

LightLink Product Profile

Avaya Aura Call Center Elite

Incorporating Avaya CMS

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1. Introduction

Inova Solutions is a global provider of real-time reporting, alerting and display solutions for contact centers. Inova helps customers identify and measure contact center KPIs, quickly react when KPIs fall out of compliance, and gain insight into the relationship between the call center and overall organizational performance.

Inova's contact center solutions are built on Inova LightLink®, a powerful middleware that extracts, calculates, and unifies data from multiple contact center and enterprise operating systems and prepares it for display to an array of output options. Visual output options include LCD and LED digital signage and wallboards, agent desktop applications, and web-based dashboards. LightLink also allows you to program KPI thresholds that trigger an alert, such as a message, text, email, color change, or audio notification, ensuring that you're instantly aware of changing conditions that need your attention. With these capabilities, LightLink-based solutions provide a foundation for contact center performance management by managing your center's data, unifying your reporting, and ensuring the right people receive the right information when and how they want to see it.

Inova's real-time solutions extend Avaya's reporting value and allow you to:

- Deliver unified real-time reporting across Avaya Aura® Call Center Elite and multi-vendor platforms
- Create custom KPIs that map to your organizational goals
- Integrate enterprise data to gauge the impact of your contact center on the top line

1.1. Executive Summary

Avaya Aura Call Center Elite is Avaya's voice-centric platform that encompasses Avaya Call Management System (CMS), which is Avaya's real-time and historical reporting application for inbound calls

LightLink connects to Avaya CMS using the Avaya developed Real-Time Socket and the Historical Socket connections:

- **Avaya Real-Time Socket (RT Socket)** enables LightLink to retrieve an array of data from the CMS reporting applications for real-time processing and display.
- **Historical Socket/ Avaya Pro APS Bundle** enables LightLink to retrieve historical statistics for three categories of information: Previous Interval, Daily, and Previous Day.

Once connected to the Avaya CMS, LightLink can be used to:

- View real time and historical data from the Avaya system in data grids and messages, and to trigger events.

- Create new real-time and historical metrics from mathematical combinations of Avaya data, data from other ACDs, or business systems.
- Help Inova Solutions Professional Services develop lists of Agents or detailed Agent daily summary information based on performance criteria derived from Avaya data, data from other ACDs, or business systems.

2. Data Source Specifications

The three types of available statistics from the Avaya system are:

- Queue Statistics - Refer to Table 1 for the real-time and historical statistics available for each queue or skill in the Avaya CMS system.
- Routing Point Statistics - These statistics are similar to Queue Statistics but are provided by Avaya VDN (Vector Directory Number). Refer to the professional services team if you would like to use Routing Point statistics for purposes such as triggering events or messages.
- Individual Agent Statistics - The Inova Solutions Professional Services team can develop lists of highly performing agents or other detailed agent summary information based in part on business information and in part on statistics collected from the Avaya CMS system.

Queue Statistics	Avaya RT Socket for Real-Time License		Avaya Inova Historical License		
	Real-Time	For Current Interval	Previous Interval	Today through Previous Interval	Yesterday
Calls waiting	✓*				
Agents available	✓*				
Oldest call waiting	✓*				
Direct agent calls waiting	✓				
Number of agents ringing	✓*				
Number of agents on ACD calls	✓*				
Number of agents in after call work	✓*				
Number of agents in other	✓*				
Number of agents in aux work	✓*				
Number of agents staffed	✓*				

Queue Statistics	Avaya RT Socket for Real-Time License		Avaya Inova Historical License		
	Real-Time	For Current Interval	Previous Interval	Today through Previous Interval	Yesterday
Avg. speed of answer		✓*	✓	✓	✓
Abandoned calls		✓*	✓	✓	✓
ACD calls (call volume)		✓*	✓	✓	✓
Avg. ACD talk time		✓*	✓	✓	✓
Avg. time to abandon		✓*			
Service level %		✓	✓	✓	✓
Service Level		✓	✓	✓	✓
Calls Offered		✓	✓	✓	✓
Expected wait time (high)		✓			
Expected wait time (medium)		✓			
Expected wait time (low)		✓			
ACD time			✓	✓	✓
ACW IN time			✓	✓	✓
ACW OUT time			✓	✓	✓
ACW time			✓	✓	✓
Answer time			✓	✓	✓
Busy calls			✓	✓	✓
Hold time			✓	✓	✓
Staff time			✓	✓	✓
Backup calls			✓	✓	✓
Staffed			✓	✓	✓
Avg. handle time			✓	✓	✓
Avg. position staffed			✓	✓	✓

**This value is available in the Avaya Standard Report.*

Table 1: Queue Statistics

3. Prerequisites

Inova Solutions requires the customer to provide the following information:

- The IP Address or Hostname of the appropriate CMS server.
- The RT Socket and Inova Historical Socket TCP port number(s) per report, provided by Avaya Professional Services. Each Skill, VDN, and Agent report will have its own port number, so a full set of Realtime and Historical reports will be six port numbers.

In addition, these system requirements must be met:

- A clear network path for a TCP connection without firewalls or proxy servers between the Avaya system and the LightLink system.
- Avaya CMS version 6 or higher.

4. Product Specifications

4.1. Capacity & Limitations

Each Socket can be configured with a maximum of 16 sessions. Each session can provide skill group or VDN data, either real-time or historical, in accordance with the limits in Table 2. In addition to these limits, there is a hard limit of 10,000 data fields per Socket.

Statistic Type	Real-Time	Historical
Split/Skill Data	200 skills per session	200 skills per session
VDN Data	400 VDNs per session	400 VDNs per session
Agent Data	300 agents per session	Variable by skills per agent

Table 2: Session Limitations

4.2. Compatibility

The LightLink system is compliance tested with released versions of CMS on an ongoing basis as part of the Inova Solutions and Avaya partnership.

4.3. Licensing

Avaya Licensing – The Avaya interfaces are licensed packages provided and deployed by Avaya Professional Services. Avaya indicates that customers must purchase these interface packages prior to the Inova deployment. Avaya licenses must be purchased separately for access to real-time data and historical data for each Avaya ACD. Licenses are available for Real-Time Avaya Data via Avaya RT Socket and Historical Avaya Data via Avaya Socket.

- The **Avaya RT Socket interface** provides for real-time Split/Skill (Queue), VDN, and specific Agent information in a data stream accepted by Inova LightLink. Inova

customers typically enable only the Split/Skill data stream, leaving the VDN and Agent information disabled.

The Avaya RT Socket interface provides the Split/Skill, VDN, and individual Agent information in unique socket data streams to Inova LightLink. Although Avaya bundles these three sources, Inova licenses each separately for Inova LightLink. VDN and Agent information are disabled for projects where this data is not displayed.

- **Historical Socket / Avaya Pro APS Bundle** provides historical Split/Skill (Queue), VDN, and specific Agent information in an historical data stream accepted by Inova LightLink for previous interval, current day, and previous day. Although Avaya bundles these three sources, Inova licenses each separately for Inova LightLink. Historical VDN and Historical Agent information feeds are disabled for projects where this data is not displayed. A Pro APS Bundle is required for the Historical interface setup from Avaya.

Note: In some cases the Avaya Historical database(s) may be utilized for capturing limited historical data. The database connection method for gathering historical information is only available when Avaya High Availability (HA) *is not* present. If Avaya HA Primary and HA Secondary CMS systems are in production at your location, Inova must utilize the Historical Socket with Avaya Pro APS bundle to seamlessly failover between systems without intervention.

Refer to Table 3 for Avaya material codes.

	R18.X and lower	R19.0 and higher
RT Socket Real-Time	185292	392057
Add-on sessions (<i>for additional ACDs or if RT Socket already exists</i>)	<i>Requested at order</i>	392059
Historical Socket / Avaya Pro APS Bundle	185285	185285

Table 3: Avaya Material Codes

4.4. Firewall

The Windows Firewall on the Inova LightLink Middleware host machine must be configured to allow the Avaya socket connections to connect. The allowance is configured as an “Inbound” firewall rule and can be created as port number exceptions or an exception for the `i_dsm.exe` process. Port number exceptions can be written to cover a range of numbers, and Avaya engineers usually send the RT and Historical reports on a set of contiguous port numbers.