Avaya Solution & Interoperability Test Lab

Application Notes for Mattersight® Predictive Behavioral Routing with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager - Issue 1.0

Abstract

These Application Notes contain instructions for Mattersight® Predictive Behavioral Routing with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager to successfully interoperate.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the 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.

KP; Reviewed:
SPOC 7/20/2015

Solution & Interoperability Test Lab Application Notes
©2015 Avaya Inc. All Rights Reserved.

1 of 24
PBR-AESCM63

1. Introduction

Mattersight® Predictive Behavioral Routing (PBR) automatically routes calls by using advanced algorithms that predict the best available agent to handle each specific caller based upon performance, personal strengths, and behavioral characteristics such as personality and communication style.

Mattersight® Predictive Behavioral Routing is integrated into a Customer's Automatic Call Distrubution (ACD) through the use of new vector variables and vector updates. The Predictive Behavioral Routing registers itself as a routing server with Avaya Aura® Application Enablement Services and receives and responds to adjunct route requests from updated vectors. If agents are available for the selected skill, the PBR routes the call to the best available agent's station in that skill otherwise call control is returned back to the calling vector.

Mattersight® Predictive Behavioral Routing connects to the Avaya Aura® Application Enablement Services (AES) server using Telephony Services Application Programming Interface (TSAPI) to perform adjunct call routing and gather data to calculate agent occupancy, monitor agent state and determine agent-to-skill mapping.

2. General Test Approach and Test Results

General test approach of interoperability testing contained functional tests that included the following: Several call routing scenarios for calls routed to agents using the Predictive Behavioral Routing and serviceability tests to verify the Predictive Behavioral Routing recovers in a failure scenario, it should be noted in **Section 2.2**.

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

During Interoperability Compliance testing, call center call routing scenarios were tested along with Mattersight® Predictive Behavioral Routing and its ability to:
- Deliver calls to agents based on agent status.
- Serviceability test.

2.2. Test Results

All test cases were passed.

2.3. Support

Technical support for Mattersight® Predictive Behavioral Routing can be obtained through the following:

- Phone: (877) 615-6925
- Email: ba.servicedesk@mattersight.com
- Web: http://www.mattersight.com/predictive-behavioral-routing

3. Reference Configuration

Figure 1 illustrates the setup used to verify the Mattersight® Predictive Behavioral Routing solution with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager. The Predictive Behavioral Routing is deployed on a server running Windows 2008 R2 Enterprise server and connects to AES server using TSAPI. Simulated PSTN was connected to Avaya Aura® Communication Manager via ISDN/T1 trunk.
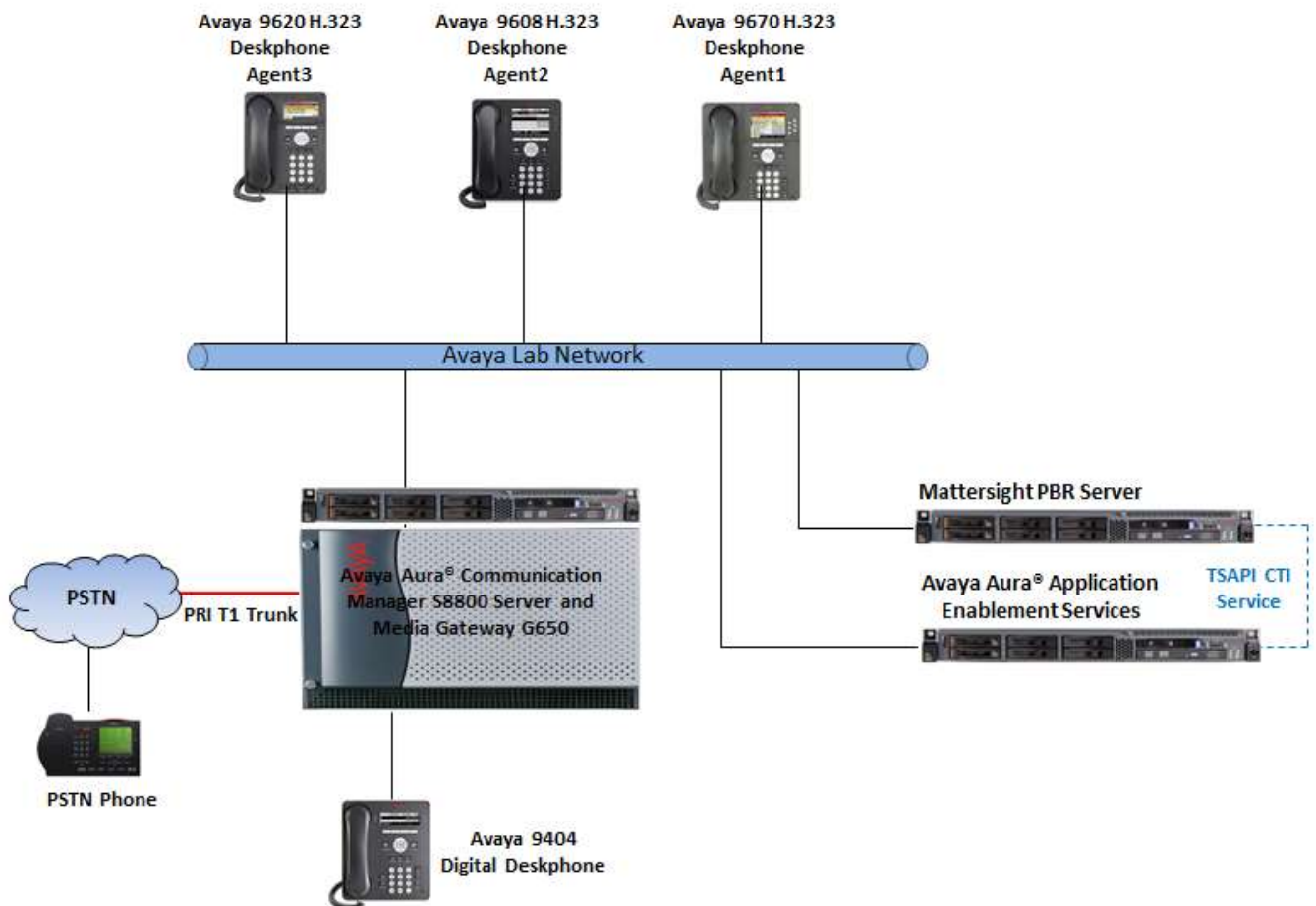

Figure 1: Test Configuration Diagram

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communicaiton Manager running on Avaya S8800 Server	R016x.03.0.124.0 6.3.10.0-SP10
Avaya Aura® Application Enablement Service running on Avaya S8800 Server	6.3.3 SP 10
Avaya 9650 H.323 IP Deskphone	3.2.4
Avaya 9620 H.323 IP Deskphone	3.2.4
Avaya 9621 H.323 IP Deskphone	6.6029
Avaya 9404 Digital Deskphone	R15
Mattersight® Predictive Behavioral Routing	4

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. Use the System Access Terminal (SAT) to configure Communication Manager and log in with the appropriate credentials. In the Communication Manager SAT screens shown throughout this document, the SAT command used to access each screen is displayed in the upper left-hand corner of the screen.

The tables below shows sample call center data that was used during compliance testing.

Station	Agent	Hunt group/Skill	VDN	Vector
53010	1000	53090	53080	1
53011	1001	53091	53083	14
53012	1002	53090		200

KP; Reviewed:
SPOC 7/20/2015

Solution & Interoperability Test Lab Application Notes
©2015 Avaya Inc. All Rights Reserved.

4 of 24
PBR-AESCM63

5.1. Verify Feature and License

Enter the display system-parameters customer-options command and ensure that the following features are enabled.
One Page 3, verify **ASAI Link Core Capabilities**, **ASAI Link Plus Capabilities** and **Computer Telephony Adjunct Links** is set to **y**.

```
display system-parameters customer-options                    Page   3 of  11

                              OPTIONAL FEATURES

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

On Page 4, verify **ISDN Feature Plus, ISDN-BRI, IP Trunks** and **Multimedia IP SIP Trunking** are set to **y.**

```
display system-parameters customer-options                    Page   4 of  11

                              OPTIONAL FEATURES

    Emergency Access to Attendant? y                        IP Stations? y
          Enable 'dadmin' Login? y
          Enhanced Conferencing? y                      ISDN Feature Plus? y
               Enhanced EC500? y    ISDN/SIP Network Call Redirection? y
    Enterprise Survivable Server? n                     ISDN-BRI Trunks? y
        Enterprise Wide Licensing? n                          ISDN-PRI? y
            ESS Administration? y           Local Survivable Processor? n
          Extended Cvg/Fwd Admin? y                 Malicious Call Trace? y
        External Device Alarm Admin? y              Media Encryption Over IP? n
 Five Port Networks Max Per MCC? n   Mode Code for Centralized Voice Mail? n
               Flexible Billing? n
     Forced Entry of Account Codes? y               Multifrequency Signaling? y
         Global Call Classification? y     Multimedia Call Handling (Basic)? y
             Hospitality (Basic)? y     Multimedia Call Handling (Enhanced)? y
 Hospitality (G3V3 Enhancements)? y          Multimedia IP SIP Trunking? y
                       IP Trunks? y
```

On Page 6, verify **Vectoring (G3V4 Advanced Routing)**, **Vectoring (Best Service Routing)** and **Vectoring (Variables)** are set to **y**.

```
display system-parameters customer-options                     Page   6 of  11

                         CALL CENTER OPTIONAL FEATURES

                          Call Center Release: 6.0

                              ACD? y                        Reason Codes? y
                    BCMS (Basic)? y              Service Level Maximizer? n
         BCMS/VuStats Service Level? y            Service Observing (Basic)? y
BSR Local Treatment for IP & ISDN? y    Service Observing (Remote/By FAC)? y
                Business Advocate? n              Service Observing (VDNs)? y
                  Call Work Codes? y                           Timed ACW? y
     DTMF Feedback Signals For VRU? y                  Vectoring (Basic)? y
                 Dynamic Advocate? n               Vectoring (Prompting)? y
       Expert Agent Selection (EAS)? y           Vectoring (G3V4 Enhanced)? y
                        EAS-PHD? y               Vectoring (3.0 Enhanced)? y
                 Forced ACD Calls? n     Vectoring (ANI/II-Digits Routing)? y
            Least Occupied Agent? y     Vectoring (G3V4 Advanced Routing)? y
         Lookahead Interflow (LAI)? y               Vectoring (CINFO)? y
Multiple Call Handling (On Request)? y    Vectoring (Best Service Routing)? y
    Multiple Call Handling (Forced)? y             Vectoring (Holidays)? y
   PASTE (Display PBX Data on Phone)? y             Vectoring (Variables)? y
```

On Page 10, verify **IP_API_A** has a sufficient limit.

```
display system-parameters customer-options                     Page  10 of
11
                   MAXIMUM IP REGISTRATIONS BY PRODUCT ID

Product ID   Rel.  Limit           Used
AgentSC      *   : 10000           0
IP_API_A     *   : 18000           5
IP_Agent     *   : 18000           0
IP_NonAgt    *   : 18000           0
IP_Phone     *   : 18000           8
IP_ROMax     *   : 18000           0
IP_Soft      *   : 18000           0
IP_Supv      *   : 18000           0
IP_eCons     *   : 414             0
oneX_Comm    *   : 18000           0
```

5.2. Configure Stations

Use **add station** *n* command to add a station, where *n* is an available station extension.
Configure the station as follows, on Page 1:

- In **Name** field, enter a descriptive name

- Set **Type** to the type of telephone

- Enter a **Security Code**

- **Coverage Path 1** set to **14** as configured in **Section 5.9**.

- Set **IP SoftPhone** to **y**

```
add station 53010                                           Page   1 of   5
                                  STATION

Extension: 53010                      Lock Messages? n              BCC: 0
     Type: 9650                       Security Code: 1234            TN: 1
     Port: S00004                     Coverage Path 1: 14           COR: 1
     Name: H.323 53010                Coverage Path 2:              COS: 1
                                      Hunt-to Station:            Tests? y
STATION OPTIONS
                                      Time of Day Lock Table:
          Loss Group: 19         Personalized Ringing Pattern: 1
                                      Message Lamp Ext: 53010
          Speakerphone: 2-way         Mute Button Enabled? y
     Display Language: english
 Survivable GK Node Name:
         Survivable COR: internal         Media Complex Ext:
   Survivable Trunk Dest? y                 IP SoftPhone? y

                                      IP Video Softphone? n
                    Short/Prefixed Registration Allowed: default
```

One Page 5, under **Main View**, add **call-disp**, **auto-in**, **aux-work**, **after-call**, and **manual-in** as
shown below:

```
change station 53010                                        Page   5 of   5
                                  STATION

AUXILIARY BUTTON ASSIGNMENTS
Main View                           Shifted View
 4: call-disp                       12:
 5: auto-in          Grp:           13:
 6: aux-work    RC:  Grp:           14:
 7: after-call       Grp:           15:
 8: manual-in        Grp:           16:
 9:                                 17:
10:                                 18:
11:                                 19:

BUTTON ASSIGNMENTS
```

5.3. Configure Hunt Group

Use the **add hunt-group** *n* command to add a hunt group, where *n* is an available hunt group.
On Page 1:
- In the **Group Name** filed, enter a descriptive name
- Set **ACD, Queue** and **Vector** to **y**
- Enter an available **Group Extension**

```
Add hunt-group 1                                              Page   1 of   4
                              HUNT GROUP

              Group Number: 1                         ACD? y
                Group Name: Skill 1                    Queue? y
           Group Extension: 53090                      Vector? y
                Group Type: ucd-mia
                        TN: 1
                       COR: 1              MM Early Answer? n
             Security Code:           Local Agent Preference? n
    ISDN/SIP Caller Display:


               Queue Limit: unlimited
    Calls Warning Threshold:      Port:
     Time Warning Threshold:      Port:
```

On Page 2, set **Skill** to **y** and **Measured** to **both**.

```
Add hunt-group 1                                              Page   2 of   4
                              HUNT GROUP

                    Skill? y      Expected Call Handling Time (sec): 20
                     AAS? n          Service Level Target (% in sec): 80 in 20
                 Measured: both
       Supervisor Extension:


          Controlling Adjunct: none


          VuStats Objective:

      Multiple Call Handling: none


     Timed ACW Interval (sec): 1       After Xfer or Held Call Drops? n
```

5.4. Configure Agents

Use the **add agent-loginID** *n* to add an agent, where *n* is an available agent id. On Page 1:
- In the **Name** field, type in a descriptive name
- Enter a **Security Code**

```
add agent-loginID 1000                                          Page   1 of   3
                               AGENT LOGINID

                  Login ID: 1000                                      AAS? n
                      Name: Agent1                                  AUDIX? n
                        TN: 1
                       COR: 1
             Coverage Path:                             LWC Reception: spe
             Security Code: 1234                LWC Log External Calls? n
                                                AUDIX Name for Messaging:

                                             LoginID for ISDN/SIP Display? n
                                                               Password:
                                              Password (enter again):
                                                          Auto Answer: station
                                                   MIA Across Skills: system
                                           ACW Agent Considered Idle: system
                                           Aux Work Reason Code Type: system
                                             Logout Reason Code Type: system
                       Maximum time agent in ACW before logout (sec): system
                                             Forced Agent Logout Time:   :
```

On Page 2, set skill number and skill level in **SN** and **SL** fields. Skill number is the hunt group that was added in the previous section. This agent is assigned to 3 skill groups as defined in earlier of this section.

```
add agent-loginID 1000                                          Page   2 of   3
                               AGENT LOGINID
        Direct Agent Skill:                             Service Objective? n
Call Handling Preference: skill-level                   Local Call Preference? n

    SN   RL SL          SN   RL SL          SN   RL SL          SN   RL SL
 1: 1       1       16:                31:                46:
 2: 2       1       17:                32:                47:
 3: 3       1       18:                33:                48:
 4:                 19:                34:                49:
 5:                 20:                35:                50:
 6:                 21:                36:                51:
 7:                 22:                37:                52:
 8:                 23:                38:                53:
 9:                 24:                39:                54:
10:                 25:                40:                55:
11:                 26:                41:                56:
12:                 27:                42:                57:
```

5.5. Configure Variables

Use the **change variables** *n* command to configure variables, where *n* is an available variable in the system. In the compliance test, 4 variables **MA**, **MB**, **MC** and **MD** are configured and used for vector that are defined in the next section.

```
change variables ma                                         Page  19 of
39
                        VARIABLES FOR VECTORS

Var Description                 Type     Scope Length Start Assignment
VAC
LM
LN
LO
LP
LQ
LR
LS
LT
LU
LV
LW
LX
LY
LZ
MA  Mattersight Key            asaiuui L    10     1
MB  Route flag                 asaiuui L    1      11
MC  Original VDN               collect P    5      1
MD  Active VDN                 vdn     L                active
```

5.6. Configure Vectors

Use the **change vector *n*** command to configure a Vector, where ***n*** is an available Vector number. The vector 1 below is used as main vector for routing ACD call to the agent phone.

```
change vector 1                                               Page   1 of
6
                            CALL VECTOR

    Number: 1                    Name: Vector 1
Multimedia? n      Attendant Vectoring? n    Meet-me Conf? n           Lock?
n
     Basic? y   EAS? y   G3V4 Enhanced? y   ANI/II-Digits? y   ASAI Routing?
y
 Prompting? y   LAI? y  G3V4 Adv Route? y   CINFO? y   BSR? y   Holidays? y
 Variables? y   3.0 Enhanced? y
01 wait-time     7   secs hearing silence
02 goto step     6            if MC              <>      none
03 set           MA    = none   CATR  1100153090
04 set           MC    = MD     ADD    none
05 goto vector  200  @step 1  if unconditionally
06 queue-to     skill 1    pri m
07 stop
```

Use the same command above to create a coverage vector 14 which is used in coverage vdn extension 53083 in the next section.

```
change vector 14                                              Page   1 of
6
                            CALL VECTOR

    Number: 14                   Name: Cover-vector
Multimedia? n      Attendant Vectoring? n    Meet-me Conf? n           Lock?
n
     Basic? y   EAS? y   G3V4 Enhanced? y   ANI/II-Digits? y   ASAI Routing?
y
 Prompting? y   LAI? y  G3V4 Adv Route? y   CINFO? y   BSR? y   Holidays? y
 Variables? y   3.0 Enhanced? y
01 wait-time     0   secs hearing silence
02 set           MB    = none   ADD   0
03 route-to      number MC              with cov n if unconditionally
04 goto vector  11   @step 1  if unconditionally
05
06
07
08
09
10
11
12
```

The vector 200 is created to encapsulate the adjunct route command and related logic required to call the PBR adjunct. The new vector is setup to call the PBR 3 times in succession if necessary. The vector is structured this way to cover the rare use case where there is an error when the first route attempt is made. When this occurs, the PBR service will be called again so the call can be properly routed to another agent.

```
change vector 200                                          Page   1 of   6
                              CALL VECTOR

   Number: 200               Name: MATTERSIGHT
Multimedia? n     Attendant Vectoring? n    Meet-me Conf? n         Lock? n
    Basic? y   EAS? y   G3V4 Enhanced? y   ANI/II-Digits? y   ASAI Routing? y
 Prompting? y   LAI? y  G3V4 Adv Route? y   CINFO? y   BSR? y   Holidays? y
 Variables? y   3.0 Enhanced? y
01 adjunct      routing link 1
02 wait-time    2    secs hearing silence
03 adjunct      routing link 1
04 wait-time    2    secs hearing silence
05 adjunct      routing link 1
06 wait-time    2    secs hearing silence
07 set          MB     = none   ADD   0
08 return
09
10
11
12
```

5.7. Configure VDN

Use the **add vdn *n*** command to add a vdn, where *n* is an available vdn extension**. On Page 1:

- In the **Name*** field, enter a descriptive name.

- In the **Destination** field, set **Vector Number** to the vector configured earlier in this document. i.e., Vector Number 1.

- Set **Measured** to **both**.

```
add vdn 53080                                               Page   1 of   3
                          VECTOR DIRECTORY NUMBER


                           Extension: 53080
                               Name*: VDN 11
                         Destination: Vector Number        1
                  Attendant Vectoring? n
                Meet-me Conferencing? n
                  Allow VDN Override? n
                                 COR: 1
                                 TN*: 1
                            Measured: both
      Acceptable Service Level (sec): 20

      VDN of Origin Annc. Extension*:
                           1st Skill*:
                           2nd Skill*:
                           3rd Skill*:
```

Use the same command above to create vdn 53083 that is used for coverage path in next section. Set the **Destination** field to the vector **14** as configured in **Section 5.6**, **Allow VDN Override** to **y** and **Measured** field to **external**.

```
change vdn 53083                                           Page   1 of   3
                          VECTOR DIRECTORY NUMBER


                           Extension: 53083
                               Name*: VDN Coverage
                         Destination: Vector Number       14
                  Attendant Vectoring? n
                Meet-me Conferencing? n
                  Allow VDN Override? y
                                 COR: 1
                                 TN*: 1
                            Measured: external


      VDN of Origin Annc. Extension*:
                           1st Skill*:
                           2nd Skill*:
                           3rd Skill*:
```

5.8. Configure Coverage Path

Use the **add coverage path** *n* command to add a coverage path, where *n* is an available coverage path. This coverage path is configured in Coverage Path 1 of the agent station to cover in case of the agent station not answer calls in 3 rings or busy. The **Point1** is set to VDN 53083 as configured in **Section 5.7**.

```
change coverage path 14                                     Page   1 of   1
                            COVERAGE PATH

                 Coverage Path Number: 14
     Cvg Enabled for VDN Route-To Party? n       Hunt after Coverage? n
                     Next Path Number:        Linkage

COVERAGE CRITERIA
     Station/Group Status     Inside Call     Outside Call
                 Active?          n               y
                  Busy?           n               y
           Don't Answer?          n               y          Number of Rings: 3
                   All?           n               n
 DND/SAC/Goto Cover?             n               n
   Holiday Coverage?             n               n

COVERAGE POINTS
    Terminate to Coverage Pts. with Bridged Appearances? n
  Point1: v53083          Rng:1   Point2:
  Point3:                         Point4:
  Point5:                         Point6:
```

5.9. Configure AES Connection

Use the **change ip-services** command to add an entry for AES. On Page 1,

- In the **Service Type** field, type **AESVCS**.

- In the **Enabled** field, type **y**.

- In the **Local Node** field, type the Node name **CLAN2** for the Processor Ethernet Interface.

- In the **Local Port** field, use the default of **8765**.

```
change ip-services                                          Page   1 of   4

                             IP SERVICES
  Service      Enabled     Local       Local      Remote      Remote
   Type                    Node        Port       Node        Port
 AESVCS        y        CLAN2          8765
 CDR1                   CLAN1          0        NetIQ         9000
 CDR2                   CLAN1          0        AVAYARDTT     9001
```

On Page 4 of the IP Services form, enter the following values:
- In the **AE Services Server** field, type the name obtained from the Application Enablement Services server.
- In the **Password** field, type a password to be administered on the Application Enablement Services server.
- In the **Enabled** field, type **y**.

```
change ip-services                                          Page   4 of  4
                        AE Services Administration


  Server ID    AE Services        Password          Enabled   Status
               Server
     1:        AES63              avayalab              y      in use
     2:
```

Use the **add cti-link *n*** command, where *n* is an available CTI link number.
- In the **Extension** field, type **<station extension>**, where **<station extension>** is a valid station extension.
- In the **Type** field, type **ADJ-IP**.
- In the **Name** field, type a descriptive name.

```
add cti-link 1                                              Page   1 of  3
                              CTI LINK
 CTI Link: 1
Extension: 50001
     Type: ADJ-IP
                                                                    COR: 1
     Name: CTIlink-AES63
```

6. Configure Avaya Aura® Application Enablement Services

Configuration of Avaya Aura® Application Enablement Services (AES) requires a user account be configured for the Predictive Behavioral Routing.

6.1. Configure User

All administration of AES is performed by web browser, https://<aes-ip-address>/
A user needs to be created for the Predictive Behavioral Routing to communicate with AES.
Navigate to **User Management** →**User Admin** →**Add User**.

Fill in **User Id**, **Common Name**, **Surname**, **User Password** and **Confirm Password**. Set the **CT User** to **Yes**, and **Apply** (not shown).

If the Security Database is enabled on Application Enablement Services, set the Predictive Behavioral Routing user account to **Unrestricted Access** to enable any device (station, ACD extension, DMCC port) to be used implicitly. This step avoids the need to duplicate administration.
Navigate to **Security → Security Database → CTI Users → List All Users**.

Select the recently added user and click **Edit**. Check the box for **Unrestricted Access** and click **Apply Changes**.

6.2. Configure Communication Manager Switch Connections

To add links to Communication Manager, navigate to the **Communication Manager Interface** ➔ **Switch Connections** page and enter a name for the new switch connection and click the **Add Connection** button (not shown). This was previously configured as **CLAN2** for this test environment:

Use the **Edit Connection** button shown above to configure the connection. Enter the **Switch Password** as configured in **Section 5.9**(This must match the password configured when adding AESVCS connection in Communication Manager), check the **Processor Ethernet** box if using the **procr** interface, in the compliance test, the **CLAN** interface was used therefore the **Processor Ethernet** kept unchecked and keep other fields at default.

Use the **Edit PE/CLAN IPs** button (shown in this section's first screen shot above) to configure the **procr** or **CLAN** IP Addresses for TSAPI message traffic.

Use the **Edit H.323 Gatekeeper** button (shown in this section's first screen capture above) to configure the **procr** or **CLAN** IP Addresses.

6.3. Configure TSAPI Link

Navigate to the **AE Services → TSAPI → TSAPI Links** page to add the TSAPI CTI Link. Click **Add Link** (not shown). Select a **Switch Connection** using the drop down menu. Select the **Switch CTI Link Number** using the drop down menu. The **Switch CTI Link Number** must match the number configured in the **cti-link** form for Communication Manager as defined in the **section 5.8**.

If the application will use Encrypted Links, select **Encrypted** in the **Security** selection box, however during compliance testing **Both** was selected.Click **Apply Changes**. The configuration shown below was previously administered.

Click **Advanced Setting** to obtain the TSAPI Link that will be used by Mattersight PBR.

AE Services
- CVLAN
- DLG
- DMCC
- SMS
- TSAPI
  - TSAPI Links
  - TSAPI Properties
- TWS

Communication Manager Interface

TSAPI Link - Advanced Settings

Tlinks Configured	AVAYA#CLAN2#CSTA-S#AES63
	AVAYA#CLAN2#CSTA#AES63
Max Flow Allowed	2000
TSDI Size	5242880
TSDI High Water Mark	32 % of TSDI Size

[Apply Changes] [Cancel Changes] [Restore Defaults]

7. Configure Mattersight® Predictive Behavioral Routing

The Mattersight® Predictive Behavioral Routing solution is delivered using the Software as a Service (SaaS) delivery model. As part of the SaaS model, Mattersight installs and configures the Predictive Behavioral Routing. To properly configure Predictive Behavioral Routing, Mattersight requires an Avaya AES server Tlink connection string and a login and password, as configured in **Section 6**.

8. Verification Steps

To verify that the Predictive Behavioral Routing application is connected to Avaya AES successfully, using the Application Enablement Service Management Console, navigate to **Status → Status and Control → TSAPI Service Summary** and select **User Status** (not shown). If the user is connected successfully, an entry will be displayed in the following table.

To verify the connection between the Communication Manager and AES, navigate go **Status → Status and Control → Switch Conn Summary**. The **Switch Connections Summary** page is displayed in the right side, make sure the **Conn State** should show the status as "**Talking**" as shown in the screen below.

KP; Reviewed:
SPOC 7/20/2015

Solution & Interoperability Test Lab Application Notes
©2015 Avaya Inc. All Rights Reserved.

22 of 24
PBR-AESCM63

9. Conclusion

Mattersight® Predictive Behavioral Routing was able to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services.

10. Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Release 6.3, Document Number 03-300509, Issue 9, October 2013
[2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 6.3, Document Number 555-245-205, Issue 11, October 2013
[3] *Avaya Aura® Application Enablement Service Administration and Maintenance Guide*, Release 6.3, Issue 2, October 2013

©2015 Avaya Inc. All Rights Reserved.
Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.