NORTEL

Enterprise: Common

Solution Integration Guide for Communication Server 1000 Release 5.5/CallPilot/Contact Center/Telephony Manager

NN49000-310

Contents

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About this document

This document describes the planning, configuration, and troubleshooting of the integration of the Communication Server 1000 (CS 1000) system with CallPilot and Contact Center. Integrate the CS 1000 with CallPilot and Contact Center after all three systems are installed and a baseline of operation is achieved and tested.

The following systems and software releases are covered in this guide:

- Communication Server 1000 Release 5.5

- CallPilot Release 4.0

- Contact Center Release 6.0

- Telephony Manager Release 3.2

This document is intended to be a stand-alone guide, covering the prerequisites to and implementation of a successful CS 1000/CallPilot/Contact Center integration. A minimum skill set and level of understanding is assumed. References to other NTPs, engineering guides, or troubleshooting guides are made for informational purposes.

Audience

The intended audience for this document includes network planners, installers, and maintenance personnel.

Related information

The following NTPs are referenced in this guide:

- *CallPilot Network Planning Guide* (555-7101-102)

- *Communication Server 1000E Installation and Commissioning* (NN43041-310)

- *Communication Server 1000M and Meridian 1 Large System Installation and Commissioning* (NN43021-310)

- *Dialing Plans Reference* (NN43001-283)

- *Meridian 1 Small System Installation and Commissioning* (NN43011-310)

Overview

This document describes the integration of the Communication Server 1000 (CS 1000) system with CallPilot, Contact Center, and Telephony Manager.

Integration prerequisites

- You have basic programming and provisioning skills for the CS 1000, CallPilot, Contact Center, and Telephony Manager systems. Nortel recommends that you complete product-specific training before you begin integrating the systems integration. A complete list of courses is available at www.nortel.com.

- A system baseline for the CS 1000, CallPilot, Contact Center, and Telephony Manager systems is established and the systems are configured and working in a stand-alone environment. Use Table 1 "Pre-integration checklist" (page 9) to complete the system baseline.

- System parameters required to successfully complete the integration are recorded. Record the parameters listed in Table 2 "Integration parameters" (page 11) during the initial planning phase of the integration.

Table 1
Pre-integration checklist

Task	Reference	Comments
The Network Numbering Plan is implemented.	*Dialing Plans Reference* (NN43001-283)	Are you using a Uniform Dialing Plan (UDP) or a Coordinated Dialing Plan (CDP), or both? Are you also using a Group Dialing Plan (GDP), a North American Numbering Plan (NANP), or a Flexible Numbering Plan (FNP)?

Task	Reference	Comments
CS 1000 software is Release 5.5 or later.		To check the CS 1000 software release: **1** Log on to Element Manager. **2** On the left navigation pane, select **Home**. The Home System View page appears. **3** In the Call Server section, the software release is referred to as Release.
Basic installation, setup, and configuration of the Call Server components are complete.	*Meridian 1 Small System Installation and Commissioning* (NN43011-310) *Communication Server 1000M and Meridian 1 Large System Installation and Commissioning* (NN43021-310) *Communication Server 1000E Installation and Commissioning* (NN43041-310)	
Attendant Overflow Position package 56 is installed.		To check that the package is loaded: **1** Open a Telnet session to the Call Server. **2** Log on to the Signaling Server. **3** Enter **LD 22**. **4** Enter **PRT**. **5** Enter **PKG 56**. **6** The package is loaded if you do not receive a "package is restricted" message.
CallPilot is commissioned without specific switch information.		
CallPilot software is Release 4.0 or later.		

Task	Reference	Comments
Contact Center is commissioned without specific CS 1000 switch information or Voice Services information.		
Contact Center software is Release 6.0 or later.		

Table 2
Integration parameters

Parameter	Value
CS 1000 parameters	
Customer number to which CallPilot and Contact Center belong	
ELAN subnet for the AML link and its associated VAS Identifier (VSID)	
VAS Identifier (VSID)	
Number of Call Registers	
Primary Ethernet IP address (ELAN)	
Primary Host Name	
Secondary Ethernet IP Address (ELAN)	
Secondary Host Name	
Subnet Mask	
Default Gateway if CS 1000 is connected to a Nortel server subnet	
Network IP address	
Private Network Identifier	
Home Location (ESN) of the CS 1000	
Local Steering Code (LSC) of the CS 1000	
ACDN for the CallPilot agent queue	
Maximum number of agents	
List of Terminal Number (TNs) for all agents	
Position IDs for each agent	
List of on ringing DNs used for outbound calls	
Default ACD DN referenced in the CDN	
DFDN used in the CDN configuration	
Control DN of the queue	

Parameter	Value
Attendant DN	
Voice messaging CDN	
Multimedia Messaging CDN	
Superloop number	
CallPilot parameters	
Switch customer number configured in CS 1000	
CS 1000 system switch IP address (ELAN)	
TN information	
a. Loop number	
b. Shelf number	
c. Card number	
d. Unit number	
e. Key 0 (position ID)	
f. Key 1 (SCN)	
g. Channel allocation	
Voice messaging CDN	
Multimedia Messaging CDN	
Contact Center parameters	
CS 1000 system name	
CS 1000 switch IP Address (ELAN)	
Switch customer number configured in CS 1000	
CallPilot server IP address	
CallPilot server port: use 10008	

Integration tasks

This workflow shows the sequence of tasks you perform to integrate the CS 1000, CallPilot, and Contact Center systems.

Figure 1
Integration workflow
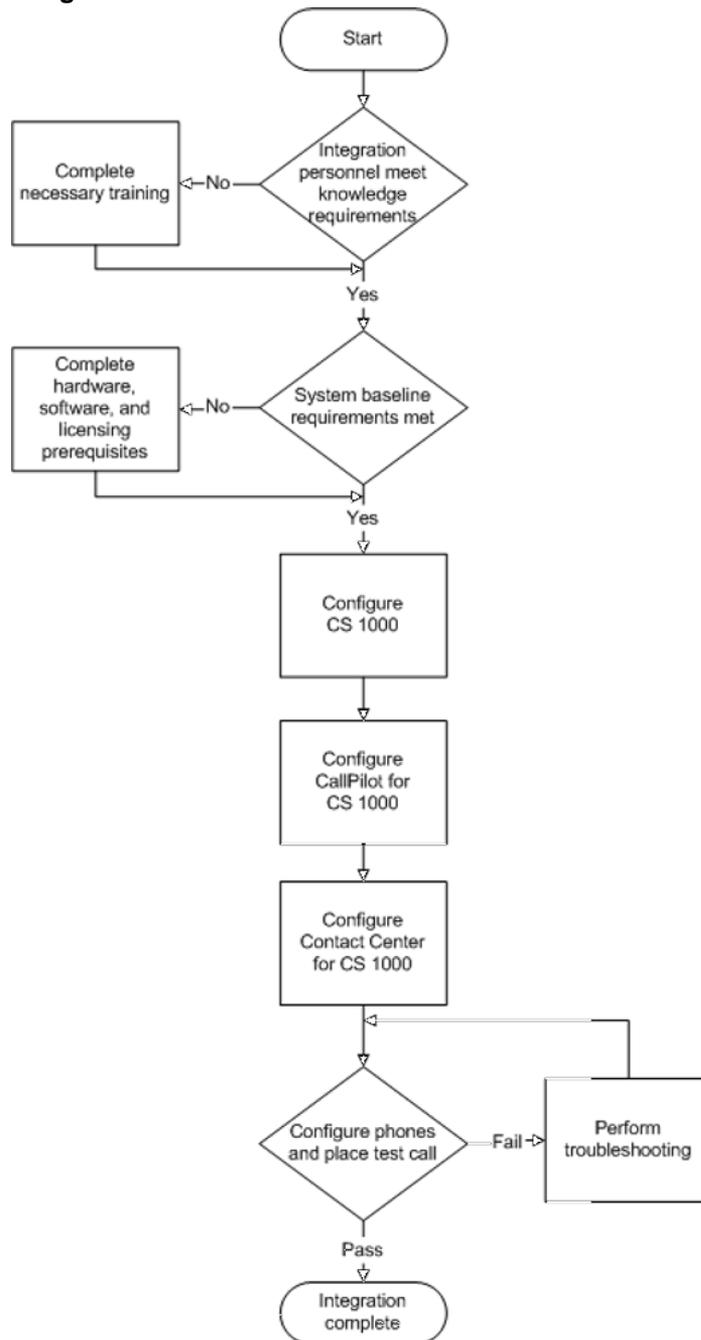
Navigation

The tasks in the CS 1000/CallPilot/Contact Center systems integration process are listed in . Use this checklist to implement the integration.

Table 3
Task completion checklist

Task	Reference
Configure CS 1000	1. "Checking the system status" (page 17) 2. "Configuring CallPilot resources on the CS 1000" (page 21) 3. "Configuring Contact Center resources on the CS 1000" (page 45)
Configure CallPilot	1. "Logging on to CallPilot Manager" (page 59) 2. "Configuring the keycode and serial numbers" (page 62) 3. "Configuring CallPilot server information" (page 64) 4. "Configuring password information" (page 65) 5. "Configuring multimedia allocations" (page 66) 6. "Configuring the CS 1000 switch information" (page 67) 7. "Configuring the links on the MGate card" (page 68) 8. "Configuring CDN information" (page 69) 9. "Configuring the Contact Center Language Source" (page 70) 10. "Configuring the CallPilot LAN interface" (page 71)
Configure Contact Center	1. "Shutting down services" (page 73) 2. "Configuring Contact Center Manager Server after installation" (page 74) 3. "Configuring CDNs on the Contact Center Manager Administration Server " (page 81) 4. "Configuring and acquiring an IVR ACD DN" (page 82) 5. "Configuring agent telephones on the Contact Center Server" (page 83)

Task	Reference
	6. "Configuring voice ports on the Contact Center Server" (page 84)
Configure Telephony Manager	1. "Setting up communications information" (page 85)
	2. "Setting up customer information" (page 89)
	3. "Setting up TM applications" (page 91)
	4. "Setting up system data" (page 93)

CS 1000 configuration

This section describes the steps to configuring the Communication Server 1000 (CS 1000) for systems integration.

CallPilot can be provided only on a per customer basis on the Communication Server 1000 (CS 1000) system. AML messages used for communications between the CS 1000 system and CallPilot contain a customer number to which CallPilot belongs.

In these procedures, ensure that you enter the correct customer number in the overlays.

CS 1000 configuration procedures

Checking the system status

The sequence of procedures in this section is as follows:

Checking the current IP address of the CS 1000 (LD 117)

Perform the following procedure to check the current IP address and routes in the CS 1000.

Checking the current IP address of the CS 1000 (LD 117)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 117**.
3	Enter the commands described in the following table.

—End—

Table 4
LD 117 - Check the IP address

Command	Description
PRT HOST	Prints the network host table information stored in the database
PRT ROUTE	Prints the routing table information stored in the database
STAT HOST	Displays current runtime host table status
PRT MASK	Prints the subnet mask stored in the database

Defining a default Gateway (LD 117)

Perform the following procedure to add a default Gateway if one is not defined. Use the PRT ROUTE command described in "Checking the current IP address of the CS 1000 (LD 117)" (page 17) section to determine whether a default gateway is defined.

Defining a default Gateway (LD 117)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 117**.
3	Enter the commands described in the following table.

—End—

Table 5
LD 117 - Define default Gateway

Command	Description
new route x.x.x.x a.b.c.d	Configures a new routing entry, where
	x.x.x.x = network IP address. For a default Gateway, enter 0.0.0.0
	a.b.c.d = Gateway IP address of the local CS 1000 system

Checking the Ethernet Interface status of the CS 1000 (LD 137)

Perform the following procedure to check the Ethernet interface status.

Checking the Ethernet interface status of the CS 1000 (LD 137)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 137**.
3	Enter the commands described in the following table.
4	Check that the parameter **ELNK** is **ENABLED**. If **ELNK** is not **ENABLED**, perform the procedure "Enabling the Ethernet interface on the CS 1000 (LD 137)" (page 19).

—End—

Table 6
LD 137 - Check Ethernet interface status

Command	Description
STAT ELNK	Displays the status of the Ethernet link on the active IOP card

Enabling the Ethernet interface on the CS 1000 (LD 137)

Perform the following procedure to enable the Ethernet interface.

Enabling the Ethernet interface on the CS 1000 (LD 137)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 137**.
3	Enter the commands described in the following table.
4	Check that the Ethernet interface is enabled.

Refer to the procedure .

—End—

Table 7
LD 137 - Enable Ethernet interface

Command	Description
ENL ELNK	Enables the Ethernet link on the active IOP card

Checking the ELAN status on the CS 1000 (LD 48)

Perform the following procedure to check the ELAN status.

Checking the ELAN status on the CS 1000 (LD 48)

Step	Action

1   Connect to the Call Server.

2   Enter **LD 48**.

3   Enter the commands described in the following table.

4   Check that the **Server Task** parameters are set to **ENABLED**.
     If the server task is not enabled, perform the procedure .

—End—

Table 8
LD 48 - Check ELAN status

Command	Description
STAT ELAN	Checks the status of all configured ELAN subnets
STAT ELAN x	Checks the status of ELAN x

Enabling the ELAN on the CS 1000 (LD 48)

Perform the following procedure to enable the ELAN.

Enabling the ELAN on the CS 1000 (LD 48)

Step	Action

1   Connect to the Call Server.

2   Enter **LD 48**.

3   Enter the commands described in the following table.

4   Check that the ELAN is enabled.
            Refer to the procedure "Checking the ELAN status on the CS 1000
            (LD 48)" (page 20).

—End—

Table 9
LD 48 - Enable ELAN

Command	Description
ENL ELAN	Enables the ELAN server task

Configuring CallPilot resources on the CS 1000

The sequence of procedures in this section is as follows:

- "Configuring the ELAN subnet (LD 17)" (page 22)

- "Configuring the System Parameters (LD 17)" (page 23)

- "Defining CallPilot in the customer data block (LD 15)" (page 24)

- "Configuring the route data block" (page 28)

- "Configuring Automatic Call Distribution (LD 23)" (page 29)

- "Configuring ACD agent voice ports for CallPilot (LD 11)" (page 31)

- "Configuring card slots" (page 33)

- "Defining the default Automatic Call Distribution DN (LD 23)" (page 33)

- "Configuring a CDN queue (LD 23)" (page 34)

- "Configuring attendant consoles (LD 15) " (page 36)

- "Configuring a phantom superloop (LD 97)" (page 37)

- "Configuring phantom DNs (LD 10)" (page 38)

- "Configuring dummy ACD DNs (LD 23)" (page 39)

- "Provisioning telephones" (page 41)

- "Saving CS 1000 changes (LD 43)" (page 44)

Configuring the ELAN subnet (LD 17)

Define and configure the ELAN subnet for the AML link and its associated VSID in the configuration record. This provides the Ethernet connection over which AML messages are exchanged between the CS 1000 system and CallPilot. A separate ELAN must be created for CallPilot and Contact Center for the purpose of integration.

Perform this procedure only if the ELAN subnet is not provisioned.

Configuring the ELAN subnet (LD 17)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 17**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 10
LD 17 - ELAN subnet

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	CFN	Configuration record
ADAN	NEW ELAN xx	Configure a new link and assign it a number, where xx is within the ELAN subnet range (16–31). You can use any number in this range as long as it is not already used. Make a note of this link number for your reference.
- CTYP	ELAN	Card type
- DES	x...x	Enter a designator of up to six characters in length to identify this ELAN subnet. Because the ELAN subnet is not dedicated to a specific application, make the designator generic.
VAS	NEW	Configure a new AML link or change the existing link configuration.

Prompt	Response	Descriptions
- VSID	xx	The VAS identifier can be in the range of 16–31. For convenience, this can be the same number you assigned to the new ELAN subnet link (in response to the ADAN prompt).
- ELAN	xx	Use the same number as defined in the ADAN prompt.
- SECU	YES	Security. If you have a Contact Center server connected to your switch, enter YES (even if you are not using Contact Center's Voice Services Support).

Configuring the System Parameters (LD 17)

Perform the following procedure to configure the System Parameters.

Configuring the System Parameters (LD 17)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 17**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 11
LD 17 - System Parameters

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	PARM	System Parameters

Prompt	Response	Descriptions
NCR	x...x	Number of Call Registers. The range depends on the system type. Increment the current value by 2 x the number of CallPilot DS0 channels. For example, if the current NCR value is 500 and there are 24 DS0 channels, enter 548. Refer to the *Software Input/Output: Administration* (553-3001-311) for more about NCR.
CSQI	(20) to x	Maximum number of call registers for CSL input queues. Set this parameter to the number of CallPilot DS0 channels, multiplied by two. x = 25% of NCR. For example, if there are 24 DS0 channels, enter 48.
CSQO	(20) to x	Maximum number of call registers for CSL/AML output queues. Set this parameter to the number of CallPilot DS0 channels, multiplied by two. x = 25% of NCR. For example, if there are 24 DS0 channels, enter 48.

Defining CallPilot in the customer data block (LD 15)

You must define the CallPilot service in the customer data block, with the Call Park Allowed (CPA) and Message Center Included (MCI) options enabled. During this configuration, you also define how unanswered and busy calls are routed:

- Flexible Call Forward (FNAD/FNAN/FNAL) is set on a per customer basis. Define the call forward DN in the user's phoneset data.

- Call Forward No Answer/Busy (MDID/NDID/MWFB) is set on a per customer basis. All no answer and busy calls are routed to the flexible call forward DN, provided that the called phoneset has the Message Waiting Allowed (MWA) class of service enabled.

Normally, non-Direct Inward Dialing (DID) calls are routed to CallPilot when a no answer or busy condition is encountered. As an option, you can route DID calls to the attendant's or user's Hunt DN.

Configuring Call Park Allowed and Message Center Included

Step	Action
1	Connect to the Call Server.
2	Enter **LD 15**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 12
LD 15 - Call Park Allowed and Message Center Included

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	FTR_DATA	Customer features and options
CUST	xx	Customer number, where xx = 0–99
OPT	CPA MCI a..a	Options. Enter CPA (Call Park Allowed) MCI (Message Center Included), and all other desired options, each separated with a space.
IDEF	YES or NO	Internal/External Definition. Set to YES if Call Forward by Call Type feature (CFCT) is enabled on the CS 1000 switch.

Configuring Call Redirection

Step	Action
1	Connect to the Call Server.
2	Enter **LD 15**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 13
LD 15 - Call Redirection

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	RDR_DATA	Call Redirection
CUST	xx	Customer number (0–99)
FNAD	aaa	Call forward No Answer treatment for DID calls, where aaa = FDN for CallPilot setup
FNAT	aaa	Call forward No Answer treatment for external trunk non-DID calls, where aaa = FDN for CallPilot setup
FNAL	aaa	Call forward No Answer treatment for all other calls, including trunk calls marked as internal, where aaa = FDN for CallPilot setup
CFNA	1-(4)-15	Number of normal ringing cycles for Call Forward No Answer (CFNA)
CFN(X)	1-(4)-15	The number of normal ring cycles before the call is forwarded, where X = 0, 1, or 2. **Note:** The CFN(X) prompts may appear instead of CFNA, depending on the release installed on the CS 1000.

Enabling or disabling End-to-End Signaling Tone (LD 15)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 15**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 14
LD 15 - Enabling or disabling EEST

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	FTR_DATA	Customer features and options
CUST	xx	Customer number (0–99)
EEST	(NO) YES	End-to-End signaling tone to originating party. For remote CS 1000 sites, enter NO.

Configuring ISDN

Step	Action
1	Connect to the Call Server.
2	Enter **LD 15**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 15
LD 15 - Configuring ISDN

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	NET_DATA	Networking
CUST	xx	Customer number (0–99)
ISDN	(NO) YES	Integrated Services Digital Network Set to YES only if NMS is purchased. Otherwise, set to NO.

Prompt	Response	Descriptions
PNI	(0)-16283	Private Network Identifier
		Within one network, use the same PNI value in LDs 15 and 16. When you interwork with different networks, enter the PNI of this CS 1000 system in LD 15, and the PNI of the target or remote CS 1000 system in LD 16.
		The default PNI = 0 prevents the operations of features such as NRAG, NACD and NMS.
HLOC	xxx	Home Location Code, where xxx = HLOC value defined in LD 90.
		Prompted when ISDN = YES or with Digital Private Network Signaling System (DPNSS) package 123.
LSC	yyy	Local Steering Code (LSC), where yyy = LSC defined in LD 15.
		LSC is required if the coordinated Dialing Plan (CDP) DNs are longer than the local PDNs. The LSC prompt appears only if a 5 or 6 dialing plan is configured or if DPNSS is equipped.

Configuring the route data block

If you have purchased Network Message Service (NMS) to allow a number of switches to share CallPilot (installed on only one switch), then configure the route data block.

For details on additional switch configuration for NMS, refer to *CallPilot Network Planning Guide* (555-7101-102).

Ensure that Digit Manipulation (DMI in LD 86) is not used to insert ESN access codes at the sending switch. ESN access code insertion must be done at the receiving switch (INAC in LD 16).

Configuring the route data block

Step	Action
1	Connect to the Call Server.
2	Enter **LD 16**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.

4   To exit the overlay, enter **** and press Return.

—End—

Table 16
LD 16 - Configuring route data block

Prompt	Response	Descriptions
REQ	NEW or CHG	Add new data or change existing data block
TYPE	RDB	Route data block
CUST	xx	Customer number (0–99)
ROUT	x..x	Route Number, where x..x = 0-511 for Large Systems and CS 1000E Systems 0-127 for Small Systems, CS 1000S, MG 1000B, and MG 1000T systems
DES	x..x	Designator field for trunk (0 to 16 characters)
PNI	(0)-32700	Private Network Identifier
NCRD	(NO)/YES	Network Call Redirection Allowed, where NO = Network Call Redirection messages blocked YES = Network Call Redirection messages allowed Network Call Redirection can occur when NCRD is not set to YES. This prompt controls only the sending of Network Call Redirection messages, not the call itself.
TRO	(NO)/YES	Trunk Route Optimization (prompted if NCRD = YES)
INAC	(NO)/YES	Insert ESN Access Code to incoming private network call

Configuring Automatic Call Distribution (LD 23)

You must set up only one Automatic Call Distribution (ACD) agent queue to service CallPilot, unless you are enabling the Contact Center Voice Services Support feature. This queue holds all the agents that correspond to DS0 channels on the CallPilot server.

If you are enabling the Contact Center Voice Services Support feature, you must set up two additional ACD agent queues: one for ACCESS ports, and one for IVR ports. A segment of the CallPilot ports must be dedicated to the Contact Center Voice Services Support feature.

Configuring Automatic Call Distribution (LD 23)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 23**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 17
LD 23 - Configuring ACD agent queue

Prompt	Response	Descriptions
REQ	NEW	Add new data
TYPE	ACD	Automatic Call Distribution
CUST	xx	Customer number (0–99)
ACDN	xxxx	ACD Directory Number for CallPilot applications
MWC	NO	Message Waiting Center For CallPilot, set MWC to NO.
MAXP	1-120	Maximum number of agent positions
CALP	POS	Called Party DN, where POS = POSID + DNIS in the CALP DN field in the PCI message TER = Terminating DN in the CALP DN field in the PCI message For CallPilot, set CALP to POS.
IVR	YES	Interactive Voice Response queue For CallPilot, set IVR to YES.
ALOG	YES	Provide Automatic Login for agents For CallPilot, set ALOG to YES.

Configuring ACD agent voice ports for CallPilot (LD 11)

For CallPilot, you must define channels as ACD agents on M2008 digital sets. All agents are added to the ACD queues that you configure.

Perform the following procedure to configure agents.

Configuring ACD agent voice ports for CallPilot (LD 11)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 11**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 18
LD 11 - Configuring ACD agents

Prompt	Response	Descriptions
REQ	NEW	Add new data
TYPE	2008	Type of Data block
		For CallPilot, TYPE must be 2008.
TN		Terminal Number
		A TN is required for each agent.
	l s c u	For Large Systems, where l s c u = loop, shelf, card, unit
	c u	For Small Systems, where c u = card, unit
DES	d..d	ODAS station designator, where d..d = 1-6 alphanumeric characters
CUST	xx	Customer number (0–99)

Prompt	Response	Descriptions
CLS	aaaa	Class of Service
		Each agent must have the VCE and MMA Class of Service. To get the VCE Class of Service on the upper 16 units (16 to 31), you must first specify the FLXA Class of Service.
		For Call Pilot configuration, aaaa = WTA UNR VCE MMA for units 0-15 or FLXA VCE MMA for units 16-31
AST	xx yy	Associated Set Assignment (AST)
		A maximum of two DN keys can be controlled by the host computer. xx and yy represent the first and second DN key controlled by the host computer.
		For CallPilot,
		xx = 00 (ACD Key)
		yy = 01 (SCN Key)
IAPG	1	Unsolicited Status Message Group. Range: (0)-15
KEY	xx aaa yyyy ccc zzzz	Telephone function key assignments, where
		xx = key number
		aaa = key feature or function
		yyyy = DN information (if required)
		ccc = CLID information (if required)
		zzzz = DN information
		For CallPilot, provision each agent with the following feature keys: ACD, SCN, NRD, MSB, TRN, and AO3.
	0 ACD xxxx 0 yyyy	xxx = ACD DN
		yyy = Agent Position DN
	1 SCN zzzz	zzzz = Non ringing DN used to make outbound calls
	2 msb	Make Set Busy (msb)
	3 nrd	Not Ready (nrd)
	4 trn	Transfer (trn)
	5 AO3	Three Party conference Key (AO3)

Configuring card slots

After you configure the ACD agents, use LD 32 to ensure that the card slots used by an MGate card (NTRB18CA) or 201i server are enabled.

The 201i server occupies two slots. Both slots must be enabled to use all ports supported by the 201i server.

Configuring card slots

Step	Action
1	Connect to the Call Server.
2	Enter **LD 32**.
3	Enter the commands described in the following table.
4	Check the ACD agent status to ensure that the cards are successfully enabled.

—End—

Table 19
LD 32 - Card slots

Command	Description
STAT l s c	Displays the status of the ACD agents defined for this slot, where l = loop s = shelf c = card slot If the ACD agents are disabled, then enable the card slot.
ENLC l s c	Enables the card slot, where l = loop s = shelf c = card slot The 201i server occupies two slots. Both slots must be enabled to use all ports.

Defining the default Automatic Call Distribution DN (LD 23)

Perform the following procedure to define the default Automatic Call Distribution (ACD) DN.

Defining the default Automatic Call Distribution DN (LD 23)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 23**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 20
LD 23 - Defining the default ACD DN

Prompt	Response	Descriptions
REQ	NEW	Add new data
TYPE	ACD	Automatic Call Distribution
CUST	xx	Customer number (0–99)
ACDN	xxxx	ACD Directory Number, where xxxx = Default DN. Enter the DN as the Default DN (DFDN) used in the CDN configuration.
MWC	NO	Message Waiting Center. Set to NO.
MAXP	1	Maximum number of agent positions. For the DFDN, MAXP must be set to 1.
NCFW	0	Night Call forward DN for ACD calls For DFDN, set NCFW to 0. This DN value can be up to 31 digits.

Configuring a CDN queue (LD 23)

During normal operation, the CDN is in control mode, and callers are queued to be routed and answered by CallPilot services. Under error conditions (such as when the AML link is down), the CDN operates in default mode and calls are routed to the default ACD DN defined for the CDN.

Perform the following procedure to configure these CDN queues:

- Configure a primary CDN for Voice Messaging. This becomes the main CDN queue.

- Configure a secondary CDN for Multimedia Messaging, if you want to provide users with fax capability.

Nortel strongly recommends that you use either a phantom DN or a dummy ACD DN for all other messaging services.

Configuring a CDN queue

Step	Action
1	Connect to the Call Server.
2	Enter **LD 23**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter ******** and press Return.

—End—

Table 21
LD 23 - Configuring a CDN queue

Prompt	Response	Descriptions
REQ	NEW	Add new data
TYPE	CDN	Control DN queue
CUST	xx	Customer number (0–99)
CDN	yyyy	The Control DN of the queue. This number must be entered as the SDN for the messaging service in the SDN table.
DFDN	zzzz	Default ACD DN Calls to the CDN are directed to this ACD DN if the link or CallPilot goes down. Nortel recommends that this is not defined as the ACD DN of the CallPilot ACD queue.
VSID	<Dynamic>	Allow the system to dynamically assign the VAS ID to the CDN when the ELAN subnet link is enabled

Configuring attendant consoles (LD 15)

Configuring the attendant

Step	Action
1	Connect to the Call Server.
2	Enter **LD 15**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 22
LD 15 - Configuring the attendant

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	ATT_DATA	Attendant Console
CUST	xx	Customer number (0–99)
ATDN	(0) – xxxx	Attendant Directory Number Calls timed for recall by the DPNSS1 redirection feature are directed to this number when the timer expires.
MATT	NO (YES)	Consoles Used as Message Center Set to YES if Network Message Service (NMS) is not purchased. Set the primary CS 1000 Switch to YES if NMS is purchased. Set all secondary systems to NO.

Prompt	Response	Descriptions
AQTT	1-(30)-255	Attendant Queue Timing Threshold in seconds
AODN	xxxx	Attendant Overflow DN
		For CallPilot, set this prompt to a CDN to launch the Cal pilot Service when the attendant overflows.
		The SDN table in CallPilot must have the desired AODN service defined for DN0.
		The CS1000 system issues a SCH1872 error, but accepts the DN. This error is a warning that the DN must be a CallPilot CDN.

Configuring a phantom superloop (LD 97)

There are two reasons for configuring phantom DNs on the switch:

- to create dialable numbers for CallPilot services

- to create virtual fax DNs for users who want a separate fax number

Another option is to configure dummy ACD DNs instead of phantom DNs. Refer to the procedure "Configuring dummy ACD DNs (LD 23)" (page 39).

If you plan to configure phantom DNs, perform the following procedure to configure a phantom superloop.

Configuring a phantom superloop (LD 97)

Step	Action

1   Connect to the Call Server.

2   Enter **LD 22**.

3   Enter the appropriate values as described in Table 23 "LD 22 - Checking for existing phantom loops" (page 38) to check whether any phantom superloops exist.

4   Enter **** and press Return to exit LD 22.

5   Enter **LD 97**.

6   Enter the appropriate values as described in Table 24 "LD 97 - Configuring phantom loops" (page 38).

7   To exit the overlay, enter **** and press Return.

—End—

Table 23
LD 22 - Checking for existing phantom loops

Prompt	Response	Descriptions
REQ	PRT	Print
TYPE	CEQU	Configured phantom loops are listed under the SUPL entry with the letter "P" as a prefix.

Table 24
LD 97 - Configuring phantom loops

Prompt	Response	Descriptions
REQ	CHG	Change
TYPE	SUPL	Superloop
SUPL	Nxxx	Prefix the superloop number with N to create a phantom superloop.
		For Large Systems, the loop number range is 0–156.
		For Small Systems, the range is 96–112.
		For systems running Fiber Network Fabric, the range is 0–252.

Configuring phantom DNs (LD 10)

Perform the following procedure to configure phantom DNs.

Configuring phantom DNs (LD 10)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 10**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 25
LD 10 - Configuring phantom DNs

Prompt	Response	Descriptions
REQ	NEW	Add new data
TYPE	500	PBX telephone type
TN		Phantom Terminal Number
	l s c u	For Large Systems, where l = loop, s = shelf, c = card, and u = unit.
	c u	For Small Systems and CS 1000S systems, where l = loop, s = shelf, c = card, and u = unit.
CDEN	xx	The card density supported by the loop, where xx = DD (double density) or xx = 4D (quadruple density).
DES	d..d	ODAS station designator, where d..d = 1-6 alphanumeric characters.
CUST	xx	Customer number (0–99)
DN	yyyy	The DN must be single appearance.
CLS	WTA UNR	Unrestricted. Phantom DNs cannot originate calls, so this option is secure.
FTR	DCFW nn xxxx	Feature and Options DCFW = Default Call Forward nn = maximum number of digits in the DCFW DN xxxx = the CDN to which this DN forwards If this phantom DN is for a voice service, enter the Voice Messaging CDN. If this phantom DN is for a fax service, enter the Multimedia Messaging CDN. If this phantom DN is a virtual fax DN for a user, enter the Multimedia Messaging CDN.

Configuring dummy ACD DNs (LD 23)

As an alternative to creating phantom DNs for directly dialable services, you can create a dummy ACD DN that is set up to call forward to the appropriate CDN depending on the multimedia channel type required.

Example:

- For a service that requires only voice capability, forward the dummy ACD DN to the Voice Messaging CDN.

- For a service that requires fax capability, forward the dummy ACD DN to the Multimedia Messaging CDN.

Configuring dummy ACD DNs (LD 23)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 23**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 26
LD 23 - Configuring dummy ACD DNs

Prompt	Response	Descriptions
REQ	NEW	Add new data
TYPE	ACD	Automatic Call Distribution
CUST	xx	Customer number (0–99)
ACDN	yyyy	ACD Directory Number Enter the DN for the service.
MWC	(NO) / YES	Message Waiting Center If the CallPilot server is a Network Message Service (NMS) satellite site, set to YES. Otherwise, set to NO.

Prompt	Response	Descriptions
MAXP	1	Maximum Agents Set this value to 1 to indicate that there are no agents in the queue and it is therefore a dummy queue.
NCFW	yyyy	Night Call Forward If this is a voice service , enter the Voice Messaging CDN. If this is a multimedia service , enter the Multemedia Messaging CDN.

Provisioning telephones

Set up telephones to support the following features for CallPilot:

- Call Forward No Answer to the appropriate CDN (voice or multimedia)

- Call Forward Busy to the appropriate CDN

- Call Forward All Calls to the appropriate CDN

- Message Waiting key with the appropriate CDN as the Message Center DN

If you do not plan to give fax capability to the user's mailbox, use the Voice Messaging CDN. If you plan to give fax capability to the user's mailbox, then use the Multimedia Messaging CDN.

You cannot forward users' telephones to the Speech Activated Messaging CDN because this service does not provide call answering functionality.

Perform the following procedures to set up telephones.

Provisioning digital telephones (LD 11)

Perform the following procedure to set up digital telephones.

Provisioning digital telephones (LD 11)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 11**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 27
LD 11 - Provisioning digital telephones

Prompt	Response	Descriptions
REQ	NEW or CHG	Add new data or change existing data
TYPE	a..a	Type of data block
		For a complete list of available responses, enter ?
TN		Terminal Number
	l s c u	For Large Systems, where l = loop, s = shelf, c = card, and u = unit.
	c u	For Small Systems and CS 1000S systems, where l = loop, s = shelf, c = card, and u = unit.
DES	d..d	ODAS station designator, where d..d = 1-6 alphanumeric characters.
CUST	xx	Customer number (0–99)
KBA	y	Number of expansion units, where y = 0, 1, or 2
FDN	yyyy	Flexible call forward no answer DN.
		yyyy = CDN of voice messaging or multimedia messaging CDN queue
CLS	a..a	Class of Service
		For CallPilot, configure the following:
		Warning Tone Allowed (WTA), Unrestricted (UNR), Call Forward No Answer (FNA), Call Forward Busy Allowed (FBA), Hunting Allowed (HTA), Message Waiting Allowed (MWA)
HUNT	zzzz	Hunt DN of the next station in the hunt chain
		zzzz = CDN of voice messaging or multimedia messaging CDN queue
KEY	0 SCR xxxx	Single call ringing DN, where xxxx is the user's DN.
- CPND	NEW	Calling Party Name Display (if adding a new set).

Prompt	Response	Descriptions
- - NAME	aaa	Calling Party Display Name
		The first single comma is treated as a delimiter. Up to 27 characters in length, including the comma.
KEY	z MSB	Make Set Busy, where z = key number
	z TRN	Transfer, where z = key number
	z AO3	Three-party conference, where z = key number
		Required by the Call Sender feature.
	z CFW nn xxxx	Call forward all calls, where
		z = key number
		nn = maximum number of digits in the Call Forward DN
		xxxx = Voice Messaging or Multimedia Messaging CDN
	z MWK yyyy	Message Waiting Key/lamp, where
		z = key number
		yyyy = Voice Messaging or Multimedia Messaging CDN

Provisioning analog (500/2500-type) telephones (LD 10)

Perform the following procedure to set up analog (500/2500-type) telephones.

Provisioning analog (500/2500-type) telephones (LD 10)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 10**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter ******** and press Return.

—End—

Table 28
LD 10 - Provisioning analog (500/2500-type) telephones

Prompt	Response	Descriptions
REQ	NEW or CHG	Add new data or change existing data
TYPE	500	500 telephone
TN		Terminal Number
	l s c u	For Large Systems, where l = loop, s = shelf, c = card, and u = unit.
	c u	For Small Systems, where l = loop, s = shelf, c = card, and u = unit.
DES	d..d	ODAS station designator, where d..d = 1-6 alphanumeric characters.
CUST	xx	Customer number (0–99)
DN	yyyy	Directory Number
HUNT	zzzz	Hunt DN of the next station in the hunt chain
		zzzz = CDN of voice messaging or multimedia messaging CDN queue
CLS	a..a	Class of Service
		For CallPilot, configure the following:
		Warning Tone Allowed (WTA), Unrestricted (UNR), Call Forward No Answer (FNA), Call Forward Busy Allowed (FBA), Hunting Allowed (HTA), Message Waiting Allowed (MWA), XFA, LPA, DTN, AGTA
FTR	FDN xxxx	Flexible Call Forward no answer, where xxxx = voice or multimedia messaging CDN
	CFW yy	Call forward all calls, where yy = maximum DN length that users can specify as the call forward DN
	ACD xxxx yyyy	ACD feature allowed, where
		xxxx = ACD DN
		yyyy = ACD Position (POS-ID)

Saving CS 1000 changes (LD 43)

Perform the following procedure to save the CS 1000 changes.

Saving CS 1000 changes (LD 43)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 43**.
3	Check that a disk is in the drive.
4	At the "." prompt, enter **EDD** to dump the data to disk. Result: The system displays the data being saved.

ATTENTION

Do not remove the disk while the LED is lit. As long as the LED is on, the disk is still being written to.

—End—

Configuring Contact Center resources on the CS 1000

The sequence of procedures in this section is as follows:

Configuring the ELAN subnet (LD 17)

Perform the following procedure to configure the ELAN subnet. For the purpose of integration, a separate ELAN must be created for CallPilot and Contact Center.

Configuring the ELAN subnet (LD 17)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 17**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 29
LD 17 - Configuring the ELAN subnet

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	CFN	Configuration Record
ADAN	NEW ELAN xx	This configures a new link and assigns it a number, where xx is within the ELAN subnet range of 16-31. You can assign any number not in use. The ELAN number for Contact Center must be different than the one provisioned for CallPilot. Make a note of the link number for future reference.
- CTYP	ELAN	Card Type (CTYP)
- DES	< Description >	Enter a generic description up to six characters in length to identify this ELAN subnet. The ELAN subnet is not dedicated to a specific application. zzzz = CDN of voice messaging or multimedia messaging CDN queue
VAS	NEW	Configure a new AML link or change an existing link configuration

Prompt	Response	Descriptions
- VSID	xx	VAS Identifier
		xx can be in the range of 16-31. For convenience and simplicity this value is usually the same number assigned to the ELAN subnet link when ADAN is configured.
- ELAN	xx	xx = the ADAN number configured for the ELAN subnet
- SECU	YES	Security
		If you have MLS applications running, enter YES (even if you are not using Contact Center Voice Services Support).

Configuring System Parameters (LD 17)

Perform the following procedure to configure the System Parameters.

Configuring System Parameters (LD 17)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 17**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 30
LD 17 - Configuring System Parameters

Prompt	Response	Descriptions
REQ	CHG	Change existing data block
TYPE	PARM	System Parameters

Prompt	Response	Descriptions
NCR	xx	Number of Call Registers
		The range depends on the system type. Refer to *Software Input/Output: Administration* (553-3001-311) for details.
		Increment the current NCR value by twice the number of Call Pilot DS0 channels. To determine the current use of NCR, enter LD 22 and do a print on the TYPE PARM.
		For example, if the current value of NCR is 500 and there are 24 DS0 channels, enter 548.
CSQI	(20) to x	Maximum number of call registers for CSL input queues
		This parameter value is equal to the number of DS0 channels multiplied by two.
		x = 25% of NCR
		For example, if there are 24 DS0 channels then 2 x 24 = 48
CSQO	(20) to x	Maximum number of Call Registers for CSL/AML output queues
		This parameter value is equal to the number of DS0 channels multiplied by two.
		x = 25% of NCR

Configuring Automatic Call Distribution for Contact Center (LD 23)

A separate Automatic Call Distribution (ACD) must be configured for CallPilot and Contact Center. Perform the following procedure to configure ACD for Contact Center.

Configuring Automatic Call Distribution for Contact Center (LD 23)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 23**.
3	Enter the appropriate values as described in the following table.

For prompts not listed in the following table, press Enter to accept the default.

4 To exit the overlay, enter **** and press Return.

—End—

Table 31
LD 23 - Configuring ACD for Contact Center

Prompt	Response	Descriptions
REQ	NEW	Add new data
TYPE	ACD	Automatic Call Distribution
CUST	xx	Customer number (0–99)
ACDN	xxxx	ACD Directory Number
MAXP	1	Maximum number of agent positions
NCFW	X	Night Call Forward Enter X to delete NCFW. NCFW must be blank to allow the configuration of an NACD night routing table.

Configuring IVR Automatic Call Distribution for Contact Center (LD 23)

Perform the following procedure to configure IVR ACD for Contact Center.

Configuring IVR Automatic Call Distribution for Contact Center (LD 23)

Step	Action

1 Connect to the Call Server.

2 Enter **LD 23**.

3 Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.

4 To exit the overlay, enter **** and press Return.

—End—

Table 32
LD 23 - Configuring ACD for Contact Center

Prompt	Response	Descriptions
REQ	NEW	Add new data
TYPE	ACD	Automatic Call Distribution
CUST	xx	Customer number (0–99)
ACDN	x..x	ACD Directory Number
MWC	NO	Message Waiting Center
MAXP	1-120	Maximum number of agent positions
NCFW	X	Night Call Forward Enter X to delete NCFW. NCFW must be blank to allow the configuration of an NACD night routing table.
IVR	YES	Interactive Voice response Queue
ALOG	YES	Provide Automatic Login for agents

Configuring ACD agent voice ports for Contact Center (LD 11)

Perform the following procedure to configure agents.

Configuring ACD agent voice ports for Contact Center (LD 11)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 11**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 33
LD 11 - Configuring ACD agents

Prompt	Response	Descriptions
REQ	NEW	Add new data

Prompt	Response	Descriptions
TYPE	2008	Type of Data block
		For Contact Center, TYPE must be 2008.
TN		Terminal Number
		A TN is required for each agent.
	l s c u	For Large Systems, where l s c u = loop, shelf, card, unit
	c u	For Small Systems, where c u = card, unit
DES	d..d	ODAS station designator, where d..d = 1-6 alphanumeric characters
CUST	xx	Customer number (0–99)
CLS	aaaa	Class of Service
		Each agent must have the VCE and MMA Class of Service. To get the VCE Class of Service on the upper 16 units (16 to 31), you must first specify the FLXA Class of Service.
		For Contact Center configuration, aaaa = WTA VCE MMA
		FXLA is required for units 16-31.
		CTD (optional) prevents outbound long-distance calls from a voice port.
KEY	xx aaa yyyy ccc zzzz	Telephone function key assignments, where
		xx = key number
		aaa = key feature or function
		yyyy = DN information (if required)
		ccc = CLID information (if required)
		zzzz = DN information
		For Contact Center, provision each agent with the following feature keys: ACD, SCN, NRD, MSB, TRN, and AO3.
	0 ACD xxxx 0 yyyy	xxx = ACD DN
		yyy = Agent Position DN
	1 SCN zzzz	zzzz = Non ringing DN used to make outbound calls
	2 msb	Make Set Busy (msb)
	3 nrd	Not Ready (nrd)

Prompt	Response	Descriptions
	4 trn	Transfer (trn)
	5 AO3	Three Party conference Key (AO3)
AST	00 01	Associated Set Assignment (AST) A maximum of two DN keys can be controlled by the host computer. xx and yy represent the first and second DN key controlled by the host computer.

Configuring a CDN queue for Contact Center Manager (LD 23)

Perform the following procedure to configure a CDN queue.

Configuring a CDN queue for Contact Center Manager (LD 23)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 23**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 34
LD 23 - Configuring a CDN queue for Contact Center Manager

Prompt	Response	Descriptions
REQ	NEW	Add new data
TYPE	CDN	Control DN queue
CUST	xx	Customer number (0–99)
CDN	yyyy	The Control DN of the queue. This number must be entered as the SDN for the messaging service in the SDN table.
FRRT	0 – 511	First RAN route number for ACD
- FRT	0 – 2044	First RAN time
SRRT	0 – 511	Second RAN route number for ACD
- SRT	0 – 2044	Second RAN time

Prompt	Response	Descriptions
FROA	(NO) / YES	First RAN on Arrival If YES, the first RAN is given to incoming call immediately and FRT is ignored.
MURT	0 – 511	Music Route Number The route and at least one trunk must exist before you define MURT.
DFDN	zzzz	Default ACD DN Calls to the CDN are directed to this ACD DN if the link or CallPilot goes down. Nortel recommends that this is not defined as the ACD DN of the CallPilot ACD queue.
CEIL	0 – 2047	CDN Ceiling value CEIL limits the number of unanswered calls a CDN can have at its default ACD DN at a time. New calls receive a busy signal when the CEIL limit is reached.
OVFL	(NO) / YES	Overflow tone If NO, busy tone is given to the call. If YES, the overflow tone is given by the mobility switch.
TDNS	(NO) / YES	NO = DNIS is not an original called Party of a defined CDN queue. YES = DNIS is an original Called Party of a defined CDN queue.
RPRT	YES	Management Reporting and status display RPRT is prompted only if a SCB or ADS block exists for this customer.
CNTL	YES	Control DN is in control
VSID	<Dynamic>	Allow the system to dynamically assign the VAS ID to the CDN when the ELAN subnet link is enabled
HSID	0 – 15	VAS ID for the Host Application Module Link
CWTH	0 – (1) – 2047	Calls Waiting threshold
BYTH	(0) – 2047	Busy threshold
OVTH	0 – (2047)	Overflow threshold

Prompt	Response	Descriptions
STIO	0 – 15	Status Input / Output devices
		Prompted if an SCB exists.
TSFT	0 – (20) – 510	Telephone Service Factor
		Threshold in seconds
		Only prompted if an SCB exists.
ACNT	xxxx	Account (Default Activity Code)
		Four-digit account Note
		Prompted only if ADS data block is built and CNTL = YES.

Provisioning telephones for Contact Center

Perform the following procedures to set up telephones for Contact Center.

Provisioning digital telephones for Contact Center (LD 11)

Perform the following procedure to set up digital telephones.

Provisioning digital telephones for Contact Center (LD 11)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 11**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—End—

Table 35
LD 11 - Provisioning digital telephones for Contact Center

Prompt	Response	Descriptions
REQ	NEW or CHG	Add new data or change existing data
TYPE	a..a	Type of data block
		For a complete list of available responses, enter ?
TN		Terminal Number

Prompt	Response	Descriptions
	l s c u	For Large Systems, where l = loop, s = shelf, c = card, and u = unit.
	c u	For Small Systems and CS 1000S systems, where l = loop, s = shelf, c = card, and u = unit.
CUST	xx	Customer number (0–99)
KEY	xx aaa yyyy ccc zzzz	Telephone function key assignments xx = key number aaa = key feature or function yyyy = DN information (if required) ccc = CLID information (if required) zzzz = DN information Each agent must be provisioned with the following feature keys: ACD, SCN, NRD, MSB, TRN, and AO3.
	0 ACD xxxx 0 yyyy	xxx = ACD DN, yyy = Agent Position DN
	1 SCR zzzz	Single Key Ringing key
	2 msb	Make Set Busy (msb)
	3 nrd	Not Ready (nrd)
	4 trn	Transfer (trn)
	5 AO3	Three Party conference Key (AO3)

Provisioning analog (500/2500-type) telephones for Contact Center (LD 10)

Perform the following procedure to set up analog (500/2500-type) telephones.

Provisioning analog (500/2500-type) telephones for Contact Center (LD 10)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 10**.
3	Enter the appropriate values as described in the following table. For prompts not listed in the following table, press Enter to accept the default.
4	To exit the overlay, enter **** and press Return.

—**End**—

Table 36
LD 10 - Provisioning analog (500/2500-type) telephones for Contact Center

Prompt	Response	Descriptions
REQ	NEW or CHG	Add new data or change existing data
TYPE	500	500 telephone
TN		Terminal Number
	l s c u	For Large Systems, where l = loop, s = shelf, c = card, and u = unit.
	c u	For Small Systems, where l = loop, s = shelf, c = card, and u = unit.
DES	d..d	ODAS station designator, where d..d = 1-6 alphanumeric characters.
CUST	xx	Customer number (0–99)
DN	yyyy	Directory Number
CLS	a..a	Class of Service
		For Contact Center, configure the following:
		AGTA, THFA, UND, WTD, (WTA)
SPID	xxxx	Supervisor's position ID number
PRI	(1) - 48	Priority level for agent
AACD	YES	Associated set for ACD agent
		For AST phones only.
FTR	ACD xxxx yyyy	ACD feature allowed, where
		xxxx = ACD DN
		yyyy = ACD Position (POS-ID)

Saving CS 1000 changes (LD 43)

Perform the following procedure to save the CS 1000 changes.

Saving CS 1000 changes (LD 43)

Step	Action
1	Connect to the Call Server.
2	Enter **LD 43**.

3   Check that a disk is in the drive.

4   At the "." prompt, enter **EDD** to dump the data to disk.
Result: The system displays the data being saved.
Do not remove the disk while the LED is lit. As long as the LED is
on, the disk is still being written to.

—End—

CallPilot configuration

This chapter describes the configuration of the switch information for CallPilot. It is assumed that CallPilot is installed and configured and that the switch information was not configured during initial the initial configuration.

The procedures in this chapter are sequential. You must complete these procedures in order, uninterrupted, to avoid losing all changes.

CallPilot configuration procedures

- "Logging on to CallPilot Manager" (page 59)
- "Configuring the keycode and serial numbers" (page 62)
- "Configuring CallPilot server information" (page 64)
- "Configuring password information" (page 65)
- "Configuring multimedia allocations" (page 66)
- "Configuring the CS 1000 switch information" (page 67)
- "Configuring the links on the MGate card" (page 68)
- "Configuring CDN information" (page 69)
- "Configuring the Contact Center Language Source" (page 70)
- "Configuring the CallPilot LAN interface" (page 71)

Logging on to CallPilot Manager

Perform the following procedure to log on to CallPilot Manager.

Your computer must be connected to the same network to access CallPilot Manager through the web browser.

Logging on to CallPilot Manager

Step	Action
1	In your Web browser, enter the URL of the CallPilot Manager (for example, 192.168.249.91/cpmgr).

The CallPilot login page appears. See Figure 2 "CallPilot login" (page 60).

Figure 2
CallPilot login

2 In the user pane, enter the following administrator information:

- **Administrator Mailbox Number** (default is 000000)

- **Password** (default is 124578)

3 In the server pane, enter the **Server** type:

- manually, if the server is not defined, or

- by choosing a server from the **Preset Server List** menu, or

- by selecting the last server accessed item from the **Preset Server List**.

4 Click **Login**.
The Welcome to CallPilot Manager page appears. See Figure 3 "Welcome to CallPilot Manager page" (page 61).

Figure 3
Welcome to CallPilot Manager page
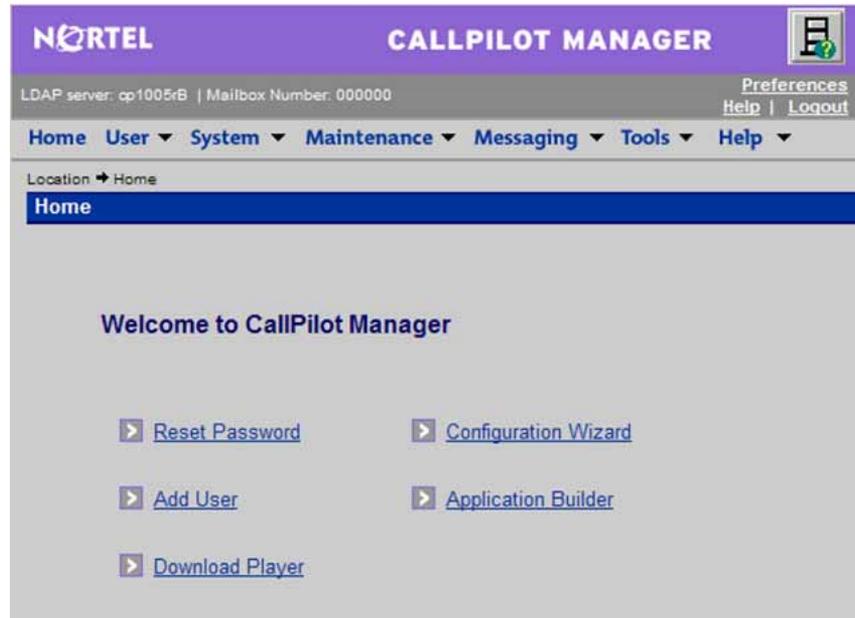
5   If you are logging on for the first time, change your password using numeric characters.

6   Select **Configuration Wizard**.
The Configuration Wizard: Welcome page appears.

7   If you previously ran the Configuration Wizard, click **OK** in the dialog box that appears.

8   Click **Next**.
The Configuration Wizard: Configuration Mode page appears See Figure 4 "Configuration Mode page" (page 62).

Figure 4
Configuration Mode page

9   Select **CallPilot System Configuration (Standard Mode)** and
click **Next**.
The Keycode and serial number page appears. See Figure 5
"Keycode and serial number page" (page 62).

Figure 5
Keycode and serial number page

—End—

Configuring the keycode and serial numbers

Perform the following procedure to configure the keycode and serial
numbers.

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Configuring the keycode and serial numbers

Step	Action

1   In the Keycode and serial number page, enter the **Serial Number** from the software feature key.
See Figure 5 "Keycode and serial number page" (page 62).

2   Enter the **Keycode**.
The keycode is an alphanumeric key 32 characters in length that works only with a specific serial number. The keycode enables the features you have purchased.

3   Click **Next**.
The Feature Verification page appears. See Figure 6 "Feature Verification page" (page 63).

Figure 6
Feature Verification page
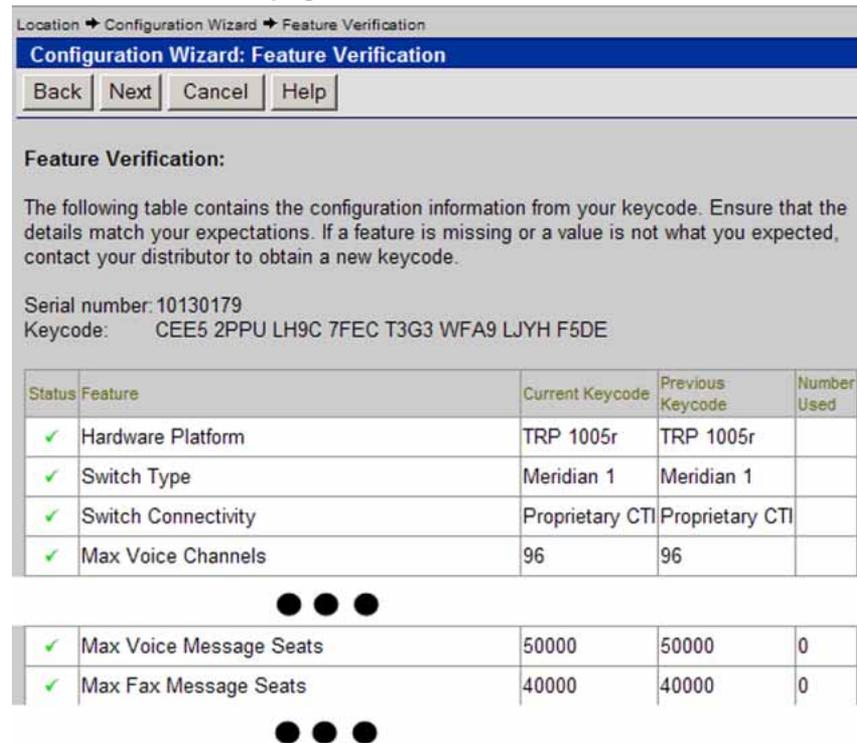
4   Review the Feature Verification page to ensure that all your features are included with the keycode you provided.

5   Scroll to the bottom of the page and click **Next**.
The Server Information page appears.

Figure 7
Server Information page

—End—

Configuring CallPilot server information

Perform the following procedure to configure the CallPilot server information.

Configuring CallPilot server information

Step	Action
1	In the Server Information page, for **Computer Name**, type the CallPilot computer name.
2	Select the **Time Zone** where the CallPilot server resides.
3	Type the local **Telephone Area Code** where the CallPilot server resides.
4	Type the **Country Code** where the CallPilot server resides.

5 Enter the **Ldap search base** for the ldap database (for example, dc=Nortel,dc=ca).

6 Click **Next**.
The Password Information page appears.

Figure 8
Password Information page

—End—

Configuring password information

Nortel recommends that you change the default passwords.

Perform the following procedure to configure CallPilot password information.

Configuring password information

Step	Action
1	In the Password Information page, select **Change the password** .
2	Type the **Current password**.
3	Type a **New password**.

4 For **Confirm the new password**, type the new password.

5 Repeat steps 1 through 4 for all system passwords.

6 Click **Next**.
The Multimedia Allocation page appears.

Figure 9
Multimedia Allocation page

—End—

Configuring multimedia allocations

Perform the following procedure to configure Configuring multimedia allocations.

Configuring multimedia allocations

Step	Action
1	In the Multimedia Allocation page, select the **DSP Encoding** for your region.
2	Select the **Country** where CallPilot resides.

3   Configure the following parameters for each DSP board:

- number of **Voice** channels required

- number of **Fax** channels required

- number of **ASR** channels required

The total channels allocated for each of these element cannot exceed the maximum allowed number of allocations.

4   Click **Next**.
The M1 Switch Information page appears.

Figure 10
M1 Switch Information page

—End—
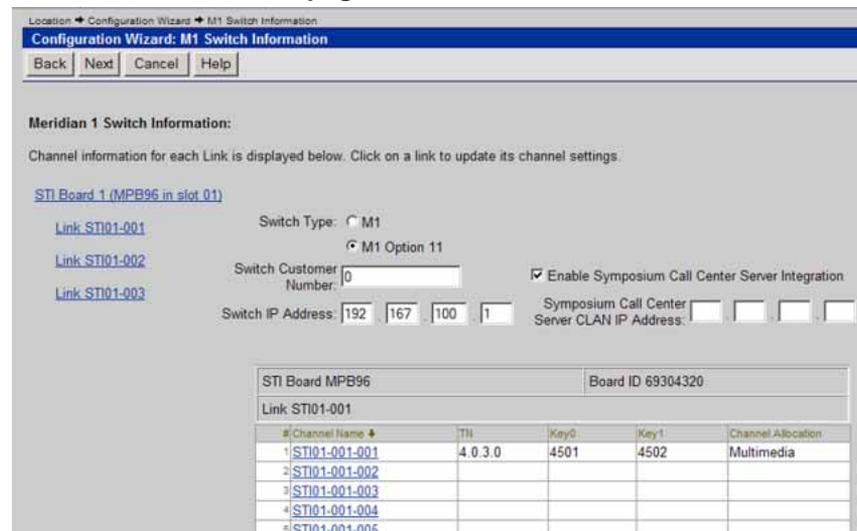
Configuring the CS 1000 switch information

Perform the following procedure to configure the CS 1000 switch information.

Configuring the CS 1000 switch information

Step	Action
1	In the M1 Switch Information page, for **Switch Type**, select **M1**.
2	Type the **Switch Customer Number**.
3	Type the **Switch IP Address**.

4   Select the **Symposium Call Center Server Integration** check box.

5   Type the **Symposium Call Center Server CLAN IP address**.

―――――――――――――――――――――――――――――――――――
—End—
―――――――――――――――――――――――――――――――――――

Configuring the links on the MGate card

Perform the following procedure to configure the links on the MGate card.

Configuring the links on the MGate card

Step	Action

1   In the left-hand pane of the M1 Switch Information page, select the **Link** to be configured.

2   On the bottom half of the page, select the **Channel Name** for the channel to be configured.
The Channel Detail Information page appears. See Figure 11 "Channel Detail Information page" (page 68).

Figure 11
Channel Detail Information page

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3   Select the **Number of TNs in the range** to configure several sequential channels together.

4   Type the TN information (**Loop, Shelf, Card, Unit**).

5   Enter the **Key 0 (position ID)** information.

6   Enter the **Key 1 (SCN)** information.

7   For **Class ID**, type a description.

8   Select the **Channel Allocation**.

9   Click **OK**.
    The M1 Switch Information page appears.

10 Click **Next**.
    The Meridian 1 CDN Information page appears.

—End—

Configuring CDN information

Perform the following procedure to configure the CDN information.

The CDNs configured here must match those configured in the CS 1000 system for Contact Center. If both a voice and multimedia CDN are configured on the CS 1000, be sure to add both CDNs here.

Configuring CDN information

Step	Action
1	Click **New**. The M1 CDN Detail Information page appears. See Figure 12 "M1 CDN Detail Information page" (page 70).

Figure 12
M1 CDN Detail Information page

2 Enter the **CDN** DN.

3 Select the **Application Name**.

4 Click **OK**.
The CDN Detail page appears with the newly created CDN.

5 Click **Next**.
The Language Source Directory page appears.

—End—

Configuring the Contact Center Language Source

At least one prompt language must be configured on your server for CallPilot to function.

Perform the following procedure to configure the Contact Center Language Source.

Configuring the Contact Center Language Source

Step	Action
1	When prompted, type the location of the language CD.
2	Click **Next**. The Language Installation page appears.
3	Select the **(re)Install** check box next to the **Prompt** you wish to install.

4 Select the **(re)Install** check box next to the **Speech recognition** you wish to install (optional).

5 Select the **Primary Language**.

6 Select the **Secondary Language** (optional).

7 Click **Next**.
The CallPilot Local Area Network Interface page appears.

Figure 13
CallPilot Local Area Network Interface page

—End—

Configuring the CallPilot LAN interface

Perform the following procedure to configure the CallPilot LAN interface.

Configuring the CallPilot LAN interface

Step	Action
1	In the CallPilot Local Area Network Interface page, for **Equipment LAN network interface card**, select **ELAN**.
2	For **Customer LAN Network interface card**, select **CLAN**.

3 For each ELAN and CLAN, enter the appropriate networking information, including **IP address**, **Subnet Mask**, and **Gateway** (if applicable).

4 Click **Next**.

5 Click **Finish** to complete the basic configuration.

> **CAUTION**
> If you click Cancel, all configuration changes are lost.

6 A message appears stating that applying your changes will take the CallPilot server out of service.
Click **OK**.
The switch configuration begins. This process takes several minutes to complete.

—End—

Contact Center configuration

This chapter describes the configuration of Contact Center.

Contact Center configuration procedures

Shutting down services

Perform the following procedure to configure Contact Center Voice Services.

Before you begin configuring Voice Services, you must shut down the Nortel Contact Center Manager Server (CCMS).

Shutting down services

Step	Action
1	From the CCMS, select **Start>All Programs>Nortel Contact Center>Manager Server>Shutdown**.
2	A system shutdown message appears. Click **OK**.
3	Verify that the Service Status Log does not list any services that failed to shutdown. Click **Recheck** to refresh the service status.
4	If any services failed to shutdown, complete the following steps: • Select **Start>Control Panel>Administrative Tools>Services**. • The Services window appears.

• Right-click on any services that did not shutdown successfully and select **Stop**.

• Close the Services window.

• In the **Service Status Log**, click **Recheck** to update the status.

5 When all the services are successfully shut down, click **Accept** .

—End—

Configuring Contact Center Manager Server after installation

Perform the following procedure to configure the Contact Center Manager Server (CCMS).

Configuring Contact Center Manager Server after installation

Step	Action
1	Wait for the Contact Center Manager Server configuration Utility to appear. See Figure 14 "Customer Information" (page 74).

Figure 14
Customer Information

2   In the **Customer Information** tab, for **Customer Name**, type the
name of the customer.

3   For **Company Name**, type the name of the company.

4   Click **Next**.
The Switch Type window appears.
If you are installing an NCC server, this window does not appear.
You must proceed to step 6.

5   For switch type, select **CS 1000 (M1)**.

> ### ATTENTION
> For migrations and upgrades, you must select the same switch type on
> the new server that was associated with the old server. For example,
> if you have a co-resident 5.0 configuration with a CS 1000/Meridian 1
> switch, you cannot upgrade to a co-resident 6.0 configuration with a
> DMS or SIP switch.

6   Click **Next**.
The License Manager page appears. See Figure 15 "License
Manager " (page 75).

Figure 15
License Manager

7   From the **CCMS Package** list, select the package you require.

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8 Enter the serial number for the switch.

9 For **Primary License Manager IP**, type the IP address for server on which you plan to install the License Manager.
If the License Manager resides on the Contact Center Manager Server, then enter the IP address for the Contact Center Manager Server.

10 For **Port**, confirm the port number.
The default port is 3998. You can change the Primary License Manager IP address after the installation is complete.

11 For **Secondary License Manager IP**, enter the Secondary License Manager IP (corporate only).
You can change the Secondary License Manager IP address after you install Contact Center Manager Server.

12 For **Port**, confirm the port number (corporate only).
The default port is 3998.

13 Click **View Features** to display Package features.
The Package Feature window appears.

14 Check that the features listed match the product you purchased, and then perform one of the following tasks:

- If the information is not correct, you may have selected the wrong package. Click **OK**, and then select the correct package.

- If the information is correct, click **OK** to close the window.

15 Click **Next**.
The Local Area Network IP page appears. See Figure 16 "Local Area Network IP " (page 77).

Figure 16
Local Area Network IP
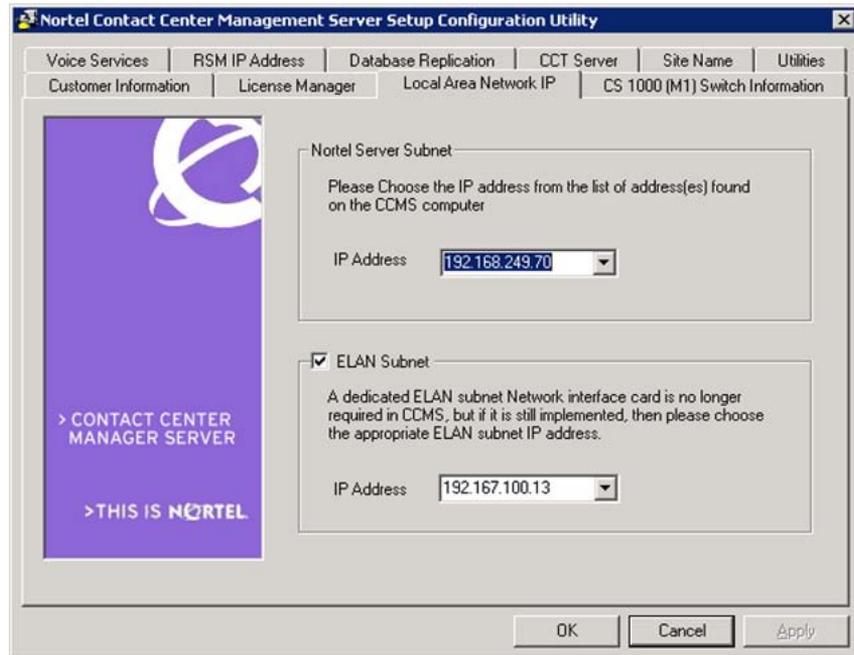
16   Select the **IP Address** for the **Nortel Server Subnet**.
If you are using two network interface cards, place a check mark
beside **ELAN subnet**, and then for **IP Address**, choose the IP
address for the ELAN subnet.
If you are installing an NCC server, you do not require an ELAN
subnet connection. You only require a Nortel server subnet
connection with the NCC server.

17   Click **Next**.
The CS 1000 (M1) Switch Information page appears. See Figure 17
"CS 1000 (M1) Switch Information " (page 78).

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Figure 17
CS 1000 (M1) Switch Information

18   For **Switch Name**, type the name of the switch.
     Valid characters for switch names are A–Z, a–z, 0–9, underscore
     (_), and period (.). Switch names must begin with an alphabetical
     character and cannot contain spaces. The last character must not
     be an underscore or a period. Switch names must not exceed 80
     characters in length.
     If you are unsure of the correct information, or if you make a
     mistake, you can change the switch information after you finish the
     installation.

19   For **Switch IP Address**, enter the IP address for the switch.

20   For **Switch Customer Number**, enter the customer number for the
     switch.

21   Click **Next**.
     The Voice Services page appears. See Figure 18 "Voice Services"
     (page 79).

Figure 18
Voice Services

22   Perform one of the following tasks:

- If you are not using an integrated voice-processing system
  (Meridian Mail or CallPilot), for **Voice Connection Type**, select
  Serial.
  If your computer is not configured with COM2, for **Voice
  Connection Type**, select **TCP**, and enter a dummy IP address
  and port number.

- If you are using Meridian Mail as your voice-processing system,
  for **Voice Connection Type**, select **Serial**.

- If you are using CallPilot, for **Voice Connection Type** select
  TCP. Specify the **ELAN subnet IP address** of the CallPilot
  server, and set the **CallPilot Server Port** to 10008.
  Although Contact Center Manager Server is installed on a server
  without a COM 2 serial port, the hard-coded dependency in the
  MAS Access Link service can cause the Access Link Handler
  to restart continuously if you do not configure the COM2 port.
  For a Contact Center Manager Server that does not require the
  ACCESS Link connection to Meridian Mail, enter a dummy IP
  address and port number in the Voice Connection tab.)

23   Click **Next**.
      See Figure 19 "RSM IP Address " (page 80).

Figure 19
RSM IP Address
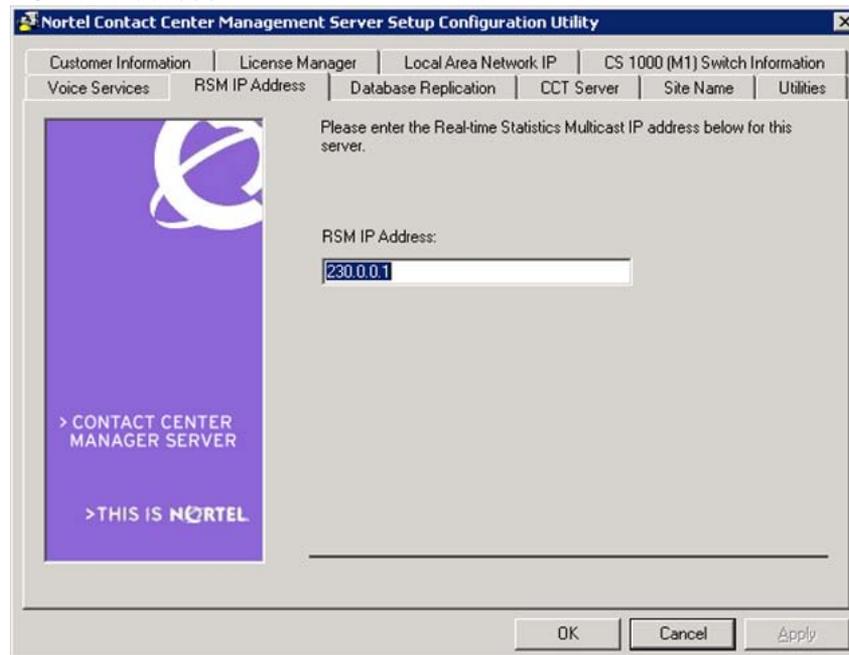
24   For **RSM IP Address**, enter the RSM IP Address that you want to associate with sending real-time statistical data.
The IP multicast addresses that you select for RSM sending and receiving must be within the 224.0.1.0 and 239.255.255.255 range. The default is 230.0.0.1. Check with your network administrator for acceptable IP multicast addresses for your specific network.
The RSM IP address must not be confused with your Nortel server subnet or ELAN subnet addresses.

25   Click **Next**.
If you selected the Standby Server optional package, enter the details for your replication server.
If you did not select the Standby Server optional package, skip to step 26.

26   Click **Next**.

27   For **Site Name**, enter the site name for the server. The site name must not contain spaces or non-alphabetical characters except for - (hyphen) and _ (underscore). The first character must be a letter. The site name must be unique and can consist of any combination of a minimum of 6 and up to 15 characters.
You must use the same site name you used on the original server.

28   If you are configuring a CCT server, select the **CCT Server** tab.

Enter the CCT server **Host Name** and **Port Numbers**.

29   Select the **Utilities** tab and create the **Platform Recovery Disk**.

30   Review the tabs and make any other necessary changes, and then click **OK**.
The Complete Server Configuration window appears.

31   Click **Yes**.
Wait for the CCMS installation success window to appear.

32   Click **OK**.

33   Click **Finish**.

34   Click **Yes** to reboot the server.

—End—

Configuring CDNs on the Contact Center Manager Administration Server

Perform the following procedures to configure the Contact Center Manager Administration (CCMA) Server.

Configuring CDNs on the Contact Center Manager Administration Server

Step	Action
1	In a web browser, enter the CCMA URL.
2	Log in to the Web Manager using the system's defined user ID and password.
3	Select **Configuration**. The CCMS Properties page appears.
4	In the system tree pane, select the server to which you wish to add the CDNs.
5	Select the **CDN (Route Points)** folder. The CDN Route Point page appears.
6	For **Name**, type the name of the CDN to appear in reports.
7	For **Number**, type the CDN number. This number must match the CDN configured on the CS 1000 system.
8	Select the **Call Type**.

9	To complete the addition, click on any other row in the table. Result: The system adds the CDN and the status appears as Not Acquired.
10	Select the **Acquired** check box for the CDN you just created to acquire the CDN.
11	Click **Refresh Status** to view the status of the acquisition.
12	Repeat steps 6 to 11 to configure additional CDNs.

—End—

Configuring and acquiring an IVR ACD DN

Perform the following procedure to configure and acquire an IVR ACD DN.

Configuring and acquiring an IVR ACD DN

Step	Action
1	In a web browser, enter the Contact Center Manager URL.
2	Log in to the Web Manager using the system's defined user ID and password.
3	Select **Configuration**. The CCMS Properties page appears.
4	In the system tree pane, select the server to which you wish to add the IVR ACD-DN.
5	Select the **IVR ACd-DNs** folder. The IVR ACD-DN page appears.
6	For **Name**, type the name of the IVR ACD-DN to appear in reports.
7	For **Number**, type the IVR ACD-DN number. This number must match the DN configured on the CS 1000 system.
8	Select the **Threshold Class**.
9	To complete the addition, click on any other row in the table. Result: The system adds the ACD DN and the status appears as Not Acquired.
10	Select the **Acquired** check box for the DN you just created to acquire the ACD DN.
11	Click **Refresh Status** to view the status of the acquisition.

12   Repeat steps 6 to 11 to configure additional ACD DNs.

—End—

Configuring agent telephones on the Contact Center Server

Perform the following procedure to configure agent telephones on the Contact Center Server.

Configuring agent telephones on the Contact Center Server

Step	Action
1	In a web browser, enter the Contact Center Manager URL.
2	Log in to the Web Manager using the system's defined user ID and password.
3	Select **Configuration**. The CCMS Properties page appears.
4	In the system tree pane, select the server to which you wish to add telephones and voice ports.
5	Select the **Phonesets and voice ports** folder. The Phonesets and Voice Ports page appears.
6	For **Name**, type the name of the telephone to appear in reports.
7	For **Type**, select **Not Voice Port**.
8	For **Address**, type the **TN** of the telephone.
9	To complete the addition, click on any other row in the table. Result: The system adds the telephone and the status appears as Not Acquired.
10	Select the **Acquired** check box for the TN you just created to acquire the telephone.
11	Click **Refresh Status** to view the status of the acquisition.
12	Repeat steps 6 to 11 to configure additional telephones.

—End—

Configuring voice ports on the Contact Center Server

Perform the following procedure to configure voice ports on the Contact Center Server.

Configuring voice ports on the Contact Center Server

Step	Action
1	In a web browser, enter the Contact Center Manager URL.
2	Log in to the Web Manager using the system's defined user ID and password.
3	Select **Configuration**. The CCMS Properties page appears.
4	In the system tree pane, select the server to which you wish to add telephones and voice ports.
5	Select the **Phonesets and voice ports** folder. The Phonesets and Voice Ports page appears.
6	For **Name**, type the name of the telephone to appear in reports.
7	For **Type**, select **Voice Port**.
8	For **Address**, type the **TN** of the telephone.
9	For ACCESS voice ports only, type the **Channel** number.
10	To complete the addition, click on any other row in the table. Result: The system adds the voice port and the status appears as Not Acquired.
11	Select the **Acquired** check box for the TN you just created to acquire the telephone.
12	Click **Refresh Status** to view the status of the acquisition.
13	Repeat steps 6 to 12 to configure additional TNs.

—End—

Telephony Manager configuration

This section describes testing the connection between Telephony Manager (TM) Release 3.2. and your equipment, using the sample site and system configuration.

For detailed instructions on adding sites and systems, see the procedure "Setting up system data" (page 93). After performing the procedures in this section to connect successfully, refer to *Optivity Telephony Manager: System Administration* (553-3001-330) to configure your own sites and systems.

Telephony Manager configuration prerequisites

- The Embedded LAN (ELAN) network interface is configured and devices are connected to the ELAN subnet.

Telephony Manager configuration procedures

- "Setting up communications information" (page 85)
- "Setting up customer information" (page 89)
- "Setting up TM applications" (page 91)
- "Setting up system data" (page 93)

Setting up communications information

Perform the following procedure to set up communications information.

Setting up communications information

Step	Action
1	In the TM Navigator window, select **Sample Site**.
2	Select **Sample System**, and then select **File > Properties**. The System Properties dialog box appears with the General tab selected.

3 Select the **Communications** tab.

4 Select **Add**.
The Add Communications Profile dialog box appears. See Figure 20 "Add Communications Profile" (page 86).

5 For **Type**, select a connection type for TM.

Figure 20
Add Communications Profile

6 Enter a **Profile Name**.

7 Click **OK**.

8 In the System Properties—Communications window, enter the information for the connection type selected in step 5.

For an Ethernet connection type (see Figure 21 "System Properties - Communications tab" (page 87)):

a. Enter the IP address that you configured on the system.

b. Click **Apply**.

Figure 21
System Properties - Communications tab
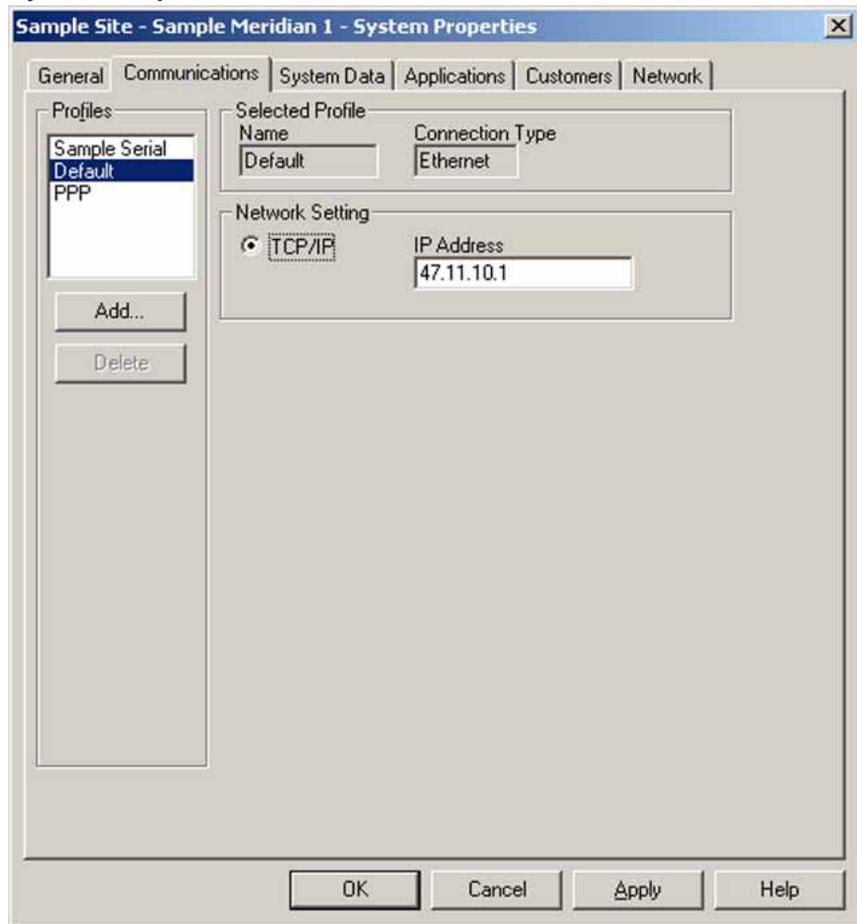
For a PPP connection type (see Figure 22 "System Properties - Communications tab - PPP Profile" (page 88)):

c. Enter all modem parameters and dial-up information.

d. For **Modem Script**, select **PPP**.

e. Type the **Phone Number**.

There can be conditions, depending on your particular installation, where you can be required to enter a modem access ID, a modem password, and a modem initialization string.

f. For **IP address**, type the local IP address as configured on the system.

g. Click **Apply**.

Figure 22
System Properties - Communications tab - PPP Profile

For a Serial connection type:

h. Enter all modem parameters and dial-up information.

i. For **Modem Script**, select the appropriate value.
   This is commonly "None", unless a specific value is defined for your system.

j. Click **Apply**.

Figure 23
System Properties - Communications tab - Serial Profile
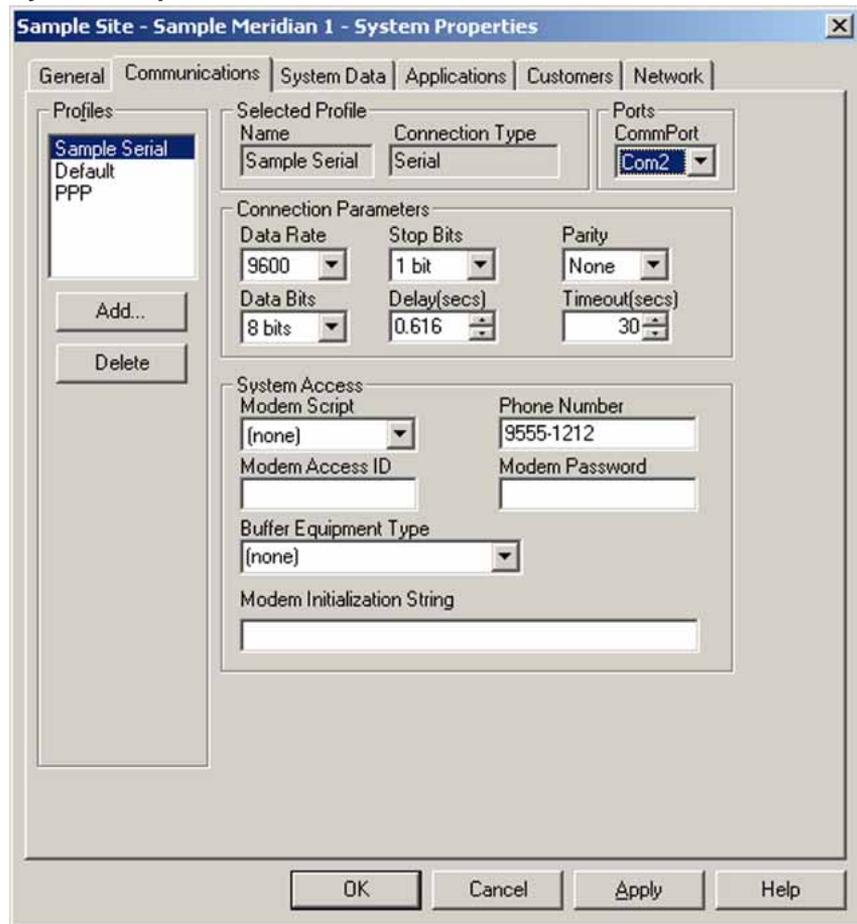
—End—

Setting up customer information

Perform the following procedure to set up the customer information.

Setting up customer information

Step	Action
1	Select the **Customers** tab. See Figure 24 "System Properties - Customers tab" (page 90).

Figure 24
System Properties - Customers tab
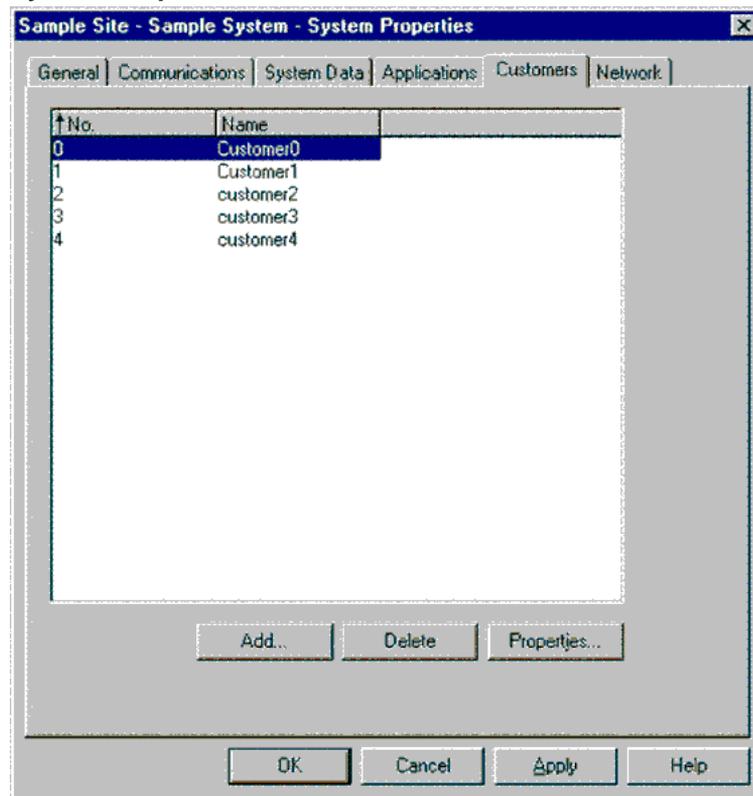
2   Select **Properties**.
     The Customer Properties dialog box appears with the General tab
     selected. See Figure 25 "Customer Properties - General tab" (page
     91).

Figure 25
Customer Properties - General tab

3   For **Scheduler System ID**, change the **User ID** and **Password** to one that is valid for logging onto the system.

4   Click **OK**.
HLOC appears the home location code (ESN) defined in LD 90.

—End—

Setting up TM applications

You must enable applications to make them available in the System window.

Setting up TM applications

Step	Action
1	Select the **Applications** tab. See Figure 26 "System Properties - Applications tab" (page 92).

Figure 26
System Properties - Applications tab
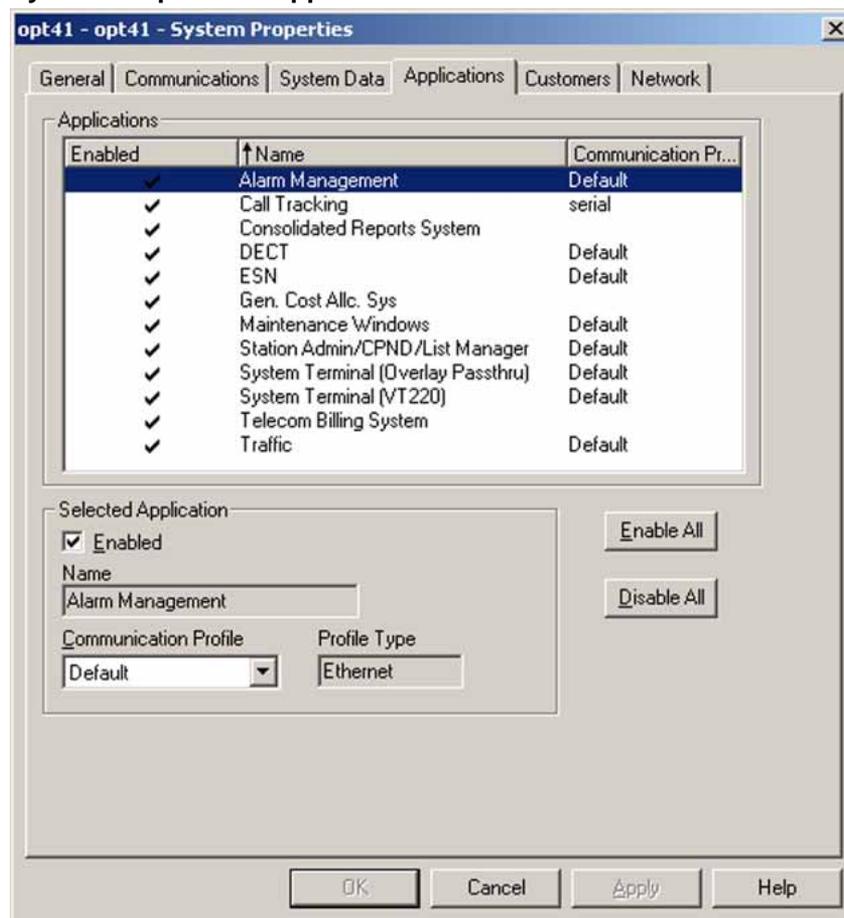
2   By default, each application is selected. Modify these selections by deselecting applications.

3   Choose one the following:

a. **Enable All** — enables the default communication profile for all available applications under the Application tab (with the exception of Call Tracking, which is always serial).
If there is no serial profile added, then Call Tracking is not enabled. If the user has added any serial profile, then the first profile is set as the communication profile.
The General Cost Allocation System and Telecom Billing System applications are enabled without a communication profile.

b. **Disable All** — disables the communication profile for all available applications under the Application tab.

4 Click **OK**.

—End—

Setting up system data

Perform the following procedure to set up system data.

Setting up system data

Step	Action

1 Double-click the **Sample System** icon.

2 Double-click the **System Window** icon.

3 Select **File > Update System Data**.

4 Select **Update Data Stored in the PC**.

Figure 27
System Update
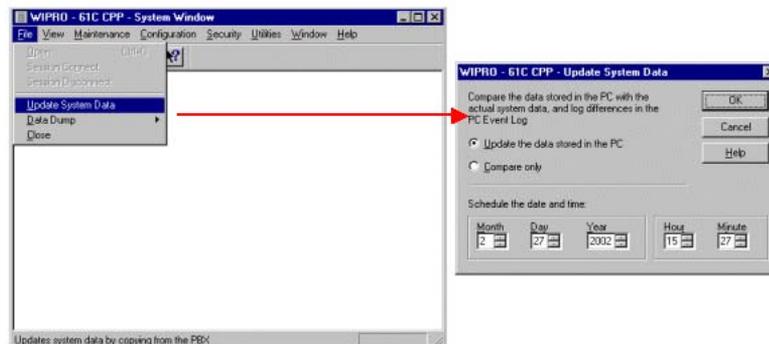
5 Click **OK**.
The system data (such as the PBX type and software packages) is copied into TM directly from the system.
When the data is copied from the system into TM, the test procedure is complete.

—End—

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