



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya Aura® Experience Portal R6.0 and Avaya Proactive Outreach Manager R2.0 to interoperate with WebText SMS Gateway Service – Issue 1.0

Abstract

These Application Notes describe the procedures for configuring the WebText SMS Gateway Service to interoperate with Avaya Proactive Outreach Manager R2.0 hosted on Avaya Aura® Experience Portal R6.0.

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

1. Introduction

These Application Notes describe the compliance tested configuration used to validate WebText SMS Gateway Service with Avaya Proactive Outreach Manager (POM) hosted on Avaya Aura® Experience Portal. The WebText SMS Gateway Service provides a Short Message Peer-to-Peer Protocol (SMPP) interface over IP to enable business applications to send outbound information using the Short Message Service (SMS) to customers' cell phones in real time.

2. General Test Approach and Test Results

The general test approach was to use POM accessed via the Experience Portal web interface, to create an outbound SMS campaign and verify the campaign status and successful sending and receipt of SMS messages.

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 testing performed can be summarized as follows:

- Successful Connection to the WebText SMS Service
- Successful Delivery of SMS Messages
- Accurate Failure/Delivery Status Reporting
- Successful Configuration of "From" field
- Successful Recovery from Solution Disconnection

2.2. Test Results

All tests cases passed successfully with the following observations:

- When incorrect SMPP connection information was entered, POM queued SMS messages until the next successful SMPP bind. This is as designed.
- When an incorrect contact number is entered into the contact list, the POM report shows SMS sent, regardless of if the number is contactable on the public network.
- The following characters were sent successfully:
_!"#\$%&'()*+,-./0123456789:;<=>?@ABCDEFGHIJKLMN OPQRSTUVWXYZ
- Characters [\] ^ and ` appear as Ä Ö Ñ Ü and ¿ respectively
- Characters ~ ¡ ¢ £ ¤ ¥ ¦ § ¨ © ª « ¬ ® ¯ ° ± ² ³ ´ µ ¶ · ¸ ¹ º » ¼ ½ ¾ ¿ À Á Â Ã Ä Å Æ Ç È É Ê Ë Ì Í Î Ï Ð Ñ Ò Ó Ô Õ Ö × Ø Ù Ú Û Ü Ý Þ ß à á â ã ä å æ ç è é ê ë ì í î ï ð ñ ò ó ô õ ö ÷ ø ù ú û ü ý þ ÿ Æ œ Š š Ÿ f — ‘ ’ , “ ” „ † ‡ • … ‰ € and ™ were sent to the SMS Service by POM but not displayed on the recipient handset.

2.3. Support

For technical support for WebText, please use the following:

- TOLL FREE (USA/CA) + 1.855.247.3232
- TEL (UK) +44 (0)203 3285053
- TEL (IRL) +353 (0)1 247 9000
- Email: support@webtext.com
- Web: www.webtext.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify interoperability of the SMS Gateway Service with Proactive Outreach Manager hosted on Experience Portal.

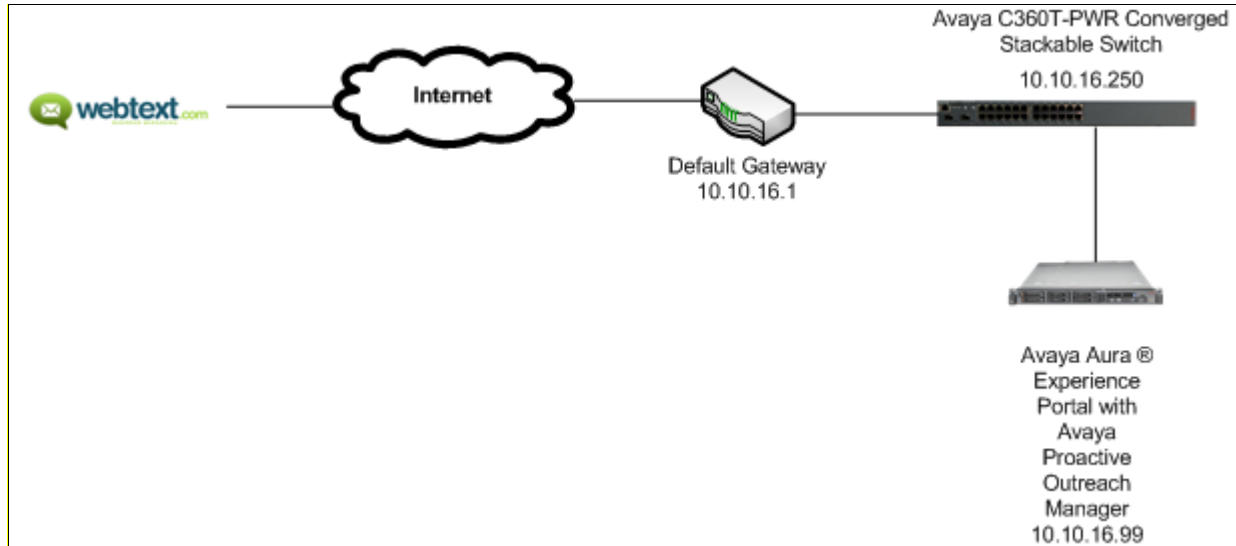


Figure 1: Avaya Aura® Experience Portal R6.0 with Avaya Proactive Outreach Manager R2.0 and WebText SMS Gateway Service Configuration

4. Equipment and Software Validated

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

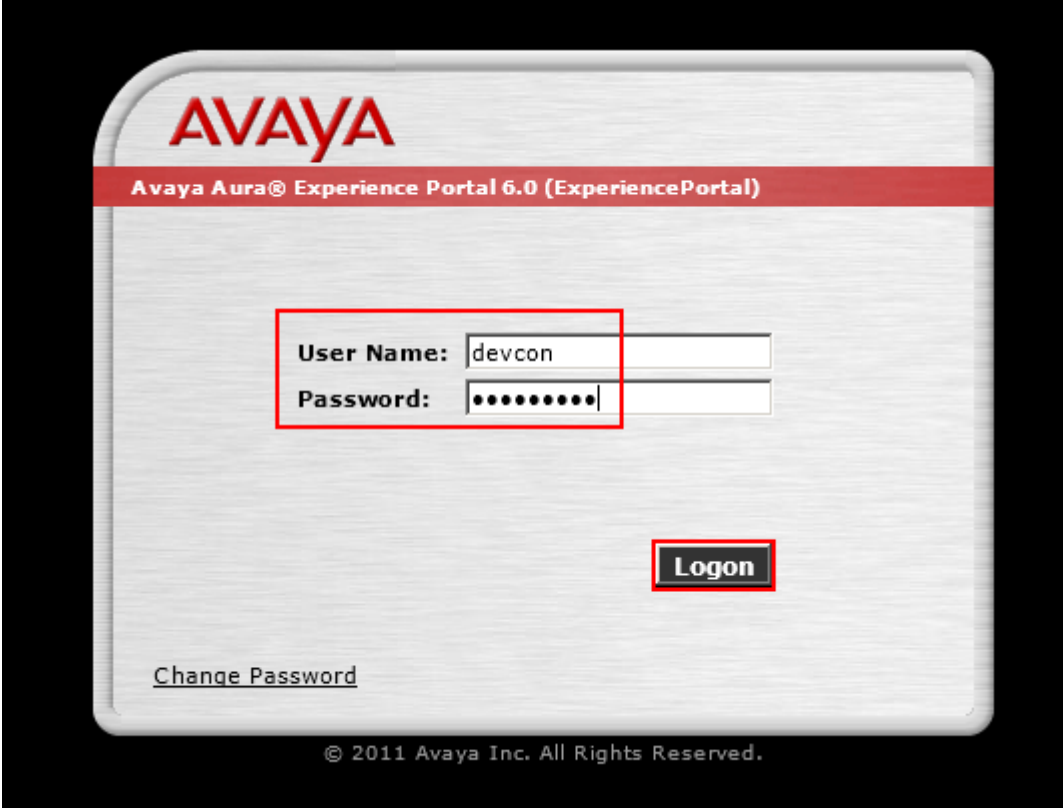
Equipment/Software	Release/Version
Avaya Aura® Experience Portal running on Avaya S8800 Server :	R6.0
• Avaya Proactive Outreach Manager	R6.0 SP4
WebText SMS Gateway Service	v2.0

5. Configure Avaya Aura® Experience Portal and Avaya Proactive Outreach Manager

The Application Notes assume that Experience Portal and Proactive Outreach Manager are installed and basic configuration is complete prior to the configuration of the SMPP service. The configuration required to interoperate with the SMS Gateway Service can be summarized as follows:

- Add Avaya Aura® Proactive Outreach Manager Server
- Add SMS Server
- Add SMPP Connection
- Start SMS Server
- Create Contact List
- Add Contact Group
- Upload Contacts
- Add Strategy
- Add Campaign
- Run Campaign

Configuration of POM is performed from the web interface of Experience Portal. Navigate to https://IP_OF_EXPERIENCEPORTAL in this case, <http://10.10.16.99>, enter the appropriate credentials and click **Logon**.



The image shows the login interface of the Avaya Aura Experience Portal 6.0. The interface is displayed on a white, rounded rectangular panel against a black background. At the top left is the red "AVAYA" logo. Below it is a red horizontal bar with the text "Avaya Aura® Experience Portal 6.0 (ExperiencePortal)" in white. The main login area contains two input fields: "User Name:" with the text "devcon" and "Password:" with masked characters (dots). A red rectangular box highlights both input fields. Below the password field is a "Logon" button, also highlighted with a red rectangular box. At the bottom left of the login area is a link that says "Change Password". At the very bottom of the panel is the copyright notice "© 2011 Avaya Inc. All Rights Reserved."

5.1. Add Avaya Aura® Proactive Outreach Manager Server

A POM Server must be configured, in the case of the compliance test the POM Server is installed as a managed application of Experience Portal on the same server hardware as Experience Portal. Click **POM Servers** → **Add** and enter an identifying **POM Server Name** and **POM Server IP Address** and click **Continue**.

AVAYA

Avaya Aura® Experience Portal 6.0 (ExperiencePortal)

User Management
Roles
Users
Login Options

▼ **Real-Time Monitoring**
System Monitor
Active Calls
Port Distribution
POM Monitor

▼ **System Maintenance**
Audit Log Viewer
Trace Viewer
Log Viewer
Alarm Manager

▼ **System Management**
Application Server
MPP Manager
Software Upgrade
System Backup
POM Manager

▼ **System Configuration**
Alarm Codes
Alarm/Log Options
Applications
EPM Servers
MPP Servers
Report Data
SNMP
Speech Servers
VoIP Connections
SMS Servers

▼ **Security**
Certificates
Licensing

▼ **Reports**
Standard
Custom
Scheduled

▼ **POM Configuration**
Contacts
Campaigns
Campaign Restrictions
Configurations
POM Servers

You are here: [Home](#) > [POM Configuration](#) > [POM Servers](#) > Add POM Server

Add POM Server

Use this page to add a new POM server.

POM Server Name:

POM Server IP Address:

Continue **Cancel** **Help**

The screen below will appear, tick the **Trust this certificate** tick box and click **Save**.

AVAYA

Avaya Aura® Experience Portal 6.0 (ExperiencePortal)

Edit POM Server

Use this page to change the configuration of a POM Server.

POM Server Name: devconeop

Host Address:

POM Certificate

The following certificate was sent by POM for verification. The displayed certificate should be identical to the certificate established during the installation of the target POM. Acceptance of the certificate will allow the POM access to privileged services on the VPMS. If the certificate does not match, ensure that the host address has been entered correctly.

Owner: CN=devconeop,O=Avaya,OU=POM
Issuer: CN=devconeop,O=Avaya,OU=POM
Serial Number: ae2b2a112acc4b22
Valid from: 03/20/2012 01:06:24 PM until: 03/18/2022 01:06:24 PM
Certificate fingerprints
MD5: c7:48:15:4f:1a:d1:25:1f:df:3c:02:36:71:0c:d6:6a
SHA: d4:46:a6:09:54:98:96:1a:b4:43:14:ae:18:42:1b:61:95:b4:a2:b3

☒ Trust this certificate

Categories and Trace Levels ▶

WARNING: POM servers will need to be restarted for changes to take effect.

Save **Cancel** **Help**

The following screen appears displaying the newly added POM Server.

You are here: [Home](#) > POM Configuration > POM Servers

POM Servers

This page displays the list of POM servers in the Voice Portal system. POM server will kick off the scheduled campaigns and process it by invoking VPMS through Outcall web service for voice calls and communicates with SMS and E-Mail servers as necessary to process SMS and E-Mail campaigns.

- The information that you entered has been saved.

<input type="checkbox"/>	POM Server Name	Host Address	Trace Level
<input type="checkbox"/>	devcone	10.10.16.99	Use POM Settings

Click **POM Manager** and place a tick in the box next to the POM Server Name created. Click **Start**.

AVAYA Welcome, devcon
Last logged in today at 10:18:27 AM GMT

Avaya Aura® Experience Portal 6.0 (ExperiencePortal)

You are here: [Home](#) > System Management > POM Manager

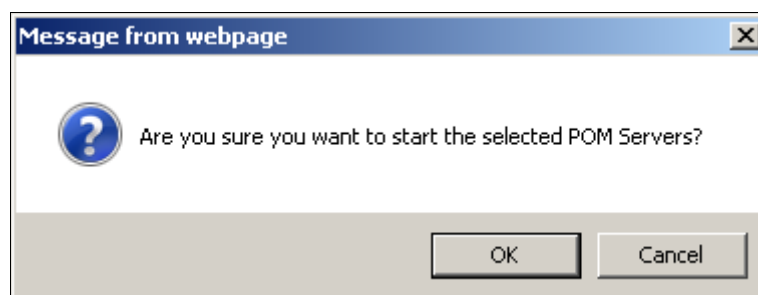
POM Manager

Use this page to manage the POM servers connected to this VPMS.

Last Poll: 03/21/2012 11:00:38 AM

<input type="checkbox"/>	POM Server Name	Host Address	Campaign Manager Status	Campaign Director Status	Allocated Ports	Ports In Use
<input checked="" type="checkbox"/>	devcone	10.10.16.99	STOPPED	STOPPED	0	0

The following message will appear, click **OK**.



The screen shown below will appear informing that the request is being processed.

You are here: [Home](#) > System Management > POM Manager

POM Manager

[Refresh](#)

Use this page to manage the POM servers connected to this VPMS.

Last Poll: 03/21/2012 11:00:38 AM

<input checked="" type="checkbox"/>	POM Server Name	Host Address	Campaign Manager Status	Allocated Ports	Ports In Use
<input checked="" type="checkbox"/>	devconep	10.10.16.99	Please wait while your request is being processed.		0

[Start](#) [Stop](#)

[SMS Manager](#) [Help](#)

Click **POM Manager** and verify that the **Campaign Manager Status** is **RUNNING**.

AVAYA Welcome, devcon
Last logged in today at 10:18:27 AM GMT

Avaya Aura® Experience Portal 6.0 (ExperiencePortal) [Home](#) [Help](#) [Logoff](#)

You are here: [Home](#) > System Management > POM Manager

POM Manager

[Refresh](#)

Use this page to manage the POM servers connected to this VPMS.

Last Poll: 03/21/2012 11:02:29 AM

<input type="checkbox"/>	POM Server Name	Host Address	Campaign Manager Status	Campaign Director Status	Allocated Ports	Ports In Use
<input type="checkbox"/>	devconep	10.10.16.99	RUNNING	MASTER	10	0

[Start](#) [Stop](#)

[SMS Manager](#) [Help](#)

5.2. Add SMS Server

An SMS Server must be added. In this example the SMS Server is a component of POM. Click **SMS Servers** → **Add** enter an identifying **Name**, **IP Address**, **Username** and **Password**. Click **Save** when done. The **Username** and **Password** used for logging into the Experience Portal web interface are used in the example shown below.

The screenshot shows the 'Add SMS Server' form in the Avaya Aura Experience Portal 6.0. The left sidebar contains a navigation menu with categories like User Management, Real-Time Monitoring, System Maintenance, System Management, System Configuration, and Security. The 'SMS Servers' link under System Configuration is highlighted. The main content area shows the breadcrumb 'You are here: Home > System Configuration > SMS Server > Add SMS Server' and the title 'Add SMS Server'. Below the title is the instruction 'Add SMS Server for outbound SMS.' The form contains fields for Name (local), IP Address (10.10.16.99), Port (empty), User Name (devcon), and Password (masked with dots). At the bottom are 'Save', 'Cancel', and 'Help' buttons.

The following screen appears displaying the newly added SMS server.

The screenshot shows the 'SMS Servers' list page in the Avaya Aura Experience Portal 6.0. The breadcrumb is 'You are here: Home > System Configuration > SMS Server'. The title is 'SMS Servers'. Below the title is the instruction 'This page displays the list of SMS servers. Depending on your user role, you can add, modify and delete SMS Server for sending SMS.' A table with two columns, 'Name' and 'IP Address', contains one entry: 'local' and '10.10.16.99'. Below the table are 'Add' and 'Delete' buttons. At the bottom are four buttons: 'SMS Settings', 'SMPP Connections', 'SMS Manager', and 'Help'.

5.3. Add SMPP Connection

An SMPP Connection must be added, which establishes connectivity to the WebText SMS Gateway. Continuing from the previous page, click **SMPP Connections → Add**. Enter an identifying **SMPP Connection Name**, **Host Name / Host IP**, **Host Port**, **Username**, **Password** and **Confirm Password**. Place a tick on the **Display Additional Details** box and enter the relevant information in the **From** field – information entered in here must be 11 characters or fewer and will be displayed on the SMS recipients phone as the sender. Click **Save** when done.

You are here: [Home](#) > [System Configuration](#) > [SMS Server](#) > [SMPP Connections](#) > [Edit SMPP Connections](#)

Edit SMPP Connection

This page allows you to Modify a new SMPP connection.

SMPP Connection Information

SMPP Connection Name:	<input type="text" value="WebText"/>
Host Name / Host IP:	<input type="text" value="83.71.183.67"/>
Host Port:	<input type="text" value="2775"/>
User Name:	<input type="text" value="24850"/>
Password:	<input type="password" value="•••••"/>
Confirm Password:	<input type="password" value="•••••"/>
Bind Mode:	<input type="text" value="Transceiver"/>
Display Additional Details	<input checked="" type="checkbox"/>
System Type:	<input type="text"/>
Interface Version:	<input type="text" value="52"/>
Address Range:	<input type="text"/>
Address TON:	<input type="text" value="0"/>
Address NPI:	<input type="text" value="0"/>
Queue Size:	<input type="text" value="10"/>
SMS Data Encoding:	<input type="text" value="0"/>
SMS Character Encoding:	<input type="text" value="ASCII"/>
From Number:	<input type="text" value="Avaya"/>
Maximum Binds:	<input type="text" value="1"/>
Use TLV:	<input type="text" value="true"/>

The screen below appears confirming the entry.

You are here: [Home](#) > [System Configuration](#) > [SMS Server](#) > [SMPP Connections](#)

SMPP Connections

This page displays the list of configured SMPP connections. Depending on your user role you can Add/Modify/Delete SMPP connections.

Name	Enabled	Actions
WebText	true	

[Add](#) [Help](#)

5.4. Start SMS Server

Click **SMS Servers** → **SMS Manager** select the tick box next to the **SMS Server Name** created, and click **Start**.

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Last logged in today at 10:18:27 AM GMT

Avaya Aura® Experience Portal 6.0 (ExperiencePortal) [Home](#) [Help](#) [Logoff](#)

Expand All | Collapse All

- ▼ **User Management**
 - Roles
 - Users
 - Login Options
- ▼ **Real-Time Monitoring**
 - System Monitor
 - Active Calls
 - Port Distribution
 - POM Monitor
- ▼ **System Maintenance**
 - Audit Log Viewer
 - Trace Viewer
 - Log Viewer
 - Alarm Manager
- ▼ **System Management**
 - Application Server
 - MPP Manager
 - Software Upgrade
 - System Backup
 - POM Manager
- ▼ **System Configuration**
 - Alarm Codes
 - Alarm/Log Options
 - Applications
 - EPM Servers
 - MPP Servers
 - Report Data
 - SNMP
 - Speech Servers
 - VoIP Connections
 - SMS Servers**
- ▼ **Security**

You are here: [Home](#) > [System Management](#) > [POM Manager](#) > [SMS Manager](#)

SMS Manager

[Refresh](#)

This page displays the list of configured SMS Servers. Depending on your user role you can Start/Stop/Refresh Status of SMS Servers.

Last Poll: 03/21/2012 10:53:08 AM

<input type="checkbox"/>	SMS Server Name	IP Address	Status
<input checked="" type="checkbox"/>	local	10.10.16.99	STOPPED

[Start](#) [Stop](#) [Help](#)

Click **Refresh** until the **Status** is **RUNNING**.


You are here: [Home](#) > [System Management](#) > [POM Manager](#) > SMS Manager

SMS Manager

This page displays the list of configured SMS Servers. Depending on your user role you can Start/Stop/Refresh Status of SMS Servers.

Last Poll: 03/21/2012 10:54:17 AM

<input type="checkbox"/>	SMS Server Name	IP Address	Status
<input type="checkbox"/>	local	10.10.16.99	RUNNING

 Refresh

5.5. Create Contact List

A Contact List must be created. This is a list of the customers to be contacted and will be used in **Section 5.7**. By default, POM requires the contact list to be in the format shown below. Using a text editor or other appropriate tool, create a contact list as follows and save as a .csv file.

```
id,firstname,lastname,phonenumber2,phonenumber1,email
1,Richard,Pope,857412987,0831194710,pope2@avaya.com
2,Colm,Keating,868542302,0868542302,colm.keating@webtext.com
3,Bob,Dylan,831194710,0857412987,bobby@hotmail.com
4,Jim,Kelly,872306662,0872306662,jimkelly@avaya.com
```

5.6. Add Contact Group

A Contact Group must be created, click **Contacts** → **Add** enter an identifying **Name** for the contact group and click **Save**.

The screenshot shows the 'Add New Contact Group' page in the Avaya Aura Experience Portal 6.0. The left sidebar contains a navigation menu with categories like User Management, Real-Time Monitoring, System Maintenance, System Management, System Configuration, Security, Reports, and POM Configuration. The 'POM Configuration' section is expanded, showing 'Contacts' and 'Campaigns'. The main content area has a breadcrumb trail: 'You are here: Home > POM Configuration > Contacts > Contact Groups > Add New Contact Group'. The page title is 'Add New Contact Group'. Below the title, it says 'This page allows you to add new contact group.' The 'Contact Group Information' section contains a 'Name' field with the value 'DevConnect' and a 'Description' text area. At the bottom of the form are 'Save', 'Cancel', and 'Help' buttons. The 'Save' button is highlighted with a red box.

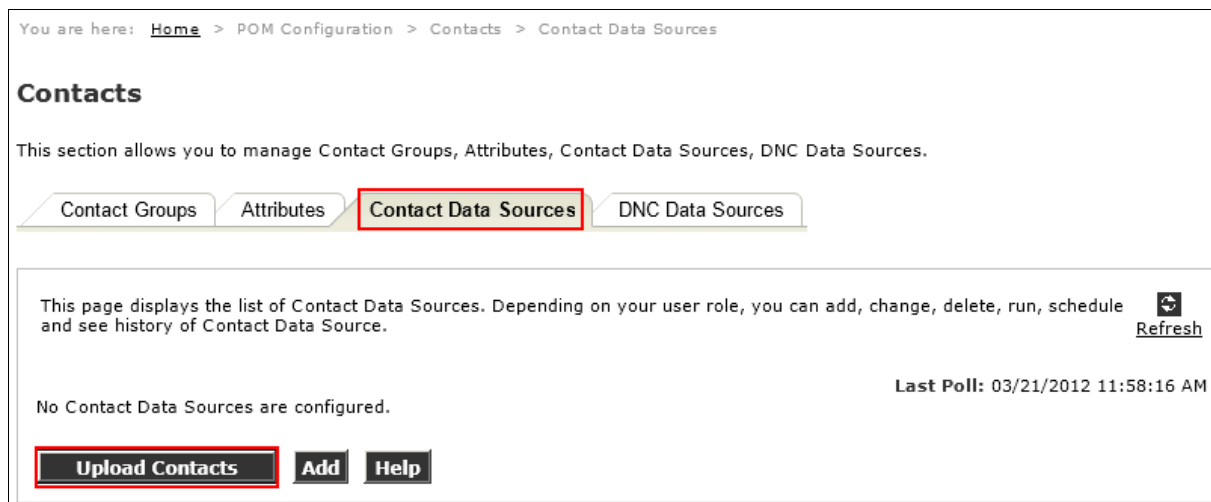
The screen shown below will appear displaying the newly added contact group.

The screenshot shows the 'Contacts' page in the Avaya Aura Experience Portal 6.0. The breadcrumb trail is 'You are here: Home > POM Configuration > Contacts > Contact Groups'. The page title is 'Contacts'. Below the title, it says 'This section allows you to manage Contact Groups, Attributes, Contact Data Sources, DNC Data Sources.' There are four tabs: 'Contact Groups', 'Attributes', 'Contact Data Sources', and 'DNC Data Sources'. The 'Contact Groups' tab is selected. Below the tabs, it says 'This page displays the list of Contact Groups. Depending on your user role, you can add, change, delete and empty Contact Group. You can see contacts in a Contact Group. If organizations are enabled, you can associate Contact Group with organization.' There is a 'Refresh' button. Below this is a table with the following columns: 'Contact Group Name', 'Total Contacts', 'Last Updated', and 'Actions'. The table has one row with the value 'DevConnect' in the 'Contact Group Name' column, '0' in the 'Total Contacts' column, and '-' in the 'Last Updated' column. The 'Actions' column contains three icons: a calendar, a folder, and a delete icon. The 'DevConnect' text in the table is highlighted with a red box. Below the table, there is a note: '* In Progress means contact records are being imported into a Contact Group. Total Contacts count is updated after completion of import activity.' At the bottom are 'Add' and 'Help' buttons.

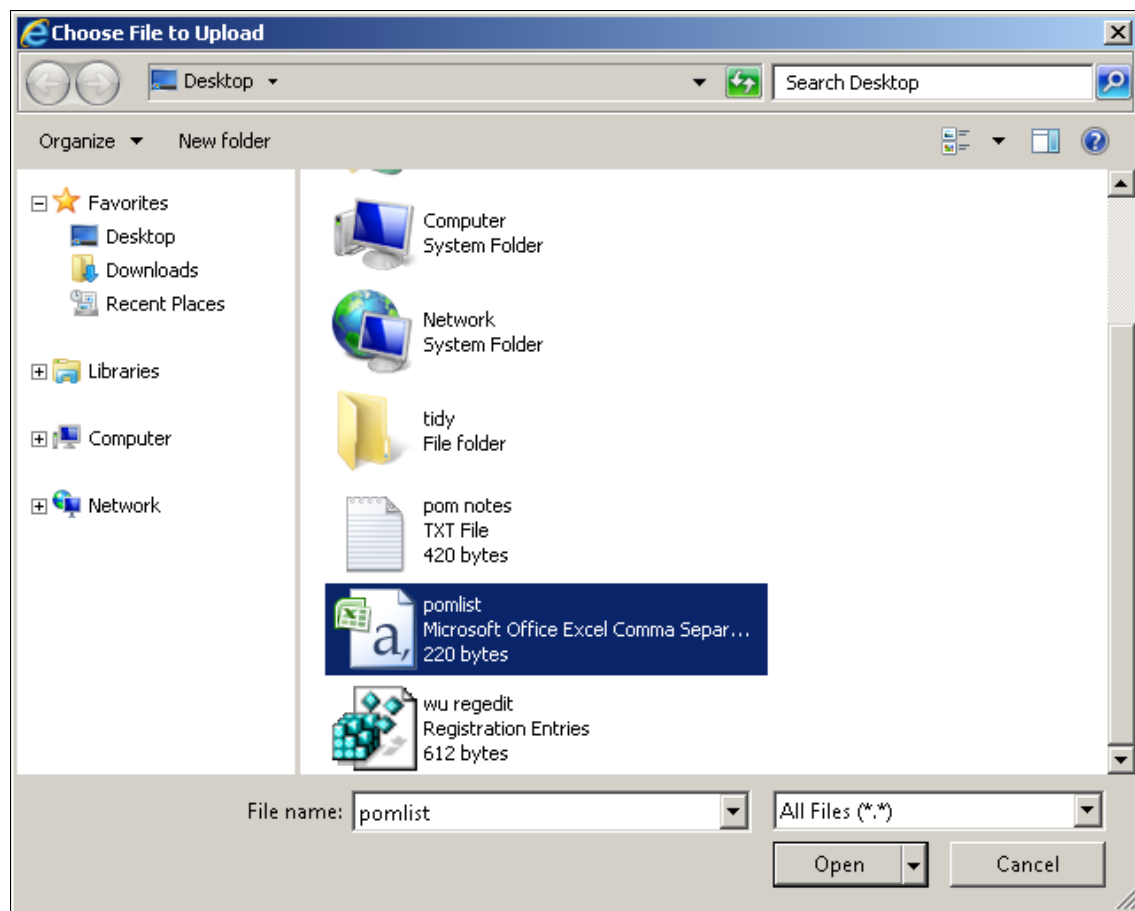
Contact Group Name	Total Contacts	Last Updated	Actions
DevConnect	0	-	

5.7. Upload Contacts

The Contact List created in **Section 5.5** is now uploaded. Continuing from the previous page click on the **Contact Data Sources** tab and click **Upload Contacts**.



Click **Browse** and navigate to the csv file created previously. Click **Open**.



Select the **Contact Group** created in **Section 5.6** from the drop down box, and click **Upload**.

You are here: [Home](#) > [POM Configuration](#) > [Contacts](#) > [Contact Data Sources](#) > Upload Contacts

Upload Contacts

This page allows you to upload contacts from a file.

Upload Contacts from following file

Please select the file

Import into Contact Group

Contact Group


The screen below will appear with **In Progress** in the **Last Executed** column.

You are here: [Home](#) > [POM Configuration](#) > [Contacts](#) > [Contact Data Sources](#)






Contacts

This section allows you to manage Contact Groups, Attributes, Contact Data Sources, DNC Data Sources.

[Contact Groups](#) [Attributes](#) [Contact Data Sources](#) [DNC Data Sources](#)

This page displays the list of Contact Data Sources. Depending on your user role, you can add, change, delete, run, schedule  [Refresh](#)

Last Poll: 03/21/2012 12:00:13 PM

Data Source Name	Type	Contact Group	Last Executed	Actions
Upload From File 2	Upload File	DevConnect	In Progress	    

* In Progress means import job can be in any one of the states - Queued, Running, Error Occurred, File Copying, Pausing, Paused, Stopping, Waiting To Resume.


Click **Refresh** until **Last Executed** column displays the current time and date.

You are here: [Home](#) > [POM Configuration](#) > [Contacts](#) > [Contact Data Sources](#)






Contacts

This section allows you to manage Contact Groups, Attributes, Contact Data Sources, DNC Data Sources.

[Contact Groups](#) [Attributes](#) **[Contact Data Sources](#)** [DNC Data Sources](#)

This page displays the list of Contact Data Sources. Depending on your user role, you can add, change, delete, run, schedule and see history of Contact Data Source.  **Refresh**

Last Poll: 03/21/2012 12:02:08 PM

Data Source Name	Type	Contact Group	Last Executed	Actions
Upload From File 2	Upload File	DevConnect	03/21/2012 12:00:13 PM	    

* In Progress means import job can be in any one of the states - Queued, Running, Error Occurred, File Copying, Pausing, Paused, Stopping, Waiting To Resume.

[Upload Contacts](#) [Add](#) [Help](#)

5.8. Add Strategy

A strategy must be added and configured. The strategy defines the circumstances under which a contact is contacted, the information sent to the contact and the contact medium used. Click **Campaigns → Strategies → Add**, enter an identifying **Name**, place a tick in the **Use Template** tick box, and select **SimpleSMS** from the drop down box. Click **Continue** when done.

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You are here: [Home](#) > [POM Configuration](#) > [Campaigns](#) > [Strategies](#)

Contact Strategies

This page allows administrator to manage Contact Strategies, depending on your user role.

[Refresh](#)

Name	State	Action
------	-------	--------

[Add](#) [Import](#) [Help](#)

Name:

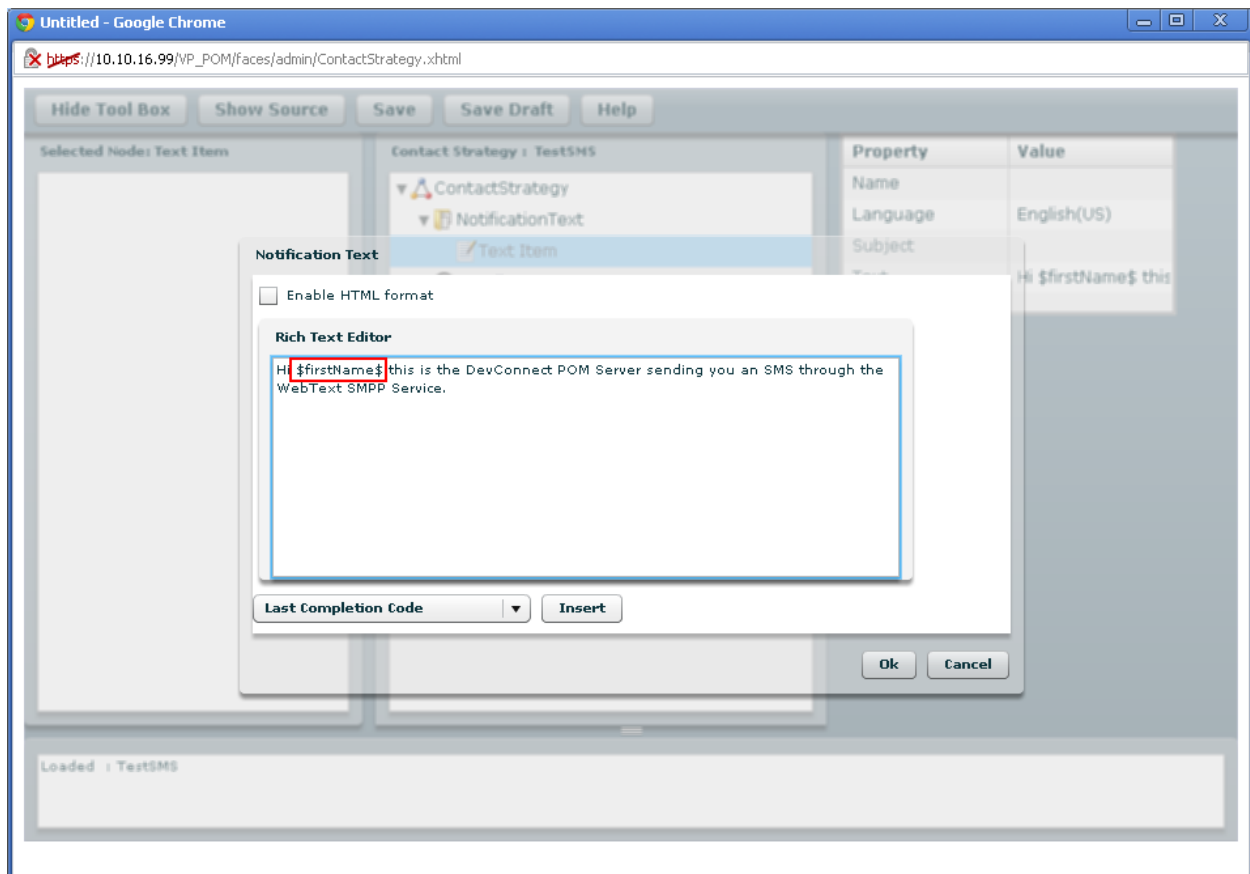
Use Template: ☒

Template:

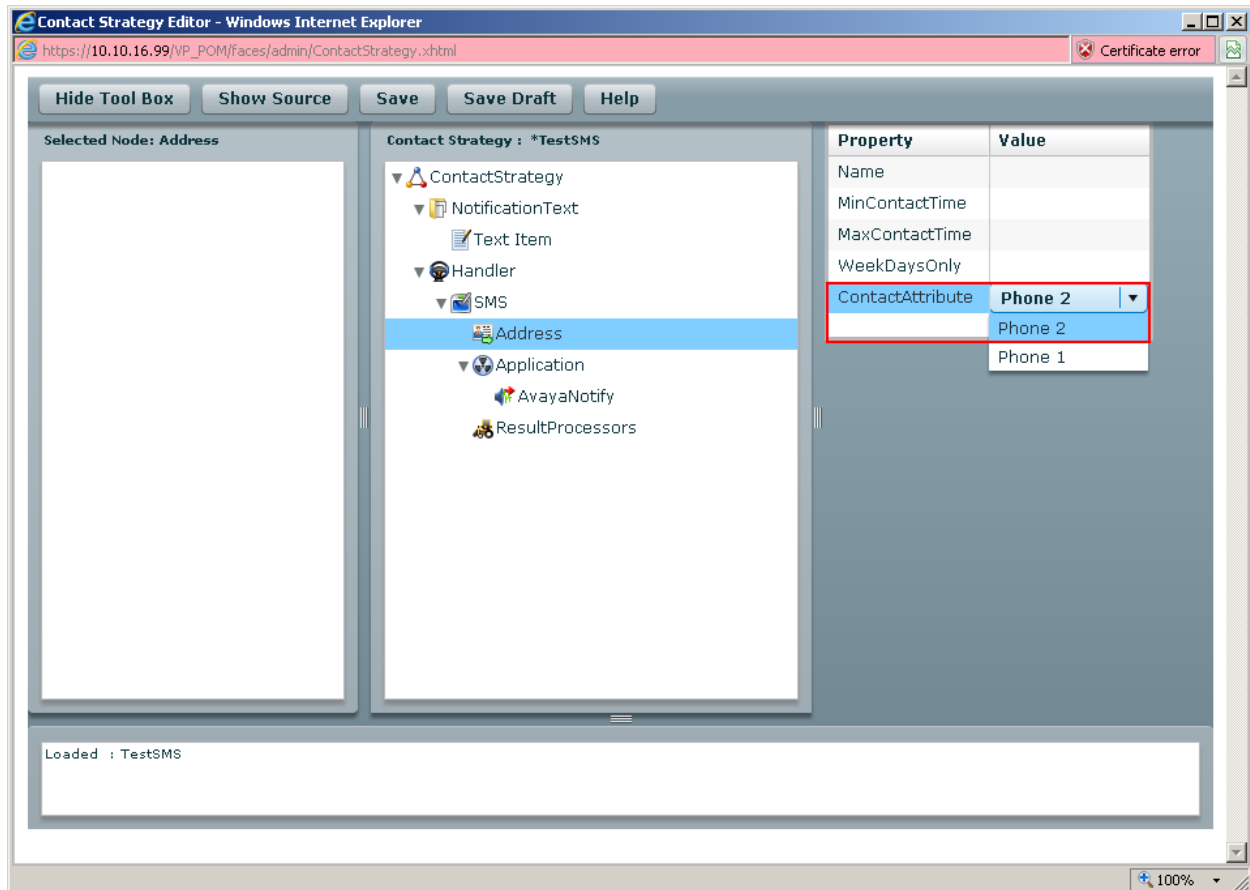
[Continue](#)

- Select
- SimpleCall
- SimpleMail
- SimpleSms

The following screen appears, click **NotificationText** → **Text Item** → **Edit Text** and enter a text message. Note that **\$firstName\$** is used to address the contact, this field is taken from the Contact Group uploaded previously. Click **OK** when done.



Click **Handler** → **SMS** → **Address** and select **Phone2** from the **Contact Attribute** drop down box. Leave all other settings default and click **Save** when done.



Close the window and click on **Refresh**.

You are here: [Home](#) > [POM Configuration](#) > [Campaigns](#) > [Strategies](#)

Contact Strategies

This page allows administrator to manage Contact Strategies, depending on your user role.

[Refresh](#)

Name	State	Action
Add	Import	Help




The new contact strategy is displayed.

You are here: [Home](#) > [POM Configuration](#) > [Campaigns](#) > [Strategies](#)

Contact Strategies

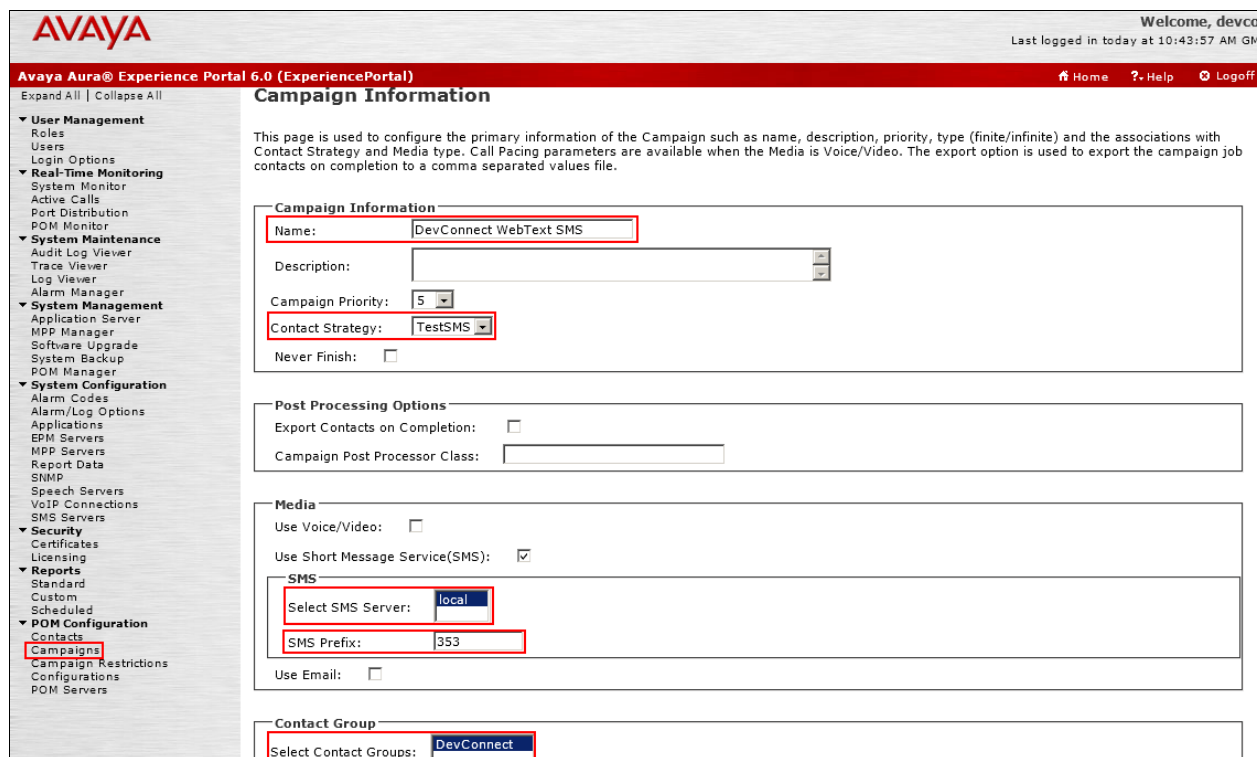
This page allows administrator to manage Contact Strategies, depending on your user role.

[Refresh](#)

Name	State	Action
TestSMS	Completed	  
Add	Import	Help

5.9. Add Campaign

Click **Campaigns** → **Add** enter an identifying **Name**, select the **Contact Strategy** configured earlier from the drop down box, place a tick in the **Use Short Message Service (SMS)** box and **Select SMS Server** configured earlier. Enter the region specific **SMS Prefix**, select the **Contact Group** added in **Section 5.6**. Click **Next** (not shown) when done.



AVAYA Welcome, devco
Last logged in today at 10:43:57 AM GMT

Avaya Aura® Experience Portal 6.0 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

- ▼ **User Management**
 - Roles
 - Users
 - Login Options
- ▼ **Real-Time Monitoring**
 - System Monitor
 - Active Calls
 - Port Distribution
 - POM Monitor
- ▼ **System Maintenance**
 - Audit Log Viewer
 - Trace Viewer
 - Log Viewer
 - Alarm Manager
- ▼ **System Management**
 - Application Server
 - MPP Manager
 - Software Upgrade
 - System Backup
 - POM Manager
- ▼ **System Configuration**
 - Alarm Codes
 - Alarm/Log Options
 - Applications
 - EPM Servers
 - MPP Servers
 - Report Data
 - SNMP
 - Speech Servers
 - VoIP Connections
 - SMS Servers
- ▼ **Security**
 - Certificates
 - Licensing
- ▼ **Reports**
 - Standard
 - Custom
 - Scheduled
- ▼ **POM Configuration**
 - Contacts
 - Campaigns**
 - Campaign Restrictions
 - Configurations
 - POM Servers

Campaign Information

This page is used to configure the primary information of the Campaign such as name, description, priority, type (finite/infinite) and the associations with Contact Strategy and Media type. Call Pacing parameters are available when the Media is Voice/Video. The export option is used to export the campaign job contacts on completion to a comma separated values file.

Campaign Information

Name: DevConnect WebText SMS

Description:

Campaign Priority: 5

Contact Strategy: TestSMS

Never Finish: ☐

Post Processing Options

Export Contacts on Completion: ☐

Campaign Post Processor Class:

Media

Use Voice/Video: ☐

Use Short Message Service(SMS): ☒

SMS

Select SMS Server: local

SMS Prefix: 353

Use Email: ☐

Contact Group

Select Contact Groups: DevConnect


At the Campaign Contact Filtering Criteria page, click **Next**.


You are here: [Home](#) > [POM Configuration](#) > [Campaigns](#) > Campaign Contact Filtering Criteria

Campaign Contact Filtering Criteria

This page is used to configure Contact Filtering. This criteria will filter and sort the contacts and these contacts will then be used for processing (Voice/SMS/Email) when the Campaign job is executed. You can provide the contacts associated with a particular Contact Group as well as provide sorting on Contact's Attributes.

Empty Filtering Criteria columns will not be saved for campaign and will not be displayed during edit operation.

Contact Record Selection Criteria
Select a Contact Attribute: 

Sorting Criteria
Select a Contact Attribute: 

Show Criteria Result

[Cancel](#) [Previous](#) [Next](#) [Finish](#) [Help](#)

At the Campaign Completion Codes Association, click **Next**.

You are here: [Home](#) > [POM Configuration](#) > [Campaigns](#) > Campaign Completion Codes Association

Campaign Completion Codes Association

This page is used to associate the available Custom Completion Codes with the campaign. The selected completion codes from this page are available for specifying a finish criteria based on Completion Code (in case of finite Campaign only).

Completion Codes
Available Completion Codes List

Selected Codes List

[Move](#)
[Move All](#)
[Remove](#)
[Remove All](#)

[Cancel](#) [Previous](#) [Next](#) [Finish](#) [Help](#)

At the **Campaign Finish Criteria** page select **SMS Delivered** from the **Select a Completion Code** drop down box. Click **Finish** when done.

You are here: [Home](#) > [POM Configuration](#) > [Campaigns](#) > Campaign Finish Criteria


Campaign Finish Criteria

This page is used to configure Finish Criteria. You can either provide a time based / Completion Code based / Goal based finish criteria. On satisfaction of any of these criteria, the campaign job will stop execution and finish reason will be mentioned for the job accordingly.


Finish By Time

Finish After (Hours:Minutes):

Completion Code Based Finish Criteria

Select a Completion Code: 

Goal Based Finish Criteria

Select a Contact Attribute: 

Cancel **Previous** **Next** **Finish** **Help**

Click **OK** on the **Campaign Creation Wizard – Summary** page.

You are here: [Home](#) > [POM Configuration](#) > [Campaigns](#) > Campaign Summary

Campaign Creation Wizard - Summary

This page provides the summary of the campaign created and specifies the basic information parameters.

Campaign Summary

Name:	DevConnect WebText SMS
Description:	
Campaign Type:	Finite
Campaign SMS Servers:	local
Campaign Priority:	5
Campaign Strategy Name:	TestSMS


OK **Help**

5.10. Run Campaign

The following screen will appear displaying the new campaign; click the **Run Now** icon to start the campaign.





You are here: [Home](#) > POM Configuration > Campaigns

Campaigns

 [Refresh](#)

This page displays campaigns and links to navigate to Contact Strategies and Completion Codes, depending on your user role.

Last Poll: 03/21/2012 12:30:53 PM

Name	Type	Priority	Contact Strategy	Contact Groups	Last Executed	Actions
DevConnect WebText SMS	Finite	5	TestSMS	DevConnect	-	   

* In Progress means campaign job can be in any one of the states - running, pausing, paused, stopping.

[Add](#) [Run Now](#)

[Strategies](#) [Completion Codes](#) [Help](#)

6. Configure WebText SMS Gateway Service

Configuration of the hosted SMS Gateway Service provided by WebText is provided by WebText. Contact WebText using the information in **Section 2.3** for connection information.

7. Verification Steps

This section provides the steps that can be performed to verify proper configuration of Proactive Outreach Manager with the SMS Gateway Service.

7.1. Verify Services are Running

SSH to the server hosting POM, as a user with root permissions, enter the command **service POM status**, verify that the component services of POM are running.

```
[sroot@devcone logs]# service POM status
Checking POM <version POM.02.00.04.00.008> Status at Thu Mar 22 13:41:00 GMT 2012
Checking individual components:
Connection is :jdbc:postgresql://10.10.16.99:5432/VoicePortal
STATE=RUNNING
Campaign Manager ( pid 30397 ) is running...
STATE=RUNNING
Campaign Director ( pid 30801 ) is running...

Overall Status: POM is running
```

Enter the command **service msgwpy status**, verify that the SMS Manager service is running.

```
[sroot@devconep logs]# service msgwpy status
```

```
SMS Manager ( pid 15166 ) is running...
```

7.2. Verify SMPP Server Connection

SSH to the server hosting POM and navigate to the **\$POM_HOME/logs** directory. Enter the command **tail SMSGateway.log**, verify that the last line in the file is **SMPPLinkConnector.bind(SMPPLinkConnector.java:710) - Bind successful to <WebTextSMSGatewayAddress>** as shown below.

```
20 Mar 2012 16:59:29,339 [SMPPStarter0] ERROR
com.avaya.sms.gateway.smpp.SMPPLinkConnector.bind(SMPPLinkConnector.java:710)
- Bind successful to 83.71.183.67
```

7.3. Verify Successful Delivery of SMS

Using the Experience Portal web interface click **Standard → POM Campaign Detail** configure the Filter to report campaign detail for the **last 1 hour** against the **Campaign Name** created in **Section 5.9** and the **SMS Channel Type**. Click **OK** when done.

Avaya Aura® Experience Portal 6.0 (ExperiencePortal)

Welcome, devcon
Last logged in today at 10:43:57 AM GMT

Expand All | Collapse All

You are here: [Home](#) > [Reports](#) > [Standard Reports](#) > POM Campaign Detail (Filters)

POM Campaign Detail (Filters)

This page has the filters for campaign detail report.

Date and Time

☐ Predefined Values ☐ All Dates and Times

☒ Last

Start Date/Time:

☐ Between

End Date/Time:

Optional Filters

Campaign Name:

Channel Type:

POM Server:

System Completion Code:

Custom Completion Code:

Sessions from Custom Report:

Confirm that the contacts configured in the contact group appear with a completion code of **SMS Sent**. In the event that the delivery of SMS was not completed, the Completion Code will be displayed as SMS Failed.

Campaign Name	Job ID	Contact ID	First Name	Last Name	Phone/Email	Channel Type	Completion Code
DevConnect WebText SMS	4	3	Bob	Dylan	831194710	SMS	SMS Sent
DevConnect WebText SMS	4	2	Colm	Keating	868545301	SMS	SMS Sent
DevConnect WebText SMS	4	1	Richard	Pope	857412987	SMS	SMS Sent

8. Conclusion

These Application Notes describe the procedures for configuring the WebText SMS Gateway Service to interoperate with Avaya Aura® Experience Portal R6.0 and Avaya Proactive Outreach Manager R2.0. In the configuration described in these Application Notes, Avaya Proactive Outreach Manager was used to successfully send SMS messages via the WebText SMS Gateway Service. During compliance testing, all test cases were completed successfully as outlined in **Section 2.2**.

9. Additional References

The following Avaya documents are available from <http://support.avaya.com>

- *Avaya Proactive Outreach Manager 2.0 Service Pack 4 Documentation Library*
- *Implementation Guide for Proactive Outreach Manager 2.0 – Release 2.0 – June 2010*

Information on the WebText SMS Gateway Service can be obtained via the contact details provided in **Section 2.3**.

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