



Avaya Solution & Interoperability Test Lab

Application Notes for configuring Avaya Proactive Contact R5.0.1 with Inisoft synTelate Web Agent R3.0 using Avaya PG230 Digital Switch – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for IniSoft synTelate Web Agent R3.0 to successfully interoperate with Avaya Proactive Contact R5 using Avaya PG230 Digital Switch. IniSoft synTelate Web Agent provides secure integration with Avaya Proactive Contact from the web browser and it consist of Web Server, Web Agent Connection Service, Web Agent License Service, Desktop Component, synTelate Designer, Campaign Compiler and Database.

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 a compliance tested configuration comprised of Avaya Proactive Contact R5.0.1 using Avaya PG230 Digital Switch (also known as hard dialer) and Inisoft synTelate Web Agent R3.0. Avaya Proactive Contact R5 uses Avaya PG230 Digital Switch to place calls to Inisoft Syntelate Web Agent users via QSig trunks to Avaya Aura® Communication Manager. Call control is performed through the Inisoft Syntelate Web Agent Connection Service to Avaya Proactive Contact R5.0.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of synTelate to carry out call handling functions in a variety of scenarios through its API with Proactive Contact. The feature test cases were performed automatically. Outbound calls were automatically placed and delivered to synTelate Web Agent by Proactive Contact. Different types of jobs were exercised, along with a variety of actions initiated from synTelate Web Agent, to verify proper generation and handling of supported messages from Proactive Contact. The Proactive Contact Editor was used to start/stop jobs. The verification included checking the display of fields, options, and values on synTelate Web Agent, and verification of the exchanged API events in the agentx_API.trans log files was also performed. All test cases were executed.

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.

2.1. Interoperability Compliance Testing

The feature testing focused on verifying proper display of synTelate Web Agent with appropriate options, fields, and values for the following scenarios:

- Outbound, inbound and managed jobs
- Log in, join job, go on/off break, leave job, and logoff
- Hold, retrieve, NVDT call transfer, conference, place manual call, agent drop, customer, release line/hang-up, and finish work
- Set callback and update customer fields

2.2. Test Results

All test cases that were executed successfully passed.

2.3. Support

Technical support on synTelate can be obtained through the following:

- Phone: +44 (0) 141-552-8800
- Email: support@inisoft.co.uk

3. Reference Configuration

synTelate Web Agent provides secure integration with Proactive Contact from the web browser. It consists of a number of major architectural components as listed below:

- Desktop Component
- Web Server
- Web Agent Connection Service
- Web Agent License Service
- Designer
- Campaign Compiler
- Database

Desktop Component

synTelate Web Agent uses a Desktop Component to provide a communication channel between Proactive Contact and the agent's browser. The Desktop Component opens a socket on the agent's PC and listens for any incoming data from Proactive Contact via the Web Agent Connection Service. The installation file for the Desktop Component is hosted on the Web Server and agents will be prompted to download and install it the first time they log in.

Web Server

The Web Server requires installation of the .NET Framework 3.5 SP1 to be performed before the installation of the synTelate Web Agent. The recommended hardware configuration for synTelate Web Agent is to host the Web Server, the Web Agent Connection Service and the Database server on separate machines.

Web Agent Connection Service

The Web Agent Connection Service is a Windows Service that handles all communication with Proactive Contact using SSL. When an agent logs in, the Web Agent Connection Service establishes an SSL connection with Proactive Contact and maintains this connection on behalf of the agent for as long as it is required. Each request from the agent's browser is marked with the agent's login details so the correct connection is used to send commands to Proactive Contact.

Web Agent License Service

The Web Agent License Service is lightweight windows services that checks and monitors license usage for agents logging in to synTelate Web Agent.

Designer

The synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens.

Campaign Compiler

The Campaign Compiler is used to generate all web pages and programming logic required for synTelate campaigns to run.

Database

The synTelate Database consists of client records that are used during inbound and outbound campaigns which are imported from the Hard Dialer. **Figure 1** shows the setup used for the compliance test.

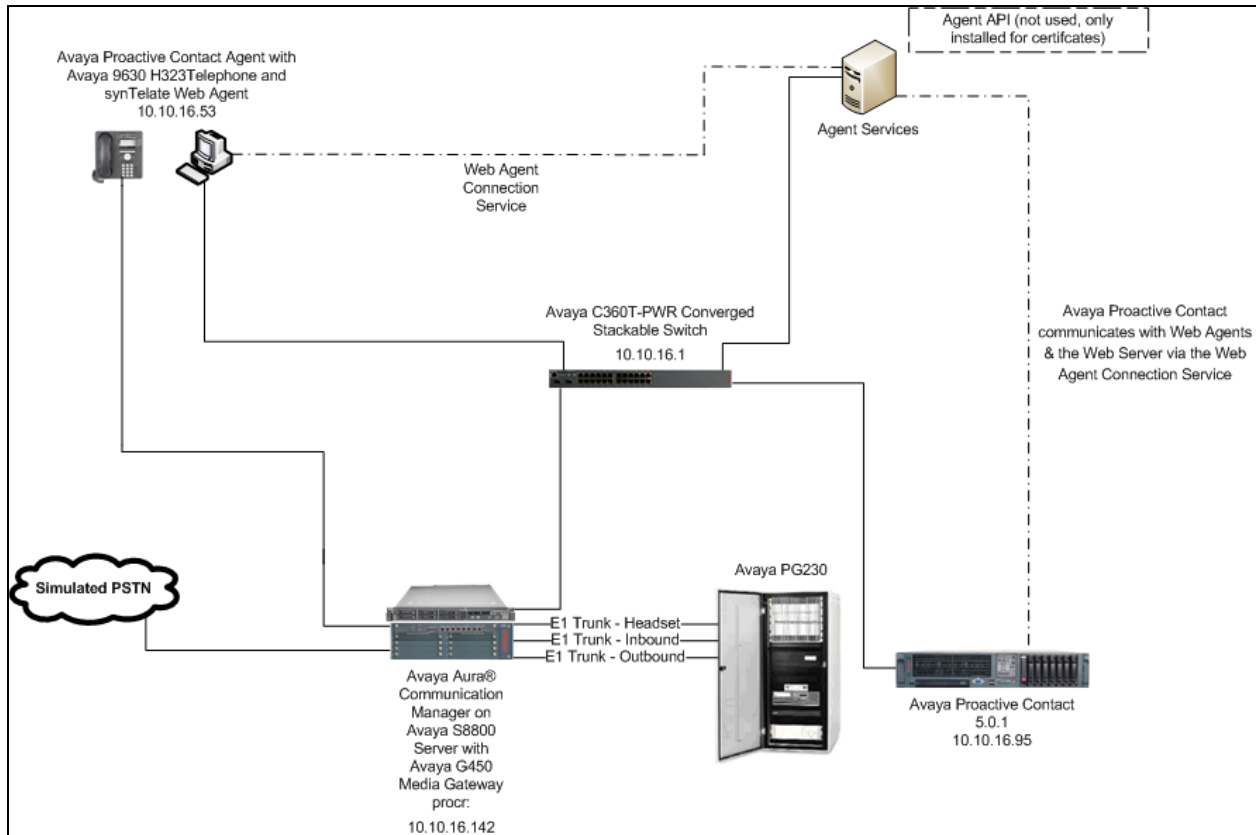


Figure 1: Inisoft synTelate Web Agent with Avaya Proactive Contact using Avaya PG230 Digital Switch

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Avaya S8800 Server	R6.2 SP3 R016x.02.0.823.0-20001
G450 Media Gateway MM710AP Media Module	31.22.0 HW5 FW022
Avaya Proactive Contact running on Avaya S8730 Server	R5.0.1 with patch 301, 302, 307, 309, 323, 328
Avaya 9630 H323 IP Telephone	R3.104S
Avaya PG230 Digital Switch	Generic Version 15.3.1
Inisoft synTelate Web Agent	3.0

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager to support the PG230 integration. These application notes assume configuration of Communication Manager with Proactive Contact has already been performed. For illustrative purposes the procedures necessary for configuration includes the following area.

- Configure Trunks to Avaya PG230 Digital Switch

5.1. Configure Trunks to Avaya PG230 Digital Switch

A number of trunks are required for the purpose of communication between PG230 and Communication Manager. One trunk for calls in each of the following categories

- Agent Headsets (Dialback)
- Outbound
- Inbound
- Transfer

The physical connection is made between PG230 and the MM710 contained within the G450 Media Gateway. Enter the **add ds1 xxxx** command, where **xxxx** is the location of the DS1 media module pack. Configure the following

- **Name** set to any descriptive string value, in this case, it was **CM-PG230**
- **Bit Rate** set to **2.048**
- **Line Coding** set to **hdb3**
- **Signaling Mode** set to **isdn-pri**
- **Connect** set to **pbx**
- **Interface** set to **peer-master**
- **Peer Protocol** set to **Q-SIG**
- **Interface Companding** set to **alaw**
- **Idle Code** set to **01010100**

```

add ds1 v8                                     Page 1 of 1
                                         DS1 CIRCUIT PACK

      Location: 001v8                          Name: CM-PG230
      Bit Rate: 2.048                        Line Coding: hdb3

      Signaling Mode: isdn-pri
      Connect: pbx                          Interface: peer-master
      TN-C7 Long Timers? n                  Peer Protocol: Q-SIG
      Interworking Message: PROGress        Side: a
      Interface Companding: alaw            CRC? y
      Idle Code: 01010100                  Channel Numbering: timeslot
                                         DCP/Analog Bearer Capability: 3.1kHz

                                         T303 Timer(sec): 4
                                         Disable Restarts? n

      Slip Detection? y                     Near-end CSU Type: other

      Echo Cancellation? n

```

Configure a Signaling Group for the previously configured DS1 board v8. Enter the **add signaling-group n** command, where **n** is an unused signaling group number. Configure the following on **Page 1**.

- **Group Type** set to **isdn-pri**
- **Primary D-Channel** enter the DS1 board number followed by 16
- **Trunk Group for Channel Selection** enter the 1st trunk group number that was configured for DS1 board 001v8; in this case trunk group **23**
- **TSC Supplementary Service Protocol** set to **b**

add signaling-group 10		Page 1 of 1
SIGNALING GROUP		
Group Number: 10	Group Type: isdn-pri	
	Associated Signaling? y	Max number of NCA TSC: 0
	Primary D-Channel: 001v816	Max number of CA TSC: 0
	Trunk Group for Channel Selection: 23	Trunk Group for NCA TSC:21
NONE		X-Mobility/Wireless Type:
	TSC Supplementary Service Protocol: b	Network Call Transfer? n

Configure a trunk group used for inbound calls. Enter the **add trunk-group n** command, where **n** is an available trunk group number. Configure the following on **Page 1**.

- **Group Type** set to **isdn**
- **Group Name** set to any descriptive string value, in this case, it was **QSIG to PG230 - Inbound**
- **TAC** enter a Trunk Access Code that is valid in the provisioned dial plan
- **Dial Access** set to **y**
- **Service Type** set to **tie**

add trunk-group 23		Page 1 of 21
TRUNK GROUP		
Group Number: 23	Group Type: isdn	CDR Reports: y
Group Name: QSIG to PG230 - Inbound	COR: 1	TN: 1 TAC: 723
Direction: two-way	Outgoing Display? n	Carrier Medium: PRI/BRI
Dial Access? y	Busy Threshold: 255	Night Service:
Queue Length: 0		
Service Type: tie	Auth Code? n	TestCall ITC:
rest		
	Far End Test Line No:	
TestCall BCC: 4		

On **Page 2** of the trunk group configuration, specify the following:

- **Supplementary Service Protocol** set to **b**
- **Disconnect Supervision**
 - **In** set to **y**
 - **Out** set to **y**

add trunk-group 23		Page 2 of 21
Group Type: isdn		
TRUNK PARAMETERS		
Codeset to Send Display: 6	Codeset to Send National IEs: 6	
Max Message Size to Send: 260	Charge Advice: none	
Supplementary Service Protocol: b	Digit Handling (in/out):	
enbloc/enbloc		
Trunk Hunt: cyclical		
	Digital Loss Group: 13	
Incoming Calling Number - Delete:	Insert:	Format:
Bit Rate: 1200	Synchronization: async	Duplex: full
Disconnect Supervision - In? y Out? y		
Answer Supervision Timeout: 0		
Administer Timers? n	CONNECT Reliable When Call Leaves ISDN? n	
	Delay Call Setup When Accessed Via IGAR? N	

On **Page 5**, configure **GROUP MEMBER ASSIGNMENTS** as follows:

- **Port** enter the DS1 board number followed by the trunk member number. The ports configured on Communication Manager must be mapped to the ports configured on the PG230 Digital Switch.
- **Sig Grp** enter the number of the signaling group configured for the DS1 board 001v8, in this case it is Signaling Group **10**.

add trunk-group 23					Page 5 of 21
TRUNK GROUP					
Administered Members (min/max):					1/5
GROUP MEMBER ASSIGNMENTS					Total Administered Members: 5
Port	Code	Sfx	Name	Night	Sig Grp
1: 001v817	MM710				10
2: 001v818	MM710				10
3: 001v819	MM710				10
4: 001v820	MM710				10
5: 001v821	MM710				10

Note: There is different port numbering between PG230 Digital Switch and Communication Manager; therefore ports 18-22 on PG230 Digital Switch correspond to ports 17-21 on Communication Manager.

Repeat the above configuration steps in order to configure remaining trunk groups for Agent Headsets (Dial Back), Outbound and Transfer calls. For each trunk group make sure that the number of ports in GROUP MEMBER ASSIGNMENTS is correctly mapped to the number of ports configured on the PG230. Also, for every trunk group, configure each port with signaling group 10.

Enter **list trunk-group** command, to list all trunk groups that were configured on the Communication Manager. Below is the list of all trunk groups that were configured for the E1 QSIG trunk between Communication Manager and PG230 Digital Switch.

list trunk-group											Page	1
TRUNK GROUPS												
Grp	No.	TAC	Group	Type	Group Name	No.	Mem	TN	COR	CDR	Meas	Que
	21	721	isdn		QSIG to PG230 - Headsets	5	1	1	y	none	y	0
	22	722	isdn		QSIG to PG230 - Outbound	10	1	1	y	none	n	0
	23	723	isdn		QSIG to PG230 - Inbound	5	1	1	y	none	n	0
	24	724	isdn		QSIG to PG230 - Transfer	1	1	1	y	none	n	0

6. Configure Avaya Proactive Contact

It is assumed an fully operating Proactive Contact has been implemented. If assistance is required with Proactive Contact, please contact Avaya Professional Services or an Avaya Business Partner. The following pages illustrate the configuration of Proactive Contact.

6.1. Configure dgswitch.cfg

Edit `/opt/avaya/pds/config/dgswitch.cfg` as shown below. The format used is based on the location of the ports in the PG230 Digital Switch; therefore Proactive Contact is configured with the same number of Inbound Ports as the number of inbound lines on the PG230 Digital Switch. The inbound ports configured on Proactive Contact correspond to the ports of the inbound trunk group configured on Communication Manager in **Section 5.1**, the same is true for Headset, Outbound and Transfer trunk ports. Note the headset group 15 specified here as in `opmon.cfg`.

```
# Headset Ports
H:1:361:1::#H:15:1:1-1-21-4-2
H:2:362:1::#H:15:1:1-1-21-4-3
H:3:363:1::#H:15:1:1-1-21-4-4
H:4:364:1::#H:15:1:1-1-21-4-5
H:5:365:1::#H:15:1:1-1-21-4-6

# Normal Outbound Trunks
N:1:366:1::#O:10:1:1-1-21-4-7
N:2:367:1::#O:10:1:1-1-21-4-8
N:3:368:1::#O:10:1:1-1-21-4-9
N:4:369:1::#O:10:1:1-1-21-4-10
N:5:370:1::#O:10:1:1-1-21-4-11
N:6:371:1::#O:10:1:1-1-21-4-12
N:7:372:1::#O:10:1:1-1-21-4-13
N:8:373:1::#O:10:1:1-1-21-4-14
N:9:374:1::#O:10:1:1-1-21-4-15
N:10:375:1::#O:10:1:1-1-21-4-16

# Normal Inbound Trunks

N:11:377:1::#I:11:1:1-1-21-4-18
N:12:378:1::#I:11:1:1-1-21-4-19
N:13:379:1::#I:11:1:1-1-21-4-20
N:14:380:1::#I:11:1:1-1-21-4-21
N:15:381:1::#I:11:1:1-1-21-4-22

# Transfer-thru Trunks
T:1:12:1::#T:12:1:1-1-21-4-1
```

Edit only the last 4 lines of **/opt/avaya/pds/config/voicemail.cfg**, this file refers to the announcements recorded on the PG230.

```
250:greeting:1027:Female:Folder4:Voice:Message27
251:inbound:1028:Female:Folder4:Voice:Message28
252:outbound:1029:Female:Folder4:Voice:Message29
253:notLoggedIn:1030:Female:Folder4:Voice:Message30
```

Navigate to the **/opt/avaya/pds/scripts** directory and copy the telephny_hd.spt file to the telephny.spt file using the following command **cp telephny_hd.spt telephny.spt**. This file defines Hard Dialer specific parameters.

6.2. Configure master.cfg

Amendments to the **master.cfg** file, located in the **/opt/avaya/pds/etc** directory, were made as follows:

```
DBKGROUP:15,1,1
DBSERVERIP:10.10.16.95
IICB_HOST:devconhd501
INBNDSYS:YES
LINEASSIGN:REG,O=1-10;INB,I=11-15
NAMESERVICEHOST:devconhd501
OPERATORS:5
OPLIMIT:I=5,O=5,B=5,P=5,M=5
PORTS:15
PRIMARY:YES
SWITCHNAME:switch1
SWITCHTESTMODE:NO
SWITCHTYPE:DIGITAL
VISUAL_CPA:YES
WEBLMURL:http://10.10.16.95,8080/WebLM/LicenseServer:
```

6.3. Configure number format

The **/opt/avaya/pds/config/phonefmt.cfg** file contains details of how Proactive Contact needs to manipulate numbers in the calling list in order to successfully place them. The final line in the file is configured as follows:

```
STD TO DIALFMT*:ALLTYPES:10:::
```

In this instance, of the digits dialed, **0** are deleted and the call is routed over the outbound trunk. It is assumed Communication Manager has the necessary configuration required to route the call accordingly.

6.4. Configure Calling List

Proactive Contact is delivered with default calling lists. The author assumes an inbound and outbound calling list is created in Proactive Contact Editor. The administration of calling lists is outside of the scope of this document. For the purposes of the compliance test, calling list 4 (list4) was used for the outbound job and inbnd4 was used for the inbound job.. The calling list contains the phone numbers which must be dialed. The administered calling lists are shown below as displayed in the `/opt/avaya/pds/lists/calllistapp.tbl`

<code>list4:OUTBOUND:ACTIVE:Collections Calling List:20110526:NO</code> <code>inbnd4:INBOUND:ACTIVE:Inbound Calling List:201210005:NO</code>

6.5. Configure Avaya Proactive Contact Administration Software

In order for the Proactive Contact Editor application to communicate with the Proactive Contact Server, the PC on which it resides must be configured.

6.5.1. Configure Windows Host File

Edit `%WINDIR%\system32\drivers\etc\hosts` to include the hostname and IP address of the Proactive Contact Server, as follows.

<code>10.10.16.95 devconhd501</code>

6.5.2. Check Avaya Proactive Contact Services

Ensure all necessary services are running on the Proactive Contact Server. The following commands start, check and stop the 3 services, the services must be stopped and started in the order shown. All services must be started before proceeding:

```
start_db  
start_mts  
start_pds  
check_db  
check_mts  
check_pds  
stop_pds  
stop_mts  
stop_db
```


6.5.3. Configure Avaya Proactive Contact Administration Software

Double click on the Health Manager icon on the desktop. The screen below will be presented complete it as shown.

The screenshot shows a Windows-style dialog box titled "Configurator". Inside, there is a text box with the instruction: "You can specify the Primary Dialer, Email Server and the Database Server details." Below this, there are three sections, each with a title and two input fields: "Name:" and "IP Address:". The "Primary Proactive Contact Details" section has "Name:" set to "devconhd501" and "IP Address:" set to "10 . 10 . 16 . 95". Below this section is a checked checkbox labeled "Use primary server for email and database". The "Email Server Details" section also has "Name:" set to "devconhd501" and "IP Address:" set to "10 . 10 . 16 . 95". The "Database Server Details" section also has "Name:" set to "devconhd501" and "IP Address:" set to "10 . 10 . 16 . 95". At the bottom of the dialog are "OK" and "Cancel" buttons.

You can specify the Primary Dialer, Email Server and the Database Server details.

Primary Proactive Contact Details

Name: devconhd501

IP Address: 10 . 10 . 16 . 95

☒ Use primary server for email and database

Email Server Details

Name: devconhd501

IP Address: 10 . 10 . 16 . 95

Database Server Details

Name: devconhd501

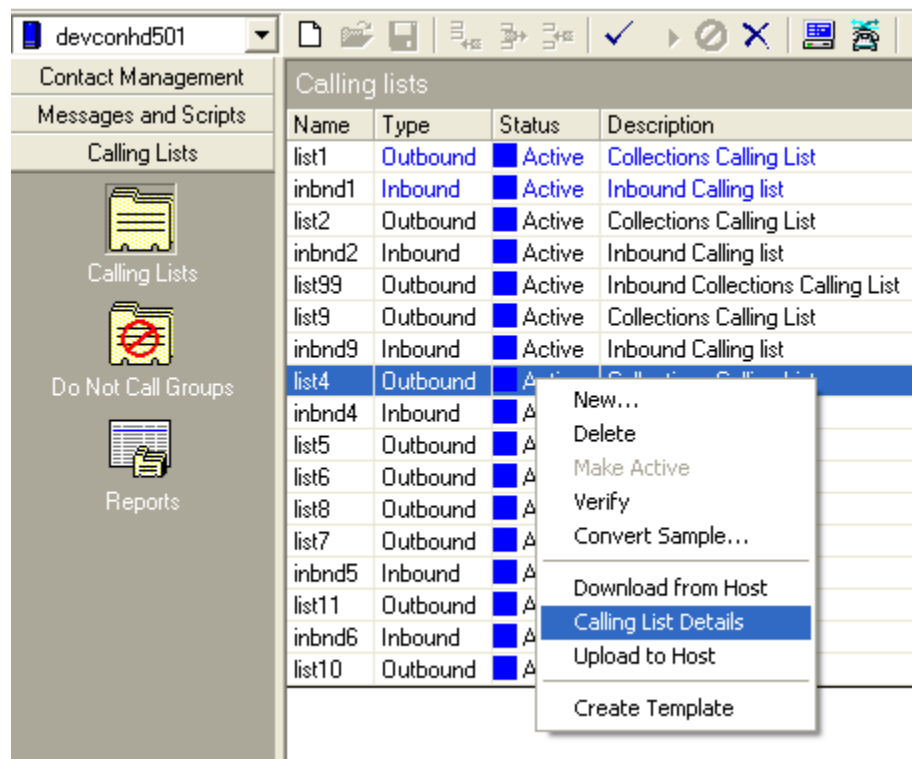
IP Address: 10 . 10 . 16 . 95

OK Cancel

It is now possible to log in to the Health Manager with the sysadm login credentials. Close Health Manager and double click on the Editor icon on the desktop. Log in with the sysadm login credentials.

6.5.4. Configure Native Voice and Data Transfer Parameters (NVDT)

NVDT is the feature used when transferring caller details from the outbound job to the inbound job. In this instance, an agent logged into the inbound job will receive the account number as well as the voice path. These parameters are configured in the calling list, as shown below. In the left hand pane click **Calling Lists** → **Calling Lists** right click on **list4** and select **Calling List Details**.



Click to place a tick in the field to enable NVDT (**Native Voice and Data Transfer**).

The screenshot shows the 'Calling lists: Active list4' window with the 'Features' tab selected. The 'Native Voice and Data Transfer' checkbox is checked.

Name	Type	Status	Description
list1	Outbound	Active	Collections Calling List
inbnd1	Inbound	Active	Inbound Calling list
list2	Outbound	Active	Collections Calling List
inbnd2	Inbound	Active	Inbound Calling list
list99	Outbound	Active	Inbound Collections Calling List
list9	Outbound	Active	Collections Calling List
inbnd9	Inbound	Active	Inbound Calling list
list4	Outbound	Active	Collections Calling List
inbnd4	Inbound	Active	Inbound Calling list
list5	Outbound	Active	Collections Calling List
list6	Outbound	Active	Collections Calling List
list8	Outbound	Active	Collections Calling List
list7	Outbound	Active	Collections Calling List
inbnd5	Inbound	Active	Inbound Calling list
list11	Outbound	Active	Collections Calling List
inbnd6	Inbound	Active	Inbound Calling list
list10	Outbound	Active	Collections Calling List

Name	Details
General	
Number of phone fields	2
List is part of Do Not Call group	<input type="checkbox"/>
Post Update	
Number of phones to update	2
Number of call attempts to keep	5
Maintain history of attempts	Keep i
Update record codes	2,3,11
Infinite Job	
Key for removing duplicate records	<input type="checkbox"/>
Key for indexing records	<input type="checkbox"/>
Key for indexing Do Not Call proces	<input type="checkbox"/>
LATELIST	
Match compcodes	<input type="checkbox"/>
Sort newly downloaded records	
Key for sorting	<input type="checkbox"/>
Campaign Update	
Update Mode	<input type="checkbox"/>
Native Voice and Data Transfer	<input checked="" type="checkbox"/>
Sales Verification	<input checked="" type="checkbox"/>

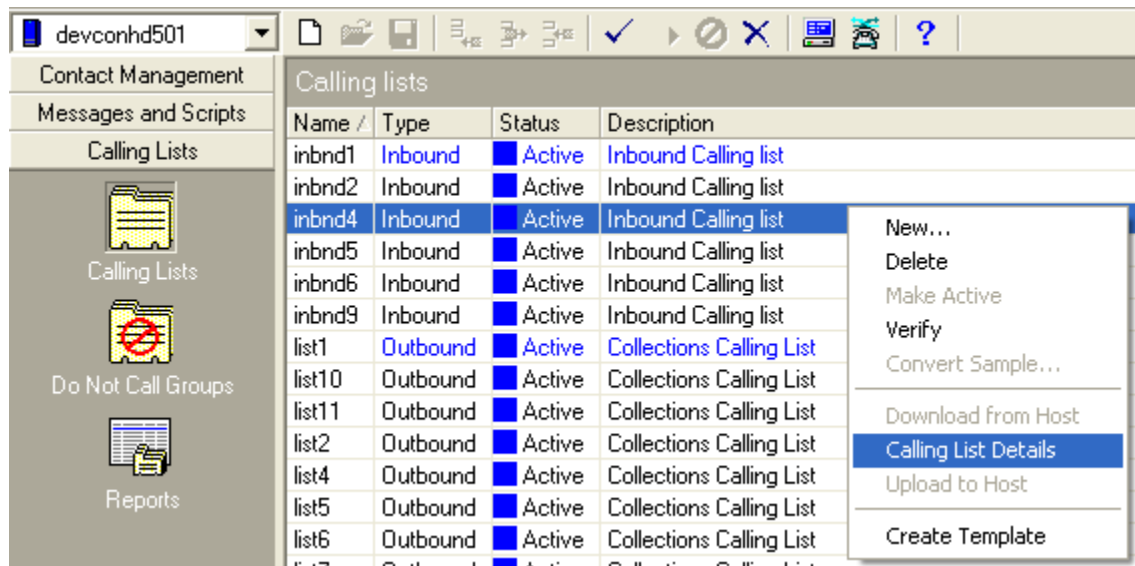
Click on the **Calling List Dictionary** Tab, and click to place a tick in the **NVDT** column next to **ACCTNUM**, ensure the **LENGTH** field is set to **25**. Save when completed.

The screenshot shows the 'Calling lists: Active list4' window with the 'Calling List Dictionary' tab selected. The 'ACCTNUM' field has a length of 25 and the 'NVDT' checkbox is checked.

Name	Type	Status	Description
list1	Outbound	Active	Collections Calling List
inbnd1	Inbound	Active	Inbound Calling list
list2	Outbound	Active	Collections Calling List
inbnd2	Inbound	Active	Inbound Calling list
list99	Outbound	Active	Inbound Collections Calling List
list9	Outbound	Active	Collections Calling List
inbnd9	Inbound	Active	Inbound Calling list
list4	Outbound	Active	Collections Calling List
inbnd4	Inbound	Active	Inbound Calling list

Field	Data Type	Length	Description	NVDT	RSM	Latelist
ACCT	Character	25	ACC NUMB	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
BALA	Currency	20	BALANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TOTA	Currency	10	TOTAL DUE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NAME	Character	25	NAME LINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NAME	Character	25	NAME LINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CITY	Character	25	City	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STAT	Character	2	State	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ZIPCC	Numeric	5	ZIPCODE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHON	Character	12	HOME PHO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The same needs to be performed for the **inbnd4** list. Right click on **inbnd4** and select **Calling List Details**.



Click to place a tick in the **NVDT** column next to **ACCTNUM**, ensure the **LENGTH** field is set to **25**. Save when completed.

devconhd501

Contact Management

Messages and Scripts

Calling Lists


Calling Lists

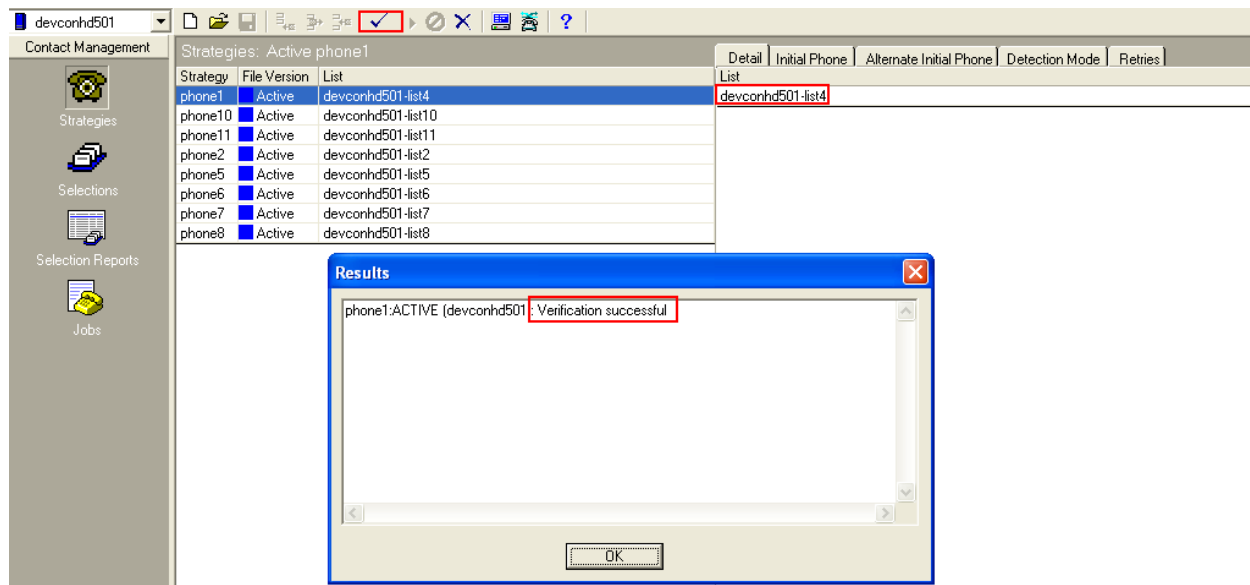
Calling lists: Active inbnd4

Calling List Dictionary

Name /	Type	Status	Description	Field	Data Type	Length	Description	NVDT
inbnd1	Inbound	Active	Inbound Calling list	ACCT	Character	25	Account	<input checked="" type="checkbox"/>
inbnd2	Inbound	Active	Inbound Calling list	AGE	Character	8	Agent ID	<input type="checkbox"/>
inbnd4	Inbound	Active	Inbound Calling list	DTE	Date	10	System date	<input type="checkbox"/>
inbnd5	Inbound	Active	Inbound Calling list	TME	Time	8	System time	<input type="checkbox"/>
inbnd6	Inbound	Active	Inbound Calling list	COD	Character	3	System	<input type="checkbox"/>

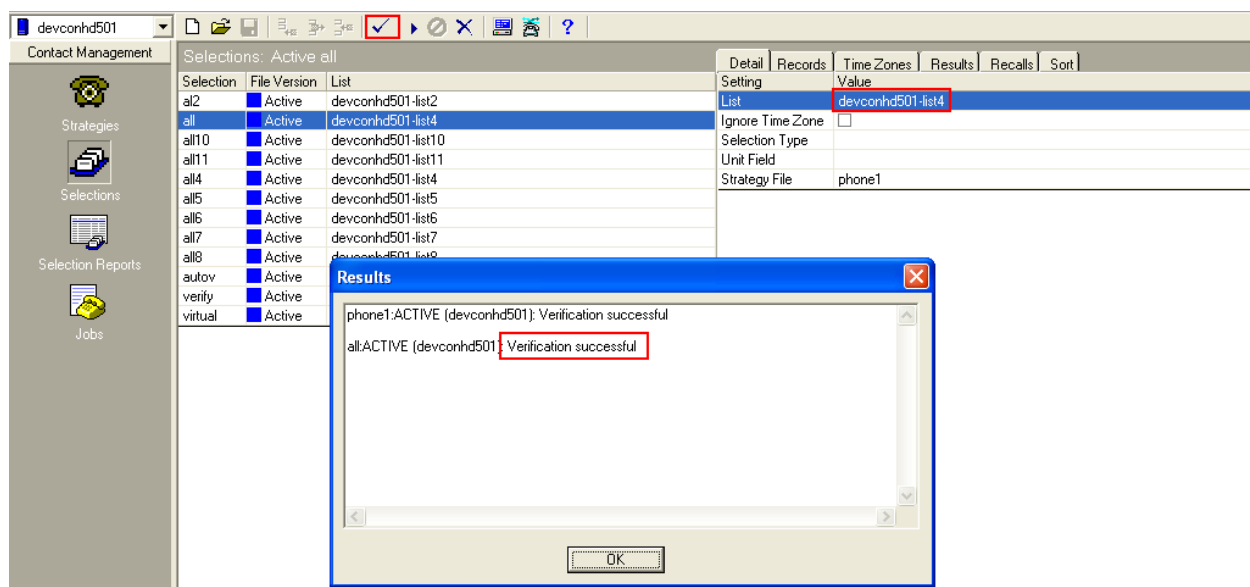
6.5.5. Configure Strategy

Assuming that strategy **phone1** and calling list **list4** (as specified in the previous section), are being used, configure editor as shown below and click verify , ensure verification is successful.

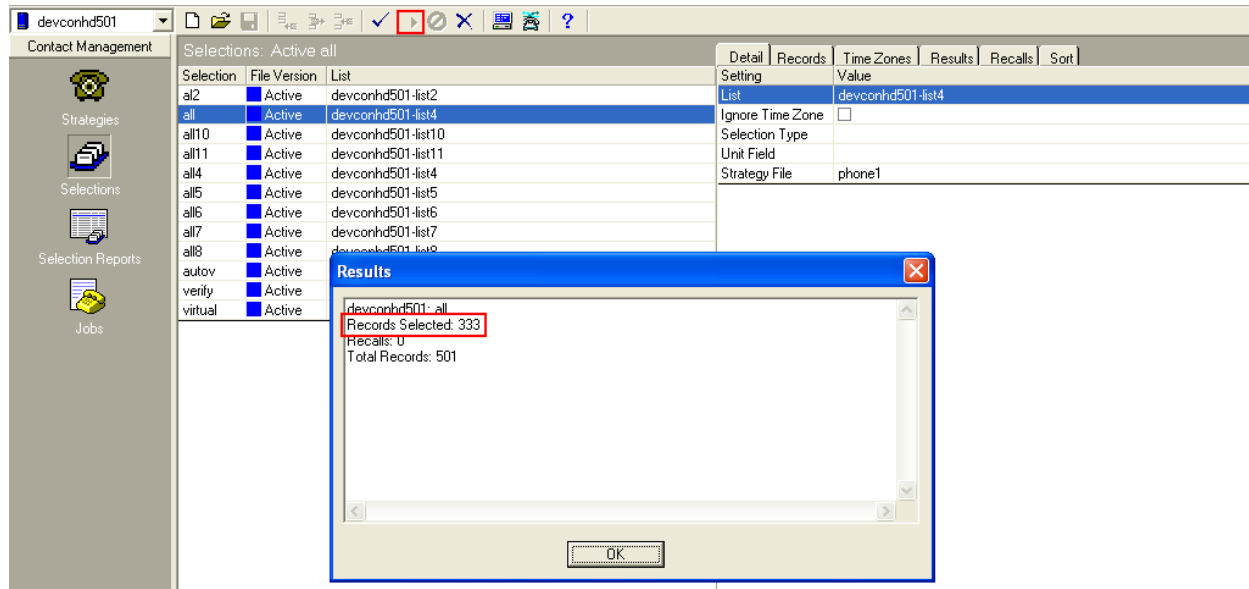


6.5.6. Configure Selections

Click **Selections**, select **all**, and specify calling list 4, click verify and ensure verification is successful.



Click run , and ensure that the selection selected includes some records.



The screenshot shows the Contact Management interface with the 'Selections: Active all' table. A 'Results' dialog box is open, displaying the following information:

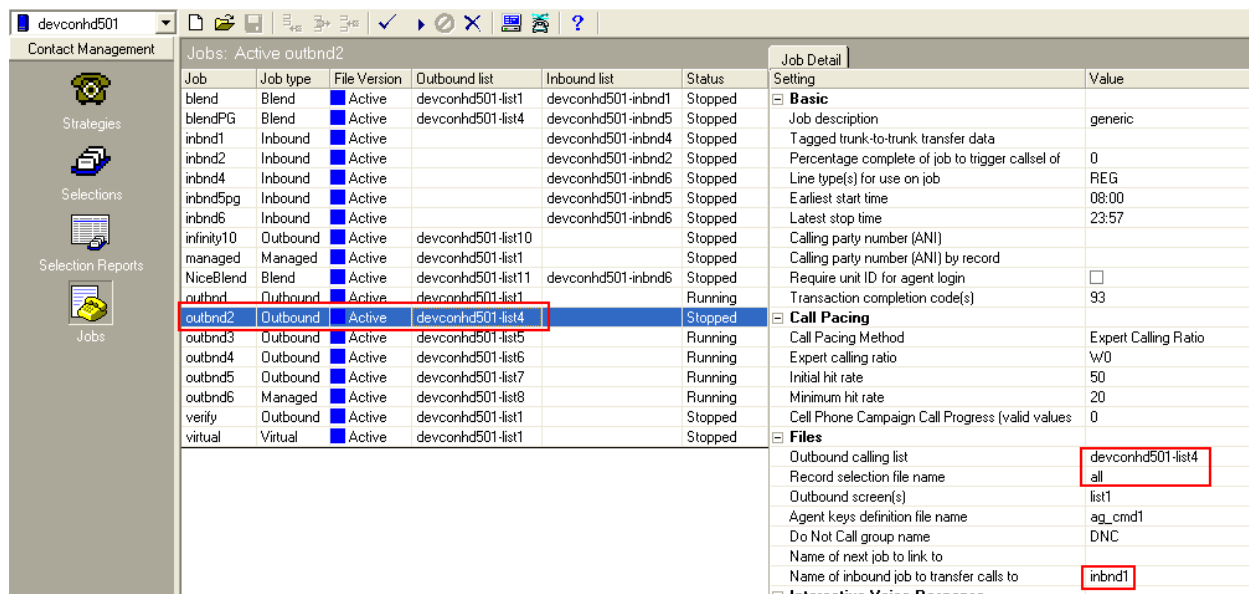
Setting	Value
List	devconhd501-list4
Ignore Time Zone	<input type="checkbox"/>
Selection Type	
Unit Field	
Strategy File	phone1

The 'Results' dialog box also shows:

- Records Selected: 333
- Recalls: 0
- Total Records: 501

6.5.7. Configure Outbound Job

Click **Jobs**, select **outbnd2** and configure as shown with list4. **Note: Name of inbound job to transfer calls to is set to inbnd1** which is configured with **inbnd4** - this relates to the NVDT feature.



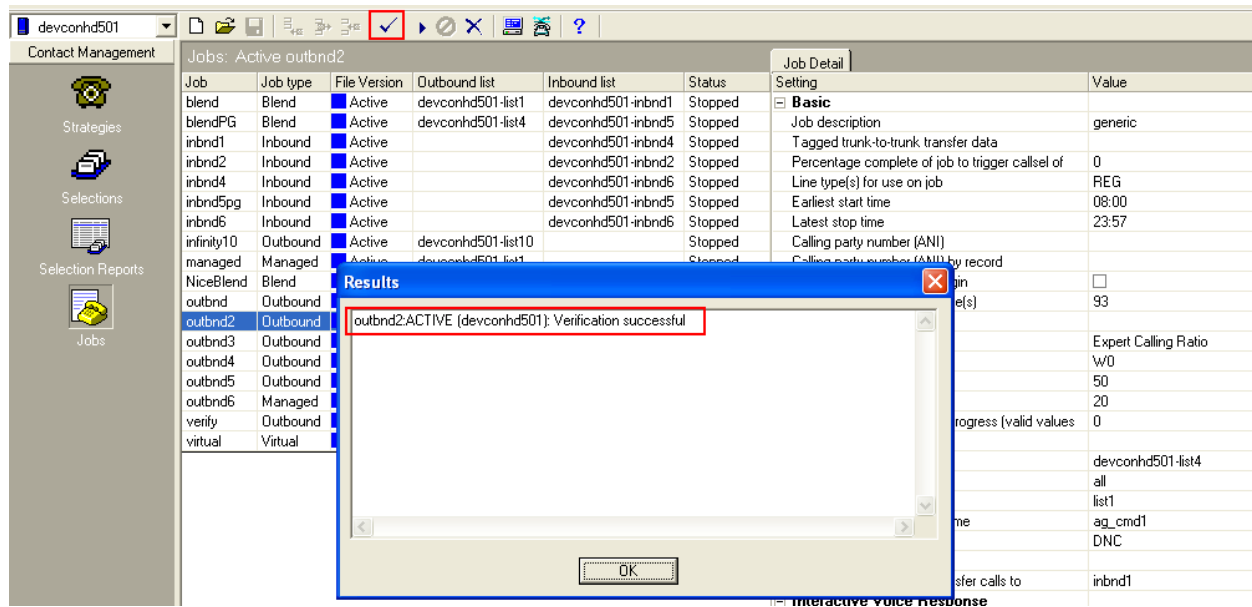
The screenshot shows the Contact Management interface with the 'Jobs: Active outbnd2' table. The 'outbnd2' job is selected, and its configuration is shown in the 'Job Detail' pane.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active	devconhd501-list1		Stopped
NiceBlend	Blend	Active	devconhd501-list11	devconhd501-inbnd6	Stopped
outbnd	Outbound	Active	devconhd501-list1		Running
outbnd2	Outbound	Active	devconhd501-list4		Stopped
outbnd3	Outbound	Active	devconhd501-list5		Running
outbnd4	Outbound	Active	devconhd501-list6		Running
outbnd5	Outbound	Active	devconhd501-list7		Running
outbnd6	Managed	Active	devconhd501-list8		Running
verify	Outbound	Active	devconhd501-list1		Stopped
virtual	Virtual	Active	devconhd501-list1		Stopped

The 'Job Detail' pane for 'outbnd2' shows the following configuration:


- Basic**
 - Job description: generic
 - Tagged trunk-to-trunk transfer data: 0
 - Percentage complete of job to trigger callset of: REG
 - Line type(s) for use on job: 08:00
 - Earliest start time: 23:57
 - Latest stop time: 08:00
 - Calling party number (ANI):
 - Calling party number (ANI) by record: Require unit ID for agent login
 - Require unit ID for agent login: ☐
 - Transaction completion code(s): 93
- Call Pacing**
 - Call Pacing Method: Expert Calling Ratio
 - Expert calling ratio: w0
 - Initial hit rate: 50
 - Minimum hit rate: 20
 - Cell Phone Campaign Call Progress (valid values): 0
- Files**
 - Outbound calling list: devconhd501-list4
 - Record selection file name: all
 - Outbound screen(s): list1
 - Agent keys definition file name: ag_cmd1
 - Do Not Call group name: DNC
 - Name of next job to link to:
 - Name of inbound job to transfer calls to: inbnd1
- Interactive Voice Response**

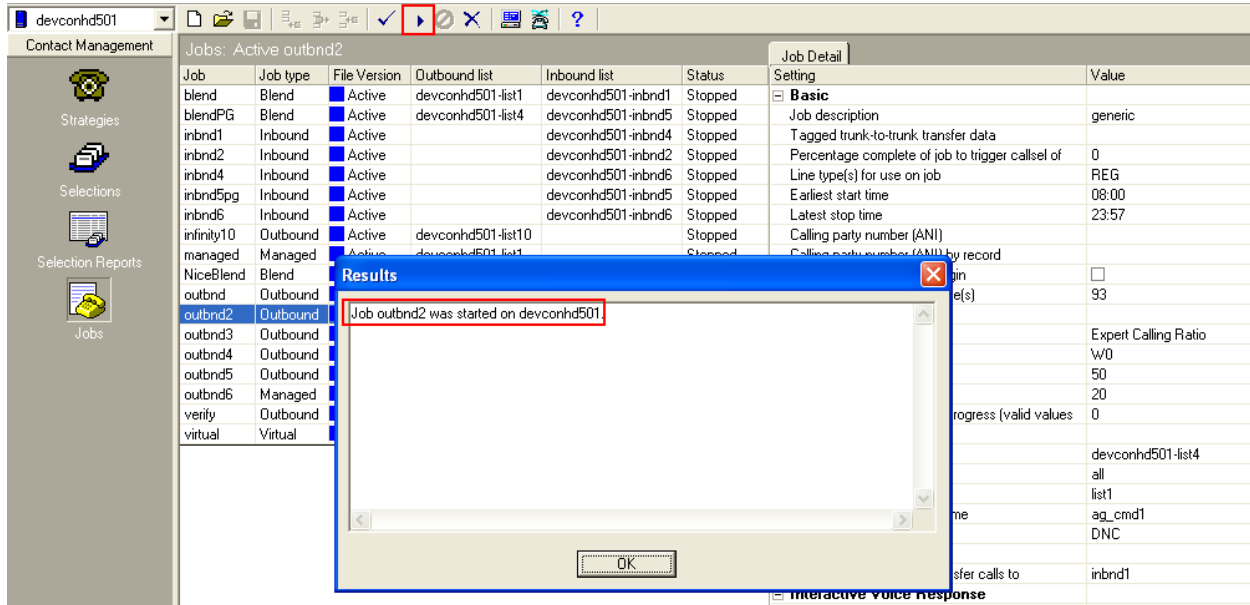
Click verify  and ensure verification completes successfully.



The screenshot shows the Avaya Contact Management interface. The 'Jobs' table lists various jobs, including 'outbnd2'. A 'Results' dialog box is open, displaying the message 'outbnd2:ACTIVE (devconhd501): Verification successful'. The 'verify' button in the top toolbar is highlighted with a red box.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active	devconhd501-list1		Stopped
NiceBlend	Blend				
outbnd	Outbound				
outbnd2	Outbound				
outbnd3	Outbound				
outbnd4	Outbound				
outbnd5	Outbound				
outbnd6	Managed				
verify	Outbound				
virtual	Virtual				

Start job 



Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active	devconhd501-list1		Stopped
NiceBlend	Blend				
outbnd	Outbound				
outbnd2	Outbound				
outbnd3	Outbound				
outbnd4	Outbound				
outbnd5	Outbound				
outbnd6	Managed				
verify	Outbound				
virtual	Virtual				

Setting	Value
Basic	
Job description	generic
Tagged trunk-to-trunk transfer data	
Percentage complete of job to trigger callset of	0
Line type(s) for use on job	REG
Earliest start time	08:00
Latest stop time	23:57
Calling party number (ANI)	
Calling party number (ANI) by record	
Expert Calling Ratio	93
Progress (valid values)	0
devconhd501-list4	
all	
list1	
ag_cmd1	
DNC	
transfer calls to	inbnd1

The outbound job is now running, and Proactive Contact will be initiating outbound calls to Proactive Contact Agents, once logged in.

6.5.8. Configure Inbound Job

Click **Jobs** select **inbnd1** and configure as shown. This is the job used to for the NVDT feature as noted above.

The screenshot shows the Avaya Workforce Studio interface. On the left is a sidebar with icons for Contact Management, Strategies, Selections, Selection Reports, and Jobs. The main area is titled 'Jobs: Active inbnd1'. It contains a table with columns: Job, Job type, File Version, Outbound list, Inbound list, and Status. The 'inbnd1' job is highlighted in blue. To the right of this table is a 'Job Detail' pane with tabs for Setting and Files. The 'Setting' tab is active, showing fields like Job description, Line type(s), and Transaction completion code(s). The 'Files' tab is also visible, showing 'Inbound calling list' and 'Inbound screen(s)'. The 'Inbound calling list' is set to 'devconhd501-inbnd4'.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active	devconhd501-list11	devconhd501-inbnd6	Stopped
NiceBlend	Blend	Active	devconhd501-list11	devconhd501-inbnd6	Stopped
outbnd	Outbound	Active	devconhd501-list4		Running
outbnd2	Outbound	Active	devconhd501-list4		Running


Setting	Value
Basic	
Job description	Inbound Only Job
Line type(s) for use on job	INB
Earliest start time	00:01
Latest stop time	23:59
Transaction completion code(s)	93
Files	
Inbound calling list	devconhd501-inbnd4
Inbound screen(s)	inbnd1
Agent keys definition file name	ag_cmd1
Name of next job to link to	
Inbound Processing	

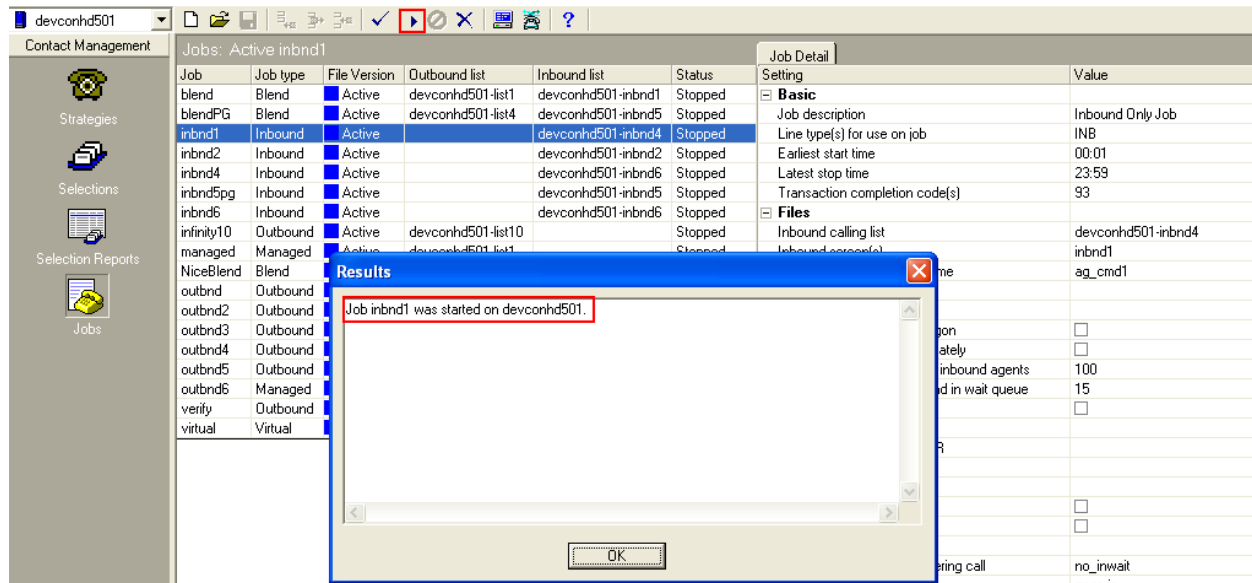
Click verify  and ensure verification completes successfully.

The screenshot shows the Avaya Workforce Studio interface with a 'Results' dialog box open. The dialog box has a title bar 'Results' and a message 'inbnd1:ACTIVE (devconhd501): Verification successful'. The 'OK' button is visible at the bottom of the dialog. The background shows the same job configuration table as the previous screenshot, but the 'inbnd1' job is now 'Active'.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active	devconhd501-list11	devconhd501-inbnd6	Stopped
NiceBlend	Blend	Active	devconhd501-list11	devconhd501-inbnd6	Stopped
outbnd	Outbound	Active	devconhd501-list4		Running
outbnd2	Outbound	Active	devconhd501-list4		Running

Setting	Value
Basic	
Job description	Inbound Only Job
Line type(s) for use on job	INB
Earliest start time	00:01
Latest stop time	23:59
Transaction completion code(s)	93
Files	
Inbound calling list	devconhd501-inbnd4
Inbound screen(s)	inbnd1
Agent keys definition file name	ag_cmd1
Name of next job to link to	
Inbound Processing	

Start job 



The screenshot shows the Avaya PDS Job Manager interface. On the left is a sidebar with icons for 'Strategies', 'Selections', 'Selection Reports', and 'Jobs'. The main window displays a table of jobs under the heading 'Jobs: Active inbnd1'. A 'Results' dialog box is open in the foreground, displaying the message 'Job inbnd1 was started on devconhd501.' with an 'OK' button.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd501-list1	devconhd501-inbnd1	Stopped
blendPG	Blend	Active	devconhd501-list4	devconhd501-inbnd5	Stopped
inbnd1	Inbound	Active		devconhd501-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd501-inbnd2	Stopped
inbnd4	Inbound	Active		devconhd501-inbnd6	Stopped
inbnd5pg	Inbound	Active		devconhd501-inbnd5	Stopped
inbnd6	Inbound	Active		devconhd501-inbnd6	Stopped
infinity10	Outbound	Active	devconhd501-list10		Stopped
managed	Managed	Active	devconhd501-list1		Stopped
NiceBlend	Blend				
outbnd	Outbound				
outbnd2	Outbound				
outbnd3	Outbound				
outbnd4	Outbound				
outbnd5	Outbound				
outbnd6	Managed				
verify	Outbound				
virtual	Virtual				

If the job fails to run as expected, ensure the job file within the **/opt/avaya/pds/job/** directory has the following parameters set:

TESTMODE : :
TESTOPER : :

7. Configure Inisoft synTelate Designer

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

- Administer Moagent32.ini
- Launch Designer
- Administer campaigns
- Publish Campaign for Web User
- Administer scripts and screens

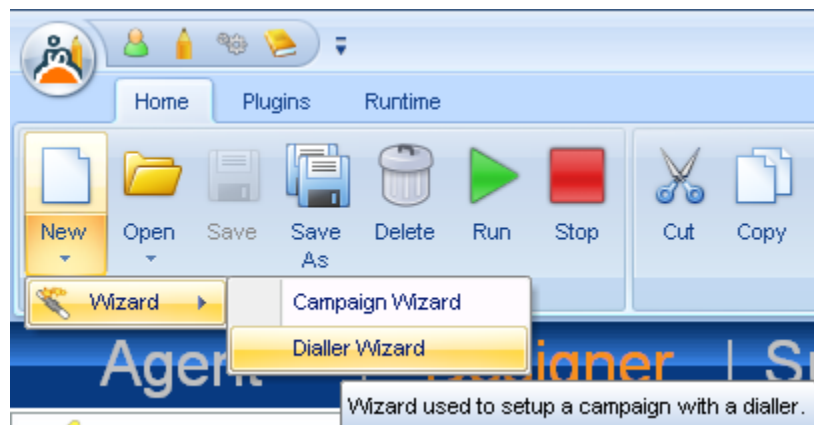
7.1. Administer Moagent32.ini

From the PC running Designer, navigate to the **C:\WINDOWS\system32** directory to locate the **Moagent32.ini** file, amend this file as shown below and save to the **C:\WINDOWS** directory.

```
[logon]
servername = 10.10.16.95
headset =
[ConfigSettings]
UseDIIDbs=0
```

7.2. Launch Designer

From the PC running Designer, select **Start → Programs → synTelate → synTelate Designer** to display the **Welcome - synTelate** screen. Select the **Designer** tab. From the top menu, select the **Home** tab. Click **New** and select **Wizard → Dialler Wizard** from the drop-down list (not shown below) to create a new campaign.



7.3. Administer campaigns

The **Step 1 of 6** screen is displayed. Enter the following values shown, and retain the default values for the remaining fields.

Campaign Wizard with Avaya Proactive Contact

Step 1 of 6 - Basic Campaign Details
Please enter basic details for the campaign

Database *	Name *
<input type="text" value="synRun"/>	<input type="text" value="Compliance_Testing_Campaign"/>
Password *	Description
<input type="text" value="*****"/>	<input type="text"/>
Start Date	Notes
<input type="text" value="12/05/2011"/>	<input type="text"/>
End Date	
<input type="text" value="11/05/2012"/>	

Navigation buttons: Back, Forward, Cancel

Click on the arrow pointing **right**, the **Avaya PCS Login** screen is displayed. Enter the credentials for the Proactive Contact supervisor and click on the green tick.

Avaya PCS Login

Agent Name	<input type="text" value="sysadm"/>
Password	<input type="text" value="*****"/>

Buttons: Green Checkmark, Red X

The **Step 2 of 6** screen is displayed. Select the proper values for **Call List** and **Job Name**. Retain the default value for **Client Status Table**, and select the proper **Job Type**. Proceed to **Step 3**.

The screenshot shows a window titled "Campaign Wizard with Avaya Proactive Contact". The subtitle is "Step 2 of 6 - Choose Data Source". Below the subtitle, it says "Please specify the data source for the campaign".

The form contains the following fields and controls:

- Call List ***: A dropdown menu with "list2" selected.
- Job Name ***: A dropdown menu with "outbnd2" selected, accompanied by a three-dot menu icon.
- Client Status Table ***: A dropdown menu with "outbnd2" selected.
- Job Type**: A group box containing two radio buttons: "Inbound" (unselected) and "Outbound" (selected).
- Incoming DDI**: A text input field with a three-dot menu icon.
- Additional Jobs**: A large, empty text area.

At the bottom right of the window, there are three navigation buttons: a left arrow, a right arrow, and a red circle with a diagonal line (prohibit sign).

The **Step 3 of 6** screen is displayed, complete as shown and proceed to **Step 4**. In this instance, a new client record is created in the synTelate database, for each call delivered by Proactive Contact.

Campaign Wizard with Avaya Proactive Contact

Step 3 of 6 - Database Behaviour

Please specify the desired behaviour of the Client Status Table record in the database when a call is popped.

Client Record

☒ **Create New** ☒ **Save To Database**
Create a new record in the Client Status Table for each PCS call

☐ **Match Existing On Field**
Display an existing record in the Client Status Table for each PCS Call

Navigation buttons: Back, Forward, Cancel

The **Step 4 of 6** screen is displayed.

Campaign Wizard with Avaya Proactive Contact

Step 4 of 6 - Dialler Field Mappings

Please specify which fields from the dialler will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
ACCTNUM	>	
BALANCE		
CITY	>>	
COMMENT1		
FINOPER	<	
FRTHDATE1		
FRTHTIME1	<<	
NAME		
NAME1		
NAME2		
PHONE1		
PHONE2		
STATE		
SVJCODE		
TOTALDUE		
ZIPCODE		

Navigation buttons: < > << >> < > << >>

Click on the double arrow highlighted below to select all fields and proceed to **Step 5**.

Campaign Wizard with Avaya Proactive Contact

Step 4 of 6 - Dialler Field Mappings
Please specify which fields from the dialler will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
	>	ACCTNUM
	>>	BALANCE
		CITY
		COMMENT1
		FINOPER
		FRTHDATE1
		FRTHTIME1
		NAME
		NAME1
		NAME2
		PHONE1
		PHONE2
		STATE
		SVJCODE
		TOTALDUE
		ZIPCODE
	<	
	<<	

Navigation buttons: < > << >> <X>



The **Step 5 of 6** screen is displayed, amend as required and proceed to **Step 6**.




Campaign Wizard with Avaya Proactive Contact

Step 5 of 6 - outbnd2 - Fields

Please check the data types and lengths and edit where required. Add any additional fields where necessary.

Field Name	Call List Field	Type	Length	Decimals	Exists	Modified	Delete
ACCTNUM	ACCTNUM	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BALANCE	BALANCE	numeric	20	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CITY	CITY	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMMENT1	COMMENT1	varchar	60	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FINOPER	FINOPER	varchar	8	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHDATE1	FRTHDATE1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHTIME1	FRTHTIME1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME	NAME	varchar	20	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME1	NAME1	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The **Step 6 of 6** screen is displayed, this reviews the settings entered. Click on the Door icon highlighted to complete the Wizard.

Campaign Wizard with Avaya Proactive Contact

Step 6 of 6 - Summary
Please ensure all details are correct. To alter details, navigate to the respective page.

Campaign Details | Data Source | Database Behaviour | Additional Jobs

Database: synRun

Name: Compliance_Testing_Campaign CPGNo: 88

Description:

Notes:

Start Date: 12/05/2011 End Date: 11/05/2012

☐ Open Campaign Desktop

synTelate
The Call Centre Desktop

Navigation icons: Back, **Door** (highlighted), Cancel


7.4. Publish Campaign for Web User

To compile the campaign for web users, right click on **Live** button of the **Compliance_Testing_Campaign** campaign, and select **Compile for Web Users** option.



Click **Compile Campaign** when the screen below is displayed.

Compile Campaign - Compliance_Testing_Campaign (LIVE)

 Please select a theme and customisation set then click on Compile Campaign.

Theme: Version 2

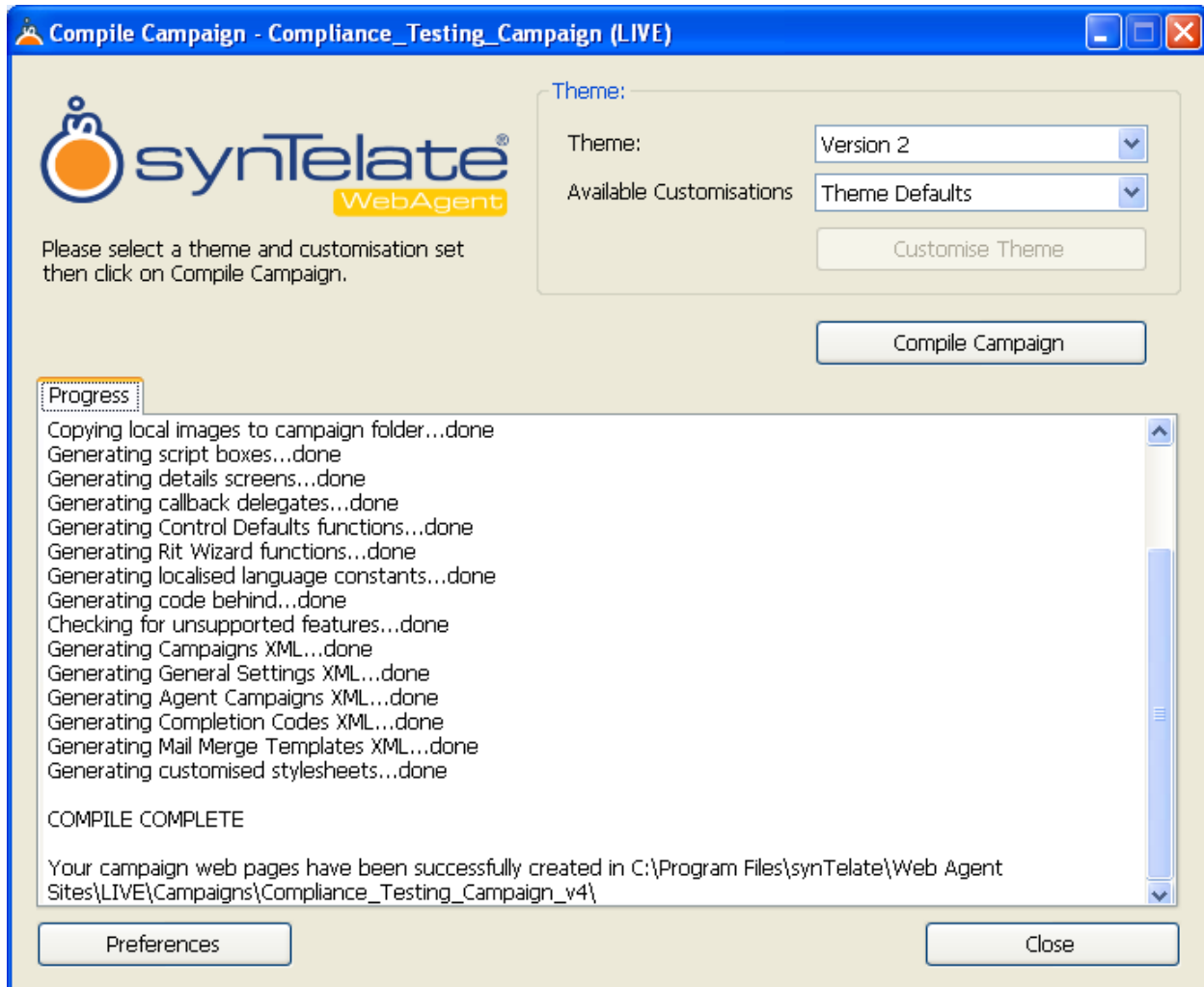
Available Customisations: Theme Defaults

Customise Theme

Compile Campaign

Preferences Close

When **Compile Complete** is displayed and successful creation of the campaign webpages is confirmed, click **Close**.



7.5. Administer Screens and Scripts

For the purposes of this compliance test, it is assumed that scripts and screens are created according to requirements. A sample screen is shown below.

The screenshot displays a web-based interface for a call center application. The title bar indicates the application is 'Running - synTelate'. The interface includes a top toolbar with various icons for call management (Cut, Copy, Paste, Delete, Undo, Zoom, Dialler Utility, Dial / Answer / Complete Preview, Hangup, Hold / Retrieve, Ready, Redirect Call, Save) and a status bar at the bottom.

The main content area is titled 'Compliance Outbound 2 Test' in a yellow banner. Below this, there is a form with the following fields:

- AcctNum**: 5300292120986830
- Name**: JOHN DOE (with a second empty field for a last name)
- Address**: (with a zip code field containing 7401)
- Phone 1**: 2032323423
- Phone 2**: 0000000000
- Comments**: (a large text area)

At the bottom of the form, there are two buttons: 'Complete Call (21)' and 'Set Recall'.

The status bar at the bottom shows: 'OUTBOUND : Home phone - 2032323423', 'Ready', and 'synTelate Server - Not Required'.

8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of synTelate, Proactive Contact. Prior to verification, start an outbound job on Proactive Contact.

8.1. Verify Inisoft synTelate Web Agent Functionality

To access synTelate Web Agent Login Page, start web browser and enter **http://<ip address of web server>/syntelatewebagent/welcomepage.aspx**.



On the login page enter agent **Username** and **Password** as configured on Proactive Contact, and **Headset** as configured on Communication Manager. Click **OK** button to login.

synTelate WebAgent

Logged in as : Not logged in : Headset no. :- Job :- Call type :-

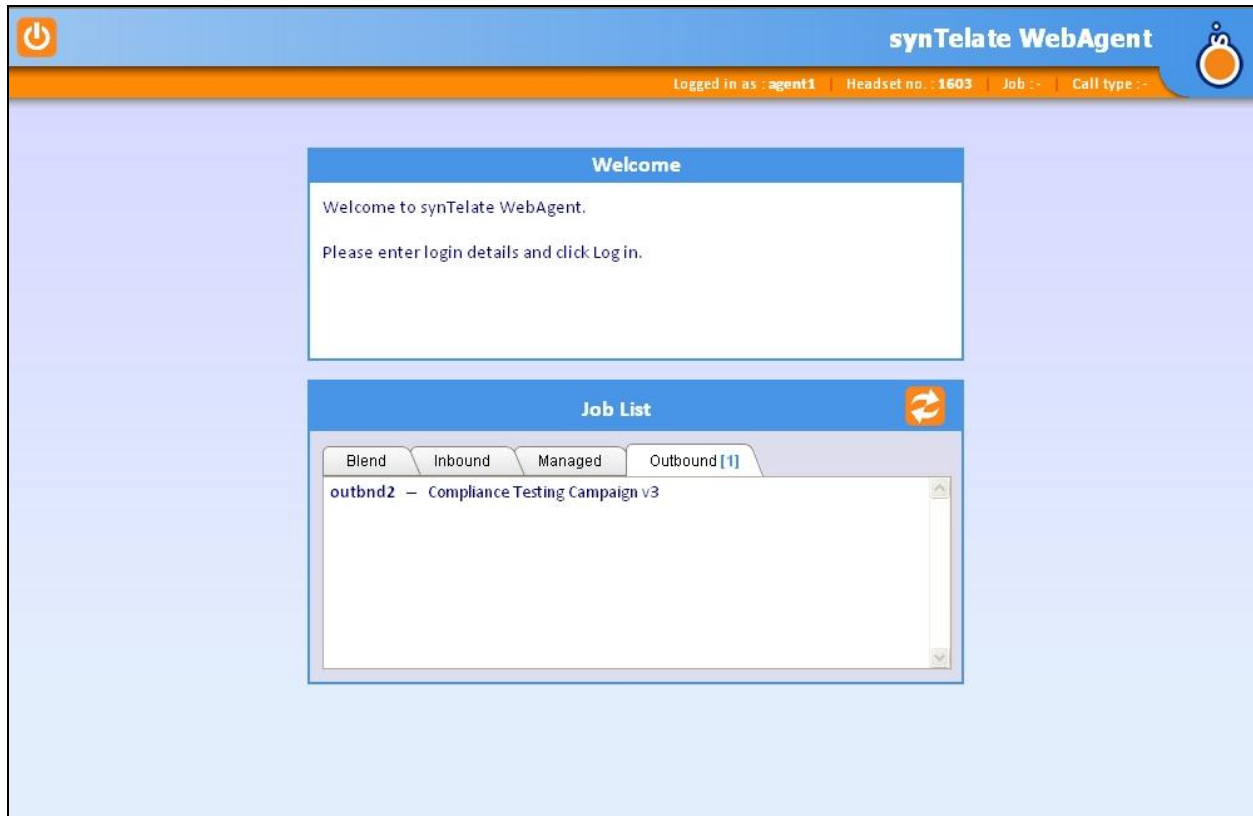
Welcome

Welcome to synTelate WebAgent.
Please enter login details and click Log in.

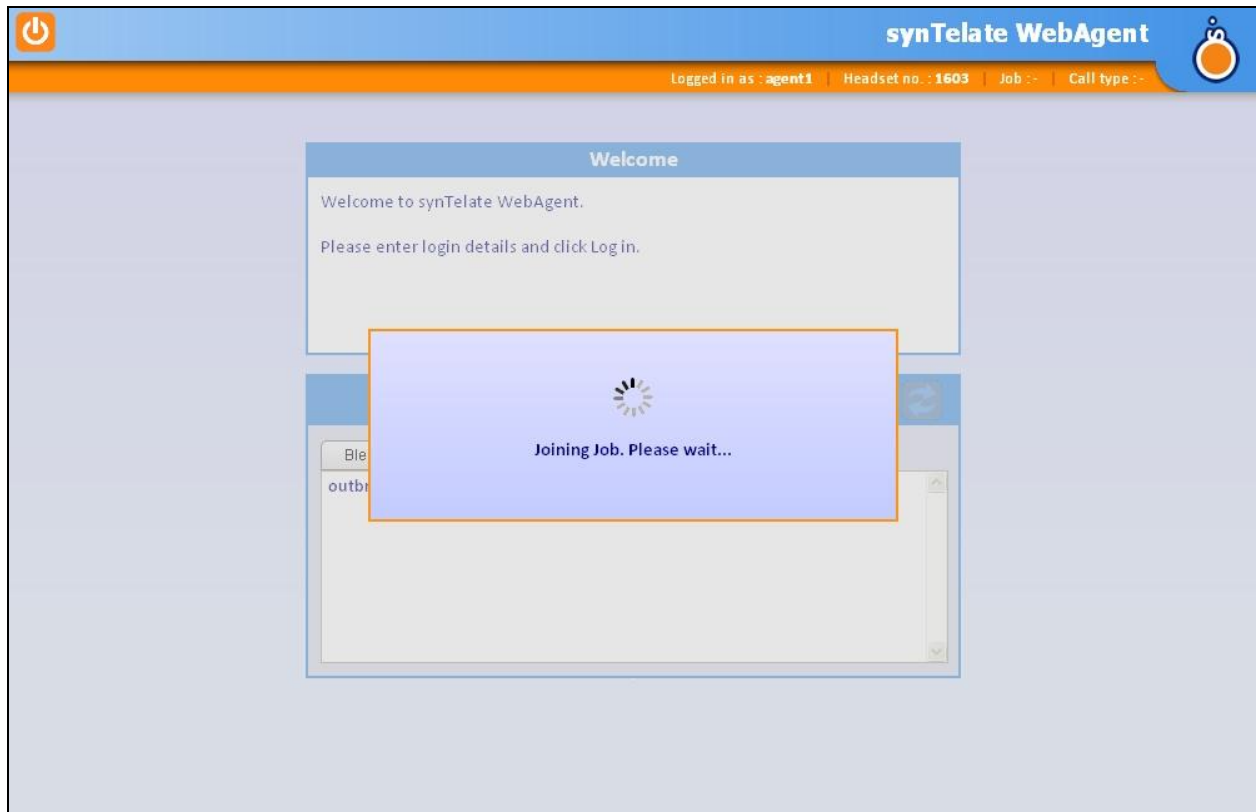
PCS Login

Username: agent1
Password: ••••••••
Headset: 1603

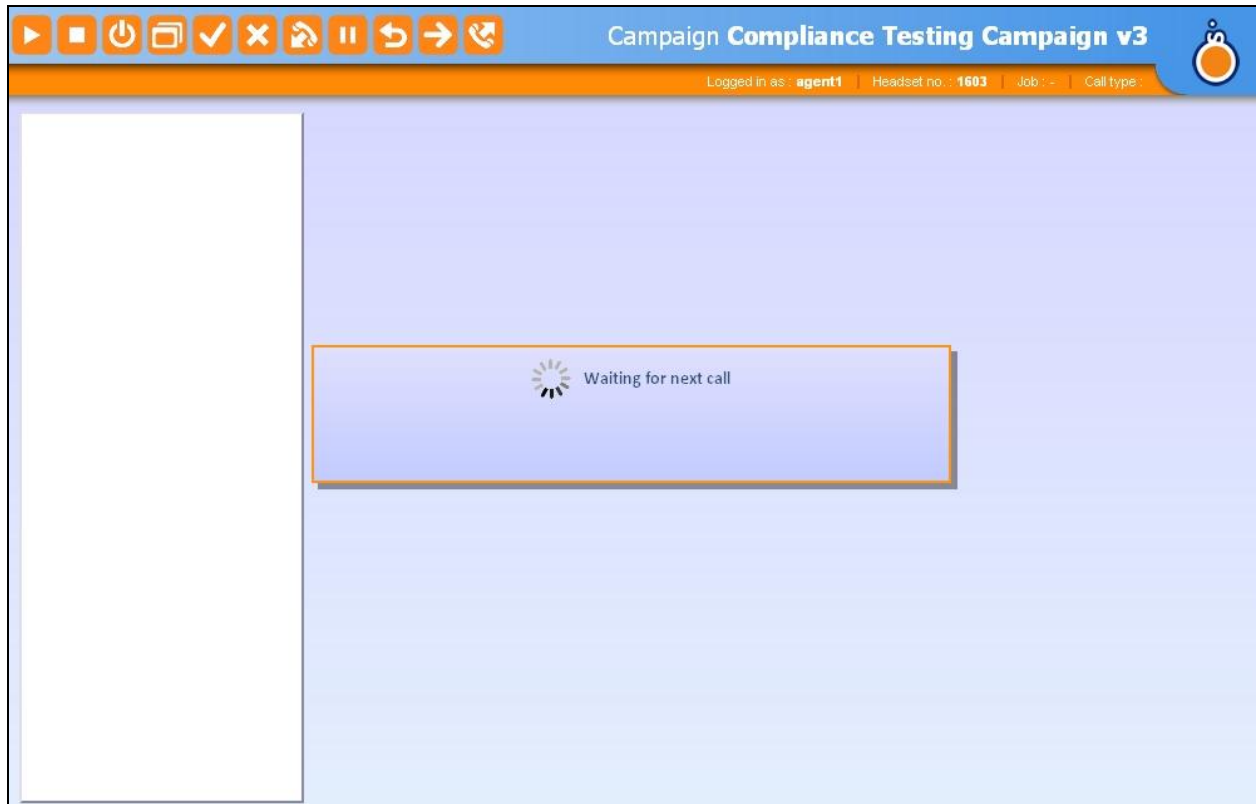
Join the previously configured campaign, in this instance click on **Outbound** → **outbnd2 – Compliance Testing Campaign v3**.



The screen shown below will be displayed while the agent joins the job.



When the agent is logged in to the job, the screen below will be showed while Proactive Contact dials the next outbound call.



Once the outbound call is answered, Proactive Contact delivers the call to **agent1** as shown below.

The screenshot displays the 'Campaign Compliance Testing Campaign v3' application interface. At the top, a status bar indicates the user is logged in as 'agent1', with headset number '1603', job 'outbnd2', and call type 'Outbound'. The main window is divided into two panes. The left pane, titled 'ScriptBox1', contains a script template with the text 'Good afternoon', followed by two input fields for 'JOHN DOE', and a 'Next' button. The right pane, titled 'Details', shows a form for 'Compliance Outbound 2 Test'. This form includes fields for 'AcctNum' (5300292120986830), 'Name' (JOHN DOE), 'Address' (with a zip code field containing 7401), 'Phone 1' (2032323423), 'Phone 2' (0000000000), and a 'Comments' text area. At the bottom of the right pane are two buttons: 'Complete Call (21)' and 'Set Recall'.

Field	Value
AcctNum	5300292120986830
Name	JOHN DOE
Address	
Phone 1	2032323423
Phone 2	0000000000
Comments	

8.2. Verify Avaya Aura® Communication Manager Trunk Status

The following steps can ensure that signaling group and trunk groups configured between Communication Manager and PG230 Digital Switch are in-service. From the Communication Manager SAT enter the command **status signaling-group 10** to verify that the signaling group for the 001v8 DS1 board is **in-service**.

```
status signaling-group 10
                        STATUS SIGNALING GROUP

      Group ID: 10                      Active NCA-TSC Count: 0
      Group Type: isdn-pri              Active CA-TSC Count: 0
      Signaling Type: facility associated signaling
      Group State: in-service

                        Primary D-Channel

      Port: 001v8          Level 3 State: in-service

                        Secondary D-Channel

      Port:                Level 3 State: no-link
```

Enter the command **status trunk 21** to verify that the headset trunk group 21 is **in-service**.

```
status trunk 21
                        TRUNK GROUP STATUS
```

Member	Port	Service State	Mtce Connected Ports Busy
0021/001	001v801	in-service /idle	no
0021/002	001v802	in-service/idle	no
0021/003	001v803	in-service/idle	no
0021/004	001v804	in-service/idle	no
0021/005	001v805	in-service/idle	no

Repeat status trunk test for other trunk groups configured on E1 trunk line between Communication Manager and PG230 Digital Switch.

8.3. Verify Avaya Proactive Contact Job Status

From Proactive Contact shell, type the command **jobmon** to verify agent is logged into the job outbnd2 and handling a call.

[STANDARD]		Job Activity				[ALLID]		
		Summary Statistics						
		Job: [outbnd2][60]						
		Start time: 10.43.09				Current time: 10.56.11		
Agent Activity		Line Usage						
-----		-----						
-								
		All Outb	ACD	PTP	Outbound Lines	Cur	Avg	Peak
Logged in:	1 1	0	0		Demand :	1	1	1
Assigned :	1 1				Available :	9		
On Phone :	1 1				Total Lines :	10		
Calling Activities								

-								
Outbound Phone Calls								
Records Selected:		372						
Phone Calls made:		34						
Cur/Run Hit Rate:		20/5 %						
Agent Connects :		1						
Queue :		0						
Recalls :		0						
Phone Calls Left:		338						
[Job outbnd2 ready for calling]		

9. Conclusion

These Application Notes describe the configuration steps required for Inisoft synTelate Web Agent to successfully interoperate with Avaya Proactive Contact with Avaya PG230 Digital Switch. All feature test cases were completed successfully with observations noted in **Section 2.2**.

10. Additional References

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

1. *Administering Avaya Proactive Contact*, Release 5.0, April 2012, available at <http://support.avaya.com>.

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