

Data Collectors - General

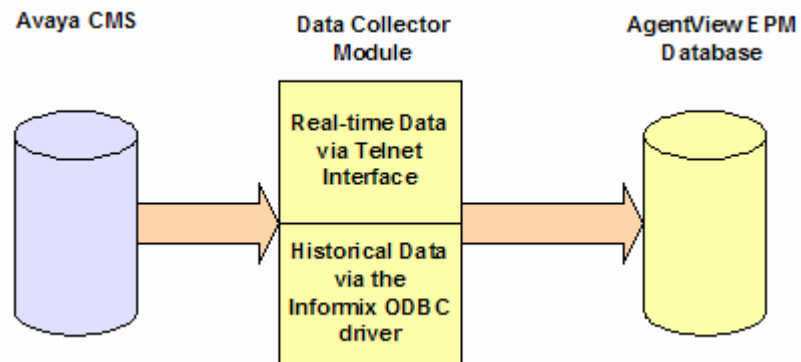
OmniCollector™ is designed and built as a Windows NT Service. The OmniCollector service initiates individual thread collectors for each defined source. After the collector thread starts successfully, the database connector delivers the collection schedule. Each collector thread sets-up the collection of the objects based on those schedules. Depending on the type of schedule, some objects may be requested each cycle, while certain other objects are requested just once (active collection). In some instances, the data-sources can be programmed to deliver data periodically to collector threads (passive collection).

Once the objects are collected, they are parsed and packetized. Multiple OmniCollectors can be working simultaneously on different computers. OmniCollector setup involves installing standard out-of-the-box components and customized (installation specific) modules.

The database connector connects to the AgentView® Enterprise EPM database using the OLE-DB provider for ODBC (SQL Server). The connector queries the database to get setup and configuration information before starting the collection process.

Avaya CMS Connector

The Avaya connector consists of two independent connections --- the Telnet connection for the real-time data, and the Informix ODBC interface for the historical data.



Depending on the availability of new data on the CMS, the interface will read data every “n” seconds. The two kinds of data are “Agent State” and “Split Summary” information. Multiple Telnet/ODBC sessions can be configured to scale the data collection for large environments.

The historical information is collected at pre-defined intervals by execution of DTS packages on the AgentView platform. The DTS OmniCollector (a component of the AgentView platform) runs a DTS (Data Transformation Service) package at scheduled times to collect information from an ODBC compliant data source and write it to the AgentView EPM Database

The tables on the reverse side of this document provide the detail specifications for these interfaces.

Avaya CMS Real-time data interface Specifications

Communication	TCP/IP
Ports	Telnet - Default Port: 21. May need more than one Telnet session. Depends on the type, quantity and frequency of information collected.
Protocol	VT220 – terminal emulation
Service on AgentView EPM Server	Windows NT Service - The real-time interface will be a thread within the main Centergistic data collection (OmniCollector) service.
Service on the Avaya CMS	Avaya CenterVu - Centergistic will load two reports and will use the CLINT utility on the CMS to execute the reports every 10/20/30 seconds.
Network load	Aprox. 1000 chars (8K bytes) per page - Number of pages depend on the number of agents and splits in the system that need to be collected.
Account	CMS user - Will need a CMS and a UNIX user account for interface.

Avaya CMS Historical data interface Specifications

Communication	TCP/IP
Protocol / Ports	OpenLink driver for Informix - May need more than one (up to four) ODBC connection (DSN) on the Centergistic Server. Will need the OpenLink service on the CMS for the ODBC driver to connect. Default port: 5000 (Ref: Avaya Document 585-780-701, Issue 1.1, September 2002, Compas ID 94116)
Service on AgentView EPM Server	Windows NT Service - The DTS collector interface will be a thread within the main Centergistic data collection (OmniCollector) service. If more than one DSN is created, then multiple threads will be instantiated to collect data.
Service on the Avaya CMS	Avaya Informix - Centergistic service will issue SQL commands to get data from the database.

To learn more about Centergistic Solutions and our award winning AgentView family of products please contact us at

800 387 0264 USA

+1 714 935 9000 International

or visit us on the web at

www.centergistic.com

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