

Avaya Solution & Interoperability Test Lab

Application Notes for Jacada Workspace Agent with Avaya One-X® Agent – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Jacada Workspace Agent to interoperate with Avaya one-X® Agent. Jacada Workspace Agent is a contact center solution that enables creation of web-based thin-client unified desktops.

In the compliance testing, the Jacada Workspace Agent web-based thin-client used the Avaya one-X® Agent API to controls calls at Avaya one-X® Agent.

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 Jacada Workspace Agent to interoperate with Avaya one-X® Agent. Jacada Workspace Agent is a contact center solution that enables creation of web-based thin-client unified desktops.

In the compliance testing, contact center agents were running both Avaya one-X® Agent and Jacada Workspace Agent web client on the desktops. The Jacada Workspace Agent web client used the Avaya one-X® Agent API to register with the local Avaya one-X® Agent, poll notification events, and controls calls at Avaya one-X® Agent.

The compliance test covered the default out-of-the-box CTI Bar on Jacada Workspace Agent web client. Any customized applications developed using Jacada Workspace Agent is outside the scope of this compliance test.

2. General Test Approach and Test Results

The feature test cases were performed manually. Calls were placed manually with necessary user actions such as hold and reconnect were performed from the Workspace Agent web client whenever possible to test the different call scenarios. The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to the Workspace Agent server and web client.

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 test included feature and serviceability testing.

The feature testing focused on verifying the following on Workspace Agent:

- Proper handling of one-X Agent messages in the areas of registration, notification, and call control.
- Proper handling of call scenarios involving inbound, outbound, mute/unmute, hold/unhold, simultaneous calls, and multiple agents.

The serviceability testing focused on verifying the ability of Workspace Agent to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to the Workspace Agent server and web client.

2.2. Test Results

All test cases were executed and passed. The following were the observations on Workspace Agent from the compliance testing.

- The integration requires call answer, mute/unmute, and hold/unhold actions to be performed from Workspace Agent exclusively, or the user interfaces will be out of sync between Workspace Agent and one-X Agent due to non-support of notification for these call states in the one-X Agent API.
- Even though Workspace Agent supports mute/unmute, the control is only applicable to one-X Agent in the My Computer mode. For one-X Agent in the Desk Phone mode, these actions have no effect.
- The out-of-the-box CTI bar on Workspace Agent does not support display of prompting digits, user-to-user information, nor support for multiple calls, work items, and IM.
- The multiple call, transfer, and conference actions must be performed from one-X Agent or from the agent desk phone when applicable, and Workspace Agent will become out of sync with one-X Agent until the active calls are dropped.

2.3. Support

Technical support on Workspace Agent can be obtained through the following:

- **Phone:** (888) 261-7618
- Web: <u>http://support.jacada.com</u>
- Email: <u>support@jacada.com</u>

3. Reference Configuration

Workspace Agent can be configured on a single server or with components distributed across multiple servers. The compliance test configuration used a single server configuration.

As shown in **Figure 1**, contact center agents were running both one-X Agent and Workspace Agent web client on the desktops, with integration occurring at the local client level.

The detailed administration of connectivity between Communication Manager and one-X Agent, and of contact center devices are not the focus of these Application Notes and will not be described. In the compliance testing, the contact center devices consisted of two VDNs, two skill groups, and two agents shown in the table below.

Device Type	Extension
VDN	48001, 48002
Skill Group	48101, 48102
Agent ID	45881, 45882
Agent Station	45001, 45002

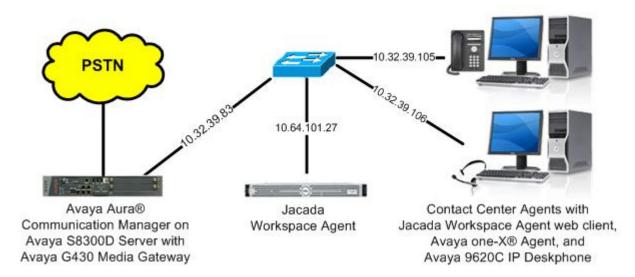


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager on Avaya S8300D Server with Avaya G430 Media Gateway	6.3 SP3 (R016x.03.0.124.0-20553)
Avaya one-X® Agent	2.5
Avaya 9620C IP Deskphone (H.323)	3.105S
Jacada Workspace Agent on Miscrosoft Windows 2008 Server • Apache Tomcat • MySQL	6.2.3 R2 Enterprise SP1 7.0.28 5.5.29

5. Configure Jacada Workspace Agent Server

This section provides the procedures for configuring the Workspace Agent server. The procedures include the following areas:

- Administer machine settings
- Administer users

5.1. Administer Machine Settings

From the Workspace Agent server, access the Management Console by using the URL <u>http://localhost:8080/mc</u> in an Internet browser window. Log in using the appropriate credentials.

inada	Management Consol	~
- m	Management Consol	e
User name:		
Password:		
	Login	

In the subsequent screen, select Configuration \rightarrow Machine Settings from the left pane. In the displayed machine entry, click Edit.

jacada	Managem	ent Con	sole				Help Logout
	WorkSpace						
Monitoring Configuration	WorkSpace > Confi	iguration > Machir	ne Settings				
Dynamic Views Settings	Show table propert	ies >>					
External Script Settings Feature Settings	■ Host▼	Port	Name	Value	Comments	Active	Action
Global Settings		*	PROFILES	MANUAL		true	Edit
Instant Messaging Settings JIA Distributed Services Job Assignments Locales Machine Settings Page Mappings RSS Feed Definitions RTN Mappings Script Mappings Smart Pad Settings Supervisor View Settings	Add Re	emove					

The **Edit Machine Setting** screen is displayed. For **Value**, update the parameter to include the one-X profile as shown below.

jacada		ent Console		Help Logout
Monitoring	WorkSpace	iguration > Machine Settings		
Configuration	workopace > com	iguration > machine Settings		
Dynamic Views Settings		Edit Machine S	Setting	
External Script Settings Feature Settings Global Settings	Host:	*	The IP of the server on which the CTI Gateway resides. An asterisk (*) specifies any IP.	
Instant Messaging Settings JIA Distributed Services	Port:	*	The port number of the server on which the CTI Gateway resides. A asterisk (*) specifies any port.	n
Job Assignments Locales	Name:	PROFILES	The PROFILES name, used to specify the names of the profiles to be supported by the CTI Gateway.	
Machine Settings Page Mappings RSS Feed Definitions RTN Mappings	Value:	MANUAL,MANUAL_AVAYA_ONEX	A comma-separated list of profiles to be supported by the CTI Gateway.All gateways implicitly support the MANUAL profile (used for manual mode: no CTI).	
Script Mappings Script Mappings Smart Pad Settings Supervisor View Settings	Comments:		Comments providing information about the setting.	
 B Agent Disposition B Auditing B Authentication-Authorization B CTT 	Active:		Specifying that an entry is not active, enables you to disable an entry without removing it from the table, for testing purposes for example.	3
 Document Search Layout Management 	Save	Cancel		

5.2. Administer Users

Select Configuration \rightarrow Authentication-Authorization \rightarrow Users from the left pane, to display a list of users. Click Add.

ineda	Mar	nageme	nt Console	Help Logout
	Works	Space		
Monitoring	and the second second	and the second	ation > Authentication-Authorization > Users	
Configuration		1.11	<u>en da desta de desta</u> Esta desta desta de de	
Dynamic Views Settings	Show	vtable properties :	**	
External Script Settings		Name V	Action	
Feature Settings Global Settings		admin	Edit	
Instant Messaging Settings		auest	Edit	
JIA Distributed Services				
Job Assignments		workspace	Edit	
Locales	100	n 4d	65	
Machine Settings		Add Remo	Ve	
Page Mappings	2.5			
RSS Feed Definitions				
RTN Mappings				
Script Mappings				
Smart Pad Settings				
Supervisor View Settings				
Agent Disposition				
Auditing				
Authentication-Authorization				
Groups				
Privileges				
Roles				
Settings				
Skills				
Users				
LDAP				

The Edit User screen is displayed. Enter desired Name and Password for the first agent user from Section 3. Select the desired groups from the Available Groups sub-section and move to the Assigned Groups sub-section, as shown below.

jacada	Managen WorkSpace	nent Conso	le		Help Logout
Monitoring Configuration	-	figuration > Authentication	on-Authorization > Users		
Dynamic Views Settings External Script Settings	L.		Edit User		
Feature Settings	Name:	agent45001		User name.	
Global Settings	Password:	••••		User password.	
Instant Messaging Settings JIA Distributed Services Job Assignments Locales Machine Settings Page Mappings RSS Feed Definitions RTN Mappings Script Mappings	Available Grou	205 <	Assigned Groups Administrators CTIUsers Supervisors Agents		
Smart Pad Settings Supervisor View Settings Agent Disposition	Save	Cancel			

Repeat these procedures for all agents. In the compliance testing, two agent users were created with login name "agent45001" and "agent45002", as shown below.

jacada	Man	agemer	t Console	Help Logout
	WorkS	pace		
Monitoring Configuration	Works	Space > Configura	on > Authentication-Authorization > Use	5
Dynamic Views Settings External Script Settings Feature Settings		Data was upda table properties >		
Global Settings Instant Messaging Settings		Name v	Action	
JIA Distributed Services		admin	Edit	
Job Assignments		agent45001	Edit	
Locales Machine Settings		agent45002	Edit	
Page Mappings		guest	Edit	
RSS Feed Definitions RTN Mappings Script Mappings Smart Pad Settings		workspace	Edit	
Supervisor View Settings			—	

6. Configure Jacada Workspace Agent Clients

This section provides the procedures for configuring the agent desktops that will be running the Workspace Agent web client application. The procedures include the following area:

• Administer internet options

6.1. Administer Internet Options

From the agent desktop, launch the Internet Explorer browser and select **Tools** \rightarrow **Internet Options**. The **Internet Options** screen is displayed. Select the **Security** tab, followed by the **Internet** zone, and click **Custom level**.

Note that only the Internet Explorer browser is supported by the current version of Workspace Agent.

Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted sites
Internet Sites
This zone is for Internet websites, except those listed in trusted and restricted zones.
Security level for this zone
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.
Custom level Default level
Reset all zones to default level
OK Cancel Apply

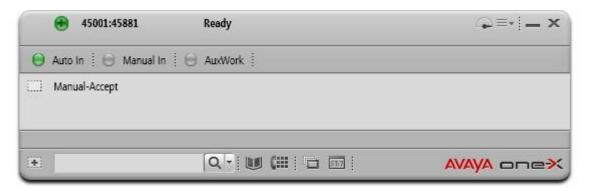
The Security Settings – Internet Zone screen is displayed. Scroll down to the Miscellaneous sub-section, and enable Access data sources across domains as shown below.

urity Set	tings - Internet Zone		
Settings			
Misce	llaneous		~
- D A	ccess data sources across c	lomains	
() Disable		
0) Enable		
() Prompt		
E A	llow META REFRESH		
() Disable		
-	🕑 Enable		
	llow scripting of Microsoft w	eb browser control	
9) Disable		
_ () Enable		
	llow script-initiated windows	without size or pos	sition constra
9) Disable		
) Enable		
terminal and a second s	llow webpages to use restri	cted protocols for a	ictive conten 🧹
<) Dicabla		>
*Takes eff	ect after you restart Intern	et Explorer	
Reset custo	m settings		
Reset to:	Medium-high (default)	~	Reset
		ОК	Cancel
		No.	

7. Verification Steps

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

From the agent desktop with one-X Agent and Workspace Agent, launch and log in to the one-X Agent application first.



Next, start the Workspace Agent application by using the URL "http://ip-address:8080/oc? CTIProfile=MANUAL_AVAYA_ONEX" in an Internet Explorer browser window, where "ip-address" is the IP address of the Workspace Agent server. Log in using the appropriate agent credentials from **Section 5.2**.

Verify the screen below is displayed, with similar user state as in one-X Agent above. Note that the area in the upper right with call related icons are referred to as the CTI bar.

Application Edit Favorites Help		agent45001 agent45001 Logout
jacada C	eady Dial	End Hold Mute
Customer Information	Script Message Board Ticker Tape Board Dashboard Custor	mer Profile
Property Value	Message	
		e&
		2 🕰

Make an incoming call from the PSTN to the contact center VDN. Verify that the call is delivered to the available agent and appears on the agent's one-X Agent and Workspace Agent interfaces, as shown below. Click **Answer** from the CTI bar on Workspace Agent.

Application Edit Favorites Help		agent45001 agent45001
jacada	Incoming Call	
Customer Information	Script Message Board Ticker Tape Board D	ashboard Customer Profile
Property Value	Message	
	e 45001:45881 Ready	
	Auto In Auto In	Info 🕒 UUI Info 📔
	1908-848-5601 19088485601	
	a= 1908-848-5601 to TLT Secondary V	
		R
	<	>

Verify that the agent is connected to the PSTN with two-way talk paths, and that both the one-X Agent and Workspace Agent interfaces are updated to reflect the connected call.

Application Edit Favorites Help		agent45001 agent45001
jacada inc	all Dial Control Answer	End Hold Mute
Customer Information	Script Message Board Ticker Tape Board Dashboard Custome	er Profile
Property Value	Message	
	🛞 45001:45881 Ready	=• ∶ _×
	😝 Auto In 🕴 🖯 Manual In 🕴 🖯 AuxWork 📱 🖯 Caller Info 🕴 😁 UUI Info	
	# Working: TLT Secondary V	r G 🖗 💌 📩 📥
	1908-848-5601 19088485601 00:00:12	vj.
	a= 1908-848-5601 to TLT Secondary V	
		AVAYA onex
		R
		> @

Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved.

8. Conclusion

These Application Notes describe the configuration steps required for Jacada Workspace Agent to successfully interoperate with Avaya one-X® Agent. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

9. Additional References

This section references the product documentation relevant to these Application Notes.

- 1. *Administering Avaya Aura*® *Communication Manager*, Document 03-300509, Issue 8, Release 6.3, May 2013, available at <u>http://support.avaya.com</u>.
- 2. *Using Avaya one-X*® *Agent*, Release 2.5, March 31, 2011, available at <u>http://support.avaya.com</u>.
- **3.** Jacada Workspace Administrator Guide, Version 6.2.3, available at <u>http://www.jacada.com/help/jws/v-6-2-3/html</u>.

©2013 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by [®] and TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at <u>devconnect@avaya.com</u>.