

AGP - How to Guide

INFORMATION

If you have a Mitel 3300 ICP (MCD 4.0 SP1 and above) or 5000/Axxess telephone system, you can add / remove agents from one or more agent groups with Agent Group Presence. After logging into Contact Center Client, agents use Interactive Contact Center to control their presence status in agent groups. Optionally, supervisors can use Interactive Contact Center to control the presence status of agents in specific agent groups.

CONFIGURATION

In order to successfully utilize Agent Group Presence in the Interactive Contact Center, you will need the following settings to be configured:

1. Verify the employee attempting the action has an associated extension or agent
 - Open **YSE** (Start=>All Programs=>Mitel=>YourSite Explorer)
 - Click **Employees**
 - Open the Employee in question
 - Make sure there is at least one selected member under the **Agent logins** tab or one selected member under the **Extensions** tab
2. Verify the extension or agent has Advanced real-time and reporting enabled
3. Ensure that the **COS (Class of Service)** for the Agent or Extension has both **HCI/CTI/TAPI** options set to **Yes**.

For CCM 5.7

First, you will have to go in the Contact Center Management in order to enable Agent Group Presence. In order to do so, please follow these steps:

1. Launch CCMWeb (Start > Programs > Mitel > Mitel Contact Center Management)
2. Under YourSite, click on Enterprise.
3. On the main Enterprise Page, you will have a check box to enable Agent Group Presence, ensure it is checked.

*Please note that by enabling Agent Group Presence, a prompt will appear stating that the **Collector and MiTAI Proxy Server** will be restarted. Please consider performing this outside of business hours as it will impact **data collection, real-time statistics and softphone functions**. It is also important to ensure that data buffering is enabled on the 3300 to prevent any data loss during the restart, if done during business hours.*

Once Agent Group Presence is enabled on the Enterprise, please follow these steps for the devices involved;

- Open **YSE** (Start=>All Programs=>Mitel=>YourSite Explorer)
- Click on **Agents** or **Extensions**
- Find the Agent or Extension attempting to be controlled
- Ensure the Agent or Extension is associated to an **Employee**

- Verify it has **Advanced real-time and reporting** enabled
- Ensure that the **COS (Class of Service)** for the Agent or Extension has both **HCI/CTI/TAPI** options set to **Yes**.

For CCM 5.8 and above

- Open **YSE** (Start=>All Programs=>Mitel=>YourSite Explorer)
- Click on **Agents** or **Extensions**
- Find the Agent or Extension attempting to be controlled
- Ensure the Agent or Extension is associated to an **Employee** with an **Advanced** employee license.
- Ensure that the "**Disable real-time monitoring and data collection on this device**" is **unchecked**.
- Ensure that the **COS (Class of Service)** for the Agent or Extension has both **HCI/CTI/TAPI** options set to **Yes**.

3. Verify the agent or extension's Class Of Service has Group Presence Third Party Control enabled on the Mitel 3300 ICP. (This step should only be performed by a certified Mitel technician)

- Determine which Class of Service is configured for the agent or extension
- Open the **Class of Service Options Assignment** form
- Verify that the **Group Presence Control** and **Group Presence Third Party Control** options are enabled for the agent or extension's COS

NOTE: In a Hot Desking environment, the Agent COS will need these options enabled. In a non-Hot Desking environment you should enable this setting on both Agent and Extension.

BEST PRACTICES

It is important to note that agents may join or leave agent groups but not queues. Agents become absent from a queue indirectly if they leave all agent groups associated with that queue. An agent who is present in an agent group which is associated to all queues would be disassociated from all queues simultaneously if they became absent in their agent group. Since the goal of agent group presence is to provide a dynamic response to varying queue activity, allowing agents to become absent from all queues simultaneously is counterproductive.

As a best practice, we recommend you associate agent groups to queues based on business groups within your organization. A unique agent group to business group queue(s) association allows agents who leave an agent group associated to a particular business group to remain present in an agent group(s) associated to other business group(s).

TROUBLESHOOTING

If you have followed the instructions above, the two most common issues you may run into are the following:

- Unable to acquire Invoker DN for third party join/leave control
- Unable to remove last agent's presence when calls are in queue

APPLIES TO

CCM 5.7 and above

Keywords: AGP Agent Group Presence MiTAI Join leave

Last Modified By: dfontaine, Wednesday, December 07, 2016
<http://micc.mitel.com/kb/KnowledgebaseArticle51218.aspx>

Saturday, June 25, 2022