

Avaya Solution & Interoperability Test Lab

Application Notes for Configuring NMS Adaptive Progressive Dialler with Avaya IP Office R8.0 using Avaya IP Office TAPI Service Provider – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for NMS Adaptive Progressive Dialler module to interoperate with Avaya IP Office. Adaptive Progressive Dialler is one module of the NMS Adaptive Suite which allows users to make outbound phone calls as a part of a Progressive outbound campaign.

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 compliance tested configuration used to validate the NMS Adaptive Progressive Dialler module of the Adaptive Suite with Avaya IP Office R8.0 using Avaya IP Office TAPI3 Service Provider. The Adaptive Suite interoperates with Avaya IP Office using Third Party Telephony Application Programming Interface (TAPI).

NMS Adaptive is a Computer Telephony Integration platform that provides call control, media blending, progressive and predictive dialling and monitoring functionality to end users. Adaptive Desktop allows operators to control making and receiving calls via an Avaya deskphone registered to the Avaya IP Office. The Adaptive Progressive Dialler module of the NMS Adaptive Suite allows the automation of outbound dialling using progressive dialling campaigns. The Adaptive Campaign Editor allows the importing of call lists and sets call outcome codes and dialling parameters. If combined with Adaptive CTI, screen-pops can be designed to activate as each outbound call is dialled.

When a user becomes available, the Adaptive Progressive Dialler retrieves the next call in the campaign and dials it using the IP Office deskphone. The computer shows the user a campaign call dialog, giving information about the call and the recipient. At any time during the call, the user can select a "call outcome code". The user can also choose to reschedule the call for another time and date. When the call has finished, the Adaptive Progressive Dialler gives the user time to do any post-call work or "wrap-up" before making the next call.

If the user wants to take a break, the "make this my last call" feature and the Adaptive Progressive Dialler will mark the user as "unavailable" until ready for more work. The Adaptive Progressive Dialler records the time a user spends unavailable, so that a report showing how much time users spent unavailable and how much talking to customers can be ran.

2. General Test Approach and Test Results

The interoperability compliance testing included feature and serviceability testing. The feature testing focused on verifying NMS Adaptive handling of CTI messages in the areas of call control, event notification and routing. Testing of outbound calls in an Outbound calls in a Progressive Dialling Campaign was the main focus of the compliance testing.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Compliance testing

The compliance testing focused primarily on the following types of calls:

- Progressive Dialler Single Number tests
- Progressive Dialler Multi Number tests

The serviceability testing focused on verifying the ability of NMS Adaptive to recover from adverse conditions, disconnecting the Ethernet cable for the CTI link and the reboot of Adaptive server under test.

2.2. Test Results

The following observations were noted during testing:

- Adaptive Desktop does not login a user as a part of the CTI functionality. Call Control is taken for a user already logged in to an extension.
- Option for re-scheduling the second call in a multi number campaign is greyed out.
- There is no preparation time for the second call in a multi number campaign if the first call is not answered it is dialled directly after the first call is unanswered.
- The CLID for Alternative Numbers do not show the Management Console Historical Single Campaign Report.

2.3. Support

For technical support on NMS Adaptive products please contact the NMS Adaptive support team at:

Web address	:	http://www.nms-adaptive.com/support-options.html
Telephone	:	+44 845 612 4000
Email	:	support@nms-adaptive.com

3. Reference Configuration

Figure 1 shows the network topology for compliance testing. NMS Adaptive Predictive Dialler which resides on a Windows 2003 Server with IP Office TAPI3 Service Provider to provide a CTI connection to Avaya IP Office. Avaya 2400 Series digital deskphones are associated with Adaptive Desktop operators/users giving each Adaptive Desktop user telephony functionality from the IP Office. Avaya H.323 IP deskphones can also be used to provide telephony functionality.

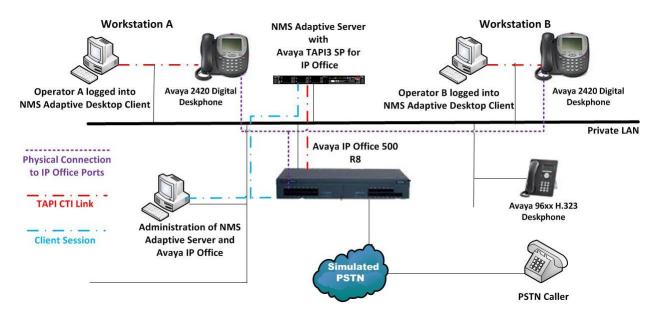


Figure 1: Connection of NMS Adaptive Progressive Dialler with Avaya IP Office R8.0

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office 500	Avaya IP Office R8.0.16
Avaya 96xx H.323 Deskphone	Avaya H323 IP Office Firmware Ha96xxua3_Hbas.bin
Avaya 2420 Digital Extension	N/A
Avaya TAPI3 Telephony Service Provider Client for IP Office Installed on Adaptive Server.	Avaya TSPI3w.tsp 1.0.0.17
Platform Independent Server with Windows 2003 Server O/S and NMS Adaptive Server.	NMS Adaptive Progressive Dialler Release 9.4
Client Workstation with Windows XP and NMS Adaptive Desktop	NMS Adaptive Desktop Release 9.4

5. Configuration of Avaya IP Office

IP Office is administered using IP Office Manager installed on a client PC. It is assumed that a fully working IP Office is in place with extensions and users preconfigured. This section shows what changes to the IP Office configuration is required for NMS Adaptive Progressive Dialler to interoperate correctly with IP Office.

Note: A user must be logged into the extension before the Adaptive Desktop can assume control of the extension.

5.1. Configuration of Avaya IP Office Users

Each user needs to be configured to allow the do not disturb feature. Click on **User Rights** in the left window select the user right associated with the users. In the example below this is called **Agent**. Under the **User** tab ensure **Enable do not disturb** is ticked as shown. Enter a suitable name for the User rights as this will be referenced in the User configuration to follow. Click **OK** once the information is entered correctly (not shown).

Manager 00E007	02D89A [8.0(16)] [Administrato	or(Administrator)]		
File Edit View Tools Help				
🗄 00E00702D89A 🛛 👻 User Rights	Agent	_ <mark>_</mark> 2 ₪ - 🖬 🗖	💽 🖬 🚹 🗸 🖉 🖾	
IP Offices			Agent	
89025 Occ Inspect 89500 paul89500 89901 popey 89107 SIP Handset 500 TAPI:500 501 TAPI:501 502 TAPI:502 503 TAPI:503 89020 Voicemail 2 89020 Voicemail 2 89301 Voicemail SIP1 89302 Voicemail SIP1 89303 Voicemail SIP2 89303 Voicemail SIP2 89303 Voicemail SIP3 HuntGroup (5) X Short Code (66) X WanPort (0) Directory (0) Time Profile (0) Y Frewall Profile (1) Y Profile (0) Y Account Code (0) Y Licence (58) Y Tunnel (0)	User ShortCodes Button Pr Name Agent Locale Priority 5 Do not disturb Enable do not disturb	rogramming Phone Manager	Telephony User Rights Membership N Not part of User Rights Not part of User Rights Not part of User Rights Not part of User Rights	/oicemail
E leg User Rights (8)				Error List
	Configuration Ite	Record De	scription	

Expand on **User** in the left window and select the user to modify. Under the **User** tab in the right window ensure that **Working hours User Rights** is set to that user rights configured above.

IP Offices	****			(P)				xtn89	10: 8910	
🖃 🖞 User (51) 💌	User	Voicemail	DND	ShortCode	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming
User (51) NoUser RemoteManager 204 Extn204 205 Extn205 206 Extn206 207 Extn207 208 Extn208 8004 Extn8004 89000 Extn89000 89001 Extn89001 89002 Extn89003 89004 Extn89003 89004 Extn89003 89004 Extn89003 89004 Extn89007 89005 Extn89007 89007 Extn89007 89007 Extn89007 89007 Extn89007	System Profile Da T User F	Phone Riç evice ype	jhts	None Telew Re En En En En Ex	Source Numbers orker User ceptionist able one-X Portal Se able one-X TeleCom able Remote Worker Directory a 2420 ng hours User Right	n vices muter r	Forwarding	Dial In	Voice Recording	Button Programming
89012 Extn89012	Workin	ng hours ti	ime profi	le <non< td=""><td>e></td><td></td><td></td><td></td><td>~</td><td></td></non<>	e>				~	
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89016 Extn89016 89017 Extn89017 89018 Extn89018 89018 Extn89018 9010 Extn8910	Out of	[:] hours Us	er Rights	;					×	

6. Installation and Configuration of Avaya IP Office TAPI3 Service Provider

TAPI3 Service Provider is included in the IP Office CTI Link Software Development Kit (SDK) located on the DevConnect website (<u>http://www.avaya.com/gcm/master-usa/en-us/corporate/alliances/devconnect/index.htm</u>) under the product name IP Office. Once downloaded the install is initiated by running **TAPI3Install.exe** as shown below.

Computer	🕒 Back + 🕤 + 🏂 🔎 Searc	NE CHENNESSEE	š 🤌 🗙 🍤 🔛		
	Address C:\Documents and Set			1	1 .
	Name	Size	Туре	Date Modified	Attributes
utty.exe			File Folder	07/11/2011 13:47	
	🚺 🚞 Samples		File Folder	07/11/2011 13:47	
	🔄 🎯 Autorun.inf	1 KB	Setup Information	03/10/2001 11:41	A
	📓 🗿 go	1 KB	Shortcut to Program	03/10/2001 17:31	А
	go.bat	1 KB	Windows Batch File	12/12/2001 16:38	А
Network Places	index.htm	4 KB	HTML Document	12/06/2006 10:26	A
Addees	🗐 readme.txt	1 KB	Text Document	22/10/2003 12:59	А
0	🗐 readme-DevConnect.txt	1 KB	Text Document	12/07/2006 13:38	A
A	TAPI3Install.exe	3,637 KB	Application	22/10/2003 16:19	A

To configure the TAPI Service Provider, navigate to **Control Panel** and right click on **Phone and Modem Options** and properties as highlighted below.



Click on the **Advanced** tab and highlight **Avaya IP Office TAPI3 Service Provider** and click **Configure**.

T D I I I Advanced	
ialing Rules Modems Advanced	
The following telephony providers are	e installed on this computer:
Providers:	
Avaya IP Office TAPI3 Service Provider	
Microsoft H.323 Telephony Service Provider Microsoft HID Phone TSP	
Microsoft Multicast Conference TAPI Service F	Provider
NDIS Proxy TAPI Service Provider TAPI Kernel-Mode Service Provider	
Unimodem 5 Service Provider	
A <u>d</u> d	<u>R</u> emove <u>C</u> onfigure

Enter the IP Office IP address into the **Switch IP Address** box. Select **Third Party** and enter the IP Office Administrators password into the **Switch Password** box. Ensure **WAV Users** and **ACD Queues** are ticked as shown below.

aya TAPI3 config	uration	
Switch IP Address	192.168.30.31	Cancel
C Single User		
User Name		
User Password		
Third Party		
Switch Password		
	Ex Directory Users	
	🔽 WAV Users	
	ACD Queues	

7. Configuration of NMS Adaptive Progressive Dialler

This section outlines the steps necessary to configure the NMS Adaptive Progressive Dialler to enable the Adaptive Desktop users use the Avaya IP Office deskphones in a progressive dialling outbound campaign. All configuration changes on the Adaptive Server are done through Adaptive Management Console installed on the Adaptive Server.

Note: Installation of the Adaptive CTI software is outside the scope of this document, for additional information regarding the installation please see **Section 10** of these Application Notes.

7.1. Configuration of NMS Adaptive CTI Gateway

The steps below describe the configuration for Adaptive CTI Gateway. This configuration enables the Adaptive Suite to communicate with IP Office via TAPI. Open the program Adaptive Management Console as shown below.

Manage Your	Server Server	er
Command Pro	1 Windows Catalog	•
/ Windows Expl	🌯 Windows Update	+
Adaptive Deskti	Accessories Administrative Tools	• •
Notepad	 Dell Accessories Startup 	•
Adaptive Manaç Console	 Symantec Client Security WinPcap 	*
Adaptive Predic	🛅 WinZip 🛅 Wireshark	Adaptive Desktop
WordPad	 Wisdom-soft ScreenHunter 5 F Internet Explorer 	ree Adaptive Management Console
Paint	 Outlook Express Remote Assistance 	Adaptive Predictive Dialler Oninstall Adaptive Call Recorder
All Programs	Adaptive Microsoft SQL Server 2005	Vininstall Adaptive Server

Enter the appropriate credentials into the Adaptive Management Console login screen as shown.

Adaptive Management Console	SHARING 🔻 💷 🗆 🗙
Eile View Config Server Activity Real-Time Histor	ical <u>D</u> isplay <u>W</u> indow <u>H</u> elp
1 🖉 📚 🍘 🔌 🗐 🖉	
Adaptiv	e Management Console 💽 SHARING 🥌 🗙
Please e	enter your user name and password.
User na	me: Administrator
Passwo	id:
	OK Cancel Help

Once logged in configure the CTI Gateway Service by clicking on **Config** in the toolbar at the top of the screen and under **System** select **CTI Gateway Service** as shown below.

Maaptive 🚮	Management Console		SHARING 👻 💶 🗖 🗙
	Config Server Activity B Users and Teams Message Rules Dialling Campaigns Macros and Screen Pops	eal-Time Historical Display Window Help	
	System	Queues Server Service <u>CTI Gateway Service</u> Messaging Processor Service SQL Exporting Service <u>Web Gateway Service</u> Message Database <u>A</u> dministrator Adaptive <u>Helper Service</u>	

The Adaptive CTI Gateway Configuration window opens. Select Client Server Comms tab and select TAPI 3rd Party for the Telephone system as highlighted below. Click Settings to configure the TAPI Settings.

Adaptive Management Console	SHARING -
Eile Yiew Config Server Activity Real-Time Historical Display Window Help	
Adaptive CTI Gateway Configuration	ব
Blending Banned Numbers Busy Lamp Field Restrictions Extensions Client Server Comms CLI Matching and Contacts List Do-Not-Disturb	
Communication with Adaptive Desktop	
Use IP address: Use host name: NMS_TEST_Server auto-detect	
Port number: 54321	
Use default telephone extension numbers for users	
Communication with the telephone system	
Telephone system: TAPI 3rd Party Settings	
Adaptive Switch Simulator Go Connect Inter Tel Axxess	
TAPI 3rd Party	
OK Cancel Apply Help	

The **TAPI** (**Third Party**) **Settings** window opens. Click the **Avaya IP Office** button under the **Line device identification** tab and click **OK** to submit. All other entries are default.

Ble	e device identification	OND settings	Trace information (diag	gnostics) (pns
CI _I	Click one of the following I	buttons to appl	y preset values:	ф
or [AASTRA		Panasonic KX-	TD
-	Alcatel		Panasonic KX-	TDA
. [Avaya IP Office		Samsung OFFICE	SERV
ort	LG IPECS		Siemens Hi-Path	170
	LG LDK / ipLDK		Siemens ECSTA	150
ion 🔽	Prefix extension number	s with this strin	g: IP Office Phone:	
ele (•	No suffix (ignore charac	ters after the e	(tension number)	
el€	No suffix (ignore charac	ters after the e	(tension number)	
ele (•	No suffix (ignore charac	ters after the e	(tension number)	

Click on **Dialling properties** on the **Adaptive CTI Gateway Configuration** window as shown below.

Blending B Client Server Com	anned Numbers ms CLIMa	Busy Lamp Field F atching and Contacts I		Extension: Do-Not-Disturb
Communication with Use IP address: Use host name: Port number:	Adaptive Desktop	er auto-	detect	
🗖 Use default telep	phone extension num	bers for users		
Communication with	the telephone susten			
Communication with Telephone system:	the telephone system TAPI 3rd Party Dialling propertie	<u> </u>	Settings	

Prefix numbers for outside lines and appended numbers are added for the system on this screen. The information added here is non-specific as it is unique for each site. Once the relevant information is added, click **OK** and **OK** on the **Adaptive CTI Gateway Configuration** window, as shown.

Blending	Banned Numbers Busy Lamp Field Restrictions Extension
	rver Comms CLI Matching and Contacts List Do-Not-Disturb
	Dialling Properties
Communi	Append digits or characters to all outbound dialled numbers
C Use II	✓ When the dialled number is longer than this many digits: 4
Use F	append these characters (and then dial): #
Port numt	
· or maine	- Special measures when dialling external numbers
🗖 Use c	Identify a dialled number as external (i.e. not a local extension) if it
	C starts with these digits:
	 is longer than (digits): 5
Communi	in which case:
Telephon	before dialling, always prefix with these digits:
	C always use this account code:
	OK Cancel
_	

7.2. Configuration of NMS Adaptive Progressive Dialler Campaign

Open the Adaptive Management Console as described in **Section 7.1**. Select **Config** in the tool bar and click on **Dialling Campaigns** as shown below.

🚰 Adaptive Management Console	- O ×
Eile View Config Server Activity Real-Time Historical Display Window Help	
Users and Teams Message Rules	
Dialling Campaigns	
System	
Allows to create and organize campaigns and assign them to queues 32% Free Space	

Enter a suitable **Name** for the **Campaign**.

👎 Adaptive Campaign Editor - Campaign	1	
<u>File E</u> dit <u>View C</u> ampaign <u>W</u> indow <u>H</u> elp		
🖹 🕼 😓 🚽 🗎	- 🕹 🔁 🔶 🧬 🕤	
🚆 Campaign 1		
Name: New Progressive Campaign		
Calls to make:		
Telephone number Contact Name		
E.	1	

14 of 30 AdpPRO_IPOR8 Select **Campaign** from the top toolbar and **Settings** as shown below.

	jile <u>E</u> dit <u>V</u> iew	<u>Campaign</u> <u>W</u> indow <u>H</u> elp	,
	Campaign1	Import from File Import from Clipboard Export	
		<u>R</u> emove Duplicates	
Alt+Enter	Name: New Calls to make:	Assign Campaign	
		Settings Alt+Enter	
	Telephone nur	Settings Alt+Enter	

Under the **Predictive Dialler** tab, ensure that **Make this a predictive dialler campaign** is not ticked as shown.

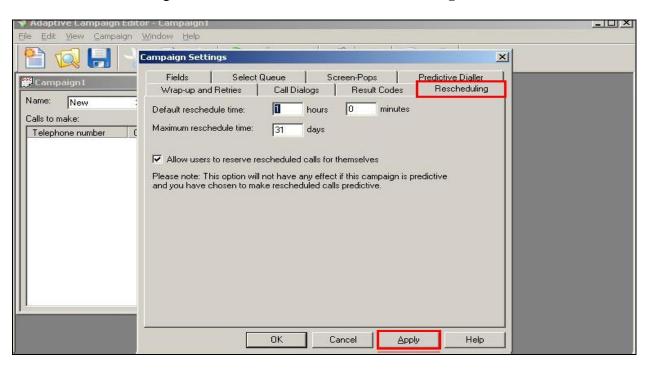
Adaptive Campaign Edito		-0×
	Campaign Settings	
Campaign1 Name: New progressive Calls to make: Telephone number C	Wrap-up and Retries Call Dialogs Result Codes Rescheduling Fields Select Queue Screen-Pops Predictive Dialler Make this a predictive dialler campaign Galls per free user: 3 Dialling mode Overdial Predictive - talk time (seconds): 30 Rescheduling Make rescheduled calls progressive Make rescheduled calls predictive	
	Reschedule abandoned calls (predictive) Retry answered abandoned calls after: 72 Hours OK Cancel Apply Help	

Click on the **Wrap-up and Retries** tab. Select a suitable **Call preparation** and **Wrap-up** time. This is selected to give users a fixed time in seconds before the outbound call is made and again after the outbound call is finished. Select a suitable **Retry count** for both **Engaged** and **Unanswered calls**. Click **Apply** once the configuration is inputted correctly.

Adaptive Campaign Editor	/indow Help	<u>_0×</u>
Campaign1 Name: New Calls to make: Telephone number (Image: Section	
	Unanswered Retry count: 11 Delay between retry attempts (minutes): 0 Classify a call as unanswered if it rings for more than: 21 seconds OK Cancel Apply Help	

The Predictive Dialler fields such as **Contact Name** or **Telephone Number** can be altered or added to by selecting the icon highlighted below in the **Fields** tab. These fields will be evident in **Section 7.3** when adding calls to a campaign.

Adaptive Campaign Editor	a sector of the	-	-		
	ampaign Settings	- 1		1	×
Campaign1 Name: New		Call Dialogs Queue S	Result Codes creen-Pops	Rescheduling Predictive Dialler	
Calls to make:	Fields: Field Name				
Telephone number	Telephone Number Contact Name	Telep Stand	hone number ard		
		OK 1	Cancel Ap	ply Help	



The default rescheduling time can be altered under the **Rescheduling** tab.

Once a call is completed a result code must be entered to report on how the call was finished, for example if the agent made a sale or if the customer was not interested or perhaps would require a call back in the future. Click on **Result Codes** tab and select the icon highlighted to **Add result code**. Enter a suitable **Meaning** and choose an **Action** from the drop-down menu. Click **OK** once completed.

😽 Adaptive Campaign Edito	Discourse and the second s				<u> </u>
Eile Edit View Campaign V	Vindow Help ampaign Settings Fields Se Wrap-up and Retries Users may use the follo	llect Queue Call Dialogs wing result codes: aning (text)	Action Wrap		
		OK	Cancel	ply Help	

Select the queue to which the Progressive Campaign belongs to under the **Select Queue** tab, click **Apply** once selected.

Adaptive Campaign Edit		
	ampaign Settings	X
Campaign1		Rescheduling
Calls to make:	Queue: Default	
	Please select the queue for this campaign. The campaign will NOT be added to the queue until you select Assign Campaign	
	OK Cancel Apply	Help

7.3. Adding callers to a campaign

Click on the icon highlighted below to add some users/numbers to the progressive campaign.

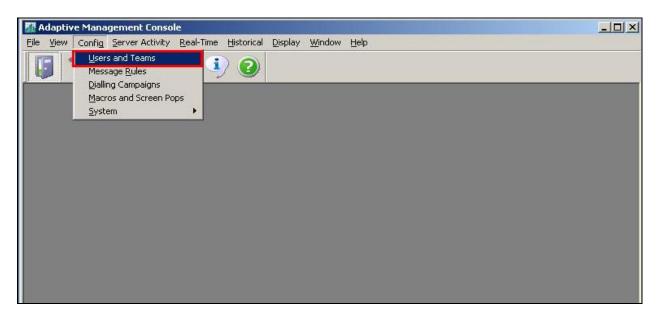
💎 Adaptive Campaign Editor - Campaign	1		
<u>File Edit View Campaign Window H</u> elp			
🗎 🐼 🔚 👆 🗈 f	i 🕹 🖆 🔶 🧔	⅔ 💽 🧐 😨	
Campaign1			
Name: New Progressive Campaig Calls to make:	n		
Telephone number Contact Name			
J.P.			

Note the fields present in the Add Call window. These fields correspond to those added in the **Section 7.2** above. Click on OK once completed. Any number of calls can be added to the campaign.

Madaptive Campaign Editor - Co	ampaign1			_ _ _ _ _ _ _ _ _ _ _
Eile Edit View Campaign Windo	w <u>H</u> elp			
) 🔁 😡 🛃 👆 i		🖹 🔶 🗳	3	
📴 Campaign1	Add Call			×
Name: New	Telephone number:	0871234567		-
Calls to make:	Contact name:	Paul		
Telephone number Contact	Custom fields		2	-
		OK Car	ncel	
			<u> </u>	

7.4. Adding Adaptive Users

Open the Adaptive Management Console as described in Section 7.1. Under Config on the top toolbar select Users and Teams highlighted below.



Select the Users tab and click on the Add button highlighted below.

Adaptive Management Cons	Configuration Editor	<u>? ×</u>	<u> </u>
Ele View Config Server Activity	Users Teams The following users can log in: Add Name Team	Edit Remove	
	Log out selected users		
	OK Cancel Ap	ply Help	

The Add User window is opened, under the Name and Details tab enter a suitable Name and Password and click Apply.

Adaptive Management Cons	.dd User	<u>-</u> .×
File View Config Server Activity	Name and Details Queues Macros Permissions Email Permissions Name: Op A Password:	
	Custom (email) address Use display name (above) as "From" on emails sent by this u Emails sent by this user will appear to be from: Email address: Custom (email) signature for this user (if required):	ser
	Font Selection	Help

Select the **Queues** tab and click on the icon highlighted below. The **Select Retrieval or Forwarding Queues** window is opened. Select the required queue that will be associated with the new user and click **OK**.

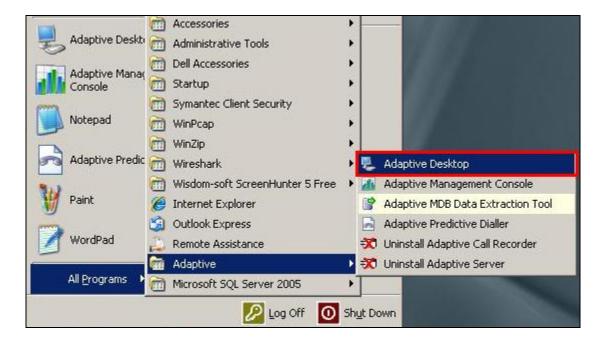
Adaptive Management Cons Elle View Config Server Activity	Add User	<u>.</u>
The Texa could Severy work	Name and Details Queues Macros Permissions Email Permissio	
	Select Retrieval or Forwarding Queues Select one or more queues from the list below, then click OK: Default Undeliverable	
	OK Cancel	
	User-specific blending time: -1 seconds	Help

Click on the **Permissions** tab and select the **Module Permissions** required for the user, the example below shows all possible modules selected for the user. Click on **OK** once selected.

Adaptive Management Cons Add User	?×
Elle View Config Server Activity Image: Ser	
WebChat Use Management Console Restrict Access to Historical Call Record Additional Permissions OK Cancel Apply	ng Report Help

7.5. Configure Adaptive Desktop

Open Adaptive Desktop as shown below.



This opens the Adaptive Desktop window as shown.



Click on the Login Icon highlighted. This opens the Adaptive Desktop – User Login window, Enter the required User name and Password and click OK.

	Adaptive Des	ktop - User Login SHARING 💌 🔀	
	Please enter yo	our user name and password.	and the second se
	User name: Password:	Ор А	
Adaptive Desktop Ele Message View Help Image: Second Seco	in usin	Progressive Dialling Predictive Dialling WebChat gin options the Adaptive Desktop starts on this computer, automatically log	

Once **OK** is clicked above the **Set Telephone Extension** window opens. Enter the IP Office extension that is to be associated with the Adaptive Desktop operator and click **OK**.

	Set Telephone	Extension		SHARING V	×		
	Enter your teleph xxxx	one extension number ir		on this computer			
Adaptive Desktop Ele Message View Help		17A (2) @0	BA) <u> </u>		1	×1
Not logged in			0 0				

Once logged in information on **messages**, **calls**, and **Call Queue** is displayed as highlighted below.

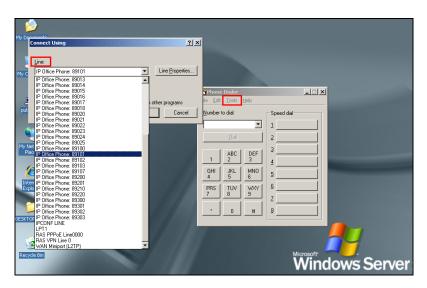
Adaptive Desktop - Op A - <automatic> e Message View Help</automatic>		
3 8 8 8	00000	
al 0 messages, 0 calls Call Queue -> 0, 0		

8. Verification Steps

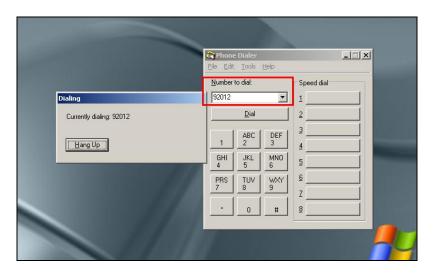
This section illustrates the steps necessary to verify that the NMS Adaptive Progressive Dialler is connected to the IP Office correctly.

8.1. Verify that Avaya IP Office TAPI Service Provider is running correctly

Open **Phone Dialer** (Windows program installed on all Windows platforms) on the Evolution Server where TAPI is installed. Click on the Tools menu and select **Connect Using**. Another box opens as shown below. Open the **Line** dropdown box and all the IP Office users should here as an available line to use.



Choose any line and in the box **Number to dial** enter a valid IP Office extension number as shown below and click **Dial**. The **Phone Dialer** should successfully call the chosen extension number.



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8.2. Verify that NMS Adaptive Server has CTI functionality

Open Adaptive Management Console as shown in **Section 7.1**. Click on **Server Activity** in the top menu and **Telephone Events** as shown below.

🚮 A	daptiv	e Mana	gement Consol	e					
Eile	⊻iew	Config	Server Activity	<u>R</u> eal-Ti	me	Historical	Display	Window	Help
		7	Message Pro						
			D <u>a</u> ta Controll <u>W</u> eb Gatewa CR Archive	y	•				

Telephone Events and status are displayed in the CTI Gateway window as shown below.

Adaptive Management Console			SHARING V
e <u>V</u> iew Config <u>S</u> erver Activity <u>R</u> eal-Tim	ne <u>Historical Display</u> <u>Window</u> <u>H</u>		
CTI Gateway		SHARING - ? - C ×	
Telephone Events and status		Save output to file	
Initialising telephone system - please wait 2011/11/17 16:08:19 lineInitializeEx() succer 2011/11/17 16:08:19 Found 17 devices 2011/11/17 16:08:19 lineNegotiateAPIVersion for device 0 returner 2011/11/17 16:08:19 lineNegotiateAPIVersion for device 1 returner 2011/11/17 16:08:19 ineNegotiateAPIVersion for device 1 returner 2011/11/17 16:08:19 I Connected users and extensions	ThreadProc beginning d 8000000c (-2147483636), dwAPI∨e		
User	Extension	Status	
Op A Op B administrator	8910 8911	Available Available Logout	
•		E	

8.3. Verify Progressive Dialler is configured correctly

Open the Adaptive Management Console as described in Section 7.1. Click on Historical in the top toolbar and select Campaigns \rightarrow Single Campaign Report highlighted below.

Management Console				
File View Config Server Activity Real-Time	Historical Display	Win	ndow <u>H</u> elp	
🕼 🏷 🍔 🏷 🍕	<u>U</u> sers Extensions Call <u>R</u> ecordings	*		
	<u>C</u> ampaigns	•	Single Campaign Report	
	Predictive Dialler	*	Call Duration By User	
	Queues	•	Call Duration By <u>R</u> esult	
	<u>S</u> erver	+	Multi Campaign Report	

Select the campaign to report on from the Select Campaign window and click OK.

🚮 Adaptive Management Conso	le			_ 🗆 ×
Eile View Config Server Activity	Real-Time Historical Display	<u>Window</u> <u>H</u> elp		
5 😴 😹 🖓 🚺)			
	Select Campaign		×	
	Select one campaign from the fol	lowing list:	Delete	
	Name		sults	
	Progressive Outbound Test C			
	Progressive Uutbound Lest L	4/18/2012 2:46:34 PM 2		
	OK	Cancel		

A report on the desired campaign showing the details of calls made will be shown like the example below.

								ų.
Outbound dial	Number	Name	Engaged	Unanswered	Rescheduled	Result		
2012/04/18 14:4 2012/04/18 14:4		Russell Dave	0 0	0 0	0	Uncoded Uncoded	0	

9. Conclusion

As illustrated in these Application Notes the procedures for configuring NMS Adaptive Progressive Dialler to interoperate with Avaya IP Office R8.0. Using the configuration described in these Application Notes, an outbound progressive dialling campaign was setup and outbound calls were tested. During compliance testing, all test cases were completed successfully any observations are outlined in **Section 2.2**.

10. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <u>http://support.avaya.com</u>.

- [1] TAPI Link installation Doc #15-601034 Issue 11d
- [2] TAPI Link Doc # 15-601035 Issue 11f
- [3] IP Office R8 Doc library

The following NMS Adaptive product documentation can be found at http://nms-adaptive.com/downloads/

[1] Adaptive Software Suite – User Guide

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