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Avaya Solution & Interoperability Test Lab

Application Notes for Amtelco eCreator PDS Agent with Avaya Proactive Contact with PG230 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Amtelco eCreator PDS Agent to interoperate with Avaya Proactive Contact with PG230. Amtelco eCreator PDS Agent is an agent scripting application. In the compliance testing, the Amtelco eCreator PDS Agent used the Agent API from Avaya Proactive Contact to provide a customized agent desktop with call control and customer record update functions.

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.

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Solution & Interoperability Test Lab Application Notes
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1. Introduction

These Application Notes describe the configuration steps required for Amtelco eCreator PDS Agent to interoperate with Avaya Proactive Contact with PG230. Amtelco eCreator PDS Agent is an agent scripting application. In the compliance testing, the Amtelco eCreator PDS Agent used the Agent API from Avaya Proactive Contact to provide a customized agent desktop with call control and customer record update functions.

The Avaya Proactive Contact Agent API is used by Amtelco eCreator PDS Agent to obtain information such as job type, agent state, customer records fields and values from Avaya Proactive Contact to display on the customized agent desktop, and to request call control and customer record update functions initiated from the agent desktops, such as transfer call and set do not call status.

The Amtelco Scripted Application Supervisor can be used to create and deploy web-based scripts to associate with different jobs on Avaya Proactive Contact. The relevant scripts are summoned from the Amtelco eCreator Web Manager, and can be used by Amtelco eCreator PDS Agent to display and update customer record fields and values from Avaya Proactive Contact.

The detailed administration of basic connectivity amongst Avaya Proactive Contact, Avaya Aura^{TM} Communication Manager, and Avaya Aura^{TM} Application Enablement Services are not the focus of these Application Notes and will not be described.

This compliance test used the Avaya Proactive Contact with PG230 deployment option. The results should be applicable to the Avaya Proactive Contact Standalone deployment option.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying proper display of the Amtelco eCreator PDS Agent screen with appropriate options, fields, and values for the following scenarios:

- Outbound and inbound calls.

- Outbound, managed, inbound, and blend jobs, and linked jobs.

- Predictive Agent Blending and Intelligent Call Blending algorithms.

- Change password, adjust headset, and enable/disable agent trace.

- Log in, join job, go on/off break, leave job, and log off.

- Hold/reconnect, transfer, conference, send/receive message, place manual call, dial digits, supervised/unsupervised forward work, agent drop, customer drop, release line, and finish work.

- Do not disturb, set call back, and update customer record fields.

- Use of Avaya Proactive Contact Supervisor to send/receive message with the agent, transfer agent between inbound and outbound jobs, and immediate and graceful stop of jobs while the agent is on an active call.

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

1.2. Support

Technical support on the Amtelco eCreator PDS Agent can be obtained through the following:

- **Phone:** (800) 553-7679
- **Email:**   service@amtelco.com
- **Web:**   www.amtelco.com/Welcome.htm

2. Reference Configuration

The Amtelco eCreator Server consists of the License Manager, Database Manager, and Web Manager, and the components can be configured on a single server or distributed across multiple servers. The compliance test configuration used a single server configuration, as shown in **Figure 1**.

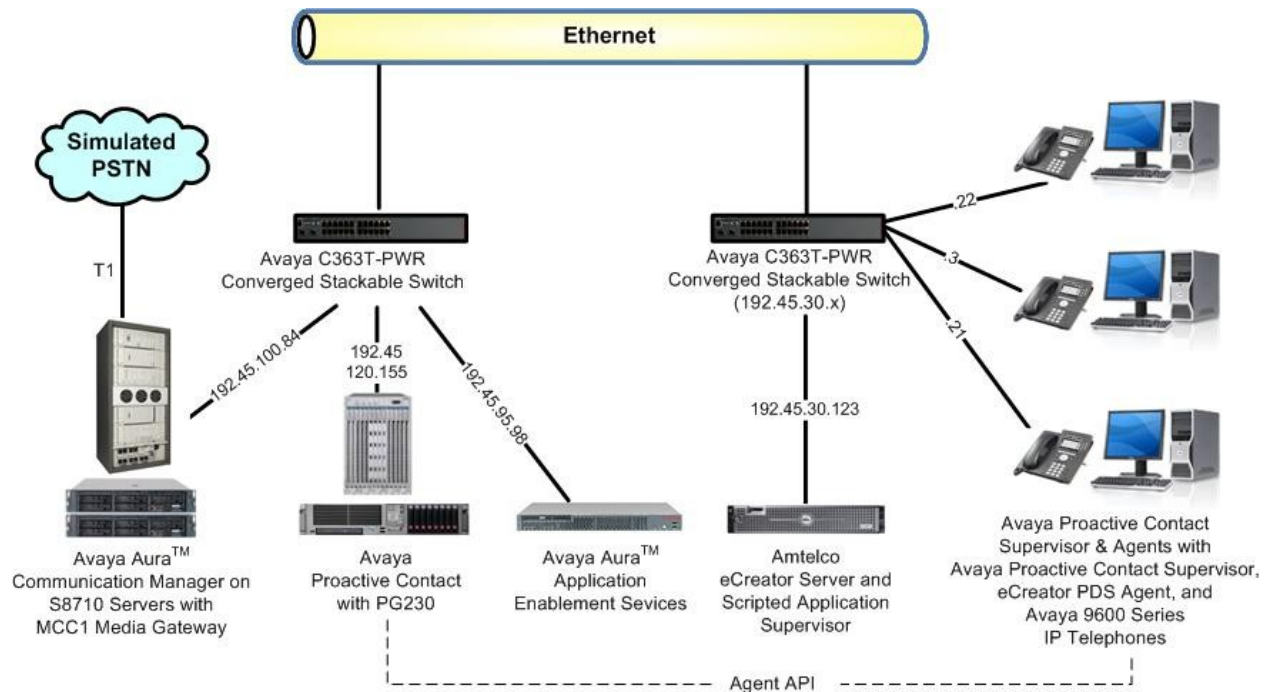In the compliance testing, the Amtelco Scripted Application Supervisor was installed on the Amtelco eCreator server.

Figure 1: Amtelco eCreator PDS Agent with Avaya Proactive Contact with PG230

3. Equipment and Software Validated

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

Equipment	Software
Avaya S8710 Servers	Avaya Aura^{TM} Communication Manager 5.2, R015x.02.0.947.3

Avaya MCC1 Media Gateway
   • TN799DP C-LAN Circuit Pack
   • TN2302AP IP Media Processor
	HW01 FW032
	HW13 FW120

Avaya Aura^{TM} Application Enablement Services	4.2
Avaya Proactive Contact with PG230	4.1
Avaya Proactive Contact Supervisor	4.1
Avaya 9600 Series IP Telephones (H.323)	3.0

Amtelco eCreator Server
   • License Manager
   • Database Manager
   • Web Manager
	2.22.01

Amtelco eCreator PDS Agent	1.1.0.94
Amtelco Scripted Application Supervisor	2.22.01

4. Configure Avaya Proactive Contact

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

- Obtain job names
- Obtain customer record fields

4.1. Obtain Job Names

From the PC running the Avaya Proactive Contact Supervisor, select **Start > All Programs > Avaya > Proactive Contact 4.1 > Supervisor > Editor**. The **Proactive Contact Supervisor screen** is displayed. Log in with the appropriate credentials.

The **Editor** screen is displayed next. Select **Contact Management > Jobs** from the left pane, to display a list of jobs. Note the job names in the **Job** column, as these values will be used later to configure the Amtelco eCreator server.
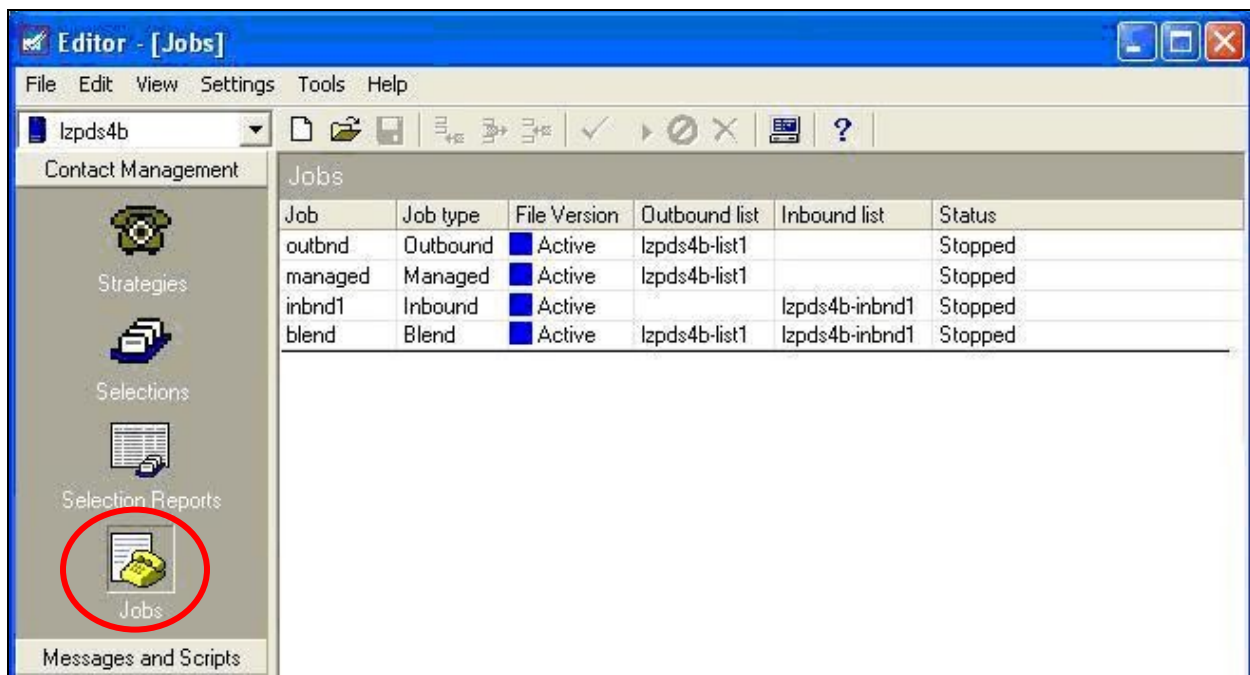
4.2. Obtain Customer Record Fields

Log in to the Linux shell of the Avaya Proactive Contact server. Navigate to the /opt/avaya/pds/lists directory to locate the configuration file for the calling list used by the jobs in **Section 4.1**. In the compliance testing, the calling list "list1" was used for all jobs, and the call record fields for "list1" is defined in the **list1.fdict** file shown below. The customer record fields used for the testing were **ACCTNUM**, **NAME1**, **NAME2**, **ZIPCODE**, **PHONE1**, and **PHONE2**. These field names will be used later to configure the Amtelco eCreator server.

5. Configure Amtelco eCreator Server

This section provides the procedures for configuring the Amtelco eCreator server. The procedures include the following areas:

- Launch Scripted Application Supervisor
- Administer client scripts

The configuration of the Amtelco eCreator server is performed by Amtelco field engineers. The procedural steps are presented in these Application Notes for informational purposes.

5.1. Launch Scripted Application Supervisor

From the PC running the Scripted Application Supervisor, select **Start > All Programs > eCreator 2 > eCreatorSupervisor**. The **Scripted Application Supervisor** screen is displayed, log in with the appropriate credentials.

5.2. Administer Client Scripts

In the subsequent **Scripted Application Supervisor** screen, select **Clients** from the top menu.
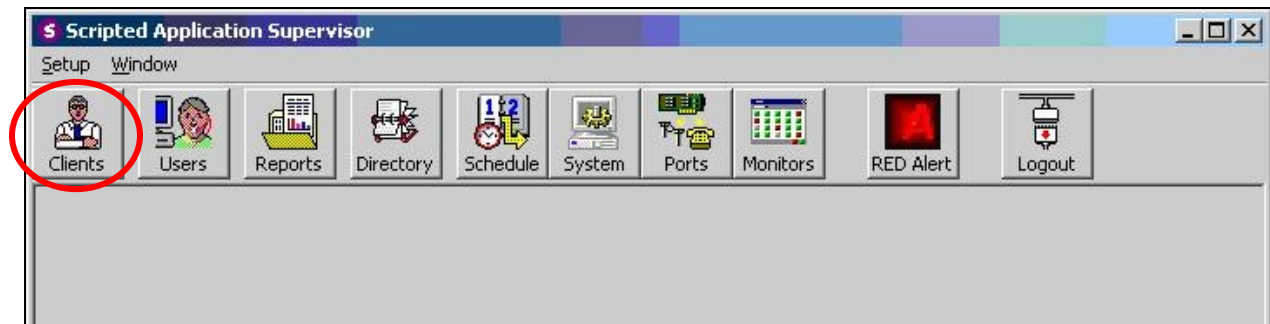
The **Client** screen is displayed. Click **Edit** to create a new client script.
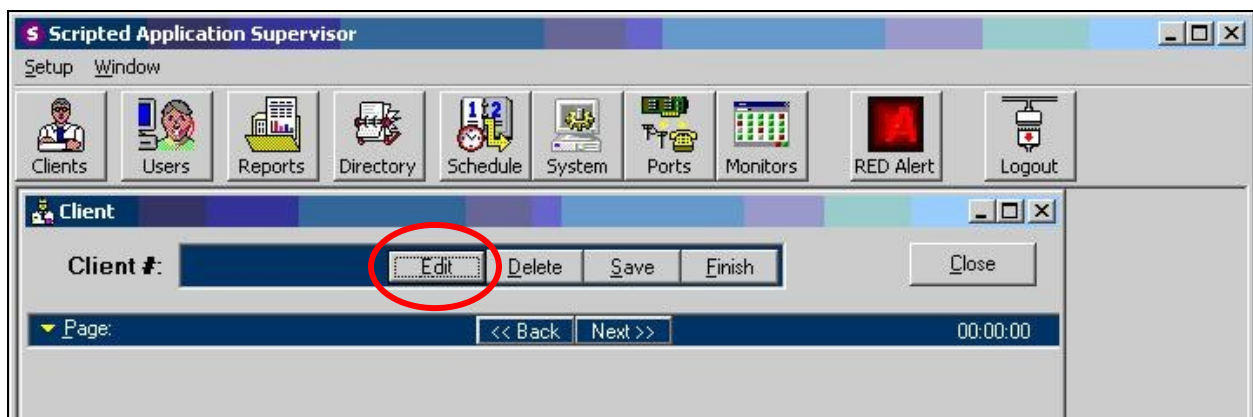
In the pop-up box below, enter a unique identification number for the client script, in this case "10". Press the **Enter** key from the keyboard.

The **Client Not Found** dialog box is displayed next. Click **Yes**.

In the updated screen, enter a descriptive name for **Client Name**, and click **Next**.
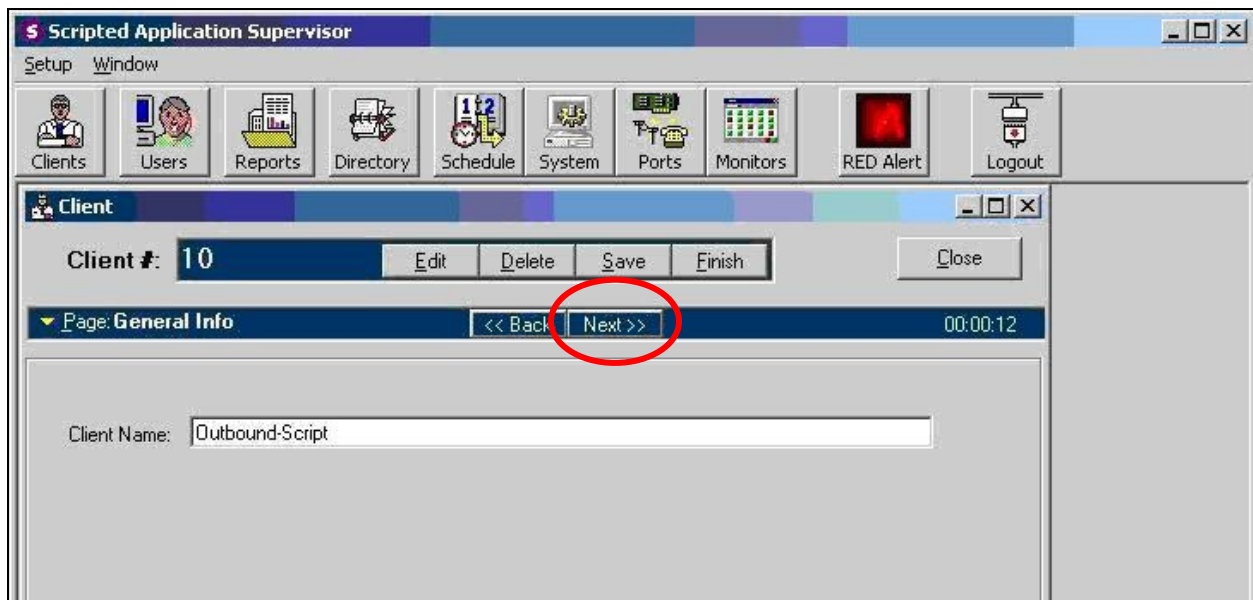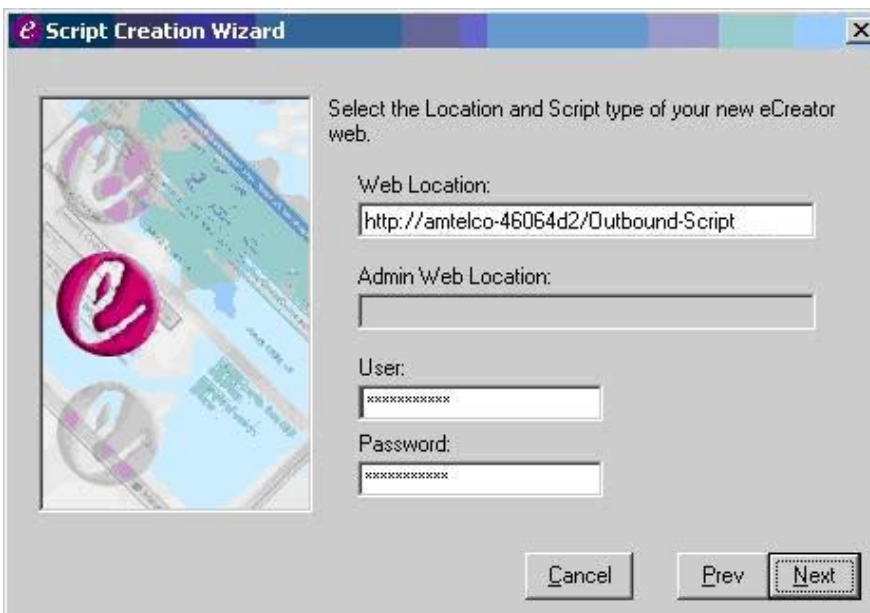
In the updated screen below, click **New Script**.
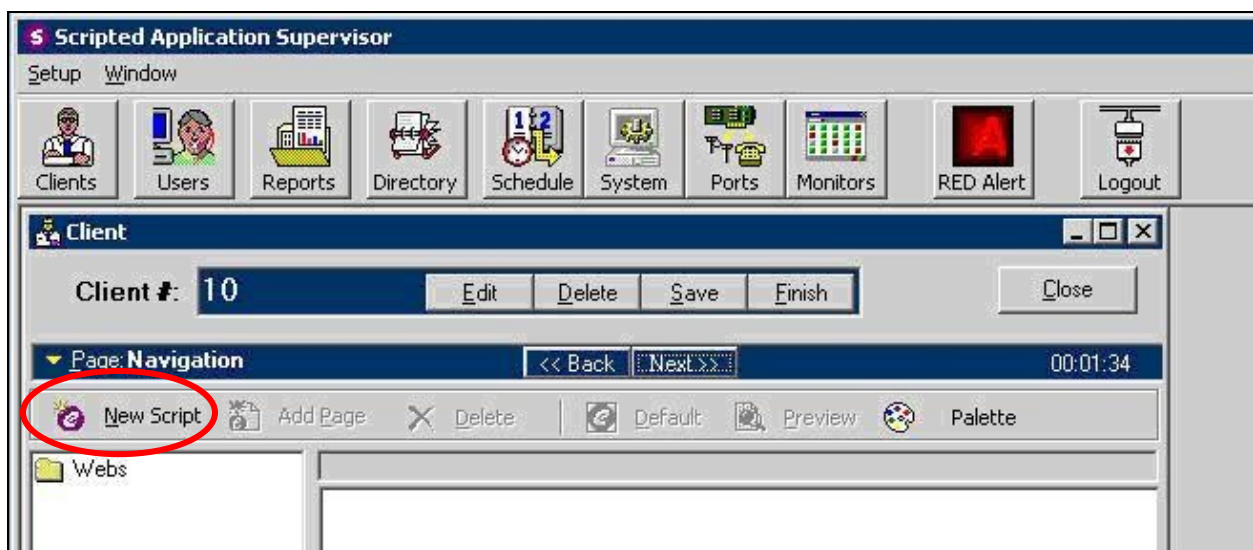
The **Script Creation Wizard** screen is displayed. Enter the first job name from **Section 4.1**, and select "Generic" from the **Script Type** drop-down list. Click **Next**.

In the subsequent screen, retain the default values for all fields. Note that if the Web Manager component is running on a different machine, then the **Web Location** needs to be modified to use the host name or IP address of the server hosting the Web Manager component. Click **Next**.

In the subsequent screen, select **Use as Inbound Script** or **Use as Outbound Script** as appropriate. For **Fields**, enter all applicable customer record fields from **Section 4.2**, as shown below. Click **Next**, followed by **Finish** in the subsequent screen to complete the wizard.
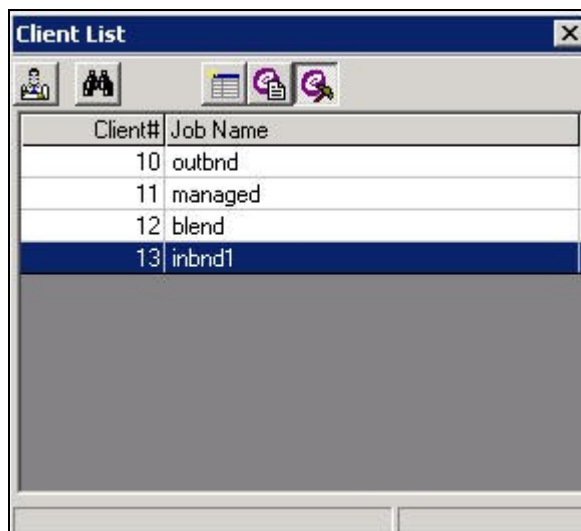
Repeat this section to create a client script to associate with each applicable job from **Section 4.1**. In the compliance testing, four client scripts were created, as shown below.

6. Configure Amtelco eCreator PDS Agent

This section provides the procedures for configuring the Amtelco eCreator PDS Agent.

From the agent PC, navigate to the **C:\Program Files\eCreatorPDSAgent** directory to locate the **eCreatorPDSAgent.ini** file. Enter the following values for the specified fields, and retain the default values for the remaining fields. Repeat this section for every agent.

- **server name:** The IP address of the Avaya Proactive Contact server.
- **logonacd:** Set to "1" to enable inbound ACD calls with Predictive Agent Blending.
- **dnc:** Set to "1" to enable the Do Not Disturb function.
- **volume:** Set to "1" to enable the Adjust Headset Volume function.
- **supvxfer:** Set to "1" to enable Supervised Forward Work function.
- **blindxfer:** Set to "1" to enable Unsupervised Forward Work function.
- **pc3:** Set to "0" to denote the Hard Dialer deployment option.

7. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Outbound calls were automatically placed and delivered to the Amtelco eCreator PDS Agent by Avaya Proactive Contact, and inbound calls were manually placed.

Different types of jobs with different blending algorithms were exercised, along with different actions initiated from the Amtelco eCreator PDS Agent, to verify the proper generation and handling of supported messages from the Avaya Proactive Contact Agent API.

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

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet cable to the Amtelco eCreator server, and to the Amtelco eCreator PDS Agent.

The verification included checking the display of fields, options, and values on the Amtelco eCreator PDS Agent, and checking the exchanged API messages in the Amtelco eCreator PDS Agent log.

All test cases were executed.
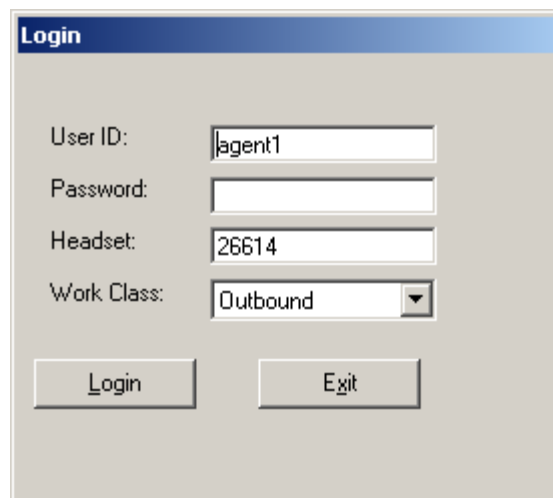
There were two observations from the compliance testing. The unit work list and agent-specific callback calls from a different job are not supported by Amtelco eCreator PDS Agent.

8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Amtelco eCreator and Avaya Proactive Contact. Prior to verification, start an outbound job on Avaya Proactive Contact.
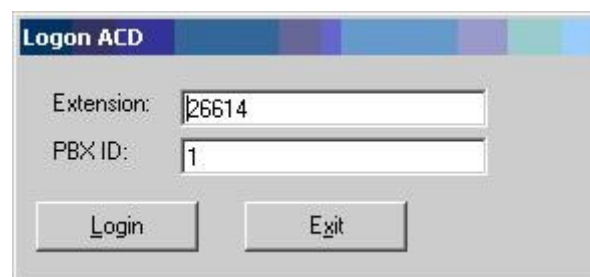
8.1. Verify Amtelco eCreator PDS Agent

From the agent PC, select **Start > All Programs > eCreator PDS Agent > eCreator PDS Agent**. The **Login** screen is displayed. Enter the pre-defined agent login, password, and headset number for Avaya Proactive Contact. Select the proper **Work Class**, in this case "Outbound". Click **Login**.

The **Logon ACD** screen is displayed next. If ACD with Predictive Agent Blending is used, then enter the pre-defined **Extension** and **PBX ID**, and click **Login**; otherwise, click **Exit**.

The **eCreator PDS Agent** screen is displayed. Verify that the **Agent State** is "Connecting Headset" and the **Availability** is "Unavailable", as shown below.

The **Jobs** pop-up box is displayed next. Select the proper job name from the **Active Jobs** drop-down list, and click **Attach**.

In the updated eCreator PDS Agent, verify that the **Agent**, **Headset**, **Job**, and **Work Class** fields show the proper values. Also verify that the **Agent State** is "Waiting For Record", and that the **Availability** is "Available".

When an outbound call is delivered to the agent, verify that the **Agent State** is updated to "On Record", and the **Call Type** reflects the proper type. Also verify that the customer record fields defined for the relevant script in **Section 5.2** are populated.

8.2. Verify Avaya Proactive Contact

From the PC running the Avaya Proactive Contact Supervisor, select **Start > All Programs > Avaya > Proactive Contact 4.1 > Supervisor > Monitor**, and log in with the appropriate credentials.

The **Monitor** screen is displayed. Select **Dialer > Dialer Agents** from the left pane, to display the **Dialer Agents** screen. Verify that the agent from **Section 8.1** is displayed and in the "Talk" state.

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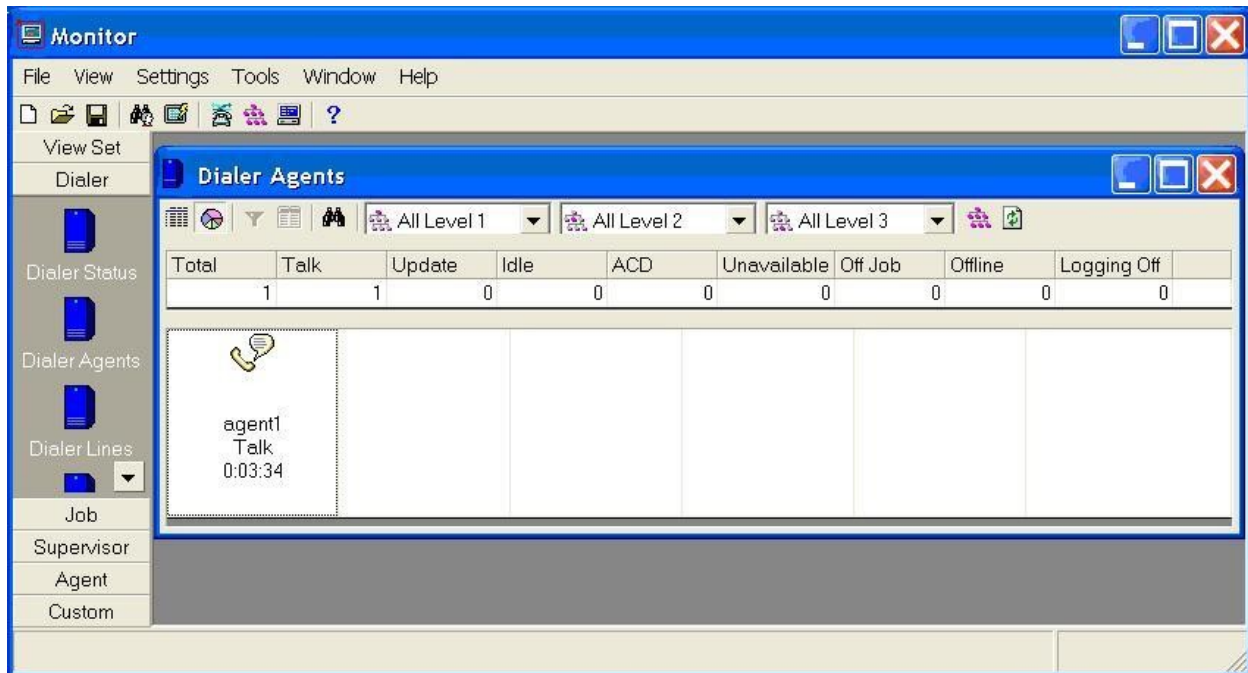
9. Conclusion

These Application Notes describe the configuration steps required for Amtelco eCreator PDS Agent to successfully interoperate with Avaya Proactive Contact with PG230. All feature and serviceability test cases were completed, with two observations noted in **Section 7**.

10. Additional References

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

1. *Avaya Proactive Contact Release 4.1 Administering Avaya Proactive Contact*, March 2009, available at http://support.avaya.com.

2. *PDS Agent User Guide*, Version 4.0, available on the eCreator installation CD.

3. *PDS Agent Reference Guide*, available on the eCreator installation CD.

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