

WebLine Media Blender™
Switch Administrator's Guide: Lucent
Definity Generic 3



Version 3.0

Contents

This WebLine Media Blender Switch Administrator's guide provides configuration, administrative and technical details about setting up the Lucent DEFINITY Communications System Generic 3 for use with WebLine's Media Blender.

Setup

[Set up the ASAI Link from the Definity to Media Blender or CTI Middleware](#)

[Set Up WebLine Agents](#)

[Set Up Phantom Lines](#)

- [Determine Phantom Line Requirements](#)
- [Create a Station Record for Phantom Lines](#)

[Set Up Call Routing](#)

Appendix A: Setting Up the CTI Middleware

[Set up the CT-Connect server](#)

[Set up the Passageway TServer](#)

[Set up the Lucent ICM Middleware](#)

Appendix B: Blender Administrator Forms

[Agent and Station Login Information](#)

[Station Information For Phantom Lines](#)

[Vector Directory Number \(VDN\) Information](#)

[Hunt Group Information](#)

[Lucent Passageway TServer Setup Information](#)

[Copyright](#)

Additional information

Refer the following resources for additional Media Blender information. See the *Media Blender Resource Card* for information about accessing each item.

Media Blender Configuration Handbook

Media Blender Reference Guide

Administration online help

Setup

This section contains information about setting up your Lucent Definity G3 switch. It includes these sections:

- [Set up the ASAI Link from the Definity to Media Blender or CTI Middleware](#)
- [Set Up WebLine Agents](#)
- [Set Up Phantom Lines](#)
- [Set Up Call Routing](#)

Set up the ASAI Link from the Definity to Media Blender or CTI Middleware

The Definity Switch communicates with the ethernet network using the DEFINITY LAN Gateway (DLG) over a Multi-Application Platform (MAPD). The MAPD is a two-slot Definity board sold by Lucent Technologies. Your Lucent Representative is responsible for installing and configuring the DLG. This section, however, describes how to establish the link on the DLG to the Media Blender or CTI middleware.

To establish the ASAI link:

1. Logon to the DLG system.
2. Begin at the Main Menu, shown below:



3. Choose 3. Port Administration. The Port Administration menu appears:

Port Administration

1. Application Port Assignment
2. DLG Administration
3. CV/LAN Administration
4. Exit

This line is used to provide abbreviated help on the currently selected field.

4. Choose 2 .DLG Administration. The DLG Administration screen appears.

DLG Administration

Port	Client Name or IP Address	Client Link	Client Status
—	_____	—	_____
—	_____	—	_____
—	_____	—	_____
—	_____	—	_____
—	_____	—	_____
—	_____	—	_____
—	_____	—	_____

This line is used to provide abbreviated help on the currently selected field.

5. Complete this screen as follows and type F3 (for ADD):

Field Name	Description
Port	Type the port number for the CTI middleware server. Valid values are 1-8. You can use any unused port.
Client Name or IP Address	Type the IP address of the network card on the ACD's network.
Client Link	Type the link number to identify the link to the CTI middleware server. Links can be numbered from 1 to 8.
Client Status	Display-only. This field displays the state of the client.

Set Up WebLine Agents

You need to identify those agents who have access to the WebLine Collaboration Server (WCS). The procedure you use to set up WCS agents on systems with Expert Agent Selection (EAS) differs slightly from the procedure you use if you don't have EAS. Click these links to go to the section that pertains to your site:

- [Systems without EAS](#)
- [Systems with EAS](#)

Note: With CT-Connect middleware, the Lucent switch allows only one CTI application to monitor a hunt group. Media Blender must be able to monitor the hunt groups that WebLine agents log in to in order for blended login/logout to work. Ensure that the hunt groups you set up are not being monitored by any applications other than Media Blender.

Setting up Agents: Systems without EAS

To set up agents on systems without EAS, you must define a hunt group for WCS agents.

Define one or more hunt groups for WebLine agents

On the Lucent switch, a hunt group is a group of extensions to which similar calls should be routed. For example, a hunt group might include all agents who possess a certain skill, or all agents assigned to cover a particular geographic territory. To ensure proper call routing to agents who have access to the WebLine Collaboration Server, you must establish a hunt group for these agents. You can also use existing hunt groups, as long as you establish vectors to ensure calls are routed to WebLine agents. If you use existing hunt groups, ensure that there is no other CTI application monitoring that hunt group.

1. Type **add hunt-group next** and press RETURN. (You can also type **add hunt-group xxx**, where xxx is the hunt group number.)

The first Hunt Group screen appears, as shown below.

```

                                     HUNT GROUP                                     Page 1 of X
Group Number: _____ ACD? _
Group Name: _____ Queue? _
Group Extension: _____ Vector? _
Group Type: _____ Coverage Path: _____
          TN: _____ Night Service Destination: _____
          COR: _ MM Early Answer? _
Security Code: _____
ISDN Caller Disp: _____

Queue Length: _____
Calls Warning Threshold: _____ Port: x_____ Extension: _____
Time Warning Threshold: _____ Port: x_____ Extension: _____

```

2. Complete screens 1 -3 of the hunt group record as described in the Lucent documentation.

3. Press Next Page. The 4th Hunt Group form appears, as shown below:

```

                                     HUNT GROUP
                                     Page 1 of X

Group Number: _____
Group Name: _____
Group Extension: _____
Group Type: _____
    TN: _____
    COR: _____
Security Code: _____
ISDN Caller Disp: _____

ACD? _
Queue? _
Vector? _
Coverage Path: _____
Night Service Destination: _____
MM Early Answer? _

Queue Length: _____
Calls Warning Threshold: _____ Port: x_____ Extension: _____
Time Warning Threshold: _____ Port: x_____ Extension: _____

```

4. Type the extensions of all agents you want to include in the hunt group.

5. Press ENTER. The Hunt Group is successfully created.

Setting Up WebLine Agents: Systems with EAS

Setting up agents on systems with EAS is a two step process. You must:

- Set up a hunt group (or skill group) for WCS agents
- Modify the agent login ID of all agents who use WCS

Set up a WebLine agent hunt (or skill) group

1. Type **add hunt-group next** and press RETURN. (You can also type **add hunt-group xxx**, where xxx is the hunt group number.)

The first Hunt Group screen appears, as shown below.

```

                                     HUNT GROUP
                                     Page 1 of X

Group Number: _____
Group Name: _____
Group Extension: _____
Group Type: _____
    TN: _____
    COR: _____
Security Code: _____
ISDN Caller Disp: _____

ACD? _
Queue? _
Vector? _
Coverage Path: _____
Night Service Destination: _____
MM Early Answer? _

Queue Length: _____
Calls Warning Threshold: _____ Port: x_____ Extension: _____
Time Warning Threshold: _____ Port: x_____ Extension: _____

```

2. Complete screens 1 -3 of the hunt group record as described in the Lucent documentation and press Enter. The Hunt Group has been successfully added. Note that you need to provide the Blender Administrator with the Group Extension number. The Blender Administrator enters the Group Extensions in the properties file for the ACD medium (CTC and ASAI only). See [Appendix B: Blender Administrator Forms](#) for more information.

Modify the Agent Login ID

For each agent who uses WebLine Collaboration Server, you must add the WCS Hunt Group to the Agent LoginID form.

To change the Agent Login ID:

1. Type the following command:

change agent-loginID <agent login ID number>

The Agent Login ID screen appears, as shown below:

```

add agent-loginID 9011                                     Page 1 of 1
                                AGENT LOGINID

Login ID: 9011_                                           AAS? _
Name: _____                                         AUDIX? _
TN: 1_                                                    LMC Reception: msa-spe
COR: 1                                                    AUDIX Name for Messaging: _____
Coverage Path: _____ Messaging Server Name for Messaging: _____
Security Code: _____ LoginID for ISDN Display? n
Direct Agent Skill: _____ Password: _____
Call Handling Preference: skill-level Password (enter again): _____
Service Objective? _ Auto Answer: _____

  SN  RL  SL  PA      SN  RL  SL  PA      SN  RL  SL  PA      SN  RL  SL  PA
1:  _  _  _  _      6:  _  _  _  _      11: _  _  _  _      16: _  _  _  _
2:  _  _  _  _      7:  _  _  _  _      12: _  _  _  _      17: _  _  _  _
3:  _  _  _  _      8:  _  _  _  _      13: _  _  _  _      18: _  _  _  _
4:  _  _  _  _      9:  _  _  _  _      14: _  _  _  _      19: _  _  _  _
5:  _  _  _  _     10: _  _  _  _      15: _  _  _  _      20: _  _  _  _

WARNING: Agent must log in again before skill changes take effect
  
```

2. If this is a new agent, type the hunt group number that indicates WebLine agents in the Direct Agent Skill field. If this is an existing agent, add the hunt group that indicates WebLine agents in the SN (Skill Number) field the table at the bottom of the screen.

3. Complete the remaining fields as described in the Lucent Definity G3 documentation.

Provide Information to the Blender Administrator

You have the option to blend agent login, so that agents can login to the Lucent DEFINITY switch and the WebLine Collaboration Server (WCS) simultaneously. The Blender Administrator can set up blended login in two different ways:

Blended Dynamic login

Blended agent login can occur dynamically. Your Blender Administrator must configure WCS to use a login page designed specifically for login to an ACD, which requests a phone physical ID and password. The major advantage of this set up is that the Blender Administrator can avoid maintaining fixed tables of agents logical IDs, physical locations, and passwords.

Blended Static login

To enable static login, the Media Blender administrator must create and maintain two properties files that map agent logical ID to physical station IDs and passwords.

Whether you use a Predictive or Phantom line CTI Strategy, you must provide your Blender Administrator with the following information:

- Agent logical IDs
- Station IDs
- Agent passwords

We provide a form you can use to record these IDs and passwords to give to your Blender Administrator. Click [here](#) to access the agent form.

Set Up Phantom Lines

If your site uses any of the phantom line CTI strategies to handle call flow, you need to set up a pool of phantom lines. Phantom lines wait in the queue on behalf of the caller when predictive calling is not possible. (See "Establish call types and outbound dialing strategies" in the *Media Blender Configuration Handbook* for more information about a phantom line pool.)

Phantom lines are phone lines set aside for use by Media Blender to make phone calls. The phone lines you use do not need to have actual phones; you must configure them as you would an agent in your call center.

When setting up this phantom pool, you need to perform these tasks:

- [Determine how many phantom lines are needed at your site.](#) The Media Blender Administrator uses a formula to determine the need for phantom lines. You need to obtain this information from the administrator at your site.
- [Create a Station record for Phantom Lines.](#) If you have the Lucent Definity Generic 3 version 6 or higher, you can set up phantom lines without hardware (AWOH). With earlier releases, you must set up actual phones for your phantom lines.

Determine Phantom Line Requirements

Use this formula when determining how many phantom lines are needed on your system:

$$\text{number of phantom lines needed} = c * s / 3600$$

where:

- c represents the number of blended calls per hour
- s represents the seconds per phantom usage. When using the PhantomWaitRelease strategy, this is the average queue time. When using the PhantomWaitNoRelease strategy, this is the average queue time plus average talk time.

Example:

This example assumes that the CTI strategy used is PhantomWaitRelease. There are 3600 calls per hour and the queue time per call is equal to 10 seconds.

$$\text{number of phantom lines needed} = 3600 * 10 / 3600$$

$$\text{number of phantom lines needed} = 10 \text{ lines}$$

Create a Station Record for Phantom Lines

You must create a station record for each phantom line. If you have Lucent Definity Generic 3 version 6.3 or later, you can configure each phantom line on the system so that it is administered without hardware (AWOH). If you have an earlier release, you must configure phones and lines for your phantom lines.

To configure each phantom line:

1. Type the following command:

add station next

Note: You can also type **add station xxxx**, where xxxx is the actual station number you want to assign to the phantom line.

The first station command appears, as shown below.

```

                                STATION
Extension: 2345                    Lock Messages? _      BCC: _
Type: 8411R                        Security Code: _____ TN: 1
Port: _____                  Coverage Path 1: _____ COR: 1
Name: _____                  Coverage Path 2: _____ COS: 1

STATION OPTIONS
Data Option: none _____      Personalized Ringing Pattern: 1
Speakerphone: 2-way _____    Message Lamp Ext: 2345
Display Language: english _____ Mute Button Enabled? y
PassageWay? n                      MM Complex Data Ext: _____
```

2. If you have Lucent Definity Generic 3 version 6.3 or above, you can configure phantom lines so that they are administered without hardware (AWOH). To do so, type x in the Port field.

For earlier releases, you must set up actual phones for your phantom lines.

3. Complete all station screens to configure each phantom. (See the Lucent documentation for complete information on completing these fields.)

Set Up Call Routing

Once your WCS agents and phantom lines have been established, you need to ensure that the Definity switch routes calls to them correctly. You must:

- Write a vector to route calls
- Create a Vector Directory Number (VDN) to access the vector

Write a Vector to Route calls

A vector is a set of instructions the switch follows to ensure the right call gets to the right agent. Whether you use Predictive or Phantom Line CTI Strategies, you must write a vector that routes appropriate incoming calls to a WebLine agent hunt group. You must write a vector for each group to which you want to route calls.

Note: You must know the hunt group number established for agents who use WCS when setting up a vector to route calls to those agents.

To create a vector:

1. Type **change vector x** (where x is the vector number) and press RETURN.

The vector form appears, as shown below:

```
Page 1 of 3
CALL VECTOR
Number:          Name: _____ Multimedia? n  Lock? n
Basic? y        EAS? n      G3V4 Enhanced? y  ANI/II-Digits? y  ASAI Routing? n
Prompting? y    LAI? n     G3V4 Adv Route? y  CINFO? y         BSR? n
01 _____
02 _____
03 _____
04 _____
05 _____
06 _____
07 _____
08 _____
09 _____
10 _____
11 _____
```

Complete instructions for setting up a vector appear in the Lucent DEFINITY Enterprise Communications System Generic 3 documentation.

Creating Vectors For Predictive and Phantom Line strategies

If you are using both predictive and phantom line CTI strategies, you should create a separate vector for each strategy. Note that when creating vectors for phantom lines, you should avoid using prompts or announcements. Phantom lines are not answered by agents since callers are not

actually on the call when the phantom line calls the vector.

Below is a sample vector written for a phantom call. Note that no announcements are played; if no agents are available, the vector disconnects the phone call. Media Blender will then serve an error page, informing the caller that no agents are available.

```

                                CALL VECTOR
Number: 2                                Name Service                                Lock? n
Basic? y                                EAS? y                                G3U4 Enhanced? n                                ANI/ II-Digits? n                                AS&I Routing? ;
Prompting? y                                LAI? y                                G3U4 Adv Route? n                                CINFO? n                                BSR? r
01 goto                                step 3                                if staffed-agents                                in skill 5                                < 1
02 queue-to                                skill 5                                pri 1
03 goto                                step 5                                if staffed-agents                                in skill 7                                < 1
04 queue-to                                skill 7                                pri 1
05 wait-time                                999 secs hearing silence
06 disconnect

```

Below is a sample vector used for a predictive call. Note that this vector plays an announcement if no agents are available.

```

                                CALL VECTOR
Number: 2                                Name Service                                Lock? n
Basic? y                                EAS? y                                G3U4 Enhanced? n                                ANI/ II-Digits? n                                AS&I Routing? ;
Prompting? y                                LAI? y                                G3U4 Adv Route? n                                CINFO? n                                BSR? r
01 goto                                step 3                                if staffed-agents                                in skill 5                                < 1
02 queue-to                                skill 5                                pri 1
03 goto                                step 7                                if staffed-agents                                in skill 7                                < 1
04 queue-to                                skill 7                                pri 1
05 announcement                                24282
06 wait-time                                999 secs hearing 49753 then music
07 disconnect                                announcement 49754

```

Create a Vector Directory Number (VDN)

After setting up a vector for WCS calls, you must set up Vector Directory Numbers to direct incoming calls to the that vector. You can create several VDNs that refer to the same vector, ensuring that calls from a variety of sources can be routed to the same skill group.

To create a VDN:

1. Type **add VDN xxxx** (where xxxx indicates Vector Directory Number). The Vector Directory Number appears, as shown below:

Page 1 of 1

VECTOR DIRECTORY NUMBER

Extension: [REDACTED]
Name: [REDACTED]
Allow VDN Override? [REDACTED]
COR: [REDACTED]
TN: [REDACTED]
Vector Number: [REDACTED]
AUDIX Name: [REDACTED]
Messaging Server Name: [REDACTED]
Measured: [REDACTED]
Acceptable Service Level (sec): [REDACTED]
VDN of Origin Annc. Extension: [REDACTED]
1st Skill: [REDACTED]
2nd Skill: [REDACTED]
3rd Skill: [REDACTED]

Return Destination:
VDN Timed ACW Interval:
BSR Application:
BSR Available Agent Strategy: 1st-found

Complete this form according to the instructions in your Lucent documentation. Make sure you enter the number of the vectors set up for WCS calls in the Vector Number field.

Identifying call type

You can also set up a VDN-of-origin announcement to let the agent know the type of call if you are using multiple call types. For instance, you should such an announcement for chat calls, so that the agent knows to start a chat session. You can set up multiple VDNs to the same vector--each identifying an individual call type.

Reporting

If you choose to use an existing vector, you may want to create a separate VDN for WebLine calls. This enables you to create reports based on these calls.

Using VDNs for skills-based routing

Your Media Blender administrator creates and maintains a file that enables Media Blender to route calls to appropriate VDNs set up on the Lucent switch. We provide a form you can fill out to provide the Media Blender administrator with this information. Click [here](#) to access this form.

Appendix A: Setting Up the CTI Middleware

WebLine supports Media Blender with the Lucent Definity Generic 3 switch using the following CTI middleware:

- [Set up the CT-Connect server](#)
- [Set up the Passageway TServer](#)
- [Set up the Lucent ICM Middleware](#)

In addition, WebLine provides an ASAI driver, eliminating the need for CTI middleware.

This section provides an overview of the setup for each type of middleware, as well ASAI configuration information. For complete information, consult your Dialogic CT-Connect, Lucent Passageway, or Lucent ICM documentation.

Set up the CT-Connect server

Install the CT-Connect Server V3.0 software, following instructions in the CT-Connect documentation. For performance reasons, it is highly recommended that you install CT-Connect Server on a computer other than the Media Blender server.

When configuring the logical link to the switch, be sure to use the following settings:

- CTC Protocol--ASAI
- Maximum Monitors--100 (the default)
- Auto Start Link --check this check box

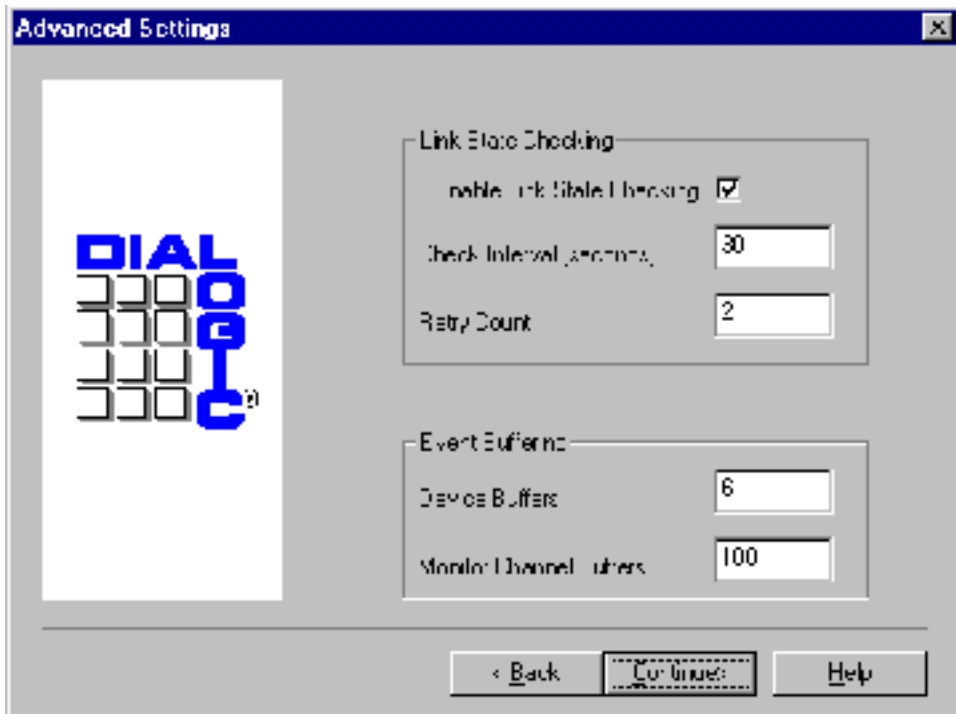
You establish each of these settings on the Lucent TCP/IP Link Configuration screen, shown below.

The screenshot shows the 'Lucent TCP/IP Link Configuration' dialog box. The title bar reads 'Lucent TCP/IP Link Configuration'. On the left side, there is a logo for 'DIALOG' with a grid pattern. The main area contains several configuration fields:

- Logical Identifier: TEST_DEFNIFY
- CTC Protocol: ASAI
- Switch IP Address: 192.58.20.83
- Link Number: 2
- Maximum Monitors: 100
- Auto Start Link:

Below these fields is a section for 'Optional Parameters' with a 'Local IP Address' field set to 192.168.20.56. At the bottom of the dialog are four buttons: 'Advanced', '< Back', 'Next >', and 'Help'.

Once you've finished with this screen, click Advanced to go to the Advanced Settings screen, shown below.



Set the **Monitor Channel Buffers** field to 100 (increase this from the default of 20)

All other logical link settings (such as switch IP address) are dependent upon your particular installation.
Press the HELP button in

the CT-Connect configuration dialog box for information about any of these settings.

Set up the Passageway TServer

The TServer needs two network interface cards: one for the switch's network and one for the corporate LAN.

Install the Passageway server software (including the TServer, BTreive security database, G3PD driver). Install the Win32 client software along with the Admin software.

Step 1. Run the TServer:

1. Select **Start|Programs|TSAPI Telephony Services|Telephony Services Controller**.
2. Click **Advanced** to verify the IP address.
3. Start the server.

Step 2. Ensure the TLink is visible:

1. Go to **Start|Programs|TSAPI Telephony Services|Traffic Viewer**.
2. Click **TLink** and ensure the switch is listed. The name of the TLink appears in this format: LUCENT#<switchname>#CSTA#<tservername>. (The Blender administrator must include this name in the JTAPI properties file. Click [here](#) to access a form you can complete to assist the Blender Administrator in JTAPI setup.)

Step 3. Create an NT user that will be used by Blender to login to the TServer.

1. Once the user is created, go to using **User Manager|Policies|User Rights**.
2. Click **Advanced** to access advanced rights for the user.
3. For user rights, choose **login as a service**. (The Blender administrator must include this name in the JTAPI properties file. Click [here](#) to access a form you can complete to assist the Blender Administrator in JTAPI setup.)

Step 4. Configure TServer database:

1. Run **Start|Programs|TS Win32 Client|Telephony Services Admin**.
2. Login as the administrator (requires NT admin password).
3. In the Admin menu, create a user with the same user name as the NT user you just created. Modify this user's access rights to allow call control and monitoring access on any device. All monitoring access except routing services is required.
4. Create a device (type is *phone*) for each terminal.

5. Create a device (type is *phone*) for each logical agent id.

6. Create a device (type is *ACD*) for each skill group. (The Blender administrator must include each skill group in the groups.properties file. Click here to access a form you can complete to assist the Blender Administrator in JTAPI setup.)

7. Create a device (type is *ACD*) for each VDN. (The Blender administrator sets up routing by including these device names in the skills.properties file. Click here to access a form you can complete to assist the Blender Administrator in JTAPI setup.)

Step 7. Test the setup:

1 .Run **Start/Programs/TS Win32 Client/TSTest**

2. Place a call between two terminals, using the username just created.

Setup is complete.

Set up the Lucent ICM Middleware

Verify ITG Server, ICM server, and Centre-Vu Computer Telephony server are installed, connected, and functioning on the LAN.

To administer CTI parameters, open a browser and go to <http://<icm server name>/admin>. Pay particular attention to these two parameters:

- CTI Administration page: In the **Monitored Hunt Groups** field, enter the VDNs you want Media Blender to monitor.
- Internet Call Center Administration page: Leave the **Prepend Digits for Callback** field empty. Establish your dialing prefixes instead in the ACD.icm.properties file (using the diallocalprefix and the diallongdistanceprefix properties.) See the *Media Blender Configuration Handbook* and the *Media Blender Reference Guide* for more information.

Appendix B: Blender Administrator Forms

Implementing Media Blender requires input from the Switch Administrator, Blender Administrator, and Web Administrator. Your Blender Administrator needs several pieces of information from you to successfully set up properties files required by Media Blender.

This section provides you with forms you can fill out to provide the Blender Administrator with all of the information he or she needs to establish properties files. It includes these forms:

- [Agent and Station Login Information](#)
- [Station Information For Phantom Lines](#)
- [Vector Directory Number \(VDN\) Information](#)
- [Hunt Group Information](#)
- [Lucent Passageway TServer Setup Information](#)

Agent and Station Login Information

Switch Administrator: The Blender Administrator requires your input to maintain two different properties files that enable Media Blender to blend login to the Lucent Definity switch and the WebLine Collaboration Server. Print and complete the form below and give the completed form to your Blender Administrator to assist in the maintenance of those files.

Blender Administrator : Use the information provided here when maintaining agents.properties and passwords. properties. For more information about these files, see "Set up agent log in", in the *Media Blender Configuration Handbook*.

Agent Name	Logical ID	Station ID	Password

Station Information For Phantom Lines

Switch Administrator: The Blender Administrator must have a list of all phantom lines. Print and complete the form below and provide it to the Blender Administrator.

Blender Administrator : Use the station IDs below when setting up phantoms.properties. For more information, see "Define a Pool of Phantom Lines" in the *Media Blender Configuration Handbook*.

Station ID

Vector Directory Number (VDN) Information

Switch Administrator: The Blender Administrator needs your input when setting up skills-based routing. The Blender Administrator maps VDN to routing codes hidden on the callback page. Print and complete the form below and give the completed form to your Blender Administrator.

Blender Administrator: Use the VDN numbers in the table below when maintaining skills.properties (This file resides in the /<Webline dir> /servlet/properties/blender directory.)

Vector Directory Number	Description	WCS Routing Codes

Hunt Group Information

Switch Administrator: The Blender Administrator needs your input when setting up Blender. When setting up the properties files for the CTI middleware, the Blender administrator needs to know the Group Extension numbers established for WCS agent hunt groups.

Blender Administrator: Use the values in this table when setting up the properties file for your CTI middleware. (The properties file resides in the /<weblines dir> /servlet/properties/blender directory.) The following table shows the properties in which you need to enter the group extension numbers:

CTI Middleware	Properties file	Property
CT-Connect	ACD.ctc.properties	monitorskills
JTAPI	ACD.jtapi.properties	monitorskills
ASAI	ACD.asai.properties	monitorskills

The group extension numbers that appear in the table below must appear in the properties file for the ACD medium.

Hunt Group Extension number	Description

Lucent Passageway TServer Setup Information

Switch Administrator: The Blender Administrator needs your input when setting up Blender for use with Lucent Passageway. Several values you use when setting up your Passageway TServer must match values that are entered in a JTAPI properties file that resides in

/<weblinedir>/servlet/properties/blender directory. (This file is typically named ACD.jtapi.properties) The table below show which JTAPI setup values must correspond to properties in ACD.jtapi.properties.

Blender Administrator: Use the values in this table when setting up ACD.jtapi.properties. (This file resides in the /<Weblinedir>/servlet/properties/blender directory.)

Passageway TServer Setup Value	Property in ACD.jtapi.properties	Value
TLINK name. See Step 4 in Setting up the Lucent PassagewayTServer .	service	
The NT Username used by Blender to login to the TServer. See Step 5 in Setting up the Lucent PassagewayTServer .	user	
The NT Password used by Blender to login to the TServer. See Step 5 in Setting up the Lucent PassagewayTServer .	password	

WebLine Media Blender Version 3.0

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