



Avaya Solution & Interoperability Test Lab

Application Notes for OpenText Qfiniti 16.7 with Avaya Proactive Outreach Manager 3.1 and Avaya Aura® Application Enablement Services 8.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for OpenText Qfiniti 16.7 to interoperate with Avaya Proactive Outreach Manager 3.1.3 and Avaya Aura® Application Enablement Services 8.1.2 using Service Observing to records calls.

OpenText Qfiniti connected to the Avaya solution to allow recording of outbound calls generated by Avaya Proactive Outreach Manager and used the Service Observing feature via the Avaya Aura® Application Enablement Services Device, Media, and Call Control interface to capture media associated with the monitored agent stations for call recording.

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

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

1. Introduction

These Application Notes describe the configuration steps required for OpenText Qfiniti 16.7 to interoperate with Avaya Proactive Outreach Manager 3.1.3 and Avaya Aura® Application Enablement Services 8.1.2 using Service Observing to records calls.

The primary focus of these Application Notes is the connection to Proactive Outreach Manager (POM) in order to record outbound campaign calls from agent phones. OpenText Qfiniti made use of the Call Recorder Application Programming Interface (API) on POM and used the Service Observing feature via the Application Enablement Services Device, Media, and Call Control (DMCC) interface to capture media associated with the monitored agent stations for call recording.

A number of blended calls were also recorded that being a mixture of both outbound calls using POM and inbound calls to a VDN. To facilitate the recording of both the outbound and inbound calls, a separate connection to Application Enablement Services was established. Qfiniti used the Telephony Services Application Programming Interface (TSAPI) from Application Enablement Services to monitor skill groups and agent stations on Communication Manager, along with the Service Observing feature via the Application Enablement Services (DMCC) for call recording of inbound calls.

DMCC works by allowing software vendors to create soft phones, in memory on a recording server, and use them to monitor and record other phones. This is purely a software solution and does not require telephony boards or any wiring beyond a typical network infrastructure. The DMCC API associated with Application Enablement Services monitors the digital and VoIP stations or extensions. The application uses the DMCC service to register itself as a recording device at the target extension. When the target extension joins a call, the application automatically receives the call's aggregated RTP media stream via the recording device by using Service Observing and records the call.

Note: The primary focus of these Application Notes is the connection to the POM recording API for recording of outbound calls. Although a connection to TSAPI was made to allow for blended calls, this connection has previously been certified and the resulting Application Notes are titled *Application Notes for OpenText Qfiniti 16.5 with Avaya Aura® Communication Manager 8.0 and Avaya Aura® Application Enablement Services 8.0 Using Service Observing*.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of Qfiniti, the application automatically performed device queries and requested monitoring of POM agents using the POM Call Recorder API. Qfiniti also registered the virtual IP softphones using DMCC.

For the manual part of the testing, each call was handled manually using the POM Agent Desktop application for user actions such as hold, resume, transfer and conference.

When there was an active call at a monitored agent station, Qfiniti was informed of the call either by reports from POM via the Call Recorder API during an outbound call or by event reports from the TSAPI interface only for an inbound call as part of a blended call. It started call recording using Service Observing via the DMCC interface to add a virtual IP softphone to the active call and obtain the media. The event reports were also used to determine when to stop the call recordings.

The primary focus of the compliance testing was on the recording of outbound calls using POM to generate calls from a list associated with a campaign. Both Preview and Progressive campaigns were used during testing. Some blended calls were made using the POM agent desktop to transfer callers to incoming VDN's. All calls were expected to be recorded.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to Qfiniti.

The verification of tests included use of Application Enablement Services and Qfiniti logs for proper message exchanges and use of Qfiniti's web interface (Qfiniti Web Access) for proper logging and playback of calls.

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 Application Enablement Services and Qfiniti did not include use of any specific encryption features as requested by OpenText.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying the following on Qfiniti.

- **Handling of POM messaging** in areas of event notification and value queries.

- **Use of DMCC services** to register virtual IP softphones, and to activate Service Observing via button press to obtain the media for call recording.
- **Outbound calls in a Preview Campaign** – Test call recording for outbound calls in a preview campaign created on POM made to PSTN endpoints over a SIP trunk.
- **Outbound calls in a Progressive Campaign** - Test call recording for outbound calls in a progressive campaign created on POM made to both QSIG and SIP PSTN endpoints.
- **Hold/Transferred/Conference calls** – Test call recording of outbound calls in a preview campaign on hold, transferred and conferenced.
- **Blended calls** – The recording of both inbound and outbound calls together using the same agent.
- **Serviceability testing** - The behavior of Qfiniti under different simulated failure conditions.

The serviceability testing focused on verifying the ability of Qfiniti to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to Qfiniti.

2.2. Test Results

All test cases were executed. The following observation was noted on POM from the compliance testing.

The POM Call Recorder API is sending “Active” instead of “Hold” when a call is placed on hold. To identify whether a customer is on hold because of consult or actual hold (by pressing hold button), in case of actual hold there will be two participants, and for consult case there will be three participants. This is as per design.

2.3. Support

Technical support on Qfiniti can be obtained through the following.

- **Phone:** +1 (800) 540-7292
- **Web:** <http://engage.opentext.com/products/qfiniti>

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test Qfiniti with POM, Communication Manager and Application Enablement Services.

During compliance testing, Qfiniti monitored the skill groups and agent stations shown in the table below.

Device Type	Extension
VDN	1900, 1901
Skill Group	90, 91
Supervisor	1002
Agent Station	1100 (SIP), 1001 (H.323), 1050 (Digital)
Agent ID	1400, 1401, 1402
Virtual DMCC Stations	18901, 18902, 18903

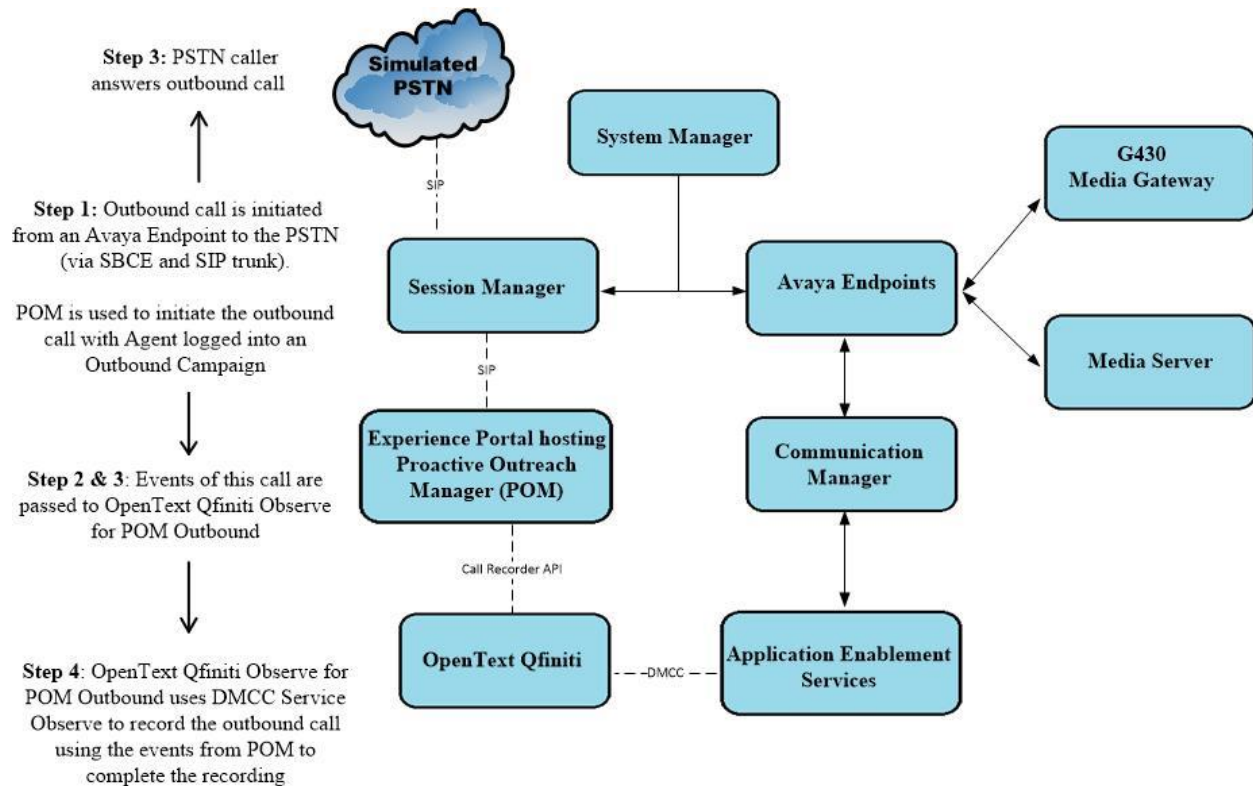


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Avaya Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	System Manager 8.1.2.0 Build No. – 8.1.0.0.733078 Software Update Revision No: 8.1.2.0.0611261 Feature Pack 2
Avaya Aura® Session Manager running on a virtual server	Session Manager R8.1.2 Build No. – 8.1.2.0.812039
Avaya Aura® Communication Manager running on a virtual server	R8.1.2.0 – FP2 R018x.00.0.890.0 Update ID 01.0.890.0-26095
Avaya Aura® Experience Portal used to host POM Avaya Proactive Outreach Manager -EPM (Experience Portal Manager) -MPP (Media Processing Platform)	R7.2.3 R03.01.03.01.03.013 R7.2.3.0.0505 R7.2.3.0.0505
Avaya Aura® Application Enablement Services	8.1.2
Avaya Aura® Media Server	8.0.0.169
Avaya G430 Media Gateway	41.16.0/1
Avaya J179 H.323 Deskphone	6.8304
Avaya 96x1 SIP Deskphone	7.1.2.0.14
Avaya Digital 9408	2.00
OpenText Equipment/Software	Release/Version
OpenText Qfiniti running on Windows 2016 server with MS SQL 2016	16.7.0
<ul style="list-style-type: none"> Avaya TSAPI Windows Client (csta32.dll) Avaya DMCC XML 	8.0.0.38 8.0.0.38

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Verify license
- Administer CTI link
- Administer IP codec set
- Administer system parameters features
- Administer class of restriction
- Administer agent stations (H.323)
- Administer virtual IP softphones
- Administer agent stations (SIP)

5.1. Verify License

Log in to the System Access Terminal to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the **display system-parameters customer-options** command to verify that the **Computer Telephony Adjunct Links** customer option is set to **y** on **Page 4**. If this option is not set to **y**, then contact the Avaya sales team or business partner for a proper license file.

display system-parameters customer-options		Page	4 of 12
OPTIONAL FEATURES			
Abbreviated Dialing Enhanced List?	y	Audible Message Waiting?	y
Access Security Gateway (ASG)?	n	Authorization Codes?	y
Analog Trunk Incoming Call ID?	y	CAS Branch?	n
A/D Grp/Sys List Dialing Start at 01?	y	CAS Main?	n
Answer Supervision by Call Classifier?	y	Change COR by FAC?	n
ARS?	y	Computer Telephony Adjunct Links?	y
ARS/AAR Partitioning?	y	Cvg Of Calls Redirected Off-net?	y
ARS/AAR Dialing without FAC?	n	DCS (Basic)?	y
ASAI Link Core Capabilities?	y	DCS Call Coverage?	y
ASAI Link Plus Capabilities?	y	DCS with Rerouting?	y
Async. Transfer Mode (ATM) PNC?	n		
Async. Transfer Mode (ATM) Trunking?	n	Digital Loss Plan Modification?	y
ATM WAN Spare Processor?	n	DS1 MSP?	y

Navigate to **Page 7** and verify that the **Service Observing (Basic)** customer option is set to **y**.

display system-parameters customer-options		Page	7 of 12
CALL CENTER OPTIONAL FEATURES			
Call Center Release: 7.0			
ACD?	y	Reason Codes?	y
BCMS (Basic)?	y	Service Level Maximizer?	n
BCMS/VuStats Service Level?	y	Service Observing (Basic)?	y
BSR Local Treatment for IP & ISDN?	y	Service Observing (Remote/By FAC)?	y
Business Advocate?	n	Service Observing (VDNs)?	y
Call Work Codes?	y	Timed ACW?	y
DTMF Feedback Signals For VRU?	y	Vectoring (Basic)?	y
Dynamic Advocate?	n	Vectoring (Prompting)?	y

5.2. Administer CTI Link

Add a CTI link using the **add cti-link n** command, where “n” is an available CTI link number. Enter an available extension number in the **Extension** field. Note that the CTI link number and extension number may vary. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

```
add cti-link 1                                     Page 1 of 3
CTI LINK
CTI Link: 1
Extension: 1990
Type: ADJ-IP
Name: aes81xvmpg                                COR: 1
```

5.3. Administer IP Codec Set

Use the **change ip-codec-set n** command, where “n” is an existing codec set number used for integration with Qfiniti.

For customer network that use encrypted media, make certain that **none** is included for **Media Encryption**, and that **Encrypted SRTP** is set to **best-effort**, these settings are needed for support of non-encrypted media from the virtual IP softphones used by Qfiniti.

In the compliance testing, this IP codec set was assigned to the virtual IP softphones used by Qfiniti.

```
change ip-codec-set 1                             Page 1 of 2
IP Codec Set
Codec Set: 1
Audio      Silence  Frames  Packet
Codec      Suppression Per Pkt  Size(ms)
1: G.711A      n        2      20
2: G.711MU
3: G.729
4:
5:
6:
7:
Media Encryption                               Encrypted SRTP: best-effort
1: 1-srtp-aescm128-hmac80
2: none
3:
4:
5:
```


5.4. Administer System Parameters Features

Use the **change system-parameters features** command and navigate to **Page 11**. Set **Service Observing: Warning Tone** to the needed setting per customer requirement, and enable **Allow Two Observers in Same Call**, as shown below.

change 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:	Delay:
Message Waiting Lamp Indicates Status For:	station
Work Mode On Login:	aux
VECTORIZING	
Converse First Data Delay:	0
Converse Signaling Tone(msec):	100
Prompting Timeout(secs):	10
Interflow-qpos EWT Threshod:	2
Reverse Star/Pound Digit For Collect Step?	n
Available Agent Adjustments for BSR?	n
BSR Tie Strategy:	1st-found
Store VDN Name in Station's Local Call Log?	n
SERVICE OBSERVING	
Service Observing: Warning Tone?	n
Allowed with Exclusion: Service Observing?	n
Allow Two Observers in Same Call?	y

5.5. Administer Class of Restriction

Enter the **change cor n** command, where “n” is the class of restriction (COR) number used for integration with Qfiniti. Set the **Can Be Service Observed** and **Can Be A Service Observer** fields to **y**, as shown below. For the compliance testing, this COR was assigned to the agent stations and virtual IP softphones.

If desired, separate COR can be used for enablement of each parameter. The COR with **Can Be Service Observed** enabled needs to be assigned to the agent stations, and the COR with **Can Be A Service Observer** enabled needs to be assigned to the virtual IP softphones.

change cor 2	Page 1 of 23
CLASS OF RESTRICTION	
COR Number: 2	
COR Description: OpenText	
FRL:	0
Can Be Service Observed?	y
Can Be A Service Observer?	y
Time of Day Chart:	1
Priority Queuing?	n
Restriction Override:	none
Restricted Call List?	n
APLT?	y
Calling Party Restriction:	none
Called Party Restriction:	none
Forced Entry of Account Codes?	n
Direct Agent Calling?	n
Facility Access Trunk Test?	n
Can Change Coverage?	n

5.6. Administer Agent Stations (H.323)

Use the **change station n** command, where n is the first H.323 agent station extension from **Section 3**. For **COR**, enter the COR number from **Section 5.5**.

Repeat this section to administer all agent stations from **Section 3**. In the compliance testing, one agent station was administered as shown below.

change station 1001	Page	1 of	5
STATION			
Extension: 1001	Lock Messages? n	BCC: 0	
Type: 9611	Security Code: *	TN: 1	
Port: S00102	Coverage Path 1: 1	COR: 2	
Name: CM Station 1	Coverage Path 2:	COS: 1	
	Hunt-to Station:	Tests? y	

5.7. Administer Virtual IP Softphones

Add a virtual IP softphone using the **add station n** command, where “n” is an available extension number. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Extension:** The available extension number
- **Type:** Any IP telephone type, such as **4620**
- **Name:** A descriptive name
- **Security Code:** A desired code
- **COR:** The COR number from **Section 5.5**
- **IP SoftPhone:** y

add station 18901	Page	1 of	5
STATION			
Extension: 18901	Lock Messages? n	BCC: 0	
Type: 4620	Security Code: 1234	TN: 1	
Port: IP	Coverage Path 1:	COR: 2	
Name: Qfiniti DMCC 1	Coverage Path 2:	COS: 1	
	Hunt-to Station:	Tests: y	
STATION OPTIONS			
Location:	Time of Day Lock Table:		
Loss Group: 19	Personalized Ringing Pattern: 1		
	Message Lamp Ext: 18901		
Speakerphone: 2-way	Mute Button Enabled? y		
Display Language: english	Expansion Module? n		
Survivable GK Node Name:			
Survivable COR: internal	Media Complex Ext:		
Survivable Trunk Dest? y	IP SoftPhone? y		
	IP Video Softphone? n		
	Short/Prefixed Registration Allowed: default		

Navigate to **Page 4** and add **serv-obsrv** to the 6th button as shown below.

add station 18901		Page 4 of 5
STATION		
SITE DATA		
Room:		Headset? n
Jack:		Speaker? n
Cable:		Mounting: d
Floor:		Cord Length: 0
Building:		Set Color:
ABBREVIATED DIALING		
List1:	List2:	List3:
BUTTON ASSIGNMENTS		
1: call-appr	5:	
2: call-appr	6: serv-obsrv	
3: call-appr	7:	
4:	8:	

5.8. Administer Agent Stations (SIP)

Each Avaya SIP endpoint or station that needs to be monitored and used for 3rd party call control will need to have “Type of 3PCC Enabled” set to “Avaya”. Changes of SIP phones must be carried out from System Manager by entering **http://<FQDN>/network-login**, where <FQDN> is the fully qualified domain name of System Manager or **http://<IP Address>/network-login**. Log in using appropriate credentials.

Note: The following shows changes a SIP extension and assumes that the SIP extension has been programmed correctly and is fully functioning.

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.

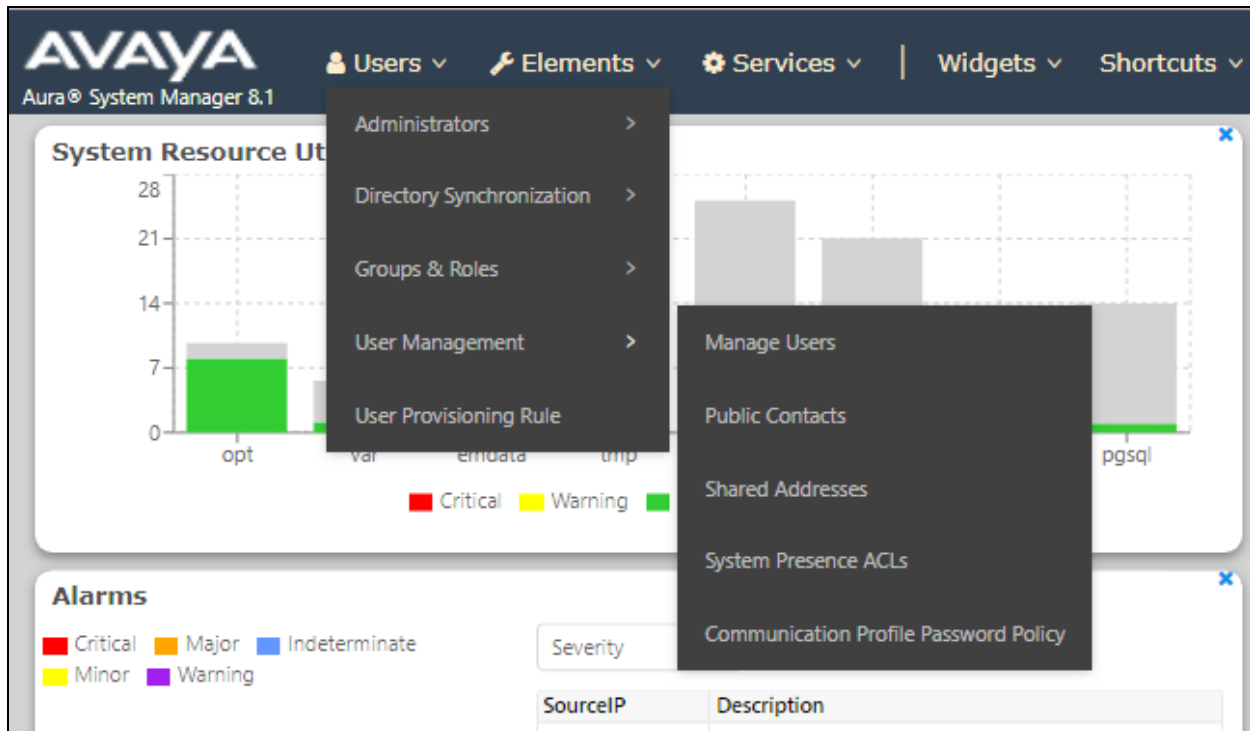
User ID:

Password:

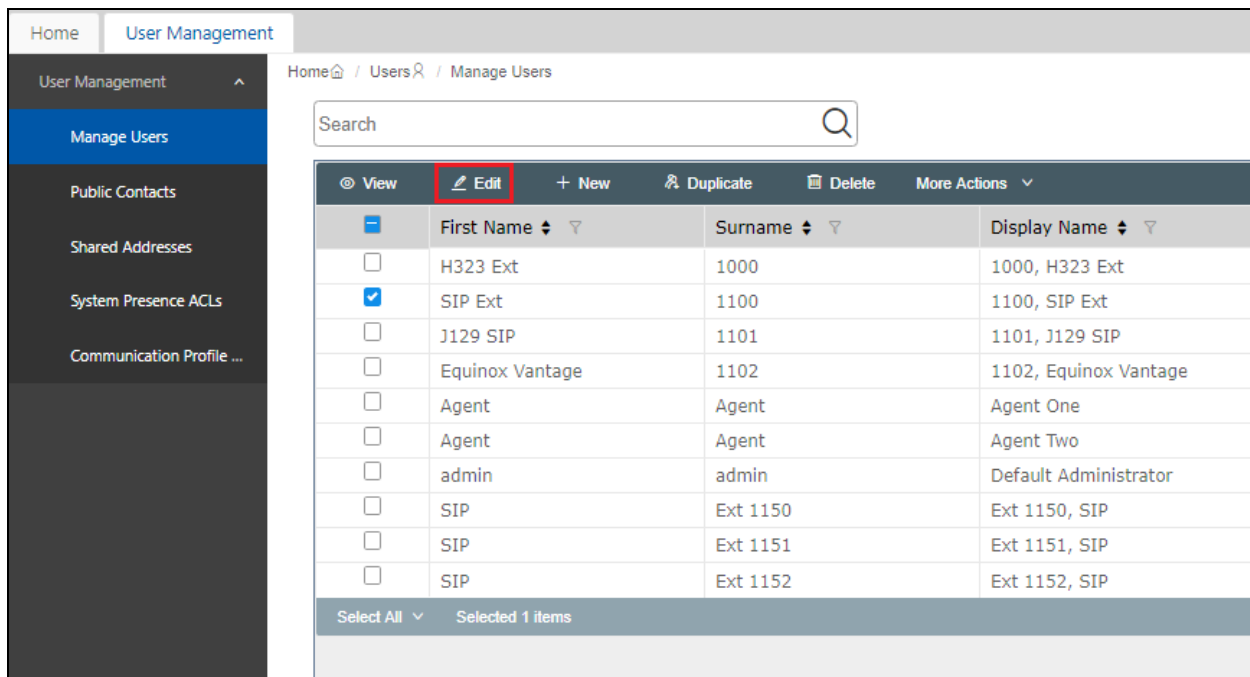
[Change Password](#)

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

From the home page, click on **Users** → **User Management** → **Manage Users**, as shown below.



Click on **Manage Users** in the left window. Select the station to be edited and click on **Edit**.



Click on the **CM Endpoint Profile** tab in the left window. Click on **Endpoint Editor** to make changes to the SIP station.

User Profile | Edit | 1100@devconnect.local

Commit & Continue | **Commit** | Cancel

Identity | **Communication Profile** | Membership | Contacts

Communication Profile Password

PROFILE SET : Primary

Communication Address

PROFILES

Session Manager Profile ☒

Avaya BreezeS Profile ☐

CM Endpoint Profile ☒

* System : cm\$1xvmpg

* Profile Type : Endpoint

Use Existing Endpoints : ☐

* Extension : 1100

Template : Start typing...

* Set Type : 9641SIPCC

Security Code : Enter Security Code

Port : S000002

Voice Mail Number : 6666

Preferred Handle : Select

Calculate Route Pattern : ☐

Sip Trunk : aar

SIP URI : Select

Enhanced Callr-Info Display for 1-line phones : ☐

Delete on Unassign from User or on Delete User : ☒

Override Endpoint Name and Localized Name : ☒

Allow H.323 and SIP Endpoint Dual Registration : ☐

In the **General Options** tab ensure that **Type of 3PCC Enabled** is set to **Avaya** as is shown below. Click on **Done**, at the bottom of the screen, once this is set.

General Options (G) * | Feature Options (F) | Site Data (S) | Abbreviated Call Dialing (A)

Enhanced Call Fwd (E) | Button Assignment (B) | Profile Settings (P) | Group Membership (M)

* Class of Restriction (COR) : 1

* Emergency Location Ext : 1100

* Tenant Number : 1

* SIP Trunk : aar

Coverage Path 1

Lock Message : ☐

Multibyte Language : Not Applicable

* Class of Service (COS) : 1

* Message Lamp Ext. : 1100

Type of 3PCC Enabled : Avaya

Coverage Path 2

Localized Display Name : 1100, SIP Ext

Enable Reachability for Station Domain Control : system

SIP URI

Primary Session Manager

IPv4 : 10.10.40.32 | IPv6 :

Secondary Session Manager

Click on **Commit** once this is done to save the changes.

User Profile | Edit | 1100@devconnect.local

Commit & Continue

Commit

Cancel

Identity

Communication Profile

Membership

Contacts

Communication Profile Password

PROFILE SET : Primary

Communication Address

PROFILES

Session Manager Profile

Avaya Breeze® Profile

CM Endpoint Profile

* System :

cm81xvmpg

* Profile Type :

Endpoint

Use Existing Endpoints :

* Extension :

1100

Template :

Start typing...

* Set Type :

9641SIPCC

Security Code :

Enter Security Code

Port :

S000002

Voice Mail Number :

6666

Preferred Handle :

Select

Calculate Route Pattern :

Sip Trunk :

aar

SIP URI :

Select

Enhanced Callr-Info Display for 1-line phones :

Delete on Unassign from User or on Delete User :

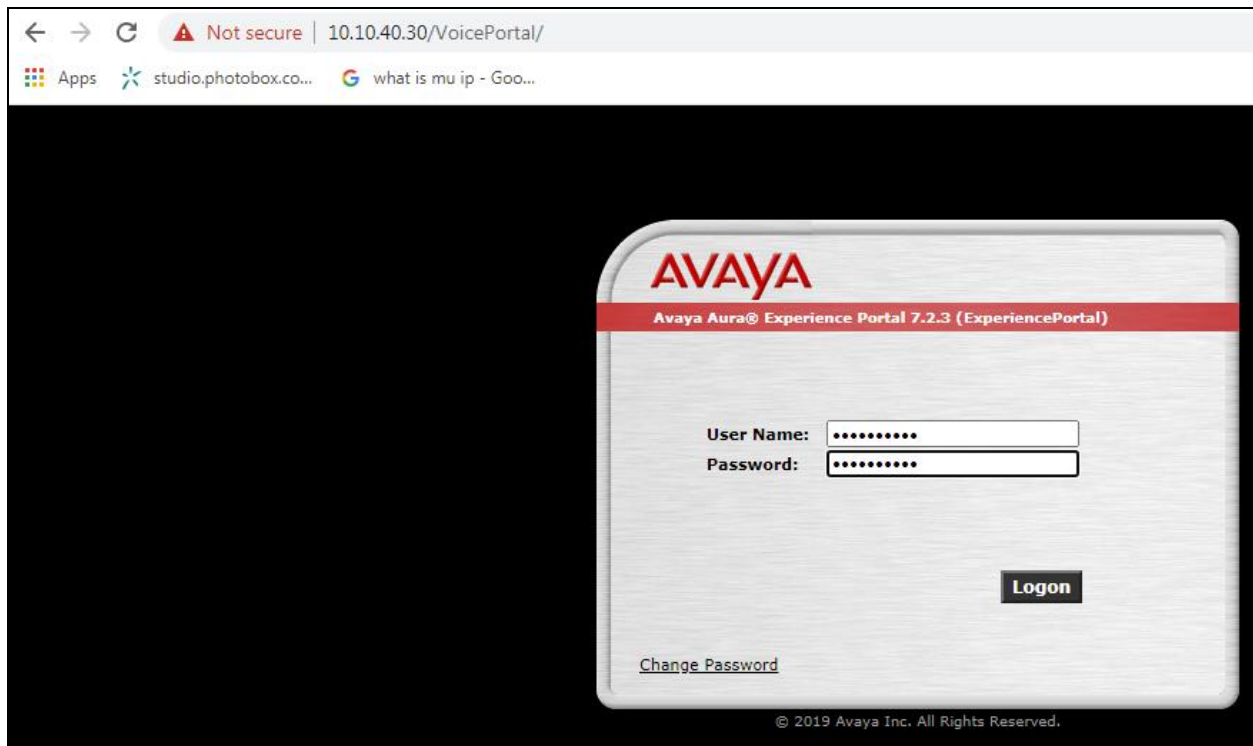
Override Endpoint Name and Localized Name :

Allow H.323 and SIP Endpoint Dual Registration :

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

Avaya Proactive Outreach Manager is installed on top of an existing Avaya Aura® Experience Portal installation. It is assumed that both Experience Portal and POM are fully installed and configured. This section will go through the changes that are necessary to allow Qfiniti to connect and receive call events from the POM Call Recorder API.

Open a web browser and navigate to **https://<IPAddressofEP>/VoicePortal/** as shown below, enter the appropriate credentials and click on **Logon**.



6.1. Configure Proactive Outreach Manager

Select **POM Home** from the bottom of the left window.

AVAYA Welcome, epadmin
Last logged in yesterday at 1:05:05 PM IST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

You are here: Home

Avaya Aura® Experience Portal Manager

Avaya Aura® Experience Portal Manager (EPM) is the consolidated web-based application for administering Experience Portal. Through the EPM interface you can configure Experience Portal, check the status of an Experience Portal component, and generate reports related to system operation.

Installed Components

Media Processing Platform
Media Processing Platform (MPP) is an Avaya media processing server. When an MPP receives a call from a PBX, it invokes a VoiceXML (or CCXML) application on an application server. It then communicates with ASR and TTS servers as necessary to process the call.

Email Service
Email Service is an Experience Portal feature which provides e-mail capabilities.

HTML Service
HTML Service is an Experience Portal feature which supports web applications with HTML5 capabilities. It includes support for browser based services for mobile devices.

Proactive Outreach Manager
Avaya Proactive Outreach Manager (POM) provides a solution for unified, multichannel, inbound and outbound architecture, with the capability to communicate through different channels of interaction, from Short Message Service (SMS) to e-mail to the traditional voice.

SMS Service
SMS Service is an Experience Portal feature which provides SMS capabilities.

Legal Notice

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REVISED: May 22, 2019

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Select **Global Configurations** as shown below.

AVAYA Welcome
Last logged in Dec 13, 2016 at 5

Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal) Home ? Help

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Campaigns Contacts Configurations

Proactive Outreach Manager is an application for interactive outbound Voice, SMS and E-mail notifications. With Proactive Outreach Manager you can deploy Campaigns that deliver the right information and service over the right media from the right resource at the right time.

Configurations

- POM Servers
- POM Zone Configuration
- POM Zone Licenses
- Global Configurations**
- Purge Schedules
- Phone Formats
- AACC Configurations

Proactive Outreach Manager

Scroll down to the **WFO** section and ensure that **Enable WFO** is ticked and the default port of **7999** is selected. The **Nailup call CLID** can be set at any figure and it was set as shown below. Click **Apply** at the bottom of the screen.

WFO

Enable WFO☒

WFO port * 7999

Agent settings

Maximum job waiting duration(min) * 20

Minimum job attachment period(min) * 15

Nailing retry interval(sec) * 20

Call queue ☐

Nailup call CLID * 98765

Override PAI for External Consult Calls ☐

ANI for external consult calls ☒ Nailup call CLID ☐ Agent Extension

Miscellaneous

POM poller polling interval(sec) * 5

Agent script editor auto save time(min) * 1

Advanced settings

JMS listen port * 51616

Pacer base port * 9995

Router base port * 7779

Agent manager base port * 9970

Campaign batch size * 600

Maximum concurrent jobs * 50

Maximum ports per server * 1200

Apply

Cancel

Help

6.2. Create a POM User for Qfiniti

A user must be created to allow Qfiniti access to web services for call events. This user will be configured during the Qfiniti setup in **Section 8.3** Click on **Users** in the left window and **Add** in the main window.

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal)

Expand All | Collapse All

You are here: [Home](#) > [User Management](#) > [Users](#)

Users

This page displays the list of EPM user accounts. Depending on your user role, you can add, modify, and delete user accounts. You can also configure the parameters under LDAP Settings to enable the EPM to access user accounts in your corporate directory.

<input type="checkbox"/>	Name	Enable	Type	Assigned Roles/Features	Last Login	Failed Attempts	Locked	Password Longevity (days)
<input checked="" type="checkbox"/>	sadmin	Yes	EP (Password)	Administration, Auditor, User Manager	Jul 17, 2020 2:02:33 PM IST			365 (System)
<input type="checkbox"/>	inisoftom	Yes	EP (Password)	Administration, Web Services	Never			Not enforced
<input type="checkbox"/>	init	Yes	EASG	Service Account	Never			N/A
<input type="checkbox"/>	nice	Yes	EP (Password)	POM Campaign Manager, Web Services	Never			Not enforced
<input type="checkbox"/>	opentextom	Yes	EP (Password)	POM Campaign Manager, Web Services	Never			Not enforced
<input type="checkbox"/>	pom	Yes	EP (Password)	Administration, POM Campaign Manager, POM Administration, Reporting, POM Supervisor, Web Services	Jul 2, 2019 5:20:14 PM IST			Not enforced
<input type="checkbox"/>	pom1	Yes	EP (Password)	Administration, Auditor, POM Campaign Manager, POM Contact Attributes Unmask, Maintenance, Operations, POM Administration, Privacy Manager, Reporting, POM Supervisor, User Manager, Web Services	Never			Not enforced

Add **Delete** **Help**

Ensure that **Web Services** is ticked, enter a suitable **Name** and **Password** and click on **Save**.

Change User

Use this page to modify a EPM user account. You can change the user role and password.

Name: opentextpom

Enable: ☒ Yes ☐ No

Roles:

<input type="checkbox"/> Administration	<input type="checkbox"/> Auditor	<input checked="" type="checkbox"/> POM Campaign Manager
<input type="checkbox"/> POM Contact Attributes Unmask	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Operations
<input type="checkbox"/> POM Administration	<input type="checkbox"/> Privacy Manager	<input type="checkbox"/> Reporting
<input type="checkbox"/> POM Supervisor	<input type="checkbox"/> User Manager	<input checked="" type="checkbox"/> Web Services

Created: 7/10/20 6:25 AM

Password:

Verify Password:

Enforce Password Longevity: ☐

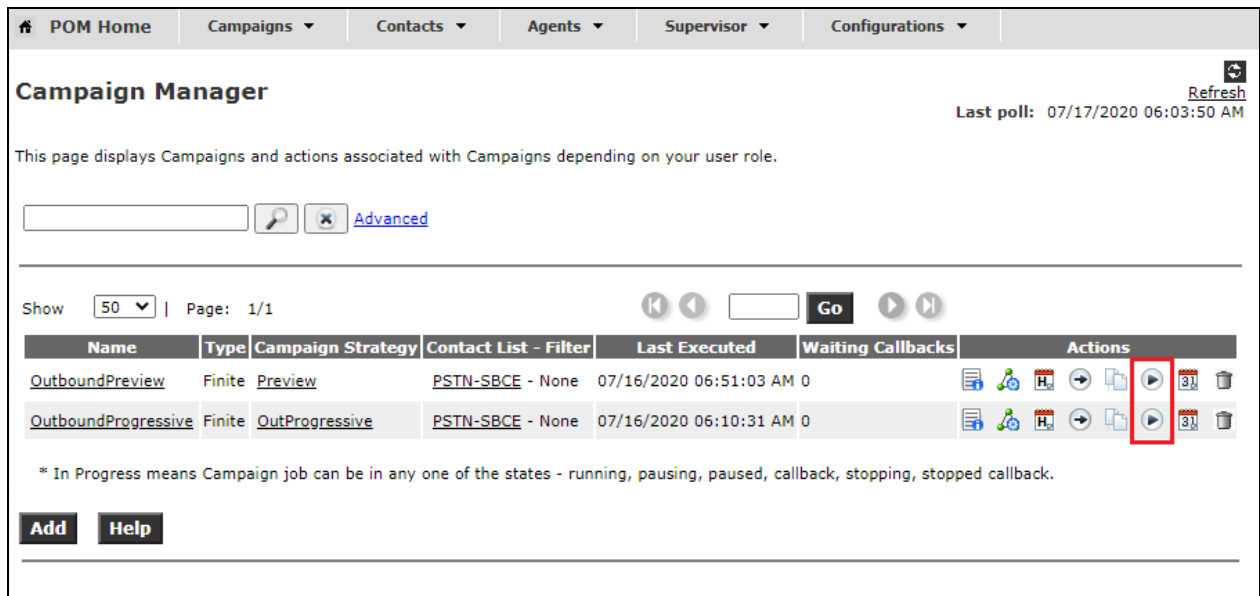
Save **Apply** **Cancel** **Help**

6.3. Starting the Outbound Campaign

Before any outbound calls can be made, the outbound campaign (configured in the **Appendix**) must be started. Open **Campaign Manager** as shown below.



All campaigns that are configured are shown. To start a campaign, click on the play icon highlighted below.



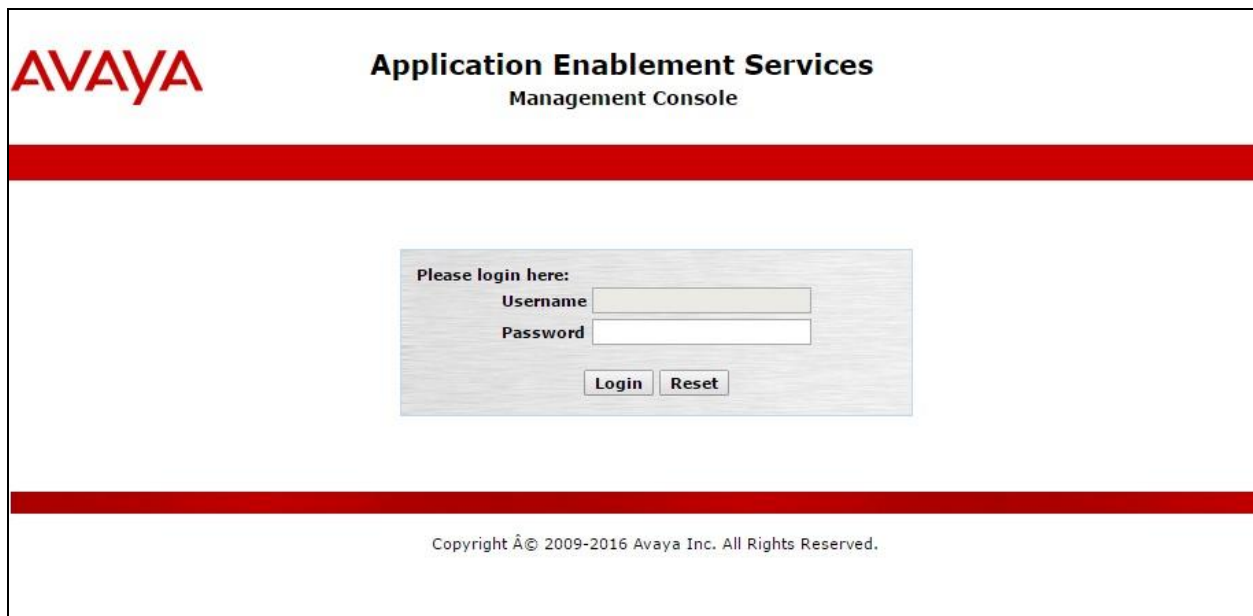
7. Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services. The procedures fall into the following areas:

- Verify Licensing
- Administer TSAPI link
- Identify Tlinks
- Enable TSAPI and DMCC Ports
- Create CTI User
- Administer Security Database

7.1. Verify Licensing

To access the AES Management Console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the IP address of the AES. At the login screen displayed, log in with the appropriate credentials and then select the **Login** button.



The screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" is displayed in a large, bold font, with "Management Console" in a smaller font below it. A thick red horizontal bar spans the width of the page. Below this bar is a light gray rectangular box containing the login form. The form includes the text "Please login here:" followed by two input fields: "Username" and "Password". Below these fields are two buttons: "Login" and "Reset". Another thick red horizontal bar is located below the login box. At the bottom of the page, centered, is the copyright notice: "Copyright © 2009-2016 Avaya Inc. All Rights Reserved."

The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that the TSAPI Service is licensed by ensuring that **TSAPI Service** is in the list of **Services** and that the **License Mode** is showing **NORMAL MODE**. If not, contact an Avaya support representative to acquire the proper license.

AE Services Home | Help | Logout

AE Services

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	License Mode	Cause*
ASAI Link Manager	N/A	Running	N/A	N/A
CVLAN Service	OFFLINE	Running	N/A	N/A
DLG Service	OFFLINE	Running	N/A	N/A
DMCC Service	ONLINE	Running	NORMAL MODE	N/A
TSAPI Service	ONLINE	Running	NORMAL MODE	N/A
Transport Layer Service	N/A	Running	N/A	N/A
AE Services HA	Not Configured	N/A	N/A	N/A

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

* -- For more detail, please mouse over the Cause, you'll see the tooltip, or go to help page.

License Information
You are licensed to run Application Enablement (CTI) release 8.x

The TSAPI and DMCC licenses are user licenses issues by the Web License Manager to which the Application Enablement Services (AES) server is pointed to. The following screen shows the available licenses for both DMCC and TSAPI users.

Application_Enablement

View license capacity
View peak usage
ASBCE
Session_Border_Controller_E_AE
AVAYA_OCEANA
Avaya_Oceana
CCTR
ContactCenter
CE
COLLABORATION_ENVIRONMENT
COLLABORATION_DESIGNER
Collaboration_Designer
COLLABORATIVE_BROWSING_SNAP-IN
Collaborative_Browsing_Snap_In
COMMUNICATION_MANAGER
Call_Center
Communication_Manager
CONTEXT_STORE
Context_Store
CONTROL_MANAGER
Control_Manager

License File Host IDs:

Licensed Features

10 Items Show All

Feature (License Keyword)	Expiration date	Licensed capacity
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	44
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	44
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	44
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	4
DLG VALUE_AES_DLG	permanent	44
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	44
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	4
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	44

SmallServerTypes:
s8300c;s8300d;icc;premio;tn8400;laptop;CtiS
MediumServerTypes:
ibmx306;ibmx306m;dell1950;xen;hs20;hs20_
LargeServerTypes:
isp2100;ibmx305;d1380g3;d1385g1;d1385g2;u
TrustedApplications: 1PS_001_BasicUserRestrict

7.2. Administer TSAPI link

From the Application Enablement Services Management Console, select **AE Services** → **TSAPI** → **TSAPI Links**. Select **Add Link** button as shown in the screen below.



On the **Add TSAPI Links** screen (or the **Edit TSAPI Links** screen to edit a previously configured TSAPI Link as shown below), enter the following values:

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection **cm81xvmpg**, which has already been configured from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5.2** which is **1**.
- **ASAI Link Version:** This should be set to the highest version available.
- **Security:** This was set to **Both** allowing both secure and nonsecure connections.


Once completed, select **Apply Changes**.

The screenshot shows the 'Edit TSAPI Links' configuration form. It contains the following fields and values:

Field	Value
Link	1
Switch Connection	cm81xvmpg
Switch CTI Link Number	1
ASAI Link Version	11
Security	Both

At the bottom of the form are three buttons: 'Apply Changes', 'Cancel Changes', and 'Advanced Settings'.


Another screen appears for confirmation of the changes made. Choose **Apply**.

Apply Changes to Link
Warning! Are you sure you want to apply the changes?
These changes can only take effect when the TSAPI server restarts.
 **Please use the Maintenance -> Service Controller page to restart the TSAPI server.**

When the TSAPI Link is completed, it should resemble the screen below.

TSAPI Links				
Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
<input checked="" type="radio"/> 1	cm81xvmpg	1	11	Both
<input type="button" value="Add Link"/> <input type="button" value="Edit Link"/> <input type="button" value="Delete Link"/>				

The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance** → **Service Controller**. On the **Service Controller** screen, tick the **TSAPI Service** and select **Restart Service**.

**Application Enablement Services**
Management Console

Maintenance | Service Controller

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▼ Maintenance

▶ Date Time/NTP Server

▶ Security Database

▶ Service Controller

▶ Server Data

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

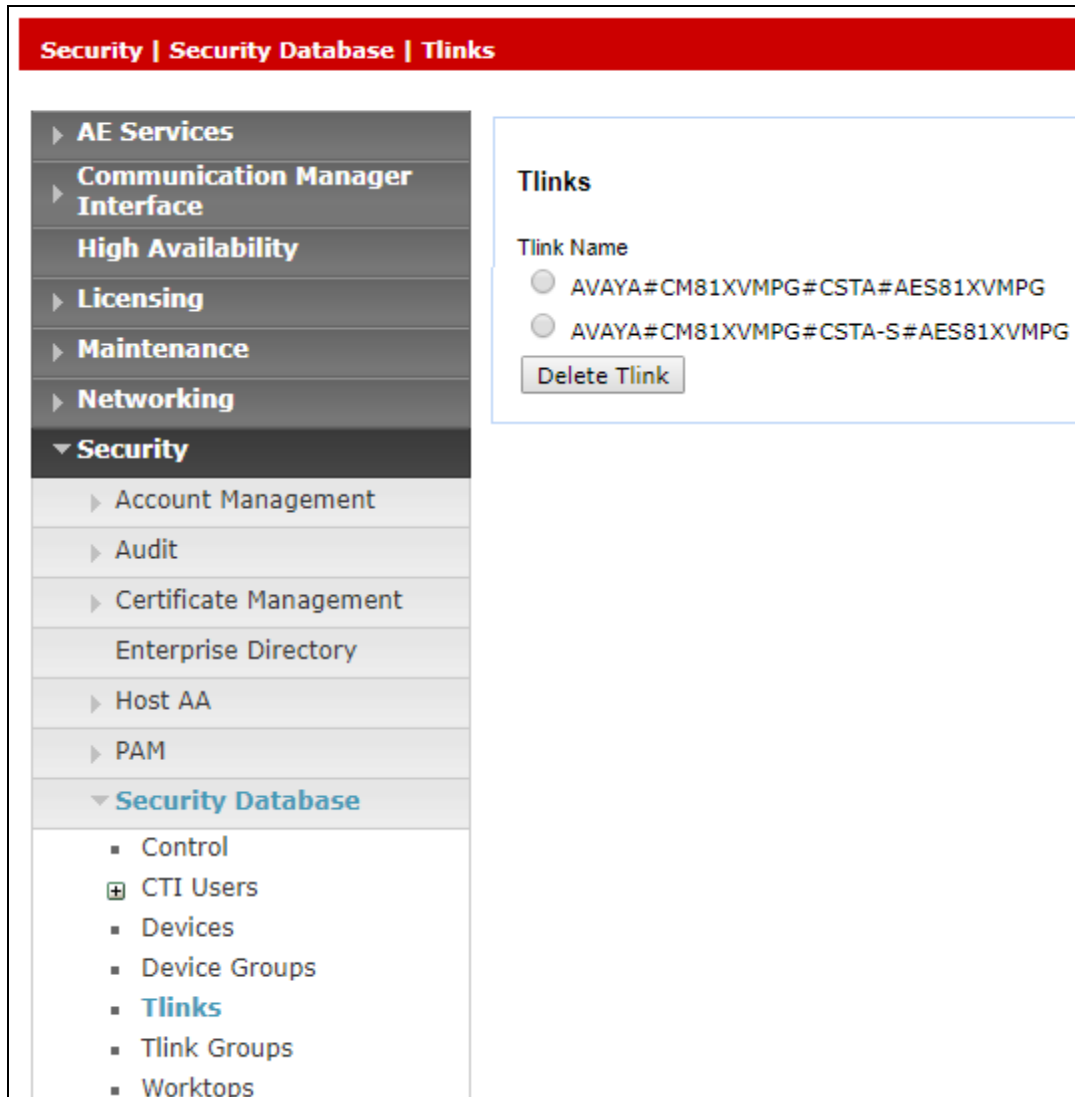
Service Controller

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

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

7.3. Identify Tlinks

Navigate to **Security** → **Security Database** → **Tlinks**. Verify the value of the **Tlink Name**. This will be needed to configure Qfiniti in **Section 8.4**. The unsecure link (top link) was used for compliance testing.



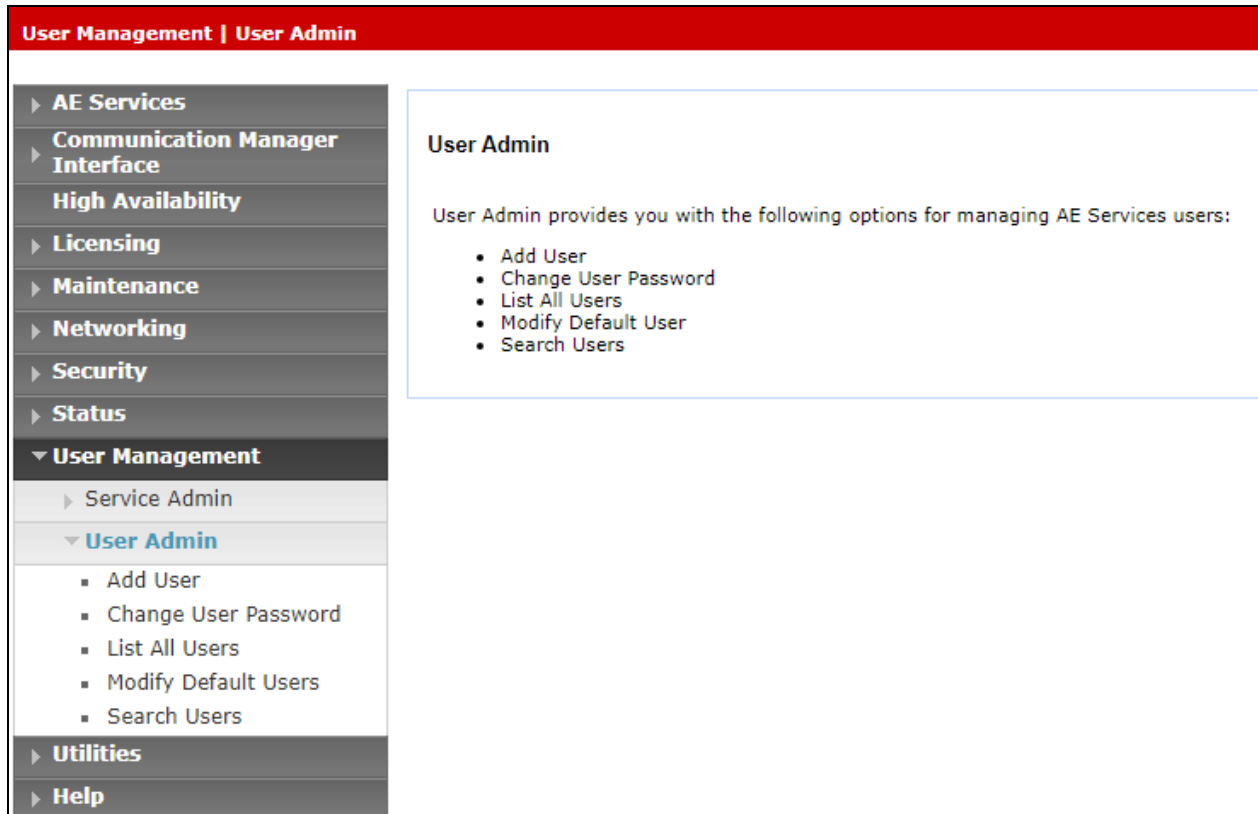
7.4. Enable TSAPI and DMCC Ports

To ensure that the TSAPI and DMCC ports are enabled, navigate to **Networking → Ports**. Ensure that the ports are set to **Enabled** as shown below. The ports used in compliance testing were TSAPI port **450** and DMCC port **4721**.

Networking Ports				
<ul style="list-style-type: none"> AE Services Communication Manager Interface High Availability Licensing Maintenance Networking AE Service IP (Local IP) Network Configure Ports TCP/TLS Settings Security Status User Management Utilities Help 	Ports			
	CVLAN Ports			Enabled Disabled
	Unencrypted TCP Port	9999	<input checked="" type="radio"/>	<input type="radio"/>
	Encrypted TCP Port	<input type="text" value="9998"/>	<input checked="" type="radio"/>	<input type="radio"/>
	DLG Port	TCP Port	5678	
	TSAPI Ports			Enabled Disabled
	TSAPI Service Port	450	<input checked="" type="radio"/>	<input type="radio"/>
	Local TLINK Ports			
	TCP Port Min	1024		
TCP Port Max	1039			
Unencrypted TLINK Ports				
TCP Port Min	<input type="text" value="1050"/>			
TCP Port Max	<input type="text" value="1065"/>			
Encrypted TLINK Ports				
TCP Port Min	<input type="text" value="1066"/>			
TCP Port Max	<input type="text" value="1081"/>			
DMCC Server Ports			Enabled Disabled	
Unencrypted Port	<input type="text" value="4721"/>	<input checked="" type="radio"/>	<input type="radio"/>	
Encrypted Port	<input type="text" value="4722"/>	<input checked="" type="radio"/>	<input type="radio"/>	
TR/87 Port	<input type="text" value="4723"/>	<input checked="" type="radio"/>	<input type="radio"/>	
H.323 Ports				
TCP Port Min	<input type="text" value="20000"/>			
TCP Port Max	<input type="text" value="29999"/>			
Local UDP Port Min	<input type="text" value="20000"/>			
Local UDP Port Max	<input type="text" value="29999"/>			
Server Media			Enabled Disabled	
		<input checked="" type="radio"/>	<input type="radio"/>	

7.5. Create CTI User

A user ID and password needs to be configured for Qfiniti to communicate with the Application Enablement Services server. Navigate to the **User Management** → **User Admin** screen then choose the **Add User** option.



In the **Add User** screen shown below, enter the following values:

- **User Id** - This will be used by the Qfiniti setup in **Section 8.2** and **8.4**.
- **Common Name** and **Surname** - Descriptive names need to be entered.
- **User Password** and **Confirm Password** - This will be used with Qfiniti setup in **Section 8.2** and **8.4**.
- **CT User** - Select **Yes** from the drop-down menu.

Click on **Apply Changes** at the bottom of the screen.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header features the Avaya logo and the title 'Application Enablement Services Management Console'. A red navigation bar contains the links 'User Management | User Admin | List All Users'. On the left, a sidebar menu lists various system areas, with 'User Management' expanded to show 'User Admin' options, including 'List All Users'. The main content area is titled 'Edit User' and contains a form with the following fields: 'User Id' (text box with 'opentextaes'), 'Common Name' (text box with 'opentextaes'), 'Surname' (text box with 'opentextaes'), 'User Password' (empty text box), 'Confirm Password' (empty text box), 'Admin Note' (text box with 'P@ssword123'), 'Avaya Role' (dropdown menu set to 'None'), 'Business Category' (empty text box), 'Car License' (empty text box), 'CM Home' (empty text box), 'Css Home' (empty text box), 'CT User' (dropdown menu set to 'Yes'), 'Department Number' (empty text box), 'Display Name' (empty text box), 'Employee Number' (empty text box), 'Employee Type' (empty text box), and 'Enterprise Handle' (empty text box).

7.6. Administer Security Database

Select **Security** → **Security Database** → **Control** from the left pane, to display the **SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services** screen in the right pane. Make certain that both parameters are unchecked, as shown below.

In the event that the security database is used by the customer with parameters already enabled, then follow reference [2] to configure access privileges for the Qfiniti user.

AVAYA

Application Enablement Services
Management Console

Welcome: User cust
Last login: Fri Jul 17 14:32:10 2020 from 192.168.40.240
Number of prior failed login attempts: 0
HostName/IP: aes81xvmpp/10.10.40.38
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 8.1.2.1.0.6-0
Server Date and Time: Fri Jul 17 14:56:26 IST 2020
HA Status: Not Configured

Security | Security Database | Control

Home | Help | Logout

AE Services

Communication Manager Interface

High Availability

Licensing

Maintenance

Networking

Security

Account Management

Audit

Certificate Management

Enterprise Directory

Host AA

PAM

Security Database

Control

CTI Users

SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services

☐ Enable SDB for DMCC Service

☐ Enable SDB for TSAPI Service, JTAPI and Telephony Web Services

Apply Changes

Navigate to **Security** → **Security Database** → **CTI Users** → **List All Users**. Select the CTI user added in **Section 7.5** and click on **Edit**.

Security | Security Database | CTI Users | List All Users

Home | Help | Logout

AE Services

Communication Manager Interface

High Availability

Licensing

Maintenance

Networking

Security

Account Management

Audit

Certificate Management

Enterprise Directory

Host AA

PAM

Security Database

Control

CTI Users

List All Users

Search Users

CTI Users

User ID	Common Name	Worktop Name	Device ID
<input type="radio"/> capita	capita	NONE	NONE
<input type="radio"/> Enghouse	Enghouse	NONE	NONE
<input type="radio"/> inisoft	inisoft	NONE	NONE
<input type="radio"/> mitel	mitel	NONE	NONE
<input type="radio"/> nice	nice	NONE	NONE
<input type="radio"/> Oceana	Oceana	NONE	NONE
<input checked="" type="radio"/> opentextaes	opentextaes	NONE	NONE
<input type="radio"/> paul	Paul	NONE	NONE
<input type="radio"/> paul1	paul1	NONE	NONE
<input type="radio"/> wspaces37	wspaces37	NONE	NONE

Edit List All

In the main window ensure that **Unrestricted Access** is ticked. Once this is done click on **Apply Changes**.

Edit CTI User		
User Profile:	User ID	opentextaes
	Common Name	opentextaes
	Worktop Name	NONE ▾
	Unrestricted Access	<input checked="" type="checkbox"/>
Call and Device Control:	Call Origination/Termination and Device Status	None ▾
Call and Device Monitoring:	Device Monitoring	None ▾
	Calls On A Device Monitoring	None ▾
	Call Monitoring	<input type="checkbox"/>
Routing Control:	Allow Routing on Listed Devices	None ▾
<input type="button" value="Apply Changes"/> <input type="button" value="Cancel Changes"/>		

Click on **Apply** when asked again to **Apply Changes**.

8. Configure OpenText Qfiniti

This section provides the procedures for configuring Qfiniti. The procedures include the following areas.

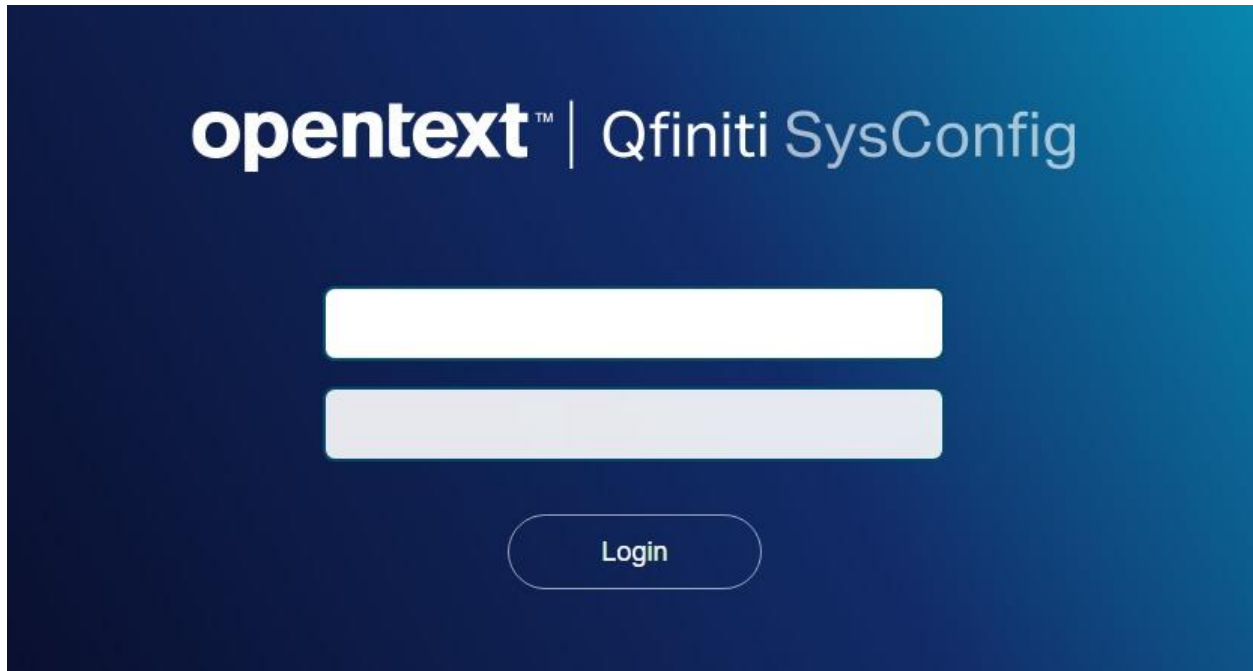
- Launch SysConfig web interface
- Administer switches
- Administer POM CTI server
- Administer AES CTI server
- Administer board configuration
- Administer general
- Administer machines
- Administer components
- Administer POM CTI sources
- Administer TSAPI CTI sources
- Administer phone interface
- Administer logging data – phone class of service
- Administer VRM
- Administer line data
- Enable use
- Launch Qfiniti web interface
- Administer observe settings
- Administer agents
- Start services

The configuration of Qfiniti is performed by OpenText field service engineers. The procedural steps are presented in these Application Notes for informational purposes.

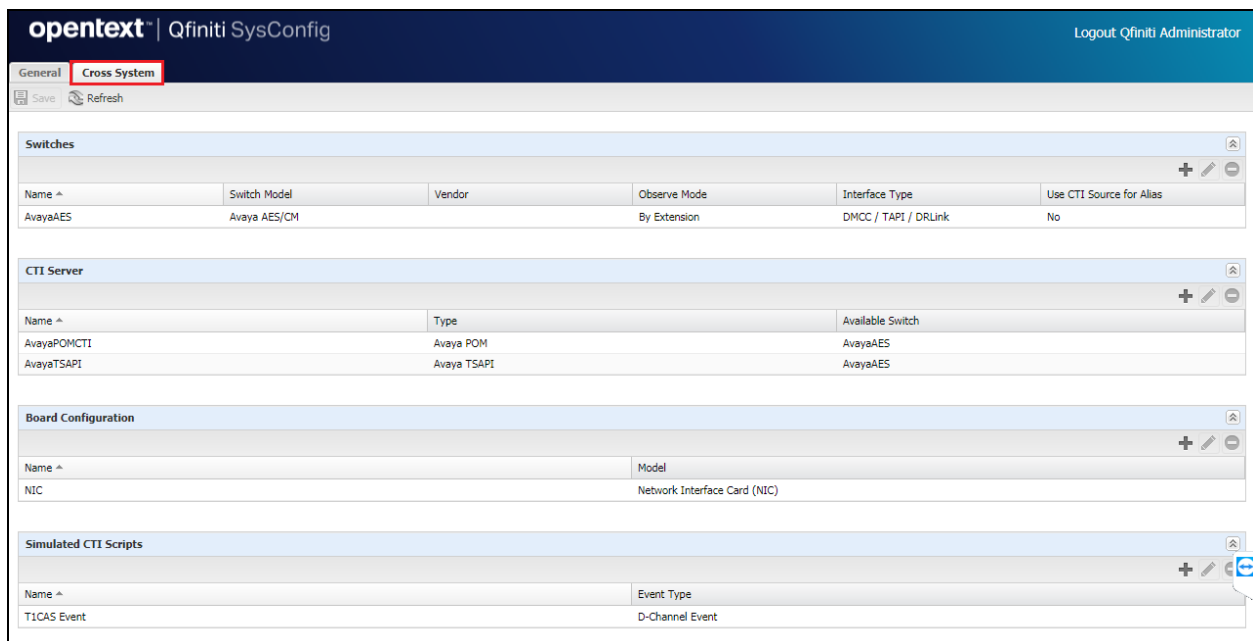
8.1. Launch SysConfig Web Interface

Access the SysConfig web interface by using the URL “http://ip-address/sysconfig” in an Internet browser window, where “ip-address” is the IP address of the Qfiniti server.

The screen below is displayed. Log in using the appropriate credentials.



In the subsequent screen, select the **Cross System** tab to display the screen below.



8.2. Administer Switches

Expand the **Switches** sub-section (shown on the previous page) and select the switch connection already configured or click the **New Item** icon to add a new entry for Application Enablement Services. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name, in this case **AvayaAES**
- **Switch Model:** **Avaya AES/CM**
- **Post Release Delay:** Desired wait interval in seconds for registration response (2 seconds is recommended)
- **Observe Mode:** **By Extension**
- **Interface Type:** **DMCC / TAPI / DRLink**
- **Avaya CM Hostname:** The relevant switch connection name from **Section 7.2**
- **AES IP Address:** The IP address of Application Enablement Services server
- **User Name:** The Qfiniti user credentials from **Section 7.5**
- **Password:** The Qfiniti user credentials from **Section 7.5**

The screenshot displays the 'opentext Qfiniti SysConfig' application. On the left, a sidebar contains a tree view with sections: 'Switches', 'CTI Server', 'Board Configuration', and 'Simulated CTI Scripts'. The 'Switches' section is expanded, showing a table with one entry: 'AvayaAES' with 'Avaya AES/CM' as the 'Switch Model'. The main area on the right is a 'Switch' configuration window. It contains the following fields and values:

Field	Value
Name	AvayaAES
Switch Model	Avaya AES/CM
Vendor	
Post Release Delay	2
Observe Mode	By Extension
Observe String	
Interface Type	DMCC / TAPI / DRLink
Use CTI Source for Alias	<input type="checkbox"/>
APC Dialer in use?	No
Avaya CM Hostname	cm81xvmpg
Port	4721
1st Line Appearance	263
AES IP Address	10.10.40.38
Service Observe Button	268
User Name	opentextaes
Password	*****
AES Connection Alarm Trigger	Never
Wait Before Dial	500
Busy Repeat Max	6
Survey Excluded Extensions	Enter Value
	Enter Value

At the bottom right of the 'Switch' window are 'Ok' and 'Cancel' buttons.

8.3. Administer POM CTI Server

Expand the **CTI Server** sub-section and click on the configured POM CTI connection as shown below or click the **New Item** icon to add a new connection to POM. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name, in this case **AvayaPOMCTI**
- **Type:** **Avaya POM**
- **Available Switch:** Select the switch name from **Section 8.2**
- **POM IP Address:** Set this to the IP address of the POM server
- **POM Port:** This was the default port, as per **Section 6.1**
- **Admin User Name:** The Qfiniti user credentials from **Section 6.2**
- **Admin Password:** The Qfiniti user credentials from **Section 6.2**
- **Use Secure Communication:** This was left as **No**

General
Cross System

Save
Refresh

Switches

Name	Switch Model
AvayaAES	Avaya AES/CM

CTI Server

Name
AvayaPOMCTI
AvayaTSAPI

Board Configuration

Name
NIC

Simulated CTI Scripts

CTI Server

Name:

Type:

Avaya POM

Available Switch:

AvayaAES

Use Secure Communication?:

No

POM IP Address:

POM Port:

7999

Admin User Name:

Admin Password:

Ok

Cancel

8.4. Administer AES CTI Server

Expand the **CTI Server** sub-section and click on the configured AES CTI connection as shown below or the **New Item** icon to add a new entry for a TSAPI connection. Enter the following values for the specified fields and retain the default values for the remaining fields.

Note: The information for some of the fields below such as Vendor, Driver and Service can be obtained directly from the Tlink information in **Section 7.3**.

- **Name:** A descriptive name, in this case **AvayaTSAPI**
- **Type:** **Avaya TSAPI**
- **Available Switch:** Select the switch name from **Section 8.2**
- **ServerName:** This is the name of the AES as per **Section 7.3**
- **User Name:** The Qfiniti user credentials from **Section 7.5**
- **Password:** The Qfiniti user credentials from **Section 7.5**
- **Vendor:** **AVAYA**
- **Driver:** The relevant switch connection name from **Section 7.3**
- **Service:** **CSTA**

The screenshot displays the 'opentext | Qfiniti SysConfig' application. On the left, a sidebar menu includes 'General', 'Cross System', 'Switches', 'CTI Server', 'Board Configuration', and 'Simulated CTI Scripts'. The 'CTI Server' section is expanded, showing a list of servers: 'AvayaPOMCTI' and 'AvayaTSAPI'. The 'AvayaTSAPI' entry is selected, and a configuration window titled 'CTI Server' is open on the right. This window contains the following fields and values:

Field	Value
Name	AvayaTSAPI
Type	Avaya TSAPI
Available Switch	AvayaAES
ServerName	AES81XVMPG
User Name	opentextaes
Password	*****
Vendor	AVAYA
Driver	CM81XVMPG
Service	CSTA
BackUp ServerName	
BackUp User Name	
BackUp Password	
BackUp Vendor	
BackUp Driver	
BackUp Service	
ConnID Location	CALL ID
UCID prefix	
Query VDN/Split name	No

8.5. Administer Board Configuration

Expand the **Board Configuration** sub-section and select the NIC configured (as shown below) or click the **New Item** icon. Note that board is not used in the integration but required to be configured. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name, in this case **NIC**
- **Model** **Network Interface Card (NIC)**

opentext™ | Qfiniti SysConfig

General **Cross System**

Save Refresh

Switches

Name ^	Switch Model
AvayaAES	Avaya AES/CM

CTI Server

Name ^
AvayaPOMCTI
AvayaTSAPI

Board Configuration

Name ^
NIC

Simulated CTI Scripts

Name ^

Board Configuration

Name:

Model:

Active 1:

Network Card Identifier 1:

Network Card Description 1:

Network Card IP Address 1:

Network Card Port 1:

Active 2:

Network Card Identifier 2:

Network Card Description 2:

Network Card IP Address 2:

Network Card Port 2:

Active 3:

Network Card Identifier 3:

Network Card Description 3:

Network Card IP Address 3:

Network Card Port 3:

Active 4:

Network Card Identifier 4:

Network Card Description 4:

Network Card IP Address 4:

8.6. Administer General

Select the **General** tab. Expand the **General** sub-section and select the configured connection or click the **New** icon to add a new system. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A desired name, in this case **POM Certification**
- **Switch:** Select the switch name from **Section 8.2**
- **System Type:** Check **Voice Recording – Logging**

The screenshot shows the opentext Qfiniti SysConfig interface. The 'General' tab is selected. On the left, a 'Systems' list shows 'POM Certification' selected. The main area displays the configuration for this system. The 'Name' field is 'POM Certification', the 'Switch' is 'AvayaAES', and 'Voice Recording - Logging' is checked under 'System Type'. Other options like 'Voice Recording - QA', 'Screen Recording', 'Remote Screen Site', 'Explore', 'Survey', 'Backup', and 'Cloud Connector' are unchecked. A 'Description' text area is empty. At the bottom, there are sections for 'Machines' (with a table showing 'QFINITI' at '10.10.40.128'), 'Components', 'CTI Sources', and 'Phone Interface'.

Server Name	IP Address
QFINITI	10.10.40.128

8.7. Administer Machines

Expand the **Machines** sub-section (see bottom of previous page) and click the **New Item** icon to add a new machine. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Server Name:** The host name of the Qfiniti server
- **IP Address:** The IP address of the Qfiniti server
- **Role:** **Master**

The screenshot shows a 'General' configuration window for a machine. A modal dialog box titled 'Machine - Master Startup Machine' is open over it. The dialog box contains the following fields:

- Server Name:** QFINITI
- IP Address:** 10 . 10 . 40 . 128
- Role:** Master
- State:** Active

The background window has the following fields:

- Name:** POM Certification
- Switch:** AvayaAES
- System Type:** ☒ Voice R, ☐ Voice R, ☐ Screen, ☐ Remote, ☐ Explore, ☐ Survey, ☐ Backup, ☐ Cloud C
- Description:** (empty text area)
- ☒ Available for Use ?
- ☐ NAT Environment

8.8. Administer Components

Expand the **Components** sub-section and follow reference [5] to assign and configure the required components. Under **Assigned Components**, select **Logger Voice Recording Manager**. Under **Component Data**, enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Optimal Recording CODEC:** PCM G.711
- **PCM Acquisition:** Service Observe

The screenshot displays the Avaya Qfiniti Admin console interface. At the top, there is a toolbar with buttons for New, Save, Refresh, Start, Stop, and Schedule Restart. The main area is divided into three sections:

- Available Components:** A list of components with expand/collapse icons. The components listed are: Archive Manager, AWS Connector, Central Messaging Server, CMS Data Replication, CTI Manager, Logger Voice Recording Manager, Logger Voice Recording Proxy, Peak File Generator, Phone Player, Qfiniti File Server, Qfiniti Integration Hub, and Qfiniti Training Server.
- Assigned Components:** A tree view showing the hierarchy of assigned components. It includes 'Central Site' and 'QFINITI'. Under 'QFINITI', several components are listed: Agent Monitor, Alarm Manager Server, Archive Manager, Central Messaging Server, CTI Manager, Data Import Listener, Disk Monitor, Dispatcher, Global Trigger Manager, IP Message Scheduler, and Logger Voice Recording Manager (which is highlighted).
- Component Data:** A form for configuring the selected component. The fields and their values are:
 - Post Service Observe dial string: (empty text box)
 - Optimal Recording CODEC: PCM G.711 (dropdown menu)
 - Encryption type: No encryption (dropdown menu)
 - CTI Late Attach Method: ConnectionID (dropdown menu)
 - DN Late Attach Window In Sec: 30 (text box)
 - PCM Acquisition: Service Observe (dropdown menu)
 - Transaction Validation: No (dropdown menu)
 - Transaction Validation Form: trans_validation.xml (text box)
 - Service Observe fail retry delay: 30 (text box)
 - Start Recording On: Alerting (dropdown menu)
 - CTI Init: On Startup (dropdown menu)

8.9. Administer POM CTI Sources

Expand the **CTI Sources** sub-section. Select the applicable machine server name from **Section 8.7**, followed by the **Add CTI Source** icon. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **CTI Server:** Select the POM CTI server name from **Section 8.3**
- **Zones:** This was set to **ALL**
- **Agent Extensions:** The agent station extensions from **Section 3**

The screenshot shows a software interface with a sidebar on the left and a main configuration window titled "CTI Source".

Sidebar:

- Buttons: + New, Save, and a refresh icon.
- Menu items: Line Reset, Inresn, VoIP Transcoding.
- Section: CTI Sources
- Section: Machines
 - QFINITI
 - AvayaPOM
 - AvayaTSAP

CTI Source Configuration Fields:

- CTI Server:** A dropdown menu with "AvayaPOMCTI" selected.
- Zones:** A text field containing "ALL".
- UUdata script name:** A text field containing "CTI_UUdataScripts_POM.ini".
- Agent Extensions:** A dashed box containing:
 - Text: "Or Drop files here" followed by upload and download icons.
 - Text: "Single Export:" followed by an unchecked checkbox.
 - Four text input fields containing "1001", "1050", "1100", and "Enter Value".

Bottom Buttons: "Ok" and "Cancel".

8.10. Administer TSAPI CTI Sources

Expand the **CTI Sources** sub-section. Select the applicable machine server name from **Section 8.7**, followed by the **Add CTI Source** icon. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **CTI Server:** Select the TSAPI CTI server name from **Section 8.4**
- **Queue:** The skill group extensions from **Section 3**
- **Agent Extensions:** The agent station extensions from **Section 3**

The screenshot shows the 'CTI Source' configuration window. The left sidebar has a 'CTI Sources' section expanded, showing a list of machines: 'QFINITI', 'AvayaPOM', and 'AvayaTSAPI'. The main configuration area contains the following fields and options:

- CTI Server:** A dropdown menu with 'AvayaTSAPI' selected.
- PreInitExtensions:** A dropdown menu with 'Yes' selected.
- Queue:** A text input field containing '90-91'. To its right are 'Or Drop files here' and 'Single Export' checkboxes.
- Agent Extensions:** A text input field containing '1001', '1050', and '1100' on separate lines. To its right are 'Or Drop files here' and 'Single Export' checkboxes.
- UUdata script name:** A text input field containing 'CTI_UUdataScripts_AVAYA_TSAPI.ini'.
- Auto Login Extensions:** A text input field containing 'Enter Value'.

At the bottom of the window are 'Ok' and 'Cancel' buttons.

8.11. Administer Phone Interface

Expand the **Phone Interface** sub-section. Select the machine server name from **Section 8.7**, and click on the **Edit** icon to edit the entry. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Machine Type:** **Logger**
- **Phone Interface Type:** **DMCC Ver 7.0 & Up**
- **Number of Lines:** The total number of agent stations from **Section 3**, in this case **3**

The screenshot shows the AvayaTSAPI application window with the 'Phone Interface' sub-section expanded. A 'Phone Interface' dialog box is open, displaying the following configuration fields:

Field	Value
Server Name:	QFINITI
Machine Type:	Logger
Phone Interface Type:	DMCC Ver 7.0 & Up
Number of Lines:	3
RTP Port Range:	11000 - 11005
RecMgr RTP IP:	0 . 0 . 0 . 0

At the bottom of the dialog box are 'Ok' and 'Cancel' buttons. Below the dialog box, a table shows the configuration for the selected 'QFINITI' server:

Server Name	Machine Type
QFINITI	Logger

8.12. Administer Logging Data – Phone Class of Service

Expand the **Logging Data – Phone Class of Service** sub-section. Select the configured Phone Class of Service (as shown below) or click on the **New Item** icon. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A desired name, in this case **POMCOS**
- **Phone:** This can be set to “Default” or **Avaya 8410D** as shown below
- **Record on lights:** **0**
- **Login Method:** **CTI**

The screenshot shows a software interface with a 'Systems' menu and a 'POM Certification' section. A 'Phone Class of Service' dialog box is open, displaying the following fields and values:

Field	Value
Name	POMCOS
Phone	Avaya 8410D
Record on Lights	0
Login Method	CTI
Logout Method	-- select one --
Simulated CTI	-- select one --
Board Configuration	Use VRM Default

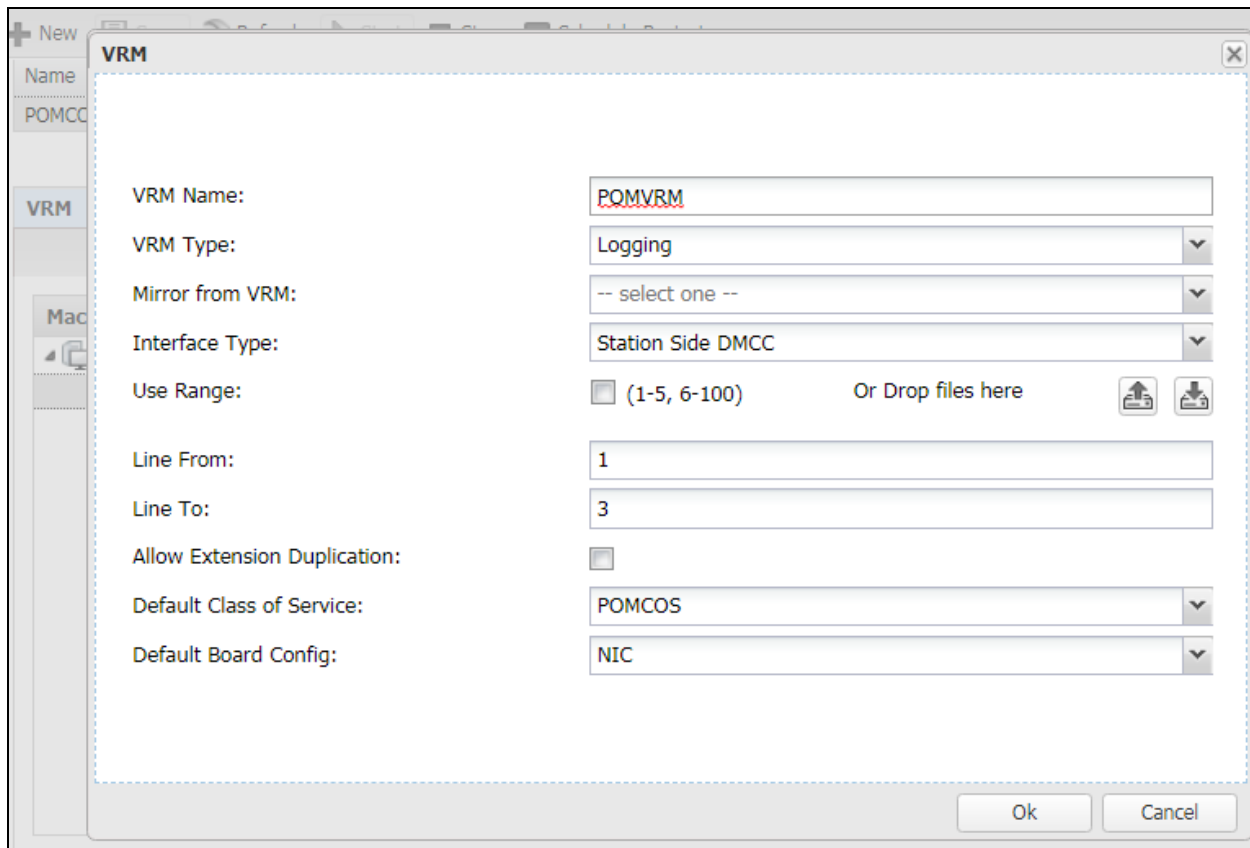
At the bottom of the dialog are 'Ok' and 'Cancel' buttons. Below the dialog, a table shows the configuration for the selected item:

Name	Phone
POMCOS	Avaya 8410D

8.13. Administer VRM

Expand the **VRM** sub-section. Select the machine server name from **Section 8.7**, followed by the **Add VRM** icon. Enter the following values for the specified fields.

- **VRM Name:** A desired name, in this case **POMVRM**
- **VRM Type:** **Logging**
- **Interface Type:** **Station Side DMCC**
- **Line From and Line To:** Range of agent stations, in this case three stations so **1** to **3**
- **Default Class of Service:** Select the phone class of service name from **Section 8.12**
- **Default Board Config:** Select the board name from **Section 8.58.5**



The screenshot shows a 'VRM' configuration window. On the left is a sidebar with a tree view containing 'New', 'Name', 'POMCC', 'VRM', and 'Mac'. The 'VRM' item is selected. The main area contains the following fields:

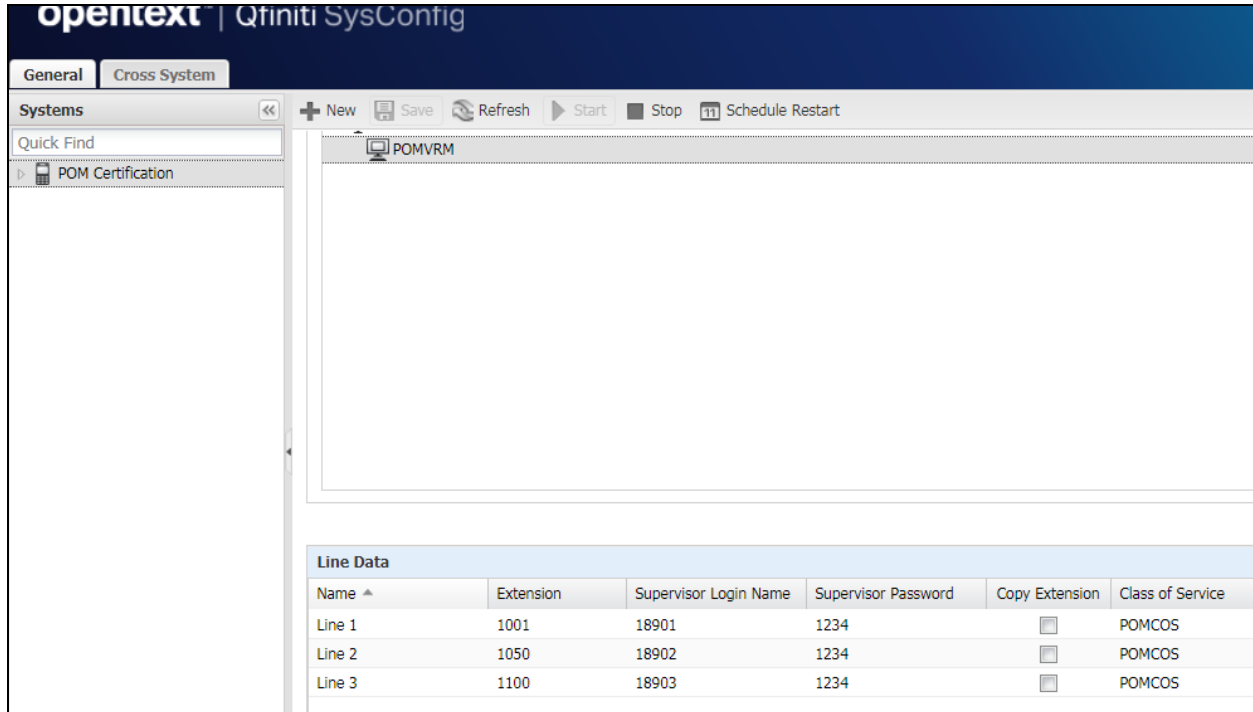
- VRM Name:** Text box containing 'POMVRM'.
- VRM Type:** Dropdown menu showing 'Logging'.
- Mirror from VRM:** Dropdown menu showing '-- select one --'.
- Interface Type:** Dropdown menu showing 'Station Side DMCC'.
- Use Range:** A checkbox (unchecked) followed by '(1-5, 6-100)' and the text 'Or Drop files here' with two file icons.
- Line From:** Text box containing '1'.
- Line To:** Text box containing '3'.
- Allow Extension Duplication:** A checkbox (unchecked).
- Default Class of Service:** Dropdown menu showing 'POMCOS'.
- Default Board Config:** Dropdown menu showing 'NIC'.

At the bottom right are 'Ok' and 'Cancel' buttons.

8.14. Administer Line Data

Select the newly added VRM from **Section 8.13** and expand the **Line Data** sub-section. Select the first line. For **Extension**, enter the first agent station extension from **Section 3**. For **Supervisor Login Name** and **Supervisor Password**, enter the first virtual IP softphone extension and associated security code from **Section 5.7** respectively.

Repeat this section to administer all virtual IP softphones from **Section 5.7**, as shown below.



The screenshot displays the openText Qfiniti SysConfig web interface. The top navigation bar includes 'General' and 'Cross System' tabs. Below the navigation bar, there is a 'Systems' section with a 'Quick Find' input field and a 'POM Certification' link. The main content area shows a 'POMVRM' configuration page. At the bottom of the page, the 'Line Data' table is visible, containing three lines of data.

Name	Extension	Supervisor Login Name	Supervisor Password	Copy Extension	Class of Service
Line 1	1001	18901	1234	<input type="checkbox"/>	POMCOS
Line 2	1050	18902	1234	<input type="checkbox"/>	POMCOS
Line 3	1100	18903	1234	<input type="checkbox"/>	POMCOS

8.15. Enable Use

Scroll up the right pane and expand the **General** sub-section. Check **Available for Use**.

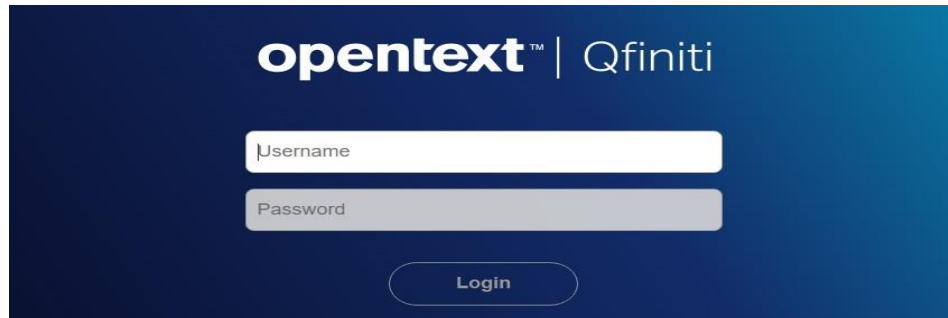
The screenshot displays the 'opentext | Qfiniti SysConfig' web interface. The left sidebar shows a 'Systems' list with 'POM Certification' selected. The main area is titled 'General' and contains the following fields and options:

- Name:** POM Certification
- Switch:** AvayaAES
- System Type:**
 - ☒ Voice Recording - Logging
 - ☐ Voice Recording - QA
 - ☐ Screen Recording
 - ☐ Remote Screen Site
 - ☐ Explore
 - ☐ Survey
 - ☐ Backup
 - ☐ Cloud Connector
- Description:** (Empty text box)
- ☒ Available for Use (This checkbox is highlighted with a red box in the original image)
- ☐ NAT Environment

At the top of the main area, there are buttons for '+ New', 'Save', 'Refresh', 'Start', 'Stop', and 'Schedule Restart'.

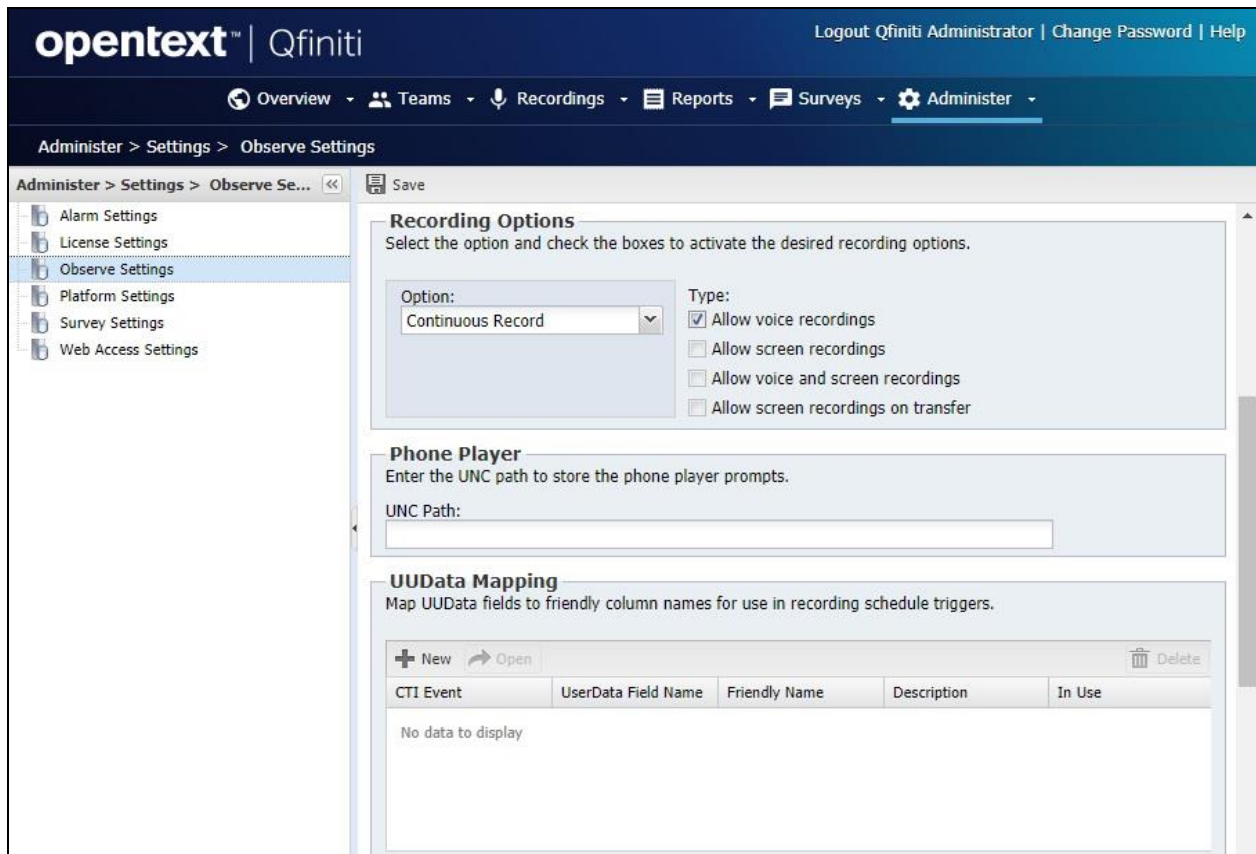
8.16. Launch Qfiniti Web Interface

Access the Qfiniti web interface (Qfiniti Web Access) by using the URL “http://ip-address/QWA/Login.aspx” in an Internet browser window, where “ip-address” is the IP address of the Qfiniti server. The screen below is displayed. Log in using the appropriate credentials.

The image shows the Qfiniti login interface. It has a dark blue header with the 'opentext | Qfiniti' logo. Below the logo are two input fields: 'Username' and 'Password'. At the bottom center is a 'Login' button.

8.17. Administer Observe Settings

In the subsequent screen, select **Administer** → **Settings** from the top menu, followed by **Observe Settings** in the left pane. Scroll down to the **Recording Options** sub-section. For **Option**, select **Continuous Record**. For **Type**, check **Allow voice recordings**, as shown below. Retain the default values for the remaining fields.

The screenshot shows the 'Administer > Settings > Observe Settings' page in the Qfiniti web interface. The left sidebar contains a tree view with 'Observe Settings' selected. The main content area has a 'Save' button and three sections: 'Recording Options', 'Phone Player', and 'UUData Mapping'.
Recording Options: A sub-section with the instruction 'Select the option and check the boxes to activate the desired recording options.' It contains an 'Option:' dropdown menu set to 'Continuous Record' and a 'Type:' section with four checkboxes: 'Allow voice recordings' (checked), 'Allow screen recordings' (unchecked), 'Allow voice and screen recordings' (unchecked), and 'Allow screen recordings on transfer' (unchecked).
Phone Player: A section with the instruction 'Enter the UNC path to store the phone player prompts.' and a text input field for 'UNC Path'.
UUData Mapping: A section with the instruction 'Map UUData fields to friendly column names for use in recording schedule triggers.' It includes a table with columns 'CTI Event', 'UserData Field Name', 'Friendly Name', 'Description', and 'In Use'. The table is currently empty, showing 'No data to display'. Above the table are buttons for '+ New', 'Open', and 'Delete'.

8.18. Administer Agents

Select **Teams** → **Organization** from the top menu to display the screen below. Select the **New** icon in the right pane to add an agent or click on any of the configured agents shown below, for example **First Agent**.

opentext™ | Qfiniti

Overview Teams Recordings Reports Surveys Administer

Teams > Organization > All Team Members

Teams > Organization > All Team Members

Views

All Team Members

Organization

Quick find

My Organization

- Unassigned Members
- Administrator, Qfiniti
- Agent, First
- Agent, Second
- Agent, Third

First Name	Middle Name	Last Name	Login ID	Status	Account Disabled
Qfiniti		Administrator	administrator	Active	No
First		Agent	agent1	Active	No
Second		Agent	agent2	Active	No
Third		Agent	agent3	Active	No

In the pop-up screen below, enter the following values for the specified fields, and retain the default values for the remaining fields.

- **First Name:** A desired first name for the first agent line from **Section 8.14**
- **Last Name:** A desired last name for the first agent line from **Section 8.14**
- **Role:** Select a desired and existing role
- **Username:** The desired login credentials for the agent
- **Password:** The desired login credentials for the agent
- **Confirm Password:** The same desired login credential for the agent

The screenshot displays the OpenText Qfiniti user management interface. On the left is a sidebar with a 'Categories' menu containing options like 'General Information', 'Licensing', 'Team Access', 'Team Memberships', 'Team Supervision', 'Classifications', 'Aliases', 'Additional Information', and 'All Categories'. The main area shows the 'General Information' form for an agent with Id: 4. The form includes fields for First Name (set to 'First'), Middle Name, Last Name (set to 'Agent'), Email Address, Role (set to 'Administrators'), Username (set to 'agent1'), Password, Confirm Password, and Partition (set to 'Agents'). There are checkboxes for 'Active' and 'Enabled', and a 'View Inactive Members' link. A 'Delete' button is in the top right. The footer indicates the last modification by an administrator on 07/15/20 at 12:24 AM.

opentext™ | Qfiniti

Save Spell Check Delete

Categories

- General Information
- Licensing
- Team Access
- Team Memberships
- Team Supervision
- Classifications
- Aliases
- Additional Information
- All Categories

☒ Active ☒ Enabled ☐ View Inactive Members

General Information

Id: 4

* First Name:

Middle Name:

* Last Name:

Email Address:

Role:

* Username:

Password:

Confirm Password:

* Partition:

Last Modified: Administrator, Qfiniti - 07/15/20 12:24 AM

Select **Licensing** from the left pane to display the **Licensing** screen. Check **Allow Voice Recordings to be performed on this team member**, as shown below.

opentext™ | Qfiniti

Save Spell Check Delete

Categories

- General Information
- Licensing**
- Team Access
- Team Memberships
- Team Supervision
- Classifications
- Aliases
- Additional Information

☒ Active ☒ Enabled ☐ View Inactive Members

Licensing

☒ Allow Voice Recordings to be performed on this team member

Product	Total Licenses	Available Licenses
Qfiniti Observe Voice	100000	99997

Click on **Aliases** in the left window. A new alias can be added here by clicking on the **Add** icon. For **Type**, select the switch server name from **Section 8.2**. For **Value**, enter the agent ID from **Section 3** that is used by the first agent in **Section 8.14** in this case “1401”. Retain the default value in the remaining field. The screen shot below shows the configured alias already assigned to **First Agent**.

opentext™ | Qfiniti

Save Spell Check Delete

Categories

- General Information
- Licensing
- Team Access
- Team Memberships
- Team Supervision
- Classifications
- Aliases**
- Additional Information

☒ Active ☒ Enabled ☐ View Inactive Members

Aliases

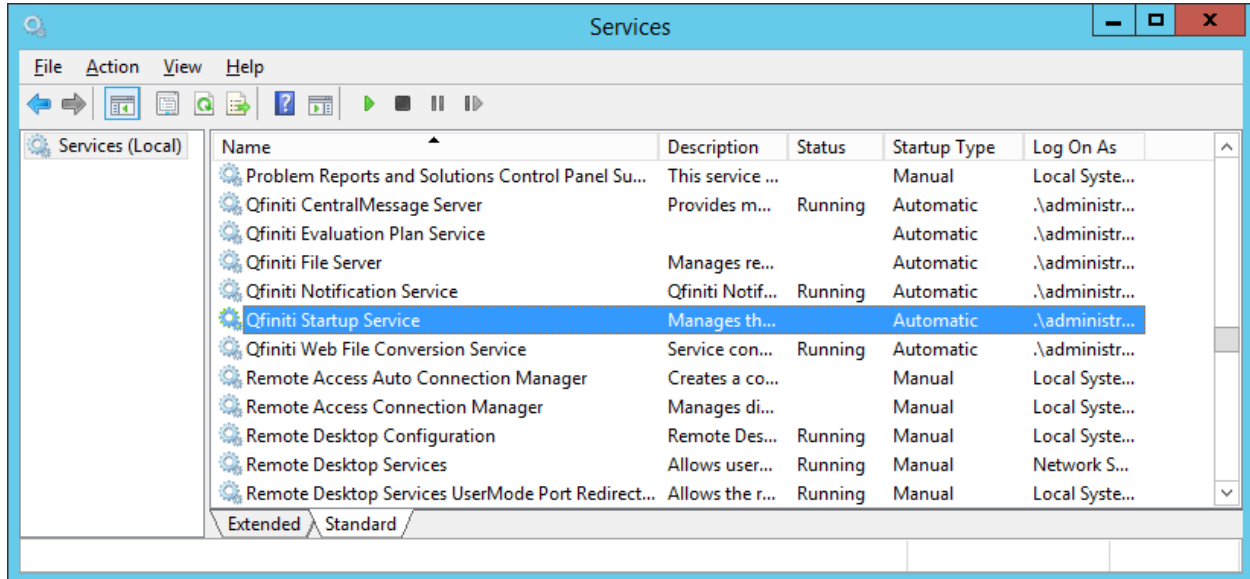
Define aliases for this team member.

+ Add Edit Delete

- Agent Monitor Login
- AvayaAES
 - 1401
- Windows Login

8.19. Start Services

From the Qfiniti server, select **Windows → Control Panel → Administrative Tools → Services** to display the **Services** screen. Start the **Qfiniti Startup Service** as shown below.



9. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and Qfiniti.

9.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify status of the administered CTI link by using the **status aesvcs cti-link** command. Verify that the **Service State** is **established** for the CTI link number administered in **Section 5.2** as shown below.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	11	no	aes81vmpg	established	42	26

Verify that the correct phones are being monitored by using the **list monitored-station** command. For compliance testing, the three real phones are **1001**, **1050** and **1100**, as well as three virtual recorder stations **18911**, **18912** and **18913** as shown below.

```
list monitored-station
```

MONITORED STATION																	
Associations:		1		2		3		4		5		6		7		8	
Station	Ext	CTI		CTI		CTI		CTI		CTI		CTI		CTI		CTI	
		Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV

1001		1	0004														
1050		1	0009														
1100		1	000F														
18911		1	0002														
18912		1	000B														
18913		1	0018														

9.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed.

Verify the **Status** is **Talking** for the TSAPI link administered in **Section 7.2**. Error! Reference source not found.. Clicking on **User Status** will show the TSAPI users that are currently connected.

TSAPI Link Details

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
<input checked="" type="radio"/>	1	cm81xvmpg	1	Talking	Fri Jul 17 09:35:18 2020	Online	18	5	373	373	30
<input type="radio"/>	2	cm81large	1	Switch Down	Fri Jul 17 09:35:18 2020	Online	18	0	0	0	30

For service-wide information, choose one of the following:

The TSAPI user **opentextaes** is connected as shown and so the TSAPI events should be passed to this user.

CTI User Status

☐ Enable page refresh every 60 seconds

CTI Users:

Open Streams: 8
Closed Streams: 0

Open Streams

Name	Time Opened	Time Closed	Link Name
DMCCLCSUserDoNotModify	Fri 17 Jul 2020 09:36:32 AM IST		AVAYA#CM81XVMPG#CSTA#AES81XVMPG
DMCCLCSUserDoNotModify	Fri 17 Jul 2020 09:36:32 AM IST		AVAYA#CM81LARGE#CSTA#AES81XVMPG
DMCCLCSUserDoNotModify	Fri 17 Jul 2020 09:36:32 AM IST		AVAYA#CM81XVMPG#CSTA#AES81XVMPG
DMCCLCSUserDoNotModify	Fri 17 Jul 2020 09:36:32 AM IST		AVAYA#CM81LARGE#CSTA#AES81XVMPG
DMCCLCSUserDoNotModify	Fri 17 Jul 2020 09:36:45 AM IST		AVAYA#CM81XVMPG#CSTA-S#AES81XVMPG
opentextaes	Wed 22 Jul 2020 10:43:16 AM IST		AVAYA#CM81XVMPG#CSTA#AES81XVMPG

Verify status of the DMCC link by selecting **Status** → **Status and Control** → **DMCC Service Summary** from the left pane. The **DMCC Service Summary – Session Summary** screen is displayed.

Verify the **User** column shows an active session with the Qfiniti user name from **Section 7.5** and that the **# of Associated Devices** column reflects the number of virtual IP softphones from **Section 5.7** in this case **3**, as shown below.

- AE Services
- Communication Manager Interface
- High Availability
- Licensing
- Maintenance
- Networking
- Security
- Status**
 - Alarm Viewer
 - Logs
 - Log Manager
 - Status and Control**
 - CVLAN Service Summary
 - DLG Services Summary
 - DMCC Service Summary**
 - Switch Conn Summary
 - TSAPI Service Summary

DMCC Service Summary - Session Summary

Please do not use back button

☐ Enable page refresh every 60 seconds

Session Summary [Device Summary](#)
Generated on Wed Jul 22 10:48:04 IST 2020

Service Uptime: 5 days, 1 hours 11 minutes

Number of Active Sessions: 3

Number of Sessions Created Since Service Boot: 3

Number of Existing Devices: 3

Number of Devices Created Since Service Boot: 3

	Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
<input type="checkbox"/>	C79FEC8C8C6476775 F74AFD3B473928B-2	opentextaes	Qfiniti	10.10.40.128	XML Unencrypted	3
<input type="checkbox"/>	F2802BCC4BF864EFB EAECE877CA5331-1	wspaces37	Khepri Call Server Connector	10.10.42.53	XML Encrypted	0
<input type="checkbox"/>	E88BC2009A6A85AEE 5B1FE7A4C234224-0	wspaces37	Khepri Call Server Connector	10.10.42.51	XML Encrypted	0

[Terminate Sessions](#)
[Show Terminated Sessions](#)

9.3. Verify OpenText Qfiniti

Log an agent in to handle and complete an outbound POM call. Follow the procedure in **Section 8.16** to launch the Qfiniti web interface and log in using the appropriate user credentials.

Select **Recordings** → **Recordings** from the top menu.

opentext™ | Qfiniti

[Overview](#)
[Teams](#)
[Recordings](#)
[Reports](#)
[Surveys](#)
[Administer](#)

Teams > Organization

Teams > Organization

Views ▾

All Team Members

Organization

[New](#)
[Open](#)
[Save As](#)

No search has been performed

- Recordings
- WFM Imports
- Recording Schedules
- Classifications
- Agent Activity
- Archives
- Archive Folders
- Aging
- Auto Classify

Click on the list of recordings that are to be viewed in the left window. For example, **Current Month Recording Files** is selected below, showing all the recordings present for the current month. Verify that there is an entry reflecting the last call, with proper values in the relevant fields.

opentext™ Qfiniti										
Logout Qfiniti Administrator Help										
Overview Teams Recordings Reports Surveys Administer										
Recordings > Recordings > Current Month Recording Files										
Recordings > Recordin...	Play	Add to playlist	Open Player	Classify	Assign to Evaluation Plan	Copy URL to clipboard	Export Recordings	Custom Columns	Results	
Views	Transaction ID	Attachments	Agent	Recording Type	Played Status	Date(Server)	Time(Server)	Timezone(Server)	Last Played By	Duration (s)
Todays Recording Files	117	No	Agent, Third	Voice	Played	2020-07-16	10:51:37.000	CDT(-05:00)	Administrator, ...	00:01:17
Yesterdays Recording Files	116	No	Agent, First	Voice	Played	2020-07-16	10:51:16.000	CDT(-05:00)	Administrator, ...	00:01:38
Current Week Recording File	115	No	Agent, Third	Voice	Not Played	2020-07-16	10:51:05.000	CDT(-05:00)	Administrator, ...	00:00:10
Previous Week Recording Fi	114	No	Agent, Third	Voice	Played	2020-07-16	10:46:53.000	CDT(-05:00)	Administrator, ...	00:00:31
Current Month Recording Fil	113	No	Agent, First	Voice	Played	2020-07-16	10:46:43.000	CDT(-05:00)	Administrator, ...	00:00:41
Previous Month Recording F	112	No	Agent, Third	Voice	Not Played	2020-07-16	10:46:31.000	CDT(-05:00)	Administrator, ...	00:00:11
Current Year Recording File	111	No	Agent, Third	Voice	Played	2020-07-16	10:39:12.000	CDT(-05:00)	Administrator, ...	00:00:46
Curr Mo Plus Prev 12 Mos R	110	No	Agent, First	Voice	Played	2020-07-16	10:39:24.000	CDT(-05:00)	Administrator, ...	00:00:19
Prev 12 Calendar Mos Recor	109	No	Agent, First	Voice	Played	2020-07-16	10:39:03.000	CDT(-05:00)	Administrator, ...	00:00:06
Previous Year Recording File	108	No	Agent, First	Voice	Played	2020-07-16	10:33:11.000	CDT(-05:00)	Administrator, ...	00:00:19
Unknown Agent Recording F	107	No	Agent, Third	Voice	Played	2020-07-16	10:32:55.000	CDT(-05:00)	Administrator, ...	00:00:22
	106	No	Agent, First	Voice	Played	2020-07-16	10:32:43.000	CDT(-05:00)	Administrator, ...	00:00:12
	105	No	Agent, Third	Voice	Played	2020-07-16	10:31:26.000	CDT(-05:00)	Administrator, ...	00:00:25
	104	No	Agent, First	Voice	Played	2020-07-16	10:31:11.000	CDT(-05:00)	Administrator, ...	00:00:23
	103	No	Agent, Third	Voice	Played	2020-07-16	10:31:01.000	CDT(-05:00)	Administrator, ...	00:00:09

Double click on the entry and verify that the recording can be played back.

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Third Agent
Date: 07/16/2020 4:51:37 PM
Trans Id: 117 ANI: DNIS: 35391847001

Export
Call Analysis
Evaluate
Classify
Markers
Stopwatch
Attachments
My Timezone

Analytics Tools

Playlist
Transcript

Length: 00:01:17

00:00:02

00:30

01:00

Original Size

10x

1x

2/2

Player Status: Playing

10. Conclusion

These Application Notes describe the configuration steps required for Qfiniti to successfully interoperate with Avaya Proactive Outreach Manager, Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services using Service Observing. All feature and serviceability test cases were completed with an observation noted in **Section 2.2**.

11. Additional References

This section references the product documentation relevant to these Application Notes.

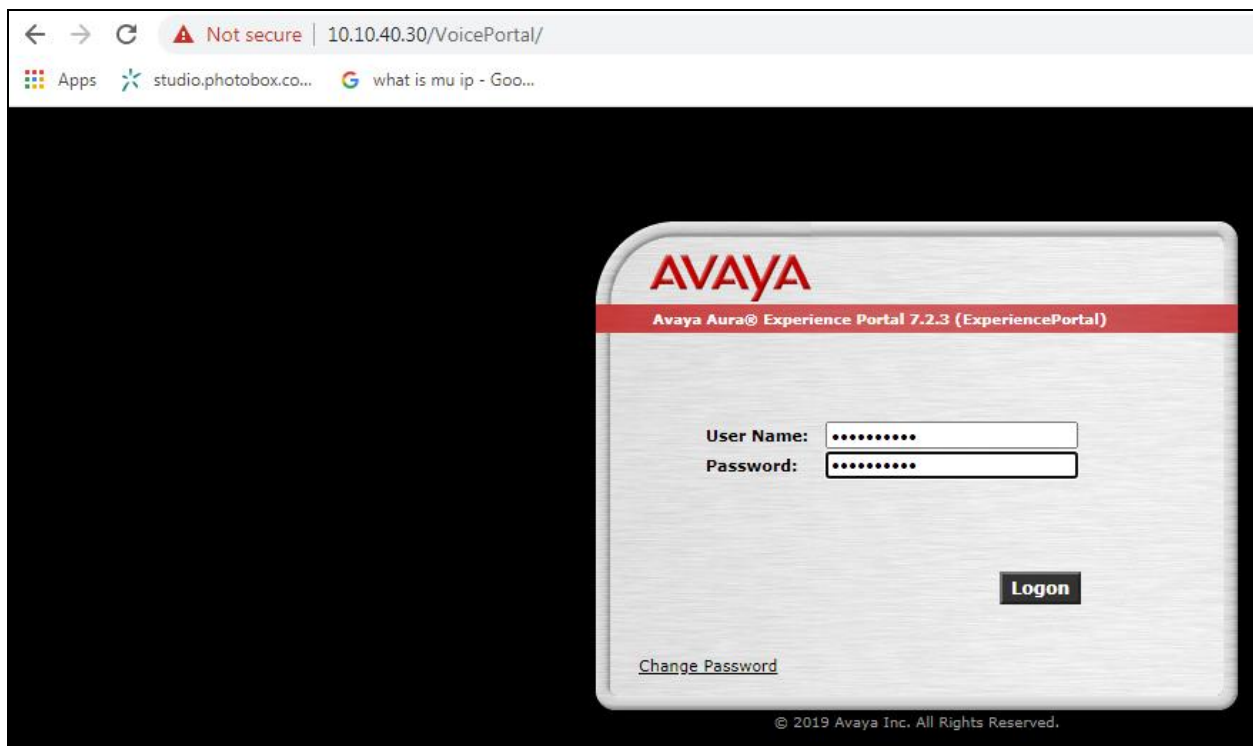
1. *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 6, March 2020, available at <http://support.avaya.com>.
2. *Administering Aura® Application Enablement Services*, Release 8.1.x, Issue 7, July 2020, available at <http://support.avaya.com>.
3. *Avaya Proactive Outreach Manager Integration*, Release 3.1.3, Issue 1, January 2020
4. *Implementing Avaya Proactive Outreach Manager*, Release 3.1.3, March 2020
5. *OpenText Qfiniti User Guide*, Version 16.7, December 2019, available to existing customers at <https://knowledge.opentext.com/knowledge>.

Appendix

This Appendix contains information on the Contact List, Completion Codes, Outbound Strategy and Outbound Campaign. The Application Notes assume that these components are already in place and a campaign is fully operational. However, it is useful to see the setup of the Preview Campaign, including the Preview Strategy and Contact List assigned to it.

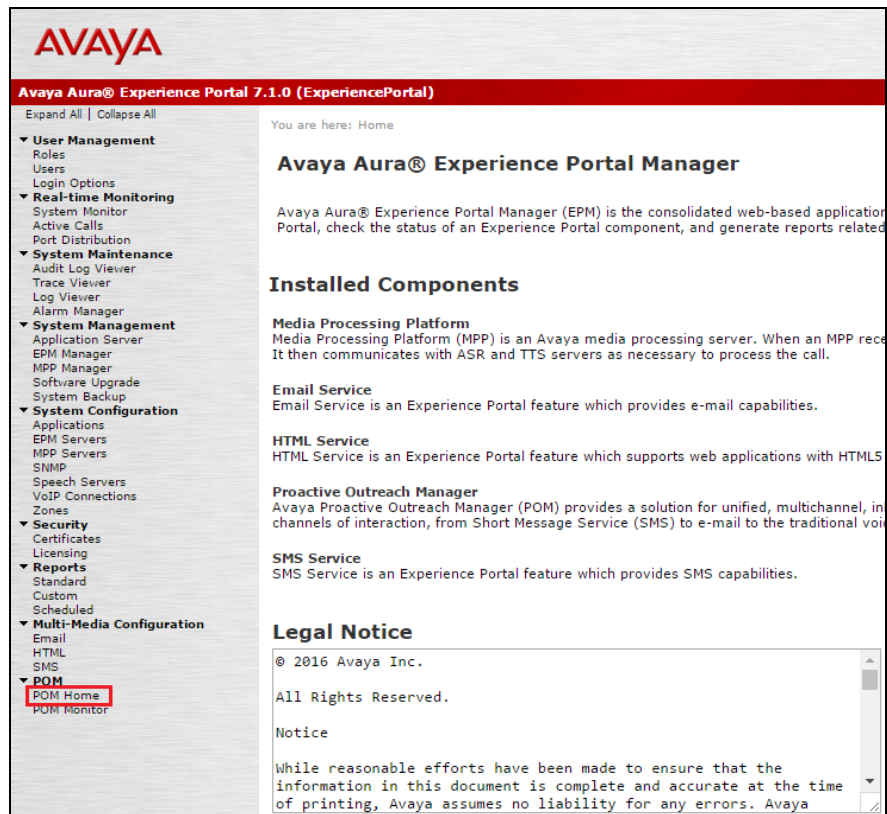
12. Avaya Proactive Outreach Manager Outbound Campaign and Components

POM is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter `http://[IP-Address]/` as the URL in an internet browser, where IP-Address is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed.



12.1. Generate an Outbound Campaign

Click on **POM Home** at the bottom of the left window.



The following section shows the configuration of the Preview Campaign Strategy. Before the strategy can be created, a Completion Code must be created.

12.1.1.Completion Codes

Navigate to **Campaigns → Completion Codes** as shown below.



There are three Completion Codes already present on this POM and each of these can be assigned to the Campaign Strategy. If a new code was to be added, click on **Add** as shown below.

Completion Codes
Depending on your user role, this page allows you to create, modify, delete custom Completion Codes.

Show | Page: 1/1

	Completion Code ID†	Completion Code	Right party connect	Success	Closure	Answer Machine by Agent	Description	Actions
<input type="checkbox"/>	72	Callback	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="button" value="Delete"/>
<input type="checkbox"/>	73	Wrong	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="button" value="Delete"/>
<input type="checkbox"/>	74	Sale	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="button" value="Delete"/>

The example below shows the **Sale** Completion Code, which is assigned to the Preview Strategy that is displayed on the next page.

Edit Completion Code

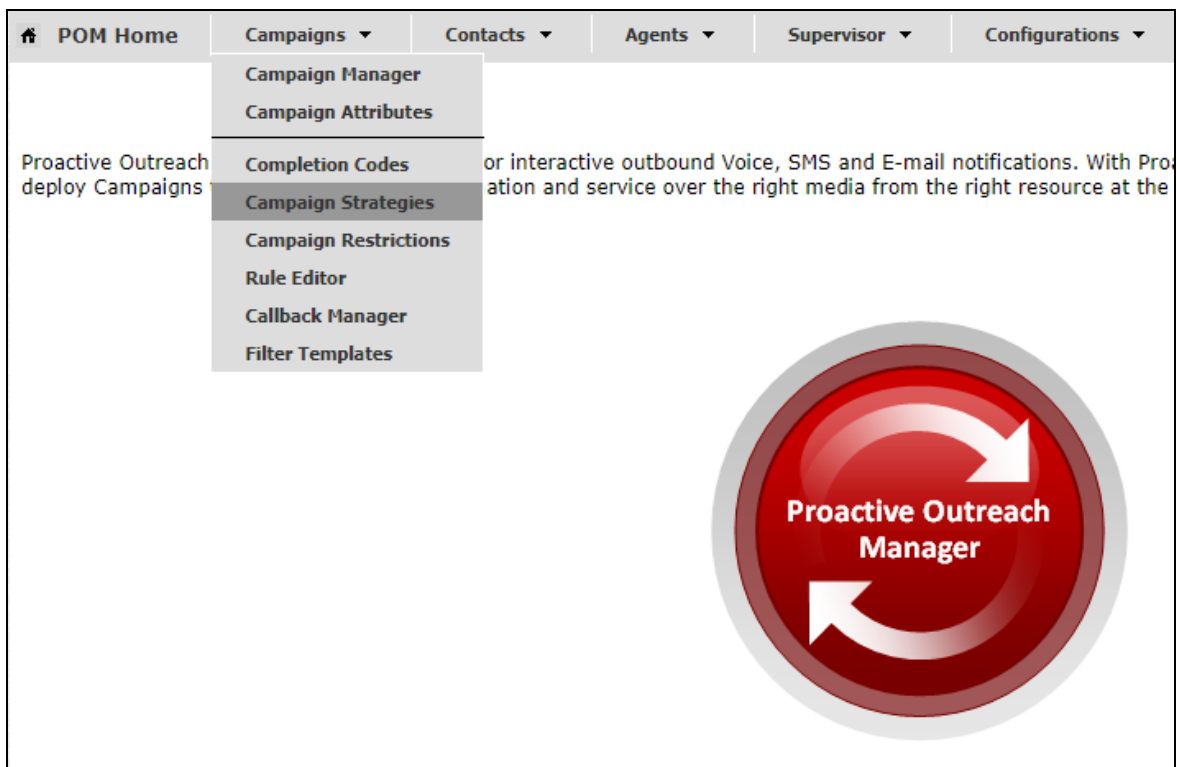
This page allows you to modify Completion Codes.

Name	Sale
Description	<div></div>
Right party connect	<input checked="" type="checkbox"/>
Success	<input checked="" type="checkbox"/>
Closure	<input checked="" type="checkbox"/>
Answer Machine by Agent	<input type="checkbox"/>

Save
Cancel
Help


12.1.2.Campaign Strategy

Navigate to **Campaigns** → **Campaign Strategies** as shown below.



The Campaign Strategies are shown below, where a new strategy can be added by clicking on **Add** or existing strategies can be viewed by clicking on the **Name** of the strategy displayed.

Campaign Strategies


[Refresh](#)

This page allows the user to manage Campaign Strategies, depending on the user role.

[Advanced](#)

Show 50 | Page: 1/1

Name	State	Task Types	Action
OutProgressive	Completed		
Preview	Completed		

Clicking on the **Preview** strategy from the screen above will show the **Campaign Strategy** called **Preview** that was created for compliance testing.

Not secure | https://10.10.40.30/VP_POM/faces/admin/ContactStrategy.xhtml

Selected Node: Task

- Restrictions
- Address
- Sender's Address
- Result Processors

Campaign Strategy: Preview

- Campaign Strategy
 - Handler (initial)
 - Preview
 - Address
 - Result Processors
 - Result (Call Answered)
 - Agent

Property	Value
Name	Preview
Description	
Sender's Display Name	DevConnect
Sender's Address	sip:9875@devconnect.local
Timeout (sec)	
Guard Times	Disable
Min Contact Time	
Max Contact Time	
Re-check Interval (min)	
On Media Server Failure	retry
Priority	5
Allocation Type	Dynamic
CCA Parameters	
Enhanced CCA	OFF
Background AMD	
Action on AMD	None
Silence Call Detection (SCD)	OFF
APPLICATIONS	
Driver Application	PomDriverApp
Nailer Application	Nailer
Nuisance Call Application	AvayaPOMAnnouncement
On Hold Application	AvayaPOMAnnouncement
PACING PARAMETERS	
Call Pacing Type	Preview
Timed Preview	No
Preview Time (Sec)	
Can Cancel Preview	Disable
Min. Agents	1

Scrolling down from the screen on the previous page shows the Default Completion code and here the Completion Code created in **Section 12.1.1** can be added. The **Applications** located on Experience Portal are also added here under **APPLICATIONS**.

Campaign Strategy: Preview

▼ Campaign Strategy

▼ Handler (initial)

▼ Preview

Address

▼ Result Processors

▼ Result (Call Answered)

Agent

CCA Parameters

Enhanced CCA	OFF
Background AMD	
Action on AMD	None
Silence Call Detection (SCD)	OFF

APPLICATIONS

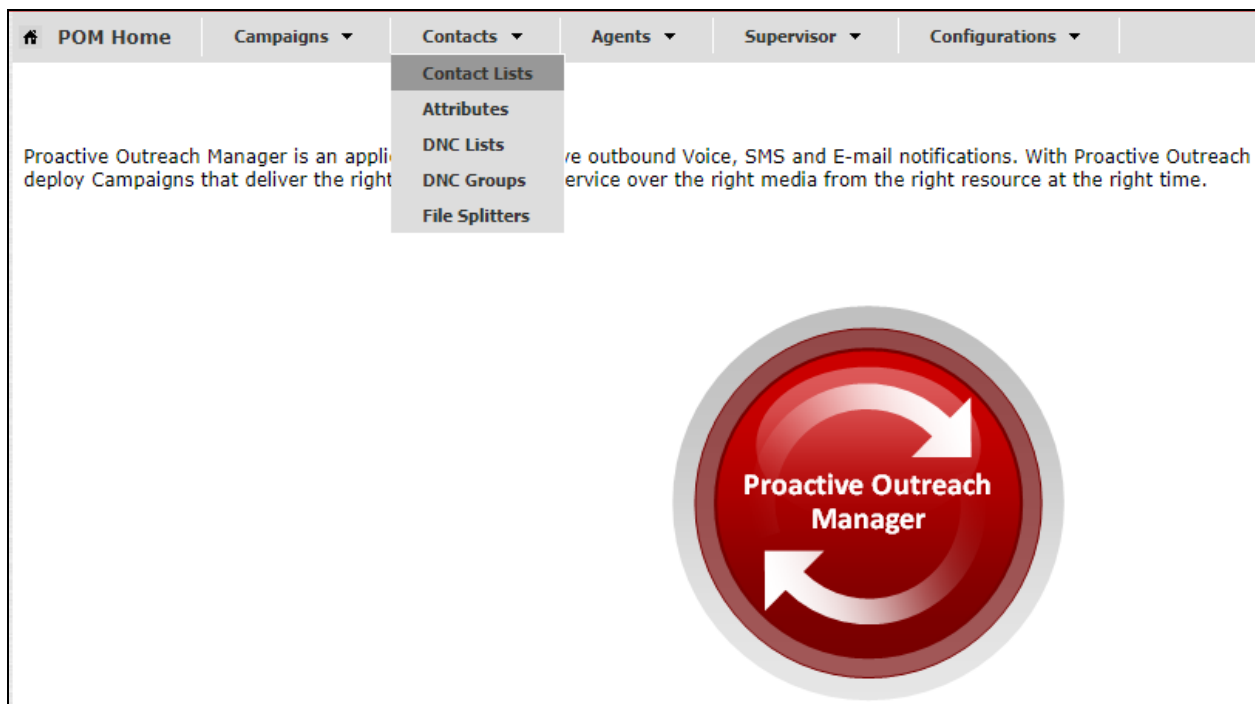
Driver Application	PomDriverApp
Nailer Application	Nailer
Nuisance Call Application	AvayaPOMAnnouncement
On Hold Application	AvayaPOMAnnouncement

PACING PARAMETERS

Call Pacing Type	Preview
Timed Preview	No
Preview Time (Sec)	
Can Cancel Preview	Disable
Min. Agents	1
Max. Agents	5
Agent Outbound Skill	Outbound
ACW Time (Sec)	10
# of ACW extensions	0
Default Completion code	Sale

12.2. Contact List

To add or view the Contact Lists, navigate to **Contacts** → **Contact Lists** as shown below.



There is a Contact List already configured for the Preview Campaign called **CMtoIPO**. Details of this Contact List can be viewed by clicking on the **Show all Contacts** icon, highlighted below. A new Contact List can be added by clicking on **Add** and uploading the contacts from a file.

Contact Lists

Refresh

This page displays all the Contact Lists. Depending on the user role, you can add, change, delete and empty Contact List. You can see Contacts in a Contact List. If organizations are enabled, you can associate Contact List with organization.

Last poll: 08/08/2019 02:26:40 PM

Contact List Name	Total Contacts	Available Contacts	Excluded Contacts	Last Updated	Actions
CMtoIPO	3	3	0	07/01/2019 01:12:28 PM	

* In Progress means Contacts are being imported into a Contact List. Total Contacts count is updated after completion of import activity.

Add

Help

The Contact List shown has three entries in it calling to **85250** then **85123** and finally to **85202**.

Contact Browser
 This page shows Contacts present in Contact List CMtoIPO.

Contact search and sort criteria

Search Contact where Attribute Select Select

Sort Contact using Attribute System Contact ID in Ascending order **Apply Criteria**

Customer ID Attribute
 Customer ID Attribute must be a combination of lower case letter [a-z],upper case letter [A-Z],numeric character [0-9] and special characters, _ , ~ , dot/period/full stop. Special character must be EMBEDDED somewhere in the middle of the Customer ID, and not in the first or the last character of the string. If CustomerID is not adhere to mentioned guidelines than that specific attempt record will not be published to Context Store.

Select Attribute that represents Customer ID Select

Customer ID Retrieval Mode ☐ Always ☒ Never ☐ Attribute Value is Blank

Save

Records Per Page 10 Page Number: 1
 Total Pages: 1

System Contact ID	ID	First Name	Last Name	Phone 1	Phone 1 Country Code	Time Zone	Phone 1 State	Phone 1 Wireless	Phone 2	Phone 2 Country Code	Phone 2 Wireless
1	1	Paul	Greaney	85250	1	Europe/Dublin			85250	1	
2	2	Emma	Greaney	85123	1	Europe/Dublin			85123	1	
3	3	Dave	Greaney	85202	1	Europe/Dublin			85202	1	

Back Add Help

12.3. Preview Campaign

Navigate to **Campaigns → Campaign Manager** as shown below.

POM Home Campaigns Contacts Agents Supervisor Configurations

Campaign Manager
 Campaign Attributes
 Completion Codes
 Campaign Strategies
 Campaign Restrictions
 Rule Editor
 Callback Manager
 Filter Templates

Proactive Outreach
 deploy Campaigns

or interactive outbound Voice, SMS and E-mail notifications. With Proactive Outreach
 ation and service over the right media from the right resource at the right time.

There are two outbound campaigns already configured for the compliance testing, a progressive campaign and a preview campaign. A new campaign can be added by clicking on the **Add** button or an existing campaign can be viewed by clicking on the **Name**.

Campaign Manager

Refresh

Last poll: 08/08/2019 02:28:23 PM

This page displays Campaigns and actions associated with Campaigns depending on your user role.

Show 50 | Page: 1/1

Name	Type	Campaign Strategy	Contact Lists	Last Executed	Waiting Callbacks	Actions
OutboundPreview	Finite	Preview	CMtoIPO	08/08/2019 11:44:02 AM 0		<input type="button" value="Details"/> <input type="button" value="Refresh"/> <input type="button" value="Pause"/> <input type="button" value="Play"/> <input type="button" value="Stop"/> <input type="button" value="Delete"/>
OutboundProgressive	Finite	OutProgressive	CMtoIPO	07/17/2019 04:20:30 PM 0		<input type="button" value="Details"/> <input type="button" value="Refresh"/> <input type="button" value="Pause"/> <input type="button" value="Play"/> <input type="button" value="Stop"/> <input type="button" value="Delete"/>




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

The **Campaign Strategy** that was shown in **Section 12.1.2** is entered at the top of the screen below. The example below shows a Do Not Call (**DNC**) **Group** called **PG** (this was not shown in the **Appendix**) associated with this Campaign. Click on **Next** to continue.

Campaign Strategy

Select a Campaign Strategy from the following list to be used in the Campaign. Click on the icons to create a new Campaign Strategy, view details of a selected Strategy or refresh the current list.

Preview



Campaign type

☒ Finite ☐ Infinite

☐ Do not associate any Contact List at start

External Selection

☐ External Selection

Contact Record Assignment to Agent

☐ Attributes ☐ Agent ID

DNC Group

☒ Apply DNC Group

From the following list select one or more DNC Group to be used with this Campaign.

PG

From the following list select one DNC Group to be used for Agent/Web service. Agent/Web Service marked DNC contacts will be added to this DNC Group.

PG

Context Store

☐ Publish Attempt Data To Context Store

Cancel

Next

Help

The **Contact List** displayed in **Section 12.2** is associated with this campaign.

Contact List and Filter Selection
Select Contact List and Filter for this campaign

Name: OutboundPreview

If no Filter is associated for a Contact List, then all the Contacts present in that Contact List are selected

Contact List and Filter Template Association

Press the button below to add new association. Select Contact List, select an appropriate Filter for that Contact List. Repeat it for each Contact List to be used for this Campaign. Associating a Filter with the Contact List is not mandatory. Maximum 15 Contact Lists can be added to the campaign. Only one Filter can be associated with a Contact List. Use the Apply same filter checkbox to apply filter template associated with top row of association table to all other rows. Use No dialing Allocation checkbox if filtering and dialing should not be driven based on dialing allocation. No dialing Allocation checkbox will be enabled only if Apply same filter is enabled.

☐ Apply same filter ☐ No Dialing Allocation

No.	Contact List	Filter Template	Dialing Allocation Percent	Actions
1	CMtoIPO(Default) ▼	Select ▼	100	Preview

Add Association

View Records

Click on the "Show Results" button to display the Contacts selected based on the criteria entered in the above section. If no selection criteria is entered, all the records from Contact List are shown.

Show Results

Pause Dialing During Record Selection

On enabling this flag, POM will momentarily pause dialing till record selection completes. POM will pause the dialing whenever user modifies the filter condition or new import is scheduled on the associated contact list or new contact file is uploaded from web interface or a contact list is added or removed from the job. This will ensure that contacts are filtered and sorted before new attempt is made for the job. If the flag is disabled, POM will continue with dialing of records along with record selection in parallel and cannot guarantee the record ordering.

☐ Pause Dialing During Record Selection

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

There are many other configurations that may be required for various campaigns to operate, the screen shots displayed here are to serve as to display the setup used for compliance testing. This was for the preview campaign that was used, and the contact list and strategy associated with that outbound preview campaign.

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