



Avaya Solution & Interoperability Test Lab

Application Notes for Engelbart esuits² Breeze Rules Engine with Avaya BreezeTM 3.7 and Avaya Aura[®] Environment 8.1.2 - Issue 1.0

Abstract

These Application Notes contain instructions for Engelbart esuits² Breeze Rules Engine 3.2 with Avaya BreezeTM 3.7 and Avaya Aura[®] Environment 8.1.2 to successfully interoperate.

Readers should pay particular attention to the scope of testing as outlined in **Section 2.1**, as well as 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

The Engelbart esuits² Breeze Rules Engine (BRE) solution provides rich functionality for Call Evolution, including:

- Call Number and Display Name Resolution
- Call Redirection
- Blacklist/Whitelist
- Date & Time-based routing
- Announcements
- Customer Meta-database
- Integration of public phonebooks

The esuits² Breeze Rules Engine (BRE) solution has two server components:

- esuits² BRE Snap-in install on Avaya Breeze™ 3.7 provide call intercept services with both called Party and calling Party services.
- esuits² BRE Server can be deployed on Windows or any Linux based Server and using MySQL database or any other database. esuits² BRE Server provides a web-based interface to configure customer contacts, call functionality, announcements etc. Contacts can be added manually or automated using Active Directory, Web Services, SQL queries, and CSV. Also, rules can be maintained using Web Services. A HTTP/REST connection is established between the BRE snap-in and the BRE server.

These Application Notes contain instructions for Engelbart esuits² Breeze Rules Engine solution with Avaya Breeze™ and Avaya Aura® environment to successfully interoperate.

2. General Test Approach and Test Results

Interoperability testing contained functional tests mentioned in **Section 2.1**. All test cases were performed manually. Necessary user actions were performed from the agent telephones to test different call scenarios. The serviceability test cases were performed manually by disconnecting/reconnecting the network to Engelbart esuits² Breeze Rules Engine Server.

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 these Application Notes, the interface between Avaya systems and esuits² Breeze Rules Engine Server did not include use of any specific encryption features as requested by Engelbart.

2.1. Interoperability Compliance Testing

The interoperability Compliance test included feature and serviceability testing. Feature testing included the validation of the following:

- **Loading Engelbart esuits² Breeze Rules Engine Snap-In** - Load is Successful.
- **Installing Engelbart esuits² Breeze Rules Engine Snap-In** - Install as part of a core platform Cluster.
- **Verify Engelbart esuits² Breeze Rules Engine Service as a calling party, called party service**
 - ✓ Call Number and Display Name Resolution
 - ✓ Call Redirection
 - ✓ Blacklist/Whitelist
 - ✓ Date & Time-based routing
 - ✓ Announcements
 - ✓ Customer Meta-database
 - ✓ Integration of public phonebooks
- **Serviceability**

The serviceability testing focused on verifying the ability of esuits² Breeze Rules Engine to recover from adverse conditions, such as disconnecting/reconnecting the network to esuits² Breeze Rules Engine server.

2.2. Test Results

The testing was successful except for the following observations which were noted:

- esuits² Breeze Rules Engine does not support changing the default values for Snap-in attributes

2.3. Support

Support for Engelbart esuits² Breeze Rules Engine can be obtained through the following:

Engelbart Software GmbH

Alpenstrasse 12

6300 Zug

Switzerland

Tel: +41 41 511 35 02

E-Mail: info@engelbart-software.com

Parkstrasse 40

88212 Ravensburg

Germany

Tel: +49 751 7642 4300

E-Mail: info@engelbart-software.com

3. Reference Configuration

Figure 1 illustrates a sample configuration that consists of Avaya products and the Engelbart esuits² Breeze Rules Engine.

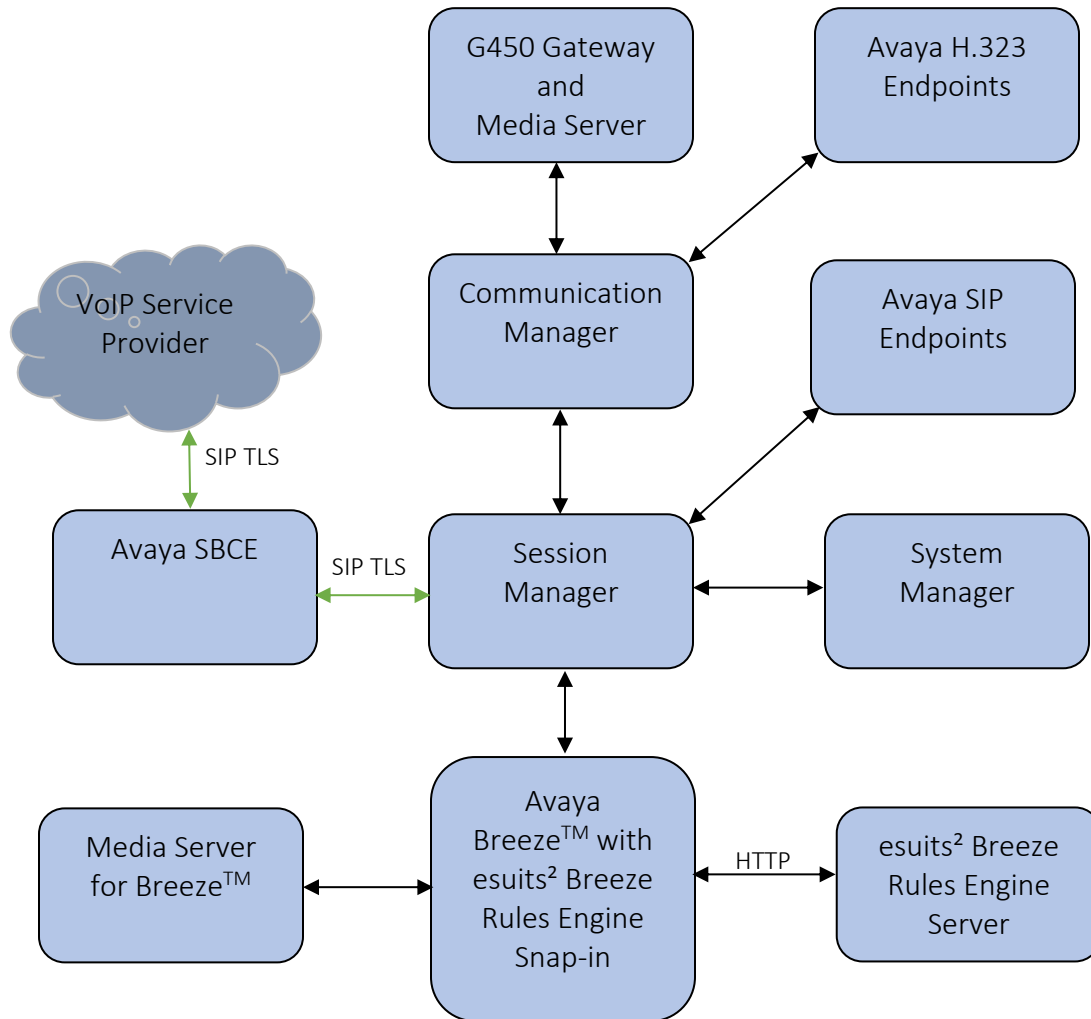


Figure 1: Test Configuration for esuits² Breeze Rules Engine and Avaya Aura® Environment.

4. Equipment and Software Validated

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

| Equipment/Software | Release/Version |
|--|------------------|
| Avaya Aura® System Manager in Virtual Environment | 8.1.2 |
| Avaya Aura® Session Manager in Virtual Environment | 8.1.2 |
| Avaya Aura® Communication Manager in Virtual Environment | 8.1.2 |
| Avaya G450 Media Gateway <ul style="list-style-type: none">• MGP | 41.16.30 |
| Avaya Aura® Media Server in Virtual Environment | 8.0.2.43 |
| Avaya Session Border Controller for Enterprise in Virtual Environment | 8.1.0.0-14-18490 |
| Avaya Breeze™ in Virtual Environment | 3.7 |
| Avaya 9608G & 9641G IP Deskphone (H.323) | 6.8 |
| Avaya IX Workplace | 3.8.4.10.2 |
| Avaya 9641 & 9621 IP Deskphone (SIP) | 7.1.9 |
| Engelbart esuits ² Breeze Rules Engine Snap-in | 3.2.0.191 |
| Engelbart esuits ² Breeze Rules Engine Server | 3.2 |

5. Configure Avaya Breeze™ and esuits² Breeze Rules Engine Snap-in

This section describes the steps required to configure Avaya Breeze™ and esuits² Breeze Rules Engine Snap-in. It is assumed that the Avaya Breeze™ has been installed and the installation is out with the scope of this document.

Configuration of Avaya Breeze™ and is performed via Avaya Aura® System Manager. Access the System Manager Administration web interface by entering <https://<FQDN>/SMGR> as the URL in a web browser where <FQDN> is the FQDN of System Manage. Log in using appropriate credentials.

Recommended access to System Manager is via FQDN.
[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords

Use the "Change Password" hyperlink on this page to change the password manually, and then login.

Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.

Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.

The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials.

All users must comply with all corporate instructions regarding the protection of information assets.

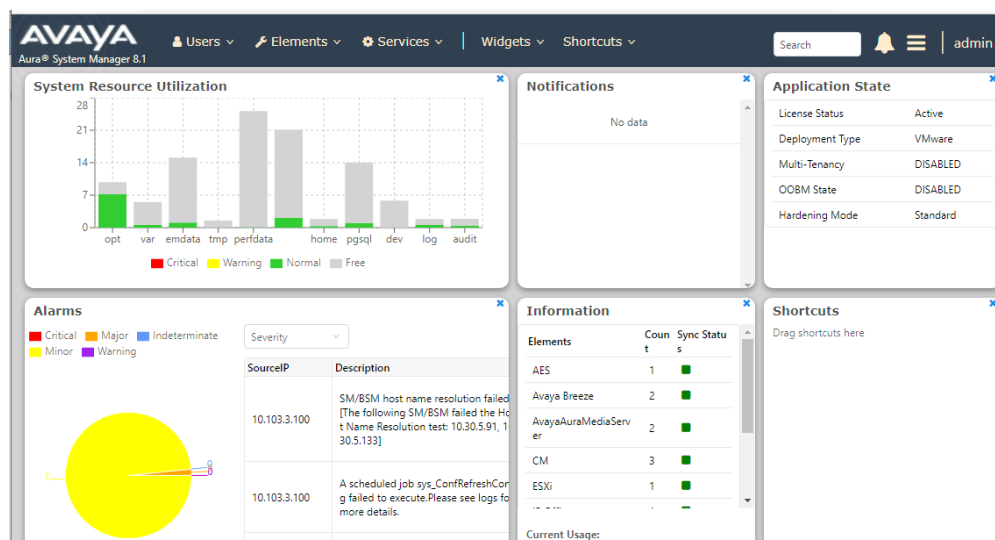
User ID:

Password:

[Change Password](#)

Supported Browsers: Internet Explorer 11.x or Firefox 65.0, 66.0 and 67.0.

Once logged in, the following screen is displayed.



5.1. Load esuits² Breeze Rules Engine Snap-In (ECI-SnapIn)

From the home screen select **Elements** → **Avaya Breeze®** → **Server Administrator**

The screenshot shows the Avaya Aura System Manager 8.1 interface. The 'Elements' menu is open, displaying a list of components including Avaya Breeze®, Communication Manager, Communication Server 1000, Conferencing, Device Adapter, Device Services, IP Office, Media Server, Meeting Exchange, Messaging, Presence, Routing, Session Manager, and Web Gateway. The 'Avaya Breeze®' option is selected, and its sub-menu is visible, showing 'Server Administration', 'Cluster Administration', 'Service Management', 'Reliable Eventing Administration', 'Configuration', and 'System Tools and Monitoring'. The background features a 'System Resource Utilization' bar chart and an 'Alarms' pie chart.

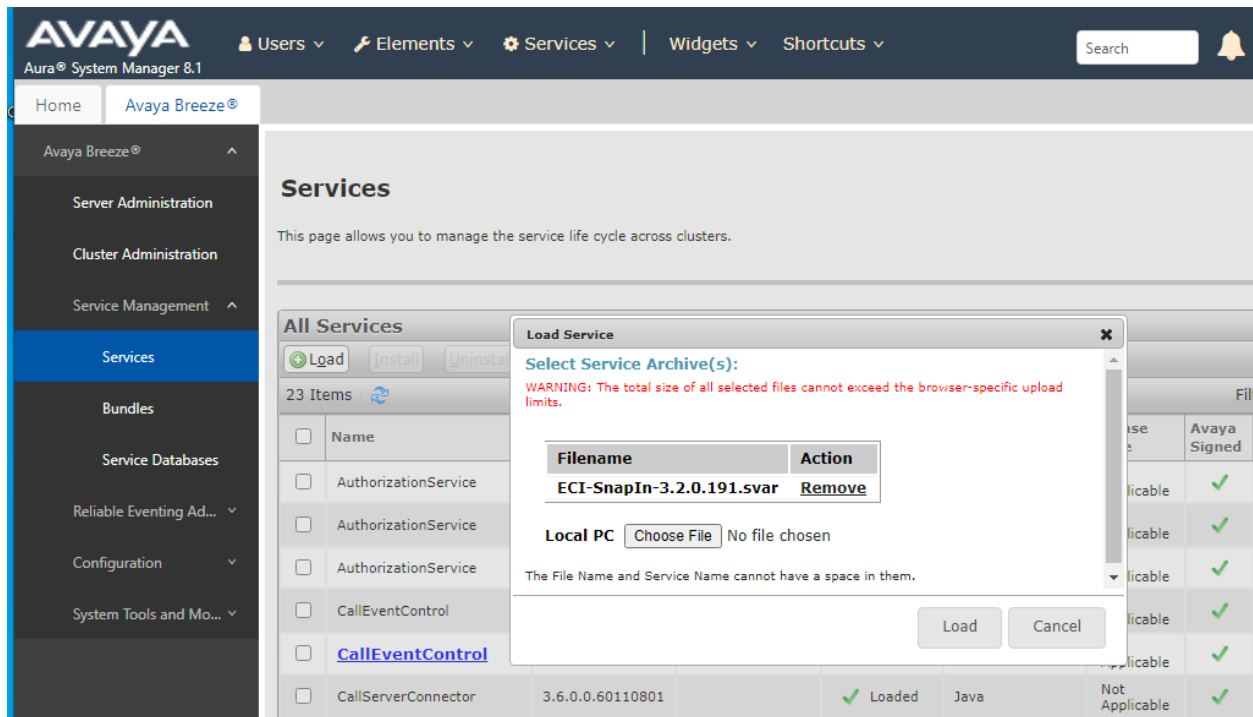
Check that the server is in the state shown below

Server Administration

This page allows you to view, edit and delete Avaya Breeze® server instances.

| Avaya Breeze® Server Instances | | | | | | | | | | | |
|---|--------------------------------------|--------------|------------------------|------------|--------|--------------|-----------------|----------|--------------|-----------------|-----------------------------|
| <div>Edit New Delete System State Shutdown System</div> | | | | | | | | | | | |
| 2 Items Filter: Enable | | | | | | | | | | | |
| | Name | Cluster Name | Service Install Status | Tests Pass | Alarms | System State | Security Module | Activity | License Mode | Overload Status | Last Reboot Status |
| <input type="radio"/> | DevConnect-BreezeSIP | | ---- | ✓ | 0/0/0 | Denying | Up | ---- | ✓ | ✓ | 2020-08-18 15:23:31 SUCCESS |
| <input type="radio"/> | DevConnect-Presence | Presence | ✓ | ✓ | 0/0/0 | Accepting | Up | 7 | ✓ | ✓ | 2020-06-17 10:42:10 SUCCESS |
| Select : None | | | | | | | | | | | |

esuits² Breeze Rules Engine Snap-in is also known as **ECI-SnapIn**. Save the **ECI-SnapIn-3.2.0.191.svar** file provided by Engelbart somewhere on the PC used to access System Manager. Select **Service Management > Services** and click on **Load**. Click on **Browse** next to **Local PC** and select the svar file. Click on **Load**.



5.2. Create Avaya Breeze™ Cluster and Install ECI-SnapIn to Avaya Breeze™ Cluster

When returned to the Service Management page the **ECI-SnapIn** is displayed as **Loaded**. Go to **Cluster Administration** from the left hand menu and click on **New**.

Select the **General Purpose** Profile from the drop down and fill in the **Cluster Name**.

Cluster Editor

The screenshot displays the 'Cluster Editor' interface with the 'General' tab selected. The 'Basic' section contains the following fields and options:

- Cluster Profile:** A dropdown menu set to 'General Purpose Large'.
- *Cluster Name:** A text input field containing 'esuits²BRE'.
- Cluster Group:** A dropdown menu set to '2'.
- Cluster IPv4:** An empty text input field.
- Cluster IPv6:** An empty text input field.
- Cluster Fully Qualified Domain Name:** An empty text input field.
- Enable Cluster Database:** An unchecked checkbox.
- Enable Database Auto Switchover:** A checked checkbox.
- Description:** A large empty text area.

The 'Cluster Attributes' section is partially visible below, showing:

- Authorization Service Address:** An empty text input field.
- Default SMS Connector Service:** A dropdown menu set to 'Select'.

Scroll down and enter **Avaya Aura® Media Server - User Id for RESTful TLS authentication** and **Avaya Aura® Media Server - Password for RESTful TLS authentication**

Cluster Attributes

| | |
|---|-------------------------------------|
| Authorization Service Address | <input type="text"/> |
| Default SMS Connector Service | Select ▼ |
| The URL of the announcement to play during failover | <input type="text"/> |
| Grid password | •••••• |
| Use secure grid? | <input type="checkbox"/> |
| HTTP or HTTPS limit on connections per client | 100 |
| HTTP or HTTPS traffic rate limit in bytes/sec per client | 300000 |
| HTTP Load Balancer backend server max failure response timeout period (seconds) | 15 |
| Max number of failure responses from HTTP Load Balancer backend server | 2 |
| Network connection timeout to HTTP Load Balancer backend server (seconds) | 10 |
| Only allow secure web communications | <input checked="" type="checkbox"/> |
| Is Load Balancer enabled? | <input type="checkbox"/> |
| Is session affinity enabled? | <input type="checkbox"/> |
| Trusted addresses for converting to use X-Real-IP for session affinity | <input type="text"/> - + |
| Default call provider for Make Call | SIP ▼ |
| Default identity for special make call cases | anonymous@anonymous.invalid |
| The maximum number of Avaya Breeze® Servers allowed in Cluster | 5 |
| Media server monitoring period (seconds) | 20 |
| Media server shuffle out timer (seconds) | 5 |
| Avaya Aura® Media Server - User Id for RESTful TLS authentication | restuser |
| Avaya Aura® Media Server - Password for RESTful TLS authentication | •••••• |

Select the **Servers** tab and add the Avaya Breeze Server. Select the server using the + to the left of the **Unassigned Servers** list (not shown). The Server will move up into the **Assigned Servers** list for this cluster.

Cluster Editor Commit Cancel

General * **Servers** Services Reliable Eventing Groups

Assigned Servers Filter: Enable

1 Item

| Name | Version | Description |
|------------------------|----------------|-------------|
| X DevConnect-BreezeSIP | 3.7.0.0.370008 | |

Unassigned Servers Filter: Enable

0 Items

| Name | Version | Description |
|------|---------|-------------|
|------|---------|-------------|

*Required Commit Cancel

Select the **Services** tab and add the **ECI-SnapIn** version **3.2.0.191**, **CallEventControl** version **3.7.0.0.01370008**, and **EventingConnector** version **3.7.0.0.01370008** listed in **Available Services** list (not shown) using the '+'. The Services will be moved into the **Assigned Services** list.

Cluster Editor Commit Cancel

General * Servers **Services** Reliable Eventing Groups

Assigned Services Filter: Enable

System Manager TLS version is: TLSv1.0

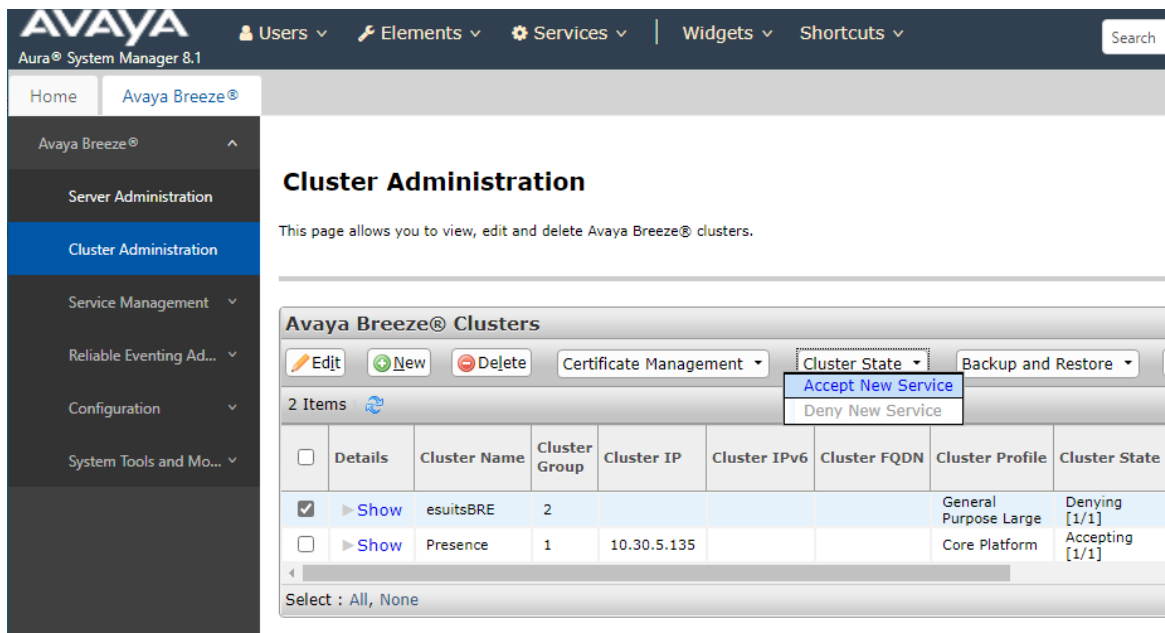
Select TLS Version for Selected Snap-In(s)

3 Items

| | Name | Version | Action Pending | TLS Version |
|--------------------------|-----------------------------|-------------------|----------------|-------------|
| <input type="checkbox"/> | Uninstall / Force Uninstall | EventingConnector | None | Default |
| <input type="checkbox"/> | Uninstall / Force Uninstall | CallEventControl | None | Default |
| <input type="checkbox"/> | Uninstall / Force Uninstall | ECI-SnapIn | None | Default |

Select : All, None

When returned to the **Cluster Administration** screen, the cluster created will be in a **Denying** State. Click on the **Cluster State** drop down and select **Accept New Service**.



Cluster Administration

This page allows you to view, edit and delete Avaya Breeze® clusters.

Avaya Breeze® Clusters

[Edit](#)
[New](#)
[Delete](#)
Certificate Management
Cluster State
Backup and Restore

2 Items

| <input type="checkbox"/> | Details | Cluster Name | Cluster Group | Cluster IP | Cluster IPv6 | Cluster FQDN | Cluster Profile | Cluster State |
|-------------------------------------|----------------------|--------------|---------------|-------------|--------------|--------------|-----------------------|-----------------|
| <input checked="" type="checkbox"/> | Show | esuitsBRE | 2 | | | | General Purpose Large | Denying [1/1] |
| <input type="checkbox"/> | Show | Presence | 1 | 10.30.5.135 | | | Core Platform | Accepting [1/1] |

Select : All, None

5.3. Configure Service Profile on Avaya Breeze™

Add a new **Service Profile**, navigate to **Avaya Breeze™ > Configuration > Service Profiles** and select **New**.

- Type in a **Name** for the **Service Profile**
- Click **Add (+) ECI-SnapIn** in **Available Service**.
- Select **Commit**.

[Help ?](#)


Service Profile Editor


Identity

***Name**
Description

Services in this Service Profile








All Services **Service Invocation Details**

1 Item  Filter: Enable

| Remove from Service Profile | Name | Version | Description |
|---|----------------------------|---------|-------------|
|  | ECI-SnapIn | Latest* | ECI-SnapIn |

* The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.
** The 'Preferred' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.

Available Service to Add to this Service Profile

| 6 Items  Filter: Enable | | |
|---|--------------------------|---|
| Add to Service Profile | Name | Description |
|  Advanced... | ECI-SnapIn | ECI-SnapIn |
|  Advanced... | EventDelivery | EventDelivery |
|  Advanced... | HelloWorld | My Service |
|  Advanced... | PresenceServices | Presence Services |
|  Advanced... | PresenceServicesEnhanced | Presence Service features Licensing Service |
|  Advanced... | PSConnector | Presence Services Connector |

6. Configure Avaya Aura® Session Manager

This section describes the steps required to configure Avaya Aura® Session Manager. It is assumed that the Avaya Aura® Session Manager has been installed and configured prior to the deployment of the esuits² BRE Snap-In.

6.1. Configure Session Manager Application

From SMGR Dashboard, Select **Elements** → **Session Manager** → **Application Configuration** from the left-hand menu and on the **Applications** screen click on **New**.

On the **Application Editor** screen, enter **Application Name** and select the **Avaya Breeze SIP Entity** to be used for the esuits² BRE Snap-In. Click on **Commit** to save changes.

The screenshot shows the 'Application Editor' form. It has a section titled 'Application' with three fields: '*Name' (containing 'esuitsBRE'), 'Description' (empty), and '*SIP Entity' (containing 'DevConnect-BreezeSIP'). Below this is a section titled 'Application Attributes (optional)' which contains a table with two columns: 'Name' and 'Value'. The table has two rows: 'Application Handle' and 'URI Parameters', both with empty input fields.

| Name | Value |
|--------------------|-------|
| Application Handle | |
| URI Parameters | |

6.2. Add esuits² BRE Application to existing Application Sequence for SIP User

Next, Select **Application Sequences** from the left-hand menu and from the **Application Sequences**. Select existing **Application Sequence** for SIP user and press **Edit**

The screenshot shows the 'Application Sequences' page in the Avaya Aura System Manager 8.1 interface. The page has a header with the Avaya logo and navigation tabs: 'Home', 'Avaya Breeze', and 'Session Manager'. The left-hand menu is open, showing 'Session Manager' expanded with sub-items: 'Dashboard', 'Session Manager Ad...', 'Global Settings', 'Communication Prof...', 'Network Configur...', 'Device and Locati...', 'Application Config...', 'Applications', and 'Application Seq...'. The main content area is titled 'Application Sequences' and contains a table with two columns: 'Name' and 'Description'. The table has two rows: 'CM93-AppSeq' (selected with a checkbox) and 'CM96-AppSeq' (not selected). Below the table is a 'Select' dropdown menu with options 'All' and 'None'.

| Name | Description |
|---|-------------|
| <input checked="" type="checkbox"/> CM93-AppSeq | |
| <input type="checkbox"/> CM96-AppSeq | |

On the **Application Sequences Editor**, from the **Available Applications** list select the **Application** added above. This will add the **esuitsBRE** Application to the **Applications in this Sequence** list as shown.

AVAYA Aura® System Manager 8.1

Users ▾ Elements ▾ Services ▾ Widgets ▾ Shortcuts ▾ Search 🔍 🔔 ☰ | ad

Home Avaya Breeze® Session Manager

Session Manager ▾

- Dashboard
- Session Manager Ad...
- Global Settings
- Communication Pro...
- Network Configur... ▾
- Device and Locati... ▾
- Application Conf... ▾
- Applications
- Application Seq...**
- Conference Fac...
- Implicit Users
- NRS Proxy Users
- System Status ▾

Application Sequence Editor Commit Cancel Help

Application Sequence

*Name

Description

Applications in this Sequence

Move First Move Last Remove

2 Items

| <input type="checkbox"/> | Sequence Order (first to last) | Name | SIP Entity | Mandatory | Description |
|--------------------------|--------------------------------|---------------------------|----------------------|-------------------------------------|-------------|
| <input type="checkbox"/> | ▲ ▼ ✕ | CM93 | DevConnect-CM93 | <input checked="" type="checkbox"/> | |
| <input type="checkbox"/> | ▲ ▼ ✕ | esuitsBRE | DevConnect-BreezeSIP | <input checked="" type="checkbox"/> | |

Select : All, None

Available Applications

3 Items 🔄 Filter: Enable

| | Name | SIP Entity | Description |
|---|---------------------------|----------------------|-------------|
| + | CM93 | DevConnect-CM93 | |
| + | CM96 | DevConnect-CM96 | |
| + | esuitsBRE | DevConnect-BreezeSIP | |

6.3. Create new Application Sequences for non-SIP user

From the **Application Sequences** screen click on **New**. On the **Application Sequences Editor** enter a **Name** and from the **Available Applications** list select the **Application** added above. This will add the **esuitsBRE** Application to the **Applications in this Sequence** list as shown.

Application Sequence

*Name:

Description:

Applications in this Sequence

Move First Move Last Remove

1 Item

| <input type="checkbox"/> | Sequence Order (first to last) | Name | SIP Entity | Mandatory | Description |
|--------------------------|--------------------------------|-----------|----------------------|-------------------------------------|-------------|
| <input type="checkbox"/> | | esuitsBRE | DevConnect-BreezeSIP | <input checked="" type="checkbox"/> | |

Select : All, None

Available Applications

3 Items Filter: Enable

| | Name | SIP Entity | Description |
|---|-----------|----------------------|-------------|
| * | CM93 | DevConnect-CM93 | |
| * | CM96 | DevConnect-CM96 | |
| * | esuitsBRE | DevConnect-BreezeSIP | |

6.4. Create new Implicit User Rule for non-SIP user

Select **Implicit Users** under **Application Configuration** from the left-hand menu and click on **New** to create **Implicit User Rules** numbers that use Calling Party applications, Called Party applications.

On the **Implicit User Rule Editor** screen:

- Type in a **Pattern** for calling numbers or called numbers that will be used to intercept the call.
- Type in **Min** and **Max** for the pattern.
- Select the Application sequence created above under **Originating and Termination Application Sequence** drop downs
- Click on **Commit** to save

The screenshot shows the Avaya Aura System Manager 8.1 interface. The top navigation bar includes the Avaya logo, 'Aura® System Manager 8.1', and tabs for 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. A search bar and notification bell are on the right. The left sidebar shows a tree view with 'Session Manager' selected, and 'Implicit Users' highlighted under 'Application Configuration'. The main content area is titled 'Implicit User Rule Editor' and contains the following fields:

- *Pattern**: Text input with value '+848333xxxxx'
- *Min**: Text input with value '12'
- *Max**: Text input with value '12'
- Description**: Text input field
- SIP Domain**: Dropdown menu with value '-ALL-'
- Origination Application Sequence**: Dropdown menu with value 'esuitsBRE-AppSeq'
- Termination Application Sequence**: Dropdown menu with value 'esuitsBRE-AppSeq'
- Emergency Origination Application Sequence**: Dropdown menu with value 'Select Origination Application Sequence...'
- Emergency Termination Application Sequence**: Dropdown menu with value 'Select Termination Application Sequence...'

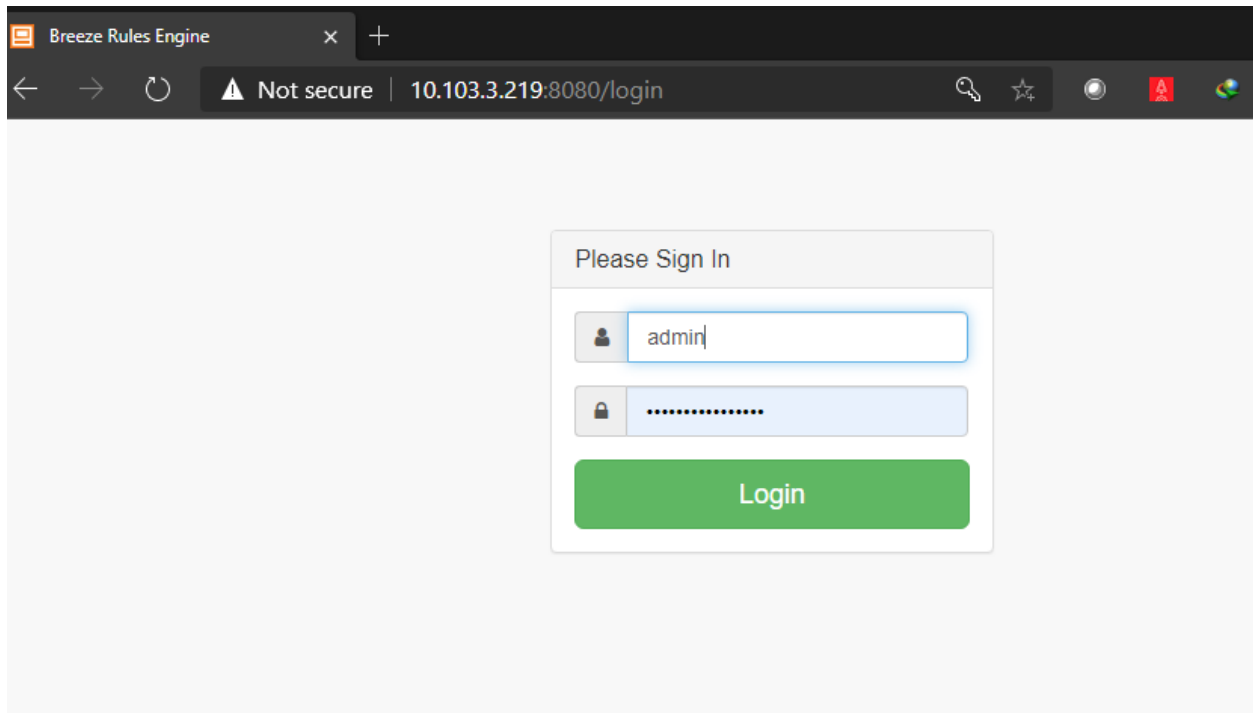
At the bottom right, there are 'Commit' and 'Cancel' buttons. A '*Required' label is at the bottom left of the form area.

7. Configure Engelbart esuits² Breeze Rules Engine Server

The esuits² BRE SnapIn gets enhanced contact information and dial rules from an Engelbart esuits² Breeze Rules Engine Server provided by Engelbart Software. The following sections describe the steps required to configure the base configuration required to manually add contact information and rules for the esuits² BRE Solution. It is implied a working system is already in place. For all other provisioning information such as initial installation and configuration, please refer to the product documentation.

7.1. Add Contact to Engelbart esuits² Breeze Rules Engine

Browse to the URL provided by Engelbart Software and login using the credentials provided.



Click the **Contacts** tab and then click on **Add Item**

The screenshot shows the Breeze Rules Engine web interface. The left sidebar contains a menu with the following items: Dashboard, Contacts, Jobs, Rules, Call Detail Record, Storage, Directories, Report, Logging, and License. The main content area is titled "Contacts" and displays a table of contact entries. The table has columns for Id, Surname, Given name, and Company. The entries are as follows:

| Id | Surname | Given name | Company |
|----|---------|------------|-------------------------|
| 1 | Stiefel | Tobias | Engelbart-Software GmbH |
| 2 | Nguyen | Quang | Avaya |
| 4 | Nguyen | Cust1 | TMA |
| 5 | Tran | Cust2 | TMA |

Below the table, it indicates "Showing 1 to 4 of 4 entries" and "Entries per page" set to 20. A search bar and an "Add item" button are also visible.

On Person tab, enter an appropriate **Given name** and **Surname**

The "New Contact" form is displayed, showing a "Person" tab. The form includes the following fields:

- Salutation
- Title
- Given name* (containing "Test1")
- Surname* (containing "Customer")
- Language

Below the "Person" tab, there are expandable sections for "Company", "Phone numbers", and "Addresses".

Click on the **Phone numbers**, select **Type** example **Telephone** and enter **Number**, example **+14167891003**. Number will be stored in e164 format.

New Contact

Person

Company

Phone numbers

Type*

Telephone

Number*

+14167891003

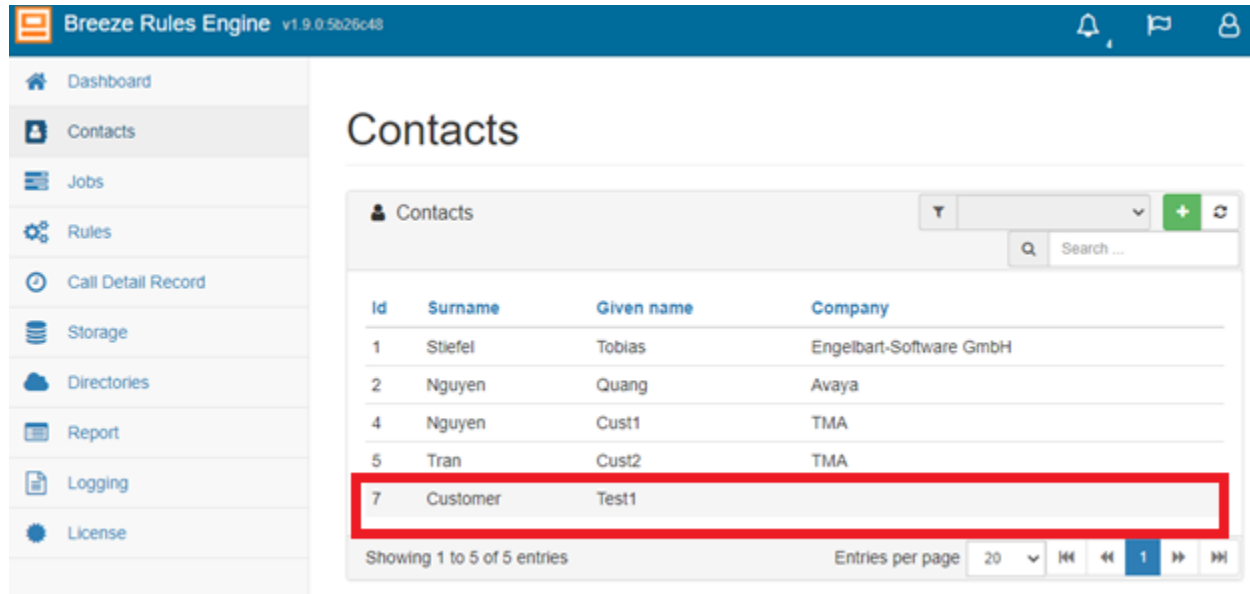
Location

Addresses

Email addresses

Scroll down the page and press **Create** to add the contact (not shown)

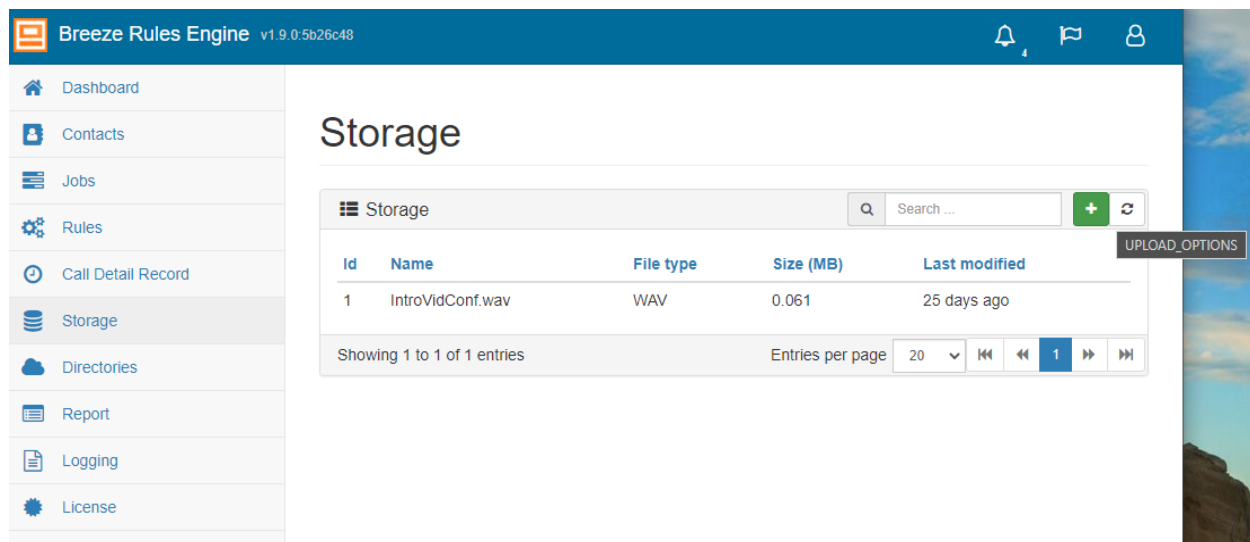
New contact is showed as below



| Id | Surname | Given name | Company |
|----|----------|------------|-------------------------|
| 1 | Stiefel | Tobias | Engelbart-Software GmbH |
| 2 | Nguyen | Quang | Avaya |
| 4 | Nguyen | Cust1 | TMA |
| 5 | Tran | Cust2 | TMA |
| 7 | Customer | Test1 | |

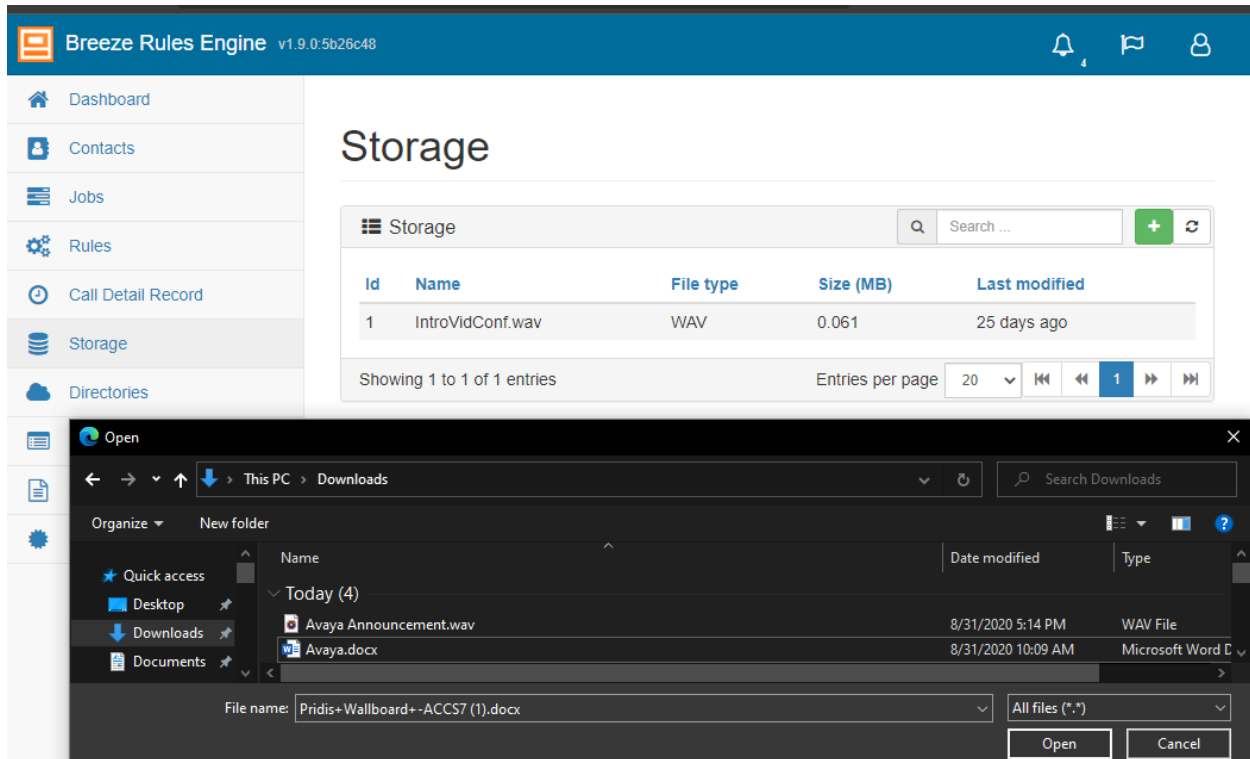
7.2. Upload new Announcement

Click the **Storage** tab in left panel and then click on **UPLOAD_OPTIONS**



| Id | Name | File type | Size (MB) | Last modified |
|----|------------------|-----------|-----------|---------------|
| 1 | IntroVidConf.wav | WAV | 0.061 | 25 days ago |

Click **Upload file** (not shown), select announcement file (.wav file) and press **Open** to upload the file.



After uploading file, the new announcement is show as below


7.3. Add new Rule for customer

esuits² Breeze Rules Engine (BRE) solution provide many Call Functions example: Call Number and Display Name Resolution, Call Redirection, Blacklist/Whitelist... using **Rules** configuration.

This section does not describe every configuration possible, only a small portion configuration procedure to change Display name and Announcement for customer created above.

Click the **Rules** tab in left menu and then click on **Add Item**

Fill all information as below. This rule will change display name of customer's contact created above with value "The call from Test1 Customer" and this customer will hear announcement "Avaya Announcement.wav" when call to Voice Service number.

 Rule

Enabled*

Enabled

Direction*


Valid until

Priority

Call event*

Intercept

Description

 Matchers

Matcher mode*

AND

Type*

Contact

Property*


Calling contact

Operation*

equals

Value*

Customer Test1

 Actions

Type*

Play announcement

Storage item*

Avaya Announcement.wav

Type*

Edit displayName

Operation*

replace with

Value*

The call from Test1 Custom

[+ Create](#) [✕ Cancel](#)

8. Verification Steps

This section provides the verification steps that can be performed to verify proper configurations of both Avaya Breeze™ and esuits² Breeze Rules Engine (BRE) solution.

8.1. Verify Status of Avaya Breeze™ Server

From the System Manager home screen select **Session Manager** from **Elements** and under **Server Administration** verify that the Avaya Breeze server has a green tick under **Tests Pass** and **License Mode**. Verify that the **Security Module** is **Up**, and **System State** is **Accepting**.

The screenshot shows the Avaya Breeze Server Administration page. The left sidebar contains navigation links: Home, Avaya Breeze®, Server Administration (selected), Cluster Administration, Service Management, Reliable Eventing Ad..., Configuration, and System Tools and Mo... The main content area is titled "Server Administration" and includes a description: "This page allows you to view, edit and delete Avaya Breeze® server instances." Below this is a table titled "Avaya Breeze® Server Instances" with columns: Name, Cluster Name, Service Install Status, Tests Pass, Alarms, System State, Security Module, Activity, License Mode, Overload Status, Version, and Last Reboot Status. Two items are listed:

| Name | Cluster Name | Service Install Status | Tests Pass | Alarms | System State | Security Module | Activity | License Mode | Overload Status | Version | Last Reboot Status |
|--------------------------------------|----------------------------|------------------------|------------|--------|--------------|-----------------|----------|--------------|-----------------|----------------|-----------------------------|
| DevConnect-BreezeSIP | esuits2BRE | ✓ | ✓ | 0/0/0 | Accepting | Up | 0 | ✓ | ✓ | 3.7.0.0.370008 | 2020-08-18 15:23:31 SUCCESS |
| DevConnect-Presence | Presence | ✓ | ✓ | 0/0/0 | Accepting | Up | 7 | ✓ | ✓ | 3.7.0.0.370008 | 2020-06-17 10:42:10 SUCCESS |

8.2. Verify esuits2 ECI SnapIn and Cluster

Verify that the **ECI-SnapIn** is showing as **Installed**.

The screenshot shows the Avaya Breeze Services page. The left sidebar contains navigation links: Avaya Breeze®, Server Administration, Cluster Administration, Service Management (selected), Bundles, Service Databases, Reliable Eventing Ad..., Configuration, and System Tools and Mo... The main content area is titled "Services" and includes a description: "This page allows you to manage the service life cycle across clusters." Below this is a table titled "All Services" with columns: Name, Version, Preferred Version, State, Deployment Type, License Mode, Avaya Signed, and Log Size(MB). 23 items are listed:

| Name | Version | Preferred Version | State | Deployment Type | License Mode | Avaya Signed | Log Size(MB) |
|----------------------------------|------------------|-------------------|-------------|-----------------|----------------|--------------|--------------|
| AuthorizationService | 3.6.0.1.06360106 | | ✓ Loaded | Java | Not Applicable | ✓ | 100 |
| AuthorizationService | 3.6.0.2.360201 | | ✓ Loaded | Java | Not Applicable | ✓ | 100 |
| AuthorizationService | 3.7.0.0.01370008 | | ✓ Loaded | Java | Not Applicable | ✓ | 100 |
| CallEventControl | 3.6.0.2.360201 | | ✓ Loaded | Java | Not Applicable | ✓ | 100 |
| CallEventControl | 3.7.0.0.01370008 | | ✓ Installed | Java | Not Applicable | ✓ | 100 |
| CallServerConnector | 3.6.0.0.60110801 | | ✓ Loaded | Java | Not Applicable | ✓ | 100 |
| ECI-SnapIn | 3.2.0.191 | | ✓ Installed | Java | Not Applicable | Not Signed | 100 |

Verify that the **Cluster State** is **Accepting** and that the **Service Install Status** and **Tests Pass** have green ticks. Verify that **Data Grid Status** is **Up [1/1]**.

Cluster Administration

This page allows you to view, edit and delete Avaya Breeze® clusters.

Avaya Breeze® Clusters

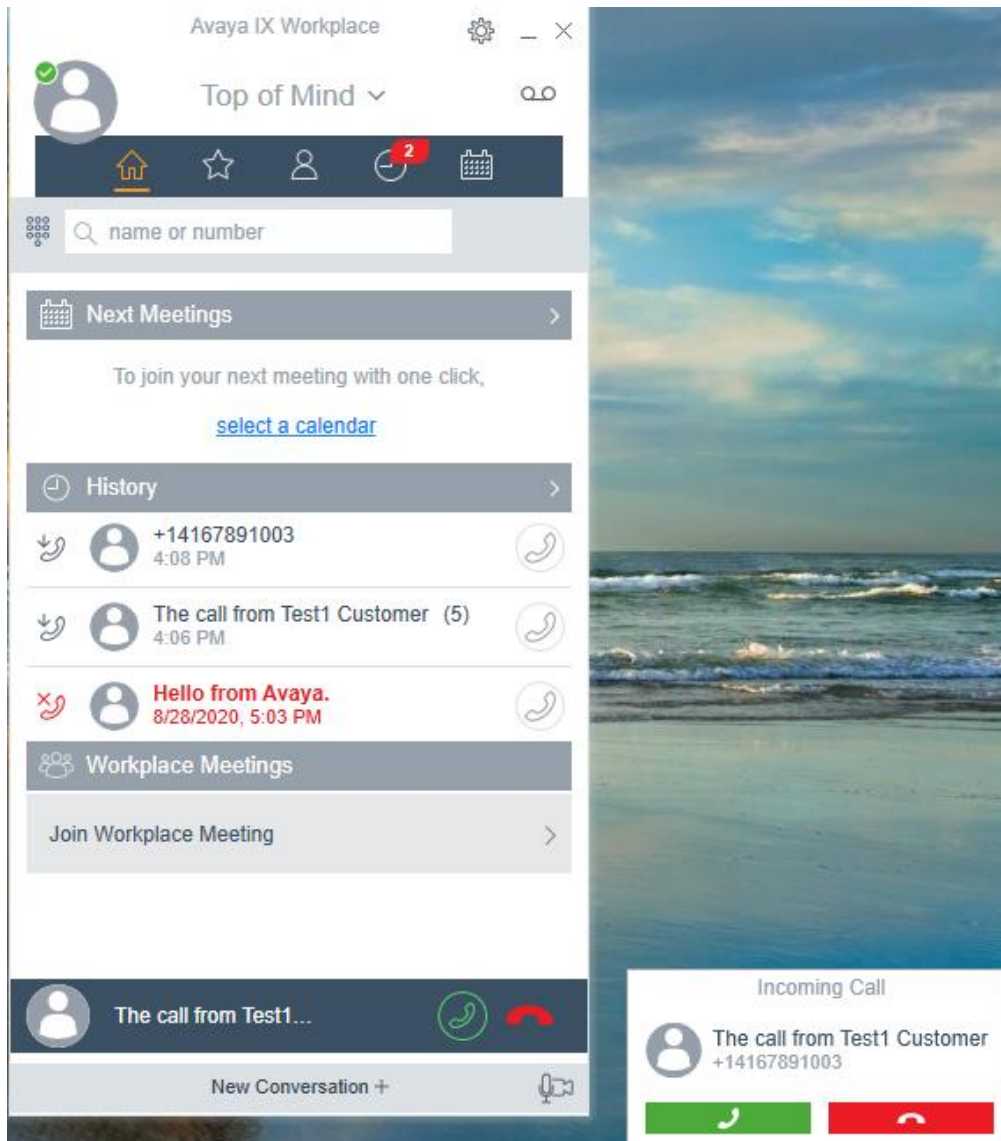
2 Items

| Details | Cluster Name | Cluster Group | Cluster IP | Cluster IPv6 | Cluster FQDN | Cluster Profile | Cluster State | Alarms | Activity | Cluster Database | Data Replication | Service Install Status | Tests Pass | Data Grid Status | Overload Status |
|----------------------|--------------|---------------|-------------|--------------|--------------|-----------------------|-----------------|--------|----------|------------------|------------------|------------------------|------------|------------------|-----------------|
| Show | esuits+BRE | 2 | | | | General Purpose Large | Accepting [1/1] | 0/0/0 | 0 | Disabled | ✓ | ✓ | ✓ | Up [1/1] | ✓ |
| Show | Presence | 1 | 10.30.5.135 | | | Core Platform | Accepting [1/1] | 0/0/0 | 7 | [10/198M] | ✓ | ✓ | ✓ | Up [1/1] | ✓ |

Select : All, None

8.3. Verify Rules functions

Make the call from Customer with phone number (+14167891003) created above to Voice Service VDN number. Verify that customer can hear Announcement. Agent can receive the call with display name “**The call from Test1 Customer**”



9. Conclusion

Engelbart esuits² Breeze Rules Engine Solution was able to successfully interoperate with Avaya Aura[®] environment and Avaya Breeze[™].

10. Additional References

Documentation related to Avaya can be obtained from <https://support.avaya.com>.

[1] *Administering Avaya Aura[®] Communication Manager*, Release 8.1.x, Issue 6, March 2020

[2] *Administering Avaya Aura[®] Session Manager*, Release 8.1.x, Issue 5, July 2020

[3] *Administering Avaya Breeze[®] platform*, Release 3.7 Issue 1 December 2019

Documentation related to Engelbart can be obtained from <https://www.engelbart-software.com/>

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