Oracle® IVR Integrator

Implementation Guide

Release 11*i* for Windows NT

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1 Implementing Oracle IVR Integrator

This topic group provides general descriptions of the setup and configuration tasks required to implement the application successfully.

This topic group contains the following topics:

- Implementation Overview
- Configuring Oracle Service Monitor
- Configuring Oracle Integrated Manager
- Creating an Oracle IVR Integrator Service
- Configuring IVR Mapping in Oracle Telephony Manager
- Creating an Oracle IVR Monitor Service

1.1 Implementation Overview

The steps in the following table outline the post-installation configuration of Oracle IVR Integrator. For information on installing Oracle IVR Integrator, see the Oracle document *Installing Oracle IVR Integrator*.

The Setup Step Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document.

Procedure Number		Setup Procedure Description	Documentation
❑	1	Configuring Oracle Service Monitor	*Installing Oracle IVR Integrator*
❑	2	Configuring Oracle Integrated Manager	

Procedure Number		Setup Procedure Description	Documentation
❑	3	Creating an Oracle IVR Integrator Service	
❑	4	Configuring IVR Mapping in Oracle Telephony Manager	*Oracle Telephony Manager Implementation Guide*
❑	5	Creating an Oracle IVR Monitor Service	*Installing Oracle IVR Integrator*

2 Configuring Oracle Service Monitor

Use the Integrated Manager administrative tool to create and configure the Oracle Service Monitor according to the following procedure.

Prerequisites

You must have already installed PC-DCE, Oracle 8.06 client, CT Connect Client, Oracle Call Center Services, and Oracle Integrated Manager, and have configured PC-DCE and Oracle Integrated Manager.

Steps

1. Navigate to **Start** > **Programs** > **Oracle** > **Integrated Manager** > **Administrator MMC Console**.

   The IMAdministrator screen opens.

2. In the directory tree, navigate to Oracle Integrated Manager\Services Configuration\Microsoft Windows Network.

3. Open the domain folder in which you want to install services.

4. In the Service Monitor folder, right click and choose **Properties**.

   The Service Monitor Configuration Properties box opens.

5. In the Service Name field enter **`IM_POM`** (upper case).

6. Choose the DCE Login tab. In the DCE principal field enter **`cell_admin`**. In the **Password** field enter the DCE password.

7. Choose the LogFile Dir tab. In the Local Directory field, type or use Browse to enter the path to the ServiceMonitorLogs folder, and then click **OK**.

8. Navigate to Service Monitor/Servers Beings Monitored. Right click and choose **New** > **Service Monitor Server**.

9. Click **Browse**.

10. Choose the server, then click **OK**.

You return to the Add New Server to Service Monitor dialog box.

11. Choose **Add Server**.
12. Exit the IMAdministrator screen.
13. Navigate to **Control Panel** > **Services**.
14. Choose **Oracle Services Monitor**.
15. Click **Startup**.

    The Service dialog box opens.

16. In the Startup Type area click **Automatic.** In the Log on As area click **This Account** and choose a user with administrator privileges. Enter and confirm a password.
17. Click **OK**.

    The Service dialog box closes.

3 Configuring Oracle Integrated Manager

You only need to configure Oracle Integrated Manager if it is not already installed and configured on an existing server.

Integrated Manager is the application that you use to create and configure IVR Integrator services. Integrated Manager is usually installed on the Windows NT server that runs services, or it may be installed on a separate call center administrator work station.

If necessary, configure Oracle Integrated Manager according to the following procedure.

Prerequisites

You must have already installed PC-DCE, Oracle 8.06 client, CT Connect client, Oracle Call Center Services, and Oracle Integrated Manager, and configured ODBC and PC-DCE. See *Installing Oracle IVR Integrator*.

Steps

1. Navigate to **Start** > **Programs** > **Oracle for Windows NT** > **Oracle Net8 Easy Config**. Configure the client to point to a database.

   The Oracle Net8 Easy Config screen opens.

2. In the **New Service Name** field enter the service name. Check **Add New Service**, and then click **Next**.
3. Choose **TCP/IP** as the networking protocol and click **Next**.

4. In the **Host Name** field enter the name of the machine where the database is installed. Enter the **Port Number**, and then click **Next**.
5. Enter the **Database SID** (System Identifier) and click **Next**.
6. Configure Integrated Manager. From the Windows NT Start menu, choose **Programs** > **Oracle** > **Integrated Manager** > **Registry Configuration Console**.

   The IMRegistryConfiguration screen opens.
7. Choose a data source name, then enter a user name and password. The POM Server Name is the name of the service monitor. Click **Apply**.
8. Exit.

Reference

- Creating an Oracle IVR Integrator Service

4 Creating an Oracle IVR Integrator Service

Use the Integrated Manager GUI application to create and configure the IVR Integrator services according to the following procedure.

Prerequisites

You must have already installed PC-DCE, Oracle 8.06 client, CT Connect client, Oracle Call Center Services, and Oracle Integrated Manager, and have configured PC-DCE, Oracle Integrated Manager, ODBC, and Oracle Service Monitor.

Steps

1. Start Oracle Integrated Manager and expand the **Oracle Integrated Manager** node, if you have not already done so.
2. Expand the **Inbound** node.
3. Click **IVR Services** and then click **Action** > **New** > **IVR Service**.

   The **Create New IVR** wizard appears.
4. Click **Next**.
5. Type the name of the IVR service (for example, IVR_Service), select the machine hosting the IVR service, and then click **Next**.
6. Click the **Browse** button to the right of the Path to executable and name box.

The Browse for Folder dialog box appears.

7. Select the executable file for the Oracle IVR Integrator service (for example, \\...\IVRServerbin\IVR_Service.exe) and then click **OK**.

   The selected path and file appear in the **Create New IVR** wizard.

8. Use the **Browse** buttons to select the path and, where appropriate, file for the following items:

   - Oracle IVR Integrator service backup data file (for example, \\...\IVRSrvrData\backup.dat)
   - Directory in which the IVR data packets will be stored (for example, \\...\IVRSrvrTrans)
   - Directory in which the Oracle IVR Integrator service log files will be stored (for example, \\...\IVRServerLogs). Click **Next**.

9. Select a create option and then click **Next**.

10. Select the ODBC data source name being used to access the Oracle application database.

11. Type the AOL (Applications Object Library) logon and password, and then click **Next**.

12. Type the DCE cell principal user name `<cell_admin>` and password, and then click **Next**.

13. Configure the IVR service according to the following table.

Parameter	Description
Data Queue Purge Time	Select the time after which unmatched IVR data packets are purged from the Oracle IVR Integrator service.
Net Listen Port	Select the TCP/IP port that the Oracle IVR Integrator service will listen to when waiting for connections from the IVR system (or Oracle IVR Integrator monitor, depending on your Oracle architecture).
Receive Data Thread	Select the number of receive data threads that can be allocated.
Hash Key Position	Accept the default. The position of the key used to index the data packet in the IVR backup data structure. This will be the originating call ID or the UUID (Universally Unique IDentifier), depending on the configuration of the IVR system.
Hash Key Size	Accept the default.
Data Size	Select the length of the IVR data packet.

Parameter	Description
Message Key Position	Typically 0. Change if necessary to accommodate a header.
Maximum Connections	The maximum number of IVR monitors or IVRs that can be used.
Data Separator	Type the character separator for the data pairs in the IVR data packet. Do not leave blank.
Run With Monitor	Select this checkbox if the Oracle IVR Integrator service is being used with an Oracle IVR Monitor.
Use TCP/IP	Always select this checkbox.

14. Click **Next**.
15. Choose **Add** to configure the data map settings for this IVR service. Data Label, Data Position, and Data Length are required fields. Use the following table.

To...	Do This...
Add an item to the data map	1. Specify the following parameters: ■ **Data Label**: Type the label for the data item in the IVR data packet. ■ **Data Position**: Type the position of the character data item in the IVR data packet. ■ **Data Length**: Type the length of the character data item in the IVR data packet. ■ **Oracle Name**: Unused field. ■ **DB Field Name**: Unused field. 2. Click **Add**.

16. Click **Next**.
17. Click **Finish** to create the Oracle IVR Integrator service that is based on the parameters entered in the wizard.

    The Oracle IVR Integrator service appears in the scope pane of the Microsoft Management Console under the IVR Service node for Oracle Integrated Manager.

References

- Configuring Oracle Integrated Manager
- Creating an Oracle IVR Monitor Service

5 Configuring IVR Mapping in Oracle Telephony Manager

See the Oracle document *Oracle Telephony Manager Implementation Guide.*

6 Creating an Oracle IVR Monitor Service

The Oracle IVR Monitor service is only required when the IVR does not have a CTI link. Without a CTI link, the call ID is not included in the IVR data packet. IVR Monitor service receives data packets from the IVR application, adds the Call ID, and then sends the data packet to the IVR Integrator service. The IVR Monitor service is only used if the IVR Integrator service is in use. It is used for non-CTI enabled IVRs and when using Dialogic CT Connect CTI middleware.

Create an IVR Monitor Service according to the following procedure.

Prerequisites

You must have already installed PC-DCE, Oracle 8.06 client, CT Connect Client, Oracle Call Center Services, and Oracle Integrated Manager, and have configured PC-DCE, Oracle Integrated Manager, Oracle Service Monitor and ODBC, and created Oracle IVR Integrator services.

Steps

1. Start Oracle Integrated Manager and expand the **Oracle Integrated Manager** node, if you have not already done so.
2. Expand the **Inbound** node.
3. Expand the IVR Services node.
4. Click the IVR server that you just created.
5. Choose **Action->New->IVR Monitor**.

   The **Create New IVR Monitor** wizard opens.
6. Click **Next**.
7. Type the name of the new Oracle IVR Integrator monitor (for example, IVR_Monitor).
8. Click the **Browse** button to the right of the Path to the IVR monitor executable box.

   The Browse for Folder dialog box opens.
9. Select the executable file for the Oracle IVR Integrator monitor (for example, \\...\IVRMonitorbin\IVR_Monitor.exe) and then click **OK**.

The selected path and file appear in the **Create New IVR Monitor** wizard.

10. Use the **Browse** button to select the directory in which the Oracle IVR Integrator monitor log files will be stored (for example, \\...\IVRMonitorLogs), and then click **Next**.

11. Configure the CT Connect parameters according to the following table.

Parameter	Description
CTI Server Name	Use the browse button to select the machine hosting the CTI middleware.
CTI Logical ID	Type the name of the logical link from CTI server to the switch (same as the Logical Link on the CTI server).
CTI Network Type	The network protocol used by the CTI server to communicate with the switch. Always choose ncacn_ip_tcp.

12. Click **Next**.

13. Configure the CTI DLL and TCP/IP DLL parameters according to the following table.

Parameter	Default	Description
CTI DLL Name	IVR_CtcEnb.dll	Type the name of the CTI DLL files used by the switch to communicate with the CTI server. This is the dll used to communicate with the standard Dialogic CT Connect CTI server.
TCP/IP DLL Name	IVR_TCPIP.dll	Type the name of the TCP/IP DLL file used by the switch to communicate with the IVR system interface.

14. Click **Next**.

15. To establish communication between the IVR Monitor service and the IVR Integrator service, configure the network and data parameters according to the following table.

Parameter	Description
Application Host Name	Use the Browse button to select the machine hosting the Oracle IVR Integrator service to which the monitor will connect.
Application Host Port	Select the TCP/IP port that the monitor will use to connect to the Oracle IVR Integrator service.
Host Name Data Position	Select the position of the IVR host name (that is, the IVR identifier) in the IVR data packet. The host name is typically at the start of the data packet (that is, at position 0).
Host Name Data Length	Select the length of the IVR host name in the IVR data packet. The length of the host name is typically 2 characters.

16. Click **Next**.

17. Configure the monitor port and data parameters according to the following table.

Parameter	Description
Monitor Listen Port	Select the TCP/IP port that the monitor will listen to when waiting for connections from the IVR system.
Monitor Port Length	Select the length of the IVR port number in the IVR data packet. The length of the IVR port number is usually 4 characters.
Monitor Port Data Position	Select the position of the IVR port number in the IVR data packet. The IVR port number is typically found after the host name (that is, at position 2, zero-based).
Monitor Key Data Size	Accept the default value of `10`. Select the length of the key to be added to the IVR data packet. This is the originating call ID or the UUID, depending on the configuration of the IVR system.

18. Click **Next**.

19. To set the matching algorithm values and define the type of PBX that is in use, configure the threshold and CTI connection parameters according to the following table.

Parameter	Description
Active Threshold	Accept the default. The amount of time, in seconds, after the beginning of the call (but before the Transfer Low Threshold) for which an IVR data packet should be considered as a possible match. IVR data packets received before the beginning of the call are not considered a possible match.
Finish Threshold	Accept the default. The amount of time, in seconds, after the finish of the call (but before the Max Message Delay Time) for which an IVR data packet should be considered as a possible match.
Transfer Low Threshold	Accept the default. The amount of time, in seconds, before the transfer of the call for which an IVR data packet should be considered as a possible match.
Transfer High Threshold	Accept the default. The amount of time, in seconds, after the transfer of the call for which an IVR data packet should be considered as a possible match.
Use UUID	Select this checkbox if the UUID is to be added to the IVR data packet. If the call ID is to be added to the IVR data packet, this checkbox should be cleared.
Oracle PBX Type	Select the Oracle PBX Type. For Meridian switches, select 1. For Lucent switches, select 2.
PBX Type	Enter the PBX type. For Meridian switches, enter M. For Lucent switches, enter A.
Max IVR Number	Select the number of IVR units connected to the monitor.
Total Port	Select the total number of IVR ports.
Retry Limit	Select the maximum number of times the monitor should attempt to initialize the CTI interface before restarting the CTI interface.

20. Click **Next**.

21. To set the IVR Monitor service operational parameters, including whether a return data packet should be sent to the IVR application, configure the CTI and data parameters according to the following table.

Parameter	Description
Message Clean Up Time	Accept the default of 30 seconds for the time after which the monitor will delete an IVR data packet for which a call match cannot be found on the switch.

Parameter	Description
Max Message Delay Time	Accept the default of 5 seconds for the time after the finish of the call for which an IVR data packet should be considered as a possible match. The Max Message Delay Time should be greater than the Finish Threshold. IVR data packets received after the Max Message Delay Time are not considered a possible match.
Restart Time	Accept the default of 600 seconds for the time after which the monitor will restart the CTI interface when the Retry Limit is exceeded.
Connection Time	Accept the default of 20 seconds for the time after which the monitor will reinitialize the CTI extension when CTI initialization fails.
Periodical Clean Up Time	Accept the default of 30 seconds to wait until clearing old calls and CTI messages.
Receive Data Thread	Accept the default of 1. Not in use.
Receive Data Size	Select the length of the IVR data packet.
Return Data Flag	Check this box if the IVR Monitor service is returning a data packet back to the IVR system to verify that an IVR data packet has been received.
Return Data Position	If a return data packet is being sent back to the IVR system, select the beginning data position of the packet byte string sent as a return packet. Start at zero (0), do not include unique call ID. Use only if Return Data Flag is checked.
Return Data Size	If a return data packet is being sent back to the IVR system, select the length of the return data. Use only if Return Data Flag is checked.

22. Click **Next**.

23. Define the IVR port table. The IVR port table matches the port numbers to the actual PBX extension that should be monitored. Add a port table according to the following table.

To...	Do This...
Create a port table	1. Click **Add New**. 2. Use the Edit Port Table dialog box to list the ports to be monitored. See step 24.
Edit a port table	1. Select a port table and then click **Edit**. 2. Use the Edit Port Table dialog box to edit the ports to be monitored. See step 24.
Delete a port table	Select a port table and then click **Delete**.

If you chose **Add New** or **Edit**, the Edit Port Table dialog box opens. If the Edit Port Table dialog box is not open, proceed to step 23. If the Edit Port Table dialog box is open, proceed to step 22.

24. In the Edit Port Table dialog box, add, edit or delete a port according to the following table.

To...	Do This...
Add a port	**1.** Specify the following parameters in the Port Information area: ■ **PBX Name**: Type the logical name of the CTI link from the PBX to the switch. Should match the logical name configured in the IVR Monitor Service. ■ **Port Name**: Type the name of the port. The port name should comprise the IVR host name and the IVR port number. For example, if the IVR host name is 01 and the IVR port number is 0001, then the port name should be 010001. The IVR host name can be found in the IVR data packet. ■ **Extension**: Type the switch directory number of the IVR port. ■ **Active**: If the extension is currently in service, click Active. **2.** Click **Add**.
Edit a port	**1.** Click a line in the port table. **2.** Edit the parameters for the selected port in the Port Information area and then click **Edit**.
Delete a port	Click a line in the port table and then click **Delete**.

25. Click **OK** to close the Edit Port Table dialog box.

The **Create New IVR Monitor** wizard opens.

26. Click **Next**.

27. Click **Finish** to create the monitor for the Oracle IVR Integrator service based on the parameters entered in the wizard.

The monitor appears in the scope pane of the Microsoft Management Console under the Oracle IVR Integrator service node for Oracle Integrated Manager.

References

- Configuring Oracle Integrated Manager
- Creating an Oracle IVR Monitor Service

7 Implementation Worksheets

Configuration worksheets are designed to help you gather the information required to configure Oracle IVR Integrator for use. All of the information in the worksheet must be entered in the configuration procedure. To properly configure Oracle IVR Integrator, please use the worksheet.

Select one of the following worksheets:

- Worksheet for Oracle Integrated Manager Configuration
- Worksheet for Oracle IVR Integrator Service Configuration
- Worksheet for Oracle IVR Monitor Service Configuration

7.1 Worksheet for Oracle Integrated Manager Configuration

Please complete the following:

- For ODBC, identify the data source name and logon parameters for the Oracle CRM database:
  - Data source name: _____
  - Database user ID: _____
  - Database password: _____
- Identify the POM server name, that is, the name of the Oracle Service Monitor: _____

7.2 Worksheet for Oracle IVR Integrator Service Configuration

Please complete the following:

- Identify the name of the new Oracle IVR Integrator service:

  _____

- Identify the machine hosting the Oracle IVR Integrator service:

  _____

- Identify the following directories and/or files on the machine where Oracle IVR Integrator is installed:
  - Oracle IVR Integrator service executable:

    \\...\IVRServerbin\IVR_Service.exe
  - Oracle IVR Integrator service backup data file:

    \\...\IVRSrvrData\backup.dat
  - Directory in which the IVR data packets will be stored:

\\...\IVRSrvrTrans

- Directory in which the Oracle IVR Integrator service log files will be stored:

  \\...\IVRServerLogs

- Identify the following information about the ODBC data source being used to access the Oracle CRM application database:
  - Data source name: _____
  - Database user ID: _____
  - Database password: _____
- Identify the following information about the DCE cell:
  - DCE cell principal name: _____
  - DCE cell password: _____
- If using Oracle IVR Integrator alone (that is, without a monitor), identify the following parameters for the Oracle IVR Integrator service:
  - The time after which unmatched IVR data packets are purged from the Oracle IVR Integrator service:

    _____
  - The TCP/IP port that the Oracle IVR Integrator service will listen to when waiting for connections from the IVR system:

    _____
  - The number of receive data threads that can be allocated: _____
  - The position of the key (that is, originating call ID or the UUID) in the IVR backup data:

    _____
  - The length of the key in the IVR data packet: _____
  - The length of the IVR data packet: _____
  - The position of the key in the IVR data packet: _____

Note: For IVR data packets with no header, the key is typically at the start of the data packet (that is, at position 0).

  - The maximum number of IVR network connections (typically corresponds to the number of IVR units):

    _____

- The character separator for the data pairs in the IVR data packet:

  _____

- Whether the TCP/IP network protocol is to be used by the Oracle IVR Integrator service to communicate with the IVR system:

  * _____ Yes

  * _____ No

- If using Oracle IVR Integrator with a monitor, identify the following parameters for the Oracle IVR Integrator service:

  - The time after which unmatched IVR data packets are purged from the Oracle IVR Integrator service: _____

  - The TCP/IP port that the Oracle IVR Integrator service will listen to when waiting for connections from the Oracle IVR Monitor Service:

    _____

  - The number of receive data threads that can be allocated: _____

  - The position of the key (that is, originating call ID or the UUID) in the IVR backup data:_____

  - The length of the key in the IVR data packet: _____

  - The length of the IVR data packet: _____

  - The position of the key in the IVR data packet: _____

Note: For IVR data packets with no header, the key is typically at the start of the data packet (that is, at position 0).

  - The maximum number of IVR network connections (typically corresponds to the number of IVR units):

    _____

  - The character separator for the data pairs in the IVR data packet:

    _____

  - Whether the TCP/IP network protocol is to be used by the Oracle IVR Integrator service to communicate with the Oracle IVR Monitor Service:

    * _____ Yes

    * _____ No

- Identify the items in the IVR data packet sent to the Oracle CRM application that you want to use to produce a screen pop and/or save to the customer database. For each data item, identify the following parameters:
  - Data label: _____

Note: The data label is only for identifying the data in Oracle Integrated Manager and does not affect the data label in the IVR data packet.

  - The position of the data item in the IVR data packet: _____
  - The length of the data item in the IVR data packet: _____
  - The corresponding field from the CUSTOMER table in the Oracle application production (campaign) database:

    _____

7.3 Worksheet for Oracle IVR Monitor Service Configuration

Please complete the following:

- Identify the name of the new Oracle IVR Monitor Service:

  _____

- Identify the machine hosting the IVR service: _____
- Identify the following directories and/or files on the machine where Oracle IVR Integrator is installed:
  - Oracle IVR Monitor Service executable:

    \\...\IVRMonitorbin\IVR_Monitor.exe

  - Directory in which the Oracle IVR Monitor Service log files will be stored:

    \\...\IVRMonitorLogs

- Identify the following telephony parameters:
  - The name of the machine hosting the CTI middleware:

    _____

  - The name of the logical link from CTI server to the switch:

    _____

- The network protocol used by the CTI server to communicate with the switch:

  _____

- Identify the following DLL parameters:

Note: The network protocol should have been set as part of the logical link configuration on the CTI server. The default is ncacn_ip_tcp.

  - The name of the CTI DLL files used by the switch to communicate with the CTI server.
    * _____ Accept the default: ivr_ctcenb.dll
    * _____ Choose a different DLL file: _____
  - The name of the TCP/IP DLL file used by the switch to communicate with the IVR system interface.
    * _____ Accept the default: ivr_tcpip.dll
    * _____ Choose a different DLL file: _____

- Identify the following network parameters:
  - The machine hosting the Oracle IVR Integrator service to be monitored:

    _____

  - The TCP/IP port that the monitor will use to connect to the Oracle IVR Integrator service:

    _____

  - The TCP/IP port that the monitor will listen to when waiting for connections from the IVR system:

    _____

  - The length of the IVR port number in the IVR data packet:

    _____

    (The length of the IVR port number is usually 4 characters.)

  - The position of the IVR port number in the IVR data packet:

    _____

    (The IVR port number is typically found after the host name, that is, at position 2).

- The length of the key (that is, the originating call ID or the UUID) to be added to the IVR data packet:

  _____

- The number of IVR units connected to the monitor: _____

■ Identify the following threshold parameters:

- The amount of time, in seconds, after the beginning of the call (but before the Transfer Low Threshold) for which an IVR data packet should be considered as a possible match:

  _____

Note: IVR data packets received before the beginning of the call are not considered a possible match.

- IVR data packets received before the beginning of the call are not considered a possible match.
- The amount of time, in seconds, after the finish of the call (but before the Max Message Delay Time) for which an IVR data packet should be considered as a possible match:

  _____

- The amount of time, in seconds, before the transfer of the call for which an IVR data packet should be considered as a possible match:

  _____

- The amount of time, in seconds, after the transfer of the call for which an IVR data packet should be considered as a possible match:

  _____

■ Identify the following data parameters:

- The position of the IVR host name (that is, the IVR identifier) in the IVR data packet:

  _____

  (The host name is typically at the start of the data packet, that is, at position 0).

- The length of the IVR host name in the IVR data packet:

  _____

- The length of the host name (typically two characters).
- The number of receive data threads that can be allocated:

  _____
- The length of the IVR data packet: _____
- Whether a return data packet is being sent back to the IVR system:
  * _____ Yes
  * _____ No
- The position of the return data (if a return data packet is being send back to the IVR system):_____
- The length of the return data (if a return data packet is being send back to the IVR system):_____

■ Identify the following CTI parameters:

- The Oracle PBX Type:
  * _____ Meridian: 1
  * _____ Lucent: 2
  * _____ Other: _____
- The PBX type:
  * _____ Meridian: M
  * _____ Lucent: A
  * _____ Other: _____
- The time, in seconds, when the monitor will delete an IVR data packet for which a call match cannot be found on the switch:

  _____
- The amount of time, in seconds, after the finish of the call for which an IVR data packet should be considered as a possible match:

  _____

Note: The Max Message Delay Time should be greater than the Finish Threshold. IVR data packets received after the Max Message Delay Time are not considered a possible match.

- The time, in seconds, when the monitor will restart the CTI interface when the Retry Limit is exceeded:

  _____

- The time, in seconds, after which the monitor will reinitialize the CTI extension when CTI initialization fails:

  _____

- The maximum number of times the monitor should attempt to initialize the CTI interface before restarting the CTI interface:

  _____

- Whether to use the UUID (instead of an originating call ID) to the IVR data packet:

  * _____ Yes
  * _____ No

- The time, in seconds, after which old calls and CTI messages are cleared:

  _____

- The total number of IVR ports: _____
- Identify the IVR ports to be monitored by the Oracle IVR Monitor Service. For each IVR port, identify the following parameters:
- Data label: _____

  The data label is only for identifying the data in Oracle Integrated Manager and does not affect the data label in the IVR data packet.

- The logical name of the CTI link from the PBX to the switch:

  _____

- The name of the port.: _____

Note: The port name should comprise the IVR host name and the IVR port number. For example, if the IVR host name is 01 and the IVR port number is 0001, then the port name should be 010001. The IVR host name is in the IVR data packet.

- The switch directory number of the IVR port: _____

- Whether the port is currently in service:
  * _____ Yes
  * _____ No

8 Documentation Accessibility

Oracle's goal is to make our products, services, and supporting documentation accessible to the disabled community with good usability. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program web site at http://www.oracle.com/accessibility/.