Avaya Solution & Interoperability Test Lab

Application Notes for Pridis BV Connecsy SME with Avaya IP Office 11.0 - Issue 1.0

Abstract

These Application Notes describe the configuration steps and testing performed between Pridis BV Connecsy SME and Avaya IP Office 11.0. Pridis BV Connecsy SME is a PC-Based IP attendant console application which allows an operator to receive, make and redirect calls via a graphical user interface as well as monitor telephone activity within the enterprise.

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

Pridis BV Connecsy SME is a software application that serves as an Attendant Console. Pridis BV Connecsy SME can be used with an Avaya deskphone and allows an operator to receive/make and redirect incoming calls using that deskphone. Pridis BV Connecsy SME allows the operator to monitor the state of telephones controlled by Avaya IP Office, providing the ability to determine which telephones are engaged in a call or which are idle. Pridis BV Connecsy SME also provides the ability to see which telephones have a forward enabled, thus allowing the operator to intelligently redirect calls to telephones that are not busy and have not been forwarded. Pridis BV Connecsy SME Attendant Console is usually installed on a client PC which is part of the same domain as the Pridis BV Connecsy SME Server.
Pridis BV Connecsy SME comes with two different interfaces: Ronda and Tila. For the 'Ronda' interface the calls and call handling are the central focus, while for the 'Tila' interface the central focus is on the contacts and contact handling.

2. General Test Approach and Test Results

The general test approach was to configure the Pridis Connecsy SME (Connecsy SME) to communicate with the Avaya IP Office as implemented on a customer's premises. Avaya IP Office Telephony Application Programming Interface (TAPI) is used to control the Avaya deskphone used as the Connecsy SME Attendant Console (Attendant Console). There is no specific configuration required on the IP Office for Connecsy SME other than a hunt group which will act as the call queue number; no extensions are required to be added to the hunt group.

Interoperability testing contained functional tests mentioned in **Section 2.1**. 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 this Application Note, the interface between Avaya systems and Pridis BV Connecsy SME did not include use of any specific encryption features as requested by Pridis.

2.1. Interoperability Compliance Testing

The testing included typical functions including:
- Answer internal/external calls to the Attendant queue
- Make calls using Attendant Console
- Blind/Consultative Transfers
- Transfers to external/mobile numbers
- Calls to phones with diverts activated (on busy, no answer, and unconditional)
- Hold/Unhold
- Recall to the same Attendant Console
- Ensure correct presence status of monitored phones
- Sending DTMF from the attendant
- Defence tests to ensure recovery following LAN or serial connection interrupt

2.2. Test Results

The testing was successful and performance testing was not included. All the test cases passed successfully.

2.3. Support

Support for Pridis BV Connecsy SME is available as follows:
Pridis B.V.
Berencamperweg 6B
3861 MC Nijkerk
The Netherlands
Phone: +31 (0)33 2475700
E-mail: info@pridis.com
Web: www.pridis.com

3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. Connecsy SME was configured to connect to Avaya IP Office using Avaya IP Office TAPI (IPO TAPI). A hunt group was configured on IP Office to route calls to the Attendant Console.
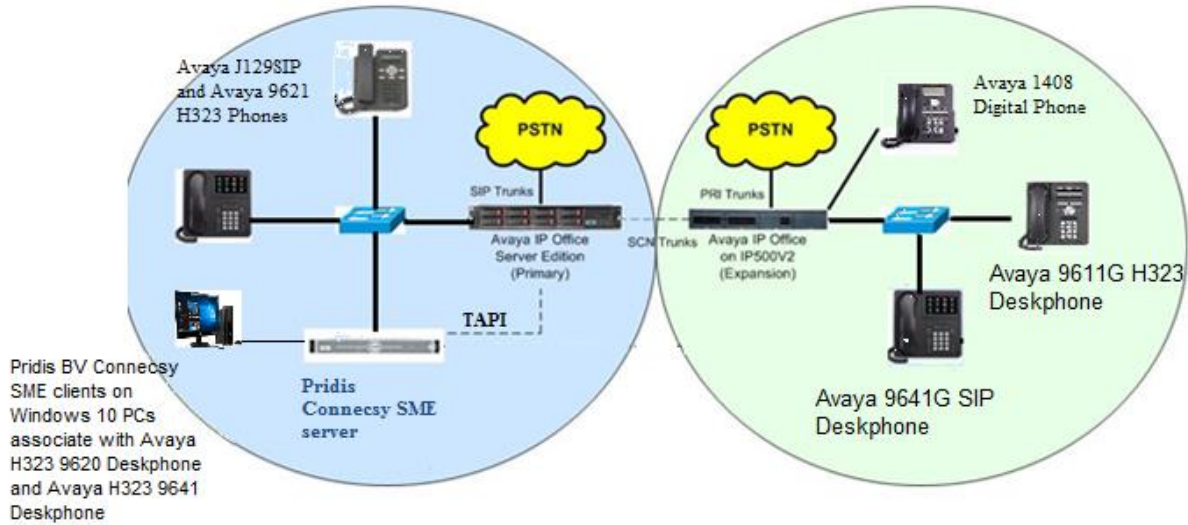
Figure 1: Pridis Connecsy SME with Avaya IP Office Reference Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office 500v2 Expansion System	11.0.0.2 Build 23
Avaya IP Office Manager running on a Windows 7 PC	11.0.0.2 Build 23
Avaya IP Office Server Edition on VMware	11.0.0.2 Build 23
Avaya Digital 1408 Deskphone	Application R48
Avaya 9641 H323 Deskphone	6.5.0.06 V474
Avaya 9621 H323 Deskphone	6.5.0.06 V474
Avaya 9611 H323 Deskphone	6.5.0.06 V474
Avaya 9620 H323 Deskphone	3.2.2
Avaya J129 Deskphone	R2_0_0_0_45
Pridis Connecsy SME	2.3.20

5. Configure Avaya IP Office

Configuration and verification operations on Avaya IP Office illustrated in this section were performed using Avaya IP Office Manager. The information provided in this section describes the configuration of IP Office for this solution. It is implied a working system is already in place with the necessary licensing. For all other provisioning information, such as initial installation and configuration, please refer to the product documentation in
Section 10. The configuration operations described in this section can be summarized as follows:

- Launch Avaya IP Office Manager (Administration)
- Configure Hunt Group
- Save Configuration

5.1. Launch Avaya IP Office Manager (Administration)

From the Avaya IP Office Manager PC, go to **Start** > **Program** > **IP Office** > **Manager** to launch the Manager application. Log into **Avaya IP Office** using the appropriate credentials to receive its configuration (not shown).

5.2. Configure Hunt Group

In the **Manager** window, select **IPO Server Edition (Primary)**, right click **Group** and select New (not shown). Select the Group tab and in the window that appears enter the following:
- **Name**   Enter and informative name (i.e., PridisHunt1)
- **Extension**   Enter the extension which will be dialled to reach the Connecsy SME attendant.(i.e.,55999)
- **Ring Mode**   Select Sequential from the dropdown box
- **Profile**   Select Standard Hunt Group from the dropdown box

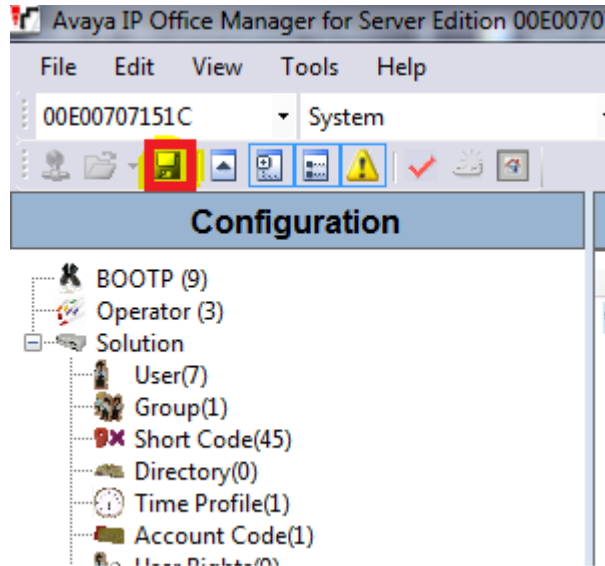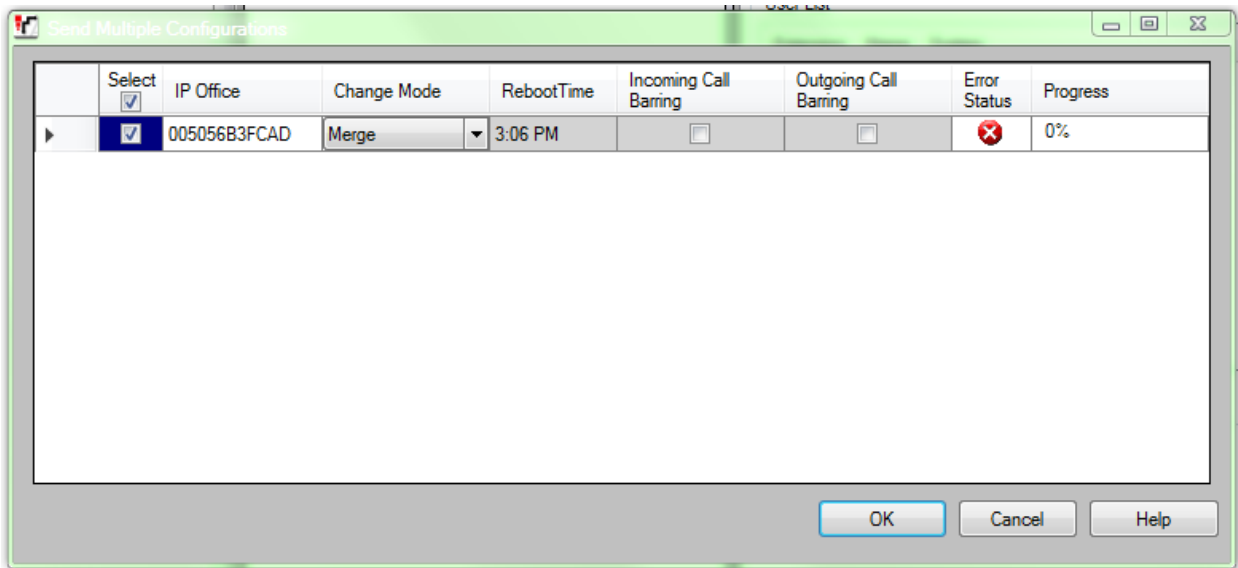Click on the **Save** button (not shown).

When the **Service User Login** window opens enter the appropriate credentials and click the **OK** button.

5.3. Save Configuration

Once the configuration has been made it must be sent to IP Office. Click on the **Save** icon as shown below:
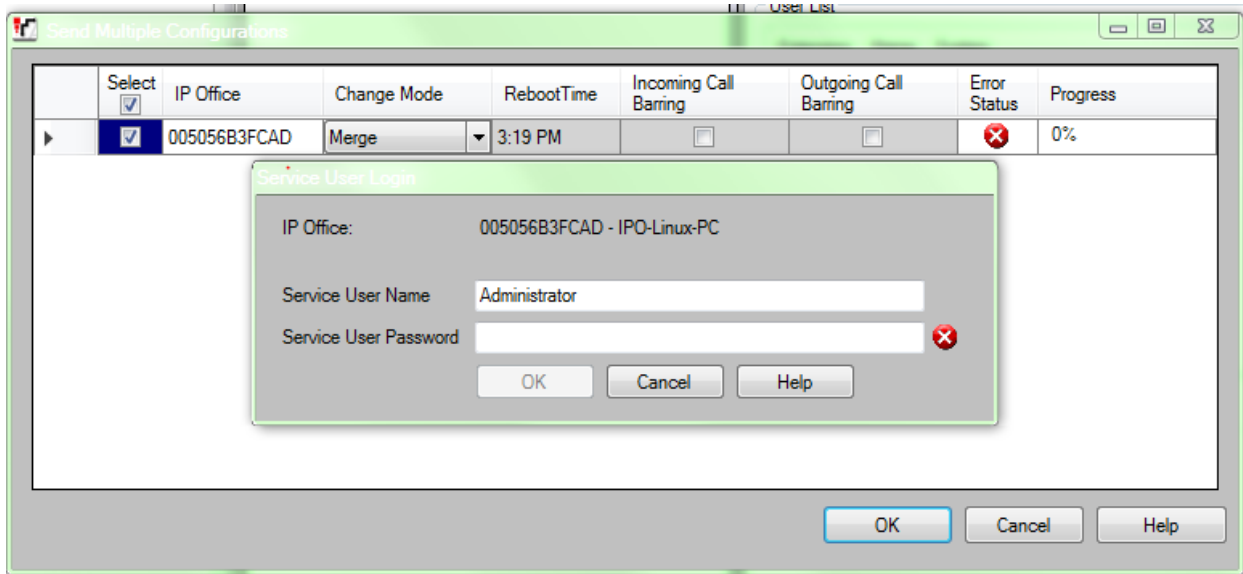

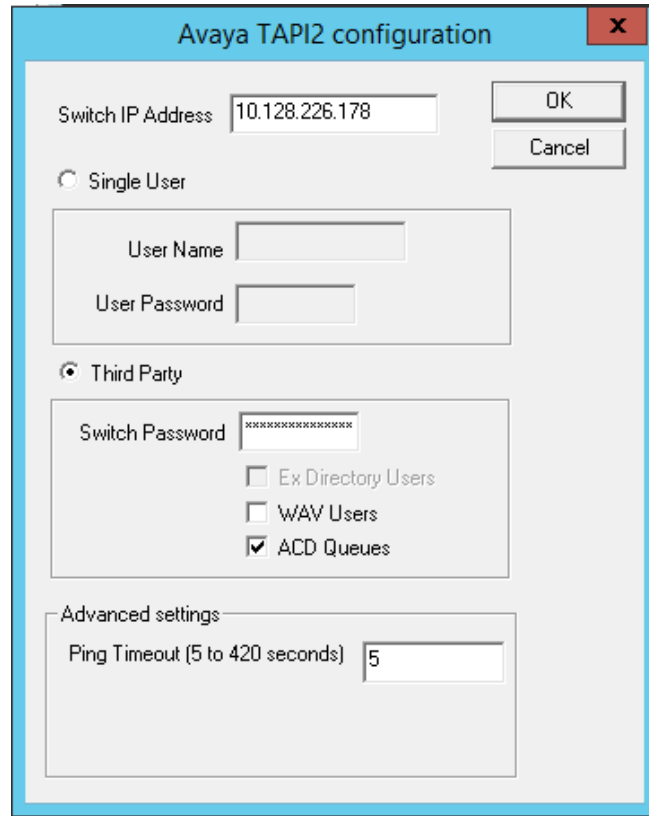Once the **Send Multiple Configurations Window** opens, click the **OK** button:

When the **Service User Login** window opens enter the appropriate credentials and click the **OK** button.

6. Configure Avaya IP Office TAPI

IPO TAPI is required to allow Connecsy SME to control the deskphone and to receive phone status information from other phones monitored on IP Office. It is implied that the TAPI software is already installed, (it is important that the TAPI software installation was run as administrator to ensure that the application receives the correct rights to run). To configure IPO TAPI use the **Phone and Modem** application. Once the **Phone and Modem** application opens click on the **Advanced** tab and select **Avaya IP Office TAPI2 Service provider** from the **Providers** list and click on the **configure** button to continue the configuration.
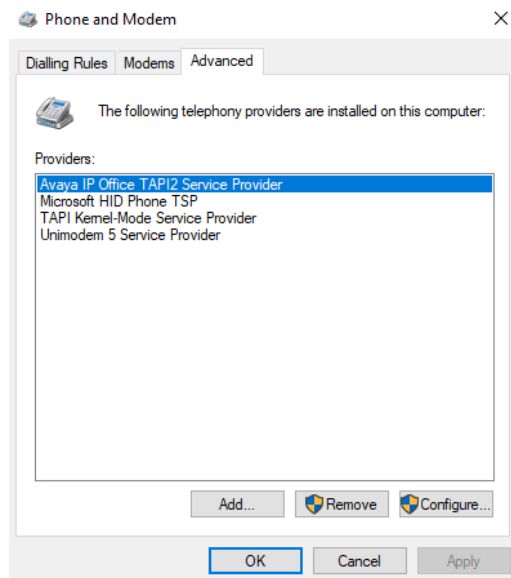
Once the **Avaya TAPI Configuration** window opens, enter the following:
- Enter the IP address of IP Office in the Switch IP Address field
- Click on the **Third Party** Radio button
- Enter the password of IP Office in the **Switch Password** field
- Click on the **ACD Queues** check box

Click the **OK** button followed by the **Apply** button (not shown).

After the TAPI configuration is complete the **Telephony Service** must be restarted. To restart this service, open the **Services** window, click on **Start** > **Run**, and enter services.msc. When the **Services** window opens, click on the **Standard** tab and scroll down and highlight **Telephony**. Click on the **restart icon** to restart the service.
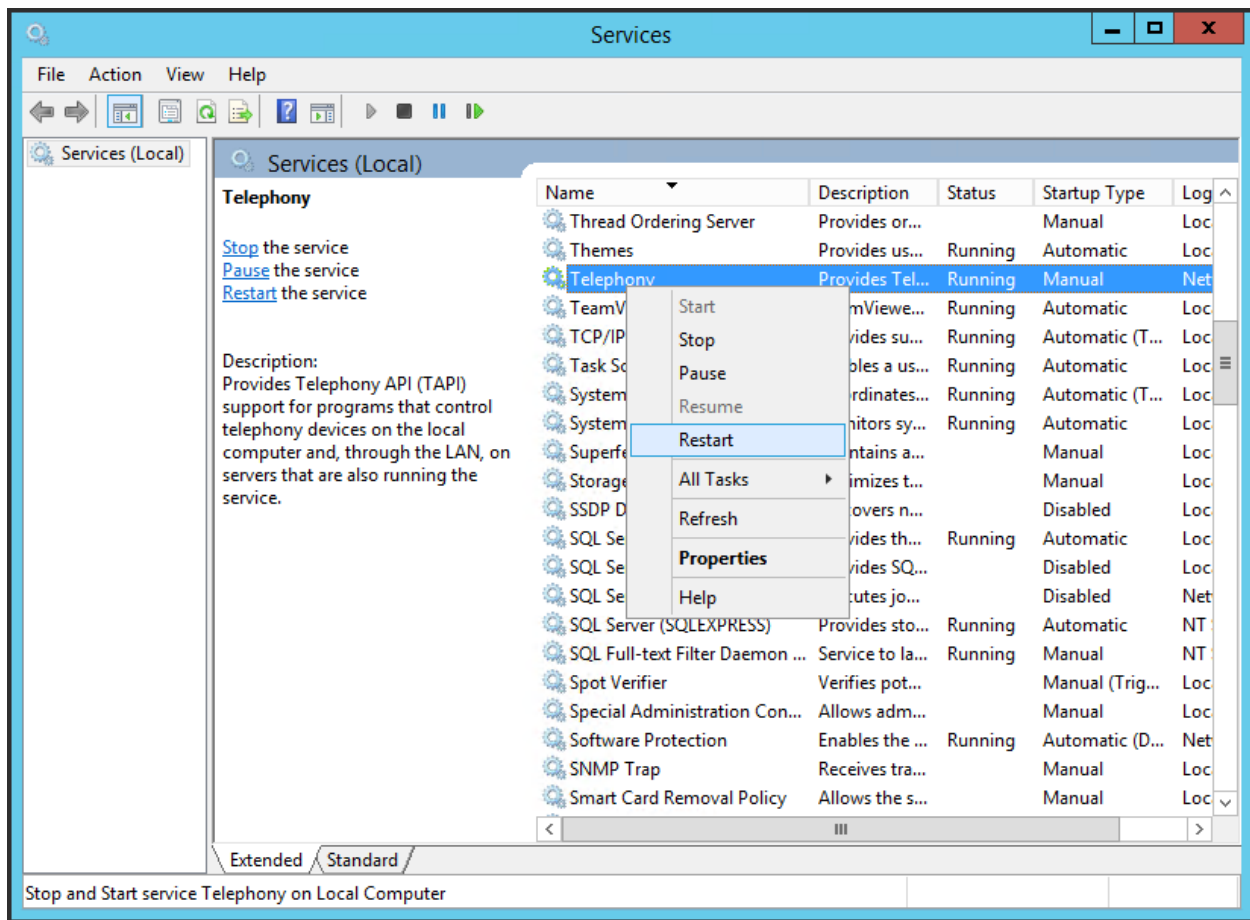
7. Install and Configure Pridis Connecsy SME

This section describes the steps preformed to install and configure Connecsy Enterprise SME. Connecsy SME server requires Windows Server 2012R2 or higher with 4 cores, 8GB RAM, 40GB free disk space, and SQL Express 2014 installed with full text search feature activated.
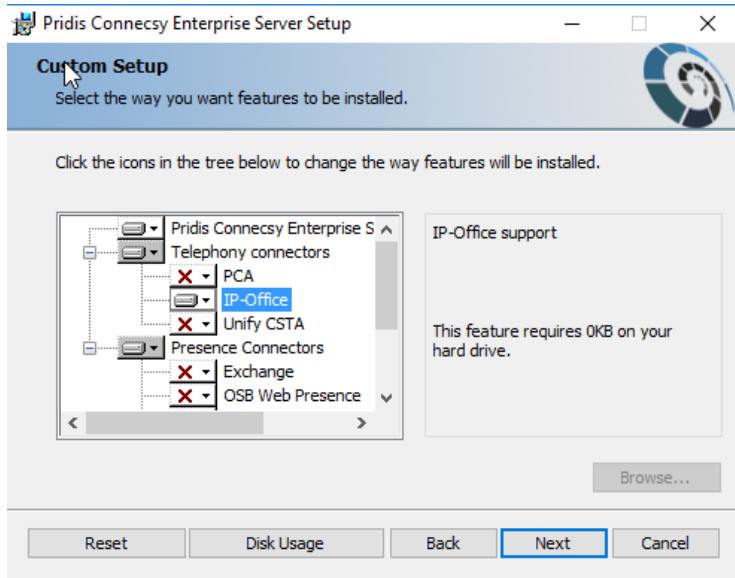
7.1. Install Connecsy SME server

Start the Connecsy SME server installer file and click **Next.**
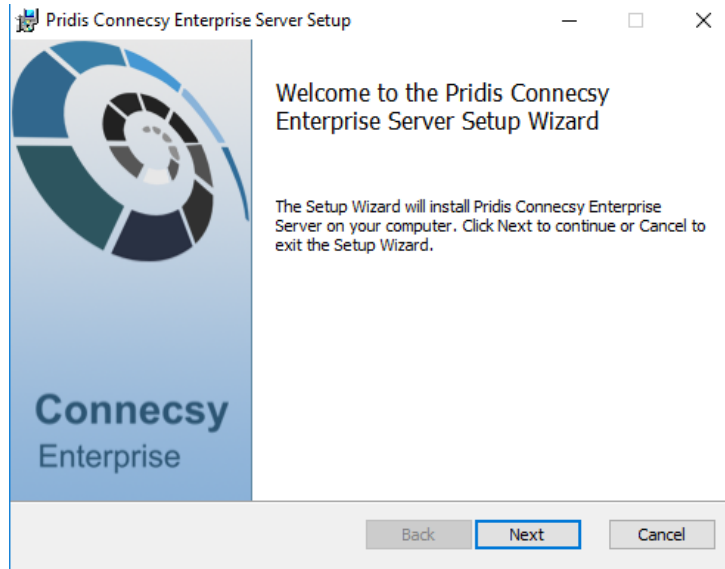
Accept the **License Agreement** and click **Next.**
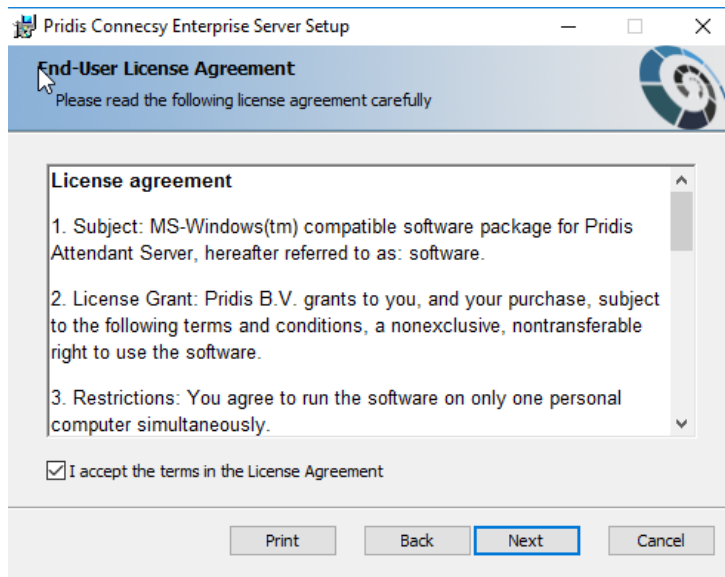
Chose **IP Office** Telephony connector and click **Next.**

In the **IP Office Connector** parameters, fill in the trunk access code (default none) and parked extension as defined in IP Office. Tick the "Display presence information" when the phone presence is needed. The column index (default 0) is the place where the presence should be shown. Click **Next**.
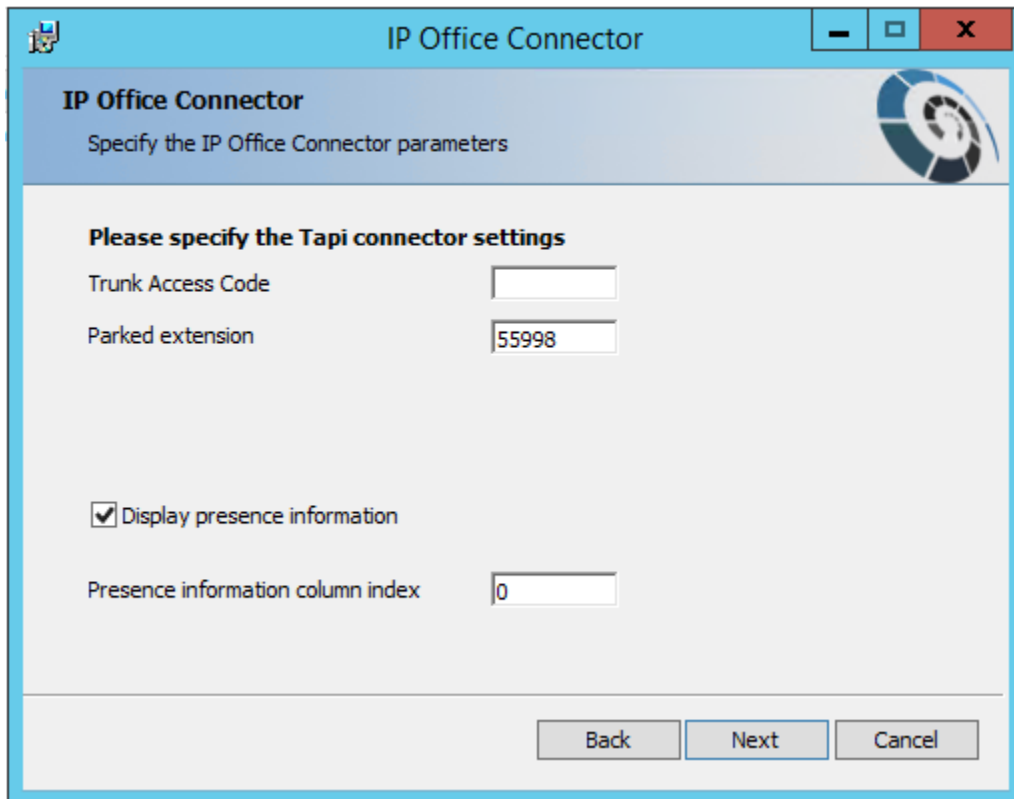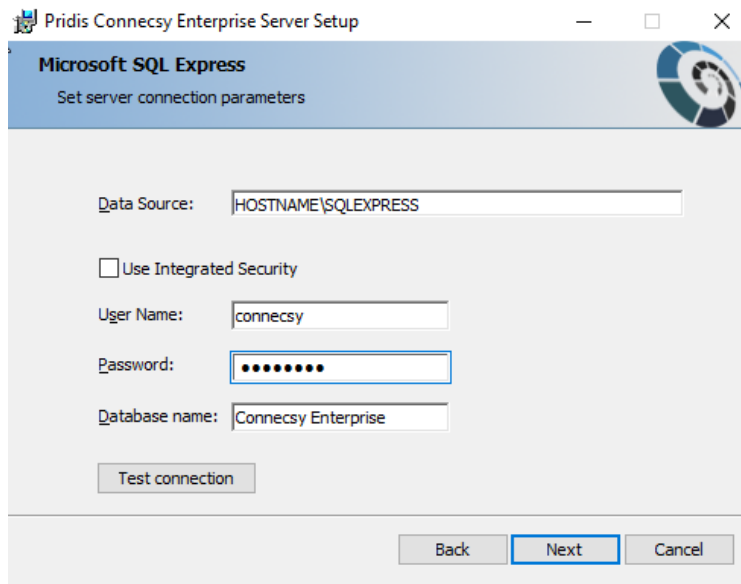
Click **Next** without **Enable voice recording** and **Custom Directory Fields** (not shown).
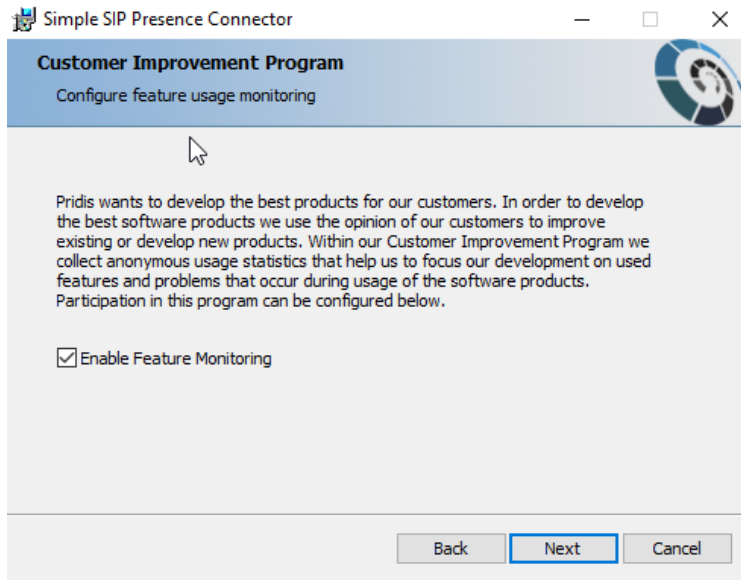
At Microsoft SQL Source and choose the SQL instance you want to use and click **Next**.
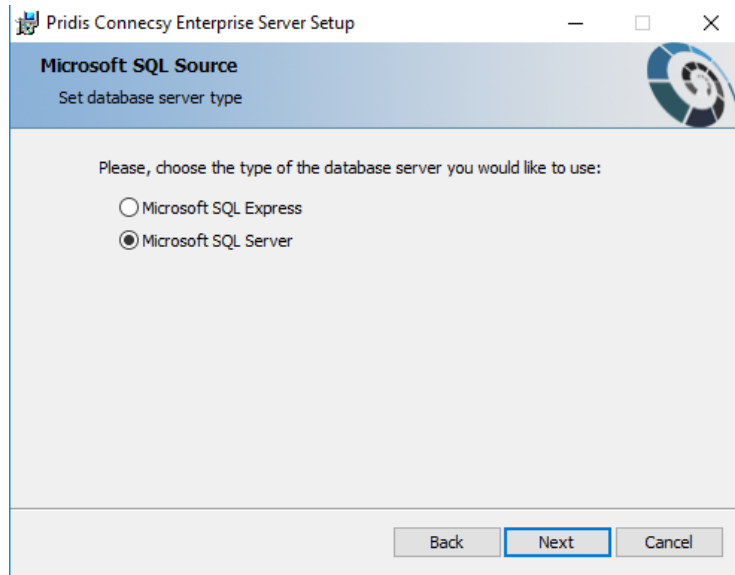
Fill in a **SQL Username** and **Password** when integrated security cannot be used. Test the connection. If OK, click **Next**.

Enable Feature Monitoring and click **Next**.

Click **Install** to start the installation.

The following screen will be displayed during installation and an activation key must be entered to license the product. Online activation is recommended. Click **Next**, fill in the required fields and continue.

When the installation is done successfully, click **Finish** (not shown). Now continue the installation of the client.
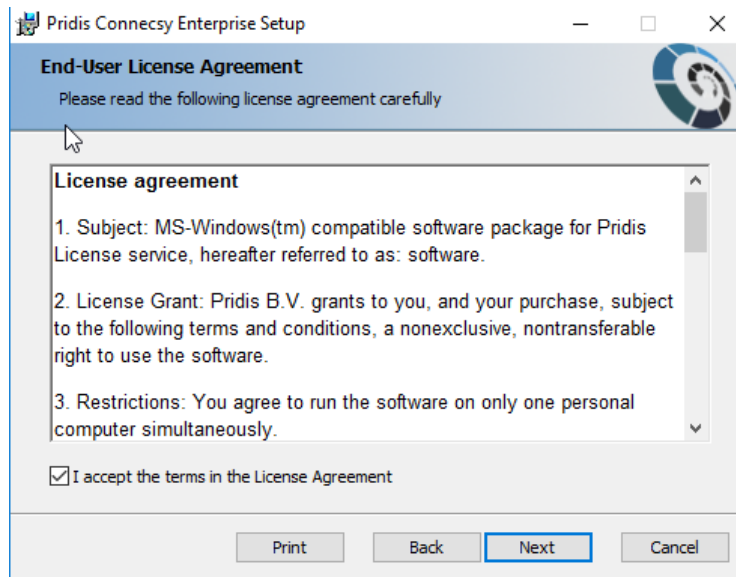
7.2. Install Pridis Connecsy SME Client

During compliance testing, the Connecsy SME Client with Ronda Interface was installed on the Connecsy Enterprise server, and Connecsy SME Client with Tila Interface was installed on a client PC.
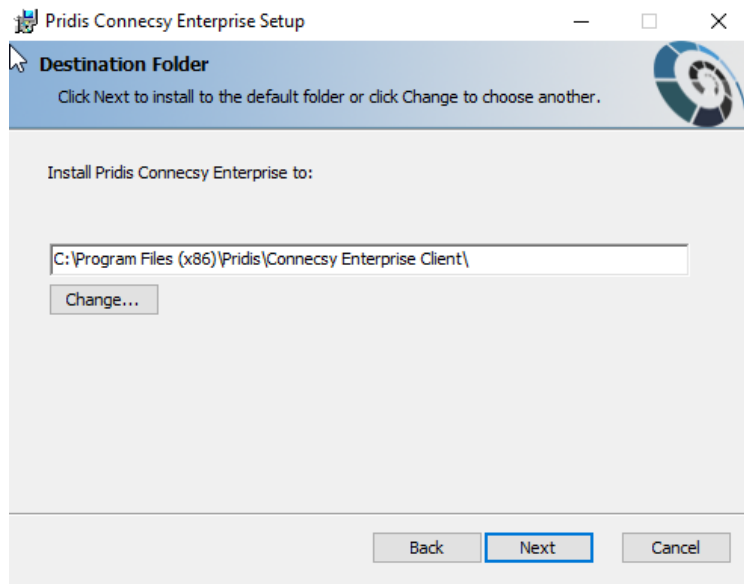
Start the client installer file and click **Next.**

Accept the **License Agreement** and click **Next.**

Choose an installation path and click **Next**.

Click **Install** to start the installation.

When the installation was done successfully, click **Finish** (not shown).

7.3. Client configuration

Start the client, this appears on the desktop after installation (not shown). Once the Connecsy Enterprise Attendant Console window opens, enter the following:

- **User Name**   Enter the administrator user name
- **Password**   Enter the administrator password
- **Extension**   Don't fill in an extension yet because this is a new installation, first some settings must be set. For **Server**, the IP address of the Connecsy SME server must be filled in

Click on **Login** to continue configuration.

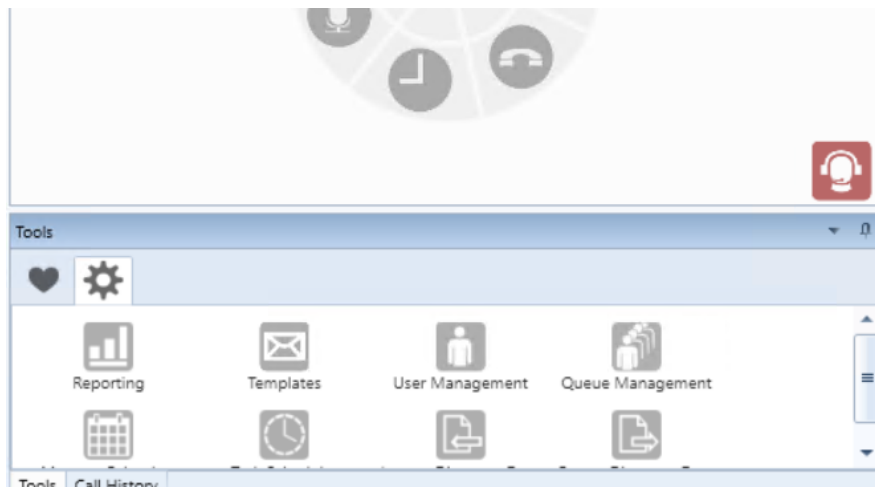When logged in, click on the **Application Management** icon in the **Tools** pane. Click on the **Queue Management** icon.

When the **Queue Management** window opens, enter the following:
- **Name**   Enter an appropriate name for the queue
- **Queue Id**   Enter the Hunt Group number as configured in **Section 5.2** (Do not use the parked call group here)

- Check **Accept Calls**

Click **Save** to save the configuration.
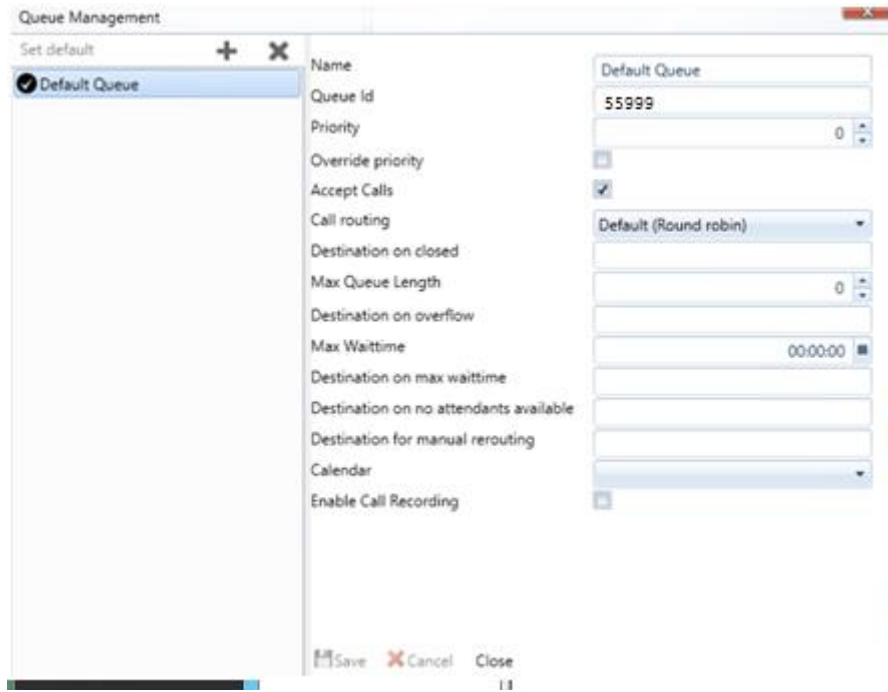
Back in the **Tools** pane, go to **User Management.**

In the **User Management** window, assign the created queue to the assigned queues, so calls can terminate to this user. **Save** the settings.
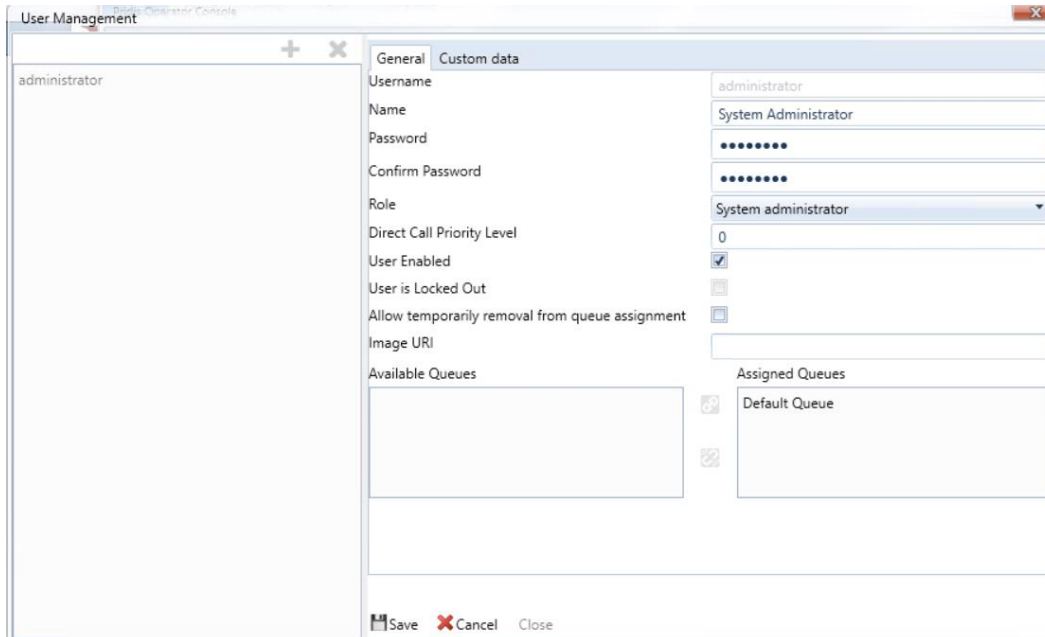
Now, log out with the user and log in again but now with an extension assigned to the user so calls can terminate to the agent.

8. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya IP Office and Pridis Connecsy SME. Once the Connecsy SME Client is opened and the correct configuration is completed, place the mouse pointer over the **Default Queue** icon in the **Queue Status** pane. In the resulting pop-up window observe that the **Queue Status** is **Open**.
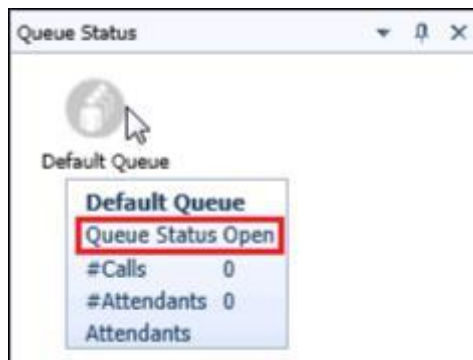
Make a call to the Attendant Number for this Queue and verify Connecsy SME Client can receive the call.

9. Conclusion

These Application Notes described the configuration steps and testing performed between Pridis Connecsy SME and Avaya IP Office 11.0. All feature functionality and serviceability test cases were completed successfully as outlined in **Section 2.2**.

10. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from *http://support.avaya.com* or from your Avaya representative.
  i.   *Deploying IP Office Essential Edition (IP500 V2) IP Office™ Platform 11.0, Issue 33g, May 22, 2018*
  ii.   *Deploying Avaya IP Office™ Server Edition Solution (English), Release 11, May 2018.*
  iii. *Administering Avaya IP Office with Manager (English), Release 11, May 2018.*
  iv.   *Administering Avaya IP Office with Web Manager (English), Release 11, May 2018.*

Product Documentation for Pridis Connecsy SME can be obtained from Pridis BV or can be obtained at: www.pridis.com.

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