



Avaya Solution & Interoperability Test Lab

Application Notes for configuring Moxtra Collaboration with Avaya Breeze™ – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Moxtra Collaboration with Avaya Breeze™.

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 to integrate the Moxtra Collaboration (Moxtra) with Avaya Breeze™ (Breeze).

Moxtra for Breeze provides rich, persistent chat and document sharing. This innovative Dynamic Task enables Avaya customers to create real-time continuity and collaboration between callers and contact center agents; increasing productivity and improving customer satisfaction. Moxtra's Dynamic Task is deployed on Avaya Engagement Designer and is used in conjunction with a workflow.

2. General Test Approach and Test Results

The interoperability compliance testing included feature testing. The feature testing focused on Moxtra's ability to exercise the API provided by Breeze.

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

Compliance Testing was mainly focused around Moxtra's ability to maintain persistent chat and document sharing. The testing included:

- Inbound calls from various unique Calling Party Numbers into Breeze from PSTN
- Verifying persistent chat session for each unique Calling Party Number
- Verifying document sharing for each unique Calling Party Number
- Web chat simulation via a POST simulator
- Call transfers to contact center agents

Two sample workflows were generated using Engagement Designer to test Moxtra.

2.2. Test Results

Moxtra successfully completed compliance testing.

2.3. Support

For Moxtra Collaboration support, Moxtra can be reached using the following methods:

- **Web:** www.moxtra.com
- **Phone:** +91 99625 20014 (Raghavendra)
- **Email:** support@moxtra.com, raghavendra@moxtra.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Moxtra Collaboration Dynamic Tasks with Avaya Avaya Breeze™. The configuration consists of an Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk, Avaya Aura® Session Manager, Avaya Aura® System Manager, and Avaya Breeze™.

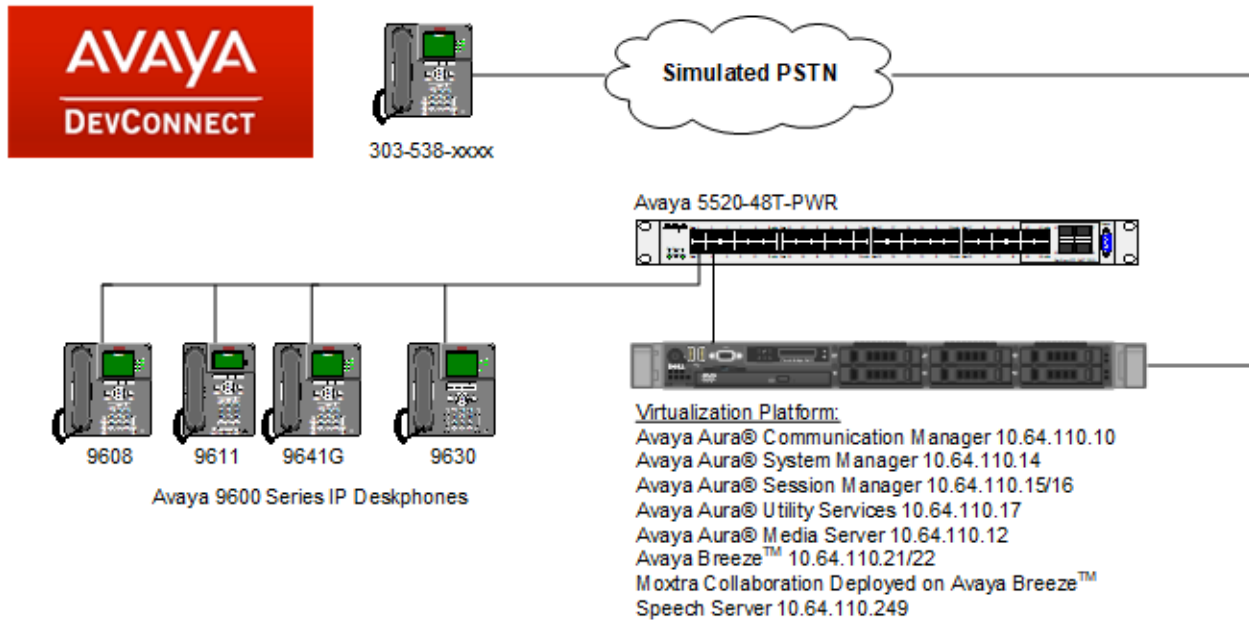


Figure 1: Compliance Test Diagram

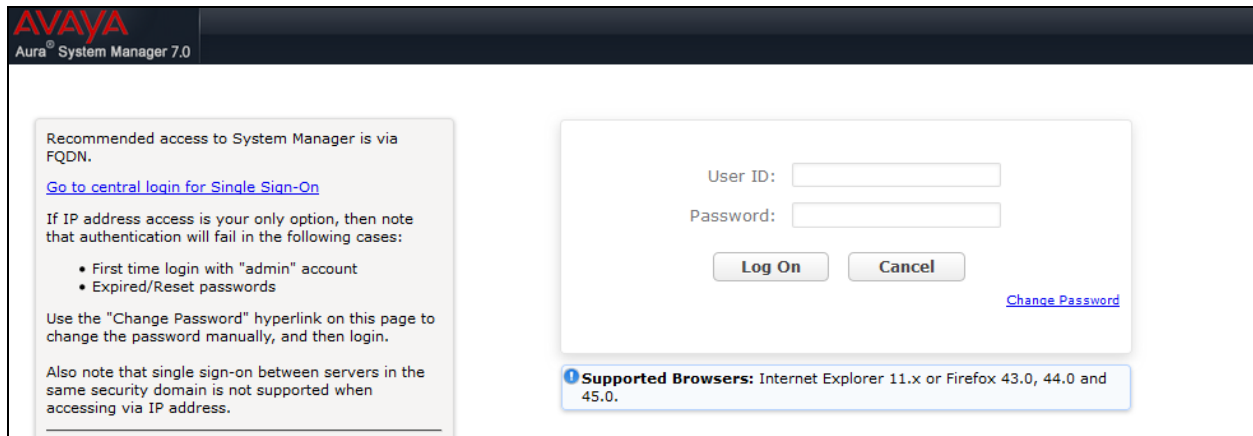
4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager	7.0.1.2
Avaya Aura® Session Manager	7.0.1.2.701230
Avaya Breeze™	3.2.0.1.32011
Avaya Engagement Designer	3.2.0.1.00013
Moxtra Collaboration	3.1.0.0.9006

5. Configure Avaya Breeze™ and Avaya Aura® Session Manager

Configuration of Avaya Breeze™ and Avaya Aura® Session Manager is performed via Avaya Aura® System Manager. Access the System Manager Administration web interface by entering <https://<ip-address>/SMGR> as the URL in a web browser, where <ip-address> is the IP address of System Manager. Log in using appropriate credentials.



AVAYA
Aura System Manager 7.0

Recommended access to System Manager is via FQDN.
[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords

Use the "Change Password" hyperlink on this page to change the password manually, and then login.

Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

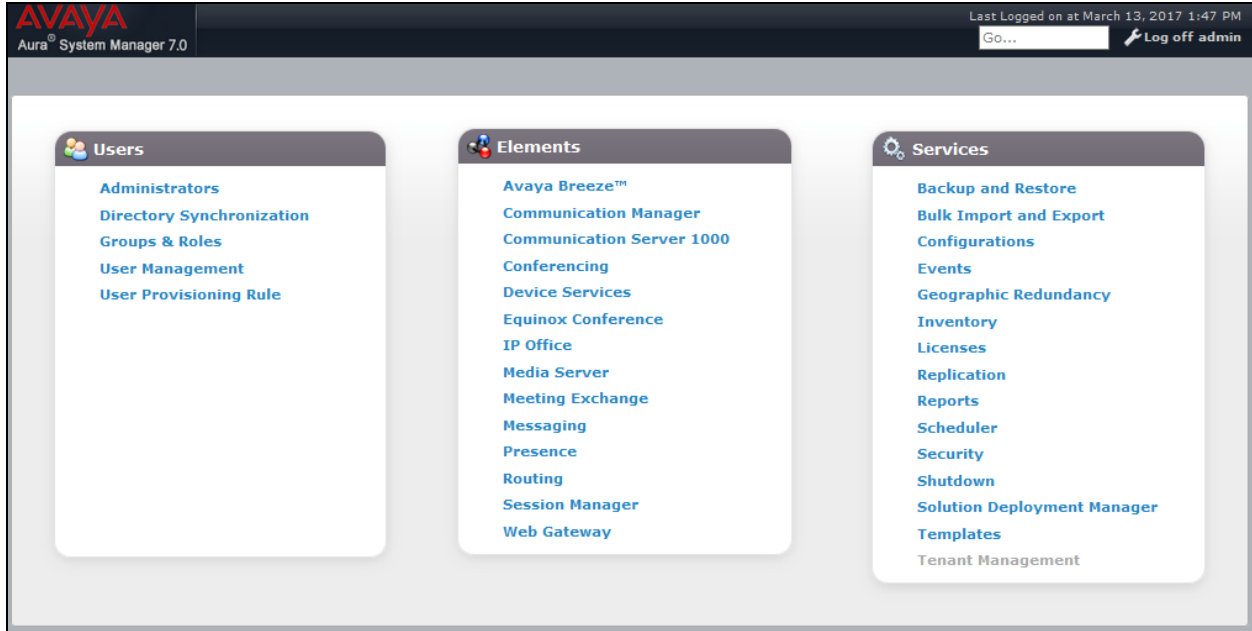
User ID:

Password:

[Change Password](#)

Supported Browsers: Internet Explorer 11.x or Firefox 43.0, 44.0 and 45.0.

Once logged in, the following screen is displayed.



5.1. Configure SIP Entities

Create a SIP Entity for Avaya Breeze™. Navigate to **Home** → **Elements** → **Routing** → **SIP Entities** and click the **New** button (not shown).

Enter a descriptive **Name** for the Avaya Breeze™ server and provide the **FQDN or IP Address** in the textbox. Select *Avaya Breeze* for **Type**. Default values may be used for the remaining fields.

SIP Entity Details

Commit Cancel
General
* Name:
* FQDN or IP Address:
Type:
Notes:

Scroll down to the **Entity Links** section. Enter a descriptive **Name**. Select the Session Manager SIP Entity for **SIP Entity 1**, and this Avaya Breeze™ SIP Entity for **SIP Entity 2**. Set the **Protocol** and **Port** (i.e TLS/5061). Set the Connection Policy to *trusted*. Click **Commit**.

Entity Links

Override Port & Transport with DNS
SRV:

Add Remove

1 Item Filter: Enable

<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy
<input type="checkbox"/>	* asm_abrz_5061_TLS	asm	TLS	* 5061	abrz	* 5061	trusted

Select : All, None

5.2. Configure Service Profiles on Avaya Breeze™

A service profile needs to be created to deploy associate a workflow. To add a new Service Profile, navigate to **Home → Elements → Avaya Breeze™ → Configuration → Service Profiles** and select **New**. Type in a **Name** for the Service Profile and select **Commit**.

Service Profile Editor

Commit Cancel

Identity

***Name**

Description

5.3. Configure Implicit User Profiles on Avaya Breeze™

Use Implicit User Profiles to assign groups of users to a service profile whether or not they are explicitly administered on System Manager. This allows invoking call intercept snap-ins for non-SIP users without adding them as users on System Manager. To add a new Implicit User Profile, navigate to **Home → Elements → Avaya Breeze™ → Configuration → Implicit User Profiles** and select **New**.

- For **Service Profile**, select the Service profile created in previous section
- Type in a **Pattern** that will be used to intercept the call
- Type in **Min** and **Max** for the pattern

Select **Commit** once done.

Implicit User Profile Rule Editor

Commit Cancel

Add/Edit Implicit User Profile Rule

***Service Profile**

***Pattern**

***Min**

***Max**

Desc

5.4. Configure Avaya Aura® Media Server on Avaya Breeze™

To configure Media Server, navigate to **Home** → **Elements** → **Avaya Breeze™** → **Configuration** → **Avaya Aura® Media Server**. Configure the Media Server URL as shown below and select **Commit**.

Avaya Aura® Media Server Configuration

[Commit](#) [Cancel](#)

This page allows you to configure the Media Server URI.

Avaya Aura® Media Server URI:

Format: [sip[s]:]ce-msml@domain[;transport={tls|tcp|udp}]. This specifies the optional domain, and optional transport used to connect to the Avaya Aura® Media Server. The domain is a subdomain of one specified in the Routing/Domains page. Make certain a Pattern is provisioned to route to the proper media server cluster in the Routing/Regular Exp

5.5. Deploy Moxtra Collaboration

Starting from release 3.2 of Breeze, Dynamic Tasks cannot be deployed as snap it. Dynamic Tasks need to be deployed on Engagement Designer. Navigate to Engagement Designer admin console.

Administration Console

Workflows **Instances** Event Catalog Bundles [User Task Portal](#)

[+ Create Instance](#) [View Usage](#) [Archival](#) [Properties](#) [Undeploy](#) [Refresh](#) [Grid](#) [Sort](#)

Workflow Name	Version	Description	Deployed By	Deployed On
No matching records found				

Select **Bundles** tab, followed by **Upload Bundle**.

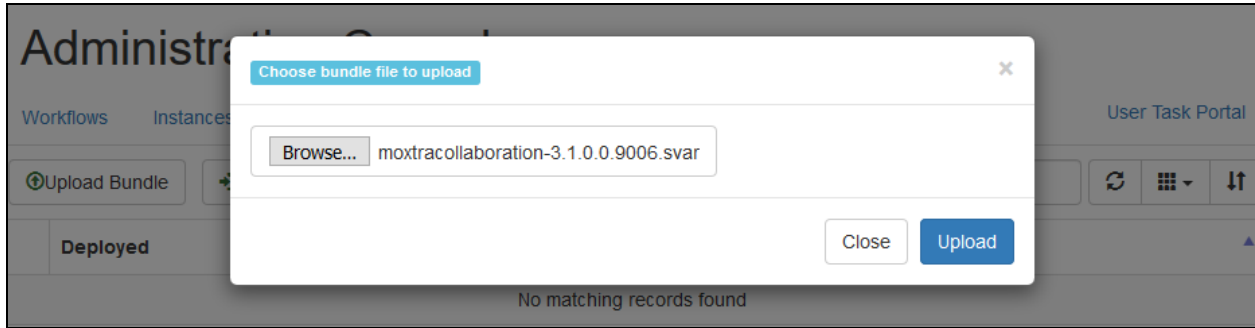
Administration Console

Workflows Instances Event Catalog **Bundles** [User Task Portal](#)

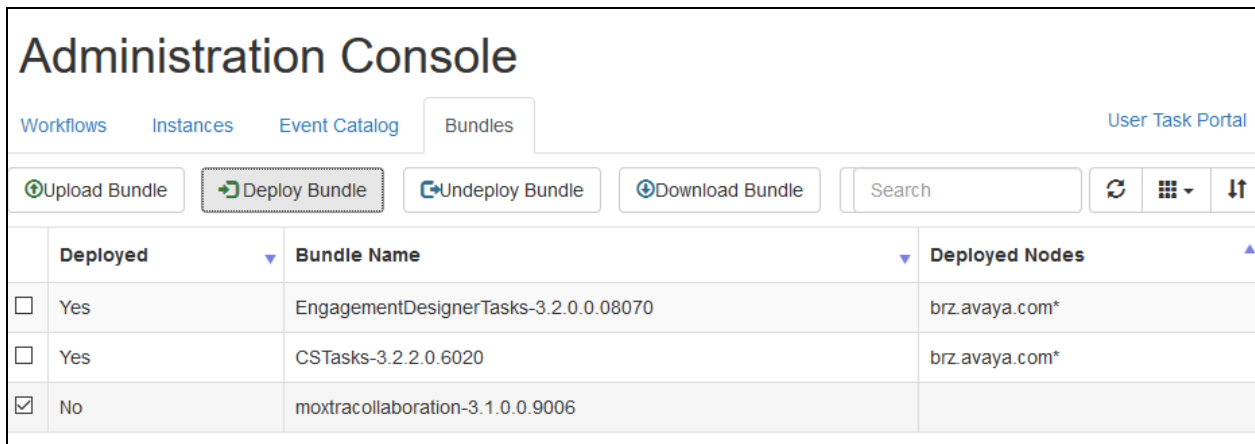
[Upload Bundle](#) [Deploy Bundle](#) [Undeploy Bundle](#) [Download Bundle](#) [Refresh](#) [Grid](#) [Sort](#)

Deployed	Bundle Name	Deployed Nodes
No matching records found		

Browse to the bundle provided by Moxtra and select **Upload**.

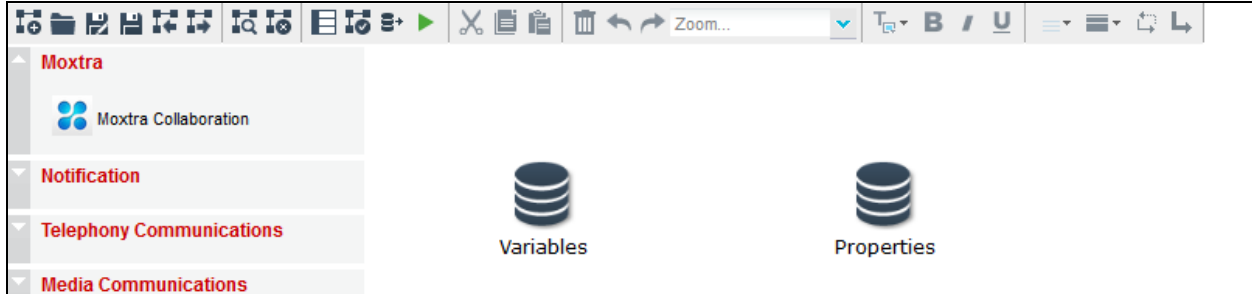


Check box for Moxtra bundle and select **Deploy Bundle**.

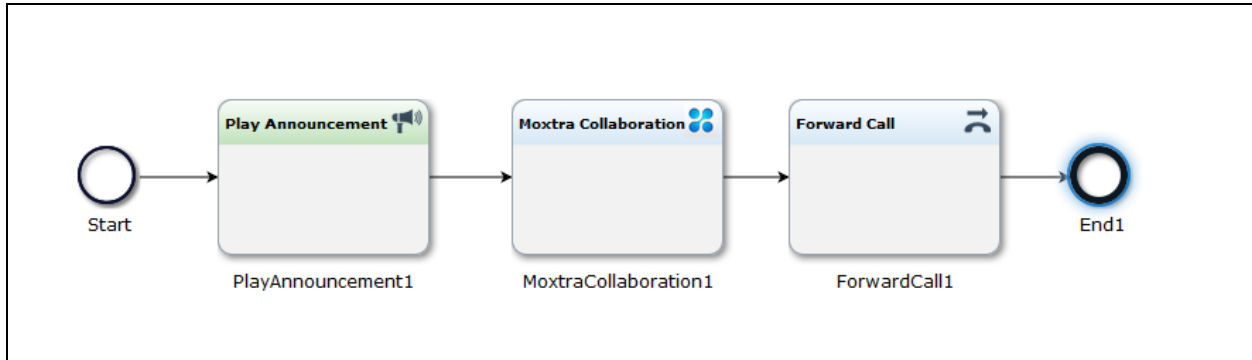


5.6. Create Avaya Engagement Designer Workflow for Calls

Once the bundle is deployed, navigate to Engagement Designer portal. Verify Moxtra Dynamic Task is displayed on the left pane.



Drag and drop tasks as shown below. The workflow below, plays an announcement to the caller, invokes Moxtra Dynamic Task and forwards the call to a call center agent.



Please note the **Play Announcement** requires a speech server. During Compliance Test, a speech server was configured on Avaya Aura Media Server. Configuration for it is out of scope for this document.

Configure each task as shown below. For **Start**:

- Set **Event Family** to **CallIntercepted**
- Set **Event type** to **CALL_INTERCEPT_TO_CALLED_PARTY**
- Set **Event Version** to **1.0**

Start properties

Label:

▼ Properties

Schedule:

Schedule options:

Event family:

Event type:

Event version:

Output schema: Show

Service profile needed:

Match Workflow:

For **Play Announcement**, type in an announcement to be played to the caller in the **Media URI / Text** box.

Play Announcement properties

Label:

▼ Properties

Media URI / Text:

Media name space:

Media group name:

Media file:

Handle:

Play announcement to:

Locale:

Interrupt

Input Mapping
OK

Output Mapping
Cancel

For **Moxtra Collaboration**, type in the Context Store URL in **ContextStoreURL**. The rest of the fields were provided by Moxtra. Below is a screen capture of values used during compliance test.

Moxtra Collaboration properties

Label:

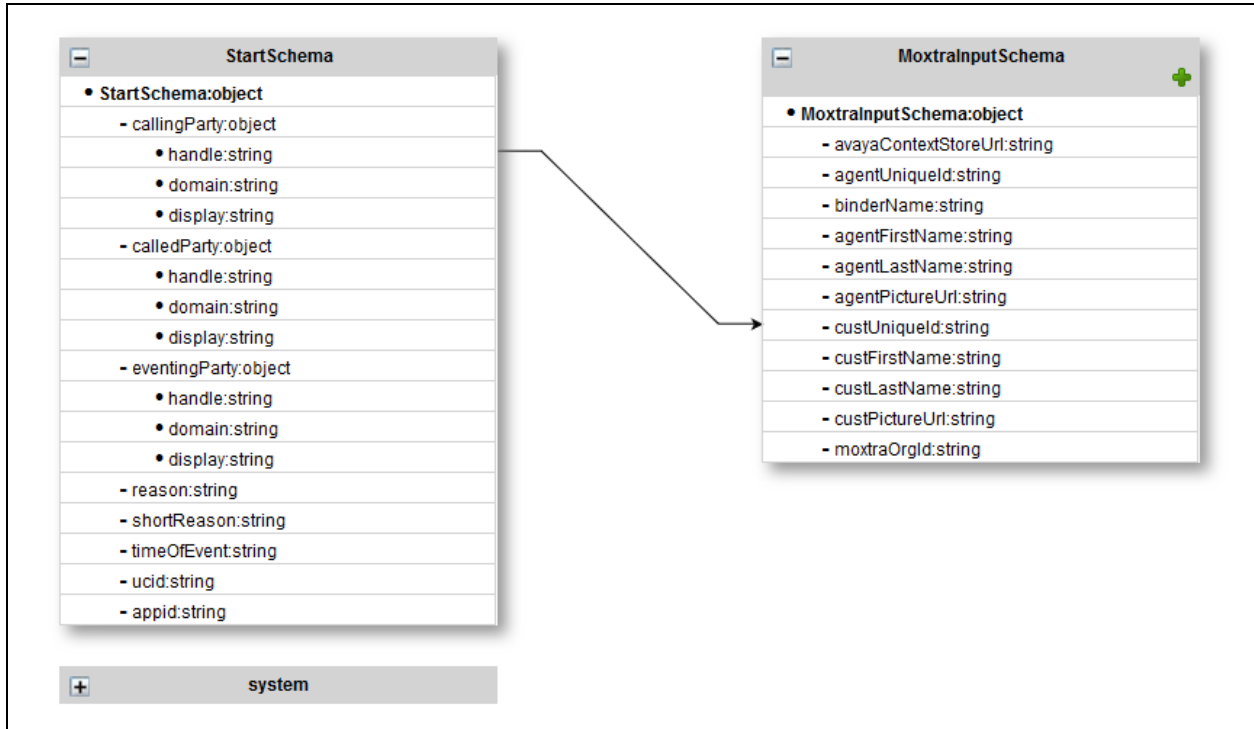
▼ **Properties**

ContextStoreUrl:	<input type="text" value="https://10.64.110.22/services/CSR"/>
BinderName:	<input type="text"/>
AgentUniqueId:	<input type="text" value="supportagent3"/>
AgentFirstName:	<input type="text" value="Max"/>
AgentLastName:	<input type="text" value="Jallifier"/>
AgentPictureUrl:	<input type="text" value="http://www.moxtrarocks.in/digital-"/>
CustUniqueId:	<input type="text" value="StartSchema.callingParty.handle"/>
CustFirstName:	<input type="text"/>
CustLastName:	<input type="text"/>
CustPictureUrl:	<input type="text" value="http://www.moxtrarocks.in/digital-"/>
MoxtraOrgId:	<input type="text" value="XXXXXXXXXXXX"/>

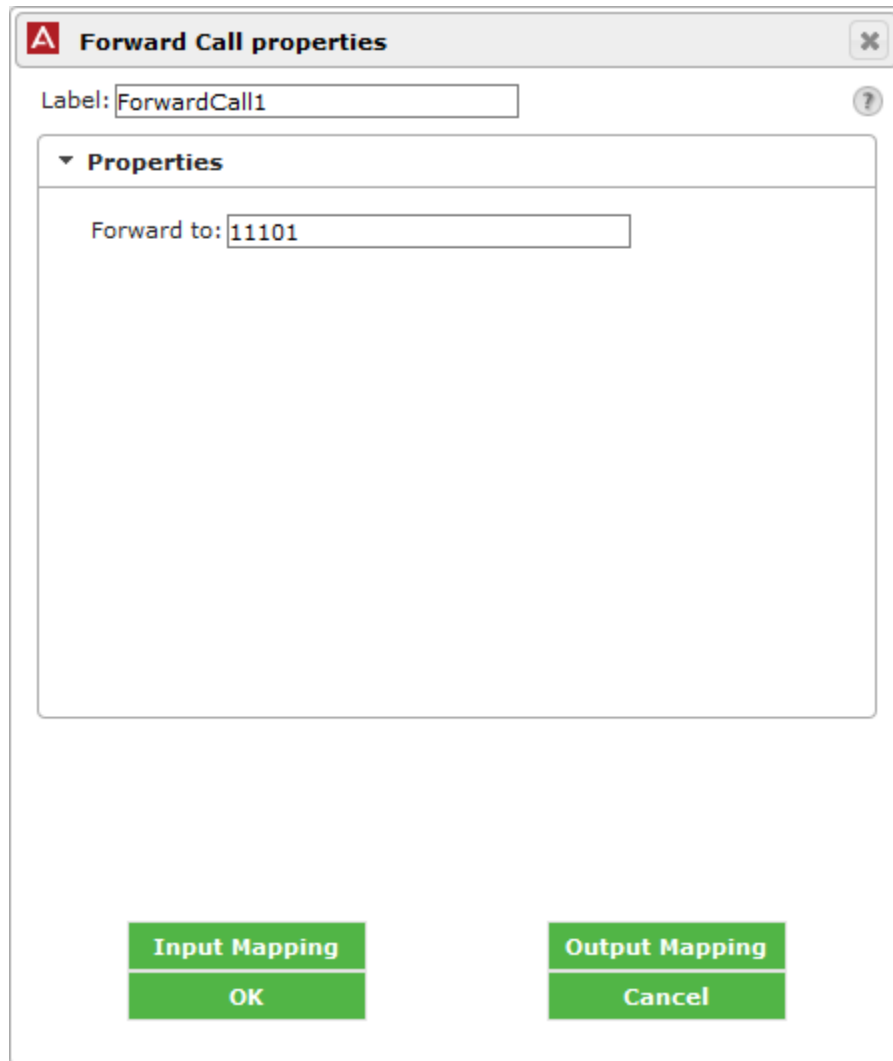
Input Mapping **Output Mapping**

OK **Cancel**

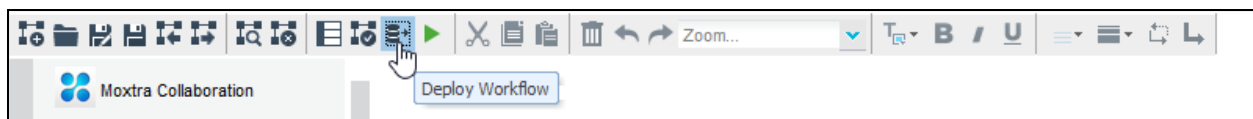
Continuing from above, select **Input Mapping**. Configure the **handle:string** from **StartSchema** to **custUniqueID:string** on **MoxtraInputSchema**.



For **Forward Call**, type in the call center agent extension in **Forward to** field.

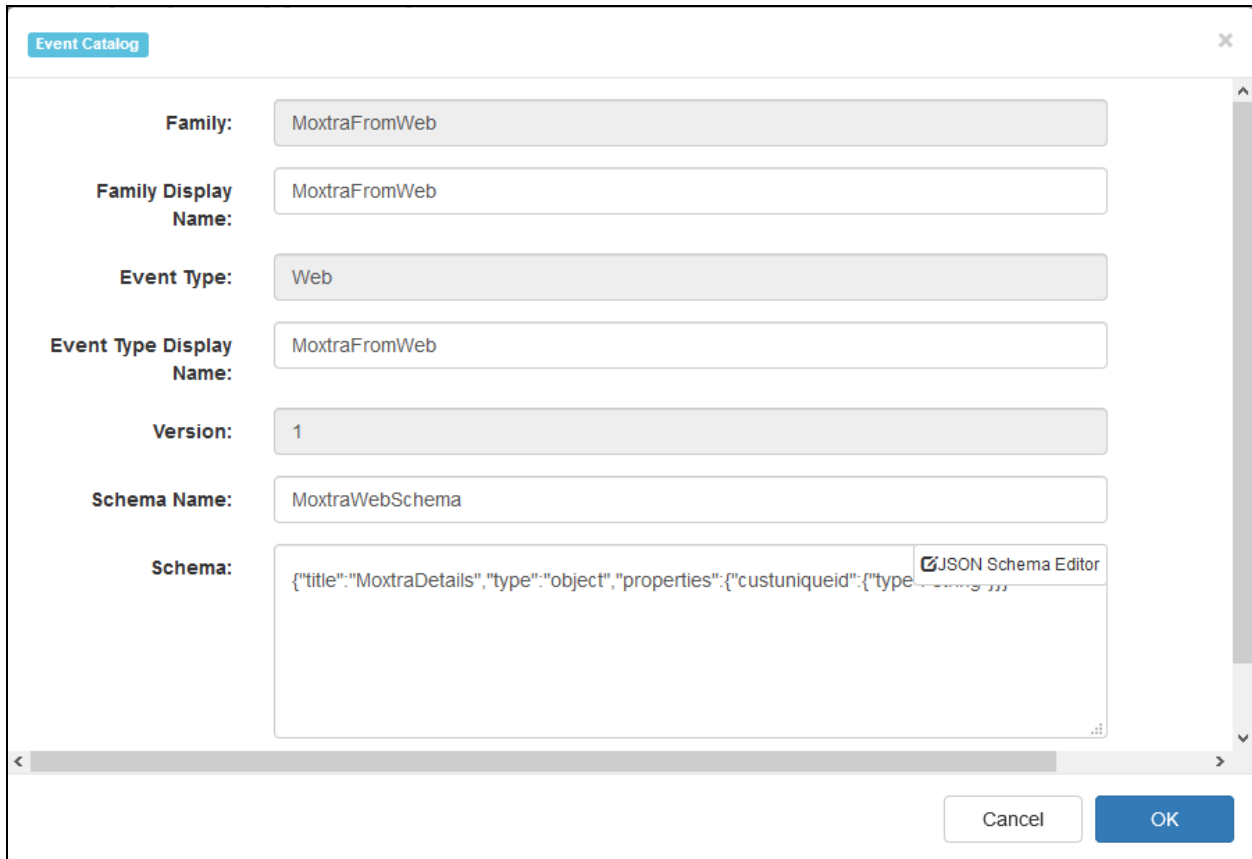


Once done, select **Deploy Workflow** icon on the top pane.



5.7. Create Event Catalog

For Web chats, an Event Catalog needs to be created for Moxtra. Navigate to Engagement Designer Admin console and select the **Event Catalog** tab. Select **Create** to create a new Event Catalog. The following was created during the compliance test.



The screenshot shows a form titled "Event Catalog" with the following fields:

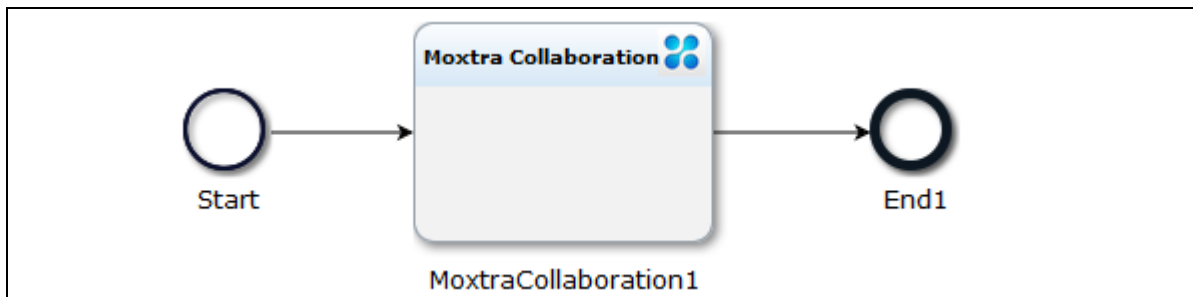
- Family:** MoxtraFromWeb
- Family Display Name:** MoxtraFromWeb
- Event Type:** Web
- Event Type Display Name:** MoxtraFromWeb
- Version:** 1
- Schema Name:** MoxtraWebSchema
- Schema:** A JSON Schema Editor window is open, showing a schema definition:

```
{ "title": "MoxtraDetails", "type": "object", "properties": { "custuniqueid": { "type": "string" } } }
```

At the bottom of the form are "Cancel" and "OK" buttons.

5.8. Create Avaya Engagement Designer Workflow for Web Chats

Once the Event Catalog is created, navigate to Engagement Designer portal. Drag and drop tasks as shown below.



Configure each task as shown below. For **Start**:

- Set **Event Family** to **MoxtraFromWeb**
- Set **Event type** to **Web**
- Set **Event Version** to **1**

Start properties

Label:

▼ Properties

Schedule:

Schedule options:

Event family: ▼

Event type: ▼

Event version: ▼

Output schema: Show

Service profile needed:

Match Workflow:

For **Moxtra Collaboration**, type in the Context Store URL in **ContextStoreURL**. The rest of the fields were provided by Moxtra. Below is a screen capture of values used during compliance test.

Moxtra Collaboration properties

Label: MoxtraCollaboration1

Properties

ContextStoreUrl: https://10.64.110.22/services/CSR

BinderName: StartSchema.custuniqueid

AgentUniqueId: supportagent1

AgentFirstName: Shane

AgentLastName: Prebenda

AgentPictureUrl: http://www.moxtrarocks.in/digital-

CustUniqueId: StartSchema.custuniqueid

CustFirstName:

CustLastName:

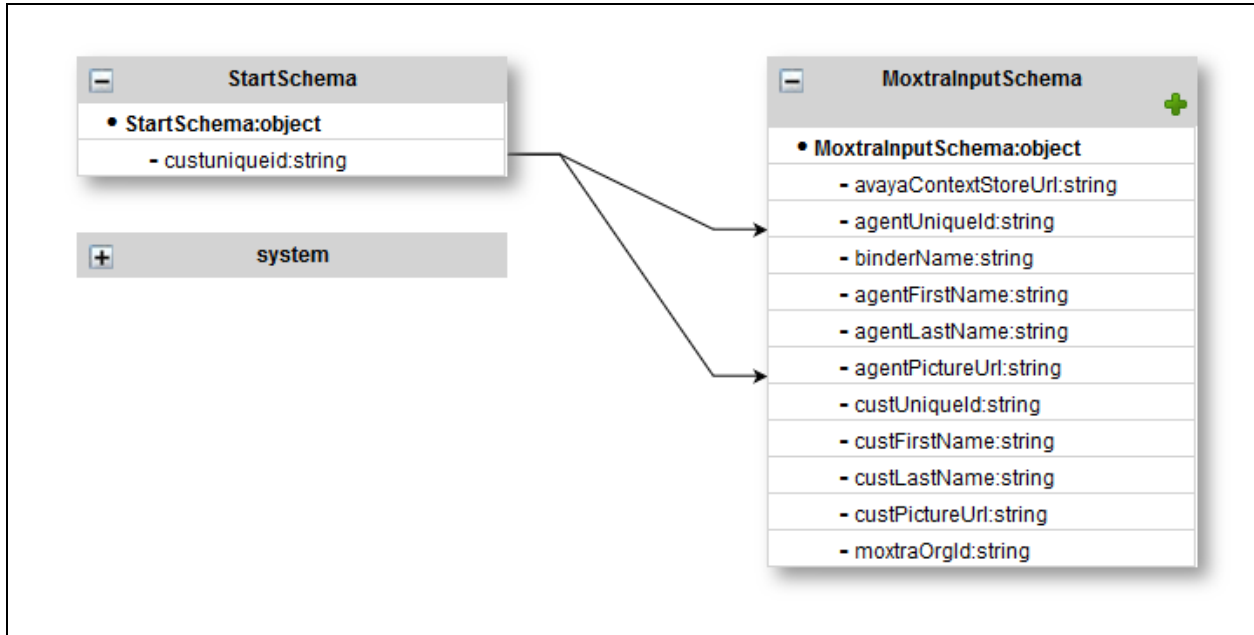
CustPictureUrl: http://www.moxtrarocks.in/digital-

MoxtraOrgId: P5Fz4p6hqYVG6yImg9H9KC

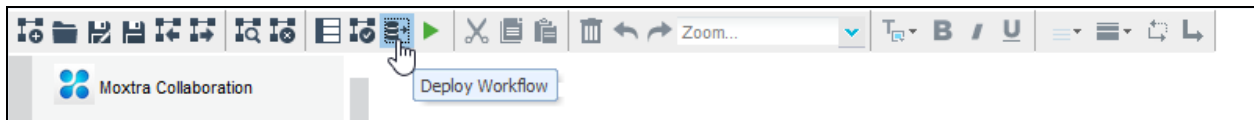
Input Mapping Output Mapping

OK Cancel

Continuing from above, select **Input Mapping**. Configure the **custuniqueid:string** from **StartSchema** to **custUniqueID:string** on **MoxtraInputSchema**.



Once done, select **Deploy Workflow** icon on the top pane.



On the Deployment Details box, type in a name in **File Name** and select **OK**.

A Deployment Details

File Name: MoxtraWeb

Version: 1

Description:

Service Profile:

User Pattern: Select service profile to view its user pattern.

OK Cancel

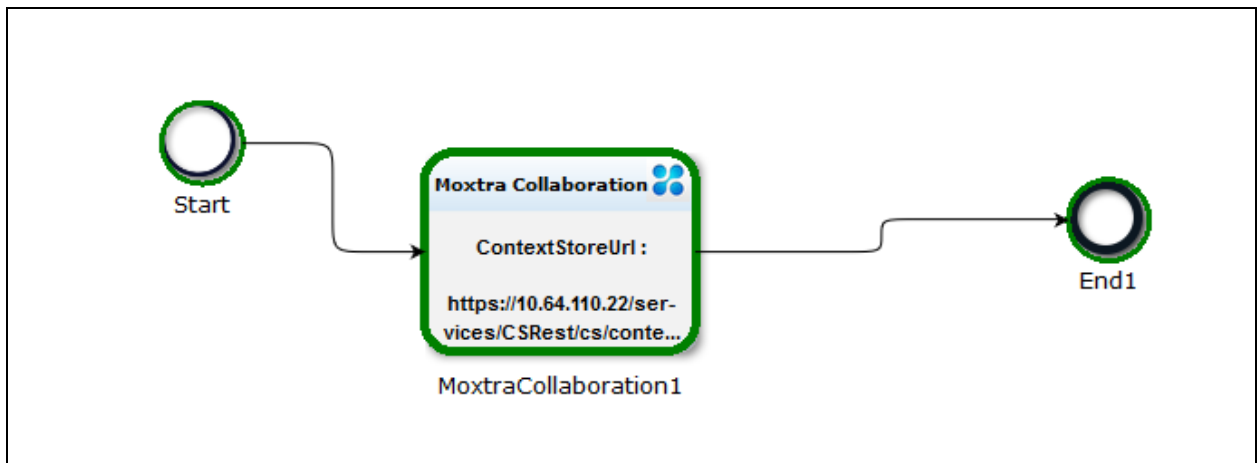
6. Verification Steps

This section includes steps that can be followed to verify the configuration. Once both workflows are deployed, verify they are installed successfully on Breeze by navigating to **Home** → **Elements** → **Avaya Breeze™** → **Service Management**. Verify both workflows show as **Installed**.

Also, note that the required Avaya Snap-ins for Moxtra to work successfully are, Call Event Control, Context Store, Engagement Call Control, Eventing Connector and Engagement Designer.

<input type="checkbox"/>	CallEventControl	3.2.0.1.320110	✓	Loaded	Java	Not Applicable	✓	10
<input type="checkbox"/>	CallEventControl	3.2.0.1.320110	✓	Installed	Java	Not Applicable	✓	10
<input type="checkbox"/>	ClickatellSmsConnector	3.2.0.1.320110	✓	Loaded	Java	Not Applicable	✓	10
<input type="checkbox"/>	CSCService	3.2.0.1.41103	✓	Installed	Java	Not Applicable	✓	10
<input type="checkbox"/>	CSManager	3.2.2.0.6020	✓	Installed	Java	✓	✓	20000
<input type="checkbox"/>	CSRest	3.2.2.0.6020	✓	Installed	Java	✓	✓	20000
<input type="checkbox"/>	CSRules	3.2.2.0.6020	✓	Installed	Java	✓	✓	20000
<input type="checkbox"/>	EmailConnector	3.2.0.1.320110	✓	Loaded	Java	Not Applicable	✓	10
<input type="checkbox"/>	EngagementCallControl	3.2.0.1.320119	✓	Installed	Java	Not Applicable	✓	5000
<input type="checkbox"/>	EngagementDesigner	3.2.0.0.08070	✓	Installed	Java	✓	✓	10
<input type="checkbox"/>	EngagementDesigner	3.2.0.1.00013	✓	Loaded	Java	✓	✓	10
<input type="checkbox"/>	EventingConnector	3.1.0.0.310007	✓	Loaded	Java	Not Applicable	✓	10
<input type="checkbox"/>	EventingConnector	3.1.0.0.310011	✓	Loaded	Java	Not Applicable	✓	10
<input type="checkbox"/>	EventingConnector	3.2.0.1.320110	✓	Installed	Java	Not Applicable	✓	10
<input type="checkbox"/>	Flow11001	1	✓	Installed	Workflow	Not Applicable	Not Signed	10
<input type="checkbox"/>	HelloWorld	3.1.0.0.310007	✓	Loaded	Java	Not Applicable	Not Signed	10
<input type="checkbox"/>	HelloWorld	3.1.0.0.310011	✓	Loaded	Java	Not Applicable	Not Signed	10
<input type="checkbox"/>	HelloWorld	3.2.0.1.320110	✓	Loaded	Java	Not Applicable	Not Signed	10
<input type="checkbox"/>	MoxtraWeb	1	✓	Installed	Workflow	Not Applicable	Not Signed	10
<input type="checkbox"/>	ScopiaConnector	3.1.0.0.310007	✓	Loaded	Java	Not Applicable	✓	10

To verify a workflow is invoked successfully, either place a call or initiate a web chat session. Navigate to Engagement Designer Admin Console and select Instances. Select the instance from a recently placed call or web chat session. Verify invocation of each task is green.



7. Conclusion

The Moxtra Collaboration passed compliance testing. These Application Notes describe the procedures required for Moxtra Collaboration to interoperate with Avaya Breeze™ to support the reference configuration shown in **Figure 1**. Refer to **Section 2.2** for testing result details and any observations noted during testing.

8. Additional References

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

[1] Administering Avaya Aura® Avaya Breeze™ Release 3.2, Release 3.2 March 2017.

[2] Administering Avaya Aura® Session Manager, Release 7.1, August 2016.

Product information for Moxtra Collaboration may be obtained by contacting Moxtra directly.

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