

LightLink Product Profile

Email Output

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1. Introduction to Inova Solutions

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.

1.1. Executive Summary

LightLink provides access to an email service. With LightLink Email Output configured, a single event can notify a combination of email accounts. In addition, Inova utilizes email accounts to send text messages or alerts to PDA's, wireless phones, and pagers.

2. IT Information

The LightLink system will submit email using SMTP to the configured mail server.

3. Prerequisites

The customer must provide a functioning email server and appropriate configuration assistance so that the Email Output can be properly set up to send email to the customer's email server.

The Advanced tab supports an optional User Name and Password for SMTP systems that require user authentication.

4. Product Specifications

1.2. Licensing

The Email Output is a licensed component of the LightLink system.

1.3. Capacity & Limitations

Each instance of the Email OCM is limited to 20 email devices in the form of a combination of corporate email groups, or individual email addresses.

A corporate email group address counts as one email device and that addresses contained within corporate email groups do not otherwise contribute to the count of 20 email devices. *Note also that for best performance, each Email Output should be configured with no more than 200 messages.*

The LightLink Output Channel supports Internet Mail (SMTP) based Email sending. SMTP servers requiring secured connections are not supported, however user authentication is available.

1.4. Firewall

The Email Output relies on an open SMTP port.

5. Deployment Instructions

1.5. The Output Device Connection

The Email Output Properties dialog consists of two tabs: General and Settings. These are configured at the time of connection creation. The Settings tab supports the Internet Mail option, User Authentication information, SMTP Port options, and Timeout options. The Email Output Connection automatically supports sending emails with one or more email addresses.

1.6. Adding Email Recipients

Email recipients are specified at the time of message creation. Addresses can be entered manually and can be selected from a list that was previously defined using the Virtual Device feature in System Manager.

When using the SMTP a pop-up (Address Book) distribution list will not be available. A corporate Email group can be utilized once it is configured on the Corporate Email server.