



Avaya Solution & Interoperability Test Lab

Application Notes for Nuance OpenSpeech Attendant with Avaya Voice Portal – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Nuance OpenSpeech Attendant with Avaya Voice Portal and Avaya Communication Manager. Nuance OpenSpeech Attendant allows callers to speak the name of a person, department, service, or location and be automatically transferred to the requested party without waiting to speak to an operator.

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 Nuance OpenSpeech Attendant with Avaya Voice Portal and Avaya Communication Manager. Nuance OpenSpeech Attendant allows callers to speak the name of a person, department, service, or location and be automatically transferred to the requested party without waiting to speak to an operator.

Figure 1 illustrates the configuration used to verify the Nuance OpenSpeech Attendant (OSA) solution with Avaya Voice Portal, Avaya Communication Manager, and the Nuance Speech Server. Nuance OSA is deployed on a dedicated application server running Windows 2003 Server. Avaya Voice Portal interfaces to Avaya Communication Manager using a VoIP H.323 interface. Avaya Voice Portal manages the interactions with speech server resources (i.e., speech recognition and text-to-speech) used by VXML applications. VXML pages generated by Nuance OSA are loaded and interpreted by Avaya Voice Portal, which controls the interaction with the user. To access the Nuance OSA application, a VoIP channel on Avaya Voice Portal must be configured to invoke the VXML application when an incoming call is received on that channel.

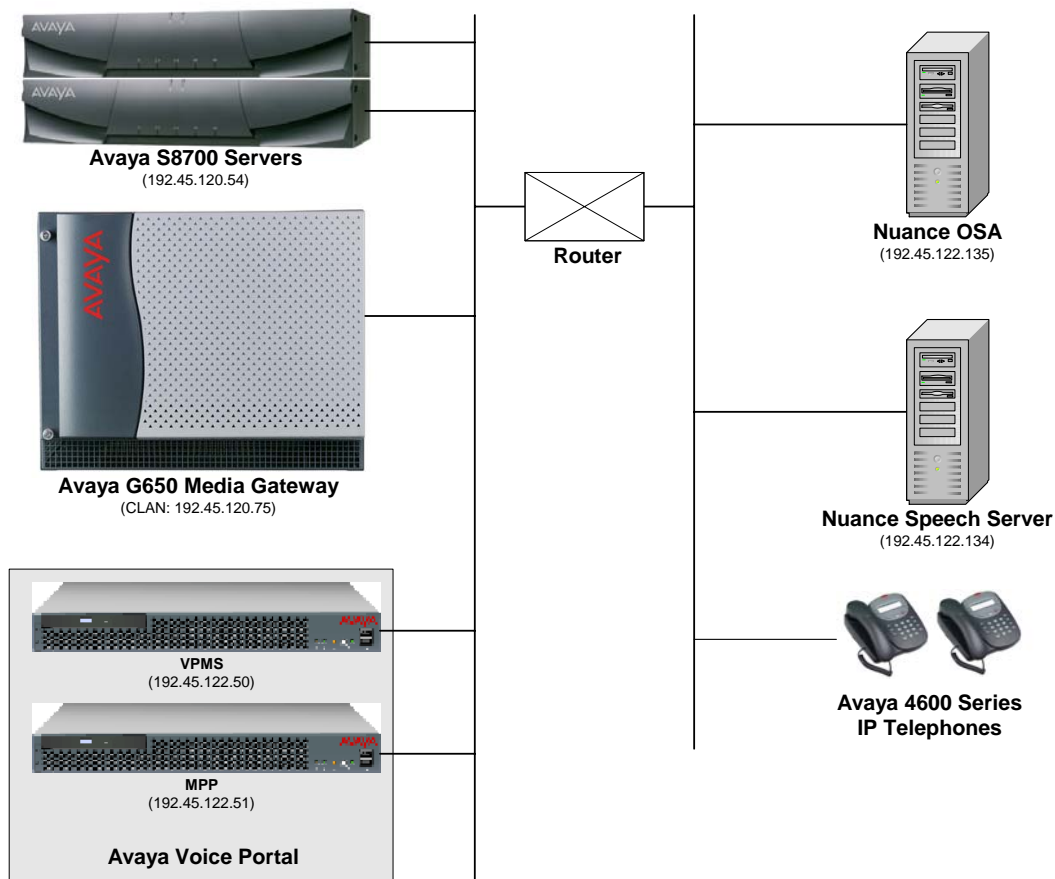


Figure 1: Configuration with Avaya Voice Portal and Nuance OpenSpeech Attendant

1.1. Equipment and Software Validated

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

Equipment	Software
Avaya Voice Portal	4.1.0.1.2710 and Hotfixes wi00089856 and wi00075203
Avaya S8700 Servers with a G650 Media Gateway	Avaya Communication Manager 4.0 (R014x.00.1.731.2)
Avaya 4600 Series IP Telephones	2.8 (H.323)
Nuance OpenSpeech Attendant (OSA)	3.0 with Hotfix 300HF04
Nuance Speech Server <ul style="list-style-type: none">▪ Nuance Recognizer▪ Nuance RealSpeak▪ Nuance MRCP Server	9.0.4 4.5 5.0.3

2. Configure Avaya Communication Manager

This section describes the configuration of H.323 stations and the IP codec set for Avaya Voice Portal. This configuration also requires a C-LAN and Media Processor board for IP communication. This configuration is outside the scope of these application notes, but the reader may refer to [1] and [2] for additional information. In addition, special application SA8874 – Call Status Messages for 7434ND IP Softphone is required to support supervised transfers from Avaya Voice Portal.

From the System Access Terminal (SAT), add an H.323 station for Avaya Voice Portal. A call to this station will be routed to Avaya Voice Portal which will run the Nuance OSA. In the station form, set the **Type** to *7434ND*, provide a descriptive **Name**, set the **Security Code**, and set the **IP Softphone** field to 'y'.

```
add station 23802                                     Page 1 of 6
                                                    STATION
Extension: 23802                                     Lock Messages? n      BCC: 0
  Type: 7434ND                                       Security Code: XXXXX  TN: 1
  Port: S00059                                     Coverage Path 1:      COR: 1
  Name: VP 192.45.122.50                           Coverage Path 2:      COS: 1
                                                    Hunt-to Station:
STATION OPTIONS
                                                    Time of Day Lock Table:
  Loss Group: 2                                     Personalized Ringing Pattern: 1
  Data Module? n                                   Message Lamp Ext: 23802
  Display Module? y
  Display Language: english                         Coverage Module? n
                                                    Media Complex Ext:
  Survivable COR: internal                          IP SoftPhone? y
  Survivable Trunk Dest? y
                                                    IP Video Softphone? n
```

Figure 2: Station Form

In the IP codec set form associated with the IP network region of the H.323 station, configured in **Figure 2**, set the **Audio Codec** field to the appropriate value. In this configuration, *G.711MU* was used.

```
change ip-codec-set 1                                Page 1 of 2
                                                    IP Codec Set
Codec Set: 1
Audio      Silence   Frames   Packet
Codec      Suppression Per Pkt  Size(ms)
1: G.711MU      n         2       20
2:
3:
4:
```

Figure 3: IP Codec Set Form

3. Configure Avaya Voice Portal

This section covers the administration of Avaya Voice Portal. The following Voice Portal configuration steps will be covered:

- Configuring an H.323 VoIP connection
- Adding an MPP server
- Configuring the VoIP audio format (mu-law or a-law)
- Adding a speech server
- Adding applications
- Starting the MPP server

Avaya Voice Portal is configured via the Voice Portal Management System (VPMS) web interface. To access the web interface, enter `http://<ip-addr>/VoicePortal` as the URL in an internet browser, where `<ip-addr>` is the IP address of the VPMS. Log in using the Administrator user role. The screen shown in **Figure 4** is displayed.

Note: All of the screens in this section are shown after the Avaya Voice Portal had been configured. Save the screen parameters during configuration of Avaya Voice Portal.

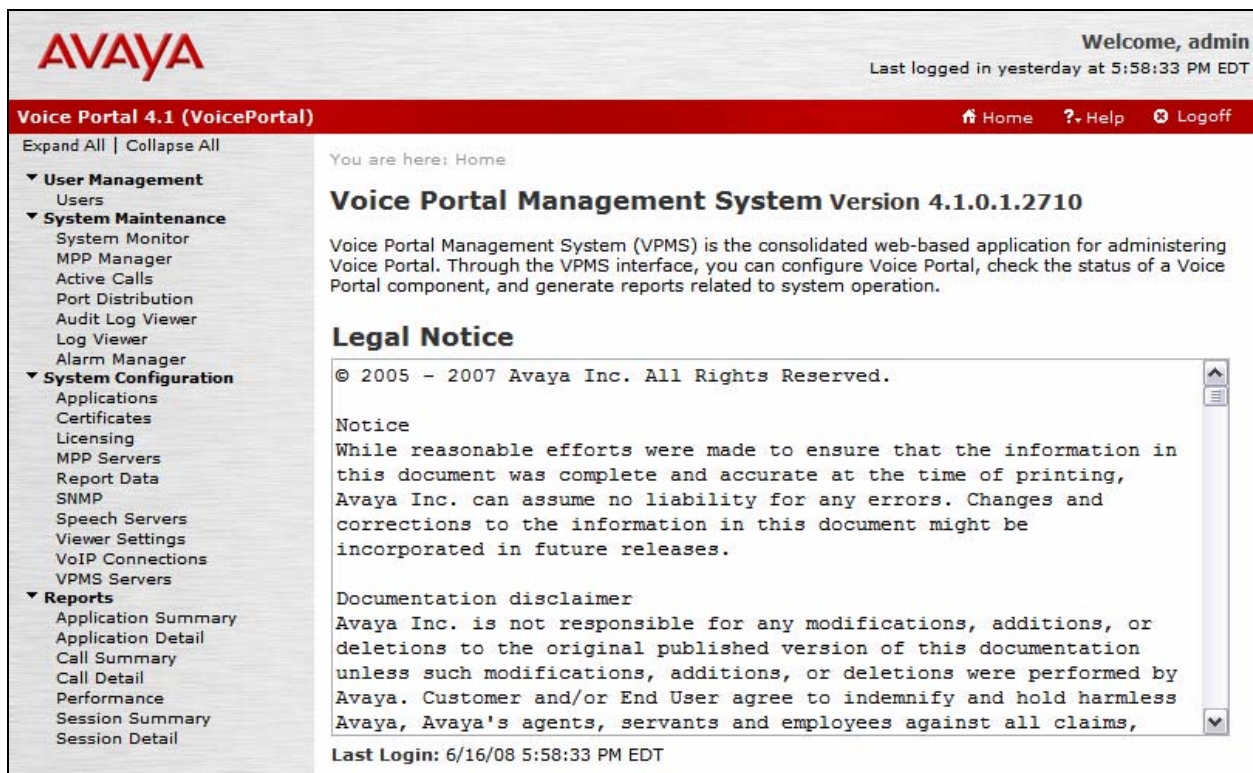


Figure 4: VPMS Main Screen

Configure the H.323 VoIP Connection. To configure an H.323 connection, navigate to the **VoIP Connections** page and then click on the **H.323** tab. In the H.323 tab shown in **Figure 5**, set the **Gatekeeper Address** to the IP address of the C-LAN in the G650 media gateway and the **Gatekeeper Port** to *1719*. Next, configure the stations for Avaya Voice Portal, which map to the 7434ND stations configured in Avaya Communication Manager. In addition, set the **Password** for the stations and set the **Station Type** to *Inbound and Outbound*. In this configuration, stations 23801 to 23808 are assigned to Avaya Voice Portal, but only stations 23802 and 23803 are mapped to the Nuance OSA on Avaya Voice Portal.

AVAYA Welcome, admin
Last logged in yesterday at 5:58:33 PM EDT

Voice Portal 4.1 (VoicePortal) Home ? Help Logoff

Expand All | Collapse All

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You are here: [Home](#) > [System Configuration](#) > [VoIP Connections](#) > [Change H.323 Connection](#)

Change H.323 Connection

Use this page to change the configuration of an H.323 connection.

Name: CRMSRV

Enable: ☒ Yes ☐ No

Gatekeeper Address: 192.45.120.75

Alternative Gatekeeper Address:

Gatekeeper Port: 1719

Media Encryption: ☐ Yes ☒ No

New Stations

From	To
Station:	
Password:	
<input checked="" type="radio"/> Same Password <input type="radio"/> Use sequential passwords	
Station Type:	<div>Inbound and Outbound</div> <div>Inbound Only</div> <div>Maintenance</div>
Add	

Configured Stations (M for Maintenance, I for Inbound Only)

23801 - 23808	Remove
---------------	---------------

Save Apply Cancel Help

Figure 5: H.323 Connection

Add an MPP Server. Add the MPP server by navigating to the **MPP Servers** screen by selecting the option from the left pane. In the MPP Server configuration page, specify a descriptive **Name** and the **Host Address** of each MPP server. Also, specify the **Maximum Simultaneous Calls** supported by each MPP server. **Figure 6** shows the configuration for the first MPP server.

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You are here: [Home](#) > [System Configuration](#) > [MPP Servers](#) > [Change MPP Server](#)

Change MPP Server

Use this page to change the configuration of an MPP. Take care when changing the MPP Trace Logging Thresholds. Do not set Trace Levels to Finest if your Voice Portal system has heavy call traffic. The system might experience performance issues if Trace Levels are set to Finest. Set Trace Levels to Finest only when you are troubleshooting the system.

Name: mpp1

Host Address:

Network Address (VoIP):

Network Address (MRCP):

Maximum Simultaneous Calls:

Restart Automatically: ☐ Yes ☒ No

MPP Certificate

```
Owner: CN=mpp1,O=Avaya,OU=MPP
Issuer: CN=mpp1,O=Avaya,OU=MPP
Serial Number: 9c6110e1cbf7079c
Valid from: Mon May 12 21:46:01 EDT 2008 until: Thu May 10 21:46:01 EDT 2018
Certificate fingerprints
MD5: 57:0f:a7:21:8c:1e:e5:1d:3a:41:48:6b:56:a9:5f:d1
SHA: 08:db:5a:7b:3c:4e:02:43:fc:0a:92:31:83:ed:a9:05:0e:1b:22:f3
```

Categories and Trace Levels ▸

Save **Apply** **Cancel** **Help**

Figure 6: MPP Server

Configure the VoIP Audio Format. The **VoIP Audio Format** for the MPP server is configured in the **VoIP Settings** screen accessible by selecting **MPP Servers** in the left pane. The **MPP Native Format** field in **Figure 7** is set to *audio/basic* for mu-law.

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VoIP Settings

Voice over Internet Protocol (VoIP) is the process of sending voice data through a network using one or more standard protocols such as H.323 and Real-time Transfer Protocol (RTP). Use this page to configure parameters that affect how voice data is transferred through the network. Note that if you make any changes to this page, you must restart all MPPs.

Port Ranges

	Low	High
UDP:	30000	30999
TCP:	31000	31999
MRCP:	32000	32999

RTCP Monitor Settings

Host Address:

Port:

VoIP Audio Formats

MPP Native Format:

QoS Parameters

	VLAN	Diffserv
H.323:	6	46
SIP:	6	46
RTSP:	6	46

Out of Service Threshold (% of VoIP Resources)

	Trigger	Reset
Warn:	10	0
Error:	20	10
Fatal:	70	50

Save Apply Cancel Help

Figure 7: VoIP Settings

Add an ASR Server. To configure the automatic speech recognition (ASR) server, click on **Speech Servers** in the left pane, select the **ASR** tab, and then click **Add**. **Figure 8** shows the screen after the ASR server has already been configured. For a Nuance Speech Server, the **Engine Type** should be set to *Nuance*. Set the **Network Address** field to the IP address of the Nuance Speech Server and select the desired **Languages** supported by the applications. The **Total Number of Licensed ASR Resources** should also be set to the appropriate value. The other fields were left at their default values.

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Voice Portal 4.1 (VoicePortal) Home Help Logoff

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Change ASR Server

Use this page to change the configuration of an ASR server.

Name: Nuance ASR

Enable: ☒ Yes ☐ No

Engine Type: Nuance

Network Address: 192.45.122.134

Base Port: 4900

Total Number of Licensed ASR Resources: 4

MRCP Ping Interval: 15 second(s)

MRCP Response Timeout: 4 second(s)

New Connection per Session: ☐ Yes ☒ No

RTSP URL: 192.45.122.134/media/speechrecognize

Languages:

- Dutch(Netherlands) nl-nl
- English(Australia) en-au
- English(GreatBritain) en-gb
- English(India) en-in
- English(Singapore) en-SG
- English(USA) en-us

Save Apply Cancel Help

Figure 8: ASR Speech Server

Add a TTS Server. To configure the TTS server, click on **Speech Servers** in the left pane, select the **TTS** tab, and then click **Add**. **Figure 9** shows the screen after the TTS server has already been configured. For a Nuance Speech Server, the **Engine Type** should be set to *Nuance*. Set the **Network Address** field to the IP address of the Nuance Speech Server and select the desired **Voices** supported by the applications. The **Total Number of Licensed TTS Resources** should also be set to the appropriate value. The other fields were left at their default values.

AVAYA Welcome, admin
Last logged in yesterday at 5:58:33 PM EDT

Voice Portal 4.1 (VoicePortal) Home ? Help Logoff

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Change TTS Server

Use this page to change the configuration of a TTS server.

Name: Nuance TTS

Enable: ☒ Yes ☐ No

Engine Type: Nuance

Network Address: 192.45.122.134

Base Port: 4900

Total Number of Licensed TTS Resources: 4

MRCP Ping Interval: 15 second(s)

MRCP Response Timeout: 4 second(s)

New Connection per Session: ☐ Yes ☒ No

RTSP URL: 192.45.122.134/media/speechsynthesiz

Voices:

- English(South African) af-ZA Tessa F
- English(Scottish) en-SC Fiona F
- English(US) en-US Donna F
- English(US) en-US Erica F
- English(US) en-US Jennifer F
- English(US) en-US Jill F

Save Apply Cancel Help

Figure 9: TTS Server

Add an Application. On the **Applications** page, add an Avaya Voice Portal application. Specify a **Name** for the application, set the **MIME Type** field to the appropriate value (e.g., *VoiceXML*), and set the **VoiceXML URL** field to point to the Nuance OSA application. Next, specify the type of ASR and TTS servers to be used by the application and the called number that invokes the Nuance OSA application. The **Applications** screen is shown in **Figure 10**.

AVAYA Welcome, admin
Last logged in today at 10:06:08 PM EDT

Voice Portal 4.1 (VoicePortal) Home ? Help Logoff

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Change Application

Use this page to change the configuration of a VoiceXML or CCXML application.

Name: Nuance OSA

Enable: ☒ Yes ☐ No

MIME Type:

VoiceXML URL: [Verify](#)

Speech Servers

ASR: Languages:

TTS: Voices:

Application Launch

Type: ☒ Inbound ☐ Inbound Default ☐ Outbound

☒ Number ☐ Number Range ☐ URI

Called Number: [Add](#)

[Remove](#)

[Speech Parameters](#) ▶

[Reporting Parameters](#) ▶

[Advanced Parameters](#) ▶

[Save](#) [Apply](#) [Cancel](#) [Help](#)

Figure 10: Applications

Start the MPP Server. Start the MPP server from the **MPP Manager** page shown in **Figure 11**. Select each MPP and then click the **Start** button. After the MPP is started, the **Mode** of the MPP should be *Online* and the **State** should be *Running*.

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Last logged in yesterday at 5:58:33 PM EDT

Voice Portal 4.1 (VoicePortal) Home Help Logoff

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MPP Manager (6/17/08 8:33:54 PM EDT)

[Refresh](#)

This page displays the current state of each MPP in the Voice Portal system. To enable the state and mode commands, select one or more MPPs. To enable the mode commands, the selected MPPs must also be stopped.

Last Poll: 6/17/08 8:33:53 PM EDT

<input checked="" type="checkbox"/>	Server Name	Mode	State	Config	Auto Restart	Restart Schedule		Active Calls	
						Today	Recurring	In	Out
<input checked="" type="checkbox"/>	mpp1	Online	Stopped	Need ports	No	No	None	0	0

State Commands

[Start](#) [Stop](#) [Restart](#) [Reboot](#) [Halt](#) [Cancel](#)

Mode Commands

[Offline](#) [Test](#) [Online](#)

Restart/Reboot Options

☐ One server at a time

☒ All selected servers at the same time

[Help](#)

Figure 11: MPP Manager

4. Configure Nuance OpenSpeech Attendant

This section covers the procedure for configuring Nuance OpenSpeech Attendant (OSA). The procedure includes the following areas:

- Administer settings in the Configuration Panel
- Administer transfer entries in the Phone Directory and Menu Editor
- Administer top-level menu in the Phone Directory and Menu Editor

Nuance OSA is configured through Admin Tools which can be started by navigating to Start→Nuance→Admin Tools. The initial screen is displayed as shown in **Figure 12**.

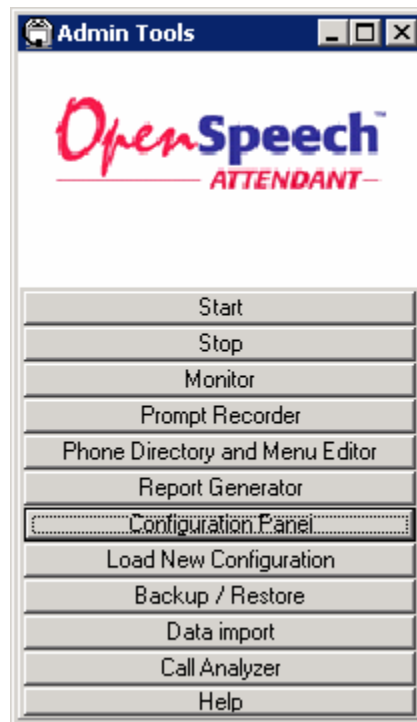


Figure 12: Admin Tools

4.1. Administer Settings in the Configuration Panel

To open the **Configuration Panel**, click on this option in the **Admin Tools** window in **Figure 12**. The login prompt will be displayed to the user as shown in **Figure 13**. Log in with the appropriate credentials using *Level 2* access level.

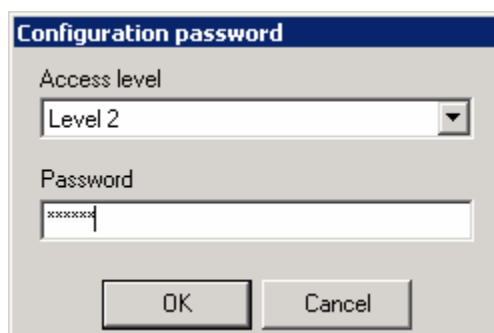


Figure 13: Configuration Panel Login Window

The **Configuration Panel** shown in **Figure 14** is displayed. The **Configuration Panel** allows the transfer mode and operator extension number to be configured. Nuance OSA supports blind, supervised, and bridged transfers with Avaya Voice Portal. To enable OSA for blind transfers, set the **Gateway Transfer Mode Supervised** and **Gateway Transfer Mode Bridged** fields to *NO* as shown in the figure below. For supervised and bridged transfers set the corresponding fields to *YES*. The **Operator Extension Number** field should be set to a valid extension on Avaya Communication Manager. Click **Apply**.

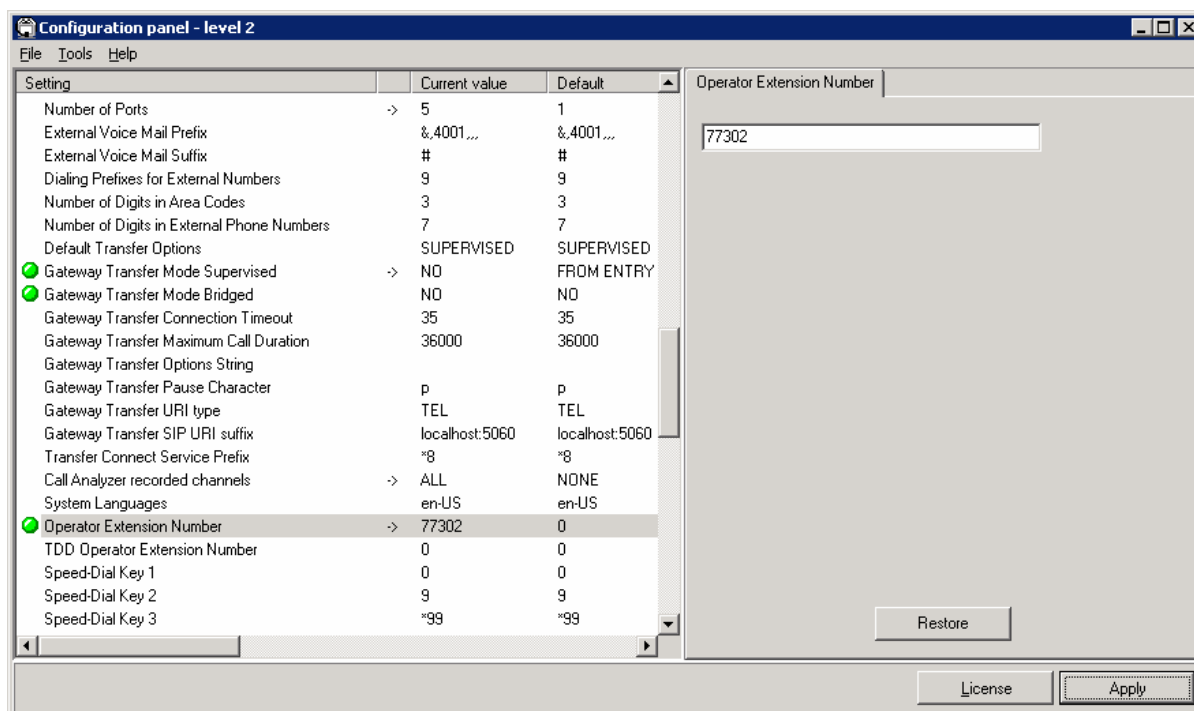


Figure 14: Configuration Panel

Note: To support supervised transfers, the special application SA8874 – Call Status Messages for 7434ND IP Softphone must be enabled on Avaya Communication. When using supervised transfers, the caller won't hear any ringing during the transfer attempt.

Next, close the **Configuration Panel**. Activate the changes when prompted by the system as shown **Figure 15**.

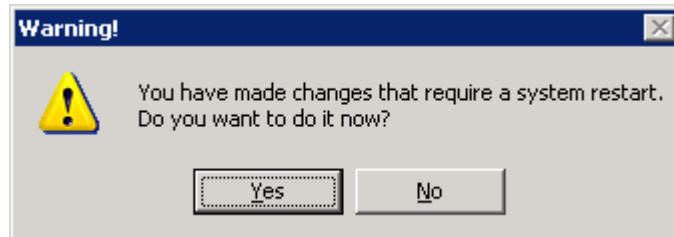


Figure 15: Activate Changes in Configuration Panel

The following window is displayed. Click **OK**.

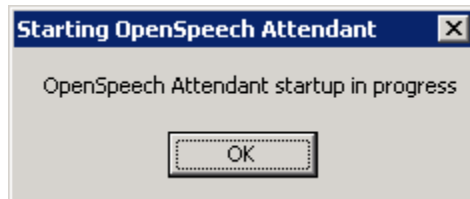


Figure 16: Startup in Progress Window

4.2. Administer Transfer Entries in Phone Directory and Menu Editor

From **Admin Tools**, click on the **Phone Directory and Menu Editor** option. **Figure 17** is displayed.

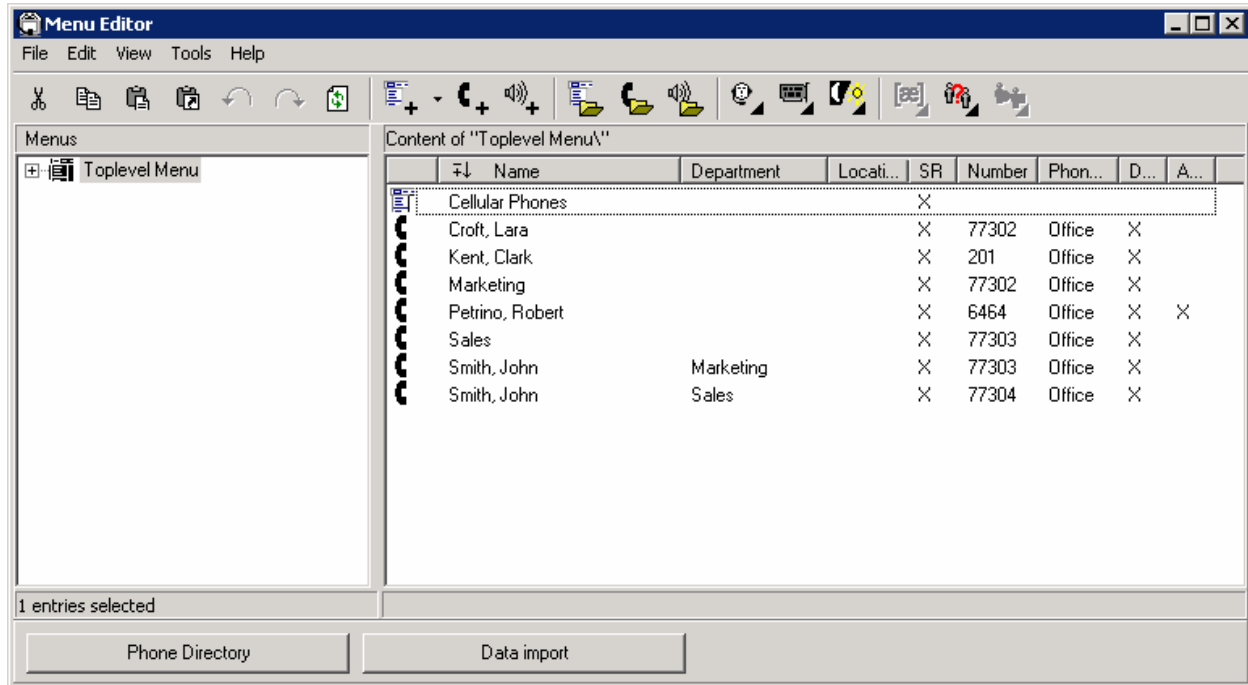


Figure 17: Phone Directory and Menu Editor

Next, select File→New→Transfer Entry from the menu options. The Creating transfer entry window is displayed as shown in **Figure 18**. Configure the **First names** and **Last names** for this entry and set the **Phone number** to a valid extension. Enable the **Access to personal functions** and **Access to name recorder** options and set the **PIN** field so that this user can access the Personal Administration Mode (PAM) to change their name recording. Click **OK**.

Creating transfer entry

Name in directory:

☐ Deactivated entry

Names | Advanced | Call Accounting | Information

First names	Middle names	Last names
David		Wells

Aliases (English (US))

Voice file status: ☒ Missing Language: English (US)

Allow:

- ☒ Access to personal functions
- ☒ Voice biometrics
- ☒ Access to name recorder

PIN:

☐ Never propose this name

Schedule: Always

Number type	Number	S	U	FM #	Priv
<input checked="" type="checkbox"/> Office	77305	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Message: None

Custom Prompt:

Previous New Next OK Cancel Apply

Figure 18: Creating Transfer Entry

The new transfer entry is now displayed in the Menu Editor window, but the entry has not been activated yet. Highlight the new transfer entry and then click on the **Activate Changes** icon

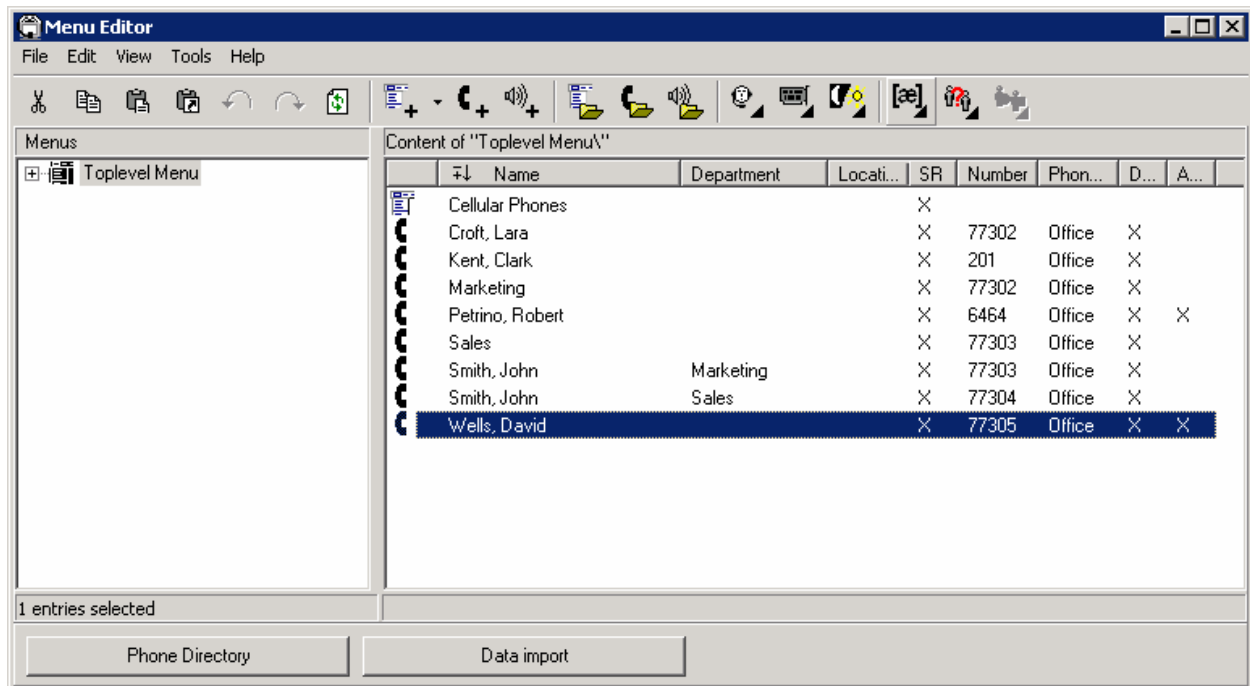


Figure 19: Menu Editor with New Transfer Entry

The following prompt is displayed to activate the new transfer entry so that it would be recognized by Nuance OSA.

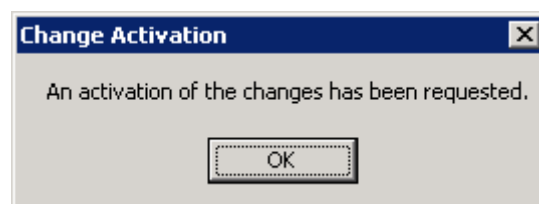


Figure 20: Change Activation

4.3. Administer Top-Level Menu in Phone Directory and Menu Editor

Nuance OSA allows the configuration of multiple entry points. The use of multiple entry points enable individual services or departments to be assigned a different entry point, which can be configured using a DNIS or CLID number. When a call is received, Nuance OSA can route the call to the appropriate entry point based on the dialed number (DNIS) or the caller's phone number (CLID). In this example, an entry point was configured using the DNIS option.

Create a new entry point by selecting File→New→Top-Level Menu from the menu options. The window in **Figure 21** is displayed. Enter a descriptive name in the **Aliases** field, enable the **Access to name recorder** option, and set the **PIN** field for use with PAM. Click **OK** and activate the changes.

The screenshot shows the 'Creating Menu' dialog box. The 'Names' tab is selected, displaying fields for 'First names', 'Middle names', and 'Last names'. Below these is a list of aliases, with 'DNIS Test' selected. The 'Voice file status' is 'Missing' and the 'Language' is 'English (US)'. The 'Allow:' section has 'Access to name recorder' checked. The 'PIN' field contains 'XXXX'. The 'Menu Behavior' section on the right has 'Schedule' set to 'Always', 'Access code' is empty, 'Call redirect permitted' is checked, 'Default number' is 'Any type', and 'Conversation template' is 'Default'. The 'Always' section has 'Speech recognition' checked, 'Menu behavior 1' is a dropdown, 'Number of utterances' and 'Number of spellings' are 'Default', 'Number of interactions' is 'Default', 'Operator extension' is empty, 'Voice profile' is 'Default from entry po', 'Barge-in function' is 'Default from entry po', and 'Always ask for confirmation' and 'Listing of entries' are unchecked. Navigation buttons 'Previous', 'New', 'Next', 'OK', 'Cancel', and 'Apply' are at the bottom.

Figure 21: Creating Menu

From the **Menu Editor**, navigate to Edit→Ports and Entry Points to display the window in **Figure 22**. Select the first item under **Port assignment** in the left pane and then select Add→Entry Point from the menu options. **Figure 23** is displayed.

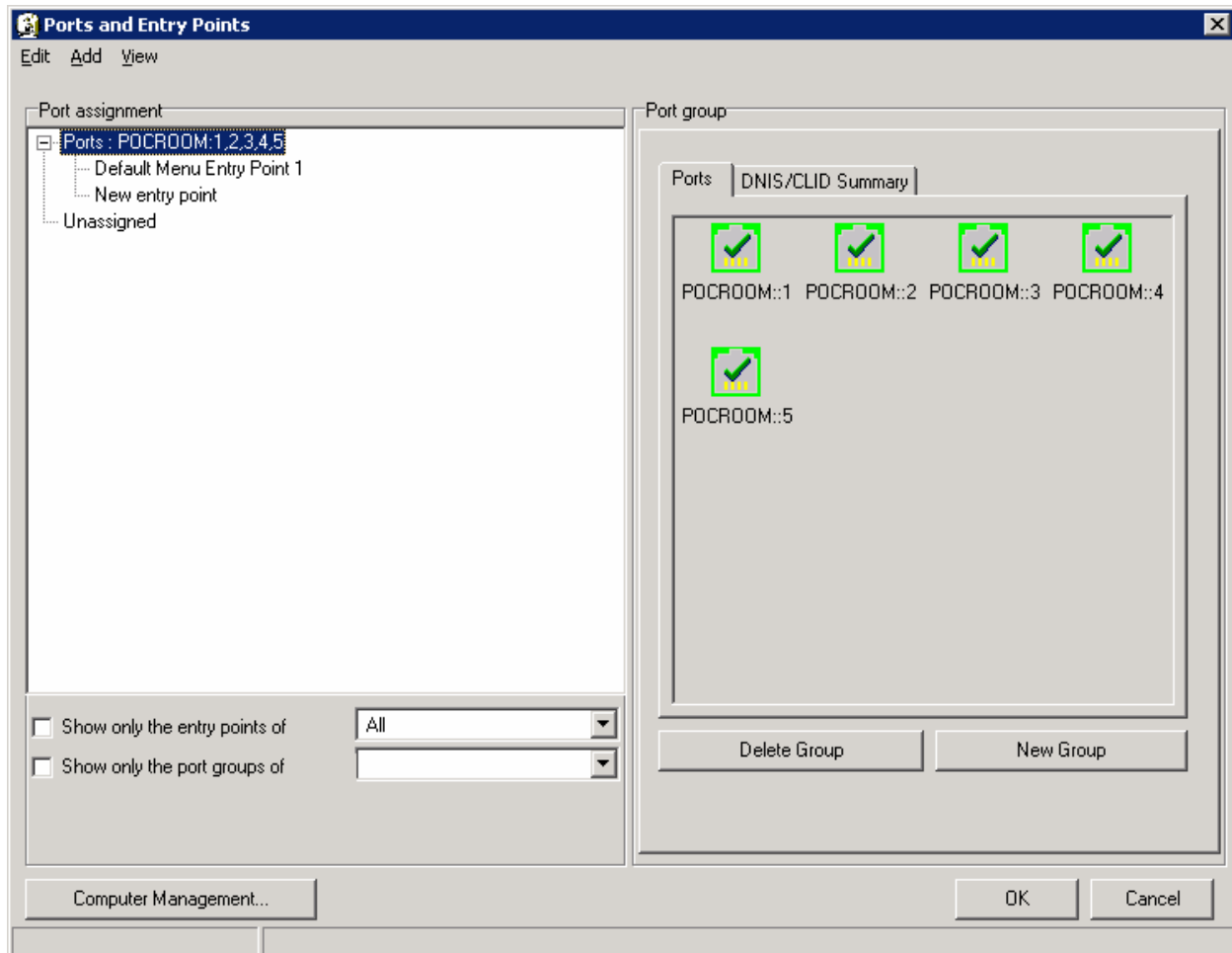


Figure 22: Ports and Entry Points

In the Ports and Entry Points window in **Figure 23**, set the **Home menu** and **Main menu** to the new entry point configured in **Figure 21**. Select the **DNIS/CLID** tab and enter an extension associated with an Avaya Voice Portal station configured on Avaya Communication Manager as shown in **Figure 2**. Click **OK**. In this example, this entry point will be used when Nuance OSA receives a DNIS of 23803.

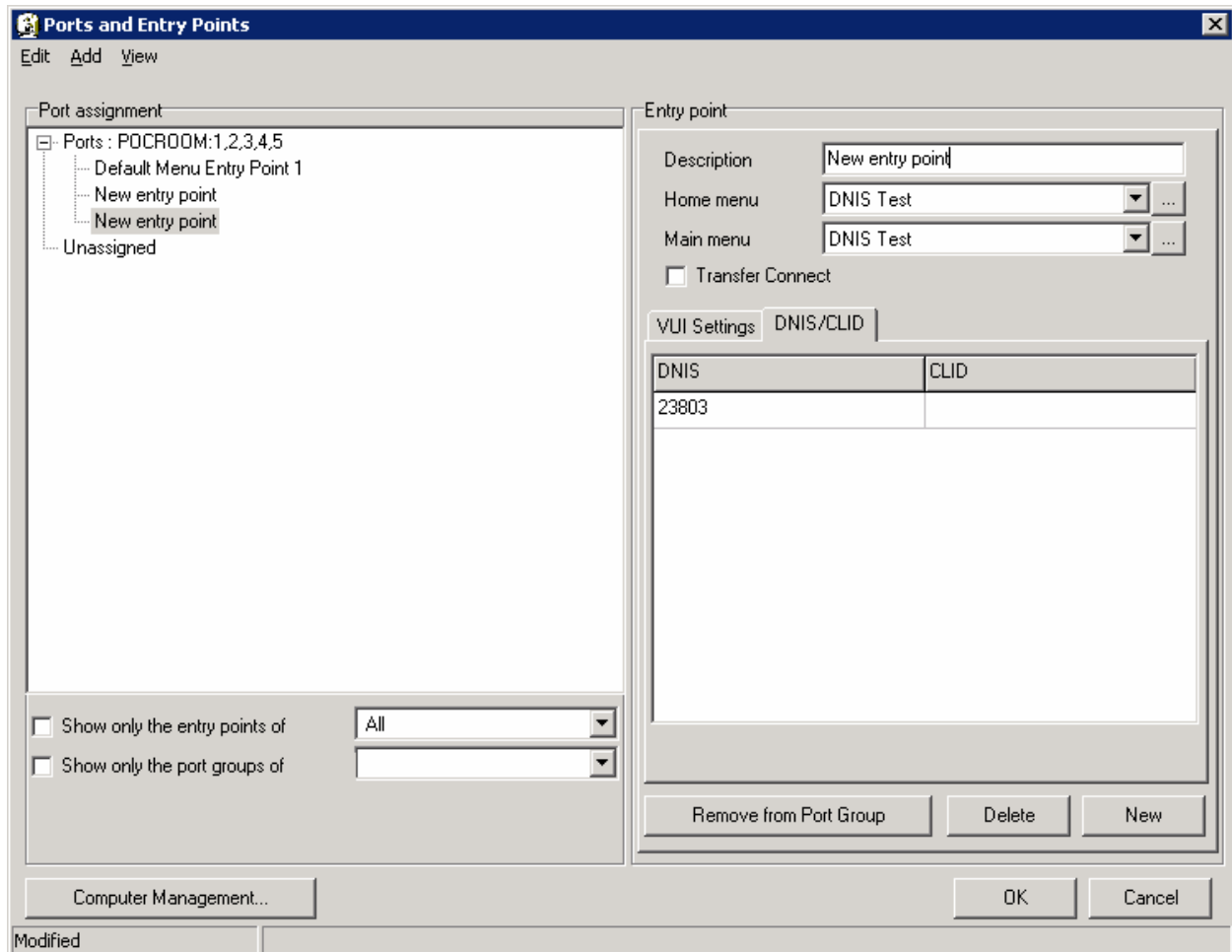


Figure 23: New Entry Point (DNIS/CLID Tab)

In the **VUI Settings** tab, set the Voice Profile as shown below. Click **OK**.

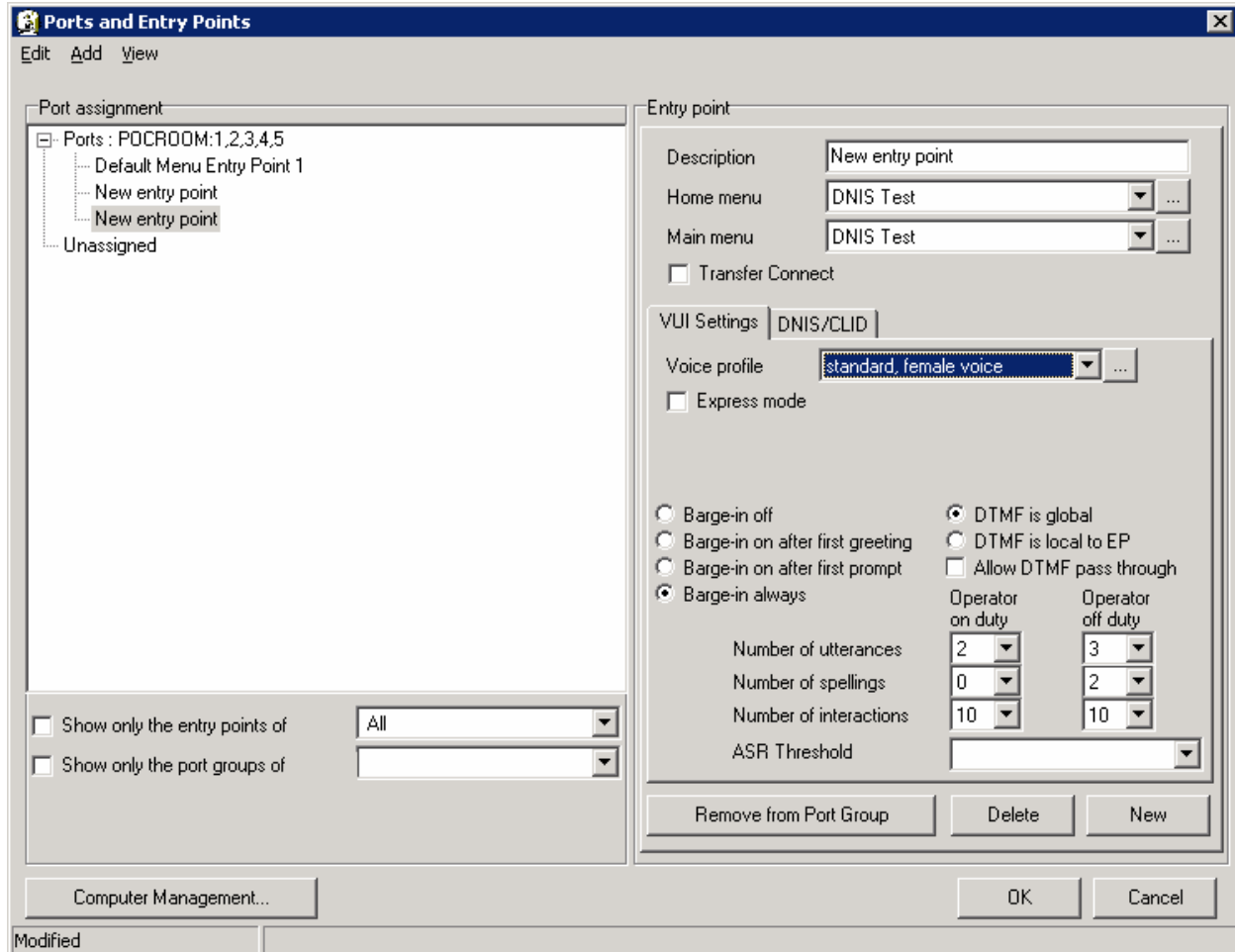


Figure 24: Ports and Entry Points (VUI Settings Tab)

5. Interoperability Compliance Testing

This section describes the interoperability compliance testing used to verify the Nuance OpenSpeech Attendant with Avaya Voice Portal. This section covers the general test approach and the test results.

5.1. General Test Approach

The interoperability compliance test included feature and serviceability testing. Feature testing focused on that Nuance OSA can successfully recognize spoken names and extensions entered via DTMF and transfer the call to the correct destination. Blind, supervised, and bridged transfers were verified.

Serviceability testing focused on verifying the ability of the Nuance OSA to recover from adverse conditions, such as server restarts, power failures, and disconnecting cables to the IP network.

5.2. Test Results

All test cases passed.

6. Verification Steps

This section provides the verification steps that may be performed to verify that Avaya Voice Portal can run the Nuance OSA.

1. From the VPMS web interface, verify that the MPP servers are online and running in the **MPP Manager** page shown in **Figure 25**.

AVAYA Welcome, admin
Last logged in yesterday at 5:58:33 PM EDT

Voice Portal 4.1 (VoicePortal) Home Help Logoff

Expand All | Collapse All

- ▼ **User Management**
 - Users
- ▼ **System Maintenance**
 - System Monitor
 - MPP Manager**
 - Active Calls
 - Port Distribution
 - Audit Log Viewer
 - Log Viewer
 - Alarm Manager
- ▼ **System Configuration**
 - Applications
 - Certificates
 - Licensing
 - MPP Servers
 - Report Data
 - SNMP
 - Speech Servers
 - Viewer Settings
 - VoIP Connections
 - VPMS Servers
- ▼ **Reports**
 - Application Summary
 - Application Detail
 - Call Summary
 - Call Detail
 - Performance
 - Session Summary
 - Session Detail

You are here: [Home](#) > System Maintenance > MPP Manager

MPP Manager (6/17/08 8:37:55 PM EDT)

[Refresh](#)

This page displays the current state of each MPP in the Voice Portal system. To enable the state and mode commands, select one or more MPPs. To enable the mode commands, the selected MPPs must also be stopped.

Last Poll: 6/17/08 8:37:52 PM EDT

<input type="checkbox"/>	Server Name	Mode	State	Config	Auto Restart	Restart Schedule		Active Calls	
						Today	Recurring	In	Out
<input type="checkbox"/>	mpp1		Online	Running	OK	No	None	0	0

State Commands

[Start](#) [Stop](#) [Restart](#) [Reboot](#) [Halt](#) [Cancel](#)

Mode Commands

[Offline](#) [Test](#) [Online](#)

Restart/Reboot Options

☐ One server at a time

☒ All selected servers at the same time

[Help](#)

Figure 25: MPP Manager

- From the VPMS web interface, verify that the ports on the MPP server are in-service in the **Port Distribution** page shown in **Figure 26**.

AVAYA Welcome, admin
Last logged in yesterday at 5:58:33 PM EDT

Voice Portal 4.1 (VoicePortal) Home ? Help Logoff

Expand All | Collapse All

- ▼ **User Management**
 - Users
- ▼ **System Maintenance**
 - System Monitor
 - MPP Manager
 - Active Calls
 - Port Distribution
 - Audit Log Viewer
 - Log Viewer
 - Alarm Manager
- ▼ **System Configuration**
 - Applications
 - Certificates
 - Licensing
 - MPP Servers
 - Report Data
 - SNMP
 - Speech Servers
 - Viewer Settings
 - VoIP Connections
 - VPMS Servers
- ▼ **Reports**
 - Application Summary
 - Application Detail
 - Call Summary
 - Call Detail
 - Performance
 - Session Summary
 - Session Detail

You are here: [Home](#) > System Maintenance > Port Distribution

Port Distribution (6/17/08 8:38:38 PM EDT)

Refresh

This page displays information about how the telephony resources have been distributed to the MPPs. You configure the telephony resources on the VoIP Connections page.

Total Ports: 8 **Last Poll: 6/17/08 8:38:38 PM EDT**

Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation
23801	Online	In service	CRMSRV	H323	mpp1	
23802	Online	In service	CRMSRV	H323	mpp1	
23803	Online	In service	CRMSRV	H323	mpp1	
23804	Online	In service	CRMSRV	H323	mpp1	
23805	Online	In service	CRMSRV	H323	mpp1	
23806	Online	In service	CRMSRV	H323	mpp1	
23807	Online	In service	CRMSRV	H323	mpp1	
23808	Online	In service	CRMSRV	H323	mpp1	

Help

Figure 26: Port Distribution

- Place a call to Avaya Voice Portal that invokes the Nuance OSA application. From the Nuance OSA server, open the OSA Monitor from **Admin Tools**. Verify that it detects an active call as shown in **Figure 27**.



Figure 27: OSA Monitor

- Verify that the Nuance OSA greeting is heard and OSA transfers the call to the proper destination specified in a spoken name or extension entered via DTMF.

- From the OSA Monitor, click on the system name (e.g., pocroom) to display an internet browser window that can display the call log. Under **Call logs** in the left pane, click on **Today** under **From archive**. Verify that the call log shown in **Figure 28** is displayed with the correct call information and status.

OpenSpeech ATTENDANT
Hosted on pocroom

Description: Auto Attendant Version: 3.0.0 (GA) Build: 2008.04.10.12.58.04

Sections

- Summary status
- Farm status
- Documentation
- Reports
 - OSA Servlet
 - Environment
 - Configuration
 - Installation log
 - Monitoring
 - Replication Monitor
 - Replication Status
 - Replication Errors
 - Call logs
 - Currently active
 - From archive
 - Today**

Logs from archive (on disk), 16 sessions

last 15 calls

Call start	Dnis	Clid	Call complexity	Call duration	Error	Termination code	Destination	System Comment	Tagging
18:35:03	23803	77304	5	17		DVE	Croft, Lara	transfer completed	
18:33:32	23803	77303	5	22		DVE	Croft, Lara	transfer completed	
18:32:28	23802	77303	0	22		DOG	Toplevel Menu	transfer completed	
18:14:58	23803	77303	0	11		HG	DNIS Test	caller hangup	
18:12:21	23802	77304	0	14		HG	Toplevel Menu	caller hangup	
17:38:34	23802	77303	20	23		SR12	Smith, John	transfer completed	
17:37:54	23802	77303	20	24		SR12	Smith, John	transfer completed	
17:35:27	75200	77303	20	28		SR12	Smith, John	transfer completed	
17:34:14	75200	77303	0	23		DOG	Toplevel Menu	transfer completed	
17:33:17	75200	77303	0	23		DOG	Toplevel Menu	transfer completed	

Figure 28: Call Log

7. Support

To obtain technical support for Nuance OpenSpeech Attendant, contact Nuance via email or through their website.

- **Web:** www.network.nuance.com
- **Email:** SpeechAttendant.Support@nuance.com
- **Phone:** (866) 434-2564 or (514) 390-3922

8. Conclusion

These Application Notes describe the configuration steps required to integrate Nuance OpenSpeech Attendant with Avaya Voice Portal. All feature and serviceability test cases were completed successfully.

9. Additional References

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

- [1] *Administrator Guide for Avaya Communication Manager*, Document 03-300509, Issue 3.1, February 2007, available at <http://support.avaya.com>.
- [2] *Feature Description and Implementation for Avaya Communication Manager*, Document 555-245-205, Issue 5, February 2007, available at <http://support.avaya.com>.

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