



Avaya Solution & Interoperability Test Lab

Application Notes for Interactive Northwest Partner Analyst 1.0 with Avaya PARTNER® ACS R6.0 with PARTNER API Enabled - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for the Interactive Northwest Partner Analyst to successfully interoperate with the Avaya PARTNER ACS with Partner API Enabled. Features and functionality were validated and performance testing was conducted in order to verify operation under load. Information in these application notes has been obtained through interoperability compliance testing and additional technical discussions. Testing was conducted via the Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the compliance-tested configuration utilizing Avaya PARTNER ACS R6.0 with Partner API Enabled and Interactive Northwest Partner Analyst 1.0.

The Interactive Northwest (INI) Partner Analyst is a monitoring and reporting application that enables businesses to determine incoming and outgoing call activity at both the extension and trunk (line) levels. Features provided by Partner Analyst include:

- Near-real time monitoring capability
- Historical reporting summaries on lines
- Historical reporting summary and detail information of monitored stations

The Partner Analyst interfaces with the PARTNER ACS by connecting the SMDR/PARTNER API port of the PARTNER system to a serial port on the Partner Analyst PC. Partner Analyst can be used to monitor incoming calls on analog and non-DID T1 trunks configured on the PARTNER ACS. DID calls are not reported by Partner Analyst. All outbound calls are eligible for monitoring. Inbound calls are monitored to the extent possible on the real-time monitoring screen. Internal (extension) calls are not monitored nor reported on. Partner Analyst is a passive system; it does not provide any call routing capability as an ACD. Rather, it is a reporting tool for incoming and outgoing trunk calls.

Please refer to the Partner Analyst product documentation or contact Interactive Northwest technical support for more information.

The tested configuration is shown in **Figure 1**.

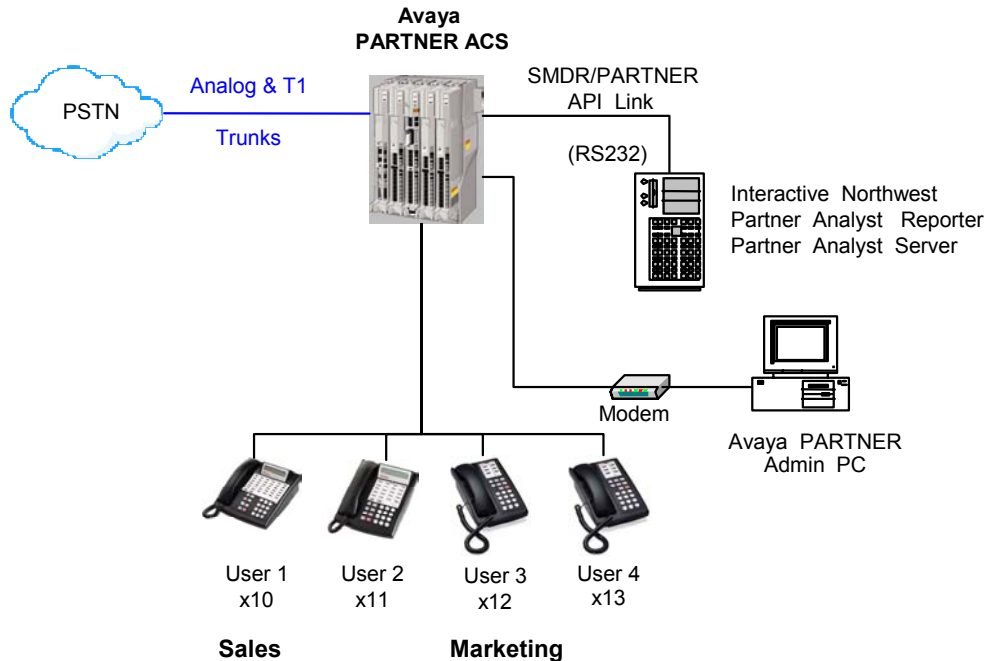


Figure 1: Avaya PARTNER ACS with Interactive Northwest Partner Analyst Configuration

1.1. Compliance Test Notes / Observations

- Partner Analyst is not recommended for use with PARTNER ACS systems configured with DID trunks:** PARTNER ACS currently reports incoming DID calls as station calls. Partner Analyst only monitors inbound or outbound trunk calls. No call data will be available for DID calls in this release.
- Difference between real-time and report generated information:** Real-time counters in the INI Partner Analyst Reporter window and information provided in generated reports did not always match. Interactive Northwest explained that the counters provided for real-time monitoring, e.g., Avg. Hold time (line), will not necessarily map to information provided in the generated reports because the real time information relates to incoming calls whereas the reports at the extension level focus on agent statistics. Interactive Northwest will make clarifying statements in the documentation.
- Conference call events are not monitored or recorded properly:** Partner Analyst does not monitor conference call events because PARTNER ACS does not provide conference call state information for Partner Analyst to track at this time. During a conference call, Partner Analyst logs the originating extension's talk time in the real-time monitoring window as well as the report; however, all other extensions added to the conference call will be reported in the "Other" column of the real-time monitoring window. Data in the "Other" column is never saved in the database and will therefore not appear in a generated report. This results in only the originating agent getting credit for the call.
- Call Hold events at the extension level are not monitored but do impact counters:** PARTNER ACS does not provide call hold state information for Partner Analyst to track at this time. No call hold status is displayed for a given extension in the Extension

Monitoring tab of the INI Partner Analyst Reporter window. However, a call put on hold will appear as a yellow triangle in the Line Monitoring tab of the INI Partner Analyst Reporter window. Call hold times at the extension level can only be inferred from the difference in the talk-time and duration for a call in the Extension Detail Report.

- **Call Transfer events at the extension level are not monitored but do impact counters:** Call transfers are not monitored by Partner Analyst because PARTNER ACS does not provide call transfer state information for Partner Analyst to track at this time. However, the call type and count for each station is tallied. For example, the line summary report will show one incoming call; however, the extension reports will show each agent handled one call. So, for a transfer, there would be one inbound call per agent. Interactive Northwest will update the Partner Analyst documentation to clarify these scenarios.
- **Monitoring Voicemail Extension:** The voicemail extension (x78) cannot be monitored. Partner Analyst does not put extension x78 in the list of displayable extensions.
- **Monitoring ASA Extension:** Call Detail reports for the ASA extension (x00) are not provided. ASA calls show up as extension 00 but data on these calls can only be obtained from the extension summary report. Interactive Northwest does not make a call detail report available for the ASA extension because it only receives incoming calls. However, a Call Detail report would show the timestamps for incoming calls to ASA that may provide more meaningful data than what is provided in the summary report.
- **Hangups counter:** The Hangups counter in the INI Partner Analyst Reporter window increments on calls that were on hold and hung up by the outside caller, calls hung up by outside caller before being picked up by agent, as well as extensions taken off and on hook without placing a call.

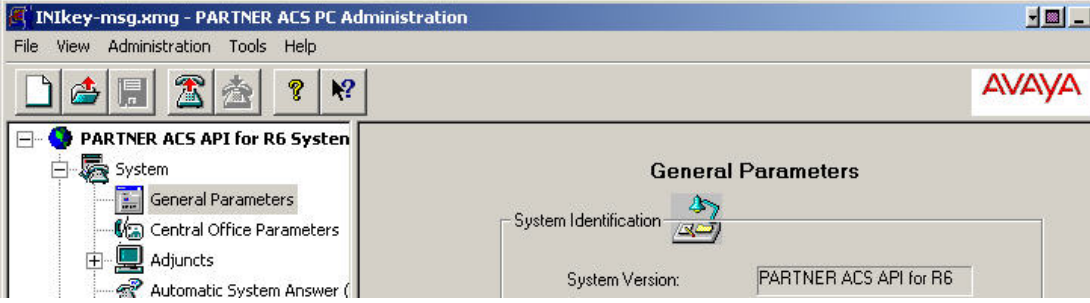
2. Equipment and Software Validated

The following equipment and software were used for the configuration provided in **Figure 1**.

Equipment	Software
Avaya PARTNER® ACS	R6 with PARTNER API Enabled
Avaya PARTNER® 6, PARTNER® 18D, and PARTNER® 34D Telephones	-
Avaya 355AF RS232 to 8 Pin Adapter	-
Interactive Northwest Partner Analyst	1.0
US Robotics Modem	-
Generic PCs	Windows 2000 Professional


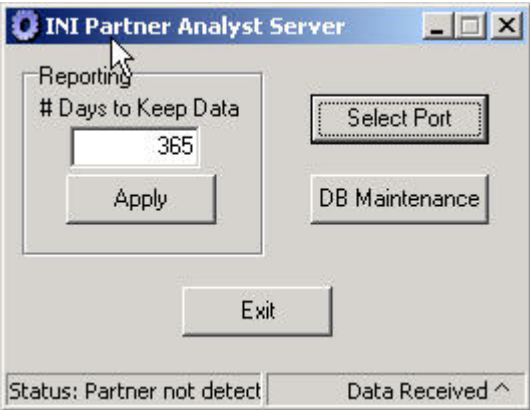
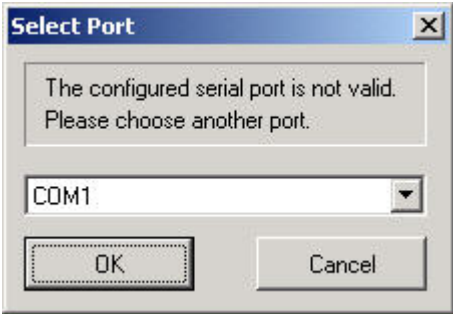
3. Configure the Avaya PARTNER ACS

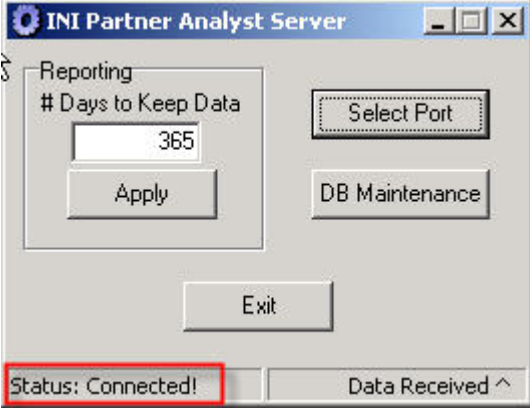
These Application Notes address provisioning of the PARTNER switch as it relates to integration with INI Partner Analyst. For all other provisioning information such as provisioning of the trunks for outbound dialing, call coverage, hunt groups, and extensions, etc., please refer to the PARTNER product documentation.

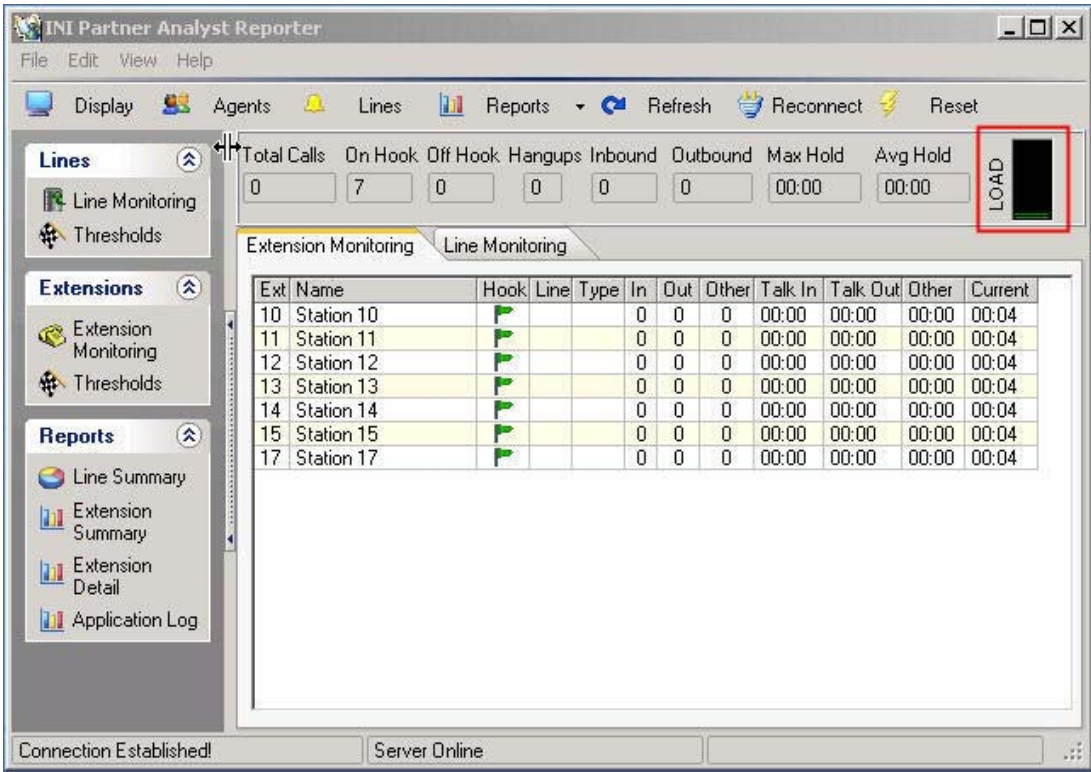
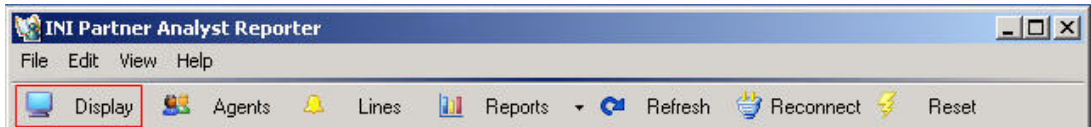
Step	Description
Launch PARTNER PC Administration application	
1.	Log in to the PARTNER Admin PC and go to Start → Programs → Partner ACS R6.0 PC Administration → PC Administration to launch the PARTNER ACS PC Administration application. Connect to the PARTNER System and log in using the appropriate credentials.
2.	In the PARTNER ACS PC Administration window that appears, double-click System on the left side of the window to open the list and click General Parameters to display the general parameters form on the window.
3.	<p>In the General Parameters form that appears, verify <i>System Version</i> is set to <i>PARTNER ACS API for R6</i>.</p>  <p>NOTE 1: If the PARTNER ACS is not on this version of software, stop and do not continue until the PARTNER system has been upgraded to it.</p>
Verify API (#615) is set to 1 API On	
4.	From PARTNER extension 10 or 11, press (System Program) (Feature) (0) (0) (Left Intercom) (Left Intercom) (#) (6) (1) (5) . 1 API On should appear on the telephone display. If it does not, enter (1) to turn it on.
Verify API Internal Monitor (#616) is on and set to 1 All Calls	
5.	From a PARTNER extension 10 or 11, press (System Program) (Feature) (0) (0) (Left Intercom) (Left Intercom) (#) (6) (1) (6) . 2 External Calls should appear as the default state on the telephone display. Enter (1) to change it to 1 All Calls .

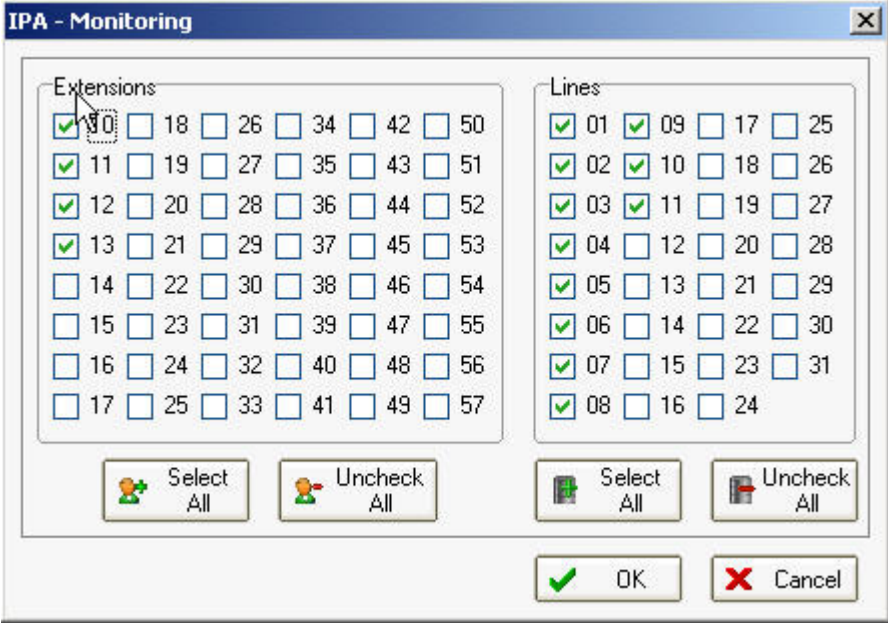
4. Configure the INI Partner Analyst

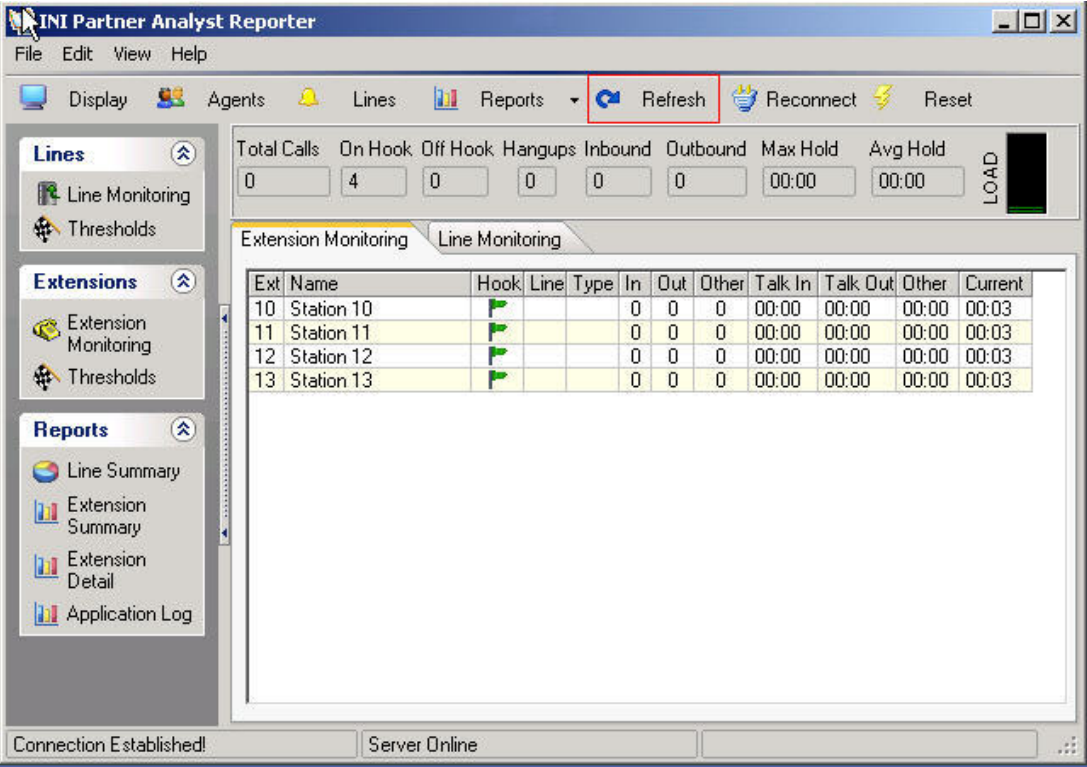
These Application Notes address provisioning of the INI Partner Analyst as it relates to integration with Avaya PARTNER ACS. For all other provisioning information, please refer to the INI Partner Analyst product documentation.

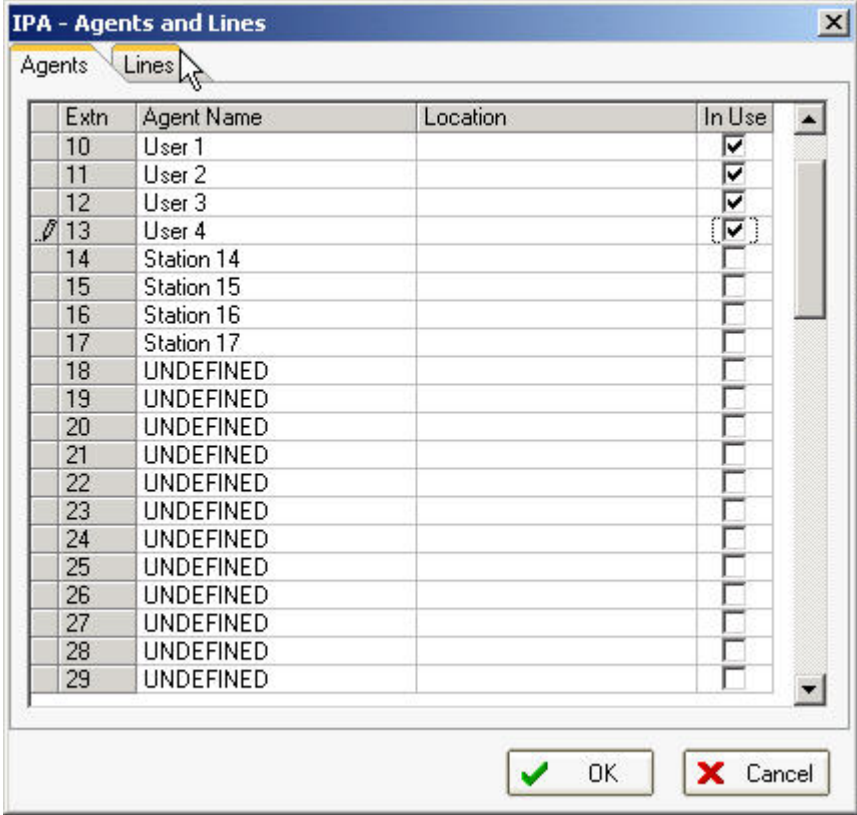
Step	Description
Launch Partner Analyst Server	
1.	<p>Log in to the Partner Analyst PC and go to Start → Programs → Interactive Northwest Inc → PAServer to launch Partner Analyst Server. A new icon will appear on the Windows taskbar for the PAServer application. Double-click the icon.</p> 
2.	<p>In the INI Partner Analyst Server window that appears, click Select Port.</p> 
3.	<p>In the Select Port window that appears, select the serial port on the Partner Analyst PC that is connected to the Partner API/SMDR port on the PARTNER ACS. Click OK.</p> 

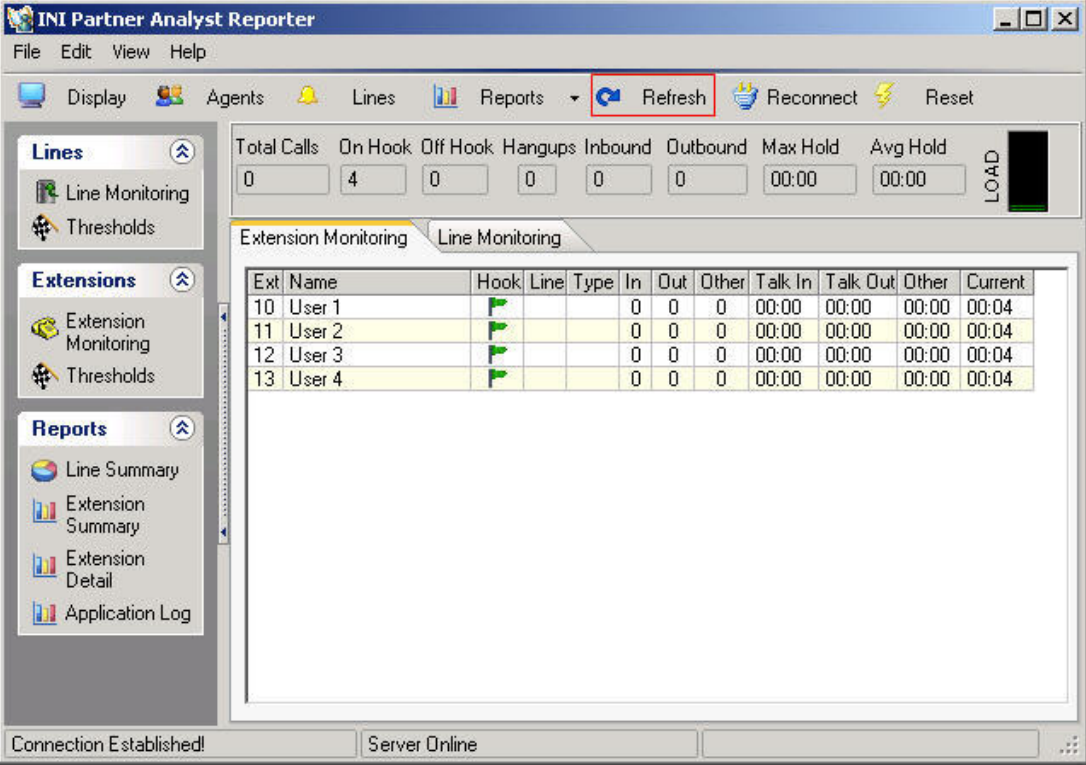
Step	Description
4.	<p>In the INI Partner Analyst Server window that appears, verify ‘Status: Connected!’ appears at the bottom of the window. Minimize the window.</p> 

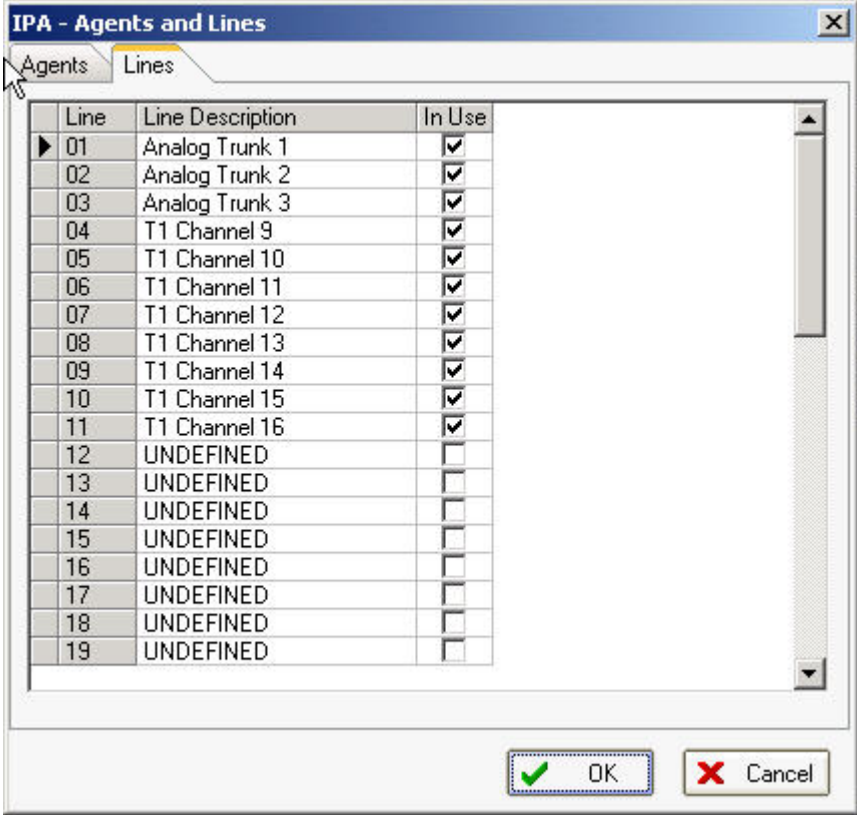
Step	Description
5.	<p data-bbox="358 268 829 302">Launch Partner Analyst Reporter</p> <p data-bbox="358 310 1390 384">On the Partner Analyst PC, go to Start → Programs → Interactive Northwest Inc → PAReporter to launch Partner Analyst Reporter.</p>  <p data-bbox="358 1255 1422 1472">NOTE 2: The Load bar (top right of window) reflects the current amount of data events being sent by the PARTNER ACS to Partner Analyst. As the event volume from the PARTNER ACS increases, the load bar will go from green to yellow to red. Red is cause for immediate concern. It indicates the PARTNER ACS, due to system load, may not be reporting all event information to Partner Analyst, and because of that data integrity is jeopardized.</p>
6.	<p data-bbox="358 1478 1333 1551">In the INI Partner Analyst Reporter window, click Display to customize the extensions and lines to display in the Extension/Line Monitoring windows.</p> 

Step	Description
7.	<p>In the IPA – Monitoring window that appears, check all extensions and lines to display and click OK.</p> 

Step	Description																																																												
8.	<p>In the INI Partner Analyst Reporter window, click Refresh for the Display changes to take effect.</p>  <p>The screenshot shows the 'INI Partner Analyst Reporter' application window. The toolbar includes buttons for 'Display', 'Agents', 'Lines', 'Reports', 'Refresh' (highlighted with a red box), 'Reconnect', and 'Reset'. The main area displays a 'Line Monitoring' table with the following data:</p> <table border="1" data-bbox="597 604 1425 730"> <thead> <tr> <th>Ext</th> <th>Name</th> <th>Hook</th> <th>Line</th> <th>Type</th> <th>In</th> <th>Out</th> <th>Other</th> <th>Talk In</th> <th>Talk Out</th> <th>Other</th> <th>Current</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>Station 10</td> <td>▶</td> <td></td> <td></td> <td>0</td> <td>0</td> <td>0</td> <td>00:00</td> <td>00:00</td> <td>00:00</td> <td>00:03</td> </tr> <tr> <td>11</td> <td>Station 11</td> <td>▶</td> <td></td> <td></td> <td>0</td> <td>0</td> <td>0</td> <td>00:00</td> <td>00:00</td> <td>00:00</td> <td>00:03</td> </tr> <tr> <td>12</td> <td>Station 12</td> <td>▶</td> <td></td> <td></td> <td>0</td> <td>0</td> <td>0</td> <td>00:00</td> <td>00:00</td> <td>00:00</td> <td>00:03</td> </tr> <tr> <td>13</td> <td>Station 13</td> <td>▶</td> <td></td> <td></td> <td>0</td> <td>0</td> <td>0</td> <td>00:00</td> <td>00:00</td> <td>00:00</td> <td>00:03</td> </tr> </tbody> </table> <p>The status bar at the bottom of the window displays 'Connection Established!' and 'Server Online'.</p>	Ext	Name	Hook	Line	Type	In	Out	Other	Talk In	Talk Out	Other	Current	10	Station 10	▶			0	0	0	00:00	00:00	00:00	00:03	11	Station 11	▶			0	0	0	00:00	00:00	00:00	00:03	12	Station 12	▶			0	0	0	00:00	00:00	00:00	00:03	13	Station 13	▶			0	0	0	00:00	00:00	00:00	00:03
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10.	<p data-bbox="358 233 1321 306">In the IPA – Agents and Lines window that appears, enter the <i>Agent Name</i>, <i>Location</i> and check (✓) <i>In Use</i> for each agent to monitor and click OK.</p>  <table border="1" data-bbox="469 342 1321 1152"> <thead> <tr> <th>Extn</th> <th>Agent Name</th> <th>Location</th> <th>In Use</th> </tr> </thead> <tbody> <tr><td>10</td><td>User 1</td><td></td><td><input checked="" type="checkbox"/></td></tr> <tr><td>11</td><td>User 2</td><td></td><td><input checked="" type="checkbox"/></td></tr> <tr><td>12</td><td>User 3</td><td></td><td><input checked="" type="checkbox"/></td></tr> <tr><td>13</td><td>User 4</td><td></td><td><input checked="" type="checkbox"/></td></tr> <tr><td>14</td><td>Station 14</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>15</td><td>Station 15</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>16</td><td>Station 16</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>17</td><td>Station 17</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>18</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>19</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>20</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>21</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>22</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>23</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>24</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>25</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>26</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>27</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>28</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> <tr><td>29</td><td>UNDEFINED</td><td></td><td><input type="checkbox"/></td></tr> </tbody> </table>	Extn	Agent Name	Location	In Use	10	User 1		<input checked="" type="checkbox"/>	11	User 2		<input checked="" type="checkbox"/>	12	User 3		<input checked="" type="checkbox"/>	13	User 4		<input checked="" type="checkbox"/>	14	Station 14		<input type="checkbox"/>	15	Station 15		<input type="checkbox"/>	16	Station 16		<input type="checkbox"/>	17	Station 17		<input type="checkbox"/>	18	UNDEFINED		<input type="checkbox"/>	19	UNDEFINED		<input type="checkbox"/>	20	UNDEFINED		<input type="checkbox"/>	21	UNDEFINED		<input type="checkbox"/>	22	UNDEFINED		<input type="checkbox"/>	23	UNDEFINED		<input type="checkbox"/>	24	UNDEFINED		<input type="checkbox"/>	25	UNDEFINED		<input type="checkbox"/>	26	UNDEFINED		<input type="checkbox"/>	27	UNDEFINED		<input type="checkbox"/>	28	UNDEFINED		<input type="checkbox"/>	29	UNDEFINED		<input type="checkbox"/>
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13.	<p data-bbox="362 233 1430 302">In the IPA – Agents and Lines window that appears, enter the <i>Line Description</i> and check (✓) <i>In Use</i> for each line to monitor and click OK.</p>  <p>The screenshot shows a window titled "IPA - Agents and Lines" with two tabs: "Agents" and "Lines". The "Lines" tab is active, displaying a table with the following data:</p> <table border="1" data-bbox="495 443 959 1024"> <thead> <tr> <th>Line</th> <th>Line Description</th> <th>In Use</th> </tr> </thead> <tbody> <tr><td>01</td><td>Analog Trunk 1</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>02</td><td>Analog Trunk 2</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>03</td><td>Analog Trunk 3</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>04</td><td>T1 Channel 9</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>05</td><td>T1 Channel 10</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>06</td><td>T1 Channel 11</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>07</td><td>T1 Channel 12</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>08</td><td>T1 Channel 13</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>09</td><td>T1 Channel 14</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>10</td><td>T1 Channel 15</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>11</td><td>T1 Channel 16</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>12</td><td>UNDEFINED</td><td><input type="checkbox"/></td></tr> <tr><td>13</td><td>UNDEFINED</td><td><input type="checkbox"/></td></tr> <tr><td>14</td><td>UNDEFINED</td><td><input type="checkbox"/></td></tr> <tr><td>15</td><td>UNDEFINED</td><td><input type="checkbox"/></td></tr> <tr><td>16</td><td>UNDEFINED</td><td><input type="checkbox"/></td></tr> <tr><td>17</td><td>UNDEFINED</td><td><input type="checkbox"/></td></tr> <tr><td>18</td><td>UNDEFINED</td><td><input type="checkbox"/></td></tr> <tr><td>19</td><td>UNDEFINED</td><td><input type="checkbox"/></td></tr> </tbody> </table> <p data-bbox="974 1087 1284 1129">At the bottom of the window are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).</p>	Line	Line Description	In Use	01	Analog Trunk 1	<input checked="" type="checkbox"/>	02	Analog Trunk 2	<input checked="" type="checkbox"/>	03	Analog Trunk 3	<input checked="" type="checkbox"/>	04	T1 Channel 9	<input checked="" type="checkbox"/>	05	T1 Channel 10	<input checked="" type="checkbox"/>	06	T1 Channel 11	<input checked="" type="checkbox"/>	07	T1 Channel 12	<input checked="" type="checkbox"/>	08	T1 Channel 13	<input checked="" type="checkbox"/>	09	T1 Channel 14	<input checked="" type="checkbox"/>	10	T1 Channel 15	<input checked="" type="checkbox"/>	11	T1 Channel 16	<input checked="" type="checkbox"/>	12	UNDEFINED	<input type="checkbox"/>	13	UNDEFINED	<input type="checkbox"/>	14	UNDEFINED	<input type="checkbox"/>	15	UNDEFINED	<input type="checkbox"/>	16	UNDEFINED	<input type="checkbox"/>	17	UNDEFINED	<input type="checkbox"/>	18	UNDEFINED	<input type="checkbox"/>	19	UNDEFINED	<input type="checkbox"/>
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Step	Description
14.	In the INI Partner Analyst Reporter window, click the Line Monitoring tab and click Refresh for the Lines changes to appear.

The screenshot shows the INI Partner Analyst Reporter application window. The 'Line Monitoring' tab is active, and the 'Refresh' button is highlighted with a red box. The interface displays a summary of call statistics and a table of line monitoring data.

Line	State	Type	CID Name	Number	Account	Extn	In	Out	Hangup	Current
01	✓						0	0	0	00:06
02	✓						0	0	0	00:06
03	✓						0	0	0	00:06
04	✓						0	0	0	00:06
05	✓						0	0	0	00:06
06	✓						0	0	0	00:06
07	✓						0	0	0	00:06
08	✓						0	0	0	00:06
09	✓						0	0	0	00:06
10	✓						0	0	0	00:06
11	✓						0	0	0	00:06

5. Interoperability Compliance Testing

This Interoperability Compliance Test included feature, functionality and performance testing. Feature and functionality testing examined Partner Analyst Reporter's ability to properly monitor incoming and outgoing calls. Performance tests verified the configuration continued to function properly while operating under load.

5.1. General Test Approach

Feature and functionality testing was performed manually. Inbound calls were made to the PARTNER ACS from analog and T1 trunks. The PARTNER ACS reported call data via the SMDR/PARTNER API port connected to the Partner Analyst PC. Partner Analyst reflected the call information in near real-time (as fast as it received records from PARTNER ACS) and stored call data in its database for reports. Analog loop start trunks from the central office were connected to the PARTNER. T1 trunk connectivity to the central office was simulated during testing by connecting the T1 port on the PARTNER ACS to an Avaya Communication Manager system.

Performance testing was accomplished by utilizing call generation tools for placing calls from T1 to analog station ports. Analog station ports on the call generation tool were connected to analog station ports on the PARTNER ACS – each port was assigned to a distinct hunt group on the PARTNER ACS. The T1 port on the PARTNER ACS was connected to the T1 port on the call generation tool. Call scripts were written to place calls to the PARTNER ACS via the T1 trunk. Each T1 channel was assigned to a distinct hunt group for a one-to-one mapping between each T1 channel and analog station port. On execution, each call generation script on the T1 placed a call to the PARTNER ACS. Scripts running on the analog station ports waiting to receive these calls answered the calls.

5.2. Test Results

All feature, functionality, and performance test cases passed successfully. Overnight performance testing at a rate of 875 – 890 Busy Hour Call Attempts was conducted. Performance statistics were captured on the Partner Analyst PC to ensure that it was able to handle the call volume.

6. Verification Steps

The following steps can be used to verify system operation after a field installation:

- Double-click the Partner Analyst Server icon running on the Partner Analyst PC and verify it shows “Status: Connected” at the bottom of the window.
- Launch Partner Analyst Reporter and verify the status bar at the bottom of the INI Partner Analyst Report window displays “Connection Established!”
- Place an inbound analog trunk call to the PARTNER ACS and answer the call at a monitored and displayed extension on the Partner Analyst Reporter, e.g., extension 10. Verify the extension in the Extension Monitoring window appears off hook and the incoming analog trunk line being used displays which extension answered the call.

7. Support

Customers should call the Interactive Northwest Customer Service Center when having problems related to Partner Analyst. Interactive Northwest will then determine the nature of the problem and recommend the best plan to the customer, whether it is to:

- Fix the problem through remote access.
- Dispatch, at Interactive Northwest’s discretion, on-site technical support.

For technical support on Partner Analyst, contact the Interactive Northwest Customer Service Center at (800) 808-8090. Technical support email can be sent to support@interactivenw.com.

8. Conclusion

These Application Notes describe the required configuration steps for Interactive Northwest’s Partner Analyst to successfully interoperate with Avaya PARTNER ACS R6 with Partner API Enabled. Features, functionality, and performance were successfully compliance tested.

9. Additional References

PARTNER® ACS Release 6 Installation, Programming, and Use, Issue 4, 518-456-803, May 2003

PARTNER® Advanced Communications System Application Programming Interface, Issue 1, CIB 3243, October 2003

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