



***Gplus* Adapter 7.5**

Gplus Adapter for Siebel CRM

Deployment Guide



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Preface

Welcome to the *Gplus Adapter 7.5 for Siebel CRM Deployment Guide*. This guide lists system requirements for the *Gplus Adapter 7.5 for Siebel CRM* (the *Gplus Adapter*) and describes how to install and configure the components of this Adapter.

The *Gplus Adapter 7.5 for Siebel CRM* is a software solution that provides seamless integration between Siebel CRM and Genesys 7 solutions. This combination brings together Siebel's leading software applications and Genesys' contact center solutions.

The *Gplus Adapter* provides a single point of access to contact information. The Adapter brings together multiple media and channels, and provides access to the power of Siebel software, promoting better contact relationships overall.

More information about the *Gplus Adapter* and how to use it is provided in the *Gplus Adapter 7.5 for Siebel CRM User's Guide*.

Note: This document is valid only for Genesys Release 7.5 of the *Gplus Adapter* product. To see documents created for other releases of this product, please visit the Genesys Technical Support website, or request the Documentation Library CD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This chapter includes the following sections:

- [Intended Audience, page 12](#)
- [Chapter Summaries, page 12](#)
- [Document Conventions, page 13](#)
- [Related Resources, page 15](#)
- [Making Comments on This Document, page 16](#)

In brief, you will find the following information in this guide:

- System requirements
- Configuration information
- Installation procedures

Intended Audience

This guide is intended for system administrators or other individuals who install and configure the *Gplus* Adapter.

This guide assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- TCP/IP Internetworking fundamentals including routing and client/server application communications via TCP sockets.
- Basic conceptual understanding of database systems, including SQL commands necessary to validate availability of your company's database environment. You should involve your company's DBA resources during the implementation of this project.
- The network configurations used in your company's computing environment.

You should also be familiar with the following Genesys solutions:

- Framework 7.2 or 7.5
- Enterprise Routing 7.2 or 7.5
- Outbound Contact Solution 7.5, 7.2, 7.1, or 7.0
- Multimedia 7.2 or 7.5 (formerly Multi Channel Routing [MCR])

Chapter Summaries

This *Deployment Guide* provides installation and configuration information for the *Gplus* Adapter. To help you locate information, the guide includes a Table of Contents and an Index. In addition to this opening chapter, this guide contains the following chapters:

- Chapter 1, "System Requirements," on [page 17](#), describes the minimum system and software requirements for installing this product.
- Chapter 2, "Configuration and Installation of the Gplus Communication Server for Siebel CRM," on [page 31](#), describes how to configure and install the Communication Server and Driver.
- Chapter 3, "Configuration and Installation of the Configuration Synchronization Component," on [page 55](#), describes how to configure and install the Configuration Synchronization Component.
- Chapter 4, "Configuration and Installation of the Campaign Synchronization Component," on [page 83](#), describes how to configure and install Campaign Synchronization Component. This component enables Siebel CRM users to export campaigns and campaign-related data from Siebel to Genesys.

- Chapter 5, “Configuration and Installation of the Voice Component,” on [page 119](#), describes how to configure and install the Voice Component, including driver parameters, device commands, and device events for the Voice Component. This component includes solutions for Voice and Web Callback, Outbound Campaign, Expert Contact, and Network Routing.
- Chapter 6, “Configuration and Installation of the Gplus UCS Gateway,” on [page 325](#), describes how to configure and install the Genesys *Gplus* UCS Gateway Server. This server is a back-end component used by the *Gplus* Multimedia Component to access data stored in the Genesys Universal Server Desktop.
- Chapter 7, “Configuration and Installation of the Multimedia Component,” on [page 331](#), describes how to configure and install the Multimedia Component.
- Chapter 8, “Configuration and Installation of the Media Routing Component,” on [page 371](#), describes how to configure and install the Media Routing Component. This component is used for routing any type of interaction supported by Genesys Multimedia.
- Chapter 9, “Uninstallation Instructions,” on [page 393](#), provides step-by-step instructions on uninstalling the *Gplus* Adapter for Siebel CRM Components.
- The Appendix, “Scripts” on [page 435](#), describes how to generate and deploy browser scripts and update the `Application_PreNavigate` event.

Document Conventions

This guide uses the following document conventions:

Words and Terminology

Throughout this document, the Voice, Multimedia, and Media Routing components of the *Gplus* Adapter are categorized as “driver-based components,” whereas the Configuration Synchronization, Campaign Synchronization, Communication Server, and UCS Gateway components of the *Gplus* Adapter are called “server-based components.”

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

75gp_dep_slcrm_08-2007_v7.5.001.00

You will need this number when you are talking with Genesys Technical Support about this product.

Type Styles

Italic

In this document, italic is used for the titles of documents, when a term is being defined, for emphasis, and for mathematical variables.

- Examples**
- Please consult the *Genesys 7 Migration Guide* for more information.
 - *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.
 - Do *not* use this value for this option.
 - The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which is shown in the following examples, is used for:

- All programming identifiers and GUI elements. This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons including radio buttons, check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.
- Examples**
- Select the Show variables on screen check box.
 - Click the Summation button.
 - In the Properties dialog box, enter the value for the host server in your environment.
 - In the Operand text box, enter your formula.
 - Click OK to exit the Properties dialog box.
 - The following table presents the complete set of error messages T-Server® distributes in EventError events.
 - If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.
 - For any text the user must manually enter during a configuration or installation procedure:
- Example**
- Enter exit at the command line.

Information About Screen Captures Used in This Document

Screen captures taken from the product GUI (graphical user interface) and used in this document may contain minor errors in spelling, capitalization, or grammar. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if an option in the

Siebel user interface contains a spelling error, then this document may use the name exactly as it appears in that Siebel user interface; such errors are not necessarily corrected in any accompanying text.

Use of Square Brackets

In any logical arguments, commands, and programming syntax presented in this document, square brackets are used to indicate that a particular parametric value is optional. That is, the value is not required to resolve a command, argument, or programming syntax. The customer/user decides whether to supply a value and what that value is. Here is a sample:

```
smcp_server -host [/flags]s
```

Use of Angle Brackets

Angle brackets are used to indicate that a value in a logical argument, command, or programming syntax is required, but that the user must supply the data for the value. Because the value is specific to an individual enterprise—for example, DNs or port numbers—the program cannot predict (that is, program in) what the value is. Here is a sample:

```
smcp_server -host <confighost>
```

Related Resources

- *Gplus Adapter 7.5 for Siebel CRM User's Guide*. Explains how to use the Adapter in your contact center environment. Introduces the *Gplus* Adapter and highlights new features in the current release.
- *Gplus Adapter 7.5 for Siebel CRM Developer's Guide*. Describes the API (application programming interface) with which you can customize the export of campaigns, campaign contacts, and Do Not Call requests from Siebel to Genesys software.
- The Release Notes and Product Advisory for this product and associated products, are available on the Genesys Technical Support website at <http://genesyslab.com/support>.
- The *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library CD. Provides a fairly comprehensive list of Genesys and CTI terminology and acronyms in this document.
- The *Genesys Migration Guide*, also on the Genesys Documentation Library CD, which contains a documented migration strategy for each software release. Please refer to the applicable portion or contact Genesys Technical Support for additional information.

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Systems and Databases*
- *Genesys Supported Media Interfaces*

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library CD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Making Comments on This Document

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When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.



Chapter

1

System Requirements

This chapter outlines the minimum system and software requirements for the *Gplus* Adapter 7.5 for Siebel CRM (*Gplus* Adapter).

Please review the system requirements before installing the *Gplus* Adapter.

This chapter provides information on the following:

- [Deployment Options, page 17](#)
- [Installation Options, page 18](#)
- [Universal Definition File, page 22](#)
- [System Requirements for Gplus Adapter Components, page 23](#)
- [Date and Time Synchronization, page 29](#)

Deployment Options

If you are deploying the *Gplus* Adapter for the first time, *Gplus* Adapter migration issues are not your concern. If your organization has already deployed an earlier version of the *Gplus* Adapter, your deployment options will vary depending on the version of the *Gplus* Adapter that you use. [Table 1](#) describes, at a very high level, where to find the appropriate instructions for installing the *Gplus* Adapter 7.5 for Siebel CRM, depending on whether your organization has a previous version of the Adapter.

Note: In the following table and throughout this document, the Voice, Multimedia, and Media Routing components of the *Gplus* Adapter are identified as “driver-based components,” and the Configuration Synchronization, Campaign Synchronization, Communication Server, and UCS Gateway components of the *Gplus* Adapter are called “server-based components.”

Table 1: Deployment Options

Customers	Details	Comments
New users of the <i>Gplus</i> Adapter for Siebel CRM.	Follow the installation instructions detailed in the <i>Gplus Adapter 7.5 for Siebel CRM Deployment Guide</i> .	New customers are those deploying the <i>Gplus</i> Adapter for Siebel CRM for the first time.
Existing users of <i>Gplus</i> Adapter 6.5.2, 7.0, 7.1, or 7.2 for Siebel CRM who want new (7.5) features and maintenance.	Follow the procedures for migrating from the <i>Gplus</i> Adapter 6.5.2, 7.0, 7.1, or 7.2 for Siebel to the <i>Gplus</i> Adapter 7.5 for Siebel CRM in the appropriate section of the <i>Genesys 7 Migration Guide</i> .	Warning: For information regarding the uninstall process, refer to the <i>Gplus</i> Adapter for Siebel CRM documentation. Then if necessary, contact Genesys Technical Support.
Existing users of a <i>pre</i> -6.5.2 <i>Gplus</i> Adapter for Siebel who are seeking new (7.5) features and maintenance.	Contact Genesys Technical Support to discuss options specific to your current version and configuration.	

Note: Customers are responsible for migration of *all* customizations.

Installation Options

Some of the features of this release of the *Gplus* Adapter 7.5 for Siebel CRM have a dependency upon other Siebel or Genesys products, and some also depend on other *Gplus* Adapter components. To use these *Gplus* Adapter features, you must implement the requirements.

The standard procedure, which this document assumes you are following, is to install all of the required external product requirements first, before you start the installation of the *Gplus* Adapter.

***Gplus* Adapter External Requirements**

Table 2 lists the Genesys and Siebel application software required for various types of *Gplus* Adapter deployments. Depending on the *Gplus* Adapter components and features installed at your site, certain pieces of Siebel and Genesys software must also be present to support your deployment, in addition to the fundamental requirements.

The underlying Genesys framework of the integrated Siebel and *Gplus* Adapter solution is powered by Genesys Framework and T-Servers.

Table 2: *Gplus* Adapter Options and Related System Requirements

Fundamental Requirements (required for any deployment): <ul style="list-style-type: none"> • Siebel Call Center Application • Genesys Framework 	
Basic Voice <ul style="list-style-type: none"> • Fundamental requirements, as listed above. • Genesys T-Server 	Genesys E-mail <ul style="list-style-type: none"> • <i>Gplus</i> Adapter Multimedia Component • Genesys Multimedia
Expert Contact <ul style="list-style-type: none"> • Genesys CTI-Less T-Server 	Universal Callback <ul style="list-style-type: none"> • Genesys Universal Callback server
Media Routing <ul style="list-style-type: none"> • <i>Gplus</i> Adapter Multimedia Component • Interaction Server (part of Genesys Multimedia) 	Outbound Campaign <ul style="list-style-type: none"> • Siebel Marketing • Genesys Outbound Contact Server
Genesys Chat <ul style="list-style-type: none"> • <i>Gplus</i> Adapter Multimedia Component • Genesys Multimedia 	Communication Server <ul style="list-style-type: none"> • Fundamental requirements only, as listed above.
UCS Gateway <ul style="list-style-type: none"> • Fundamental requirements, as listed above. • Sun Java Runtime Environment (JRE) 1.5.x or later 	Configuration Synchronization <ul style="list-style-type: none"> • Fundamental requirements, as listed above. • Genesys T-Server
Campaign Synchronization <ul style="list-style-type: none"> • Fundamental requirements, as listed above. • Siebel Marketing • Genesys Outbound Contact Server 	

The requirements listed above are particularly significant if you want additional information about the software that supports a *Gplus* Adapter feature. The *Gplus* Adapter integrates many software applications. Detailed information about some *Gplus* Adapter features is only available in the proper documentation for the integrated software application that powers the feature.

***Gplus* Adapter Internal Requirements**

Some of the components of this 7.5 release of the *Gplus* Adapter for Siebel CRM have a dependency upon another *Gplus* Adapter component. This means that you must install some components before others. Table 3 on [page 20](#) lists each major *Gplus* Adapter component and provides notes on its dependencies on other *Gplus* Adapter components.

To see the external software requirements for each component, refer to the listing for that component under “System Requirements for *Gplus* Adapter Components” on [page 23](#).

Table 3: Internal Dependencies Among *Gplus* Adapter Components

<i>Gplus</i> Adapter Components/Features /Functionality	<i>Gplus</i> Adapter (Internal) Requirements
Communication Server	No prerequisite <i>Gplus</i> Adapter components. The Communication Server is a prerequisite for <i>Gplus</i> Adapter driver-based components.
Configuration Synchronization Component	No prerequisite <i>Gplus</i> Adapter components. No <i>Gplus</i> Adapter components have dependencies on this component. However, Configuration Synchronization functionality is intended for use with the Voice and Multimedia components.
Campaign Synchronization Component	No prerequisite <i>Gplus</i> Adapter components. No <i>Gplus</i> Adapter components have technical dependencies on this component. However, Campaign Synchronization functionality is intended for use with the Outbound Campaign feature of the Voice Component.
Voice Component including: <ul style="list-style-type: none"> • Basic Voice • Expert Contact • Outbound Campaign • Universal Callback 	<i>Gplus</i> Communication Server for Siebel CRM should be installed first. You must first import the Basic Voice feature before importing the other <i>Gplus</i> Adapter Voice Components. You must configure the Voice Component, including all of the features you intend to use, before adding any other driver-based Adapter Component.

Table 3: Internal Dependencies Among *Gplus* Adapter Components (Continued)

<i>Gplus</i> Adapter Components/Features /Functionality	<i>Gplus</i> Adapter (Internal) Requirements
Multimedia Component including: <ul style="list-style-type: none">• Genesys E-mail• Genesys Chat	The following components should be deployed: <ul style="list-style-type: none">• <i>Gplus</i> UCS Gateway for Siebel CRM• <i>Gplus</i> Communication Server for Siebel CRM
Media Routing Feature	The following component should be deployed: <ul style="list-style-type: none">• <i>Gplus</i> Adapter for Siebel CRM Multimedia Component

Universal Definition File

This release includes a new definition file, the `GenComm_universal.def` file. This `universal.def` file is used by the *Gplus* Adapter Voice, Multimedia Component, and Media Routing Component. This text file provides sample Siebel configuration data for these components. The file contains configuration parameters, driver descriptions, profile descriptions, and event and command descriptions. The configurations created with the data from this `.def` file incorporate the following drivers:

- `Gplus_Voice`
- `Gplus_OpenMedia`

And the following profiles:

- `Gplus Voice`
- `Gplus OpenMedia`

If your goal is a configuration that does not use one of these drivers, you must remove any unused driver and corresponding profile after you import them. For more information, see [Chapter 5, “Configuration and Installation of the Voice Component”](#) and [Chapter 7, “Configuration and Installation of the Multimedia Component”](#).

Before Importing the Definition File

The `GenComm_universal.def` file includes commands and events to support the Voice, Multimedia, and Media Routing components. Use this file to create the drivers and the profiles for these components.

To implement some configurations, you must modify the `GenComm_universal.def` file before importing it.

Migrations and Upgrades

If you are migrating or upgrading to the *Gplus* Adapter 7.5 for Siebel CRM, refer to the *Genesys 7 Migration Guide* for crucial information about migrating your customizations to the newer version of the Adapter. The *Genesys 7 Migration Guide* includes information and examples that may simplify the migration of customizations coded in your old `.def` file.

Gplus Adapter implementation libraries are common to all driver-based components (Voice, Multimedia, Media Routing) of the *Gplus* Adapter 7.5 for Siebel CRM.

This means that if any of the driver-based components is upgraded to the newer version, then all *Gplus* Adapter for Siebel CRM components running in this Siebel Server will share and use the new upgraded Adapter implementation libraries.

System Requirements for *Gplus* Adapter Components

The *Gplus* Adapter is integrated with the Siebel Server, so all Siebel Server hardware and software requirements are applicable to the *Gplus* Adapter and its components. The Siebel Server must have the Communications Session Manager component enabled in order to use the *Gplus* Adapter. Refer to the Siebel documentation for current system requirements.

Note: Information about supported operating systems and platforms is available in the *Genesys 7 Supported Operating Systems and Databases Reference Manual*.

Note: For the most up-to-date information about supported Genesys applications, consult the *Gplus* Adapter for Siebel CRM chapter in the latest *Genesys 7 Interoperability Guide*.

***Gplus* Communication Server Requirements**

Hardware Requirements

You need the following hardware to deploy the *Gplus* Adapter for Siebel CRM Communication Server:

- Pentium III 700 Mhz CPU or faster
- 256 MB of RAM
- 64 MB of disk space
- 800 × 600 256-color monitor or higher
- Network adapter and network connection

Note: These are minimum hardware requirements. For large call centers and/or large call volumes, more hardware resources (especially RAM and CPU) will be required.

Software Requirements

You need the following software to deploy the *Gplus* Communication Server.

Genesys Applications

- Consult the *Gplus* Adapter for Siebel CRM chapter in the *Genesys 7 Interoperability Guide*.

Configuration Synchronization Component Requirements

Hardware Requirements

You need the following hardware to deploy the *Gplus* Adapter for Siebel CRM Configuration Synchronization Component:

- Pentium III 700 Mhz CPU or faster
- 256 MB of RAM
- 200 MB of disk space
- 800 × 600 256-color monitor or higher
- Network adapter and network connection

Note: These are minimum hardware requirements. For large call centers and/or large call volumes, more hardware resources (especially RAM and CPU) will be required.

Software Requirements

You need the following software to deploy the *Gplus* Adapter for Siebel CRM Configuration Synchronization Component:

Siebel 7.5.3, 7.7/7.8/8.0/8.1 Applications

- Siebel Server
- Siebel Tools
- Siebel Web Engine
- Siebel Web Client

Genesys Applications

- Framework 7.0, 7.1, 7.2, or 7.5

Campaign Synchronization Component Requirements

Hardware Requirements

You need the following hardware to deploy the *Gplus* Adapter for Siebel CRM Campaign Synchronization Component:

- Pentium III 700 Mhz CPU or faster
- 256 MB of RAM
- 500 MB of disk space
- 800 × 600 256-color monitor or higher
- Network adapter and network connection

Note: These are minimum hardware requirements. For large call centers and/or large call volumes, more hardware resources (especially RAM and CPU) will be required.

Software Requirements

You need the following software to deploy the *Gplus* Adapter 7.5 for Siebel CRM Campaign Synchronization Component.

Siebel 7.5.3, 7.7/7.8/8.0/8.1 Applications

- Siebel Server
- Siebel Tools
- Siebel Web Engine
- Siebel Web Client
- Siebel Marketing

Note: Campaign Synchronization functionality is intended for use with the Outbound Campaign feature, which requires Siebel Marketing; so Campaign Synchronization effectively requires Siebel Marketing.

Genesys Applications

- Framework 7.0, 7.1, 7.2, or 7.5
- Outbound Contact 7.0, 7.1, or 7.2, or 7.5 (7.2 or higher required for support of Call Result synchronization)

Voice Component Requirements

The Voice Component includes several features:

- Basic Voice
- Expert Contact
- Outbound Campaign
- Universal Callback

Most of these Voice features can be regarded as options, but to deploy any feature of the Siebel CRM Voice Component, you must first deploy the fundamental Basic Voice feature. The system requirements for this feature are listed below.

Basic Voice Feature (Fundamental Voice Component) Requirements

The following minimum requirements apply to all Voice Component features.

Siebel 7.5.3, 7.7/7.8/8.0/8.1 Applications

- Siebel Server
- Siebel Call Center
- Siebel Tools
- Siebel Web Client

Genesys Applications

- Framework 7.0, 7.1, 7.2, or 7.5
- *Gplus* Communication Server 7.2 or 7.5
- Configuration Server 7.0, 7.1, 7.2, or 7.5
- Configuration Manager 7.0, 7.1, 7.2, or 7.5
- T-Server 7.0, 7.1, 7.2, or 7.5 (7.2 or higher is required if using Two-Step Network Transfer functionality)

Expert Contact Feature Requirements

In addition to the requirements for the Basic Voice feature listed above, you need the following software to deploy the Expert Contact feature of the Voice Component.

Genesys *Gplus* Adapter Components

- Basic Voice

Genesys Applications

- Genesys Expert Contact 7.0, 7.1, or 7.2

Outbound Campaign Feature Requirements

In addition to the requirements for the Basic Voice feature listed above, you need the following software to deploy and use the Outbound Campaign feature.

Siebel 7.5.3, 7.7/7.8/8.0/8.1 Applications

- Siebel Marketing

Note: In addition to the fundamental Siebel application requirements (the requirements imposed by the Basic Voice feature), the Outbound Campaign feature also requires Siebel Marketing. Siebel Marketing is required to manage outbound campaign interactions.

Genesys Applications

- Outbound Contact 7.0, 7.1, 7.2, or 7.5

Genesys *Gplus* Adapter Components

- *Gplus* Configuration Synchronization Component
- *Gplus* Campaign Synchronization Component

Universal Callback Feature Requirements

In addition to the requirements for the Basic Voice feature listed above, you need the following software to deploy the Universal Callback feature of the Voice Component:

Genesys Applications

- Universal Callback Server 7.1

***Gplus* UCS Gateway Requirements**

Hardware Requirements

You need the following hardware to deploy the *Gplus* Adapter for Siebel CRM Communication Server:

- Pentium III 700 Mhz CPU or faster
- 256 MB of RAM

- 64 MB of disk space
- 800 × 600 256-color monitor or higher
- Network adapter and network connection

Note: These are minimum hardware requirements. For large call centers and/or large call volumes, more hardware resources (especially RAM and CPU) will be required.

Software Requirements

You need the following software to deploy the *Gplus* UCS Gateway.

Genesys Applications

- Framework 7.2 or 7.5

Other Applications

- Sun Java Runtime Environment (JRE) 1.5.x

Multimedia Component Requirements

You need the following software to deploy the *Gplus* Adapter 7.5 for Siebel CRM Multimedia Component.

Siebel 7.5.3, 7.7/7.8/8.0/8.1 Applications

- Siebel Server
- Siebel Tools
- Siebel Call Center
- Siebel Web Client

Genesys Applications

- Framework 7.2 or 7.5
- Multimedia 7.2 or 7.5
- Universal Routing 7.2 or 7.5

Note: For information about service packs and patches required by Siebel, see Siebel documentation and the Siebel Technical Support website.

***Gplus* Adapter Media Routing Component Requirements**

You need the following software to deploy the *Gplus* Adapter 7.5 for Siebel CRM Media Routing Component.

Siebel 7.5.3, 7.7/7.8/8.0/8.1 Applications

- Siebel Server
- Siebel Tools
- Siebel Call Center
- Siebel Web Client

Genesys Applications

- Multimedia 7.2 or 7.5
- Framework 7.2 or 7.5
- Universal Routing 7.2 or 7.5

Genesys *Gplus* Adapter Components

- *Gplus* Adapter 7.5 for Siebel CRM Multimedia Component
- *Gplus* Communication Server 7.5

Date and Time Synchronization

Interactions between client/server applications in a multi-tiered computing environments rely heavily on the proper configuration of the client and host system. An important consideration is the proper management of the Date/Time and Time Zone configuration.

The records exchanged among Genesys, Siebel, and database systems carry timestamps. Computing systems designed to work together can produce unpredictable results if the system dates and time are not synchronized. Therefore, please make every effort to adhere to the following time synchronization guidelines:

- Enterprise servers that host Genesys, Siebel or database applications should have their Time Zone configured properly for their particular geographic region. To configure the timezone, please see the instructions from the hardware or software manufacturer for your particular operating system(s).
- As a best practice, all servers that process Genesys and Siebel data should be synchronized to the second. This synchronization should be maintained continuously and validated on a regular basis. For security reasons, Genesys strongly recommends the use and deployment of Network Time

Protocol (NTP), version 4.1 or greater. The full protocol suite should be deployed, and derivative protocols like DAYTIME, SNTP, or RDATE should be avoided.

- For a large environment with multiple call centers or multiple contact points, the deployment of a network time appliance with stratum 1 access should be considered. For those deployments in WAN environments where packet latency may affect NTP operation, multiple NTP appliances should be deployed to individual LAN segments. Genesys does not recommend particular equipment at this time, however, we do want you to be aware of the following manufacturers of dedicated timeserver hardware:

EndRun Technologies http://www.endruntechnologies.com	Praecis Cntp
Datum Corporation http://www.datum.com	Syncserver S100
True Time http://www.truetime.com	TimeVault
TrueTime http://www.truetime.com	NTS-200
Lantronix http://www.lantronix.com	CoBox NTP

- For enterprise deployments in regulated environments (financial services, insurance, government, brokerage, and so on), check with appropriate legal resources. Certain jurisdictions have specific requirements that may supersede these suggestions.
- Deployment of timeserver resources can impact the operations of certain authentication technologies. You should coordinate the deployment of NTP with members of your systems security and database technologies department(s).
- For more information about NTP, see <http://www.ntp.org>.



Chapter

2

Configuration and Installation of the *Gplus* Communication Server for Siebel CRM

This chapter describes how to configure and install the *Gplus* Communication Server for Siebel CRM.

This chapter includes the following sections:

- [Overview, page 31](#)
- [New in This Release, page 32](#)
- [Planning, page 32](#)
- [Configuring Genesys, page 33](#)
- [Installation, page 44](#)
- [Configuring Siebel, page 52](#)

Overview

The *Gplus* Communication Server for Siebel CRM reduces in-process coupling between Genesys and Siebel code and to increase the isolation level among communication components. The result is decreased risk of failure and more flexible deployment possibilities for a heterogeneous environment (platforms, operating system).

The *Gplus* Communication Server for Siebel CRM communication component consists of two major parts:

Genesys Communication Driver. The Communication driver is a thin layer which delivers messages between Siebel Communication Server and the *Gplus*

Communication Server. The *Gplus* Communication driver must be deployed on a Siebel Server host.

***Gplus* Communication Server.** The *Gplus* Communication Server acts as a host process for pluggable remote drivers for underlying Genesys communication middleware (voice T-Servers and Open Media Interaction Server). The Communication Server may run on different hosts with different platforms and operating systems.

Note: The *Gplus* Communication Server is a prerequisite for all driver-based components.

The process of configuring and installing the *Gplus* Communication Server for Siebel CRM consists of:

1. Planning
2. Configuring Genesys
3. Installation of Communication Server
4. Deployment of Communication Driver on Siebel host
5. Configuring Siebel

New in This Release

This section provides information about new features or functionality in this release of the *Gplus* Communication Server:

- Supports Siebel 8.0, 8.1.
- Supports secure connection between the *Gplus* Communication Driver and the *Gplus* Communication Server.
- Supports secure connection between the *Gplus* Communication Server and Configuration Server.
- Supports the Genesys Advanced Disconnect Detection Protocol (ADDP) for connections between the *Gplus* Communication Driver and the *Gplus* Communication Server

Planning

In planning, you must answer the following question first:

Will the *Gplus* Communication Server for Siebel CRM be deployed on the *same* host as the Siebel Server, or will it be deployed on a *different* host?

Important considerations to take into account include:

- Average CPU load on Siebel server host
- Network throughput, latency, and reliability

The *Gplus* Communication Server is implemented as a Genesys server, and is represented by an application object in Genesys Configuration Manager. Installation of the component delivers both the *Gplus* Communication Server and the Genesys Communication Driver. This may be considered as installation of a Genesys server which delivers added capabilities: the Genesys Communication Driver for a given platform (operating system).

Three deployment options (scenarios) may be considered:

1. Both the Server and Driver parts of the component may be deployed on the same host as the Siebel Server. In this case, one installation will deliver both parts to the required locations.
2. The Server part of the component may be deployed on a dedicated host, but on the same platform (operating system) as the Siebel host. Installation will be performed on the dedicated host, and the Driver part of the component should be moved manually to the Siebel Server host after that.
3. The Server part of the component may be deployed on a dedicated host which uses an operating system that is different than that of the Siebel host. Technically this can be done, but requires two installations to deliver the Server and Driver parts of the component to different platforms. One installation will be performed on the dedicated host to install the Server part. Another installation will be performed on the Siebel host to install the Driver part. Note that the later installation will also install the Server part of the component along with the required Driver part.

Note: The second installation requires an additional Application Object in Configuration Manager that is used only during installation.

Configuring Genesys

This section describes how to configure the Genesys section of the *Gplus* Communication Server.

Importing the Application Template

To import the Communication Server Application Template:

1. In Configuration Manager, under Environment, right-click the `Application Templates` folder.
2. Select `Import Application Template`.
3. Browse to and select the Application Template for the Communication Server. The name of this template is:
`Gplus_Comm_Server_for_SiebelCRM_750.apd`
4. Click `Open`.
The Properties dialog box for the `Application Template` object displays.

5. Click OK to accept the default values.

The Application Template object has been imported to the Genesys Configuration Layer.

Creating the Application Object

To create the Application object for the Communication Server:

1. In Configuration Manager, under Environment, right-click the Applications folder.
2. Select New > Application.
Select the Application Template that you just created:
Gplus_Comm_Server_for_SiebelCRM_750.apd
3. Click OK.

The Properties dialog box for the Application appears.

Below are instructions for configuring the tabs in the Properties dialog box, arranged in the order in which they display. The first tab is the General tab (see [Figure 1](#)).

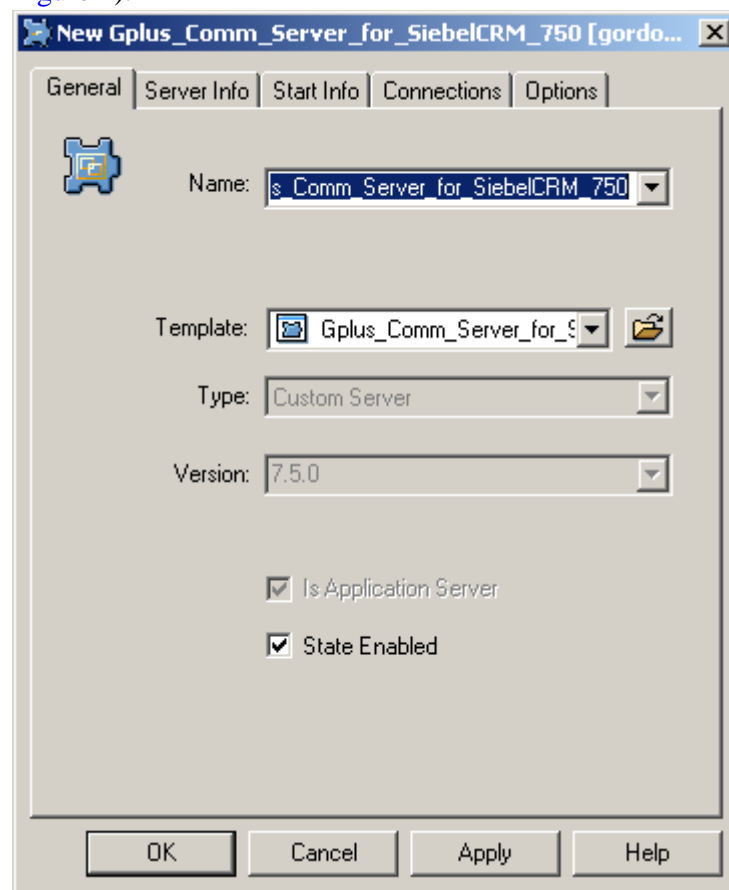


Figure 1: View of General Tab in Single-Tenant Environment

General Tab

1. Enter the name of the Application object you are configuring.
2. Select the Tenants tab.

Tenants Tab

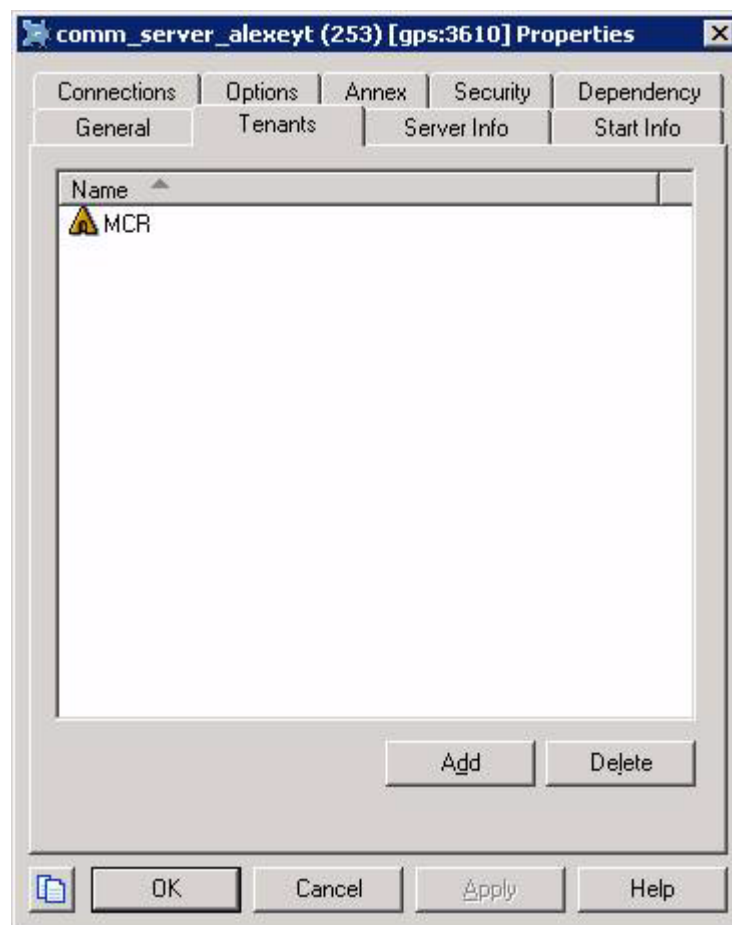


Figure 2: View of Tenants Tab

1. Select the Genesys Tenants under which the objects that are exported from Siebel will be created.
For example, in [Figure 2](#), the MCR tenant has been added.
2. Select the Server Info tab.

Server Info Tab

1. **Host field:** Use the **Browse** button to select the host where you are installing the *Gplus* Communication Server and click **OK**.
2. **Communications Port field:** Enter any valid port number for the port with the ID of `default`. Genesys recommends setting this to `18001`, since this corresponds to the value provided by the installation sample configuration file for Siebel (the `.def` file).

Notes: This value determines the HTTP port number used by the *Gplus* Communication Server to receive HTTP packets from the *Gplus* Communication Driver. Use the value you enter here later when you configure the Siebel portion of the *Gplus* Communication Server.

To configure a communication port that supports ADDP, leave the **Connection Protocol** field blank, or enter the word `setup`. For proper support of ADDP functionality, you must have at least one communication port on the *Gplus* Communication Server side. This port is used for communication with the *Gplus* Communication Driver.

3. **Communications Port field (optional):** To support the Media Routing Component, add one more communication port with any valid ID and any valid port number. Set the **Connection Protocol** option value to `tcp`. (If you do not need to configure the Media Routing Component, skip this step.)

Note: This option determines the HTTP port number used by the *Gplus* Communication Server to receive HTTP packets from the Siebel outgoing Web Service that the Media Routing Component uses. Use the value you enter here later when you configure the Siebel part of the Media Routing Component.

4. 4. Select the **Start Info** tab.

Start Info Tab

1. **Working Directory field:** Enter the full name of the Component installation directory on the host you specified on the **Server Info** tab. The value you enter in this field will be used as the default destination folder during installation.
2. Enter any valid value into each of the following fields:
 - **Command Line**
 - **Command Line Arguments**

The values you enter in these fields will be overwritten during installation; however, data must be present in these fields during the configuration process.

3. Leave the default values for the remaining fields.
4. Select the Connections tab.

This step is *mandatory* for configuring the server to work with the Voice, Multimedia, and Media Routing components. You may also configure a connection to the Genesys Message Server.

Connections Tab

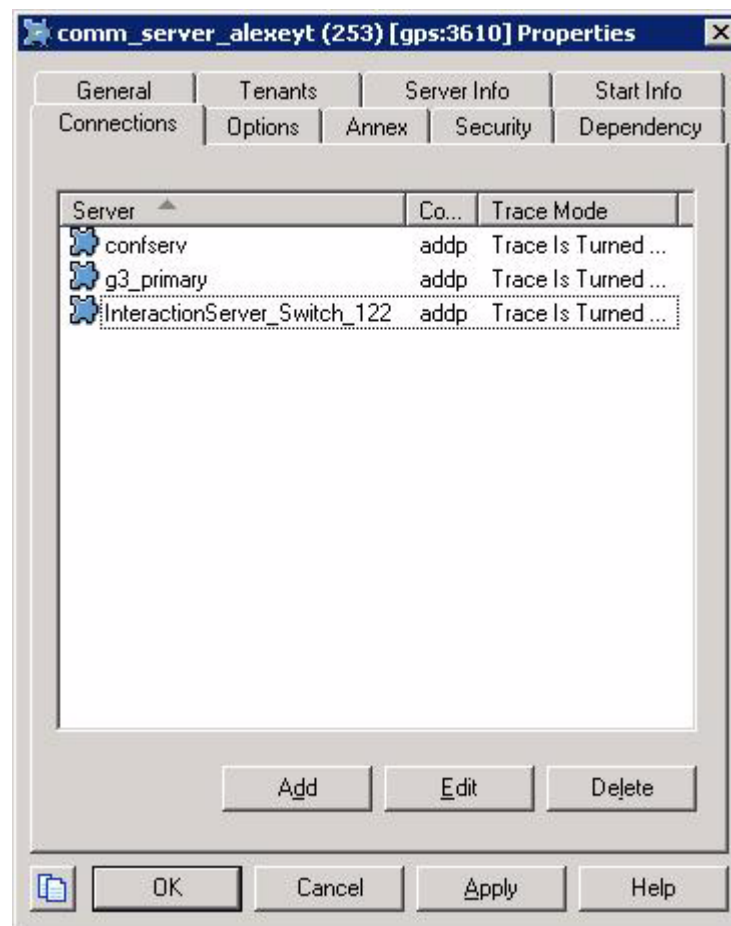


Figure 3: View of Connections Tab in Multi-Tenant Environment

The content of the Connections tab depends on the Adapter components being used. For the Voice component it is necessary to add a connection to the corresponding T-Server. For backward compatibility, the Voice component also supports a way to define connection to the T-Server without adding the T-Server to the Connections list, as in Release 7.2. For details, please see “Connection to T-Server” on [page 157](#). For Multimedia and Media Routing components, it is necessary to add a connection to the Interaction Server:

1. Add a connection to the Interaction Server and/or T-Server, as shown in [Figure 3](#).
2. Optionally, add a connection to the Genesys Message Server.
3. Optionally, add a connection to the Genesys Configuration Server.
4. Select the Options tab.

Options Tab

On the Options tab (see [Figure 4](#) on [page 38](#)), in the Sections pane, the following sections are listed:

- HTTP
- Log
- open-media-driver
- open-media-userdata

Double-click the HTTP section to start.

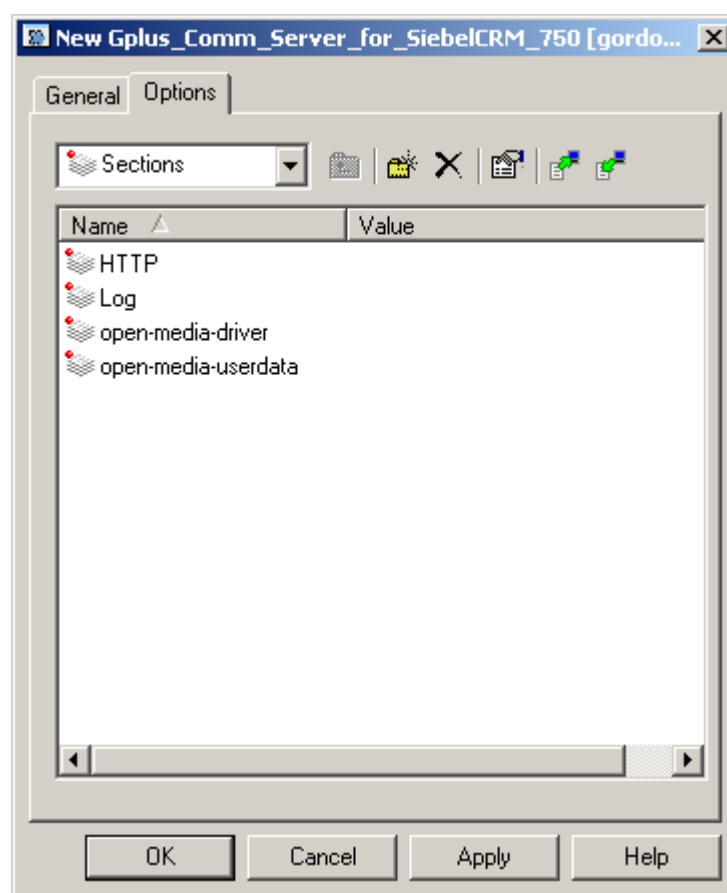


Figure 4: View of Options Tab

HTTP Section Options

ClientPortRangeStart

(Optional) This option provides the value for the start of the port range used to open a client connection to the *Gplus* Communication Driver. A value of 0 means that the server relies on the operating system to assign a unique port number to the application. Valid values are positive integers greater than or equal to (\geq) 0. The default value is 0.

Note: If an invalid value is provided, the option value will be set to 0 (the default).

ConnectTimeout

This option provides the timeout value in milliseconds (ms) for connection to the *Gplus* Communication Driver. Valid values are positive integers greater than or equal to (\geq) 1000. The default value is 10000.

MaxProcessingThreads

This option provides the value for the maximum number of allowed threads that process incoming requests. Valid values are positive integers greater than or equal to (\geq) 4. The default value is 50.

MaxClientConnections

This option provides the value for the maximum number of allowed client connections to a particular endpoint (listening port on the driver side). Valid values are positive integers greater than or equal to (\geq) 4. The default value is 25.

RetryAttempts

This option is used to control the number of attempts to send a request from the *Gplus* Communication Server to the *Gplus* Communication Driver. Valid values are positive integers greater than or equal to (\geq) 1. The default value is 1.

RequestTimeout

(Optional) This option provides the timeout value in milliseconds (ms) for handling an HTTP request submitted by the Communication Server to the Communication Driver. The valid values are positive integers that are greater than ($>$) the defined minimum value. Where, the minimum value is calculated, as follows:

$$(\text{ConnectTimeout}) \times (\text{RetryAttempts}) \times (2.5)$$

The default value is 30000.

Note: If an invalid value is provided, the option value will be calculated as defined above (it will not be set as the default value).

ServiceInactivityTimeout

(Optional) This option provides the timeout value in milliseconds (ms) for handling an inactive agent session. If there is no agent activity during the period of the timeout, the agent's session is treated as lost, and is removed. Default value is 3600000. Valid values are 0, or positive integers greater than or equal (\geq) 600000. If `ServiceInactivityTimeout` equals 0, the lost sessions will not be removed.

Note: If an invalid value is provided, the option value will be set to 3600000 (the default).

ADDPTimeout

(Optional) Specifies the time interval (in seconds) that *Gplus* Communication Server waits for a response from the *Gplus* Communication Driver after sending a polling signal. This option is applicable for client connections from *Gplus* Communication Server to the *Gplus* Communication Driver. Valid values are non-negative integers (greater than or equal to 0). The value 0 (default) turns the ADDP protocol off for all client connections from *Gplus* Communication Server to the *Gplus* Communication Driver.

ADDPRemoteTimeout

(Optional) Specifies the time interval (in seconds) that the *Gplus* Communication Driver waits for a response from *Gplus* Communication Server after sending a polling signal. This option is applicable for client connections from *Gplus* Communication Server to the *Gplus* Communication Driver. Valid values are non-negative integers (greater than or equal to 0). The value 0 (default) disables this option for all client connections from *Gplus* Communication Server to the *Gplus* Communication Driver.

ADDPTrace

(Optional) Specifies if the trace functionality is on or off. This option is applicable for client connections from *Gplus* Communication Server to the *Gplus* Communication Driver. Valid values are: `off` (default)—trace is off; `local`—trace is on for *Gplus* Communication Server; `remote`—trace is on for *Gplus* Communication Driver; `both`—trace is on for both sides.

Log Section

The *Gplus* Communication Server supports the unified set of log options (common log options) to allow precise configuration of the log file output. For a complete list of unified log options and their descriptions, see the “Common

Log Options” chapter of the *Framework 7 Configuration Options Reference Manual*.

**Selective
Protection of
Sensitive Data in
Logs**

To protect against presentation in the Adapter’s log of *private* parameters included in UserData, Extensions, and Reasons, a number of options can be configured in the Options section of the *Gplus* Communication Server Application Object in Configuration Manager.

These options are described in the Log-Filter and Log-Filter-Data sections of the *Framework 7.5 Configuration Options Reference Manual*.

The Log-Filter section defines the parameter default-filter-type with valid values copy, hide or skip. This parameter specifies the default method of presenting KVList information (including UserData, Extensions, and Reasons) in the log. See Figure 5 on [page 42](#) for an example.

The Log-Filter-Data section defines a list of key-value pairs and specifies the way of presenting each individual KVList pair defined by the key name in the log. The key defines the parameter name, while the value (which can be defined as copy, hide or skip) specifies how this parameter will be presented in the log. See Figure 6 on [page 43](#) for an example.

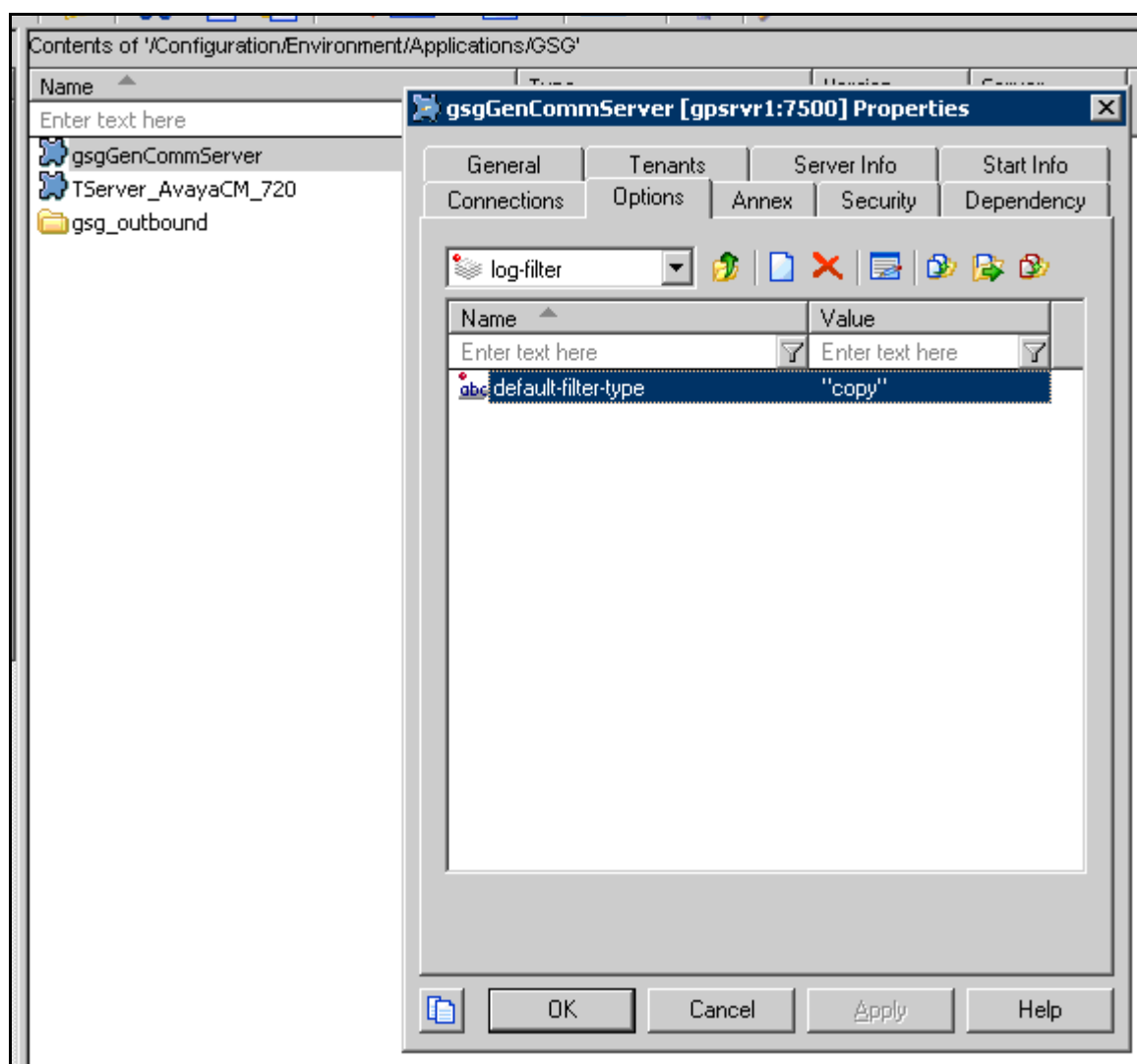


Figure 5: Log-Filter Parameters in Configuration Manager

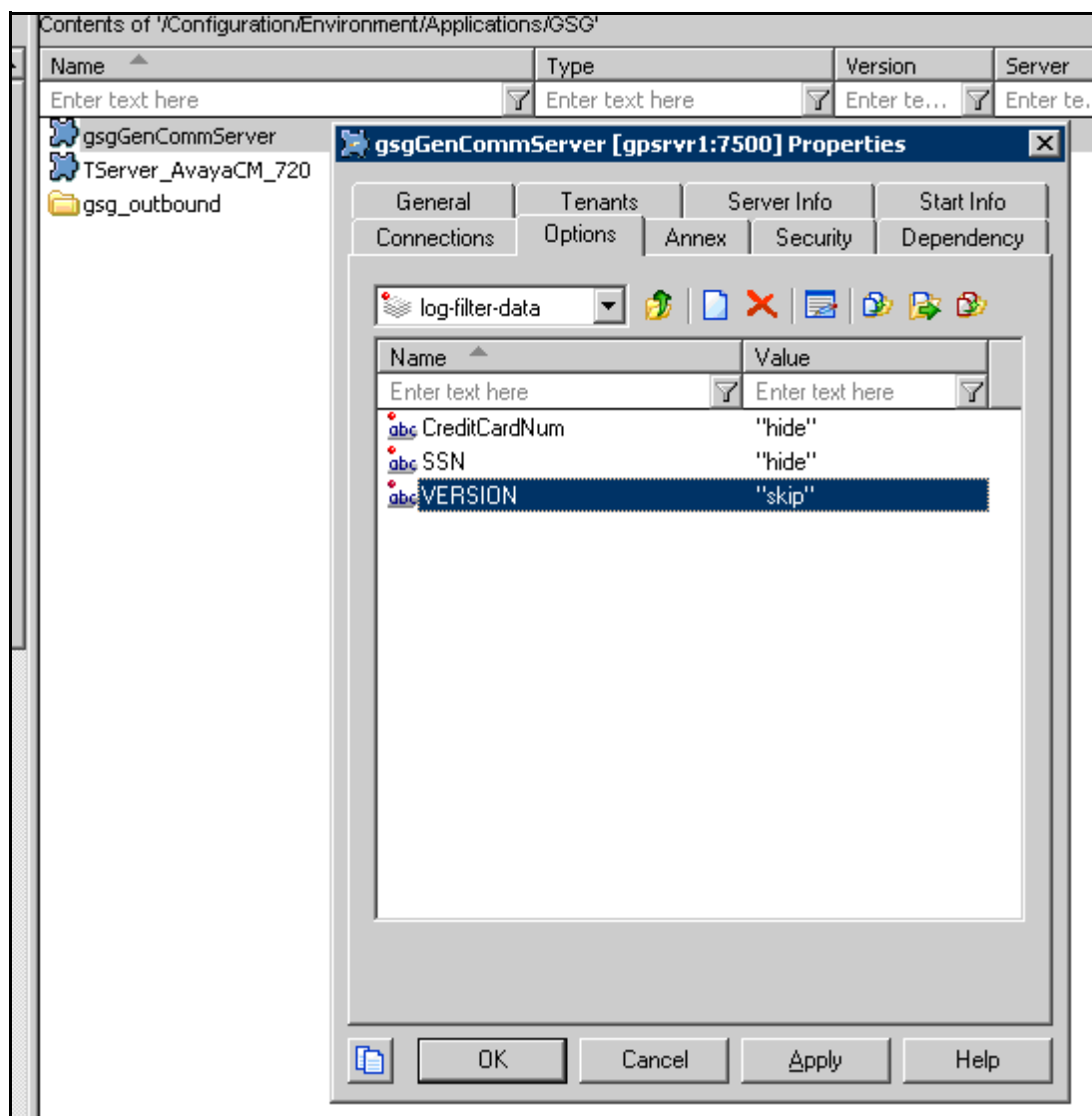


Figure 6: Log-Filter-Data Parameters in Configuration Manager

open-media-driver Section

internal-port Option

This option is used to define the port number used for interthread communications. A value of -1 disables the option. A value of 0 indicates that the port will be selected automatically. Any positive integer value defines the exact port value. Default value is -1.

service-duplicate-overwrite Option

When this option is set to true, subsequent agent sessions with the same user name will be allowed, and the previous agent session will be disabled. When this option is set to false, only one session per agent is allowed. Default value

is `false`. This option is needed as a workaround when a session is not closed by Siebel, but the browser is forcibly closed.

open-media-userdata Section

ThirdPartyId Option

This option defines how particular user data will be sent to Siebel. All data is normally sent encoded as a single `UserData` field. It may be convenient to have part of the user data delivered to Siebel as a top-level key. The user data key should be added to the section with the value `top`, indicating that the key will be sent as a top-level key in the data set. Default value is `top`.

Installation

This section describes the installation process for the *Gplus* Adapter 7.5 Communication Server for Siebel CRM. Depending on your chosen deployment option (see “Planning” on [page 32](#)) one or two installations should be performed.

To run an installation that delivers the Driver part of the component directly under the Siebel Server (Deployment Scenario 1 and the second installation in Deployment Scenario 3), the system administrator should have appropriate privileges and stop the Siebel Server before installation.

Note: Do not use special symbols in any destination directory name when installing in a UNIX environment.

1. To start the installation process, run the `setup.exe` file (for Windows), or `install.sh` file (for UNIX) from the *Gplus* Communication Server installation package.
2. Answer installation questions according to your selected deployment scenario.

Deployment of Communication Driver on the Siebel Host

This section’s steps are required for Deployment Scenario 2 (see “Planning” on [page 32](#)).

1. Stop the Siebel Server.
2. Move files from the Driver subdirectory of the target installation directory on the dedicated host to the `bin` folder (for Windows), or to the `lib` folder (for UNIX) in the Siebel directory hierarchy of the Siebel host.

Configuring GenCommDrv.ini (Optional)

GenCommDrv.ini is delivered by the installation, or manually (in Deployment Scenario 2) to the bin folder (for Windows), or the lib folder (for UNIX) in the Siebel directory hierarchy of the Siebel host. It describes the default configuration of the Driver part of the component. An advanced administrator may change that predefined configuration, but should take responsibility for coordination of options for the Driver and Server parts of the component.

The properties in the GenCommDrv.ini file are:

Table 4: GenCommDrv.ini Parameters

Property Name	Values	Description
General Section		
SiebelAPI	Default Value: 2 Valid Values: 1, 2 Note: If an invalid value is applied, the default value (2) is used.	(Optional) This property defines the Siebel API version to use.
CheckServiceTimeout	Default Value: 2000 Valid Values: A positive integer greater than or equal to (\geq)1000 Note: If an invalid value is applied, the default value (2000) is used	(Optional) This property provides the timeout value in milliseconds (ms) for CheckService activities between GenCommDrv and GenCommServer.
Log Subsystem Section		
LogFile	Default Value: GenCommDrv Valid Values: Any non-empty string. Note: If an invalid value is applied, the default value (GenCommDrv) is used.	(Optional) This property provides the GenCommDrv log file name prefix.

Table 4: GenCommDrv.ini Parameters (Continued)

Property Name	Values	Description
LogDir	<p>Default Value: ./</p> <p>Valid Values: A valid and accessible directory path.</p> <p>Note: If an empty string is applied, then the default (./) will be used. If an invalid directory path is provided or is not accessible, then the file will not be created.</p>	(Optional) This property provides the directory name where the logs will be stored.
LogExt	<p>Default Value: log</p> <p>Valid Values: A non-empty string.</p> <p>Note: If an invalid value is applied, the default value (log) is used.</p>	(Optional) This property provides the GenCommDrv log file name extension.
MaxLogKB	<p>Default Value: 10240</p> <p>Valid Values: A positive integer greater than or equal to (\geq) 100.</p> <p>Note: If an invalid value is applied, the default value (10240) is used.</p>	(Optional) This property provides the maximum GenCommDrv log file size in kilobytes.
LogFilesCount	<p>Default Value: 10</p> <p>Valid Values: A positive integer greater than or equal to (\geq) 2.</p> <p>Note: If an invalid value is applied, the default value (10) is used.</p>	(Optional) This property provides the number of log files.

Table 4: GenCommDrv.ini Parameters (Continued)

Property Name	Values	Description
LogLevel	<p>Default Value: 2</p> <p>Valid Values: 0, 1, 2, 3, 4, 5, 6</p> <p>Note: If an invalid value is applied, the default value (2) is used.</p>	<p>(Optional) This property defines the trace level. Valid values for this parameter are:</p> <ul style="list-style-type: none"> • 0—All messages (log events of Standard, Trace, Interaction, and Debug levels) are logged. • 1—The same as 0. • 2—Messages of low priority are logged. • 3—Messages of normal priority are logged. • 4—Messages of high priority are logged. • 5—Log alarm messages only are logged. • 6—No messages are logged.
HTTP Client Connection Section		
RetryAttempts	<p>Default Value: 1</p> <p>Valid Values: A positive integer greater than or equal to (\geq) 1.</p> <p>Note: If an invalid value is applied, the default value (1) is used.</p>	<p>(Optional) This property is used to control the number of attempts to send a request from the Gplus Communication Driver to the Gplus Communication Server.</p>
ConnectTimeout	<p>Default Value: 10000</p> <p>Valid Values: A positive integer greater than or equal to (\geq) 1000.</p> <p>Note: If an invalid value is applied, the default value (10000) is used.</p>	<p>(Optional) This property provides the timeout value in milliseconds (ms) for connection to the <i>Gplus</i> Communication Server.</p>

Table 4: GenCommDrv.ini Parameters (Continued)

Property Name	Values	Description
RequestTimeout	<p>Default Value: 30000</p> <p>Valid Values: A positive integer that is greater than (>) the defined minimum value. Where, the minimum value is calculated, as follows:</p> <p>(ConnectTimeout) x (RetryAttempts) x (2.5)</p> <p>Note: If an invalid value is applied, the value will be calculated as defined for the valid value (it will not be set as the default value).</p>	(Optional) This property provides the timeout value in milliseconds (ms) for handling an HTTP request submitted by the <i>Gplus</i> Communication Driver to the <i>Gplus</i> Communication Server.
MaxProcessingThreads	<p>Default Value: 50</p> <p>Valid Values: An integer greater than or equal to (>=) 4.</p> <p>Note: If an invalid value is applied, the default value (50) is used.</p>	(Optional) This property provides the value for the maximum number of allowed threads that process incoming requests.
MaxClientConnections	<p>Default Value: 25</p> <p>Valid Values: An integer greater than or equal to (>=) 4.</p> <p>Note: If an invalid value is applied, the default value (25) is used.</p>	(Optional) This property provides the value for the maximum number of allowed client connections to a particular endpoint (listening port on the server side).

Table 4: GenCommDrv.ini Parameters (Continued)

Property Name	Values	Description
ClientPortRangeStart	<p>Default Value: 0</p> <p>Valid Values: A positive integer greater than or equal to (\geq) 0.</p> <p>Note: If an invalid value is applied, the default value (0) is used.</p>	(Optional) This property provides the value for the start of the port range used to open a client connection to the Gplus Communication Driver. A value of 0 means that the server relies on the operating system to assign a unique port number to the application.
Security Properties of HTTP Connection Section		
Certificate	<p>Default Value: "" (an empty string)</p> <p>Valid Values:</p> <p>For Windows this should be a base64 or hex encoded string.</p> <p>For Unix, this should be the absolute path to the certificate file (see also "Connection to T-Server" on page 157 in Chapter 5).</p> <p>Note: If the value is an empty string (""), an insecure connection will be used.</p>	(Optional) This property identifies the certificate to be used.

Table 4: GenCommDrv.ini Parameters (Continued)

Property Name	Values	Description
CertificateKey	<p>Default Value: "" (an empty string)</p> <p>Valid Values:</p> <p>For Windows, this property is not used. Therefore, no valid values are defined.</p> <p>For Unix, this is the full path to the private key file:</p> <p><serial_#>_<host_name>_priv_key.pem</p> <p>(see "Connection to T-Server" on page 157 in Chapter 5).</p>	(Optional) This property identifies the Certificate Key to be used.
TrustedCA	<p>Default Value: "" (an empty string)</p> <p>Valid Values:</p> <p>For Windows, this property is not used. Therefore, no valid values are defined.</p> <p>For Unix, this is the full path to the certificate authority file:</p> <p>ca_cert.pem</p> <p>(see "Connection to T-Server" on page 157 in Chapter 5). Default value is "" (empty string).</p>	(Optional) This property identifies the full path to the certificate authority file.

Table 4: GenCommDrv.ini Parameters (Continued)

Property Name	Values	Description
ADDP Parameters for HTTP Connections		
ADDPTimeout	Default Value: 0 Valid Values: non-negative integers (The value 0 turns the ADDP protocol off for all client connections.)	(Optional) Specifies the time interval (in seconds) that <i>Gplus</i> Communication Driver waits for a response from the <i>Gplus</i> Communication Server after sending a polling signal. This option is applicable for client connections from <i>Gplus</i> Communication Driver to the <i>Gplus</i> Communication Server.
ADDPRemoteTimeout	Default Value: 0 Valid Values: non-negative integers	(Optional) Specifies the time interval (in seconds) that the <i>Gplus</i> Communication Server waits for a response from <i>Gplus</i> Communication Driver after sending a polling signal. This option is applicable for client connections from <i>Gplus</i> Communication Driver to the <i>Gplus</i> Communication Server.
ADDPTrace	Default Value: off Valid Values: off, local, remote, both	(Optional) Specifies if the trace functionality is on or off. This option is applicable for client connections from <i>Gplus</i> Communication Driver to the <i>Gplus</i> Communication Server.

The contents of the GenCommDrv.ini file are shown below:

```
// General
SiebelAPI           = 2
CheckServiceTimeout = 2000

// Log subsystem properties
LogFile             = GenCommDrv
LogDir              = ./
LogExt              = log
MaxLogKB            = 10240
LogFilesCount       = 10
LogLevel            = 2

// HTTP Client connection properties
RetryAttempts       = 1
ConnectTimeout      = 10000
RequestTimeout      = 30000
MaxProcessingThreads = 50
MaxClientConnections = 25
ClientPortRangeStart = 0
```

```
// Security properties of HTTP connection
Certificate      = ""
CertificateKey    = ""
TrustedCA        = ""

// ADDP parameters for HTTP connections
ADDPTimeout      = 0
ADDPRemoteTimeout = 0
ADDPTrace        = off
```

Configuring Siebel

This section describes how to configure the Siebel part of the Communication Server.

Siebel CTI Configuration

To Start using the Communication Server it is necessary to create a corresponding communication configuration and communication profile for GenCommDrv. Genesys provides the `GenComm_universal.def` configuration file as an example of configuration.

The following parameters are mandatory for the Communication driver:

Note: Additional parameters may be mandatory to use with voice or multimedia. Refer to the appropriate chapters in this manual

PrimaryGenCommServerURL

This should specify the URL of the Communication Server. For example:

`PrimaryGenCommServerURL=http://cti.mycompany.com:9121`

where `cti.mycompany.com` is the host name where the *Gplus* Communication Server is installed (must be resolvable from the Siebel host), and 9121 is an example of a port as configured in Genesys Configuration Manager.

Note: In Configuration Manager the port must be empty (the default) or have the value setup for the Connection Protocol option.

SCAPIServerURL

This should specify the local URL. The Communication driver will listen to this URL for incoming events. For example:

`http://sbl.mycompany.com:11722`

where `sbl.mycompany.com` is the host where the Siebel Server is running (must be resolvable from the *Gplus* Communication Server host), and 11722 is an

example of an unused port. The driver will listen to this port for incoming events.



Chapter

3

Configuration and Installation of the Configuration Synchronization Component

This chapter describes how to configure and install the *Gplus* Adapter 7.5 for Siebel CRM Configuration Synchronization Component, a server-based component.

This chapter includes the following sections:

- [Overview, page 55](#)
- [New in This Release, page 56](#)
- [Configuring Genesys, page 56](#)
- [Installation, page 69](#)
- [Configuring Siebel, page 71](#)
- [Run Time Events Used by the Configuration Synchronization Component, page 78](#)
- [Genesys Config Synchronization Business Service - User Properties, page 79](#)
- [Starting the Configuration Synchronization Component, page 81](#)

Overview

The *Gplus* Adapter for Siebel CRM Configuration Synchronization Component is a server-based component. The process for configuring and installing this component is significantly different than the process for driver-based components.

The process of configuring and installing the Configuration Synchronization Component includes three general procedures:

- Configuring Genesys
- Installation of the Configuration Synchronization Component
- Configuring Siebel.

Each of these procedures is explained in detail under a separate heading below.

Before importing agent configuration data from Siebel to Genesys, see the *Gplus Adapter 7.5 for Siebel CRM User's Guide* and read the section "Synchronizing Siebel Extensions and ACD Queues with Genesys Configuration."

New in This Release

Other than Adapter-wide support for Siebel 8.0/8.1, no new functionality was added for the 7.5 release of the Configuration Synchronization component.

Configuring Genesys

This section describes how to configure the Genesys section of the Configuration Synchronization Component.

Prestart Information

Before starting the configuration process you should have the following applications running:

Genesys Framework:

- Configuration Database
- Configuration Server
- Configuration Manager

As a Configuration Manager user, you should have sufficient privileges to make changes to Configuration Layer objects.

Importing the Application Template

To import the Configuration Synchronization Component Application Template:

1. In Configuration Manager, under Environment, right-click the *Application Templates* folder.
2. Select *Import Application Template*.

3. Browse to and select the Application Template for the Configuration Synchronization Component. This name varies slightly, depending on the version of CME being used, as follows:
 - For versions 7.0 and earlier, use:
`Gplus_SiebelCRM_Config_Synch_750_for_CL_70.apd`
 - For versions 7.1 and later, use:
`Gplus_SiebelCRM_Config_Synch_750_for_CL_71_and_higher.apd`
4. Click Open.
The Properties dialog box for the Application Template object displays.
5. Click OK to accept the default values.

The Application Template object has been imported to the Genesys Configuration Layer. Next, you will create the Configuration Layer Application object for the Configuration Synchronization Component.

Creating the Application Object

To create the Application object for the Configuration Synchronization Component:

1. In Configuration Manager, under Environment, right-click the Applications folder.
2. Select New > Application.
Select the Application Template that you just created:
`Gplus_SiebelCRM_Config_Synch_750_for_CL_71_and_higher.apd`
or
`Gplus_SiebelCRM_Config_Synch_750_for_CL_70.apd`
3. Click OK.

The Properties dialog box for the Application appears.

Below are instructions for configuring the tabs in the Properties dialog box, arranged in the order in which they display. The first tab is the General tab (see [Figure 7](#)).

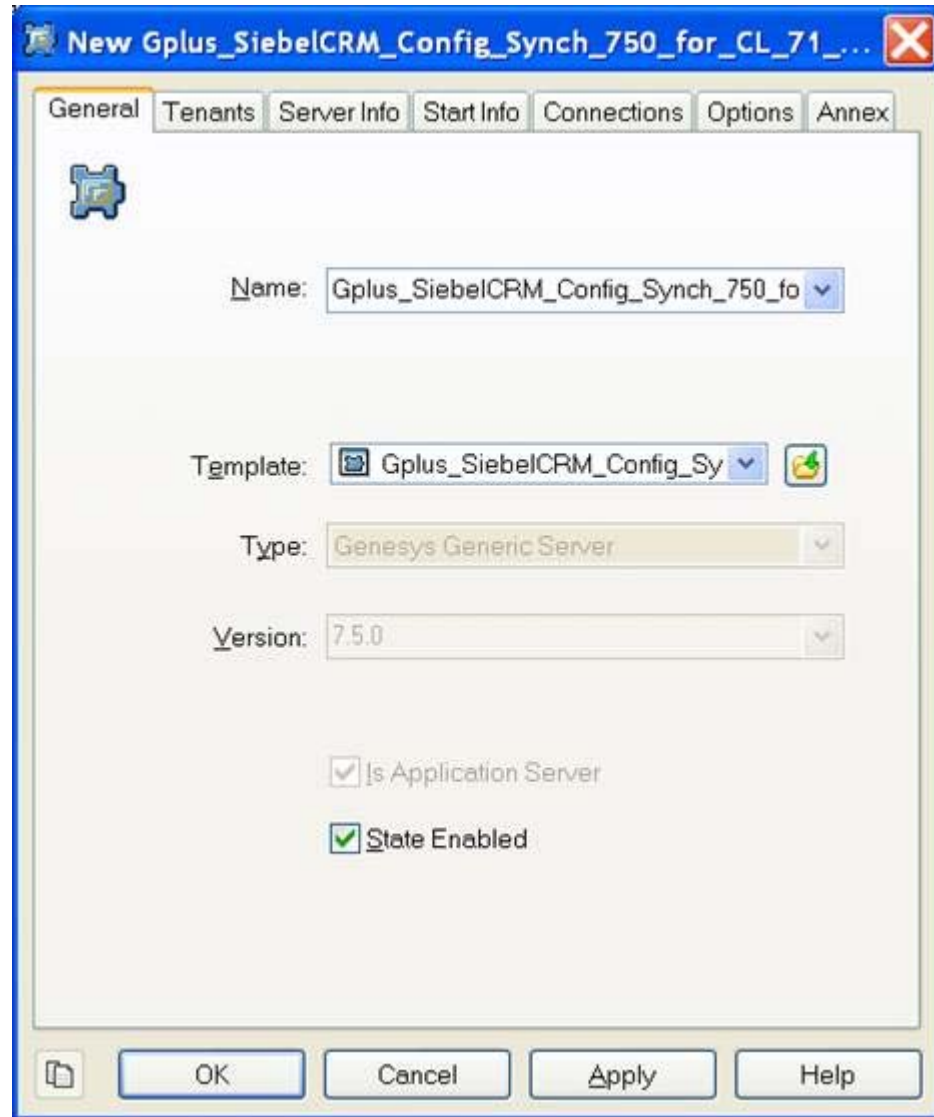


Figure 7: View of General Tab in Multi-Tenant Environment

General Tab

Enter the name of the Application object you are configuring. If you are working in a multi-tenant environment, go to the Tenants tab; otherwise, go to the Server Info tab.

Tenants Tab

The Tenants tab only displays if you are working in a multi-tenant environment.

Select the Genesys Tenants under which the objects that are exported from Siebel will be created.

Next, select the Server Info tab.

Server Info Tab

1. Host field: Use the Browse button to select the host where you are installing the Configuration Synchronization Component and click OK.
2. Ports list: Add a port with any valid port number.

Note: This option determines the HTTP port number used by the Configuration Synchronization Component to receive HTTP packets from Siebel. You will use the value that you enter for this option when you configure the Siebel part of the Configuration Synchronization Component.

3. Select the Start Info tab.

Start Info Tab

1. Working Directory field: Enter the full name of the Component installation directory on the host you specified on the Server Info tab. The value you enter in this field will be used as the default destination folder during installation.
2. Enter any valid value into each of the following fields:
 - Command Line
 - Command Line Arguments

The values you enter in these fields will be overwritten during installation; however, data must be present in these fields during the configuration process.

3. Leave the default values for the remaining fields.
4. Select the Options tab.

Options Tab

On the Options tab (see Figure 8 on [page 60](#)), in the Sections pane, the following sections are listed:

- AgentLoginFolders
- DNFolders
- Genesys
- Log
- PersonFolders

- PlaceFolders
- SkillFolders
- SkillLevels
- Tenants

Double-click the Genesys section to start.

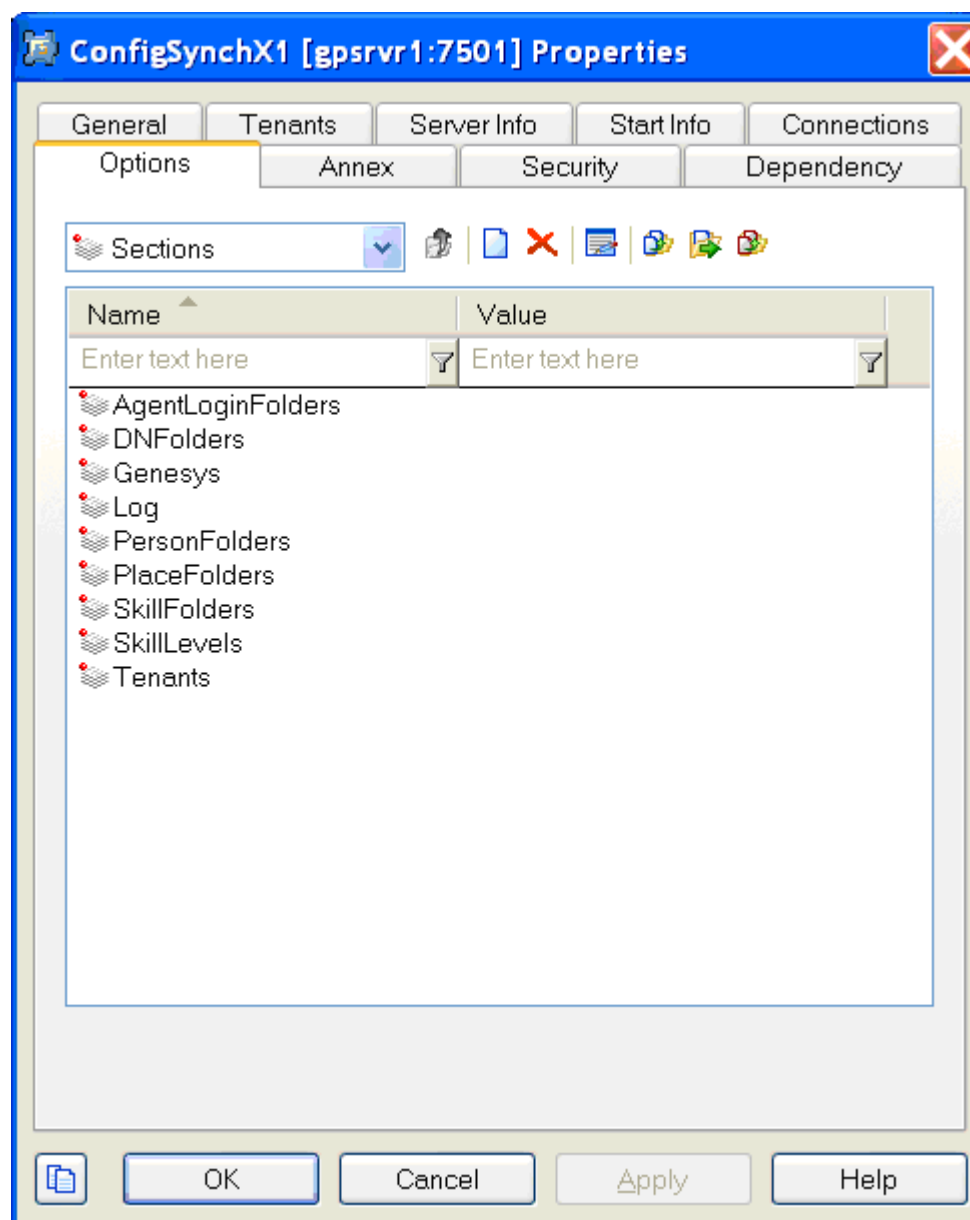


Figure 8: View of Options Tab in a Multi-Tenant Environment

Genesys Section

UseSeparatorsForSkillName Option

This option specifies how skill names will be generated, and specifically how the names are separated. By default, this value is set to `FALSE`, signifying that separators will not be used. If you need to generate skill names as they were in version 6.5, set this value to `TRUE`.

SkipSkillItemTypeName Option

This option specifies how skill names will be generated, and specifically if Skill Item Type names (Skill names) will be written or not. By default, this value is set to `FALSE`, which means that Skill Item Type names (Skill names) will be written in Genesys CME during synchronization. If you need to omit Skill Item Type names (Skill names), set this value to `TRUE`.

ServerURL Option

This option specifies the URL of the web server that has the Siebel Web Engine installed. Initially, this option contains the template string:

```
ServerURL=<ServerUrl>/<path>/start.swe?SWEExtSource=<source>&SWEExtCmd=Execute&UserName=<userName>&Password=<password>
```

where:

`<ServerUrl>` is the first part of the URL you use to access your Siebel Server through the Siebel Web Client.

`<path>` specifies a virtual path on the server referring to the specific Siebel Web Extension configuration. The default value for this option is `eai_enu`.

`<source>` refers to an entry in the [HTTP Services] section in the `eai.cfg` file within your Siebel Server installation. The entry provides the mapping to a Siebel Named Subsystem, which in turn describes the Business Service call. The default value for `<source>` is `GplusConfSynchExportAlldata`.

You have to edit this URL template string according to your Siebel Web Extension configuration. For example:

```
http://www.myserver.com/eai_enu/start.swe?SWEExtSource=
GplusConfSynchExportAlldata
&SWEExtCmd=Execute&UserName=<userName>&Password=<password>
```

For security reasons, you do not need to put `<userName>` and `<password>` directly into the URL string. Use the `username` and `password` options instead.

username Option

This option specifies a Siebel user name for the Siebel Object Manager login to process a request from the Adapter. For example: `GenesysAdapter`.

This user name must be created in the Siebel environment. The user must have access to the Siebel database as Siebel Administrator.

Note: Genesys does not recommend using a common login ID for this process.

For more information about Siebel user administration, refer to your Siebel documentation.

password Option

This option specifies the password for the login user name above. For example: `GenesysAdapter`. This user name should be created in the Siebel environment. The user must have access to the Siebel database as a Siebel Administrator.

Note: Genesys does not recommend using a common login for this process.

For more information about Siebel user administration, see your Siebel documentation.

xslTransformer Option

This configuration option is optional. Use this option if you want to transform some values of synchronized data such as Phone number by your own rules.

The Adapter provides a mechanism to customize the transformation rules through an xsl file. In this case you have to add this option to the `Genesys` section. The value of the option should be equal to the name of the xsl file. See the *Gplus Adapter 7.5 for Siebel CRM Developer's Guide* for more information about this option.

Log Section

The Configuration Synchronization Component supports the unified set of log options (common log options) to allow precise configuration of the log file output. For a complete list of unified log options and their descriptions, see the “Common Log Options” chapter of the *Framework 7 Configuration Options Reference Manual*.

If you do not specify any log options, the default values apply.

PersonFolders Section

Each option in this section controls the mapping of a Siebel User ID to a Configuration Manager folder, where the Siebel user with this User ID will create Person objects when importing information from Siebel.

For example, if you have a Tenant named `myTenant` defined in Genesys Configuration Manager and you want the Siebel user with the User ID `user1` to create Person objects under the Configuration Manager folder `Folder1`, which is a subfolder of the `Persons` folder under Tenant `myTenant`. Create a new option in the `PersonFolders` section with `user1` as the option name and `/Persons/Folder1` as the option value. Make sure that the Siebel Organization or Division whose objects Siebel user `user1` will import is mapped to Tenant `myTenant` (see “Tenants Section” on [page 67](#)).

All Configuration Manager folders referenced in this section should be created in Genesys Configuration Manager prior to importing information from Siebel.

The relationship of Siebel User IDs to Genesys Configuration Manager folders in this section is many-to-one.

Note: You can configure the import function using the options in this section, to assign different Configuration Manager folders in Genesys to various Siebel users. However, if the same Siebel data is imported into different Configuration Manager folders, errors during import will occur due to uniqueness constraints imposed by the Genesys Configuration Layer. These errors result in Siebel and Genesys data being desynchronized. To avoid such errors, different Siebel users should import the same Siebel data into the same set of Configuration Manager folders. Alternatively, if each Siebel user has a unique folder assignment, different Siebel users should not import the same Siebel data into Genesys.

PlaceFolders Section

Each option in this section controls the mapping of a Siebel User ID to a Configuration Manager folder, where the Siebel user with this User ID will create Place objects when importing information from Siebel.

For example, if you have a Tenant, `myTenant` defined in Genesys Configuration Manager and you want the Siebel user with User ID `user1` to create Place objects under Configuration Manager folder `Folder1`, which is a subfolder of the `Places` folder under Tenant `myTenant`. Create a new option in the `PlaceFolders` section with `user1` as the option name and `/Places/Folder1` as the option value. Make sure that the Siebel Organization or Division whose objects the Siebel user `user1` will import is mapped to the Tenant `myTenant` (see “Tenants Section” on [page 67](#)).

All Configuration Manager folders referenced in this section should be created in the Genesys Configuration Manager prior to importing information from Siebel.

The relationship of Siebel User IDs to Genesys Configuration Manager folders in this section is many-to-one.

Note: You can configure the import function, using the options in this section, to assign different Configuration Manager folders in Genesys to various Siebel users. However, if the same Siebel data is imported into different Configuration Manager folders, errors during import will occur due to uniqueness constraints imposed by the Genesys Configuration Layer. These errors result in Siebel and Genesys data being desynchronized. To avoid such errors, different Siebel users should import the same Siebel data into the same set of Configuration Manager folders. Alternatively, if each Siebel user has a unique folder assignment, different Siebel users should not import the same Siebel data into Genesys.

SkillFolders Section

Note: If the `SkillFolders` application option contains an incorrect value (for example, a folder which does not exist), the Person, even without any skill, will not be exported from Siebel to Genesys.

Each option in this section controls the mapping of a Siebel User ID to a Configuration Manager folder, where the Siebel user with this User ID will create Skill objects when importing information from Siebel.

For example, if you have a Tenant, `myTenant` defined in Genesys Configuration Manager and you want the Siebel user with User ID `user1` to create Skill objects under Configuration Manager folder `Folder1`, which is a subfolder of the `Skills` folder under Tenant `myTenant`. Create a new option in the `SkillFolders` section with `user1` as the option name and `/Skills/Folder1` as the option value. Make sure that the Siebel Organization or Division whose objects Siebel user `user1` will import is mapped to Tenant `myTenant` (see “Tenants Section” on [page 67](#)).

All Configuration Manager folders referenced in this section should be created in Genesys Configuration Manager prior to importing information from Siebel. The relationship of Siebel User IDs to Genesys Configuration Manager folders in this section is many-to-one.

Note: You can configure the import function, using the options in this section, to assign different Configuration Manager folders in Genesys to various Siebel users. However, if the same Siebel data is imported into different Configuration Manager folders, errors during import will occur due to uniqueness constraints imposed by the Genesys Configuration Layer. These errors result in Siebel and Genesys data being desynchronized. To avoid such errors, different Siebel users should import the same Siebel data into the same set of Configuration Manager folders. Alternatively, if each Siebel user has a unique folder assignment, different Siebel users should not import the same Siebel data into Genesys.

AgentLoginFolders Section

Each option in this section controls the mapping of a Siebel User ID to a Configuration Manager folder, where the Siebel user with this User ID will create Agent Login objects when importing information from Siebel.

For example, if you have a Switch, `mySwitch` defined in Genesys Configuration Manager and you want the Siebel user with User ID `user1` to create Agent Login objects under Configuration Manager folder `Folder1`, which is a subfolder of the Agent Logins folder under switch `mySwitch`. Create a new option in the `AgentLoginFolders` section with `user1` as the option name and `/Agent Logins/Folder1` as the option value.

All Configuration Manager folders referenced in this section should be created in Genesys Configuration Manager prior to importing information from Siebel. The relationship of Siebel User IDs to Genesys Configuration Manager folders in this section is many-to-one.

Note: You can configure the import function, using the options in this section, to assign different Configuration Manager folders in Genesys to various Siebel users. However, if the same Siebel data is imported into different Configuration Manager folders, errors during import will occur due to uniqueness constraints imposed by the Genesys Configuration Layer. These errors result in Siebel and Genesys data being desynchronized. To avoid such errors, different Siebel users should import the same Siebel data into the same set of Configuration Manager folders. Alternatively, if each Siebel user has a unique folder assignment, different Siebel users should not import the same Siebel data into Genesys.

DNFolders Section

Each option in this section controls the mapping of a Siebel User ID to a Configuration Manager folder, where the Siebel user with this User ID will create DN objects when importing information from Siebel.

For example, if you have a Switch, `mySwitch` defined in Genesys Configuration Manager and you want the Siebel user with User ID `user1` to create DN objects under Configuration Manager folder `Folder1`, which is a subfolder of the DNs folder under switch `mySwitch`. Create a new option in the `DNFolders` section with `user1` as the option name and `/DNs/Folder1` as the option value.

All Configuration Manager folders referenced in this section should be created in Genesys Configuration Manager prior to importing information from Siebel. The relationship of Siebel User IDs to Genesys Configuration Manager folders in this section is many-to-one.

Note: You can configure the import function, using options in this section to assign different Configuration Manager folders in Genesys to various Siebel users. However, if the same Siebel data is imported into different Configuration Manager folders, errors during import will occur due to uniqueness constraints imposed by the Genesys Configuration Layer. These errors result in Siebel and Genesys data being desynchronized. To avoid such errors, different Siebel users should import the same Siebel data into the same set of Configuration Manager folders. Alternatively, if each Siebel user has a unique folder assignment, different Siebel users should not import the same Siebel data into Genesys.

SkillLevels Section

Options in this section define the mapping of Siebel Skill Expertise values to Genesys Skill Level values. To map a Siebel Skill Expertise value to a Genesys Skill Level value, create a new option within this section, where the option name is the value of the Siebel Skill Expertise and the option value is the value of the Genesys Skill Level. The default mapping is shown in Figure 9 on [page 67](#).

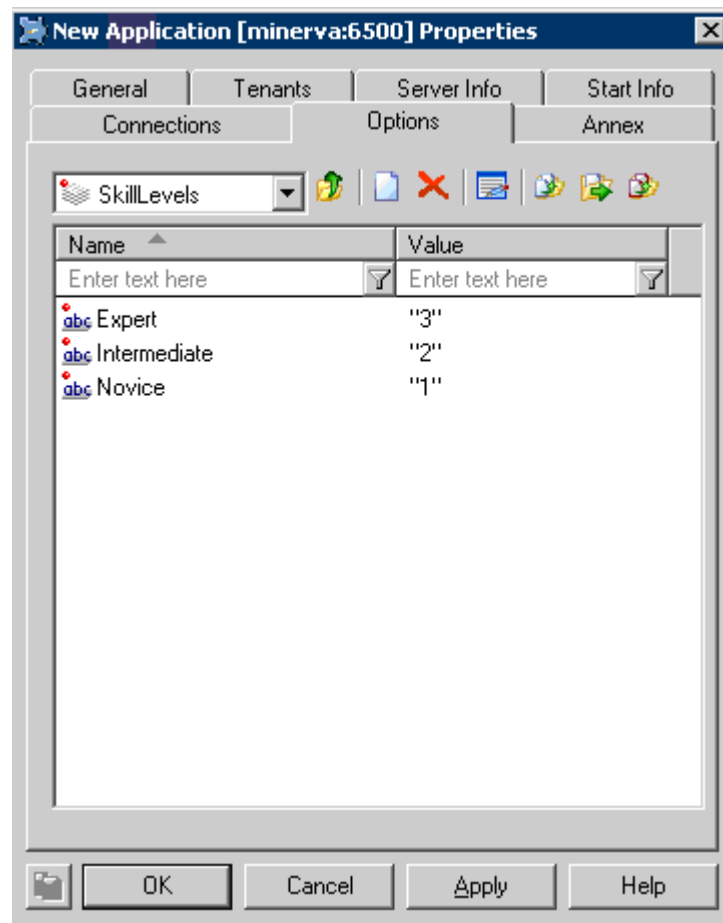


Figure 9: The Default Mapping of Siebel Skill Expertise Values to Genesys Skill Levels

After configuring the Application options, click OK to save the Application object.

Tenants Section

Options in this section define the mapping of Siebel Organizations or Divisions to Genesys Tenants. To map a Siebel Organization or Division to a Genesys Tenant, create a new option within this section, where the option name is the name of the Genesys Tenant and the option value is the name of the Siebel Organization or Division.

For example, if you have an Organization named `myOrganization` in Siebel and a Tenant named `myTenant` in Genesys, enter `myTenant` as the option name and `myOrganization` as the option value. Then all Siebel objects that belong to `myOrganization` Organization in Siebel will be created under `myTenant` Tenant in Genesys.

The relationship of Siebel Organizations or Divisions to Genesys Tenants is one-to-one.

Note: If you are working in a single-tenant environment, this section will contain one option, where the option name is `Resources` and the option value is the name of your Siebel Organization or Division.

Configuring Security Settings

Security settings must be configured for the Configuration Synchronization Component so that the Component can make changes to the Genesys Configuration Layer objects. Follow the procedures outlined in the following sections to configure the security settings for the Application object you created in “Creating the Application Object” on [page 57](#).

Creating a New Person

In Configuration Manager:

1. Right-click the `Persons` folder under `Environment` if you are working in a multi-tenant environment or under `Resources` if you are working in a single-tenant environment.
2. Select `New > Person`.
The new `Person` window displays.
3. Select the `General` tab and enter the following parameters:
 - Employee ID: `siebel7gplus`
 - User Name: `siebel7gplus`
 - Is Agent: `Clear`
4. Click `OK`.

Adding Person to the Super Administrators Access Group

In Configuration Manager, to display the existing Access Groups:

1. Click the `Access Groups` folder under `Environment` if you are working in a multi-tenant environment or under `Resources` if you are working in a single-tenant environment.
2. Double-click `Super Administrators Access Group` to display its properties.
3. Click the `Add` button to add the `Person` you just created to the `Users` list.
4. Click `OK`.

Associating Person's Account with the Application

In Configuration Manager, under `Environment`:

1. Click the **Applications** folder to display the existing applications.
2. Double-click the **Application** object you just created to display its properties.
3. Select the **Security** tab, in the **Log On As** section, and select **This Account**. The **Add User** window displays.
4. Select the **Person** you just created and click **Add**.
5. Click **OK** to close the **Add User** window.
6. Click **OK** to save the **Application** object.

This completes the Genesys part of the configuration process. Now you are ready to install the Configuration Synchronization Component.

Installation

This section describes the installation process for the Gplus Adapter 7.5 for the Siebel CRM Configuration Synchronization Component. Select one of the following sections depending on your environment.

Installation on Windows

To start the installation process, run the **setup.exe** file from the Configuration Synchronization Component installation package:

1. In the **Welcome** window, click **Next**.
2. In the **Configuration Parameters for the Genesys Configuration Server** window, enter the following:
 - Host of Configuration Server
 - Port of Configuration Server
 - User Name
 - Password
3. Click **Next**.
4. In the **Select Application** window, select the **Application** object you configured in the previous steps.
5. Click **Next**.
6. In the **Choose Destination Location** window, click **Next** to accept the default destination folder or use the **Browse** button to select a different destination folder.

Note: If you want to deploy both the Configuration Synchronization Component and the Campaign Synchronization Component, you must specify a unique destination folder for each component. This will prevent the installation package of one component from being overwritten by the installation package of the other component.

7. In the Ready to Install window, click **Install**.

8. In the Setup Complete window, click **Finish**.

The Configuration Synchronization Component is now installed.

In the *Gplus* Adapter for Siebel CRM program folder in the Start menu, you can see that the installer created a shortcut for the Configuration Synchronization Component.

Installation on UNIX

Note: Do not use special symbols in any destination directory name when installing in a UNIX environment.

To install the Configuration Synchronization Component on a UNIX system:

1. In the directory where the Component installation package was copied, locate a shell script named:
`install.sh`
2. Run this script from the command prompt by typing `sh` and the file name:
`sh install.sh`
3. When prompted, specify the host name of the computer on which the Component will be installed.
4. Enter the host name of Configuration Server.
5. Enter the port of Configuration Server.
6. Enter the user name for Configuration Server.
7. Enter the password for the user name.
8. Choose the Configuration Server environment by its corresponding number.
9. Specify the application configured in the previous steps by its corresponding number.
10. Specify the full path to the destination directory where you want the Component to be installed.

Note: If you want to deploy both the Configuration Synchronization Component and Campaign Synchronization Component, you must specify a unique destination folder for each component. This will prevent the installation package of one component from being overwritten by the installation package of the other component.

The process places the Component in the directory that you specified during installation.

Configuring Siebel

This section describes how to configure the Siebel part of the Configuration Synchronization Component.

Prestart Information

Before starting this part of the configuration process you must have the following application running.

- Siebel Tools

You should be connected to the local copy of the Siebel Server database and should have sufficient privileges to check in and check out projects from the Siebel Server Repository.

Configuring Siebel Using Siebel Tools

You will use Siebel Tools to compile an updated version of the Siebel Repository File for one or more of the Siebel applications you use on your Siebel Server, which you will then deploy on the server. For information about using Siebel Tools, see Siebel documentation.

Importing the GenesysConfigSynchronization.sif Archive

Note: If the Genesys Config Synchronization project already exists in your Siebel Repository File, lock it before importing the GenesysConfigSynchronization.sif archive. If this project does not exist before export, lock it after the export.

Note: The Adapter does not contain limitations for some of the Adapter's compiled components that will work only with the T eScript Engine (and not the ST eScript Engine). The default Siebel option is set to `Enable ST Script Engine = TRUE`, but for the Genesys component it should be set to `Enable ST Script Engine = FALSE`.

During this step, you will import objects into the Siebel Repository that are part of the Siebel implementation of the Configuration Synchronization Component. The objects will be added to `Genesys Config Synchronization` project in Siebel Tools.

To perform the import:

1. In Siebel Tools, select **Tools > Import from Archive...**
2. In the **Select Archive to Import** window, navigate to the `GenesysConfigSynchronization.sif` archive file. This file was created by the installation program in: `<target directory>/XXX/tools/objects` where `XXX` is the subfolder name (`/7.5`, `/7.7`, `/8.0`, or `/8.1`), depending on the Siebel version you use.
3. Click **Open**.
The **Import Wizard–Preview** window displays.
4. In the **Import Wizard–Preview** window, in the **Conflict resolution** section, select **Overwrite the object definition in the repository**.
5. Click **Next**.
The **Import Wizard–Review Conflicts and Actions** window displays.
6. Click **Next**.
The “Do you wish to proceed?” window displays.
7. Click **Yes**.
The objects from the archive are imported into the Siebel Repository.
8. Click **Finish** to complete the **Import Wizard**.

Note: It is possible for `siebel_assert_XXX.txt` file(s) to be generated by the Siebel environment after importing the archive. This does not affect the functionality of the Configuration Synchronization Component in any way.

Checking Out Existing Project

The Siebel implementation of the Configuration Synchronization Component makes use of run time events. To automate the process of creating run time events, which are required for Configuration Synchronization Component, you must modify the **Personalization Action Set Business Component**. To modify this object, you must check out the corresponding project from the Siebel Repository.

To check out a project from the Siebel Repository:

1. In Siebel Tools, select **Tools > Check Out...**.
The Check Out dialog box displays.
2. In the Projects list, select the Personalizations project.
3. Click **Check Out**.

Next, import the `PersonalizationActionSet.sif` archive.

Defining the Export of Siebel Extensions of Type S as ACD Positions in Genesys

The Configuration Synchronization Component can export Siebel extensions of type S to Genesys as Extensions or ACD Positions. By default, Siebel extensions of type S will be exported as Genesys DNs of ACD Position.

To set up the export of Siebel extensions of type S as Extensions in Genesys, these steps should be performed:

1. In Siebel Tools, navigate to **Object Explorer \ Business Service folder/applet**.
2. Select **<Genesys Config Synchronization> Business Service**.
3. For this Business Service, go to the **Business Service User Props applet**.
4. Select the record with Name **<ConvertExt2ACD>**.
5. Instead of **TRUE** (default), set **FALSE** as a value for this record.

Importing the PersonalizationActionSet.sif Archive

To import the `PersonalizationActionSet.sif` archive:

1. In Siebel Tools, select **Tools > Import from Archive...**
2. In the **Select Archive to Import** window, navigate to the `PersonalizationActionSet.sif` archive file. This file was created by the installation program in: `<target directory>/XXX/tools/objects` where XXX is the subfolder name (`/7.5`, `/7.7`, `/8.0`, or `/8.1`), depending on the Siebel version you use.
3. Click **Open**.
The **Import Wizard–Preview** window displays.
4. In the **Import Wizard–Preview** window, in the **Conflict resolution** section, select **Merge** the object definition from the archive file with the definition in the repository.
5. Click **Next**.
The “Do you wish to proceed?” window displays.
6. Click **Yes**.
The objects from the archive are imported into the Siebel Repository.

7. Click **Finish** to complete the Import Wizard.

Note: It is possible for `siebel_assert_xxx.txt` file(s) to be generated by the Siebel environment after importing the archive. This does not affect the functionality of the Component in any way.

Compiling the Siebel Repository File

To compile the Siebel Repository File:

1. In Siebel Tools, select **Tools > Compile Projects...**
2. Select **Locked projects**.
3. In the Siebel Repository File edit box, enter the name of the Repository File.
4. Click **Compile**.
The status bar at the bottom of the Object Compiler window indicates when the compilation is finished.
5. When the compilation is finished, close Siebel Tools.

Note: It is possible for `siebel_assert_xxx.txt` file(s) to be generated by the Siebel environment after compiling the Siebel Repository File. This does not affect the functionality of the Component in any way.

Next, configure the Siebel Server.

Configuring Siebel Server

Complete the steps described in this section to configure the Component to work with the Siebel Server.

Updating Configuration Files

Update the `eai.cfg` file in the Siebel Server installation. To update this file, open it and add the following line to the `[HTTP Services]` section:

```
GplusConfSynchExportAllData = GplusConfSynchExportAllData
```

Configuring the Siebel Inbound HTTP Transport

The Configuration Synchronization Component uses the Siebel Inbound HTTP Transport.

For instructions on how to configure the Siebel Inbound HTTP Transport, refer to Siebel documentation.

Deploying the Siebel Repository File

You need to deploy the compiled Siebel Repository File on your Siebel Server. Additionally, you may have to generate and deploy browser scripts for the new repository file.

For further information on deploying an updated repository file to the Siebel Server, refer to Siebel documentation.

Configuring Siebel Using the Siebel Web Client

Connect to your Siebel Server using the Siebel Web Client. You must be logged in as a Siebel Administrator.

This part of the configuration process includes the following procedures:

- Checking Enterprise Application Integration (EAI) Server Component Group Status
- Creating Named Subsystems

Checking EAI Server Component Group Status

Check the status of the EAI (Enterprise Application Integration) Server Component Group on your Siebel Server. There are slight variations in the navigation required by this process, depending on the version of Siebel with which you are working.

To check the status of the EAI Server Component Group on your Siebel Server:

1. Navigate through the Site Map to get to the desired applet:
 - In a Siebel 7.5.3 environment, select Site Map > Server Administration > Servers. Select Site Map > Server Administration > Servers.
 - In Siebel 7.7/7.8/8.0/8.1 environments, select Site Map > Administration - Server Configuration > Component Groups.
2. Select the Siebel Server you are working on. For the selected server, locate the Enterprise Application Integration Component Group in the Server Component Groups applet. Verify that the Enable State group has the value Enabled.

Creating Named Subsystems

Configure one Connection Subsystem that will be used by the Configuration Synchronization Component. There are slight variations in the navigation required by this process, depending on the version of Siebel with which you are working.

To start the process:

1. Navigate through the Site Map to get to your Siebel Server configuration:

- In a Siebel 7.5.3 environment, select Site Map > Server Administration > Servers. Select Site Map > Server Administration > Enterprise Configuration.
 - In Siebel 7.7/7.8/8.0/8.1 environments, select Site Map > Administration - Server Configuration.
2. Select the Enterprise Profile Configuration (Profile Configuration in Siebel 7.7/7.8/8.0/8.1) in the applet within the view.

Continue the process by completing the procedures below.

Creating EAI Transport Data Handling Subsystem

1. In the Component Profiles (Profile Configuration in Siebel 7.7/7.8/8.0/8.1) applet, create a new record.
2. Specify the following parameters for the new record:
 - Named Subsystem Alias (Alias in Siebel 7.7/7.8/8.0/8.1): GplusConfSynchExportAllData
 - Description: Gplus Configuration Synchronization Component: ExportAllData
 - Name (Profile in Siebel 7.7/7.8/8.0/8.1): Gplus Configuration Synchronization Component ExportAllData Parameters
 - Subsystem Type: EAITransportDataHandlingSubsys
3. Save the new record.
4. For the Named Subsystem record you just created, enter the following parameters in the Enterprise Profile Configuration (Profile Parameters in Siebel 7.7/7.8/8.0/8.1) applet:
 - DispatchMethod: ExportAllData
 - DispatchService: Genesys Config Synchronization

Creating Connection Subsystems

1. In the Component Profiles (Profile Configuration in Siebel 7.7/7.8/8.0/8.1) applet, create a new record.
2. Specify the following parameters for the new record:
 - Named Subsystem Alias (Alias in Siebel 7.7/7.8/8.0/8.1): GplusConfSyncConnectionPrimary
 - Description: Gplus Configuration Synchronization Component Primary Connection
 - Name (Profile in Siebel 7.7/7.8/8.0/8.1): Gplus Configuration Synchronization Component Primary Connection Parameters
 - Subsystem Type: HTTPSubSys
3. Save the new record.

4. For the Named Subsystem record you just created, enter the following parameters in the Enterprise Profile Configuration (Profile Parameters in Siebel 7.7/7.8/8.0/8.1) applet:
 - HTTPRequestMethod: POST
 - HTTPRequestURLTemplate: http://<host>:<port>where:
<host> is the host where you installed the Primary Configuration Synchronization Component.
<port> is the port you specified with the Communications Port option on the Server Info tab of the Primary Configuration Synchronization Component Application object.
5. In the Component Profiles (Profile Configuration in Siebel 7.7/7.8/8.0/8.1) applet, create a new record.
6. Specify the following parameters for the new record:
 - Named Subsystem Alias (Alias in Siebel 7.7/7.8/8.0/8.1):
GplusConfSyncConnectionBackup
 - Description: Gplus Configuration Synchronization Component Backup Connection
 - Name (Profile in Siebel 7.7/7.8/8.0/8.1): Gplus Configuration Synchronization Component Backup Connection Parameters
 - Subsystem Type: HTTPSubSys
7. Save the new record.
8. For the Named Subsystem record you just created, enter the following parameters in the Enterprise Profile Configuration (Profile Parameters in Siebel 7.7/7.8/8.0/8.1) applet:
 - HTTPRequestMethod: POST
 - HTTPRequestURLTemplate: http://<host>:<port>where:
<host> is the host where you installed the Backup Configuration Synchronization Component.
<port> is the port you specified with the Communications Port option on Server Info Tab of the Backup Configuration Synchronization Component Application object.

Run Time Events Used by the Configuration Synchronization Component

Note: The run time events used by the Configuration Synchronization component replace functions that are performed by scripts in the older versions of the component (7.0 and older).

To create Run Time Events required by the Configuration Synchronization Component, you have to run the `InstallRunTimeEvents` method of the Genesys Config Synchronization Siebel Business Service once using the Siebel Business Service Simulator applet.

To run the method:

1. Navigate through the Site Map to Business Service Administration > Business Service Simulator.
2. In the Service Methods applet, create a new record.
3. Specify the following parameters for the new record:
 - Service Name: Genesys Config Synchronization
 - Method Name: `InstallRunTimeEvents`
4. Click the Run button.

After that, navigate in the Siebel client to Runtime Events Administration > Events (Administration - Runtime Events > Events in Siebel 7.7/7.8/8.0/8.1).

Select the Reload Personalization (Reload Runtime Events in Siebel 7.7/7.8/8.0/8.1) system menu item.

This completes the creation of the Run Time Events required by the Configuration Synchronization Component.

Genesys Config Synchronization Business Service - User Properties

This section describes the User Properties of this Business Service.

Customers can redefine the default values of the User Properties specified in Table X. These values are used during configuration synchronization. Default values are useful when all configuration objects must have same values.

Table 5: User Properties of Genesys Config Synchronization Business Service

Name	Default Value	Comments
ConvertExt2ACD	TRUE	
DefaultAgentLoginOverride		Empty string
DefaultAgentLoginState	1	CfgObjectState (1 is Enabled)
DefaultAgentLoginSwitchSpecific Type	1	
DefaultAgentLoginUseOverride	2	CfgFlag (2 is True)
DefaultAgentLoginWrapupTime	1	
DefaultDnAssociation		Empty string
DefaultDnLoginID		Empty string
DefaultDnNumberOfTrunks	0	
DefaultDnOverride		Empty string
DefaultDnRegisterAll	2	CfgDNRegisterFlag (2 is True)
DefaultDnRouteType	1	CfgRouteType (1 is Default)
DefaultDnState	1	CfgObjectState (1 is Enabled)
DefaultDnSwitchSpecificType	1	
DefaultDnUseOverride	2	CfgFlag (2 is True)

Table 5: User Properties of Genesys Config Synchronization Business Service (Continued)

Name	Default Value	Comments
HTTP Connection Subsystem (Primary)	GplusConfSyncConnectionPrimary	
HTTP Connection Subsystem (Backup)	GplusConfSyncConnectionBackup	
Library Name	GenCommDrv	The value of this parameter should NOT be changed.

Data Type Definitions

Below are definitions of data types used in [Table 5](#).

CfgObjectState:

- 0 - No Object State/CFGNoObjectState
- 1 - Enabled/CFGEnabled
- 2 - Disabled/CFGDisabled
- 3 - Deleted/CFGDeleted

CfgDNRegisterFlag:

- 0 - Unknown/CFGDRUnknown
- 1 - False/CFGDRFalse
- 2 - True/CFGDRTrue
- 3 - OnDemand/CFGDROnDemand

CfgRouteType:

- 0 - Unknown/CFGNoRoute
- 1 - Default/CFGDefault
- 2 - Label/CFGLabel
- 3 - Overwrite DNIS /CFGOverwriteDNIS
- 4 - DDD/CFGDDD
- 5 - IDDD/CFGIDDD
- 6 - Direct/CFGDirect
- 7 - Reject/CFGReject
- 8 - Announcement/CFGAnnouncement
- 9 - Post feature/CFGPostFeature
- 10 - Direct Agent/CFGDirectAgent
- 11 - Use external protocol/CFGUseExternalProtocol
- 12 - Get from DN/CFGGetFromDN
- 13 - Default/CFGXRouteTypeDefault


```

14 - Route/CFGXRouteTypeRoute
15 - Direct/CFGXRouteTypeDirect
16 - Reroute/CFGXRouteTypeReroute
17 - Direct UI/CFGXRouteTypeDirectUI
18 - Direct ANI/CFGXRouteTypeDirectANI
19 - Direct No Token/CFGXRouteTypeDirectNoToken
20 - DNIS pooling/CFGXRouteTypeDNISPooling
21 - Direct DNISn ANI/CFGXRouteTypeDirectDNISnANI
22 - Ext protocol/CFGXRouteTypeExtProtocol
23 - Direct digits/CFGXRouteTypeDirectDigits
24 - Forbidden/CFGXRouteTypeForbidden
25 - ISCC protocol/CFGXRouteTypeISCCProtocol
26 - Pullback/CFGXRouteTypePullBack

```

For more detailed info regarding these data types please use documentation of Genesys Configuration Server.

Starting the Configuration Synchronization Component

After the Configuration Synchronization Component has been deployed, it must always be running to ensure that the Genesys environment stays up-to-date with the Siebel environment. Running the Component constantly will prevent error messages in the Siebel Web Client and will guarantee that the Genesys environment reflects the latest configuration updates made in the Siebel environment.

The Configuration Synchronization Component can be started from the command line. The name of the component is listed below:

- `GplusConfSynch.exe` for Windows
- `GplusConfSynch` for UNIX.

The component supports the following command line options:

```
-host <host> -port <port> -app <application> [ -clean_batch | -batch ]
```

where:

`host` is the name of the host where the Genesys Configuration Server is running.

`port` is the port of the Genesys Configuration Server.

`application` is the name of the Configuration Synchronization Component application.

The `-batch` option should be used to synchronize Siebel and Genesys agent data when the Configuration Synchronization Component is started for the first time. To remove all agent data from the Configuration Synchronization

Component folders in Configuration Manager and then export agent data from Siebel, use `-clean_batch`.

If you are using Windows, you can also start the Configuration Synchronization Component from the Start menu by going to Programs > Genesys Solutions > Gplus Adapter for Siebel CRM and selecting the component's shortcut (the shortcut has the same name as the Configuration Synchronization Component application object). This will start the component with the default command line options (without `-batch` and `-clean_batch` options).

Note: Before starting the Configuration Synchronization Component with either `-batch` or `-clean_batch` options, you should make sure that all of the latest changes you made in the Siebel Web Client have been saved in the Siebel database. Usually, this can be done by switching to a view different than the one you used to make the last modification.

Note: For `-batch` and `-clean_batch` options to work correctly, different Siebel users should create Configuration Manager objects of the same type under the same Configuration Manager folder. When you use either `-batch` or `-clean_batch` options, the Configuration Synchronization Component uses folder mapping for the Siebel user, specified by the `username` option in the Genesys section of the Configuration Synchronization Component application.

Note: You can use Genesys Management Layer, and specifically the Solution Control Interface, to start or stop or switch between primary and backup Configuration Synchronization Components. If you want to do this, make sure that the Command Line Arguments in the application Start Info tab do not include the `-service` argument.



Chapter

4

Configuration and Installation of the Campaign Synchronization Component

This chapter describes how to configure and install the Siebel CRM Campaign Synchronization Component of the *Gplus* Adapter. It includes the following sections:

- [Overview, page 83](#)
- [New in This Release, page 84](#)
- [Configuring Genesys, page 84](#)
- [Time Zones, page 102](#)
- [Installation, page 104](#)
- [Configuring Siebel, page 105](#)

Overview

The *Gplus* Adapter for Siebel CRM Campaign Synchronization Component is a server-based component. The process for configuring and installing this component is significantly different than the process for driver-based components.

The process of configuring and installing the Campaign Synchronization Component includes three general procedures:

- Configuring Genesys
- Installation of the Campaign Synchronization Component
- Configuring Siebel.

Each of these procedures is explained in detail under a separate heading below.

Before importing campaigns from Siebel to Genesys, see the *Gplus Adapter 7.5 for Siebel CRM User's Guide* and read the section “Importing Siebel Campaigns to Genesys.”

New in This Release

This section provides information about new features or functionality in this release of the Campaign Synchronization Component:

- Supports Siebel 8.0, 8.1
- Added flexibility to the customization procedure of synchronization data:
 - Possibility to add custom fields with new data types: `float` and `datetime`
 - Possibility to export different field values per record in the same chain depending on the phone type, in particular, setting the value of fields `Daily From`, `Daily To`, and `Chain Number`.
 - Possibility to synchronize custom fields from the Campaign List Contact view
 - Possibility to develop customer's own synchronization procedure based on XML schema, which describes all messages supported by the Campaign Synchronization Component.

For more information about the new functionality mentioned above, refer to the *Gplus Adapter 7.5 for Siebel CRM Developer's Guide*.

- The Campaign Synchronization Component now supports secure communication with Genesys servers.

Configuring Genesys

This section describes how to configure the Genesys section of the Campaign Synchronization Component.

Prestart Information

Before starting the configuration process you should have the following applications running:

Genesys Framework:

- Configuration Database
- Configuration Server
- Configuration Manager

As a Configuration Manager user, you should have sufficient privileges to make changes to Configuration Layer objects.

Importing the Application Template

To import the Component's Application Template:

1. In Configuration Manager, under Environment, right-click the Application Templates folder.
2. Select Import Application Template.
3. Browse to select the Application Template for the Campaign Synchronization Component. Select the proper template based on the version of Configuration Server used in your environment. If your version of Configuration Server is less than 7.1, select the first template listed below, otherwise select the second.
`Gplus_SiebelCRM_Camp_Synch_750_for_CL_70.apd`
`Gplus_SiebelCRM_Camp_Synch_750_for_CL_71_and_higher.apd`
4. Click Open.
The Properties dialog box for the Application Template object displays.
5. Optional: Edit the Application Template name. Click OK to accept the default values.

The Application Template object has been imported to Genesys Configuration Layer. Next, you will create the Configuration Layer Application object for the Campaign Synchronization Component.

Creating the Application Object

To create the Application object for the Campaign Synchronization Component:

1. In Configuration Manager, under Environment, right-click the Applications folder.
2. Select New > Application.
3. Select the Application Template that you just created.
4. Click OK.

The Properties dialog box for the Application displays.

Below are instructions for configuring the tabs in the Properties dialog box, arranged in the order in which they display. The first tab is the General tab (see Figure 10 on [page 86](#)).

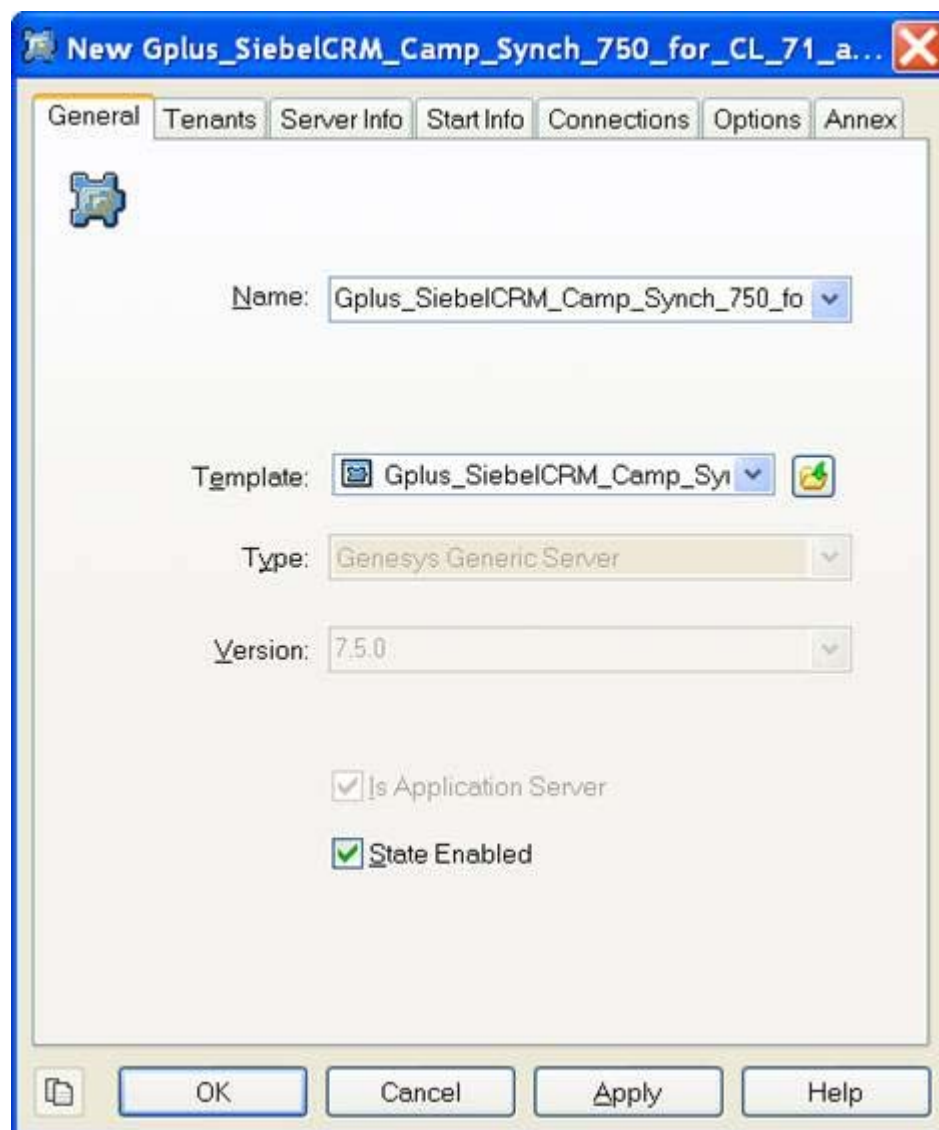


Figure 10: View of General Tab in Multi-Tenant Environment

General Tab

Enter the name of the Application object you are configuring.

Next, if you are working in a multi-tenant environment, go to the Tenants tab; otherwise, go to the Server Info tab.

Tenants Tab

The Tenants tab only displays if you are working in a multi-tenant environment.

Select the Genesys Tenants under which the objects that are exported from Siebel will be created.

Next, select the Server Info tab.

Server Info Tab

1. Host field: Use the Browse button to select the host where you are installing the Campaign Synchronization Component and click OK.
2. Ports list: Add a port with any valid port number.

Note: This option determines the HTTP port number used by the Campaign Synchronization Component to receive HTTP packets from Siebel. You will use the value that you enter for this option when you configure the Siebel part of the Campaign Synchronization Component.

3. Select the Start Info tab.

Start Info Tab

1. Working Directory field: Enter the full name of the Component installation directory on the host you specified on the Server Info tab. The value you enter in this field will be used as the default destination folder during installation.
2. Enter any valid value into each of the following fields:
 - Command Line
 - Command Line Arguments

The values you enter in these fields will be overwritten during installation; however, data must be present in these fields during the configuration process.
3. Leave the default values for the remaining fields.
4. Select the Options tab.

Connections Tab

On the Connections tab, add the applications to which this application connects:

- Database Access Point - used to provide access to the Outbound Contact database for storing Calling List tables (mandatory).
- Outbound Contact Server - required for DoNotCall notifications and CallResults synchronization in real-time mode.

- T-Server - used by the Outbound Contact Server to communicate through a communication DN.
- Message Server - required if you plan to use the Management Layer for alarm-signaling and centralized-logging capabilities.
- Configuration Server – required if you plan to configure connections to this server.

Options Tab

On the Options tab (see Figure 11 on [page 89](#)), in the Sections pane, the following sections appear:

- CallingListFolders
- CampaignFolders
- DatabaseAccessPoints
- Genesys
- Log
- TableAccessFolders
- Tenants

You will configure options in these sections, starting with the Log section. Double-click a section to access its options.

Note: To synchronize campaign information using this release of the *Gplus* Adapter, you must map the Siebel User IDs (the Login Names) of the *users who created campaigns* in the Siebel environment to the DatabaseAccessPoints, TableAccessFolders, CallingListFolders, and CampaignFolders.

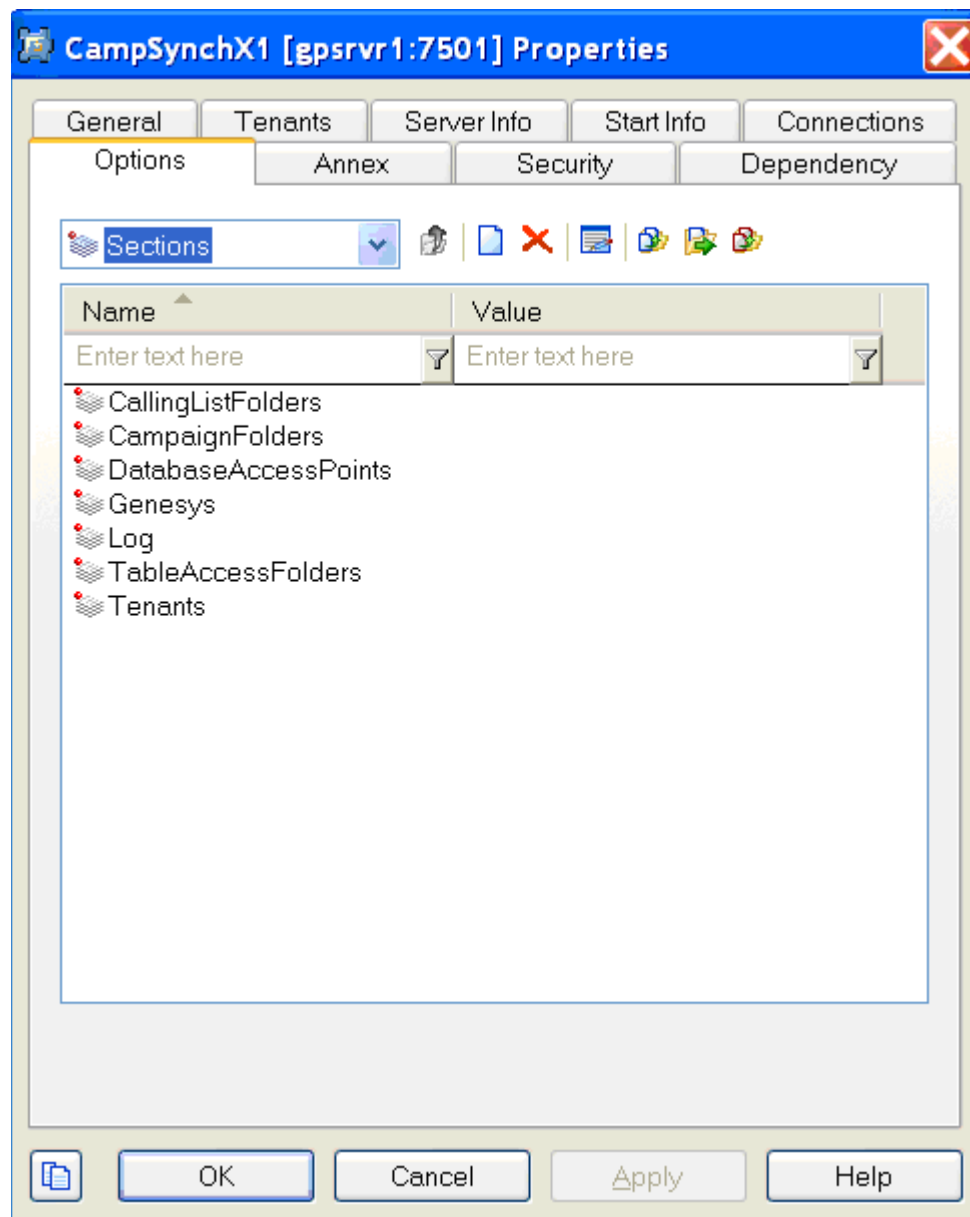


Figure 11: View of Options Tab in a Multi-Tenant Environment

Log Section

The Campaign Synchronization Component supports the unified set of log options (common log options) to allow precise configuration of the log file output. For a complete list of unified log options and their descriptions, see the “Common Log Options” chapter of the *Framework 7 Configuration Options Reference Manual*.

If you do not specify any log options, the default values apply.

Genesys Section

synchSummary Option

Change the value of this option to “True” if you need to collect synchronization summary information. See the *Gplus Adapter 7.5 for Siebel CRM Developer's Guide* for more information about Synchronization summary usage.

format Option

This option determines the name of a list import Format object in Genesys Configuration Layer, which is used by the Campaign Synchronization Component to create Genesys calling list tables. The default value for this option is `GplusCampSynch`. Leave the default value unchanged at the time of deployment. For more information about this option, see the *Gplus Adapter 7.5 for Siebel CRM Developer's Guide*.

communicationDN Option

This option determines the name of a communication DN, which is used for interactions with the Outbound Contact Server, and specifically for the Do Not Call option.

DNCUpdateTimeout

The default value for this option is `5000ms` - the time interval that the Campaign Synchronization Component waits for a response about a DoNotCall list update.

pullDataTimeout Option

The default value for this option is `15000 ms`, the time interval used by the Campaign Synchronization Component to reconnect to Siebel Server for a request of Synchronization data to be sending.

ServerURL Option

This option specifies the URL of the web server that has the Siebel Web Engine installed. Initially, this option contains the template string:

```
ServerURL=<ServerUrl>/<path>/start.swe?SWEExtSource=GplusCampSynch&SWEExtCmd=Execute&UserName=<userName>&Password=<password>
```

where:

`<ServerUrl>` is the first part of the URL you use to access your Siebel Server through the Siebel Web Client.

`<path>` specifies a virtual path on the server referring to the specific Siebel Web Extension configuration. The default value for this option is `eai_enu`.

You have to edit this URL template string according to your Siebel Web Extension configuration. For example:

```
http://www.myserver.com/eai_enu/start.swe?SWEExtSource=GplusCampSynch&SWEExtCmd=Execute&UserName=<userName>&Password=<password>
```

For security reasons, you do not need to put `<userName>` and `<password>` directly into the URL string. Use the `username` and `password` options instead.

synchCallResults Option

Change the value of this option to `True` if you need to synchronize Call Results from Genesys to Siebel in real-time mode.

pushDataTimeout Option

The default value for this option is `11000` ms, the time interval used by the Campaign Synchronization Component to reconnect and send to Siebel Server all Call Results Data received by the Adapter from Outbound Contact Server for this interval (backward synchronization in real-time mode).

username Option

This option specifies a Siebel user name for the Siebel Object Manager login to process a request from the *Gplus* Adapter. For example: `GenesysAdapter`. This user name must be created in the Siebel environment. The user must have access to the Siebel database as Siebel Administrator.

Note: Genesys does not recommend using a common login ID for this process.

For more information about Siebel user administration, refer to your Siebel documentation.

password Option

This option specifies the password for the login user name above. For example: `GenesysAdapter`. This user name should be created in the Siebel environment. The user must have access to the Siebel database as a Siebel Administrator. We do not recommend the use of a common login for this process! For more information about Siebel user administration, see your Siebel documentation.

xslTransformer Option

This configuration option is optional. Use this option if you want to transform some values of synchronized data such as Phone number by your own rules. The Adapter provides a mechanism to customize the transformation rules through an `xsl` file. In this case you have to add this option to the Genesys section. The value of the option should be equal to the name of the `xsl` file. See the *Gplus Adapter 7.5 for Siebel CRM Developer's Guide* for more information about this option.

Tenants Section

Options in this section define the mapping of Siebel Organizations or Divisions to Genesys Tenants. To map a Siebel Organization or Division to a Genesys Tenant, create a new option within this section, where the option name is the name of the Genesys Tenant and the option value is the name of the Siebel Organization or Division.

For example, if you have an Organization named `myOrganization` in Siebel and a Tenant named `myTenant` in Genesys, enter `myTenant` as the option name and

myOrganization as the option value. Then all Siebel objects that belong to myOrganization Organization in Siebel will be created under myTenant Tenant in Genesys.

The relationship of Siebel Organizations or Divisions to Genesys Tenants is one-to-one.

Note: If you are working in a single-tenant environment, this section should contain one option, where the option name is Resources and the option value is the name of your Siebel Organization or Division.

DatabaseAccessPoints Section

The options in this section allow you to designate where selected Siebel users can create Genesys calling list tables when exporting campaigns from Siebel to Genesys.

To provide Campaign Synchronization functionality, the Siebel Login Names of the *users who created campaigns* in the Siebel environment must be mapped to the DatabaseAccessPoints. These login names are the User ID's stored in the "Created By" field of corresponding campaigns. In Siebel 7.7/7.8/8.0/8.1, you can find these login names in the Campaign List applet. In any Siebel version, you can find these login names by querying the Siebel database. For example, a database query similar to this one should work: `SELECT T2.LOGIN FROM S_SRC T1 LEFT OUTER JOIN S_USER T2 ON T1.CREATED_BY = T2.ROW_ID`.

For example, if you want the Siebel user (who created the relevant campaigns) with User ID user1 to create calling list tables in a database defined by Database Access Point DAP1 in Genesys, then you would create a new option in this section, where the option name is user1 and the option value is DAP1.

Prior to importing information from Siebel, you must use Genesys Configuration Manager to create the Database Access Points referenced in this section.

The relationship of Siebel User IDs to Genesys Database Access Points in this section is many-to-one.

TableAccessFolders Section

Each option in this section controls the mapping of a Siebel User ID to a Configuration Manager folder, where the Siebel user with this User ID will create Table Access objects when importing information from Siebel.

To provide Campaign Synchronization functionality, the Siebel Login Names of the *users who created campaigns* in the Siebel environment must be mapped to the TableAccessFolders. These login names are the User ID's stored in the "Created By" field of corresponding campaigns. In Siebel 7.7/7.8/8.0/8.1, you can find these login names in the Campaign List applet. In any supported Siebel version, you can find these login names by querying the Siebel

database. For example, a database query similar to this one should work:
`SELECT T2.LOGIN FROM S_SRC T1 LEFT OUTER JOIN S_USER T2 ON T1.CREATED_BY = T2.ROW_ID.`

For example, suppose that you have a Tenant, `myTenant`, defined in Genesys Configuration Manager and you want the Siebel user (who created the relevant campaigns) with User ID `user1` to create Table Access objects under Configuration Manager folder `Folder1`, which is a subfolder of the `Table Access` folder under Tenant `myTenant`. To do this, create a new option in the `TableAccessFolders` section with `user1` as the option name and `/Table Access/Folder1` as the option value. The Siebel Organization or Division, whose objects the Siebel user `user1` will import, must be mapped to Tenant `myTenant`. For information about tenants, see “Tenants Section” on [page 91](#).

Prior to importing information from Siebel, you must use Genesys Configuration Manager to create the Configuration Manager folders referenced in this section.

The relationship of Siebel User IDs to Genesys Configuration Manager folders in this section is many-to-one.

Note: You can configure the import function using the options in this section, to assign different Configuration Manager folders in Genesys to various Siebel users. However, if the same Siebel data is imported into different Configuration Manager folders, errors during import will occur due to uniqueness constraints imposed by the Genesys Configuration Layer. These errors result in Siebel and Genesys data being desynchronized. To avoid such errors, different Siebel users should import the same Siebel data into the same set of Configuration Manager folders. Alternatively, if each Siebel user has a unique folder assignment, different Siebel users should not import the same Siebel data into Genesys.

CallingListFolders Section

Each option in this section controls the mapping of a Siebel User ID to a Configuration Manager folder, where the Siebel user with this User ID will create Calling List objects when importing information from Siebel.

To provide Campaign Synchronization functionality, the Siebel Login Names of the *users who created campaigns* in the Siebel environment must be mapped to the `CallingListFolders`. These login names are the User ID's stored in the “Created By” field of corresponding campaigns. In Siebel 7.7/7.8/8.0/8.1, you can find these login names in the Campaign List applet. In any supported Siebel version, you can find these login names by querying the Siebel database. For example, a database query similar to this one should work:
`SELECT T2.LOGIN FROM S_SRC T1 LEFT OUTER JOIN S_USER T2 ON T1.CREATED_BY = T2.ROW_ID.`

For example, if you have a Tenant, `myTenant` defined in Genesys Configuration Manager and you want the Siebel user (who created the relevant campaigns) with User ID `user1` to create Calling List objects under Configuration Manager folder `Folder1`, which is a subfolder of the `Calling Lists` folder under Tenant `myTenant`. Create a new option in the `CallingListFolders` section with `user1` as the option name and `/Calling Lists/Folder1` as the option value. Make sure that the Siebel Organization or Division whose objects Siebel user `user1` will import is mapped to Tenant `myTenant` (see “Tenants Section” on [page 91](#)).

Prior to importing information from Siebel, you must use Genesys Configuration Manager to create the Configuration Manager folders referenced in this section.

The relationship of Siebel User IDs to Genesys Configuration Manager folders in this section is many-to-one.

Note: You can configure the import function using the options in this section, to assign different Configuration Manager folders in Genesys to various Siebel users. However, if the same Siebel data is imported into different Configuration Manager folders, errors during import will occur due to uniqueness constraints imposed by the Genesys Configuration Layer. These errors result in Siebel and Genesys data being desynchronized. To avoid such errors, different Siebel users should import the same Siebel data into the same set of Configuration Manager folders. Alternatively, if each Siebel user has a unique folder assignment, different Siebel users should not import the same Siebel data into Genesys.

CampaignFolders Section

Each option in this section controls the mapping of a Siebel User ID to a Configuration Manager folder, where the Siebel user with this User ID will create Campaign objects when importing information from Siebel.

To provide Campaign Synchronization functionality, the Siebel Login Names of the *users who created campaigns* in the Siebel environment must be mapped to the CampaignFolders. In Siebel 7.7/7.8/8.0/8.1, you can find these login names in the Campaign List applet. In any Siebel version, you can find these login names by querying the Siebel database. For example, a database query similar to this one should work: `SELECT T2.LOGIN FROM S_SRC T1 LEFT OUTER JOIN S_USER T2 ON T1.CREATED_BY = T2.ROW_ID`.

For example, if you have a Tenant, `myTenant` defined in Genesys Configuration Manager and you want the Siebel user (who created the relevant campaigns) with User ID `user1` to create Campaign objects under Configuration Manager folder `Folder1`, which is a subfolder of the `Campaigns` folder under Tenant `myTenant`. Create a new option in the `CampaignFolders` section with `user1` as the option name and `/Campaigns/Folder1` as the option value. Make sure that the

Siebel Organization or Division whose objects Siebel user user1 will import is mapped to Tenant myTenant (see the topic “Tenants Section” on [page 91](#)).

Prior to importing information from Siebel, you must use Genesys Configuration Manager to create the Configuration Manager folders referenced in this section.

The relationship of Siebel User IDs to Genesys Configuration Manager folders in this section is many-to-one.

Note: You can configure the import function using the options in this section, to assign different Configuration Manager folders in Genesys to various Siebel users. However, if the same Siebel data is imported into different Configuration Manager folders, errors during import will occur due to uniqueness constraints imposed by the Genesys Configuration Layer. These errors will cause Siebel and Genesys data to become de-synchronized. To avoid such errors, different Siebel users should import the same Siebel data into the same set of Configuration Manager folders. Alternatively, if each Siebel user has a unique folder assignment, different Siebel users should not import the same Siebel data into Genesys.

After configuring the Application options, click OK to save the Application object.

Configuring Security Settings

Security settings must be configured for the Campaign Synchronization Component so that the Component can make changes to Genesys Configuration Layer objects. Follow the procedures outlined in the following sections to configure the security settings for the Application object you created in “Creating the Application Object” on [page 85](#).

Creating a New Person

In Configuration Manager:

1. Right-click the Persons folder under Environment if you are working in a multi-tenant environment or under Resources if you are working in a single-tenant environment.
2. Select **New > Person**.
The new Person window displays.
3. Select the General tab and enter the following parameters:
 - Employee ID: siebel7gplus
 - User Name: siebel7gplus
 - Is Agent: Clear
4. Click **OK**.

Adding Person to the Super Administrators Access Group

In Configuration Manager, to display the existing Access Groups:

1. Click the Access Groups folder under Environment if you are working in a multi-tenant environment or under Resources if you are working in a single-tenant environment.
2. Double-click Super Administrators Access Group to display its properties.
3. Click the Add button to add the Person you just created to the Users list.
4. Click OK.

Associating a Person's Account with the Application

In Configuration Manager, under Environment:

1. Click the Applications folder to display existing Applications.
2. Double-click the Application object you just created to display its properties.
3. Select the Security tab, in the Log On As section, and select This Account. The Add User window displays.
4. Select the Person you just created and click Add.
5. Click OK to close the Add User window.
6. Click OK to save the Application object.

Creating the List Import Format

In this step of the configuration process, you create a list import Format object. The list import Format object determines the structure of the calling list tables that the Campaign Synchronization Component will create when importing Siebel campaigns. Creating the list import Format object involves three processes:

- Creating Field Objects
- Updating Field Objects
- Creating the Format Object
- Copying the Format Object

The first step of the process is to create several Field objects that are mandatory for each list import Format.

Before you create the Field objects, however, make sure that the Annex tab will be displayed in the Configuration object properties window:

1. In Configuration Manager, from the View menu, select Options.

2. Select **Show Annex** tab in object properties.
3. Click **OK** to close the window.

Creating Field Objects

To create a new Field object, in Configuration Manager:

1. Right-click the **Fields** folder. If you are working in a multi-tenant environment, this is located under **Environment**; if you are working in a single-tenant environment, this is located under **Resources**.


The **New Field Properties** window appears.



2. Select **New > Field**.
The new **Field** window displays.
3. On the **General** tab, for the **Field** you are creating, enter the **Name** field value from Table 6, “Field Object Properties,” on [page 99](#).
For example, to complete the first instance, enter `crm_campaign_id`.
4. On the **Annex** tab, create a new section called `default`. See Figure 13 on [page 100](#).
5. In the `default` section, create an option with the option name `send_attribute` and the option value from Table 7 on [page 99](#), which corresponds to the **Field** object you are creating.
6. Click **OK**.

Repeat Steps 1–6 for each **Field** shown in [Table 6](#).

New Field [gps:3610] Properties

General | Annex

 Name:

Tenant:  

Data Type:

Description:

Length:

Field Type:

Default:

☐ Primary Key

☐ Unique

☐ Nullable

☒ State Enabled

OK Cancel Apply Help

Figure 12: Creating a New Field Object

[Table 6](#) contains properties you need to enter on the General tab for each Field object.

Table 6: Field Object Properties

Field Name	Data Type	Description	Length	Field Type	Primary Key	Nullable
crm_campaign_id	varchar	Campaign ID	20	User-Defined Field	Cleared	Cleared
crm_camp_con_id	varchar	Campaign List Contact ID	20	User-Defined Field	Selected	Cleared
crm_contact_id	varchar	Contact ID	20	User-Defined Field	Cleared	Cleared

[Table 7](#) shows the values for the `send_attribute` option, which you use when creating Field objects.

Table 7: Values for `send_attribute` Option

Field Name	<code>send_attribute</code> Option Value
crm_campaign_id	CRM_CAMPAIGN_ID
crm_camp_con_id	CRM_CAMP_CON_ID
crm_contact_id	GSW_CUSTOMER_ID

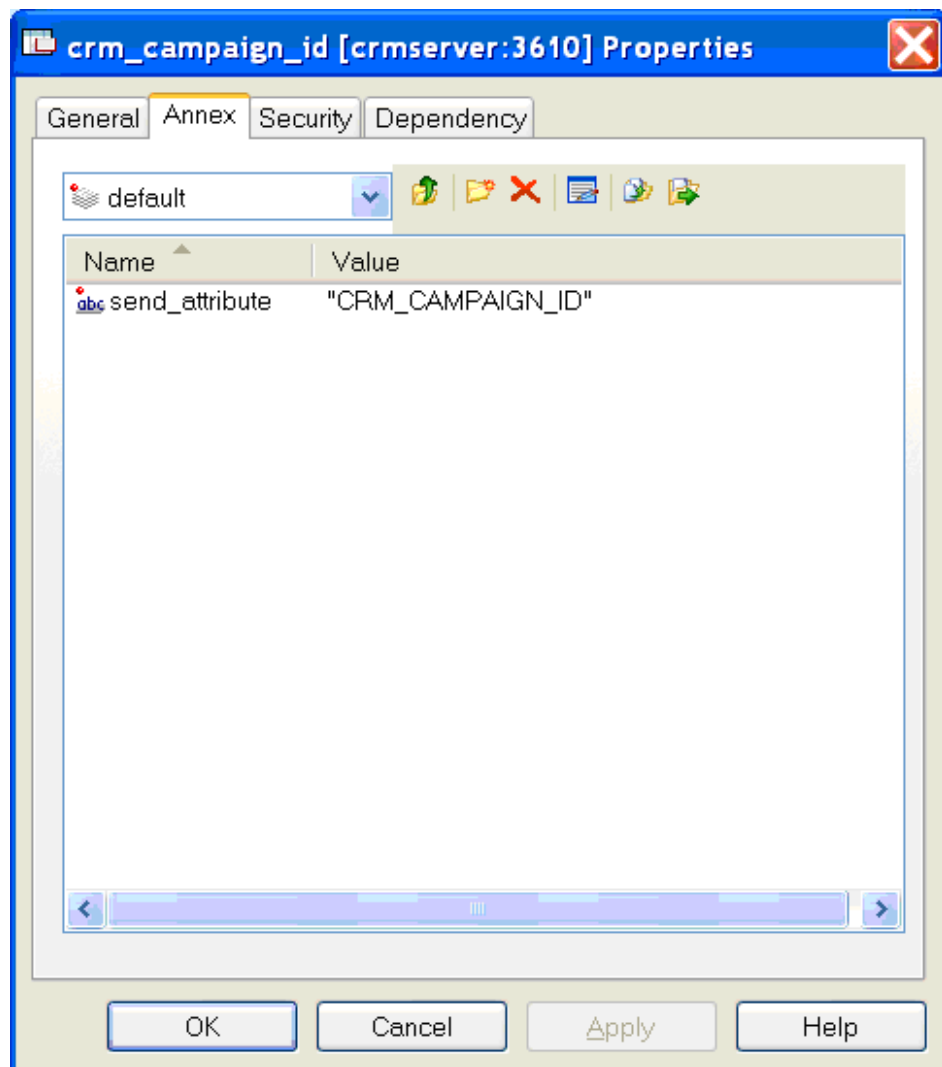


Figure 13: Creating send_attribute Option

Updating Field Objects

If you need to synchronize Call Results from Genesys to Siebel in real-time mode, you have to update certain Field Objects:

- call_result
- call_time
- attempt
- crm_campaign_id
- crm_camp_con_id
- crm_contact_id

The new option `icon_attribute = 1` must be added to the default section for all of these fields, as shown in Figure 14 on [page 101](#).

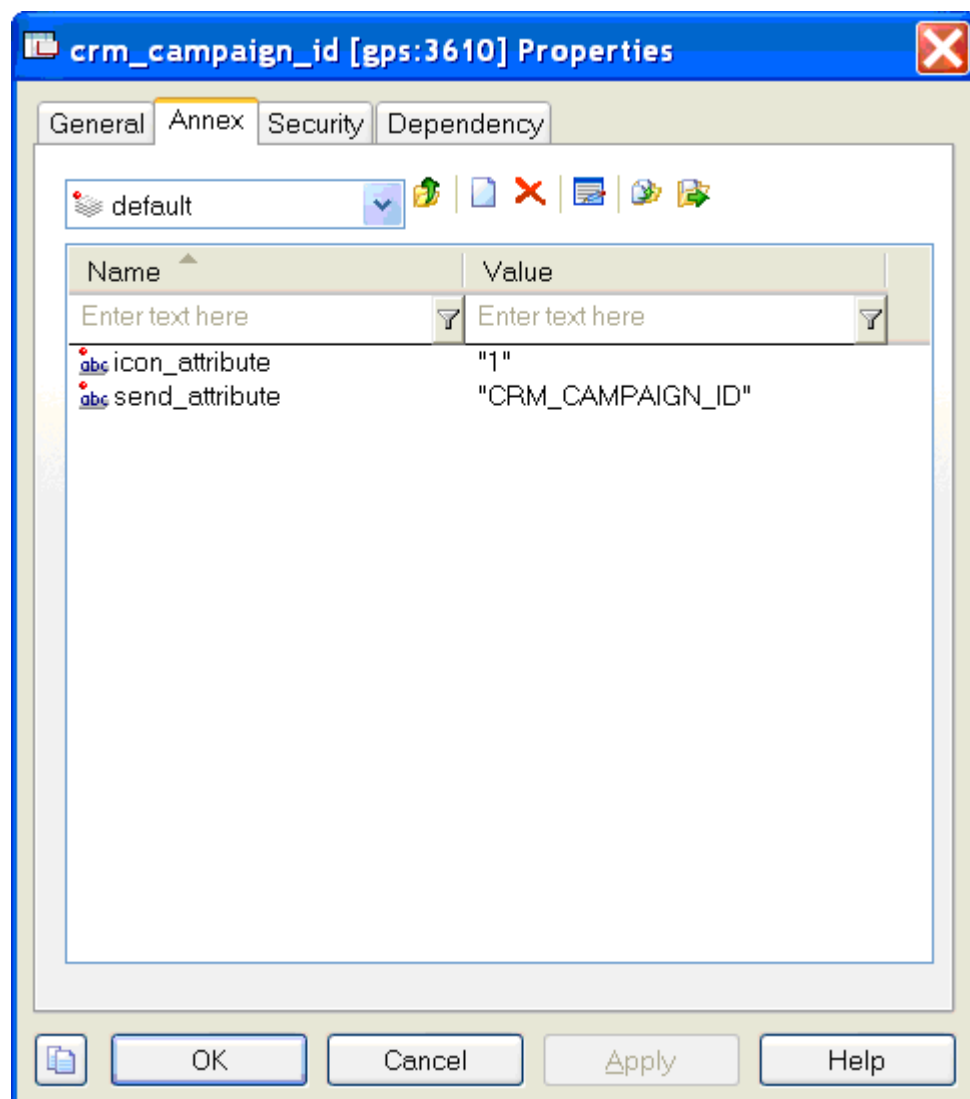


Figure 14: Adding the icon_attribute Option

Creating the Format Object

Now you are ready to create the Format object. Follow these steps, in Configuration Manager:

1. Right-click the **Formats** folder under **Environment** if you are working in a multi-tenant environment or under **Resources** if you are working in a single-tenant environment.
2. Select **New > Copy of existing Format**.
3. In the **Browse** window, select the default format for Outbound Contact: **Default_Outbound_70**

4. Click OK.
The Properties dialog box for the Format copy that you are about to create displays.
5. Enter the following values on the General tab:
 - Name: GplusCampSynch
 - Description: Default list import format for the *Gplus* Adapter 7.5 for Siebel CRM Campaign Synchronization Component.
6. Click OK.
7. In Configuration Manager, in the object tree view, right-click the Format object you just created.
8. Select New > Shortcut to Field.
The Browse window displays.
9. Select the Field objects you just created.
10. Click OK.

Copying the Format Object

If you work in a multi-tenant environment, create a copy of the list import Format object under each Tenant mapped to a Siebel Organization or Division.

To make a copy of the Format object:

1. In Configuration Manager, under a tenant that is mapped to a Siebel Organization or Division, right-click the Formats folder.
2. Select New > Copy of existing Format.
The Browse window displays.
3. Select the Format object you just created.
4. Click OK.
The Properties dialog box appears for the Format copy that you are about to create.
5. Click OK to copy the Format.

Time Zones

You have to synchronize the names of Time Zones in Genesys and Siebel environments. This means that you must make the Time Zone names used in your Genesys environment match those in your Siebel environment. When you are finished, all Time Zones used in reference to contacts or prospects in your Siebel environment must be present in Genesys.

The procedure below explains how to copy Time Zone names from the Siebel to Genesys Configuration Manager, and specifically to an individual tenant that is mapped to a Siebel Organization or Division. For additional information

about setting and using the Time Zone definitions in Configuration Manager, refer to the Configuration Manager documentation.

To define time zones for a tenant:

1. Open both applications, Siebel and Configuration Manager.
2. In Configuration Manager, under a tenant that is mapped to a Siebel Organization or Division, right-click the Time Zones folder.
3. Select **New > Time Zone**.
The new Time Zone window displays.
4. In Siebel, navigate through the Site Map to get to Time Zone administration:
 - In a Siebel 7.0.x or 7.5.x environment, select **Site Map > Application Administration > Time Zone Administration**.
 - In a Siebel 7.7/7.8/8.0/8.1 environment, select **Site Map > Administration - Data > Time Zone Administration**.
 - Note the time zone names in the column labeled **Name**.
5. In Configuration Manager, select the **General** tab and enter the parameters listed below. A cut-and-paste approach may minimize errors.
 - **Name:** <the exact name of Time Zone from the Siebel environment>.
 - **Description:** <A brief description of the Time Zone>.
 - **Offset:** <The time difference between local time and GMT>.
 - **Specific Zone Name in Netscape:** <the time zone name used by Netscape Navigator browser>.
 - **Specific Zone Name in Microsoft Explorer:** <the time zone name used by Microsoft Explorer>.
6. Click **OK**.

Notes: It is also possible to modify the names of Time Zones in the Siebel environment so that they match the Time Zone names in the Genesys environment. The instructions above assume that the Siebel Time Zones have been defined first.

If Time Zones have been imported into the Genesys environment while the Genesys Adapter was running (that is, after the deployment of this Adapter), then you must restart the Genesys Adapter to accept these changes.

For more information about Time Zone Administration in Siebel, see your Siebel documentation.

Installation

This section describes the installation process for the *Gplus* Adapter 7.5 for Siebel CRM Campaign Synchronization Component. Select one of the following sections depending on your environment.

Installation on Windows

To start the installation process, run the `setup.exe` file from the Campaign Synchronization Component installation package:

1. In the Welcome window, click **Next**.
2. In the Configuration Parameters to the Genesys Configuration Server window, enter the following:
 - Host of Configuration Server
 - Port of Configuration Server
 - User Name
 - Password
3. Click **Next**.
4. In the Select Application window, select the Application object you configured in the previous steps.
5. Click **Next**.
6. In the Choose Destination Location window, click **Next** to accept the default destination folder or use the **Browse** button to select a different destination folder.

Note: If you want to deploy both the Configuration Synchronization Component and the Campaign Synchronization Component, you must specify a unique destination folder for each component. This will prevent the installation package of one component from being overwritten by the installation package of the other component.

7. In the Ready to Install window, click **Install**.
8. In the Setup Complete window, click **Finish**.

The Campaign Synchronization Component is now installed.

In the *Gplus* Adapter for Siebel CRM program folder in the Start menu, you can see that the installer created a shortcut for the Campaign Synchronization Component.

Installation on UNIX

Note: Do not use special symbols in any destination directory name when installing in a UNIX environment.

To install the Campaign Synchronization Component on a UNIX system:

1. In the directory where the Component installation package was copied, locate a shell script named:
`install.sh`
2. Run this script from the command prompt by typing `sh` and the file name:
`sh install.sh`
3. When prompted, specify the host name of the computer on which the Component will be installed.
4. Enter the host name of Configuration Server.
5. Enter the port of Configuration Server.
6. Enter the user name for Configuration Server.
7. Enter the password for the user name.
8. Choose the Configuration Server environment by its corresponding number.
9. Specify the application configured in the previous steps by its corresponding number.
10. Specify the full path to the destination directory where you want the Component to be installed.

Note: If you want to deploy both the Configuration Synchronization Component and the Campaign Synchronization Component, you must specify a unique destination folder for each component. This will prevent the installation package of one component from being overwritten by the installation package of the other component.

The process places the Component in the directory that you specified during installation.

Configuring Siebel

This section describes how to configure the Siebel part of the Campaign Synchronization Component.

Prestart Information

Before starting this part of the configuration process, you must have the following application running.

- Siebel Tools

Note: Campaign Synchronization functionality is intended for use with the Outbound Campaign feature, which requires Siebel Marketing. Siebel Marketing is required to manage outbound campaign interactions. As a logical consequence, Campaign Synchronization effectively requires Siebel Marketing.

You should be connected to the local copy of the Siebel Server database and should have sufficient privileges to check in and check out projects from the Siebel Server Repository.

Configuring Siebel Using Siebel Tools

You will use Siebel Tools to compile an updated version of the Siebel Repository File for one or more of the Siebel applications on your Siebel Server, which you will then deploy on the server. For information about using Siebel Tools, see Siebel documentation.

Importing the GenesysCampaignSynchronization.sif Archive

Note: If the Genesys Campaign Synchronization project already exists in your Siebel Repository File, lock it or check it out *before* importing the GenesysCampaignSynchronization.sif archive. Otherwise, lock the project after the import.

Note: The Adapter does not contain limitations for some of the Adapter's compiled components that will work only with the T eScript Engine (and not the ST eScript Engine). The default Siebel option is set to Enable ST Script Engine = TRUE, but for the Genesys component it should be set to Enable ST Script Engine = FALSE.

In this step, you import objects into the Siebel Repository that are part of the Siebel implementation of the Campaign Synchronization Component. The objects will be added to the Genesys Campaign Synchronization project.

To perform the import:

1. In Siebel Tools, select **Tools > Import from Archive...**

2. In the Select Archive to Import window, navigate to the `GenesysCampaignSynchronization.sif` archive file. This file was created by the installation program in: `<TargetDirectory>/XXX/tools/objects` where XXX is the subfolder name (`/7.5`, `/7.7`, `/8.0`, or `/8.1`), depending on the Siebel version you use.
3. Click **Open**.
The Import Wizard–Preview window displays.
4. In the Import Wizard–Preview window, in the Conflict resolution section, select **Overwrite** the object definition in the repository.
5. Click **Next**.
The Import Wizard–Review Conflicts and Actions window displays.
6. Click **Next**.
The “Do you wish to proceed?” window displays.
7. Click **Yes**.
The objects from the archive are imported into the Siebel Repository.
8. Click **Finish** to complete the Import Wizard.

Note: It is possible for `siebel_assert_XXX.txt` file(s) to be generated by the Siebel environment after importing the archive. This does not affect the functionality of the component in any way.

Next, select the campaign mapping mode.

Selecting the Campaign Mapping Mode

The Campaign Synchronization Component can be configured to support one of the following campaign mapping modes: Regular Mode or Compatibility Mode. For more information about the campaign mapping modes, see the *Gplus Adapter 7.5 for Siebel CRM User's Guide*.

To configure support for either of the campaign mapping modes:

1. In Siebel Tools, in the **Project** field of the Object Explorer, select `Genesys Campaign Synchronization`.
2. In the Object Explorer, select the `Business Service` folder.
The Business Services window displays.
3. Select `Genesys Campaign Synchronization Business Service`.
4. Select the `Business Service User Prop` folder under the `Business Service` folder using the **Types** tab of the Object Explorer.
The Business Service User Props window displays.
5. Select `Mapping Mode Business Service User Property`.
6. In the **Value** column, enter `Regular` for the Regular Mode or `Compatibility` for the Compatibility Mode.

The mapping mode has been selected.

Selecting the Genesys Do Not Call Field

The Campaign Synchronization Component can be configured to update the Genesys Do Not Call list with either IDs or phone numbers of Siebel Contacts or Prospects marked as Do Not Call.

To configure whether IDs or phone numbers are used to update the Do Not Call list in the Genesys environment:

1. In Siebel Tools, in the `Project` field of the Object Explorer, select `Genesys Campaign Synchronization`.
2. Select the `Business Service` folder.
The `Business Services` window displays.
3. Select `Genesys Campaign Synchronization Business Service`.
4. Select the `Business Service User Prop` folder under the `Business Service` folder using the `Types` tab of the Object Explorer.
The `Business Service User Props` window displays.
5. Select `Genesys DNC Field Business Service User Property`.
6. In the `Value` column, enter `Customer Id` to use IDs or `Phone` to use phone numbers.

The Genesys Do Not Call field has been selected.

Setting Up the Correct Path to the Siebel File System

Provide the proper path to your Siebel File System directory in the user property named `FileSystem` of the `Genesys Campaign Synchronization Business Service`.

See the Siebel System Administration Guide for more information about the Siebel File System.

To do this:

1. In Siebel Tools, in the `Project` field of the Object Explorer, select `Genesys Campaign Synchronization`.
2. Select the `Business Service` folder.
The `Business Services` window displays.
3. Select `Genesys Campaign Synchronization Business Service`.
4. Select the `Business Service User Prop` folder under the `Business Service` folder using the `Types` tab of the Object Explorer.
The `Business Service User Props` window displays.
5. Select the `FileSystem Business Service User Property`.
6. In the `Value` column, enter the correct path to the Siebel File System as it is defined in your Siebel environment. For example:

- For Unix: `/siebel/filesystem/`
- For Windows: `C:\sea\filesystem\`

If no value is defined, the `siebsrvr\bin` directory will be used for temporary files.

Setting Max Records in XML-Messages

The user property `Max Records in Message` allows customizing XML-message size for big Campaign Lists. The Adapter splits Campaign List records on the sequence of XML-messages with size \leq `Max Records in Message`. The default value is 100 records. You must also update the Siebel Server parameter `MaxPageSize` \geq `Max Records in Message`, when changing this user property for a larger value.

Note: When changing `Max Records in Message` to a larger value, keep in mind that the Siebel parameter `HTTPSleepTime` for the Genesys HTTP connection (with default value of 120000 ms) should be enough for processing any request on the Genesys side. Practically speaking, if a message contains more than 500 records it could take longer time for processing, and in this case the `HTTPSleepTime` parameter should be increased as well.

Checking Out Existing Projects

The Siebel implementation of the Campaign Synchronization Component makes use of a number of objects provided by Siebel. To be able to modify these objects, you will need to check out the corresponding projects from the Siebel Repository.

To check out projects from the Siebel Repository:

1. In Siebel Tools, select `Tools > Check Out...`.
The Check Out dialog box displays.
2. In the Projects list, select the following projects:
 - Campaign
 - Personalization
3. Click `Check Out`.

Next, import the `Campaign.sif` archive.

Importing the Campaign.sif Archive

To import the `Campaign.sif` archive:

1. In Siebel Tools, select `Tools > Import from Archive...`

2. In the Select Archive to Import window, navigate to the Campaign.sif archive file. This file was created by the installation program in: <target directory>/XXX/tools/objects where XXX is the subfolder name (/7.5, /7.7, /8.0, or /8.1), depending on the Siebel version you use.
3. Click Open.
The Import Wizard–Preview window displays.
4. In the Import Wizard–Preview window, in the Conflict resolution section, select Merge the object definition from the archive file with the definition in the repository.
5. Click Next.
The Import Wizard–Review Conflicts and Actions window displays.
6. In the Conflicting Objects pane, select the Business Component category.
7. In the Object differences pane, select Campaign if available (on some Siebel versions such as 7.7/7.8/8.0/8.1, there will not be a Campaign option in the Object differences pane). If there are any attributes in the Attribute differences pane, make sure that the Resolution column for each attribute is set to Repository. To do this: Right-click on an attribute and select Repository from the drop-down menu.
8. In the Object differences pane, select Campaign List Contact. If there are any attributes in the Attribute differences pane, make sure that the Resolution column for each attribute is set to Repository. To do this: Right-click on an attribute and select Repository from the drop-down menu.
9. If you use the Siebel 7.5.x environment, in the Object differences pane, select Campaign Lists. If there are any attributes in the Attribute differences pane, make sure that the Resolution column for each attribute is set to Repository. To do this: Right-click on an attribute and select Repository from the drop-down menu.
10. Click Next.
The “Do you wish to proceed?” window displays.
11. Click Yes.
The objects from the archive are imported into the Siebel Repository.
12. Click Finish to complete the Import Wizard.

Note: It is possible for siebel_assert_XXX.txt file(s) to be generated by the Siebel environment after importing the archive. This does not affect the functionality of the Component in any way.

Importing the PersonalizationActionSet.sif Archive

To import the PersonalizationActionSet.sif archive:

1. In Siebel Tools, select Tools > Import from Archive...

2. In the Select Archive to Import window, navigate to the `PersonalizationActionSet.sif` archive file. This file was created by the installation program in: `<target directory>/seaXXX/tools/objects` where XXX is the subfolder name (`/7.5`, `/7.7`, `/8.0`, or `/8.1`), depending on the Siebel version you use.
3. Click **Open**.
The Import Wizard–Preview window displays.
4. In the Import Wizard–Preview window, in the Conflict resolution section, select **Merge** the object definition from the archive file with the definition in the repository.
5. Click **Next**.
The “Do you wish to proceed?” window displays.
6. Click **Yes**.
The objects from the archive are imported into the Siebel Repository.
7. Click **Finish** to complete the Import Wizard.

Note: It is possible for `siebel_assert_XXX.txt` file(s) to be generated by the Siebel environment after importing the archive. This does not affect the functionality of the Component in any way.

Compiling the Siebel Repository File

To compile the Siebel Repository File:

1. In Siebel Tools, select **Tools > Compile Projects...**
2. Select **Locked projects**.
3. In the Siebel Repository File edit box, enter the name of the Repository File.
4. Click **Compile**.
The status bar at the bottom of the Object Compiler window indicates when the compilation is finished.
5. When the compilation is finished, close Siebel Tools.

Note: It is possible for `siebel_assert_XXX.txt` file(s) to be generated by the Siebel environment after compiling the Siebel Repository File. This does not affect the functionality of the Component in any way.

Next, configure the Siebel Server.

Configuring the Siebel Server

Complete the steps described in this section to configure the Campaign Synchronization Component to work with the Siebel Server.

Updating Configuration Files

Update the `eai.cfg` file in the Siebel Server installation. To update this file, open it and add the following line to the [HTTP Services] section:

```
GplusCampSynch = GplusCampSynchDispatch
```

The Configuration Synchronization Component uses the Siebel Inbound HTTP Transport. For instructions on how to configure the Siebel Inbound HTTP Transport, refer to Siebel documentation.

Deploying the New Genesys Projects to the Siebel Server

To deploy the new Genesys projects to the Siebel Server Repository, you have to check in several projects, as follows:

1. In Siebel Tools, select **Tools > Check In...**
The Check In dialog box displays.
2. In the Projects list, select the following projects:
 - Campaign
 - Genesys Campaign Synchronization
 - Personalization
3. Click **Check In**.

Creating New Tables in a Genesys Project on a Server Database

The Genesys project requires its own tables, which do not exist in the original Siebel database. To create these tables, Siebel Tools must be connected to the Siebel Server database. Perform this procedure after deploying the Genesys project to the Siebel Server.

To create the Genesys-related tables on a Siebel Server database:

1. In Siebel Tools, in the **Table** field of the Object Explorer make a query to select two new Genesys tables: `CX_GEN_QUEUE_ITM` and `CX_GEN_SYN_SUM`. You can use the first six characters common to both of the table names (`CX_GEN*`) to select both.
2. Click **Apply**. A pop-up warning appears.
3. Click **OK** to accept the warning.
4. In the new Apply Schema window, from the **Tables** drop down list, select **Current Query**. Enter correct values for the Database user, Database user password and ODBC data source. Refer to Figure 15, “Creating New Tables in a Siebel Database,” on [page 113](#). See Siebel documentation for more information about creating custom tables.
5. Click **Apply** to start the creation process.

6. The message “Changes successfully applied” appears, indicating that tables were created.
7. Click **Activate** to activate these tables.

Note: Siebel Tools must be connected to the Siebel Server database instead the local database. Perform this procedure after deploying Genesys project to the Siebel Server.

Apply Schema

Tables:
Current Query

Table space:

16K table space:

32K table space:

Index space:

Storage control file:

Database user:
SIEBEL

Database user password:
xxxxxx

ODBC data source:
SSD default instance

DDL file
Browse...

Warning: data changes made to new tables or columns will not be propagated to the client. Updating the client schema will not propagate this data. Test the server schema, but don't make substantial data changes until the client schema has been updated.

Apply Cancel

Figure 15: Creating New Tables in a Siebel Database

Deploying the Siebel Repository File

You must deploy the compiled Siebel Repository File on your Siebel Server. Additionally, you may have to generate and deploy browser scripts for the new repository file (see “Scripts” on [page 435](#)).

For further information on deploying an updated repository file to the Siebel Server, refer to Siebel documentation.

Configuring Siebel Using the Siebel Web Client

To connect to your Siebel Server using the Siebel Web Client. You must be logged in as a Siebel Administrator.

This part of the configuration process includes the following procedures:

- Checking EAI Server Component Group Status
- Creating Named Subsystems
- Creating Run Time Events
- Creating Genesys Campaign Export Position

Checking EAI Server Component Group Status

Check the status of the EAI (Enterprise Application Integration) Server Component Group on your Siebel Server. There are slight variations in the navigation required by this process, depending on the version of Siebel with which you are working.

1. Navigate through the Site Map to get to the desired applet:
 - In a Siebel 7.0.x or 7.5.x environment, select Site Map > Server Administration > Servers.
 - In Siebel 7.7/7.8/8.0/8.1 environments, select Site Map > Administration - Server Configuration > Component Groups.
2. Select the Siebel Server you are working on. For the selected server, locate the Enterprise Application Integration Component Group in the Server Component Groups applet. The group Enable State attribute should have the value Enabled.

Creating Named Subsystems

Configure one Connection Subsystem that will be used by the Campaign Synchronization Component. There are slight variations in the navigation required by this process, depending on the version of Siebel with which you are working.

To start the process:

1. Navigate through the Site Map to get to your Siebel Server configuration:

- In a Siebel 7.0.x or 7.5.x environment, select Site Map > Server Administration > Enterprise Configuration.
 - In Siebel 7.7/7.8/8.0/8.1 environments, select Site Map > Administration - Server Configuration.
2. Select the Enterprise Profile Configuration (Profile Configuration in Siebel 7.7/7.8/8.0/8.1) applet within the view.

Creating Connection Subsystem

1. In the Component Profiles (Profile Configuration in Siebel 7.7/7.8/8.0/8.1) applet, create a new record.
2. Specify the following parameters for the new record:
 - Named Subsystem Alias (Alias in Siebel 7.7/7.8/8.0/8.1):
GplusCampSyncConnectionPrimary
 - Description: Gplus Campaign Synchronization HTTP Connection
 - Name (Profile in Siebel 7.7/7.8/8.0/8.1): Gplus Campaign Synchronization HTTP Connection Parameters
 - Subsystem Type: HTTPSubSys
3. Save the new record.
4. For the Named Subsystem record you just created, enter the following parameters in the Enterprise Profile Configuration (Profile Parameters in Siebel 7.7/7.8/8.0/8.1) applet:
 - HTTPRequestMethod: POST
 - HTTPRequestURLTemplate: http://<host>:<port>

where:

<host> is the host where you installed the Campaign Synchronization Component.

<port> is the port you specified in the Communication Port field in the Configuration Manager's Server Info Tab of the Campaign Synchronization Component Application object.

Creating a Backup Connection Subsystem

1. In the Component Profiles (Profile Configuration in Siebel 7.7/7.8/8.0/8.1) applet, create a new record.
2. Specify the following parameters for the new record:
 - Named Subsystem Alias (Alias in Siebel 7.7/7.8/8.0/8.1):
GplusCampSyncConnectionBackup
 - Description: Backup Gplus Campaign Synchronization HTTP Connection
 - Name (Profile in Siebel 7.7/7.8/8.0/8.1): Backup Gplus Campaign Synchronization HTTP Connection Parameters
 - Subsystem Type: HTTPSubSys

3. Save the new record.
4. For the Named Subsystem record you just created, enter the following parameters in the Enterprise Profile Configuration (Profile Parameters in Siebel 7.7/7.8/8.0/8.1) applet:
 - HTTPRequestMethod: POST
 - HTTPRequestURLTemplate: http://<host>:<port>
 where:
 <host> is the host where you installed the Campaign Synchronization Component.
 <port> is the port you specified in the Communication Port field in the Configuration Manager's Server Info Tab of the Campaign Synchronization Component Application object.

Creating Transport Subsystem

1. In the Component Profiles (Profile Configuration in Siebel 7.7/7.8/8.0/8.1) applet, create a new record.
2. Specify the following parameters for the new record:
 - Named Subsystem Alias Component Profiles (Alias in Siebel 7.7/7.8/8.0/8.1) applet: GplusCampSynchDispatch
 - Description: Gplus Campaign Synchronization Dispatch
 - Name (Profile in Siebel 7.7/7.8/8.0/8.1) applet: Gplus Campaign Synchronization Dispatch Parameters
 - Subsystem Type: EAITransportDataHandlingSubsys
3. Save the new record.
4. For the Named Subsystem record you just created, enter the following parameters in the Enterprise Profile Configuration (Profile Parameters in Siebel 7.7/7.8/8.0/8.1) applet:
 - CharSetConversion: UTF-8
 - Service to Execute: Genesys Campaign Synchronization
 - Service Method to Execute: GetGenesysMessage

Note: In Siebel 7.8 and higher, the CharSetConversion parameter is not available from applets (GUI). In this case you have to set it via Siebel Server Manager (srvrmgr) using a command:
 change parameter CharSetConversion = UTF-8 for named subsystem GplusCampSynchDispatch
 See the Siebel documentation for more information about Siebel Server Manager.

Run Time Events Used by the Campaign Synchronization Component

Note: The run time events used by the Campaign Synchronization component replace functions that are performed by scripts in the older versions of the component.

To create Run Time Events required by the Campaign Synchronization Component, you have to run the `InstallRunTimeEvents` method of the Genesys Campaign Synchronization Siebel Business Service once using the Siebel Business Service Simulator applet.

To run the method:

1. Navigate through the Site Map to `Business Service Administration > Business Service Simulator`.
2. In the Service Methods applet, create a new record.
3. Specify the following parameters for the new record:
 - Service Name: `Genesys Campaign Synchronization`
 - Method Name: `InstallRunTimeEvents`
4. Click the Run button.

After running the method, you should navigate in Siebel client to `Runtime Events Administration > Events (Administration · Runtime Events > Events in Siebel 7.7/7.8/8.0/8.1)`, and select `Reload Personalization (Reload Runtime Events in Siebel 7.7/7.8/8.0/8.1)` system menu item.

Creating the Genesys Campaign Export Position

To perform campaign export function, you will need to create a special position within your Siebel Division.

To create this position:

1. Select `Site Map > Group Administration > Positions`.
2. Click New on the Positions applet to create a new record.
3. Specify the following parameters for the new record:
 - For Division field, select the division this position will belong to
 - For Position, enter `Genesys Campaign Export`
4. Save the new record.

To assign one or more employees to the position that you just created, use the Last Name field of the position. For further information on adding positions and assigning employees to positions, see the Siebel documentation.

You have completed the configuration and installation of the *Gplus* Adapter 7.5 for Siebel CRM Campaign Synchronization Component.



Chapter

5

Configuration and Installation of the Voice Component

This release of the *Gplus* Voice Component supports several major features, including:

- Basic Voice
- Expert Contact
- Outbound Campaign
- Universal Callback (Web and Voice features)

You must configure the Voice Component, including all of the Voice features you intend to use, before adding any other driver-based Adapter Component.

Server-based components, such as Campaign Synchronization and Configuration Synchronization, must be configured before the Voice Component.

The Genesys *Gplus* Communication Server is a prerequisite for the Voice Component.

This chapter includes the following sections:

- [Overview, page 120](#)
- [New in This Release, page 123](#)
- [Installation, page 123](#)
- [Configuring Genesys, page 127](#)
- [Gathering Genesys Settings, page 133](#)
- [Updating the Siebel Repository File, page 136](#)
- [Configuring the Siebel Call Center Application, page 147](#)
- [Advanced Customization of Voice Component Configurations, page 164](#)
- [Checking Installations, page 196](#)
- [Driver Settings, page 203](#)

- [Agent Work Modes Emulation, page 225](#)
- [Agent States on Telesets with Multiple Positions and ACD Queues, page 226](#)
- [Log Files, page 227](#)
- [Driver Commands and Events, page 227](#)
- [Support for the Emergency/Supervisor Key, page 231](#)
- [Detailed Descriptions of Device Commands, page 240](#)
- [Detailed Descriptions of Device Events, page 286](#)

The Voice Component functionality can be used in any or all of the following configurations:

- Voice only call centers (inbound calls)
- Expert Contact functionality (CTI-Less T-Server support)
- Outbound Campaigns (outbound campaign calls)
- Universal callback functionality (voice and web callback requests)

See the *Gplus Adapter 7.5 for Siebel CRM User's Guide* for additional information about using this component.

Overview

The *Gplus Adapter 7.5 for Siebel CRM Voice Component* provides a single, consistent user interface for customer relationship management, telephony control, outbound campaign calls, expert contact, and voice callback functionality.

Features and Enhancements

The Voice Component supports the following features, any or all of which can be implemented based on the needs of your contact center:

- Basic Voice (inbound and outbound call functions)
- Expert Contact with CTI-Less T-Server support
- Outbound Campaigns (outbound campaign calls)
- Universal Callback (voice and web callback requests)

Each of these options is described below.

Basic Voice

The Basic Voice feature is intended for call centers that work with inbound calls. This feature must be imported first, because it defines the Genesys Voice Project in Siebel.

Expert Contact

The Expert Contact feature serves to establish connections with associates, known as experts or knowledge workers, who are not regular call center agents and whose phones are not directly monitored by T-Server. Usually this expert is a person who has the advanced skills required to handle specific customer requests or to solve customer problems. The expert has the option to preview data about an incoming call in Preview Interaction mode, and to manually notify the CTI-less T-Server about an incoming call and the progress of that call. Because the T-Server has no CTI-link to the switch, it does not necessarily receive notification of the expert's phone interactions, so the expert must use the Agent Desktop Toolbar to manually update the status of the interaction.

For additional details about Expert Contact, refer to the *Genesys Expert Contact 7 Getting Started Guide*, or the *Genesys Expert Contact 7 Deployment Guide*.

Outbound Campaign

The Outbound Campaign feature is intended for call centers that primarily work with outbound campaign calls. It supports Genesys Outbound Desktop Protocol version 7.0. The Outbound Campaign feature provides integration of Siebel CRM with the Genesys Outbound Contact Server capabilities. The Outbound Campaign feature operates with the Voice Component and implements full functionality of the Outbound Contact desktop on the Siebel CRM Communications Toolbar for outbound campaign functionality. For more information about the Siebel CRM Communications Toolbar, see the *Gplus Adapter 7.5 for Siebel CRM User's Guide*.

Universal Callback

The Universal Callback feature is used with the Voice Component to provide voice and web callback functionality. For example, using voice callback functionality in your company's Call Center IVR, a customer can request that a representative from your company call the customer back. The customer simply selects the “Call Back” option in the IVR menu and then enters a telephone number with an approximate callback time. In the section titled “Checking the Voice Callback Installation” on [page 198](#), Voice Callback scenarios provide additional details about using this feature.

Each incoming voice callback interaction creates an activity record in the Siebel application and a new work item on the agent Communications Toolbar.

The Description field from the activity record is used for storing User Data fields passed from the Universal Callback Server. The set of user data fields that are stored can be modified to meet contact center requirements.

Overview of Voice Component Installation

The processes involved in installing the Voice Component and setting up its standard features are summarized below:

1. Install the Adapter from the installation package.
2. Using Genesys Configuration Manager, update the Genesys configuration and collect the required information.
3. Using Siebel Tools, import the Siebel `.sif` archive files from the installation package.
4. Customize the Siebel Communications Toolbar.
5. Recompile the Siebel `.srf` file.
6. Deploy the `.srf` file on Siebel Server
7. Configure the Siebel Call Center application
8. Synchronize Time Zone names in Siebel and Genesys. Refer to “Time Zones” on [page 102](#) in Chapter 4, “Configuration and Installation of the Campaign Synchronization Component,” on [page 83](#) for detailed instructions.
9. Customize and import the Communications configuration file `GenComm_universal.def`.
10. Create and administer call center agents.
11. Start a test session for each feature, based on instructions in the section titled, “Checking Installations” on [page 196](#).

Each of the processes listed above are explained in the sections below, and explanations are accompanied with step-by-step instructions for completing each task in the process.

Note: Customization of the Siebel application and the *Gplus* Adapter is very common. No overview, including the one provided above, could encompass all possible customizations of the *Gplus* Adapter. However, some of the more common *Gplus* Adapter customizations, and some general information related to *Gplus* Adapter customization, is provided in the section titled “Advanced Customization of Voice Component Configurations” on [page 164](#). Refer also to the *Gplus* Adapter section of the Genesys *Migration Guide* and to the associated HTML file., `70gp-sl7-GenComm7_universal_migration.html`. This HTML file documents the changes to the `.def` file that differentiate version 7.5 from version 7.2.

Note: The Adapter does not contain limitations for some of the Adapter's compiled components that will work only with the T eScript Engine (and not the ST eScript Engine). The default Siebel option is set to `Enable ST Script Engine = TRUE`, but for the Genesys component it should be set to `Enable ST Script Engine = FALSE`.

New in This Release

This section provides information about new features or functionality in this release of the Voice Component:

- Supports Siebel 8.0, 8.1
- Supports an optional feature whereby, in network transfer scenarios where the second agent is not available, the agent performing the transfer will automatically reconnect with the customer upon expiration of the time out period
- Supports new description of connection to the T-Server
- Supports secure connection between the *Gplus* Adapter and T-Server (Genesys Framework 7.5 feature)
- Supports the Genesys Outbound 7.5 feature to allow agents to be involved in multiple active call campaigns at the same time
- Supports selective protection of sensitive data in UserData, Extensions, and Reasons in logs (feature provided and configured in GenCommServer).
- Supports enhanced logging. If the log level is set to `DEBUG`, then incoming and outgoing statistics connections will be logged.

Installation

This section describes the installation process for the *Gplus* Adapter 7.5 for Siebel CRM Voice Component. The *Gplus* Adapter can be installed on Windows or UNIX platforms. On UNIX, you can use either Solaris or AIX.

Setup Types

This version of the Adapter is compatible with the following versions of Siebel CRM Server: 7.5.3, 7.7/7.8/8.0/8.1.

For information about the files that you install and their location, see the section [“Target Directory Structure and File Locations”](#).

Installation and Uninstallation Options

Since the 7.2 release, the Adapter is installed on the host where the Genesys *Gplus* Communication Server (GenCommServer) is running. GenCommServer invokes the Adapter and then uses its functionality on the requests from Siebel Communication Server directed by the *Gplus* Communication Driver (GenCommDrv) to GenCommServer.

Installation of GenCommServer is a *prerequisite* for installation of the *Gplus* Adapter components. It is important to note that installation of GenCommServer may run on a computer with or without Siebel Server.

Target Directory Structure and File Locations

The following generic directory and host names are used in the description of the directories structure:

- <Gplus Communication Server directory> is the *Gplus* Communication Server installation directory.
- <Destination Directory> is the destination directory for installation used by the installation script to copy the Adapter for Siebel CRM Voice files.
- Files in subdirectories <Destination Directory>/images/7.5 and <Destination Directory>/objects/7.5 are related to Siebel version 7.5.3.
- Files in subdirectories <Destination Directory>/images/7.7 and <Destination Directory>/objects/7.7 are related to Siebel versions 7.7 /7.8.
- Files in subdirectories <Destination Directory>/images/7.7 and <Destination Directory>/objects/8.0 are related to Siebel version 8.0.
- Files in subdirectories <Destination Directory>/images/7.7 and <Destination Directory>/objects/8.1 are related to Siebel version 8.1.
- <Web Server Host> is the Web Server host name where the Siebel Web Server extension was installed.
- <SWEIconImages directory> is the Siebel Web Server extension icon images directory.

Installation on Windows

Note: Before you install the Voice Component, stop the *Gplus* Communication Server.

To install the Voice Component on Windows:

1. Double-click setup.exe from the installation package (windows\setup.exe).

2. When prompted, Genesys Installation Wizard will install the Gplus Adapter for Siebel CRM Voice in the following Destination Folder, choose the location of this destination folder.

For example:

C:\Program Files\GCTI\Gplus Adapter for Siebel CRM Voice

3. When prompted, Genesys Installation Wizard has collected all required information and is ready to install Gplus Adapter for Siebel CRM Voice on your computer, click Install.

4. When Genesys Installation Wizard completes its execution, you must *manually* copy the following files to their proper locations:

Depending on your version of Siebel Server, copy files representing icon images from either <Destination Directory>/images/7.7 or from <Destination Directory>/images/7.5 to the following directories:

< Web Server Host>/< SWEIconImages directory >

Files for Siebel 7.7 /7.8/8.0/8.1 must be taken from

<Destination Directory>/images/7.7

Files for Siebel 7.5.3 must be taken from

<Destination Directory>/images/7.5

Note: The installation package contains new complementary pairs of icons for Ready/Not Ready buttons. During the installation process, standard Siebel icons for the Not Ready button are overwritten with new ones from the installation package. To preserve the standard Siebel icons, Genesys recommends that you back up image files `icon_notready_enabled.gif` and `icon_notready_disabled.gif` in a safe location. These files should be restored manually if the *Gplus* Adapter is uninstalled.

Installation on UNIX

This section describes how to install the Voice Component on Solaris and AIX. The user running the installation script must have proper permissions to create and write to the directories where the *Gplus* Communication Server (GenCommServer) is installed.

Note: Do not use special symbols in any destination directory name when installing in a UNIX environment.

Prerequisites for Solaris

The Voice Component must be installed on a computer where *Gplus* Communication Server (GenCommServer) is installed on Solaris. Before starting

the installation of the Voice Component on Solaris, you must have the following dynamically linked runtime libraries installed on the computer where Siebel CRM is installed:

- libsocket.so
- libnsl.so
- librt.so
- libdl.so
- libintl.so
- libmp.so
- libaio.so
- libc.so
- libw.so
- libelf.so
- libc_psr.so
- libcrun.so

Follow the instructions under the heading, “Running the Installation Shell” on [page 126](#) to continue with the installation process.

Prerequisites for AIX

The Voice Component must be installed on a computer where *Gplus* Communication Server (GenCommServer) is installed on an AIX platform. Before starting the installation of the Voice Component on AIX, you must have the following dynamically linked runtime libraries installed on the computer where Siebel CRM is installed:

- libpthreads.a
- libc_r.a
- libc_r.a
- librt.a

Follow the instructions under the heading, “Running the Installation Shell” to continue with the installation process.

Running the Installation Shell

To install the Voice Component on Solaris or AIX:

1. Stop the GenCommServer.
2. At the Solaris or AIX prompt, execute `install.sh`.
3. When prompted, Please enter the full path to your *Gplus* Communication Server for Siebel CRM directory =>, enter the full path to the *Gplus* Communication Server for Siebel CRM installation directory, for example:
`/data/GplusCommunicationServerFolder`
4. When a message appears:

Note that path to "Gplus Communication Server for Siebel CRM directory" directory can't be used as input to the "Destination directory for installation" prompt.

Please enter full path of the destination directory for installation
=>

enter the full path of the destination directory for installation, for example:
/data/inst_dest

Files are extracted from the installation package to the destination directory for installation and then will be copied into the correct folders.

5. When the installation script completes its execution, you must *manually* copy the following files to their proper locations.

Depending on your version of the Siebel Server, copy files representing icon images from either < Destination Directory>/images/7.7 or from <Destination Directory>/images/7.5 to the following directories:

< Web Server Host>/< SWEIconImages directory >

Files for Siebel 7.7 /7.8/8.0/8.1 must be taken from
<Destination Directory>/images/7.7

Files for Siebel 7.5.3 must be taken from
<Destination Directory>/images/7.5

Note: The installation package contains new complementary pairs of icons for Ready/Not Ready buttons. During the installation process, standard Siebel icons for the Not Ready button are overwritten with new ones from the installation package. To preserve the standard Siebel icons, Genesys recommends that you back up image files `icon_notready_enabled.gif` and `icon_notready_disabled.gif` in a safe location. These files should be restored manually if the *Gplus* Adapter is uninstalled.

Uninstallation

Complete information about uninstalling the *Gplus* Adapter and its components is provided in Chapter 9, "Uninstallation Instructions," on [page 393](#).

Configuring Genesys

This section describes the configuration of the Genesys requirements of the Voice Component. It includes information and instructions for configuring Voice Component functionality.

Prestart Information

Before starting the configuration process for each *Gplus* Adapter component or feature listed below, you must have the listed applications installed and running:

Required for All Components

Genesys Framework

- Configuration Database
- Configuration Server
- Configuration Manager
- T-Servers

Expert Contact Feature

Genesys Expert Contact

- CTI-Less T-Server

Outbound Campaign Feature

Genesys Outbound Campaign

- Outbound Contact Server
- Outbound Contact Manager

Universal Callback Feature

Genesys Framework

- Universal Router
- Universal Callback Server

Modifying Genesys Settings

Genesys Configuration Manager provides access to most of this information mentioned in this section.

Basic Voice Feature

The Basic Voice feature does not require any Genesys settings update. No mandatory modifications are needed.

Expert Contact Feature

You may need to change configuration settings when a Network T-Server is used with respect to CTI-Less T-Server. Most configuration changes must be done in the Network T-Server configuration object. Refer to the Genesys *Expert Contact 7 Deployment Guide* for specific information and instructions.

Outbound Campaign Feature

Several Outbound Contact Server (OCS) installation settings must be changed after the default installation of the Outbound Campaign feature. You can make these changes in Configuration Manager using the Options tab of OCS's application properties.

To modify the Genesys Outbound Contact Server settings:

1. In Configuration Manager, select **Environment > Applications** and right-click the **Outbound Contact Server Application**.
2. Select **Properties**.
The Properties dialog box displays.
3. Select **Options > OCServer** (see Figure 16 on [page 130](#)).

To change the default value of the key, double-click the line you want to change:

`login_action > hard_not_ready`

`outbound_release_action > hard_not_ready`

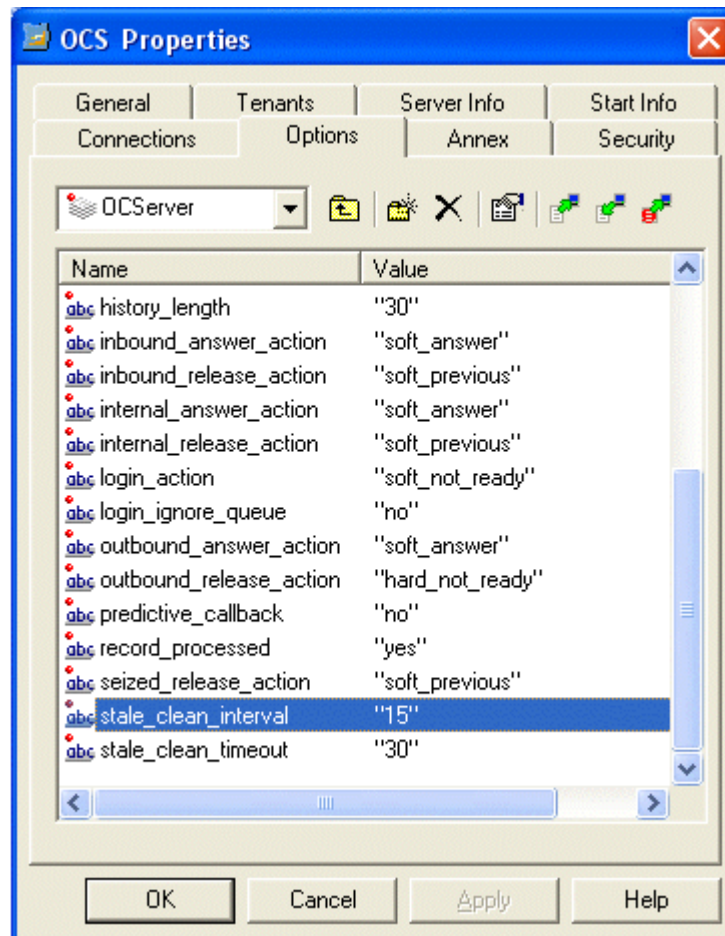


Figure 16: Modifying Outbound Contact Server Settings

4. Check to make sure the record_processed option is set to the value yes. If not, change the value to yes. For more information about the record_processed option, see the *Genesys Outbound Contact 7.0 Reference Manual*.
 5. If you are using Outbound Contact release 7.0 or later, you can add the option customer_id, value = crm_contact_id (for more information, see the topics “Configuration Changes” on [page 132](#) and “Setting DoNotCall Based on Customer ID” on [page 132](#)).
- If you are using an earlier version of Outbound Contact, continue to Step 6.
6. Click Apply to submit changed values.
 7. Click OK.

Modifying the Outbound Contact Manager Component Settings

After default installation, no further changes are required for Outbound Contact Manager.

For further information on how to install Outbound Contact Manager, see the *Genesys Outbound Contact Getting Started Guide*.

Setting Send Attribute Values in the Calling List Format

The key-value pair `send_attribute` equal to `GSW_ATTEMPTS` must be specified for the Attempt field in the calling list format. You must specify this value because after default installation, Outbound Contact Server does not send the number of attempts to the client and vice versa.

To set up the `GSW_ATTEMPTS` attribute:

1. In the Configuration Manager, select the section `Formats`, used by your campaign.
2. Browse to the appropriate Format record.
3. Right-click the Attempt field and select `Properties` from the shortcut menu.
4. Select the Annex tab.
5. Create the section `default` and under this section create a new record `send_attribute = GSW_ATTEMPTS` (see Figure 17, “Setting the Send Attribute,” on [page 132](#)).
6. Click OK to save the record.

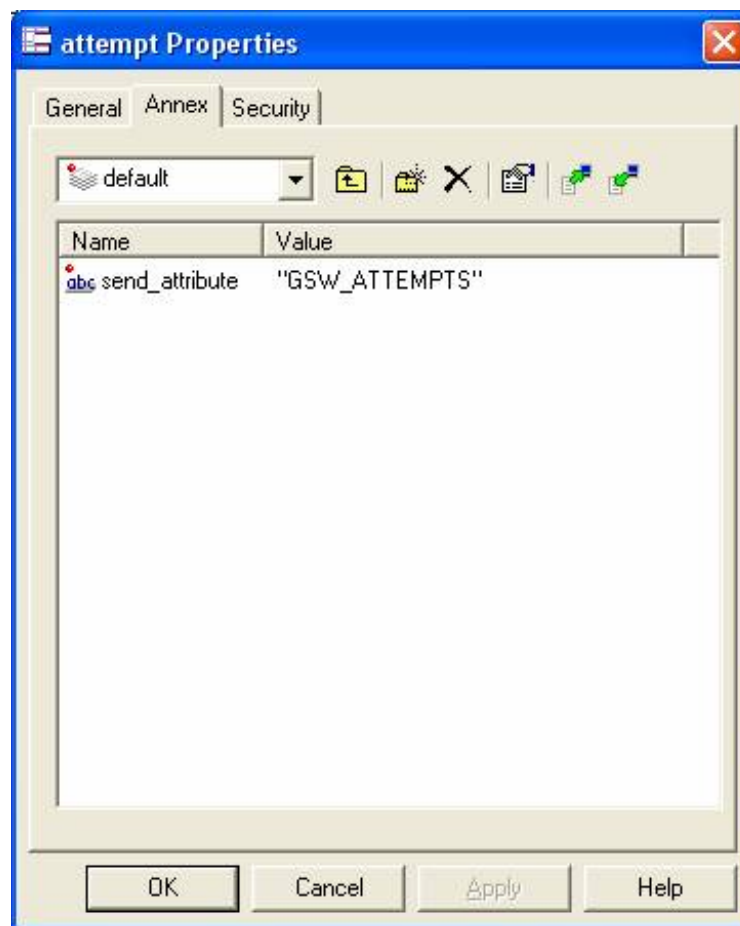


Figure 17: Setting the Send Attribute

Setting DoNotCall Based on Customer ID

The Campaign Synchronization Component supports Do Not Call requests based on the Siebel Customer ID (this requires Genesys Outbound Contact Server release 7.0 or later). The Do Not Call request is based on the Siebel Customer ID and is an extension of the OCS desktop protocol. You can also use the Do Not Call request based on record handle and phone number. Setting Do Not Call based on the Customer's ID resolves the problem of more than one customer sharing the same phone number. For more information about the Do Not Call request, see the *Outbound Contact Deployment Guide*.

Configuration Changes

To support Do Not Call by Customer ID, the Outbound Contact Server associates a calling list's field with their Customer ID. The name of the calling list's fields that will be used for the CustomerID is defined by the option `customer_id`, see "To Specify DoNotCall Command Attributes" on [page 189](#). If this option is not present in the calling list or application object or

if it contains a field name that does not exist in the calling list table, by default, OCS uses the phone number to determine the records that should not be dialed.

Gathering Genesys Settings

You must locate and record several Genesys object settings in Genesys Configuration Manager before you proceed further with the installation of the Voice Component. The data identified in this section is required to complete the installation!

The specific Genesys data you require depends on the *Gplus* Adapter components and features that you plan to implement for your Contact Center. Data requirements for each configuration are listed under the corresponding heading below.

Data Required for All Voice Configurations

For all Voice configurations, complete the following:

- Gather T-Server connection information.

The required information includes:

- T-Server application name

For the pre-7.5 description scheme of connection to the T-Server, the required information includes:

- T-Server host name
- T-Server connection port
- Switch type information
- Backup T-Server host name (if applicable)
- Backup T-Server connection port (if applicable)

T-Server Connection Information

To find the T-Server connection information:

1. In Configuration Manager, under Environment > Applications, select the T-Server application configured for use with Outbound Contact Server.
2. Select Properties.
The Properties dialog box displays.
3. Select the Server Info tab.
4. Note the T-Server connection information (which you will need later for the *Gplus* Outbound Campaign feature and for configuring the Siebel Call Center application):
 - Host: Host name
 - Communication port: Communication port number

Basic Voice Feature Data

If your configurations are set to receive network calls and to use the Network Attended Transfer feature, then the following information is required:

- Premise switches names as they are defined in Genesys Configuration Manager

Expert Contact Feature Data

For the Expert Contact feature, find and record the following CTI-less T-Server connection information:

- T-Server host name
- T-Server connection port
- Switch type information
- Backup T-Server host name
- Backup T-Server connection port
- Based on the actual configuration of Genesys Expert Contact, find the CTI-Less T-Server, and note the corresponding virtual switch name.

Outbound Campaign Feature Data

For the Outbound Campaign feature, find and record the following:

- Gather T-Server connection information
- Gather Outbound Contact Server configuration information
- Check T-Server settings

The required information includes:

- T-Server host name
- T-Server connection port
- Switch type information
- Backup T-Server host name
- Backup T-Server connection port
- Name of the voice queue on which the Outbound Campaign is running
- Version of the Outbound Contact Server you use. See “OCS Version” on [page 135](#).

Outbound Contact Server Configuration Parameters

ACD/PBX Data

To find the Outbound Contact Server (OCS) ACD/PBX information:

1. In Configuration Manager, select Tenant > Agent Groups or Tenant > Place Groups.

2. Select a particular Group.
3. Select Properties.
The Properties dialog box displays.
4. Select the Advanced tab
(see [Figure 18](#)).

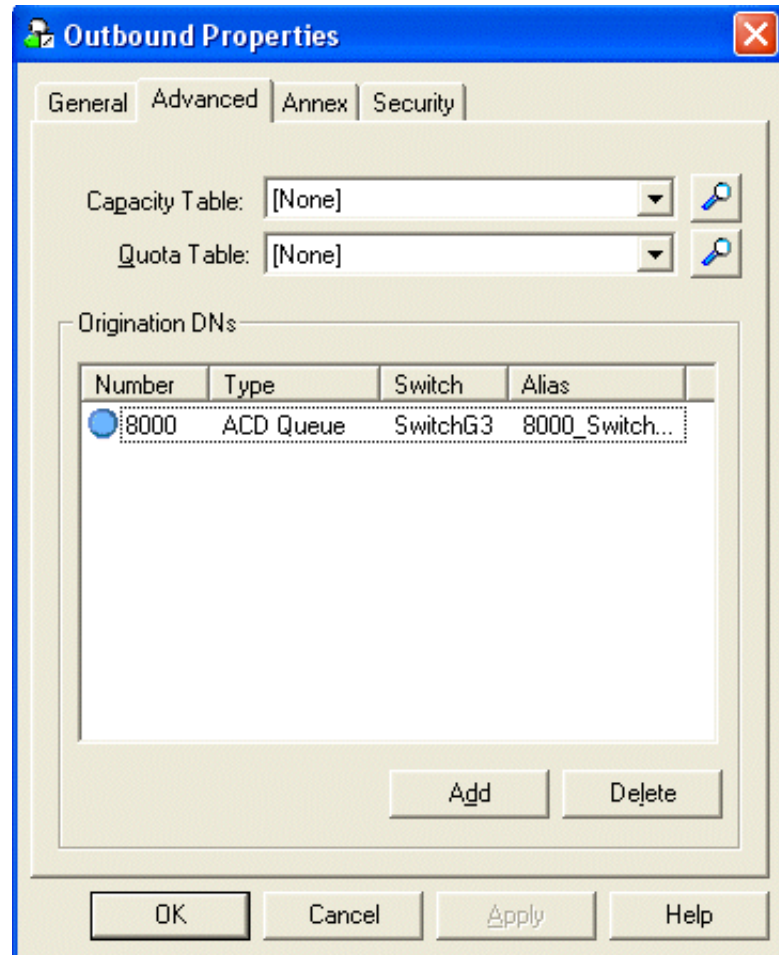


Figure 18: Outbound Properties Dialog Box

5. From the Origination DNs pane, make note of the ACD/PBX information, which is used later for the *Gplus* Voice Component configuration.
For example, in [Figure 18](#), the Origination DNs information required includes: DN Number (8000), Type (ACD Queue), Switch (SwitchG3). For further information, see “Configuring the Siebel Call Center Application” on [page 147](#) and “Associating Agents with the Communications Profile and Genesys Settings” on [page 160](#).

OCS Version

To find the version of Outbound Contact Server (OCS) that you use:

1. Start at the command prompt window from Windows or from a terminal window in UNIX.
2. Navigate to the OCS installation home folder (for example, C:\6CTI\OCS on the Windows platform).
3. Run the OCS executable with -V switch: `> ocs_server -V`
4. Note the Outbound Contact Server version.

Universal Callback Feature Data

The Voice and Web Callback Configuration does not require Genesys settings update. Time Zone synchronization is a mandatory modification for this configuration. Refer to “Time Zones” on [page 102](#) in Chapter 4, “Configuration and Installation of the Campaign Synchronization Component,” on [page 83](#) for detailed instructions.

For this feature:

- Gather T-Server connection information
- Gather Universal Callback server information

The required information includes:

For T-Server:

- T-Server host name
- T-Server connection port
- Switch type information
- Backup T-Server host name
- Backup T-Server connection port

For Universal Callback server:

- Switch name of Voice T-Server
- Routing Points list on this switch

Updating the Siebel Repository File

This section explains how to modify the Siebel Repository File (.srf) with new Voice archive (.sif) file data or with data from other archives with extended functionality, and how to recompile the Siebel Repository File. It also explains how to modify the .srf file with data from other archives with extended functionality.

Information is covered under the following topic headings:

- Requirements for Starting
- Overview of Siebel Repository File Preparation
- Locking Existing Projects

- Importing Voice Component Archive (.sif) Files and Resolving Conflicts
- The Siebel Communications Toolbar
- Compiling the Siebel Repository File
- Deploying the Repository File

For information on how to use Siebel Tools, see the Siebel documentation.

Requirements for Starting

Before starting this part of the configuration process, you should have the following Siebel CRM and Genesys *Gplus* applications installed and running:

Siebel CRM Applications

- Siebel Tools
- Siebel Server
- To use the Outbound Campaign feature and the Outbound Contact Server product, you must have Siebel eMarketing.

Note: To configure Siebel, you must have access to the local copy of the Siebel Server database and have sufficient privileges to check in and check out projects from the Siebel Server Repository.

Genesys *Gplus* Applications

- *Gplus* Configuration Synchronization Component for Siebel CRM; optional, may be used with any Voice Component feature.
- *Gplus* Campaign Synchronization Component for Siebel CRM; optional, designed to be used with the Outbound Campaign feature.

Overview of Siebel Repository File Preparation

You use Siebel Tools to compile an updated version of the Siebel Repository File (SRF or .srf file), which serves to define the Siebel Contact Center application on the Siebel Server.

When compiled, the Siebel Repository File integrates information from the various *Gplus* Adapter Voice Component archives (the .sif files) that you import.

For each Voice Component feature that you wish to implement, you must import a Voice Component .sif file and resolve any data conflicts introduced by the imported file. The Voice Component features and their associated .sif files are listed in [Table 8](#). The .sif files are provided with the *Gplus* Adapter installation disk.

Note: The Adapter does not contain limitations for some of the Adapter's compiled components that will work only with the T eScript Engine (and not the ST eScript Engine). The default Siebel option is set to `Enable ST Script Engine = TRUE`, but for the Genesys component it should be set to `Enable ST Script Engine = FALSE`.

Note: Depending on the Siebel Server version, appropriate .sif files should be imported from folder `<destination folder>/objects/7.5` for Siebel 7.5.3; `<destination folder>/objects/7.7` for Siebel 7.7/7.8; `<destination folder>/objects/8.0` for Siebel 8.0; or `<destination folder>/objects/8.1` for Siebel 8.1. See installation sections for more information

Table 8: Voice Component Features and Associated .sif Files

Feature	Voice Component archive (.sif) file
Basic Voice	GenComm.sif and GenSymbolicStrings.sif for Siebel 7.8 and higher
Genesys Tools	GenesysTools.sif
Expert Contact	GenComm_ECS.sif
Outbound Campaign	GenComm_OCS.sif *
Universal Callback (Voice and Web)	GenComm_VCB.sif

* In some circumstances, you may have to manually update certain objects to resolve data conflicts.

Order of Deployment

There is one constraint on the order in which you deploy the .sif files: installing `GenSymbolicStrings.sif` (for Siebel 7.8 and higher) and then `GenComm.sif`, which provides Basic Voice functionality, is mandatory for any and all configurations, and this file must be deployed first.

There are no restrictions on order in which you deploy the rest of the archive files. These other files are technically optional, and there is no restriction on order of their deployment. Each is responsible for a particular feature's functionality.

Deployment of `GenesysTools.sif` is mandatory. It will be used during configuration of the Siebel Call Center application

Procedures for Siebel Repository File Preparation

To import the necessary .sif files and prepare the Siebel Repository File for compiling, you must complete the following tasks:

1. Start Siebel Tools against the local database.
2. Lock the projects common for all features and the projects for selected optional features. Projects are described in [Table 9](#).
3. For Siebel 7.8 and higher, import the mandatory `GenSymbolicStrings.sif` file.
4. Lock the Genesys Symbolic Strings project.
5. Import the mandatory `GenComm.sif` file.
6. Lock the Genesys Voice Project.
7. Import the mandatory `GenesysTools.sif` file.
8. Lock the Genesys Tools Project.
9. For every selected optional feature do the following:
 - Import the corresponding .sif file
 - Resolve conflicts between Siebel Server applications, as necessary. Use [Table 10, “Features with Conflicts to be Resolved,”](#) on page 142 to check for potential conflicts.
10. If you are deploying the Universal (Voice) Callback feature:
 - a. Import the corresponding .sif file
 - b. Resolve conflicts between Siebel Server applications, as necessary. Use [Table 10, “Features with Conflicts to be Resolved,”](#) on page 142 to check for potential conflicts.
 - c. Manually copy the script as follows:
 - From the Object Explorer, go to the Application objects.
 - From the Applications window, select the application on which the Adapter is deployed (for example, Siebel Universal Agent for Siebel Horizontal versions, or Siebel Financial Services for Siebel Vertical versions).
 - Right-click the application record and select `Edit Server Script` from the drop-down menu.
 - Edit the `Application_PreNavigate` method for the selected Server Script with the code provided in the file `<InsDir>/<OBJECTS>/Application_PreNavigate_VCB.es`. If there are no server scripts associated with the application object, you will be asked to select the scripting language. Please select eScript in this case. Refer to “Updating the Application's Application_PreNavigate Event Server Script” on [page 436](#) in the Appendix.
11. Compile the updated .srf file.
12. Deploy the new .srf file.

Instructions for completing each of these tasks are provided below, with step-by-step details. Start with the “[Locking Existing Projects](#)” section.

Locking Existing Projects

Before working with projects, you must start Siebel Tools against the local database.

To lock existing projects:

1. In Siebel Tools, in the Object Explorer, select `Project` category.
2. In the Projects list, select the appropriate projects.
 - Select projects listed below in [Table 9](#).
 - Select the projects to be locked based on the features you want to install.
 - Always lock the projects that are common to all components.
 - In addition, lock any other projects that are specific to the features you are installing.

Note: The project named `Genesys Voice` is created when you import the `GenComm.sif` file, as explained in the instructions below. When you first open the Projects list, the `Genesys Voice` project does not yet exist and so is not available to be locked.

The project named `Genesys Tools` is created when you import the `GenesysTools.sif` file. Lock the project after import of `GenesysTools.sif`.

The project named `Genesys Symbolic Strings` is created when you import the `GenSymbolicStrings.sif` file. Lock the project after import of `GenSymbolicStrings.sif`.

Table 9: Projects for All Supported Siebel Versions - Common for all Components and Feature-Specific

Feature	Archive File	Common Projects (for all components)	Feature-Specific Projects
Basic Voice	GenComm.sif GenesysTools.sif GenSymbolicStrings.sif	<ul style="list-style-type: none"> • Command • Communication • Communication Administration • Persistent Customer Dashboard 	<ul style="list-style-type: none"> • Genesys Voice* • Genesys Tools* • Genesys Symbolic Strings*
Expert Contact	GenComm_ECS.sif		None
Outbound Campaign	GenComm_OCS.sif		<ul style="list-style-type: none"> • Campaign
Universal Callback (Voice and Web)	GenComm_VCB.sif		<ul style="list-style-type: none"> • Activity • Contact • Contact (SSE) • Table Activity • <Project related to an application on which the Adapter is deployed with the Universal Callback feature >**

* Lock the project after import of the corresponding .sif file.

** This project is locked when deploying the Universal Callback feature as described in “Procedures for Siebel Repository File Preparation” on [page 139](#). This is the project related to an application on which the Adapter is deployed. For example: Siebel Universal Agent (for Siebel Horizontal version) or Siebel Financial Services (for Siebel Vertical versions).

Importing Voice Component Archive (.sif) Files and Resolving Conflicts

By importing the Voice Component archives, you import the fundamental data required to update the Siebel Repository File for the Voice Component.

Be aware that import starts from GenSymbolicStrings.sif (for Siebel 7.8 and higher), then GenComm.sif and GenesysTools.sif files, and requires locking some projects after import of these files, as described above.

Some of the archive data that you import is in conflict with the current Siebel application data. The following type of conflict may require resolution:

- Conflicts between the Siebel application for which the .sif file was originally prepared and the Siebel application on which the .sif file is being deployed

Table 10: Features with Conflicts to be Resolved

Feature	Voice Component archive (.sif) file	Conflict with <i>Gplus</i> Components	Conflict with Siebel Applications	New Table Fields
Basic Voice	GenComm.sif	No	Yes	No
	GenesysTools.sif	No	No	No
	GenSymbolicStrings.sif	No	No	No
Expert Contact	GenComm_ECS.sif	No	No	No
Outbound Campaign	GenComm_OCS.sif	No	Yes	No
Universal Callback	GenComm_VCB.sif	No	Yes	Yes

The Siebel Tools processes that help you resolve these conflicts are explained below.

Importing .sif Files and Resolving Conflicts

You must import the .sif file for each Voice feature and resolve any conflicts created.

Complete the steps below to import the archive file with symbolic strings, `GenSymbolicStrings.sif`, that are used across the Siebel archive files provider within the Adapter.

Note: The `GenSymbolicStrings.sif` file must be imported first.

- In Siebel Tools, select **Tools > Import from Archive**.
- In the **Select Archive to Import** window, select the symbolic strings archive file, `GenSymbolicStrings.sif`.

The Voice Component installation program created this file in its destination directory. Navigate to the appropriate directory in your environment, as follows:

- For Windows: `<Destination directory>\objects\<Siebel Version>`.
- For UNIX: `<Destination directory>/objects/<Siebel Version>`.

- Click **Open**.

The **Import Wizard-Preview** window appears.

- Click **Next**.

The **Review Conflicts and Actions** screen displays.

5. Click Finish.

Complete the steps below to import the fundamental archive file, `GenComm.sif`, and resolve its conflicts.

Proceed with `GenesysTools.sif` and each additional Voice Component feature that you wish to implement; repeat the import and conflict resolution steps below, substituting for `GenComm.sif` the `.sif` file associated with that feature. Refer to Table 10 on [page 142](#).

1. In Siebel Tools, select `Tools > Import from Archive`.
2. In the Select Archive to Import window, select the Voice Component archive file, `GenComm.sif`.

The Voice Component installation program created this file in its Destination directory. Navigate to the appropriate directory for your environment, as follows:

- For Windows:
 `<Destination directory>\objects\<Siebel Version>`
- For UNIX:
 `<Destination directory>/objects/<Siebel Version>`

3. Click Open.

The Import Wizard–Preview window appears (see [Figure 19](#)).

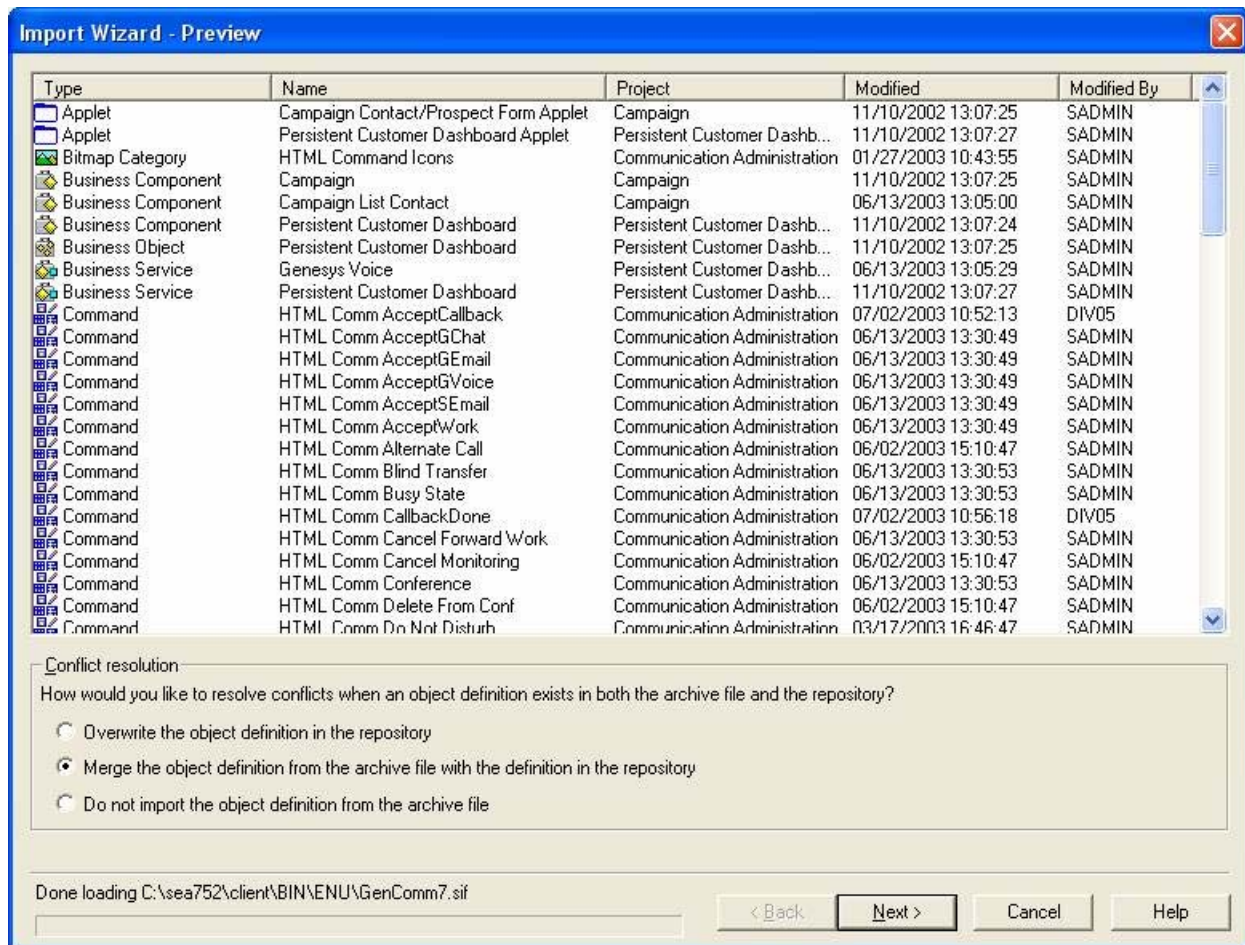


Figure 19: Import Wizard–Preview Window

Note: In the Conflict resolution area, the button “Merge the object definition from the archive file with the definition in the repository” is selected by default (see [Figure 19](#)).

4. Click Next.

The Review Conflicts and Actions screen displays.

5. In the Review Conflicts and Actions screen, from the Conflicting Objects panel, navigate to Business Component, and select it so that the list of business components appears.

- If there is no Business Component, skip to [Step 7](#).

6. For each business component in the list, select it in the Conflicting Objects panel.

- In the Attribute Differences panel, right click on each of the following attributes (if it exists) and re-set the Resolution to Repository:

- Class
- Search Specification
- Sort Order
- Sort Specification

Note: A business component does not necessarily have any of these attributes (Class, Search Specification, Sort Order, Sort Specification).

7. In the Review Conflicts and Actions screen, from the Conflicting Objects panel, navigate to Applet, and select it so that the list of Applets appears.
 - If Applet is not listed, skip [Step 8](#).
8. For each applet in the list with conflicts with Siebel applications, perform the following procedure:
 - In the Attribute Differences panel, right click on each of the following attributes (if it exists) and re-set the Resolution to Repository:
 - Search Specification
 - Sort Order

9. After import of `GenComm.sif`, lock the Genesys Voice project.

After import of `GenesysTools.sif`, lock the Genesys Tools project.

No project needs to be locked after import of other `.sif` files.

For each additional Voice Component feature that you wish to implement, repeat the import and conflict resolution steps above; but note the special requirement for Outbound Campaign below.

The Siebel Communications Toolbar

Note: Each communications toolbar item has its own position specified by an appropriate field. You must ensure that after importing new toolbar items there are no conflicts for the position field that appears. Siebel does not check this, and conflicts may cause issues with the communications toolbar appearance.

Importing a Voice Component archive (`.sif`) file effectively modifies the Siebel Communications Toolbar so that it provides the standard toolbar buttons for the Voice Component feature associated with that `.sif` file. The Toolbar, including these modifications and any customizations, is not created until the Siebel Repository File is compiled.

Importing the primary Voice Component file, the `GenComm.sif` file, creates the fundamental Siebel Communications Toolbar. Each of the other Voice Component archive files that you import modifies the toolbar, as appropriate, for the corresponding Voice Component features.

Note: As with the Voice Component archive files, each of the other *Gplus* Adapter archive (.sif) files modifies the Toolbar as appropriate. That is, each of the archive files associated with the other *Gplus* Adapter components also includes code that modifies the toolbar to provide the buttons and controls necessary to work with the installed features.

Compiling the Siebel Repository File

To compile the Siebel repository file:

1. In Siebel Tools, select **Tools > Compile Projects**.
2. Select **Locked projects**.
3. In the Siebel Repository File edit box, select the name of the repository file.
4. Click **Compile**.
The status bar at the bottom of the Object Compiler window indicates when compilation is finished.

Updating New Tables in a Genesys Project on a Server Database

This procedure is required only for deployment of the Universal Callback feature, in which .srf updates the standard S_EVT_ACT_X table. This is a two-step procedure:

1. Deploy the changed table to the Siebel Server Repository
2. Apply changes to the Siebel database tables.

Deploying the Changed Table to the siebel Server Repository

To deploy the changed table to the Siebel Server Repository, check in projects as follows:

1. In Siebel Tools, select **Tools > Check In**.
The **Check In** dialog box displays.
2. In the **Projects** list, select the following project:
Table Activity
3. Click **Check In**.

Applying Changes to the Siebel Database Tables

To update a table on a local Siebel database (or on the Siebel Server database):

1. Connect Tools to the server database.
2. In Siebel Tools, in the Object Explorer, navigate to the Table object.
3. Navigate to the List of Tables pane.
4. Locate the table S_EVT_ACT_X.
5. Click Apply.
A pop-up Warning window appears.
6. Click OK to accept the warning.
7. In the new Apply Schema window, from the Tables drop down list, select Current Row.
8. Enter the correct values for the Database user, Database user password, and ODBC data source.
You must enter the user name and password for a Database user who has an administrator's privileges in the Siebel environment.
Refer to Figure 15, "Creating New Tables in a Siebel Database," on [page 113](#). See the Siebel documentation for more information about creating custom tables.
9. Click Apply.
The message Changes successfully applied appears, indicating that tables were created.
10. Click the Activate button to propagate database changes and make them available to all users.

Deploying the Repository File

To deploy the .srf file, stop the Siebel Server, copy the new repository file to a specific location within the server installation, and restart the server. Additionally, you may have to generate and deploy browser scripts for the new repository file (see "Scripts" on [page 435](#)).

For further information on deploying an updated repository file to the Siebel Server, refer to Siebel documentation.

Configuring the Siebel Call Center Application

To configure the Siebel Call Center application on the Siebel Server, you must be logged in as a Siebel Administrator.

This part of the configuration process includes the following procedures:

- Update the associated List of Values (LOV) table(s).

- Create a customized Communications configuration with the *Gplus* Voice driver and profiles.
- Create agents with appropriate rights and permissions.
- For Outbound Campaign, associate campaigns with the proper employees.
- For Outbound Campaign or Voice Callback, you must manually synchronize the Time Zones names in Siebel and Genesys. For detailed instructions, see “Time Zones” on [page 102](#) in [Chapter 4](#).

This section explains the specific processes required to complete this configuration for each Voice component feature. Configuration processes related to a feature are listed below the heading for that feature.

Importing Lists of Values

To perform these imports:

1. Log in as Siebel administrator.
2. Open the Site Map, then navigate to Administration - Business Service, Simulator (in 7.5.3, Business Service Administration, Service Simulator).
3. Specify `Genesys Tools` as the Service Name, `ImportAll` as the Method Name, and set `Iterations` to 1.

4. In the Input Arguments (in 7.5.3, Input Property Set) applet, click the Load From File button, browse for <InsDir>/OBJECTS/GenComm_LOV.xml and load this file as shown in Figure 20 on [page 149](#).

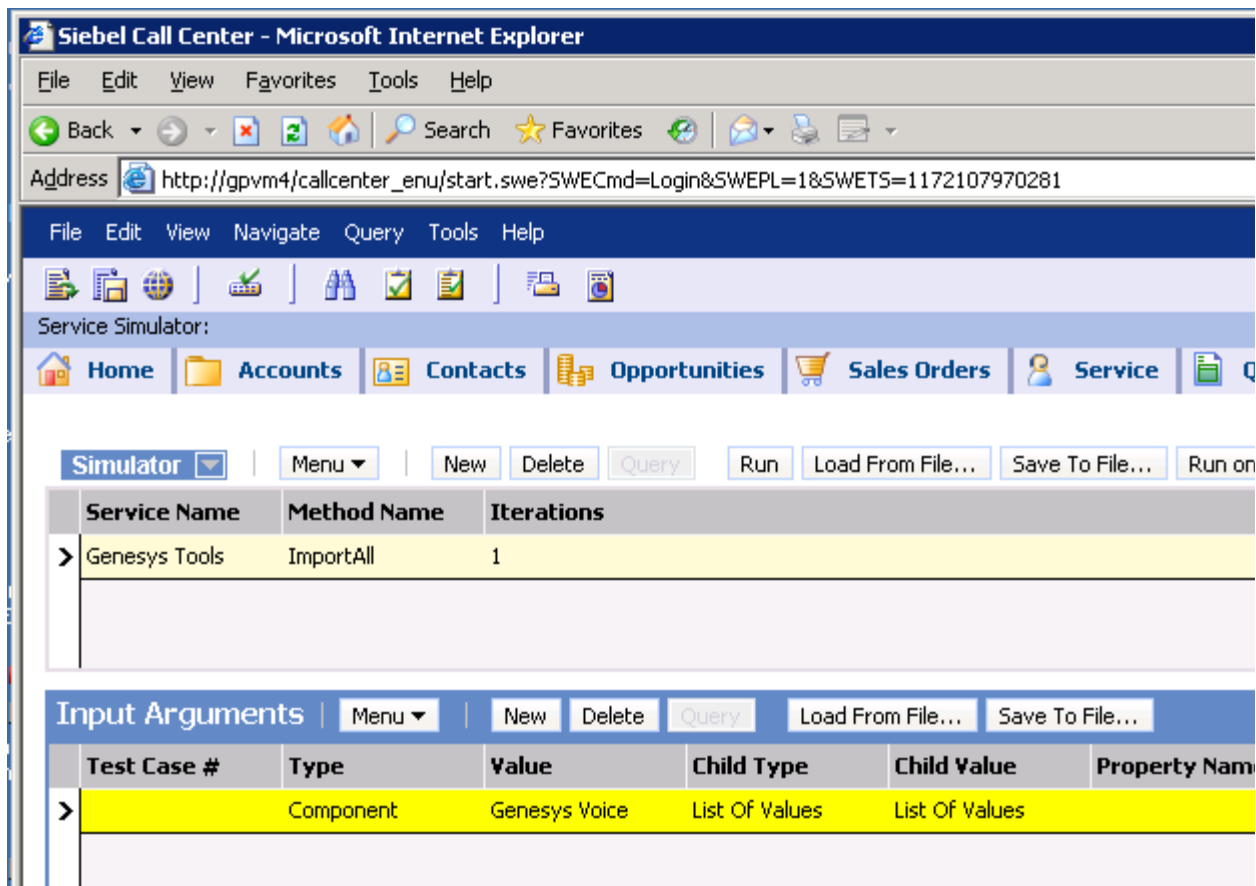


Figure 20: Importing Lists of Values

5. Click Run on the Service Methods applet. Import results can be checked in the Output Arguments (in 7.5.3, Output Property Set) applet.
6. If only the Voice Component, but not the Multimedia Component, is deployed, then create a new List of Values (LOV) and populate it with values *manually*, as described below:
 - In Administration Data > List of Values (in Siebel 7.5.3, Application Administration > List of Values), create a new LOV with the following parameters:
 - Display Value OpenMedia
 - Lang-Indep Code OpenMedia
 - Lang Name English-American Parent LIC COMMON
 - Order N/A (leave empty)
 - Active On
 - Translate On
 - Replic Level All

Creating a Customized Communications Configuration, Drivers, and Profiles

The Communications Configuration, drivers, and profiles are all created by importing data from the configuration definition file, `GenComm_universal.def`. The *Gplus* Adapter supplies this file, which is also called the `(.def)` file. It includes profiles and drivers (one per profile), and command and event definitions for: *Gplus* Voice and *Gplus* OpenMedia.

Before importing data from the configuration definition file, the sample configuration parameters defined in this file must be customized to reflect your actual contact center configuration. Then you can import the edited configuration definition file. You can selectively import the following data from the configuration parameters file: profiles, drivers, commands, and events.

The `GenComm_universal.def` file comes with the *Gplus* Adapter, and it is typically worthwhile to create a copy and familiarize yourself with it.

Overview

Three processes are involved in creating a configuration:

1. Editing the configuration definition file. This may include editing to create additional profiles for the same media type.
2. Creating the configuration record in Siebel.
3. Importing the configuration.

Each of these processes is described below.

Note: The Outbound Campaign feature uses a Siebel view that has a different name in Siebel versions 7.5.3 and lower than it does in version 7.7/7.8/8.0/8.1. By default, the `.def` file is set up for use with Siebel version 7.7/7.8/8.0/8.1.

Find and modify all occurrences of that string to prepare the file for use with Siebel Server version 7.5.3 and lower as in the example provided below:

```
; Uncomment following line for use with Siebel version 7.5.3
; View                               = "Campaign Detail"
; Uncomment following line for use with Siebel version 7.7/7.8/8.0/8.1
; View                               = "Campaign Detail - Position"
```

Note: When the import task is completed, remove any unused profiles or profiles. It is important to remove unused profiles if you do not plan to use the full line of *Gplus* Components.

Editing the Configuration Definition File

The configuration definition (.def) file must be edited to:

- Supply the correct values for required driver's fields.
- Customize commands and events definitions.
- Make version-specific for the Outbound Campaign feature.
- Create additional profiles for the same Media Type (for example, a second Voice profile).

Use the appropriate path to access the .def file:

For Windows

<Voice Component folder>\Objects\GenComm_universal.def

For UNIX

<Voice Component folder>/objects/GenComm_universal.def

To modify and prepare the definition file for import:

1. Locate the appropriate definition file and open it for editing.
2. Make a copy of the definition file.

Note: Always make a copy of the definitions file in case you need to return to the original settings. Use the Notepad application for Windows, or a vi editor for UNIX.

3. You must define the location parameters for each configuration:
 - a. in the [Configuration Parameters] section, define the ConnectString parameter as a premise switch name *exactly* as it is defined in Genesys Configuration Manager for T-Server. For example:
 ConnectString = "Prem-1-63_72"
 - b. in the [Driver:] section, define the LocalConnString parameter as a premise switch name *exactly* as it is defined in Genesys Configuration Manager for T-Server. For example:
 Driver:LocalConnString = "Prem-1-63_72"
4. Locate and modify the following parameters for each profile:
 - a. Driver:TServerAppName—the T-Server application name, as it appears in Genesys Configuration Manager. The corresponding T-Server should be included in the Connections section of the GenCommServer application in Configuration Manager. Parameters of the connection, such as secure connection, should be configured in the GenCommServer application in Configuration Manager, according to the *Genesys 7.5 Security Deployment Guide*.

This scheme of connection to T-Server was introduced in Release 7.5. To keep backward compatibility with previous releases, it is allowed to leave this parameter unchanged, as in Driver:TServerAppName = "CHANGE_ME", or

to remove it from the configuration. In this case, use the previously-allowed set of parameters shown in **b.** through **f.** below:

- b.** Driver:ServerHost—the host name of the machine, where T-Server is running (for example, myhost1). You must provide a value for this parameter.
- c.** Driver:ServerPort—the port number for T-Server in decimal form, for example: 5443. You must provide a value for this parameter.
- d.** Driver:BackupServerHost—the host name of the machine where the backup T-Server is running (for example, myhost1bk). This parameter is optional.
- e.** Driver:BackupServerPort—the port number for the backup T-Server in decimal form (for example: 5445). This parameter is optional.
- f.** Driver:SwitchType—numeric value, which defines the type of the switch. For the list of available (supported) values, see “Driver Parameters” on [page 203](#).

That approach, however, does not allow usage of new security features in Genesys 7.5.

- 5.** For the Expert Contact feature, specify the following parameters:
 - a.** Service:HasKWProtocol = TRUE.
This enables protocol support.
- 6.** For the Outbound Campaign feature (with its OSC functionality), specify the following parameters:
 - a.** Service:HasOCSPProtocol = TRUE
This enables protocol support.
 - b.** OCSEnableOutOfCampaignOperations. For more information, see “Transferring Outbound Calls to Agents Who Are Not in a Campaign” on [page 169](#).

Note: See the table “Driver Parameters” on [page 203](#) for information about other OCS driver parameters.

- 7.** For the Universal Callback feature, specify the following parameters:
 - a.** Service:HasVCBProtocol = TRUE
This enables protocol support.
 - b.** Service:SwitchName = <Voice Switch Name>
 - c.** Service:VCBDefaultRoutingPoint = <Routing Point>
 - d.** Parameter Service:VCBProcessedOnCallRelease must be synchronized with the Genesys VCB Server option callback_processed on the appropriate <Routing Point> or VCB Server instance, if not specified on the <Routing Point>.

For callback_processed = TRUE,
set VCBProcessedOnCallRelease = FALSE.


```
For callback_processed = FALSE,
set VCBProcessedOnCallRelease = TRUE.
```

8. If you are preparing the .def file for use with Siebel version 7.5.3 or lower with the Outbound Campaign feature, follow these steps:
 - a. Locate string `SingleView = "Campaign Detail":`
`[EventResponse:OnEventCurrentWorkItemChanged]`
`; Uncomment following line for use with Siebel version 7.5.3`
`; SingleView = "Campaign Detail"`
`; Uncomment following line for use with Siebel version`
`7.7/7.8/8.0/8.1`
`SingleView = "Campaign Detail - Position"`
 - b. Make the required changes according to the Siebel version and the corresponding instructions in the .def file. The default state of this Event Response code (as shown above) is set up for Siebel version 7.7/7.8/8.0/8.1.
 - c. Locate all occurrences of that string and make changes described in Steps a and b.
9. Save the definition file.

If you are preparing the definition file for non-English versions of Siebel CRM, please proceed to the text immediately below that is labeled, “For Non-English Versions of Siebel CRM.”

If you are *not* preparing the definition file for non-English versions of Siebel CRM, then the definition file is ready to import.

Be aware that you can create additional .def files if you want to use additional profiles for the same media type.

If you are not going to create multiple Profiles for the same Media type, please proceed with “Creating a New Configuration Record in Siebel” on [page 155](#). Otherwise, use the instructions under “Creating Additional Profiles for the Same Media Type” on [page 154](#).

For Non-English Versions of Siebel 7

If you are working with a non-English version of Siebel CRM, you must properly import the `GenComm_universal.def` file parameter’s Channel type values for Voice and E-mail. These names should be replaced with their corresponding non-English names. To change the names:

1. Locate the `GenComm_universal.def` file.
2. Open the file for editing.
3. Locate the string `Channel type = "Voice"` and `Channel type = "Email"`.
4. Replace values "Voice" and "Email" with the same names that correspond to the language you use.
5. Save the file.

The definition file supporting non-English versions is ready to import. If you are not going to create multiple Profiles for the same Media type, you can skip next section and proceed with “Creating a New Configuration Record in Siebel” on [page 155](#).

Creating Additional Profiles for the Same Media Type

To use additional profiles for the same media type, you need to prepare separate configurations in Siebel and corresponding .def files for those configurations.

Note: The definition file includes commands and events, linked to the appropriate profile. As a rule, you should only group commands that are not associated with profiles and that are common for all drivers. This approach was introduced to support multiple T-Servers.

To prepare an additional .def file:

1. Important: First make a copy of the original or customized .def file.
2. Rename the profile and driver.
3. Throughout the text of the commands and events, replace the name of the profile with the new name.
4. Rename the Driver and Driver Parameters, updating the “Driver” parameter in the Profile with the new name.
5. Proceed with other .def file modifications, if required.
6. Save changes.

Example

The following sample fragment of a modified definition file illustrates the preparation of an additional new profile, “Gplus Voice B,” with the driver “Gplus_Voice_B”. Modified text in this example is highlighted in **bold type**.

```
[Profile:Gplus Voice B]
  Driver           = "Gplus_Voice_B"
  Driver:ServerPort = "3620"
  Driver:ServerHost = "crmserver"
  DriverAlias      = " "
  MediaType        = " "
  [Driver: Gplus_Voice_B]
  .
  [Driver Parameters: Gplus_Voice_B]
  .

[Command:InitiateWorkGroup]
  SubCommand_0    = "MakeCallGroup"
```

```

SubCommand_1 = "SendGEmailGroup"
SubCommand_2 = "SendSEmailGroup"
SubCommand_3 = "InitiateCallbackGroup"
Description   = "Initiate work item"
Hidden        = "TRUE"
.[Command:MakeCallToPhone]
FilterSpec    = "NOT [$GetCommandStatus(IsInteractionView)] =
'Enabled'"
DeviceCommand = "MakeCall"
Description   = "Make Call to "{@Phone}""
CmdData       = "MakeCallToPhone"
OnEditControl = "TRUE"
Hidden        = "TRUE"
Profile       = "Gplus Voice B"
.[CmdData:MakeCallToPhone]
RequiredField.@Phone = "?*"
Param.PhoneNumber    = "{@Phone:PhoneTypeLookup}"
Param.CallNotifyText = "Call from {@UserName}..."
.[EventHandler:CallRinging]
Comments = "Handles ringing call event"
Order    = "3"
DeviceEvent = "EventRinging"
Profile    = "Gplus Voice B"

```

Creating a New Configuration Record in Siebel

To create a new configuration record:

1. Select Site Map > Administration - Communications > All Configurations.
A list of the existing configurations displays.
2. Click New to create a new configuration.
3. Enter a name for the new configuration, for example, Lucent Configuration.
4. Click Save.

Importing a Configuration

Note: Before importing configuration, check “Advanced Customization of Voice Component Configurations” on [page 164](#) for possible additional configuration to support desired functionality.

To import a new configuration:

1. Select a configuration record you have created, for example *Lucent Configuration*.
2. Click the *Import Configuration* button.
3. Click *Next*.
4. In the *Next* window, define the configuration file that you want to import, and select one or more of the four data parts. Your selection depends on your requirements. Select all for an initial import.
 - drivers & profiles
 - commands
 - events
 - configuration parameters
5. Use the *Browse* button to select the *Gplus* Adapter configuration file: *GenComm_universal.def*, or a customized version of it.
6. Click *OK* to start importing.

When the import task is completed, remove any unused profiles or profiles with insufficient connection information. It is important to remove unused profiles if you do not plan to use the full line of *Gplus* Components.

Example: Removing Unused Profiles in the Voice-only Lucent Configuration

For example if you are using a Voice-only configuration, then the *Gplus* OpenMedia profile should be removed from the sample configuration named *Lucent Configuration*.

Before changing the *.def* file, always create and keep a backup copy.

To remove unused profiles and drivers:

1. Select *Site Map > Administration - Communications > All Configurations*. A list of the existing configurations displays.
2. Select the *Lucent Configuration* record.
3. Switch to the *Profiles* tab.
4. Remove the unused profile in our *Lucent* configuration example: *Gplus OpenMedia*.

After this operation, the *Gplus* Voice profile will be the only remaining profile in the *Lucent Configuration*.

During the import operation, new driver(s) and profile(s) were created. Also, profile(s) are automatically linked to the appropriate driver(s). Next, add agents to the Configuration and make adjustments to communication specific settings.

After importing the configuration, add agents to the Configuration and make adjustments to communication specific settings.

Connection to T-Server

Connection to the T-Server can be defined in two different ways:

- **T-Server connection using the Connections tab of the *Gplus* Communication Server.** Siebel configuration refers to this connection via the `Driver:TServerAppName` parameter. In this case it is possible to define advanced connection parameters, such as security.
- **T-Server connection using the Siebel configuration from pre-7.5 versions of the Adapter.** If the `Driver:TServerAppName` parameter was not defined in the Siebel configuration, or if its value is `CHANGE_ME`, then all connection parameters are taken from the Siebel configuration as they were in pre-7.5 versions of the Adapter. In this case security settings can not be defined.

Connection to T-Server Defined in Genesys Configuration Manager

In this configuration, connection to the T-Server object should be added to the list of *Gplus* Communication Server connections, and in the Siebel configuration, the `Driver:TServerAppName` parameter should be configured to specify the T-Server application name of the primary T-Server exactly as it is configured in Configuration Manager. If the value of the `TServerAppName` parameter is defined in the Siebel configuration, the Adapter searches connection parameters in Configuration Manager and uses these parameters to establish connection with the T-Server. If this connection is found here, then T-Server connection parameters (including advanced parameters) will be taken from Configuration Manager, and the parameter `AdapterAppName` will be ignored (the *Gplus* Communication Server application name will be used instead).

Also, the switch type will be taken from the T-Server application object. If connection to the related T-Server is not found in the Connections tab of the *Gplus* Communication Server Application Object, the Adapter will not open a connection to the T-Server. Configuration of the *Gplus* Communication Server Application Object must be corrected in Configuration Manager to define the connection to the related T-Server.

Using this method, it is possible to define a secure connection between the Adapter and T-Server. If secure connection is defined, the Adapter and T-Server will use Transport Layer Security (TLS) when exchanging data. For details on configuration of security in Genesys, please refer to the *Genesys Security Deployment Guide*.

Connection to T-Server Defined in the Siebel Configuration

In this configuration, the `Driver:TServerAppName` parameter is not defined in the Siebel configuration, or has the value `CHANGE_ME`. All connection parameters are taken from the Siebel configuration as they were in pre-7.5 versions of the Adapter. Secure connection can not be defined using this method.

Agent Administration

This section explains the processes involved in creating agents and agent-related records.

Before starting to work with the *Gplus* Voice Adapter, you must create Agents, Groups of Agents, Positions, Telesets, and Queues. By creating Positions, Telesets, and Queues, you create the data structures that support agents. If you are using the Outbound Campaign feature, agents should be associated with Voice queues, and newly created campaigns should be associated with agent groups. For more information on agents, campaigns, and groups, see the Siebel documentation.

Creating Positions

To create a new position:

1. Select `Site Map > Groups Administration > Positions`.
2. Click **New** on the Positions applet.
3. Specify the following parameters for the new record:
 - Division: select `Default Organization`
 - Position: `Telemarketing`
4. Save the record.

Adding ACD Queues

An agent should be associated with an ACD queue, which is configured for operations with Outbound Contact Server (OCS).

To create an ACD queue:

1. Navigate to the List of Values table, using one of the following options:
 - For Siebel versions 7.5.3 and lower, select `Site Map > Application Administration > LOV Explorer`
 - For Siebel version 7.7/7.8/8.0/8.1, select `Site Map > Administration-Data > LOV Explorer`
2. For each ACD queue in your call center you must add a new item from the list of items. Select the Item Type `CTI_ACD_QUEUES`.

3. Provide the following information for this item:
 - For both Display Value and Language Independent, include the Queue DN number.
 - For the language, select English-American (for other languages, see Siebel documentation).

Creating Telesets

A Teleset is a set of DNs that represent a single workplace.

To create telesets:

1. In the Siebel Site Map, navigate to All Telesets.
 - For Siebel 7.7/7.8/8.0/8.1, select Site Map > Administration - Communications> All Telesets.
 - For earlier versions of Siebel, select Site Map > Communications Administration > All Telesets.
2. For each teleset, provide the following information:
 - a. Create a new Teleset in the Telesets list.
 - b. Add your agents' extensions.
3. Give the teleset a unique name. For example, you may want to name the teleset based on the cubicle number or the location of the teleset.
4. Select the Extensions tab.
5. Add all the teleset DNs in the list (one or more DNs). For each DN you must define the DN type:
 - S—Standard DN
 - A—ACD Position
6. Follow Steps 2 to 5 above for each teleset.

Note: If a teleset has only ACD position DNs, then you must configure in Siebel at least one of these DNs as a DN of type **S**.

Creating Agents

To create an agent, you must re-define an existing employee (as defined in Siebel) to function as an Agent with the *Gplus* Adapter.

To be an agent, the employee must:

- Have a proper responsibility and position
- Be associated with a relevant profile.
- For Outbound Voice and Voice Callback configurations, it is essential to specify the proper Time Zone.

To assign an employee to a proper responsibility and position:

1. Select Site Map > Users Administration > Employees.
2. Select an employee who is supposed to function as an agent with respect to the Adapter.
3. Specify the following parameters for the employee record:
 - Responsibility:
 - Click on the field.
 - Click Add new from the drop-down menu.
 - Select Universal Agent.
 - Click OK.
 - Click OK to return to the main screen.
 - Position:
 - Click the field.
 - Click New from the drop-down menu.
 - Browse to Telemarketing position.
 - Click OK.
 - Mark the position as Primary.
 - Click OK to return to main screen.
 - Time Zone:
 - Click the field.
 - Browse to desired Time Zone.
 - Click OK.
4. Save the record.

Associating Agents with the Communications Profile and Genesys Settings

To associate agents with an existing Communications profile:

1. In the Siebel Site Map, navigate to All Configurations.
 - For Siebel 7.7/7.8/8.0/8.1, select Site Map > Administration - Communications > All Configurations.
 - For earlier versions of Siebel, select Site Map > Communications Administration > All Configurations.
2. On the Configurations applet locate the *Gplus* Outbound Contact configuration.
3. Click the applet to make it active.
4. Select the Agents tab.
5. Click New.
6. On the Add Agents screen, browse to and select an agent.
7. Click OK to add the agent into the profile.
8. Save the agent's record.

9. Select the agent's record from Communications Administration (in Siebel 7.7/7.8/8.0/8.1, Administration - Communications) > Agent General Profile.
10. Specify the following values for the record:
 - Agent Login: Agent login ID into ACD/PBX from Genesys
 - Password: Agent login password into ACD/PBX
11. Save the record.
12. Select the Telesets tab.
13. Click New.
14. Navigate to a particular Teleset on the Add Teleset drop-down menu. (The Teleset value should match the one specified in Genesys.)
15. Select the teleset to make it active and click OK.
16. Optional step: To select ACD queues for agent:
 - Select the ACD Queues tab.
 - For each agent add zero or more ACD Queues for the agent to log into.
 - Select the ACD queue configured for operation in Genesys, and mark the queue as Primary.
17. Save the record.

Creating Campaigns and Associating Agents with Campaigns (“campaign agents”)

The instruction in this section are required only if you use the Outbound Campaign feature. To create a campaign and associate agents with a campaign, follow the appropriate steps based on the version of Siebel you use. Sometimes this step is called creating a “campaign agent”.

If You Use Siebel 7.5.3

1. Select Site Map > Campaign Administration > All Campaigns Across Organization.
2. Click New on the Campaigns applet.
3. Specify the following value for the new record:
Name: Gplus Outbound Campaign
4. Click the Team field.
5. On the Team Members drop-down menu, click New.
6. Save the record.
7. Select the Team tab.
8. Click New.

9. On the Add Employees drop-down menu, select the Telemarketing position.
10. Click OK.
11. Select the Primary field.

If You Use Siebel 7.7/7.8/8.0/8.1

Add “Campaign Agent” responsibility to the list of Employee responsibilities. To assign an employee to a proper responsibility:

1. Select Site Map > Administration Users > Employees.
2. Select an employee who is supposed to function as a Campaign agent with respect to the Adapter.
3. Click the field Responsibility.
4. On the left side of the pop-up window, select Campaign Agent.
5. Click Add.
6. Click OK to return to the main screen.

For further information on how to create campaign’s Contacts/Prospects and synchronize this data with Genesys Outbound Contact, see Chapter 4, “Configuration and Installation of the Campaign Synchronization Component,” on [page 83](#) of this document. Refer also to the Siebel documentation.

Using Genesys Framework to Synchronize Agent Information

After you have created Agents in the Siebel Call Center application and agent information has appeared in Genesys Framework, check the corresponding Persons properties in Genesys Framework. If necessary, use Genesys Framework to make corrections.

For every Employee (Agent) configured in Siebel to work with the Voice component of the Adapter, there must be in the Genesys configuration an equivalent Person with the same Agent Login. The Genesys Configuration Synchronization component of the Adapter should automatically perform this synchronization.

If the Configuration Synchronization Adapter is not deployed, you must manually duplicate Siebel's agents and places (telesets) in Genesys configuration.

After creating Persons and Places in the Genesys environment, automatically or manually, check the Persons properties in Genesys Framework to verify that the corresponding configuration is correct.

The default place must be defined for newly created Persons.

Assigning a Default Place to a Person

If no default places are assigned for an agent, you must perform this step manually.

To assign a default Place to a person:

1. In Configuration Manager, select **Environment > Tenant > Persons**.
2. Click **Persons**.
3. Right-click a specific Person and select **Properties** from the drop-down menu.

The Properties dialog box displays.

4. Select the **Agent Info** tab.
5. Locate the **Default Place** drop-down menu.
6. Click **Browse**.
7. Click **Places** and select the appropriate place for the Person.
8. Click **OK** to add the Place.
9. Click **Apply** to submit changes.
10. Click **OK** to close the Properties dialog box.
11. Repeat steps 3–10 for all agents.

Outbound Campaign Agent Configuration

There are additional requirements for Agents working with the Outbound Campaign functionality. Agents must be assigned to the Agent Group configured to work with Outbound Contact Server (OCS), which is associated with the Outbound Campaign feature. If an agent is not assigned to a group, you should manually perform this task, as explained below.

Assigning an Agent Group

To assign agents to a group:

1. In Configuration Manager, select **Environment > Tenant > Agent Groups**.
2. Right-click a particular Agent Group configured to work with OCS and from the drop-down menu, select **New > Shortcut** to access an agent.
3. Go to the agent entry on which you are working.
4. Click **OK** to add the agent.
5. Repeat Steps 2–4 for all agents that must be configured to work with OCS.

You have completed the configuration and installation of the Outbound Campaign feature of the *Gplus* Adapter 7.5 for Siebel CRM.

The configuration steps mentioned above are related to the synchronization of information between Siebel and Genesys. For more detailed information about

the configuration of Genesys Outbound Contact Server product, refer to Genesys' Outbound Contact documentation.

Universal Callback Agent Configuration

All agents working with Universal Callback must be assigned to an Agent group configured to work with the Universal Callback server. If an agent is not assigned to a group, you should manually perform this step.

To assign agents to a group:

1. In Configuration Manager, select Environment > Tenant > Agent Groups.
2. Right-click a particular Agent Group configured to work with Universal Callback and from the drop-down menu, select New > Shortcut to access an Agent.
3. Navigate to the agent entry with which you are working.
4. Click OK to add the agent.
5. Repeat Steps 2–4 for all agents that must be configured to work with Universal Callback.

You have completed the configuration and installation of the Universal Callback configuration of the *Gplus* Voice Component for Siebel CRM.

Advanced Customization of Voice Component Configurations

This section provide information and instructions for advanced customization of the Adapter.

This section includes information under the following headings:

- “Activity Creation”
- “Voice Component Common Configuration Information”
- “Customizations for Basic Voice”
- “Customizations for Expert Contact”
- “Customizations Involving Universal Callback”
- “Customizations Involving Outbound Campaign or OCS”

Note: Before attempting to make any modification or customization, review the basic deployment procedures for information that may apply to the kind of changes you are making. For example, if your modification requires changes to the configuration (.def) file, refer to “Editing the Configuration Definition File” on [page 151](#). The information in this section assumes that you understand the context of the implementation procedures and any associated requirements or constraints that apply.

Activity Creation

Each incoming and outgoing interaction initiates an activity creation in the Siebel application and creates a new work item on the Communications (CTI) Toolbar.

Many customization projects involve working with activities.

Activity creation and handling logic are implemented in the Siebel .def file using standard methods. See the *Siebel Communications Server Administrator Guide* for more information on this topic.

Warning! Activity creation affects performance. If you are not using Activity records, remove the activity creation code from event handlers.

Basic Voice Feature Activity Creation

Activity records for inbound and outbound calls are created on EventEstablished. Activity Creation is handled by the EventHandler:OutboundCallReceived for outbound calls and by the EventHandler:InboundCallReceived for inbound calls. Log creation logic and the set of information fields used are defined in the appropriate Event Response; post call release actions are defined in the same Event Response in the AfterWork elements.

For an inbound call, the InboundCallReceived event handler creates an activity for an Inbound call on EventEstablished and displays contact information on the agent’s dashboard. The event handler queries the Contact Business Component and depending on the number of rows returned by the Query specification 'Work Phone #' LIKE '*{otherDN}' depending on the specification, and executes three different log handlers; one each for Multiple contacts, Single contact, and No contacts found.

For an outbound call, the OutboundCallReceived event handler creates an activity on EventEstablished and displays contact information on the agent’s dashboard. The handler queries the Contact Business Component and depending on the number of rows returned, it executes three different log handlers; one each for Multiple contacts, Single contact and No contacts

found. If you want to enable the Contact popup screen, uncomment the Display = “true” option.

Expert Contact Feature Activity Creation

Activity record creation scenarios are different, depending upon whether the CTI-Less T-Server Preview-interaction option is turned on or off, as explained below.

If Preview-interaction mode is OFF:

Activity records for inbound and outbound calls are created in the same manner as for the Basic Voice feature. See “Basic Voice Feature Activity Creation” on [page 165](#).

If Preview-interaction mode is ON:

An Activity record is created on event `EventKwPreviewIntRequest` with status “Requested”. An established call reuses the same `WorkItem` on the Communication Toolbar and the same activity record. Log creation logic and the set of information fields used are defined in the associated Event Response; `OnEventKwPreviewIntRequest`, post call release actions are defined in the same Event Response in the `AfterWork` elements.

[Table 11](#) shows the name of the event handlers and their status in activity creation.

Table 11: Event Handlers and Their Status in Activity Creation

Event Handler	Status in Activity
<code>EventKwPreviewIntRequest</code>	Requested
All <code>WorkItem</code> releasing events. See Basic Voice section for more information.	Done

Outbound Campaign Feature Activity Creation

Activity records are created for all incoming Outbound Contact Server interactions. Activity creation logic for Preview records and Scheduled calls are defined in the Event response “`OnOCSRecord`”. Activity creation logic for Predictive and Progressive calling modes is implemented in the event response “`OnPredictOCSRecord`” and the event handler

[`EventHandler:OutboundOCSCallEstablished`].

Event handler [`EventHandler:PreviewOCSCallEstablished`] prevents duplicating activity creation for Preview calls.

Currently, Preview records (as well as Scheduled calls, and Predictive calls) are incoming interactions and they create their own activity record.

Depending on an agent's response, the appropriate status is set in the activity record. [Table 12](#) shows the name of the event handlers and their status in activity creation.

Table 12: Event Handlers and Their Status in Activity Creation

Event Handler	Status in Activity
EventPreviewRecord EventScheduledCall EventEstablished (for Predictive and Progressive Dialing modes) EventUpdCallComplStatsAck	In Progress
EventRecordRescheduleAck	Scheduled
EventDoNotCallAck EventRecordRejectAck	Declined
EventRecordCancelAck EventRecordCancel EventRecordRemove	Canceled
EventRecordProcessedAck	Done
EventReleased	Unassigned

Universal Callback Feature Activity Creation

The EventCallbackRequest event handler creates an activity for Callback requests on EventCallbackRequest and displays contact information on the agent's dashboard. The handler queries the Contact Business Component and, depending on the number of rows returned, executes three different Log handlers; one each for Multiple contacts, Single contact, and No contacts found.

Also, the event handlers shown in [Table 13](#) update activity records (created in [EventHandler: EventCallbackRequest]) and must be commented out or removed from the code if you want to disable activity creation for the CallbackRequest.

Table 13 shows a list of supported event handlers and the status that they set.

Table 13: Supported Event Handlers for Universal Callback

Event Handler	Status
EventCallBackRequest	Requested
EventCallBackAccepted	In-Progress
EventCallBackRejected	Declined
EventCallBackCancel	Canceled
EventCallBackDone	Done
EventVCBPreview	Requested
EventAddVCBRequest	Scheduled
EventVCBReject	Declined
EventVCBCancel	Canceled
EventVCBProcessed	Done

Modifying the Definition File and Related Performance Issues

Creating activity records affects overall Siebel Server performance. Genesys recommends that you review the requirements for activity records creation during the implementation phase. Make sure to comment or remove code that you are not using from the `GenComm_universal.def` file.

For your convenience, activity creation code is marked as follows:

Start:

[illegible]

End:

[illegible]

When you query the Campaign Business Component for Smart Script, performance is also affected. If you are not using Smart Script, the following code, related to Smart Script handling must be commented out or removed from the `GenComm_universal.def` file.

For your convenience, Smart Script related code is marked as follows:

Start:

```
; Lines below are Smart Script related code <<<<<<<<<<<<<<<<<<
```

End:

[illegible]

Transfer Functionality

The transfer functionality for agent-to-agent transfers using Outbound Contact Server (OCS) is described below.

- Only two-step and blind (mute transfers) are allowed from agent-to-agent. Genesys recommends that when making agent-to-agent transfers, the first agent make a consult call to the second agent before making a transfer. If the agent receiving the transfer has a current call and record on his-her desktop, the transfer may not be successful.
- User data should be attached to a call after the agent completes a transfer.
- Call transfer is correct to and from agents and to agents logged into a loaded or active campaign group. Also, by setting the option `OCSEnableOutOfCampaignOperations` you can transfer to agents not participating in the campaign. This option requires that you use Outbound Contact 7.x.
- Genesys recommends that the number of transferred outbound calls not exceed 5 to 10 percent of all outbound calls.

Because of the constraints imposed by CTI-Less T-Server, the transfer functionality for the Expert Contact feature is limited by the following restrictions:

- Blind transfer is supported only as external reroute to the GenSpec Network T-Server.
- Two step transfers work for both internal CTI-Less T-Server operations and for external transfers between CTI-Less T-Servers.
- Maximum number of active calls is 2.

Transferring Outbound Calls to Agents Who Are Not in a Campaign

The *Gplus* Adapter supports Outbound Preview, Predictive, and Progressive campaign transfer calls to agents not participating in an active campaign. This feature requires Genesys Outbound Contact version 7.x. To enable support for transfers to these agents, set the option `OCSEnableOutOfCampaignOperations` = "True." To disable support for such transfers, set the option `OCSEnableOutOfCampaignOperations` to "False." When this option is enabled, an agent who is not in the campaign can do the following:

- reschedule record as a campaign callback
- set a new Call Status
- update Number of Attempts
- request chain
- cancel record

- mark contact Do Not Call
- process records

Voice Component Common Configuration Information

This section describes configuration information that applies to all Voice Component features.

Switch-Specific Configuration Instructions

You must make the following configuration changes for the Alcatel A4400 switch, the Nortel DMS-100 switch and the Rockwell Spectrum switch.

Alcatel A4400

The Adapter supports the operation of the Alcatel 4400 T-Server and switch with the Agent Substitute feature set to either:

- on or true
- off or false

In either of these two modes, the set of DN's for the agent Teleset in the configuration must define:

- Extension DN, type S (Standard DN)
- ACD position, type A

When you use the Agent Substitute feature set to on or true, you must define two parameters in the *Gplus* Adapter 7.5 for Siebel CRM configuration:

```
Service:AgentSubstitute = "TRUE"
```

```
Service:ACDDNList = "{@ACDDNList}"
```

If you use the Agent Substitute Feature set to off or false, you must define the following values for two parameters:

```
Service:AgentSubstitute = "False"
```

```
Service:ACDDNList = "{@AgentID}"
```

Nortel DMS-100

In order to allow agents to make outbound calls using the Siebel Communications Toolbar, the Nortel DMS-100 switch must be configured to make outbound calls from both ACD positions and extensions.

Nortel Symposium and Nortel Meridian

When using the Nortel Symposium or the Nortel Meridian switch, the T-Server option, nrdy-after-login, must be set in accordance with your switch configuration, otherwise T-Server will not send the right notifications to its clients regarding the Ready/NotReady state of agents.

Communication DN

The Communication DN is used to send a user event and broadcast a user event.

Sending User Events via a Communication DN

The Siebel CRM configuration for *Gplus* Adapter can define a special DN, which is called a Communication DN. Third-party applications (for example, T-Server clients) can communicate with the *Gplus* Adapter using this Communication DN to send user events with attached user data to all agents currently logged in to the Adapter. Third-party applications are defined as any client application other than the *Gplus* Voice Component.

The Communication DN is configured in Siebel by defining the following Communications Driver parameter:

```
Driver:CommunicationDN <DN>
```

The value of this parameter must be a DN that is configured in Configuration Server as a Communication DN for the same T-Server and switch.

Based on this configuration, whenever any third-party application registered to the CommunicationDN sends a user event with attached user data to this CommunicationDN, T-Server will distribute this user event (with the same attached user data). The user event appears on the Communication DN to all Siebel CRM agent desktops (see Figure 21 on [page 172](#)). The user event is then received in Siebel if the corresponding event handler with the device event, EventUserEvent is defined in the Siebel Communications Configuration.

In this configuration, an EventUserEvent is distributed by T-Server to all Siebel CRM Agent desktops that have the same Communication DN configuration as the third-party application. Figure 21 on [page 172](#) shows the data flow for this configuration.

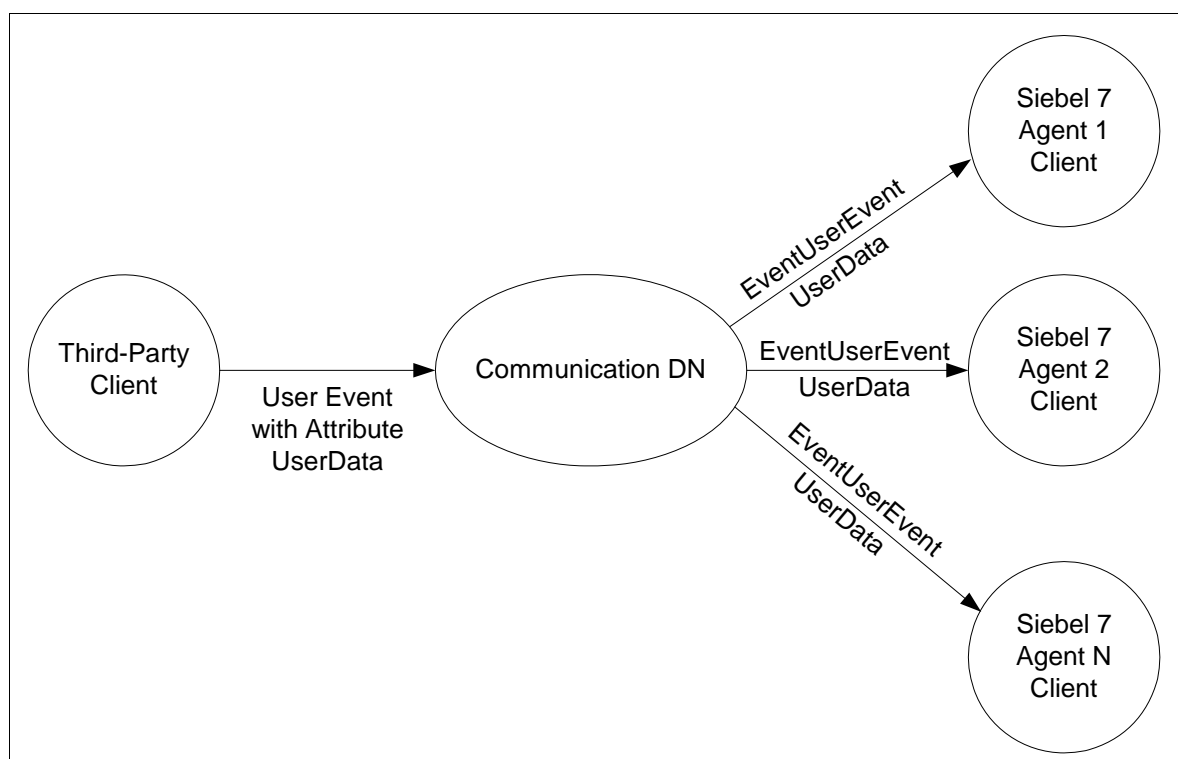


Figure 21: Data Flow of User Event Sent via a Communication DN

Broadcasting User Events via a Communication DN

You can generate an `EventUserEvent` (there is a command `SendUserEventToCommDN` in *Gplus* Adapter and you can define additional parameters with this command) with the Voice Component and broadcast it to both third-party applications as well as all agents logged in to the Siebel CRM *Gplus* Voice Component with the same Communication DN configuration. See Figure 22 on [page 173](#) for the data flow of broadcasting user events.

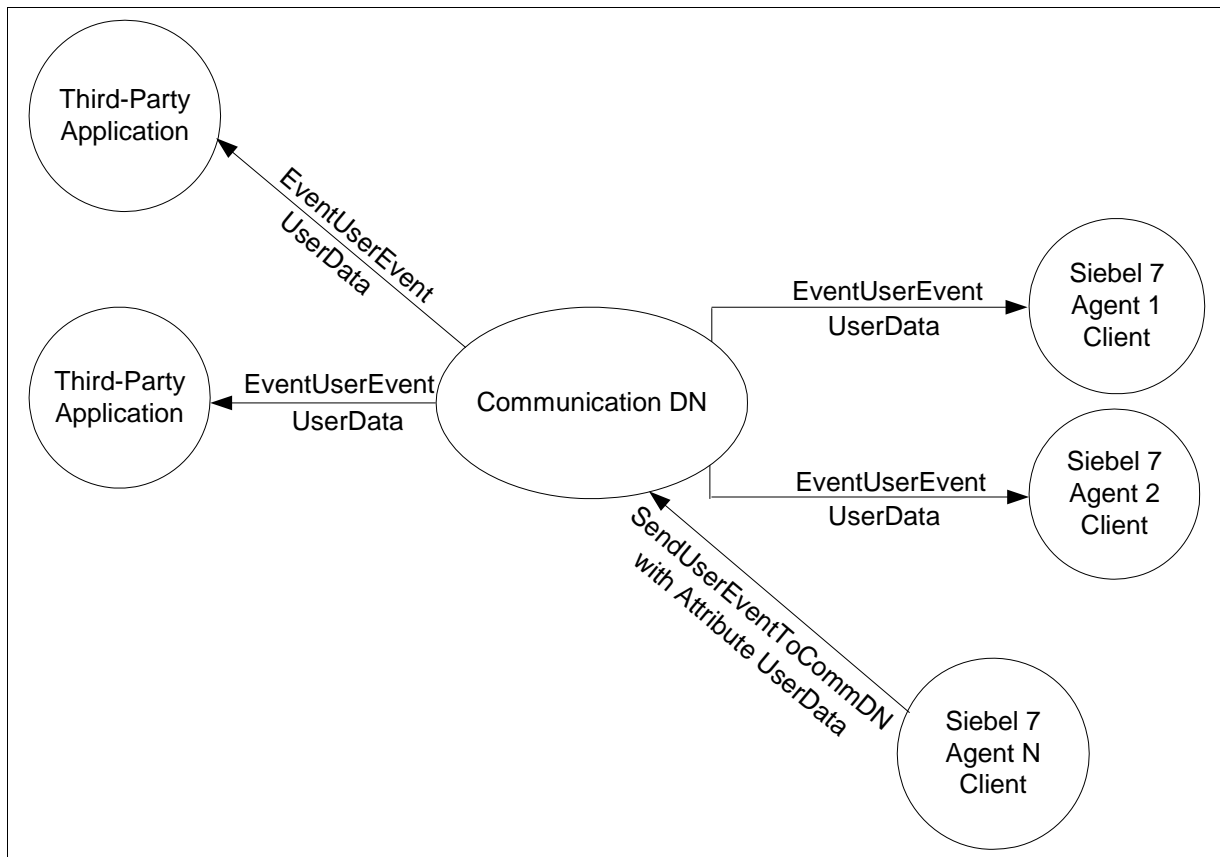


Figure 22: Data Flow for Broadcasting a User Event via a Communication DN

To make this feature available, you must configure the Communication DN and set the driver parameter `BroadcastCommDnUserEvents2Agents` to `True`:

```
Driver:BroadcastCommDnUserEvents2Agents = "TRUE"
```

Siebel can send this user event with attached user data with the command:

```
SendUserEventToCommDN
```

This command is defined in the sample `GenComm_universal.def` file shown on “Editing the Configuration Definition File” on [page 151](#). If the `BroadcastCommDnUserEvents2Agents` is not defined or if its value is `False`, then `EventUserEvent` will be delivered by T-Server to third-party applications only, see [Figure 23 on page 174](#).

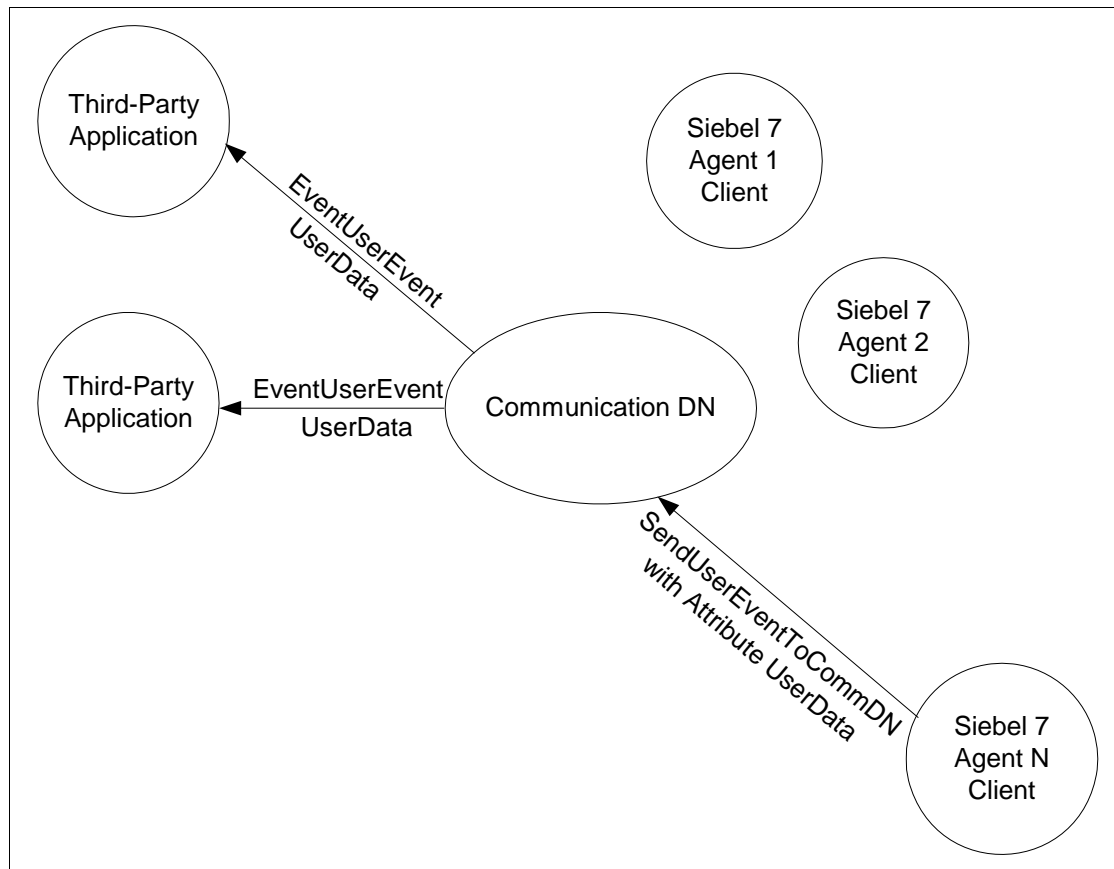


Figure 23: Data Flow for Broadcasting User Events to Third-Party Applications Only

After you configure the Communication DN and set `BroadcastCommUserEvents2Agents` to `True`, then you must define the driver command in Siebel CRM that is associated with the `SendUserEventOnCommDN` device command. The file `GenComm_universal.def` contains a sample of the configuration command `SendUserEventToCommDN`.

The `SendUserEventOnCommDN` device command is used in the `GenComm_universal.def` to define `[Command:SendUserEventToCommDN]` and the corresponding `[CmdData:ConnDataForSendUserEventToCommDN]`.

The device command must be defined in order to distribute `EventUserEvent` with user data to the Communication DN. For example, in the `GenComm_universal.def` file, the Siebel CRM command `[Command:SendUserEventToCommDN]` is configured to invoke the adapter device command `SendUserEventOnCommDN` with the attached user data key-value list:

```
AdditionParam1/This is Param1
AdditionParam2/This is Param2
```

In the `GenComm.def` file this configuration is shown below:

```
[Command:SendUserEventToCommDN]
```

```

Description = "Send UserData To Comm DN"
DeviceCommand = "SendUserEventOnCommDN"
Hidden = "true"
Profile = " "
Comments = " "
CmdData = "ConnDataForSendUserEventToCommDN"

```

```

[CmdData:ConnDataForSendUserEventToCommDN]
Param.AdditionParam1 = "This is Param1"
Param.AdditionParam2 = "This is Param2"
Comments = " "

```

When you import the above definitions into the configuration, Siebel can use the command `SendUserEventToCommDN` to deliver `EventUserEvent` (with Attached user data as the key-value pair `AdditionParam1/This is Param1`, `AdditionParam2/This is Param2`) to other applications that have been registered to receive the same Communication DN events.

AttributeExtensions Parameter

The `AttributeExtensions` parameter allows you to send an `AttributeExtensions` with a request to T-Server. In this scenario, you define the `AttributeExtensions` parameter in the Command Data (in Siebel configuration). To define this parameter, two additional parameters must be defined as shown in [Table 14](#).

Table 14: Additional Parameters for AttributeExtensions Parameter

Parameter	Value
<code>AttributeExtensions</code>	<code><NameOfAttributeExtensionsValue></code>
<code>NameOfAttributeExtensionsValue</code>	<code><ValueOfExtension></code> where the value of the extension is a number

The following describes how you can define the command `MakeCallToPhone` with the `AttributeExtensions` parameter in the `.def` file.

```

[Command:MakeCallToPhone]
DeviceCommand = "MakeCall"
Description = "Make Call to "{@Phone}""
CmdData = "MakeCallToPhone"
OnControl = "TRUE"
Hidden = "TRUE"

```

```
[CmdData:MakeCallToPhone]
  AttachContext= "TRUE"
  RequiredField.@Phone= "?*"
  Param.PhoneNumber= "{@Phone}"
  Param.CallNotifyText= "Call from {@UserName}..."
  Param.AttributeExtensions      = "GCTI_PARAMETER"
  Param.GCTI_PARAMETER= "111"
```

In this example, `Param.AttributeExtensions` parameter defines the name of the key-value pair `GCTI_PARAMETER`, and `Param.GCTI_PARAMETER` defines the value of the key-value pair "111".

As a result, whenever Siebel calls the command `MakeCallToPhone`, the Adapter will send the request to T-Server with the `AttributeExtensions` key-value pair: `GCTI_PARAMETER/111`.

Attribute Extensions of Type String and/or Integer

The *Gplus* Adapter can send Attribute Extensions with multiple extensions, using values of type string and/or integer in requests to T-Server.

Attribute Extensions of Type String

To send Attribute Extensions with multiple extensions, using values of type string, Siebel configuration must use command data with the parameter `StringAttributeExtensions`, and its associated parameters.

The parameter `StringAttributeExtensions` defines the list of parameters which are used as extensions in requests to T-Server. The names and values of the associated parameters are used as keys and values of the extensions included in the requests to T-Server. If a parameter that is included in the `StringAttributeExtensions` list does not exist, this parameter will be ignored by the Adapter.

In the `StringAttributeExtensions` list, you should separate each parameter by a comma, “,” and optional spaces (that is, spaces or tabs). For example:


```
[CmdData:CmdDataExample]
Param.StringAttributeExtensions = "str1 , Str2 ,String3,string4"
Param.str1 = "String_str1"
Param.Str2 = "String_Str2"
Param.String3 = "String_String3"
Param.string4= "String_String4"
```

The following example shows a command that includes the ReasonCode extension with the string value 7623 in the Attribute Extensions of a request to T-Server:

```
; ////////////Not Ready command
[Command:NotReadyForGVoice]
FilterSpec = "[$GetCommandStatus(NotReady)] = 'Enabled'"
Hidden = "TRUE"
DeviceCommand = "NotReady"
Description = "Set not ready for Voice"
Profile = "Gplus Voice"
CmdData = "NotReadyWithReasonCode"
```

```
[CmdData: NotReadyWithReasonCode]
Param.ReasonCode = "7623"
Param.StringAttributeExtensions = "ReasonCode"
```

Attribute Extensions of Type Integer

Multiple Attribute Extensions with values of type integer in requests to T-Server can be sent in the same way. Siebel configuration must use command data with the parameter `IntAttributeExtensions`, and its associated parameters.

The parameter `IntAttributeExtensions` defines the list of parameters which are used as extensions in requests to T-Server. The names and values of the associated parameters are used as keys and values of the extensions included in the requests to T-Server. If a parameter that is included in the `IntAttributeExtensions` list does not exist, then default value -1 is used.

In the `IntAttributeExtensions` list, you should separate each parameter by a comma, “,” and optional spaces (that is, spaces or tabs). For example:

```
; ////////////SendDTM command
[Command:SendDTMFComm]
    DeviceCommand = "SendDTMF"
; "Description" is provided by driver
```

```

CmdData      = "DTMFData"
Hidden       = "TRUE"
Profile      = "Gplus Voice"
CmdChannelOnFocus = "TRUE"
[CmdData:DTMFData]
  Param.Digits      = "12345"
  Param.AttributeExtensions = "GCTI_SendDTMF"
  Param.GCTI_SendDTMF= "111"
  Param.IntAttributeExtensions = "ToneDuration , Int2, PauseDuration "
  Param.ToneDuration = "12"
  Param.Int2 = "222"
  Param.PauseDuration = "8"

```

The length of the `StringAttributeExtensions` or `IntAttributeExtensions` parameter is defined by the length of the Siebel field `Param.*` and can be a maximum of 251 characters. The number of associated parameters in the list cannot be more than 40. The rest of the parameters will be ignored.

Both types of `AttributeExtension` can be mixed in the same request. The earlier approach to define `Attribute Extension` for the single integer value was kept (see the description of “`AttributeExtensions Parameter`” on [page 175](#)). It can be used for backward compatibility (please see `Param.AttributeExtensions` and the corresponding `Param.GCTI_SendDTMF` in the example below).

In addition to this, two parameters in a command data define the names of integer and string extensions which are going to be included as `Attribute Extensions` in the request to T-Server. For example:

```

[Command:SendDTMFComm]
  DeviceCommand = "SendDTMF"
; "Description" is provided by driver
  CmdData      = "DTMFData"
  Hidden       = "TRUE"
  Profile      = "Gplus Voice"
  CmdChannelOnFocus = "TRUE"
[CmdData:DTMFData]
  Param.Digits      = "12345"
  Param.AttributeExtensions = "GCTI_SendDTMF"
  Param.GCTI_SendDTMF= "111"
  Param.IntAttributeExtensions = "ToneDuration , Int2 , PauseDuration "
  Param.ToneDuration = "12"
  Param.Int2 = "222"
  Param.PauseDuration = "8"
  Param.StringAttributeExtensions = "str1 , Str2 , String3, String4"
  Param.str1 = "String_str1"

```

```
Param.Str2 = "String_Str2"
Param.String3 = "String_String3"
Param.String4 = "String_String4"
```

Another Method to Define Attribute Extensions of Type String and/or Integer

Where requests to T-Server could be sent with attached `UserData`, `AttributeReasons` or `AttributeExtensions`, the *Gplus* Adapter is able to attach integer and/or string type values in these parameters when invoking the corresponding Device Commands.

These parameters are defined in a `[CmdData:·]` section of the corresponding `DeviceCommand`.

The names of parameters that must be included as `AttributeReasons` are provided by the parameter `Reasons`. For example:

```
Param.Reasons = "reason_i1, reason_str1, reasons_i2"
```

The names of parameters that must be included as `AttributeExtensions` are provided by the parameter `Extensions`. For example:

```
Param.Extensions = "Int2, Str4, Str1, reason_i1"
```

The way to define integer or string values with `Param.IntAttributeExtensions` and `Param.StringAttributeExtensions` described earlier in this section can also be used to define `AttributeExtensions`.

The rest of the `CmdData` parameters with prefix `Param` are treated as attached `UserData`.

How to Differentiate Integer Values from String

The backslash symbol (“\”) in first position of the parameter value is used as mark of integer value. Any other symbol in first position means that this is a string. If the string needs to have a backslash in its first position, then use a double backslash, such as `\\StringValue`.

If the value of a parameter defined in a Command Data with `Param.*` begins with a single “\” (backslash), then this value will be treated as an integer. A single backslash is considered as a string and its value will be single backslash (“\”).

In the following examples:

```
Param.res-Bslash = "\" in [CmdData:NotReadyWithPopup]
```

will be included in `AttributeReasons` as the string `res-Bslash \`.

If the value of a parameter is defined by "\" as an integer type, but cannot be converted to an integer value, then the parameter value will be zero (0). For example:

```
Param.reasons_i2 = "\i453"
```

will have the value 0.

[Command:MakeCallToPhone]

```
Description    = "Make Call to "{@Phone}"
DeviceCommand = "MakeCall"
FilterSpec     = "NOT [$GetCommandStatus(IsInteractionView)] = 'Enabled'"
Hidden        = "TRUE"
OnEditControl = "TRUE"
Comments      = ""
Profile       = "GPlus Voice"
CmdData       = "MakeCallToPhone"
```

[CmdData:MakeCallToPhone]

```
Param.CallNotifyText      = "Call from {@UserName}..."
Param.Extensions          = "Int2, Str4, Str1, reason_i1"
Param.Int1                = "\9832"
Param.Int2                = "\12678"
Param.IntAttributeExtensions = "Int1, Int2, Str1, reasons_i2, Str4"
Param.PhoneNumber         = "{@Phone:PhoneTypeLookup}"
Param.Reasons             = "reason_i1, reason_str1, reasons_i2"
Param.Str1                = "\\Str With 1 backslash"
Param.Str2                = "_Without Backslashes"
Param.Str4                = "\\OneMoreBack"
Param.StringAttributeExtensions = "Int1, Int2, Str1"
Param.reason_i1           = "\8645"
Param.reason_str1         = "qwerty"
Param.reasons_i2          = "\i453"
Param.str3                = "again w\ithout"
RequiredField.@Phone      = "?*"
Comments                  = ""
```

[Command:NotReadyForGVoiceGroup]

```
Description    = "Set not ready for Voice"
DeviceCommand = "NotReady"
FilterSpec     = "[$GetCommandStatus(NotReady)] = 'Enabled'"
Hidden        = "TRUE"
Comments      = ""
Profile       = "GPlus Voice "
```

```

    CmdData      = "NotReadyWithPopup"
[CmdData:NotReadyWithPopup]
    Param.ReasonCode = "[Name]"
    Param.ReasonValue = "[Value]"
    Param.Reasons    = "Res1_int, Res3_str, Res2_str,res-Bslash, res5"
    Param.Res1_int   = "\1237"
    Param.Res2_str   = "//r2_str"
    Param.Res3_str   = "r3_str"
    Param.res-Bslash = "\"
    Param.res5       = "\\with\\baslash"
    SelectApplet     = "Value Type Pick Applet"
    SelectBusComp    = "List Of Values"
    SelectBusObj     = "List Of Values"
    SelectParam      = "TRUE"
    SelectQuerySpec  = "[Type] = 'REASON_CODE' AND [Active] = 'Y'"
    SelectTitle      = "Please select the reason for changing status to Not-Ready"
    Comments         = ""

```

How to Invoke the Device Command “UpdateUserData”

This section provides an example of the definition of device commands that can be used for call attached data modification:

```

;//////////////////////////////////////////; // "TestAttachData"
would be called from EventResponse
; //of some EventHandler:
; // for test purposes only

```

```

[Command:TestAttachData]
Description = "Attach UserData To call"
; DeviceCommand = "AttachData"
; DeviceCommand = "DeleteUserData"
DeviceCommand = "UpdateUserData"
    Hidden      = "true"
; // Please define real Profile how it is defined in real
; //configuration instead of "Gplus Voice"
Profile        = "Gplus Voice"
Comments       = ""
CmdData        = "AssociateAttachData"

[CmdData:AssociateAttachData]
Param.AdditionParam1 = "This is Param1"
Param.AdditionParam2 = "This is Param2"

```

```
Param.AdditionParam3 = "This is Param3"  
Comments              = ""
```

For testing purposes you may create a new button on the Siebel Communications Toolbar and associate this button with the `TestAttachData` command defined above. For detailed information about how to create this button on the Siebel Communications Toolbar, see the Siebel documentation.

Note the following when working with attached data:

- For incoming calls the Adapter enables the following device commands after `EventEstablished`. For outgoing calls the same device commands are available after `EventDialing`:
 - `AttachData`
 - `UpdateUserData`
 - `DeleteUserData`
- The device command `AttachData` should not be used to update already existing call attached data. In this scenario, the command will simply add the specified parameters, which can lead to duplicated entries in call attached data. The device command `UpdateUserData` will create a new entry or update an existing one. For more information, see the T-Server documentation related to the switch you are using.
- You may also use other device commands (`MakeCall`, `TransferMute`, `TransferInit`, `TransferSStep`) to attach data to a call by defining additional parameters for these commands. All additional parameters for these commands are considered as user data that has to be attached to a call.

Network Attended Transfer

This release supports the Network Attended Transfer feature in the *Gplus* Adapter 7.5 for Siebel CRM Voice Component. In these scenarios, network calls are received on the Premise T-Server (Premise A) and then transferred to another Premise T-Server (Premise B) using Network Attended Transfer requests to Premise A T-Server. The Network call is initially routed to a Premise A T-Server. This state is considered as the starting point for the Network Transfer on Premise A.

When the original party has established connection with an Agent1 on Premise A, network multi-party functionality can be invoked.

In this state, Agent1 can initiate Network Attended Transfer to another Agent on Premise B. Network Attended Transfer is initiated on the Premise A T-Server with the required parameter of the remote location. When answered on Premise B, the consult Leg is created on the network.

With the consult leg initiated, Agent1 is able to swap voice connection between Agent2 and the originating party, with network alternate. Agent2 also can swap the voice connection, but in any case the connection will be either between Agent1 and Agent2 or between Agent1 and the originating party.

With the initiated consult leg call, an agent can:

- Complete the transfer of the network call to a remote location (Premise B), or
- Reconnect the network call to Premise A, or
- Merge the network call into a conference.

Network Attended Transfer can be initiated when the `DeviceCommands TransferInit` or `ConferenceInit` are invoked. Remote location information is described by the command data parameter `RemoteConnectStr`.

The value of command data parameter `Param.RemoteConnectStr` defines the name of the premise switch where the destination DN resides. This premise switch name is the name of the remote call center and must be exactly defined as it is in the Genesys Configuration Manager.

Two other Siebel Configuration parameters define the name of the local premise switch where the initiator DN resides (switch for T-Server, defined in current Siebel configuration).

These parameters are:

`ConnectionString` in the [Configuration Parameters] section

and

`Driver:LocalConnString` in the [Driver: ·] section

Both parameters are the same and must be defined as follows:

- In the [Configuration Parameters] section, define the `ConnectionString` parameter as a premise switch name *exactly* as it is defined in Genesys Configuration Manager for T-Server.

For example:

```
ConnectionString = "Prem-1-63_72"
```

- In the [Driver: ·] section, define the `ConnectionString` parameter as a premise switch name *exactly* as it is defined in Genesys Configuration Manager for T-Server.

For example:

```
Driver:LocalConnString = "Prem-1-63_72"
```

If the `RemoteConnectStr` parameter of `DeviceCommands TransferInit` or `ConferenceInit` and `LocalConnString` define different switches (remote call centers), and there is a network call on the DN, the Adapter tries to initiate a Network Attended Transfer when one of these `DeviceCommands` is invoked.

If the `RemoteConnectStr` parameter and the `LocalConnString` are the same, the Adapter initiates a local Consultation call on the same switch.

To invoke this functionality with a received network call from an originating party, the Adapter uses the approach recommended in the *Siebel Communications Server Administration Guide*.

If the parameter `ConnectionString` was defined in the Siebel configuration, then the Siebel macro `$RemoteConnectStr2` allows retrieval of the name of the remote call center from the Business Component Employee.

As described in the *Siebel Communications Server Administration Guide*:

“`$RemoteConnectStr2`. Name of the remote call center. This macro, which can be used with transfers and conference calls between call centers, derives the name of a remote call center’s communications configuration from either:

- The `ConnectionString` configuration parameter (if defined), or
- The employee ID of the agent to be called “

In a sample `GenComm_universal.def` file, the `[CmdData:·]` section of the following Commands defines the value of the parameter `RemoteConnectStr` as a macro `$RemoteConnectStr2` (see an example below):

- `Command:ConsultativeTransferToEmployee`
- `Command:ConsultativeTransferToPopupEmployee`
- `Command:ConferenceTransferToEmployee`
- `Command:ConferenceTransferToPopupEmployee`

When two-step transfer or conference is initiated, the Adapter compares the name of the call center of the initiator as defined by the parameter `Driver:LocalConnString` with the value of the parameter `RemoteConnectStr`. If these values are not equal and not NULL, and there is a network call on the initiator DN, then the Adapter initiates a network call transfer to the remote call center defined by the value of `RemoteConnectStr` parameter. Otherwise a local consult call is initiated.

Completion of the transfer on the network call, reconnection of the network call, or merge of the network call into a conference is invoked in the Adapter from the Communications Toolbar when clicking the same buttons as for local consult calls. If the active workitem is a network call and the call state enables the related feature, then the network call, reconnect network call, or merge network call will be invoked.

Because there is only *one* call on Premise switch/T-Server in a Network Attended Transfer scenario, there is only one workitem in Siebel. The network alternate is invoked by clicking the button `NtwkAlternateConsultCall` on the Communications Toolbar when the call state enables this operation.

An example of how to define the `RemoteConnectStr2` parameter in the CommandData can be found in the sample `GenComm_universal.def` file provided with the Adapter:

```
[Command:ConsultativeTransferToPopupEmployee]
  DeviceCommand      = "TransferInit"
  Description        = "Consultative transfer to employee selected from
popup List"
  Title              = "Consultative Transfer"
  CmdData            = "ConsultativeTransferToPopupEmployee"
  Hidden             = "TRUE"
```



```

CmdChannelOnFocus = "TRUE"
Profile           = "Gplus Voice"
[CmdData:ConsultativeTransferToPopupEmployee]
  AttachContext    = "TRUE"
  SelectParam      = "TRUE"
  SelectBusObj     = "Employee"
  SelectBusComp    = "Employee"
  SelectApplet     = "ACD Transfer Call Applet"
  SelectTitle      = "Begin Consultative Transfer to:"
  Param.PhoneNumber = "[Phone #:Lookup]"
  Param.CallNotifyText = "Consultative transfer from
{@UserName}..."
  Param.TrackingID  = "{@SelectedWorkItem:DriverWorkTrackID}"
  Param.RemoteConnectStr = "[$RemoteConnectStr2(Id)]"

```

Note: Macro `$RemoteConnectStr2` returns the non-null name of a remote call center when an agent is logged in to Siebel. When a destination agent is not logged into Siebel or is in the same Siebel configuration that the initiator of the transfer or conference is, the Adapter initiates local consultation calls.

Network Transfer Optional Automatic Reconnection

When Network Transfer is initiated by the agent, but the consultation call has failed returning `NetworkDestState` of `Network DestStateFailed` with cause `Busy` or `NoAnswer`, then the network call should be reconnected back to the agent.

This can be accomplished:

- Manually, by clicking the `Resume work item` button on the Siebel Communications Toolbar, or
- Automatically, by configuring a Profile in Siebel to perform an automatic reconnection of a network call after a specified timeout has elapsed.

The configuration parameter `Driver:NtwkReconnectTimeout` with a default value `0` defines whether automatic reconnection is configured and the value for the timeout.

If `NtwkReconnectTimeout` is greater than `0`, then the value represents the timeout (in seconds) before the Adapter invokes a `Network Reconnect` request to the T-Server. In this case, if an agent attempts to perform a manual reconnection for the network call from the Siebel Communications Toolbar during the timeout, the automatic reconnection is not invoked.

If `NtwkReconnectTimeout` is `0` (the default), then the Adapter does *not* invoke a `Network Reconnect` request automatically. The agent will need to invoke a manual reconnection as described above.

Customizations for Basic Voice

Network Transfer Support

The premise T-Server uses `SingleStepTransfer` to route a call to the network T-Server. So the *Gplus* Adapter uses `SingleStepTransfer` when it is performing a network transfer for all switches.

To ensure that the Adapter uses the `TransferSStep` Device Command for network transfers, the parameter `Service:useSStepTransferForNetworkTransfer` must be set to `TRUE`.

When performing a network transfer, the Device Command `TransferSStep` must be configured such that the value of Device Command parameter `RemoteConnectStr` defines the name of the Network Switch, as shown below:

```
[Command: SingleStepTransferCallToNetworkTS]
DeviceCommand      = "TransferSStep"
CmdData = " SingleStepTransferCallToNetworkTS "
Hidden              = "TRUE"
CmdChannelOnFocus  = "TRUE"
Profile              = "Profile Name Here"

[CmdData: SingleStepTransferCallToNetworkTS]
Param.RemoteConnectStr = "<AttributeLocation_Value>"
Param.TrackingID =
"@SelectedWorkItem:DriverWorkTrackID]"
```

where `<AttributeLocation_Value>` is the name of the Network Switch as defined in a Genesys configuration.

Customizations for Expert Contact

Configuring the Set of User Data Available to an Agent

User Data attached to a call are stored in the Activity field “Description”. Required data are defined in the `GenComm_universal.def` file in the Event Handler `EventKwPreviewIntRequest`. A query searches the List of Contacts using this specification: `Work Phone #' LIKE '*{ThisDN}`. Depending on query results, the logic executes `SingleLog`, `MultipleLog`, or `Log` (for the case in which no contact is found) and displays the appropriate Siebel view to the agent.

The set of fields available to the agent should be specified in the following line within each log handler:

```
LogField.'Description' = "Preview interaction request
to {ThisDN}"
```

Customizations Involving Universal Callback

None for this release.

Customizations Involving Outbound Campaign or OCS

The Outbound Campaign feature is associated with the Genesys Outbound Contact Server (OCS) product. Refer to the Genesys Outbound Contact documentation for additional details about this product.

Logout Control for the Predictive Dialing Mode

To schedule agent logout time and to prevent abandoned calls in Predictive Dialing mode, use the `AgentLogoutControl` option in the `GenComm_universal.def` file. The default value of this option is `FALSE`. If you set this option to `TRUE`, you will enable Agent logout control functionality. This functionality notifies agents, who request logout, of the time left until their actual logout. Upon reaching this time, the agent is automatically Logged Out from Communication services. See Genesys Outbound Contact documentation for more information about this feature. Also see “Service:AgentLogoutControl” on [page 211](#). This functionality is supported only by Genesys Outbound Contact version 7.x.

Time Out for Requests to OCS Server

The *Gplus* Adapter controls response time from Outbound Contact Server (OCS). When the request timeout is over, it erases obsolete records from the agent’s desktop. The timeout period is specified in the `RequestTimeout` option in the `GenComm_universal.def` file. Default value for this option is `Service:RequestTimeOut = “30”`.

Possible use cases include:

- Configurations with one OCS, when the primary OCS is down or not responding;
- Configurations with primary and backup servers, running in the Warm Standby Mode. For example: when an agent has records from the primary OCS and the backup server role switched to primary due to failure of Primary server.

OCS Smart Script Customization – Event Response and Event Handler Information

The handling and processing logic in Smart Script has changed. Siebel Smart Script ID is not delivered as the user data key-value pair `CRM_SMART_SCR_ID`. Instead it is extracted from the Campaign Business

Component. The Adapter assumes that the default Smart Script is used for handling all campaign records.

SmartScript related code is included in the following Event Responses:

- `[EventResponse:OnOCSRecord]` · handler works for OCS records received on events
 - PreviewRecord—(for Preview Dialing mode)
 - ScheduledCall—(for Scheduled records)
- `[EventResponse:OnPredictOCSRecord]` · handler works for OCS records received on events:
 - OutboundOCSCallEstablished—(for Predictive/Progressive Dialing Modes)
 - OCSPartyChanged—(for Transferred calls)

Both Event Responses perform the following operations:

1. Queries Business Component Campaign.
2. Stores Smart Script ID and Language Code in the Work Tracking Object.
3. Stores campaign information in the custom fields of the Work Tracking Object.
4. Creates an activity record.

See the `GenComm_universal.def` file for implementation details. The following placeholders mark the start of the code:

[illegible]

and the end

[illegible]

of the SmartScript related code:

If you are not using Smart Script functionality, the related code should be removed from `[EventResponse:OnOCSRRecord]` and `[EventResponse:OnPredictOCSRRecord]`. Also, the event handler `[EventHandler:EventCurrentSmartScriptWorkItemChanged]` should be commented or removed from the `universal.def` file.

For an example of how to use Smart Script in the event handler `EventCurrentSmartScriptWorkItemChanged`, see “Event Handlers and Their Status in Activity Creation” on [page 166](#) and see the `GenComm_universal.def` file for details and current implementation. This event handler is intended for SmartScript execution when an agent switches between Work Items on the Siebel Toolbar. If you are using Smart Script for screen pops, this handler should be uncommented. Also, the appropriate Smart Script should be developed and specified for use with a campaign.

To Specify DoNotCall Command Attributes

There are different ways to apply the DoNotCall command. The purpose of using the DoNotCall command is to modify a record so that associated phone numbers are not called. There are different ways to modify the DoNotCall command attributes so that it refers to either phone numbers or customer IDs and applies the DoNotCall command based on these keys.

The DoNotCall command can be modified by specifying the send attributes `USE_RECORD_HANDLE`, `USE_PHONE`, `USE_CUSTOMER_ID` and `GSW_CHAIN_ATTR`.

The default value for the `GSW_CHAIN_ATTR` attribute is defined in the `GenComm_universal.def` file by the parameter `GService:OCSDoNotCallScope` and is set to `AllChain`.

Options for the DoNotCall command can modify the scope of the DoNotCall request. You can specify one of the following keys:

- `USE_RECORD_HANDLE`
- `USE_PHONE`
- `USE_CUSTOMER_ID`

The keys `USE_RECORD_HANDLE`, `USE_PHONE`, and `USE_CUSTOMER_ID` correspond to the appropriate use cases from Outbound Contact Server Desktop Protocol definitions, and are described below:

`USE_RECORD_HANDLE`

The *Gplus* Adapter sends a request to the Outbound Contact Server to mark a record DoNotCall based on the record handle ID. Additional attributes, `GSW_CHAIN_ATTR = "RecordOnly"` or `"AllChain"` can be specified to mark a chain or a record as DoNotCall. The default value for `USE_RECORD_HANDLE` is specified in the service parameter `OCSDoNotCallScope = "AllChain"` and effective for all agents under a specific profile. The resulting phone number from a record (or all phone numbers from a chain) will be marked as DoNotCall and will be included in the DoNotCall list.

`USE_PHONE`

The *Gplus* Adapter sends a request to the Outbound Contact Server to mark a record DoNotCall based on the phone number. As a result, the phone number will be included in the DoNotCall list and records and this phone number will never be called again. See Outbound Contact documentation for more information.

USE_CUSTOMER_ID

The *Gplus* Adapter sends a request to the Outbound Contact Server to mark a record DoNotCall based on Customer_id. As a result, the Customer ID will be included in the DoNotCall list and the records and this Customer ID will never be called again. See Outbound Contact 7 documentation for more information.

Setting the service parameter OCSEnableCustomerId = "FALSE" disables use of Contact ID for compatibility with releases earlier than 6.5.2 of Outbound Contact Server. If you set this option to "FALSE" and specify USE_CUSTOMER_ID key in the DoNotCall command, then the USE_RECORD_HANDLE scenario will be used instead. The default value of OCSEnableCustomerId is "TRUE".

If None of These Keys Are Specified

If none of these keys (USE_RECORD_HANDLE, USE_PHONE, or USE_CUSTOMER_ID) are specified, then the *Gplus* Adapter assumes that the Adapter customer provided all the necessary attributes manually and passed all keys specified in the command description to the Siebel .def file without modifications to the Outbound Contact Server. See the OCS desktop protocol DoNotCall command definition on [page 277](#) for information on the DoNotCall attributes.

For example, in the sample GenComm_universal.def file:

- Service:OCSDoNotCallScope defines the default value of the parameter GSW_CHAIN_ATTR for the Device Command DoNotCall.
- The attribute GSW_CHAIN_ATTR is sent with the Do Not Call request in the case when the USE_RECORD_HANDLE = "TRUE" parameter is defined for the Device Command DoNotCall.
- The Device Command DoNotCall can be invoked with valid attribute GSW_CHAIN_ATTR values AllChain or RecordOnly if it is defined in the CmdData section of command together with the USE_RECORD_HANDLE = "TRUE" parameter.
- In the case when USE_RECORD_HANDLE = "TRUE" but GSW_CHAIN_ATTR is not defined, the default value AllChain is used.

```
; DoNotCall
[Command:DoNotCall]
  Description    = "Mark phone number as Do Not Call"
  DeviceCommand = "DoNotCall"
  Hidden        = "TRUE"
  Profile       = "Gplus Voice"
  Comments      = ""
  CmdData       = "DoNotCall"
  CmdChannelOnFocus = "TRUE"

[CmdData:DoNotCall]
;; Param.USE_CUSTOMER_ID      = "TRUE"
```

```

Param.GSW_CHAIN_ATTR      = "AllChain"
;; Param.GSW_CHAIN_ATTR    = "RecordOnly"
;; Param.USE_PHONE         = "TRUE"
Param.USE_RECORD_HANDLE    = "TRUE"
Comments                   = "Do Not Call"

```

To Specify Cancel Command Attributes

The OCSCancelScope options for the OCSRequestRecordCancel command as it is defined in the sample GenComm_universal.def file can be used to modify the scope of the cancel request. The OCSRequestRecordCancel command behavior can be modified by specifying the Siebel send attributes USE_PHONE, USE_RECORD_HANDLE, and GSW_CHAIN_ATTR. If the GSW_CHAIN_ATTR attribute is not specified in the .def file, the Adapter will use the default AllChain. In the configuration, the default OCSCancelScope value in the GenComm_universal.def is AllChain. Or you can change it to RecordOnly and that will cancel one record based on the cancel command. For more information see Outbound Contact Server documentation.

The keys USE_RECORD_HANDLE and USE_PHONE correspond to the appropriate use cases described in the following Outbound Contact Server Desktop Protocol definitions:

USE_RECORD_HANDLE Use Case

The *Gplus* Adapter sends a request to the Outbound Contact Server to mark a record as Cancel based on the record handle. As a result, the phone number will be marked Cancel in the calling list and will not be called for this campaign. See Outbound Contact documentation for more information. An additional attribute GSW_CHAIN_ATTR = "RecordOnly" or "AllChain" can be specified to mark all records in a chain or a single record as DoNotCall. The default value for the USE_RECORD_HANDLE attribute is specified in the service parameter OCSCancelScope and effective for all agents under a specific profile. The resulting record (or whole chain) will be marked as Canceled and will not be called within a particular calling list.

USE_PHONE Use Case

The *Gplus* Adapter sends a request to the Outbound Contact Server to mark a record Cancel based on a contact's phone number. As a result, the phone number will be marked Cancel in the calling list and will not be called for this campaign. See Outbound Contact documentation for more information.

If neither USE_RECORD_HANDLE or USE_PHONE are specified, then the *Gplus* Adapter assumes that the customer provided all the necessary attributes manually and passed all keys specified in the command description to the Siebel .def file without modifications to the Outbound Contact Server. See OCS Desktop Protocol Cancel command definition on [page 276](#) for information on the RequestRecordCancel attribute.

For example, in the sample `GenComm_universal.def` file:

- `Service:OCSCancelScope` defines the default value of the parameter `GSW_CHAIN_ATTR` for the Device Command `CancelInteraction`.
- The attribute `GSW_CHAIN_ATTR` is sent with the Cancel request in the case when the `USE_RECORD_HANDLE = "TRUE"` parameter is defined for the Device Command `CancelInteraction`.
- `[Command:OCSRequestRecordCancel_]` defines the request to cancel the OCS record.
- The Device Command `CancelInteraction` can be invoked with attribute `GSW_CHAIN_ATTR` valid values `AllChain` or `RecordOnly` if it is defined in the `CmdData` section of command together with the `USE_RECORD_HANDLE = "TRUE"` parameter.
- In the case when `USE_RECORD_HANDLE = "TRUE"` but `GSW_CHAIN_ATTR` is not defined, the default value `AllChain` is used.

```
[Command:OCSRequestRecordCancel_]
  Description    = "Cancel Interaction"
  DeviceCommand = "CancelInteraction"
  BusComp       = "Campaign List Contact"
  AllViews      = "FALSE"
; Uncomment following line for use with Siebel version 7.04-7.5x
; View          = "Campaign Detail"
; Uncomment following line for use with Siebel version 7.7x
View           = "Campaign Detail - Position"
Hidden        = "TRUE"
Profile       = "Gplus Voice"
CmdData       = "OCSRequestRecordCancel_"
CmdChannelOnFocus = "TRUE"
```

```
[CmdData:OCSRequestRecordCancel_]
  Param.USE_RECORD_HANDLE = "TRUE"
; Param.USE_PHONE         = "TRUE"
  Comments = "Request Record Cancel - Cancel Current Work Item"
  Param.GSW_CHAIN_ATTR    = "AllChain"
  or
  Param.GSW_CHAIN_ATTR    = "RecordOnly"
```

Disabling Record Reschedule Beyond a Campaign's Expiration Date

By default, Siebel CRM allows record rescheduling beyond the campaign's expiration date. Genesys Outbound Contact can restrict record rescheduling by hours. Additionally, Outbound Contact prevents a record from being rescheduled in the past, which is also supported by default. To add more sophisticated rescheduling time and date control algorithms, you must customize the Siebel CRM application.

You can implement extended functionality in the Business Component, Campaign List Contact, in the PreSetFieldValue server script function. A sample script is shown below (see the topic, “PreSetFieldValue Server Script Function – Example” on [page 193](#)).

(For further information about programming and customizing Siebel CRM, see *Siebel Communications Server Guide*, *Siebel Tools Guide*, and *Siebel E-Script Manual*.)

PreSetFieldValue Server Script Function – Example

In this example, Time_Is_Valid_Campaign_Date (FieldValue) is a customer defined function, which returns TRUE if a particular date is between the campaign Start and End dates.

```
function BusComp_PresetFieldValue (FieldName, FieldValue)
{
/*
    BusComp_PresetFieldValue (Campaign List Contact):

    Checks the name of the field being updated to see if is one
    of the fields that should be synchronized with the Genesys
    Outbound Framework. If so, the function calls UpdateGenesysOCS( )
    to attempt to connect to Genesys and change the value on the
    Genesys server. If a Genesys error occurs (for example, if
    Genesys cannot be contacted or does not recognize the field name) then
    this function returns CancelOperation so that the value of the
    field remains the same, signaling to the user that a problem has
    occurred. Otherwise ContinueOperation is returned and the update proceeds
    normally.

    Generally no error message will be shown if there is a problem
    contacting Genesys, but the value of the field cannot be updated
    in this case.
*/
    var retVal = ContinueOperation;
    var ViewName = TheApplication().ActiveViewName();
    if ( (ViewName != "Campaign Detail" && ViewName != "Campaign
Detail - Position" ))
    {
        return (ContinueOperation);
    }

    // Debug code to show calls to this function in the status bar
    // CallCommunicationsCommand("ShowStatusText", "Text", FieldName
+ " set to " + FieldValue);
```

```

        switch(FieldName) {
        case "Dial Attempts":
            if(gDialAttempts == null)
                gDialAttempts = GetFieldValue("Dial Attempts");
            break;
        case "Status":
            if(gStatusValue == null)
                gStatusValue = GetGenesysStatusCode("Status");

            break;

        case "Reschedule Time":
            if ( Time_Is_Valid_Campaign_Date( FieldValue ) )
            {
                retVal =
                CallCommunicationsCommand("RecordRescheduleWithArg",
                    "RSTime", FieldValue);
            }
            break;
        case "CallCompleted":
            if (FieldValue == "Y") {
                //retVal = CallCommunicationsCommand("RecordProcessed",
                "", "");
            }
            break;
        }

        if (retVal != ContinueOperation)
        {
            DisplayGenesysError();
        }

        return (retVal);
    }

```

Selecting an Alternative Destination Phone Number

It is possible to use an alternative destination phone number when making a call to the campaign contact. By default, the *Gplus* Outbound Contact feature places a call to the work phone number specified in the Siebel Campaign contact. Setting the key `IgnorePhoneNumber = TRUE` in the command definitions file (`GenComm_universal.def`) overwrites the default behavior and forces the use of a Genesys Outbound campaign phone number as the destination. The prefix to reach the outside phone network can be specified as the value of the `OutsideCallPrefix` key. See the following example:

```
;; //////////////////////////////////////
////////
; MakeCall
; CRM_CAMP_CON_ID - Campaign List Contact
; IgnorePhoneNumber - if set to true, ignores PhoneNumber value and
calls number
; from Genesys campaign, otherwise calls PhoneNumber.
; OutsideCallPrefix·Prefix to reach outside phone network; if
specified will be
; added to Genesys campaign phone number.
[Command:MakeCallToCampaignContact]
Description = "Make call to campaign contact"
DeviceCommand = "MakeCall"
Hidden = "TRUE"
CmdData = "MakeCallToCampaignContact"
[CmdData:MakeCallToCampaignContact]
BusComp = "Campaign List Contact"
Param.CRM_CAMP_CON_ID = "{Id}"
Param.PhoneNumber = "{Work Phone #:Lookup}"
Param.IgnorePhoneNumber = "TRUE"
Param.OutsideCallPrefix = ""
RequiredField.'Work Phone #' = "?*"
```

Outbound Contact Multiple Campaigns Agents

In Outbound Contact, agents can be shared among multiple campaigns.

In Predictive/Progressive modes, for every agent assigned to more than one active CampaignGroup, Outbound Contact designates only *one* CampaignGroup for this agent.

OCS will change the CampaignGroups designation depending on configured campaign priorities, the agent activity history, and campaign statistics, and notifies an agent about the new assignment by sending `EventCampaignGroupAssigned`. For details, see the *Genesys Outbound Contact Solution 7.5 Deployment Guide*.

Agents in Siebel can work in multiple campaigns.

In Predictive/Progressive modes, `EventCampaignGroupAssigned` notifies an agent that of assignment to a new campaign.

The Status text area on the Siebel desktop (which displays for a short time) is used for agent notification that a new campaign has been assigned to the agent.

The campaign name is displayed on the Siebel popup screen that shows campaign information and campaign contact.

For campaigns in Preview mode, an agent gets the records by clicking the Record Request button on the Communications Toolbar, and `PreviewRecordRequest` is sent to OCS. When the `PreviewRecordRequest` device command is invoked, an agent gets the record from the first campaign that was reported by T-Server to the Adapter as loaded and started in Genesys OCS in Preview mode.

Invoking the device command `SetActiveCampaign` can change the current Preview mode campaign. Subsequent `PreviewRecordRequest` commands will retrieve preview records from the new campaign. The graphical user interface (GUI) for Preview mode is not changed in this release.

If the current Preview mode campaign is unloaded, the Adapter will set as current (Active Campaign) the first Preview mode campaign found in the Adapter internal storage which has state loaded.

After an agent logs in to Siebel when one or more campaigns was already started in Outbound Contact, or after the Adapter reconnects to the T-Server, the current state of each campaign is reported when the agent logs in to the queue(s) associated with the corresponding Agent Group(s). For activation of Outbound Contact functionality in this case, Genesys recommends invoking the login (or logout, then login) command from the Communications Toolbar.

Checking Installations

This section includes preliminary information and instructions for checking your implementation of each Voice feature to verify that it is installed correctly and working correctly.

Disclaimer

Only a thorough testing of every possible configuration and variation can provide a complete software application test. The tests listed below provide only a suggested starting point. If these tests are satisfactory, Genesys recommends that you test each individual feature and variations by applying the procedures listed for that feature in the *Gplus Adapter 7.5 for Siebel CRM User's Guide*. In any case, such preliminary tests are not intended to substitute for a professionally designed and administered panel of tests.

Checking the Basic Voice Installation

To check the functionality of the Basic Voice feature, perform the following steps:

1. Log in as an Agent and, if the agent is not ready, select the Ready button.
2. Make a direct call to the agent teleset. The ringing icon on the Siebel Communication toolbar should start blinking, indicating that a new call is waiting for the agent to answer.
3. Press the Answer incoming call button to establish a connection.
4. Confirm that normal telephone or headset operations and CTI Toolbar buttons are present, and that basic voice functions are coordinated with basic voice controls on the toolbar.
5. After communication with caller is completed, press the Hangup call button to release the call.
6. Type a phone number into the edit field of the Communication toolbar and press the Make Call to “<Phone Number>” button. If this outgoing call is answered, then, after the communication is completed, press the Hangup call button to release the call. If this call is not answered, press the Hangup call button to release the call.
7. Try some other call scenarios, for example, a conference and a transfer call. Refer to the *Gplus Adapter 7.5 for Siebel CRM User’s Guide* for examples of these scenarios.

Checking the Expert Contact Installation

To check the functionality of the Expert Contact feature-enabled Siebel Call Center, perform the following steps:

1. Log in as an Agent and select the Ready button.
2. Press the On Call button on the Siebel Communication toolbar. A new incoming call from an Unknown recipient will appear in the Work Items list on the Toolbar. Proceed with the call as if it were an incoming call so Genesys can track the call. From this point onward, use the same checking process applied to the Basic Voice feature, with the exception of testing of the confirm-status option.
3. If the Confirm-status option is implemented, then a pop-up window should appear after the defined time-out period. That is, if an expert is on the call after the length of time set by the timer, a dialog box appears asking if the expert is still on the call and if the agent wants to continue.
4. To test the Preview-interaction option (Preview mode) installation when Preview mode is turned ON:

- When an agent receives an incoming call, a new work item, Preview Request, is created on the Siebel Communication Toolbar, and the Accept Incoming Interaction button starts blinking. To accept the interaction, press the blinking button and use standard procedures for the call. Newly created call will reuse existing work item.
 - If the Siebel preview-bell option is implemented, then you can test it by sending a interaction to an expert. Confirm that a sound is played when the preview interaction dialog box appears.
5. To test the Preview mode installation when Preview mode is turned OFF:
- If the Preview mode is set to OFF, then the Agent's work flow options are exactly the same as in the Basic Voice feature. The agent can place outbound calls, receive incoming calls, and make transfers.

Checking the Voice Callback Installation

This section presents simple scenarios that show different ways of working with the Voice Callback Server from the Siebel application.

To check the functionality of the Universal Callback Server (UCB) -enabled Siebel Call Center, you must create a callback request from either the Siebel desktop or the IVR side. After creating the callback request, the next step is to make an agent ready and wait for a callback request to be distributed from the voice callback queue.

The following agent work flow scenarios could be used to check the installation:

- Initiate Callback session:
 - Click Session start button on the Communication Toolbar
- Initiate Callback call (in Callback Preview mode)
 - After the Callback interaction is delivered to agent and the Contact screen displayed, click the Initiate Callback button on the Toolbar. This will initiate a call to the number, which was specified in the VCB_CONTACT key.
 - To initiate Callback to a different number,
 - Enter a new phone in the Phone field on the Toolbar
 or
 - Select and highlight any text on the agent's desktop and press Initiate Callback. These options will initiate a call to the selected number.
- Add callback:
 - Create a new Activity record
 - Set type to "Call"
 - Set "Priority"
 - Set to "ASAP"
 or

- Set to other than “ASAP” and also set “Due” time
- Save record
- Click “Add” button
- Cancel Callback:
 - Locate Callback record
 - Save record
 - Click Cancel button
- Reschedule Callback:
 - Locate Callback record
 - Set “Due” time
 - Change Priority to non “ASAP”
 - Save record
 - Click Reschedule button

Checking the Outbound Contact Installation

To check the functionality of the Outbound Contact Server (OCS) -enabled Siebel Call Center, you must create campaign entries (which are exported by *Gplus* Campaign Synchronization into the Genesys OCS database), and start a particular campaign from the Genesys Outbound Management Console.

Next, you must log into the Siebel Call Center as one of the agents, which you created under the section “Creating Agents” on [page 159](#). Depending on the OCS campaign mode, different scenarios are processed. For further information on how to work with Genesys OCS, refer to the Genesys *Outbound Contact Getting Started Guide*.

While in the Preview campaign mode, you must log into the Siebel Call Center, next log into PBX/ACD on the Communications Toolbar. You see the message Campaign [Campaign_Name] started on the status line. After you click Preview Mode Start, the campaign control buttons: Request Record, Request Chain, Reject Record, Record Processed, Record Cancel, Mark Phone Do Not Call, and Preview Mode Stop are available on the Communications Toolbar.

On every requested preview record, the Campaign Overview screen, with a particular Contact/Prospect is displayed and additional controls Make Call, Done, Reject, Do Not Call are available on the interface. Also, all changes to the fields: Call Result, Attempts, and Schedule Time are written to the Genesys Outbound Contact Server and the Siebel database.

The Done control (on the interface) and the Record Processed button (on the Communications Toolbar) write the operation and initiate the final OCS database update. After this command, the Preview Record is removed from the Communications drop-down Work Items list. An active call corresponding to this contact remains active and can be finished by clicking `Release Call`. Alternatively, the call can be released and the command, Record Processed, can be issued later.

Figure 24 shows an OCS Preview record with an initiated outbound call. The Preview campaign name also displays.

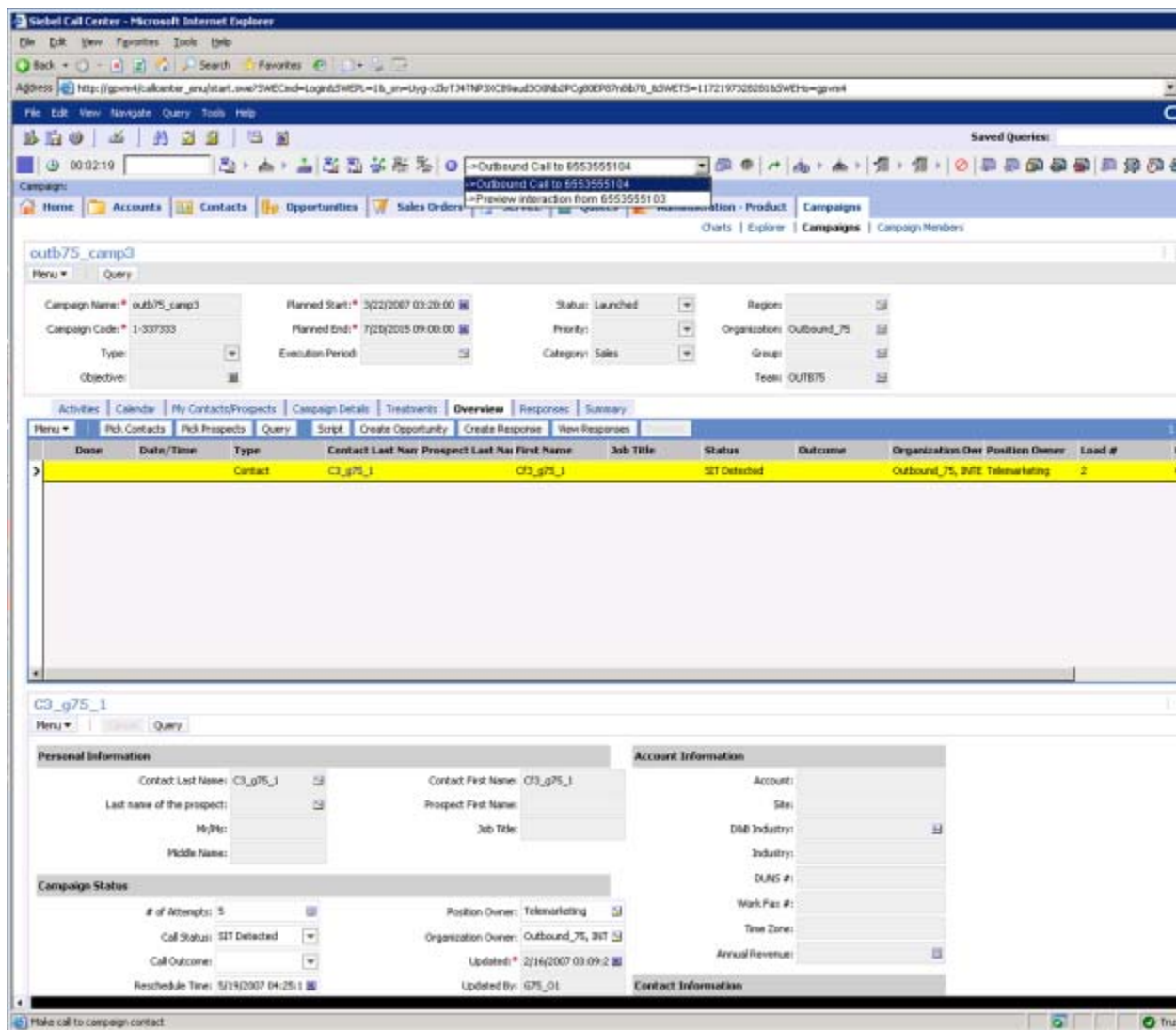


Figure 24: OCS Preview Record Window

When a campaign is running in Predictive or Progressive Dialing Mode, and after you log into the Siebel Call Center application, and log into the PBX/ACD, the initial state is Agent Not Ready. A new outbound call will be delivered to the agent when the agent's status changes from Not Ready to Ready. The campaign control buttons Record Processed, Request Chain, Record Cancel, and DoNotCall become available on the Communications Toolbar.

On every delivered call, the Campaign Contact Overview screen with a particular Contact/Prospect is displayed and additional controls Done and DoNotCall are active and available on the interface. Also, all changes to the

fields Call Result, Attempts, Schedule Time are written to the Genesys Outbound Contact Server (OCS) and the Siebel database.

The Done and DoNotCall controls (on the interface) and the Record Processed and DoNotCall controls (on the Communications Toolbar) save the operation and initiate the final OCS database update. After that, the active call command remains active and can be finished by clicking Release Call. Also, the call can be released and the Record Processed command can be issued later. In this scenario, a new work item

Wrap Up Record ->[Phone number] appears on the Communications Toolbar drop-down list and is removed after the agent clicks Done, Record Processed, Record Cancel, or DoNotCall.

Figure 25 on page 201 shows the initial Siebel Call Center screen after the agent logs in. The campaign name also displays.

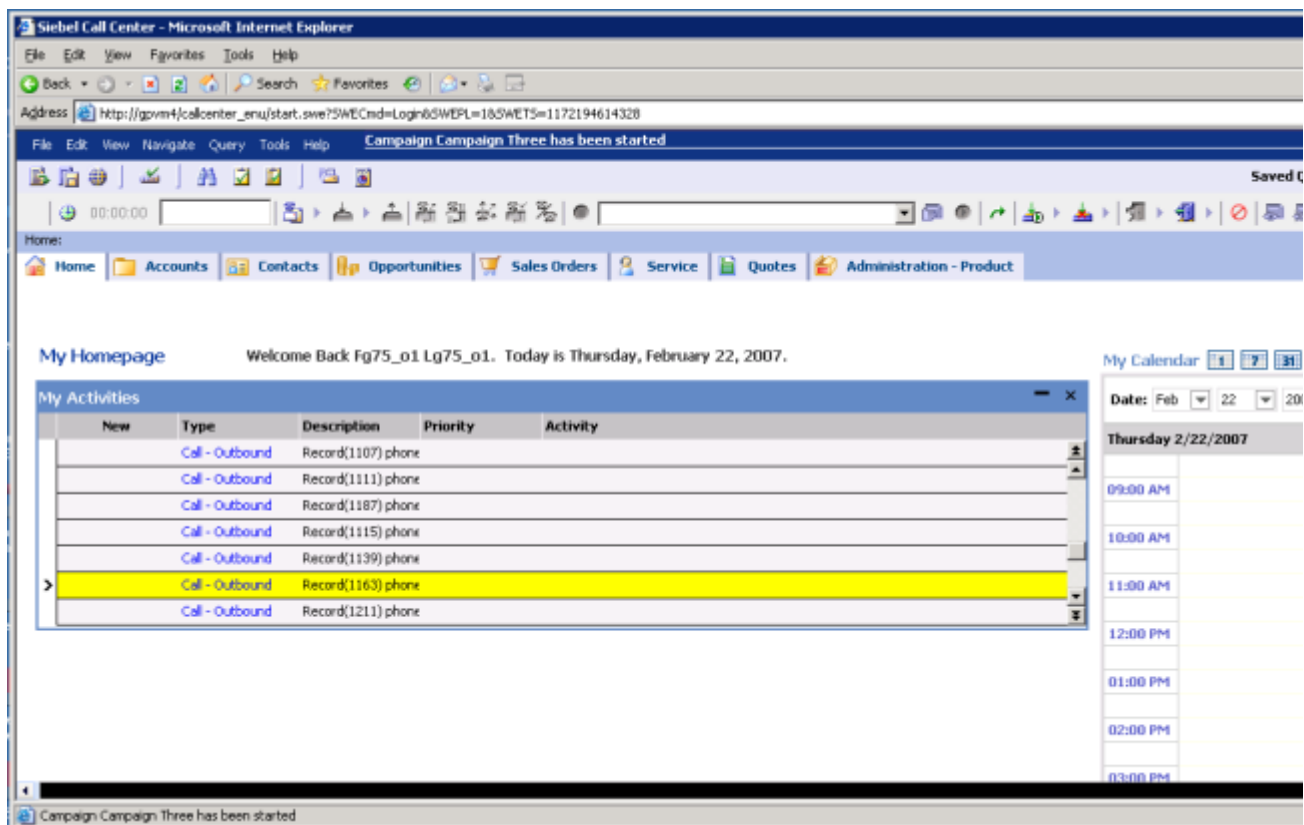


Figure 25: Siebel Call Center Window

Finally, Figure 26 on page 202 shows an outbound call delivered to the agent. The campaign name also displays.

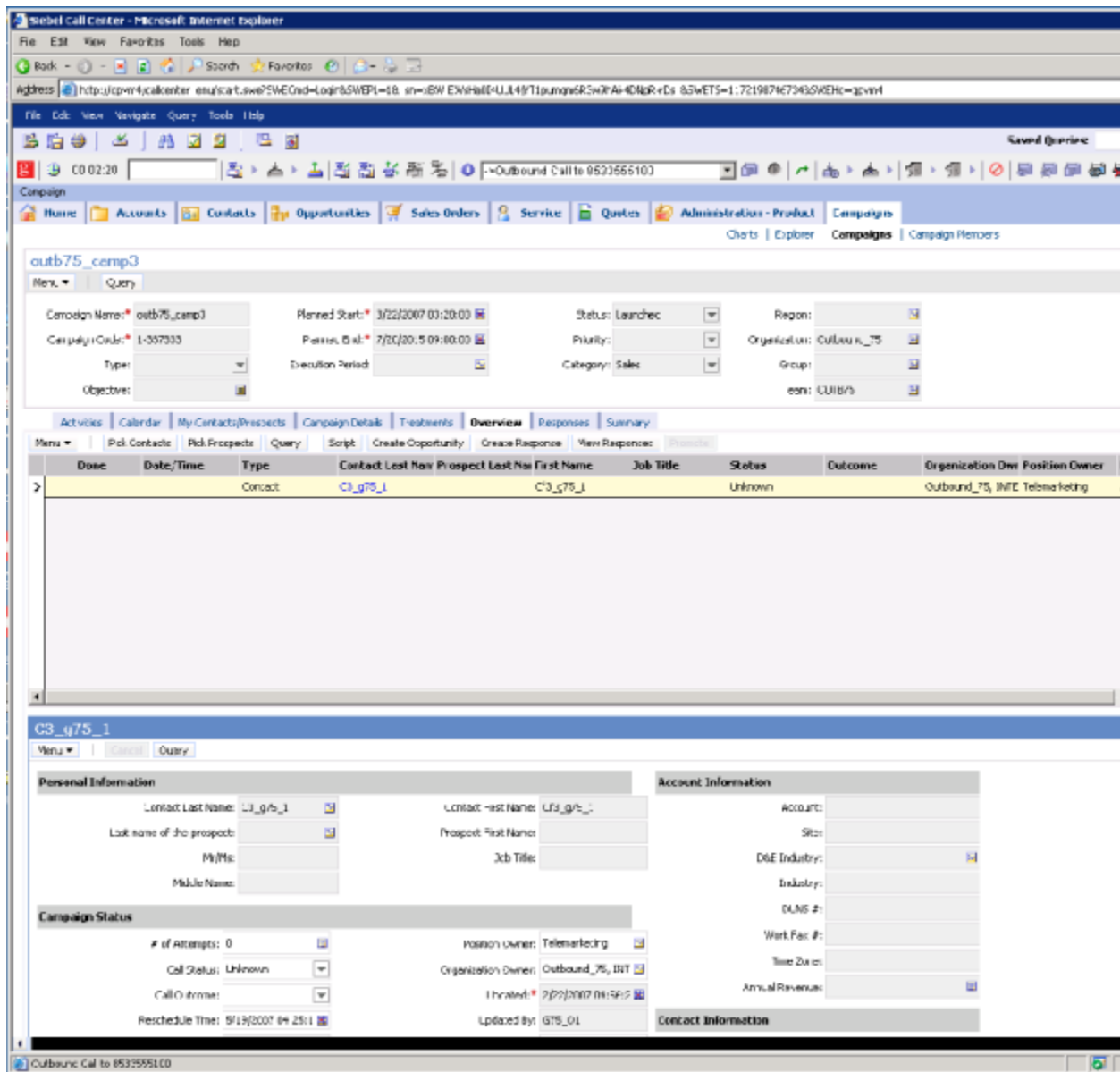


Figure 26: Siebel Call Center Window, Outbound Call

Driver Settings

Driver Parameters

Driver parameters define the set of values used by the Siebel Communications Server to work with communications systems such as CTI middleware. The *Gplus* Adapter driver is one of these systems and an appropriate set of parameters must be defined for it. A sample configuration file `GenComm_universal.def` contains a set of parameters to be defined for the Voice Component.

Table 15 on [page 204](#) lists the supported driver parameters for the *Gplus* Adapter driver for the Siebel Communications Server. The table indicates which parameters are required and displays applicable default values. You view and modify these driver parameters in the Communications Drivers and Profiles view in the Communications Administration screen of the Siebel application (in Siebel 7.7/7.8/8.0/8.1, the Administration - Communications screen). The Channel Type for this driver is Voice.

Note: A Siebel Administrator must configure the Siebel environment to work with *Gplus* Adapter.

Each parameter is prefaced with a keyword indicating how it will be used:

- Parameters prefaced with `Driver:` are sent to the driver handle when the driver is initialized. These parameters are sent to the `CreateISCDriverInstance` method.
- Parameters prefaced with `Service:` are sent to the driver handle when it requests a service (creates the service handle). These parameters are sent to the `RequestService` method.

You must change the value of each mandatory parameter with the default value `CHANGE_ME` as these parameters depend on your configuration and cannot be used with default values.

For more information about the driver handle and its methods, refer to Siebel documentation.

Table 15: Driver Parameters

Parameter Name	Default Value	Required	Comment
Driver:SampleName (sample)	Genesys <i>Gplus</i> driver default value	No	Purpose of the driver, and sometimes also the purpose of different valid values.
Driver:AdapterAppName	Gplus Adapter	No	The application name that will be sent to T-Server when the Adapter opens a connection to this T-Server. (For compatibility with the pre-7.5 scheme of connection to T-Server only)
Driver:AnswerCallDelay	500 milliseconds	No	Defines the delay between TMakeCall and TAnswerCall requests for outbound calls on a DMS-100 switch.
Driver:BackupGenCommServer URL		No	Specifies the URL of the backup <i>Gplus</i> Communication Server
Driver:BackupServerHost	CHANGE_ME	No	Specifies the name of the host machine on which the backup Genesys T-Server is running. (For compatibility with the pre-7.5 scheme of connection to T-Server only)
Driver:BackupServerPort	CHANGE_ME	No	Specifies the TCP/IP port number the client must use to establish a connection with the backup Genesys T-Server. (For compatibility with the pre-7.5 scheme of connection to T-Server only)
Driver:BroadcastCommdnUserEvents2 Agents	FALSE	No	The value True enables the distribution of the EventUserEvent.
Driver:CommunicationDN	empty string (“”)	No	Determines the name of a communication DN. The communication DN is used to send and/or broadcast a user event. See “Communication DN” on page 171 .

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Driver:HangupOnEventReleased	TRUE	No	<p>Applicable only when using the NEC NEAX switches (for example, NEC NEAX 2000 IPS, NEC NEAX ICS/IMS (7600, 7400)).</p> <p>If the switch configuration requires the phone to be put on hook after call is released on the other side, then the Gplus Adapter should send an additional Release request after receiving EventReleased, and the value of Driver: HangupOnEventReleased must be set to “TRUE” (default).</p> <p>Driver:HangupOnEventReleased = “TRUE”</p> <p>If the switch configuration does not require you to put the phone on the hook, then set this parameter to “FALSE”</p>
Driver:InboundPartyContainer	empty string (“”)	No	Name of the TEvent attribute for substitution in the workitem name on the Siebel Toolbar for incoming calls
Driver:LibraryName	-	Yes	The name of the remote driver module which will be loaded by Gplus Communication Server to handle requests for the Siebel Communication Driver.
Driver:LocalConnString	empty string (“”)	Yes, if Network Attended Transfer is used.	<p>Determines the name of this premise location when the Network Attended Transfer feature is used.</p> <p>The value of this parameter must be set as a premise switch name exactly as it is defined in the Genesys Configuration Manager for the T-Server. See “Network Attended Transfer” on page 182.</p>

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Driver:NtwkReconnectTimeout	0	No	Defines whether automatic reconnection of the initiated Network Transfer is configured and sets the timeout value. See “Network Transfer Optional Automatic Reconnection” on page 185 .
Driver:OutboundPartyContainer	empty string (“”)	No	Name of the TEvent attribute for substitution in the workitem name on the Siebel Toolbar for outgoing calls
Driver:PrimaryGenCommServer URL	-	Yes	Specifies the Universal Resource Locator (URL) of the primary <i>Gplus</i> Communication Server
Driver:ReconnectTimeout	10	No	Defines the time in seconds for reconnection to T-Server or if defined, to the backup T-Server when T-Server disconnects from the Adapter. (For compatibility with the pre-7.5 scheme of connection to T-Server only)
Driver:RemoteTimeout	10	No	This parameter defines a time interval, in seconds, during which the T-Server waits for an ADDP response from the Adapter (For compatibility with the pre-7.5 scheme of connection to T-Server only)

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Driver:TraceMode	0	No	<p>This parameter defines an ADDP trace mode in T-Server and/or in Adapter log files. The value of this parameter affects log generation only. ADDP polling messages and the algorithm for disconnection detection remain the same, regardless of the value set here.</p> <p>Valid values for this parameter as follows:</p> <p>0—No trace in a T-Server and/or Adapter log file (default).</p> <p>1—Trace in the Adapter log file only.</p> <p>2—Trace in a T-Server log file only.</p> <p>3—Full trace (in both T-Server and Adapter log files).</p>
Driver:SCAPIServerURL	-	Yes	Specifies the URL to which the <i>Gplus</i> Communication Server will send events
Driver:ServerHost	CHANGE_ME	No	<p>Name of the host that runs Genesys T-Server.</p> <p>(For compatibility with the pre-7.5 scheme of connection to T-Server only)</p>
Driver:ServerPort	CHANGE_ME	No	<p>TCP/IP port number for T-Server.</p> <p>(For compatibility with the pre-7.5 scheme of connection to T-Server only)</p>

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Driver:SupervisorExtensions	Empty string (No Supervisor Extensions)	No	Defines a set of Supervisor Extensions which should not be shown on the agent desktop when a supervisor is connected to the agent's current interaction. Valid values are: a string parameter consisting of a set of DNs a simple file name (See information about this parameter below this table.)

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Driver:SwitchType	0	Yes	<p>The type of switch for your contact center. Values include:</p> <ul style="list-style-type: none"> 1—Nortel Meridian 2—Rockwell Spectrum 4—Nortel DMS-100 5—Lucent Definity G3 6—Aspect Call Center 7—Siemens Hicom 300E 8—EADS PointSpan, EADS ESeries 9—Ericsson MD110 12—NEC NEAX 2400 12 —NEC NEAX 3600i 14—Teltronics 20-20 IXP 17—Siemens Hicom 300 18—Phillips Sopho IS3000 23—Alcatel 4400 29—Nortel Meridian Call Center Symposium 31—Siemens Realitis DX (iSDX) 49—Avaya INDeX (Lucent SDX) 50—Siemens Hicom 300H 51—Siemens HiPath 4000 52—Alcatel A4200 OmniPCX Office (OXO) 58—Knowledge Worker Gateway 62— Cisco CallManager 67—Mitel MN-3300 69—Siemens HiPath 3000 70—eOn eQueue 72—SIP Server <p>Also see the document, <i>Genesys 6 Supported Media Interfaces</i>, which is available on the Genesys Technical Support website.</p> <p>Contact Genesys for a current list of switches and SwitchType values.</p> <p>(For compatibility with the pre-7.5 scheme of connection to T-Server only)</p>

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Driver:Timeout	0	No	This parameter defines a time interval, in seconds, during which the Adapter waits for an ADDP response from the T-Server. ADDP is disabled if this parameter is not defined or if the value is set to 0. (For compatibility with the pre-7.5 scheme of connection to T-Server only.)
Driver:TServerAppName	"CHANGE_ME"	Yes	Defines the T-Server Application Name of the Primary T-Server as it is defined in the Genesys Configuration Manager. See “Connection to T-Server” on page 157 .
DriverAlias	<empty string>	No	Reserved for internal use. When drivers with the same set of Device Commands and Device Events are in the same Siebel configuration, this parameter defines the suffix of the Device Command or Device Event to be processed. This parameter should not be modified until explicitly suggested by Genesys Technical Support.
MediaType	<empty string>	No	Reserved for internal use. This parameter should not be modified until explicitly suggested by Genesys Technical Support.
Name	Genesys <i>Gplus</i> driver	Yes	Name of the driver. May be any suitable name.
Service:ACDDNList	{ @ACDDNList }	No	Uses the macro @ACDDNList to obtain a list of ACD DN's (extensions of type A) associated with the current agent.

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Service:AgentId	{ @AgentId }	No	This parameter manages agent ID logging for server-side statistics on outgoing connections usage. If log level is set to DEBUG and if this parameter is specified, the Agent ID is logged. Otherwise, the session ID is logged.
Service:AgentLogoutControl	False	No	Applies only to the Predictive Dialing Mode. When this option is set to TRUE the Agent logout control functionality is enabled and all agents requesting logout will be notified regarding the time left until actual logout and upon reaching this time the agents will be automatically Logged Out from Communication services.
Service:AgentPreviewModeStart	False	Yes (when working with Outbound campaigns in Preview mode)	Defines whether the agent is able to receive preview records without first submitting a PreviewDialingModeStart request to OCS from the desktop. In the Siebel Configuration, the Service:AgentPreviewModeStart parameter must be set to correspond with the value of the OCS option agent_preview_mode_start in Configuration Manager. See details in the <i>Genesys Outbound Contact 7.5 Deployment Guide</i> .
Service:AgentSubstitute	True	Yes (when using the Alcatel A4400 switch)	For the Alcatel A4400 switch, this option must be set in accordance with T-Server settings for the Agent Substitute option. See more details in “Switch-Specific Configuration Instructions” on page 170 .

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Service:AgentWorkMode	AgentWorkModeUnknown	No	<p>Agent work mode. Should match one of the TLibrary TAgentWorkMode enumeration values:</p> <p>0—AgentWorkModeUnknown 1—AgentManualIn 2—AgentAutoIn 3—AgentAfterCallWork 4—AgentAuxWork 5—AgentNoCallDisconnect</p> <p>The parameter can be defined either as a number corresponding to TLibrary TAgentWorkMode enumeration values or as a string (for example, 1 or AgentManualIn).</p>
Service:AutoLogout	FALSE	No	<p>If the value of this parameter is TRUE, when the agent logs out from Siebel or closes the browser, then first the agent logs out from the ACD group, and then the agent logs out from Siebel. When the value of this parameter is FALSE, the agent just logs out from Siebel.</p>
Service:AutoRejectRecords	TRUE	No	<p>Defines whether the Adapter sends requests to reject records when an agent logs out from Siebel. If set to TRUE, when an agent logs out from Siebel, the Adapter sends requests to reject all records. If set to FALSE, the Adapter does not send requests to reject records.</p>
Service:DNList	"{@DNList}"	Yes	<p>Uses the macro @DNList to obtain a list of DNs (standard extensions of type S) associated with the current agent.</p>

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Service:HasAgentBusy	FALSE	No	Can be TRUE or FALSE. Specifies whether the connected switch supports the Do Not Disturb (DND) function. You can also disable the DND function if it is supported by the switch, but you do not want your agents to use it. If the value is FALSE, the associated feature is disabled. For a disabled feature, an administrator can remove the associated (DND) toolbar button from the Repository using Siebel Tools.
Service:HasAnswer	TRUE	No	Upon an incoming call, if the value of this parameter is TRUE, the Answer Incoming call button on the toolbar will be available. If the value is FALSE, this button will be unavailable.
Service:HasDisconnect	TRUE	No	For the current active call, if the value of this parameter is TRUE, the Hang-up call button on the toolbar will be available. If the value is FALSE, this button will be unavailable.
Service:HasForward	TRUE	No	If both the switch and T-Server support call forwarding, and this value is set to TRUE, the button on the toolbar that turns call forwarding on or off will be available. If this value is FALSE, this button will be unavailable.
Service:HasGCNProtocol			Not supported starting from version 7.2.
Service:HasHold	TRUE	No	If the value of this parameter is TRUE, the Hold button or Retrieve button will be available, depending on call state. If the value of this parameter is FALSE, the Hold or Retrieve button will not be available.

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Service:HasKWProtocol	FALSE	No	Enables or disables Expert Contact functionality support
Service:HasOCSPProtocol	TRUE for Outbound Contact configurations	No	Enables or disables Outbound Contact functionality support
Service:HasVCBProtocol	FALSE	No	Enables or disables Voice Callback functionality support
Service:KwDefaultPartyStatus	released	No	Used by Gplus adapter when Party status info is missing in the KwPartyStatusRequest from Siebel.
Service:KwPiProtocolVersion	6.5.000.01	No	Preview Interaction protocol version.
Service:KwProtocolVersion	6.5.000.01	No	Knowledge Worker protocol version.
Service: OCSEnableOutOfCampaignOperations	FALSE	No	Allows transfers and record handling for agents that are not participating in any campaigns. Requires Outbound Contact version 7.x.
Service: NetworkCallTransferMode	Network	No	<p>This parameter has two valid values:</p> <ul style="list-style-type: none"> • Network • Local <p>If the value of this parameter is Network, the Adapter uses the Network T-Server operation (Network Consult/Transfer/Conference) for creating and completing two-step operations (consult, transfer and conference) for network calls; all other calls are processed using the standard T-Server operations.</p> <p>If the value of this parameter is Local, the Adapter uses only the standard T-Server operations for two-step operations (consult, transfer and conference) for all types of calls.</p>

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Service:OCSCallBackType	Personal	No	Specifies the callback type: Personal, or Campaign. These can be chosen from the Siebel popup list, and the corresponding strings will be sent as GSW_CALLBACK_TYPE values to OCS. For more information, see “Advanced Customization of Voice Component Configurations” on page 164 .
Service:OCSCancelScope	AllChain	No	Specifies the scope of a cancel: AllChain, or RecordOnly. For more information, see “Advanced Customization of Voice Component Configurations” on page 164 and “USE_RECORD_HANDLE Use Case” on page 191 .
Service:OCSDoNotCallScope	AllChain	No	Specifies the scope of a Do Not Call: AllChain, or RecordOnly. For more information, see “Advanced Customization of Voice Component Configurations” on page 164 and “To Specify DoNotCall Command Attributes” on page 189 .
Service:OCSEnableCustomerId	TRUE	No	Controls the use of Contact ID for compatibility with release 6.5.2 or earlier of Outbound Contact Server. For more information, see “Advanced Customization of Voice Component Configurations” on page 164 .

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Service:OCSTreatment	RecordTreatPersonal	No	Specifies the treatment type: RecordTreatPersonal, RecordTreatCampaign, or None. These can be chosen from the Siebel popup list as Personal, Campaign, or None, and for the first two, the corresponding strings will be sent as GSW_CALLBACK_TYPE values to OCS. For None, GSW_CALLBACK_TYPE is not sent to OCS. For more information, see “Advanced Customization of Voice Component Configurations” on page 164 .
Service:ReleaseCallOnAutoLogout	TRUE	No	<p>When the value of this parameter is set to FALSE, the Adapter will not release an active call if an agent closes the browser or logs out from Siebel. If the value of this parameter is TRUE and the option AutoLogout = “TRUE”, when the agent logs out from Siebel or closes the browser, then:</p> <ol style="list-style-type: none"> 1. The Adapter will send a request to release the call if the ReleaseCall command is enabled in the current call state; 2. The Adapter will send a request to log out the agent from the ACD group if the LogOut command is enabled in the current state; 3. Only then does the agent log out from Siebel. <p>Note that this functionality is switch and T-Server dependent. Some T-Servers may require changes to options in order to keep an active call on logout.</p>

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Service: ReleaseEstablishedCallOnAuto Logout	TRUE	No	<p>When the value of this parameter is set to FALSE, the Adapter will not release an established call if an agent closes the browser or logs out from Siebel. If the value of this parameter is TRUE and the option AutoLogout = “TRUE”, when the agent logs out from Siebel or closes the browser, then:</p> <ol style="list-style-type: none"> 1. The Adapter will send a request to release an established call if the ReleaseCall command is enabled in the current call state; 2. The Adapter will send a request to log out the agent from the ACD group if the LogOut command is enabled in the current state; 3. Only then does the agent log out from Siebel. <p>Note that this functionality is switch and T-Server dependent. Some T-Servers may require changes to options in order to keep an active call on logout.</p>
Service:RequestTimeOut	30	No	Timeout period for requests to Outbound Contact Server.
Service:SelectDN	{ @SelectedDN }	No	<p>Specifies a DN to be used to issue commands such as MakeCall and so forth. Otherwise, the first DN in the list specified with the parameter Service:DNList is used.</p> <p>This parameter is also used for SendUserEvent command; it defines the DN on which the user event will be sent.</p>
Service:SwitchName	CHANGE_ME	No	Voice switch name, which Voice callabck server uses for submitting Voice callbacks

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Service:UsePendingWorkmode	FALSE	No	Applicable only when using the Avaya Definity G3 switch. Parameter Service: UsePendingWorkmode must be set according to the T-Server option use-pending-work-mode. Both parameters must be set to the same value: true or false. When the T-Server option use-pending-work-mode is set to true, the Pending Work Mode functionality is enabled.
Service:UseSSStepTransferForNetworkTransfer	FALSE	No	To perform a network transfer with the Device Command TransferSSStep for all switches, set this parameter to TRUE. The Device Command parameter RemoteConnectStr must define the name of the Network Switch where call should be transferred. When this parameter is set to FALSE, for the switches that support Mute Transfer and do not support Single Step Transfer, the Adapter will invoke the request to T-Server to perform Mute Transfer with the Device Command TransferSSStep for the switches that support Mute Transfer and do not support Single Step Transfer. If you do not perform network transfers, leave the value set to FALSE (the default value).
Service:VCBDefaultCallbackType	ASAP	No	Default Callback Type which Gplus adapter uses in case Callback type information is missing in the request form Siebel.

Table 15: Driver Parameters (Continued)

Parameter Name	Default Value	Required	Comment
Service: VCBDefaultRoutingPoint	CHANGE_ME	No	Default routing point, which Gplus adapter uses in case routing point information is missing in the request from Siebel
Service: VCBProcessedOnCallRelease	FALSE	No	Indicates that the Work Item will be kept on Call release event and the agent must manually click the Interaction Processed button on the communication Toolbar. This must be synchronized with the VCB server option <code>callback_processed</code> .

Parameter Driver:SupervisorExtensions

The configuration parameter `Driver:SupervisorExtensions` defines a set of Supervisor Extensions which should not be shown on the agent desktop when the supervisor is connected to the agent's current Voice interaction (call).

Valid values for this parameter are defined by the following rules:

- A valid value is a string parameter consisting of: a set of DNs separated by commas, a range of DNs in which a hyphen (-) is used as a separator and the first number is less than the last number, or a mix of both.
- The maximum length of the string parameter is 250 characters.
- Spaces are allowed after commas, and before and after a hyphen.

For example:

2201, 2205, 2300 - 2374

- A valid value can also be a simple file name, or a path and a file name. In any environment, you can use a simple filename, such as `SupervisorExtensions.txt`, for example. Other examples are:
 - On a Windows platform - `C:\siebsrvr\SupervisorExtensions.txt`.
 - On a UNIX platform - `/opt/siebsrvr/SupervisorExtensions.txt`
 - The named file itself must contain the set of SupervisorExtensions. The file must contain a set of DNs separated by commas, or a range of DNs, or a mix, with valid values as defined in the rules above; and in addition:
 - New lines can also serve as separators.
 - The maximum number of SupervisorExtensions is limited by the allowed size of the file in the operating system.

For example:

2201, 2210
 2211, 2212
 3
 2213-2220,
 2303 - 2310
 7123
 8234
 9345

- If the file name is provided without a path, then the *Gplus* Adapter will search for the file in locations defined by the operating system environment variable <path>. If the file is not found, then the *Gplus* Adapter will search for the file in the following locations:
 - On a Windows platform - ·Siebel Server folder·\BIN\
 - On a UNIX platform - ·Siebel Server folder·/lib/

Parameter Driver: HangupOnEventReleased

The configuration parameter `Driver:HangupOnEventReleased` is used only when the *Gplus* Adapter works with NEC NEAX switches (NEC NEAX 2000 IPS, NEC NEAX ICS/IMS (7600, 7400)...). This configuration parameter must be set up accordingly when a NEC NEAX switch is used.

If the switch configuration requires the phone to be put on the hook after a call is released on the other side, then the *Gplus* Adapter must send an additional Release request after receiving `EventReleased`. In this case, the value must be set to “TRUE” (the default value), as follows:

`Driver:HangupOnEventReleased = “TRUE”`

If the switch configuration does not require the phone to be put on the hook, then set this parameter to “FALSE”, as follows:

`Driver:HangupOnEventReleased = “FALSE”`

Note that the default value is TRUE.

Parameter Service:UsePendingWorkmode

This parameter is used to enable or disable Ready/NotReady Device Commands when an agent has a call on the Avaya Definity G3 switch.

When using the Avaya Definity G3 switch, the configuration parameter `Service:UsePendingWorkmode` must be set according to the T-Server option `use-pending-work-mode`. Both parameters must be set to the same value: true or false. When the T-Server option `use-pending-work-mode` is set to true, the

Pending Work Mode functionality is enabled. This functionality allows agents to change their Ready/NotReady state when a call is in progress.

Parameters **Driver:InboundPartyContainer** and **Driver:OutboundPartyContainer**

The *Gplus* Adapter allows (with some TEvents) to display an adjusted (modified) workitem name on the Siebel Toolbar by using the value of some other TEvent Attribute.

Siebel configuration parameters **Driver:InboundPartyContainer** and **Driver:OutboundPartyContainer** allow adjustments depending on their value. The implemented functionality for both parameters is the same, the only difference is that **Driver:InboundPartyContainer** defines the adjustment (if any) for incoming calls, while **Driver:OutboundPartyContainer** defines the adjustment (if any) for outgoing calls.

If the **Driver:InboundPartyContainer** or **Driver:OutboundPartyContainer** parameter is defined in Siebel configuration and if the value described by the parameter was found in the incoming TEvent attributes, then the value defined by this attribute is shown in a Work Item on the Communications Toolbar.

If parameters **Driver:InboundPartyContainer** and/or **Driver:OutboundPartyContainer** define the attribute name for an adjustment, but this attribute is not in the TEvent, then the **OtherDN** attribute is used.

Acknowledged values for **Driver:InboundPartyContainer** and **Driver:OutboundPartyContainer** and their actions are shown in [Table 16](#):

Table 16: Driver:InboundPartyContainer and Driver:OutboundPartyContainer Values and Actions

Value	Action
No parameter in the configuration, or <empty string>	Keeps the representation of the Work Item list without substitution of the value defined by the Driver:InboundPartyContainer or Driver:OutboundPartyContainer configuration parameter
OtherDN, or Native	Keeps the representation of the Work Item list without substitution of the value defined by the Driver:InboundPartyContainer or Driver:OutboundPartyContainer configuration parameter
ANI	Substitutes the value of TEvent ANI attribute in a Work Item representation on the Communications Toolbar

Table 16: Driver:InboundPartyContainer and Driver:OutboundPartyContainer Values and Actions (Continued)

Value	Action
DNIS	Substitutes the value of TEvent DNIS attribute in a Work Item representation on the Communications Toolbar
<Name of parameter defined in UserData of TEvent>	Substitutes the value of <string or integer parameter defined in UserData of TEvent> in a Work Item representation on the Communications Toolbar.

Important note!

Driver:InboundPartyContainer and/or Driver:OutboundPartyContainer parameter substitution in the Work Item name is not performed in the conference scenarios when number of parties displayed is greater than one.

When using the UserData parameter to make a substitution in the Work Item name, the parameter described by Driver:InboundPartyContainer and/or Driver:OutboundPartyContainer must be included as a string or an integer pair in the UserData list, not hidden in the inner lists. For example:

If parameters are defined in Siebel configuration as follows:

Driver:OutboundPartyContainer = "Destination"

Driver:InboundPartyContainer = "Originator"

UserData:

(Int) Destination 43262

(Int) Originator 87654

And/Or

(Str) Destination str_43262

(Str) Originator str_87654

Important note!

If the modification of the Work Item name is going to be used and if DNIS and ANI attributes are represented in the TEvents, then it is recommended to use the following values:

InboundPartyContainer ANI

OutboundPartyContainer DNIS

It is possible to use modification of the appearance of the Work Item name on the Communications Toolbar with single commands with Command Data.

See the following example of Command:ConferenceTransferToPhone.

If parameters are defined in Siebel configuration as follows:

Driver:OutboundPartyContainer = "Destination"

Driver:InboundPartyContainer = "Originator"

then Param.Originator and Param.Destination can be defined in a CmdData to define destination and originator of the call.

So, Command:ConferenceTransferToPhone can be defined as follows:

[Command:ConferenceTransferToPhone]

```

DeviceCommand      = "ConferenceInit"
Description         = "Conference Transfer to "{@Phone}""
CmdData            = "ConferenceTransferToPhone"
OnEditControl      = "TRUE"
Hidden             = "TRUE"
CmdChannelOnFocus  = "TRUE"
Profile            = "Sergo Voice"

[CmdData:ConferenceTransferToPhone]
AttachContext      = "TRUE"
RequiredField.@Phone = "?*"
Param.PhoneNumber  = "{@Phone:PhoneTypeLookup}"
Param.CallNotifyText = "Conference transfer from {@UserName} ..."
Param.TrackingID    = "{@SelectedWorkItem:DriverWorkTrackID}"
Param.Originator    = "{@SelectedDN}"
Param.Destination   = "{@Phone:PhoneTypeLookup}"

```

When conference is initiated from the Siebel Toolbar, then phone number from EditControl box on the Toolbar and SelectedDN will be the call destination and call originator.

When using Parameters in a Command Data (User Data) for substitution, T-Server option consult-user-data must be set to separate (not joint). It separates UserData attached to the call and this attached data is kept separate and not overwritten by the other data from consult calls.

Gplus Adapter Application Name

The Configuration parameter `Driver:AdapterAppName` defines the application name that will be sent to T-Server when the Adapter opens a connection to this T-Server.

If the parameter was not defined in the Siebel configuration, then the default value is used, which is `Gplus adapter`. For example:

```
Driver:AdapterAppName= "GP Adapter"
```

ADDP Support

The *Gplus* Adapter supports the Advanced Disconnect Detection Protocol (ADDP). ADDP allows the Adapter to detect disconnections from T-Server. To enable this protocol and configure it in the *Gplus* Adapter, you must define the following parameters in the Adapter's configuration. (These parameters are also described in Table 15 on [page 204](#).)

- **Driver:Timeout** - This parameter defines a time interval, in seconds, during which the Adapter waits for an ADDP response from the T-Server. ADDP is disabled if this parameter is not defined or if the value is set to 0.
- **Driver:RemoteTimeout** - This parameter defines a time interval, in seconds, during which the T-Server waits for an ADDP response from the Adapter.
- **Driver:TraceMode** - This parameter defines an ADDP trace mode in T-Server and/or in Adapter log files. The value of this parameter affects log generation only. ADDP polling messages and the algorithm for disconnection detection remain the same, regardless of the value set here.

Warning! To avoid false detection of disconnect states that might occur because of normal delays in the data network, Genesys recommends that you set the ADDP timeouts to values greater than 10 seconds, and that you set all local ADDP timeouts to the same value.

Agent Work Modes Emulation

The *Gplus* Adapter can emulate the work modes `AgentManualIn` and `AgentAutoIn` for some switches that normally do not support these modes. For such switches, the value of parameter `Service:AgentWorkMode` can be set to allow emulation of an agent work mode.

Emulation means that the an agent state could be changed by *GPlus* Adapter according to the work mode defined in a Siebel configuration. Agent work mode is defined in a Siebel configuration by the value of parameter `Service:AgentWorkMode` or `AgentWorkMode` parameter sent with `NotReady`, `Ready`, `ChangeNotReadyState` or `Login Device Commands`.

The default value of parameter `Service:AgentWorkMode` is `AgentWorkModeUnknown`.

Agent work mode could be changed when an agent invokes `Device Command NotReady`, `Ready`, `ChangeNotReadyState` or `Login` with parameter `AgentWorkMode` set to the new value.

The valid values of `AgentWorkMode` and corresponding desktop behavior can be summarized as follows:

- If `AgentWorkMode` is equal to `AgentWorkModeUnknown`, then the *Gplus* Adapter does not change the agent state after login or when an agent has a call on a the agent teleset. It is possible that some switches may change the agent's state by distributing T-Events according to the switch configuration and functionality.

- If AgentWorkMode is equal to AgentManualIn, then (if the agent state is Ready) the Adapter sets an agent state to Not Ready after login or after an the agent answers a call on the agent's teleset. This happens only if the switch and T-Server are allowed to set the agent to the NotReady state when the agent has a call on the DN.
- If AgentWorkMode is equal to AgentAutoIn, then (if the agent state is Not Ready) the Adapter changes an agent state to Ready immediately after login and after a call is released. The Adapter changes the state only if the state after login was NotReady or if the agent state on call was NotReady.

For the switches that do not support emulation of the work modes, the value of the configuration parameter Service:AgentWorkMode must be set to either "CHANGE_ME" or "AgentWorkModeUnknown". The Ericsson MD-110, the Siemens Realtis-DX (iSDX), and Aspect Call Center are examples of such switches.

Agent States on Telesets with Multiple Positions and ACD Queues

Some switches, such as the Ericsson MD-110, support telesets with multiple positions and ACD Queues.

In such environments, an agent can be logged into multiple Queues. Also, before login into Siebel, an agent can be in different and even opposite states on different Positions residing on the same teleset.

Siebel cannot support and maintain an Agent state, DN Forwarding Status, and DoNotDisturb state individually for each DN for such switches.

For such switches, the Agent state, DN Forwarding Status, and DoNotDisturb (DND) status are maintained by the *Gplus* Adapter only for the whole teleset.

The general rules for this environment are as follows:

- An agent is considered to be in a Ready(NotReady) state if the agent is in the Ready(NotReady) state on at least one of the Agent's teleset DNs.
- The forwarding state of the Agent's teleset is considered to be "ON" if forwarding is set on one of the Agent's teleset DNs.
- The DoNotDisturb (DND) state of the Agent's teleset is considered to be "ON" if DND is set on one of the Agent's teleset DNs.

If, before logging into Siebel, an agent has different Ready states on different DNs that belong to the same teleset, then, after login to Siebel, the agent can synchronize his or her state on all telesets DNs by using the Ready/NotReady Commands on the Communications Toolbar. This is generally recommended. When you perform this synchronization of agent states on different DNs, you may get an error message such as "Set is in target state". This indicates that you were already in the requested state on some DN or DNs on this teleset.

If, before logging into Siebel, an agent has a DN forwarding state set on any DN that belongs to the same teleset, then the DN forwarding state on all teleset DNs can be synchronized. This is generally recommended. After logging into Siebel, you can do this by invoking the ForwardCall or CancelForwardCall device commands on the Communications Toolbar.

If, before logging into Siebel, an Agent has set DoNotDisturb (DND) states on any DN that belongs to the same teleset, then the DoNotDisturb (DND) states on all teleset DNs can be synchronized. This is generally recommended. After logging into Siebel, the agent can do this by invoking the SetBusy or CancelBusy device commands on the Communications Toolbar.

Log Files

All *Gplus* Adapter for Siebel CRM Voice Log messages are now processed by the Genesys *Gplus* Communication Server. File names of the log files are defined in the log section of the Genesys *Gplus* Communication Server application in Genesys Configuration Manager. See details for configuration of the log file output in “Log Section” on [page 40](#) of Chapter 2, “Configuration and Installation of the Gplus Communication Server for Siebel CRM.”

Driver Commands and Events

This section provides a complete list of all driver commands and events for the Voice Component, including the Outbound Contact feature, and Expert Contact feature. For additional information, refer also to deployment guides and developer’s guide for related products.

Driver Commands for the Voice Component

[Table 17](#) contains a complete list of all of the driver commands for the Voice Component. These commands may be used in the Siebel Communications Configuration as device commands for communication commands.

Table 17: Driver Commands

Name	Component/ Feature	Description
AnswerCall	Voice	Answer incoming call
ReleaseCall	Voice	Release call
TransferSStep	Voice	Single-step transfer of the selected call
TransferMute	Voice	Mute transfer of the selected call

Table 17: Driver Commands (Continued)

Name	Component/ Feature	Description
TransferInit	Voice	Initiate two-step transfer
TransferComplete	Voice	Complete two-step transfer
ReconnectCall (previously, RetrieveCall)	Voice	Reconnects the original call initiated using ConferenceInit or TransferInit before ConferenceComplete or TransferComplete
HoldCall	Voice	Places the selected call on hold
ResumeCall	Voice	Reconnects a call that was on hold
ResumeInactiveCall	Voice	Reconnects a callback that was on hold
MakeCall	Voice	Make an outbound call
ConferenceSStep	Voice	Initiate a single-step conference
ConferenceInit	Voice	Initiate a two-step conference
ConferenceComplete	Voice	Complete a two-step conference
DeleteFromConference	Voice	Deletes a party from a conference call
LogIn	Voice	Logs in an agent
LogOut	Voice	Logs out an agent
Ready	Voice	Switches an agent's readiness state to Ready on all agent DNs if agent's state was NotReady.
NotReady	Voice	Switches an agent's readiness state to NotReady on all agent DNs if the agent's state was Ready.
ChangeNotReadyState	Voice	Switches the agent's readiness state from Ready to NotReady or from NotReady to Ready on all agent DNs.
SetActiveCall	Voice	Notify driver that currently selected call has changed
ForwardCall	Voice	Initiates call forwarding
CancelForwardCall	Voice	Cancels call forwarding
ToggleForward	Voice	Turns call forwarding on or off

Table 17: Driver Commands (Continued)

Name	Component/ Feature	Description
SetBusy	Voice	Sets Do Not Disturb mode for all of an agent's DN's
CancelBusy	Voice	Cancels Do Not Disturb mode for all of an agent's DN's
ChangeBusyState	Voice	Turns Do Not Disturb mode on or off
AttachData	Voice	Attaches user data to the selected call
SendUserEvent	Voice	Sends User Event to the selected DN
UpdateUserData	Voice	Updates the user data that is attached to the selected call
DeleteUserData	Voice	Removes specified user data from the attached data for the selected call
QueryAddress	Voice	Sends query to T-Server to return information about a specified DN and ACD Queue
SendUserEventOnCommDN	Voice	Sends a user event to a Communication DN
CallSupervisor	Voice	When the agent is on an ACD call, this command initiates a conference leg to the agent's supervisor. The supervisor must push the "Answer Agent" key to complete the call leg to the supervisor.
EmergencyKey	Voice	When the agent is on an ACD call, this command initiates a conference leg to the agent's supervisor and to a recording device, if such a device is installed. The supervisor must push the "Answer Emergency" key to establish the call leg.
Expert Contact Feature		
KwOnCall	Expert Contact	Informs CTI-Less T-Server that the Expert is On Call
KwPreviewIntReject	Expert Contact	Rejects incoming Preview interaction

Table 17: Driver Commands (Continued)

Name	Component/ Feature	Description
KwPartyStatusResponse	Expert Contact	Agent provides current call status in response to KwPartyStatusRequest. Configurable on the CTI-Less T-Server side.
Outbound Contact Feature		
PreviewDialingModeStart	Outbound Contact	Starts the Preview Dialing Mode
PreviewDialingModeOver	Outbound Contact	Ends the Preview Dialing Mode
PreviewRecordRequest	Outbound Contact	Requests a Preview record
UpdateCallCompletionStats	Outbound Contact	Updates call statistics and values
RecordProcessed	Outbound Contact	Completes record processing
RecordReject	Outbound Contact	Rejects record
RequestRecordCancel	Outbound Contact	Cancels a record for a particular campaign
RecordReschedule	Outbound Contact	Reschedules a record
ScheduleRecordReschedule	Outbound Contact	Reschedules a record (same as RecordReschedule)
DoNotCall	Outbound Contact	Marks phone, record, chain, or customer as Do Not Call
ChainedRecordRequest	Outbound Contact	Requests the rest of the chain
AddRecord	Outbound Contact	Adds record to the chain
Web Callback Feature (Not supported starting from version 7.2)		
CALLBACK_REJECTED	Web Callback	Reject a web callback request
CALLBACK_ACCEPTED	Web Callback	Accept a web callback request
CALLBACK_DONE	Web Callback	Web callback request was successfully made
Voice Callback Feature		
VCBServiceStatus	Voice Callback	Starts the Voice Callback session

Table 17: Driver Commands (Continued)

Name	Component/ Feature	Description
VCBCancel	Voice Callback	Cancels Voice Callback and deletes request from Voice Callback server
VCBReschedule	Voice Callback	Reschedules Voice Callback
VCBAdd	Voice Callback	Creates new Voice callback and submits for processing
VCBProcessed	Voice Callback	Marks Callback record as done
VCBReject	Voice Callback	Rejects Callback record for rerouting to other agents

Support for the Emergency/Supervisor Key

The *Gplus* Adapter 7.5 for Siebel CRM has the capability to create a no-hold conference call leg to a supervisor or emergency DN. This feature is supported only on the Nortel Symposium switch.

With a properly customized Communications Toolbar, an agent can press a button to initiate a special type of conference request. By doing so, the agent issues a `TPrivateService` to initiate a no-hold conference. The no-hold conference allows the agent to dial and conference without putting the customer on hold.

Invoking the `CallSupervisor` feature when the agent is in an ACD call initiates a conference leg to the agent's supervisor. The supervisor must click the Answer Agent button on the phone, which establishes that call leg to the supervisor. Invoking the `EmergencyKey` feature initiates a conference leg to the agent's supervisor, and, if installed, to a recording device. The acting supervisor must answer the call by clicking the Answer Emergency button on the supervisor's phone set.

Note: This command is supported by the Adapter; but the customer must create a custom button to implement this feature.

This new functionality includes two device commands, `CallSupervisor` and `EmergencyKey`, to invoke corresponding functions. These are described below.

Note: Both device commands (CallSupervisor and EmergencyKey) can be invoked without parameters. Parameter TrackingID can be defined in the [CmdData:] section of Command. For details about this functionality, see “Parameter TrackingID” on [page 233](#).

CallSupervisor

Invoking the CallSupervisor DeviceCommand when the agent is in an ACD call initiates a conference leg to the agents supervisor. The supervisor must press the “Answer Agent” button, which establishes that call leg to the supervisor. For details about CallSupervisor configuration, refer to the configuration sample below.

If the CallSupervisor service is invoked:

- If the Agent releases the call, call is released from the Agent DN. The call between the contact and supervisor phones persists
- If the customer releases the call, an EventReleased message is received on Agent DN, but the call between the agent and supervisor phones persists.
- Calls through the ACD queue are not distributed to the agent.
- After this call is released, ACD queue will continue to distribute calls to the agent DN.

CallSupervisor Configuration Sample

```
[Command:CallSupervisor]
;      For Nortel Meridian CallCenterSymposium ONLY!
DeviceCommand      = "CallSupervisor"
Description         = "Call Supervisor request"
CmdData             = "CallSupervisor"
Hidden              = "TRUE"
CmdChannelOnFocus   = "TRUE"
Profile             = "Gplus Voice"

[CmdData:CallSupervisor]
Param.TrackingID    =
"@SelectedWorkItem:DriverWorkTrackID"
```

EmergencyKey

Invoking the EmergencyKey DeviceCommand initiates a conference leg to the agent’s supervisor, and, if installed, to a recording device. The acting supervisor must answer the call by pressing the “Answer Emergency” button on the supervisor’s phone set. For details about EmergencyKey configuration, refer to the configuration sample below.

If the EmergencyKey service is invoked:

- If the Agent releases the call, then the call is released on the supervisor's phone, the contact's phone, and the Agent's phone;
- If the contact releases the call, there is no CTI messaging, and the call between the agent and supervisor phones persists. After releasing this call, an EventReleased message is received on the Agent DN.

EmergencyKey Configuration Sample

```
[Command:EmergencyKey]
;      For Nortel Meridian CallCenterSymposium ONLY!
DeviceCommand      = "EmergencyKey"
Description        = "Emergency request"
CmdData            = "EmergencyKey"
Hidden             = "TRUE"
CmdChannelOnFocus  = "TRUE"
Profile            = "Gplus Voice"

[CmdData:EmergencyKey]
Param.TrackingID    =
"@SelectedWorkItem:DriverWorkTrackID]"
```

Parameter TrackingID

Both device commands (CallSupervisor and EmergencyKey) can be invoked without parameters. Parameter TrackingID can be defined in the [CmdData:] section of Command or it can be omitted. If parameter TrackingID is defined in the [CmdData:] section, then the *Gplus* Adapter will use this value to identify the call to which the CallSupervisor or EmergencyKey Device Command is applicable. If Parameter TrackingID is not defined or if Siebel Communication Server supplies the empty string value for this parameter, then CallSupervisor or EmergencyKey Device Command is called for the current call.

DoNotDisturb Status

DoNotDisturb (DND) status can be set to ON or OFF on the DN with these Device Commands: SetBusy, CancelBusy, and ChangeBusyState.

When the DND status is established for a DN, then calls are not distributed to or received by this DN.

Some switches and T-Servers (Avaya INDeX, for example) do not provide this information about DND status when they register DNs. When these switches are used, if a DND state was set to "ON" on the DN, and then an agent logs in to Siebel, the Communications Toolbar indicates that the DND state is OFF (the default value). In order to synchronize the DND state on the switch for this

DN with the DND state shown on the Siebel Communications Toolbar, the agent must use the phone to switch off the DND state.

When the *Gplus* Adapter works with such switches, the agent must perform the same synchronization of the DND state if a T-Server restarts after the DND state was set to “ON” on the switch.

Driver Events for the Voice Component

This section describes the device events implemented by the Voice Component. A device event is a notification of a communications occurrence that the Siebel client receives from the Communications driver (the *Gplus* Adapter in this case) along with some data fields (parameters).

For example, when a connection between the agent’s phone and the destination is established for an incoming or outbound call, the Siebel client can be notified with the `EventEstablished` device event with associated data (parameters), such as `OtherDN`, `ANI` and others shown in Table 19, “Parameters Used with Device Events of the Voice Component,” on [page 238](#). For further information, see the *Siebel Communications Server Administration Guide*.

The parameters used with the device events are listed in Table 19 on [page 238](#). Descriptions of the device events begin with the topic, “Detailed Descriptions of Device Events” on [page 286](#).

The following table contains the description of Communications driver events. These events may be used in Siebel Communications Configuration as device events for communications events.

Table 18: Communications Driver Events

Name	Feature/ Configuration	Description
Voice Component		
EventDialing	Voice	Dialing notification when making a call.
EventRinging	Voice	Incoming call ringing.
EventEstablished	Voice	Call established (inbound or outbound).
EventReleased	Voice	Call released or abandoned.
EventHeld	Voice	Call is held.
EventRetrieved	Voice	Call is retrieved.
EventUserDataChanged	Voice	Call user data changed.
EventRegistered	Voice	DN is registered.
EventUnregistered	Voice	DN is unregistered.

Table 18: Communications Driver Events (Continued)

Name	Feature/ Configuration	Description
EventCallForwardSet	Voice	Call forwarding is set.
EventCallForwardCancel	Voice	Call forwarding is canceled.
EventAgentBusy	Voice	Do Not Disturb mode has been set.
EventAgentNotBusy	Voice	Do Not Disturb mode has been canceled.
EventAgentLogin	Voice	Agent is logged in.
EventAgentLogout	Voice	Agent is logged out.
EventAgentReady	Voice	Agent became ready.
EventAgentNotReady	Voice	Agent became not ready.
EventServerConnected	Voice	Connection to T-Server is established.
EventServerDisconnected	Voice	Connection to T-Server is lost.
EventError	Voice	Error received from T-Server.
EventACK	Voice	T-Server has acknowledged a request received from a client application. The event is a response to TSendUserEvent.
EventUserEvent	Voice	User event from another client application.
EventPartyChanged	Voice	Call party was replaced by another party.
EventPartyAdded	Voice	Party was added to the conference call.
EventPartyDeleted	Voice	Party was deleted from the conference call.
EventPartyInfo	Voice	Information about call parties.
Expert Contact Feature		
EventKwPreviewIntError	Expert Contact	Preview Interaction error
EventKwPreviewRequest	Expert Contact	Preview interacting request
EventKwPreviewIntCancel	Expert Contact	Preview interaction canceled by T-Server
EventKwPreviewIntAccepted	Expert Contact	Response from T-Server that interaction was accepted

Table 18: Communications Driver Events (Continued)

Name	Feature/ Configuration	Description
EventKwPreviewIntRejected	Expert Contact	Response from T-Server that interaction was rejected
EventKwError	Expert Contact	CTI-Less T-Server error
EventKwAck	Expert Contact	T-Server response
EventKwOnCallResponse	Expert Contact	Response from CTI-Less T-Server after agent clicks On Call button.
EventKwPartyStatusRequest	Expert Contact	Request from CTI-Less T-Server to provide current call status.
EventKwPartyStatusAck	Expert Contact	Acknowledge that party status request was submitted to CTI-less T-Server
Outbound Contact Feature		
EventAddRecordAck	Outbound Contact	Record has been added.
EventCampaignLoaded	Outbound Contact	Campaign has been loaded.
EventCampaignModeChanged	Outbound Contact	Campaign mode has been changed.
EventCampaignStarted	Outbound Contact	Campaign has started.
EventCampaignStopped	Outbound Contact	Campaign has stopped.
EventCampaignUnloaded	Outbound Contact	Campaign has been unloaded.
EventChainedRecord	Outbound Contact	Chained record delivered.
EventChainedRecordDataEnd	Outbound Contact	Whole chain delivered.
EventChainedWorkItemChanged	Outbound Contact	Chained work item in the Work Items list changed.
EventCurrentWorkItemChanged	Outbound Contact	Work item in the Work Items list changed.
EventOCSError	Outbound Contact	Outbound Contact Server error.
EventScheduleCall	Outbound Contact	Scheduled record delivered.
EventPreviewModeOverAck	Outbound Contact	Preview Dialing session is over.
EventPreviewModeStartAck	Outbound Contact	Preview Dialing session has been started.
EventPreviewRecord	Outbound Contact	Preview record delivered.

Table 18: Communications Driver Events (Continued)

Name	Feature/ Configuration	Description
EventPreviewRecordEmpty	Outbound Contact	No more records exists in the Outbound Contact Server database.
EventRecordProcessedAck	Outbound Contact	Record has been processed.
EventRecordRejectAck	Outbound Contact	Record has been rejected.
EventRecordCancelAck	Outbound Contact	Record has been canceled.
EventRecordRemove	Outbound Contact	Request to remove record from desktop.
EventRecordRescheduleAck	Outbound Contact	Record has been rescheduled.
EventSchRecordRescheduleAck	Outbound Contact	Scheduled record has been rescheduled (same as RecordRescheduledAcknowledge).
EventUpdCallComplStatsAck	Outbound Contact	Call statistics and values have been updated.
EventLogOutTime	Outbound Contact	Notification from Outbound Contact Server about the time left until an agent logs out in Predictive Dialing mode.
EventLogOutAck	Outbound Contact	Automatic logout acknowledge.
Web Callback Feature (Not supported starting from version 7.2)		
EventCallBackRequest	Web Callback	Request for a web callback.
EventCallbackCancel	Web Callback	Record has been canceled.
EventCallBackRejected	Web Callback	Record has been rejected.
EventCallBackDone	Web Callback	Record call back was successfully made.

Parameters of the T-Library Event

Table 19 on [page 238](#) lists parameters of the T-Library Event that can be used by the Voice Component as parameters sent to Siebel when the event handler is invoked. Use this list in combination with the topic, Device Events for the

Voice Component under “Detailed Descriptions of Device Events” on [page 286](#).

Table 19: Parameters Used with Device Events of the Voice Component

Parameter Name	Type	Description
ConnID	Mandatory	ConnectionID.
CallType	Mandatory	Call types are Incoming, Outbound, Internal, ConsultTransfer, ConsultConference, Consult or Unknown. See Table 20 on page 239 for a description of call types.
ThisDN	Optional	ThisDN TEvent attribute (agent’s DN, which received the call).
OtherDN	Optional	OtherDN TEvent attribute, OriginationDN in case of internal call.
ThirdPartyDN	Optional	ThirdPartyDN TEvent attribute, origination of the transferred or conferenced call.
ANI	Optional	ANI (Automatic Number Identification).
DNIS	Optional	DNIS (Diald Number Identification Service).
PreviousConn ID	Optional	Previous ConnectionID: The ConnectionID of the held call, if any.
ErrorCode	Optional	Error Code if TEvent is EventError.
ErrorMessage	Optional	Error message if TEvent is EventError.
AgentID	Optional	This parameter uniquely identifies the agent.
ThisQueue	Optional	The directory number of the most significant ACD group in relation to a specific event.
CollectedDigits	Optional	The digits that have been collected by the device collecting the digits (for example, an IVR).
Server Version	Optional	The version (release umber) of the running T-Server.
CustomerID	Optional	A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated.
HomeLocation	Optional	A pointer to the name of the host where T-Server is running.

Table 19: Parameters Used with Device Events of the Voice Component (Continued)

Parameter Name	Type	Description
AccessNumber	Optional	A pointer to a number derived when a client application dials from the specified switch, and allows the user to reach a specific External Routing Point.
Place	Optional	Place attribute of TEvent.
ReferenceID	Optional	ReferenceID is a unique identifier generated by a T-Server client and attached to the request this client sends to T-Server.
CallState	Optional	The current status of the call the event relates to.
WorkMode	Optional	Agent work mode.
ThisTrunk	Optional	The identifier or the most significant trunk in relation to a specific event.
ThisDNRole	Optional	The role of the telephony object specified by ThisDN.
MediaType	Optional	The MediaType attribute of TEvent.
All others	Optional	The call's user data.

Call Types

The *Gplus* Adapter reports call types to Siebel using, `CallType` and `CallTypeExt` fields. Original information about call types comes in a `CallType` Attribute of TEvent. The *Gplus* Adapter defines the `CallTypeExt` field based on the `CallType` and call flow. In the `CallType` field, the Adapter sends integer values, while the `CallTypeExt` field sends values of type string. In this release the way *Gplus* Adapter reports call types to Siebel has changed. [Table 20](#) lists the possible call types for the *Gplus* Adapter.

Table 20: Call Type Fields

CallType	CallTypeExt	Description
0 (for Unknown)	Unknown or any other CallTypeExt value	Call type is unknown. The Adapter cannot define call type based on call flow.
1 (for Internal)	InternalTo	Internal call (for example, agent-to-agent call).
1 (for Internal)	InternalFrom	Internal call (for example, agent-to-agent call).
1 (for Internal)	Internal	An agent is on a call with another agent. The Adapter cannot define who initiated the call.

Table 20: Call Type Fields (Continued)

CallType	CallTypeExt	Description
1 (for Internal)	Conference	There are more than two parties on the call.
2 (for Inbound)	Inbound	Inbound call from customer.
2 (for Inbound)	Conference	There are more than two parties on the call.
3 (for Outbound)	Outbound	Outbound call to customer.
3 (for Outbound)	Conference	There are more than two parties on the call.
4 (for Consult)	ConsultTransfer	Consult call when an agent tries to transfer a call to another agent.
4 (for Consult)	ConsultConference	Consult call when an agent tries to initiate a conference call with another agent.
4 (for Consult)	ConsultTo	When an agent initiates a Transfer/Conference by using the phone (not the Siebel Communications Toolbar). When the Consult call type is used, the <i>Gplus</i> Adapter is not notified by T-Server of the specific action in progress, for example, if it is a Transfer or a Conference or if an agent put the current call on hold and made another call.
4 (for Consult)	ConsultFrom	Consult call to the agent's DN.

Detailed Descriptions of Device Commands

This section provides detailed descriptions of device commands that are supported by the *Gplus* Adapter Voice Component. A device command is a feature of the Communications driver (*Gplus* Adapter in this case) that can execute a particular function, implemented in a driver.

Usually the command is a request from the Siebel client to the Communications driver to make a call, accept a call, transfer a call or make a conference with another Agent and so on.

The following tables use the terms <datasetParam>, <AttributeExtensions>, and <Other parameters>, which are defined below:

The term <datasetParam> is used in the tables to describe the set of parameters for a particular device command. The <datasetParam> is a set of parameters that are defined in the command data with the prefix Param.

The term <AttributeExtensions> designates a specific subset of the <datasetParam>. This subset of the parameters is defined in a <datasetParam>

in a specific way. See the description of “AttributeExtensions Parameter” on [page 175](#). If `<AttributeExtensions>` are defined in a `<datasetParam>`, then these parameters are sent as attribute extensions with request to T-Server invoked by this device command.

The term `<other parameters>` designates a subset of the `<datasetParam>`. The subset of the parameters defined in a `<datasetParam>` is included as user data (with some exclusions) in the T-Server request. Any exclusions in these parameters are identified in the command descriptions.

The following commands are implemented in the *Gplus* Adapter and may be used in the Siebel Communications Configuration as device commands. For information about Siebel device commands, see Siebel documentation.

Basic Voice Device Commands

This section provides detailed descriptions of the Basic Voice feature device commands.

AnswerCall			
Description	Answers incoming call.		
stringParam	Not used		
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

ReleaseCall			
Description	Releases (disconnects) current call.		
stringParam	Not used		
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .

TransferMute			
Description	Performs a mute transfer of the selected call. The CallNotifyText parameter conveys status information to the second agent. The RemoteConnectStr parameter is required for transfers to another contact center. For the switches that do not support Mute Transfer, but do support Single Step Transfer, the Adapter will invoke the request to TServer to perform Single Step Transfer.		
stringParam	Destination number	Either stringParam or PhoneNumber must be defined.	

datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	PhoneNumber	Either PhoneNumber or stringParam must be defined.	Destination number. If not present, the stringParam will be used.
	ReasonCode	Optional	The value of the ReasonCode will be sent to the T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .
	<Other parameters>	Optional	Exclusion from user data: RemoteConnectStr, PhoneNumber, ThisDN, Digits, MonitorType, ReasonCode, HeldCallID, AttributeExtensions, StringAttributeExtensions, IntAttributeExtensions And corresponding to the AttributeExtensions set of parameters, See descriptions on Page 175 and Page 176 .

TransferInit			
Description	Initiates a two-step transfer of the selected call. The caller is put on hold, and the current agent dials another agent's extension. The CallNotifyText parameter conveys status information to the second agent. The RemoteConnectStr parameter is required for transfers to another contact center.		
stringParam	Destination number	Either stringParam or PhoneNumber must be defined.	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

	PhoneNumber	Either PhoneNumber or stringParam must be defined.	Destination number. If not present, the stringParam will be used.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .
	<Other parameters>	Optional	Exclusion from user data: RemoteConnectStr, PhoneNumber, ThisDN, Digits, MonitorType, ReasonCode, HeldCallID, AttributeExtensions, StringAttributeExtensions, IntAttributeExtensions And corresponding to the AttributeExtensions set of parameters, See descriptions on Page 175 and Page 176 .

TransferComplete			
Description	Completes a two-step transfer of the selected call. Completes the consultative transfer. The current agent is disconnected and the caller is connected to the agent to whom the call was transferred.		
stringParam	Not used		
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

ReconnectCall			
Description	Reconnects the original call initiated using ConferenceInit or TransferInit before ConferenceComplete or TransferComplete.		
stringParam	Not used		
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

HoldCall			
Description	Places the selected call on hold.		
stringParam	Not used		
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

ResumeCall	
Description	Reconnects a call that was on hold.

stringParam	Not used		
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

ResumeInactiveCall			
Description	Reconnects a callback that was on hold.		
stringParam	Not used		
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

MakeCall			
Description	Places an outbound call. The CallNotifyText parameter is used only for internal calls.		
stringParam	Destination number	Either stringParam or PhoneNumber must be defined.	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

	PhoneNumber	Either PhoneNumber or stringParam must be defined.	Destination number. If not present, the stringParam will be used instead.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .
	<Other parameters>	Optional	Exclusion from user data: RemoteConnectStr, PhoneNumber, ThisDN, Digits, MonitorType, ReasonCode, HeldCallID, AttributeExtensions, StringAttributeExtensions, IntAttributeExtensions And corresponding to the AttributeExtensions set of parameters, See descriptions on Page 175 and Page 176 .

ConferenceSStep			
Description	Begin a single-step conference. The CallNotifyText parameter conveys status information to the second agent. The RemoteConnectStr parameter is required for conferences between contact centers.		
stringParam	Destination number	Either stringParam or PhoneNumber must be defined.	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

	PhoneNumber	Either PhoneNumber or stringParam must be defined.	Destination number. If not present, the stringParam will be used instead.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .
	<Other parameters>	Optional	Exclusion from user data: RemoteConnectStr, PhoneNumber, ThisDN, Digits, MonitorType, ReasonCode, HeldCallID, AttributeExtensions, StringAttributeExtensions, IntAttributeExtensions And corresponding to the AttributeExtensions set of parameters, See descriptions on Page 175 and Page 176 .

ConferenceInit			
Description	Initiates a two-step conference. The caller is put on hold, and the current agent dials another agent's extension. The CallNotifyText parameter conveys status information to the second agent. The RemoteConnectStr parameter is required for conferences between contact centers.		
stringParam	Destination number	Either stringParam or PhoneNumber must be defined.	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

	PhoneNumber	Either PhoneNumber or stringParam must be defined.	Destination number. If not present, the stringParam will be used instead.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .
	<Other parameters>	Optional	Exclusion from user data: RemoteConnectStr, PhoneNumber, ThisDN, Digits, MonitorType, ReasonCode, HeldCallID, AttributeExtensions, StringAttributeExtensions, IntAttributeExtensions And corresponding to the AttributeExtensions set of parameters, See descriptions on Page 175 and Page 176 .

ConferenceComplete			
Description	Completes a two-step conference. The caller and the agents in conference can now talk to each other at the same time.		
stringParam	Not used		
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

DeleteFromConference			
Description	Deletes a party that is specified by the parameter PhoneNumber from a conference call. If parameter PhoneNumber is not defined, then stringParam will be used instead.		
stringParam	Destination number	Either stringParam or PhoneNumber must be defined.	Defines the party to be deleted from a conference call.
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.

	PhoneNumber	Either PhoneNumber or stringParam must be defined.	Defines the party to be deleted from a conference call. If not present, the stringParam will be used instead.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .

Login			
Description	Logs in an agent to one or multiple queues. If an agent’s teleset contains multiple DN’s, the agent will only be logged into the first DN.		
stringParam	Not used		
datasetParam	ACDQueue	Optional	List of ACD queue numbers, separated by commas.
	AgentID	Mandatory	AgentID

	AgentPin	Optional	Agent password
	AgentWork Mode	Optional	Work mode that is to be set for an agent. AgentWorkMode will be sent to T-Server as a workmode parameter. Default value is 0.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .

LogOut			
Description	Logs out an agent from one or all of the queues. If the agent’s teleset contains multiple DNs, the agent will only be logged out of the first DN.		
stringParam	Not used		
datasetParam	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.

	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .
	ACDQueue	Optional	The ACD queue an agent logs out from.

Ready			
Description	Switches an agent’s readiness state to NotReady on all agent DNs if agent’s state was Ready.		
stringParam	Not used		
datasetParam	AgentWork Mode	Optional	Work mode that is to be set for the agent. AgentWorkMode will be sent to T-Server as a workmode parameter. Default value is 0.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .
	ACDQueue	Optional	A list of ACD queue numbers, separated by commas.

NotReady			
Description	Switches an agent's readiness state to NotReady on all agent DNs if the agent's state was Ready.		
stringParam	Not used		
datasetParam	AgentWork Mode	Optional	Work mode that is to be set for the agent. AgentWorkMode will be sent to T-Server as a workmode parameter. Default value is 0.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: "AttributeExtensions Parameter" on page 175 and "Attribute Extensions of Type String and/or Integer" on page 176 .
	ACDQueue	Optional	A list of ACD queue numbers, separated by commas.

ChangeNotReadyState			
Description	Switches an agent's readiness state from Ready to NotReady or from NotReady to Ready on all agent DNs.		
stringParam	Not used		
datasetParam	AgentWork Mode	Optional	Work mode that is to be set for the agent. AgentWorkMode will be sent to T-Server as a workmode parameter. Default value is 0.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: "AttributeExtensions Parameter" on page 175 and "Attribute Extensions of Type String and/or Integer" on page 176 .
	ACDQueue	Optional	A list of ACD queue numbers, separated by commas.

SetActiveCall			
Description	Notifies the driver that a call, currently selected in the Communications Toolbar, has been changed. The Driver will update all command statuses for the new selected call.		
stringParam	Not used		
datasetParam	TrackingID	Mandatory	Work item TrackingID.

ForwardCall			
Description	Initiates call forwarding.		
stringParam	Destination number	Either stringParam or PhoneNumber must be defined.	
datasetParam	PhoneNumber	Either PhoneNumber or stringParam must be defined.	Destination number. If not present, the stringParam will be used.
	Mode	Optional	Call-Forwarding Mode (numeric value). Default value is 1.

CancelForwardCall			
Description	Cancels call forwarding.		
stringParam	Not used		
datasetParam	Mode	Optional	Call-Forwarding Mode (numeric value). Default value is 1.

ToggleForward			
Description	Turns call forwarding on or off.		
stringParam	Destination number	Either stringParam or PhoneNumber must be defined.	

datasetParam	PhoneNumber	Either PhoneNumber or stringParam must be defined.	Destination number. If not present, the stringParam will be used instead.
	Mode	Optional	Call-Forwarding mode (numeric value). Default value is 1.

SetBusy			
Description	Initiates Do Not Disturb mode for all DNs an agent is logged in to.		
stringParam	Not used		
datasetParam	Not used		

CancelBusy			
Description	Cancels the Do Not Disturb mode.		
stringParam	Not used		
datasetParam	Not used		

ToggleForward			
Description	Turns call forwarding on or off.		
stringParam	Destination number	Either stringParam or PhoneNumber must be defined.	
datasetParam	PhoneNumber	Either PhoneNumber or stringParam must be defined.	Destination number. If not present, the stringParam will be used instead.
	Mode	Optional	Call-Forwarding mode (numeric value). Default value is 1.

ChangeBusyState			
Description	Turns the Do Not Disturb mode on or off.		
stringParam	Not used		
datasetParam	Not used		

AttachData			
Description	Attaches user data to the selected call. Note that the user data name <i>TrackingID</i> is invalid.		
stringParam	N/A	N/A	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	<Other parameters>	Optional	Exclusion from user data: PhoneNumber

SendUserEvent	
Description	<p>Sends a user event to the Selected DN. Selected DN is either currently selected extension in the Communications view in the User Preferences screen or taken from stringParam.</p> <p>Can be configured to send AgentID and ConnID attributes in the related SendUserEvent. To configure this, the CmdData section of the SendUserEvent device command must include parameters Attribute.AgentID and Attribute.ConnID, for example:</p> <pre>[Command:SendUserEvent] Hidden = "TRUE" Description = "Send user event" DeviceCommand = "SendUserEvent" CmdData = "SendUserEvent"</pre> <pre>[CmdData:SendUserEvent] AttachContext = "TRUE" Param.ThisDN = "{@SelectedDN}" Param.Attribute.AgentID = "Attribute_AgentID" Param.Attribute.ConnID = "12340d0000000000"</pre> <p>The Attribute.ConnID value is a 16 digit hexadecimal that defines the ConnID.</p> <p>If it is required to set the Attribute.AgentID and Attribute.ConnID parameters in the UserData of the UserEvent, then a backslash (\) must be used as an escape symbol before the parameter name.</p> <p>The backslash (\) directs the Adapter to send a parameter with the name beginning after the backslash as UserData with a SendUserEvent request. A single backslash without a string is treated as a UserData parameter with key \, for example:</p> <pre>[CmdData:SendUserEvent] AttachContext = "TRUE" Param.ThisDN = "{@SelectedDN}" Param.Attribute.AgentID = "Attribute_AgentID" Param.Attribute.ConnID = "12340d0000000000" Param.\Attribute.AgentID = "UserData_Attribute.AgentID" Param.\Attribute.ConnID = "UserData_84321" Param.\ = "This_Is_\ " Param.AgentID = "UserData_AgentID"</pre> <p>Then the UserEvent will include the attributes AgentID and ConnID:</p> <pre>UserData; (Str) \ This_Is_\ (Str) Attribute.ConnID UserData_84321 (Str) Attribute.AgentID UserData_Attribute.AgentID (Str) AgentID UserData_AgentID</pre>

stringParam	Selected DN (see “Description”)	Optional	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	<Other parameters>	Optional	Exclusion from user data: ThisDN

UpdateUserData			
Description	Updates user data that is attached to the selected call. Note that user data name “TrackingID” is invalid.		
stringParam	N/A	N/A	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	<Other parameters>	Optional	Exclusion from user data: PhoneNumber

DeleteUserData			
Description	Removes user data, specified by <Other parameters> from the user data attached to the selected call. Note that user data name <i>TrackingID</i> is invalid.		
stringParam	N/A	N/A	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	<Other parameters>	Optional	Exclusion from user data: PhoneNumber

CallSupervisor			
Description	When the agent is on an ACD call, this command initiates a conference leg to the agent’s supervisor. For that call leg to be established, the supervisor must push the “Answer Agent” key to complete the call leg to the supervisor. For more details, see “CallSupervisor” on page 232 .		
stringParam	Not Used		

datasetParam	TrackingID	Either PhoneNumber or stringParam must be defined.	If the Siebel Communication Session Manager invokes a particular command with an empty tracking ID, the Gplus Adapter will try to use the value of Param.TrackingID defined in Command Data.
	<Other parameters>	Optional	Exclusion from user data: AttributeExtensions, StringAttributeExtensions, IntAttributeExtensions And corresponding to the AttributeExtensions set of parameters, See descriptions on Page 175 and Page 176 .

EmergencyKey			
Description	Initiates conference leg to the agent's supervisor and, if installed, to a recording device. The supervisor must push the "Answer Emergency" key to establish the call leg. For more details, see "EmergencyKey" on page 232 .		
stringParam	Not Used		

datasetParam	TrackingID	{ @SelectedWorkItem:DriverWorkTrackID }	If the Siebel Communication Session Manager invokes a particular command with an empty tracking ID, the Gplus Adapter will try to use the value of Param.TrackingID defined in Command Data.
	<Other parameters>	Optional	Exclusion from user data: AttributeExtensions, StringAttributeExtensions, IntAttributeExtensions And corresponding to the AttributeExtensions set of parameters, See descriptions on Page 175 and Page 176 .

QueryAddress*			
Description	Sends query to T-Server to return information about DN specified by command parameters ThisDN and ACDQueue. If ThisDN parameter is not defined in the configuration, the default configured DN is used instead. The type of information requested is defined by command parameters: AddressType and AddressInfoType.		
stringParam	Not Used		
datasetParam	ThisDN	Optional	T-Server will be inquired about the telephony object specified by the this parameter. If not present, default configured DN (Teleset of type S) is used instead.
	ACDQueue	Optional	List of ACD queue numbers, separated by commas
	AddressType (AddressType Position)	Optional	Type of telephony object in question. Default value is 2.

	AddressInfo Type	Optional	Type of the requested information. Default value is 17.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .

*The Device Command, QueryAddress together with the set of Command Data Parameters that are defined in a sample GenComm_universal.def file, synchronize the state of the Communications Toolbar and the state of the agent on a Lucent Definity G3 switch. For information about other switches and how to define the corresponding Command Data Parameters for the QueryAddress device command, see the T-Server documentation related to the switch you are using.

SendUserEventOnCommDN			
Description	Sends a user event to the Communication DN.		
stringParam	Destination number	Optional	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	<Other parameters>	Optional	Exclusion from user data: No exclusions

AlternateCall			
Description	Places the active call on hold and reconnects the previously held call.		
stringParam			
datasetParam			

	ActiveCallID	Optional	Active work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	HeldCallID	Mandatory	TrackingID of the work item that is currently on hold.
	ReasonCode	Optional	The value of the ReasonCode will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .

Send DTMF			
Description	Sends digits that are interpreted by an interactive voice response system.		
stringParam			
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	Digits	Mandatory	The digits that are sent.

	ReasonCode	Optional	The value of the ReasonCode that will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .

Monitor Next Call			
Description	Enables the supervisor’s monitoring of the next call that comes to the agent. The supervisor’s DN is either the currently selected extension in the Communications view in the User Preferences screen (Selected DN) or taken from the parameter ThisDN.		
stringParam		Either stringParam or PhoneNumber must be defined.	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	ThisDN	Optional	Supervisor’s DN. If not present, the Selected DN will be used (see “Description”).
	PhoneNumber	Either PhoneNumber or stringParam must be defined.	The agent’s DN that will be monitored. If not present, the stringParam will be used.

	Monitor Type	Optional	Indicates whether the supervisor wants to monitor one call or subsequent calls. Default value is -1. Other possible values are: 0 = MonitorOneCall 1 = MonitorAllCalls
	ReasonCode	Optional	The value of the ReasonCode that will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .

Cancel Monitoring			
Description	Cancels the supervisor's monitoring of the next call that comes to the agent. The supervisor's DN is either the currently selected extension in the Communications view in the User Preferences screen (Selected DN) or taken from the parameter ThisDN.		
stringParam		Either stringParam or PhoneNumber must be defined.	
datasetParam	TrackingID	Optional	Work item TrackingID. If not defined, the internally maintained TrackingID will be used.
	ThisDN	Optional	Supervisor's DN. If not present, the Selected DN will be used (see "Description").
	PhoneNumber	Either PhoneNumber or stringParam must be defined.	The agent's DN that will be monitored. If not present, the stringParam will be used.
	Monitor Type	Optional	Indicates whether the supervisor wants to monitor one call or subsequent calls. Default value is -1. Other possible values are: 0 = MonitorOneCall 1 = MonitorAllCalls

	ReasonCode	Optional	The value of the ReasonCode that will be sent to T-Server as a reasons parameter. Default value is -1.
	Attribute Extensions	Optional	Attribute Extensions will be sent with request to T-Server as described in the following sections: “AttributeExtensions Parameter” on page 175 and “Attribute Extensions of Type String and/or Integer” on page 176 .

SetActiveCampaign			
Description	Sets Active Campaign for Preview mode.		
stringParam		Either stringParam or CampaignName must be defined.	Name of Campaign in Preview mode as it is defined in Configuration Manager.
datasetParam	CampaignName	Either stringParam or CampaignName must be defined.	Name of Campaign in Preview mode as it is defined in Configuration Manager.

Expert Contact Device Commands

This section lists the Expert Contact feature Device Commands:

- KwOnCall
- KwPreviewIntReject
- KwPartyStatusResponse

For details, contact Genesys Technical Support.

Outbound Contact Device Commands

This section provides detailed descriptions of the Outbound Campaign feature Device Commands:

- PreviewDialingModeStart

- PreviewDialingModeOver
- PreviewRecordRequest
- UpdateCallCompletionStats
- RecordProcessed
- RecordReject
- RequestRecordCancel
- RecordReschedule
- ScheduledRecordReschedule
- DoNotCall
- ChainedRecordRequest
- AddRecord

Mandatory fields GSW_APPLICATION_ID and GSW_CAMPAIGN_NAME are assigned internally by the OCS protocol instance, depending on the mode and campaign currently running.

The Outbound Contact Server device commands are described below.

PreviewDialingModeStart

Command Name	PreviewDialingModeStart
Description	Request to activate preview session for the agent. (Needed if option agent_preview_mode_start is set to true.)
OCS Action	Link Agent DN and Campaign ID
Mandatory Fields	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME
Additional Fields	Not specified

PreviewDialingModeOver

Command Name	PreviewDialingModeOver
Description	Request to terminate preview session for the agent
OCS Action	Remove a link between Agent DN and Campaign ID

Mandatory Fields	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME
Additional Fields	Not specified

PreviewRecordRequest

Command Name	PreviewRecordRequest
Description	Request to send preview record
OCS Action	If agent_preview_mode_start is set to false or there is a link between the agent DN and campaign
Mandatory Fields	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME
Additional Fields	Not specified

UpdateCallCompletionStats

Command Name	UpdateCallCompletionStats
Description	Desktop sends to update record details. Intermediate update.
OCS Action	Update record fields internally, wait for next requests.
Mandatory Fields	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_RECORD_HANDLE
Additional Fields	Can be specified updatable Genesys fields and user defined fields.

RecordProcessed

Command Name	RecordProcessed
Description	Desktop sends event to indicate that record is processed. OCS should update record information if it is provided.
OCS Action	Update a record and it's chain in database; use all changes made by previous requests regarding the records in the chain. If a RecordProcessed event has GSW_TREATMENT field correctly specified, OCS applies a treatment to the record.
Mandatory Fields	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE
Additional Fields	Can be specified updatable. Genesys fields and user-defined fields.

RecordReject

Command Name	RecordReject
Description	Desktop sends request to indicate that preview record or scheduled callback will not be dialed by this agent. Record should be re-sent to another agent.
OCS Action	Mark a record as Ready and the rest of a chain if GSW_CHAIN_ATTR == "AllChain"
Mandatory Fields	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE
Additional Fields	Not specified

RequestRecordCancel

Command Name	RequestRecordCancel
Description	Desktop sends request to indicate that a preview record or scheduled callback should not be dialed. Record should not be re-sent to another agent. Should be marked in the database as Canceled.
OCS Action	Change record
Mandatory Fields	<pre> GSW_APPLICATION_ID if (GSW_RECORD_HANDLE is specified){ GSW_CAMPAIGN_NAME GSW_CALLING_LIST } else { GSW_PHONE GSW_CAMPAIGN_NAME (optional) } </pre>
Additional Fields	<pre> GSW_CHAIN_ATTR = "AllChain" Or GSW_CHAIN_ATTR = "RecordOnly" </pre>

RecordReschedule

Command Name	RecordReschedule
Description	Request reschedule preview record, predictive call, or scheduled call.
OCS Action	Update a record chain and reschedule the record
Mandatory Fields	<pre> GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_RECORD_HANDLE GSW_DATE_TIME GSW_CALLBACK_TYPE </pre>

Additional Fields	Not specified
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ScheduledRecordReschedule

Command name	ScheduledRecordReschedule
Description	Request reschedule preview record, predictive call, or scheduled call.
OCS Action	Update a record chain and reschedule the record.
Mandatory Fields	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_RECORD_HANDLE GSW_DATE_TIME GSW_CALLBACK_TYPE
Additional Fields	Not specified

DoNotCall

Command Name	DoNotCall
Description	Agent requests this number not to be called again.
OCS Action	If GSW_RECORD_HANDLE is specified update a record or whole chain as DoNotCall if GSW_CHAIN_ATTR == "AllChain". Add phone(s) (GSW_CHAIN_ATTR == "AllChain") in a DoNotCall list.

Mandatory Fields	<p>GSW_APPLICATION_ID</p> <pre> 1) if (GSW_RECORD_HANDLE is specified){ GSW_CAMPAIGN_NAME GSW_CALLING_LIST } else { 2) GSW_PHONE } else { 3) GSW_CUSTOMER_ID } </pre>
Additional Fields	Not specified
Comments	<p>You can specify in the Siebel.def file these attributes as command parameters: A specific set of mandatory fields will be sent to Outbound Contact Server.</p> <p>1) USE_RECORD_HANDLE, 2) USE_PHONE, 3) USE_CUSTOMER_ID Tells the Adapter which set of mandatory fields will be sent to Outbound Contact Server.</p>

ChainedRecordRequest

Command Name	ChainedRecordRequest
Description	Request to send all records from the chain defined by record handle.
OCS Action	Send rest of a chain to the desktop.

Mandatory Fields	GSW_AGENT_REQ_TYPE GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_RECORD_HANDLE
Additional Fields	Not specified

AddRecord

Command Name	AddRecord
Description	Request to add record to the particular list.
OCS Action	Verify data and create new record in the list.
Mandatory Fields	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_PHONE GSW_TZ_NAME
Additional Fields	Any user-defined fields. Note that the key in a key-value pair should be equal to send_attribute of the field required to add. Default field values (if not specified in a request): GSW_PHONE_TYPE: 2, "DirectBusinessPhone" GSW_RECORD_TYPE: 2, "General" GSW_RECORD_TYPE: 2, "General" GSW_RECORD_STATUS: 1, "Ready" GSW_CALL_RESULT: 28, "Unknown" GSW_ATTEMPTS: 0 GSW_DATE_TIME: 0 GSW_CALL_TIME: 0 GSW_FROM: 28800 (8 AM) GSW_UNTIL: 64800 (6 PM) GSW_AGENT_ID: 0

Web Callback Device Commands

Note: These commands are not supported starting from version 7.2 of the Adapter.

ACCEPT_CALLBACK

Command Name	ACCEPT_CALLBACK
Description	Notifies Callback Server that a callback request has been accepted.
Callback Server Action	Upon receiving this event, Callback Server starts counting timeout until the request is executed.
Mandatory Fields	CALLBACK_PDU REQUEST_ID CALLBACK_ACCEPTED request identifier
Additional Fields	Not specified

REJECT_CALLBACK

Command Name	REJECT_CALLBACK
Description	Notifies Callback Server that a callback request has been rejected.
Callback Server Action	Upon receiving this event, Callback Server routes the callback request to another agent.
Mandatory Fields	CALLBACK_PDU REQUEST_ID CALLBACK_ACCEPTED request identifier
Additional Fields	Not specified

CALLBACK_DONE

Command Name	CALLBACK_DONE
Description	Notifies Callback Server that a callback request is done.
Callback Server Action	Upon receiving this event, Callback Server considers the request to be executed.
Mandatory Fields	CALLBACK_PDU REQUEST_ID CALLBACK_DONE request identifier
Additional Fields	Not specified

Voice Callback Device Commands

This section provides detailed descriptions of the Voice Callback feature device commands (see [Table 21](#)).

Table 21: VCB Commands

Gplus Adapter Name	Genesys VCB Server Name
VCBServiceStatus	RequestCallbackServiceStatus
VCBQuery	RequestCallbackQuery
VCBQueryResult	RequestCallbackQueryResult
VCBCancel	RequestCallbackCancel
VCBReschedule	RequestCallbackReschedule
VCBAdd	RequestCallbackAdd
VCBPreview	RequestCallbackPreview
VCBProcessed	RequestCallbackProcessed
VCBReject	RequestCallbackReject

VCBServiceStatus

Command Name	VCBServiceStatus (RequestCallbackServiceStatus)
Description	Client sends this request to VCB Server to determine the availability of Voice Callback service.
Callback Server Action	Sends back corresponding response with requested information.
Mandatory Fields	VCB_ORIGIN_APPLICATION_ID VCB_REFERENCE_ID VCB_STATUS: 0
Additional Fields	VCB_ROUTING_POINT VCB_LOCATION

VCBQuery

Command Name	VCBQuery (RequestCallbackQuery)
Description	Client sends this request to VCB Server to find Callback Requests what are satisfying search conditions.
Callback Server Action	Sends back corresponding UserEvent (CallbackQueryAcknowledge) with query result (number of Callback Requests found).
Mandatory Fields	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID At least one of the following: VCB_CONTACT VCB_TYPE VCB_ROUTING_POINT VCB_LOCATION
Additional Fields	Any fields that have to be included in search conditions.

VCBQueryResult

Command Name	VCBQueryResult (RequestCallbackQueryResult)
Description	Client sends this request to VCB Server to retrieve Callback Request by index in Query Result Set.
Callback Server Action	Sends Callback Request back to Client (CallbackQueryResult).
Mandatory Fields	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_QUERY_INDEX
Additional Fields	Not specified

VCBCancel

Command Name	VCBCancel (RequestCallbackCancel)
Description	Client sends this request to VCB Server to cancel Callback Request.
Callback Server Action	Deletes Callback Request and sends back confirmation (CallbackCancelAcknowledge).
Mandatory Fields	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RECORD_HANDLE (or VCB_CONTACT)
Additional Fields	Not specified

VCBReschedule

Command Name	VCBReschedule (RequestCallbackReschedule)
Description	Client sends this request to VCB Server to reschedule Callback Request.
Callback Server Action	Reschedules Callback Request and sends back confirmation (CallbackRescheduleAcknowledge). Callback will be rescheduled ASAP if VCB_DATE_TIME key doesn't exist in UserData.
Mandatory Fields	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RECORD_HANDLE VCB_CALL_RESULT
Additional Fields	VCB_DATE_TIME (if Scheduled) VCB_TZ_NAME (if Scheduled)

VCBAdd

Command Name	VCBAdd (RequestCallbackAdd)
Description	Client sends this request to add a Callback Request.
Callback Server Action	Creates Callback Request object. Processes as Scheduled Callback Request (immediately if ASAP).
Mandatory Fields	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_CONTACT VCB_TYPE: 1, "ASAP" VCB_ORIGIN VCB_ROUTING_POINT VCB_LOCATION
Additional Fields	Any user defined fields and Default field values (if not specified in a request): VCB_DATE_TIME (if Scheduled) VCB_TZ_NAME (if Scheduled)

VCBPreview

Command Name	VCBPreview (RequestCallbackPreview)
Description	VCB Server sends Callback Request to Agent's Desktop.
Desktop Action	Sends back acknowledgement.
Mandatory Fields	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID = 0 (if Desktop) VCB_REFERENCE_ID VCB_RECORD_HANDLE VCB_CONTACT VCB_CALL_RESULT All UserData attributes from Callback Request
Additional Fields	Any user defined fields

VCBProcessed

Command Name	VCBProcessed (RequestCallbackProcessed)
Description	Agent's Desktop submits record processing results to VCB Server.
Callback Server Action	Sends back acknowledgement. Applies treatment if specified in configuration.
Mandatory Fields	VCB_ORIGIN_APPLICATION_ID = 0 (if Desktop) VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RECORD_HANDLE VCB_CALL_RESULT
Additional Fields	Any user defined fields

VCBReject

Command Name	VCBReject (RequestCallbackReject)
Description	Agent's Desktop rejects record.
Callback Server Action	Sends back acknowledgement. Submits Callback Request to other Agent.
Mandatory Fields	VCB_ORIGIN_APPLICATION_ID = 0 (if Desktop) VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RECORD_HANDLE
Additional Fields	Any user defined fields

Detailed Descriptions of Device Events

This section provides detailed descriptions of device events for the Voice Component including the Basic Voice feature, and Outbound Campaign feature.

Basic Voice Device Events

The following section provides descriptions of the device events for Basic Voice feature.

EventDialing	
Siebel CRM DeviceEvent Name	EventDialing
Desktop Action	Displays dialed call information
TEvent Name	EventDialing
Description	An attempt to make a call on behalf of the telephony object specified by ThisDN is in progress.

TrackingID	TrackingID of the work item.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

EventRinging	
Siebel CRM DeviceEvent Name	EventRinging
Desktop Action	Displays ringing call information
TEvent Name	EventRinging
Description	An attempt to make a call on behalf of the telephony object specified by ThisDN is in progress.
TrackingID	TrackingID of the work item.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

EventEstablished	
Siebel CRM DeviceEvent Name	EventEstablished
Desktop Action	Displays received call information
TEvent Name	EventEstablished
Description	The connection has been established for an incoming or outbound call.
TrackingID	TrackingID of the work item.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

EventReleased	
Siebel CRM DeviceEvent Name	EventReleased
Desktop Action	Removes related information from Work Item or removes related Work Item
TEvent Name	EventReleased
Description	A call was released.
TrackingID	TrackingID of the work item.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

EventHeld	
Siebel CRM DeviceEvent Name	EventHeld
Desktop Action	Enables Resume Work Item and disables Pause Work Item button (command)
TEvent Name	EventHeld
Description	A call was placed on hold.
TrackingID	TrackingID of the work item.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

EventRetrieved	
Siebel CRM DeviceEvent Name	EventRetrieved
Desktop Action	Disables Resume Work Item and enables Pause Work Item button (command)
TEvent Name	EventRetrieved
Description	A call that was on hold has been retrieved.
TrackingID	Not applicable.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

EventUserDataChanged	
Siebel CRM DeviceEvent Name	EventUserDataChanged
Desktop Action	N/A
TEvent Name	EventAttachedDataChanged
Description	The call’s user data has been changed.
TrackingID	TrackingID of the work item.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

EventRegistered	
Siebel CRM DeviceEvent Name	EventRegistered
Desktop Action	N/A
TEvent Name	EventRegistered
Description	The agent's DN was registered with T-Server.
TrackingID	Not applicable.
Attributes	ThisDN, Mandatory, RegisteredDN

EventUnregistered	
Siebel CRM DeviceEvent Name	EventUnregistered
Desktop Action	N/A
TEvent Name	EventUnregistered
Description	The agent's DN was unregistered with T-Server.
TrackingID	Not applicable.
Attributes	ThisDN, Mandatory, UnregisteredDN

EventCallForwardSet	
Siebel CRM DeviceEvent Name	EventCallForwardSet
Desktop Action	Disables Set Forward and enables Cancel Forward button
TEvent Name	EventForwardSet
Description	Call forwarding has been set to on.

TrackingID	Not applicable.
Attributes	ThisDN, Mandatory. DN on which call forwarding has been set.

EventCallForwardCancel	
Siebel CRM DeviceEvent Name	EventCallForwardCancel
Desktop Action	Disables Cancel Forward and enables Set Forward button
TEvent Name	EventForwardCancel
Description	Call forwarding has been set to off.
TrackingID	Not applicable.
Attributes	ThisDN, Mandatory, DN on which call forwarding has been canceled.

EventAgentBusy	
Siebel CRM DeviceEvent Name	EventAgentBusy
Desktop Action	N/A
TEvent Name	EventDNDOn
Description	Do Not Disturb mode has been set to on.
TrackingID	Not applicable.
Attributes	ThisDN, Mandatory. DN on which DND has been set.

EventAgentNotBusy	
Siebel CRM DeviceEvent Name	EventAgentNotBusy

Desktop Action	N/A
TEvent Name	EventDNDOff
Description	Do Not Disturb mode has been set to off .
TrackingID	Not applicable.
Attributes	ThisDN, Mandatory. DN on which DND has been canceled.

EventAgentLogin	
Siebel CRM DeviceEvent Name	EventAgentLogin
Desktop Action	Disables Login to Voice and enables Logout from Voice button (command)
TEvent Name	EventAgentLogin
Description	Agent has been logged in.
TrackingID	Not applicable.
Attributes	ThisDN, Mandatory. DN on which agent was logged in AgentID, Mandatory, AgentID

EventAgentLogout	
Siebel CRM DeviceEvent Name	EventAgentLogout
Desktop Action	Disables Logout from Voice and enables Login to Voice button (command)
TEvent Name	EventAgentLogout
Description	Agent has been logged out.
TrackingID	Not applicable.
Attributes	ThisDN, Mandatory. DN on which agent was logged out AgentID, Mandatory, AgentID

EventAgentReady	
Siebel CRM DeviceEvent Name	EventAgentReady
Desktop Action	Disables Set Ready for Voice button (command)
TEvent Name	EventAgentReady
Description	Agent has been set to the Ready state.
TrackingID	Not applicable.
Attributes	ThisDN, Mandatory. DN on which agent became ready. AgentID, Mandatory, AgentID Workmode, Mandatory, Agent's work mode

EventAgentNotReady	
Siebel CRM DeviceEvent Name	EventAgentNotReady
Desktop Action	Enables Set Ready for Voice button (command)
TEvent Name	EventAgentNotReady
Description	Agent has been set to the Not Ready state.
TrackingID	Not applicable.
Attributes	ThisDN, Mandatory. DN on which agent became not ready. AgentID, Mandatory, AgentID Workmode, Mandatory, Agent's work mode

EventServerConnected	
Siebel CRM DeviceEvent Name	EventServerConnected
Desktop Action	Communications Toolbar becomes active
TEvent Name	EventLinkConnected
Description	Connection with T-Server has been established.
TrackingID	Not applicable.
Attributes	None

EventServerDisconnected	
Siebel CRM DeviceEvent Name	EventServerDisconnected
Desktop Action	Communications Toolbar becomes inactive
TEvent Name	EventLinkDisconnected
Description	Connection with T-Server has been terminated.
TrackingID	Not applicable.
Attributes	None

EventError	
Siebel CRM DeviceEvent Name	EventError
Desktop Action	Displays an Error in a Status Text area for a few seconds
TEvent Name	EventError
Description	EventError has been received from T-Server.
TrackingID	TrackingID of the work item, if applicable.
Attributes	ErrorCode

EventUserEvent	
Siebel CRM DeviceEvent Name	EventUserEvent
Desktop Action	N/A
TEvent Name	EventUserEvent
Description	A user event from another client application has been received.

TrackingID	Not applicable
Attributes	TEvent UserData is received in Siebel as ISC_KVParamList.

EventPartyChanged	
Siebel CRM DeviceEvent Name	EventPartyChanged
Desktop Action	Shows changes in the displayed Work Item
TEvent Name	EventPartyChanged
Description	The telephony object specified by OtherDN has replaced the telephony object specified by OtherDN in the previously received T-Server event or the previous ConnID of the call has been given a new ConnID value.
TrackingID	TrackingID of the work item, if applicable.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

EventPartyAdded	
Siebel CRM DeviceEvent Name	EventPartyAdded
Desktop Action	Shows changes in the displayed Work Item
TEvent Name	EventPartyAdded
Description	The telephony object specified by OtherDN has been added to the conference call.
TrackingID	TrackingID of the work item, if applicable.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

EventPartyDeleted	
Siebel CRM DeviceEvent Name	EventPartyDeleted
Desktop Action	Shows changes in the displayed Work Item
TEvent Name	EventPartyDeleted
Description	The telephony object specified by OtherDN has been deleted from the conference call.
TrackingID	TrackingID of the work item, if applicable.
Attributes	See Table 19, “Parameters Used with Device Events of the Voice Component,” on page 238 .

Expert Contact Device Events

This section lists the device events for Expert Contact feature, as follows:

- EventKwPreviewIntError
- EventKwPreviewRequest
- EventKwPreviewIntCancel
- EventKwPreviewIntAccepted
- EventKwPreviewIntRejected
- EventKwError
- EventKwAck
- EventKwOnCallResponse
- EventKwPartyStatusRequest
- EventKwPartyStatusAck

For details about these events, contact Genesys Technical Support.

Outbound Campaign/OCS Device Events

This section provides detailed descriptions of device events for the Outbound Campaign feature, which is associated with the Genesys Outbound Contact Server (OCS) product.

Listed here are the Outbound Contact Server (OCS) device events for the *Gplus* Outbound Campaign feature. This section provides details for each of these events in a separate table below.

- EventAddRecordAck
- EventCampaignGroupAssigned
- EventCampaignLoaded
- EventCampaignModeChanged
- EventCampaignStarted
- EventCampaignStopped
- EventCampaignUnloaded
- EventChainedRecord
- EventChainedRecordDataEnd
- EventChainedWorkItemChanged
- EventCurrentWorkItemChanged
- EventOCSError
- EventDoNotCallAck
- EventRecordCancel
- EventScheduledCall
- EventPreviewModeOverAck
- EventPreviewModeStartAck
- EventDoNotCallAck
- EventPreviewRecord
- EventPreviewRecordEmpty
- EventRecordCancelAck
- EventRecordProcessedAck
- EventRecordRejectAck
- EventRecordCancelAck
- EventRecordRemove
- EventRecordProcessedAck
- EventRecordRejectAck
- EventRecordRescheduleAck
- EventSchRecordRescheduleAck
- EventUpdateCallCompletionStatsAck
- EventLogOutTime
- EventLogOutAck

EventAddRecordAck

Siebel CRM DeviceEvent Name:		EventAddRecordAck
OCS Protocol User Event:		AddRecordAcknowledge
Description	OCS sent insert request to DB	
TrackingID	TrackingID of the Work Item	
Desktop Action	Continue session.	
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST	

EventCampaignGroupAssigned

Siebel CRM DeviceEvent Name:		EventCampaignGroupAssigned
OCS Protocol User Event:		CampaignGroupAssigned
Description	Notification that an Agent assignment was changed to a new campaign in auto dial mode.	
TrackingID	TrackingID of the Work Item	
Desktop Action	Displays Campaign Name as it is defined in Configuration Manager	
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_GROUP_NAME GSW_CAMPAIGN_GROUP_DESCRIPTION GSW_CAMPAIGN_NAME GSW_CAMPAIGN_DESCRIPTION	

EventCampaignLoaded

Siebel CRM DeviceEvent Name:		EventCampaignLoaded
OCS Protocol User Event:		CampaignLoaded
Description	Sent by OCS when a campaign is loaded. Note this event is specific to OCS 6.5, Desktop Protocol 6.5 only.	
TrackingID	TrackingID of the Work Item	

Desktop Action	Store application ID and campaign name.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CAMPAIGN_DESCRIPTION

EventCampaignModeChanged

Siebel CRM DeviceEvent Name:	EventCampaignModeChanged
OCS Protocol User Event:	CampaignModeChanged
Description	Should be sent when mode of running campaign is changed
TrackingID	TrackingID of the Work Item
Desktop Action	In Preview Mode outbound traffic is usually more intensive.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CAMPAIGN_MODE

EventCampaignStarted

Siebel CRM DeviceEvent Name:	EventCampaignStarted
OCS Protocol User Event:	CampaignStarted
Description	Should be sent when dialing of campaign is started or resumed, or as a response of event agent login if campaign is started.
TrackingID	TrackingID of the Work Item
Desktop Action	Store a campaign name and an application ID.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CAMPAIGN_MODE GSW_CAMPAIGN_DESCRIPTION

EventCampaignStopped

Siebel CRM DeviceEvent Name:	EventCampaignStopped
OCS Protocol User Event:	CampaignStopped
Description	Should be sent when dialing for campaign is started or resumed, or as a response of event agent login if campaign is started.
TrackingID	TrackingID of the Work Item
Desktop Action	Stop sending requests to a campaign.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME

EventCampaignUnloaded

Siebel CRM DeviceEvent Name:	EventCampaignUnloaded
OCS Protocol User Event:	CampaignUnloaded
Description	Sent by OCS when a campaign is unloaded. Note this event is specific to OCS 6.5, Desktop Protocol 6.5 only.
TrackingID	TrackingID of the Work Item
Desktop Action	Consider campaign as not active.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CAMPAIGN_DESCRIPTION

EventChainedRecord

Siebel CRM DeviceEvent Name:	EventChainedRecord
OCS Protocol User Event:	ChainedRecord
Description	Chain record delivered.
TrackingID	TrackingID of the Work Item
Desktop Action	Continue Call Work.

Attributes	GSW_USER_EVENT GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE GSW_PHONE GSW_CALL_RESULT GSW_CHAIN_ID Genesys and user-defined fields having send attributes.
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EventChainedRecordDataEnd

Siebel CRM DeviceEvent Name:	EventChainedRecordDataEnd
OCS Protocol User Event:	ChainedRecordDataEnd
Description	All chain has been delivered.
TrackingID	TrackingID of the Work Item
Desktop Action	Continue call work.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE GSW_CHAIN_ID

EventChainedWorkItemChanged

Siebel CRM DeviceEvent Name:	EventChainedWorkItemChanged
OCS Protocol User Event:	N/A
Description	<i>Gplus</i> Adapter sends notification that the current work item has changed, and that the previous and the current work items belong to the same chain. Sent in response to the command SetActiveCall.
TrackingID	TrackingID of the Work Item
Desktop Action	
Attributes	N/A

EventCurrentWorkItemChanged

Siebel CRM DeviceEvent Name:		EventCurrentWorkItemChanged
OCS Protocol User Event:		N/A
Description	<i>Gplus</i> Adapter sends notification that the current work item has changed. Sent in response to the command SetActiveCall.	
TrackingID	TrackingID of the Work Item	
Desktop Action		
Attributes	N/A	

EventOCSError

Siebel CRM DeviceEvent Name:		EventOCSError
OCS Protocol User Event:		Error
Description	OCS sends notification about error on the server side.	
TrackingID	TrackingID of the Work Item	
Desktop Action	Continue session.	
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CAMPAIGN_NAME GSW_ERROR_NAME	

EventDoNotCallAck

Siebel CRM DeviceEvent Name:		EventDoNotCallAck
OCS Protocol User Event:		DoNotCallAcknowledge
Description	Confirmation that DoNotCall was accepted.	
TrackingID	TrackingID of the Work Item	
Desktop Action	Kill the record and the chain if DoNotCallAcknowledge contains GSW_CHAIN_ATTR != "RecordOnly".	

Attributes	GSW_APPLICATION_ID if (GSW_RECORD_HANDLE is specified){ GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE } else { GSW_PHONE } else { GSW_CONTACT_ID }
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EventRecordCancel

Siebel CRM DeviceEvent Name:	EventRecordCancel
OCS Protocol User Event:	RecordCancel
Description	OCS sends to desktop to indicate that this record should not be dialed. Applicable to preview records and scheduled callbacks.
TrackingID	TrackingID of the Work Item
Desktop Action	Kill the record and the chain if the RecordCancel contains GSW_CHAIN_ATTR = "AllChain".
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE

EventScheduledCall

Siebel CRM DeviceEvent Name:		EventScheduledCall
OCS Protocol User Event:		ScheduledCall
Description	OCS sends to agent to indicate that scheduled callback should be executed.	
TrackingID	TrackingID of the Work Item	
Desktop Action	Perform call work.	
Attributes	GSW_USER_EVENT GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE GSW_PHONE GSW_CALL_RESULT GSW_CALLBACK_TYPE Genesys and user-defined fields having send attributes.	

EventPreviewModeOverAck

Siebel CRM DeviceEvent Name:		EventPreviewModeOverAck
OCS Protocol User Event:		PreviewDialingModeOverAcknowledge
Description	OCS accepts a desktop request to close the preview session.	
TrackingID	TrackingID of the Work Item	
Desktop Action	Desktop is unable to send requests to OCS and receive callbacks (see “agent_preview_mode_start” option).	
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME	

EventPreviewModeStartAck

Siebel CRM DeviceEvent Name:	EventPreviewModeStartAck
OCS Protocol User Event:	PreviewDialingModeStartAcknowledge
Description	OCS accepts a desktop request to initiate the preview session.
TrackingID	TrackingID of the Work Item
Desktop Action	Desktop can send requests to OCS and receive callbacks (see “agent_preview_mode_start” option).
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME

EventDoNotCallAck

Siebel CRM DeviceEvent Name:	EventDoNotCallAck
OCS Protocol User Event:	DoNotCallAcknowledge
Description	Confirmation that DoNotCall was accepted.
TrackingID	TrackingID of the Work Item
Desktop Action	Kill the record and the chain if DoNotCallAcknowledge contains GSW_CHAIN_ATTR != “RecordOnly”.
Attributes	GSW_APPLICATION_ID if (GSW_RECORD_HANDLE is specified){ GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE } else { GSW_PHONE else { GSW_CONTACT_ID } }

EventPreviewRecord

Siebel CRM DeviceEvent Name:		EventPreviewRecord
OCS Protocol User Event:		PreviewRecord
Description	Preview record to dial	
TrackingID	TrackingID of the Work Item	
Desktop Action	Perform call work	
Attributes	GSW_USER_EVENT GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE GSW_PHONE GSW_CALL_RESULT Genesys and user-defined fields having send attributes.	

EventPreviewRecordEmpty

Siebel CRM DeviceEvent Name:		EventPreviewRecordEmpty
OCS Protocol User Event:		PreviewtRecordEmpty
Description	No more records in OCS internal buffer.	
TrackingID	TrackingID of the Work Item	
Desktop Action	Try to send a request later.	
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME	

EventRecordCancelAck

Siebel CRM DeviceEvent Name:		EventRecordCancelAck
OCS Protocol User Event:		RecordCancelAcknowledge
Description	OCS accepts a desktop request to cancel a record.	
TrackingID	TrackingID of the Work Item	

Desktop Action	Kill the record and the chain if RecordCancelAcknowledge contains GSW_CHAIN_ATTR == "AllChain".
Attributes	GSW_APPLICATION_ID if (GSW_RECORD_HANDLE is specified) { GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE } else { GSW_PHONE }

EventRecordProcessedAck

Siebel CRM DeviceEvent Name:	EventRecordProcessedAck
OCS Protocol User Event:	RecordProcessedAcknowledge
Description	OCS confirms that record has been executed.
TrackingID	TrackingID of the Work Item
Desktop Action	Kill the record and the chain if requested.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE

EventRecordRejectAck

Siebel CRM DeviceEvent Name:	EventRecordRejectAck
OCS Protocol User Event:	RecordRejectAcknowledge
Description	OCS accepts PredictRejectRecord request.
TrackingID	TrackingID of the Work Item

Desktop Action	Kill the record and the chain if RecordCancelAcknowledge contains GSW_CHAIN_ATTR == “AllChain”.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE

EventRecordCancelAck

Siebel CRM DeviceEvent Name:	EventRecordCancelAck
OCS Protocol User Event:	RecordCancelAcknowledge
Description	OCS accepts a desktop request to cancel a record.
TrackingID	TrackingID of the Work Item
Desktop Action	Kill the record and the chain if RecordCancelAcknowledge contains GSW_CHAIN_ATTR == “AllChain”.
Attributes	GSW_APPLICATION_ID if (GSW_RECORD_HANDLE is specified) { GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE } else { GSW_PHONE }

EventRecordRemove

Siebel CRM DeviceEvent Name:	EventRecordRemove
OCS Protocol User Event:	N/A
Description	<i>Gplus</i> Adapter sends a request to remove record from desktop.
TrackingID	TrackingID of the Work Item

Desktop Action	Removes record from desktop.
Attributes	N/A

EventRecordProcessedAck

Siebel CRM DeviceEvent Name:	EventRecordProcessedAck
OCS Protocol User Event:	RecordProcessedAcknowledge
Description	OCS confirms that record has been executed.
TrackingID	TrackingID of the Work Item
Desktop Action	Kill the record and the chain if requested.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE

EventRecordRejectAck

Siebel CRM DeviceEvent Name:	EventRecordRejectAck
OCS Protocol User Event:	RecordRejectAcknowledge
Description	OCS accepts PreviewRejectRecord request.
TrackingID	TrackingID of the Work Item
Desktop Action	Kill the record and the chain if RecordCancelAcknowledge contains GSW_CHAIN_ATTR == "AllChain".
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE

EventRecordRescheduleAck

Siebel CRM DeviceEvent Name:		EventRecordRescheduleAck
OCS Protocol User Event:		RecordRescheduleAcknowledge
Description	Confirmation that record was rescheduled	
TrackingID	TrackingID of the Work Item	
Desktop Action	Continue Call Work	
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE GSW_DATE_TIME GSW_CALLBACK_TYPE	

EventSchRecordRescheduleAck

Siebel CRM DeviceEvent Name:		EventSchRecordRescheduleAck
OCS Protocol User Event:		ScheduledRecordRescheduleAcknowledge
Description	Confirmation that record was rescheduled.	
TrackingID	TrackingID of the Work Item	
Desktop Action	Continue call work.	
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE GSW_DATE_TIME GSW_CALLBACK_TYPE	

EventUpdCallComplStatsAckn

Siebel CRM DeviceEvent Name:		EventUpdCallComplStatsAck
OCS Protocol User Event:		UpdateCallCompletionStatsAcknowledge

Description	OCS accepts a desktop request to update a record's fields.
TrackingID	TrackingID of the Work Item
Desktop Action	Continue call work.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_CALLING_LIST GSW_RECORD_HANDLE

EventLogOutTime

Siebel CRM DeviceEvent Name:	EventLogOutTime
OCS Protocol User Event:	UpdateEventLogOutTime
Description	Response for logout request.
TrackingID	TrackingID of the Work Item
Desktop Action	Displays time left until automatic logout.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME GSW_LOGOUT_TIME

EventLogOutAck

Siebel CRM DeviceEvent Name:	EventLogOutAck
OCS Protocol User Event:	UpdateEventLogOutAcknowledge
Description	Automatic logout acknowledge.
TrackingID	TrackingID of the Work Item
Desktop Action	Logs out an agent. Displays agent's status change.
Attributes	GSW_APPLICATION_ID GSW_CAMPAIGN_NAME

Web Callback Device Events

Note: These events are not supported starting from version 7.2 of the Adapter.

EventCallBackRequest

Siebel CRM DeviceEvent Name:	EventCallBackRequest
Web Callback Device Event:	UpdateEventCallBackRequest
Description	Request for callback from Callback Server.
TrackingID	TrackingID of the Work Item
Desktop Action	Displays fields attached to an event on an agent's desktop.
Attributes	CALLBACK_PDU=REQUEST_CALLBACK REQUEST_ID CUSTOMER_NUMBER CALLBACK_END_TIME CALLBACK_ATTMEPT CONTACT_ID CONTACT_TITLE CONTACT_FIRST_NAME CONTACT_LAST_NAME

EventCallBackCancel

Siebel CRM DeviceEvent Name:	EventCallBackCancel
Web Callback Device Event:	UpdateEventCallBackCancel
Description	Request from Callback Server to cancel callback.
TrackingID	TrackingID of the Work Item
Desktop Action	Removes callback from an agent's desktop.
Attributes	CALLBACK_PDU=CANCEL_CALLBACK REQUEST_ID

EventCallBackRejected

Siebel CRM DeviceEvent Name:	EventCallBackRejected
Web Callback Device Event:	UpdateEventCallBackRejected
Description	Callback request rejected.
TrackingID	TrackingID of the Work Item
Desktop Action	Removes callback from an agent's desktop.
Attributes	CALLBACK_PDU=CALLBACK_REJECTED REQUEST_ID

EventCallBackDone

Siebel CRM DeviceEvent Name:	EventCallBackDone
Web Callback Device Event:	UpdateEventCallBackDone
Description	Callback request completed.
TrackingID	TrackingID of the Work Item
Desktop Action	Removes callback from an agent's desktop.
Attributes	CALLBACK_PDU=CALLBACK_DONE REQUEST_ID

Voice Callback Device Events

This section provides a detailed description of device events for the Voice Callback configuration. Following are the device events for the *Gplus* Voice Callback configuration (see [Table 22](#)).

Table 22: VCB Events

Gplus Adapter Name	Genesys VCB Server Name
EventAddVCBRequest	RequestCallbackAdd
EventVCBServiceStatus	RequestCallbackServiceStatus
EventVCBQuery	RequestCallbackQuery
EventVCBQueryResult	RequestCallbackQueryResult
EventVCBCancel	RequestCallbackCancel
EventVCBReschedule	RequestCallbackReschedule
EventVCBPreview	RequestCallbackPreview
EventVCBProcessed	RequestCallbackProcessed
EventVCBReject	RequestCallbackReject
EventVCBError	RequestCallbackError

EventAddVCBRequest

Gplus Adapter Event Name:		EventAddVCBRequest
VCB Protocol User Event:		AddCallbackRequest
Description	VCB Server sends this response to VCB Client to confirm that request has been processed.	
Client Action	Not specified	
Attributes	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RESPONSE_TYPE = 0 “Acknowledge” VCB_ERROR_CODE VCB_ERROR_NAME	

EventVCBServiceStatus

Gplus Adapter Event Name:		EventVCBServiceStatus
VCB Protocol User Event:		RequestCallbackServiceStatus
Description	VCB Server sends this response to VCB Client to confirm the availability of Voice Callback service.	
Client Action	Perform Callback Request processing.	
Attributes	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_STATUS: 0 or 1 If Routing Point was specified in request: VCB_RESPONSE_TYPE = 1 "SingleResult" If Routing Point was not specified: VCB_RESPONSE_TYPE = 2 "MultipleResult" or VCB_RESPONSE_TYPE = 3 "MultipleResultEnd" VCB_LOCATION VCB_ROUTING_POINT VCB_ROUTING_POINT_DESCR VCB_ERROR_CODE VCB_ERROR_NAME	

EventVCBQuery

Gplus Adapter Event Name:	EventVCBQuery
VCB Protocol User Event:	RequestCallbackQuery
Description	VCB Server sends this response back to Client to acknowledge query execution and to provide number of Callback Requests in result set.
Client Action	Sends back UserEvent (CallbackQueryGetResult) to request Query Result by index.
Attributes	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RESPONSE_TYPE = 0 “Acknowledge” VCB_QUERY_COUNT VCB_ERROR_CODE VCB_ERROR_NAME

EventVCBQueryResult

Gplus Adapter Event Name:	EventVCBQueryResult
VCB Protocol User Event:	RequestCallbackQueryResult
Description	VCB Server sends to Client Callback Request for Callback Query.
Client Action	Collect data.
Attributes	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RESPONSE_TYPE = 1 “SingleResult” VCB_RECORD_HANDLE VCB_CURRENT_DN VCB_QUERY_INDEX VCB_ERROR_CODE VCB_ERROR_NAME UserData

EventVCBCancel

Gplus Adapter Event Name:		EventVCBCancel
VCB Protocol User Event:		RequestCallbackCancel
Description	VCB Server sends this request to VCB Client to confirm cancellation of Callback Request.	
Client Action	Wait for next Callback Request.	
Attributes	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RESPONSE_TYPE = 0 “Acknowledge” VCB_RECORD_HANDLE (or VCB_CONTACT) VCB_ERROR_CODE VCB_ERROR_NAME	

EventVCBReschedule

Gplus Adapter Event Name:		EventVCBReschedule
VCB Protocol User Event:		RequestCallbackReschedule
Description	VCB Server sends this request to VCB Client to confirm rescheduling of Callback Request.	
Client Action	Wait for next Callback Request.	
Attributes	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RESPONSE_TYPE = 0 “Acknowledge” VCB_RECORD_HANDLE VCB_ERROR_CODE VCB_ERROR_NAME	

EventVCBPreview

Gplus Adapter Event Name:		EventVCBPreview
VCB Protocol User Event:		RequestCallbackPreview
Description	Desktop confirms that Callback Request has been received and accepted.	
Callback Server Action	Not specified	
Attributes	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RESPONSE_TYPE = 0 “Acknowledge” VCB_RECORD_HANDLE	

EventVCBProcessed

Gplus Adapter Event Name:		EventVCBProcessed
VCB Protocol User Event:		RequestCallbackProcessed
Description	VCB Server sends this request to Desktop to confirm that corresponding request has been processed.	
Desktop Action	Not specified	
Attributes	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RESPONSE_TYPE = 0 “Acknowledge” VCB_RECORD_HANDLE	

EventVCBReject

Gplus Adapter Event Name:	EventVCBReject
VCB Protocol User Event:	RequestCallbackReject
Description	VCB Server sends this request to Desktop to confirm that corresponding request has been rejected.
Desktop Action	Not specified
Attributes	VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID VCB_REFERENCE_ID VCB_RESPONSE_TYPE = 0 “Acknowledge” VCB_RECORD_HANDLE

EventVCBError

Gplus Adapter Event Name:	EventVCBError
VCB Protocol User Event:	RequestCallbackError
Description	VCB Server sends this request to Desktop to inform about an error condition.
Desktop Action	Removes Work Item from desktop when ERR# is { 100, 102, 103, 104, 108 } and keeps it when ERR# is { 101, 105, 106 }
Attributes	VCB_ERROR VCB_ERROR_NUMBER VCB_ORIGIN_APPLICATION_ID VCB_TARGET_APPLICATION_ID = 0 VCB_REFERENCE_ID VCB_RESPONSE_TYPE= 4 “Error”

Error Codes and Descriptions

This section describes Voice Callback error codes, error numbers, and descriptions (see [Table 23](#)).

Table 23: VCB Error Codes and Descriptions

VCB_ERROR	VCB_ERROR_NUMBER	Description
Invalid Request	100	Invalid request type
Invalid Request Data	101	Some mandatory keys are missing
Call not found	102	Call not found on the server
Record not found	103	VCB received request regarding non-existing or already-processed record
Request Already Processed	104	Received request refers to Callback Request already processed
DB Error	105	Can not execute the request due to DB error
AddRecordError	106	Can not add the record
ScheduleRecordError	108	Error rescheduling a record

Predefined Attributes

Table 24 represents the reserved attribute names.

Table 24: Predefined Attributes

Key	Value	Type	Description
VCB_USER_EVENT_REQUEST	Request identifier for any request	String	Request (procedure) name
VCB_USER_EVENT_RESPONSE	Response identifier for any response	String	Name of corresponding request (procedure)
VCB_RESPONSE_TYPE	0, "Acknowledge" 1, "SingleResult" 2, "MultipleResult" 3, "MultipleResultEnd" 4, "Error"	Int	Type of response
VCB_TARGET_APPLICATION_ID	Application ID	Int	
VCB_ORIGIN_APPLICATION_ID	Application ID	Int	

Table 24: Predefined Attributes (Continued)

Key	Value	Type	Description
VCB_REFERENCE_ID	Session-wide unique request identifier	Int	Maintained by requestor
VCB_CALL_RESULT	0, "Ok" 3, "General Error" 4, "System Error" 6, "Busy" 7, "No Answer" 8, "SIT Detected" 9, "Answering Machine" 10, "All Trunks Busy" 11, "SIT Invalid Num" 12, "SIT Vacant" 13, "SIT Oper Intercept" 14, "SIT Unknown" 15, "SIT No Circuit" 16, "SIT Reorder" 17, "Fax Detected" 21, "Abandoned" 26, "Dropped" 27, "Dropped No Answer" 28, "Unknown" 32, "Silence" 33, "Answer" 34, "NuTone" 35, "NoDialTone" 36, "NoProgress" 37, "NoRingBack" 38, "NoEstablishe" 39, "Pager Detected" 40, "Wrong Party" 41, "Dial Error" 42, "Call Drop Error" 43, "Switch Error" 44, "No Free Port Error" 45, "Transfer Error" 46, "Stale" 47, "Agent CallBack Error" 48, "Group CallBack Error"	Int	Call Result from previous dial attempt or Call Result Agent sends to change automatically detected one.

Table 24: Predefined Attributes (Continued)

Key	Value	Type	Description
VCB_ERROR_CODE	Error Code, see Error Codes table.	Int	Must be present when VCB_RESPONSE_TYPE = 4 “Error”
VCB_ERROR_NAME	Error Name	String	Must be present when VCB_RESPONSE_TYPE = 4 “Error”
VCB_CURRENT_DN	DN Number	String	DN that Callback Request currently resides on
VCB_CONTACT	String of digits	String	Contact number (for example, phone number)
VCB_TYPE	0, “Unknown” 1, “ASAP” 2, “Scheduled”	String	Callback Type
VCB_QUEUE		String	To define search condition by Queue
VCB_STAGE	0, “Unknown” 1, “Queued” 2, “NotQueued”	Int	To define search condition by stage of Callback Request processing. “Queued” means that Callback Request is in queue awaiting distribution.
VCB_ROUTING_POINT	Name of Routing Point associated with Voice Callback Service	String	To specify Routing Point in request to VCB Server
VCB_ROUTING_POINT_DESCR	Description of Routing Point associated with Voice Callback Service	String	Description which Agent may use to assign Agent-created Callback Request to most appropriate queue
VCB_LOCATION	Name of Switch	String	To specify Location in request to VCB Server
VCB_DATE_TIME	“MMDDYYYYHHMM”	String	Date/Time to schedule callback
VCB_EWT	“HHMM”	String	EWT estimated during Callback offering

Table 24: Predefined Attributes (Continued)

Key	Value	Type	Description
VCB_EWT_TIME	"MMDDYYYYHHMM"	String	Date/Time when EWT was estimated
VCB_ATTEMPTS	0...	Int	Number of attempts
VCB_ORIGIN	0, "Unknown" 1, "IVR" 2, "WEB" 3, "Desktop"	String	Callback origination
VCB_TZ_NAME		String	Config Server TZ Name (usually standard three letter abbreviation such as PST)
VCB_STATUS	0, "Unknown" 1, "Not Available" 2, "Available"	String	Availability of Callback service
VCB_QUERY_COUNT	0...	Int	Number of Callback Requests returned by Query
VCB_QUERY_INDEX	1...	Int	Index of Callback Request in Query Result Set
CRM_RECORD_MODE	"Preview" "Auto"	String	VCB delivery mode, "Auto dial" or "Manual"
CRM_REFERENCE_ID		String	
CRM_IS_VCB_VIEW	"TRUE" "FALSE"	String	Indicates that current Siebel view is VCB view.
CRM_PROTOCOL_EXT	"OCS" "WCB" "VCB"	String	Genesys protocols shortcuts for Outbound Contact Server and Voice Callback Solution



Chapter

6

Configuration and Installation of the *Gplus* UCS Gateway

This chapter describes how to configure and install the *Gplus* UCS Gateway.

This chapter includes the following sections:

- [Overview, page 325](#)
- [New in This Release, page 325](#)
- [Configuring Genesys, page 326](#)
- [Installation, page 329](#)
- [Configuring Siebel, page 330](#)

Overview

The UCS Gateway is a back-end component used by the *Gplus* Multimedia Component to access data stored in the Genesys Universal Contact Server.

New in This Release

This section provides information about new features or functionality in this release of the *Gplus* UCS Gateway Component:

- Supports Siebel 8.0
- Allows the option to start the *Gplus* UCS Gateway using Windows services

Configuring Genesys

This section describes how to configure the Genesys section of the UCS Gateway.

Importing the Application Template

To import the UCS Gateway Application Template:

1. In Configuration Manager, under Environment, right-click the `Application Templates` folder.
2. Select `Import Application Template`.
3. Browse to and select the Application Template for the UCS Gateway. The name of this template is:
`Gplus_UCS_Gateway_for_SiebelCRM_750.apd`
4. Click `Open`.
The Properties dialog box for the Application Template object displays.
5. Click `OK` to accept the default values.

The Application Template object has been imported to the Genesys Configuration Layer.

Creating the Application Object

To create the Application object for the UCS Gateway:

1. In Configuration Manager, under Environment, right-click the `Applications` folder.
2. Select `New > Application`.
Select the Application Template that you just created:
`Gplus_UCS_Gateway_for_SiebelCRM_750.apd`
3. Click `OK`.

The Properties dialog box for the Application appears.

Below are instructions for configuring the tabs in the Properties dialog box, arranged in the order in which they display. The first tab is the General tab (see Figure 27 on [page 327](#)).

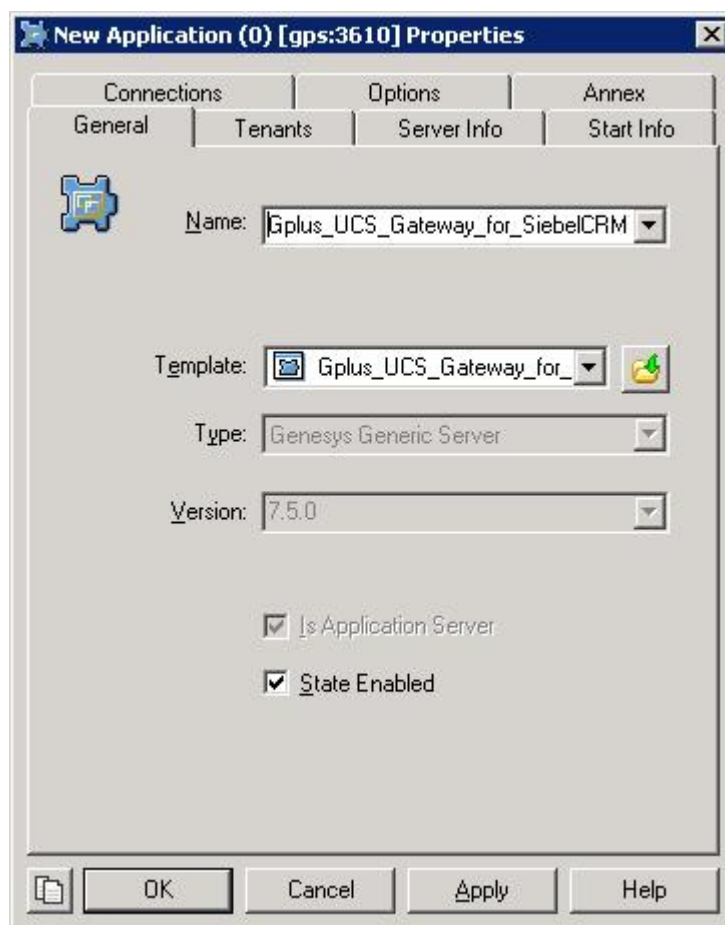


Figure 27: View of General Tab in Single-Tenant Environment

General Tab

1. Enter the name of the Application object you are configuring.
2. Select the Server Info tab.

Server Info Tab

1. Host field: Use the Browse button to select the host where you are installing the UCS Gateway and click OK.
2. Communications Port field: Enter any valid port number. The port number must match the port specified in the URL of the Genesys *Gplus* WebService in Siebel.

Note: This option determines the HTTP port number used by the UCS Gateway to receive HTTP packets from Siebel. You will use the value that you enter for this option when you configure the Siebel part of the UCS Gateway.

3. Select the Start Info tab.

Start Info Tab

1. Working Directory field: Enter the full name of the Component installation directory on the host you specified on the Server Info tab. The value you enter in this field will be used as the default destination folder during installation.
2. Enter any valid value into each of the following fields:
 - Command Line
 - Command Line Arguments

The values you enter in these fields will be overwritten during installation; however, data must be present in these fields during the configuration process.
3. Leave the default values for the remaining fields.
4. Select the Connections tab.

Connections Tab

1. Add a connection to the Universal Contact Server.
2. Select the Options tab.

Options Tab

On the Options tab (see Figure 28 on [page 329](#)), in the Sections pane, the following section is listed:

- Log

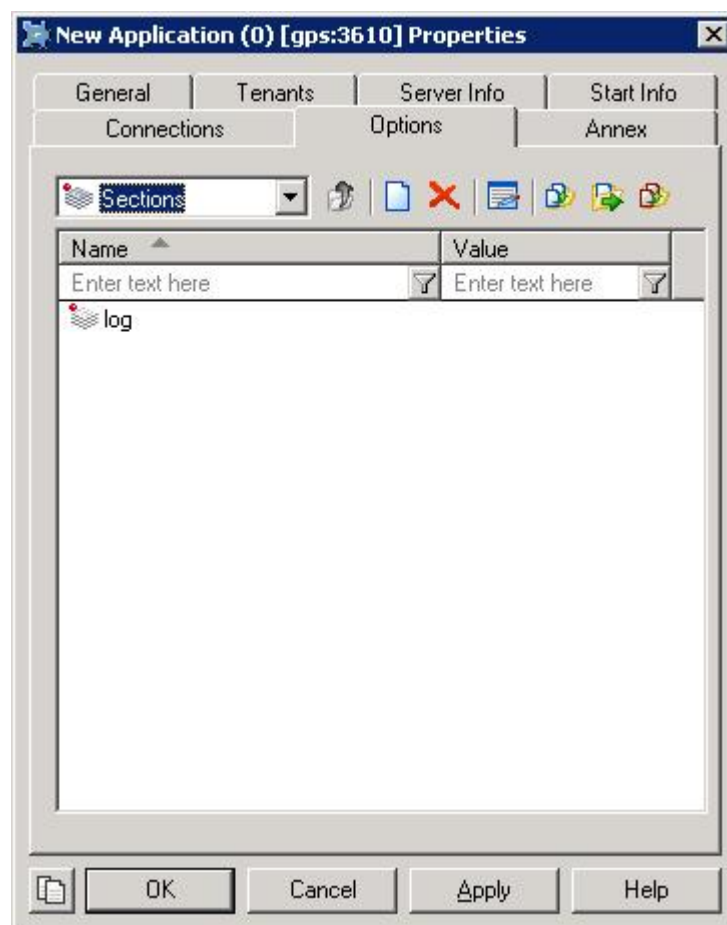


Figure 28: View of Options Tab

Log Section

The UCS Gateway supports the unified set of log options (common log options) to allow precise configuration of the log file output. For a complete list of unified log options and their descriptions, see the “Common Log Options” chapter of the *Framework 7 Configuration Options Reference Manual*.

If you do not specify any log options, the default values apply.

Installation

This section describes the installation process for the *Gplus Adapter 7.5 UCS Gateway*.

UCS Gateway Memory Allocation

If you intend for your environment to handle large e-mails (which usually means working with large attachments to e-mails), you may need to increase the amount of memory you allocate for the UCS Gateway.

(Insufficient memory may cause the UCS Gateway to return an HTTP 500 error when the driver makes a request to add attachments to EmailOut.)

Use the `-Xmx` option to set the maximum memory size for the UCS Gateway. You can change this option in the `starter.ini` file on Windows platforms, or in `startup.sh` file on UNIX platforms. For example, to set the maximum memory size to 512 MB, change the `-Xmx` option to 512M.

Performing the Installation

Note: Do not use special symbols in any destination directory name when installing in a UNIX environment.

- To start the installation process, run the `setup.exe` file (for Windows) or `install.sh` file (for UNIX) from the UCS Gateway installation package and follow the setup instructions.

Configuring Siebel

For the description of how to configure Siebel for the UCS Gateway Server, please see “Configuring the Definition of the UCS Gateway in Siebel” on [page 343](#).



Chapter

7

Configuration and Installation of the Multimedia Component

This chapter includes the following sections:

- [Overview, page 332](#)
- [New in This Release, page 332](#)
- [Installing the Multimedia Component, page 332](#)
- [Updating and Deploying the Siebel Repository File, page 335](#)
- [Configuring the Definition of the UCS Gateway in Siebel, page 343](#)
- [Performing Certain Imports, page 345](#)
- [Adding Responsibility to Agents, page 345](#)
- [Importing Configurations, page 346](#)
- [Configuring the CTI Connection, page 346](#)
- [Configuring Multimedia Agents, page 347](#)
- [Driver and Configuration Parameters, page 349](#)
- [Device Commands, page 356](#)
- [Device Events, page 365](#)

Overview

Installation and configuration of the Multimedia Component includes:

- Installing Genesys Open Media Communication Driver (`itx_scdrv`) on the *Gplus* Communication Server
- Compiling and deploying the Siebel Repository
- Configuring business services access permissions
- Deploying web templates and browser scripts
- Configuring Siebel.

See the *Gplus Adapter 7.5 for Siebel CRM User's Guide* for additional information about using this component.

New in This Release

This section provides information about new features or functionality in this release of the Multimedia Component:

- Supports Siebel 8.0, 8.1.
- Supports transfer of chat interactions through a user interface enhancement
- Allows the agent to perform spell checking on a chat response before sending out the response
- Displays chat responses with the most recent on the bottom of the transcript

Installing the Multimedia Component

The Multimedia Component can be installed on either Windows or UNIX platforms.

Installation Prerequisites

The following are prerequisites for installation of the Multimedia Component:

- Back up the Siebel database and `.srf` file.
- Install the *Gplus* Communication Server (see Chapter 2, “Configuration and Installation of the *Gplus* Communication Server for Siebel CRM,” on [page 31](#)).
- Install the *Gplus* UCS Gateway (see Chapter 6, “Configuration and Installation of the *Gplus* UCS Gateway,” on [page 325](#)).

Installation and Uninstallation Guidelines

On Windows, the target computer may have only one installation of the *Gplus* Adapter 7.5 for Siebel CRM. On UNIX, more than one installation of the Adapter is allowed, but on any single computer, you can only have one Adapter for every Siebel Server.

If the Adapter is already installed on the target computer, a new installation is considered as a reinstallation on that computer. Before you reinstall, you will be asked to uninstall the *Gplus* Adapter on Windows or confirm the reinstallation on UNIX platforms.

The installation package contains complementary pairs of icons for the Ready/NotReady buttons. During the installation process, standard Siebel icons for the NotReady button are overwritten with new ones from the Genesys installation package. To preserve the standard Siebel icons, Genesys recommends that you backup the Siebel image files `icon_notready_enabled.gif` and `icon_notready_disabled.gif` in a safe location. If you uninstall the *Gplus* Adapter, you can manually restore the original buttons with these files.

Note: Genesys recommends backing up the Siebel Web Template file `CCHtmlType.swf` before starting the installation procedure. For Siebel 7.5 users Genesys recommends backing up the Siebel Web Template file `CCFrameToolBar.swt` as well.

Installation Procedure

Note: Do not use special symbols in any destination directory name when installing in a UNIX environment.

1. Start the Multimedia Component setup program on the host where the *Gplus* Communication Server is installed.
2. Setup will ask about the path to the *Gplus* Communication Server. (*For Windows installation, skip to the next step.*) Provide the correct path. The setup will install the files necessary for running the Open Media Communication Driver (`itx_scdrv`) in this folder.
3. Setup will ask about the path to the main installation directory. The installation program will put the Siebel archive, scripts, images, and general production information in this folder

Note: In the case where the Voice component is not installed, you must *manually* copy files representing icon images depending on your version of the Siebel Server: from <Destination Directory>/images/7.7 (for Siebel 7.7/7.8/8.0/8.1), or from <Destination Directory>/images/7.5 (for Siebel 7.5.3) to the following directory:

< Web Server Host>/< SWEIconImages directory >

Updating and Deploying the Siebel Repository File

Updating the Siebel Repository File

1. Start Siebel Tools.
2. If not done previously for the Voice component, import the `GenSymbolicStrings.sif` (for Siebel 7.8 and higher), `GenComm.sif`, and `GenesysTools.sif` archives from `<Installation Directory>/OBJECTS/<Siebel Version>`, where `<Siebel Version>` is 7.5, 7.7, 8.0 or 8.1.
3. Create the Genesys Multimedia project, if it does not exist. Lock it.
4. Choose one of the Action-related Siebel BCs that you use and that corresponds with the following conditions.

The BC must have the following fields:

- Attachment Flag
- Attachment Id
- Call Id
- Comment
- Description
- Email BCC Line
- Email Body
- Email CC Line
- Email Sender Address
- Email To Line
- Parent Activity Id
- Primary Contact Id
- Short Comment
- Started
- Status
- Type

The BC should not have the following fields:

- Attachment File Name
- Attachment Flag 2
- Interaction Id

For example, you might use the Action Home Page or Action BC.

5. Make three copies of the chosen BC and name them:
Action - Genesys MCR.
Action - Genesys MCR(EmailOut).

Genesys Action(Chat) .

Put them in the Genesys Multimedia project.

6. Make a copy of the Action Attachment BC and name it Action Attachment - MCR EmailOut. Put it in the Genesys Multimedia project.
7. Choose one of the Contact-related Siebel BCs that you use and that corresponds with the following conditions:

The BC must have the following fields:

- Comment
- Email Address
- Employee Flag
- First Name
- Job Title
- Last Name
- Login Name
- Status

The BC should not have the following fields:

- IsBCC
- IsCC
- IsTo

For example, the BC might be the Contact (All) BC.

8. Make three copies of the chosen BC and name them:

Contact - Genesys MCR(EmailOut)

Inbound Interaction Contact List

Outbound Interaction Contact List

Put them in the Genesys Multimedia project.

9. Import the GplusMCR_Email_Chat_nested.sif archive from <InstallationDirectory>\OBJECTS\<Siebel Version>, where <Siebel Version> is 7.5, 7.7, 8.0 or 8.1. It will update the BCs you just created.

In the Import Wizard-Preview window, locate the Conflict resolution section, and select “Merge the object definition from the archive file with the definition in the repository.”

Then carefully merge changes, keeping the following rules in mind:

- a. The tables that follow contain the meaningful objects and attributes for Genesys adapter functionality (relating to the cloned BCs). All other objects and attributes **MUST** be taken from the original BCs. For example, the value of the Resolution option must be set to Repository.
- b. For each object or attribute that is listed in the tables, the value of the Resolution option must be set to File, as long as no conflict exists.
- c. If there are conflicts for a given attribute or object, the conflicts must be resolved manually.

Table 25: Action - Genesys MCR BC Objects and Resolutions

Object Type	Object Name	Resolution
BC Attribute	INACTIVE	File
BC Attribute	NO_DELETE	File
BC Attribute	NO_INSERT	File
BC Attribute	NO_MERGE	File
BC Attribute	NO_UPDATE	File
BC Attribute	SCRIPTED	File
Server Script	BindActivityContacts	File
Server Script	BusComp_PreWriteRecord	File
Server Script	BusComp_SetFieldValue	File
Server Script	UpdateEmailInfo	File
Field	Attachment File Name	File
Field	Interaction Id	File
Multi Value link	Attachment	File

Table 26: Action - Genesys MCR(EmailOut) BC Objects and Resolutions

Object Type	Object Name	Resolution
BC Attribute	INACTIVE	File
BC Attribute	NO_DELETE	File
BC Attribute	NO_INSERT	File
BC Attribute	NO_MERGE	File
BC Attribute	NO_UPDATE	File
BC Attribute	SCRIPTED	File
Server Script	BindActivityContacts	File
Server Script	BusComp_PreWriteRecord	File
Server Script	BusComp_SetFieldValue	File

Table 26: Action - Genesys MCR(EmailOut) BC Objects and Resolutions (Continued)

Object Type	Object Name	Resolution
Server Script	PrintPropertySet	File
Server Script	SkipMETA	File
Server Script	UpdateEmailInfo	File
Field	Attachment File Name	File
Field	Attachment Flag 2	File
Field	Interaction Id	File
Multi Value link	Attachment	File

Table 27: Genesys Action(Chat) BC Objects and Resolutions

Object Type	Object Name	Resolution
BC Attribute	INACTIVE	File
BC Attribute	NO_DELETE	File
BC Attribute	NO_INSERT	File
BC Attribute	NO_MERGE	File
BC Attribute	NO_UPDATE	File
Field	Type	File

Table 28: Action Attachment - MCR EmailOut BC Objects and Resolutions

Object Type	Object Name	Resolution
BC Attribute	INACTIVE	File
BC Attribute	NO_DELETE	File
BC Attribute	NO_INSERT	File
BC Attribute	NO_MERGE	File
BC Attribute	NO_UPDATE	File
BC Attribute	SCRIPTED	File

Table 28: Action Attachment - MCR EmailOut BC Objects and Resolutions (Continued)

Object Type	Object Name	Resolution
Server Script	BusComp_NewRecord	File
Server Script	BusComp_PreDeleteRecord	File
Server Script	BusComp_PreInvokeRecord	File
Server Script	BusComp_WriteRecord	File
Field	ActivityIsNew	File

Table 29: Contact - Genesys MCR(EmailOut) BC Objects and Resolutions

Object Type	Object Name	Resolution
BC Attribute	INACTIVE	File
BC Attribute	NO_UPDATE	File
BC Attribute	SCRIPTED	File
Server Script	(declarations)	File
Server Script	BusComp_PreGetFieldValue	File
Server Script	BusComp_PreInvokeRecord	File
Server Script	BusComp_PreSetFieldValue	File
Server Script	ClearIntArrays	File
Field	IsBCC	File
Field	IsCC	File
Field	IsTo	File

10. For the Action - Genesys MCR and Action - Genesys MCR(EmailOut) BCs, set the field attribute Force Active to the checked state (or true in the Property window) for the following fields:

- Email Sender Address
- Email To Line
- Email BCC Line
- Email CC Line
- Description
- Email Body

- Interaction Id
 - Type
 - Started
 - Status
11. For the Action Attachment – MCR EmailOut BC, set the field attribute Force Active to the checked state (or true in the Property window) for the following fields:
 - Activity Id
 - ActivityFileExt
 - ActivityFileName
 - ActivityFileSize
 12. For the Inbound Interaction Contact List and Outbound Interaction Contact List BCs, set the attribute No Update to the unchecked state (or false in the Property window).
 13. Import the GplusMCR_Email_Chat.sif archive from <Installation Directory>\OBJECTS\<Siebel Version>, where <Siebel Version> is 7.5, 7.7, 8.0, or 8.1.
 14. Apply and activate the following tables:
 - CX_AGNT_WB_CNT
 - CX_GEN_ACT_CHAT
 - CX_GEN_ACT_X
 15. Make sure the following web templates exist:
 - Applet Form Grid Layout
 - Applet Popup Form Grid Layout

If they do not exist, create them by importing the gridlayout.sif file from <Siebel Tools root directory>\OBJECTS. To do this, the Siebel Tools and Common Components projects need to be locked.

If there is no gridlayout.sif file available, create these web templates:

 - <Name = Applet Form Grid Layout, Type = Applet Template – Grid Layout, Project = <Any Locked Project>

then create a new record on the Web Template Files applet:

filename=CCAppletFormGridLayout.swt, Name = Generic Form Applet (Base)

 - <Name = Applet Popup Form Grid Layout, Type = Applet Template – Grid Layout, Project = <Any Locked Project>

then create a new record on the Web Template Files applet:

filename=CCAppletPopupFormGridLayout.swt, Name = Generic Form Applet (Base)
 16. Add the Genesys tab (screen = **Genesys**) to the Siebel application being used (such as Siebel Universal Agent (for Siebel Horizontal version) or Siebel Financial Services (for Siebel Vertical version)).
- For Siebel Servers 7.7/7.8/8.0/8.1, when inserting the tab record, in addition to the Screen column you also need to define the column Text –

String Override or provide Text - String Reference. If you want to use Text - String Reference, then you must first create a symbolic string for a name of Genesys and enter it in the text field. To create a symbolic string:

- a. Click Symbolic String in the Object Explorer view
- b. Click on Symbolic String view and press Ctrl+N to create a new record.
- c. Set the Name field to a X_Genesys value.
- d. Set the Current String Value field to a name of Genesys.
- e. Set Project Filed to any locked project.
- f. Set the Type field to a Conversion value.

For Siebel Server 7.5.3, when inserting the tab record, in addition to the Screen column you also need to define the column "Text" = Genesys.

17. Add or modify (if it already exists) the Server script handler for the Application_PreNavigate event for the Siebel application being used. The content of the event handler is provided in the <InsDir>/OBJECTS/Application_PreNavigate.es file. To do this:
 - a. Refer to “Updating the Application's Application_PreNavigate Event Server Script” on [page 436](#) in the Appendix for general instructions.
 - b. Select the application object, open the context menu by clicking the right mouse button, and choose Edit Server Scripts. If there are no server scripts associated with the application object, you will be asked to select the scripting language. Please select eScript in this case.
 - c. Double-click the Application_PreNavigate event. Siebel Tools will show the content of the corresponding event handler.
 - d. If the content consists only of return (ContinueOperation), just replace all content with the content of the <InsDir>/OBJECTS/Application_PreNavigate.es file.
 - e. If the Universal Callback feature of the Voice Component was deployed, the Application_PreNavigate event handler was already changed, and now needs to be merged with the Application_PreNavigate.es file.
 - f. If Application_PreNavigate is already customized, you will need to merge Application_PreNavigate.es with your customized code, depending on your original customization logic.
 - g. Save changes in the server script and close the script window.
18. For users of Siebel 8.0 and higher:

Allow access to the Genesys Chat and Communications Client Business Services from the browser script by adding the following user properties to the application you use:

 - ClientBusinessServiceN = Genesys Chat
 - ClientBusinessServiceM = Communications Client where N and M must be sequential integers, starting at 0 and incrementing by one. These integers should be different from existing integers.

19. Compile the .srf and browser scripts.

Note: The Adapter does not contain limitations for some of the Adapter's compiled components that will work only with the T eScript Engine (and not the ST eScript Engine). The default Siebel option is set to `Enable ST Script Engine = TRUE`, but for the Genesys component it should be set to `Enable ST Script Engine = FALSE`.

Deploying the Siebel Repository File, Browser Scripts, Web Templates, and Changing Siebel Server Configuration

To deploy the Repository File, use the compiled Repository File as the Siebel Server Repository File. To do this:

1. Stop the Siebel Server.
2. Back up the original Siebel Repository File.
3. Copy the compiled repository file instead of the original Siebel Repository File.
4. Deploy (copy) browser scripts from the `<Browser script compilation folder>` as set in Siebel Tools to the corresponding Siebel Web Server extension folder (`<SWEApp>/public/language_code`).
5. Deploy (copy) the content of `<Installation Directory>/WEBTEMPL/<Siebel Version>` into the Siebel Server WEBTEMPL directory.
where `<Siebel Version>` is 7.5, 7.7, 8.0 or 8.1.
6. Add the content of the `<Installation Directory>/WEBTEMPL/<Siebel Version>/ToMerge/GenesysHtmlType.swf` file to the `CCHtmlType.swf` from the Siebel Server WEBTEMPL directory.
7. Deploy (merge if the file was customized) `commToolbar_shared.js` from `<Installation Directory>/SCRIPTS/<Siebel Version>` with Siebel Server `commToolbar_shared.js`, which should be located in the corresponding Siebel Web Server extension folder (`<SWEApp>/public/language_code/latest system browser folder (the folder with the name = largest number)\scripts`).
`<Siebel Version>` is 7.5, 7.7, 8.0 or 8.1.
8. For Siebel versions prior to 8.0:
Allow access to the Genesys Chat Business Service from the browser script:
 - a. Open the application configuration file (for instance, for Siebel Universal Agent—for Siebel Horizontal version—or Siebel Financial Services—for Siebel Vertical version—the `uagent.cfg`, or for Financial Services, the `fins.cfg`) with a text editor.
 - b. Find the [SWE] Section.

- c. Add the following lines:
`ClientBusinessServiceN = Genesys Chat`
`ClientBusinessServiceM = Communications Client`
 where N and M must be sequential integers, starting at 0 and incrementing by one. These integers should be different from integers in existing `ClientBusinessService` lines.
- d. Save and close the file
- 9. Start the Siebel Server.
- 10. Set up business service query access for:
`Genesys Chat`, `MCR Activity manager`, `MCR TopActiveWorkItem`, `GplusMediaRoute` (if the Media Routing Component will be deployed)
 Services in the Siebel Server configuration.
 For Siebel Web Client 7.7 and higher, the business service name has to be specified as the value for the `Business Service Query Access List Server Component` parameter.
- a. Log in to the Siebel Server as Siebel administrator.
- b. Navigate to `Administration > Server Configuration > Enterprises`.
- c. On the `Component Groups` tab, select the required component, for example: `Siebel Financial Services`.
- d. Switch to the `Parameters` tab.
- e. Navigate to the `Business Service Query Access List`.
- f. If the value is empty, set it to:
`Genesys Chat`, `MCR Activity manager`, `MCR TopActiveWorkItem`, `GplusMediaRoute`
 Otherwise add it to the end, separated by a comma.
 Note that there are no empty spaces after the commas in the value.
- g. Restart the Siebel Server.

Configuring the Definition of the UCS Gateway in Siebel

To configure the definition of the UCS Gateway in Siebel:

1. Log in as Siebel administrator.
2. Navigate to the Outbound Web Services configuration view (Web Services administration).
3. Import `OBJECTS/<Siebel Version>/Gplus.xml`.

This should create the `Genesys Gplus WebService` outbound web service.

4. Configure the Genesys Gplus WebService by changing the URL in the Address field of the Gplus Service port. The URL should point to the installed UCS Gateway.

For example:

`http://cti-ucs:2006/gateway`

Performing Certain Imports

To import “List of Value,” View Definitions, Responsibilities, and Predefined Queries:

1. Log in as Siebel administrator.
2. Open the Site Map, then navigate to Administration - Business Service, Simulator (in 7.5.3, Business Service Administration, Service Simulator).
3. Specify Genesys Tools as the Service Name, ImportAll as the Method Name, and set Iterations to 1.
4. In the Input Arguments (in 7.5.3, Input Property Set) applet, click the Load From File button, browse for <InsDir>/OBJECTS/GplusMCR_LOV.xml and load this file as shown in Figure 29 on [page 345](#).

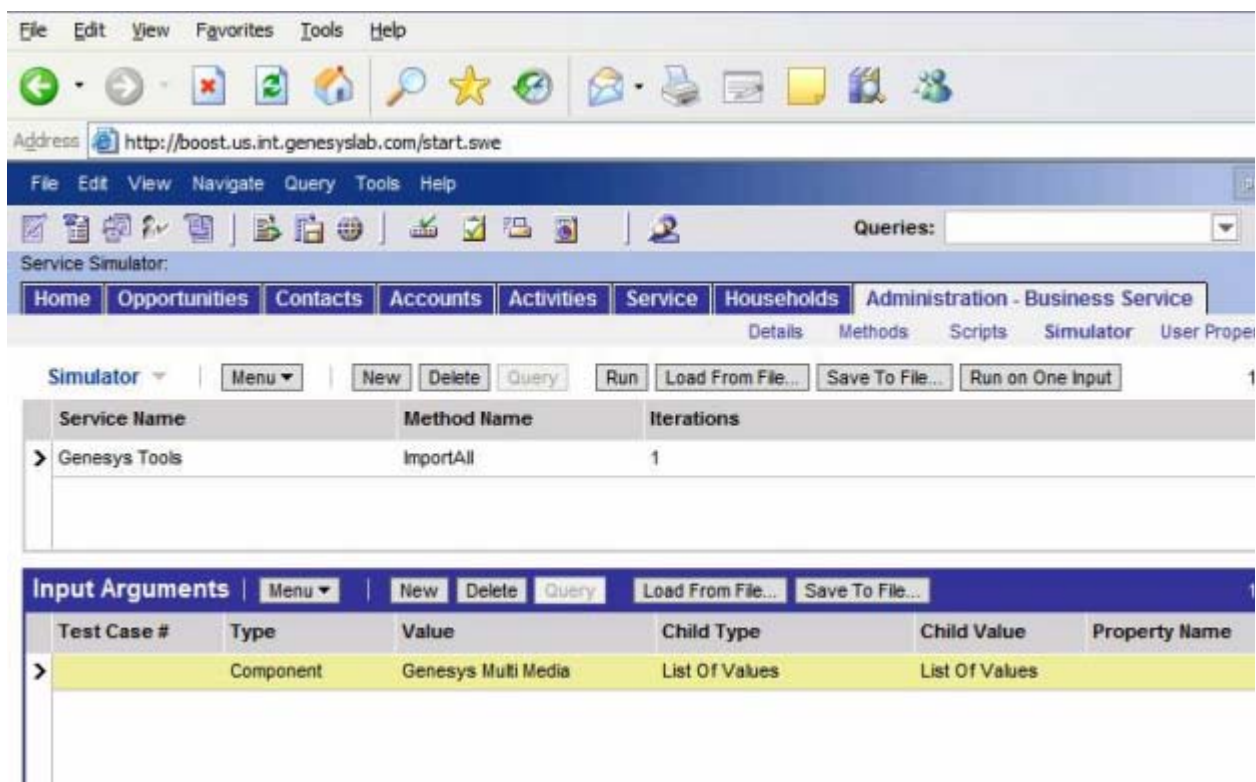


Figure 29: Importing Lists of Values, View Definitions, Responsibilities, and Predefined Queries

5. Click Run on the Service Methods applet. Import results can be checked in the Output Arguments (in 7.5.3, Output Property Set) applet.

Adding Responsibility to Agents

To create a new responsibility:

1. Log in as Siebel administrator.
2. Navigate to Application Administration, Responsibilities.
3. Find the Genesys Multimedia Agent Responsibility.
4. Use the Users applet to add agents who will use Multimedia views.
5. Log out.

Importing Configurations

To create a new configuration import:

1. Log in as Siebel administrator.
2. Navigate to Communication Administration, ALL Configurations view.
3. Create a New Configuration import OBJECTS/GenComm_universal.def from the installation directory.

For more information, refer to the section “Universal Definition File” on [page 22](#) in Chapter 1, “System Requirements.”

Configuring the CTI Connection

Using the *Gplus* Communication Server:

1. Log in as Siebel administrator.
2. Navigate to Communication Administration, ALL Configurations view.
3. Find the target configuration.
4. Click the Profiles tab, then click on the Gplus_OpenMedia driver.
5. Specify the Driver:PrimaryGenCommServerURL parameter, by providing the location of the *Gplus* Communication Server.

For example, if the *Gplus* Communication Server is installed on host *cti*, and port 18000 is specified in the Genesys Configuration Layer as the Server port, then:

```
Driver:PrimaryGenCommServerURL=" http://cti:18000"
```

Notice that the specified name must be resolvable from the host where the Siebel Communication Server is running.

6. If you have a backup *Gplus* Communication Server, enter information for the Driver:BackupGenCommServerURL, otherwise leave it empty.
7. Specify the Driver:SCAPIServerURL. This URL should contain the host of the Siebel Communication Server and any free port on this host. For example:

```
Driver:SCAPIServerURL=" http://siebel:18081"
```

The host name provided must be resolvable from the host where the *Gplus* Communication Server is running.

8. Specify the `Service:ConnectionName`. This should contain the Connection name (Application of Interaction Server) as specified in the Connections tab for the *Gplus* Communication Server. For example:
`Service:ConnectionName= InteractionServer_Switch_122`
9. Log out.

Configuring Multimedia Agents

Agent configuration consists of:

- Adding Genesys Multimedia Agent responsibility to each target agent
- Configuring agent telesets
- Assigning agents to the Multimedia configuration

Adding Genesys Multimedia Agent Responsibility

1. Log in as Siebel administrator.
2. Navigate to Application Administration, Responsibilities.
3. Find the Genesys Multimedia Agent Responsibility.
4. Use the Users applet to add agents who will use Multimedia views.

Configuring Agent Telesets

Table 30 shows how an example scenario would be defined.

Table 30: Siebel Telesets

Genesys		Siebel	
Object Type	Name	Object Type	Name
Place	MyTeleset	Teleset	MyTeleset
		S	MyTeleset@GP
Extension	1001	S	1001
ACD Position	2001	A	2001

1. Navigate to Communication Administration, All Telesets view.

2. Find the teleset the agent already uses, or create a new one for the new agent.
3. For a new agent, add the agent on the Agents tab.
4. Navigate to the Extensions tab and add the S type extension with name <Genesys Place>@GP.

Notice that if you use the *Gplus* Configuration Synchronization component, then the Genesys Place name is the same as the name of teleset in Siebel. For example:

Teleset Name= T_CUBE_0001

then extension should be:

T_CUBE_0001@GP

Assigning Agents to the Multimedia Configuration

1. Navigate to the Agent General Profile view.
2. Find the Agent, then add the multimedia configuration as the primary configuration for this Agent.
3. If Siebel-Genesys synchronization is not used, then it is necessary to manually define the Agent Login value the same as the “Employee ID” value from the Genesys Configuration layer.

Workbin Parameters

Workbins are available for use by an agent in Siebel defined as List of Value of type MCR_WORKBIN_TYPE, where the Language-Independent Code field defines the Siebel name of the workbin. The Display value should correspond to the workbin name as defined in Genesys Interaction Workflow Designer. It may be necessary to change Display value to correlate with a pre-existing Genesys Multimedia configuration.

Driver and Configuration Parameters

[Table 31](#) contains a list of the driver parameters for the Multimedia Component, which includes the Genesys Chat and Genesys E-mail drivers.

Table 31: Driver Parameters

Parameter Name	Default Value	Must Be Defined in Profile?	Comment
Driver:BackupGenCommServerURL		No	Specifies the URL of the backup <i>Gplus</i> Communication Server
Driver:LibraryName	itx_scdrv	No	The name of the remote driver module which will be loaded by <i>Gplus</i> Communication Server to handle requests for the Siebel Communication Driver.
Driver:PrimaryGenCommServerURL	CHANGE_ME	Yes	Specifies the Universal Resource Locator (URL) of the primary <i>Gplus</i> Communication Server
Driver:SCAPIServerURL	CHANGE_ME	Yes	Specifies the URL to which the <i>Gplus</i> Communication Server will send events
Name	Gplus_OpenMedia	No	Driver name
Service:AgentId	{ @AgentID }	No	Uses the macro { @AgentID } to obtain Agent Login of the current agent

Table 31: Driver Parameters (Continued)

Parameter Name	Default Value	Must Be Defined in Profile?	Comment
Service:ConnectionName	CHANGE_ME	Yes	Specifies the name of the Interaction Server to be used
Service:DNList	{ @DNList }	Yes	Uses the macro { @DNList } to obtain a list of DNs (standard extensions of type S) associated with the current agent

[Table 32](#) contains a list of the communications drivers properties for the Multimedia Component.

Table 32: Communications Drivers Properties

Property Name	Default Value	Required	Comment
Name	Gplus_OpenMedia	Yes	The name of the driver; Should not be changed.
Channel Type	OpenMedia	Yes	Driver's channel type; should not be changed
Inbound	True	Yes	Driver capability: can work with inbound interactions; should not be changed
Outbound	True	Yes	Driver capability: can work with outbound interactions; should not be changed
Interactive	True	Yes	Driver capability: designed for interactive work; should not be changed

Table 32: Communications Drivers Properties (Continued)

Property Name	Default Value	Required	Comment
Channel String	email, chat, SiebelEmail, BackgroundEmail	Yes	Specifies a comma-separated list of supported Genesys media types
Library Name	GenCommDrv	Yes	Name of local driver module; should not be changed

[Table 33](#) contains a list of the configuration parameters for the Multimedia Component.

Table 33: Configuration Parameters

Parameter Name	Default Value	Required	Comment
ChatTranscriptDirection	TopToBottom	No	This value determines chat the transcript direction. Valid values are TopToBottom and BottomToTop.
CheckPopupBeforeExecute	FALSE	Yes	Checks for presence of the popup window before navigation. Genesys recommend leaving this parameter set to FALSE.

Table 33: Configuration Parameters (Continued)

Parameter Name	Default Value	Required	Comment
EmailInboundDoneQueue	__STOP__	Yes	MCR Queue where inbound e-mails will be placed after “Mark done” or “Reply” operations. __STOP__ means that processing of the interaction will be stopped completely. If post-processing for inbound e-mails is needed, this value should be changed to the post processing queue as defined in your business process workflow. (For details on post processing, see the Genesys Multimedia documentation).
EmailOutboundDoneQueue	__STOP__	Yes	MCR Queue where outbound e-mails will be placed after “Delete” operation. __STOP__ means that processing of the interaction will be stopped completely. If post-processing for deleted outbound e-mails is needed, this value should be changed to the post processing queue as defined in your business process workflow. (For details on post processing, see the Genesys Multimedia documentation).

Table 33: Configuration Parameters (Continued)

Parameter Name	Default Value	Required	Comment
ExceptionLogPrefix	exclog_	No	This value determines the prefix of a log file (full name will be constructed as “< ExceptionLogPrefix >+<Agent Name>.log”) for storing error messages which may appear during CTI calls to Business Service methods.
FromAddress	CHANGE_ME	Yes	This value must be changed. The value of this option is used to fill out the From field in outbound and reply e-mails (for example, support@mycompany.com)
MediaRoutingDefaultQueue	E-mails for agent processing	No	If the queue is not explicitly specified in the submit request, then Siebel eMails and other open media workitems will be submitted into this queue.

Table 33: Configuration Parameters (Continued)

Parameter Name	Default Value	Required	Comment
MediaRoutingDoneQueue	__STOP__	No	<p>MCR Queue where Siebel eMails and/or other open media interactions will be placed after an agent completes handling of the interaction.</p> <p>__STOP__ means that processing of the interaction will be stopped completely.</p> <p>If post-processing for Siebel eMails and/or open media interactions is needed, this value should be changed to the post processing queue as defined in your business process workflow. (For details on post processing, see the Genesys Multimedia documentation).</p>
NewOutboundEmailQueue	E-mails for processing by agents	Yes	MCR Queue where new outbound e-mail will be created
NoteEmailBodyTruncated	...Message is too large... whole content is attached as <EmailBodyAttachment Name>	Yes	<p>Text which will be added to the end of an inbound e-mail if the size of the e-mail body exceeds the limit (16008 bytes).</p> <p><EmailBodyAttachment Name> is a special tag which will be replaced by the name of attachment containing the whole original message.</p>

Table 33: Configuration Parameters (Continued)

Parameter Name	Default Value	Required	Comment
NoteReplyBodyTruncated	...Source message is too large... skipped.	Yes	Text which will be added (instead of the body of the original e-mail) to the end of the reply e-mail, if the content of the reply e-mail generated by default is greater than 16008 bytes.
ReplyOutboundEmailQueue	E-mails for processing by agents	Yes	MCR Queue where outbound reply e-mail will be created
SendEmailNewDefaultQueue	Outbound queue	Yes	MCR Queue where outbound e-mail will be placed as a result of the Send operation.
SendEmailReplyDefaultQueue	Outbound queue	Yes	MCR Queue where reply e-mail will be placed as a result of the Send operation.

Device Commands

The Interaction Server driver supports the following commands (different set of commands than the Voice driver supports):

OpenMediaLogin			
Description	Performs a Log in request		
stringParam	Not Used		
datasetParam	Reason (ReasonCode)	Optional	Reason for login
	Description (ReasonValue)	Optional	Description of reason

OpenMediaLogout			
Description	Performs a Logout operation		
stringParam	Not Used		
datasetParam	Reason (ReasonCode)	Optional	Reason for logout
	Description (ReasonValue)	Optional	Description of reason

@some-media@OpenMediaReady			
Description	Set agent status to Ready for 'some-media' media type		
stringParam	Not Used		
datasetParam	Reason (ReasonCode)	Optional	Reason for becoming Ready, if any
	Description (ReasonValue)	Optional	Human-readable description of specified reason

@some-media@OpenMediaNotReady			
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Description	Set agent status to Not-Ready for 'some-media' media type.		
stringParam	Not Used		
datasetParam	Reason (ReasonCode)	Optional	Reason for becoming Not-Ready, if any
	Description (ReasonValue)	Optional	Human-readable description of specified reason

@some-media@OpenMediaChangeMediaStateReason			
Description	Change the agent media state reason for 'some-media' media type at any time while the agent is logged in.		
stringParam	Not Used		
datasetParam	Reason (ReasonCode)	Optional	Reason for media state, if any
	Description (ReasonValue)	Optional	Human-readable description of specified reason

OpenMediaAccept			
Description	Accept interaction (inbound or outbound) offered to the agent		
stringParam	Not Used		
datasetParam	TrackingID	Optional	Driver identifier of the item to be accepted. If not specified, the driver will choose 'offered' interaction based on built-in list of priorities.
	ChatUsrNickName	Optional	Nickname of the agent to be used for chat (ignored for other interactions). If not provided, the value of Service:AgentId will be used instead.
	TimeZoneOffset	Optional	Offset of agent time zone, used only for chat interactions. The default value is 0.

OpenMediaReject			
Description	Rejects (declines) the offered but not accepted interaction back to the router		
stringParam	Not Used		
datasetParam	TrackingID	Optional	Driver identifier of the item to be rejected. If not specified, the driver will choose 'offered' interaction based on built-in list of priorities.
	Reason (ReasonCode)	Optional	Reason for decline
	Description (ReasonValue)	Optional	Human-readable description of specified reason

OpenMediaPlaceInQueue			
Description	Places the interaction handled by agent into the specified queue and removes from the desktop. If queue name is __STOP__, then this command will completely stop processing of the interaction.		
stringParam	Not Used		
datasetParam	TrackingID	Optional	Driver identifier of the interaction. If not specified, the driver will use by default the currently selected interaction.
	Reason (ReasonCode)	Optional	Reason for placing in queue or stopping processing
	Description (ReasonValue)	Optional	Human-readable description of specified reason

OpenMediaLeave		
Description	Declines the interaction currently handled by the agent. Similar to OpenMediaReject but acts for accepted interaction(s).	
stringParam	Not Used	

datasetParam	TrackingID	Optional	Driver identifier of the interaction. If not specified, the driver will use by default the currently selected interaction.
	Reason (ReasonCode)	Optional	Reason for declining the interaction
	Description (ReasonValue)	Optional	Human-readable description of specified reason

OpenMediaSelect			
Description	Marks the specified interaction as selected (such as the default interaction if the command does not contain interaction id). This command should be used to synchronize the state of the Siebel communication toolbar which has one active (selected) interaction and the driver. If this command changes the selected interaction, the driver will send to Siebel the corresponding OpenMediaSelected event with interaction information		
stringParam	Not Used		
datasetParam	TrackingID	Mandatory	Driver identifier of the item to be selected

OpenMediaDeselect			
Description	Deselects the specified interaction and sends an OpenMediaDeselected event to Siebel. If the specified interaction was not selected, no action is taken.		
stringParam	Not Used		
datasetParam	TrackingID	Mandatory	Driver identifier of the item to be deselected

OpenMediaSubmit		
Description	Creates a new interaction with the specified attributes in the specified queue	
stringParam	Not Used	

datasetParam	InteractionId	Mandatory	Interaction ID of the interaction to be created
	InteractionSubtype	Mandatory	Interaction subtype, such as OutboundNew, OutboundReply. A list of possible Attribute Values is defined in Genesys Configuration under the corresponding Business Attribute.
	InteractionType	Mandatory	Interaction type, such as Outbound, Inbound. A list of possible Attribute Values is defined in Genesys Configuration under the corresponding Business Attribute.
	MediaType	Mandatory	Media type of the new interaction, such as email, chat.
	SubmitQueue	Mandatory	Queue where the new interaction is created
	Properties	Optional	Additional attributes (user data). Notice that all unknown key-value pairs in datasetParam will be also treated as user data.
	ParentId	Optional	ID of parent interaction

OpenMediaReply		
Description	Places in queue or stops processing of the specified interaction (parent) and creates a child interaction with the specified ID. This command combines OpenMediaPlaceInQueue and OpenMediaSubmit requests for convenience purposes. If more advanced logic is required, the base commands should be used instead.	
stringParam	Not Used	

datasetParam	TrackingID	Mandatory	Driver ID of source item
	Queue	Mandatory	Target queue for source interaction (can be __STOP__)
	Reason (ReasonCode)	Optional	Reason for reply
	Description (ReasonValue)	Optional	Human readable description of specified reason
	InteractionId	Mandatory	Interaction Server Interaction ID of the interaction to be created
	InteractionSubtype	Mandatory	Interaction subtype, such as OutboundNew, OutboundReply. A list of possible Attribute Values is defined in Genesys Configuration under the corresponding Business Attribute.
	InteractionType	Mandatory	Interaction type, such as Outbound, Inbound. A list of possible Attribute Values is defined in Genesys Configuration under the corresponding Business Attribute.
	MediaType	Mandatory	Media type of the new interaction, such as email, chat.
	SubmitQueue	Mandatory	Queue where the new interaction is created
	Properties	Optional	Additional attributes (user data). Notice that all unknown key-value pairs in datasetParam will be also treated as user data.
	ParentId	Optional	ID of parent interaction

OpenMediaChangeProperties		
Description	Changes user properties associated with the specified interaction	
stringParam	Not Used	

datasetParam	TrackingID	Optional	Driver identifier of the interaction. If not specified, the driver will use by default the currently selected interaction.
	Properties	Optional	Properties to be updated
	DeletedProperties	Optional	Properties to be removed from the interaction
	<Unrecognized>	Optional	All pairs from the provided dataset which are not recognized as predefined attributes will be treated similarly to the value of the Properties parameter - updated.

OpenMediaPlaceInWorkbin			
Description	Places the specified interaction in the specified workbin. Upon successful completion, the interaction will be removed from the CTI toolbar.		
stringParam	Not Used		
datasetParam	TrackingID	Optional	Driver identifier of the interaction. If not specified, the driver will use by default the currently selected interaction.
	Workbin	Mandatory	Name of the workbin as defined in the Genesys Interaction Workflow Designer
	WorkbinAgentId WorkbinPlaceId WorkbinPlaceGroypId WorkbinAgentGroupId	Depending on the type of workbin, one of these attributes will be mandatory.	Properties to be removed from the interaction
	Reason (ReasonCode)	Optional	Operation reason
	Description (ReasonValue)	Optional	Description of reason

OpenMediaPullInteractionById			
Description	Pulls the specified interaction		
stringParam	Not Used		
datasetParam	InteractionId	Mandatory	ID of the interaction to be pulled
	Reason (ReasonCode)	Optional	Operation reason
	Description (ReasonValue)	Optional	Description of reason

OpenMediaTransfer			
Description	Transfers the interaction to another agent		
stringParam	Not Used		
datasetParam	TrackingID	Optional	Driver identifier of the item. If not specified, the driver will use by default the currently selected item.
	WorkinAgentId	Mandatory	Target agent login ID (employee ID in Genesys terms)

ChatSend			
Description	Sends a chat message. Applicable only for chat interactions.		
stringParam	Not Used		
datasetParam	TrackingID	Optional	Driver identifier of the item. If not specified, the driver will use by default the currently selected item.
	ChatMsgText	Mandatory	Text to be sent

ChatReleaseParty		
Description	Removes the specified party from the chat session	
stringParam	Not Used	

datasetParam	TrackingID	Optional	Driver identifier of the item. If not specified, the driver will use by default the currently selected item.
	ChatAfterAction	Optional	Action to be performed with chat session after removing the specified party. This can be: KEEP_ALIVE CLOSE_IF_NO_AGENTS FORCE_CLOSE See the <i>Multi-Channel Routing Chat Development Guide</i> for more information. Default value is KEEP_ALIVE.
	ChatUserId	Optional	Assumes self if this is not provided
	ChatMsgText	Optional	Text to be sent (if any)

Device Events

This section provides detailed descriptions of device events for the Multimedia Component. For information about the use and syntax of the device events, refer to the *Siebel Communications Server Administration Guide* for your version of the Siebel Server.

Logged In		
Device Event	OpenMediaLoggedIn	
Description	Agent has been logged in	
TrackingID	Not applicable	
Attributes	TenantId	Tenant identifier to which agent belongs

Invited		
Device Event	OpenMediaInvited	
Description	Agent is invited to handle the specified interaction	
TrackingID	Driver ID of the offered interaction	
Attributes	Interaction properties	

Selected		
Device Event	OpenMediaSelected	
Description	Sent when the driver changes the internally-selected work item, usually sent as a result of a successfully completed OpenMediaSelect command	
Attributes	Interaction properties of the selected item	

Deselected	
Device Event	OpenMediaDeselected
Description	Sent when the driver deselects a work item when another interaction is selected, usually sent as a result of successfully completed OpenMediaSelect and OpenMediaDeselect commands
Attributes	Interaction properties of the selected item

Released	
Device Event	OpenMediaReleased
Description	Interaction was released from the agent, usually as a result of a transfer, place in queue operation, and so on
Attributes	Interaction properties

Accepted	
Device Event	OpenMediaAccepted
Description	Interaction was successfully accepted
Attributes	Interaction properties of the accepted work item

Submitted	
Device Event	OpenMediaSubmitted
Description	Interaction was created
Attributes	Interaction properties of the submitted work item

Pulled	
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Device Event	OpenMediaPulled
Description	Interaction was pulled to the agent
Attributes	Interaction properties of the pulled work item

Workbin Content		
Device Event	OpenMediaWorkbinContent	
Description	Deliver content of the specified workbin	
Attributes	WorkbinId	Workbin identifier
	Content	Content of workbin

Workbin Content Changed		
Device Event	OpenMediaWorkbinChanged	
Description	Content of workbin was changed	
Attributes	WorkbinId	Workbin identifier
	InteractionId	ID of the interaction
	InteractionType	Type of the interaction
	InteractionSubtype	Subtype of the interaction
	MediaType	Media type of the interaction
	Parent Id	ID of the parent interaction (if any)
	Operation	Type of operation if content changes
	UserData	User data

Chat New Part	
Device Event	ChatNewParty

Description	New party was added to the chat session	
Attributes	ChatUsrId	Chat user ID
	ChatUsrType	Chat user type (AGENT or CLIENT)
	ChatMsgType	Chat message type (such as TEXT)
	ChatUsrNick	Nickname of the user who joined the chat session
	ChatSerialNumber	Sequential number of the chat event
	ChatTimeshift	Time shift of the chat session
	ChatVisibility	Chat visibility (reserved)
	ChatStartedAt	Chat start time

Chat Re Enter		
Device Event	ChatReEnter	
Description	Party re-enters the chat session	
Attributes	ChatUsrId	Chat user ID
	ChatUsrType	Chat user type (AGENT or CLIENT)
	ChatMsgType	Chat message type (such as TEXT)
	ChatUsrNick	Nickname of the user who re-entered the chat session
	ChatSerialNumber	Sequential number of the chat event
	ChatTimeshift	Time shift of the chat session
	ChatVisibility	Chat visibility (reserved)
	ChatStartedAt	Chat start time

Chat Party Left

Device Event	ChatPartyLeft	
Description	Chat user left the chat session	
Attributes	ChatUsrId	Chat user ID
	ChatUsrType	Chat user type (AGENT or CLIENT)
	ChatMsgType	Chat message type (such as TEXT)
	ChatUsrNick	Nickname of the user who left the chat session
	ChatSerialNumber	Sequential number of the chat event
	ChatTimeshift	Time shift of the chat session
	ChatVisibility	Chat visibility (reserved)
	ChatStartedAt	Chat start time

Chat Message		
Device Event	ChatMessage	
Description	Someone enters a new chat message	
Attributes	ChatUsrId	Chat user ID of message author
	ChatUsrType	Chat user type (AGENT or CLIENT) of message author
	ChatMsgType	Chat message type (such as TEXT)
	ChatMsgText	Content of the chat message
	ChatUsrNick	Nickname of the message author
	ChatSerialNumber	Sequential number of the chat event
	ChatTimeshift	Time shift of the chat session
	ChatVisibility	Chat visibility (reserved)
	ChatStartedAt	Chat start time

Command Status	
Device Event	OpenMediaCommandStatus
Description	Command status was changed
Commands	String describing the difference between the current and previous command status.



Chapter

8

Configuration and Installation of the Media Routing Component

This chapter describes how to configure and install the *Gplus* Adapter for Siebel CRM Media Routing Component. The chapter includes the following sections:

- [Overview, page 371](#)
- [New in This Release, page 372](#)
- [Installing the Media Routing Component, page 372](#)
- [Configuring Multimedia Agents and Communications, page 380](#)
- [Configuring Siebel eMail Response, page 381](#)
- [Updating and Deploying the Siebel Repository File, page 384](#)
- [Non-Realtime/Background E-Mail Routing for Siebel 7.7/7.8/8.0/8.1, page 385](#)
- [Pulling/Stopping Siebel eMail Interactions, page 386](#)
- [Driver and Configuration Parameters, page 388](#)
- [Device Commands and Events, page 388](#)
- [Configuring the Media Routing Component for Routing Siebel Work Items, page 389](#)

Overview

Installation and configuration of the Media Routing Component includes:

- Compiling and deploying the Siebel Repository
- Configuring and activating business workflows
- Configuring Siebel eMail Response

- Configuring Siebel.

See the *Gplus Adapter 7.5 for Siebel CRM User's Guide* for additional information about using this component.

New in This Release

This section provides information about new features or functionality in this release of the *Gplus* Media Routing Component:

- Supports Siebel 8.0, 8.1.
- No longer uses the *Gplus* Multimedia driver library to send route requests to the Genesys environment, but rather uses the *Gplus* Communication Server.
- Provides the ability to transfer a work item to another agent or queue.
- Provides the ability to pull an interaction while it is in queue waiting to be delivered to agents
- Provides the ability to cancel a route request and thus stop its processing in the Genesys environment

Installing the Media Routing Component

The Media Routing Component can be installed on either Windows or UNIX platforms.

Note: The Media Routing Component for Siebel uses some functionality of the Multimedia Component, so the Media Routing Component should be installed *after* the Multimedia Component. The Media Routing Component will not function without the Multimedia Component.

The Media Routing Component uses the same communications driver names and profile as the Multimedia Component. However, if you plan to use the Media Routing Component for routing Siebel work items in addition to Siebel eMail, you will need to make some changes in communication configuration. See the section called “Configuring the Media Routing Component for Routing Siebel Work Items” on [page 389](#).

Installation Prerequisites

The following are prerequisites for installation of the Media Routing Component:

- Back up the Siebel database and `.srf` file.

- Install the *Gplus* Communication Server (see Chapter 2, “Configuration and Installation of the *Gplus* Communication Server for Siebel CRM,” on [page 31](#)).
- Install the *Gplus* Multimedia Component (see Chapter 7, “Configuration and Installation of the Multimedia Component,” on [page 331](#)).

Installation

Note: Do not use special symbols in any destination directory name when installing in a UNIX environment.

- Start the Media Routing Component setup program:
 - `setup.exe` (for Windows, or)
 - `install.sh` (for UNIX)

Setup will ask you to enter a full path for the destination directory for installation. The installation program will place the Siebel archive, scripts, and general production information in this folder.

Target Directory Structure and File Locations

The following generic directory names are used in the description of the directories structure:

- `<Destination Directory>` is the destination directory for installation used by the installation script to copy the Adapter component files.
- Files in subdirectories `<Destination Directory>/objects/7.5` are related to Siebel version 7.5.3.
- Files in subdirectories `<Destination Directory>/objects/7.7` are related to Siebel versions 7.7/7.8.
- Files in subdirectories `<Destination Directory>/objects/8.0` are related to Siebel version 8.0.
- Files in subdirectories `<Destination Directory>/objects/8.1` are related to Siebel version 8.1.

Creating a Connection Subsystem

Configure a connection subsystem for the *Gplus* Communication Server that will be used by the Media Routing Component.

To do this (refer to Figure 30 on [page 375](#)):

1. Log in to Siebel Client as Siebel Administrator.
2. Navigate through the Site Map to Siebel Server configuration:
 - In a Siebel 7.5.3 environment, select `Site Map > Server Administration > Enterprise Configuration`.

- In a Siebel 7.7/7.8/8.0/8.1 environment, select Site Map > Administration - Server Configuration.
3. Click Profile Configuration.
 4. Click the New Record button.
 5. Set the following parameters for the new record:
 - Set the Profile field and Alias field to GplusCommServerPrimary
 - Set the Subsystem Type field to HTTPSubSys
 - Set the Description field to GplusCommServerPrimary
 6. Save the created record.
 7. Click the Profile Parameter applet and enter the following parameters for the record you just created:
 - Set the HTTP Request Method parameter to POST
 - Set the HTTP Request URL Template to
http://<host>:<port>/MEDIA_REQUEST#RouteRequest
 where <host> and <port> are the host and the port of the *Gplus* Communication Server being used.

Note: The *Gplus* Communication Server port required here must be configured in the Connection Protocol option with the value tcp. If you have not done this yet, follow the corresponding instructions in “Server Info Tab” on [page 36](#) for your *Gplus* Communication Server Application object.

8. Create a connection subsystem for the *backup Gplus* Communication Server, if it is needed. Do the same as for the primary *Gplus* Communication Server, but set the Profile field and Alias field to the value GplusCommServerBackup.

Note: After creating/updating a connection subsystem, you might have to restart your Siebel server to make the changes effective. Please refer to your Siebel server documentation.

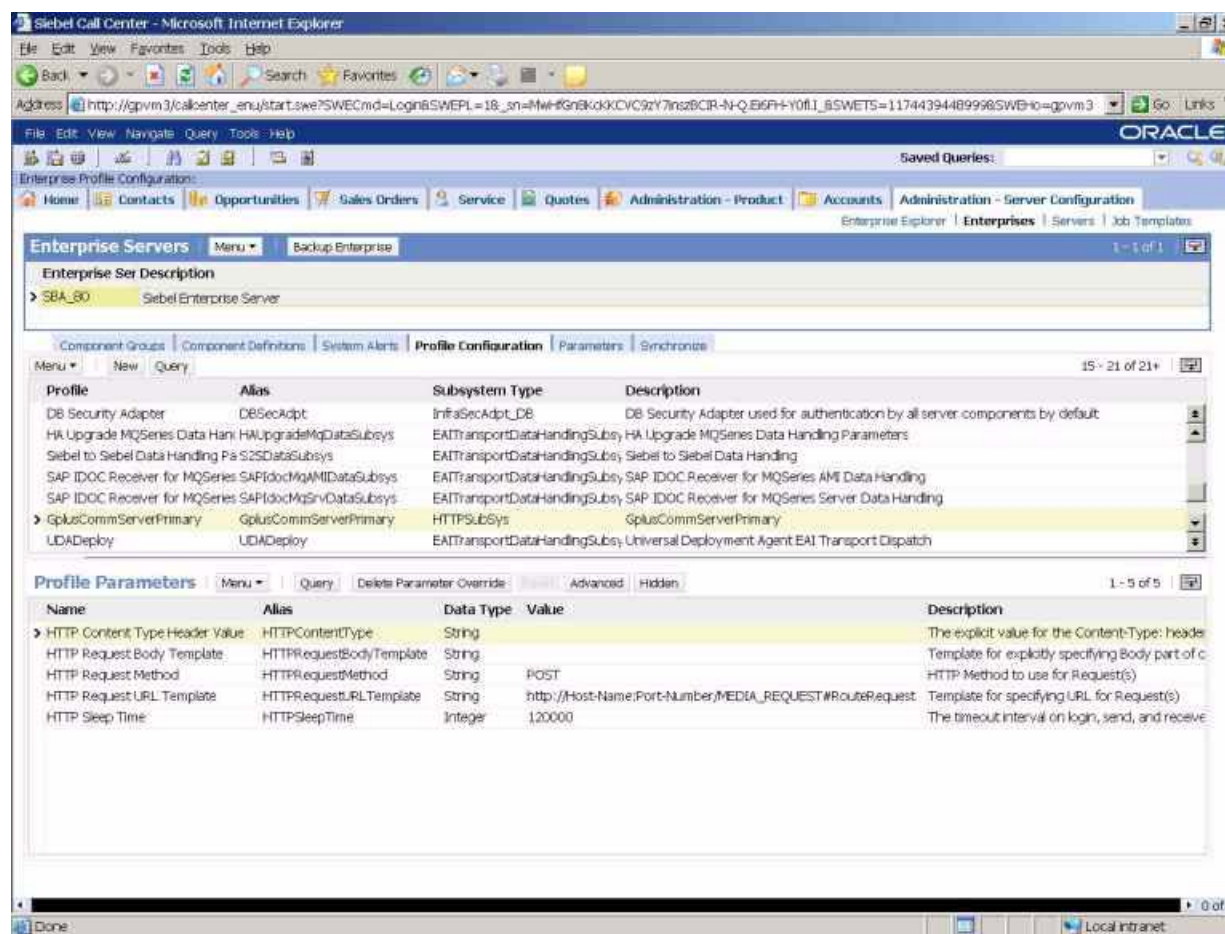


Figure 30: Creating a Connection Subsystem

GplusMediaRouting-ProcessMessage Business Processes: Import, Activation, and Deployment

Note: This step is required only if you are using the Media Routing Component for routing of Siebel eMail.

Note: If when importing a workflow process, you encounter the following error: "This operation is not allowed when there are no records displayed. Please execute a query that returns at least one record or add a new record." Please refer to Siebel Alert 594.

For Siebel Version 7.5.3

To import, configure, and activate the GplusMediaRouting-ProcessMessage Business Process definition:

1. Select Business Process Administration > Workflow Processes > All Processes.
2. Select Import Workflow from the Processes list menu. Browse to and select the GplusMediaRouting-ProcessMessage.xml file.
3. Click Import.

The corresponding GplusMediaRouting-ProcessMessage record appears in the Workflow Processes list in an In Progress state.

4. Click on the process.
5. Select the Process Properties tab.
6. Define string values for the following properties according to your environment:
 - ConnectionName
 - SubmitQueue

If you will use non-realtime (background) mode for e-mail processing, please set the RoutingMediaType property to BackgroundEmail. For the value and meaning of these properties, please refer to the *Gplus Adapter 7.5 for Siebel CRM Developer's Guide*.

7. Click Activate.

For Siebel Versions 7.7/7.8/8.0/8.1

Starting with Siebel version 7.7.1, Siebel moved all the Business Process development from the Siebel Client environment to the Siebel Tools environment. Therefore, all changes to the repository file concerning Siebel Business Processes should be made using Siebel Tools, exported into XML files, and later imported using Siebel Client.

Siebel Tools usage:

1. Lock EMR Workflow project.
2. Using the Object Explorer, choose the Workflow Process tab.
3. Import the GplusMediaRouting-ProcessMessage.xml file, as shown in [Figure 31](#).

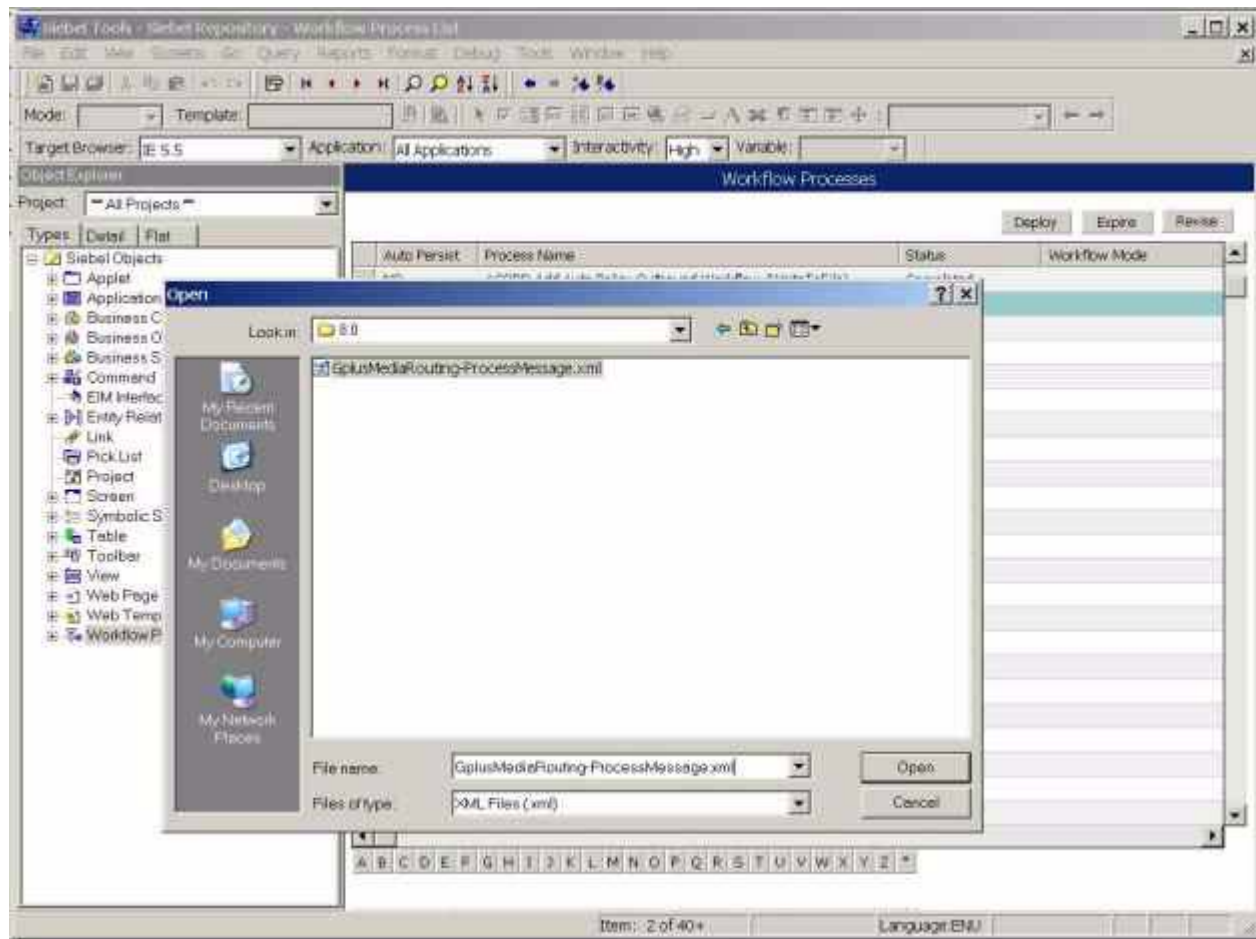


Figure 31: Siebel Tools Usage

4. Define string values for the following properties according to your environment (see Figure 32 on [page 378](#)):

- `ConnectionName`
- `SubmitQueue`

Here, the `ConnectionName` value is the application name of a Genesys Interaction Server as specified in the Connections tab for the *Gplus* Communication Server. The `SubmitQueue` value is the name of the queue to which the interaction should be submitted.

If you will use non-realtime (background) mode for e-mail processing, please set the `RoutingMediaType` property to `BackgroundEmail`. These properties are used as parameters for the *GplusMediaRoute* Business Service. For more information about these properties, please see the “Media Routing Component Customization” section of the *Gplus Adapter 7.5 for Siebel CRM Developer’s Guide*.

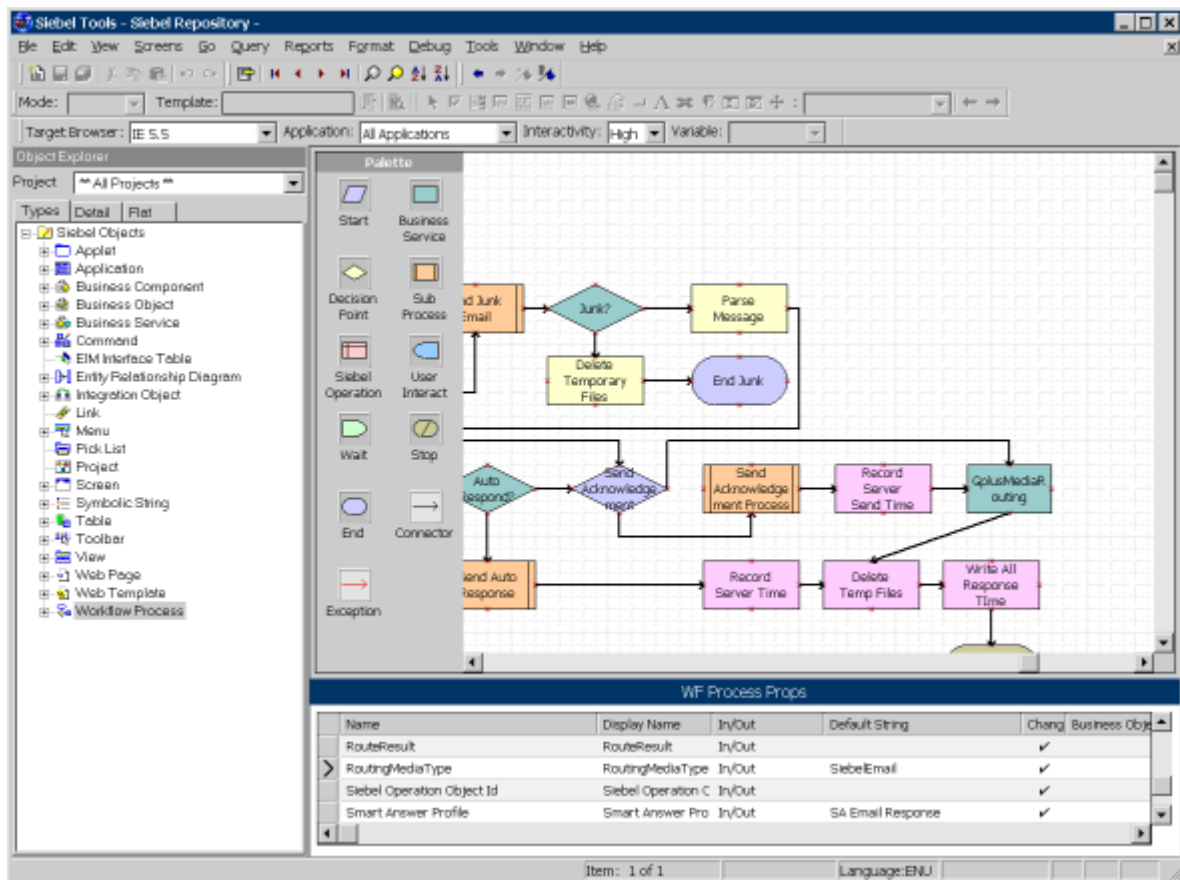


Figure 32: Defining Workflow Properties

5. If you would like to add some AttachedUserData values to a route request, you should add custom input arguments for the GplusMediaRouting workflow step. For this, select the GplusMediaRouting box in design view (as seen in Figure 32), then right-click on GplusMediaRouting, select Show Input Arguments from the menu (see Figure 33 on page 379), then add a new record in the Input Arguments view. All input arguments except the predefined arguments will be attached to a route request as AttachedUserData.

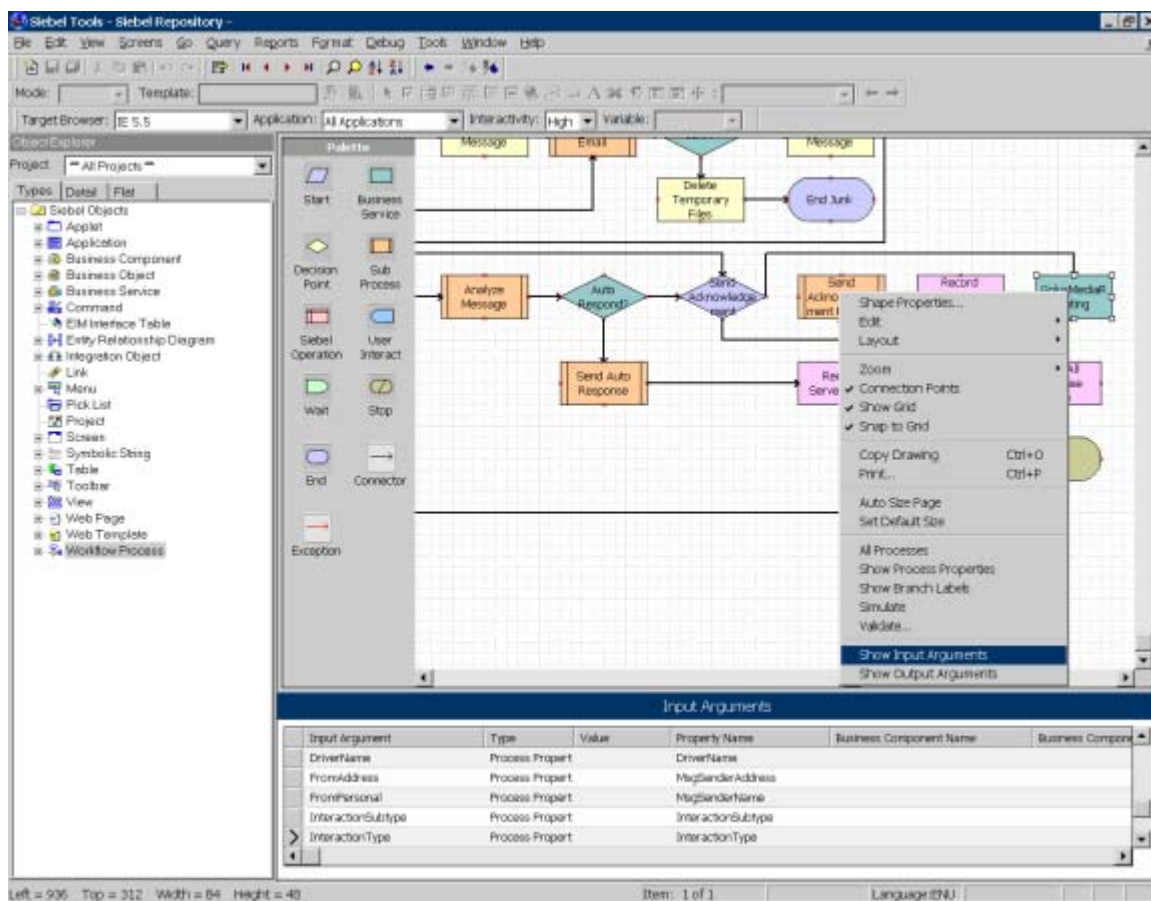


Figure 33: Editing Input Arguments for GplusMediaRouting Workflow Step

6. Deploy the workflow process.
7. Export the workflow process into a file.

Siebel Client usage:

1. Import the .xml file exported previously from the Siebel Tools into the Active Workflow Processes list/set as shown in Figure 34 on [page 380](#).

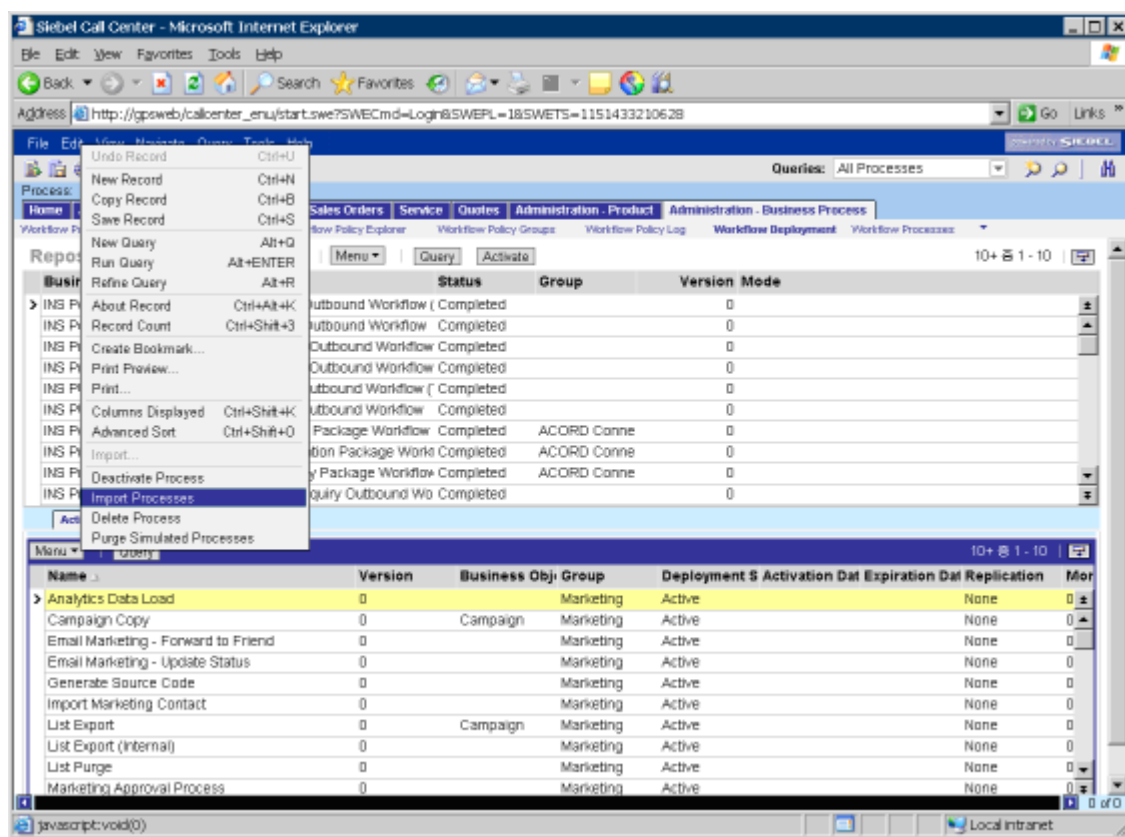


Figure 34: Business Process - Workflow Process Import

2. Make sure that the workflow is active. If not, activate the workflow.

Configuring Multimedia Agents and Communications

In the communications configuration, set a proper value for the `MediaRoutingDefaultQueue` configuration parameter. This parameter defines a name of a queue in which will be placed Siebel eMail interactions marked as done. No another special parameter is required except what is used in the Multimedia component.

In the Genesys environment:

1. Create SiebelEmail and BackgroundEmail media types. If you will use the Media Routing Component for routing Siebel work items, create a custom media type for each type of work item. Genesys recommends using different media types for different Siebel work item types.
2. Add the newly-created media types to agent capacity rules (see Figure 35 on [page 381](#)).

3. Configure the Genesys routing strategy for routing the newly-created media type interactions. (Please see `OBJECTS\GplusMediaRoutingSample.zcf` as a sample strategy in the installation directory.)

No additional agent configuration is required except what was done for the Multimedia Component configuration. Please make sure that the agent has a proper capacity rule (SiebelEmail media type is enabled if an agent is working with Siebel eMail, BackgroundEmail media type is enabled if an agent is working with background Siebel eMail). Any custom media types are enabled if the Media Routing Component is used for routing of Siebel work items.

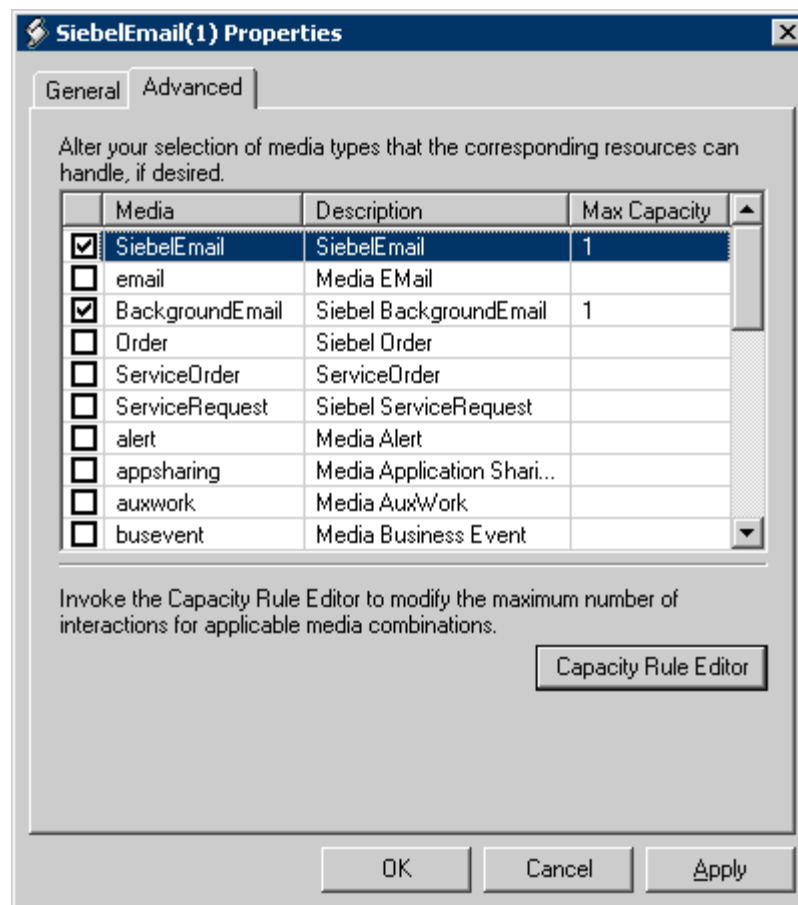


Figure 35: Capacity Rule Wizard

Configuring Siebel eMail Response

Configuring Siebel eMail Response includes Configuring Siebel Internet SMTP/POP3 Server Driver Profile and Creating a Response Group.

Note: This step is required only if you are using the Media Routing Component for routing of Siebel eMail.

The following Workflow Processes must be activated for the Siebel eMail Response application:

- eMail Response-Analyze Message
- eMail Response-Append Thread Id
- eMail Response-Client Send E-mail
- eMail Response-Create Activity
- eMail Response-Get Entitlement Id
- eMail Response-Identify Language
- eMail Response-Parse Junk E-mail
- eMail Response-Response Workflow
- eMail Response-Search Spec
- eMail Response-Send Acknowledgement
- eMail Response-Send Auto Response
- eMail Response-SR Help
- eMail Response-Update Activity Status

For details and more information, please see the *Siebel eMail Response Administration Guide*.

Configuring Siebel Internet SMTP/POP3 Server Driver Profile

To configure the Siebel Internet SMTP/POP3 Server Driver profile:

1. In the Siebel Site Map, navigate to Communications Driver and Profiles.
 - For Siebel 7.7/7.8/8.0/8.1, select Site Map > Administration - Communications > Communications Driver and Profiles.
 - For earlier versions of Siebel, select Site Map > Communications Administration > Communications Driver and Profiles.
2. Select the record for the Internet SMTP/POP3 Server communication driver.
3. Select the Profile tab.
4. Click New on the Profiles form and set the name of the profile to the value of the e-mail address.
5. Click New to create necessary parameter value overrides:
 - From Address: the value must be the same as the e-mail address (with which the profile works) or the profile name (which is the same)
 - Incoming E-mail Directory: the directory where incoming e-mails are saved
 - POP3 Account Name: the name of the POP account
 - POP3 Account Password: the POP3 Account password string
 - POP3 Server: the name of the POP Server
 - POP3 Server Port: the POP3 Server Port value (usually 110)

- Siebel Server: the name of the Siebel Server on which eMail Response works
- SMTP Server: the name of the SMTP Server
- SMTP Server Port: the SMTP Server Port value (usually 25)
- SMTP Account Name: the name of the SMTP account
- SMTP Account Password: the SMTP account password string
- Try POP3 Logon: the value is TRUE (for Siebel 7.5.3 only)

Set the Responsibilities of the created Server Driver Profile to Universal Agent.

Creating a Response Group

To create a response group:

1. In the Siebel Site Map, navigate to All Response Groups.
 - For Siebel 7.7/7.8/8.0/8.1, select Site Map > Administration - Communications > All Response Groups.
 - For earlier versions of Siebel, select Site Map > Communications Administration > All Response Groups.

The Response Groups list appears.

2. Click New on the Response Groups form.
3. Set the name of the response group to the exact value of the SMTP/POP3 driver profile name, with which the response group works.
4. Set the Administrator E-mail Address to an e-mail address in which you want to direct undeliverable e-mail that is sent to profiles in each response group.
5. Set the Server option to the value of Siebel Server, which is used for the eMail Response processing.
6. Set Startup option to Active (Automatic for Siebel 7.5.3)
7. Select the Profiles tab.
8. Click New and select the previously created profile for the SMTP/POP3 driver from the list of profiles.
9. Select the Input Arguments tab and click Generate Defaults.
10. Rename the ProcessName argument to "GplusMediaRouting-ProcessMessage." (Refer to Figure 36 on [page 384](#).)

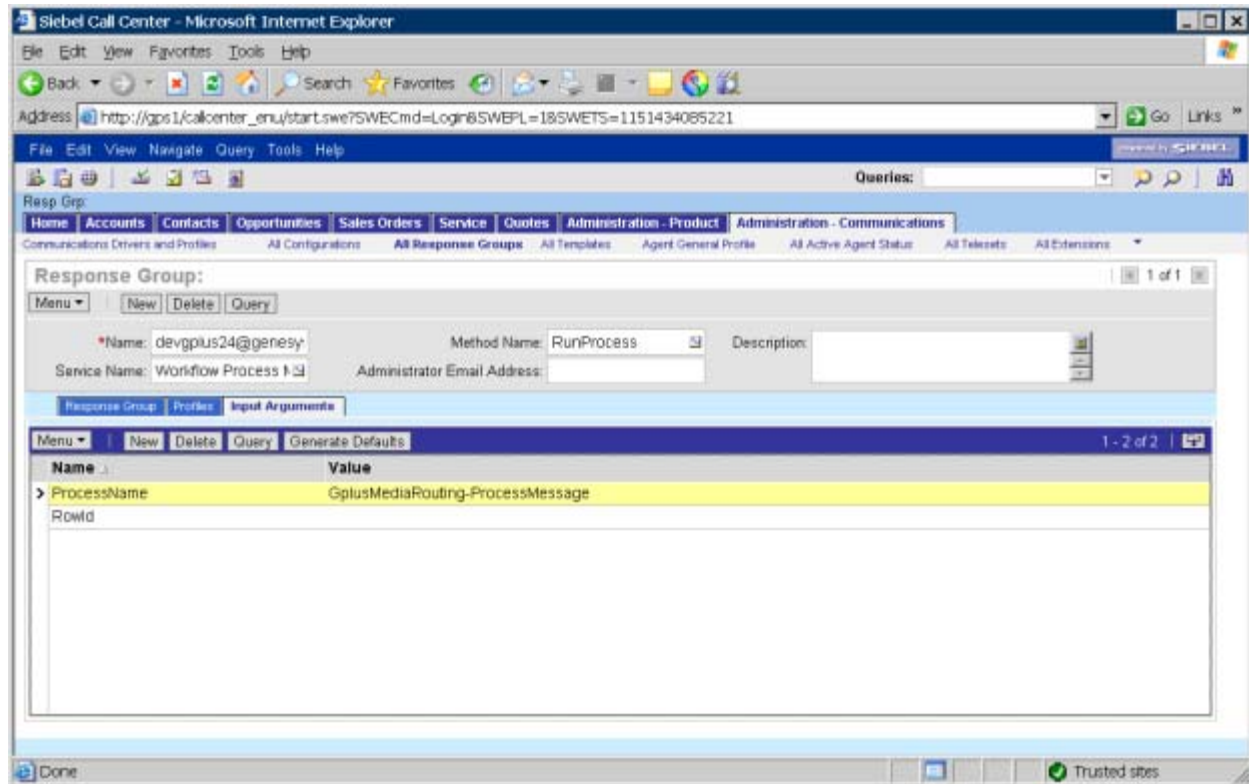


Figure 36: Input Arguments Editing

Updating and Deploying the Siebel Repository File

1. Start Siebel Tools.
2. Lock the Genesys Multimedia project and lock the GplusMediaRouting Project, if it already exists.
3. Import the GplusMediaRouting.sif archive file from `<Installation Directory>/OBJECTS/<Siebel Version>`. For this:
 - a. In Siebel Tools, select Tools > Import from Archive.
 - b. In the Select Archive to Import window, browse to `<Installation Directory>/OBJECTS/7.5` for Siebel Server version 7.5.3, to `<Installation Directory>/OBJECTS/7.7` for Siebel Server versions 7.7/7.8, to `<Installation Directory>/OBJECTS/8.0` for Siebel Server version 8.0, or to `<Installation Directory>/OBJECTS/8.1` for Siebel Server version 8.1.
 - c. Select the GplusMediaRouting.sif archive file.
 - d. Click Merge the object definition in the repository.
4. Compile the projects.

5. Set up business service query access for the `GplusMediaRoute` Business Service in the Siebel Server configuration, only for Siebel 7.7/7.8/8.0/8.1. The business service name has to be specified as the value for the Business Service Query Access List Server Component parameter.
 - a. Log in to the Siebel Server as Siebel administrator.
 - b. Navigate to Administration > Server Configuration > Enterprises.
 - c. On the Component Group tab, select the required component; for example: Siebel Financial Services.
 - d. Switch to the Parameters tab.
 - e. Navigate to the Business Service Query Access List record.
 - f. Add `GplusMediaRoute` to the end of the record value, separated by a comma.
 - g. Restart the Siebel Server to make the changes effective.
6. Deploy the SRF (Repository) file. For this:
 - a. Stop the Siebel Server.
 - b. Back up the original Siebel Repository File.
 - c. Copy the compiled repository file into the proper location (so that you can use it instead of the original Siebel Repository File).
 - d. Start the Siebel Server.

Note: The Adapter does not contain limitations for some of the Adapter's compiled components that will work only with the T eScript Engine (and not the ST eScript Engine). The default Siebel option is set to `Enable ST Script Engine = TRUE`, but for the Genesys component it should be set to `Enable ST Script Engine = FALSE`.

Non-Realtime/Background E-Mail Routing for Siebel 7.7/7.8/8.0/8.1

Background processing allows you to apply more server processing power to e-mail. This is especially important when your site receives high volumes of e-mail. Non-realtime (background) mode e-mail processing allows the servers to process a high volume of inbound e-mails in the following way:

- Inbound mail messages are retrieved by the Siebel eMail handler.
- The Siebel SMTP/POP3 driver creates inbound e-mail into files.
- The Comm Inbound Receiver (CIR) will move these files into Siebel File Systems.
- The Comm Inbound Processor (CIP) then processes these files. Since CIP uses workflow to process the e-mail, you can set up multiple CIPs to process the volume of e-mail.

The native Siebel eMail Response application uses Siebel Universal Queue (UQ) to route e-mails and to generate the `@HandleNonRealtimeWorkItem` Siebel special event. In the Genesys-adapted Siebel eMail Response application, Genesys Universal Router (UR) functionality is used for e-mail routing, therefore `@HandleNonRealtimeWorkItem` is not generated.

The Media Routing Component uses workbins for background interactions. Genesys recommends using the same agent workbin for Siebel background e-mail as for Multimedia inbound e-mail. The mode of interaction processing is defined by a Genesys Router strategy, (for example, background interaction should be placed into agent workbin, but real-time interactions should be placed into inbound queue). By default, The Media Routing Component uses different media types to instruct the Genesys Universal Router on how to process the e-mail call on the agent side. Refer to the provided strategy sample in the installation directory `OBJECTS\GplusMediaRoutingSample.zcf` file.

The `SiebelEmail` media type is used for real-time processing mode, and `BackgroundEmail` media type is used for nonreal-time processing mode. Media type is set as an input argument of the `GplusMediaRoute` business service in the `GplusMediaRouting-ProcessMessage` business process. You may add an attribute's value in an interaction's attached data as the indicator of the processing mode to be applied to an interaction, and update a strategy to check this attribute's value.

Non-realtime (background) mode may be used for routing any Siebel work items. The mode of processing is defined by the strategy used, the same as for Siebel eMail.

Pulling/Stopping Siebel eMail Interactions

To use pulling/stopping functionality provided in the Media Routing Component, customer customization is required, as the component does not provide a user interface for this functionality.

Pulling functionality is implemented by the communication commands `PullbyInteractionIdMR` and `PullbyThirdPartyIdMR`. To enable pulling functionality for an agent, you must allow an agent to invoke the `PullbyInteractionIdMR` or `PullbyThirdPartyIdMR` communication command.

To enable stopping functionality for an agent, you must allow an agent to invoke the `StopbyInteractionIdMR` or `StopbyThirdPartyIdMR` communication command.

You may add a button into one of the activity applets to invoke the command, or you may add a toolbar button, or just set the `Hidden` parameter of the command to `True`. The agent should locate an appropriate Siebel record and invoke a command.

The command `PullbyInteractionIdMR` uses the data parameter `InteractionId`, which is the field name to store the Genesys interaction ID, and invokes a `OpenMediaPullInteractionById` multimedia driver device command.

The command `PullbyThirdPartyIdMR` uses the data parameter `ThirdPartyId`, which is the field name to store the Siebel record ID, and invokes the business service method `GplusMediaRoute.PullInteraction`.

The command `StopbyInteractionIdMR` uses the data parameter `InteractionId`, which is the field name to store the Genesys interaction ID, and invokes the business service method `GplusMediaRoute.StopWorkItem`.

The command `StopbyThirdPartyIdMR` uses the data parameter `ThirdPartyId`, which is the field name to store the Siebel record ID, and invokes the business service method `GplusMediaRoute.StopWorkItem`.

For additional information, please refer to the “Media Routing Component Customization” section of the *Gplus Adapter 7.5 for Siebel CRM Developer’s Guide*.

Driver and Configuration Parameters

For a complete list of Driver Parameters that the Media Routing Component uses, please refer to the Driver Parameters described in [Chapter 7](#), “Configuration and Installation of the Multimedia Component”.

[Table 34](#) below contains the parameter *specific* to the Media Routing Component.

Table 34: Media Routing Driver Parameters

Parameter Name	Default Value	Required	Comment
MediaRoutingDoneQueue	__STOP__	Yes	MCR Queue where third-party interactions (such as Siebel eMails) will be placed after completion (Send, Cancel buttons for Siebel eMail). __STOP__ means that processing of the interaction will be stopped completely. If post processing for completed third-party items is needed, this value should be changed to the post processing queue where the post processing strategy is running.
MediaRoutingDefaultQueue	(E-mails for agent processing)	Yes	MCR Queue where third-party interactions (such as Siebel eMails) will be placed for processing

Device Commands and Events

The Media Routing Component uses the same driver as the Multimedia Component, so device commands and events are the same as for the Multimedia Component. For a list of device commands and events, please refer to Chapter 7, “Configuration and Installation of the Multimedia Component,” on [page 331](#).

Configuring the Media Routing Component for Routing Siebel Work Items

The Media Routing Component for Siebel can be used for routing any type of Siebel work item by means of Genesys Multimedia, both in real-time and in background mode. The Media Routing Component provides basic functionality for workitem routing, but does not provide a graphical user interface (GUI) out-of-the-box. Customization is required to create this functionality.

To configure the Media Routing Component for this, do the following:

In the Genesys environment:

1. Create a new custom media type, making sure to use different media types for different Siebel work item types. To try provided samples, create `ServiceRequest` and `ServiceOrder` media types.
2. Add the newly-created media types to agent capacity rules.
3. Configure the Genesys routing strategy for routing the newly-created media type interactions. (Please see the file `OBJECTS\GplusMediaRoutingSample.zcf` as a sample strategy in the installation directory.)

In the Siebel environment:

1. Add the newly-created media types into the `Driver.Channel String`.
2. Create `Ready` and `NotReady` commands for newly-created media types. A sample of this command is provided in the file `OBJECTS/GenComm_universal.def` in the installation directory. At the end of this file, look for `ReadyForSiebelSRGroup` and `NotReadyForSiebelSR` commands.
3. Add the new commands into the proper group commands. To try the provided samples, add the `ReadyForSiebelSRGroup` command into the `ReadyGroup` command group, and the `NotReadyForSiebelSR` command into the `NotReadyGroup` command group.
4. Create an Event Handler for the `OpenMediaAccepted` event for each of the newly-created media types (please refer to the sample event handler `OpenMediaAcceptedSR`). Set the proper `Filter` and `Event Response`.
5. Create an Event Handler for the `OpenMediaSelected` event for each of the custom media types (please refer to the sample event handlers `OpenMediaSelectedSR` and `OpenMediaSelectedOrder`). Set the proper `FilterSpec` and `Event Response`. In `Event Response` you should set a Siebel view which should be used for editing a routed work item as a `SingleView` parameter. You should set the `QuerySpec` parameter to the value `FieldName='{ThirdPartyId}'`, where `FieldName` is the ID field for a Siebel

work item. Please refer to the sample event responses `OpenMediaSelectedSR` and `OpenMediaSelectedSO` (at the end of the file `OBJECTS/GenComm_universal.def`).

6. Create Event Handlers for the `OnOpenMediaPulledSR` and `OpenMediaAccepted` events for each of the custom media types. Set the proper `Filter`, `MediaType`, and `Event Response`. Please refer to the sample event handlers `OnOpenMediaPulledSR` and `OpenMediaAcceptedSR`.
7. Create commands to send a route request. Set the proper command parameters. The `ServiceParam.ThirdPartyId` parameter should be set to the ID field for a Siebel work item, and should be the same field as in a proper event handler. You may also send a route request from a workflow by calling a route method of a `GplusMediaRoute` business service. For more information please refer to the “Media Routing Component Customization” section of the *Gplus Adapter 7.5 for Siebel CRM Developer’s Guide*.

See the sample `SendRouteSR` command to route Siebel Service Requests in real-time mode, and see the sample `SendRouteSO` command to route Service Orders in background mode (at the end of the file `OBJECTS/GenComm_universal.def`).
8. Configure the `MarkWorkItemDone` command to support your media types, such as adding the newly-created media types into the `FilterMediaType` parameter. This parameter contains a list of media types separated by commas. For a `ServiceOrder` media type you may use a `MarkDoneSO` command. For a `ServiceRequest` media type you may use a `MarkDoneSR` command, or you may create your own `MarkDone` command. As an alternative method, you may customize a button on a workitem view or add a custom button on a communication toolbar to invoke a `MarkDone` command. For more information please refer to the *Gplus Adapter 7.5 for Siebel CRM Developer’s Guide*.
9. Make sure that agents have enough responsibilities to have access to proper views. For the provided samples, the agent should have access to the following views: `Service Request Detail`, `Personal Service Request List`, `Service Order-Browse Catalog`, `Order Entry - Line Items`, `Order Entry - My Orders`.

Note: The provided samples show how to route Siebel Service Requests in real-time mode and how to route Service Orders in background mode. Samples use the `ServiceRequest` media type for Siebel Service Requests and the `ServiceOrder` media type for Service Orders. To try the samples, please remove the comment marks in the file `OBJECTS/GenComm_universal.def` before an import of a configuration, and perform the above-mentioned actions.

To try the Service Requests commands, please open the `All Service Request List` view and then invoke a command from this view. To try Service Orders commands please open the `Order Entry - All Orders` view and then invoke a command from this view.

If you are going to use the pulling/stopping functionality for Siebel work items as for Siebel eMail Routing, you should provide a record field to store the Genesys interaction ID, as it is required to support a relation between Siebel work item records and Genesys interactions.

If a work item is represented in the Siebel database as an activity record, you may use a `Call Id` field, as done for Siebel eMail. For more information please refer to the “Media Routing Component Customization” section of the *Gplus Adapter 7.5 for Siebel CRM Developer’s Guide*.



Chapter

9

Uninstallation Instructions

This chapter provides uninstallation instructions for the *Gplus* Adapter 7.5 for Siebel CRM.

This chapter includes the following sections:

- [Overview, page 393](#)
- [Uninstalling the Gplus Communication Server for Siebel CRM, page 394](#)
- [Uninstalling the Configuration Synchronization Component, page 395](#)
- [Uninstalling the Campaign Synchronization Component, page 401](#)
- [Uninstalling the Voice Component, page 408](#)
- [Uninstalling the Gplus UCS Gateway for Siebel CRM, page 427](#)
- [Uninstalling the Media Routing Component, page 427](#)
- [Uninstalling the Multimedia Component, page 429](#)

Overview

This chapter describes how to uninstall the *Gplus* Adapter 7.5 for Siebel CRM. The Adapter must be uninstalled one component at a time. To uninstall a component, refer to the corresponding section in this chapter.

Uninstallation is typically performed for the following reasons:

- You do not want to use one or more of the Adapter's components.
- You want to upgrade to a new (more current) release of the *Gplus* Adapter, which may require uninstallation of the existing release.

Note: Some *Gplus* Adapter 7.5 for Siebel CRM components share common files. Therefore, uninstalling one component may delete a file or files necessary for a remaining component. This problem can be resolved in the following way: After you uninstall a component, you can reinstall the Adapter for the remaining component.

Uninstalling the *Gplus* Communication Server for Siebel CRM

The process of uninstalling the *Gplus* Communication Server for Siebel CRM consists of two steps:

- Remove files installed by the *Gplus* Communication Server for Siebel CRM in the installation directory.
- Remove files installed in the Siebel Server directory. This step is necessary when the Siebel Server runs on a Unix platform, or when the Siebel Server and the *Gplus* Communication Server are installed on different hosts.

Removing Files Installed by the *Gplus* Communication Server for Siebel CRM

Follow the instructions below based on your environment.

For Windows Customers

- Complete the uninstallation program for the Communication Server Component by using Add/Remove Programs in the Control Panel on the host where you installed the component.

For UNIX Customers

1. Delete the Communication Server Component's files by removing the directory that was used as the destination directory during installation.
2. You will also need to remove `libGenCommDrv.so` from the Siebel Server directory.

Removing Files from the Siebel Server Directory

Follow the instructions below based on your environment.

For Windows Customers

- Remove `GenCommDrv.ini` and `GenCommDrv.dll` from the Siebel Server's BIN directory.

For UNIX Customers

- Remove `GenCommDrv.ini` and `libGenCommDrv.so` from the Siebel Server's Lib directory.

Uninstalling the Configuration Synchronization Component

This section describes how to uninstall the *Gplus* Adapter 7.5 for Siebel CRM Configuration Synchronization Component.

Uninstalling the Configuration Synchronization Component involves these major tasks:

1. Changing Siebel Configuration
2. Changing Genesys Configuration
3. Uninstallation

Changing the Siebel Configuration

This section describes how to change the Siebel configuration in order to uninstall the Component.

Prestart Information

Before starting this part of the configuration process you must have the Siebel Tools application running.

You should be connected to the local copy of the Siebel Server database and have sufficient privileges to modify the Siebel Server Repository.

Changing Run Time Events

To delete the Run Time Events required by the Configuration Synchronization Component, you have to run the `UninstallRunTimeEvents` method of the Genesys Config Synchronization Siebel Business Service once using the Siebel Business Service Simulator applet.

To run the method:

1. Navigate through the Site Map to `Business Service Administration > Business Service Simulator`.
2. In the Service Methods applet, create a new record.
3. Specify the following parameters for the new record:
 - Service Name: Genesys Config Synchronization
 - Method Name: `UninstallRunTimeEvents`
4. Click the Run button.

After running the method, you should navigate in the Siebel client to `Runtime Events Administration > Events (Administration · Runtime Events > Events in Siebel 7.7/7.8/8.0/8.1)`, and select the system menu item `Reload Personalization (Reload Runtime Events in Siebel 7.7/7.8/8.0/8.1)`.

Deleting EAI Transport Data Handling Subsystems and Connection Subsystems

Delete the following EAI Transport Data Handling and Connection Subsystems, which were created in your Siebel environment during deployment (listed here by their Alias):

- GplusConfSynchExportAllData
- GplusConfSyncConnectionPrimary
- GplusConfSyncConnectionBackup

Use the Siebel Server Manager (srvmgr) utility to delete these subsystems. Specifically, use the “Delete named subsystem” command. For information about using Siebel Server Manager, see the Siebel documentation.

Changing the Siebel Configuration Using Siebel Tools

Use Siebel Tools to compile an updated release of the Siebel Repository File for one or more of the Siebel applications you use on your Siebel Server, then deploy the updated version on the server. Instructions follow. For detailed information about using Siebel Tools, see the Siebel documentation.

Checking Out Existing Projects

Make sure that the following projects are checked out from the Siebel Repository:

- Genesys Configuration Synchronization
- Personalization

If some of these projects are not checked out:

1. In Siebel Tools, select **Tools > Check Out...**.
The Check Out dialog box displays.
2. In the Projects list, select the projects to be checked out.
3. Click **Check Out**.

Changing the Personalization Action Set Business Component

To delete modifications that were made to the Personalization Action Set Business Component during deployment:

1. From the Object Explorer, select the Business Component folder and navigate to the Personalization Action Set Business Component.
2. Using the Types tab of the Object Explorer, select the Field folder under the Business Component folder.
The Fields window displays.
3. Select the Action Set ID field.
4. Right-click the selected record.
5. Select Delete Record from the drop-down menu.
6. When prompted, “Are you sure you want to delete the current record?” click Yes to delete the record.
7. Select the Actions field.
8. Right-click the selected record.
9. Select Delete Record from the drop-down menu.
10. When prompted, “Are you sure you want to delete the current record?” click Yes to delete the record.
11. Using the Types tab of the Object Explorer, select the Multi Value Field folder under the Business Component folder.
12. The Multi Value Fields window displays.
13. Make sure the Actions field is deleted.

Deleting Objects from the Genesys Configuration Synchronization Project

You must delete multiple objects from the Genesys Configuration Synchronization project. These objects are listed in Table 35, “Objects in the Genesys Configuration Synchronization Project,” on [page 398](#).

To delete objects from the Genesys Config project:

1. In Siebel Tools, in the Project field of the Object Explorer, select All Projects.
2. From the Object Explorer, select the Business Component folder.
The Business Components window displays.
3. Select the next object listed in [Table 35](#). Start with the first, the Genesys CommSrv CM Agents / ACD Queues Business Component.
4. Right-click the selected record.
5. Select Delete Record from the drop-down menu.

6. When prompted, “Are you sure you want to delete the current record?” click **Yes** to delete the record.
7. Repeat Steps 2 through 6 for each of the Siebel Repository elements referenced in [Table 35](#).

Table 35: Objects in the Genesys Configuration Synchronization Project

Type	Name
Business Component	Genesys CommSrv CM Agents / ACD Queues
Business Component	Genesys CommSrv CM Agents /Adapter Profiles / Adapters
Business Component	Genesys CommSrv CM Agents / Telesets
Business Component	Genesys Profiles / Organizations
Business Component	Genesys Users / Organizations
Business Object	Genesys CommSrv CM Administration
Business Object	Genesys Users / Organizations
Business Service	Genesys Config Synchronization
Integration Object	Genesys Agent
Link	Genesys Users / Organizations/Employee Skill

Compiling the Siebel Repository File

To compile the Siebel Repository File:

1. In Siebel Tools, select **Tools > Compile Projects...**
2. Select **Locked projects**.
3. In the **Siebel Repository File** edit box, enter the name of the Repository File.
4. Click **Compile**.

The status bar at the bottom of the Object Compiler window indicates when the compilation is finished.

5. When the compilation is finished, close Siebel Tools.

Note: It is possible for `siebel_assert_XXX.txt` file(s) to be generated by the Siebel environment after compiling the Siebel Repository File.

Changing the Siebel Server Configuration

Complete the procedures in this section to delete the Component implementation from the Siebel Server.

Updating Configuration Files

Update the `eai.cfg` file in the Siebel Server installation. To update this file, open it and delete the following lines from the [HTTP Services] section:

```
GplusConfSynchExportAllData = GplusConfSynchExportAllData
```

Deploying the Siebel Repository File

You need to deploy the compiled Siebel Repository File on your Siebel Server. Additionally, you may have to generate and deploy browser scripts for the new Repository File.

For further information on deploying an updated Repository File to the Siebel Server, refer to the Siebel documentation.

Note: This completes the changes to the Siebel configuration. Now you are ready to change the Genesys configuration.

Changing the Genesys Configuration

This section describes how to change the Genesys configuration in order to uninstall the Component.

Prestart Information

Before starting the configuration process you should have the following Genesys Framework applications running:

- Configuration Database
- Configuration Server
- Configuration Manager

As a Configuration Manager user, you should have sufficient privileges to make changes to Configuration Layer objects.

Deleting the Application Object

To delete the Application object that was used for the Component:

1. In Configuration Manager, right-click the Application object.
2. Click **Delete** from the drop-down menu.
3. Click **Yes** to delete the Application object.

Deleting the Application Template

To delete the Application Template:

1. In Configuration Manager, right-click the Application Template. Depending on the version you are using, the default name for the Template is:
`Gplus_SiebelCRM_Config_Synch_750_for_CL_70.apd`
or
`Gplus_SiebelCRM_Config_Synch_750_for_CL_71_and_higher.apd`
2. Click **Delete** from the drop-down menu.
3. Click **Yes** to delete the Application Template.

Deleting the Person Object

To delete the Person object:

1. In Configuration Manager, right-click the Person object. The default user name for the object is:
`siebel7gplus.`
2. Click **Delete** from the drop-down menu.
3. Click **Yes** to delete the Person object.

This completes the changes you need to make to the Genesys configuration.

Uninstallation

Select one of the following sections depending on your environment.

For Windows Customers

Complete the uninstallation program for the Component by using the **Add/Remove Programs** in the **Control Panel** on the host where you installed the Component.

For UNIX Customers

Delete the Component's files by removing the directory that was used as the destination directory during installation.

You have deleted the *Gplus* Adapter 7.5 for Siebel CRM Configuration Synchronization Component from your environment.

Note: If you re-install this component, note that this component was renamed in Release 7.0 of the *Gplus* Adapter for Siebel CRM; it is called the "Configuration Synchronization Component".

Uninstalling the Campaign Synchronization Component

The process of uninstalling the Campaign Synchronization Component (known as the Outbound Server component prior to release 7.0) includes three general procedures:

1. Changing Genesys Configuration
2. Changing Siebel Configuration
3. Uninstallation

Changing the Genesys Configuration

This section describes how to change the Genesys configuration in order to uninstall the Component.

Prestart Information

Before starting the configuration process you should have the following Genesys Framework applications running:

- Configuration Database
- Configuration Server
- Configuration Manager

As a Configuration Manager user, you should have sufficient privileges to make changes to Configuration Layer objects.

Deleting the Application Object

To delete the Application object that was used for the Component:

1. In Configuration Manager, right-click the Application object.
2. Select **Delete**.
The Delete dialog box displays.
3. Click **Yes** to delete the Application object.

Deleting the Application Template

To delete the Application Template:

1. In Configuration Manager, right-click the Application Template. The default name for the Template is either
`Gplus_SiebelCRM_Camp_Synch_750_for_CL_70.apd`
or
`Gplus_SiebelCRM_Camp_Synch_750_for_CL_71_and_higher.apd`

2. Select **Delete**.
The Delete dialog box displays.
3. Click **Yes** to delete the Application Template.

Deleting the Person Object

To delete the Person object:

1. In Configuration Manager, right-click the Person object. The default user name for the object is `siebel7plus`.
2. Select **Delete**.
The Delete dialog box displays.
3. Click **Yes** to delete the Person object.

This completes the changes you need to make to the Genesys configuration. Now you are ready to change the Siebel configuration.

Changing the Siebel Configuration

This section describes how to change the Siebel configuration in order to uninstall the Component.

Prestart Information

Before starting this part of the configuration process, you must have the Siebel Tools application running.

You should be connected to the local copy of the Siebel Server database and have sufficient privileges to modify the Siebel Server Repository.

Changing Run Time Events

To delete Run Time Events required by the Campaign Synchronization Component, you have to run the `UninstallRunTimeEvents` method of the Genesys Campaign Synchronization Siebel Business Service once using the Siebel Business Service Simulator applet.

To run the method:

1. Navigate through the Site Map to **Business Service Administration > Business Service Simulator**.
2. In the Service Methods applet, create a new record.
3. Specify the following parameters for the new record:
 - Service Name: `Genesys Campaign Synchronization`
 - Method Name: `UninstallRunTimeEvents`
4. Click the Run button.

After running the method, you should navigate in Siebel client to Runtime Events Administration > Events (Administration · Runtime Events > Events in Siebel 7.7/7.8/8.0/8.1), and select Reload Personalization (Reload Runtime Events in Siebel 7.7/7.8/8.0/8.1) system menu item.

Changing the Siebel Configuration Using Siebel Tools

You will use Siebel Tools to compile an updated release of the Siebel Repository File for one or more of the Siebel applications you use on your Siebel Server, which you will then deploy on the server. For information about using Siebel Tools, see Siebel documentation.

Checking Out Existing Projects

Make sure that the following projects are checked out from the Siebel Repository:

- Campaign
- Genesys Campaign Synchronization
- Personalization

If some of these projects are not checked out:

1. In Siebel Tools, select Tools > Check Out...
The Check Out dialog box displays.
2. In the Projects list, select the projects to be checked out.
3. Click Check Out.

Deleting Objects from Projects

To delete objects from projects:

1. In Siebel Tools, in the Project field of the Object Explorer, select All Projects.
2. From the Object Explorer, select the Business Component folder.
The Business Components window displays.
3. Select the Genesys Campaign List Business Component.
4. Right-click the selected record.
5. Select Delete Record from the drop-down menu.
6. When prompted, “Are you sure you want to delete the current record?” click Yes to delete the record.
7. Repeat [Steps 2 – 6](#) for all Siebel Repository elements referenced in [Table 36](#).

Table 36: Objects in the Genesys Campaign Synchronization Project

Type	Name
Business Component	Genesys Campaign List
Business Component	Genesys Queue Item
Business Component	Genesys Synch Summary
Business Component	Genesys Campaign Members
Business Object	Genesys Campaign Default List
Business Object	Genesys Campaign List
Business Object	Genesys Campaign List Contact
Business Object	Genesys Queue
Business Object	Genesys Synch Summary
Business Object	Genesys Campaign Members
Business Service	Genesys Campaign Synchronization
Integration Object	Genesys — Campaign List Contact
Link	Campaign List Contact / Campaign
Link	Campaign List Contact / Campaign Lists
Link (for Siebel 7.5.3)	Campaign/Campaign List Contact (Genesys Campaign Default List)
Link	Genesys Campaign List / Campaign
Link	Genesys Campaign List / Campaign List Contact
Link	Genesys Campaign List / Campaign Lists
Link	Genesys Queue / Genesys Queue Item
Link	Genesys Queue / Genesys Queue Item. Sequence Number (Sequence)
Table	CX_GEN_QUEUE_ITM
Table	CX_GEN_SYN_SUM

Changing the Campaign Business Component (Siebel 7.5.3)

To delete modifications that were made to the Campaign Business Component during deployment:

1. In Siebel Tools, in the Project field of the Object Explorer, select Campaign.
2. From the Object Explorer, select the Business Component folder.
The Business Components window displays.
3. Select the Campaign Business Component.
4. Using the Types tab of the Object Explorer, select the Field folder under the Business Component folder.
The Fields window displays.
5. Select the Created By Name field.
6. Right-click the selected record.
7. Select Delete Record from the drop-down menu.
8. When prompted, “Are you sure you want to delete the current record?” click Yes to delete the record.
9. Select the Join folder under the Business Component folder.
The Joins window displays.
10. Select the S_USER record.
11. Right-click the selected record.
12. Select Delete Record from the drop-down menu.
13. When prompted, “Are you sure you want to delete the current record?” click Yes to delete the record.

Components are referenced in [Table 37](#).

Table 37: Elements to Delete from the Campaign Business Component (Siebel 7.5.3)

Type	Name
Field	Created By Name
Join	S_USER

Changing the Campaign List Contact Business Component

To delete modifications that were made to the Campaign List Contact Business Component during deployment:

1. In Siebel Tools, in the Project field of the Object Explorer, select Campaign.
2. From the Object Explorer, select the Business Component folder.
The Business Components window displays.
3. Select the Campaign List Contact Business Component.
4. Using the Types tab of the Object Explorer, select the Field folder under the Business Component folder.
The Fields window displays.
5. Select the Primary Call List Id field.
6. Right-click the selected record.
7. Select Delete Record from the drop-down menu.
8. When prompted, “Are you sure you want to delete the current record?” click Yes to delete the record.
9. Repeat Steps 4–8 for all elements of the Campaign List Contact Business Component referenced in [Table 38](#).

Table 38: Elements to Delete from the Campaign List Contact Business Component

Type	Name
Field	Primary Call List Id
Field	Time Zone Id
Field	Time Zone Name
Join	S_TIMEZONE

Compiling the Siebel Repository File

To compile the Siebel Repository File:

1. In Siebel Tools, select Tools > Compile Projects...
2. Select Locked projects.
3. In the Siebel Repository File edit box, enter the name of the Repository File.
4. Click Compile.
The status bar at the bottom of the Object Compiler window indicates when the compilation is finished.
5. When the compilation is finished, close Siebel Tools.

Note: It is possible for `siebel_assert_xxx.txt` file(s) to be generated by the Siebel environment after compiling the Siebel Repository File.

Changing the Siebel Server Configuration

Complete the steps described in this section to delete the Component implementation from the Siebel Server.

Deploying the Siebel Repository File

You need to deploy the compiled Siebel Repository File on your Siebel Server. Additionally, you may need to generate and deploy browser scripts for the new Repository File.

For further information on deploying an updated Repository File to the Siebel Server, refer to Siebel documentation.

Deleting EAI Transport Data Handling Subsystems and Connection Subsystems

Delete the following EAI Transport Data Handling and Connection Subsystems, which were created in your Siebel environment during deployment (listed here by their Alias):

- `GplusCampSynchDispatch`
- `GplusCampSyncConnectionPrimary`
- `GplusCampSyncConnectionBackup`

Use the Siebel Server Manager (`srvrmgr`) utility to delete these subsystems. Specifically, use the “Delete named subsystem” command. For information about using Siebel Server Manager, see the Siebel documentation.

Updating Configuration Files

Update the `eai.cfg` file in the Siebel Server installation. To update this file, open it and delete the following lines from the [HTTP Services] section:

```
GplusCampSynch = GplusCampSynchDispatch.
```

Deleting Genesys Tables from Siebel Server Database

Deleting Genesys tables from the Siebel repository does not delete them from the Siebel database. You have to delete them manually. The Genesys Campaign Synchronization project contains two tables: `CX_GEN_QUEUE_ITM`, and `CX_GEN_SYN_SUM`. You can use any affordable database tool (such as Microsoft SQL Enterprise Manager, Oracle Enterprise Manager, and so on) to drop these tables.

Uninstallation

Select one of the following topics depending on your environment.

For Windows Customers

Complete the uninstallation program for the Component by using the Add/Remove Programs in the Control Panel on the host where you installed the Component.

For UNIX Customers

Delete the Component's files by removing the directory that was used as the destination directory during installation.

You have deleted the *Gplus* Adapter 7.5 for Siebel CRM Campaign Synchronization Component from your environment.

Uninstalling the Voice Component

This section describes how to uninstall the *Gplus* Voice Adapter for Siebel CRM. Since there is a separate *.sif* file for each Voice feature, information about individual features is inserted into the general discussion.

This section describes one uninstallation scenario: a full uninstallation of the Voice Component.

As in any installation or uninstallation procedure, back up all files and configuration before starting.

Note: Before proceeding with Step 4 of uninstallation of the Voice Component, stop the *Gplus* Communication Server.

Uninstallation involves four processes:

1. Removing *Gplus* Adapter Specific Values and Settings from Siebel
You use the Siebel administration application to complete the related tasks.
2. Removing drivers and configurations from the Siebel application.
3. Removing *Gplus* Adapter objects from the Siebel application using Siebel Tools and compiling a new *.srf* file.

Note: Basic Voice Siebel objects from the *GenComm.sif* file may be shared among other Voice components, so these should be removed only as the last step of a full uninstallation of the *Gplus* Voice Adapter.

4. Removing Files Installed by the *Gplus* Adapter Installation.

Step-by-step instructions for completing each process are provided below.

Environment

The following environment is required in order to complete the uninstallation process:

- Siebel CRM Server platform with the *Gplus* Adapter 7.5 for Siebel CRM installed and deployed
- Siebel Tools
- Administrator rights for accessing the Siebel application
- Administrator privileges when logging into the operating system

Removing *Gplus* Adapter Specific Values and Settings from Siebel

For the Voice features, remove Values of the following types from the List of Values:

Basic Voice

- AGENT_WORK_MODE
- REASON_CODE

Expert Contact

- GENESYS_CALL_STATUS
- GENESYS_LOCATION

Outbound Campaign

- GENESYS_CALL_RESULT
- GENESYS_TREATMENT_TYPE
- GENESYS_CALLBACK_TYPE

Voice Callback

- GENESYS_ROUTING_POINT

Before you remove these values, read “Configuring the Siebel Call Center Application” on [page 147](#).

Removing Drivers and Configurations from Siebel

This step is optional. To remove drivers and configurations from the Siebel application follow this procedure:

1. Log into Siebel as an Administrator.
2. In the Siebel Site Map, navigate to Communications Drivers and Profiles.

- For Siebel 7.7/7.8/8.0/8.1, select Site Map > Administration - Communications> Communications Drivers and Profiles.
 - For earlier versions of Siebel, select Site Map > Communications Administration > Communications Drivers and Profiles.
3. Navigate to the *Gplus* driver record and delete it.
 4. In the Siebel Site Map, navigate to All Configurations.
 - For Siebel 7.7/7.8/8.0/8.1, select Site Map > Administration - Communications> All Configurations.
 - For earlier versions of Siebel, select Site Map > Communications Administration > All Configurations.
 5. Navigate to any unused Profiles associated with the *Gplus* driver and delete them.

Removing Siebel Components and Objects from Siebel

These elements of the configurations will be affected during the uninstallation process:

Basic Voice

Refer also to the `GenComm.sif` file for details.

Bitmap Category HTML Command Icons

- Bitmap

Business Service Genesys Voice

- Business Service Server Scripts

Command

- “HTML Comm *”

Toolbar Communication

- Toolbar Items

Expert Contact

Refer also to the `GenComm_ECS.sif` file for details.

Command

- HTML Comm *KW*

Toolbar Communication

- Toolbar Items

Universal Callback

Refer also to the `GenComm_VCB.sif` file for details.

Contact Activity List Applet

- Server script
- Applet Web Template
- Control

Business Component Action

- BusComp Server Scripts
- Field

Business Component Contact

- BusComp Server Scripts
- Field

Pick List

- PickList Genesys Call Result
- PickList Genesys Rout Point

Command

- HTML Comm VoiceCallback*

Toolbar Communication

- Toolbar Items

Table S_EVT_ACT_X

- Fields

Outbound Campaign

Refer also to the `GenComm_OCS.sif` file for details.

Campaign Contact/Prospect Form Applet

- Server script
- Applet Web Template
- Control

Persistent Customer Dashboard Applet

- Control

Business Component Campaign List Contact

- BusComp Server Scripts
- Field
- Single Value Field

Business Service Persistent Customer Dashboard

- Business Service User Prop

Command

- “HTML Comm *OB*”

Pick List

- PickList Genesys Call Result

Toolbar Communication

- Toolbar Items

Toolbar Dashboard

Making the Changes with Siebel Tools

If the components/objects above are already checked out and reside in the local database, you will need to lock each one. See the topic, “Updating the Siebel Repository File” on [page 136](#) for instructions on how to check out and lock projects, if it is necessary.

1. In Siebel Tools, on the Object Explorer tab, navigate to Project.
2. In the Projects list, lock the projects as selected from [Table 39](#).

Table 39: Projects for All Supported Siebel Versions - Common for all Components and Feature-Specific

Feature	Archive File	Common Projects (for all components)	Feature-Specific Projects
Basic Voice	GenComm.sif	<ul style="list-style-type: none"> • Command • Communication • Communication Administration • Persistent Customer Dashboard 	None
Expert Contact	GenComm_ECS.sif		None
Outbound Campaign	GenComm_OCS.sif		<ul style="list-style-type: none"> • Campaign
Universal Callback	GenComm_VCB		<ul style="list-style-type: none"> • Activity • Contact • Contact (SSE) • Table Activity • Genesys Voice • <Project related to an application on which the Adapter is deployed with the Universal Callback feature >*

* This project is locked when deploying the Universal Callback feature as described in “Procedures for Siebel Repository File Preparation” on [page 139](#). This is the project related to an application on which the Adapter is deployed.

For example: Siebel Universal Agent (for Siebel version 7.5.3) or Siebel Financial Services (for Siebel versions 7.7/7.8/8.0/8.1).

The installation package for the *Gplus* Adapter 7.5 for Siebel CRM Voice Component contains Toolbar buttons, command descriptions, and bitmap images for Genesys Chat, Genesys E-mail, and Siebel eMail Components. Only elements related to uninstalling components should be deleted. Delete all elements for a full uninstallation. See the instructions under “Toolbar Communication” on [page 423](#), “Command” on [page 417](#) and “Bitmap Category HTML Command Icons” on [page 413](#) for distribution of elements between components.

Bitmap Category HTML Command Icons

To remove *Gplus* customizations, do the following:

1. From the Object Explorer, go to Bitmap Category objects.
2. In the Bitmap Categories window, select the Bitmap Category HTML Command Icons.
3. Process the following actions for the Bitmap records.

Bitmap

1. From the Object Explorer, expand Bitmap Category > Bitmap object.
2. Delete the following records in the Bitmaps window:
 - a. Basic Voice Feature
 - Comm Do Not Disturb
 - Comm Do Not Disturb On
 - Comm Ready
 - Comm Ready Disabled
 - b. Expert Contact Feature
 - Comm Accept Callback Enabled
 - Comm Accept Callback Disabled
 - Comm Reject Callback Enabled
 - Comm Reject Callback Disabled
 - c. Outbound Campaign Feature
 - Comm OB Add Disabled
 - Comm OB Add Enabled
 - Comm OB Cancel Disabled
 - Comm OB Cancel Enabled
 - Comm OB Chained Record Disable
 - Comm OB Chained Record Enabled
 - Comm OB Do Not Call
 - Comm OB Do Not Call Disabled

- Comm OB Get Preview Record
- Comm OB Get Preview Record Dis
- Comm OB Record Disabled
- Comm OB Record Enabled
- Comm OB Record Processed Dis
- Comm OB Record Processed Ena
- Comm OB Record Reject Disabled
- Comm OB Record Reject Enabled
- Comm OB Schedule Disabled
- Comm OB Schedule Enabled
- Comm OB Start Preview Disabled
- Comm OB Start Preview Enabled
- Comm OB Stop Preview Disabled
- Comm OB Stop Preview Enabled
- Comm OB Update Disabled
- Comm OB Update Enabled
- d. Web Callback Feature
 - Comm Accept Callback Disabled
 - Comm Accept Callback Enabled
 - Comm Callback Done Disabled
 - Comm Callback Done Enabled
 - Comm Initiate Callback Dis
 - Comm Initiate Callback Enabled
 - Comm Reject Callback Disabled
 - Comm Reject Callback Enabled
- e. Voice Callback Feature
 - Comm Callback Done Disabled*
 - Comm OB Cancel Enabled*
 - Comm OB Cancel Disabled*
 - Comm OB Add Enabled*
 - Comm OB Add Disabled*
 - Comm OB Record Processed Ena*
 - Comm OB Record Processed Dis*
 - Comm OB Record Enabled*
 - Comm OB Record Disabled*
 - Comm OB Get Preview Record*
 - Comm OB Get Preview Record Dis*
 - Comm OB Record Reject Enabled*
 - Comm OB Record Reject Disabled*
 - Comm OB Schedule Enabled*
 - Comm OB Schedule Disabled*

- Comm VCB Start Session Enabled
- Comm VCB Start Session Disable
- * - Shared with other configurations
- f. Genesys Chat Feature
 - Comm GChat Not Ready
 - Comm GChat Ready
- g. Genesys E-mail Feature
 - Comm GEmail Not Ready
 - Comm GEmail Ready

Command

To remove *Gplus* customizations for Command:

1. From the Object Explorer, go to the Command objects.
2. Delete the following records in the Commands window:
 - a. Basic Voice Feature
 - HTML Comm AcceptGVoice
 - HTML Comm Alternate Call
 - HTML Comm Cancel Monitoring
 - HTML Comm Delete From Conf
 - HTML Comm Do Not Disturb
 - HTML Comm InitiateGVoice
 - HTML Comm LoginToGVoice
 - HTML Comm LogoutFromGVoice
 - HTML Comm Monitor Next Call
 - HTML Comm NotReadyGVoice
 - HTML Comm Query Address
 - HTML Comm ReadyGVoice
 - HTML Comm Send DTMF
 - b. Outbound Campaign Feature
 - HTML Comm OB Add
 - HTML Comm OB Chain Request
 - HTML Comm OB Do Not Call
 - HTML Comm OB Preview Over
 - HTML Comm OB Preview Start
 - HTML Comm OB Record Cancel
 - HTML Comm OB Record Processed
 - HTML Comm OB Record Reject
 - HTML Comm OB Record Request
 - HTML Comm OB Record Reschedule
 - HTML Comm OB Scheduled Resched

- HTML Comm OB Update
- HTML Comm OB Request Logout
- c. Voice Callback Feature
 - HTML Comm VoiceCallBackCancel
 - HTML Comm VoiceCallbackAdd
 - HTML Comm VoiceCallbackDone
 - HTML Comm VoiceCallbackQuery
 - HTML Comm VoiceCallbackRecord
 - HTML Comm VoiceCallbackReject
 - HTML Comm VoiceCallbackResched
 - HTML Comm VoiceCallbackStart
- d. Genesys Chat Feature
 - HTML Comm AcceptGChat
 - HTML Comm LoginToGChat
 - HTML Comm LogoutFromGChat
 - HTML Comm NotReadyGChat
 - HTML Comm ReadyGChat
- e. Genesys E-mail Feature
 - HTML Comm AcceptGEmail
 - HTML Comm InitiateGEmail
 - HTML Comm LoginToGEmail
 - HTML Comm LogoutFromGEmail
 - HTML Comm NotReadyGEmail
 - HTML Comm ReadyGEmail
- f. Siebel eMail Feature
 - HTML Comm AcceptSEmail
 - HTML Comm InitiateSEmail
 - HTML Comm LoginToSEmail
 - HTML Comm LogoutFromSEmail
 - HTML Comm NotReadySEmail
 - HTML Comm ReadySEmail
- g. Universal Interaction Handling commands
 - HTML Comm AddInteraction
 - HTML Comm Cancel Interaction
 - HTML Comm Interaction Done
 - HTML Comm Reschedule Interact

Business Service Genesys Voice

To remove *Gplus* customizations for this Business Service:

1. From the Object Explorer, go to Business Service objects.

2. Select Business Service Genesys Voice from the list of Business Services.
3. Delete the record.

Expert Contact Feature

Command

1. From the Object Explorer, go to the Command objects.
2. Delete the following records in the Commands window:
 - HTML Comm AcceptKwInteraction
 - HTML Comm KwCallStatusResponse
 - HTML Comm KwOnCall
 - HTML Comm RejectKwInteraction

Toolbar Communication

Toolbar Items

1. From the Object Explorer, go to and expand Toolbar objects.
2. Select the Toolbar Communication in the Toolbars window.
3. Process the following actions for Toolbar Items.
 - Toolbar Items

1. From the Object Explorer, go to the category Toolbar Item.
2. Delete the following records:
 - Kw On Call

Outbound Campaign Feature

Campaign Contact/Prospect Form Applet

To remove *Gplus* customizations for this applet:

1. From the Object Explorer, go to the Applet objects.
2. Select the Campaign Contact/Prospect Form Applet on the list of applets.
3. Expand the Applet object on the Object Explorer.
4. Next, follow the steps below to process these categories:
 - Server Script
 - Applet Web Template
 - Control

Server Script

1. On the List of Applets window, right-click on the record and select Edit Server Scripts from the drop down menu.

2. Navigate to the `WebApplet_PreCanInvokeMethod`.
3. If this method contains only *Gplus*-related modifications, then replace the complete source code between the braces with the statement:


```
return (ContinueOperations) ;
```

 If this method contains user customizations, remove only the *Gplus*-related part of the code.
 For more details, refer to the topic, “Applet “Campaign Contact/Prospect Form Applet” Server Script Source Code” on [page 426](#).

Applet Web Template

1. From the Object Explorer, go to the Applet Web Template category.
2. From the Applet Web Templates window, select the record `Edit`.

Control

1. From the Object Explorer, go to and expand the Control category.
2. Navigate to the Controls window.
3. Delete the following record:
 - `RescheduleTime`

Business Component Campaign List Contact

To remove *Gplus* customizations for this Business Component:

1. From the Object Explorer, go to and expand the Business Component objects.
2. Select the Business Component Campaign List Contact in the Business Components window.
3. Process the following actions for:
 - BusComp Server Scripts
 - Field
 - Single Value Field

BusComp Server Scripts

1. Select the Business Component Campaign List Contact in the Business Components window.
2. Right-click on the record and select `Edit Server Scripts` from the drop down menu.
3. On the Script editor window explorer, expand the (general) category.
4. Select the (declarations) section.
5. Delete following statements:
 - `var cStatusValue = null;`
 - `var bInitiatedByCommCommand = false;`

6. Under the BusComp category navigate to the BusComp_PreInvokeMethod.
7. If this method contains only *Gplus*-related modifications, then replace the complete source code between the braces with the statement:

```
return (ContinueOperations) ;
```

If this method contains user customizations, remove only the *Gplus*-related part of the code.

For more details, refer to the topic, “Business Component “Campaign List Contact” Server Script Source Code” on [page 426](#).
8. Repeat Steps 6 and 7 for the following event handlers:
 - BusComp_PreSetFieldValue
 - BusComp_SetFieldValue
 - BusComp_WriteRecord
9. Close BusComp[Campaign list Contact] - Script window using the Tools menu command Window > Close.
10. From the Object Explorer, navigate to the BusComp Server Scripts category.
11. From the Business Component Server Scripts window, delete the following records:
 - CallCommunicationsCommand
 - DisplayGenesysError
 - GetGenesysStatusCode
 - SetDoNotCallFlag
 - PostChangesToGenesys
 - WriteRecordNoGenesysUpdate
12. Save files using the File > Save All menu command.

Field

- From the Object Explorer, go to and expand the Field category.
- Select the Status record.
- On the Properties dialog box, set the field's PickList value PickList Genesys Call Result to blank.

Pick List

To remove *Gplus* customizations for Pick List:

1. From the Object Explorer, go to the Pick List objects.
2. Process the following actions for PickList Genesys Call Result.
 PickList Genesys Call Result
 1. Select the PickList Genesys Call Result on the PickLists window.
 2. Delete the record.

Universal Callback

Application Siebel Universal Agent (for Siebel version 7.5.3), or Siebel Financial Services (for Siebel versions 7.7/7.8/8.0/8.1)

To remove *Gplus* customizations for this Application:

1. From the Object Explorer, go to the Applications objects.
2. On the Applications list window, select the application on which the *Gplus* Adapter was deployed (for example, Siebel Universal Agent for Siebel version 7.5.3, or Siebel Financial Services for Siebel versions 7.7/7.8/8.0/8.1), then right-click the record and select **Edit Server Scripts** from the drop down menu.
3. Under the Application category, navigate to the `Application_PreNavigate` method.
4. If this method contains only *Gplus*-related modifications, then replace the complete source code between the braces with the statement:

```
return (ContinueOperations) ;
```

If this method contains user customizations, remove only the *Gplus*-related part of the code.

For more details, refer to the topic, “Universal Callback Server Script Source Code” on [page 427](#).

Contact Activity List Applet

To remove *Gplus* customizations for this applet:

1. From the Object Explorer, go to the Applet objects.
2. Select the Contact Activity List Applet on the list of applets.
3. Expand the Applet object on the Object Explorer.
4. Next, follow the steps below to process these categories:
 - Applet Web Template
 - List

Applet Web Template

1. From the Object Explorer, go to the Applet Web Template category.
2. From the Applet Web Templates window, select the record Base.
3. From the Object Explorer, expand the Applet Web Template Item.
4. From the Applet Web Template Items window, delete the following records:
 - Genesys Rout Point
5. From the Applet Web Templates screen, select record Edit List.
6. Repeat Steps 3 and 4.

List

1. From the Object Explorer, go to and expand the `List` category.
2. Select then `List Column` item
3. Navigate to the `List Columns` window.
4. Delete the following record:
 - `Genesys RoutPoint`

Business Component Action

To remove *Gplus* customizations for this Business Component:

1. From the Object Explorer, go to and expand the `Business Component` objects.
2. Select the `Business Component Action` in the `Business Components` window.
3. Process the following actions for:
 - `Field`
4. From the Object Explorer, go to and expand the `Field` category.
5. From the `Fields` window delete the following records:
 - `Genesys Call Id`
 - `Genesys Route Point`

Pick List

To remove *Gplus* customizations for `Pick List`:

1. From the Object Explorer, go to the `Pick List` objects.
2. Process the following actions for `PickList Genesys Rout Point`.

`PickList Genesys Rout Point`

1. Select the `PickList Genesys Rout Point` on the `PickLists` window.
2. Delete the record.

Command

1. From the Object Explorer, go to the `Command` objects.
2. Delete the following records in the `Commands` window:
 - `HTML Comm VoiceCallbackAdd`
 - `HTML Comm VoiceCallbackDone`
 - `HTML Comm VoiceCallbackQuery`
 - `HTML Comm VoiceCallbackRecord`
 - `HTML Comm VoiceCallbackReject`
 - `HTML Comm VoiceCallbackResched`
 - `HTML Comm VoiceCallbackStart`

Restoring S_EVT_ACT_X table structure

To update a table on a local Siebel database (or on the Siebel server database):

Note: This operation is required only when new tables or new fields were created, as is the case for `GenComm_VCB.sif`.

1. Connect Tools to the server database.
2. In Siebel Tools, in the Object Explorer, navigate and expand the `Table` object.
3. Navigate to the `List of Tables` pane.
4. Locate the table `S_EVT_ACT_X`.
5. On the Object Explorer window, select the `Columns` category.
6. Locate and remove the following records:
 - `X_ATTRIB_51`
 - `X_ATTRIB_52`
7. Click `Apply`.

A pop-up Warning window appears.
8. Click `OK` to accept the warning.
9. In the new `Apply Schema` window, from the `Tables` drop down list, select `Current Row`.
10. Enter correct values for the Database user, Database user password, and ODBC data source.

You must enter the user name and password for a Database user who has an administrator's privileges in the Siebel environment.

Refer to Figure 15, "Creating New Tables in a Siebel Database," on [page 113](#).

See the Siebel documentation for more information about creating custom tables.
11. Click `Apply`.

The message "Changes successfully applied" appears, indicating that tables were created.
12. Click the `Activate` button to propagate database changes and make them available to all users.

Note: It may be necessary to create some fields in the local database. Refer to the Siebel Tools documentation.

Deploying the Changed Tables to the Siebel Server

To deploy the changed table to the Siebel Server Repository, you have to check in projects as follows:

1. In Siebel Tools, select **Tools > Check In...**
The Check In dialog box displays.
2. In the Projects list, select the following projects:
 - Table Activity.
3. Click Check In.

To apply changes to Siebel databases, follow the steps described in the section “Updating New Tables in a Genesys Project on a Server Database” on [page 146](#).

Toolbar Communication

To delete Toolbar Items

1. From the Object Explorer, go to and expand Toolbar objects.
2. Select the Toolbar Communication in the Toolbars window.
3. Process the following actions for Toolbar Items.

Toolbar Items

1. From the Object Explorer, go to the category Toolbar Item.
2. Delete the following record:
 - Start Voice Callback

Toolbar Communication

Note: Some Communication Toolbar buttons are deleted during component uninstallation procedures. The scenario described below is provided to present an overview of toolbar uninstallation procedures and to remove universal interaction control buttons, which are used with all Voice components.

To remove *Gplus* customizations:

1. From the Object Explorer, go to and expand Toolbar objects.
2. Select the Toolbar Communication in the Toolbars window.
3. Process the following actions for Toolbar Items.

Toolbar Items

1. From the Object Explorer, go to the category Toolbar Item.
2. Delete the following records:
 - a. Basic Voice Feature
 - Alternate Call

- Cancel Monitoring
- Delete From Conference
- Do Not Disturb
- LogIn GVoice
- LogOut GVoice
- Monitor Next Call
- Query Address
- Ready GVoice
- b. Expert Contact Feature**
 - KW on Call
- c. Outbound Campaign Feature**
 - Chained Record Request
 - Do Not Call
 - Preview Dialing Mode Over
 - Preview Dialing Mode Start
 - Preview Record Request
- d. WebCallback Feature**
 - None
- e. Genesys Chat Feature**
 - Accept GChat
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 - Not Ready GChat
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- f. Genesys E-mail Feature**
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- g. Siebel eMail Feature**
 - Accept Email
 - Initiate Email
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 - Not Ready Email
 - Ready SEmail
- h. Universal Interaction control buttons**
 - Add Interaction
 - Reject Interaction
 - Cancel Interaction
 - Reschedule Interaction
 - Interaction Done

Compiling the Siebel Repository File

Recompile Siebel Repository File. See the Siebel documentation for instructions.

Removing Files Installed by the *Gplus* Adapter Installation

This process involves removing files that were installed in the system from the *Gplus* Adapter installation package.

Before starting with uninstallation of files, read the topic, “Installation” on [page 123](#). The information from this topic will help you successfully complete the uninstallation process.

For Windows Customers

1. Log into the system as an Administrator.
2. Stop the *Gplus* Communication Server.
3. Double-click `setup.exe` from the installation package (`windows\setup.exe`).
4. When prompted, Genesys Installation Wizard lets you remove the current installation of the *Gplus* Adapter for Siebel CRM Voice from your computer, choose Remove and click Next.
5. To complete uninstallation, remove icons from the web server images directory.

For UNIX Customers

1. Log into the system as an Administrator.
2. Stop the *Gplus* Communication Server.
3. Go to the *Gplus* Communication Server directory.
4. Manually remove the following Adapter files:
`<Gplus Communication Server directory>/LibGenComm.so`
`<Gplus Communication Server directory>/LibGenModel.so`
`<Gplus Communication Server directory>/LibGenComm.ini`
5. Remove all files and subdirectories in `<Destination Directory>` (the destination directory for installation that is used by the installation script to copy the *Gplus* Adapter for Siebel CRM Voice files.
6. To complete uninstallation, remove icons from the web server images directory.

Note: Don't forget to restore from backup the original Siebel icons for Ready/Not Ready Communication toolbar buttons. See the Installation section of Chapter 5, “Configuration and Installation of the Voice Component,” on [page 119](#) for details.

List of Files Included in the *Gplus* Adapter Installation Package

You can obtain source code for the following:

- Business Component “Campaign List Contact” Server Script
- Applet “Campaign Contact/Prospect Form Applet” Server Script
- Universal Callback Server Script

Business Component “Campaign List Contact” Server Script Source Code

To obtain the source code:

1. Prepare a clean local Siebel database. Refer to Siebel Tools documentation for detailed procedures.
2. Start Siebel Tools and set up to work with your local database.
3. Import the `GenCommocs.sif` archive. For more information, see the topic, “Importing Voice Component Archive (.sif) Files and Resolving Conflicts” on [page 141](#).
4. From the Object Explorer, go to the Business Component objects.
5. From the Business component window, select the Campaign List Contact record.
6. Right-click the record and select Edit Server Script from the drop-down menu.
7. From the Siebel Tools main menu, select File > Export.
8. Save the source code of the script.

Applet “Campaign Contact/Prospect Form Applet” Server Script Source Code

After you have completed the steps in “Business Component Campaign List Contact” on [page 418](#), follow this procedure to obtain the source code:

1. From the Object Explorer, go to the Applet objects.
2. From the Applets window, select the Campaign Contact/Prospect Form Applet record.
3. Right-click the record and select Edit Server Script from the drop-down menu.
4. From the Siebel Tools main menu, select File > Export.
5. Save the script’s source code.

Universal Callback Server Script Source Code

Source code for the Server Script `Application_PreNavigate` method is provided with the *Gplus* Adapter installation in the file `<InsDir>/<OBJECTS>/Application_PreNavigate_VCB.es`. Refer to “Updating the Application's `Application_PreNavigate` Event Server Script” on [page 436](#) in the Appendix.

Uninstalling the *Gplus* UCS Gateway for Siebel CRM

The process of uninstalling the *Gplus* UCS Gateway for Siebel CRM consists of removing the files installed by the *Gplus* UCS Gateway in the installation directory.

Removing Files Installed by the *Gplus* UCS Gateway for Siebel CRM

Follow the instructions below based on your environment.

For Windows Customers

- Complete the uninstallation program for the UCS Gateway Component by using `Add/Remove Programs` in the Control Panel on the host where you installed the component.

For UNIX Customers

- Delete the UCS Gateway Component's files by removing the directory that was used as the destination directory during installation.

Uninstalling the Media Routing Component

This section describes how to uninstall the *Gplus* Media Routing Component for Siebel. The uninstallation process consists of three steps:

1. Backing up your files and configuration before starting the uninstallation process (Genesys recommendation)
2. Removing files installed in the installation directory
3. Removing Siebel objects brought by the *Gplus* Adapter for Siebel CRM Media Routing Component.

Environment

The following environment is required to complete the uninstallation process:

- Siebel Server platform with the *Gplus* Media Routing Component for Siebel installed and deployed
- Siebel Tools
- Administrator rights to access the Siebel application
- Administrator privileges to log in to the operating system

Uninstallation Process

This section contains step-by-step instructions about how to uninstall the Media Routing Component from Siebel Server and remove unused components from the Siebel application.

Removing Files Installed by the *Gplus* Adapter for Siebel CRM Media Routing Component

Follow the instructions below based on your environment.

For Windows Customers

- Complete the uninstallation program for the Media Routing Component by using Add/Remove Programs in the Control Panel on the host where you installed the component.

For UNIX Customers

- Delete the Media Routing Component's files by removing the directory that was used as the destination directory during installation.

Removing Siebel Objects

Use Siebel tools to perform the following steps:

1. Remove the `GplusMediaRoute` Business Service.
 - a. Lock the `GplusMediaRoute` Project.
 - b. From the Object Explorer, browse to the `GplusMediaRoute` Project and select the `Business Service` tab.
 - c. In the Business Services window, right-click the `GplusMediaRoute` Business Service and select `Delete` from the drop-down menu.
2. Remove the MediaRouting Communication Detail View.
 - a. From the Object Explorer, select the `View` tab.
 - b. Click the `New Query` button on the toolbar.

- c. Set the Name to `MediaRouting Communication Detail View`, and click the `Execute Query` button.
 - d. From the Views window, right-click the `MediaRouting Communication Detail View` record and select `Delete` from the drop-down menu.
3. Remove the `MediaRouting Comm Inbound Item Form Applet` and `MediaRouting Comm Outbound Item Applet`.
 - a. From the Object Explorer, select the `Applet` tab.
 - b. Click the `New Query` button on the toolbar.
 - c. Set the Project to `GplusMediaRouting`, and click the `Execute Query` button.
 - d. From the Applets window, right-click the `MediaRouting Comm Inbound Item Form Applet` record and select `Delete` from the drop-down menu.
 - e. From the Applets window, right-click the `MediaRouting Comm Outbound Item Applet` record and select `Delete` from the drop-down menu.
4. Recompile the project.

Siebel Administration Application

1. Start Siebel Server.
2. Deactivate and delete the `GplusMediaRouting-ProcessMessage Workflow Process`.
 - a. Select `Site Map > Business Process Administration > Workflow Processes`.
 - b. Make a query for the `GplusMediaRouting-ProcessMessage` workflow.
 - c. Deactivate and delete all the `GplusMediaRouting-ProcessMessage` workflows.

Uninstalling the Multimedia Component

The process of uninstalling the *Gplus* Adapter for Siebel CRM Multimedia Component consists of the following steps:

- Remove files installed in the installation directory.
- Remove Siebel objects brought by the *Gplus* Adapter for Siebel CRM Multimedia Component.
- Update the Siebel configuration.

Removing Files Installed by the *Gplus* Adapter for Siebel CRM Multimedia Component

Follow the instructions below based on your environment.

For Windows Customers

- Complete the uninstallation program for the Multimedia Component by using Add/Remove Programs in the Control Panel on the host where you installed the component.

For UNIX Customers

- Delete the Multimedia Component's files by removing the directory that was used as the destination directory during installation.

Removing Siebel Objects

1. Start Siebel Tools.
2. Select the Genesys Multimedia project in the top drop-down combo box of the Object Explorer.
3. Go to the following folders and remove all objects belonging to the Genesys Multimedia project:
 - Applet
 - Business Component
 - Business Object
 - Business Service
 - Integration Object
 - Link
 - Screen
 - Symbolic Strings (Siebel 7.5.3 or later)
 - View
 - Web Template
4. Remove the page tab created during deployment.
5. Compile a new SRF file.

Updating Siebel Configuration

This step is optional. To remove drivers and configurations from the Siebel application, follow this procedure:

1. Log in to Siebel as an Administrator.
2. In the Siebel Site Map, navigate to Communications Drivers and Profiles:
 - For Siebel 7.7/7.8/8.0/8.1, select Site Map > Administration - Communications > Communications Drivers and Profiles.
 - For earlier versions of Siebel, select Site Map > Communications Administration > Communications Drivers and Profiles.
3. Navigate to the Gplus_OpenMedia record and delete it.
4. In the Siebel Site Map, navigate to All Configurations:
 - For Siebel 7.7/7.8/8.0/8.1, select Site Map > Administration - Communications > All Configurations.
 - For earlier versions of Siebel, select Site Map > Communications Administration > All Configurations.
5. Navigate to any unused Profiles associated with the Gplus_OpenMedia record and delete them.

Removing List of Values

To remove List of Values:

1. Log in as Siebel administrator.
2. In the Siebel Site map, navigate to the List of Values administration applet and delete the following records identified by Type and Display value:
 - a. CHANNEL_TYPE, OpenMedia
 - b. REPOSITORY_HTML_CTRL_TYPE, GChatControl
 - c. COMM_MEDIA_TYPE, OpenMedia
 - d. TODO_TYPE, Email - Outbound (MCR)\
 - e. TODO_TYPE, Email - Inbound (MCR)
 - f. LOV_TYPE, MCR_WORKBIN_TYPE
 - g. MCR_WORKBIN_TYPE, *
 - h. EVENT_STATUS, Completed
 - i. EVENT_STATUS, NotQueued

Removing Responsibilities and View Definitions

To remove responsibilities and view definitions:

1. Log in as Siebel administrator.
2. In the Siebel Site map, navigate to the Responsibilities administration view and delete the following record identified by Name:
 - Genesys Multimedia Agent
3. In the Siebel Site map, navigate to the View administration view and delete the following records identified by Name:
 - a. MCR Chat plus Knowledge Manager
 - b. MCR Reply Email plus InAttachments
 - c. MCR Reply Email plus Knowledge Manager
 - d. MCR Reply Email plus OutAttachments
 - e. MCR Reply Email with Suggestion
 - f. MCR Reply Email plus InAttachments T
 - g. MCR Reply Email plus Knowledge Manager T
 - h. MCR Reply Email plus OutAttachments T
 - i. MCR Reply Email with Suggestion T
 - j. MCR Workbin View
 - k. MCR dummy 1
 - l. MCR dummy 2
 - m. MediaRouting Communication Detail View

Removing the Outbound Web Service Definition

To remove the Outbound Web Service definition:

1. Log in as Siebel administrator.
2. In the Siebel site map, navigate to the Outbound Web Service administration view and delete the following record identified by Name:
 - Genesys *Gplus* WebService



Appendix

Scripts

This appendix includes the following sections:

- [Generating and Deploying Browser Scripts, page 435](#)
- [Updating the Application's Application_PreNavigate Event Server Script, page 436](#)

Generating and Deploying Browser Scripts

You must generate and deploy browser scripts each time a new Siebel Repository File (.srf) is deployed to the Mobile Web Client or Siebel Server.

The browser scripts are JavaScript files (*.js). They are automatically generated when you compile objects to a repository file (for compiled projects only). You can specify where the files are to be compiled (see the option in Siebel Tools), but if you are deploying to a server environment, the files have to be manually migrated to a specific directory on the Web Server. This process has been replaced by a utility that extracts the compiled Browser Script files from the .srf. The utility is called `genbscript.exe` and may be found in either `siebsrvr/bin` or `client/bin`.

You must locate browser scripts on the Siebel Server machine in `<SWEApp>/public/language_code`.

After you have created the browser scripts, you must re-start Siebel Server.

For further information about browser script generation and deployment, see “Siebel Tools Reference” and “Alert 365: Browser Script Generation in Siebel v7” on the Siebel support website.

Updating the Application's Application_PreNavigate Event Server Script

During Voice component or Multimedia component configuration you must add or modify (if it already exists) the Server script handler for the Application_PreNavigate event for the Siebel application being used.

The content of the event handler for each component is provided in a special .es file.

For the Voice component, this file is:

```
<InsDir>/OBJECTS/Application_PreNavigate_VCB.es
```

For the Multimedia component, this file is:

```
<InsDir>/OBJECTS/Application_PreNavigate.es
```

Each of these files has the following structure:

```
function Application_PreNavigate (DestViewName, DestBusObjName)
{
    <function body>
    return (ContinueOperation);
}
```

where <function body> is e-script code designed for the appropriate component.

If the original Application_PreNavigate event script consists only of a return(ContinueOperation) call, construct the resulting one as:

```
function Application_PreNavigate (DestViewName, DestBusObjName)
{
    <VOICE function body>
    <MULTIMEDIA function body>
    return (ContinueOperation);
}
```

Therefore, just copy <function body> code from the appropriate files for each component into the Application_PreNavigate event script body and finalize them by a return(ContinueOperation) call.

If the original Application_PreNavigate event script is more complex, make a *manual merge*.



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