

Avaya Solution & Interoperability Test Lab

Application Notes for Configuring vTechnologies vCTISuite with Avaya IP Office - Issue 1.0

Abstract

These Application Notes describe the procedure for configuring vTechnologies vCTISuite to work with Avaya IP Office. Information in these Application Notes has been obtained through compliance testing and additional technical discussions. Testing was conducted via the Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes focus on the steps required for configuring vTechnologies vCTISuite to work with Avaya IP Office.

vTechnologies vCTISuite is an easy to use Contact Center Automation Tool that integrates IP Office, CRM applications and Contact Center applications. vCTISuite is a synergistic application suite that acts as a "glue" to decrease Agent Time per Call by increasing access to Caller Information as well allowing On-Demand modification to the Call Routing List. In other words, vCTISuite presents Caller information to Contact Center Agents as the Caller is routed to the Agent's extension. vCTISuite also automates such time consuming tasks as Call Tracking and Outbound Calling as well as offering a secure Notepad feature for Supervisors.

These Application Notes focus on the screen pop capability of vTechnologies vCTISuite for incoming calls to Avaya IP Office. It was beyond the scope of this compliance test to verify vCTISuite integration with CRM or Contact Center applications or outbound calling.

The tested configuration of **Figure 1** consists of an Avaya IP Office, Avaya IP Office Manager and Avaya IP Office Voicemail Pro PC, vTechnologies vCTISuite client PCs, Avaya 2420 and 5420 digital telephones, Avaya 4600-series IP telephones and an analog telephone. Avaya IP Office has T1/PRI and analog trunks to the central office.

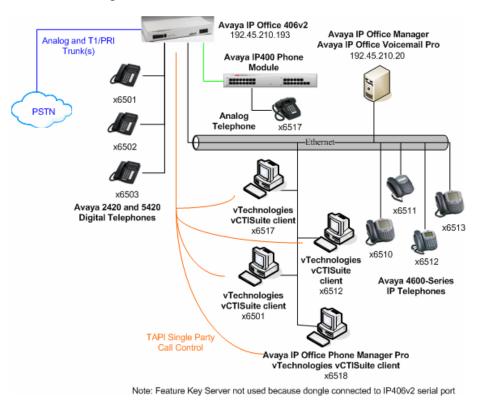


Figure 1 – Network Configuration Diagram

SCR; Reviewed: SPOC 1/25/2007

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End User Name	Extension	Password
Operator	6501	
Kit Tankhiwale	6502	
John Yaya	6503	
Marketing	6510	
Tech Support	6511	
John Finnegan	6512	
Khoa Bui	6513	
Returns	6517	
John Bigbootei	6518	

 Table 1 lists all users and associated extension numbers for Figure 1.

2. Equipment and Software Validated

The following equipment and software/firmware were used for the sample configurations provided:

Equipment	Software/Firmware
Avaya IP Office 406v2	3.2(54)
Avaya IP400 Office Phone Module	5.2(54)
Avaya IP Office Manager	5.2(54)
Avaya IP Office Phone Manager Pro	3.2(28)
Avaya IP Office TAPI driver	1.0.0.27
Avaya 2420 Digital Telephone	4.00
Avaya 5420 Digital Telephone	4.00
Avaya 4600-Series IP Telephones	2.3
(4610SW, 4620SW)	
Avaya Analog Telephone	-
vTechnologies vCTISuite	2.1.1

Table 2 – Equipment and Software / Firmware Versions Validated

3. Configure Avaya IP Office

The configuration information provided in this section describes the steps required to set up Avaya IP Office for this solution.

For all other provisioning information, such as Avaya IP Office installation and configuration, please refer to Avaya IP Office product documentation in reference [1].

Step	Description	
1.		PC and go to Start \rightarrow Programs \rightarrow IP Office \rightarrow Manager
	to launch the Manager application	n.
2.	In the Manager window, select Fi	"ile \rightarrow Open to search for IP Office in the network.
3.	Log into IP Office using the appro	ropriate login credentials to receive its configuration.
	Configure user extensions	
4.		e Configuration Tree and click Extension. In the list of
		Id that will be associated with the first end user listed in
	Table 1.	
5.	-	that appears, set Base Extension to the extension number
	of the first end user in Table 1 . C	Click OK .
		Extension: 35 6501*
	Extn	
	Extension Id	35
	Base Extension	6501
	Caller Display Type	Off 😪
	Reset Volume After Calls	
	Device type	Avaya 5420
	Module	BD
	Port	1
		QK <u>C</u> ancel <u>H</u> elp
	L	

Step	Description		
6.	In the Manager window	, go to the Configuration Tree and d	ouble-click User. In the right
	hand pane, right-click N	ew to add a user.	
7.	In the User window that	appears, set Name to the name of the	he first end user listed in Table
		extension number associated with the	
	set Password and Confi	irm Password to the desired passwo	ord. Make a note of the
		it will be required in Section 4.1, S	
	1	1 <i>i</i>	-
	12	<user:0>: *</user:0>	📸 7 🗙 🖌 >
	User Voicemail DND SI	hortCodes Source Numbers Telephony Forwarding Dial In Voice F	Recording Button Programming Menu Pi
	Name	Operator	
	Password	****	
	Confirm Password	****	
	Full Name		
	Extension	6501	
	Locale		
	Priority	5	
		Ex Directory	
	Device Type	Device Type Unknown	
	User Rights		
	User Rights view	User data	
	Working hours time profile	<none></none>	
	Working hours User Rights		
	Out of hours User Rights		
			-
	<		
		(QK Cancel Help
8.	Repeat Steps $4 - 7$ for e	ach end user extension listed in Tab	ble 1 . For the purposes of these
		user extensions 6501 – 6503, 6510 -	
	11 /	configuration of Avaya IP Office for	

4. Configure vTechnologies vCTISuite Client PC

The configuration information provided in this section describes the steps required to configure a vTechnologies vCTISuite client to work with Avaya IP Office for this solution. Note: The steps described in this section must be repeated for each end user extension listed in **Table 1**. For the purposes of these Application Notes, this configuration was performed on the client PCs of end user extensions 6501 - 6503, 6510 - 6513, and 6517 - 6518.

Be sure to have the Avaya IP Office TAPI driver on hand as it will be required as part of this configuration.

For all other provisioning information, such as software installation, installation of optional components, etc., please refer to the product documentation in reference [2].

4.1. Install and Configure Avaya IP Office TAPI Driver

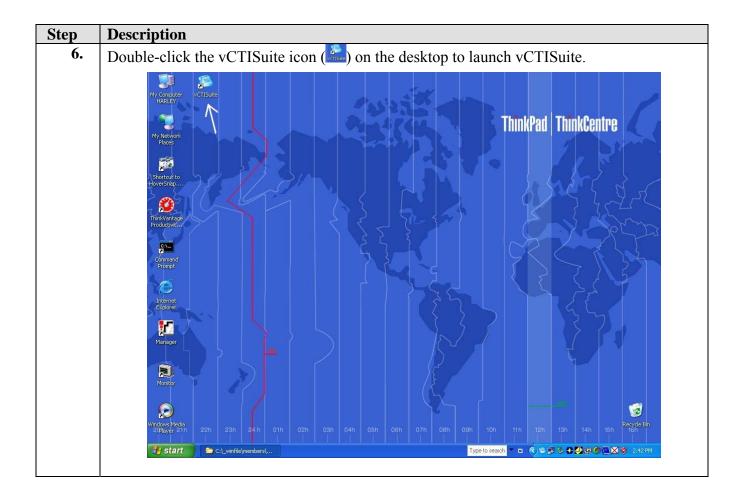
Step	Description
1.	From the vCTISuite client PC for the first end user listed in Table 1 , launch the Avaya IP
	Office User Suite setup.exe in the CDROM drive from an account with administrative
	privileges.
2.	Click Custom in the InstallShield wizard. Uncheck Phone Manager and check TAPI to
	install the IP Office TAPI driver on the PC.
3.	Click Next to complete the installation of the Avaya IP Office User Suite. At the
	InstallShield Wizard Complete window, click Finish.
4.	Go to Start \rightarrow Control Panel and double-click the Phone and Modem Options icon in the
	Control Panel window that appears.
5.	In the Phone and Modem Options window that appears, select the Advanced tab.
6.	In the Advanced tab window that appears, highlight Avaya IP Office TAPI2 Service
	Provider and click Configure
	Phone and Modem Options
	Phone and Modem Options
	Dialing Rules Modems Advanced
	h
	The following telephony providers are installed on this computer:
	Providers:
	Avaya IP Office TAPI2 Service Provider
	Microsoft H.323 Telephony Service Provider
	Microsoft HID Phone TSP Microsoft Multicast Conference TAPI Service Provider
	NDIS Proxy TAPI Service Provider TAPI Kernel-Mode Service Provider
	Unimodem 5 Service Provider
	A <u>d</u> d <u>R</u> emove <u>C</u> onfigure
	Close Cancel Apply

Step	Description
7.	In the Avaya TAPI2 configuration window that appears, set Switch IP Address to the IP address of Avaya IP Office, select Single User , set User Name to the name of the first end user listed in Table 1 , and set User Password to the password defined for the end user in Table 1 . Click OK . Note: This configures the Avaya TAPI driver for single-party call control, which does not require the Avaya CTI Link Pro license be installed in Avaya IP Office.
	Avaya TAPI2 configuration
	Switch IP Address 192.45.210.193 OK Cancel
	User Name Operator User Password •••••
	O Third Party
	Switch Password Ex Directory Users WAV Users ACD Queues
8.	In the Dhone and Madam Ontions window, aliak Class
<u>ð.</u> 9.	In the Phone and Modem Options window, click Close . Reboot the PC for the changes to take effect. This completes configuration of the Avaya IP
	Office TAPI Driver on the vCTISuite client PC.

Step	Description
1.	From the vCTISuite client PC for the first end user listed in Table 1 , launch the vCTISuite
	setup.exe in the CDROM drive from an account with administrative privileges.
2.	In the vCTISuite window that appears, click Next .
	i₿ vCTISuite
	Welcome to the vCTISuite Setup Wizard
	The installer will guide you through the steps required to install vCTISuite on your computer.
	WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
	Cancel < <u>Back</u>
3.	In the next vCTISuite window that appears, click Next.
	i∛ vCTISuite
	Select Installation Folder
	The installer will install vCTISuite to the following folder.
	To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
	Eolder:
	C:\Program Files\vCTISuite\ Browse Browse
	Disk Cost
	Install vCTISuite for yourself, or for anyone who uses this computer:
	OEveryone
	⊙ Just <u>m</u> e
	Cancel < <u>B</u> ack <u>Next</u> >

4.2. Install and Configure vTechnologies vCTISuite

Step	Description
4.	In the next vCTISuite window that appears, click Next.
	i₿ vCTISuite
	Confirm Installation
	The installer is ready to install vCTISuite on your computer. Click "Next" to start the installation.
	Cancel < <u>B</u> ack <u>N</u> ext >
5.	In the next vCTISuite window that appears, click Close.
	i₿ vCTISuite
	Installation Complete
	vCTISuite has been successfully installed.
	Click "Close" to exit.
	Please use Windows Update to check for any critical updates to the .NET Framework.



Step	Description
7.	In the vCallProcessor Client Ver. 2.1.1 window that appears, select the first end user
	extension number listed in Table 1 for Tapi Setup, click Open Line, and then click Save
	Settings . This completes configuration of vCTISuite for the end user extension.
	🐃 vCallProcessor Client Ver. 2.1.1
	Tapi Setup :
	IP Office Phone: 6501 Open Line
	Line Config.
	Integration Options :
	Integrate with SalesForce
	Login : Test
	Password :
	Program Control :
	Save Settings Send To System Tray
	Status:
	12/18/2006 2:41:01 PM TAPI Device IP Office Phone: 6501 Opened. 12/18/2006 2:40:40 PM TAPI Line Initialized
	Select for a detailed log file (Only if asked by support)
	About vCallProcessor
	Active Device: IP Office Phone: 6501
8.	In the Settings Saved popup that appears, click OK .
0.	In the Settings Saved populy that appears, ener OK.
	Settings Saved
	Setting were saved successfully.
	<u>ОК</u>

Step	Description
Step	To minimize vCTISuite client
9.	In the vCallProcessor Client Ver. 2.1.1 window, click Send to System Tray.
	🐃 vCallProcessor Client Ver. 2.1.1
	TapiSetup:
	IP Office Phone: 6501.
	Line Config. Close Line
	Integration Options :
	Integrate with SalesForce
	Password : Test
	Program Control:
	Save Settings Send To System Tray
	Status : 12/18/2006 2:41:01 PM TAPI Device IP Office Phone: 6501 Opened. 12/18/2006 2:40:40 PM TAPI Line Initialized
	12/18/2006 2:40:40 PM TAPI Line Initialized
	Select for a detailed log file (Only if asked by support)
	About vCallProcessor
10.	The vCTISuite icon (²) now appears in the System Tray and may be accessed using right-
	click on the icon.

Step	Description
	To verify vCTISuite screen pops properly
11.	Place an internal extension call from end user extension 6502 to end user extension 6501. A screen pop such as the one listed below should appear on the receiving extension's PC. Note : The screen pop remains on the desktop until either party in the call hangs up or the user clicks Click to Hide .
	vCallProcessor - Caller ID Information
	Caller ID :
	6502
	Caller Name :
	6502
	Pop vCallNotes (F12)
	Click to Hide (Or Hit "Down" Key)
12.	Place an inbound trunk call to IP Office that is answered using end user extension 6501. A
12.	screen pop such as the one listed below should appear on the extension's PC. Note : The screen pop remains on the desktop until either party in the call hangs up or the user clicks Click to Hide .
	vCallProcessor - Caller ID Information
	Caller ID :
	7324509643
	Caller Name :
	7324509643
	Pop vCallNotes (F12)
	Click to Hide (Or Hit "Down" Key)

Step	Description
	To save notes about the call using vCallNotes
13.	Place an internal extension call from end user extension 6502 to end user extension 6501. In the screen pop that appears, click Pop vCallNotes (F12) .
	vCallProcessor - Caller ID Information
	Caller ID :
	6502
	Caller Name :
	6502
	Pop vCallNotes (F12)
	Click to Hide (Or Hit "Down" Key)
14.	In the vCallNotes window that appears, notes about the call can be logged by typing in the
	vCallNotes Management Pane. To save the note, click Save Note. When done, click Close.
	🛸 vCallNotes 🛛 🔀
	Caller ID Information :
	Caller ID : 6502 Caller Name : 6502
	vCallNotes Management :
	12/18/2006 2:42:27 PM - this is a note
	Encryption On/Off Load Note Save Note
	Security Key : Email Note Close

5. Interoperability Compliance Testing

Interoperability compliance testing examined the ability of vTechnologies vCTISuite to work with Avaya IP Office. The following vTechnologies vCTISuite features were tested with Avaya IP Office: screen pop capability for internal and inbound calls as well as during calls involving transfers, conference, hold and park.

5.1. General Test Approach

Feature functionality testing was performed manually. Internal extension calls, as well as calls through analog and T1/PRI trunks, were placed to extensions on Avaya IP Office and screen pops were verified. Additionally, call transfers, conference, hold and park were also placed to verify screen pop functionality during these call scenarios.

A load test was performed using a call generator to generate inbound calls over four channels on a PRI trunk to Avaya IP Office. Four client PCs were configured with vCTISuite client software, Avaya IP Office Phone Manager Pro and test automation software. For the load test, a call generator script was written to place a call to Avaya IP Office, which routed the call to a hunt group made up of vCTISuite end user extensions. Test automation software scripts were written to count and log the number of screen pops generated by vCTISuite and cause Avaya IP Office Phone Manager Pro at each client PC to answer the incoming calls.

5.2. Test Results

All executed test cases were completed successfully except for the serviceability issue described below.

- The vCTISuite screen pop does not go away if the TAPI connection to Avaya IP Office is disrupted due to either loss of network connection or power loss – all that is required is a restart of the vCTISuite client.
- **Load Test**: A load test with a call rate of ~965 call attempts per hour using 4 PRI trunk channels and calls averaging 9 seconds in length was run for two hours. The call generator was limited to placing no more than 4 calls at a time. At the conclusion of the load test, the call generator reported 1916 call attempts. This matched the sum total of the number of screen pops reported on each client PC.
- Blind Transfer not recommended for use with this solution In a call scenario where A calls B and B blind transfers call to C, C's vCTISuite client gets a screen pop with A's Caller ID as expected; however, as soon as B hangs up after performing the blind transfer, the screen pop that appears on C's vCTISuite client goes away. Since blind transfers are inherently fast, it is likely that anyone receiving a blind transfer will miss the screen pop. The same occurs for supervised transfers; however, since more time goes by before B hangs up, the screen pop will be visible for a longer interval.

6. Verification Steps

The following steps may be used to verify the configuration:

- To verify a vCTISuite client PC is enabled for TAPI first party call control, confirm the Avaya TAPI driver is installed and configured as described in **Section 4.1**.
- To verify vCTISuite is operating properly: place a call to a vCTISuite end user extension and verify a screen pop is generated as described in **Section 4.2**, **Steps 4 7**.

7. Support

For technical support on the vTechnologies vCTISuite, consult vTechnologies at <u>http://www.vtechnet.com/support</u> or contact vTechnologies Technical Support at:

- Phone: 800-782-6171
- E-mail: <u>support@vtechnet.com</u>

8. Conclusion

These Application Notes describe the steps for configuring vTechnologies vCTISuite to work with Avaya IP Office. Except for the serviceability issue described in Section 5.2, all test cases completed successfully.

9. Additional References

Product documentation for Avaya products may be found at http://support.avaya.com.

[1] "Avaya IP Office Manager, Issue 18h", 14th December 2006

Product documentation for vTechnologies vCTISuite is provided on the Installation CD.

[2] vCTISuite Help File

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