AVAYA

Avaya DevConnect Program

Application Notes for Inisoft Syntelate XA with Avaya Aura® Application Enablement Services in Avaya OneCloud Private – Issue 1.0

NOTICE

Inisoft Syntelate XA v2.9 was compliance tested with Avaya Aura® Application Enablement Services in Avaya OneCloud Private.

Syntelate XA is the latest omni-channel customer engagement suite from Inisoft. It allows supervisors to comprehensively control how their agents interact with customers, providing on screen guidance and prompting together with data collection. Syntelate XA allows agents to handle inbound calls, outbound calls, emails, web chats, SMS messages, and social media interactions – all from the same simple interface. For compliance testing, telephony control via a TSAPI link to Avaya Aura® Application Enablement Services was tested.

The configuration of Avaya OneCloud Private is managed by Avaya. Avaya personnel in need of configuration details can look for documentation at https://support.avaya.com or contact Avaya DevConnect at devconnect@avaya.com.

For support or configuration details with Inisoft Syntelate go to: https:// www.inisoft.com or contact support@inisoft.co.uk.

Testing was conducted via the Avaya DevConnect Program.