



Avaya Solution & Interoperability Test Lab

Application Notes for Scantalk TeamView Office Manager with Avaya Aura[®] Communication Manager 6.0 and Avaya Aura[®] Application Enablement Services 5.2.2 – Issue 1.0

Abstract

These Application Notes describe the interoperability of Scantalk TeamView Office Manager and Avaya Aura[®] Application Enablement Services. Scantalk TeamView Office Manager is a Windows based application based on the .Net framework with an SQL database running in the background. Scantalk TeamView Office Manager allows users to view the status of colleagues and interact using Avaya Aura[®] Application Enablement Services to control a handset. Scantalk TeamView Office Manager can also be used as an agent workstation with the agent able to take calls, monitor queues and monitor other agent states.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab

1. Introduction

These Application Notes describes the compliance tested configuration used to connect Scantalk TeamView Office Manager to Avaya Aura® Application Enablement Services. The tested configuration consisted of Avaya Aura® Communication Manager, Avaya 9600 and 2400 Series handsets and Avaya Aura® Application Enablement Services to allow the telephony functionality. Scantalk TeamView Office Manager allows users to take control of a range of Avaya handsets using Avaya Aura® Application Enablement Services to perform telephony functions. Scantalk TeamView Office Manager also provides functionality for ACD agents to log in and be sent calls using Avaya Aura® Communication Manager call centre functionality. Scantalk TeamView Office Manager also provides screen pop and email functionality, however these features lay outside the scope of the interoperability testing carried out.

2. General Test Approach and Test Results

To verify the interoperability between TeamView Office Manager and Application Enablement Services, a link was established to a handset and calls were made to and from TeamView Office Manager controlling the handset from the application interface. The testing was carried out using SIP, H.323 and digital handsets and common PBX features on these handsets were verified as functioning as designed. Agent Functionality was tested using H.323 and digital handsets as the SIP ACD functionality was not an option at the time of testing.

2.1. Interoperability Compliance Testing

Interoperability testing covered the following features and functionality originating from TeamView Office Manager:

- Take control of SIP, H.323, digital handset
- Make and receive calls on SIP, H.323 and digital handsets
- Transfer calls to SIP, H.323 and digital handset
- Park a call on TeamView Office Manager
- Pick up a call from TeamView Office Manager
- Login as an agent on a digital and H.323 handset
- Answer an ACD call using TeamView Office Manager
- Change agent state to after Call Work
- Set different AUX work reason codes
- Monitor changes in the state of SIP, H.323 and digital handsets.

2.2. Test Results

During the test it was noted that transfer works in a different way to the method used in Communication Manager. The transfer method used in TeamView Office Manager requires 2 active calls (ringing for blind and answered for assisted). The transfer button then joins the 2 active calls together whilst ceasing the calls in TeamView Office Manager.

TeamView Office Manager does not support a conference feature at this time.

2.3. Support

For technical support on Scantalk products please contact the Scantalk support team at:

Web: www.scantalk.com

Email: support@scantalk.com

Phone: +45 70 222 080

3. Reference Configuration

The test configuration in **Figure 1** was used to compliance test the interoperability of TeamView Office Manager. TeamView Office Manager connects to the Application Enablement Server and Communication Manager is used by TeamView Office Manager to provide connectivity to called parties.

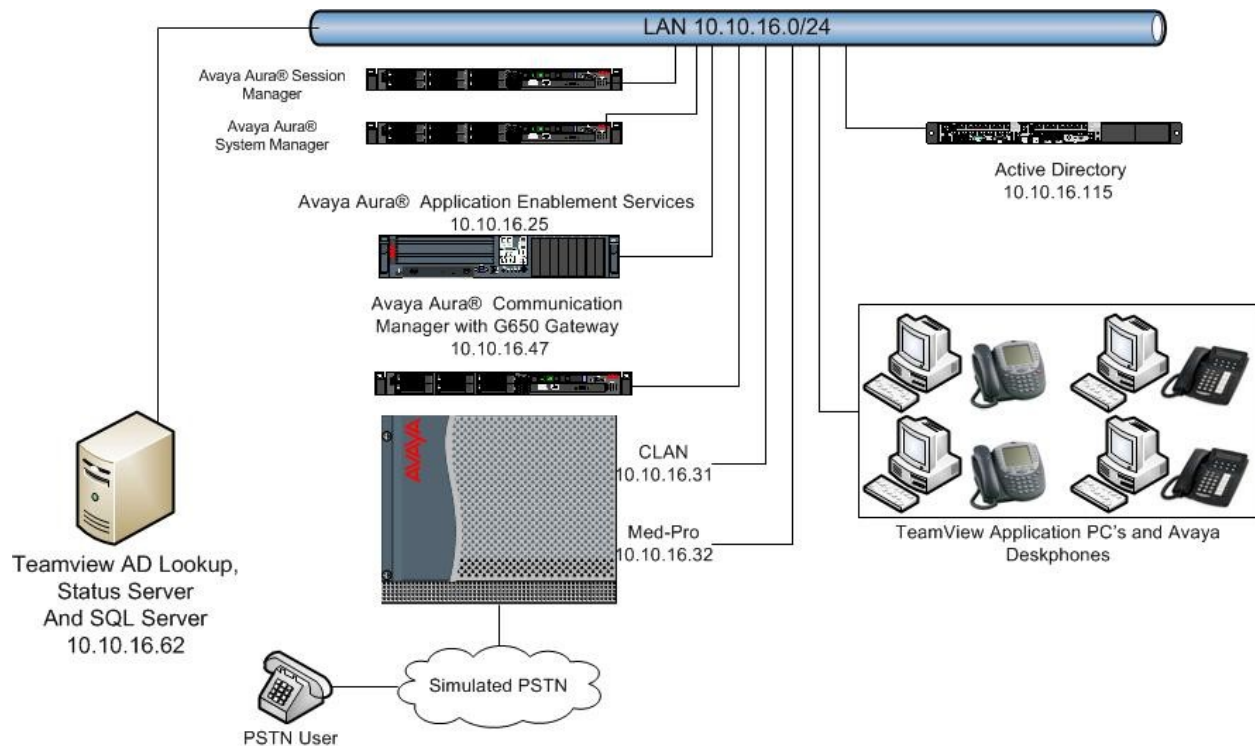


Figure 1: ScanTalk TeamView Office Manager Topology

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Media Server	Avaya Aura® Communication Manager 6.0.1 (R16x.0.0.345.0-18444)
Avaya G650 Media Gateway TN799DP CLAN TN2602AP Media Processor	FW0038 FW0057
Avaya S8800 Media Server	Avaya Aura® Session Manager 6.1 (R6.1.0.0.610023)
Avaya S8800 Media Server	Avaya Aura® System Manager 6.1 (R6.1.0.4.5072-6.1.4.113)
Avaya S8500 Media Server	Avaya Aura® Application Enablement Services 5.2.2 (r5-2-2-105-0)
Avaya 9600 Series H.323 Handsets	Avaya one-X® Deskphone v3.1
Avaya 9600 Series SIP Handsets	Avaya one-X® Deskphone SIP v2.6.4.0
Avaya 2400 Series Digital Handsets	--
Dell Precision 490 Windows 7 PC	ScanTalk TeamView AD Lookup Ver 2.3.12.86
Dell Precision 490 Windows 7 PC	ScanTalk TeamView Office Manager Ver 2.0.15.250
Dell Precision 490 Windows 7 PC	ScanTalk TeamView Status Server Ver 1.2.5.63
IBM Xseries 336 Server	Management Console for Windows 2003 Active Directory
Dell Precision 490 Windows 7 PC	Microsoft SQL Server 2008

5. Configure Avaya Aura® Communication Manager

This section describes the steps required in Communication Manager to allow Application Enablement Services to give TeamView Office Manager control of stations and agent logins.

5.1. Verify System Capacity

The license file installed on the system controls these attributes. If a required feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative. Use the **display system-parameters customer-options** command to determine these values. On **Page 1** verify that there are sufficient stations available.

```

display system-parameters customer-options
                                Page 1 of 11
                                OPTIONAL FEATURES

G3 Version: V16                      Software Package: Enterprise
Location: 2                          System ID (SID): 1
Platform: 28                        Module ID (MID): 1

                                USED
Platform Maximum Ports: 65000 673
      Maximum Stations: 41000 45
Maximum XMOBILE Stations: 41000 0
Maximum Off-PBX Telephones - EC500: 41000 0
Maximum Off-PBX Telephones - OPS: 41000 27
Maximum Off-PBX Telephones - PBFMC: 41000 0
Maximum Off-PBX Telephones - PVFMC: 41000 0
Maximum Off-PBX Telephones - SCCAN: 0 0
Maximum Survivable Processors: 313 0

(NOTE: You must logoff & login to effect the permission changes.)

```

5.2. Verify the Dial Plan entries

Use the **change dialplan analysis** command to enter valid entries for adding stations, agents and hunt group extensions. In this configuration an entry of **4 digit** extensions starting with **1, 60 and 309** are used respectively.

change dialplan analysis						Page 1 of 12		
DIAL PLAN ANALYSIS TABLE								
Location: all						Percent Full: 2		
Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type
1	4	ext						
309	4	ext						
350	4	ext						
5	1	fac						
60	4	ext						

5.3. Add connection to Avaya Aura® Application Enablement Services

Use **display node-names ip** and take a note of the node name of the Clan used to connect to the Application Enablement Services.

display node-names ip		Page 1 of 2
		IP NODE NAMES
Name	IP Address	
AES522	10.10.16.25	
CLAN	10.10.16.31	

Use the **change ip-services** command and enter **AESVCS** as the **Service Type**. Set the **Enabled** field to **y**. In the **Local Node** field, enter the node name of the CLAN you have configured to connect to Application Enablement Services.

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

Move to **Page 4** and enter the node name of the Application Enablement Services in the **AE Services Server** field, and the CTI password for the user configured in Application Enablement Services in the **Password** field. Set the **Enabled** field to **y**.

change ip-services				Page	4 of 4
AE Services Administration					
Server ID	AE Services Server	Password	Enabled	Status	
1:	DCAES	gatekeeper123	y	in use	

5.4. Add a Station

Use the **add station n** command to add the next valid station in the dialplan. The configuration necessary to add a station may vary depending on the **Type** selected and features desired. The example below is for a 9600 Series H.323 handset. Enter the handset **Type** you wish to use and enter a valid **Security Code**. A valid **COR** and **COS** is administered depending on the level of restriction and service required. Repeat this for each H.323 or digital handset that will be controlled by Office Manager.

add station n		Page 1 of 5
STATION		
Extension: 1603	Lock Messages? n	BCC: 0
Type: 9620	Security Code: 123456	TN: 1
Port: S00025	Coverage Path 1:	COR: 1
Name: TeamView, Scantalk	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
	Time of Day Lock Table:	
Loss Group: 19	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 1603	
Speakerphone: 2-way	Mute Button Enabled? n	
Display Language: english		
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? y	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

5.5. Change to allow control of SIP Endpoints

The tested configuration assumes that all equipment has been installed and configured when SIP endpoints are present on the system. This configuration is outwith the scope of this document. To allow Teamview Office Manager to control SIP endpoints the **Type of 3PCC Enabled** must be set to **Avaya**. Verify the state of this field using the **display station** command and navigating to on **Page 6**.

display station 1307	Page 6 of 6
STATION	
SIP FEATURE OPTIONS	
Type of 3PCC Enabled: Avaya	
SIP Trunk: aar	

5.6. Add a hunt group as a skill

Use the command **add hunt-group n** to add the next hunt group available. On **Page 1**, give the hunt group an appropriate **Group Name**, set **ACD** as **y** and set **Vector** as **y**. Set the **Group Type** as either **ead-mia** or **ead-loa**. For this example **ead-mia** was used.

add hunt-group n	Page 1 of 4
HUNT GROUP	
Group Number: 7	ACD? y
Group Name: Scantalk Agent	Queue? n
Group Extension: 3097	Vector? y
Group Type: ead-mia	
TN: 1	
COR: 1	MM Early Answer? n
Security Code:	Local Agent Preference? n
ISDN/SIP Caller Display:	

On **Page 2**, set **Skill?** to **y**.

change hunt-group 7	Page 2 of 4
HUNT GROUP	
Skill? y	Expected Call Handling Time (sec): 180
AAS? n	
Measured: none	
Supervisor Extension:	

5.7. Add an agent Login-Id

Use the **add agent-loginID n** to administer an agent to be used with TeamView Office Manager. On **Page 1**, provide the agent with an appropriate **Name** and set a suitable **Password**.

add agent-loginID n		Page 1 of 3	
AGENT LOGINID			
Login ID: 6010		AAS? n	
Name: Scantalk 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/SIP Display? n	
		Password: 6010	
		Password (enter again): 6010	
		Auto Answer: station	
		MIA Across Skills: system	
		ACW Agent Considered Idle: system	
		Aux Work Reason Code Type: system	
		Logout Reason Code Type: system	

On **Page 2**, add the hunt group administered in **Section 5.6** as the **Direct Agent Skill** and as the **first skill preference** with an appropriate **SL** (skill level). Repeat this section for each agent that will be controlled by Office Manager.

add agent-loginID n		Page 2 of 3									
AGENT LOGINID											
Direct Agent Skill: 7		Service Objective? n									
Call Handling Preference: skill-level		Local Call Preference? n									
SN	RL	SL	SN	RL	SL	SN	RL	SL	SN	RL	SL
1:	7	1	16:			31:			46:		

6. Configure Avaya Aura® Application Enablement Services

This section explains the steps required to configure Application Enablement Services to allow TeamView Office Manager to connect to Application Enablement services. This allows commands to be set to and from TeamView Office Manager and forwarded to Communication Manager to control the handsets.

6.1. Log in to Avaya Aura® Application Enablement Services

Open a Microsoft Internet Explorer session and navigate to <https://<IP Address of Application Enablement Services>>. After logging in with appropriate credentials, you will be presented with the home screen.

The screenshot shows the Avaya Aura Application Enablement Services Management Console. The browser window title is "AES Management Console - Windows Internet Explorer". The address bar shows "https://10.10.16.25/aes/view/welcome.do?welcomeWarningPage.htm". The page has a "Certificate Error" warning. The Avaya logo is in the top left. The main heading is "Application Enablement Services Management Console". A welcome message in the top right says: "Welcome: User craft, Last login: Wed Feb 23 10:43:46 2011 from 10.10.16.62, HostName/IP: DCAES/10.10.16.25, Server Offer Type: TURNKEY, SW Version: r5-2-2-105-0". A red navigation bar contains "AE Services", "Home", "Help", and "Logout". A left sidebar lists navigation options: "AE Services" (expanded), "CVLAN", "DLG", "DMCC", "SMS", "TSAPI", "Communication Manager Interface", "Licensing", "Maintenance", "Networking", "Security", "Status", "User Management", "Utilities", and "Help". The main content area is titled "AE Services" and contains an important notice: "IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart." Below this is a table with columns: Service, Status, State, License Mode, and Cause*. The table lists: ASAI Link Manager (N/A, Running, N/A, N/A), CVLAN Service (OFFLINE, Running, N/A, N/A), DLG Service (OFFLINE, Running, N/A, N/A), DMCC Service (ONLINE, Running, NORMAL MODE, N/A), TSAPI Service (ONLINE, Running, NORMAL MODE, N/A), and Transport Layer Service (N/A, Running, N/A, N/A). Below the table, it says: "For status on actual services, please use [Status and Control](#)". A footnote states: "* -- For more detail, please mouse over the Cause, you'll see the tooltip, or go to help page." A "License Information" section at the bottom says: "You are licensed to run Application Enablement (CTI) version 5.0". The footer of the page says "© 2009 Avaya, Inc. All Rights Reserved." The Windows taskbar at the bottom shows the time as 14:23 on 23/02/2011.

Service	Status	State	License Mode	Cause*
ASAI Link Manager	N/A	Running	N/A	N/A
CVLAN Service	OFFLINE	Running	N/A	N/A
DLG Service	OFFLINE	Running	N/A	N/A
DMCC Service	ONLINE	Running	NORMAL MODE	N/A
TSAPI Service	ONLINE	Running	NORMAL MODE	N/A
Transport Layer Service	N/A	Running	N/A	N/A

6.2. Add a new user

From the left hand menu, choose **User Management** → **User Admin** → **Add User**. When presented with the **Add User** screen, enter a **User Id** and **User Password** in the appropriate boxes. Set **CT User** as **Yes** and enter a **Common Name** and **Surname** as these are required fields. The screen below shows the configuration for user **scantalk** created previously for the compliance test.

The screenshot displays the AES Management Console in a Windows Internet Explorer browser window. The left-hand navigation menu is expanded, showing the following structure:

- AE Services
 - Communication Manager Interface
 - Licensing
 - Maintenance
 - Networking
 - Security
 - Status
 - User Management**
 - Service Admin
 - User Admin**
 - Add User
 - Change User Password
 - List All Users
 - Modify Default Users
 - Search Users
 - Utilities
 - Help

The main content area is titled "Edit User" and contains the following fields:

- * User Id: scantalk
- * Common Name: Scantalk
- * Surname: TeamView
- User Password: [empty]
- Confirm Password: [empty]
- Admin Note: [empty]
- Avaya Role: None
- Business Category: [empty]
- Car License: [empty]
- CM Home: [empty]
- Css Home: [empty]
- CT User: Yes
- Department Number: [empty]
- Display Name: [empty]
- Employee Number: [empty]
- Employee Type: [empty]
- Enterprise Handle: [empty]
- Given Name: [empty]
- Home Phone: [empty]
- Home Postal Address: [empty]
- Initials: [empty]
- Labeled URI: [empty]
- Mail: [empty]
- MM Home: [empty]
- Mobile: [empty]
- Organization: [empty]
- Pager: [empty]
- Preferred Language: English
- Room Number: [empty]
- Telephone Number: [empty]

At the bottom of the form are two buttons: "Apply Changes" and "Cancel Changes".

6.3. Add a Switch connection

From the left hand menu, choose **Communication Manager Interface** → **Switch Connections** and click on the **Add Connection** button (not shown). In the **Switch Password** field, enter the password from **Section 5.3**. Click on the **Apply** button to save.

The screenshot displays the Avaya Application Enablement Services Management Console. The left-hand navigation menu includes 'AE Services', 'Communication Manager Interface' (expanded), 'Switch Connections' (highlighted), 'Dial Plan', 'Licensing', 'Maintenance', 'Networking', and 'Security'. The main content area is titled 'Connection Details - CM' and contains the following fields and options:

- Switch Password:
- Confirm Switch Password:
- Msg Period: Minutes (1 - 72)
- SSL: ☒
- Processor Ethernet: ☐
- Buttons:

6.4. Add a TSAPI link

From the left hand menu, choose **AE Services** → **TSAPI** → **TSAPI Links** and click the **Add Link** button (not shown). From the drop down menus, choose the **Switch Connection** administered in the previous section and enter the **Switch CTI Link Number**. Click on the **Apply Changes** button to save.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header features the Avaya logo and the title "Application Enablement Services Management Console". Below this is a red navigation bar with the text "AE Services | TSAPI | TSAPI Link". On the left, a sidebar menu shows "AE Services" expanded, with "CVLAN", "DLG", "DMCC", and "SMS" listed. Under "TSAPI", "TSAPI Links" is selected. The main content area is titled "Edit TSAPI Links" and contains the following configuration fields:

Link	1
Switch Connection	CM
Switch CTI Link Number	1
ASAI Link Version	4
Security	Unencrypted

At the bottom of the configuration area are two buttons: "Apply Changes" and "Cancel Changes".

6.5. Check Tlink

From the left hand menu, choose **Security** → **Security Database** → **Tlinks**. Note the **Tlink Name** shown for use later in the TeamView Office Manager administration.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header features the Avaya logo and the title "Application Enablement Services Management Console". Below this is a red navigation bar with the text "Security | Security Database | Tlinks". The left sidebar contains a tree view of the application's structure, with "Security" expanded to show "Security Database", which is further expanded to show "Tlinks" as the selected item. The main content area is titled "Tlinks" and shows a "Tlink Name" field with the value "AVAYA#CM#CSTA#DCAES". Below the field are two buttons: "Edit Tlink" and "Delete Tlink".

AVAYA Application Enablement Services Management Console

Security | Security Database | Tlinks

▶ AE Services
▶ Communication Manager Interface
▶ Licensing
▶ Maintenance
▶ Networking
▼ Security
 ▶ Account Management
 ▶ Audit
 ▶ Certificate Management
 Enterprise Directory
 ▶ Host AA
 ▶ PAM
 ▼ Security Database
 ▪ Control
 ▣ CTI Users
 ▪ Devices
 ▪ Device Groups
 ▪ **Tlinks**

Tlinks

Tlink Name
☒ AVAYA#CM#CSTA#DCAES

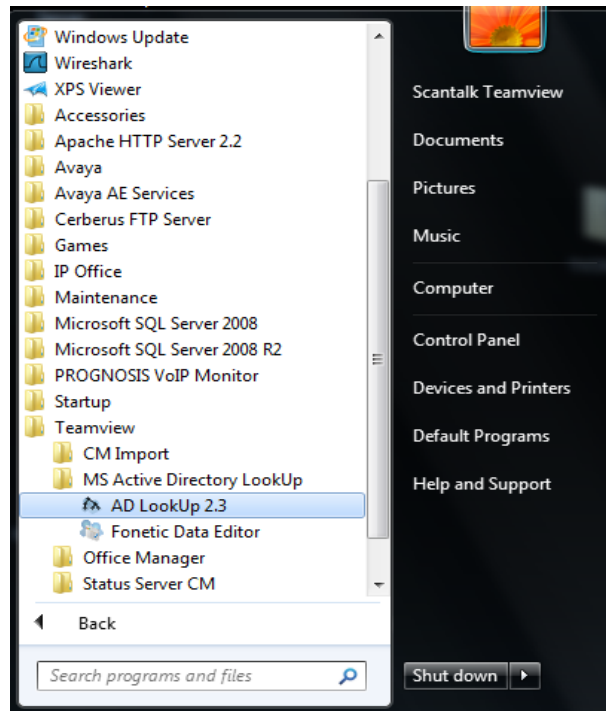
Edit Tlink Delete Tlink

7. Configure ScanTalk TeamView Office Manager

This section explains the procedure for configuring TeamView Office Manager allowing the application to take control of a handset and display the status of stations and agents. All configurations in this section assume that both Active Directory and the SQL server have been configured in accordance with Scantalk recommendations.

7.1. Import Active Directory

From the Windows start menu under TeamView, launch AD Lookup 2.3.



From the Server tab of AD Lookup, enter the details for the SQL Database and Active Directory configured out of the scope of this document. When the entries are complete, click on the save icon.

TeamView - AD Lookup 2.3

Files Functions Tools Help

Server Phone Personal Organisation Options AD View Advanced # Conversion

Database Connection

Database Server SQL Server

Database EMDB

☐ Windows Integrated security

User EMDB Password *****

Filter

Active Directory / LDAP

Platform Microsoft Active Directory

Base / Domain //AVAYA

Filter (&(objectCategory=Person)(objectClass=User)(telephoneNumber=*))

Domain \ User avaya\admin Password *****

Click on the AD View Tab and press the ? Icon to view the administered users. This is populated and confirms the Active Directory configuration is entered correctly.

TeamView - AD Lookup 2.3

Files Functions Tools Help

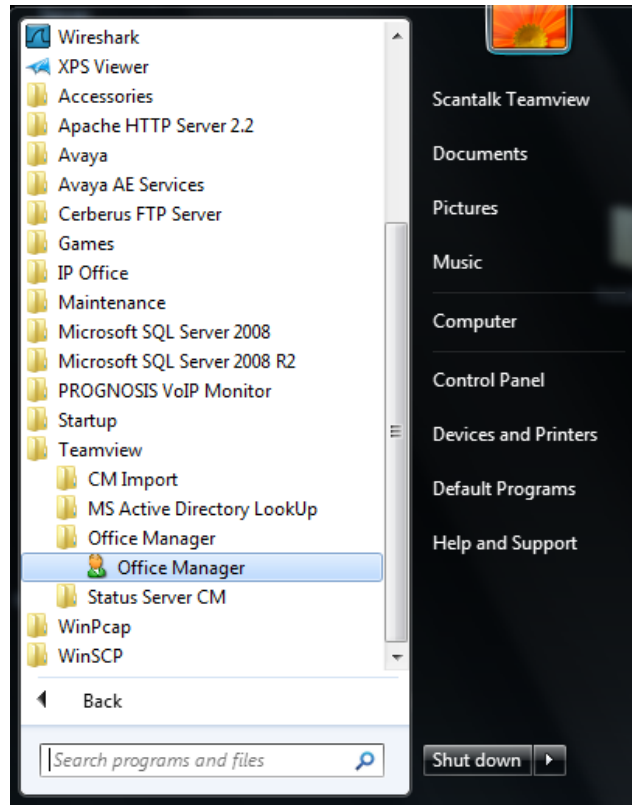
Server Phone Personal Organisation Options AD View Advanced # Conversion

Name	EMail	Distinguishedname
Graeme	gmcowell@avaya.c...	CN=Graeme McDowell,CN=Users,DC...
Joe	jbloggs@avaya.com	CN=Joe Bloggs,CN=Users,DC=avaya...
Rory	mcilroy@avaya.com	CN=Rory McIlroy,CN=Users,DC=avay...
Scantalk	scantalk@avaya.com	CN=Scantalk Teamview,CN=Users,D...
Valentino	vrossi@avaya.com	CN=Valentino Rossi,CN=Users,DC=a...

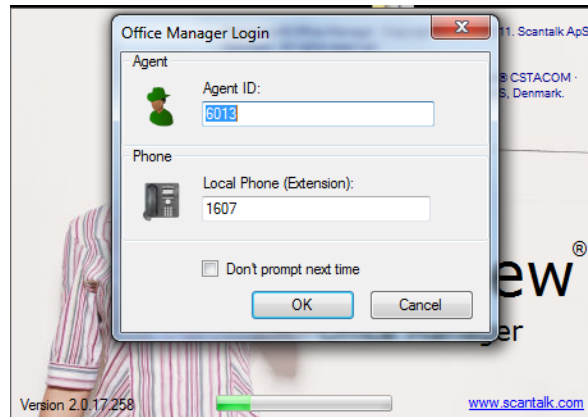
7.2. Administer ScanTalk TeamView Office Manager

7.2.1. Login into ScanTalk TeamView Office Manager

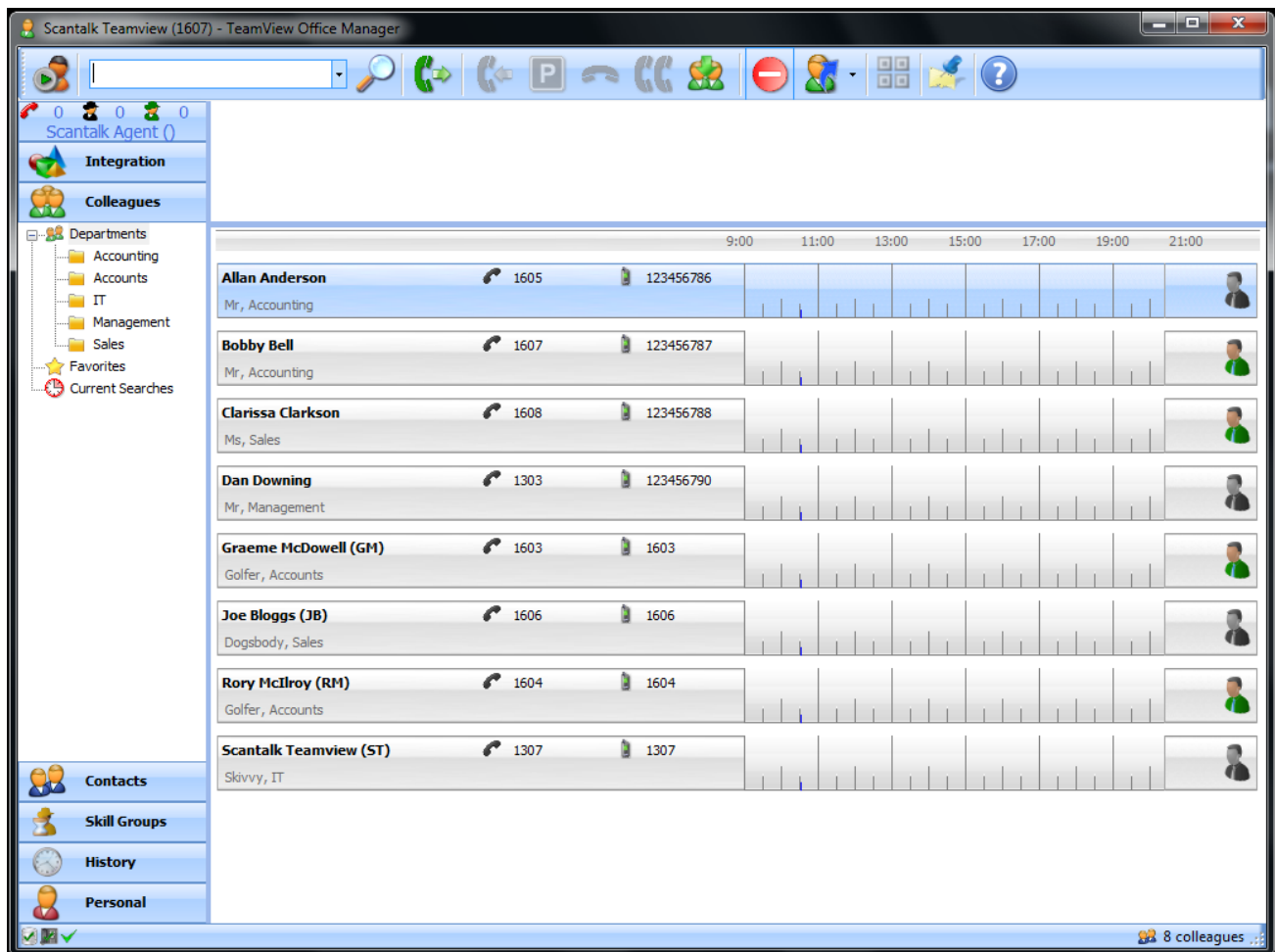
From the Windows start menu under TeamView, launch Office Manager.



Enter the extension of the handset to be controlled and agent login (if required) and click the **OK** button.

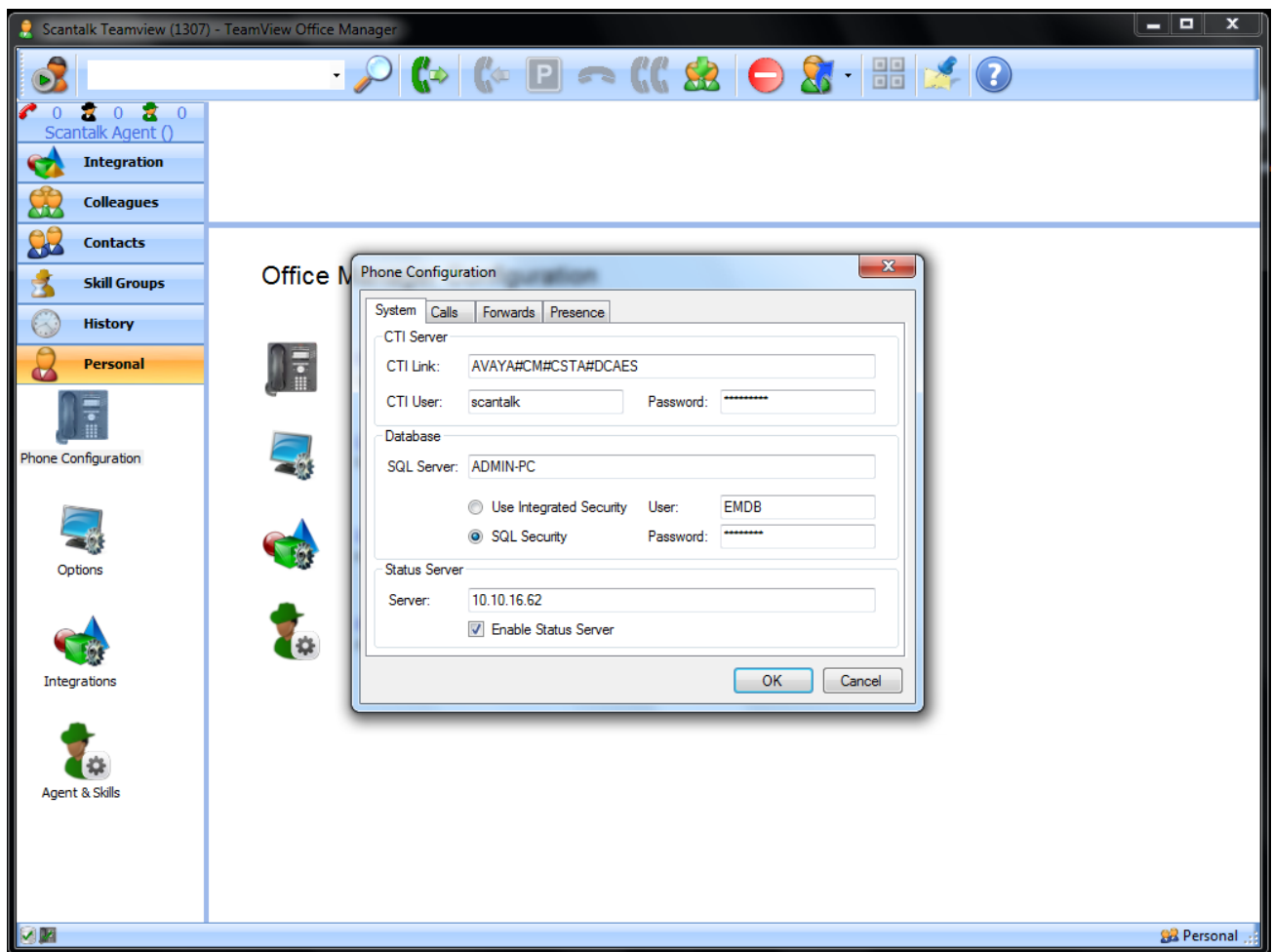


You will be presented with the opening screen. In the bottom left hand corner, the icons indicate connectivity to Active Directory, SQL and Application Enablement Services and when configured correctly these have a green tick through them.



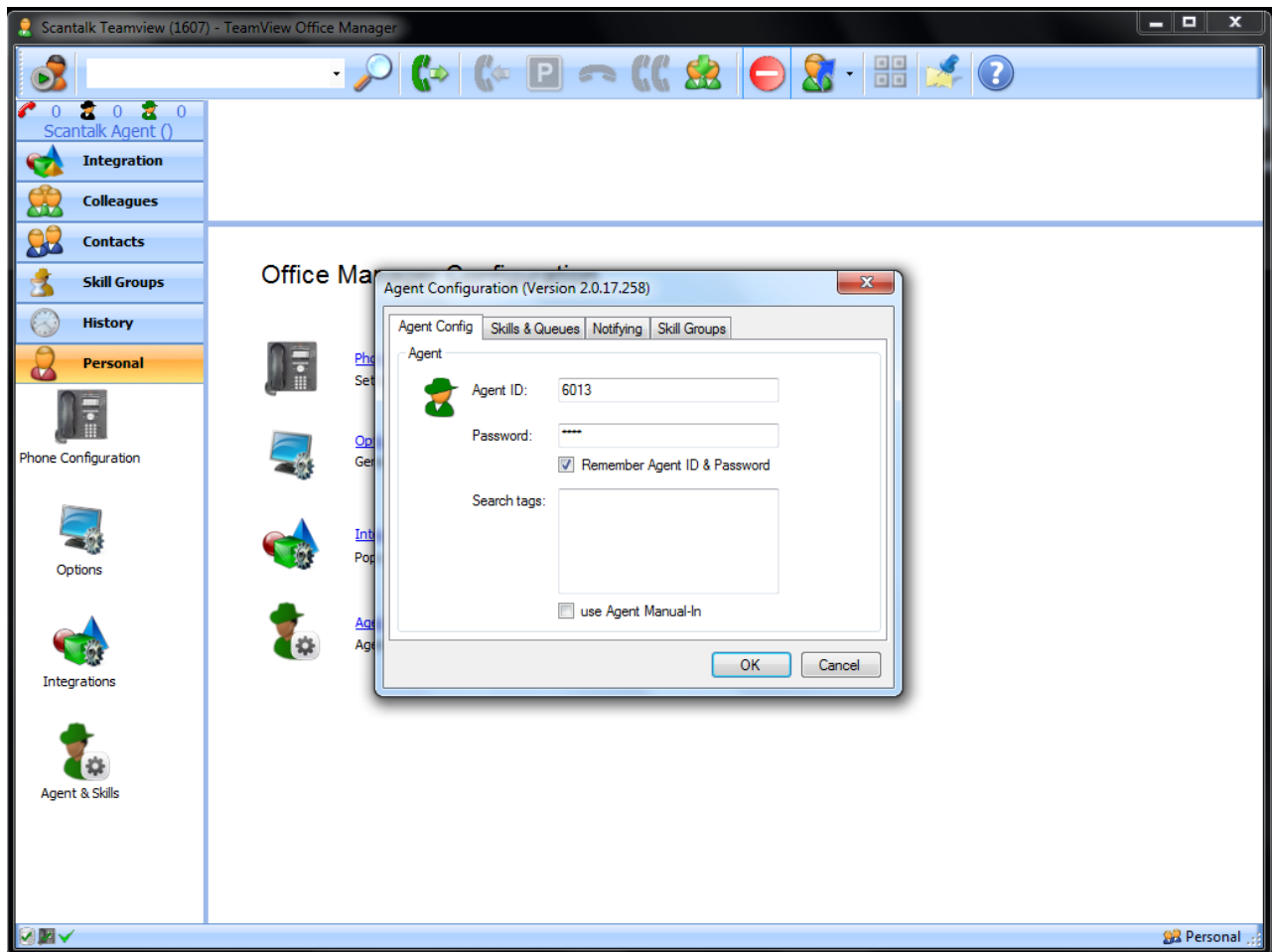
7.2.2. Administer phone configuration

The first time Office Manager is opened, the Phone Configuration screen needs to be administered under the Personal tab on the bottom left of the opening screen. The CTI link noted in **Section 6.5** needs to be entered as well as the CTI user details administered in **Section 6.2**. The SQL Server details have to be entered. The configuration of the SQL server is outwith the scope of this document and the details of the server are determined at the time of installation. Enter the IP address of the Status Server and select **Enable Status Server** to complete the configuration. Click **OK**.



7.2.3. Administer Agent

The agent details and skills need to be administered to allow an agent to log in and receive ACD calls. Choose **Agent & Skills** and enter **Agent ID** and the **Password** using the agent **Login ID** and **Password** administered in **Section 5.7**. Click **OK**.



7.2.4. Login Agent and Make available

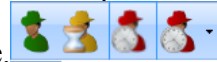
Use the icon in the top left hand corner of the screen depicting a figure and green play symbol.



An icon will now appear beside the user icon on the right hand list of colleagues beside the assigned extension. At first log in, the icon is a red figure with a clock in front indicating a default not ready state.

Colleague	Extension	Mobile	Availability
Allan Anderson Mr, Accounting	1605	123456786	Available
Bobby Bell Mr, Accounting	1607	123456787	Not Ready
Clarissa Clarkson Ms, Sales	1608	123456788	Available
Dan Downing Mr, Management	1303	123456790	Available
Graeme McDowell (GM) Golfer, Accounts	1603	1603	Available
Joe Bloggs (JB) Dogsbody, Sales	1606	1606	Available
Rory McIlroy (RM) Golfer, Accounts	1604	1604	Available
Scantalk Teamview (ST) Skivvy, IT	1307	1307	Available

To make an agent available click on the Green figure in the top left of the screen. The icon beside the assigned extension will change to a green figure.



Scantalk Teamview 6013 (1607) - TeamView Office Manager

0 1 1
Scantalk Agent ()

Integration

Colleagues

Departments

- Accounting
- Accounts
- IT
- Management
- Sales
- Favorites
- Current Searches

Contacts

Skill Groups

History

Personal

9:00 11:00 13:00 15:00 17:00 19:00 21:00


Allan Anderson Mr, Accounting	1605	123456786																	
Bobby Bell Mr, Accounting	1607	123456787																	
Clarissa Clarkson Ms, Sales	1608	123456788																	
Dan Downing Mr, Management	1303	123456790																	
Graeme McDowell (GM) Golfer, Accounts	1603	1603																	
Joe Bloggs (JB) Dogsbody, Sales	1606	1606																	
Rory McIlroy (RM) Golfer, Accounts	1604	1604																	
Scantalk Teamview (ST) Skivvy, IT	1307	1307																	

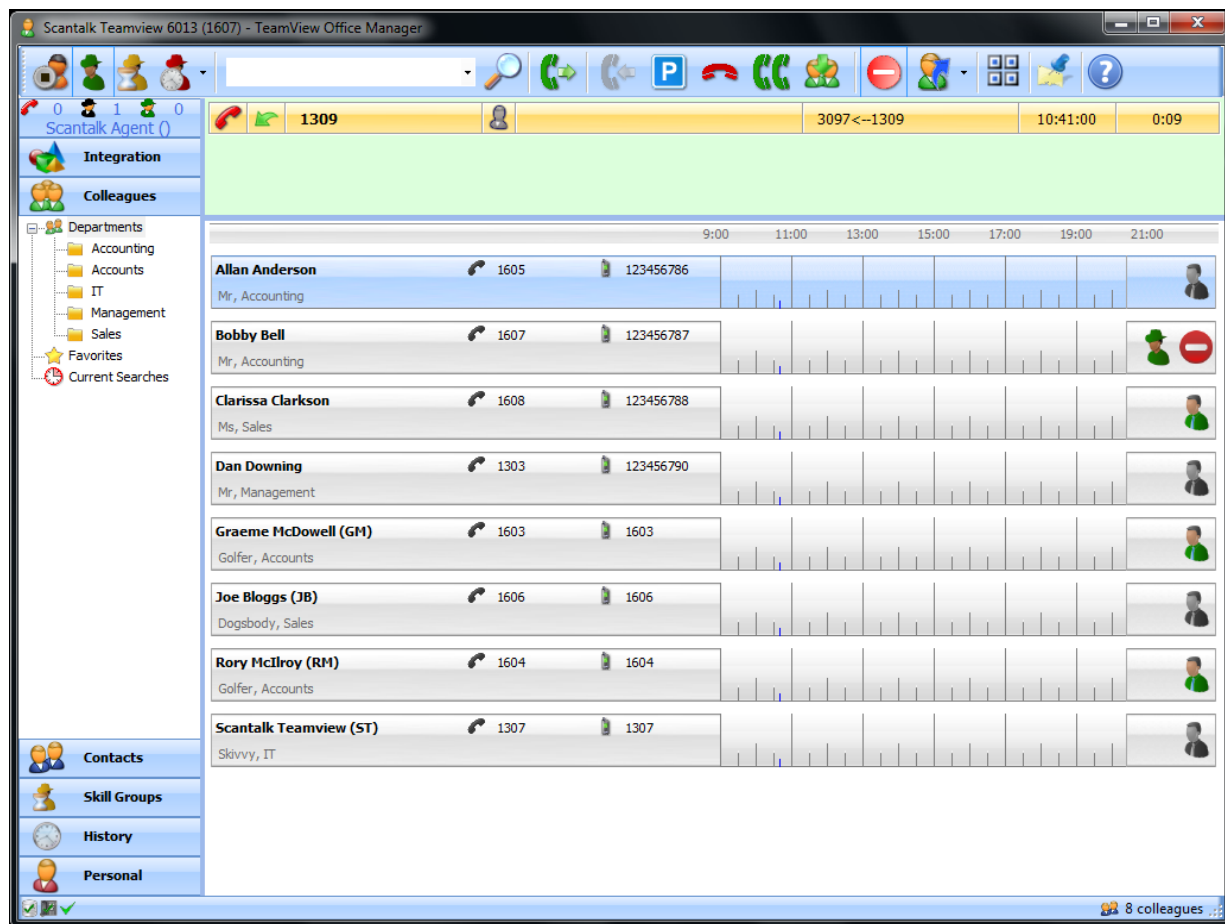
8 colleagues

7.3. Verification Steps


This section provides the tests that can be performed to verify correct configuration of Application Enablement Services and the TeamView Office Manager solution.

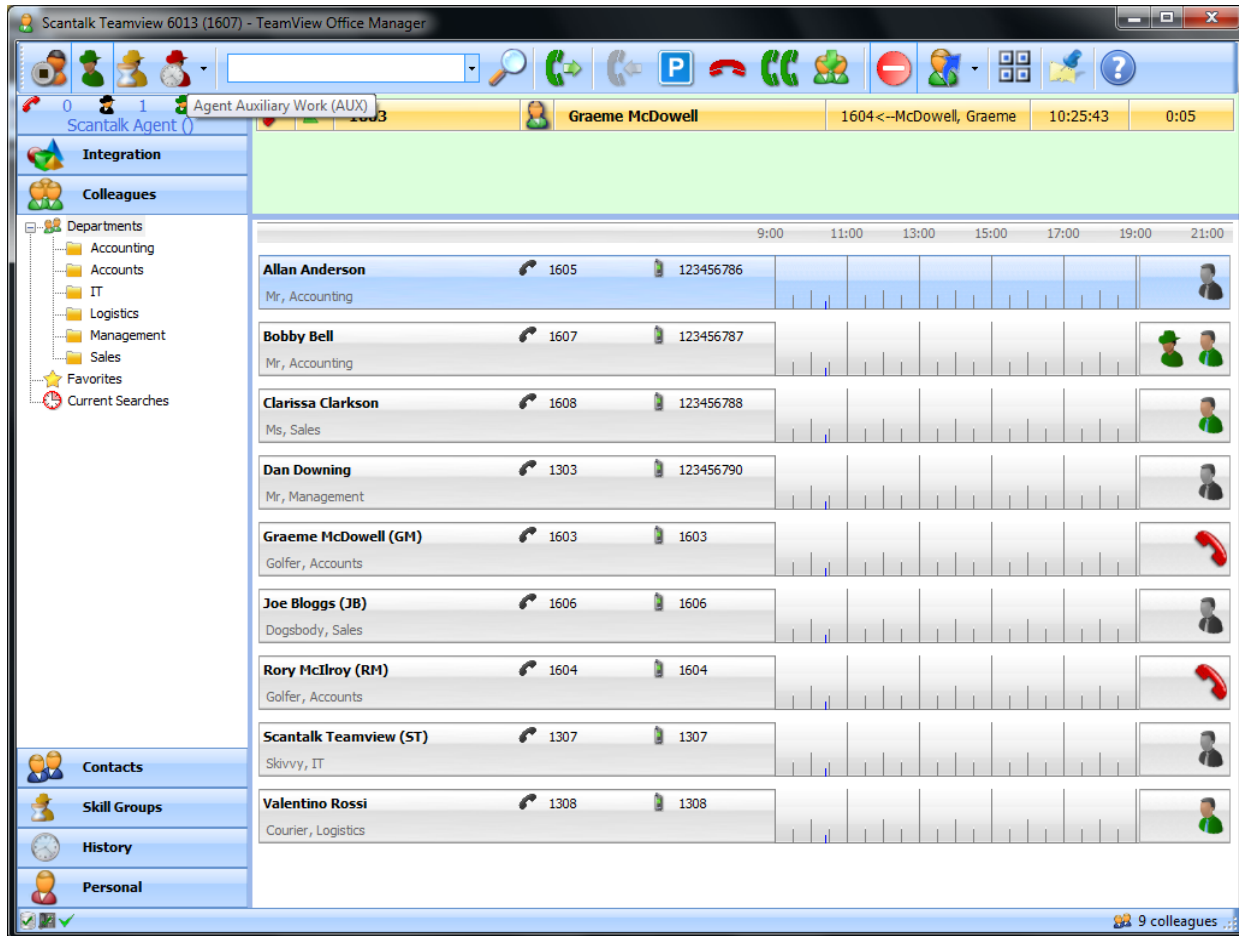
7.4. Make a call

This step confirms that TeamView Office Manager can take control of a handset using a TSAPI link administered in Application Enablement Services. A call bar shows in the top section of the main screen with the call information. The user also shows the busy icon beside them .



7.5. Colleague State Changes

This step confirms that information is being passed from the Application Enablement Services regarding other users. When other users are on a call the application shows a red handset  against the user to indicate they are busy.

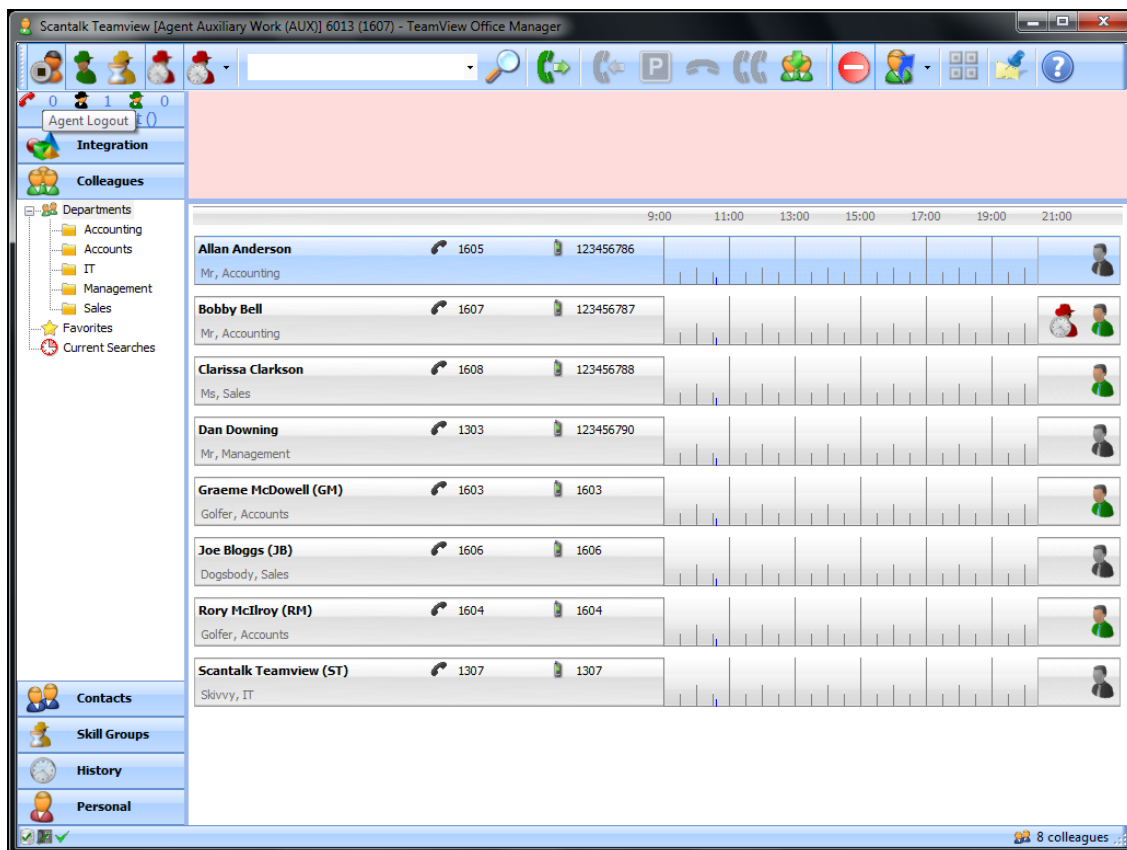


7.6. Agent State Changes

This step confirms that information is being passed to Application Enablement Services and the state of the agent is being changed in TeamView Office Manager and Communication Manager. Use the **monitor bcms skill n** to view the status of agent logged in. There is an **Available** icon beside the user in TeamView Office Manager.

monitor bcms skill n					Page 1 of 1		
BCMS SKILL (AGENT) STATUS							
Skill: 7				Date: 10:42 THU FEB 24 2011			
Skill Name: Scantalk Agent							
Calls Waiting: 0				Acceptable Service Level: 20			
Oldest Call: 0:00				% Within Service Level:			
Staffed: 1 Avail: 1 ACD: 0 ACW: 0 AUX: 0 Extn Calls: 0 Other: 0							
				ACD		EXT IN	EXT OUT
AGENT NAME	LOGIN ID	EXT	STATE	TIME	CALLS	CALLS	CALLS
Scantalk 4	6013	1607	Avail	10:37	0	0	0

Use the red AUX figure icon to change the state of the agent within TeamView Office Manager.



The status of the Agent using **monitor bcms skill n** will now show **STATE** as **AUX**.

monitor bcms skill 7					Page 1 of 1		
BCMS SKILL (AGENT) STATUS							
Skill: 7				Date: 10:49 THU FEB 24 2011			
Skill Name: Scantalk Agent							
Calls Waiting: 0				Acceptable Service Level: 20			
Oldest Call: 0:00				% Within Service Level:			
Staffed: 1	Avail: 0	ACD: 0	ACW: 0	AUX: 1	Extn Calls: 0	Other: 0	
AGENT NAME	LOGIN ID	EXT	STATE	TIME	ACD CALLS	EXT IN CALLS	EXT OUT CALLS
Scantalk 4	6013	1607	AUX	10:48	0	0	0

8. Conclusion

These Application Notes describe the procedures for configuring Scantalk TeamView Office Manager with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager. TeamView Office Manager successfully passed all compliance testing. Observations made during compliance testing can be found in **Section 2.2** of this document.

9. Additional References

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

- [1] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*
Release 5.2.x 20th November 2009, Doc Number 02-300357.

Scantalk TeamView documentation can be found at www.scantalk.com.

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