

**Author**  
Jonas Västibacken  
**Approved**

<b>Date</b>	2015-12-01	<b>Page</b>	1 (2)	
<b>Document No</b>	PRO-36797	<b>Version</b>	2.0	<b>Status</b>
<b>Object</b>	50048634			Approved

## Thesis Work – GAX-plugin for configuration changes

### 1 Introduction

This paper describes a thesis work that is to be carried out at TeliaSonera in Uppsala, Strandbodgatan 1. We are a unit of about 200 people responsible for TeliaSonera's contact center offerings to enterprise customers. The thesis work should be performed by 1-2 students from an engineering, information systems or computer sciences program (2xB.Sc or 1xM.Sc.).

### 2 Background scenario

In an enterprise, customer service is often handled by a special organizational unit called the contact center. The contact center handles a company's customer interactions, such as telephone calls, email, chat, facebook posts, video calls from web page etc. A contact center platform is an application framework to handle customer interaction flows and directing each interaction to the most suitable agent. Agents working in the contact center log in to the framework which is configured with the agent skill, department, and other information which is used by the framework to correctly route interactions. Agents are provided with interaction information when the interaction is delivered, and may also have that information sent to legacy systems automatically to provide the agent with the background information needed to meet customer needs.

Genesys is the world-leading contact center platform and TeliaSonera is a gold partner to Genesys and responsible for the integration and adaption of customer solutions in the Nordic countries. Genesys Configurations Server 8.5 has introduced a tool for exporting all changes done in the configuration database, including who has done the change and both the old and the new configuration parameters. This information can be exported to a XML-file. TeliaSonera need to develop a solution capable of parsing, presenting and make the information searchable and it is seen as an interesting candidate for a thesis work.

Genesys Administrator Extension (GAX) is a graphical web based user interface for changing configuration, reviewing statistics etc. in the platform. It is possible to write plugins to GAX using a combination of XML and Java Script.

### 3 Purpose

The thesis work will be based on Genesys contact center platform. The purpose of the work is to examine which information can be exported in an XML-file and to describe the different levels of data. Information need to be parsed and stored in a database. Moreover, a plugin to GAX needs to be implemented so that the information can be searchable in several ways (user ID, application, option...) and presented to an end user without deep technical knowledge.

### 4 Suggested time plan

A preliminary start date would be Jan/Feb 2016 for M.Sc. programs and continuing during 20 weeks. For B.Sc programs the preliminary start date would be end of March 2016 and continuing during 10 weeks for two students.

Following is a rough estimate of the parts the thesis work should consist of and how many weeks each part needs.

#### Company information

TeliaSonera Sverige AB  
Mårbackagatan 11, SE-123 43 Farsta, SWEDEN  
Registered office: Stockholm  
Business ID 556430-0142, VAT No. SE556430014201

#### Company contact information

Visiting address: Strandbodgatan 1, Uppsala Sweden  
Postal address: Box 1218, SE-751 42 Uppsala Sweden  
Tel +46 8 504 55 000  
Fax +46 8 5044 55 001  
[www.teliasonera.com](http://www.teliasonera.com)

**Author**  
Jonas Västibacken

**Approved**

**Date**  
2015-12-01  
**Document No**  
PRO-36797

**Object**  
50048634

**Page**  
2 (2)  
**Version**     **Status**  
2.0            Approved

1-2	Learn about the Contact Center platform and its different modules
3-14 (M.Sc) 3-8 (B.Sc)	Define different use cases and implement the tool
15-17 (M.Sc) 8-9 (B.Sc)	Consider the above listed aspects and prepare a summary with conclusions to be included in the report
18-20 (M.Sc) 9-10 (B.Sc)	Report writing

## 5 Applications

We look for students from the engineering, information systems or computer sciences programs (B.Sc or M.Sc.) with an interest in IT and telecommunications. The candidates should have good experience in programming. Knowledge in Java, Java Script, SQL, XML are merit, but general programming experience in languages as C/C++, Java or .NET programming could be sufficient for the right candidate. The candidate must be fluent in Swedish and English. Good communications skills and working well in a team are also important qualifications.

Your application, consisting of a personal letter and an attended courses register printout, can be sent to [Jonas.vastibacken@teliasonera.com](mailto:Jonas.vastibacken@teliasonera.com).