

Avaya Definity G3 Skill Group to Service Mapping and Extension Configuration

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Related Information

Introduction

This document describes the relationship among the peripheral, service, skill group, and agent based on the output of the procmon utility. It focuses on the skill group to service mapping on the Avaya Definity G3 platform. A skill target is an agent, a group of agents, or an abstraction for anything that can handle a call at a peripheral. Agents can be classified into groups based on the skills they have. These skill groups can be classified based on what services they provide customers.

Note: If one or more of the items below are not configured correctly, the Service Member Table may be missing data. Possible symptoms may include:

- Agent's stats for a service are incorrect
- Longest Available Agent (LAA) is not working or the data is incorrect
- Minimum Expected Delay (MED) data is incorrect

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco Intelligent Contact Management (ICM) troubleshooting
- Avaya Definity G3 troubleshooting

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco ICM versions 4.6.2 and later

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Analyze the Relationship

Run the procmon utility and use the **pim_list_services (ls)** command. The output is as follows:

```
>>>>ls
SkillTargetID   Periph#  C    SerMem  Pri   SerTH  SLType  PSLType  Ext#
        7273    111111 Y      -1    -1     30     1        4
        10168   201     Y      61     1     30     1        4
        8852    9999   Y      -1    -1     30     1        4
        7467    240    Y      66     1     30     1        4
        8645    241    Y      65     1     30     1        4
        8874    242    Y      67     1     30     1        4
```

Then run the **pim_list_skill_groups (lsg)** command against **skill group number 66** which is under column **SerMem** in the above output. The output is as follows:

```
>>>>lsg /skillgroup 66
  Periph#  Pri  C  SkillTargetID  Ext#
        66   0  Y           7399  3909
```

Service Skill Target ID

Service skill target ID is generated by Cisco ICM, when configuring service. For details, refer to the Service table. It is mapped to the skill group using Service_Member table. It is the first column in the **pim_list_services** output as shown in Figure 1.

Figure 1: Service Skill Target ID

```
C:\>procmon trav pg8b pim1
>>>>ls
SkillTargetID   Periph#  C    SerMem  Pri   SerTH  SLType  PSLType
Ext#
  7273          111111  Y      -1    -1     30     1        4
  10168         201     Y      61     1     30     1        4
  8852          9999   Y      -1    -1     30     1        4
  7467          240    Y      66     1     30     1        4
  8645          241    Y      65     1     30     1        4
  8874          242    Y      67     1     30     1        4
```

Service skill target id is configured in Service table and mapped to skill group via Service_Member table.

Service Number in the OPC Trace

The service number is known as peripheral number at the peripheral in the Service table. Service for a particular call is taken from the OPC trace with **csstaecr** turned up in the opctest utility. Service equates to Vector Directory Number (VDN) or hunt group on Avaya Definity G3. The relationship is shown in Figure 2. Verify the relationship between 240 under column **Periph#** and 240 in the Open Peripheral Controller (OPC) trace. They represent the same service peripheral number.

Figure 2: Service Peripheral Number in OPC Trace

```
C:\>procmon trav pg8b piml
>>>>ls
SkillTargetID   Periph#  C   SerMem  Pri   SerTH  SLType  PSLType
      7273      111111  Y    -1   -1    30     1       4
     10168      201    Y    61    1    30     1       4
     8852      9999   Y    -1   -1    30     1       4
     7467      240   Y    66    1    30     1       4
     8645      241    Y    65    1    30     1       4
     8874      242    Y    67    1    30     1       4
```

“Service” for a particular call is taken from the OPC traces with **csstaecr** turned up in opctest. Service equates to VDN or hunt group on Avaya G3

OPC trace with **csstaecr** turned up:

```
11:03:15 pg8A-opc Trace: Call::AssignTarget - CallID=260 Service=240
OldState=NONE Incoming=1 Maintain=0
```

Skill Group Skill Target ID

Skill group skill target ID is generated by Cisco ICM, when configuring the skill group. For details, refer to the Skill_Group table. It is mapped to service using Service_Member table. It is the fourth column in the **pim_list_skill_groups** output as shown in Figure 3. The SkillTargetID 7399, represents the base skill group skill target id.

Figure 3: Skill Group Skill Target ID

```
>>>>ls /skillgroup 66
  Periph#  Pri  C  SkillTargetID  Ext#
      66    0  Y      7399      3909
```

Skill group skill target id is configured in Skill_Goup table for the base skill group and mapped to service via Service_Member table.

Locate Skill Group Skill Target ID by Service Skill Target ID

Locate the skill group skill target ID by service skill target ID in the **pim_list_services** output. The step-by-step procedure follows:

1. Run the procmon **pim_list_services** command.
2. Select the service skill target ID under column **SkillTargetID**. The selected service skill target ID is 7467 in bold text.
3. Run the procmon **pim_list_skill_groups** command based on the corresponding skill group number

under column **SerMem** in the same line with the selected service skill target ID. The selected skill group number is 66 in red bold text.

Verify the result, as shown in Figure 4. The bold text **7467** and **66** in the **pim_list_services (ls)** output represent the service skill target ID and the corresponding skill group number respectively, and the bold text **7399** in the **pim_list_skill_groups (lsg)** is the corresponding skill group skill target ID. Verify the associated extension is configured. In this case, it is 3909.

Figure 4: Skill Group in pim_list_services and Skill Group Skill Target ID in pim_list_skill_groups

```
C:\>procmon trav pg8b pim1
>>>>ls
SkillTargetID      Periph#  C    SerMem  Pri    SerTH  SLType  PSLType
Ext#
    7273          111111  Y     -1     -1     30     1       4
   10168           201    Y     61     1     30     1       4
    8852           9999   Y     -1     -1     30     1       4
   7467           240    Y     66    1     30     1       4
    8645           241    Y     65     1     30     1       4
    8874           242    Y     67     1     30     1       4
```

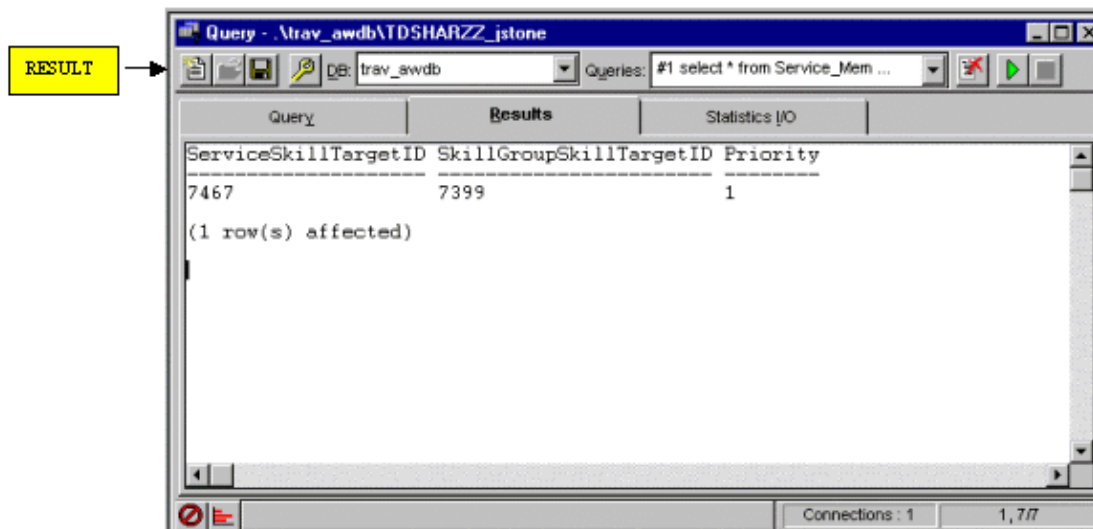
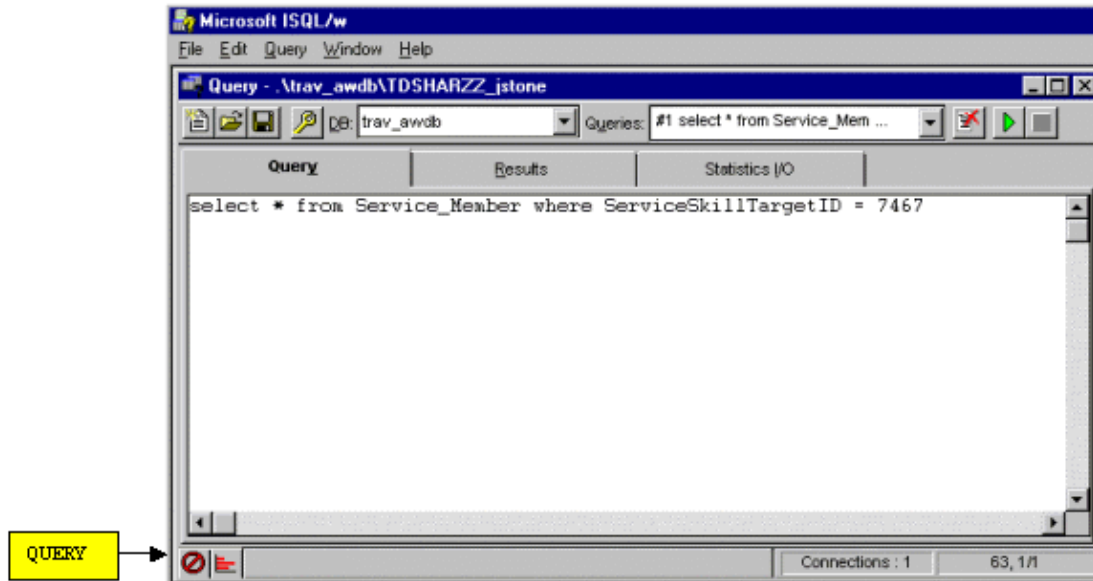
Skill group per Service and Service_Member table. Check with procmon lsg (for extension

```
>>>>lsg /skillgroup 66
  Periph#  Pri  C  SkillTargetID  Ext#
    66    0  Y    7399        3909
```

Relationship between Service Skill Target ID and Skill Group Skill Target ID

Referring to Figure 4, Service Skill Target ID – 7467 is related to Skill Group Skill Target ID – 7399 using Skill Group – 66. By querying the Service_Member table, the result proves the one-to-one map between skill group skill target ID (7399) and service skill target ID (7467), as shown in Figure 5.

Figure 5: Microsoft SQL Service_Member Table Query



Extension in the OPC Trace

When configuring service or skill group, extension has to be configured for Avaya Definity G3. The extension number appears in the OPC log as "device", as shown in Figure 6.

Figure 6: Extension in the OPC Trace

```
>>>>lsq /skillgroup 66
  Periph#  Pri  C  SkillTargetID  Ext#
      66    0  Y      7399      3909
```

When configuring service or skill group, extension has to be configured for Avaya Definity G3. The extension number appears in the OPC log as "device"

```
11:12:00 pg8A-opc Trace: CSTA_TRANSFERRED (PID=5006) -
primaryOldCall=(CallID=393 Device=5084 Type=Static)
secondaryOldCall=(CallID=500 Device=5084 Type=Static)
  transferringDev=(DEV)5084 transferredDev=(DEV)3909
party=(CallID=500 Device=3909
```

Related Information

- [Using Remote Process Monitor Console \(Procmon\)](#)
- [Using the OPC Test Command Line Utility](#)
- [Technical Support – Cisco Systems](#)

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