



Avaya Solution & Interoperability Test Lab

Application Notes for Initiative Software synTelate with Avaya Proactive Contact - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Initiative Software synTelate to interoperate with Avaya Proactive Contact 3.0 (PC3) with Computer Telephony Interface. synTelate is a call centre scripting application for creating inbound and outbound campaigns and consists of the synTelate Designer and the synTelate Agent. synTelate Agent was compliance tested against the Avaya PC3.

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

synTelate is a call centre scripting application for creating inbound and outbound campaigns. synTelate consists of the synTelate Designer and the synTelate Agent. synTelate Agent 3.1 was compliance tested against the Avaya PC3 with Computer Telephony Interface. In the configuration described in these Application Notes, synTelate uses the Avaya Agent API to communicate with Avaya PC3. synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens. The synTelate database consists of client records that are used during inbound and outbound campaigns. The Avaya PC3 call list is mapped to the synTelate database.

The deployment used in this integration is the Avaya Proactive Contact with Computer Telephony Interface (CTI). The two modes that were tested during compliance testing were proactive outbound dialing and proactive agent blending. Proactive Agent Blending (PAB) focuses on outbound calls and releases agents, when an inbound call enters the monitored hunt group queue on Avaya Communication Manager. A Telephony Service API (TSAPI) CTI link is configured between Avaya PC3 and Avaya Communication Manager via Avaya AES. This CTI link is used with the PAB feature on Avaya PC3 to allow agents to handle both inbound and outbound calls. During the PAB operation phantom stations configured on Avaya Communication Manager are used by VDN's to acquire agent phones for outbound calls before outbound calls are placed. When an inbound call is received, Avaya PC3 passes the control over to Avaya Communication Manager and the synTelate agent switches to inbound mode. The Agent API does not provide notification of incoming calls; therefore, TSAPI is used by the synTelate agent to be notified of inbound call events and to control the call until the synTelate agent is switched back to outbound again.

synTelate agent interfaces to Avaya PC3 via the Avaya PC3 Agent API. The Avaya PC3 Agent API defines a set of messages exchanged between the synTelate agent application and the Avaya PC3 server over a TCP/IP socket connection to control the agent's work session. This allows synTelate to perform operations such as logging the agent in and out, joining a job, changing the agent state, handling calls and setting completion codes. In the tested configuration, outbound, inbound, managed and blended jobs were supported by synTelate.

The configuration shown in **Figure 1** consists of Avaya PC3 with Avaya AES and Avaya Communication Manager. The Avaya PC3 System Controller is a CPU, and runs the UNIX operating system. It executes the dialing application software PC3 which drives the entire system. Avaya PC3 uses Avaya Communication Manager via Avaya AES to place calls, perform call progress analysis, answer calls, connect calls to agents or hold queues, play messages, and communicates with the System Controller.

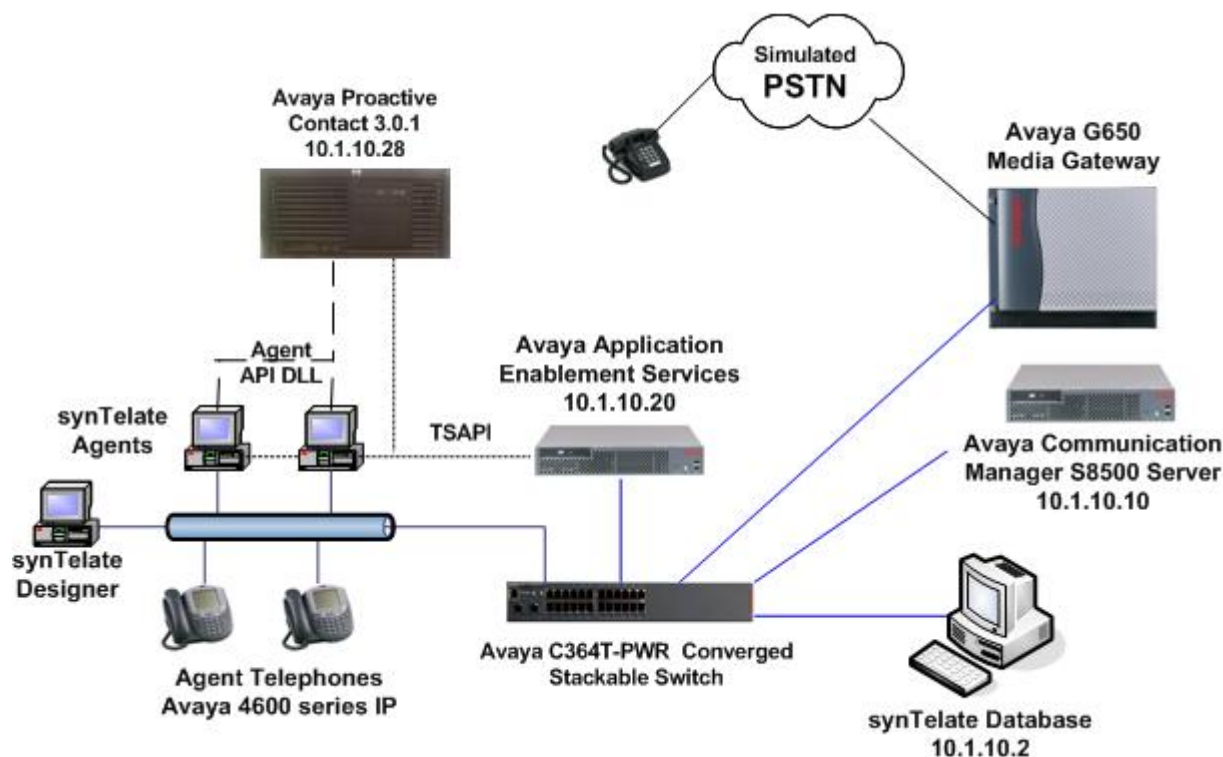


Figure 1: Test Configuration

2. Equipment and Software Validated

The following equipment and software were used for the sample configuration.

Equipment	Software
Avaya Proactive Contact 3.0.1	3.0.1
Avaya PC3 Agent API	3.0.0.37
Avaya S8500B Server	Avaya Communication Manager 5.0 (R015x.00.0.825.4), patch 15175
Avaya Application Enablement Services	4.1, build 31-2
Avaya G650 Media Gateway C-LAN TN799DP Medpro TN2302AP	HW 1, FW24 HW 20, FW116
Avaya C364T-PWR Converged Stackable Switch	4.3.12
Avaya 4600 Series IP Telephones (H.323)	2.8
Avaya Agent API – Moagent32.dll	3.0.0.37
synTelate Dell PC	3.1 Windows XP Professional SP2
synTelate Database	MSSQL2000 SP3

3. Configure Avaya Proactive Contact 3.0

Avaya Proactive Contact with CTI implements TSAPI to provide PAB functionality. The PAB of Avaya PC3 integrates outbound calling activities on Avaya PC3 with inbound calling activities on the contact centre functionality of Avaya Communication Manager. These Application Notes assume that Avaya PC3 with CTI is configured and operational for outbound and managed jobs. The Proactive Agent Blending feature of Avaya PC3 integrates outbound calling activities on Avaya PC3 with inbound calling activities on the ACD of Avaya Communication Manager. The following features should have already been configured on Avaya PC3. For all other provisioning information, refer to Section 11.

- Proactive Agent Blending
- Completion Codes
- Agent Owned Recall
- Recall/Callback
- Agent Playable Message
- Autowrap
- Job Linking
- Shadow Jobs

3.1. Verify the moagent32.ini file

The synTelate agent checks the moagent32.ini file located in C:WINDOWS to obtain the Avaya PC3 IP address and port number. The lines in the moagent32.ini file are shown below.

```
[logon]
servername = 10.1.10.28
servicename = agent
portnumber = 22700
headset =
```

4. Configure Avaya Communication Manager

The basic configuration of Avaya Communication Manager is beyond the scope of these Application Notes. The following steps provide an overview of the configuration needed on Avaya Communication Manager to support the Proactive Agent Blending. It is assumed that the basic configuration of Avaya Communication Manager has been properly configured and is operational. For all other provisioning information, please refer to Section 11.

Step	Description
1.	<p>Log into the System Access Terminal (SAT) to verify that the Avaya Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the display system-parameters customer-options command. On Page 3, verify that the Computer Telephony Adjunct Links option is set to “y”.</p> <pre> display system-parameters customer-options Page 3 of 11 OPTIONAL FEATURES Abbreviated Dialing Enhanced List? n Audible Message Waiting? n Access Security Gateway (ASG)? n Authorization Codes? n Analog Trunk Incoming Call ID? n Backup Cluster Automatic Takeover? n A/D Grp/Sys List Dialing Start at 01? n CAS Branch? n Answer Supervision by Call Classifier? y CAS Main? n ARS? y Change COR by FAC? n ARS/AAR Partitioning? y Computer Telephony Adjunct Links? y ARS/AAR Dialing without FAC? y Cvg Of Calls Redirected Off-net? n ASAI Link Core Capabilities? n DCS (Basic)? n ASAI Link Plus Capabilities? n DCS Call Coverage? n Async. Transfer Mode (ATM) PNC? n DCS with Rerouting? n Async. Transfer Mode (ATM) Trunking? n ATM WAN Spare Processor? n Digital Loss Plan Modification? n ATMS? n DS1 MSP? n Attendant Vectoring? n DS1 Echo Cancellation? n </pre>

2.

On Page 6, verify that the **ACD** and **Vectoring (Basic)** customer options are set to “y” for applications that utilize the Adjunct Routing feature.

display system-parameters customer-options

Page 6 of 11

CALL CENTER OPTIONAL FEATURES

Call Center Release: 3.0

ACD? y

Reason Codes? n

BCMS (Basic)? n

Service Level Maximizer? n

BCMS/VuStats Service Level? n

Service Observing (Basic)? y

BSR Local Treatment for IP & ISDN? n

Service Observing (Remote/By FAC)? y

Business Advocate? n

Service Observing (VDNs)? y

Call Work Codes? n

Timed ACW? n

DTMF Feedback Signals For VRU? n

Vectoring (Basic)? y

Dynamic Advocate? n

Vectoring (Prompting)? y

Expert Agent Selection (EAS)? y

Vectoring (G3V4 Enhanced)? n

EAS-PHD? n

Vectoring (3.0 Enhanced)? n

Forced ACD Calls? n

Vectoring (ANI/II-Digits Routing)? n

Least Occupied Agent? n

Vectoring (G3V4 Advanced Routing)? n

Lookahead Interflow (LAI)? n

Vectoring (CINFO)? n

Multiple Call Handling (On Request)? n

Vectoring (Best Service Routing)? n

Multiple Call Handling (Forced)? n

Vectoring (Holidays)? n

PASTE (Display PBX Data on Phone)? n

Vectoring (Variables)? n

3.

Add a CTI link using the **add cti-link n** command, where “n” is an available CTI link number. Enter an available extension number in the **Extension** field. Note that the CTI link number and extension number may vary. Enter “ADJ-IP” in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields. Submit these changes.

add cti-link 3

Page 1 of 2

CTI LINK

CTI Link: 3

Extension: 13000

Type: ADJ-IP

Name: TSAPI link 3

COR: 1

4.

Below shows a table of the Vector Directory Numbers (VDN), Vectors, Hunt groups and Agent Logins configured for the Proactive campaign during compliance testing. PC3 Acquire-Out is used by Avaya PC3 to acquire the synTelate agents for outbound calls, PC3 Adjunct Route is used to make the outbound calls and PC3 Inbound is configured to route inbound calls to the synTelate agents.

	PC3 Adjunct Route	PC3 Acquire-Out	PC3 Inbound
VDN	17100	17101	17102
Vector	100	101	102
Skill Ext/ Hunt group		16101/101	16102/102
Agent Login		15101	15102

5.	<p>Enter the change vector n command, where “n” is an unused vector number. The vector will be used to provide adjunct routing to the CTI link defined previously in Step 3. Below is a sample vector configured with an adjunct routing link step. This vector will be used by PC3 to make outbound calls.</p> <div data-bbox="302 373 1419 728"> <pre> change vector 100 Page 1 of 3 CALL VECTOR Number: 100 Name: PC3 Adjunct Rt Multimedia? n Meet-me Conf? n Lock? n Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? n Holidays? n Variables? n 3.0 Enhanced? n 01 adjunct routing link 3 02 wait-time 60 secs hearing silence 03 </pre> </div>
6.	<p>Configure a VDN for the vector administered in Step 5, using the add vdn n command, where “n” is an unused VDN. Enter a descriptive name for the Name field, and the vector number from above for the Vector Number field. Retain the default values for all remaining fields.</p> <div data-bbox="302 945 1411 1407"> <pre> add vdn 17100 Page 1 of 2 VECTOR DIRECTORY NUMBER Extension: 17100 Name: PC3 Adjunct Route Vector Number: 100 Meet-me Conferencing? n Allow VDN Override? n COR: 1 TN: 1 Measured: none VDN of Origin Annc. Extension: 1st Skill: 2nd Skill: 3rd Skill: </pre> </div>

7.	<p>Enter the add hunt-group n command, where “n” is an unused hunt group number. On Page 1, assign a Group Name and Group Extension valid under the provisioned dial plan. Set the following options to “y” as shown below.</p> <div data-bbox="280 333 1417 674" data-label="Text"> <pre> add hunt-group 101 Page 1 of 3 HUNT GROUP Group Number: 101 Group Name: PC3 Acquire Group Extension: 16101 Group Type: ucd-mia TN: 1 COR: 1 Security Code: ISDN/SIP Caller Display: ACD? y Queue? y Vector? y MM Early Answer? n Local Agent Preference? n </pre> </div> <p>On Page 2, set the Skill to “y” as shown below.</p> <div data-bbox="280 783 1417 1039" data-label="Text"> <pre> add hunt-group 101 Page 2 of 3 HUNT GROUP Skill? y AAS? n Measured: none Supervisor Extension: Controlling Adjunct: none </pre> </div>
8.	Repeat the above step and create a hunt group with hunt-group extension 16102 for Inbound calls.
9.	<p>Enter the change vector n command, where “n” is associated to hunt group 101. Enter the commands to queue to skill 101 as shown below.</p> <div data-bbox="280 1232 1435 1572" data-label="Text"> <pre> change vector 101 Page 1 of 3 CALL VECTOR Number: 101 Name: PC3 Acquire-Out Attendant Vectoring? n Meet-me Conf? n Lock? n Basic? y EAS? y G3V4 Enhanced? n ANI/II-Digits? n ASAI Routing? y Prompting? y LAI? n G3V4 Adv Route? n CINFO? n BSR? n Holidays? n Variables? n 3.0 Enhanced? n 01 queue-to skill 101 pri h 02 wait-time 999 secs hearing silence 03 04 </pre> </div>
10.	Repeat Step 9 to modify Vector 102.

11.

Enter the **add vdn n** command, where “n” is an unused VDN number. On Page 1, enter a descriptive name for the **Name** field, and a vector number related to vector 101 in the **Vector Number** field.

add vdn 17101

Page 1 of 2

VECTOR DIRECTORY NUMBER

Extension: 17101

Name: PC3 Acquire-Out

Vector Number: 101

Attendant Vectoring? N

Meet-me Conferencing? N

Allow VDN Override? N

COR: 1

TN: 1

Measured: none

1st Skill:

2nd Skill:

3rd Skill:

12.

Create one additional Vector Directory Numbers for the Inbound VDN “17102” pointing to Skill 102 administered in Step 10 for Inbound calls.

13.

Enter the **change announcement n** command, where “n” is an announcement number. Configure four announcements for the messages that will be used by PC3 to play on the agent’s telephone. In the sample configuration, announcement numbers 3 through 6 were used with extensions 18100, 18101, 18102, and 18103. The following four messages in the table below should be administered and recorded.

Announcement Extension	Message Type	Recorded Message
18100	Greeting	“Welcome to PC3 System”
18101	Inbound	“You are now in inbound mode”
18102	Outbound	“You are now in outbound mode”
18103	NotLogged In	“You are not logged in”

Enter the **list announcements** command, to display the list of configured announcements.

ANNOUNCEMENTS/AUDIO SOURCES

Annc. Number

Announcement Extension

Type

Name

Source

Combinations

3

18100

integrated

Welcome_to_PC3

1

4

18101

integrated

You_are_in_Inbound

1

5

18102

integrated

You_are_in_Outbound

1

6

18103

integrated

You_are_not_logged_in

1

14.	<p>Enter the add station n command, where “n” is a valid extension. In this sample configuration, station extensions 10501 through 10510 were administered as phantom stations. Phantom stations have the Type field set to “CTI”. The phantom extensions are used during agent blending to put agents into the AUX-WORK mode when going from inbound to outbound mode.</p> <div data-bbox="302 411 1419 657"> <pre> add station 10501 Page 1 of 4 STATION Extension: 10501 Lock Messages? n BCC: 0 Type: CTI Security Code: TN: 1 Port: X Coverage Path 1: COR: 1 Name: Phantom1 for PC3 Coverage Path 2: COS: 1 Hunt-to Station: </pre> </div>
15.	<p>Enter the add agent-loginID n command, where “n” is valid under the provisioned dial plan. Enter a descriptive name for the agent in the Name field. The default value for Auto Answer is set to “station”, except for those logins that will be used for proactive outbound services. In this case, the parameter value must be set to “all”.</p> <div data-bbox="280 873 1448 1379"> <pre> add agent-loginID 15001 Page 1 of 2 AGENT LOGINID Login ID: 15001 AAS? n Name: agent 1 AUDIX? n TN: 1 LWC Reception: spe COR: 1 LWC Log External Calls? n Coverage Path: AUDIX Name for Messaging: Security Code: LoginID for ISDN Display? n Password: Password (enter again): Auto Answer: all 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 </pre> </div> <p>On Page 2, specify the list of skills in the skill Number (SN) field and level in the Skill Level (SL) field assigned to this agent login as shown below.</p> <div data-bbox="280 1526 1448 1793"> <pre> change agent-loginID 15001 Page 2 of 2 AGENT LOGINID Direct Agent Skill: Call Handling Preference: skill-level SN SL SN SL SN SL SN SL 1: 101 1 16: 31: 46: 2: 102 2 17: 32: 47: 3: 18: 33: 48: 4: 19: 34: 49: </pre> </div>
16.	Repeat step 15 for agent-loginID “15002”

17. Extensions 10001 and 10002 were used as the agent physical telephone extensions during the compliance testing. It is assumed that stations are already administered on Avaya Communication Manager. The following buttons were assigned to each phone as shown below. Enter the **change station n** where “n” is the agent phone extension. On Page 3, configure the following button assignments.

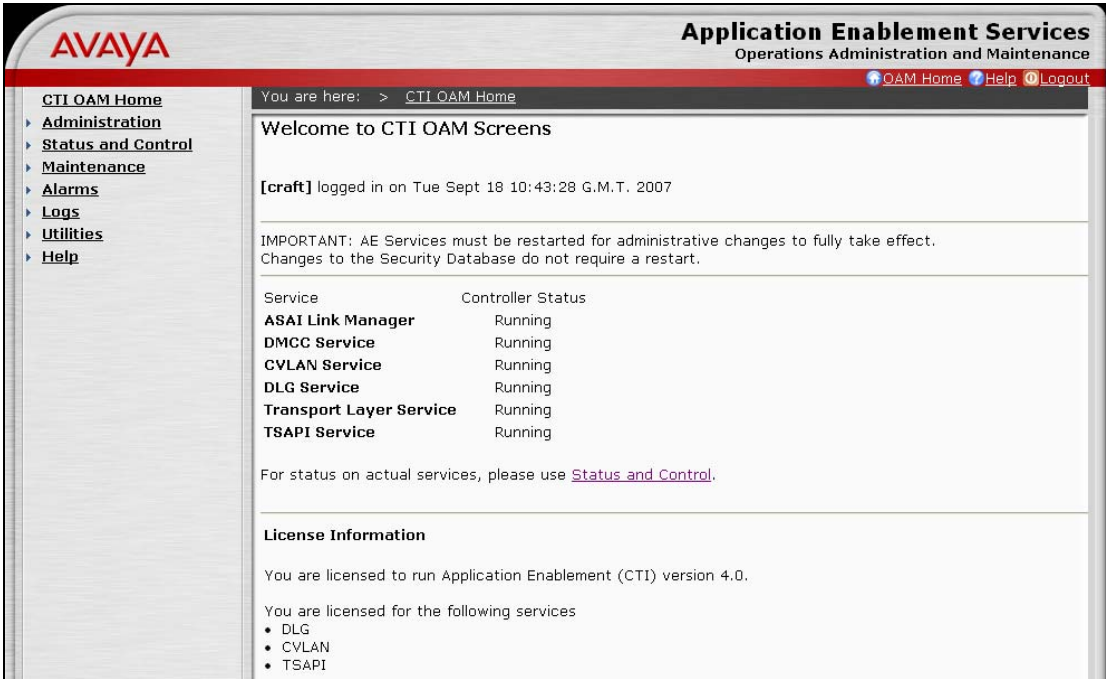
- **aux-work** – agent is logged on to the phone for outbound calls.
- **auto-in** – agent goes to auto-in to accept inbound calls.
- **after-call** –when the agent is in wrap up state after the call has ended.
- **release** – to drop the call.

change station 10001		Page 3 of 4	
STATION			
SITE DATA			
Room:		Headset?	n
Jack:		Speaker?	n
Cable:		Mounting:	d
Floor:		Cord Length:	0
Building:		Set Color:	
ABBREVIATED DIALING			
List1:	List2:	List3:	
BUTTON ASSIGNMENTS			
1: call-appr	5: aux-work	RC:	Grp:
2: call-appr	6: auto-in		Grp:
3: call-appr	7: after-call		Grp:
4: call-fwd Ext:	8: release		

5. Configure Avaya Application Enablement Services

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

- Verify Avaya Application Enablement Services License
- Administer TSAPI link
- Administer synTelate user

Step	Description
1.	<p>Initialise the AES OAM web interface by browsing to “http://x.x.x.x:8443/MVAP/index.jsp”, where “x.x.x.x” is the IP address of the AES, and log in (not shown). From the OAM Home screen, select CTI OAM Admin (not shown) to bring up the CTI OAM Home menu. Verify the TSAPI service is licensed at the Welcome to CTI OAM Screens screen by ensuring that “TSAPI” is in the list of services in the License Information section.</p> 

2. From the CTI OAM Home menu, select **Administration** → **CTI Link Admin** → **TSAPI Links**. On the TSAPI Links screen (not shown), select **Add Link**. On the Add/Edit TSAPI Links screen, enter the following values for the specified fields and retain the default values in the remaining fields.

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection already configured from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in Section 4, Step 3.

Once completed, select **Apply Changes**. On the Apply Changes to Link screen that appears next (not shown). Click on **Apply**.



AVAYA Application Enablement Services
Operations Administration and Maintenance

You are here: > Administration > CTI Link Admin > TSAPI Links

Add / Edit TSAPI Links

Link: 1
Switch Connection: Clan1A1
Switch CTI Link Number: 3
ASAI Link Version: 4
Security: Unencrypted

Apply Changes Cancel Changes

3. The TSAPI Service must be restarted to effect the changes made in this section. From the CTI OAM Home menu, select **Maintenance** → **Service Controller**. Check the **TSAPI Service** check box and click **Restart Service**. On the Restart Service screen (not shown), select **Restart**.



AVAYA Application Enablement Services
Operations Administration and Maintenance

You are here: > Maintenance > Service Controller

Service Controller

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

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

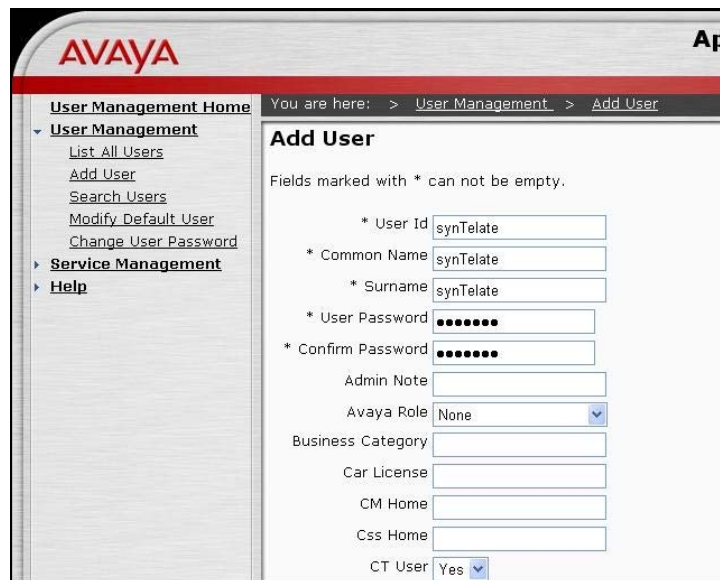
Start Stop Restart Service Restart AE Server Restart Linux

4. Navigate to the Tlinks screen by selecting **Administration → Security Database → Tlinks**. Note the value of the **Tlink Name**. This will be needed for configuring the synTelate Agent. The **Tlink Name** shown below is automatically created by the AES server.



5. A User Id and password need to be configured for the synTelate agent to communicate as a TSAPI Client with the AES server. Click on **OAM Home → User Management** and log into the User Management pages. Click on **User Management** and then **Add User**. In the **Add User** screen shown below, enter the following values:

- **User Id** – This will be used by the synTelate agent
- **Common Name and Surname** – A descriptive names need to be entered
- **CT User** – Select “Yes” from the dropdown menu.
- **New Password and Confirm Password** – Enter password that will be used along with the User Id by the synTelate agent.

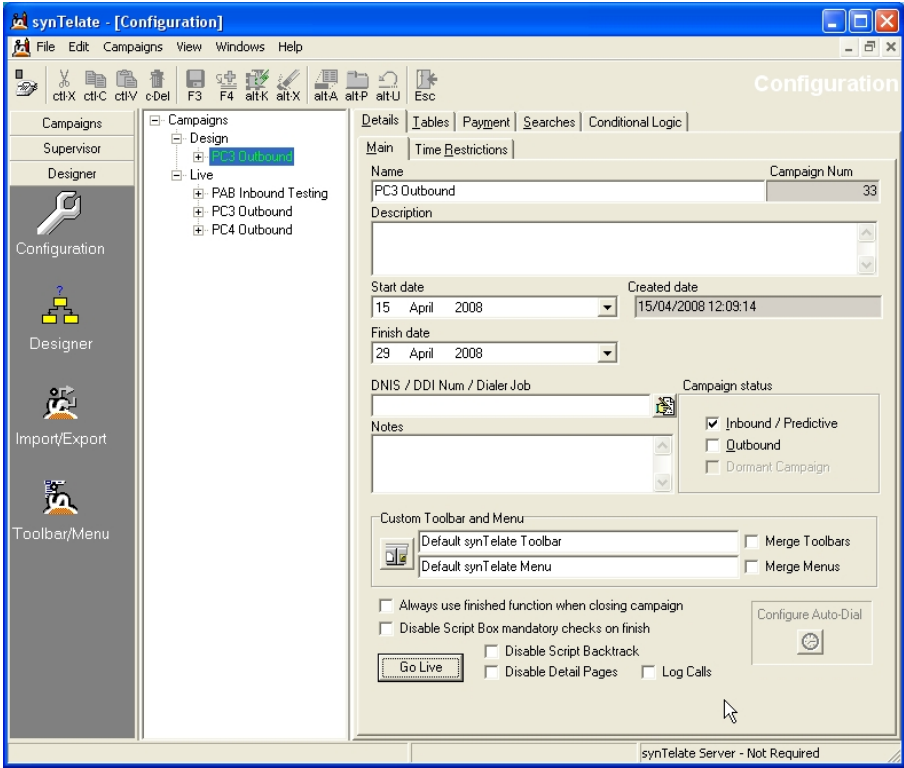


6. Configure the synTelate Application

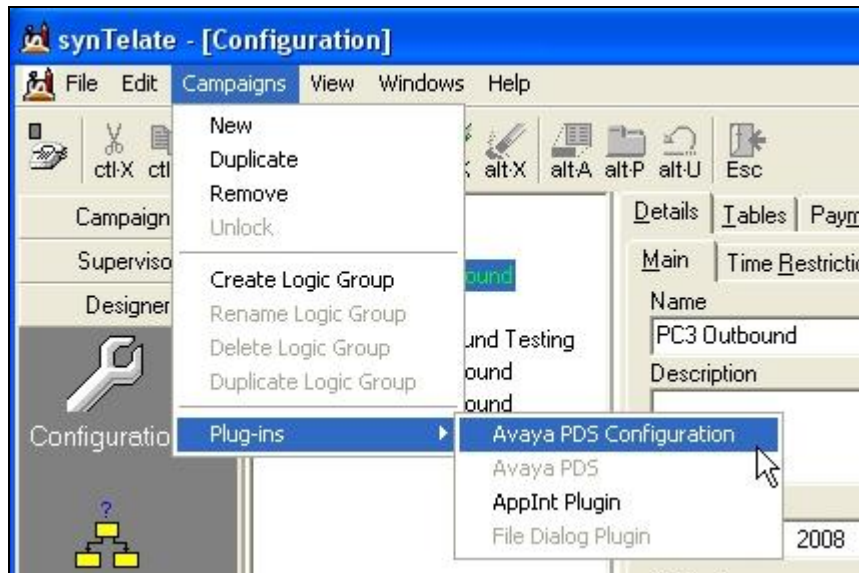
During compliance testing, synTelate system tables were created in the database. synTelate Designer was used to import simple pre-configured inbound and outbound test campaigns into the database. Refer to Section 11 for synTelate documentation on installing and creating campaigns. This section describes how the synTelate Designer was then used to configure the campaign to interoperate with PC3. The procedures fall into the following areas:

- Avaya PC3 call list to synTelate database field mapping
- Adding Jobs/DDI number to campaigns
- synTelate CTI Configuration

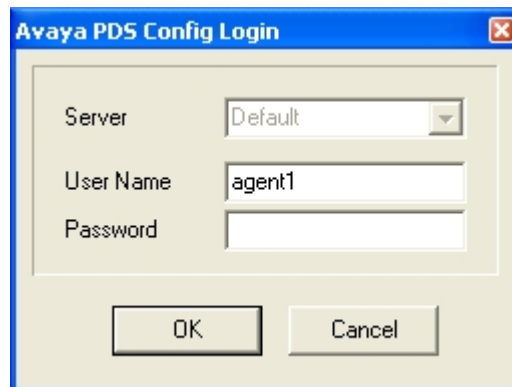
Avaya PC3 has data for each call held in a call list. The field mapping process describes the mapping of fields in the call list on the Avaya PC3 to corresponding fields in the synTelate database. synTelate then displays data from the database.

Step	Description
1.	<p>Select Start Menu → Programs → synTelate → synTelate Designer. In the left panel, select the Designer tab; within the designer panel select Configuration.</p> <p>Click Campaigns → Design. Highlight the design version of the outbound campaign “PC3 Outbound”.</p> 

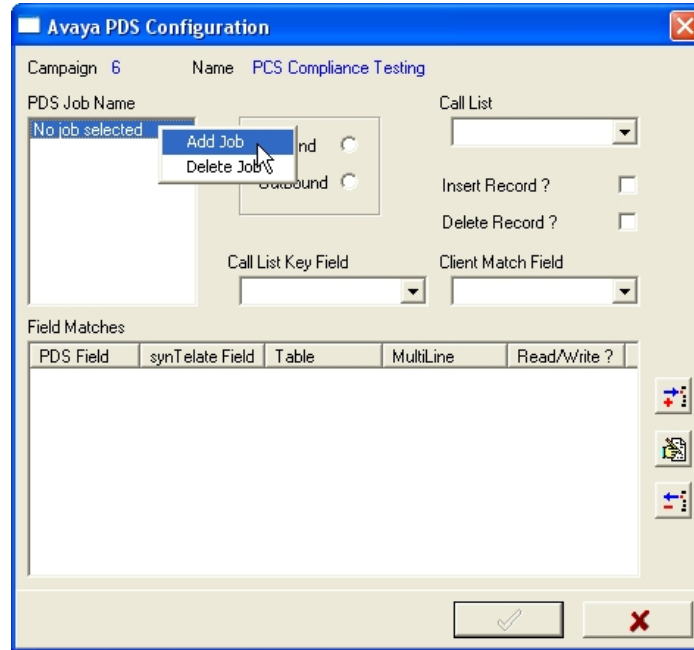
2. From the synTelate taskbar, select **Campaigns → Plug-ins → Avaya PDS Configuration**.



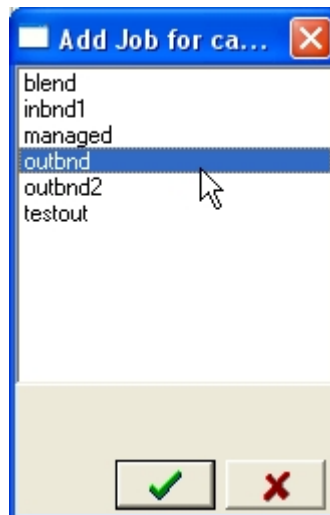
3. In the Avaya PDS Config Login dialog box, enter a preconfigured PC3 agent user name and appropriate password. Click **OK**.




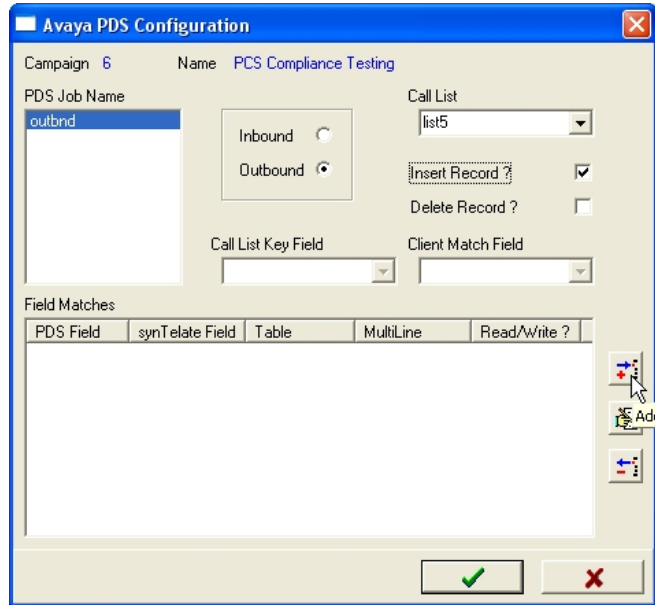
4. Right click in the PDS Job Name list box and select **Add Job**.




5. All the jobs retrieved from the Avaya PC3 are listed in the Add Job for campaign dialog box. Select a relevant job for the outbound campaign. Click the green **check** button.

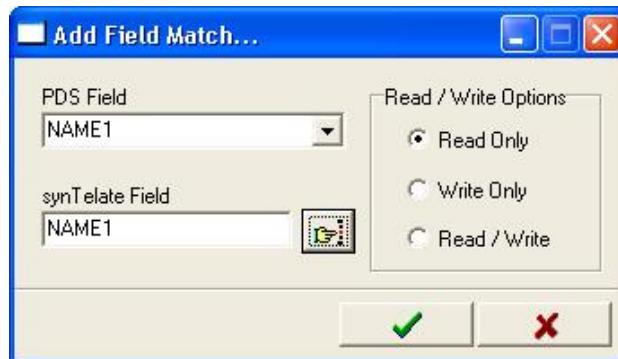


6. Select the **Outbound** radio button. From the **Call list** drop down menu select “list5” and check the **Insert Record** box. The rest of the fields can be left with default values.
- Click the  button to choose the Avaya PC3 fields that will be mapped with the synTelate database field names.



The 'Avaya PDS Configuration' dialog box is shown. It has a title bar with a close button. Inside, there are fields for 'Campaign' (6) and 'Name' (PCS Compliance Testing). Below these is a 'PDS Job Name' field with 'outbnd' selected. To the right of this are 'Inbound' and 'Outbound' radio buttons, with 'Outbound' selected. Further right is a 'Call List' dropdown menu showing 'list5'. Below the 'Call List' are two checkboxes: 'Insert Record ?' (checked) and 'Delete Record ?' (unchecked). Below these are two dropdown menus for 'Call List Key Field' and 'Client Match Field'. At the bottom is a 'Field Matches' section with a table header: 'PDS Field', 'synTelate Field', 'Table', 'MultiLine', and 'Read/Write ?'. The table body is empty. To the right of the table are three buttons: a plus icon, a minus icon, and an 'Add' button. At the bottom of the dialog are two buttons: a green checkmark and a red X.

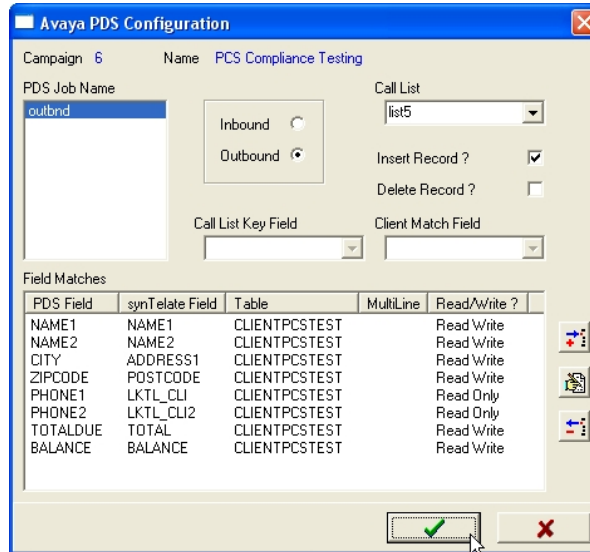
7. From the **PDS Field** drop down list, select an Avaya PC3 field. In the **synTelate Field** click the  button, from the dialog box, select the corresponding synTelate field name to be mapped with the PDS field. Select the appropriate Read / Write Options for the field and Click the green **check** button.



The 'Add Field Match...' dialog box is shown. It has a title bar with standard window controls. Inside, there are two dropdown menus: 'PDS Field' (showing 'NAME1') and 'synTelate Field' (showing 'NAME1'). To the right of these is a 'Read / Write Options' section with three radio buttons: 'Read Only' (selected), 'Write Only', and 'Read / Write'. To the right of the 'synTelate Field' dropdown is a plus icon button. At the bottom are two buttons: a green checkmark and a red X.

8. Repeat step 7 for each Avaya PC3 field to be mapped with each relevant synTelate field name.



9. The figure below shows the complete list of synTelate fields mapped to the relevant Avaya PC3 fields for the Outbound campaign job. Click the green **check** button.

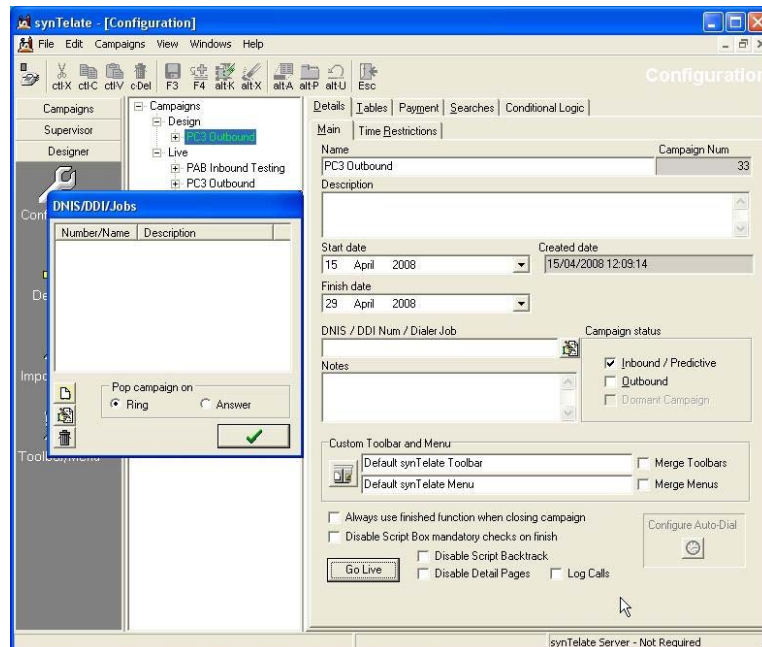


The 'Avaya PDS Configuration' dialog box is shown. It has a title bar with a close button. Inside, there's a 'Campaign' section with 'Campaign 6' and 'Name PCS Compliance Testing'. Below that is a 'PDS Job Name' section with a list box containing 'outbnd'. To the right of the list box are radio buttons for 'Inbound' and 'Outbound', with 'Outbound' selected. Further right are checkboxes for 'Insert Record ?' (checked) and 'Delete Record ?' (unchecked). Below these are dropdowns for 'Call List' (set to 'list5'), 'Call List Key Field', and 'Client Match Field'. A 'Field Matches' table is at the bottom, mapping PDS fields to synTelate fields and tables. At the bottom right, there are two buttons: a green checkmark button and a red X button.

PDS Field	synTelate Field	Table	MultiLine	Read/Write ?
NAME1	NAME1	CLIENTPCSTEST		Read/Write
NAME2	NAME2	CLIENTPCSTEST		Read/Write
CITY	ADDRESS1	CLIENTPCSTEST		Read/Write
ZIPCODE	POSTCODE	CLIENTPCSTEST		Read/Write
PHONE1	LKTL_CLI	CLIENTPCSTEST		Read Only
PHONE2	LKTL_CLI2	CLIENTPCSTEST		Read Only
TOTALDUE	TOTAL	CLIENTPCSTEST		Read/Write
BALANCE	BALANCE	CLIENTPCSTEST		Read/Write

10. Repeat steps 4 to 8 for any other Avaya PC3 Jobs.

11. Click the  next to the **DNIS/DDI Num/Dialer Job** field. In the DNIS/DDI/Jobs dialog box click on  to add a new number or job.

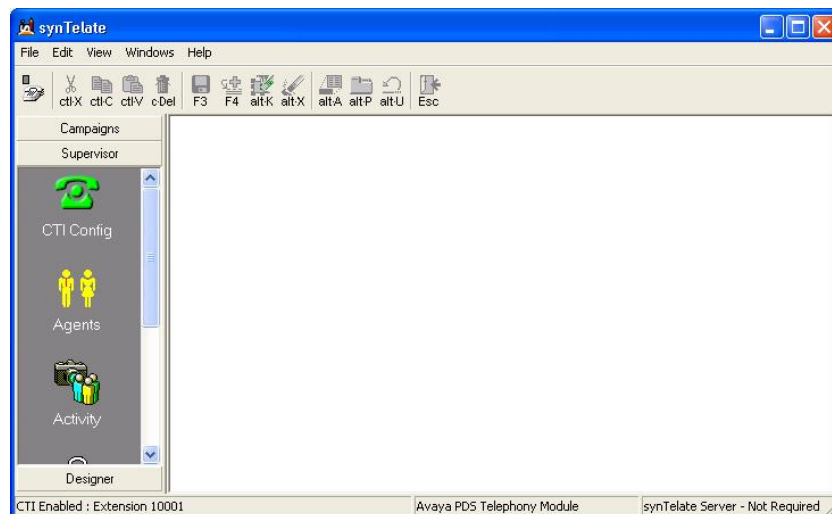


The 'synTelate - [Configuration]' dialog box is shown. It has a title bar with standard window controls. The main area is divided into several sections. On the left, there's a 'Campaigns' tree view with 'Design' and 'Live' folders. The 'Design' folder is expanded, showing 'P3 Outbound' and 'P3 Inbound Testing'. Below this is a 'DNIS/DDI/Jobs' dialog box with a table for adding new numbers or jobs. The main area of the configuration dialog has tabs for 'Main', 'Time Restrictions', 'Searches', and 'Conditional Logic'. The 'Main' tab is active, showing fields for 'Name' (PC3 Outbound), 'Campaign Num' (33), 'Start date' (15 April 2008), 'Created date' (15/04/2008 12:09:14), 'Finish date' (29 April 2008), and 'DNIS / DDI Num / Dialer Job'. There are also checkboxes for 'Campaign status' (Inbound / Predictive, Outbound, Dormant Campaign) and a 'Notes' field. At the bottom, there are checkboxes for 'Always use finished function when closing campaign', 'Disable Script Box mandatory checks on finish', 'Go Live', 'Disable Detail Pages', 'Log Calls', and 'Configure Auto-Dial'.

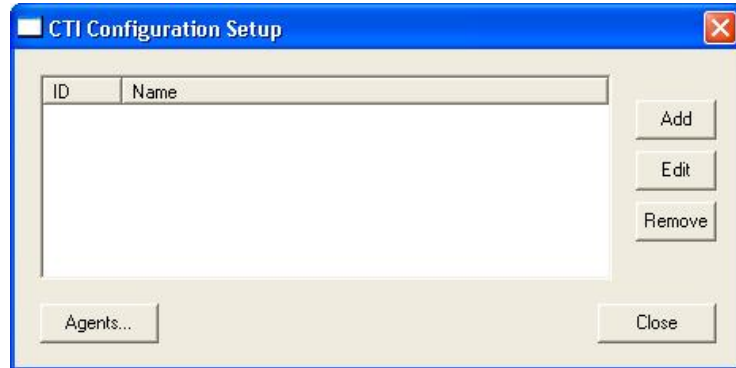
12. Enter the name of the Avaya PC3 outbound job selected in Step 5, in the **DNIS/DDI/Job** field. Enter a description for the job name entered. Click the green **check** button on the dialog box below and the previous dialog box. For the Inbound campaign used during Proactive agent blending, the inbound VDN number would be entered.



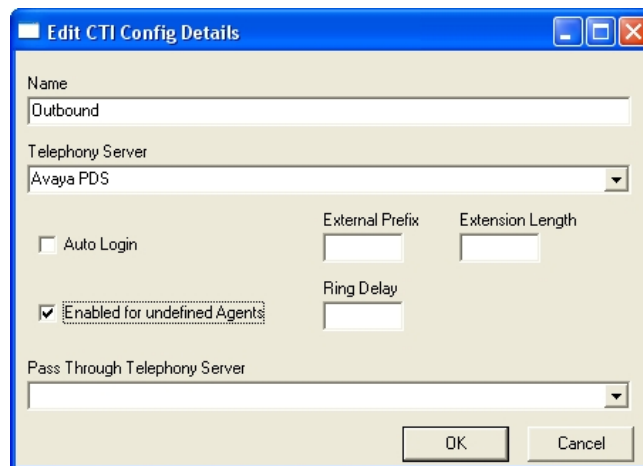
13. synTelate CTI configuration is to allow the synTelate agent to communicate with Avaya AES. On the left panel, select the **Supervisor** tab and then select **CTI Config** within the supervisor panel.



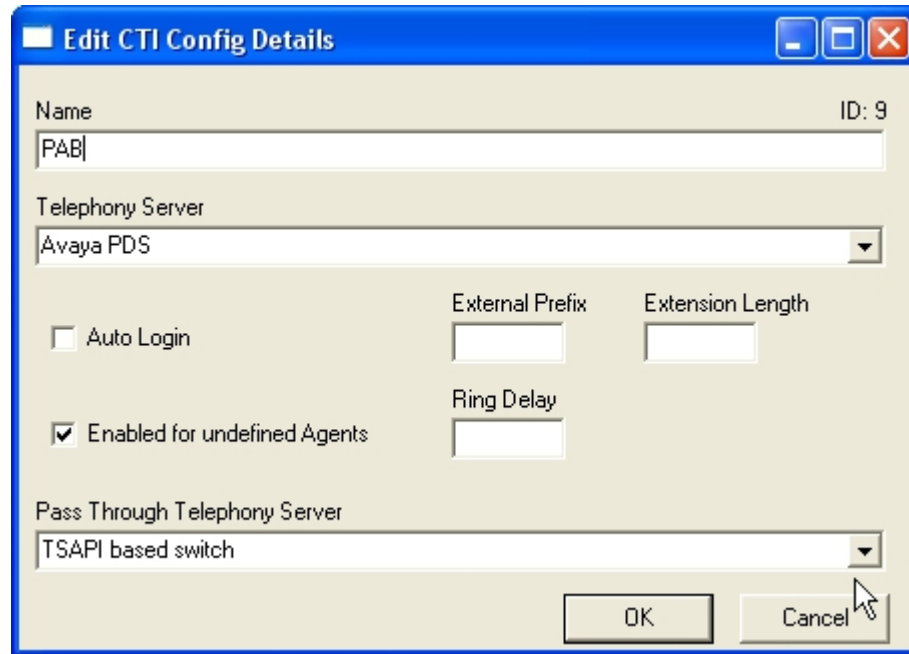
14. Click the **Add** button in the CTI Configuration Setup dialog box.



15. Enter a unique name for the CTI Configuration in the **Name** field. The name will be listed in the selection during the agent login. From the **Telephony Server** drop down list, select "Avaya PDS". Check the **Enabled for undefined Agents** check box. The rest of the values can be left as default. Click **OK**.

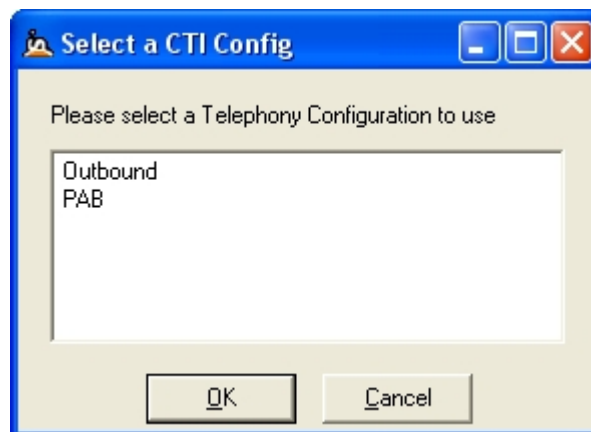


16. Repeat the previous step for Proactive Agent Blending. Enter a unique name for the CTI Configuration in the **Name** field. The name will be listed in the selection during the agent login. From the **Telephony Server** drop down list, select “Avaya PDS”. Check the **Enabled for undefined Agents** check box. In **Pass Through Telephony Server** drop down list, select “TSAPI based switch”. The rest of the values can be left as default. Click **OK**.



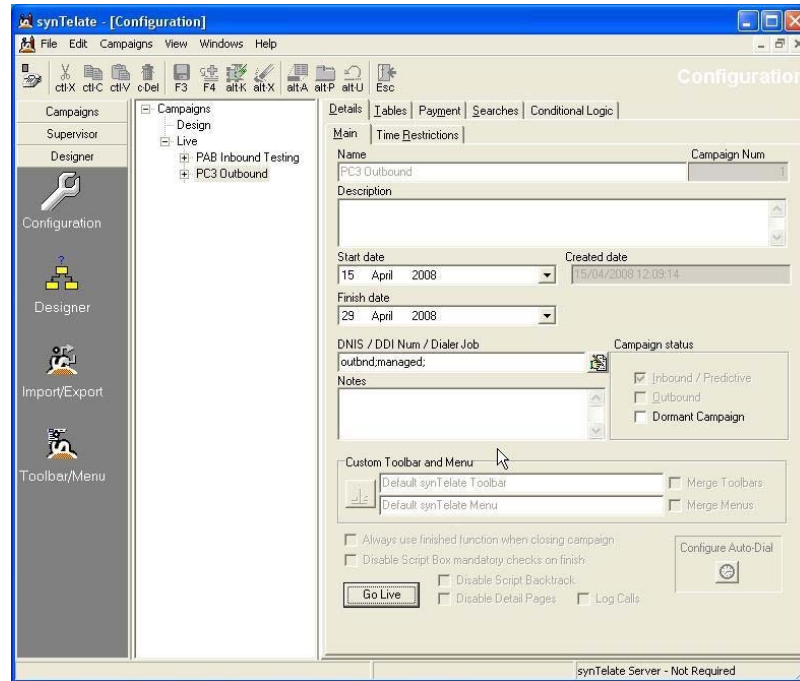
The screenshot shows the 'Edit CTI Config Details' dialog box. It has a blue title bar with standard window controls. The main area is light beige. At the top, there's a 'Name' field with 'PAB' entered and an 'ID: 9' label. Below that is a 'Telephony Server' dropdown menu showing 'Avaya PDS'. Further down, there are three fields: 'Auto Login' (unchecked checkbox), 'External Prefix' (empty text box), and 'Extension Length' (empty text box). Below these is 'Enabled for undefined Agents' (checked checkbox) and 'Ring Delay' (empty text box). At the bottom, there's a 'Pass Through Telephony Server' dropdown menu showing 'TSAPI based switch'. At the very bottom are 'OK' and 'Cancel' buttons. A mouse cursor is pointing at the 'Cancel' button.

17. Click **Close** once all changes have been made.



The screenshot shows the 'Select a CTI Config' dialog box. It has a blue title bar with standard window controls. The main area is light beige. At the top, there's a message: 'Please select a Telephony Configuration to use'. Below that is a list box containing 'Outbound' and 'PAB'. At the bottom are 'OK' and 'Cancel' buttons.

18. To save the completed configuration from the synTelate taskbar, click on the **F3** button and then the **Go Live** button.



7. Interoperability Compliance Testing

The testing examined the synTelate Agent application interoperability with Avaya Proactive Contact 3.0.1 to handle both proactive outbound dialing and proactive agent blending. The majority of the testing focused on the ability of the synTelate Agent application to handle both inbound and outbound calls. Proactive Agent Blending made outbound calls and released agents to inbound only when inbound calls were made to the inbound VDN numbers configured.

7.1. General Test Approach

All feature test cases were performed manually to verify proper operation. The general test approach was to test the features on the synTelate agent that are supported with Avaya Proactive Contact 3.0.1.

- The following feature buttons on the DRC were tested.
 - Login

- Logout
 - Go Ready
 - Go Not Ready
 - Terminate Call
 - Release Call
 - Call Back
 - Agent Owned Recall
 - Play Message
- The following events from Avaya PC3 to the synTelate agent were tested.
 - AutoRelease Line
 - JobEnd
 - JobTransLink
 - JobTransRequest
 - Receive Message
- The following agent types were tested.
 - Outbound agent
 - Managed agent
 - Proactive Blended agent
- Inbound calls to the synTelate agent were tested using the proactive agent blending feature of Avaya Proactive Contact 3.0.1.

7.2. Test Results

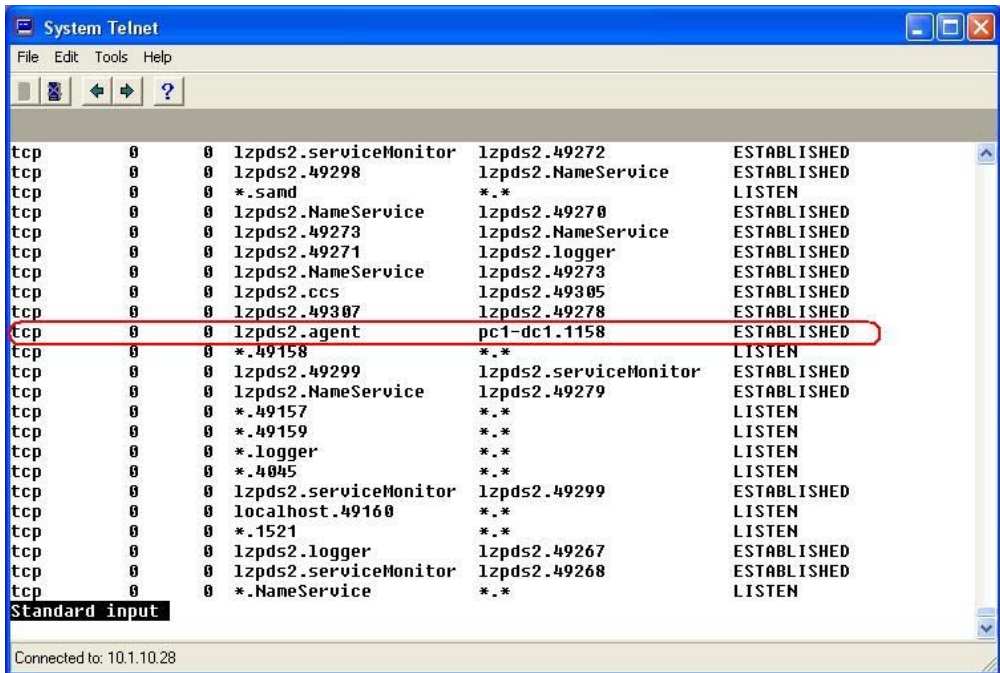
All tests passed. The synTelate agent application successfully handled both inbound and outbound calls from the tested campaigns.

8. Verification Steps

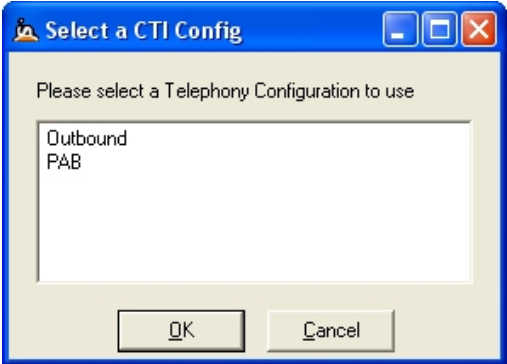
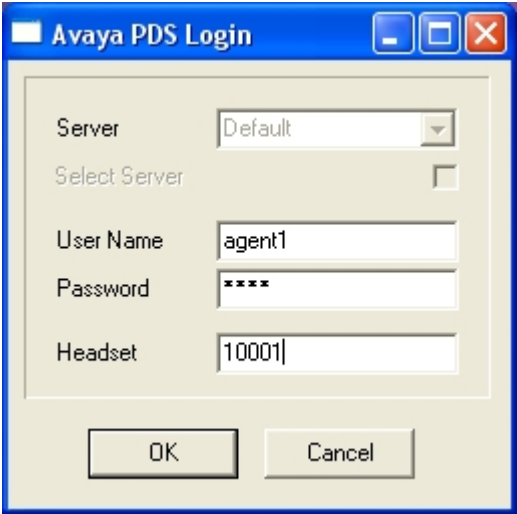
This section provides the tests that can be performed to verify proper configuration of Avaya Communication Manager, Avaya Application Enablement Services, and synTelate Agent PC.

8.1. Verify Avaya Communication Manager and Avaya Enablement Services

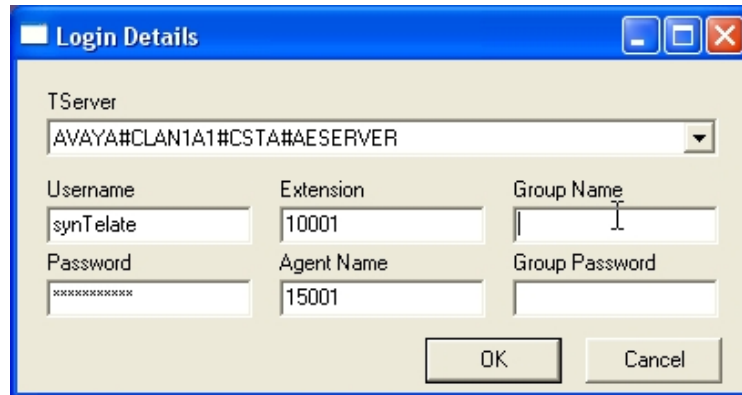
The following steps can ensure that the communication between Avaya Communication Manager and the Avaya Application Enablement Services server is working.

Step	Description																												
1.	<div>Verify that the service state of the TSAPI link is established.</div> <div><pre>status aesvcs cti-link</pre><table><tr><th colspan="7">AE SERVICES CTI LINK STATUS</th></tr><tr><th>CTI Link</th><th>Version</th><th>Mnt Busy</th><th>AE Services Server</th><th>Service State</th><th>Msgs Sent</th><th>Msgs Rcvd</th></tr><tr><td>1</td><td>4</td><td>no</td><td>AEserver</td><td>established</td><td>15</td><td>15</td></tr><tr><td>3</td><td>4</td><td>no</td><td>AEserver</td><td>established</td><td>15</td><td>15</td></tr></table></div>	AE SERVICES CTI LINK STATUS							CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd	1	4	no	AEserver	established	15	15	3	4	no	AEserver	established	15	15
AE SERVICES CTI LINK STATUS																													
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd																							
1	4	no	AEserver	established	15	15																							
3	4	no	AEserver	established	15	15																							
2.	<div>From the synTelate agent workstation, telnet to Avaya PC3. Enter the “netstat -a” command to verify the connection with Avaya PC3. The results of the “netstat -a” should show an ESTABLISHED synTelate agent connection.</div> <div></div>																												

8.2. Verify synTelate Agent

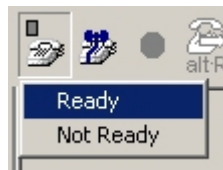
Step	Description
1.	<p>On the synTelate Agent PC, click on Start Menu → Programs → synTelate → synTelate Agent. Choose type of job. Click OK.</p>  <p>The dialog box titled "Select a CTI Config" has a blue title bar with a small icon on the left and standard window controls on the right. The main area is light beige and contains the text "Please select a Telephony Configuration to use". Below this is a list box containing two items: "Outbound" and "PAB". At the bottom are two buttons: "OK" and "Cancel".</p>
2.	<p>If the "Outbound" job (proactive outbound dialing) is chosen from the options in the screen above, the dialog box below appears. Enter the agent details configured on Avaya PC3, enter the agent User Name and appropriate Password. In the Headset field, enter the extension configured in Section 4, Step 17. Click OK.</p>  <p>The dialog box titled "Avaya PDS Login" has a blue title bar with standard window controls on the right. The main area is light beige and contains several fields: a "Server" dropdown menu set to "Default", a "Select Server" checkbox, a "User Name" text field containing "agent1", a "Password" text field with four asterisks, and a "Headset" text field containing "10001". At the bottom are two buttons: "OK" and "Cancel".</p>

3. When logging into the “PAB” job (Proactive Agent Blend mode), an additional login dialog for AES will appear as shown below. Select the Tlink shown in Section 5, Step 4. Enter **User ID** and **Password** configured in Section 5, Step 5 in the **Username** and **Password** fields. Enter the extension of the agent telephone configured in Section 4, Step 17 in the **Extension** field and the agent login ID configured in Section 4, Step 15 in the **Agent Name** field. Click **OK**.

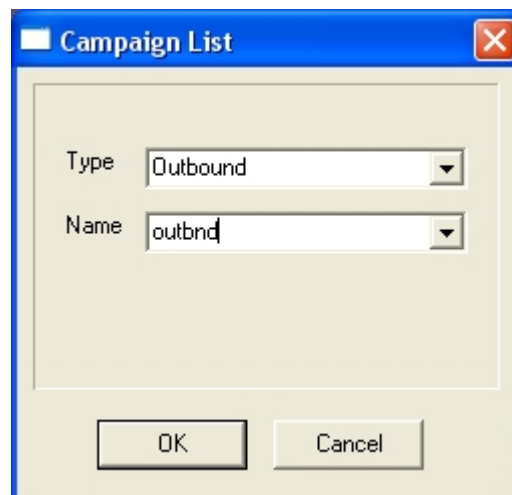


The 'Login Details' dialog box has a blue title bar with standard window controls. It contains a 'TServer' dropdown menu with the value 'AVAYA#CLAN1A1#CSTA#AESERVER'. Below this are six text input fields arranged in two columns and three rows. The first row contains 'Username' (synTelate), 'Extension' (10001), and 'Group Name' (empty). The second row contains 'Password' (masked with 'x'), 'Agent Name' (15001), and 'Group Password' (empty). At the bottom right are 'OK' and 'Cancel' buttons.

4. Click the telephone button icon on the toolbar as shown below and select **Ready** from the drop down menu that appears.



5. Select job type and job name from the Campaign List dialog box. Click **OK**.



The 'Campaign List' dialog box has a blue title bar with a close button. It contains two dropdown menus. The 'Type' dropdown is set to 'Outbound'. The 'Name' dropdown is set to 'outbnd'. At the bottom are 'OK' and 'Cancel' buttons.

6. The following screen displays an example of a customer record for a campaign.

The screenshot shows the synTelate application window titled "synTelate - [Running; Blend Outbnd Test]". The window has a menu bar (File, Edit, Windows, Help) and a toolbar with various icons. The main interface is divided into two panes. The left pane, titled "Hello", contains a "Client no" field with the value "339". The right pane, titled "Details", contains fields for "Name" (MR KUN QIU), "Address" (73 PENNINE WAY, UB3 5LP), "Phone", and "DOB". A red box with the text "OUTBOUND BLEND" is overlaid on the right side of the "Details" pane. Below the "DOB" field, there are buttons for "Code 21", "Promise To Pay (25)", and "Callback". The status bar at the bottom shows "OUTBOUND : Home phone - 30001", "Connected", and "synTelate Server - Not Required".

Field	Value
Name	MR KUN QIU
Address	73 PENNINE WAY UB3 5LP
Phone	
DOB	
Client no	339

Buttons: Code 21, Promise To Pay (25), Callback

Status: OUTBOUND : Home phone - 30001, Connected, synTelate Server - Not Required

9. Support

Technical support for the synTelate application is available as follows:

- Telephone Help Desk - +44 (0)141 552 8800 or 0800 052 1015
- Support on the Web - <http://support.inisoft.co.uk/start.asp>.

10. Conclusion

These Application Notes describe the required configuration steps for the synTelate Agent 3.1 application to successfully interoperate with Avaya Proactive Contact 3.0.1. All test cases were completed successfully and the configuration described in these Application Notes has been successfully compliance tested.

11. Additional References

This section references the product documentations that are relevant to these Application Notes.

Avaya product documentation can be found at <http://support.avaya.com>.

- *Administrator Guide for Avaya Communication Manager (5.0)*, Document ID 03-300509, Issue 4, January 2008.
- *Avaya Application Enablement Services 4.1 Administration and Maintenance Guide*, Document ID 02-300357, Issue 9, February 2008
- *Administering Avaya Proactive Contact (UNIX-based Interface)*, Document ID 07-300488, October 2005.
- *Sample Avaya Proactive Contact 3.0 (PC3) with CTI Installation and Configuration*, Issue 1.0, Avaya Solution and Interoperability Test Lab

synTelate product documentation can be obtained by contacting support@inisoft.co.uk

- Installation Guide For synTelate 3.1vn3.doc

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