



Avaya Solution & Interoperability Test Lab

Application Notes for TelAthena Systems neOn SoftDialer with Avaya Aura™ Communication Manager and Avaya Aura™ Application Enablement Services – Issue 1.0

Abstract

These Application Notes describe the procedures for configuring TelAthena Systems neOn SoftDialer, which was compliance tested with Avaya Aura™ Communication Manager and Avaya Aura™ Application Enablement Services. The objective of the test was to evaluate interoperability of TelAthena Systems neOn SoftDialer in a call center environment, handling inbound, transfer, preview outbound, blending, and predictive outbound dialing campaigns. All test cases completed successfully

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 procedures for configuring TelAthena Systems neOn SoftDialer, which was compliance tested with Avaya Aura[™] Communication Manager and Avaya Aura[™] Application Enablement Services (AES). The objective of the test was to evaluate interoperability of TelAthena Systems neOn SoftDialer in a call center environment, handling inbound, transfer, preview outbound, blending, and predictive outbound dialing campaigns.

TelAthena Systems neOn SoftDialer is a software solution that consists of a neOn Server, neOn SoftDialer Gateway Server, and Envoy CT Connect server.

The neOn Server houses the software to create and manage scripting, lead management, reporting, work scheduling, import and export, and API dialing interfaces. In the compliance test configuration, a Linux-based server was used.

The neOn SoftDialer Gateway Server is supported on NT and Windows 2000 Server operating systems. In the compliance test configuration, a Windows 2000 Server was used. The neOn SoftDialer Gateway Server houses the soft-dialing predictive algorithm, Envoy CT Connect software, and application processes controlling messaging between the Avaya Aura[™] Communication Manager and the neOn Server. The Definity LAN Gateway (DLG) interface of Avaya Aura AES is utilized by Envoy CT Connect to provide call control and event report CTI functionality to TelAthena Systems neOn SoftDialer.

The agent workstations are connected to the neOn Server in one of three ways: browser, Windows client, or Telnet character-based connections. In the compliance test configuration, the telnet connection was used. During the compliance test, software for the neOn server, neOn SoftDialer Gateway Server, and Envoy CT Connect were installed into a desktop. The VMware was utilized to interact between Windows and Linux operating systems.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing evaluated the ability of TelAthena Systems neOn SoftDialer on different types of campaigns (Blend, Inbound, Predictive, Preview, and Transfer). The serviceability testing introduced failure scenarios to see if TelAthena Systems neOn SoftDialer can recover from failures.

1.2. Support

Technical support on TelAthena Systems neOn SoftDialer can be obtained by calling the support telephone number at (888) 777-7565.

2. Reference Configuration

Figure 1 provides the test configuration used for the compliance testing. An Avaya S8300 Server with Avaya G450 Media Gateway was included during the compliance test to provide the inter-switch scenario. Note that actual configurations may vary.

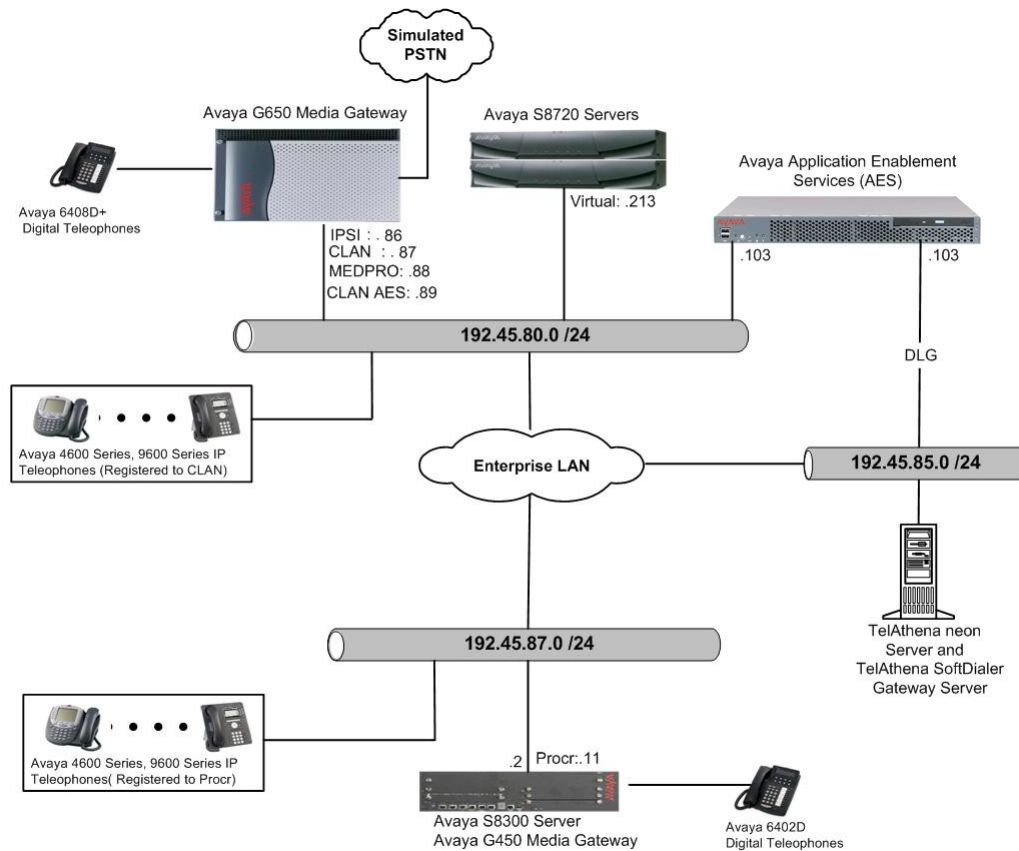


Figure 1: Test Configuration of TelAthena Systems neOn SoftDialer

3. Equipment and Software Validated

The following equipment and software were used for the test configuration.

Equipment		Software/Firmware
Avaya S8700 Servers		Avaya Aura™ Communication Manager 5.2 (R015x.02.0.947.3)
Avaya G650 Media Gateway		-
	TN2312BP IP Server Interface	HW11 FW030
	TN799DP C-LAN Interface	HW01 FW017
	TN2302AP IP Media Processor	HW20 FW108
	TN2602AP IP Media Processor	HW02 FW007
Avaya S8300 Server with Avaya G450 Media Gateway		Avaya Aura™ Communication Manager 5.2 (R015x.02.0.947.3)
Avaya Aura™ Application Enablement Services Server		r4-2-2-31-0
Avaya 4600 Series IP Telephones		
	4620 (H.323)	2.9
	4625 (H.323)	2.9
Avaya 9630 IP Telephone (H.323)		3.0
Avaya 6408D+ Digital Telephone		-
TelAthena neOn Server on RedHat Enterprise Linux 5		Kernel release 2.6.18-8.e15
TelAthena neOn SoftDialer Gateway Server on Windows 2003 Enterprise Server with SP2		Version 3.1.2
Envox CT Connect		Version 6.1.117.0

4. Configure Avaya Aura Communication Manager

This section provides the procedures for configuring Computer Telephony Integration (CTI) links, hunt/skill groups, vectors, inbound campaign Vector Directory Numbers (VDN), outbound campaign VDNs, agents and agent login/logoff codes on Avaya Communication Manager. All the configuration changes in Avaya Aura Communication Manager are performed through the System Access Terminal (SAT) interface. The highlights in the following screens indicate the values used during the compliance test.

4.1. System-Parameters Customer-Options for DLG

Enter the **display system-parameters customer-options** command. On **Page 3**, verify that the ASAI Link Core Capabilities and ASAI Link Plus Capabilities fields are set to **y**. If not, contact an authorized Avaya account representative to obtain the license.

display system-parameters customer-options		Page	3 of	11
OPTIONAL FEATURES				
Abbreviated Dialing Enhanced List?	y	Audible Message Waiting?	n	
Access Security Gateway (ASG)?	n	Authorization Codes?	y	
Analog Trunk Incoming Call ID?	n	CAS Branch?	n	
A/D Grp/Sys List Dialing Start at 01?	n	CAS Main?	n	
Answer Supervision by Call Classifier?	n	Change COR by FAC?	n	
ARS?	y	Computer Telephony Adjunct Links?	n	
ARS/AAR Partitioning?	y	Cvg Of Calls Redirected Off-net?	n	
ARS/AAR Dialing without FAC?	y	DCS (Basic)?	n	
ASAI Link Core Capabilities?	y	DCS Call Coverage?	n	
ASAI Link Plus Capabilities?	y	DCS with Rerouting?	n	
Async. Transfer Mode (ATM) PNC?	n	Digital Loss Plan Modification?	n	
Async. Transfer Mode (ATM) Trunking?	n	DS1 MSP?	y	
ATM WAN Spare Processor?	n	DS1 Echo Cancellation?	n	
ATMS?	n			
Attendant Vectoring?	n			

4.2. Configure Switch Connection and CTI Links

Enter the **add cti-link m** command, where **m** is an available CTI link number. Enter a valid extension under the provisioned dial plan in Avaya Aura Communication Manager, set the Type field to **ASAI-IP**, and assign a descriptive name to the CTI link. The following screen show the DLG CTI link configuration utilized during the compliance test.

add cti-link 1		Page	1 of	3
CTI LINK				
CTI Link:	1			
Extension:	20003			
Type:	ASAI-IP			
				COR: 1
Name:	DLG			

Enter the **change node-names ip** command. The CLAN board (CLAN-AES) is used for connectivity to the Avaya Aura AES server.

change node-names ip		Page	1 of	2
		IP NODE NAMES		
Name	IP Address			
CLAN	192.45.80.87			
CLAN-AES	192.45.80.89			
ESS	192.45.80.216			
MEDPRO	192.45.80.88			
MEDPRO2	192.45.80.161			
S8300G700	192.45.87.11			
default	0.0.0.0			
procr	0.0.0.0			

Enter the **change ip-services** command. On **Page 1**, configure the Service Type field to **AESVCS** and the Enabled field to **y**. The Local Node field should be pointed to the CLAN board (CLAN-AES) that was configured previously. During the compliance test, the default port was utilized for the Local Port field.

change ip-services

Page1 of 3

IP SERVICES

Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port
AESVCS	y	CLAN-AES	8765		

On **Page 3**, enter the hostname of the AES server for the AE Services Server field. The server name may be obtained by logging in to the AES server using ssh, and running the command **uname -a**. Enter an alphanumeric password for the Password field. Set the Enabled field to **y**. The same password will be configured on the AES server in **Section 5.1**.

change ip-services				Page	3 of 3
AE Services Administration					
Server ID	AE Services	Password	Enabled	Status	
	Server				
1:	server1	xxxxxxxxxxxxxxxxxx	y	idle	
2:					
3:					

4.3. Avaya Call Classification

Each call that is launched by the TelAthena neOn SoftDialer requires an Avaya Call Classification. Enter the **change system-parameters features** command. It is recommended that the Call Classification After Answer Supervision field be set to **n** on **Page 13**. This setting reserves a call classification circuit from the time that the TelAthena neOn SoftDialer launches a call until the call has connected and is fully classified. The call classification circuit is then released and made available for the next call.

change system-parameters features		Page 13 of 19
FEATURE-RELATED SYSTEM PARAMETERS		
CALL CENTER MISCELLANEOUS		
	Clear Callr-info: next-call	
	Allow Ringer-off with Auto-Answer?	n
	Reporting for PC Non-Predictive Calls?	n
	Interruptible Aux Notification Timer (sec):	3
	Interruptible Aux Deactivation Threshold (%)	: 95
ASAI		
	Copy ASAI UUI During Conference/Transfer?	n
	Call Classification After Answer Supervision?	n
	Send UCID to ASAI?	y

During the test scenario, the values on the SIT TREATMENT FOR CALL CLASSIFICATION form were set as shown below. Other values are acceptable based on customer requirements. Use the **change sit-treatment** command to modify the values.

change sit-treatment	Page 1 of 1
SIT TREATMENT FOR CALL CLASSIFICATION	
SIT Ineffective Other: dropped	
SIT Intercept: dropped	
SIT No Circuit: dropped	
SIT Reorder: dropped	
SIT Vacant Code: dropped	
SIT Unknown: dropped	
AMD Treatment: dropped	
Pause Duration (seconds): 1.0	
Talk Duration (seconds): 1.5	

4.4. Call Vectoring for Inbound Campaigns

Enter the **display system-parameters customer-options** command. On **Page 6**, verify that the ACD and Vectoring (Basic) fields are set to **y**. For configuring agents in an ACD environment, set the Expert Agent Selection (EAS) field to **y**. If not, contact an authorized Avaya account representative to obtain these licenses.

```
display system-parameters customer-options                               Page 6 of 11

CALL CENTER OPTIONAL FEATURES

Call Center Release: 4.0

ACD? y
BCMS (Basic)? y
BCMS/VuStats Service Level? n
BSR Local Treatment for IP & ISDN? n
Business Advocate? n
Call Work Codes? n
DTMF Feedback Signals For VRU? n
Dynamic Advocate? n
Expert Agent Selection (EAS)? y
EAS-PHD? n
Forced ACD Calls? n
Least Occupied Agent? n
Lookahead Interflow (LAI)? n
Multiple Call Handling (On Request)? n
Multiple Call Handling (Forced)? n
PASTE (Display PBX Data on Phone)? n
(NOTE: You must logoff & login to effect the permission changes.)

Reason Codes? y
Service Level Maximizer? n
Service Observing (Basic)? y
Service Observing (Remote/By FAC)? y
Service Observing (VDNs)? n
Timed ACW? n
Vectoring (Basic)? y
Vectoring (Prompting)? y
Vectoring (G3V4 Enhanced)? n
Vectoring (3.0 Enhanced)? n
Vectoring (ANI/II-Digits Routing)? n
Vectoring (G3V4 Advanced Routing)? n
Vectoring (CINFO)? n
Vectoring (Best Service Routing)? n
Vectoring (Holidays)? n
Vectoring (Variables)? n
```

On **Page 11**, set the Expert Agent Selection (EAS) Enabled field to **y**. The TelAthena Systems neOn SoftDialer does not utilize passwords for agents. Therefore, the Minimum Agent-LoginID Password Length field should be set to blank.

```
display system-parameters features                                     Page 11 of 19

FEATURE-RELATED SYSTEM PARAMETERS
CALL CENTER SYSTEM PARAMETERS
EAS
Expert Agent Selection (EAS) Enabled? y
Minimum Agent-LoginID Password Length:
Direct Agent Announcement Extension:
Message Waiting Lamp Indicates Status For: station
Delay:

VECTORIZING
Converse First Data Delay: 0
Converse Signaling Tone (msec): 100
Prompting Timeout (secs): 10
Second Data Delay: 2
Pause (msec): 30

Reverse Star/Pound Digit For Collect Step? n

Store VDN Name in Station's Local Call Log? y
SERVICE OBSERVING
Service Observing: Warning Tone? y
Service Observing Allowed with Exclusion? n
Allow Two Observers in Same Call? y
or Conference Tone? n
```


Enter the **add hunt-group n** command, where **n** is an unused hunt group number. On **Page 1**, assign a descriptive Group Name and Group Extension valid in the provisioned dial plan. Set the ACD, Queue, and Vector fields to **y**. When ACD is enabled, hunt group members serve as ACD agents and must log in to receive ACD split/skill calls. When Queue is enabled, calls to the hunt group will be served by a queue. When Vector is enabled, the hunt group will be vector controlled.

```
change hunt-group 1                                     Page 1 of 3
HUNT GROUP

Group Number: 1
Group Name: Inbound
Group Extension: 50011
Group Type: ucd-mia
TN: 1
COR: 1
Security Code:
ISDN/SIP Caller Display:
Queue Limit: unlimited
Calls Warning Threshold: Port:
Time Warning Threshold: Port:

ACD? y
Queue? y
Vector? y
MM Early Answer? n
Local Agent Preference? n
```

On **Page 2**, set the Skill field to **y**, which means that agent membership in the hunt group is based on skills, rather than a pre-programmed assignment to the hunt group.

```
add hunt-group 1                                     Page 2 of 3
HUNT GROUP

Skill? y
AAS? n
Measured: internal
Supervisor Extension:

Controlling Adjunct: none

VuStats Objective:

Redirect on No Answer (rings):
Redirect to VDN:
Forced Entry of Stroke Counts or Call Work Codes? n
```

Enter the **add agent-loginID p** command, where **p** is a valid extension in the provisioned dial plan. On **Page 1**, enter a descriptive name. TelAthena Systems neOn SoftDialer will authenticate users during the agent login process. Since TelAthena Systems neOn SoftDialer does not utilize passwords for agents, the Password and Password (enter again) fields should be set to blank.

```

add agent-loginID 50021                                     Page 1 of 2
                                AGENT LOGINID

Login ID: 50021                                             AAS? n
Name: Agent-1                                             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 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**, set the Skill Number (SN) to the hunt group number previously created. The Skill Level (SL) may be set according to customer requirements.

Repeat this step as necessary to configure additional agent extensions.

```

add agent-loginID 50021                                     Page 2 of 2
                                AGENT LOGINID

Direct Agent Skill:
Call Handling Preference: skill-level                      Local Call Preference? n

SN      SL      SN      SL      SN      SL      SN      SL
1: 1    1        16:      17:      31:      46:
2: 2    1        17:      32:      47:
3:      18:      33:      48:
4:      19:      34:      49:
5:      20:      35:      50:
6:      21:      36:      51:
7:      22:      37:      52:

```

Enter the **add vector q** command, where **q** is an unused vector number. Enter a descriptive name, and administer the vector to deliver calls to the hunt/skill group number. Agents that are logged into the hunt/skill group will be able to answer calls queued to the hunt/skill group.

add vector 1		Page 1 of 6	
CALL VECTOR			
Number: 1	Name: Inbound Vector		
Multimedia? n	Attendant Vectoring? n	Meet-me Conf? n	Lock? n
Basic? y	EAS? y	G3V4 Enhanced? y	ANI/II-Digits? y
Prompting? y	LAI? n	G3V4 Adv Route? y	CINFO? n
Variables? y	3.0 Enhanced? y	BSR? n	Holidays? n
01	wait-time	2 secs	hearing ringback
02	queue-to	skill 1	pri m
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
Press 'Esc f 6' for Vector Editing			

Enter the **add vdn r** command, where **r** is an extension valid in the provisioned dial plan. Specify a descriptive name for the VDN. In the Destination field, provide the vector number which is created in the previous step. In the example below, incoming calls to extension 50001 corresponds to VDN 50001, which in turn will invoke the actions specified in vector 1.

change vdn 50001		Page 1 of 3	
VECTOR DIRECTORY NUMBER			
Extension: 50001			
Name*: Inbound VDN			
Destination: Vector Number 1			
Attendant Vectoring? n			
Meet-me Conferencing? n			
Allow VDN Override? n			
COR: 1			
TN*: 1			
Measured: none			
1st Skill*:			
2nd Skill*:			
3rd Skill*:			
* Follows VDN Override Rules			

4.5. Call Vectoring for Predictive Outbound Campaigns

Add a hunt-group and set the ACD and Vector fields to **y**. Enter a descriptive group name in the Group Name field and a valid extension in the provisioned dial plan for the Group Extension field. Other field values can be set based on customer requirements.

*Note that it is undesirable to assign queue slots to these types of calls. Therefore, in this example, the queue field is set to **n**.*

```
add hunt-group 2                                     Page 1 of 3
                                                    HUNT GROUP

Group Number: 2                                     ACD? y
Group Name: Outbound                               Queue? n
Group Extension: 50012                             Vector? y
Group Type: ucd-mia
TN: 1
COR: 1
Security Code:
ISDN/SIP Caller Display:                          MM Early Answer? n
                                                    Local Agent Preference? n
```

On **Page 2**, set the Skill field to **y**. Set the Redirect on No Answer (rings) field to **3**, and the Redirect to VDN field to the Outbound VDN extension.

```
change hunt-group 2                                 Page 2 of 3
                                                    HUNT GROUP

Skill? y
AAS? n
Measured: internal
Supervisor Extension:

Controlling Adjunct: none

VuStats Objective:

Redirect on No Answer (rings): 3
Redirect to VDN: 50002
Forced Entry of Stroke Counts or Call Work Codes? n
```

Modify a call vector to deliver calls to the skill number defined in the previous step. Note that playing an announcement or other conditional steps can be implemented based on customer requirements.

add vector 2		Page 1 of 6	
CALL VECTOR			
Number: 2		Name: Outbound Vector	
		Meet-me Conf? n	Lock? n
Basic? y	EAS? y	G3V4 Enhanced? n	ANI/II-Digits? n
Prompting? y	LAI? n	G3V4 Adv Route? n	ASAI Routing? y
Variables? n	3.0 Enhanced? n	CINFO? n	BSR? n
		Holidays? n	
01			
02	queue-to	skill 2	pri m
03			
04			
05			

Add a VDN and set the Vector Number field to the call vector assigned in the previous step. This VDN represents the main number for outbound calls.

add vdn 50002		Page 1 of 2	
VECTOR DIRECTORY NUMBER			
Extension: 50002			
Name*: Outbound VDN			
Vector Number: 2			
Meet-me Conferencing? n			
Allow VDN Override? n			
COR: 1			
TN*: 1			
Measured: none			
1st Skill*:			
2nd Skill*:			
3rd Skill*:			

4.6. Adjunct route for Predictive Outbound Campaigns

If the outbound campaign is calling an answering machine or fax, the call can be redirected using the adjunct route in the vector. Enter the **display system-parameters customer-options** command. On **Page 9**, verify that the Adjunct Routing field is set to **y**. If not, contact an authorized Avaya account representative to obtain these licenses.

```
display system-parameters customer-options                               Page 9 of 11
                               ASAI ENHANCED FEATURES

                               Adjunct Routing? y
                               CTI Stations? n
Increased Adjunct Route Capacity? n
                               Phantom Calls? n

                               ASAI PROPRIETARY FEATURES

                               Agent States? n
```

Enter the **add vector q** command, where **q** is an unused vector number. Enter a descriptive name, and administer the vector to invoke to an adjunct route call to link 1 (in this case when an answering machine detected.).

```
add vector 2                                                            Page 1 of 6
                               CALL VECTOR

Number: 2                      Name: Outbound Vector
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? n      G3V4 Adv Route? y              CINFO? n      BSR? n      Holidays? n
Variables? y                  3.0 Enhanced? y

01 adjunct routing link 1
02 wait-time 4 secs hearing silence
03
04
05
```

5. Configure AES

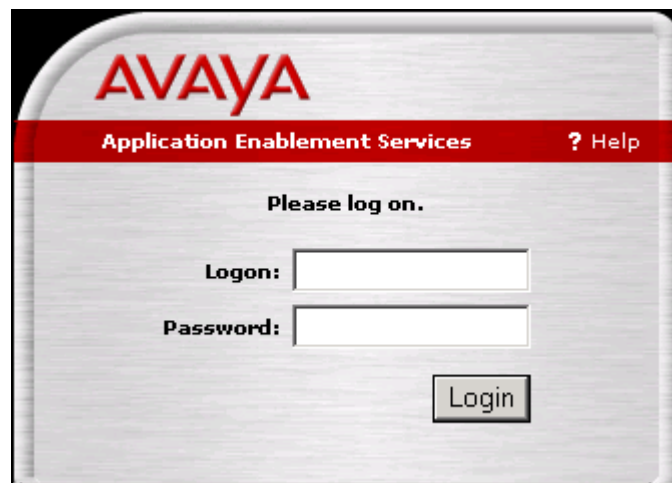
The Avaya Aura AES server enables CTI applications to control and monitor telephony resources on Avaya Aura Communication Manager. The Avaya Aura AES server receives requests from CTI applications, and forwards the request to Avaya Aura Communication Manager. Conversely, the Avaya Aura AES server receives responses and events from Avaya Aura Communication Manager and forwards them to the appropriate CTI applications.

In this section, the following steps will be discussed:

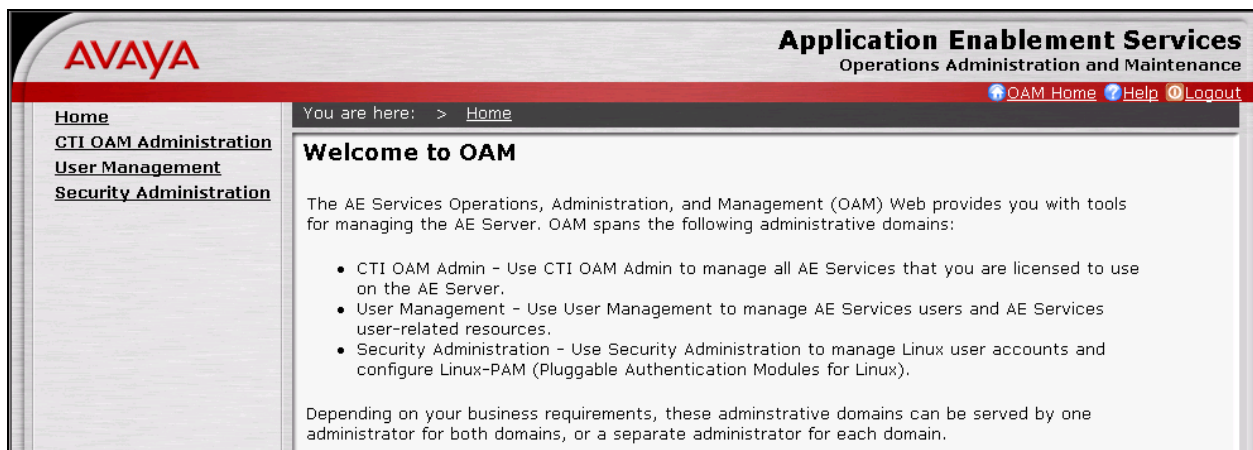
- Configure a switch connection
- Configure a DLG CTI link

5.1. Configure Switch Connection

Launch a web browser, enter <https://<IP address of AES server>/MVAP/index.jsp> in the URL, and log in with the appropriate credentials for accessing the AES CTI OAM pages.



The Welcome to OAM screen is displayed next. Select **CTI OAM Administration** from the left pane.



Verify that AES is licensed for the DLG service, as shown below. If the DLG service is not licensed, contact the Avaya sales team or business partner for a proper license file.

AVAYA **Application Enablement Services**
Operations Administration and Maintenance

You are here: > [CTI OAM Home](#)

Welcome to CTI OAM Screens

[craft] Last login: Tue Sep 1 12:02:40 2009 from 192.45.80.91

IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart.

Service	Status	State	Licenses Purchased
ASAI Link Manager	Running	N/A	N/A
DMCC Service	Running	ONLINE	Yes
CVLAN Service	Running	ONLINE	Yes
DLG Service	Running	ONLINE	Yes
Transport Layer Service	Running	N/A	N/A
TSAPI Service	Running	ONLINE	Yes
SMS	N/A	N/A	Yes

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

License Information

You are licensed to run Application Enablement (CTI) version 4.2.

Click on **Administration** → **Network Configuration** → **Switch Connections** in the left pane to invoke the Switch Connections page. A switch connection defines a connection between the AES server and Avaya Aura Communication Manager. Enter a descriptive name for the switch connection and click on **Add Connection**.

AVAYA **Application Enablement Services**
Operations Administration and Maintenance

You are here: > [Administration](#) > [Switch Connections](#)

Switch Connections

Connection Name Number of Active Connections

The next window that appears prompts for the switch connection password. Enter the same password that was administered on Avaya Aura Communication Manager in **Section 4.2**. Default values may be used in the remaining fields. Click on **Apply**.

AVAYA Application Enablement Services
Operations Administration and Maintenance

[OAM Home](#) [Help](#) [Logout](#)

You are here: > [Administration](#) > [Switch Connections](#)

Set Password - S8720

Please note the following:
* Changing the password affects only new connections, not open connections.

Switch Password

Confirm Switch Password

SSL ☒

[Apply](#) [Cancel](#)

After returning to the Switch Connections page, select the radio button corresponding to the switch connection added previously, and click on **Edit CLAN IPs**.

AVAYA Application Enablement Services
Operations Administration and Maintenance

[OAM Home](#) [Help](#) [Logout](#)

You are here: > [Administration](#) > [Switch Connections](#)

Switch Connections

[Add Connection](#)

Connection Name	Number of Active Connections
<input checked="" type="radio"/> S8720	0

[Edit Connection](#) [Edit CLAN IPs](#) [Edit H.323 Gatekeeper](#) [Delete Connection](#)

Enter the IP address of the CLAN used for AES connectivity from **Section 4.2**, and click on **Add Name or IP**.

The screenshot shows the Avaya Application Enablement Services (AES) web interface. The top header includes the Avaya logo and the text 'Application Enablement Services Operations Administration and Maintenance'. A navigation bar on the left lists various configuration options under 'Administration', including 'Network Configuration', 'Switch Connections', 'CTI Link Admin', 'DMCC Configuration', 'TSAPI Configuration', 'Security Database', 'Certificate Management', 'Dial Plan', 'Enterprise Directory', 'Host AA', 'SMS Configuration', 'WebLM Configuration', and 'Bridged Alert Config'. The main content area is titled 'Edit CLAN IPs - S8720'. It features a breadcrumb trail: 'You are here: > Administration > Switch Connections'. Below the title, there is a text input field containing '192.45.80.89' and an 'Add Name or IP' button. A table with columns 'Name or IP Address' and 'Status' is visible, with a 'Delete IP' button next to it.

5.2. Configure DLG CTI Link

Navigate to **Administration → CTI Link Admin → DLG Links** to configure the DLG CTI link. Click the **Add Link** button to start configure the DLG link.

The screenshot shows the Avaya Application Enablement Services (AES) web interface. The top header includes the Avaya logo and the text 'Application Enablement Services Operations Administration and Maintenance'. A navigation bar on the left lists various configuration options under 'Administration', including 'Network Configuration', 'Switch Connections', 'CTI Link Admin', 'DMCC Configuration', 'TSAPI Configuration', 'Security Database', 'Certificate Management', 'Dial Plan', 'Enterprise Directory', 'Host AA', 'SMS Configuration', 'WebLM Configuration', and 'Bridged Alert Config'. The 'DLG Links' option under 'CTI Link Admin' is highlighted. The main content area is titled 'DLG Links'. It features a breadcrumb trail: 'You are here: > Administration > CTI Link Admin > DLG Links'. Below the title, there is a table with columns 'Switch Connection', 'Switch CTI Link #', 'Client Host Name or IP Address', and 'Client Link Number'. Above the table, there are three buttons: 'Add Link', 'Edit Link', and 'Delete Link'. The 'Add Link' button is highlighted with a red box.

Select a switch connection using the drop down menu. The switch connection is configured in **Section 5.1**. Select the Switch CTI Link Number using the drop down menu. The CTI link number should match with the number configured in **Section 4.2**. Provide the IP address of the Envoy CT Connect server for the Client Hostname or IP field. Select an available link number, using the drop down menu for Client Link Number. This number should match the link number of the Envoy CT Connect server from **Section 6.1**. Click on the **Apply Changes** button.

AVAYA Application Enablement Services
Operations Administration and Maintenance

You are here: > Administration > CTI Link Admin > DLG Links

Add / Edit DLG Links

Switch Connection: S8720

Switch CTI Link Number: 1

Client Hostname or IP: 192.45.85.201

Client Link Number: 1

Apply Changes Cancel Changes

The following screen shows the completion of the DLG CTI link configuration.

AVAYA Application Enablement Services
Operations Administration and Maintenance

You are here: > Administration > CTI Link Admin > DLG Links

DLG Links

Switch Connection	Switch CTI Link #	Client Host Name or IP Address	Client Link Number
S8720	1	192.45.85.201	1

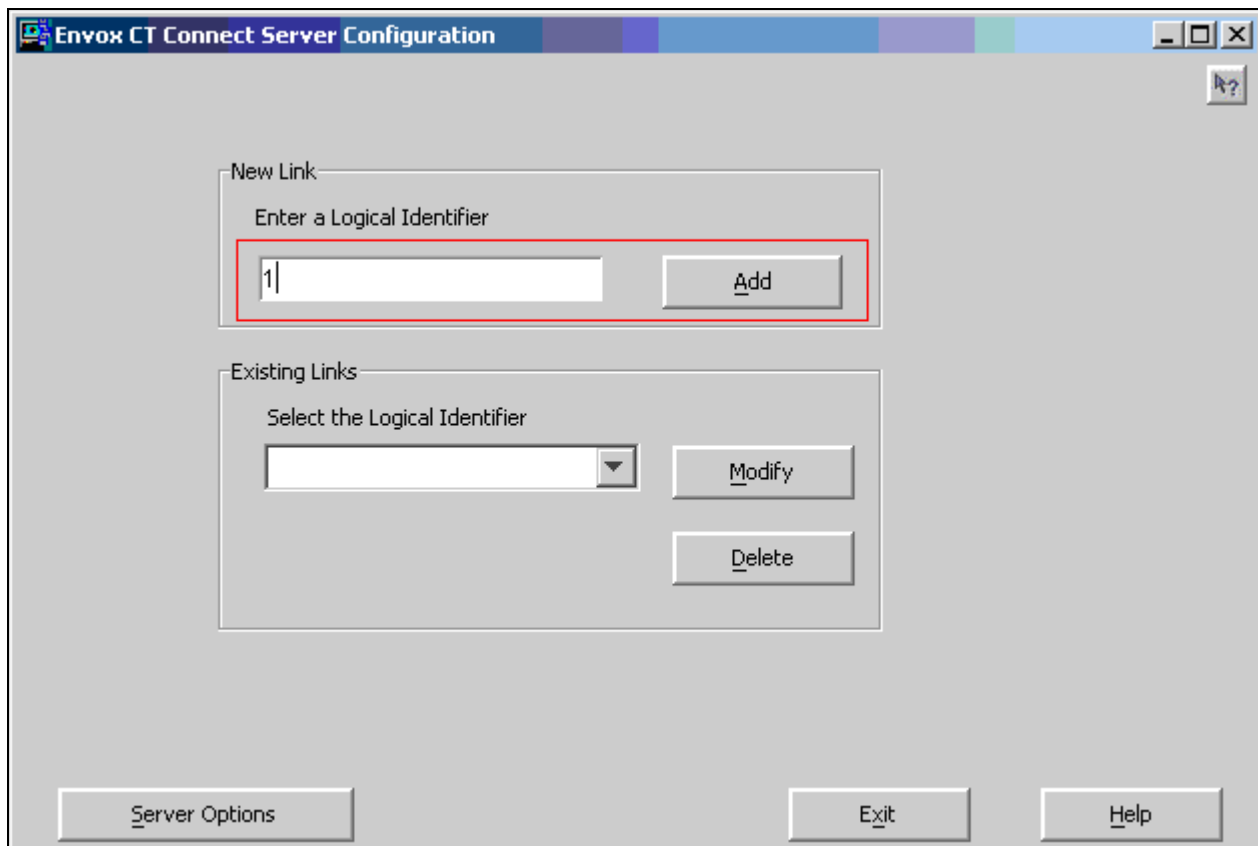
Add Link Edit Link Delete Link

6. Configure TelAthena Systems neOn SoftDialer

TelAthena Systems personnel prepare the configuration of the TelAthena Systems product on behalf of their customers. This section only focuses on the interface between the AES server and the Envoy CT Connect Server, and the TelAthena Systems neOn server.

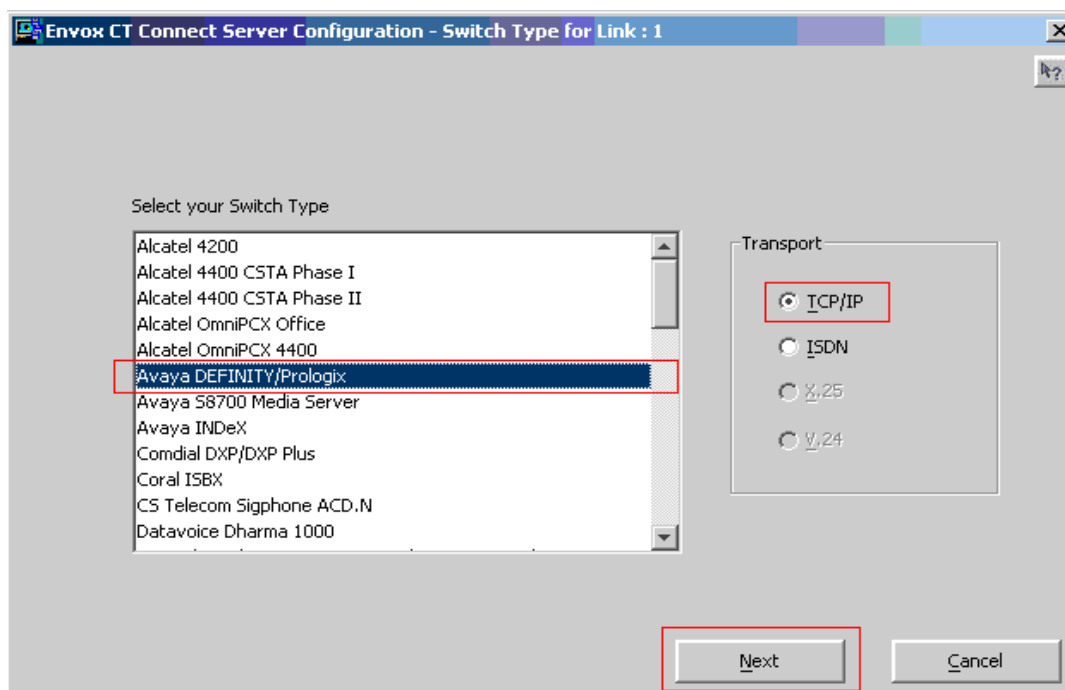
6.1. Configure Envoy CT Connect

Start the Envoy CT Connect Server Configuration Program by navigating to **Start → Programs → Envoy CT Connect Server → Configuration Program**. Enter a descriptive name in the New Link Logical Identifier field. Click on the **Add** button.

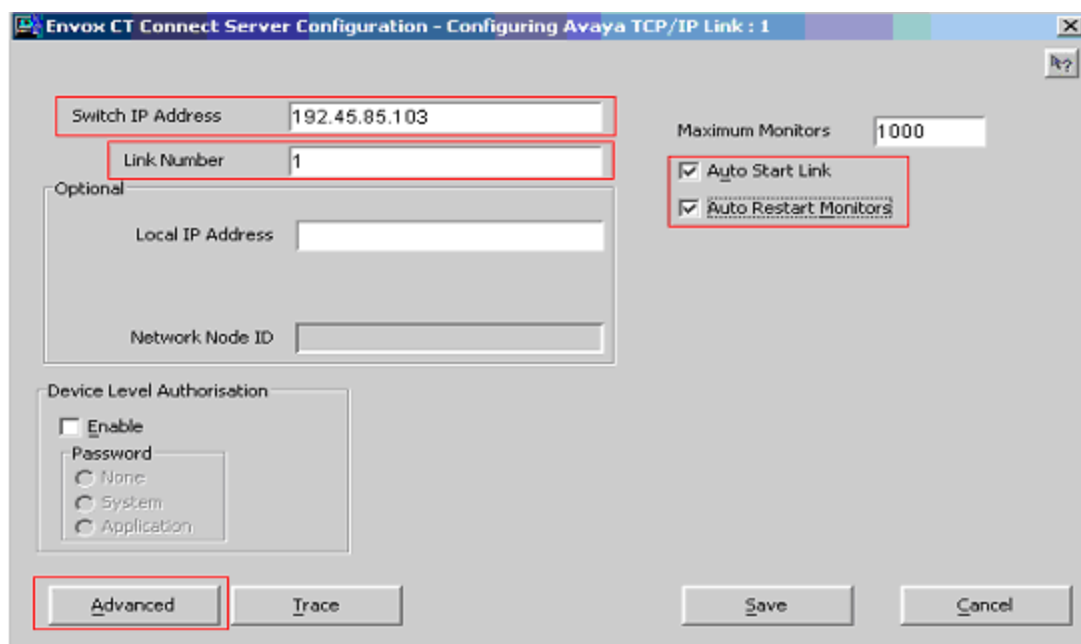


The screenshot shows the 'Envoy CT Connect Server Configuration' window. It features two main sections: 'New Link' and 'Existing Links'. The 'New Link' section has a text input field labeled 'Enter a Logical Identifier' containing the number '1', and an 'Add' button. The 'Existing Links' section has a dropdown menu labeled 'Select the Logical Identifier', and 'Modify' and 'Delete' buttons. At the bottom of the window are three buttons: 'Server Options', 'Exit', and 'Help'.

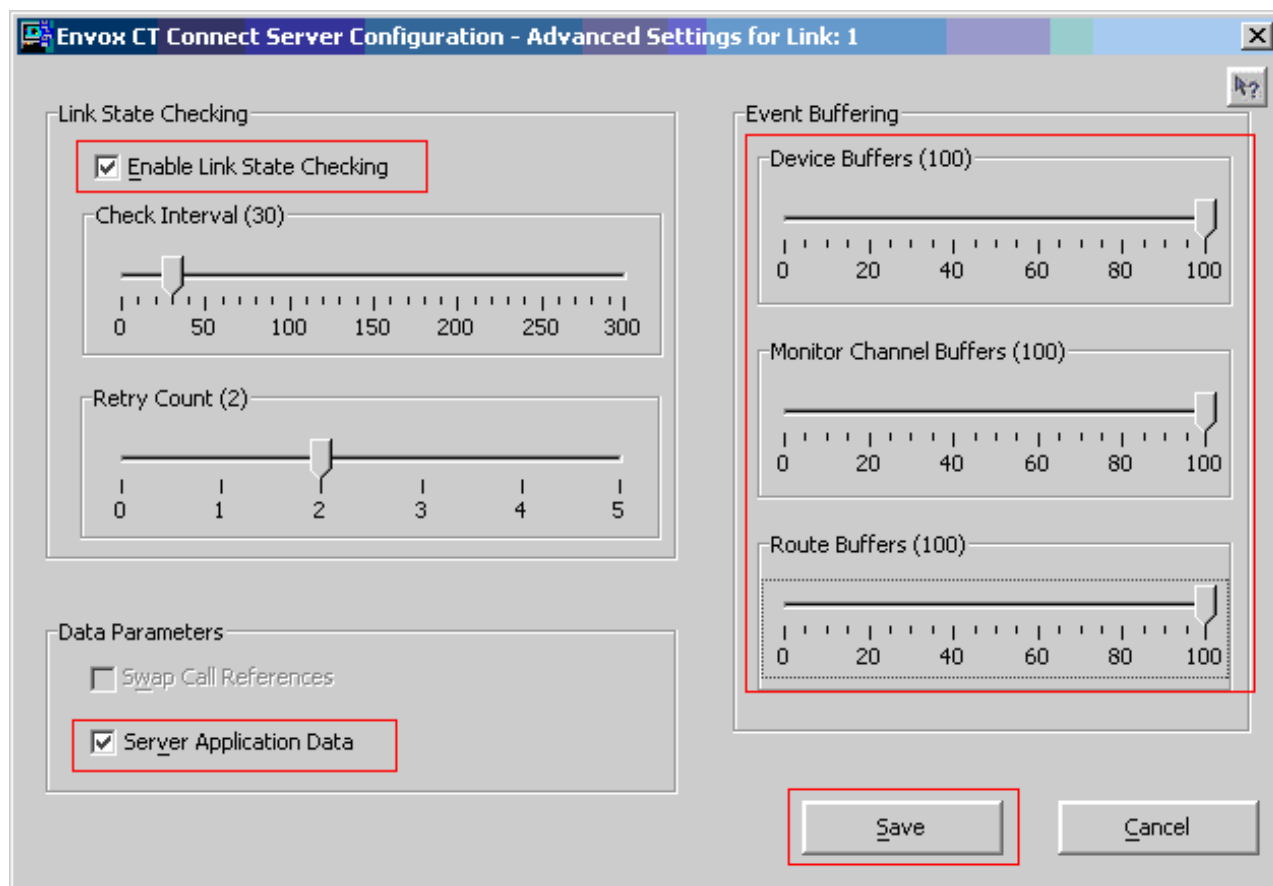
Select **Avaya DEFINITY/Prologix** from the Select your Switch Type menu. Verify that **TCP/IP** is selected in the Transport Box. Click on the **Next** button.



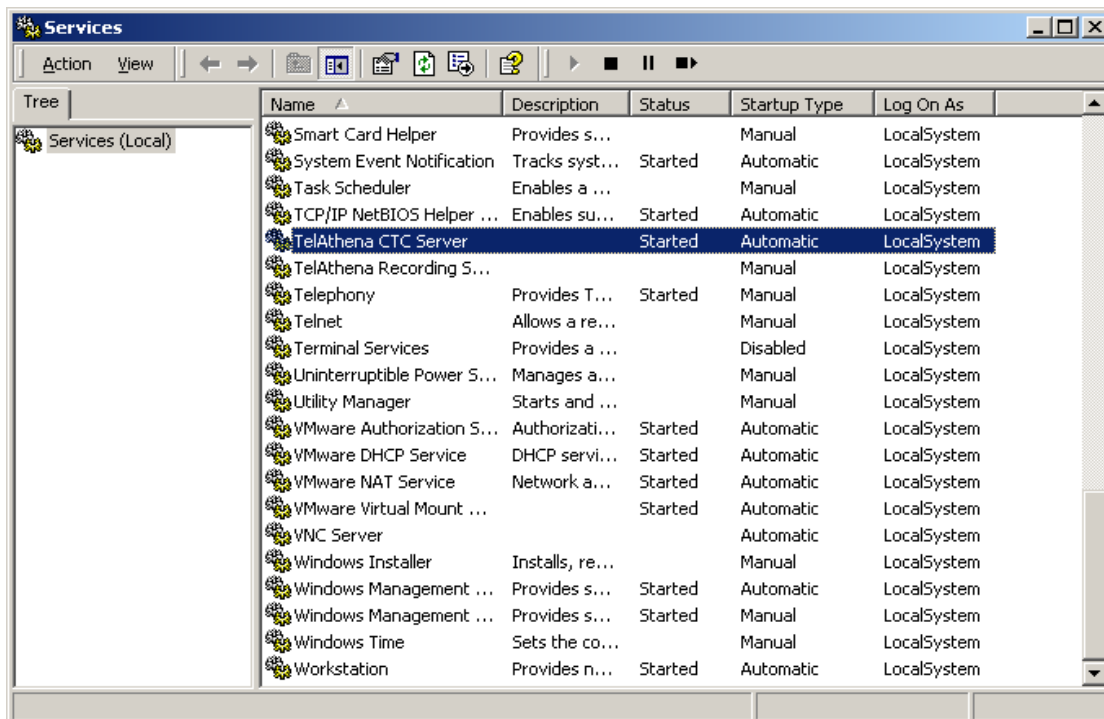
Enter the IP address of the AES server and the link number. The link number should match with the value set in the Client Link Number field in **Section 5.2**. Verify that the **Auto Start Link** and **Auto Restart Monitor** check boxes are checked. Click on the **Advanced** button.



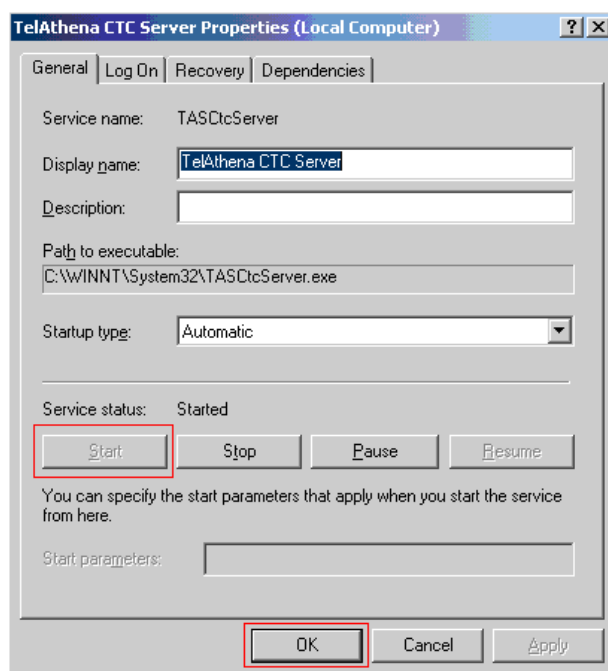
Verify that the Enable Link State Checking and the Server Application Data check boxes are checked. The default buffer values will work in most configurations. Click on the **Save** button.



Start the Windows Services Administrative Tool by navigating to **Start → Settings → Control Panel → Administrative Tools → Services**. Verify that the TelAthena CTC Server is listed.



Double-click on the TelAthena CTC Server line to bring up the TelAthena CTC Server Properties dialog box. Select **Automatic** from the Startup type drop down menu. Click on the **Start** button. Then, click **OK**.



The TelAthena Systems technicians install, configure, and customize the neOn SoftDialer application for end customers. This section describes the initial neon Server configuration, a sample Predictive Campaign, and Inbound Campaign. Telnet into the neOn Server using VMware. The following screen shows the main menu. Enter **1** to access the CTC Campaign Controller.

Now the CTC Campaign Controller is turned on (<ON 100>), enter **0** to access the Campaign Group Maintenance and Parameters page.

24 of 31
TelAthena-AES

In the following page, enter **1** to create a different type of Campaign.

```
RECORDDIALER\I\EST * Campaign Controller\ -1 * KLI\118 * 4:54 PM 13-Aug
CtcCamController CAMPAIGN MAINTENANCE
~~~~~

0. View Current Campaign Status
1. Create / Modify a Campaign
2. Activate a Campaign
3. Cancel a Campaign

<9> Return to the Main Menu ... or ... #<ECL Command>

Campaign Choice => 1
```

The next page shows the types of Campaigns. Select an appropriate Campaign to configure. For example, enter **SE1** (Select 1) to select a new Campaign. The following subsections describe steps to configure a Predictive Campaign.

Note: For configuring other Campaigns, please contact support at TelAthena Systems.

```

RECORDDIALER\I\TEST * Campaign Controller\1 * KLI\118 * 4:54 PM 13-Aug
CtcCamController CAMPAIGN MAINTENANCE
~~~~~
Campaign Name  Status C# Description ...
1  << New >>      ... ..  <= Use SE<1> to create a new Campaign
2  IVR            Idle      INBOUND CAMPAIGN IVR
3; PREDICTIVE     Idle      Slef Router Answer Machine Predictive call

- - - - -
<1-3; 3:C4> Enter a Command => SE1_
      T B U UP D P <n>  L  PRT SAVE FI EX EXM EXT # SE ?

```

```
RECORDDIALER\I\TEST * Campaign Controller\-1 * KLI\118 * 4:55 PM 13-Aug
CtcCamController CAMPAIGN MAINTENANCE
~~~~~
Campaign Name Status C# Description ...
-----
```

New Campaign Name or <CR> to exit => ROUTE_PRED

```

RECORDDIALER\IN$TEST * Campaign Controller-1 * KLI\118 * 4:55 PM 13-Aug
CtcCamController CAMPAIGN MAINTENANCE
Definitions for Campaign ROUTE_PRED (ATMS Portion)
Option ... Value ...
1R Status .....
2R Last Use ..... << New >>
3 Comment ..... PREDICTIVE WITH ANSWER MACHINE ROUTING
4 Account ..... RECORDDIALER
5 Modifier ..... D
6 Ports .....
7 DropPri000 ..... 50
8 TelnoFile .....
9 TelnoAttr .....
10 NA Timeout ... 30
11 Bill Code .....
12 AnsMachine ... 0
>> Modifying Line 5 Column 2 <<
-> If relevant, enter Desired Modifier: C, D, P, X, I, W, B <-
-> <- HOME PF1=ins PF2=del PF3=del.eol <CR>=done PF4=quit

```

Enter an extension to route when any answering machine is detected.

[illegible]

The following screen shows the queue configuration.

```

RECORDDIALER\I\TEST * Campaign Controller\1 * KLI\118 * 4:55 PM 13-Aug
CtcCamController CAMPAIGN MAINTENANCE
Definitions for Campaign ROUTE_PRED (Athena Portion)
Queue Name ...      Opens      Closes      Weight      Time
                   Order? S/Count
1; QUEUE            09:00AM    10:00PM     1           N
Enter a Command => FI
T B U UP D P <n> L PRT SAVE FI EX EXM EXT # R S I M ?

```

From the following page, the administrator can configure the route path for the Predictive Campaign. To modify, enter **M1** (M= modify, 1= line number 1). To Save the setting to file, enter **FI** (Save to File). In the RouteLoc field enter the VDN extension from which calls will be launched by TelAthena Systems neOn Soft Dialer. This number should be the VDN assigned in **Section 4.5**. In the RouteDest field enter the hunt-group extension for the skill assigned to the agents on the Predictive Campaign. This value should match the group extension entered in **Section 4.5**. DNIS (Dialed Number Identification Service) is a telephone service that identifies for the receiver of a call the number that the caller dialed. In this case, DNIS is the Outbound VDN extension.

```

RECORDDIALER\I\STEST * Campaign Controller\1 * KLI\118 * 4:55 PM 13-Aug
CtcCamController CAMPAIGN MAINTENANCE
Definitions for Campaign ROUTE_PRED (Athena Portion)
-----
DNIS ... RouteDest RouteLoc Company
-----
1; 50002 50012 50002
-----
<1-1; 1:C4> Enter a Command => FI
T B U UP D P <n> L PRT SAVE FI EX EXM EXT # R S I M ?

```

7. General Test Approach and Test Results

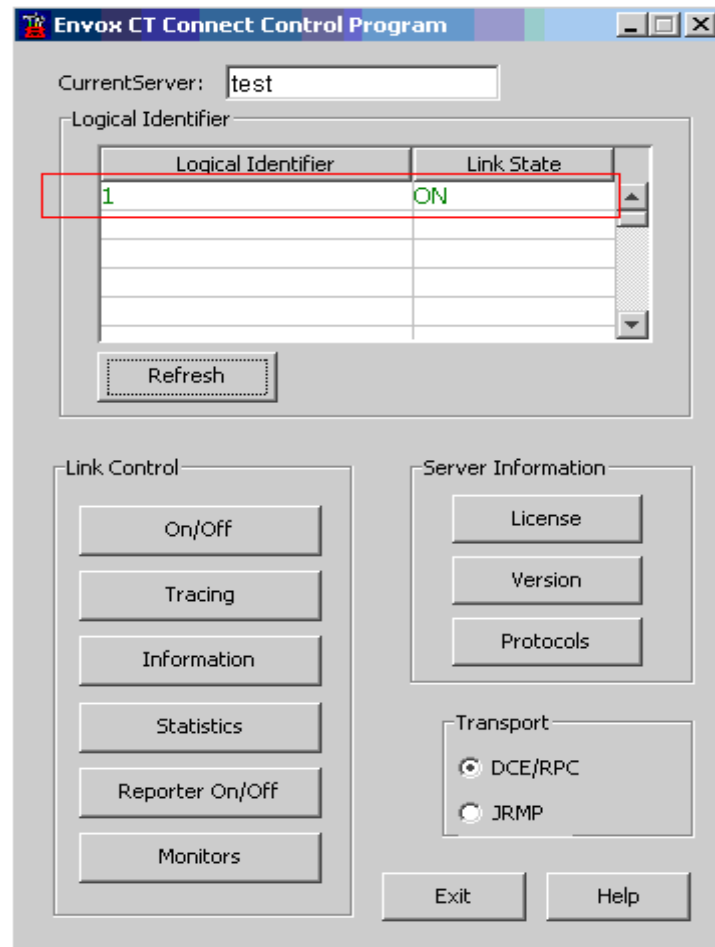
Serviceability and basic functionality test cases were performed manually. During the manual tests, inbound calls were made to the inbound VDN and routing of the call as well as screen pop to the agent workstation was verified. Calls were also transferred from agent to agent using the TelAthena Systems neOn SoftDialer application, and screen pop with caller information was verified. Preview calls were launched via the TelAthena Systems neOn SoftDialer application on behalf of agents assigned to preview dialing campaigns. Outbound predictive calls that resulted in positive voice detection were delivered to agents and screen pops were verified. All test cases passed.

8. Verification Steps

The following steps may be used to verify the configuration:

- Verify the CTI link between Avaya Aura Communication Manager and the Avaya Aura AES server is up (use the **status aesvcs cti-link** and **status aesvcs link** commands on the SAT).
- Log an agent into a hunt/skill group and verify that calls placed to and from the agent are completed successfully.

- From the Envoy CT Connect server, select **Start → All Programs → Envoy CT Connect Server → Control Program** to bring up the Envoy CT Connect Control Program screen below. Verify that the Link State associated with the administered Logical Identifier from **Section 5.1** (in this case **1**) is ON



9. Conclusion

The TelAthena Systems neOn SoftDialer Release 4 was compliance tested with the Avaya Aura Communication Manager Version 5.2 and Avaya Aura AES Version 4.2. The TelAthena Systems neOn SoftDialer Release 4 functioned properly for feature and serviceability test.

10. Additional References

The following Avaya product documentation can be found at <http://support.avaya.com>

[1] *Administering Avaya Aura™ Communication Manager* Release 5.2, Issue 5, May 2009, Document Number 03-300509.

[2] *Application Enablement Services Administration and Maintenance Guide*, Release 4.2, Issue 10, May 2008, Document Number 02-300357.

The following documentation is provided by TelAthena Systems

[3] *Softdialer Admin Guide*, Version 4.0

[4] *Envoy CT Connect Installation and Configuration Guide*, Version 6.1

©2009 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.