LightLink™ Product Profile

Genesys Data Source

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.

In particular, Inova's real-time solutions extend the Genesys reporting value proposition by allowing you to:

- Deliver unified real-time reporting across Genesys 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

Executive Summary

The LightLink Genesys Data Source enables LightLink to retrieve an extensive array of statistical information from the Genesys Unified Communication solution. This information is provided to LightLink through the Genesys Integration Server (GIS), which is a component within Genesys Solutions that provides statistical information to external systems. Using the Genesys Statistics API, the GIS can provide data to LightLink through the use of web services.

A *web service* is a standardized way of integrating web-based applications using standards such as XML, SOAP, WSDL and UDDI over an Internet protocol backbone. Using this method, LightLink establishes authentication to the GIS and receives a record stream of statistics via the Hyper-Text Markup Language (HTML) protocol. Once LightLink has received the statistics, it becomes available to any LightLink display solution.

Data Source Specifications

Data Fields

This section provides information on what Objects and Stats are available using this data source. Inova Solutions provides a standard configuration for the most commonly used Stats. Additional Stats may be requested by the customer and configured during implementation.

Table 1 defines all available Objects (tables) for configuration in LightLink. The Example column displays what a user might see as a group within LightLink.

Object Type ID	Example
Agent	381
GroupAgents	Sales Agents
GroupPlaces	Service Desk
GroupQueues	Service Queues
Queue	6600@G3_Switch
Place	Desk601
RegDN	601@G3_Switch
RoutePoint	2200@G#_Switch
StagingArea	Inbound queue
Tenant	Resources
Campaign	OutBoundCampaign1
CampaignGroup	OutBoundGroup1
CampaignCallingList	ServiceCallbacks

Table 1: Available Object Types

Tables 2 and 3 define the most commonly used Objects and Stats available with a standard deployment of the LightLink Genesys Data Source.

Queue - Stat Type ID
CurrNumberWaitingCalls
Total_Calls_Abandoned
CurrMaxCallWaitingTime
Total_Calls_Answered
Calls_Answered_0_20
Calls_Answered_0_60
Calls_Answered_0_180
CallsAbandonedInTimeRange
Max_Time_to_Answer
Max_Time_to_Abandon
AbandCallsPercentage
AverageSpeedAnswer
AverAbandCallTime

Table 2

AgentGroup - Stat Type ID
CurrNumberWaitStatuses
CurrNumberInboundStatuses
CurrNumberACWStatuses
CurrNumberNotReadyStatuses
CurrNumberCallUnknown
CurrNumberHoldStatuses
CurrNumberRingingStatuses
CurrNumberLoggedIn
Total_Hold_time
Calls_Inbound
TotalAfterCallWorkDNStatusTime
Total_Talk_Time_Inbound

Table 3

LightLink can be configured to capture virtually any Stat Type supported by the GIS Statistics API, as documented in the Genesys Statistics SDK Web Services API Reference. Customers should specifically request any additional Stats desired beyond those listed above, such as ServiceFactor1 or Queue_Talk_Time. A complete list of Stat Types can be found in the Genesys provided Statistics API documentation and will be configured in cooperation with the customer to identify the correct Stat Type.

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Prerequisites

- An installed Genesys Integration Server (GIS)
- A licensed Wallboard Connector from Genesys Labs to access the Session and Statistics APIs.
- Detailed connectivity information for the GIS:
- **GISHost -** Machine name or TCP/IP address of the machine which is running the GIS.
- **GISPort -** Port number for connecting with the GIS.
- **GISPrincipal -** Name or ID of the entity logging on.
- **GISCredentials -** Password for the name or ID logging on.
- **GISTenant -** Name of the tenant under which to log in.
- **StatServerName -** Name of the Genesys Stat Server.
- **PollingInterval -** Number of milliseconds to wait between requests for stats from Genesys. This setting will match the restriction_time option in the GIS application Options tab.
- **GISRelativeInstallationPath –** If GIS is not installed in the default location, customer must provide this location.

The Genesys Configuration Management Environment (CME) will be a resource to obtain information needed by Inova Solutions for configuration of the LightLink Genesys Data Source. Most of the configuration items listed above can be obtained from the Genesys GIS Overview web page. The GISHost and GISPort can be verified by using them to access the GIS Overview web page.

In addition, the customer should also provide:

- Access to GIS and StatServer logs
- Listing of Objects to be monitored by LightLink if outside the default configuration. (Queue, GroupQueues, GroupAgents, etc.)
- Queue names (and Switch Name when applicable) associated with the above Objects.
- Genesys Stat Name as defined in CME (e.g. – CurrNumberWaitingCalls) and name preference in LightLink – if something other than default name is preferred.
- The Time Interval – Growing, Sliding, SlidingSelection.
- Notification Mode – ChangeBased, TimeBased, ResetBased

Time Range values, filter names, time interval profile names (e.g., Range_0_to_30), time interval length, slide length as needed per Stat Name.

Product Specifications

Capacity and Limitations

The data refresh rate is controlled by the polling interval configured in LightLink and the restriction_time configured in the GIS application. The default setting for this configuration is 30 seconds. Inova Solutions and Genesys recommend a refresh rate of 10-15 seconds for optimum system performance.

The specific capacity and limits of the Genesys Data Source are determined during implementation. The most common factors are the number of Objects/Stats monitored and the polling interval.

Typical deployments consist of approximately 50-100 Objects and 25 Stats at a 10 second polling interval. Larger implementations consisting of 200+ objects are subject to review by Inova and may require additional GIS connections.

Compatibility

The LightLink system is compatible with GIS v7.6.

Licensing

The Genesys licensed Wallboard Connector is required and must be procured by the customer prior to LightLink integration.

Firewall

Any system connecting via the network may be affected by firewalls and firewall applications. Please ensure the firewall team is available to address any potential port and connectivity issues that may be encountered.

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