



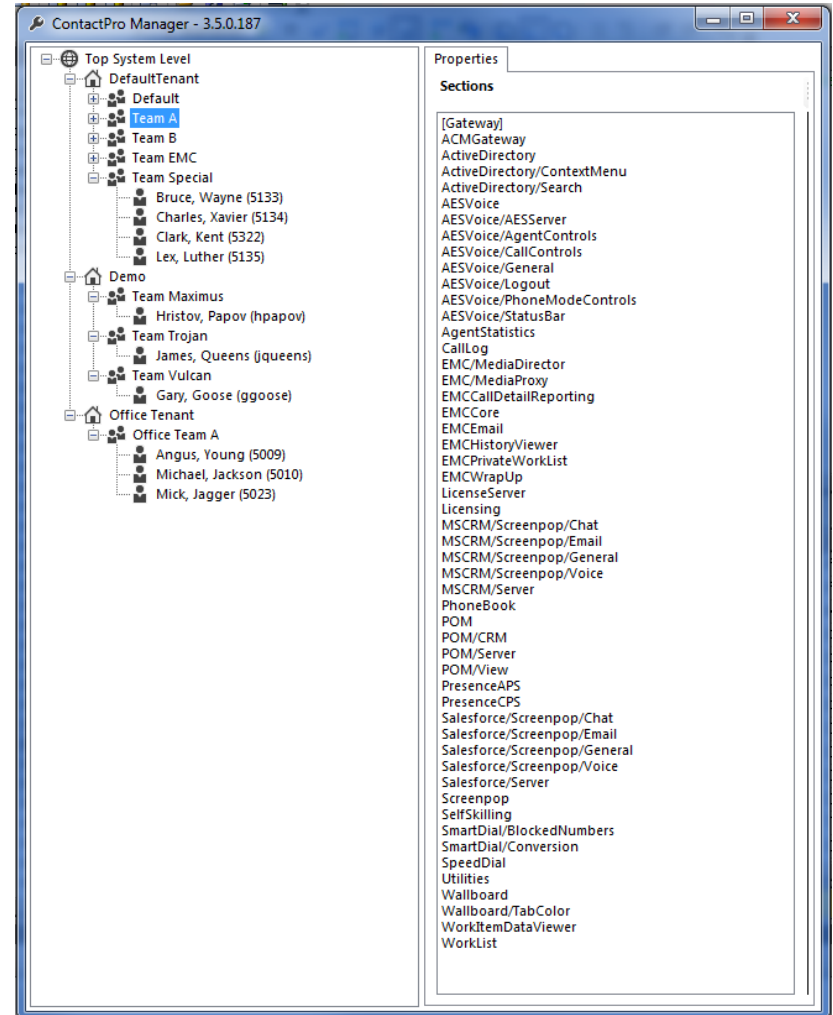
CCT ContactPro Manager

Configuration of the Omni Channel
ContactPro Client
for Elite Voice, EMC and AIC





- ≡ ContactPro Feature Button configuration
- ≡ Tenant-based administration and configuration (User Rights)
- ≡ User Rights from Avaya Control Manager
- ≡ Module configuration on all layers
- ≡ Property configuration on all layers
- ≡ Over >500 properties to customize ContactPro
- ≡ Easy to deploy and configure
- ≡ Multi-tenant and multi-language
- ≡ Several non-installation options to start the ContactPro Manager (e.g. Remote, UNC)
- ≡ User-right management for different views on the ContactPro Manager
- ≡ Integration in the ContactPro client as a supervisor module





ContactPro Manager - 3.5.0.187

Top System Level

- DefaultTenant
 - Default
 - Andrea, Kreuter (5630)
 - Daniel, Homm (5349)
 - Demo, Agent 1 (5554)
 - Demo, Agent 2 (5557)
 - Maximilian, Allgaier (5325)
 - Peter, Koenigstein (5353)
 - Skrzypek, Peter (5560)
 - Stefan Schneider (5556)
 - Stephan, Danz (5558)
 - Tassilo, Koller (5345)
 - Thanh, Ngo (5332)
 - Ty, Oh (5321)
 - Uwe, Seiler (881)
 - Team A
 - Team A1
 - Aaron, Hunt (5831)
 - Cindy, Casper (5833)
 - Team B
 - Bill, Gates (5832)
 - Team EMC
 - EMC64Agent1, EMC64Agent1 (5143)
 - EMC64Agent2, EMC64Agent2 (5144)
 - EMC64Agent3, EMC64Agent3 (5145)
 - J2 (5339)
 - JL (5329)
 - Team Special
 - Bruce, Wayne (5133)
 - Charles, Xavier (5134)
 - Clark, Kent (5322)
 - Lex, Luther (5135)
 - Demo
 - Team Maximus
 - Hristov, Papov (hpapov)
 - Team Trojan
 - James, Queens (jqeens)
 - Team Vulcan
 - Gary, Goose (ggoose)
 - Office Tenant
 - Office Team A
 - Angus, Young (5009)
 - Michael, Jackson (5010)
 - Mick, Jagger (5023)

Properties

Sections

[Gateway]

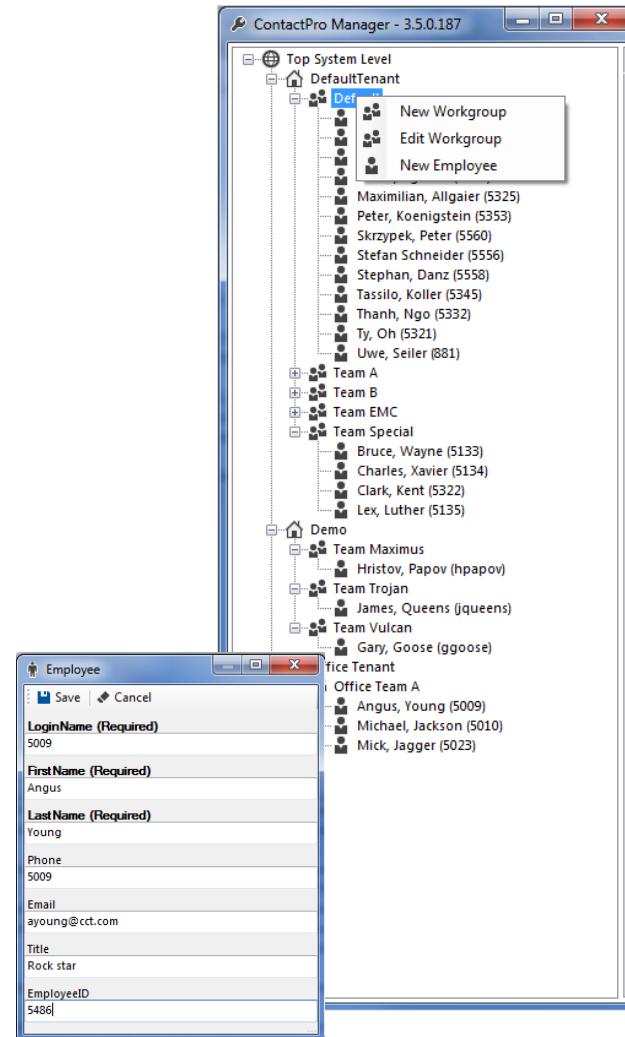
- ACMGateway
- ActiveDirectory
- ActiveDirectory/ContextMenu
- ActiveDirectory/Search
- AESVoice
- AESVoice/AESServer
- AESVoice/AgentControls
- AESVoice/CallControls
- AESVoice/General
- AESVoice/Login
- AESVoice/Logout
- AESVoice/PhoneModeControls
- AESVoice/StatusBar
- AgentStatistics
- CallLog
- EMC/MediaDirector
- EMC/MediaProxy
- EMCCallDetailReporting
- EMCCore
- EMCEmail
- EMCHistoryViewer
- EMCPrivateWorkList
- EMCWrapUp
- LicenseServer
- Licensing
- MSCRM/Screenpop/Chat
- MSCRM/Screenpop/Email
- MSCRM/Screenpop/General
- MSCRM/Screenpop/Voice
- MSCRM/Server
- PhoneBook
- POM
- POM/CRM
- POM/Server
- POM/View
- PresenceAPS
- PresenceCPS
- Salesforce/Screenpop/Chat
- Salesforce/Screenpop/Email
- Salesforce/Screenpop/General
- Salesforce/Screenpop/Voice
- Salesforce/Server
- Screenpop
- SelfSkilling
- SmartDial/BlockedNumbers
- SmartDial/Conversion
- SpeedDial
- Utilities
- Wallboard
- Wallboard/TabColor
- WorkItemDataViewer
- WorkList

Save Add Edit Delete Cancel

Name	Value
EnableACDHistory	Yes
EnableCustomQueries	No
RefreshInterval	5
ShowAllAgentsInSkillDetailReport	Yes
SkillsToView	9,10,45,46,47,48,49,71



- ≡ Configuration on different layers
 - ≡ Root
 - ≡ Tenant
 - ≡ Workgroup
 - ≡ User
- ≡ Tenant management
- ≡ Workgroup management
- ≡ User management
- ≡ Create, edit, delete Tenants, Workgroups and Users





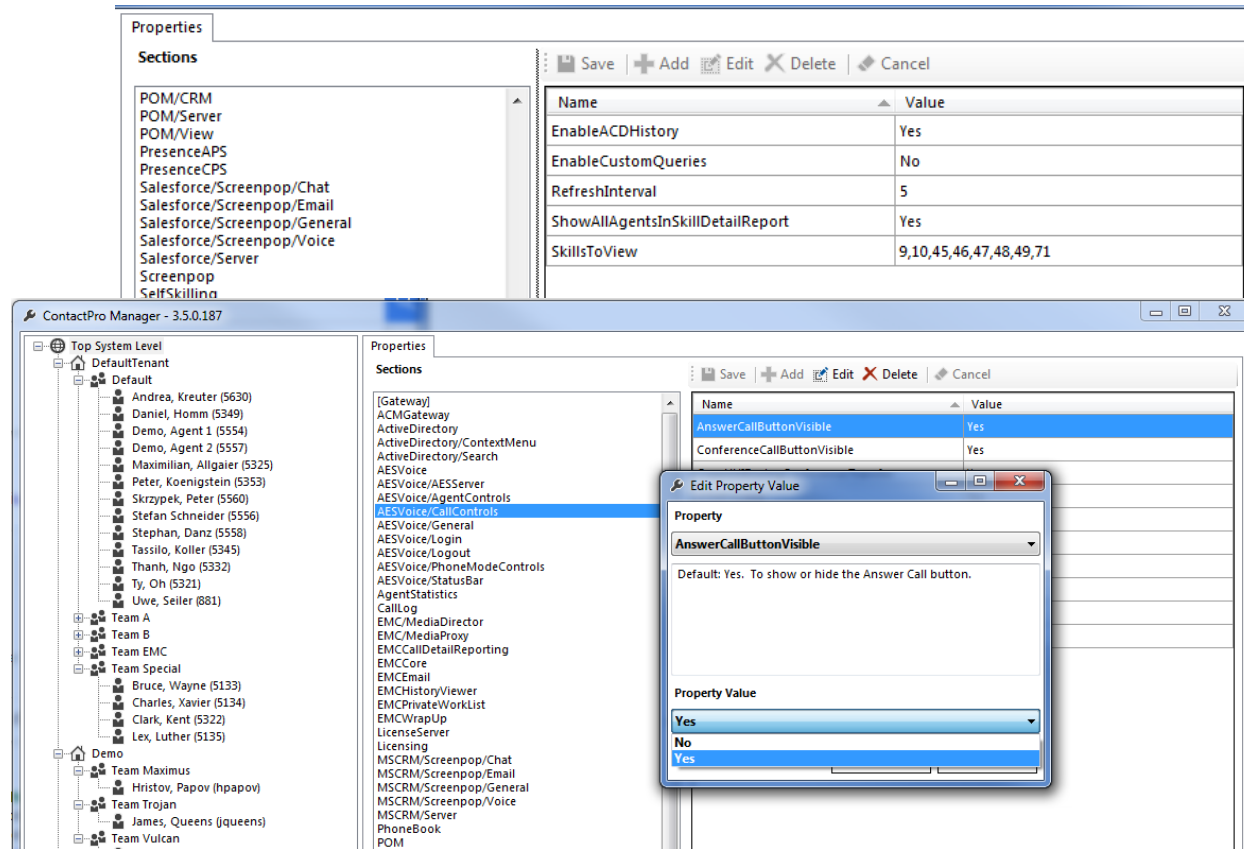
- ≡ Module activation on different layers
- ≡ Modules activation rules loaded from users to root

The image shows two screenshots of the ContactPro Manager interface. The top screenshot shows the 'Properties' window for the 'Default' tenant, with the 'Sections' list expanded to show various modules. The bottom screenshot shows the same interface but with the 'ActiveDirectory' module selected in the 'Sections' list, and its 'Value' set to 'No' in the 'Properties' table.

Name	Value
ActiveDirectory	Yes
AESVoice	Yes
AgentStatistics	Yes
AUXLog	Yes
CallLog	Yes
EDPCoBrowsing	Yes
EmailPrint	Yes
EMCCallDetailReporting	Yes
EMCChat	Yes
EMCCore	Yes
ActiveDirectory	No



- ≡ Property configuration on all layers
- ≡ Different property sections for better visualization



The screenshot displays the 'Properties' window in ContactPro Manager. It features a tree view on the left under 'Sections' and a table of properties on the right. The table lists various properties and their values.

Name	Value
EnableACDHistory	Yes
EnableCustomQueries	No
RefreshInterval	5
ShowAllAgentsInSkillDetailReport	Yes
SkillsToView	9,10,45,46,47,48,49,71

The screenshot also shows a detailed view of the 'AnswerCallButtonVisible' property. The 'Edit Property Value' dialog box is open, showing the property name and its default value: 'Default: Yes. To show or hide the Answer Call button.' The 'Property Value' dropdown is set to 'Yes'.



- ≡ ContactPro Server Requirements per 400 Agents (Total Agent size is not limited)
 - ≡ Operating System: Windows Server 2008 or Windows Server 2012
 - ≡ SQL Server 2008 or 2012 Express, Standard or Enterprise (EMC or AIC database can be used with CP Schema add ons) or Oracle 11 and Oracle 12 (AIC database can be used, with CP Schema add ons)
 - ≡ CPU: Minimum Dual Core, 2,5 GHz
 - ≡ RAM: Minimum 8 GB
 - ≡ HDD: Minimum 100 GB
 - ≡ Microsoft IIS 8 or above
 - ≡ Microsoft .Net 4.5 or above
 - ≡ Virtualization with HyperV, VMWare or XenApp is supported
 - ≡ OVA Deployment: For ease of Deployment, CCT can provide an OVA Template for VMWare ESXi 5.x.