



# SPANLINK® CENTRALCONTROL™ DATA SHEET

## Understanding the Unique System Management Requirements of Your VoIP Solution is Critical for Success

### A BETTER WAY TO INTERACT REQUIRES A BETTER WAY TO MANAGE.

Spanlink CentralControl is a web-based management framework that presents a unified, holistic and simplified interface to the disparate and often distributed resources that comprise a real Customer Interaction Network. CentralControl enables:

- > A practical methodology for **managing change** - distributed administration and multi-level permissions for moves, adds, changes and deletes (MACD).
- > An automated approach to administration for **maintaining quality**.
- > A distributed, multi-level approach for **measuring performance** with automated report compilation and distribution, both of which drive informed resource management decisions.

The benefit? Adopters can securely utilize a broad range of personnel to participate in the ongoing management of the solution without compromising system integrity. Companies realize the real, transformational business improvements in management productivity.

### IT ALL BEGINS WITH THE FRAMEWORK

Through Java-based services, CentralControl provides essential functions for managing the IP Telephony and Contact Center components that comprise a Customer Interaction Solution:

- > A unified interface to multiple system components
- > Multi-tenancy to support multiple types of organizations or sites within an enterprise
- > Multi-level control based on differentiated roles and permissions
- > Senior-level roles, which are responsible for system resource assignments and establishing a consistent system design
- > User-level roles, which are responsible for simplified, efficient, risk free MACD and working within the parameters established at the senior-level
- > Information and report access based on roles and permissions

CentralControl establishes this framework in a Cisco IP Telephony environment that may also include Cisco Unity and/or Cisco IP Contact Center (IPCC).

### FEATURES THAT ENABLE A NEW LEVEL OF CONTROL IN SYSTEM MANAGEMENT

#### Unified Interface

CentralControl is the portal through which multiple users (administrators, analysts, managers and supervisors) view activities, measure performance and make secure modifications to their environment. CentralControl features business rules that define the scope and interdependencies between the disparate solutions components, including the IP PBX, ACD and voice messaging systems. CentralControl propagates changes programmatically to the native systems, and appropriately compiles and distributes information.

By virtualizing the underlying components of the Customer Interaction Network, CentralControl streamlines the multiple components for efficiency and quality control.

## Multi-Tenancy

CentralControl lets enterprises partition distinct sites of IP Telephony users and distinct organizational units of ACD users. For example, each time an administrator creates an IP Telephony entity, telephone or voicemail box, CentralControl builds an association between the entity and the site to which it belongs. Similarly, when an administrator creates an agent, skill group or team, CentralControl associates it with an ACD organizational unit (figure 1).

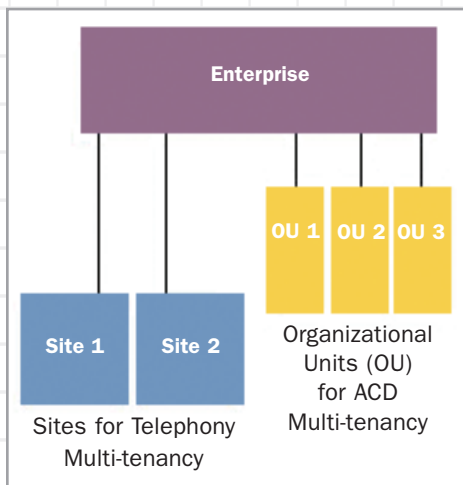


Figure 1.

Because CentralControl can identify the site or organizational unit associated with a transaction or report request, CentralControl is able to segment administration and reports. In this way, CentralControl creates multi-tenancy; where the information and management activities for one site or organizational unit can be segregated from one another.

## Differentiated Roles

CentralControl supports a series of roles that establish the scope of activities and information available for any given user. A user may have one or multiple roles. The roles include:

- > **Super Administrator:** The Super Administrator holds the master identity, password and also creates the Senior Administrators.
- > **Senior Administrator:** The Senior Administrator understands the deployed configuration well, knows the capacity of the deployed Cisco systems and the dial plan. The Senior Administrator also understands which telephones should register to each CallManager server and which peripherals to which each agent in an organizational unit should log in. The Senior Administrator also performs high-level administration tasks (further detailed in "Constraints and Resource Assignments").
- > **Administrator:** The Administrator performs the routine moves, adds, changes and delete actions (further described in "MACD").
- > **User:** The User of telephone and voicemail services has an identity in CallManager and possibly a voicemail account. If the user is also an agent, the user will have a "person" identity in Cisco Intelligent Contact Manager (ICM).
- > **Agent/Supervisor:** The Agent is labeled as an agent in ICM and can also be designated as a Supervisor within ICM.
- > **Report User:** The Report User has access to the IP Telephony, add, change and delete (ACD) reports and is subject to the constraints of their permissions.

CentralControl's multi-tenant feature leverages the enterprise's technology investment by sharing underlying resources between multiple enterprises, locations and business units. CentralControl also controls the scope of administrator and reporting activities to specific locations.

## Constraints and Resource Assignments

The Senior Administrator configures the connections to the native Cisco systems, the CallManager publisher, the Unity primary server and the ICM Distributor Administrative Workstation, the enterprise, their sites and ACD organizational units. The Senior Administrator also sets constraints for IP Telephony administration for:

- > Capacity for CallManager groups and the allocation of the group capacity to sites
- > Capacity for Unity servers and mail stores and the allocation capacity to sites
- > Inventory number for sites by type of number: agent, non-agent user, call park, call pick-up, etc.
- > Calling search spaces applicable to the site for telephones and telephone numbers

The Senior Administrator identifies the capacity for each ICM instance, the Peripheral Gateways and other peripherals with available capacity. The Senior Administrator also allocates the capacity from a peripheral to an ACD organizational unit(s).

CentralControl provides a dual benefit by placing constraints on resource assignments by:

- 1) **Maximizing** the solution's up-time and facilitating the rapid introduction of new services.
- 2) Assurance that resources are operating within acceptable capacity limits and **best practices**, which minimizes errors.

### Moves, Adds, Changes & Deletes (MACD)

The Administrator performs the day-to-day telephony maintenance actions that account for the majority of support time including:

- > Adding, updating and deleting telephones
- > Adding, updating and deleting extension mobility profiles
- > Adding, updating and deleting users
- > Maintaining Unity subscriber accounts for all users

The Administrator works within the constraints set by the Senior Administrator:

- > The Administrator can only perform actions for the site(s) designated by the Senior Administrator.
- > The Administrator must use the device pools identified by the Senior Administrator, such as registering the site telephones to appropriate CallManager subscribers. The Administrator is restricted from configuring more telephones than set by the Senior Administrator.
- > The Administrator can only assign dialing permissions and calling search spaces in the CallManager designated by the Senior Administrator. This ensures that calls from the site will route appropriately.
- > The Administrator assigns telephone numbers from the inventory of telephone numbers assigned by the Senior Administrator. The Administrator cannot arbitrarily assign numbers that might cause conflicts within the dial plan.

An Administrator can also perform routine ACD-related transactions:

- > Adding, updating and deleting Agents
- > Adding, updating and deleting Agent skill groups
- > Adding, updating and deleting teams
- > Maintaining Supervisor permissions
- > Maintaining Agent assignments to teams and skill groups
- > Maintaining Agent and Supervisor assignments to teams

The Administrator can only operate in the parameters set by the Senior Administrator for ACD changes:

- > The Administrator can only perform ACD actions for the designated organizational unit(s) specified by the Senior Administrator.
- > The Administrator can not configure more agents than designated by the Administrator.
- > The Administrator can not assign an agent to more skill groups than the maximum allowed by the configuration set by Senior Administrator. These limits assure that an Administrator will not perform excessive agent skill group transactions that can overwhelm a Peripheral Gateway.

The Administrator who handles telephony MACD actions must understand the features of the different telephones, voicemail box settings and user requirements for telephones and voicemail boxes. The MACD administrator for agents, skill groups and teams must understand the business needs of the contact center groups. The administrators do not need to be CallManager, Unity or ICM experts, nor do they need to understand the interfaces for these systems.

By addressing MACD requirements through a single, secure and simplified interface, enterprises can securely extend MACD to non-technical local administrators without specific native component expertise or compromising system integrity. The MACD Administrator is more available than the CallManager or ICM expert and can even be a local person. This is a **cost effective and responsive method of addressing routine administration.**

### Metrics

CentralControl provides the following reports for Administrators:

- > Configuration reports that show the capacities, capacity allocation for the Cisco systems, the dial plan inventory status and telephone configurations
- > Audit trails that identify all transactions

For Report Users, CentralControl generates an extensive set of ACD reports dealing with call types, agents, skill groups and teams.

CentralControl reporting is multi-tenant, meaning it enables access to reports based on a user's roles and permissions. For example, an ACD report user with permission or a single ACD organizational unit can see only information on agents, skill groups and teams for that unit. A manager with responsibilities for multiple organizational units can see rollups of information across the units.

CentralControl's ability to deliver better and a more timely solution information **drives better management decisions.**

## Scalability

A CentralControl Administration server can support the administrative activities for 250,000 telephones. A CentralControl Report Server can support up to 50 concurrent Report Users performing a typical mix of ACD-focused, real-time and historical report request actions.

## ENVIRONMENTAL SPECIFICATIONS

CentralControl v3.0 supports the following levels of software:

CISCO ICM	CISCO CALLMANAGER	CISCO UNITY	ACD REPORTS
5.0	3.3(4)	4.0(5)	smlPortal ver 40
6.0	4.1(4)	4.2	PowerBuilder 10.2 Build 7516
7.0	5.0(x)		4.0(3)EAServer 5.2 Build 52025

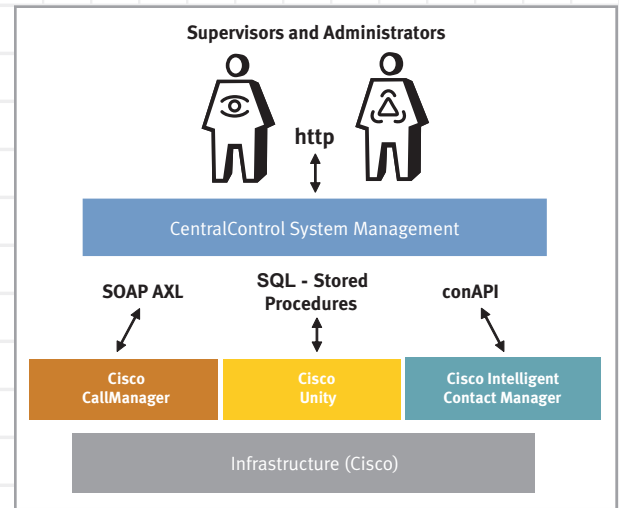


Figure 2. Shows integration with Cisco native systems

CentralControl v3.0 has been verified in the following configurations:

	CISCO CALLMANAGER	CISCO ICM	CISCO UNITY	ACD REPORTS
Configuration 1	3.3	6.0	4.0(x)	3.1
Configuration 2	4.1	6.0	4.0(x)	3.1
Configuration 3	4.1	7.0	4.0(x)	3.1
Configuration 4	5.0	7.0	5.0(x)	3.1

## MINIMUM HARDWARE/SOFTWARE REQUIREMENTS

	ADMINISTRATION SERVER	REPORTS SERVER
HARDWARE	<ul style="list-style-type: none"> <li>• 1 GHz Pentium III processor</li> <li>• 1 GB RAM</li> <li>• 40 GB HDD free space</li> <li>• NIC supporting Ethernet 2</li> <li>• 1024 X 768 screen resolution</li> </ul>	<ul style="list-style-type: none"> <li>• 2 GHz Pentium III processor</li> <li>• 3 GB RAM</li> <li>• 80 MB free space</li> <li>• NIC supporting Ethernet 2</li> <li>• 1024 X 768 screen resolution</li> </ul>
OPERATING SYSTEM	<ul style="list-style-type: none"> <li>• Windows 2000 Server with Service Pack 4</li> <li>• Windows 2003 Server Enterprise/Standard</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 2000 Server with Service Pack 4</li> <li>• Windows 2003 Server Enterprise/Standard</li> </ul>
THIRD-PARTY SOFTWARE	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer v6.0</li> <li>• Microsoft SQL Server 2000 with Service Pack 3 with "mixed mode" authentication</li> <li>• Apache Tomcat Web server v5.5</li> <li>• Java 2 Runtime Environment (JRE) standard edition v1.4.1</li> <li>• Adobe Acrobat Reader v5.0</li> </ul>	<ul style="list-style-type: none"> <li>• Sybase EAServer v5.2.0 for Windows Server</li> <li>• Microsoft SQL Server 2000 with Service Pack 3 with "mixed mode" authentication</li> <li>• Adobe Acrobat Reader v5.0</li> </ul>

Tomcat, Java 2 and Acrobat Reader are shipped with CentralControl and are automatically installed if the installation program does not detect an existing, current version on the PC. Adobe Acrobat Reader 7.0 should be installed to view PDF reports in CentralControl. The customer must purchase and install Microsoft SQL Server 2000 and Sybase EAServer for Windows Server; these applications are not included with CentralControl.

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