



## Avaya Solution & Interoperability Test Lab

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# Application Notes for Pronet Dynamic IVR 1.0 with Avaya Experience Portal 8.0 and Avaya Aura® Contact Center 7.1.2 - Issue 1.1

### Abstract

These Application Notes describe the configuration steps for Pronet Dynamic IVR 1.0 to interoperate with Avaya Experience Portal 8.0 and Avaya Aura® Contact Center 7.1.2. Pronet Dynamic IVR is developed using Avaya Orchestration Designer (OD). This application will interact with middleware through Webservices to perform self-services routines and to get required information used for dynamic flow and routing.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1**, as well as 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 for Pronet Dynamic IVR 1.0 to interoperate with Avaya Experience Portal 8.0 and Avaya Aura® Contact Center 7.1.2. This application will interact with middleware through Webservices to perform self-services routines and to get required information used for dynamic flow and routing.

The scope of testing excluded the middleware and any CRM (Customer Relationship Management) applications on client side for self-service transaction. Pronet applications were developed using Avaya Aura® Orchestration Designer (AAOD) and run-on Avaya Experience Portal. The applications point to the Pronet Application Server running in Tomcat on Windows Server 2016.

## 2. General Test Approach and Test Results

Interoperability testing contained functional tests mentioned in **Section 2.1**. All test cases were performed manually. The general test approach was to validate successful handling of inbound calls to Pronet Dynamic IVR and communicate with Avaya Aura® 8.1, Avaya Experience Portal 8.0 and Avaya Aura® Contact Center 7.1.2. See **Figure 1** for network diagram. The interoperability compliance test included both feature functionality and serviceability tests.

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.

For the testing associated with these Application Notes, the interface between Avaya systems and the Pronet Dynamic IVR did not include use of any specific encryption features as requested by Pronet.

## **2.1. Interoperability Compliance Testing**

The interoperability compliance test included both feature functionality and serviceability testing. The scope of testing includes the feature functionality testing below:

- Monitoring of inbound calls to IVR.
- Transfer of calls to AACC Control Directory Number (CDN).
- Codec that includes G.711 and G.729.
- Announcement provided on the applications.

## **2.2. Test Results**

The testing was successful. All test cases passed.

## **2.3. Support**

Technical support on Pronet Dynamic IVR can be obtained through the following:

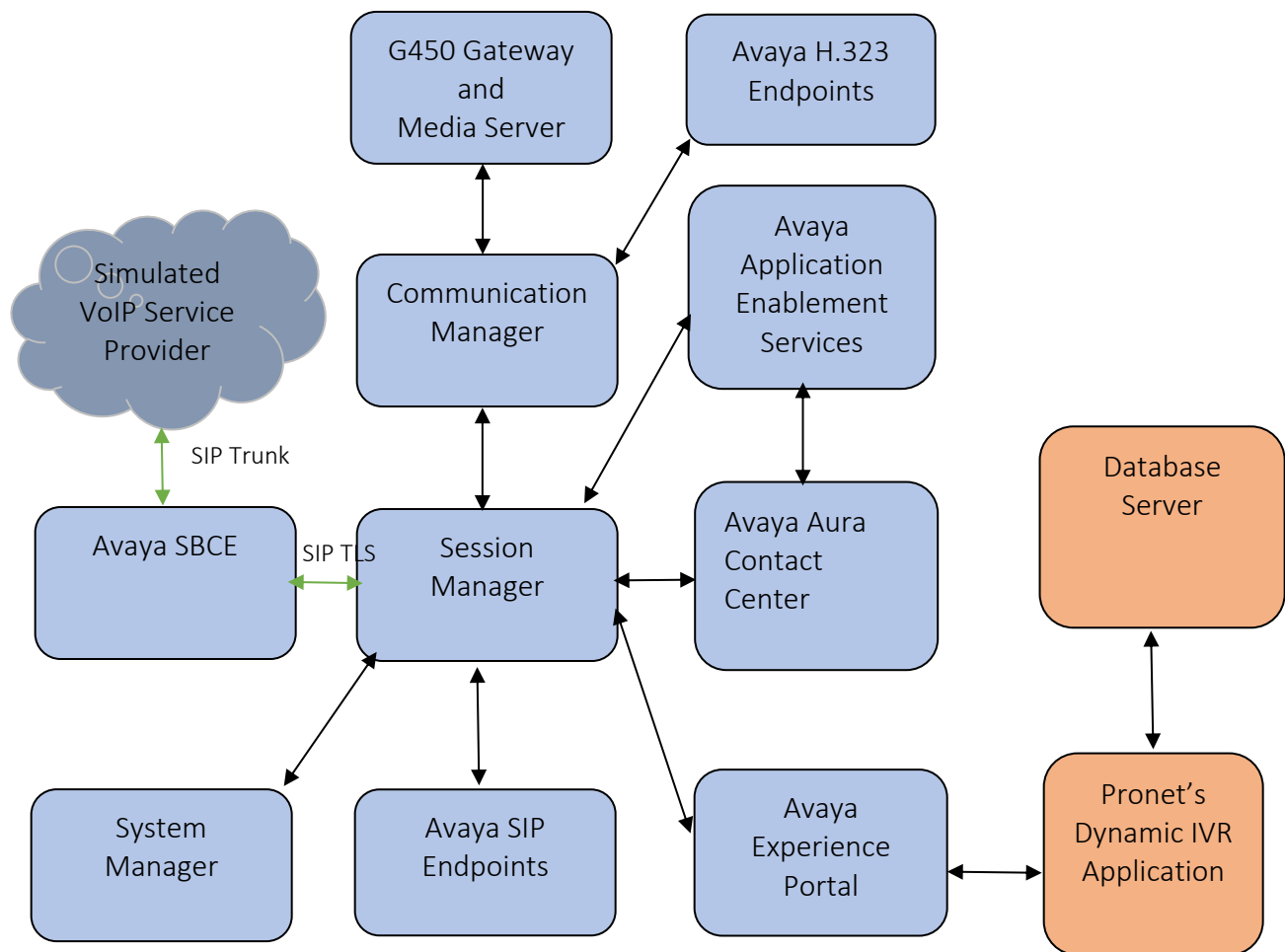
Phone: +92 (21) 582 2401-4

Email: [info@pronet-tech.net](mailto:info@pronet-tech.net)

Web : <https://pronet-tech.net>

### 3. Reference Configuration

**Figure 1** illustrates a sample configuration that consists of Avaya products and Pronet's Dynamic IVR.



**Figure 1:** Test Configuration for Pronet's Dynamic IVR and the Avaya Platform

## 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 in Virtual Environment	8.1.3.3
Avaya Aura® Session Manager in Virtual Environment	8.1.3.3
Avaya Aura® Communication Manager in Virtual Environment	8.1.3.3
Avaya G450 Media Gateway	41.34.1
Avaya Aura® Media Server in Virtual Environment	8.0 SP2
Avaya Aura® Application Enablement Services in Virtual Environment	8.1.3.3
Avaya Session Border Controller for Enterprise	8.1.3
Avaya Aura Contact Center	7.1.2
Avaya Experience Portal	8.0.0
Avaya Workplace SoftClients on Windows 10	3.22.0
Avaya 9621G & 9641G IP Desk Phone (SIP)	7.1.8
Avaya J159 and J179 SIP Desk Phone	4.0.9
Avaya J139 & J159 IP Desk Phone (H.323)	6.8.5
Pronet Dynamic IVR Application	1.0

## 5. Configure Avaya Aura® Contact Center

This section shows the steps required to add a new CDN and skill on Avaya Aura® Contact Center associated with an agent. Agent can use agent desktops for handling incoming and outgoing calls. The following sections give step by step instructions on how to add the following.

- Log into Avaya Aura® Contact Center Manager
- CDN (Route Point) Configuration
- Add a Skillset and associate new CDN with this Skillset
- Add Agents and assign new Skillset to Agents

It is implied that a working Avaya Aura® Environment, which includes System Manager, Session Manager, Communication Manager, Media Server, Contact Center, is already in place with the necessary licensing. For all other provisioning information, such as initial installation and configuration, please refer to the product documentation in **Section 10**.

### 5.1. Log into Avaya Aura® Contact Center Manager

Launch url: <http://<IP Address of AACC>> and log into the Contact Center Management Administration with administrative credentials. The Contact Center Launch pad is displayed.



## 5.2. CDN (Route Point) Configuration

In the Launch pad, click Configuration. In the left pane, click the (+) sign next to the Contact Server manager Name, to which the route point is to be added. Select the CDNs (Route Points) folder. The following highlighted configurations are required on the CDNs (Route Points) window:

- **Name:** Type the name of the route point.
- **Number:** Type the number for the route point.
- **URI:** Type the value of the Uniform Resource Indicator (URI) of the route point of the SIP server.
- **Call Type:** Select Local from the list.
- **Acquired:** Check the Acquired check box.



### Configuration

Logged in user: **Administrator Web** | [Change Password](#) | [Logout](#)

Server

Download

Status

Launchpad

Help

CCMS

Activity Codes

Agent Greeting

Call Presentation Classes

Call Recording and Quality Monitoring

CDNs (Route Points)

Contact Types

DNISs

Formulas

Global Settings

Historical Statistics

Media Servers

Media Services and Routes

Multiplicity Presentation Classes

Networking Communication Paramete

Real-time Statistics

Routes

Skillssets

Threshold Classes

AACC148

CCMM

CDNs (Route Points)

Server: CCMS

CDNs Open Queue Landing Pads

Acquire All CDNs De-acquire All CDNs Refresh Status

Name	Number	URI	Call Type	Acquired?	Status
VoiceCall	30000	sip:30000@devconnect.com	Local	<input checked="" type="checkbox"/>	Acquired
*				<input type="checkbox"/>	

## 5.3. Skillset Configuration

Select the Skillsets folder in left panel. The following highlighted configurations are required on the Skillsets window:

**Contact Type:** Chose Contact Type of skillset (Example: Voice)

**Skillset Name:** Enter name of Skillset (Exp : PronetVoice )

And leave the rest as default.



### Configuration

Logged in user: **Administrator Web** | [Change Password](#) | [Logout](#)

Server

Download

Status

Launchpad

Help

CCMS

Activity Codes

Agent Greeting

Call Presentation Classes

Call Recording and Quality Monitoring

CDNs (Route Points)

Contact Types

DNISs

Formulas

Global Settings

Historical Statistics

Media Servers

Media Services and Routes

Multiplicity Presentation Classes

Networking Communication Paramete

Real-time Statistics

Routes

Skillsets

Threshold Classes

AACC148

CCMM

Skillsets

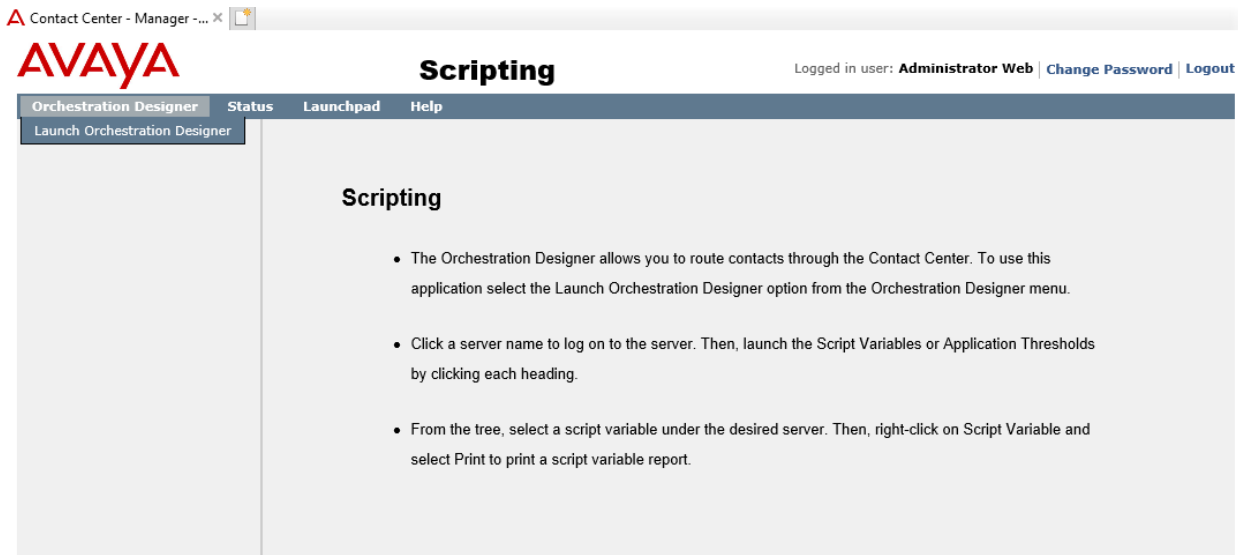
Server: CCMS

Prefix	Skillset Name	Skillset Type	Default Activity Code	Threshold Class	Call Source Preference	Call Age Preference	Out C
SN_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
VM_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
SM_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
FX_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
SD_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
OO_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
HL_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
VL_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
OB_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
WVC_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
EM_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
	PronetVoice	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First In Queue	N/A
*							

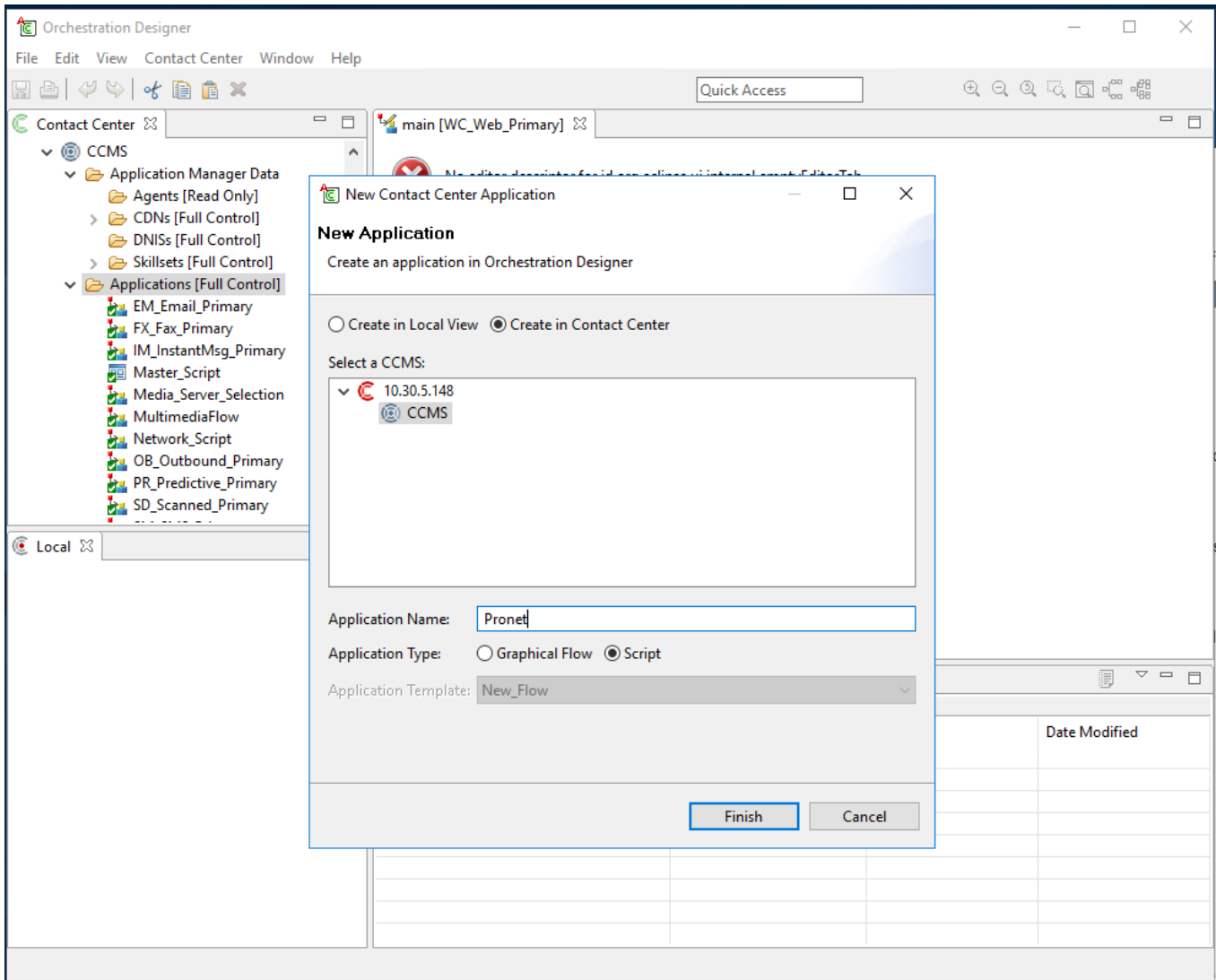


## 5.4. Add an Application Script

Applications contain instructions that determine the sequence of steps that a contact follows after the contact arrives at Avaya Aura® Contact Center. These steps can include call treatments (such as music or ringback), call routing (such as skill-based routing), or interaction with the caller (entering account numbers). In the **Launch Pad**, click **Scripting**. Choose **Orchestration Designer**. If prompted to download the **Orchestration Designer**, click **OK**. Follow the instructions of the installer and Install the Program. After the Program is installed, select **Launch Orchestration Designer**



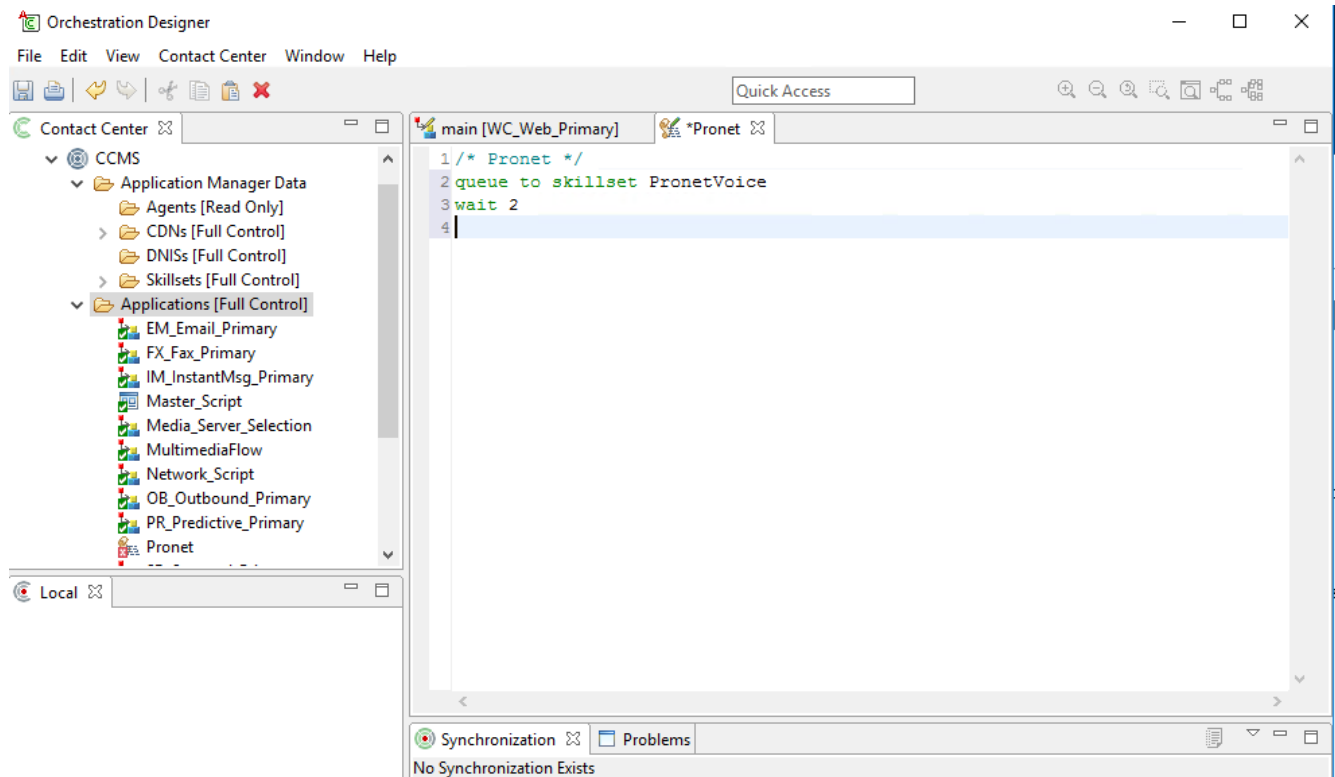
On the **Orchestration Designer Contact Center** window, on the left pane click the (+) sign next to the **Contact Server manager Name** and right click on **Applications [Full Control]**. Select **New → Application**. Provide the **Application Name** and select **Script** radio button. Click **Finish**.



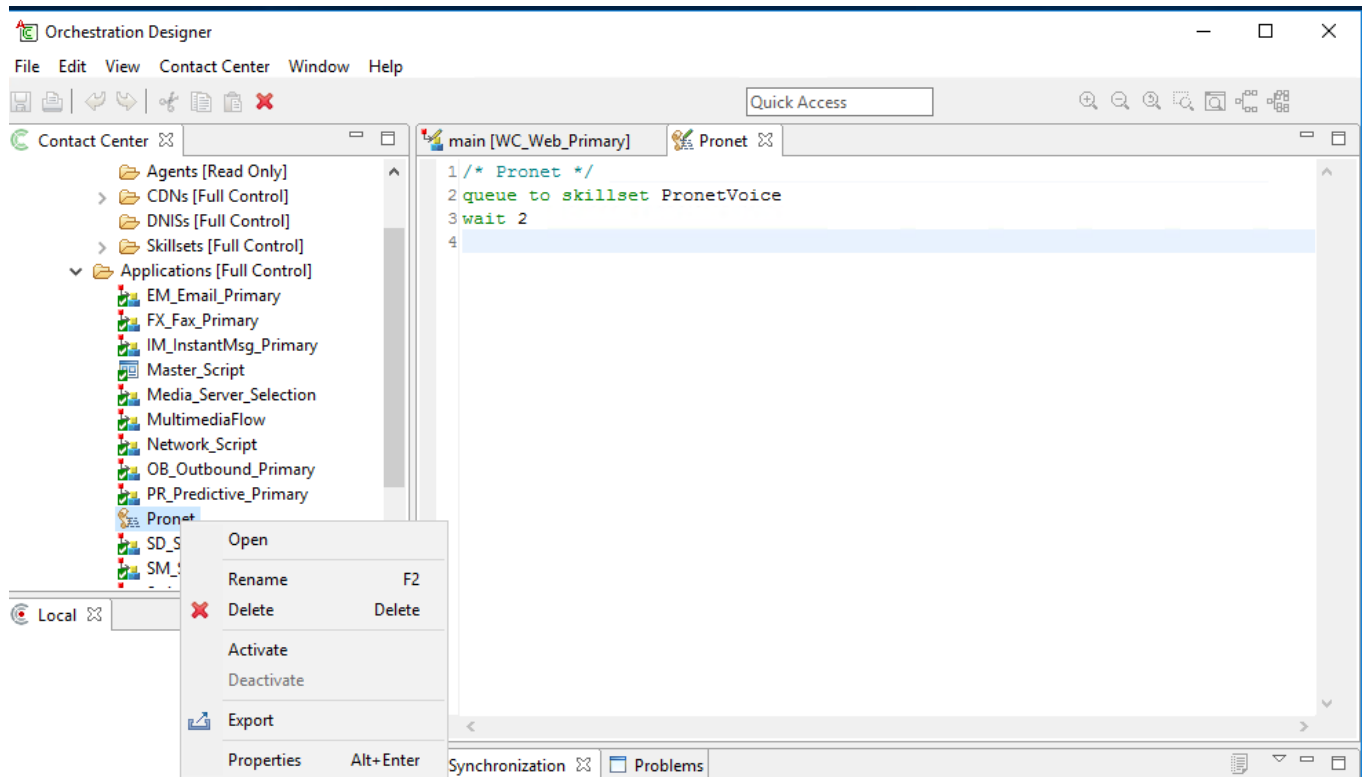
Edit the above created Application script to have the following lines:

- queue to skillset PronetVoice
- wait 2

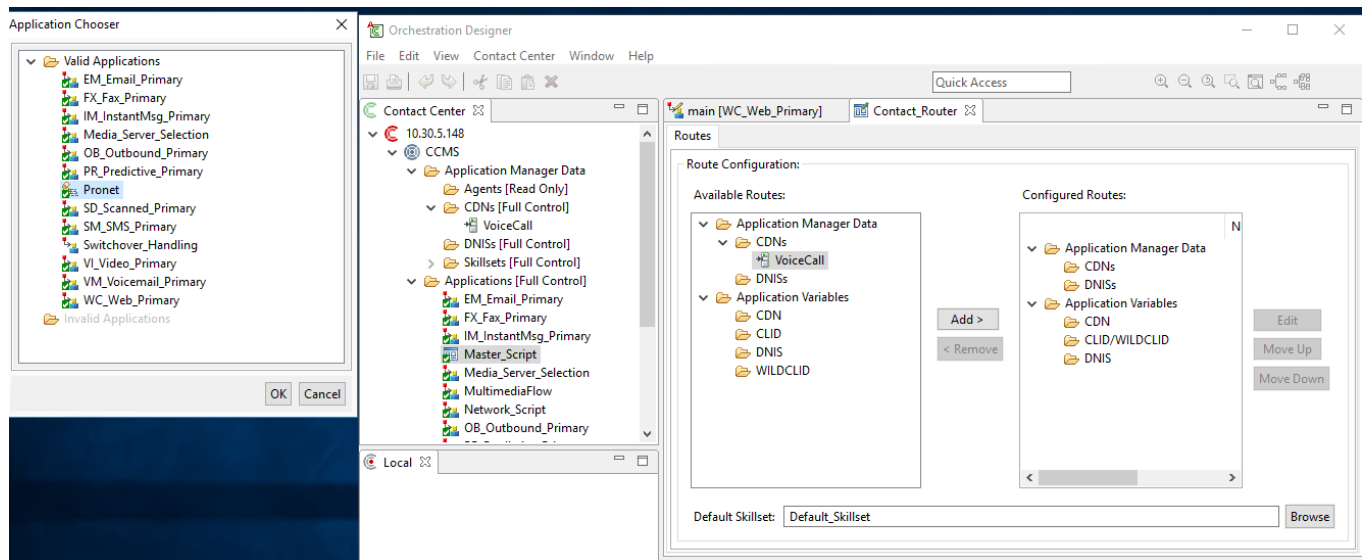
Save the application



Right-click on the Application Name and select **Activate**. The message of Application Activation is displayed.



Associate the application and the CDN created correctly in the Master script



## 5.5. Configure a Contact Center Agent

In the Launchpad, click Contact Center Management. In the left pane, click the Contact Center Manager to which the agent is to be added. On the Menu, select Add Agent. The following highlighted fields were configured on New Agent Details Window under User Details section:

- **User Type:** Select Agent as User Type
- **First Name:** Type a first name for the agent
- **Last Name:** Type a last name for the agent
- **Login ID:** The number the agent enters to logon to the phone. In this case the field is set to the extension (85001)
- **Primary Supervisor:** Select Default Supervisor from the list
- **Voice URI:** The SIP address of the TR87-controlled terminal dedicated to this agent, in the format sip:agent (use Extension@SIPdomain, where SIPdomain is the CCMS Local SIP Subscriber Domain name. For example; [sip:85001@devconnect.com](mailto:sip:85001@devconnect.com))
- **Enable CTI for this agent:** Check the check box

Click Contact Types, which is then expanded. Select the check box beside each Contact Type to assign to the agent (for example, Voice).

**New Agent Details: VoiceAgent1 Pronet**

**User Details**

First Name: \* VoiceAgent1  
Last Name: \* Pronet  
Title:  
Department:  
Language: English  
Comment:

User Type: Agent  
Login ID: \* 85001  
Voice URI: sip:85001@devconnect.com  
IM URI: sip:  
Account Type:  
☐ Create CCT Agent

**Agent Information**

Primary Supervisor: \* Supervisor Default  
Login Status: Logged Out  
Call Presentation: Call\_Centre\_Administrator  
Multiplicity Presentation Class: MPC\_Off  
Threshold: Agent\_Template

**Agent Greeting**

**Offsite Agent**

**Contact Types**

Contact Type	
SMS	<input type="checkbox"/>
Social_Networking	<input type="checkbox"/>
Video	<input type="checkbox"/>
Voice	<input checked="" type="checkbox"/>

Click the **Skillsets** heading to expand the branch. Click List All to list all skillsets configured on the server. From the Priority list for each skillset to assign to the agent, select the priority levels (for example, select Voice and set the priority level 1).

Skillsets

Skillset Name	Contact Type	Priority
---------------	--------------	----------

Assign Skillsets

Show all skillsets on server CCMS where:

Skillset name

contains

Search

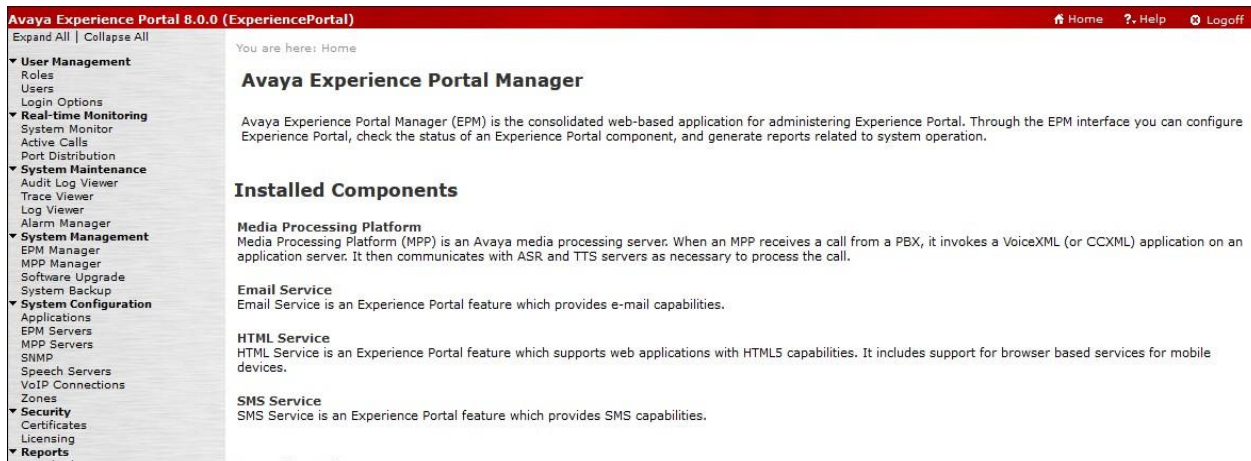
List All

Skillset Name (13)	Contact Type	Priority
EM_Default_Skillset	Email	Unassigned
FX_Default_Skillset	Fax	Unassigned
IM_Default_Skillset	IM	Unassigned
OB_Default_Skillset	Outbound	Unassigned
OQ_Default_Skillset	OpenQ	Unassigned
PronetVoice	Voice	1
SD_Default_Skillset	Scanned_Document	Unassigned
SM_Default_Skillset	SMS	Unassigned

## 6. Configure Avaya Experience Portal

The configuration and verification operations illustrated in this section were all performed using browser. The information provided in this section describes the configuration of Experience Portal for this solution. For all other provisioning information such as initial installation, are not the focus of these Application Notes and will not be described.

Log into the Avaya Experience Portal Manager and select **System Configuration → Application** on the left pane.



The following shows the applications listed. Click on Add to create new Application.

### Applications

This page displays the applications that are currently deployed on the Experience Portal system.

<input type="checkbox"/>	Name	Enable	Type	URI	Launch	ASR
<input type="checkbox"/>	<a href="#">Pronet IVR</a>	Yes	VoiceXML	http://10.103.3.116:8080/bafI_ivr_alfa_app/Start	30001	No ASR
<input type="checkbox"/>	<a href="#">Test Voice</a>	Yes	VoiceXML	http://10.128.224.59/VoiceMenu.vxml	20000	Nuance (Acquire on call start and retain) English(USA) en-us

**Add** **Delete** **Clear MPP Cache** **Global CAVs** **Help**

The **VoiceXML URL** is administered for pointing to the Pronet application server running on Tomcat.

“<IP address of application server>:<Port of Tomcat>/<location of application>”

In the section for **Application Launch**, check **Inbound** and add the IVR station 30001 number as **Called Number**. Then click **Save** to save new Application.

## Add Application

Use this page to change the configuration of an application.

Name:	Pronet IVR		
Enable:	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Type:	VoiceXML		
Reserved SIP Calls:	<input checked="" type="radio"/> None <input type="radio"/> Minimum <input type="radio"/> Maximum		
Requested:			
<b>URI</b>			
<input checked="" type="radio"/> Single <input type="radio"/> Fail Over <input type="radio"/> Load Balance			
VoiceXML URL:	http://10.103.3.116:8080/bafi_ivr_alfa_app/Start		<b>Verify</b>
Mutual Certificate Authentication: <input type="radio"/> Yes <input checked="" type="radio"/> No			
Basic Authentication: <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>ASR Speech Servers</b>			
ASR:	Engine Types Nuance	Selected Engine Types <None>	
<b>TTS Speech Servers</b>			
TTS:	No TTS		
<b>Application Launch</b>			
<input checked="" type="radio"/> Inbound <input type="radio"/> Inbound Default <input type="radio"/> Outbound			
<input checked="" type="radio"/> Number <input type="radio"/> Number Range <input type="radio"/> URI			
Called Number:		<b>Add</b>	
	30001	<b>Remove</b>	
SIP Header Source: Any			
<b>Speech Parameters</b>			
<b>Reporting Parameters</b>			
<b>Advanced Parameters</b>			
<b>Save</b> <b>Apply</b> <b>Cancel</b> <b>Help</b>			



## 7. Configure Avaya Aura® System Manager

This section shows the steps required configuration for Routing Policy and Dial Pattern to Avaya Aura Contact Center and Pronet Dynamic IVR on Experience Portal.

### 7.1. Access System Manager Web Interface

Access the System Manager URL ((https://<SERVER\_NAME>/SMGR) and log on to the System Manager Web Interface using appropriate login credentials.

Recommended access to System Manager is via FQDN.

[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords

Use the "Change Password" hyperlink on this page to change the password manually, and then login.

Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

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.

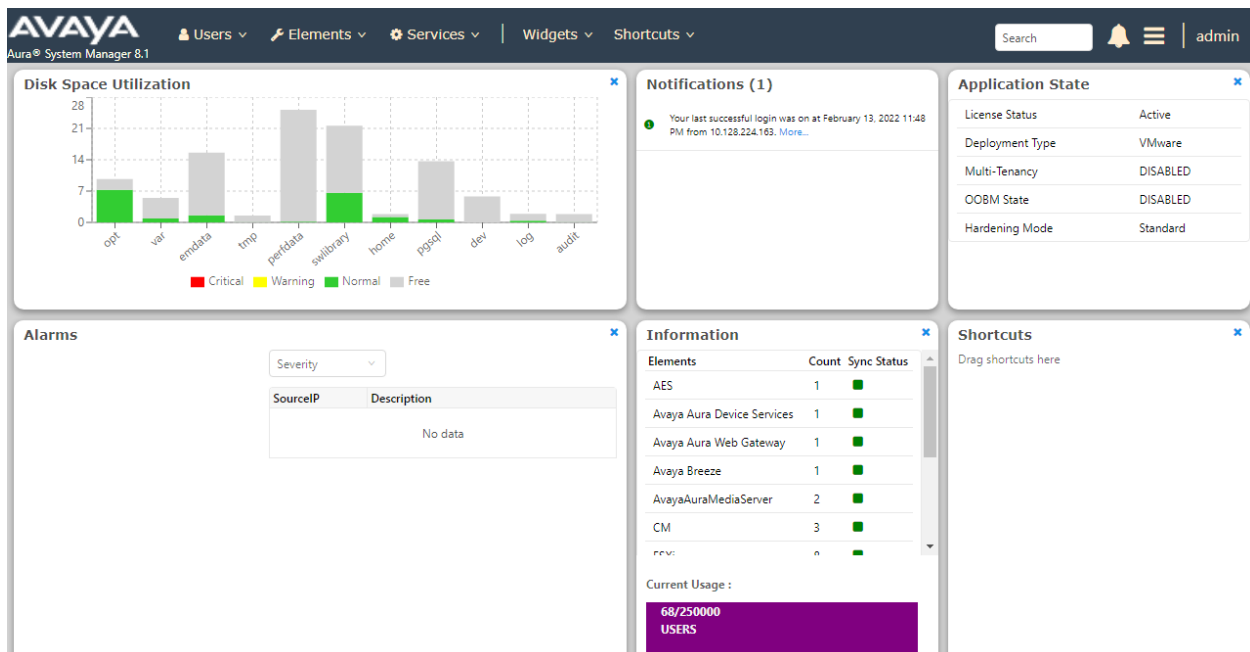
User ID:

Password:

[Change Password](#)

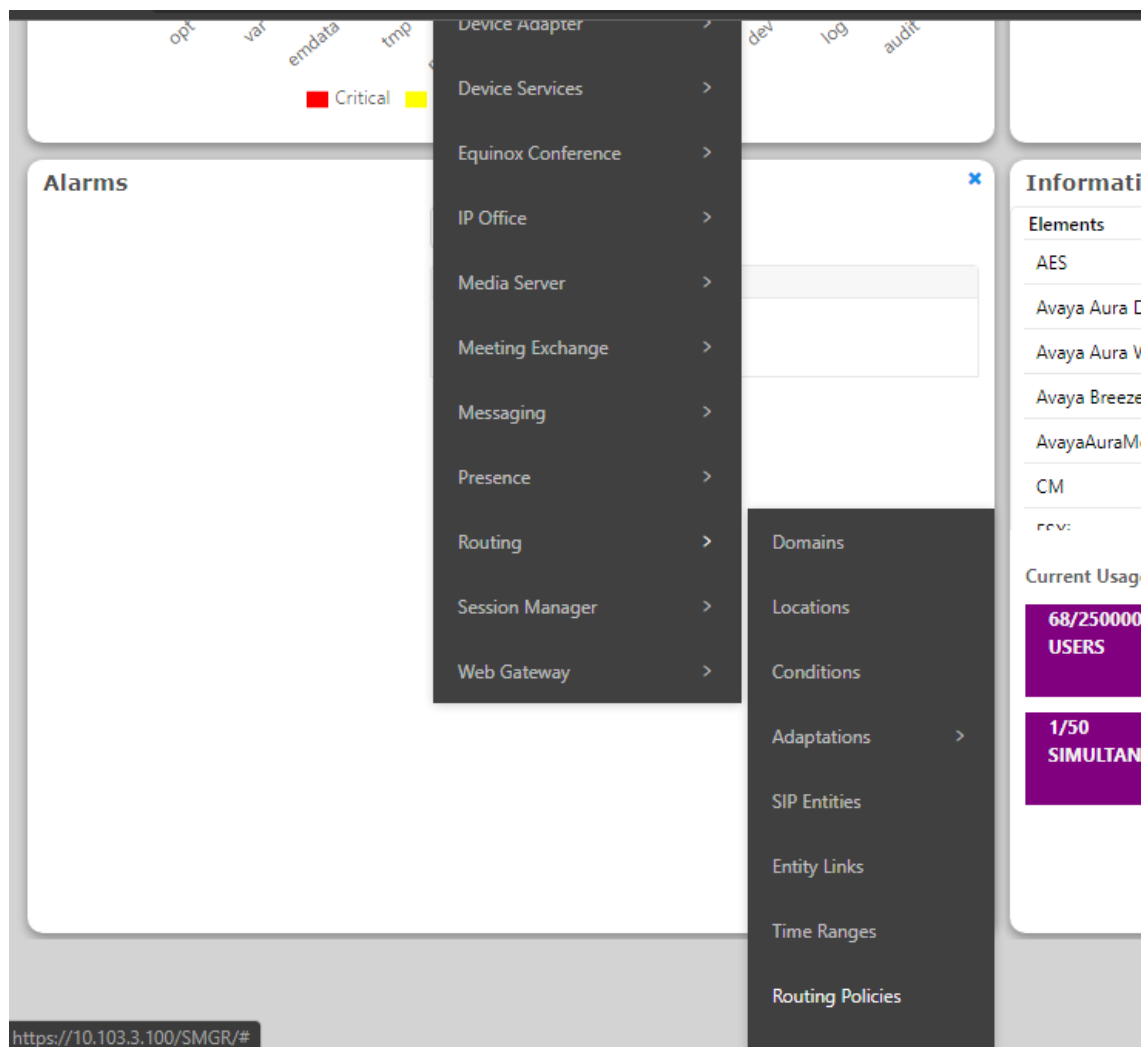
**Supported Browsers:** Internet Explorer 11.x or Firefox (minimum version 65.0).

The System Manager home page displays Dashboard as below:



## 7.2. Create Routing Policy to Avaya Aura® Communication Manager

From System Manager Dashboard, go to **Elements** (not shown) → **Routing** → **Routing Policies**



On Routing Policies window, click New to create new Routing Policy for VoiceCDN. Enter Routing Policy Details.

**Name** : Name of Routing Policy for VoiceCDN

**SIP Entity as Destination**: select AACC Entity in this case.

Click **Commit** to save new Routing Policy

The screenshot shows the Avaya Aura System Manager 8.1 interface. The left sidebar contains a navigation menu with options: Domains, Locations, Conditions, Adaptations, SIP Entities, Entity Links, Time Ranges, Routing Policies (selected), Dial Patterns, Regular Expressions, and Defaults. The main content area is titled 'Routing Policy Details' and includes 'Commit' and 'Cancel' buttons. The 'General' section contains fields for Name (VoiceCDN), Disabled (checkbox), Retries (0), and Notes. The 'SIP Entity as Destination' section shows a table with one entry: DevConnect-AACC151, FQDN or IP Address 10.30.5.199, Type Other. The 'Time of Day' section shows a table with one entry: 24/7, Start Time 00:00, End Time 23:59, Notes Time Range 24/7.

Repeat step above to create new Routing Policy for Pronet Dynamic IVR on Experience Portal

The screenshot shows the Avaya Aura System Manager 8.1 interface. The left sidebar contains a navigation menu with options: Domains, Locations, Conditions, Adaptations, SIP Entities, Entity Links, Time Ranges, Routing Policies (selected), Dial Patterns, Regular Expressions, and Defaults. The main content area is titled 'Routing Policy Details' and includes 'Commit' and 'Cancel' buttons. The 'General' section contains fields for Name (PronetIVR), Disabled (checkbox), Retries (0), and Notes. The 'SIP Entity as Destination' section shows a table with one entry: DevConnect-MPP144, FQDN or IP Address 10.30.5.144, Type Voice Portal. The 'Time of Day' section shows a table with one entry: 24/7, Start Time 00:00, End Time 23:59, Notes Time Range 24/7.

### 7.3. Create Dial Pattern for VoiceCDN

On the left panel of Routing window, select **Dial Patterns** → **Dial Patterns** and click New to create new Dial Pattern. Enter following for Dial Patterns details:

Pattern: Enter same CDN pattern created on **Section 5.2**.

**Originating Locations** select **-ALL-** and **Routing Policy Name** select with policy created on **Section 6.2**. Click **Commit** to save new Dial Pattern.

**General**

\* Pattern: 30000

\* Min: 5

\* Max: 5

Emergency Call: ☐

SIP Domain: -ALL-

Notes:

**Originating Locations and Routing Policies**

Add Remove

1 Item

<input type="checkbox"/>	Originating Location Name	Originating Location Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
<input type="checkbox"/>	-ALL-		TrinityCEP	0	<input type="checkbox"/>	DevConnect-AACC151	

Select : All, None

**Denied Originating Locations**

Add Remove

0 Items

<input type="checkbox"/>	Originating Location	Notes
--------------------------	----------------------	-------

Repeat step above to create new Dial Pattern with the pattern same as Called Number configured on **Section 6** for Pronet Dynamic IVR on Experience Portal

**Dial Pattern Details** Commit Cancel

**General**

\* Pattern: 30001

\* Min: 5

\* Max: 5

Emergency Call: ☐

SIP Domain: -ALL-

Notes:

**Originating Locations and Routing Policies**

Add Remove

1 Item

<input type="checkbox"/>	Originating Location Name	Originating Location Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
<input type="checkbox"/>	-ALL-		PronetIVR	0	<input type="checkbox"/>	DevConnect-MPP144	

Select : All, None

## 8. Configure CDN on Pronet Dynamic IVR

All installation and configuration related to Pronet Dynamic IVR Dynamic is performed by to Pronet engineers and, thus, is not documented.

This section shows the steps required configuration Pronet scripts with AACC CDN. Log into Pronet Dynamic IVR tomcat server and edit main script at example location C:\apache-tomcat-8.5.23\webapps\bafl\_ivr\_alfa\_app\flow.

## 9. Verification Steps

This section provides the tests that can be performed to verify proper configuration

### 9.1. Verify Entity Link between Session Manager and Contact Center


To verify SIP connectivity to AACC, via System Manager, navigate to **Elements → Session Manager → System Status → SIP Entity Monitoring**. Under the **All Monitored SIP Entities**, select the **Contact Center Entity**.

All Monitored SIP Entities	
Run Monitor	
13 Items 	Filter: Enable
<input type="checkbox"/>	SIP Entity Name
<input type="checkbox"/>	<b>DevConnect-AACC148</b>
<input type="checkbox"/>	<a href="#">DevConnect-CM93</a>
<input type="checkbox"/>	<a href="#">DevConnect-AAWG138</a>
<input type="checkbox"/>	<a href="#">DevConnect-Presence</a>
<input type="checkbox"/>	<a href="#">DevConnect-IP Office</a>
<input type="checkbox"/>	<a href="#">DevConnect-PresenceService</a>
<input type="checkbox"/>	<a href="#">DevConnect-BSM134</a>
<input type="checkbox"/>	<a href="#">DevConnect-CM96</a>
<input type="checkbox"/>	<a href="#">DevConnect-MPP144</a>
<input type="checkbox"/>	<a href="#">DevConnect-CM93CP</a>
<input type="checkbox"/>	<a href="#">DevConnect-Officelinx145</a>
<input type="checkbox"/>	<a href="#">DevConnect-SMSIP</a>
<input type="checkbox"/>	<a href="#">Enghouse CP</a>
Select : All, None	

Verify **Conn. Status** is **UP**.

#### SIP Entity, Entity Link Connection Status

This page displays detailed connection status for all entity links from all Session Manager instances to a single SIP entity.

Status Details for the selected Session Manager:									
All Entity Links to SIP Entity: DevConnect-AACC148									
Summary View									
1 Item 									Filter: Enable
	Session Manager Name	Session Manager IP Address Family	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
<input type="radio"/>	<a href="#">DevConnect-SMSIP</a>	IPv4	10.30.5.148	5061	TLS	FALSE	UP	200 OK	UP
Select : None									

## 9.2. Verify Entity Link between Session Manager and Experience Portal MPP

Under the All Monitored SIP Entities, select the **Experience Portal MPP Entity**.

All Monitored SIP Entities	
Run Monitor	
13 Items	Filter: Enable
<input type="checkbox"/>	SIP Entity Name
<input type="checkbox"/>	<a href="#">DevConnect-CM93</a>
<input type="checkbox"/>	<a href="#">DevConnect-AAWG138</a>
<input type="checkbox"/>	<a href="#">DevConnect-Presence</a>
<input type="checkbox"/>	<a href="#">DevConnect-IP Office</a>
<input type="checkbox"/>	<a href="#">DevConnect-PresenceService</a>
<input type="checkbox"/>	<a href="#">DevConnect-BSM134</a>
<input type="checkbox"/>	<a href="#">DevConnect-CM96</a>
<input type="checkbox"/>	<a href="#">DevConnect-MPP144</a>
<input type="checkbox"/>	<a href="#">DevConnect-AACC151</a>
<input type="checkbox"/>	<a href="#">DevConnect-CM93CP</a>
<input type="checkbox"/>	<a href="#">DevConnect-Officelinx145</a>
<input type="checkbox"/>	<a href="#">DevConnect-SMSIP</a>
<input type="checkbox"/>	<a href="#">Enghouse CP</a>
Select : All, None	

Verify **Conn. Status** is **UP**.

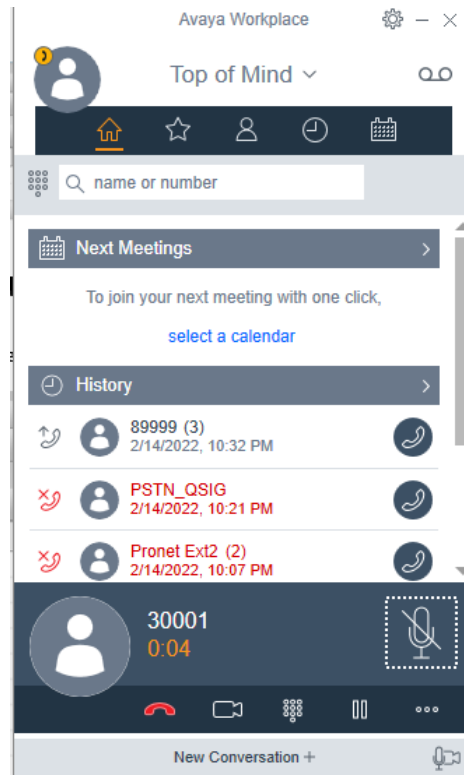
### SIP Entity, Entity Link Connection Status

This page displays detailed connection status for all entity links from all Session Manager instances to a single SIP entity.

Status Details for the selected Session Manager:									
All Entity Links to SIP Entity: DevConnect-MPP144									
Summary View									
1 Item	Filter: Enable								
	Session Manager Name	Session Manager IP Address Family	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
<input type="radio"/>	<a href="#">DevConnect-SMSIP</a>	IPv4	10.30.5.144	5061	TLS	FALSE	UP	200 OK	UP
Select : None									

### 9.3. Pronet Dynamic IVR Connection

Make a test call to Communication Manager VDN which routes to the IVR station **30001** and verify announcement is heard from Pronet application. Select the choice for speaking to an agent. Verify the call is successfully transferred by Pronet application as shown below.



## 10. Conclusion

Pronet Dynamic IVR 1.0 solution was able to successfully interoperate with Avaya Experience Portal 8.0 and Avaya Aura® Contact Center 7.1.2. All test cases passed successfully.

## 11. Additional References

Documentation related to Avaya can be obtained from <https://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 8, Nov 2020
- [2] *Administering Avaya Aura® Session Manager*, Release 8.1.x, Issue 8, Feb 2021
- [3] *Administering the Avaya Aura® Web Gateway*, Release 3.8 Issue 2, July 2020
- [4] *Administering Avaya Aura® Application Enablement Services*, Release 8.1.x, Issue 8, Feb 2021
- [5] *Avaya Aura® Contact Center Server Administration*, Release 7.1, Issue 07.06, Sept 2021

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