



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

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# **Application Notes for DATEL Software Solution Call SWEET! Live with Avaya Aura™ Communication Manager and Avaya Aura™ Application Enablement Services – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Call SWEET! Live to interoperate with Avaya Aura™ Communication Manager and Avaya Aura™ Application Enablement Services. Call SWEET! Live is a web-based contact center management solution. Call SWEET! Live uses real-time data from Communication Manager to monitor and produce reports on phone activity for agents and ACD/split groups.

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 in Westminster, Colorado.

# 1. Introduction

DATEL Software Solution's Call SWEET! Live is a web-based contact center management solution. Call SWEET! Live uses real-time data from Avaya Aura™ Communication Manager to monitor and produce reports on phone activity for agents and ACD/split groups. It enables users to design personalized homepages from a collection of widgets and alarms, to capture and report on real-time call center dynamics and provide historical reports on specific activities over time.

The interoperability of Call SWEET! Live Version 2.0 with Avaya Aura™ Communication Manager is accomplished through Avaya Aura™ Application Enablement Services. These Application Notes describe the compliance test configuration used to test Call SWEET! Live Version 2.0, with Avaya S8300 Server and an Avaya G350 Media Gateway.

## 1.1. Interoperability Compliance Testing

The Compliance testing focused on the following areas:

- **Installation & Configuration**
- **Call SWEET! Live/Avaya Feature Functionality Verification**
- **Failover and Serviceability Tests**

The installation and configuration testing focused on the setup of all components and the ability to interoperate. It also covered the ability to remove the application from the Call SWEET! Live server.

The functionality testing focused on verifying Call SWEET! Live's ability to receive and parse real-time data from Communication Manager, and the use of the data in various widget and alarm reports as well as the production of historical reports.

The serviceability testing focused on verifying the ability of Call SWEET! Live to recover from and report on adverse conditions.

## 1.2. Support

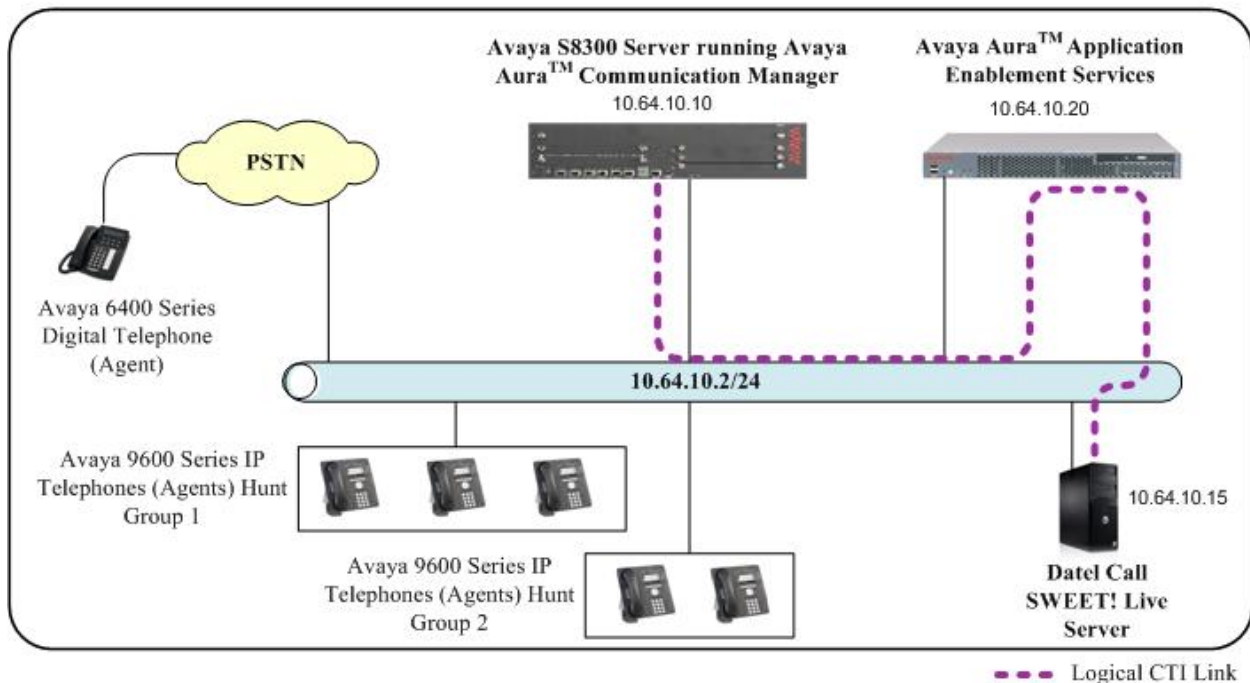
Technical support on Call SWEET! Live can be obtained through the following:

- **Phone:** (724) 744-1380
- **Email:** [support@datel-group.com](mailto:support@datel-group.com)

## 2. Reference Configuration

The interoperability of Call SWEET! Live Version 2.0 with Communication Manager is accomplished through Application Enablement Services. The compliance test configuration used to test Call SWEET! Live Version 2.0 includes the Avaya S8300 Server, the Avaya G350 Media Gateway, Application Enablement Services, Windows 2003 Server, and telephones.

**Figure 1** provides a high level topology.



**Figure 1:** Call SWEET! Live Compliance Test Sample Configuration

### 3. Equipment and Software Validated

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

Hardware/Software Component	Version/Description
Avaya S8300 Server and G350 Media Gateway	Avaya Aura™ Communication Manager 5.2 (R015x.02.0.947.3) with Service Pack 17534
Avaya Aura™ Application Enablement Services	Release 4.2.3
Avaya 9600 Series IP Telephones	9620, 9630, 9640 H.323 Avaya One-X Terminals R2.0
DATEL Software Solution's Call SWEET! Live running on Windows 2003 Server	Version 2.0 with Windows IIS Services 5.1, .NET Framework 3.5, and Internet Explorer 6.0

### 4. Configure Avaya Aura™ Communication Manager

All the configuration changes in this section for Communication Manager are performed through the System Access Terminal (SAT) interface. For more information on configuring Communication Manager, refer to the Avaya product documentation, Reference [1].

This section provides the procedures for configuring Communication Manager. The procedures fall into the following areas:

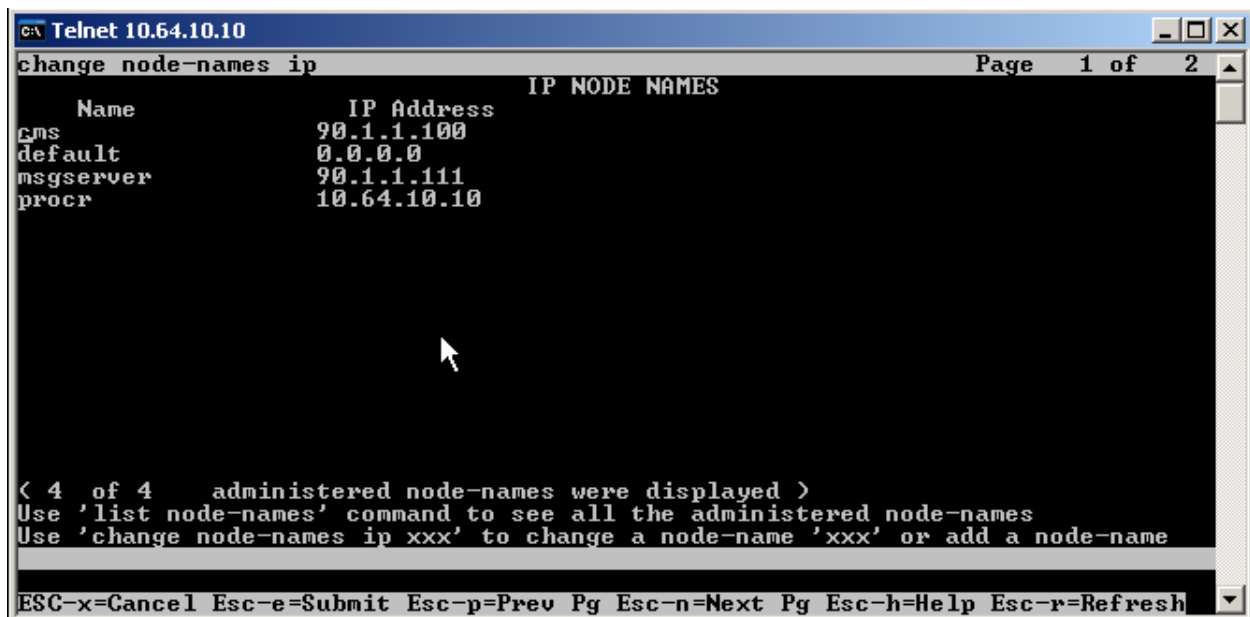
- Administer Processor Ethernet Interface for Application Enablement Services connectivity
- Administer CTI link with TSAPI service

The detailed administration of contact center entities, such as VDN, Skill, Split, Logical Agents and Station Extensions are assumed to be in place and are not covered in these Application Notes.

## 4.1. Administer Processor Ethernet Interface for Application Enablement Services Connectivity

Verify the entry for the Processor Ethernet Interface in the node-names form.

- Enter the **change node-names ip** command. In this case, **procr** and **10.64.10.10** are already populated as **Name** and **IP Address** for the Processor Ethernet Interface that will be used for connectivity to the Application Enablement Services server. The actual IP address may vary. Submit these changes.



The screenshot shows a Telnet window titled 'c:\ Telnet 10.64.10.10'. The command 'change node-names ip' has been entered, and the output is displayed on a black background with white text. The output is titled 'IP NODE NAMES' and shows a table with two columns: 'Name' and 'IP Address'. The table contains four entries: 'ems' with IP '90.1.1.100', 'default' with IP '0.0.0.0', 'msgserver' with IP '90.1.1.111', and 'procr' with IP '10.64.10.10'. Below the table, a message states '< 4 of 4 administered node-names were displayed >'. It also provides instructions: 'Use 'list node-names' command to see all the administered node-names' and 'Use 'change node-names ip xxx' to change a node-name 'xxx' or add a node-name'. At the bottom, a status bar shows keyboard shortcuts: 'ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh'.

Name	IP Address
ems	90.1.1.100
default	0.0.0.0
msgserver	90.1.1.111
procr	10.64.10.10

< 4 of 4 administered node-names were displayed >  
Use 'list node-names' command to see all the administered node-names  
Use 'change node-names ip xxx' to change a node-name 'xxx' or add a node-name

ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh

On an S8300 server, the Processor Ethernet Interface should already be in the ip-interface list.

- Either the **display ip-interface procr** command or the **list ip-interface all** command will display the parameters of the Processor Ethernet Interface on the S8300.

```
Telnet 10.64.10.10
display ip-interface procr

IP INTERFACES

Type: PROCR                                     Target socket load: 1700
Enable Interface? y                             Allow H.323 Endpoints? y
Network Region: 1                               Allow H.248 Gateways? y
                                                Gatekeeper Priority: 5

IPV4 PARAMETERS
Node Name: procr
Subnet Mask: /24

Command:
ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh
```

```
Telnet 10.64.10.10
list ip-interface all

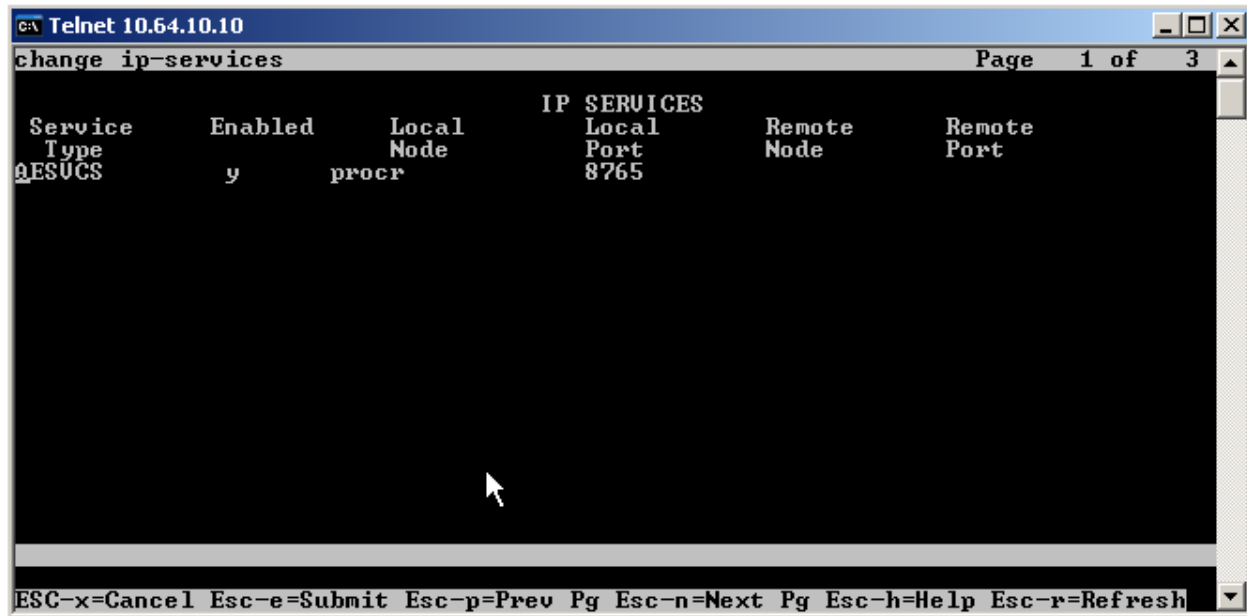
IP INTERFACES

ON Type   Slot  Code/Sfx  Node Name/  Mask  Gateway Node  Net  ULAN
          -----  IP-Address  -----  -----  -----
y PROCR   -----  10.64.10.10 /24    10.64.10.1    1    -----

Command successfully completed
Command:
ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh
```

Add an entry for IP Services with the following values for fields on Page 1, as displayed below:

- Enter the **change ip-services** command.
- In the **Service Type** field, type AESVCS.
- In the **Enabled** field, type y.
- In the **Local Node** field, type the Node name **procr** for the Processor Ethernet Interface.
- In the **Local Port** field, retain the default of **8765**.



Go to Page 3 of the IP Services form, and enter the following values:

- In the **AE Services Server** field, type the name obtained from the Application Enablement Services server, in this case **AES**.
- In the **Password** field, type the same password to be administered on the Application Enablement Services server, in this case **aes1password**.
- In the **Enabled** field, type **y**.

Server ID	AE Services Server	Password	Enabled	Status
1:	AES	aes1password	y	in use
2:				
3:				
4:				
5:				
6:				
7:				
8:				
9:				
10:				
11:				
12:				
13:				
14:				
15:				
16:				

Note that the name and password entered for the **AE Services Server** and **Password** fields must match the name and password on the Application Enablement Services server. The administered name for the Application Enablement Services server is created as part of the Application Enablement Services installation, and can be obtained from the Application Enablement Services server by typing **uname -n** at the Linux command prompt. The same password entered above will need to be set on the Application Enablement Services server using **Administration > Switch Connections > Edit Connection > Set Password**.



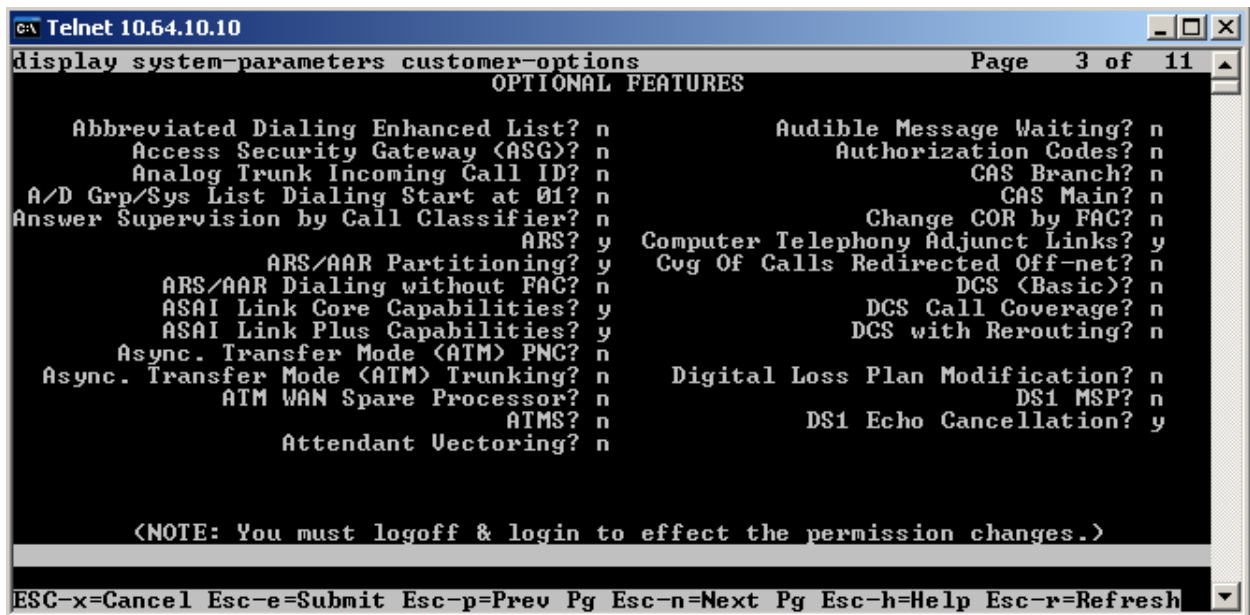
## 4.2. Administer Computer Telephony Integration (CTI) Link

It is assumed that Communication Manager is enabled with feature licenses for Vectoring, ASAI Link Core Capabilities, and Computer Telephony Adjunct Links.

This section provides the steps required for configuring a CTI Link.

Enter the **display system-parameters customer-options** command.

- On Page 3, verify that the **Computer Telephony Adjunct Links** field is set to **y** for yes. If not, contact an authorized Avaya account representative to obtain the license.



```
C:\ Telnet 10.64.10.10
display system-parameters customer-options Page 3 of 11
OPTIONAL FEATURES


Abbreviated Dialing Enhanced List? n      Audible Message Waiting? n
Access Security Gateway (ASG)? n          Authorization Codes? n
Analog Trunk Incoming Call ID? n          CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? n   CAS Main? n
Answer Supervision by Call Classifier? n   Change COR by FAC? n
ARS? y Computer Telephony Adjunct Links? y
ARS/AAR Partitioning? y Cvg Of Calls Redirected Off-net? n
ARS/AAR Dialing without FAC? n           DCS (Basic)? n
ASAI Link Core Capabilities? y           DCS Call Coverage? n
ASAI Link Plus Capabilities? y           DCS with Rerouting? n
Async. Transfer Mode (ATM) PNC? n        Digital Loss Plan Modification? n
ATM WAN Spare Processor? n              DS1 MSP? n
ATMS? n DS1 Echo Cancellation? y
Attendant Vectoring? n

<NOTE: You must logoff & login to effect the permission changes.>

ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh
```

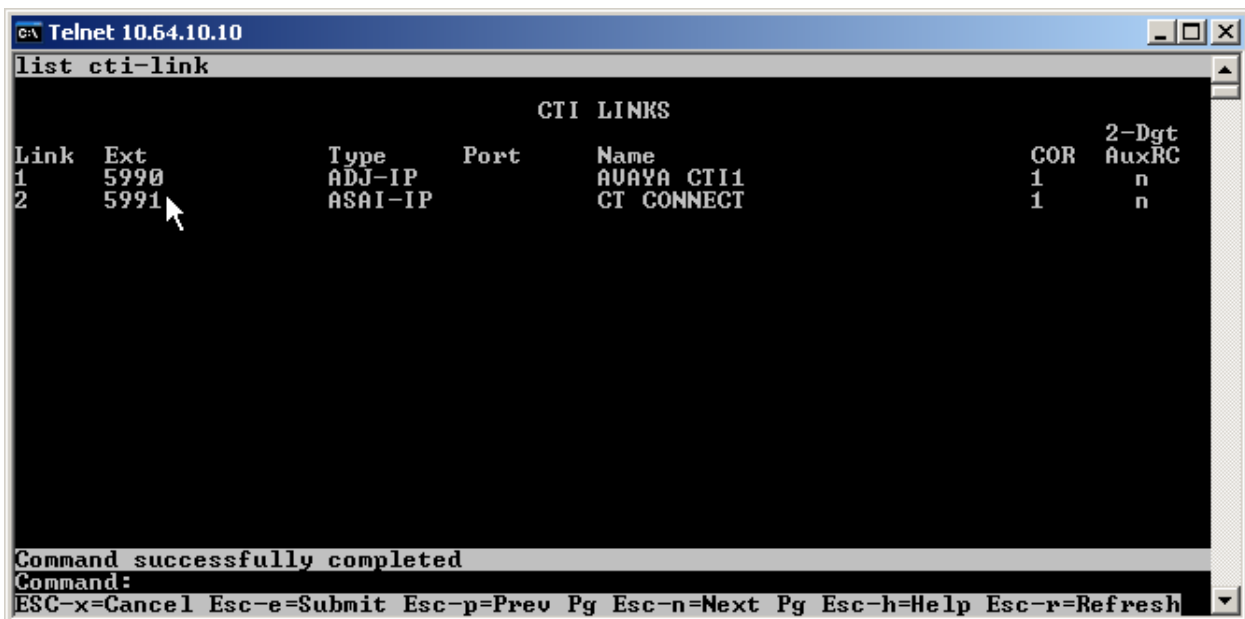
Enter the **add cti-link <link number>** command, where **<link number>** is an available CTI link number.

- In the **Extension** field, type **<station extension>**, where **<station extension>** is a valid station extension.
- In the **Type** field, type **ADJ-IP**.
- In the **Name** field, type a descriptive name.



```
c:\ Telnet 10.64.10.10
add cti-link 1
CTI LINK
CTI Link: 1
Extension: 5990
Type: ADJ-IP
Name: AVAYA CTI1
COR: 1
Page 1 of 3
ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh
```

Enter the **list cti-link** command to verify that the CTI Link is correctly configured. All configured links will show in this screen. In the snapshot below, Link 1 is the link of interest added above.



```
c:\ Telnet 10.64.10.10
list cti-link
CTI LINKS
Link  Ext      Type      Port      Name      COR      2-Dgt
1      5990      ADJ-IP      Port      AVAYA CTI1  1        n
2      5991      ASAI-IP      Port      CT CONNECT  1        n
Command successfully completed
Command:
ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh
```

Enter the **change system-parameters features** command.

- In the **Copy ASAI UUI During Conference/Transfer** field, type **y** for yes.
- In the **Send UCID to ASAI** field, type **y** for yes.

```
C:\ Telnet 10.64.10.10
change system-parameters features                                     Page 13 of 18
FEATURE-RELATED SYSTEM PARAMETERS

CALL CENTER MISCELLANEOUS
      Clear Callr-info: leave-ACW
      Allow Ringer-off with Auto-Answer? n
      Reporting for PC Non-Predictive Calls? n

      Interruptible Aux Notification Timer (sec): 3
      Interruptible Aux Deactivation Threshold (%): 95

ASAI
      Copy ASAI UUI During Conference/Transfer? y
      Call Classification After Answer Supervision? n
      Send UCID to ASAI? y

ESC-x=Cancel ESC-e=Submit ESC-p=Prev Pg ESC-n=Next Pg ESC-h=Help ESC-r=Refresh
```

The fields above are required by Call SWEET! Live for reports. UCID is necessary to tie the records of a call together and in historical reporting to tie the legs of a call together.

Check the service state of your links by entering the **status aesvcs cti-link** command. The link status should show **no** for maintenance busy (**Mnt Busy**) and the **Service State** should indicate **established**.

```
C:\ Telnet 10.64.10.10
status aesvcs cti-link
AE SERVICES CTI LINK STATUS

Link  Version  Mnt  AE Services  Service  Msgs  Msgs
Link    4         Busy Server      State    Sent   Rcvd
1       4         no   AES          established  14    14
2       4         no   AES          established   3     4

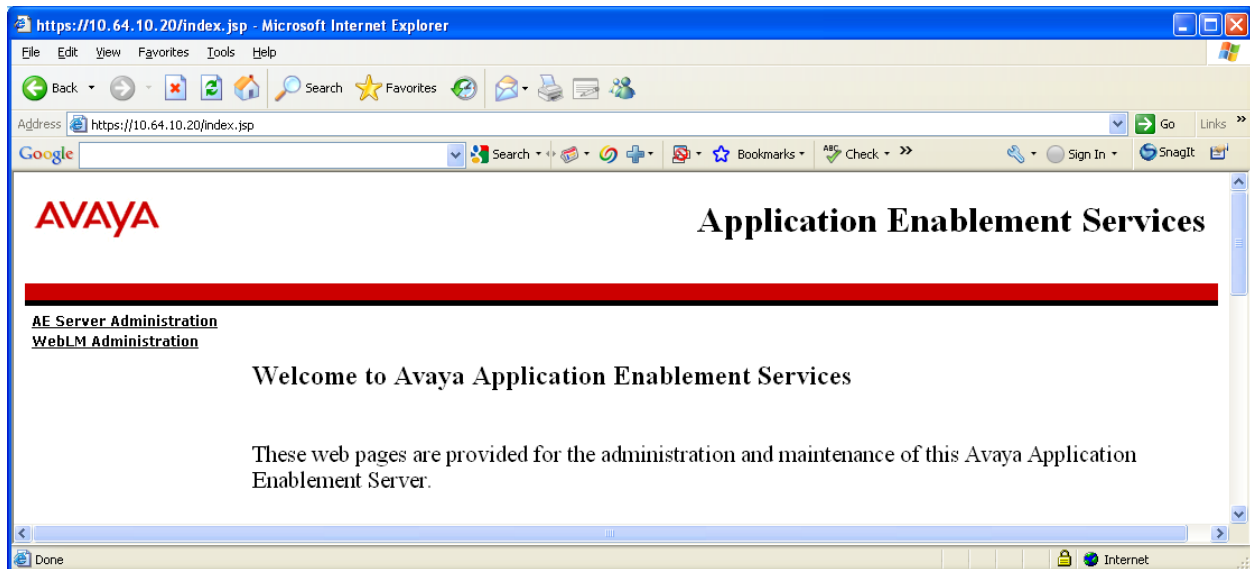
Command successfully completed
Command:
ESC-x=Cancel ESC-e=Submit ESC-p=Prev Pg ESC-n=Next Pg ESC-h=Help ESC-r=Refresh
```

## 5. Configure Avaya Aura™ Application Enablement Services

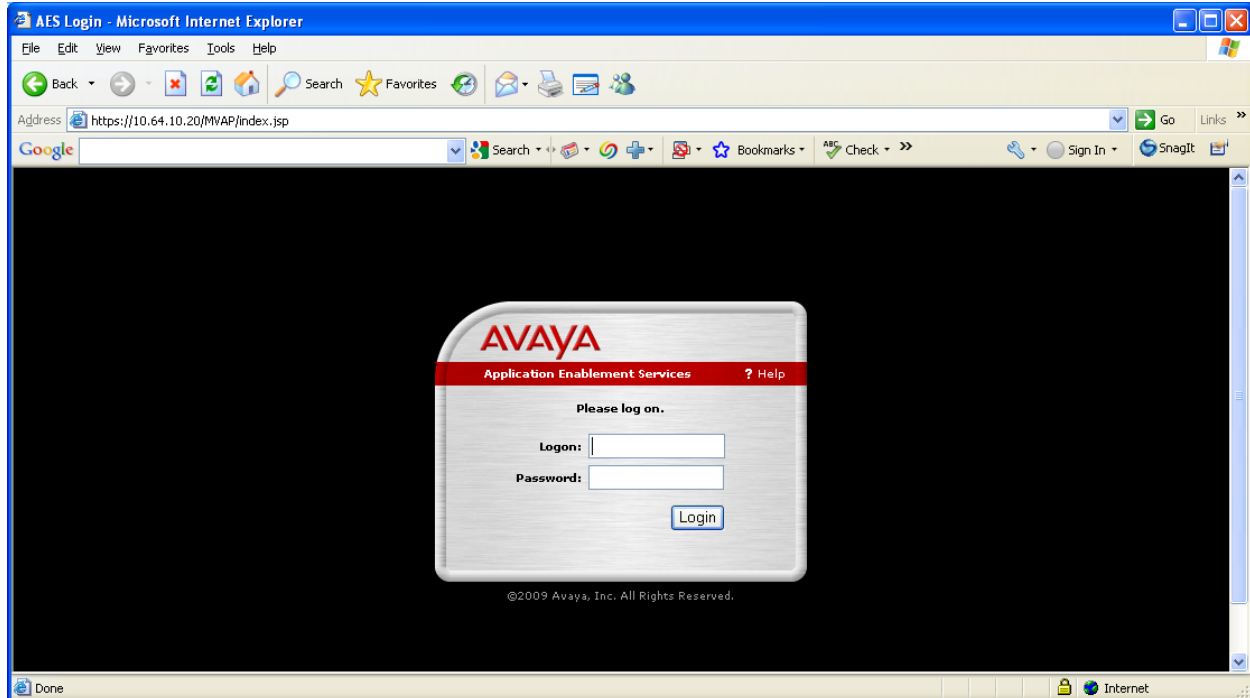
Application Enablement Services enables Computer Telephony Interface (CTI) applications to monitor and control telephony resources on Communication Manager. The Application Enablement Services server receives requests from CTI applications and forwards them to Communication Manager. Conversely, the Application Enablement Services server receives responses and events from Communication Manager and forwards them to the appropriate CTI applications.

This section assumes that the installation and basic administration of the Application Enablement Services server has already been performed. For more information on administering Application Enablement Services, refer to the Avaya product documentation, Reference [2].

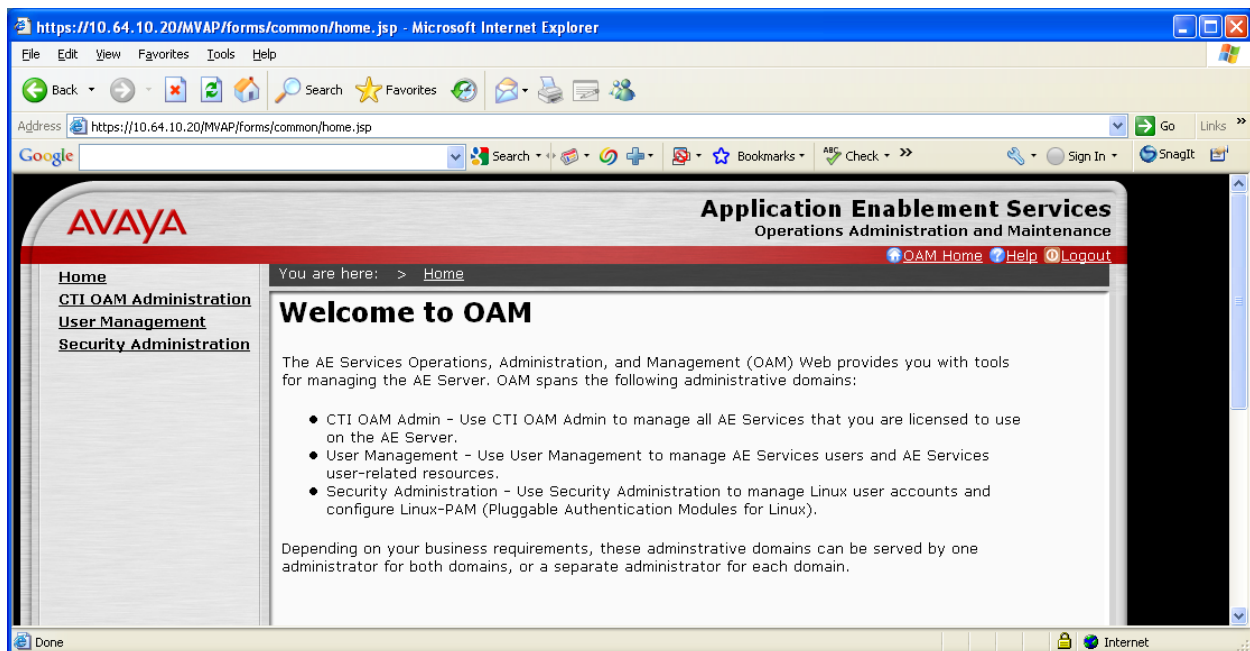
Access the Application Enablement Services OAM web-based interface by using the URL **https://ip-address** in an Internet browser window, where **ip-address** is the IP address of the Application Enablement Services server.



The **Login** screen is displayed as shown below. Log in with the appropriate credentials.



The **Welcome to OAM** screen is displayed next. Select **CTI OAM Administration** from the left pane.



The **Welcome to CTI OAM Screens** screen is displayed. Verify that Application Enablement Services is licensed for the TSAPI service, as shown in the bottom of the screen below. If the TSAPI service is not licensed, contact the Avaya sales team or business partner for a proper license file.

**AVAYA** Application Enablement Services  
Operations Administration and Maintenance

You are here: > CTI OAM Home

**Welcome to CTI OAM Screens**

[craft] Last login: Mon Nov 2 20:01:05 2009 from 10.64.10.15

IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart.

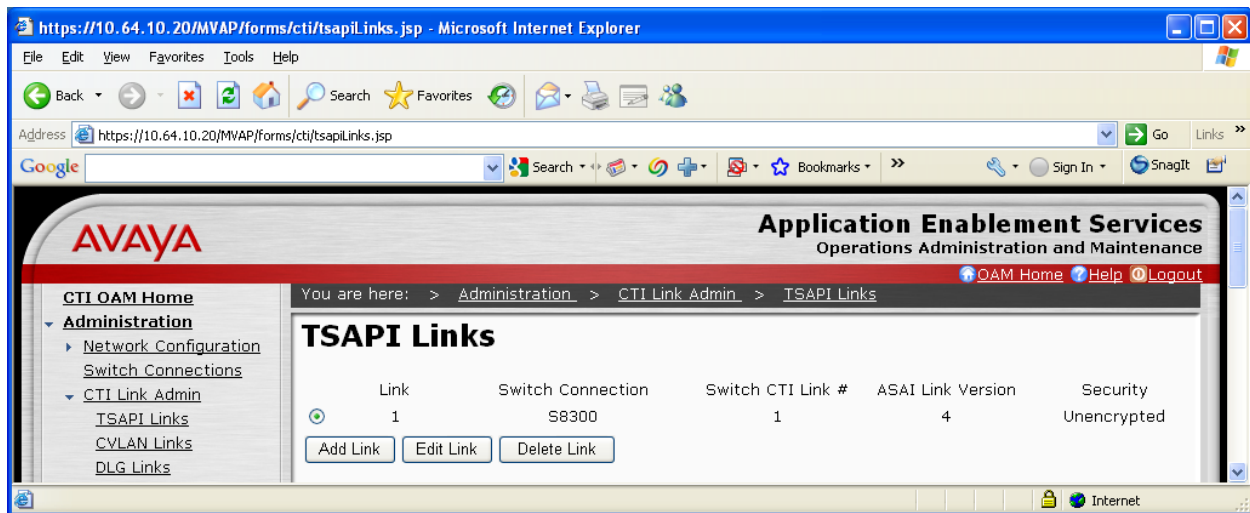
Service	Status	State	Licenses Purchased
ASAI Link Manager	Running	N/A	N/A
DMCC Service	Running	ONLINE	Yes
CVLAN Service	Running	ONLINE	Yes
DLG Service	Running	ONLINE	Yes
Transport Layer Service	Running	N/A	N/A
TSAPI Service	Running	ONLINE	Yes
SMS	N/A	N/A	Yes

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

**License Information**

You are licensed to run Application Enablement (CTI) version 4.2.

To administer a TSAPI link, select **Administration > CTI Link Admin > TSAPI Links** from the left pane. The **TSAPI Links** screen is displayed, as shown below. Click **Add Link**.



The **Add / Edit TSAPI Links** screen is displayed next. The **Link** field is only local to the Application Enablement Services server, and may be set to any available number. For **Switch Connection**, select the relevant switch connection from the drop-down list. In this case, the existing switch connection **S8300** is selected. For **Switch CTI Link Number**, select the CTI link number previously administered. Click **Apply Changes**.

**AVAYA** Application Enablement Services  
Operations Administration and Maintenance

[OAM Home](#) [Help](#) [Logout](#)

You are here: > [Administration](#) > [CTI Link Admin](#) > [TSAPI Links](#)

### Add / Edit TSAPI Links

Link:

Switch Connection:

Switch CTI Link Number:

ASAI Link Version:

Security:

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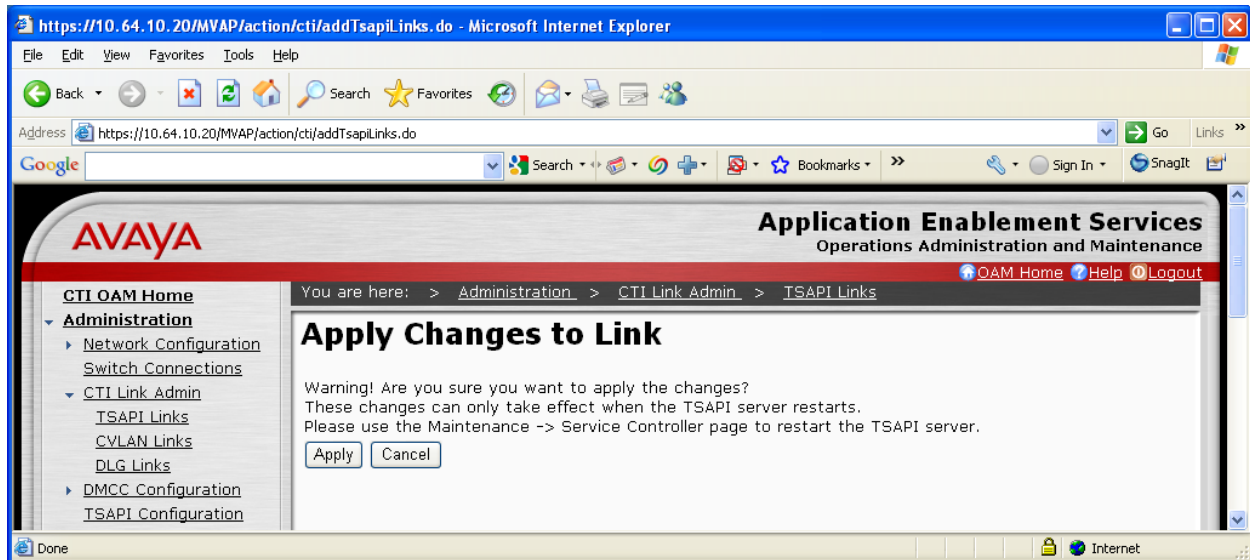
Internet

**CTI OAM Home**

- Administration
  - Network Configuration
    - Switch Connections
  - CTI Link Admin
    - TSAPI Links
    - CVLAN Links
    - DLG Links
  - DMCC Configuration
    - TSAPI Configuration
  - Security Database
  - Certificate Management
  - Dial Plan
    - Enterprise Directory
  - Host AA
    - SMS Configuration
    - WebLM Configuration
    - Bridged Alert Config
- Status and Control
- Maintenance
- Alarms
- Logs
- Utilities
- Help



The **Apply Changes to Link** screen is displayed. Click **Apply**.



Next, add a CTI User, as Call SWEET! Live requires a CTI user to access Application Enablement Services. Select **OAM Home > User Management > Add User** from the left pane.

In the **Add User** screen, enter the following values:

- In the **User Id** field, type a meaningful user id.
- In the **Common Name** field, type a descriptive name.
- In the **Surname** field, type a descriptive surname.
- In the **User Password** field, type a password for the user.
- In the **Confirm Password** field, re-enter the same password for the user.
- In the **Avaya Role** field, retain the default of **None**.
- In the **CT User** field, select **Yes** from the dropdown menu.
- Click **Apply** at the bottom of the screen (not shown here).

**AVAYA** Application Enablement Services  
Operations Administration and Maintenance

[OAM Home](#) [Help](#) [Logout](#)

**User Management Home** You are here: > [User Management](#) > [Add User](#)

**Add User**

Fields marked with \* can not be empty.

\* User Id

\* Common Name

\* Surname

\* User Password

\* Confirm Password

Admin Note

Avaya Role

Business Category

Car License

CM Home

Css Home

CT User

Department Number

Display Name

Employee Number

Employee Type

Enterprise Handle

Given Name

Home Phone

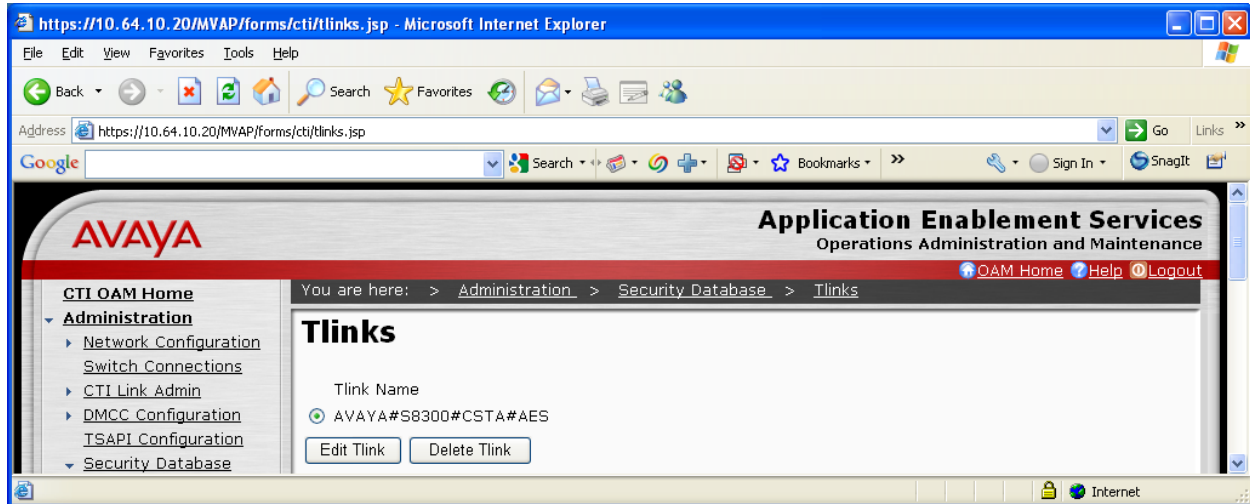
Home Postal Address

Initials

Labeled URI

Select **Administration > Security Database > Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. A new Tlink name is automatically generated by the Application Enablement Services server, upon creation of a new switch connection. Locate the Tlink name associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name. Make a note of the associated Tlink name, to be used later for configuring the Call SWEET! Live server.

In this case, the associated Tlink name is “AVAYA#S8300#CSTA#AES”. Note the use of the switch connection “S8300” as part of the Tlink name.



## 6. Configure Call SWEET! Live

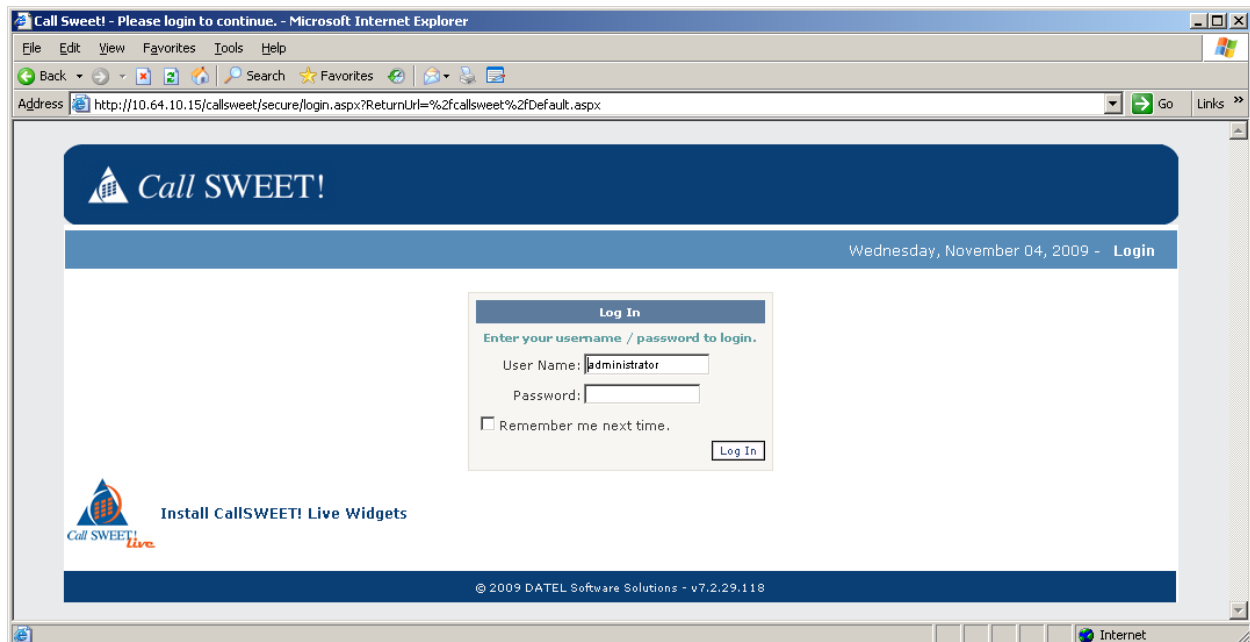
This section provides the procedures for configuring Call SWEET! Live. The procedures include the following areas:

- Launch Call SWEET! Live Web Service
- Add hunt groups
- Add agents

The configuration of Call SWEET! Live is typically performed by DATEL support technicians. The procedural steps are presented in these Application Notes for informational purposes.

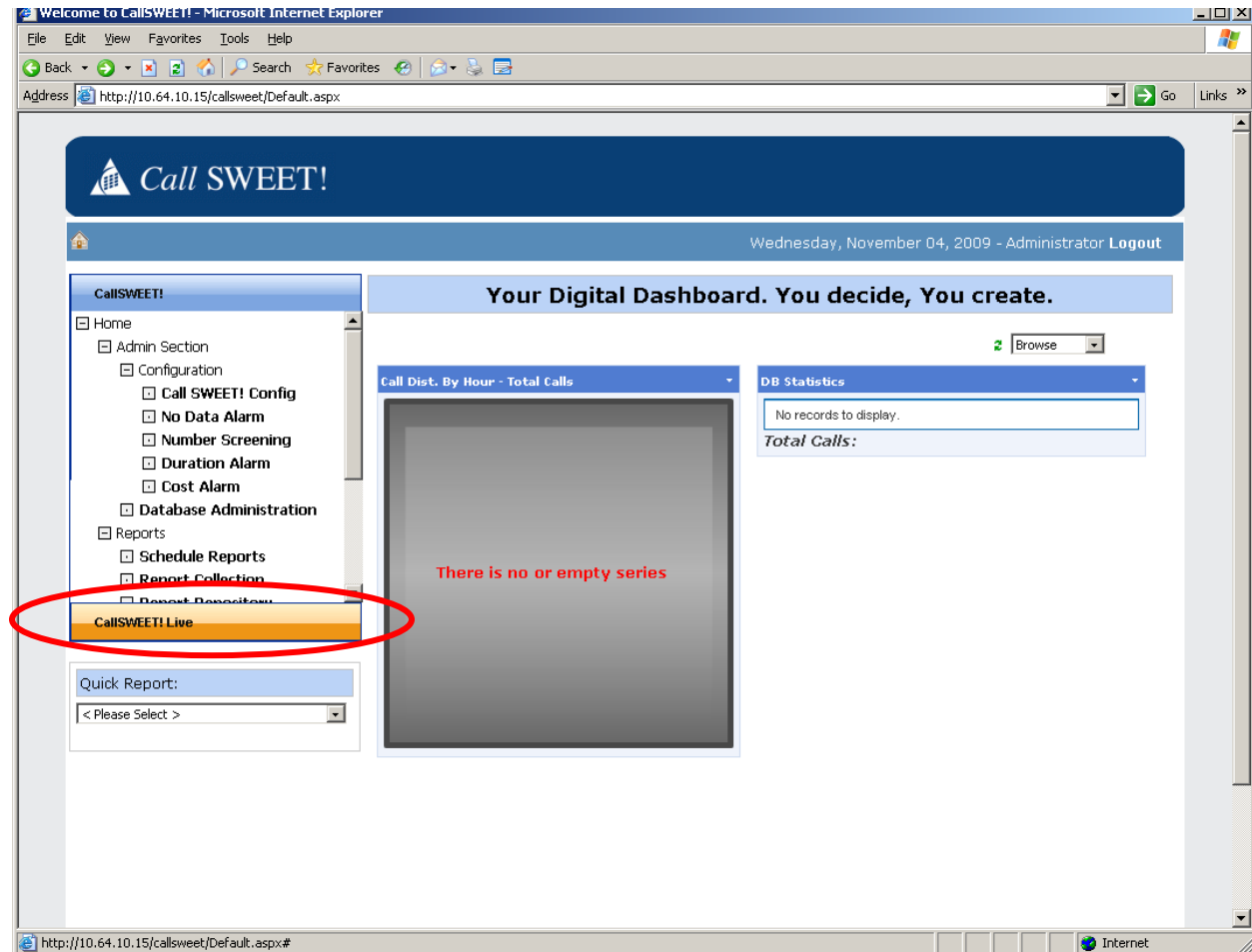
### 6.1. Launch Call SWEET! Live

Access the Call SWEET! Live web-based interface using the URL **http://ip-address/callsweet** in an Internet browser window, where **ip-address** is the IP address of the Call SWEET! Live server. The **Log In** screen is displayed as shown below. Log in using the appropriate credentials.

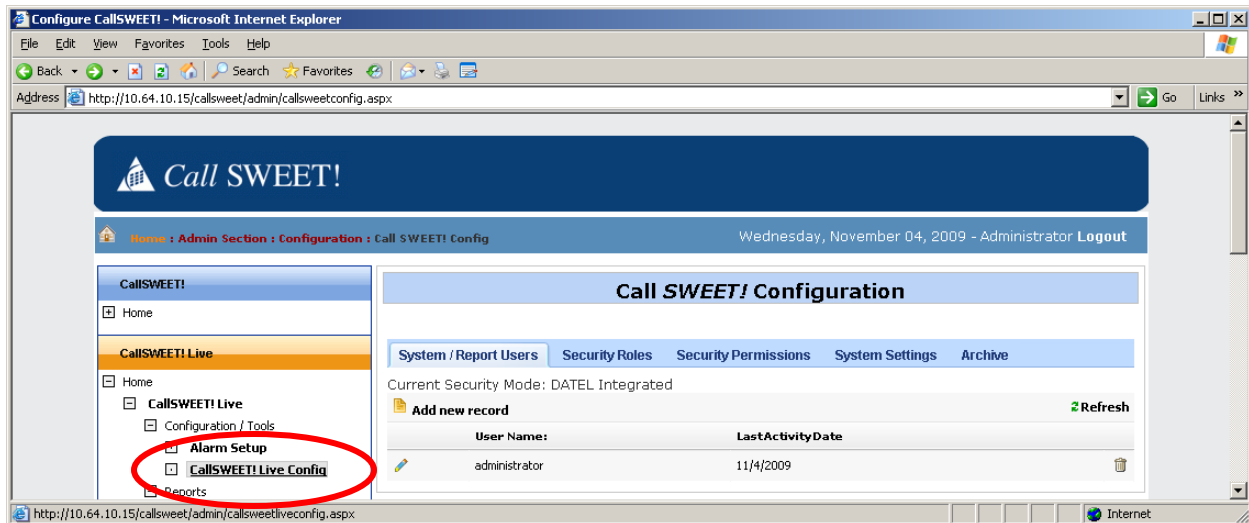


## 6.2. Administer Hunt Groups

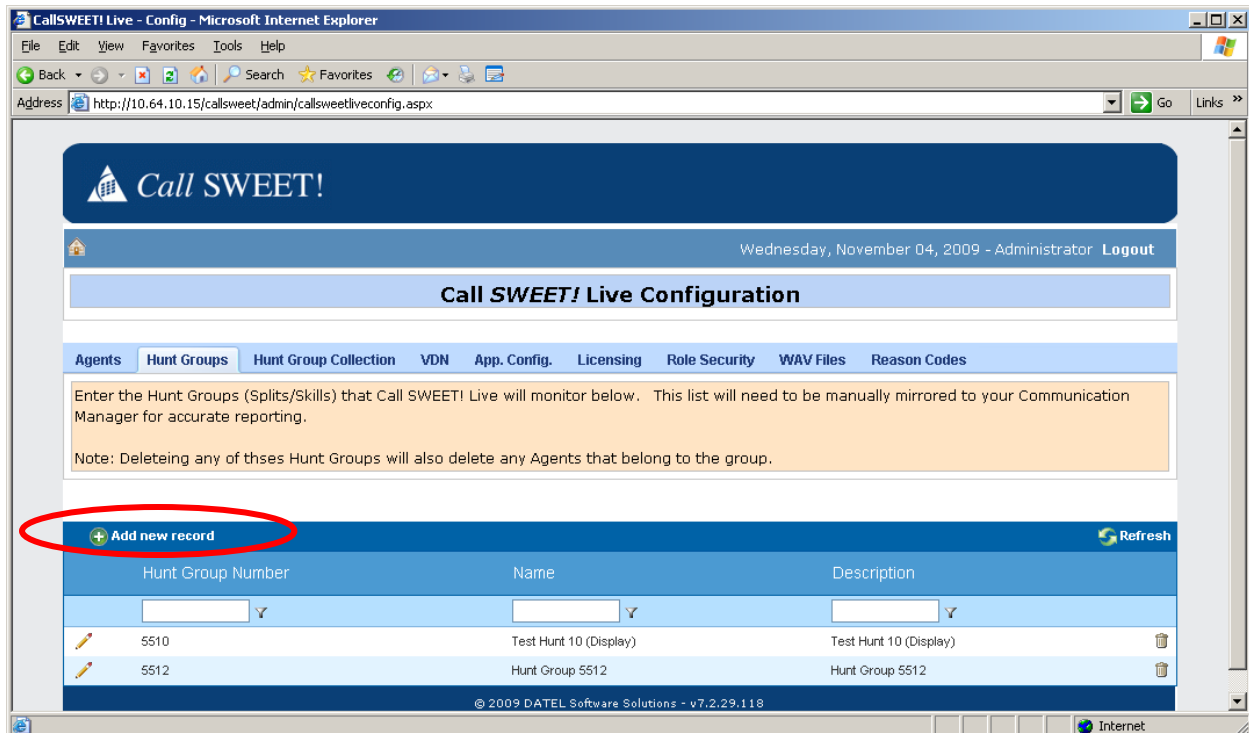
Upon logging in, select **Call SWEET! Live** from the left pane.



In the subsequent screen, select **Home > Call SWEET! Live > Configuration / Tools > Call SWEET! Live Config** from the left pane, as shown below.



The **Call SWEET! Live Configuration** screen is displayed next. Select the **Hunt Groups** tab, and click **Add new record** to add a new hunt group.



The **Modify Hunt Groups** screen is displayed.

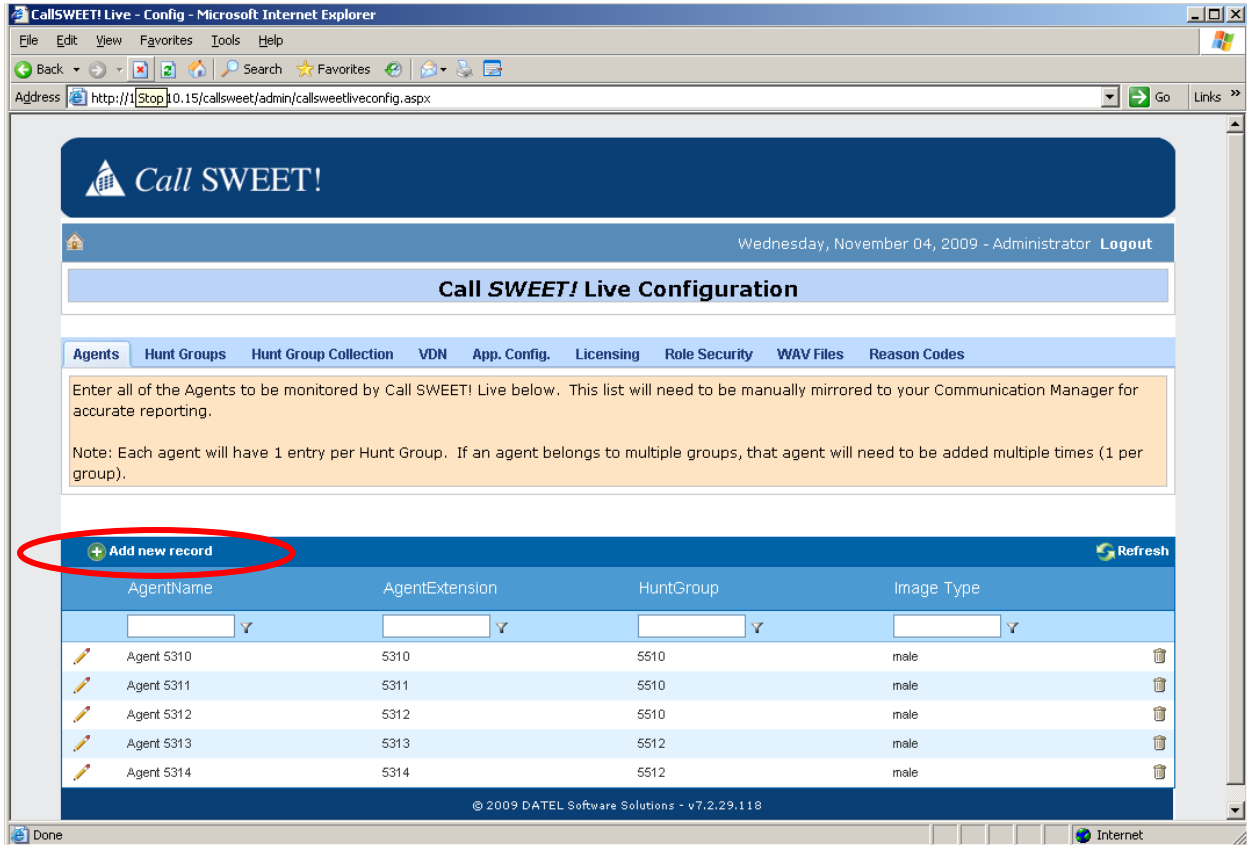
- For **HG Number** and **HG Name**, enter the hunt group extension and name from Communication Manager respectively.
- For **HG Description**, enter a desired description.

Hunt Group Number	Name	Description
5510	Test Hunt 10 (Display)	Test Hunt 10 (Display)
5512	Hunt Group 5512	Hunt Group 5512

Repeat this section to add the remaining hunt groups. For the compliance testing, two hunt groups with extensions **5510** and **5512** were added, as shown above.

## 6.3. Administer Agents

Select the **Agents** tab, and click **Add new record** to add a new agent.



Call SWEET! Live - Config - Microsoft Internet Explorer

Address: http://10.15/callsweet/admin/callsweetliveconfig.aspx

Call SWEET! Live Configuration

Wednesday, November 04, 2009 - Administrator Logout

Agents | Hunt Groups | Hunt Group Collection | VDN | App. Config. | Licensing | Role Security | WAV Files | Reason Codes

Enter all of the Agents to be monitored by Call SWEET! Live below. This list will need to be manually mirrored to your Communication Manager for accurate reporting.

Note: Each agent will have 1 entry per Hunt Group. If an agent belongs to multiple groups, that agent will need to be added multiple times (1 per group).

**+ Add new record** Refresh

AgentName	AgentExtension	HuntGroup	Image Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Agent 5310	5310	5510	male
Agent 5311	5311	5510	male
Agent 5312	5312	5510	male
Agent 5313	5313	5512	male
Agent 5314	5314	5512	male

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The **Modify Agent Information** screen is displayed.

- For **Agent ID**, enter the agent user name and extension from Communication Manager respectively.
- Enter a desired **Agent Name**.
- For the **Hunt Group** field, select the appropriate hunt group from the drop-down list to match the configuration on Communication Manager.

Call SWEET! Live - Config - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Go Links

Address http://10.64.10.15/callsweet/admin/callsweetliveconfig.aspx

Call SWEET!

Wednesday, November 04, 2009 - Administrator Logout

Call SWEET! Live Configuration

Agents Hunt Groups Hunt Group Collection VDN App. Config. Licensing Role Security WAV Files Reason Codes

Enter all of the Agents to be monitored by Call SWEET! Live below. This list will need to be manually mirrored to your Communication Manager for accurate reporting.

Note: Each agent will have 1 entry per Hunt Group. If an agent belongs to multiple groups, that agent will need to be added multiple times (1 per group).

+ Add new record Refresh

AgentName	AgentExtension	HuntGroup	Image Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Modify Agent Information:

Current Mode: [Agent Insert]

Agent ID:

Hunt Group: 5510 - Test Hunt 10 (Disple

Agent Name:

Sex: Male

Save Cancel

Done Internet

Repeat this section to add the remaining agents.

- In the compliance testing, agents **5310** and **5311** and **5312** are in hunt group **5510**, and agents **5313** and **5314** are in hunt group **5512**, as shown below.

Call SWEET! Live Configuration

Wednesday, November 04, 2009 - Administrator [Logout](#)

**Call SWEET! Live Configuration**

[Agents](#) [Hunt Groups](#) [Hunt Group Collection](#) [VDN](#) [App. Config.](#) [Licensing](#) [Role Security](#) [WAV Files](#) [Reason Codes](#)

Enter all of the Agents to be monitored by Call SWEET! Live below. This list will need to be manually mirrored to your Communication Manager for accurate reporting.

Note: Each agent will have 1 entry per Hunt Group. If an agent belongs to multiple groups, that agent will need to be added multiple times (1 per group).

[+ Add new record](#) [Refresh](#)

AgentName	AgentExtension	HuntGroup	Image Type
<input type="text"/> Y	<input type="text"/> Y	<input type="text"/> Y	<input type="text"/> Y
Agent 5310	5310	5510	male
Agent 5311	5311	5510	male
Agent 5312	5312	5510	male
Agent 5313	5313	5512	male
Agent 5314	5314	5512	male

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## 7. General Test Approach and Test Results

All feature functionality test cases were performed manually to verify proper operation. The following scenarios were tested using the test configuration diagram shown in **Figure 1**.

The installation test cases were covered with the setup of Communication Manager, Application Enablement Services, and Call SWEET! Live. The clean removal of the application was also covered in this section.

The functionality test cases were performed manually. Various calls were placed including incoming PSTN calls to the hunt groups, and incoming and outgoing personal calls from the agents. Calls were made with monitored and non-monitored agents, per the test cases.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to an IP telephone, the Call SWEET! Live server, and Communication Manager, and also by stopping the CTI service on Application Enablement Services.

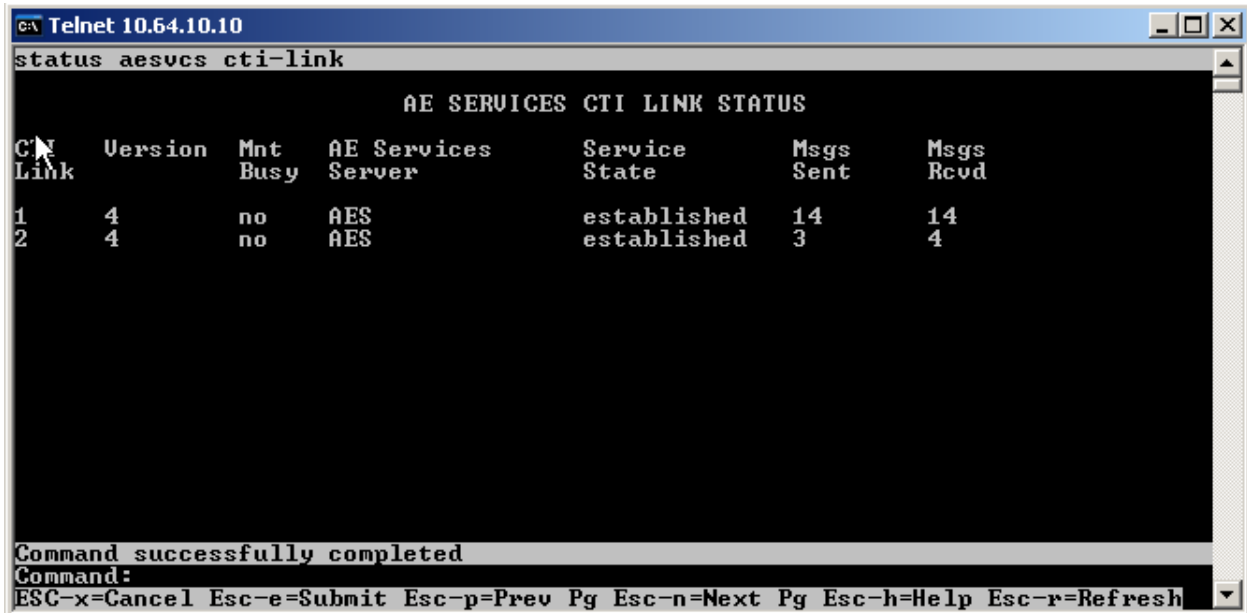
The verification of tests included manually checking of agent and hunt group status from the various widget and alarm reports using the Call SWEET! Live Widgets portal and checking the accuracy of the historical reports over multiple test days.

All test cases passed. No errors were detected.

## 8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and Call SWEET! Live.

For Communication Manager, check the CTI Link status with the **status aesvcs cti-link** command. The link status should show **no** for maintenance busy (**Mnt Busy**) and the **Service State** should indicate **established**.



```
C:\ Telnet 10.64.10.10
status aesvcs cti-link

                          AE SERVICES CTI LINK STATUS

Cti Link  Version  Mnt  AE Services  Service  Msgs  Msgs
Link      4         Busy Server    State    Sent   Rcvd
1         4         no   AES         established 14     14
2         4         no   AES         established 3      4

Command successfully completed
Command:
ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh
```

For Application Enablement Services, the **TSAPI Service** should show as **Running, ONLINE,** and **Yes** for **Licenses Purchased**.

**Welcome to CTI OAM Screens - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <https://10.64.10.20/MVAP/forms/cti/ctiHome.jsp> Go Links

Google Search Bookmarks Sign In SnagIt

**AVAYA** **Application Enablement Services**  
Operations Administration and Maintenance

[OAM Home](#) [Help](#) [Logout](#)

You are here: > [CTI OAM Home](#)

## Welcome to CTI OAM Screens

[craft] Last login: Mon Nov 2 20:01:05 2009 from 10.64.10.15

IMPORTANT: AE Services must be restarted for administrative changes to fully take effect.  
Changes to the Security Database do not require a restart.

Service	Status	State	Licenses Purchased
<b>ASAI Link Manager</b>	Running	N/A	N/A
<b>DMCC Service</b>	Running	ONLINE	Yes
<b>CVLAN Service</b>	Running	ONLINE	Yes
<b>DLG Service</b>	Running	ONLINE	Yes
<b>Transport Layer Service</b>	Running	N/A	N/A
<b>TSAPI Service</b>	Running	ONLINE	Yes
<b>SMS</b>	N/A	N/A	Yes

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

### License Information

You are licensed to run Application Enablement (CTI) version 4.2.

Done Internet

Call SWEET! Live does not have a reporting mechanism to check the CTI link, though the link is actively monitored.

To verify the setup is correct and the link is active, from the server running the Call SWEET! Live Widgets portal, select **Start > Programs > DATEL Software Solutions > Call SWEET! Live Widgets**. Log in with the appropriate credentials.

Make a call to hunt group **5510** to a monitored, available agent from the PSTN. Verify that the call is ringing at the agent's telephone. On the **Call SWEET! Live – Widgets** screen, verify that the **Agent Status** reflects that the call is ringing at the proper agent, turns from green to yellow to red based on the parameters set for speed of answer, and that the PSTN information is correctly displayed. Answer the call and verify talk path.

CallSWEET! Live - Widgets v7.2.30.118

File Widgets Config. Agent Status Queue Status Speed of Answer

Agent Status (Full)

5510 - Test Hunt 10 (Display) 5512 - Hunt Group 5512

Agent 5310 Agent 5311

Idle Idle

00:01:26 00:01:35

Today's Stats

Group Calls: 0

Opp Missed: 0

Handle: 00:00:00

Idle: 00:01:32

Acw: 00:00:00

Unavailable: 00:00:07

Aux: 00:00:03

Today's Stats

Group Calls: 0

Opp Missed: 0

Handle: 00:00:00

Idle: 00:01:26

Acw: 00:00:00

Unavailable: 00:00:00

Aux: 00:00:03

Calls in Queue - Alarm

5512 - Hunt Group 5512 5510 - Test Hunt 10 (Display)

CallingNumber	Duration
(303) 538 - 1234	00:00:16

Summary for Day:

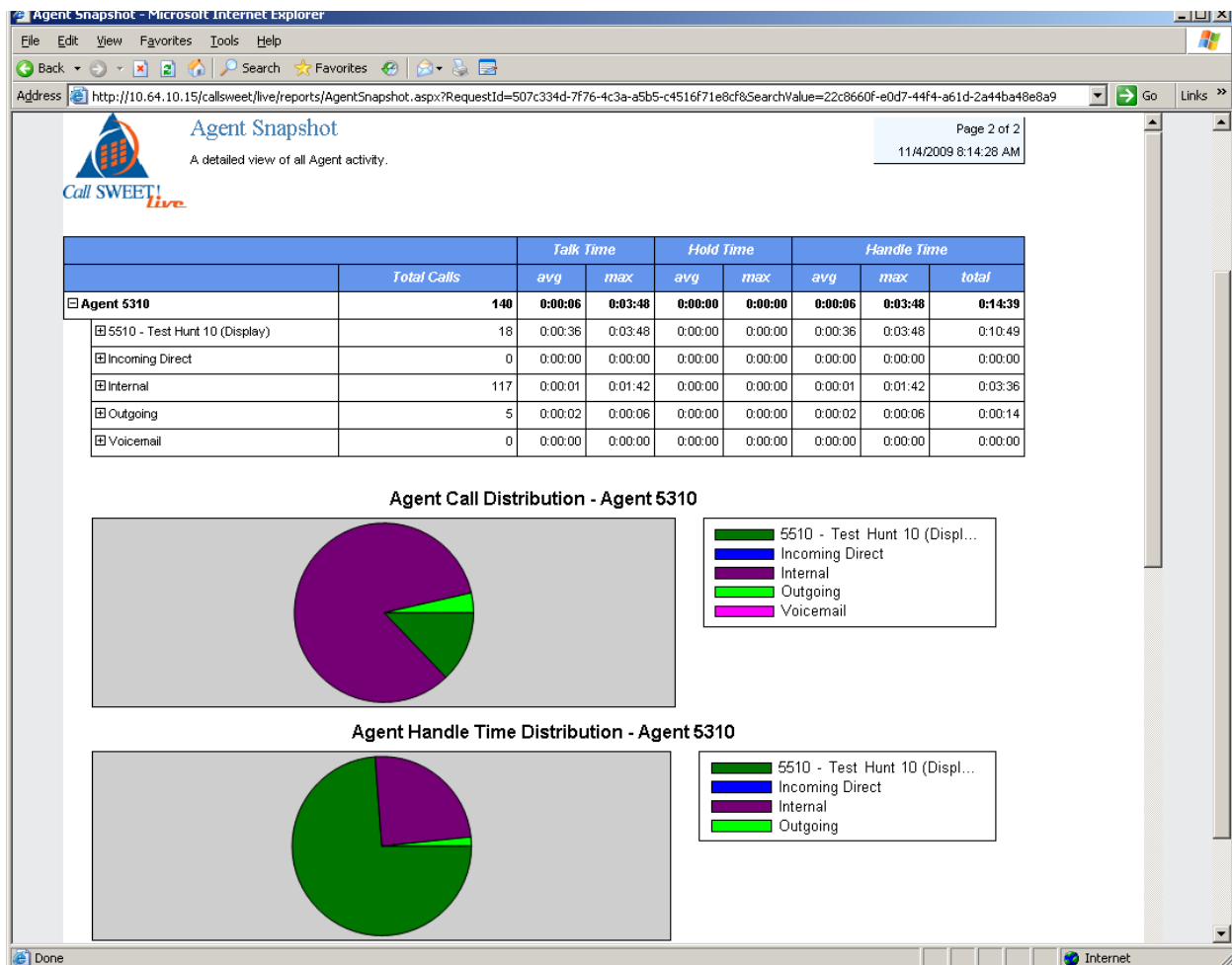
- Presented: 1
- Handled: 0
- Voicemail: 0
- Abandoned: 0
- Overflow: 0

There is no or empty series

Showing: Handle, Idle, Unavailable, Logged-Out, AuxWork, AfterCall

Agent Status (Full)

Once multiple calls have been completed, the reporting can be verified with daily reports, in this case by using the Agent Snapshot Report.




Once multiple calls have been completed and/or abandoned over several hours and for more than one day, the historical reporting can be verified with reports that cover a specified time frame, in this case using the Abandoned Call Detail Report.

Abandoned Calls Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Go Links

Address http://10.64.10.15/callsweet/live/reports/AbandonedDetail.aspx



**Abandoned Call Detail**

Details of all Abandoned calls. The data is grouped and summarized by Hunt Group.

Page 2 of 2  
11/4/2009 8:10:29 AM

Hunt Group			
5510 - Test Hunt 10 (Display)	Total Calls 18	Avg Time to Abandon 0:00:13	
	Call Time	Calling Number	Time to Abandon
	11/2/2009 1:45:42 PM	303-538-1234	0:00:04
	11/2/2009 1:57:52 PM	5312	0:00:02
	11/2/2009 1:57:58 PM	5312	0:00:06
	11/2/2009 2:50:28 PM	303-538-1234	0:00:08
	11/2/2009 2:50:45 PM	303-538-1234	0:00:24
	11/2/2009 2:50:56 PM	303-538-1234	0:00:14
	11/2/2009 2:51:18 PM	303-538-1234	0:00:44
	11/2/2009 2:51:29 PM	303-538-1234	0:00:34
	11/2/2009 3:03:16 PM	5311	0:00:16
	11/2/2009 3:06:50 PM	5311	0:00:04
	11/2/2009 3:07:29 PM	5311	0:00:08
	11/2/2009 3:09:15 PM	5312	0:00:00
	11/2/2009 3:09:18 PM	5312	0:00:00
	11/2/2009 3:17:18 PM	5310	0:00:38
	11/2/2009 3:29:03 PM	5312	0:00:04
	11/2/2009 3:45:50 PM	5310	0:00:00
	11/2/2009 4:45:00 PM	303-538-1753	0:00:08
	11/3/2009 8:45:25 AM	303-538-1234	0:00:16
	Total Calls:	18	
	Avg Time to Abandon:	0:00:13	

Done Internet



## 9. Conclusion

Call SWEET! Live was compliance tested with Communication Manager and Application Enablement Services. Call SWEET! Live successfully monitored and produced reports on phone activity for agents and ACD/split groups. All test cases completed successfully.

## 10. Additional References

This section references the Avaya and Call SWEET! Live product documentation that are relevant to these Application Notes.

The following Avaya product documentation can be found at <http://support.avaya.com>:

[1] *Administering Avaya<sup>TM</sup> Communication Manager*, Doc ID: 03-300509, Issue 5.0, Release 5.2, May 2009

[2] *Avaya MultiVantage Application Enablement Services Administration and Maintenance Guide*, Doc ID: 02-300357, Release 4.2, Issue 10, May 2008

[3] *Call SWEET! Live User's Guide*, V2.0, available via request to [support@datel-group.com](mailto:support@datel-group.com)

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