

Avaya Solution & Interoperability Test Lab

# Application Notes for Virtual Hold Concierge<sup>™</sup> with Avaya Voice Portal – Issue 1.0

#### Abstract

These Application Notes describe the configuration steps required to integrate Virtual Hold Concierge<sup>™</sup> with Avaya Voice Portal.

Virtual Hold Concierge<sup>™</sup> is a contact center solution that calculates the expected wait time and maintains the caller position in a virtual queue. Virtual Hold Concierge<sup>™</sup> can call the user back and connect to an agent when the caller's turn comes up. This is achieved by their Virtual Hold VXML Interaction Server, which runs the Avaya Voice Portal supported VXML application. Virtual Hold Concierge<sup>™</sup> consists of Virtual Hold VXML Interaction Server and Virtual Hold Queue Manager. The integration with Avaya Aura<sup>®</sup> Communication Manager is achieved through the Avaya Aura<sup>®</sup> Application Enablement Service (AES) TSAPI service for events. Calls to Virtual Hold Concierge<sup>™</sup> are routed using H.323 connection from Avaya Aura<sup>®</sup> Communication Manager and using SIP connection from Avaya Aura<sup>®</sup> Communication Manager.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

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### 1. Introduction

Virtual Hold Concierge<sup>TM</sup> is a contact center solution that calculates the expected wait time and maintains the caller position in a virtual queue. Virtual Hold Concierge<sup>TM</sup> can call the user back and connect to an agent when the caller's turn comes up. Virtual Hold Concierge<sup>TM</sup> consists of Virtual Hold VXML Interaction Server and Virtual Hold Queue Manager. The integration with Avaya Aura<sup>®</sup> Communication Manager is achieved through the Avaya Aura<sup>®</sup> Application Enablement Service (AES) TSAPI service.

Virtual Hold Concierge<sup> $^{M}$ </sup> is installed over the existing voice framework to add intelligent queue management. As calls come into the contact center, Virtual Hold monitors the Estimated Wait Time (EWT) and determines how calls are treated. If EWT is less than the turn-on threshold, the calls are routed to queue, as normal, to be answered by an agent. If EWT is more than the turn-on threshold, the calls are routed to the Virtual Hold IVR for the Virtual Hold options. Virtual Hold offers to save the callers' places in line and call them back when it is their turn. If a caller declines the option, the caller is routed to queue to wait being answered by an agent. If a caller accepts the Virtual Hold option, he enters his callback phone number, records his name, and then hangs up. When it is nearly the caller's turn in queue, Virtual Hold calls him back, verifies he is on the line, and transfers him to queue at high priority, which makes him the next call that is answered by an agent

Virtual Hold Queue Manager uses the Avaya Aura<sup>®</sup> AES TSAPI service to query and monitor the agent states and service speed, and uses the provided CTI event reports to calculate the expected wait time. Incoming calls are routed to Virtual Hold Concierge<sup>TM</sup> via Avaya Voice Portal, where Virtual Hold Concierge<sup>TM</sup> can play the expected wait time to the caller and provide the caller with option to be called back when the caller's turn comes up or at a future designated time. Virtual Hold VXML Interaction Server uses the Application Interface Web Service provided by Avaya Voice Portal to launch VXML application and send callback requests.

Call routing to and from Avaya Voice portal is performed using H.323 connection from Avaya Aura<sup>®</sup> Communication Manager and using SIP connection from Avaya Aura<sup>®</sup> Communication Manager via Avaya Aura<sup>®</sup> Session Manager.

## 2. General Test Approach and Test Results

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

#### 2.1. Interoperability Compliance Testing

The purpose of this compliance testing was to interoperate Avaya Voice Portal with Virtual Hold Concierge<sup>TM</sup>.

Compliance testing was performed on two separate configurations.

- 1. Trunks to Avaya Voice Portal using H.323
- 2. Trunks to Avaya Voice Portal using SIP via Avaya Aura® Session Manager

The interoperability compliance test included events, feature and serviceability testing. Feature testing entailed placing calls manually to Voice Portal and verifying that Virtual Hold VXML application was launched. Testing was performed with Virtual Hold applications running on a virtual machine with Windows Server 2008 SP2.

Serviceability testing focused on verifying the ability of Voice Portal and Virtual Hold to recover after a network or application outage.

The interoperability compliance test included feature and serviceability testing. Feature testing focused on verifying the following features and functionality:

- Voice Portal configuration for Virtual Hold VXML applications.
- Voice Portal using SIP and H.323 as VoIP Connections.
- Voice Portal Call Detail Records and Alarms generation.
- TSAPI tests for various events
- Feature tests for Virtual Hold to play Estimated Wait Time (EWT)
- Various scenarios for Virtual Hold to perform callbacks.

#### 2.2. Test Results

All test cases were passed.

#### 2.3. Support

To obtain technical support for Virtual Hold:

- Web: <u>www.virtualhold.com</u>
- Email: <u>support@virtualhold.com</u>
- **Phone:** (866) 670 2223

## 3. Reference Configuration

The diagram below illustrates the test configuration.

For this test effort, two different configurations were tested:

- 1. H.323 to Avaya Voice Portal
- 2. SIP to Avaya Voice Portal via Session Manager





#### 3.1. Equipment and Software Validated

The following equipment and software were used for the sample configuration:

Equipment	Software
Avaya Voice Portal	5.1 (5.1.0.0.4201)
Avaya S8300 Server running Avaya Aura <sup>®</sup> Communication Manager	6.0.1 SP 00.1.510.1-19528
Avaya Aura <sup>®</sup> Session Manager	6.1.6.0.616008
Avaya Aura <sup>®</sup> System Manager	6.1 SP 6.1.0.0.7345-6.1.5.606
Avaya Aura <sup>®</sup> Application Enablement Services	6.1.1 6-1-1-30-0
Virtual Hold Concierge <sup>™</sup>	7.3
Virtual Hold VIS	1.0

## 4. Configure Avaya Aura<sup>®</sup> Communication Manager

This section describes the Communication Manager configuration for both H.323 and SIP trunks to Avaya Voice Portal.

The configuration of Communication Manager was performed using the System Access Terminal (SAT). After the completion of the configuration, perform a **save translation** command to make the changes permanent.

Though required, please note that Administration required for setting up H.323 and SIP trunk groups and signaling groups is out of scope for document.

tep	Descri	ption
1.	<b>Communication Manager - Licenses</b>	
	Verify that the Communication Manager lice	ense has proper permissions for features
	illustrated in these Application Notes. Use t	he display system-parameters custom
	ontions command to verify that the Comput	ter Telenhony Adjunct Links custom
	options command to verify that the computer	wet ast to as the second state of the Assessment
	option is set to y on Page 3. If this option is	not set to y, then contact the Avaya sal
	team or business partner for a proper license	file.
	OPTIONAL	FEATURES
	Abbrowisted Disling Enhanced List? y	Audible Message Waiting? y
	Access Security Gateway (ASG)? n	Authorization Codes? v
	Analog Trunk Incoming Call ID? v	CAS Branch? n
	A/D Grp/Sys List Dialing Start at 01? v	CAS Main? n
	Answer Supervision by Call Classifier? v	Change COR by FAC? n
	ARS? y	Computer Telephony Adjunct Links? y
	ARS/AAR Partitioning? y	Cvg Of Calls Redirected Off-net? y
	ARS/AAR Dialing without FAC? y	DCS (Basic)? y
	ASAI Link Core Capabilities? n	DCS Call Coverage? y
	ASAI Link Plus Capabilities? n	DCS with Rerouting? y
	Async. Transfer Mode (ATM) PNC? n	
	Async. Transfer Mode (ATM) Trunking? n	Digital Loss Plan Modification? y
	ATM WAN Spare Processor? n	DS1 MSP? y
	ATMS? Y	DS1 Echo Cancellation? y
	Attendant Vectoring? y	
	(NOTE: You must logoff & login to	effect the permission changes.)

Step	Desc	ription			
2.	Communication Manager – Licenses - Continued				
	Navigate to Page 6, and verify that the Vec	toring (Basic) customer option is set to y.			
	display system-parameters customer-option CALL CENTER OPT:	ns Page 6 of 11 CONAL FEATURES			
	Call Center Re	ease: 6.0			
3.	ACD? y BCMS (Basic)? y BCMS/VuStats Service Level? y BSR Local Treatment for IP & ISDN? y Business Advocate? n Call Work Codes? y DTMF Feedback Signals For VRU? y Dynamic Advocate? n Expert Agent Selection (EAS)? y EAS-PHD? y Forced ACD Calls? n Least Occupied Agent? y Lookahead Interflow (LAI)? y Multiple Call Handling (On Request)? y Multiple Call Handling (Forced)? y PASTE (Display PBX Data on Phone)? y (NOTE: You must logoff & login to	Reason Codes? y Service Level Maximizer? n Service Observing (Basic)? y Service Observing (Remote/By FAC)? y Service Observing (VDNs)? y Timed ACW? y <b>Vectoring (Basic)? y</b> Vectoring (G3V4 Enhanced)? y Vectoring (G3V4 Enhanced)? y Vectoring (3.0 Enhanced)? y Vectoring (ANI/II-Digits Routing)? y Vectoring (G3V4 Advanced Routing)? y Vectoring (G1NFO)? y Vectoring (Best Service Routing)? y Vectoring (Holidays)? y Vectoring (Variables)? y effect the permission changes.)			
	Add a CTI link using the <b>add cti-link n</b> co number. Enter an available extension numb link number and extension number may van descriptive name in the <b>Name</b> field. Defau fields.	mmand, where <b>n</b> is an available CTI link ber in the Extension field. Note that the CTI ry. Enter <b>ADJ-IP</b> in the <b>Type</b> field, and a filt values may be used in the remaining			
	change cti-link 1	Page 1 of 3			
	CTI Link: 1 Extension: 6201	INK			

		D	escription			
Create Hunt-Group for H.323 Configuration Administer a hunt group to be used for routing of calls to Voice Portal. Use the add hunt-group n command, where n is an available hunt group number.						
On Page 1.						
<ul> <li>On Page 1:</li> <li>Type in Group Name.</li> <li>Type in an available Group Extension.</li> <li>Set ACD, Queue and Vector to y.</li> </ul>						
ā	add hunt-group 55	HUN	I GROUP	Page	1 of	4
	Group Number Group Name Group Extension Group Type TN COR	: 55 : <b>Voice Porta</b> : <b>61055</b> : ucd-mia : 1 : 1	L	ACD? y Queue? y Vector? y		
	ISDN/SIP Caller Display		-			
	Queue Limit Calls Warning Threshold Time Warning Threshold	Port: Port: Port:				
On	Queue Limit Calls Warning Threshold Time Warning Threshold n Page 2: • Set Skill and AAS add hunt-group 55	to y.	f group	Page	2 of	4
O1	Queue Limit Calls Warning Threshold Time Warning Threshold • Set Skill and AAS add hunt-group 55 Skil: AA: Measured Supervisor Extension	to y. HUN to y. to y. HUN to y. HUN to y. HUN to y. HUN to y. HUN to y.	F GROUP ected Call Har	Page ndling Time (sec	2 of (): 180	4
	Queue Limit Calls Warning Threshold Time Warning Threshold n Page 2: • Set Skill and AAS add hunt-group 55 skil: Measured Supervisor Extension Controlling Adjunct	to y. HUNY to y.	F GROUP ected Call Han	Page ndling Time (sec	2 of	4
Or	Queue Limit Calls Warning Threshold Time Warning Threshold • Page 2: • Set Skill and AAS add hunt-group 55 skil: AA: Measured Supervisor Extension Controlling Adjunct	to y. HUN HUN to y. HUN HUN HUN to y. HUN HUN HUN HUN to y. HUN HUN HUN HUN HUN HUN HUN HUN	F GROUP ected Call Har	Page ndling Time (sec	2 of (): 180	4
Or Ac gr	Queue Limit Calls Warning Threshold Time Warning Threshold n Page 2: • Set Skill and AAS add hunt-group 55 skil: Na Measured Supervisor Extension Controlling Adjunct Multiple Call Handlind dminister another hunt g	to y. HUNY to y.	F GROUP ected Call Har eed for Call C able hunt gro	Page ndling Time (sec Center Agents. oup number.	2 of :) : 180 Use the	4 e add hur

	Description			
Create Hunt-Group for SIP configuration Administer another hunt group to be used for Call Center Agents. Use the add hunt- group n command, where n is an available hunt group number.				
On Page 1:				
<ul> <li>Type in Group Name.</li> <li>Type in an available Grou</li> <li>Set ACD, Queue and Vec</li> </ul>	p Extension. tor to y.			
add hunt-group 51	Page 1 of 4 HUNT GROUP			
Group Number: 51 Group Name: Skill ! Group Extension: 61051 Group Type: ucd-min	ACD? y 51 Queue? y Vector? y a			
TN: 1 COR: 1 Security Code: ISDN/SIP Caller Display:	MM Early Answer? n Local Agent Preference? n			
Queue Limit: unlimi				
Calls Warning Threshold: Po Time Warning Threshold: Po	ted ort: ort:			
Calls Warning Threshold: Per Time Warning Threshold: Per On Page 2: • Set Skill and AAS to y. add hunt-group 55	ted ort: ort: Page 2 of 4 HUNT GROUP			
Calls Warning Threshold: Per Time Warning Threshold: Per On Page 2: • Set Skill and AAS to y. add hunt-group 55 Skill? y AAS? y Measured: none Supervisor Extension:	Page 2 of 4 HUNT GROUP Expected Call Handling Time (sec): 180			
Calls Warning Threshold: Pa Time Warning Threshold: Pa On Page 2: • Set Skill and AAS to y. add hunt-group 55 Skill? y AAS? y Measured: none Supervisor Extension: Controlling Adjunct: none	Page 2 of 4 HUNT GROUP Expected Call Handling Time (sec): 180			

Step	Description
6.	VDNs and Vectors for H.323 connection
	Administer a set of vectors and Vector Directory Numbers (VDNs) for the following
	purposes: Entry/Hold: To provide converse route and failure coverage and to queue incoming
	calls to the skill group at medium priority.
	Callback: To queue callback calls to the skill group at high priority.
	Entry/Hold VDN and Vector
	Modify an available vector using the change vector <b>n</b> command, where <b>n</b> is an existing vector number.
	Following configuration was used during compliance testing and may vary.
	change vector 100 Page 1 of 6 CALL VECTOR
	Number: 100 Name: Entry
	Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n
	Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y
	Variables? y 3.0 Enhanced? y
	02 converse-on skill 55 pri h passing none and none
	03 collect 10 digits after announcement 61011 for none 04 goto step 5 if digits = 1
	05 queue-to skill 51 pri m 06 wait-time 999 secs bearing music
	07 disconnect after announcement none
	08 stop 09
	Add a VDN using the <b>add vdn n</b> command, where <b>n</b> is an available extension number.
	Enter a descriptive <b>Name</b> , and the vector number from above for <b>Vector Number</b> .
	Retain the default values for all remaining fields.
	add ydn 61000 Page 1 of 3
	VECTOR DIRECTORY NUMBER
	Extension: 61000
	Name*: Entry for H.323 Destination: Vector Number 100
	Attendant Vectoring? n
	Meet-me Conferencing? n Allow VDN Override? n
	COR: 1 TN*• 1
	Measured: none
	Callback VDN and Vector
	Modify an available vector using the <b>change vector n</b> command, where <b>n</b> is an
	existing vector number.
	Continued on next page
	Continucu on next page
KJA; Rev	iewed: Solution & Interoperability Test Lab Application Notes 11 of 61
SPOC 5/9	0/2012 ©2012 Avaya Inc. All Rights Reserved. VHTAVP51



7. VDNs and Vectors for SIP Connection Administer a set of vectors and Vector Directory Numbers (VDNs) for the following purposes: Entry: To provide adjunct route and failure coverage Hold: To queue incoming calls to the skill group at medium priority. Callback: To queue callback calls to the skill group at high priority. Callback: To queue callback calls to the skill group at high priority. Callback: To queue callback calls to the skill group at high priority. Callback: To queue callback calls to the skill group at high priority. Callback: To queue callback calls to the skill group at high priority. Callback: To queue callback calls to the skill group at high priority. Callback: To queue callback calls to the skill group at high priority. Callback: To queue callback calls to the skill group at high priority. Callback: To queue callback calls to the skill group at high priority. Callback: To queue callback calls to the skill group at high priority. Coloring configuration was used during compliance testing and may vary. Following configuration was used during compliance testing and may vary. Following configuration was used during compliance testing and may vary. Following configuration was used during compliance testing and may vary. Following configuration was used during configuration was used during configuration was the star of the configuration was used during the star of the configuration was used for the call vector in the configuration was used for an earling fingback to go starter a descriptive Name, and the vector number from above for Vector Number. Retain the default values for all remaining fields. Change vdn 61027 VECTOR DIPECTORY NUMBER VEN of Origin Anne, Extension*: 1st fill's distil*: 2sd skill*: 2sd	4	
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existing vector number. Following configuration was used during compliance testing and may vary. $\begin{aligned} \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call VECTOR} & Page 1 of 6 \\ \hline \text{Call Vector} & Page 1 of 6 \\ \hline \text{Call Vector} & Page 1 of 6 \\ \hline \text{Call Vector} & Page 1 of 6 \\ \hline \text{Variables? y 3.0 Enhanced? y } & \text{CUNFO? y BSR? y Holidays? y } \\ \hline \text{Variables? y 3.0 Enhanced? y } & \text{CUNFO? y BSR? y Holidays? y } \\ \hline \text{Variables? y 3.0 Enhanced? y } & \text{vith cov n if unconditionally } \\ \hline \text{Of vait-time 30 sector Paring fingback} \\ \hline \text{Of goto step 4 if unconditionally } \\ \hline \text{Of isconnect 4 ofter announcement none } \\ \hline \text{Of stormet 4 ofter announcement none } \\ \hline \text{Of stormet 4 ofter announcement none } \\ \hline \text{Of stormet 4 ofter announcement none } \\ \hline \text{Of stormet 4 conferencing? n Number 106 } \\ \hline \text{Caterial Restanced 1027 } \\ \hline \text{Vector Diffectory Numbers 106 } \\ \hline \text{Caterial Restanced 1027 } \\ \hline \text{Vector Diffectory Numbers 106 } \\ \hline \text{Attendant Vectoring? n Name': SIF Von for Virtual Hold } \\ \hline \text{Destinued none Vector Number 106 } \\ \hline \text{Attendant Vectoring? n Name': SIF Von Vor Virtual Hold } \\ \hline Destinued none Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? n Name': Sir Von Sill*; \\ \hline \text{Attendant Vectoring? $	N	Iodify an available vector using the <b>change vector n</b> command, where <b>n</b> is an
Join of the second se	ez	xisting vector number.
Following configuration was used during compliance testing and may vary. <pre>             frame vector 104</pre>		č
change vector 104       Page 1 of 6         CALL VECTOR       Number: 104         Multimedia; n       Attendant Vectoring; n         Meet-me Conf; n       Lock; n         Basic; y       BAS; y       GSVA Enhanced; y       Number: 104         Number: 104       Name: SIP Virtual Hol       Number: 104       Lock; n         Basic; y       BAS; y       GSVA Enhanced; y       Number: 104       Lock; n         Variables; y       3.0 Enhanced; y       With cov n if unconditionally       Noldays; y         Variables; y       3.0 Enhanced; y       With cov n if unconditionally       Noldays; y         Variables; y       3.0 Enhanced; y       With cov n if unconditionally       Noldays; y         Variables; y       3.0 Enhanced; y       With cov n if unconditionally       Noldays; y         Y out=to       number fil75       with cov n if unconditionally       Noldays; y         Y disconnect       after announcement none       104       Stop         y       9       Yector DIRECTORY NUMBER       Page 1 of 3         Change vdn 61027       Vector DIRECTORY NUMBER       Name: SIP VIM for Virtual Hold         Destination; Vector Number 104       Natendant Vector Number 104       Natendant Vector Number 104         Natendant Vectoring; n	F	ollowing configuration was used during compliance testing and may vary.
change vector 104     Page 1 of 6       Number: 104     Name: SIP Virtual Hol       Multimedia? n     Attendant Vectoring? n     Meet-me Conf? n     Lock? n       Basic? y     EAS? y     G3V4 Athanced? y     NII/LI-Digits? y     ASAI Routing? y       Prompting? y     LAI. y G3V4 Ath Noutle? y     CUNFO? y     BSR? y     Holidays? y       Variables? y     3.0 Enhanced? y     With cov n if unconditionally     0       01 wait-time     0 seecs hearing ringback     0     6 goto step 4     if unconditionally       03 wait-time     30 seecs hearing ringback     0     6 goto step 4     if unconditionally       03 stop     03     if unconditionally     0     stop       03     stop     0     Stop     0       03     Stop     0     Name: SIP VDM for Virtual Hold       Destination: Vector DIRECTORY NUMBER     Extension: 61027     Name: SIP VDM for Virtual Hold       Destination: Vector Number     104     Attendant Vector Number     104       Attendant Vectoring? n     Meet-me Conferencing? n     Name: SIP VDM for Virtual Hold       Destination: Vector Number     104     Attendant Vector Number     104       Meet-me Conferencing? n     Name: SIP VDM for Virtual Hold     Name: SIP VDM for Virtual Hold       UN of Origin Annc. Extension*: <t< th=""><th></th><th></th></t<>		
CLL VECTOR         Number: 104       Name: SIP Virtual Hol         Multimedia? n       Attendant Vectoring? n       Neet-me Conf? n       Lock? n         Basic? y       ESX? y       G3V4 Enhanced? y       ALTOR? y       BSR? y       Holidays? y         Variables? y       3.0 Enhanced? y       With cov n if unconditionally       0 secs hearing ringback       0 secs hearing ringback         0.1 wait-time       0       secs hearing ringback       0 secs hearing ringback       0 secs hearing ringback         0.2 voute-to       skill 51       prin       0 secs hearing ringback       0 secs hearing ringback         0.5 wait-time       30       secs hearing ringback       0 secs hearing ringback       0 secs hearing ringback         0.6 goto step       4       if unconditionally       0 discomect       3 secs         0.6 goto step       4       if unconditionally       0 discomect       1 discomect         0.8 stop       9       9       9       9       9         Add a VDN using the add vdn n command, where n is an available extension numbe         Entension: 61027       Page 1 of 3         Name*: SIP VDN for Virtual Hold         Detination:       Vector Number       104         Attend		change vector 104 Page 1 of 6
Number: 104       Name: SIP Virtual Hol         Multimedia? n       Attendant Vectoring? n       Meet-me Conf? n       Lock? n         Basic? y       EASY y       G3V4 Enhanced? y       ANI/11-Digits? y       ASAI Routing? y         Prompting? y       Lai? y       G3V4 Enhanced? y       CINBO? y       BSR? y       Bolidays? y         Variables? y       3.0 Enhanced? y       Ol wait-time       0       secs hearing silence       0         01 wait-time       0       secs hearing ringback       0       diaconnect       after announcement none         03       wait-time       30       secs hearing ringback       0       goto step       4       if unconditionally         07       disconnect       after announcement none       0       stop       0         03       VECTOR DIRECTORY NUMBER       Page 1 of       3         Change vdn 61027       VECTOR DIRECTORY NUMBER       Page 1 of       3         Name*: SIP VDN for Virtual Hold       Destination: Vector Number       104         Attendant Vectoring? n       Allow VDN Override? n       Cok: 1       TN*: 1         Measured: none       VDN of Origin Anne. Extension*:       1st skill*:       2nd skill*:       2nd skill*:         Zn d skill*:       Znd skill*: </td <td></td> <td>CALL VECTOR</td>		CALL VECTOR
Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n Basic? y EAS? y G3V4 Adv Route? y AIX/II-Digits? y ASJI Routing? y Prompting? y LAT? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y Variables? y 3.0. Enhanced? y Ol wait-time 10 secs hearing silence 02 route-to number 61175 with cov n if unconditionally 03 wait-time 30 secs hearing ringback 04 queue-to skill 51 pri m 05 wait-time 30 secs hearing ringback 06 gots step 4 if unconditionally 07 disconnect after announcement none 08 stop 09 Add a VDN using the add vdn n command, where n is an available extension numbe Enter a descriptive Name, and the vector number from above for Vector Number. Retain the default values for all remaining fields. change vdn 61027 Page 1 of 3 VECTOR DIRECTORY NUMBER Extension: 61027 Name*: SIP VDN for Virtual Hold Destination: Vector Number 104 Attendant Vectoring? n Meet-me Conferencing? n Allow VDN override? n COR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*: 1 at Skill*: 2 nd Skill*: 3 rd Skill*: 2 Not Skil		Number: 104 Name: SIP Virtual Hol
Prompting? y       LAT? y       G3V4 Adv Route? y       CINFO? y       BSR? y       Holidays? y         Variables? y       3.0 Enhanced? y       with cov n if unconditionally         01 wait-time       0 secs hearing ringback         04 queue-to       skill 51 prim         05 avait-time       10 secs hearing ringback         04 queue-to       skill 51 prim         05 wait-time       10 secs hearing ringback         05 qoto step       4 if unconditionally         07 disconnect       after announcement none         08 stop       09         09       O         Add a VDN using the add vdn n command, where n is an available extension numbe         Enter a descriptive Name, and the vector number from above for Vector Number.         Retain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIFECTORY NUMBER       Extension: 61027         Name*: StP VDN for Virtual Hold       Destination: Vector Number 104         Attendard Vectoring? n       Altendard Vectoring? n         Allow VDN Override? n       COR: 1         TM*: 1       Measured: none         VDN of Origin Annc. Extension*: 1st skill*: 3rd skill <td></td> <td>Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n Basic? v EAS? v G3V4 Enhanced? v ANI/II-Digits? v ASAI Routing? v</td>		Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n Basic? v EAS? v G3V4 Enhanced? v ANI/II-Digits? v ASAI Routing? v
<pre>variables? y 3.0 Enhanced? y l wait-time 0 secs hearing silence 2 route-to number 61175 with cov n if unconditionally 0 wait-time 10 secs hearing ringback 6 qote step 4 i f unconditionally 0 disconnect after announcement none 0 stop 0 o </pre> Add a VDN using the add vdn n command, where n is an available extension numbe Enter a descriptive Name, and the vector number from above for Vector Number. Retain the default values for all remaining fields. <pre>change vdn 61027</pre>		Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y
01 wait-time       0 sets hearing ringback         03 wait-time       10 sets hearing ringback         04 queue-to       skill 51 prim         05 wait-time       30 sets hearing ringback         06 goto step       4 if unconditionally         07 disconnect       after announcement none         08 stop       09         Add a VDN using the add vdn n command, where n is an available extension numb         Enter a descriptive Name, and the vector number from above for Vector Number.         Retain the default values for all remaining fields.         Change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number 104         Attendant Vectoring? n         Meet-me Conferencing? n         Allow VDN Override? n         COR: 1         TM*: 1         Measured: none         VDN of Origin Annc. Extension*:         1st Skill*:         3rd Skill*:         3rd Skill*:         3rd Skill*:		Variables? y 3.0 Enhanced? y
03 wait-time       10 secs hearing ringback         04 queue-to       skill 51 prim         05 wait-time       30 secs hearing ringback         06 gots step       4       if unconditionally         07 disconnect       after announcement none         08 stop       9         09         Add a VDN using the add vdn n command, where n is an available extension number         Enter a descriptive Name, and the vector number from above for Vector Number.         Retain the default values for all remaining fields.            (change vdn 61027		01 walt-time 0 secs nearing silence 02 route-to number 61175 with cov n if unconditionally
04 queue-to       skill 51 prim         05 wait-time       30 secs hearing ringback         06 goto step       4 if unconditionally         07 disconnect       after announcement none         08 stop       09         Add a VDN using the add vdn n command, where n is an available extension numbe         Enter a descriptive Name, and the vector number from above for Vector Number.         Retain the default values for all remaining fields.         Change vdn 61027         Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number 104         Attendant Vectoring? n         Meet=me Conferencing? n         Allow VDN Override? n         OP         VDN of Origin Anne. Extension*:         Dist Skill*:         Allow VDN of Origin Anne. Extension*:         Stop Skill*:         Solution & Interoperability Test Lab Application Notes         13 of		03 wait-time 10 secs hearing ringback
Add a VDN using the add vdn n command, where n is an available extension numb Enter a descriptive Name, and the vector number from above for Vector Number. Retain the default values for all remaining fields. Change vdn 61027 Page 1 of 3 VECTOR DIRECTORY NUMBER Extension: 61027 Name*: SIP VDN for Virtual Hold Destination: Vector Number 104 Attendant Vectoring? n Meet-me Conferencing? n Allow VDN Override? n Measured: none VDN of Origin Annc. Extension*: Ist Skill*: 2nd Skill*: 2nd Skill*: 2nd Skill*: 3rd Skill*: 21 of 13 of 13 of 13 of 13 of 13 of 14 of		04 queue-to skill 51 pri m 05 wait-time 30 secs bearing ringback
07 disconnect after announcement none         08 stop         09         Add a VDN using the add vdn n command, where n is an available extension numb Enter a descriptive Name, and the vector number from above for Vector Number.         Retain the default values for all remaining fields.		06 goto step 4 if unconditionally
Observed       Openation         Add a VDN using the add vdn n command, where n is an available extension numb Enter a descriptive Name, and the vector number from above for Vector Number.         Retain the default values for all remaining fields.            Change vdn 61027		07 disconnect after announcement none
Add a VDN using the add vdn n command, where n is an available extension numb Enter a descriptive Name, and the vector number from above for Vector Number.         Retain the default values for all remaining fields.		
change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number 104         Attendant Vectoring? n         Attendant Vectoring? n         Allow VDN Override? n         COR: 1         TN*: 1         Measured: none         VDN of Origin Annc. Extension*:         Ist Skill*:         2nd Skill*:         Ontinued on next page         ; Reviewed:       Solution & Interoperability Test Lab Application Notes       13 of		08 stop 09
Extension: 61027 Name*: SIP VDN for Virtual Hold Destination: Vector Number 104 Attendant Vectoring? n Meet-me Conferencing? n Allow VDN Override? n COR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*: 1st Skill*: 2nd Skill*: 3rd Skill*: Solution & Interoperability Test Lab Application Notes 13 of	A E R	<sup>08</sup> stop <sup>09</sup> add a VDN using the <b>add vdn n</b> command, where <b>n</b> is an available extension numbrate nter a descriptive <b>Name</b> , and the vector number from above for <b>Vector Number</b> . etain the default values for all remaining fields.
Extension: 61027 Name*: SIP VDN for Virtual Hold Destination: Vector Number 104 Attendant Vectoring? n Meet-me Conferencing? n Allow VDN Override? n COR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*: 1st Skill*: 2nd Skill*: 3rd Skill*: Solution & Interoperability Test Lab Application Notes 13 of	A E R	08 stop         09         odd a VDN using the add vdn n command, where n is an available extension number neer a descriptive Name, and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER
Destination: Vector Number 104 Attendant Vectoring? n Meet-me Conferencing? n Allow VDN Override? n COR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*: 1st Skill*: 2nd Skill*: 3rd Skill*: 3rd Skill*: 13 of Keviewed: Solution & Interoperability Test Lab Application Notes 13 of	A E R	08 stop         .dd a VDN using the add vdn n command, where n is an available extension number         nter a descriptive Name, and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Page 1 of 3
Attendant Vectoring? n Meet-me Conferencing? n Allow VDN Override? n COR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*: 1st Skill*: 2nd Skill*: 3rd Skill*: Solution & Interoperability Test Lab Application Notes 13 of	A E R	08 stop         09         .dd a VDN using the add vdn n command, where n is an available extension number         nter a descriptive Name, and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold
Allow VDN Override? n COR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*: 1st Skill*: 2nd Skill*: 3rd Skill*: 3rd Skill*: 13 of Keviewed: Solution & Interoperability Test Lab Application Notes 13 of	A E R	08 stop         .dd a VDN using the add vdn n command, where n is an available extension number         nter a descriptive Name, and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number
COR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*: 1st Skill*: 2nd Skill*: 3rd Skill*: Continued on next page ; Reviewed: Solution & Interoperability Test Lab Application Notes 13 of	A E R	08 stop         09         odd a VDN using the add vdn n command, where n is an available extension number         nter a descriptive Name, and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number 104         Attendant Vectoring? n         Meet-me Conferencing? n
VDN of Origin Annc. Extension*: 1st Skill*: 2nd Skill*: 3rd Skill*: Continued on next page ; Reviewed: Solution & Interoperability Test Lab Application Notes 13 of	A E R	08 stop         09         odd a VDN using the add vdn n command, where n is an available extension number         nter a descriptive Name, and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number 104         Attendant Vectoring? n         Meet-me Conferencing? n         Allow VDN Override? n
VDN of Origin Annc. Extension*: 1st Skill*: 2nd Skill*: 3rd Skill*: Continued on next page ; Reviewed: Solution & Interoperability Test Lab Application Notes 13 of	A E R	08 stop 09
VDN of Origin Annc. Extension*:         1st Skill*:         2nd Skill*:         3rd Skill*:         Continued on next page         ; Reviewed:       Solution & Interoperability Test Lab Application Notes       13 of	A E R	08 stop         og
ist Skill*:         2nd Skill*:         3rd Skill*:         Continued on next page         ; Reviewed:       Solution & Interoperability Test Lab Application Notes         13 of	A E R	08 stop 09         add a VDN using the add vdn n command, where n is an available extension number nter a descriptive Name, and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number 104         Attendant Vectoring? n         Allow VDN Override? n         COR: 1         TM*: 1         Measured: none
2nd Skill*: 3rd Skill*: Continued on next page ; Reviewed: Solution & Interoperability Test Lab Application Notes 13 of	A E R	<pre>08 stop 09 dd a VDN using the add vdn n command, where n is an available extension number nter a descriptive Name, and the vector number from above for Vector Number. etain the default values for all remaining fields. change vdn 61027 Page 1 of 3 VECTOR DIRECTORY NUMBER Extension: 61027 Name*: SIP VDN for Virtual Hold Destination: Vector Number 104 Attendant Vectoring? n Meet=me Conferencing? n Allow VDN Override? n CCR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*:</pre>
; Reviewed: Solution & Interoperability Test Lab Application Notes 13 of	A E R	08 stop 09 dd a VDN using the add vdn n command, where n is an available extension number nter a descriptive Name, and the vector number from above for Vector Number. etain the default values for all remaining fields. change vdn 61027 Page 1 of 3 VECTOR DIRECTORY NUMBER Extension: 61027 Name*: SIP VDN for Virtual Hold Destination: Vector Number 104 Attendant Vectoring? n Allow VDN Override? n COR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*: 1st skill*:
Continued on next page         ; Reviewed:       Solution & Interoperability Test Lab Application Notes       13 of	A E R	08 stop         09         dd a VDN using the add vdn n command, where n is an available extension number needs and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number 104         Attendant Vectoring? n         Meet-me Conferencing? n         Allow VDN Override? n         COR: 1         TN*: 1         Measured: none         VDN of Origin Annc. Extension*:         1st Skill*:         2nd Skill*:         3rd Skill*:
; Reviewed: Solution & Interoperability Test Lab Application Notes 13 of	A E R	08 stop         09         dd a VDN using the add vdn n command, where n is an available extension number ner a descriptive Name, and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number 104         Attendant Vectoring? n         Allow VDN Override? n         COR: 1         TN*: 1         Measured: none         VDN of Origin Annc. Extension*:         1st Skill*:         2nd Skill*:
; Reviewed: Solution & Interoperability Test Lab Application Notes 13 of	A E R C	08 stop 09         dd a VDN using the add vdn n command, where n is an available extension number neter a descriptive Name, and the vector number from above for Vector Number.         etain the default values for all remaining fields.         change vdn 61027       Page 1 of 3         VECTOR DIRECTORY NUMBER         Extension: 61027         Name*: SIP VDN for Virtual Hold         Destination: Vector Number 104         Attendant Vectoring? n         Allow VDN Override? n         COR: 1         TN*: 1         Measured: none         VDN of Origin Annc. Extension*:         1st Skill*:         2nd Skill*:         3rd Skill*:
	A E R C	<pre>09 get stop 09 get stop net a descriptive Name, and the vector number from above for Vector Number. etain the default values for all remaining fields. change vdn 61027 Page 1 of 3 VECTOR DIRECTORY NUMBER Extension: 61027 Name*: SIP VDN for Virtual Hold Destination: Vector Number 104 Attendant Vectoring? n Allow VDN Override? n COR: 1 TN*: 1 Measured: none VDN of Origin Annc. Extension*: 1st skill*: 2nd skill*:</pre>

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6	Modify an available vector using the <b>change vector n</b> command, where <b>n</b> is an existing vector number					
C	existing vector number.					
Following configuration was used during compliance testing and may vary.						
Γ	change vector 105 Page 1 of					
	CALL VECTOR					
	Number: 105Name: HoldMultimedia? nAttendant Vectoring? nMeet-me Conf? nLock? nBasic? yEAS? yG3V4 Enhanced? yANI/II-Digits? yASAI Routing? yPrompting? yLAI? yG3V4 Adv Route? yCINFO? yBSR? yHolidays? yVariables? y3.0 Enhanced? y01 wait-time0secs hearing silence02 announcement61011					
	03 queue-to skill 55 prim 04 wait-time 30 secs hearing ringback 05 goto step 4 if unconditionally 06 disconnect after announcement none 07 stop					
Γ	change vdn 61028 Page 1 of					
	VECTOR DIRECTORY NUMBER					
	Extension: 61028					
	Destination: Vector Number 105 Attendant Vectoring? n Meet-me Conferencing? n Allow VDN Override? n COR: 1 TN*: 1 Measured: none					
	VDN of Origin Annc. Extension*:					
	2nd Skill*: 3rd Skill*:					
_ L						
(	Callback VDN and Vector					

8	Description						
0.	Automatic Alternate Routing (AAR)						
	For compliance test, AAR was used to route calls to Voice Portal via SM. Use change						
	aar analysis command to add an entry to AAR table.						
	For compliance test, all calls with dialed digits of 611xx were route to SM.						
	change aar analysis 611 Page 1 of 2						
	AAR DIGIT ANALYSIS TABLE						
	Location: all Percent Full: 1						
	Dialed Total Route Call Node ANI						
	String Min Max Pattern Type Num Reqd						
	n n c c c c u						
	Route Pattern 50 used trunk group 50, which was configured for SM. This trunk group						
	was used for routing SIP calls to SM.						
9.	<b>Route Patterns</b> Use the <b>change route pattern</b> <i>n</i> command, where <i>n</i> is an unused route pattern.						
9.	Route Patterns Use the change route pattern <i>n</i> command, where <i>n</i> is an unused route pattern.						
9.	Route Patterns Use the change route pattern <i>n</i> command, where <i>n</i> is an unused route pattern.						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         Change route-pattern 50         Page 1 of 3         Pattern Number: 50 Pattern Name:         SCCAN? n Secure SIP? n         Grp FRL NPA Pfx Hop Toll No. Inserted         No       Mrk Lmt List Del Digits       DCS/ IXC						
9.	Route Patterns Use the change route pattern <i>n</i> command, where <i>n</i> is an unused route pattern.						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         change route-pattern 50       Page 1 of 3         Difter Name:         DCS/ IXC         OSIG         Digits						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         change route-pattern 50       Page 1 of 3         Pattern Number: 50       Pattern Name:         SCCAN? n       Secure SIP? n         Grp FRL NPA Pfx Hop Toll No. Inserted       DCS/ IXC         No       Mrk Lmt List Del Digits       QSIG         Dgts       Intw         1: 50       0       n user         3:       n user       n						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         change route-pattern 50       Page 1 of 3         Pattern Number: 50       Pattern Name:         SCCAN? n       Secure SIP? n         Grp FRL NPA Pfx Hop Toll No. Inserted       DCS/ IXC         No       Mrk Lmt List Del Digits       QSIG         Dgts       Intw         1: 50       0       n user         3:       n user       n user						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         Page 1 of 3         Page 1 of 3         Pattern Number: 50 Pattern Name:         SCCAN? n Secure SIP? n         Grp FRL NPA Pfx Hop Toll No. Inserted         No       Mrk Lmt List Del Digits       QSIG         Dgts       Intw         1:       50       0       n user         4:       n user       n user         5:       n user       n user						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         Change route-pattern 50       Page 1 of 3         Page 1 of 3         Pattern Number: 50 Pattern Name:         SCCAN? n Secure SIP? n         Grp FRL NPA Pfx Hop Toll No. Inserted       DCS/ IXC         No       Mrk Lmt List Del Digits       QSIG         Dgts       Intw       1: 50 0       n user         3:       n user       n user         4:       n user       n user         5:       n user       n user         6:       N user       N user						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         Page 1 of 3         ScCAN? n Secure SIP? n         Grp FRL NPA Pfx Hop Toll No. Inserted       DCS/ IXC         No       Mrk Lmt List Del Digits       QSIG         Dgts       Intw       1         1: 50       0       n user         3:       n user       n user         4:       n user       n user         5:       n user       n user         6:       n user       No. Numbering LAR         012 M 4 W       Request       Dgts Format         Subaddress						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         Page 1 of 3         Distern Name:         SCCAN? n Secure SIP? n         OSS Intwo         Dgts         nuser         Bages         Intwo         It was not seen         Other SC CA-TSC         ITC BCIE Service/Feature PARM No. Numbering LAR         Other Subaddress         Subaddress						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         Change route-pattern 50         Page 1 of 3         Pattern Number: 50 Pattern Name:         SCCAN? n Secure SIP? n         Grp FRL NPA Pfx Hop Toll No. Inserted       DCS/ IXC         No       Mrk Lmt List Del Digits       QSIG         Dgts       Intw       It         1:       50       0       n user         3:       n       user       n         4:       n       user       n         5:       n       user       n         6:       Dgts       TC BCIE Service/Feature PARM No. Numbering LAR       Dgts Format         Subaddress       I:       y y y y y n n       rest       none						
9.	Route Patterns Use the change route pattern <i>n</i> command, where <i>n</i> is an unused route pattern. Change route-pattern 50 Pattern Name: SCCAN? n Secure SIP? n Grp FRL NPA Pfx Hop Toll No. Inserted DCS/ IXC No Mrk Lmt List Del Digits QSIG Dgts Intw 1: 50 0 n user 3: n user 4: n user 5: n user 6: n user 5: n user 1: y y y y n n rest Dt Digits No. Numbering LAR 0 1 2 M 4 W Request Dgts Format Subaddress 1: y y y y n n rest none 3: y y y y n n rest none						
9.	Route Patterns         Use the change route pattern n command, where n is an unused route pattern.         Page 1 of 3         DCS/ IXC         QSIG         DCS/ IXC         QSIG         DCS/ IXC         DS         Intwo         Intwo         Intwo         Intwo         Intwo         Intwo         Intwo         Intwo <t< td=""></t<>						
9.	Route Pattern <i>n</i> command, where <i>n</i> is an unused route pattern.         Scan? n secure <i>n</i> is an unused route pattern.         Scan? n Secure SIP? n         Grp FRL NPA Pfx Hop Toll No. Inserted         No Mrk Lmt List Del Digits         OCS/ IXC         No Mrk Lmt List Del Digits         OCS/ IXC         OCC VALUE TSC CA-TSC         OCC VALUE TSC CA-TSC <td cols<="" td=""></td>						

Description				
<ul> <li>H.323 Stations - Voice Portal Use the add station n command, where n is a valid unused station number, for example 58881. The station numbers correspond to the stations assigned to the Voic Portal ports and will be used later for Voice Portal H.323 VoIP Connection configuration. On Page 1, enter the following values: <ul> <li>Set Type to 7434ND.</li> <li>Set Port to IP.</li> <li>Enter a descriptive name in Name field</li> <li>Enter a Security Code, which will later be used by Voice Portal.</li> </ul> </li> </ul>				
add station 58881	Page 1 of 5 STATION			
Extension: 58881 Type: 7434ND Port: S00134 Name: 1	Lock Messages? nBCC: 0Security Code: 123456TN: 1Coverage Path 1:COR: 1Coverage Path 2:COS: 1Hunt-to Station:Cost 1			
STATION OPTIONS Loss Group: 2 Data Module? n Display Module? n	Time of Day Lock Table: Personalized Ringing Pattern: 1 Message Lamp Ext: 58881			
Survivable COR: intern Survivable Trunk Dest? y Sh	al Media Complex Ext: IP SoftPhone? y Remote Office Phone? n IP Video Softphone? n ort/Prefixed Registration Allowed: default			
Display Module? n Survivable COR: intern Survivable Trunk Dest? y Sh On Page 2, set Multimedia Mode	Coverage Module? n al Media Complex Ext: IP SoftPhone? y Remote Office Phone? n IP Video Softphone? n ort/Prefixed Registration Allowed: default e to enhanced.			
add station 58881	Page 2 of 5			
FEATURE OPTIONS LWC Reception: spe LWC Activation? y LWC Log External Calls? n CDR Privacy? n Redirect Notification? y Per Button Ring Control? n Bridged Call Alerting? n Active Station Ringing: single	STATION Auto Select Any Idle Appearance? n Coverage Msg Retrieval? y Auto Answer: none Data Restriction? n Idle Appearance Preference? n Bridged Idle Line Preference? n Restrict Last Appearance? y			
H.320 Conversion? n Service Link Mode: as-nee <b>Multimedia Mode: enhanc</b> MWI Served User Type:	Per Station CPN - Send Calling Number? ded EC500 State: enabled ed Audible Message Waiting? n Display Client Redirection? n			

Repeat this step to add more stations.

<ul> <li>Set a Security Code.</li> <li>Set Port Extension t</li> <li>Set Auto Answer to</li> </ul>	o station created in ste	ep 10.		
add agent-loginID 5881	AGENT LOGINID	Page 1	of 2	
Login ID: 5 Name: V TN: 1 COR: 1 Coverage Path: Security Code: 1 Port Extension: 5	881 HT AVP Agent 1 LWC AUDIX 234 8881 LoginID f	AAS? AUDIX? LWC Reception: Log External Calls? Name for Messaging: or ISDN/SIP Display? Auto Answer:	y n spe n n station	
Maxi	ACW Ag Aux Wo Logo mum time agent in ACW Force	MIA Across Skills: ent Considered Idle: rk Reason Code Type: ut Reason Code Type: before logout (sec): d Agent Logout Time:	system system system system :	
WARNING: Agent must log in again before changes take effect				
	to the hunt group crea	ated for routing calls	to Voice	
On Page 2, for line 1, set <b>SN</b> in step 4. Set <b>SL</b> to <b>1</b> .				
On Page 2, for line 1, set <b>SN</b> in step 4. Set <b>SL</b> to <b>1</b> .				

TT 202 Ct		Description	
H.323 Stat	ions – Call Center A	Agents	
Use the <b>ad</b>	d station n command	d, where <b>n</b> is a valid unused	station number, for
example 61	020. The station nun	nbers in this step correspond	to the stations that y
used by Ca	Il Center Agents to a	nswer calls H.323 VoIP Co	nnection configurati
Page 1 ent	er the following valu	es:	U
- Sot	Tyme to the tyme of a	totion	
• Set	i ype to the type of s		
• Ente	er a descriptive name	e in Name field	
• Ente	er a Security Code, v	which will later be used by V	Voice Portal.
add statio	on 61020		Page 1 of
		STATION	
Extension:	61020	Lock Messages? n	BCC: 0
Type:	9630	Security Code: 12	3456 TN: 1
Port:	S00113	Coverage Path 1:	COR: 1
Name:	: Virtual Hold Sta	Coverage Path 2:	COS: 1
	MICNO	Hunt-to Station:	
STATION OF	TIONS	Time of Day Loc	k Table•
	Loss Group: 19	Personalized Ringing	Pattern: 1
	100p. 19	Message L	amp Ext: 61020
	Speakerphone: 2-way	y Mute Button 1	Enabled? y
Di	splay Language: engl	ish Button H	Modules: 0
Survivabl	e GK Node Name:		Less Trate
Surviu	Survivable COR: inter able Trunk Dest? V	rnai Media Comp.	LEX EXT: ftPhone? n
JULVIVO	DEC ILUIN DESC: Y	IF 30.	
		I	P Video? n
	2	Short/Prefixed Registration 2	Allowed: default
			Labels? y
		Customizable	
On Page 2	set Multimedia Mo	de to enhanced	
On Page 2,	set Multimedia Mo	de to enhanced.	
On Page 2,	set Multimedia Mo	de to enhanced.	Page 2 of 5
On Page 2, add static	set Multimedia Mo	de to enhanced.	Page 2 of 5
On Page 2, add static FEATURE OF	set Multimedia Mo on 61020 PTIONS LWC Reception: spe	de to enhanced. STATION Auto Select Any	Page 2 of 5 Idle Appearance? n
On Page 2, add static FEATURE OF	set Multimedia Mo on 61020 PTIONS LWC Reception: spe LWC Activation? y	de to enhanced. STATION Auto Select Any Coverad	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y
On Page 2, add static FEATURE OF LWC Log	set Multimedia Mo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n	de to enhanced. STATION Auto Select Any Coverad	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor
Dn Page 2, add static FEATURE OF LWC Log	set Multimedia Mo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n	de to enhanced. STATION Auto Select Any Coverad	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n
On Page 2, add static FEATURE OF LWC Log Redirec	set Multimedia Moo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n ot Notification? y	de to enhanced. STATION Auto Select Any Coverad Idle Appeal	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n rance Preference? n
Dn Page 2, add static FEATURE OF LWC Log Redirec Bridge	set Multimedia Mo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n ct Notification? y on Ring Control? n C Call Electing? n	de to enhanced. STATION Auto Select Any Coverad Idle Appea: Bridged Idle Restrict	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n rance Preference? n Line Preference? y
Dn Page 2, add static FEATURE OF LWC Log Redirec Per Butto Bridgec Active S	set Multimedia Mo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n CDR Privacy? n CDR Privacy? n CDR Privacy? n CDR Privacy? n CDR Privacy? n CT Notification? y on Ring Control? n d Call Alerting? n Station Ringing: sing?	de to enhanced. STATION Auto Select Any Coveran Idle Appea: Bridged Idle Restrict	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n rance Preference? n Line Preference? n Last Appearance? y
On Page 2, add static FEATURE OF LWC Log Redirec Per Butto Bridged Active S	set Multimedia Mo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n et Notification? y on Ring Control? n d Call Alerting? n Station Ringing: sing:	de to enhanced. STATION Auto Select Any Coverad Idle Appea: Bridged Idle Restrict le	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n rance Preference? n Line Preference? n Last Appearance? y
On Page 2, add static FEATURE OF LWC Log Redirec Per Butto Bridged Active S	set Multimedia Mo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n et Notification? y on Ring Control? n d Call Alerting? n Station Ringing: sing: .320 Conversion? n	de to enhanced. STATION Auto Select Any Coverad Idle Appea: Bridged Idle Restrict le Per Station CPN - Sen	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n rance Preference? n Line Preference? n Last Appearance? y d Calling Number?
On Page 2, add static FEATURE OF LWC Log Redirec Per Butto Bridged Active S H. Ser	set Multimedia Mo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n et Notification? y on Ring Control? n d Call Alerting? n Station Ringing: sing: .320 Conversion? n evice Link Mode: as-ne	de to enhanced. STATION Auto Select Any Coverad Idle Appea: Bridged Idle Restrict le Per Station CPN - Sen eeded EC	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n rance Preference? n Line Preference? n Last Appearance? y d Calling Number? 500 State: enabled Message Waiting? p
Dn Page 2, add static FEATURE OF LWC Log Redirec Per Butto Bridgeo Active S H. Ser	set Multimedia Moo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n et Notification? y on Ring Control? n d Call Alerting? n Station Ringing: sing: .320 Conversion? n evvice Link Mode: as-net fultimedia Mode: enhance evved User Type:	de to enhanced. STATION Auto Select Any Coverad Idle Appea: Bridged Idle Restrict le Per Station CPN - Sen eeded EC nced Audible Display Cl	Page 2 of S Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n rance Preference? n Line Preference? n Last Appearance? y d Calling Number? 500 State: enabled Message Waiting? n ient Redirection? n
Dn Page 2, add static FEATURE OF LWC Log Redirec Per Butto Bridgeo Active S H. Ser MWI Se	set Multimedia Mo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n et Notification? y on Ring Control? n d Call Alerting? n Station Ringing: sing: 320 Conversion? n evice Link Mode: as-ne fultimedia Mode: enhan erved User Type: AUDIX Name:	de to enhanced. STATION Auto Select Any Coverad Idle Appea: Bridged Idle Restrict le Per Station CPN - Sen eeded EC Display Cl Select Last	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n rance Preference? n Line Preference? n Last Appearance? y d Calling Number? 500 State: enabled Message Waiting? n ient Redirection? n Used Appearance? n
Dn Page 2, add static FEATURE OF LWC Log Redirec Per Butto Bridgec Active S H. Ser MWI Se	set Multimedia Moo on 61020 PTIONS LWC Reception: spe LWC Activation? y External Calls? n CDR Privacy? n et Notification? y on Ring Control? n d Call Alerting? n Station Ringing: sing: .320 Conversion? n crvice Link Mode: as-ne Multimedia Mode: enhan erved User Type: AUDIX Name:	de to enhanced. STATION Auto Select Any Coverad Idle Appea: Bridged Idle Restrict le Per Station CPN - Send eeded EC nced Audible Display Cl: Select Last Coverage Z	Page 2 of 5 Idle Appearance? n ge Msg Retrieval? y Auto Answer: nor Data Restriction? n rance Preference? n Line Preference? n Last Appearance? y d Calling Number? 500 State: enabled Message Waiting? n ient Redirection? n Used Appearance? n After Forwarding? s

	De	scription	
A	gents – Call Center Agents	~ <u>F</u>	
F	or each station added for Call Center A	gents, add an Auto Answer age	ent using ac
a	gent-loginID n, where n is an available	e agent ID. For compliance tes	t, agent 102
W	as created and station 60120 was used	as <b>Port Extension</b> . On Page 1.	
	• Set AAS to y.		
	• Set a Security Code.		
	• Set <b>Port Extension</b> to station cre	ated in step 12.	
	• Set Auto Answer to station.	1	
	add agent-loginID 5881	Page 1	of 2
	AGENT	LOGINID	01 2
	Login ID: 5881	AAS?	V
	Name: VHT AVP Agent	AUDIX?	n
	TN: 1	LWC Reception:	spe
	COVERAGE Path:	LWC Log External Calls? AUDIX Name for Messaging:	n
	Security Code: 1234	102111 Hamo 101 Hoobaging.	
	Port Extension: 58881	LoginID for ISDN/SIP Display?	n
		Auto Answer: MIA Across Skills:	station
		ACW Agent Considered Idle:	system
		Aux Work Reason Code Type:	system
	Maximum time age	Logout Reason Code Type:	system
	Maximum time age	Forced Agent Logout Time:	:
	WIDNING, Deast much los is cosis		
	WARNING: Agent must log in again	before changes take effect	
C	n Page 2, for line 1, set SN to the hunt	group created for routing calls	to Call Cer
A	gents in step 6. Set SL to 1.		
	add agent-loginID 5881	Page 2	of 2
	AGENT Direct Agent Skill:	Service Object	ive? n
	Call Handling Preference: skill-level	Local Call Prefere	ence? n
	ON DICI ON DICI		
	an Klish SN Klish		
	1: 51 1 16:		

## 5. Configure Avaya Aura<sup>®</sup> Application Enablement Services

All administration for Avaya Aura<sup>®</sup> Application Enablement Services (AES) is performed by web browser. Initially, users land on the Welcome to OAM page shown below. Note that all navigation is performed by clicking links in the Navigation Panel on the left side of the screen, context panels will then appear on the right side of the screen.

The procedures fall into the following areas:

- Configure Virtual Hold User
- Enable Unrestricted Access
- Note the TLink Information

	Configure Virtual I In the Navigation Pa Add User panel will Name, Surname, Us	Hold user nel, select User Mana display as shown beloser Password, and Co	<b>igement → User Admin → Add User</b> . Th ow, enter an appropriate <b>User Id, Commo</b> onfirm Password.	he n
(	Click <b>Apply</b> at the b Add User	ottom of the pages to	save the entries.	
	Fields marked with * can	not be empty.		
	* User Id	vhtaes		
	* Common Name	vhtaes		
	* Surname	vhtaes		
	User Password			
	Confirm Password			
	Admin Note			
	Avaya Role	None		
	Business Category			
	Car License			
	CM Home			
	Css Home			
	CT User	Yes 💌		
	Department Number			
	Display Name			
	Employee Number			
	Employee Type			
	Enterprise Handle			
	Given Name			
	Home Phone			
	Home Postal Address			
	Initials			
	Labeled URI			
	Mail			
	MM Home			
	Mobile			
	Organization			
	Pager			
KJA; Rev SPOC 5/9	Preferred Language	English	Application Notes 21 or Reserved. VHTAV	of 61 /P51
	Room Number			
	Telephone Number			

2.	<ul> <li>2. Enable Unrestricted Access If the Security Database (SDB) is enabled on Application Enablement Services, vhtaes user account to Unrestricted Access to enable any device to be used impl Navigate to Security → Security Database → CTI Users → List All Users ar the vhtaes user and click Edit. On the Edit CTI User panel, check the Unrestricted Access box and click the Changes button. Click Apply when asked to confirm the change on the Apply Changes to CTI Properties dialog.</li></ul>								
	Edit CTI User								
	User Profile:	User ID Common Name Worktop Name Unrestricted Access	vhtaes vhtaes NONE 💌						
	Call and Device Control:	Call Origination/Termination and Device Status	None 🔻						
	Call and Device Monitoring:	Device Monitoring Calls On A Device Monitoring Call Monitoring	None 🗸						
	Routing Control: Apply Changes	Allow Routing on Listed Devices Cancel Changes	None 🗸						

3.	Note the TLink Information											
	Navigate to AE Services > TSAPI > TSAPI Links. Edit the TSAP Link and click on											
	Advanced Settings; note the TLinks Configured. This information will be used by											
	Virtual Hold to capture events.											
	Please note t hat TSAPI links were pre-configured for this test and configuration is out of scope for this document.											
	TSAPI Link - Advan	TSAPI Link - Advanced Settings										
	Tlinks Configured	AVAYA#TR18300#CSTA-S#AES6_TR1										
		AVAYA#TR18300#CSTA#AES6_TR1										
	Max Flow Allowed	800										
	TSDI Size 2097152											
	TSDI High Water Mark	1677721										
	Apply Changes	Cancel Changes Restore Defaults										

## 6. Configure Avaya Aura<sup>®</sup> Session Manager

This section provides the steps for configuring Session Manager to route calls to Voice Portal.

Sign Manager is configured. L of System Manager s dr> is the IP address or propriate credentials.	ured using browser access to System Manager. Enter the uch as <u>https://&lt;<i>ip-addr</i>&gt;/network-login/SMGR</u> where < <i>ip-</i> qualified domain name of the System Manager. Login using
Avay	va Aura® System Manager 6.1
ne / Log On D <b>g On</b>	
commended access to System Manager ria FQDN. to central login for Single Sign-On P address access is your only option, in note that authentication will fail in following cases: • First time login with "admin" account • Expired/Reset passwords a the "Change Password" hyperlink on s page to change the password nually, and then login.	User ID: Password: Log On Cancel Chance Password
e the part	Imended access to System Manager FQDN. central login for Single Sign-On ddress access is your only option, note that authentication will fail in llowing cases: First time login with "admin" account Expired/Reset passwords ne "Change Password" hyperlink on age to change the password ally, and then login.





Step		Description	
6.	Add a Location On the Location p • Enter the N • Add a Loca For Compliance to	page, click on <b>New</b> . Tame of the location ation Pattern esting the following information was used.	
	Αναγα	Avaya Aura® System Manager 6.1	Help   About   Change Password   Log off admin Routing X Home
	Routing	Home / Elements / Routing / Locations - Location Details	
	Domains Locations	Location Details	Help ? Commit Cancel
	Adaptations SIP Entities	Call Admission Control has been set to ignore SDP. All calls will be counted using the D See Session Manager -> Session Manager Administration -> Global Setting	afault Audio Bandwidth.
	Entity Links	General	
	Time Ranges	* Name: D4H30	
	Routing Policies		
	Dial Patterns	Notes:	
	Regular Expressions		
	Defaults	Overall Managed Bandwidth	
		Managed Bandwidth Units: Kbit/sec 💌	
		Total Bandwidth: 2048	
		Per-Call Bandwidth Parameters	
		* Default Audio Bandwidth: 80 Kbit/sec 💌	
		Location Pattern	
		Add Remove	
		2 Items   Refresh	Filter: Enable
		IP Address Pattern         Notes	
		* 10.64.10.*	
		* 10.64.22.*	
		Select : All, None	
		* Input Required	Commit Cancel

	Des	cription		
On the left pane, of	click on SIP Entities.			
	Avaya Aura® Syste	m Manager 6.1	Help   About	Change Password   Log
		_		Bouting × Home
				Routing
Routing	Home / Elements / Routing / SIP E	itities - SIP Entities		Help
Domains	SIP Entities			
Locations				
Adaptations	Edit New Duplicate Delete Mor	e Actions 🔹		
SIP Entities				
Entity Links	28 Items   Refresh			Filter: Enable
Time Ranges	Name	FQDN or IP Address	Туре	Notes
Routing Policies	FT 21 211	10.64.21.211	Other	Foundation Toolkit
Dial Patterns	HP MSR 20-40	10.64.20.35	SIP Trunk	
Regular Expressions	IBMSUTLite	10.64.22.184	SIP Trunk	
Defaults	<u>IPO 10 54</u>	10.64.10.54	SIP Trunk	
	Rauland	192.168.27.225	Other	Brekeke SIP Server
	SM 21 31	10.64.21.31	Session Manager	local SM (subpet 21)
	SM 50 31	10.64.50.31	Session Manager	d4f27
	<u>sm5031</u> AVP	10.64.50.31	Session Manager	d4f27
	SonusGSX9000	10.64.21.26	SIP Trunk	
		10.64.10.109	Other	Unigy system from IPC
	VP 10 31	10.64.10.32	Voice Portal	Voice Portal - Test Room
	VP 10 35	10.64.21.61	Voice Portal	Experience Portal - Test Room 1
	Colorty All Name		. Description	Deer Deer Album
	Jelect, All, None		< Frevious	Page 2 012 Mext
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to	y for Voice Portal y page, click on New. Name and FQDN or IP Ad esting the following info	dress		
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to • Routing	y for Voice Portal y page, click on New. Name and FQDN or IP Ad esting the following info	l <b>dress</b> rmation was used. tities - SIP Entity Details		
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to Routing Domains	y for Voice Portal y page, click on New. Name and FQDN or IP Ad esting the following info	dress rmation was used. tities - SIP Entity Details		Help (Commit) (Cance
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to Routing Domains Locations	y for Voice Portal y page, click on New. Name and FQDN or IP Ad esting the following info	dress rmation was used. tities - SIP Entity Details		Help (Commit) Cance
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to Routing Domains Locations Adaptations	y for Voice Portal y page, click on New. Name and FQDN or IP Ad esting the following info	dress rmation was used. tities - SIP Entity Details		Help (Commit) (Cance
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Add a SIP Entity On the SIP Entity • Enter the N For Compliance to Nor Compliance to Routing Domains Locations Adaptations SIP Entities Entity Links Time Ranges Routing Policies Dial Patterns Regular Expressions Defaults	y for Voice Portal y page, click on New. Name and FQDN or IP Ad esting the following info Home / Elements / Routing / SIP En SIP Entity Details General * Name * FQDN or IP Address Type Notes Adaptation Location	Idress rmation was used. tities - SIP Entity Details : VP_10_31 : 10.64.10.32 : Voice Portal		Help : (Commit) (Cance
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Add a SIP Entity On the SIP Entity • Enter the N For Compliance to Vertice Ver	y for Voice Portal y page, click on New. Name and FQDN or IP Ad esting the following info Home / Elements / Routing / SIP En SIP Entity Details General * Name * FQDN or IP Address Type Notes Adaptation Location Time Zone Override Port & Transport with DM SRV * SIP Timer B/F (in seconds) Credential name	Idress rmation was used. tities - SIP Entity Details : VP_10_31 : 10.64.10.32 : Voice Portal v : Voice Portal v : Outer Portal v : D4H30 v : America/Denver S : 4		Help : Commit Cance
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to Vertice and the second second second Compliance to Vertice and the second s	y for Voice Portal y page, click on New. Name and FQDN or IP Ad esting the following info Home / Elements / Routing / SIP En SIP Entity Details General * Name * FQDN or IP Address Type Notes Adaptation Location Time Zone Override Port & Transport with DN SRV * SIP Timer B/F (in seconds) Credential name	Idress   rmation was used.   tities - SIP Entity Details   ::		Help 1 (Commit) Cance
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to Vertice and the second second Compliance to the second second second Compliance to the second se	y for Voice Portal y page, click on New. Name and FQDN or IP Add esting the following info Home / Elements / Routing / SIP En SIP Entity Details General * Name * FQDN or IP Address Type Notes Adaptation Location Time Zone Override Port & Transport with DN SRV * SIP Timer B/F (in seconds) Credential name Call Detail Recording	Idress   rmation was used.   tities - SIP Entity Details   tities - SIP Entity Details   10.64.10.32   Voice Portal •   Voice Portal •   •		Help (Commit) Cance
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to vertice and the second second booms and the second second second second vertice and the second s	y for Voice Portal y page, click on New. Name and FQDN or IP Add esting the following info Home / Elements / Routing / SIP En SIP Entity Details General * Name * FQDN or IP Address Type Notes Adaptation Location Time Zone Override Port & Transport with DN SRV * SIP Timer B/F (in seconds) Credential name Call Detail Recording	Idress   rmation was used.   tities - SIP Entity Details   tities - SIP Entity Details   total   to		Help (Commit) Cance
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to version version version version version version version ver	y for Voice Portal y page, click on New. Name and FQDN or IP Add esting the following info Home / Elements / Routing / SIP En SIP Entity Details General * Name * FQDN or IP Address Type Notes Adaptation Location Time Zone Override Port & Transport with DN SRV * SIP Timer B/F (in seconds) Credential name Call Detail Recording SIP Link Monitoring	Idress         rmation was used.         tities - SIP Entity Details         : <td:< td="">       :</td:<>		Help (Commit) Cance
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to Vertice and the second second second Compliance to the second	y for Voice Portal y page, click on New. Name and FQDN or IP Add esting the following info Home / Elements / Routing / SIP En- SIP Entity Details General * Name * FQDN or IP Address Type Notes Adaptation Location Time Zone Override Port & Transport with DN SRV * SIP Timer B/F (in seconds) Credential name Call Detail Recording SIP Link Monitoring * Proactive Monitoring Interval ( ceronds)	Idress   rmation was used.   tities - SIP Entity Details   tities - SIP Entity Details   10.64.10.32   Voice Portal •   Voice Portal •   •   D4H30 •    •   •	×	Help (Commit) Cance
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to V Routing Domains Locations Adaptations SIP Entities Entity Links Time Ranges Routing Policies Dial Patterns Regular Expressions Defaults	y for Voice Portal y page, click on New. Name and FQDN or IP Add esting the following info Home / Elements / Routing / SIP En SIP Entity Details General * Name * FQDN or IP Address Type Notes Adaptation Location Time Zone Override Port & Transport with DN SRV * SIP Timer B/F (in seconds) Credential name Call Detail Recording SIP Link Monitoring SIP Link Monitoring SIP Link Monitoring Interval (	Idress   rmation was used.   tities - SIP Entity Details   titles - SIP Entity Details   total   to		Help : Commit Cance
Add a SIP Entity On the SIP Entity • Enter the N For Compliance to V Routing Domains Locations Adaptations SIP Entities Entity Links Time Ranges Routing Policies Dial Patterns Regular Expressions Defaults	y for Voice Portal y page, click on New. Name and FQDN or IP Add esting the following info Home / Elements / Routing / SIP En SIP Entity Details General * Name * FQDN or IP Address Type Notes Adaptation Location Time Zone Override Port & Transport with DN SRV * SIP Timer B/F (in seconds) Credential name Call Detail Recording SIP Link Monitoring SIP Link Monitoring * Proactive Monitoring Interval ( seconds) * Reactive Monitoring Interval (	Idress   rmation was used.   tities - SIP Entity Details   titles - SIP Entity Details   VP_10_31   10.64.10.32   Voice Portal •   Voice Portal •   Voice Portal •   D4H30 •   America/Denver   S   4   in none •   in 60		Help : Commit Cance

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Step	Description										
9.	On the left pan	e, click on	Entity ]	Links							
	Home / Elements / Ro	uting / Entity Link	s - Entity Lin	ıks							
	Entity Links										Help ?
	Edit New Duplicate	Delete More Acti	ons 🔹								
	29 Items   Refresh										Filter: Enable
	Name		SIP Entity 1	Prot	ocol Port	SIP Entity	2	Port	Connection I	Policy	Notes
	HP MSR 20-40		SM_21_31	TCP	5060	HP_MSR_20	)-40	5060	Trusted		
	IBM TCP		SM_21_31	TCP	5060	IBMSUTLite		5080	Trusted		
	IBM UDP		SM_21_31	UDP	5060	IBMSUTLite		5080	Trusted		
	<u>IPO 10 54</u>		SM_10_62	TCP	5060	IPO_10_54		5060	Trusted		Test Room 1
			SM_21_31	TCP	5060	alpinemas1		5060	Trusted		
	<u>SM 10 62 VP 10</u>	0 31 5060 TCP	SM_10_62	TCP	5060	VP_10_31		5060	Trusted		
	SM 10 62 VP 10	12 5060 TCP	SM_10_02	TIE	5060	CM 22 12		5060	Trusted		
	SM 21 31 Raular	12 3001 TES	SM 21 31	TCP	5060	Rauland		5060	Trusted		
	SM 50 31		SM 21 31	TIS	5061	SM 50 31		5061	Trusted		d4f27
	sm5031_AVP		SM 10 62	TLS	5061	sm5031 AV	/P	5061	Trusted		d4f27
	sm-Uniav-TCP		SM 21 31	TCP	5060	Unigy		5060	Trusted		Link to Unigy
	sm-Unigy-UDP		SM_21_31	UDP	5060	Unigy		5060	Trusted	1	Link to Unigy
	SonusGSX9000		SM_21_31	TCP	5060	SonusGSX9	000	5060	Trusted		
	Select : All, None							<	Previous   Pa	ige 2	of 2   Next >
	<ul> <li>Add a N</li> <li>Set SIP</li> <li>Set the</li> <li>Set SIP</li> <li>Set the</li> </ul>	Name Enity 1 as S Protocol Ty Entity 2 as connection F the testing th	<b>5M_10_</b> <b>pe</b> and t added in Policy to e follow	62. ype in Pen Step 8 be Trus	ort and set t ted	he <b>Port</b>	sed				
	1 Item   Refresh									F	-ilter: Enable
	Name	CTD Entity 1	Destacal	Dout	CID Entity 2		Dout	Con	nection	Notos	
	Name	SIP Entity I	Protocol	Port	SIP Entity 2		Port	Р	olicy	Notes	
	* SM_10_62_VP_10_31	* SM_10_62	TCP 💌	* 5060	* VP_10_31	•	* 5060	Trust	ed 💌		
11.	On the left pan	e, Click on Avaya Au Home / Elements /	Time F ra® Syst Routing / Time	<b>Ranges</b> em Mana Ranges - Time	ger 6.1 <sub>Ranges</sub>			Help	About   Change	Password	Log off admin ing * Home Help ?
	Adaptations	Edit New Duplicat	e Delete More	e Actions 🔹							
	Entity Links Time Ranges Routing Rolicies	1 Item Refresh	Mo Tu	We	Th Fr	Sa s	Su no.or	Start Time	End	Time	Filter: Enable Notes
	Dial Patterns Regular Expressions Defaults	Select : All, None									

Step	Description								
12.	Add a Time R On the Time R • Type in • Select th For Complianc	ange ange page, click on New the Name of the time range the Days and Start Time and the testing the following int Avaya Aura® System Man	l End Tim formation ager 6.1	e used for all o was used.	Help   About   Change Password   Log off admin				
	Avaya				Routing * Home				
	- Routing	Home / Elements / Routing / Time Ranges - Tin	ie Ranges						
	Domains Locations Adaptations	Time Ranges			Help ? Commit Cance				
	SIP Entities	1 Item Refresh			Filter: Enable				
	Entity Links	Name Mo Tu	We Th Fr	Sa Su Start Tim	ne End Time Notes				
	Time Ranges	*24/7		V * 00:00	* 23:59				
	Routing Policies Dial Patterns Regular Expressions Defaults	* Input Required			Commit Cancel				
13.	On the left pan	e, click on <b>Routing Polic</b> Avaya Aura® System Man	<b>y</b> ager 6.1		Help   About   Change Password   Log off admin Routing X Home				
	✓ Routing	Home / Elements / Routing / Routing Policies	- Routing Policies						
	Domains Locations Adaptations SIP Entities	Routing Policies Edit New Duplicate Delete More Actions •			Help ?				
	Entity Links	23 Items   Refresh			Filter: Enable				
	Time Ranges	Name	Disabled	Destination	Notes				
	Routing Policies	Rauland		Rauland					
	Dial Patterns	Route to Unigy		Unigy					
	Regular Expressions	SBC	V	AuraSBC					
	Defaults	SM 50 31		SM_50_31					
		Sonus		SonusGSX9000	to Sonus				
		TR18300		CM_10_67					
		VP 10 31		VP_10_31					
		VP 10 35		VP_10_35					
		Select : All, None			< Previous   Page 2 of 2   Next >				

Step					]	Desci	riptio	on				
14.	On the <b>Routin</b> • Type in • Select s • Select a For Complian. Home / Elements / Ro	ng Policy n the Nar SIP Enti Select S a Time R ce testin buting / Rout	y page ne for ty as a SIP Ent Cange : g the ing Policit	e, clic Routi desti tity cc added follov es - Rout	k on ng Pc inatio onfigu l in St wing ting Poli	New on re in S rep 12 inform	Step matic ₅	<b>8</b> on wa	as us	ed.		Help ? Commit Cancel
	General		* Na Disab No	me: VP_ led: 🔲 tes: 📃	10_31							
	SIP Entity as Destin Select	ation										
	Name	FQDN or IP	Address				Туре		Not	es		
	VP_10_31	10.64.10.32					Voice	Portal	Voic	e Portal - Test Roo	m 1	
	Time of Day Add Remove View Ga	aps/Overlaps										Filter Fachla
	I Item   Refresh											Fliter: Enable
	Ranking 1	Name 2 🔺	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Start Time	End Time	Notes
	Select : All, None Dial Patterns Add Remove									00.00	23.59	
	2 Items   Refresh											Filter: Enable
	Pattern	Min	Мах	Er	nergency	/ Call	SIP	Domain		Originating L	ocation	Notes
	611	5	5	-			-ALL			D4H30		
	69	5	5				avay	a.com		D4H30		
	Select : All, None											

Step	Description											
15.	On the left	On the left pane, click on <b>Dial Patterns</b>										
	Home / Elements	/ Routing / Dial Patterns -	Dial Patterns									
	Dial Datterns				Help ?							
	Dial Patterns											
	Edit New Dupli	cate Delete More Actions	•									
			_									
	42 Items   Refresh				Filter: Enable							
	Pattern	Min Max	Emergency Call	SIP Domain	Notes							
	<u>*0</u>	3 3		-ALL-	·							
	<u>1303</u>	11 11		avaya.com								
	<u>130322</u>	11 11		-ALL-								
	<u>1719</u>	11 11		-ALL-								
	<u>20</u>	5 5		avaya.com								
	<u>20000</u>	5 5		avaya.com								
	<u>220</u>	5 5		avaya.com	extensions 0n S8720							
	<u>23</u>	5 5		avaya.com								
	<u>270</u>	5 5		avaya.com								
	<u>2800</u>	5 5		avaya.com								
	<u>29</u>	2 2		-ALL-								
	<u>3</u>	5 5		avaya.com	extensions on CM_20_72							
	<u> </u>	10 10		avaya.com	Thrupoint DID							
	<u>333</u>	5 5		avaya.com	IPC system							
	<u>40</u>	5 5		avaya.com								
	Select : All, None				< Previous   Page 1 of 3   Next >							

Step			Descript	ion			
16.	On <b>Dial Patterns</b> page For compliance testing and starts with 611 will • Set <b>Pattern</b> to 61 • Set <b>Min</b> and <b>Mat</b> • Set <b>SIP Domain</b> • Add <b>Originating</b> • Select to • Select Re	, click on <b>Ne</b> the following route to Ava to to <b>5</b> to the domain <b>5</b> <b>Locations an</b> cation configu- puting Policy	w g pattern w aya Voice n configured nd Routing ured in Step configured i	as used. A Portal. in <b>Step 4</b> <b>Policies</b> 6 n <b>Step 14</b>	All calls	dialed with	5 digits
	Home / Elements / Routing / Dial Pa Dial Pattern Details	itterns - Dial Pattern	ı Details				Help ? Commit Cancel
	General						
		* Pattern: 611					
		* Min: 5					
	Eme	rgency Call:					
	S	SIP Domain: -ALL- Notes:	•				
	Originating Locations and Routin	g Policies					
	1 Item   Refresh						Filter: Enable
	Originating Location Name 1 🔺	Originating Location Notes	Routing Policy Name	Rank 2 🛦	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
	D4H30		VP_10_31	0		VP_10_31	
	Select : All, None						
	Denied Originating Locations Add Remove						
	0 Items   Refresh					1	Filter: Enable
	Originating Location					Notes	
	* Input Required						Commit Cancel

## 7. Configure Avaya Voice Portal

Voice Portal Management System (VPMS) web interface is used to configure Voice Portal.

Step		Description
1.	To access the web < <i>ip-addr</i> > is the II	interface, type in http://< <i>ip-addr</i> >/ as the URL in a web browser; P address of the VPMS. Log in using the Administrator user role.
	AVAYA	Welcome, admin Last logged in yesterday at 2:05:52 PM EDT
	Voice Portal 5.1 (VoicePor	tal) fi Home ?- Help 😗 Logoff
	Expand All   Collapse All	You are here. Home
	▼ User Management Roles	Voice Portal Management System Version 5.1.0.2.0301
	Cogin Options ▼ Real-Time Monitoring System Monitor Active Calls Port Distribution	Voice Portal Management System (VPMS) is the consolidated web-based application for administering Voice Portal. Through the VPMS interface, you can configure Voice Portal, check the status of a Voice Portal component, and generate reports related to system operation.
	▼ System Maintenance Audit Log Viewer	Legal Notice
	Trace Viewer Log Viewer Alarm Manager	© 2005 - 2011 Avaya Inc. All Rights Reserved.
	<ul> <li>System Management MPP Manager Software Upgrade System Backup</li> <li>System Configuration Alarm Codes Alarm/Log Options Applications MPP Servers Report Data</li> </ul>	Notice While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document might be incorporated in future releases.
	SNMP Speech Servers VoIP Connections VPMS Servers Security Certificates Licensing	Documentation disclaimer Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims,
	Standard Custom Scheduled	Last Login: 4/24/12 2:05:52 PM EDT
2.	On the left pane, cl	lick on VoIP Connections.
	Αναγα	Welcome, admin Last logged in yesterday at 2:05:52 PM EDT
	Voice Portal 5.1 (VoicePor	rtal) fi Home ?- Help 😮 Logoff
	Expand All   Collapse All   User Management	You are here: <u>Home</u> > System Configuration > VoIP Connections
	Koles Users Login Options <b>Real-Time Monitoring</b> System Monitor Active Calls	VOIP Connections This page displays a list of Voice over Internet Protocol (VoIP) servers that Voice Portal communicates with. You can configure multiple SIP connections, but only one SIP connection can be enabled at any one given time.
	▼ System Maintenance Audit Log Viewer Trace Viewer Log Viewer	H.323 SIP
	Alarm Manager  System Management MPP Manager Software Jacob	Virtual V to control of the second se
	Sortware Opgrade System Backup System Configuration Alarm Codes Alarm/Log Options	Hold         Yes         10.64.10.67         1719         50001         Yes           Add         Delete         Help         Yes         Yes         Yes         Yes

Step	Description		
3.	To add a H.323 Conn	ection, click on H.323 tab and click Add	
	• Type in Nam	e	
	• Fill in <b>Gatekeeper Address</b> . Gatekeeper address is the IP address of CM		
	• Fin in Station	<b>From</b> and <b>To</b> , and <b>Password</b> . This information will be used	
	from configur	ation performed on CM for adding stations for <b>Inbound and</b>	
	Outbound an	id Inbound Only.	
	• The rest of the	e values are left at <b>Default</b> .	
	Click on Save		
	AN /AN /A	Wolcomo admin	
	AVAYA	Last logged in yesterday at 2:05:52 PM EDT	
	Vaice Portal E 1 (VaicePortal)	Allere 2 Hele A. K.	
	Expand All   Collapse All	, whome :• Help & Logorr	
	▼ User Management	You are here: <u>Home</u> > System Configuration > <u>VoIP Connections</u> > Change H.323 Connection	
	Roles Users	Add H.323 Connection	
	Login Options  Real-Time Monitoring	Use this page to change the configuration of an H.323 connection.	
	System Monitor Active Calls	Name: Virtual Hold	
	Port Distribution  System Maintenance	Enable:	
	Audit Log Viewer Trace Viewer	Gatekeeper Address: 10.64.10.67	
	Log Viewer Alarm Manager	Alternative Gatekeeper Address:	
	<ul> <li>System Management MPP Manager</li> </ul>	Gatekeeper Port: 1719	
	Software Upgrade System Backup		
	<ul> <li>System Configuration Alarm Codes</li> </ul>		
	Alarm/Log Options Applications	New Stations	
	MPP Servers Report Data	Station:	
	SNMP Speech Servers	Password	
	VoIP Connections VPMS Servers		
	<ul> <li>Security Certificates</li> </ul>	Same Password	
	Licensing  Reports	Use sequential passwords	
	Standard Custom	Inbound and Outbound	
	Scheduled	Station Type: Maintenance	
		Ŧ	
		Configured Stations (M for Maintenance, I for Inbound Only)	
		58881 - 58882 I	
		Demons	
		Remove	
		Save Apply Cancel Help	

Step	Description			
4.	To add a SIP Connection, click on SIP tab on VoIP Connections page.			
	• Fill in Name.			
	• In the <b>Address</b> and <b>Port</b> boxes fill the the IP address and Port of SM			
	In SIP Dom	ain type in the domain Please note that the domain should be the		
	• In SII Dom	in configuration stong for SM		
		in configuration steps for SM.		
	• Type in Max	kimum Simultaneous Calls.		
	• The rest of the	he values are left at <b>Default</b> .		
	<ul> <li>Click on Sav</li> </ul>	/e		
	A1 /A1 /A	Welcome admin		
	AVAYA	Last logged in yesterday at 2:05:52 PM EDT		
	Voice Portal 5.1 (VoicePorta	1) ft Home ?- Help Q Loooff		
	Expand All   Collapse All	Veu are base lines a Sustan Configuration a VeID Consections and SID Consection		
	▼ User Management	You are here: Home > System Configuration > Voir Connections > Add SiP Connection		
	Roles Users	Add SIP Connection		
	<ul> <li>Real-Time Monitoring</li> </ul>	Use this page to change the configuration of a SIP connection.		
	System Monitor Active Calls	Name: SM_10_62		
	■ Port Distribution ▼ System Maintenance	Enable: 💿 Yes 🔘 No		
	Audit Log Viewer Trace Viewer	Proxy Transport: TCP 💌		
	Log Viewer Alarm Manager	Proxy Servers      DNS SRV Domain		
	<ul> <li>System Management</li> <li>MPP Manager</li> </ul>	Address Port Priority Weight		
	Software Upgrade System Backup	10.64.10.62 5060 0 0 Remove		
	<ul> <li>System Configuration Alarm Codes</li> </ul>	Additional Proxy Server		
	Alarm/Log Options Applications	Listener Port: 5060		
	MPP Servers Report Data	SIP Domain:		
	SNMP Speech Servers			
	VoIP Connections VPMS Servers	Maximum Dedirection Attemptor 0		
	<ul> <li>Security Certificates</li> </ul>	Promiticine Transform		
	▼ Reports	Consultative transfer:  INVITE with REPLACES OREFER		
	Standard Custom			
	Scheduled	Maximum Simultaneous Calls: 10		
		All Calls can be either inbound or outbound		
		Configure number of inbound and outbound calls allowed		
		Save Apply Cancel Help		

Step		Description	
5.	<ul> <li>On the left pane, click</li> <li>VPMS Settings.</li> <li>Under Web S</li> <li>Password and to initiate an o</li> <li>Click on Save</li> </ul>	c on VPMS Servers, under S ervice Administration section l Verify Password. This infor- butbound call.	ystem Configuration. Click on on, for Outcall, type in Username, rmation will be used by Virtual Hold
	AVAYA		Welcome, admin Last logged in yesterday at 2:05:52 PM EDT
	Voice Portal 5.1 (VoicePortal)		ft Home 📪 Help 😵 Logoff
	Expand All   Collapse All	You are here: <u>Home</u> > System Configuration >	VPMS Servers > VPMS Settings
	▼ User Management Roles Users	VPMS Settings	
	Login Options <b>Real-Time Monitoring</b> System Monitor	Use this page to configure system parameters	s that affect the Voice Portal system.
	Active Calls Port Distribution	Voice Portal Name:	VoicePortal
	▼ System Maintenance Audit Log Viewer Trace Viewer	Number of Application Server Failover Logs :	10
	Log Viewer Alarm Manager <b>System Management</b>	Commands to Retain in MPP Configuration His	story: 50
	MPP Manager Software Upgrade System Backup	Resource Alerting Thresholds (%) High Water Low Water	
	<ul> <li>System Configuration Alarm Codes Alarm/Log Options</li> </ul>	Disk: 90 80	
	Applications MPP Servers Report Data	Web Service Authentication  Application Reporting	
	SNMP Speech Servers	User Name:	
	VoIP Connections VPMS Servers	Password:	
	Certificates Licensing	Verify Password:	
	▼ Reports Standard	Outcall	
	Custom Scheduled	User Name: vhtvpws	
		Password:	
		Verify Password:	
		Save Apply Cancel Help	

Step		Description			
6.	On the left pane, o	lick on Applications, under System Configuration. Click on Add.			
	There needs to be	two applications configured; one for inbound and one for outbound.			
	Following steps n	eed to be performed for both applications.			
	<ul> <li>Fill in Name.</li> <li>For Type, select VoiceXML from the drop down menu.</li> </ul>				
	• Fill in <b>Voi</b>	ceXML URL.			
	o Inb	ound:			
	htt	p://10.64.21.75:8080/VXMLIVR_1.0.2.1975/PlatformSupport_AVP/			
	Be	gin/?Tenant=VHTAVP&ScriptID=1&MODE=AVP			
	o Ou	tbound:			
	htt	p://10.64.21.75:8080/VXMLIVR_1.0.2.1975/PlatformSupport_AVP/			
	<u>Ou</u>	tbound/?Tenant=VHTAVP&ScriptID=1&MODE=AVP&Segment=6			
	$\frac{10}{10}$				
	o 10.	64.21.75 and 8080 is the IP Address and Port of Virtual Hold Server			
	rur	ning Virtual Hold VXML Interaction Server			
	Add Calle	d Number as configured in CM.			
	Continued in next	step			
	AVAYA	Welcome, admin Last logged in yesterday at 2:05:52 PM EDT			
	Voice Portal 5.1 (VoicePortal	) 📅 Home 📪 Help 🔞 Lagoff			
	Expand All   Collapse All	You are here: <u>Home</u> > System Configuration > <u>Applications</u> > Add Application			
	Roles Users	Add Application			
	Login Options   Real-Time Monitoring  System Monitor	Use this page to deploy and configure a new VoiceXML or CCXML application on the Voice Portal system.			
	Active Calls Port Distribution	Name: VH_IB			
	Audit Log Viewer Trace Viewer				
	Log Viewer Alarm Manager System Management	URL			
	MPP Manager Software Upgrade	Single      Fail Over      Load Balance     Load Balance     Single      Single			
	<ul> <li>System Backup</li> <li>System Configuration</li> <li>Alarm Codes</li> </ul>	VoiceXML URL: http://10.64.21.75:8080/VXMLIVR_1.0.2.1975/PlatformSupport_AVP/Begin/?Tenant=VI			
	Alarm/Log Options Applications	Mutual Certificate Authentication: O Yes O No			
	Report Data SNMP	Basic Authentication: O Yes O No			
	Speech Servers VoIP Connections VPMS Servers	Speech Servers			
	▼ Security Certificates	ASR: No ASR  TTS: No TTS			
	▼ Reports Standard	Application Launch			
	Custom Scheduled				
		Number      Number Range      URI     Colled Number:			
		61000			
		Speech Parameters			
		Reporting Parameters >			
		Save Apply Cancel Help			

Step		Ι	Description	
	Click on Advanc	ed Parameters.		
	• Set Generate UCID to Yes.			
	Set Operation Mode to Shared IIII			
	• Set Operation Mode to Shared UCD.			
	• Click Sav	e.		
	AVAYA			Welcome, adn Last logged in yesterday at 2:05:52 PM E
	Voice Portal 5.1 (VoicePort	al)		ft Home 📪 Help 🛛 Logof
	Expand All   Collapse All			
	<ul> <li>User Management Roles</li> </ul>	Mutual Certificate Authentication:	🔘 Yes 🖲 No	
	Users Login Options	Basic Authentication:	🔘 Yes 🖲 No	
	<ul> <li>Real-Time Monitoring System Monitor</li> </ul>	Speech Servers		
	Active Calls Port Distribution	ASR: No ASR - TTS: No 1	TS 💌	
	▼ System Maintenance Audit Log Viewer			
	Log Viewer Alarm Manager	Application Launch		
	▼ System Management MPP Manager Software Upgrade	Inbound Inbound Defau	lt 🖲 Outbound	
	System Backup	Speech Parameters >		
	Alarm Codes Alarm/Log Options	Advanced Parameters V		
	Applications MPP Servers	Support Remote DTMF Processing	J: 🔘 Yes 🖲 No	
	Report Data SNMP	DTMF Type Ahead Enabled:	🖲 Yes 🔘 No	
	VoIP Connections	Converse-On:	🔘 Yes 🖲 No	
	▼ Security Certificates	Network Media Service:	🔘 Yes 🖲 No	
	Licensing • Reports	Dialog URL Pattern:		
	Standard Custom	VoiceXML Event Handler:	<default></default>	
	Scheduled	CCXML Event Handler:	<default></default>	
		Generate UCID:	Yes	
		Operation Mode:	Shared UUI	
		Transport UCID in Shared Mode:	🖲 Yes 🔘 No	
		Maximum UUI Length:	128	
		Fax Detection Enabled:	🔘 Yes 🖲 No	
		Fax Phone Number:		
		Video Enabled:	🔘 Yes 🖲 No	
		Video Screen Format:	QCIF 💌	
		Video Minimum Picture Interval:	2	
		Save Apply Cancel	Help	

## 8. Configure Virtual Hold Concierge<sup>™</sup>

Login to the Windows 2008 server that has Virtual Hold Concierge<sup>™</sup> installed.

Step	Description	
1.	Once Virtual Hold Concierge <sup>™</sup> is installed, open	n VHT Configuration Wizard. A
	shortcut to VHT Configuration Wizard should h	ave been created on the desktop of
	the server. Double click the shortcut to open VHT	Configuration Wizard. Please note
	that this configuration as show here was for SIP co	onfiguration. Same steps will need to
2	be performed for H.323 configuration with differe	nt VDNs and Extensions.
Ζ.	Click on Configure.	
	Configuration Wizard	X
	T E C H N O L O G Y	
	Welcome to the Virtual Hold Config	guration Wizard
	Please follow the instructions on the screen. Click	the "Configure" button to
	begn.	
	Note: Once an item has been created, it cann	ot be modified or
	deleted by this Configuration Wizard; Please	use EyeQueue to
	modily of delete conliguration data.	
	Configure	
	Virtual Hold Configuration Wizard	Version 7.3.2
	Copyright 1995-2012 - Virtual Hold Technology ®	All Rights Reserved

Step	Description			
3.	On the Switch Connection page, click on Add			
	Configuration Wizard			
	Switch Connection			
	Click "Add" to create a connection to the Switch. If you do not wish to create a connection to the Switch, click the "Skip" button.			
	Note: Once an item has been created, it cannot be modified or deleted by this Configuration Wizard; Please use EyeQueue to modify or delete configuration data.			
	<- Back Skip -> Add Finish			
	Virtual Hold Configuration Wizard Version 7.3.2			
	Copyright 1995-2012 - Virtual Hold Technology  All Rights Reserved			
4.	Configure Switch as follows, and click Create:			
	Site Name:			
	Switch Type:			
	DLL Name: Genesys PSDK			
	Create Close			

Step		Des	scription	
5.	On the Genesys CTI	T-Server Connect	ion page, clic	k on Add. Fill-in the information
	as follows:			
	Host IP Address is the	e IP Address of the	Virtual Hold	Concierge <sup>™</sup> server.
	🕎 Genesys CTI		×	
	Site Name:	VHTAVP	•	
	T-Server Switch Name:	VHTAVP_Switch		
	Host IP Address A:	10.64.21.75	•	
	Host Port A:	4000		
	Host IP Address B:	10.64.21.75	•	
	Host Port B:			
	Redundancy Mode:	None	•	
	Reconnect Interval:	2000		
	Register All Devices:	FALSE	•	
		Create	Close	
6.	Skip Agent Groups a	and Agents page. Of	n the IVR Ser	rvers page click on Add.
	Fill in the information	as shown in the sci	reenshot belov	W.
	V IVR Servers	×		
	Site Name:	HTAVP 🔽		
	IVR Group:	′R		
	Host Name:	HTAVP		
	Route Point:	0000		
	*Please see the deployment this form. The syntax of thes Create	guide before submitting e fields is switch specific. Close		

Step	Description
7.	Skip IVR Extensions page and click Add on Queues page. Accept the defaults values
	and click Create.
	Site Name: VHTAVP Queue ID: VHT_Test Use Production Use Lest Defaults Defaults
	Op Mode: Normal Threshold (sec 0 Time (secs): 45 Period (sec 60
	Name: VHT_Test Script Number: 1 🖶 Busy 3 🐺 Attempts: 3
	Mode: Predictive  Agents Staffed Uverride: TRUE Busy Period 60 Try Again Period (secs) 60
	Group: VHT_Test Callback Threshold (secs) 45 Threshold (secs) 3 Attempts: 5 Threshold (secs) 45 Threshold
	Default Number 1
	Business Hours
	DayOfWeek: Sun 🗹 Mon 🗹 Tue 🔽 Wed 🗹 Thu 🔽 Fri 🗹 Sat 🔽
	Time Begin:         00:00         00:00         00:00         00:00         00:00         00:00
	Time End:         23:59         23:59         23:59         23:59         23:59
	Callbacks Offered
	DayOfWeek: Sun 🗹 Mon 🗹 Tue 🔽 Wed 🗹 Thu 🔽 Fri 🗹 Sat 🔽
	Time Begin:         00:00         00:00         00:00         00:00         00:00         00:00
	Time End:         23:59         23:59         23:59         23:59         23:59         23:59
	Callbacks Allowed
	Day Of Week: Sun 🔽 Mon 🔽 Tue 🔽 Wed 🔽 Thu 🔽 Fri 🔽 Sat 💌
	Sched callbacks allowed/15 min 15 🗧 15 🗧 15 🗧 15 🗧 15 🗧 15 🗧 15 🗧
	Create Close

Step	Description		
8.	On the Callback and Holding Queues, click Add.		
	Use the information configured in Communication Manager to fill-in Callback Queue ID and Holding Queue ID.		
	Callback and Holding Queues		
	Site Name: VHTAVP		
	T-Server Switch Name: VHTAVP_Switch		
	Callback Queues		
	Use T-Server Switch Name prefix		
	Callback Queue ID*: 61025		
	Transfer Device: tel: *100		
	Callback Queue VHTAVP_S witch: 61025 Create		
	Holding Queues		
	✓ Use T-Server Switch Name prefix		
	Holding Queue ID*: 61050		
	Route Device: 61050		
	Transfer Device: tel: 61050		
	Holding Queue VHTAVP_Switch:61050 Create		
	*Please see the deployment guide before submitting this form. The syntax of these fields is switch specific.		
	* Verify T-Server Switch Name Close		

Step	Description					
9.	On the Incoming Extensions page, click on Add.					
	Use the information configured in Communication Manager to configure <b>Extension</b> . Each extension configured in Communication Manager, needs to be created.					
	🕎 Incoming Extensions	×				
	Site Name:	VHTAVP				
	Queue ID:	VHT_Test				
	T-Server Switch Name:	VHTAVP_Switch				
	Incoming Extensions					
	Extension*:	61175				
	Label:	Extension				
	Country ID:	1				
	Treatment Type:	0				
	ScriptNumber:					
	IVR Group:	*Please see the deployment guide before entering a script number here. IVR				
	Holding Queue ID:	VHTAVP_Switch:61050				
	Callback Queue ID:	VHTAVP_Switch:61025				
	UnderThreshold Queue ID:	VHTAVP_Switch:61025				
	IB IVR Extension Group:	NONE				
	OB IVR Extension Group	NONE				
		Create				
	* Verify T-Server Switch Name	Close				

Step		Desc	cription					
10.	Skip the Incomi	ng Application page and	click Add on P	hone Number				
	Configuration.							
	Fill in the inform	nation as shown in the foll	owing screen sh	iot.				
	MeneNumber Va	alidation		×				
	Update Country Id	Dial Prefix and Suffix	Update Phone N	umber Validation Min/Max Length				
	Site Name:	VHTAVP	Site Name:	VHTAVP -				
		,		,				
	Country Search:	1 - North America	Country Id:	1 - North America 💌				
	1 - North America	3						
			Min Length:	10				
			Max Length:	111				
	Dial Prefix:	91						
				Update				
	Dial Suffix:							
		Update		Close				

Step	Description
11.	The final page shows that the configuration is finished. Click on <b>Finish</b> .
	1
	Configuration Wizard
	TECHNOLOGY
	Finished
	Click "Finish" to close this winerd
	If you wish to return to the previous screen, click the "Back" button.
	Note: Unce an item has been created, it cannot be modified or deleted by this Configuration Wizard: Please use EveQueue to
	modify or delete configuration data.
	Kip -> Add Finish
	Virtual Hold Configuration Wizard Version 7.3.2
	Copyright 1995-2012 - Virtual Hold Technology  All Rights Reserved

Step	E	Description
12.	On the Virtual Hold server, open SQL	Server Management Studio by navigating to
	Start →All Programs → Microsoft S	QL Server 2008 → SQL Server Management
	Studio	
	<i>i</i> Internet Explorer	
	🐼 Microsoft Office Excel Viewer	
	🛃 TextPad	
	Windows Contacts	
	I Windows Update	devconnect
	J 7-Zip	
	Accessories	Documents
	Administrative Tools	
	Apache Tomcat 6.0 Tomcat6	Computer
	Extrac and Lingrades	
	Genesys Solutions	Network
	Maintenance	
	Microsoft SOL Server 2008	Control Panel
	Import and Export Data (32-bit)	A destruction Trade A
	SQL Server Management Studio	
	Analysis Services	Help and Support
	Configuration Tools	This and support
	Documentation and Tutorials	Run
	) Integration Services	
	Performance Tools	Windows Security
	🎉 Startup	
	🎍 Virtual Hold Technology	
	🖐 VMware 📃	
	◀ Back	
	Start Search	○
	💦 Start 🗍 🖦 💻 🤗 🔤 🕌 Local Disk (	C:) VirtualHo

Step				D	escription					
13.	Once	e SQL Serv	er Manage	ment Studi	o is opened,	in Object E	<b>xplorer</b> on	the left		
	pane, navigate to $\langle \text{Server Hostname} \rangle \rightarrow \text{Databases} \rightarrow \text{VHT}$ Config $\rightarrow$ Tables.									
	<ser< th=""><th colspan="8"><server hostname=""> is the hostname of the server.</server></th></ser<>	<server hostname=""> is the hostname of the server.</server>								
	K Microsoft SQL Server Management Studio									
	Eile	<u>File Edit View Project Debug Query Des</u>								
	12	New Query	👌 📸 📸 i	3 🔓 🚰	12					
	10	SQL .	Change Type	- ! ! ! [						
	Obje	ct Explorer		•	<b>₽</b>					
	Con	nect 🕶 📑 📑	🖞 = 🍸 👳	<u>_</u>						
		🔥 VHTAVP (SQ	L Server 10.0.1	.600 - VHTAVP\o	lev					
		🖃 🚞 Databas	ses							
	I	🕀 🧰 Syst	tem Databases							
	I	🕀 📃 Data	abase Snapshot	s						
	I	🗉 🗾 Con	fig							
	I		_Config							
	I	+ 🚞	Database Diagr	ams						
	I	Ξ	Tables							
	I	+	🚞 System Tab	les						
	I	+	🔲 dbo.AESAva	ayaCTIConfig						
	I	+	🔲 dbo.AgentG	iroups						
	I	+	dbo.Agents							
	I	+	dbo.AgentS	taffed						
	I	+	🔲 dbo.Applica	tionSettings						
	I	+	🔲 dbo.AreaCo	ode						
	I	+	dbo.Aspectl	Loopback						
	I	+	🔲 dbo.ASRLar	nguageDesc						
	I	+	dbo.Busines	sHours						
	I	+	🔲 dbo.Callbac	kAllowed						
		+	🔲 dbo.Callbac	kOffered						
14.	Veri	fy the follow	ving entry in	n table, <b>dbo</b>	.SwitchTyp	e.				
	<b>VHT</b>	AVP.VHT_Cobo.S	witchType							
		SiteName	SwitchId	HostName	Port	LogicalId	DLLName	SwitchTypeId		
	•	VHTAVP	207	10.64.21.75	4000	TIAL_Genesys	TIAL_Genesys	1		
	*	NULL	NULL	NULL	MULL	NULL	NULL	NULL		

Step	Description															
15.	Verify the following entry in table, dbo.CallbackQueues.															
	• SiteName: VHTAVP															
	• CallbackOueueID: VHTAVP Switch 61050															
	<ul> <li>TrashferDevice: tel:61050</li> </ul>															
		1145111		100.0	01.01	000										
	61025	is the V	DN th	nat wa	2012	ed fo	or C	allha	ck and co	nfio	ured in	config	mr	ation	sten	s for
	Comn	nunicatio	n Mai	na dei	in S	Section Section	$n \alpha$	1		, <u>6</u>	urea m	Coming	Jui	ution	step	5 101
	Comm	iumoun	)11 1 <b>v1a</b> 1	liager		<i>i</i> ccin		r.								
	<b>VHT</b>	AVP.VHT	Coalll	backO	ueue	s V	'HTA'	VP.VHT	CHolding							
		SiteName		Cal	lback(	Queue:	Id	Transf	erDevice							
		VHTAVP		VHT	AVP_	Switch	:	tel: *10	00							
	1	VHTAVP		VHT	AVP_	5witch	:	tel:610	25							
	*	NULL		NLA	1			NULL								
16	Verify	the foll	owing	entr	ies ii	ı tab	le d	bo.IV	RServe	rs as	follows	s.				
10.	, <b>e</b> 111)	110 1011	0 11 11 8	Unter	<b>U</b> 5 11	1 140	ie u		11.501 / 01	15 45	10110					
	<b>VHT</b>	AVP.VHT	_Cobo	.IVRS	erve	'S										
	<u> </u>	SiteName	;	IVF	Grou	p		Serve	rName	Ro	utePoint		IVR	Servers	;Tabl.	
	•	VHTAVP		IVR				VHTAV	P	tel:	*102	1	L			
	*	NULL		NUS	11			NULL		NLA	1	)	W.L.	£		
17.	Verify	the foll	owing	entr	ies in	n tabl	le d	bo.H	oldingQ	ueue	s using	the V	DN	ls cor	nfigu	red
	in CM	l for Hol	d.						8.		U				U	
	<b>VHT</b>	AVP.VHT	CHole	dingQ	ueue	5										
		SiteName	;	Ho	ldingQ	ueueI	d	Route	Device	Tra	InsferDevi	ice				
	•	VHTAVP		VH1	AVP_	Switch	ı:	61050		tel:	61050					
	*	NULL		NUS	9			NULL		NU	1					
18.	Verify	the foll	owing	entr	y in	dbo.	Inc	oming	gExtensi	ons.						
	VHTAVP.	VHT_CoingExte	nsions		1					1				1	1	1
	Site	AVP VHT Test	Exten	Extensi	Cou	Treat 20	VHTAV	gQueueId P Switch:	CallbackQueueId	VHTAVP	switch:61000	IVRGroup IVR	S	IBIVRE	OBI	Incomi
	VHT	AVP VHT_Test	61175	Extension	1	20	VHTAV	P_Switch:	VHTAVP_Switch:	VHTAVP	Switch:61025	IVR		NONE	NONE	2
	VHT	AVP VHT_Test	58881 8	Extension	1	20	VHTAV	P_Switch:	VHTAVP_Switch:	VHTAVP_	Switch:61000	IVR		NONE	NONE	4
	VHT	AVP VHT_Test	61027	Extension	1	20	VHTAV	P_Switch:	VHTAVP_Switch:	VHTAVP_	Switch:61025	IVR	_	NONE	NONE	5
	* N//	AVP VHT_Test	VHTAV E	Extension	1 ML/L (	Z MULL	VHTAV	P_Switch:	VHTAVP_Switch:	VHTAVP_	5witch:61025		٨		NONE	b MULL
	70DL	- /////			·····							100022			TODEL	

Step	Description								
19.	Verify the following entry in <b>dbo.CountryCode</b> for routing calls to PSTN.								
	• Set CountryCode and CountryID to 1.								
	• Set CountryName to North America								
	= 0 + 0 + 10 + 0 + 0 + 0 + 0 + 0 + 0 + 0								
	VHTAVP.VHT_C	o.CountryCode	Country Id	Courter Mana	DielDuefin	Distruction	TimeZana	DETDalka	
	MHTAVP			North America		Dialburrix	-300	60	
	VHTAVP	2	2	Jerusalem	. 9. 0112		180	60	
	VHTAVP	20	20	Eavot	, 9, 0112		120	60	
	VHTAVP	212	212	Morocco and We	, 9, 011212		0	0	
20	Verify the f	ollowing en	ry in dho G		Config for	r CTI confi	ouration		
20.	verify the r			Jenesyse II	comig io		Surution.		
	VHTAVP.VHT_CoesysCTIC	onfig						• X	
	SiteName TSe	verName HostNameA	PortA HostNameB	B PortB Proto	col RedundancyN	Aode ReconnectInter Regis	sterAllDevi AcceptOnlyT	he GenesysCTICo	
	▶ * <b>NU</b>	NULL	NULL NULL		NULL	MAL MAL	NULL	ALL	
21.	Open a Win	dows Explo	rer window	and navigat	te to C:\Pi	rogram Fil	es\Virtua	l Hold	
	Technology	v. Open <b>Out</b>	boundIVR	AVP.xml u	using note	pad.			
	80	1	-	_	U	L			
	In the < Con	nection 1 > c	onfigure in	formation fo	r Avava V	Voice Portal	This inf	ormation	
	multi ~Con	the configure	onnguie m	Vaias D	n Avaya v		. 11115 1111	ormation	
	must match	the configur	ration in Av	aya voice P	ortal.				
	xml versio</th <th>n="1.0" enco rManager&gt;</th> <th>ding="utf-8'</th> <th>"?&gt;</th> <th></th> <th></th> <th></th> <th></th>	n="1.0" enco rManager>	ding="utf-8'	"?>					
	<defa< th=""><th>aultID&gt;NONE&lt;,</th><th>/DefaultID&gt;</th><th></th><th></th><th></th><th></th><th></th></defa<>	aultID>NONE<,	/DefaultID>						
	<num}< th=""><th>perOfConnect:</th><th>ionSets&gt;1<th>umberOfConne</th><th>ctionSets&gt;</th><th></th><th></th><th></th></th></num}<>	perOfConnect:	ionSets>1 <th>umberOfConne</th> <th>ctionSets&gt;</th> <th></th> <th></th> <th></th>	umberOfConne	ctionSets>				
	<coni< th=""><th>nectionSet1&gt;</th><th>(Gauge)</th><th></th><th></th><th></th><th></th><th></th></coni<>	nectionSet1>	(Gauge)						
		<count>I&lt; <identifi< th=""><th>/Count&gt; er&gt;VHT Test&lt;</th><th></th><th>&gt;</th><th></th><th></th><th></th></identifi<></count>	/Count> er>VHT Test<		>				
		<firstcon< th=""><th>nection&gt;Conr</th><th>nection1<th>rstConnect</th><th>ion&gt;</th><th></th><th></th></th></firstcon<>	nection>Conr	nection1 <th>rstConnect</th> <th>ion&gt;</th> <th></th> <th></th>	rstConnect	ion>			
		<lastconn< th=""><th>ection&gt;Conne</th><th>ection1<th>tConnectior</th><th>n&gt;</th><th></th><th></th></th></lastconn<>	ection>Conne	ection1 <th>tConnectior</th> <th>n&gt;</th> <th></th> <th></th>	tConnectior	n>			
		<connecti< th=""><th>onl&gt;</th><th>0 64 10 31.8</th><th>080/avie/e</th><th>ervi ces / App</th><th>TotfWGZ/IIE</th><th><b>NTN</b></th></connecti<>	onl>	0 64 10 31.8	080/avie/e	ervi ces / App	TotfWGZ/IIE	<b>NTN</b>	
		<	OutboundANI>	80055555555	OutboundAN	I>	1110143 (701		
		AVP pro</th <th>visioned Vi</th> <th>rtual Hold ou</th> <th>utbound app</th> <th>plication</th> <th>-&gt;</th> <th></th>	visioned Vi	rtual Hold ou	utbound app	plication	->		
		<	ApplicationN	ame>VH_OB <th>pplication</th> <th>Name&gt;</th> <th></th> <th></th>	pplication	Name>			
		<appinterfac< th=""><th>eUsername&gt;vr</th><th>ntvpws<th>nterfaceUse</th><th>ername&gt;</th><th></th><th></th></th></appinterfac<>	eUsername>vr	ntvpws <th>nterfaceUse</th> <th>ername&gt;</th> <th></th> <th></th>	nterfaceUse	ername>			
		<connecttime< th=""><th>out&gt;30<th>nectTimeout&gt;</th><th></th><th></th><th></th><th></th></th></connecttime<>	out>30 <th>nectTimeout&gt;</th> <th></th> <th></th> <th></th> <th></th>	nectTimeout>					
	<maw(< th=""><th>ConcurrentOut</th><th>-boundDialBe</th><th>01105+5&gt;2<th>vConcurren</th><th>touthoundDi</th><th>alRomiosts</th><th>•</th></th></maw(<>	ConcurrentOut	-boundDialBe	01105+5>2 <th>vConcurren</th> <th>touthoundDi</th> <th>alRomiosts</th> <th>•</th>	vConcurren	touthoundDi	alRomiosts	•	
	(Hax)		WebServiceCl	ientTimeoutI	nMilliSeco	nds>180000	arnequeses		
		</th <th>WebServiceCl</th> <th>lientTimeoutl</th> <th>InMilliSeco</th> <th>onds&gt;</th> <th></th> <th></th>	WebServiceCl	lientTimeoutl	InMilliSeco	onds>			
	<sessionpara< th=""><th>meters&gt;enabl</th><th>e_call_class</th><th>sification=tr</th><th>rue;detect</th><th>_greeting_er</th><th>nd=true<th>essionPar</th></th></sessionpara<>	meters>enabl	e_call_class	sification=tr	rue;detect	_greeting_er	nd=true <th>essionPar</th>	essionPar	
	une cer 3/	<urlparamete< th=""><th>rs&gt;<th>ameters&gt;</th><th></th><th></th><th></th><th></th></th></urlparamete<>	rs> <th>ameters&gt;</th> <th></th> <th></th> <th></th> <th></th>	ameters>					
		</th <th>TimeToExclud</th> <th>eOnFailure&gt;1</th> <th>50000<th>eToExcludeO</th><th>nFailure&gt;</th><th></th></th>	TimeToExclud	eOnFailure>1	50000 <th>eToExcludeO</th> <th>nFailure&gt;</th> <th></th>	eToExcludeO	nFailure>		
		<	NextConnecti	onOnSuccess>	Connection	1 <th>ectionOnSu</th> <th>iccess&gt;</th>	ectionOnSu	iccess>	
			NextConnecti	onOnFailure>	Connection	1 <th>ectionOnFa</th> <th>allure&gt;</th>	ectionOnFa	allure>	
	<th>nectionSet1:</th> <th>&gt;</th> <th></th> <th></th> <th></th> <th></th> <th></th>	nectionSet1:	>						
	<th>erManager&gt;</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	erManager>							

Step	Description							
22.	In the Windows Explorer window, navigate to C:\VirtualHold. Open							
	toolkit.properties.							
	In the example below, 10.64.21.75 is Virtual Hold Concierge's IP address.							
	Modify IP Address as mentioned above							
	• Set com.virtualhold.toolkit.useDnisAsSegment to true, if false							
	• Verify audio path for Name File Configuration							
	• Change com virtual hold toolkit default destination to the VDN for Entry/Hold							
	#sample configuration file for VHT							
	com.virtualhold.toolkit.loopback=false							
	#URL for the PTK webservices							
	<pre>com.virtualhold.toolkit.baseurl=http://10.64.21.75/VHTPlatformWS-v2/</pre>							
	#Name file configuration							
	com.virtualhold.toolkit.audiopath=C:/Program Files/Apache Software Foundation/Tomcat 6.0/webapps/ROOT							
	com.virtualhold.toolkit.webaudiopath=http://10.64.21.75:8080/							
	#Default transfer destination if destination cannot be retrieved from PTK							
	<pre>com.virtualhold.toolkit.defaultdestination=tel:61000</pre>							
	#Set this to true if you want to use the call's DNIS as the incoming PTK segment.							
	com.virtualhold.toolkit.useDnisAsSegment=true							
	<pre># Default transfer mode (use disconnectontransfer = true if your routing engine retains</pre>							
	call control after <disconnect></disconnect> ) # Also, this property can be overriden with the URL query string parameter							
	DisconnectOnTransfer							
	com.virtualhold.toolkit.disconnectontransfer=true							
	#Time group ranges - used in day/time selection							
	com.virtualhold.toolkit.earlymorning=(12:00 am/6:00 am) com.virtualhold.toolkit.morning=(6:00 am/12:00 pm)							
	<pre>com.virtualhold.toolkit.afternoon=(12:00 pm 5:00 pm)</pre>							
	<pre>com.virtualhold.toolkit.evening=(5:00 pm 9:00 pm) com_virtualhold_toolkit_night=(9:00 pm 11:59 pm)</pre>							
	com vir cuarnora, coorkit, night=(3.00 pm)(11.33 pm)							
	# com.virtualhold.toolkit.avp.disconnectdtmf=tel:*101							

Step			Description					
23.	Open <b>Registry Editor</b> . Start $\rightarrow$ type in regedit							
	Navigate to <b>GVP</b> f	folder as shown	in the following	screen shot				
	Ensure the string values are as show below. If they are not present add them							
	Ensure the string v	alues are as sho	w below. If they	are not present, add them.				
	File Edit View Favorites Help							
		Name	Туре	Data				
	HKEY_CURRENT_USER	HTTPMode	REG_5Z REG_5Z	AVPVXML				
	HKEY_LOCAL_MACHINE     B	ab XMLPath	REG_5Z	C:\Program Files\Virtual Hold Technology\OutboundIVR_AVP.xml				
	E							
	SOFTWARE							
	Apache Software Found							
	⊕ Business Objects							
	Classes     Clients							
	⊞ delios ⊞ DavaSoft							
	JreMetrics							
	Policies     RegisteredApplications							
	E- Virtual Hold							
	Genesys							
	GVP							
	QMCL Settings     QWstabService							
	SENSe							
		•						
	Computer\HKEY_LOCAL_MACHINE\SOFTWAR	E\Virtual Hold\GVP		li.				

## 9. Verification Steps

#### 9.1. Avaya Voice Portal

To verify **VoIP Connections** in Avaya Voice Portal are **in service**, click on **Port Distribution** under **Real Time Monitoring**. The **State** for the configured ports should be **in service**.

Αναγα						
Voice Portal 5.1 (VoicePortal	)					
Expand All   Collapse All	You are here: H	ome > Real	-Time Monitorin	a > Port Distr	ibution	
▼ User Management Roles Users	Port Dist	ibutior	1 (4/25/12	5:55:40	PM EDT)	
▼ Real-Time Monitoring System Monitor Active Calls	This page displa	iys informat	tion about how	the telephony	resources have been	distributed to the I
Port Distribution	Total Ports: 11				Last Poll: 4/25/	12 5:55:40 PM EDT
System Maintenance     Audit Log Viewer	Port 🗘 Mode 🕻	State	Port Group 🖨	Protocol 🗘	Current Allocation	Base Allocation
Trace Viewer	58881 Inbound	In service	Virtual Hold	H323	mpp1	
Log Viewer	58882 Inbound	Available	Virtual Hold	H323	<none></none>	<none></none>
▼ System Management	1 Online	Connected	SM 10 62	SIP Trunk	mpp1	
MPP Manager	2 Online	In service	SM 10 62	SIP Trunk	mpp1	
Software Upgrade	3 Online	In service	SM 10 62	SIP Trunk	mpp1	
▼ System Configuration	4 Online	In service	SM 10 62	SIP Trunk	mpp1	
Alarm Codes	5 Online	In service	SM 10 62	SIP Trunk	mpp1	
Alarm/Log Options Applications	6 Online	In service	SM 10 62	SIP Trunk	mpp1	
MPP Servers	7 Online	In service	SM 10 62	SIP Trunk	mpp1	
Report Data	8 Online	In service	SM 10 62	SIP Trunk	mpp1	
SNMP Speech Servers VoIP Connections VPMS Servers	<u>9</u> Online	In service	SM_10_62	SIP_Trunk	mpp1	
▼ Security Certificates	Help					

## 9.2. Avaya Aura<sup>®</sup> Session Manager

To verify connectivity to Avaya Voice Portal, Click on Session Manager on the Home page of Avaya System Manager web interface. Navigate to Session Manager  $\rightarrow$  System Status  $\rightarrow$  SIP Entity Monitoring. Locate the SIP Entity added for Avaya Voice Portal under All Monitored SIP Entities and Click on it.

1 Item   Refresh							Filter: Enable
Details	Session Manager Name	SIP Entity Resolved IP	Port	Proto.	Conn. Status	Reason Code	Link Status
▶ Show	<u>SM 10 62</u>	10.64.10.32	5060	TCP	Up	200 OK	Up

Connection Status and Link Status should be Up.

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#### 9.3. Virtual Hold Concierge<sup>™</sup>

On the Virtual Hold Concierge server, open IIS and navigate to VHTPlatformWS-vs. On the right side pane, right click on MethodList.aspx, and click on Browse.



A webpage with VHPlatform Toolkit will open as follows:

#### VHPlatformToolkit

The following operations are supported:

- AddInteraction
- <u>AssociateInteractionWithExternalTrackingId</u>
- FindInteraction
- <u>GetInteractionData</u>
- <u>GetNextAppointmentTime</u>
- <u>GetSegmentState</u>
- GetSegments
- <u>GetSegmentVariables</u>
- <u>GetStatus</u>
- <u>GetVersion</u>
- ModifyInteraction
- <u>RemoveInteraction</u>
- <u>ValidateContact</u>

Click on GetStatus. On the next page click on Get Status.

tStatus Test Page - Windows Internet Explorer				
💽 🗢 🎑 http://loc 🔎 🗾 🔛 🐓 🗶 🏼 🧔 GetStatus Test Page	×		{	€ 🕯
GetStatus				
Click <u>Here</u> for list of methods.				
Required Parameters	Options Client ID:			
	Tenant:			
			Get Statu	s
Request:				
<soap12:body> <getstatus xmlns="http://www.virtualhold.co&lt;br&gt;&lt;/soap12:Body&gt;&lt;br&gt;&lt;/soap12:Envelope&gt;&lt;/th&gt;&lt;th&gt;m/Toolkit/Platfor&lt;/th&gt;&lt;th&gt;m-v2"></getstatus></soap12:body>				
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Line 17 in **Response:** should be **The platform for the tenant can process requests now**. This validates that the Virtual Hold Platform is operational.

Go back to the list of methods and click on **GetSegmentState**. Type the name of the Tenant and the Segment, click on **Get Segment State**.

KJA; Reviewed:			
SPOC 5/9/2012			

Solution & Interoperability Test Lab Application Notes ©2012 Avaya Inc. All Rights Reserved. In our test, we used VHTAVP and 61000.

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The response should return results similar to shown in the screen shots above. This test validates the configuration.

On IIS, navigate to VHQMWS. On the right side pane, right click on VHQMWS.asmx and click on Browse.

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A web page with **VHQMWS** as title will open. Locate **GetConnections** and click on it. On the next page, click on **Invoke**.

```
<?xml version="1.0" encoding="utf-8" ?>
<string xmlns="http://virtualhold.com/webservices/VHQMWS">VHWS_OK|VHTAVP
</string>
```

This result should be similar as shown above. This validates connectivity to the database.

## 10. Conclusion

These Application Notes describe the configuration steps required to integrate Virtual Hold Concierge<sup>™</sup> with Avaya Voice Portal for Callbacks via Avaya Aura<sup>®</sup> Communication Manager and Avaya Aura<sup>®</sup> Session Manager. All feature and serviceability test cases were completed successfully.

## 11. Additional References

This section references the Avaya documentation relevant to these Application Notes. The following Avaya product documentation is available at <u>http://support.avaya.com</u>.

- [1] Implementing Voice Portal on multiple servers, March 2012.
- [2] Implementing Voice Portal on single servers, March 2012.
- [3] Administering Voice Portal, January 2011.
- [4] Administering Avaya Aura<sup>®</sup> Communication Manager, Doc # 03-603558, Release 6.0.1, Issue 1.3, December 2010.
- [5] Administering Avaya Aura<sup>®</sup> Session Manager, Doc # 03-603324, Release 6.2, February 2012
- [6] Avaya Aura<sup>®</sup> Application Enablement Services Administration and Maintenance Guide, Release 6.1, Issue 2, February 2011.

Please contact Virtual Hold Support, see section 2.3, for the latest version of Virtual Hold Concierge<sup>TM</sup> and VXML Interaction Server documentation.

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