



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Inisoft synTelate with Avaya Proactive Contact with CTI – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Inisoft synTelate to interoperate with Avaya Proactive Contact with CTI. In the compliance testing, Inisoft synTelate used the Agent API from Avaya Proactive Contact and the Telephony Services Application Programmer Interface from Avaya Aura™ Application Enablement Services to provide a custom agent desktop for Avaya Proactive Contact agents for handling of outbound calls delivered by Avaya Proactive Contact and inbound calls delivered by Avaya Aura™ Communication Manager.

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

# 1. Introduction

These Application Notes describe the configuration steps required for Inisoft synTelate to interoperate with Avaya Proactive Contact with CTI. In the compliance testing, Inisoft synTelate used the Agent API from Avaya Proactive Contact and the Telephony Services Application Programmer Interface (TSAPI) from Avaya Aura™ Application Enablement Services to provide a custom agent desktop for Avaya Proactive Contact agents, for handling of outbound calls delivered by Avaya Proactive Contact and inbound calls delivered by Avaya Aura™ Communication Manager.

The synTelate solution consists of the synTelate Designer and the synTelate Agent. synTelate Designer is a graphical tool used to define the call flow and custom agent screen, which will run on the synTelate Agent. A subset of the Avaya Proactive Contact Agent API is used by synTelate Designer to obtain jobs, call lists, and data fields to facilitate the agent screen customization.

The Avaya Proactive Contact Agent API is used by synTelate Agent to obtain information such as job type, agent state, customer record fields and values from Avaya Proactive Contact to display on the customized agent desktop, and to request customer record update functions initiated from the agent desktop.

The inbound calls are delivered to the agents by Avaya Aura™ Communication Manager. The TSAPI interface from Avaya Aura™ Application Enablement Services is used by synTelate Agent to request call control functions for the inbound calls, such as hold and reconnect.

The detailed administration of basic connectivity amongst Avaya Proactive Contact, Avaya Aura™ Communication Manager, and Avaya Aura™ Application Enablement Services are not the focus of these Application Notes and will not be described. Furthermore, the detailed customization of the agent screen using synTelate Designer is also outside the scope of these Application Notes.

This compliance test used the Avaya Proactive Contact with CTI deployment option.

## 1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying proper display of the customized synTelate Agent with appropriate options, fields, and values for the following scenarios:

- Outbound and inbound calls.
- Outbound and managed jobs.
- Agent Blending algorithm.
- Change password, and automatic enable/disable agent trace as part of agent login/logout.
- Hold/reconnect and transfer of outbound calls via the agent telephone.
- Hold/reconnect and transfer of inbound calls via synTelate Agent.
- Log in, join job, go on/off break, leave job, and log off.
- Send/receive message, agent drop, customer drop, release line, and finish work.
- Set callback and update customer record fields.
- Use of Avaya Proactive Contact Supervisor to send/receive message with the agent, and immediate and graceful stop of jobs while the agent is on an active call.

The serviceability testing focused on verifying the ability of synTelate to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to the synTelate Designer and to the synTelate Agent.

## 1.2. Support

Technical support on synTelate can be obtained through the following:

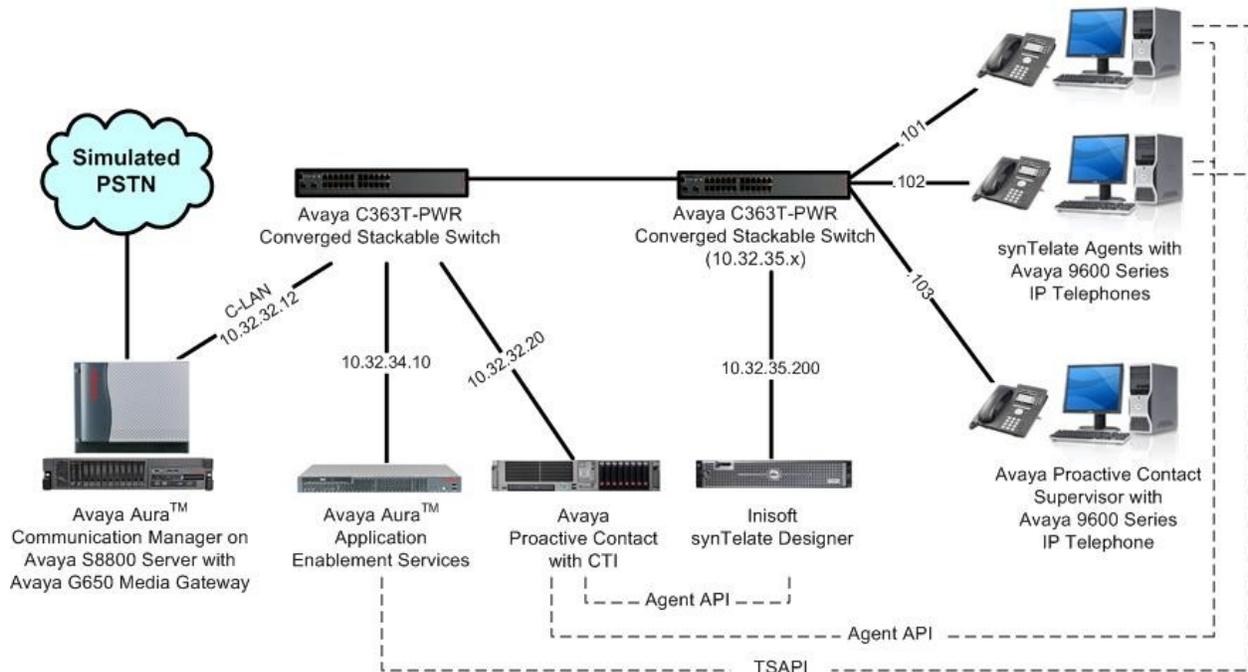
- **Phone:** (603) 383-4999 or +44 (0) 141-552-8800
- **Email:** [support@inisoft.co.uk](mailto:support@inisoft.co.uk)

## 2. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. In the compliance testing, synTelate used the Agent API to monitor and control outbound calls for the agents, and used TSAPI to monitor and control the inbound calls for the agents.

The table below shows the contact center devices on Avaya Aura™ Communication Manager that were pre-defined and used in the testing.

Device Type	Extension
Supervisor Station	65000
Agent Station / Headset Number	65001, 65002
Agent Login ID	41661, 41662
Agent Password	41661, 41662



**Figure 1: synTelate with Proactive Contact with CTI**

### 3. Equipment and Software Validated

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

Equipment	Software
Avaya Aura™ Communication Manager on Avaya S8800 Server	R016x.00.0.345.0-18246
Avaya G650 Media Gateway <ul style="list-style-type: none"><li>• TN799DP C-LAN Circuit Pack</li></ul>	HW01 FW038
Avaya Aura™ Application Enablement Services	5.2.2
Avaya Proactive Contact with CTI	4.2
Avaya Proactive Contact Supervisor	4.2
Avaya 9600 Series IP Telephones (H.323)	3.1
synTelate Designer	4.1.6.0
synTelate Agent with <ul style="list-style-type: none"><li>• MosaixTelephonySvr.dll</li><li>• TSAPITelephonySvr.dll</li></ul>	4.1.6.0 4.1.8.0 4.1.8.1

## 4. Configure Avaya Proactive Contact

This section provides the procedures for configuring Avaya Proactive Contact. The procedures include the following areas:

- Obtain customer record fields
- Obtain completion codes

### 4.1. Obtain Customer Record Fields

Log in to the Linux shell of the Avaya Proactive Contact server. Navigate to the `/opt/avaya/pds/lists` directory to locate the configuration files for the calling lists used by the jobs.

In the compliance testing, the calling list “list1” was used for all jobs, and the call record fields for “list1” is defined in the `list1.fdict.cfg` file shown below. The customer record fields used for the testing were `ACCTNUM`, `BALANCE`, `NAME1`, `NAME2`, `ZIPCODE`, and `COMMENT1`. These field names were used by synTelate for customization of the agent screen.

```
$ more list1.fdict.cfg
RECLEN:740
ACCTNUM:16:C:ACCOUNT NUMBER:
BALANCE:10:$:BALANCE:
TOTALDUE:10:$:TOTAL DUE:
NAME1:25:C:NAME LINE1:
NAME2:25:C:NAME LINE2:
CITY:25:C:City:
STATE:2:C:State:
ZIPCODE:5:N:ZIPCODE:
PHONE1:12:C:HOME PHONE:
PHONE2:12:C:BUSINESS PHONE:
COMMENT1:60:C:COMMENT LINE 1:
AGENT:8:C:AGENT ID:
DTE:10:D:SYSTEM DATE:
TME:8:T:SYSTEM TIME:
CODE:3:C:COMPLETION CODE:
JOBNAME:20:C:Job Name:
COUNTER:3:N:RECORD ATTEMPT COUNTER:
ENTRYDATE:10:D:1ST DATE ON SYSTEM:
STATUSFLAG:1:C:RECORD STATUS:
RECALLNAME:30:C:RECALL NAME:
RECALLDATE:10:D:RECALL DATE:
--More-- (22%)
```

## 4.2. Obtain Completion Codes

Navigate to the `/opt/avaya/pds/config` directory to locate the completion code file `ag_cmd1.ky`. Make a note of the completion codes to be used, in this case **6**, **17**, **35**, **93**, and **98**, which will be used later to configure synTelate.

```
$ more ag_cmd1.ky
:::F1
:LOGOUT:::F2      Logout of job
:DIAL:::F3       Dial previewed record
:CANCEL:cancel_call:35:F4      Managed cancel call
:RELEASE:call_complete:89:F5    Managed non-connection
:RELEASE:pf_msg_1:20:F6 Play pre-recorded msg
:HOME:::F7       Goto first editable field
:RELEASE:call_complete:21:F8
:RELEASE:call_complete:22:F9
:RELEASE:call_complete:23:F10
:RECALL:::F11    Set recall
:RELEASE:call_complete:19:F12    Recall release
:DONE:::SF1      Release record
:CALL:::SF2      Field call
:HANGUP:::SF3    Manual hangup
:MCALL:::SF4     Manual call
:HOOKFLASH:::SF5      PBX Transfer call
:RELEASE:call_complete:16:SF6    Ringing phone
:RELEASE:call_complete:17:SF7  Cust hung-up in queue
:RELEASE:call_complete:24:SF8
:DIALDIGIT:::SF9     Dial pad enable
:EAR_VOLUME:::SF10   Adjust ear volume
:MOUTH_VOLUME:::SF11 Adjust mouth volume
:MASTER:::SF12     Agent assistant key
:HOLD:::CF1        Agent HOLD key
:UNHOLD:::CF2      Agent UNHOLD key
:MOFLASH_B:call_complete:6:CF3 Blind trans to INB
:MOFLASH_S:::CF4    Supv trans to INB
:::CF5
:::CF6
:RELEASE:call_complete:93:CF7  Sold Campaign
:::CF8
:RELEASE:call_complete:98:CF9  Agent owned recall
--More-- (82%)
```

## 5. Configure Avaya Aura™ Application Enablement Services

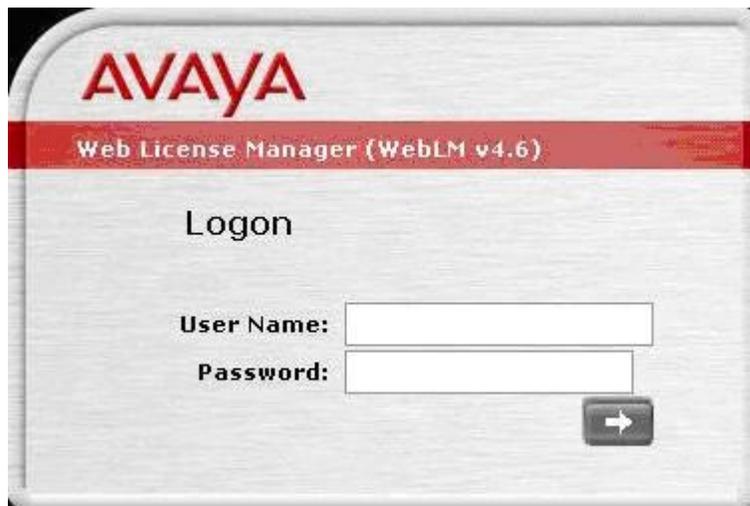
This section provides the procedures for configuring Avaya Aura™ Application Enablement Services. The procedures include the following areas:

- Verify TSAPI license
- Launch OAM interface
- Administer TSAPI link
- Disable security database
- Restart TSAPI service
- Obtain Tlink name
- Administer synTelate user

### 5.1. Verify TSAPI License

Access the Web License Manager interface by using the URL “https://ip-address/WebLM/index.jsp” in an Internet browser window, where “ip-address” is the IP address of the Application Enablement Services server.

The **Web License Manager** screen is displayed. Log in using the appropriate credentials.



The screenshot shows the Avaya Web License Manager (WebLM v4.6) login interface. At the top, the Avaya logo is displayed in red. Below the logo, the text "Web License Manager (WebLM v4.6)" is shown in white on a red background. The main content area is titled "Logon" and contains two input fields: "User Name:" and "Password:". A dark button with a white right-pointing arrow is located below the password field.

The **Web License Manager** screen below is displayed. Select **Licensed products > APPL\_ENAB > Application\_Enablement** in the left pane, to display the **Licensed Features** screen in the right pane.

Verify that there are sufficient licenses for **TSAPI Simultaneous Users**, as shown below.

**AVAYA** Web License Manager (WebLM v4.6) Logoff

**Install License** **Application Enablement (CTI) - Release: 5 - SID: 10503000 (Standard License File)**

**Licensed Products**  
 ▾ **APPL\_ENAB**  
 ▾ **Application\_Enablement**

You are here: Licensed products > Application Enablement (CTI)

License installed on: Apr 16, 2010 11:27:38 AM EDT

[View Peak Usage](#)

**Licensed Features**

Feature (Keyword)	Expiration Date	Licensed	Acquired
Unified CC API Desktop Edition (VALUE_AES_AEC_UNIFIED_CC_DESKTOP)	permanent	1000	0
Device Media and Call Control (VALUE_AES_DMCC_DMC)	permanent	100	0
DLG (VALUE_AES_DLG)	permanent	16	0
CVLAN ASAI (VALUE_AES_CVLAN_ASAI)	permanent	16	0
AES ADVANCED SMALL SWITCH (VALUE_AES_AEC_SMALL_ADVANCED)	permanent	3	0
CVLAN Proprietary Links (VALUE_AES_PROPRIETARY_LINKS)	permanent	16	0
AES ADVANCED LARGE SWITCH (VALUE_AES_AEC_LARGE_ADVANCED)	permanent	3	0
TSAPI Simultaneous Users (VALUE_AES_TSAPI_USERS)	permanent	1000	0

## 5.2. Launch OAM Interface

Access the OAM web-based interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of the Application Enablement Services server. The **Management Console** screen is displayed. Log in using the appropriate credentials.

The screenshot shows the AVAYA Application Enablement Services Management Console login page. At the top left is the AVAYA logo. To its right, the text reads "Application Enablement Services Management Console". A red horizontal bar at the top right contains the word "Help". The main content area is a light gray box with the text "Please login here:" followed by two input fields: "Username" and "Password". Below these fields is a "Login" button. At the bottom of the page, a red horizontal bar contains the copyright notice: "© 2009 Avaya, Inc. All Rights Reserved."

The **Welcome to OAM** screen is displayed next.

The screenshot shows the AVAYA Application Enablement Services Management Console "Welcome to OAM" screen. At the top left is the AVAYA logo. To its right, the text reads "Application Enablement Services Management Console". In the top right corner, there is a welcome message: "Welcome: User craft", "Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10", "HostName/IP: AES-Test/10.32.32.20", "Server Offer Type: TURKEY", and "SW Version: r5-2-2-105-0". A red horizontal bar at the top contains the word "Home" on the left and "Home | Help | Logout" on the right. On the left side, there is a vertical navigation menu with the following items: "AE Services", "Communication Manager Interface", "Licensing", "Maintenance", "Networking", "Security", "Status", "User Management", "Utilities", and "Help". The main content area has the heading "Welcome to OAM" and the text: "The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:". Below this text is a bulleted list of administrative domains and their functions: "AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.", "Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.", "Licensing - Use Licensing to manage the license server.", "Maintenance - Use Maintenance to manage the routine maintenance tasks.", "Networking - Use Networking to manage the network interfaces and ports.", "Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.", "Status - Use Status to obtain server status informations.", "User Management - Use User Management to manage AE Services users and AE Services user-related resources.", "Utilities - Use Utilities to carry out basic connectivity tests.", and "Help - Use Help to obtain a few tips for using the OAM Help system". At the bottom of the main content area, there is a paragraph: "Depending on your business requirements, these administrative domains can be served by one administrator for both domains, or a separate administrator for each domain."

### 5.3. Administer TSAPI Link

Select **AE Services > TSAPI > TSAPI Links** from the left pane. The **TSAPI Links** screen is displayed. Locate the TSAPI link pre-configured for use with Avaya Proactive Contact, and click **Edit Link**.

The screenshot shows the Avaya Application Enablement Services Management Console. The top navigation bar includes "AE Services | TSAPI | TSAPI Link" and "Home | Help | Logout". The left sidebar shows a tree view with "AE Services" expanded to "TSAPI Links". The main content area is titled "TSAPI Links" and contains a table with the following data:

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
1	S8500	1	4	Encrypted

Below the table are three buttons: "Add Link", "Edit Link", and "Delete Link".

The **Edit TSAPI Links** screen is displayed next. For **Security**, select "Both" from the drop-down list. Retain the default values in the remaining fields, and click **Apply Changes**.

The screenshot shows the "Edit TSAPI Links" screen in the Avaya Application Enablement Services Management Console. The top navigation bar and left sidebar are the same as in the previous screenshot. The main content area is titled "Edit TSAPI Links" and contains the following form fields:

- Link: 1
- Switch Connection: S8500
- Switch CTI Link Number: 1
- ASAI Link Version: 4
- Security: Both

At the bottom of the form are two buttons: "Apply Changes" and "Cancel Changes".

## 5.4. Disable Security Database

Select **Security > Security Database > Control** from the left pane, to display the **SDB Control for DMCC and TSAPI** screen in the right pane. Uncheck **Enable SDB TSAPI Service, JTAPI and Telephony Service**, and click **Apply Changes**.

The screenshot shows the Avaya Application Enablement Services Management Console. The top navigation bar includes the Avaya logo, the title "Application Enablement Services Management Console", and a welcome message: "Welcome: User craft. Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10. HostName/IP: AES-Test/10.32.32.20. Server Offer Type: TURNKEY. SW Version: r5-2-2-105-0". The breadcrumb trail is "Security | Security Database | Control". The left sidebar shows a tree view with "Security Database" expanded to "Control". The main content area is titled "SDB Control for DMCC and TSAPI" and contains two unchecked checkboxes: "Enable SDB for DMCC Service" and "Enable SDB TSAPI Service, JTAPI and Telephony Service". An "Apply Changes" button is located below the checkboxes.

## 5.5. Restart TSAPI Service

Select **Maintenance > Service Controller** from the left pane, to display the **Service Controller** screen in the right pane. Check the **TSAPI Service**, and click **Restart Service**.

The screenshot shows the Avaya Application Enablement Services Management Console. The top navigation bar includes the Avaya logo, the title "Application Enablement Services Management Console", and the same welcome message as in the previous screenshot. The breadcrumb trail is "Maintenance | Service Controller". The left sidebar shows a tree view with "Maintenance" expanded to "Service Controller". The main content area is titled "Service Controller" and contains a table with two columns: "Service" and "Controller Status".

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

For status on actual services, please use [Status and Control](#)

At the bottom of the screen, there are several buttons: "Start", "Stop", "Restart Service", "Restart AE Server", "Restart Linux", and "Restart Web Server".

## 5.6. Obtain Tlink Name

Select **Security > Security Database > Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. Locate the Tlink names associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name. Make a note of the associated Tlink name for the non-encrypted TSAPI link, to be used later for configuring synTelate. Note that the encrypted TSAPI link is used by Avaya Proactive Contact.

In this case, the associated Tlink name is “AVAYA#S8500#CSTA#AES-TEST”. Note the use of the switch connection “S8500” from **Section 5.3** as part of the Tlink name.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and user information: "Welcome: User craft", "Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10", "HostName/IP: AES-Test/10.32.32.20", "Server Offer Type: TURNKEY", and "SW Version: r5-2-2-105-0". A red navigation bar contains "Security | Security Database | Tlinks" and "Home | Help | Logout". The left sidebar shows a tree view with categories: AE Services, Communication Manager Interface, Licensing, Maintenance, Networking, Security (expanded), and Security Database (expanded). Under Security Database, the following items are listed: Control, CTI Users, Devices, Device Groups, and Tlinks. The main content area is titled "Tlinks" and shows a "Tlink Name" section with two radio buttons: "AVAYA#S8500#CSTA#AES-TEST" (selected) and "AVAYA#S8500#CSTA-S#AES-TEST". Below the radio buttons are "Edit Tlink" and "Delete Tlink" buttons.

## 5.7. Administer synTelate User

Select **User Management > User Admin > Add User** from the left pane, to display the **Add User** screen in the right pane.

Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select “Yes” from the drop-down list. Retain the default value in the remaining fields. Click **Apply** at the bottom of the screen (not shown below).

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title 'Application Enablement Services Management Console', and system information: 'Welcome: User craft', 'Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10', 'HostName/IP: AES-Test/10.32.32.20', 'Server Offer Type: TURNKEY', and 'SW Version: r5-2-2-105-0'. A red navigation bar contains 'User Management | User Admin | Add User' and 'Home | Help | Logout'. The left sidebar lists navigation options: AE Services, Communication Manager Interface, Licensing, Maintenance, Networking, Security, Status, User Management (expanded to show Service Admin, User Admin, and Utilities), and Help. The 'User Admin' section is expanded to show 'Add User', 'Change User Password', 'List All Users', 'Modify Default Users', and 'Search Users'. The main content area is titled 'Add User' and contains a form with the following fields: \* User Id (synTelate), \* Common Name (synTelate), \* Surname (synTelate), \* User Password (masked with dots), \* Confirm Password (masked with dots), Admin Note (empty), Avaya Role (None), Business Category (empty), Car License (empty), CM Home (empty), Cms Home (empty), CT User (Yes), and Department Number (empty). A note above the form states 'Fields marked with \* can not be empty.'

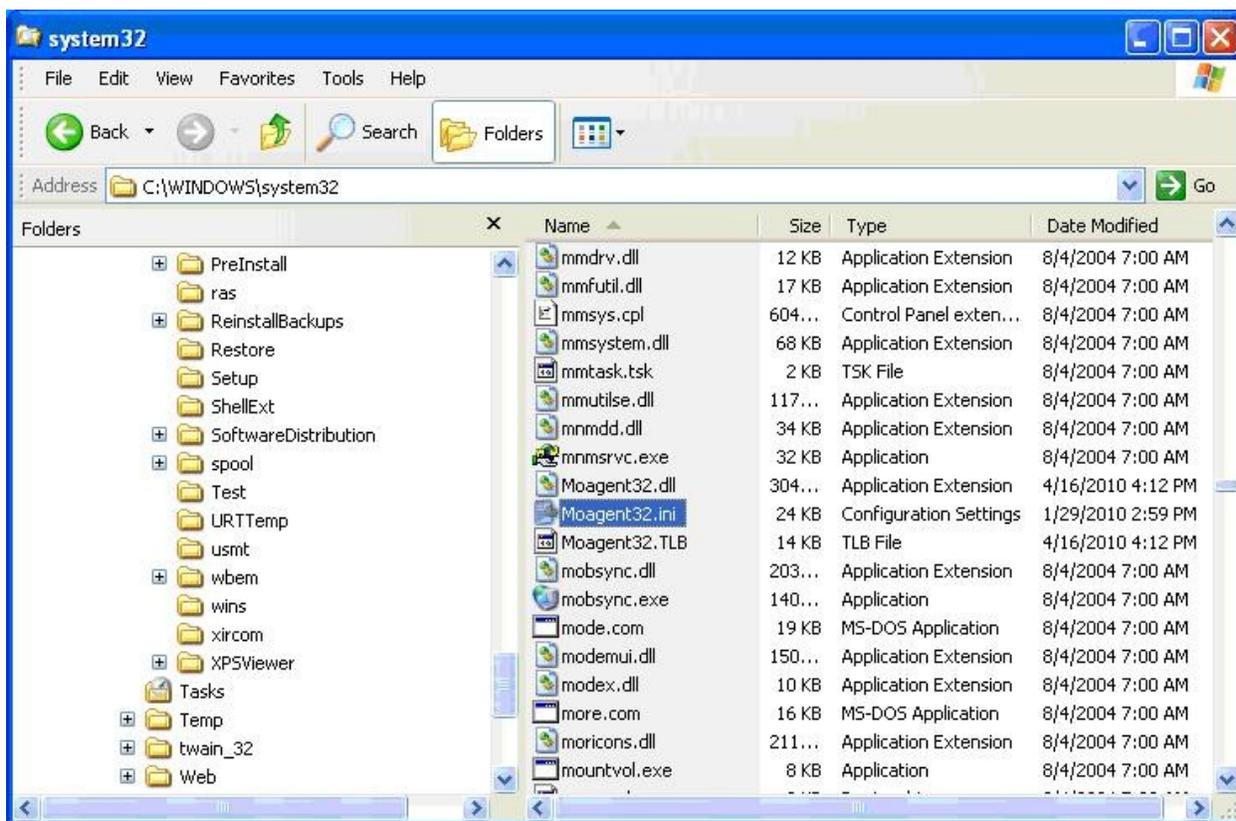
## 6. Configure synTelate Designer

This section provides the procedures for configuring synTelate Designer. The procedures include the following areas:

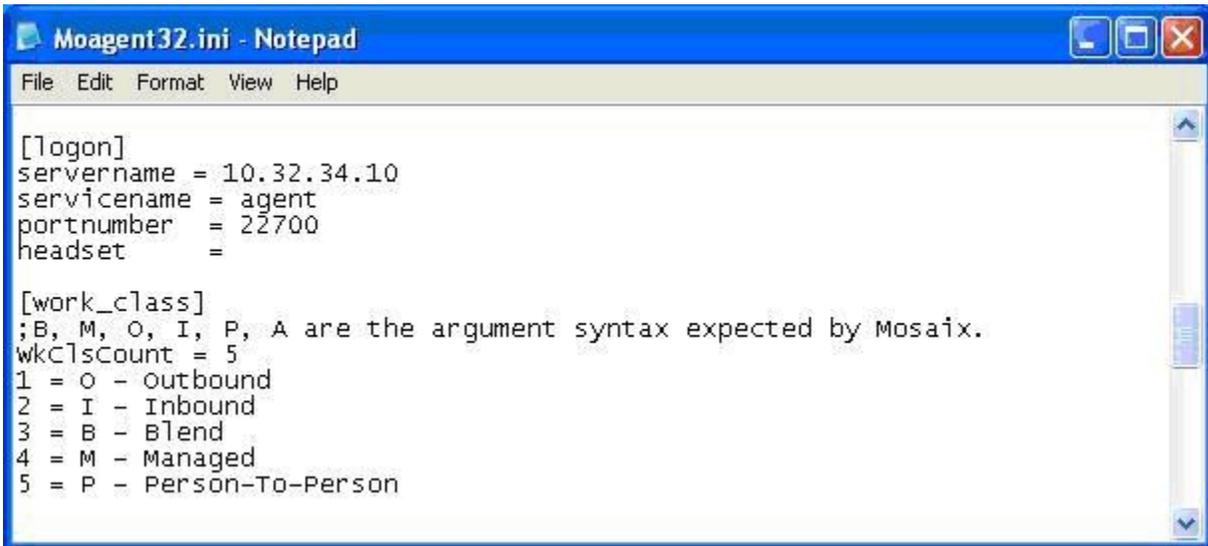
- Administer Moagent32.ini
- Launch Designer
- Administer campaigns
- Administer scripts and screens
- Administer CTI

### 6.1. Administer Moagent32.ini

From the PC running Designer, navigate to the **C:\WINDOWS\system32** directory to locate the **Moagent32.ini** file shown below.



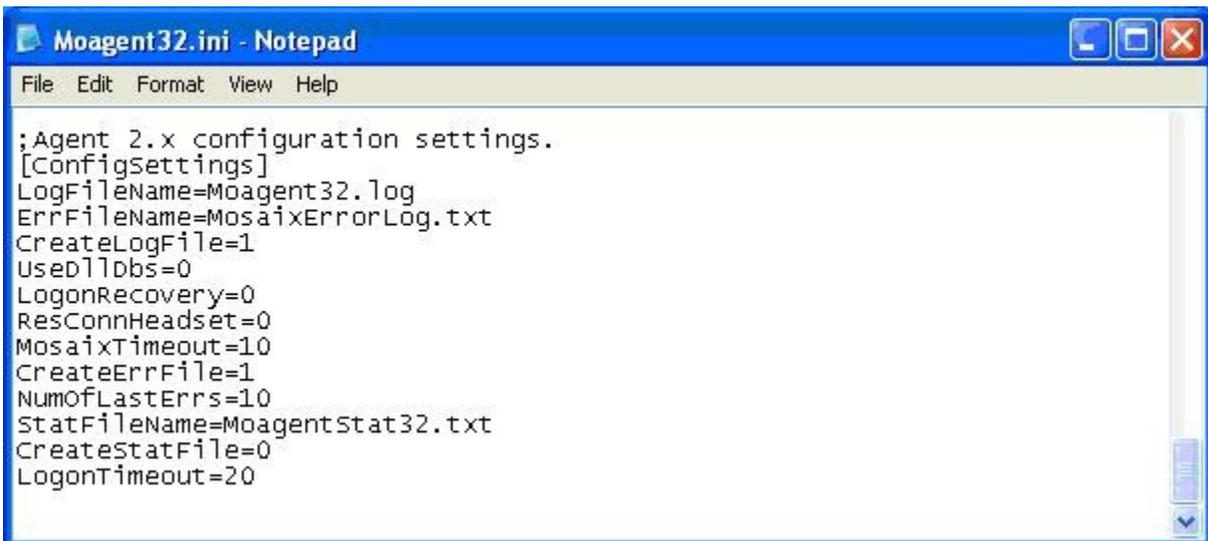
Open the **Moagent32.ini** file with the Notepad application. Scroll to the **logon** section, and set **Servername** to the IP address of Avaya Proactive Contact, as shown below.

A screenshot of a Notepad window titled "Moagent32.ini - Notepad". The window has a menu bar with "File", "Edit", "Format", "View", and "Help". The text content is as follows:

```
[logon]
servername = 10.32.34.10
servicename = agent
portnumber = 22700
headset =

[work_class]
;B, M, O, I, P, A are the argument syntax expected by Mosaix.
wkClsCount = 5
1 = O - Outbound
2 = I - Inbound
3 = B - Blend
4 = M - Managed
5 = P - Person-To-Person
```

Scroll down to the bottom of the file, and set **UseDlIDbs** to "0", as shown below. Select **File > Save As** from the top menu, and save the changed file to the **C:\WINDOWS** directory.

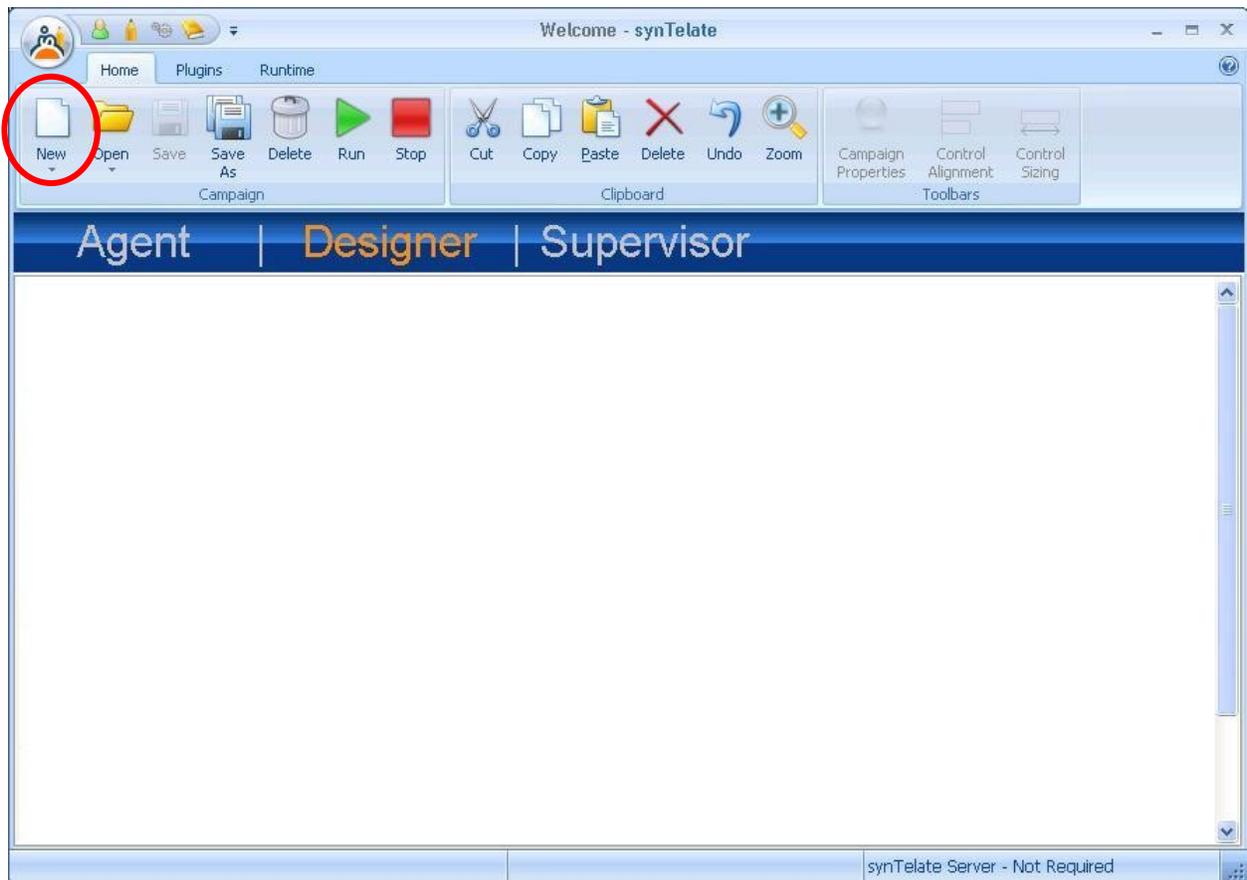
A screenshot of a Notepad window titled "Moagent32.ini - Notepad". The window has a menu bar with "File", "Edit", "Format", "View", and "Help". The text content is as follows:

```
;Agent 2.x configuration settings.
[ConfigSettings]
LogFileName=Moagent32.log
ErrFileName=MosaixErrorLog.txt
CreateLogFile=1
UseDlIDbs=0
LogonRecovery=0
ResConnHeadset=0
MosaixTimeout=10
CreateErrFile=1
NumOfLastErrs=10
StatFileName=MoagentStat32.txt
CreateStatFile=0
LogonTimeout=20
```

## 6.2. Launch Designer

From the PC running Designer, select **Start > Programs > synTelate > synTelate Designer** to display the **Welcome - synTelate** screen.

Select the **Designer** tab. From the top menu, select the **Home** tab. Click **New** and select **Wizard > Dialler Wizard** from the drop-down list (not shown below) to create a new campaign.



### 6.3. Administer Campaigns

The **Step 1 of 7** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Database:** “sysRun”
- **Password:** The password for the database.
- **Name:** A descriptive name for the new campaign.

The screenshot shows a window titled "Avaya Proactive Contact Configuration" with a sub-header "Step 1 of 7 - Basic Campaign Details". Below the sub-header is the instruction "Please enter basic details for the campaign". The form contains several fields: "Database" (dropdown menu with "synRun" selected), "Name\*" (text box with "OutboundCampaign"), "Password" (text box with "\*\*\*\*\*"), "Description" (text area), "Start Date" (dropdown menu with "\_8/25/2010" selected), "End Date" (dropdown menu with "\_8/25/2011" selected), and "Notes" (text area). A red asterisk and the text "\* required field" are located at the bottom left of the form. At the bottom right, there are three buttons: a grey left arrow, a blue right arrow, and a red prohibition sign.

The **Avaya PCS Login** screen is displayed next. Enter the credentials for the Avaya Proactive Contact supervisor.

The screenshot shows a window titled "Avaya PCS Login". It contains three input fields: "Server" (dropdown menu with "Default" selected), "Agent Name" (text box), and "Password" (text box). At the bottom right, there are two buttons: a green checkmark and a red prohibition sign.

The **Step 2 of 7** screen is displayed. Select the proper values for **Call List** and **Job Name**. Retain the default value for **Client Status Table**, and select the proper **Job Type**. Note that when **Job Type** is **Inbound**, then the **Incoming DDI** field is enabled, and needs to be configured with the dialed number from the PSTN for the inbound calls.

The screenshot shows the 'Step 2 of 7 - Choose Client Table' window. It contains the following fields and values:

- Call List \*: list1
- Job Name \*: outbnd
- Client Status Table \*: outbnd
- Job Type \*: Outbound (selected)
- Incoming DDI: outbnd,

A legend at the bottom left indicates that an asterisk (\*) denotes a required field. Navigation buttons (back, forward, cancel) are located at the bottom right.

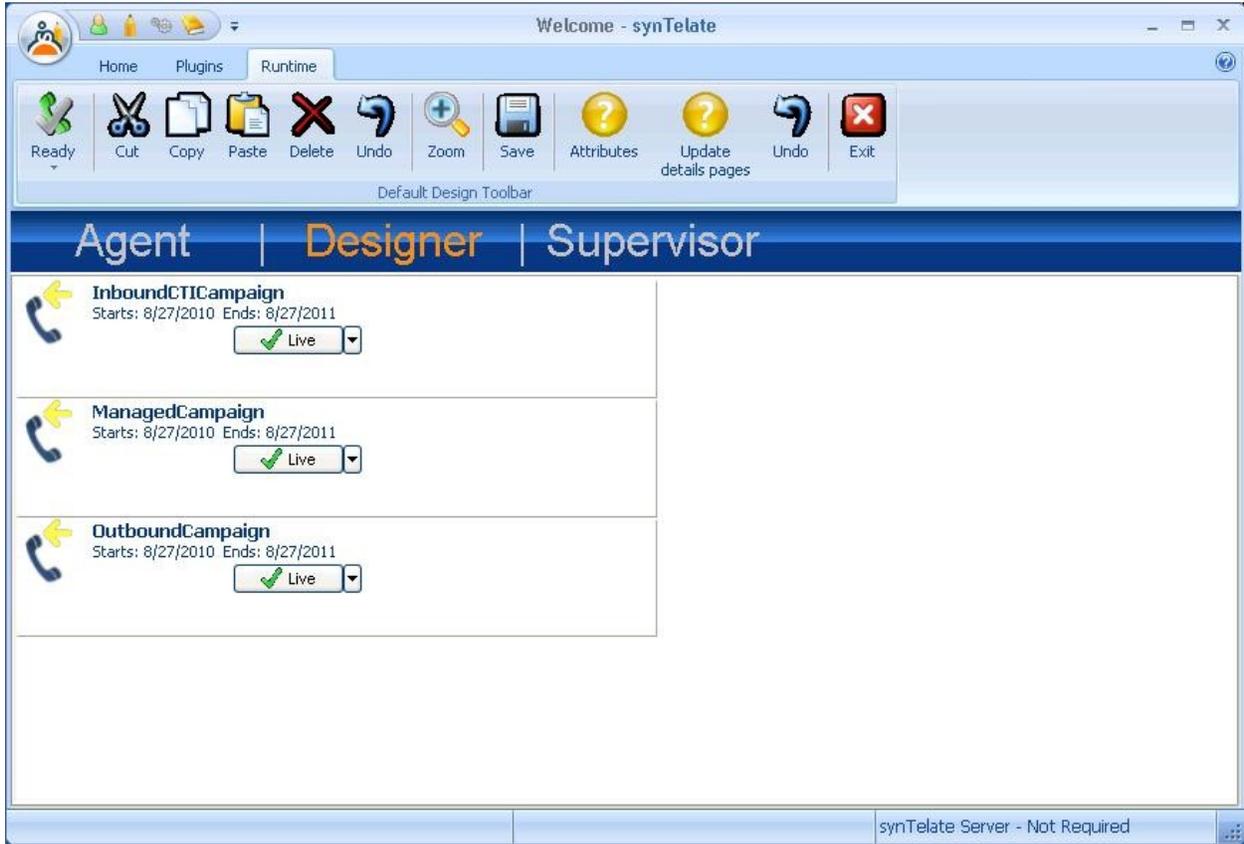
The **Step 3 of 7** screen is displayed next. Select the data fields from the left pane that correspond to the selected fields from **Section 4.1**. The screenshot below shows the data fields used in the compliance test. Retain the default values in all subsequent screens to complete the wizard.

The screenshot shows the 'Step 3 of 7 - Choose Fields' window. It features two panes:

- Available Fields:** A list of fields including PHONECNT9, PHONECNT9, PHONECNT9, PHONESTATR, RECALLNUMBER2, SCNDDATER, SCNDDATER, SCNDDATER, SCNDDATER, THRDATER, THRDATER, THRDATER, THRDATER, TME\_STAMP, ZONEPHONE10, ZONEPHONE3, ZONEPHONE4, ZONEPHONE5, ZONEPHONE6, and ZONEPHONE7.
- Selected Fields:** A list of fields including ACCTNUM, BALANCE, COMMENT1, NAME1, NAME2, and ZIPCODE.

Navigation buttons (back, forward, cancel) are located at the bottom right.

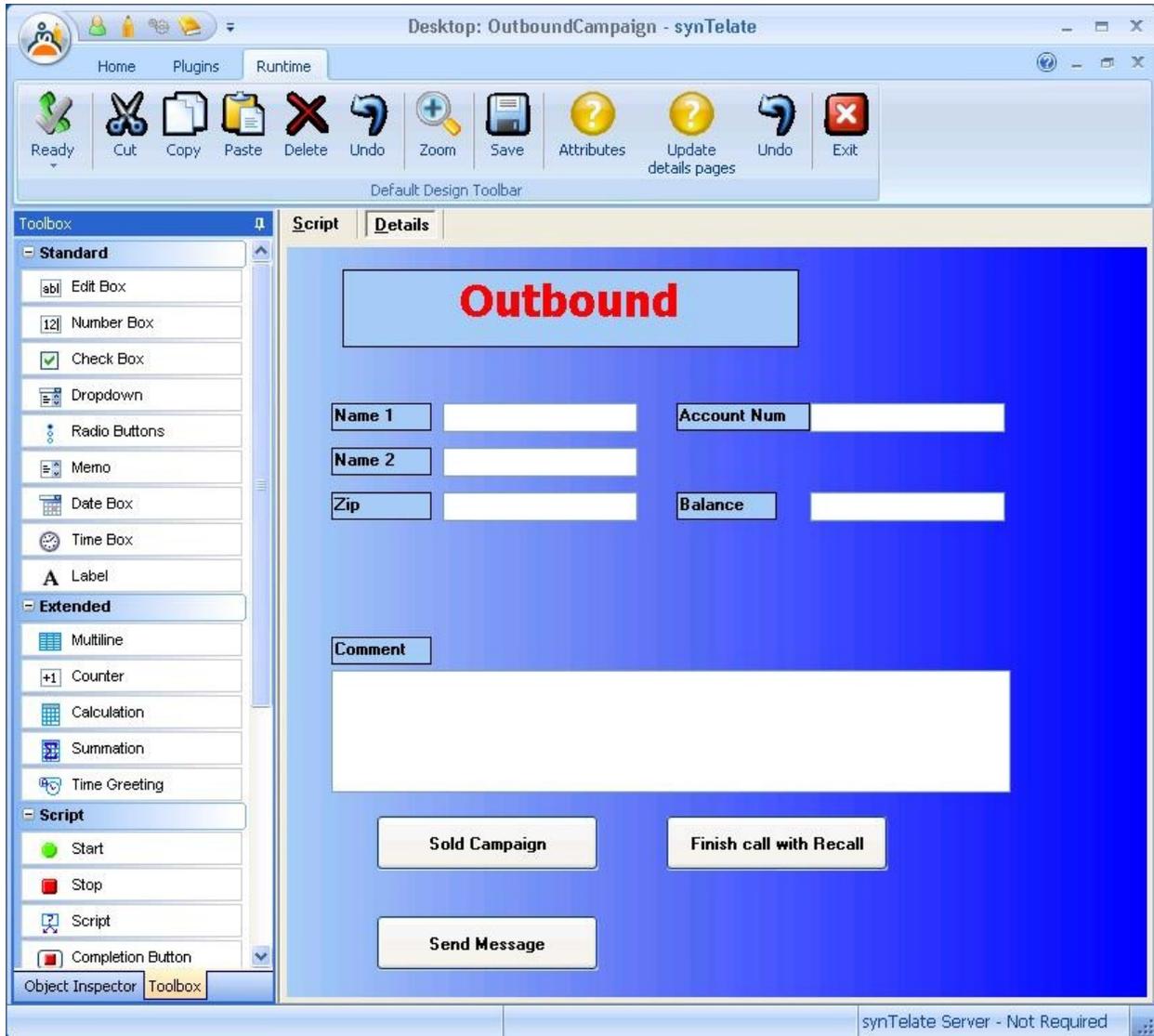
Repeat this section to create all desired campaigns. In the compliance testing, three campaigns were created, as shown below.



## 6.4. Administer Scripts and Screens

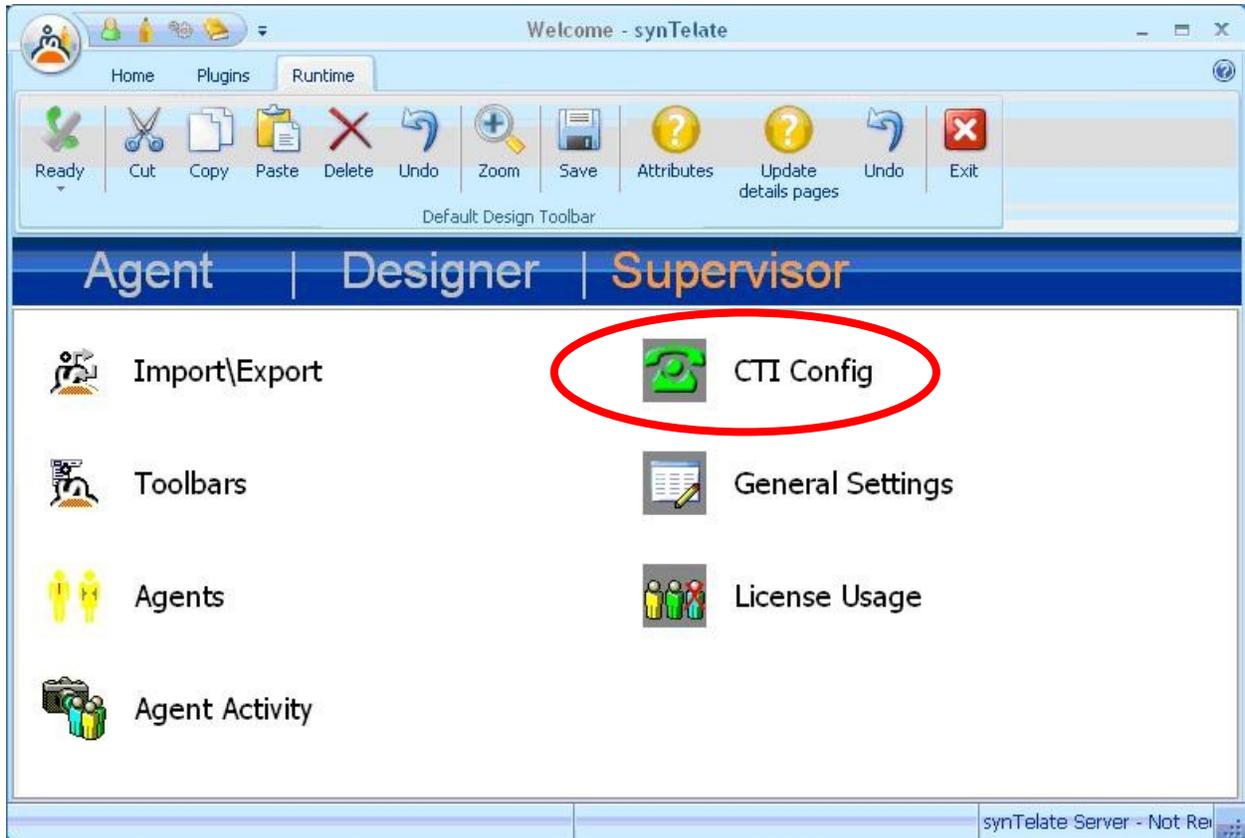
Follow [3] to administer call flow scripts and data screens for each campaign in **Section 6.3**. The screenshot below shows a sample customized data screen for the outbound campaign used in the testing.

The customer record fields from **Section 4.1** and the completion codes from **Section 4.2** were used in administering the data screens.

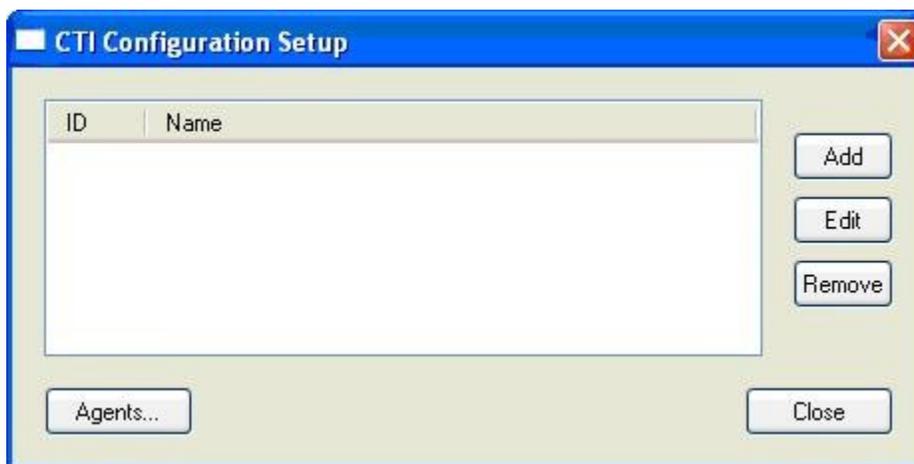


## 6.5. Administer CTI

Select the **Supervisor** tab, and click on **CTI Config**.



The **CTI Configuration Setup** screen is displayed. Click **Add**.



The **Edit CTI Config Details** screen is displayed. Enter a descriptive **Name**. For **Telephony Server**, select “Avaya PDS” from the drop-down list. Check **Enabled for undefined Agents**. For **Pass Through Telephony Server**, select “TSAPI based switch” from the drop-down list, as shown below.

**Edit CTI Config Details**

Name: PC42 Soft ID: 4

Telephony Server: Avaya PDS

Auto Login

External Prefix: [ ] Extension Length: [ ]

Enabled for undefined Agents

Ring Delay: [ ]

Pass Through Telephony Server: TSAPI based switch

OK Cancel

## 7. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Outbound calls were automatically placed and delivered to synTelate Agent by Avaya Proactive Contact, and inbound calls were manually placed and delivered to synTelate Agent by Avaya Aura™ Communication Manager.

Different types of jobs were exercised, along with different actions initiated from synTelate Agent, to verify proper generation and handling of supported messages from the Avaya Proactive Contact Agent API and from Avaya Aura™ Application Enablement Services TSAPI.

The Avaya Proactive Contact Supervisor was used to start/stop jobs and send/receive messages with agents.

The serviceability test cases were performed manually by disabling/enabling the Ethernet connection to synTelate Designer and to synTelate Agent.

The verification included checking the display of fields, options, and values on synTelate Agent, and checking the exchanged API messages in the designer and agent logs.

All test cases were executed. The one observation from the compliance test is that the synTelate Agent does not display any message related to a link interruption, and agent will receive errors upon completing the current customer record. The workaround is for the agent to manually drop the active call, log out of ACD, exit from synTelate Agent, and be removed from the job by the supervisor before attempting to log back in.

## 8. Verification Steps

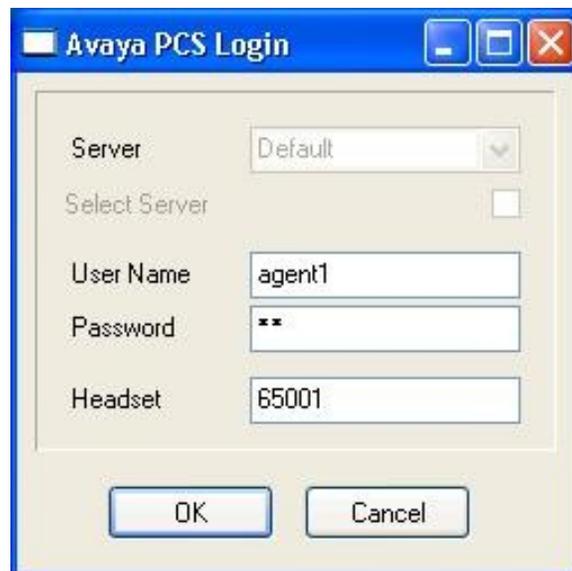
This section provides the tests that can be performed to verify proper configuration of synTelate, Avaya Proactive Contact, and Avaya Aura™ Application Enablement Services. Prior to verification, start an outbound job on Avaya Proactive Contact.

### 8.1. Verify synTelate

From the PC running synTelate Agent, select **Start > Programs > synTelate > synTelate Agent**. The **Select a CTI Config** screen is displayed. Select the CTI configuration from **Section 6.5**, as shown below.



The **Avaya PCS Login** screen is displayed next. Enter the pre-defined agent login and password for Avaya Proactive Contact, and the agent station / headset number from **Section 2**.



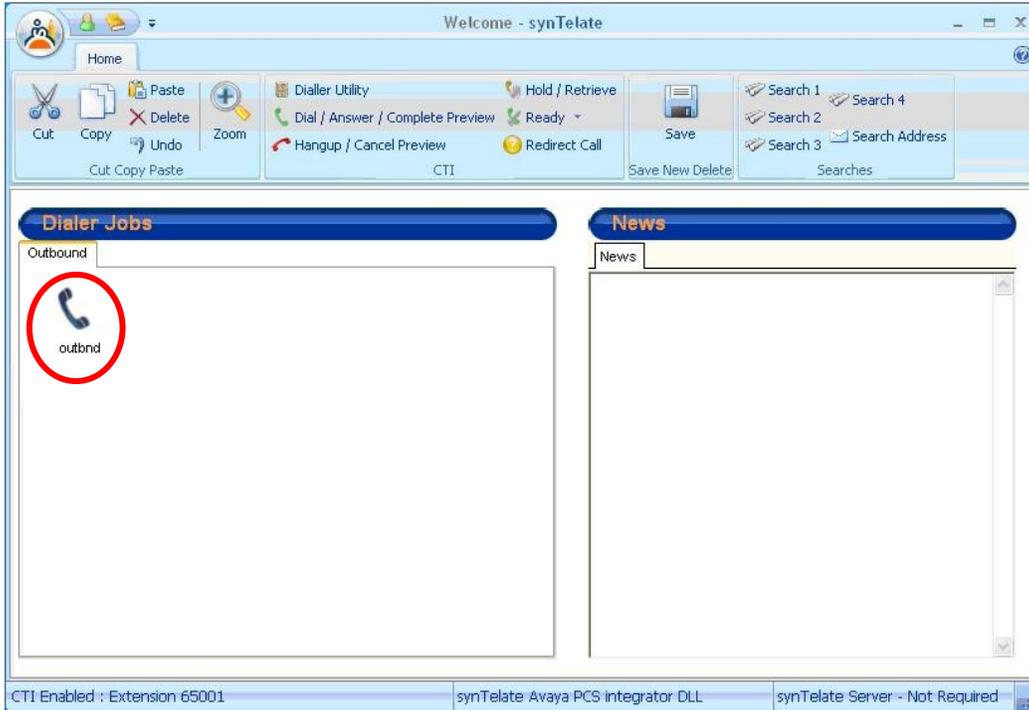
The **Login Details** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Tserver:** The Tlink name from **Section 5.6**.
- **Username:** The synTelate user credentials from **Section 5.7**.
- **Password:** The synTelate user credentials from **Section 5.7**.
- **Extension:** The agent station / headset number from **Section 2**.
- **Agent ID:** The agent login ID from **Section 2**.
- **Group Password:** The agent password from **Section 2**.

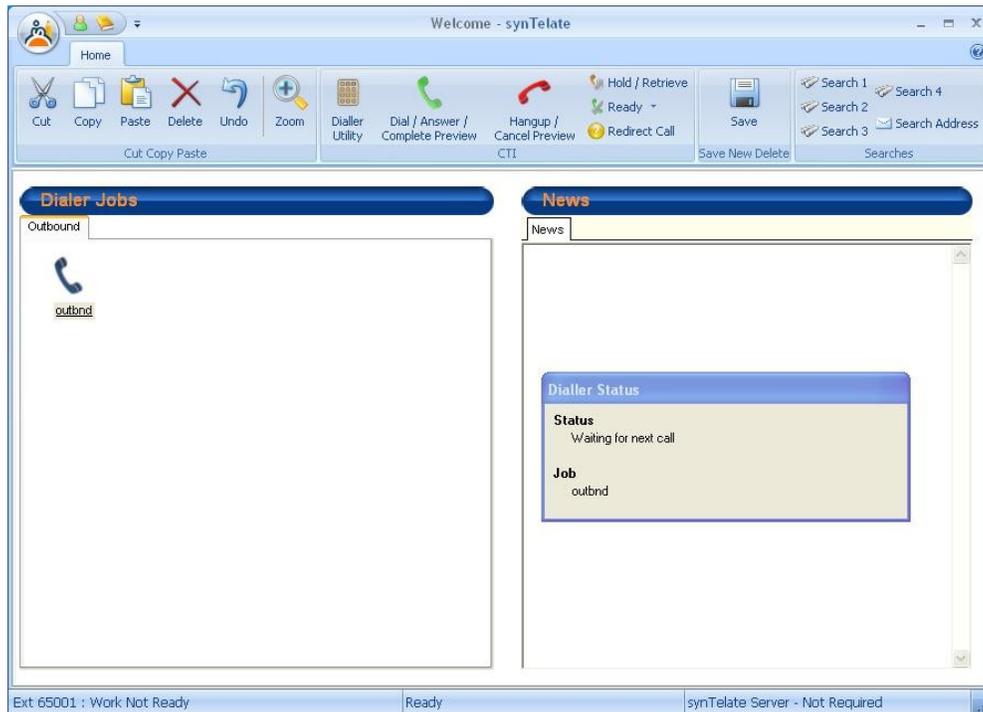
The screenshot shows a 'Login Details' dialog box with the following fields and values:

Field	Value
TServer	AVAYA#S8500#CSTA#AES-TEST
Username	synTelate
Extension	65001
Group Name	
Password	*****
Agent ID	41661
Group Password	*****

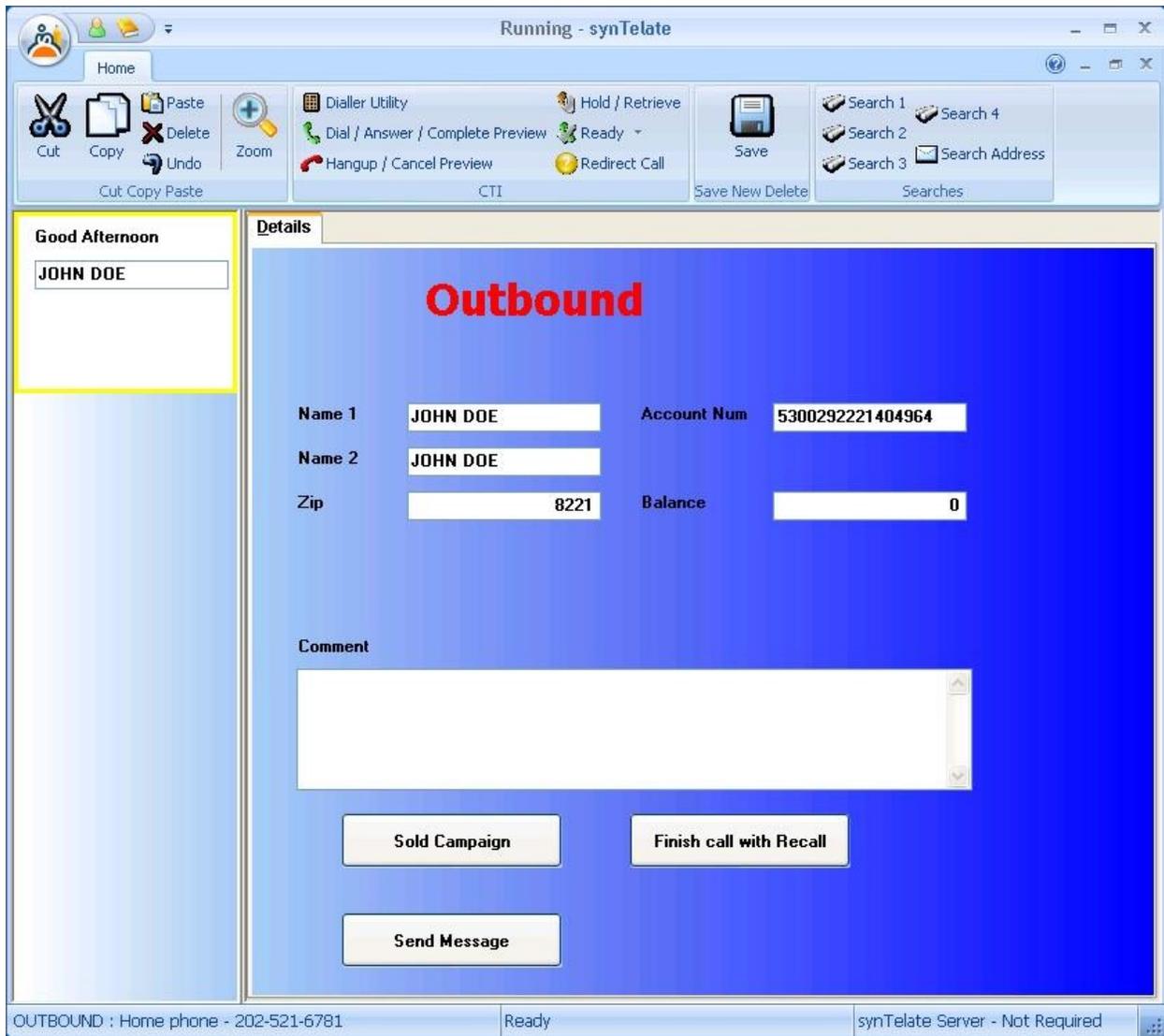
The **Welcome - synTelate** screen is displayed. Verify the active outbound job is displayed. Click **outbnd**.



The **Dialer Status** box is displayed in the right pane. Verify the values for **Status** and **Job**, as shown below.

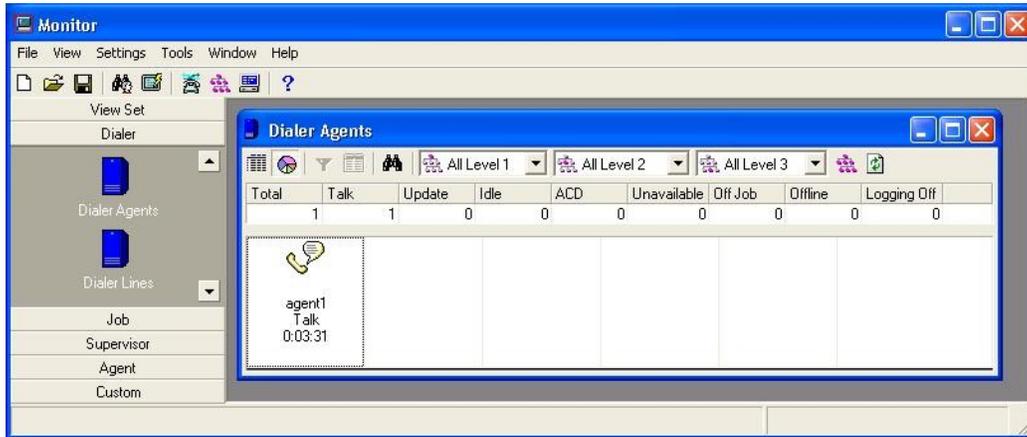


The **Running - synTelate** screen is displayed. When an outbound call is delivered to the agent, verify that the appropriate data screen from **Section 6.4** is displayed and populated with values retrieved from the customer record, as shown below.



## 8.2. Verify Avaya Proactive Contact

From the PC running the Avaya Proactive Contact Supervisor, select **Start > All Programs > Avaya > Proactive Contact 4.2 > Supervisor > Monitor**, and log in with the appropriate credentials. The **Monitor** screen is displayed. Select **Dialer > Dialer Agents** from the left pane, to display the **Dialer Agents** screen. Verify that the agent from **Section 8.1** is displayed and in the “Talk” state.



## 8.3. Verify Avaya Aura™ Application Enablement Services

On Application Enablement Services, verify the status of the TSAPI link by selecting **Status > Status and Control > TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed. Verify the **Status** is “Talking” for the TSAPI link administered in **Section 5.3**, as shown below.

### Application Enablement Services

Management Console

Welcome: User craft  
 Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10  
 HostName/IP: AES-Test/10.32.32.20  
 Server Offer Type: TURNKEY  
 SW Version: r5-2-2-105-0

Status | Status and Control | TSAPI Service Summary
Home | Help | Logout

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▼ **Status**
  - Alarm Viewer
  - ▶ Logs
  - ▼ **Status and Control**
    - CVLAN Service Summary
    - DLG Services Summary
    - DMCC Service Summary
    - Switch Conn Summary
    - **TSAPI Service Summary**

### TSAPI Link Details

Enable page refresh every  seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
▶	1	S8500	1	Talking	Fri Aug 20 12:53:32 2010	Online	16	8	77	164	30

For service-wide information, choose one of the following:

## 9. Conclusion

These Application Notes describe the configuration steps required for synTelate to successfully interoperate with Avaya Proactive Contact with CTI. All feature and serviceability test cases were completed, with observations noted in **Section 7**.

## 10. Additional References

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

1. *Administering Avaya Proactive Contact*, Release 4.2, May 2010, available at <http://support.avaya.com>.
2. *Avaya Aura™ Application Enablement Services Administration and Maintenance Guide*, Release 5.2, Document ID 02-300357, Issue 11, November 2009, available at <http://support.avaya.com>.
3. *synTelate Training Manual*, Version 4.01, Issue 0.1.02, available as part of the synTelate training course.
4. *Agent Helpfile for synTelate version 4.01 with Avaya PCS*, Version 4.01, Issue 1.0, available from the synTelate Agent installation CD.

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