**Avaya Solution & Interoperability Test Lab**

# Application Notes for Initiative Software synTelate with Avaya Proactive Contact and Avaya PG230 Gateway - Issue 1.0

## Abstract

These Application Notes describe the configuration steps required for Initiative Software synTelate to successfully interoperate with Avaya Proactive Contact 3.0.1 (PC3) and Avaya PG230 Gateway. synTelate is a call centre scripting application for creating inbound and outbound campaigns and consists of the synTelate Designer and the synTelate Agent. synTelate Agent 3.0 was compliance tested against Avaya PC3 with Avaya PG230 Gateway.

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


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# 1. Introduction

These Application Notes describe a compliance tested configuration comprised of Avaya PC3 with Avaya PG230 Gateway, and Initiative Software synTelate 3.0.

synTelate is a call centre scripting application for creating inbound and outbound campaigns, and consists of the synTelate Designer and the synTelate Agent. synTelate Agent 3.0 was compliance tested against Avaya PC3 with Avaya PG230 Gateway. In the configuration described in these Application Notes, synTelate uses the Avaya PC3 Agent API to communicate with Avaya PC3. synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens. The synTelate database consists of client records that are used during inbound and outbound campaigns. The Avaya PC3 call list is mapped to the synTelate database.

Proactive Agent Blending (PAB) focuses on outbound calls and releases agents, when an inbound call enters the monitored hunt group queue on Avaya Communication Manager. PAB is achieved with Computer Telephony Interface (CTI). A Telephony Server Application Programming Interface (TSAPI) link is configured between Avaya PC3 and Avaya Application Enablement Services (AES). The two modes that were tested during compliance testing were proactive outbound dialing and proactive agent blending. The TSAPI link is used with the Proactive Agent Blending feature on Avaya PC3 to allow agents to handle both inbound and outbound calls. synTelate agent interfaces to Avaya PC3 via the Avaya PC3 Agent API DLL. The Avaya PC3 Agent API defines a set of messages exchanged between the synTelate agent application and the Avaya PC3 server over a TCP/IP socket connection to control the agent's work session. This allows synTelate to perform operations such as logging in and out the agent, joining a job, changing the agent state, handling calls and setting completion codes. When Avaya PC3 gives control over to the Avaya Communication Manager during Blending for inbound calls (synTelate agent switches to Inbound) the Agent API does not provide notification of incoming calls. Therefore, synTelate used a TSAPI link to the AES to receive inbound call events and to control the call (answer, hold, retrieve, hangup etc.) until the synTelate agent is switched back to outbound again. In the tested configuration, outbound, inbound, managed and blended jobs were supported by synTelate.

The configuration shown in Figure 1 consists of Avaya PC3 with an Avaya PG230 Gateway to make the outbound and transfer calls. The System Controller is a CPU (HP-C8000 processor), and runs the UNIX operating system. It executes the dialing application software PC3 which drives the entire system. The CPU is connected to the other components of the system via an Ethernet network connection. The Avaya PG230 Gateway places calls, performs call progress analysis, answers calls, connects calls to agents or hold queues, plays messages, and communicates with the System Controller. The Avaya PG230 Gateway is comprised of the Digital Switch Cardfile, the I/O Transition Module, and the switch power supplies.


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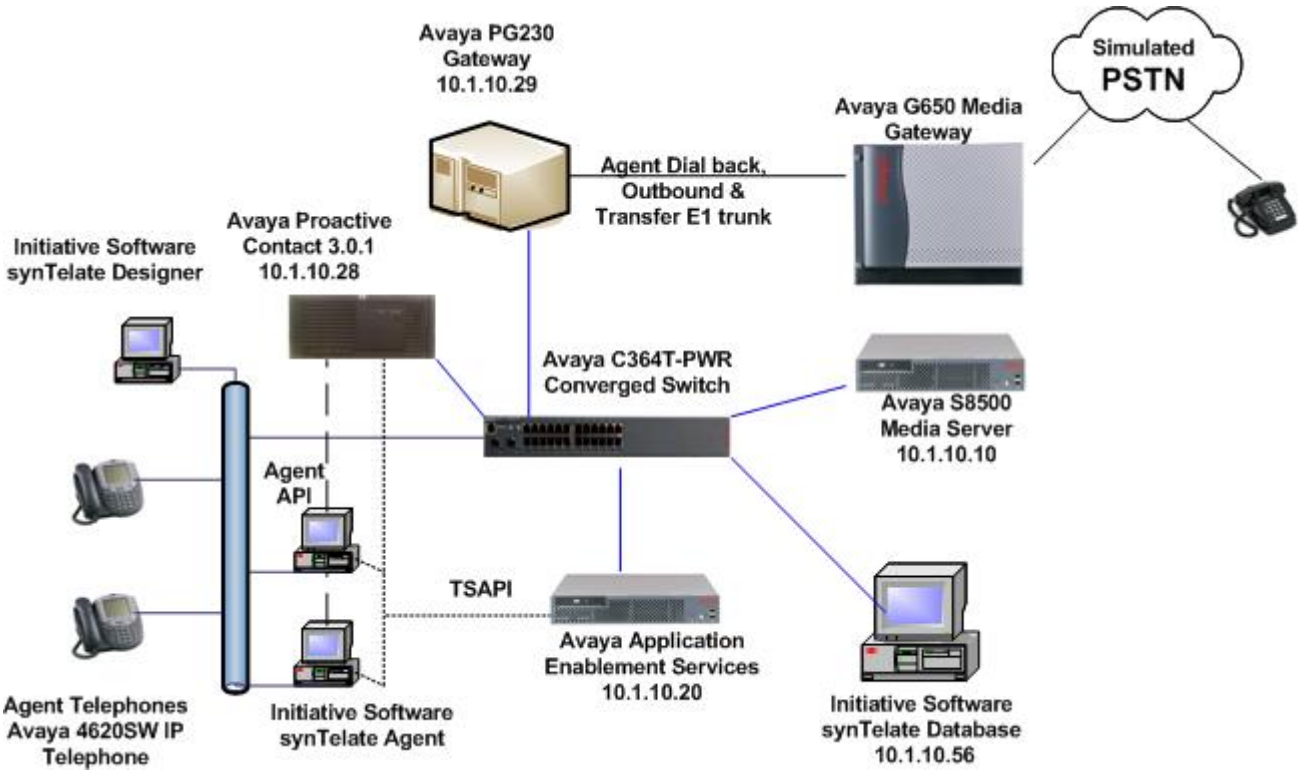


**Figure 1: Avaya Proactive Contact 3.0.1 with Avaya PG230 Gateway and synTelate 3.0 Compliance Test Configuration**

## 2. Equipment and Software Validated

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

| Equipment | Software |
|---|---|
| Avaya Proactive Contact 3.0.1 | 3.0.1 |
| Avaya PG230 Gateway<br>Digital Switch power supply and card cage | <br>15.3.1 |
| Avaya PC3 Agent API | 3.0.0.37 |
| Avaya Application Enablement Services | 3.1.2 |
| Avaya S8500 Media Server running Avaya Communication Manager 3.0 | 3.1.2 (R013X.01.2.632.1) |
| Avaya G650 Media Gateway<br>DS1 Interface TN2464BP | <br>HW5 FW19 |
| Avaya C364T-PWR Converged Stackable Switch | 4.3.12 |
| Avaya 4620SW IP Telephones | 2.3 |
| synTelate Agent and Designer<br>running on Dell Workstation 370 | 3.0<br>Windows XP Professional, Service Pack 2 |
| synTelate Database | Microsoft SQL 2000 |


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# 3. Configure Avaya Proactive Contact 3.0

There are three possible system deployments of Avaya PC3:

- Avaya Proactive Contact with CTI
- Avaya Proactive Contact with Avaya PG230 Gateway
- Avaya Proactive Contact with the traditional system cabinet

The compliance testing was configured with Avaya Proactive Contact with Avaya PG230 Gateway. The PAB of Avaya PC3 integrates outbound calling activities on Avaya PC3 with inbound calling activities on the contact centre functionality of Avaya Communication Manager. These Application Notes assume that Avaya PC3 and Avaya PG230 Gateway are configured and operational for outbound, blended and managed jobs. The following features should have already been configured on Avaya PC3. For all other provisioning information, please refer to Avaya Communication Manager product documentation in Section 11.

- Proactive Agent Blending
- Completion Codes
- Agent Owned Recall
- Recall/Callback
- Agent Playable Message
- Autowrap
- Job Linking
- Shadow Jobs
- Native Voice and Data Transfer (Supervised Transfer)

## 3.1. 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 folder on the Avaya PC3 server. The following highlighted fields were mapped to the synTelate fields in Section 6.1, Step 9.

```
RECLEN:990:
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:
```


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# 4. Configure Avaya Communication Manager

The following steps provide an overview of the configuration of the DS1 trunks and contact centre functionality needed on Avaya Communication Manager to support PAB feature for Avaya PC3. It is assumed that the basic configuration of Avaya Communication Manager has been properly configured and is operational. For more information, please refer to Avaya Communication Manager product documentation in Section 11.

## 4.1. Configure DS1 Trunks

An E1 QSIG trunk for agent dial back, outbound and transfer calls was configured between Avaya Communication Manager and Avaya PG230 Gateway. The physical link was between Avaya PG230 Gateway and the Avaya G650 Gateway as shown in Figure 1.

| Step | Description |
|---|---|
| 1. | Enter the **add ds1 n** command, where **n** is an unused board location number. Configure the following on Page 1 of the DS1 CIRUIT PACK screen.<br><br>• **Name** – enter a descriptive name.<br>• **Line Coding** – set to "hdb3".<br>• **Signaling Mode** – set to "isdn-pri".<br>• **Connect** – set to "pbx".<br>• **Interface** – set to "peer-master".<br>• **Peer Protocol** – set to "Q-SIG".<br><br>add ds1 01A08 Page 1 of 1<br>DS1 CIRCUIT PACK<br><br>Location: 01A08 **Name: PC3 trunk**<br>Bit Rate: 2.048 **Line Coding: hdb3**<br><br>**Signaling Mode: isdn-pri**<br>**Connect: pbx** **Interface: peer-master**<br>TN-C7 Long Timers? n **Peer Protocol: Q-SIG**<br>Interworking Message: PROGress Side: a<br>Interface Companding: alaw CRC? n<br>Idle Code: 01010100 Channel Numbering: timeslot<br>DCP/Analog Bearer Capability: 3.1kHz<br><br>T303 Timer(sec): 4<br><br>Slip Detection? y Near-end CSU Type: other |


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2. Enter the **add trunk-group n** command, where **n** is an available trunk group number. Configure the following, on Page 1 of the TRUNK GROUP screen.

- **Group Type** – set to "isdn".
- **Group Name** – enter a meaningful name.
- **TAC** – enter a Trunk Access Code that is valid under the provisioned dial plan.
- **Carrier Medium** – set to "PRI/BRI".
- **Service Type** – set to "tie".

```
add trunk-group 46                                      Page   1 of  21
                                TRUNK GROUP

Group Number: 46                    Group Type: isdn          CDR Reports: y
  Group Name: PC3 trunk                      COR: 1        TN: 1        TAC: 746
   Direction: two-way        Outgoing Display? n       Carrier Medium: PRI/BRI
 Dial Access? y                Busy Threshold: 255      Night Service:
Queue Length: 0
Service Type: tie                    Auth Code? n            TestCall ITC: rest
                         Far End Test Line No:
TestCall BCC: 4
```

3. On the Page 2 of the TRUNK GROUP screen, set the **Supplementary Service Protocol** to "b", and the **Disconnect Supervision** – **In** to "y" and **Out** to "y".

```
add trunk-group 46                                      Page   2 of  21
      Group Type: isdn

TRUNK PARAMETERS
         Codeset to Send Display: 6     Codeset to Send National IEs: 6
        Max Message Size to Send: 260   Charge Advice: none
  Supplementary Service Protocol: b     Digit Handling (in/out):
enbloc/enbloc

            Trunk Hunt: cyclical                    QSIG Value-Added? n
                                                  Digital Loss Group: 13
Incoming Calling Number - Delete:     Insert:                 Format:
              Bit Rate: 1200         Synchronization: async    Duplex: full
 Disconnect Supervision - In? y  Out? y
 Answer Supervision Timeout: 0
```


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4. Enter the **add signaling-group n** command, where **n** is an unused signalling group number. Configure the following, on Page 1 of the SIGNALING GROUP screen.

- **Group Type** – set to "isdn-pri".
- **Primary D-Channel** – enter the DS1 board number followed by 16.
- **Supplementary Service Protocol** – set to "b".

```
add signaling-group 46                                        Page   1 of   1
                                SIGNALING GROUP

Group Number: 46          Group Type: isdn-pri
                 Associated Signaling? y          Max number of NCA TSC: 0
                    Primary D-Channel: 01A0816     Max number of CA TSC: 0
                                                  Trunk Group for NCA TSC:
   Trunk Group for Channel Selection: 46      X-Mobility/Wireless Type: NONE
      Supplementary Service Protocol: b
```

5. Enter the **change trunk-group n** command, where **n** is the trunk group number configured in Step 2. On Page 3 of the **trunk-group** form, configure the following:

- **Port** – enter the DS1 board number followed by the trunk member number. The number of ports configured should be coordinated with the number of trunks available to the Avaya PG230 gateway.
- **Sig Grp –** enter the number of the signaling group configured in Step 4.

```
change trunk-group 46                                         Page   5 of  21
                                TRUNK GROUP
                                Administered Members (min/max):   1/30
GROUP MEMBER ASSIGNMENTS            Total Administered Members:  30

       Port    Code Sfx Name        Night           Sig Grp
  1: 01A0801  TN2464                                  46
  2: 01A0802  TN2464                                  46
  3: 01A0803  TN2464                                  46
  4: 01A0804  TN2464                                  46
  5: 01A0805  TN2464                                  46
  6: 01A0806  TN2464                                  46
```


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## 4.2. Configure Contact Centre Functionality for Proactive Agent Blend

In a Proactive Agent Blending system, agents log in to the Avaya Communication Manager contact centre and to Avaya PC3. Avaya PC3 via the CTI link monitors the activity on Avaya Communication Manager contact centre 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.

| Step | Description |
|---|---|
| 1. | The screens in this section are from the System Access Terminal (SAT). Log in with the appropriate credentials. Verify that the Avaya Communication Manager license has proper permissions for features illustrated in these Application Notes. Enter the **display system-parameters customer-options** command. On the OPTIONAL FEATURES screen, verify that **Computer Telephony Adjunct Links** is set to "y" as shown below. |
| 2. | On Page 6, in the CALL CENTER OPTIONAL FEATURES screen of the system-parameters customer options, verify the following bolded options are set to "y" as shown below. |

```
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
```

```
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
```


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3. Enter the **add cti-link n** command, where **n** is an available CTI link number. Enter an available extension number in the **Extension** field. Set **Type** to "ADJ-IP" and enter a descriptive name in the **Name** field. **Note:** This step assumes that the administration of the connectivity between Avaya Communication Manager and Avaya Application Enablement Services is already established. This can be confirmed by entering the command **status aesvcs link**.

```
add cti-link 3                                          Page   1 of   2
                                  CTI LINK
 CTI Link: 3
Extension: 13000
     Type: ADJ-IP
                                                                  COR: 1
     Name: TSAPI link 3
```

4. Below is a table of the VDN extensions, vector numbers, hunt groups and agent login extensions configured for the Proactive campaign during compliance testing. The VDN named "PC3 Acquire-Out" is used by Avaya PC3 to acquire the synTelate agents for outbound calls. The VDN named "PC3 Inbound" is configured to route inbound calls to the synTelate agents.

| **VDN Name** | PC3 Adjunct Route | PC3 Acquire-Out | PC3 Inbound |
|---|---|---|---|
| **VDN** | 17100 | 17101 | 17102 |
| **Vector** | 100 | 101 | 102 |
| **Skill Ext/ Huntgroup** | | 16101/101 | 16102/102 |
| **Agent Login** | | 15101 | 15102 |

5. 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 3. The vector below is configured with an **adjunct routing link** step. The command running in this step turns control of the call over to Avaya PC3 to make outbound calls.

```
change vector 100                                       Page   1 of   3
                                CALL VECTOR

    Number: 100              Name: PC3 Adjunct Rt
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 3
02 wait-time    2   secs hearing silence
03
```


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| | |
|---|---|
| 6. | Enter the **add vdn n** command, where **n** is an unused VDN. Configure a VDN for the vector administered in Step 5.<br><br>add vdn 17100 Page 1 of 2<br>VECTOR DIRECTORY NUMBER<br><br>Extension: 17100<br>Name: **PC3 Adjunct Route**<br>Vector Number: **100**<br><br>Meet-me Conferencing? n<br>Allow VDN Override? n<br>COR: 1<br>TN: 1<br>Measured: none<br><br>VDN of Origin Annc. Extension:<br>1st Skill:<br>2nd Skill:<br>3rd Skill: |
| 7. | Enter the **add hunt-group n** command, where **n** is an unused hunt group number. On page 1 of the HUNT GROUP screen, assign a **Group Name** and **Group Extension** valid under the provisioned dial plan. Set the following bolded options to "y" as shown below.<br><br>add hunt-group 101 Page 1 of 3<br>HUNT GROUP<br><br>Group Number: 101 **ACD? y**<br>**Group Name: PC3 Aquire** **Queue? y**<br>**Group Extension: 16101** **Vector? y**<br>Group Type: ucd-mia<br>TN: 1<br>COR: 1 MM Early Answer? n<br>Security Code: Local Agent Preference? n<br>ISDN/SIP Caller Display:<br><br>On Page 2 of the HUNT GROUP form, set the **Skill** to "y" as shown below.<br><br>add hunt-group 101 Page 2 of 3<br>HUNT GROUP<br><br>**Skill? y**<br>AAS? n<br>Measured: none<br>Supervisor Extension:<br><br>Controlling Adjunct: none |
| 8. | Repeat the above step and create a hunt group with hunt-group extension 16102 for Inbound calls. |


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| | |
|---|---|
| 9. | Enter the **change vector n** command, where **n** is associated to hunt group 101 in Step 7. Enter the commands to queue to skill 101 as shown below.<br><br>change vector 101 Page 1 of 3<br>CALL VECTOR<br><br>Number: 101 Name: PC3 Aquire-Out<br>Attendant Vectoring? n Meet-me Conf? n Lock? n<br>Basic? y EAS? y G3V4 Enhanced? n ANI/II-Digits? n ASAI Routing? y<br>Prompting? y LAI? n G3V4 Adv Route? n CINFO? n BSR? n Holidays? n<br>Variables? n 3.0 Enhanced? n<br>**01 queue-to skill 101 pri h**<br>02 wait-time 999 secs hearing silence<br>03<br>04 |
| 10. | Repeat Step 9 to modify Vector 102. |
| 11. | Enter the **add vdn n** command, where **n** is an unused VDN number. On Page 1 of the VECTOR DIRECTORY NUMBER screen, assign a **Name** for the VDN and enter **Vector Number** "101" related to vector 101 administered in Step 9.<br><br>add vdn 17101 Page 1 of 2<br>VECTOR DIRECTORY NUMBER<br><br>Extension: 17101<br>**Name: PC3 Acquire-Out**<br>**Vector Number: 101**<br>Attendant Vectoring? N<br>Meet-me Conferencing? N<br>Allow VDN Override? N<br>COR: 1<br>TN: 1<br>Measured: none<br><br>1st Skill:<br>2nd Skill:<br>3rd Skill: |
| 12. | Create one additional VDN for the inbound VDN "17102" pointing to Skill 102 administered in Step 8 for Inbound calls. |


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| | |
|---|---|
| 13. | Enter the **add agent-loginID n** command, where **n** is a valid extension under the provisioned dial plan. Enter a descriptive name for the agent in the **Name** field. Set the **Auto Answer** to "all".<br><br>`add agent-loginID 15101 Page 1 of 2`<br>`AGENT LOGINID`<br><br>`Login ID: 15101 AAS? n`<br>`Name: agent 1 AUDIX? n`<br>`TN: 1 LWC Reception: spe`<br>`COR: 1 LWC Log External Calls? n`<br>`Coverage Path: AUDIX Name for Messaging:`<br>`Security Code:`<br>`LoginID for ISDN Display? n`<br>`Password:`<br>`Password (enter again):`<br>`Auto Answer: all`<br>`MIA Across Skills: system`<br>`ACW Agent Considered Idle: system`<br>`Aux Work Reason Code Type: system`<br>`Logout Reason Code Type: system`<br>`Maximum time agent in ACW before logout (sec): system`<br><br>On Page 2 of the AGENT LOGINID screen, specify the list of skills assigned to the login and the level for each in the **SN** and **SL** fields as shown below. Set the **SN** (Skill Number) field to vectors "101" and "102" created in Steps 9 and 10. Set the SL (Skill Level) field to "1".<br><br>`change agent-loginID 15101 Page 2 of 2`<br>`AGENT LOGINID`<br>`Direct Agent Skill:`<br>`Call Handling Preference: skill-level Local Call Preference? n`<br><br>`SN SL SN SL SN SL SN SL`<br>`1: 101 1 16: 31: 46:`<br>`2: 102 1 17: 32: 47:`<br>`3: 18: 33: 48:`<br>`4: 19: 34: 49:` |
| 14. | Repeat Step 13 for agent-loginID "15102". |


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| | |
|---|---|
| 15. | Extensions 10001 and 10002 were used as the agent physical telephone extensions during the compliance testing. It is assumed that stations are already administered on Avaya Communication Manager. The following buttons were assigned to each phone as shown below. Enter the **change station n** where "n" is the agent phone extension. On page 3 of the STATION form, configure the following button assignments.<br><br>• **aux-work** – agent is logged on to the phone for outbound calls.<br>• **auto-in** – agent goes to auto-in to accept inbound calls.<br>• **after-call** –when the agent is in wrap up state after the call has ended.<br>• **release** – to drop the call.<br><br>change station 10001 Page 3 of 4<br>STATION<br>SITE DATA<br>Room: Headset? n<br>Jack: Speaker? n<br>Cable: Mounting: d<br>Floor: Cord Length: 0<br>Building: Set Color:<br><br>ABBREVIATED DIALING<br>List1: List2: List3:<br><br>BUTTON ASSIGNMENTS<br>1: call-appr **5: aux-work** RC: Grp:<br>2: call-appr **6: auto-in** Grp:<br>3: call-appr **7: after-call** Grp:<br>4: call-fwd Ext: **8: release** |


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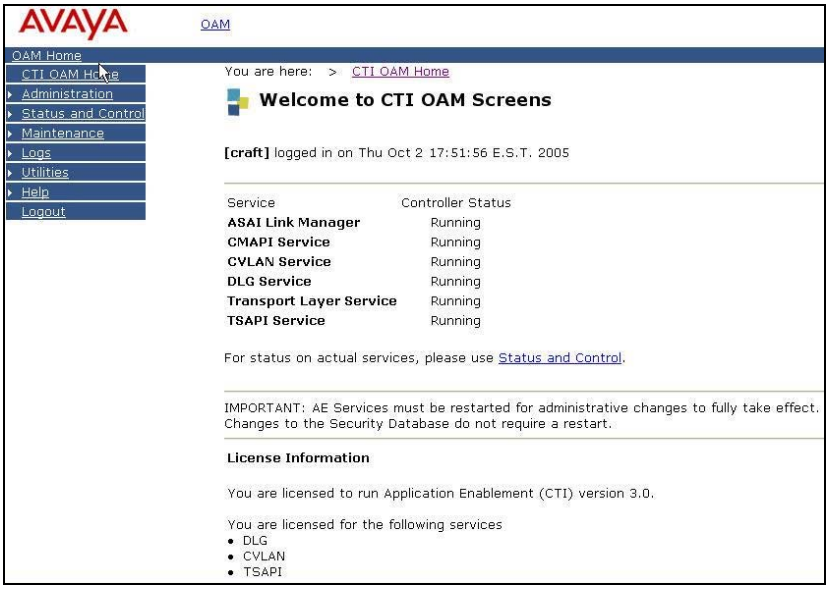
# 5. Configure Avaya Application Enablement Services

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.

| Step | Description |
|---|---|
| 1. | Access the AES Administration web interface, by entering http://<ip-addr>:8443/MVAP as the URL in an Internet browser, where <ip-addr> is the IP address of Avaya AES. Log in with the appropriate credentials to the Avaya AES Server OAM web interface (not shown) to verify that the Avaya AES license has proper permissions for features illustrated in these Application Notes. Form 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.  |

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| | |
|---|---|
| 2. | From the CTI OAM Home menu, select **Administration → CTI Link Admin → TSAPI Links**. Click on **Add Link** (not shown). In the Add/ Edit TSAPI Links page shown below, configure the **Link**, **Switch Connection** and **Switch CTI Link Number**. Click on **Apply Changes**.<br><br>• **Link:** Choose a link number between 1 and 16 that is available.<br>• **Switch Connection:** Select the appropriate previously configured switch connection to be used, from the drop down list**.**<br>• **Switch CTI Link Number:** Corresponding CTI link number configured in Section 4.1 Step 3.<br><br> |
| 3. | Navigate to the Tlinks screen by selecting **Administration → Security Database → Tlinks**. Note the value of the **Tlink Name**, as this will be needed by the synTelate Agent and Avaya PC3. The AES server automatically creates the Tlink Name shown below.<br><br> |


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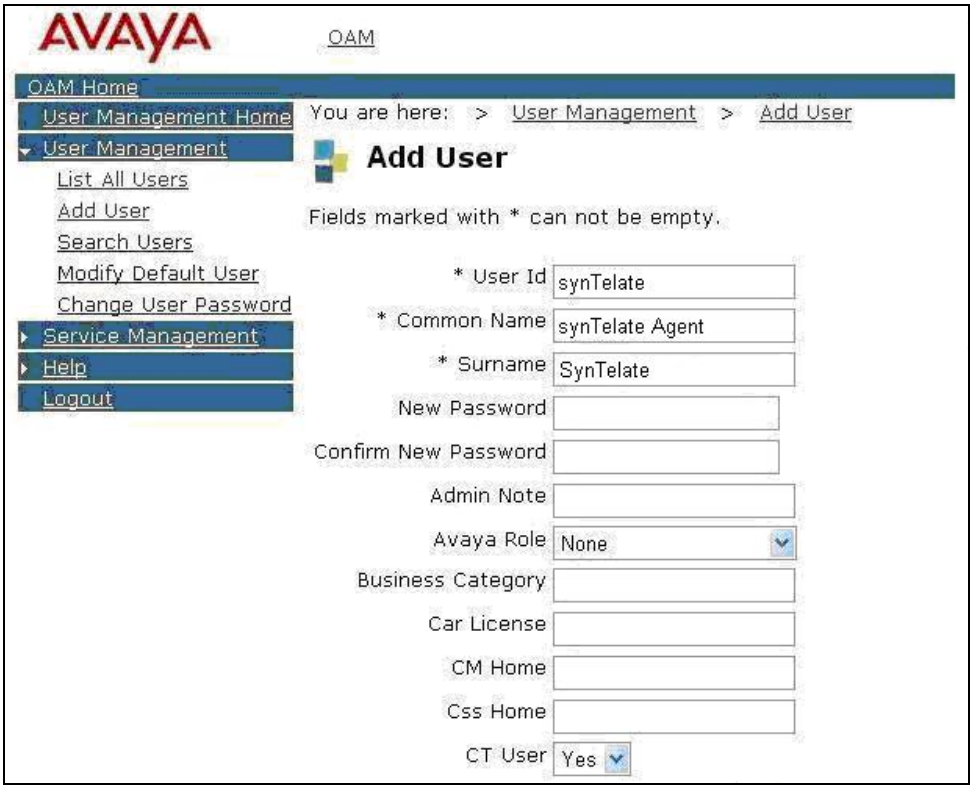
| | |
|---|---|
| 4. | A user ID and password must be configured for the synTelate Agent application and for Avaya PC3 (not shown) to communicate as a TSAPI Client with the AES server. Click on **OAM Home → User Management** and log into the User Management pages (not shown). Click on **User Management → Add User**. In the **Add User** screen, configure the following fields, as shown below.<br><br>• **User Id:** Enter a login name to be used by synTelate agents.<br>• **Common Name:** A descriptive name.<br>• **Surname:** A descriptive name.<br>• **User Password:** Enter a password to be used by synTelate agents.<br>• **Confirm Password:** Re-enter the password.<br>• **Avaya Role:** Use the default value of "None".<br>• **CT User:** Select "Yes" from the drop down list.<br><br>  |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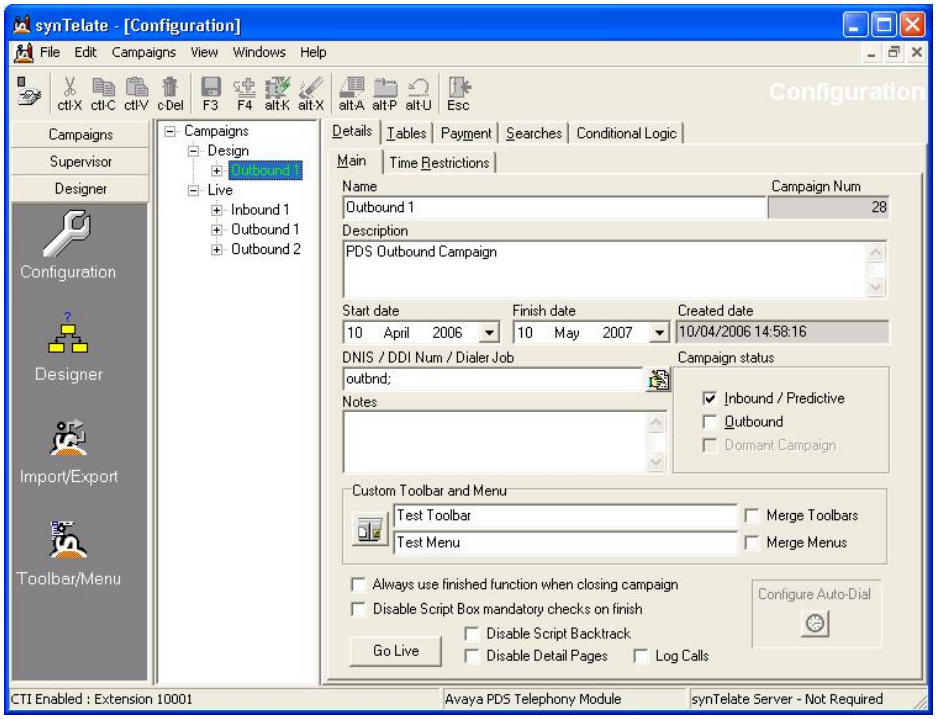
# 6. Configure synTelate

This section describes the steps for mapping the Avaya PC3 call list to synTelate database, synTelate CTI Configuration and the synTelate Agent configuration.

## 6.1. synTelate Database Field Mapping

The following steps describe the mapping of the Avaya PC3 call list to the synTelate database. The field mapping process describes the mapping of fields in the Avaya PC3 call list to corresponding fields in the synTelate database.

| Step | Description |
|---|---|
| 1. | From the synTelate Designer workstation, select **Start Menu → Programs → synTelate → synTelate Designer.** In the left panel, click on the **Designer** tab and from the Designer panel select **Configuration**.<br><br>Simple outbound and inbound campaigns were pre-configured as part of the compliance testing. Refer to Section 11 for synTelate documentation on configuring campaigns. Click **Campaigns → Design**. Highlight the design version of the outbound campaign "Outbound 1".<br><br>  |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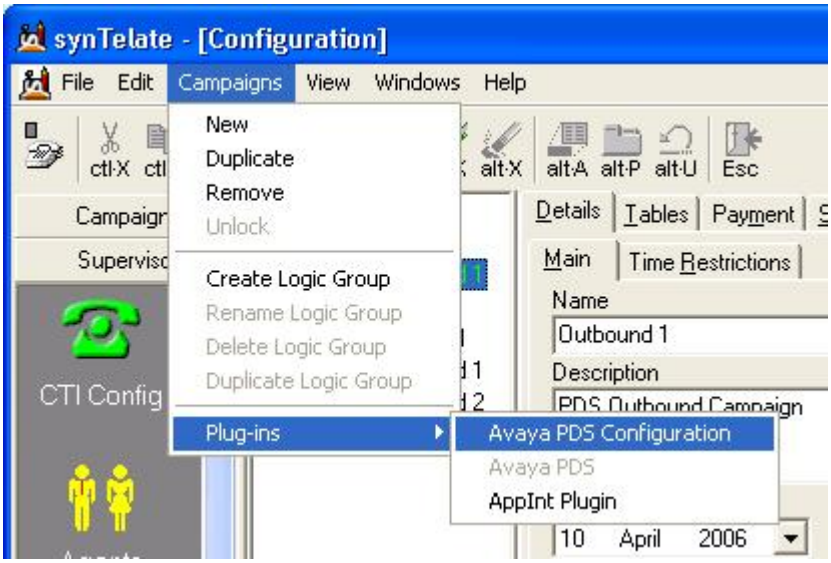
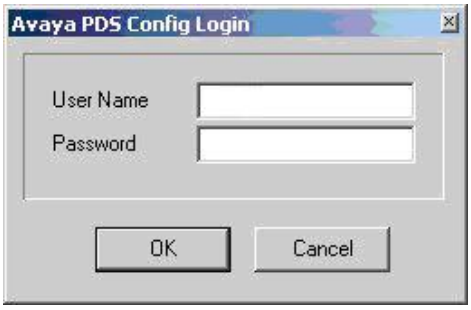
| | |
|---|---|
| 2. | From the synTelate taskbar, select **Campaigns → Plug-ins → Avaya PC3 Configuration**.<br>  |
| 3. | In the Avaya PDS Config Login dialog box that appears, enter a preconfigured PC3 agent **User Name** and appropriate **Password**. Click **OK**.<br>  |
| 4. | The synTelate agent checks the moagent32.ini file located in C:WINDOWS to obtain the Avaya PC3 IP address and port number. The lines in the moagent32.ini file are shown below.<br><br>[logon]<br>servername = 10.1.10.28<br>servicename = agent<br>portnumber = 22700<br>headset = |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| | |
|---|---|
| 5. | Right click in the **PDS Job Name** list box and click the green **tick** (check) button.<br> |
| 6. | All the jobs retrieved from the Avaya PC3 are listed in the **Add Job for campaign** dialog box that appears. Select a relevant job for the outbound campaign.<br> |


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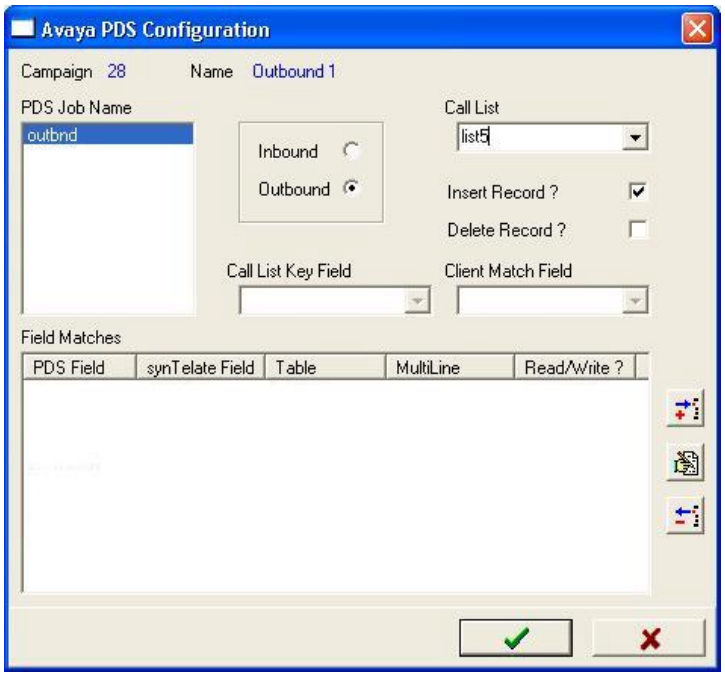
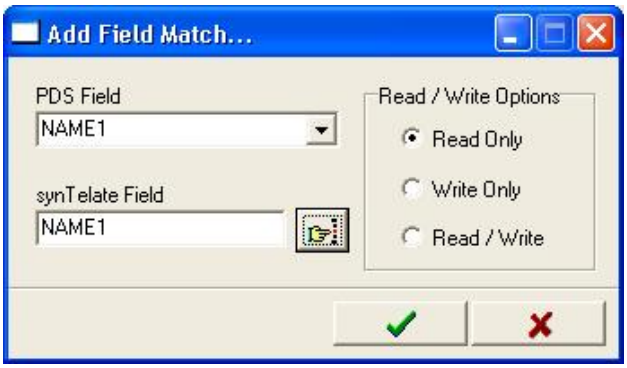
| | |
|---|---|
| 7. | Select the **Outbound** radio button. From the **Call list** drop down list, select "list5" and check the **Insert Record** box. The rest of the fields can be left with default values.<br>Click the button to choose the Avaya PC3 fields that will be mapped with the synTelate database field names.<br>  |
| 8. | Select the Avaya PC3 field from the **PDS Field** drop down list. In the **synTelate Field** click the button. From the dialog box that appears, select the corresponding synTelate field name to be mapped with the **PDS field** and click the green **tick** button. Select the appropriate Read / Write Options for the field and click the green **tick** button.<br>  |
| 9. | Repeat Steps 6 and 7 for each synTelate field name to be mapped with each relevant Avaya PC3 field listed in Section 3.1. |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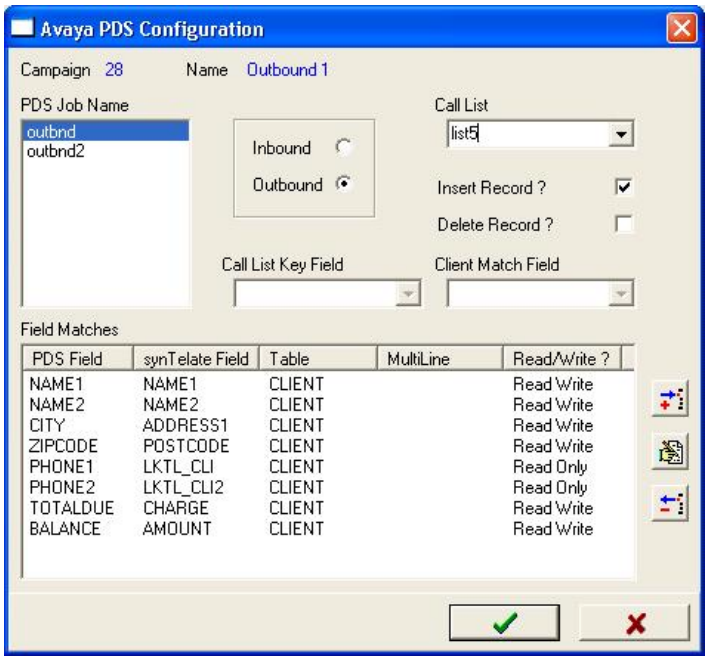
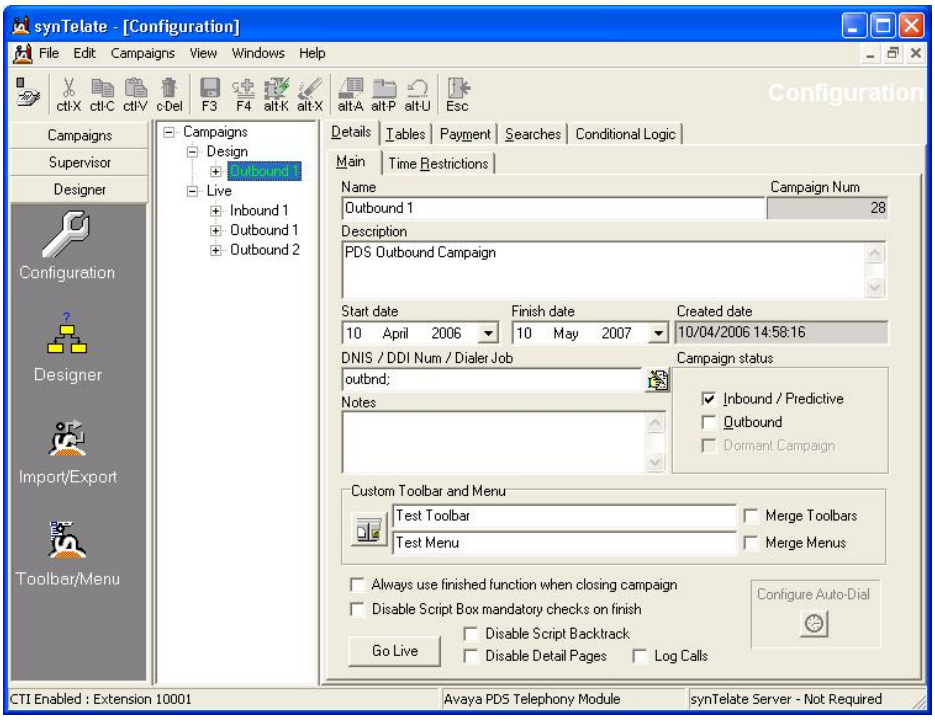
| | |
|---|---|
| 10. | The figure below shows the complete list of synTelate fields mapped to the relevant Avaya PC3 fields for the Outbound campaign job. Click the green **tick** button.<br>  |
| 11. | Click the **Go Live** button.<br>  |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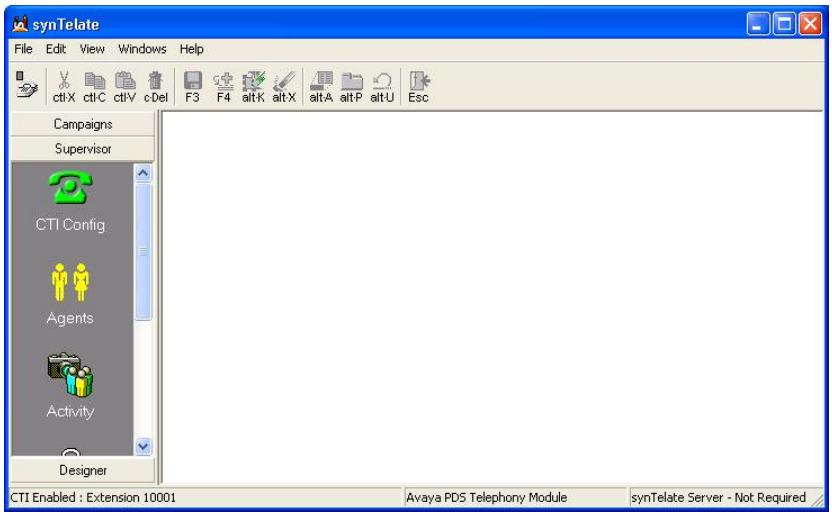
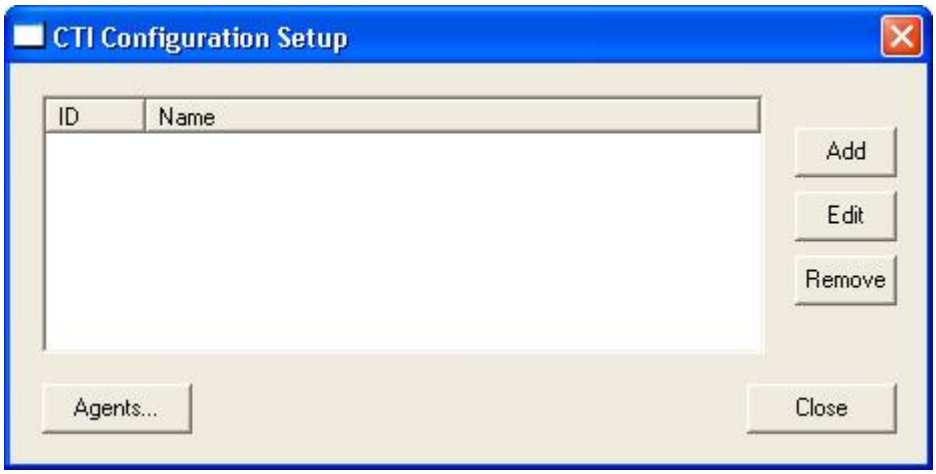
## 6.2. synTelate CTI Configuration

| Step | Description |
|---|---|
| 1. | From the synTelate Designer workstation, select **Start Menu → Programs → synTelate → synTelate Designer.** In the left panel, click on the **Supervisor** tab. From the **Supervisor** panel, select **CTI Config**.<br>  |
| 2. | Click the **Add** button in the **CTI Configuration Setup** dialog box.<br>  |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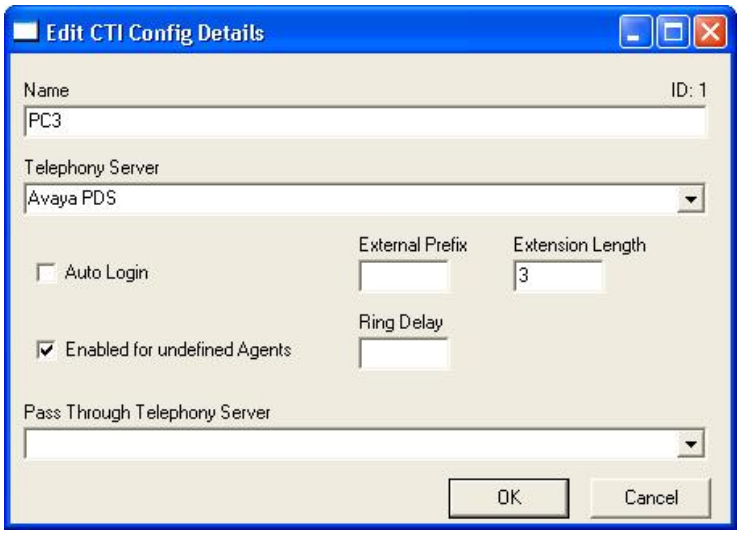
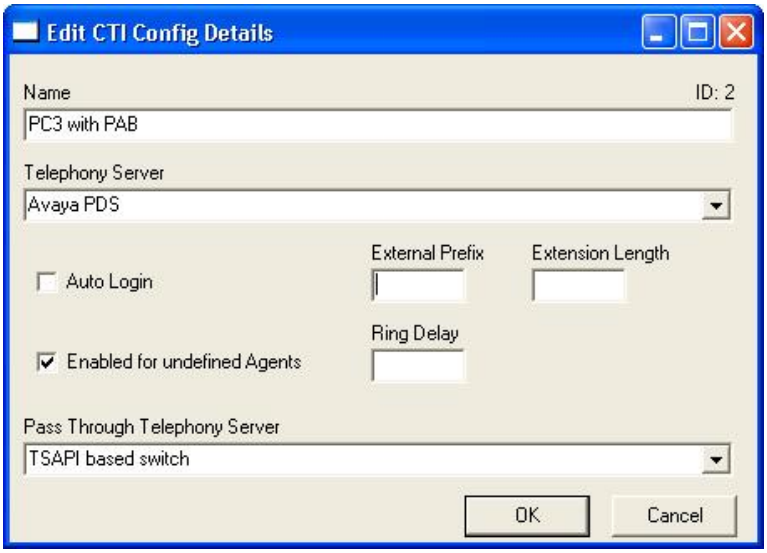
| | |
|---|---|
| 3. | Enter a unique name for proactive outbound dialing in the **Name** field. The name will be listed in the selection during the agent login in Section 6.3, Step 1. Select "Avaya PDS" in the **Telephony Server** drop down list. Uncheck the **Auto Login** box. Enter external prefix and extension length if configured in Avaya Communication Manager. The rest of the values can be left as default. Click **OK**.<br>  |
| 4. | Repeat step 3, for proactive agent blending. Enter a unique name for proactive agent blending in the **Name** field. The name will be listed in the selection during the agent login in Section 6.3, Step 1. Select "Avaya PDS" in the **Telephony Server** drop down list. Uncheck the **Auto Login** box. Enter external prefix and extension length if configured in Avaya Communication Manager. The rest of the values can be left as default. In the **Pass Through Telephony Server** drop down list, select "TSAPI based switch". Click **OK**.<br>  |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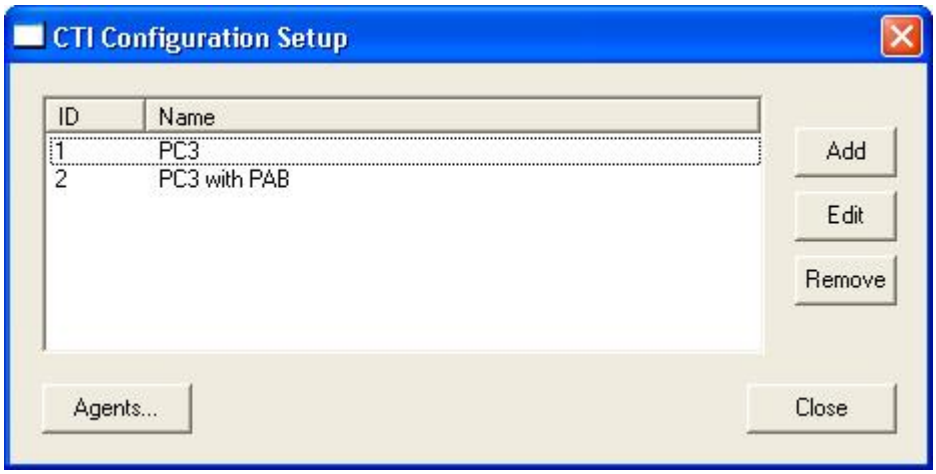
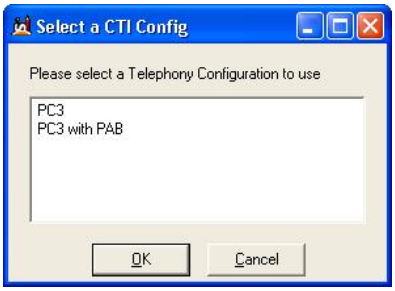
| | |
|---|---|
| 5. | Click **Close** once all changes have been made.<br>  |

## 6.3. synTelate Agent Application

| Step | Description |
|---|---|
| 1. | On the synTelate Agent PC, click on **Start Menu → Programs → synTelate → synTelate Agent.** Choose type of job. Click **OK**.<br>  |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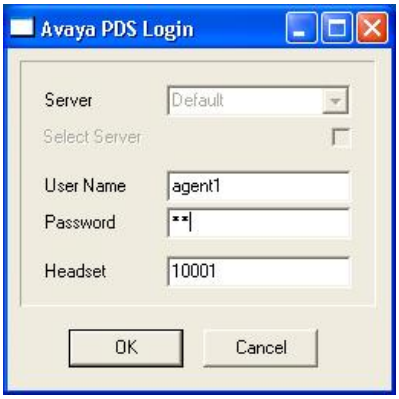
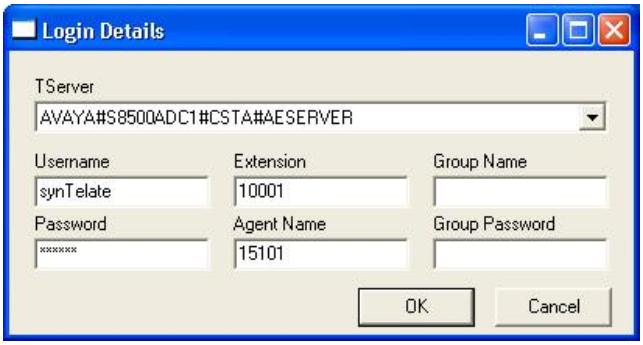
| | |
|---|---|
| 2. | If PC3 (proactive outbound dialing) is chosen from the options in the screen above, the dialog box below appears. Enter the agent details configured on Avaya PC3, enter the agent **User Name** and appropriate **Password**. In the **Headset** field, enter the extension configured in Section 4.2, Step 15. Click **OK**.<br>  |
| 3. | When logging in PC3 with PAB (Proactive Agent Blend mode), an additional login dialog for AES will appear as shown below. Select the Tlink shown in Section 5, Step 3. Enter **Username** and **Password** configured in Section 5, Step 4. Enter the **Extension** of agent telephone and agent login ID configured in Section 4.2, Step 13 in the **Agent Name** field. Click **OK**.<br>  |
| 4. | Click the telephone button icon on the toolbar as shown below and select **Ready** from the drop down menu that appears.<br> |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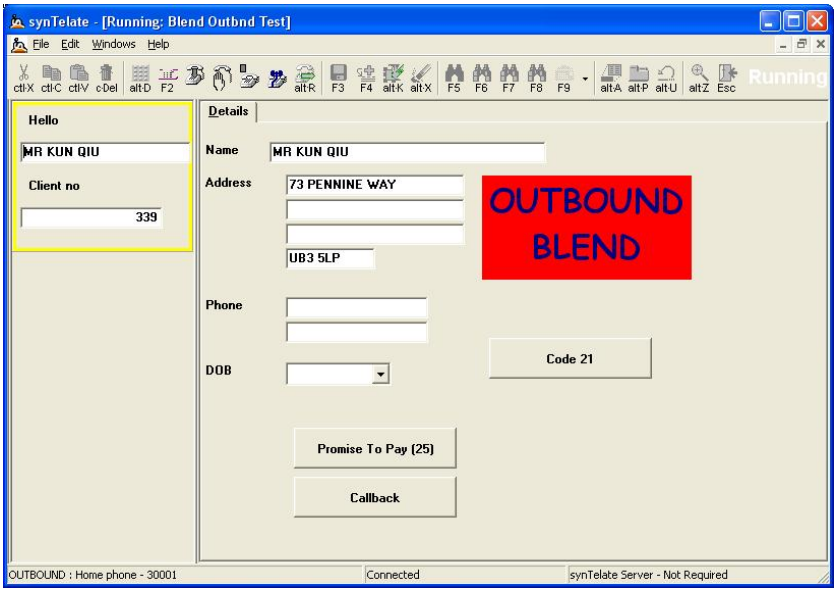
| | |
|---|---|
| 5. | Select job type and job name from the Campaign List dialog box. Click **OK**.<br> |
| 6. | The following screen displays an example of a customer record for a campaign. Refer to Section 11 for synTelate documentation on configuring campaigns.<br>  |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# 7. Interoperability Compliance Testing

The testing examined the synTelate Agent application interoperability with Avaya Proactive Contact 3.0.1 to handle both proactive outbound dialing and proactive agent blending. The majority of the testing focused on the ability of the synTelate Agent application to handle both inbound and outbound calls. Proactive Agent Blending made outbound calls and released agents to inbound only when inbound calls were made to the inbound VDN numbers configured.

## 7.1. General Test Approach

All feature test cases were performed manually to verify proper operation. The general test approach was to test the features on the synTelate agent that are supported with Avaya Proactive Contact 3.0.1.

- The following feature buttons on the synTelate agent were tested.
  - Login / Logout
  - Go Ready / Go Not Ready
  - Terminate Call
  - Release Call
  - Call Back
  - Agent Owned Recall
  - Play Message
  - Release Line
  - Hangup Line
  - Finish Item
  - Supervised Transfer (Native Voice Transfer)
  - Unsupervised Blind Transfer (Native Voice Transfer)
  - Cancel Supervised Transfer (Native Voice Transfer)
  - Hold/Unhold
  - Manual Call
  - Dial Digits
  - Transfer Call

- The following agent types were tested.
  - Outbound agent
  - Managed agent
  - Proactive agent blend

- Inbound calls to the synTelate agent were tested using the proactive agent blending feature of Avaya Proactive Contact 3.0.1.

## 7.2. Test Results

All tests passed. The synTelate agent application successfully handled both inbound and aubound calls from, inbound and outbound campaigns


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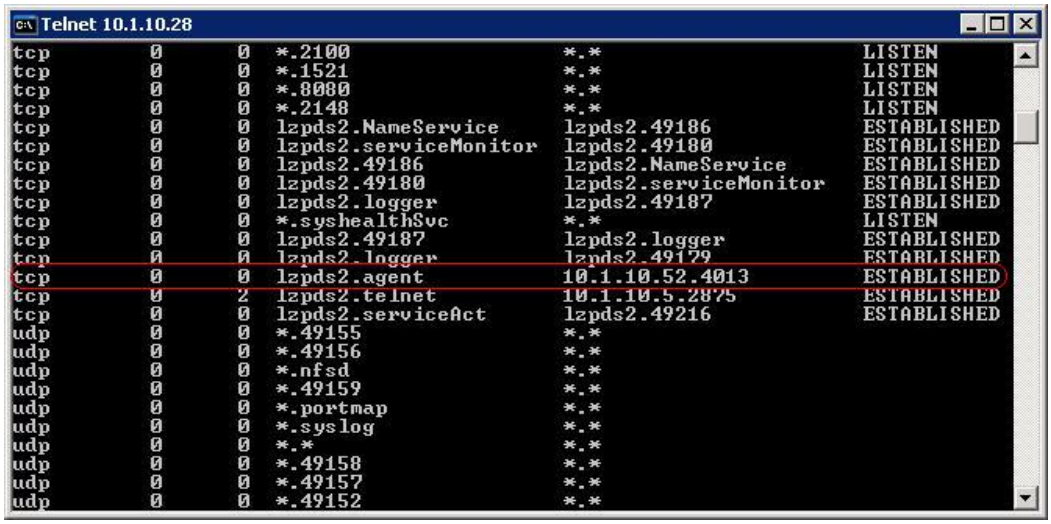
# 8. Verification Steps

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.

## 8.1. Verify Avaya Communication Manager and Avaya Enablement Services

The following steps can ensure that the communication between Avaya Communication Manager and the Avaya Application Enablement Services server is working.

| Step | Description |
|---|---|
| 1. | Verify that the service state of the TSAPI link is established.<br><br>`status aesvcs cti-link`<br><br>`AE SERVICES CTI LINK STATUS`<br><br>`CTI Link` `Version` `Mnt Busy` `AE Services Server` `Service State` `Msgs Sent` `Msgs Rcvd`<br><br>`1 4 no AEServer established 15 15`<br>**`3 4 no AEServer established 15 15`** |
| 2. | From the synTelate agent workstation, telnet to Avaya PC3. Enter the "**netstat –a**" command to verify the connection with Avaya PC3. The results of the "**netstat –a**" should show an **ESTABLISHED** synTelate agent connection.<br><br>  |

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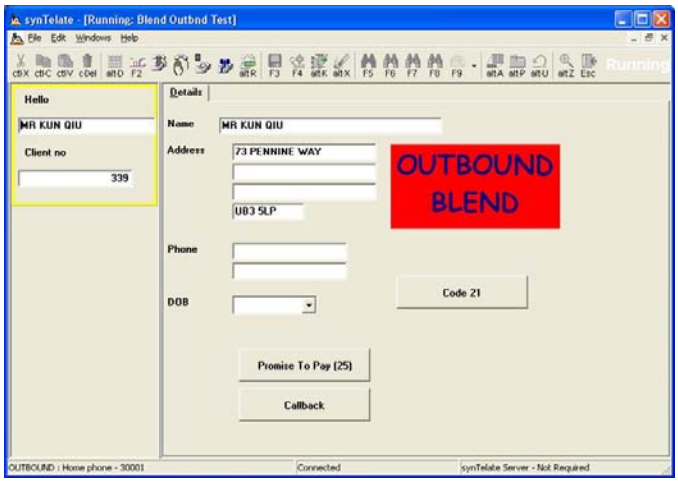
## 8.2. Verify synTelate Agent

| Step | Description |
|---|---|
| 1. | In the synTelate agent screen, click the telephone button icon on the toolbar as shown below and select **Ready** from the drop down menu that appears.<br> |
| 2. | Select job type and job name from the Campaign List dialog box. Click **OK**.<br> |
| 3. | The following screen displays an example of an outbound campaign customer record screen pop.<br>  |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# 9. 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://support.inisoft.co.uk/start.asp.

# 10. Conclusion

These Application Notes describe the required configuration steps for the synTelate Agent 3.0 application to successfully interoperate with Avaya Proactive Contact 3.0.1 and Avaya PG230 gateway. 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 the Avaya and Initiative Software product documentation that are relevant to these Application Notes.

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

- Avaya Application Enablement Services 3.1.2 Administration and Maintenance Guide, Document ID 02-300357, Issue 4, September 2006.
- Avaya Communication Manager (3.1.2), Media Gateways and Servers, Document ID 03-300151, Issue 5, February 2006.
- Avaya Proactive Contact 3.0 Administration (UNIX-based), October 2005; Doc ID: 07-300488
- Sample Avaya Proactive Contact 3.0 (PC3) with CTI Installation and Configuration, Issue 1.0, Avaya Solution and Interoperability Test Lab

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

- Installation and Administration guide for synTelate 3.0.


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