DevConnect Program

Application Notes for Configuring Fonolo Voice Call-Backs Version 3.3 and Avaya Agent for Desktop Version 2.0.6 with Auto DTMF1 and Avaya Aura® Session Manager Release 10.1 using SIP Trunks – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Fonolo Voice Call-Backs application to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Session Manager and Avaya Agent for Desktop softphone with Auto DTMF1 using SIP trunks.

Readers should pay attention to **Section** Error! Reference source not found., in particular the scope of testing as outlined in **Section** Error! Reference source not found. as well as the observations noted in **Section** Error! Reference source not found., 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.

1. Introduction

These Application Notes describe the configuration steps required for Fonolo Voice Call-Backs (Fonolo VCB) to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Session Manager and Avaya Agent for Desktop (AAfD) softphone with auto DTMF1 using SIP trunks. Fonolo VCB provides functionality to replace hold time with a call back. During this compliance testing, Fonolo VCB was hosted in the cloud by Fonolo. The solution communicates via SIP/RTP. The Fonolo VCB functionality was compliance tested utilizing SIP trunks to Session Manager. The configuration allowed Communication Manager to use SIP trunk for calls to and from the VCB application. The Fonolo VCB is a call center solution where instead of a caller staying in the queue when agents are all busy, the caller can request to get a call back when an agent becomes available.

When a caller encounters a scenario where no agents are available in a call center environment, and Communication Manager is part of that environment, the caller is presented with options by the call center to either continue waiting in the queue or receive a call back from the call center. If the caller chose the latter, then the call center directs the caller to Fonolo VCB via a Session Manager SIP trunk where Fonolo VCB then provides a message to the caller to leave a call back number, so that Fonolo VCB can call back the caller when an agent becomes available. Once Fonolo VCB receives the confirmed call back number from the caller, Fonolo VCB uses a SIP trunk with Session Manager to call back into the call center and wait in the queue until an agent becomes available. When an agent becomes available, Fonolo VCB informs the agent that there is a call waiting and prompts if the agent would like to get connected to the caller. If the agent accepts to connect to the caller, Fonolo VCB then calls the caller via a SIP trunk through Avaya Session Border Controller (SBC) and connects the caller with the available agent. When Fonolo VCB makes an outbound call to the caller and agent via Session Manager, it makes two SIP INVITE requests, one to the available agent and one to the caller, and then mixes the audio within the Fonolo VCB server.

With the auto DTMF1 programmed in the greetings of AAfD, available agents don't have to manually enter the key #1 to connect to the caller, the in-band DTMF key #1 is included in the greeting of the agent as they answer the VCB call.

2. General Test Approach and Test Results

The interoperability compliance testing focused on verifying inbound and outbound call flows between AAfD, Communication Manager, Session Manager and Fonolo VCB. The feature test cases were performed manually. Calls were placed manually from users on the PSTN to a call center Vector Directory Number (VDN). During compliance testing, Call Center Elite within Communication Manager was used. An assumption was made during compliance testing in the vector script to direct callers to Fonolo VCB when no agents are available. When a caller is connected with Fonolo VCB, Fonolo VCB reads the call back number of the caller or asks the caller to input a new call back number. Fonolo VCB recognized the Dual Tone Multi Frequency (DTMF) input provided by the caller confirming the call back number. For compliance testing purposes, agents were made available after the above call between the caller and Fonolo VCB is completed. Fonolo VCB then called into the call center VDN and connected with an available agent. Fonolo VCB provided a recording, informing the agent of a call in waiting, and checked if the agent wanted to get connected to the PSTN caller. The agent is programmed to automatically accept the VCB call by using auto inputted DTMF #1. Fonolo VCB then made the second outbound call to the PSTN caller via Communication Manager and if the PSTN caller answered the call they then connected with the agent.

The serviceability test cases were performed manually by disconnecting and reconnecting the SIP trunk connection to Fonolo VCB.

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 Fonolo did not include use of any specific encryption features as requested by Fonolo.

This test was conducted in a lab environment simulating a basic customer enterprise network environment. The testing focused on the standards-based interface between the Avaya solution and the third-party solution. The results of testing are therefore considered to be applicable to either a premise-based deployment or to a hosted or cloud deployment where some elements of the third-party solution may reside beyond the boundaries of the enterprise network, or at a different physical location from the Avaya components.

Readers should be aware that network behaviors (e.g., jitter, packet loss, delay, speed, etc.) can vary significantly from one location to another and may affect the reliability or performance of the overall solution. Different network elements (e.g., session border controllers, soft switches, firewalls, NAT appliances, etc.) can also affect how the solution performs.

If a customer is considering implementation of this solution in a cloud environment, the customer should evaluate and discuss the network characteristics with their cloud service provider and network organizations and evaluate if the solution is viable to be deployed in the cloud.

The network characteristics required to support this solution are outside the scope of these Application Notes. Readers should consult the appropriate Avaya and third-party documentation for the product network requirements. Avaya makes no guarantee that this solution will work in all potential deployment configurations.

2.1. Interoperability Compliance Testing

The Fonolo VCB application is hosted in a cloud environment by Fonolo and the VCB application was installed and synchronized with the Fonolo on-premise appliances residing in customer's side. SIP trunks were used to connect the VCB application with Communication Manager via Session Manager. The following features and functionality were covered during compliance testing:

- Establishment of SIP trunk connectivity between Fonolo VCB and Session Manager including session refresh.
- Testing of G.711MU codec.
- Incoming calls to a VDN of Communication Manager call center can be redirected to the VCB appliances via the SIP trunk based on vector scripting. Outgoing calls from the VCB appliance to the VDN via Session Manager when callers decide on call back. During this compliance testing, Call Center of Communication Manager was used and is not the scope of these Application Notes.
- The VCB uses SIP INIVTE to make an outbound call to the caller via Avaya SBC who had selected the call back option and merge the call between the caller and available agent.
- In-band DTMF transmission to ensure that options selected by the caller and agent is accepted correctly by Fonolo VCB.
- User-to-User Information (UUI) is sent from Communication Manager to the VCB appliance, and that the same information is sent back to the agent from the VCB appliances.
- SIP trunk redundancy from two VCB appliances to Session Manager.
- Serviceability that includes rebooting the VCB appliance and disabling SIP trunk in Communication Manager.

2.2. Test Results

All test cases were executed and passed with the following exceptions/observations:

- Fonolo VCB only supports G.711Mulaw codec.

2.3. Support

Technical support on Fonolo VCB can be obtained through the following:

- **Phone:** + 1-855-366-2500 (Toll-free)
- **Web:** https://fonolo.com/contact/
- **Email:** support@fonolo.com.

3. Reference Configuration

A simulated enterprise site consisting of Communication Manager, Session Manager and System Manager were used during compliance testing. As shown in **Figure 1**, SIP trunks were used to connect two Fonolo VCB on-premise appliances with Communication Manager via Session Manager. The configuration of Fonolo VCB was done from their cloud and was synched with the Fonolo on-premises appliances via https. Avaya Session Border Controller was used to provide SIP connection to SIP Service Provider for external call to PSTN. A skill set queue is configured on Communication Manager with two AAfD agents belonging to this queue. The configuration allowed the enterprise site to use SIP trunk for calls to and from Fonolo VCB via the Session Manager.

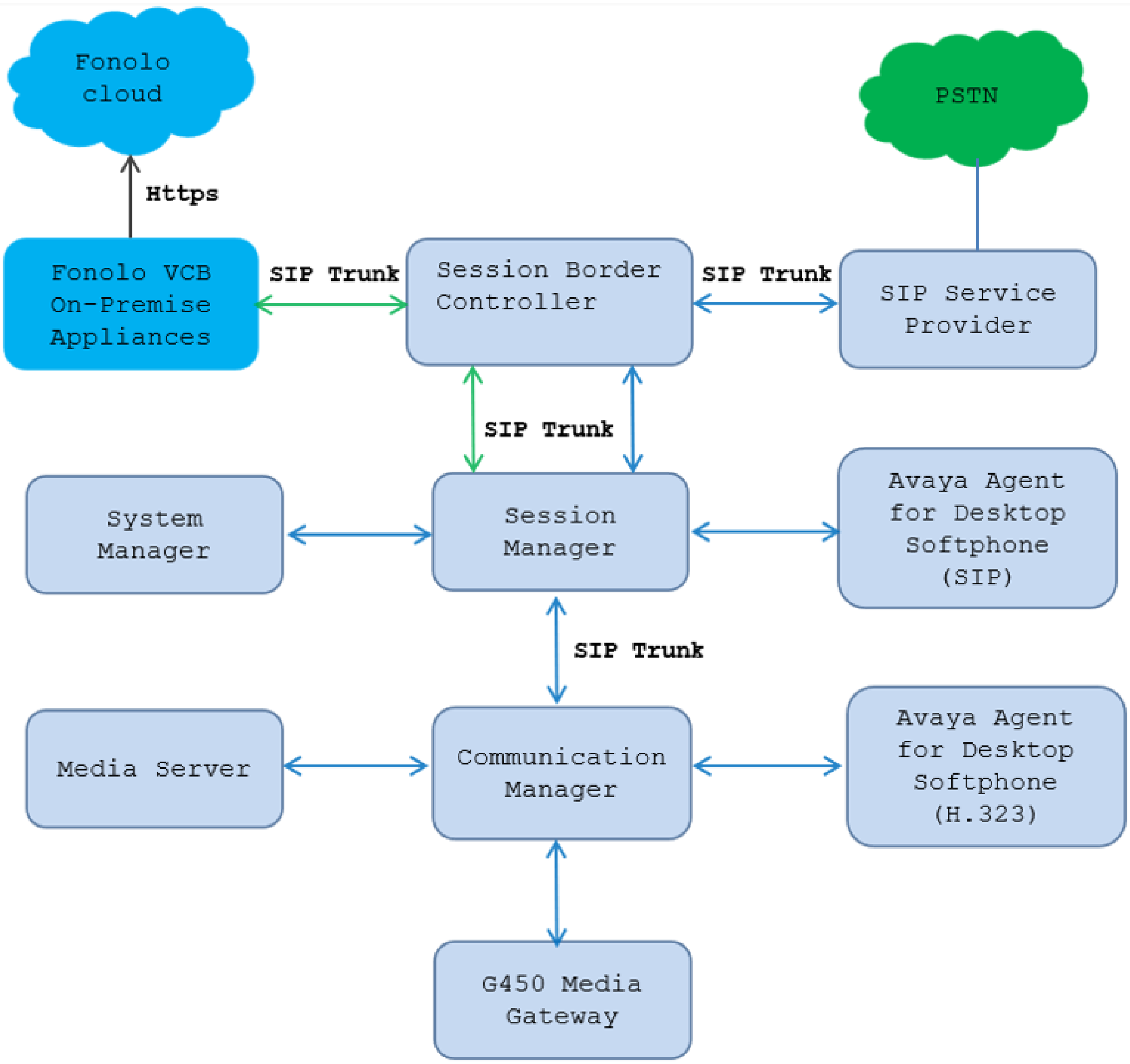


Figure 1: Reference Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on virtual server	10.1.2.0 FP2 01.0.974.0-27783
Avaya Aura® Media Server running on virtual server	10.1.0.125
Avaya G450 Media Gateway	42.08
Avaya Aura® System Manager running on virtual server	10.1.2.0 Software Update Revision No: 10.1.2.0.0715476 Feature Pack 2
Avaya Aura® Session Manager running on virtual server	10.1.2.0.1012016
Avaya Session Border Controller	10.1.1.0-35-21872
Avaya IP Deskphones - 9641GS (H.323) - 9611G (SIP)	 6.853 7.1.9.0.8
Avaya Agent for Desktop (SIP and H.323)	2.0.6.25
Fonolo Voice Call-Backs On-premise Appliance	Version 3.3

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The Communication Manager configuration was performed using the System Access Terminal (SAT). Some screens in this section have been abridged and highlighted for brevity and clarity in presentation.

The administration of the routing and basic connectivity between Communication Manager and Session Manager or the setting up of skill set, hunt group, vectors for a call center type environment on the Communication Manager are not the focus of these Application Notes. However, some details are provided only for informational purposes and completeness.

5.1. Verify Communication Manager License

Log into Communication Manager from the System Access Terminal to verify that the Communication Manager license has the appropriate permissions for features illustrated in these Application Notes. Use the "display system-parameters customer-options" command. Navigate to **Page 2** and verify that there is sufficient remaining capacity for SIP trunks by comparing the **Maximum Administered SIP Trunks** field value with the corresponding value in the **USED** column.

If an additional license is required, contact an authorized Avaya Sales or Reseller representative.

```
display system-parameters customer-options                    Page  2 of  12
                                OPTIONAL FEATURES

IP PORT CAPACITIES                                          USED
                 Maximum Administered H.323 Trunks: 12000     20
       Maximum Concurrently Registered IP Stations: 18000      7
         Maximum Administered Remote Office Trunks: 12000      0
Max Concurrently Registered Remote Office Stations: 18000      0
          Maximum Concurrently Registered IP eCons:  414       0
     Max Concur Reg Unauthenticated H.323 Stations:   100      0
                    Maximum Video Capable Stations:  41000     1
               Maximum Video Capable IP Softphones:  18000    12
                   Maximum Administered SIP Trunks: 40000     64
  Max Administered Ad-hoc Video Conferencing Ports: 24000      0
   Max Number of DS1 Boards with Echo Cancellation: 999    0
```

5.2. Administer IP Node Names

Use the "change node-names ip" command and add an entry for Session Manager. In this case, **SM10** and **10.33.1.42** are entered as **Name** and **IP Address**. Note the **procr** and **10.33.1.43** entry, which is the node **Name** and **IP address** for the processor board. These values will be used later to configure the SIP signaling to Session Manager in **Section 5.5**.

```
change node-names ip
                                  IP NODE NAMES
    Name              IP Address
AMS1                10.33.1.44
default             0.0.0.0
SM10                10.33.1.42
lsp                 10.33.1.7
procr               10.33.1.43
```

5.3. Administer IP Codec Set

Use the "change ip-codec-set n" command, where "n" is the codec set number. Update the audio codec types in the **Audio Codec** fields as necessary. As per the observation noted in **Section** Error! Reference source not found.**,** configure only **G.711MU**. The codec shown below was used in the compliance testing.

```
change 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.711MU          n          2        20
 2:                  n          2        20
 3:

     Media Encryption                   Encrypted SRTCP: best-effort
 1: 1-srtp-aescm128-hmac80
 2: none
```

5.4. Administer IP Network Region

Use the "change ip-network-region n" command, where "n" is the existing far-end network region number used by the SIP signaling group from **Section** Error! Reference source not found.**5**.

For **Authoritative Domain**, enter the applicable domain for the network. Enter a descriptive **Name**. Enter "yes" for **Intra-region IP-IP Direct Audio** and **Inter-region IP-IP Direct Audio**, as shown below. For **Codec Set**, enter an available codec set number for integration with Fonolo VCB.

```
change ip-network-region 1                                     Page  1 of  20
                               IP NETWORK REGION
  Region: 1       NR Group: 1
Location: 1       Authoritative Domain: avayalab.com
    Name: Loc-1                  Stub Network Region: n
MEDIA PARAMETERS                 Intra-region IP-IP Direct Audio: yes
      Codec Set: 1               Inter-region IP-IP Direct Audio: yes
   UDP Port Min: 2048                       IP Audio Hairpinning? n
   UDP Port Max: 3329
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      AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS                                       RSVP Enabled? n
  H.323 Link Bounce Recovery? y
 Idle Traffic Interval (sec): 20
   Keep-Alive Interval (sec): 5
            Keep-Alive Count: 5
```

5.5. Administer SIP Signaling Group

Use the "add signaling-group n" command, where "n" is an available signaling group number, in this case "1". Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Group Type:** Set it as "sip",
- **Transport Method:** Set is as "tls".
- **Near-end Node Name:** Enter the "procr" interface of Communication Manager.
- **Far-end Node Name:** Enter the node name for Session Manager.
- **Near-end Listen Port:** Enter the TLS port for the SIP trunk to Session Manager.
- **Far-end Listen Port:** The same port number as in **Near-end Listen Port**.
- **Far-end Network Region:** Enter the existing network region to use with Session Manager.

- **Far-end Domain:** The applicable SIP domain name for the network.
- **Direct IP-IP Audio Connections?:** Set is as “y”.

```
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? n  Peer Server: SM                      Clustered? n
 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: SM10
 Near-end Listen Port: 5061                 Far-end Listen Port: 5061
                                         Far-end Network Region: 1

Far-end Domain: avayalab.com
                                              Bypass If IP Threshold Exceeded? n
Incoming Dialog Loopbacks: eliminate                   RFC 3389 Comfort Noise? n
         DTMF over IP: rtp-payload             Direct IP-IP Audio Connections? y
Session Establishment Timer(min): 3                     IP Audio Hairpinning? n
         Enable Layer 3 Test? y                    Initial IP-IP Direct Media? n
H.323 Station Outgoing Direct Media? n             Alternate Route Timer(sec): 6
```

5.6. Administer SIP Trunk Group

Use the “add trunk-group n” command, where “n” is an available trunk group number, in this case “1”. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Group Type:** Set is as “sip”.
- **Group Name:** Enter a descriptive name.
- **TAC:** Enter an available trunk access code.
- **Service Type:** Set is as “tie”.
- **Signaling Group:** Enter the signaling group that has been created in **Section 5.5**.
- **Number of Members**: Enter number of SIP trunk members, in this case “10” was used.

```
add trunk-group 1                                              Page   1 of   5
                                TRUNK GROUP
Group Number: 1                    Group Type: sip          CDR Reports: y
  Group Name: Private Trunk               COR: 1        TN: 1        TAC: #01
   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
```

Navigate to **Page 3** and enter “private” for **Numbering Format**.

```
add trunk-group 3                                                         Page   3 of   4
TRUNK FEATURES
          ACA Assignment? n            Measured: none
                                                              Maintenance Tests? y

   Suppress # Outpulsing? n  Numbering Format: private
                                                    UUI Treatment: service-provider

                                                     Replace Restricted Numbers? y
                                                    Replace Unavailable Numbers? y

                                                      Hold/Unhold Notifications? y
                                Modify Tandem Calling Number: no



 Show ANSWERED BY on Display? y
```

Navigate to **Page 5** and enter “y” for the **Convert 180 to 183 for Early Media?** field as shown below.

```
add trunk-group 3                                                  Page   4 of   4
                              PROTOCOL VARIATIONS

                                       Mark Users as Phone? n
Prepend '+' to Calling/Alerting/Diverting/Connected Number? n
                       Send Transferring Party Information? n
                                  Network Call Redirection? y
          Build Refer-To URI of REFER From Contact For NCR? n
                                     Send Diversion Header? y
                                   Support Request History? n
                              Telephone Event Payload Type: 101


                       Convert 180 to 183 for Early Media? y
                 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
```

5.7. Administer Private Numbering

Use the “change private-numbering 0” command, to define the calling party number to send to Fonolo VCB. Add an entry for the trunk group defined in **Section 5.6**. In the example shown below, all calls originating from a 4-digit extension beginning with **33** and **34** and routed to trunk group **1** will result in a 4-digit calling number. The calling party number will be in the SIP “From” header.

```
change private-numbering 0                                     Page   1 of
2
                           NUMBERING - PRIVATE FORMAT

Ext Ext                    Trk        Private           Total
Len Code                   Grp(s)     Prefix            Len
 4  33                     1                            4  Total Administered: 15
 4  34                     1                            4     Maximum Entries: 540
```

5.8. Administer Dial Plan

This section provides a sample dial plan used for routing calls with dialed digits 78xxx to Fonolo VCB. Use the “change dialplan analysis 0” command and add an entry to specify the use of digits pattern **78**, as shown below.

```
change dialplan analysis                                       Page  1 of  12
                             DIAL PLAN ANALYSIS TABLE
                                   Location: all          Percent Full: 5

    Dialed   Total  Call      Dialed   Total  Call      Dialed   Total  Call
    String   Length Type      String   Length Type      String   Length Type
 0              3  fac      33           4  ext      #              3  dac
 1              4  ext      34           4  ext
 1              11 udp      45           4  aar
 78             5  udp      46           4  aar
```

5.9. Administer Uniform Dial Plan

This section provides a sample AAR routing used for routing calls with dialed digits 78xxx to Fonolo VCB. Note that other routing methods may be used. Use the “change uniform-dialplan 0” command and add an entry to specify the use of AAR for routing of digits **78**xxx, as shown below.

```
change uniform-dialplan 0                                      Page  1 of   2
                       UNIFORM DIAL PLAN TABLE
                                                               Percent Full:
0

  Matching                      Insert                Node
  Pattern             Len Del       Digits         Net Conv Num
 1                    11  0                        ars n
 35                   4   0                        aar n
 78                   5   0                        aar n
```

5.10. Administer Route Pattern

Use the "change route-pattern n" command, where "n" is an existing route pattern number to be used to reach Fonolo VCB, in this case "1". Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Pattern Name:** Enter a descriptive name.
- **Grp No:** The SIP trunk group number from **Section 5.6**.
- **FRL:** A level that allows access to this trunk, with 0 being least restrictive.
- **Numbering Format**: Set to "lev0-pvt" which is private numbering plan.

```
change route-pattern 1                                          Page   1 of   4
                    Pattern Number: 1      Pattern Name: SIP-TLS-To-SM
    SCCAN? n    Secure SIP? n     Used for SIP stations? n

    Grp FRL NPA Pfx Hop Toll No.  Inserted                            DCS/ IXC
    No          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 LAR
    0 1 2 M 4 W     Request                                 Dgts Format
 1: y y y y y n  n            rest                               lev0-pvt  next
 2: y y y y y n  n            rest                                         none
 3: y y y y y n  n            rest                                         none
 4: y y y y y n  n            rest                                         none
 5: y y y y y n  n            rest                                         none
 6: y y y y y n  n            rest                                         none
```

5.11. Administer AAR Analysis

Use the "change aar analysis 78" command and add an entry to specify how to route calls to 78xxx. In the example shown below, calls with digits **78**xxx will be routed as an AAR call using route pattern "1" from **Section 010**.

```
change aar analysis 78                                          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
    78                    5    5     1         aar            n
```

5.12. Administer Agent Login ID

To add an **Agent LoginID**, use the command "**add agent-loginID <agent ID>**" for each agent. In the compliance test, three agent login IDs 1000, 1001 and 1002 were created.

```
add agent-loginID 1000                                          Page   1 of   2
                                 AGENT LOGINID

                Login ID: 1000                                      AAS? n
                    Name: Agent 1000                              AUDIX? n
                      TN: 1
                     COR: 1
           Coverage Path:                               LWC Reception: spe
           Security Code: 1234                 LWC Log External Calls? n
           Attribute:                        AUDIX Name for Messaging:

                                     LoginID for ISDN/SIP Display? n
                                                            Password:
                                           Password (enter again):
                                                         Auto Answer:
station
                                                   MIA Across Skills: system
 AUX Agent Considered Idle (MIA)? system   ACW Agent Considered Idle: 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** of the **Agent LoginID** form, set the skill number (**SN**) to hunt group 1, which is the hunt group (skill) that the agents will log into.

```
add agent-loginID 1000                                          Page   2 of   2
                                 AGENT LOGINID
      Direct Agent Skill:                                Service Objective? n
Call Handling Preference: skill-level                Local Call Preference? n

    SN   RL SL          SN   RL SL
 1: 1       1       16:
 2:                 17:
 3:                 18:
 4:                 19:
 5:                 20:
 6:
 7:
 8:
 9:
10:
11:
12:
13:
14:
15:
```

5.13. Administer Hunt Group

This section provides the Hunt Group configuration for the call center agents. Agents will log into Hunt Group 1 configured below. Provide a descriptive name and set the **Group Extension** field to a valid extension. Enable the **ACD**, **Queue**, and **Vector** options. This hunt group will be specified in the **Agent LoginIDs** configured in **Section 5.12**.

```
add hunt-group 1                                                Page   1 of   4
                              HUNT GROUP

            Group Number: 1                                  ACD? y
              Group Name: Skill-1                          Queue? y
         Group Extension: 3320                            Vector? y
              Group Type: ucd-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:
```

5.14. Administer Vector

Use the command “change vector n” where “n” is the vector number from 1-8000. The example of the vector **12** with the basic scripting is shown below. This section provides a sample vector that was used during the compliance testing. When a call is directed to this vector it provides the caller with an option to press “1” or stay in the queue if all agents are busy. If caller presses “1”, then the call is routed to “78000”, which is the number to dial out to VCB. Also, in “Step 8” a line was added to send UUI information to Fonolo VCB for testing purposes.

```
change vector 12                                                Page   1 of   6
                                  CALL VECTOR

    Number: 12               Name: To-Fonolo
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
01 wait-time    5   secs hearing 1104     then silence
02 goto step    11           if staffed-agents   in skill 1           =  0
03 goto step    7            if expected-wait    for skill 1    pri m  >= 10
04 queue-to     skill 1    pri m
05
06
07 collect      1    digits after announcement 1107     for none
08 set          A      = digits   CATR   0123456789
09 route-to     number 78000                    cov n if digit          =  1
10 goto step    4            if unconditionally
11 disconnect   after announcement none
12 stop
```

5.15. Administer VDN

Use the "add vdn n" command to add a VDN number. In the **Destination** field, enter **Vector Number 12** as configured in **Section 5.14** above, enter a VDN name in the **Name** field and keep other fields at their default values.

Note that the VDN name **VDN3340** in the **Name** field will be used in the greeting of Avaya Agent for Desktop in **Section 7**.

```
add vdn 3340                                                Page  1 of   3
                            VECTOR DIRECTORY NUMBER

                             Extension: 3340
                                 Name*: VDN3340
                           Destination: Vector Number        12
                   Attendant Vectoring? n
                  Meet-me Conferencing? n
                    Allow VDN Override? n
                                   COR: 1
                                   TN*: 1
                              Measured: both     Report Adjunct Calls as
ACD*? n
        Acceptable Service Level (sec): 20
        VDN of Origin Annc. Extension*:
                            1st Skill*:
                            2nd Skill*:
                            3rd Skill*:
```

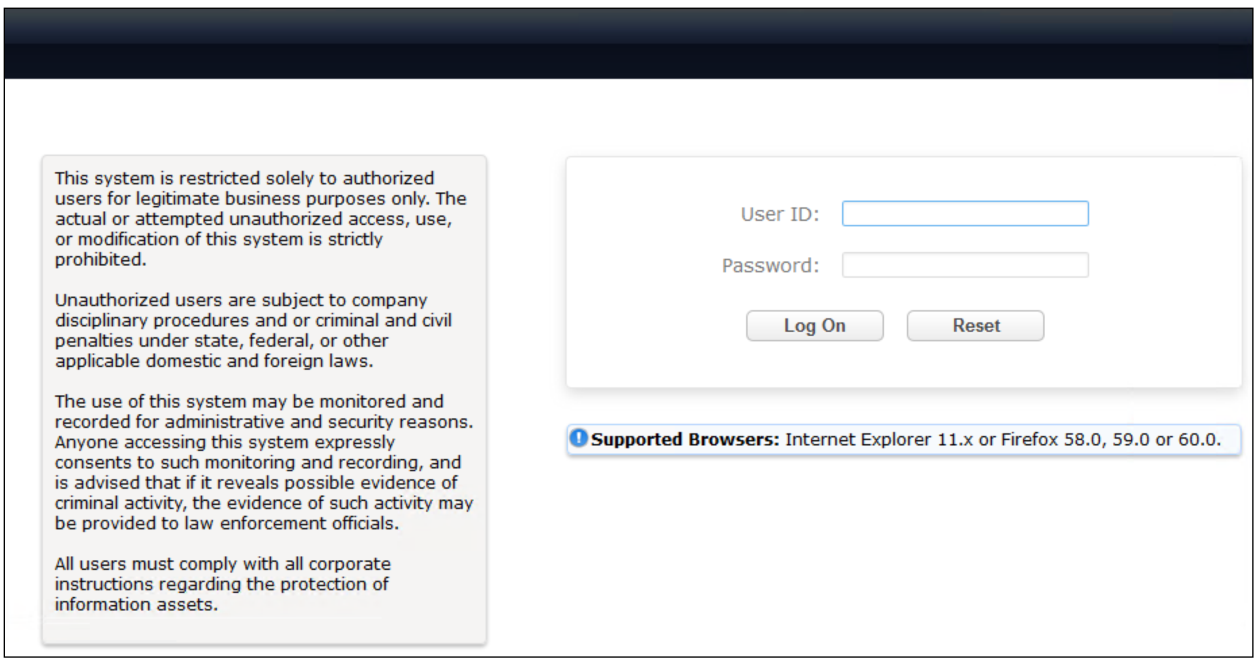
6. Configure Avaya Aura® Session Manager

This section provides the procedures for configuring Session Manager. The procedures include the following areas:

- Launch System Manager.
- Administer Domain.
- Administer Locations.
- Administer SIP Entities.
- Administer Routing Policies.
- Administer Dial Patterns.

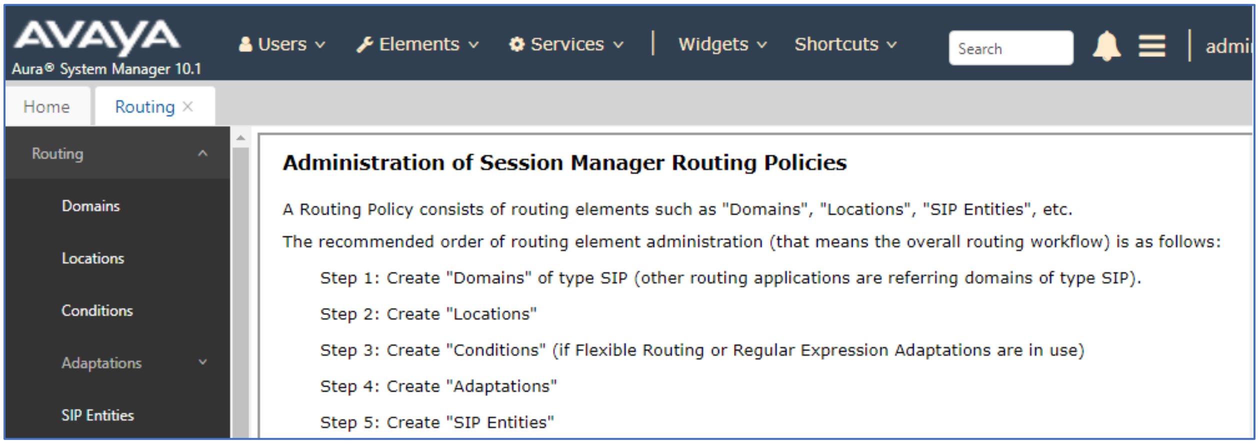
6.1. Launch System Manager

Access the System Manager web interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of System Manager. Log in using the appropriate credentials.

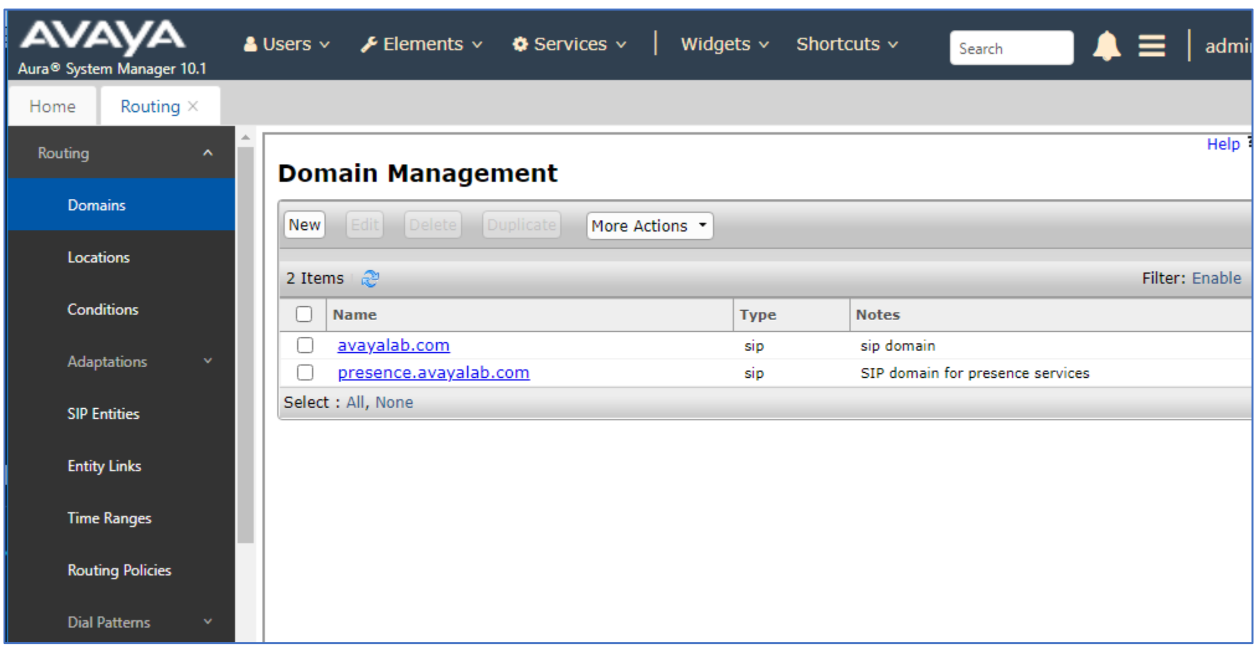


6.2. Administer Domain

In the subsequent screen (not shown), select **Elements → Routing** to display the **Administration of Session Manager Routing Policies** screen below. Select **Routing → Domains** from the left pane, and click **New** in the subsequent screen (not shown) to add a new domain:



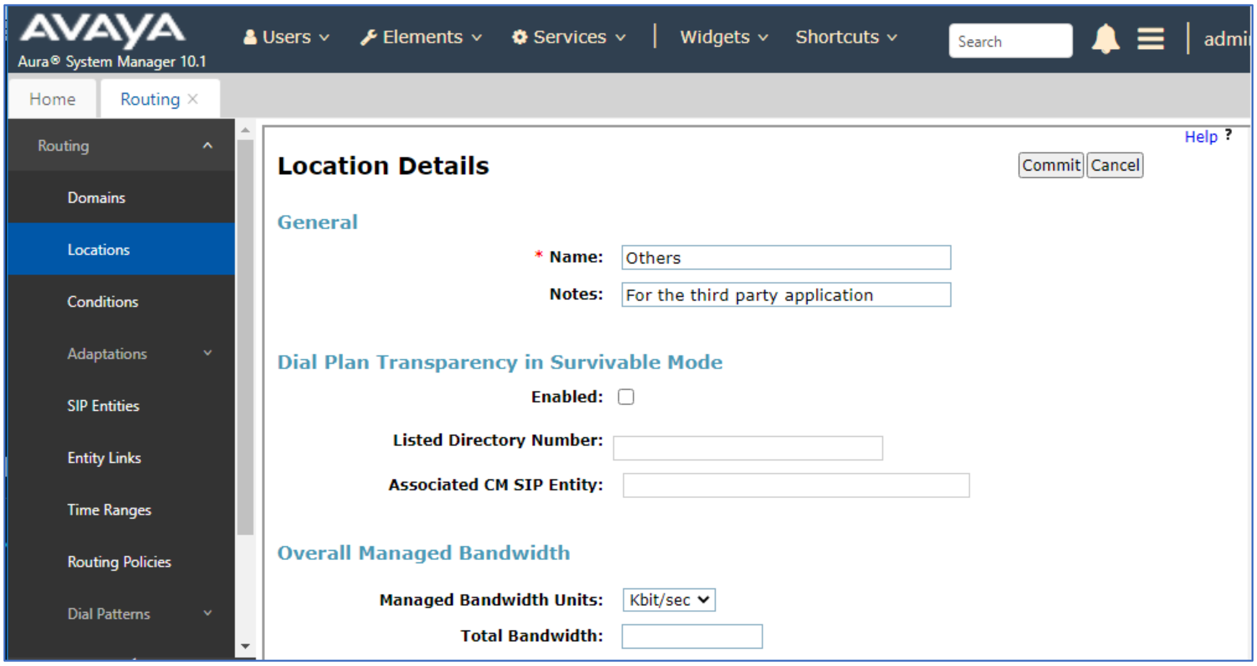
The **Domain Management** screen is displayed. In the **Name** field enter the domain name, select "sip" from the **Type** drop down menu and provide any optional **Notes**.



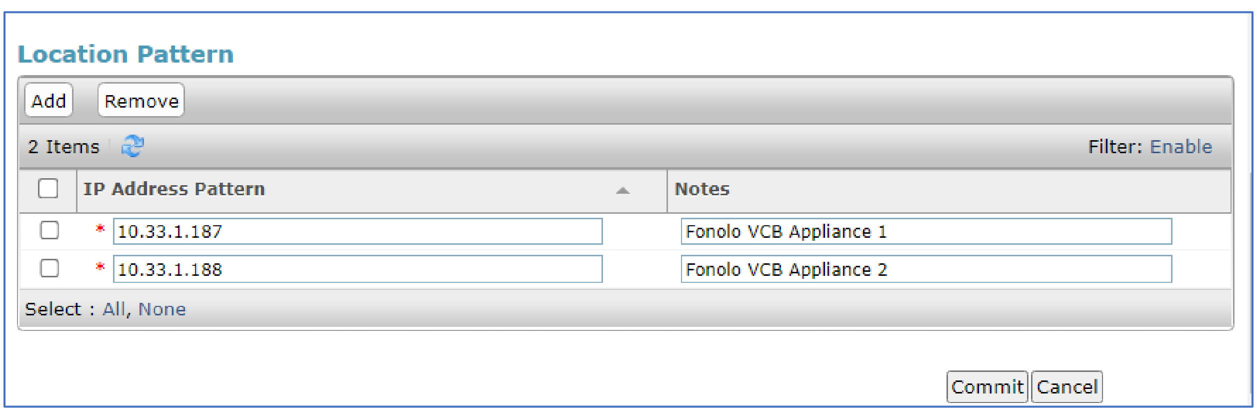
6.3. Administer Locations

Select **Routing → Locations** from the left pane and click **New** in the subsequent screen (not shown) to add a new location for VCB.

The **Location Details** screen is displayed. In the **General** sub-section, enter a descriptive **Name** and optional **Notes**. Retain the default values in the remaining fields.



Scroll down to the **Location Pattern** sub-section, click **Add** and enter the IP address of all devices involved in the compliance testing in **IP Address Pattern**, as shown below. Retain the default values in the remaining fields.

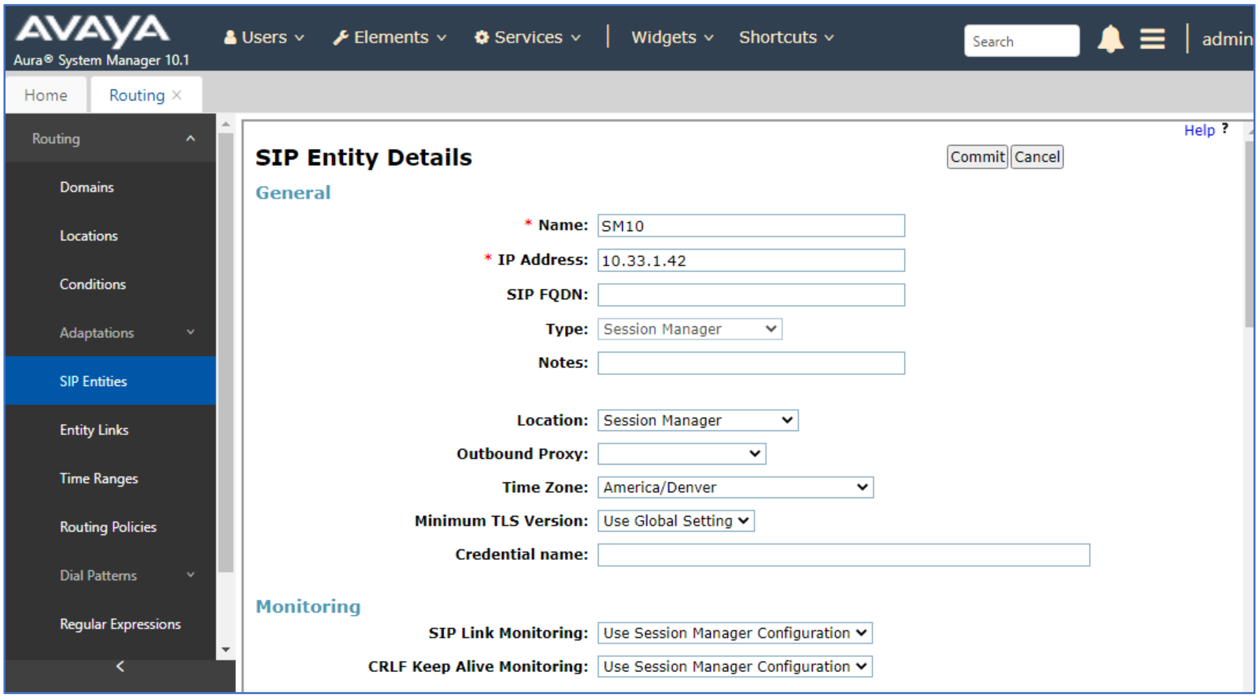


6.4. Administer SIP Entities

A SIP Entity must be added for Session Manager and for each SIP telephony system connected to Session Manager, which includes Communication Manager and Fonolo VCB appliances.

6.4.1. Configure Session Manager SIP Entity

The following screen shows the previously configured Session Manager SIP Entity named **SM10**. The IP address of Session Manager's signaling interface is entered for **IP Address** as "10.33.1.42".

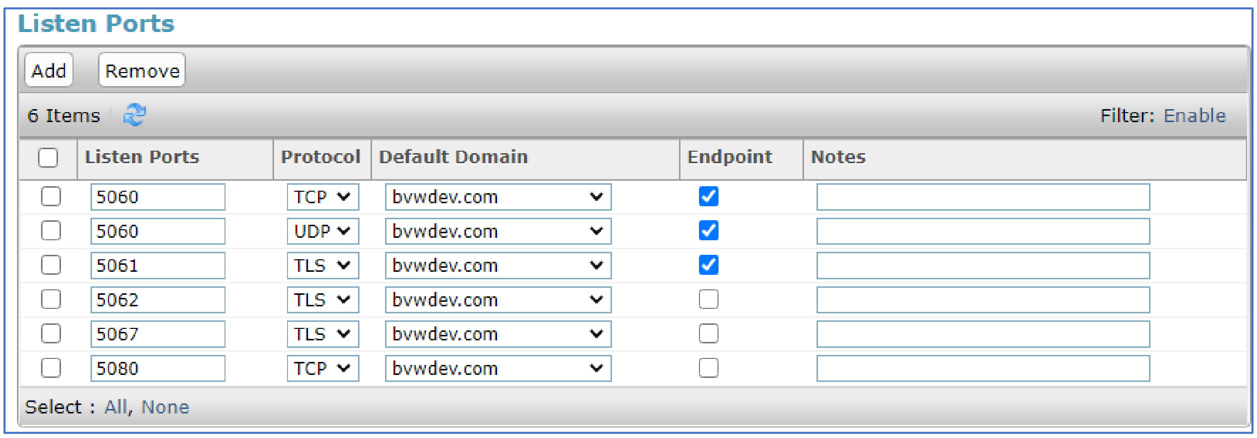


The ports need to be defined in Session Manager for other endpoints to connect to; scroll down to the **Listen Ports** section of the **SIP Entity Details** screen. Note that this section is only present for the **Session Manager** SIP Entity.

In the **Listen Ports** section, click **Add** and enter the following values. Use default values for all remaining fields:

- **Port**: Port number on which Session Manager listens for SIP requests.
- **Protocol**: Transport protocol to be used with this port.
- **Default Domain**: The default domain associated with this port. For the compliance test, this was the enterprise SIP Domain.

The compliance test used port **5060** for **UDP** and **5061** for **TLS** for connecting to the Fonolo appliance and Communication Manager.

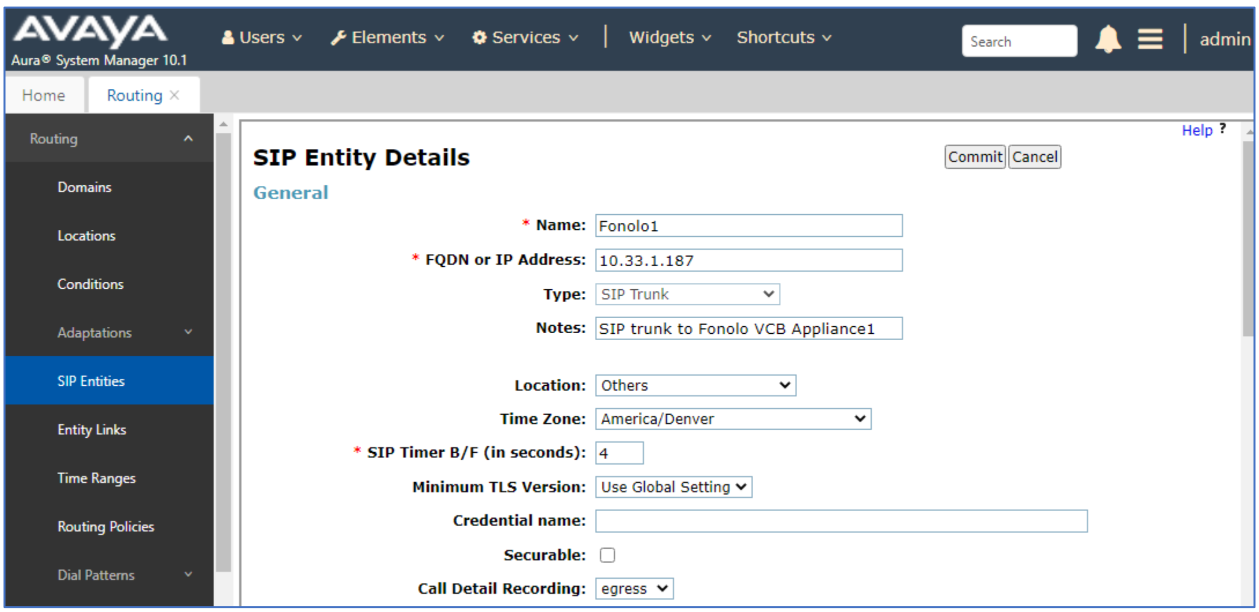


6.4.2. SIP Entity for Fonolo Voice Call-Backs

Select **Routing → SIP Entities** from the left pane and click **New** in the subsequent screen (not shown) to add a new SIP entity for VCB.

The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

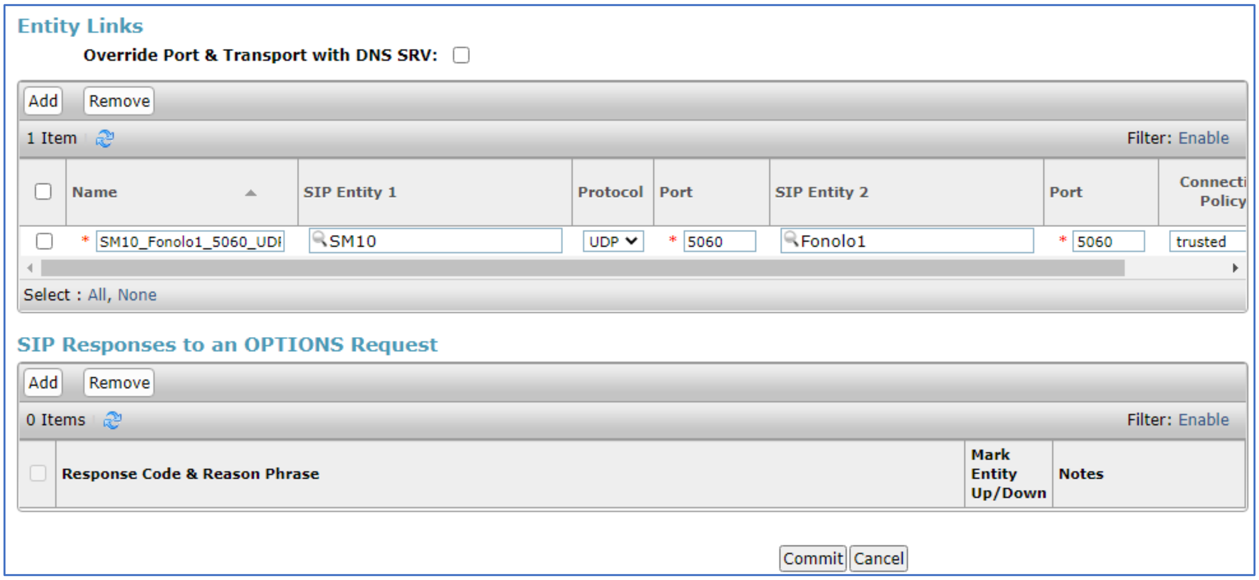
- **Name:** Enter a descriptive name.
- **FQDN or IP Address:** The IP address of Fonolo VCB appliance
- **Type:** Set is as “SIP tunk”.
- **Notes:** Enter desired notes.
- **Location:** Select the VCB location name from **Section 0**.
- **Time Zone:** Select the applicable time zone.
- **SIP Link Monitoring:** Select “Link Monitoring Enabled” (not shown).



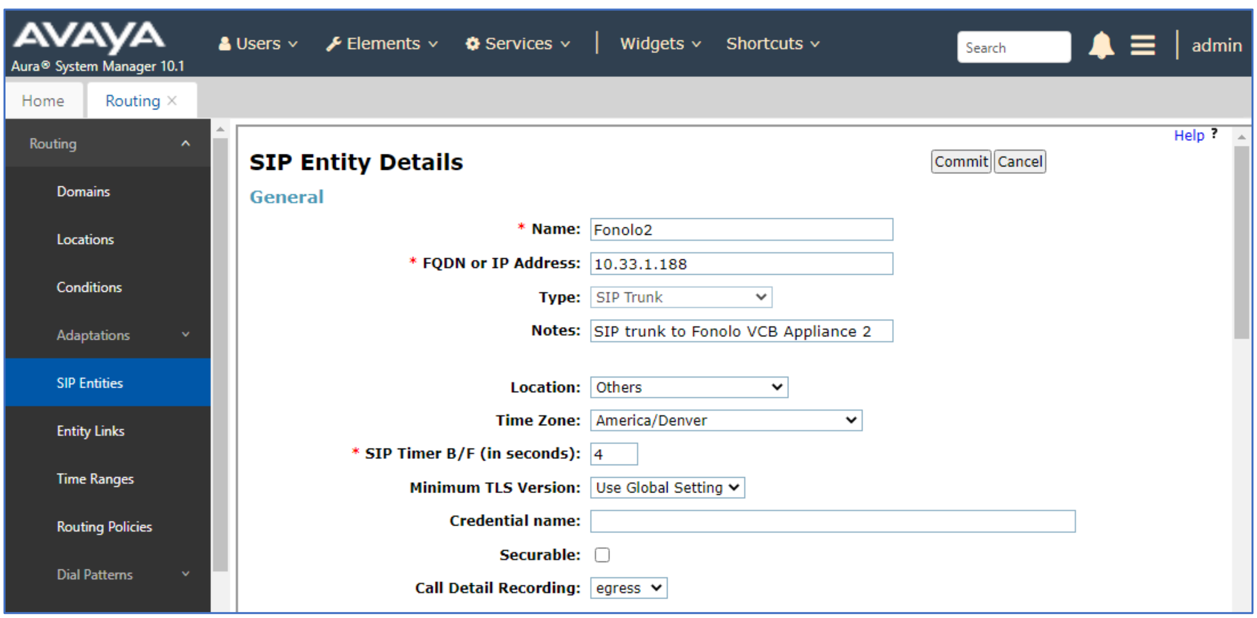
Scroll down to the **Entity Links** sub-section and click **Add** to add an entity link. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** Enter a descriptive name.
- **SIP Entity 1:** The Session Manager entity name, in this case “SM10”.
- **Protocol:** Set it as “UDP”.
- **Port:** Set it as “5060”.
- **SIP Entity 2:** The VCB entity name from this section.
- **Port:** Set it as “5060”.
- **Connection Policy:** **Select** “trusted”.

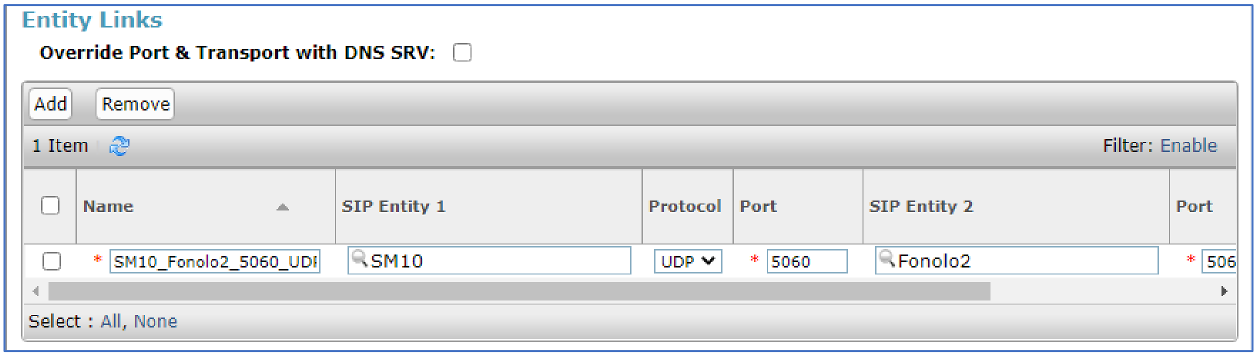
Note that only **UDP** protocol was tested.



Repeat the procedure above to add another SIP entity for VCB, during the compliance testing two Fonolo appliances were used for outgoing and incoming calls between Communication Manager and Fonolo appliances.



The screen below shows the entity link for the Fonolo VCB appliance server 2.

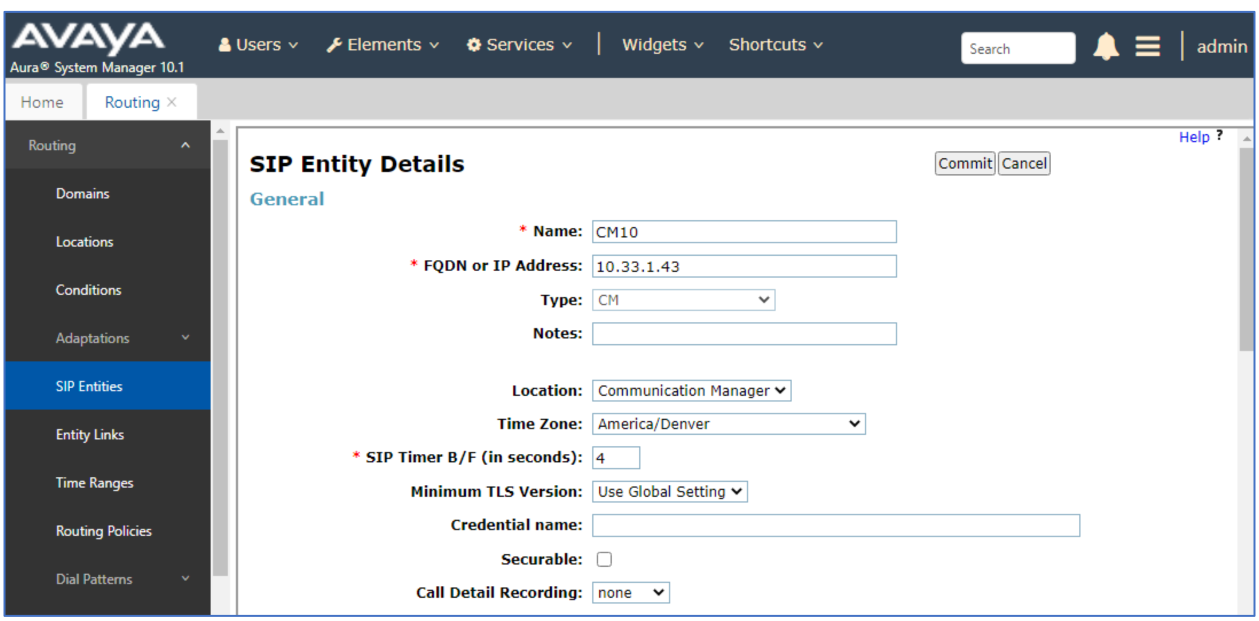


6.4.3. SIP Entity for Communication Manager

Select **Routing → SIP Entities** from the left pane and click **New** in the subsequent screen (not shown) to add a new SIP entity for Communication Manager. Note that the screen below shows the previously configured SIP Entity of Communication Manager; it is shown here for reference and display purposes.

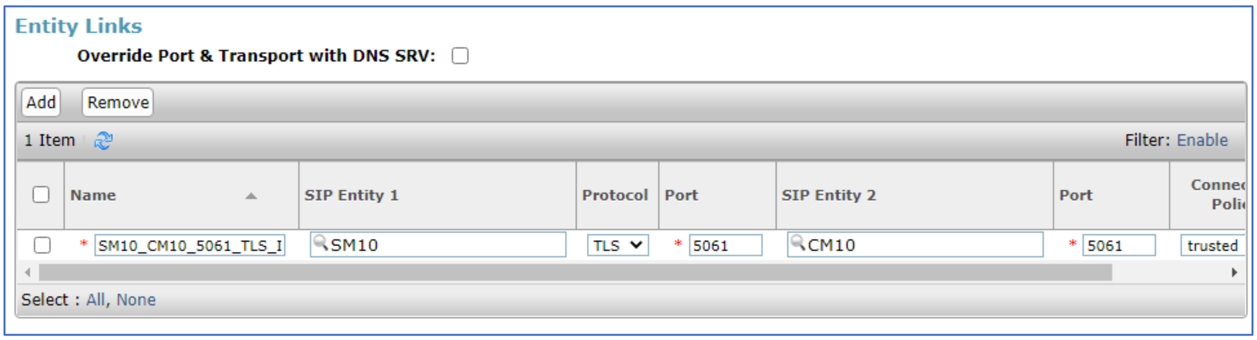
The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** Enter a descriptive name.
- **FQDN or IP Address:** The IP address of the processor interface.
- **Type:** Select "CM".
- **Notes:** Any desired notes.
- **Location:** Select the applicable location for Communication Manager.
- **Time Zone:** Select the applicable time zone.



Scroll down to the **Entity Links** sub-section and click **Add** to add an entity link. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **SIP Entity 1:** The Session Manager entity name, in this case “SM10”.
- **Protocol:** The signaling group transport “TLS” method.
- **Port:** The signaling group listen port “5061”.
- **SIP Entity 2:** The Communication Manager entity name from this section.
- **Port:** The signaling group listen port 5061.
- **Connection Policy:** Select “trusted”.



6.5. Administer Routing Policies

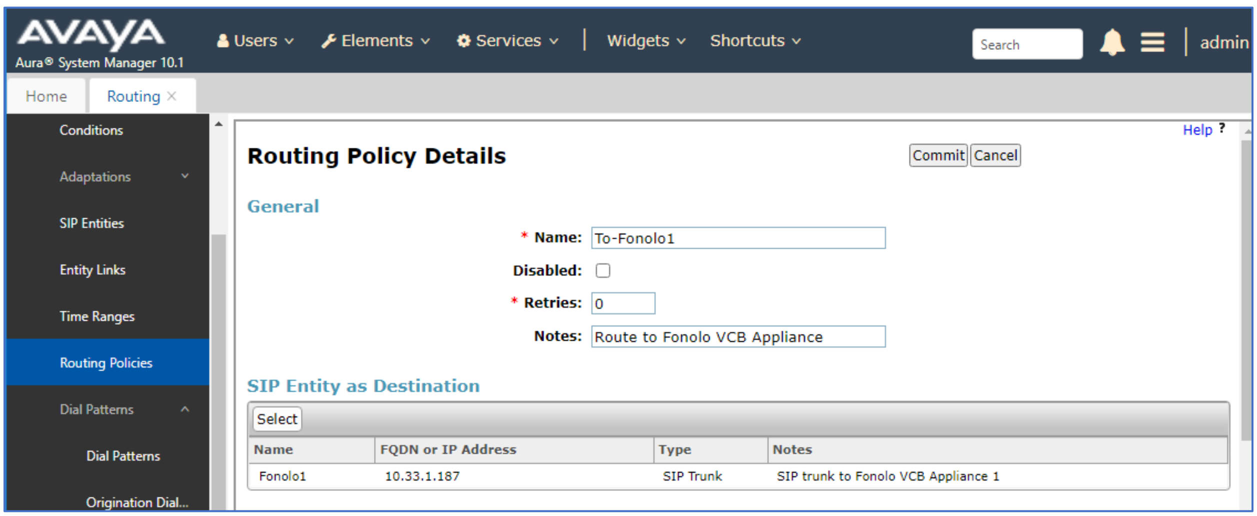
Add two new routing policies, one for VCB and one for the new SIP trunks with Communication Manager.

6.5.1. Routing Policy for Fonolo VCB

Select **Routing → Routing Policies** from the left pane and click **New** in the subsequent screen (not shown) to add a new routing policy for VCB.

The **Routing Policy Details** screen is displayed. In the **General** sub-section, enter a descriptive **Name**, and retain the default values in the remaining fields.

In the **SIP Entity as Destination** sub-section, click **Select** and select the Fonolo SIP entity name from **Section 6.4.2**. In the **Time-of-Day** sub-section, enter "0" for **Ranking**. Ranking option is only configured for the two outgoing routing policies of VCB so that calls can be load balanced. The screen below shows the result of the selection.

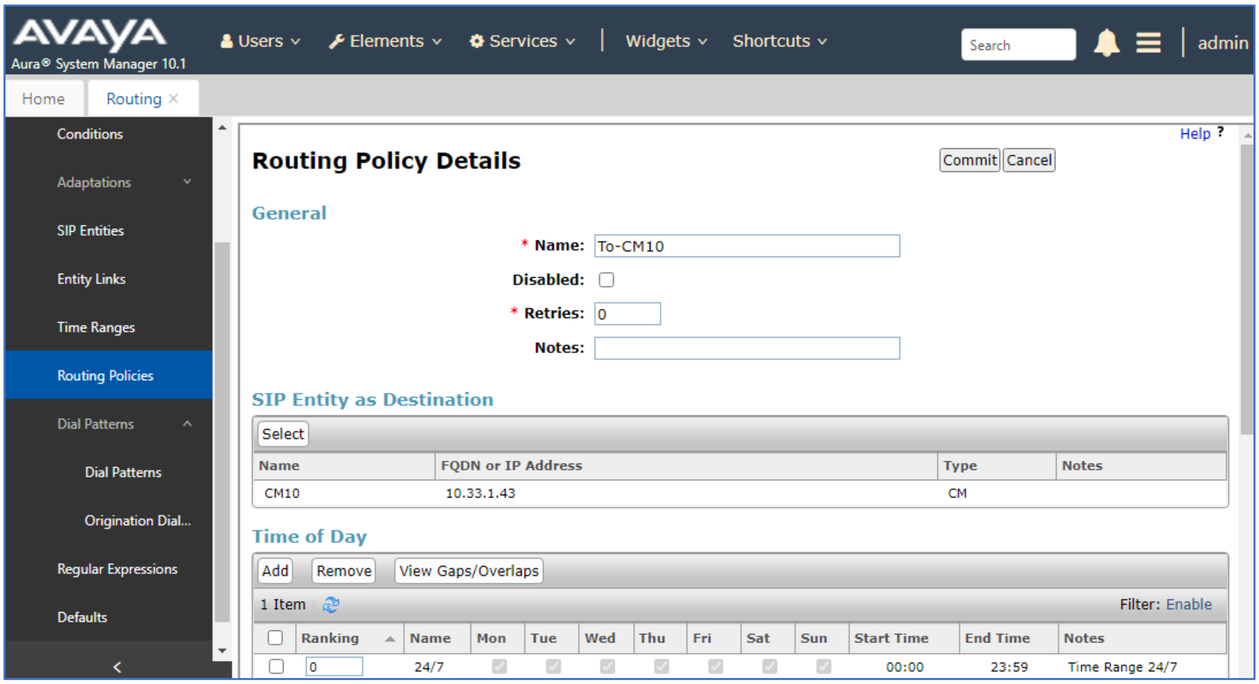


6.5.2. Routing Policy for Communication Manager

Select **Routing → Routing Policies** from the left pane and click **New** in the subsequent screen (not shown) to add a new routing policy for Communication Manager.

The **Routing Policy Details** screen is displayed. In the **General** sub-section, enter a descriptive **Name**, and retain the default values in the remaining fields.

In the **SIP Entity as Destination** sub-section, click **Select** and select the Communication Manager entity name from **Section 6.4.33**. The screen below shows the result of the selection.



6.6. Administer Dial Patterns

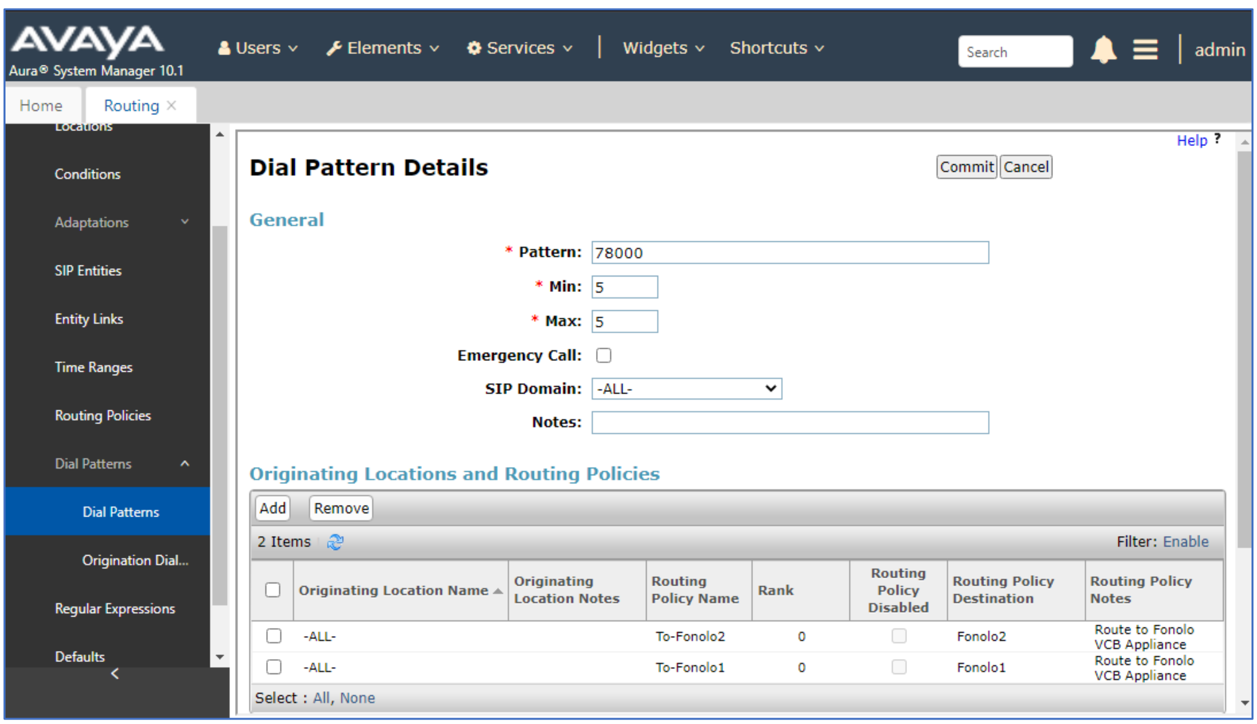
Add a new dial pattern for Fonolo VCB and Communication Manager.

6.6.1. Dial Pattern for Fonolo VCB

Select **Routing → Dial Patterns** from the left pane and click **New** in the subsequent screen (not shown) to add a new dial pattern to reach the Fonolo appliance. The **Dial Pattern Details** screen is displayed. In the **General** sub-section, enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Pattern:** A dial pattern to match, in this case "78000"
- **Min:** The minimum number of digits to match
- **Max:** The maximum number of digits to match
- **SIP Domain:** The signaling group domain name from **Section 6.2**

In the **Originating Locations and Routing Policies** sub-section, click **Add** and create an entry for reaching the Fonolo VCB. In the compliance testing, the entry allowed for call originations from all Communication Manager endpoints in locations "All". The VCB routing policy from **Section 6.5.1** was selected as shown below. Note that two routing policies have been selected since during this compliance testing, two outgoing routing policies were configured for calls made from Communication Manager to VCB.

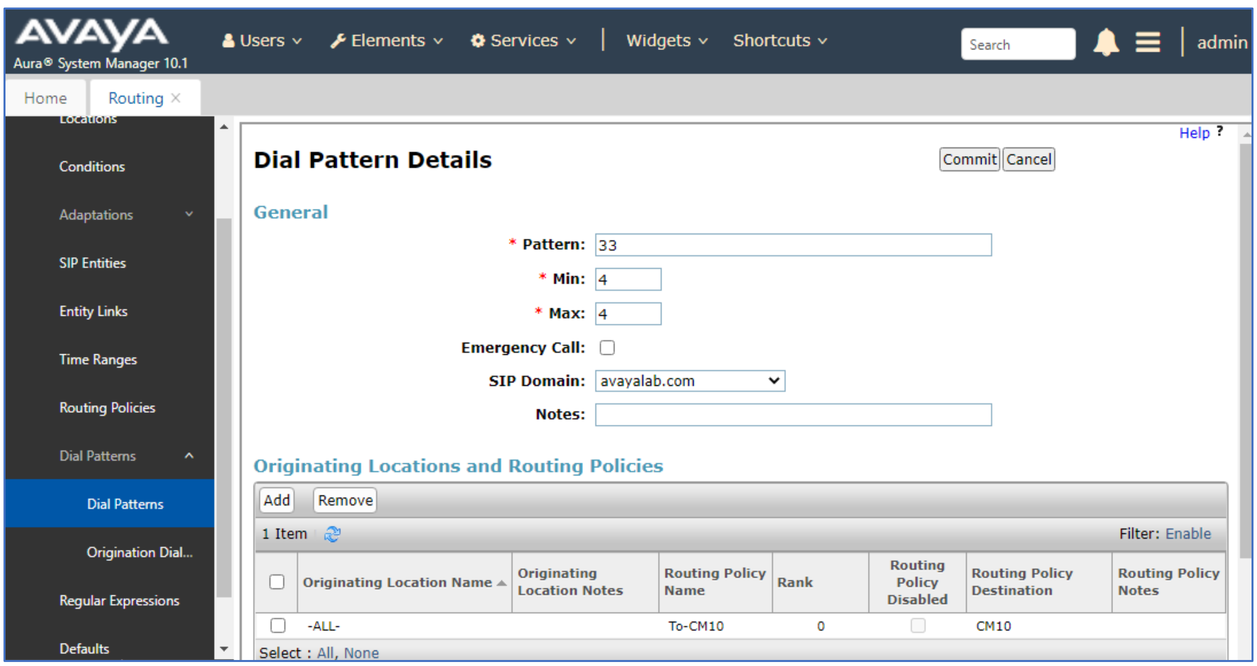


6.6.2. Dial Pattern for Communication Manager

Select **Routing → Dial Patterns** from the left pane and click **New** in the subsequent screen (not shown) to add a new dial pattern to reach Communication Manager. The **Dial Pattern Details** screen is displayed. In the **General** sub-section, enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Pattern:** A dial pattern to match, in this case "33"
- **Min:** The minimum number of digits to match
- **Max:** The maximum number of digits to match
- **SIP Domain:** The signaling group domain name from **Section 6.2**

In the **Originating Locations and Routing Policies** sub-section, click **Add** and create an entry for reaching Communication Manager. In the compliance testing, the entry allowed for call originations from all VCB endpoints in all locations. The Communication Manager routing policy from **Section 6.5.2** was selected as shown below.

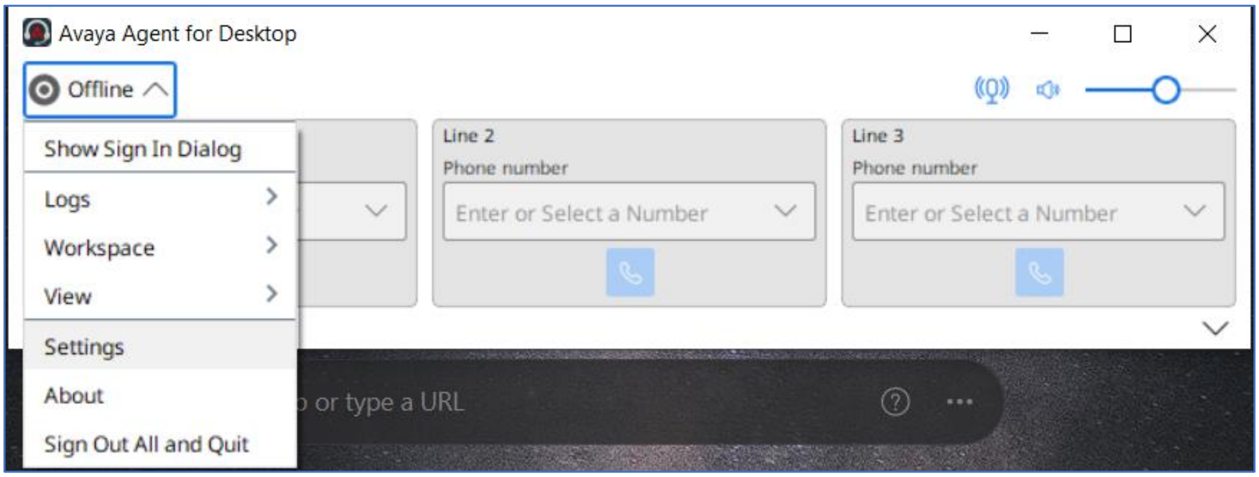


7. Configure Avaya Agent for Desktop Softphone

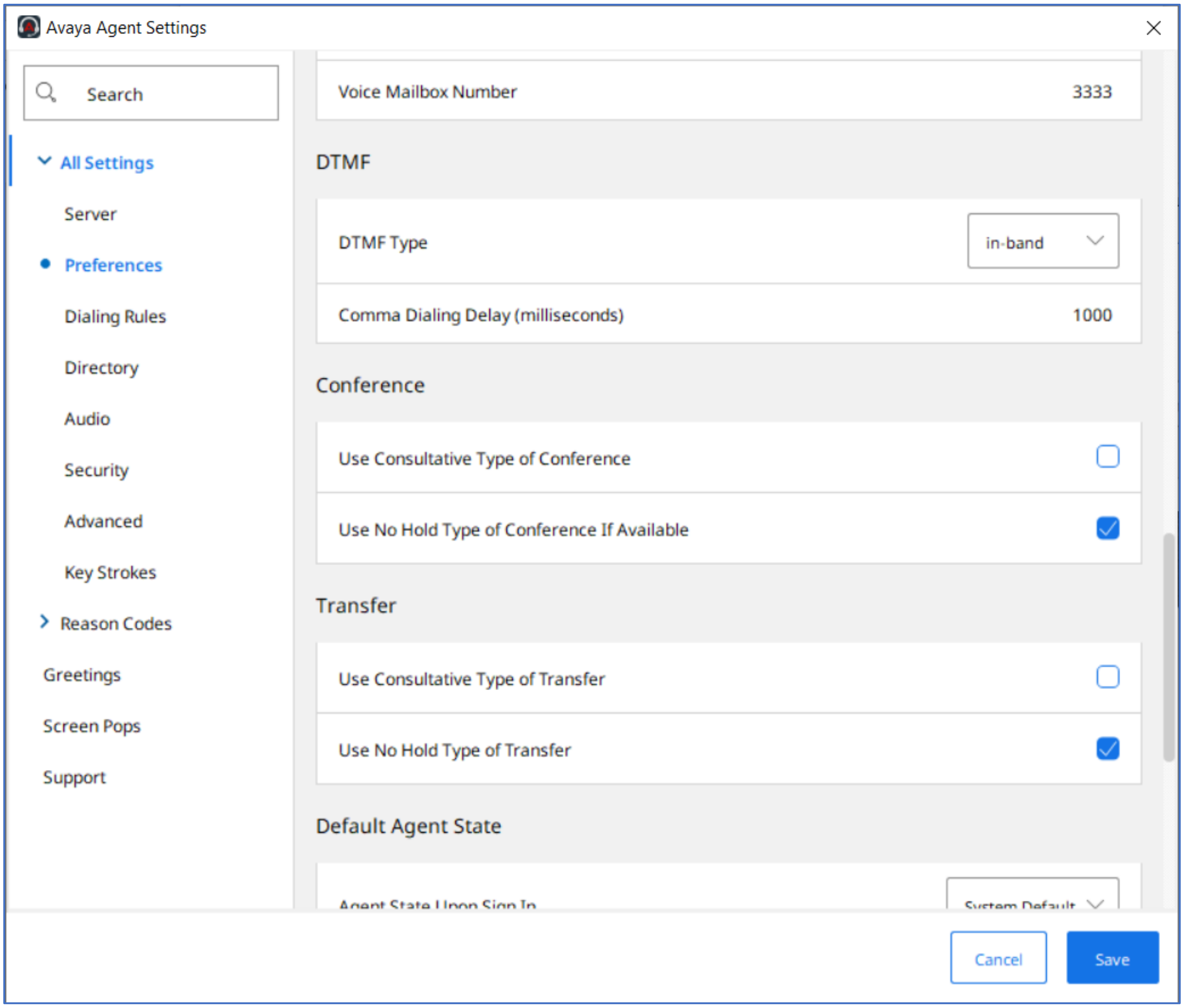
This section shows basic configuration for AAfD to send automatically DTMF #1 to the Fonolo VCB to accept a voice-call back.

From the PC where the AAfD softphone is installed, launch the Avaya Agent for Desktop application from the Start menu or its icon 

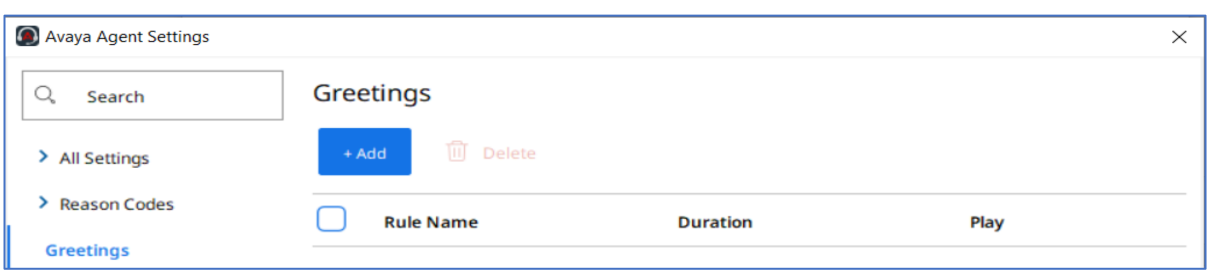
in the desktop, the Avaya Agent for Desktop displays, select **Settings** from the drop down **Offline** menu.



In the **Avaya Agent Settings** window, navigate **All Settings → Preferences**, the preferences settings window displays in the right window. Scroll down to the DTMF section and select “in-band” in **DTMF Type** and leave the **Comma Dialling Delays** (millionseconds) field at the default.



Select **Greetings** from the left menu, the **Greetings** window displays in the right window. Select **+Add** button to add a new greeting.

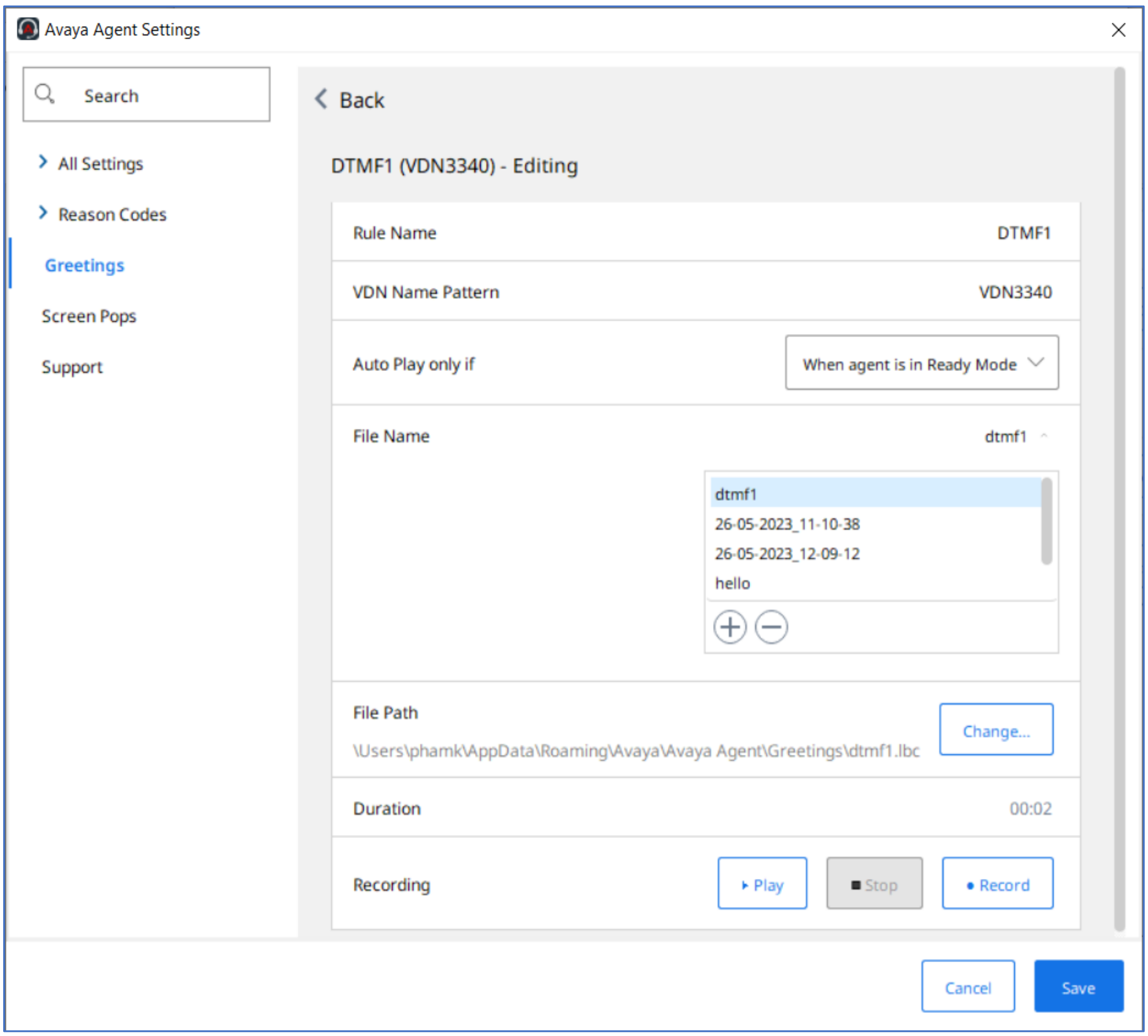


In the **Editing** window, enter the following values.

- **Rule Name**: enter a description name, e.g., DTMF1.
- **VDN Name Pattern**: enter the name "VDN3340**"** as configured in **Section 5.15**.
- **Auto Play only if**: select "When agent is in Ready Mode" from the list.
- **File Name**: select a recorded greeting, in this case the file name "dtmf1" is selected.

Leave other fields at default and select **Save** to save the configuration.

Note: The custom greeting files can be added in the **Greetings** folder in the PC where the AAfD application installed, the full and detailed path is shown below **C:\Users\<user id>\AppData\Roaming\Avaya\Avaya Agent\Greetings**. AAfD only supports LBC extension with audio format: Mono, 8KHz, U-law and 8-bit.



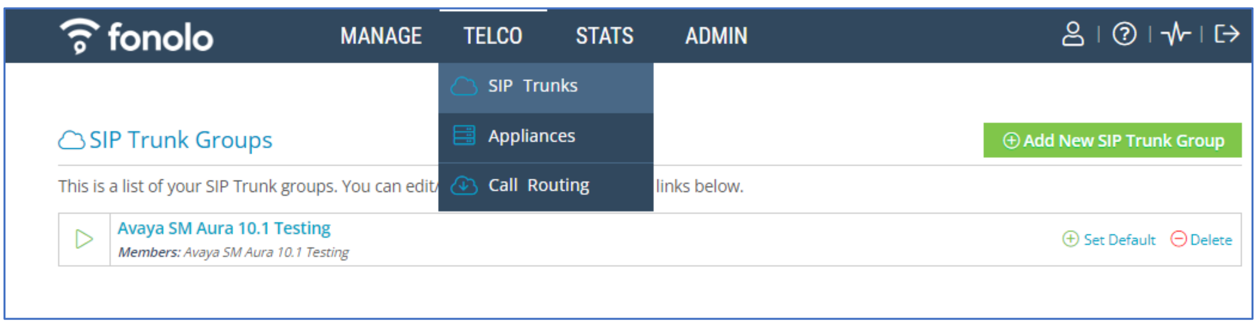
8. Configure Fonolo Voice Call-Backs

This section provides a “snapshot” of Fonolo VCB configuration used in the compliance testing. Fonolo VCB is typically configured for customers by Fonolo. The screen shots and partial configuration shown below, supplied by Fonolo, are provided for reference only. These represent only an example of the configuration GUI of VCB, available through the Fonolo Customer Portal at https://portal.fonolo.com/. Other configurations are possible. Contact Fonolo for details on how to configure VCB. The configuration operations described in this section can be summarized as follows:

- Add a New SIP Trunk Group,
- Add the Agent Call-Back Endpoint,
- Add a New Call-Back Profile,

8.1. Add a New SIP Trunk Group

Navigate to **TELCO → SIP Trunks** and click the **Add New SIP Trunk Group** at the top of the page. Define a new label to identify this SIP trunk group. During compliance testing **Avaya SM Aura 10.1 Testing** was used as the label. Then select **Add New SIP Trunk** (not shown).



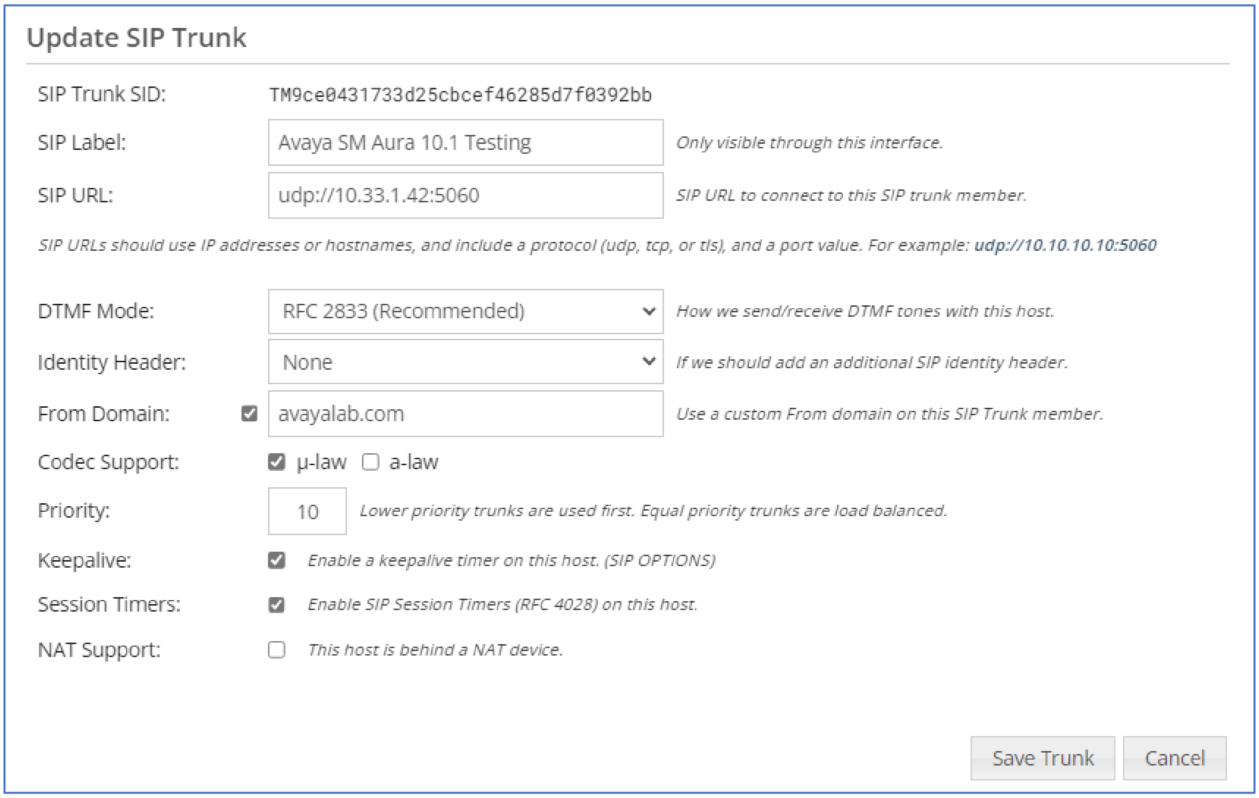
Under the **Members** tab in this new SIP trunk group, click the **Add New Member** button (not shown), and the **Add New SIP Trunk** dialog will appear as shown below.

Under **Add New SIP Trunk**:

- **SIP URL**: The IP address of Session Manager formatted as a fully qualified URL, defining the protocol and SIP port.
- **DTMF Mode**: The mode to use for sending DTMF tones. Default is RFC 2833.
- **Identity Header**: Whether to include an identity header (either Remote-Party-ID or P-Asserted-Identity). Default is none.
- **Codec Support**: The list of audio codecs to use. Default is μ-law.
- **Priority**: A numeric value that can be used to determine failover or load balance groups when more than one SIP trunk group member is defined. Members with lower priority values are used first; members with an equal priority value are load balanced.
- **Keepalive**: This instructs the Fonolo platform to perform regular keep-alive using SIP OPTIONS requests, based on the number of seconds defined. Default is disabled.

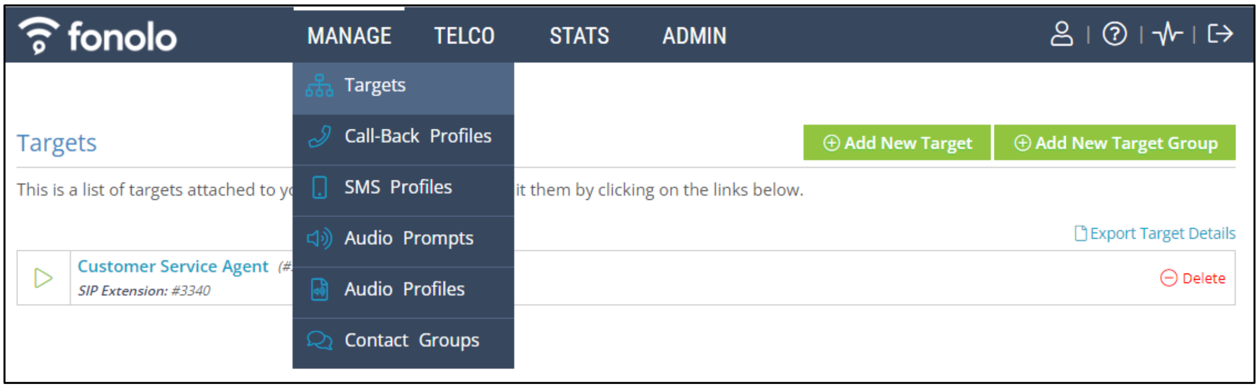
- **Session Timers**: If Fonolo should enable SIP Session Timers (RFC 4028). Default is disabled.
- **NAT Support**: If the SIP trunk group member specified is located behind a NAT (Network Address Translation) device. Fonolo can compensate for the un-reachable RTP data specified in the SDP body of the INVITE request, using symmetric RTP.

Add the IP address of Session Manager, formatted as a fully qualified URL, defining the protocol and SIP port, then click the **Save Trunk** button. During compliance testing, the protocol **UDP** and port **5060** are used for the SIP service with Session Manager, and the default values for the remaining SIP trunk group member settings.

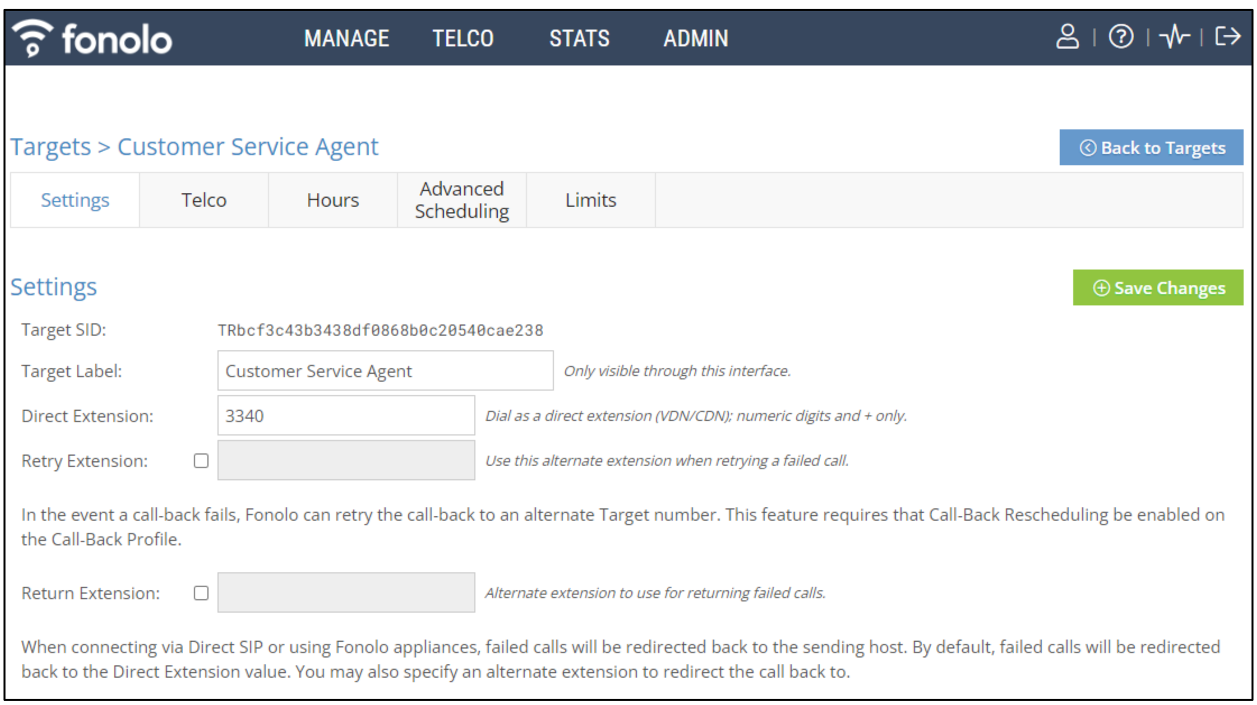


8.2. Adding the Voice Call-Back Endpoint

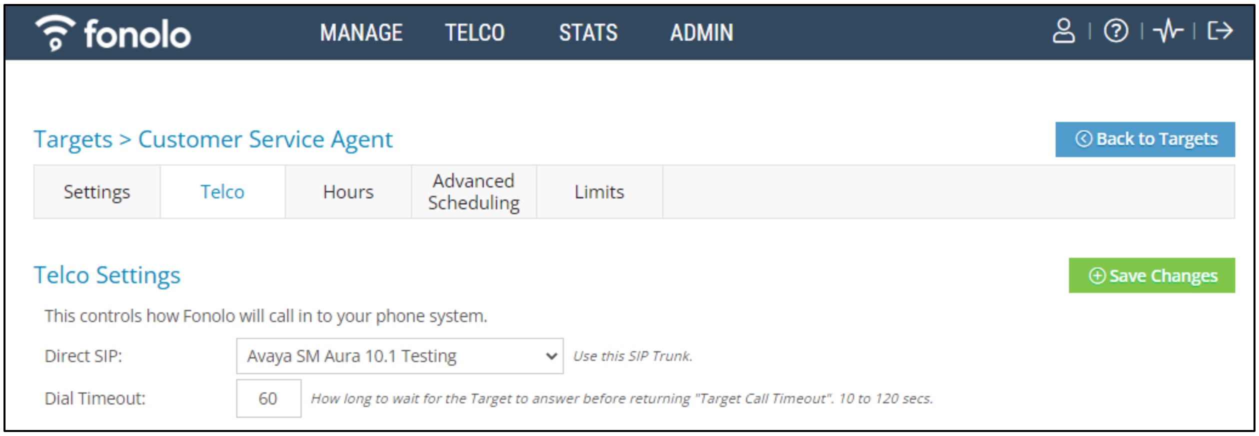
Navigate to **Manage → Targets** and click the **Add New Target** button. Define a new label to identify this new Target. During compliance testing, **Customer Service Agent** was used as the **Target Label**. Select the **Dial as SIP Extension** option (shown below) for **Dial Method** and enter the VDN to reach the pertinent skillset via Session Manager in the **Extension** field.



During compliance testing, VDN **3340** was pre-configured on Communication Manager which was accessible via Session Manager. Then click on the **Add New Target** button to save this Target.



From the **Telco** settings section of the newly added Target, select the SIP trunk to use for this Target, from the **Direct SIP** drop down menu shown below. Select the **Avaya SM Aura 10.1 Testing** SIP trunk, added in **Section** Error! Reference source not found., and then click the **Save Changes** button.

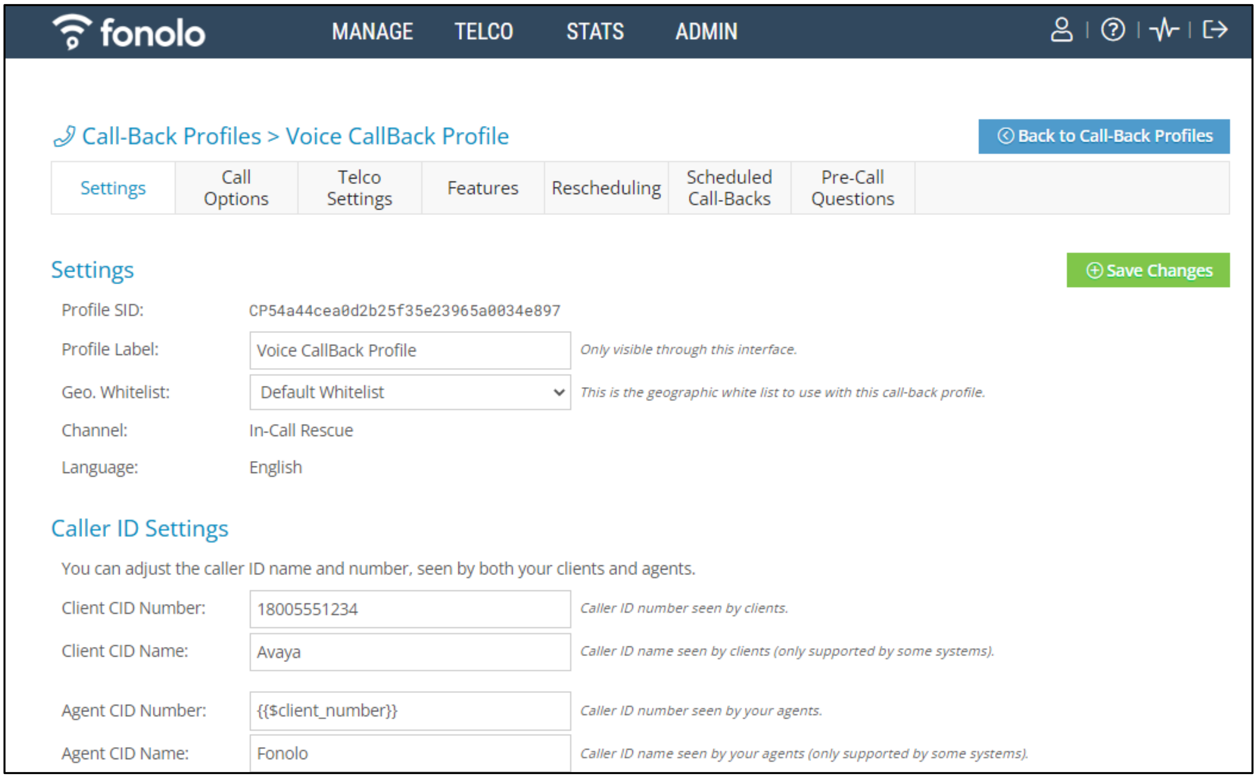


8.3. Adding a New Call-Back Profile

Navigate to **Manage → Call-Back Profiles** and click on the **Add New Profile** button (not shown), and configure the new profile:

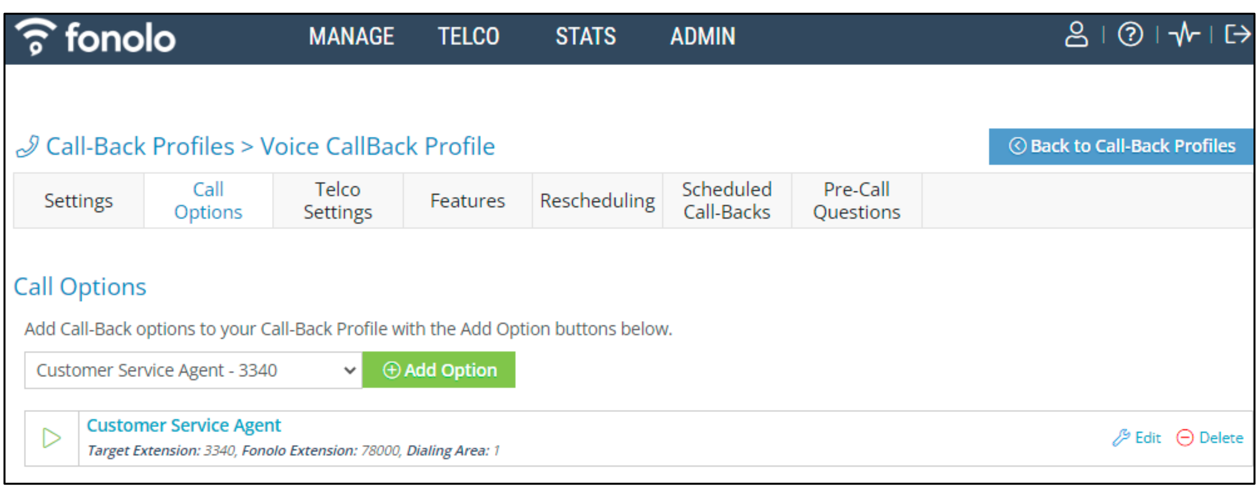
- **Profile Label:** A label to identify this new profile.
- **Geo Whitelist:** A geographic whitelist to use for this new profile.
- **Channel:** Select "In-Call Rescue"
- **Language:** Select the appropriate language for this skill set queue
- **Client CID Number:** The Caller-ID number the customer will see.
- **Client CID Name:** The Caller-ID name the customer will see.
- **Agent CID Number:** The Caller-ID number the agent will see.
- **Agent CID Name:** The Caller-ID name the agent will see.

Click the **Add New Call-Back Profile** button to add this new profile.

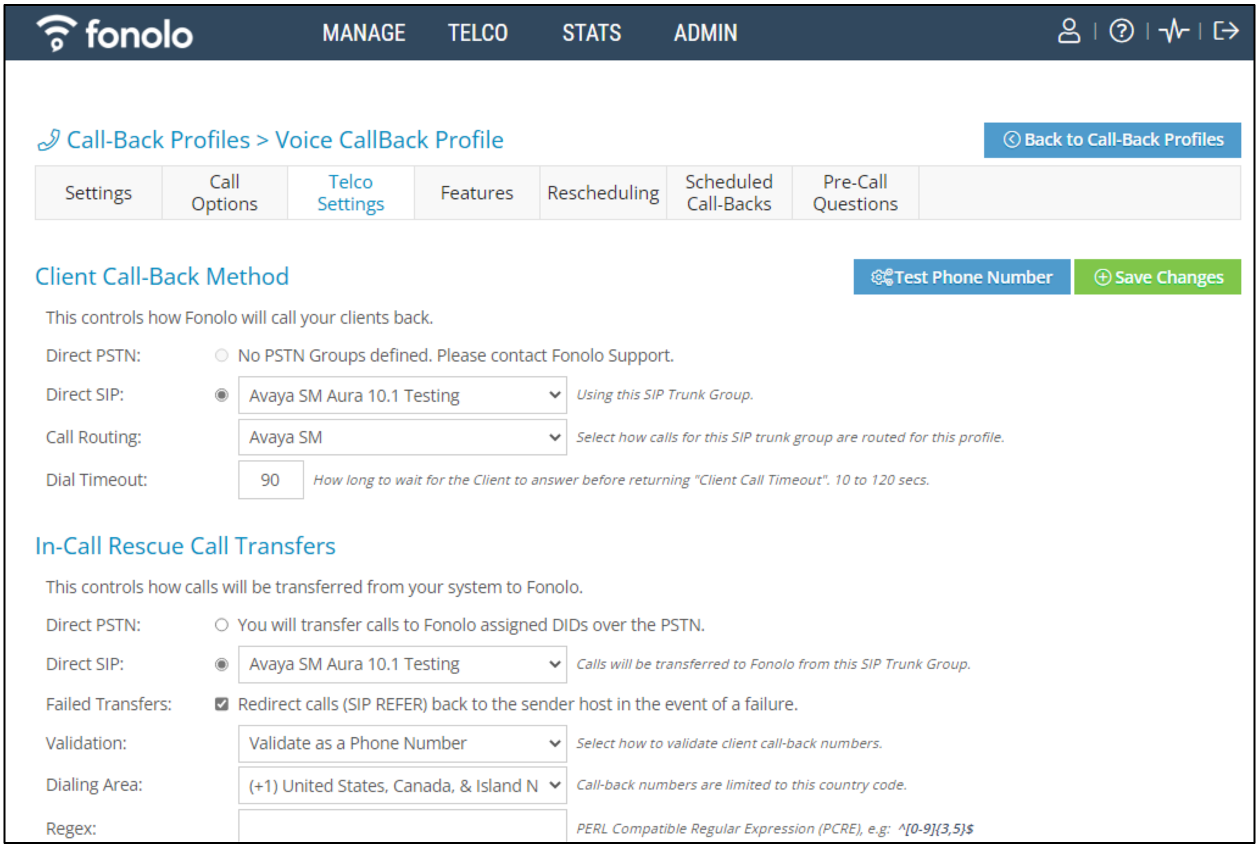


From the **Call Options** section of the new **Call-Back Profile**, select the Target added in **Section** Error! Reference source not found. (from the drop-down menu highlighted below), and click the **Add Option** link to add the VDN value to the section on the left, as shown below, then click the **Save Changes** (not shown) button.

This associates the Target VDN with this new **Call-Back Profile**. Multiple call options can be associated with a single **Call-Back Profile**, one for each skill call-backs are being offered on.



From the **Telco Settings** section of the new **Call-Back Profile**, select the **Avaya SM Aura 10.1 Testing** SIP trunk group created in **Section** Error! Reference source not found. as the **Direct SIP** value under both the **Client Call-Back Method** and the **In-Call Rescue Call Transfers** section, as shown below, then click the **Save Changes** button.



Navigate to **Manage → Call-Back Profiles** and click on the **Call Options** link on the newly created **Call-Back Profile** (not shown). The **ICR Settings** dialog will appear (shown below) and include the inbound extensions to use for VDN. These are the extensions to transfer calls to, on the VCB system, when a call opts-in for a call-back. During compliance testing, the extension **78000** was configured on the Fonolo system.

9. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Session Manager and Fonolo VCB.

9.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify the status of the SIP signaling group by using the "status signaling-group n" command, where "n" is the signaling group number administered in **Section** Error! Reference source not found.**5**. Verify that the signaling group is **in-service** as indicated in the **Group State** field shown below.

```
status signaling-group 1
                            STATUS SIGNALING GROUP

         Group ID: 1
       Group Type: sip

      Group State: in-service
```

Verify the status of the local SIP trunk group by using the "status trunk n" command, where "n" is the trunk group number administered in **Section 5.6**. Verify that all trunks are in the **in-service/idle** state as shown below.

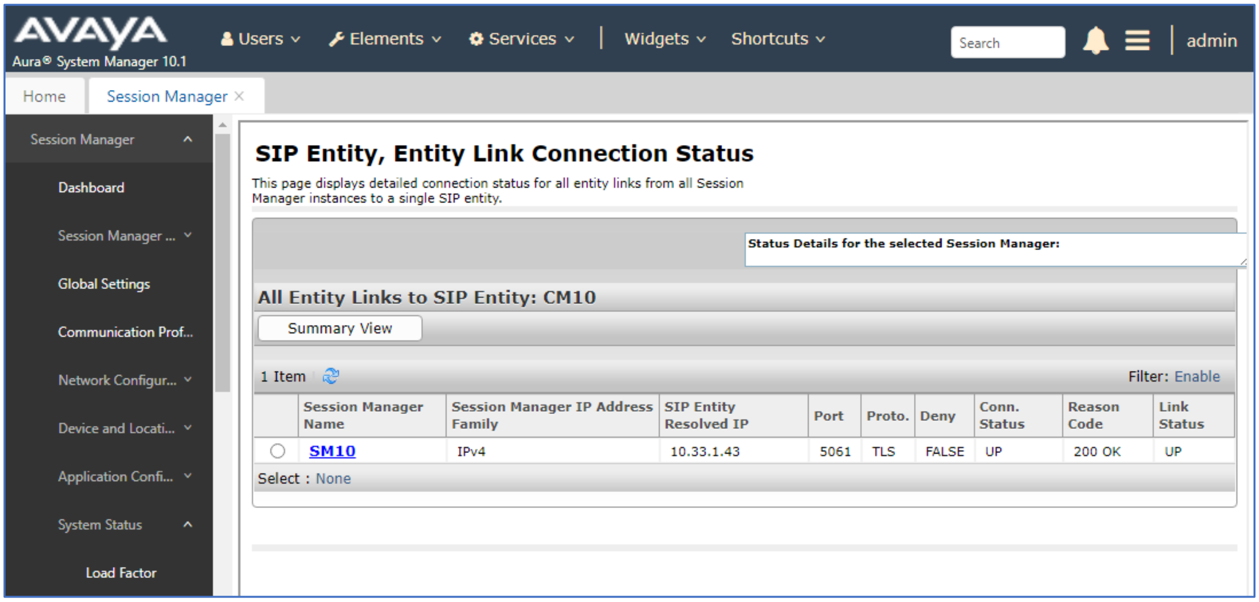
```
status trunk 1

                                 TRUNK GROUP STATUS

Member    Port    Service State      Mtce Connected Ports
                                     Busy
0001/0001 T000001 in-service/idle    no
0001/0002 T000002 in-service/idle    no
0001/0003 T000003 in-service/idle    no
0001/0004 T000004 in-service/idle    no
0001/0005 T000005 in-service/idle    no
```

The following tests were also performed to verify proper configuration of Fonolo VCB with Communication Manager.

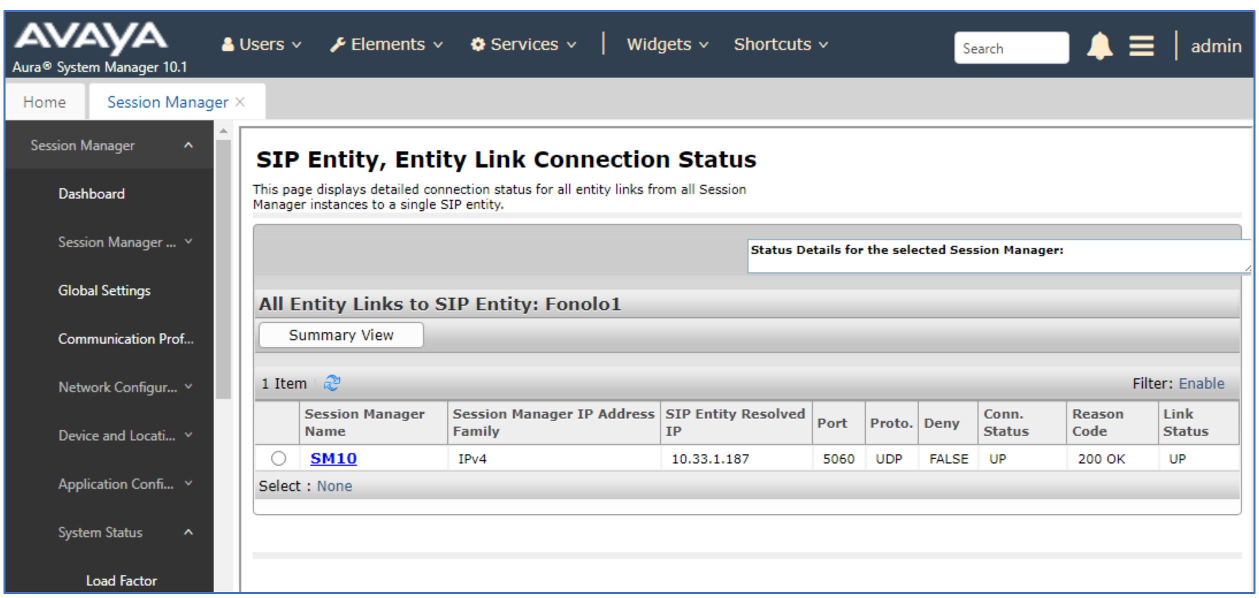
- PSTN caller calls to the call center, if all agents are busy. The call will hear options to stay in queue to talk to agent or receive a call back.
- If the caller selects a call back, the call is routed to the Fonolo VCB via SIP trunk.
- The caller can hear the VCB menu and make the required choices.
- Fonolo VCB can recognize the choices made by the caller.
- Fonolo VCB represents the caller and places a call to the call center. As soon as the Agent for Desktop answers the ACD call, a call-back will be automatically placed to connect the agent to the caller.

9.2. Verify Avaya Aura® Session Manager

Navigate to **Elements → Session Manager → System Status → SIP Entity Monitoring** and select the Communication Manager SIP Entity. Verify the **Link Status** is **Up**.

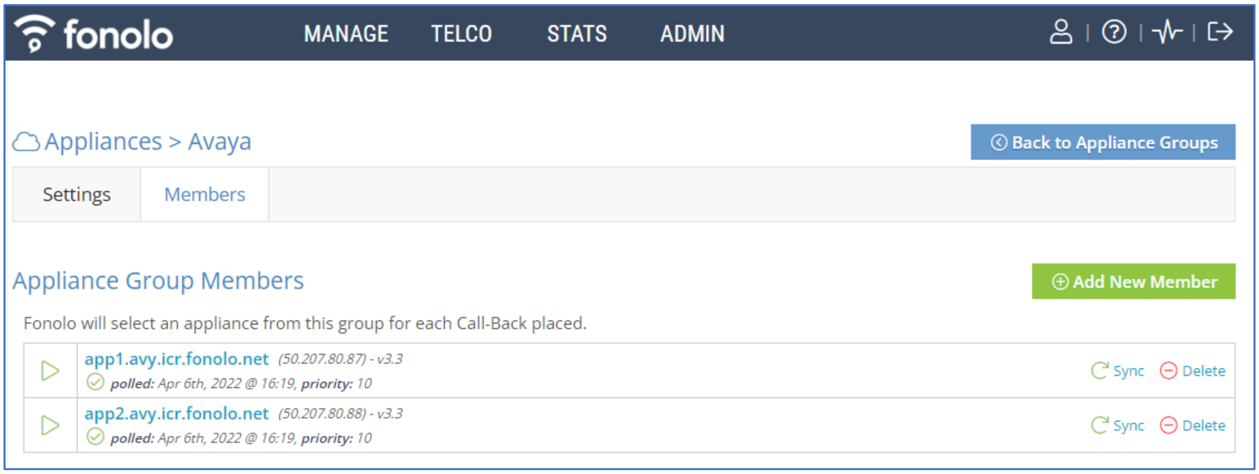


Repeat the same procedure selecting each Fonolo VCB SIP Entity and verify the **Link Status** is **Up**.

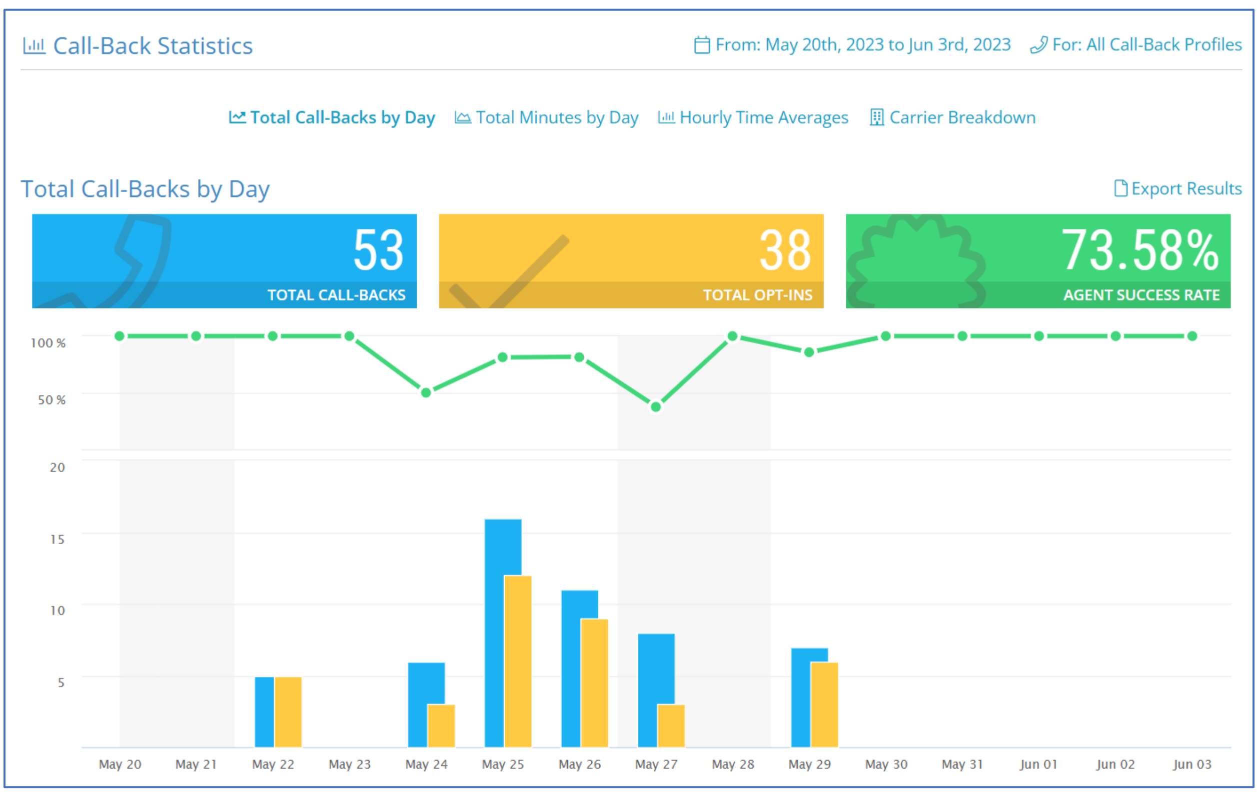


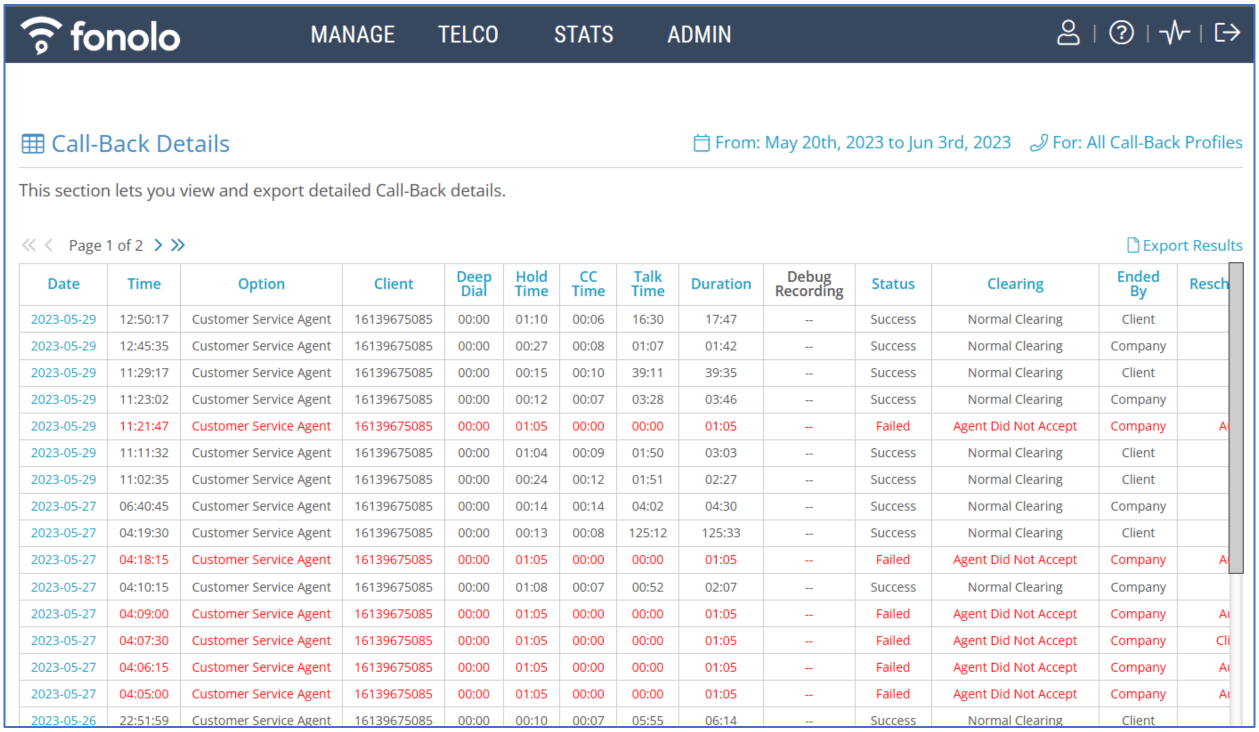
9.3. Verify Fonolo Voice Call-Back

In the Fonolo customer portal, verify the link status of the SIP trunk group to Session Manager, by navigating to **TELCO → Appliances** and select the appliance group (not shown) and then select the **Member** tab. All appliances should be synched successfully.



Additional information is available through the **Stats → Graphs** section or **Stats → Call Details** section.




fonolo MANAGE TELCO STATS ADMIN

Call-Back Details

From: May 20th, 2023 to Jun 3rd, 2023 For: All Call-Back Profiles

This section lets you view and export detailed Call-Back details.

Page 1 of 2 Export Results

Date	Time	Option	Client	Deep Dial	Hold Time	CC Time	Talk Time	Duration	Debug Recording	Status	Clearing	Ended By	Resch
2023-05-29	12:50:17	Customer Service Agent	16139675085	00:00	01:10	00:06	16:30	17:47	--	Success	Normal Clearing	Client	
2023-05-29	12:45:35	Customer Service Agent	16139675085	00:00	00:27	00:08	01:07	01:42	--	Success	Normal Clearing	Company	
2023-05-29	11:29:17	Customer Service Agent	16139675085	00:00	00:15	00:10	39:11	39:35	--	Success	Normal Clearing	Client	
2023-05-29	11:23:02	Customer Service Agent	16139675085	00:00	00:12	00:07	03:28	03:46	--	Success	Normal Clearing	Company	
2023-05-29	11:21:47	Customer Service Agent	16139675085	00:00	01:05	00:00	00:00	01:05	--	Failed	Agent Did Not Accept	Company	A
2023-05-29	11:11:32	Customer Service Agent	16139675085	00:00	01:04	00:09	01:50	03:03	--	Success	Normal Clearing	Client	
2023-05-29	11:02:35	Customer Service Agent	16139675085	00:00	00:24	00:12	01:51	02:27	--	Success	Normal Clearing	Client	
2023-05-27	06:40:45	Customer Service Agent	16139675085	00:00	00:14	00:14	04:02	04:30	--	Success	Normal Clearing	Company	
2023-05-27	04:19:30	Customer Service Agent	16139675085	00:00	00:13	00:08	125:12	125:33	--	Success	Normal Clearing	Client	
2023-05-27	04:18:15	Customer Service Agent	16139675085	00:00	01:05	00:00	00:00	01:05	--	Failed	Agent Did Not Accept	Company	A
2023-05-27	04:10:15	Customer Service Agent	16139675085	00:00	01:08	00:07	00:52	02:07	--	Success	Normal Clearing	Company	
2023-05-27	04:09:00	Customer Service Agent	16139675085	00:00	01:05	00:00	00:00	01:05	--	Failed	Agent Did Not Accept	Company	A
2023-05-27	04:07:30	Customer Service Agent	16139675085	00:00	01:05	00:00	00:00	01:05	--	Failed	Agent Did Not Accept	Company	Cli
2023-05-27	04:06:15	Customer Service Agent	16139675085	00:00	01:05	00:00	00:00	01:05	--	Failed	Agent Did Not Accept	Company	A
2023-05-27	04:05:00	Customer Service Agent	16139675085	00:00	01:05	00:00	00:00	01:05	--	Failed	Agent Did Not Accept	Company	A
2023-05-26	22:51:59	Customer Service Agent	16139675085	00:00	00:10	00:07	05:55	06:14	--	Success	Normal Clearing	Client	

10. Conclusion

These Application Notes describe the configuration steps required for Fonolo Voice Call-Backs to successfully interoperate with Avaya Aura® Communication Manager, Avaya Agent for Desktop and Avaya Aura® Session Manager. All feature and serviceability test cases were completed and passed with the exceptions/observations noted in **Section** Error! Reference source not found..

11. Additional References

This section references the product documentation relevant to these Application Notes.

Avaya product documentation, including the following, is available at http://support.avaya.com

1. Deploying Avaya Aura® Session Manager and Branch Session Manager in Virtualized Environment, Release 10.1, Issue 3, September 2022
2. Administering Avaya Aura® Session Manager, Release 10.1, Issue 3, August 2022
3. Deploying Avaya Aura® System Manager in Virtualized Environment, Release 10.1, Issue 4, August 2022
4. Administering Avaya Aura® System Manager for Release 10.1, Release 10.1, Issue 5, September 2022
5. Deploying Avaya Aura® Communication Manager in Virtualized Environment, Release 10.1, Issue 4, September 2022
6. Administering Avaya Aura® Communication Manager, Release 10.1, September 2022
7. Avaya Aura® Communication Manager Feature Description and Implementation, Release 10.1, September 2022
8. Deploying and configuring Avaya Agent for Desktop, Release 2.0.6.25, December 2022

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.