



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Capita Secure Information Solutions DS3000 with Avaya Aura® Contact Center R6.3 and Avaya Communication Server 1000E R7.5 using a Lineside E1 Connection – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Capita Secure Information Solutions DS3000 to interoperate with Avaya Aura® Contact Center R6.3 and Avaya Communication Server 1000E R7.5 using a Lineside E1 card.

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 for provisioning DS3000 from Capita Secure Information Solutions to interoperate with Avaya Aura® Contact Center R6.3 connected to an Avaya Communication Server 1000E R7.5 using the Application Module Link (AML). The DS3000 is an Integrated Communication Control System that is used by emergency service customers for answering 999/112 calls and then from the same application using radio communication (TETRA digital radio or analogue PMR) to pass details to mobile resources.

As a radio dispatch deployment with basic PTN/PSTN the DS3000 acts as an end PBX and performs call prioritisation and distribution to DS3000 operators as defined by the profile in which they have logged in to the DS3000 application. In this type of configuration the DS3000 has two primary connections to the Avaya Solution, a TDM connection to a Lineside E1 card on the Avaya Communication Server 1000E (CS1000E) and a .net connection to the Avaya Aura® Contact Center. Control of the Lineside E1 agents is achieved via the .net connection to the Communication Control Toolkit (CCT) module on the Avaya Aura® Contact Center.

2. General Test Approach and Test Results

The interoperability compliance testing evaluates the ability of Capita's DS3000 operators logged into the lineside E1 extensions as contact center agents to answer emergency calls presented to an emergency Control Directory Number (CDN) on the CS1000E. Calls placed to the emergency CDN are controlled by the contact center and are routed to the DS3000 agents by passing the caller to the Lineside E1 extensions. Non Automatic Call Distributed (ACD) calls that are destined for the DS3000 both locally and from the PSTN are routed to the DS3000 over SIP trunks using Session Manager, note this configuration is described in the Application Notes titled *Application Notes for Configuring Capita Secure Information Solutions DS3000 with Avaya Aura® Session Manager R6.3*.

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.

2.1. Interoperability Compliance Testing

The interoperability compliance testing focuses on various technical testing scenarios to verify the usage of DS3000 with the Avaya solution. In addition, serviceability tests were also performed to assess the reliability and accuracy of the joint solution. The testing focused on the following types of calls:

- **Login/Logout Agents using DS3000** – Ensure agents can log in and out of the Lineside E1 channels or lines from the DS3000 Operators console.
- **ACD calls into the DS3000 Operators** – Ensure that ACD calls are correctly routed to the DS3000 operators.
- **Hold/transfer and conference functionality for ACD calls** - Verify that non ACD calls can be placed on hold and transferred and conferenced.
- **Calling to voicemail** – Verify that DTMF tones can be sent. Note that Avaya Callpilot was used as voicemail.
- **Failover testing** - Verify the behaviour of DS3000 application under different simulated LAN failure conditions on the Avaya platform.

2.2. Test Results

All Test Cases passed except for the following issues.

- Patch MPLR32475 [AAOA: Stuck Contact when Agent1 does a consult transfer but doesn't complete transfer] was required in order to solve an issue with a supervised transfer not being completed and the CCT not recognising that the call was abandoned.
- When an ACD call is placed to a DS3000 operator and they transfer to an “incorrect” extension number the caller is still available but a second attempt at a transfer is not possible.
- When an ACD call is placed to a DS3000 operator and they transfer to a “busy” extension number the caller is still available but a second attempt at a transfer is not possible.

The following observations were also noted.

- FTTU is set on the Class of service (CLS) of each LinesideE1 TN. FTTU means Flexible Trunk to Trunk Connections Unrestricted and this creates trunk to trunk connections for both Conference and Transfer so that when calling in from the PSTN transfer across the SIP trunk is allowed.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com> and a list of product documentation can be found in **Section 11** of these Application Notes. Technical support for the Capita DS3000 product can be obtained as follows.

- Tel : + 44 (0) 8456 041999
- Email: csis.info@capita.co.uk

3. Reference Configuration

Figure 1 shows the setup for compliance testing Capita's DS3000 with Contact Center R6.3, connecting to the CCT module in order to control agents logged into the Lineside E1 extensions on the CS1000E. ACD calls are passed through the Lineside E1 card where they can be answered by the DS3000 operators acting as Contact Center agents.

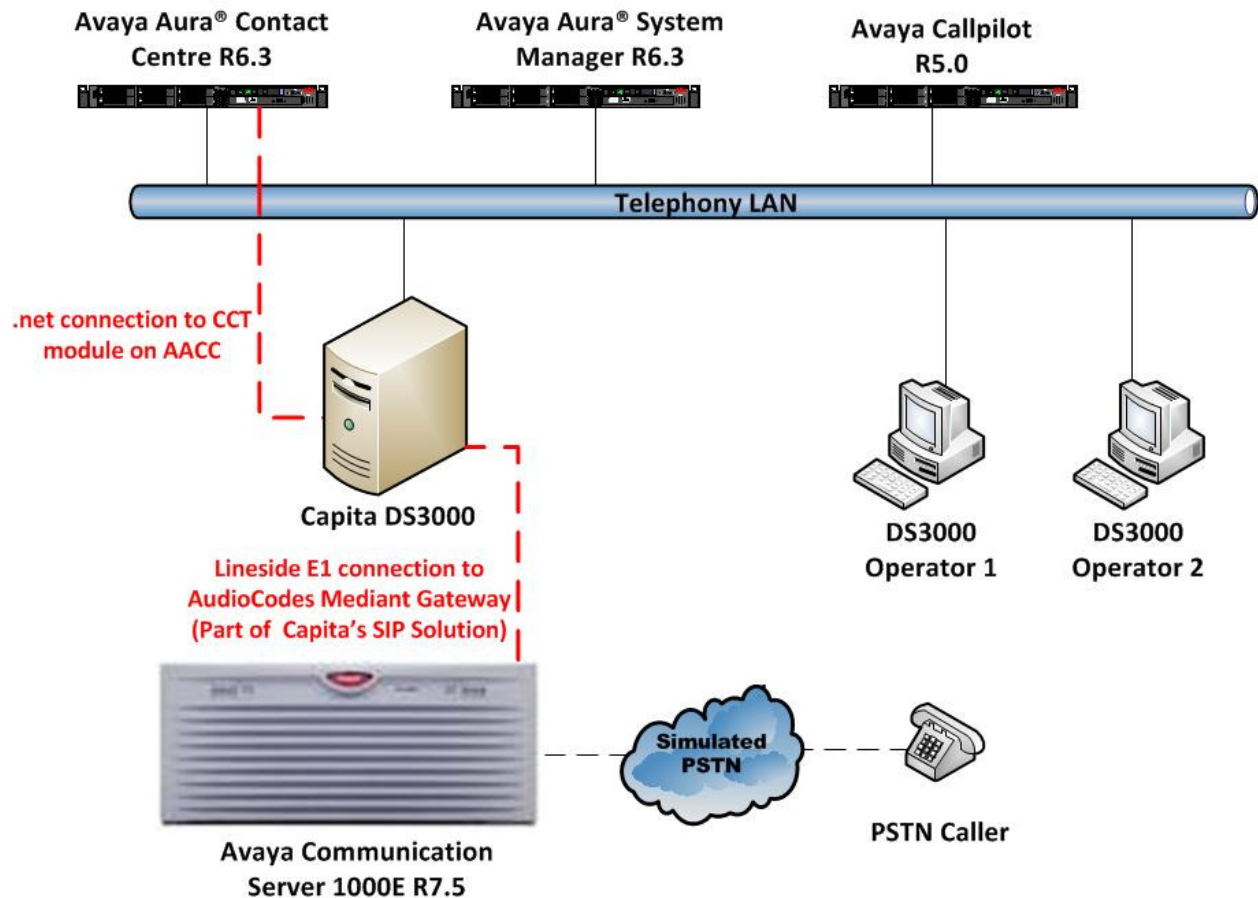


Figure 1: Connection of Capita DS3000 with Avaya Aura® Contact Center R6.3 and Avaya Communication Server 1000E R7.5

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Device Description	Versions Tested
Avaya Aura® Contact Center running on an Windows 2008R2 Server	R6.3 (Service Pack 10)
Avaya Communication Server 1000E running on CPPM	R7.5 (See Appendix A for Patch details)
Avaya Aura® System Manager running on S8800	R6.3 FP2 [Build 6.3.0.8.5682-6.3.8.1628]
Avaya Call Pilot 600r Server	Avaya Call Pilot Version 5.00.41 Patch Line-up: CP50041SU08S CP500508G09C
Avaya 1140 UNISim Deskphone	UNISim V0625C8D
Avaya 3904 Digital set	Core Firmware 024 Flash Firmware 094
Capita DS3000 Solution Kit	Release 3.21

5. Configure Avaya Communication Server 1000E

It is assumed that a fully functioning CS1000E is in place with the necessary licensing and with an ELAN connection to the Contact Center already in place. For further information on the configuration of CS1000E please see **Section 11** of these Application Notes. “Putty” is used to administer the CS1000E. Using Putty, open an SSH Session to the Node IP address of the CS1000E, login to the CS1000E Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line.

Note: A simulated PSTN connection was present on the CS1000E in the form of a Qsig ISDN connection, the configuration of which is outside the scope of these Application Notes.

5.1. Create Automatic Call Distribution Queue

An Automatic Call Distribution (ACD) queue must be created in order to log in the Lineside E1 agents. Enter overlay 23 to add a new **ACD** by typing **LD 23** at the > prompt. Ensure the following are set. Note that the default setting is accepted by pressing return at each prompt.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	new/add
CUST	0	Customer number (default is 0)
TYPE	ACD	Automatic Call Distribution
ACDN	1650	ACD Number (any unused number)
MAXP	10	Maximum number of persons in the Queue (10)
.....		Return until next prompt
NCFW	3200	Night call forward number (call 3200 if out of service)]
.....		Return until next prompt
HMSB	YES	Hold Make Set Busy (Allowed)
.....		Return until next prompt
HOML	YES	Headset Or MSB key Log Out (Allowed)
.....		Return until next prompt
NRAC	YES	Enable Not Ready Activity Codes
Return to end		

5.2. Create a Controlled Directory Number to route calls

A Controlled Directory Number (CDN) must be created in order to route emergency calls to the Lineside E1 agents. Enter overlay 23 to add a new **CDN** by typing **LD 23** at the > prompt. Ensure the **DFDN** is set to that of the ACD queue created in **Section 5.1**. Note that the default setting is accepted by pressing return at each prompt.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	new/add
CUST	0	Customer number (default is 0)
TYPE	CDN	Controlled Directory Number
CDN	6100	ACD Number (any unused number)
.....		Return until next prompt
DFDN	1650	Default DN is set to the ACD Queue created in Section 5.2
.....		Return until next prompt
Return to end		

5.3. Create Lineside E1 Agents

E1 lineside card switch settings are as follows:

- Lineside E1, S1: Set all the dip switches to OFF
- Lineside E1, S2: Set dip switch 3 to ON and set all the other dip switches to OFF

Lineside E1 Agents are created in overlay 20. For compliance testing three lineside E1 agents were created and the following TN's, DN's and position ID's were used.

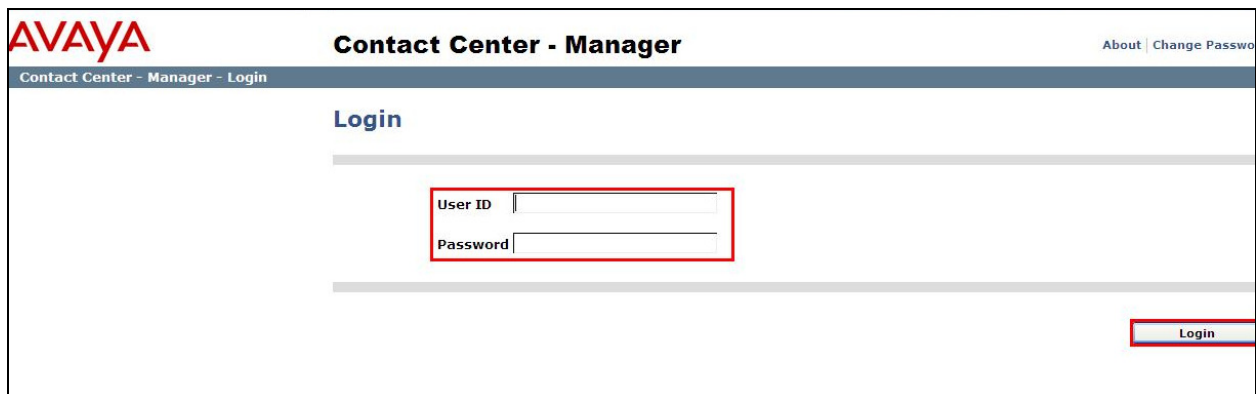
	TNB	DN	POSID
•	4 0 10 0	3100	1113100
•	4 0 10 1	3101	1113101
•	4 0 10 3	3102	1113102

Prompt	Response	Description
>	LD 20	Enter Overlay 20
REQ	new	new/add
TYPE	500	"500" type set - (used for Lineside E1)
TNB	4 0 10 0	Loop Shelf Card Unit
DN	3100	Private Directory Number (any unused number)
AST	YES	Associate Set assignment
IAPG	1	Meridian Link Unsolicited Status Message (1 is on)
.....		Return until next prompt
CLS	UNR	Unrestricted (note this was only set for testing purposes)
	XFA	Transfer Allowed
	C6A	Conference Allowed
	CFXA	Call Forward External Allowed
	AGTA	ACD services for 500 type telephones allowed
	DDGA	DN display on other set Allowed.
	NAMA	Name display Allowed
	FTTU	Trunk to Trunk Connections unrestricted
.....		Return until next prompt
AACD	YES	Associate set (AST) ACD telephone
AACS	YES	Application acquired set
.....		Return until next prompt
FTR	ACD 1650 x	ACD Queue created in Section 5.1 with Position ID x
FTR	OSP 1	Enable answer and disconnect supervision for outgoing calls
FRT	ISP 255	Enable hook flash disconnect supervision with flash timer
Return to end		

6. Configuration of Avaya Aura® Contact Center

It is assumed that a fully functioning Contact Center is already in operation and so these Application Notes do not go through the setup of the Contact Center from the beginning rather what steps are required in order to ensure that calls are routed to the DS3000 agents and that DS3000 agents can log in to Lineside E1 extensions and take control. For more information on the setup and configuration of Contact Center please refer to **Section 11** of these Application Notes.

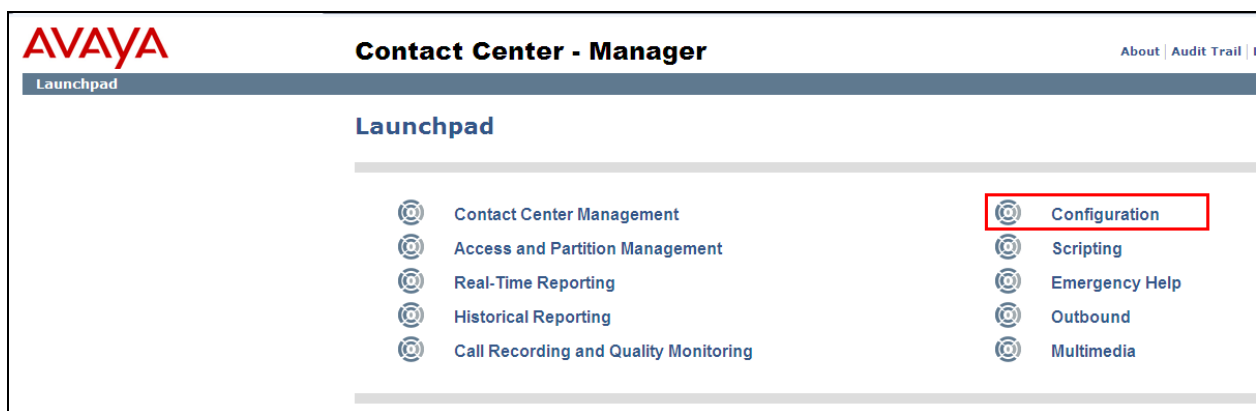
Login to the Contact Center by opening a web session (not shown) to the Contact Center server and enter the proper credentials and click on the **Login** button.



The screenshot shows the Avaya Contact Center Manager web interface. At the top left is the Avaya logo. The main header is "Contact Center - Manager" with links for "About" and "Change Password" on the right. Below the header is a sub-header "Contact Center - Manager - Login". The main content area is titled "Login" and contains a form with two input fields: "User ID" and "Password". A red box highlights these two fields. At the bottom right of the form is a "Login" button, also highlighted with a red box.

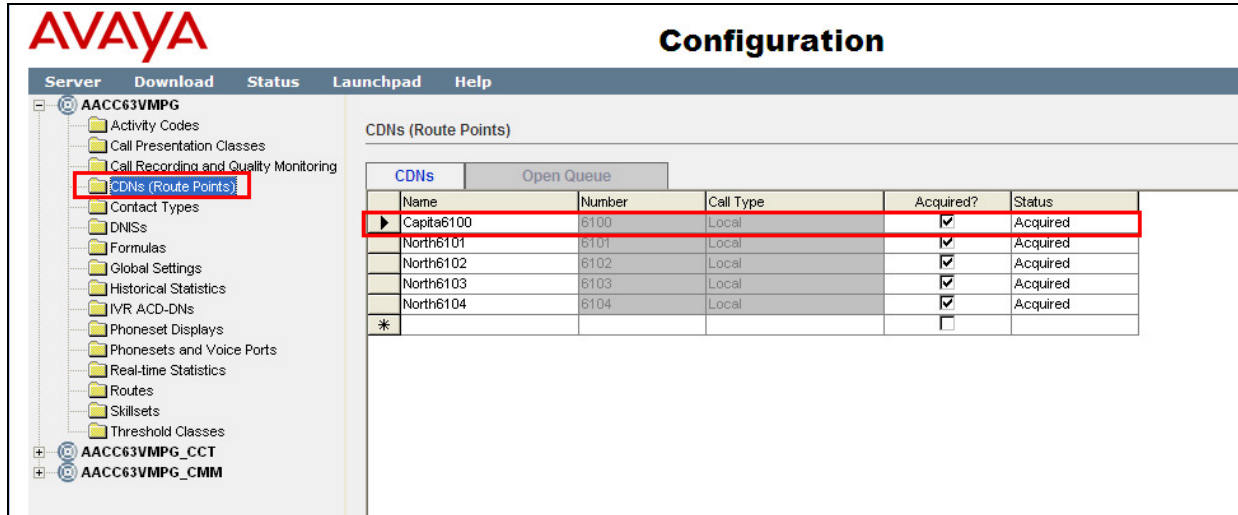
6.1. Contact Center Configuration

Select **Configuration** as highlighted below.



The screenshot shows the Avaya Contact Center Manager web interface. At the top left is the Avaya logo. The main header is "Contact Center - Manager" with links for "About" and "Audit Trail" on the right. Below the header is a sub-header "Launchpad". The main content area is titled "Launchpad" and contains a list of menu items, each with a gear icon. The items are: "Contact Center Management", "Access and Partition Management", "Real-Time Reporting", "Historical Reporting", "Call Recording and Quality Monitoring", "Configuration", "Scripting", "Emergency Help", "Outbound", and "Multimedia". The "Configuration" item is highlighted with a red box.

A CDN for emergency calls should be added in order to route the emergency calls to the agents. To add a CDN to the Contact Center click on **CDN's (Route Points)** in the left window and enter the CDN details in the right window ensure that **Acquired?** is clicked. Note this will be the same CDN as was created in **Section 5.2**.



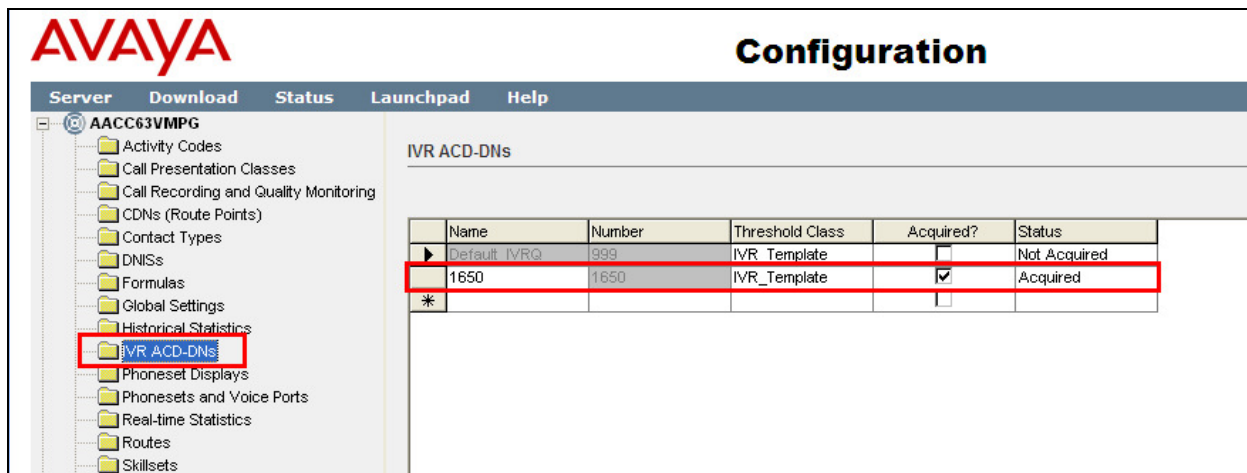
AVAYA Configuration

Server Download Status Launchpad Help

CDNs (Route Points)

Name	Number	Call Type	Acquired?	Status
Capita6100	6100	Local	<input checked="" type="checkbox"/>	Acquired
North6101	6101	Local	<input checked="" type="checkbox"/>	Acquired
North6102	6102	Local	<input checked="" type="checkbox"/>	Acquired
North6103	6103	Local	<input checked="" type="checkbox"/>	Acquired
North6104	6104	Local	<input checked="" type="checkbox"/>	Acquired
*			<input type="checkbox"/>	

Click on **IVR ACD-DNs** in the left window and enter the ACD number that was created in **Section 5.1**.



AVAYA Configuration

Server Download Status Launchpad Help

IVR ACD-DNs

Name	Number	Threshold Class	Acquired?	Status
Default IVRQ	999	IVR_Template	<input type="checkbox"/>	Not Acquired
1650	1650	IVR_Template	<input checked="" type="checkbox"/>	Acquired
*			<input type="checkbox"/>	

To add the Lineside E1 extensions click on **Phonesets and Voice Ports** in the left window. Add the TN's that were created in **Section 5.3**.

The screenshot shows the Avaya Configuration window with the 'Phonesets and Voice Ports' section selected in the left-hand tree. The right-hand pane displays a table of configured phonesets.

Name	Type	Address	Channel	IVR Name	Acquired?	Status
4-0-10-0	Agent	4-0-10-0			<input checked="" type="checkbox"/>	Acquired
4-0-10-1	Agent	4-0-10-1			<input checked="" type="checkbox"/>	Acquired
4-0-10-2	Agent	4-0-10-2			<input checked="" type="checkbox"/>	Acquired
96-0-0-4	Agent	96-0-0-4			<input checked="" type="checkbox"/>	Acquired
96-0-0-5	Agent	96-0-0-5			<input checked="" type="checkbox"/>	Acquired
96-0-0-6	Agent	96-0-0-6			<input checked="" type="checkbox"/>	Acquired
*					<input type="checkbox"/>	Acquired

In order to route the emergency calls to the agents, emergency skillsets must be added. Click on **Skillsets** in the left window and enter the information for the skillset in the right window.

The screenshot shows the Avaya Configuration window with the 'Skillsets' section selected in the left-hand tree. The right-hand pane displays a table of configured skillsets.

Contact Type	Prefix	Skillset Name	Default Activity Code	Threshold Class	Call Age Preference
Voice_Mail	VM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
SMS	SM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Fax	FX_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Scanned_Document	SD_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
OpenQ	OQ_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Predictive_Outbound	PR_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Outbound	OB_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Web_Communications	WC_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
EMail	EM_	Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Default_Skillset	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		EmergOpp	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Non_EmergOpp	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Admin1	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
Voice		Public	00, Skillset_Default_Activity_Code	Skillset_Template	First In Queue
*					

Activity codes must be added to allow for the not ready reason codes to operate. Click on **Activity Codes** in the left window and add the required activity codes in the right window. Note these activity codes must be **11** or greater as shown below.

Configuration

Server
Download
Status
Launchpad
Help

- Activity Codes
- Call Presentation Classes
- Call Recording and Quality Monitoring
- CDNs (Route Points)
- Contact Types
- DNISs
- Formulas
- Global Settings
- Historical Statistics
- IVR ACD-DNs
- Phoneset Displays
- Phonesets and Voice Ports
- Real-time Statistics
- Routes
- Skillssets
- Threshold Classes

- AACC63VMPG_CCT
- AACC63VMPG_CMM

Activity Codes

Name	Number	Display Name
System_Default_Activity_Code	0	System_Default_Activity_Code
Skillset_Default_Activity_Code	00	Skillset_Default_Activity_Code
Not_Ready_Default_Reason_Co	000	Not_Ready_Default_Reason_Code
NotRdy_Pull_Mode_Default_Cod	0000	NotRdy_Pull_Mode_Default_Code
Default_ACW	00000	Default_ACW
Comfort_Break	003	Comfort Break
Training	006	Training
Administration	002	Administration
Other_Break	004	Other Break
Meeting	005	Meeting
Airwave_Call	007	Airwave Call
vWrapup	11	vWrapup
Toilet	12	Toilet
Smoking	13	Smoking
Making Friends	14	Making Friends
*		

Once the configuration details are entered, click on Launchpad at the top of the screen, (not shown), to get back to the start menu.

6.2. Contact Center Agents

Select **Contact Center Management** shown below. All the Agent details are configured in this section.



Click on **Add** highlighted and select new (not shown). Enter a suitable name and **Login ID** for the new agent. Ensure that Voice is selected for the Contact Type (not shown) and add the skillset created in **Section 6.1** above. Click on **Submit** once all the details are entered correctly.

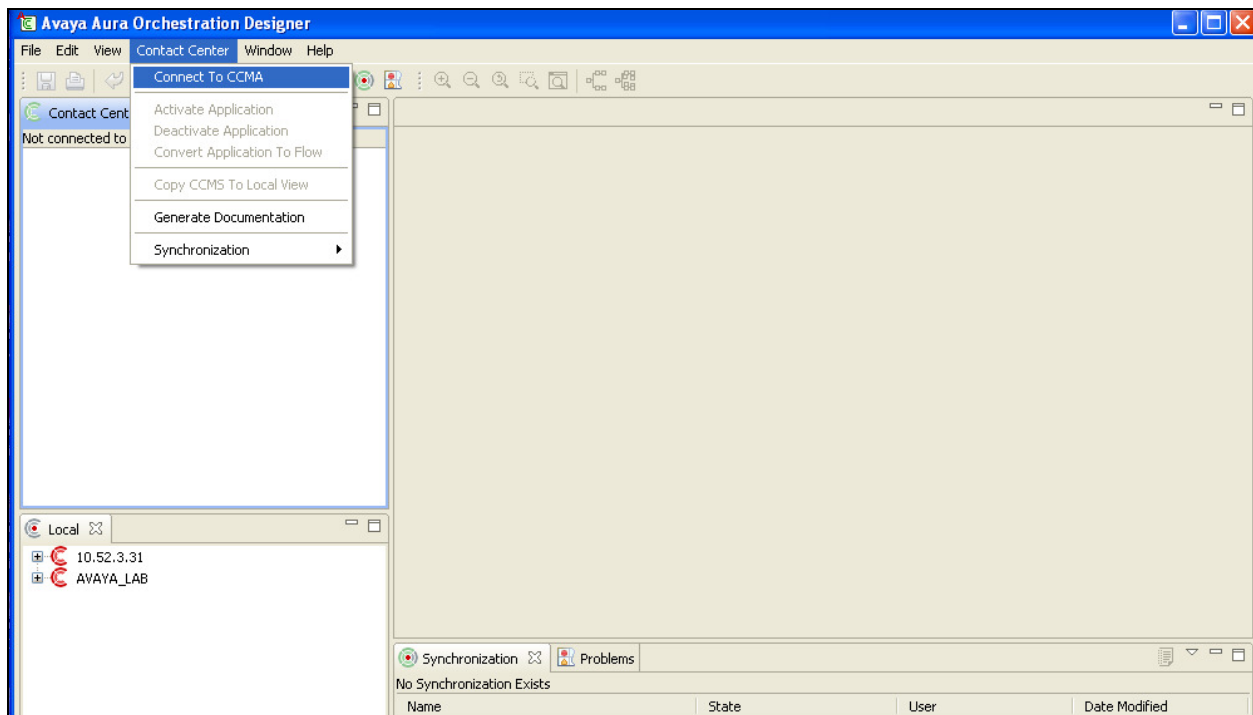
The screenshot shows the Avaya Contact Center Management 'Add' form. The 'Add' button is highlighted in red. The 'Login ID' field is highlighted with a red box. The 'Skillset' table shows 'EmergOpp' selected with a red box.

Skillset Name (2)	Contact Type	Priority
Default_Skillset	Voice	5
EmergOpp	Voice	1

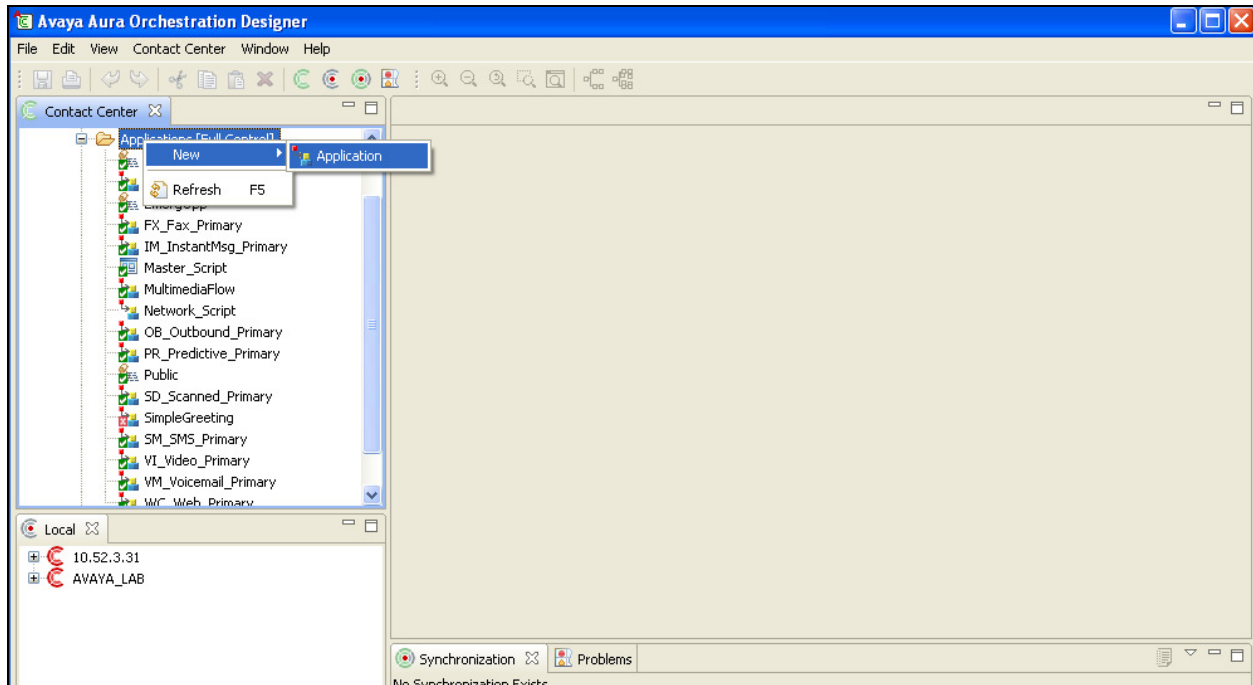
6.3. Creating an Application for emergency routing

All routing changes are done using Orchestration Designer, this allows Applications or Scripts to be created and associated with a CDN or route point. The download and initial setup of Orchestration Designer is outside the scope of these Application Notes, for information on the setup and configuration of Orchestration Designer please refer to **Section 11** of these Application Notes.

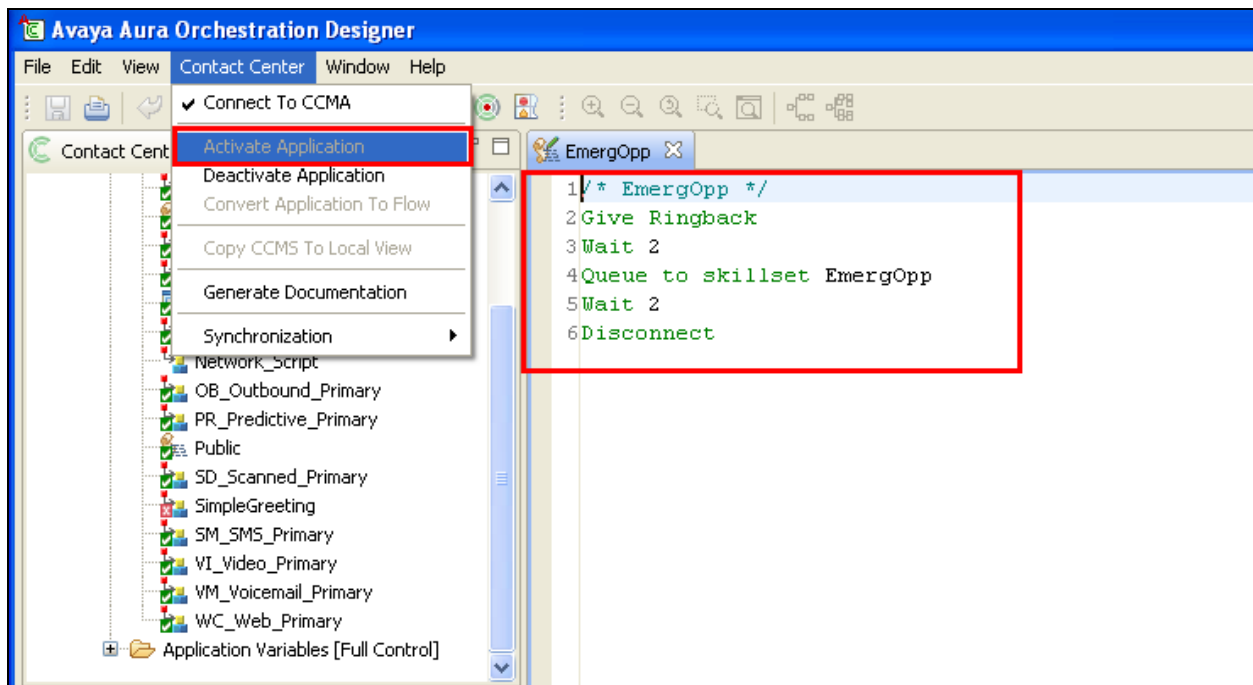
A new application was created for the routing of emergency calls and this is associated with the CDN created on the CS1000E in **Section 5.2**. Open Orchestration Designer (not shown) and **Connect to CCMA** as shown below.



Navigate to **Applications** in the left window and right click and select **New→Application** as shown below.

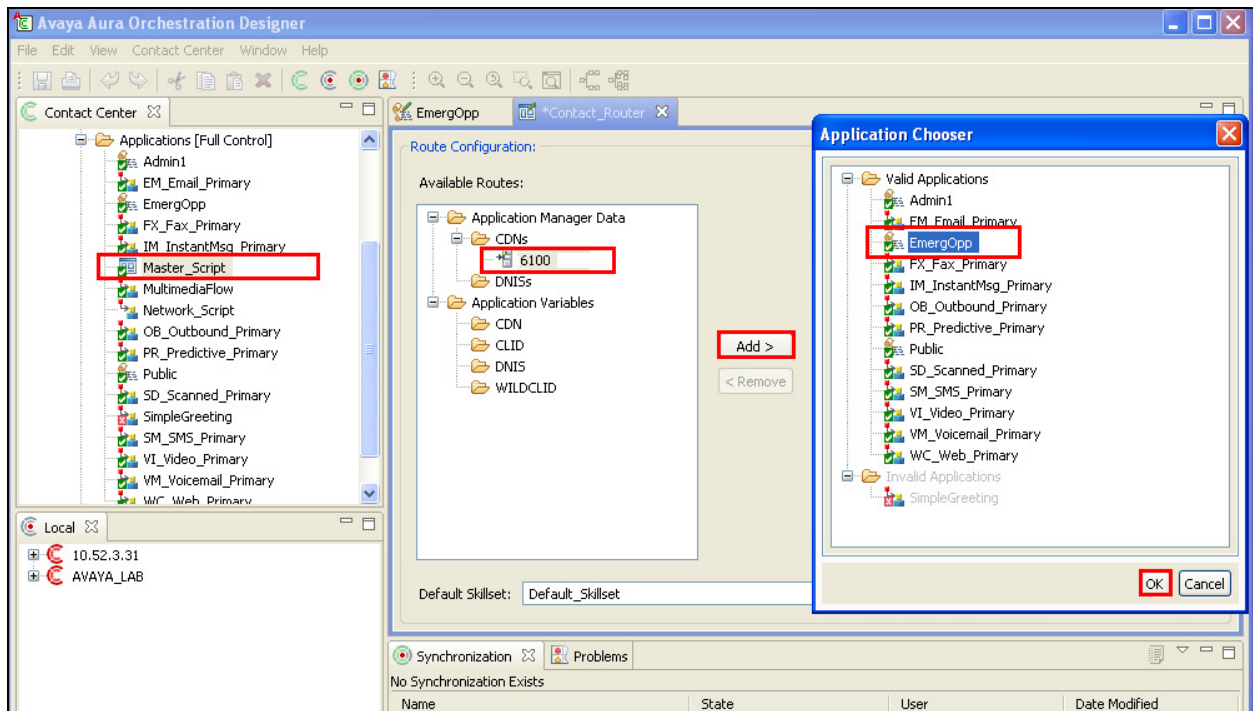


Below shows an example of a script used to route calls to a skillset. Once this is completed select **Contact Center** and **Activate Application** as shown below in order to make this active.



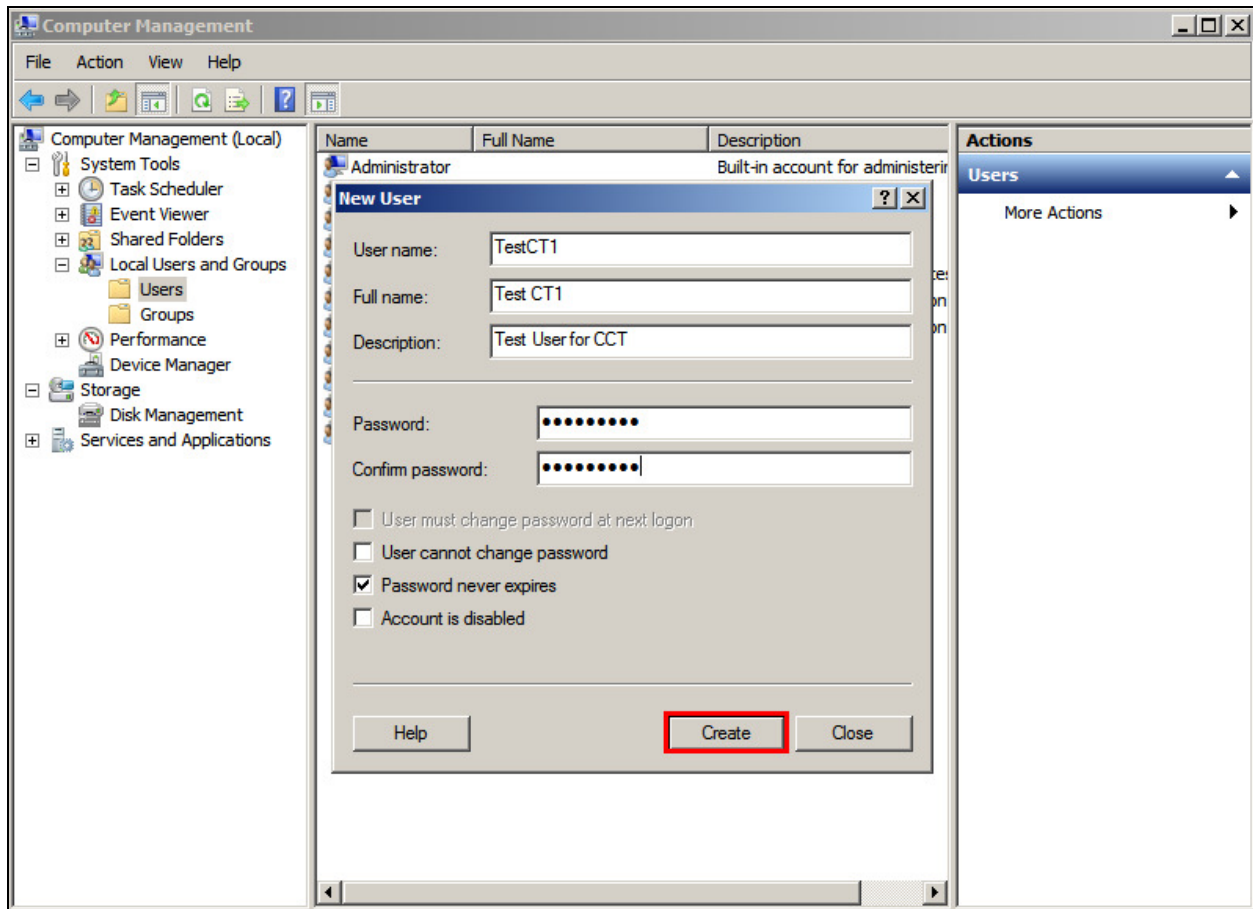
6.3.1. Associate an Application with a CDN

In order to associate an application with a CDN the master script must be opened as shown below. Double click on **Master_Script** in the left window. In the main window expand on **Application Manager Data**→**CDNs** select the required CDN and click on **Add** as shown below. Once this is selected a new window **Application Chooser** opens where the Application to be associated with this CDN is chosen as is shown below. Click on **OK** once this is done.



6.4. Configure CCT Users on the Contact Center Server

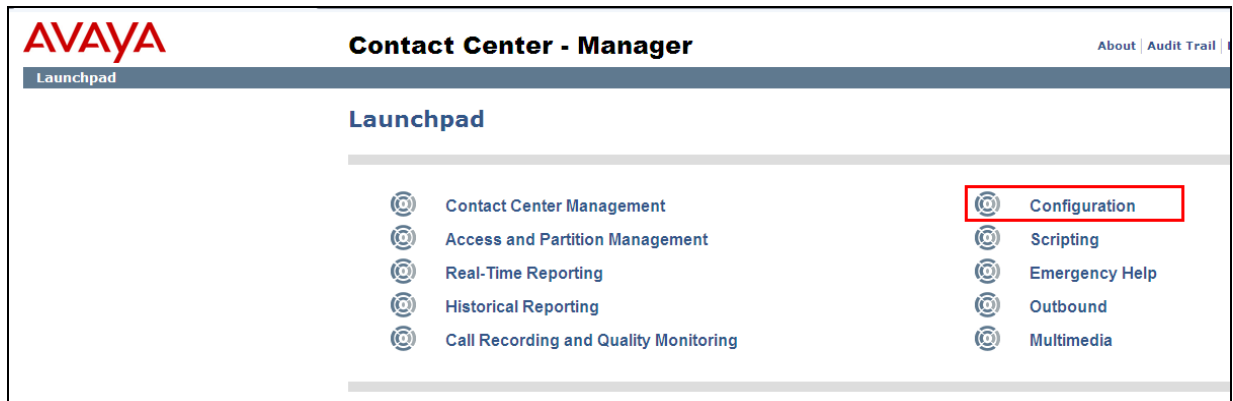
Navigate to **Computer Management**, (not shown) and select **Users** from the left window and right-click and select **New User**. Enter a suitable user name and password for this new user. Click on **Create** once this user information is entered. Any user that will be created in CCT must also be added here.



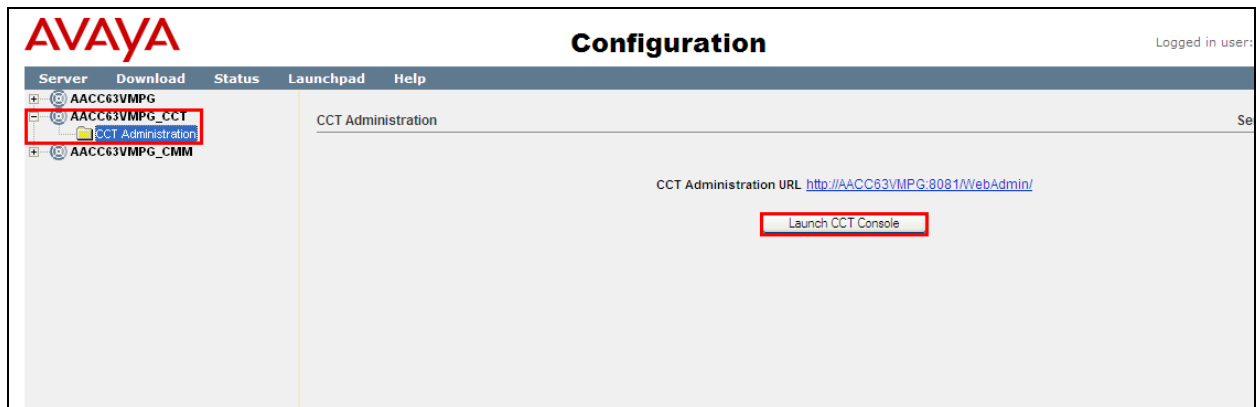
6.5. Configuring CCT

It is assumed that the CS1000E information has already been imported into CCT and thus is beyond the scope of these Application Notes. For further information on CCT and importing CS1000E information please refer to **Section 11** of these Application Notes.

In order to make changes in CCT navigate to configuration from **Launchpad** as shown below.

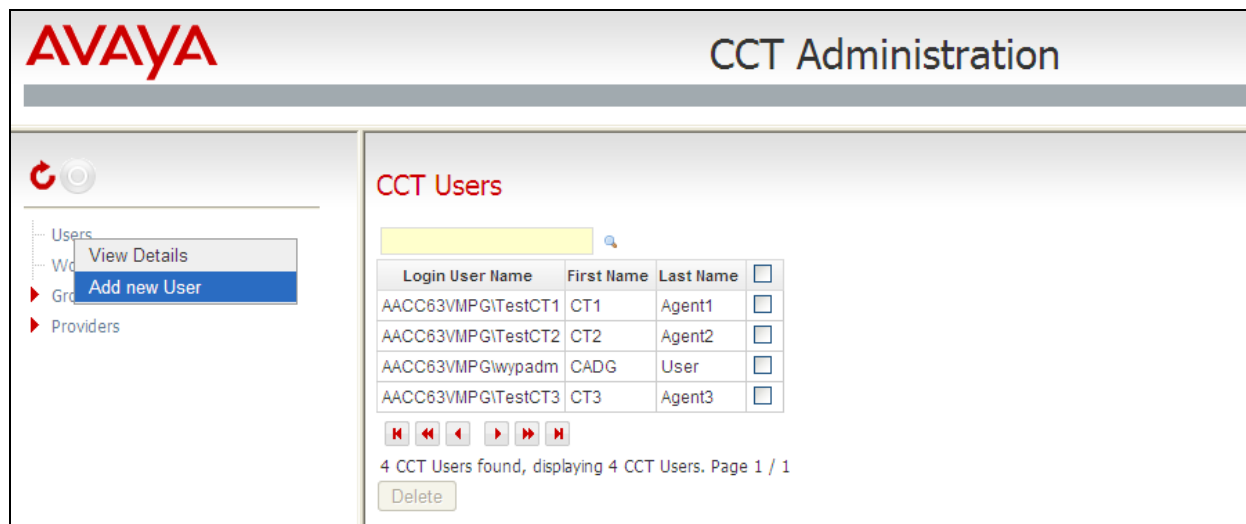


Once in **configuration**, open the CCT server in the left window and click on **Launch CCT Console** in the right window.



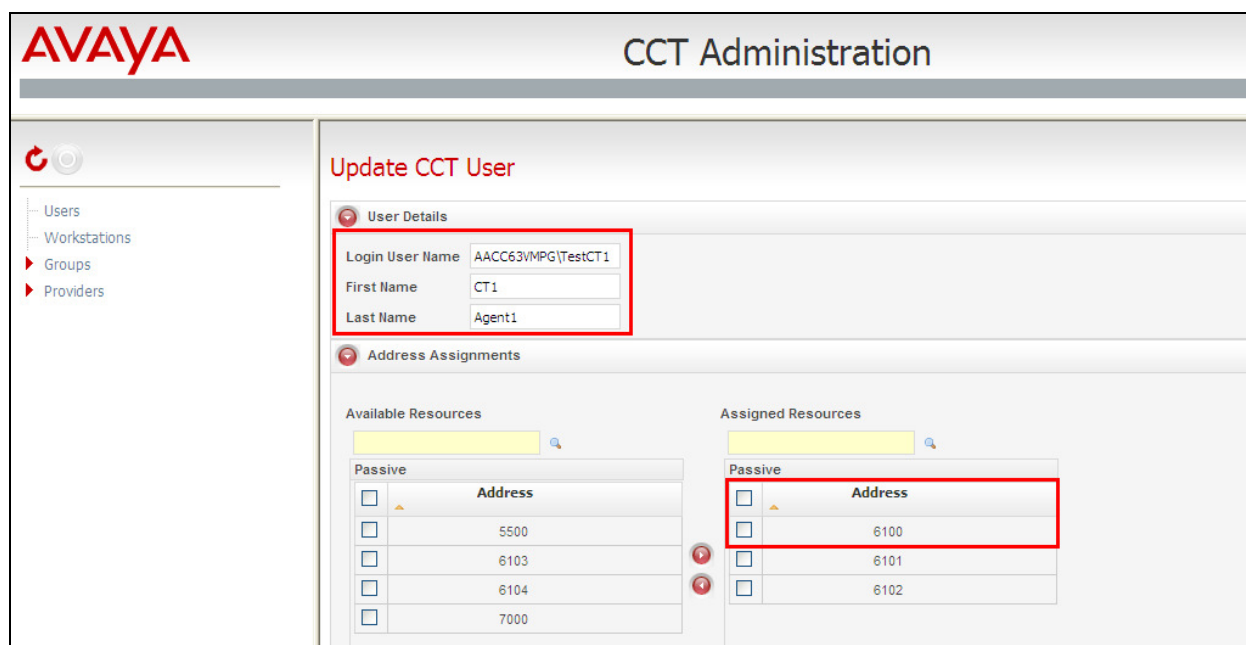
6.5.1. Add CCT User

To add a new CCT User, right click on **Users** in the left window and select **Add new User**, as shown below.



Enter the user details. Note these should be the same as those configured in **Section 6.4**. Open Address Assignments and include the CDN that was created in **Section 5.2**.

Note: Any CDN that is used to route calls to Capita agents will also need to be added to the Address Assignments’.



Scroll down and open **Terminal Assignments**. Ensure that the Lineside E1 TN's that were created in **Section 5.3** are associated with this user as shown below. Click on **Save** once this is completed.

AVAYA CCT Administration

4 Address found, Page 1 / 1

3 Address found, Page 1 / 1

Terminal Assignments

Available Resources

Passive	Terminal
<input type="checkbox"/>	Line 96.0.0.4
<input type="checkbox"/>	Line 96.0.0.5
<input type="checkbox"/>	Line 96.0.0.6

3 Terminal found, Page 1 / 1

Assigned Resources

Passive	Terminal
<input type="checkbox"/>	Line 4.0.10.0
<input type="checkbox"/>	Line 4.0.10.1
<input type="checkbox"/>	Line 4.0.10.2

3 Terminal found, Page 1 / 1

Terminal Group Assignments

Address Group Assignments

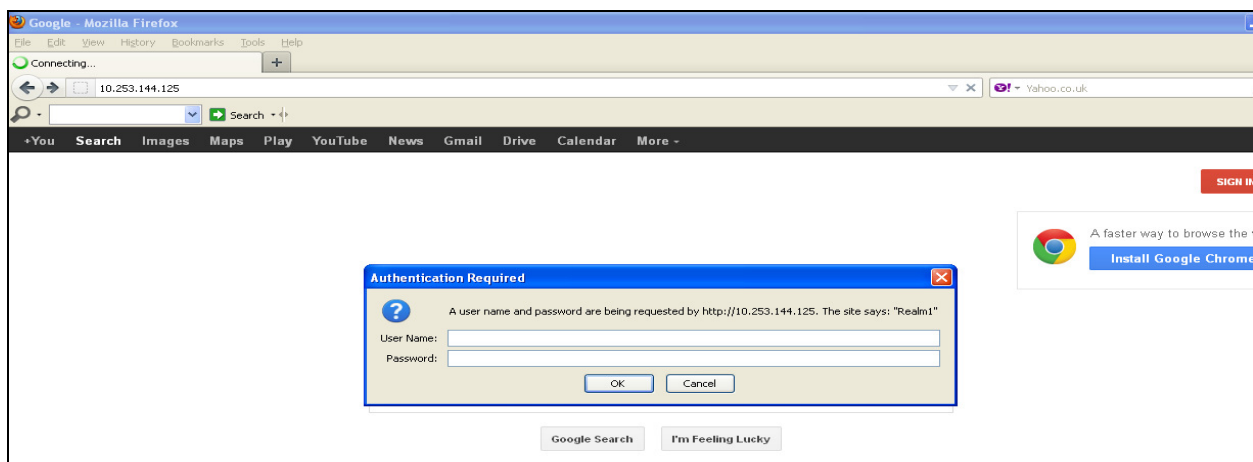
Agent Assignments

Save

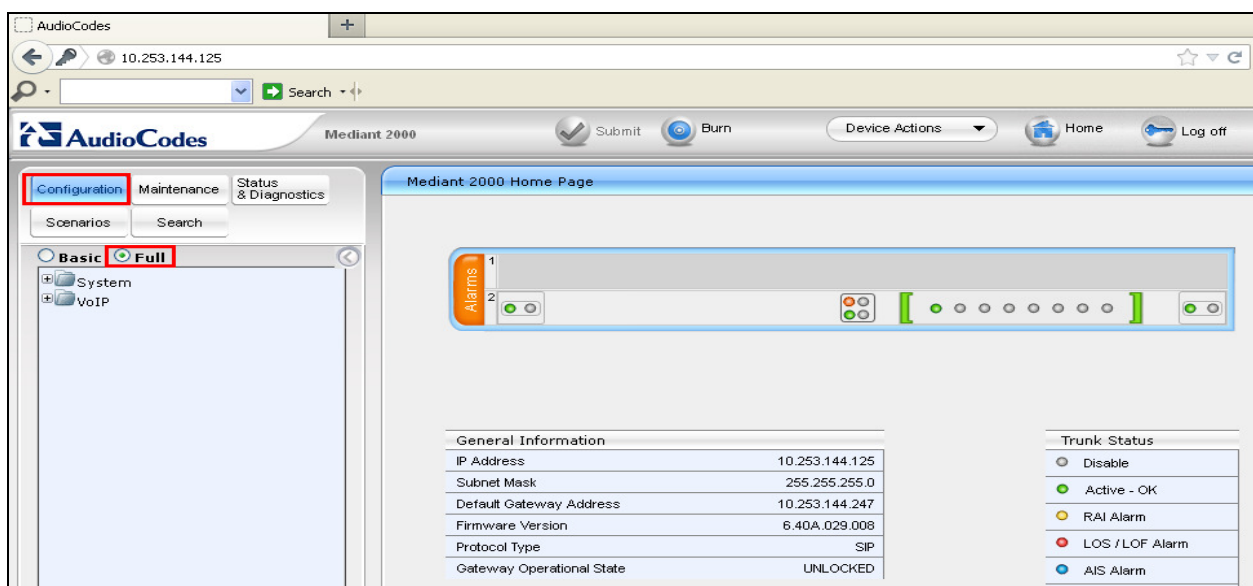
7. Configuration of AudioCodes Mediant 2000 Gateway

Although the AudioCodes gateway is a third-party product it is a part of Capita's solution and must also be configured as a part of this solution. This box is responsible for the connection between the Avaya Lineside E1 card on the CS1000E and Capita's SIP stack on the DS3000 Server. Mozilla Firefox is used to configure the AudioCodes mediant VoIP Gateway. Open the web browser and http to the AudioCodes IP address and enter the proper credentials into the Authentication window as shown below and click **OK**.

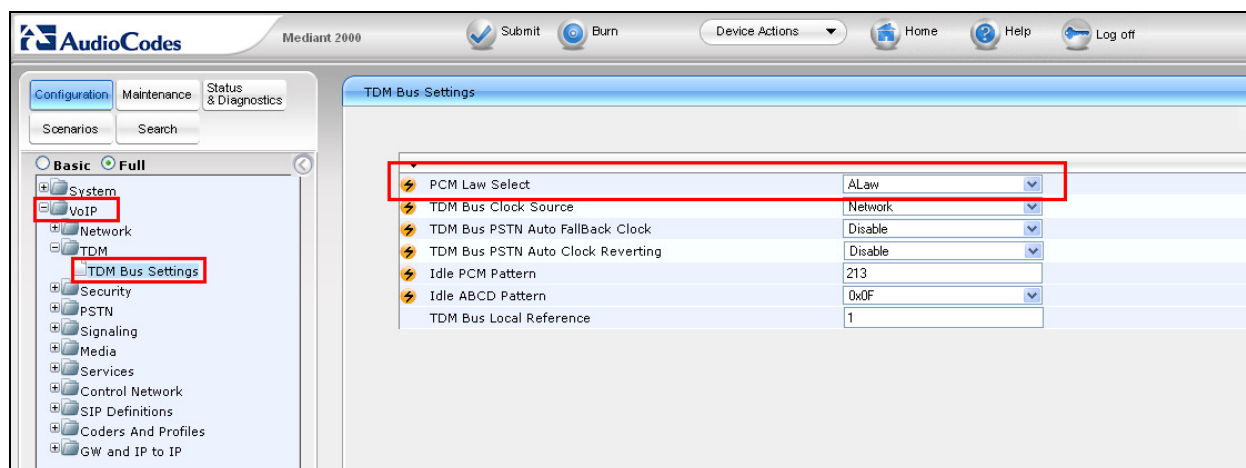
Note: The AudioCodes Mediant 2000 was configured with latest Avaya Aura® Offsite Agent (AAOA) and so the CAS/E1 configuration should be as defined in AAOA Installation and Commissioning Guide Release 6.2, see **Section 11** for more details on this document.



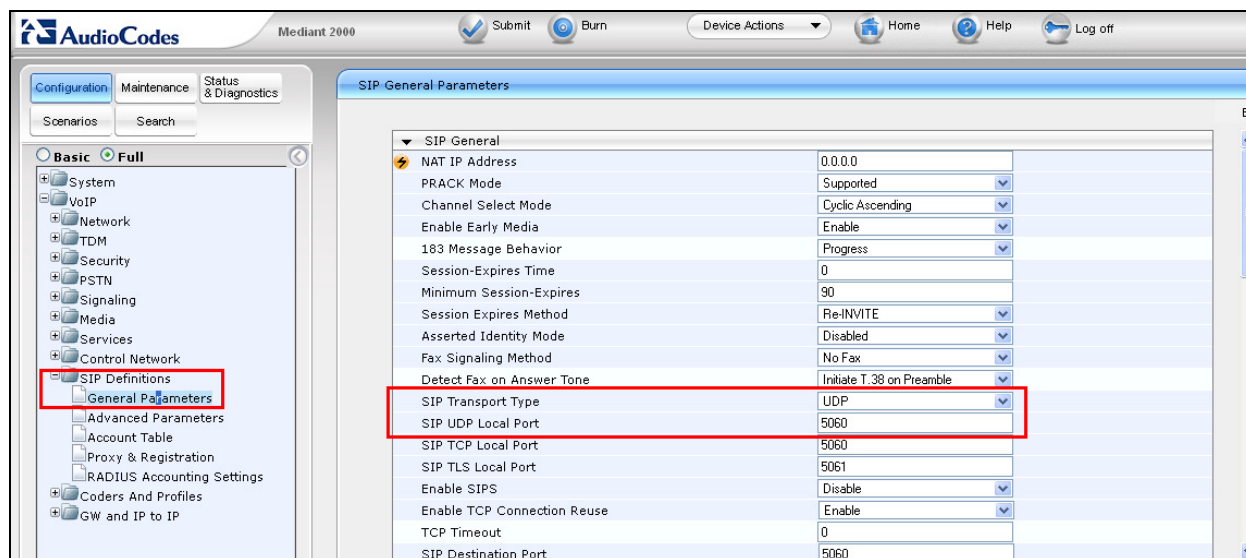
Once logged in correctly the following screen is shown. Select **Configuration** from the left window and select **Full**, highlighted below.



Select **VoIP→TDM→TDM Bus Settings** in the left window. Ensure that **PCM Law Select** is set to the correct setting (as this compliance testing was done in Europe **ALaw** was selected). This will ensure that all traffic from/to DS3000 is processed as A law through the Mediant.



Select **VoIP→SIP Definitions→General Parameters** in the left window. Ensure that **SIP Transport Type** and **SIP UDP Local Port** are set to **UDP** and **5060**, as they are required in Section 7.3.



Select **VoIP→SIP Definitions→Advanced Parameters** in the left window. Ensure that **Disconnect on Broken Connection** is set to **No**.

The screenshot shows the AudioCodes Mediant 2000 configuration interface. The left sidebar has a tree view where 'SIP Definitions' is expanded, and 'Advanced Parameters' is selected. The main content area is titled 'Advanced Parameters' and contains several sections. The 'Disconnect and Answer Supervision' section is highlighted with a red box, showing the following settings:

Parameter	Value
Disconnect on Broken Connection	No
Broken Connection Timeout [100 msec]	100
Disconnect Call on Silence Detection	No
Silence Detection Period [sec]	120
Silence Detection Method	Packets Count
Enable Fax Re-Routing	Disable

Select **VoIP→Coders And Profiles→Coders** in the left window. Ensure that **Coder Name** is set to the correct Law. As the compliance testing was done in Europe this was set to **G.711A-Law**.

The screenshot shows the AudioCodes Mediant 2000 configuration interface. The left sidebar has a tree view where 'Coders And Profiles' is expanded, and 'Coders' is selected. The main content area is titled 'Coders Table' and contains a table with the following columns: Coder Name, Packetization Time, Rate, Payload Type, and Silence Suppression. The first row is highlighted with a red box, showing the following settings:

Coder Name	Packetization Time	Rate	Payload Type	Silence Suppression
G.711A-law	20	64	8	Disabled

Select **VoIP→GW and IP to IP→Trunk Group→Trunk Group** from the left window. Enter the position ID for the first Lineside E1 Terminal Number (TN) into **Phone Number**. Note for compliance testing this is the same number created in **Section 5.3**. In each trunk group supported by the gateway set the Phone number for the first channel to the “Position ID” number of the Terminal Number associated with the channel. For example see **Section 5.3** were the Terminal Number 4-0-10-0 has Position ID 1113100 and number 3100. The position ID is the number configured into the DS3000 database to ensure consistency with the manner in which the terminal is identified to the AACC via the CCT interface.

The screenshot shows the AudioCodes Mediant 2000 configuration interface. On the left, the navigation tree is expanded to **VoIP → GW and IP to IP → Trunk Group**. The main window displays the **Trunk Group Table**. At the top, there are settings for **Add Phone Context As Prefix** (set to **Disable**) and **Trunk Group Index** (set to **1-10**). Below these is a table with 10 rows, each representing a trunk group. The table has columns for **Group Index**, **From Trunk**, **To Trunk**, **Channels**, **Phone Number**, **Trunk Group ID**, and **Tel Profile ID**. The first row (Group Index 1) is highlighted with a red box, showing **From Trunk** as 1, **To Trunk** as 1, **Channels** as 1-30, **Phone Number** as 1113100, **Trunk Group ID** as 1, and **Tel Profile ID** as 1.

Group Index	From Trunk	To Trunk	Channels	Phone Number	Trunk Group ID	Tel Profile ID
1	1	1	1-30	1113100	1	1
2						
3						
4						
5						
6						
7						
8						
9						
10						

Select **VoIP→GW and IP to IP→Routing→General Parameters** from the left window. Ensure that **Yes** is selected for **Replace Empty Destination with B-Channel Phone Number** in the main window. This ensures that the “to” address is valid when SIP calls reach the DS3000.

The screenshot shows the AudioCodes Mediant 2000 configuration interface. On the left, the navigation tree is expanded to **VoIP → GW and IP to IP → Routing → General Parameters**. The main window displays the **Routing General Parameters** configuration page. Under the **General Parameters** section, there are several settings. The setting **Replace Empty Destination with B-channel Phone Number** is highlighted with a red box and is set to **Yes**. Other settings include **Add Trunk Group ID as Prefix** (No), **Add Trunk ID as Prefix** (No), **Add NPI and TON to Called Number** (No), **Add NPI and TON to Calling Number** (No), **IP to Tel Remove Routing Table Prefix** (No), **Source IP Address Input** (SIP Contact Header), **Enable Alt Routing Tel to IP** (Disable), **Alt Routing Tel to IP Mode** (Both), **Alt Routing Tel to IP Connectivity Method** (ICMP Ping), **Alt Routing Tel to IP Keep Alive Time** (60), **Source Manipulation Mode** (FROM & PAI (after manipulation)), **Max Allowed Packet Loss for Alt Routing [%]** (20), and **Max Allowed Delay for Alt Routing [msec]** (250).

Parameter	Value
Add Trunk Group ID as Prefix	No
Add Trunk ID as Prefix	No
Replace Empty Destination with B-channel Phone Number	Yes
Add NPI and TON to Called Number	No
Add NPI and TON to Calling Number	No
IP to Tel Remove Routing Table Prefix	No
Source IP Address Input	SIP Contact Header
Enable Alt Routing Tel to IP	Disable
Alt Routing Tel to IP Mode	Both
Alt Routing Tel to IP Connectivity Method	ICMP Ping
Alt Routing Tel to IP Keep Alive Time	60
Source Manipulation Mode	FROM & PAI (after manipulation)
Max Allowed Packet Loss for Alt Routing [%]	20
Max Allowed Delay for Alt Routing [msec]	250

Select **VoIP→GW and IP to IP→Routing→IP to Trunk Group Routing** from the left window. Note that in the example below **6*** and **3*** are selected for outgoing calls, this ensures that all calls beginning with either 3 or 6 will go out the VoIP gateway. This will also ensure that that the destination test@a.b.c.d is not routable to the trunk group.

The screenshot shows the AudioCodes Mediant 2000 configuration interface. The left sidebar shows the navigation tree with 'IP to Trunk Group Routing' selected. The main area displays the 'IP To Trunk Group Routing Table' with a 'Routing Index' dropdown set to '1-12' and 'IP To Tel Routing Mode' set to 'Route calls before manipulation'. The table has columns for 'Dest. Host Prefix', 'Source Host Prefix', 'Dest. Phone Prefix', 'Source Phone Prefix', 'Source IP Address', 'Trunk Group ID', and 'IP Profile ID'. The first two rows are highlighted with red boxes, showing '6*' and '3*' in the 'Dest. Phone Prefix' column.

	Dest. Host Prefix	Source Host Prefix	Dest. Phone Prefix	Source Phone Prefix	Source IP Address	Trunk Group ID	IP Profile ID
1			6*			1	0
2			3*			1	0
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							

Select **VoIP→GW and IP to IP→Manipulations→Release Cause Mapping** from the left window. Ensure that **3** is entered for the **Q.850 Cause** and **500** is entered for the **SIP Response**. This will ensure that the DS3000 is able to check for Mediant Gateway availability. Once all the configuration is completed click on **Submit** and then **Burn** at the top of the page.

The screenshot shows the AudioCodes Mediant 2000 configuration interface. The left sidebar shows the navigation tree with 'Release Cause Mapping' selected. The main area displays the 'Release Cause Mapping' table. The 'Submit' and 'Burn' buttons at the top are highlighted with red boxes. The table has columns for 'Q.850 Cause' and 'SIP Response'. The first row is highlighted with a red box, showing '3' in the 'Q.850 Cause' column and '500' in the 'SIP Response' column.

Release Cause Mapping from ISDN to SIP	
	Q.850 Cause
1	3
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

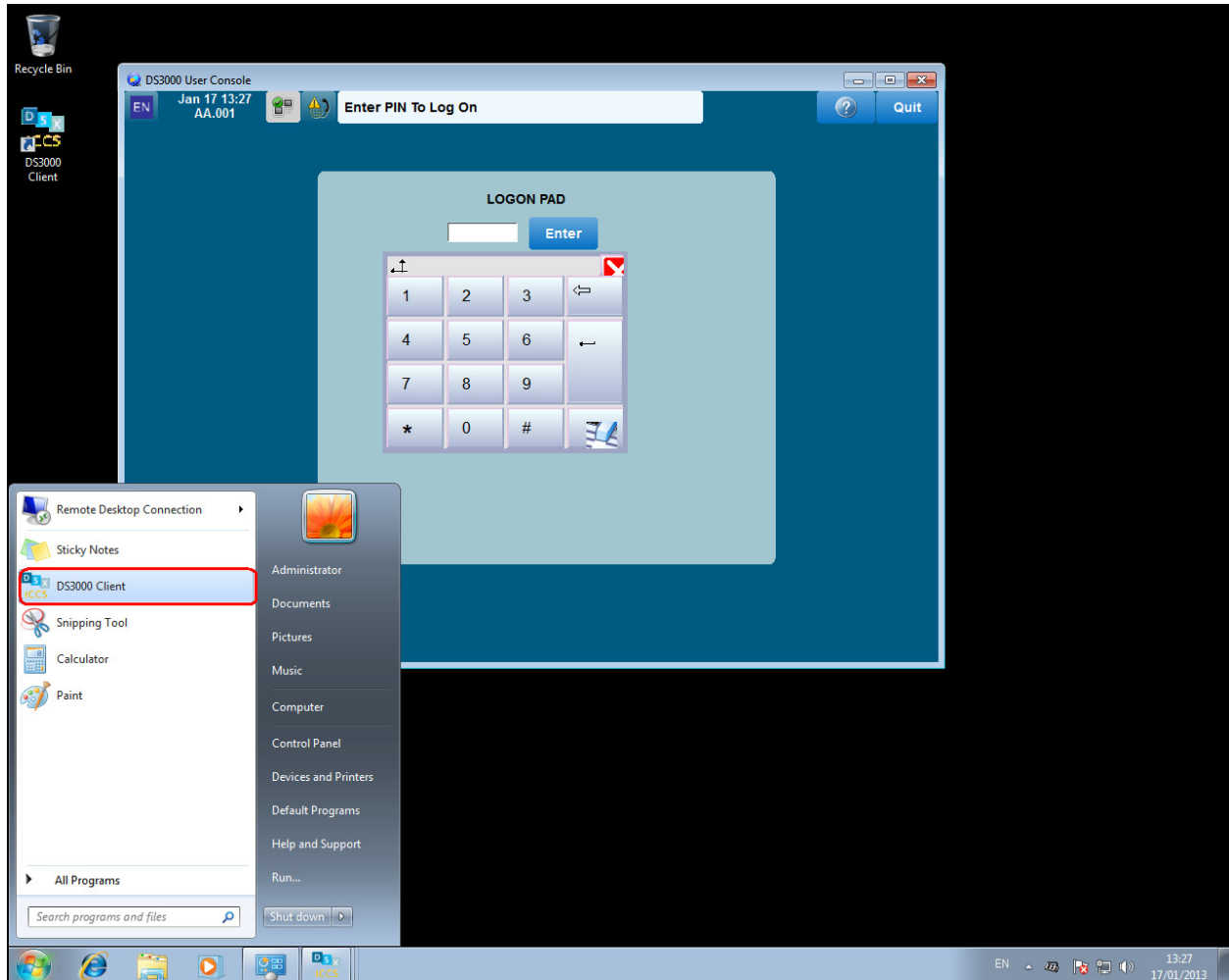
Release Cause Mapping from SIP to ISDN	
	SIP Response
1	500
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

8. Configure Capita DS3000 Application

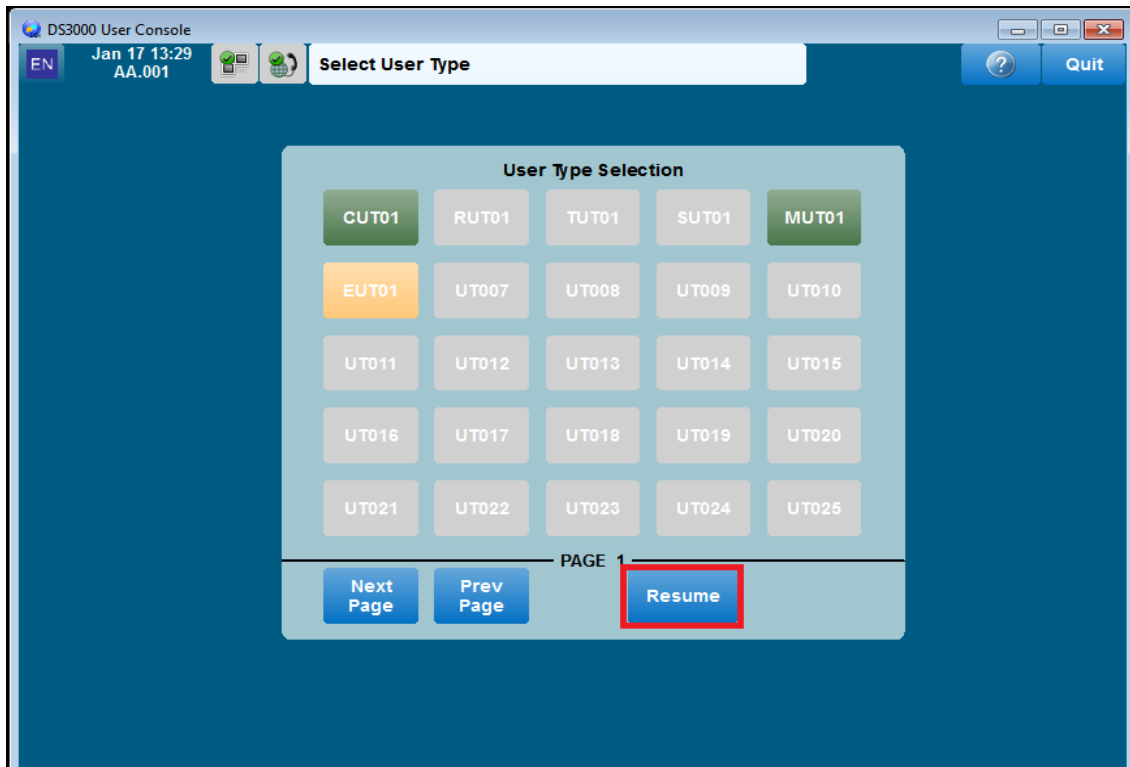
The following sections describe the step required to configure the DS3000 application in order to connect successfully with the Lineside E1 card on the CS1000E.

8.1. Configure the DS3000 extension numbers

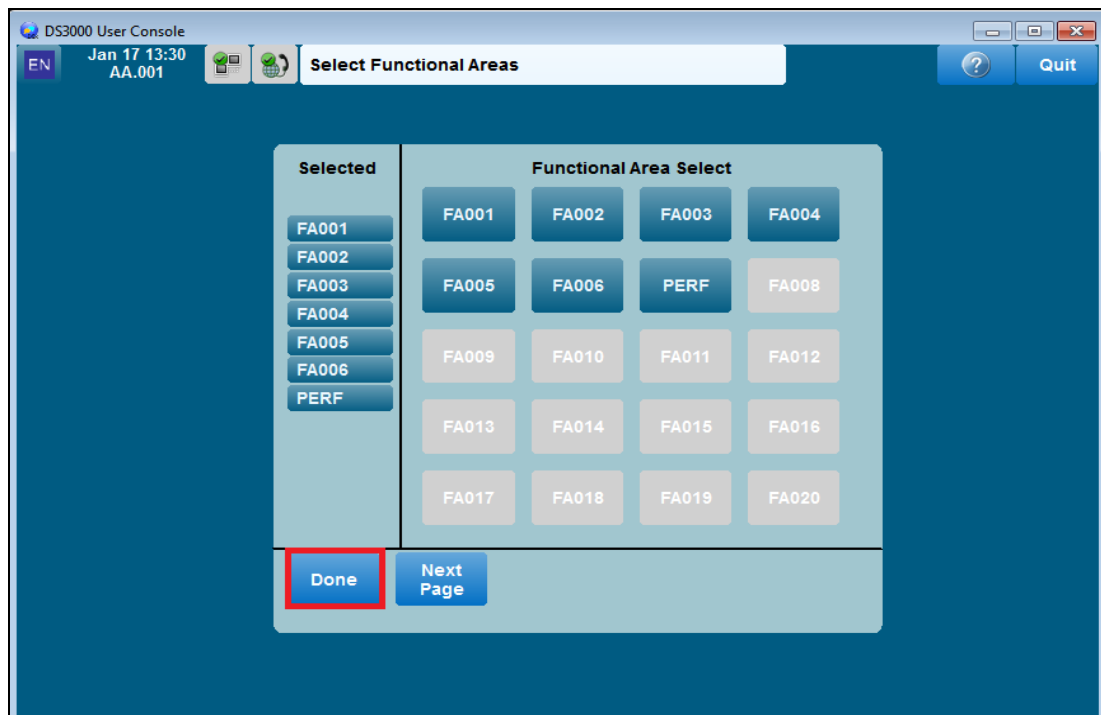
Open the **DS3000 Client** on the DS3000 Client machine. Enter the correct credentials on the **LOGON PAD**.



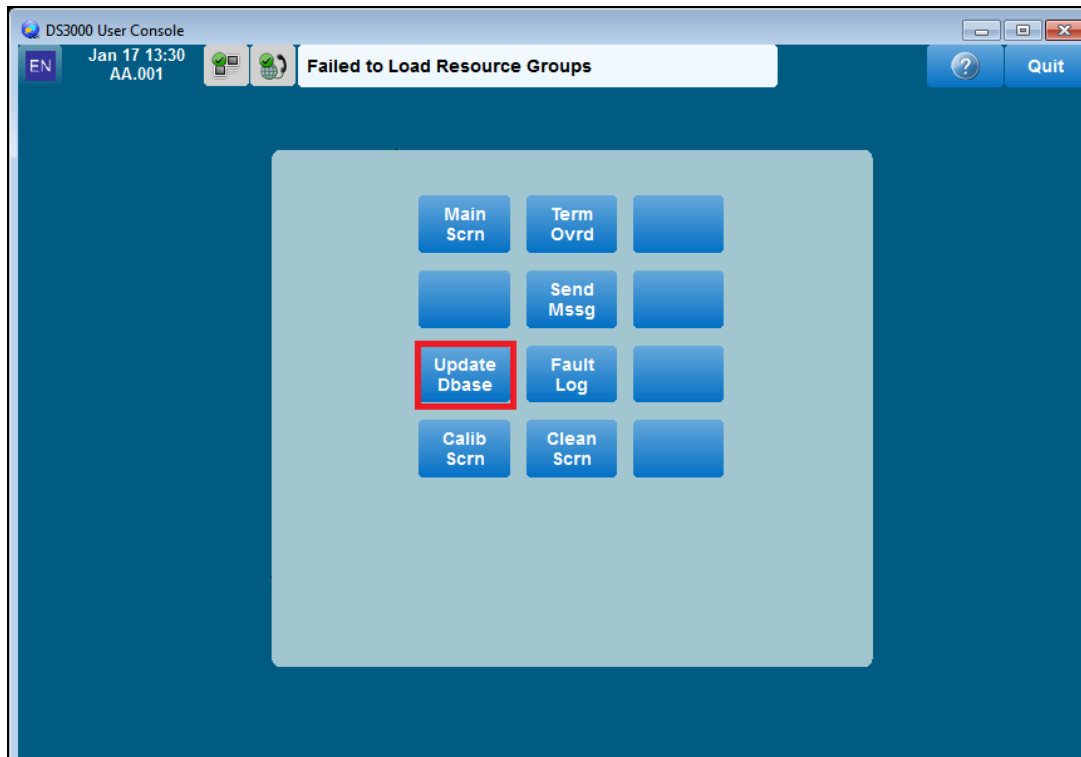
Click on **Resume** at the bottom of the screen as highlight.



Select **Done** at the bottom of the screen as highlighted.



Click on the **UpdateDbase** button highlighted.



8.1.1. Configure ACD Extensions

Note that the ACD extensions are already populated in the database and these are configured by selecting the icon highlighted below.

	DPNSS Extensions		User Profiles		KeyText	QueueText	AcceptType	PageNo	Qpriority	DisplayGroup	DisplaySubGroup	ColourS
	Undo	Edit										
1					51001-1		Telephone	24: Avaya	0	GRP-16	SUBGRP-01	1. TELE
2					51002-2		Telephone	24: Avaya	0	GRP-16	SUBGRP-01	1. TELE
3					EXT 49902		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
4					EXT 49903		Telephone	1: PAGE 1 (3...	0	GRP-16	SUBGRP-32	1. TELE
5					EXT 49904		Telephone	1: PAGE 1 (3...	0	GRP-7	SUBGRP-01	1. TELE
6					EXT 49905		Telephone	1: PAGE 1 (3...	0	GRP-8	SUBGRP-32	1. TELE
7					EXT 49906		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
8					COMB 1142		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	3. TELE
9					EXT 49908		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
10					EXT 49909		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
11					EXT 49910		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
12					EXT 49911		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
13					EXT 49912		Telephone	1: PAGE 1 (3...	0	GRP-3	SUBGRP-01	1. TELE
14					50000		Telephone	24: Avaya	0	GRP-2	SUBGRP-01	1. TELE
15					50001		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
16					50002		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
17					50003		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
18					50004		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
19					50005		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
20					50006		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
21					50007		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
22					50008		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
23					50009		Telephone	1: PAGE 1 (3...	0	GRP-2	SUBGRP-01	1. TELE
24					VTN 1		Telephone	<none>	0	GRP-1	SUBGRP-01	3. TELE
25					VTN 2		Telephone	1: PAGE 1 (3...	0	GRP-1	SUBGRP-01	3. TELE
26					VTN 3		Telephone	2: PAGE 2 (3...	0	GRP-1	SUBGRP-01	1. TELE
27					VTN 4		Telephone	2: PAGE 2 (3...	0	GRP-1	SUBGRP-01	1. TELE

Once selected the window below opens, ensure that the following are selected:

- Position ID (**1113100**) configured in **Section 5.3** for the **Extension** and **CDSExtension**
- **VTN Controlled** for **VTNExtensionType**
- **Terminal Position n for AssociatedTerminal** where special use below is CDS Personal (n is DS3000 operator console number in range 1 to 245)
- **CDS Personal** or **CDS Pool** as required for **SpecialUse**

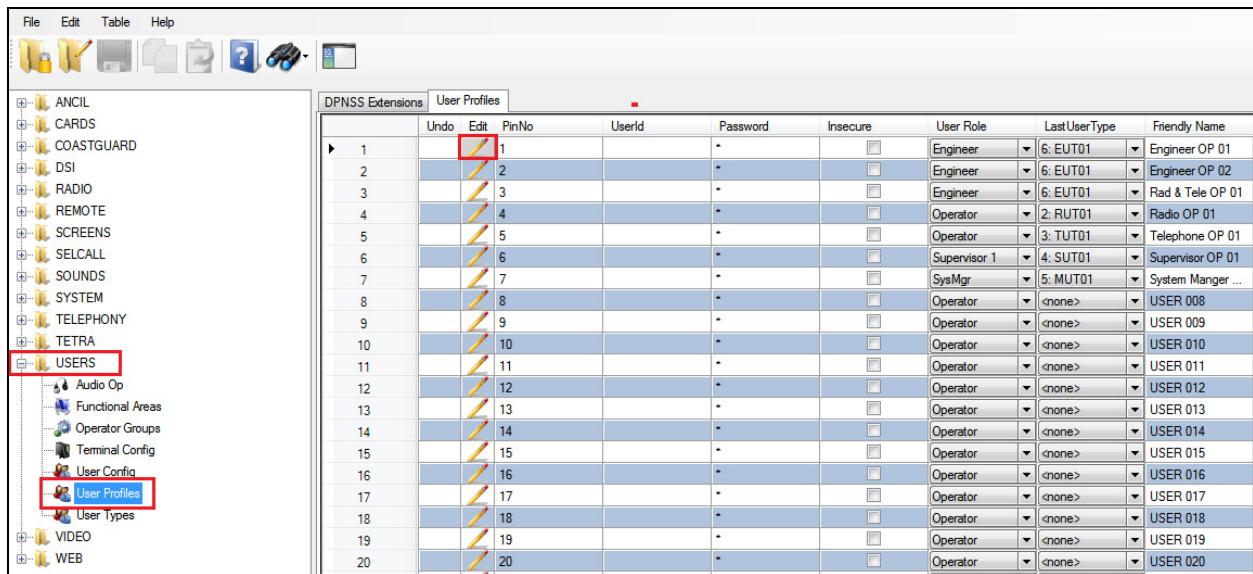
Click on **OK** once completed.

The screenshot shows the 'DPNSS Extensions' configuration window. On the left is a tree view with categories like ANCIL, CARDS, COASTGUARD, DSI, RADIO, REMOTE, SCREENS, SELCALL, SOUNDS, SYSTEM, and TELEPHONY. The 'TELEPHONY' category is expanded, showing sub-items like ACD Parameters, Call Routes, Divert, DPNSS Extensions, GSM Pagers, HandOff Groups, PABX Setup, Tele Colour Schemes, Tele Groups, Tele Lines, and Tele Pages. The main area displays a list of extensions. A pop-up dialog is open for editing extension 1113100. The dialog has a 'Property' column and a 'Setting' column. The properties and their settings are: KeyText (VTN 1), QueueText, AcceptType (Telephone), PageNo (<none>), Qpriority (0), DisplayGroup (GRP-1), DisplaySubGroup (SUBGRP-01), ColourScheme (3: TELEPHONE COLOUR COMBINATION 3), Extension (1113100), ExtensionUse (Local), GSMLookUp, ForwardingGroup (255), HandOffMode (Disabled), CDSExtension (1113100), OpGroups (1: OPG01...), VTNExtensionType (VTN Controlled), AssociatedTerminal (1: Terminal Position 1), and SpecialUse (CDS Personal). The 'OK' button is highlighted with a red box.

8.1.2. Configure ACD Users

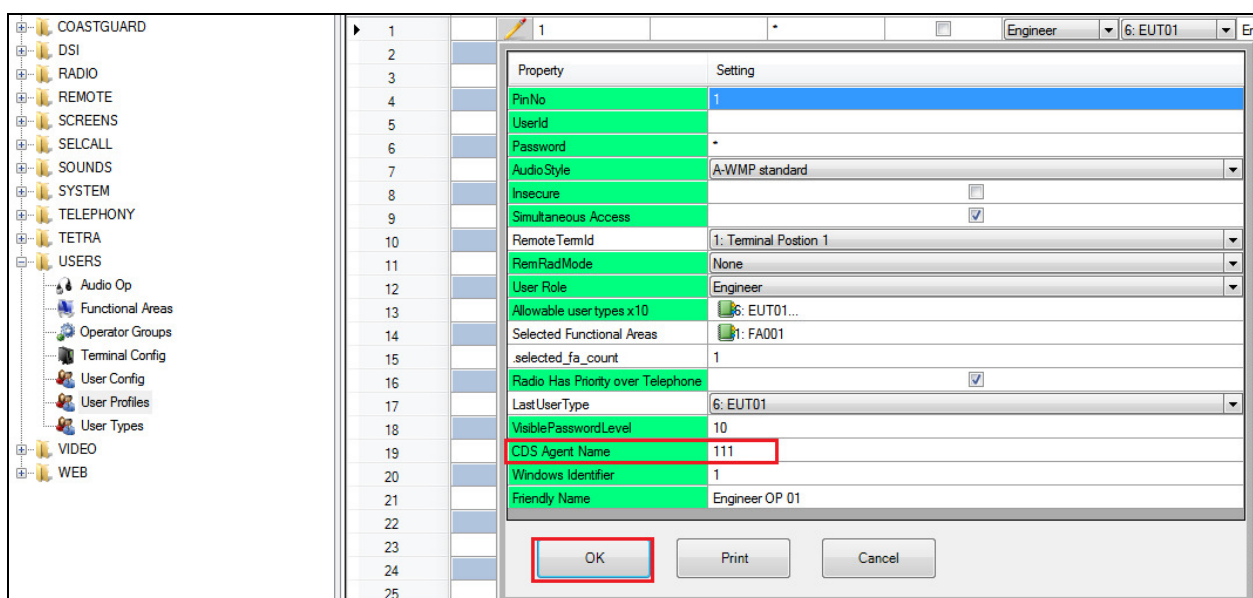
Select **USERS**→**User Profiles** in the left window and select user 1 by clicking the icon highlighted below.

Note: The Agent Login ID is formed by concatenating two pieces of information so that each user can have different ACD agent profiles dependant on the operational role. It is recommended that customers consult with Capita for explanation of configuration options available to assist with definition of Contact Center and DS3000 data configuration.



	Undo	Edit	PinNo	Userid	Password	Insecure	User Role	LastUserType	Friendly Name
1			1		*	<input type="checkbox"/>	Engineer	6: EUT01	Engineer OP 01
2			2		*	<input type="checkbox"/>	Engineer	6: EUT01	Engineer OP 02
3			3		*	<input type="checkbox"/>	Engineer	6: EUT01	Rad & Tele OP 01
4			4		*	<input type="checkbox"/>	Operator	2: RUT01	Radio OP 01
5			5		*	<input type="checkbox"/>	Operator	3: TUT01	Telephone OP 01
6			6		*	<input type="checkbox"/>	Supervisor 1	4: SUT01	Supervisor OP 01
7			7		*	<input type="checkbox"/>	SysMgr	5: MUT01	System Manger ...
8			8		*	<input type="checkbox"/>	Operator	<none>	USER 008
9			9		*	<input type="checkbox"/>	Operator	<none>	USER 009
10			10		*	<input type="checkbox"/>	Operator	<none>	USER 010
11			11		*	<input type="checkbox"/>	Operator	<none>	USER 011
12			12		*	<input type="checkbox"/>	Operator	<none>	USER 012
13			13		*	<input type="checkbox"/>	Operator	<none>	USER 013
14			14		*	<input type="checkbox"/>	Operator	<none>	USER 014
15			15		*	<input type="checkbox"/>	Operator	<none>	USER 015
16			16		*	<input type="checkbox"/>	Operator	<none>	USER 016
17			17		*	<input type="checkbox"/>	Operator	<none>	USER 017
18			18		*	<input type="checkbox"/>	Operator	<none>	USER 018
19			19		*	<input type="checkbox"/>	Operator	<none>	USER 019
20			20		*	<input type="checkbox"/>	Operator	<none>	USER 020

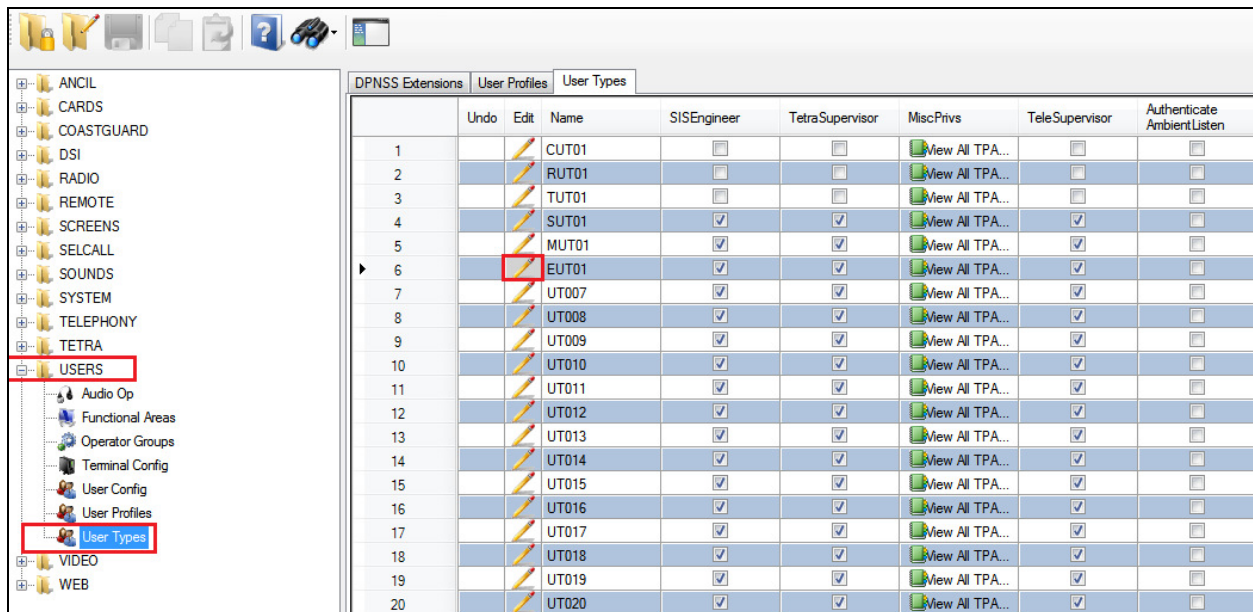
Note the **CDS Agent Name** is **111** which correspond to 9(111) which is the configured Agent Login ID from **Section 6.2**. Click on **OK** once completed.



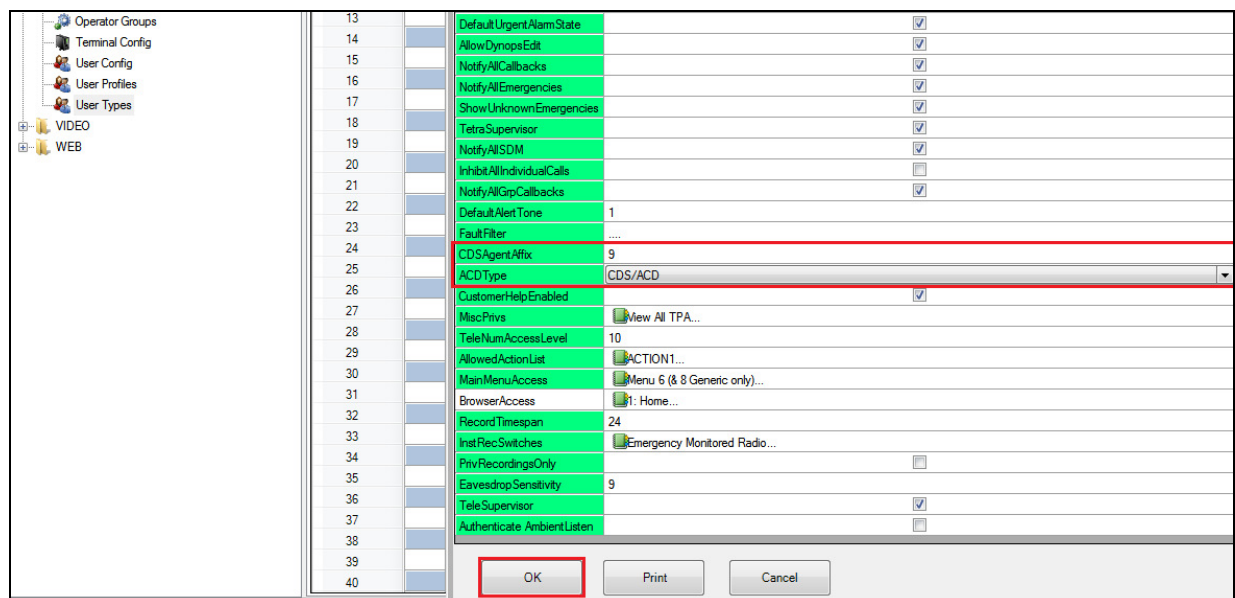
Property	Setting
PinNo	1
Userid	
Password	*
AudioStyle	A-WMP standard
Insecure	<input type="checkbox"/>
Simultaneous Access	<input checked="" type="checkbox"/>
RemoteTermId	1: Terminal Postion 1
RemRadMode	None
User Role	Engineer
Allowable user types x10	6: EUT01...
Selected Functional Areas	1: FA001
selected_fa_count	1
Radio Has Priority over Telephone	<input checked="" type="checkbox"/>
LastUserType	6: EUT01
VisiblePasswordLevel	10
CDS Agent Name	111
Windows Identifier	1
Friendly Name	Engineer OP 01

OK Print Cancel

Select **USERS**→**User Types** from the left window. The user type used in the compliance test was **EUT01**. This user type was already in the database but in order to configure it click on the icon highlighted below.



The resulting window is opened, scroll down to the bottom and note that **CDSAgentAffix** is set to **9** which corresponds to the (9)111 agent login ID configured in **Section 6.2**. Click on **OK** once completed.



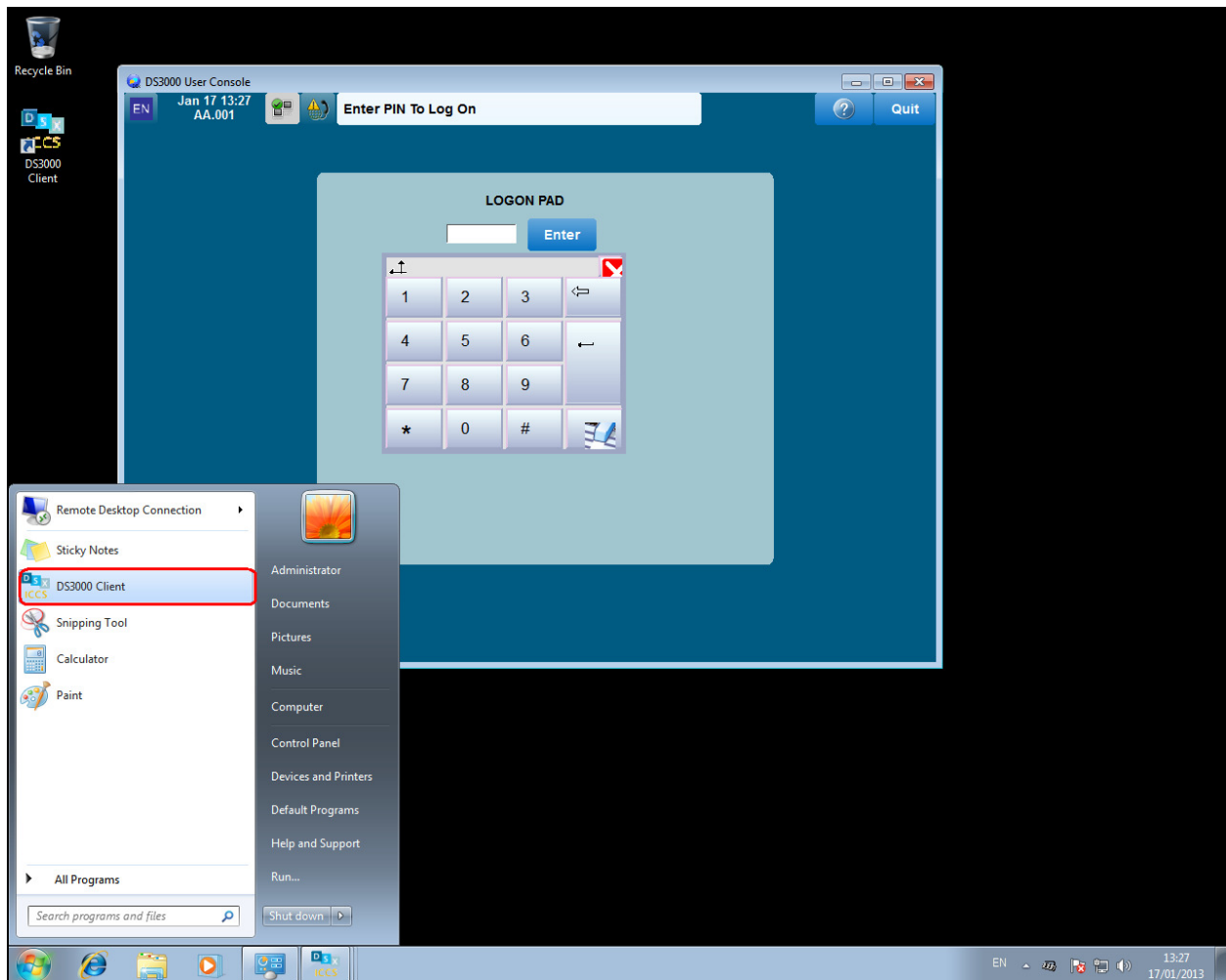
9. Verification Steps

The following steps can be taken to ensure that all connections between Capita's DS3000 Solution and the Avaya Solution are configured correctly.

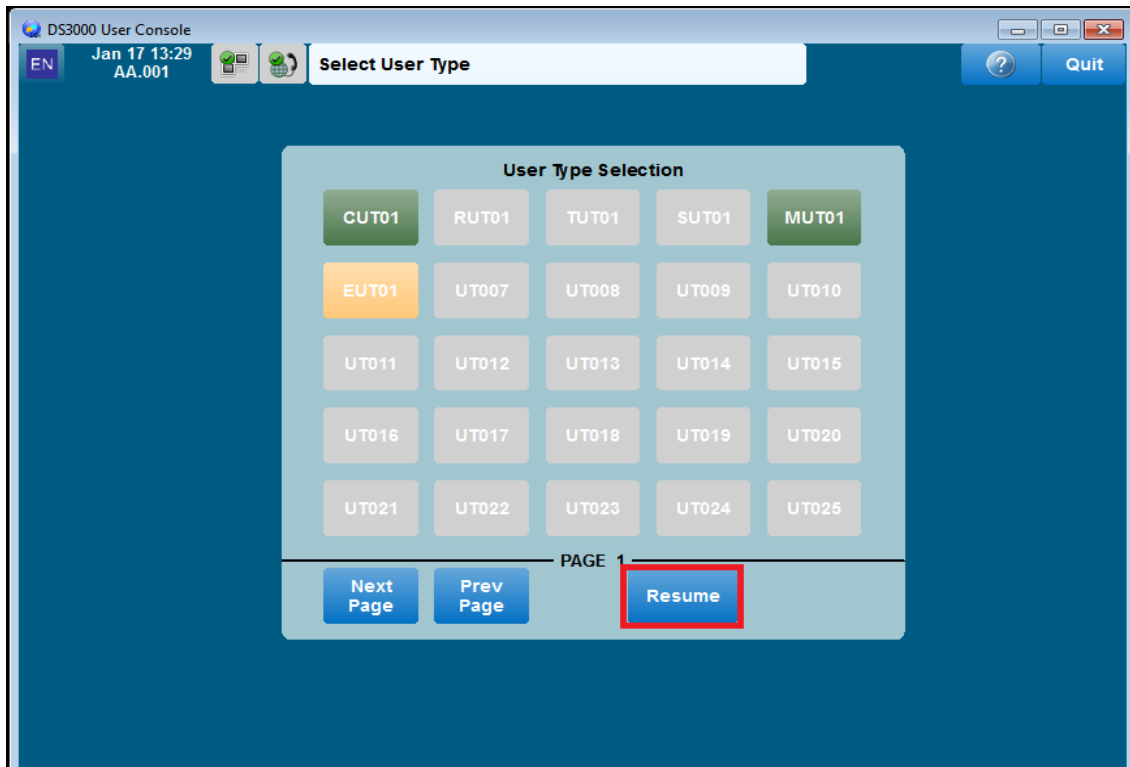
- Make an ACD call to the DS3000 and verify that the caller can be heard or call the extension (DN) of the Lineside E1 channel directly such as 3100 in this example.

9.1. Verify that calls can be made to the DS3000

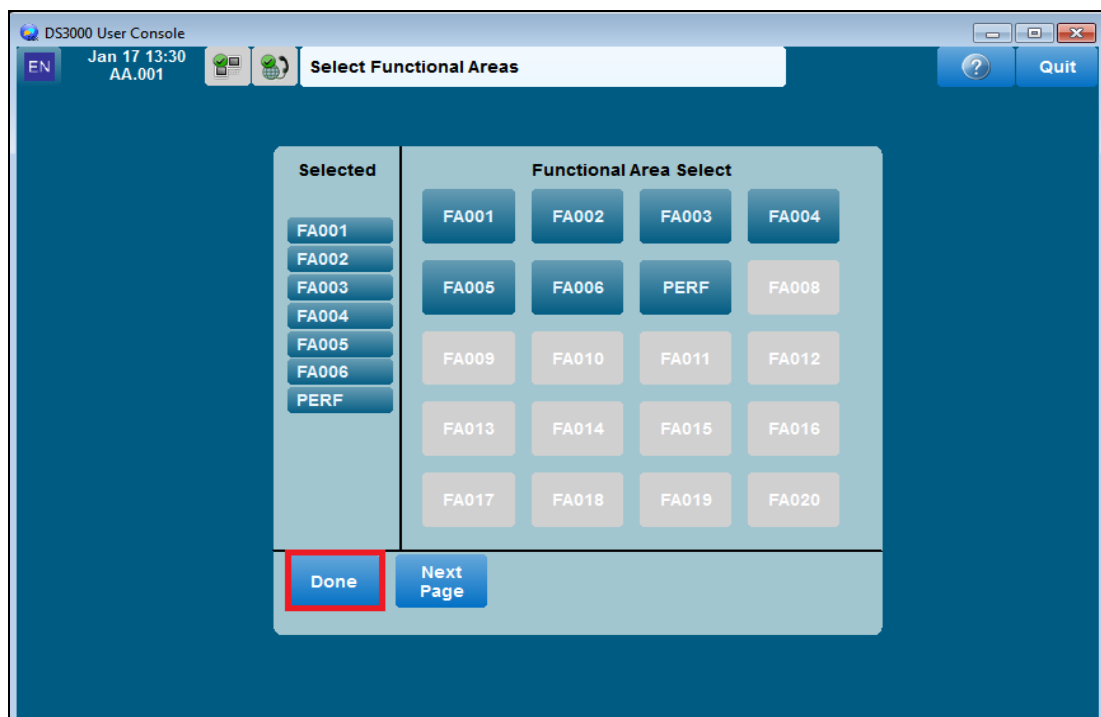
Open the **DS3000 Client** on the DS3000 Client machine. Enter the correct credentials on the **LOGON PAD**.



Click on **Resume** at the bottom of the screen as highlight.



Select **Done** at the bottom of the screen as highlighted.



Click on the **Main Scrn** button highlighted below.



Once a call is presented to the Lineside E1 the following screen should appear. Click on the **VTN 1** button highlighted to take the call. Please note that under ACD operation calls will be auto answered and the agent does not need to touch a key. In this example a direct call was made from **3206** to 3100 to test the Lineside E1 line 3100.



Once the call is taken the following screen appears showing that caller **3206** called.



10. Conclusion

These Application Notes describe the configuration steps required for DS3000 from Capita Secure Information Solutions to successfully interoperate with Avaya Aura® Contact Center R6.3 and Avaya Communication Server 1000E R7.5 using a Lineside E1 connection. Please refer to **Section 2.2** for test results and observations.

11. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <http://support.avaya.com> where the following documents can be obtained.

- [1] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.5*; Document No. NN43001-611_05.02
- [2] *Administering Avaya Aura® Session Manager*, Doc # 03603324, Issue 1 Release 6.3
- [3] *Avaya Aura® Contact Center Administration*, Doc # NN44400-610, Issue 04.02 Release 6.3
- [4] *Unified Communications Management Common Services Fundamentals Avaya Communication Server 1000*, Doc # NN43001-116, 05.08
- [5] *Element Manager System Reference –Administration Avaya Communication Server 1000* Doc # NN43001-632, 05.04
- [6] *Application Notes for Configuring Capita Secure Information Solutions DS3000 with Avaya Aura® Session Manager R6.3.*
- [7] *AAOA Installation and Commissioning Guide Release 6.2* NN44400-330 03.02 24 August 2011

Product documentation for DS3000 can be requested from Capita or may be downloaded from <http://www.capitasecureinformationsolutions.co.uk>

Appendix

List of Linux Patches on Avaya Communication Server 1000E R7.5

```
[paul@cs1kpg ~]$ pstat
Product Release: 7.50.17.00
In system patches: 1
PATCH# NAME IN_SERVICE DATE SPECINS TYPE RPM
31 p31484_1 Yes 17/01/13 NO FRU cs1000-shared-general-7.50.17-00.i386

In System service updates: 31
PATCH# IN_SERVICE DATE SPECINS REMOVABLE NAME
0 Yes 16/01/13 NO YES cs1000-linuxbase-7.50.17.16-13.i386.000
1 Yes 16/01/13 YES YES cs1000-baseWeb-7.50.17.16-2.i386.000
2 Yes 16/01/13 NO YES cs1000-patchWeb-7.50.17.16-8.i386.000
3 Yes 17/01/13 NO YES cs1000-shared-pbx-7.50.17.16-1.i386.000
4 Yes 17/01/13 NO YES cs1000-kcv-7.50.17.16-1.i386.000
5 Yes 17/01/13 NO yes avaya-cs1000-cnd-4.0.20-00.i386.000
6 Yes 17/01/13 NO YES cs1000-ipsec-7.50.17.16-1.i386.000
7 Yes 17/01/13 NO YES ipsec-tools-0.6.5-14.el5.3_avaya_1.i386.000
8 Yes 17/01/13 NO YES spiritAgent-6.1-1.0.0.108.208.i386.000
9 Yes 17/01/13 NO YES cs1000-mscTone-7.50.17.16-1.i386.000
10 Yes 17/01/13 NO yes tzdata-2011h-2.el5.i386.000
11 Yes 17/01/13 NO YES cs1000-pd-7.50.17.16-1.i386.000
12 Yes 17/01/13 NO YES cs1000-ncs-7.50.17.16-1.i386.000
13 Yes 17/01/13 NO YES cs1000-EmCentralLogic-7.50.17.16-2.i386.000
14 Yes 17/01/13 NO YES cs1000-cs1000WebService_6-0-7.50.17.16-1.i386.000
15 Yes 17/01/13 NO YES cs1000-mscMusc-7.50.17.16-11.i386.000
16 Yes 17/01/13 NO YES cs1000-mscAnnc-7.50.17.16-10.i386.000
17 Yes 17/01/13 NO YES cs1000-csoneksvrmgr-7.50.17.16-1.i386.000
18 Yes 17/01/13 NO YES cs1000-bcc-7.50.17.16-69.i386.000
19 Yes 17/01/13 NO YES cs1000-csmWeb-7.50.17.16-6.i386.000
20 Yes 17/01/13 NO YES cs1000-mscConf-7.50.17.16-1.i386.000
21 Yes 17/01/13 NO YES cs1000-emWeb_6-0-7.50.17.16-34.i386.000
22 Yes 17/01/13 NO YES cs1000-Jboss-Quantum-7.50.17.16-30.i386.000
23 Yes 17/01/13 NO YES cs1000-tps-7.50.17.16-24.i386.000
24 Yes 17/01/13 NO YES cs1000-sps-7.50.17.16-10.i386.000
25 Yes 17/01/13 NO YES cs1000-ftrpkg-7.50.17.16-11.i386.000
26 Yes 17/01/13 NO YES cs1000-emWebLocal_6-0-7.50.17.16-3.i386.000
27 Yes 17/01/13 NO YES cs1000-dmWeb-7.50.17.16-6.i386.000
28 Yes 17/01/13 NO YES cs1000-dbcom-7.50.17.16-1.i386.000
29 Yes 17/01/13 NO YES cs1000-vtrk-7.50.17.16-131.i386.001
30 Yes 17/01/13 NO YES cs1000-mscAttn-7.50.17.16-3.i386.000
[paul@cs1kpg ~]$
```

List of Call Server Patches on Avaya Communication Server 1000E R7.5

```
.mdp issp

VERSION 4121
RELEASE 7
ISSUE 50 Q +
DepList 1: core Issue: 01 (created: 2013-01-11 11:29:20 (est)) ALTERED

IN-SERVICE PEPS
PAT# CR #          PATCH REF #    NAME          DATE          FILENAME        SPECINS
000 wi00965603      ISS1:1OF1      p31618_1      17/01/2013    p31618_1.cpl    NO
001 wi01044868      ISS1:1OF1      p32261_1      17/01/2013    p32261_1.cpl    NO
002 wi01031887      ISS1:1OF1      p31814_1      17/01/2013    p31814_1.cpl    NO
003 wi01001588      ISS1:1OF1      p31976_1      17/01/2013    p31976_1.cpl    NO
004 wi00977002      ISS2:1OF1      p30786_2      17/01/2013    p30786_2.cpl    NO
005 wi01043458      ISS1:1OF1      p31712_1      17/01/2013    p31712_1.cpl    NO
006 wi01016398      ISS1:1OF1      p32019_1      17/01/2013    p32019_1.cpl    NO
007 wi01042797      ISS1:1OF1      p32089_1      17/01/2013    p32089_1.cpl    NO
008 wi01022466      ISS1:1OF1      p32205_1      17/01/2013    p32205_1.cpl    NO
009 wi00965009      ISS1:1OF1      p31600_1      17/01/2013    p31600_1.cpl    NO
010 wi01033197      ISS1:1OF1      p29818_1      17/01/2013    p29818_1.cpl    NO
011 wi01034409      ISS1:1OF1      p29708_1      17/01/2013    p29708_1.cpl    NO
012 wi01028650      ISS1:1OF1      p32188_1      17/01/2013    p32188_1.cpl    NO
013 wi01039079      ISS1:1OF1      p32210_1      17/01/2013    p32210_1.cpl    NO
014 wi00967505      ISS1:1OF1      p31491_1      17/01/2013    p31491_1.cpl    NO
015 wi00971980      ISS1:1OF1      p31863_1      17/01/2013    p31863_1.cpl    NO
016 wi01041545      ISS1:1OF1      p32236_1      17/01/2013    p32236_1.cpl    YES
017 wi01039099      ISS1:1OF1      p32269_1      17/01/2013    p32269_1.cpl    NO
018 wi00854469      ISS1:1OF1      p30701_1      17/01/2013    p30701_1.cpl    NO
019 wi01031571      ISS1:1OF1      p32158_1      17/01/2013    p32158_1.cpl    NO
020 wi01021598      ISS1:1OF1      p32066_1      17/01/2013    p32066_1.cpl    NO
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