

MiCC for Lync: How To control the Enterprise Router service with commands

INTRODUCTION

In CCM for Lync environments, it is possible to issue commands directly to the prairieFyre Enterprise Router service through a chat window in the Lync client.

These commands can give information about the system, which can be useful in troubleshooting applications.

They can also be used to control agents and queues.

The commands are described individually below.

OPENING A CHAT SESSION WITH THE ENTERPRISE ROUTER

To issue commands directly to the prairieFyre Enterprise Router service, you must be logged into the Lync client using an account which exists in YourSite Explorer > Employees, and which has a Security Role of Enterprise Administrator.

It is not necessary for the user to be an ACD agent.

You can open the Lync client on any PC in the environment. It is not necessary for the PC to have the Client Component Pack (a.k.a. Ignite) installed on it.

To open a chat session with the prairieFyre Enterprise Router service:

1. Open Lync and sign in with a qualified account (see above).
2. In the "Find people" window, type prairieFyre Enterprise . The contact prairieFyre Enterprise ACD will appear. Double-click it to begin a chat session.

NOTE: The prairieFyre Enterprise ACD always shows as "Offline" in Lync. This is normal.

3. You will get a window like the one shown below. Begin typing commands into this window.

TROUBLESHOOTING ISSUES WITH ISSUING COMMANDS

Case 1: Cannot find the prairieFyre Enterprise ACD contact in Lync.

- Check the spelling of prairieFyre
- Look below the "Search for people" bar, in the "NAME" area.

If you see “Address book synchronizing. Results may not be current.”, you will need to wait for the address book to synchronize before searching again.

This is common on computers where you are starting Lync for the first time as the user in question, or where you are signed into Lync as a different user than the user with which you are signed into the computer itself.

Case 2: You get the a "not authorized" response when you issue commands to the Enterprise Router.

The "not authorized" response looks like this:

[prairieFyre Enterprise ACD at frontend1.christina.local 9:08 AM](#)

Error: you are not authorized to send commands to the enterprise routers

To resolve this problem: 1. Open YSE > Employees and local the Employee being used to chat with the Enterprise Router.

2. In the properties for the user, go to the User Account tab, then scroll down to the Security section, and change the Security Role to “Enterprise Administrator.

3. Save.

4. Go back to Lync, and close the chat window with the Enterprise Router. Wait about 60 seconds, then open a new chat window with it.

You should now be able to issue commands to the router.

LIST OF AVAILABLE COMMANDS

General System Commands:

- help - gives this list of commands; however the list in alphabetical order, rather than functional order, and it does not include an explanations of what each command does.
- system - gives general system stats

Queue-Directed Commands:

Usage: All queue-directed commands require the queue’s SIP address as an argument, in the form `command queueSIPaddress@sipdomain.domain`

- qstat - Displays the following stats about a queue: Longest call waiting; calls waiting; number of idle agents
- qcallinfo - Displays a list of calls for a specified queue
- qopen - Removes the DND status on a specified queue and initializes that queue if it is in a non-initialized state
- qclose - Set the DND status on a specified queue

MKB / DND Commands that act on all the agents attached to a specified queue, but not on the queue itself:

Usage:

The set commands require two arguments – first, the SIP address of the queue who's agents are being acted upon; and second, the the reporting number of the DND or MKB code to set on the agents.

The remove commands require only the SIP address of the queue who's agents are being acted upon.

- setqueuemkb - Sets all the agents that are associated to the specified queue into a specified MKB state
- removequeuemkb - Removes the MKB state of all agents that are associated to the specified queue
- setqueuednd - Sets all the agents that are associated to the specified queue into a specified DND state
- removequeuednd - Removes the DND state of all the agents that associated to the specified queue

Individual-Agent -Directed Make-Busy / DND Commands:

Usage:

The set commands require two arguments – first, the SIP address of the agent are being acted upon; and second, the the reporting number of the DND or MKB code to set on the agents. For example: setmkb christina@sipdomain 10

The remove commands require only the SIP address of the agent being acted upon.

- setmkb - Sets the specified agent into a specified MKB state
- removemkb - Removes the MKB state of the specified agent
- setdnd - Sets the specified agent into a specified DND state
- removednd - Removes the DND state the specified agent

Agent Group-Directed Make-Busy / DND Commands:

A bit like Monitor Control; used to set or remove MKB on an entire agent group at once. Usage: The set commands require two arguments – first, reporting number of the agent group; and second, the the reporting number of the DND or MKB code to set on the agents. For example: setmkb 150 10

The remove commands require only the reporting number of the agent group.

- setgroupmkb - Sets all the agents in the specified agent group into the specified MKB state
- removegroupmkb - Removes the MKB state of all the agents in the specified agent group

- setgroupdnd - Sets all the agents in the specified agent group into the specified DND state
- removegroupdnd - Removes the DND state of all agents in the specified agent group

General Agent-Directed Commands:

Usage: All agent-directed commands require the Agent's SIP address as an argument, in the form command agentSIPaddress@sipdomain.domain

- resetagentstate - Resets the agent state of an agent who's state has gone stale; for more details, see KB _____ (KB to follow)
- alogin - Makes a specified agent available to ACD and makes him available to all their default ACD Agent Groups
- alogout - Logs a specified agent out of all of his currently logged in agent groups
- removegroupdnd - Removes the DND state of all agents in the specified agent group

Agent Group Presence Commands:

Usage: These commands require two arguments – first, the SIP address of the agent, and second, the reporting number of the agent group. For example: ajoin christina@sipdomain 123

- ajoin - Makes a specified agent join a specified agent group usage (i.e. makes them present in the group)
- aleave - Makes a specified agent leave a specified agent group usage (i.e. makes them absent in the group)

Agent Group-Directed Commands for Agent Group Presence:

Usage: The agentgrouplogin command require the Agent Group's reporting number as an argument

- agentgrouplogin - Makes all the agents of the specified agent group join that group

APPLIES TO

CCM for Lync

Keywords:

“Enterprise Router” “Oranda” “Router” “commands” “Lync” “Chat” “prairieFyre Enterprise ACD”

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