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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.

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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 illustratative 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 NCA TSC:21
        Trunk Group for Channel Selection: 23     X-Mobility/Wireless Type:
NONE
        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.              Out      Que
No.   TAC   Group Type   Group Name               Mem TN  COR CDR Meas Dsp  Len
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/voicemsg.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 was used for the outbound job and 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**

```
list4:OUTBOUND:ACTIVE:Collections Calling List:20110526:NO
inbnd4:INBOUND:ACTIVE:Inbound Calling List:201210005:NO
```

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.

```
10.10.16.95 devconhd501
```

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.

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**).

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 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.

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.

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.

Click verify ✓ and ensure verification completes successfully.

Start job ▶.

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.

Click verify and ensure verification completes successfully.

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Start job ▶ .

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]
    UseDllDbs=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.

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.

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 **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.

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

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

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

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

7.4. Publish Campaign for Web User

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

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

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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.

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 Inisfoft 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.

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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.

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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.