



Avaya Solution & Interoperability Test Lab

Application Notes for Inisoft Syntelate XA with Avaya Proactive Outreach Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Inisoft Syntelate XA v2.6 with Avaya Proactive Outreach Manager R4.0.1. Inisoft Syntelate XA integrates with Avaya Proactive Outreach Manager using the Agent Desktop API.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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.

1. Introduction

These Application Notes describe the configuration steps required to integrate Inisoft Syntelate XA v2.6 with Avaya Proactive Outreach Manager R4.0.1 and Avaya Aura® Communication Manager R8.1.

These Application Notes describe the connection to Avaya Proactive Outreach Manager (POM) which is used to control outbound calls by connecting to the Agent Desktop API of Avaya Proactive Outreach Manager. Typically, Syntelate XA is sold as a “blended” offering allowing both outbound calls using POM and inbound calls using a secondary connection to Avaya Aura® Application Enablement Services using Telephony Server Application Programming Interface (TSAPI) to control the Avaya endpoints when answering incoming skillset calls. TSAPI also allows Syntelate agent desktop to hold, transfer and conference these skillset calls. For compliance testing both connections were configured to allow for both inbound and outbound calls. The connection to POM is the focus of these Application Notes and the connection to Application Enablement Services (AES) is outlined in the *Application Notes for Inisoft Syntelate XA with Avaya Aura® Application Enablement Services*.

Syntelate XA is the latest omni-channel customer engagement suite from Inisoft. It allows supervisors to comprehensively control how their agents interact with customers, providing on screen guidance and prompting together with data collection. Syntelate XA allows agents to handle inbound calls, outbound calls, emails, web chats, SMS messages, and social media interactions – all from the same simple interface. For compliance testing with POM both inbound and Outbound calls were tested and so only telephony control was tested. The agent desktop offering for Outbound calls is the focus of these Application Notes.

The agent launches Syntelate XA Unified Agent Desktop by opening a URL to the Syntelate XA server. A desktop can include things like.

- Call buttons (dial, hold, transfer, hang up, etc.)
- Controls for email, SMS, web chat, and social media
- A dynamic script showing the agent what to say at each point in an inbound or outbound call
- Data entry elements showing the customer’s details and other information, such as special offers or objection handling tips
- A chart showing the agent’s key stats, such as average handling time, and how these compare with the rest of their team
- A workload element listing things such as emails to be responded to, and upcoming callbacks

As already mentioned, the testing focused on call control and call buttons, so that module of the desktop was tested. All configuration for call control is retrieved from Syntelate XA server which has a connection to the POM Agent Desktop API. Configuration for Avaya Proactive Outreach Manager is performed in Syntelate XA Designer. When Syntelate XA Desktop is launched, to connect to Avaya POM, configuration is retrieved from Syntelate server.

2. General Test Approach and Test Results

Compliance testing was carried out with agents logged into a Blended Workzone, which allowed both incoming and outgoing calls to be tested which meant that both connections were tested as part of the compliance testing. The connection to Application Enablement Services was tested by placing incoming calls to various VDN's and allowing the Syntelate XA desktop to answer and process the calls. The connection to POM (which is the focus of these Application Notes) was tested by running two campaigns, a progressive campaign where outbound calls are made to customers on behalf of the agent and the agent is connected automatically, and a preview campaign where the call is presented to the agent allowing the outbound call to be initiated by the agent. All calls are handled by the Syntelate XA desktop. Serviceability testing was carried out to observe the response of the Syntelate XA desktop when various LAN failures were simulated.

For compliance testing, POM was configured as "CCElite" to allow communications with Communication Manager and Application Enablement Services. POM was installed on Avaya Aura® Experience Portal. Calls to and from Experience Portal were routed via a SIP trunk to Avaya Aura® Session Manager.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and Syntelate XA did not include use of any specific encryption features as requested by Inisoft.

2.1. Interoperability Compliance Testing

Interoperability compliance testing included feature and serviceability testing. The feature testing focused on the following functionality:

- Agent states: Ready, Not Ready and changing Aux Reason code
- Outbound calls using POM
- Updating contact details
- Callbacks

- Adding and removing contacts from Do Not Call (DNC) lists
- Call features such as hold, consult, transfer and conference (POM calls)
- Adding notes and passing them between agents
- Serviceability testing by simulating LAN failures

The serviceability testing focused on verifying the ability of the Syntelate XA solution to recover from adverse conditions, such as power failures and network disconnects.

2.2. Test Results

All test cases were executed and verified. The following observations were noted during compliance testing.

1. “Nail up” calls from POM to the agent were manually answered on the agent phone by the agent, this is as per design by Inisoft.
2. To allow “Nail up” calls be presented to the agent the COR must be set for Direct Agent Calling to No.

2.3. Support

For technical support on the Syntelate XA, contact Inisoft via phone, email, or internet.

- **Phone:** +44 (0)800 668 1290
- **Email:** support@inisoft.co.uk
- **Web:** www.inisoft.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Syntelate XA server was placed on the Avaya Telephony LAN. The Agent Desktop API on POM allows the Syntelate XA desktop to use agents logged into existing Avaya endpoints and control them via a web page on the agent PC. Outbound calls were initiated using POM and these calls are then controlled via the Syntelate XA desktop GUI, where they can be placed on hold, transferred and hung up.

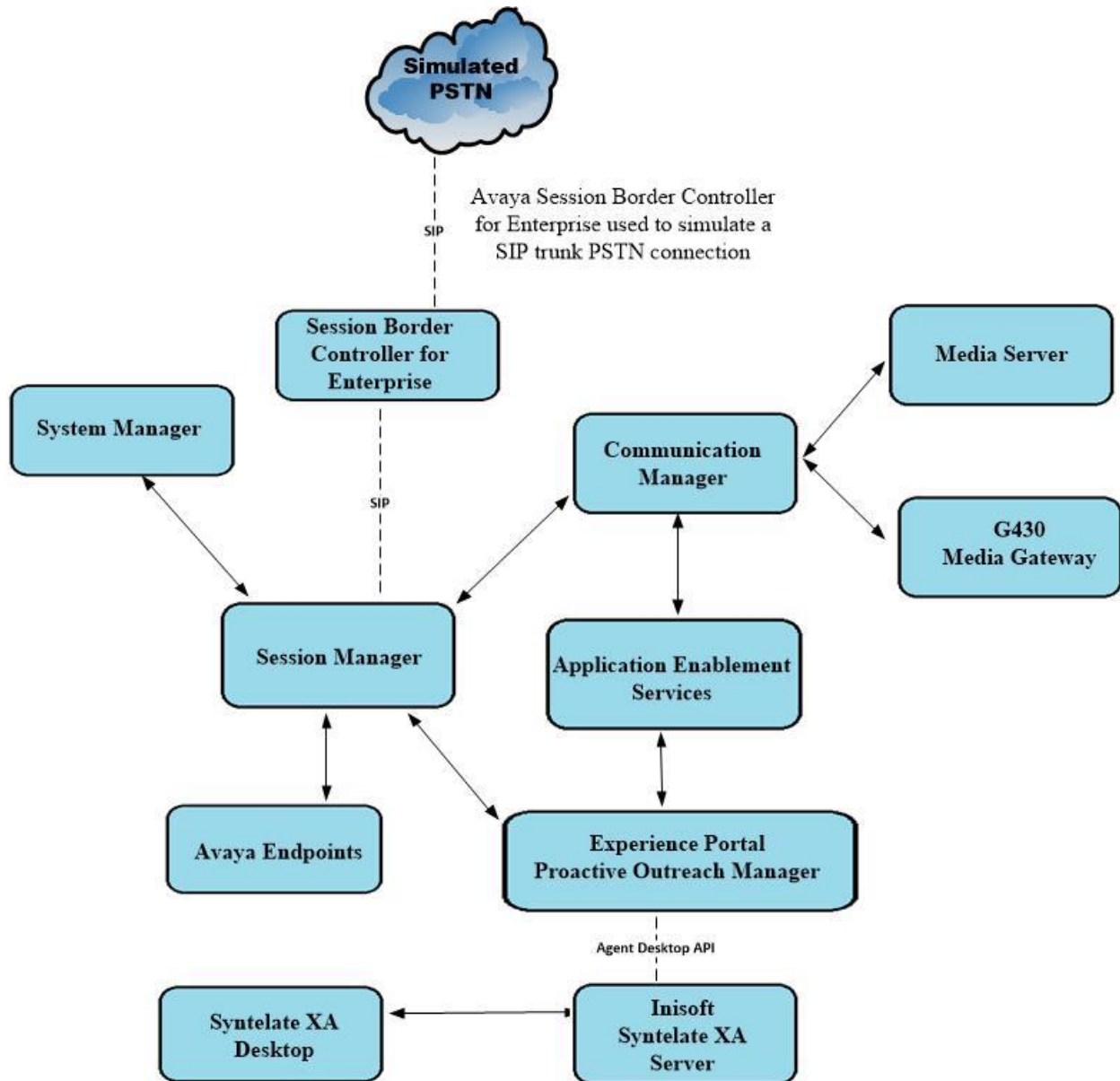


Figure 1: Network solution of Inisoft Syntelate XA and Avaya Proactive Outreach Manager R4.0.1

4. Equipment and Software Validated

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

Avaya Equipment	Software / Firmware Version
Avaya Aura® Experience Portal Avaya Proactive Outreach Manager	8.1.0 4.0.1
Avaya Aura® System Manager running on a virtual server	8.1.3.2 Build No. – 8.1.0.0.733078 Software Update Revision No: 8.1.3.2.1012646 Service Pack 2
Avaya Aura® Session Manager running on a virtual server	8.1.3.2 Build No. – 8.1.3.2.813207
Avaya Aura® Communication Manager running on a virtual server	8.1.3.2 – FP3SP2 R018x.01.0.890.0 Update ID 01.0.890.0-26989
Avaya Aura® Application Enablement Services	8.1.3.2 Build 8.1.3.2.0.4-0
Avaya Aura® Media Server	8.0.2.184
Avaya G430 Media Gateway	41.16.0/1
Avaya J179 H.323 IP Phone	6.8502
Avaya J189 SIP IP Phone	4.0.10.1.2
Avaya 9408 Digital Deskphone	V2.0
Inisoft Equipment	Software / Firmware Version
Inisoft Syntelate XA	2.6
Inisoft Syntelate XA Web Application	Chrome

Note: Inisoft Syntelate XA Web Application was tested using Chrome, but Internet Explorer, Mozilla FireFox and Microsoft Edge are also supported browsers.

5. Configure Avaya Aura® Communication Manager

The configuration and verification operations illustrated in this section were all performed using Communication Manager System Administration Terminal (SAT). The information provided in this section describes the configuration of Communication Manager for this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

The connection to POM consists of the following subsections.

- Configuration of the Hunt Group and Agents for Outbound calls
- Configuration of the SIP trunk for call routing
- Configuration of the Communication Manager user for POM

5.1. Configuration of the Hunt Group and Agent

For calls to be routed to agents, Hunt Groups (skills), must be configured and then assigned to Agents.

5.1.1. Hunt Group

A hunt group is setup for outbound calls. The outbound hunt group is referenced in **Section 6.3** as a Skill in POM. Enter the **add hunt-group n** command where **n** in the example below is **10**. On **Page 1** of the **hunt-group** form, assign a **Group Name** and **Group Extension** valid under the provisioned dial plan. **Group Type** should be set to **ead-mia**. **ACD**, **Queue** and **Vector** set to **y**.

add hunt-group 10		Page 1 of 4
HUNT GROUP		
Group Number: 10		ACD? y
Group Name: Outbound		Queue? y
Group Extension: 1801		Vector? y
Group Type: ead-mia		
TN: 1		
COR: 1		MM Early Answer? n
Security Code:		Local Agent Preference? n
ISDN/SIP Caller Display:		
Queue Limit: unlimited		
Calls Warning Threshold:	Port:	
Time Warning Threshold:	Port:	

On **Page 2**, set the **Skill** field to **y** as shown below.

add hunt-group 10		Page 2 of 4
HUNT GROUP		
Skill? y	Expected Call Handling Time (sec): 180	
AAS? n		
Measured: none		
Supervisor Extension:		
Controlling Adjunct: none		
Multiple Call Handling: none		
Timed ACW Interval (sec):	After Xfer or Held Call Drops? n	

5.1.2. Administer Class of Restriction

Enter the **change cor x** command where **x** corresponds to the Class of Restriction to be used for the agent login IDs in **Section 5.1.3**. On **Page 1**, set the **Direct Agent Calling** to **n**. This will allow agents to be called directly once they are logged in and in Aux Work. With Direct Agent Calling set to y, POM could not call the agent to Nail Up the call, the agent would send back a “no answer” as they were in Aux Work. Setting Direct Agent Calling to n solved this issue.

change cor 1		Page 1 of 23
CLASS OF RESTRICTION		
COR Number: 1		
COR Description: DefaultCOR_PG		
FRL: 0	APLT? y	
Can Be Service Observed? y	Calling Party Restriction: none	
Can Be A Service Observer? y	Called Party Restriction: none	
Time of Day Chart: 1	Forced Entry of Account Codes? n	
Priority Queuing? n	Direct Agent Calling? n	
Restriction Override: none	Facility Access Trunk Test? y	
Restricted Call List? n	Can Change Coverage? n	
Access to MCT? y	Fully Restricted Service? n	
Group II Category For MFC: 7	Hear VDN of Origin Annc.? n	
Send ANI for MFE? n	Add/Remove Agent Skills? n	
MF ANI Prefix:	Automatic Charge Display? n	
Hear System Music on Hold? y	PASTE (Display PBX Data on Phone)? n	
	Can Be Picked Up By Directed Call Pickup? y	
	Can Use Directed Call Pickup? y	
	Group Controlled Restriction: inactive	

5.1.3. Administer Agent Logins

Enter the **add agent-loginID n** command, where **n** is an available extension number. Enter a descriptive name for the agent in the **Name** field. Ensure the **COR** field is set to **1** which relates to the COR configured in **Section 5.1.2**. The **Auto Answer** field is set to **station**. Configure a password as required.

add agent-loginID 1400		Page 1 of 2
AGENT LOGINID		
Login ID: 1400	AAS? n	
Name: Agent1	AUDIX? n	
TN: 1	Check skill TNs to match agent TN? n	
COR: 1		
Coverage Path:	LWC Reception: spe	
Security Code:	LWC Log External Calls? n	
Attribute:	AUDIX Name for Messaging:	
LoginID for ISDN/SIP Display? n		
Password:		
Password (enter again):		
Auto Answer: station		
AUX Agent Remains in LOA Queue: system		MIA Across Skills: system
AUX Agent Considered Idle (MIA): system		ACW Agent Considered Idle: system
Work Mode on Login: system		Aux Work Reason Code Type: system
		Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system		
		Forced Agent Logout Time: :
WARNING: Agent must log in again before changes take effect		

On **Page 2**, assign the skills to the agent by entering the relevant hunt group numbers created in **Section 5.1.1** for **SN** and entering a skill level of **1** for **SL**. In this case, an agent able to handle outbound calls is created.

change agent-loginID 1400		Page 2 of 2
AGENT LOGINID		
Direct Agent Skill: 10		Service Objective? n
Call Handling Preference: skill-level		Local Call Preference? n
SN	RL	SL
1: 10		1
2:		16:
3:		17:
4:		18:
5:		19:
6:		20:
7:		

Repeat this task accordingly for any additional inbound or outbound agents required.

5.2. Configuration of the SIP Trunk and Call Routing

The configuration operations described in this section can be summarized as follows:

- Verify System Parameters Customer Options
- System Features and Access Codes
- Administer Dial Plan
- Administer Route Selection for outgoing calls
- Configure SIP Trunk

Note: The configuration of the simulated PSTN is outside the scope of these Application Notes.

5.2.1. Verify System Parameters Customer Options

The license file installed on the system controls these attributes. If a required feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative. Use the **display system-parameters customer-options** command to determine these values. On **Page 2**, verify that the **Maximum Administered SIP Trunks** have sufficient capacity. Each call uses a minimum of one SIP trunk.

display system-parameters customer-options		Page	2 of 11
OPTIONAL FEATURES			
IP PORT CAPACITIES		USED	
Maximum Administered H.323 Trunks:		12000	250
Maximum Concurrently Registered IP Stations:		18000	2
Maximum Administered Remote Office Trunks:		12000	0
Maximum Concurrently Registered Remote Office Stations:		18000	0
Maximum Concurrently Registered IP eCons:		414	0
Max Concur Registered Unauthenticated H.323 Stations:		100	0
Maximum Video Capable Stations:		18000	0
Maximum Video Capable IP Softphones:		18000	0
Maximum Administered SIP Trunks:		24000	319
Maximum Administered Ad-hoc Video Conferencing Ports:		24000	0

On **Page 3**, ensure that both **ARS** and **ARS/AAR Partitioning** are set to **y**.

display system-parameters customer-options		Page	3 of 11
OPTIONAL FEATURES			
Abbreviated Dialing Enhanced List?	y	Audible Message Waiting?	y
Access Security Gateway (ASG)?	n	Authorization Codes?	y
Analog Trunk Incoming Call ID?	y	CAS Branch?	n
A/D Grp/Sys List Dialing Start at 01?	y	CAS Main?	n
Answer Supervision by Call Classifier?	y	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

On **Page 5**, ensure that **Uniform Dialing Plan** is set to **y**.

display system-parameters customer-options		Page 5 of 11
OPTIONAL FEATURES		
Multinational Locations? n	Station and Trunk MSP? y	
Multiple Level Precedence & Preemption? n	Station as Virtual Extension? y	
Multiple Locations? n	System Management Data Transfer? n	
Personal Station Access (PSA)? y	Tenant Partitioning? y	
PNC Duplication? n	Terminal Trans. Init. (TTI)? y	
Port Network Support? y	Time of Day Routing? y	
Posted Messages? y	TN2501 VAL Maximum Capacity? y	
	Uniform Dialing Plan? y	
Private Networking? y	Usage Allocation Enhancements? y	

5.2.2. System Features and Access Codes

For the testing, **Trunk-to Trunk Transfer** was set to **all** on **page 1** of the **system-parameters features** page. This is a system wide setting that allows calls to be routed from one trunk to another and is usually turned off to help prevent toll fraud. An alternative to enabling this feature on a system wide basis is to control it using COR (Class of Restriction). See **Section 10** for supporting documentation.

display system-parameters features		Page 1 of 19
FEATURE-RELATED SYSTEM PARAMETERS		
Self Station Display Enabled? n		
Trunk-to-Trunk Transfer: all		
Automatic Callback with Called Party Queuing? n		
Automatic Callback - No Answer Timeout Interval (rings): 3		
Call Park Timeout Interval (minutes): 10		
Off-Premises Tone Detect Timeout Interval (seconds): 20		
AAR/ARS Dial Tone Required? y		
Music (or Silence) on Transferred Trunk Calls? no		
DID/Tie/ISDN/SIP Intercept Treatment: attd		
Internal Auto-Answer of AttD-Extended/Transferred Calls: transferred		
Automatic Circuit Assurance (ACA) Enabled? n		
Abbreviated Dial Programming by Assigned Lists? n		
Auto Abbreviated/Delayed Transition Interval (rings): 2		
Protocol for Caller ID Analog Terminals: Bellcore		
Display Calling Number for Room to Room Caller ID Calls? n		

Use the **display feature-access-codes** command to verify that a FAC (feature access code) has been defined for both AAR and ARS. Note that **8** is used for AAR and **9** for ARS routing.

display feature-access-codes	Page 1 of 10
FEATURE ACCESS CODE (FAC)	
Abbreviated Dialing List3 Access Code:	
Abbreviated Dial - Prgm Group List Access Code:	
Announcement Access Code:	
Answer Back Access Code:	
Attendant Access Code:	
Auto Alternate Routing (AAR) Access Code: 8	
Auto Route Selection (ARS) - Access Code 1: 9	Access Code 2:
Automatic Callback Activation: *25	Deactivation: #25

5.2.3. Administer Dial Plan

It was decided for compliance testing that all calls to the “PSTN” were calls that began with **3539184xxxx** and these were to be sent across the SIP trunk to Session Manager and then onto the Session Border Controller and the simulated PSTN. To achieve this routing, automatic route selection (ARS) will be used to route the calls. The dial plan and ARS routing analysis need to be changed to allow this routing.

Type **change dialplan analysis** to make changes to the dial plan. Note that **3539184** is of call type **udp** which means any numbers beginning with 3539184 are a part of the uniform dial plan. The total length is 11 meaning that 3539184xxxx will be sent across the trunk.

change dialplan analysis						Page 1 of 12		
DIAL PLAN ANALYSIS TABLE								
Location: all						Percent Full: 3		
Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type
1	4	udp	#	3	fac			
2	4	udp						
3539184	11	udp						
4	4	ext						
5	4	udp						
58	5	ext						
5999	4	ext						
6	4	udp						
6666	4	ext						
7	4	udp						
781	5	ext						
8	1	fac						
9	1	fac						
*	3	fac						
*8	4	dac						

5.2.4. Administer Route Selection for Outgoing Calls

Use the **change uniform-dialplan** command to configure the routing of the dialed digits. In the example below calls to **3539184** will use ARS. No further digits are deleted or inserted. Calls are sent to **ars** for further processing.

change uniform-dialplan 6						Page	1 of	2
UNIFORM DIAL PLAN TABLE						Percent Full: 0		
Matching			Insert			Node		
Pattern	Len	Del	Digits	Net	Conv	Num		
3539184	11	0		ars	n			
4	4	0		aar	n			
5				ars	n			
					n			
					n			
					n			
					n			
					n			

Use the **change ars analysis** command to further configure the routing of the dialed digits. Calls to the ‘Simulated PSTN’ are achieved by dialing **3539184xxxx** and are matched with the ARS entry shown below. Calls are sent to **Route Pattern 1**, which contains the outbound SIP Trunk Group.

change aar analysis 3						Page	1 of	2
AAR DIGIT ANALYSIS TABLE						Percent Full: 3		
Location: all								
Dialed	Total		Route	Call	Node	ANI		
String	Min	Max	Pattern	Type	Num	Reqd		
3	4	4	1	aar		n		
3539184	11	11	1	lpvt		n		
65	4	4	1	aar		n		
7	7	7	254	aar		n		
8	7	7	254	aar		n		
9	7	7	254	aar		n		
						n		
						n		
						n		
						n		

Use the **change route-pattern n** command to add the SIP trunk group to the route pattern that ARS selects. In this configuration, Route Pattern Number **1** is used to route calls to trunk group (**Grp No**) **1**, this is the SIP Trunk configured in **Section 5.2.5**. The **Numbering Format** was set to **lev0-pvt**.

change route-pattern 1										Page 1 of 3
Pattern Number: 1 Pattern Name: SIP TRUNK										
SCCAN? n Secure SIP? n Used for SIP stations? n										
Grp No	FRL	NPA	Pfx	Hop	Toll	No.	Inserted	DCS/ IXC		
			Mrk	Lmt	List	Del	Digits	QSIG		
							Dgts	Intw		
1: 1		0						n	user	
2:								n	user	
3:								n	user	
4:								n	user	
5:								n	user	
6:								n	user	
	BCC	VALUE	TSC	CA-TSC	ITC	BCIE	Service/Feature	PARM	Sub	Numbering
	0	1	2	M	4	W	Request		Dgts	Format
1:	y	y	y	y	y	n	n			lev0-pvt
2:	y	y	y	y	y	n	n			none
3:	y	y	y	y	y	n	n			none
4:	y	y	y	y	y	n	n			none
5:	y	y	y	y	y	n	n			none
6:	y	y	y	y	y	n	n			none

5.2.5. Configure SIP Trunk

In the **Node Names IP** form, note the IP Address of the **procr** and Session Manager (**SM81vm****pg**). The host names will be used throughout the other configuration screens of Communication Manager and Session Manager. Type **display node-names ip** to show all the necessary node names.

display node-names ip		IP NODE NAMES
Name	IP Address	
AMS81vm	10.10.40.61	
G450	10.10.40.14	
IPOffice	10.10.40.25	
SM81vm pg	10.10.40.32	
SM_Oceana	10.10.41.26	
aes81vm	10.10.40.38	
default	0.0.0.0	
procr	10.10.40.37	
(16 of 18 administered node-names were displayed)		
Use 'list node-names' command to see all the administered node-names		
Use 'change node-names ip xxx' to change a node-name 'xxx' or add a node-name		

In the **IP Network Region** form, the **Authoritative Domain** field is configured to match the domain name configured on Session Manager. In this configuration, the domain name is **devconnect.local**. The **IP Network Region** form also specifies the **IP Codec Set** to be used. This codec set will be used for calls routed over the SIP trunk to Session manager as **ip-network region 1** is specified in the SIP signaling group.

```

display ip-network-region 1                                     Page 1 of 20
IP NETWORK REGION
Region: 1
Location: 1      Authoritative Domain: devconnect.local
Name: Default region
MEDIA PARAMETERS
  Codec Set: 1
  Intra-region IP-IP Direct Audio: yes
  Inter-region IP-IP Direct Audio: yes
  UDP Port Min: 2048
  UDP Port Max: 3329
  IP Audio Hairpinning? n
DIFFSERV/TOS PARAMETERS
  Call Control PHB Value: 46
  Audio PHB Value: 46
  Video PHB Value: 26
802.1P/Q PARAMETERS
  Call Control 802.1p Priority: 6
  Audio 802.1p Priority: 6
  Video 802.1p Priority: 5
H.323 IP ENDPOINTS
  H.323 Link Bounce Recovery? y
  Idle Traffic Interval (sec): 20
  Keep-Alive Interval (sec): 5
  Keep-Alive Count: 5
AUDIO RESOURCE RESERVATION PARAMETERS
  RSVP Enabled? n

```

In the **IP Codec Set** form, select the audio codecs supported for calls routed over the SIP trunk to the Simulated PSTN. The form is accessed via the **display ip-codec-set n** command. Note that IP codec set 1 was specified in IP Network Region 1 shown above. Multiple codecs may be specified in the **IP Codec Set** form in order of preference; the example below includes **G.711A** (a-law), **G.711MU** (mu-law) and **G.729A** which are supported by the PSTN.

Media Encryption is used on the Avaya sets where possible these use **srtp-aescm128-hmac80** media encryption. **None** is also present to facilitate any extension not capable of handling encryption.

```

display ip-codec-set 1                                         Page 1 of 2
IP MEDIA PARAMETERS
Codec Set: 1
Audio      Silence      Frames      Packet
Codec      Suppression   Per Pkt    Size(ms)
1: G.711A      n           2          20
2: G.711MU     n           2          20
3: G.729A     n           2          20
4:
Media Encryption
1: 1-srtp-aescm128-hmac80
2: none
3:
Encrypted SRTCP: enforce-unenc-srtcp

```

Prior to configuring a SIP trunk group for communication with Session Manager, a SIP signaling group must be configured. Configure the Signaling Group form shown below as follows:

- Set the **Group Type** field to **sip**.
- Set the **Transport Method** to the desired transport method, **tls** (Transport Layer Security) should be used for DevConnect testing.
- The **Peer Detection Enabled** field should be set to **y** allowing Communication Manager to automatically detect if the peer server is a Session Manager.
- Set the **Near-end Node Name** to **procr**. This value is taken from the **IP Node Names** form shown above.
- Set the **Far-end Node Name** to the node name defined for the Session Manager (node name **SM81vmpg**), also shown above.
- Ensure that the recommended TLS port value of **5061** is configured in the **Near-end Listen Port** and the **Far-end Listen Port** fields.
- In the **Far-end Network Region** field, enter the IP Network Region configured above. This field logically establishes the **far-end** for calls using this signaling group as network region **1**.
- The **Far-end Domain** field can be set to the domain name specified in the IP Network Region.
- The **DTMF over IP** field should remain set to the default value of **rtp-payload**. This value enables Communication Manager to send DTMF transmissions using RFC 2833.
- The **Direct IP-IP Audio Connections** field is set to **y**.
- The default values for the other fields may be used.

Note: These were the settings for compliance testing, however, this trunk may be setup differently on each customer site depending on the customer's requirements for SIP routing.

change signaling-group 1		Page 1 of 2
SIGNALING GROUP		
Group Number: 1	Group Type: sip	
IMS Enabled? n	Transport Method: tls	
Q-SIP? n		
IP Video? n	Enforce SIPS URI for SRTP? n	
Peer Detection Enabled? y	Peer Server: SM	
Prepend '+' to Outgoing Calling/Alerting/Diverting/Connected Public Numbers? y		
Remove '+' from Incoming Called/Calling/Alerting/Diverting/Connected Numbers? n		
Alert Incoming SIP Crisis Calls? n		
Near-end Node Name: procr	Far-end Node Name: SM81vmpg	
Near-end Listen Port: 5061	Far-end Listen Port: 5061	
	Far-end Network Region: 1	
Far-end Domain: devconnect.local		
Incoming Dialog Loopbacks: eliminate	Bypass If IP Threshold Exceeded? n	
DTMF over IP: rtp-payload	RFC 3389 Comfort Noise? n	
Session Establishment Timer(min): 3	Direct IP-IP Audio Connections? y	
Enable Layer 3 Test? y	IP Audio Hairpinning? n	
H.323 Station Outgoing Direct Media? n	Initial IP-IP Direct Media? n	
	Alternate Route Timer(sec): 6	

Configure the **Trunk Group** form as shown below. This trunk group is used for calls to and from the PSTN. Enter a descriptive name in the **Group Name** field. Set the **Group Type** field to **sip**. Enter a **TAC** code compatible with the Communication Manager dial plan. Set the **Service Type** field to **tie**. Specify the signaling group associated with this trunk group in the **Signaling Group** field and specify the **Number of Members** supported by this SIP trunk group. Accept the default values for the remaining fields.

```

change trunk-group 1                                     Page 1 of 5

                                TRUNK GROUP

Group Number: 1                      Group Type: sip          CDR Reports: y
  Group Name: SIPTRUNK                COR: 1                TN: 1          TAC: *801
    Direction: two-way              Outgoing Display? n
    Dial Access? n                      Night Service:
    Queue Length: 0
  Service Type: tie                  Auth Code? n
                                      Member Assignment Method: auto
                                      Signaling Group: 1
                                      Number of Members: 10

```

On **Page 2** of the trunk-group form the **Preferred Minimum Session Refresh Interval (sec)** field should be set to a value mutually agreed with Inisoft to prevent unnecessary SIP messages during call setup. For the compliance test a value of **600** was used.

```

change trunk-group 1                                     Page 2 of 5
  Group Type: sip

TRUNK PARAMETERS

    Unicode Name: auto

                                Redirect On OPTIM Failure: 5000

    SCCAN? n                          Digital Loss Group: 18
      Preferred Minimum Session Refresh Interval(sec): 600

    Disconnect Supervision - In? y  Out? y

    XOIP Treatment: auto      Delay Call Setup When Accessed Via IGAR? n

    Caller ID for Service Link Call to H.323 1xC: station-extension

```

Settings on **Page 5** are as follows.

change trunk-group 1	Page 5 of 5
PROTOCOL VARIATIONS	
Mark Users as Phone? n	
Prepend '+' to Calling/Alerting/Diverting/Connected Number? n	
Send Transferring Party Information? y	
Network Call Redirection? y	
Build Refer-To URI of REFER From Contact For NCR? n	
Send Diversion Header? n	
Support Request History? y	
Telephone Event Payload Type: 101	
Convert 180 to 183 for Early Media? n	
Always Use re-INVITE for Display Updates? n	
Identity for Calling Party Display: P-Asserted-Identity	
Block Sending Calling Party Location in INVITE? n	
Accept Redirect to Blank User Destination? n	
Enable Q-SIP? n	
Interworking of ISDN Clearing with In-Band Tones: keep-channel-active	
Request URI Contents: may-have-extra-digits	

5.3. Configure Proactive Outreach Manager User

A user must be created on Communication Manager for POM to connect and nail up an outbound call using the outbound hunt group. Open a URL to the IP address of Communication Manager and use the appropriate credentials to log in as shown below.

← → ↻ ⚠ Not secure | https://10.10.40.37/cgi-bin/common/login/webLogin

Apps Suggested Sites Imported From IE ⚠ Oceana Login ⚠ RealTime Login ⚠ SupervisorLogin ⚠ RT LOGIN Analytics Historical

AVAYA

Help Log Off

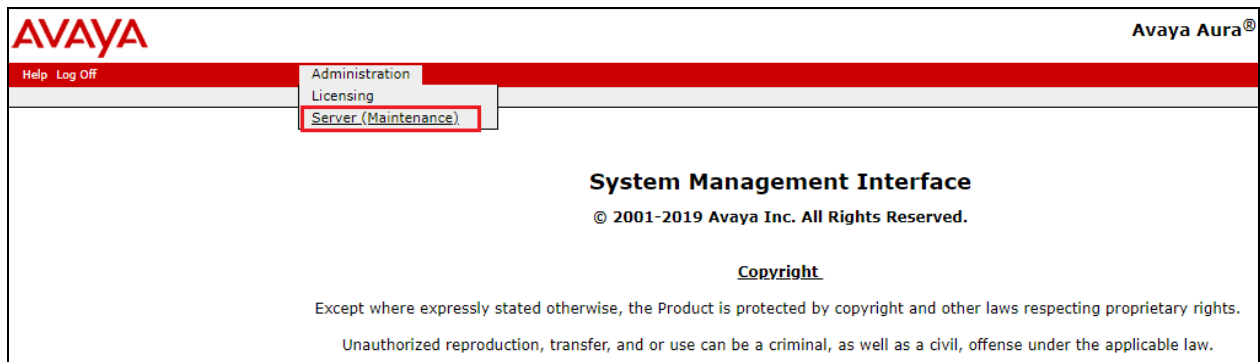
Logon

Logon ID: paul

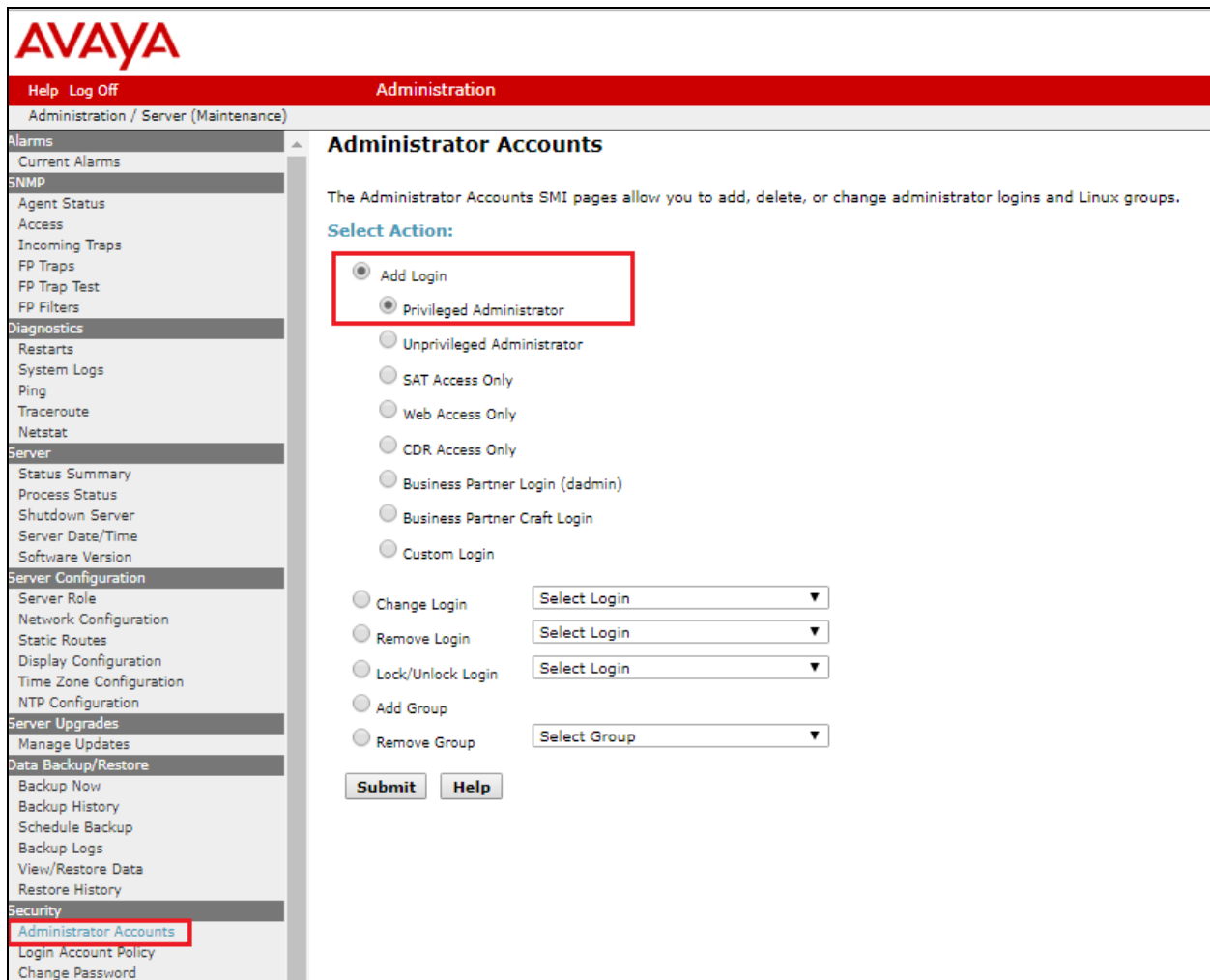
Password:

Logon

Select **Server (Maintenance)** from the drop-down menu as shown below.



Navigate to **Security → Administrator Accounts** in the left window and select **Add Login** and **Privileged Administrator** in the main window.



The user **pomout** was created and this user is reference in the POM CTI configuration details as shown in **Section 6.3**.

Administrator Accounts -- Add Login: Privileged Administrator

This page allows you to add a login that is a member of the **SUSERS** group. This login has the greatest access privileges in the system next to root.

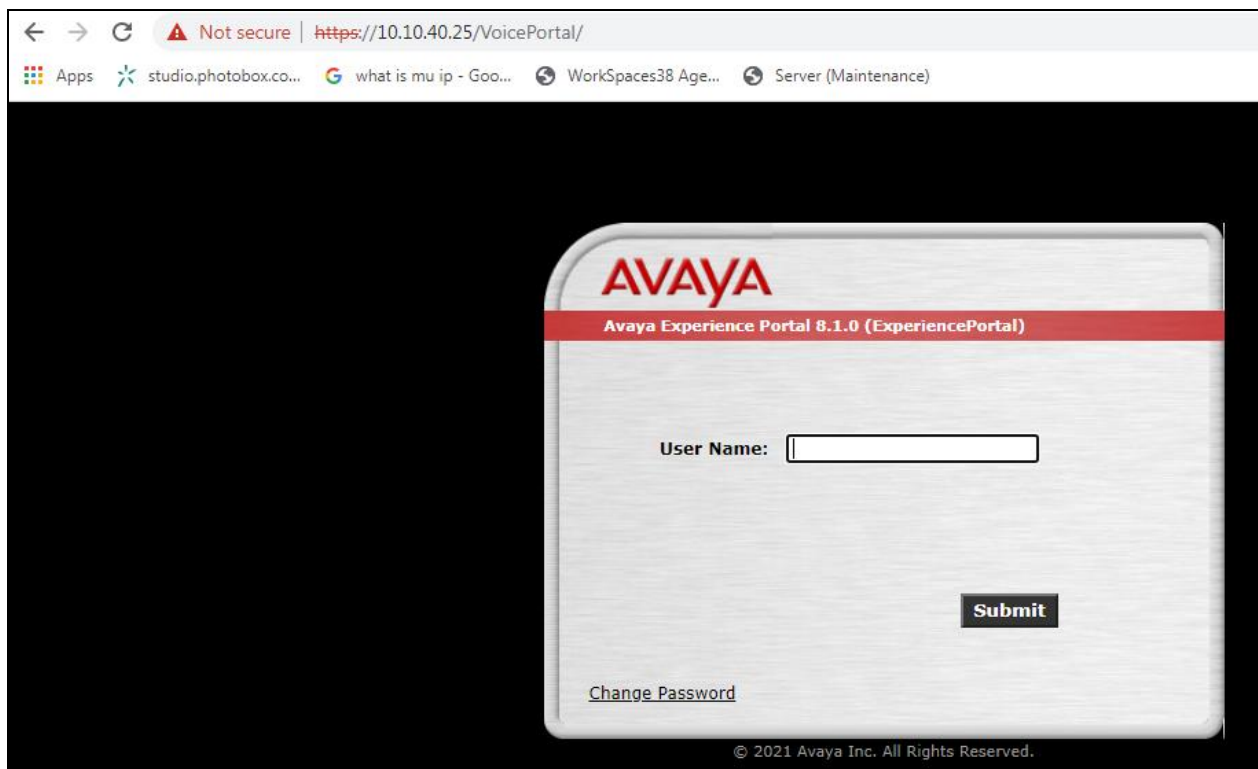
Login name	<input type="text" value="pomout"/>
Primary group	<input type="text" value="susers"/>
Additional groups (profile)	<input type="text" value="prof18"/>
Linux shell	<input type="text" value="/bin/bash"/>
Home directory	<input type="text" value="/var/home/pomout"/>
Lock this account	<input type="checkbox"/>
SAT Limit	<input type="text" value="none"/>
Date after which account is disabled-blank to ignore (YYYY-MM-DD)	<input type="text"/>
Enter password	<input type="password" value="....."/>
Re-enter password	<input type="password" value="....."/>
Force password change on next login	<input checked="" type="radio"/> No <input type="radio"/> Yes

6. Configure Avaya Proactive Outreach Manager

This section describes the steps necessary to configure both POM and Experience Portal to allow Syntelate XA connect using the agent desktop API. Note that POM is installed on Experience Portal and that is why this section covers the administration of both Experience Portal and POM.

Note: It is assumed that both POM and Experience Portal are already installed with the connections made to both Session Manager and AES. The setup and configuration of these connections are therefore outside the scope of these Application Notes.

Experience Portal is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter **http://[IP-Address]/VoicePortal** as the URL in an internet browser, where IP-Address is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed.



Note: The following sections are aimed to display the configuration on POM that was used during compliance testing and to help the reader understand the setup of POM that was used. They do not server as a setup and configuration guide for POM or Experience Portal.

6.1. Add a User on Avaya Aura® Experience Portal

A user is created on Experience Portal to allow the Syntelate XA server connect to POM.

Navigate to **User Management** → **Users** in the left window. Click on **Add** in the main window.

AVAYA

Welcome, eadmin
Last logged in Feb 21, 2022 at 11:32:17 AM GMT

Avaya Experience Portal 8.1.0 (ExperiencePortal)

Expand All | Collapse All

You are here: [Home](#) > [User Management](#) > [Users](#)

Users

This page displays the list of EPM user accounts. Depending on your user role, you can add, modify, and delete user accounts. You can also configure security options for all user logins. Configure the parameters under LDAP Settings to enable the EPM to access user accounts in your corporate directory.

Name	Enable	Type	Assigned Roles/Features	Last Login	Failed Attempts	Locked	Password Longevity (days)
eadmin	Yes	EP (Password)	Administration, Auditor, Maintenance, Operations, Privacy Manager, User Manager, Web Services	Mar 3, 2022 4:26:40 PM GMT			Not enforced
init	Yes	EASG	Service Account	Never			N/A
<input type="checkbox"/> paul	Yes	EP (Password)	Administration, Auditor, User Manager	Feb 7, 2022 6:33:25 PM GMT			354 (System)
<input type="checkbox"/> pom	Yes	EP (Password)	Administration, POM Campaign Manager, POM Contact Attributes Unmask, Maintenance, Operations, POM Administration, POM Supervisor, User Manager, Web Services	Feb 17, 2022 11:00:25 AM GMT			Not enforced

Add **Delete** **Help**

This user must have **Administrator** and **Web Services** ticked as shown below. Enter a suitable password and click on **Save**.

You are here: [Home](#) > [User Management](#) > [Users](#) > [Change User](#)

Add User

Use this page to modify a EPM user account. You can change the user role and password.

Name: inisoftpom

Enable: ☒ Yes ☐ No

Roles:

<input checked="" type="checkbox"/> Administration	<input type="checkbox"/> Auditor	<input type="checkbox"/> POM Campaign Manager
<input type="checkbox"/> Maintenance	<input type="checkbox"/> Operations	<input type="checkbox"/> POM Administration
<input type="checkbox"/> Privacy Manager	<input type="checkbox"/> Reporting	<input type="checkbox"/> POM Supervisor
<input type="checkbox"/> User Manager	<input checked="" type="checkbox"/> Web Services	

Created: 3/10/22 10:36 AM

Password:

Verify Password:

Enforce Password Longevity: ☐

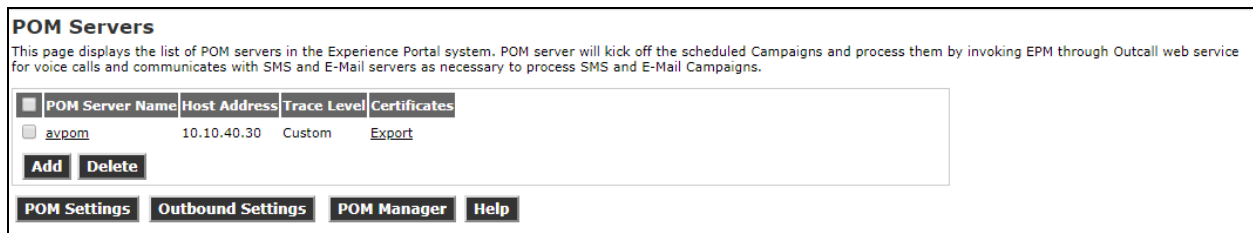
Save **Apply** **Cancel** **Help**

6.2. Display Configuration of POM Server

Information on the POM server can be found by navigating to **POM → POM Home** in the left window and selecting **Configurations → POM Servers** in the main window.

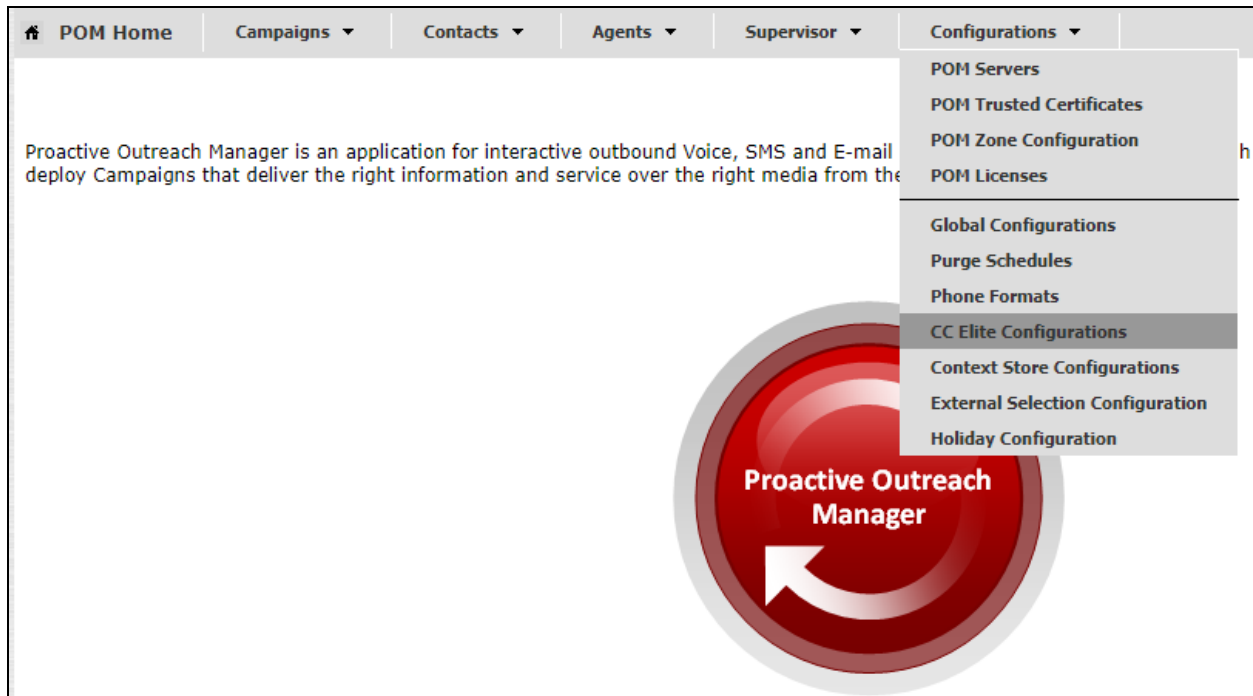


Information on the POM server can be found by either selecting the **POM Server Name** or the various buttons underneath that.



6.3. Display the Configuration of the CTI connection

Select **Configuration** → **CC Elite Configurations** from the main window.



Aura81 was the CTI group already setup for compliance testing, clicking on this will open the connection to show the details.

Configure CTI setup details, CMS setup details and POM Skills [Refresh](#)

This page allows editing of CTI server setup details, CMS server setup details and skills in POM database associated with CC Elite skills.

Last poll: 03/10/2022 10:33:58 AM

CTI Configuration

CTI Group Name	CM IP Address	CM Login	AES IP Address	AES Secure Connection	CTI Group Role	Action
OutboundCTI	10.10.40.59	pomout	10.10.40.56	false	Select	
Aura81	10.10.40.37	pomout	10.10.40.38	false	Active	

[Add CTI Detail](#) [Help](#)

CMS Configuration

Server IP Port	Server Role	Agent Thashing Interval (seconds)	Action
----------------	-------------	-----------------------------------	--------

[Add CMS Configuration](#) [Help](#)

Information such as the IP Address of Communication Manager and the AES are stored here as well as the Communication Manager user created in **Section 5.3**.

Edit CTI Detail

This page allows editing of existing CTI details.

Edit CTI Configuration

* CTI group name Aura81
* CM IP address 10.10.40.37
* CM login pomout
* CM password
* AES IP address 10.10.40.38
AES Secure Connection ☐
CTI group role Active ▼

Save Cancel Help

From the **Configure CTI setup details, CMS setup and POM Skills** page, the outbound skill must be added. Again, this was already in place but can be added by clicking on **Add Skill**, as shown below.

Configure CTI setup details, CMS setup details and POM Skills

[Refresh](#)
This page allows editing of CTI server setup details, CMS server setup details and skills in POM database associated with CC Elite skills.

Last poll: 03/10/2022 10:37:33 AM

CTI Configuration

CTI Group Name	CM IP Address	CM Login	AES IP Address	AES Secure Connection	CTI Group Role	Action
OutboundCTI	10.10.40.59	pomout	10.10.40.56	false	Select	
Aura81	10.10.40.37	pomout	10.10.40.38	false	Active	

Add CTI Detail Help

CMS Configuration

Server IP Port	Server Role	Agent Thrashing Interval (seconds)	Action
----------------	-------------	------------------------------------	--------

Add CMS Configuration Help

Skillset name All
Skillset type All Skills All
Show

CC Elite Skill Number	POM Skill Name	Skill Type	Parameter to Monitor for Blending	EWT levels	Agent Acquire Threshold	Agent Release Threshold
10	Outbound	Outbound	-	-	0	0

Add Skill Help

The skillset number must match that of the hunt group created in **Section 5.1.1**, hunt group **10** was used for outbound calls.

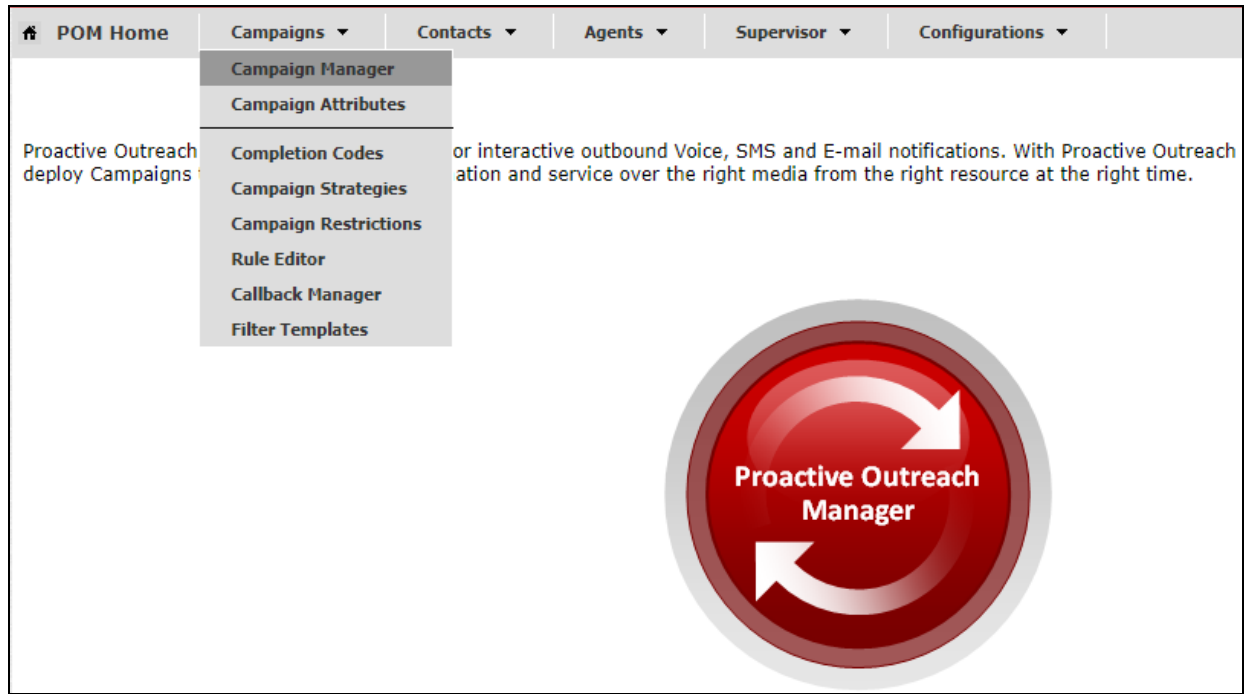
Create POM Skills

This page allows creation of skills in POM database and associating it with CC Elite skill. For skill type "Outbound", "CC Elite Skill Number", "POM Skill Name" & "Skill Type" are mandatory.

CC Elite Skill Number	POM Skill Name	Skill Type	Parameter to Monitor for Blending	EWT levels	Agent Acq Threshold
<input type="text" value="10"/>	<input type="text" value="Outbound"/>	<div>Outbound</div>	<div>Select only for Inbound</div>	<div>Select only for EWT</div> <div>Expected Wait Time(High)</div> <div>Expected Wait Time(Medium)</div> <div>Expected Wait Time(Low)</div>	<input type="text" value="0"/>

6.4. Display the POM Campaigns

Navigate to **Campaigns** → **Campaign Manager** from the main window, as shown.



Note: It is assumed that the POM campaigns are already setup and running prior to the connection from Syntelate XA. The setup and configuration of the POM Campaign including the Strategies and Contact Lists are outside the scope of these Application Notes. However, an example of the Preview Strategy and Contact List are included in the **Appendix** of these Application Notes.

The following two campaigns were setup for compliance testing.

- **OutboundPreview** – this was an outbound campaign that allows the agent to make the outbound call by presenting the call information to the agent desktop and allowing the agent click on “preview dial” see **Section 8.3**.
- **OutboundProgressive** – this was an outbound campaign that makes the call first and then presents the call information to the agent desktop this forces the call to the agent.

Campaign Manager















Refresh

Last poll: 03/10/2022 10:36:33 AM

This page displays Campaigns and actions associated with Campaigns depending on your user role.

Show 50 | Page: 1/1

Go

Name	Type	Campaign Strategy	Contact Lists	Last Executed	Waiting Callbacks	Actions
OutboundPreview	Finite	Preview	CMtoIPO	02/31/2022 03:01:00 PM 0		      
OutboundProgressive	Finite	OutProgressive	CMtoIPO	02/17/2022 04:20:30 PM 0		      

* In Progress means Campaign job can be in any one of the states - running, pausing, paused, callback, stopping, stopped callback.

Add

Help

Each campaign can be started by clicking on the play icon highlighted below. The example below shows the **OutboundPreview** campaign being started.

Campaign Manager















Refresh

Last poll: 03/10/2022 10:36:33 AM

This page displays Campaigns and actions associated with Campaigns depending on your user role.

Show 50 | Page: 1/1

Go

Name	Type	Campaign Strategy	Contact Lists	Last Executed	Waiting Callbacks	Actions
OutboundPreview	Finite	Preview	CMtoIPO	02/31/2022 03:01:00 PM 0		      
OutboundProgressive	Finite	OutProgressive	CMtoIPO	02/17/2022 04:20:30 PM 0		      

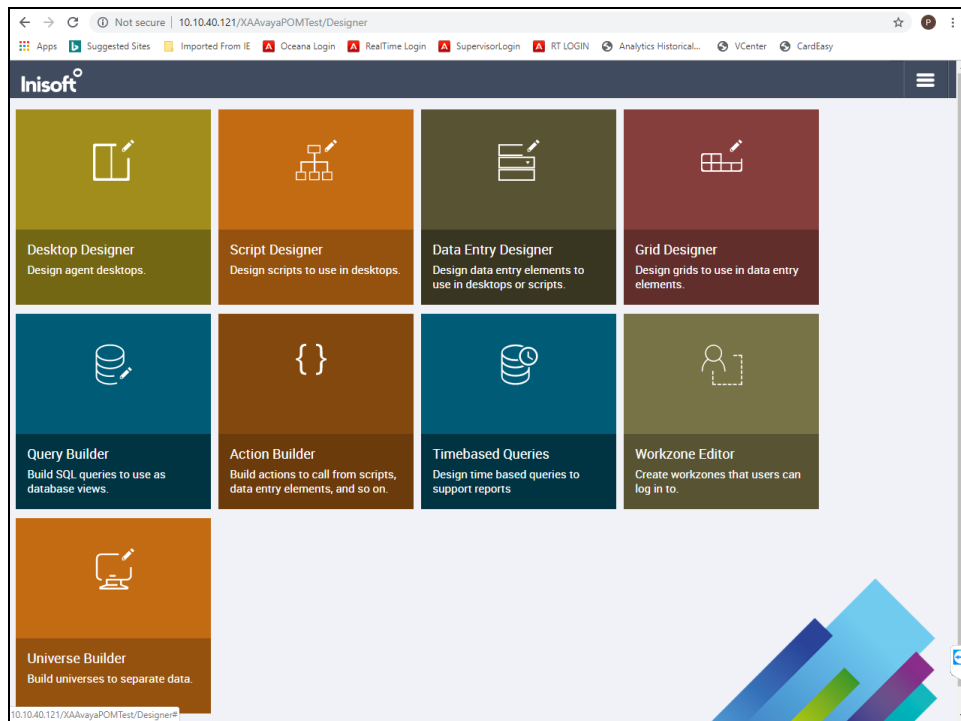
* In Progress means Campaign job can be in any one of the states - running, pausing, paused, callback, stopping, stopped callback.

Add

Help

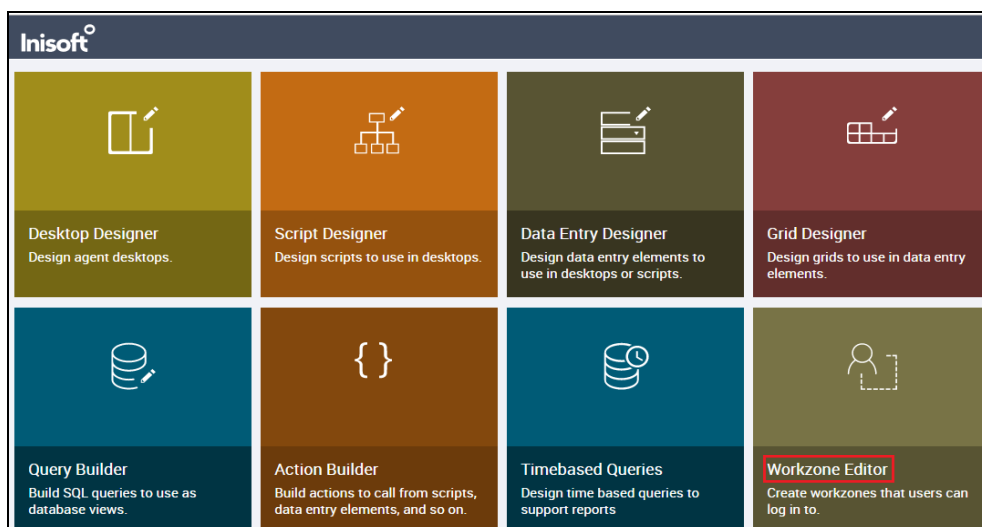
7. Configure Inisoft Syntelate XA

Configuration on the Syntelate XA server is carried out by opening a web browser to the Syntelate XA server's IP address. Open a URL to **http://<SyntelateXAServerIP>/XAAvayaPOMTest/Designer**, (note this will be different on each customer site, this was the address for the Avaya compliance testing).



7.1. Configure connection to Avaya Proactive Outreach Manager

From the main page, click on **Workzone Editor**.



The following Workzones are already configured. Click on the edit icon on the appropriate Workzone to show the configuration details.

Inisoft						
Workzone Editor						
<div> <div>BACK TO TILES</div> <div>+ NEW</div> </div>		Filter	by name or universe	Universe	Select Universe	
Name	Universe	Amended by	Amended at	Locked by	Locked at	
POMTestWZ - POM Only	POMComplianceTest	administrator	2022-03-10 10:39			<div> <div></div> <div></div> <div></div> <div></div> </div>
POMTestWZ	POMComplianceTest	administrator	2022-03-10 10:39			<div> <div></div> <div></div> <div></div> <div></div> </div>

The information on the connection to POM is located in the **CTI configuration (JSON)** window as shown below. Scroll down through this window to see the relevant information. The following displays the POM server IP address for **SERVER_1**.

← BACK TO LISTING

Select View: POMTestWZ

✕ CLOSE THIS VIEW

SAVE

Workzone name

POMTestWZ

Type a name for the workzone.

Universe

POMComplianceTest

Select the universe this element should be added to.

Interval group

Optionally select a default interval group to use with date box with intervals controls.

Show in workzone list?

Yes

Select whether the workzone should be included in the list of workzones at login.

Desktop

POMTest

Select the desktop to use with this workzone.

CTI

Telephony

Optionally select a Computer Telephony Integration (CTI) solution to use with this workzone.

Disable SignalR connection?

No

For a dashboard, select Yes to be able to open more than one dashboard at a time.

CTI configuration (JSON)

```
{
  "Name": "SERVER_1",
  "Ip": "10.10.40.30",
  "Port": 9970
}
```

Optionally enter JSON to configure the selected CTI solution.

CRM configuration (JSON)

Optionally enter JSON to configure XA to work with a separate customer relationship management system.

CTI run options (JSON)

```
{
  "CallOptions": {
    "IsCopyToDB": true,
    "DateFormat": "DD-MM-YYYY",
    "TimeFormat": "HH NN-SS"
  }
}
```

Optionally enter JSON to further configure the selected CTI solution.

Worklist enabled?

No

Select whether the Worklist Engine will be used with this workzone to pass records to agents.

Scrolling further down shows the username and password configured in **Section 6.1**.

CTI configuration (JSON)

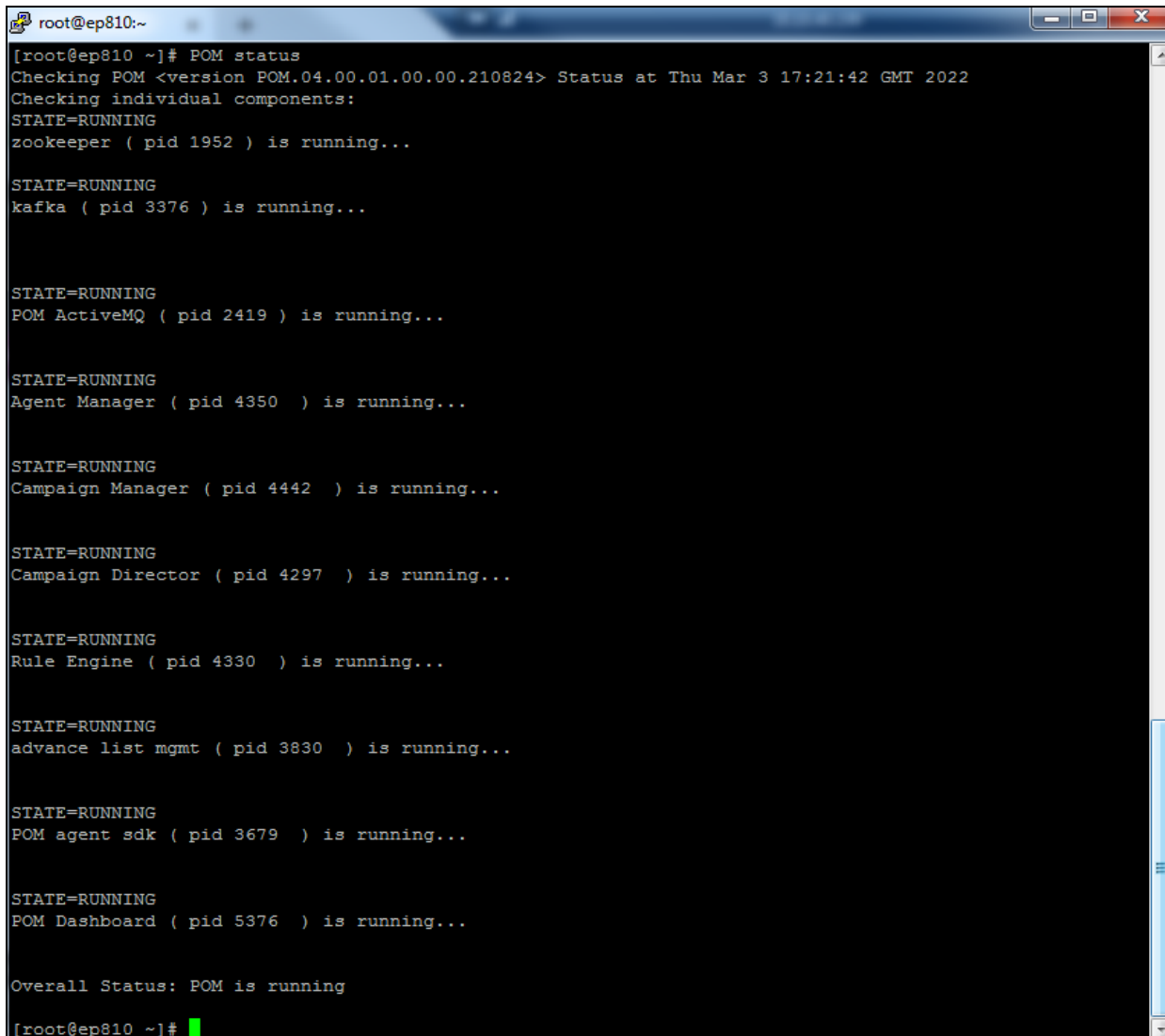
```
],
  "WebService": {
    "Server": "https://10.10.40.30/axis2/services/VP_POMAgentAPIService",
    "Username": "inisoftpom",
    "Password": "xxxxxxxxxx"
```

8. Verification Steps

The Syntelate XA desktop can be used to verify the connection to POM is working by starting the outbound campaign on POM and ensuring that the call shows up on the desktop. Other checks can also be made to ensure that POM is running correctly.

8.1. Verify Avaya Proactive Outreach Manager is running

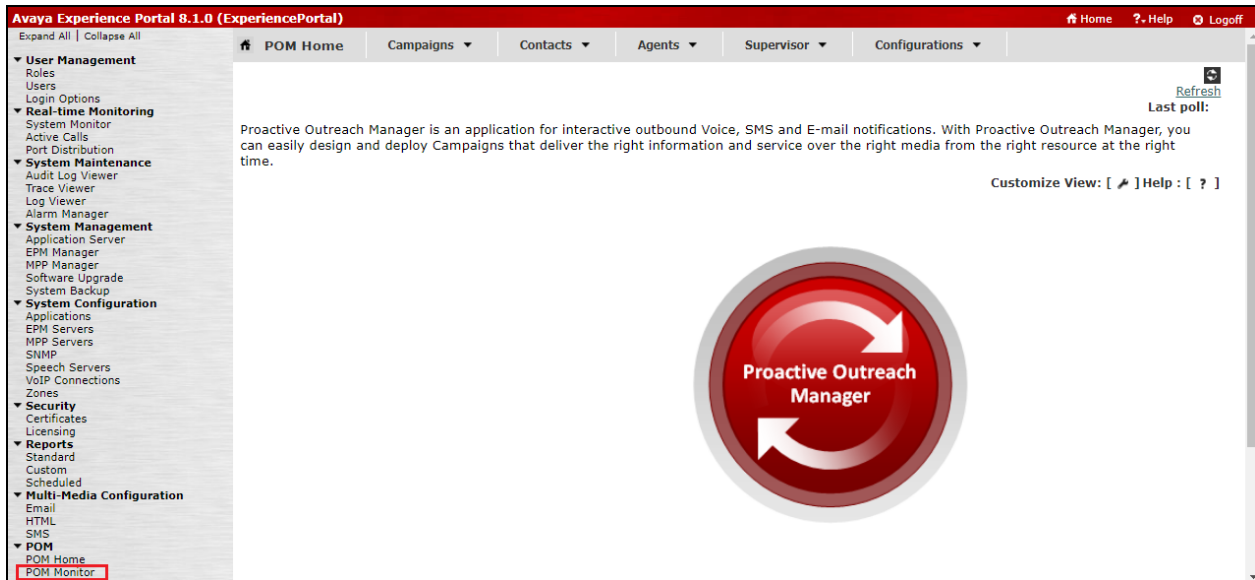
The status of the POM server can be checked from an SSH session to the POM server using something like PuTTY. Open a connection to Experience Portal/POM server and then ensure that the user “root” is used by typing **su – root** (not shown). Type **POM status** and verify that all POM services are **RUNNING**, as shown below.



```
root@ep810:~  
[root@ep810 ~]# POM status  
Checking POM <version POM.04.00.01.00.00.210824> Status at Thu Mar 3 17:21:42 GMT 2022  
Checking individual components:  
STATE=RUNNING  
zookeeper ( pid 1952 ) is running...  
  
STATE=RUNNING  
kafka ( pid 3376 ) is running...  
  
STATE=RUNNING  
POM ActiveMQ ( pid 2419 ) is running...  
  
STATE=RUNNING  
Agent Manager ( pid 4350 ) is running...  
  
STATE=RUNNING  
Campaign Manager ( pid 4442 ) is running...  
  
STATE=RUNNING  
Campaign Director ( pid 4297 ) is running...  
  
STATE=RUNNING  
Rule Engine ( pid 4330 ) is running...  
  
STATE=RUNNING  
advance list mgmt ( pid 3830 ) is running...  
  
STATE=RUNNING  
POM agent sdk ( pid 3679 ) is running...  
  
STATE=RUNNING  
POM Dashboard ( pid 5376 ) is running...  
  
Overall Status: POM is running  
[root@ep810 ~]#
```

8.2. Verify Avaya Proactive Outreach Manager Campaign

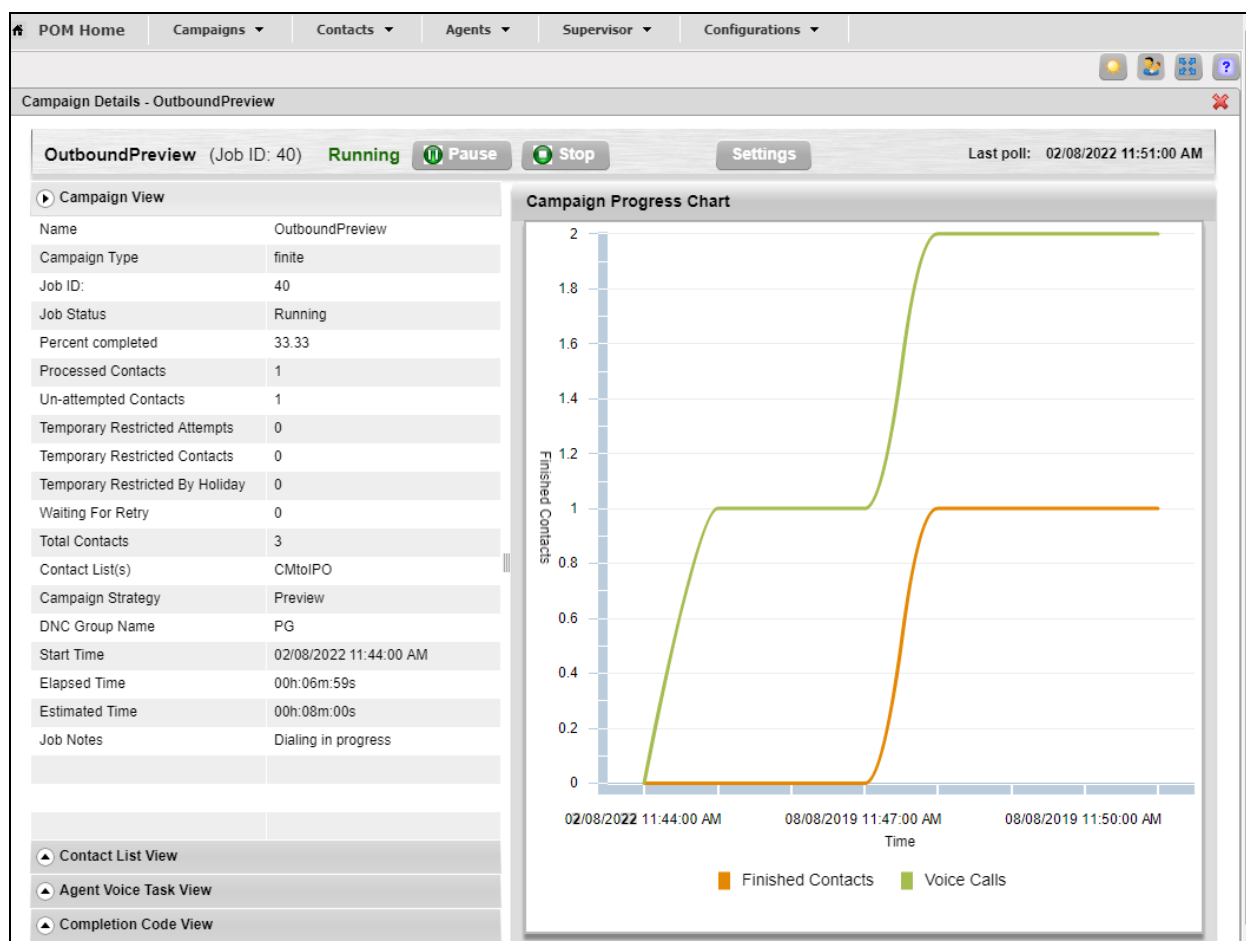
Log into POM as per **Section 6**. Navigate to **POM → POM Monitor** in the left column as shown below.



Information on any campaign that is running can be looked at by clicking on the running campaigns. The example below shows that a campaign called **OutboundPreview** has a **Status** shown as **Running** and by clicking on this row the details on the campaign will be shown.

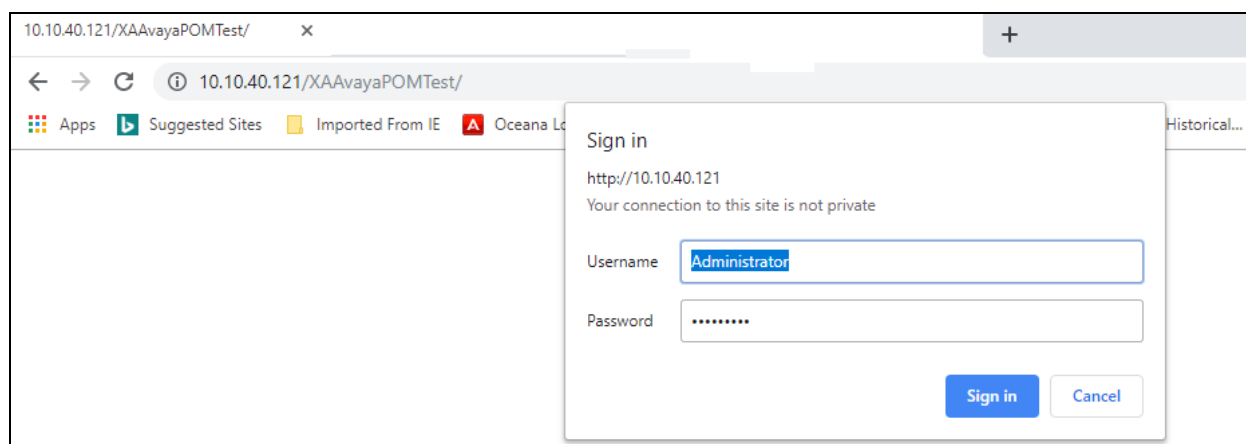
	Campaign Name	Campaign Type	Job ID	Status	Contact List(s)	Organization	Start Time	Un-attempted Contacts	Pr
	OutboundPreview	finite	40	Running	CMtolPO		02/08/2022 11:4..	2	0

The example below shows the details of the campaign **OutboundPreview**.

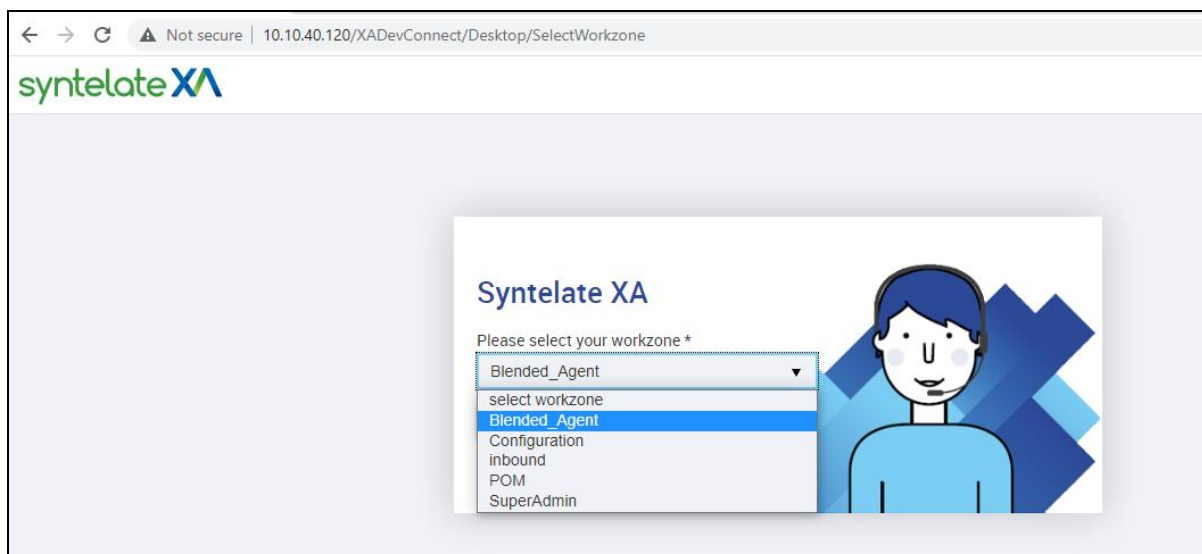


8.3. Verify the Connection from Syntelate XA Desktop

Open a URL to the Syntelate XA server IP address with the appropriate address. The example below is **http://<ServerIP>/XAAvayaPOMTest/**. A new window should appear looking for the **Username** and **Password** of the user setup on the domain or in this case Administrator was used. Enter the appropriate password and click on **Sign in**.



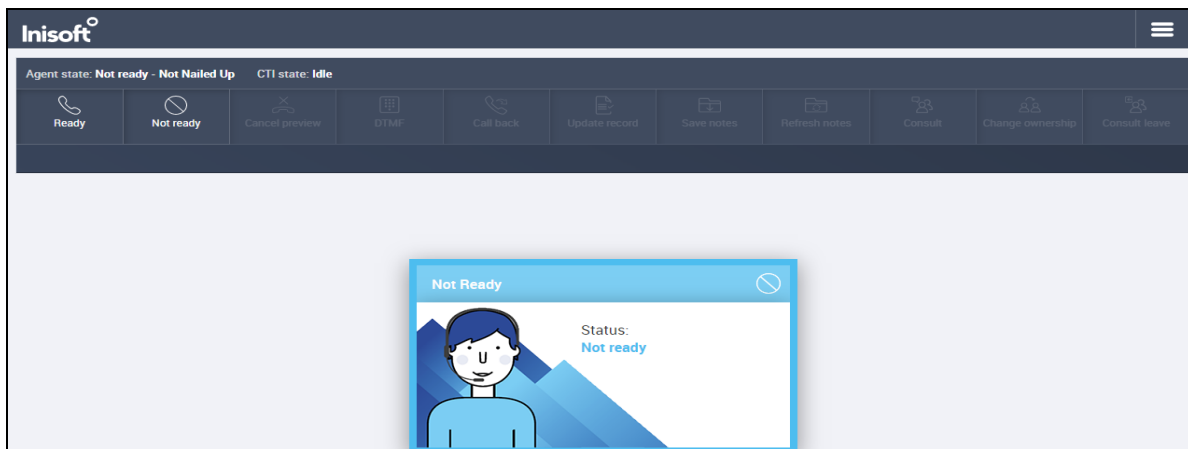
The following window appears asking to select the **workzone**. The **POM** workzone could be selected for the outbound only option. For compliance testing a **Blended_Agent** was used, as both inbound and outbound calls were tested.



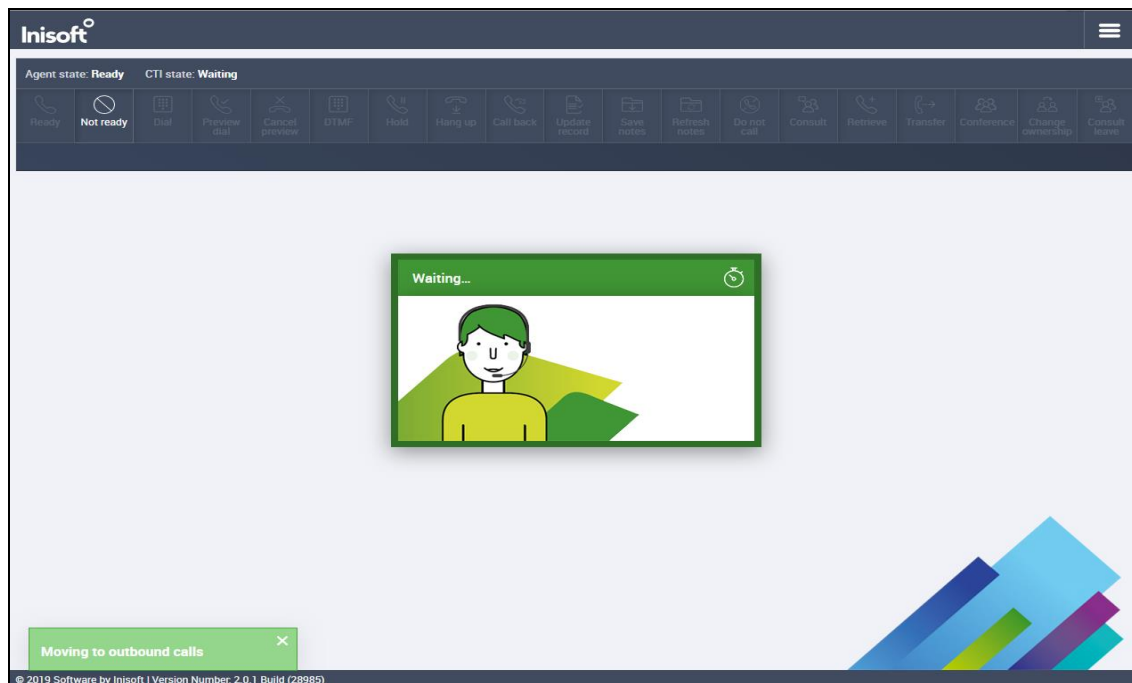
Enter the appropriate Communication Manager credentials for **Agent ID**, **Extension** and the **Password** for this agent as per **Section 5.1**. Click on **LOG IN** to continue.

A screenshot of the Syntelate XA web interface. At the top, the Syntelate XA logo is visible. Below it, a status bar shows 'Agent state: Logged out' and 'CTI state: Logged out'. A 'Status:' section with a circular icon is also present. The main area features a 'Telephony Login' form. The form contains the following fields: 'Extension *' with the value '1001', 'Agent ID *' with the value '1400', 'Password' with masked characters '****', and 'Organization *' with a dropdown menu set to 'Default'. At the bottom of the form are two buttons: 'LOG IN' and 'CANCEL'.

Once logged in, the agent is displayed as shown. Note the **Agent state** is **Not ready** and **Not Nailed Up** as the POM outbound campaign is not yet running. Start the outbound campaign as per **Section 6.4**.



The POM will make a call to the agent and this call must be answered manually on the agent's phone. This is exactly as designed, and the Syntelate XA Desktop was not designed to answer this particular call. Once the call is answered the agent will go to **Waiting**, as shown below, and the message **Moving to outbound calls** is displayed at the bottom of the screen.



Because this is a preview call it is presented to the agent allowing the agent to make the outbound call to the customer. Clicking on the **Preview dial** icon at the top of the screen will initiate the outbound call to the number **35391847001** displayed below.

The screenshot shows the SyntelateXA agent interface. At the top, the status bar indicates 'Agent state: Ready', 'CTI state: Preview 00:12', and 'Total Call Time: 00:12'. Below this is a toolbar with various call control icons. The main workspace is divided into three panels: 'Welcome', 'Customer Details', and 'Workload Current'. The 'Welcome' panel displays a greeting and options for 'New Customer' or 'Existing Customer'. The 'Customer Details' panel contains fields for 'First Name' (Paul), 'Last Name' (Greaney), 'Email Address' (paul@gmail.com), 'Telephone Number 1' (35391847001), 'Timezone' (Europe/Dublin), and 'Client Number' (1683). The 'Workload Current' panel shows 'Outbound call: 1683' and a 'COMPLETE RECORD' button. A blue 'Activate Windows' watermark is visible in the bottom right corner.

Once the call is made, the call can then be put on hold, transferred or a call back created. Notes can be added, or the record can be updated using the buttons at the top of the screen. Once the call is completed the **COMPLETE RECORD** can be pressed allowing the agent to wrap up the call.

This screenshot shows the same SyntelateXA agent interface, but the call is now active. The status bar at the top shows 'Agent state: Ready', 'CTI state: Talking 00:02', and 'Total Call Time: 00:35'. The toolbar includes additional icons for 'Hold', 'Hang up', and 'Call back'. The 'Workload Current' panel now shows 'Outbound call: 1683' with a blue 'COMPLETE RECORD' button. The 'Customer Details' panel remains the same, displaying the same customer information as in the previous screenshot. The 'Activate Windows' watermark is still present in the bottom right corner.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Inisoft Syntelate XA v2.6 with Avaya Proactive Outreach Manager R4.0.1. All feature and serviceability test cases were completed successfully, with all observations noted in **Section 2.2**.

10. Additional References

This section references the product documentation that is relevant to these Application Notes. Documentation for Avaya products may be obtained via <http://support.avaya.com>

- [1] Avaya Proactive Outreach Manager Integration. Release 4.0, Issue 1, September 2021
- [2] Implementing Avaya Proactive Outreach Manager. Release 4.0.1, Issue 1, September 2021
- [3] Administering Avaya Aura® Communication Manager, Release 8.1
- [4] Administering Avaya Aura® Session Manager, Release 8.1
- [5] Administering Avaya Aura® Experience Portal, Release 8.1
- [6] Avaya Aura® Application Enablement Services Administration and Maintenance Guide, Release 8.1

Documentation related to Syntelate may directly be obtained from Inisoft.

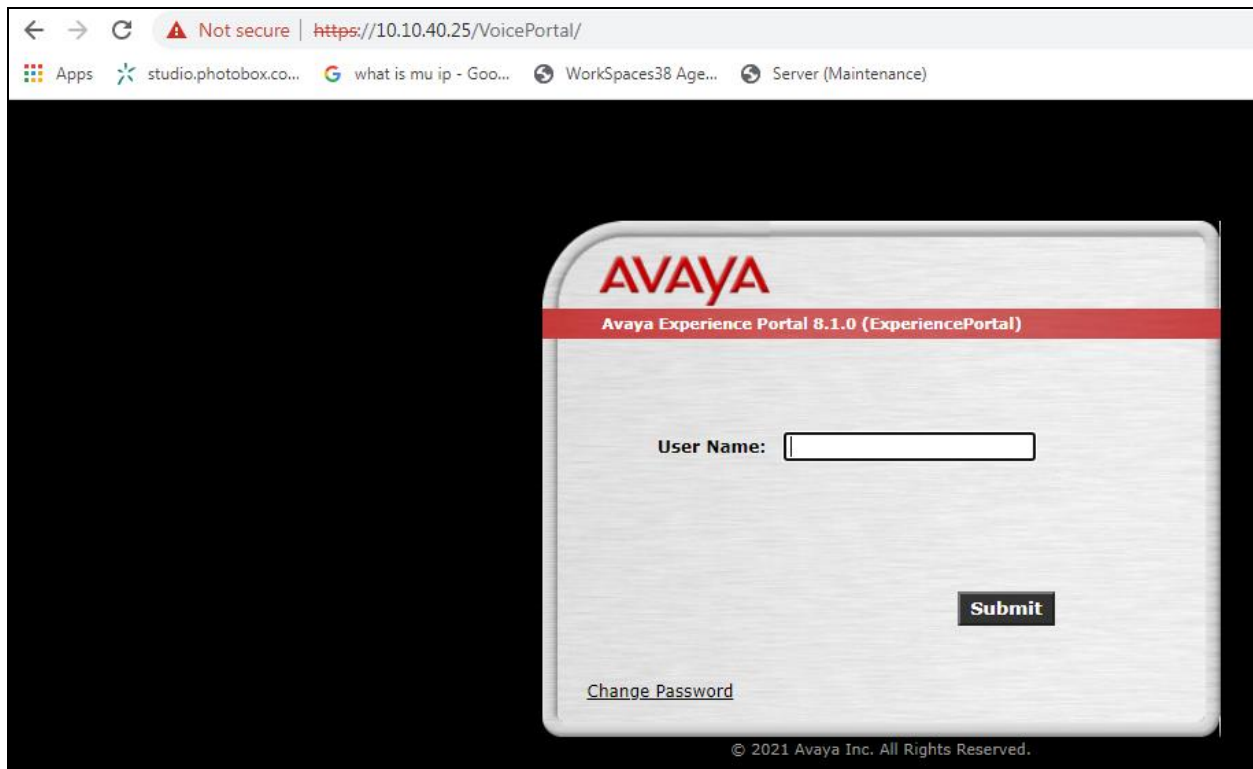
- [7] Syntelate POM – User Notes v13-3
- [8] Syntelate v4 User Document, 2014

Appendix

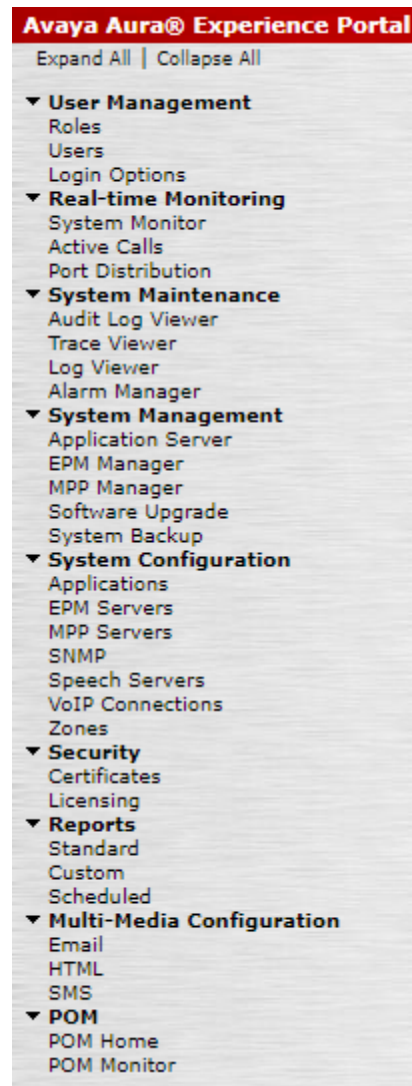
11. Avaya Proactive Outreach Manager Outbound Campaign and Components

This Appendix contains information on the Contact List, Completion data, Outbound Strategy and Outbound Campaign. The Application Notes assume that these components are already in place and a campaign is fully operational, however, it is useful to see the setup of the Preview Campaign including the Preview Strategy and Contact list assigned to it.

POM is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter `http://[IP-Address]/` as the URL in an internet browser, where IP-Address is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed.



Navigate to **POM** → **POM Home** in the left column shown below (bottom of screenshot).

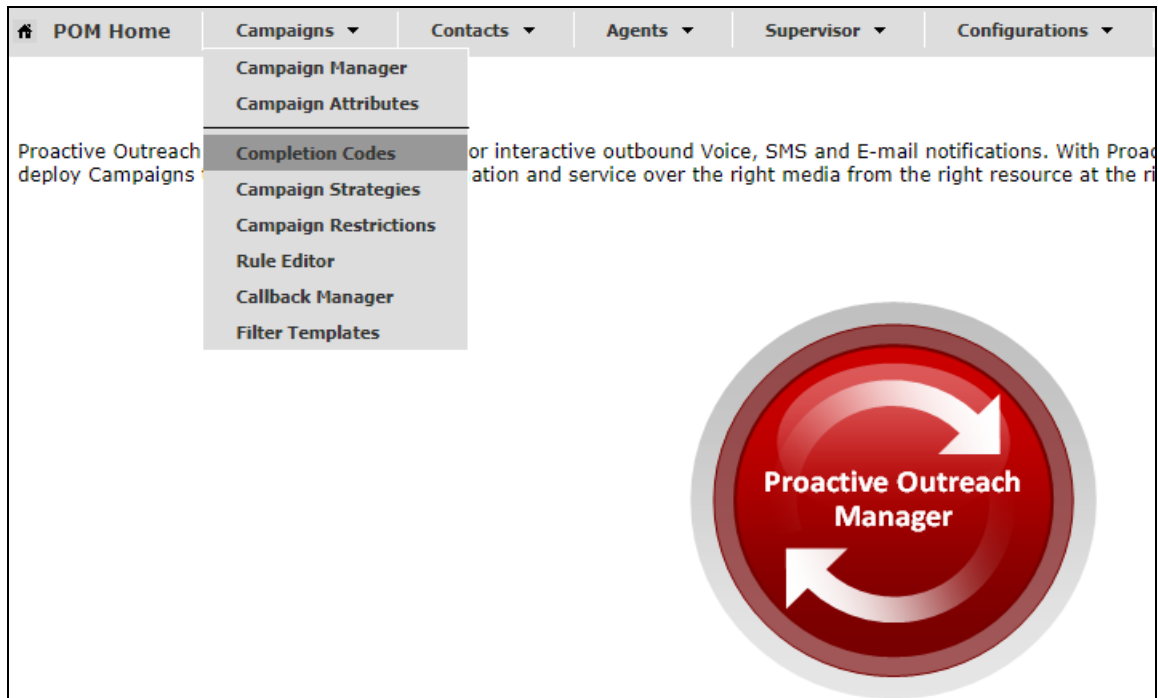


11.1. Preview Campaign Strategy

The following section shows the configuration of the Preview Campaign Strategy. Before the strategy can be created a Completion Code must be created.

11.1.1. Completion Codes

Navigate to **Campaigns → Completion Codes** as shown below.



There are three Completion Codes already present on this POM and each of these can be assigned to the Campaign Strategy. If a new code was to be added, click on **Add** shown below.

Completion Codes

Depending on your user role, this page allows you to create, modify, delete custom Completion Codes.

[Advanced](#)

Show | Page: 1/1

	Completion Code ID↑	Completion Code	Right party connect	Success	Closure	Answer Machine by Agent	Description	Actions
<input type="checkbox"/>	72	Callback	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="button" value="Delete"/>
<input type="checkbox"/>	73	Wrong	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="button" value="Delete"/>
<input type="checkbox"/>	74	Sale	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="button" value="Delete"/>

The example below shows the **Sale** Completion Code which is assigned to the Preview Strategy that is to be displayed below.

Edit Completion Code
This page allows you to modify Completion Codes.

Name

Sale

Description

Right party connect

☒

Success

☒

Closure

☒

Answer Machine by Agent

☐

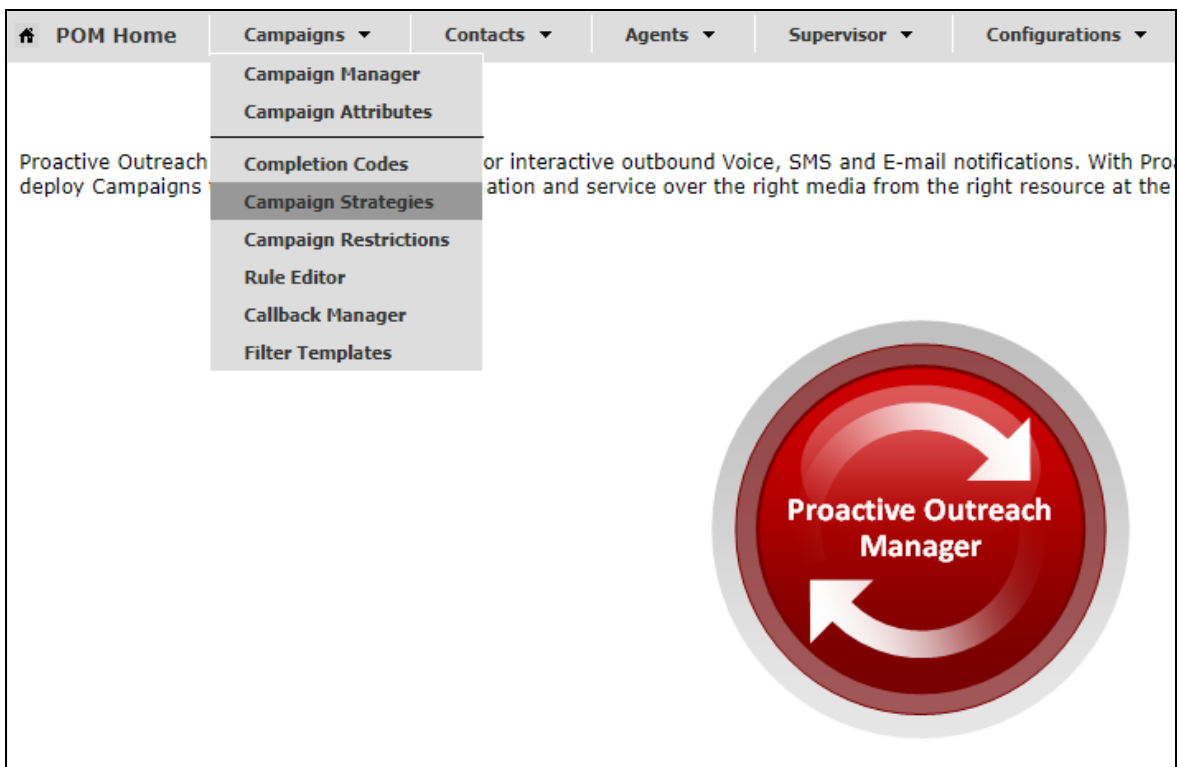
Save

Cancel

Help

11.1.2. Campaign Strategy

Navigate to **Campaigns** → **Campaign Strategies** as shown below.



The Campaign Strategies are shown where a new strategy can be added by clicking on **Add** or existing strategies can be viewed by clicking on the **Name** of the strategy displayed.

Campaign Strategies [Refresh](#)

This page allows the user to manage Campaign Strategies, depending on the user role.

[Advanced](#)

Show | Page: 1/1 **Go**

Name	State	Task Types	Action
OutProgressive	Completed		
Preview	Completed		

Add **Import** **Help**

Clicking on the **Preview** strategy from the screen above will show the **Campaign Strategy** called **Preview** that was created for compliance testing.

Not secure | https://10.10.40.30/VP_POM/faces/admin/ContactStrategy.xhtml

HIDE TOOL BOX SHOW SOURCE SAVE SAVE DRAFT COPY PASTE DELETE HELP

Selected Node: Task

Campaign Strategy: Preview

- ▼ Campaign Strategy
 - ▼ Handler (initial)
 - ▼ Preview
 - Address
 - Result Processors
 - Result (Call Answered)
 - Agent

Property	Value
Name	Preview
Description	
Sender's Display Name	DevConnect
Sender's Address	sip:9876@devconnect.local
Timeout (sec)	
Guard Times	Disable
Min Contact Time	
Max Contact Time	
Re-check Interval (min)	
On Media Server Failure	retry
Priority	5
Allocation Type	Dynamic
CCA Parameters	
Enhanced CCA	OFF
Background AMD	
Action on AMD	None
Silence Call Detection (SCD)	OFF
APPLICATIONS	
Driver Application	PomDriverApp
Nailer Application	Nailer
Nuisance Call Application	AvayaPOMAnnouncement
On Hold Application	AvayaPOMAnnouncement
PACING PARAMETERS	
Call Pacing Type	Preview
Timed Preview	No
Preview Time (Sec)	
Can Cancel Preview	Disable
Min. Agents	1

Scrolling down from the screen on the previous page shows the Default Completion code and here the Completion Code created in **Section 11.1.1** can be added. The **Applications** located on Experience Portal are also added here under **APPLICATIONS**.

Campaign Strategy: Preview

▼ Campaign Strategy

▼ Handler (initial)

▼ Preview

Address

▼ Result Processors

▼ Result (Call Answered)

Agent

CCA Parameters

Enhanced CCA

Background AMD

Action on AMD

Silence Call Detection (SCD)

APPLICATIONS

Driver Application

Nailer Application

Nuisance Call Application

On Hold Application

PACING PARAMETERS

Call Pacing Type

Timed Preview

Preview Time (Sec)

Can Cancel Preview

Min. Agents

Max. Agents

Agent Outbound Skill

ACW Time (Sec)

of ACW extensions

Default Completion code

OFF

None

OFF

PomDriverApp

Nailer

AvayaPOMAnnouncement

AvayaPOMAnnouncement

Preview

No

Disable

1

5

Outbound

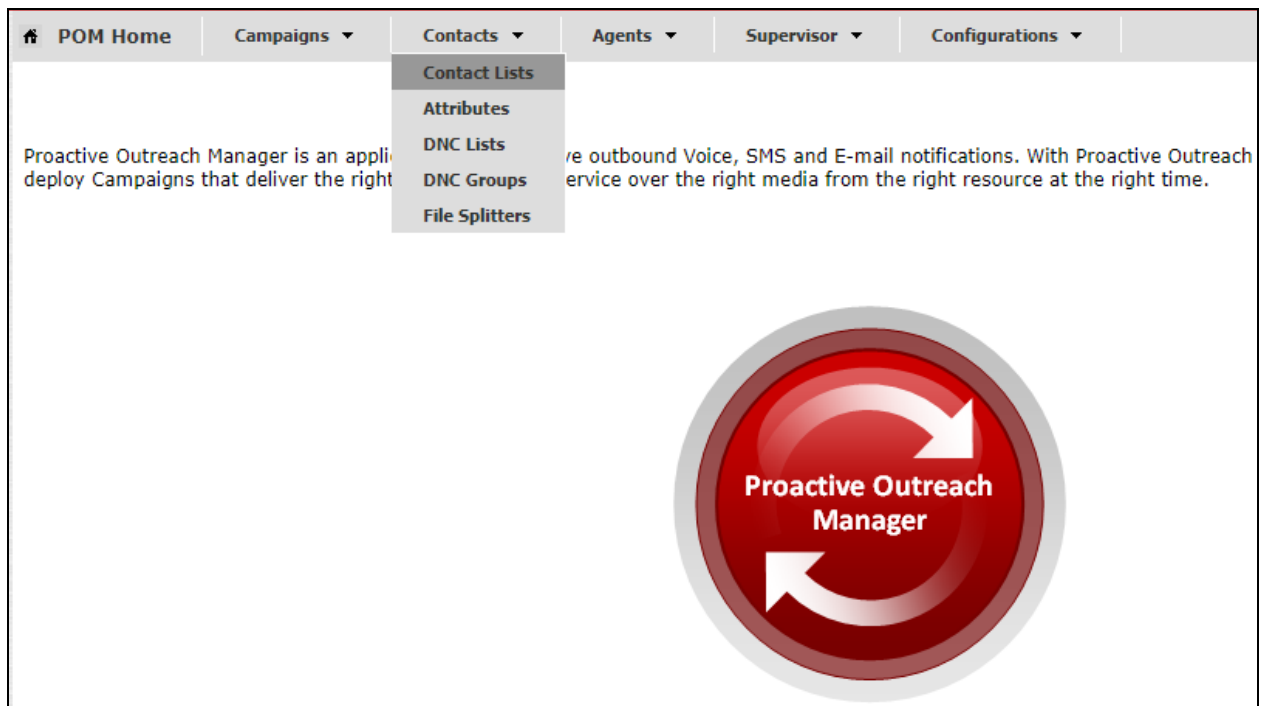
10

0

Sale

11.2. Contact List

To add or view the Contact Lists, navigate to **Contacts** → **Contact Lists** as shown below.



There is a Contact List already configured for the Preview Campaign called **CMtoIPO**. Details of this Contact List can be viewed by clicking on the **Show all Contacts** icon, highlighted below. A new Contact List can be added by clicking on **Add** and uploading the contacts from a file.

Contact Lists

Refresh

This page displays all the Contact Lists. Depending on the user role, you can add, change, delete and empty Contact List. You can see Contacts in a Contact List. If organizations are enabled, you can associate Contact List with organization.

Last poll: 03/10/2022 10:36:33 AM

Contact List Name	Total Contacts	Available Contacts	Excluded Contacts	Last Updated	Actions
CMtoIPO	3	3	0	03/10/2022 10:36:33 AM	

* In Progress means Contacts are being imported into a Contact List. Total Contacts count is updated after completion of import activity.

[Add](#) [Help](#)

The Contact List shown has three entries in it calling to **85250** then **85123** and finally to **85202**.

Contact Browser
This page shows Contacts present in Contact List CMtoIPO.

Contact search and sort criteria

Search Contact where Attribute

Sort Contact using Attribute in order **Apply Criteria**

Customer ID Attribute

Customer ID Attribute must be a combination of lower case letter [a-z], upper case letter [A-Z], numeric character [0-9] and special characters, _ , ~ , dot/period/full stop. Special character must be EMBEDDED somewhere in the middle of the Customer ID, and not in the first or the last character of the string. If CustomerID is not adhere to mentioned guidelines than that specific attempt record will not be published to Context Store.

Select Attribute that represents Customer ID

Customer ID Retrieval Mode ☐ Always ☒ Never ☐ Attribute Value is Blank

Save

Records Per Page Page Number: 1
Total Pages: 1

System Contact ID	ID	First Name	Last Name	Phone 1	Phone 1 Country Code	Time Zone	Phone 1 State	Phone 1 Wireless	Phone 2	Phone 2 Country Code	Phone 2 Wireless
1	1	Paul	Greaney	85250	1	Europe/Dublin			85250	1	
2	2	Emma	Greaney	85123	1	Europe/Dublin			85123	1	
3	3	Dave	Greaney	85202	1	Europe/Dublin			85202	1	

Back Add Help

11.3. Preview Campaign

Navigate to **Campaigns → Campaign Manager** as shown below.

POM Home **Campaigns** **Contacts** **Agents** **Supervisor** **Configurations**

Campaign Manager
Campaign Attributes
Completion Codes
Campaign Strategies
Campaign Restrictions
Rule Editor
Callback Manager
Filter Templates

Proactive Outreach deploy Campaigns or interactive outbound Voice, SMS and E-mail notifications. With Proactive Outreach and service over the right media from the right resource at the right time.

Proactive Outreach Manager

There are two outbound campaigns already configured for the compliance testing, this was a progressive campaign and a preview campaign. A new campaign can be added by clicking on the **Add** button or an existing campaign can be viewed by clicking on the **Name**.

Campaign Manager

[Refresh](#)

Last poll: 03/10/2022 10:36:33 AM

This page displays Campaigns and actions associated with Campaigns depending on your user role.

[Advanced](#)

Show 50 | Page: 1/1

Name	Type	Campaign Strategy	Contact Lists	Last Executed	Waiting Callbacks	Actions
OutboundPreview	Finite	Preview	CMtoIPO	02/08/2022 11:44:02 AM 0		<input type="button" value="📄"/> <input type="button" value="🔗"/> <input type="button" value="📅"/> <input type="button" value="➡"/> <input type="button" value="📄"/> <input type="button" value="⏮"/> <input type="button" value="⏭"/> <input type="button" value="📅"/> <input type="button" value="🗑"/>
OutboundProgressive	Finite	OutProgressive	CMtoIPO	02/17/2022 04:20:30 PM 0		<input type="button" value="📄"/> <input type="button" value="🔗"/> <input type="button" value="📅"/> <input type="button" value="➡"/> <input type="button" value="📄"/> <input type="button" value="⏮"/> <input type="button" value="⏭"/> <input type="button" value="📅"/> <input type="button" value="🗑"/>




* In Progress means Campaign job can be in any one of the states - running, pausing, paused, callback, stopping, stopped callback.

The **Campaign Strategy** that was shown in **Section 11.1.2** is entered at the top of the screen below. The example below shows a Do Not Call (**DNC**) **Group** called **PG** (this was not shown in the **Appendix**) associated with this Campaign. Click on **Next** to continue.

Campaign Strategy

Select a Campaign Strategy from the following list to be used in the Campaign. Click on the icons to create a new Campaign Strategy, view details of a selected Strategy or refresh the current list.

Preview



Campaign type

☒ Finite ☐ Infinite

☐ Do not associate any Contact List at start

External Selection

☐ External Selection

Contact Record Assignment to Agent

☐ Attributes ☐ Agent ID

DNC Group

☒ Apply DNC Group

From the following list select one or more DNC Group to be used with this Campaign.

PG

From the following list select one DNC Group to be used for Agent/Web service. Agent/Web Service marked DNC contacts will be added to this DNC Group.

PG

Context Store

☐ Publish Attempt Data To Context Store

Cancel

Next

Help

The **Contact List** displayed in **Section 11.2** is associated with this campaign.

Contact List and Filter Selection

Select Contact List and Filter for this campaign

Name: OutboundPreview

If no Filter is associated for a Contact List, then all the Contacts present in that Contact List are selected

Contact List and Filter Template Association

Press the button below to add new association. Select Contact List, select an appropriate Filter for that Contact List. Repeat it for each Contact List to be used for this Campaign. Associating a Filter with the Contact List is not mandatory. Maximum 15 Contact Lists can be added to the campaign. Only one Filter can be associated with a Contact List. Use the Apply same filter checkbox to apply filter template associated with top row of association table to all other rows. Use No dialing Allocation checkbox if filtering and dialing should not be driven based on dialing allocation. No dialing Allocation checkbox will be enabled only if Apply same filter is enabled.

☐ Apply same filter☐ No Dialing Allocation

No.	Contact List	Filter Template	Dialing Allocation Percent	Actions
1	CMtoIPO(Default) ▼	Select ▼	100	Preview

Add Association

View Records

Click on the "Show Results" button to display the Contacts selected based on the criteria entered in the above section. If no selection criteria is entered, all the records from Contact List are shown.

Show Results

Pause Dialing During Record Selection

On enabling this flag, POM will momentarily pause dialing till record selection completes. POM will pause the dialing whenever user modifies the filter condition or new import is scheduled on the associated contact list or new contact file is uploaded from web interface or a contact list is added or removed from the job. This will ensure that contacts are filtered and sorted before new attempt is made for the job. If the flag is disabled, POM will continue with dialing of records along with record selection in parallel and cannot guarantee the record ordering.

☐ Pause Dialing During Record Selection

Cancel

Previous

Next

Finish

Help

There are many other configurations that may be required for various campaigns to operate, the screen shots displayed here are to serve as to display the setup used for compliance testing. This was for the preview campaign that was used, and the contact list and strategy associated with that outbound preview campaign.

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