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Avaya Solution & Interoperability Test Lab

Application Notes for configuring IP Integration AskMe Snap-In to interoperate with Avaya Breeze™ 3.2 and Avaya Aura® 8.0 - Issue 1.0

Abstract

These Application Notes contain configuration steps required for IP Integration AskMe Snap-in to interoperate with Avaya Breeze™ 3.2 and Avaya Aura® 8.0.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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

1. Introduction

These Application Notes describe the configuration steps required to integrate the AskMe Snap-In with Avaya Breeze™ 3.2.

AskMe Snap-in is a post-call survey application. AskMe's database is in the cloud on Amazon Web Service (AWS). AskMe can be invoked as a callable service or as a called party, calling party services. In called party, calling party services, AskMe uses DTMF listener to transfer call from agent to survey application post-call. AskMe can be deployed standalone or in a contact center environment. The contact center environment was tested in this compliance test with Avaya Aura® Contact Center.

2. General Test Approach and Test Results

Interoperability testing contained functional tests mentioned in **Section 2.1**. DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

This test was conducted in a lab environment simulating a basic customer enterprise network environment. The testing focused on the standards-based interface between the Avaya solution and the third party solution. The results of testing are therefore considered to be applicable to either a premise-based deployment or to a hosted or cloud deployment where some elements of the third party solution may reside beyond the boundaries of the enterprise network, or at a different physical location from the Avaya components.

Readers should be aware that network behaviors (e.g. jitter, packet loss, delay, speed, etc.) can vary significantly from one location to another, and may affect the reliability or performance of the overall solution. Different network elements (e.g. session border controllers, soft switches, firewalls, NAT appliances, etc.) can also affect how the solution performs.

If a customer is considering implementation of this solution in a cloud environment, the customer should evaluate and discuss the network characteristics with their cloud service provider and network organizations, and evaluate if the solution is viable to be deployed in the cloud.

The network characteristics required to support this solution are outside the scope of these Application Notes. Readers should consult the appropriate Avaya and third party documentation for the product network requirements. Avaya makes no guarantee that this solution will work in all potential deployment configurations.

2.1. Interoperability Compliance Testing

The testing focuses on the following areas:

- Loading AskMe-Snap-in - Load is Successful.
- Installing AskMe-Snap-in - Install as part of a core platform Cluster.
- Administer AskMe-Snap-in Attributes - Attributes can be configured for Profile, Cluster or Global configurations.
- Verify AskMe-Snap-in as a callable service
- Verify AskMe-Snap-in as a calling party, called party service
- Serviceability

2.2. Test Results

All test cases were executed successfully.

2.3. Support

Support for IP Integration AskMe-Snap-in can be obtained through the following:
IP Integration Ltd
Integration House
Turnhams Green Business Park
Pincents Lane
Reading, Berkshire
RG31 4UH
Tel: 0118 918 4600
Fax: 0118 918 4601
Email: service@ipintegration.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the IP Integration AskMe with Avaya Breeze^{TM} 3.2 and Avaya Aura® 8.0.
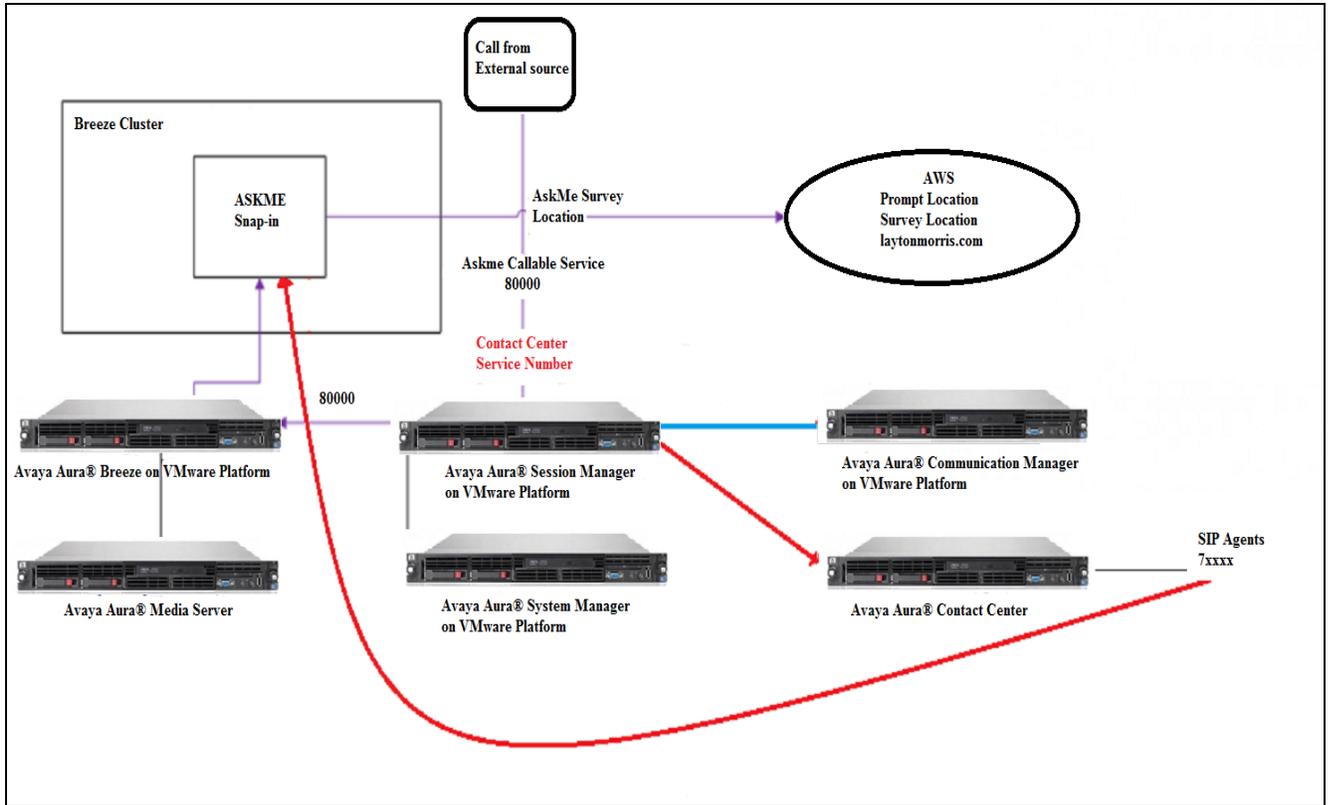
Figure 1: Test Configuration for AskMe-Snap-in with Avaya Breeze^{TM}

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager	8.0
Avaya Aura® Session Manager	8.0
Avaya Aura® Communication Manager	8.0
Avaya Breeze™	3.2.0.1
Avaya Aura® Media Server	8.0
Avaya Aura® Media Server for Breeze	7.7
Avaya Aura® Contact Center	7.0FP3
AskMe Snap-in	3.2.0.2.1

5. Configure Avaya Breeze^{TM} and IP Integration AskMe Snap-in

This section describes the steps required to configure the Configure Avaya Breeze^{TM} and IP Integration AskMe Snap-in. It is assumed that the Avaya Breeze^{TM} has been, installed and configured, and as such, the configuration is out with the scope of this document.

Configuration of Avaya Breeze^{TM} and is performed via Avaya Aura® System Manager. Access the System Manager Administration web interface by entering https://<FQDN>/SMGR as the URL in a web browser where <FQDN> is the FQDN of System Manage. Log in using appropriate credentials.
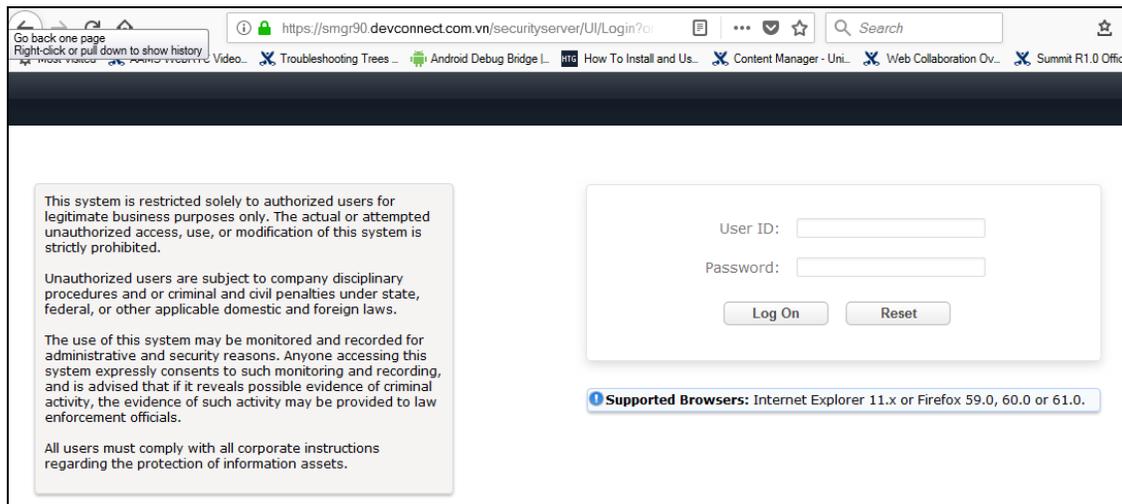
Once logged in, the following screen is displayed.
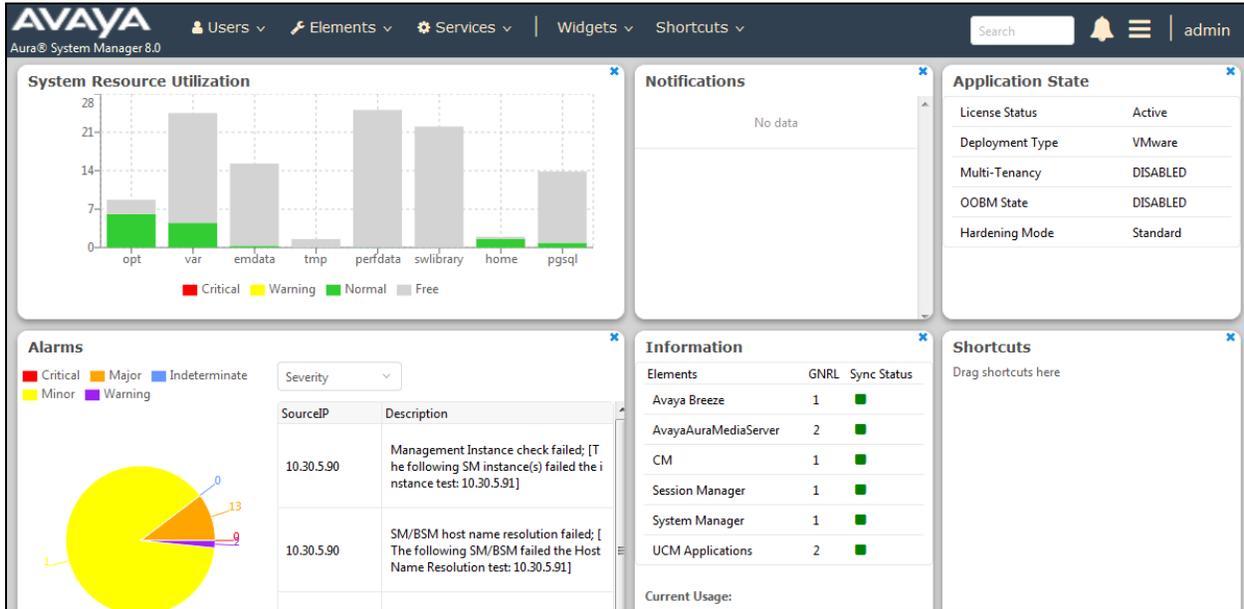
5.1. Load AskMe Snap-in to SMGR

Save the **AskMe-3.2.0.2.1.svar** file provided by IP Integration somewhere on the PC used to access System Manager. Select **Avaya Breeze**^(TM) > **Service Management** > **Services** and click on **Load**. Click on **Browse** next to **Local PC** and select the svar file. Click on **Load**.
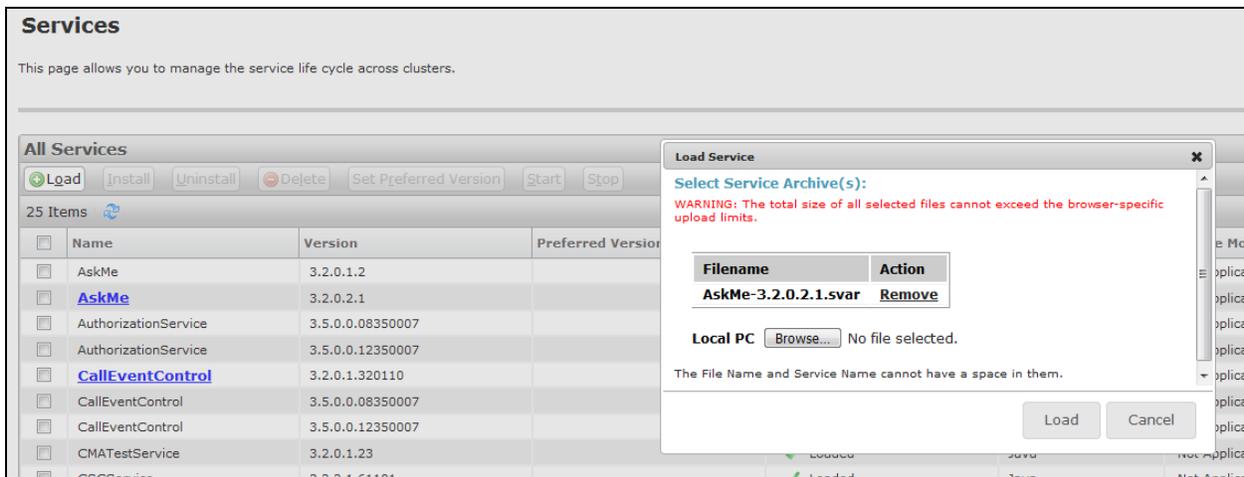
5.2. Install AskMe Snap-in to Avaya Breeze™ Cluster

When returned to the **Service Management** page the IP Integration AskMe Snap-in is displayed as **Loaded**. Select the radio button to the left of the service and then click the **Install** button.

During compliance testing, the service was installed on a single Breeze server within a Cluster named **Askme**. Select the cluster of server where the service will be installed and click the Commit button.

Note that the CallEventControl version 3.2.0.1.320110 and EventingConnector version 3.2.0.1.320110 services are already assigned to this cluster.

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Wait until the AskMe Snap-in is **Installed** state.

Services

This page allows you to manage the service life cycle across clusters.

All Services

| Load | Install | Uninstall | Delete | Set Preferred Version | Start | Stop |

25 Items 🔄   Filter: Enable

	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
☐	AskMe	3.2.0.1.2		✔ Loaded	Java	Not Applicable	Not Signed	100
☐	**AskMe**	3.2.0.2.1		✔ Installed	Java	Not Applicable	Not Signed	100
☐	AuthorizationService	3.5.0.0.08350007		✔ Loaded	Java	Not Applicable	✔	100
☐	AuthorizationService	3.5.0.0.12350007		✔ Loaded	Java	Not Applicable	✔	100
☐	**CallEventControl**	3.2.0.1.320110		✔ Installed	Java	Not Applicable	✔	100
☐	CallEventControl	3.5.0.0.08350007		✔ Loaded	Java	Not Applicable	✔	100

5.3. Configure Service Profile on Avaya Breeze™

Add a new **Service Profile**, navigate to **Avaya Breeze™** > **Configuration** > **Service Profiles** and select **New**.

- Type in a **Name** for the **Service Profile**
- Click **Add (+) AskMe** in **Available Service.**
- Select **Commit**.

Service Profile Editor

Identity

        *Name Askme

        Description

Services in this Service Profile

| All Services | Service Invocation Details |

1 Item 🔄

Remove from Service Profile	Name	Version	Description
✖	**AskMe**	Latest*	AskMe Service

* The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.
** The 'Preferred' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.

Available Service to Add to this Service Profile

7 Items 🔄

Add to Service Profile	Name	Description
✚ Advanced...	AskMe	AskMe Service

5.4. Configure Implicit User Profiles on Avaya Breeze™

Create an **Implicit User Profile** Rule that encompasses all users can use the IP Integration AskMe Callable Service Profile. Assign the Service Profile to that group. Users do not need to be administered on System Manager.

Add an **Implicit User Profile** for AskMe Callable Service, go to **Avaya Breeze™** > **Configuration** > **Implicit User Profiles** and select **New**.

- For **Service Profile**, select the Service profile created in previous section.
- Type in a **Pattern** for AskMe Callable Service.
- Type in **Min** and **Max** for the pattern Select **Commit** once done.
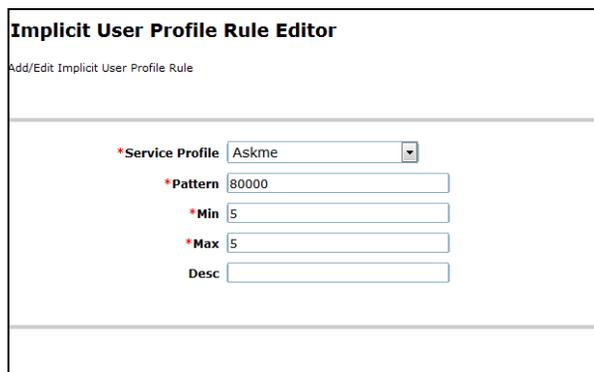
Implicit User Profile Rule Editor

Add/Edit Implicit User Profile Rule

*Service Profile	Askme
*Pattern	80000
*Min	5
*Max	5
Desc	

Add one more Implicit User Profile to assign groups of users to a service profile whether or not they are explicitly administered on System Manager. This allows invoking call intercept snap-ins for non-SIP users without adding them as users on System Manager:

- For **Service Profile**, select the Service profile created in previous section.
- Type in a **Pattern** for non-SIP users that will be used to intercept the call.
- Type in **Min** and **Max** for the pattern Select **Commit** once done.
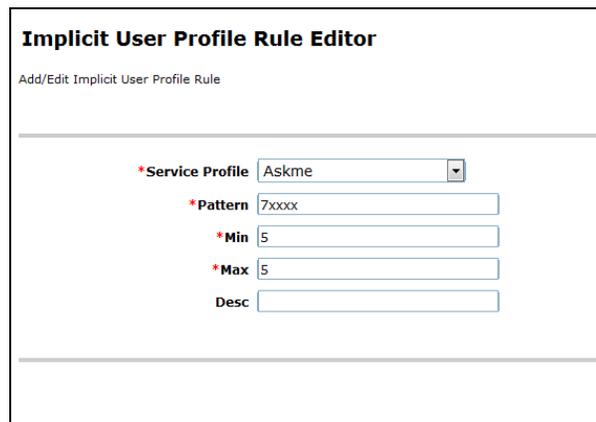
Implicit User Profile Rule Editor

Add/Edit Implicit User Profile Rule

*Service Profile	Askme
*Pattern	7xxxx
*Min	5
*Max	5
Desc	

5.5. Configure Attributes for IP Integration AskMe Snap-in

Select **Avaya Breeze**^{TM} > **Configuration** > **Attributes** and on the **Service Globals** tab select the AskMe Service created from the drop down.

- **Customer Id** is The unique 8 digit ID assigned to you on purchase
- **Survey Identifier** is The survey id to deliver
- **Survey Location** is The http or https URL of the Ask Me Survey platform
- **Survey Short Code** is Key sequence needed from the agent to connect the customer to a survey.

5.6. Install HTTPS Survey Location, Survey Prompt Certificate for Breeze

A certificate needs to be installed on Avaya Breeze™ Cluster for the AskMe Snap-in to work with Survey Location, Survey Prompt using HTTPS. Obtain the certificate from IP Integration. Select **Avaya Breeze™** > **Cluster Administration** (not show). Check box for the cluster where **AskMe Snap-in** installed and select **Certificate Management** > **Install Trust Certificate** (All Avaya Breeze Instances).

Browse to the location of the certificate obtained from IP Integration and select **Retrieve Certificate**. Select **Commit** to save the certificate.

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

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

5.8. Assign AskMe Service Profile to Agents

From System Manager, Go to **Users** > **User Management** > **Manage Users**. Select your Agent, and Click **Edit**

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Select **Communication Profile** Tab, Enable **Avaya Breeze Profile** in left side and choose AskMe **Service Profile** you created in **Section 5.3**. Select **Commit** to save.
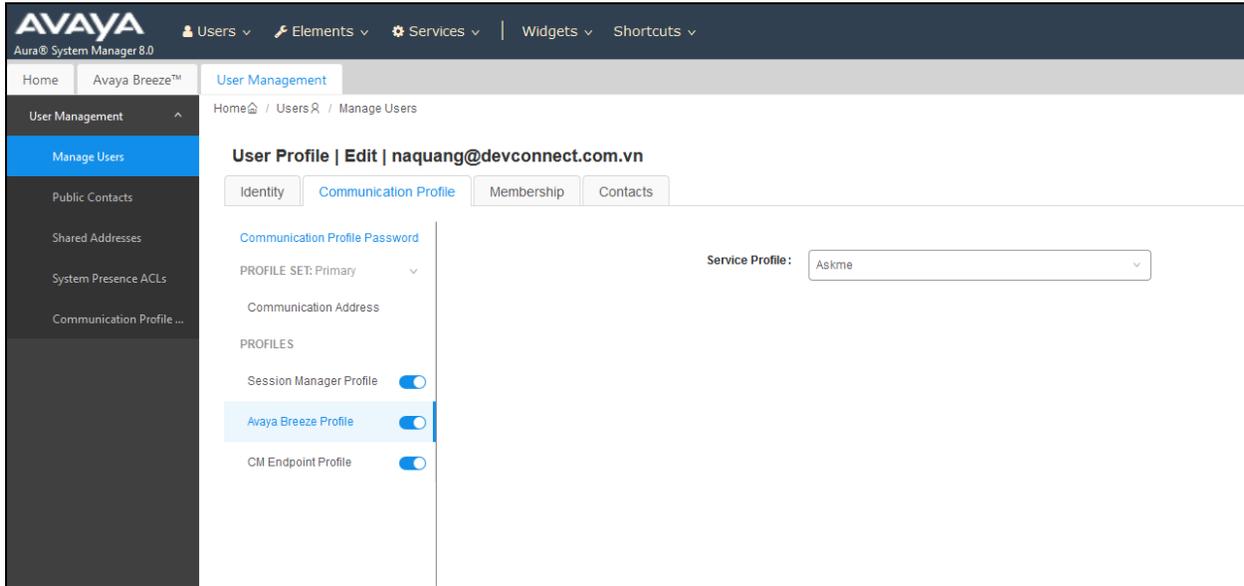
6. Configure Avaya Aura® Session Manager

This section describes the steps required to configure the Configure Avaya Aura® Session Manger (Session Manager). It is assumed that the Session Manger has been installed and configured prior to the deployment of the AskMe Snap-in.

6.1. Set Implicit User Applications

The Session Manager needs to be set to Enable Implicit Users Applications for SIP users. From the System Manager home screen select **Element** > **Session Manager** > **Global Settings**

Click on the **Enable Implicit Users Applications for SIP users** radio button and Select **Commit.**

6.2. Configure Session Manager Application Sequence

Select **Application Configuration** from the left hand menu and on the **Applications** screen click on **New**.

On the **Application Editor** screen, enter Application **Name** and select the Avaya Breeze **SIP Entity** to be used for the AskMe Snap-in. Click on **Commit** to save changes.

Next, Select **Application Sequences** from the left hand menu and from the **Application Sequences** screen click on **New**.

On the **Application Sequences Editor** enter a **Name** and from the **Available Applications** list select the **Application** added above. This will add the Application to the **Applications in this Sequence** list as shown.

Select **Implicit Users** under **Application Configuration** from the left hand menu and click on **New** to create **Implicit User Rules** that match the numbers of AskMe agents that use Calling Party applications, Called Party applications.

On the **Implicit User Rule Editor** screen:

- Type in a **Pattern** for agents that will be used to intercept the call.
- Type in **Min** and **Max** for the pattern.
- Select the Application sequence created above under **Originating and Termination Application Sequence** drop downs
- Click on **Commit** to save

6.3. Add the Routing Policy for AskMe Callable Service

Click on **Routing Policies** from the routing menu. Click on **New**. On the **Routing Policy Details** screen enter a descriptive **Name** and click on **Select** under **SIP Entity as Destination**. Select previously added Breeze SIP Entity to be used in the AskMe Snap-in cluster. Click on **Select** to add this entry. On the **Routing Policy Details** page click on **Commit** to add the entry.

6.4. Add Dial Patterns for AskMe Callable Service

Click on **Dial Patterns** from the **Routing** menu. Click on **New**.
Enter the number the AskMe Callable Service to route to the Avaya Breeze Server beside **Pattern** and set the **Min** and **Max** to the number of digits in the **Pattern**. Under **Originating Location and Routing Policies**, click on **Add**.

Under **Originating Location** select **Apply the Selected Routing Policy to All Originating Locations** and under **Routing Policies,** select the Routing Policy in **Section 6.4**. Click on **Select** and when routed back to the Dial Pattern Details screen click on **Commit** to add the entry.

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7. Verification Steps

This section provides the verification steps that can be performed to verify proper configurations of both Avaya Breeze and AskMe Snap-in.

7.1. Verify Status of Avaya Breeze^{TM} Server

From System Manager home screen select Session Manager from Elements and under Server administration verify that the Avaya Breeze Server has a green tick under **Tests Pass**, **License Mode** and **Service Install Status**. Verify that the **Security Module** is Up and **System State** is Accepting.
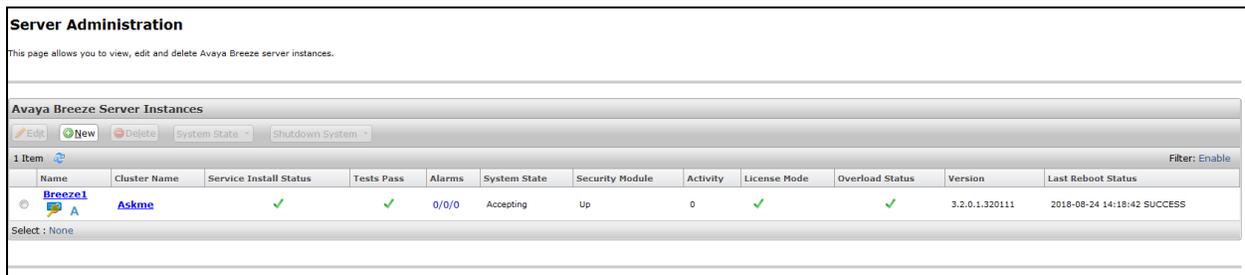
Server Administration

This page allows you to view, edit and delete Avaya Breeze server instances.

Avaya Breeze Server Instances

Edit | New | Delete | System State ▾ | Shutdown System ▾

1 Item 🔁   Filter: Enable

	Name	Cluster Name	Service Install Status	Tests Pass	Alarms	System State	Security Module	Activity	License Mode	Overload Status	Version	Last Reboot Status
○	**Breeze1** 💬 A	**Askme**	✔	✔	0/0/0	Accepting	Up	0	✔	✔	3.2.0.1.320111	2018-08-24 14:18:42 SUCCESS

Select : None

7.2. Verify AskMe Snap-in and Cluster

Verify that the AskMe Snap-in is showing as **Installed** with correct version

All Services

Load | Install | Uninstall | Delete | Set Preferred Version | Start | Stop

25 Items 🔁   Filter: Enable

	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
☐	AskMe	3.2.0.1.2		✔ Loaded	Java	Not Applicable	Not Signed	100
☐	**AskMe**	3.2.0.2.1		✔ Installed	Java	Not Applicable	Not Signed	100
☐	AuthorizationService	3.5.0.0.08350007		✔ Loaded	Java	Not Applicable	✔	100

7.3. Verify entity link between Session Manager and Avaya Breeze

From System Manager select **Elements** > **Session Manager** > **System Status** > **SIP Entity Monitoring**
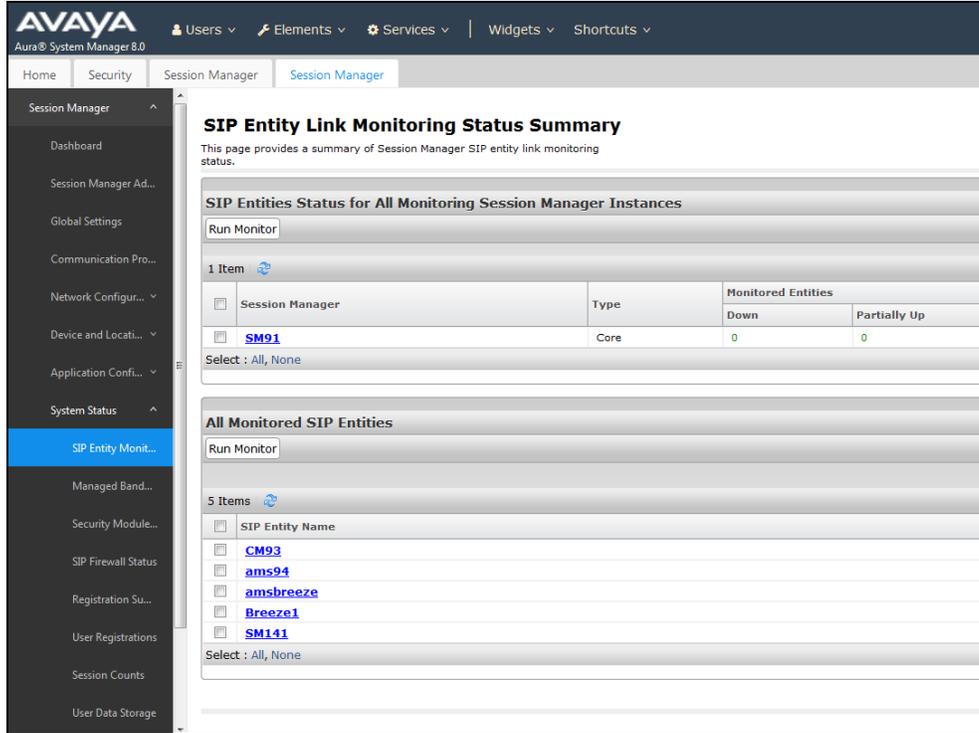
Under **All Monitored SIP Entities**, Click on Avaya Breeze Server to be used in the AskMe Snap-in Cluster.

Verify that the entity link between the Session Manager and Avaya Breeze is active. Check Conn. Status and Link Status are both showing as UP.

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8. Conclusion

These Application Notes describe the procedures for configuring AskMe Snap-in from IP Integration to interoperate with Avaya Breeze™. All test cases were completed successfully. Refer to **Section 2.2** for testing result details and any observations noted during testing.

9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from *http://support.avaya.com* or from your Avaya representative.

i. *Administering Avaya Breeze™ 3.2 Issue 1, October 2016*
ii. *Administering Avaya Aura® System Manager Release 8.0, Issue 2, August 2018.*
iii. *Administering Avaya Aura® Session Manager Release 8.0, Issue 2, August 2018*
iv. *Implementing and Administering Avaya Aura® Media Server Release 7.7, Issue 6, September 2017*

Technical documentation can be obtained for AskMe Snap-in by contacting IP Integration Software Service via email service@ipintegration.com

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