



Avaya Solution & Interoperability Test Lab

Application Notes for configuring ICR Evolution Software with Avaya IP Office R7 using Avaya IP Office TAPI Service Provider - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for ICR Evolution Software to successfully interoperate with Avaya IP Office via Avaya TAPI Service Provider.

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 the ICR Evolution software with Avaya IP Office R7.0.23 (IP Office) using Avaya IP Office TAPI3 Service Provider (TAPI).

Evolution from ICR is a Computer Telephony Integration (CTI) platform that provides call control, predictive dialing and monitoring functionality to end users via the TAPI3 Service Provider installed on the Evolution server. ICR Evolution utilizes a client/server model. The server component of the software will connect to the Avaya IP Office system via TAPI. The client component of the software, iAgent, communicates with the Evolution server components. The iAgent client allows agents to control making and receiving calls via an Avaya handset connected to the Avaya IP Office system.

2. General Test Approach and Test Results

The interoperability compliance testing included feature and serviceability testing. The feature testing focused on verifying ICR Evolution handling of CTI messages in the areas of call control, event notification and routing. Various types of calls including intra-switch, PSTN, outgoing and incoming calls were tested. The compliance testing focused primarily on the following types of calls:

- Inbound ACD calls
- Outbound calls in Preview mode
- Outbound calls in Predictive/Progressive mode

The serviceability testing focused on verifying the ability of ICR Evolution to recover from adverse conditions, such as stopping the TAPI service, disconnecting the Ethernet cable for the CTI link, and the reboot of Evolution server under test.

2.1. Compliance testing

The following observations were noted during testing:

- [1] Transfer and conference options on iAgent were not included in the compliance tests.
- [2] When using an IP phone (as opposed to a digital phone) the iAgents cannot log into (take control) of this phone if it is in a “logged out” state. There must be a user already logged into an IP Phone for the iAgent to log into this type of deskphone.
- [3] If the TAPI service is stopped, upon restart of this service CTI functionality is not restored until the server is rebooted.

2.2. Test Results

All tests passed successfully.

2.3. Support

For technical support on ICR products please contact the ICR Evolution support team at:

Web address: www.evolutioncallcenter.com

Email address: soporte@icr.es

Phone Number: +34 93 228 9310

3. Reference Configuration

Figure 1 shows the network topology for the compliance testing. The TAPI3 Service Provider is installed on the Evolution Server to provide a CTI connection to IP Office. Avaya 2400 Series digital deskphones are associated with iAgent users giving each iAgent operator telephony functionality from the iAgent software.

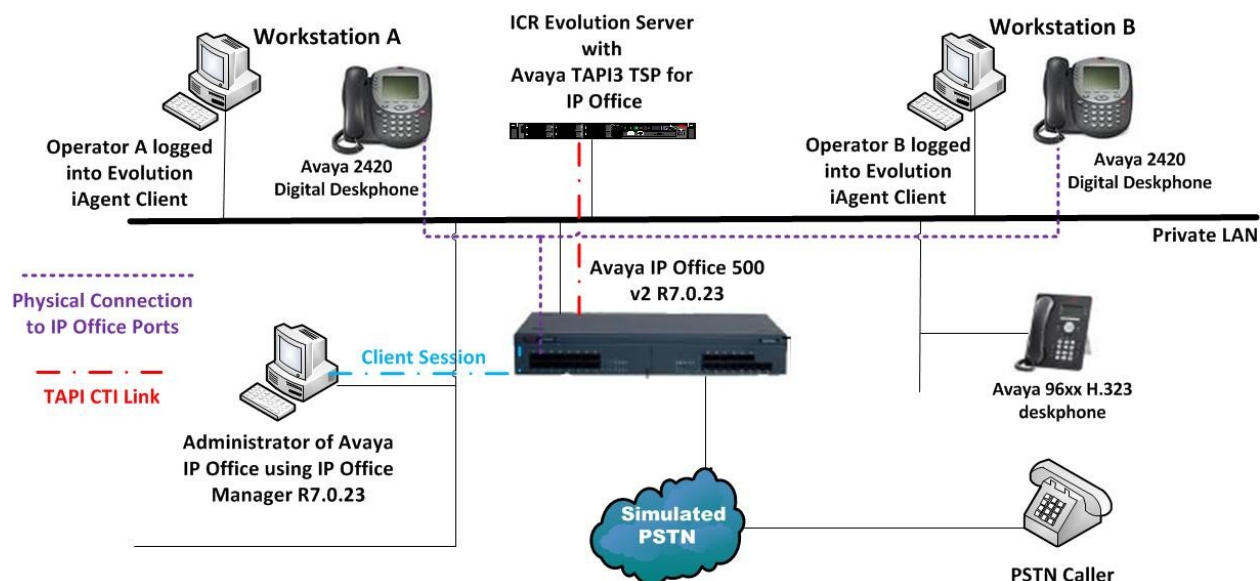


Figure 1: Connection of ICR Evolution Server with Avaya IP Office R7

4. Equipment and Software Validated

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

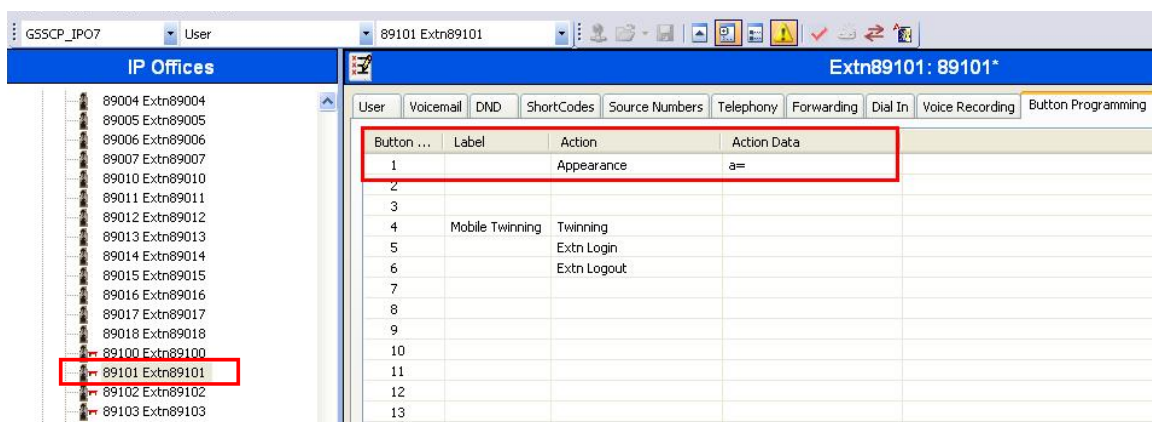
| Equipment Description | Software Release |
|--|---|
| Avaya IP Office 500 V2 | Avaya IP Office R7.0.23 |
| Avaya 96xx H.323 Deskphone | Avaya H323 IP Office Firmware Ha96xxua3_Hbas.bin |
| Avaya 2420 Digital Sets | N/A |
| Avaya TAPI3 Telephony Service Provider Client for IP Office Installed on Evolution Server. | Avaya TSPI3w.tsp 1.0.0.17 |
| Platform Independent Server with Windows 2003 Server O/S and ICR Evolution Server. | ICR Evolution Server R10.1 |
| Client Workstation with Windows XP and ICR Evolution iAgent | ICR Evolution iAgent R10.1 |

5. Configuration of Avaya IP Office

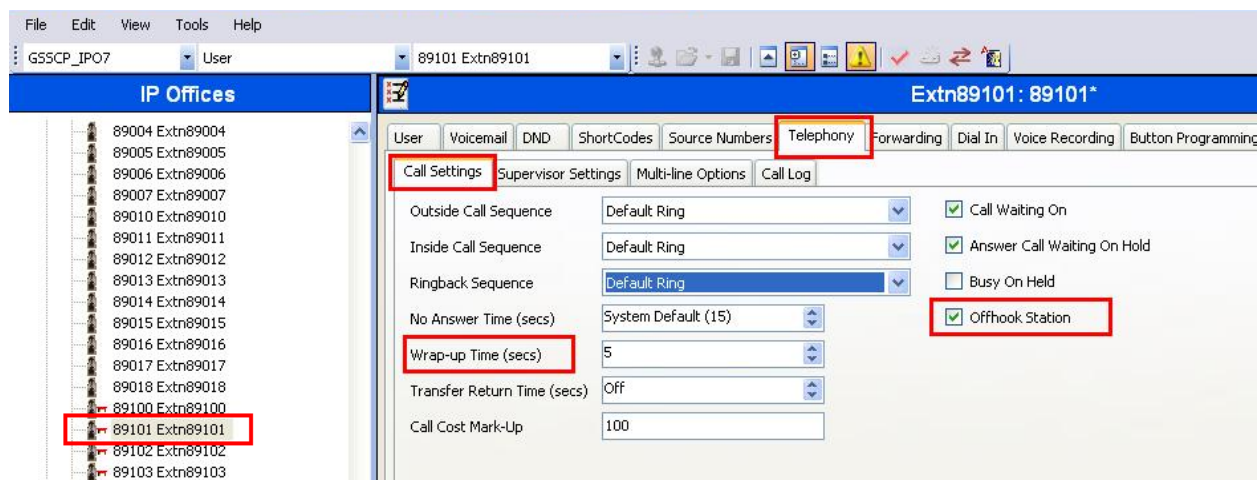
IP Office is administered using IP Office Manager Software installed on a client PC. It is the assumption that a working and fully configured IP Office is in place with extensions and users preconfigured. This section will show what changes to the IP Office configuration is required for the ICR Evolution software to interoperate correctly.

5.1. Configuration of Avaya IP Office Users

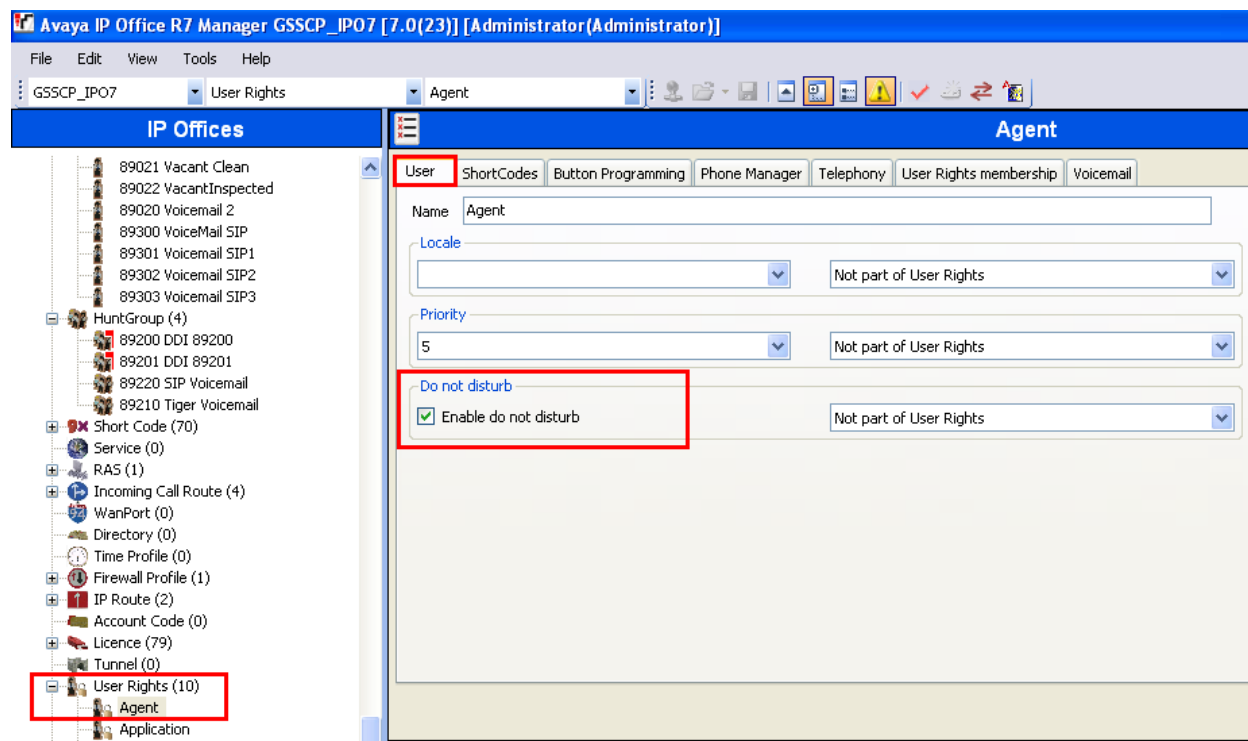
Each user chosen as an Evolution iAgent user will need to be configured in a specific fashion in order to work as an iAgent user. Click on the selected user in the left hand pane to make changes to this user and click on the **Button Programming** tab. Only one **Appearance** should be configured as shown below.



Click on the **Telephony** tab and then the **Call Settings** tab. The **Wrap-up Time (secs)** should be set to **5** and **Offhook Station** should be ticked as shown below.

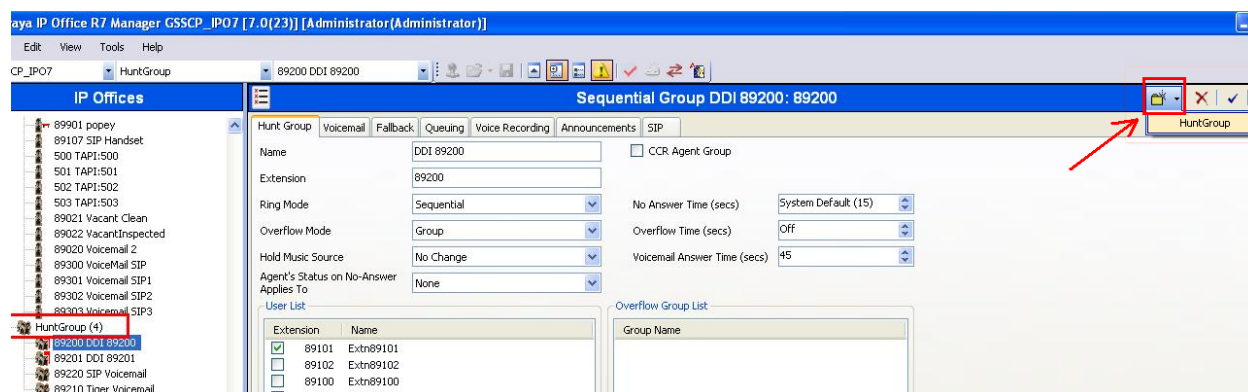


Click on **User Rights** in the left hand pane and select the user rights associated with the iAgent users. In the example below this is called **Agent**. Under the **User** tab ensure **Enable do not disturb** is ticked as shown.



5.2. Configuration of Hunt groups

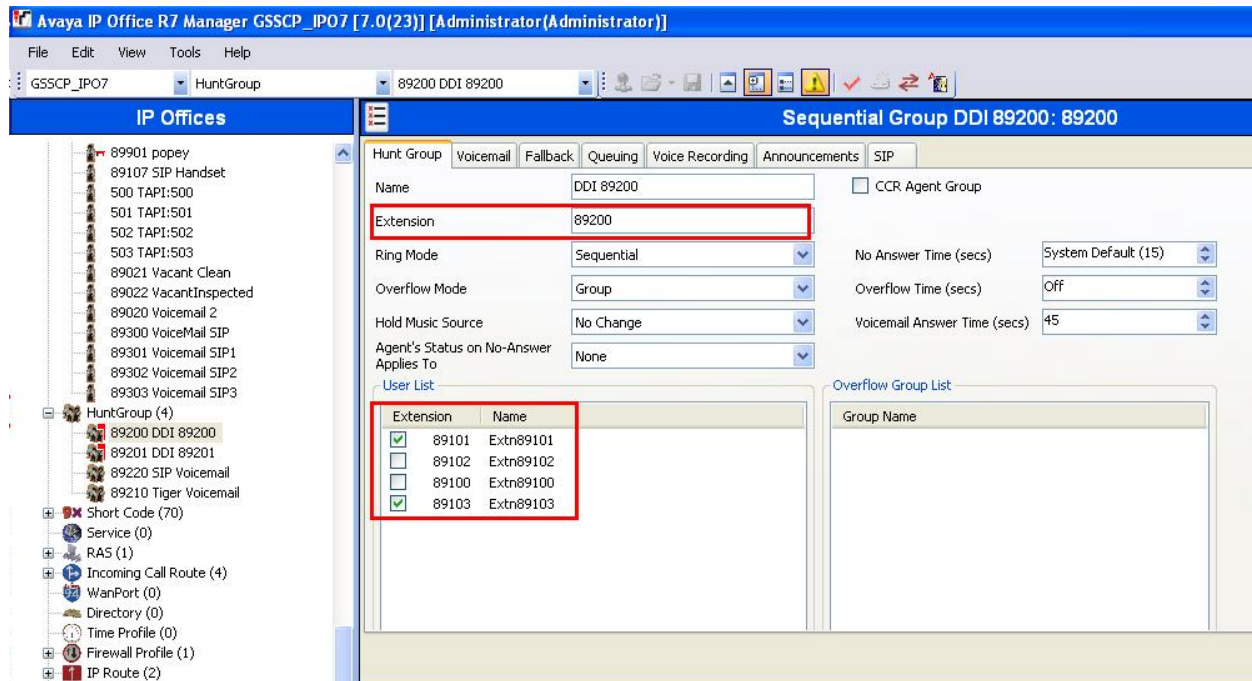
Hunt Groups are created in IP Office as they are associated with a particular service on the Evolution Server. iAgent users are associated with services as shown in **Section 7.5** in the same fashion these IP Office users are added to a Hunt Group associated with this same service. Click on **HuntGroup** in the left hand pane and click on the **Create a New Record** icon at the top right to create a new Hunt Group, as shown below.



For an inbound campaign, the DN number of the campaign will correspond to the **Extension** number setup for the **Hunt Group** highlighted below. All users associated with this campaign should be included in this Hunt Group.

Note: In the example below two users **89101** and **89103** are associated with this Hunt Group, Extension **89200**.

Note: For an outbound campaign another Hunt Group should be setup to include users associated with such a campaign.



5.3. Setting up TAPI WAVE Ports in Avaya IP Office

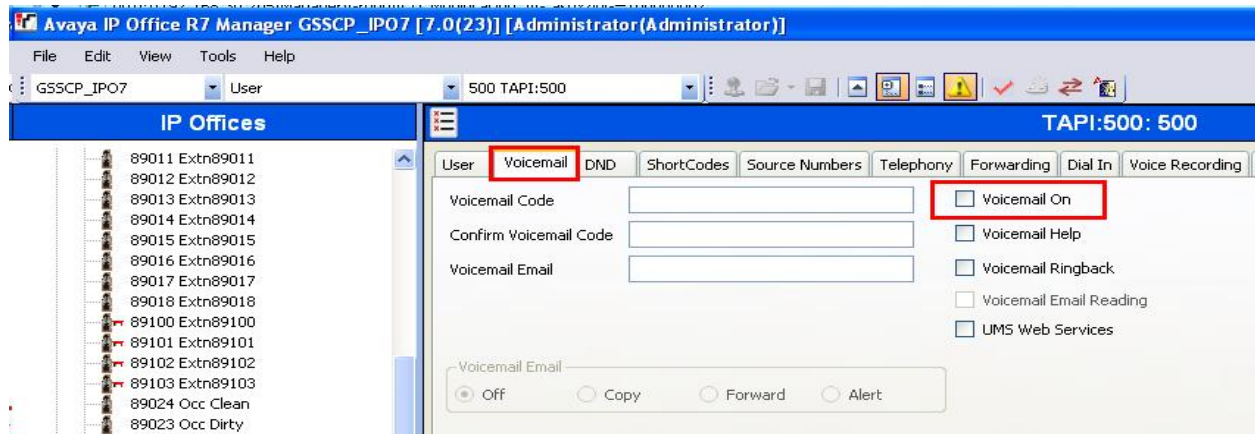
Each dialing device in Evolution Server must be associated with a TAPI Wave Port in IP Office. TAPI Wave ports should be configured in a consecutive range. Click on users in the left hand pane and select new user. Fill in the information as shown below under the **User** tab.

- **Name:** Enter a valid and unused extension number to identify the TAPI Wave port
- **Extension:** Enter the same extension number as configured for the **Name** field above

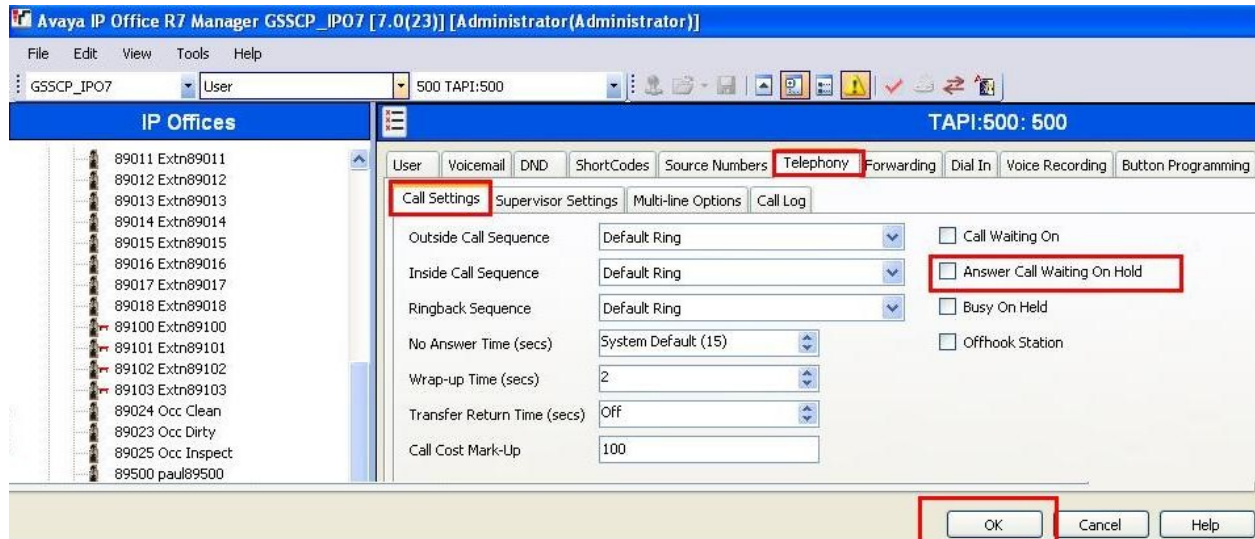
Note: Each user added will have the same **Extension** number as the dialler extension in **Section 7.6**.

The screenshot shows the Avaya IP Office R7 Manager GSSCP_IP07 [7.0(23)] [Administrator/Administrator] interface. The left pane displays a list of users, with '500 TAPI:500' selected. The right pane shows the 'User' tab configuration for this user. The 'Name' field is set to 'TAPI:500' and the 'Extension' field is set to '500'. Other fields like Password, Confirm Password, Full Name, Locale, Priority, System Phone Rights, and Profile are also visible. The 'Voicemail' tab is highlighted in the top navigation bar.

Click on the **Voicemail** tab and ensure **Voicemail On** is not ticked as shown.



Click on the **Telephony** tab, under **Call Settings** ensure that **Answer Call Waiting On Hold** is not ticked as shown.

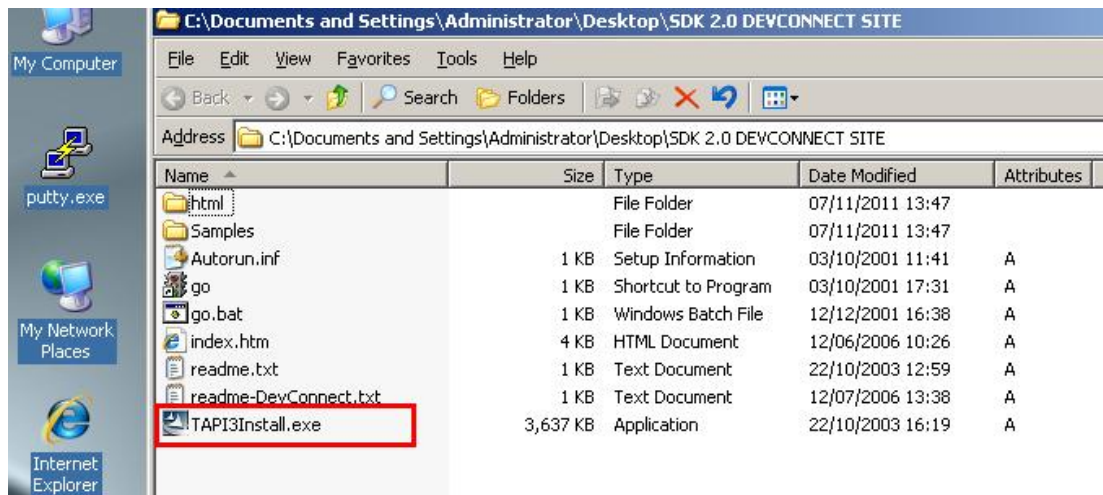


Click on OK to complete the new user. This brings up a dialog box as shown. Ensure this is set to **None** as shown and click **OK**.



6. Installation and Configuration of Avaya IP Office TAPI3 Service Provider

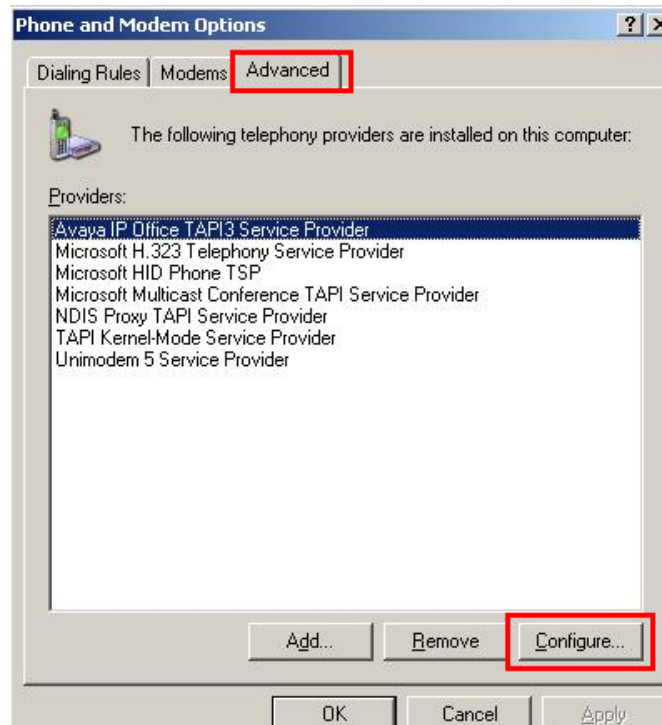
TAPI3 Service Provider is included in the IP Office CTI Link Software Development Kit (SDK) located on the DevConnect website (<http://www.avaya.com/gcm/master-usa/en-us/corporate/alliances/devconnect/index.htm>) under the product name IP Office. Once downloaded the install is initiated by running **TAPI3Install.exe** as shown below.



To configure the TAPI Service Provider, navigate to **Control Panel** and right click on **Phone and Modem Options** as highlighted below, and select properties (not shown).



Click on the **Advanced** tab and highlight **Avaya IP Office TAPI3 Service Provider** and click **Configure**.



Enter the IP Office IP address into the **Switch IP Address** box. Select **Third Party** and enter the IP Office Administrator's password into the **Switch Password** box. Ensure **WAV Users** and **ACD Queues** are ticked as shown below.

Avaya TAPI3 configuration [X]

Switch IP Address

☐ Single User

User Name

User Password

☒ Third Party

Switch Password

☐ Ex Directory Users

☒ WAV Users

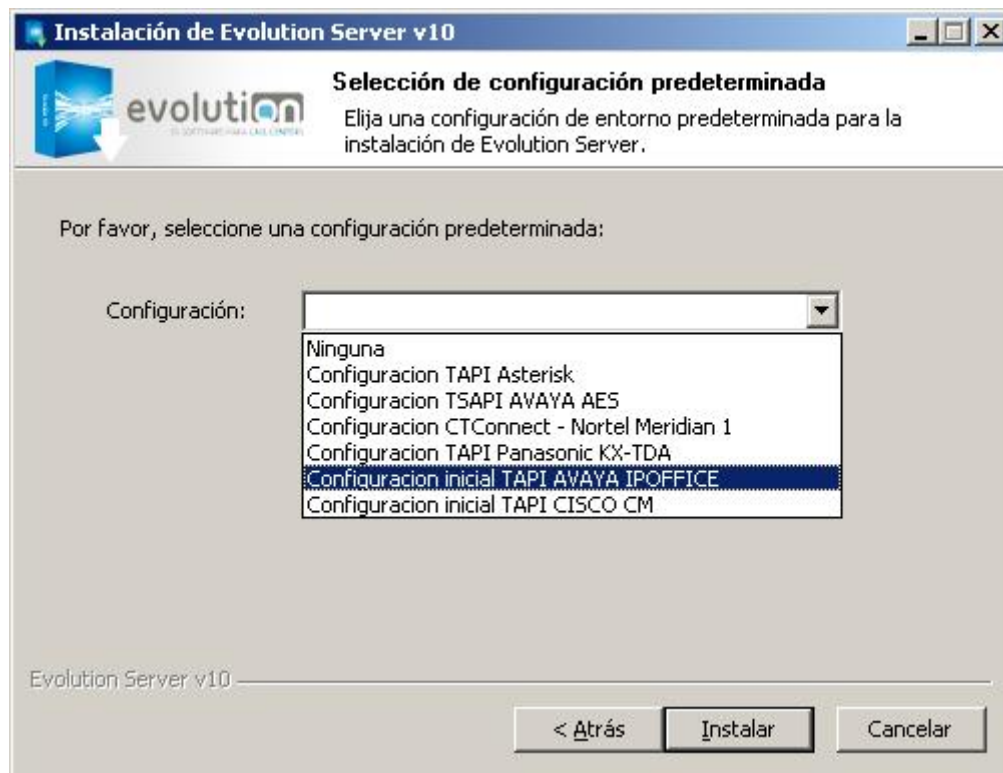
☒ ACD Queues

7. Configuration of ICR Evolution Server

This section outlines the steps necessary to configure the Evolution Server to connect to IP Office and provide call control, predictive dialing and monitoring functionality to end users via the TAPI3 Service Provider installed on the Evolution server. All configuration changes on the Evolution Server are made using the web based Evolution Manager tool by entering **http://<IP address of Evolution Server>/manager**.

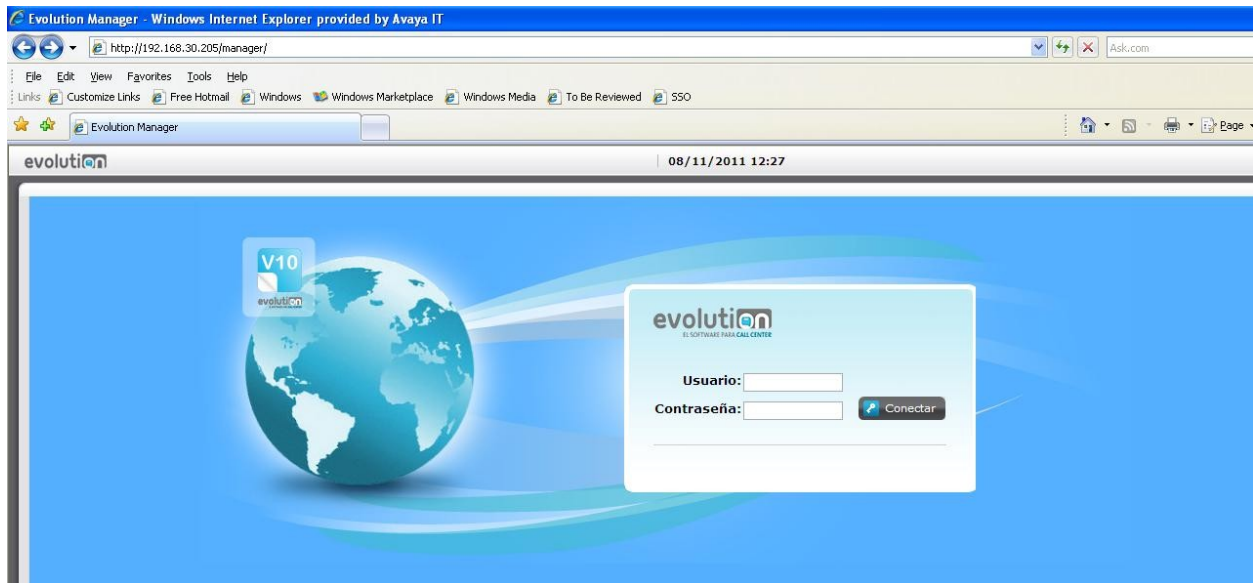
7.1. ICR Evolution install

The installation of the Evolution server software is outside the scope of this document and information regarding the installation can be found at <http://www.evolutioncallcenter.com/>. Please note that during the installation there is a step regarding the PBX that the server is connecting to. For IP office the PBX type is selected as shown below.

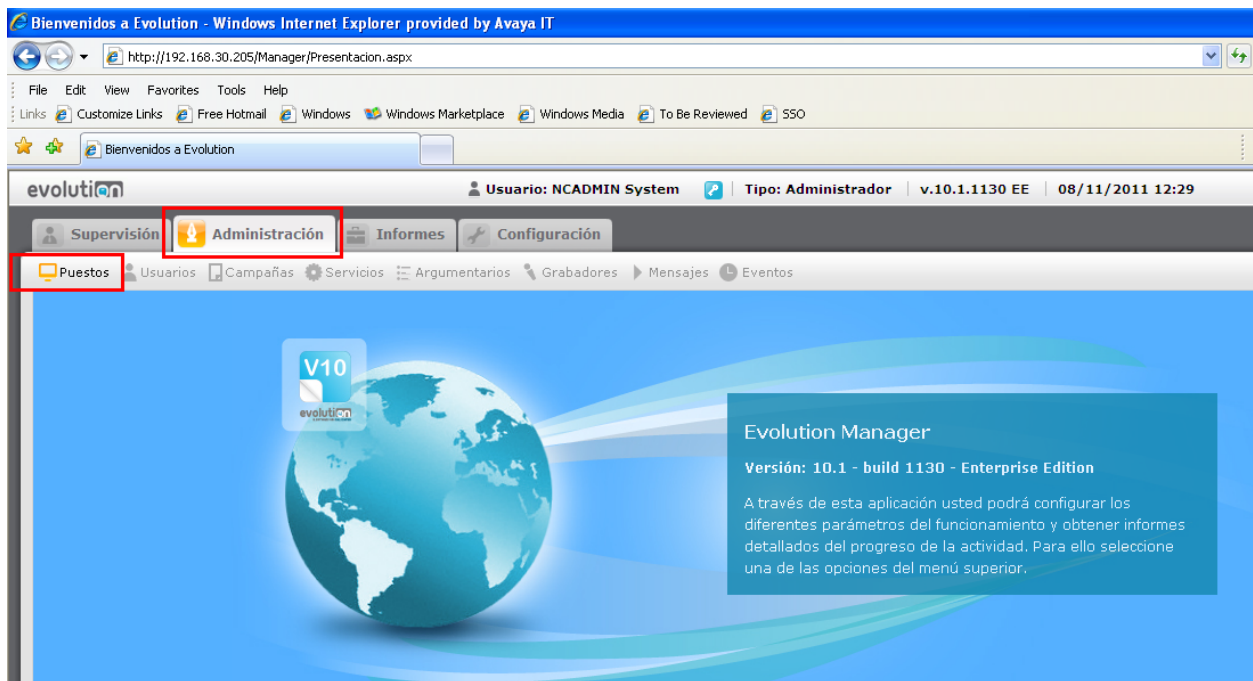


7.2. Configuration of Workstations on ICR Evolution Server

A workstation can be described as a location for the user or iAgent to log in to. Log in to the web based Evolution Manager tool by entering **http://<IP address of Evolution Server>/manager** using appropriate login credentials.



To create a new workstation select the **Administración** tab and click **Puestos**.



Click on **Nuevo** in order to add a new workstation.

Administración de puestos de trabajo - Listado

Usuario: NCADMIN System | Tipo: Administrador | v.10.1.1130 EE | 08/11/2011 12:31

Supervisión | Administración | Informes | Configuración

Puestos | Usuarios | Campañas | Servicios | Argumentarios | Grabadores | Mensajes | Eventos

Administración de puestos de trabajo - Listado

+ Nuevo | Ver clases de puesto

Listado de puestos

| Id. | Nombre | Teléfono | Telf. Lógico | Grabador | Estado | Motivo | Clase |
|-----------|-----------|----------|--------------|----------|--------|--------|-------------------|
| 100000013 | PT-Paul | 89012 | #FLO | | | | Puesto de Trabajo |
| 100000014 | PT-Server | 89013 | #FLO | | | | Puesto de Trabajo |
| 100000002 | PT410 | 410 | | | | | DEMO |
| 100000004 | PT411 | 411 | | | | | DEMO |
| 100000005 | PT412 | 412 | | | | | DEMO |
| 100000006 | PT413 | 413 | | | | | DEMO |
| 100000007 | PT414 | 414 | | | | | DEMO |
| 100000008 | PT415 | 415 | | | | | DEMO |

The following information must be added.

- **Nombre** This is the Workstation name (unique identifier)
- **Telefono** Physical IP office extension
- **Clase Puesto** Type of Workplace
- **Telefono logico** #FLO (means floating agent or hot desking user)

Administración de puestos de trabajo - Modificación

Usuario: NCADMIN System | Tipo: Administrador | v.10.1.1130 EE | 08/11/2011 12:34

Supervisión | Administración | Informes | Configuración

Puestos | Usuarios | Campañas | Servicios | Argumentarios | Grabadores | Mensajes | Eventos

Administración de puestos de trabajo - Modificación

Guardar y cerrar | Cerrar | Modificar Clases de puesto | Eliminar

Parámetros del puesto

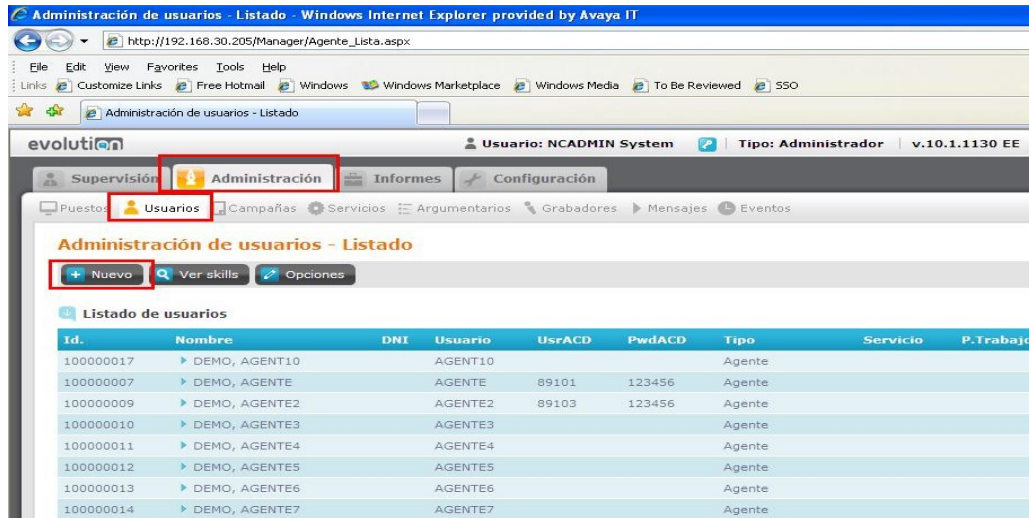
(*) Nombre: PT-Paul | Id Puesto: 100000013

Teléfono: 89012 | Teléfono lógico: #FLO

(*) Clase Puesto: Puesto de Trabajo | (*) Grabador:

7.3. Configuring Users on ICR Evolution Server

Evolution users are created on the Evolution Sever. These are actual users or agents in the contact centre. Click the **Administración** tab and click **Usuarios** and **Nuevo**.



The following information must be filled in:

- **Tipo de Usuario** Agente (this is agent profile)
- **Nombre** First name of agent
- **Primer apellido** Surname of agent
- **Usuario** Username to login to iAgent
- **Contraseña** password for login to iAgent
- **Usuario ACD** User login configured in IP Office
- **Contraseña ACD** User Password configured in IP Office

http://192.168.30.205/Manager/Agente_Modificacion_AG.aspx?IdA=100000007

File Edit View Favorites Tools Help

Links Customize Links Free Hotmail Windows Windows Marketplace Windows Media To Be Reviewed SSO

Administración de usuarios - Modificación

Supervisión Administración Informes Configuración

Puestos Usuarios Campañas Servicios Argumentarios Grabadores Mensajes Eventos

Administración de usuarios - Modificación

Guardar Guardar y cerrar Cerrar Eliminar Asignar skills Asignar servicios

Parámetros del usuario

| | | | |
|----------------------------------|-------------------------------------|-----------------------------------|-----------|
| (*) Tipo de usuario: | Agente | Id. usuario: | 100000007 |
| (*) Nombre: | AGENTE | DNI: | |
| (*) Primer apellido: | DEMO | Segundo apellido: | |
| (*) Usuario: | AGENTE | | |
| Contraseña: | ***** | Confirmar contraseña: | ***** |
| La contraseña nunca expira: | <input checked="" type="checkbox"/> | Días de validez de la contraseña: | N/D |
| Cambiar contraseña próx. sesión: | <input type="checkbox"/> | | |

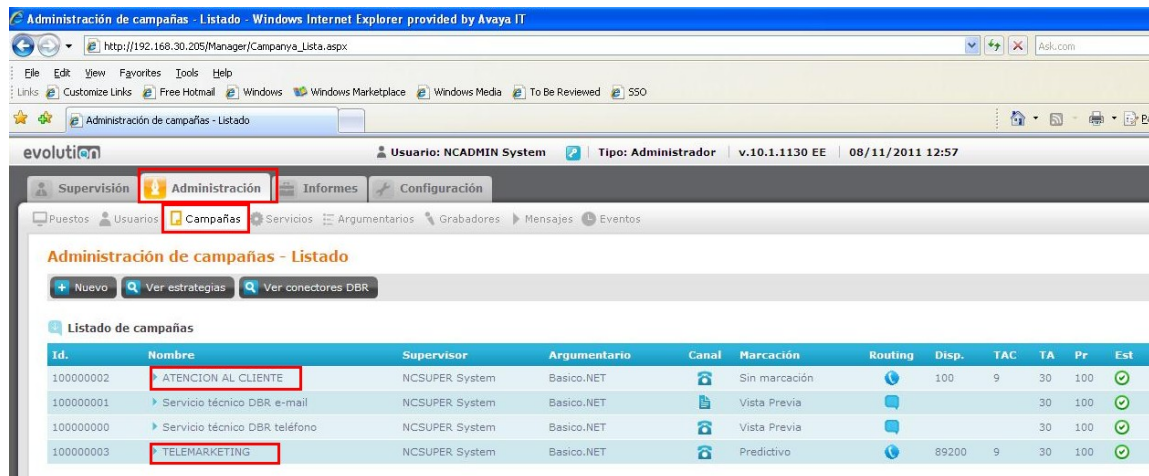
Parámetros de ACD

| | | | |
|--------------|-------|-----------------|--------|
| Usuario ACD: | 89101 | Contraseña ACD: | 123456 |
|--------------|-------|-----------------|--------|

7.4. Configuration of Campaigns on ICR Evolution Server

There are two campaigns already preconfigured as a part of the installation of Evolution Server. As highlighted below.

- **ATENCION AL CLIENTE**, which is an inbound campaign
- **TELEMARKETING**, which is an outbound campaign




| Id. | Nombre | Supervisor | Argumentario | Canal | Marcación | Routing | Disp. | TAC | TA | Pr | Est |
|-----------|-------------------------------|----------------|--------------|-------|---------------|---------|-------|-----|----|-----|-----|
| 100000002 | ATENCION AL CLIENTE | NCSUPER System | Basico.NET | ☎ | Sin marcación | 📞 | 100 | 9 | 30 | 100 | ✓ |
| 100000001 | Servicio técnico DBR e-mail | NCSUPER System | Basico.NET | ✉ | Vista Previa | 📞 | | | 30 | 100 | ✓ |
| 100000000 | Servicio técnico DBR teléfono | NCSUPER System | Basico.NET | ☎ | Vista Previa | 📞 | | | 30 | 100 | ✓ |
| 100000003 | TELEMARKETING | NCSUPER System | Basico.NET | ☎ | Predictivo | 📞 | 89200 | 9 | 30 | 100 | ✓ |

These campaigns are amended in order to add extensions associated with the Hunt Groups configured in **Section 5.2**.

7.4.1. Configuration of Inbound Campaigns

Click on the inbound campaign **ATENCION AL CLIENTE** highlighted above in order to amend this for IP office users which will bring the screen as shown below. Click on **Routing** to make the changes to the inbound hunt group.



Administración de campañas - Modificación

Guardar Guardar y Cerrar Cerrar Supervisión Tiempo Real Asignar contactos a Sistema Limpiar Borrar

Datos generales

(*) Nombre: TELEMARKETING Id: 100000003
Descripción: EMISION Fecha de creación: 22/01/2008

Detalles

Cache SMS Alarmas Opciones Avanzadas Finales Segmentos Datos Incentivos **Routing** Importar Clientes

Parámetros de campaña

(*) Estado: Activa (*) Fecha de inicio: 22/01/2008
(*) Marcación: Vista Previa Supervisor: NCSUPER System
Disp. de control: 89200 Trunk Access Code: 9

Click on the **DN** as highlighted below to change the inbound number associated with the campaign.

The screenshot shows the 'evolution' web interface. The top navigation bar includes 'Supervisión', 'Administración', 'Informes', and 'Configuración'. The 'Administración' tab is active. Below it, a sub-menu shows 'Puestos', 'Usuarios', 'Campañas', 'Servicios', 'Argumentarios', 'Grabadores', 'Mensajes', and 'Eventos'. The main content area is titled 'Administración de campañas - Parámetros de configuración de Routing'. It contains a toolbar with 'Guardar', 'Guardar y Cerrar', 'Cerrar', and 'Ver estrategias'. Below the toolbar, there's a section for 'Parámetros de configuración de Routing para la campaña ATENCION AL CLIENTE'. A dropdown menu shows '(*) Tipo' set to 'Switch-based'. Below that, a section 'Campaña asignada a las siguientes estrategias' contains a table:

| Id. | DN | Encaminamiento | Descripción |
|-----------|-------|----------------|-------------|
| 100000101 | 89201 | DNIS | DNIS |

In the **DN** field, enter the hunt group number that was setup in **Section 5.2** for the inbound campaign. Click **Guardar y cerrar** to save and exit.

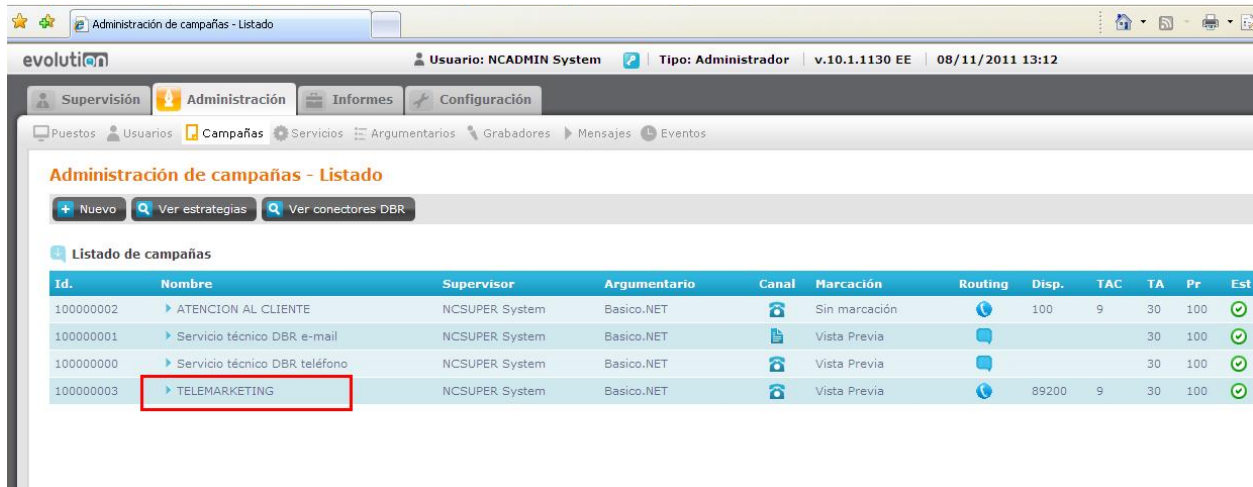
The screenshot shows the 'evolution' web interface. The top navigation bar includes 'Supervisión', 'Administración', 'Informes', and 'Configuración'. The 'Administración' tab is active. Below it, a sub-menu shows 'Puestos', 'Usuarios', 'Campañas', 'Servicios', 'Argumentarios', 'Grabadores', 'Mensajes', and 'Eventos'. The main content area is titled 'Administración de estrategias - Modificación'. It contains a toolbar with 'Guardar', 'Guardar y cerrar', 'Cerrar', 'Eliminar', and 'Asignar skills'. Below the toolbar, there's a section for 'Parámetros generales'. It contains a form with the following fields:

- ID: 100000101
- (*) DN: 89201 (highlighted with a red box)
- Descripción: DNIS
- Encaminamiento: DNIS

Below this section, there's a section for 'Parámetros encaminamiento'. It contains a dropdown menu for '(*) Campaña' set to '100000002 - ATENCION AL CLIENTE'.

7.4.2. Configuration of Outbound Campaign

Click on **TELEMARKETING** as highlighted below.

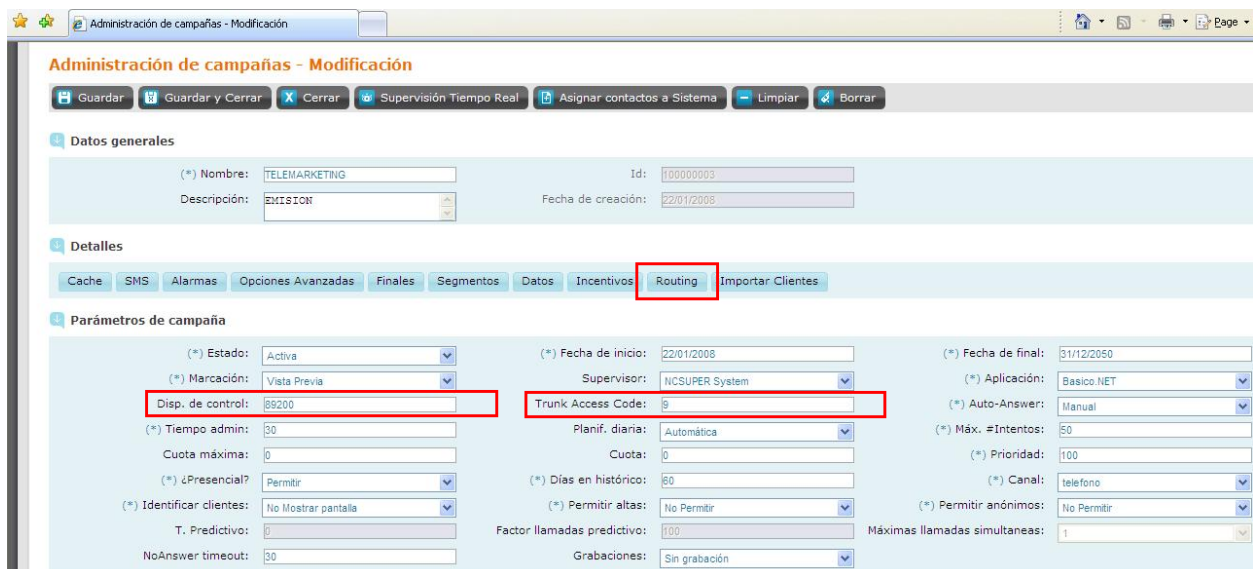


| Id. | Nombre | Supervisor | Argumentario | Canal | Marcación | Routing | Disp. | TAC | TA | Pr | Est |
|-----------|---------------------------------|----------------|--------------|-------|---------------|---------|-------|-----|----|-----|-----|
| 100000002 | ▶ ATENCION AL CLIENTE | NCSUPER System | Basico.NET | ☎ | Sin marcación | ☎ | 100 | 9 | 30 | 100 | ✓ |
| 100000001 | ▶ Servicio técnico DBR e-mail | NCSUPER System | Basico.NET | ✉ | Vista Previa | ✉ | | | 30 | 100 | ✓ |
| 100000000 | ▶ Servicio técnico DBR teléfono | NCSUPER System | Basico.NET | ☎ | Vista Previa | ☎ | | | 30 | 100 | ✓ |
| 100000003 | ▶ TELEMARKETING | NCSUPER System | Basico.NET | ☎ | Vista Previa | ☎ | 89200 | 9 | 30 | 100 | ✓ |

The following needs to be changed:

- **Disp de control** Hunt Group for the outbound campaign
- **Trunk Access Code** Number used to get an outside line

Click on the **Routing** tab to make further changes.



Datos generales

(*) Nombre: TELEMARKETING Id: 100000003
Descripción: EXISION Fecha de creación: 22/01/2008

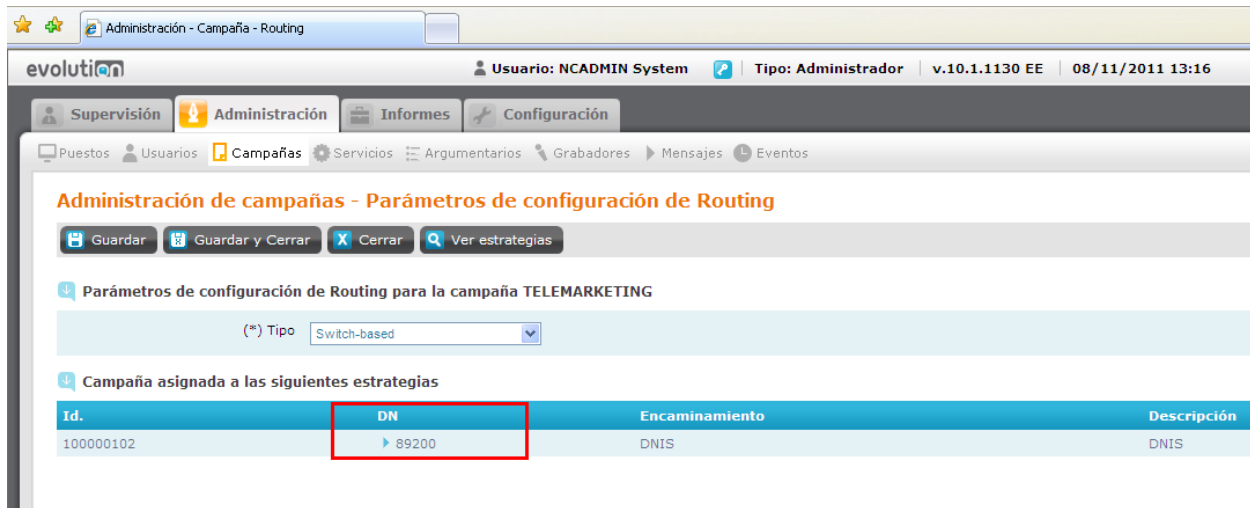
Detalles

Cache SMS Alarmas Opciones Avanzadas Finales Segmentos Datos Incentivos **Routing** Importar Clientes

Parámetros de campaña

(*) Estado: Activa (*) Fecha de inicio: 22/01/2008 (*) Fecha de final: 31/12/2050
(*) Marcación: Vista Previa Supervisor: NCSUPER System (*) Aplicación: Basico.NET
Disp. de control: 89200 **Trunk Access Code: 9** (*) Auto-Answer: Manual
(*) Tiempo admin: 30 Planif. diaria: Automática (*) Máx. #Intentos: 50
Cuota máxima: 0 Cuota: 0 (*) Prioridad: 100
(*) ¿Presencial?: Permitir (*) Días en histórico: 60 (*) Canal: telefono
(*) Identificar clientes: No Mostrar pantalla (*) Permitir altas: No Permitir (*) Permitir anónimos: No Permitir
T. Predictivo: 0 Factor llamadas predictivo: 100 Máximas llamadas simultaneas: 1
NoAnswer timeout: 30 Grabaciones: Sin grabación

Click on the **DN** as highlighted below.



Administración de campañas - Parámetros de configuración de Routing

Guardar Guardar y Cerrar Cerrar Ver estrategias

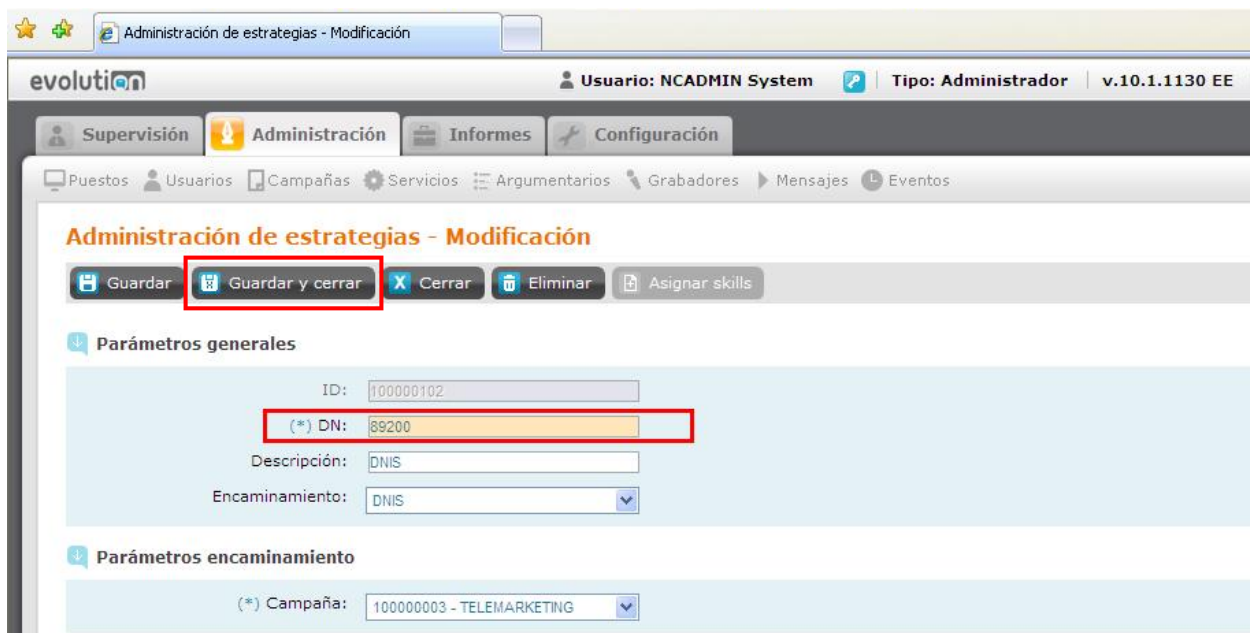
Parámetros de configuración de Routing para la campaña TELEMARKETING

(*) Tipo: Switch-based

Campaña asignada a las siguientes estrategias

| Id. | DN | Encaminamiento | Descripción |
|-----------|-------|----------------|-------------|
| 100000102 | 89200 | DNIS | DNIS |

Enter the **DN** as highlighted below. Click **Guardar y cerrar** to save and exit.



Administración de estrategias - Modificación

Guardar Guardar y cerrar Cerrar Eliminar Asignar skills

Parámetros generales

ID: 100000102

(*) DN: 89200

Descripción: DNIS

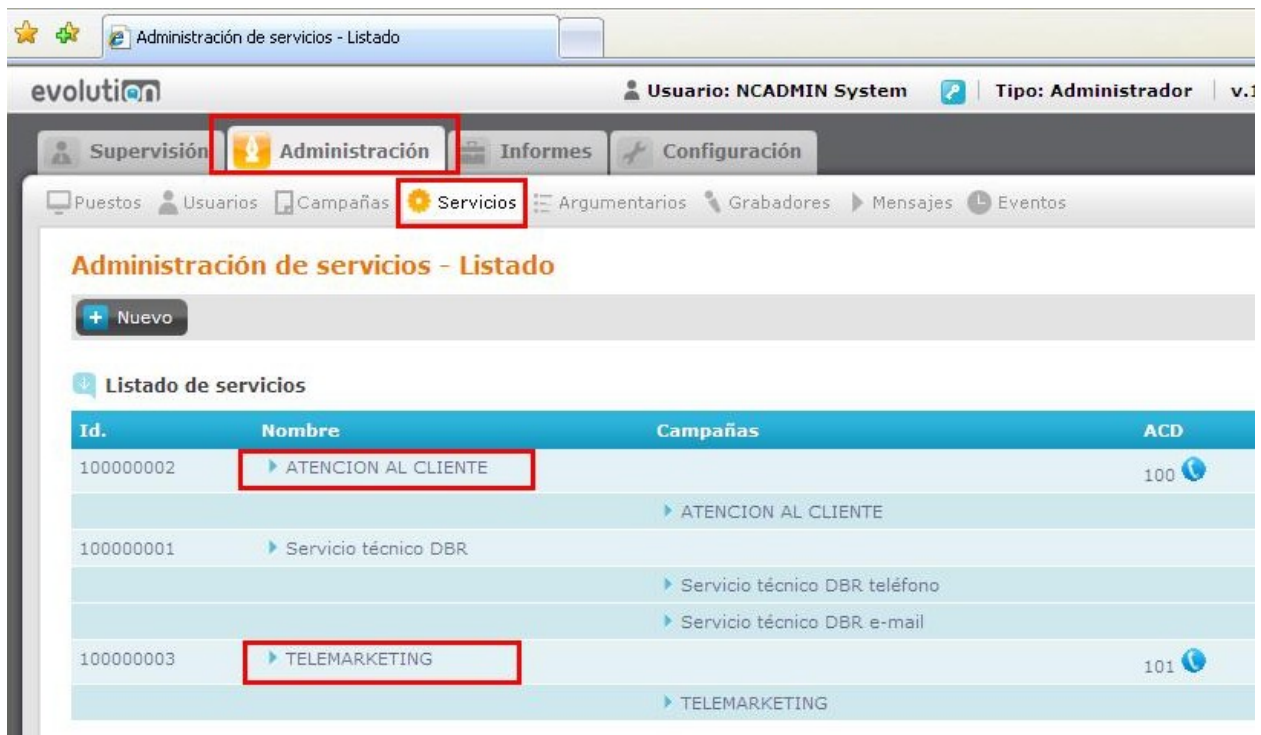
Encaminamiento: DNIS

Parámetros encaminamiento

(*) Campaña: 100000003 - TELEMARKETING

7.5. Associate Services with Users

Click on the **Administración** tab followed by **Servicios** in order to associate the users with a service. The user is actually associated with a service and this service can contain a number of campaigns.



Click on **Asignar participaciones** to associate the users.



Select from a list of available users, located in the right hand column, and then the desired users are added into the left column as shown below.

Administración de servicios - Asignación de participaciones

Cerrar

Parámetros generales del servicio

Id. Servicio:

100000002

Nombre:

ATENCION AL CLIENTE

ACD:

100

Contiene campañas que requieren de cola ACD switch-based.

Modo siguiente gestión:

Sistema

Pausa tras gestión:

0

Tiempo en segundos que el sistema esperará para entregar la siguiente gestión.

Política de selección:

Por antigüedad en cola

Criterio para la entrega de interacciones en cola a agentes.

Participación en servicios

Agentes asignados al servicio

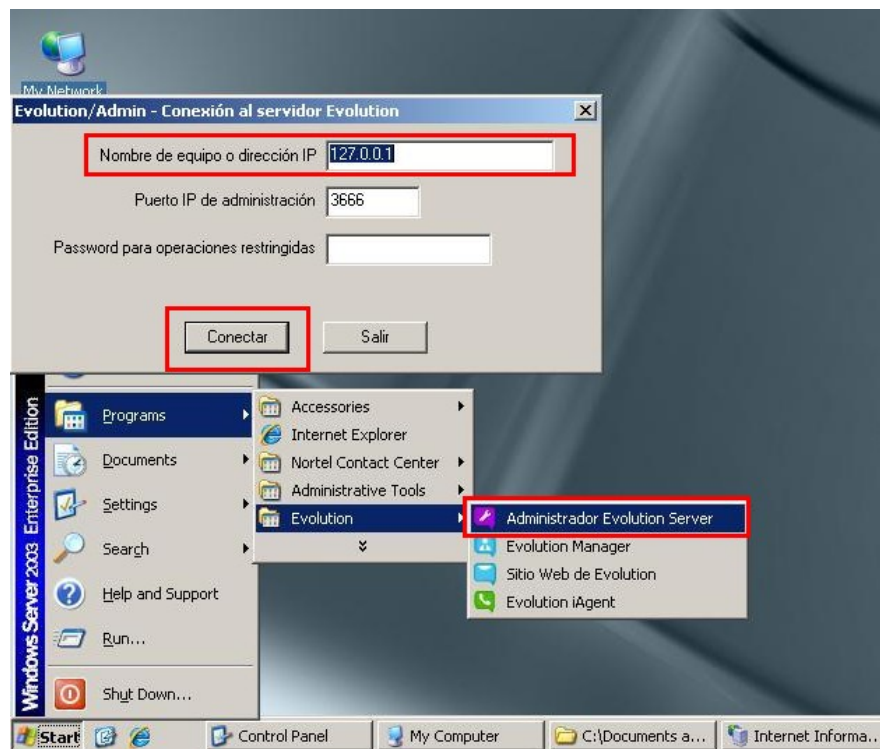
| Nombre Agente | T. inicio | T. Final | Opciones | Quitar |
|---------------|------------|------------|----------|--------|
| AGENTE DEMO | 14/05/2003 | 01/01/2020 | | |
| AGENTE2 DEMO | 14/05/2003 | 01/01/2020 | | |

Agentes disponibles

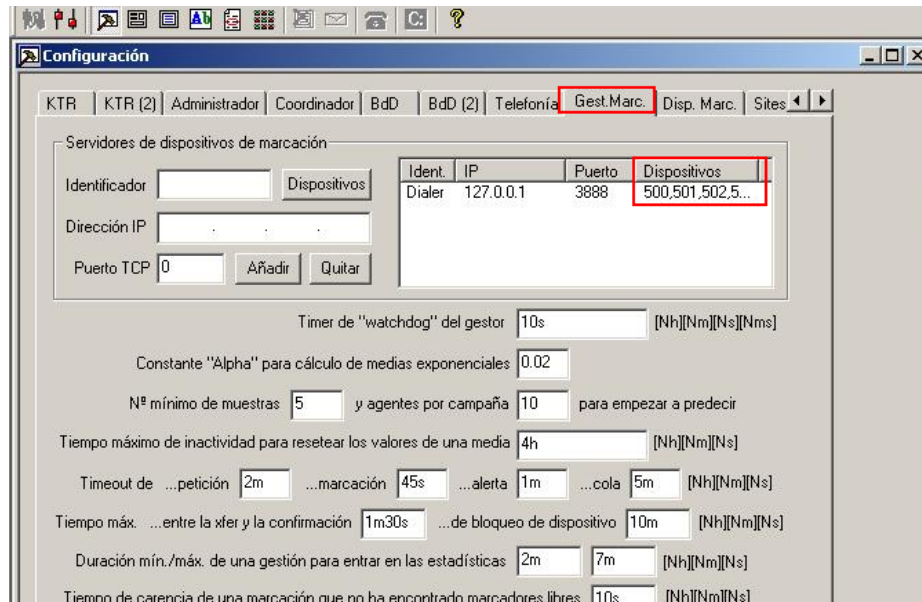
| Añadir | Nombre Agente |
|--------|----------------|
| | DEMO , AGENT10 |
| | DEMO , AGENTE3 |
| | DEMO , AGENTE4 |

7.6. Configuration of Evolution Dialer on ICR Evolution Server

Dialer is used for predictive or progressive dialing on outbound campaigns. The default setup includes four dialing devices on Evolution server. These devices can be viewed on the Evolution server as shown below by opening **Administrador Evolution Server** and clicking on **Conectar** to connect.



Clicking on **Gest Marc** will show the configuration of the dialer on Evolution server.

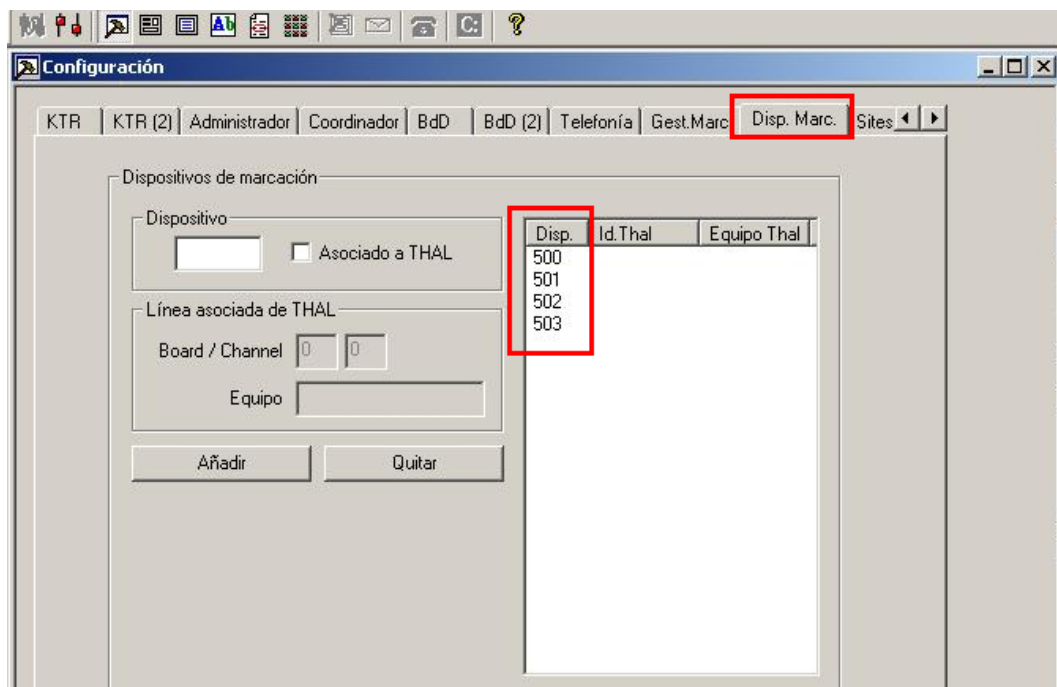


The screenshot shows the 'Configuración' window with the 'Gest.Marc.' tab selected. The 'Servidores de dispositivos de marcación' section contains a table with the following data:

| Ident. | IP | Puerto | Dispositivos |
|--------|-----------|--------|------------------|
| Dialer | 127.0.0.1 | 3888 | 500,501,502,5... |

The 'Dispositivos' column is highlighted with a red box. Below the table, there are various configuration fields including 'Timer de "watchdog" del gestor' (10s), 'Constante "Alpha" para cálculo de medias exponenciales' (0.02), 'Nº mínimo de muestras' (5), 'y agentes por campaña' (10), 'Tiempo máximo de inactividad para resetear los valores de una media' (4h), 'Timeout de ...petición' (2m), '...marcación' (45s), '...alerta' (1m), '...cola' (5m), 'Tiempo máx. ...entre la xfer y la confirmación' (1m30s), '...de bloqueo de dispositivo' (10m), 'Duración mín./máx. de una gestión para entrar en las estadísticas' (2m, 7m), and 'Tiempo de carencia de una marcación que no ha encontrado marcadores libres' (10s).

Clicking on **Disp Marc** will show the dialer numbers used. These numbers correspond to the IP Office TAPI Wave Port user extensions created in **Section 5.3**.



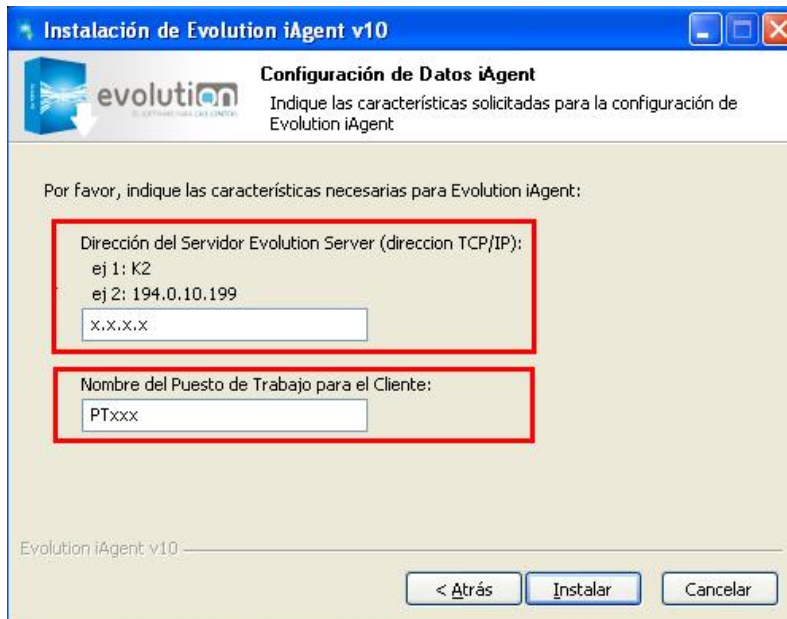
The screenshot shows the 'Configuración' window with the 'Disp. Marc.' tab selected. The 'Dispositivos de marcación' section contains a table with the following data:

| Disp. | Id.Thal | Equipo Thal |
|-------|---------|-------------|
| 500 | | |
| 501 | | |
| 502 | | |
| 503 | | |

The 'Disp.' column is highlighted with a red box. To the left of the table, there are configuration fields for 'Dispositivo', 'Asociado a THAL', 'Línea asociada de THAL', 'Board / Channel', 'Equipo', and buttons for 'Añadir' and 'Quitar'.

7.7. Configuration of ICR Evolution iAgent

Information on the installation of iAgent can be found at <http://www.evolutioncallcenter.com/>. During the installation of iAgent, the IP Address of the Evolution Server and workstation must be added as shown below.



Instalación de Evolution iAgent v10

Configuración de Datos iAgent
Indique las características solicitadas para la configuración de Evolution iAgent

Por favor, indique las características necesarias para Evolution iAgent:

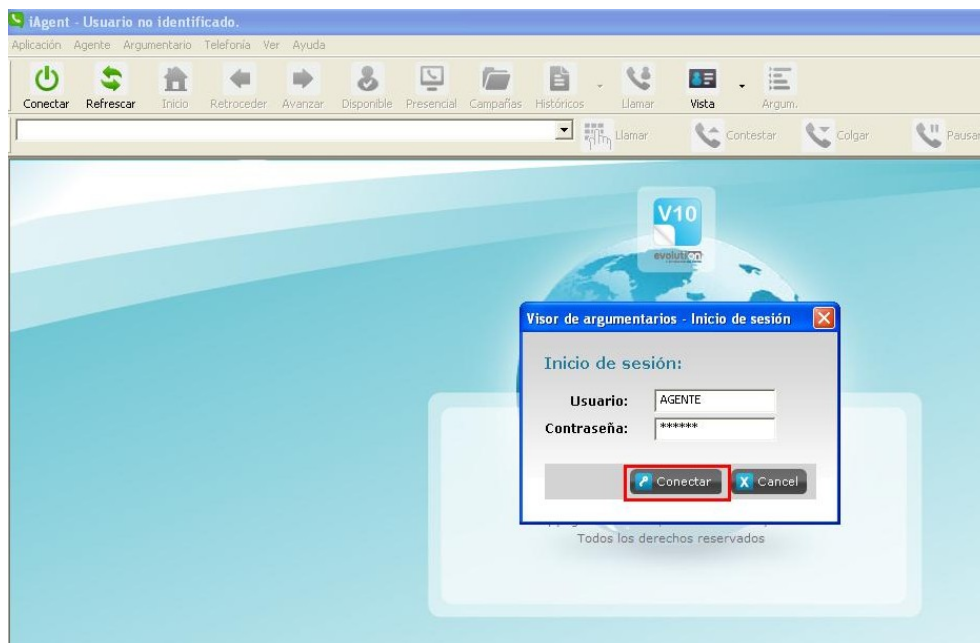
Dirección del Servidor Evolution Server (direccion TCP/IP):
ej 1: K2
ej 2: 194.0.10.199
x.x.x.x

Nombre del Puesto de Trabajo para el Cliente:
PTxxx

Evolution iAgent v10

< Atrás Instalar Cancelar

Once the iAgent program is run it asks for a username and password as shown below. Enter the appropriate credentials and click on **Conectar** as highlighted.



iAgent - Usuario no identificado.

Aplicación Agente Argumentario Telefonía Ver Ayuda

Conectar Refrescar Inicio Retroceder Avanzar Disponible Presencial Campañas Históricos Llamar Vista Argum.

Llamar Contestar Colgar Pausar

Visor de argumentarios - Inicio de sesión

Inicio de sesión:

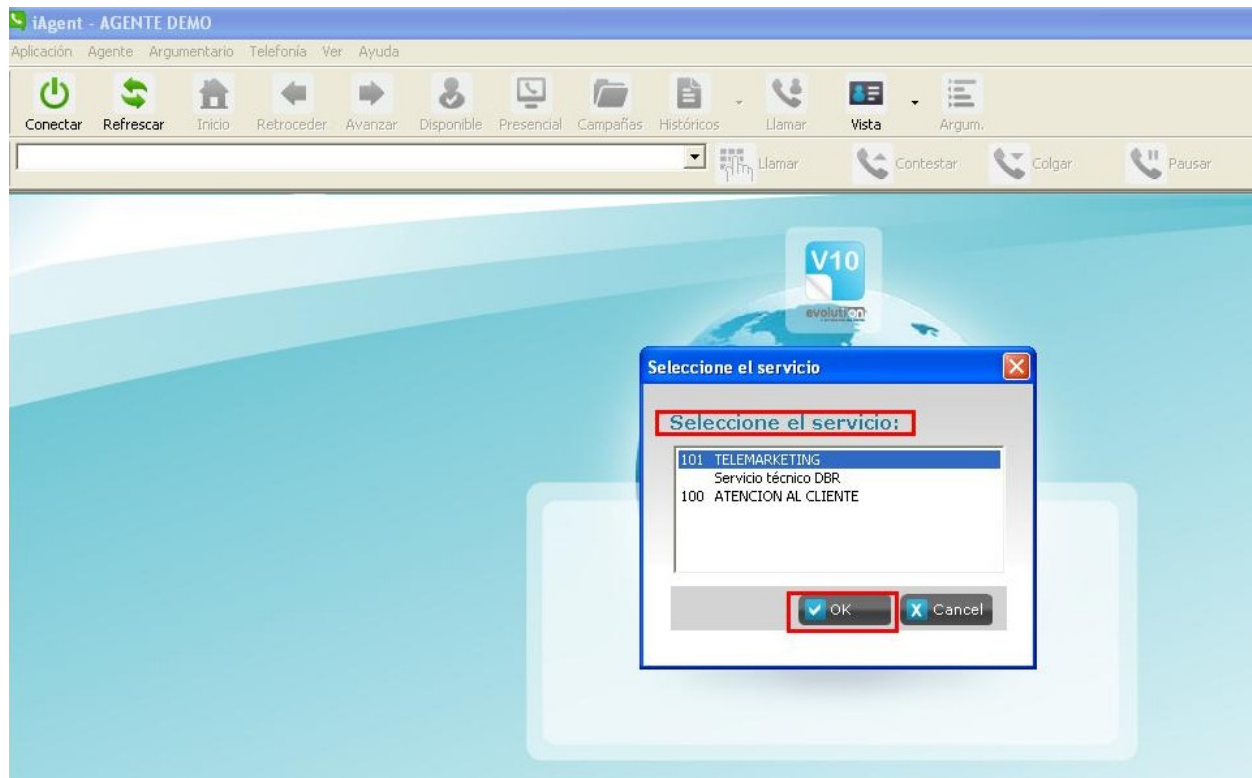
Usuario: AGENTE

Contraseña: *****

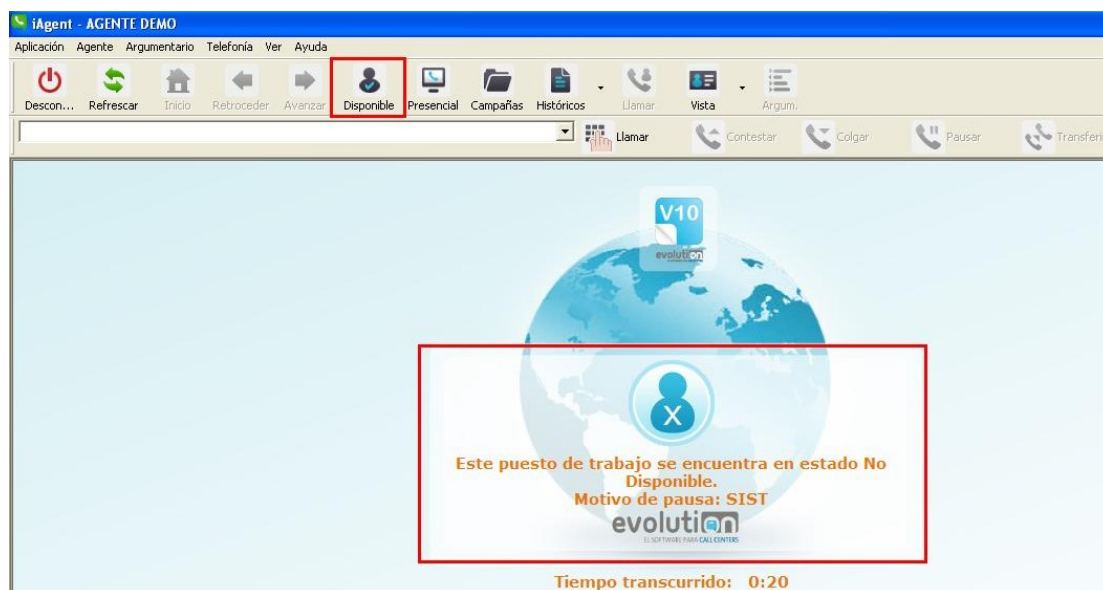
Conectar Cancel

Todos los derechos reservados

The agent logs into a particular service and clicks **OK** as highlighted. Note that only the services associated with that agent will appear in this screen.



Once fully logged into a service, the information highlighted explains that the agent is in a Not Ready state (**estado No Disponible**) and must click on **Disponible** (Ready) as highlighted at the top of the screen. This brings the agent into a state where a call can be received.

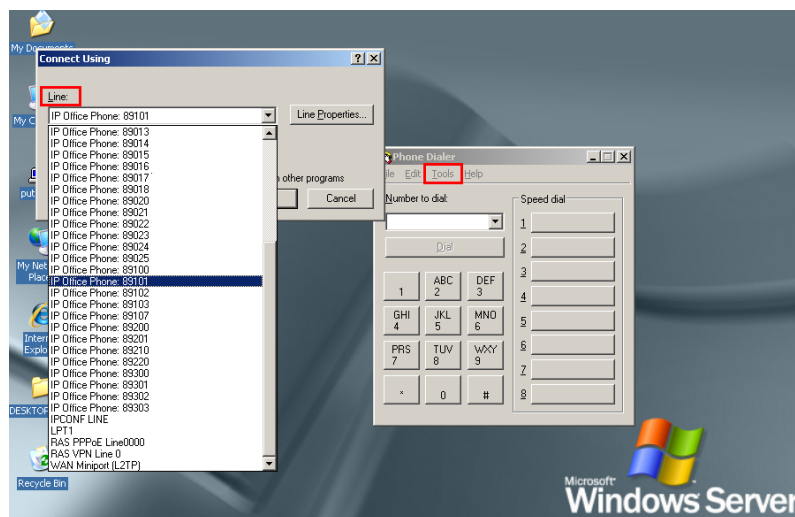


8. Verification Steps

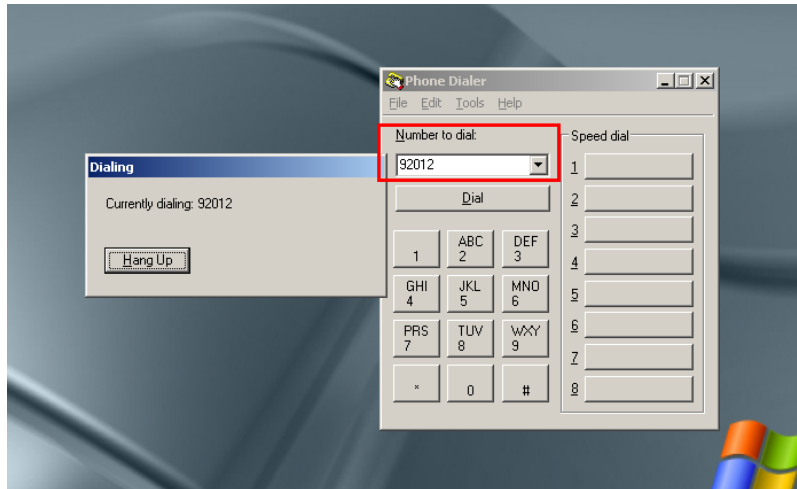
This section illustrates the steps necessary to verify that the Evolution Server is connected to IP Office correctly.

8.1. Verify that Avaya IP Office TAPI Service Provider is running correctly

Open **Phone Dialer** (Windows program installed on all Windows platforms) on the Evolution Server where TAPI is installed. Click on the Tools menu and select **Connect Using**. Another box opens as shown below. Open the **Line** dropdown box and all the IP Office users should appear as an available line to use.

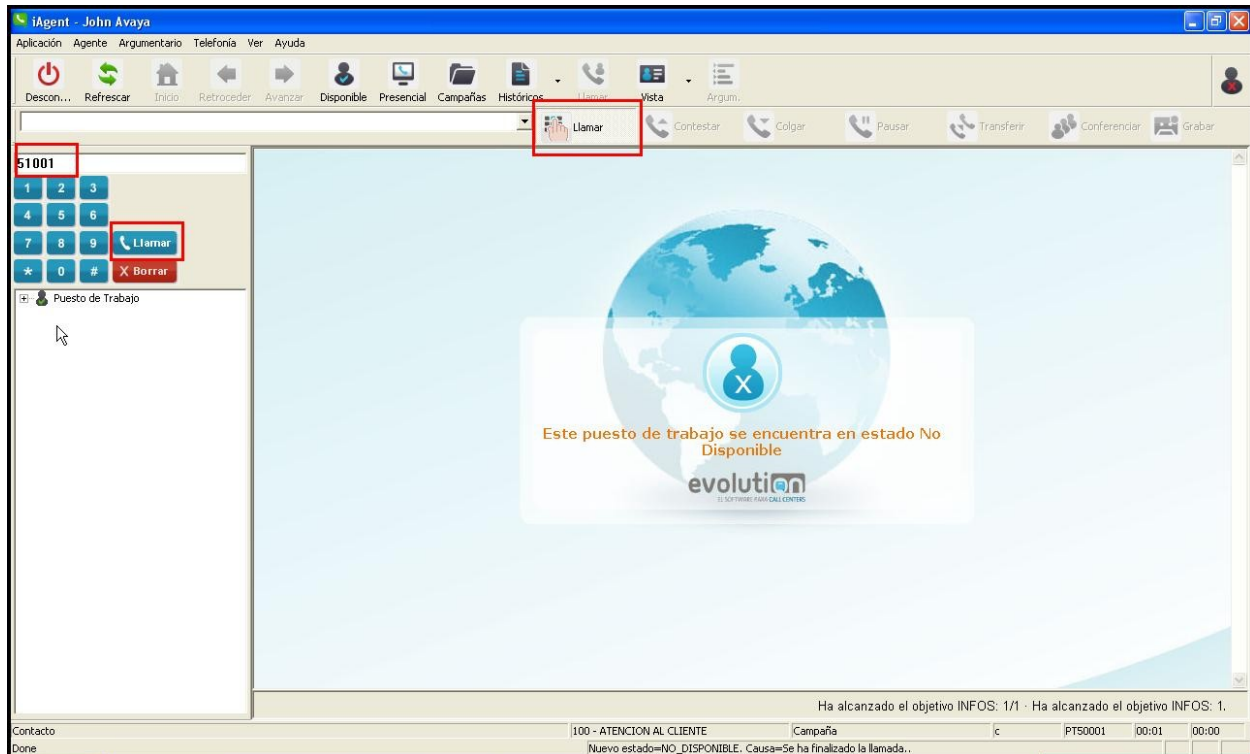


Choose any line and in the box **Number to dial** enter a valid IP Office extension number as shown below and click **Dial**. The **Phone Dialer** should successfully call the chosen extension number.



8.2. Verify that ICR Evolution iAgent can make calls using Avaya IP Office lines

Log into the iAgent application as shown in **Section 7.7**. Click on **Llamar** to open the dial out window. Enter the number of a valid extension and click **Llamar** within the dial out window. A call should be initiated from the agent's handset to the destination number.



9. Conclusion

Illustrated in these Application Notes are the procedures for configuring ICR Evolution to interoperate with Avaya IP Office R7. In the configuration described in these Application Notes, various types of calls including intra-switch, PSTN, outgoing and incoming calls were tested. During compliance testing, all test cases were completed successfully as outlined in **Section 2.1**.

10. Additional References

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

- [1] *TAPI Link installation* Doc # 15-601034 Issue 11d
- [2] *TAPI Link* Doc # 15-601035 Issue 11f
- [3] *IP Office R7* Doc library

The following ICR Evolution product documentation can be found at <http://www.evolutioncallcenter.com>

- [1] *Evolution Manual de Instalación v10*
- [2] *Evolution Manual de Administración y Referencia v10*

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