AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for IniSoft synTelate with Avaya Proactive Contact using Computer Telephony Interface - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for IniSoft synTelate 4.0 to successfully interoperate with Avaya Proactive Contact 4.0 using Computer Telephony Interface. Inisoft synTelate is a call center scripting application for creating inbound and outbound campaigns and consists of the synTelate Designer and the synTelate Agent. IniSoft synTelate Agent was compliance tested against Avaya Proactive Contact 4.0 using Computer Telephony Interface.

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

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1 of 38
PC4CTISynt40

1. Introduction

These Application Notes describe a compliance-tested configuration comprised of Avaya Proactive Dialer 4.0 using Computer Telephony Interface (CTIDialer), and Inisoft synTelate 4.0 (synTelate). Avaya CTIDialer uses Telephony Server Application Programming Interface (TSAPI) link with Avaya Application Enablement (AE) Services to provide Computer Telephony Interface (CTI).

synTelate is a call center scripting application for creating inbound and outbound campaigns, and consists of following components:

- synTelate Designer
  This is a graphical tool that is used for the definition of the call flow and agent screens.

- synTelate Database
  This consists of client records that are used during inbound and outbound campaigns which are imported from Avaya CTIDialer.

- synTelate Agent
  This uses Avaya Proactive Dialer Agent API (Agent API) to communicate with Avaya CTIDialer. This allows synTelate Agent to perform operations such as logging in and out, joining a job, changing the state, handling calls and setting completion codes. synTelate Agent uses a TSAPI link to Avaya AE Services to receive inbound call events and to control the call (answer, hold, retrieve, hangup, etc.).

1.1. Interoperability Compliance Testing

The compliance testing examined the synTelate Agent application interoperability with Avaya CTIDialer to handle Outbound, Managed and Predictive Agent Blending (PAB) campaigns. The majority of the testing focused on the ability of the synTelate Agent to handle both inbound and outbound calls. The general test approach was to test the features on the synTelate Agent that are supported by Avaya CTIDialer.

An Outbound campaign focuses only on outbound calls initiated by the dialer. A Managed campaign is a special type of Outbound campaign where the agent releases the call to be dialed after reviewing the customer information.

A PAB campaign can handle both outbound and inbound calls but it focuses on outbound calls and releases agents when an inbound call enters the monitored hunt group queue on Avaya Communication Manager. Predictive Agent Blending is achieved with a Computer Telephony Interface (CTI) link configured between Avaya CTIDialer and Avaya AE Services.

AT; Reviewed:
SPOC 4/1/2009
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2 of 38
PC4CTISynt40

- The following features on the synTelate agent were tested:
    - Login / Logout
    - Ready / Not Ready
    - Join Job / Leave Job
    - Finish Call
    - Release Call
    - Call Back
    - Agent Owned Recall
    - Job Linking
    - Job Transfer
    - Job End
    - Hangup Line
    - Finish Item

- The following campaign types were tested:
    - Outbound
    - Managed
    - Predictive Agent Blending

- Inbound calls to the synTelate agent were tested using the PAB feature of Avaya CTIDialer.

1.2. Support

Technical support for the synTelate application is available as follows:

- Telephone Help Desk - +44 (0)141 552 8800 or 0800 052 1015
- Support on the Web - http://inisoft.co.uk/support.html.

2. Reference Configuration

Figure 1 shows the setup used for the compliance test.
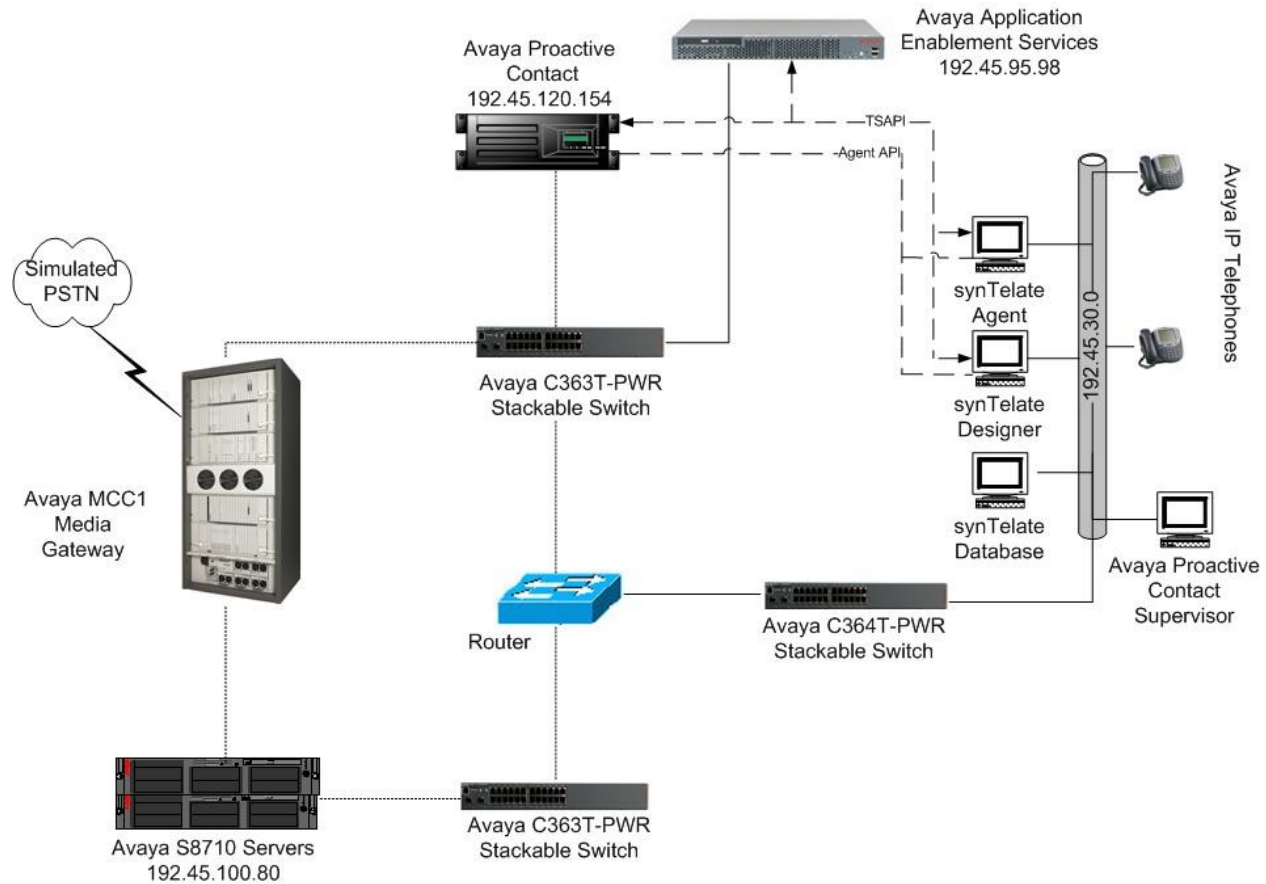
Figure 1 Avaya Proactive Contact using Avaya Computer Telephony Interface and synTelate Configuration

3. Equipment and Software Validated

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

Equipment/Software	Software Version
Avaya Proactive Contact Server on HP Proliant DL385G2	Avaya Proactive Contact 4.0.1 Build 105
Avaya Proactive Contact Agent API	4.0 (Moagent32.dll)
Avaya Proactive Contact TSAPI Client SDK	3.1.1
Avaya Application Enablement Services Server	4.2
Avaya MCC1 Media Gateway with Avaya S8710 Servers	Avaya Communication Manager 5.0.1 (R015x.01.1.415.1)
Avaya C364T-PWR Converged Stackable Switch	4.5.14
Avaya C363T-PWR Converged Stackable Switch	4.5.14
Avaya 4621SW IP Telephones	2.8.3
synTelate on Windows XP Pro, SP2	
synTelate Designer	4.0
synTelate Agent	4.0
synTelate Database Server	Microsoft SQL 2003

4. Configure Avaya Proactive Contact

These Application Notes assume that the interface with Avaya CTIDialer, Avaya S8700 Server and Avaya Communication Manager has been configured and is operational [2]. The following campaign types are already configured on Avaya CTIDialer:
- Outbound Calling
- Managed Calling

In a Predictive Agent Blending system (PAB), agents log in to Avaya Communication Manager and to Avaya CTIDialer. Avaya CTIDialer, via the CTI link, monitors the activity on Avaya Communication Manager contact center devices such as the inbound VDN and hunt groups, and uses this information to determine when to acquire agents for outbound calling and when to release the agents to handle inbound calls.

The following features should be configured on Avaya CTIDialer [2, 3]:
- Completion Codes
- Agent Owned Recall
- Recall/Callback
- Autowrap
- Job Linking
- Shadow Jobs
- Voice Transfer

4.1. Calling List Fields Configuration Files

The calling list contains the customer records. The calling list fields are configured in the list configuration files (i.e., list5.fdict), located in the **/opt/avaya/pds/lists/list5.app** folder on Avaya CTIDialer. The following highlighted fields were mapped to the synTelate fields in **Section 7**, **Step 8**.

```
RECLEN:1035:
ACCTNUM:16:C:ACCOUNT NUMBER:
BALANCE:10:$:BALANCE:
TOTALDUE:10:$:TOTAL DUE:
NAME1:25:C:NAME LINE1:
NAME2:25:C:NAME LINE2:
CITY:25:C:City:
STATE:2:C:State:
ZIPCODE:5:N:ZIPCODE:
PHONE1:12:C:HOME PHONE:
PHONE2:12:C:BUSINESS PHONE:
COMMENT1:60:C:COMMENT LINE 1:
ORIGINALJOBNAME:20:C:Original Job Name
AGENT:8:C:AGENT ID:
DTE:10:D:SYSTEM DATE:
```

4.2. Verify the moagent32.ini file

The synTelate agent checks the moagent32.ini file located in C:WINDOWS directory to obtain the Avaya CTIDialer IP address and port number as shown below:

```
[Server_list]
PG230 = 192.45.120.155:22700
CTI = 192.45.120.154:22700
```

5. Configure Avaya Communication Manager

The basic configuration of Avaya Communication Manager is beyond the scope of these Application Notes. The following steps provide an overview of the contact center functionality configuration required on Avaya Communication Manager to support Avaya CTIDialer. The configuration described in the following steps is only for the fields where a value needs to be entered or modified. These steps are performed from the Avaya Communication Manager System Access Terminal (SAT) interface and all changes are saved. Default values are used for all other fields. For all other provisioning information, please refer to **Section 11** [1].

Step	Description

1.	Use the **display system-parameters customer-options** command. On **Page 3**, verify that the **Computer Telephony Adjunct Links** option is set to **y**.
	
	 <pre>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 Backup Cluster Automatic Takeover? n
	   A/D Grp/Sys List Dialing Start at 01? n CAS Branch? n
	Answer Supervision by Call Classifier? y CAS Main? n
	                                  ARS? y Change COR by FAC? n
	                  ARS/AAR Partitioning? y Computer Telephony Adjunct Links? y
	          ARS/AAR Dialing without FAC? y Cvg Of Calls Redirected Off-net? n
	             ASAI Link Core Capabilities? n DCS (Basic)? n
	             ASAI Link Plus Capabilities? n DCS Call Coverage? n
	           Async. Transfer Mode (ATM) PNC? n DCS with Rerouting? n
	       Async. Transfer Mode (ATM) Trunking? n
	                ATM WAN Spare Processor? n Digital Loss Plan Modification? n
	                                 ATMS? n DS1 MSP? n
	                    Attendant Vectoring? n DS1 Echo Cancellation? n</pre>

Step	Description
2.	On **Page 6**, verify that the **ACD** and **Vectoring (Basic)** fields are set to **y**.

```
display system-parameters customer-options                    Page   6 of  11
                       CALL CENTER OPTIONAL FEATURES
                         Call Center Release: 3.0
                             ACD? y                         Reason Codes? n
                  BCMS (Basic)? n              Service Level Maximizer? n
       BCMS/VuStats Service Level? n           Service Observing (Basic)? y
 BSR Local Treatment for IP & ISDN? n    Service Observing (Remote/By FAC)? y
              Business Advocate? n            Service Observing (VDNs)? y
                 Call Work Codes? n                          Timed ACW? n
       DTMF Feedback Signals For VRU? n             Vectoring (Basic)? y
                Dynamic Advocate? n            Vectoring (Prompting)? y
       Expert Agent Selection (EAS)? y        Vectoring (G3V4 Enhanced)? n
                         EAS-PHD? n            Vectoring (3.0 Enhanced)? n
               Forced ACD Calls? n    Vectoring (ANI/II-Digits Routing)? n
            Least Occupied Agent? n    Vectoring (G3V4 Advanced Routing)? n
          Lookahead Interflow (LAI)? n                 Vectoring (CINFO)? n
 Multiple Call Handling (On Request)? n   Vectoring (Best Service Routing)? n
      Multiple Call Handling (Forced)? n           Vectoring (Holidays)? n
     PASTE (Display PBX Data on Phone)? n          Vectoring (Variables)? n
```

Step	Description
3.	On **Page 9**, verify that the **CTI Stations**, **Phantom Calls** and **Agent States** fields are set to **y**

```
display system-parameters customer-options                    Page   9 of  11
                          ASAI ENHANCED FEATURES

                            CTI Stations? y
             Increased Adjunct Route Capacity? y
                            Phantom Calls? y



                         ASAI PROPRIETARY FEATURES

                            Agent States? y


         (NOTE: You must logoff & login to effect the permission changes.)
```

Step	Description
4.	Add a CTI link using the **add cti-link *n*** command; where *n* is an available CTI link number and configure as follows: • **Extension** – Set to an available extension as per the dial plan. • **Type** – Set to **ADJ-IP** • **Name** – Set to any descriptive name.

```
add cti-link 15                                               Page   1 of   2
                              CTI LINK
 CTI Link: 15
Extension: 24998
     Type: ADJ-IP
                                                                       COR: 1
     Name: AES DEVCON2715
```

Step	Description
5.	The table below shows the Vector Directory Numbers (VDN), Vectors, Hunt groups and Agent Logins configured for the Proactive campaign that were used during compliance testing. Dialer Adjunct Route is used by Avaya CTIDialer to acquire the synTelate agents for outbound calls. For PAB campaign, Dialer Acquire-Out is used to make the outbound calls and Dialer Inbound to route inbound calls to the synTelate agents. <table><tr><th></th><th>Dialer Adjunct Route</th><th>Dialer Acquire-Out</th><th>Dialer Inbound</th></tr><tr><td>VDN</td><td>54400</td><td>54401</td><td>54402</td></tr><tr><td>Vector</td><td>400</td><td>401</td><td>402</td></tr><tr><td>Skill Ext/ Hunt group</td><td></td><td>50401/401</td><td>50402/402</td></tr><tr><td>Phantom Stations</td><td></td><td>22516-22520</td><td></td></tr><tr><td>Agent Login</td><td></td><td>25020-25024</td><td></td></tr></table>

6.	Enter the **change vector n** command, where **n** is an unused vector number. This vector will be used by the CTI link configured in **Step 4**. Below is a vector configured with an **adjunct routing link** step for this compliance testing. This vector will be used by CTIDialer to make outbound calls.
	
	<pre>change vector 400 Page 1 of 3
	                             CALL VECTOR
	
	    Number: 400 Name: Dialer Adjunct Route
	Multimedia? n Meet-me Conf? n Lock? n
	    Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y
	 Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? n Holidays? n
	 Variables? n 3.0 Enhanced? n
	01 adjunct routing link 15
	02 wait-time 2 secs hearing silence
	03
	04
	05
	06
	07</pre>

Step	Description

7.	Enter **add vdn** *n* command, where *n* is an unused VDN and configure as follows:
	• **Name** – Set to any descriptive name.
	• **Vector Number** – Set the vector configured in previous step.
	
	<pre>add vdn 54400 Page 1 of 2
	                        VECTOR DIRECTORY NUMBER
	
	                         Extension: 54400
	                              Name: Dialer Adjunct Route
	                     Vector Number: 400
	
	                 Meet-me Conferencing? n
	                 Allow VDN Override? n
	                               COR: 1
	                                TN: 1
	                          Measured: none
	
	       VDN of Origin Annc. Extension:
	                         1st Skill:
	                         2nd Skill:
	                         3rd Skill:</pre>

8.	Enter **add hunt-group** *n* command, where *n* is an unused hunt group number and configure as follows:
	• **Group Name** – Set to any descriptive name.
	• **Group Extension** – Set to a valid extension provisioned in the dial plan.
	• **ACD** – Set to **y**.
	• **Queue** – Set to **y**.
	• **Vector** – Set to **y**.
	
	<pre>add hunt-group 401 Page 1 of 3
	                             HUNT GROUP
	            Group Number: 401 ACD? y
	              Group Name: Dialer Acquire-Out Queue? y
	         Group Extension: 50401 Vector? y
	              Group Type: ucd-mia
	                      TN: 1
	                     COR: 1 MM Early Answer? n
	           Security Code: Local Agent Preference? n
	  ISDN/SIP Caller Display:</pre>
	
	On **Page 2** of the **HUNT GROUP** form, set the **Skill** field to **y**.
	<pre>add hunt-group 401 Page 2 of 3
	                             HUNT GROUP
	                   Skill? y
	                     AAS? n
	                Measured: none
	      Supervisor Extension:
	       Controlling Adjunct: none</pre>

9.	Repeat the previous step and create a hunt group with hunt group **402** and group extension **50402** for inbound calls.

Step	Description

10.	Enter **change vector *n*** command, where *n* is associated to hunt group **401**. Enter the commands to queue to skill **401** as shown below.
	
	``
	change vector 401 Page 1 of 3
	                            CALL VECTOR
	    Number: 401 Name: Dialer Acquire-Out
	               Attendant Vectoring? n Meet-me Conf? n Lock? n
	     Basic? y EAS? y G3V4 Enhanced? n ANI/II-Digits? n ASAI Routing? y
	 Prompting? y LAI? n G3V4 Adv Route? n CINFO? n BSR? n Holidays? n
	 Variables? n 3.0 Enhanced? n
	01 queue-to skill 401 pri h
	02 wait-time 60 secs hearing ringback
	03
	04
	``

11.	Repeat the previous step to configure vector **402** for inbound calls.

12.	Enter **add vdn *n*** command, where *n* is an unused VDN and configure as follows:
	    • **Name** - Enter a descriptive name
	    • **Vector Number** – Set to the vector configured in **Step 10**.
	
	``
	add vdn 54401 Page 1 of 2
	                      VECTOR DIRECTORY NUMBER
	                       Extension: 54401
	                            Name: Dialer Acquire-Out
	                   Vector Number: 401
	              Attendant Vectoring? N
	             Meet-me Conferencing? N
	               Allow VDN Override? N
	                             COR: 1
	                              TN: 1
	                        Measured: none
	                     1ˢᵗ Skill:
	                     2ⁿᵈ Skill:
	                     3ʳᵈ Skill:
	``

13.	Repeat the previous step to create a VDN **54402** pointing to Vector Number **402** for inbound calls.

Step	Description
14.	Enter **change announcement n** command, where **n** is an announcement number. Configure four announcements for the messages that will be used by Avaya CTIDialer to play on the agent's telephone. In the sample configuration, announcement numbers 6 through 9 were used with extensions 20206, 20207, 20208, and 20209. The following four messages in the table below should be administered and recorded. Refer to [5] for Avaya CTIDialer configuration.

Announcement Extension	Message Type	Recorded Message
20206	Greeting	"Welcome to Proactive Contact"
20207	Inbound	"You are now in inbound mode"
20208	Outbound	"You are now in outbound mode"
20209	Not Logged In	"You are not logged in"

```
change announcements 5                                        Page   1 of  16
                        ANNOUNCEMENTS/AUDIO SOURCES

Ann.                                                                  Group/
No.   Ext.      Type      COR TN  Name              Q QLen Pr Rt Port

5     20205    integrated 1  1    annouce05         n NA   n  32 01D14
6     20206    integrated 1  1    annouce06         n NA   n  32 01D14
7     20207    integrated 1  1    annouce07         n NA   n  32 01D14
8     20208    integrated 1  1    annouce08         n NA   n  32 01D14
9     20209    integrated 1  1    annouce09         n NA   n  32 01D14
10    20210    integrated 1  1    annouce10         n NA   n  32 01D14
```

Step	Description
15.	Phantom stations are used for PAB campaigns in Avaya CTIDialer to put the agents in **aux-work** mode when switching from inbound to outbound mode. Enter **add station n** command, where **n** is a valid extension and configure as follows: • **Type** – Set to **CTI**. • **Name** – Enter any descriptive name. Note: Refer to [5] for Avaya CTIDialer side of the configuration for Phantom stations.

```
add station 22516                                          Page   1 of   4
                              STATION

Extension: 22516                      Lock Messages? n          BCC: 0
      Type: CTI                        Security Code:            TN: 1
      Port: X                         Coverage Path 1:          COR: 1
      Name: Phantom1 for CTIDialer    Coverage Path 2:          COS: 1
                                      Hunt-to Station:
```

Step	Description
16.	Repeat the previous step to configure additional Phantom Stations.
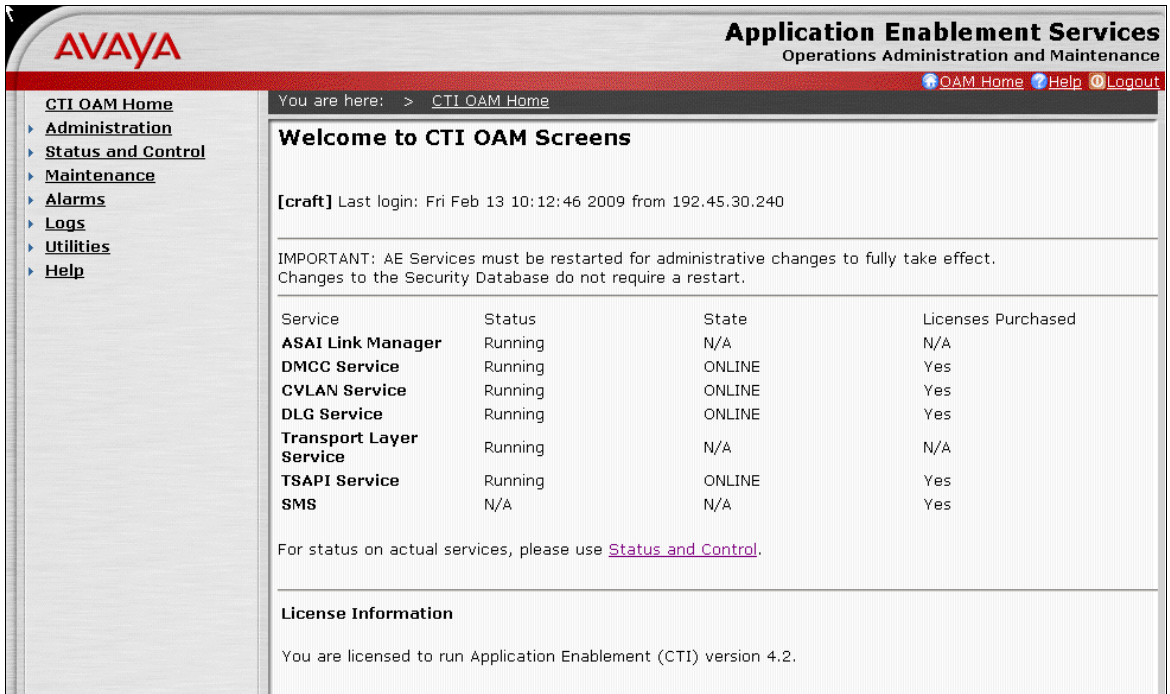
Step	Description
17.	Enter the **change reason-code-names** command, to add a reason code. Set **Reason Code 1** to **Outbound Work**. The reason code will be used when the agent is acquired for outbound calls and put into the **aux-work** mode.

```
change reason-code-names

                            REASON CODE NAMES

                      Aux Work           Logout

          Reason Code 1: Outbound Work
          Reason Code 2:
          Reason Code 3:
          Reason Code 4:
          Reason Code 5:
```
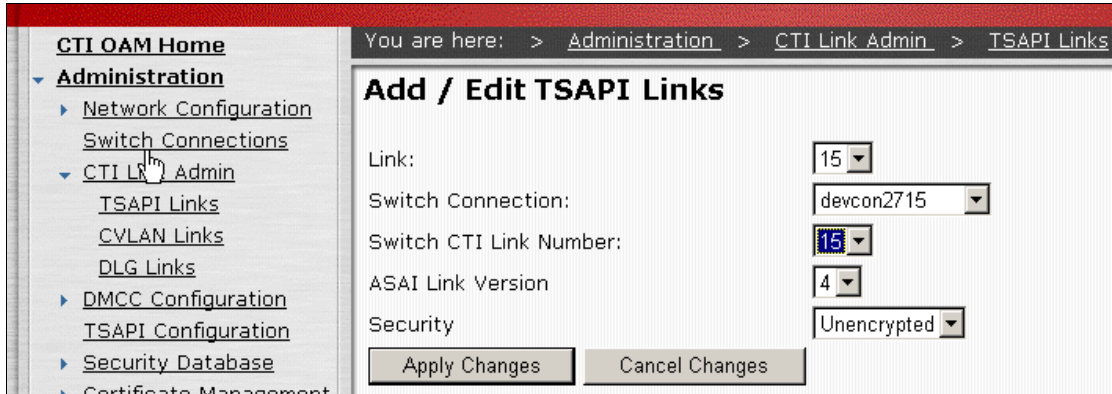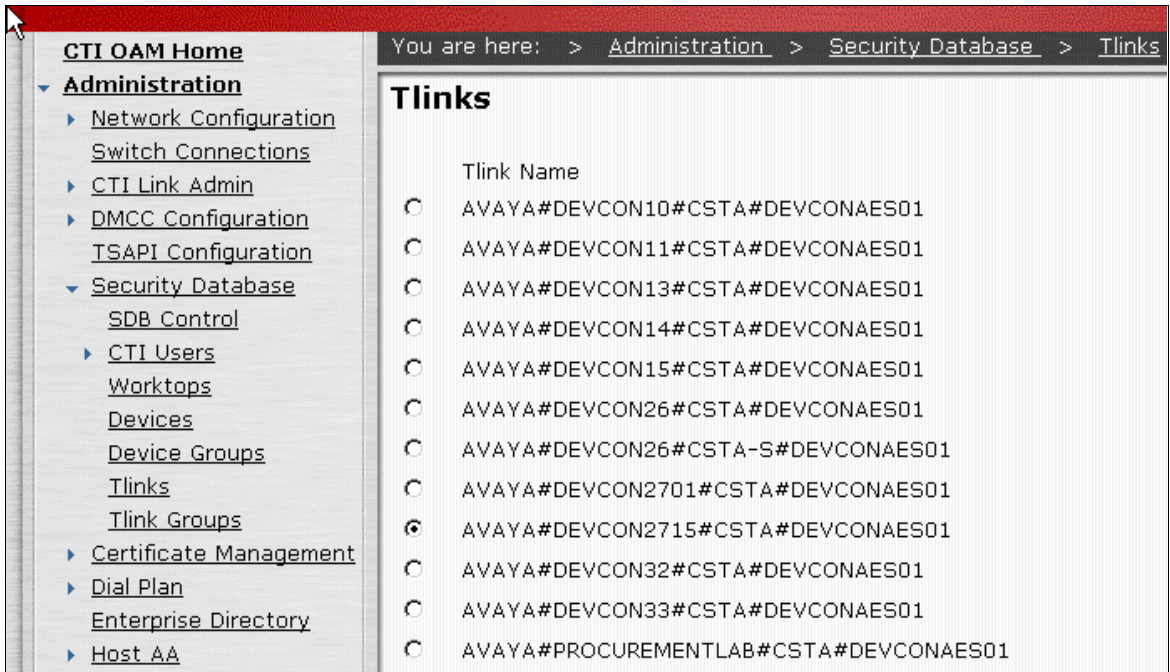
Step	Description

18.	Enter the **add agent-loginID *n*** command, where ***n*** is valid extension as per the dial plan and configure as follows:
	• **Name** - Enter any descriptive name.
	• **Auto Answer** - Set to **all**.
	
	<pre>add agent-loginID 25020 Page 1 of 2
	                             AGENT LOGINID
	              Login ID: 25020 AAS? n
	                  Name: Agent1 AUDIX? n
	                    TN: 1 LWC Reception: spe
	                   COR: 1 LWC Log External Calls? n
	         Coverage Path: AUDIX Name for Messaging:
	         Security Code:
	
	                                      LoginID for ISDN Display? n
	                                                    Password:
	                                      Password (enter again):
	                                           Auto Answer: all
	                                       MIA Across Skills: 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</pre>
	
	On **Page 2** of the **AGENT LOGINID** form, specify the list of skills in the **SN** (Skill Number) field and level in the **SL** (Skill Level) field assigned to this agent login as shown below:
	<pre>change agent-loginID 25020 Page 2 of 2
	                             AGENT LOGINID
	     Direct Agent Skill:
	Call Handling Preference: skill-level Local Call Preference? n
	     SN SL SN SL SN SL SN SL
	 1: 401 1 16: 31: 46:
	 2: 402 2 17: 32: 47:
	 3: 18: 33: 48:
	 4: 19: 34: 49:</pre>

19.	Repeat the previous step to configure additional agent login IDs.

Step	Description

20.	Enter the **change station n** where n is an already configured agent phone/headset extension used by the Avaya CTIDialer. On **Page 3**, configure the following button assignments:
	
	• **aux-work** – agent is logged on to the phone for outbound calls.
	• **auto-in** – agent goes to auto-in to accept inbound calls.
	• **after-call** –when the agent is in wrap up state after the call has ended.
	• **release** – to drop the call.
	
	<pre>change station 22720 Page 3 of 4
	                               STATION
	 SITE DATA
	      Room: Headset? n
	      Jack: Speaker? n
	     Cable: Mounting: d
	     Floor: Cord Length: 0
	  Building: Set Color:
	ABBREVIATED DIALING
	     List1: List2: List3:
	BUTTON ASSIGNMENTS
	 1: call-appr 5: aux-work RC: Grp:
	 2: call-appr 6: auto-in Grp:
	 3: call-appr 7: after-call Grp:
	 4: call-fwd Ext: 8: release</pre>

21.	Repeat the previous step to configure additional agent phone/headset extensions.

6. Configure Avaya Application Enablement Services

This section provides the procedures for configuring Avaya Application Enablement Services. Basic configuration related to the switch connection between Avaya Communication Manager and Avaya Application Enablement Services is assumed. Configuration in the following steps is only for the fields where a value needs to be entered or modified. Default values are used for all other fields.
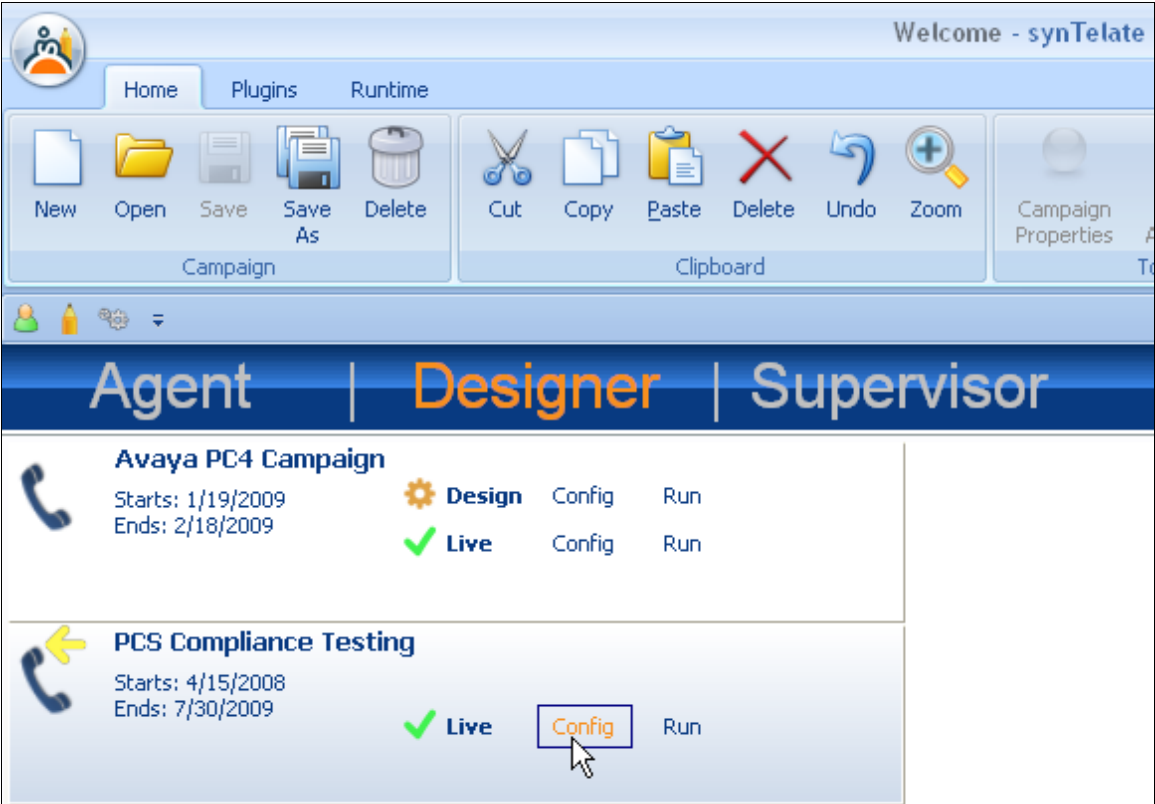
Step	Description
1.	Launch a web browser, enter https://<IP address of AE Services>:8443/MVAP in the URL, and log in with the appropriate credentials for accessing the Avaya AE Services CTI OAM pages.
2.	From the **CTI OAM Home** menu, select **CTI OAM Admin** and verify that the **TSAPI Service** is licensed as shown below under the heading License Information.

The CTI OAM screen displays the following:

Application Enablement Services
Operations Administration and Maintenance

OAM Home | Help | Logout

CTI OAM Home
▸ Administration
▸ Status and Control
▸ Maintenance
▸ Alarms
▸ Logs
▸ Utilities
▸ Help

You are here: > CTI OAM Home

Welcome to CTI OAM Screens

[craft] Last login: Fri Feb 13 10:12:46 2009 from 192.45.30.240

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.

Step	Description
3.	From the CTI OAM Home menu, select **Administration → CTI Link Admin → TSAPI Links** and click on **Add Link** (not shown). At the **Add/ Edit TSAPI Links** screen configure as follows: • **Link:** Choose a link number between 1 and 16 that is available. • **Switch Connection:** Select the appropriate previously configured switch connection to be used, from the drop down list**.** • **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5** , **Step 4**. • Click **Apply Changes**.
4.	Navigate to the **Tlinks** screen by selecting **Administration → Security Database → Tlinks**. Avaya AE Services server automatically creates the Tlink Name **Avaya#DEVCON2715#CSTA#DEVCONAES01** as shown in the screen below.
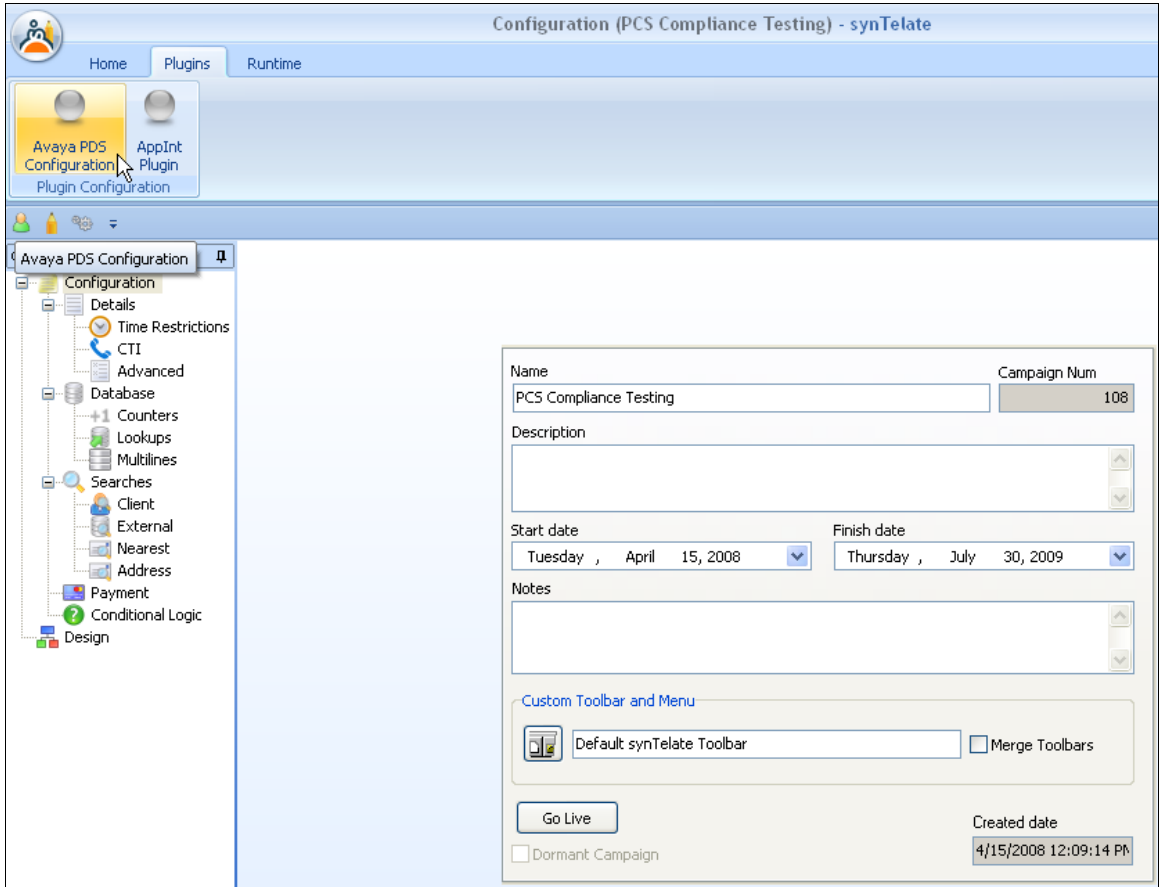
Step	Description
5.	A user Id and password must be configured for the synTelate Agent application and for Avaya CTIDialer (not shown) to communicate as a TSAPI Client with the AE Services. Navigate to **OAM Home → User Management → Add User** and configure as follows: • **User Id:** Enter a login name to be used by synTelate agent. • **Common Name:** Enter any descriptive string. • **Surname:** Enter any descriptive string. • **User Password:** Enter a password to be used by synTelate agent. • **Confirm Password:** Re-enter the password. • **CT User:** Select **Yes** from the drop down list. • Click **Apply** [not shown] at the bottom of the screen.

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18 of 38
PC4CTISynt40
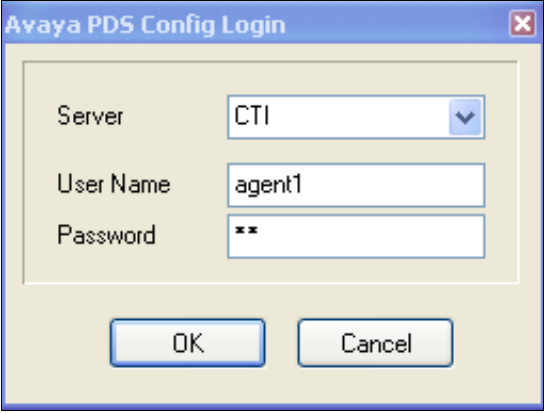
7. Configure synTelate
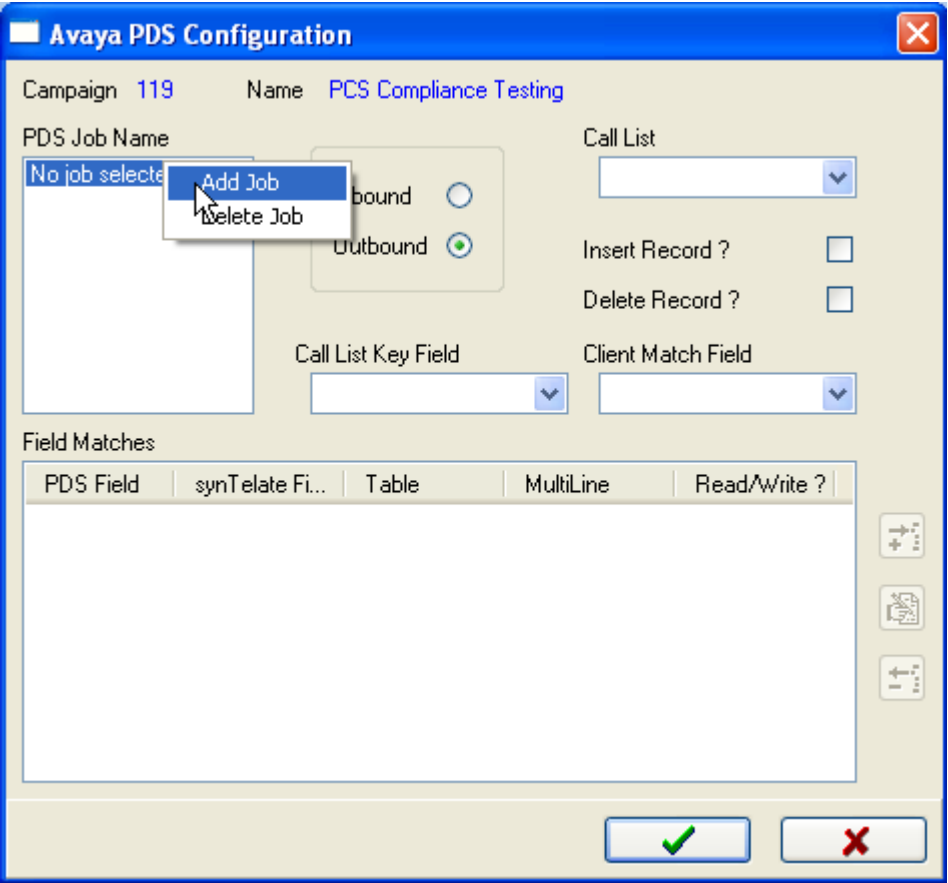
This section describes the steps for configuring synTelate. Configuration in the following sections is only for the fields where a value needs to be entered or modified. Default values are used for all other fields.

Step	Description
1.	From the synTelate Designer workstation, navigate to **Start Menu → Programs → synTelate → synTelate Designer** and select the **Designer** tab and click **Config**. **Note**: PCS Compliance Testing campaign was pre-configured for compliance testing. Refer to Section 11 [6] for synTelate documentation to configure campaigns.

Step	Description
2.	At the **Configuration** screen for PCS Compliance Testing campaign, select the **Plugins** tab and click **Edit Design** in the right pane.

Step	Description
3.	Click **Avaya PDS Configuration**.

Step	Description
4.	In **Avaya PDS Config Login** dialog box, enter the following: • **Server** – Select the Avaya CTIDialer name from the drop down list. • **User Name** – Enter the agent name configured on Avaya CTIDialer • **Password** – Enter the password for the agent name configured on Avaya CTIDialer. • Click **OK**.
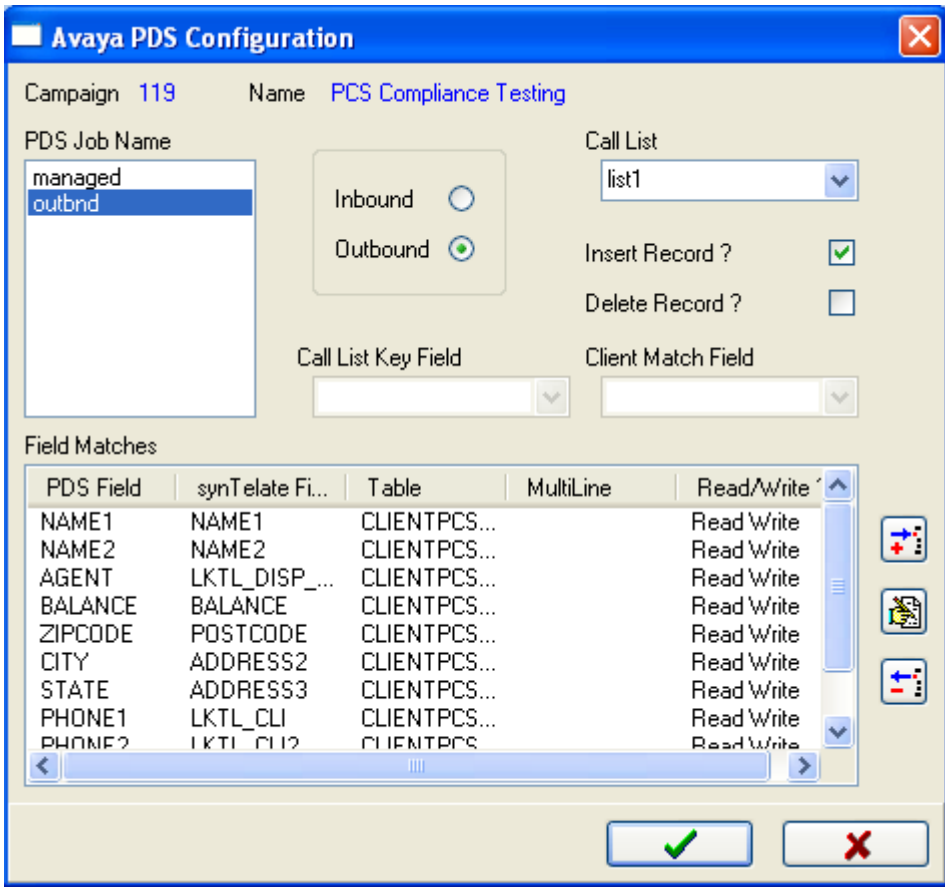
Step	Description
5.	At the **Avaya PDS Configuration** screen, right click in the **PDS Job Name** list box and select **Add Job**.
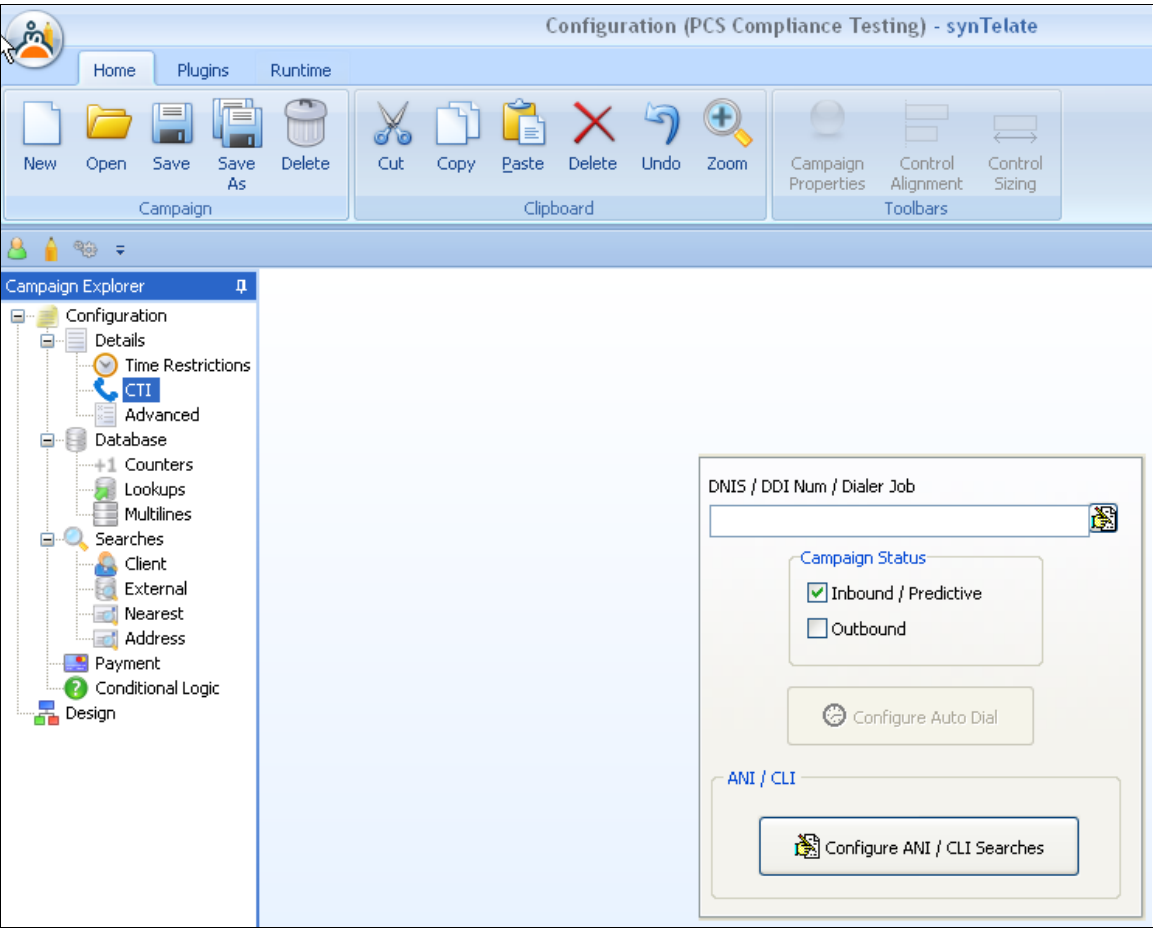
Step	Description
6.	All the jobs retrieved from Avaya CTIDialer are listed in the **Add Job for campaign** dialog box that appears. Select a relevant job for the outbound campaign and click on the ✔ button.

Solution & Interoperability Test Lab Application Notes
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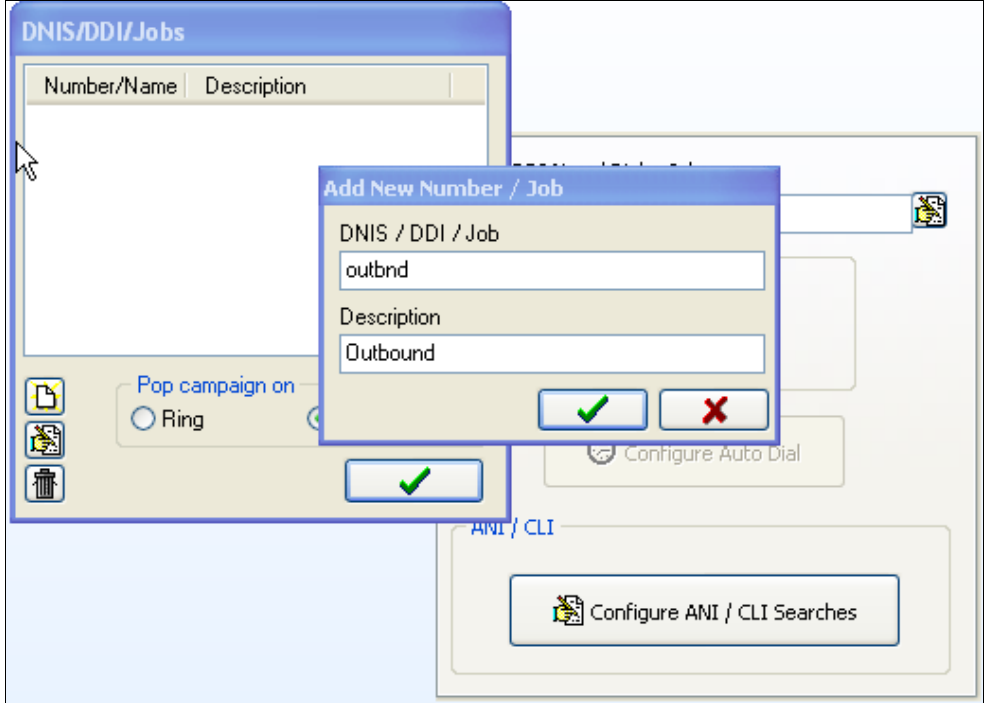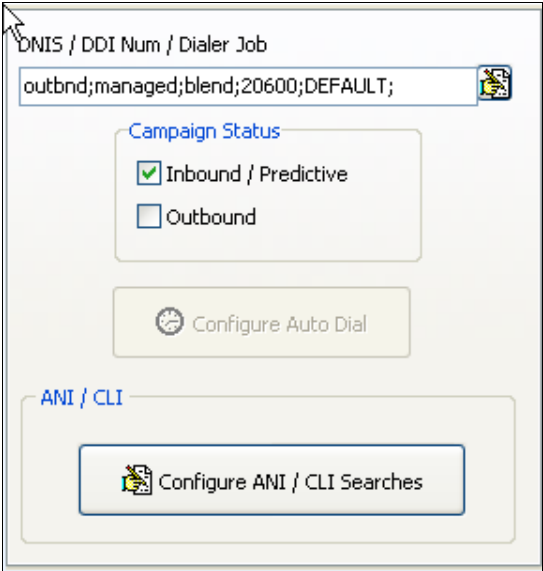
Step	Description
7.	At the **Avaya PDS Configuration** screen, configure as follows: • Select the **Outbound** radio button. • **Call list** - Select **list1** from a drop down list. • Check the **Insert Record** box. • Click the [button] button to choose Avaya CTIDialer fields that will be mapped to the synTelate database field names.
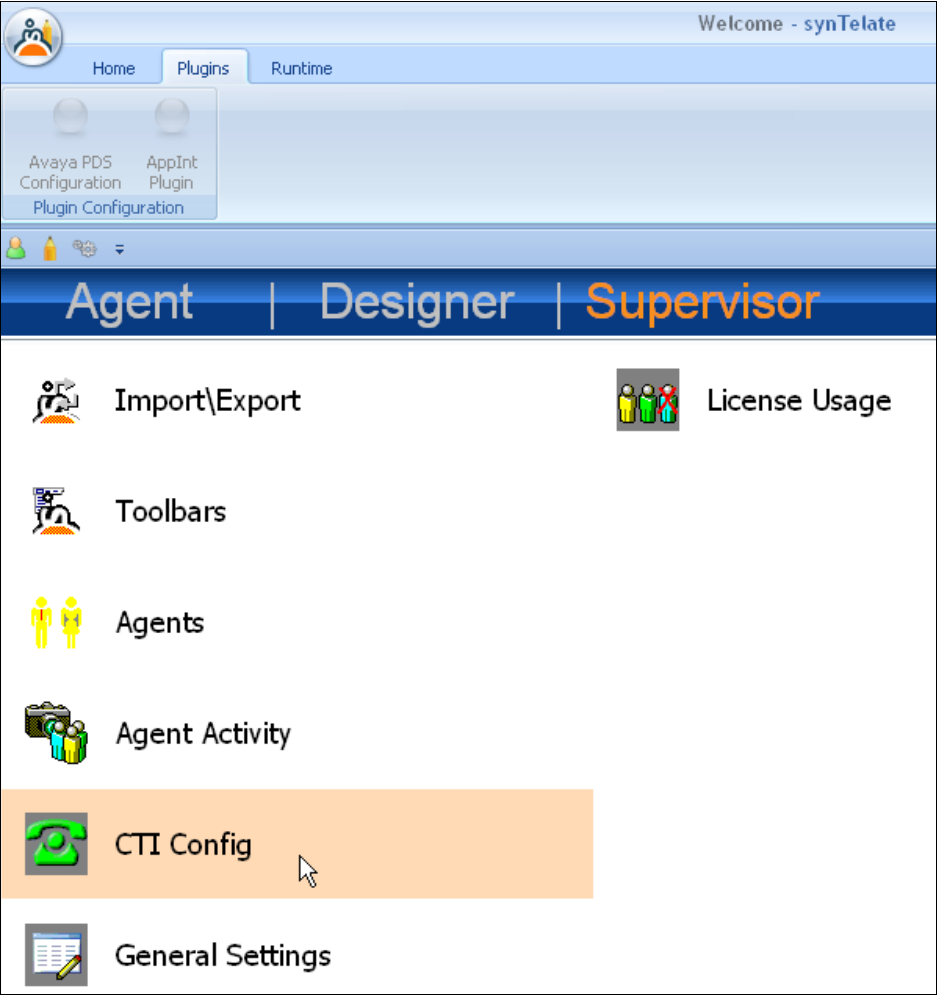
Step	Description
8.	In the **Add Field Match…** dialog box, configure as follows: • **PDS Field** - Select Avaya CTIDialer field from the **PDS Field** drop down list. • **synTelate Field** - Click the ⬚ button and select the corresponding synTelate field name. • **Read/Write Options** – Check the appropriate radio button. • Click the ✔ button.
9.	Repeat **Steps 8** for additional fields to be mapped. Additional fields to be mapped are highlighted in **Section 4.1**.
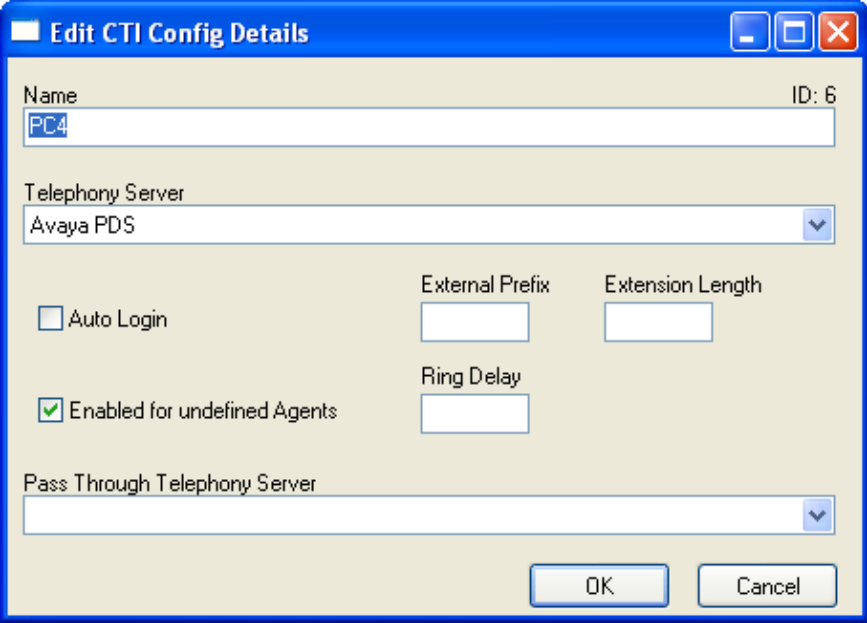
Step	Description
10.	The **Avaya PDS Configuration** screen shows the complete list of synTelate fields mapped to the relevant Avaya CTIDialer fields. Click the ✔ button.
11.	Repeat **Steps 5-9** to create additional jobs and their field mappings.
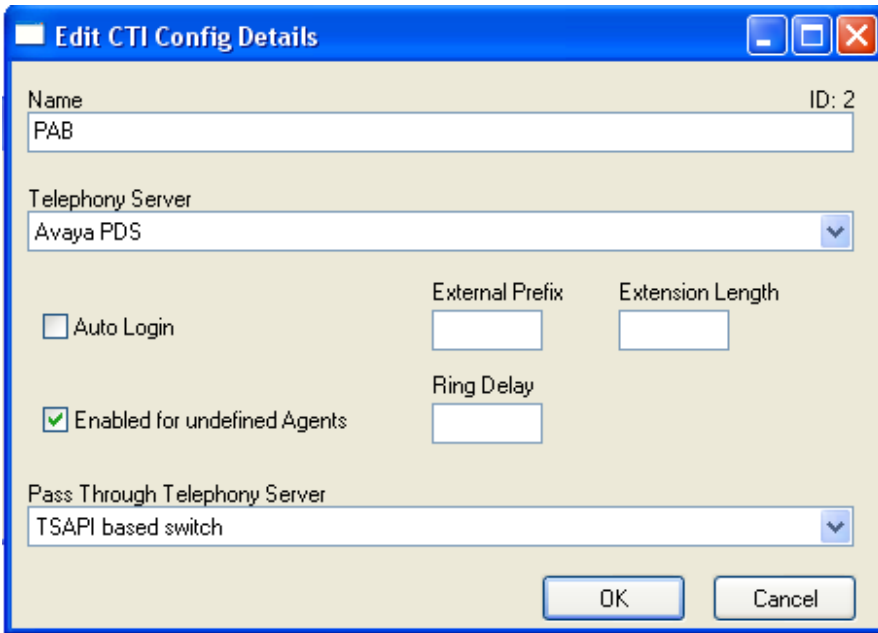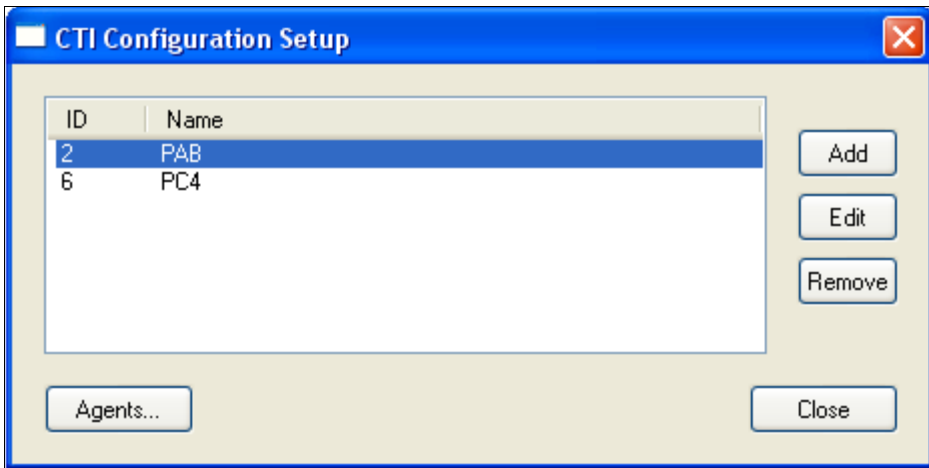
Step	Description
12.	At the **Configuration** screen, click on the **CTI** tab and then click on next to the **DNIS/DDI Num/Dialer Job** field.

Step	Description
13.	Click on at the **DNIS/DDI/Jobs** screen and at the **Add New Number/Job** screen configure as follows: • **DNIS/DDI/Job** – Set to one of the jobs configured in **Step 6** or **DEFAULT**. • **Description** – Set to any descriptive string. • Click ✔ button.

Step	Description
14.	The screen below shows the CTI configurations done for this compliance testing.

Step	Description
15.	At the **synTelate** screen, configure as follows: • Click the **Supervisor** tab. • Select **CTI Config**. • Click **Add** at the **CTI Configuration Setup** screen [not shown].

Step	Description
16.	At the **Edit CTI Config Details** screen, configure as follows: • **Name** – Enter any descriptive and unique name which will be listed when the synTelate agent is run. • **Telephony Server** - Select **Avaya PDS** from the drop down list. This name is chosen as part of installing synTelate application. • **Auto Login** - Uncheck the box. • Click **OK**.

Step	Description
17.	Repeat the previous step for Predictive Agent Blending. Additionally, set the **Pass Through Telephony Server** field to **TSAPI based switch** from the drop down list and click **OK**.
18.	At the **CTI Configuration** dialog box click **Close** once all the configurations are done.
19.	Click the **Go Live** button on the screen displayed in **Step 3**.

8. General Test Approach and Test Results

All feature tests passed. Following observation was made during compliance testing:
- Buttons on the synTelate Agent are not disabled even if they are not available.
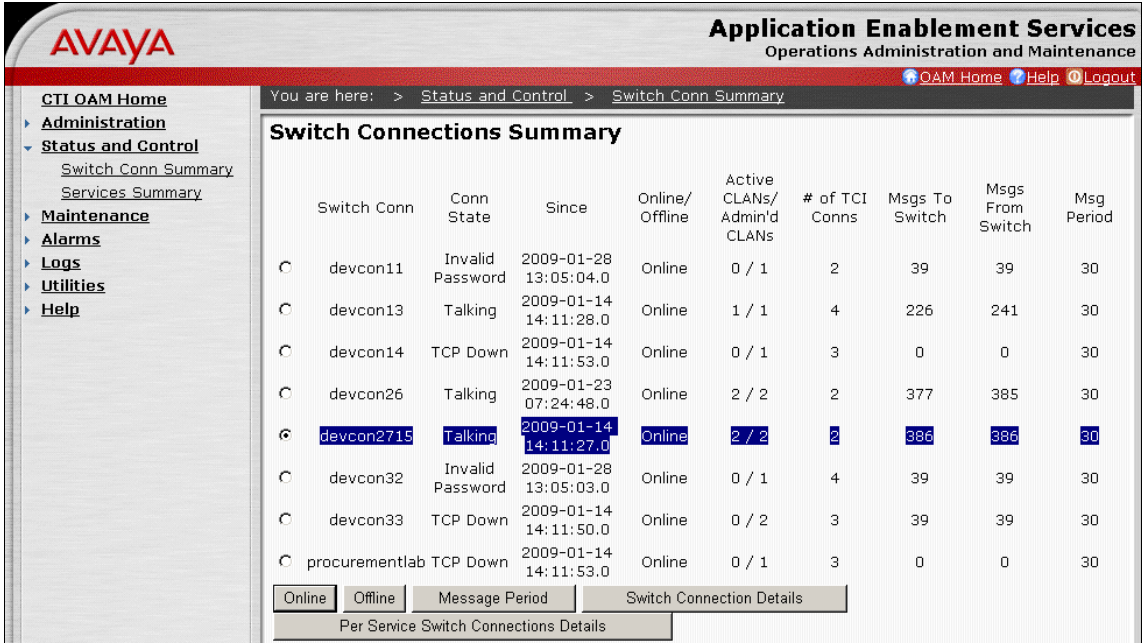
9. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Communication Manager, Avaya Application Enablement Services, and synTelate Agent PC.
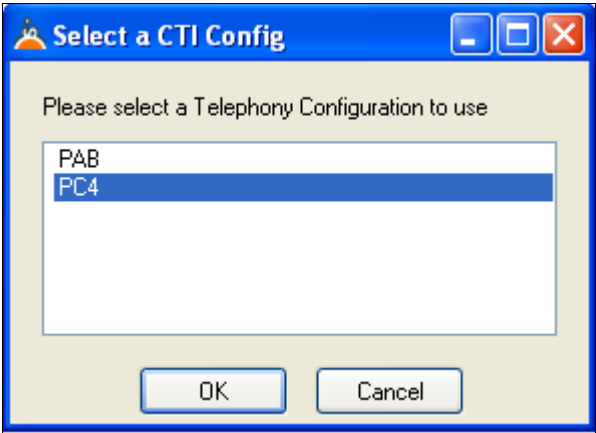
9.1. Verify Avaya Communication Manager and Avaya Enablement Services
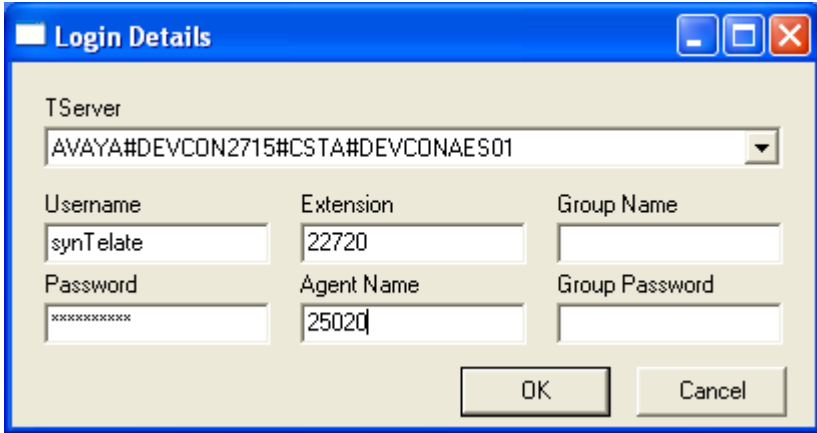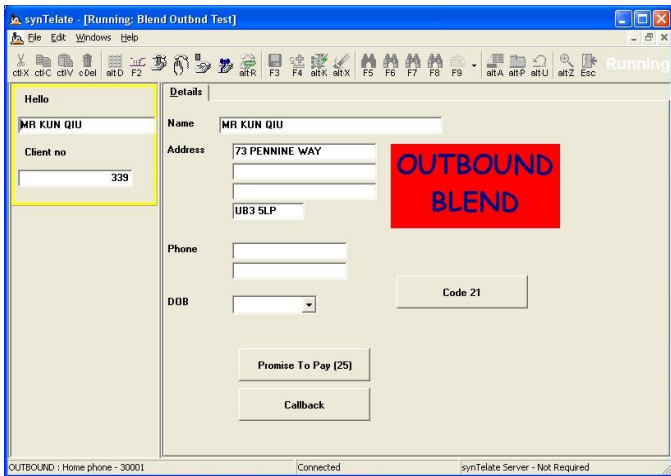
The following steps can ensure that the communication between Avaya Communication Manager and Avaya Application Enablement Services server is working.

Step	Description
1.	Verify that the service state of the TSAPI link is established. ```status aesvcs cti-link``` AE SERVICES CTI LINK STATUS CTI Version Mnt AE Services Service Msgs Msgs Link Busy Server State Sent Rcvd 4 no down 0 0 **15 4 no devconaes01 established 15 15**
2.	On Avaya CTIDialer enter the "**netstat –a**" command to verify the connection with Avaya CTIDialer. The results of the "**netstat –a**" should show an **ESTABLISHED** synTelate agent connection. tcp 0 0 lzpds4:NameService_ssl lzpds4:32828 ESTABLISHED tcp 0 0 lzpds4:logger_ssl lzpds4:32829 ESTABLISHED **tcp 0 0 lzpds4:agent 192.45.30.30:1070 ESTABLISHED** tcp 0 0 lzpds4:NameService_ssl lzpds4:32823 ESTABLISHED tcp 0 0 lzpds4:32898 lzpds4:serviceAct_ssl ESTABLISHED tcp 0 0 lzpds4:2484 lzpds4:32886 ESTABLISHED tcp 0 0 lzpds4:32882 lzpds4:dccs_ssl ESTABLISHED tcp 0 0 lzpds4:serviceAct_ssl lzpds4:32898 ESTABLISHED tcp 0 0 lzpds4:dialerSA_ssl lzpds4:32899 ESTABLISHED tcp 0 0 lzpds4:32875 lzpds4:dialerSM_ssl ESTABLISHED tcp 0 0 lzpds4:32899 lzpds4:dialerSA_ssl ESTABLISHED tcp 0 0 lzpds4:32857 DEVCONAES01:1055 ESTABLISHED

Step	Description
3.	On Avaya AE Services server, verify that the TSAPI link is in Talking State.

9.2.   Verify synTelate Agent

Step	Description
1.	On the synTelate Agent workstation, navigate to **Start Menu → Programs → synTelate → synTelate Agent** to verify that the CTI configurations done in **Section 7**, **Steps 16-17** are presented.

Step	Description
2.	If **PAB** (Predictive Agent Blending) is chosen from the list in previous step, then this additional dialog box should pop-up providing a list of TSAPI links in the **TServer** field. Verify the TSAPI link configured in **Section 6**, **Steps 3-4** is available. The **Username** and **Password** fields should match the configuration done in **Section 6**, **Step 5**. This verifies that the synTelate agent has connectivity to Avaya AE Services.
3.	The following screen displays an example of an outbound campaign customer record screen pop.

10. Conclusion

These Application Notes describe the required configuration steps for the synTelate Agent 4.0 application to successfully interoperate with Avaya Proactive Contact 4.0 using Computer Telephony Interface. All test cases were completed successfully and the configuration described in these Application Notes has been successfully compliance tested.

11. Additional References

This section references Avaya and Initiative Software product documentation that are relevant to these Application Notes.

Avaya product documentation can be found at http://support.avaya.com.

[1] Administrator Guide for Avaya Communication Manager, Document ID 03-300509, Issue 4.0, January 2008

[2] Implementing Proactive Contact 4.0, May, 2008

[3] Administering Avaya Proactive Contact (Linux-based Interface), January 2008

[4] Avaya Application Enablement Services 4.2 Administration and Maintenance Guide, Document ID 02-300357, Issue 4, September 2008

[5] Sample Avaya Proactive Contact 3.0 with CTI Installation and Configuration, Issue 1.0, Avaya Solution and Interoperability Test Lab

Company and product information available from Initiative Software at www.syntelate.com or www.inisoft.co.uk.

[6] Installation and Administration guide for synTelate 4.0