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.

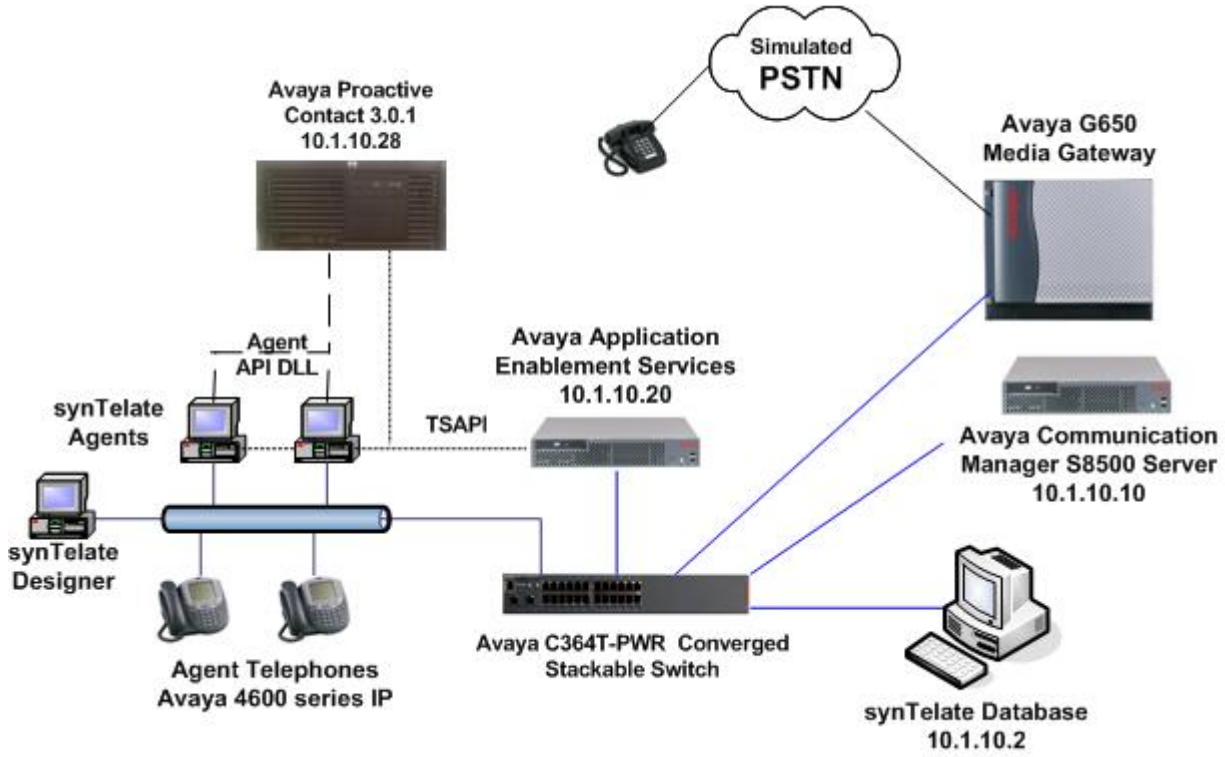


Figure 1: Test Configuration

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.	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".

```
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
```

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
                                                                    COR: 1
     Name: TSAPI link 3
```

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.	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. 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
6.	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. 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:

7.	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.
	
	`add hunt-group 101 Page 1 of 3`
	`HUNT GROUP`
	`Group Number: 101 ACD? y`
	`Group Name: PC3 Acquire Queue? y`
	`Group Extension: 16101 Vector? y`
	`Group Type: ucd-mia`
	`TN: 1`
	`COR: 1 MM Early Answer? n`
	`Security Code: Local Agent Preference? n`
	`ISDN/SIP Caller Display:`
	
	On Page 2, set the **Skill** to "y" as shown below.
	
	`add hunt-group 101 Page 2 of 3`
	`HUNT GROUP`
	`Skill? y`
	`AAS? n`
	`Measured: none`
	`Supervisor Extension:`
	`Controlling Adjunct: none`

8.	Repeat the above step and create a hunt group with hunt-group extension 16102 for Inbound calls.

9.	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.
	
	`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`

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.    Announcement                                              Source
Number    Extension     Type          Name                        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. 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.

```
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:
```

15. 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".

```
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
```

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.

```
change agent-loginID 15001                                  Page   2 of   2
                              AGENT LOGINID
      Direct Agent Skill:
Call Handling Preference: skill-level              Local Call Preference? n
    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:
```

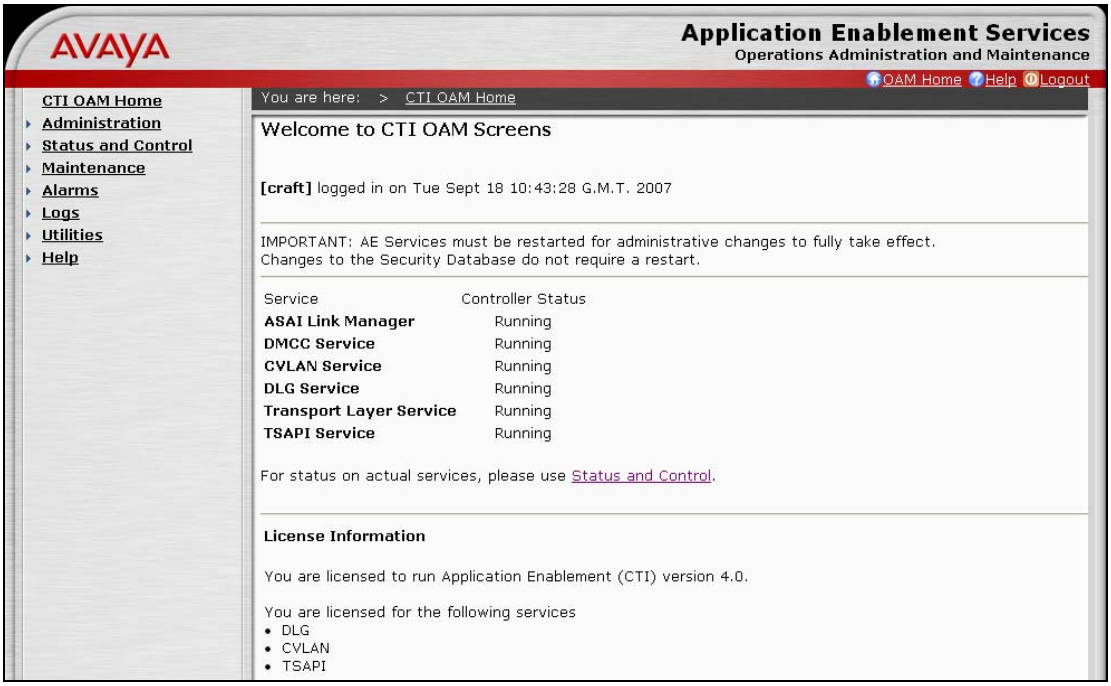
16. Repeat step 15 for agent-loginID "15002"

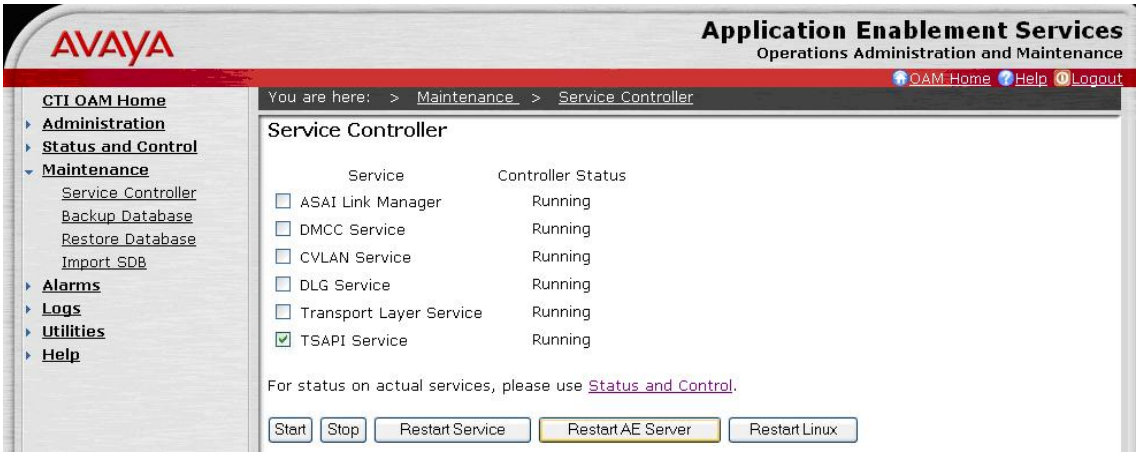
17.	Extensions 10001 and 10002 were used as the agent physical telephone extensions during the compliance testing. It is assumed that stations are already administered on Avaya Communication Manager. The following buttons were assigned to each phone as shown below. Enter the **change station n** where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

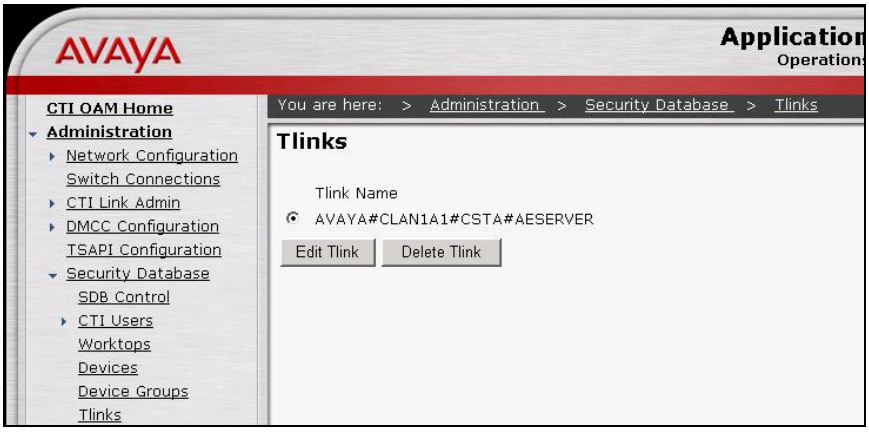
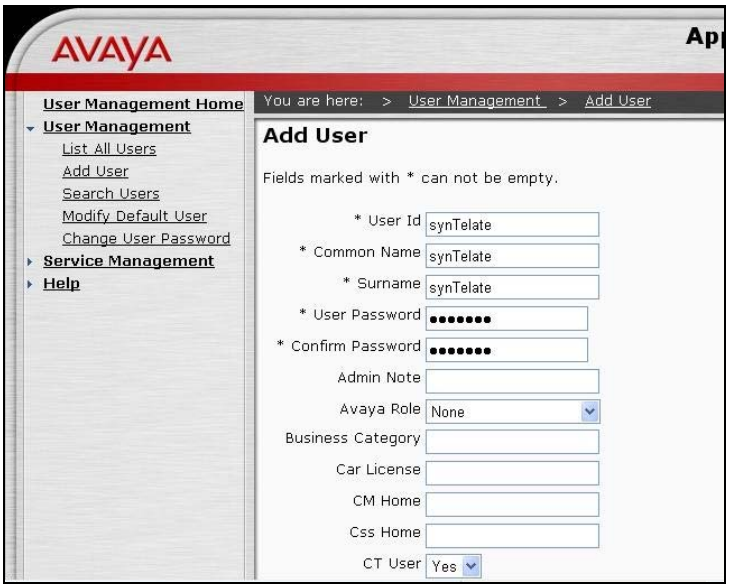
5. Configure Avaya Application Enablement Services

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.	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. 

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**. 
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**. 

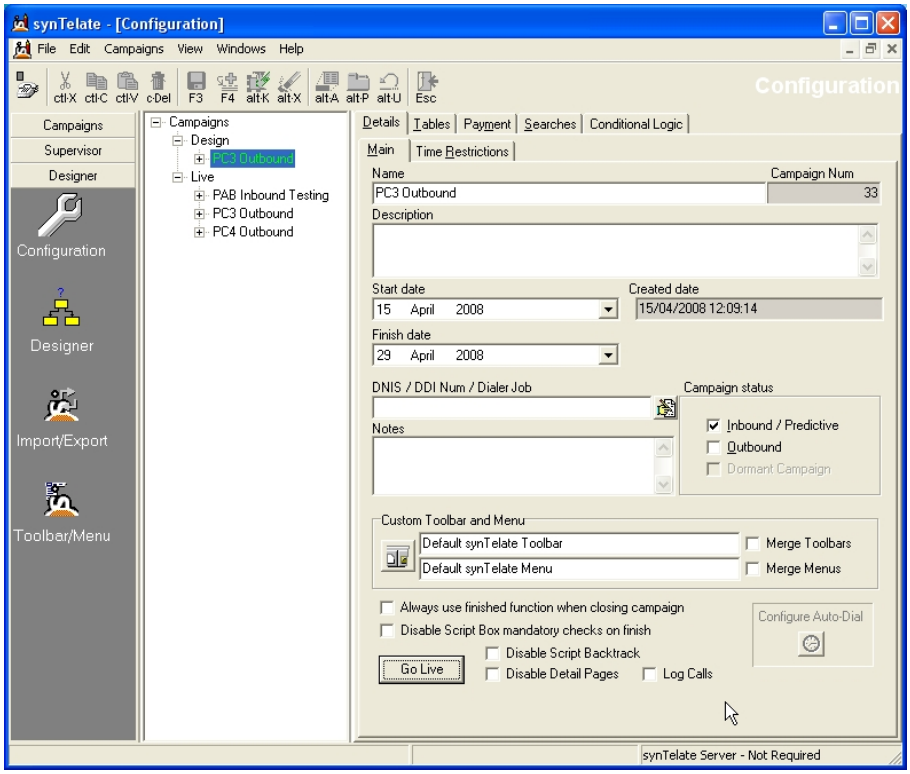
4.	Navigate to the Tlinks screen by selecting **Administration → Security Database → Tlinks**. Note the value of the **Tlink Name**. This will be needed for configuring the synTelate Agent. The **Tlink Name** shown below is automatically created by the AES server. 
5.	A User Id and password need to be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

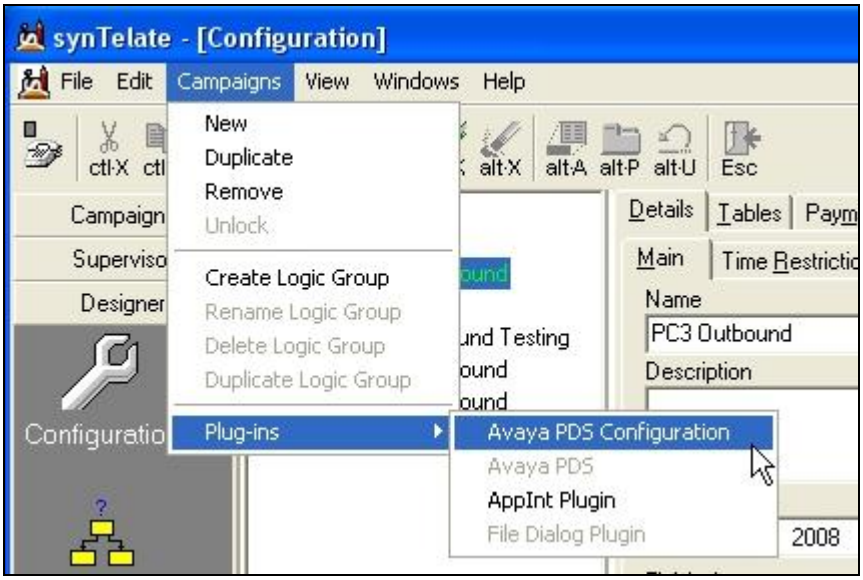
6. Configure the synTelate Application

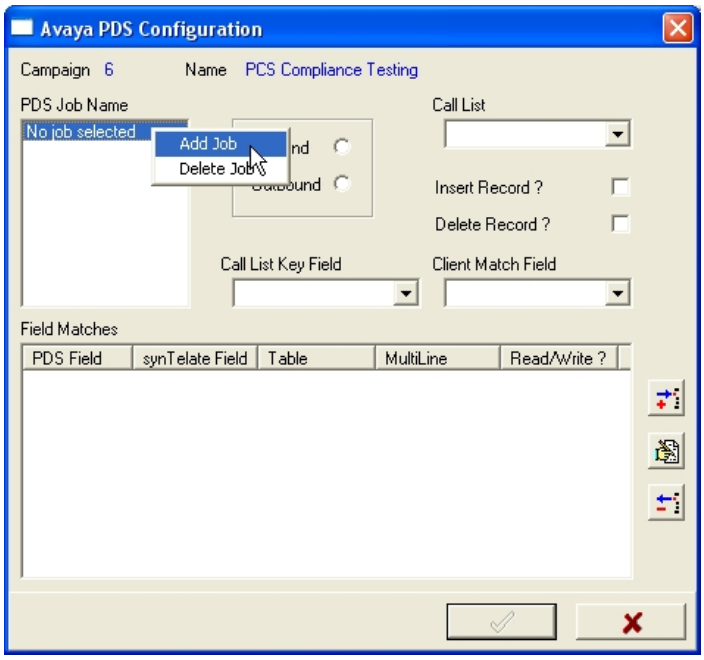
During compliance testing, synTelate system tables were created in the database. synTelate Designer was used to import simple pre-configured inbound and outbound test campaigns into the database. Refer to Section 11 for synTelate documentation on installing and creating campaigns. This section describes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

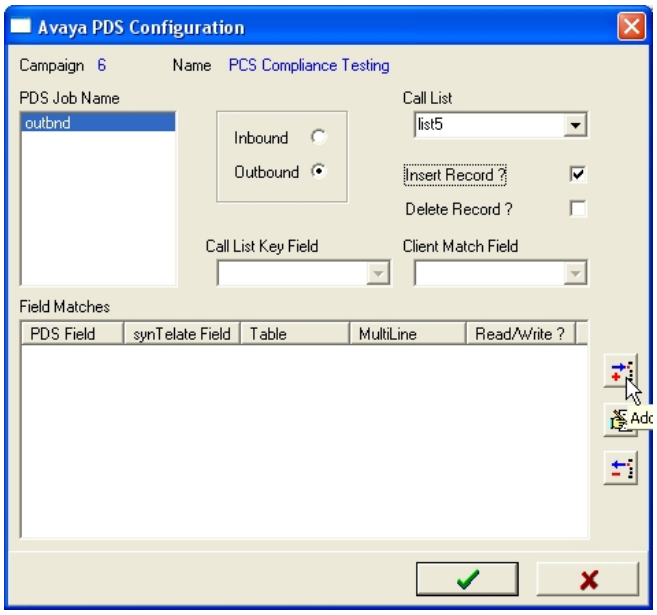
- Avaya PC3 call list to synTelate database field mapping
- Adding Jobs/DDI number to campaigns
- synTelate CTI Configuration

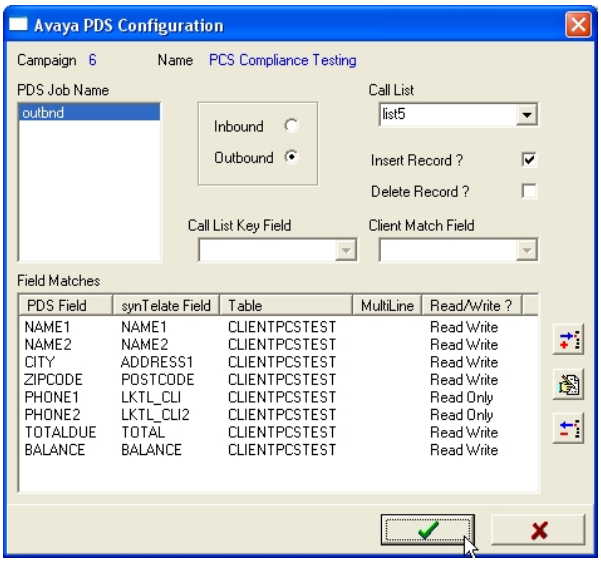
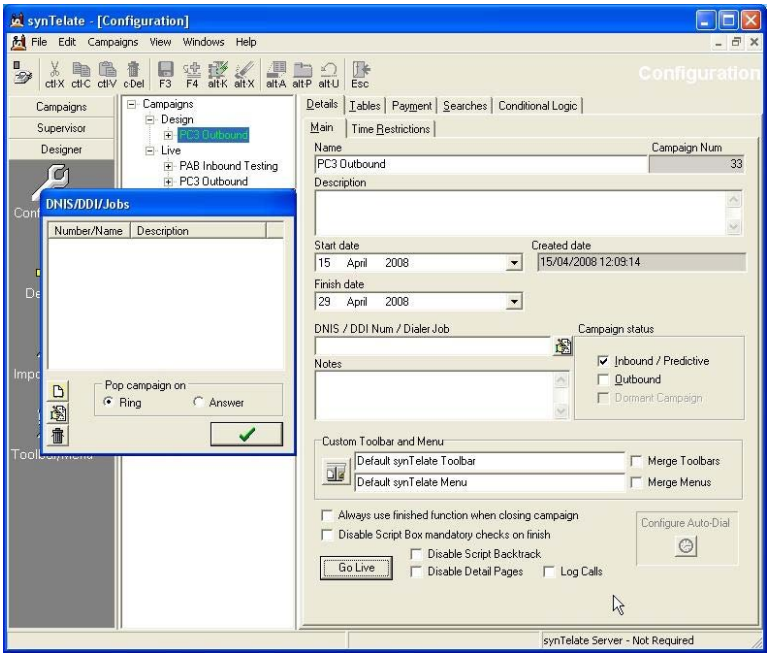
Avaya PC3 has data for each call held in a call list. The field mapping process describes the mapping of fields in the call list on the Avaya PC3 to corresponding fields in the synTelate database. synTelate then displays data from the database.

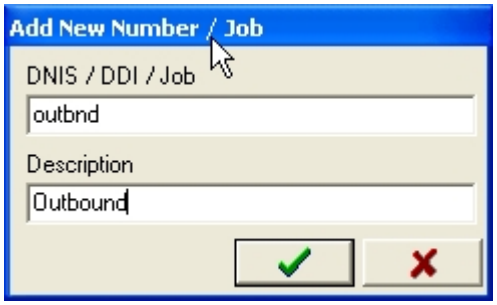
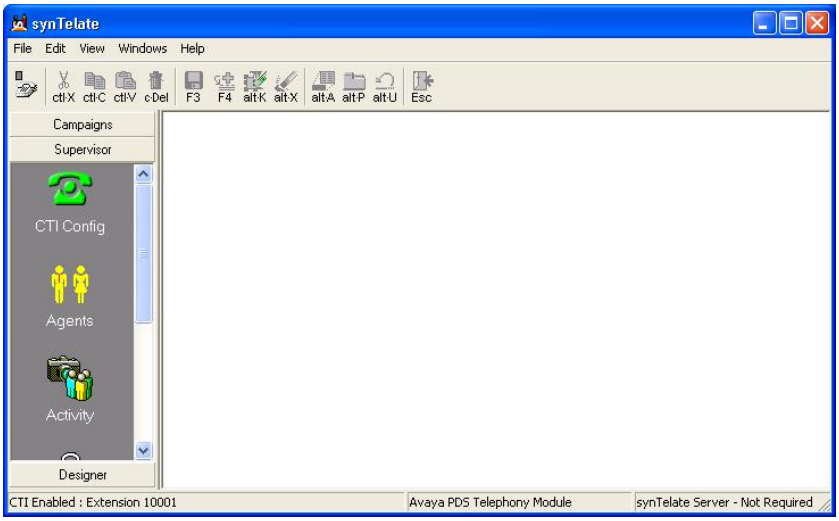
Step	Description
1.	Select **Start Menu → Programs → synTelate → synTelate Designer.** In the left panel, select the **Designer** tab; within the designer panel select **Configuration**. Click **Campaigns → Design**. Highlight the design version of the outbound campaign "PC3 Outbound". 

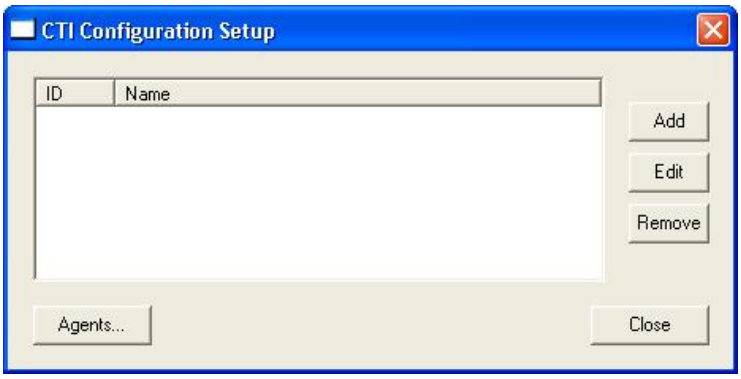
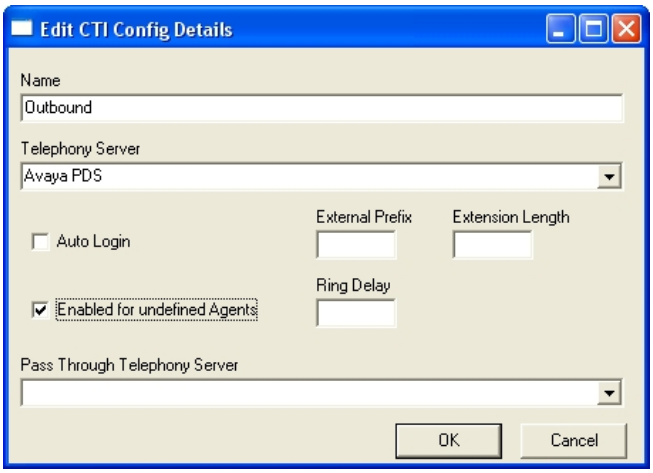
2.	From the synTelate taskbar, select **Campaigns → Plug-ins → Avaya PDS Configuration.** 
3.	In the Avaya PDS Config Login dialog box, enter a preconfigured PC3 agent user name and appropriate password. Click **OK**. 

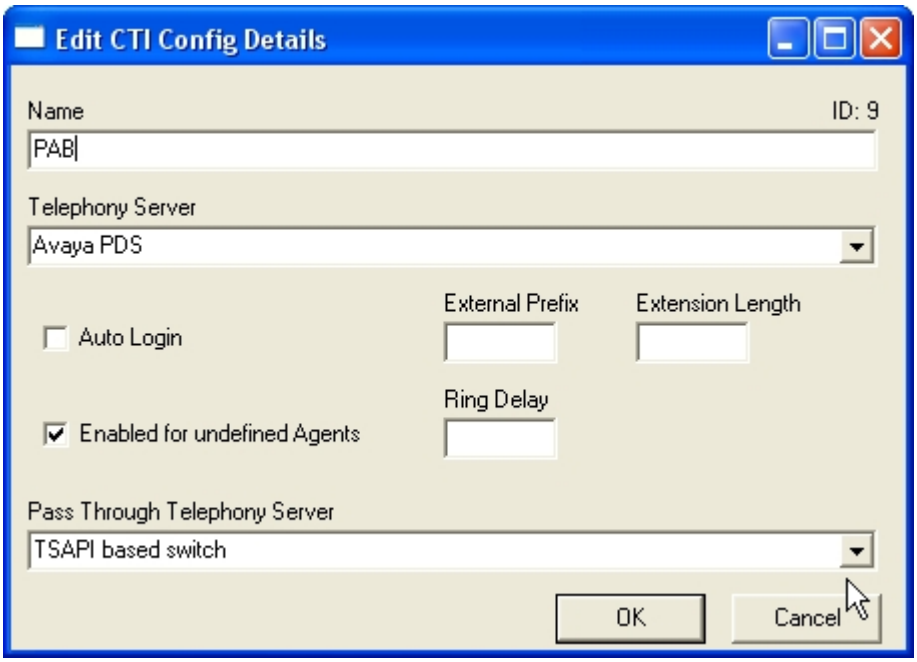
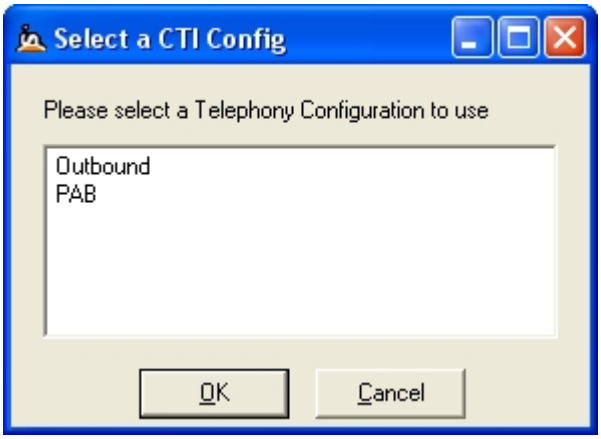
4.	Right click in the PDS Job Name list box and select **Add Job.** 
5.	All the jobs retrieved from the Avaya PC3 are listed in the Add Job for campaign dialog box. Select a relevant job for the outbound campaign. Click the green **check** button. 

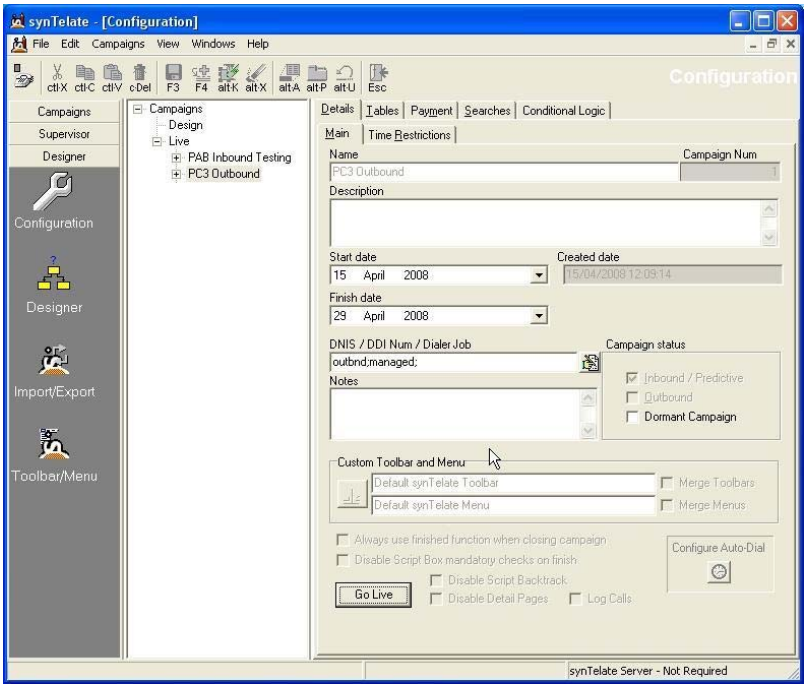
6.	Select the **Outbound** radio button. From the **Call list** drop down menu select "list5" and check the **Insert Record** box. The rest of the fields can be left with default values. Click the  button to choose the Avaya PC3 fields that will be mapped with the synTelate database field names. 
7.	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. 
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. 
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. 

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

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

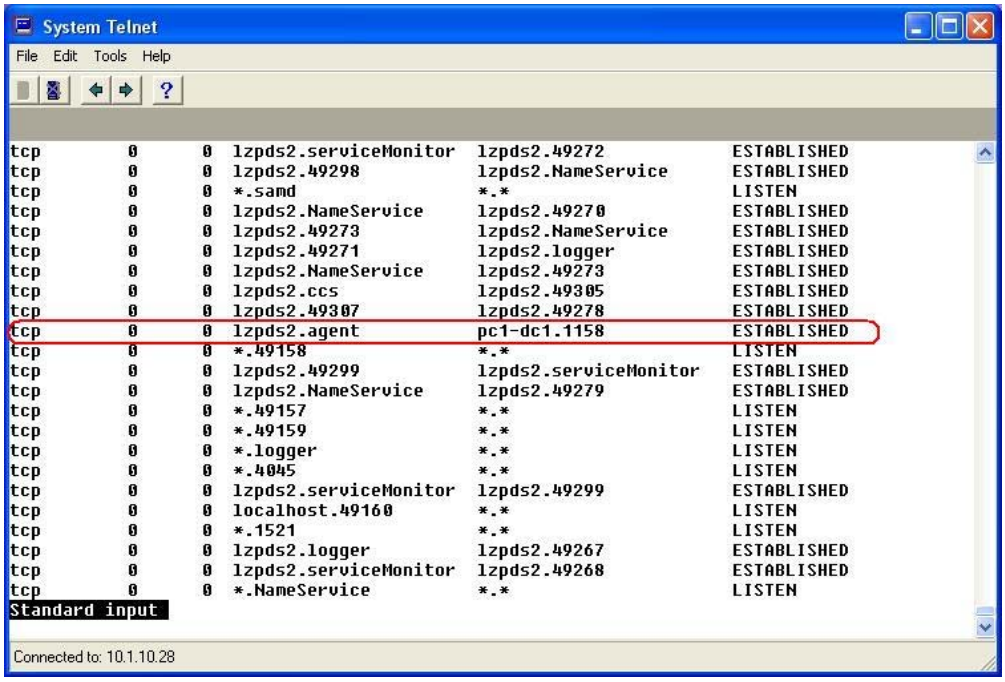
This section provides the tests that can be performed to verify proper configuration of Avaya Communication Manager, Avaya Application Enablement Services, and synTelate Agent PC.

8.1. Verify Avaya Communication Manager and Avaya Enablement Services

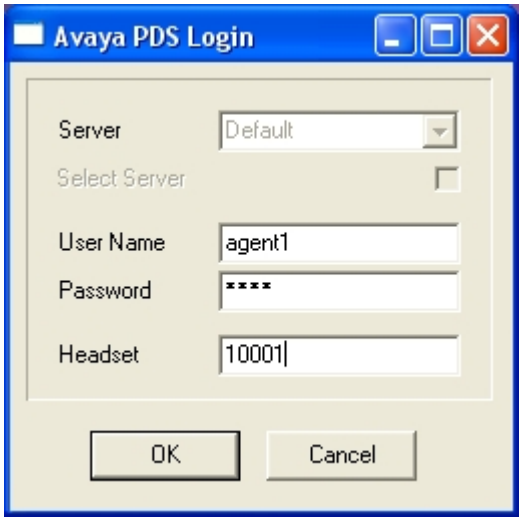
The following steps can ensure that the communication between Avaya Communication Manager and the Avaya Application Enablement Services server is working.

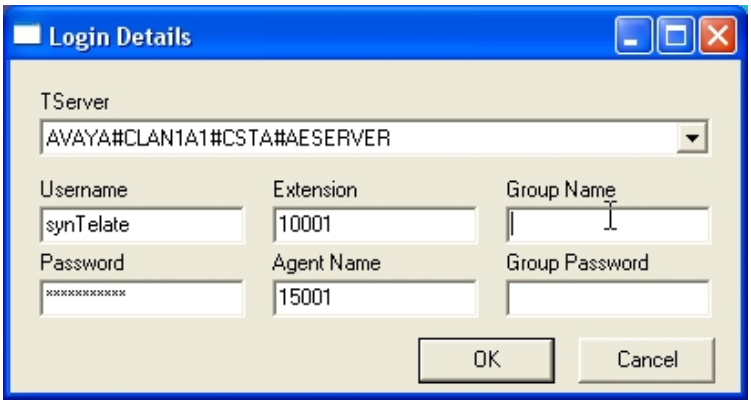
Step	Description

1.	Verify that the service state of the TSAPI 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 AEServer established 15 15`
	`3 4 no AEServer established 15 15`

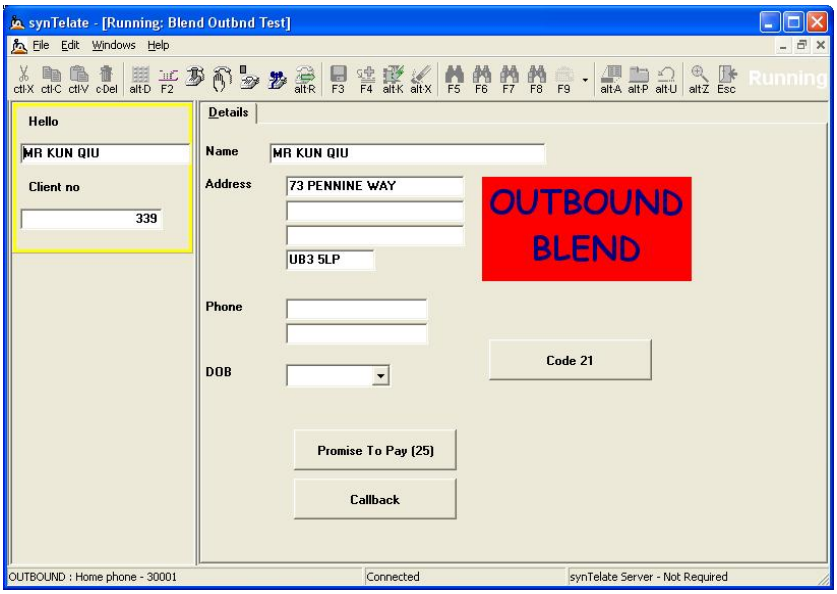
2.	From the synTelate agent workstation, telnet to Avaya PC3. Enter the "**netstat –a**" command to verify the connection with Avaya PC3. The results of the "**netstat –a**" should show an **ESTABLISHED** synTelate agent connection. 

8.2. Verify synTelate Agent

Step	Description
1.	On the synTelate Agent PC, click on **Start Menu → Programs → synTelate → synTelate Agent.** Choose type of job. Click **OK**. 
2.	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**. 

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**. 
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**. 

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



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

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