



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Avaya Proactive Contact R5.0.1 with Inisoft synTelate R4.3 using Avaya PG230 Digital Switch and Agent Blending – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Inisoft synTelate R4.3 to interoperate with Avaya Proactive Contact R5.0.1 using Avaya PG230 Digital Switch and Agent Blending. In the compliance testing, Inisoft synTelate used the Avaya Proactive Contact Agent API and Avaya Aura® Application Enablement Services Telephony Services Application Programmer Interface to provide a custom agent desktop for Avaya Proactive Contact agents to handle outbound calls delivered by Avaya Proactive Contact and inbound calls delivered by Avaya Aura® Communication Manager or Avaya Proactive Contact.

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 to interoperate with Avaya Proactive Contact using Avaya PG230 Digital Switch and agent blending. In the compliance testing, Inisoft synTelate used the Avaya Proactive Contact Agent API and the Avaya Aura® Application Enablement Services (AES) Telephony Services Application Programmer Interface (TSAPI) from to provide a custom agent desktop for Avaya Proactive Contact agents, to handle outbound calls delivered by Avaya Proactive Contact and inbound calls delivered by Avaya Aura® Communication Manager (Proactive Agent Blend environment) or Avaya Proactive Contact (Incoming Call Blend environment).

Inisoft synTelate is a Call Center scripting application for creating inbound and outbound campaigns, and consists of the Inisoft synTelate Designer and the Inisoft synTelate Agent. Inisoft synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens. A subset of the Avaya Proactive Contact Agent API is used by synTelate Designer to obtain jobs, call lists, and data fields to facilitate the agent screen customization.

Avaya Proactive Contact Agent API is used by synTelate Agent to obtain information such as job type, agent state, customer record fields and values from Avaya Proactive Contact to display on the customized agent desktop, and to request customer record update functions initiated from the agent desktop, such as set callback parameters. The Avaya Proactive Contact Agent API is also used to request call control functions for outbound and inbound calls delivered by Avaya Proactive Contact.

In the Proactive Agent Blending (PAB) environment, the inbound calls are delivered to the agents by Avaya Aura® Communication Manager. The TSAPI interface from Avaya Aura® Application Enablement Services is used by synTelate Agent to request call control functions for the inbound calls.

## 2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of synTelate to carry out call handling functions in a variety of scenarios through its TSAPI and Agent API interface with AES and Proactive Contact respectively. Outbound and inbound calls were automatically placed and delivered to synTelate Web Agent by Proactive Contact. Different types of jobs were exercised, along with different actions initiated from synTelate Web Agent, to verify proper generation and handling of supported messages from Proactive Contact. The Proactive Contact Editor was used to start/stop jobs. The verification included checking the display of fields, options, and values on synTelate Web Agent, and verification of the exchanged API events in the /opt/avaya/agentx\_API.trans log files was also performed. All test cases were executed.

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 feature testing focused on verifying proper display of the customized synTelate Agent with appropriate options, fields, and values for the following scenarios:

- Outbound, inbound and managed jobs
- Proactive Agent Blending
- Incoming Call Blending
- Log in, join job, go on/off break, leave job, and logoff
- Hold, retrieve, NVDT call transfer, conference, place manual call, agent drop, customer drop, release line/hang-up, and finish work
- Set callback and update customer fields

## **2.2. Test Results**

All test cases successfully passed.

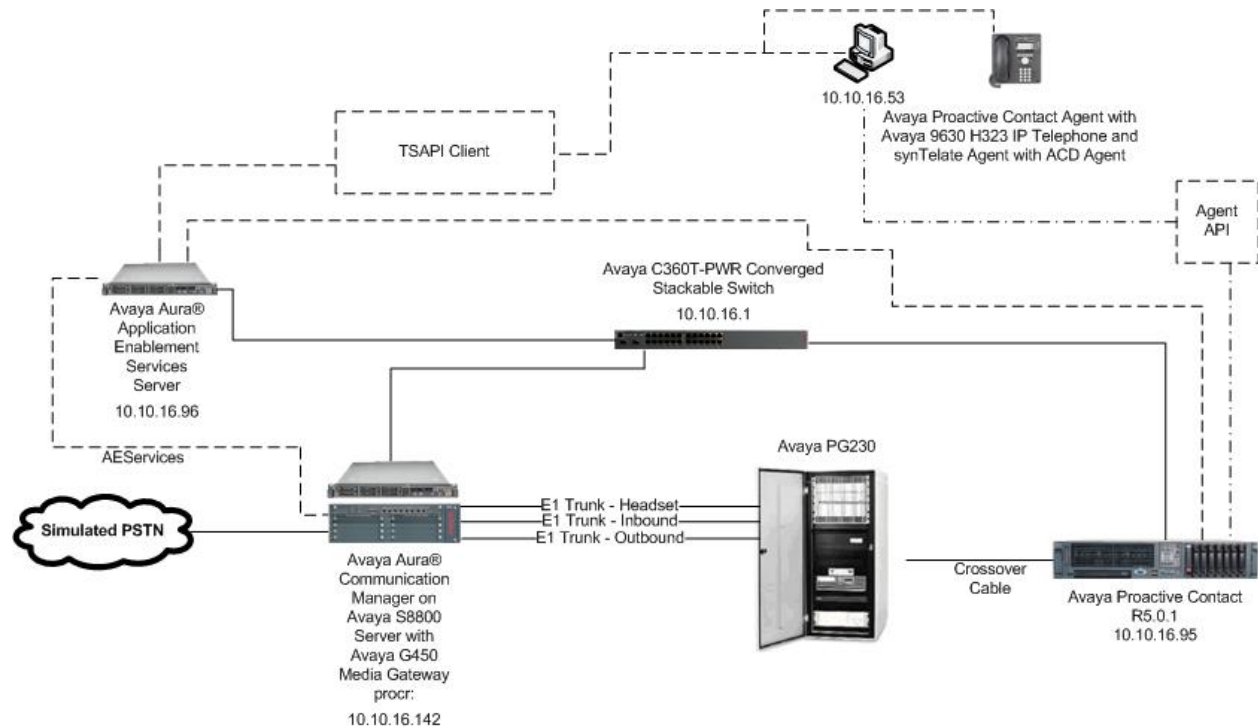
## **2.3. Support**

Technical support on synTelate can be obtained through the following:

- Phone: +44 (0) 141-552-8800
- Email: support@inisoft.co.uk

### 3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. In the compliance testing, synTelate used the Proactive Contact Agent API to monitor and control outbound calls for the agents, and used AES TSAPI to monitor and control the inbound calls for the agents.



**Figure 1: Inisoft synTelate with Avaya Proactive Contact using Avaya PG230 Digital Switch and Blending**

## 4. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Communication Manager running on Avaya S8800 Server	R6.2 SP3 R016x.02.0.823.0-20001
G450 Media Gateway MM710AP Media Module	31.22.0 HW5 FW022
Avaya Proactive Contact running on Avaya S8730 Server	R5.0.1 with patch 301, 302, 307, 309, 323, 328
Avaya Aura® Application Enablement Services running on Avaya S8800 Server	R6.2
Avaya 9630 H323 IP Telephone	R3.104S
Avaya PG230 Digital Switch	Generic Version 15.3.1
Inisoft synTelate Enterprise Agent <ul style="list-style-type: none"><li>• MosaixTelephonySvr.dll</li><li>• TSAPITelephonySvr.dll</li></ul>	4.3.0 4.3.0 4.3.0

## 5. Configure Avaya Aura® Communication Manager

This section provides steps for configuring Communication Manager to support the PG230 integration and CTI for Agent Blending. The steps include the following areas.

- Configure AEServices
- Configure Inbound ACD
- Configure Avaya Proactive Contact Acquire feature
- Configure ACD agent for Proactive Agent Blending
- Configure feature access codes for Call Centre features
- Configure Trunks to Avaya PG230 Digital Switch

## 5.1. Configure AEServices

Enter the node **Name** and **IP Address** for AE Services. Take a note of the **procr** node **Name** and **IP Address**.

change node-names ip		Page 1 of 2
Name		IP NODE NAMES
IP Address		
<b>procr</b>	<b>10.10.16.142</b>	
CM521	10.10.16.23	
Gateway	10.10.16.1	
IPbuffer	10.10.16.184	
Intuition	10.10.16.51	
MedPro	10.10.16.32	
Presence	10.10.16.83	
RDTT	10.10.16.185	
SESMNGR	10.10.16.44	
SM1	10.10.16.43	
SM61	10.10.16.201	
default	0.0.0.0	
<b>aesserver62</b>	<b>10.10.16.96</b>	

In order for Communication Manager to establish a connection to AE Services, administer the CTI Link as shown below. Specify an available **Extension** number, set the **Type** as **ADJ-IP**, which denotes that this is a link to an IP connected adjunct, and name the link for easy identification, in this instance, the node-name is used.

add cti-link 1		Page 1 of 3
CTI Link: 1		CTI LINK
Extension: <b>5899</b>		
Type: <b>ADJ-IP</b>		
Name: <b>aesserver62</b>		COR: 1

Using the command **change ip-services**, configure IP-Services for the AESVCS service. Using the **procr** node name as noted above as the **Local Node**.

change ip-services			Page 1 of 4
Service			IP SERVICES
Type	Enabled	Local Node	Local Port
			Remote Node
			Remote Port
<b>AESVCS</b>	<b>y</b>	<b>procr</b>	<b>8765</b>

On **Page 4**, enter the **AE Services Server** node-name and the **Password** that AE Services will use to authenticate with Communication Manager.

change ip-services				Page 4 of 4
AE Services Administration				
Server ID	AE Services Server	Password	Enabled	Status
1:	aesserver62	Avayapassword1	y	in use

## 5.2. Configure Inbound ACD

For the purposes of proactive agent blending, an inbound Vector and VDN must be configured. This is used for delivering inbound calls to ACD agents independent of Proactive Contact. When a call to this VDN is made and queued to the skill configured in this vector, Blended Agents (agents which are assigned both skill 2 and skill 1, as described in **Section 5.3**) will automatically be detached from the outbound job, and handle the inbound call. Once the call is complete and there are no more calls queued for the inbound skill, Proactive Contact will acquire the agent for outbound call handling again. Using the command **add vdn xxxx** where **xxxx** is a valid extension, in this case **5812**, administer the VDN as shown below and assign to it a **Name** for identification purposes, and an unassigned **Vector Number**.

add vdn 5812		Page 1 of 3
VECTOR DIRECTORY NUMBER		
Extension: 5812		
Name*: Inbound		
Destination:	Vector Number	2
Attendant Vectoring? n		
Meet-me Conferencing? n		
Allow VDN Override? n		
COR: 1		
TN*: 1		
Measured: none		
VDN of Origin Annc. Extension*:		
1st Skill*:		
2nd Skill*:		
3rd Skill*:		



VDN 5812 has a destination of Vector Number 2. Enter the command **change vector 2** and configure the vector to **queue-to** an unassigned skill, in this case, **skill 2** with a **priority** of **h**.

<b>change vector 2</b>		Page 1 of 6	
CALL VECTOR			
Number: 2		Name: <b>Inbound</b>	
Multimedia? n	Attendant Vectoring? 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? y Holidays? y
Variables? y	3.0 Enhanced? y		
01 <b>queue-to</b>	<b>skill 2</b>	<b>pri h</b>	
02 wait-time	60 secs	hearing ringback	

Calls routed to VDN 5812 will route to skill 2, which is administered as a hunt group. Enter the command **add hunt-group 2** and onfigure the hunt group with an appropriate **Group Extension** number in the dial plan, and a **Group Name** for identification. Set **ACD**, **Queue** and **Vector** to **(yes)**. These parameters define that the group is an ACD group, controlled by a vector with queuing enabled.

<b>add hunt-group 2</b>		Page 1 of 4	
HUNT GROUP			
Group Number: 2		<b>ACD? y</b>	
<b>Group Name: Inbound</b>		<b>Queue? y</b>	
<b>Group Extension: 5822</b>		<b>Vector? y</b>	
Group Type: ucd-mia			
TN: 1			
COR: 1		MM Early Answer? n	
Security Code:		Local Agent Preference? n	
ISDN/SIP Caller Display:			
Queue Limit: unlimited			
Calls Warning Threshold:		Port:	
Time Warning Threshold:		Port:	

On **Page 2**, set **Skill** to **y (yes)**. This tells the ACD that calls routed to this group will be handled by agents assigned with this skill.

<b>add hunt-group 2</b>		Page 2 of 4	
HUNT GROUP			
<b>Skill? y</b>		Expected Call Handling Time (sec): 180	
AAS? n			
Measured: none			
Supervisor Extension:			
Controlling Adjunct: none			
Timed ACW Interval (sec):			
Multiple Call Handling: none			

### 5.3. Configure Avaya Proactive Contact Acquire feature

In order for Proactive Agent Blending to function, Communication Manager must be configured with a VDN monitored by Proactive Contact. When the agents who belong to the skill to which the Acquire VDN routes are not taking any inbound ACD calls, they are automatically acquired by Proactive Contact to service calls delivered by the outbound job administered in Proactive Contact Editor. Enter the command **add vdn xxxx** where xxxx is a number appropriate to the dialplan. Enter any identifying **Name** and unused **Vector Number**.

```
add vdn 5811                                     Page 1 of 3
                                         VECTOR DIRECTORY NUMBER

      Extension: 5811
      Name*: Dialer Acquire-Out
      Destination: Vector Number          1
      Attendant Vectoring? n
      Meet-me Conferencing? n
      Allow VDN Override? n
      COR: 1
      TN*: 1
      Measured: none

      VDN of Origin Annc. Extension*:
      1st Skill*:
      2nd Skill*:
      3rd Skill*:
```

VDN 5811 has a destination of Vector Number 1. Enter the command **change vector 1** and configure an identifying **Name** and a step **queue-to skill 1**.

```
change vector 1                                     Page 1 of 6
                                         CALL VECTOR

      Number: 1                                     Name: DialerAcquireOu
Multimedia? n      Attendant Vectoring? 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? y      Holidays? y
      Variables? y      3.0 Enhanced? y
01 queue-to      skill 1      pri m
02 wait-time      60      secs hearing ringback
```

As shown in vector 1, **skill 1** will be the skill in which the agents required for Proactive Agent Blending will reside. Skill 1 is administered as a hunt group. Enter the command **add hunt-group 1** and configure **Group Name**, **Group Extension**, and set **ACD**, **Queue** and **Vector** to **y**.

add hunt-group 1		Page 1 of 4
HUNT GROUP		
Group Number: 1	ACD? y	
Group Name: Dialer Acquire-Out	Queue? y	
Group Extension: 5821	Vector? y	
Group Type: ucd-mia		
TN: 1		
COR: 1	MM Early Answer? n	
Security Code:	Local Agent Preference? n	
ISDN/SIP Caller Display:		
Queue Limit: unlimited		
Calls Warning Threshold:	Port:	
Time Warning Threshold:	Port:	

On Page 2, set **skill** to **y**

add hunt-group 1		Page 2 of 4
HUNT GROUP		
Skill? y	Expected Call Handling Time (sec): 180	
AAS? n		
Measured: none		
Supervisor Extension:		
Controlling Adjunct: none		
Timed ACW Interval (sec):		
Multiple Call Handling: none		

## 5.4. Configure ACD agent for Proactive Agent Blend

In order for the ACD agent to be acquired by Proactive Contact once it has completed taking inbound calls using the Proactive Agent Blend feature, it must be in both the inbound skill (2) and the Acquire skill (1). Using the command **add agent-loginID xxxx** where **xxxx** is a valid extension number in the dialplan, administer a **Name** as shown below.

<b>add agent-loginID 5621</b>	<b>Page 1 of 3</b>
AGENT LOGINID	
Login ID: 5621	AAS? n
Name: <b>Agent1</b>	AUDIX? n
TN: 1	LWC Reception: spe
COR: 1	LWC Log External Calls? n
Coverage Path:	AUDIX Name for Messaging:
Security Code:	
	LoginID for ISDN/SIP Display? n
	Password:
	Password (enter again):
	Auto Answer: station
	MIA Across Skills: system
	ACW Agent Considered Idle: system
	Aux Work Reason Code Type: system
	Logout Reason Code Type: system
	Maximum time agent in ACW before logout (sec): system
	Forced Agent Logout Time: :
WARNING: Agent must log in again before changes take effect	

On **Page 2**, configure the agent in both the inbound skill and the acquire skill.

<b>add agent-loginID 6002</b>	<b>Page 2 of 3</b>
AGENT LOGINID	
Direct Agent Skill:	Service Objective? n
Call Handling Preference: skill-level	Local Call Preference? n
SN    RL  SL	SN    RL  SL
1: <b>1</b> 1	16:          31:        46:
2: <b>2</b> 1	17:          32:        47:

## 5.5. Configure feature access codes for Call Centre features

These will be referenced later in the Proactive Contact Configuration and used by AES to change the state of the agent on Communication Manager during blend operation. Enter the command **change feature-access-codes**, and on **Page 5** configure **Auto-In Access Code**, **Login Access Code** and **Logout Access Code** according to the dialplan.

change feature-access-codes		Page	5 of 10
FEATURE ACCESS CODE (FAC)			
Call Center Features			
AGENT WORK MODES			
After Call Work Access Code: *36			
Assist Access Code: *37			
<b>Auto-In Access Code: *38</b>			
Aux Work Access Code: *39			
<b>Login Access Code: *40</b>			
<b>Logout Access Code: *41</b>			
Manual-in Access Code: *42			

## 5.6. Configure Trunks to Avaya PG230 Digital Switch

A number of trunks are required for the purpose of communication between PG230 and Communication Manager. One trunk for calls in each of the following categories

- Agent Headsets (Dialback)
- Outbound
- Inbound
- Transfer

The physical connection is made between PG230 and the MM710 contained within the G450 Media Gateway. Enter the **add ds1 xxxx** command, where **xxxx** is the location of the DS1 media module pack. Configure the following

- **Name** set to any descriptive string value, in this case, it is **CM-PG230**
- **Bit Rate** set to **2.048**
- **Line Coding** set to **hdb3**
- **Signaling Mode** set to **isdn-pri**
- **Connect** set to **pbx**
- **Interface** set to **peer-master**
- **Peer Protocol** set to **Q-SIG**
- **Interface Companding** set to **alaw**
- **Idle Code** set to **01010100**

```
add ds1 v8                                     Page 1 of 1
                                         DS1 CIRCUIT PACK

Location: 001v8                                Name: CM-PG230
Bit Rate: 2.048                                Line Coding: hdb3

Signaling Mode: isdn-pri
Connect: pbx                                Interface: peer-master
TN-C7 Long Timers? n                        Peer Protocol: Q-SIG
Interworking Message: PROgress                Side: a
Interface Companding: alaw                    CRC? y
Idle Code: 01010100                        Channel Numbering: timeslot
                                         DCP/Analog Bearer Capability: 3.1kHz

                                         T303 Timer(sec): 4
                                         Disable Restarts? n

Slip Detection? y                            Near-end CSU Type: other

Echo Cancellation? n
```

Configure a Signaling Group for the previously configured DS1 board v8. Enter the **add signaling-group n** command, where **n** is an unused signaling group number. Configure the following on **Page 1**.

- **Group Type** set to **isdn-pri**
- **Primary D-Channel** enter the DS1 board number followed by 16
- **Trunk Group for Channel Selection** enter the 1<sup>st</sup> trunk group number that was configured for DS1 board 001v8; in this case trunk group **21**
- **TSC Supplementary Service Protocol** set to **b**

<b>add signaling-group 10</b>		<b>Page 1 of 1</b>
SIGNALING GROUP		
Group Number: 10	<b>Group Type: isdn-pri</b>	
	Associated Signaling? y	Max number of NCA TSC: 0
	<b>Primary D-Channel: 001v816</b>	Max number of CA TSC: 0
	<b>Trunk Group for Channel Selection: 21</b>	Trunk Group for NCA TSC: 21
NONE		X-Mobility/Wireless Type:
	<b>TSC Supplementary Service Protocol: b</b>	Network Call Transfer? n

Configure a trunk group used for inbound calls. Enter the **add trunk-group n** command, where **n** is an available trunk group number. Configure the following on **Page 1**.

- **Group Type** set to **isdn**
- **Group Name** set to any descriptive string value, in this case, it was **QSIG to PG230 - Inbound**
- **TAC** enter a Trunk Access Code that is valid in the provisioned dial plan
- **Dial Access** set to **y**
- **Service Type** set to **tie**

<b>add trunk-group 21</b>		<b>Page 1 of 21</b>
TRUNK GROUP		
Group Number: 21	<b>Group Type: isdn</b>	CDR Reports: y
<b>Group Name: QSIG to PG230 - Inbound</b>	COR: 1	TN: 1 <b>TAC: 721</b>
Direction: two-way	Outgoing Display? n	Carrier Medium: PRI/BRI
<b>Dial Access? y</b>	Busy Threshold: 255	Night Service:
Queue Length: 0		
<b>Service Type: tie</b>	Auth Code? n	TestCall ITC:
rest		
	Far End Test Line No:	
TestCall BCC: 4		

On **Page 2** of the trunk group configuration, specify the following:

- **Supplementary Service Protocol** set to **b**
- **Disconnect Supervision**
  - **In** set to **y**
  - **Out** set to **y**

<b>add trunk-group 21</b>	<b>Page 2 of 21</b>
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
<b>Supplementary Service Protocol: b</b>	Digit Handling (in/out):
enbloc/enbloc	
Trunk Hunt: cyclical	
Digital Loss Group: 13	
Incoming Calling Number - Delete:	Insert: Format:
Bit Rate: 1200	Synchronization: async Duplex: full
<b>Disconnect Supervision - In? y Out? y</b>	
Answer Supervision Timeout: 0	
Administer Timers? n	CONNECT Reliable When Call Leaves ISDN? n
	Delay Call Setup When Accessed Via IGAR? N



On **Page 5**, configure **GROUP MEMBER ASSIGNMENTS** as follows:

- **Port** enter the DS1 board number followed by the trunk member number. The ports configured on Communication Manager must be mapped to the ports configured on the PG230 Digital Switch.
- **Sig Grp** enter the number of the signaling group configured for the DS1 board 001v8, in this case it is Signaling Group **10**.

add trunk-group 23					Page 5 of 21	
TRUNK GROUP						
					Administered Members (min/max):	1/5
GROUP MEMBER ASSIGNMENTS					Total Administered Members:	5
	Port	Code Sfx	Name	Night	Sig Grp	
1:	001v817	MM710			10	
2:	001v818	MM710			10	
3:	001v819	MM710			10	
4:	001v820	MM710			10	
5:	001v821	MM710			10	

**Note:** There is different port numbering between PG230 Digital Switch and Communication Manager; therefore ports 18-22 on PG230 Digital Switch correspond to ports 17-21 on Communication Manager.

Repeat the above configuration steps to configure remaining trunk groups for Agent Headsets (Dialback), Outbound and Transfer calls. For each trunk group make sure that the number of ports in GROUP MEMBER ASSIGNMENTS is correctly mapped to the number of ports configured on the PG230. Also, for every trunk group, configure each port with signaling group 10.

Enter **list trunk-group** command, to list all trunk groups that were configured on the Communication Manager. Below is the list of all trunk groups that were configured for the E1 QSIG trunk between Communication Manager and PG230 Digital Switch.

list trunk-group											Page	1
TRUNK GROUPS												
Grp												
No.	TAC	Group	Type	Group Name	No.	Mem	TN	COR	CDR	Meas	Dsp	Que
<b>21</b>	721	isdn		<b>QSIG to PG230 - Headsets</b>	5	1	1	y	none	y		0
<b>22</b>	722	isdn		<b>QSIG to PG230 - Outbound</b>	10	1	1	y	none	n		0
<b>23</b>	723	isdn		<b>QSIG to PG230 - Inbound</b>	5	1	1	y	none	n		0
<b>24</b>	724	isdn		<b>QSIG to PG230 - Transfer</b>	5	1	1	y	none	n		0

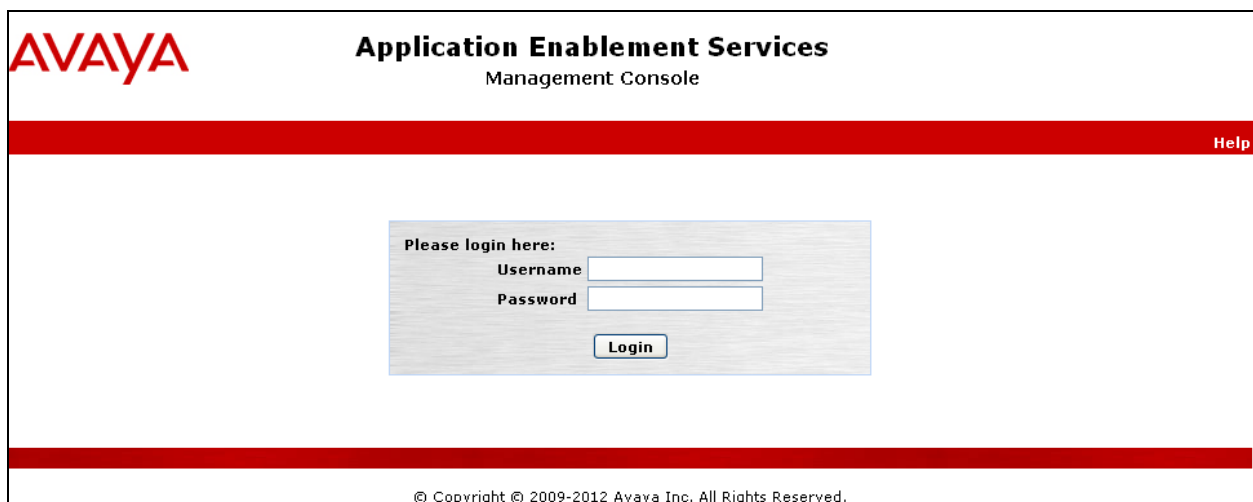
## 6. Configure Avaya Aura® Application Enablement Services server

This section provide the procedures for configuring AES. The procedures include the following areas:

- Launch OAM interface
- Administer the Switch Connection
- Administer TSAPI Link
- Restart TSAPI Service
- Obtain Tlink name
- Administer Avaya Proactive Contact and synTelate user


### 6.1. Launch OAM Interface

Access the OAM web-based interface of AES, in this instance using the URL <https://10.10.16.96>. The Management console [shown below] is displayed. Login using the appropriate credentials.



The screenshot shows the Avaya Application Enablement Services Management Console login page. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" is displayed in bold, with "Management Console" underneath it. A red horizontal bar spans the width of the page, with the word "Help" in white text on the right side. In the center of the page is a login box with a light gray background. Inside the box, the text "Please login here:" is followed by two input fields: "Username" and "Password". Below these fields is a "Login" button. At the bottom of the page, a red horizontal bar is present, and below it, the copyright notice "© Copyright © 2009-2012 Avaya Inc. All Rights Reserved." is displayed.

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



**Application Enablement Services**  
Management Console

Welcome: User craft  
Last login: Tue Oct 2 15:09:34 2012 from 10.10.16.62  
Number of prior failed login attempts: 0  
HostName/IP: aesserver62/10.10.16.96  
Server Offer Type: TURNKEY  
SW Version: r6-2-0-18-0  
Server Date and Time: Fri Oct 5 15:17:18 BST 2012

HomeHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

**Welcome to OAM**

The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

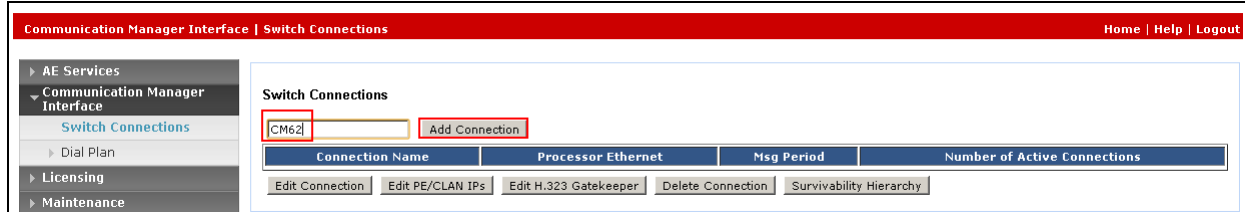
- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance 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

Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain.

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## 6.2. Administer the Switch Connection

To establish the connection between Communication Manager and AES, navigate to **Communication Manager Interface → Switch Connections**. In the field next to Add Connection enter **CM62** and click on **Add Connection**.



Communication Manager Interface | Switch Connections Home | Help | Logout

AE Services  
Communication Manager Interface  
Switch Connections  
Dial Plan  
Licensing  
Maintenance

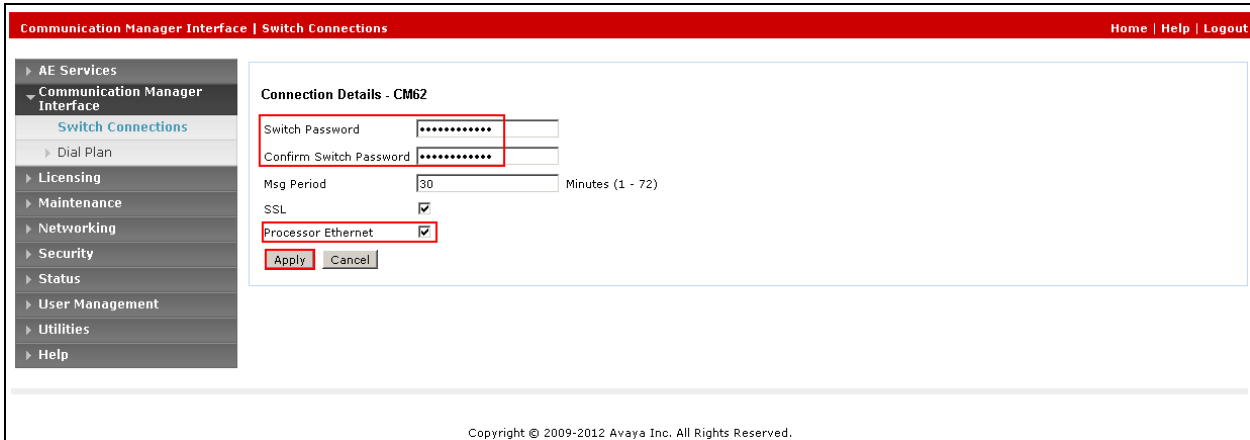
Switch Connections

CM62 Add Connection

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
CM62	Yes	30	0

Edit Connection Edit PE/CLAN IPs Edit H.323 Gatekeeper Delete Connection Survivability Hierarchy

The following screen is displayed. Complete the configuration as shown and enter the password specified in **Section 5.1** when configuring AESVCS in ip-services. Click on **Apply**.



Communication Manager Interface | Switch Connections Home | Help | Logout

AE Services  
Communication Manager Interface  
Switch Connections  
Dial Plan  
Licensing  
Maintenance  
Networking  
Security  
Status  
User Management  
Utilities  
Help

Connection Details - CM62

Switch Password \*\*\*\*\*  
Confirm Switch Password \*\*\*\*\*

Msg Period 30 Minutes (1 - 72)

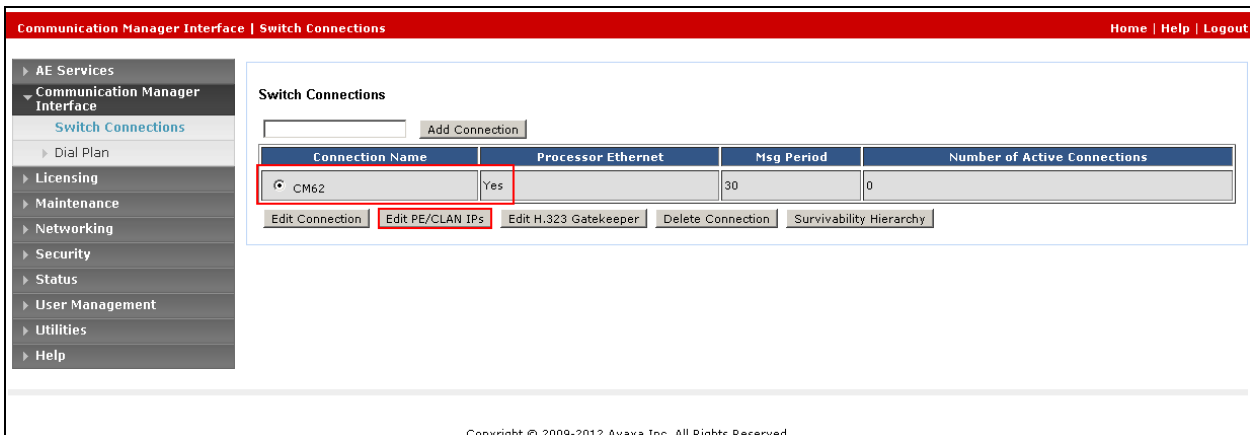
SSL ☒

Processor Ethernet ☒

Apply Cancel

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The following screen displays the newly added switch connection. Click **Edit PE/CLAN IPs**.



Communication Manager Interface | Switch Connections Home | Help | Logout

AE Services  
Communication Manager Interface  
Switch Connections  
Dial Plan  
Licensing  
Maintenance  
Networking  
Security  
Status  
User Management  
Utilities  
Help

Switch Connections

Add Connection

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
CM62	Yes	30	0

Edit Connection Edit PE/CLAN IPs Edit H.323 Gatekeeper Delete Connection Survivability Hierarchy

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Enter the IP address of the procr and click **Add/Edit Name or IP** as shown below:

Communication Manager Interface | Switch Connections Home | Help | Logout

AE Services  
Communication Manager Interface  
Switch Connections  
Dial Plan  
Licensing  
Maintenance  
Networking  
Security  
Status  
User Management  
Utilities  
Help

Edit Processor Ethernet IP - CM62

10.10.16.142 Add/Edit Name or IP

Back

Name or IP Address	Status
--------------------	--------

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The following screen displays the newly added IP address.

Communication Manager Interface | Switch Connections Home | Help | Logout

AE Services  
Communication Manager Interface  
Switch Connections  
Dial Plan  
Licensing  
Maintenance  
Networking  
Security  
Status  
User Management  
Utilities  
Help

Edit Processor Ethernet IP - CM62

10.10.16.142 Add/Edit Name or IP

Back

Name or IP Address	Status
10.10.16.142	Idle

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### 6.3. Administer TSAPI Link

Navigate to **AE Services** → **TSAPI** → **TSAPI Links** from the left pane. The **TSAPI Links** screen is displayed; click **Add Link**.

The screenshot shows the 'AE Services | TSAPI | TSAPI Links' interface. On the left, a navigation pane lists 'AE Services' (CVLAN, DLG, DMCC, SMS, TSAPI, TWS, Communication Manager Interface). Under 'TSAPI', 'TSAPI Links' is selected. The main content area, titled 'TSAPI Links', has two tabs: 'Link' and 'Switch Connection'. The 'Link' tab is active, showing 'Add Link', 'Edit Link', and 'Delete Link' buttons. The 'Add Link' button is highlighted with a red box.

Configure the TSAPI Link using the newly configured **Switch Connection** in **Section 6.2** as shown below and click **Apply Changes**.

The screenshot shows the 'Add TSAPI Links' configuration screen. The left navigation pane is the same as in the previous screenshot. The main content area is titled 'Add TSAPI Links' and contains the following fields: 'Link' (dropdown menu with '1' selected), 'Switch Connection' (dropdown menu with 'CM62' selected and highlighted with a red box), 'Switch CTI Link Number' (dropdown menu with '1' selected), 'ASAI Link Version' (dropdown menu with '4' selected), and 'Security' (dropdown menu with 'Both' selected). At the bottom, there are 'Apply Changes' and 'Cancel Changes' buttons. The 'Apply Changes' button is highlighted with a red box.

The screen below will be displayed with instructions to restart the TSAPI Server. Click **Apply** taking note of the instructions given.


AE Services | TSAPI | TSAPI Links

▼ AE Services

- ▶ CVLAN
- ▶ DLG
- ▶ DMCC
- ▶ SMS
- ▼ TSAPI
  - TSAPI Links
  - TSAPI Properties
- ▶ TWS
- ▶ Communication Manager Interface

Apply Changes to Link

Warning! Are you sure you want to apply the changes?  
These changes can only take effect when the TSAPI server restarts.

 **Please use the Maintenance -> Service Controller page to restart the TSAPI server.**

Apply

Cancel

The following screen will be displayed showing the TSAPI Link.

AE Services | TSAPI | TSAPI Links

Home | Help | Logout

▼ AE Services

- ▶ CVLAN
- ▶ DLG
- ▶ DMCC
- ▶ SMS
- ▼ TSAPI
  - TSAPI Links
  - TSAPI Properties
- ▶ TWS

TSAPI Links

Link	Switch Connection	Switch CTI Link #	ASA1 Link Version	Security
1	CM62	1	4	Both

Add Link

Edit Link

Delete Link

RP; Reviewed:  
SPOC 2/22/2013

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PC501HDSynPAB



## 6.4. Restart TSAPI Service

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

The screenshot shows a web interface for the Service Controller. On the left is a navigation pane with a tree structure. The 'Maintenance' section is expanded, and 'Service Controller' is selected. The main area on the right is titled 'Service Controller' and contains a table of services. The 'TSAPI Service' is checked, and its status is 'Running'. Below the table is a link for 'Status and Control'. At the bottom, there are several buttons: 'Start', 'Stop', 'Restart Service' (which is highlighted with a red box), 'Restart AE Server', 'Restart Linux', and 'Restart Web Server'.

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

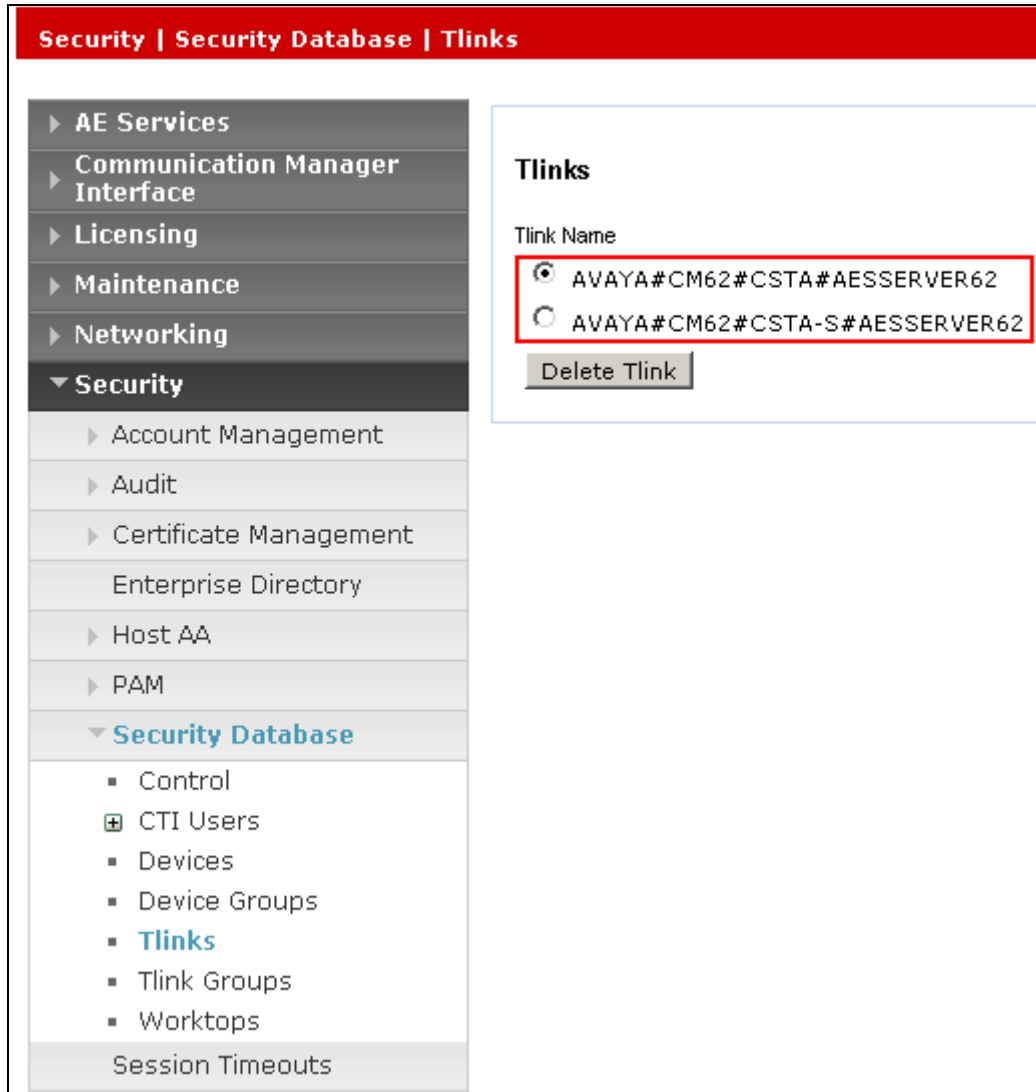
For status on actual services, please use [Status and Control](#)

Start Stop **Restart Service** Restart AE Server Restart Linux Restart Web Server

## 6.5. Obtain Tlink Name

Navigate to **Security** → **Security Database** → **Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. 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.

**Note:** The encrypted TSAPI link is used by Proactive Contact i.e. **AVAYA#CM62#CSTA-S#AESSERVER62**



## 6.6. Administer Avaya Proactive Contact and synTelate User

In this section two users are configured, the first for use by Proactive Contact, and another for the synTelate Client to communicate with the AES. Navigate to **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. Click Apply at the bottom of the screen (not shown).

**User Management | User Admin | Add User**

▶ AE Services

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▼ User Management

▶ Service Admin

▼ User Admin

▪ Add User

▪ Change User Password

▪ List All Users

▪ Modify Default Users

▪ Search Users

▶ Utilities

▶ Help

**Add User**

Fields marked with \* can not be empty.

\* User Id

pc501

\* Common Name

pc501

\* Surname

pc501

\* User Password

\*\*\*\*\*

\* Confirm Password

\*\*\*\*\*

Admin Note

Avaya Role

None

Business Category

Car License

CM Home

Css Home

CT User

Yes

Department Number

Repeat the above steps to create the synTelate user. 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. Click **Apply** at the bottom of the screen (not shown below).

**User Management | User Admin | Add User**

▶ AE Services

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▼ User Management

▶ Service Admin

▼ User Admin

▪ **Add User**

▪ Change User Password

▪ List All Users

▪ Modify Default Users

▪ Search Users

**Add User**

Fields marked with \* can not be empty.

\* User Id

syntelate

\* Common Name

syntelate

\* Surname

syntelate

\* User Password

●●●●●●●●●●

\* Confirm Password

●●●●●●●●●●

Admin Note

Avaya Role

None

Business Category

Car License

CM Home

Css Home

CT User

Yes

In addition, the user used by Proactive Contact and Syntelate should be configured as an unrestricted user. Navigate to **Security** → **Security Database** → **CTI Users** → **List All Users** from the left pane, click on the radio button beside the users created above, in this case, **pc501** and click **Edit** (not shown). Place a tick in the box next to **Unrestricted Access**, as shown in the screen below. Click **Apply Changes**.

**Security | Security Database | CTI Users | List All Users** **H**

▶ AE Services

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▼ Security

▶ Account Management

▶ Audit

▶ Certificate Management

Enterprise Directory

▶ Host AA

▶ PAM

▼ Security Database

▪ Control

**Edit CTI User**

User Profile:

User IDpc501

Common Namepc501

Worktop NameNONE

Unrestricted Access☒

Call and Device Control:

Call Origination/Termination and Device StatusNone

Call and Device Monitoring:

Device MonitoringNone

Calls On A Device MonitoringNone

Call Monitoring☐

Routing Control:

Allow Routing on Listed DevicesNone

Apply Changes

Cancel Changes

## 7. Configure Avaya Proactive Contact

This section provides the procedures for configuring Proactive Contact. The procedures include the following areas:

- Verify Avaya Proactive Contact Licensing
- Configure CTI
- Configure Avaya Proactive Contact with CTI for Agent Blending
- Configure master.cfg
- Configure number format
- Configure the calling list
- Configure Avaya Proactive Contact Administration Software

### 7.1. Verify Avaya Proactive Contact Licensing

Access the Web License Manager of the Avaya Proactive Contact, in this instance using the URL <https://10.10.16.95:52233/WebLM/>. The Web License Manager Screen is displayed, login using the appropriate credentials.



The **Web License Manager** screen below is displayed, navigate to **Licensed products** → **Avaya\_Proactive\_Contact** in the left pane, to display the **Licensed Features** screen in the right pane. Verify that there are sufficient licenses for each of the fields displayed.

**AVAYA** Web License Manager (WebLM v4.7) [Logoff](#)

**Install License** **Avaya\_Proactive\_Contact - Release: 5 - SID: 11618150 (Standard License File)**

**Licensed Products**  
**Avaya\_Proactive\_Contact**  
 Uninstall License  
 Change Password  
 Server Properties  
 Manage Users  
 Logout

You are here: Licensed products > Avaya\_Proactive\_Contact

License installed on: 20-May-2011 13:25:58 o'clock EDT

[View Peak Usage](#)

**Licensed Features**

Feature (Keyword)	Expiration Date	Licensed	Acquired
Number of PBX Agents using Avaya CT with predictive (VALUE_APC_PREDICTIVECTIAGENTS)	permanent	100	0
Number of telephone lines (VALUE_APC_PHONELINES)	permanent	100	0
Number of Agents with Predictive Dialing (VALUE_APC_PREDICTIVE_AGENTS)	permanent	100	0
Number of PBX Agents using Avaya CT (VALUE_APC_TOTALCTIAGENTS)	permanent	100	0
Number of Supervisor Workstations (VALUE_APC_SUPERVISORS)	permanent	10	0
Number of Agents (VALUE_APC_TOTAL_AGENTS)	permanent	100	0

**Acquired Licenses**

## 7.2. Configure CTI

In order to establish the TSAPI link between Proactive Contact and AE Services, the relevant fields were edited. From the Proactive Contact shell, create a `cti_passwd.cfg` file by doing the following:

- type **cti\_passwd -s** (s denotes the CTI Option).

When prompted for the password enter the password administered to the CTI user configured for Proactive Contact earlier on the AES.

Navigate to **/opt/avaya/pds/config/** directory. Copy and rename the **tslibrc** file, by typing **cp tslibrc tslibrc**. Edit **.tslibrc** with the IP Address of AES, as shown below.

```
[Telephony Servers]
; This is a list of the servers offering Telephony Services via TCP/IP.
; Either domain name or IP address may be used; default port number is 450
; The form is: host_name=port_number    For example:
;
; tserver.mydomain.com=450
10.10.16.96
;

; This file should be copied to CONFIG directory as .tslibrc.
; See master.cfg for the directory name.

; This entry overrides the [Telephony Servers] section, if any.
```



For the purposes of Agent Blending, copy the .tslibrc file to the **/opt/avaya/pab/config/** directory by entering the command **cp /opt/avaya/pds/config/.tslibrc /opt/avaya/pab/config/.tslibrc**. Navigate to **/opt/avaya/pds/config** and edit **opmon.cfg** as shown below:

```
CFGTIME:15
DIALBACK:1-15:15:1::
DIALBACKNUM:ALL
```

Edit **dgswitch.cfg** as shown below. The format used is based on the location of the ports in the PG230 Digital Switch; therefore Proactive Contact is configured with the same number of Inbound Ports as the number of inbound lines on the PG230 Digital Switch. The inbound ports configured on Proactive Contact correspond to the ports of the inbound trunk group configured on Communication Manager in **Section 5.6**; the same is true for Headset, Outbound and Transfer trunk ports.

```
# Headset Ports
H:1:361:1::#H:15:1:1-1-21-4-2
H:2:362:1::#H:15:1:1-1-21-4-3
H:3:363:1::#H:15:1:1-1-21-4-4
H:4:364:1::#H:15:1:1-1-21-4-5
H:5:365:1::#H:15:1:1-1-21-4-6

# Normal Outbound Trunks
N:1:366:1::#O:10:1:1-1-21-4-7
N:2:367:1::#O:10:1:1-1-21-4-8
N:3:368:1::#O:10:1:1-1-21-4-9
N:4:369:1::#O:10:1:1-1-21-4-10
N:5:370:1::#O:10:1:1-1-21-4-11
N:6:371:1::#O:10:1:1-1-21-4-12
N:7:372:1::#O:10:1:1-1-21-4-13
N:8:373:1::#O:10:1:1-1-21-4-14
N:9:374:1::#O:10:1:1-1-21-4-15
N:10:375:1::#O:10:1:1-1-21-4-16

# Normal Inbound Trunks

N:11:377:1::#I:11:1:1-1-21-4-18
N:12:378:1::#I:11:1:1-1-21-4-19
N:13:379:1::#I:11:1:1-1-21-4-20
N:14:380:1::#I:11:1:1-1-21-4-21
N:15:381:1::#I:11:1:1-1-21-4-22

# Transfer-thru Trunks
T:1:12:1::#T:12:1:1-1-21-4-1
```

Edit only the last 4 lines of **voicemsg.cfg**, this file refers to the announcements recorded on the PG230.

```
250:greeting:1027:Female:Folder4:Voice:Message27
251:inbound:1028:Female:Folder4:Voice:Message28
252:outbound:1029:Female:Folder4:Voice:Message29
253:notLoggedIn:1030:Female:Folder4:Voice:Message30
```

Navigate to the **/opt/avaya/pds/scripts** directory and copy the telephny\_sp.spt file to the telephny.spt file using the following command **cp telephny\_hd.spt telephny.spt**. This file defines Hard Dialer specific parameters.

### 7.3. Configure Avaya Proactive Contact with CTI for Agent Blending

From the Proactive Contact shell, create a cti\_passwd.cfg file by entering the following: Type **cti\_passwd -b** (b denotes blend). When prompted for the password enter the password assigned to the CTI user configured earlier on AES. Navigate to the **/opt/avaya/pab/config/** directory. Enter command **cp ctirc.cvct ctirc1** and edit **ctirc1** as shown below.

```
#####
# LAST REVISION $Date: 2002/02/20 16:24:55 $
#####
# The only configurable line is the 14th line after the comments (third from
# the bottom). There are five fields in this line:
# Field 1: TLINK
# Field 2: Login name for CVCT (run "cti passwd -b" to setup the encrypted
password)
# Field 3: Application Name (PDS)
# Field 4: TS2 - This is the library version that we used. Do no change.
0 # CVCT CEP (switch type)
0x11 # CEP CHGSVR
0x2015A # Supported Events
0 # Stats and Counts (No MIS for Aspect)
0 # Appear and Vanish (No LM for Aspect)
0 # Agent Available, Login, Logout
0 # per-outstanding-move (N/A for Aspect)
0 # seconds added to LM (N/A for Aspect)
0 # seconds added to LC (N/A for Aspect)
Port SupId SupPass
NotUsed
AVAYA#CM62#CSTA-S#AESSERVER62:pc501:PDS:TS2
chgsvr
cep pway
```

Enter command **cp CBA\_procs.example CBA\_procs** and edit **CBA\_procs** as shown below with the Proactive Contact server hostname:

```
#####
#                                     |Max Wait|Max Wait|Max Wait|Max Wait|Kill
#                                     | Before | Before | Before | Before |Cfg-
# Process|Startup|Shutdown|Shutdown|  Abort  | SIGTERM| SIGKILL|Only
#   Type | Order | Order  | Message| Message| Signal | Signal |Mode
#-----
# NOTE - Startup Order and Shutdown Order MUST start at the value one(1) and
#        increment WITHOUT any sequence gaps
PROCESS_CONTROL
SOE| 1 | 5 | -1 | -1 | -1 | 25 | 0
USR| 2 | 4 | -1 | -1 | 21 | 24 | 0
CTI| 3 | 3 | 11 | 15 | 24 | 35 | 1
ACD| 4 | 2 | 0  | 5  | 10 | 11 | 1
MSC| 5 | 1 | -1 | -1 | -1 | 25 | 0

#####
# Process | Host | Path | Binary | Parameters
#   Type  | Name |      | Name   |
#-----
PROCESS_INSTANCE
USR|devconhd501|/opt/avaya/pab/bin/|cbauser|1
CTI|devconhd501|/opt/avaya/pab/bin/|cti|1
ACD|devconhd501|/opt/avaya/pab/bin/|acdmon|1 nocancel min_asa 2sec gen_rel
MSC|devconhd501|/opt/avaya/pab/scripts/|acdsnap_mon|
```

Copy and rename the **CBA\_cfg.example** file, type **cp CBA\_cfg.example CBA\_cfg** and press Enter. This establishes the Application, PBX and Gateway IDs used by Agent Blending.

Proactive Contact must be configured with the inbound VDN to be monitored and the acquire VDN for acquiring agents in order to handle calls from an outbound job. The Proactive Contact name for a VDN is Domain. Edit **/opt/avaya/pab/config/dom\_group.data** and enter the following using the guidance contained within the file:

- An Outbound Only Domain Group – in this example named **NORTH\_USA**
- An IB (inbound) Domain called **5812**, which refers to VDN 5812
- A TEAM (acquire) Domain called **5811** with refers to VDN 5811.

Both of these Domain have a Domain Group ID of NORTH\_USA.

```
*VERSION | 1
##### Defined Domains Groups #####
# Domain Group Record Layout - To Create a new domain group copy the template
#   below and replace all field holders with appropriate values.
#   NOTE - All fields that retain their place holder values (TR, TT, etc)
#           will be assumed to be empty.
#   NOTE - Line breaks may happen between any fields but not within a field
#   NOTE - Do not change lower case field holders
#
#   WARNING - Remove the "#" comment field indicator to activate the template
#
# TEMPLATE
# -----
--
# *DG | DG_NM | dg_id | RTI | CM | MAAS | SC | DSL | MSL |
#   AUT | MAO | TR | TT | ACWT | MQR | afi | rti |
# -----
--
#
# Description of fields within a Domain Group
# -----
# *      - Start Of New Record { MUST be in first column of record}
# DG     - Domain Group Record Key   { Always DG}
# DG_NM  - Domain Group Name {Descriptive name use by UI to specify a domain}
# dg_id  - Domain Group ID { FILLED IN BY SYSTEM}
# RTI    - Time Interval (hours)
# CM     - Control Method {ASA-Avg.Spd Answered,SL-Sevice Lvl,OB_ONLY-
Outbound}
# MAAS   - [Target] Average Speed to Answer (seconds)
# SC     - Service Criterion (seconds)
# DSL    - Desired Service Level (%)
# MSL    - Abatement Service Level (%)
# AUT    - Traffic Intensity Threshold (%)
# MAO    - Minimum # of Agents on Outbound (# agents)
# TR     - Initial Traffic Rate (calls/second)
# TT     - Minimum Talk Time (seconds)
# ACWT   - Minimum After Call Work Time (seconds)
# MQR    - Minimum Queued for Release (OB_ONLY groups)
# afi    - Acquisitions From Inbound { FILLED IN BY SYSTEM }
# rti    - Releases To Inbound      { FILLED IN BY SYSTEM }
#
```

```

*DG | NORTH_USA | 1 | RTI | OB_ONLY | MAAS | SC |
    DSL | MSL | AUT | MAO | TR | TT |
    ACWT | 0 | afi | rti |

##### Defined Domains #####
# Domain Record Layout - To Create a new domain copy the template below
#   and replace all field holders with appropriate values.
#   NOTE - All notes/warnings from domain group field still apply.
#
# TEMPLATE
# -----
# *DM | DM ADRS | DM EXT | DG NM | dg id | AP ID | PBX ID | GW ID | DM TYP |
# -----
#
# Description of fields within a Domain
# -----
# *          - Start Of New Record {MUST be in first column of record}
# DM          - Domain Record Keyword   {Always DM}
#
# DM_ADRS- Domain Address
# DM_EXT - Domain Phone Number
# DG_NM  - Domain Group Name {Descriptive name use by UI to specify a D.G.}
#                Use TRANS if defining a floating transient domain.
# dg_id  - Domain Group ID {FILLED IN BY SYSTEM}
# AP_ID  - PDS ID
# PBX_ID - PBX ID
# GW_ID  - Gateway ID
# DM_TYP - Domain Type -- one of:
#                IB          - Inbound,
#                TRANS       - Transient Acquire,
#                TEAM        - Team Acquire,
#                OV_FLOW     - Overflow
#
#
*DM | 5811 | 5811 | NORTH_USA | 1 | 1 | 1 |
    1 | TEAM |

*DM | 5812 | 5812 | NORTH_USA | 1 | 1 | 1 |
    1 | IB |

```

Edit **acd\_ext.cfg** – this contains the Communication Manager extension number into which Proactive Contact Agents and ACD Agents will be logging in, as show below, extension **1603** is the extension onto which agents are logged into in this case:

1:1603

Agent Blending is a feature add-on for Proactive Contact. Ensure that PDS is stopped and as root, enter the command **menu install** which will run a script. When prompted select option **2** for **Value added products**, and then **2** again for **Install Predictive Agent Blend**. Then follow the instructions prompted on screen as shown below.

```
Have you stopped PDS processes: y
Following AES servers are configured:
10.10.16.96 Do you want to add another AES server: n
CTI password seems to be already set in /opt/avaya/pab/config/cti_passwd.cfg
Do you wish to change the CTI password? n
AES_LINK set to AVAYA#CM62#CSTA-S#AESSEVER62
Do you want to change it now?: n
AES_USER set to pc501
Do you want to change it now?: n
Do you wish to configure Domains now?: n
Do you wish to change number of users that can be acquired for outbound
calling now?: n
Now we'll install ACD extensions
Enter q to quit
When prompted, press any key to continue.
Enter 0 to exit, and 0 again
```

## 7.4. Configure master.cfg

Changes to the master.cfg file, located in **/opt/avaya/pds/etc** are made as follows.

**Note:** **INBNDSYS** was set to **YES** for the purposes of NVDT testing.

```
CALL_BLENDING:YES
DBKGROUP:15,1,1
DBSERVERIP:10.10.16.95
IICB_HOST:devconhd501
INBNDSYS:YES
LINEASSIGN:REG,O=1-10;INB,I=11-15
NAMESERVICEHOST:devconhd501
OPERATORS:5
OPLIMIT:I=5,O=5,B=5,P=5,M=5
PORTS:15
PRIMARY:YES
SWITCHNAME:switch1
SWITCHTESTMODE:NO
SWITCHTYPE:DIGITAL
VISUAL_CPA:YES
WEBLMURL:http://10.10.16.95,8080/WebLM/LicenseServer:
```

## 7.5. Configure Number Format

The phonefmt.cfg file located in **/opt/avaya/pds/config** contains details of how Proactive Contact needs to manipulate numbers in the calling list in order to successfully place them. The final line in the file is configured as follows:

```
STD TO DIALFMT*:ALLTYPES:0:::
```

In this instance, of the digits dialed, **0** are deleted and the call is routed to Communication Manager. It is assumed Communication Manager has the necessary configuration required to route the call accordingly.

## 7.6. Configure Calling List

Proactive Contact is delivered with default calling lists. The author assumes an inbound and outbound calling list is created in Proactive Contact Editor. The administration of calling lists is outside of the scope of this document. For the purposes of the compliance test, calling list 4 (list4) was used.

## 7.7. Configure Avaya Proactive Contact Administration Software

In order for the Proactive Contact Editor application to communicate with the Proactive Contact server, the PC on which the Editor application resides must be configured.

### 7.7.1. Configure Windows Host File

Edit %WINDIR%\system32\drivers\etc\hosts to include the hostname and IP address of the Proactive Contact server, as follows.

10.10.16.95 devconhd501
-------------------------

### 7.7.2. Check Avaya Proactive Contact Services

Ensure all necessary services are running on the Proactive Contact Server. The following commands start, check and stop the 3 services, the services must be stopped and started in the order shown. All services must be started before proceeding:

- start\_db
- start\_mts
- start\_pds
- check\_db
- check\_mts
- check\_pds
- stop\_pds
- stop\_mts
- stop\_db



### 7.7.3. Configure Avaya Proactive Contact Administration Software

Double click on the Health Manager icon on the desktop and configure the Proactive Contact IP address and hostname as shown below.

The screenshot shows a Windows-style dialog box titled "Configurator". Inside, there is a text box with the instruction: "You can specify the Primary Dialer, Email Server and the Database Server details." Below this, there are three sections, each with a "Name:" and "IP Address:" field. The "Primary Proactive Contact Details" section has "Name: devconhd501" and "IP Address: 10 . 10 . 16 . 95". Below this is a checked checkbox labeled "Use primary server for email and database". The "Email Server Details" section also has "Name: devconhd501" and "IP Address: 10 . 10 . 16 . 95". The "Database Server Details" section has "Name: devconhd501" and "IP Address: 10 . 10 . 16 . 95". At the bottom are "OK" and "Cancel" buttons.

You can specify the Primary Dialer, Email Server and the Database Server details.

Primary Proactive Contact Details

Name: devconhd501

IP Address: 10 . 10 . 16 . 95

☒ Use primary server for email and database

Email Server Details

Name: devconhd501

IP Address: 10 . 10 . 16 . 95

Database Server Details

Name: devconhd501

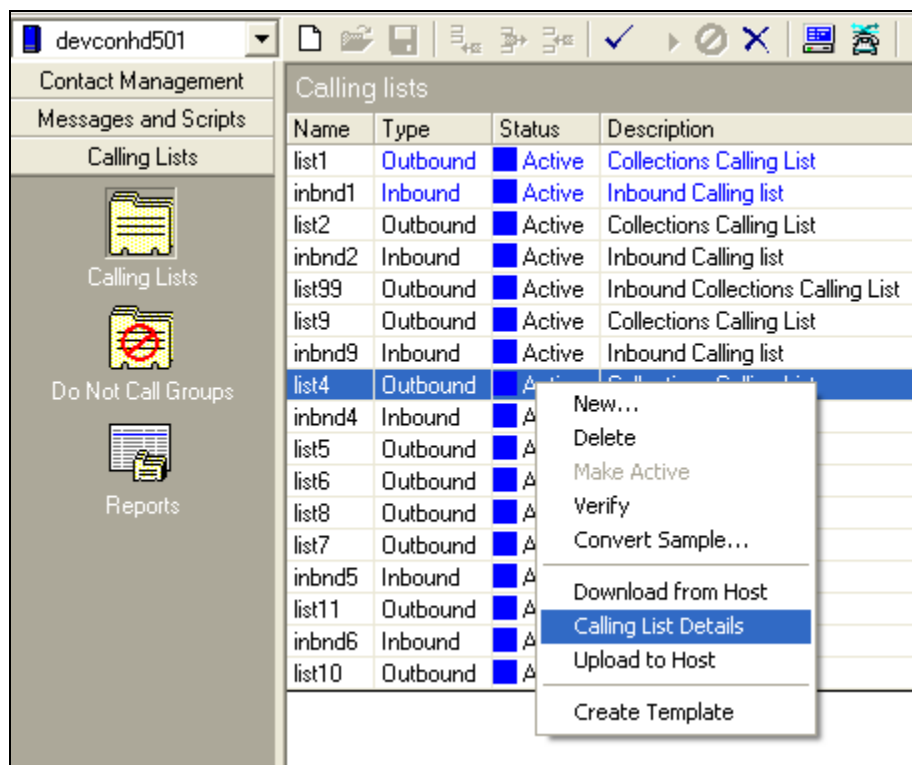
IP Address: 10 . 10 . 16 . 95

OK Cancel

It is now possible to log in to the Health Manager with the sysadm login credentials. Close Health Manager and double click on the Editor icon on the desktop. Log in with the sysadm login credentials.

#### 7.7.4. Configure Native Voice and Data Transfer Parameters (NVDT)

NVDT is the feature used when transferring caller details from the outbound job to the inbound job. In this instance, an agent logged into the inbound job will receive the account number as well as the voice path. These parameters are configured in the calling list, as shown below. In the left hand pane navigate to **Calling Lists** → **Calling Lists** and right click on **list4** and select **Calling List Details**.



## Enable Native Voice and Data Transfer.

devconhd501

Contact Management

Messages and Scripts

Calling Lists

Calling Lists

Do Not Call Groups

Reports

Calling lists: Active list4

Name	Type	Status	Description
list1	Outbound	Active	Collections Calling List
inbnd1	Inbound	Active	Inbound Calling list
list2	Outbound	Active	Collections Calling List
inbnd2	Inbound	Active	Inbound Calling list
list99	Outbound	Active	Inbound Collections Calling List
list9	Outbound	Active	Collections Calling List
inbnd9	Inbound	Active	Inbound Calling list
list4	Outbound	Active	Collections Calling List
inbnd4	Inbound	Active	Inbound Calling list
list5	Outbound	Active	Collections Calling List
list6	Outbound	Active	Collections Calling List
list8	Outbound	Active	Collections Calling List
list7	Outbound	Active	Collections Calling List
inbnd5	Inbound	Active	Inbound Calling list
list11	Outbound	Active	Collections Calling List
inbnd6	Inbound	Active	Inbound Calling list
list10	Outbound	Active	Collections Calling List

Features

Calling List Dictionary

Name	Details
General	
Number of phone fields	2
List is part of Do Not Call group	<input type="checkbox"/>
Post Update	
Number of phones to update	2
Number of call attempts to keep	5
Maintain history of attempts	Keep i
Update record codes	2,3,11
Infinite Job	
Key for removing duplicate records	
Key for indexing records	
Key for indexing Do Not Call proces	
LATELIST	
Match compcodes	<input type="checkbox"/>
Sort newly downloaded records	
Key for sorting	
Campaign Update	
Update Mode	
<input type="checkbox"/> Native Voice and Data Transfer	<input checked="" type="checkbox"/>
<input type="checkbox"/> Sales Verification	<input checked="" type="checkbox"/>

Click on the **Calling List Dictionary** tab, enable **NVDT** next to **ACCTNUM**; ensure the **LENGTH** field is set to **25** and save when completed.

devconhd501

Contact Management

Messages and Scripts

Calling Lists

Calling Lists

Do Not Call Groups

Calling lists: Active list4

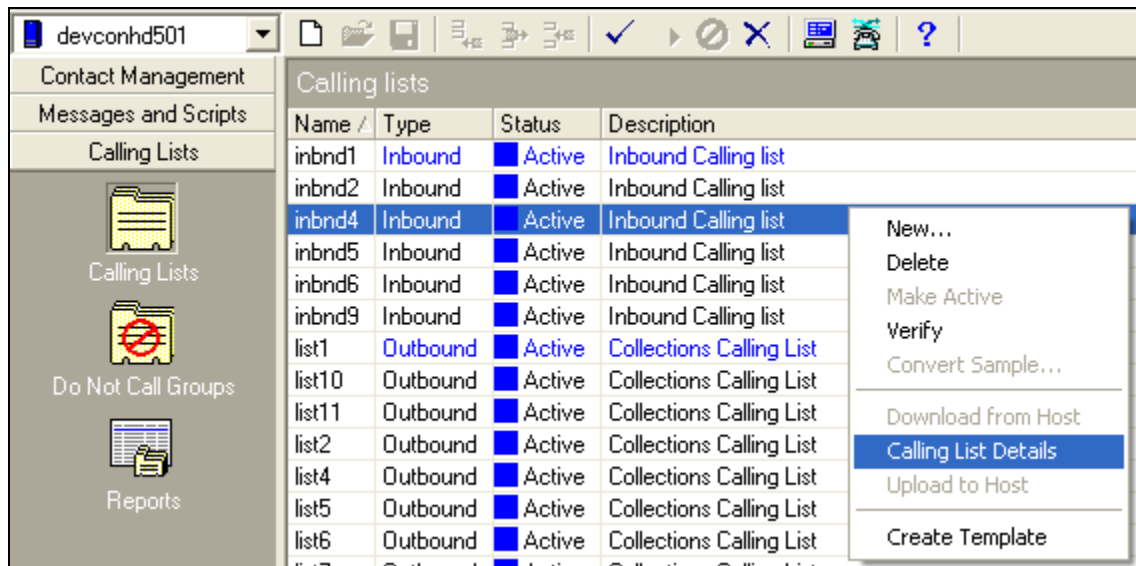
Name	Type	Status	Description
list1	Outbound	Active	Collections Calling List
inbnd1	Inbound	Active	Inbound Calling list
list2	Outbound	Active	Collections Calling List
inbnd2	Inbound	Active	Inbound Calling list
list99	Outbound	Active	Inbound Collections Calling List
list9	Outbound	Active	Collections Calling List
inbnd9	Inbound	Active	Inbound Calling list
list4	Outbound	Active	Collections Calling List
inbnd4	Inbound	Active	Inbound Calling list

Features

Calling List Dictionary

Field	Data Type	Length	Description	NVDT	RSM	Latelist
ACCT	Character	25	ACC NUMB	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
BALA	Currency	20	BALANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TOTA	Currency	10	TOTAL DUE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NAME	Character	25	NAME LINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NAME	Character	25	NAME LINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CITY	Character	25	City	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STAT	Character	2	State	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ZIPCD	Numeric	5	ZIPCODE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHON	Character	12	HOME PHO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The same needs to be performed for the **inbnd4** list. Right click on **inbnd4** and select **Calling List Details**.



Enable **NVDT** next to **ACCTNUM**; ensure the **LENGTH** field is set to **25** and save when completed.


The screenshot shows the 'Contact Management' application interface. On the left is a sidebar with 'Messages and Scripts' and 'Calling Lists' (selected). The main window is titled 'Calling lists: Active inbound4'. It contains a table of calling lists and a 'Calling List Dictionary' table.

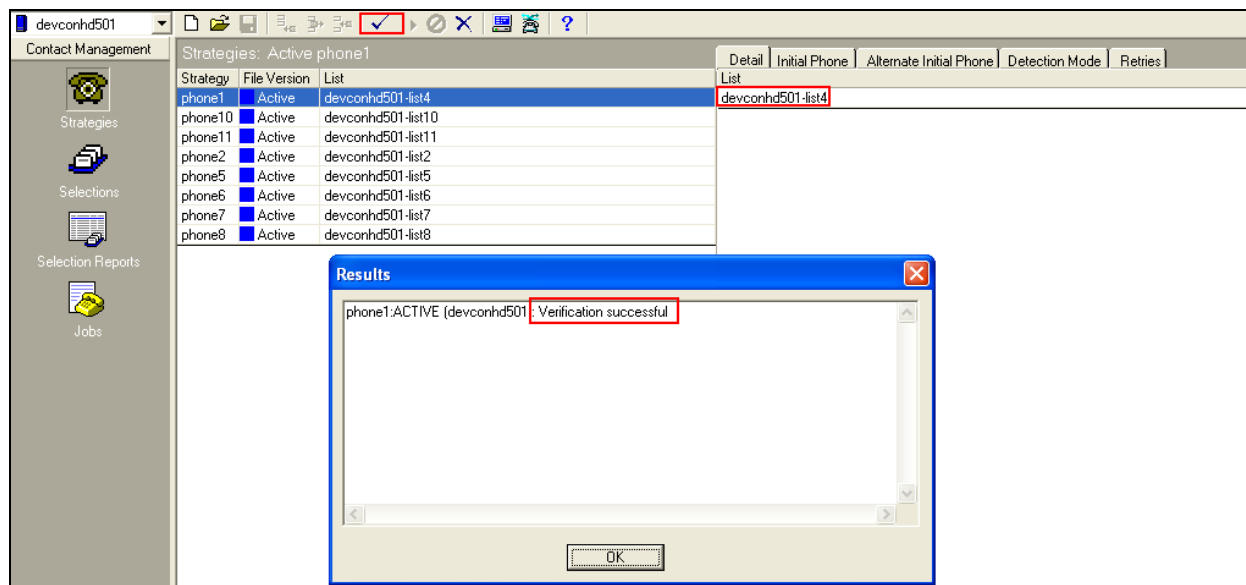
Name /	Type	Status	Description
inbnd1	Inbound	Active	Inbound Calling list
inbnd2	Inbound	Active	Inbound Calling list
inbnd4	Inbound	Active	Inbound Calling list
inbnd5	Inbound	Active	Inbound Calling list
inbnd6	Inbound	Active	Inbound Calling list

Field	Data Type	Length	Description	NVDT
ACCT	Character	25	Account	<input checked="" type="checkbox"/>
AGE	Character	8	Agent ID	<input type="checkbox"/>
DTE	Date	10	System date	<input type="checkbox"/>
TME	Time	8	System time	<input type="checkbox"/>
COD	Character	3	System	<input type="checkbox"/>

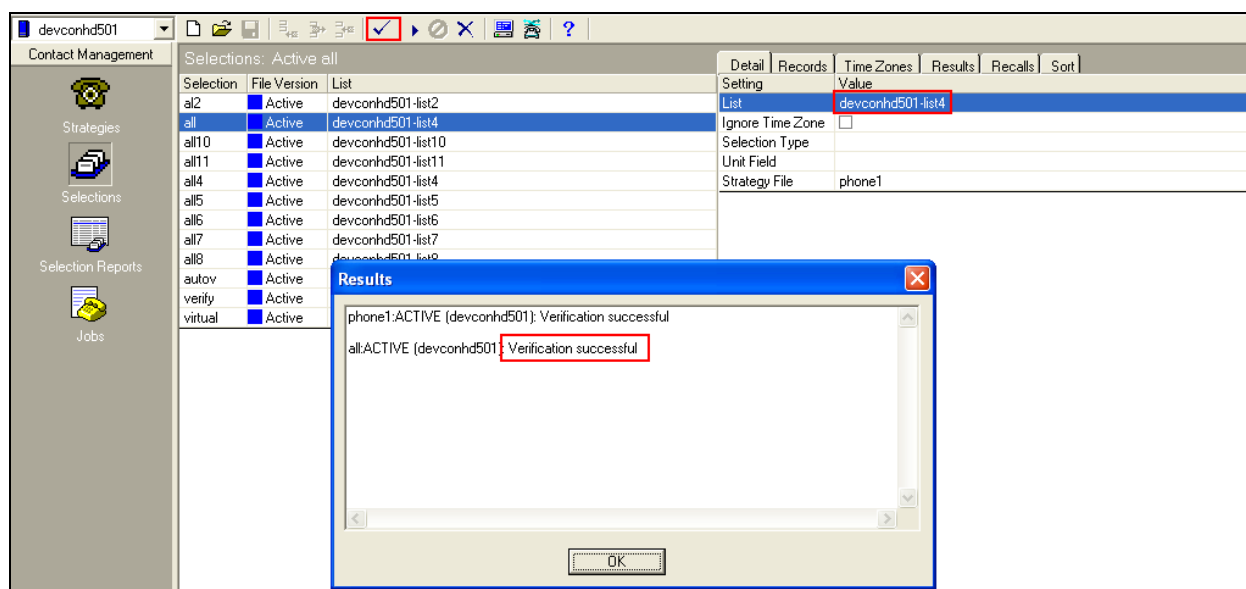
### 7.7.5. Configure Strategy

Assuming that strategy **phone1** and calling list **list4** (as specified in the previous section), are being used, configure editor as shown below and click verify , and ensure verification is successful.

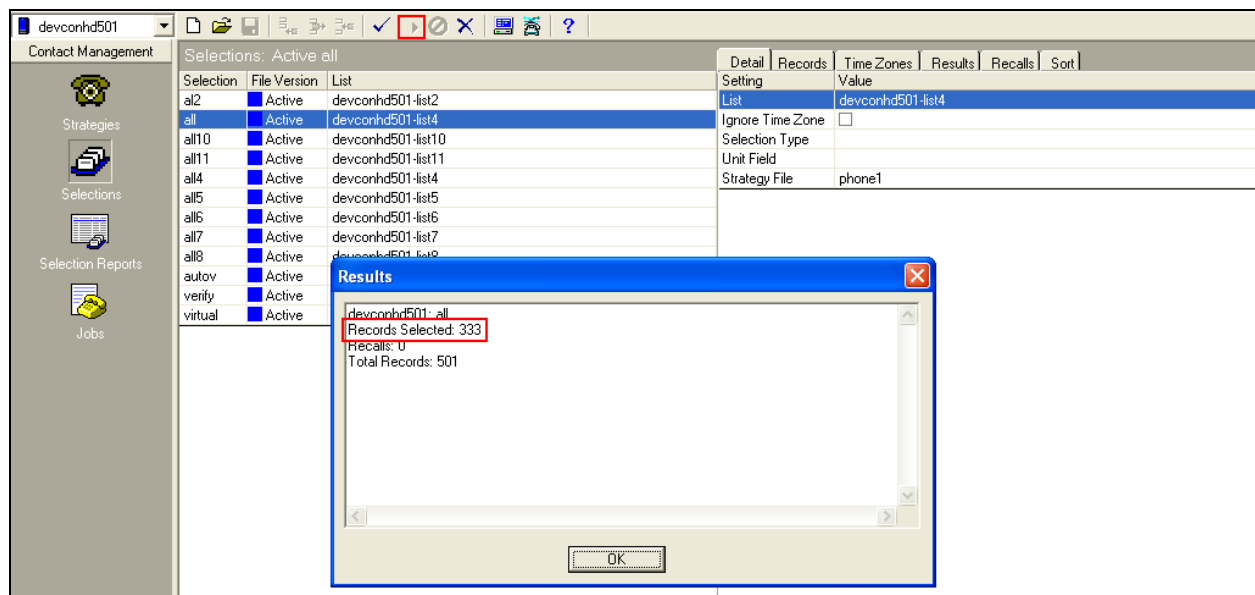


### 7.7.6. Configure Selections

Click **Selections** in the left pane, select **all** as shown below, and specify calling list 4, click verify and ensure verification is successful.

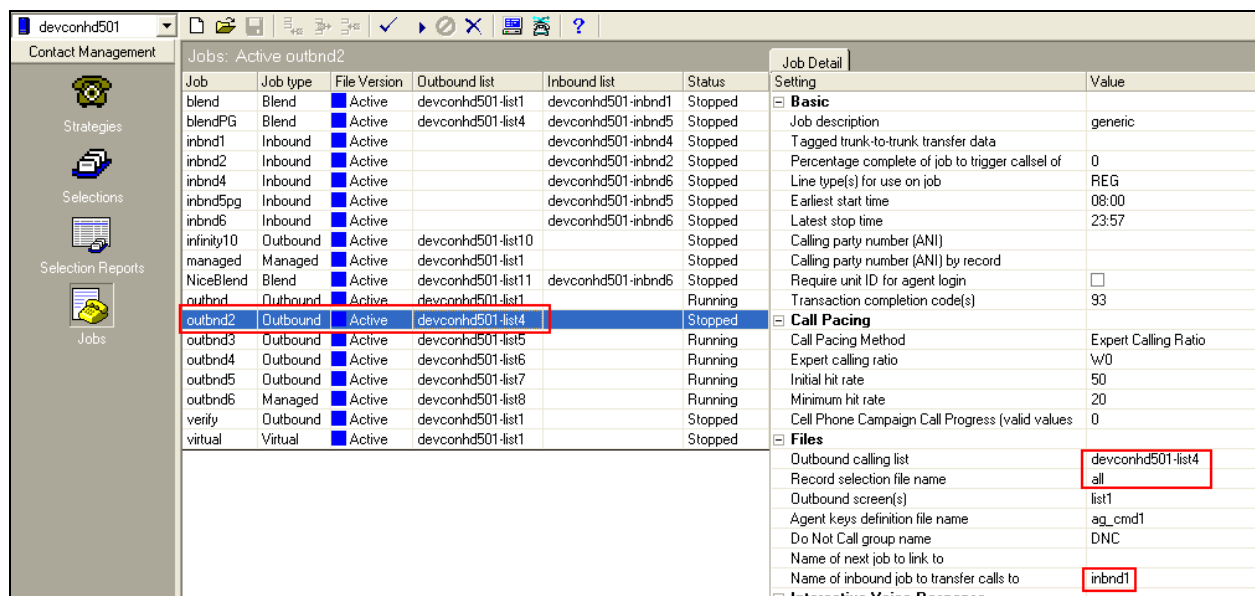



Click run , and ensure that the **Records Selected** have some records as shown below in the **Result** screen pop-up.

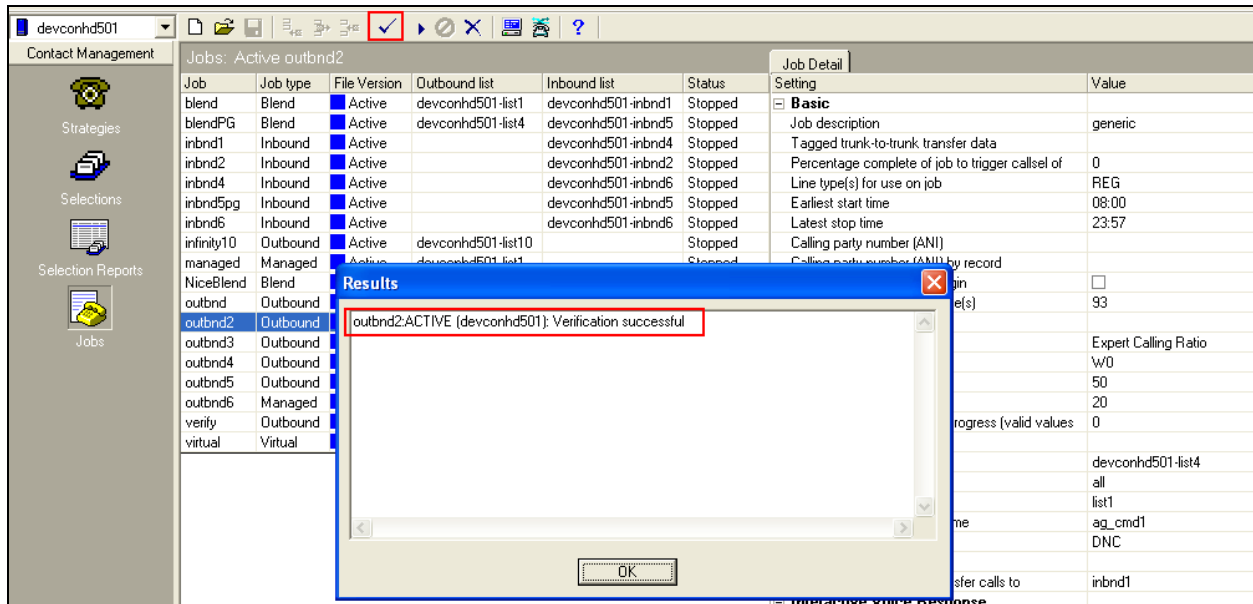


### 7.7.7. Configure Outbound Job

Click **Jobs**, select **outbnd2** and configure as shown with **list4**. **Note: Name of inbound job to transfer calls to is set to inbnd1** - this relates to the NVDT feature.



Click  and ensure verification completes successfully.



The screenshot shows the Avaya Contact Management interface. On the left is a sidebar with icons for Strategies, Selections, Selection Reports, and Jobs. The main window displays a table of jobs under the heading 'Jobs: Active outbnd2'. A 'Results' dialog box is open in the foreground, showing a success message. The background table lists various jobs with their types, file versions, outbound lists, inbound lists, and statuses.

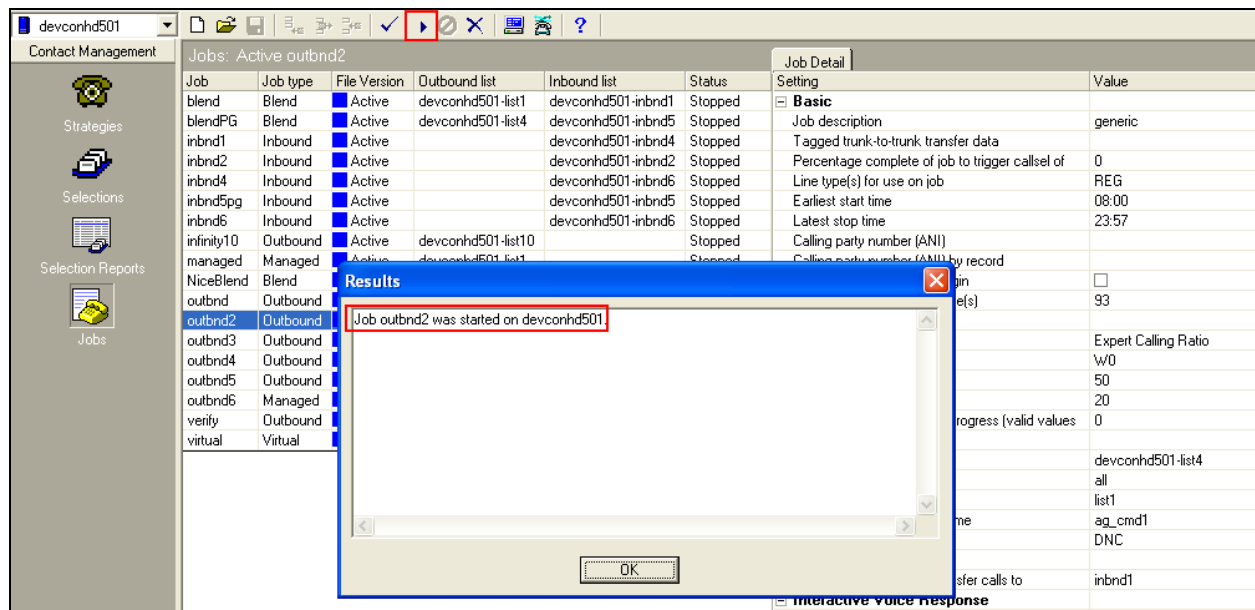
Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active	devconhd501-list1		Stopped
NiceBlend	Blend				
outbnd	Outbound				
outbnd2	Outbound				
outbnd3	Outbound				
outbnd4	Outbound				
outbnd5	Outbound				
outbnd6	Managed				
verify	Outbound				
virtual	Virtual				

The 'Results' dialog box contains the following text:

```
outbnd2:ACTIVE (devconhd501): Verification successful
```

An 'OK' button is visible at the bottom of the dialog box.

Select outbnd2 as shown below and click  to start a job.



The outbound job (outbnd2) is now running, and Proactive Contact will be initiating outbound calls using logged in Proactive Contact Agents. In this instance, synTelate Agent is used to log in both as a Proactive Contact Agent, and a Communication Manager ACD Agent.



## 7.7.8.

### 7.7.9. Configure Inbound Job

Click **Jobs** and select **inbnd1** and configure as shown below. This is the job used for the NVDT feature as noted above and also for ICB and Inbound calls directly to the dialer.

The screenshot shows the 'Jobs: Active inbnd1' configuration window. The 'Job' list on the left includes 'inbnd1' (Inbound, Active). The 'Job Detail' tab on the right shows settings for 'inbnd1'. The 'Files' section is expanded, showing 'Inbound calling list' set to 'devconhd501-inbnd4' and 'Inbound screen(s)' set to 'inbnd1'. The 'Inbound Processing' section is also visible.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active			Stopped
NiceBlend	Blend	Active	devconhd501-list11	devconhd501-inbnd6	Stopped
outbnd	Outbound	Active	devconhd501-list1		Running
outbnd2	Outbound	Active	devconhd501-list4		Running

Setting	Value
Job description	Inbound Only Job
Line type(s) for use on job	INB
Earliest start time	00:01
Latest stop time	23:59
Transaction completion code(s)	93
Inbound calling list	devconhd501-inbnd4
Inbound screen(s)	inbnd1
Agent keys definition file name	ag_cmd1
Name of next job to link to	

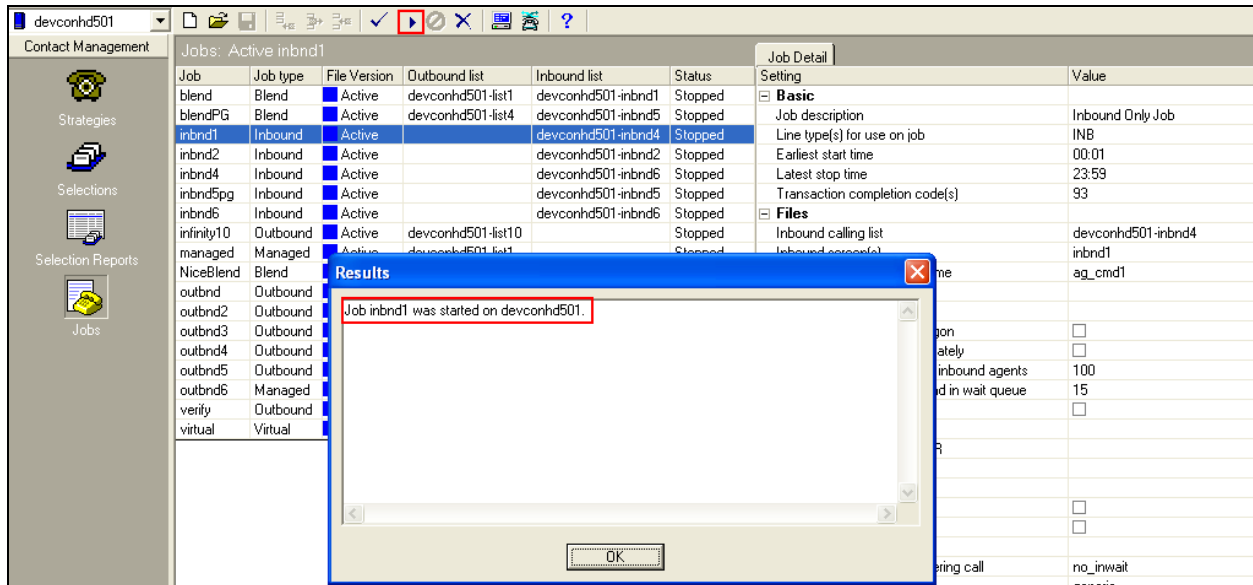
Click  and ensure verification completes successfully as shown below.

The screenshot shows the 'Jobs: Active inbnd1' configuration window with the 'Results' dialog box open. The dialog box displays the message 'inbnd1:ACTIVE (devconhd501): Verification successful' and an 'OK' button. The 'Job Detail' tab on the right shows the same settings as the previous screenshot.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active			Stopped
NiceBlend	Blend	Active	devconhd501-list11	devconhd501-inbnd6	Stopped
outbnd	Outbound	Active	devconhd501-list1		Running
outbnd2	Outbound	Active	devconhd501-list4		Running

Setting	Value
Job description	Inbound Only Job
Line type(s) for use on job	INB
Earliest start time	00:01
Latest stop time	23:59
Transaction completion code(s)	93
Inbound calling list	devconhd501-inbnd4
Inbound screen(s)	inbnd1
Agent keys definition file name	ag_cmd1
Name of next job to link to	

Click  to start an inbound job



The screenshot shows the Avaya PDS Job Management interface. On the left is a sidebar with icons for 'Strategies', 'Selections', 'Selection Reports', and 'Jobs'. The main window is titled 'devconhd501' and contains a table of jobs. A 'Results' dialog box is open in the foreground, displaying the message: 'Job inbnd1 was started on devconhd501.' with an 'OK' button.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active	devconhd501-list1		Stopped
NiceBlend	Blend				
outbnd	Outbound				
outbnd2	Outbound				
outbnd3	Outbound				
outbnd4	Outbound				
outbnd5	Outbound				
outbnd6	Managed				
verify	Outbound				
virtual	Virtual				

If the job fails to run as expected, ensure the job file within the `/opt/avaya/pds/job/` directory has the following parameters set:

<b>TESTMODE :</b>	:
<b>TESTOPER :</b>	:

## 8. Configure Inisoft synTelate Designer

This section provides the procedure for configuring synTelate Designer. The steps include the following areas:

- Administer Moagent32.ini
- Launch Designer
- Administer campaigns
- Administer scripts and screens
- Administer CTI

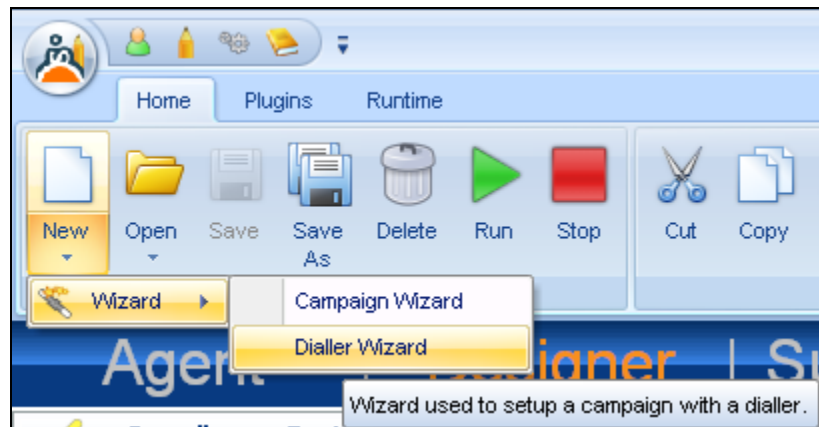
### 8.1. Administer Moagent32.ini

From the PC running Designer, navigate to the **C:\WINDOWS\system32** directory and edit the **Moagent32.ini** file as shown below and save to the **C:\WINDOWS** directory.

```
[logon]
servername = 10.10.16.95
headset =
[ConfigSettings]
UseDIIDbs=0
```

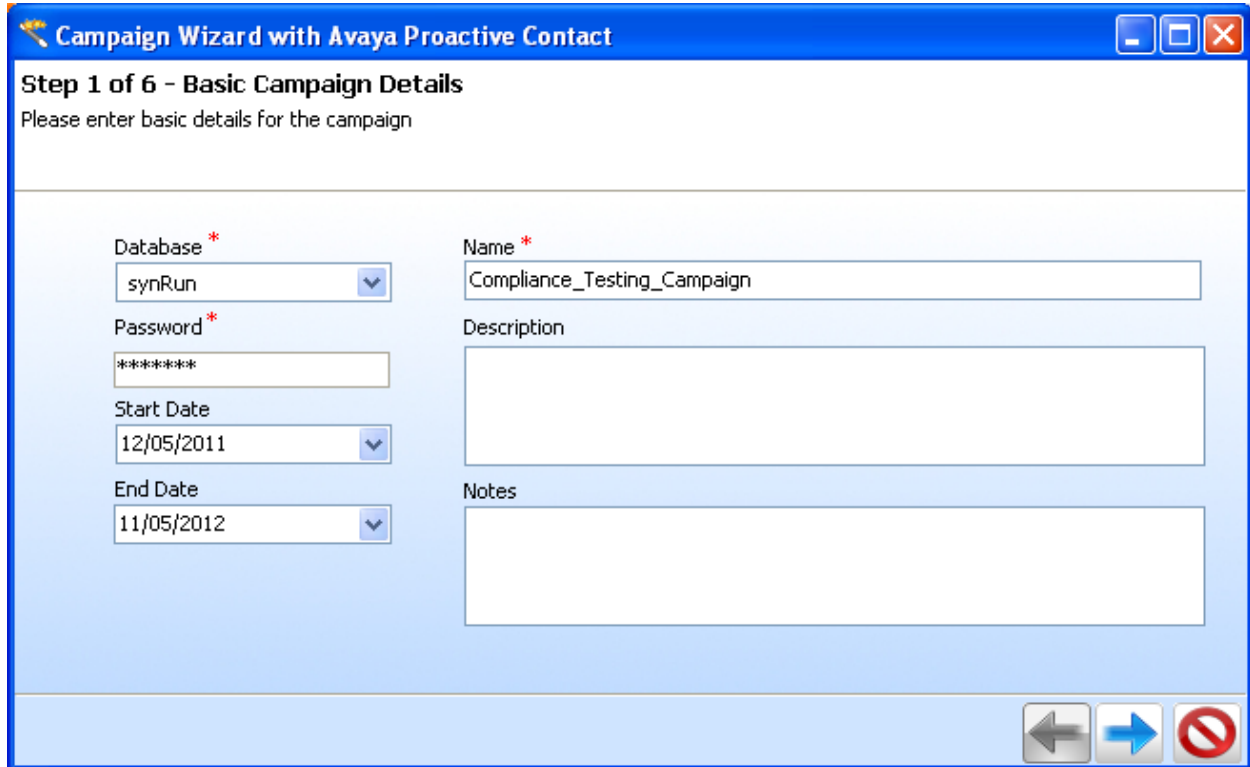
### 8.2. Launch Designer

From the PC running Designer, navigate to **Start → Programs → synTelate → synTelate Designer** to display the **Welcome - synTelate** (not shown) screen and select the **Designer** tab. From the top menu, select the **Home** tab. Click **New** and navigate to **Wizard → Dialler Wizard** from the drop-down list to create a new campaign.



### 8.3. Administer campaigns

In the **Step 1 of 6 - Basic Campaign Details** screen below enter the following values shown, and retain the default values for the remaining fields. **Click** on the arrow pointing **right**,



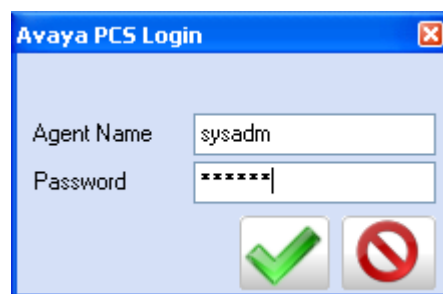
**Campaign Wizard with Avaya Proactive Contact**

**Step 1 of 6 - Basic Campaign Details**  
Please enter basic details for the campaign

Database *	Name *
synRun	Compliance_Testing_Campaign
Password *	Description
*****	
Start Date	Notes
12/05/2011	
End Date	
11/05/2012	

Navigation buttons: Back, Forward, Cancel

In the **Avaya PCS Login** screen is displayed, enter the credentials for the Proactive Contact supervisor and click on the green tick.



**Avaya PCS Login**

Agent Name	sysadm
Password	*****

Buttons: Green Checkmark, Red X

In the **Step 2 of 6 - Choose Data Source** screen below, select the proper values for **Call List** and **Job Name**. Retain the default value for **Client Status Table**, and select the proper **Job Type**. Proceed to **Step 3**.

**Campaign Wizard with Avaya Proactive Contact**

**Step 2 of 6 - Choose Data Source**  
Please specify the data source for the campaign

Call List \*  
list2

Job Name \*  
outbnd2

Client Status Table \*  
outbnd2

Job Type  
☐ Inbound  
☒ Outbound

Incoming DDI

Additional Jobs

Navigation buttons: Previous, Next, Cancel

Configure **Step 3 of 6 - Database Behaviour** screen as shown and proceed to **Step 4**.

The screenshot shows a window titled "Campaign Wizard with Avaya Proactive Contact". The main heading is "Step 3 of 6 - Database Behaviour". Below the heading is a instruction: "Please specify the desired behaviour of the Client Status Table record in the database when a call is popped." The main content area is titled "Client Record" and contains two options: "Create New" (selected with a radio button) and "Match Existing On Field" (unselected with a radio button). The "Create New" option has a sub-option "Save To Database" which is checked with a checkbox. Below the "Create New" option is the text "Create a new record in the Client Status Table for each PCS call". Below the "Match Existing On Field" option is a dropdown menu and the text "Display an existing record in the Client Status Table for each PCS Call". At the bottom right of the window are three buttons: a left arrow, a right arrow, and a red circle with a diagonal line through it.

**Campaign Wizard with Avaya Proactive Contact**

**Step 3 of 6 - Database Behaviour**

Please specify the desired behaviour of the Client Status Table record in the database when a call is popped.

**Client Record**

☒ **Create New** ☒ **Save To Database**  
*Create a new record in the Client Status Table for each PCS call*

☐ **Match Existing On Field**   
*Display an existing record in the Client Status Table for each PCS Call*

Navigation buttons: Previous, Next, Cancel.

The **Step 4 of 6 – Dialer Field Mappings** screen is displayed.

**Campaign Wizard with Avaya Proactive Contact**

**Step 4 of 6 - Dialer Field Mappings**

Please specify which fields from the dialer will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
ACCTNUM	>	
BALANCE		
CITY	>>	
COMMENT1		
FINOPER	<	
FRTHDATE1		
FRTHTIME1	<<	
NAME		
NAME1		
NAME2		
PHONE1		
PHONE2		
STATE		
SVJCODE		
TOTALDUE		
ZIPCODE		

Navigation buttons: < > << >> < > << >>

Click on the double arrow highlighted below to select all fields and proceed to **Step 5**.

**Campaign Wizard with Avaya Proactive Contact**

**Step 4 of 6 - Dialler Field Mappings**  
Please specify which fields from the dialler will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
	>	ACCTNUM
	>>	BALANCE
		CITY
		COMMENT1
		FINOPER
		FRTHDATE1
		FRTHTIME1
		NAME
		NAME1
		NAME2
		PHONE1
		PHONE2
		STATE
		SVJCODE
		TOTALDUE
		ZIPCODE
	<	
	<<	

Navigation buttons: < > << >> < > << >>





Configure **Step 5 of 6 – outbnd2 - Fields** screen is displayed below, and proceed to next step by clicking the next button in blue.




**Campaign Wizard with Avaya Proactive Contact**

**Step 5 of 6 - outbnd2 - Fields**

Please check the data types and lengths and edit where required. Add any additional fields where necessary.

Field Name	Call List Field	Type	Length	Decimals	Exists	Modified	Delete
ACCTNUM	ACCTNUM	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BALANCE	BALANCE	numeric	20	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CITY	CITY	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMMENT1	COMMENT1	varchar	60	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FINOPER	FINOPER	varchar	8	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHDATE1	FRTHDATE1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHTIME1	FRTHTIME1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME	NAME	varchar	20	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME1	NAME1	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The **Step 6 of 6 – Summary** screen displayed below is to review the configuration. Click on the Door icon highlighted to complete the campaign configuration wizard.

The screenshot shows the 'Campaign Wizard with Avaya Proactive Contact' window. The title bar includes standard Windows window controls. The main content area is titled 'Step 6 of 6 - Summary' and contains the instruction: 'Please ensure all details are correct. To alter details, navigate to the respective page.' Below this is a tabbed interface with four tabs: 'Campaign Details' (selected), 'Data Source', 'Database Behaviour', and 'Additional Jobs'. The 'Campaign Details' tab contains the following fields:

- Database: synRun
- Name: Compliance\_Testing\_Campaign
- CPGNo: 88
- Description: (empty text area with up/down arrows)
- Notes: (empty text area with up/down arrows)
- Start Date: 12/05/2011 (dropdown menu)
- End Date: 11/05/2012 (dropdown menu)

At the bottom right of the form area is a checkbox labeled 'Open Campaign Desktop'. The bottom of the window features a navigation bar with three icons: a blue left arrow, a red door icon (highlighted with a red rectangle), and a red prohibition sign. The 'synTelate' logo is visible in the bottom left corner of the window.

## 8.4. Administer scripts and screens

For the purposes of this compliance test, it is assumed that scripts and screens are created according to requirements. A sample screen is shown below.

Running - synTelate

Home

Cut Copy Paste Delete Undo Zoom Dialler Utility Dial / Answer / Complete Preview Hangup Hold / Retrieve Ready Redirect Call Save

Cut Copy Paste CTI Save New Delete

Good Afternoon

JOHN DOE

JOHN DOE

Details

**Compliance Outbound 2 Test**

AcctNum 5300292120986830

Name JOHN DOE JOHN DOE

Address

7401

Phone 1 2032323423

Phone 2 0000000000

Comments

Complete Call (21) Set Recall

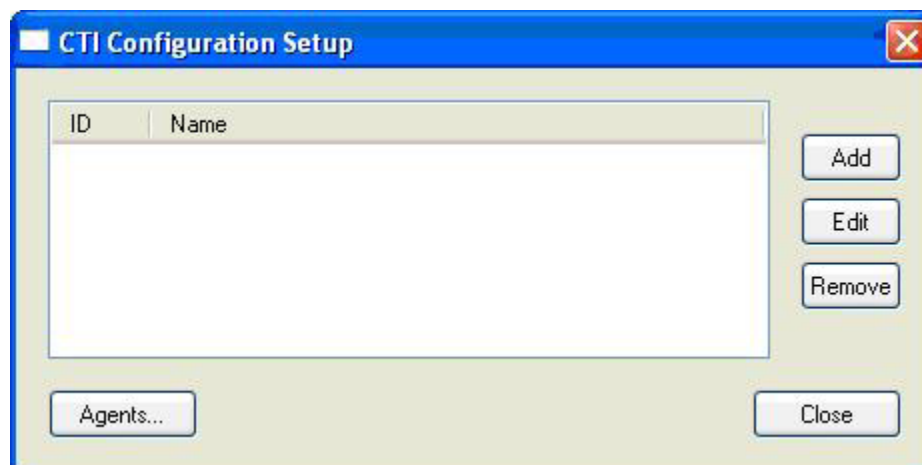
OUTBOUND : Home phone - 2032323423 Ready synTelate Server - Not Required

## 8.5. Administer CTI

Select the **Supervisor** tab in synTelate Designer. Click on **CTI Config**.



Click **Add** on the **CTI Configuration Setup** screen below



In the **Edit CTI Config Details** screen displayed below specify a **Name** to describe the login type and ensure the **Pass Through Telephony Server** is set to **TSAPI based switch** as shown below. Click **OK**.

**Edit CTI Config Details**

Name ID: 2  
Avaya PC5 with PAB

Telephony Server  
Avaya PDS

☐ Auto Login

☒ Enabled for undefined Agents

External Prefix

Extension Length  
3

Ring Delay

Pass Through Telephony Server  
TSAPI based switch

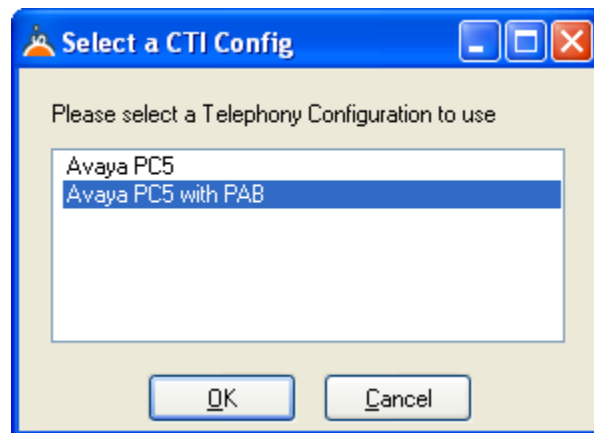
OK Cancel

## 9. Verification Steps

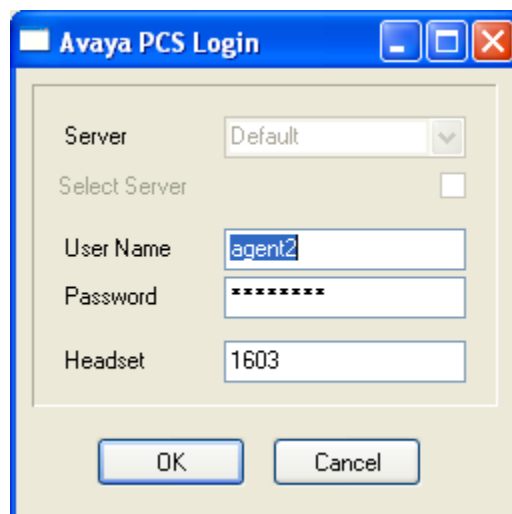
This section provides the tests that can be performed to verify proper configuration of synTelate, Proactive Contact, and AES. Prior to verification, start an outbound job on Proactive Contact.

### 9.1. Verify synTelate

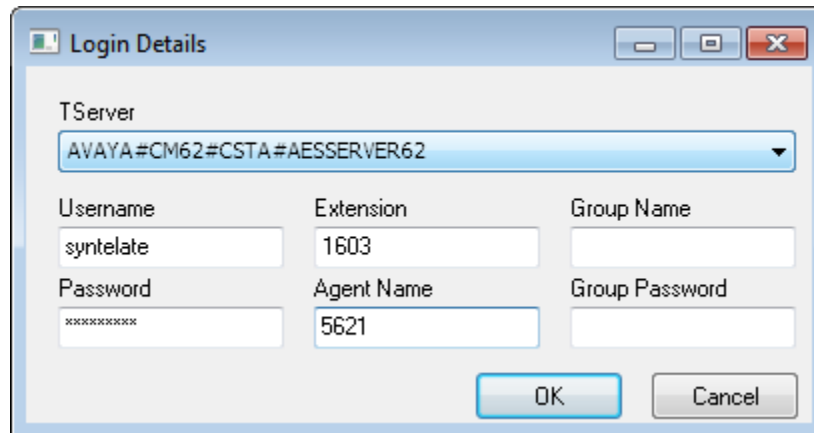
From the PC running synTelate Agent, navigate to **Start → Programs → synTelate → synTelate Agent**. The **Select a CTI Config** screen is displayed as shown below. Select the Telephony config configured in **Section 8.5**, as shown below and click **OK**.



The **Avaya PCS Login** screen is displayed. Enter the pre-defined agent login in **User Name** field and **Password** for Proactive Contact, and the agent station/headset number in **Headset** field as configured in the acd\_ext.cfg file in **Section 7.3** above and click **OK**.



The **Login Details** screen is displayed. Enter the values as shown below.

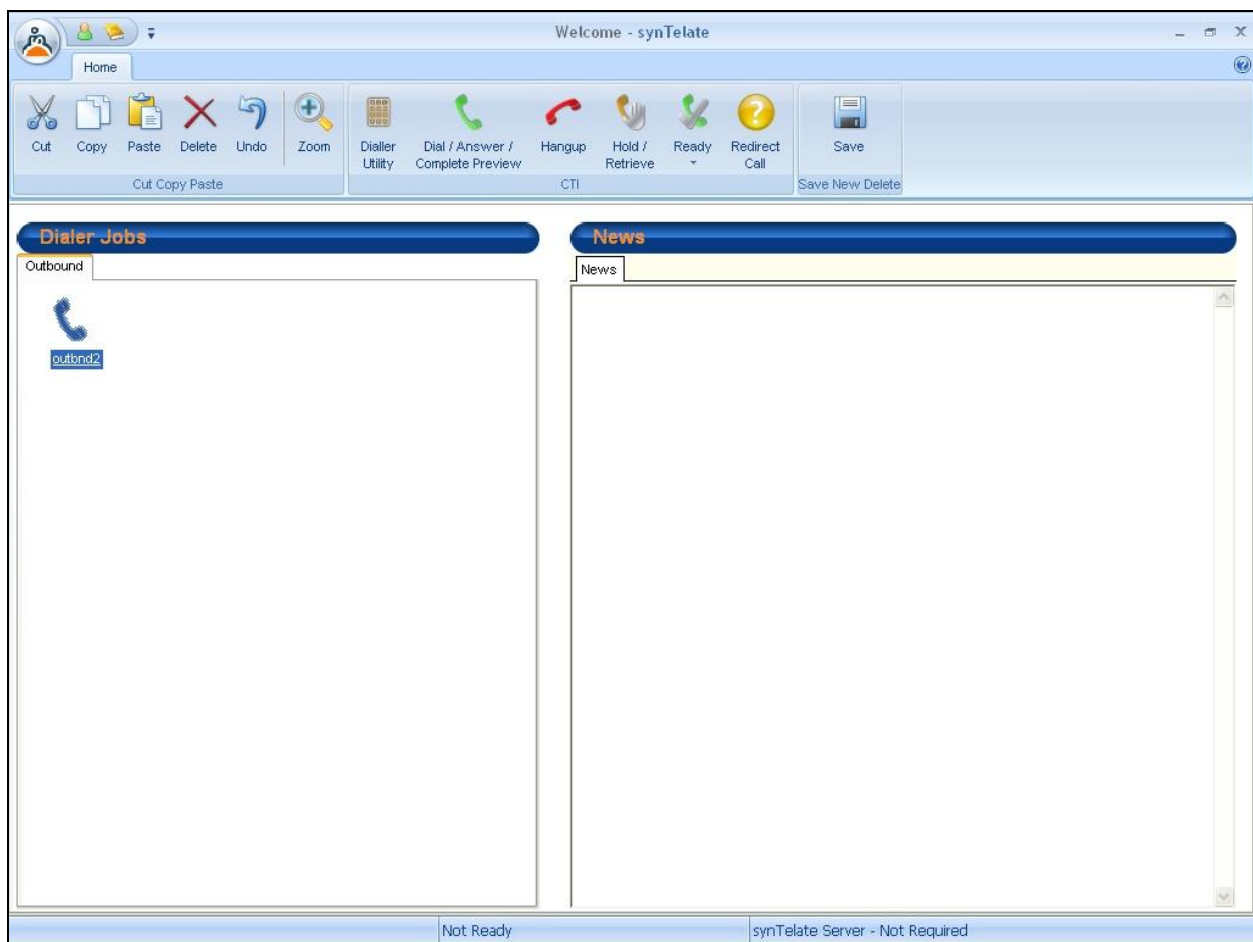


The 'Login Details' dialog box contains the following fields and values:

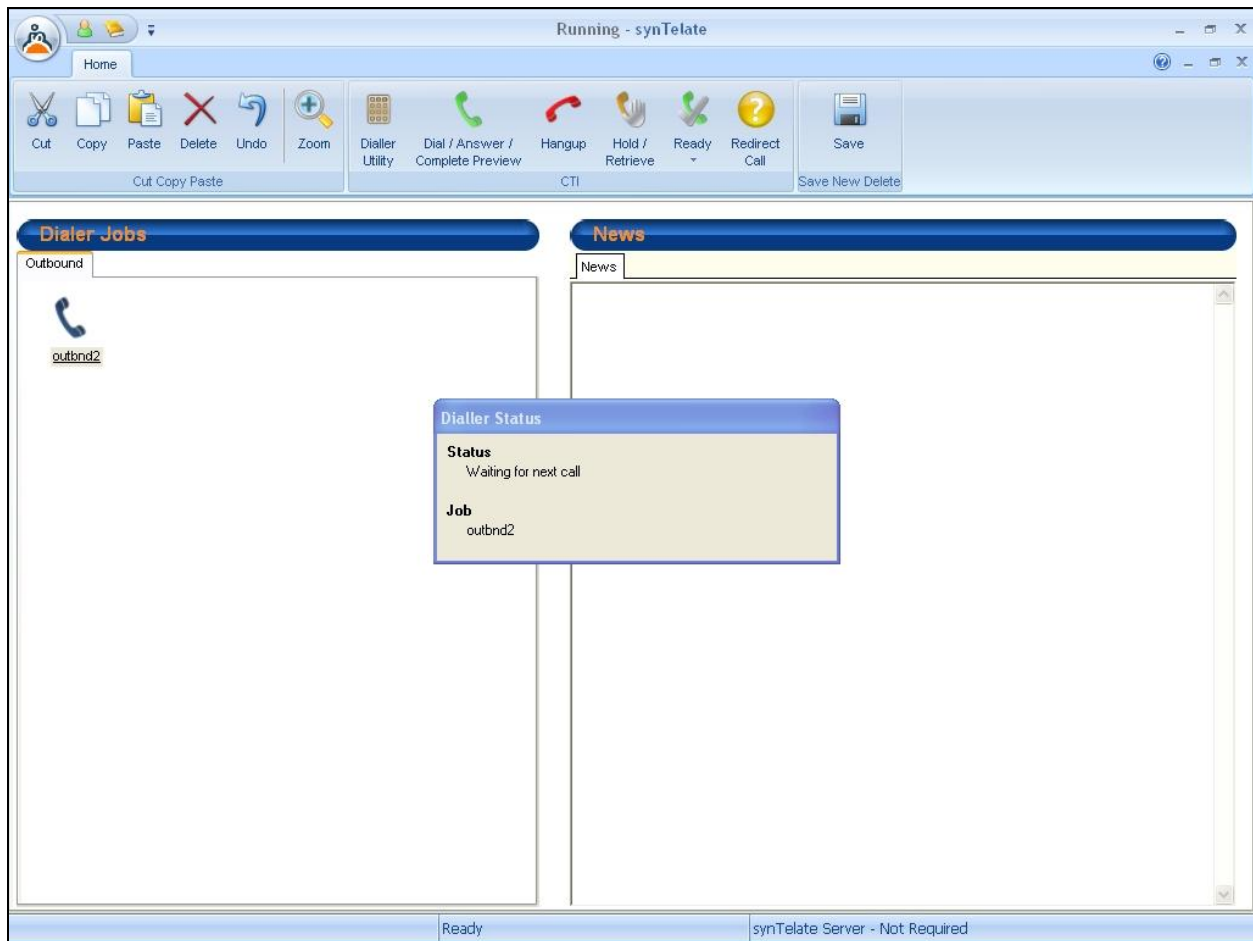
TServer		
AVAYA#CM62#CSTA#AESERVER62		
Username	Extension	Group Name
syntelate	1603	
Password	Agent Name	Group Password
xxxxxxxx	5621	

Buttons: OK, Cancel

synTelate displays a **Welcome - synTelate** screen showing list of available jobs. Click on an active Outbound job (**outbnd2**).



The **Running synTelate** and **Dialler Status** pop-up displayed below shows the status and job information.





When an outbound call is delivered to an agent, verify that the appropriate data screen from **Section 8.4** is displayed and populated with values retrieved from the customer record, as shown below:

The screenshot displays the synTelate application window. The title bar reads 'Running - synTelate'. The interface includes a top toolbar with icons for Cut, Copy, Paste, Delete, Undo, Zoom, and various call control functions like Dialer Utility, Dial / Answer / Complete Preview, Hangup, Hold / Retrieve, Ready, Redirect Call, and Save. A left sidebar shows a 'Good Afternoon' greeting and two input fields containing 'JOHN DOE'. The main content area is titled 'Details' and features a prominent yellow banner with the text 'Compliance Outbound 2 Test'. Below this banner, the form is populated with the following data:

AcctNum	5300292120986830	
Name	JOHN DOE	JOHN DOE
Address		
	7401	
Phone 1	2032323423	
Phone 2	0000000000	
Comments		

At the bottom of the form are two buttons: 'Complete Call (21)' and 'Set Recall'. The status bar at the very bottom shows 'OUTBOUND : Home phone - 2032323423', 'Ready', and 'synTelate Server - Not Required'.

## 9.2. Verify Avaya Aura® Communication Manager

The following steps can ensure that signaling group and trunk groups configured between Communication Manager and PG230 Digital Switch are in-service. From the Communication Manager SAT enter the command **status signaling-group 10** to verify that the signaling group for the 001v8 DS1 board is **in-service**.

```
status signaling-group 10
                        STATUS SIGNALING GROUP

      Group ID: 10                      Active NCA-TSC Count: 0
      Group Type: isdn-pri              Active CA-TSC Count: 0
      Signaling Type: facility associated signaling
      Group State: in-service

                        Primary D-Channel

      Port: 001v816          Level 3 State: in-service

                        Secondary D-Channel

      Port:                  Level 3 State: no-link
```

Enter the command **status trunk 21** to verify that the headset trunk group 21 is **in-service**.

```
status trunk 21
                        TRUNK GROUP STATUS
```

Member	Port	Service State	Mtce Connected Ports Busy
0021/001	001v801	in-service/idle	no
0021/002	001v802	in-service/idle	no
0021/003	001v803	in-service/idle	no
0021/004	001v804	in-service/idle	no
0021/005	001v805	in-service/idle	no

Repeat status trunk test for other trunk groups configured on E1 trunk between Communication Manager and PG230 Digital Switch.

### 9.3. Verify Avaya Proactive Contact

From Proactive Contact shell, type the command **jobmon** to verify agent is logged into the job outbnd2 and handling a call.

[STANDARD]

Job Activity

[ALLID]

Summary Statistics

Job: [outbnd2][60]

Start time: 10.43.09

Current time: 10.56.11

Agent Activity

Line Usage

	All	Outb	ACD	PTP	Outbound Lines	Cur	Avg	Peak
Logged in:	1	1	0	0	Demand :	1	1	1
Assigned :	1	1			Available :	9		
On Phone :	1	1			Total Lines :	10		

Calling Activities

-

Outbound Phone Calls

Records Selected: 372

Phone Calls made: 34

Cur/Run Hit Rate: 20/5 %

Agent Connects : 1

Queue : 0

Recalls : 0

Phone Calls Left: 338

[ Job outbnd2 ready for calling ]

## 9.4. Verify Avaya Aura® Application Enablement Services

On AES, verify the status of the TSAPI link by navigating to **Status** → **Status and Control** → **TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed. Verify the **Status** is **Talking** for the TSAPI link administered in **Section 6.3.**

The screenshot shows the Avaya Application Enablement Services (AES) Management Console. The top header includes the Avaya logo, the title 'Application Enablement Services Management Console', and a welcome message for 'User craft' with login details. The left navigation pane shows a tree structure with 'Status' expanded, leading to 'Status and Control', and then 'TSAPI Service Summary'. The main content area displays 'TSAPI Link Details' with a table of links. The first link has a status of 'Talking'. Below the table are buttons for 'Online' and 'Offline', and a section for service-wide information with buttons for 'TSAPI Service Status', 'Link Status', and 'User Status'.

Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
1	CM	1	Talking	Thu Jun 2 10:17:49 2011	Online	16	9	15	15	30

## 10. Conclusion

These Application Notes describe the configuration steps required for Inisoft synTelate to successfully interoperate with Avaya Proactive Contact with Avaya PG230 Digital Switch using agent blending. All feature test cases were completed successfully.

## 11. Additional References

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

1. *Administering Avaya Proactive Contact*, Release 5.0, April 2012, available at <http://support.avaya.com>.

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