



Avaya Solution & Interoperability Test Lab

Application Notes for Inisoft synTelate Enterprise 4.4.6 with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Inisoft synTelate Enterprise 4.4.6 to interoperate with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3. Inisoft synTelate Enterprise is a scripting tool for creating campaigns for use on the contact center agent desktop.

In the compliance testing, Inisoft synTelate Enterprise used the Telephony Services Application Programmer Interface from Avaya Aura® Application Enablement Services to provide screen pop and call control via customized agent desktop.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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 for Inisoft synTelate Enterprise 4.4.6 to interoperate with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3. Inisoft synTelate Enterprise is a scripting tool for creating campaigns for use on the contact center agent desktop.

In the compliance testing, Inisoft synTelate Enterprise used the Telephony Services Application Programmer Interface (TSAPI) from Avaya Aura® Application Enablement Services to monitor agent stations, and to provide screen pop and call control via customized agent desktop.

The Inisoft synTelate Enterprise solution consists of the synTelate Designer, synTelate Enterprise, and a generic Database server. synTelate Designer is a graphical tool used to define the call flow and custom agent desktop screen.

2. General Test Approach and Test Results

The feature test cases were performed manually. Upon agent log in, synTelate Enterprise used TSAPI to snapshot device and query agent state, to log the agent into Communication Manager as needed, and to request monitoring.

For the manual part of the testing, incoming ACD calls were placed from the PSTN with available agents, and outbound calls were placed from the agent desktops. All necessary call actions were initiated from the agent desktops whenever possible.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to synTelate Enterprise.

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. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on synTelate Enterprise:

- Use of TSAPI query service to query agent states.
- Use of TSAPI event report service to monitor agent stations.
- Use of TSAPI set value service to set agent states, including login, logout, and work mode changes.
- Use of TSAPI call control service to support call control from the agent desktops.
- Proper handling of call scenarios involving inbound, outbound, internal, external, ACD, non-ACD, screen pop, drop, hold/resume, multiple calls, multiple agents, conference, transfer, long duration, pending aux work, and reason codes.

The serviceability testing focused on verifying the ability of synTelate Enterprise to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to synTelate Enterprise.

2.2. Test Results

All test cases were executed, and the following is an observation on synTelate Enterprise:

- The current version does not support screen pop of customer record at the transfer-to agent for the blind transfer scenario. The workaround is to manually retrieve the customer record or use attended transfer.

2.3. Support

Technical support on synTelate Enterprise can be obtained through the following:

- **Phone:** (603) 383-4999 or +44 (0) 141-552-8800
- **Email:** support@inisoft.co.uk

3. Reference Configuration

In the compliance testing, synTelate Designer was running on the supervisor PC, and synTelate Enterprise was running on each agent PC using the custom agent desktop screen developed by synTelate Designer. As shown in **Figure 1**, each synTelate Enterprise had a TSAPI connection to Application Enablement Services.

The detailed administration of basic connectivity between Communication Manager and Application Enablement Services, and of contact center devices are not the focus of these Application Notes and will not be described. The pre-existing contact center devices used in the compliance testing is shown in the table below.

Device Type	Extension
VDN	60001, 60002
Skill Group	65081, 65082
Supervisor	65000
Agent Station	65001, 65002
Agent ID	65881, 65882
Agent Password	65881, 65882

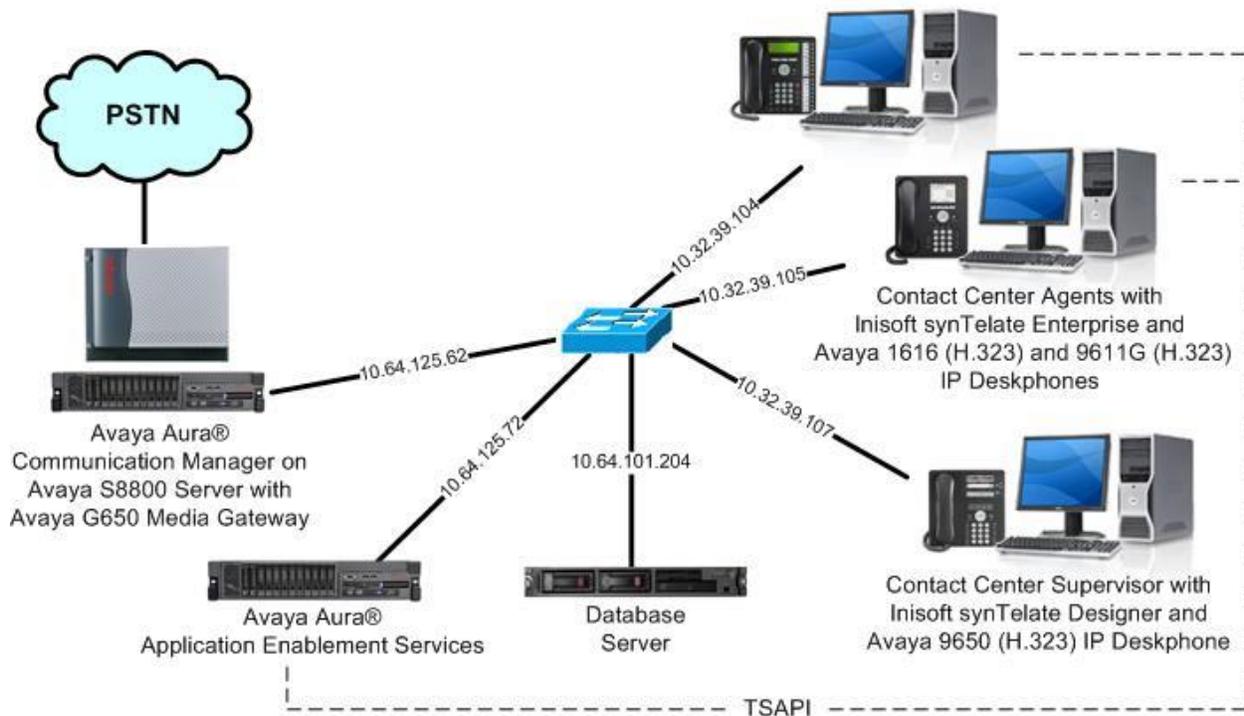


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager on Avaya S8800 Server with Avaya G650 Media Gateway	6.3.6 (R016x.03.0.124.0-21591)
Avaya Aura® Application Enablement Services	6.3.3 SP1 (6.3.3.1.10-0)
Avaya 1616 IP Deskphone (H.323)	1.350B
Avaya 9611G IP Deskphone (H.323)	6.4.0.14
Avaya 9650 IP Deskphone (H.323)	3.230A
Inisoft synTelate Enterprise on Microsoft Windows 7 Professional <ul style="list-style-type: none">Avaya TSAPI Windows Client (csta32.dll)	4.4.6.4 SP 1 6.3.0.334
Inisoft synTelate Designer on Microsoft Windows 7 Professional <ul style="list-style-type: none">SupervisorAvaya TSAPI Windows Client (csta32.dll)	4.4.6.4 SP1 4.2.4.0 6.3.0.334
Database Server on Microsoft Server 2008 <ul style="list-style-type: none">Microsoft SQL Server 2008 R2	R2 Datacenter 10.50.1600.1

5. Configure Avaya Aura® Communication Manager

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

- Verify license
- Administer CTI link
- Administer system parameters features
- Obtain reason codes

5.1. Verify License

Log in to the System Access Terminal to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the “display system-parameters customer-options” command to verify that the **Computer Telephony Adjunct Links** customer option is set to “y” on **Page 3**. If this option is not set to “y”, then contact the Avaya sales team or business partner for a proper license file.

```
display system-parameters customer-options                               Page 3 of 11
                                OPTIONAL FEATURES

Abbreviated Dialing Enhanced List? y                               Audible Message Waiting? y
Access Security Gateway (ASG)? n                                   Authorization Codes? y
Analog Trunk Incoming Call ID? y                                   CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? y                           CAS Main? n
Answer Supervision by Call Classifier? y                           Change COR by FAC? n
ARS? y Computer Telephony Adjunct Links? y
ARS/AAR Partitioning? y                                           Cvg Of Calls Redirected Off-net? y
ARS/AAR Dialing without FAC? n                                     DCS (Basic)? y
ASAI Link Core Capabilities? n                                     DCS Call Coverage? y
ASAI Link Plus Capabilities? n                                     DCS with Rerouting? y
```

5.2. Administer CTI Link

Add a CTI link using the “add cti-link n” command, where “n” is an available CTI link number. Enter an available extension number in the **Extension** field. Note that the CTI link number and extension number may vary. Enter “ADJ-IP” in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

```
add cti-link 2                                                       Page 1 of 3
                                CTI LINK

CTI Link: 2
Extension: 60100
Type: ADJ-IP
Name: AES CTI Link
                                COR: 1
```

5.3. Administer System Parameters Features

Use the “change system-parameters features” command to enable **Create Universal Call ID (UCID)**, which is located on **Page 5**. For **UCID Network Node ID**, enter an available node ID.

```
change system-parameters features                               Page 5 of 20
                        FEATURE-RELATED SYSTEM PARAMETERS

SYSTEM PRINTER PARAMETERS
  Endpoint:                               Lines Per Page: 60

SYSTEM-WIDE PARAMETERS
                        Switch Name:
  Emergency Extension Forwarding (min): 10
  Enable Inter-Gateway Alternate Routing? n
  Enable Dial Plan Transparency in Survivable Mode? n
                        COR to Use for DPT: station
  EC500 Routing in Survivable Mode: dpt-then-ec500
MALICIOUS CALL TRACE PARAMETERS
  Apply MCT Warning Tone? n      MCT Voice Recorder Trunk Group:
  Delay Sending RElease (seconds): 0
SEND ALL CALLS OPTIONS
  Send All Calls Applies to: station      Auto Inspect on Send All Calls? n
  Preserve previous AUX Work button states after deactivation? n
UNIVERSAL CALL ID
  Create Universal Call ID (UCID)? y      UCID Network Node ID: 27
```

Navigate to **Page 13**, and enable **Send UCID to ASAI**. This parameter allows for the universal call ID to be sent to synTelate Enterprise.

```
change system-parameters features                               Page 13 of 20
                        FEATURE-RELATED SYSTEM PARAMETERS

CALL CENTER MISCELLANEOUS
  Callr-info Display Timer (sec): 10
                        Clear Callr-info: next-call
  Allow Ringer-off with Auto-Answer? n

  Reporting for PC Non-Predictive Calls? n

  Agent/Caller Disconnect Tones? n
  Interruptible Aux Notification Timer (sec): 3
  Zip Tone Burst for Callmaster Endpoints: double

ASAI
  Copy ASAI UII During Conference/Transfer? y
  Call Classification After Answer Supervision? y
                        Send UCID to ASAI? y
  For ASAI Send DTMF Tone to Call Originator? y
  Send Connect Event to ASAI For Announcement Answer? n
```

5.4. Obtain Reason Codes

For contact centers that use reason codes, enter the “change reason-code-names” command to display the configured reason codes. Make a note of the reason codes, which will be used to configure synTelate Enterprise.

```
change reason-code-names                                     Page 1 of 1

                                REASON CODE NAMES

                                Aux Work/          Logout
                                Interruptible?

Reason Code 1: Comfort Break /n
Reason Code 2: Lunch Break /n
Reason Code 3: Training Session/n
Reason Code 4: End of Shift /n
Reason Code 5: /n
Reason Code 6: /n
Reason Code 7: /n
Reason Code 8: /n
Reason Code 9: /n

Default Reason Code:
```

6. Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services. The procedures include the following areas:

- Launch OAM interface
- Verify license
- Administer TSAPI link
- Disable security database
- Restart service
- Obtain Tlink name
- Administer synTelate user

6.1. Launch OAM Interface

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

The **Please login here** screen is displayed. Log in using the appropriate credentials.



The screenshot shows the Avaya Application Enablement Services Management Console login screen. The page features the Avaya logo in the top left corner and the title "Application Enablement Services Management Console" in the top center. A red horizontal bar spans the width of the page, with the word "Help" in the top right corner. In the center of the page, there is a light gray box containing the text "Please login here:" followed by a "Username" label and a text input field. Below the input field is a "Continue" button. At the bottom of the page, a red horizontal bar is present, and below it, the copyright notice "Copyright © 2009-2014 Avaya Inc. All Rights Reserved." is displayed.

The **Welcome to OAM** screen is displayed next.

The screenshot shows the Avaya Application Enablement Services Management Console. The top left features the Avaya logo. The main header reads "Application Enablement Services Management Console". On the right, a user information box displays: "Welcome: User", "Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20", "Number of prior failed login attempts: 0", "HostName/IP: aes_125_72/10.64.125.72", "Server Offer Type: VIRTUAL_APPLIANCE_ON_SP", "SW Version: 6.3.3.1.10-0", "Server Date and Time: Tue Nov 18 08:28:50 MST 2014", and "HA Status: Not Configured". A red navigation bar at the top contains "Home" on the left and "Home | Help | Logout" on the right. A left-hand menu lists various sections: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. The main content area is titled "Welcome to OAM" and contains the following text: "The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:" followed by a bulleted list: "• AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.", "• Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.", "• High Availability - Use High Availability to manage AE Services HA.", "• Licensing - Use Licensing to manage the license server.", "• Maintenance - Use Maintenance to manage the routine maintenance tasks.", "• Networking - Use Networking to manage the network interfaces and ports.", "• Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.", "• Status - Use Status to obtain server status infomations.", "• User Management - Use User Management to manage AE Services users and AE Services user-related resources.", "• Utilities - Use Utilities to carry out basic connectivity tests.", "• Help - Use Help to obtain a few tips for using the OAM Help system". Below the list, it states: "Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain."

6.2. Verify License

Select **Licensing** → **WebLM Server Access** in the left pane, to display the **Web License Manager** pop-up screen (not shown), and log in using the appropriate credentials.

The screenshot shows the Avaya Application Enablement Services Management Console with the "Licensing" section selected in the left-hand menu. The top right user information box is identical to the previous screenshot. The red navigation bar now shows "Licensing" on the left and "Home | Help | Logout" on the right. The main content area is titled "Licensing" and contains the following text: "If you are setting up and maintaining the WebLM, you need to use the following:" followed by a bulleted list: "• WebLM Server Address". Below that, it says: "If you are importing, setting up and maintaining the license, you need to use the following:" followed by a bulleted list: "• WebLM Server Access". Finally, it states: "If you want to administer TSAPI Reserved Licenses or DMCC Reserved Licenses, you need to use the following:" followed by a bulleted list: "• Reserved Licenses".

The **Web License Manager** screen below is displayed. Select **Licensed products** → **APPL_ENAB** → **Application_Enablement** in the left pane, to display the **Application Enablement (CTI)** screen in the right pane.

Verify that there are sufficient licenses for **TSAPI Simultaneous Users**, as shown below.

AVAYA Web License Manager (WebLM v6.3) Help | About | Change Password

Application Enablement (CTI) - Release: 6 - SID: 10503000 **Standard License file**

You are here: Licensed Products > Application_Enablement > View License Capacity

License installed on: May 11, 2012 7:07:47 PM -04:00

License File Host IDs: 00-16-3E-48-ED-82

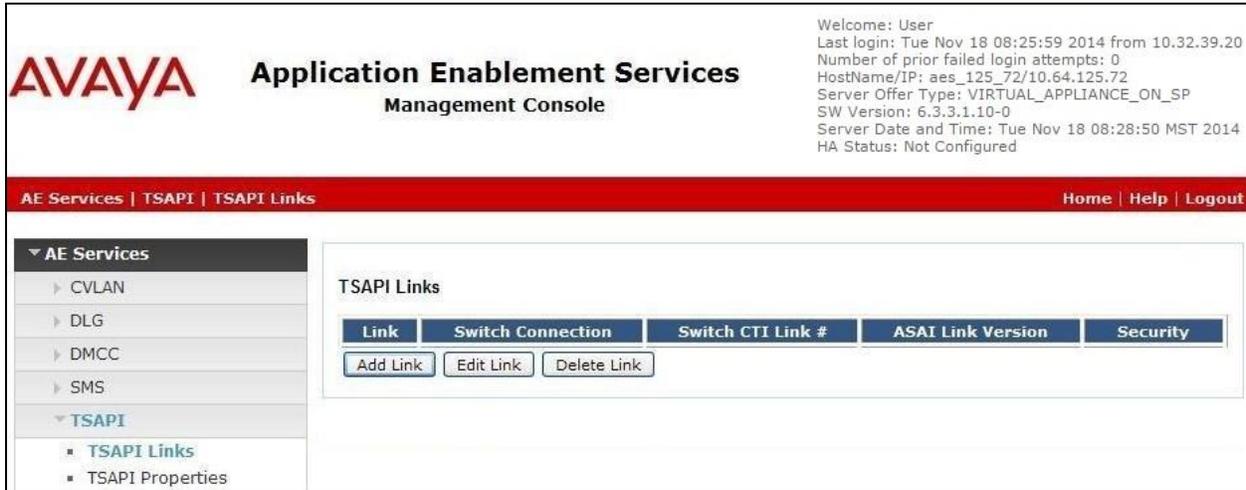
Licensed Features

10 Items Show ALL

Feature (License Keyword)	Expiration date	Licensed capacity
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	16
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	10000
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	16
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	16
Product Notes VALUE_NOTES	permanent	SmallServerTypes: s8300c;s8300d;icc;premio;tn8400;laptop;CtiS MediumServerTypes: ibmx306;ibmx306m;dell1950;xen;hs20;hs20_... LargeServerTypes: isp2100;ibmx305;dl380g3;dl385g1;dl385g2;u... TrustedApplications: IPS_001, BasicUnrestricted, DMCUnrestricted; IXP_001, BasicUnrestricted, DMCUnrestricted; IXM_001, BasicUnrestricted, DMCUnrestricted; PC_001, BasicUnrestricted, DMCUnrestricted; CIE_001, BasicUnrestricted, DMCUnrestricted; OSPC_001, BasicUnrestricted, DMCUnrestricted; VP_001, BasicUnrestricted, DMCUnrestricted; SAMETIME_001, VALUE_AEC_UNIFIED_CC_DESKTOP,,, CCE_0... AdvancedUnrestricted, DMCUnrestricted; CSI... AdvancedUnrestricted, DMCUnrestricted; CSI... AdvancedUnrestricted, DMCUnrestricted; AVA... BasicUnrestricted, AdvancedUnrestricted, DMG... CCT_ELITE_CALL_CTRL_001, BasicUnrestricted, DMCUnrestricted, AgentEvents;
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	16
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	10000
DLG VALUE_AES_DLG	permanent	16
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	10000
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	16

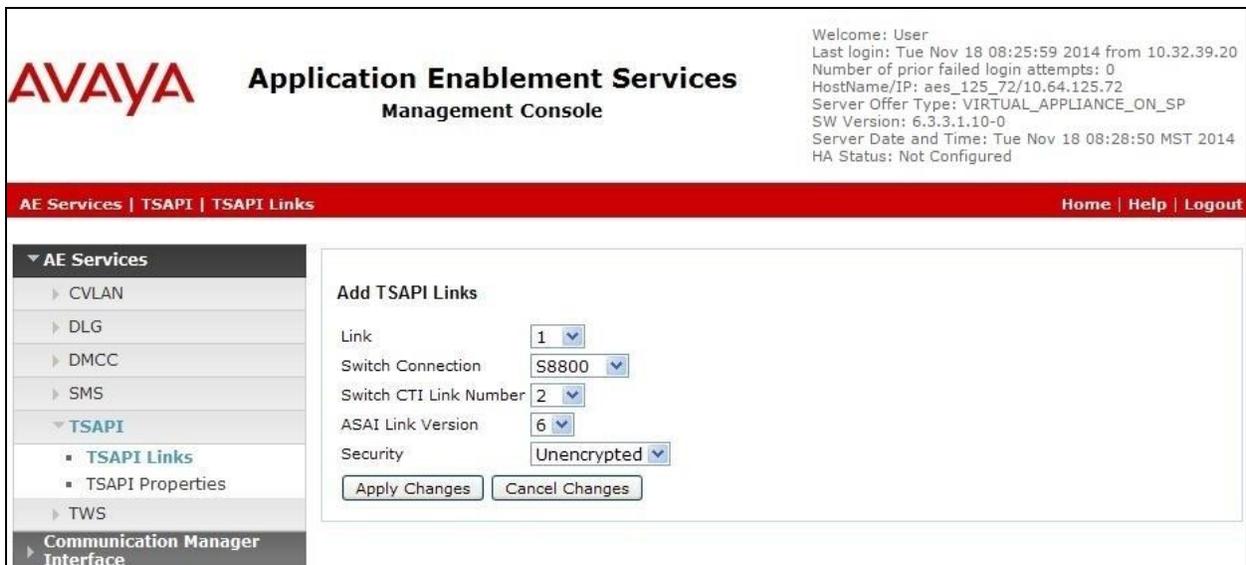
6.3. Administer TSAPI Link

Select **AE Services** → **TSAPI** → **TSAPI Links** from the left pane of the **Management Console**, to administer a TSAPI link. The **TSAPI Links** screen is displayed, as shown below. Click **Add Link**.



The **Add TSAPI Links** screen is displayed next.

The **Link** field is only local to the Application Enablement Services server, and may be set to any available number. For **Switch Connection**, select the relevant switch connection from the drop-down list. In this case, the existing switch connection “S8800” is selected. For **Switch CTI Link Number**, select the CTI link number from **Section 5.2**. Retain the default values in the remaining fields.



6.4. Disable Security Database

Select **Security** → **Security Database** → **Control** from the left pane, to display the **SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services** screen in the right pane. Uncheck both fields below.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and system information such as "Welcome: User", "Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20", "Number of prior failed login attempts: 0", "HostName/IP: aes_125_72/10.64.125.72", "Server Offer Type: VIRTUAL_APPLIANCE_ON_SP", "SW Version: 6.3.3.1.10-0", "Server Date and Time: Tue Nov 18 08:28:50 MST 2014", and "HA Status: Not Configured".

The main navigation bar shows "Security | Security Database | Control" and "Home | Help | Logout". The left sidebar contains a tree view with categories: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security (expanded), Account Management, Audit, Certificate Management, Enterprise Directory, Host AA, PAM, Security Database (expanded), and Control (selected).

The main content area is titled "SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services" and contains two unchecked checkboxes: "Enable SDB for DMCC Service" and "Enable SDB for TSAPI Service, JTAPI and Telephony Web Services". Below these checkboxes is an "Apply Changes" button.

6.5. Restart Service

Select **Maintenance** → **Service Controller** from the left pane, to display the **Service Controller** screen in the right pane. Check **TSAPI Service**, and click **Restart Service**.

The screenshot shows the Avaya Application Enablement Services Management Console. The top left features the Avaya logo and the title "Application Enablement Services Management Console". The top right displays user information: "Welcome: User", "Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20", "Number of prior failed login attempts: 0", "HostName/IP: aes_125_72/10.64.125.72", "Server Offer Type: VIRTUAL_APPLIANCE_ON_SP", "SW Version: 6.3.3.1.10-0", "Server Date and Time: Tue Nov 18 08:28:50 MST 2014", and "HA Status: Not Configured".

The main interface has a red navigation bar with "Maintenance | Service Controller" on the left and "Home | Help | Logout" on the right. A left-hand navigation pane lists various categories: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance (expanded), Date Time/NTP Server, Security Database, Service Controller (highlighted), Server Data, Networking, Security, Status, and User Management.

The main content area is titled "Service Controller" and contains a table with two columns: "Service" and "Controller Status".

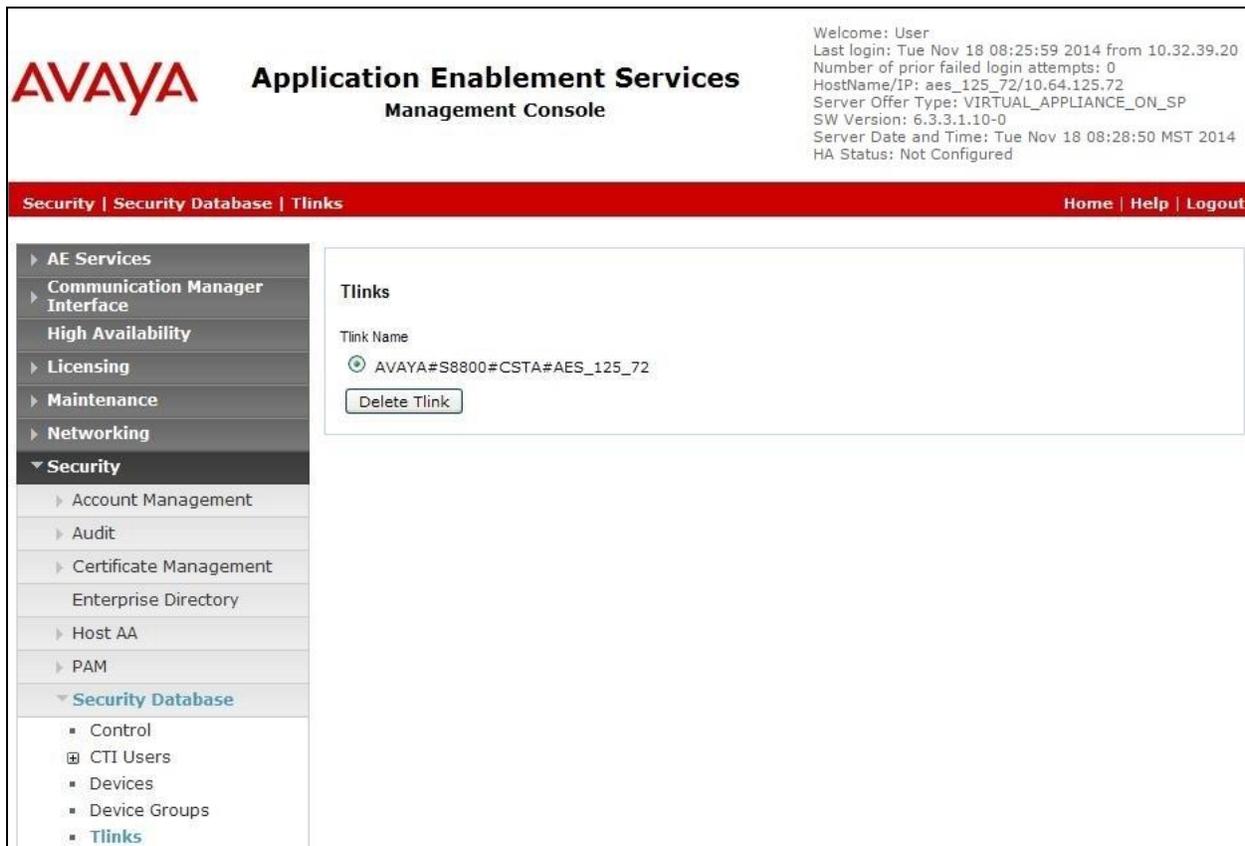
Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

Below the table, there is a note: "For status on actual services, please use [Status and Control](#)". At the bottom of the main content area, there are several buttons: "Start", "Stop", "Restart Service", "Restart AE Server", "Restart Linux", and "Restart Web Server".

6.6. Obtain Tlink Name

Select **Security** → **Security Database** → **Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. A new Tlink name is automatically generated for the TSAPI service. Locate the Tlink name associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name. Make a note of the associated Tlink name, to be used later for configuring synTelate Enterprise.

In this case, the associated Tlink name is “AVAYA#S8800#CSTA#AES_125_72”. Note the use of the switch connection “S8800” from **Section 6.3** as part of the Tlink name.



The screenshot displays the Avaya Application Enablement Services Management Console. The top left features the Avaya logo and the title "Application Enablement Services Management Console". The top right shows a welcome message for the user, including login details and system information. A red navigation bar contains "Security | Security Database | Tlinks" and "Home | Help | Logout". The left sidebar lists various services, with "Security" expanded to show "Security Database" and "Tlinks" selected. The main content area, titled "Tlinks", shows a single entry with the name "AVAYA#S8800#CSTA#AES_125_72" and a "Delete Tlink" button.

Welcome: User
Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.1.10-0
Server Date and Time: Tue Nov 18 08:28:50 MST 2014
HA Status: Not Configured

Security | Security Database | Tlinks Home | Help | Logout

AE Services
Communication Manager Interface
High Availability
Licensing
Maintenance
Networking
Security
Account Management
Audit
Certificate Management
Enterprise Directory
Host AA
PAM
Security Database
Control
CTI Users
Devices
Device Groups
Tlinks

Tlinks
Tlink Name
AVAYA#S8800#CSTA#AES_125_72
Delete Tlink

6.7. Administer synTelate User

Select **User Management** → **User Admin** → **Add User** from the left pane, to display the **Add User** screen in the right pane.

Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select “Yes” from the drop-down list. Retain the default value in the remaining fields.

The screenshot displays the Avaya Application Enablement Services Management Console. The top right corner shows system information: Welcome: User, Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20, Number of prior failed login attempts: 0, HostName/IP: aes_125_72/10.64.125.72, Server Offer Type: VIRTUAL_APPLIANCE_ON_SP, SW Version: 6.3.3.1.10-0, Server Date and Time: Tue Nov 18 08:28:50 MST 2014, HA Status: Not Configured. The breadcrumb navigation is **User Management | User Admin | Add User**, with **Home | Help | Logout** links. The left sidebar menu includes **AE Services**, **Communication Manager Interface**, **High Availability**, **Licensing**, **Maintenance**, **Networking**, **Security**, **Status**, **User Management** (expanded), **Service Admin**, **User Admin** (expanded), **Add User** (selected), **Change User Password**, **List All Users**, **Modify Default Users**, **Search Users**, **Utilities**, and **Help**. The main content area is titled **Add User** and contains the following fields: *** User Id** (text input: syntelate), *** Common Name** (text input: syntelate), *** Surname** (text input: syntelate), *** User Password** (password input: masked with dots), *** Confirm Password** (password input: masked with dots), **Admin Note** (text input), **Avaya Role** (dropdown menu: None), **Business Category** (text input), **Car License** (text input), **CM Home** (text input), **Css Home** (text input), **CT User** (dropdown menu: Yes), **Department Number** (text input), **Display Name** (text input), **Employee Number** (text input), **Employee Type** (text input), **Enterprise Handle** (text input), and **Given Name** (text input). A note at the top of the form states: "Fields marked with * can not be empty."

7. Configure Inisoft synTelate Enterprise

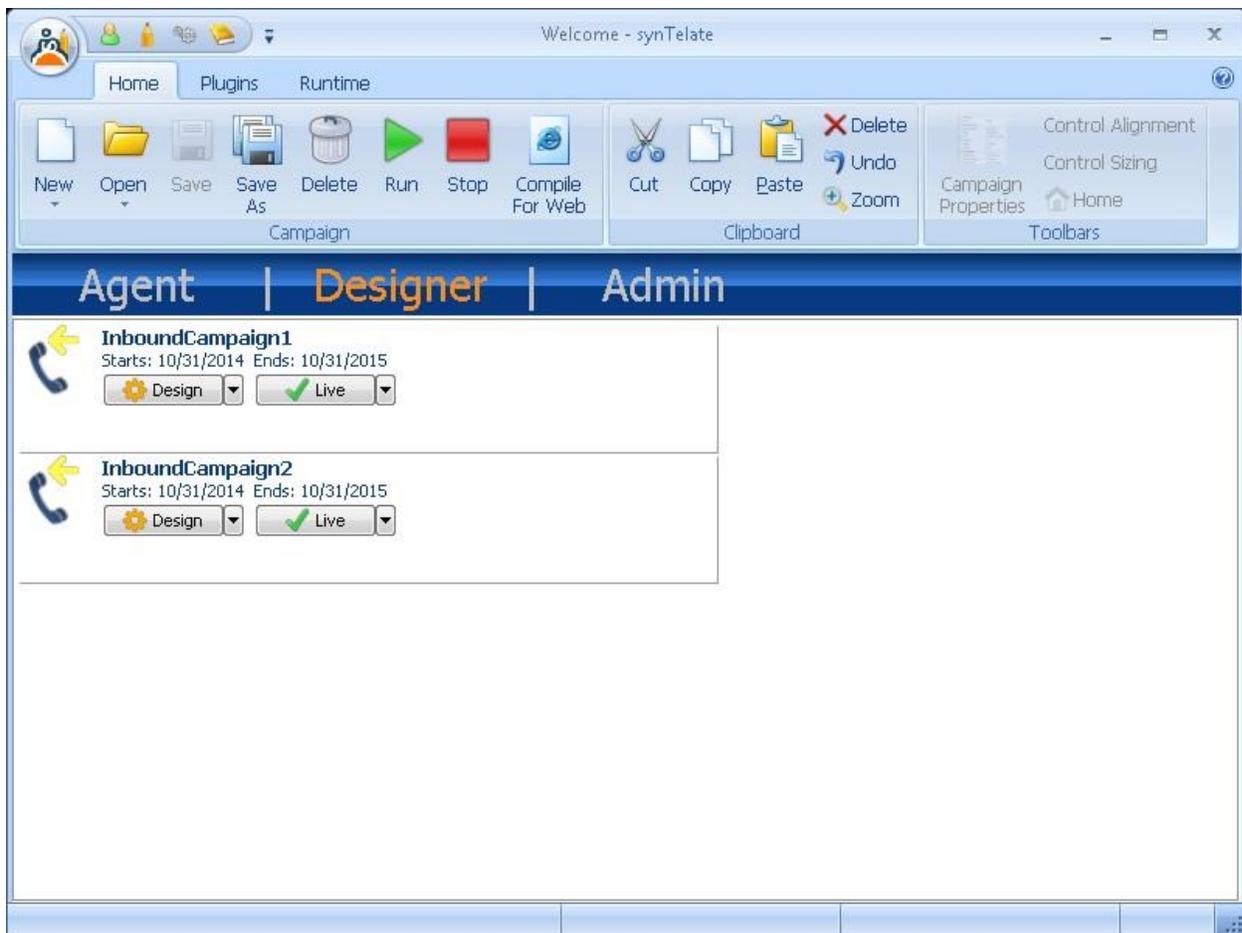
This section provides the procedures for configuring synTelate Enterprise. The procedures include the following areas:

- Administer campaigns
- Administer reason codes
- Administer TSLIB.INI
- Administer CTI

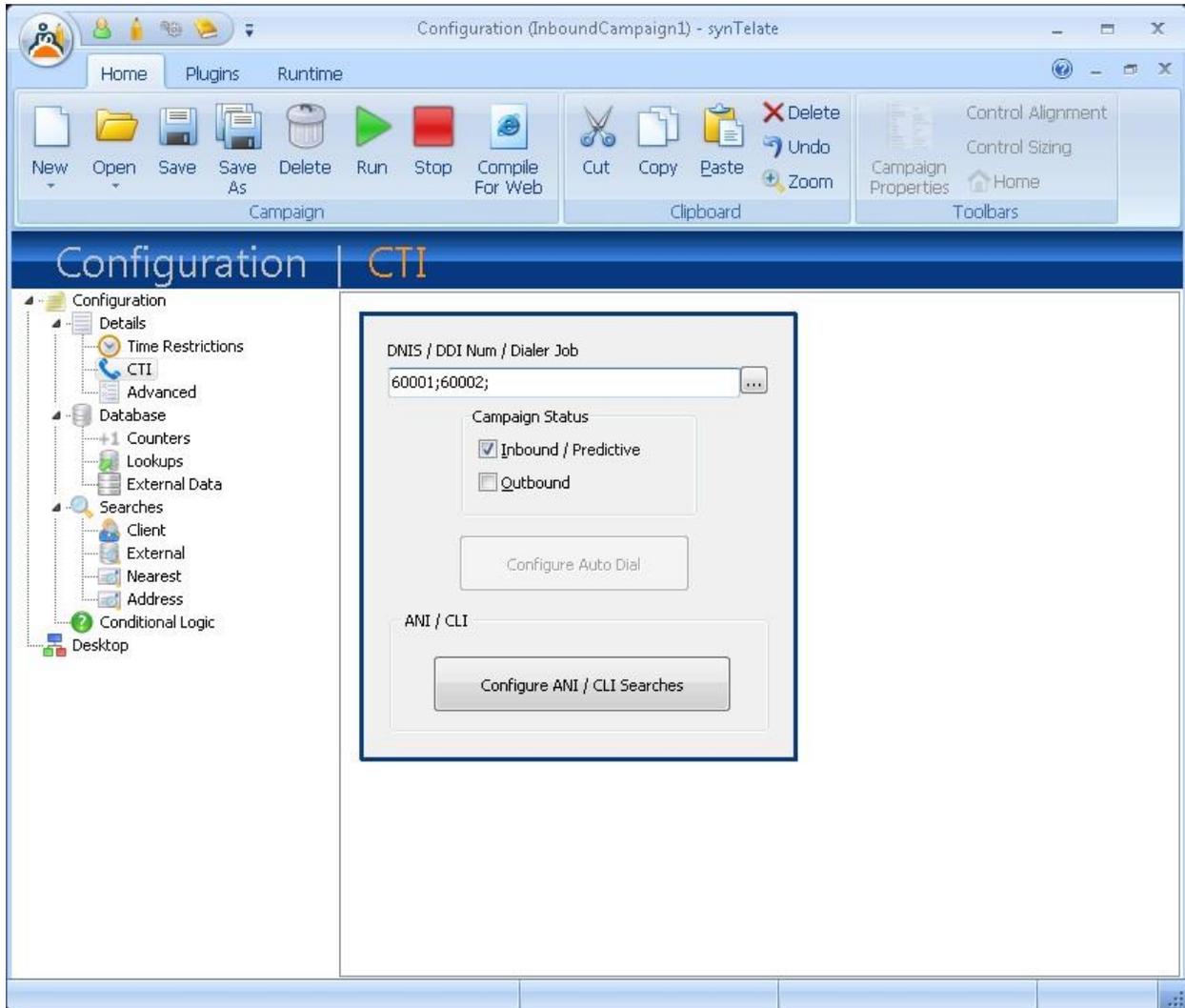
7.1. Administer Campaigns

From the PC running synTelate Designer, select **Start** → **All Programs** → **synTelate Enterprise** → **synTelate Designer**, to display the **Welcome – synTelate** screen.

Select **New** → **Wizard** from the top menu, and follow [3] to create a desired campaign for handling of inbound ACD calls. In the compliance testing, two inbound campaigns were pre-configured, and **InboundCampaign1** was used in the testing.

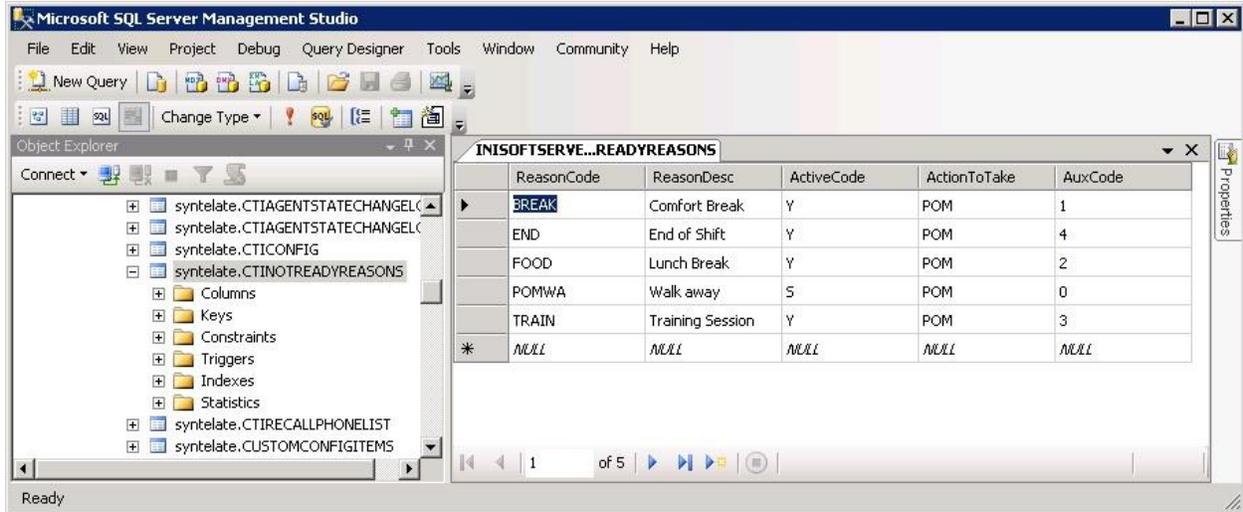


As part of configuring the **DNIS / DDI Num/ Dialer Job** for the inbound campaign, the applicable VDN extensions from **Section 3** were used, as shown below.



7.2. Administer Reason Codes

From the Database server, follow [3] to create an entry for each reason code from **Section 5.4**. Note that the “POMWA” reason code shown below was created by the system.



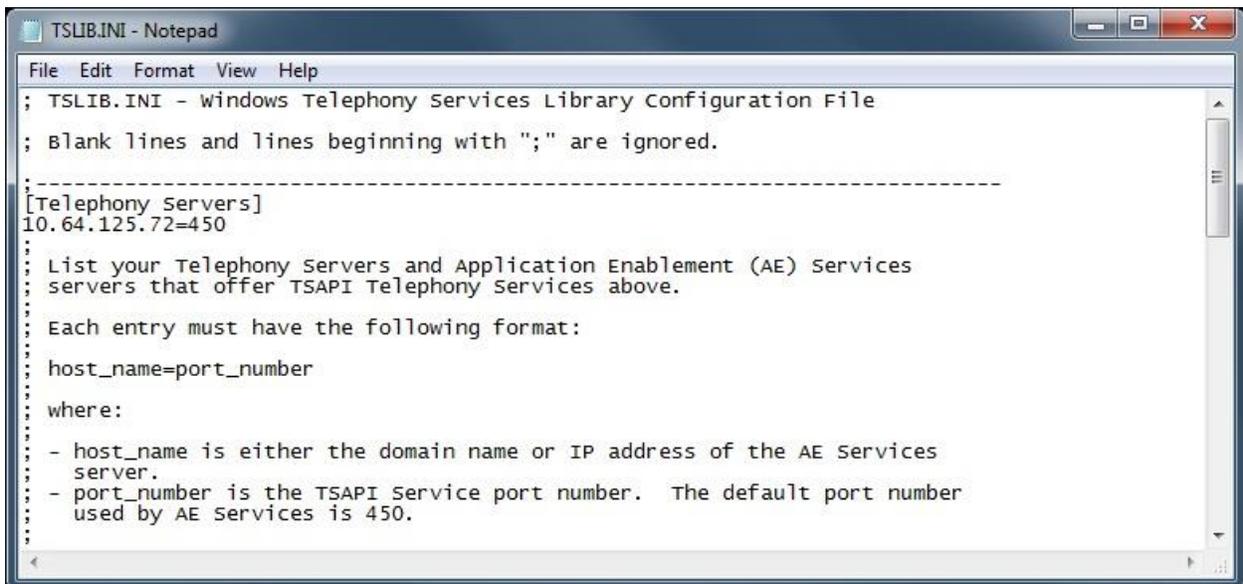
The screenshot shows the Microsoft SQL Server Management Studio interface. The Object Explorer on the left shows the database structure for 'syntelate.CTIAGENTSTATECHANGELC'. The main window displays the 'INISOFTSERVE...READYREASONS' table with the following data:

ReasonCode	ReasonDesc	ActiveCode	ActionToTake	AuxCode
BREAK	Comfort Break	Y	POM	1
END	End of Shift	Y	POM	4
FOOD	Lunch Break	Y	POM	2
POMWA	Walk away	S	POM	0
TRAIN	Training Session	Y	POM	3
* NULL	NULL	NULL	NULL	NULL

7.3. Administer TSLIB.INI

From the PC running synTelate Designer, select **Start → All Programs → Avaya AE Services → TSAPI Client → Edit TSLIB.INI**. The TSLIB.INI screen below is displayed.

Under **Telephony Servers**, enter an entry as shown below, using the IP address of Application Enablement Services, in this case “10.64.125.72”.



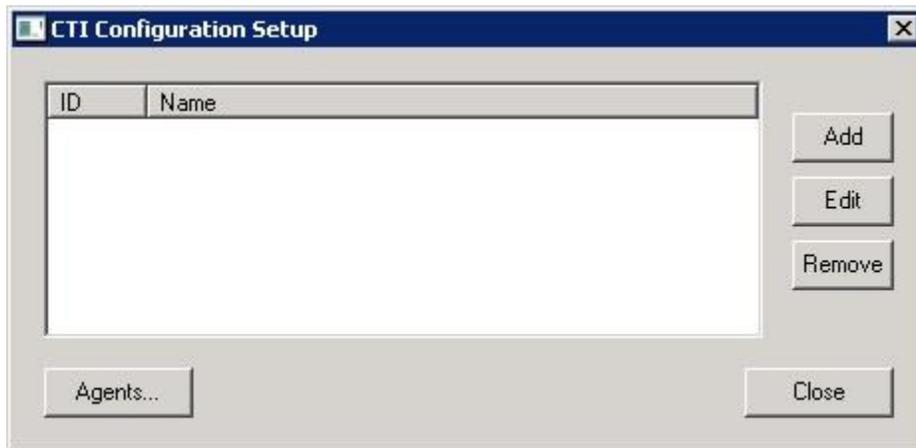
```
File Edit Format View Help
; TSLIB.INI - windows Telephony Services Library Configuration File
; Blank lines and lines beginning with ";" are ignored.
-----
[Telephony Servers]
10.64.125.72=450
:
: List your Telephony Servers and Application Enablement (AE) Services
: servers that offer TSAPI Telephony Services above.
:
: Each entry must have the following format:
:
: host_name=port_number
:
: where:
:
: - host_name is either the domain name or IP address of the AE Services
: server.
: - port_number is the TSAPI service port number. The default port number
: used by AE Services is 450.
:
```

7.4. Administer CTI

From the PC running synTelate Designer, select **Start → All Programs → synTelate Enterprise → synTelate Supervisor** to display the **synTelate Supervisor** screen below. Select **CTI Config**.



The **CTI Configuration Setup** screen is displayed next. Click **Add**.



The **Edit CTI Link Details** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A desired name.
- **Telephony Server:** “TSAPI based switch”
- **External Prefix:** Applicable prefix for external calls, in this case “9”.
- **Extension Length:** Length of internal extensions, in this case “5”.
- **Enabled for undefined Agents:** Checked in the compliance testing.

Click **Additional Configuration**.

The screenshot shows a dialog box titled "Edit CTI Link Details". The "Name" field contains "TSAPI" and the "ID" is "4". The "Telephony Server" dropdown is set to "TSAPI based switch". The "Auto Login" checkbox is unchecked. The "External Prefix" is "9" and the "Extension Length" is "5". The "Enabled for undefined Agents" checkbox is checked. The "Ring Delay" field is empty. There is an "Additional Configuration" button and "OK" and "Cancel" buttons at the bottom.

The **AES Avaya configuration** screen is displayed next. Enter the following values for the specified fields.

- **TServer:** Select the Tlink name from **Section 6.6**.
- **Username:** The synTelate user credentials from **Section 6.7**.
- **Password:** The synTelate user credentials from **Section 6.7**.
- **Default campaign name:** Select the applicable campaign from **Section 7.1**.
- **Preload campaign name:** Select the applicable campaign from **Section 7.1**.

Configure the remaining parameters as desired. The screenshot below shows the settings used in the compliance testing, which were all default values.

The screenshot shows the 'AES Avaya configuration' dialog box. The 'TServer' dropdown is set to 'AVAYA#58800#CSTA#AES_125_72'. The 'Username' field contains 'syntelate' and the 'Password' field contains '*****'. Both 'Default campaign name' and 'Preload campaign name' dropdowns are set to 'InboundCampaign1'. The 'Consult form settings' section has three checked options: 'show Agent List', 'show Phone List', and 'show Free Form'. The 'Blind transfer form settings' section has three checked options: 'show Agent List', 'show Phone List', and 'show Free Form', and one unchecked option: 'allow wrap time'. The 'Dial settings' section has three checked options: 'show Phone List', 'show Free Form', and 'show CLI numbers List'. The 'Set Callback' section has three checked options: 'allow Recalls', 'allow Agent owned recall', and 'Use Callback Slots'. The 'OK' and 'Cancel' buttons are at the bottom right.

8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and synTelate Enterprise.

8.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify the status of the administered CTI link by using the “status aesvcs cti-link” command. Verify that the **Service State** is “established” for the CTI link number administered in **Section 5.2**, as shown below.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
2	6	no	aes_125_72	established	213	153

8.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** from the left pane (not shown). The **TSAPI Link Details** screen is displayed.

Verify the **Status** is “Talking” for the TSAPI link administered in **Section 6.3**, and that the **Associations** column reflects the number of agents from **Section 3** that are currently logged into synTelate Enterprise and therefore monitored, in this case “2”.



Application Enablement Services

Management Console

Welcome: User
 Last login: Fri Dec 5 11:13:00 2014 from 10.32.39.20
 Number of prior failed login attempts: 0
 HostName/IP: aes_125_72/10.64.125.72
 Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
 SW Version: 6.3.3.1.10-0
 Server Date and Time: Fri Dec 05 11:25:45 MST 2014
 HA Status: Not Configured

Status | Status and Control | TSAPI Service Summary
Home | Help | Logout

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▼ Status
- Alarm Viewer
- Log Manager
- ▶ Logs
- ▼ Status and Control

TSAPI Link Details

Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
<input checked="" type="radio"/>	1	S8800	2	Talking	Wed Dec 3 11:19:36 2014	Online	16	2	147	206	30
<input type="radio"/>	2	S8300D	1	Switch Down	Thu Dec 4 15:11:15 2014	Online	16	0	0	0	30

For service-wide information, choose one of the following:

TSAPI Service Status
TLink Status
User Status

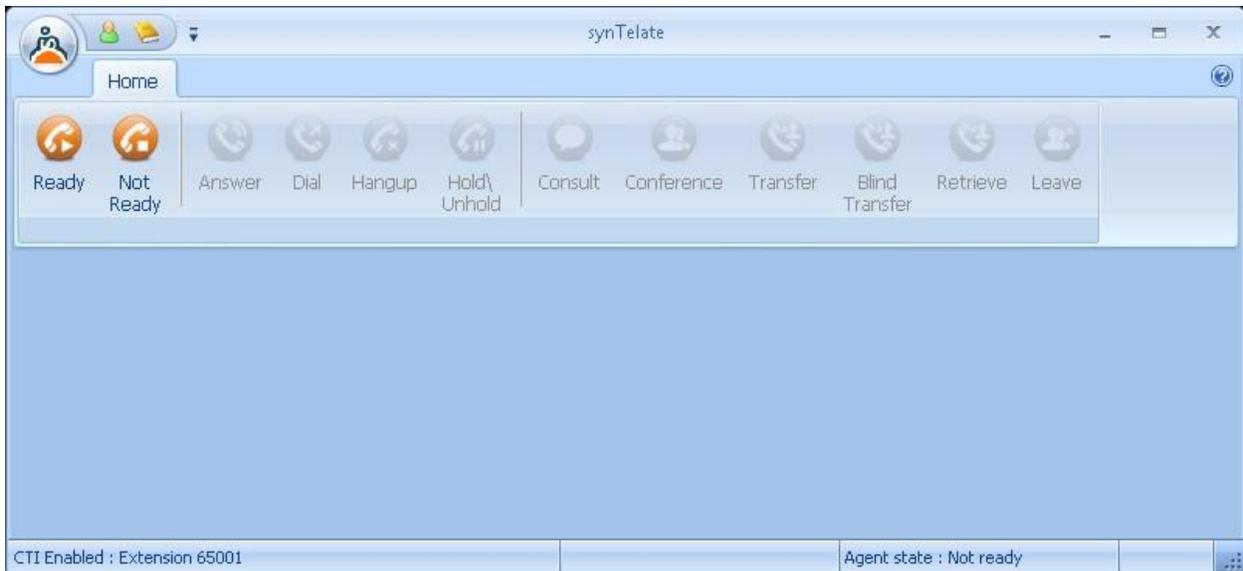
8.3. Verify Inisoft synTelate Enterprise

From the agent PC, select **Start** → **All Programs** → **synTelate Enterprise** → **synAgent** to display the **Login Details** screen. Enter the relevant agent station extension, agent ID and agent password from **Section 3**.

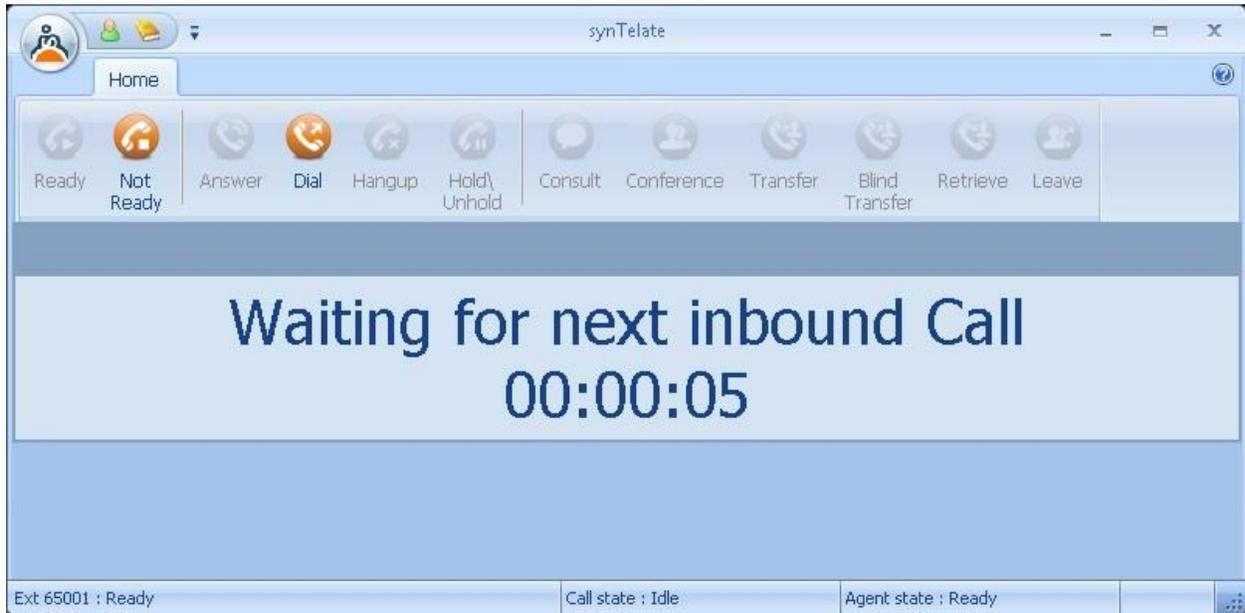


The image shows a 'Login Details' dialog box with a blue header. It contains four input fields: 'Extension' with the value '65001', 'Agent ID' with the value '65881', 'Password' with masked characters '*****', and an empty 'Group ID' field. At the bottom, there are two buttons: 'Log in' and 'Cancel'.

The screen below is displayed next. Select **Ready** for the agent to become available.



Verify the screen is updated, showing the agent waiting for an inbound call. Also verify that the bottom of the screen reflects **Ready**, **Idle**, and **Ready**, as shown below.



Make an incoming ACD call. Verify that the call is ringing at the available agent, and that the bottom screen of the agent reflects **Call state** of **Ringin**. Also verify that the top pane of the agent is updated to reflect the **Answer** and **Hangup** icons, as shown below.

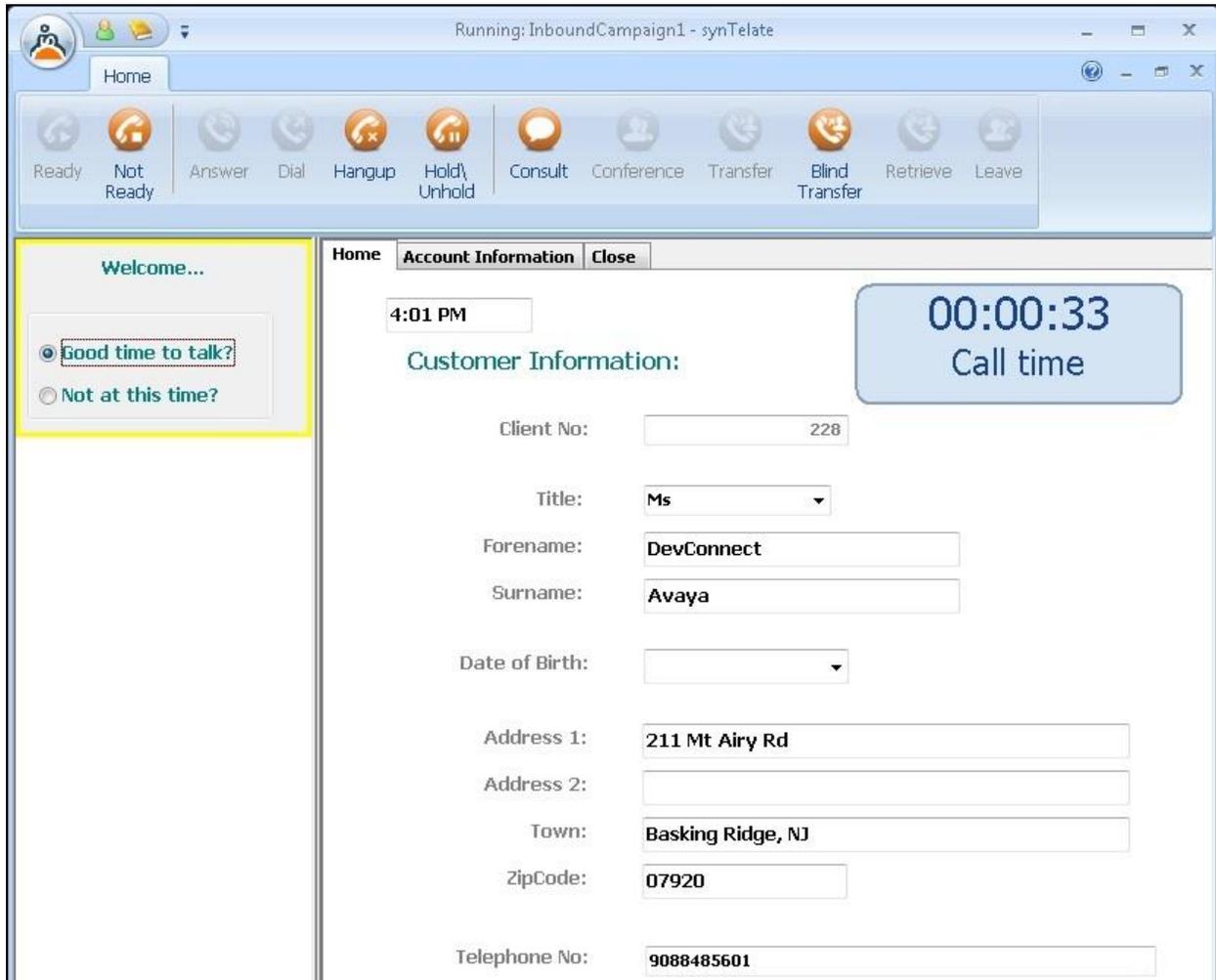
Click **Answer**.



Verify that the agent is connected to the PSTN caller with two-way talk paths, and that **Matching Records** pop-up box is displayed with matching records associated with the PSTN caller number, as shown below. Select the pertinent matching entry in the pop-up box.



Verify that the agent screen is updated with the **Customer Information** screen along with proper PSTN caller information obtained from the database, as shown below.



9. Conclusion

These Application Notes describe the configuration steps required for Inisoft synTelate Enterprise 4.4.6 to successfully interoperate with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

10. Additional References

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

1. *Administering Avaya Aura® Communication Manager*, Document 03-300509, Issue 10, Release 6.3, June 2014, available at <http://support.avaya.com>.
2. *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Release 6.3, 02-300357, June 2014, available at <http://support.avaya.com>.
3. *Helpfile for synTelate version 4.4*, available from the synTelate Enterprise installation CD.

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