Oracle® Interaction Center Server Manager

Implementation Guide

Release 11*i*

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Oracle Interaction Center Server Manager Implementation Guide, Release 11*i*

Part No. B10181-03

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Send Us Your Comments

Oracle Interaction Center Server Manager Implementation Guide, Release 11*i*

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Oracle Corporation welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most?

If you find any errors or have any other suggestions for improvement, please indicate the document title and part number, and the chapter, section, and page number (if available). You can send comments to us at:

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Oracle Interaction Center Server Manager Documentation
1900 Oracle Way
Reston, VA 20190
U.S.A.

If you would like a reply, please give your name, address, telephone number, and (optionally) electronic mail address.

If you have problems with the software, please contact your local Oracle Support Services.

Preface

Intended Audience

Welcome to Release 11*i* of the Oracle Interaction Center Server Manager Implementation Guide.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Oracle Interaction Center Server Manager

  If you have never used Oracle Interaction Center Server Manager, Oracle suggests you attend one or more of the Oracle Interaction Center Server Manager training classes available through Oracle University.
- The Oracle Applications graphical user interface.

  To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide*.

See Other Information Sources for more information about Oracle Applications product information.

How To Use This Guide

This document contains the information you need to understand and use Oracle Interaction Center Server Manager.

- Chapter 1, "Introduction" introduces and explains the key features of Oracle Interaction Center Server Manager and its role within the Oracle Interaction Center product family

- Chapter 2, "Before You Begin" describes the dependency requirements of Oracle Interaction Center Server Manager.
- Chapter 3, "Detailed Product Description" provides a detailed description of the architecture, components and concepts of Oracle Interaction Center Server Manager.
- Chapter 4, "Installation Procedures" explains detailed instructions on implementing and administering Oracle Interaction Center Server Manager.
- Chapter 5, "Implementation Tasks" explains detailed instructions on implementing Oracle Interaction Center Server Manager.
- Chapter 6, "Implementation Verification Tasks" describes how to verify whether the implementation was successful.
- Chapter 7, "Administration Tasks" explains in detail how to perform routine administration tasks of Oracle Interaction Center Server Manager.
- Chapter 8, "Diagnostics and Troubleshooting" explains diagnostics and troubleshooting procedures.
- Appendix A, "Oracle Interaction Center Server Manager Implementation Worksheets" are the worksheets to use as a guide when planning and implementing Oracle Interaction Center Server Manager.
- Appendix B, "Oracle Interaction Center Server Manager Parameters" lists the parameters for all servers managed by Oracle Interaction Center Server Manager.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. 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 Corporation 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/`.

Accessibility of Code Examples in Documentation JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The

conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

Accessibility of Links to External Web Sites in Documentation This documentation may contain links to Web sites of other companies or organizations that Oracle Corporation does not own or control. Oracle Corporation neither evaluates nor makes any representations regarding the accessibility of these Web sites.

Other Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Interaction Center Server Manager.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF). Online help patches are available on Oracle*MetaLink*.

Related Documentation

Oracle Interaction Center Server Manager shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other product documentation when you set up and use Oracle Interaction Center Server Manager.

You can read the documents online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD-ROM included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at http://oraclestore.oracle.com.

Documents Related to All Products

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle Interaction Center Server Manager(and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

Documents Related to This Product

Installation and System Administration

Oracle Advanced Inbound Implementation Guide

This guide contains the post-installation implementation procedures for configuring Oracle Advanced Inbound.

Oracle Applications Concepts

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle8 or Oracle9 technology stack, and the Oracle8*i* or Oracle9*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user's guides and implementation guides.

Oracle Applications Supplemental CRM Installation Steps

This guide contains specific steps needed to complete installation of a few of the CRM products. The steps should be done immediately following the tasks given in the Installing Oracle Applications guide.

Upgrading Oracle Applications

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

Maintaining Oracle Applications Document Set

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer 6*i* forms so that they integrate with Oracle Applications.

Oracle Applications User Interface Standards for Forms-Based Products

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications

products and how to apply this UI to the design of an application built by using Oracle Forms.

Other Implementation Documentation

Multiple Reporting Currencies in Oracle Applications

If you use the Multiple Reporting Currencies feature to record transactions in more than one currency, use this manual before implementing Oracle Interaction Center Server Manager. This manual details additional steps and setup considerations for implementing Oracle Interaction Center Server Manager with this feature.

Multiple Organizations in Oracle Applications

This guide describes how to set up and use Oracle Interaction Center Server Manager with Oracle Applications' Multiple Organization support feature, so you can define and support different organization structures when running a single installation of Oracle Interaction Center Server Manager.

Oracle Workflow Guide

This guide explains how to define new workflow business processes as well as customize existing Oracle Applications-embedded workflow processes.You also use this guide to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes.

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup and reference information for the Oracle Interaction Center Server Manager implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This manual also provides information on creating custom reports on flexfields data.

Oracle eTechnical Reference Manuals

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Oracle*Metalink.*

Oracle Manufacturing APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes APIs and open interfaces found in Oracle Manufacturing.

Oracle Order Management Suite APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes APIs and open interfaces found in Oracle Order Management Suite.

Oracle Applications Message Reference Manual

This manual describes Oracle Applications messages. This manual is available in HTML format on the documentation CD-ROM for Release 11i.

Oracle CRM Application Foundation Implementation Guide

Many CRM products use components from CRM Application Foundation. Use this guide to correctly implement CRM Application Foundation.

Training and Support

Training

Oracle offers training courses to help you and your staff master Oracle Interaction Center Server Manager and reach full productivity quickly. You have a choice of educational environments. You can attend courses offered by Oracle University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization’s structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle Interaction Center Server Manager working for you. This team includes your Technical Representative, Account Manager, and Oracle’s large staff of consultants and support specialists with expertise in your business area, managing an Oracle8*i* or Oracle 9*i* server, and your hardware and software environment.

Oracle*MetaLink*

Oracle*MetaLink* is your self-service support connection with Web, telephone menu, and e-mail alternatives. Oracle supplies these technologies for your convenience, available 24 hours a day, 7 days a week. With Oracle*MetaLin*k, you can obtain information and advice from technical libraries and forums, download patches, download the latest documentation, look at bug details, and create or update TARs. To use MetaLink, register at (http://metalink.oracle.com).

Alerts: You should check Oracle*MetaLink* alerts before you begin to install or upgrade any of your Oracle Applications. Navigate to the Alerts page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade/Alerts.

Self-Service Toolkit: You may also find information by navigating to the Self-Service Toolkit page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade.

Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus®, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

1 Introduction

1.1 Oracle Interaction Center Overview

Every customer interaction (a telephone call, an e-mail message, or a Web chat conversation) presents an opportunity to win new business or improve customer satisfaction. The Oracle Interaction Center supports the management and processing of customer relationship activity across all channels of customer contact.

The Oracle Interaction Center integrates with several customer relationship business applications in the Oracle eBusiness Suite. The Oracle Interaction Center consists of several modules. The modules relating to inbound telephony and outbound telephony are bundled separately.

The Oracle Interaction Center allows access to centralized customer information and business application functionality. Oracle Interaction Center integrates with front office applications (known as Customer Relationship Management or CRM), and back office applications (Enterprise Relationship Planning or ERP), thereby enabling a workflow powered, end-to-end strategic e-business solution.

The Oracle Interaction Center products include:

- Section 1.1.1, "Oracle Advanced Inbound"
- Section 1.1.2, "Oracle Advanced Outbound"
- Section 1.1.3, "Oracle Email Center"
- Section 1.1.4, "Oracle Scripting"
- Section 1.1.5, "Oracle Interaction Center Intelligence"
- Section 1.1.6, "Oracle 1-to-1 Fulfillment"
- Section 1.1.7, "Oracle Customer Interaction History"

1.1.1 Oracle Advanced Inbound

Oracle Advanced Inbound is designed to consistently and effectively handle customer interactions by intelligently routing, queuing and distributing media items. Oracle Advanced Inbound offers CTI support for market-leading traditional ACD/PBX and IP Telephony platforms, and provides enhanced screen pops on customer data into the Oracle e-Business suite application. Oracle Advanced Inbound is fully integrated with Oracle TeleSales, Oracle TeleService and Oracle Collections, thereby minimizing integration time and deployment costs. Oracle Advanced Inbound also provides the Oracle Telephony Adapter SDK, which can be used to integrate other PBX/ACD and CTI middleware combinations that are not supported by an Oracle telephony adapter.

Oracle Advanced Inbound is required to telephony enable business applications in the Oracle eBusiness Suite. "Telephony-enabled" means that the application can communicate with a telephone system for inbound calls, outbound calls, or both by way of the CTI middleware that handles the messaging between the customer's PBX/ACD and the business application.

The Oracle Advanced Inbound bundle consists of the following products: Oracle Interaction Center Server Manager, Oracle Universal Work Queue, Oracle Telephony Manager, Oracle Interaction Center Intelligence and Oracle Interaction Blending.

See Also

Section 1.1.2, "Oracle Advanced Outbound"

Section 1.1.3, "Oracle Email Center"

Section 1.1.4, "Oracle Scripting"

Section 1.1.5, "Oracle Interaction Center Intelligence"

Section 1.1.6, "Oracle 1-to-1 Fulfillment"

Section 1.1.7, "Oracle Customer Interaction History"

1.1.2 Oracle Advanced Outbound

Oracle Advanced Outbound is another key part of the Oracle eBusiness Suite of applications. It is the module of Oracle Interaction Center that addresses outbound telephony. Oracle Advanced Outbound consists of two main components:

- A tactical list manager, which determines who to call and when to call them

- An outbound dialing engine, which dials numbers and transfers live contacts to call center agents

Oracle Advanced Outbound integrates with and relies on Oracle Marketing Online to create campaigns and lists to execute. Oracle Advanced Outbound serves as the execution arm for these marketing lists to maximize both outbound list penetration and agent productivity. Oracle Advanced Outbound also integrates with desktop applications like Oracle TeleSales and Oracle Collections to handle the actual customer interactions. Oracle Advanced Outbound can be used any time agents need to contact parties via the telephone.

Oracle Advanced Outbound also integrates with Oracle Customer Interaction History to provide feedback that marketers can use to analyze and measure the success of the marketing campaign, thereby providing a closed-loop marketing process.

Oracle Advanced Outbound does not include any other telephony management modules, and thus requires the use of Oracle Advanced Inbound.

See Also

Section 1.1.1, "Oracle Advanced Inbound"

Section 1.1.3, "Oracle Email Center"

Section 1.1.4, "Oracle Scripting"

Section 1.1.5, "Oracle Interaction Center Intelligence"

Section 1.1.6, "Oracle 1-to-1 Fulfillment"

Section 1.1.7, "Oracle Customer Interaction History"

1.1.3 Oracle Email Center

Oracle Email Center is designed to satisfy requirements for inbound customer support, e-mail interaction management, and outbound sales and marketing e-mail message processing.

Oracle Email Center helps your business respond to e-mail queries with clear and comprehensive replies in a much more efficient manner. Oracle Email Center automatically generates suggested responses and scores them according to how closely they match the requirements.

See Also

Section 1.1.1, "Oracle Advanced Inbound"

Section 1.1.2, "Oracle Advanced Outbound"

Section 1.1.4, "Oracle Scripting"

Section 1.1.5, "Oracle Interaction Center Intelligence"

Section 1.1.6, "Oracle 1-to-1 Fulfillment"

Section 1.1.7, "Oracle Customer Interaction History"

1.1.4 Oracle Scripting

Oracle Scripting is a set of tools to facilitate the process of gathering of information for the benefit of the enterprise. Oracle Scripting is composed of several components: the Script Author, the Scripting Engine, the Scripting Administration console, and the Survey Administration console.

The Script Author is the development tool with which customized business requirements are translated into miniature programs known as "scripts." Each implementation of Oracle Scripting employs at least one customized script built by Oracle Consulting, consulting partners, or the enterprise. There are various ways in which scripts can be employed to gather or distribute data for an enterprise. For example, a script can serve to unify an agent's desktop by integrating aspects of various applications, or as a survey questionnaire to solicit specific information from the sample or target population. The Script Author offers two ways to create a script, including graphical layout tools and a Script Wizard component.

The Scripting Engine is responsible for displaying the script to the end user, interpreting the end user's responses to questions and answers, and processing custom code developed in support of the script. The Scripting Engine includes two interfaces (one for agents, and one for executing a script using a Web browser). Any script executed in the Web interface requires survey campaign administration.

The Scripting Administration console provides the user interface with which script developers can launch the Script Author as a Java applet, and script administrators can administer Oracle Scripting files, as well as generate, view and analyze a panel footprint report.

The Survey Administration console provides the user interface with which survey administrators establish and maintain survey campaign information, define and manage survey deployments, and view responses from data received.

See Also

Section 1.1.1, "Oracle Advanced Inbound"

Section 1.1.2, "Oracle Advanced Outbound"

Section 1.1.3, "Oracle Email Center"

Section 1.1.5, "Oracle Interaction Center Intelligence"

Section 1.1.6, "Oracle 1-to-1 Fulfillment"

Section 1.1.7, "Oracle Customer Interaction History"

1.1.5 Oracle Interaction Center Intelligence

Oracle Interaction Center Intelligence is a Web-based reporting solution that provides intelligent reports that facilitate day-to-day operational and long-term strategic decisions.

The data is presented to the user in a easy-to-use portal format. This format gives the user a unified, role-based, easily customized view of Interaction Center information, including Oracle Universal Work Queue information, key performance measures relating to agent productivity, speed to answer, and abandon rate.

The product is built on an Oracle proprietary Java-based technology stack (Oracle CRM Foundation, sometimes referred to as Java Technology Framework or JTF).Users of Oracle Interaction Center Intelligence require minimal training, and no additional software is needed on the user's machine other than a Web browser.

Oracle Interaction Center Intelligence is based on a three-tier architecture:

- The front end (client) using the system via an Oracle Applications 11*i*-certified Web browser.
- The middle tier, which contains the Apache Web server and application server, included as part of the installation of Oracle Applications release 11*i*.
- The database tier, using an Oracle8*i* or Oracle9*i* database.

See Also

Section 1.1.1, "Oracle Advanced Inbound"

Section 1.1.2, "Oracle Advanced Outbound"

Section 1.1.3, "Oracle Email Center"

Section 1.1.4, "Oracle Scripting"

Section 1.1.6, "Oracle 1-to-1 Fulfillment"

Section 1.1.7, "Oracle Customer Interaction History"

1.1.6 Oracle 1-to-1 Fulfillment

Oracle 1-to-1 Fulfillment is a framework for compiling and distributing fulfillment information to customers in electronic format. Fulfillment information includes generic collateral or personalized cover letters sent to customers or prospective customers. Oracle 1-to-1 Fulfillment automates this process, providing the ability to immediately satisfy a requests for information, literature, and other correspondence. Interaction center agents handle a variety of requests ranging from product and service inquiries, pricing questions, billing inquiries, and general customer care issues. Many of these requests result in some dissemination of literature, collateral, forms of application, letters, or correspondence to the customer. Oracle 1-to-1 Fulfillment provides the ability for interaction center administrators, mobile field representatives, marketing managers, customer care representatives, and other service agents to respond to different customer needs quickly and easily using e-mail. Oracle 1-to-1 Fulfillment is also used by marketing groups to send marketing information to customers. Fulfillment requests can also be generated by e-Commerce applications that send information to customers using Web clicks.

See Also

Section 1.1.1, "Oracle Advanced Inbound"

Section 1.1.2, "Oracle Advanced Outbound"

Section 1.1.3, "Oracle Email Center"

Section 1.1.4, "Oracle Scripting"

Section 1.1.5, "Oracle Interaction Center Intelligence"

Section 1.1.7, "Oracle Customer Interaction History"

1.1.7 Oracle Customer Interaction History

Oracle Customer Interaction History provides a real-time repository for recording contact interactions and relevant business events between businesses and customers. Oracle Customer Interaction History also provides user interfaces for setup administration and for viewing and querying these stored interactions and events.

See Also

Section 1.1.1, "Oracle Advanced Inbound"

Section 1.1.2, "Oracle Advanced Outbound"

Section 1.1.3, "Oracle Email Center"

Section 1.1.4, "Oracle Scripting"

Section 1.1.5, "Oracle Interaction Center Intelligence"

Section 1.1.6, "Oracle 1-to-1 Fulfillment"

2

Before You Begin

This chapter provides an overview of what you need to have installed, implemented and verified before implementing Oracle Interaction Center Server Manager.

This section includes the following topics:

- Section 2.2, "Upgrading Oracle Interaction Center Server Manager Configurations"
- Section 2.3, "Dependencies"
- Section 2.4, "Architectural Overview"
- Section 2.5, "Software"
- Section 2.6, "Scalability and Performance Guidelines"

2.1 Installing Oracle Interaction Center Server Manager

You have the following options for installing Oracle Interaction Center Server Manager:

> **Note:** Prior to installation or upgrade, *always* review the readme and patch list for the Oracle Interaction Center Family Pack. The readme contains installation instructions, a summary of product changes, and a list of known issues for a family pack. The patch list contains a list of patches that are required or recommended for use with a family pack. The patch list for each Oracle Interaction Center Family Pack is available on Oracle*MetaLink* at http://metalink.oracle.com. Each patch list contains a hyperlink to the readme. (Perform an advanced search for Document ID 219238.1. Enter the document ID in the Search Field and select the Doc ID option.)

- Oracle Applications Rapid Install

  The Rapid Install is intended for customers who are installing Oracle Applications for the first time or upgrading to Release 11*i* from to Release 11.0 or Release 10.7. It contains the family packs or product minipacks for all products in Oracle Applications.

  The Rapid Install is provided on CD-ROMs and is available from Oracle Store at http://oraclestore.oracle.com. For information about installing Oracle Applications using Rapid Install, see *Installing Oracle Applications*. For information about upgrading Oracle Applications using Rapid Install, see *Upgrading Oracle Applications*.

- Oracle Applications Maintenance Pack

  The Maintenance Pack is intended for customers who have already installed Oracle Applications Release 11*i*. It contains the family packs or product minipacks for all products in Oracle Applications.

  The Maintenance Pack is provided as a patch and is available on Oracle*MetaLink* at http://metalink.oracle.com. For information about upgrading Oracle Applications Release 11i using the Maintenance Pack, see Maintenance Pack Release Instructions on Oracle*MetaLink* at http://metalink.oracle.com. (Perform an advanced search for Document ID 232834.1. Enter the document ID in the Search Field and select the Doc ID option.)

When installing an Oracle Applications Maintenance Pack, you must also check the patch list for the corresponding Oracle Interaction Center Family Pack, for any new issues that have emerged since the Maintenance Pack was released. The patch list for each Oracle Interaction Center Family Pack is available on Oracle*MetaLink* at http://metalink.oracle.com. (Perform an advanced search for Document ID 219238.1. Enter the document ID in the Search Field and select the Doc ID option.)

- Oracle Interaction Center Family Pack

  The Oracle Interaction Center Family Packs are intended for customers who have already installed or upgraded to Oracle Applications Release 11*i* and wish to upgrade Oracle Interaction Center, or are upgrading another Oracle Applications product family, such as Oracle Service, which uses Oracle Interaction Center components, such as Universal Work Queue. The family pack is cumulative and contains only the minipacks for products in the Oracle Interaction Center family.

  Note: Oracle Interaction Center products integrate with other products in Oracle Applications. Therefore, you may have to install family packs, product minipacks, or individual product patches for *other* products before installing the Oracle Interaction Center Family Pack.

The Oracle Interaction Center Family Pack is provided as a patch and is available on OracleMetaLink at http://metalink.oracle.com. The patch list for each Oracle Interaction Center Family Pack is available on OracleMetaLink at http://metalink.oracle.com. (Perform an advanced search for Document ID 232834.1. Enter the document ID in the Search Field and select the Doc ID option.)

2.2 Upgrading Oracle Interaction Center Server Manager Configurations

The following guidelines pertain to upgrading Oracle Interaction Center Server Manager from previous releases. Upgrading topics include:

- Section 2.2.1, "Upgrading from Release 11.5.8"
- Section 2.2.2, "Upgrading from 11.5.6 or Release 11.5.7"
- Section 2.2.3, "Upgrading from Release 11.5.5"

2.2.1 Upgrading from Release 11.5.8

Use the following guidelines when upgrading Oracle Interaction Center Server Manager from Release 11.5.8 or earlier.

- The installation process for Oracle Interaction Center Server Manager has changed. See Chapter 4, "Installation Procedures" for details.
- Interaction center servers can be stopped even if Oracle Interaction Center Server Manager is down.
- Oracle Interaction Center Server Manager HTML Administration support for operation with a firewall has been added.

2.2.2 Upgrading from 11.5.6 or Release 11.5.7

Use the following guidelines when upgrading Oracle Interaction Center Server Manager from Release 11.5.6 or Release 11.5.7.

- The installation process for Oracle Interaction Center Server Manager has changed. See Chapter 4, "Installation Procedures" for details.
- Interaction center servers can be stopped even if Oracle Interaction Center Server Manager is down.
- Oracle Interaction Center Server Manager HTML Administration support for operation with a firewall has been added.
- The Server Types Oracle Telephony Adapter Server and Fulfillment Server have been added.

2.2.3 Upgrading from Release 11.5.5

Use the following guidelines when upgrading Oracle Interaction Center Server Manager from Release 11.5.5 or earlier.

- The Call Center Applications Setup CD-ROM that was used for installing Interaction Center Servers is obsolete in Release 11.5.9.
- The installation process has been replaced by Oracle Interaction Center Server Manager.
- Interaction Center servers no longer require individual scripts to be started and stopped.
- The administration process has been replaced by Oracle Interaction Center Server Manager.

- Server Locator administration has been replaced by the Interaction Center Server Manager HTML Administration page.

Upgrades require the following actions:

- Discard all Release 11.5.5 scripts.
- Implement Oracle Interaction Center Server Manager.
- Assign administrators the responsibility "Interaction Center Server Manager".

2.3 Dependencies

Oracle Interaction Center Server Manager is a foundation component of other specific Interaction Center products, and therefore does not have product dependencies.

2.4 Architectural Overview

Oracle Interaction Center Server Manager is a set of shell scripts and batch files that start, stop and monitor the server processes in an interaction center server group. Oracle Interaction Center Server Manager is installed on each machine (node) that will be used to host server processes. Oracle Interaction Center Server Manager is controlled at the operating system command line.

The Interaction Center servers are Java processes that use the physical memory allocated to the Java Virtual Machine (JDK or JRE) on the node. Server parameters are configured in the database using an HTML administration interface. Servers are assigned to Oracle Interaction Center Server Manager nodes. Oracle Interaction Center Server Manager loads the configuration stored in the database and launches the servers.

A node can host one or more interaction center server processes. Interaction center server processes can also run on more than one node.

2.4.1 Operating System

Oracle Interaction Center Server Manager runs on the following operating systems:

- Microsoft Windows NT (Service Pack 5)
- Microsoft Windows 2000 (Service Pack 2)
- UNIX

2.4.2 Static IP Address

The target machine must have a static IP address to run Oracle Interaction Center Server Manager. Use the following procedure to identify the IP address of the target machine.

1. Choose **Start** > **Settings** > **Control Panel**.
2. Double-click **Network**.
3. In the Protocols tab, click **TCP/IP Protocol** and then click **Properties**.
4. Under Specify an IP address, note the IP Address.

   If an IP address is not configured, contact your network administrator.

2.5 Software

This section includes the following topics:

- Section 2.5.1, "Oracle Applications, Release 11i"
- Section 2.5.2, "Java Development Kit (JDK) or Java Runtime Environment (JRE)"
- Section 2.5.3, "Database Connectivity File"

2.5.1 Oracle Applications, Release 11*i*

The Oracle Applications Rapid Install installs a complete set of Oracle Applications products at the latest available maintenance pack level. It installs the required technology stack components, creates the Oracle Applications database, and installs the Oracle Applications file system components. For more information, see *Installing Oracle Applications, Release 11i*.

Ensure that the target machine can access the most recent Oracle Applications files. These files are typically found in the JAVA_TOP directory that was created during the installation of Oracle Applications.

See Also

Chapter 4, "Installation Procedures"

2.5.2 Java Development Kit (JDK) or Java Runtime Environment (JRE)

The Java Development Kit (JDK) or Java Runtime Environment (JRE) provide the Java virtual machine in which Interaction Center Server Manager runs. Interaction

Center Server Manager and a Java Runtime Environment (JRE) are installed during a rapid installation of the Oracle Applications Web server.

If you intend to use additional target machines, ensure that JDK or JRE is installed on the target machine. You can use the following JDK/JRE versions to run Interaction Center Server Manager:

- 1.3.1
- 1.3.0
- 1.2.2
- 1.1.8

Note: Modify the Oracle Interaction Center Server Manager environment file to reflect the version of the JDK/JRE. See Section 7.1.1, "Modifying an Environment File for an Interaction Center Server Manager Node".

2.5.2.1 Installation Options

Administrators can install Oracle Interaction Center Server Manager either by performing a Web tier installation of Oracle Applications on the target machine, or by obtaining and installing Java Development Kit or Java Runtime Environment manually on the target machine. See Chapter 4, "Installation Procedures".

2.5.3 Database Connectivity File

You can download the database connectivity file from the following paths:

Windows NT: <appl_top>\fnd\11.5.0\secure

UNIX: <appl_top>/fnd/11.5.0/secure

You may also create a database connectivity file (for example, *.dbc) on the target machine. The database connectivity file is a text file that contains the connection parameters for the Oracle Applications database.

The following table lists the necessary connection parameters for the database connectivity file. If you do not know the appropriate values, then contact your Oracle Applications system administrator or database administrator.

Table 2–1 Database Connectivity File Connection Parameters

Parameter	Description
TWO_TASK	The name of the database or the SID.
FNDNAM	The default value is "apps." Do not change this value.
GWYUID	The gateway userid and password.
FND_MAX_JDBC_ CONNECTIONS	The default value is "20." Do not change this value.
GUEST_USER_PWD	An Oracle Applications database guest user ID and password.
APPS_JDBC_DRIVER_ TYPE	The default value is "THIN." Do not change this value.
DB_HOST	The name of the host machine for the Oracle Applications database.
DB_PORT	The listener port number for the Oracle Applications database. The Oracle database client on the target machine communicates with the Oracle Applications database using this port number.

The following is an example of a database connectivity (*.dbc) file:

```
#DB Settings
#10OCT2001
TWO_TASK=dbsid
FNDNAM=apps
GWYUID=applsyspub/pub
GUEST_USER_PWD=userid/password
APPS_JDBC_DRIVER_TYPE=THIN
DB_HOST=machinename.us.oracle.com
DB_PORT=1527
```

2.6 Scalability and Performance Guidelines

Interaction Center servers are Java processes that can be configured to run with a certain amount of allocated memory. Each server process has its required memory allocation to be functional. The memory allocation for a Java process is specified by the Java command line -ms and -mx options, which define the minimum and maximum amount of memory allocated.

Interaction Center Server Manager stores this information in the database as seed data for each server type such that each server would have the default amount of memory allocated when the server is run.

2.6.1 Default Memory Settings

The following table defines the default memory allocated for each server type. The minimum memory required is the memory that the Java Virtual Machine will allocate up front when the process is started. The maximum memory required is the upper limit of the memory allocation that the Java Virtual Machine can grow.

Table 2–2 Default Memory Settings

Server Type	Default Memory Settings (Minimum / Maximum)	Default Java Option
Universal Work Queue Server	64M / 128M	-ms64M -mx128M
Interaction Queuing and Distribution	128M / 256M	-ms128M -mx256M
Interaction Blending Server	16M / 32M	-ms16M -mx32M
Routing Server	16M / 32M	-ms16M -mx32M
Oracle Telephony Manager	128M / 256M	-ms128M -mx256M
Inbound Telephony Server	16M / 32M	-ms16M -mx32M
Switch Simulator	64M / 128M	-ms64M -mx128M
Advanced Outbound Central Server	128M / 256M	-ms128M -mx256M
Advanced Outbound Dial Server	128M / 256M	-ms128M -mx256M
Oracle Telephony Adapter Server	16M / 64M	-ms16M -mx64M
Fulfillment Server	32M / 128M	-ms32M -mx128M

2.6.2 Minimum Memory Requirement Calculation

Always use the maximum value to calculate the amount of physical memory needed for the machine running interaction center servers. For example, a typical interaction center running Oracle Advanced Inbound will have one of each of the following servers:

- Oracle Telephony Manager

- Oracle Universal Work Queue
- Oracle Inbound Telephony Server
- Oracle Interaction Queuing and Distribution
- Oracle Routing Server
- Oracle Telephony Adapter Server

Based on the maximum memory setting, the MB of memory required to run all the servers is 256 + 128 + 32 + 256 + 32 + 64 = 768 MB. Therefore, without tuning the memory allocations, you must use a machine with at least 768MB of physical memory to run all of the above server processes without having unpredictable OutOfMemory errors.

2.6.3 Tuning the Memory Allocation

The memory allocation for each server instance can be changed by using the Java Options field in the server Advance tab of the Call Center HTML Administration. Use the standard -msXX and -mxYY format for specifying those options. Tune down the memory allocation only if configuring for a lightly loaded (< 50 agents) interaction center. Tune up the memory allocations if configuring for a heavily loaded (> 500 agents) interaction center.

3

Detailed Product Description

Oracle Interaction Center Server Manager is the Java server process that is required to be installed on each target machine that runs interaction center servers.

This section includes the following topics:

- Section 3.1, "Features"
- Section 3.2, "New in this Release"
- Section 3.3, "Modified in this Release"
- Section 3.4, "Obsolete in this Release"
- Section 3.5, "Responsibilities"

3.1 Features

Oracle Interaction Center Server Manager has the following key benefits and features:

- Self-service and integrated interface for setup, configuration and administration of servers
- Server process control for server startup and shutdown
- Server process status monitoring that includes server up or down status, view logs and view trace files

Oracle Interaction Center Server Manager is part of the Oracle Advanced Inbound HTML administration module. Administrators can use Oracle Interaction Center Server Manager to control and monitor the Interaction Center servers, and to facilitate the installation of the servers by means of Oracle Rapid Installer and by standardizing the server installation processes.

3.2 New in this Release

The current release of Oracle Interaction Center Server Manager includes the following new features or functions:

- The installation process for Interaction Center Server Manager has been changed. See Chapter 4, "Installation Procedures" for details.
- Interaction Center servers can be stopped even if Oracle Interaction Center Server Manager is down.
- Oracle Interaction Center Server Manager HTML Administration support for operation with a firewall has been added.

3.3 Modified in this Release

Shell scripts and command files of Oracle Interaction Center Server Manager are no longer located under <common_top>\admin\scipts in the Web Tier installation. They are now located in the following Web tier installation paths.

- Windows NT: <appl_top>\ieo\11.5.0\admin\scripts\<context_name>
- UNIX: <appl_top>/ieo/11.5.0/admin/scripts/<context_name>

3.4 Obsolete in this Release

The Application Java archive file apps.zip is now obsolete. Oracle Application Java classes are no longer stored in apps.zip. Oracle Application Java classes are extracted as individual class files and are now located under <JAVA_TOP> in the directory ORACLE/.

As a result, a new procedure is required to set up and update Oracle Interaction Center Server Manager nodes if a manual installation of Oracle Interaction Center Server Manager is done. See Chapter 4, "Installation Procedures".

3.5 Responsibilities

The necessary Oracle Applications Responsibility for the Oracle Interaction Center Server Manager HTML Administration is "Call Center HTML Administration".

Caution: Assign administrative responsibilities to trusted users only. The Call Center HTML Administration responsibility is required to implement and administer Oracle Interaction Center for use at an enterprise. This responsibility gives administrators the ability to modify routing and classification rules. Dynamic routes with PL/SQL code and dynamic groups with SQL code can access sensitive database tables. The resulting information, if misused, can introduce liability issues for the enterprise. For these reasons, Oracle strongly recommends that only trusted users be provided with the Call Center HTML Administration responsibility.

4

Installation Procedures

This chapter provides a general description of the installation process. Oracle Interaction Center Server Manager can be installed in the following ways:

- Section 4.1, "Installing ICSM with Web Tier Rapid Installer"
- Section 4.2, "Manually Installing Oracle Interaction Center Server Manager"
- Section 4.3, "Patching a Manual Installation"

4.1 Installing ICSM with Web Tier Rapid Installer

The Web tier installation of Oracle Applications installs the Oracle Interaction Center Server Manager files, the Java Runtime Environment (JRE), and the Oracle Applications Java files (JDBC111.ZIP, JDBC12.ZIP and directory ORACLE/ containing Oracle Applications Java classes).

Web tier installation installs Oracle Interaction Center Server Manager files to the following paths,

- Windows NT: <APPL_TOP>\IEO\11.5.0\ADMIN\SCRIPTS\<CONTEXT_NAME>
- UNIX: <appl_top>/ieo/11.5.0/admin/scripts/<context_name>

where <appl_top> is the directory where Oracle Application is installed, and <context_name> is the name of the Oracle Application Installation.

A service named "Oracle ICSM <hostname> <dbname>" is registered on Windows NT. This type of installation does not require manual steps, but it does require more disk space. A Rapid Install installation of any Oracle Applications tier, even the Web tier, installs the Oracle Application file system components. The Web server code is not required to run Oracle Interaction Center Server Manager. For

multiple target machines, installers must apply any patches to the Oracle Applications Java files to every target machine that uses local copies of those files.

4.2 Manually Installing Oracle Interaction Center Server Manager

Use the following procedure to do a manual installation of Oracle Interaction Center Server Manager.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

None

Steps

1. Select the ICSM tab > Setup sub tab.
2. Scroll down to "Step 2: Download ieoicsm.class file."
3. Download the Java class file ieoicsm.class.
4. Create one directory to hold all Interaction Center files. Check that no white spaces exist in the directory name. For example, on Windows NT the directory would be D:\ICSMTOP. (The directory name ICSM_TOP is used here for reference.)
5. Copy the Java class file ieoicsm.class into the directory ICSM_TOP.
6. Locate the Java Development Kit or Java Runtime Environment. Check that no white spaces exist in the JRE/JDK path, for example, D:\JAVA\JDK1.3.1.
7. Do one of the following:
   - For Windows NT, in the directory ICSM_TOP, run the command

     ```
     d:\java\jdk1.3.1\bin\java -classpath .;%classpath% ieoicsm
     ```

     Oracle Interaction Center Server Manager is registered as a Windows NT Service and started.
   - For UNIX, in the directory ICSM_TOP, run the command

```
/jdk1.3.1/bin/java -classpath .:$CLASSPATH ieoicsm
```

Run the following command to make all the files executable within the directory ICSM_TOP:

```
chmod -R 775 *
```

Run the following command to start Oracle Interaction Center Server Manager:

```
./icsmsetup.sh start
```

All the files required to run Oracle Interaction Center Server Manager and Interaction Center Java Servers are created in the current directory. The files are:

- java (ieoservers.zip, jdbc111.zip, jdbc12.zip and xmlparserv2.zip)
- secure (the dbc file)
- util (executable to register and unregister the Windows NT Service)
- admin/scripts (all Windows NT and UNIX scripts for Oracle Interaction Center Server Manager).

The Windows NT and UNIX script files are listed in the following tables.

Table 4–1 Windows NT Script Files

File	Purpose
ieoicsm.cmd	■ Start or stop an Interaction Center Server Manager Windows NT Service. ■ Start or stop Interaction Center Server Manager in console mode. ■ Start the Interaction Center Server Manager command line utility.
ieonticsm.cmd	Register or unregister Interaction Center Server Manager as a Windows NT Service.
ieoenv.cmd	Set up the environment variables for Interaction Center Server Manager.
ieosvicsm.cmd	Used by Oracle Rapid Install, if applicable, during installation and deinstallation.
OamkSvc.exe	Register or unregister Interaction Center Server Manager as a Windows NT Service.

Table 4–2 UNIX Script Files

File	Purpose
ieoicsm.sh	■ Start or stop an Interaction Center Server Manager as a background process. ■ Start or stop Interaction Center Server Manager in console mode. ■ Start the Interaction Center Server Manager command line utility.
ieoenv.sh	Set up the environment variables for Interaction Center Server Manager.
ieosvicsm.sh	Used by Oracle Rapid Install, if applicable, during installation and deinstallation.

4.3 Patching a Manual Installation

Patches to the Oracle Applications Java files are not immediately available to the target machine that is running Oracle Interaction Center Server Manager. Perform the following steps to create and copy the file ieoservers.zip after applying each patch related to Oracle Interaction Center or Application Foundation products.

Login

Not applicable

Responsibility

Not Applicable

Prerequisites

None

Steps

Use the following procedure to create ieoservers.zip.

1. Log on to the machine where the Oracle Application Admin tier is installed. Most patches are applied to this tier.
2. Change the directory to <appl_top>/ieo/11.5.0/admin/scripts/<context_name>.
3. Run ieozip.sh.

The file ieoservers.zip is created in the directory $JAVA_TOP.

4. Copy the file ieoservers.zip to the directory ICSM_TOP/java where Oracle Interaction Center Server Manager is installed.

5. Restart Oracle Interaction Center Server Manager. If Oracle Interaction Center Server Manager is running as an NT Service, then restart the NT Service.

5

Implementation Tasks

This chapter describes the setup and configuration tasks required to successfully implement Oracle Interaction Center Server Manager.

This section includes the following topics:

- Section 5.1, "Defining an Administrator for Interaction Center Server Manager"
- Section 5.2, "Implementing an Interaction Center Server Manager Node"
- Section 5.3, "Implementing a Single-Site Interaction Center"
- Section 5.4, "Implementing a Multi-Site Interaction Center"

5.1 Defining an Administrator for Interaction Center Server Manager

Use the following procedure to define an administrator for an Oracle interaction center.

Login

Self-Service Login URL

Responsibility

System Administrator

Prerequisites

Review *Oracle Applications Systems Administrator's Guide*.

Steps

1. In the Navigator window, on the Functions tab, choose **Security** > **User** > **Define**.

The Users window appears.

2. In the User Name field, enter the name of the user. Use the following guidelines to define Oracle Applications usernames:
   - Use only one word.
   - Use only alphanumeric characters ('A' through'Z', and '0' through'9') and underscore.
   - Use only the set of characters that your operating system supports for filenames.
3. In the Password field, enter the password for the user account. Use the following guidelines to define Oracle Applications passwords:
   - Use at least five characters and no more than 100 characters.
   - Use only alphanumeric characters ('A' through 'Z', and '0' through '9') and underscore.
4. Press Tab.

   The cursor remains in the Password field. The password is temporary. When the user signs on to Oracle Applications for the first time, the message "Your password has expired" appears and the user is prompted to set a new password.
5. Enter the password again to verify it, and then press Tab.

   The cursor moves to the Password Expiration option None.
6. Optionally, enter the number of days or accesses to limit the validity of the password, and press Tab.

   The cursor jumps to the Person field.
7. Click on the field search button.

   The Person Names window opens.
8. In the Find field, enter the first or last name of the employee who will have the user name entered in Step 2.
9. Click **Find**.

   The Person Names window displays a list of names that match the search criteria.
10. Select the appropriate name and click **OK**.

The Person field is populated with the name, and the Person Names window closes. The cursor jumps to Customer field.

11. Move the cursor to the Effective Dates group.
12. In the From and To fields, enter a range of dates for the User Name to be effective.
13. In the Responsibilities field, click the drop-down list.

    The Responsibilities search window appears.
14. In the Find field, enter one of the following responsibilities and click Find.
15. Select the appropriate responsibility and then click **OK**.

    You return to the Users window.
16. Repeat steps 14 and 15 for each of the following responsibilities.

> **Caution:** Assign administrative responsibilities to trusted users only. The Call Center HTML Administration responsibility is required to implement and administer Oracle Interaction Center for use at an enterprise. This responsibility gives administrators the ability to modify routing and classification rules. Dynamic routes with PL/SQL code and dynamic groups with SQL code can access sensitive database tables. The resulting information, if misused, can introduce liability issues for the enterprise. For these reasons, Oracle strongly recommends that only trusted users be provided with the Call Center HTML Administration responsibility.

Table 5–1 Administrator Responsibilities

Responsibility	Function	Type
System Administrator	Create user accounts.	Self-Service
HRMS Manager, for example US HRMS Manager (if Oracle Human Resource Management System is installed)	Create an employee.	Self-Service
CRM Resource Manager	Create a CRM resource.	Self-Service
Call Center HTML Administration	Administer an interaction center.	HTML

After you save the user record, you cannot delete an assigned responsibility. Oracle Applications maintains audit data for assigned responsibilities.

To deactivate an assigned responsibility, set the effective end date (in the Effective Dates - To field) of the assigned responsibility to the current date. To activate an assigned responsibility, clear or reset the effective end date.

17. From the **File** menu, choose **Save**.

    You may close the Users window.

See Also

- Section 5.2, "Implementing an Interaction Center Server Manager Node"
- Section 5.3, "Implementing a Single-Site Interaction Center"
- Section 5.4, "Implementing a Multi-Site Interaction Center"

5.2 Implementing an Interaction Center Server Manager Node

Perform the steps in the following table to implement an Interaction Center Server Manager node. The Number column indicates the step order. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document. The Responsibility column indicates the Oracle Applications user account responsibility required to complete the step.

If you have defined an administrator for Interaction Center servers, then that user has all of the responsibilities necessary to implement an Interaction Center Server Manager node. See Section 5.1, "Defining an Administrator for Interaction Center Server Manager".

Table 5–2 Node Implementation Procedures and Responsibilities

Number	Required?	Description	Responsibility
❑ Step 1	Required	**Install JDK or JRE.** See Section 2.5.2, "Java Development Kit (JDK) or Java Runtime Environment (JRE)".	Not applicable
❑ Step 2	Required	**Download and install Interaction Center Server Manager to the target machine.** See Section 4.2, "Manually Installing Oracle Interaction Center Server Manager".	Call Center HTML Administration
❑ Step 3	Optional	**Modify the environment file for Interaction Center Server Manager based on the JDK version.** See Section 7.1.1, "Modifying an Environment File for an Interaction Center Server Manager Node".	Not applicable
❑ Step 4	Required for NT only	**Register Interaction Center Server Manager as a Windows NT Service.** See Section 7.1.2, "Registering Interaction Center Server Manager as a Windows NT Service".	Not Applicable
❑ Step 5	Required	**Start the Interaction Center Server Manager node.** See Section 7.1.3, "Starting the Interaction Center Server Manager Node".	Not Applicable
❑ Step 6	Required	**Verify the Interaction Center Server Manager node in Oracle Applications.** See Section 7.2.1, "Viewing the Status of an Interaction Center Server Manager Node".	Call Center HTML Administration

See Also

- Section 5.1, "Defining an Administrator for Interaction Center Server Manager"
- Section 5.3, "Implementing a Single-Site Interaction Center"
- Section 5.4, "Implementing a Multi-Site Interaction Center"

5.3 Implementing a Single-Site Interaction Center

Perform the steps in the following table to implement a single-site interaction center. The Number column indicates the step order. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document.

The Responsibility column indicates the Oracle Applications user account responsibility required to complete the step.

If you have defined an administrator for an Oracle interaction center, then that user has all of the responsibilities necessary to implement a multi-site interaction center. See Section 5.1, "Defining an Administrator for Interaction Center Server Manager".

Table 5–3 Single Site Implementation Procedures and Responsibilities

Number	Required?	Description	Responsibility
❑ Step 1	Required	Create a single-site server group. See Section 7.3.1, "Creating a Single-Site Interaction Center"	Call Center HTML Administration
❑ Step 2	Required	Configure the parameters of the Interaction Center servers. See Section 7.3.7, "Configuring Interaction Center Server Parameters"	Call Center HTML Administration
❑ Step 3	Required	Implement Advanced Inbound. See *Oracle Advanced Inbound Implementation Guide*	Call Center HTML Administration
❑ Step 4	Optional	Implement Advanced Outbound. See *Oracle Advanced Outbound Implementation Guide*	Advanced Outbound Administrator
❑ Step 5	Optional	Implement Interaction Blending. See Oracle *Interaction Blending Implementation Guide*	Interaction Blending Administrator
❑ Step 6	Required	Implement Universal Work Queue. See *Oracle Universal Work Queue Implementation Guide*	Call Center HTML Administration
❑ Step 7	Optional	Implement Interaction Center Intelligence See *Oracle Interaction Center Intelligence Implementation Guide*	Interaction Center Intelligence Administrator HTML

See Also

- Section 5.1, "Defining an Administrator for Interaction Center Server Manager"
- Section 5.3, "Implementing a Single-Site Interaction Center"
- Section 5.4, "Implementing a Multi-Site Interaction Center"

5.4 Implementing a Multi-Site Interaction Center

Perform the steps in the following table to implement a multi-site interaction center. The Number column indicates the step order. The Required column indicates whether a step is required. The Description column describes a high-level step and, where applicable, provides a reference to a more detailed topic in this document. The Responsibility column indicates the Oracle Applications user account responsibility required to complete the step.

If you have defined an administrator for an Oracle interaction center, then that user has all of the responsibilities necessary to implement a multi-site interaction center. See Section 5.1, "Defining an Administrator for Interaction Center Server Manager".

Table 5–4 Multi-Site Implementation Procedures and Responsibilities

Number	Required?	Description	Responsibility
❑ Step 1	Required	Create a global server group for the enterprise. See Section 7.3.2, "Creating a Global Site for a Multi-Site Interaction Center"	Call Center HTML Administration
❑ Step 2	Required	Create a local server group for each interaction center. See Section 7.3.3, "Creating a Local Site for a Multi-Site Interaction Center"	Call Center HTML Administration
❑ Step 3	Required	Configure the parameters of the Interaction Center servers. See Section 7.3.7, "Configuring Interaction Center Server Parameters"	Call Center HTML Administration
❑ Step 4	Required	Configure multi-site parameters. See Oracle*MetaLink* Note 225622.1	Call Center HTML Administration
❑ Step 5	Required	Implement Advanced Inbound. See *Oracle Advanced Inbound Implementation Guide*	Call Center HTML Administration
❑ Step 6	Optional	Implement Advanced Outbound. See *Oracle Advanced Outbound Implementation Guide*	Advanced Outbound Administrator

Table 5–4 Multi-Site Implementation Procedures and Responsibilities (Cont.)

Number	Required?	Description	Responsibility
❑ Step 7	Optional	**Implementation Interaction Blending.** See: Oracle *Interaction Blending Implementation Guide*	Interaction Blending Administrator
❑ Step 8	Required	**Implement Universal Work Queue.** See: *Oracle Universal Work Queue Implementation Guide*	Call Center HTML Administration
❑ Step 9	Optional	**Implement Interaction Center Intelligence** See: *Oracle Interaction Center Intelligence Implementation Guide*	Interaction Center Intelligence Administrator HTML

See Also

- Section 5.2, "Implementing an Interaction Center Server Manager Node"
- Section 5.3, "Implementing a Single-Site Interaction Center"

6

Implementation Verification Tasks

Perform the steps outlined in the following table to verify the implementation of Oracle Interaction Center Server Manager. The Number column indicates the step sequence. The Required column indicates whether or not a step is required. The Description column describes high-level steps and, where applicable, provides a reference to a more detailed topic in this document. The Responsibility column indicates the Oracle Applications user account responsibility that is required to complete the step.

If you have defined an administrator for Oracle Interaction Center Server Manager, then that user has all of the responsibilities necessary to implement Oracle Interaction Center Server Manager.

Table 6–1 Implementation Verification Procedures

Number	Required?	Description	Responsibility
Step 1	Required	Create an Oracle Interaction Center Server Manager Administrator User Account. See Section 5.1, "Defining an Administrator for Interaction Center Server Manager".	System Administrator
Step 2	Required	Install Oracle Interaction Center Server Manager. See Chapter 4, "Installation Procedures".	Call Center HTML Administration
Step 3	Required	Start Oracle Interaction Center Server Manager. See Section 7.1.3, "Starting the Interaction Center Server Manager Node".	Not Applicable
Step 4	Required	Log in to the Oracle Interaction Center Server Manager HTML Administration. See *Oracle Applications System Administrator's Guide*.	Call Center HTML Administration

Table 6–1 Implementation Verification Procedures (Cont.)

Number	Required?	Description	Responsibility
Step 5	Required	In the Node page, verify that Oracle Interaction Center Server Manager is running. See Section 7.2.1, "Viewing the Status of an Interaction Center Server Manager Node".	Call Center HTML Administration
Step 6	Required	Stop Oracle Interaction Center Server Manager. See Section 7.1.4, "Stopping an Interaction Center Server Manager Node".	Call Center HTML Administration
Step 7	Required	In the Node page, verify that Oracle Interaction Center Server Manager is stopped. See Section 7.2.1, "Viewing the Status of an Interaction Center Server Manager Node".	Call Center HTML Administration

7

Administration Tasks

This chapter describes task-based procedures for administering Interaction Center Server Manager, server groups, and servers.

This section includes the following topics:

- Section 7.1, "Interaction Center Server Manager Setup"

  Configure an Interaction Center Server Manager node.

- Section 7.2, "Interaction Center Server Manager Nodes"

  View the status of a node and manage Interaction Center servers on a node.

- Section 7.3, "Interaction Center Server Groups"

  Manage Interaction Center server groups and servers.

- Section 7.4, "Interaction Center Server Logs"

  View messages logged by Interaction Center servers.

7.1 Interaction Center Server Manager Setup

Use the Setup sub tab to configure an Interaction Center Server Manager node.

Tasks

- Section 7.1.1, "Modifying an Environment File for an Interaction Center Server Manager Node"
- Section 7.1.2, "Registering Interaction Center Server Manager as a Windows NT Service"
- Section 7.1.3, "Starting the Interaction Center Server Manager Node"

- Section 7.1.4, "Stopping an Interaction Center Server Manager Node"

7.1.1 Modifying an Environment File for an Interaction Center Server Manager Node

You can directly edit the environment file (ieoenv.cmd for Windows NT or ieoenv.sh for UNIX) after it has been installed.

Use this procedure to modify the environment variables for an Interaction Center Server Manager node.

Login

Not Applicable

Responsibility

Not Applicable

Prerequisites

Install Oracle Interaction Center Server Manager on the target machine. See Chapter 4, "Installation Procedures".

Steps

1. If Interaction Center Server Manager is registered as a Windows NT Service, unregister the service by using the command:

   ```
   ieonticsm unregister
   ```

2. Edit the environment file ieoenv.cmd or ieoenv.sh. The following table describes the environment file variables.

Table 7–1 Environment Variables

Variable	Description
IEO_COMM_TOP	The directory to which the Interaction Center Server Manager was installed.
IEO_DBC_FILE	The absolute path to the database connectivity file.
IEO_JRE	The absolute path to the Java Development Kit executable (java.exe) file or Java Runtime Environment executable (jre.exe) file. For Windows NT, this is jre.exe or java.exe. For UNIX, this is java or jre.

Table 7–1 Environment Variables (Cont.)

Variable	Description
IEO_JAVA_TOP	The Oracle Application Java directory contains both jdbc111.zip/jdbc12.zip and the oracle/ directory where all Oracle Applications Java class files are located.
IEO_IP	The IP address of the machine that will run Interaction Center Server Manager.
IEO_HOST	The name of the machine that will run Interaction Center Server Manager. This variable is used to create the name for the Windows NT Service (Oracle ICSM <IEO_HOST> <IEO_DB_TWO_TASK>).
IEO_DB_TWO_TASK	The name of the database.

3. For Windows NT, register the Windows NT Service.

Guidelines

You must modify the Interaction Center Server Manager environment file according to the version of the Java Virtual Machine and the language used in the Oracle Applications instance.

JDK/JRE 1.1.8 If you are using Java Development Kit or Java Runtime Environment 1.1.8, then you must have the following line in the environment file:

```
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\jdbc111.zip
```

If the following line exists,

```
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\jdbc12.zip
```

then you must make it inactive by typing REM at the beginning of the line:

```
REM set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\jdbc12.zip
```

JDK/JRE 1.2 or Higher If you are using Java Development Kit or Java Runtime Environment 1.2 or higher, then you must have the following line in the environment file:

```
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\jdbc12.zip
```

If the following line exists,

```
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\jdbc111.zip
```

then make it inactive by typing REM at the beginning of the line:

```
REM set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\jdbc111.zip
```

Non-English Instance If the language for the Oracle Applications instance is not English, insert the following line:

```
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\charset12.zip
```

before this line:

```
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\xmlparserv2.zip
```

The charset12.zip file contains the language-specific Java class files.

The following code is an example of an Interaction Center Server Manager environment file for Windows NT.

```
set IEO_JRE_HOME=C:\jdk1.1.8
set IEO_DBC_FILE=D:\icsm\icsm.dbc
set IEO_JAVA_TOP=D:\oa1156\java
set IEO_JRE=C:\jdk1.1.8\bin\java.exe
set IEO_IP=138.2.67.213
set IEO_HOST=stcsmith.us.oracle.com
set IEO_COMM_TOP=D:\icsm
set CLASSPATH=.
REM set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\jdbc12.zip
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\jdbc111.zip
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\xmlparserv2.zip
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\ieoservers.zip
set CLASSPATH=%CLASSPATH%;%IEO_JAVA_TOP%\apps.zip
set CLASSPATH=%CLASSPATH%;%IEO_JRE_HOME%\classes
set CLASSPATH=%CLASSPATH%;%IEO_JRE_HOME%\lib
set CLASSPATH=%CLASSPATH%;%IEO_JRE_HOME%\lib\classes.zip
set CLASSPATH=%CLASSPATH%;%IEO_JRE_HOME%\lib\classes.jar
set CLASSPATH=%CLASSPATH%;%IEO_JRE_HOME%\lib\rt.jar
set CLASSPATH=%CLASSPATH%;%IEO_JRE_HOME%\lib\i18n.jar
```

7.1.2 Registering Interaction Center Server Manager as a Windows NT Service

Use the following procedure to register Interaction Center Server Manager as a Windows NT Service.

Login

Not Applicable

Responsibility

Not Applicable

Prerequisites

None

Steps

1. Open a command prompt window.

   For example, in Windows NT:

   a. Choose **Start** > **Run**.

   b. Enter **cmd**.

   c. Click **OK**.

2. Change to the scripts directory.

3. Register Interaction Center Server Manager as a Windows NT Service by using the command:

   ```
   ieonticsm register
   ```

   Note: Configure the service to log on to a Windows NT user account that has access to the network path (IEO_JAVA_TOP) that points to the Oracle Applications Java directory.

Guidelines

The following code is an example of the output from the Windows NT command prompt.

```
C:> cd D:\icsm\admin\scripts

D:\icsm\admin\scripts> ieonticsm.cmd register

D:\icsm\admin\scripts>echo off
ieo_home = ..\..
CLASSPATH = .;D:\oa1156\java\jdbc12.zip;D:\oa1156\java\jdbc111.zip;D:\oa1156\jav
a\xmlparserv2.zip;D:\oa1156\java\apps.zip;C:\jdk1.1.8\classes;C:\jdk1.1.8\lib;C:
\jdk1.1.8\lib\classes.zip;C:\jdk1.1.8\lib\classes.jar;C:\jdk1.1.8\lib\rt.jar;C:\
jdk1.1.8\lib\i18n.jar
Runnng command ..\..\util\OamkSvc.exe -si "Oracle ICSM stcsmith.us.oracle.com" -
e -a -c "C:\jdk1.1.8\bin\java.exe -ms8M -mx16M oracle.apps.ieo.icsm.server.Main
```

```
-dbc D:\icsm\icsm.dbc -home D:\icsm\\admin\scripts      "
Capture Environment - TRUE
Automatic Startup   - TRUE
Set dependency on   - None
Startup username    - None
Program launched    - C:\jdk1.1.8\bin\java.exe -ms8M -mx16M oracle.apps.ieo.icsm
.server.Main -dbc D:\icsm\icsm.dbc -home D:\icsm\\admin\scripts
Program to kill     - None
Terminate All       - FALSE


Service "Oracle ICSM stcsmith.us.oracle.com" successfully created. Environment
recorded in oaMkSvc.log.
Change service parameters from ControlPanel.

ieonticsm.cmd exiting with status 1
```

7.1.3 Starting the Interaction Center Server Manager Node

Start the Interaction Center Server Manager node at the command line or, if registered as a Windows NT Service, as a service.

Use the following procedure to start the Interaction Center Server Manager node.

Login

Not Applicable

Responsibility

Not Applicable

Prerequisites

None

Steps

1. Open a command prompt window.

   For example, in Windows NT:

   a. Choose **Start** > **Run**.

   b. Enter **cmd**.

   c. Click **OK**.

2. Change to the scripts directory.
3. Start Interaction Center Server Manager.
   - To start Interaction Center Server Manager at the command line, enter:

     ```
     ieoicsm start
     ```

   - To start Interaction Center Server Manager process in console mode (Windows NT only) at the command line, enter:

     ```
     ieoicsm console_start
     ```

   - To start Interaction Center Server Manger in the Windows NT Services window:

   a. Choose **Start** > **Settings** > **Control Panel**.
   b. Double-click **Services**.

      The Services window appears.

   c. Click **Oracle ICSM <machinename> <dbname>**.
   d. Click **Start**.

      Windows NT attempts to start the service.

   e. Click **Close**.

Guidelines

The following code is an example of the output from the command prompt in Windows NT:

```
C:> cd D:\icsm\admin\scripts

D:\icsm\admin\scripts> ieoicsm.cmd start

D:\icsm\admin\scripts>echo off
**************************
You are running ieoicsm.cmd
**************************
Tue 10/23/2001
10:03p
ieo_home = ..\..
"Starting Oracle ICSM"
The Oracle ICSM stcsmith.us.oracle.com service is starting.
The Oracle ICSM stcsmith.us.oracle.com service was started successfully.
```

```
ieoicsm.cmd exiting with status 0
```

See Also

Section 7.1.4, "Stopping an Interaction Center Server Manager Node"

7.1.4 Stopping an Interaction Center Server Manager Node

Use the following procedure to stop an Interaction Center Server Manager node.

Login

Not Applicable

Responsibility

Not Applicable

Prerequisites

None

Steps

1. Open a command prompt window.

   For example, in Windows NT:

   a. Choose **Start** > **Run**.

   b. Enter **cmd**.

   c. Click **OK**.

2. Change to the scripts directory.

3. Do one of the following:

   - To stop the Interaction Center Server Manager process at the command line, enter:

     ```
     ieoicsm stop
     ```

   - To stop the Interaction Center Server Manager process in console mode (Windows NT only) at the command line, enter:

     ```
     ieoicsm console_stop
     ```

- To stop Interaction Center Server Manger in the Windows NT Services window:

a. Choose **Start** > **Settings** > **Control Panel**.

b. Double-click **Services**.

   The Services window appears.

c. Click **Oracle ICSM <machinename> <dbname>**.

d. Click **Stop**.

   Windows NT attempts to stop the service.

e. Click **Close**.

Guidelines

The following code is an example of the output from the command prompt in Windows NT:

```
C:> D:
D:> cd \icsm\admin\scripts

D:\icsm\admin\scripts> ieoicsm.cmd stop

D:\icsm\admin\scripts>echo off
**************************
You are running ieoicsm.cmd
**************************
Tue 10/23/2001
10:01p
ieo_home = ..\..
"Stopping Oracle ICSM"
The Oracle ICSM stcsmith.us.oracle.com service is stopping.
The Oracle ICSM stcsmith.us.oracle.com service was stopped successfully.

ieoicsm.cmd exiting with status 0
```

See Also

Section 7.1.3, "Starting the Interaction Center Server Manager Node"

7.2 Interaction Center Server Manager Nodes

Use the Nodes sub tab to view the status of a node and to manage the servers on a node.

Tasks

You can perform the following tasks:

- Section 7.2.1, "Viewing the Status of an Interaction Center Server Manager Node"
- Section 7.2.2, "Viewing an Interaction Center Server Manager Log File"
- Section 7.2.3, "Removing an Interaction Center Server Manager Node"
- Section 7.2.4, "Viewing the Status of an Interaction Center Server"
- Section 7.2.5, "Viewing an Interaction Center Server Log File"
- Section 7.2.6, "Starting an Interaction Center Server"
- Section 7.2.7, "Stopping an Interaction Center Server"
- Section 7.2.8, "Moving an Interaction Center Server to a Different Node"
- Section 7.2.9, "Removing an Interaction Center Server"
- Section 7.2.10, "Managing IP Addresses"

7.2.1 Viewing the Status of an Interaction Center Server Manager Node

Use this procedure to view the status of an Interaction Center Server Manager node.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Install and configure Oracle Interaction Center Server Manager.

Steps

1. Select the ICSM tab > Nodes sub tab.

The Node List page appears. The Node Status column displays the status of each node:

- A red flag indicates that Interaction Center Server Manager is not running on the target machine.
- A green flag indicates that Interaction Center Server Manager is running on the target machine.

Note: If, for whatever reason, the status flag colors are not obvious, place the mouse cursor over a flag. A tool tip appears stating "node is up" or "node is down."

---

2. To view the node details, click **Node Name**.

   The Node Details page appears.

See Also

- Section 7.2.2, "Viewing an Interaction Center Server Manager Log File"
- Section 7.2.4, "Viewing the Status of an Interaction Center Server"
- Section 7.2.5, "Viewing an Interaction Center Server Log File"

7.2.2 Viewing an Interaction Center Server Manager Log File

Use this procedure to view a log file for an Interaction Center Server Manager node.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Install and configure Oracle Interaction Center Server Manager.

Steps

1. Select the ICSM tab > Nodes sub tab.

   The Node List page appears.

2. Click a Node Name.

   The Node Details page appears.

3. Click **Advanced**.

   The Node Details: Advanced page appears.

4. For Files, click a File Name.

   The log file appears.

See Also

- Section 7.2.1, "Viewing the Status of an Interaction Center Server Manager Node"
- Section 7.2.4, "Viewing the Status of an Interaction Center Server"
- Section 7.2.5, "Viewing an Interaction Center Server Log File"

7.2.3 Removing an Interaction Center Server Manager Node

Use this procedure to remove an interaction center server node. All server processes on the node remain in the server group without an assigned node.

> **Note:** This procedure removes a node from the Oracle Applications database. It does not remove Oracle Interaction Center Server Manager from the target machine. If you restart Oracle Interaction Center Server Manager on the target machine, then the node will reappear in the Oracle Applications database.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Stop any interaction center servers that are running on the node.

Steps

1. Select the ICSM tab > Nodes sub tab.

The Node List page appears.

2. To delete a node, select **Remove**.
3. Click **Update**.

   The Node List page refreshes.

See Also

- Section 7.2.8, "Moving an Interaction Center Server to a Different Node"
- Section 7.2.9, "Removing an Interaction Center Server"

7.2.4 Viewing the Status of an Interaction Center Server

Use this procedure to view the status of an interaction center server assigned to an Interaction Center Server Manager node.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Install and configure Interaction Center Server Manager.

Steps

1. Select the ICSM tab > Nodes sub tab.

   The Node List page appears.

2. Click a Node Name.

   The Node Details page appears. The Status column displays the status of each server that is assigned to the node. The following table describes the statuses.

Table 7–2 Server Status Descriptions

Status	Description
Red flag	The server is not running.
Green flag	The server is running.

Table 7–2 Server Status Descriptions

Status	Description
Red circle with a white "x"	The Interaction Center Server Manager node is not running.

See Also

- Section 7.2.1, "Viewing the Status of an Interaction Center Server Manager Node"
- Section 7.2.2, "Viewing an Interaction Center Server Manager Log File"
- Section 7.2.5, "Viewing an Interaction Center Server Log File"

7.2.5 Viewing an Interaction Center Server Log File

Use this procedure to view a log file for an interaction center server.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

- Install and configure Oracle Interaction Center Server Manager.
- Set the logging level for the interaction center server.
- Turn on database logging.
- Check that the server is writing to the database.

Steps

1. Select the ICSM tab > Nodes sub tab.

   The Node List page appears.

2. Click a Node Name.

   The Node Details page appears.

3. For the relevant server, click **View Log** in the Server Log column.

   The Detail Report page appears.

4. To search for a range of messages displayed ten per page, in the Search For Message Sequence Number list, select a number and click **Go to Message Page**. For example, to search for messages 91 through 100, select 100.
5. To view a description of the message, click the Record ID.

   A summary of the message appears in the Message Description window.
6. To view the log files, click **View Messages as in Log File**.

   The Log Message List page appears.
7. To search for a range of messages, from the Number of Messages in Viewing Area list, select the number of messages to display. Then in the Starting Message Number field, enter the message number from which to start, and click **Display Messages**. For example, to search for messages 50 through 149, select 100 and enter 50.

   The messages appear sequentially in the Log Message List window.

See Also

- Section 7.2.1, "Viewing the Status of an Interaction Center Server Manager Node"
- Section 7.2.2, "Viewing an Interaction Center Server Manager Log File"

7.2.6 Starting an Interaction Center Server

Use this procedure to start a specific interaction center server process on an Interaction Center Server Manager node.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

- Install and configure Interaction Center Server Manager.
- Create an interaction center server group.
- Assign server processes in the server group to Interaction Center Server Manager nodes.

- Start the Interaction Center Server Manager nodes to which the server processes are assigned.

Steps

1. Select the ICSM tab > Nodes sub tab.

   The Node List page appears.

2. Click a Node Name.

   The Node Details page appears.

3. In the Stop/Start column, click **Start** for the server process that you want to start.

   It may take several minutes to start the server process. To view the current status during startup, refresh the browser several times.

   As the server process starts, "Starting" appears in the Stop/Start column. When the server is running, a green flag appears in the Status column and a Stop button appears on the Stop/Start column.

See Also

Section 7.2.7, "Stopping an Interaction Center Server"

7.2.7 Stopping an Interaction Center Server

Use this procedure to stop a specific interaction center server process on an Interaction Center Server Manager node.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

None

Steps

1. Select the ICSM tab > Nodes sub tab.

The Node List page appears.

2. Click a Node Name.

   The Node Details page appears.

3. In the Stop/Start column, click **Stop** for the server process that you want to stop.

   The server process could take several minutes to stop. To view the current status during shutdown, refresh the browser several times.

   As the server process shuts down, "Stopping" appears in the Stop/Start column. The status of each server process is displayed in the Servers group in the Status column.

See Also

Section 7.2.6, "Starting an Interaction Center Server"

7.2.8 Moving an Interaction Center Server to a Different Node

Interaction center server processes can run on any Interaction Center Server Manager node. Use this procedure to change the node assignment for server processes on a node.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Stop any server processes that you want to move.

Steps

1. Select the ICSM tab > Nodes sub tab.

   The Node List page appears.

2. Click the name of the Interaction Center Server Manager node to which you wish to move the server processes.

   The Node Details - General page appears.

3. Click **Assignments**.

   The Node Details - Assignment page appears.

4. From the Select Server Group list, select the server group from which you wish to move server processes.

   The Available Servers list displays the server processes in the server group that are not assigned to the selected node.

5. From the Available Servers list, select the server processes that you wish to assign to the selected node.

   To select multiple server processes, press CTRL while selecting the processes.

6. Click the left arrow button to assign the server processes to the node.

7. Click **Update**.

Note: Save your changes before selecting another server group from the Select Server Group field.

See Also

- Section 7.2.3, "Removing an Interaction Center Server Manager Node"
- Section 7.2.4, "Viewing the Status of an Interaction Center Server"

7.2.9 Removing an Interaction Center Server

Use this procedure to remove an interaction center server from a machine. The server process remains in the server group without an assigned node.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Stop the server process if it is running.

Steps

1. Select the ICSM tab > Nodes sub tab.

   The Node List page appears.

2. Click a Node Name.

   The Node Details page appears.

3. Select **Remove** for the server process that you want to remove.

4. Click **Update**.

   The server is removed from the node and the Node Details page refreshes.

See Also

- Section 7.2.3, "Removing an Interaction Center Server Manager Node"
- Section 7.2.8, "Moving an Interaction Center Server to a Different Node"

7.2.10 Managing IP Addresses

This section includes the following topics:

- Section 7.2.10.1, "Viewing the Default IP Address of a Node"
- Section 7.2.10.2, "Adding an IP Address to the Node IP Address List"
- Section 7.2.10.3, "Specifying an IP Address for an Interaction Center Server"

7.2.10.1 Viewing the Default IP Address of a Node

Use this procedure to view the IP Address of an Interaction Center Server Manager node.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Install and configure Interaction Center Server Manager.

Steps

1. Select the ICSM tab >Nodes sub tab.

The Node List page appears.

2. Click a Node Name.

   The Node Details page appears, displaying the default IP address.

See Also

- Section 7.2.10.2, "Adding an IP Address to the Node IP Address List"
- Section 7.2.10.3, "Specifying an IP Address for an Interaction Center Server"

7.2.10.2 Adding an IP Address to the Node IP Address List

An Interaction Center Server Manager node may have more than one IP address. Interaction Center Server Manager discovers only one of those IP addresses. The remaining IP addresses must be added manually to the IP address list for the node.

Use this procedure to add additional IP addresses to the list of IP addresses for the Interaction Center Server Manager node.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Implement Interaction Center Server Manager.

Steps

1. Select the ICSM tab > Nodes sub tab.

   The Node List page appears.

2. Click the Node Name.

   The Node Details page appears.

3. Click **Advanced**.

4. In the Add field, enter an IP address for the node.

5. Click **Update**.

   The Node Details page refreshes. The IP address is added to the list of IP addresses for the node.

See Also

- Section 7.2.10.1, "Viewing the Default IP Address of a Node"
- Section 7.2.10.3, "Specifying an IP Address for an Interaction Center Server"

7.2.10.3 Specifying an IP Address for an Interaction Center Server

An Interaction Center Server Manager node may have more than one IP address.

Use this procedure to select an IP address in the IP address list for a specific server process assigned to an Interaction Center Server Manager node.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

- Implement Interaction Center Server Manager.
- Add additional IP addresses to the node IP address list.
- Stop Interaction Center Server.

Steps

1. Select the ICSM tab > Nodes sub tab.

   The Node List page appears.

2. Click a Node Name.

   The Node Details page appears.

3. In the IP Address column, do one of the following:

   - Leave the IP Address field blank.

Interaction Center Server Manager uses **ALL** of the available IP addresses in the list. If there is only one IP address, then Interaction Center Server Manager uses that IP address.

- Select an IP address.

  When the server process is running, Interaction Center Server Manager communicates using the selected IP address.

4. Click **Update**.

   The Node Details page refreshes.

See Also

- Section 7.2.10.1, "Viewing the Default IP Address of a Node"
- Section 7.2.10.2, "Adding an IP Address to the Node IP Address List"

7.3 Interaction Center Server Groups

Use the Server Groups sub tab to manage server groups and servers.

Tasks

You can perform the following tasks:

- Section 7.3.1, "Creating a Single-Site Interaction Center"
- Section 7.3.2, "Creating a Global Site for a Multi-Site Interaction Center"
- Section 7.3.3, "Creating a Local Site for a Multi-Site Interaction Center"
- Section 7.3.4, "Removing an Interaction Center Server Group"
- Section 7.3.5, "Viewing the Details of the Node for the Interaction Center Server"
- Section 7.3.6, "Adding a Server to an Interaction Center Server Group"
- Section 7.3.7, "Configuring Interaction Center Server Parameters"
- Section 7.3.8, "Starting Interaction Center Servers"
- Section 7.3.9, "Starting All Servers in an Interaction Center Server Group"
- Section 7.3.10, "Starting a Specific Server in an Interaction Center Server Group"
- Section 7.3.11, "Stopping All Servers in an Interaction Center Server Group"
- Section 7.3.12, "Stopping a Specific Server in an Interaction Center Server Group"

- Section 7.3.13, "Moving an Interaction Center Server to a Different Node"
- Section 7.3.14, "Removing an Interaction Center Server"
- Section 7.3.15, "Enabling Manual Login Mode"

7.3.1 Creating a Single-Site Interaction Center

A typical single-site interaction center for Oracle Advanced Inbound consists of:

- One Oracle Telephony Adapter server
- One Inbound Telephony Server
- One Interaction Queuing and Distribution server
- One or more Oracle Telephony Manager servers
- One or more Oracle Universal Work Queue servers
- One or more Routing servers
- (Optionally) one Switch Simulator server

Use this procedure to create a single-site Oracle Interaction Center for Oracle Advanced Inbound.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Install and configure Interaction Center Server Manager.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click **Create**.

   The Server Group Details page appears.

3. Enter details about the server group.

a. Enter a unique name for the server group.

b. Optionally, in the Location field, enter the location of the server group.

This field is for informational purposes only.

c. Optionally, in the Description field, enter a description of the server group.

This field is for informational purposes only.

d. Leave the Super Group field blank.

The super group identifies the global server group for a multi-site interaction center.

e. In the Default Node field, select the Interaction Center Server Manager node for the interaction center server processes in the server group.

The default node is used during a typical or custom server group configuration. In a typical or custom server group configuration, server processes are created when the server group is created. They are assigned to the default Interaction Center Server Manager node. You can modify the node assignment after the server group is created.

f. In the Server Configuration field select a configuration type from the list. The Server Configuration options are explained in the following table.

Table 7–3 Server Configuration Type Options

Configuration Type	Description
Typical	The server group is created with the default set of server processes necessary to implement a single-site interaction center for Oracle Advanced Inbound: ■ Interaction Queuing and Distribution Server (<servergroupname>_IQD) ■ Inbound Telephony Server (<servergroupname>_ITS) ■ Routing Server (<servergroupname>_ORS) ■ Telephony Manager (<servergroupname>_OTM) ■ Switch Simulator (<servergroupname>_SWITCH) ■ Telephony Adapter Server (<servergroupname>_TAS) ■ Universal Work Queue Server (<servergroupname>_UWQ) You will not be able to modify the server process names or types. Add or remove server processes from the Server Group Details page.

Table 7–3 Server Configuration Type Options (Cont.)

Configuration Type	Description
Custom	The Server page appears with the default set of server processes necessary to implement a single-site interaction center for Advanced Inbound. (See the above Typical configuration type for a list of server processes.) Use the Server page to add or remove server processes and to modify the general details about each server process before it is added to the server group.
None	When the server group is created, no server processes are added to the server group. You must manually add any server process to the server group.

4. Click **Submit**.

   If the server configuration is None or Typical, then the server group is created and the Server Group Details page refreshes.

   If the server configuration is Custom, then the Servers page appears. Enter the general details about the server processes and then click **Submit**. The Server Group Details page refreshes.

See Also

Section 7.3.2, "Creating a Global Site for a Multi-Site Interaction Center"

7.3.2 Creating a Global Site for a Multi-Site Interaction Center

A typical multi-site interaction center for Advanced Inbound consists of a global site and two or more local sites. A global site in a multi-site interaction center typically consists of one Interaction Queuing and Distribution server and one or more Routing servers.

Use this procedure to create a global site for a multi-site interaction center.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Install and configure Interaction Center Server Manager.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click **Create**.

   The Server Group Details page appears.

3. Enter the details about the server group.

   a. Enter a unique name for the server group.

   b. Optionally, in the Location field, enter the location of the server group. This field is for informational purposes only.

   c. Optionally, in the Description field, enter a description of the server group. This field is for informational purposes only.

   d. Leave the Super Group field blank. The super group identifies the global server group for a multi-site interaction center.

   e. In the Default Node field, select the Interaction Center Server Manager node for the interaction center server processes in the server group. The default node is used during a typical or custom server group configuration. In a typical or custom server group configuration, server processes are created when the server group is created. They are assigned to the default Interaction Center Server Manager node. You can modify the node assignment after the server group is created.

   f. In the Server Configuration field, choose **Custom**.

4. The Servers page appears. Define the Interaction Queuing and Distribution and Routing Server server processes.

5. Click **Submit**.

   The Server Group Details page refreshes. In the Server Group Details page, a list of server processes appears under the Servers section.

6. Ensure that you have only one Interaction Queuing and Distribution server and *one* Routing server in this global server group.

7. Click **Update** to save.

See Also

- Section 7.3.3, "Creating a Local Site for a Multi-Site Interaction Center"
- Section 7.3.1, "Creating a Single-Site Interaction Center"

7.3.3 Creating a Local Site for a Multi-Site Interaction Center

A typical multi-site interaction center for Advanced Inbound consists of a global site and two or more local sites.

A local site in a multi-site interaction center typically consists of:

- One Telephony Adapter server
- One Inbound Telephony Server
- One or more Telephony Manager servers
- One or more Universal Work Queue servers

Use this procedure to create a local site for a multi-site interaction center.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Install and configure Interaction Center Server Manager.

Steps

1. Select the ICSM tab.
2. Click **Server Groups**.

   The Server Group List page appears.
3. Click **Create**.

   The Server Group Details page appears.
4. Enter the details about the server group.
   a. Enter a unique name for the server group.

b. Optionally, in the Location field, enter the location of the server group. This field is for informational purposes only.

c. Optionally, in the Description field, enter a description of the server group. This field is for informational purposes only.

d. In the Super Group field, select the name of the global server group for the multi-site interaction center.

e. In the Default Node field, select the Interaction Center Server Manager node for the interaction center server processes in the server group. The default node is used during a typical or custom server group configuration. In a typical or custom server group configuration, server processes are created when the server group is created. They are assigned to the default Interaction Center Server Manager node. You can modify the node assignment after the server group is created.

f. In the Server Configuration field, select a configuration type for creation of the server group.

The following table lists the available multi-site configuration options.

Table 7–4 Multi-Site Configuration Options

Configuration Type	Description
Typical	The server group is created with the default set of server processes necessary to implement a single-site interaction center for Oracle Advanced Inbound: ■ Interaction Queueing and Distribution (<servergroupname>_IQD) ■ Inbound Telephony Server (<servergroupname>_ITS) ■ Routing Server (<servergroupname>_ORS) ■ Telephony Manager (<servergroupname>_OTM) ■ Switch Simulator (<servergroupname>_SWITCH) ■ Telephony Adapter Server (<servergroupname>_TAS) ■ Universal Work Queue Server (<servergroupname>_UWQ) You will not be able to modify the server process names or types. Add or remove server processes from the Server Group Details page.

Table 7–4 Multi-Site Configuration Options (Cont.)

Configuration Type	Description
Custom	The Server page appears with the default set of server processes necessary to implement a single-site interaction center for Oracle Advanced Inbound (see Typical for a list of server processes). Use the Server page to add or remove server processes and to modify the general details about each server process before it is added to the server group.
None	When the server group is created, no server processes are added to the server group. You must manually add any server process to the server group.

5. Click **Submit**.
6. Do one of the following:

   If the server configuration is None or Typical, then the server group is created and the Server Group Details page appears. Proceed to step 7.

   If the server configuration is Custom, then the Servers page appears. Enter the general details about the server processes and then click **Submit**. The Server Group Details page appears.
7. In the Server Group Details page, a list of server processes appears under the Servers section. Ensure that you have one Inbound Telephony Server, one or more Telephony Manager servers, and one or more Universal Work Queue servers is this local server group.

   You should not have an Interaction Queuing and Distribution server or any Routing servers in a local server group in a multi-site interaction center.
8. Click **Update** to save.

See Also

- Section 7.3.2, "Creating a Global Site for a Multi-Site Interaction Center"
- Section 7.3.1, "Creating a Single-Site Interaction Center"

7.3.4 Removing an Interaction Center Server Group

Use this procedure to remove an interaction center server group.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Stop any server processes that are running in the server group.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Select **Remove** for the server group that you want to remove.

3. Click **Update**.

   The server group is removed and the Server Group List page refreshes.

See Also

- Section 7.3.6, "Adding a Server to an Interaction Center Server Group"
- Section 7.3.7, "Configuring Interaction Center Server Parameters"
- Section 7.3.13, "Moving an Interaction Center Server to a Different Node"
- Section 7.3.14, "Removing an Interaction Center Server"

7.3.5 Viewing the Details of the Node for the Interaction Center Server

Use this procedure to view the details of a node for an interaction center server.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Install and configure Interaction Center Server Manager.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click a server group name.

   The Server Group Details page displays.

3. In the Servers section, locate the Interaction Center Server, and in the corresponding Node column, click **Go**.

   The Node Details page for the selected node appears.

7.3.6 Adding a Server to an Interaction Center Server Group

Use this procedure to add a server process to an interaction center server group.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

- Install and configure Interaction Center Server Manager.
- Create an interaction center server group.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click a server group name.

   The Server Group Details page appears.

3. In the Servers area, click **Create**.

   The Server Details - General page appears.

4. Enter the general details about the server.
   a. Enter a unique name for the server.
   b. In the Type Name field, select the server type.
   c. Optionally, in the Location field, enter the location of the server. This field is for informational purposes only.
   d. Optionally, in the Description field, enter a description of the server. This field is for informational purposes only.
   e. From the Member Server Group list, select a server group for the server process.

      Note: The Using Server Group field is reserved for future use. Leave it blank.

   f. In the Node Assignment field, select the Interaction Center Server Manager node to which the server process will be assigned.
   g. Click **Save**.

      The Server Details - General page refreshes.

See Also

- Section 7.3.4, "Removing an Interaction Center Server Group"
- Section 7.3.13, "Moving an Interaction Center Server to a Different Node"
- Section 7.3.14, "Removing an Interaction Center Server"

7.3.7 Configuring Interaction Center Server Parameters

Use this procedure to configure the parameters for a server in an interaction center server group.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Create a server group.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click the server group name.

   The Server Group Details page appears.

3. In the Servers area, click a server name.

   The Server Details - General page appears for the specified server.

4. Click **Parameters**.

   The Server Details - Parameters page appears.

5. In the Parameter Value field, enter a value for the parameter.

6. Click **Update**.

Guidelines

See "Oracle Interaction Center Server Manager Parameters" for details about Interaction Center server parameters.

7.3.8 Starting Interaction Center Servers

This section includes the following topics:

- Section 7.3.9, "Starting All Servers in an Interaction Center Server Group"
- Section 7.3.10, "Starting a Specific Server in an Interaction Center Server Group"

7.3.9 Starting All Servers in an Interaction Center Server Group

Use this procedure to start all interaction center server processes in a server group. Server processes are automatically started in the correct order.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

- Install and configure Interaction Center Server Manager.
- Create an interaction center server group.
- Assign server processes in the server group to Interaction Center Server Manager nodes.
- Start the Interaction Center Server Manager nodes to which the server processes are assigned.
- Configure Interaction Center Server parameters. See Section B.1, "Oracle Interaction Center Server Parameters".

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click a server group name.

   The Server Group Details page appears.

3. In the Server Group Details area, select **Start**.

4. Click **Submit**.

   All the server processes could take several minutes to start. To view the current status during startup, refresh the browser several times.

   As the server processes start, "Starting" is displayed in the Stop/Start column. The status of each server process is displayed in the Servers area in the Status column.

See Also

Section 7.3.10, "Starting a Specific Server in an Interaction Center Server Group"

7.3.10 Starting a Specific Server in an Interaction Center Server Group

Use this procedure to start a specific interaction center server process in a server group.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

- Install and configure Interaction Center Server Manager.
- Create an interaction center server group.
- Assign server processes in the server group to Interaction Center Server Manager nodes.
- Start the Interaction Center Server Manager nodes to which the server processes are assigned.
- Configure Interaction Center Server parameters. See Section B.1, "Oracle Interaction Center Server Parameters".

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click a server group name.

   The Server Group Details page appears.

3. In the Servers area, in the Stop/Start column, click **Start** for the server process that you want to start.

   The server process could take several minutes to start. To view the current status during startup, refresh the browser several times.

   As the server process starts, "Starting" is displayed in the Stop/Start column. The status of each server process is displayed in the Servers area in the Status column.

See Also

Section 7.3.9, "Starting All Servers in an Interaction Center Server Group"

7.3.11 Stopping All Servers in an Interaction Center Server Group

Use this procedure to stop all interaction center server processes in a server group.

Note: Interaction center servers can be stopped even if Oracle Interaction Center Server Manager is down.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

- Install and configure Interaction Center Server Manager.
- Create an interaction center server group.
- Assign server processes in the server group to Interaction Center Server Manager nodes.
- Start the Interaction Center Server Manager nodes to which the server processes are assigned.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click a server group name.

   The Server Group Details page appears.

3. In the Server Group Details area, select **Stop**.

4. Click **Submit**.

   The server processes could take several minutes to stop. To view the current status during shutdown, refresh the browser several times.

As the server processes shut down, "Stopping" is displayed in the Stop/Start column. The status of each server process is displayed in the Servers area in the Status column.

See Also

"Stopping a Specific Server in an Interaction Center Server Group"

7.3.12 Stopping a Specific Server in an Interaction Center Server Group

Use this procedure to stop a single interaction center server process in a server group.

Note: Interaction center servers can be stopped even if Oracle Interaction Center Server Manager is down.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Start the Interaction Center Server Manager nodes to which the server process is assigned.

Steps

1. Select the ICSM tab.
2. Click **Server Groups**.

   The Server Group List page appears.
3. Click a server group name.

   The Server Group Details page appears.
4. In the Servers area, in the Stop/Start column, click **Stop** for the server process that you want to stop.

   The server process could take several minutes to stop. To view the current status during shutdown, refresh the browser several times.

As the server process shuts down, "Stopping" is displayed in the Stop/Start column. The status of each server process is displayed in the Servers area in the Status column.

See Also

Section 7.3.11, "Stopping All Servers in an Interaction Center Server Group"

7.3.13 Moving an Interaction Center Server to a Different Node

Interaction center server processes can run on any Interaction Center Server Manager node. Use this procedure to change the node assignment for server processes in a server group.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

- Install and configure an Interaction Center Server Manager node.
- Create an interaction center server group.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click a server group name.

   The Server Group Details page appears.

3. In the Servers area, in the Node column, select the new node assignment for the Interaction Center Server.

4. Click **Update**.

   The server is assigned to the new node, and the Server Group Details page refreshes.

See Also

Section 7.3.8, "Starting Interaction Center Servers"

7.3.14 Removing an Interaction Center Server

Use this procedure to remove an interaction center server process from a server group.

Login

Self-Service Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Stop the server process if it is running.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click a server group name.

   The Server Group Details page appears.

3. In the Servers area, select the Remove checkbox for the server process that you want to remove.

4. Click **Update**.

   The server process is removed from the server group and the Server Group Details page refreshes.

See Also

- Section 7.3.4, "Removing an Interaction Center Server Group"
- Section 7.3.6, "Adding a Server to an Interaction Center Server Group"
- Section 7.3.13, "Moving an Interaction Center Server to a Different Node"

7.3.15 Enabling Manual Login Mode

Manual login mode is administered as an Oracle Telephony Manager server argument for specific telesets. Use the following procedure to enable manual login mode for a server group.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Create a server group.

Steps

1. Select the ICSM tab > Server Groups sub tab.

   The Server Group List page appears.

2. Click the server group name.

   The Server Group Details page appears.

3. In the Servers list, click the Server Name of the OTM (Oracle Telephony Manager) server.

   The Server Details page appears.

4. Click **Advanced**.

5. In the Server Arguments field, enter one of the following:

   a. To enable manual login mode for all telesets in the server group, enter **`-manual_login all`**.

   b. To enable manual login mode for only the telesets that you specified, enter **`-manual_login`** with a comma-separated list of individual or a block of teleset hardware numbers, for example:

      * -manual_login 70001,70002,70003
      * -manual_login 70001-70005,70009-70011
      * -manual_login 70001,70003,70009-70011,70015

* -manual_login all

Note: You must specify:

- The `-manual_login` option for all Oracle Telephony Manager processes in the server group.
- The same `-manual_login` configuration for all Oracle processes in the server group. Otherwise, unexpected results could occur because agents are dynamically assigned to any Oracle Telephony Manager within the same server group on login.

7.4 Interaction Center Server Logs

Use the Logs sub tab to manage and view server log messages.

Note: Some of the Interaction Center Server processes might need to be configured to generate Interaction Center Server log entries. To enable database logging for Interaction Queuing and Distribution, Oracle Telephony Manager, Inbound Telephony Server and Outbound Telephony Server, set the Database Logging server parameter of the specific server to True.

Tasks

You can perform the following tasks:

- Section 7.4.1, "Generating a Summary Log Report (Simple Search)"
- Section 7.4.2, "Generating a Summary Log Report (Detailed Search)"
- Section 7.4.3, "Generating a Detailed Log Report (Detailed Search)"
- Section 7.4.4, "Setting the Logging Level"
- Section 7.4.5, "Removing Log Messages"
- Section 7.4.6, "Deleting a Log Report"

7.4.1 Generating a Summary Log Report (Simple Search)

Use this procedure to generate a summary log report for servers that have logging turned on.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Turn on logging for the server.

Steps

1. Select the ICSM tab >Logs sub tab.
2. Click **Summary Report**.

   The Summary Report for Server page appears.
3. In the Search for Report section, select the search criteria for the server log messages that you want to view.
4. Click **Go**.

   The summary report is generated and appears.

See Also

- Section 7.4.2, "Generating a Summary Log Report (Detailed Search)"
- Section 7.4.3, "Generating a Detailed Log Report (Detailed Search)"

7.4.2 Generating a Summary Log Report (Detailed Search)

Use this procedure to generate a detailed summary log report for servers that have logging turned on.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Turn on logging for the server.

Steps

1. Select the ICSM tab > Logs sub tab.

   The Summary Report for Servers page appears.

2. Click **Summary Report**.

   The Summary Report for Server page appears.

3. Click **Advanced Search**.

   The Search for Logging Messages page appears.

4. Select the search criteria for the server log messages that you want to view.

5. Click **Summary Report**.

   The summary report is generated and appears

See Also

- Section 7.4.1, "Generating a Summary Log Report (Simple Search)"
- Section 7.4.3, "Generating a Detailed Log Report (Detailed Search)"

7.4.3 Generating a Detailed Log Report (Detailed Search)

Use this procedure to specify the search criteria to generate a detailed log report for servers that have logging turned on.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Turn on logging for the server.

Steps

1. Select the ICSM tab > Logs sub tab.
2. Click **Summary Report**.

   The Summary Report for Server page appears.
3. Click **Advanced Search**.

   The Search for Logging Messages page appears.
4. Select the search criteria for the server log messages that you want to view. (The User Filter is a list of unique filter attributes that are used when applications log messages. Values other than "Any" are associated with the log entries. The value "[not specified]" is for messages that do not have a value for this attribute.)
5. Click **Detail Report**.

   The Detail Report page appears.
6. If you want to view a message, click the message's Record ID number.

   The message appears in the Message Description box.
7. If you want to view the log file, click **View Messages as in Log File**.

   The Log Message List page appears.

See Also

- Section 7.4.1, "Generating a Summary Log Report (Simple Search)"
- Section 7.4.2, "Generating a Summary Log Report (Detailed Search)"

7.4.4 Setting the Logging Level

Use this procedure to set the logging level for a server.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

None

Steps

1. Select the ICSM tab > Logs sub tab.
2. Click **Logging Level**.

   The Set Logging Level page appears.
3. Select the logging level.
4. Select the search criteria for the servers that you want to set.
5. Click **Update**.

7.4.5 Removing Log Messages

Use this procedure to remove log messages.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

None

Steps

1. Select the ICSM tab > Logs sub tab.
2. Click the **Record Management** hyperlink.

   The Remove Messages page appears.
3. Select the search criteria for the server log messages that you want to remove.
4. Click **Update**.

See Also

Section 7.4.6, "Deleting a Log Report"

7.4.6 Deleting a Log Report

Use this procedure to delete a server log from the summary report.

Login

HTML Login URL

Responsibility

Call Center HTML Administration

Prerequisites

Delete all messages in the log.

Steps

1. Select the ICSM tab > Logs sub tab.
2. Click **Summary Report**.

   The Summary Report for Server page appears.
3. In the Search for Report section, do one of the following:
   - From the Server Name list, select a server.
   - From the Server Type list, select a server type.
   - From the Server Group list, select a server group.
4. Click **Go**.

   The summary report is generated and appears.
5. Select **Remove** for the server log that you want to remove.
6. Click **Update**.

   The server log is removed from the summary report and the Summary Report for Servers page refreshes.

See Also

Section 7.4.5, "Removing Log Messages"

8

Diagnostics and Troubleshooting

This chapter contains material useful in diagnosing and troubleshooting Oracle Interaction Center Server Manager.

This section includes the following topics:

- Section 8.1, "Common Implementation Errors"
- Section 8.2, "Log Files and Error Messages"
- Section 8.3, "Failure and Recovery"

8.1 Common Implementation Errors

This section includes the following topics:

- Section 8.1.1, "NT Service: UNC Network Path"
- Section 8.1.2, "NT Service: Permission"
- Section 8.1.3, "NT Service: Changing ieoenv.cmd"
- Section 8.1.4, "NT: Running in Console Mode"
- Section 8.1.5, "Default Options"
- Section 8.1.6, "Java Version: Running with JDK/JRE 1.1.8"
- Section 8.1.7, "UNIX: File Descriptor Limit"
- Section 8.1.8, "HP-UX: Default Thread Configuration"

8.1.1 NT Service: UNC Network Path

Oracle Interaction Center Server Manager will not work as an NT Service if the Oracle Applications Java files are located by way of a mapped network drive.

Steps

To correctly set up Oracle Interaction Center Server Manager as a Windows NT Service:

1. Use UNC Style network path to point to the location of Oracle Applications Java files (IEO_JAVA_TOP): \\host\path. e.g. \\cctre1-nt1\appl_top.
2. Modify the service to run with an NT User who has access to the network path. This can be done by using NT Service Manager.

Windows NT Services are not associated with the login session, which are tightly coupled to the network drive mapping. Mapped network drives are not accessible from an NT Service, which results in Oracle Interaction Center Server Manager not being able to start. (Some No Class Def Found Errors may be observed).

8.1.2 NT Service: Permission

Oracle Interaction Center Server Manager NT Service is required to run with System Administrator privileges. Assign the Oracle Interaction Center Server Manager NT Service with the correct user by using the NT Service manager.

8.1.3 NT Service: Changing ieoenv.cmd

If ieoenv.cmd is changed, the Oracle Interaction Center Server Manager NT Service must be unregistered and registered again, otherwise the change in ieoenv.cmd will not be effective. The tool oamksvc.exe saves a snapshot of the environment variables in the NT registry. When the service is registered, the environment variable values cannot be changed. Unregistering and reregistering the Oracle Interaction Center Server Manager NT Service will take the latest values in ieoenv.cmd.

8.1.4 NT: Running in Console Mode

When Oracle Interaction Center Server Manager is running in console mode (by using ieoicsm.cmd console_start), all server processes launched by Oracle Interaction Center Server Manager will be killed when the Oracle Interaction Center Server Manager process is killed (either by control-C or killed from Task Manager). This does not happen if Oracle Interaction Center Server Manager is shut down by using the ICSM command line utility.

8.1.5 Default Options

By default, Oracle Interaction Center Server Manager starts with the log level set to ERROR. To change the log level, add -log_level {ERROR|WARNING|INFO|VERBOSE} to the Java command line in ieoicsm.cmd / ieoicsm.sh.

8.1.6 Java Version: Running with JDK/JRE 1.1.8

If the Java version is 1.1.8, the line with "jdbc12.zip" must be commented out or removed from ieoenv.cmd or ieoenv.sh. Otherwise, the wrong JDBC driver will be used, which is incompatible with Java 1.1.8.

8.1.7 UNIX: File Descriptor Limit

The default maximum number of file descriptors available to the shell and its child processes on most UNIX systems is 64. Raise this number to 1024 in order to run all the java servers for a single site installation, or any subset of the java servers for a single site installation, on the same node. A higher number will be required if java servers for multiple single site installations will be run on the same node.

Only a process with appropriate privileges (usually root) can increase the limit. The command required to change the number varies with the type of UNIX in use. Consult your UNIX system administrator.

An example for the Korn shell is shown below:

1. Open a UNIX terminal in the machine where Oracle Interaction Center Server Manager is going to be started.
2. Change user to root.
3. Change shell to be korn shell ksh.
4. Increase the file descriptor limit to 1024 /usr/bin/ulimit -n 1024.
5. Start Oracle Interaction Center Server Manager in this terminal to check the current file descriptor limit, type /usr/bin/ulimit -n.

8.1.8 HP-UX: Default Thread Configuration

The default number of threads allowed in the HP-UX platform is 64. This number has to be raised to at least 2048 to be able to support Oracle Interaction Center Server Manager and all interaction center Java processes. Consult the HP-UX tuning documentation for more details.

8.2 Log Files and Error Messages

The Oracle Interaction Center Server Manager logging function outputs detailed information about server activity to a file. By default, the log function is set to report errors.

The following command line options set the log level for the Oracle Interaction Center Server Manager server.

Table 8–1 Log Levels

Log Level	Description
-log_level error	Server errors
-log_level warn	Server warnings and errors
-log_level info	Server events, warning, and errors
-log_level verbose	All server activity

For example,

- Windows NT: `ieoicsm.cmd start -log_level verbose`
- UNIX: `ieoicsm.sh start -log_level verbose`

The Oracle Interaction Center Server Manager server does not support enabling or changing log levels at runtime. You must stop and restart the server before changes can occur.

8.3 Failure and Recovery

Use the following procedures to restart Oracle Interaction Center Server Manager or the database if they go down.

This section includes the following topics:

- Section 8.3.1, "Oracle Interaction Center Server Manager Goes Down"
- Section 8.3.2, "Database Backup"
- Section 8.3.3, "Database Goes Down"

8.3.1 Oracle Interaction Center Server Manager Goes Down

Failure

a. When Oracle Interaction Center Server Manager is down you will not be able to start individual servers.

b. If Oracle Interaction Center Server Manager is started as an NT Service or by means of the ICSM shell script on UNIX, all servers that are running will not be affected. All servers will continue to operate as usual.

Recovery

a. Restart Oracle Interaction Center Server Manager.

b. All servers will re-connect to Oracle Interaction Center Server Manager within five minutes.

8.3.2 Database Backup

Shut down all the Interaction Center Java servers and Interaction Center Server Manager before performing a database backup.

8.3.3 Database Goes Down

Failure

a. When the database is down, you will not be able to start or stop individual servers.

b. All servers will not be able to continue operation as usual, but will go into an intermediate state waiting for the database to come up.

Recovery

a. Restart the database.

b. Oracle Interaction Center Server Manager will detect that the database has come up and reconnect to it.

c. Servers will detect that the database has come up and reconnect to it.

d. You can continue the operation as usual five minutes after the database has come up.

A

Oracle Interaction Center Server Manager Implementation Worksheets

Use the following worksheets when implementing Oracle Interaction Center Server Manager.

This section includes the following topics:

- Section A.1, "Server Administrator Worksheet"
- Section A.2, "Database Connectivity File Worksheet"
- Section A.3, "Environment File Worksheet"
- Section A.4, "Employee Worksheet"
- Section A.5, "Employee User Account Worksheet"
- Section A.6, "CRM Resource Worksheet"
- Section A.7, "Single-Site Worksheet"
- Section A.8, "Multi-Site Worksheets"

A.1 Server Administrator Worksheet

User Name:

Password:

Responsibilities:

- System Administrator
- CRM Resource Manager

- HRMS Manager, for example US HRMS Manager (if Oracle Human Resource Management System is installed)
- Call Center HTML Administrator

A.2 Database Connectivity File Worksheet

Table A–1 Database Connectivity File

Parameter	Value
TWO_TASK	
FNDNAM	
GWYUID	
GUEST_USER_PWD	
APPS_JDBC_DRIVER	
DB_HOST	
DB_PORT	

A.3 Environment File Worksheet

Table A–2 Environment File

Parameter	Value
IEO_COMM_TOP	
IEO_DBC_FILE	
IEO_JRE	
IEO_JAVA_TOP	
IEO_IP	
IEO_HOST	

A.4 Employee Worksheet

Last:

Gender:

Type: Employee

Employee (Number):

A.5 Employee User Account Worksheet

User Name:

Password:

Person (Employee):

Responsibilities:

- Preferences (to access personal profile options for Oracle Interaction Center Server Manager)
- Customer Support (to access work in Oracle Universal Work Queue)
- TeleSales Agent (to access work in Oracle Universal Work Queue)

A.6 CRM Resource Worksheet

Name (Employee):

Resource Name (if different):

Transaction Number:

Resource Number:

See Also

- Section A.6.1, "CRM Resource Roles Worksheet"
- Section A.6.2, "CRM Resource Interaction Center Parameters Worksheet"
- Section A.6.3, "CRM Group Member Roles and Usage Worksheet"

A.6.1 CRM Resource Roles Worksheet

Resource Roles:

Table A–3 CRM Resource Roles

Role Type	Role	Start Date	End Date
Telesales			
Callcenter			

A.6.2 CRM Resource Interaction Center Parameters Worksheet

Interaction Center:

Middleware:

Agent Middleware Parameters:

Table A–4 CRM Resource Interaction Center Parameters

Parameter	Value
ACD Agent ID	
ACD Agent Password	
ACD Queue	

A.6.3 CRM Group Member Roles and Usage Worksheet

Group Number:

Group Name:

Group Member Roles:

Table A–5 CRM Group Member Roles and Usage

Role Type	Role	Start Date	End Date
Telesales			
Callcenter			

Table A–5 CRM Group Member Roles and Usage (Cont.)

Role Type	Role	Start Date	End Date

Group Usages:

- Sales and Telesales
- Call Center

A.7 Single-Site Worksheet

Server Group Name:

Location:

Description:

Table A–6 Single-Site Server Group

Server Type	Server Name	Node Assignment
Interaction Queueing and Distribution		
Inbound Telephony Server		
Routing Server		
Telephony Adapter Server		
Telephony Manager		
Switch Simulator		
Universal Work Queue		

A.8 Multi-Site Worksheets

This section includes the following topics:

- Section A.8.1, "Global Server Group Worksheet"
- Section A.8.2, "Local Server Group Worksheet"

A.8.1 Global Server Group Worksheet

Server Group Name:

Location:

Description:

Table A–7 Global Server Group

Server Type	Server Name	Node Assignment
Interaction Queueing and Distribution		
Routing Server		

A.8.2 Local Server Group Worksheet

Server Group Name:

Location:

Description:

Table A–8 Local Server Group

Server Type	Server Name	Node Assignment
Inbound Telephony Server		
Telephony Adapter Server		
Telephony Manager		
Switch Simulator		
Universal Work Queue		

B

Oracle Interaction Center Server Manager Parameters

This section includes the following topics:

- Section B.1, "Oracle Interaction Center Server Parameters"
- Section B.2, "Oracle Interaction Center Server Manager Command Line Parameters"

B.1 Oracle Interaction Center Server Parameters

The following server parameters apply to Oracle Interaction Center servers.

Inbound Telephony Server

For information about the server parameters for the Inbound Telephony Server, see *Oracle Advanced Inbound Implementation Guide*.

Routing Server

For information about the server parameters for the Routing Server, see *Oracle Advanced Inbound Implementation Guide*.

Switch Simulator

For information about the server parameters for the Switch Simulator, see *Oracle Advanced Inbound Implementation Guide*.

Telephony Adapter Server

For information about the server parameters for the Telephony Adapter Server, see *Oracle Advanced Inbound Implementation Guide*.

Telephony Manager

For information about the server parameters for Telephony Manager, see *Oracle Advanced Inbound Implementation Guide*.

Interaction Queuing and Distribution

For information about the server parameters for Interaction Queuing and Distribution, see *Oracle Advanced Inbound Implementation Guide*.

Advanced Outbound Central Server

For information about the server parameters for the Advanced Outbound Central Server, see *Oracle Advanced Outbound Implementation Guide*.

Advanced Outbound Dial Server

For information about the server parameters for the Advanced Outbound Dial Server, see *Oracle Advanced Outbound Implementation Guide*.

Interaction Blending Server

For information about the server parameters for the Interaction Blending Server, see *Oracle Interaction Blending Implementation Guide*.

Universal Work Queue Server

For information about the server parameters for the Universal Work Queue Server, see *Oracle Universal Work Queue Implementation Guide*.

B.2 Oracle Interaction Center Server Manager Command Line Parameters

This section describes the commands used to operate Oracle Interaction Center Server Manager. Administrators can control Oracle Interaction Center Server Manager by entering commands at the command line for the operating system. They can also control the Interaction Center servers on an Interaction Center Server Manager node by issuing a command to Oracle Interaction Center Server Manager at the command line. Optionally, administrators can control Interaction Center servers by using the Call Center HTML Administration interface in Oracle Applications.

This section includes the following topics:

- Section B.2.1, "Starting Interaction Center Servers"

- Section B.2.2, "Stopping Interaction Center Servers"
- Section B.2.3, "Interaction Center Server Manager Command Line Utility"

B.2.1 Starting Interaction Center Servers

ieoicsm start

Start Interaction Center Server Manager.

ieoicsm start -start_all {true|false}

Start all server processes assigned to the node.

true - Starts all server processes when Interaction Center Server Manager is started.

false - Does not start all server processes when Interaction Center Server Manager is started.

Default: true

ieoicsm start -start_default_config {true|false}

Start the default server group configuration, if it exists.

true - Starts the default configuration when Interaction Center Server Manager is started.

false - Does not start the default configuration when Interaction Center Server Manager is started.

Default: false

ieoicsm console_start

(Windows NT only) Start Interaction Center Server Manager in console mode.

ieoicsm console_start -start_all {true|false}

(Windows NT only) Start all server processes assigned to the node.

true - Starts all server processes when Interaction Center Server Manager is started.

false - Does not start all server processes when Interaction Center Server Manager is started.

Default: true

ieoicsm console_start -start_default_config {true|false}

(Windows NT only) Start the default server group configuration, if it exists.

true - Starts the default configuration when Interaction Center Server Manager is started.

false - Does not start the default configuration when Interaction Center Server Manager is started.

Default: false

B.2.2 Stopping Interaction Center Servers

ieoicsm stop

Stop Interaction Center Server Manager.

ieoicsm stop -kill ip_address

Stop Interaction Center Server Manager at the specified IP address.

ieoicsm stop -stop_all {true|false}

Stop all server processes on the node and Interaction Center Server Manager.

true - Stop all server processes when Interaction Center Server Manager is stopped.

false - Does not stop all server processes when Interaction Center Server Manager is stopped.

Default: false

B.2.3 Interaction Center Server Manager Command Line Utility

Use the Interaction Center Server Manager command line utility to start, stop, and monitor Interaction Center Server from the command line.To start the Interaction Center Server Manager command line utility, run:

```
ieoicsm cmd
```

When the server has started, you can invoke the following commands.

start <serverName>

Description: Start a server.

Parameters: serverName - name of the server

stop <serverName>

Description: Stop a server.

Parameters: serverName - name of the server

status <serverName>

Description: Report whether a server is up or down.

Parameters: serverName - name of the server

assign <serverName> <ipAddress>

Description: Assign a server to a node.

Parameters:

serverName - name of the server

ipAddress - the IP address of the machine that the server is to be run

quit

Description: Quit the command line utility

Glossary

active mode

A routing mode in which Oracle Advanced Inbound controls the routing and distribution of incoming calls to call center agents using business data and rules that are configured in Oracle Advanced Inbound. Specific PBX/ACD configurations are required to grant Oracle Advanced Inbound full control of an inbound call when it reaches a PBX/ACD route point monitored by Oracle Advanced Inbound.

adapter

A telephony driver of the Oracle Telephony Adapter Server developed specifically to integrate Oracle Interaction Center to a specific switch and CTI middleware platform. Oracle develops adapters for certified switch and middleware combinations. Third-parties can use the Oracle Telephony Adapter SDK to develop adapters for switch and middleware combinations that are not certified by Oracle. Typically, each adapter is developed to integrate only with the telephony system of a specific manufacturer.

ACD

Automatic Call Distribution, systems designed to automatically answer, queue and route incoming calls to interaction center agents. An ACD differs from a PBX in that while a PBX allows users to share a limited number of telephone lines, an ACD has at least one telephone line for each agent.

ANI

Automatic Number Identification, a service, similar to caller ID, that long distance carriers provide to identify the calling party's telephone number.

API

Application Programming Interface, the calling conventions by which a software application accesses the operating system and other services.

blind transfer

A call transferred from one person to another and completed without the receiving party first answering the call (that is, no consultation call is established).

canonical phone number

A standardized telephone number of the format:

+<country code> (<area code>) <local exchange>-<subscriber number>

For example: "+1 (555) 123-4567" is a United States (+1) telephone number within the 555 area code.

CTI

Computer Telephony Integration, a system in which a computer is connected to a telephone switch, either PBX or ACD, so that the computer sends instructions to the switch about how to direct telephone calls.

DNIS

Dialed Number Identification Service, a feature of 800 and 900 lines that identifies the called number to a telephony system, which routes the call to the correct extension.

dynamic route

A route that is based on a PL/SQL query.

enhanced passive mode

A routing mode in which standard PBX/ACD routing and distribution of calls to call center agents occurs with Oracle Advanced Inbound monitoring PBX/ACD route points to allow classification of calls for targeted screen pops, inbound call queue counts and tracking of calls that are abandoned at the route point for reporting by Oracle Interaction Center Intelligence. Specific PBX/ACD configurations are required to ensure that inbound calls pass through a PBX/ACD route point that is monitored by Oracle Advanced Inbound.

IDE

Interactive Development Environment, a system for supporting the process of writing software. An IDE may include a syntax-directed editor, graphical tools for

program entry, and integrated support for compiling and running the program and relating compilation errors back to the source. Examples of IDEs are Visual C++ and Visual Basic.

Interaction Center Server Manager

The only server process that is required to be explicitly started on each target machine, ICSM is responsible for starting, stopping and monitoring all the other Oracle Advanced Inbound server processes. The ICSM server processes are controlled by the Interaction Center Server HTML Administration.

Inbound Telephony Server

The Oracle Interaction Center server that handles inbound telephony interactions. ITS supports the following features:

- (Active mode only) ITS enables enterprise data-based routing by listening for route queries offered by the CTI middleware and responding to them to instruct the switch where to route the call.
- ITS monitors calls arriving at route point(s)
- ITS detects calls that are abandoned at route point(s)

interaction center server

Any interaction center server, such as Oracle Interaction Queuing and Distribution, Oracle Universal Work Queue, Oracle Routing server and Oracle Inbound Telephony Server. Same as mid-tier server process and server process.

IVR

Interactive Voice Response, an automated system that, in response to incoming telephone calls, plays a recorded message that gives callers the option of pressing telephone buttons to route the call to one or more extensions.

Javadoc

A facility provided within the Java Development Kit that produces HTML documentation from a program. Javadoc reads the source code and parses specially formatted and positioned comments into documentation.

Java Native Interface (JNI)

A native programming interface for Java that allows Java code that is running inside a Java Virtual Machine to operate with applications and libraries written in other programming languages such as C and C++.

Java Development Kit (JDK)

A Sun Microsystems product that provides the required environment for Java programming.

JDBC

Java Database Connectivity, part of the Java Development Kit that defines an application programming interface for Java for standard SQL access from Java programs to databases.

media controller

Software that bridges other systems or software with the underlying media hardware, such as a PBX.

media queue

The interaction center component for queuing and distributing inbound media items. It stores inbound items such as telephone calls or e-mails in a queue and integrates with the routing module so that the items can be sent to a set of agents. The media queue provides an API to other modules, such as Oracle Universal Work Queue, for querying and manipulating items in the queue.

media item

A representation of a telephone call, e-mail, Web callback or other type of media.

mid-tier server process

Any interaction center server, such as Oracle Interaction Queuing and Distribution, Oracle Universal Work Queue, Oracle Routing Server, Oracle Inbound Telephony Server, and Oracle Telephony Media Controller. Same as server process and interaction center server.

monitoring

The ability to view server status.

multihomed machine

A machine with more than one IP address.

multi-site

Interaction centers that work together across multiple physical locations.

multi-site routing

The ability to route a call to agents who are located across multiple sites.

multi-site queuing and distribution

A single system storing and maintaining agent queues across multiple sites.

Oracle Advanced Inbound

The Oracle eBusiness application that is required to telephony enable business applications in the Oracle eBusiness suite. The server architecture of Oracle Advanced Inbound is scalable to run interaction centers with a single physical site or multiple sites. The Oracle Advanced Inbound bundle consists of the following products: Oracle Interaction Center Server Manager, Oracle Universal Work Queue, Oracle Telephony Manager and Oracle Interaction Blending.

Oracle Advanced Outbound

The Oracle eBusiness application that provides the outbound telephony capability corresponding to Oracle Advanced Inbound.

Oracle Interaction Center

A group of server processes that serves as the telephony-enabling foundation of Oracle's eBusiness Suite applications.

Oracle Telephony Adapter Server

The CTI adapter server that substitutes for Oracle Call Center Connectors. Oracle Telephony Adapter Server encompasses one telephony adapter per switch.'

Oracle Telephony Manager

The Oracle Interaction Center application that performs queuing, routing and distribution of media items.

package

Groups of procedures, functions, variables and SQL statements grouped together into a single unit.

passive mode

A routing mode in which standard PBX/ACD routing and distribution of calls to call center agents occurs. Oracle Advanced Inbound becomes aware of the call through CTI when the call rings at the agent's teleset. Oracle Advanced Inbound does not monitor or control any PBX/ACD route points in this mode.

PBX

Private Branch eXchange, a telephone system within a company or other organization that switches calls between the company's users and allows them to share a number of outside telephone lines. In passive mode, calls are routed by the PBX.

route point

A point from which inbound calls are queued and routed. Route point refers to Avaya VDN, Nortel CDN/ACDN, Aspect DID DNIS, and so on.

scalability

A measure of how well a software or hardware product is able to adapt to future business needs.

screen pop

A user interface presentation of customer data and product and service information that appears on an interaction center agent's monitor simultaneously with the customer's incoming telephone call.

server process

Any interaction center server, such as Oracle Interaction Queuing and Distribution, Oracle Universal Work Queue, Routing server and Oracle Inbound Telephony Server. Same as mid-tier server process and interaction center server.

server status

Information on whether the server process is running or not, how long the server has been running, and so on.

site

A single geographic location where an interaction center is located. A site typically has a PBX and CTI middleware installed.

skill-based routing

A dynamic call routing intelligence that delivers inbound calls to an agent who is appropriately skilled to meet the needs of the caller.

softphone

A functional GUI representation of a telephone that is displayed on interaction agents' monitors.

Software Development Kit

(SDK) Software that is provided by software vendors to allow their products to be used with the products of other software vendors.

static route

A route that is based on cached data.

super group

The topmost, parent server group in a hierarchy of server groups.

switch simulator

A process that uses Intel CT Connect/NetMerge Call Processing Software middleware to simulate a Nortel switch and the connection and message behavior of the Oracle Telephony Adapter Server. The switch simulator makes it possible to set up an interaction center without connecting to a real switch. The server architecture is configured as Switch Simulator <==> OTAS <==> ITS /IQD/OTM <==> UWQ.

target machine

The machine where mid-tier server processes are run. Same as node.

telephony-enabled

The ability of an application to communicate with a telephone system for inbound and outbound calls, or inbound or outbound calls, through the CTI middleware that handles the messaging between a telephone switch and the user's application.

telephony model

A scenario that describes the expected behavior of a call for any given telephony function. For example, in one telephony model, a transferred call has the same call ID as the original call. In another telephony model, a transferred call has the same call ID as the consultation call. In a third telephony model, a transferred call has a completely new call ID that differs from the original call and the consultation call.

telephony system

Any hardware and software components that provide telephony and CTI messaging, such as PBX, ACD, IVR, predictive dialer and CTI middleware.

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