# AVAYA

**Avaya Solution & Interoperability Test Lab**

# Application Notes for Parlance Service VXML with Avaya Aura® Experience Portal – Issue 1.0

## Abstract

These Application Notes describe the configuration steps required to integrate the Parlance Service VXML with Avaya Aura® Experience Portal. Parlance Service VXML is an automated form application for Avaya Aura® Experience Portal.

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

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

# 1. Introduction

These Application Notes describe the configuration steps required to integrate the Parlance Service VXML with Avaya Aura® Experience Portal. Parlance Service uses speech recognition to enable customers to speak naturally and connect quickly when they call organizations on the phone, providing friction-free, voice-driven access to the resources they need. No long hold times, no confusing menus, no numbers to press on a dial pad.

# 2. General Test Approach and Test Results

This section describes the interoperability compliance testing used to verify the Parlance Service VXML application with Experience Portal.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with this Application Note, the interface between Avaya systems and the Parlance Service VXML did not include the use of any specific encryption features.

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## 2.1. Interoperability Compliance Testing

Interoperability compliance testing included feature and serviceability testing. The feature testing focused on the following functionality:

- From a web browser on a PC, enter the URL that is associated with Parlance Service VXML sample application.
- Interact with the sample application to configure a form and exercise all the possible paths of the application tree.
- Use DTMF and Automatic Speech Recognition (ASR) from endpoint to access the same application with all the same paths and verify that the user experience is the same between the two approaches.

The serviceability testing focused on verifying the ability of Parlance Service VXML and Experience Portal to recover from adverse conditions, such as power failures and disconnecting cables to the IP network.

## 2.2. Test Results

All test cases passed with following observation. Experience Portal was successful in running Parlance Service VXML.

- The current release of the Parlance Service VXML application does not support incoming calls via an H.323 connection.

## 2.3. Support

To obtain technical support for Parlance Service VXML, contact Parlance Corporation via web, email or phone.

- **Web**: www.ParlanceCorp.com
- **Email**: support@ParlanceCorp.com
- **Phone**:  888.700.6263 and say "Support"

# 3. Reference Configuration

**Figure 1** illustrates the configuration used for testing. In this configuration, Avaya Experience Portal can interfaces with Avaya Aura® Communication Manager via Session Manager via SIP. The Parlance Service VXML server was connected on the same LAN.
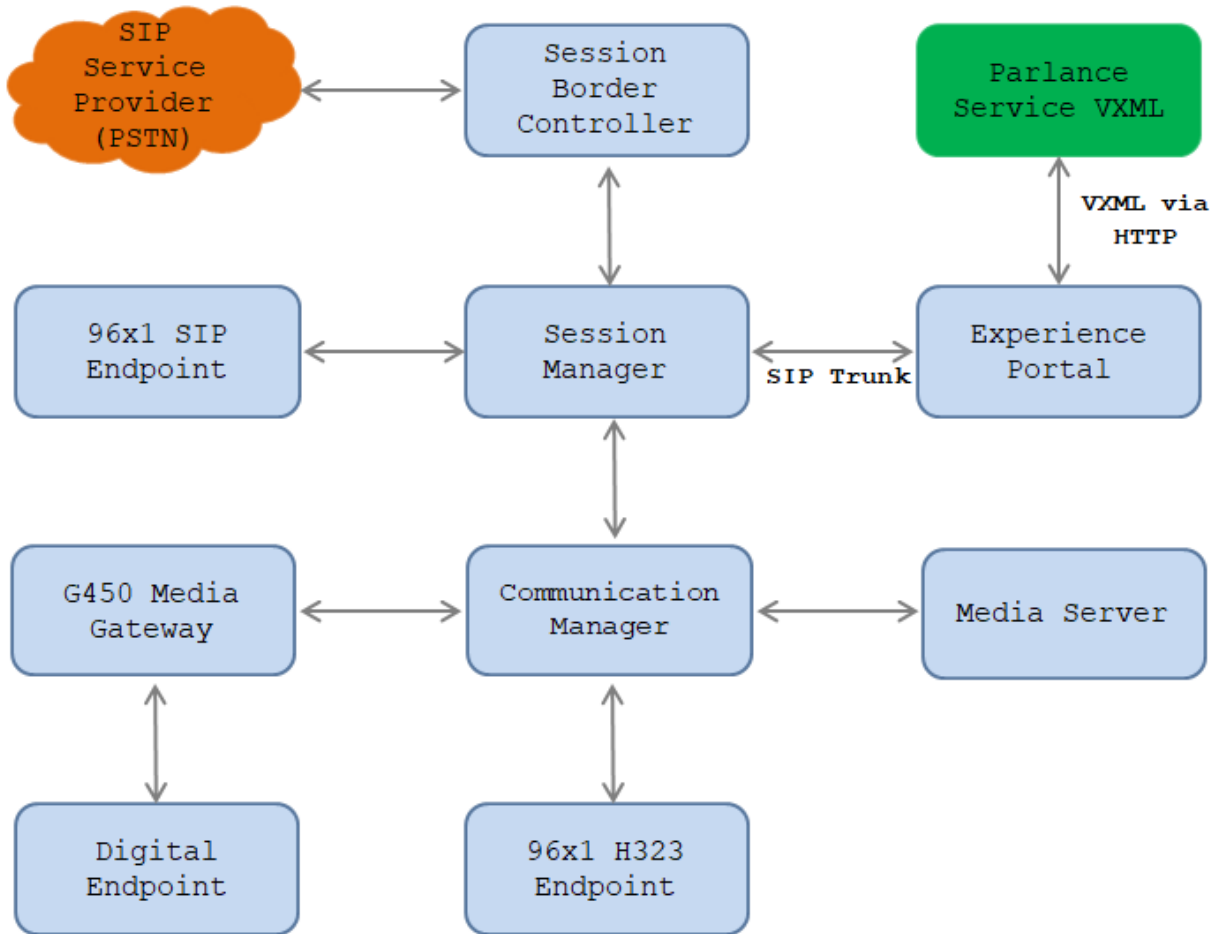
**Figure 1: Test Configuration Diagram**

The following table indicates the IP addresses that were assigned to the systems in the test configuration diagram:

| Description | IP Address |
|---|---|
| System Manager | 10.33.1.10 |
| Session Manager | 10.33.1.11 |
| Communication Manager | 10.33.1.6 |
| Experience Portal | 10.33.1.3 |
| ASR and TTS Server | 10.33.1.61 |
| Media Server | 10.33.1.30 |
| G450 Media Gateway | 10.33.1.8 |
| H.323 Endpoints | 10.33.5.10-11 |
| SIP Endpoints | 10.33.5.12-14 |
| Parlance Service VXML Server | 10.33.1.62 |

## 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 | 7.2.2 Patch 2118 |
| Avaya Aura® Communication Manager running on Virtualized Environment | 8.1.1.0 (01.0.890.0-25442) |
| Avaya Aura® System Manager running on Virtualized Environment | 8.1.1.0 Software Update Revision No: 8.1.1.0.0310503 |
| Avaya Aura® Session Manager running on Virtualized Environment | 8.1.1.0 Build No. 8.1.1.0.811021 |
| Avaya Aura® Media Server running on Virtualized Environment | 8.0.1.121_2019.04.29 |
| Avaya G450 Media Gateway | 41.16.0 |
| Avaya 96x1 IP Deskphones | H.323 6.8304 SIP 7.1.7.0.11 |
| Parlance Service VXML | 9.0 |
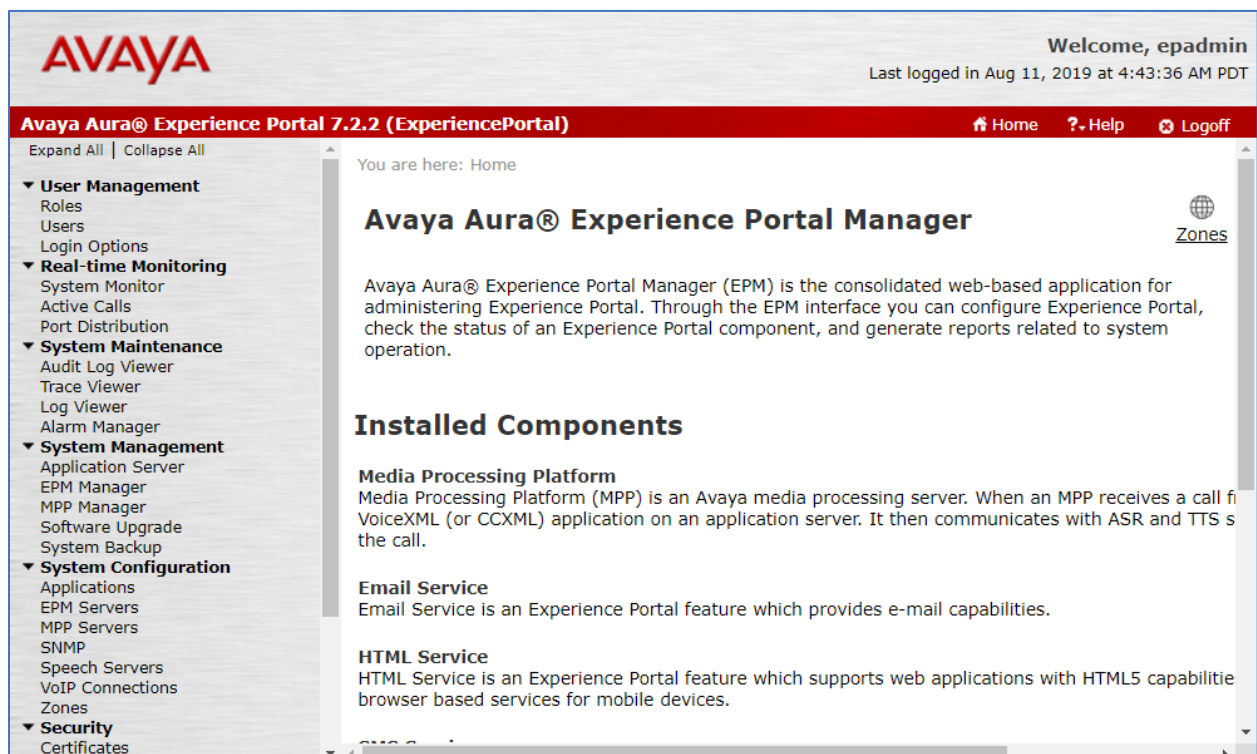
# 5. Configure Avaya Aura® Experience Portal

This section covers the administration of Experience Portal. The following Experience Portal configuration steps will be covered:

- Configuring Parlance Service VXML Applications

Avaya Aura® Experience Portal is configured via the Experience Portal Management (EPM) web interface. To access the web interface, enters http://<ip-addr>/ as the URL in an internet browser, where <ip-addr> is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed.

Note: All of the screens in this section are shown after Experience Portal had been configured. Don't forget to save the screen parameters as configuring Experience Portal.

In the Applications page, add an Experience Portal application to handle incoming calls. Navigate to **System Configuration → Applications →Add**. The screen capture below shows the sample configuration that was used during compliance testing.

Select *VoiceXML* in the **Type** dropdown menu and the **VoiceXML URL** field is set to *http://10.33.1.62:8087/newcallvxml* which is the detailed path of VXML application on the Parlance server.

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The screen capture below shows the sample configuration that was used during compliance testing (Continued).



The screen capture below shows the sample configuration that was used during compliance testing (Continued). Note that the **Support Remote DTMF Processing** should be set to "*Yes*".

# 6. Configure Parlance Service VXML

Parlance Service VXML is a managed service. All configuration is completed by Parlance Solutions Engineers.

# 7. Verification Steps

This section provides the verification steps that may be performed to verify that Experience Portal can run Parlance Service VXML applications.

1. From the EPM web interface, navigate to **Real-time Monitoring → System Monitor** to verify that the MPP server is online and running in the **System Monitor** page shown below.



2. From the EPM web interface, navigate to **Real-time Monitoring → Port Distribution** to verify that the ports on the MPP server are in-service in the **Port Distribution** page shown below.

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3. Verify the output of the Parlance VXLM application as clicking on the **Verify** button in the Parlance VXML application as shown in **Section 5**, it should show as below.



4. Place a call to Experience Portal number that is assigned to the Parlance Service VXML application, verify in the **Real-time Monitoring →Active calls** it should show the VLXM application that answers the call.

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# 8. Conclusion

These Application Notes describe the configuration steps required to integrate the Parlance Service VXML application with Avaya Aura® Experience Portal. All feature and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

# 9. Additional References

This section references the documentation relevant to these Application Notes. Additional Avaya product documentation is available at http://support.avaya.com.

This section references the product documentation that is relevant to these Application Notes.
[1] Administering Avaya Aura® Experience Portal, Release 7.2.2, Issue 1, March 2019
[2] Administering Avaya Aura® Communication Manager, Release 8.1.x, Issue 2, July 2019
[3] Audio Forms Administration User Guide, December 2019
[4] Audio Forms Results Guide, December 2019

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