



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for ContactPro from CCT Deutschland GmbH with Avaya Proactive Outreach Manager 3.1.0 - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for ContactPro from CCT Deutschland GmbH to interoperate with Avaya Proactive Outreach Manager. ContactPro is an interaction management application that connects to both Avaya Aura® Call Center Elite Multichannel and Avaya Interaction Center, however the Avaya Proactive Outreach Manager is common for both.

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.

# 1. Introduction

These Application Notes describe the configuration steps required for ContactPro from CCT Deutschland GmbH, to interoperate with Avaya Proactive Outreach Manager (POM). CCT ContactPro solutions offer a variety of integrations into the Avaya call center environment supporting different Avaya platforms, to interact for multimedia agents as well as for voice only agents.

ContactPro offers a connection to Avaya Aura® Application Enablement Server (AES), Avaya Aura® Call Center Elite multichannel and Avaya Interaction Center. The connection to Avaya Proactive Outreach Manager, although is common to all desktops, use the same interface to display the POM outbound features. These Application Notes will go through the setup and configuration for CCT ContactPro to connect to Avaya Proactive Outreach Manager.

# 2. General Test Approach and Test Results

The general test approach was to validate the ContactPro client's ability to join Proactive Outreach Manager outbound Campaigns. This was performed by creating Preview, Predictive and Progressive campaigns with agent scripts and handled them in the ContactPro client.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and the Contact Pro did not include use of any specific encryption features as requested by CCT Deutschland GmbH.

## 2.1. Interoperability Compliance Testing

The testing focuses on the following areas:

- **Agent Can Join an outbound Campaign** – log in an Agent to a campaign
- **Agent is presented with calls in Progressive Campaign** – POM Presents agent with calls. Call can be answered, put on hold, Transferred and cleared using ContactPro Client.
- **Agent is presented with calls in Predictive Campaign** – POM Presents agent with calls. Call can be answered, put on hold, Transferred and cleared using ContactPro Client.
- **Agent can Preview, Cancel or Dial record in a Preview campaign** – Agent operates correctly in a Preview campaign. Call can be answered, put on hold, Transferred and cleared using ContactPro Client.
- **Agent can assign Completion Codes to a call** – Completion codes are correctly recorded at the end of calls
- **Agent can assign a Record to the Do Not Call (DNC) list** – Call is added to DNC list and is not selected to be called in subsequent campaigns.
- **Agent can assign a callback** – Agent assigns callback for a time in the future and record is called at the correct time
- **Agent can leave a POM Campaign** – Agent can leave a Campaign. Agent shows as not ready and is then removed from POM Campaign on logout
- **ContactPro Client recovers in Failure scenarios** – Observe the behaviour of ContactPro and its ability to recover from failure scenarios.

## 2.2. Test Results

All test cases passed.

## 2.3. Support

Support for CCT Deutschland GmbH products can be obtained as follows:

### WEBSITE

[www.cct-solutions.com](http://www.cct-solutions.com)

### CONTACT

Europe Phone: +49 69 7191 4969 0

U.S. Phone +1 786 738 5253

Email: [contact@cct-solutions.com](mailto:contact@cct-solutions.com)

### SUPPORT

Europe Hotline: +49 821 455152 455

U.S. Hotline: +1-305-985-5485

Email: [helpdesk@cct-solutions.com](mailto:helpdesk@cct-solutions.com)

### CCT Deutschland GmbH

Voltastrasse 81

60486 Frankfurt am Main

Germany

Phone +49 69 7191 4969 0

Fax +49 69 7191 4969 666

Street Werner-von-Siemens-Strasse 6

86159 Augsburg

Germany

### CCT Europe GmbH

Sumpfstrasse 26

6312 Steinhausen

Swiss

Phone. +41 41 748 42 22

Fax +41 41 748 42 23

### CCT Software LLC

1735 Market Street STE 3750

19103 Philadelphia, PA

USA

Phone: +1 267 507 6196

1801 N.E. 123rd Street, Suite 314

North Miami, 33181 FL

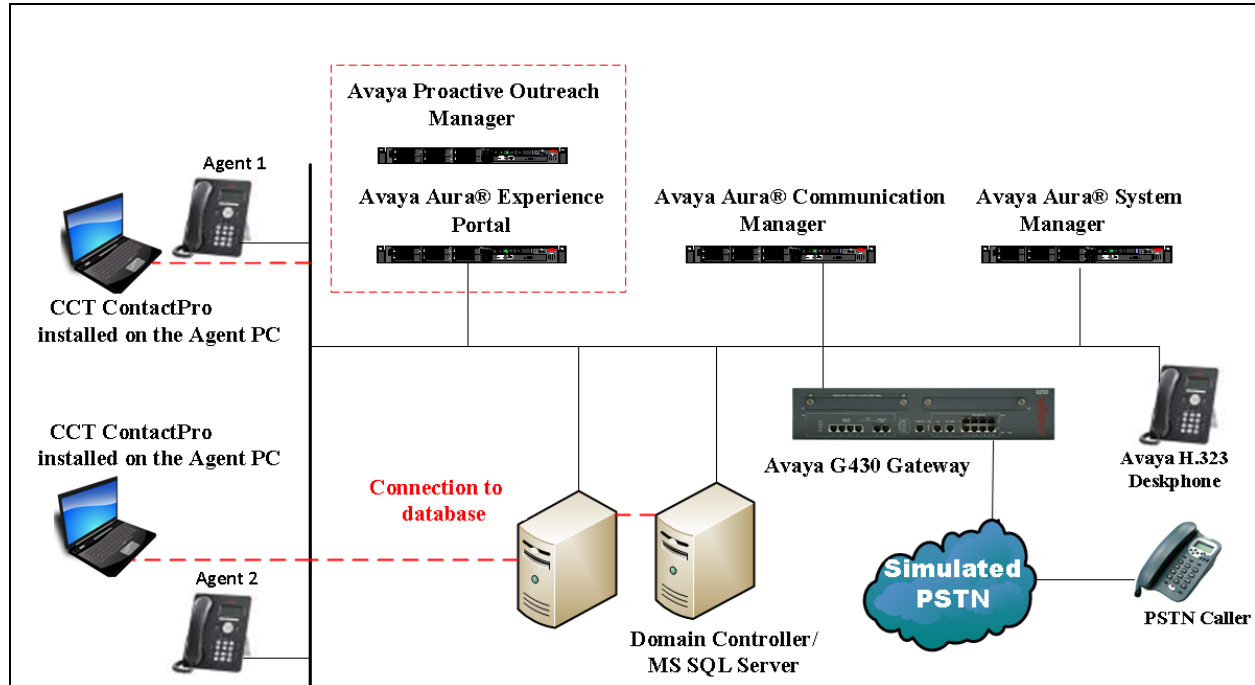
Phone +1 786 738 5253

USA

Office +1 786 738 5253

### 3. Reference Configuration

The configuration in **Figure 1** was used to compliance test ContactPro using a connection to POM.



**Figure 1: Connection of CCT Deutschland GmbH ContactPro with Avaya Proactive Outreach Manager.**

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	System Manager 7.1.1 Build No. – 7.1.0.0.1125193 Software Update Revision No: 7.1.1.0.46931 Feature Pack 1
Avaya Aura® Communication Manager running on a virtual server	R7.0 SP1 R017x.01.0.532.0 Updates: 01.0.532.0-24184 KERNEL-3.1.0-693.e17.AV1 PLAT-rhel7.2-0010
Avaya Aura® Session Manager running on a virtual server	Session Manager R7 SP1 Build No. – 7.1.1.0.711008
Avaya Aura® Application Enablement Services running on a virtual server	R7.0 SP Build No – 7.1.2.0.0.3-0
Avaya Aura® Experience Portal	7.2.0.0.1204
Avaya Proactive Outreach Manager	POM.03.01.00.00.01.018
Avaya G430 Gateway	38.20.1/1
Avaya 9611G Series Deskphone	96x1 H323 Release 6.6229
Avaya 9641G Series Deskphone	96x1 SIP Release 6.6229
CCT Deutschland GmbH ContactPro - Client Agent Desktop	V5.0.0.900

## 5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT).

### 5.1. Configure the Avaya Aura® Communication Manager Connection to Avaya Aura® Application Enablement Services

The connection between Communication Manager and AES is assumed to be already in place however the steps required to set this connection are listed in the sections below.

#### 5.1.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** as shown below.

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	<b>Computer Telephony Adjunct Links?</b>	<b>y</b>
ARS/AAR Partitioning?	y	Cvg Of Calls Redirected Off-net?	y
ARS/AAR Dialing without FAC?	y	DCS (Basic)?	y
ASAI Link Core Capabilities?	n	DCS Call Coverage?	y
ASAI Link Plus Capabilities?	n	DCS with Rerouting?	y
Async. Transfer Mode (ATM) PNC?	n	Digital Loss Plan Modification?	y
Async. Transfer Mode (ATM) Trunking?	n	DS1 MSP?	y
ATM WAN Spare Processor?	n	DS1 Echo Cancellation?	y
ATMS?	y		
Attendant Vectoring?	y		

#### 5.1.2. Note procr IP Address for Avaya Aura® Application Enablement Services Connectivity

Display the procr IP address by using the command **display node-names ip** and noting the IP address for the **procr** and AES (**AES701678**).

display node-names ip		Page	1 of 2
IP NODE NAMES			
Name	IP Address		
SM100	10.10.40.34		
<b>AES701678</b>	<b>10.10.16.78</b>		
default	0.0.0.0		
g430	10.10.40.15		
<b>procr</b>	<b>10.10.16.27</b>		

### 5.1.3. Configure Transport Link for Avaya Aura® Application Enablement Services Connectivity

To administer the transport link to AES use the **change ip-services** command. On **Page 1**, add an entry with the following values:

- **Service Type:** Should be set to **AESVCS**.
- **Enabled:** Set to **y**.
- **Local Node:** Set to the node name assigned for the **procr** in **Section 5.1.2**.
- **Local Port:** Retain the default value of **8765**.

change ip-services				Page 1 of 4	
IP SERVICES					
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port
AESVCS	y	procr	8765		

Go to **Page 4** of the **ip-services** form and enter the following values:

- **AE Services Server:** Name obtained from the AES server, in this case **aes63vmppg**.
- **Password:** Enter a password to be administered on the AES server.
- **Enabled:** Set to **y**.

**Note:** The password entered for **Password** field must match the password on the AES server in **Section 6.2**. The **AE Services Server** must match the administered name for the AES server; this is created as part of the AES installation, and can be obtained from the AES server by typing **uname -n** at the Linux command prompt.

change ip-services				Page 4 of 4
AE Services Administration				
Server ID	AE Services Server	Password	Enabled	Status
1:	AES701678	*****	y	idle
2:				
3:				

### 5.1.4. Configure CTI Link for TSAPI Service

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

add cti-link 1		Page 1 of 3	
CTI LINK			
CTI Link: 1			
Extension: 8279999			
Type: ADJ-IP			
		COR: 1	
Name: AESlink1			



## 5.2. Configure an Agent in Communication Manager

The ContactPro Client requires an agent login on the Communication Manager. In this document it is assumed that an extension capable of allow and agent login has been configured already.

### 5.2.1. Add Hunt Group

To add a new skillset or hunt group, type **add hunt-group x**, where x is the new hunt group number. For example, the hunt group **10** is added for the **POMSkill** queue. Ensure that **ACD**, **Queue** and **Vector** are all set to **y**. Also that **Group Type** is set to **ucd-mia**.

<b>add hunt-group 10</b>		Page 1 of 4
HUNT GROUP		
Group Number: <b>10</b>	ACD? y	
Group Name: <b>POMSkill</b>	Queue? y	
Group Extension: 8273010	Vector? y	
<b>Group Type: ucd-mia</b>		
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**, ensure that **Skill** is set to **y** as shown below.

add hunt-group 920		Page 2 of 4
HUNT GROUP		
Skill? y	Expected Call Handling Time (sec): 180	
AAS? n		
Measured: none		
Supervisor Extension:		
Controlling Adjunct: none		
Multiple Call Handling: none		
Timed ACW Interval (sec):	After Xfer or Held Call Drops? n	

### 5.2.2. Add Agent

To add a new agent, type **add agent-loginID x**, where x is the login id for the new agent.

add agent-loginID 8271001		Page 1 of 3
AGENT LOGINID		
Login ID: 8271001	AAS? n	
Name: Agent1	AUDIX? n	
TN: 1	Check skill TNs to match agent TN? n	
COR: 1		
Coverage Path:	LWC Reception: spe	
Security Code:	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: :	
WARNING: Agent must log in again before changes take effect		

On **Page 2** add the required skills. Note that the skill **10** is added to this agent so as when a call for “CoBrowse” is initiated the call is routed correctly to this agent.

add agent-loginID 8271001										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:	10	1	16:			31:			46:		
2:			17:			32:			47:		
3:			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:		
13:			28:			43:			58:		
14:			29:			44:			59:		
15:			30:			45:			60:		

### 5.3. Save Avaya Aura® Communication Manager Configuration

From the Command Line enter **Save Translation**, in order to commit the changes that have been introduced to memory on Communication Manager.

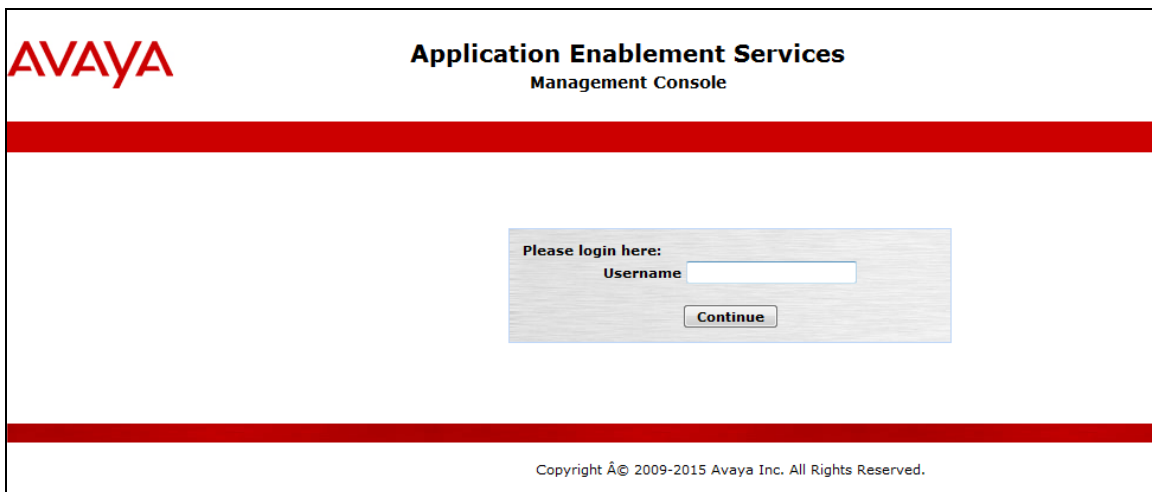
## 6. Configure Avaya Aura® Application Enablement Services Server

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

- Verify Licensing
- Create Switch Connection
- Administer TSAPI link
- Identify Tlinks
- Enable TSAPI & DMCC Ports
- Create CTI User
- Associate Devices with CTI User

### 6.1. Verify Licensing

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



The screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" and "Management Console" is displayed. A thick red horizontal bar spans the width of the page below the header. In the center of the page is a login box with a light gray background. Inside this box, the text "Please login here:" is followed by a label "Username" and a text input field. Below the input field is a "Continue" button. Another thick red horizontal bar is located at the bottom of the page, just above the footer. The footer text at the very bottom reads "Copyright © 2009-2015 Avaya Inc. All Rights Reserved."

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

▼ AE Services

▶ CVLAN

▶ DLG

▶ DMCC

▶ SMS

▶ TSAPI

▶ TWS

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

AE Services

This AE Services server is using a default installed server certificate. Default installed certificates should not be used in a production environment. It is highly recommended to replace all default installed certificates.

IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart.

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

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

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

## 6.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface** → **Switch Connections** to set up a switch connection. Enter a name for the Switch Connection to be added and click the **Add Connection** button.

▶ AE Services

▼ Communication Manager Interface

Switch Connections

▶ Dial Plan

Switch Connections

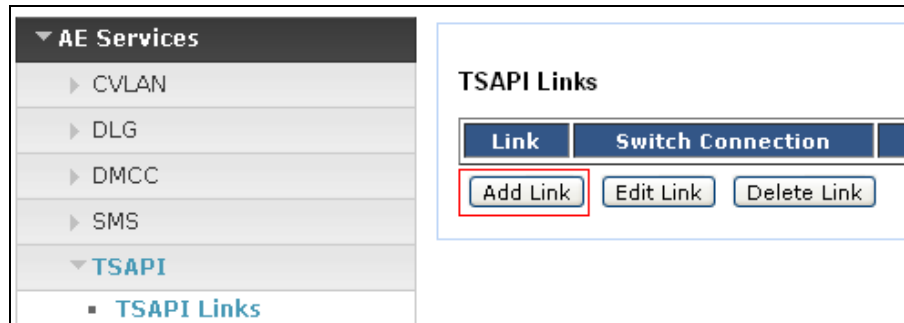
Connection Name	Processor Ethernet
-----------------	--------------------

In the resulting screen, enter the **Switch Password**; the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 5.1.3**. The remaining fields were left as shown below. Click **Apply** to save changes.

From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit PE/CLAN IPs** button. In the resulting screen, enter the IP address of the procr as shown in **Section 5.1.2** that will be used for the AES connection and select the **Add/Edit Name or IP** button.

### 6.3. Administer TSAPI link

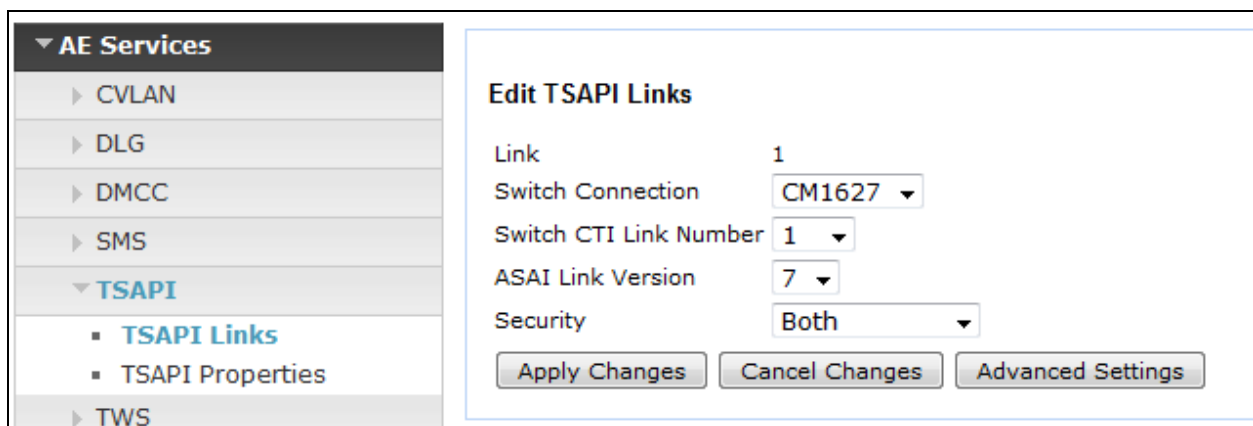
From the Application Enablement Services Management Console, select **AE Services** → **TSAPI** → **TSAPI Links**. Select **Add Link** button as shown in the screen below.



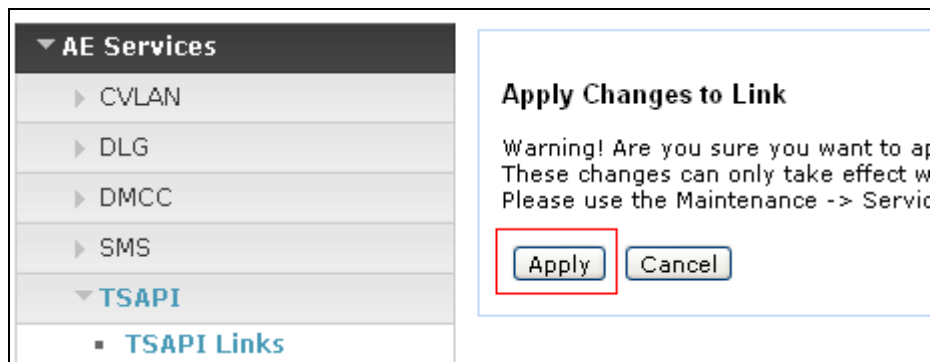
On the **Add TSAPI Links** screen (or the **Edit TSAPI Links** screen to edit a previously configured TSAPI Link as shown below), enter the following values:

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection **CM1627**, which has already been configured in **Section 6.2** from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5.1.4** which is **1**.
- **ASAI Link Version:** This can be left at the default value of **5**.
- **Security:** This was changed to **both** for compliance testing.

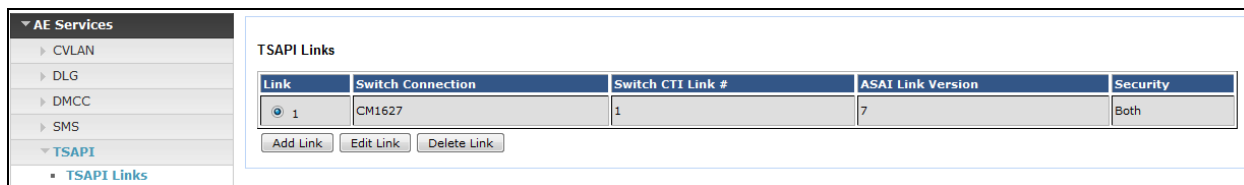
Once completed, select **Apply Changes**.



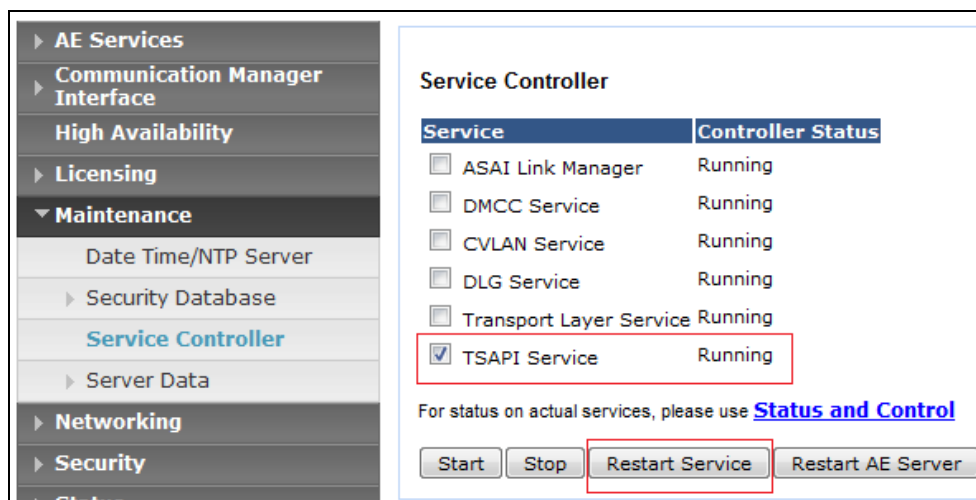
Another screen appears for confirmation of the changes made. Choose **Apply**.



When the TSAPI Link is completed, it resembles the screen below.



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





## 6.4. Identify Tlinks

Navigate to **Security** → **Security Database** → **Tlinks**. Verify the value of the **Tlink Name** for both.

The screenshot shows a web interface for configuring Tlinks. On the left is a navigation menu with the following items: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security (expanded), Account Management, Audit, Certificate Management, Enterprise Directory, Host AA, PAM, Security Database (expanded), Control, CTI Users, Devices, Device Groups, and Tlinks (highlighted in blue). The main content area is titled 'Tlinks' and contains a 'Tlink Name' section with two radio button options: 'AVAYA#CM1627#CSTA#AES71678' (selected) and 'AVAYA#CM1627#CSTA-S#AES71678'. Below these options is a 'Delete Tlink' button.

Tlinks	
Tlink Name	
<input checked="" type="radio"/>	AVAYA#CM1627#CSTA#AES71678
<input type="radio"/>	AVAYA#CM1627#CSTA-S#AES71678
<button>Delete Tlink</button>	

## 6.5. Enable TSAPI and DMCC Ports

To ensure that TSAPI and DMCC ports are enabled, navigate to **Networking → Ports**. Ensure that the TSAPI ports are set to **Enabled** as shown below. Ensure that the **DMCC Server Ports** are also **Enabled** and take note of the **Unencrypted Port 4721** which will be used later in **Section 7.1**. ContactPro uses TSAPI functions, but it uses the TSAPI functions via a connection through the DMCC ports. This makes it possible not to install the TSAPI Client on the client computer.

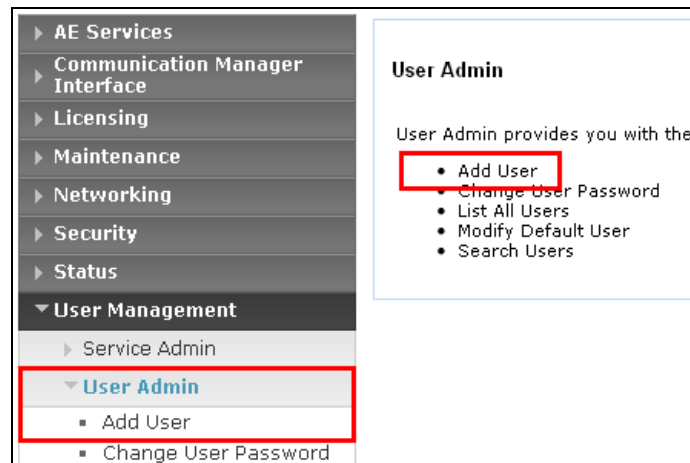
<b>AE Services</b>			
Communication Manager Interface			
High Availability			
Licensing			
Maintenance			
<b>Networking</b>			
AE Service IP (Local IP)			
Network Configure			
<b>Ports</b>			
TCP Settings			
Security			
Status			
User Management			
Utilities			
Help			

Ports			
CVLAN Ports			Enabled Disabled
Unencrypted TCP Port	9999		<input checked="" type="radio"/> <input type="radio"/>
Encrypted TCP Port	<input type="text" value="9998"/>		<input checked="" type="radio"/> <input type="radio"/>
<hr/>			
DLG Port	TCP Port	5678	
<hr/>			
TSAPI Ports			Enabled Disabled
TSAPI Service Port	450		<input checked="" type="radio"/> <input type="radio"/>
Local TLINK Ports			
TCP Port Min	1024		
TCP Port Max	1039		
Unencrypted TLINK Ports			
TCP Port Min	<input type="text" value="1050"/>		
TCP Port Max	<input type="text" value="1065"/>		
Encrypted TLINK Ports			
TCP Port Min	<input type="text" value="1066"/>		
TCP Port Max	<input type="text" value="1081"/>		
<hr/>			
DMCC Server Ports			Enabled Disabled
Unencrypted Port	<input type="text" value="4721"/>		<input checked="" type="radio"/> <input type="radio"/>
Encrypted Port	<input type="text" value="4722"/>		<input checked="" type="radio"/> <input type="radio"/>
TR/87 Port	<input type="text" value="4723"/>		<input checked="" type="radio"/> <input type="radio"/>

## 6.6. Create CTI User

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



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

- **User Id** - This will be used by the ContactPro setup in **Section 8.1**.
- **Common Name** and **Surname** - Descriptive names need to be entered.
- **User Password** and **Confirm Password** - This will be used with the **PrimaryAESLogin&Password** in **Section 8.1**.
- **CT User** - Select **Yes** from the drop-down menu.

Complete the process by choosing **Apply** at the bottom of the screen (not shown).

The screenshot shows the 'Edit User' form. On the left, the same sidebar as the previous image is shown, with 'User Admin' highlighted. The 'Edit User' panel on the right contains the following fields: \* User Id (CCT), \* Common Name (CCT), \* Surname (CCT), User Password, Confirm Password, Admin Note, Avaya Role (None), Business Category, Car License, CM Home, Csx Home, CT User (Yes), and Department Number. The fields for \* User Id, \* Common Name, \* Surname, and CT User are highlighted with red boxes.

The next screen will show a message indicating that the user was created successfully (not shown).

## 6.7. Change Security setting for CTI User

In the left window navigate to **Security** → **Security Database** → **CTI Users** → **List All Users**. From the main window select the **CCT** user and click on **Edit**.

The screenshot shows the 'CTI Users' list in the 'Security Database'. The 'CCT' user is selected, and the 'Edit' button is highlighted. The list contains the following users:

User ID	
asc	asc
<b>CCT</b>	<b>CCT</b>
cube	cube
emc	emc
imperium	imperium
jacada	jacada
nice	nice
presence	presence

Tick the box **Unrestricted Access** to allow this user access to all devices on Communication Manager. If this is not required then a list of devices to be allocated to this user will need to be setup and the procedure for achieving this can be found in the following document listed in **Section 11 Avaya Aura® Application Enablement Services Administration and Maintenance Guide**. Click on **Apply Changes** to complete the setup.

The screenshot shows the 'Edit CTI User' form for the 'CCT' user. The 'Unrestricted Access' checkbox is checked, and the 'Apply Changes' button is highlighted. The form contains the following sections:

User Profile:	
User ID	CCT
Common Name	CCT
Worktop Name	NONE
Unrestricted Access	<input checked="" type="checkbox"/>

Call and Device Control:	
Call Origination/Termination and Device Status	None

Call and Device Monitoring:	
Device Monitoring	None
Calls On A Device Monitoring	None
Call Monitoring	<input type="checkbox"/>

Routing Control:	
Allow Routing on Listed Devices	None

## 7. Configure Proactive Outreach Manager campaign

This section will describe the steps required to create a basic outbound campaign in POM.

From the left hand menu, select POM → POM Home. Under **Campaigns**, select **Campaign Manager**.

The screenshot shows the Proactive Outreach Manager (POM) interface. On the left is a navigation menu with categories like User Management, Real-time Monitoring, System Maintenance, System Management, System Configuration, Security, Reports, and Multi-Media Configuration. The 'POM' section is expanded, showing 'POM Home' and 'POM Monitor'. The main content area is titled 'Campaign Manager' and includes a search bar, a table with columns: Name, Type, Campaign Strategy, Contact Lists, Last Executed, and Actions. Below the table is a note: '\* In Progress means Campaign job can be in any one of the states - running, pausing, paused, callback, stopping.' and buttons for 'Add' and 'Help'. A right-hand sidebar menu is open, showing options like Campaign Manager, Campaign Attributes, Agent Address Book, Agent Scripts, Agent Attributes, Completion Codes, Campaign Strategies, and Campaign Restrictions.

In Campaign Manager, click on **Add** to create the new campaign.

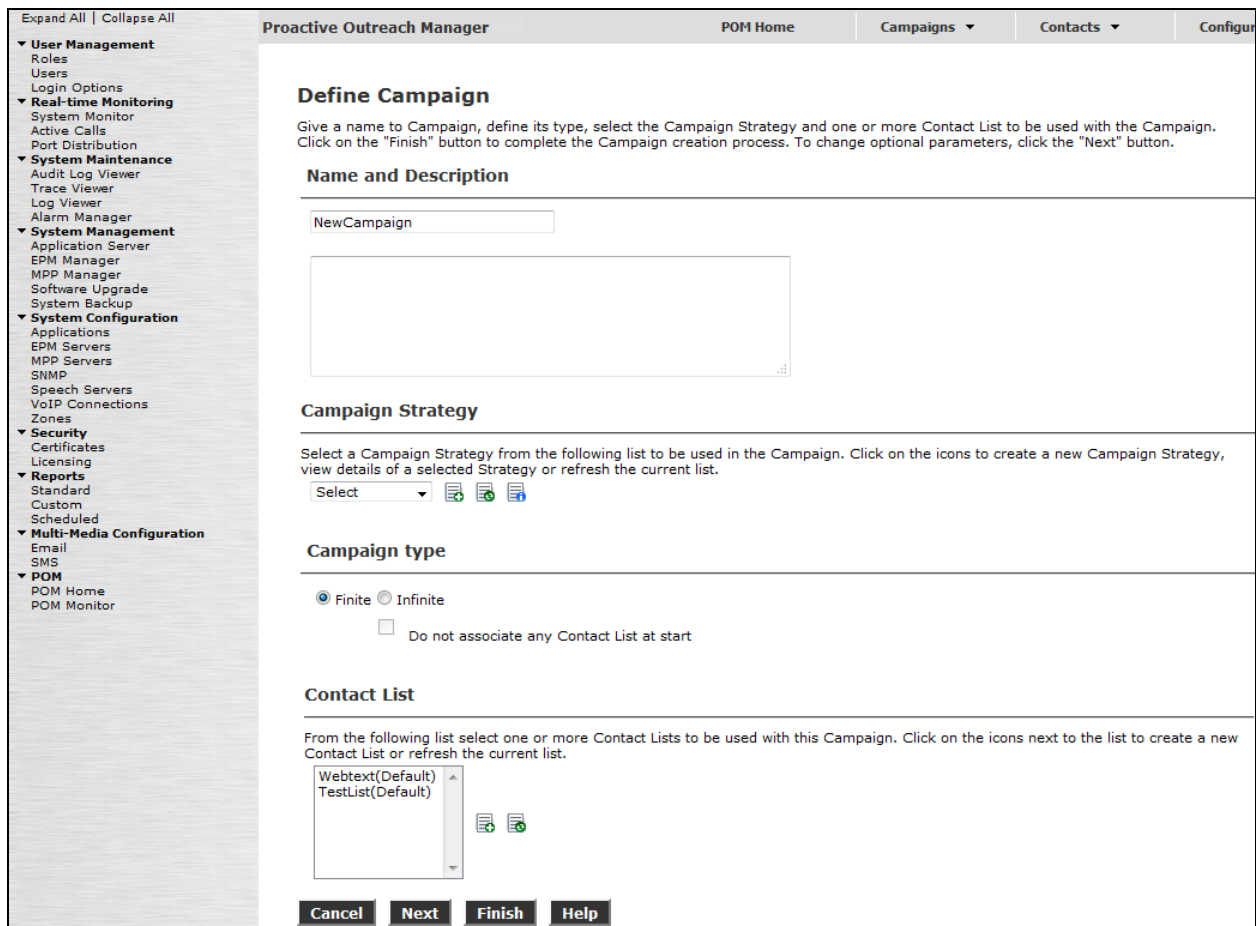
This is a close-up of the Campaign Manager interface. It shows the table headers: Name, Type, Campaign Strategy, Contact Lists, Last Executed, and Actions. Below the table is the same note about campaign states: '\* In Progress means Campaign job can be in any one of the states - running, pausing, paused, callback, stopping.' The 'Add' button is highlighted with a red rectangle.

On the **Add a Campaign** screen, Enter the **Name** and click on **Continue**.



The image shows a dialog box titled "Add a Campaign". Inside, there is a section titled "Create Campaign" with a subtext: "You can start creating a Campaign either by using already created Campaign as template or create new altogether." Below this, there is a text input field labeled "Name" containing the text "New Campaign". Underneath the input field are two radio buttons: "New Campaign" (which is selected) and "Copy existing Campaign". At the bottom of the dialog are three buttons: "Continue", "Cancel", and "Help".

The Campaign must now be defined and a **Campaign Strategy** and **Contact List** must be created.



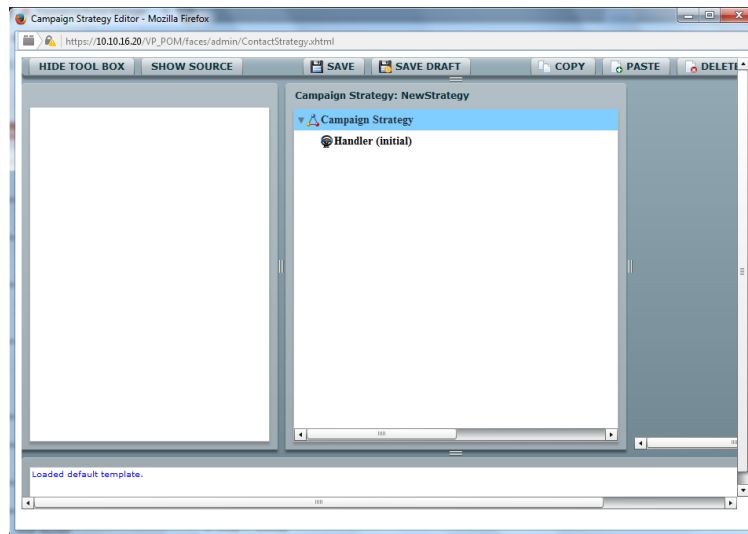
The image shows the "Define Campaign" screen in the Proactive Outreach Manager. The left sidebar contains a navigation menu with categories like User Management, Real-time Monitoring, System Maintenance, System Management, System Configuration, Security, Reports, Multi-Media Configuration, and POM. The main content area is titled "Define Campaign" and includes instructions: "Give a name to Campaign, define its type, select the Campaign Strategy and one or more Contact List to be used with the Campaign. Click on the 'Finish' button to complete the Campaign creation process. To change optional parameters, click the 'Next' button." The screen is divided into several sections: "Name and Description" with a text input field containing "NewCampaign"; "Campaign Strategy" with a "Select" dropdown and icons for creating, refreshing, and deleting; "Campaign type" with radio buttons for "Finite" (selected) and "Infinite", and a checkbox for "Do not associate any Contact List at start"; and "Contact List" with a list box containing "Webtext(Default)" and "TestList(Default)", and icons for creating, refreshing, and deleting. At the bottom are four buttons: "Cancel", "Next", "Finish", and "Help".

## 7.1. Create Campaign Strategy

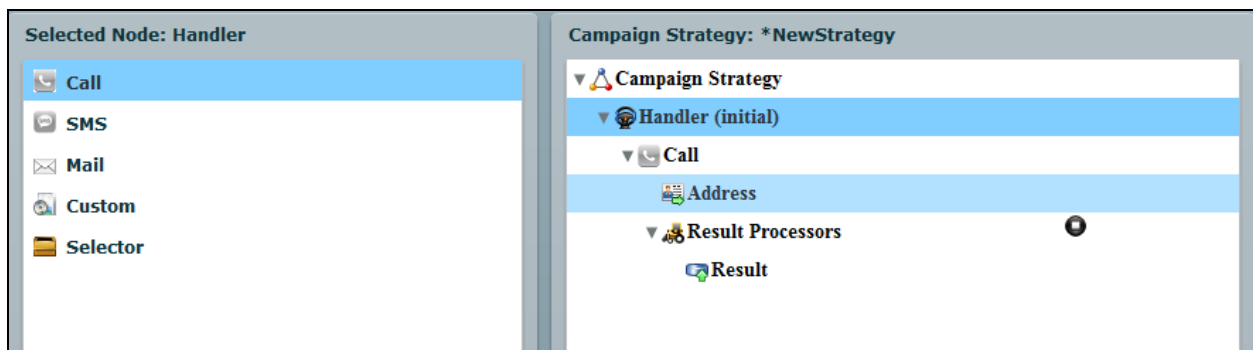
First, under Campaign Strategy, click on the add icon to bring up the Campaign Strategy Editor.

### Campaign Strategy

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



From the **Selected Node: Handler** box while Handler is selected under **Campaign Strategy**: drag and drop the **Call** node into the Campaign Strategy box



Select the **Call** node in the **Campaign Strategy:** Box and Enter a Name. This will change the Name of the node in the **Campaign Strategy:** box. Select the **APPLICATIONS** from the drop down menus and Set the **PACING PARAMETERS** (In this example a Preview Campaign has been selected).

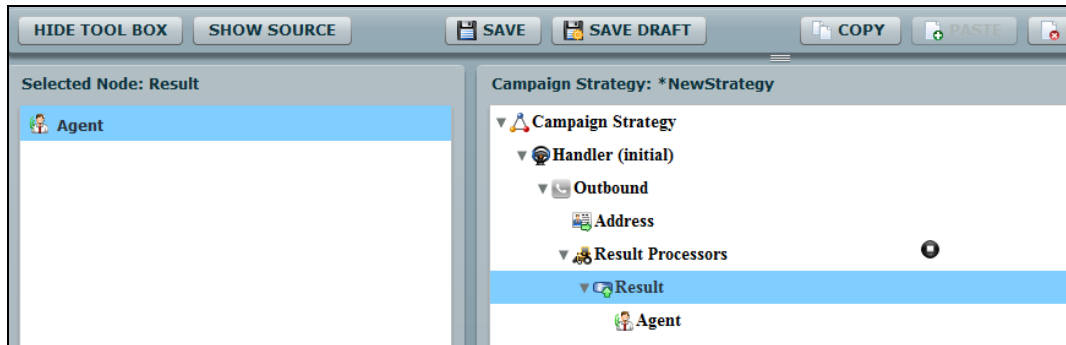
**Campaign Strategy: \*NewStrategy**

- ▼ Campaign Strategy
  - ▼ Handler (initial)
    - ▼ Outbound
      - Address
      - ▼ Result Processors
        - Result

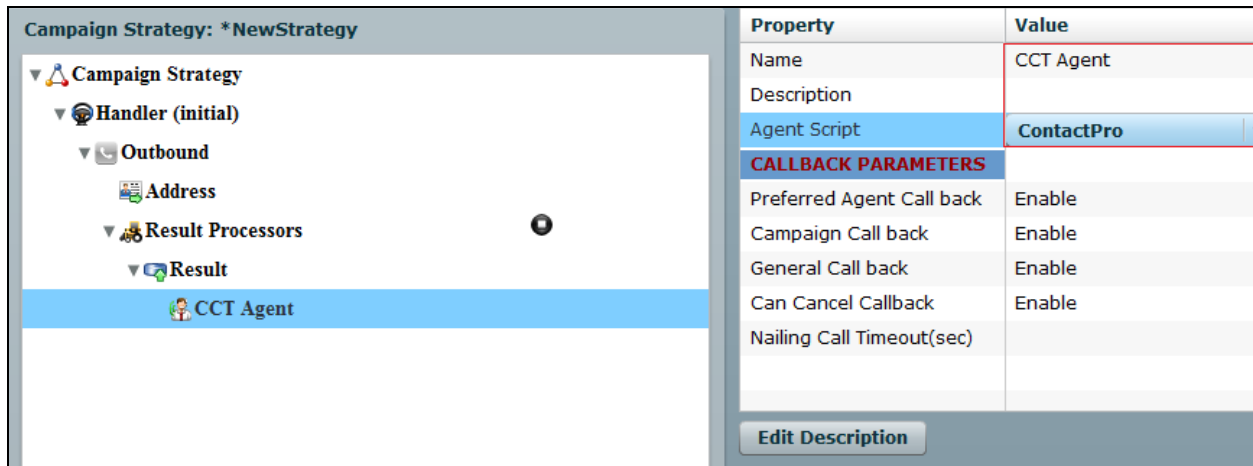
Property	Value
Name	Outbound
Description	Outbound Calling
Sender's Display Name	CCT
Sender's Address	
Timeout (sec)	
Guard Times	Disable
Min Contact Time	
Max Contact Time	
Re-check Interval (min)	
On Media Server Failure	
Enhanced CCA	ON
Priority	5
Allocation Type	Dynamic
<b>APPLICATIONS</b>	
<b>Driver Application</b>	PomDriverApp
Nailer Application	Nailer
Nuisance Call Application	AvayaPOMAnnouncement
On Hold Application	AvayaPOMAnnouncement
<b>PACING PARAMETERS</b>	
Call Pacing Type	Preview
<b>Timed Preview</b>	Yes
Preview Time (Sec)	
Can Cancel Preview	Disable
<b>Min. Agents</b>	1
<b>Max. Agents</b>	10
<b>Agent Outbound Skill</b>	POMOut
<b>ACW Time (Sec)</b>	10
# of ACW extensions	
<b>Default Completion code</b>	NoReply



From the **Campaign Strategy:** box select **Result (Call Answered)** and from the Selected Node: box drag the **Agent** node into the Campaign Strategy box.



Select the **Agent** node in the **Campaign Strategy** box. Enter a **Name** and select an **Agent Script** from the Drop-down text field.



Click on **Save** when complete. A confirmation message will be displayed in the bottom left corner (not shown) and the **Campaign Strategy Editor** window can be closed.

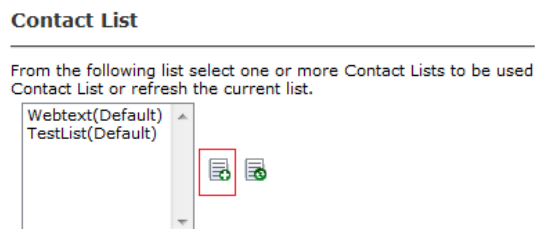


## 7.2. Create Contacts list

Before creating the Contacts list for the campaign a list of contact must be created as a comma delimited .csv file in the following format. For simple SMS messages, no further information is required.

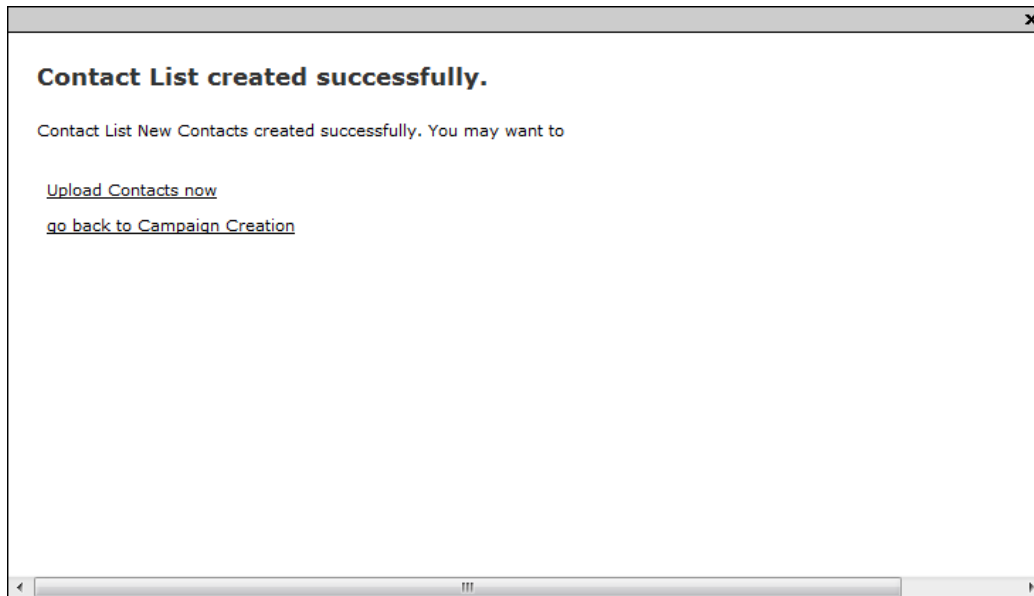
```
id,firstname,lastname,phonenumber2,phonenumber1,email
1,Contact,One, 12125550100, 12125550100,contact1@avaya.com
2,Mobile,One, 12125550101, 12125550101,mobile1@cct.com
3,Bob,Dylan, 12125550102, 12125550102,bobby@hotmail.com
4,SMS,One, 12125550103, 12125550103,SMS@avaya.com
```

From the Define Campaign (not shown) screen under **Contact List**, click on the add icon

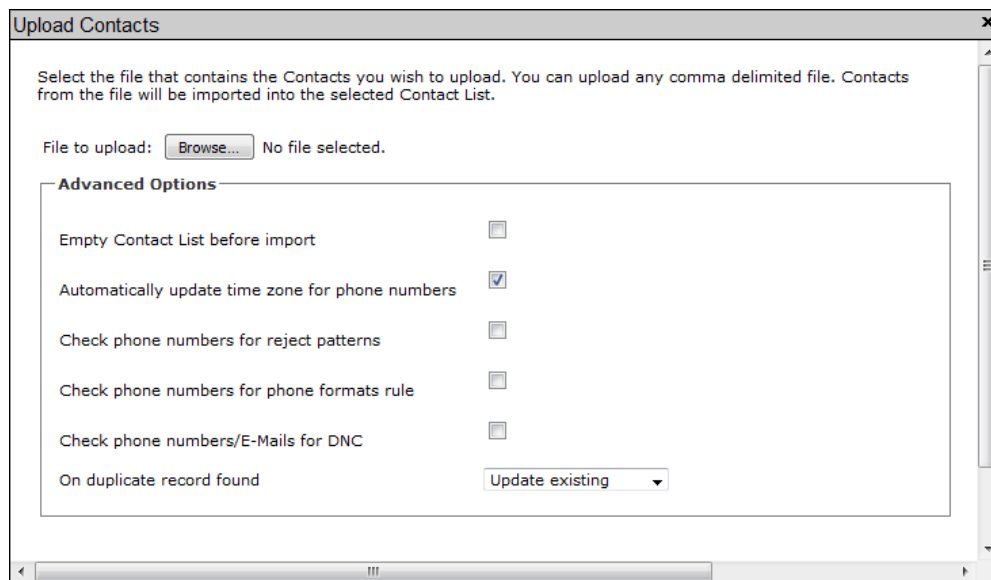


Give the Contacts list a **Name** and click on Save.

Now upload the contacts in the .csv file created. Click on **Upload Contacts now**.



Click on **File to upload** and select the .csv file created. Select **Automatically update time zone for phone numbers**. Click on Continue to upload the contacts and go back to the Define Campaign screen.



### 7.3. Complete the Campaign Creation

In this section the campaign creation is completed. Only screens where changes need to be made are mentioned and otherwise just clicking **Next** to move to the next screen is sufficient.

On the **Media Servers and Media Specific Parameters** screen, check that the EPM Zone is selected and then click **Next**.

Proactive Outreach Manager 3.0 POM Home Campaigns Contacts Configur

### Media Servers and Media Specific Parameters (optional)

Select the media servers to be used for this Campaign and perform media specific configurations. Media used by a Campaign is determined by the Campaign Strategy selected in the earlier step.

#### Voice and Video

By default, Campaign uses all the Experience Portal Management Servers configured to make outbound calls. If you want specific EPM Servers to be used for this Campaign, you can select specific servers from the following list.

Zone Name Default

EPM

SMS prefix

Cancel Previous Next Finish Help

On **The Completion Code Association** screen, move all **Available** Completion Codes to **Selected**. Click on **Next** to continue.

Proactive Outreach Manager 3.0 POM Home Campaigns Contacts Configur

### Completion Code Association (optional)

This section allows you to associate custom Completion Codes with a Campaign. Completion Codes selected here can be used in subsequent steps of this wizard to define Finish Criteria.

#### Completion Codes

Available list shows all the Completion Codes defined. Current Completion Codes associated with the Campaign are shown in the selected Completion Codes list. You can move the items between list of available and currently selected Completion Codes by using Move, Move All, Remove and Remove All.

Available Selected

Success  
NoReply  
SMS Reply

Move  
Move All  
Remove  
Remove All

Cancel Previous Next Finish Help

Finally, on **Processing Parameters**, click on **Finish** to save the campaign.

**Processing Parameters (optional)**  
Define actions to be taken after a Campaign is finished or stopped and miscellaneous Campaign processing parameters.

**Export Data**

Export Contacts on completion ☐

**Custom Post Processing**

Enter the fully resolved class Name (e.g com.avaya.pom.custom.myPostProcessor) implementing the custom post processing interface.  
Campaign post processor class

**Miscellaneous**

Batch size decides the number of records that Campaign Manager will fetch from database for processing in a single batch.  
Batch size

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

## 8. Configure CCT ContactPro

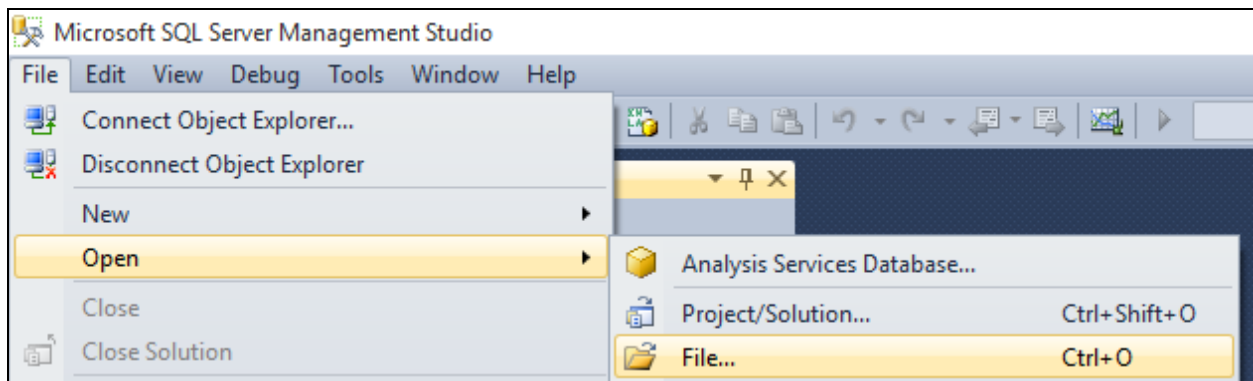
This section outlines the steps required to configure ContactPro.

### 8.1. Create CCT ContactPro Database and User

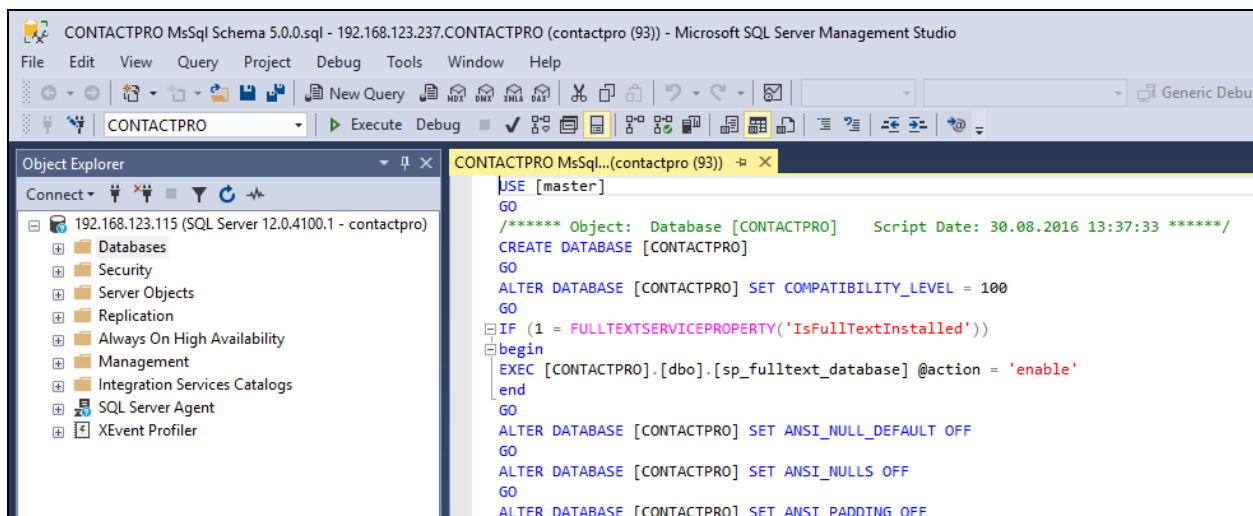
A database and database user for CCT ContactPro must be created on an SQL server.

#### 8.1.1. Create Database

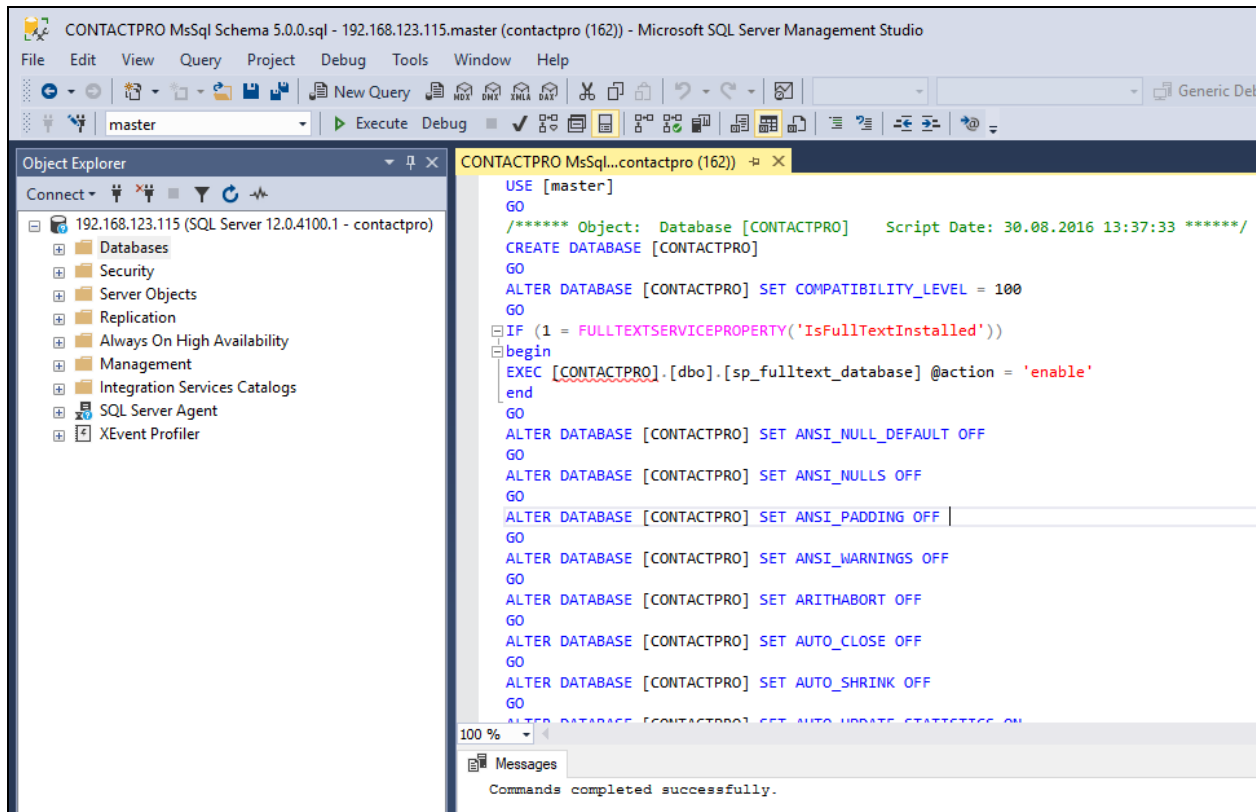
To create the CONTACTPRO database, open the provided **CONTACTPRO MsSql Schema.sql** script.



Execute the script by clicking the **Execute** button.

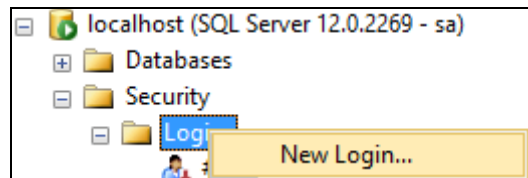


The following shows the script has been successfully executed to create the database.

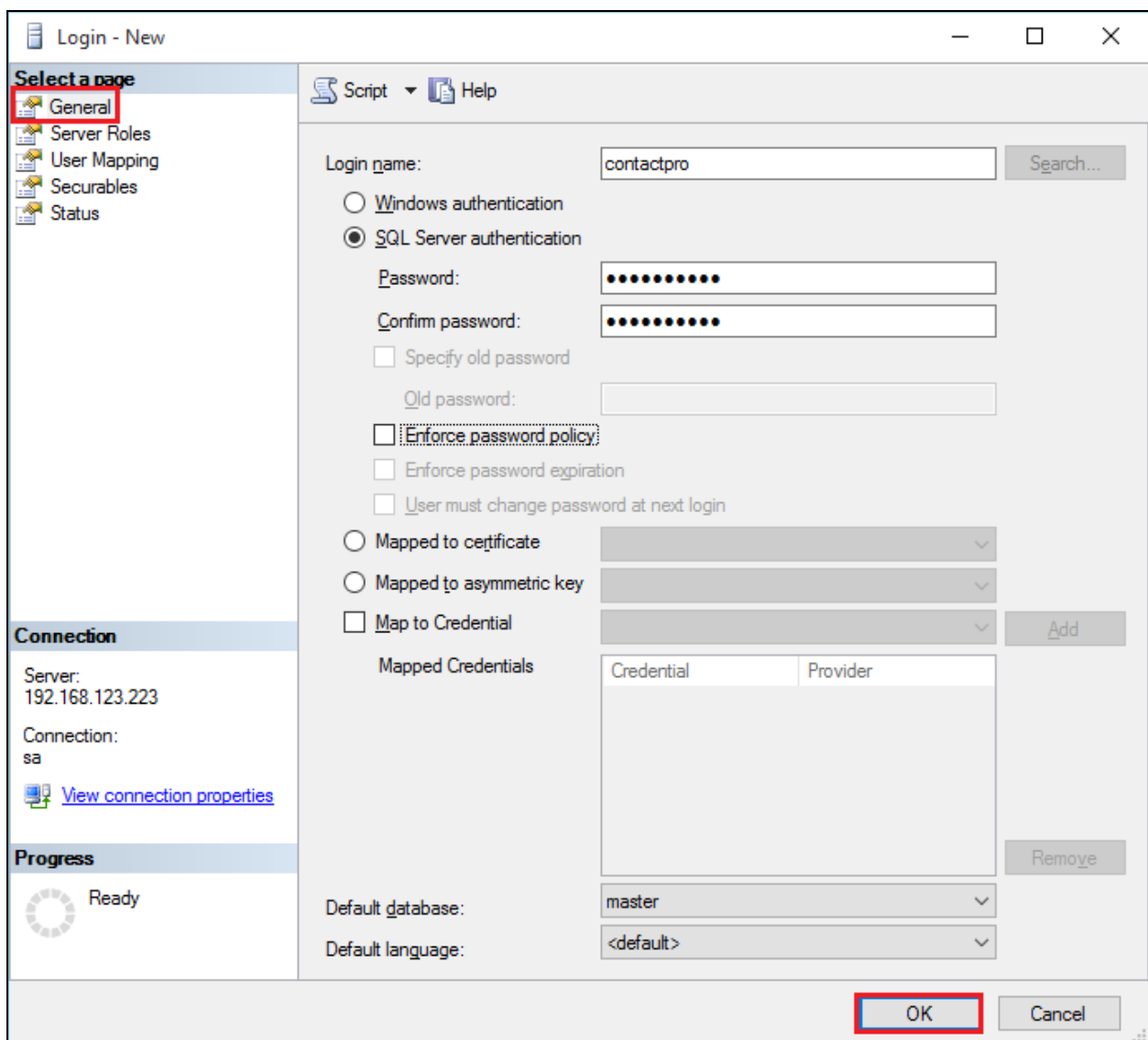


### 8.1.2. Create User

Create a database user named **contactpro**. Right-click on **Login** and click on **New Login**.



Click on the **General** option in the left pane, enter the **Login name**, click on **SQL Server authentication**, and enter a suitable **Password** for the **contactpro** user. Click on **OK** at the bottom of the screen once done.



**Login - New**

Select a page

- General
- Server Roles
- User Mapping
- Securables
- Status

Script Help

Login name: contactpro Search...

☐ Windows authentication

☒ SQL Server authentication

Password: .....

Confirm password: .....

☐ Specify old password

Old password:

☒ Enforce password policy

☐ Enforce password expiration

☐ User must change password at next login

☐ Mapped to certificate

☐ Mapped to asymmetric key

☐ Map to Credential

Mapped Credentials

Credential	Provider
------------	----------

Remove

Default database: master

Default language: <default>

OK Cancel

**Connection**

Server: 192.168.123.223

Connection: sa

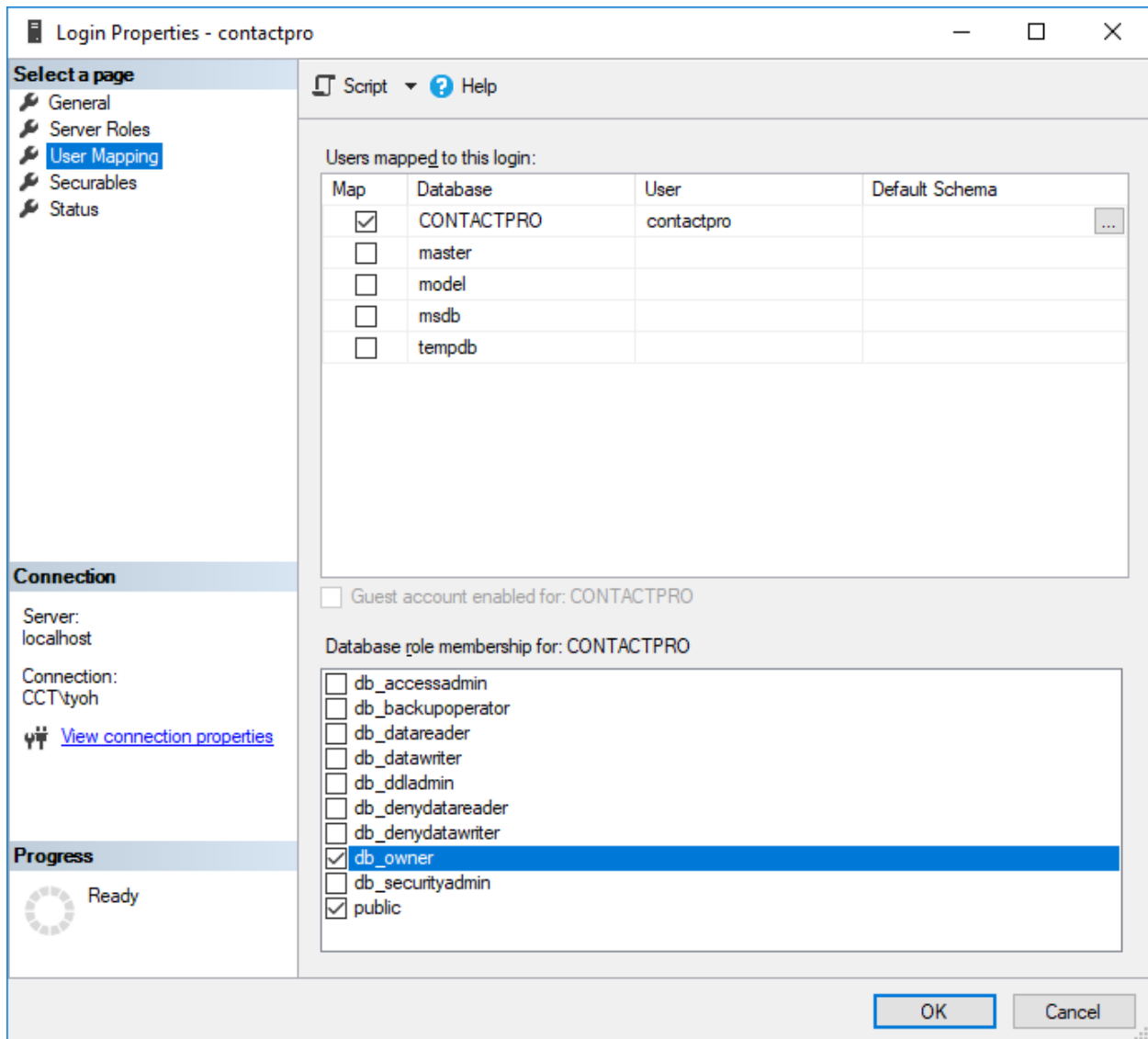
[View connection properties](#)

**Progress**

Ready



Click on **User Mapping** in the left window. For this user, grant public and **db\_owner** access to the **CONTACTPRO** database. Click on **OK** at the bottom of the page once done.



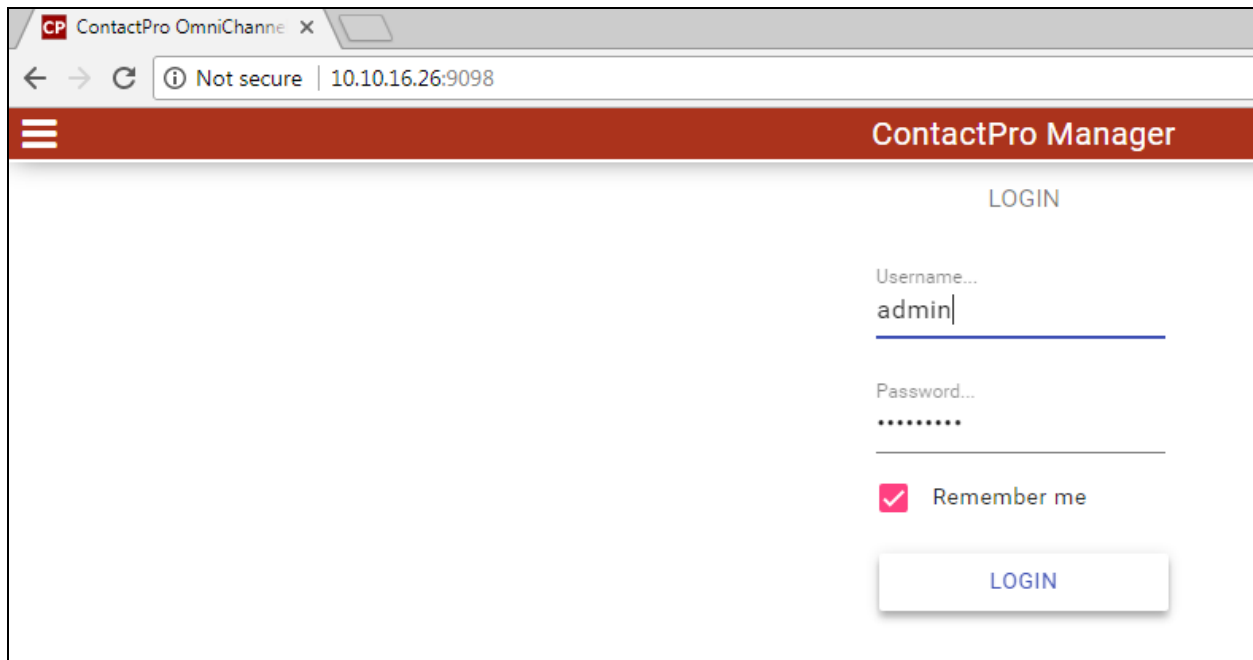
## 8.2. Configure Properties with ContactPro Manager

The ContactPro Manager allows the configuration of all properties for ContactPro. Global properties can be set at the **Top System Level** or set different properties at the **Tenant level** or **Workgroup level** or for each **individual Agent**.

Properties only need to be configured in sub levels if different Properties for other Tenants are required. This is well suited for Enterprise deployment and is similar to Avaya Interaction Center IC Manager.

The following sections describe the minimum required properties to configure for CCT ContactPro in order to connect successfully to both the AES and the POM server. All other properties may be left at their default values.

Log into **ContactPro Manager** via a web session as shown below.



The screenshot shows a web browser window with the title "ContactPro OmniChannel". The address bar displays "10.10.16.26:9098" with a "Not secure" warning. The page has a red header bar with a hamburger menu icon on the left and the text "ContactPro Manager" on the right. The main content area is white and titled "LOGIN". It contains a "Username..." field with the text "admin" entered, a "Password..." field with masked characters "\*\*\*\*\*", a "Remember me" checkbox which is checked, and a "LOGIN" button.

## 8.2.1. Configure the Connection to Avaya Aura® Application Enablement Services

Click on **AESVoice/AESServer** in the left window. Information on the AES server can be filled in the main window; this information is all obtained from **Section 6** and is all required to connect successfully to the AES. Each field can be changed by double-clicking on the field.

[Gateway]	Name	Value
ACM		
ACMGateway		
ACRBridge	AESProtocolVersion	6.3.3
ActiveDirectory		
ActiveDirectory/ContextMenu	PrimaryAESACMConnectionName	CM71vmpg
ActiveDirectory/Search		
AESVoice	PrimaryAESIPAddress	10.10.40.43
<b>AESVoice/AESServer</b>	PrimaryAESLoginPassword	*
AESVoice/AgentControls		
AESVoice/CallControls	PrimaryAESLoginUsername	cct
AESVoice/General		
AESVoice/Login	PrimaryAESPort	4721
AESVoice/Logout		
AESVoice/StatusBar	PrimaryAESSecureSocket	No
AESVoice/VoiceMail		
AgentStatistics	QuaternaryAESACMConnectionName	
AgentStatistics/AvgACWThreshHolds		
AgentStatistics/AvgHandleTimeThreshHolds	QuaternaryAESIPAddress	
AgentStatistics/LiveCallThreshHolds		
ApplicationHost	QuaternaryAESLoginPassword	*
ApplicationHost/Logging		
CallLog	QuaternaryAESLoginUsername	
CoBrowse		
ContextData	QuaternaryAESPort	4721
ContextDataViewer		
CPRouting	QuaternaryAESSecureSocket	No
CustomerFeedback		
DataExchangeServer	SecondaryAESACMConnectionName	
DialingRules		
DialingRules/BlockedNumbers	SecondaryAESIPAddress	
EMC/Database		
EMC/EmailPrograms	SecondaryAESLoginPassword	*
EMC/MediaDirector		
EMC/MediaProxy	SecondaryAESLoginUsername	
EMCCallDetailReporting		
EMCChat	SecondaryAESPort	4721
EMCCore		
EMCEmail	SecondaryAESSecureSocket	No
EMCEmailManagement		
EMCHistoryViewer	TertiaryAESACMConnectionName	
EMCPrivateWorkList		
EMCWrapUp	TertiaryAESIPAddress	
Help		
LicenseServer	TertiaryAESLoginPassword	*
Login		
Login/Login	TertiaryAESLoginUsername	
Manager		
MSCRM/Screenpop/Chat	TertiaryAESPort	4721
MSCRM/Screenpop/Email		
	TertiaryAESSecureSocket	No

To change the Primary AES IP Address, double-click on the **PrimaryAESIPAddress** field highlighted below and this brings up an edit window where a new IP address can be entered and click **UPDATE** once this is done.

Update Property

Name\*

PrimaryAESIPAddress

Description

Default: EMPTY. The Server Address of the AES Server.

Property Value

10.10.40.43

UPDATE

CANCEL

## 8.2.2. Configure the Connection to POM

In the **POM** section ,the information highlighted below must all be filled in where applicable. This information is all required to connect successfully to the POM and each part is changed by double-clicking on the field that needs to be changed.

Search Sections...	Name	Value
EMCCallDetailReporting	EnableAddToDNC	Yes
EMCChat	EnableBlending	Yes
EMCCore	EnableConsultDecline	Yes
EMCEmail	EnableCountryCode	No
EMCEmailManagement	EnableWrapUpDuringCall	No
EMCHistoryViewer	EnableWrapUpOnTransfer	Yes
EMCPrivateWorkList	FullyLogoutFromPOMWhenPOMButtonsPressedWhileLoggedIn	Yes
EMCWrapUp	MaxRedialCount	10
Help	NailupCallCLID	96789
IPOCC	OutsideLineNumber	
IPOCC/KeyboardShortcut	POMAUReasonCode	
KB	Servers	192.168.123.210:9970
KeyboardShortcuts	UseDatabaseQueries	No
KeyboardShortcuts/HotKeys	Zone	Default
LicenseServer		
Login		
Login/Login		
Manager		
MSCRM/Screenpop/Chat		
MSCRM/Screenpop/Email		
MSCRM/Screenpop/General		
MSCRM/Screenpop/MultipleMatch		
MSCRM/Screenpop/Voice		
MSCRM/Server		
PCICompliance		
PhoneBook		
<b>POM</b>		
POM/Callback		
POM/Closeinbound		
POM/Database		
POM/DeleteFromCallList		
POM/WebService/POMAgentAPIService		
POM/WrapUp		

To change the POM IP address, double-click on the **Connections** field highlighted below to bring up an edit window where a new IP address and port separated by colon can be entered and click **OK** once this is done.

**Update Property**

Name\*  
Servers

Description  
List of POM Servers. In the following format: 192.168.1.1:9970,192.168.1.2:9971

Property Value  
192.168.123.210:9970

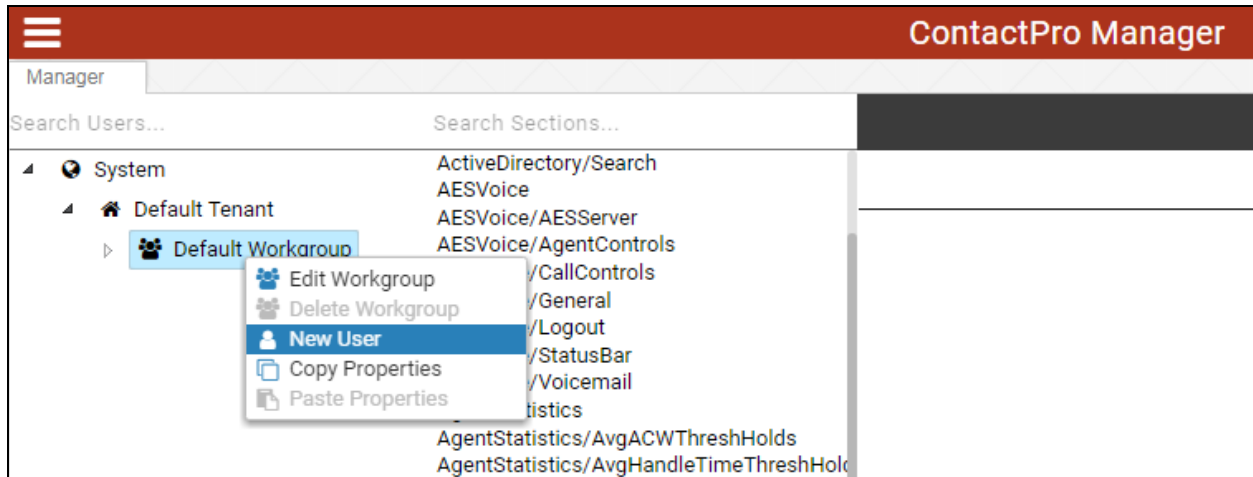
UPDATE CANCEL

Continue with the other POM information that is highlighted below to conclude the setup for POM.

Name	Value
EnableAddToDNC	Yes
EnableBlending	Yes
EnableConsultDecline	Yes
EnableCountryCode	No
EnableWrapUpDuringCall	No
EnableWrapUpOnTransfer	Yes
FullyLogoutFromPOMWhenPOMButtonIsPressedWhileLoggedIn	Yes
MaxRedialCount	10
NailupCallCLID	96789
OutsideLineNumber	
POMAXReasonCode	
Servers	192.168.123.210:9970
UseDatabaseQueries	No
Zone	Default

### 8.3. Configure Users with ContactPro Manager

For every ContactPro Client user, a new user needs to be created. Right-click on a workgroup then click **New User**.



The following fields are required.

- **LoginName** (This is the Agent ID such as that created in **Section 5.2.4** for example).
- **First Name**
- **Last Name**

Add User		
Login Name*	Title	
4401		
First Name*	Last Name*	
Paul	Greaney	
Phone	Email	
Active Directory Username	CRM Username	
Agent		
Password		
.....		
<input type="checkbox"/> Change Password On Login		
Agent ID	Agent Password	
Min. password length: 8 Min. number of characters: 1 Min. number of numbers: 1 Min. number of special Characters: 1		
Station	Station Password	
Capacity Email	Capacity WebChat	Capacity Total
1	1	1
<div>ADD CANCEL</div>		

Employees under different workgroups in different tenants may also be created. This allows easy management of different Properties for different **Tenants** or **Workgroups** or each individual **Employee**.

**Note:** Properties do not need to be duplicated. The only configuration required is what's different compared to the upper level which could be either the **Top System Level, Tenant** or **Workgroup** level.



## 9. Verification Steps

This section provides the verification steps that can be performed to verify proper configurations of Avaya CM, Avaya AES and CCT ContactPro.

### 9.1. Verify Status of Communication Manager Agent

Enter the command **list agent-loginID** verify that your agent is logged-in to your extension.

list agent-loginID										
AGENT LOGINID										
Login ID	Name	Extension	Dir	Agt	AAS/AUD	COR	Ag	Pr	SO	
	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	Skil/Lv	
8271001	Agent 1	8270001						1	lvl	
	10/01	/	/	/	/	/	/	/	/	
8271002	Agent 2	8270002						1	lvl	
	10/01	/	/	/	/	/	/	/	/	

Enter the command **status station** and on **Page 7** verify that the agent is logged-in to the appropriate skills and in the **AI** mode, which represents the Auto In button being pressed, highlighted in **Section 9.5**.

status station 8270001							Page 7 of 7
ACD STATUS							
Grp/Mod	Grp/Mod	Grp/Mod	Grp/Mod	Grp/Mod	Grp/Mod	Grp/Mod	
10/AI	/	/	/	/	/	/	On ACD Call? no


## 9.2. Verify Avaya Aura® Communication Manager CTI Service State

The following steps can validate that the communication between Communication Manager and AES is functioning correctly. Check the AESVCS link status by using the command **status aesvcs cti-link**. Verify the **Service State** of the CTI link is **established**.

status aesvcs cti-link						
AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	4	no	AES701678	established	18	18

## 9.3. Verify TSAPI Link

On the AES Management Console verify the status of the TSAPI link by selecting **Status → Status and Control → TSAPI Service Summary** to display the **TSAPI Link Details** screen. Verify the status of the TSAPI link by checking that the **Status** is **Talking** and the **State** is **Online**.



**Application Enablement Services**  
Management Console

Welcome: User craft  
Last login: Thu Feb 20 11:01:32 2014 from 192.168.10.222  
Number of prior failed login attempts: 33  
HostName/IP: AES63VMPG  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 6.3.0.0.212-0  
Server Date and Time: Thu Feb 20 11:14:02 UTC 2014

Status | Status and Control | TSAPI Service SummaryHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

Log Manager

▶ Logs

▼ Status and Control

■ CVLAN Service Summary

■ DLG Services Summary

■ DMCC Service Summary

■ Switch Conn Summary

■ TSAPI Service Summary

TSAPI Link Details

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
	1	CM63vmppg	1	Talking	Tue Feb 18 11:21:49 2014	Online	16	5	15	15	30

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

## 9.4. Verify ContactPro

### 9.4.1. Verify login of ContactPro

From the client PC, open the application **ContactPro** (shortcut is shown below). Once this is opened fill in the following details:

- **ACM Station ID** This is the station number that is to be controlled by this ContactPro application.
- **ACM Station Password** This is the password for the station that is to be controlled this is the same password noted in the **Appendix**.
- **ACM Agent ID** This is the Agent ID created or noted in **Section 5.2.4**.
- **ACM Agent Password** This is the password of the agent noted or created in **Section 5.2.4**.

Click on **OK** to log in to **ContactPro**.

CP ContactPro Login - 5.0.0.900

ContactPro... - Shortcut

Elite Agent ☒

Station 5009 Station Password \*\*\*\*

Agent ID 5321 Agent Password \*\*\*\*

Phone

☒ Desk Phone  
☐ This Computer  
☐ Other Phone

Clear OK Cancel

### 9.4.2. Verify Agent Status using ContactPro

Once logged in, the agent state can be changed using the buttons at the top left highlighted below. Note also the station number (**5009**) and Agent ID (**5321**) once logged in. Log into the desired multimedia channels by clicking any of the **Email**, **WebChat** or **Outbound** buttons on the top left. Click on **Ready** to make the agent ready.

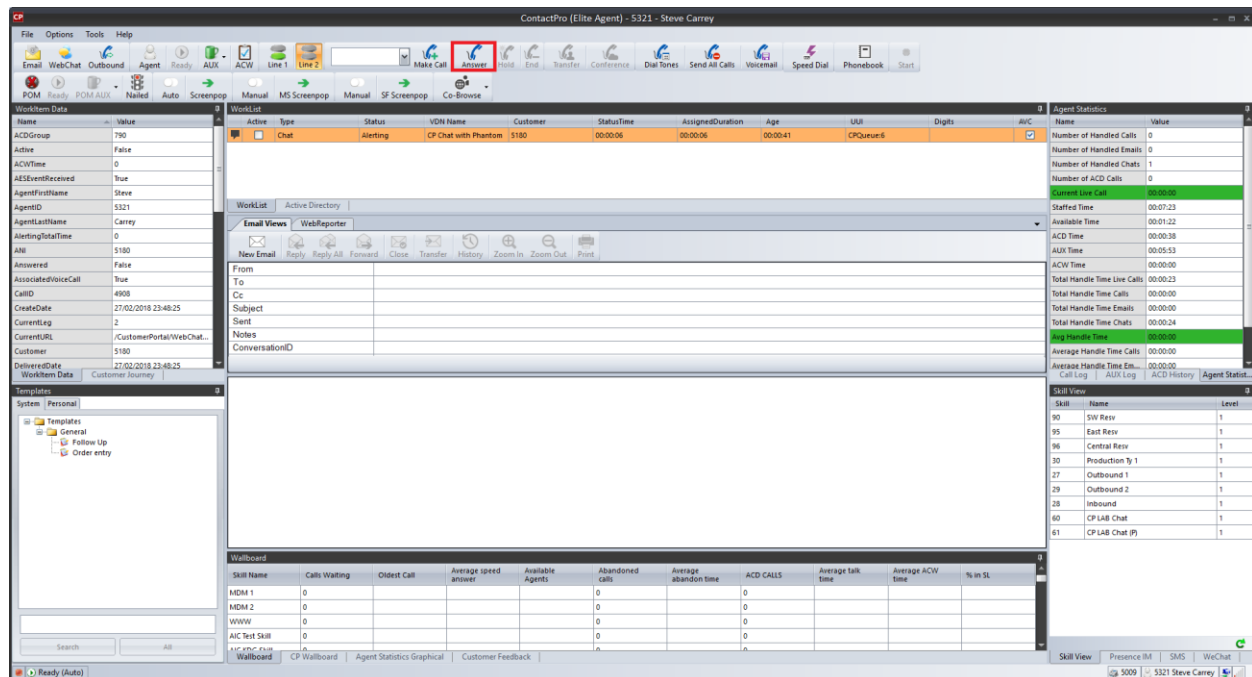
The screenshot displays the ContactPro (Elite Agent) interface for agent 5321 - Steve Carrey. The top toolbar includes buttons for Email, WebChat, Outbound, Agent, Ready (highlighted with a red box), AUX, ACW, Line 1, Line 2, Make Call, Answer, Hold, End, Transfer, Conference, Dial Tones, Send All Calls, Voicemail, Speed Dial, Phonebook, and Start. Below the toolbar is a WorkItem table with columns: Name, Value, Action, Type, Status, VDN Name, Customer, StatusTime, AssignedDuration, Age, LAR, Digis, and AUC. The central area contains an Email View and a WebReporter section. The bottom left shows a Templates pane with System and Personal categories. The bottom right features a Skill View table and a Wallboard section.

Name	Value
Number of Handled Calls	0
Number of Handled Emails	0
Number of Handled Chats	0
Number of ACD Calls	0
Current Live Call	00:00:00
Staffed Time	00:01:15
Available Time	00:00:00
ACD Time	00:00:00
AUX Time	00:01:12
ACW Time	00:00:00
Total Handle Time Live Calls	00:00:00
Total Handle Time Calls	00:00:00
Total Handle Time Emails	00:00:00
Total Handle Time Chats	00:00:00
Log Handle Time	00:00:00
Average Handle Time Calls	00:00:00
Average Handle Time Emails	00:00:00
Call Log	AUX Log
ACD History	Agent Statistics

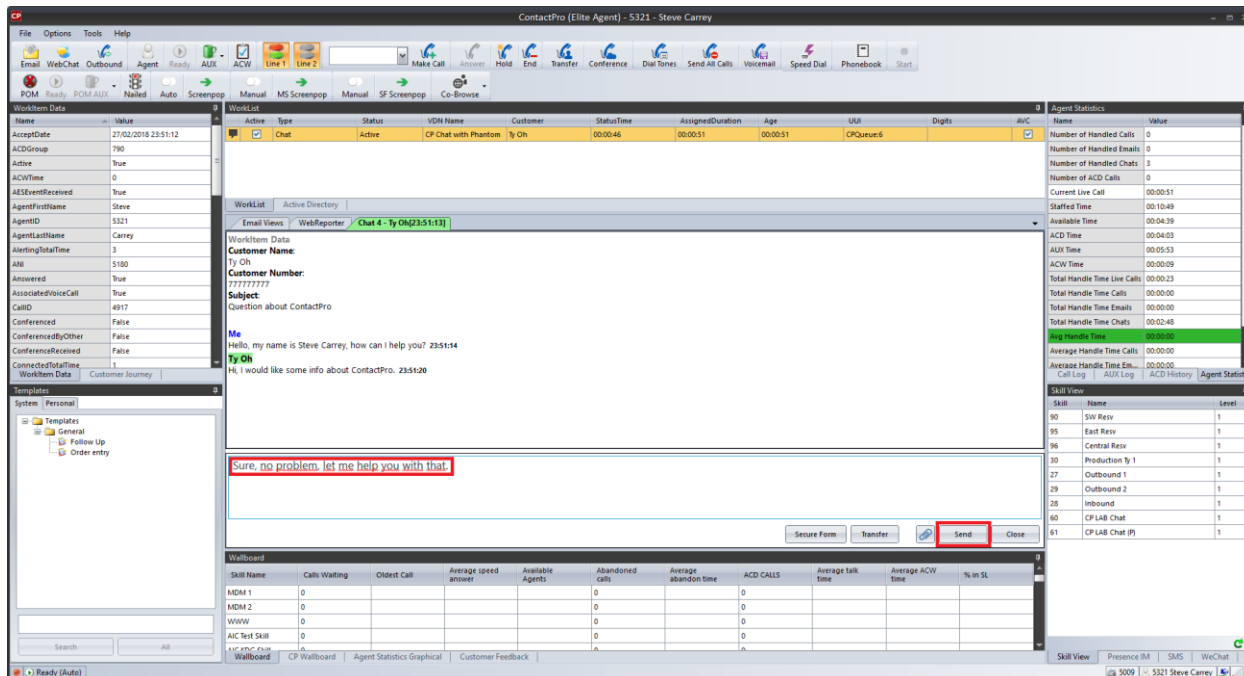
Skill	Name	Level
90	SW Resv	1
95	East Resv	1
96	Central Resv	1
30	Production 1	1
27	Outbound 1	1
29	Outbound 2	1
28	Inbound	1
60	CP LAB Chat	1

Skill Name	Calls Waiting	Oldest Call	Average speed answer	Available Agents	Abandoned calls	Average abandon time	ACD CALLS	Average talk time	Average ACW time	% in SL
MDM 1	0				0		0			
MDM 2	0				0		0			
WVWV	0				0		0			
AIC Test Skill	0				0		0			
AIC rmc.com	0				0		0			

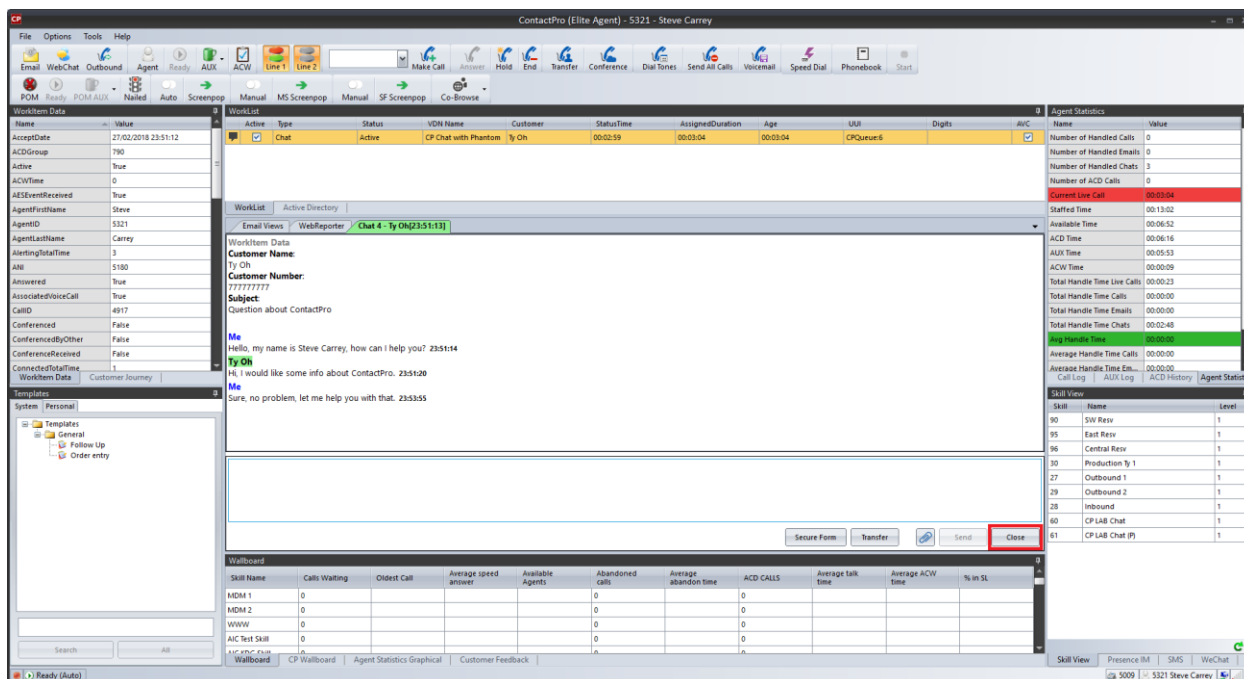
A web request is generated by a customer (not shown) and queued to this agent. Once Ready is pressed above the call appears as **Alerting** on the ContactPro desktop. The call can be answered by pressing the **Answer** icon highlighted below.



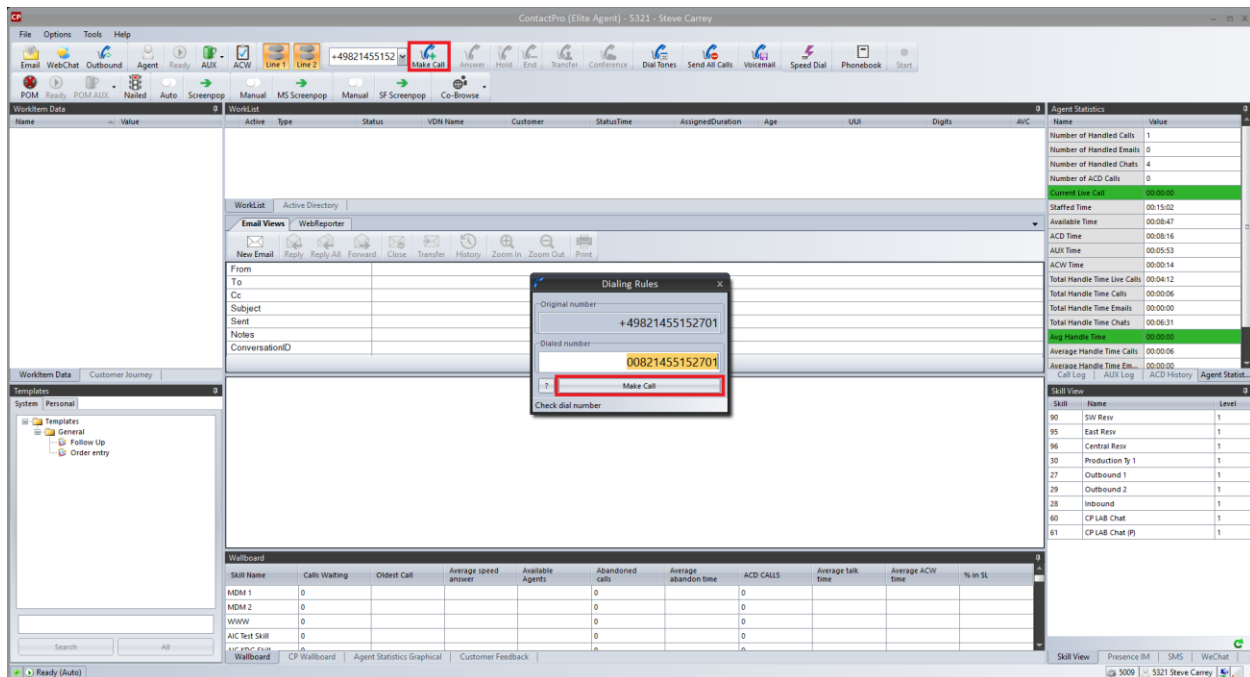
Once the call is answered a tab is opened showing the web chat request from the customer and the agent can respond to that request as is shown below, by entering some text and clicking **Send**. Also, verify that the line is busy indicating the agent is on a call even if this is a multimedia call.



The agent can hang up or close the chat by clicking on **Close** button at the bottom right.



With the chat ended, a new call can be made if required again by entering the digits and pressing on **Make Call** as is shown. In this example, the agent is calling the customer at his/her request from the webchat session previous.

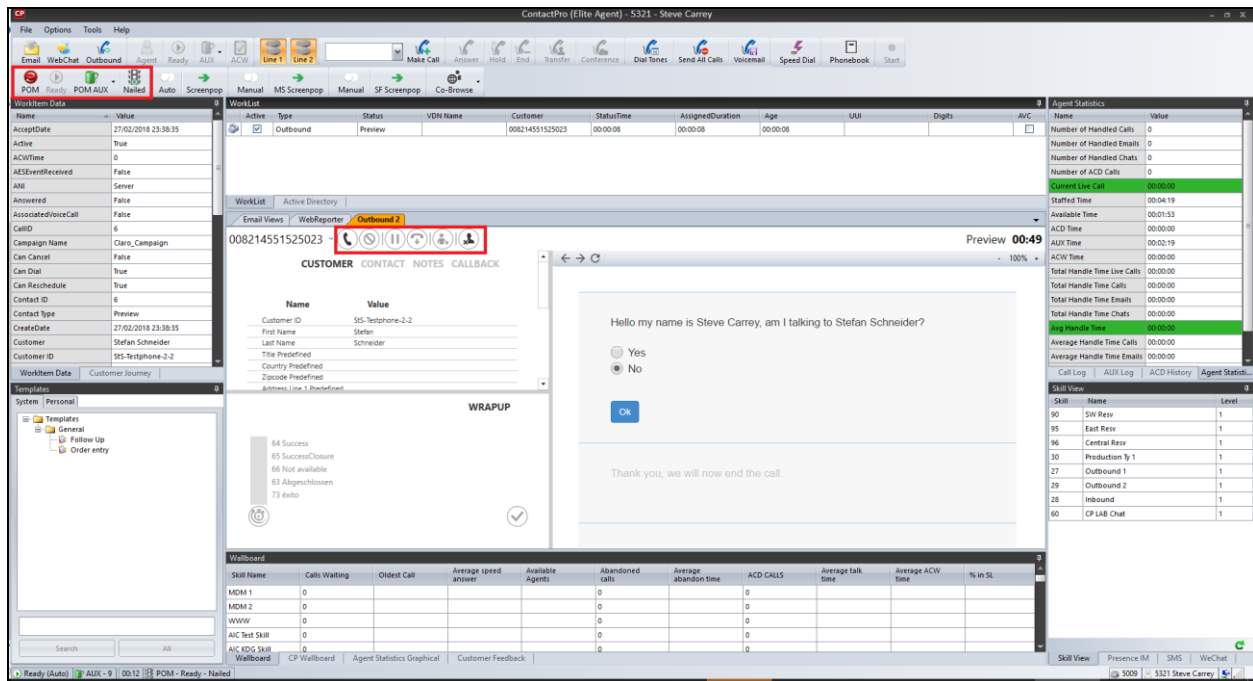


### 9.4.3. Verify POM status in ContactPro

Click on the **POM** button to login to POM, then click on the **Ready** button. Now check the Nailed status (traffic light icon). The Ready button X should disappear, the Nailed status depends on the POM settings:

- Red: No Outbound skill assigned or no campaign active
- Yellow: Pending, no active campaign
- Green: Nailup Call active and connected to a campaign

The agent will then receive a POM outbound work item. A new outbound tab is created with details of the customer. You can perform POM call actions using the call control buttons inside the tab. You can also follow campaign scripts.



At the end of the call, select a wrap up code.

008214551525023 -

**CUSTOMER CONTACT NOTES CALLBACK**

Name	Value
Customer ID	StS-Testphone-2-1
First Name	Stefan
Last Name	Schneider
Title Predefined	
Country Predefined	
Zipcode Predefined	
Address Line 1 Predefined	

**WRAPUP**

- 64 Success
- 65 SuccessClosure
- 66 Not available
- 63 Abgeschlossen
- 73 éxito

**00:21**



## 10. Conclusion

These Application Notes describe the configuration steps required for ContactPro from CCT Deutschland GmbH to interoperate with Avaya Avaya Aura® Application Enablement Services R7.1 and Avaya Proactive Outreach Manager (POM). All feature and serviceability test cases were completed successfully, with any observations noted in **Section 2.2**.

## 11. Additional References

This section references the Avaya and CCT Deutschland GmbH product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>

- [1] *Administering Avaya Aura® Communication Manager*, Release 7.1.2, Issue 5, February 2018
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205
- [3] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide Release 7.1*
- [4] *Avaya Aura® Experience Portal 7.2 Overview and Specification*
- [5] *Deploying Avaya Aura® Experience Portal 7.2 in an Avaya Customer Experience Virtualized Environment*
- [6] *Proactive Outreach Manager 3.1 Overview and Specification*
- [7] *Implementing Proactive Outreach Manager 3.1*
- [8] *Application Notes for configuring ContactPro from CCT Deutschland GmbH with Avaya Aura® Application Enablement Services R7.1*
- [9] *Application Notes for configuring Avaya Aura® Communication Manager R6.3, Avaya Aura® Application Enablement Services R7.0 and Avaya Interaction Center R7.3 with CCT ContactPro v5*

The following CCT Deutschland GmbH documentation can be obtained using the contact information detailed in **Section 2.3**.

- CCT ContactPro Implementation Guide.
- CCT ContactPro Installation Guide.
- CCT ContactPro User Guide.
- CCT ContactPro Technical Specification.
- CCT ContactPro Test Specification.
- CCT ContactPro Port Ranges.

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