



Avaya Solution & Interoperability Test Lab

Application Notes for CT Suite Desktop POM Agent with Avaya Proactive Outreach Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the CTIntegrations CT Suite Desktop POM agent with Avaya Proactive Outreach Manager. The CT Suite application is a CTI based contact center solution providing third party call control and multimedia channels.

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

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

1. Introduction

These Application Notes describe the configuration steps required to integrate the CTIntegrations developed CT Suite Desktop POM agent with Avaya Proactive Outreach Manager. The CT Desktop agent uses the Agent Desktop APIs of Proactive Outreach Manager (POM) to integrate agent functionality and manage agents using an Agent Desktop. Agents log on to Avaya POM via the CT Desktop application using the POM Agent Plugin. All CT Suite user configurations including POM server configurations are stored in the CT Admin (Web based administration interface). CT Desktop with POM agent is a thick client application that is installed on a Windows based Agent Desktop.

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

2. General Test Approach and Test Results

The feature tests were performed manually. General test approach was to ensure that the features provided by POM Agent Desktop API were implemented on CT Suite Desktop POM agent.

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

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

- Agent Login and Logout.
- Agent state: Ready, Not Ready and changing Aux Reason code.
- Nailing the agent and new call notifications.
- Updating contact details.
- Callbacks.
- Adding contacts to Do Not Call (DNC) lists.
- Call features such as: hold/unhold, Consult, Transfer and Conference.

The serviceability testing focused on verifying the ability of the CT Suite server and Avaya POM server to recover from adverse conditions, such as power failures and network disconnects.

2.2. Test Results

All test cases were executed and verified.

2.3. Support

For technical support on the CTIntegrations CT Desktop POM Agent, contact CTIntegrations via phone, email, or internet.

- **Phone:** +1 877 449 6775
- **Email:** info@ctintegrations.com
- **Web:** <http://www.ctintegrations.com>

3. Reference Configuration

Figure 1 illustrates the configuration used for testing. In this configuration, Avaya Aura® Experience Portal interfaces with Avaya Aura® Session Manager via SIP. The CT Suite server hosted the CT Suite configurations for agents and servers. The CT Desktop was used as the POM agent desktop.

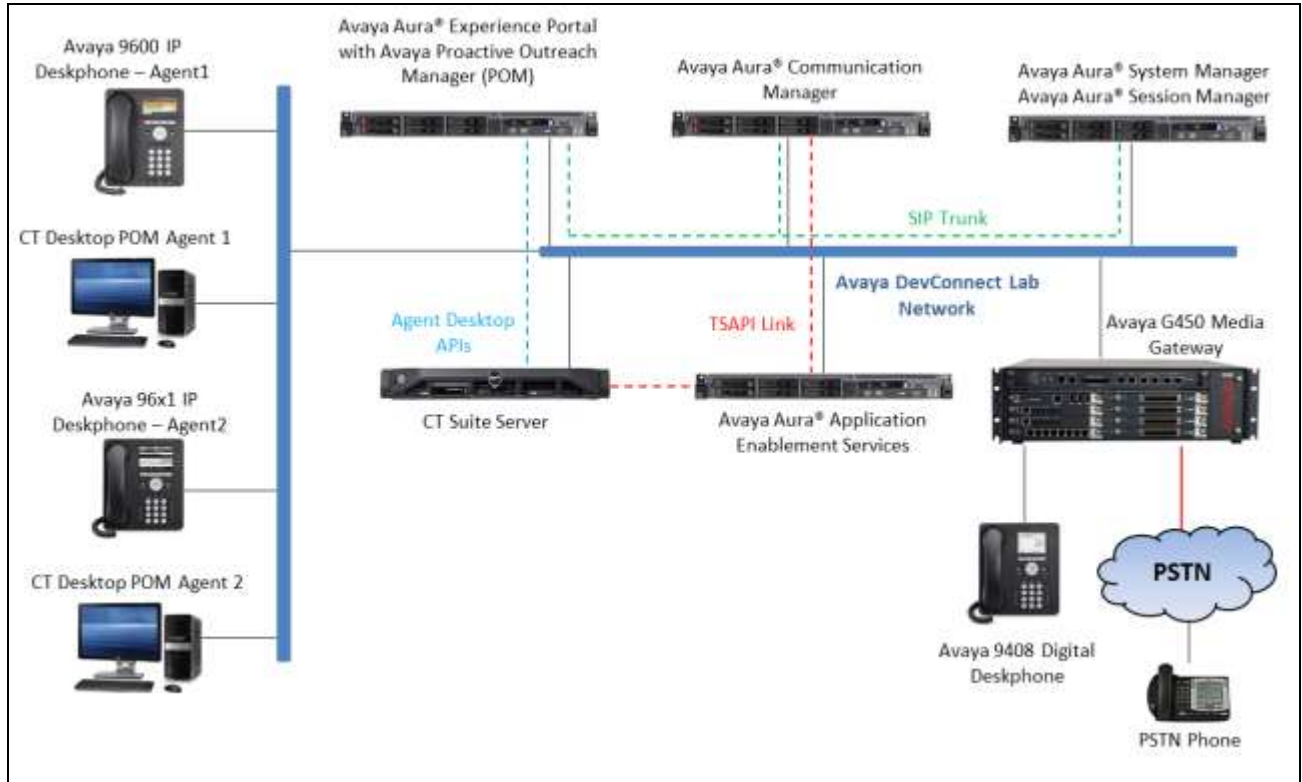


Figure 1: Configuration with Avaya Proactive Outreach Manager with CTIntegrations

3.1. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Experience Portal running on Virtualized Environment	7.1.0
Avaya Proactive Outreach Manager	3.0.3
Avaya Aura® Application Enablement Services running on Virtualized Environment	7.0.1.0.2.15
Avaya Aura® System Manager running on Virtualized Environment	7.0.1.0
Avaya Aura® Session Manager running on Virtualized Environment	7.0.1.0.701007
Avaya Aura® Communication Manager running on Virtualized Environment	R017x.00.0.441.0 7.0.1.0.0-FP1
Avaya G450 Media Gateway	37.19.0
Avaya 96x1 H323 IP Phone	6.6229
Avaya 96x1 SIP IP Phone	7.0.1
Avaya 9600 H323 IP Phone	3.250A
CTIntegrations Suite server running on Windows Server 2012 R2	2.5
CTIntegrations Desktop Agent running on Windows 7 SP1	2.5.2.1600

4. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager via the System Access Terminal (SAT).

4.1. Administer Hunt Groups

This section provides the Hunt Group configuration for the call center agents. This hunt group will later be configured in Avaya POM.

Agents will log into Hunt Group 1 configured below. Provide a descriptive name and set the **Group Extension** field to a valid extension. Enable the **ACD**, **Queue**, and **Vector** options. This hunt group will be specified in the **Agent LoginIDs** configured in **Section 2.2**.

```
add hunt-group 1                                     Page 1 of 4
                                                    HUNT GROUP
    Group Number: 1                                ACD? y
    Group Name: Skill-1                            Queue? y
    Group Extension: 3320                          Vector? y
    Group Type: ucd-mia
    TN: 1
    COR: 1
    Security Code:                                MM Early Answer? n
    ISDN/SIP Caller Display:                      Local Agent Preference? n
    Queue Limit: unlimited
    Calls Warning Threshold:      Port:
    Time Warning Threshold:      Port:
```

On Page 2 of the Hunt Group form, enable the **Skill** option.

```
add hunt-group 1                                     Page 2 of 4
                                                    HUNT GROUP
    Skill? y                                       Expected Call Handling Time (sec): 180
    AAS? n
    Measured: none
    Supervisor Extension:
    Controlling Adjunct: none
    Multiple Call Handling: none
    Timed ACW Interval (sec):                    After Xfer or Held Call Drops? n
```

4.2. Administer Agent IDs

This section provides the Agent Login IDs for the agents.

Add an **Agent LoginID** for each agent in the call center as shown below. In this configuration, agent login IDs 1000, 1001, and 1002 were created for three agents.

```
add agent-loginID 1000                                     Page 1 of 2
                                     AGENT LOGINID
Login ID: 1000                                           AAS? n
Name: Agent 1000                                         AUDIX? n
  TN: 1
  COR: 1
Coverage Path:                                           LWC Reception: spe
Security Code: 1234                                     LWC Log External Calls? n
Attribute:                                               AUDIX Name for Messaging:
                                                         LoginID for ISDN/SIP Display? n
                                                         Password:
                                                         Password (enter again):
                                                         Auto Answer: station
                                                         MIA Across Skills: system
AUX Agent Considered Idle (MIA)? system ACW Agent Considered Idle: system
                                                         Aux Work Reason Code Type: system
                                                         Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
                                                         Forced Agent Logout Time:  :
WARNING: Agent must log in again before changes take effect
```

On Page 2 of the **Agent LoginID** form, set the skill number (SN) to hunt group 1, which is the hunt group (skill) that the agents will log into.

```
add agent-loginID 1000                                     Page 2 of 2
                                     AGENT LOGINID
Direct Agent Skill:                                       Service Objective? n
Call Handling Preference: skill-level                     Local Call Preference? n
SN  RL SL      SN  RL SL
1:  1    1      16:
2:
3:
4:
5:
6:
7:
8:
9:
10:
11:
12:
13:
14:
15:
```

4.3. Administer Stations

This section provides the extension that agents will log on.

Add a **station** for each extension in the call center as shown below. In this configuration, station 3301 and station 3402 were created.

```
add station 3301                                     Page 1 of 6
                                                    STATION
Extension: 3301                                     Lock Messages? n          BCC: 0
  Type: 9641                                         Security Code: *         TN: 1
  Port: S00011                                       Coverage Path 1:        COR: 1
  Name: H323 3301                                       Coverage Path 2:        COS: 1
                                                    Hunt-to Station:        Tests? y
STATION OPTIONS
  Loss Group: 19                                     Time of Day Lock Table:
  Speakerphone: 2-way                               Personalized Ringing Pattern: 1
  Display Language: english                         Message Lamp Ext: 3301
  Survivable GK Node Name:                          Mute Button Enabled? y
  Survivable COR: internal                           Button Modules: 1
  Survivable Trunk Dest? y                           Media Complex Ext:
                                                    IP SoftPhone? y
                                                    IP Video Softphone? n
  Short/Prefixed Registration Allowed: default
                                                    Customizable Labels? y
```

Note: Please note that the configuration of SIP trunk and routing between Communication Manager and Session Manager was preconfigured and is not shown in this document.

5. Configure Avaya Aura® Experience Portal and Proactive Outreach Manager

This section covers the administration of Experience Portal. Configuration for Avaya POM is also covered in the section as Avaya POM was co resident on Experience Portal

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

Note: Some of the screens in this section are shown after the Experience Portal had been configured. Don't forget to save the screen parameters as you configure Avaya Aura® Experience Portal.

The screenshot shows the Avaya Aura® Experience Portal Manager (EPM) web interface. The top navigation bar includes the Avaya logo, the user name 'Welcome, admin', and the last login time 'Last logged in today at 2:13:17 PM PDT'. The main content area is titled 'Avaya Aura® Experience Portal Manager' and contains the following sections:

- Installed Components**
 - Media Processing Platform:** Media Processing Platform (MPP) is an Avaya media processing server. When an MPP receives a call from a PBX, it invokes a VoiceXML (or CCXML) application on an application server. It then communicates with ASR and TTS servers as necessary to process the call.
 - Email Service:** Email Service is an Experience Portal feature which provides e-mail capabilities.
 - HTML Service:** HTML Service is an Experience Portal feature which supports web applications with HTML5 capabilities. It includes support for browser based services for mobile devices.
 - Proactive Outreach Manager:** Avaya Proactive Outreach Manager (POM) provides a solution for unified, multichannel, inbound and outbound architecture, with the capability to communicate through different channels of interaction, from Short Message Service (SMS) to e-mail to the traditional voice and video.
 - SMS Service:** SMS Service is an Experience Portal feature which provides SMS capabilities.
- Legal Notice**
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 - Notice
 - While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of

5.1. Configure a SIP VoIP Connection

To configure a SIP connection, navigate to the **VoIP Connections** page and then click on the **SIP** tab (not shown) and select **Add**. On the **Change SIP Connection** page, configure as follows:

- Set **Enable** to **Yes**
- Set **Proxy Transport** to **TCP**
- For **Proxy Server**:
 - Type in the Session Manager SIP interface IP address in **Address**
 - Type in the Session Manager SIP Port in **Port**
- Type in **Listener Port** to **5060**
- Type in **SIP Domain** to **bvwddev.com**, as configured in Session Manager.
- Type in a value for **Maximum Simultaneous Calls**, as needed.
- Select **All Calls can be either inbound or outbound**

The screenshot shows the 'Change SIP Connection' page in the Avaya Aura Experience Portal. The page title is 'Change SIP Connection' and the breadcrumb is 'Home > System Configuration > VoIP Connections > Change SIP Connection'. The page content includes the following fields and sections:

- Name:** ASH70
- Enable:** Yes No
- Proxy Transport:** TCP
- Proxy Servers:** Proxy Servers DNS SRV Domain
- Table:**

Address	Port	Priority	Weight	
10.33.1.12	5060	0	0	Remove
- Additional Proxy Server:** (empty)
- Listener Port:** 5060
- SIP Domain:** bvwddev.com
- P-Asserted-Identity:** (empty)
- Maximum Redirection Attempts:** 0
- Consultative Transfer:** INVITE with REPLACES REFER
- SIP Reject Response Code:** ASH (503) SE5 (480) Custom 503
- SIP Timers:**
 - T1:** 250 milliseconds
 - T2:** 2000 milliseconds
 - B and F:** 4000 milliseconds
- Call Capacity:**
 - Maximum Simultaneous Calls:** 50
 - All Calls can be either inbound or outbound
 - Configure number of inbound and outbound calls allowed

Buttons at the bottom: Save, Apply, Cancel, Help.

5.2. Verify Applications

Note that the applications needed for Avaya POM were configured during Avaya POM installation. To view the list of application, navigate to **System Configuration** → **Applications**.

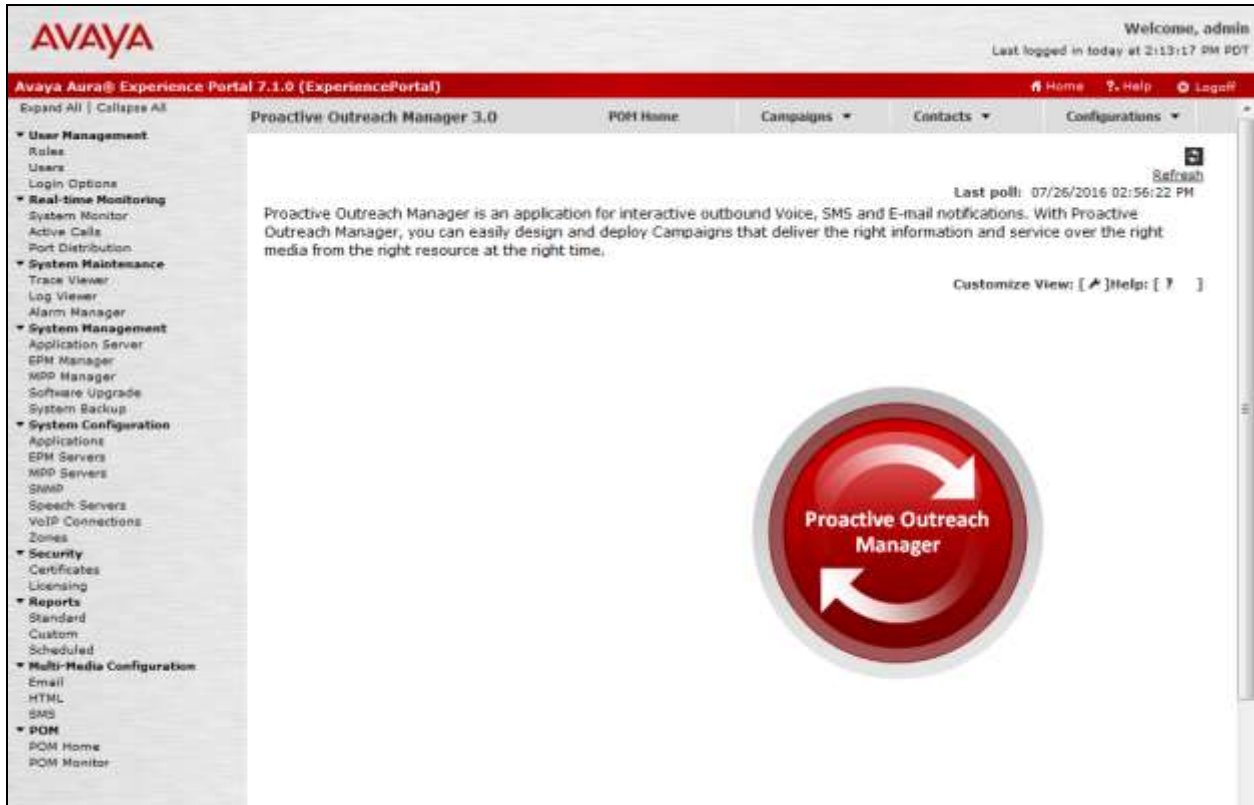
The screenshot shows the Avaya Aura Experience Portal 7.1.0 interface. The top navigation bar includes the Avaya logo, user information (Welcome, admin), and a last login timestamp. The main content area is titled 'Applications' and contains a table of currently deployed applications. A red box highlights the first six rows of the table.

Name	Enable	Type	URI	Launch	ASR	TTS	Requested SIP Calls	Configurable Application Variables
AvayaPOMAgent	Yes	POM:Application	http://10.33.1.23:7080/AvayaPOMAgent/Start	Outbound	No ASR	No TTS	None	
AvayaPOMAnnouncement	Yes	POM:Application	http://10.33.1.23:7080/AvayaPOMAnnouncement/Start	Outbound	No ASR	No TTS	None	
AvayaPOMEmail	Yes	Email	http://10.33.1.23:7080/AvayaPOMEmail/Start	Inbound Default	No ASR	No TTS	None	
AvayaPOMNotifier	Yes	POM:Application	http://10.33.1.23:7080/AvayaPOMNotifier/Start	Outbound	No ASR	No TTS	None	
AvayaPOMSMS	Yes	SMS	http://10.33.1.23:7080/AvayaPOMSMS/Start	Inbound Default	No ASR	No TTS	None	
CallControl	Yes	VoiceXML	http://10.33.1.23:7080/callcontrol/voiceXML/start.vxml	4802	English(USA) en-US	English(USA) en-US Tom M	None	
Nailer	Yes	POM:Nailer	https://10.33.1.23:7443/Nailer/ccxml/start.jsp	Outbound	English(USA) en-US	English(USA) en-US Tom M	None	
PomDriverApp	Yes	POM:Driver	https://10.33.1.23:7443/PomDriverApp/ccxml/start.jsp	Outbound	English(USA) en-US	English(USA) en-US Tom M	None	
Test_CCXML	Yes	CCXML	http://10.33.1.24/mpp/misc/avptestapp/root.ccxml	4801	English(USA) en-US	English(USA) en-US Tom M	None	
Test_VXML	Yes	VoiceXML	http://10.33.1.24/mpp/misc/avptestapp/intro.vxml	4800	English(USA) en-US	English(USA) en-US Tom M	None	

At the bottom of the table, there are buttons for 'Add', 'Delete', 'Clear MPP Cache', and 'Help'.

5.3. Configure Avaya POM

When Avaya POM is installed on Experience Portal, a sub menu is added to EPM. On the left pane, select **POM Home** under **POM**. All configurations for Avaya POM are performed from this page, **POM Home**.



5.4. Add POM Server

From **POM Home**, hover over **Configurations** and select **POM Servers**; click **Add** to add Avaya POM server. On **Add POM Server** page, type in a name in **POM Server Name** and type in Avaya POM IP Address in **POM Server IP Address** and Select **Continue**. Note that since Avaya POM was installed on the same server as Experience Portal, IP Address of Experience portal was used.

The screenshot shows the Avaya Aura Experience Portal 7.1.0 interface. The top navigation bar includes 'Proactive Outreach Manager 3.0', 'POM Home', 'Campaigns', 'Contacts', and 'Configurations'. The main content area is titled 'Add POM Server' and contains the following text and form elements:

Use this page to add a new POM server.

POM Server Name

POM Server IP Address

On the **Edit POM Server** page check box for **Trust this certificate** and select **Save**.

AVAYA
Welcome, admin
Last logged in today at 2:13:17 PM PDT

Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal) Home Help Logoff

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Campaigns Contacts Configurations

Edit POM Server

Use this page to change the configuration of a POM Server.

POM Server Name: pom

Host Address: 10.53.1.23

POM Certificate

```
Owner: CN=epm71.bvwddev.com, O=Avaya, OU=POM
Issuer: CN=epm71.bvwddev.com, O=Avaya, OU=POM
Serial Number: 982155bad50d7ef
Valid from: 07/09/2016 05:11:12 PM until: 07/03/2026 05:11:12 PM
Certificate fingerprint
MD5: b7:09:97:47:f5:fa:fa:2f:72:59:bd:97:20:6e:76:72
SHA: 5f:a5:03:09:9e:5a:29:9d:00:02:ef:5b:9d:48:4e:a1:1e:88:7c:67
```

Categories and Trace Levels

WARNING: POM servers will need to be restarted for changes to take effect.

Save Apply Cancel Help

5.5. Configure POM Server

Outbound settings will need to be configured for Avaya POM to place outbound calls. Navigate to **Configurations → POM Servers → Outbound Setting** (not shown). On the **Voice Server Page**, click on the name of Voice Server; EPM, in this case.

AVAYA
Welcome, admin
Last logged in today at 2:13:17 PM PDT

Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal) Home Help Logoff

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Campaigns Contacts Configurations

Voice Servers

This page displays the list of voice servers. Depending on your user role, you can add, modify and delete voice server for outcalling.

Name	IP Address
EPM	epm71.bvwddev.com

Help

On the **Edit Voice Server** page, type in the **User Name** then **Password**, as configured for Experience Portal. This username and password is obtained from the **Outcall** section of **System Configuration** → **EPM Server** → **EPM Settings**.



5.6. Configure CTI

From **POM Home**, navigate to **Configurations** → **CC Elite Configurations** and select **Add CTI Detail** under **CTI Configuration** (not shown). On the **Add CTI Detail** page, configure as follows:

- Type in a name in **CTI group name**.
- Type in Communication Manager IP Address in **CM IP address**.
- Type in username and password in **CM Login** and **CM Password**.
- Type in AES IP Address in **AES IP address**.
- From the **CTI group role** drop down menu, select **Active**.

The screenshot shows the 'Edit CTI Detail' page in the Avaya Aura Experience Portal. The page title is 'Edit CTI Detail' and it includes a sub-header 'Proactive Outreach Manager 3.0'. The main content area contains a form titled 'Edit CTI Configuration' with the following fields:

- CTI group name: A
- CM IP address: 10.33.1.6
- CM login: admin
- CM password: *****
- AES IP address: 10.33.1.4
- CTI group role: Active (dropdown menu)

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Help'.

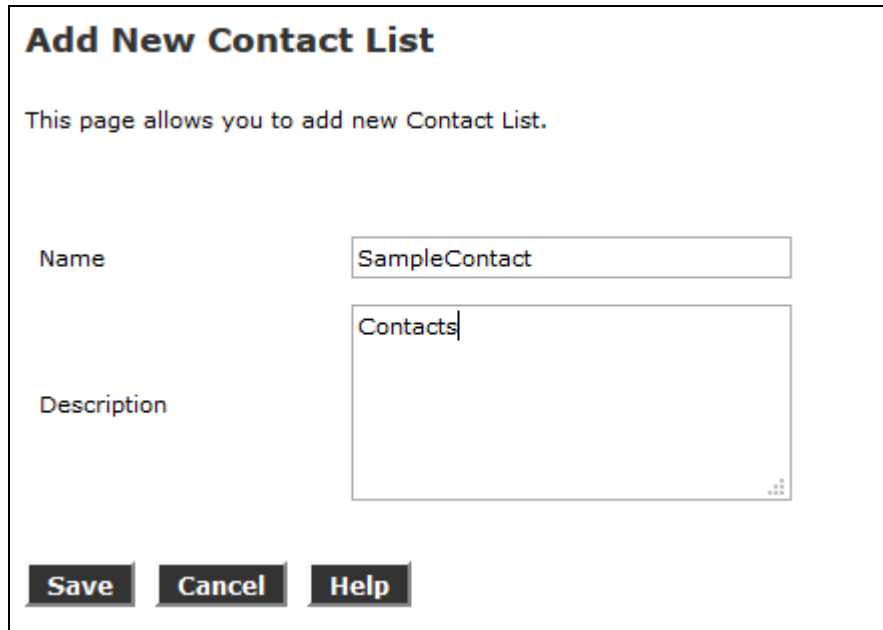
On the **Configure CTI setup details, CMS setup details and POM Skills** page, select **Add Skill**. Type in the skill as configured in **Section 2.1** for **CCElite Skill Number**, type in a name in **POM Skill Name** and select **outbound** from the **Skill Type** drop down menu.

The screenshot shows the 'Create POM Skills' page in the Avaya Aura Experience Portal. The page title is 'Create POM Skills' and it includes a sub-header 'Proactive Outreach Manager 3.0'. The main content area contains a table for creating skills:

CC Elite Skill Number	POM Skill Name	Skill Type	Parameter to Monitor for Blending	Agent Acquisition
1	Skill 1	Outbound	Select only for inbound	0
0		Select	Select only for inbound	0

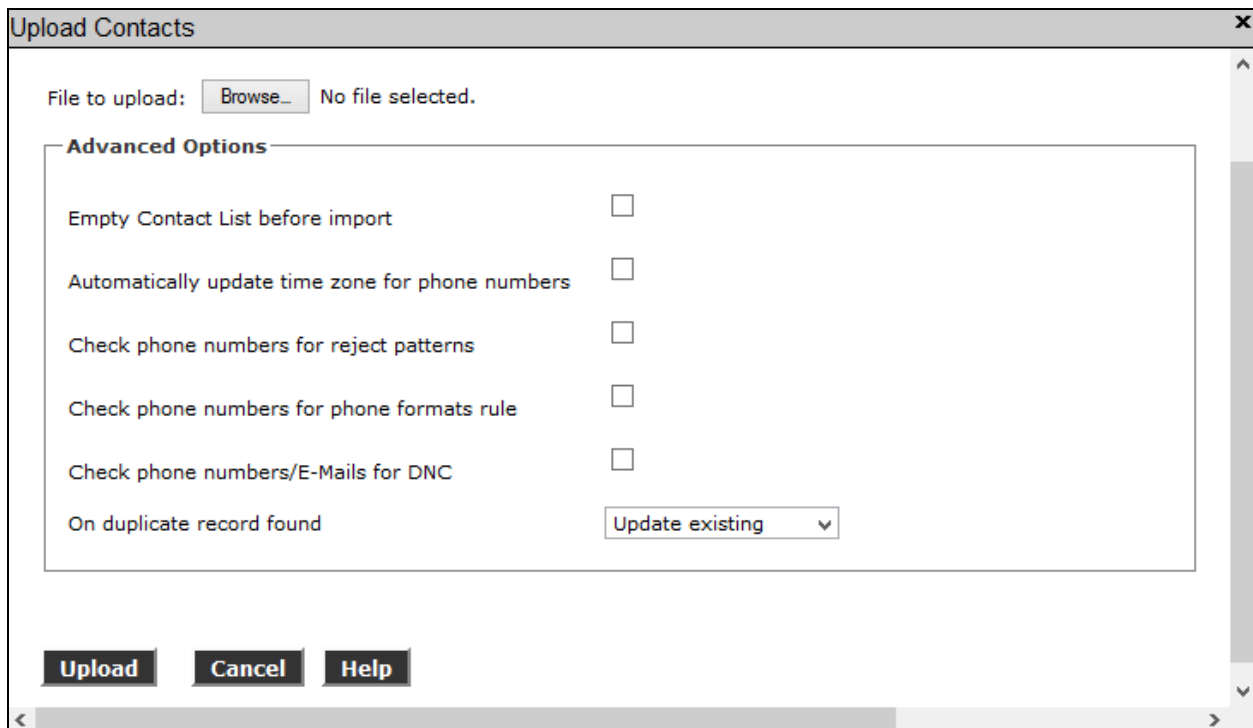
5.7. Configure Contacts

From **POM Home**, navigate to **Contacts** → **Contact Lists** and select **Add**. Type in a name in **Name** and brief **Description** and select **Save**.



The screenshot shows a web form titled "Add New Contact List". Below the title is a subtitle: "This page allows you to add new Contact List." The form has two input fields: "Name" with the text "SampleContact" and "Description" with the text "Contacts". At the bottom of the form are three buttons: "Save", "Cancel", and "Help".

On the next page, select **Upload Contacts now** (not shown). Click on **Browse** to browse to the location of .csv for the contacts and select **Upload**.



The screenshot shows a dialog box titled "Upload Contacts". At the top, it says "File to upload: Browse... No file selected." Below this is a section titled "Advanced Options" containing several checkboxes and a dropdown menu. The options are: "Empty Contact List before import" (checkbox), "Automatically update time zone for phone numbers" (checkbox), "Check phone numbers for reject patterns" (checkbox), "Check phone numbers for phone formats rule" (checkbox), "Check phone numbers/E-Mails for DNC" (checkbox), and "On duplicate record found" (dropdown menu set to "Update existing"). At the bottom of the dialog are three buttons: "Upload", "Cancel", and "Help".

5.8. Configure Campaign

5.8.1. Configure Campaign Strategy

From **POM Home**, navigate to **Campaigns** → **Campaign Strategy** and select **Add** (not shown). Type in a name as shown below and select **Continue**.

Name	<input type="text" value="Progressive"/>
Use template	<input type="checkbox"/>
Template	<input type="text" value="Select"/>
<input type="button" value="Continue"/> <input type="button" value="Cancel"/>	

The **Campaign Strategy Editor** page will pop up. Configure a **Campaign Strategy** as needed. Below is an example of the strategy configured during compliance testing.

The screenshot shows the Campaign Strategy Editor interface. The top toolbar includes buttons for HIDE TOOL BOX, SHOW SOURCE, SAVE, SAVE DRAFT, COPY, DELETE, and HELP. The main area is divided into three panes:

- Left Pane:** Selected Node: Task. Contains a tree view with nodes: Restrictions, Address, Sender's Address, and Result Processors.
- Middle Pane:** Campaign Strategy: progressive. Contains a tree view with nodes: Campaign Strategy, Handler (initial), Call, Address, Result Processors, Result (Answer Human), and Agent.
- Right Pane:** Property Value table.

Property	Value
Name	
Description	
Sender's Display Name	Progressive
Sender's Address	4811
Timeout (sec)	
Guard Times	Disable
Min Contact Time	
Max Contact Time	
Re-check Interval (min)	
On Media Server Failure	retry
Enhanced CCA	ON
Priority	5
Allocation Type	Dynamic
APPLICATIONS	
Driver Application	PomDriverApp
Nailer Application	Nailer
Nuisance Call Application	AvayaPOMAnnounceme
On Hold Application	AvayaPOMAnnounceme
PACING PARAMETERS	
Call Pacing Type	Progressive
Over Dial Ratio	1
Min. Agents	1
Max. Agents	3
Agent Outbound Skill	POM Skill 1
ACW Time (Sec)	25
# of ACW extensions	
Default Completion co	5

5.8.2. Configure Campaign Manager

From **POM Home**, navigate to **Campaigns** → **Campaign Manager** and select **Add** (not shown). Type in a name in **Name** field and select **Continue**.

Add a Campaign [x]

Create Campaign

You can start creating a Campaign either by using already created Campaign as template or create new altogether.

Name

New Campaign
 Copy existing Campaign

Continue **Cancel** **Help**

On the **Define Campaign** page, select the strategy added in previous section for **Campaign Strategy**. Select the contact list from **Section 3.7** and select **Finish**.

Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal)

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Campaigns ▾ Contacts ▾

Define Campaign




Give a name to Campaign, define its type, select the Campaign Strategy and one or more Contact List to be used with the Campaign. Click on the "Finish" button to complete the Campaign creation process. To change optional parameters, click the "Next" button.

Name and Description

Progressive

Campaign Strategy

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

progressive ▾   

Campaign type



Finite Infinite

Do not associate any Contact List at start

Contact List

From the following list select one or more Contact Lists to be used with this Campaign. Click on the icons next to the list to create a new Contact List or refresh the current list.

1(Default)
Contact_2(Default)

5.9. Start POM Server

Once POM Server is completely created, start it by navigating to **Configurations** → **POM Servers** → **POM Manager** (not shown). On the **POM Manager** page, select the check box of Avaya POM server and click **Start**. Note that in the picture below POM server was already started, if it is stopped the Start button is available to start POM server.



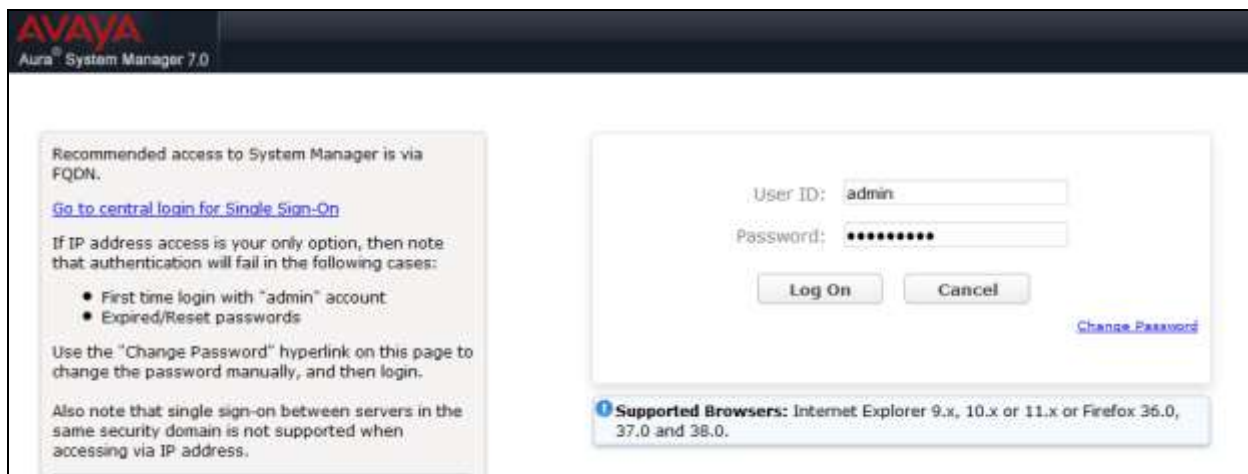
The screenshot shows the Avaya Aura Experience Portal interface. The top navigation bar includes the Avaya logo, a welcome message, and the user's last login time. The main content area is titled "POM Manager" and contains a table of POM servers. The table has columns for POM Server Name, Host Address, Campaign Manager Status, Campaign Director Status, Agent Manager Status, ActiveMQ Status, and Ports In Use. A single row is visible with the server name "pom", host address "10.33.1.23", and all statuses set to "RUNNING". Below the table are buttons for "Start", "Stop", and "Help".

<input type="checkbox"/>	POM Server Name	Host Address	Campaign Manager Status	Campaign Director Status	Agent Manager Status	ActiveMQ Status	Ports In Use
<input checked="" type="checkbox"/>	pom	10.33.1.23	RUNNING	MASTER	RUNNING	MASTER	0

6. Configure Session Manager

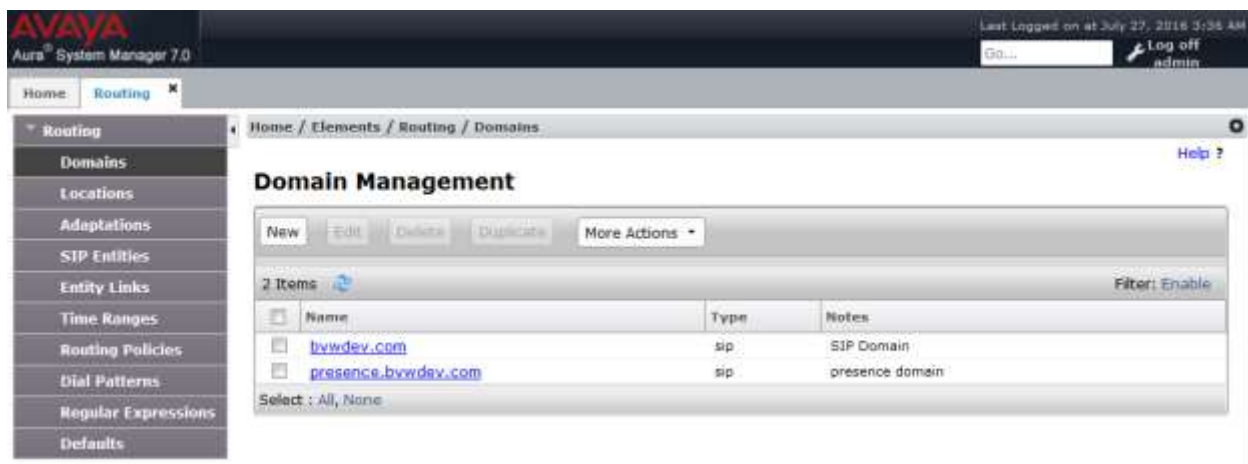
Configuration for Session manager is performed via System Manager. From a web browser, type in “<https://IP-Address/SMGR>”, where IP-Address is the IP Address of System Manager. Log in using appropriate credentials.

Please note that configuration of each item is not shown in detail. In the following sections, screen captures of the configured items during compliance testing are shown. For details steps on configuration of each item, refer to Document [3].



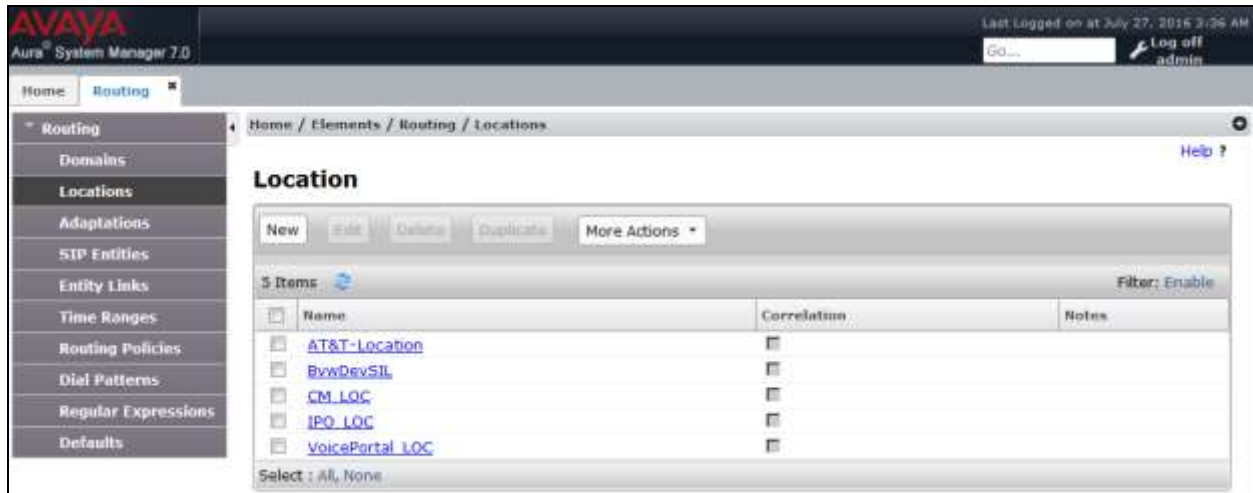
6.1. Configure Domain

Once logged in, select **Routing** (not shown). On the left pane select **Domains**. Click **New** to add a new domain. For compliance testing, domain of **bwvdev.com** was added.



6.2. Configure Locations

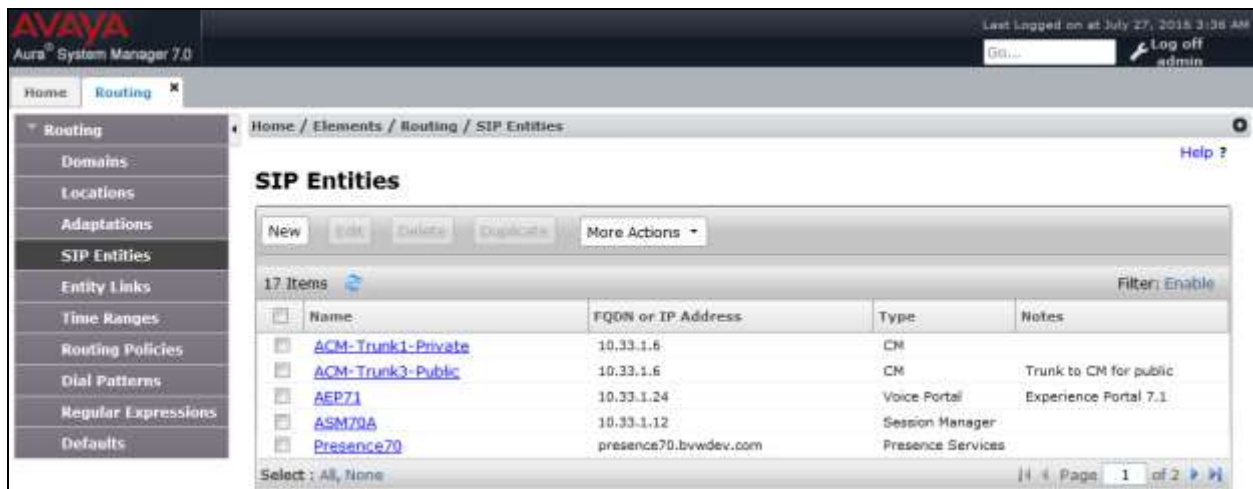
From the left pane, select **Location**. To add a new location, select **New**. For compliance testing, location of **CM_LOC** and **VoicePortal_LOC** were added.



6.3. Configure SIP Entities

From the left pane, select **SIP Entities**. To add a new SIP Entity, select **New**. For compliance testing, three SIP Entities were added as shown below.

- **AEP71**: Experience Portal SIP Entity
- **ASM70A**: Session Manager SIP Entity
- **ACM-Trunk1-Private**: Communication Manager SIP Entity



6.4. Configure Entity Links

For each SIP Entity, with the exception of Session Manager, an entity link needs to be added. On the left pane, select **Entity Links**. To add a new entity link, select **New**. For compliance testing two entity links, one for Communication Manager and another for Experience Portal, were added.

The screenshot shows the Avaya Aura System Manager 7.0 interface. The left navigation pane is expanded to 'Entity Links'. The main content area displays the 'Entity Links' configuration page. At the top, there are buttons for 'New', 'Edit', 'Delete', 'Duplicate', and 'More Actions'. Below this, a table lists 19 items. The table has columns for Name, SIP Entity 1, Protocol, Port, SIP Entity 2, DNS Override, Port, Connection Policy, Deny New Service, and Notes. Two items are visible in the table:

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	DNS Override	Port	Connection Policy	Deny New Service	Notes
ASM70A AEP71 5060 TCP	ASM70A	TCP	5060	AEP71	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
ASM70A ACM-Trunk1-Private 5061 TLS	ASM70B	TLS	5061	ACM-Trunk1-Private	<input type="checkbox"/>	5061	trusted	<input type="checkbox"/>	

6.5. Configure Time Ranges

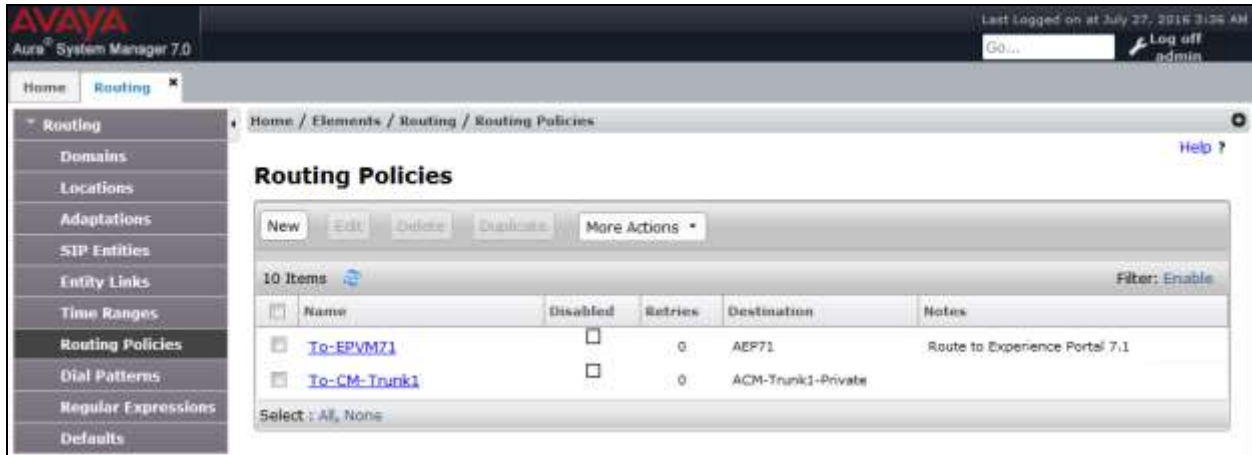
On the left pane, select **Time Ranges**. To add a new time range, select **New**. For compliance testing, time range of **24/7** was added.

The screenshot shows the Avaya Aura System Manager 7.0 interface. The left navigation pane is expanded to 'Time Ranges'. The main content area displays the 'Time Ranges' configuration page. At the top, there are buttons for 'New', 'Edit', 'Delete', 'Duplicate', and 'More Actions'. Below this, a table lists 1 item. The table has columns for Name, Mo, Tu, We, Th, Fr, Sa, Su, Start Time, End Time, and Notes. One item is visible in the table:

Name	Mo	Tu	We	Th	Fr	Sa	Su	Start Time	End Time	Notes
24/7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00	23:59	Time Range 24/7

6.6. Configure Routing Policies

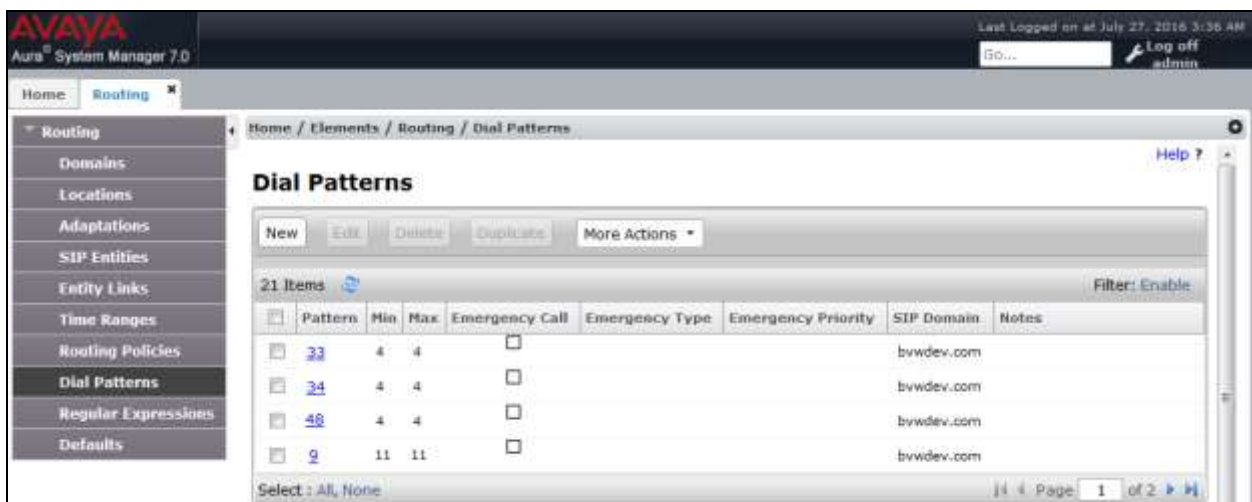
On the left pane, select **Routing Policies**. To add a new routing policy, select **New**. For compliance testing, two routing policies were added, one for Communication Manager and another for Experience Portal.



6.7. Configure Dial Patterns

On the left pane, select **Dial Patterns**. To add a new dial pattern, select **New**. For compliance testing four dial patterns were added:

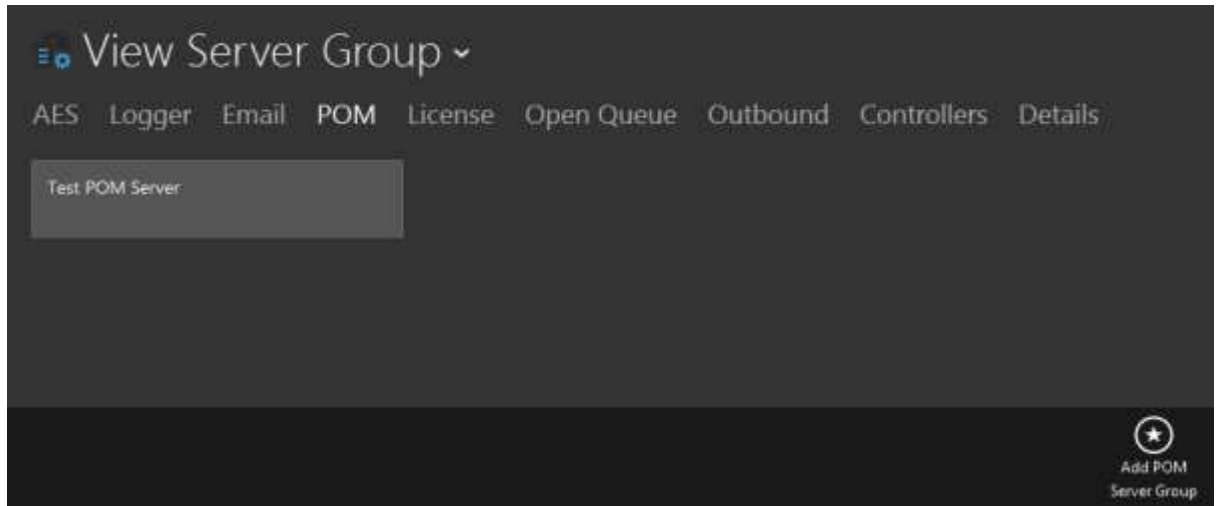
- **33** and **34**: All calls starting with pattern 33 and 34 with 4 digits were routed to communication manager. For compliance test, Experience Portal routed calls to extensions 3301, 3302 and 3401 which were routed to Communication Manager
- **48**: All calls starting with pattern 48 and 4 digits long were routed to Experience Portal
- **9**: All calls starting with 9 and 11 digits long were routed to Communication Manager. This was used for routing calls out to PSTN via PRI trunk configured in Communication Manager.



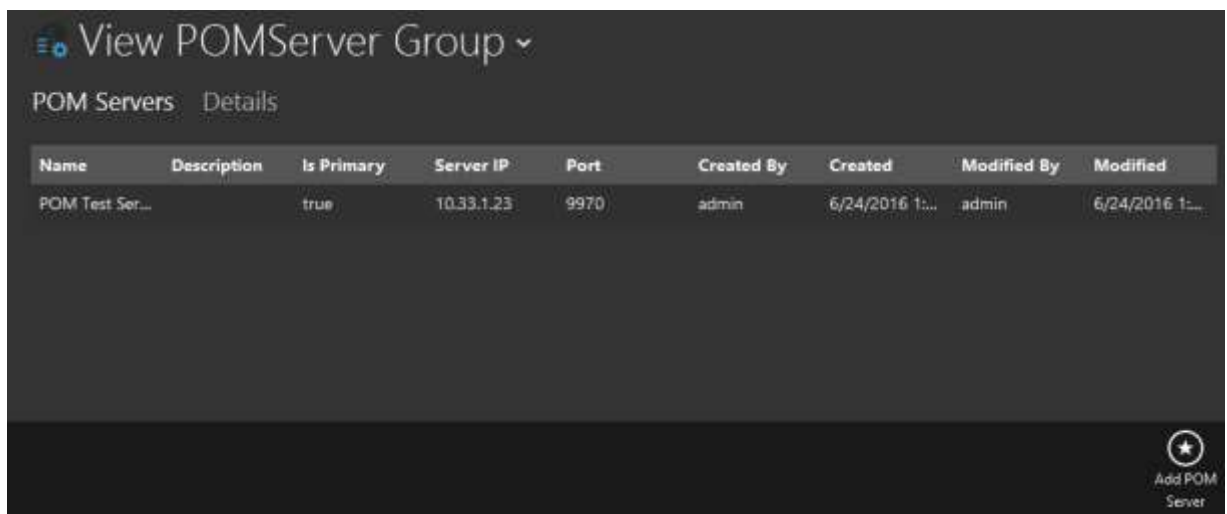
7. Configure CTIntegrations CT Suite

To configure Avaya POM server in CT Suite do the following:

1. Open your browser and navigate to: [http://\[CTADMIN_SERVER\]](http://[CTADMIN_SERVER])
2. Login with Administrator credentials
3. Navigate to: Site/Servers/[server group]/POM. To view/edit settings, select a POM server group on the screen or click 'Add POM Server Group' to add a new group.



To view/edit settings, select a POM server on the list screen, or click 'Add POM Server' to add a new server.



Add Edit POMServers

⌂
✕

Is Primary

Yes

Name

POM Test Server

Description

Server IP

Port

10.33.1.23

9970

★
Delete

Add Edit POMServers screen

Is Primary: Set as primary

Name: Name of server

Description: Description (friendly) name

Server IP: Enter IP address of POM server

Port: Enter the default port 9970

To view/edit settings, select a POM server group on the list screen, or click ‘**Edit POM Server Group**’ to edit settings.

View POMServer Group ▾

POM Servers
Details

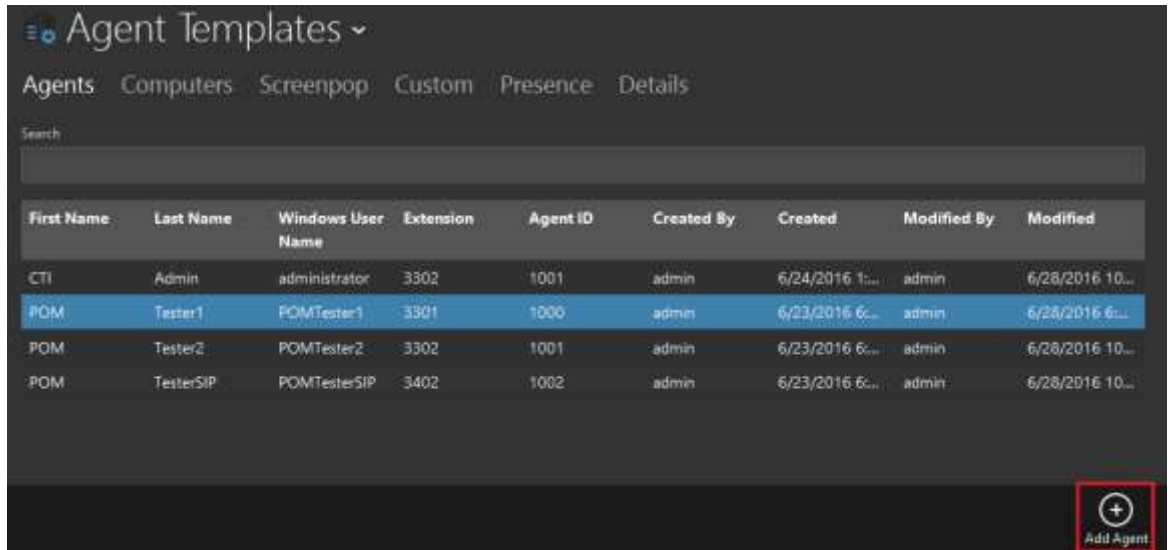
<p>Name Test POM Server</p> <p>Description</p> <p>Server Group Cedar Park</p>	<p>Created By admin</p> <p>Created 6/24/2016 1:51:00 PM</p> <p>Modified By admin</p> <p>Modified 6/24/2016 1:51:00 PM</p>
---	---

➔
★
 Edit POM Server Group

4. CT Suite Agent Configuration

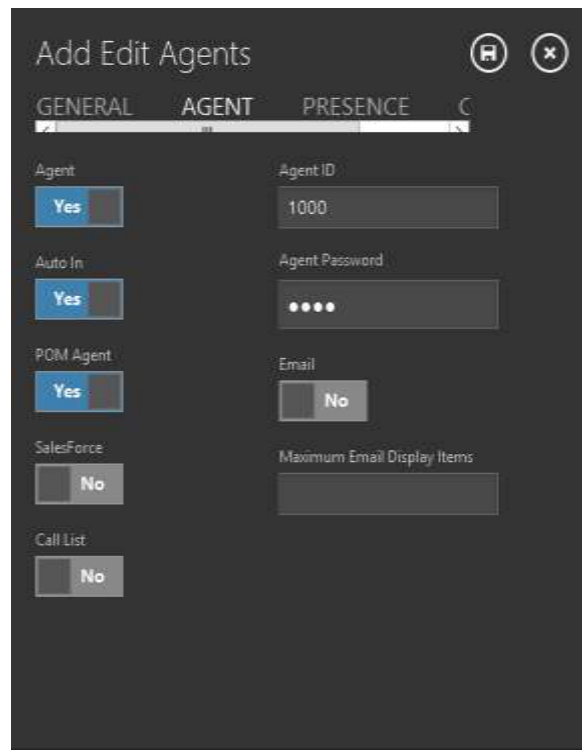
Note that further details available in CT Suite Administration Guide for agent and server configurations can be found in **Section 10**.

- From **CT Admin** navigate to the CT Suite Agent: **Site → POM Agent Template**. The list of agent is displayed, if more agents need to be added, click on **Add Agent** button.



First Name	Last Name	Windows User Name	Extension	Agent ID	Created By	Created	Modified By	Modified
CTI	Admin	administrator	3302	1001	admin	6/24/2016 10:...	admin	6/28/2016 10:...
POM	Tester1	POMTester1	3301	1000	admin	6/23/2016 6:...	admin	6/28/2016 6:...
POM	Tester2	POMTester2	3302	1001	admin	6/23/2016 6:...	admin	6/28/2016 10:...
POM	TesterSIP	POMTesterSIP	3402	1002	admin	6/23/2016 6:...	admin	6/28/2016 10:...

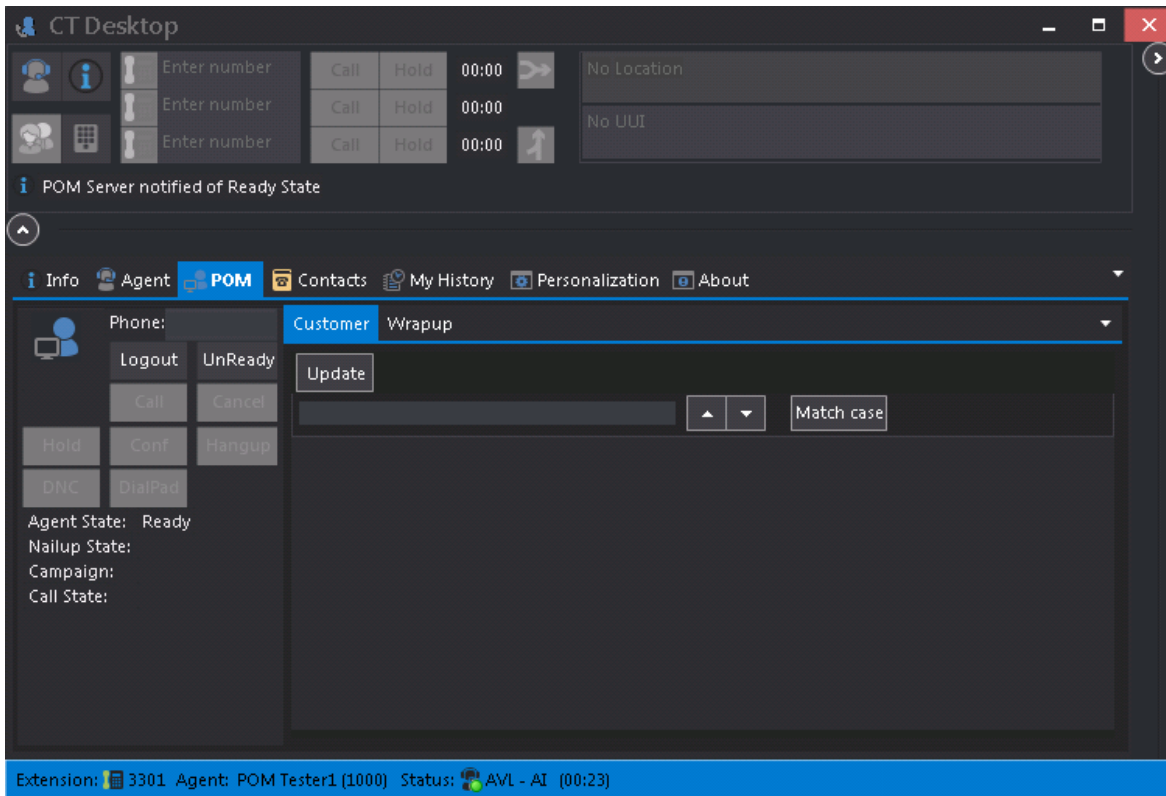
- Click on the agent and navigate to the **'Agent'** tab and ensure **'POM Agent'** is set to **'Yes'**.



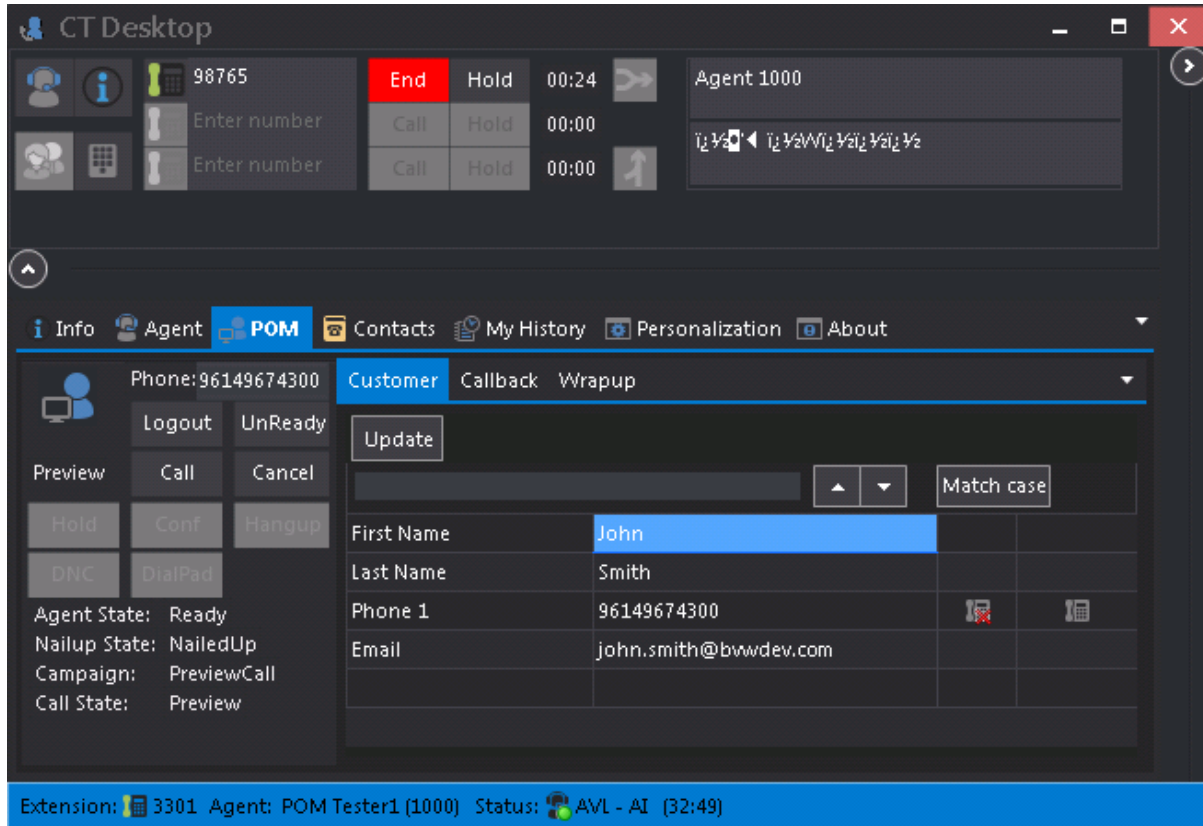
8. Verification Steps

This section provides the verification steps that may be performed to verify that the CT Desktop agent to work with Avaya POM.

1. From an Agent Desktop, launch the CT Desktop application via **Start** → **CTIntegrations** → **CTSuite** → **CT Desktop**. The Screen below shows the CT Desktop application is launched and log in as POM agent.



2. Start a Preview call campaign, Avaya POM server places outbound call to the CT Desktop agent. As soon as the CT Desktop answers the call from POM, the Nailup state should be in Nailedup, the campaign name is displayed in the Campaign field and the customer information is pull out from the contact list that is assigned to the campaign. The CT Desktop now is ready to call out to the customer.



3. Check POM Monitor, it should show the same status as displayed in the CT Desktop agent.



9. Conclusion

These Application Notes describe the configuration steps required to integrate the CTIntegrations CT Suite and CT Desktop with Avaya Proactive Outreach Manager. All feature and serviceability test cases were completed successfully.

10. Additional References

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

- [1] Implementing Proactive Outreach Manager, Release 3.0.3, May 2016
- [2] Administering Avaya Aura® Communication Manager, Release 7.0.3, Document 03-300509, Issue 10, June 2016
- [3] Administering Avaya Aura® Session Manager, Release 7.0, Issue 7, Jan 2016
- [4] Administering Avaya Aura® Experience Portal, Release 7.0.1, April 2015
- [5] Avaya Aura® Application Enablement Services Administration and Maintenance Guide, Release 7.0, Document 02-300357, Jan 2016

Documentation related to CT Desktop may directly be obtained from CTIntegrations.

- [6] CTIntegrations CT Admin

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