITY Messaging Solutions, Release 4.3, MAP/40P Maintenance*, 585-310-197.

Make sure the new ports are properly cabled to the switch. For cable connections to the PFS system, refer to Chapter 3 of *INTUITY Messaging Solutions, Release 4.3, MAP/5P System Installation*, 585-310-185, or to Chapter 3 of *INTUITY Messaging Solutions, Release 4.3, MAP/40P System Installation*, 585-310-196. For cable connections to the switch, refer to the DEFINITY installation document or to a similar document that is suitable for your switch.

Assigning Service to Channels

The customer must decide what existing applications (INTUITY Messaging, Agent Assist, and/or Customer Assist) to assign to the voice ports, and then administer the switch for each new port according to the application that will use it. As appropriate to the application, create vectors and hunt groups, set feature access, class of service, and class of restriction codes, and do other administrative tasks. Refer to *Lucent DEFINITY ECS R5 Call Vectoring / EAS Guide*, 555-230-521.

To test each of the new channels, temporarily assign the standard ChanTran application to each channel and place a telephone call through the switch to it.

Assign the newly installed channels to the desired applications. See the sections on voice ports in Chapter 9, "Common Maintenance Procedures" of the INTUITY Messaging Administration document.

Alternatively, if Customer Assist is installed, use Chapter 5 of the Customer Assist document, Potential Applications, 1. Setup Vector, Assigning Care Center Channels.

Add Agent Assist to PFS with INTUITY Messaging

You need the following documents for reference:

- Installation document
- Maintenance document
- AA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-3. Add Agent Assist to PFS with INTUITY Messaging

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep five or more channels live to test.
2	If installing a LAN card, shut down the system. Perform “Shutting Down the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Turn off the power after the system is down.	Skip to Step 5 if the LAN card is already installed.
3	Install the LAN card. Perform “Installing the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i> .	

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Table 3-3. Add Agent Assist to PFS with INTUITY Messaging — *Continued*

Step	Instructions	Comments, Observations, or Tests
4	<p>Once the LAN card is installed, turn on the TCP/IP software:</p> <p>See “RTU Procedure” in Chapter 5, “Administration” to turn on TCP/IP.</p> <p>Perform and “Configuring the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i>.</p> <p>Perform “Initial Administration and Testing for TCP/IP Networking and Message Manager”, in Chapter 8 of the Installation document.</p> <p>Add host entries to /etc/hosts file.</p> <p>Enter ping <remote host name></p>	<p>Before this can be completed an IP address must be obtained from your network administrator.</p> <p>Verify that remote host is alive.</p>
5	<p>Install the Agent Assist package following “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i>.</p>	<p>The two (2) packages installed are: pipeline agtassta</p> <p>Verify that the package installed successfully.</p>
6	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
7	<p>Assign messaging ports for to Agent Assist:</p> <p>Use the Vex command to access the Voice System Administration, Voice Equipment screen.</p> <p>Use F8 key to get Assign/Change, then Services to Channels.</p>	<p>Reduce INTUITY Messaging ports, if applicable.</p> <p>INTUITY Messaging and Agent Assist will use all available ports. <i>Use at least 3 ports to test Agent Assist.</i></p>

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Table 3-3. Add Agent Assist to PFS with INTUITY Messaging — Continued

Step	Instructions	Comments, Observations, or Tests
8	<p>Make switch line assignments and set switch feature parameters for Agent Assist:</p> <p>See “DEFINITY PBX Administration”, in Chapter 1 of the <i>AA document</i>.</p>	<p>Provide lines for at least 1 supervisor and 2 agents.</p> <p>Assign a Service Observing Feature Access Code</p> <p>Assign VDN Feature Access Code.</p>
9	<p>Install and test Agent Assist on a PC.</p> <p>See “Install and Test Agent Assist PC”, in Chapter 2, “Installation”.</p>	<p>Verify that installation and tests are successful.</p>
10	<p>Perform a basic INTUITY Messaging, Agent Assist application inter-operation tests:</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. 3. For the same specific time, schedule a Customer Experience Observation session with a different agent. 4. Within the 30 minute-interval, place calls to the observed agent and the observed VDN. 5. Retrieve the message left in Step 1. 6. Leave another message for the same subscriber retrieving the first one. 	<p>Prepare to have six people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via Customer Experience Observation.</p> <p>Person #3 — agent talking to the customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #6 — caller leaving Person #5 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both Agent Assist recordings succeeded.</p> <p>Verify that second message is in the mailbox of Person #5.</p>
11	<p>Restore switch traffic to the PFS system.</p>	<p>Use switch administration to return customer traffic to the PFS channels.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has only two applications installed: INTUITY Messaging and Agent Assist.

- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Agent Assist tests passed and the inter-operation tests passed.

Add Customer Assist to PFS with INTUITY Messaging

You need the following documents for reference:

- Maintenance document
- CA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-4. Add Customer Assist to PFS with INTUITY Messaging

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep five or more channels live to test.
2	<p>Install the Customer Assist packages.</p> <p>Enter pkgadd -d ctape1</p> <p>Install the packages in this order:</p> <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	<p>The CCC set tape is always required and contains:</p> <p>DPlnBase, DPlnDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter</p> <p>The platform Colombian Spanish tape (cccPltCol) is always required.</p> <p>The CBM set tape is optional and contains:</p> <p>cccCbkMsg, cccCbKUSE</p> <p>The optional CBM Colombian Spanish tape (cccCbKCol) is required only if the CBMset tape is installed.</p>
3	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>

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Table 3-4. Add Customer Assist to PFS with INTUITY Messaging — *Continued*

Step	Instructions	Comments, Observations, or Tests
4	<p>Assign Customer Assist to messaging ports:</p> <p>Use the Vex command to access the Voice System Administration, Voice Equipment screen.</p> <p>Use F8 key to get Assign/Change, then Services to Channels.</p>	<p>If applicable, reduce number of INTUITY Messaging ports to provide ports for Customer Assist.</p> <p>INTUITY Messaging and Customer Assist will use all ports. <i>Use at least 6 ports to test Customer Assist.</i></p> <p>Alternatively, use Chapter 5 of the <i>CA document</i>, Potential Applications, 1.Setup Vector, Assigning Customer Assist Channels.</p>
5	<p>Administer the switch for Customer Assist under Converse Vector control:</p> <ul style="list-style-type: none"> ■ two 2-line hunt groups ■ two independent lines <p>See <i>Lucent DEFINITY ECS R5Call Vectoring/EAS Guide</i>, 555-230-521, for more information.</p>	<p>Provide at least three groups of two lines each, for a total of six lines.</p> <p>Have each Converse Vector pass ANI digits to the PFS server.</p> <p>Cable the independent lines to the first two Customer Assist ports.</p>
6	<p>Initialize the Customer Assist software to enable vector announcements, routing, and call back messaging.</p> <p>See Chapter 2 of <i>CA document</i>. NOTE: Skip Steps 1-3.</p>	<p>Build one standard announcement vector (Sample Application #2 in steps 6, 7, 9, 12 of this reference). Build one EWT vector for callback messaging (Sample Application #9). Build one routing vector (Sample Application #8) based on ANI, have it route to one of the ports to which the EWT vector is assigned.</p> <p>Make note of vector assignments:</p> <ul style="list-style-type: none"> ■ assign routing vector to first two CA ports ■ assign announcement vector to next two CA ports ■ assign EWT vector to last two ports

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Table 3-4. Add Customer Assist to PFS with INTUITY Messaging — Continued

Step	Instructions	Comments, Observations, or Tests
7	<p>Test the Customer Assist application:</p> <ol style="list-style-type: none"> 1. Place a call to each of the ports assigned to the CA application. 2. With three people, simultaneously place a call to: <ul style="list-style-type: none"> ■ one of the first two CA ports ■ one of the next two CA ports ■ one of the remaining two ports. 	<p>Verify you can perform the following:</p> <ul style="list-style-type: none"> ■ Call routing on each of the first two assigned ports, resulting in a transfer to an expected wait time (EWT) port. ■ Get an announcement on each of the next two ports. ■ Get EWT on each of last two ports.
8	<p>Perform basic INTUITY Messaging, Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. At a scheduled time, call to a routing port (one of first two CA ports). 3. At the same time, call an announcement port (one of next two CA ports). 4. Retrieve the INTUITY Messaging message. 5. Leave another INTUITY Messaging message for the same subscriber retrieving the first message. 	<p>Prepare to have four people conduct this test, all active at the same time:</p> <p>Person #1 — caller to a CA port that routes to an EWT port, that then announces the EWT.</p> <p>Person #2 — caller to a CA port that plays an announcement.</p> <p>Person #3 — INTUITY Messaging subscriber listing to a message.</p> <p>Person #4 — caller leaving that subscriber another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that second message is in the mailbox.</p>
9	<p>Restore switch traffic to the PFS system.</p>	<p>Use switch administration to return customer traffic to the PFS channels.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has only two applications installed: INTUITY Messaging and Customer Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Customer Assist tests passed and the inter-operation tests passed.

Add Agent Assist and Customer Assist to PFS with INTUITY Messaging

You need the following documents for reference:

- Maintenance document
- AA document
- CA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-5. Add AA and CA to PFS with INTUITY Messaging

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep five or more channels live to test.
2	If installing a LAN card, shut down the system. Perform “Shutting Down the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Turn off the power after the system is down.	Skip to Step 5 if the LAN card is already installed.
3	Install the LAN card. Perform “Installing the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i> .	

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Table 3-5. Add AA and CA to PFS with INTUITY Messaging — Continued

Step	Instructions	Comments, Observations, or Tests
4	<p>Once the LAN card is installed, turn on the TCP/IP software:</p> <p>See “RTU Procedure” in Chapter 5, “Administration” to turn on TCP/IP</p> <p>Perform and “Configuring the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i>.</p> <p>Perform “Initial Administration and Testing for TCP/IP Networking and Message Manager”, in Chapter 8 of the Installation document.</p> <p>Add host entries to /etc/hosts file.</p> <p>Enter ping <remote host name></p>	<p>Before this can be completed an IP address must be obtained from your network administrator.</p> <p>Verify that remote host is alive.</p>
5	<p>Install the Agent Assist package following “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i>.</p>	<p>The two (2) packages installed are: pipeline agtassta</p> <p>Verify that the package installed successfully.</p>
6	<p>Install the Customer Assist packages.</p> <p>Enter pkgadd -d ctape1</p> <p>Install the packages in this order:</p> <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	<p>The CCC set tape is always required and contains:</p> <p>DPlnBase, DPlnDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter</p> <p>The platform Colombian Spanish tape (cccPltCol) is always required.</p> <p>The CBM set tape is optional and contains:</p> <p>cccCbKMsg, cccCbKUSE</p> <p>The optional CBM Colombian Spanish tape (cccCbKCol) is required only if the CBMset tape is installed.</p>

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Table 3-5. Add AA and CA to PFS with INTUITY Messaging — *Continued*

Step	Instructions	Comments, Observations, or Tests
7	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
8	<p>Release messaging ports for use by Agent Assist and Customer Assist:</p> <p>Use the Vex command to access the Voice System Administration, Voice Equipment screen.</p> <p>Use F8 key to get Assign/Change, then Services to Channels.</p>	<p>If applicable, reduce number of INTUITY Messaging ports to provide ports for Agent Assist and Customer Assist.</p> <p>INTUITY Messaging, Agent Assist and Customer Assist will use all ports. <i>Use at least 3 ports to test Agent Assist and 4 ports to test Customer Assist.</i></p> <p>Alternatively, use Chapter 5 of CA document, Potential Applications, 1.Setup Vector, Assigning Customer Assist Channels.</p>
9	<p>Make switch line assignments and set switch feature parameters for Agent Assist:</p> <p>See “DEFINITY PBX Administration”, in Chapter 1 of the <i>AA document</i>.</p>	<p>Provide lines for at least 1 supervisor and 2 agents.</p> <p>Assign a Service Observing Feature Access Code</p> <p>Assign VDN Feature Access Code.</p>
10	<p>Administer the switch for Customer Assist under Converse Vector control:</p> <ul style="list-style-type: none"> ■ two 2-line hunt groups ■ two independent lines <p>See <i>Lucent DEFINITY ECS R5Call Vectoring/EAS Guide</i>, 555-230-521, for more information.</p>	<p>Provide a total of four lines in two groups (2, 2).</p> <p>Have each Converse Vector pass ANI digits to the PFS server.</p> <p>Cable the independent lines to the first two Customer Assist ports.</p>
11	<p>Install and test Agent Assist on a PC.</p> <p>See “Install and Test Agent Assist PC”, in Chapter 2, “Installation”.</p>	<p>Verify that installation and tests are successful.</p>

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Table 3-5. Add AA and CA to PFS with INTUITY Messaging — Continued

Step	Instructions	Comments, Observations, or Tests
12	Initialize the Customer Assist software to enable vector announcements, routing, and call back messaging. See Chapter 2 of <i>CA document</i> . NOTE: Skip Steps 1-3.	Build one standard announcement vector (Sample Application #2 in steps 6, 7, 9, 12 of this reference). Build one EWT vector for callback messaging (Sample Application #9). Build one routing vector (Sample Application #8) based on ANI, have it route to one of the ports to which the EWT vector is assigned. Make note of vector assignments: <ul style="list-style-type: none">■ assign routing vector to first CA port■ assign announcement vector to second CA port■ assign EWT vector to last two ports
13	Test the Customer Assist application: <ol style="list-style-type: none">1. Place a call to each of the ports assigned to the CA application.2. With three people, simultaneously place a call to:<ul style="list-style-type: none">■ the first CA port■ the second CA port■ one of the remaining two ports.	Verify you can perform the following: <ul style="list-style-type: none">■ Call routing on each of the first assigned port, resulting in a transfer to an expected wait time (EWT) port.■ Get an announcement on the second port.■ Get EWT on each of last two ports.

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Table 3-5. Add AA and CA to PFS with INTUITY Messaging — *Continued*

Step	Instructions	Comments, Observations, or Tests
14	<p>Perform basic INTUITY Messaging, Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. 3. For the same specific time, schedule a Customer Experience Observation session with a different agent. 4. Within the 30 minute-interval, place calls to the observed agent and the observed VDN. 5. At a scheduled time, call to a routing port (one of first two CA ports). 6. Retrieve the INTUITY Messaging message. 7. Leave another INTUITY Messaging message for the same subscriber retrieving the first message. 	<p>Prepare to have seven people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via Customer Experience Observation.</p> <p>Person #3 — agent talking to the customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — caller to a CA port that routes to an EWT port, that then announces the EWT.</p> <p>Person #6 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #7 — caller leaving Person #6 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both Agent Assist recordings succeeded.</p> <p>Verify that second message is in the mailbox of Person #6.</p>
15	Restore switch traffic to the PFS system.	Use switch administration to return customer traffic to the PFS channels.

Once you have completed this procedure, the final conditions should be:

- The PFS system has three applications installed: INTUITY Messaging, Agent Assist, and Customer Assist.
- The system is at run-level 4 with all applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Agent Assist test passed, the Customer Assist tests passed, and the inter-operation tests passed.

Add Agent Assist to PFS with INTUITY Messaging and Customer Assist

You need the following documents for reference:

- Maintenance document
- AA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-6. Add AA to PFS with INTUITY Messaging and CA

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep five or more channels live to test.
2	If installing a LAN card, shut down the system. Perform “Shutting Down the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Turn off the power after the system is down.	Skip to Step 5 if the LAN card is already installed.
3	Install the LAN card. Perform “Installing the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i> .	

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Table 3-6. Add AA to PFS with INTUITY Messaging and CA — *Continued*

Step	Instructions	Comments, Observations, or Tests
4	<p>Once the LAN card is installed, turn on the TCP/IP software:</p> <p>See “RTU Procedure” in Chapter 5, “Administration” to turn on TCP/IP</p> <p>Perform and “Configuring the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i>.</p> <p>Perform “Initial Administration and Testing for TCP/IP Networking and Message Manager”, in Chapter 8 of the Installation document.</p> <p>Add host entries to /etc/hosts file.</p> <p>Enter ping <remote host name></p>	<p>Before this can be completed an IP address must be obtained from your network administrator.</p> <p>Verify that remote host is alive.</p>
5	<p>Install the Agent Assist package following “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i>.</p>	<p>The two (2) packages installed are: pipeline agtassta</p> <p>Verify that the package installed successfully.</p>
6	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p>
7	<p>Assign messaging ports for to Agent Assist:</p> <p>Use the Vex command to access the Voice System Administration, Voice Equipment screen.</p> <p>Use F8 key to get Assign/Change, then Services to Channels.</p>	<p>Reduce INTUITY Messaging ports, if applicable.</p> <p>INTUITY Messaging and Agent Assist will use all available ports. <i>Use at least 3 ports to test Agent Assist.</i></p>

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Table 3-6. Add AA to PFS with INTUITY Messaging and CA — Continued

Step	Instructions	Comments, Observations, or Tests
8	<p>Make switch line assignments and set switch feature parameters for Agent Assist:</p> <p>See "DEFINITY PBX Administration", in Chapter 1 of the <i>AA document</i>.</p>	<p>Provide lines for at least 1 supervisor and 2 agents.</p> <p>Assign a Service Observing Feature Access Code</p> <p>Assign VDN Feature Access Code.</p>
9	<p>Install and test Agent Assist on a PC.</p> <p>See "Install and Test Agent Assist PC", in Chapter 2, "Installation".</p>	<p>Verify that installation and tests are successful.</p>
10	<p>Perform basic INTUITY Messaging, Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> <li data-bbox="488 842 922 900">1. Leave a long INTUITY Messaging message. <li data-bbox="488 921 922 1010">2. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. <li data-bbox="488 1031 922 1157">3. For the same specific time, schedule a Customer Experience Observation session with a different agent. <li data-bbox="488 1178 922 1266">4. Within the 30 minute-interval, place calls to the observed agent and the observed VDN. <li data-bbox="488 1287 922 1375">5. At a scheduled time, call to a routing port (one of first two CA ports). <li data-bbox="488 1396 922 1455">6. Retrieve the INTUITY Messaging message. <li data-bbox="488 1476 922 1598">7. Leave another INTUITY Messaging message for the same subscriber retrieving the first message. 	<p>Prepare to have seven people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via Customer Experience Observation.</p> <p>Person #3 — agent talking to the customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — caller to a CA port that routes to an EWT port, that then announces the EWT.</p> <p>Person #6 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #7 — caller leaving Person #6 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both Agent Assist recordings succeeded.</p> <p>Verify that second message is in the mailbox of Person #6.</p>
11	<p>Restore switch traffic to the PFS system.</p>	<p>Use switch administration to return customer traffic to the PFS channels.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has three applications installed: INTUITY Messaging, Agent Assist, and Customer Assist.
- The system is at run-level 4 with all applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Agent Assist tests passed and the inter-operation tests passed.

Add Customer Assist to PFS with INTUITY Messaging and Agent Assist

You need the following documents for reference:

- Maintenance document
- CA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-7. Add CA to PFS with INTUITY Messaging and AA

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep five or more channels live to test.
2	Install the Customer Assist packages. Enter pkgadd -d ctape1 Install the packages in this order: <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	The CCC set tape is always required and contains: DPlnBase, DPlnDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter The platform Colombian Spanish tape (cccPltCol) is always required. The CBM set tape is optional and contains: cccCbKMsg, cccCbKUSE The optional CBM Colombian Spanish tape (cccCbKCol) is required only if the CBMset tape is installed.

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Table 3-7. Add CA to PFS with INTUITY Messaging and AA — Continued

Step	Instructions	Comments, Observations, or Tests
3	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
4	<p>Release messaging ports for use by Agent Assist and Customer Assist:</p> <p>Use the Vex command to access the Voice System Administration, Voice Equipment screen.</p> <p>Use F8 key to get Assign/Change, then Services to Channels.</p>	<p>If applicable, reduce number of INTUITY Messaging ports to provide ports for Agent Assist and Customer Assist.</p> <p>INTUITY Messaging, Agent Assist and Customer Assist will use all ports. <i>Use at least 3 ports to test Agent Assist and 4 ports to test Customer Assist.</i></p> <p>Alternatively, use Chapter 5 of CA document, Potential Applications, 1.Setup Vector, Assigning Customer Assist Channels.</p>
5	<p>Administer the switch for Customer Assist under Converse Vector control:</p> <ul style="list-style-type: none"> ■ two 2-line hunt groups ■ two independent lines <p>See <i>Lucent DEFINITY ECS R5Call Vectoring/EAS Guide</i>, 555-230-521, for more information.</p>	<p>Provide a total of four lines in two groups (2, 2).</p> <p>Have each Converse Vector pass ANI digits to the PFS server.</p> <p>Cable the independent lines to the first two Customer Assist ports.</p>
6	<p>Test the Customer Assist application:</p> <ol style="list-style-type: none"> 1. Place a call to each of the ports assigned to the CA application. 2. With three people, simultaneously place a call to: <ul style="list-style-type: none"> ■ the first CA port ■ the second CA port ■ one of the remaining two ports. 	<p>Verify you can perform the following:</p> <ul style="list-style-type: none"> ■ Call routing on each of the first assigned port, resulting in a transfer to an expected wait time (EWT) port. ■ Get an announcement on the second port. ■ Get EWT on each of last two ports.

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Table 3-7. Add CA to PFS with INTUITY Messaging and AA — *Continued*

Step	Instructions	Comments, Observations, or Tests
7	<p>Perform basic INTUITY Messaging, Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. 3. For the same specific time, schedule a Customer Experience Observation session with a different agent. 4. Within the 30 minute-interval, place calls to the observed agent and the observed VDN. 5. At a scheduled time, call to a routing port (one of first two CA ports). 6. Retrieve the INTUITY Messaging message. 7. Leave another INTUITY Messaging message for the same subscriber retrieving the first message. 	<p>Prepare to have seven people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via Customer Experience Observation.</p> <p>Person #3 — agent talking to the customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — caller to a CA port that routes to an EWT port, that then announces the EWT.</p> <p>Person #6 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #7 — caller leaving Person #6 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both Agent Assist recordings succeeded.</p> <p>Verify that second message is in the mailbox of Person #6.</p>
8	Restore switch traffic to the PFS system.	Use switch administration to return customer traffic to the PFS channels.

Once you have completed this procedure, the final conditions should be:

- The PFS system has three applications installed: INTUITY Messaging, Agent Assist, and Customer Assist.
- The system is at run-level 4 with all applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Customer Assist tests passed and the inter-operation tests passed.

Add INTUITY Messaging to PFS with Agent Assist

You need the following documents for reference:

- Installation document
- Maintenance document
- AA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-8. Add INTUITY Messaging to PFS with Agent Assist

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep four or more channels live to test.
2	Follow the procedure described in “Install INTUITY Messaging Software” in Chapter 2, “Installation”.	
3	Assign ports for to INTUITY Messaging: Use the Vex command to access the Voice System Administration, Voice Equipment screen. Use F8 key to get Assign/Change, then Services to Channels.	Reduce Agent Assist ports, if applicable. INTUITY Messaging and Agent Assist will use all available ports. <i>Use at least 4 ports to test INTUITY Messaging.</i>

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Table 3-8. Add INTUITY Messaging to PFS with Agent Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
4	<p>Perform a basic INTUITY Messaging, Agent Assist application inter-operation tests:</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. 3. For the same specific time, schedule a Customer Experience Observation session with a different agent. 4. Within the 30 minute-interval, place calls to the observed agent and the observed VDN. 5. Retrieve the message left in Step 1. 6. Leave another message for the same subscriber retrieving the first one. 	<p>Prepare to have six people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via Customer Experience Observation.</p> <p>Person #3 — agent talking to the customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #6 — caller leaving Person #5 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both Agent Assist recordings succeeded.</p> <p>Verify that second message is in the mailbox of Person #5.</p>
5	Restore switch traffic to the PFS system.	Use switch administration to return customer traffic to the PFS channels.

Once you have completed this procedure, the final conditions should be:

- The PFS system has only two applications installed: INTUITY Messaging and Agent Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging initial tests passed and the inter-operation tests passed.

Add INTUITY Messaging to PFS with Customer Assist

You need the following documents for reference:

- Installation document
- Maintenance document
- AA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-9. Add INTUITY Messaging to PFS with Customer Assist

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep four or more channels live to test.
2	If installing a LAN card, shut down the system. Perform “Shutting Down the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Turn off the power after the system is down.	Skip to Step 5 if the LAN card is already installed.
3	Install the LAN card. Perform “Installing the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i> .	

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Table 3-9. Add INTUITY Messaging to PFS with Customer Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
4	<p>Once the LAN card is installed, turn on the TCP/IP software:</p> <p>See “RTU Procedure” in Chapter 5, “Administration” to turn on TCP/IP</p> <p>Perform and “Configuring the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i>.</p> <p>Perform “Initial Administration and Testing for TCP/IP Networking and Message Manager”, in Chapter 8 of the Installation document.</p> <p>Add host entries to /etc/hosts file.</p> <p>Enter ping <remote host name></p>	<p>Before this can be completed an IP address must be obtained from your network administrator.</p> <p>Verify that remote host is alive.</p>
5	<p>Follow the procedure described in “Install INTUITY Messaging Software” in Chapter 2, “Installation”.</p>	
6	<p>Assign ports for to INTUITY Messaging:</p> <p>Use the Vex command to access the Voice System Administration, Voice Equipment screen.</p> <p>Use F8 key to get Assign/Change, then Services to Channels.</p>	<p>Reduce number of Customer Assist (CA) ports, if applicable.</p> <p>INTUITY Messaging and Customer Assist will use all ports. <i>Use at least 4 ports to test</i> INTUITY Messaging.</p> <p>Alternatively, use Chapter 5 of the <i>CA document</i>, Potential Applications, 1.<u>Setup</u> Vector, Assigning Care Center Channels.</p>

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Table 3-9. Add INTUITY Messaging to PFS with Customer Assist — Continued

Step	Instructions	Comments, Observations, or Tests
7	<p>Perform basic INTUITY Messaging, Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. At a scheduled time, call to a routing port (one of first two CA ports). 3. At the same time, call an announcement port (one of next two CA ports). 4. Retrieve the INTUITY Messaging message. 5. Leave another INTUITY Messaging message for the same subscriber retrieving the first message. 	<p>Prepare to have four people conduct this test, all active at the same time:</p> <p>Person #1 — caller to a CA port that routes to an EWT port, that then announces the EWT.</p> <p>Person #2 — caller to a CA port that plays an announcement.</p> <p>Person #3 — INTUITY Messaging subscriber listing to a message.</p> <p>Person #4 — caller leaving that subscriber another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that second message is in the mailbox.</p>
8	<p>Restore switch traffic to the PFS system.</p>	<p>Use switch administration to return customer traffic to the PFS channels.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has only two applications installed: INTUITY Messaging and Customer Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging initial tests passed and the inter-operation tests passed.

Add INTUITY Messaging to PFS with Agent Assist and Customer Assist

You need the following documents for reference:

- Installation document
- Maintenance document
- AA document
- CA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-10. Add INTUITY Messaging to PFS with AA and CA

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep five or more channels live to test.
2	Follow the procedure described in “Install INTUITY Messaging Software” in Chapter 2, “Installation”.	
3	Assign ports for to INTUITY Messaging: Use the Vex command to access the Voice System Administration, Voice Equipment screen. Use F8 key to get Assign/Change, then Services to Channels.	Reduce number of Agent Assist ports, if applicable. Reduce number of Customer Assist (CA) ports, if applicable. INTUITY Messaging, Agent Assist, and Customer Assist will use all ports. <i>Use at least 4 ports to test INTUITY Messaging.</i> Alternatively, use Chapter 5 of the <i>CA document</i> , Potential Applications, 1. <u>Setup</u> Vector, Assigning Care Center Channels.

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Table 3-10. Add INTUITY Messaging to PFS with AA and CA — *Continued*

Step	Instructions	Comments, Observations, or Tests
4	<p>Perform basic INTUITY Messaging, Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. 3. For the same specific time, schedule a Customer Experience Observation session with a different agent. 4. Within the 30 minute-interval, place calls to the observed agent and the observed VDN. 5. At a scheduled time, call to a routing port (one of first two CA ports). 6. Retrieve the INTUITY Messaging message. 7. Leave another INTUITY Messaging message for the same subscriber retrieving the first message. 	<p>Prepare to have seven people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via Customer Experience Observation.</p> <p>Person #3 — agent talking to the customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — caller to a CA port that routes to an EWT port, that then announces the EWT.</p> <p>Person #6 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #7 — caller leaving Person #6 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both Agent Assist recordings succeeded.</p> <p>Verify that second message is in the mailbox of Person #6.</p>
5	<p>Restore switch traffic to the PFS system.</p>	<p>Use switch administration to return customer traffic to the PFS channels.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has three applications installed: INTUITY Messaging, Agent Assist, and Customer Assist.
- The system is at run-level 4 with all applications functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging initial tests passed and the inter-operation tests passed.

Add Agent Assist to PFS with Customer Assist

You need the following documents for reference:

- Installation document
- Maintenance document
- AA document

⇒ NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-11. Add Agent Assist to PFS with Customer Assist

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep five or more channels live to test.
2	If installing a LAN card, shut down the system. Perform “Shutting Down the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i> . Turn off the power after the system is down.	Skip to Step 5 if the LAN card is already installed.
3	Install the LAN card. Perform “Installing the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i> .	

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Table 3-11. Add Agent Assist to PFS with Customer Assist — Continued

Step	Instructions	Comments, Observations, or Tests
4	<p>Once the LAN card is installed, turn on the TCP/IP software:</p> <p>See “RTU Procedure” in Chapter 5, “Administration” to turn on TCP/IP</p> <p>Perform and “Configuring the LAN Circuit Card”, in Chapter 5 of the <i>Maintenance document</i>.</p> <p>Perform “Initial Administration and Testing for TCP/IP Networking and Message Manager”, in Chapter 8 of the Installation document.</p> <p>Add host entries to /etc/hosts file.</p> <p>Enter ping <remote host name></p>	<p>Before this can be completed an IP address must be obtained from your network administrator.</p> <p>Verify that remote host is alive.</p>
5	<p>Install the Agent Assist package following “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i>.</p>	<p>The two (2) packages installed are: pipeline agtassta</p> <p>Verify that the package installed successfully.</p>
6	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
7	<p>Assign messaging ports for to Agent Assist:</p> <p>Use the Vex command to access the Voice System Administration, Voice Equipment screen.</p> <p>Use F8 key to get Assign/Change, then Services to Channels.</p>	<p>Reduce Customer Assist ports, if applicable.</p> <p>Customer Assist and Agent Assist will use all available ports. <i>Use at least 3 ports to test Agent Assist.</i></p>

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Table 3-11. Add Agent Assist to PFS with Customer Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
8	<p>Make switch line assignments and set switch feature parameters for Agent Assist:</p> <p>See “DEFINITY PBX Administration”, in Chapter 1 of the <i>AA document</i>.</p>	<p>Provide lines for at least 1 supervisor and 2 agents.</p> <p>Assign a Service Observing Feature Access Code</p> <p>Assign VDN Feature Access Code.</p>
9	<p>Install and test Agent Assist on a PC.</p> <p>See “Install and Test Agent Assist PC”, in Chapter 2, “Installation”.</p>	<p>Verify that installation and tests are successful.</p>
10	<p>Perform basic Agent Assist and Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> 1. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. 2. Schedule a Customer Experience Observation session for the same time interval with a different agent. 3. Within the 30-minute interval, place calls to the observed agent and the observed VDN. 4. At the same time, call a routing port (one of the first 2 CA ports). 5. At the same time, call an EWT port (one of the last 2 CA ports). 	<p>Prepare to have six people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via C.E.O.</p> <p>Person #3 — agent talking to customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — caller placing call to a CA port that routes to an EWT port that then announces the EWT.</p> <p>Person #6 — caller placing call directly to an EWT port.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify C.E.O. recording succeeded.</p>
11	<p>Restore switch traffic to the PFS system.</p>	<p>Use switch administration to return customer traffic to the PFS channels.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has only two applications installed: Customer Assist and Agent Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the maintenance log.
- The Agent Assist tests passed and the inter-operation tests passed.

Add Customer Assist to PFS with Agent Assist

You need the following documents for reference:

- Maintenance document
- CA document



NOTE:

See “Terminology” in Chapter 1, “Package Foundation Server Overview” to identify specific titles.

Table 3-12. Add Customer Assist to PFS with Agent Assist

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need to keep five or more channels live to test.
2	Install the Customer Assist packages. Enter pkgadd -d ctape1 Install the packages in this order: <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	The CCC set tape is always required and contains: DPInBase, DPInDefUS, SpIkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter The platform Colombian Spanish tape (cccPltCol) is always required. The CBM set tape is optional and contains: cccCbKMsg, cccCbKUSE The optional CBM Colombian Spanish tape (cccCbKCol) is required only if the CBMset tape is installed.

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Table 3-12. Add Customer Assist to PFS with Agent Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
3	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
4	<p>Release ports for use by Customer Assist:</p> <p>Use the Vex command to access the Voice System Administration, Voice Equipment screen.</p> <p>Use F8 key to get Assign/Change, then Services to Channels.</p>	<p>If applicable, reduce number of Agent Assist ports to provide ports for Customer Assist.</p> <p>Agent Assist and Customer Assist will use all ports. <i>Use at least 3 ports to test Agent Assist and 4 ports to test Customer Assist.</i></p> <p>Alternatively, use Chapter 5 of CA document, Potential Applications, 1.Setup Vector, Assigning Customer Assist Channels.</p>
5	<p>Administer the switch for Customer Assist under Converse Vector control:</p> <ul style="list-style-type: none"> ■ two 2-line hunt groups ■ two independent lines <p>See <i>Lucent DEFINITY ECS R5Call Vectoring/EAS Guide</i>, 555-230-521, for more information.</p>	<p>Provide a total of four lines in two groups (2, 2).</p> <p>Have each Converse Vector pass ANI digits to the PFS server.</p> <p>Cable the independent lines to the first two Customer Assist ports.</p>
6	<p>Test the Customer Assist application:</p> <ol style="list-style-type: none"> 1. Place a call to each of the ports assigned to the CA application. 2. With three people, simultaneously place a call to: <ul style="list-style-type: none"> ■ the first CA port ■ the second CA port ■ one of the remaining two ports. 	<p>Verify you can perform the following:</p> <ul style="list-style-type: none"> ■ Call routing on each of the first assigned port, resulting in a transfer to an expected wait time (EWT) port. ■ Get an announcement on the second port. ■ Get EWT on each of last two ports.

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Table 3-12. Add Customer Assist to PFS with Agent Assist — Continued

Step	Instructions	Comments, Observations, or Tests
7	<p>Perform basic Agent Assist and Customer Assist inter-operation application tests.</p> <ol style="list-style-type: none"> 1. Schedule an Agent Observing session to start at a specific time, lasting 30 minutes. 2. Schedule a Customer Experience Observation session for the same time interval with a different agent. 3. Within the 30-minute interval, place calls to the observed agent and the observed VDN. 4. At the same time, call a routing port (one of the first 2 CA ports). 5. At the same time, call an EWT port (one of the last 2 CA ports). 	<p>Prepare to have six people conduct this test, all active at the same time:</p> <p>Person #1 — customer talking to agent (Person #2), recorded via C.E.O.</p> <p>Person #3 — agent talking to customer (Person #4), observed by Agent Observing.</p> <p>Person #5 — caller placing call to a CA port that routes to an EWT port that then announces the EWT.</p> <p>Person #6 — caller placing call directly to an EWT port.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify C.E.O. recording succeeded.</p>
8	<p>Restore switch traffic to the PFS system.</p>	<p>Use switch administration to return customer traffic to the PFS channels.</p>

Once you have completed this procedure, the final conditions should be:

- The PFS system has only two applications installed: Customer Assist and Agent Assist.
- The system is at run-level 4 with both applications functioning with no error recorded in either the Event Log or the maintenance log.
- The Customer Assist tests passed and the inter-operation tests passed.

Migration Overview

These procedure describe how to grow an existing PFS system to a larger-capacity PFS system. A migration is required whenever the Call Center needs to support more agents and/or staff than the current system can handle.

The scenario documented in this chapter is migrating from a PFS MAP/5P to a PFS MAP/40P.

All the procedures in this chapter are based on an approach that is similar to disaster recovery (Chapter 6, "Disaster Recovery"), except that recovered speech and data is installed on a new platform with more capacity than the current one. Objectives are similar to disaster recovery; minimum disruption of service to existing applications, adequate acceptance testing of the new system(s), and verification of performance goals for the new environment. In some scenarios, hardware can be reused.

Migrate PFS from a MAP/5P to a MAP/40P

In this scenario, the PFS environment is created on the new system. All available applications (INTUITY Messaging, Agent Assist, and Customer Assist) are assumed to be on the current system. If any of the applications do not exist on the current system, skip the procedural steps associated with that application.

Prerequisites

- The system is active (run level 4) with INTUITY Messaging, AA or CA, or any combination of these.
- If INTUITY Messaging is installed, recent unattended and (if available) recent attended backup tapes are on hand.
- If Agent Assist and/or Customer Assist are installed, recent attended backup tapes are on hand.
- You need copies of the following documents:
 - *Installation document*
 - *Maintenance document*

You also need the following, depending on the applications installed:

- INTUITY Messaging — *Integration document*
- Agent Assist — *AA document*
- Customer Assist — *CA document*.

Procedure

Table 4-1. Migrate MAP/5P PFS to MAP/40P PFS

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need the INTUITY Messaging hunt group for testing, so change the call coverage path for current subscribers.

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Table 4-1. Migrate MAP/5P PFS to MAP/40P PFS — *Continued*

Step	Instructions	Comments, Observations, or Tests
2	<p>Install MAP/40P hardware.</p> <p>Refer to Chapters 2–4 of <i>Installation document</i>.</p> <p>Re-use connections to the switch.</p>	<p>Move cables from the MAP/5P to the MAP/40P for:</p> <ul style="list-style-type: none"> ■ voice channels ■ RMB or external modem ■ DCIU ■ LAN ■ printer, if one exists
3	<p>Install PFS software on the new MAP/40P.</p> <p>Refer to the installation procedures in Chapter 2, “Installation”.</p> <p>Set up five to six test stations on the switch with call coverage to the INTUITY Messaging hunt group.</p>	<p>Administer the MAP/40P the same as the MAP/5P.</p> <p>Perform <i>all</i> prescribed sanity tests during installation.</p>
4	<p>If INTUITY Messaging is on the MAP/5P, install INTUITY Messaging files on the MAP/40P from the backup tape.</p> <p>Refer to “Restoring from the Backup Tape” in Chapter 6, “Disaster Recovery”.</p>	<p>Skip to Step 10 if INTUITY Messaging is not required.</p>
5	<p>If available, install INTUITY Messaging data from attended backup tape.</p> <ol style="list-style-type: none"> 1. At the UNIX system prompt, log in as tsc 2. Insert attended backup tape in the tape drive. 3. Enter /mtce/bin/ldvoice1 2>&1 tee /tmp/ldvoice1.out 	<p>This installs names, announcements, greetings and messages as of the time of backup.</p>
6	<p>Enter /vs/bin/util/rcvrv1</p>	<p>Rename the /snap/installit.vs file to /snap/recovered.inf</p>

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Table 4-1. Migrate MAP/5P PFS to MAP/40P PFS — *Continued*

Step	Instructions	Comments, Observations, or Tests
7	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found).</p>
8	<p>Perform INTUITY Messaging audits.</p> <p>See “Conducting Audits” in Chapter 2 of the <i>Maintenance document</i>.</p> <p>Audit all items except network data.</p>	<p>Creates a sane INTUITY Messaging database.</p> <p>Header data for non-existent voice are removed.</p> <p>Voice files for non-existent headers are removed.</p>
9	<p>Verify feature options and installation, as described in the following procedures in Chapter 5 of the <i>Installation document</i>:</p> <p>“Verifying Lucent Intuity Feature Options”</p> <p>“Verifying the Installed Hardware”</p> <p>“Verifying the Installed Software”</p>	<p>Make sure the option values match those from the MAP/5P.</p>
10	<p>If Agent Assist is on the MAP/5P, install the Agent Assist package on the MAP/40P. See “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i>.</p>	<p>The two (2) packages installed are: pipeline agtassta</p> <p>Verify that the package installed successfully.</p>

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Table 4-1. Migrate MAP/5P PFS to MAP/40P PFS — *Continued*

Step	Instructions	Comments, Observations, or Tests
11	<p>If Customer Assist is on the MAP/5P, install Customer Assist package on this MAP/40P.</p> <p>Enter pkgadd -d ctape1</p> <p>Install the packages in this order:</p> <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	<p>Skip this step if Customer Assist is not required.</p> <p>The CCC set tape is always required and contains: DPlnBase, DPlnDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter</p> <p>The platform Colombian Spanish tape (cccPltCol) is always required.</p> <p>The CBM set tape is optional and contains: cccCbkMsg, cccCbkJUSE</p> <p>The optional CBM Colombian Spanish tape (cccCbkJCol) is required only if the CBMset tape is installed.</p>
12	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed. (Ignore the message about the Megaport board not found).</p>
13	<p>Restore Agent Assist files from backup tape.</p>	<p>Skip this step if Agent Assist is not required.</p> <p>This restores Agent Assist Administration data for supervisors and agents.</p>
14	<p>Restore Customer Assist files from backup</p> <p>Use Chapter 4 of the <i>CA document</i>.</p>	<p>Skip this step if Customer Assist is not required.</p> <p>Use the following procedures:</p> <ul style="list-style-type: none"> ■ Restore Database from Diskette ■ Put restored vectors into service ■ Backup/Restore Speech ■ Backup/Restore Mailbox Configuration

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Table 4-1. Migrate MAP/5P PFS to MAP/40P PFS — *Continued*

Step	Instructions	Comments, Observations, or Tests
15	<p>Perform a basic INTUITY Messaging sanity tests.</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. Retrieve the INTUITY Messaging message. 3. Leave another INTUITY Messaging message for the same subscriber retrieving the first one 	<p>Skip this step if INTUITY Messaging is not required.</p> <p>Prepare to have 2 people conduct this test, both active at the same time:</p> <p>Person #1 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #2 — caller leaving Person #1 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that second message is in the mailbox of Person #1.</p>
16	<p>Perform a basic Agent Assist sanity tests:</p> <ol style="list-style-type: none"> 1. Schedule an Agent Observing session to start at a specific time, lasting 10 minutes. 2. Within the 10-minute interval, place a call to the observed agent. 3. Second agent initiate a Malicious Call Recording. 	<p>Skip this step if Agent Assist is not required.</p> <p>Prepare to have 4 people conduct this test, both active at the same time:</p> <p>Person #1— customer talking to agent (Person #2), observed by Agent Observing.</p> <p>Person #3 — agent initiating Malicious Call Recording while talking to the customer (Person #4).</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both recording succeeded.</p>
17	<p>Perform basic Customer Assist sanity tests:</p> <ol style="list-style-type: none"> 1. Verify vector assignments for channels. 2. Select a channel and note the vector. 3. Call the selected channel. 	<p>Skip this step if Customer Assist is not required.</p> <p>Use "Modifying the Automatically Loaded Setup Vector", in Chapter 5, "Setup Vector", of the <i>CA document</i>.</p> <p>Verify that the call was handled as expected.</p>
18	<p>Move switch traffic to the new MAP/40P machine.</p>	<p>Use switch administration to return customer traffic to the MAP voice channels.</p>

Once you have completed this procedure, the final conditions should be:

- The new MAP/40P PFS system is at run-level 4 with the original set of applications (any combination of INTUITY Messaging, Agent Assist, and Customer Assist) functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The sanity tests have passed for all applications.

Overview

This chapter contains to “right-to-use” (RTU) procedure that allows the customer to add the needed capacity in 2-channel increments for an RTU fee.

RTU Procedure

Once INTUITY Messaging has been installed, several hardware and software components are controlled by the INTUITY Messaging “Right-To-Use” software that effectively prevents access unless the customer has paid the appropriate RTU fee. A maintenance technician with root privileges turns these components on or off (or enables a subset, if multiple instances are provided), using a special Feature Options Form Update screen.

Contact your remote maintenance organization to admister the RTU procedure.

Overview

The procedures in this chapter assume the PFS system was fully functional with customer data stored by each application package. The procedures assume the hard disk drive has just been replaced following a disastrous crash.

Objectives include recovery of the PFS environment that existed before the disaster occurred, and restoration of operating parameters and data for INTUITY Messaging and/or each of the application packages. In addition to restoration steps, there are steps to test the operability of each application, and to assess the entire system.

Before You Begin

Before starting, locate a copy of each document listed before the procedure. For some steps, the referenced documents contain necessary details you need to follow. For other steps, the documents contain reference data you will use to validate procedural tests.

Restore PFS with INTUITY Messaging

The following assumptions are made about the state of the system:

- The PFS system is down and has been diagnosed as having a bad hard drive.
- For INTUITY Messaging, recent unattended and (if available) recent attended backup tapes are on hand. See “Restoring from the Backup Tape”.
- A new/replacement disk drive is on hand.

You need the following documents for reference:

- Installation document
- Maintenance document
- Integration document

Table 6-1. Restore PFS with INTUITY Messaging

Step	Instructions	Comments, Observations, or Tests
1	Restore all PFS and INTUITY Messaging software: See “Install PFS Software” in Chapter 2, “Installation”, to install PFS. See “Restore INTUITY Messaging” to restore INTUITY Messaging.	Verify that all INTUITY Messaging components have been restored.
2	Perform a basic INTUITY Messaging sanity tests. 1. Leave a long INTUITY Messaging message. 2. Retrieve the INTUITY Messaging message. 3. Leave another INTUITY Messaging message for the same subscriber retrieving the first one	Prepare to have 2 people conduct this test, both active at the same time: Person #1 — INTUITY Messaging subscriber listening to a message. Person #2 — caller leaving Person #1 another message. Verify that all activities conclude successfully. Verify that second message is in the mailbox of Person #1.
3	Restore switch traffic to the machine.	Use switch administration to return customer traffic to the MAP voice channels.

Once you have completed this procedure, the final conditions should be:

- The system is at run-level 4 with INTUITY Messaging functioning with no error recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging sanity tests have passed.

Restore PFS with INTUITY Messaging and Agent Assist

The following assumptions are made about the state of the system:

- The PFS system is down and has been diagnosed as having a bad hard drive.
- For INTUITY Messaging, recent unattended and (if available) recent attended backup tapes are on hand. See “Restoring from the Backup Tape”.
- A recent backup of Agent Assist is on hand. See “Restoring from the Backup Tape”.
- A new/replacement disk drive is on hand.

You need the following documents for reference:

- AA document
- Maintenance document

Table 6-2. Restore PFS with INTUITY Messaging and Agent Assist

Step	Instructions	Comments, Observations, or Tests
1	Restore all PFS and INTUITY Messaging software: See “Install PFS Software” in Chapter 2, “Installation”, to install PFS. See “Restore INTUITY Messaging” to restore INTUITY Messaging.	Verify that all INTUITY Messaging components have been restored.
2	Install the Agent Assist package following “Server Software Installation”, in Chapter 2, “Software Installation”, of the <i>AA document</i> .	The two (2) packages installed are: pipeline agtassta Verify that the package installed successfully.

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Table 6-2. Restore PFS with INTUITY Messaging and Agent Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
3	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
4	Restore Agent Assist files from backup tape.	This restores Agent Assist Administration data for supervisors and agents.
5	<p>Perform a basic INTUITY Messaging sanity tests.</p> <ol style="list-style-type: none"> 1. Leave a long INTUITY Messaging message. 2. Retrieve the INTUITY Messaging message. 3. Leave another INTUITY Messaging message for the same subscriber retrieving the first one 	<p>Prepare to have 2 people conduct this test, both active at the same time:</p> <p>Person #1 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #2 — caller leaving Person #1 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that second message is in the mailbox of Person #1.</p>
6	<p>Perform a basic Agent Assist sanity tests:</p> <ol style="list-style-type: none"> 1. Schedule an Agent Observing session to start at a specific time, lasting 10 minutes. 2. Within the 10-minute interval, place a call to the observed agent. 3. Second agent initiate a Malicious Call Recording. 	<p>Prepare to have 4 people conduct this test, both active at the same time:</p> <p>Person #1— customer talking to agent (Person #2), observed by Agent Observing.</p> <p>Person #3 — agent initiating Malicious Call Recording while talking to the customer (Person #4).</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both recording succeeded.</p>
7	Restore switch traffic to the machine.	Use switch administration to return customer traffic to the MAP voice channels.

Once you have completed this procedure, the final conditions should be:

- The system is at run-level 4 with INTUITY Messaging and Agent Assist functioning with no errors recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging and Agent Assist tests have passed.

Restore PFS with INTUITY Messaging and Customer Assist

The following assumptions are made about the state of the system:

- The PFS system is down and has been diagnosed as having a bad hard drive.
- For INTUITY Messaging, recent unattended and (if available) recent attended backup tapes are on hand.
- A recent backup of Customer Assist in on hand.
- A new/replacement disk drive is on hand.

You need the following documents for reference:

- CA document
- Maintenance document

Table 6-3. Restore PFS with INTUITY Messaging and Customer Assist

Step	Instructions	Comments, Observations, or Tests
1	Restore all PFS and INTUITY Messaging software: See "Install PFS Software" in Chapter 2, "Installation", to install PFS. See "Restore INTUITY Messaging" to restore INTUITY Messaging.	Verify that all INTUITY Messaging components have been restored.

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Table 6-3. Restore PFS with INTUITY Messaging and Customer Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
2	<p>Install Customer Assist packages.</p> <p>Enter pkgadd -d ctape1</p> <p>Install the packages in this order:</p> <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	<p>The CCC set tape is always required and contains: DPlnBase, DPlnDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter</p> <p>The platform Colombian Spanish tape (cccPltCol) is always required.</p> <p>The CBM set tape is optional and contains: cccCbkMsg, cccCbkUSE</p> <p>The optional CBM Colombian Spanish tape (cccCbkCol) is required only if the CBMset tape is installed.</p>
3	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
4	<p>Restore Customer Assist files from backup</p> <p>Use Chapter 4 of the <i>CA document</i>.</p>	<p>Use the following procedures:</p> <ul style="list-style-type: none"> ■ Restore Database from Diskette ■ Put restored vectors into service ■ Backup/Restore Speech ■ Backup/Restore Mailbox Configuration

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Table 6-3. Restore PFS with INTUITY Messaging and Customer Assist — Continued

Step	Instructions	Comments, Observations, or Tests
5	Perform a basic INTUITY Messaging sanity tests. 1. Leave a long INTUITY Messaging message. 2. Retrieve the INTUITY Messaging message. 3. Leave another INTUITY Messaging message for the same subscriber retrieving the first one	Prepare to have 2 people conduct this test, both active at the same time: Person #1 — INTUITY Messaging subscriber listening to a message. Person #2 — caller leaving Person #1 another message. Verify that all activities conclude successfully. Verify that second message is in the mailbox of Person #1.
6	Perform basic Customer Assist sanity tests: 1. Verify vector assignments for channels. 2. Select a channel and note the vector. 3. Call the selected channel.	Use “Modifying the Automatically Loaded Setup Vector”, in Chapter 5, “Setup Vector”, of the <i>CA document</i> . Verify that the call was handled as expected.
7	Restore switch traffic to the machine.	Use switch administration to return customer traffic to the MAP voice channels.

Once you have completed this procedure, the final conditions should be:

- The system is at run-level 4 with INTUITY Messaging and Customer Assist functioning with no errors recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging and Customer Assist tests have passed.

Restore PFS with INTUITY Messaging, Agent Assist, and Customer Assist

The following assumptions are made about the state of the system:

- The PFS system is down and has been diagnosed as having a bad hard drive.
- For INTUITY Messaging, recent unattended and (if available) recent attended backup tapes are on hand.
- A recent backup of Customer Assist is on hand.
- A recent backup of Agent Assist is on hand.
- A new/replacement disk drive is on hand.

You need the following documents for reference:

- AA document
- CA document
- Maintenance document

Table 6-4. Restore PFS with INTUITY Messaging, AA, and CA

Step	Instructions	Comments, Observations, or Tests
1	Restore all PFS and INTUITY Messaging software: See "Install PFS Software" in Chapter 2, "Installation", to install PFS. See "Restore INTUITY Messaging" to restore INTUITY Messaging.	Verify that all INTUITY Messaging components have been restored.
2	Install the Agent Assist package following "Server Software Installation", in Chapter 2, "Software Installation", of the <i>AA document</i> .	The two (2) packages installed are: pipeline agtassta Verify that the package installed successfully.

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Table 6-4. Restore PFS with INTUITY Messaging, AA, and CA — Continued

Step	Instructions	Comments, Observations, or Tests
3	<p>Install Customer Assist packages.</p> <p>Enter pkgadd -d ctape1</p> <p>Install the packages in this order:</p> <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	<p>The CCC set tape is always required and contains: DPlnBase, DPlnDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter</p> <p>The platform Colombian Spanish tape (cccPltCol) is always required.</p> <p>The CBM set tape is optional and contains: cccCbkMsg, cccCbkUSE</p> <p>The optional CBM Colombian Spanish tape (cccCbkCol) is required only if the CBMset tape is installed.</p>
4	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
5	<p>Restore Agent Assist files from backup tape.</p>	<p>This restores Agent Assist Administration data for supervisors and agents.</p>
6	<p>Restore Customer Assist files from backup</p> <p>Use Chapter 4 of the <i>CA document</i>.</p>	<p>Use the following procedures:</p> <ul style="list-style-type: none"> ■ Restore Database from Diskette ■ Put restored vectors into service ■ Backup/Restore Speech ■ Backup/Restore Mailbox Configuration

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Table 6-4. Restore PFS with INTUITY Messaging, AA, and CA — Continued

Step	Instructions	Comments, Observations, or Tests
7	<p>Perform a basic INTUITY Messaging sanity tests.</p> <ol style="list-style-type: none"> <li data-bbox="326 470 764 531">1. Leave a long INTUITY Messaging message. <li data-bbox="326 548 764 609">2. Retrieve the INTUITY Messaging message. <li data-bbox="326 625 764 747">3. Leave another INTUITY Messaging message for the same subscriber retrieving the first one 	<p>Prepare to have 2 people conduct this test, both active at the same time:</p> <p>Person #1 — INTUITY Messaging subscriber listening to a message.</p> <p>Person #2 — caller leaving Person #1 another message.</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that second message is in the mailbox of Person #1.</p>
8	<p>Perform a basic Agent Assist sanity tests:</p> <ol style="list-style-type: none"> <li data-bbox="326 869 764 961">1. Schedule an Agent Observing session to start at a specific time, lasting 10 minutes. <li data-bbox="326 978 764 1039">2. Within the 10-minute interval, place a call to the observed agent. <li data-bbox="326 1056 764 1119">3. Second agent initiate a Malicious Call Recording. 	<p>Prepare to have 4 people conduct this test, both active at the same time:</p> <p>Person #1— customer talking to agent (Person #2), observed by Agent Observing.</p> <p>Person #3 — agent initiating Malicious Call Recording while talking to the customer (Person #4).</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both recording succeeded.</p>
9	<p>Perform basic Customer Assist sanity tests:</p> <ol style="list-style-type: none"> <li data-bbox="326 1304 764 1365">1. Verify vector assignments for channels. <li data-bbox="326 1381 764 1442">2. Select a channel and note the vector. <li data-bbox="326 1459 764 1482">3. Call the selected channel. 	<p>Use “Modifying the Automatically Loaded Setup Vector”, in Chapter 5, “Setup Vector”, of the <i>CA document</i>.</p> <p>Verify that the call was handled as expected.</p>
10	<p>Restore switch traffic to the machine.</p>	<p>Use switch administration to return customer traffic to the MAP voice channels.</p>

Once you have completed this procedure, the final conditions should be:

- The system is at run-level 4 with all applications functioning with no errors recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The INTUITY Messaging, Agent Assist, and Customer Assist tests have passed.

Restore PFS with Agent Assist

The following assumptions are made about the state of the system:

- The PFS system is down and has been diagnosed as having a bad hard drive.
- A recent backup of Agent Assist is on hand.
- A new/replacement disk drive is on hand.

You need the following documents for reference:

- AA document
- Maintenance document

Table 6-5. Restore PFS with Agent Assist

Step	Instructions	Comments, Observations, or Tests
1	Restore all PFS software: See "Install PFS Software" in Chapter 2, "Installation", to install PFS.	Verify that all PFS components have been restored.
2	Install the Agent Assist package following "Server Software Installation", in Chapter 2, "Software Installation", of the <i>AA document</i> .	The two (2) packages installed are: pipeline agtassta Verify that the package installed successfully.
3	Reboot the system by following "Shutting Down and Rebooting the Lucent INTUITY System" in Chapter 3 of the <i>Maintenance document</i> . Allow the system to come up to full voice system activity, diagnostics finished.	No errors should be observed. (Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)

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Table 6-5. Restore PFS with Agent Assist — Continued

Step	Instructions	Comments, Observations, or Tests
4	Restore Agent Assist files from backup tape.	This restores Agent Assist Administration data for supervisors and agents.
5	Perform a basic Agent Assist sanity tests: 1. Schedule an Agent Observing session to start at a specific time, lasting 10 minutes. 2. Within the 10-minute interval, place a call to the observed agent. 3. Second agent initiate a Malicious Call Recording.	Prepare to have 4 people conduct this test, both active at the same time: Person #1— customer talking to agent (Person #2), observed by Agent Observing. Person #3 — agent initiating Malicious Call Recording while talking to the customer (Person #4). Verify that all activities conclude successfully. Verify that both recording succeeded.
6	Restore switch traffic to the machine.	Use switch administration to return customer traffic to the MAP voice channels.

Once you have completed this procedure, the final conditions should be:

- The system is at run-level 4 with Agent Assist functioning with no errors recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Agent Assist tests have passed.

Restore PFS with Customer Assist

The following assumptions are made about the state of the system:

- The PFS system is down and has been diagnosed as having a bad hard drive.
- A recent backup of Customer Assist is on hand.
- A new/replacement disk drive is on hand.

You need the following documents for reference:

- CA document
- Maintenance document

Table 6-6. Restore PFS with Customer Assist

Step	Instructions	Comments, Observations, or Tests
1	Restore all PFS software: See "Install PFS Software" in Chapter 2, "Installation", to install PFS.	Verify that all PFS components have been restored.
2	Install Customer Assist packages. Enter pkgadd -d ctape1 Install the packages in this order: <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Columbian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	<p>The CCC set tape is always required and contains: DPInBase, DPInDefUS, SplkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter</p> <p>The platform Columbian Spanish tape (cccPltCol) is always required.</p> <p>The CBM set tape is optional and contains: cccCbKMsg, cccCbKUSE</p> <p>The optional CBM Columbian Spanish tape (cccCbKCol) is required only if the CBMset tape is installed.</p>
3	Reboot the system by following "Shutting Down and Rebooting the Lucent INTUITY System" in Chapter 3 of the <i>Maintenance document</i> . Allow the system to come up to full voice system activity, diagnostics finished.	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>

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Table 6-6. Restore PFS with Customer Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
4	Restore Customer Assist files from backup Use Chapter 4 of the <i>CA document</i> .	Use the following procedures: <ul style="list-style-type: none"> ■ Restore Database from Diskette ■ Put restored vectors into service ■ Backup/Restore Speech ■ Backup/Restore Mailbox Configuration
5	Perform basic Customer Assist sanity tests: <ol style="list-style-type: none"> 1. Verify vector assignments for channels. 2. Select a channel and note the vector. 3. Call the selected channel. 	Use “Modifying the Automatically Loaded Setup Vector”, in Chapter 5, “Setup Vector”, of the <i>CA document</i> . Verify that the call was handled as expected.
6	Restore switch traffic to the machine.	Use switch administration to return customer traffic to the MAP voice channels.

Once you have completed this procedure, the final conditions should be:

- The system is at run-level 4 with Customer Assist functioning with no errors recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Customer Assist tests have passed.

Restore PFS with Agent Assist and Customer Assist

The following assumptions are made about the state of the system:

- The PFS system is down and has been diagnosed as having a bad hard drive.
- A recent backup of Customer Assist is on hand.
- A recent backup of Agent Assist is on hand.
- A new/replacement disk drive is on hand.

You need the following documents for reference:

- AA document
- CA document
- Maintenance document

Table 6-7. Restore PFS with Agent Assist and Customer Assist

Step	Instructions	Comments, Observations, or Tests
1	Restore all PFS software: See "Install PFS Software" in Chapter 2, "Installation", to install PFS.	Verify that all PFS components have been restored.
2	Install the Agent Assist package following "Server Software Installation", in Chapter 2, "Software Installation", of the <i>AA document</i> .	The two (2) packages installed are: pipeline agtassta Verify that the package installed successfully.
3	Install Customer Assist packages. Enter pkgadd -d ctape1 Install the packages in this order: <ul style="list-style-type: none"> ■ CCC set tape ■ Platform Colombian Spanish tape ■ CBM set tape (optional) ■ CBM Spanish tape (optional) 	The CCC set tape is always required and contains: DPlnBase, DPlnDefUS, SpIkBase, cccBase, cccPltfrm, cccPltUSE, cccRouter The platform Colombian Spanish tape (cccPltCol) is always required. The CBM set tape is optional and contains: cccCbKMsg, cccCbKUSE The optional CBM Colombian Spanish tape (cccCbKCol) is required only if the CBMset tape is installed.

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Table 6-7. Restore PFS with Agent Assist and Customer Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
4	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found and the INTUITY Messaging error about no speech found.)</p>
5	Restore Agent Assist files from backup tape.	This restores Agent Assist Administration data for supervisors and agents.
6	<p>Restore Customer Assist files from backup</p> <p>Use Chapter 4 of the <i>CA document</i>.</p>	<p>Use the following procedures:</p> <ul style="list-style-type: none"> ■ Restore Database from Diskette ■ Put restored vectors into service ■ Backup/Restore Speech ■ Backup/Restore Mailbox Configuration
7	<p>Perform a basic Agent Assist sanity tests:</p> <ol style="list-style-type: none"> 1. Schedule an Agent Observing session to start at a specific time, lasting 10 minutes. 2. Within the 10-minute interval, place a call to the observed agent. 3. Second agent initiate a Malicious Call Recording. 	<p>Prepare to have 4 people conduct this test, both active at the same time:</p> <p>Person #1— customer talking to agent (Person #2), observed by Agent Observing.</p> <p>Person #3 — agent initiating Malicious Call Recording while talking to the customer (Person #4).</p> <p>Verify that all activities conclude successfully.</p> <p>Verify that both recording succeeded.</p>
8	<p>Perform basic Customer Assist sanity tests:</p> <ol style="list-style-type: none"> 1. Verify vector assignments for channels. 2. Select a channel and note the vector. 3. Call the selected channel. 	<p>Use “Modifying the Automatically Loaded Setup Vector”, in Chapter 5, “Setup Vector”, of the <i>CA document</i>.</p> <p>Verify that the call was handled as expected.</p>

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Table 6-7. Restore PFS with Agent Assist and Customer Assist — *Continued*

Step	Instructions	Comments, Observations, or Tests
9	Restore switch traffic to the machine.	Use switch administration to return customer traffic to the MAP voice channels.

Once you have completed this procedure, the final conditions should be:

- The system is at run-level 4 with all applications functioning with no errors recorded in either the Event Log or the INTUITY Messaging maintenance log.
- The Agent Assist and Customer Assist tests have passed.

Restore INTUITY Messaging

This procedure is common to all recovery scenarios that include INTUITY Messaging.

You need to copies of the following documents:

- Installation document
- Maintenance document

Table 6-8. Restore INTUITY Messaging

Step	Instructions	Comments, Observations, or Tests
1	Remove incoming traffic from the system.	Use switch administration to direct customer traffic away from the voice channels. You need the INTUITY Messaging hunt group for testing, so change the call coverage path for current subscribers.
2	Install the new hard disk drive. See, "Replacing a Hard Disk Drive", in Chapter 6 of the <i>Maintenance document</i> .	Make sure the system has been shut down. Follow instructions "Replacing Hard Disk Drive 0".

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Table 6-8. Restore INTUITY Messaging — *Continued*

Step	Instructions	Comments, Observations, or Tests
3	<p>Install the INTUITY Messaging software:</p> <p>See “Install INTUITY Messaging Software” in Chapter 2, “Installation”, Steps 1-16 only.</p>	<p>Do not execute Steps 17-21; they apply only to initial installations.</p> <p>Verify that all INTUITY Messaging components have been restored.</p>
4	<p>Restore INTUITY Messaging files from the unattended nightly backup tape.</p> <p>Refer to “Restoring Backups”, in Chapter 3 of the <i>Maintenance document</i>.</p>	<p>This restores INTUITY Messaging feature options, database, and other parameters.</p> <p>See “Backing Up (Unattended)” in Chapter 3 of the <i>Maintenance document</i> for list files that are restored.</p>
5	<p>If available, restore INTUITY Messaging data from attended backup tape.</p> <ol style="list-style-type: none"> 1. At the UNIX system prompt, log in as tsc 2. Insert attended backup tape in the tape drive. 3. Enter /mtce/bin/ldvoice1 2>&1 tee /tmp/ldvoice1.out 	<p>This installs names, announcements, greetings and messages as of the time of backup.</p>
6	<p>Enter /vs/bin/util/rcvrv1</p>	<p>Renames the /snap/installit.vs file to /snap/recovered.inf</p>
7	<p>Reboot the system by following “Shutting Down and Rebooting the Lucent INTUITY System” in Chapter 3 of the <i>Maintenance document</i>.</p> <p>Allow the system to come up to full voice system activity, diagnostics finished.</p>	<p>No errors should be observed.</p> <p>(Ignore the message about the Megaport board not found).</p>
8	<p>Perform INTUITY Messaging audits.</p> <p>See “Conducting Audits” in Chapter 2 of the <i>Maintenance document</i>.</p> <p>Audit all items except network data.</p>	<p>Creates a sane INTUITY Messaging database.</p> <p>Header data for non-existent voice are removed.</p> <p>Voice files for non-existent headers are removed.</p>

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Table 6-8. Restore INTUITY Messaging — *Continued*

Step	Instructions	Comments, Observations, or Tests
9	Verify feature options and installation, as described in the following procedures in Chapter 5 of the <i>Installation document</i> : “Verifying Lucent Intuity Feature Options” “Verifying the Installed Hardware” “Verifying the Installed Software”	Make sure the option values match the system prior to disaster recovery.
10	Check the system date and time. See “Verifying the Date and Time” in Chapter 3 of the <i>Maintenance document</i> .	
11	If a LAN circuit card is installed, check its operation: Add host entries to /etc/hosts file. Enter ping <remote host name>	If there is a problem: 1. Perform “Configuring the LAN Circuit Card” in Chapter 5 of the <i>Maintenance document</i> . 2. Perform “Initial Administration and Testing for TCP/IP Networking and Message Manager”, in Chapter 8 of the <i>Installation document</i> . 3. Add host entries to /etc/hosts file. 4. Enter ping <remote host name>

Restoring from the Backup Tape

Use the procedure below to restore the data on the backup tape using the QuickStart software:

1. Insert the QuickStart (QS) floppy diskette in the floppy disk drive.
2. Reboot the system by following "Shutting Down and Rebooting the Lucent INTUITY System" in Chapter 3 of the *Maintenance document*.

When the system comes back up, it displays the QS init screen.

3. At the QS Option prompt, enter **1**

The system displays the device selection screen.

4. Enter **2** (for Tandberg 2.5GB QIC Tape).

The system displays the QS init screen.

5. Enter **3**

The system displays the following message:

```
Please insert the QS tape in the
tape drive and press enter.
```

6. Insert the QS backup tape in the tape drive and press **[ENTER]**.

The system displays the following messages:

```
Verifying Tape and Reading Tape Contents Listing
Tape contains a QS BACKup and is ready
There is one drive volume on this tape:
Volume 1 = First SCSI hard drive, size = xxx MB
Press [ENTER] to continue.
```

7. Press **[ENTER]**.

The system displays the following message:

```
Restoring the First SCSI hard drive
File Bytes = xxxxxxxxxxxxxx
```

There system displays the number of bytes remaining until all bytes

are restored to the hard drive

and then displays the following message:

```
Remove the QS tape and press enter to continue.
```

8. Remove the tape and the QS floppy and press **[ENTER]**.

The system performs a reboot.