**Avaya Solution & Interoperability Test Lab**

# Application Notes for configuring Avaya Proactive Contact R5.1 with Kana Enterprise from Sword Ciboodle using Avaya PG230 Digital Switch – Issue 1.0

## Abstract

These Application Notes describe the configuration steps required for Kana Enterprise from Sword Ciboodle to successfully interoperate with Avaya Proactive Contact R5.1 using Avaya PG230 Digital Switch.

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

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

# 1. Introduction

These Application Notes describe a compliance tested configuration comprised of Avaya Proactive Contact R5.1 using an Avaya PG230 Digital Switch (also known as hard dialer) and Kana Enterprise from Sword Ciboodle.

Avaya Proactive Contact R5.1 uses an Avaya PG230 Digital Switch to connect Avaya Proactive Contact Agent headsets and connect outbound calls to Avaya Proactive Contact Agents via a Q-Sig trunk with Avaya Aura® Communication Manager.

Avaya Proactive Contact Agents log into Proactive Contact using the Kana Enterprise web interface from Sword Ciboodle. The dialer selection, login credentials, job selection, agent state, call control options and all other agent interactions are presented to the user by the Kana Enterprise from Sword Ciboodle channel provider which communicates with the Avaya Proactive Contact R5.1 Agent API via moagent32.dll.

# 2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of Kana Enterprise to carry out call handling functions in a variety of scenarios through the API with Proactive Contact. The feature test cases were performed automatically. Outbound calls were automatically placed and delivered to Kana Enterprise by Proactive Contact. Different types of jobs were exercised, along with a variety of actions initiated from Kana Enterprise, to verify proper generation and handling of supported messages from Proactive Contact. The Proactive Contact Editor was used to start/stop and configure jobs. The verification included checking the display of fields, options, and values on Kana Enterprise. All test cases were executed.

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

## 2.1. Interoperability Compliance Testing

The feature testing focused on verifying successful login of Proactive Contact Agents using Kana Enterprise and the use of the appropriate options, fields, and values for the following scenarios:

- Outbound and managed jobs
- Login, join job, go on/off break, leave job and logoff
- Hold, retrieve, call transfer, NVDT forward work, conference, place manual call, place managed call, cancel managed call, release line, hang-up, and finish work
- Set recall and Agent Owned Recall and update customer fields
- Set completion codes

## 2.2. Test Results

All test cases were completed successfully with the following observations:

- Some test cases were executed using the web interface of Kana Enterprise i.e. Kana Enterprise Agent Desktop (KE AD) and some were executed using the KE AD in conjunction with the Test Harness application to verify the ability of the Channel Provider to communicate with the Proactive Contact Agent API.
- Instead of AGTReleaseLine Kana Enterprise Agent Desktop uses AGTHangupCall. It was verified using the Test Harness that the Channel Provider was able to handle the AGTRelease line command. Since the completion of the compliance testing Kana Enterprise Agent Desktop has been enhanced to offer both AGTReleaseLine and AGTHangupCall to the agent when finished with the dialer call. This was not tested however.

## 2.3. Support

Support from Avaya is available by visiting the website http://support.avaya.com and a list of product documentation can be found in **Section 12** of these Application Notes. Technical support for the Kana Enterprise product can be obtained as follows.

- Tel USA: + +1-800-737-8738
- Tel EMEA: +44 141 533 4000
- Email: info@kana.com

# 3. Reference Configuration

**Figure 1** below shows the compliance tested configuration comprising of Avaya Aura® Communication Manager connected to an Avaya G430 Media Gateway. QSIG trunks from the Avaya G430 Media Gateway provide the path for calls to the Avaya PG230 Digital Switch which is controlled by Avaya Proactive Contact R5.1. A further PRI trunk provides access to a simulated PSTN. Avaya Proactive Contact Agents are logged into Avaya Proactive Contact using Sword Ciboodle Kana Enterprise via either KED or the Test Harness and Avaya 96xx IP Deskphones provided the agent headsets.

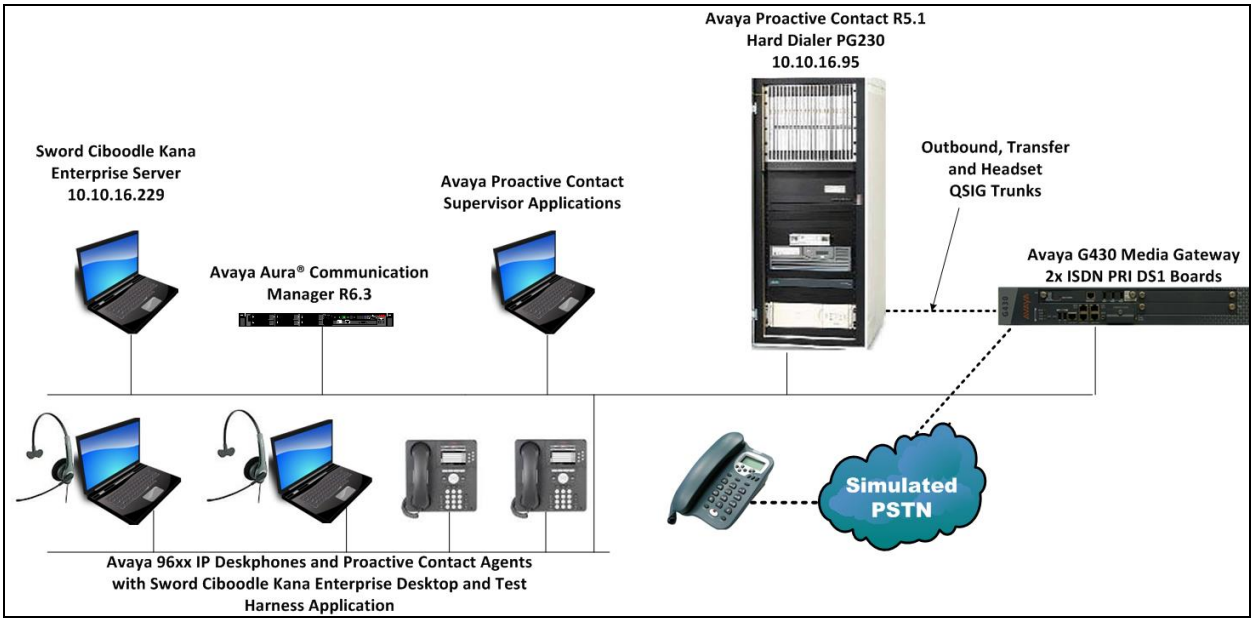



**Figure 1: Avaya Proactive Contact with Sword Ciboodle Kana Enterprise Configuration**

# 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 Avaya S8800 Server | R6.3 SP1 |
| Avaya Proactive Contact Running on HP DL360 | R5.1.0.0.1802 patches 359, 360 and 362 |
| Avaya 9630 H.323 IP Deskphone | 3.2 |
| Avaya PG230 | Generic Software 15.3.1 |
| Sword Ciboodle Kana Enterprise | AvayaPCChannelProvider 13R1 |

# 5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager to support the PG230 integration. These application notes assume configuration of Communication Manager with Proactive Contact has already been performed. For illustrative purposes the procedures necessary for configuration includes the following area.

- Configure Trunks to Avaya PG230 Digital Switch

## 5.1. Configure Trunks to Avaya PG230 Digital Switch

A number of trunks are required for the purpose of communication between PG230 and Communication Manager. One trunk for calls in each of the following categories

- Agent Headsets (Dialback)
- Outbound
- Inbound
- Transfer

The physical connection is made between PG230 and the MM710 contained within the G450 Media Gateway. Enter the **add ds1 xxxxx** command, where **xxxxx** is the location of the DS1 media module pack. Configure the following

- **Name** set to any descriptive string value, in this case, it was **CM-PG230**
- **Bit Rate** set to **2.048**
- **Line Coding** set to **hdb3**
- **Signaling Mode** set to **isdn-pri**
- **Connect** set to **pbx**
- **Interface** set to **peer-master**
- **Peer Protocol** set to **Q-SIG**
- **Interface Companding** set to **alaw**
- **Idle Code** set to **01010100**

```
add ds1 001v3                                               Page   1 of   1
                              DS1 CIRCUIT PACK

            Location: 001v8                          Name: ToDialer
            Bit Rate: 2.048                   Line Coding: hdb3
      Signaling Mode: isdn-pri
             Connect: pbx                        Interface: peer-master
   TN-C7 Long Timers? n                      Peer Protocol: Q-SIG
Interworking Message: PROGress                       Side: a
Interface Companding: alaw                           CRC? y
           Idle Code: 01010100           Channel Numbering: timeslot
                             DCP/Analog Bearer Capability: 3.1kHz
                                          T303 Timer(sec): 4
                                        Disable Restarts? n
      Slip Detection? y                Near-end CSU Type: other
   Echo Cancellation? n
```

Configure a Signaling Group for the previously configured DS1 board 001v3. Enter the **add signaling-group n** command; where **n** is an unused signaling group number. Configure the following on **Page 1.**

- **Group Type** set to **isdn-pri**
- **Primary D-Channel** enter the DS1 board number followed by 16
- **Trunk Group for Channel Selection** enter the 1st trunk group number that was configured for DS1 board 001v3; in this case trunk group **3**
- **TSC Supplementary Service Protocol** set to **b**

```
add signaling-group 7                                        Page   1 of   1
                              SIGNALING GROUP

 Group Number: 7              Group Type: isdn-pri
                     Associated Signaling? y          Max number of NCA TSC: 0
                        Primary D-Channel: 001V316     Max number of CA TSC: 0
                                                    Trunk Group for NCA TSC: 3
    Trunk Group for Channel Selection: 3       X-Mobility/Wireless Type: NONE
      TSC Supplementary Service Protocol: b          Network Call Transfer? n
```

Configure a trunk group used for inbound calls. Enter the **add trunk-group n** command, where **n** is an available trunk group number. Configure the following on **Page 1.**

- **Group Type** set to **isdn**
- **Group Name** set to any descriptive string value, in this case, it was **To Dialer-Headsets**
- **TAC** enter a Trunk Access Code that is valid in the provisioned dial plan
- **Dial Access** set to **y**
- **Service Type** set to **tie**

```
add trunk-group 3                                            Page   1 of  21
                              TRUNK GROUP
Group Number: 7                  Group Type: isdn          CDR Reports: y
  Group Name: To Dialer - Headsets    COR: 1        TN: 1        TAC: 703
   Direction: two-way        Outgoing Display? y         Carrier Medium:
PRI/BRI
 Dial Access? y              Busy Threshold: 255  Night Service:
Queue Length: 0
Service Type: tie                    Auth Code? n           TestCall ITC: rest
                         Far End Test Line No:
TestCall BCC: 4
```

On **Page 2** of the trunk group configuration, specify the following:

- **Supplementary Service Protocol** set to **b**
- **Disconnect Supervision**
  - **In** set to **y**
  - **Out** set to **y**

```
add trunk-group 3                                              Page   2 of  21
      Group Type: isdn
TRUNK PARAMETERS
         Codeset to Send Display: 6     Codeset to Send National IEs: 6
        Max Message Size to Send: 260   Charge Advice: none
  Supplementary Service Protocol: b     Digit Handling (in/out):
enbloc/enbloc

            Trunk Hunt: cyclical
                                                  Digital Loss Group: 13
Incoming Calling Number - Delete:     Insert:                 Format:
              Bit Rate: 1200         Synchronization: async    Duplex: full
 Disconnect Supervision - In? y  Out? y
 Answer Supervision Timeout: 0
          Administer Timers? n      CONNECT Reliable When Call Leaves ISDN? n
           XOIP Treatment: auto    Delay Call Setup When Accessed Via IGAR? n
```

On **Page 5**, configure **GROUP MEMBER ASSIGNMENTS** as follows:

- **Port** enter the DS1 board number followed by the trunk member number. The ports configured on Communication Manager must be mapped to the ports configured on the PG230 Digital Switch.
- **Sig Grp** enter the number of the signaling group configured for the DS1 board 001v3, in this case it is Signaling Group **7**.

```
add trunk-group 3                                              Page   5 of  21
                                  TRUNK GROUP
                                       Administered Members (min/max):   1/5
GROUP MEMBER ASSIGNMENTS                   Total Administered Members:   5

       Port    Code Sfx Name        Night           Sig Grp
  1: 001V301  MM710                                   7
  2: 001V302  MM710                                   7
  3: 001V303  MM710                                   7
  4: 001V304  MM710                                   7
  5: 001V305  MM710                                   7
```

**Note**: There is different port numbering between PG230 Digital Switch and Communication Manager; therefore ports 2-6 on PG230 Digital Switch correspond to ports 1-5 on Communication Manager.

Repeat the above configuration steps in order to configure remaining trunk groups for Outbound Inbound and Transfer calls. For each trunk group make sure that the number of ports in GROUP MEMBER ASSIGNMENTS is correctly mapped to the number of ports configured on the PG230. Also, for every trunk group, configure each port with signaling group 7.

Enter **list trunk-group** command, to list all trunk groups that were configured on the Communication Manager. Below is the list of all trunk groups that were configured for the E1 QSIG trunk between Communication Manager and PG230 Digital Switch. In addition, note the presence of the preconfigured Simulated PSTN trunk, the configuration of which is outside of the scope of these Application Notes.

```
list trunk-group
                                TRUNK GROUPS

Grp                                                 No.                  Out Que
No.  TAC  Group Type    Group Name                  Mem TN  COR CDR Meas Dsp Len

2    702  isdn          Simulated PSTN               8   1   1   r   both n   0
3    703  isdn          QSIG to PG230 - Headsets     5   1   1   y   both y   0
4    704  isdn          QSIG to PG230 - Outbound    10   1   1   y   both n   0
5    705  isdn          QSIG to PG230 – Inbound      5   1   1   y   both n   0
6    706  isdn          QSIG to PG230 - Transfer     5   1   1   y   both n   0
```

# 6. Configure Avaya Proactive Contact

It is assumed a fully operating Proactive Contact has been implemented. If assistance is required with Proactive Contact, please contact Avaya Professional Services or an Avaya Business Partner. The following pages illustrate the configuration of Proactive Contact.

## 6.1. Configure dgswitch.cfg

Edit **/opt/avaya/pds/config/dgswitch.cfg** as shown below. The format used is based on the location of the ports in the PG230 Digital Switch; therefore Proactive Contact is configured with the same number of Inbound Ports as the number of inbound lines on the PG230 Digital Switch. The headset ports configured on Proactive Contact correspond to the ports of the headset trunk group configured on Communication Manager in **Section 4.1**, the same is true for Outbound, Inbound and Transfer trunk ports. Note the headset group 15 specified here as in opmon.cfg.

```
# Headset Ports
H:1:361:1::#H:15:1:1-1-21-4-2
H:2:362:1::#H:15:1:1-1-21-4-3
H:3:363:1::#H:15:1:1-1-21-4-4
H:4:364:1::#H:15:1:1-1-21-4-5
H:5:365:1::#H:15:1:1-1-21-4-6

# Normal Outbound Trunks
N:1:366:1::#O:10:1:1-1-21-4-7
N:2:367:1::#O:10:1:1-1-21-4-8
N:3:368:1::#O:10:1:1-1-21-4-9
N:4:369:1::#O:10:1:1-1-21-4-10
N:5:370:1::#O:10:1:1-1-21-4-11
N:6:371:1::#O:10:1:1-1-21-4-12
N:7:372:1::#O:10:1:1-1-21-4-13
N:8:373:1::#O:10:1:1-1-21-4-14
N:9:374:1::#O:10:1:1-1-21-4-15
N:10:375:1::#O:10:1:1-1-21-4-16

# Normal Inbound Trunks

N:11:377:1::#I:11:1:1-1-21-4-18
N:12:378:1::#I:11:1:1-1-21-4-19
N:13:379:1::#I:11:1:1-1-21-4-20
N:14:380:1::#I:11:1:1-1-21-4-21
N:15:381:1::#I:11:1:1-1-21-4-22

# Transfer-thru Trunks
T:1:382:1::#T:12:1:1-1-21-4-23
T:1:383:1::#T:12:1:1-1-21-4-23
T:1:384:1::#T:12:1:1-1-21-4-23
T:1:385:1::#T:12:1:1-1-21-4-23
T:1:386:1::#T:12:1:1-1-21-4-23
```

Edit only the last 4 lines of **/opt/avaya/pds/config/voicemsg.cfg**, this file refers to the announcements recorded on the PG230.

```
250:greeting:1027:Female:Folder4:Voice:Message27
251:inbound:1028:Female:Folder4:Voice:Message28
252:outbound:1029:Female:Folder4:Voice:Message29
253:notLoggedIn:1030:Female:Folder4:Voice:Message30
```

Navigate to the **/opt/avaya/pds/scripts** directory and copy the telephny_hd.spt file to the telephny.spt file using the following command **cp telephny_hd.spt telephny.spt**. This file defines Hard Dialer specific parameters.

## 6.2. Configure master.cfg

Amendments to the **master.cfg** file, located in the **/opt/avaya/pds/etc** directory, were made as follows:

```
DBKGROUP:15,1,1
DBSERVERIP:10.10.16.95
IICB_HOST:devconhd501
INBNDSYS:YES
LINEASSIGN:REG,O=1-10;INB,I=11-15
NAMESERVICEHOST:devconhd501
OPERATORS:5
OPLIMIT:I=5,O=5,B=5,P=5,M=5
PORTS:15
PRIMARY:YES
SWITCHNAME:switch1
SWITCHTESTMODE:NO
SWITCHTYPE:DIGITAL
VISUAL_CPA:YES
WEBLMURL:http,//10.10.16.95,8080/WebLM/LicenseServer:
```

## 6.3. Configure number format

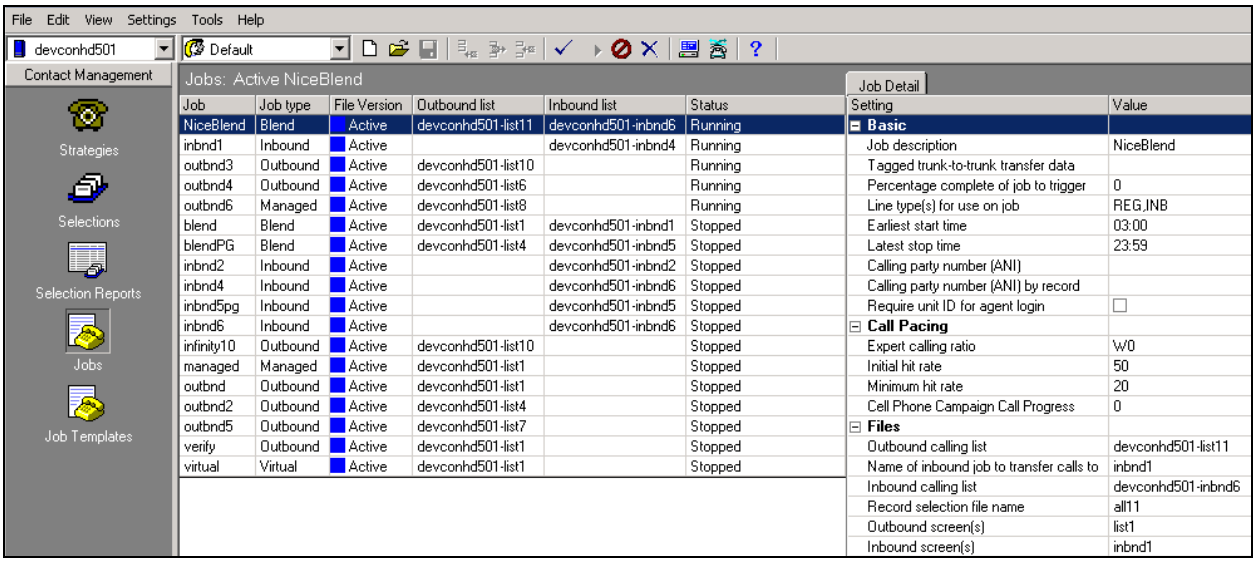
The **/opt/avaya/pds/config/phonefmt.cfg** file contains details of how Proactive Contact needs to manipulate numbers in the calling list in order to successfully place them. The final line in the file is configured as follows:

```
STD_TO_DIALFMT:(country code):(line type):(strip):(prefix):(suffix): \
#               (description)
#   where:
#       country code -  "Calling to" country code digits.
#       line type -     Line type (line assignment label), or ALLTYPES
#                       for all line types.
#       strip -         Number of digits to strip from the start of the
#                       standard phone number (before prefix applied).
#       prefix -        Characters to prefix to stripped phone number.
#                       (Max 12 chars.)
#       suffix -        Characters to suffix to phone number. (Max 12 chars.)
#       description -   Optional description.
STD_TO_DIALFMT:*:ALLTYPES:10:901415556000::
```

In this instance, of the digits dialed, **10** are deleted and replaced with **901415556000** and the call is routed over the outbound trunk. It is assumed Communication Manager has the necessary configuration required to route the call accordingly, in this case, over the simulated PSTN.

# 7. Perform Avaya Proactive Contact Job Configuration

It is assumed that the necessary pre-configuration of relevant job components such as tenants, calling lists, strategies, record selections and jobs have already been configured as required.. For the purpose of the compliance testing jobs **outbnd4**, **outbnd6** (managed) and **inbnd1** were configured as shown below in the Proactive Contact Editor application.



# 8. Configure Kana Enterprise Configuration

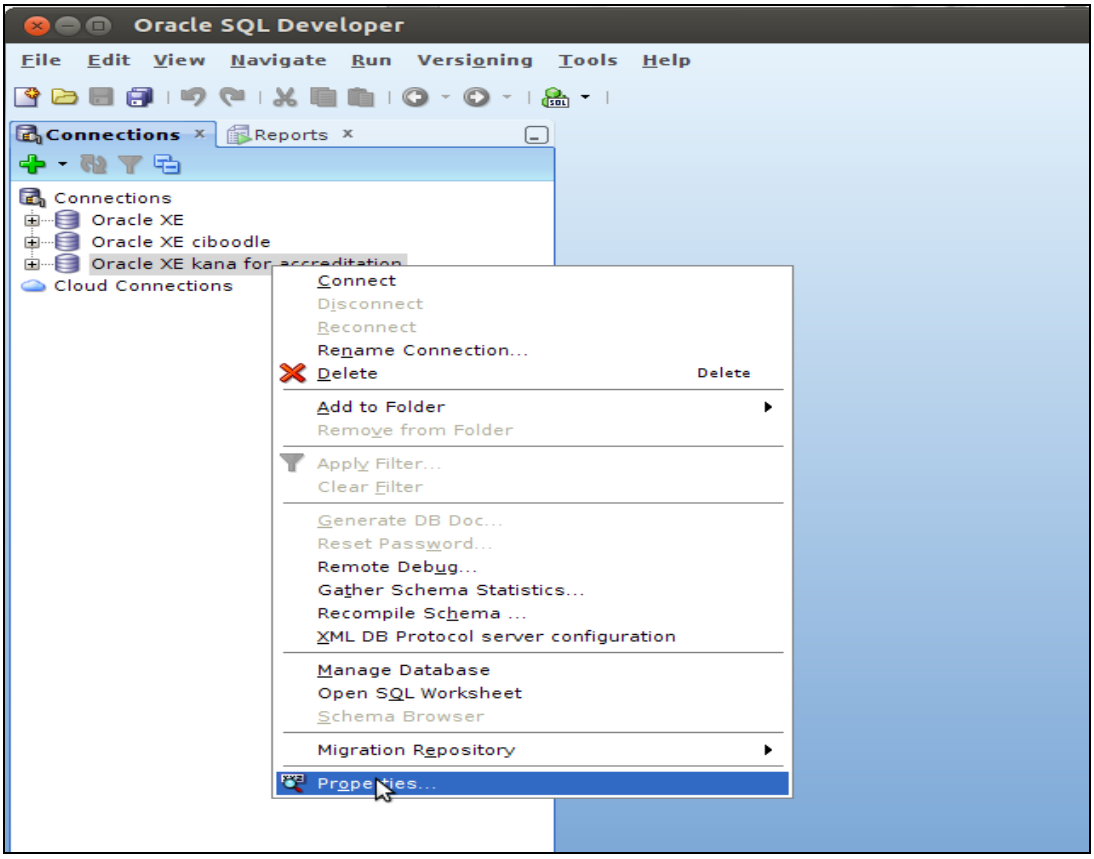
The Kana Enterprise application is deployed and configured according to customer requirements, through engagement directly with the Kana Enterprise Project Team. The configuration steps required for integration to Proactive Contact can be summarized as follows:

The following section describes the steps required to configure the Kana Enterprise in order to connect with Avaya Proactive Contact via the Agent API. The installation of Kana Enterprise is outside the scope of these Application Notes and is therefore not documented.

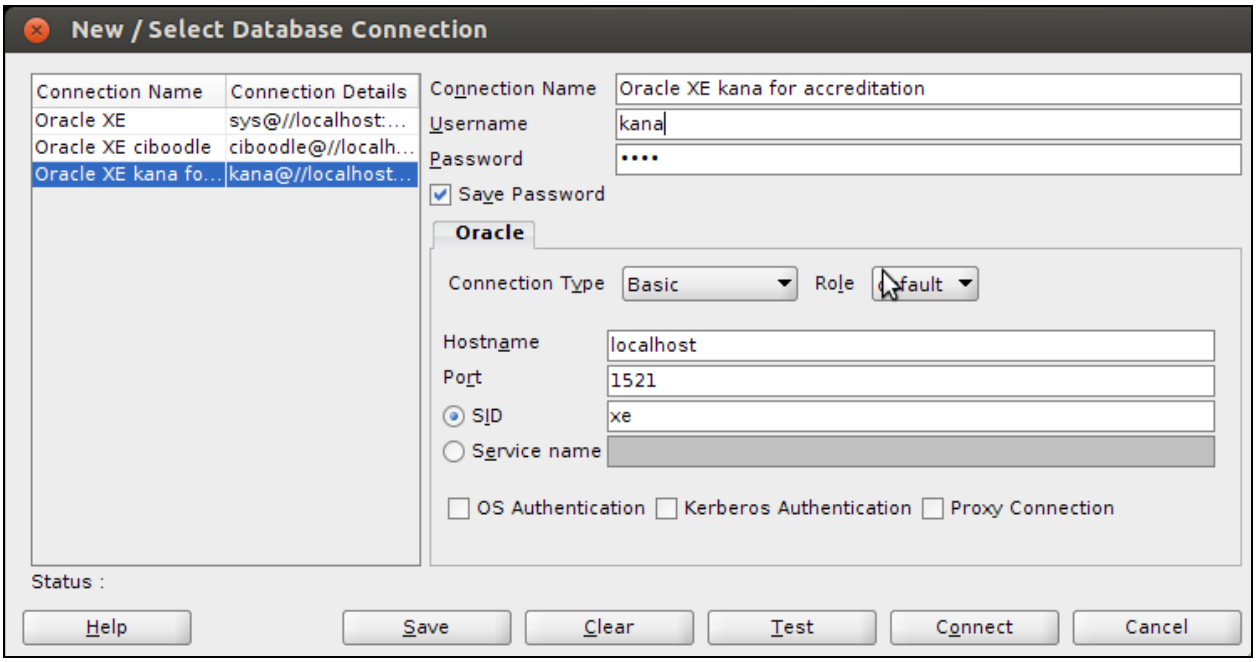
**Note:** It is assumed that the Kana Enterprise Server has been fully installed and a database already in place and configured. It is also assumed that any additional software that is required for the connection with Contact Center is also installed.

## 8.1. Configure Avaya Aura® Contact Center connection in the Kana Enterprise database

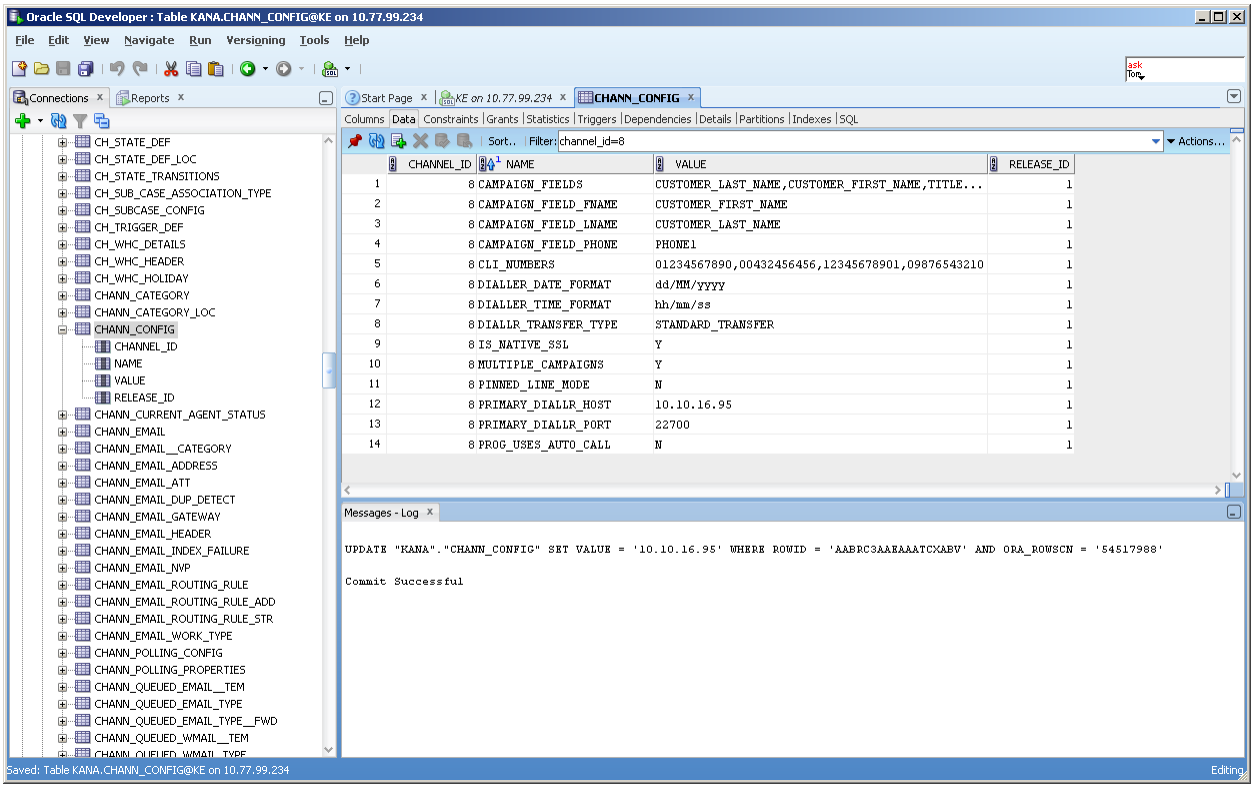
It is assumed that a database client is available to query the Oracle database on the Kana Enterprise Server. Using a suitable SQL editor open a connection to the Kana Enterprise database as shown below. Right click on the database and select **Properties**.



Fill in the information required such as the **Username**, **Password**, **Hostname** and the **Port** number as shown in the example below.




The following information must be set in order to connect to a Proactive Contact dialer. In the example below the Proactive Contact is 10.10.16.95:

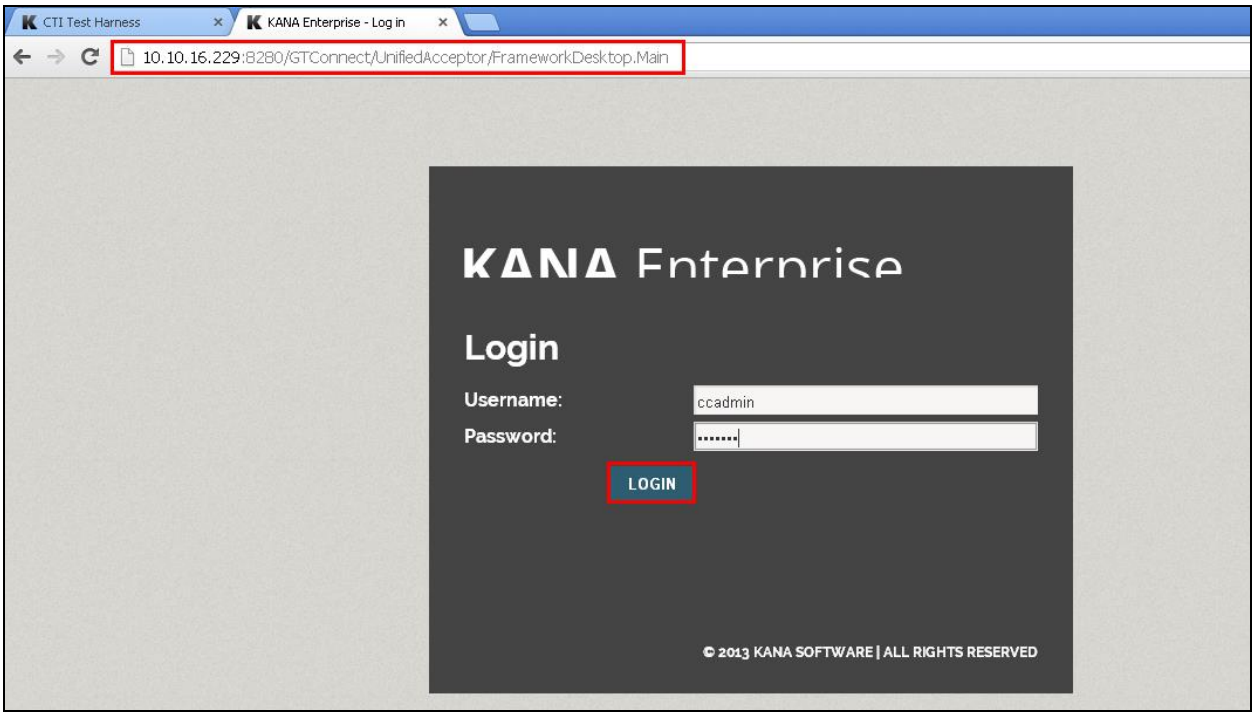


## 8.2. Configure Kana Enterprise to use the Avaya Proactive Contact Dialler

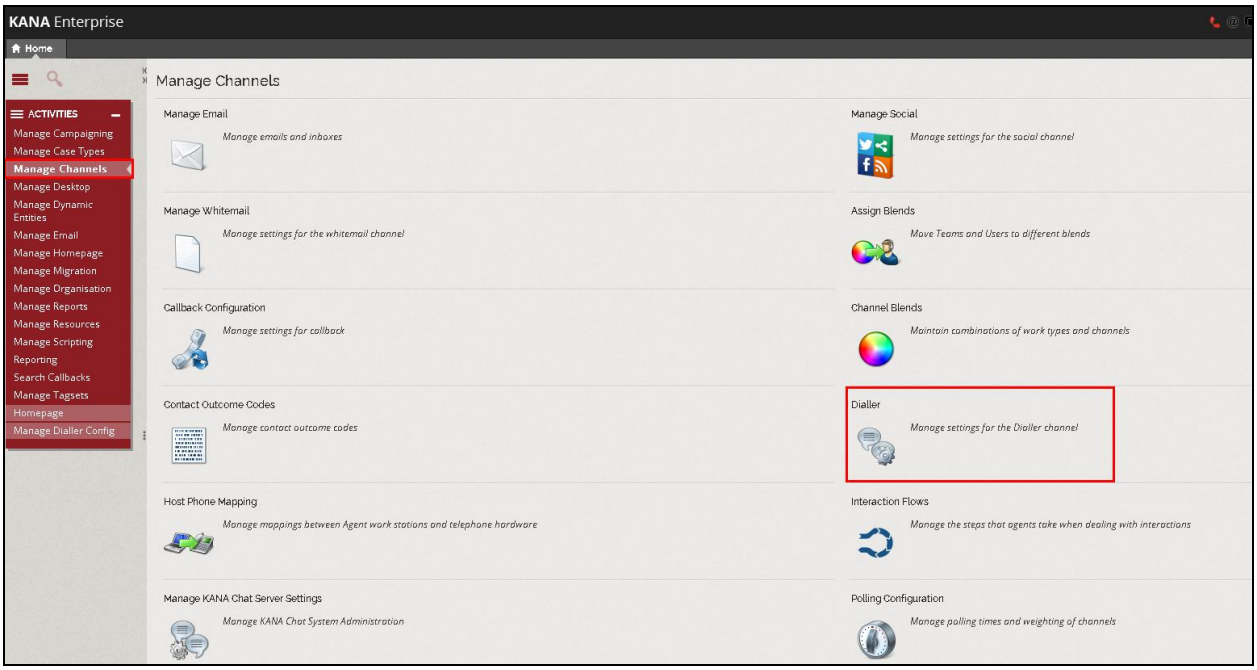
The configuration of Kana Enterprise in the following sections can be performed using a web browser and logging in as an administrator.

**Note:** Google Chrome is the preferred web browser to use for the configuration of Kana Enterprise.

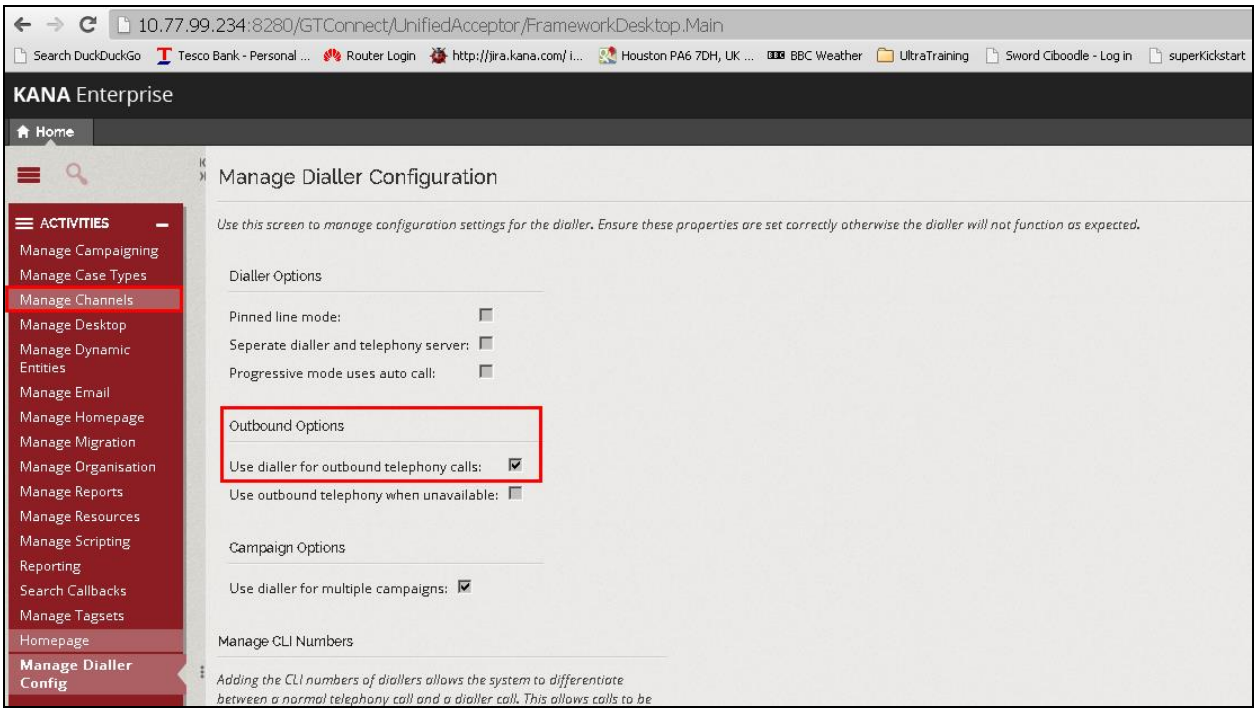
Open Google Chrome and navigate to **http://<KanaEnterpriseServer>:8280/GTConnect/UnifiedAcceptor/ FrameworkDesktop.Main**. Enter the proper credentials and click on **LOGIN** to continue.



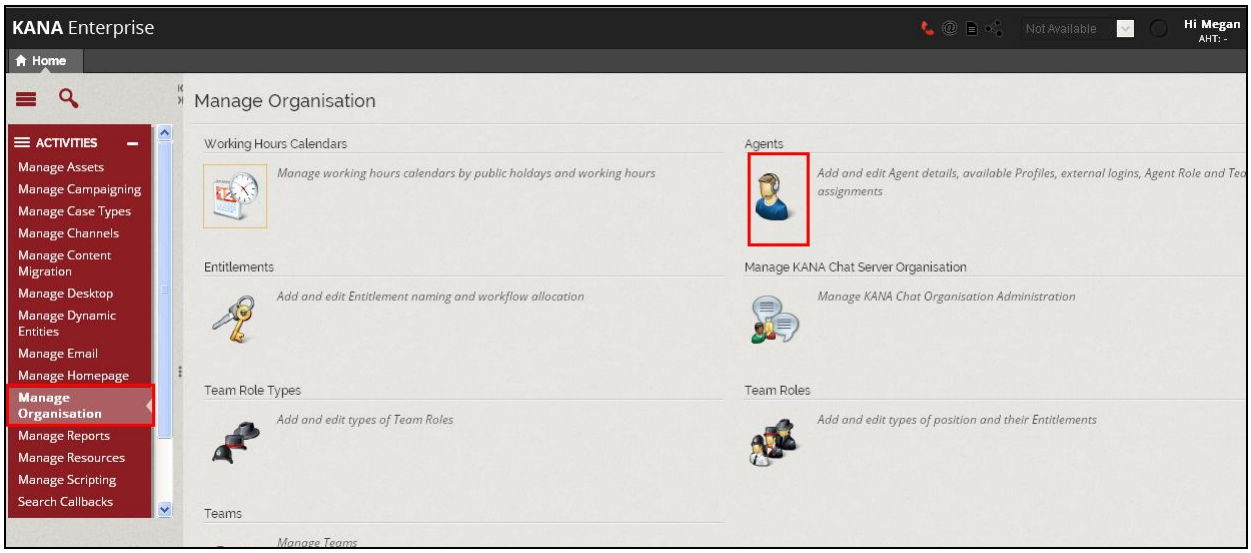
From the left window click on **Manager Channels** and in the main window click on **Dialer** highlighted below.



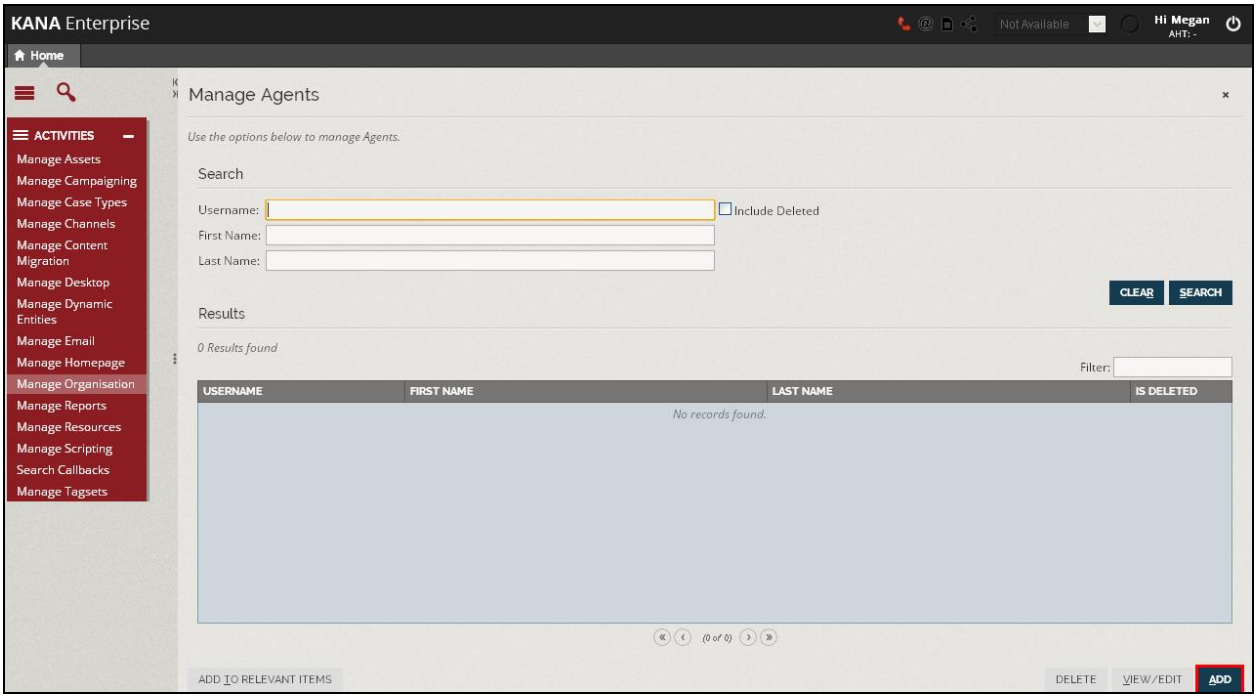

Ensure that **Use dialer for outbound telephony calls** is ticked under the **Outbound Options**.



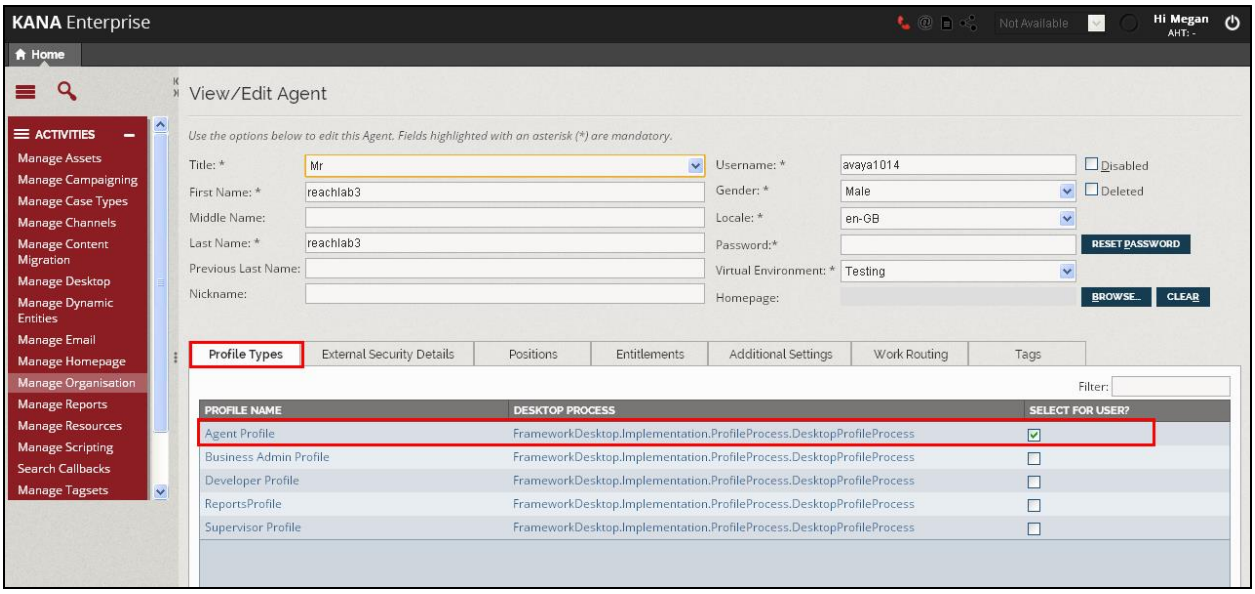
Click on **Manage Organisation** in the left window and select **Agents** highlighted in the main window.



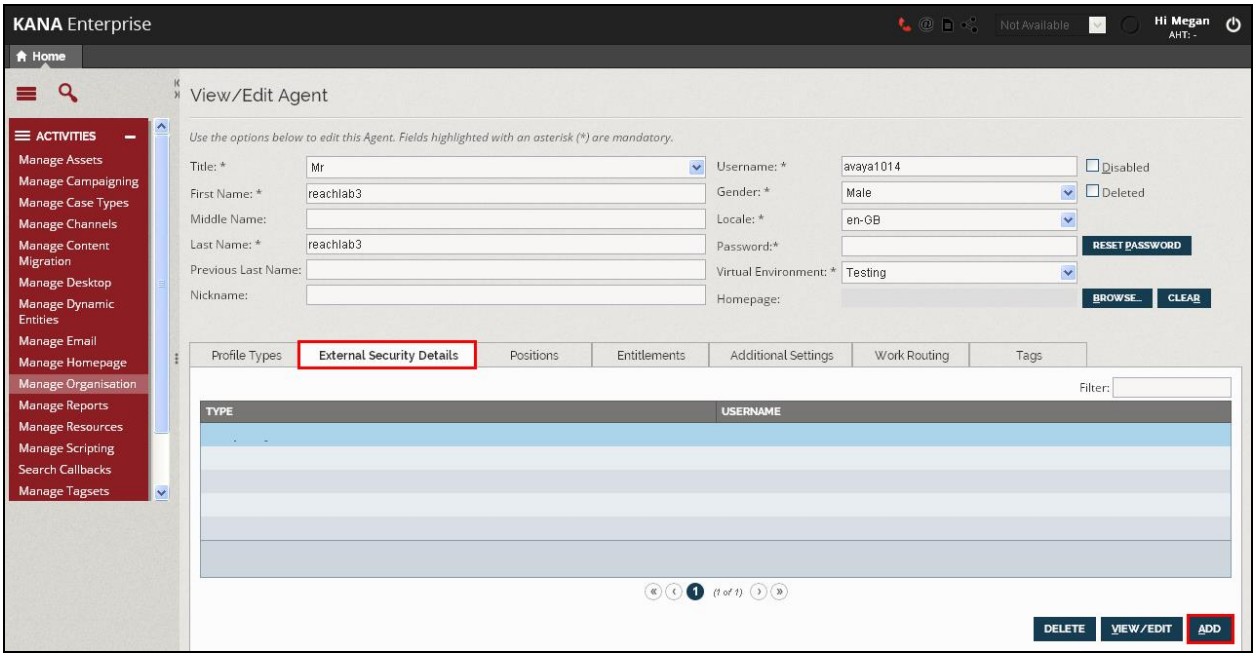

Select **ADD** located on the bottom left of the screen.



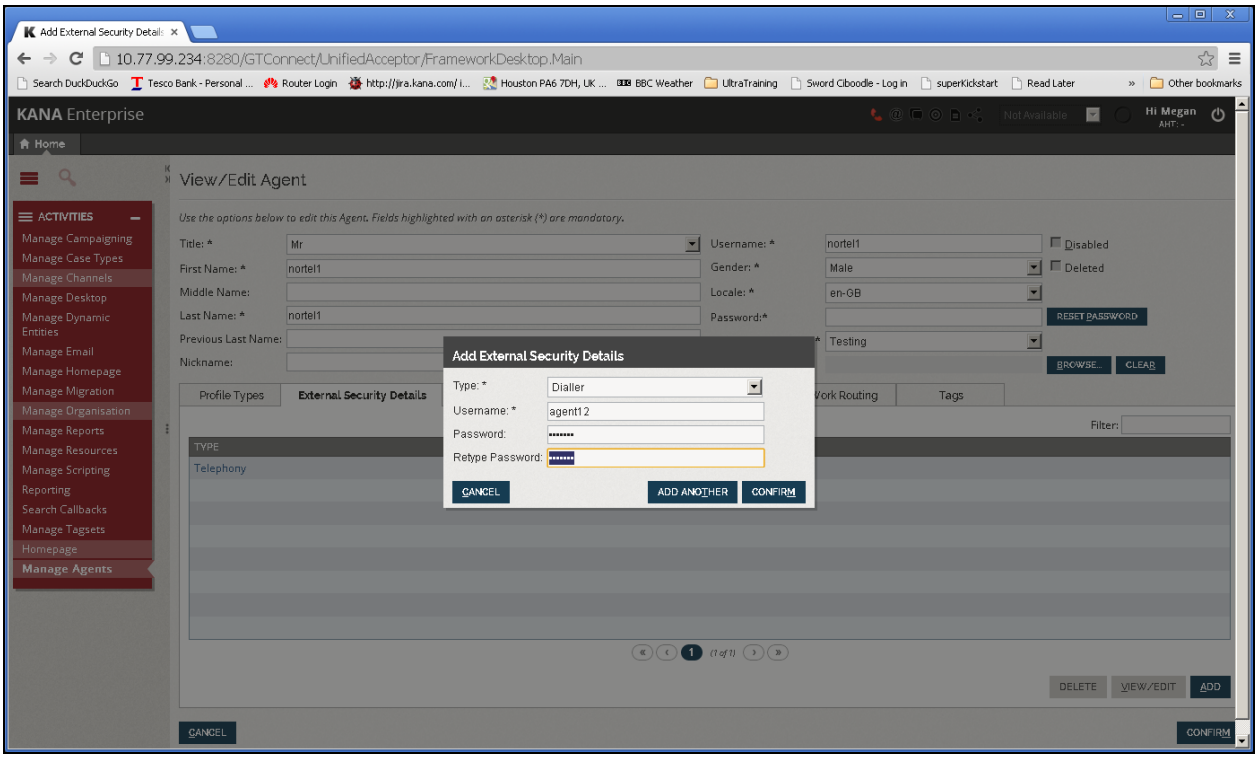
Enter the user's information. Select the tab **Profile Types** and ensure that **Agent Profile** is ticked as shown below.



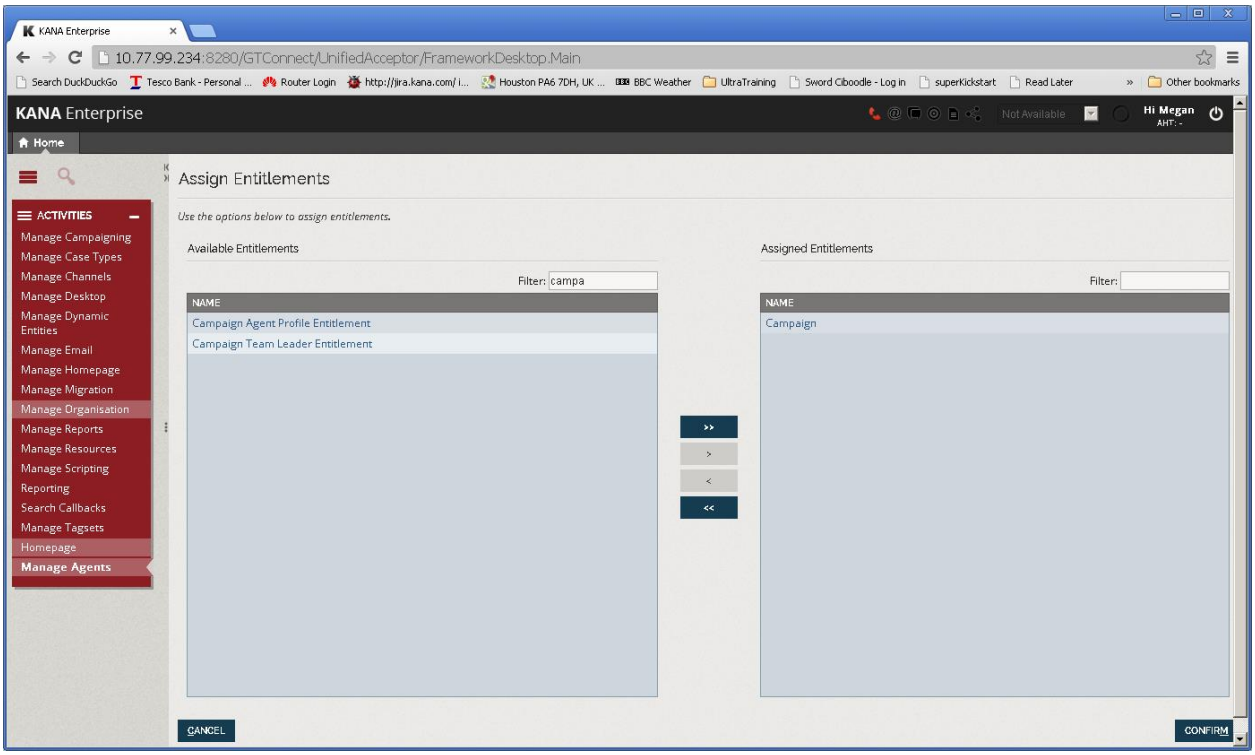

Select the **External Security Details** tab and click on **ADD** at the bottom right of the screen.



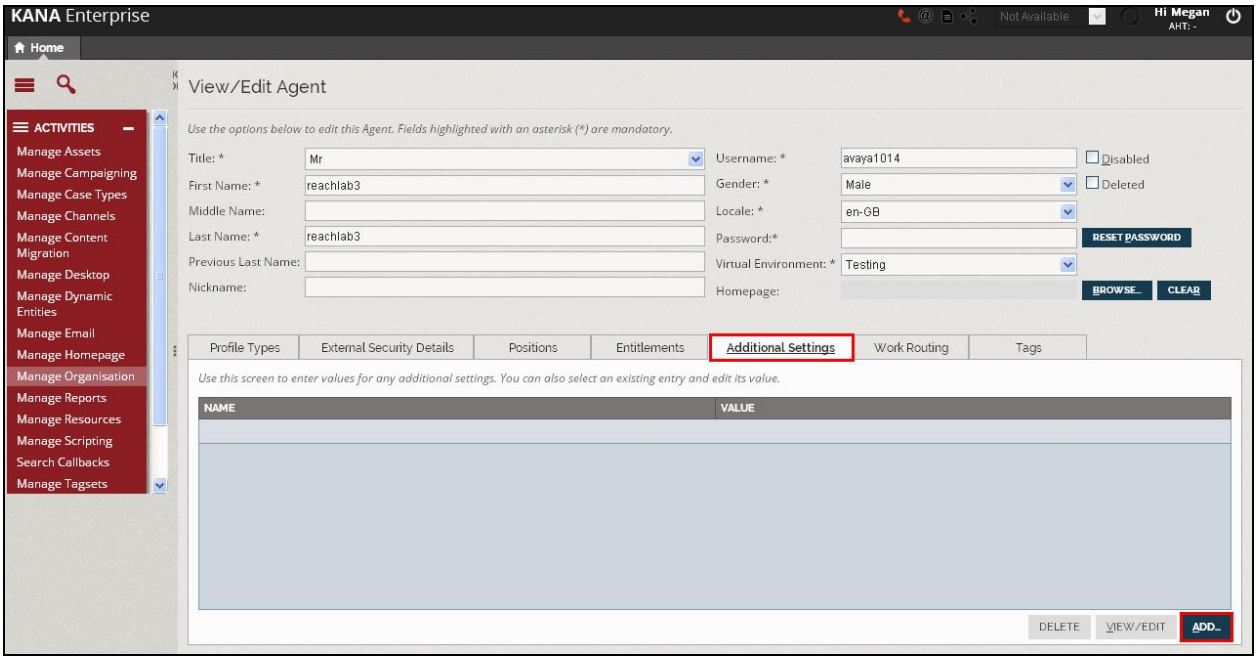
Ensure that the **Type** is set to **Dialler** and that the **Username** and **Password** entered are the same as on the PC5 dialler.



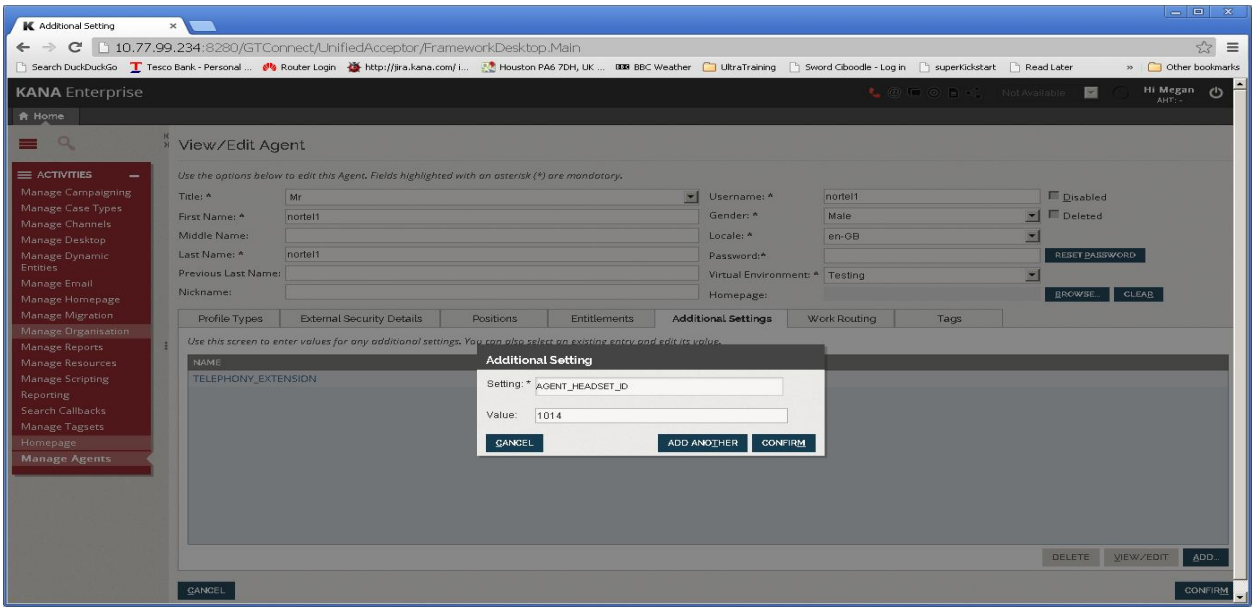
Select **Campaign** from the left window and click on the **Assign** icon. Click on **CONFIRM** once selected correctly.




Select the **Additional Settings** tab and click on **ADD** at the bottom right of the screen.

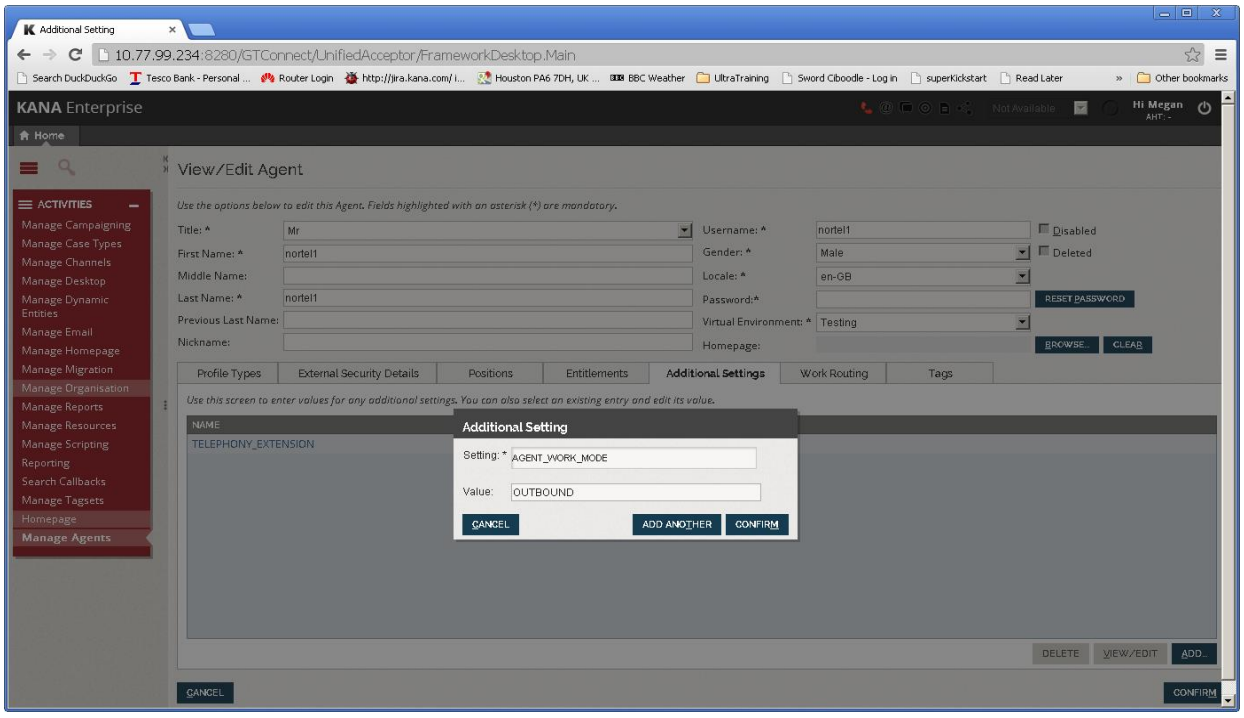


Enter **AGENT_HEADSET_ID** for the **Setting** and the telephone extension number associated with this agent for the **Value** in this case the extension number was **1014**.



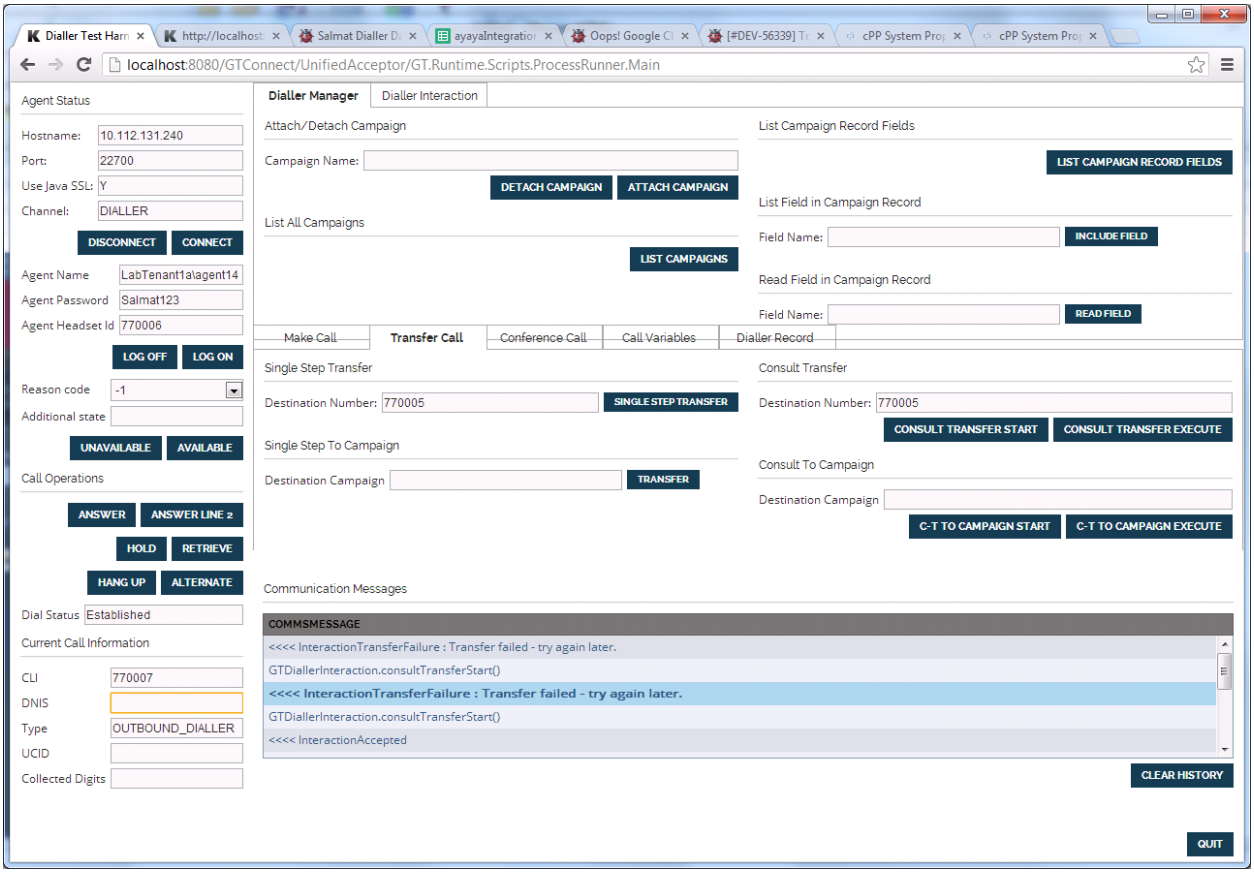

Once this user is added click on **CONFIRM** at the bottom right of the screen as highlighted below to save the user.

Enter **AGENT_WORK_MODE** for the Setting and the telephone number associated with this agent for the Value in this case the campaign type is **OUTBOUND**.



## 8.3. Kana Enterprise Dialer Test Harness

To facilitate testing KANA Enterprise comes with a test harness for manually exercising the raw PC5 dialer functions. This was used for some of the compliance tests. Note that the data is representative only.




## 8.4. Monitoring the Agent API Conversation

Kana Enterprise PC5 Channel Provider logs full Agent API Client/Server messages as part of its own logging, so this can be used to monitor the dialogue between KANA Enterprise and Avaya Proactive Contact.

```
2013-08-16 10:24:08,866 INFO  Channel Provider [ com.gtnet.interactionManager.providers.avaya.pcDialler.AvayaPCChannelProvider ]
instantiated
2013-08-16 10:24:09,361 INFO  Initialising connection to host [10.10.16.95] on port [22700]
2013-08-16 10:24:09,454 DEBUG Server << AGTSTART          NAgent server       9696  0   2   -0-AGENT_STARTUP
2013-08-16 10:24:09,455 INFO  Posting event [GT.System.InternalObjects.GTInteractionManager.ConnectSuccess] to process layer
2013-08-16 10:24:09,455 DEBUG Event data payload is as follows :
2013-08-16 10:24:09,455 DEBUG channelID : DIALLER
2013-08-16 10:24:11,347 DEBUG Client >> AGTLogon          CClient           0    14  3   -Default\agent2-02-PCAPI_5.0.0.0.4
2013-08-16 10:24:11,539 DEBUG Server << AGTLogon          PAgent server       9696  14  2   -0-S28833
2013-08-16 10:24:11,615 DEBUG Server << AGTLogon          RAgent server       9696  14  2   -0-M00000
2013-08-16 10:24:11,615 DEBUG Client >> AGTReserveHeadset   CClient           0    14  1   -1001
2013-08-16 10:24:11,616 DEBUG Server << AGTReserveHeadset   PAgent server       9696  14  2   -0-S28833
2013-08-16 10:24:11,654 DEBUG Server << AGTReserveHeadset   RAgent server       9696  14  2   -0-M00000
2013-08-16 10:24:11,654 INFO  Posting event [GT.System.InternalObjects.GTInteractionManager.LoginSuccess] to process layer
```

```
2013-08-16 10:24:11,654 DEBUG Event data payload is as follows :
2013-08-16 10:24:11,654 DEBUG channelID : DIALLER
2013-08-16 10:24:11,655 DEBUG Client >> AGTListJobs        CClient            0    15 1   -A
2013-08-16 10:24:11,674 DEBUG Server << AGTListJobs        DAgent server      9696  15  44
-0-M00001-B,NiceBlend,I-B,blend,I-B,blendPG,I-I,inbnd1,I-I,inbnd2,I-I,inbnd4,I-I,inbnd5pg,I-I,inbnd6,I-O,infinity10,I-I,ivr1pool,I-M,managed,I
-O,outbnd,I-O,outbnd2,I-O,outbnd3,A-O,outbnd4,I-O,outbnd5,I-M,outbnd6,A-O,shadowjob_1,I-O,shadowjob_10,I-O,shadowjob_11,I-O,shadowj
ob_12,I-O,shadowjob_13,I-O,shadowjob_14,I-B,shadowjob_15,I-B,shadowjob_16,I-B,shadowjob_17,I-O,shadowjob_18,I-O,shadowjob_19,I-O,s
hadowjob_2,I-O,shadowjob_20,I-O,shadowjob_21,I-O,shadowjob_22,I-O,shadowjob_24,I-O,shadowjob_3,I-O,shadowjob_4,I-O,shadowjob_5,I-
O,shadowjob_6,I-O,shadowjob_7,I-B,shadowjob_8,I-O,shadowjob_9,I-O,verify,I-O,virtual,I
2013-08-16 10:24:11,676 INFO  Posting event [GT.System.InternalObjects.GTInteractionManager.ListAvailableCampaignsSuccess] to process
layer
2013-08-16 10:24:11,676 DEBUG Event data payload is as follows :
2013-08-16 10:24:11,676 DEBUG availableCampaigns : Object[GT.Runtime.DefaultDocuments.GTList]
2013-08-16 10:24:11,676 DEBUG channelID : DIALLER
2013-08-16 10:24:11,710 DEBUG Server << AGTListJobs        RAgent server      9696  15  2   -0-M00000
2013-08-16 10:28:15,543 DEBUG Client >> AGTAttachJob       CClient            0    16  1   -outbnd3
2013-08-16 10:28:15,546 DEBUG Server << AGTAttachJob       RAgent server      9696  16  2   -0-M00000
2013-08-16 10:28:15,546 DEBUG Client >> AGTSetWorkClass    CClient            0    16  1   -O
2013-08-16 10:28:15,547 TRACE User logged in to channel provider
2013-08-16 10:28:15,547 INFO  Posting event [GT.System.InternalObjects.GTInteractionManager.AttachCampaignSuccess] to process layer
2013-08-16 10:28:15,547 DEBUG Event data payload is as follows :
2013-08-16 10:28:15,547 DEBUG channelID : DIALLER
2013-08-16 10:28:15,547 DEBUG currentCampaign : outbnd3
2013-08-16 10:28:15,547 DEBUG Client >> AGTListCallbackFmt  CClient           0    17  0
2013-08-16 10:28:15,548 DEBUG Server << AGTSetWorkClass    RAgent server      9696  16  2   -0-M00000
2013-08-16 10:28:15,549 DEBUG Client >> AGTConnHeadset     CClient            0    16  0
2013-08-16 10:28:15,549 DEBUG Server << AGTListCallbackFmt  DAgent server      9696  17  4   -0-M00001-CCYY/MM/DD-2
2013-08-16 10:28:15,550 DEBUG Server << AGTListCallbackFmt  RAgent server      9696  17  2   -0-M00000
2013-08-16 10:28:15,586 DEBUG Server << AGTConnHeadset     PAgent server      9696  16  2   -0-S28833
2013-08-16 10:28:22,621 DEBUG Server << AGTConnHeadset     RAgent server      9696  16  2   -0-M00000
2013-08-16 10:28:22,621 INFO  Posting event [GT.System.InternalObjects.GTInteractionManager.ActivateSuccess] to process layer
2013-08-16 10:28:22,621 DEBUG Event data payload is as follows :
2013-08-16 10:28:22,622 DEBUG channelID : DIALLER
2013-08-16 10:28:22,646 DEBUG Client >> AGTSetDataField    CClient            0    18  2   -O-ACCTNUM
2013-08-16 10:28:22,646 DEBUG Client >> AGTSetDataField    CClient            0    19  2   -O-NAME2
2013-08-16 10:28:22,648 DEBUG Client >> AGTSetDataField    CClient            0    20  2   -O-NAME1
2013-08-16 10:28:22,648 DEBUG Server << AGTSetDataField    RAgent server      9696  18  2   -0-M00000
2013-08-16 10:28:22,648 DEBUG Client >> AGTSetDataField    CClient            0    21  2   -O-PHONE1
2013-08-16 10:28:22,649 DEBUG Client >> AGTSetDataField    CClient            0    22  2   -O-CITY
2013-08-16 10:28:22,649 DEBUG Client >> AGTSetDataField    CClient            0    23  2   -O-STATE
2013-08-16 10:28:22,649 DEBUG Server << AGTSetDataField    RAgent server      9696  19  2   -0-M00000
2013-08-16 10:28:22,650 DEBUG Client >> AGTSetDataField    CClient            0    24  2   -O-ZIPCODE
2013-08-16 10:28:22,650 DEBUG Server << AGTSetDataField    RAgent server      9696  20  2   -0-M00000
2013-08-16 10:28:22,651 DEBUG Server << AGTSetDataField    RAgent server      9696  21  2   -0-M00000
2013-08-16 10:28:22,651 DEBUG Server << AGTSetDataField    RAgent server      9696  22  2   -0-M00000
2013-08-16 10:28:22,652 DEBUG Server << AGTSetDataField    RAgent server      9696  23  2   -0-M00000
2013-08-16 10:28:22,690 DEBUG Server << AGTSetDataField    RAgent server      9696  24  2   -0-M00000
2013-08-16 10:29:32,543 DEBUG Client >> AGTDetachJob       CClient            0    25  0
2013-08-16 10:29:42,546 DEBUG Server << AGTDetachJob       RAgent server      9696  25  2   -0-M00000
2013-08-16 10:29:42,546 DEBUG Client >> AGTDisconnHeadset  CClient            0    25  0
2013-08-16 10:29:42,548 DEBUG Server << AGTDisconnHeadset  PAgent server      9696  25  2   -0-S28833
2013-08-16 10:29:42,586 DEBUG Server << AGTDisconnHeadset  RAgent server      9696  25  2   -0-M00000
2013-08-16 10:29:42,587 DEBUG Client >> AGTLogoffAcd       CClient            0    25  0
2013-08-16 10:29:42,588 DEBUG Server << AGTLogoffAcd       RAgent server      9696  25  2   -1-E28872
2013-08-16 10:29:42,588 DEBUG Client >> AGTFreeHeadset     CClient            0    25  0
2013-08-16 10:29:42,589 DEBUG Server << AGTFreeHeadset     RAgent server      9696  25  2   -0-M00000
2013-08-16 10:29:42,590 DEBUG Client >> AGTLogoff          CClient            0    25  0
2013-08-16 10:29:42,591 DEBUG Server << AGTLogoff          RAgent server      9696  25  2   -0-M00000
2013-08-16 10:29:42,592 TRACE User logged out of channel provider
2013-08-16 10:29:42,592 INFO  Posting event [GT.System.InternalObjects.GTInteractionManager.LogoutSuccess] to process layer
2013-08-16 10:29:42,592 DEBUG Event data payload is as follows :
2013-08-16 10:29:42,592 DEBUG channelID : DIALLER
2013-08-16 10:29:42,672 DEBUG Disconnecting from the Dialler Server.
2013-08-16 10:29:42,672 INFO  Posting event [GT.System.InternalObjects.GTInteractionManager.DisconnectSuccess] to process layer
2013-08-16 10:29:42,672 DEBUG Event data payload is as follows :
2013-08-16 10:29:42,672 DEBUG channelID : DIALLER
```

# 9. Verification Steps

This section provides the tests that can be performed to verify the proper configuration of Kana Enterprise with Proactive Contact. Prior to verification, start an appropriate job on Proactive Contact.

## 9.1. Verify Successful Kana Enterprise Operation

Login a Proactive Contact Agent using the Kana Enterprise Desktop. Verify a list of jobs is presented, join a job, ensure a call is placed by the dialer to the agent headset and begin servicing calls. Confirm that the correct Calling List fields are shown containing the correct Calling List data. Using the call handling options verify that the full variety of call control and agent state options are available and operate as expected. Ensure the call can be finished, a reason code sent, and the next call is delivered with appropriate record information.

## 9.2. Verify Avaya Aura® Communication Manager Trunk Status

The following steps can ensure that signaling group and trunk groups configured between Communication Manager and PG230 Digital Switch are in-service. From the Communication Manager SAT enter the command **status signaling-group 7** to verify that the signaling group for the 001v8 DS1 board is **in-service**.

```
status signaling-group 3
                         STATUS SIGNALING GROUP

       Group ID: 3                               Active NCA-TSC Count: 0
     Group Type: isdn-pri                         Active CA-TSC Count: 0
  Signaling Type: facility associated signaling
    Group State: in-service


                           Primary D-Channel


            Port: 001V316        Level 3 State: in-service


                          Secondary D-Channel


            Port:                Level 3 State: no-link
```

Enter the command **status trunk 3** to verify that the headset trunk group 3 is **in-service** and that the number of **active** channels corresponds to the number of agents logged in.

```
status trunk 3

                            TRUNK GROUP STATUS

Member   Port     Service State      Mtce Connected Ports
                                    Busy

0021/001 001v301  in-service/idle    no
0007/002 001V302  in-service/active  no   S00006
0021/003 001v303  in-service/idle    no
0021/004 001v304  in-service/idle    no
0021/005 001v305  in-service/idle    no
```

## 9.3. Verify Avaya Proactive Contact Job Status

From Proactive Contact shell, type the command **jobmon** to verify agent is logged into the job outbnd4 and handling a call.

```
[STANDARD]                        Job Activity
[ALLID]
                               Summary Statistics
                  Job: [outbnd4][1769]
                  Start time: 12.38.03  Current time: 15.45.26
  Agent Activity                        Line Usage
  ------------------------------------  ----------------------------------------
-
             All Outb    ACD      PTP  Outbound Lines          Cur  Avg  Peak
  Logged in:   1    1      0        0   Demand       :           1    0     1
  Assigned :   1    1                   Available    :           9
  On Phone :   1    1                   Total Lines  :          10

  Calling Activities
  ------------------------------------------------------------------------------
  Outbound Phone Calls
    Records Selected:        386
    Phone Calls made:          4
    Cur/Run Hit Rate:         65/1  %
    Agent Connects  :          0
    Queue           :          0
    Recalls         :          2
    Phone Calls Left:        378
[ Job outbnd4 ready for calling                                              ]
```

# 10. Conclusion

These Application Notes describe the configuration steps required for Sword Ciboodle Kana Enterprise to successfully interoperate with Avaya Proactive Contact and Avaya PG230 Digital Switch. All feature test cases were completed successfully with observations noted in **Section 2.2**.

# 11. Additional References

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

1. *Administering Avaya Proactive Contact*, Release 5.1, April 2013, available at http://support.avaya.com.
2. *Administering Avaya Aura® Communication Manager*, Document ID 03-300509.
3. *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205.

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.