**Avaya Solution & Interoperability Test Lab**

# Application Notes for Trinity Mobility trinityENGAGE Citizen Engagement Platform 2.1.0 with Avaya Aura® Contact Center 7.1.2 - Issue 1.0

## Abstract


These Application Notes contain instructions for Trinity Mobility trinityENGAGE Citizen Engagement Platform 2.1.0 to successfully interoperate with Avaya Aura® Contact Center 7.1.2 and Avaya Aura® Environment 8.1.3.3 using the Contact Control Service API.

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

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




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# 1. Introduction

These Application Notes describe the configuration steps required for Trinity Mobility trinityENGAGE Citizen Engagement Platform 2.1.0 to interoperate with Avaya Aura® Contact Center 7.1.2 and Avaya Aura® Environment 8.1.3.3.

trinityENGAGE Citizen Engagement Platform includes Operator application that serves Agent desktop service running as a web browser application. trinityENGAGE Citizen Engagement Platform solution is integrated with Avaya Aura® Contact Center using Contact Control Service API to provide contact control capabilities for agent and supervisor.

# 2. General Test Approach and Test Results

Interoperability testing contained functional tests mentioned in **Section 2.1**. All test cases were performed manually. The general test approach was to validate successful handling of inbound skillset calls using Citizen Engagement Platform Operator. This was performed by calling inbound to a CDN and/or outbound from the Avaya Aura® Contact Center using Citizen Engagement Platform Operator to answer calls. Where applicable, agent actions were performed using the Citizen Engagement Platform Operator Client.

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 trinityENGAGE Citizen Engagement Platform solution utilized enabled securities capabilities with HTTPS.


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## 2.1. Interoperability Compliance Testing

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

- **Agent state change**– Login/Logout
- **Inbound and Outbound Calls**
- **Hold/Transfer/Conference** – Place callers on hold and transfer and conference using Citizen Engagement Platform Operator.
- Proper handling of more call scenarios involving inbound, outbound, ACD, non-ACD, multiple agents, multiple calls, and long duration.
- **Serviceability -** The serviceability testing focused on verifying the ability of trinityENGAGE Citizen Engagement Platform to recover from adverse conditions, such as disconnecting/reconnecting the network.

## 2.2. Test Results

The testing was successful. All test cases passed.

## 2.3. Support

Technical support can be obtained for the Trinity Mobility trinityENGAGE Citizen Engagement Platform as follows:

• Email: technicalsupport@trinitymobility.com
• Website: https://www.trinitymobility.com
• Phone: +918047902121


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# 3. Reference Configuration

**Figure 1** illustrates a sample configuration that consists of Avaya products and the Trinity Mobility trinityENGAGE Citizen Engagement Platform (CEP).

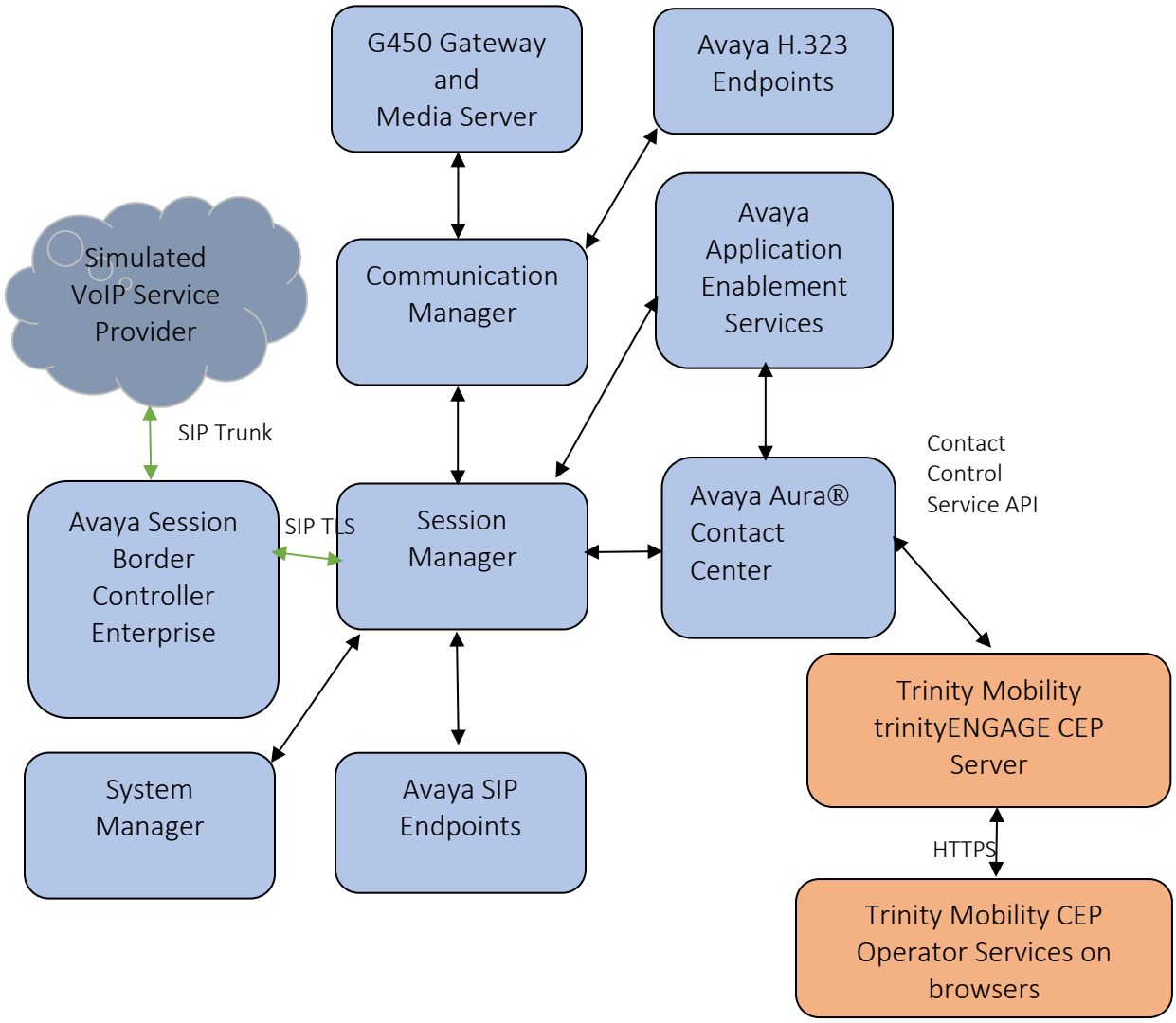


**Figure 1:** Test Configuration for Trinity Mobility trinityENGAGE Citizen Engagement Platform and the Avaya Platform.


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# 4. Equipment and Software Validated

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

| Equipment/Software | Release/Version |
|---|---|
| Avaya Aura® System Manager in Virtual Environment | 8.1.3.3 - 8.1.3.3.1013878 |
| Avaya Aura® Session Manager in Virtual Environment | 8.1.3.3 - 8.1.3.3.813310 |
| Avaya Aura® Communication Manager in Virtual Environment | 8.1.3.3 - 01.0.890.0-27168 |
| Avaya G450 Media Gateway | 41.34.1 |
| Avaya Aura® Media Server in Virtual Environment | 8.0 SP2 - 8.0.2.218 |
| Avaya Aura® Application Enablement Services in Virtual Environment | 8.1.3.3 |
| Avaya Session Border Controller for Enterprise | 8.1.3 |
| Avaya Aura® Contact Center | 7.1.2 |
| Avaya Workplace Client for Windows | 3.22.0 |
| Avaya Avaya Vantage™ K155 | 3.1.1 |
| Avaya J179 SIP Desk phone | 4.0.9 |
| Avaya J139 IP Desk phone (H.323) | 6.8.5 |
| trinityENGAGE Citizen Engagement Platform | 2.1 |


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# 5. Configure Avaya Aura® Contact Center

It is implied that a working Avaya Aura® Environment, which includes System Manager, Session Manager, Communication Manager, Media Server, Contact Center, is already in place with the necessary licensing. For all other provisioning information, such as initial installation and configuration, please refer to the product documentation in **Section 10**.

This section shows the steps required to add a new CDN and skill on Avaya Aura® Contact Center associated with an agent. Agent can use CEP Operator as agent desktops for handling incoming and outgoing calls.

The following sections give step by step instructions on how to add the following.

- Login to Avaya Aura® Contact Center Manager
- CDN (Route Point) Configuration
- Skillset Configuration
- Add an Application Script
- Configure a Contact Center Agent

## 5.1. Login to Avaya Aura® Contact Center Manager

Launch URL: **http://<IP Address of AACC>** and login to the Contact Center Management Administration with administrative credentials. The Contact Center Launch pad is displayed

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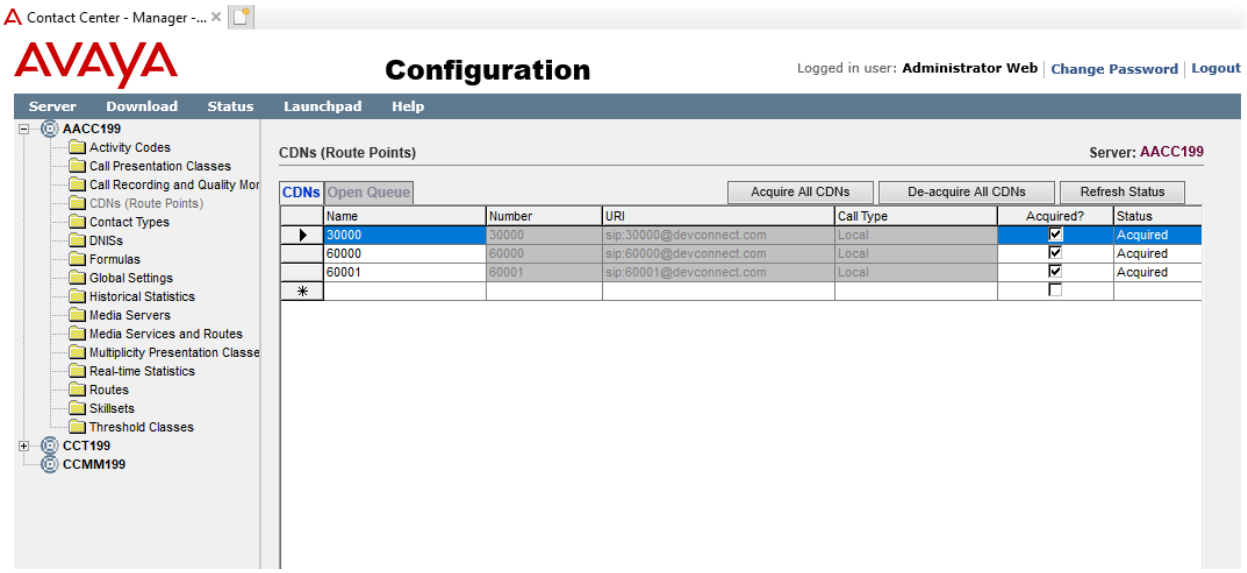
## 5.2. CDN (Route Point) Configuration

In the Launch pad, click **Configuration**. In the left pane, click the **(+)** sign next to the Contact Server manager name, to which the route point is to be added. Select the **CDNs (Route Points)** folder. The following highlighted configurations are required on the **CDNs (Route Points)** window:

- **Name**: Type the name of the route point.
- **Number**: Type the number for the route point.
- **URI**: Type the value of the Uniform Resource Indicator (URI) of the route point of the SIP server.
- **Call Type**: Select Local from the list.
- **Acquired**: Check the Acquired check box.





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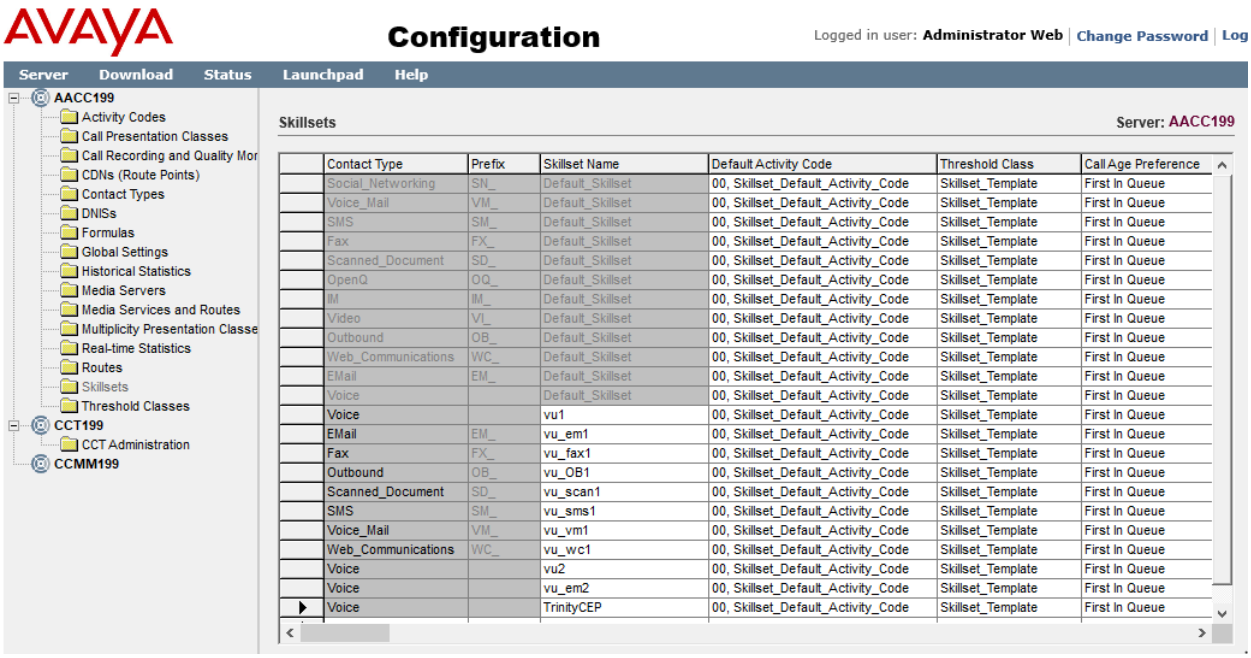
## 5.3. Skillset Configuration

Select the **Skillsets** folder in left pannel. The following highlighted configurations are required on the Skillsets window:

- **Contact Type**: Chose Contact Type of skillset (Example: Voice).
- **Skillset Name**: Enter name of Skillset (Exp : TrinityCEP).
- And leave the rest as default.




| Contact Type | Prefix | Skillset Name | Default Activity Code | Threshold Class | Call Age Preference |
|---|---|---|---|---|---|
| Social_Networking | SN_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Voice_Mail | VM_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| SMS | SM_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Fax | FX_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Scanned_Document | SD_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| OpenQ | OQ_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| IM | IM_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Video | VI_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Outbound | OB_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Web_Communications | WC_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| EMail | EM_ | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Voice | | Default_Skillset | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Voice | | vu1 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| EMail | EM_ | vu_em1 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Fax | FX_ | vu_fax1 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Outbound | OB_ | vu_OB1 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Scanned_Document | SD_ | vu_scan1 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| SMS | SM_ | vu_sms1 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Voice_Mail | VM_ | vu_vm1 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Web_Communications | WC_ | vu_wc1 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Voice | | vu2 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Voice | | vu_em2 | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |
| Voice | | TrinityCEP | 00, Skillset_Default_Activity_Code | Skillset_Template | First In Queue |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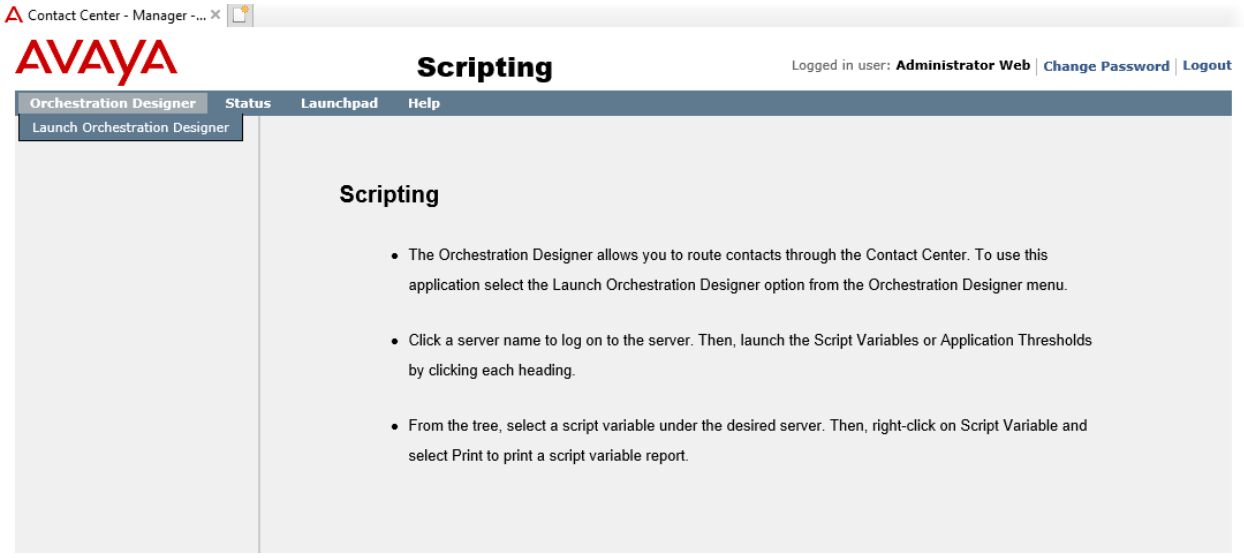
## 5.4. Add an Application Script

Applications contain instructions that determine the sequence of steps that a contact follows after the contact arrives at Avaya Aura® Contact Center. These steps can include call treatments (such as music or ringback), call routing (such as skill-based routing), or interaction with the caller (entering account numbers). Applications perform two major functions: they define the path a contact follows, and they provide treatments to a contact as the contact moves through Contact Center. In the Launch Pad click **Scripting** (not shown). Choose **Orchestration Designer**, **Launch Orchestration Designer**. If prompted to download the Orchestration Designer, click OK. Follow the instructions of the installer and Install the Program. After the Program is installed, select **Launch Orchestration Designer**.





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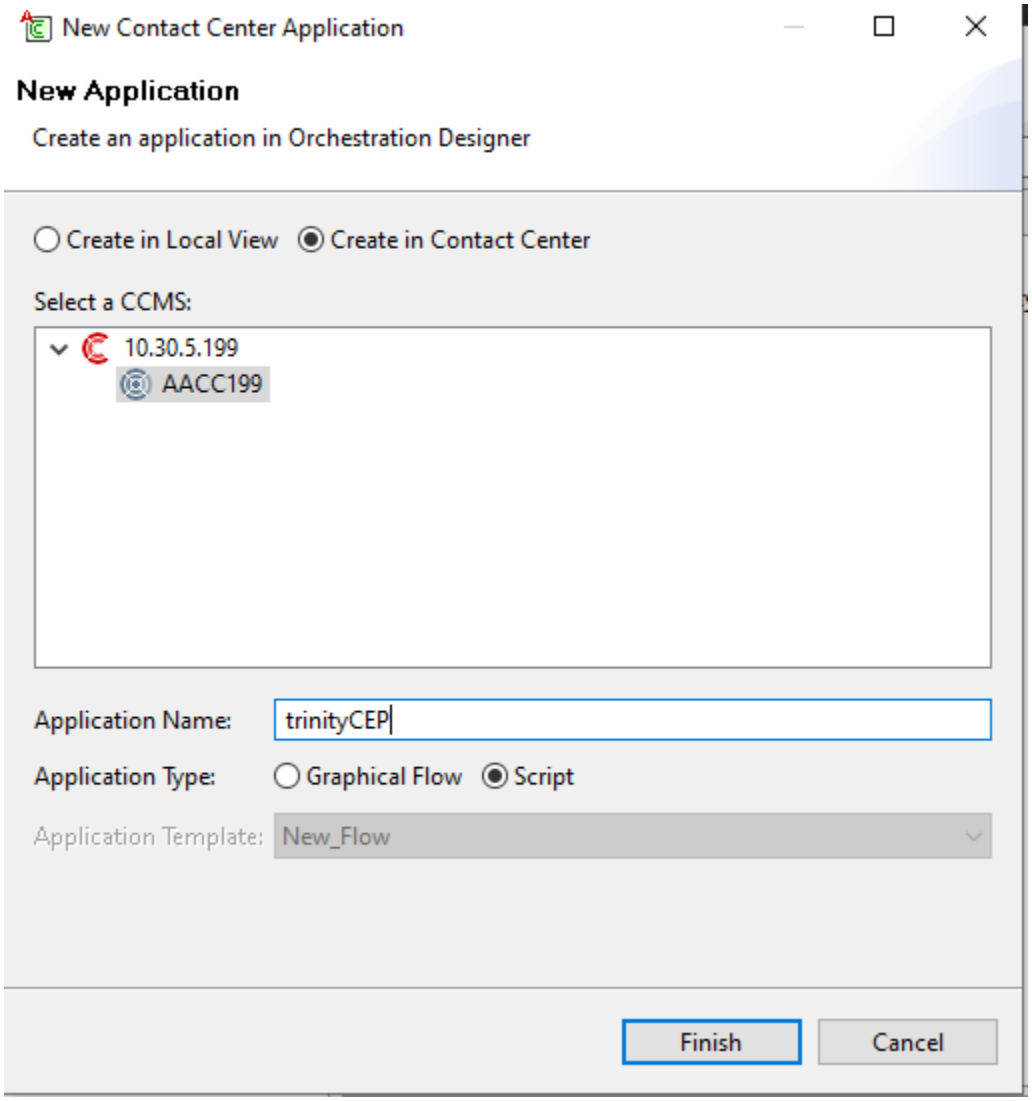
On the **Orchestration Designer** window (not shown), on the left pane click the (+) sign next to the Contact Server name and right click on **Applications [Full Control]**. Select **New → Application**. Provide the **Application Name** and select **Script** radio button. Click **Finish**.





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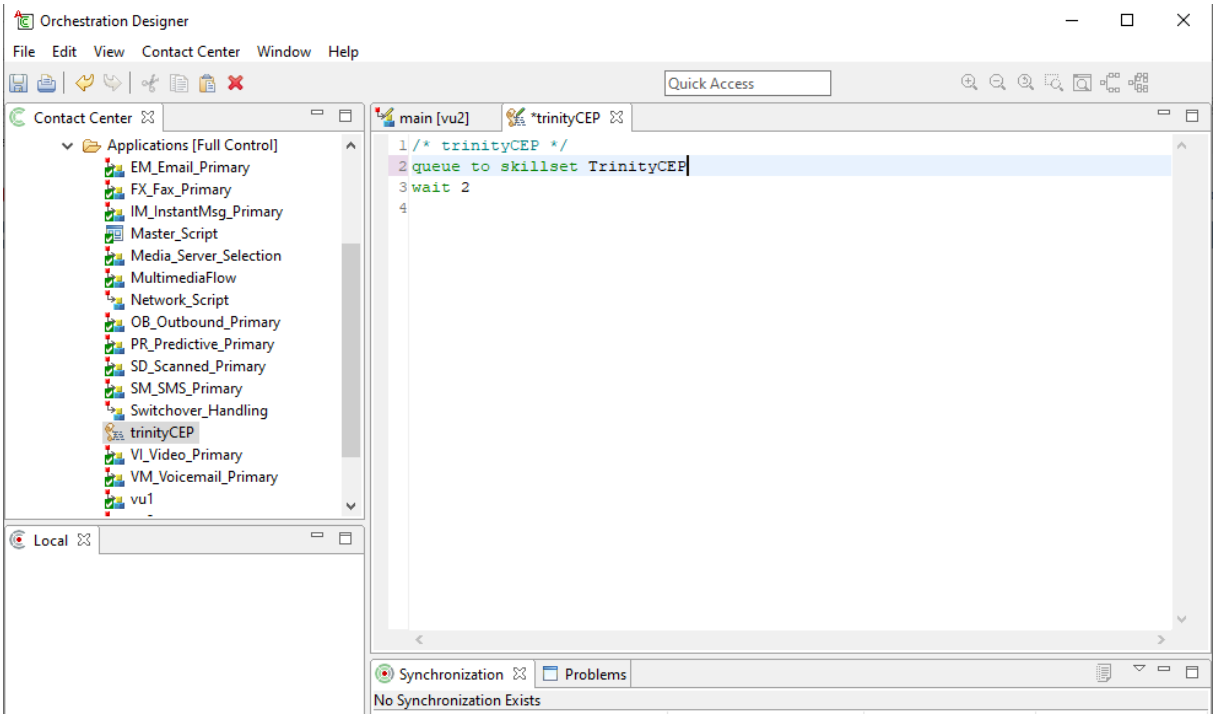
Edit the above created application script to have the following lines:

- queue to skillset TrinityCEP
- wait 2

Save the application.





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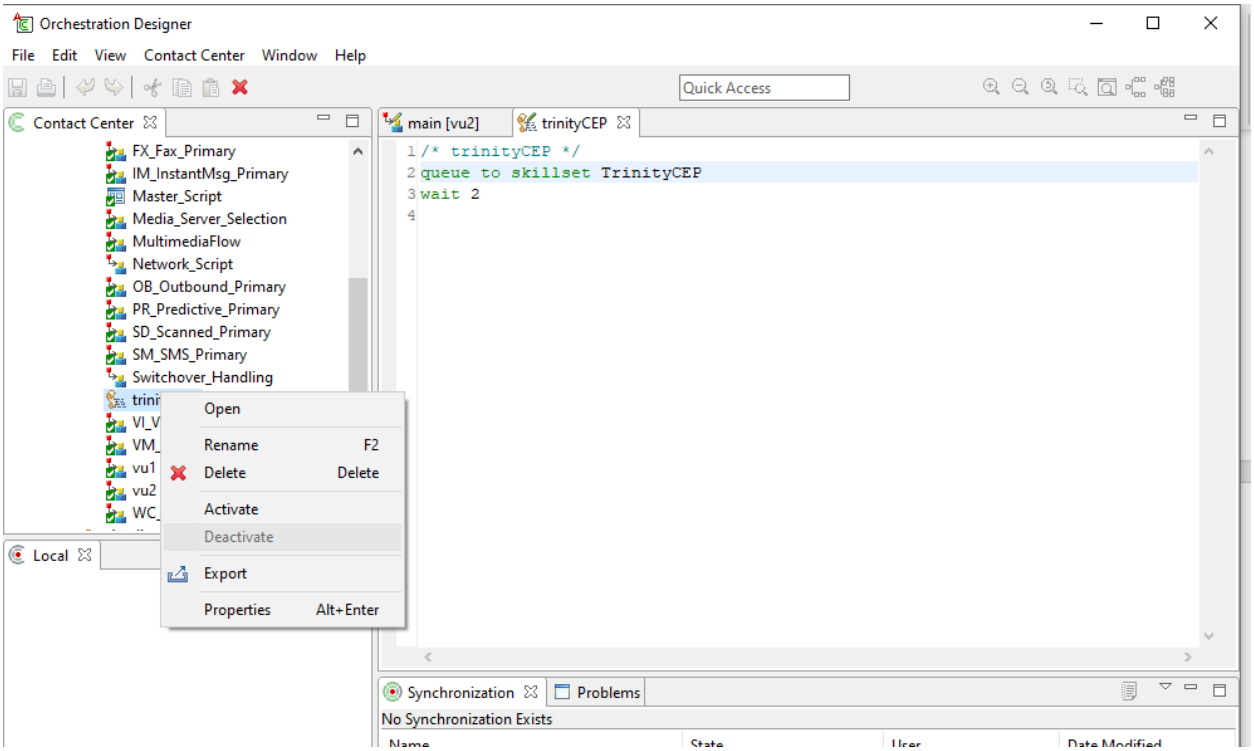
Right click on the application name and select **Activate**. The message of Application Activation is displayed (not shown).





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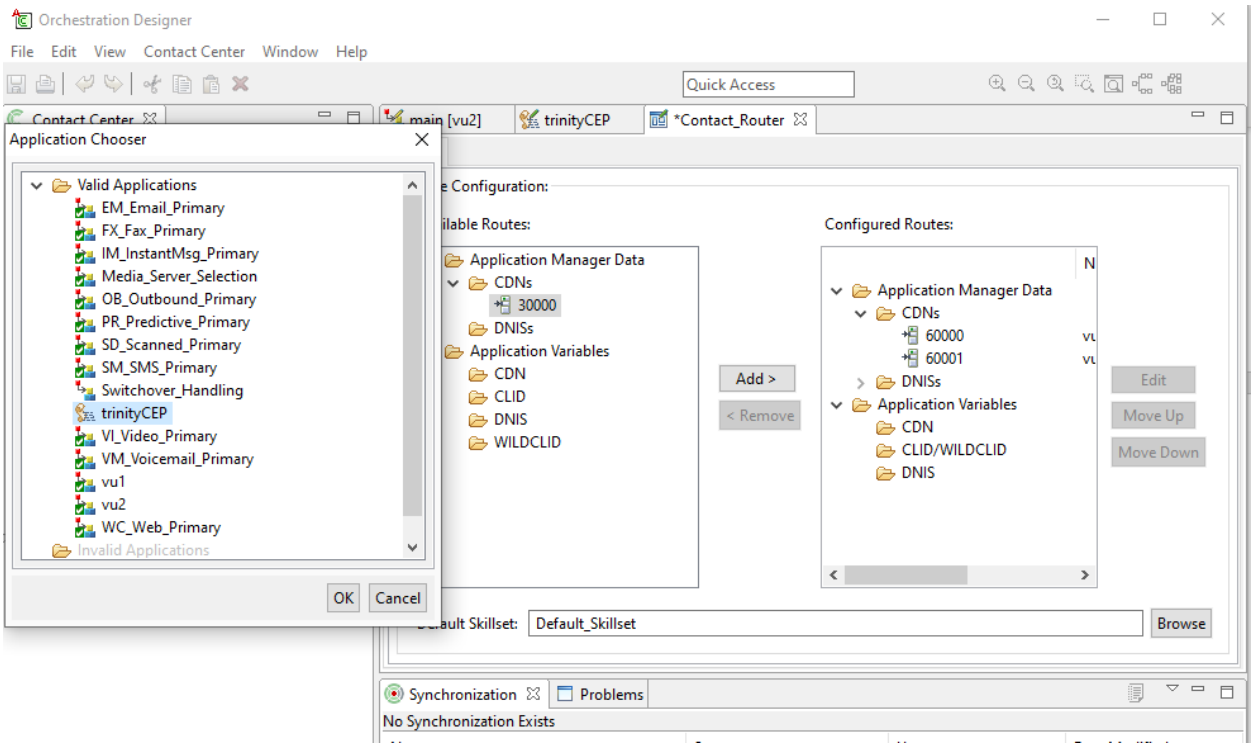
From the list in the **Applications [Full Control]** folder, double click on **Master_Script**. A new pane appears on the top right side called **Contact_Router** (not shown). Under the **Route Configuration** and **Available Routes** section, in **Application Manager Data** folder, click on **CDNs** folder to open it. This opens and the CDN name which was configured earlier now appears. Associate the application and the CDN created correctly in the Master script. Click on the CDN called 30000 and then on the **Add >** button to map this from the list of **Available Routes** to the **Configured Routes**.





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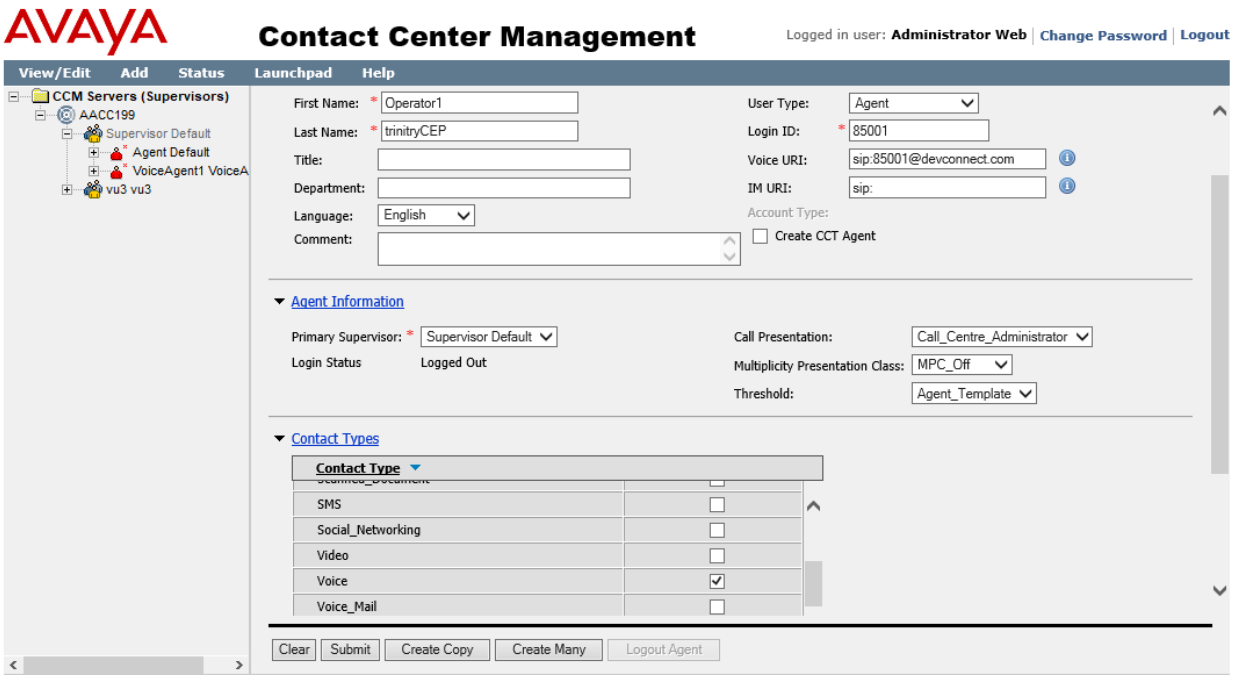
## 5.5. Configure a Contact Center Agent

In the Launch pad, click **Contact Center Management** (not shown). In the left pane, click the Contact Center Manager to which the agent is to be added. On the top menu, select **Add → Agent**. The following highlighted fields were configured:

- **User Type:** Select Agent as User Type.
- **First Name:** Type a first name for the agent.
- **Last Name:** Type a last name for the agent.
- **Login ID:** The number the agent enters to logon to the phone. In this case the field is set to the extension (85001).
- **Primary Supervisor:** Select Default Supervisor from the list.
- **Voice URI:** The SIP address of the TR87-controlled terminal dedicated to this agent, in the format sip:agent (use Extension@SIPdomain, where SIPdomain is the CCMS Local SIP Subscriber Domain name. For example; sip:85001@devconnect.com).
- Enable CTI for this agent: Check the check box.

Click **Contact Types**, which is then expanded. Select the check box beside each **Contact Type** to assign to the agent (for example, **Voice**).





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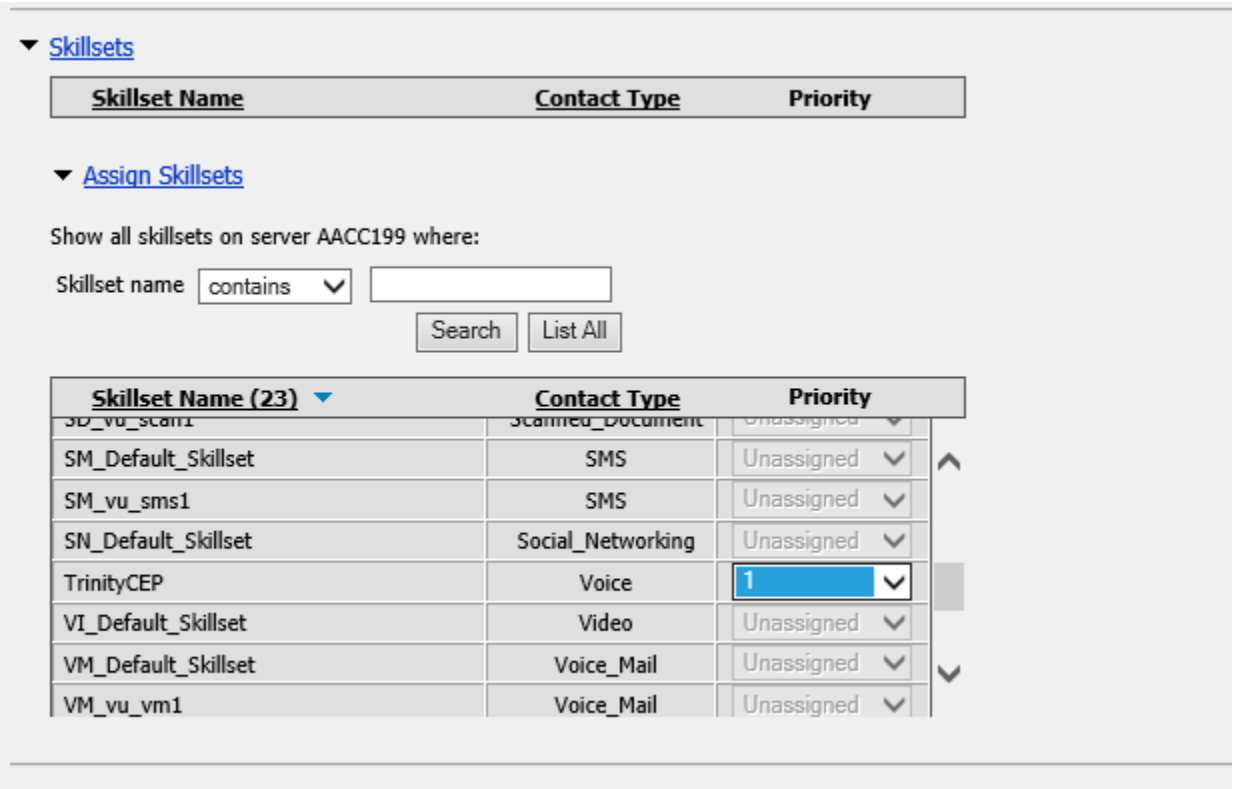
Click the **Skillsets** heading to expand the branch. Click **List All** to list all skillsets configured on the server. From the **Priority** list for each skillset to assign to the agent, select the priority levels (For example select **Voice** and set the priority level 1).





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# 6. Configure Trinity Mobility trinityENGAGE Citizen Engagement Platform

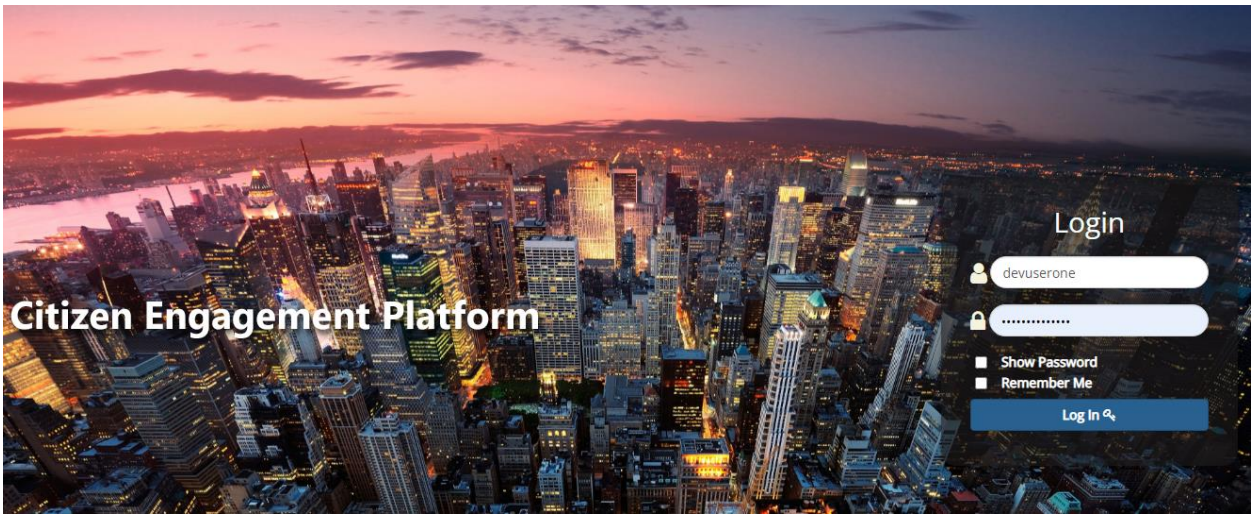
All configuration related to trinityENGAGE Citizen Engagement Platform is performed by trinity engineers and, thus, is not documented.

# 7. Verification Steps

This section provides the tests that can be performed to verify proper configuration.

## 7.1. Verify Trinity Mobility trinityENGAGE Citizen Engagement Platform - Operator

On web browser, enter trinityEngage CEP-Operator URL page:
http://<trinityCEP_FQDN>:9072/CEPOperatorService/





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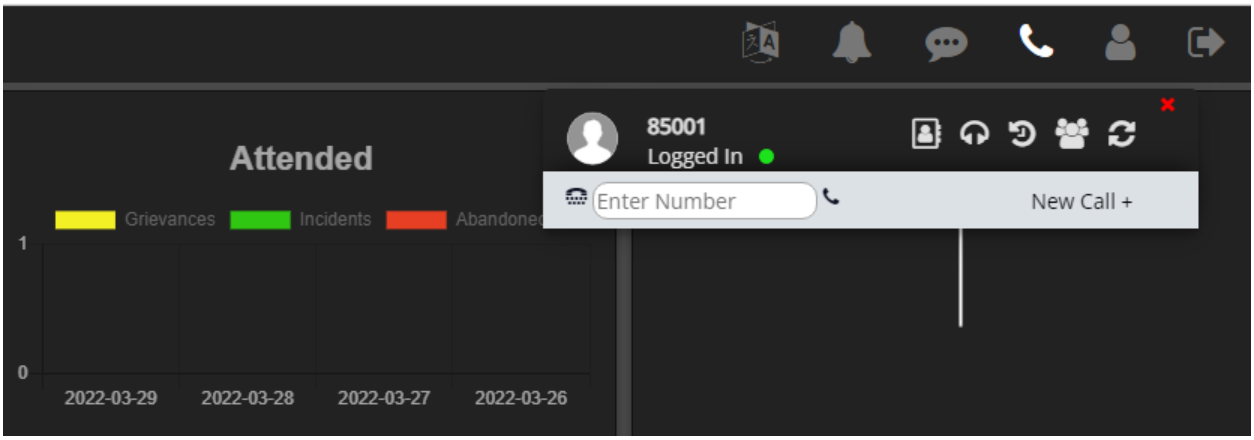
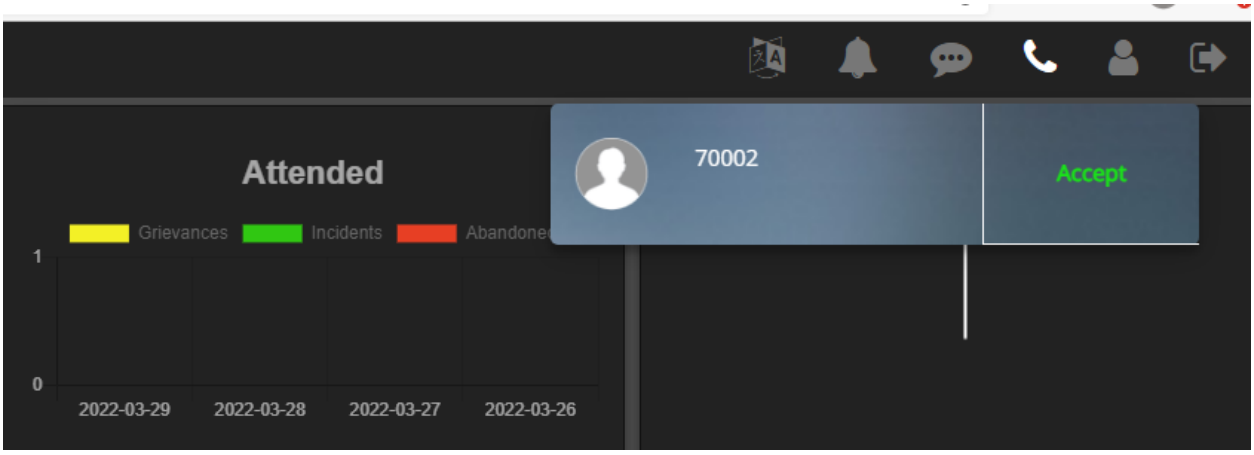
Login with Operator credentials which was created in **Section 5.5**. Verify that Operator login successfully and control station with status **Logged In**.




Make an inbound call to the CDN and answer the call using CEP Operator. Click **Accept** to answer the call.





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# 8. Conclusion

Trinity Mobility trinityENGAGE Citizen Engagement Platform 2.1 solution was able to successfully interoperate with Avaya Aura® Environment 8.1.3.3 and Avaya Aura® Contact Center 7.1.2 using Contact Control Service API. All test cases passed successfully.

# 9. Additional References

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


[1] *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 8, Nov 2020
[2] *Administering Avaya Aura® Session Manager*, Release 8.1.x, Issue 8, Feb 2021
[3] *Administering the Avaya Aura® Web Gateway*, Release 3.8 Issue 2, July 2020
[4] *Administering Avaya Aura® Application Enablement Services*, Release 8.1.x, Issue 8, Feb 2021
[5] *Avaya Aura® Contact Center Server Administration*, Release 7.1, Issue 07.06, Sept 2021




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