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PRODUCT
GUIDE

MiContact Center Enterprise

Centralized Management Description

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INTRODUCTION

Centralized Management is a feature that enables management of multiple MiCC Enterprise systems from one single location. A MiCC Enterprise system with this feature installed is referred to as a MiCC Enterprise Network Operations Center (MiCC Enterprise NOC). A MiCC Enterprise NOC needs to run on a separate server. For information on how to install a MiCC Enterprise NOC, please refer to document *MiCC Enterprise Installation Instructions*.

OVERVIEW

A MiCC Enterprise NOC system consists of one MiCC Enterprise NOC server and any number of MiCC Enterprise NOC clients. One MiCC Enterprise NOC can manage up to ten MiCC Enterprise systems. An overview of how the services and applications of MiCC Enterprise NOC connect to each other and to a managed MiCC Enterprise system is shown in Figure 1. All services and applications, except Script Designer, connect to the Broker Service, but these connections are not shown in the figure.

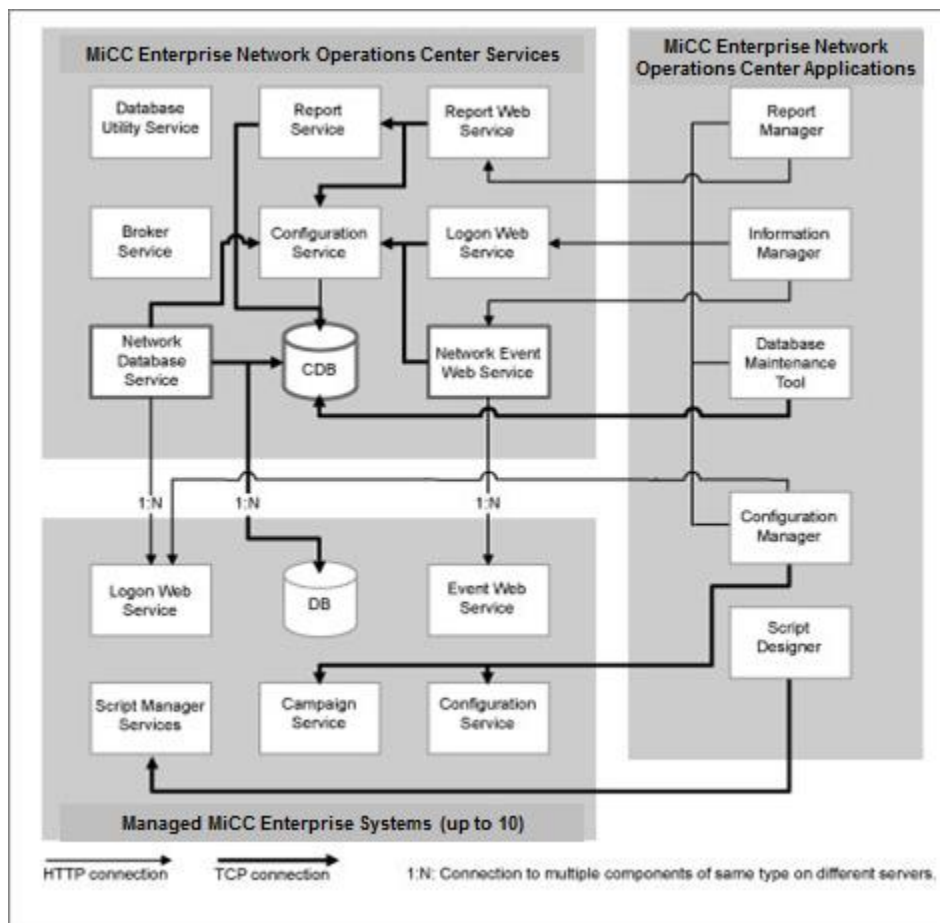


Figure 1 MiCC Enterprise NOC system with connections to a managed MiCC Enterprise system.

Managed MiCC Enterprise systems are not aware of the existence of a MiCC Enterprise NOC, which makes it possible for two separate MiCC Enterprise NOCs to manage the same MiCC Enterprise system.

CONSIDERATIONS

All managed MiCC Enterprise systems have to be on the same release and service pack as the MiCC Enterprise NOC. During an upgrade procedure, for the period that release and service pack numbers are not the same, the managed system will not appear in the MiCC Enterprise NOC. The managed system will reappear when it is brought back to the same release and service pack as the MiCC Enterprise NOC.



Note: MiCC Enterprise NOC and all its managed systems system must use the same SQL Server collation.

MICC ENTERPRISE NETWORK OPERATIONS CENTER

A MiCC Enterprise NOC provides the following management operations:

- Enable Report Manager to create combined reports using data from multiple MiCC Enterprise systems. This is possible even if the managed systems are unavailable at the time for report generation.
- Enable Information Manager to display real-time activities of multiple MiCC Enterprise systems by putting together information events from the managed systems. Contact center objects, for example Service Access, Service Groups and Agent Groups, and alarms from different managed MiCC Enterprise systems are displayed as if they originated from one single system, but with the managed system name as a prefix to the name of the contact center objects.
- Use Configuration Manager to make configuration changes to the managed MiCC Enterprise systems.
- Use Database Maintenance Tool to perform database operations within the MiCC Enterprise NOC.
- Use Script Designer to design scripts for the managed MiCC Enterprise systems.

SERVICES AND APPLICATIONS

To provide the operations mentioned, the applications and services required in a MiCC Enterprise NOC have been somewhat modified from the applications and services in a MiCC Enterprise installation. Two new services have been developed to provide Information Manager and Report Manager with combined information, but the total amount of services has been reduced. This is due to MiCC Enterprise NOC not handling of incoming or outgoing calls.

MICC ENTERPRISE NETWORK OPERATIONS CENTER SERVICES

The MiCC Enterprise NOC server hosts the following services:

- *Network Database Service* (new for Centralized Management)
- Broker Service
- Configuration Service
- Database Utility Service
- Report Service

For a description of these components see the document *MiCC Enterprise System Description*.

MICC ENTERPRISE NOC WEB SERVICES

The MiCC Enterprise NOC server contains the following web services:

- *Network Event Web Service* (new for Centralized Management)
- *Logon Web Service*
- *Report Web Service*

MICC ENTERPRISE NETWORK OPERATIONS CENTER APPLICATIONS

A MiCC Enterprise NOC client contains the following applications:

- Report Manager
- Information Manager
- Configuration Manager
- Database Maintenance Tool
- Script Designer

For a description of these components refer to *MiCC Enterprise System Description*.

MICC ENTERPRISE NETWORK OPERATIONS CENTER SETUP

MiCC Enterprise NOC Setup is a utility that is installed on both the server and client. MiCC Enterprise Setup is used to configure settings and to add and remove managed systems from the MiCC Enterprise NOC server.

Please refer to the document *Initial Configuration* for further information on the setup utility.

LICENSE HANDLING

In addition to the Configuration Manager, Information Manager and Report Manager licenses, MiCC Enterprise NOC uses two new license types, Managed Report Systems and Managed Event Systems. At start up or when adding a new managed system, one Managed Report Systems license and one Managed Event Systems license are acquired from the MiCC Enterprise NOC.

When starting Report Manager and Information Manager from a MiCC Enterprise NOC, licenses will be acquired from the MiCC Enterprise NOC.

Configuration Manager can be launched either for configuration of the MiCC Enterprise NOC, or for configuration of a managed system. No matter which system, Configuration Manager launched from a MiCC Enterprise NOC environment acquires the license from the MiCC Enterprise NOC and not from the managed system. This is to avoid licensing problems when starting Configuration Manager from within a managed system.

LOGON

All applications in the MiCC Enterprise NOC connect to the Logon Web Service for logon. Configuration Service provides the Logon Web Service with information about the names and locations of included managed systems at start up and at configuration changes.

The logon procedure for Report Manager and Information Manager is the same when logging on to a managed system in a MiCC Enterprise NOC system as when logging on to Report Manager or Information Manager in a MiCC Enterprise system, as shown in Figure 2. The same logon window is used for Configuration Manager when launched from a MiCC Enterprise NOC system without managed systems.

When Configuration Manager is launched in a MiCC Enterprise NOC with managed systems, it is possible to select whether to log on to the MiCC Enterprise NOC server, or which of the managed system to log on to as shown in Figure 3.

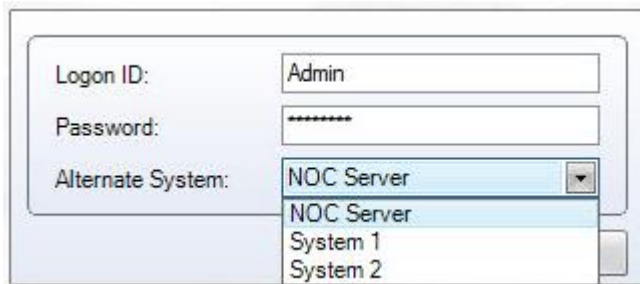


Figure 3 Logon window for Configuration Manager when launched from a *MiCC Enterprise NOC with managed systems*



Note: When logging on to a MiCC Enterprise NOC, the user must be configured as a MiCC Enterprise NOC user. When logging on to a managed system in a MiCC Enterprise NOC, the user must be configured as a user in the managed system.

