



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
Pincent's 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™ 3.2 and Avaya Aura® 8.0.

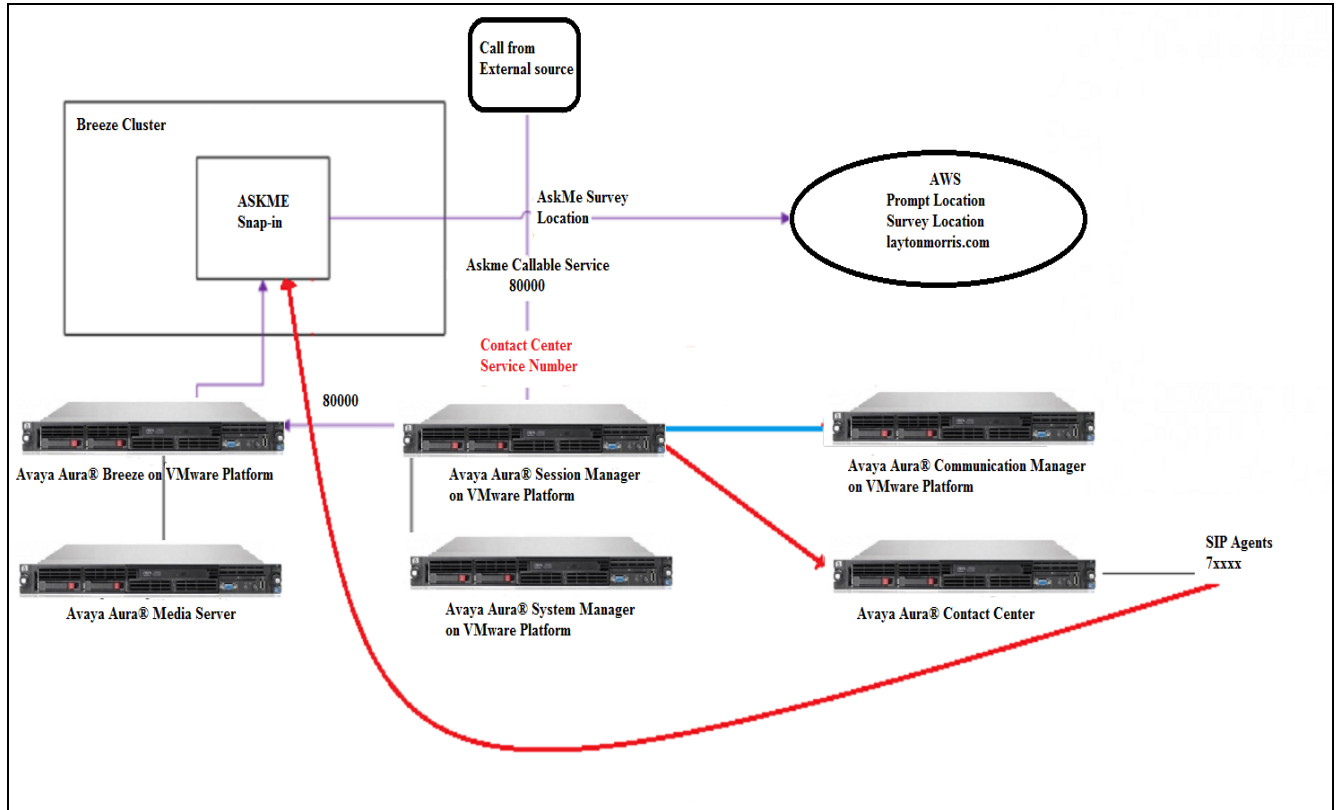


Figure 1: Test Configuration for AskMe-Snap-in with Avaya Breeze™

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

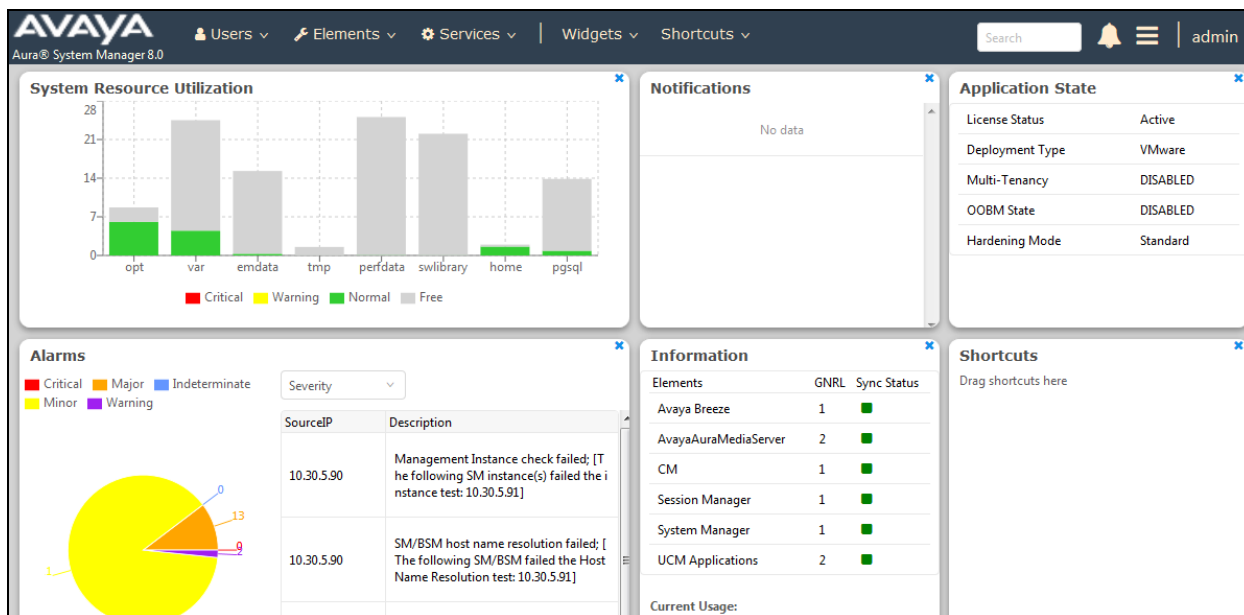
5. Configure Avaya Breeze™ and IP Integration AskMe Snap-in

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

Configuration of Avaya Breeze™ 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.

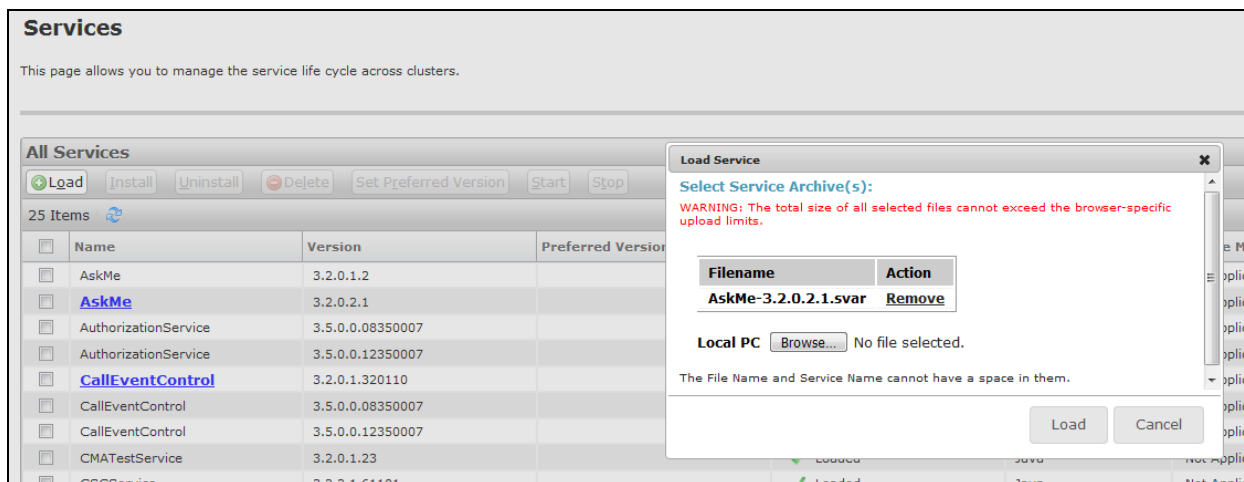
The screenshot shows a web browser window with the URL <https://smgr90.devconnect.com.vn/securityserver/UI/Login?o...>. The page features a dark blue header with a search bar and navigation links. The main content area is white and contains a login form on the right and a disclaimer on the left. The login form has fields for 'User ID:' and 'Password:', followed by 'Log On' and 'Reset' buttons. The disclaimer on the left states: 'This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited. Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws. The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials. All users must comply with all corporate instructions regarding the protection of information assets.' At the bottom of the page, there is a blue banner that reads 'Supported Browsers: Internet Explorer 11.x or Firefox 59.0, 60.0 or 61.0.'

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™ > 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.

Services

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

All Services

25 Items Filter: Enable

<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	AskMe	3.2.0.1.2		✓ Loaded	Java	Not Applicable	Not Signed	100
<input checked="" type="checkbox"/>	AskMe	3.2.0.2.1		✓ Loaded	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.2.0.1.320110		✓ Installed	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100

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.

Services

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

All Services

25 Items Filter: Enable

<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	AskMe	3.2.0.1.2		✓ Loaded	Java	Not Applicable	Not Signed	100
<input checked="" type="checkbox"/>	AskMe	3.2.0.2.1		✓ Loaded	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.2.0.1.320110		✓ Installed	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100

Confirm Install service: AskMe-3.2.0.2.1

1 Item Filter: Enable

<input checked="" type="checkbox"/>	Cluster Name
<input checked="" type="checkbox"/>	Askme

Select : All, None

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

Services								
This page allows you to manage the service life cycle across clusters.								
All Services								
<div>Load Install Uninstall Delete Set Preferred Version Start Stop</div>								
25 Items Filter: Enable								
<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	AskMe	3.2.0.1.2		✓ Loaded	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	AskMe	3.2.0.2.1		✓ Installed	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.2.0.1.320110		✓ Installed	Java	Not Applicable	✓	100
<input type="checkbox"/>	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**.

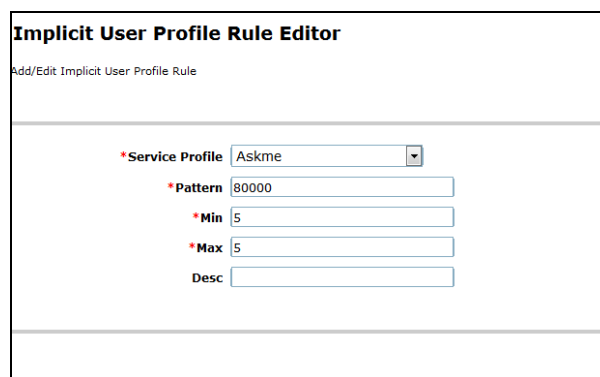
Service Profile Editor					
Identity					
*Name		<input type="text" value="Askme"/>			
Description		<input type="text"/>			
Services in this Service Profile					
<div>All Services Service Invocation Details</div>					
1 Item 					
<div>Remove from Service Profile</div>	Name	Version	Description		
<div>✕</div>	AskMe	Latest*	AskMe Service		
<small>* 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.</small>					
Available Service to Add to this Service Profile					
7 Items 					
Add to Service Profile	Name	Description			
<div>+</div>	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**.

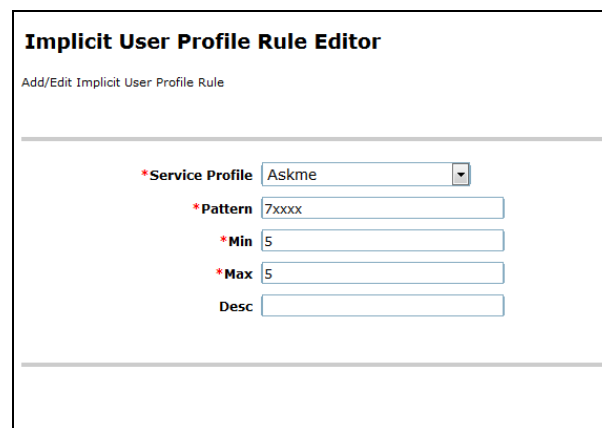
- For **Service Profile**, select the Service profile created in previous section.
- Type in a **Pattern** for AskMe Callable Service.
- Type in **Min** and **Max** for the pattern Select **Commit** once done.



The screenshot shows the 'Implicit User Profile Rule Editor' window. At the top, it says 'Add/Edit Implicit User Profile Rule'. Below this, there are several fields: '*Service Profile' is a dropdown menu with 'Askme' selected; '*Pattern' is a text box containing '80000'; '*Min' is a text box containing '5'; '*Max' is a text box containing '5'; and 'Desc' is an empty text box.

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.



The screenshot shows the 'Implicit User Profile Rule Editor' window. At the top, it says 'Add/Edit Implicit User Profile Rule'. Below this, there are several fields: '*Service Profile' is a dropdown menu with 'Askme' selected; '*Pattern' is a text box containing '7xxxx'; '*Min' is a text box containing '5'; '*Max' is a text box containing '5'; and 'Desc' is an empty text box.

5.5. Configure Attributes for IP Integration AskMe Snap-in

Select **Avaya Breeze™ > 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.

Attributes Configuration

When a service is first installed, the factory default value picked by the service writer is used for each attribute for all service profiles. You may override the factory default value by using the Service Globals tab below. If you need to set specific values for attributes in a service profile, then use the Service Profiles tab below.

Service Profiles **Service Clusters** **Service Globals**

Cluster: Askme

Service: AskMe

▼ DEFAULT_GROUP

3 Items

Name	Override Default	Effective Value
Survey Identifier	<input type="checkbox"/>	12345
Survey Location	<input checked="" type="checkbox"/>	<input type="text" value="https://www.laytonmorris.com/ipi/services/askMeDev"/>
Survey Short Code	<input checked="" type="checkbox"/>	<input type="text" value="*53"/>

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).

Cluster Administration

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

Avaya Breeze Clusters

Edit New Delete Certificate Management Cluster State Backup and Restore Reboot

1 Item

Details	Cluster Name	Cluster Group	Cluster IP	Cluster FQDN	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data
<input checked="" type="checkbox"/> Show	Askme				General Purpose	Accepting [1/1]	0/0/0	0	[1/43M]	

Select : All, None

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

Install Trusted Certificate [Help ?](#)

Bulk install trust certificate on all Avaya Breeze instances

Commit Cancel

Select Store Type to install trusted certificate All

*Please select a file Browse... No file selected.

You must click the Retrieve certificate button and review the certificate details before you can continue. Retrieve Certificate

Certificate Details

Subject Details CN=www.laytonmorris.com, OU=Domain Control Vali

Valid From Fri Oct 27 17:59:00 ICT 2017 **Valid To** Sat Oct 27 17:59:00 ICT 2018

Key Size 2048

Issuer Name CN=Starfield Secure Certificate Authority - G2, OU=h

Certificate Fingerprint 67a9cc48bd157c4ae834817a339feb564512dbf0

CA Certificate No

Commit Cancel

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.

Avaya Aura® Media Server Configuration

**** Starting with Breeze 3.3 the configuration on this page is generally not needed. Only select snap-ins require this page to be configured if this configuration is needed. ****

Avaya Aura® Media Server URI:

Format: [sip[s]:]ce-msml@domain[;transport={tls|tcp|udp}]. This specifies the optional scheme, required user part, required domain, and optional transport. The domain must be a subdomain of one specified in the Routing/Domains page. Make certain a Pattern of the form ce-msml@<sip-domain>.* is provisioned in the Routing/Domains page.

5.8. Assign AskMe Service Profile to Agents

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

AVAYA
Aura® System Manager 8.0

Users ▾ Elements ▾ Services ▾ | Widgets ▾ Shortcuts ▾

Home Avaya Breeze™ User Management

User Management ^
Manage Users
Public Contacts
Shared Addresses
System Presence ACLs
Communication Profile ...

Home / Users / Manage Users

Search

View Edit + New Duplicate Delete More Actions ▾

	First Name ▴ ▾	Surname ▴ ▾
<input type="checkbox"/>	Joe	Arias
<input type="checkbox"/>	admin	admin
<input type="checkbox"/>	Ext79791	H323
<input checked="" type="checkbox"/>	Quang	Nguyen
<input type="checkbox"/>	Thao	Tran
<input type="checkbox"/>	Thanh	Truong

Select All ▾ Selected 1 items

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.

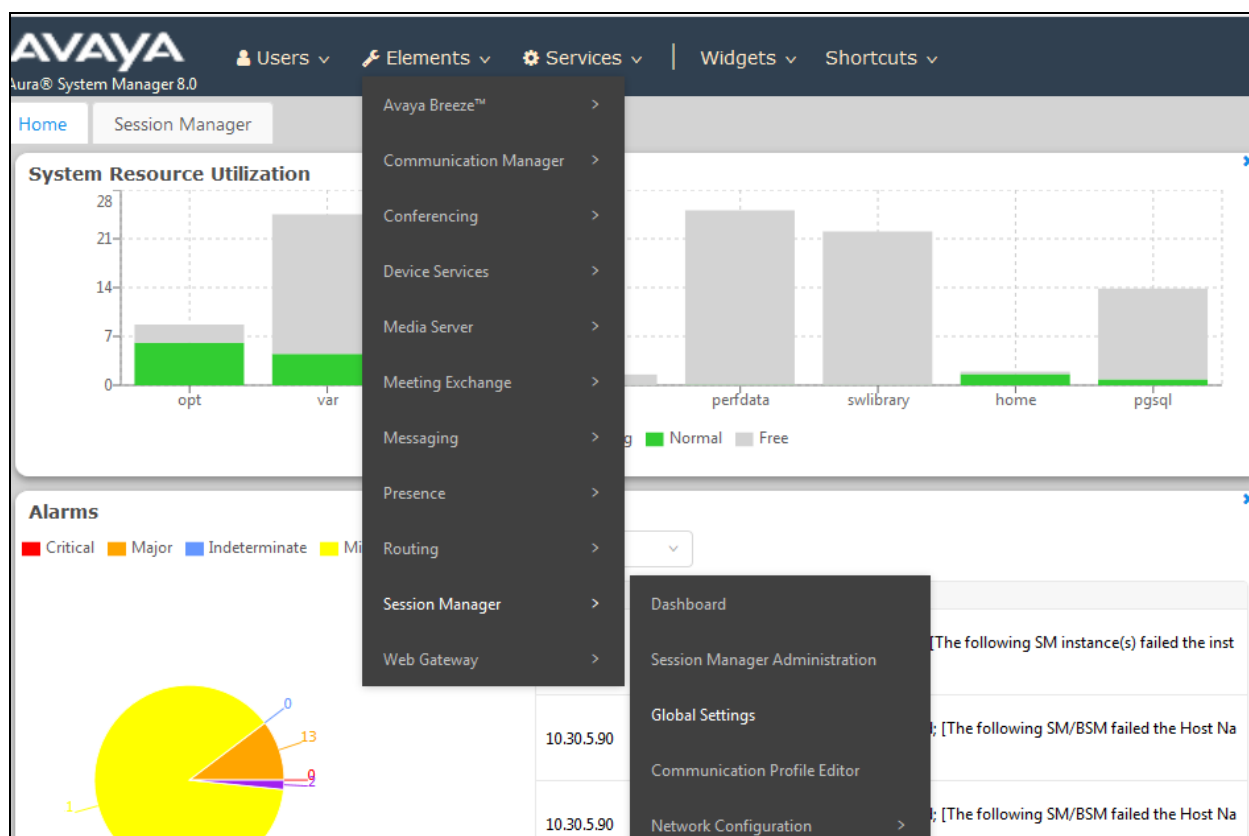
The screenshot displays the Avaya Aura System Manager 8.0 interface. The top navigation bar includes the Avaya logo and menu items: Users, Elements, Services, Widgets, and Shortcuts. The left sidebar shows the 'User Management' section with 'Manage Users' selected. The main content area is titled 'User Profile | Edit | naquang@devconnect.com.vn' and features four tabs: Identity, Communication Profile (active), Membership, and Contacts. Under the 'Communication Profile' tab, there is a 'Communication Profile Password' section, a 'PROFILE SET: Primary' dropdown, and a 'Communication Address' field. Below these are the 'PROFILES' section with three toggle switches: 'Session Manager Profile' (disabled), 'Avaya Breeze Profile' (enabled), and 'CM Endpoint Profile' (disabled). On the right side of the profile configuration, the 'Service Profile' is set to 'Askme' via a dropdown menu.

6. Configure Avaya Aura® Session Manager

This section describes the steps required to configure the Configure Avaya Aura® Session Manager (Session Manager). It is assumed that the Session Manager 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**.

The screenshot displays the Avaya Aura System Manager 8.0 interface. The top navigation bar includes the Avaya logo, 'Aura® System Manager 8.0', and dropdown menus for Users, Elements, Services, Widgets, and Shortcuts. The left sidebar shows a navigation tree with 'Session Manager' expanded, highlighting 'Global Settings'. The main content area is titled 'Global Settings' and contains a list of configuration options for Session Managers. The 'Enable Implicit Users Applications for SIP users' option is checked. The 'Commit' button is visible at the bottom right of the settings area.

Setting	Value
Failback Policy	Auto
Allow Unauthenticated Emergency Calls	<input type="checkbox"/>
ELIN SIP Entity	None
Better Matching Dial Pattern or Range in Location ALL Overrides Match in Originator's Location	<input checked="" type="checkbox"/>
Enable Dial Plan Ranges	<input type="checkbox"/>
Ignore SDP for Call Admission Control	<input type="checkbox"/>
Disable Call Admission Control Threshold Alarms	<input type="checkbox"/>
Disable Loop Detection Alarms	<input type="checkbox"/>
*Loop Detection Alarms Threshold (hours)	24
Enable Implicit Users Applications for SIP users	<input checked="" type="checkbox"/>
Enable SIP Resiliency	<input type="checkbox"/>

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.

The screenshot shows the Avaya Aura System Manager 8.0 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The left sidebar is titled 'Session Manager' and lists various configuration options, with 'Applications' currently selected. The main content area is the 'Application Editor' form. It includes a 'Commit' button and a 'Cancel' button. The form has the following sections:

- Application**
 - *Name: AskMe
 - *SIP Entity: Breeze1
 - Description: (empty field)
- Application Attributes (optional)**

Name	Value
Application Handle	(empty field)
URI Parameters	(empty field)
- Application Media Attributes**

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.

The screenshot shows the Avaya Aura System Manager 8.0 interface. The left sidebar contains a navigation menu with the following items: Session Manager, Dashboard, Session Manager Admin..., Global Settings, Communication Profile..., Network Configuration, Device and Location..., Application Configur..., Applications, Application Sequen..., Conference Factories, Implicit Users, NRS Proxy Users, System Status, and System Tools. The 'Application Sequen...' item is highlighted in blue. The main content area is titled 'Application Sequence Editor' and includes 'Commit' and 'Cancel' buttons. Below the title, there is a section for 'Application Sequence' with input fields for 'Name' (containing 'AskMe') and 'Description'. Below this is a section titled 'Applications in this Sequence' with 'Move First', 'Move Last', and 'Remove' buttons. It shows '1 Item' in a table with columns: Sequence Order (first to last), Name, SIP Entity, and Mandatory. The table contains one row with 'AskMe' as the Name and 'Breeze1' as the SIP Entity, with the 'Mandatory' checkbox checked. Below the table is a 'Select : All, None' dropdown. At the bottom is a section titled 'Available Applications' showing '3 Items' in a table with columns: Name and SIP Entity. The table contains three rows: 'AskMe' (Breeze1), 'CM93' (CM93), and 'HelloWorld' (Breeze1). Each row has a plus icon in the Name column.

Sequence Order (first to last)	Name	SIP Entity	Mandatory
<input type="checkbox"/>	AskMe	Breeze1	<input checked="" type="checkbox"/>

Name	SIP Entity
AskMe	Breeze1
CM93	CM93
HelloWorld	Breeze1

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

The screenshot shows the Avaya Aura System Manager 8.0 interface. The top navigation bar includes the Avaya logo, 'Aura® System Manager 8.0', and tabs for 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The left sidebar shows a tree view with 'Session Manager' expanded, containing 'Dashboard', 'Session Manager Admin...', 'Global Settings', 'Communication Profile ...', 'Network Configuration', 'Device and Location ...', 'Application Configur...' (expanded), 'Applications', 'Application Sequen...', 'Conference Factories', 'Implicit Users' (highlighted), 'NRS Proxy Users', 'System Status', and 'System Tools'. The main content area is titled 'Implicit User Rule Editor' and contains a form for creating a rule. The form fields are: '*Pattern' (text input with '7xxxx'), '*Min' (text input with '5'), '*Max' (text input with '5'), 'Description' (text input), 'SIP Domain' (dropdown menu with '-ALL-'), 'Origination Application Sequence' (dropdown menu with 'AskMe'), 'Termination Application Sequence' (dropdown menu with 'AskMe'), 'Emergency Origination Application Sequence' (dropdown menu with 'Select Origination Application Sequence...'), and 'Emergency Termination Application Sequence' (dropdown menu with 'Select Termination Application Sequence...'). At the bottom of the form, there is a '*Required' label and two buttons: 'Commit' and 'Cancel'.

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.

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Aura® System Manager 8.0

Users ▾ Elements ▾ Services ▾ | Widgets ▾ Shortcuts ▾

Home Routing Avaya Breeze™

Routing Policy Details [Commit] [Cancel]

General

* Name:

Disabled: ☐

* Retries:

Notes:

SIP Entity as Destination

Select

Name	FQDN or IP Address
Breeze1	10.128.224.164

Time of Day

Add Remove View Gaps/Overlaps

1 Item

Ranking	Name	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input type="checkbox"/> 0	24/7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Select : All, None

Dial Patterns

Add Remove

1 Item

Pattern	Min	Max	Emergency Call	SIP Domain
<input type="checkbox"/> 80000	5	5	<input type="checkbox"/>	-ALL-

Select : All, None

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**.

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Aura® System Manager 8.0

Users ▾ Elements ▾ Services ▾ | Widgets ▾ Shortcuts ▾

Home Routing **Routing** Session Manager

Routing ^

- Domains
- Locations
- Adaptations
- SIP Entities
- Entity Links
- Time Ranges
- Routing Policies
- Dial Patterns**

Dial Pattern Details Commit Cancel

General

* **Pattern:** 80000

* **Min:** 5

* **Max:** 5

Emergency Call: ☐

SIP Domain: -ALL- ▾

Notes:

Originating Locations and Routing Policies

Add Remove

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.

AVAYA
Aura® System Manager 8.0

Users ▾ Elements ▾ Services ▾ | Widgets ▾ Shortcuts ▾

Home Routing

Routing

- Domains
- Locations
- Adaptations
- SIP Entities
- Entity Links
- Time Ranges
- Routing Policies
- Dial Patterns**
- Regular Expressions
- Defaults

Originating Location

Select Cancel

Originating Location

☒ Apply The Selected Routing Policies to All Originating Locations

2 Items

<input checked="" type="checkbox"/>	Name
<input type="checkbox"/>	HaNoi
<input type="checkbox"/>	SaiGon

Select : All, None

Routing Policies

6 Items

<input type="checkbox"/>	Name	Disabled
<input type="checkbox"/>	2_AMS94	<input type="checkbox"/>
<input checked="" type="checkbox"/>	2_AskMe	<input type="checkbox"/>
<input type="checkbox"/>	2_breezeams	<input type="checkbox"/>
<input type="checkbox"/>	2_CM93	<input type="checkbox"/>

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™ 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											
<div>Edit New Delete System State Shutdown System</div>											
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	Askme	✓	✓	0/0/0	Accepting	Up	0	✓	✓	3.2.0.1.320111	2018-08-24 14:18:42 SUCCESS
Select: None											

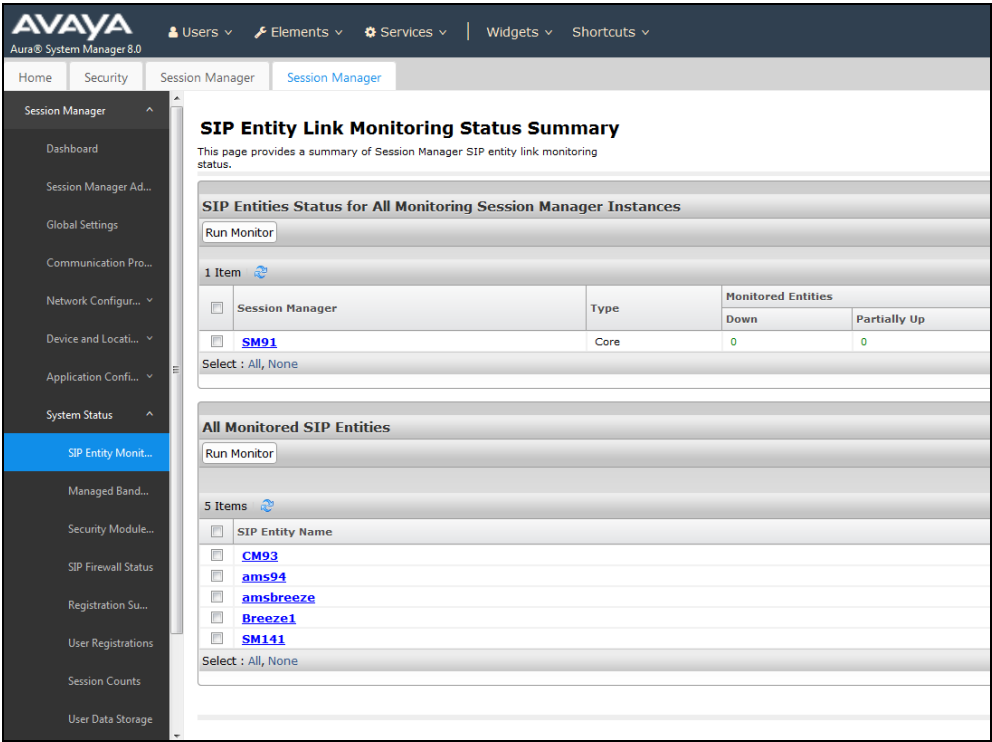
7.2. Verify AskMe Snap-in and Cluster

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

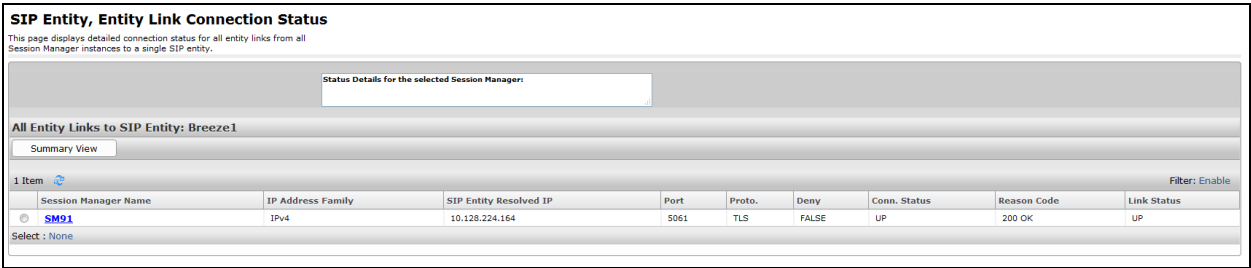
All Services									
<div>Load Install Uninstall Delete Set Preferred Version Start Stop</div>									
25 Items Filter: Enable									
Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)		
AskMe	3.2.0.1.2		✓ Loaded	Java	Not Applicable	Not Signed	100		
AskMe	3.2.0.2.1		✓ Installed	Java	Not Applicable	Not Signed	100		
AuthorizationService	3.2.0.0.08350007		✓ 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.



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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