

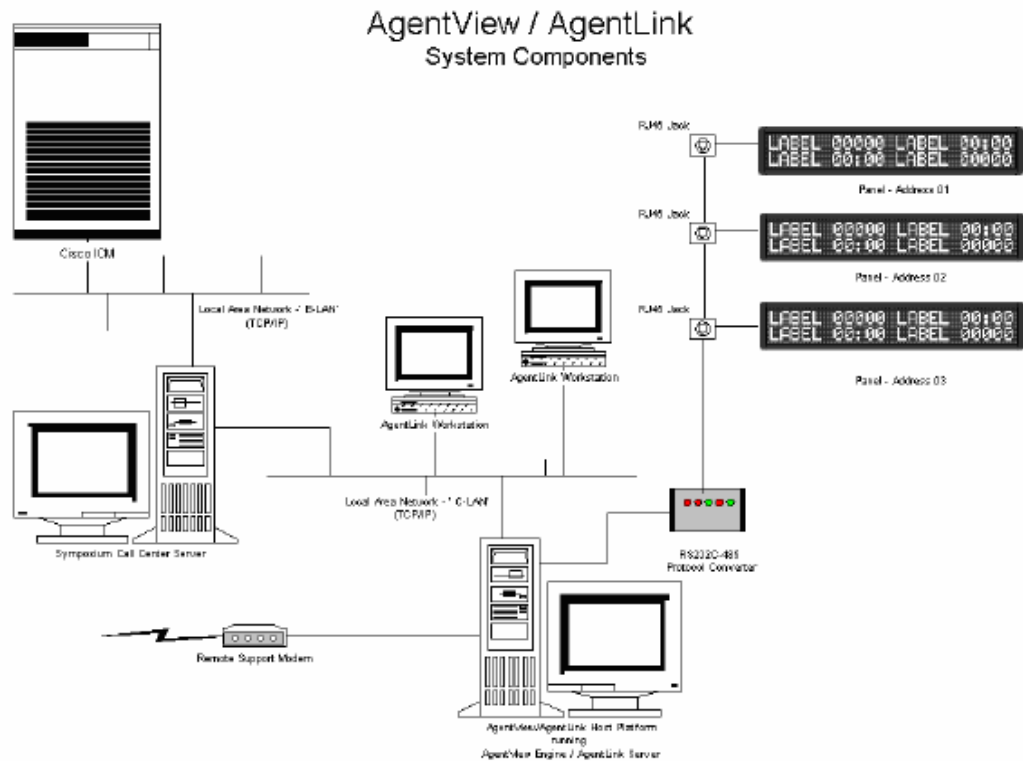
Product: AgentView Enterprise Version 4.0
Subject: Cisco ICM Generic ODBC database access

Summary

AgentView Enterprise supports input from a Database via ODBC. The system can read data values from a Database and display result information on output devices (Wallboards, desktop, pagers, web, wap etc.) in real-time. An appropriate ODBC driver should be installed to allow the AV system to interface with the database. AgentView can collect a wide variety of statistics from the Cisco ICM. As the real-time, near real-time and historical data on agent and call center status from the Cisco ICM is stored in an industry standard historical and real-time relational database system.

To use the GenODBC efficiently, it may be necessary to construct a target table that will be used to read values from. This document describes the interface, configuration and implementation of GenODBC for Cisco ICM.

System Components



Cisco ICM collects real-time and historical data from each call center to determine where to route each call. The real-time data provides current information about specific skill groups, services, trunk groups, routes, and scripts. Real-time data is stored in the Distributor Administrator's Workstation local database where it is constantly overwritten by new data.

The historical data are stored in the ICM central database in summary five-minute and half-hour intervals.

Cisco ICM real-time database – The real-time database is implemented on the Administrator's Workstation (AW). The connection between an ICM central controller and an AW is referred to as the real-time feed. The real-time feed connection is used to send real-time monitoring data to a Distributor AW. The Distributor Admin Workstation receives the real-time data and acts as a data distributor to all other AWs at the site. Admin Workstations that do not serve as data distributors are called Client Admin Workstations. The client AWs do not have their own databases.

Cisco ICM real-time database – A Distributor AW may optionally serve as a Historical Data Server (HDS). In this configuration, the ICM Logger (the system's database server) automatically forwards historical data to the Distributor AW where it is stored in a special HDS database. Other AWs at the site can read historical data from the Distributor AW rather than from the central database.

Each AgentView Enterprise system can have its own set of defined statistics when connected to the Cisco ICM platform. The scope and range of statistics varies on the needs of each customer. On the AgentView Enterprise server, SQL select statements are defined for each collectible performance indicator.

For a complete list of available statistics from the Cisco ICM platform, please refer to Cisco ICM documentation:

- Cisco ICM Software Supervisors Guide, Chapter 6. "Available Data".
- Cisco ICM Software Database Schema Handbook.

Installation steps

1. Install the ODBC driver for the Cisco ICM data source (desired ODBC driver may already exist on the workstation.)
2. Setup a User Data Source (DSN) for the ICM by selecting ODBC setup from Control Panel and using the option Add and/or Setup. Note down the name of the data source and authorizations (login name and password), as defined in the ODBC setup.
3. Install AgentView using the Setup program (standard installation) selecting the GenODBC option for the ODBC data source. Multiple ODBC data sources may be defined in the AV System, however each data source should have a unique name and must be bound to an ODBC DSN.

4. Supply the Data Source Name, Login and Password when asked for. If there is no login name and password leave the relevant field blanks.
5. Execute the TabfldBuilder.Exe file to build the Table definition file. Upon execution the application displays the list of tables available in the ICM data source. Select the tables that you want AV to read values from. Also setup the Key field for AV to construct the entities from. (See TabfldBuilder, GenODBC Installation and configuration document.)

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Additional information regarding this interface may be obtained by contacting Centergistic Solutions, Inc.

+1 800 387-0264
www.centergistic.com