



Application Notes for Koopid Enterprise Web Chat Gateway with Avaya Aura® Contact Center - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Koopid Enterprise Web Chat Gateway with Avaya Aura® Contact Center to allow messages get passed from the customer using Koopid front end web chat to Avaya Aura® Agent Desktop and from Web Chat Agents to customer.

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

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

1. Introduction

These Application Notes describe the configuration steps required to integrate Koopid Enterprise Web Chat (EWC) Gateway with Avaya Aura® Contact Center (AACC) to allow messages get passed from the customer using Koopid front end web chat to agents running Avaya Aura® Agent Desktop (AAAD) and from agents to customer.

Koopid Solution provides visual digital automation capabilities to end customers. During automation interactions, often there is a requirement to escalate the interaction to a human agent. The solution can provide integration to the AACC using two forms of escalation below, and the compliance testing focused on the chat escalation.

1. Chat escalation with the AACC Enterprise Web Chat API. The messaging happens from the customer to the AACC agent through the Koopid connector that leverages the AACC EWC API.
2. Voice escalation: A click to call button is provided on the customer's interface. On pressing the click to call, the number is dialled out and is routed to AACC.

2. General Test Approach and Test Results

The general test approach was to configure the Koopid EWC Gateway to communicate with Koopid Cloud Server and AACC. The feature test cases focused on verifying the ability of Koopid front end web chat to process messages going between the agent and the customer via Koopid EWC Gateway. Agents running AAAD can send/receive messages from their desktop.

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 Koopid EWC Gateway utilized enabled capabilities of WebSocket Secure (WSS) protocol over SSL/TLS.

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

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

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

2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The tests included:

- Koopid EWC Gateway connects to the AACC using EWC API via WSS.
- Customer interacting with Koopid front end web chat and escalate to a live chat agent.
- Incoming text message triggers a web chat event, opening web chat tab for agent.
- Messages to/from web chat agent are routed through this Koopid EWC Gateway.
- Agents running AACC reply to text messages in the web chat window, messages from the customer also appear in the same window.
- Multi sessions can handle with multi available agents
- AACC Web Chat feature: Transfer, Conference.
- Serviceability - Verify the ability of Koopid EWC Gateway to recover from disconnection and reconnection to the Avaya solution.

2.2. Test Results

The testing was successful. All the test cases passed.

2.3. Support

Technical support can be obtained for Koopid Enterprise Web Chat Gateway at:

Web Site: <https://koopid.ai/>

Web Chat @ Koopid: <https://koopid.ai/contact/>

Support Email: support@koopid.ai

3. Reference Configuration

Figure 1 illustrates a configuration that consists of Koopid Enterprise Web Chat Gateway and AACC.

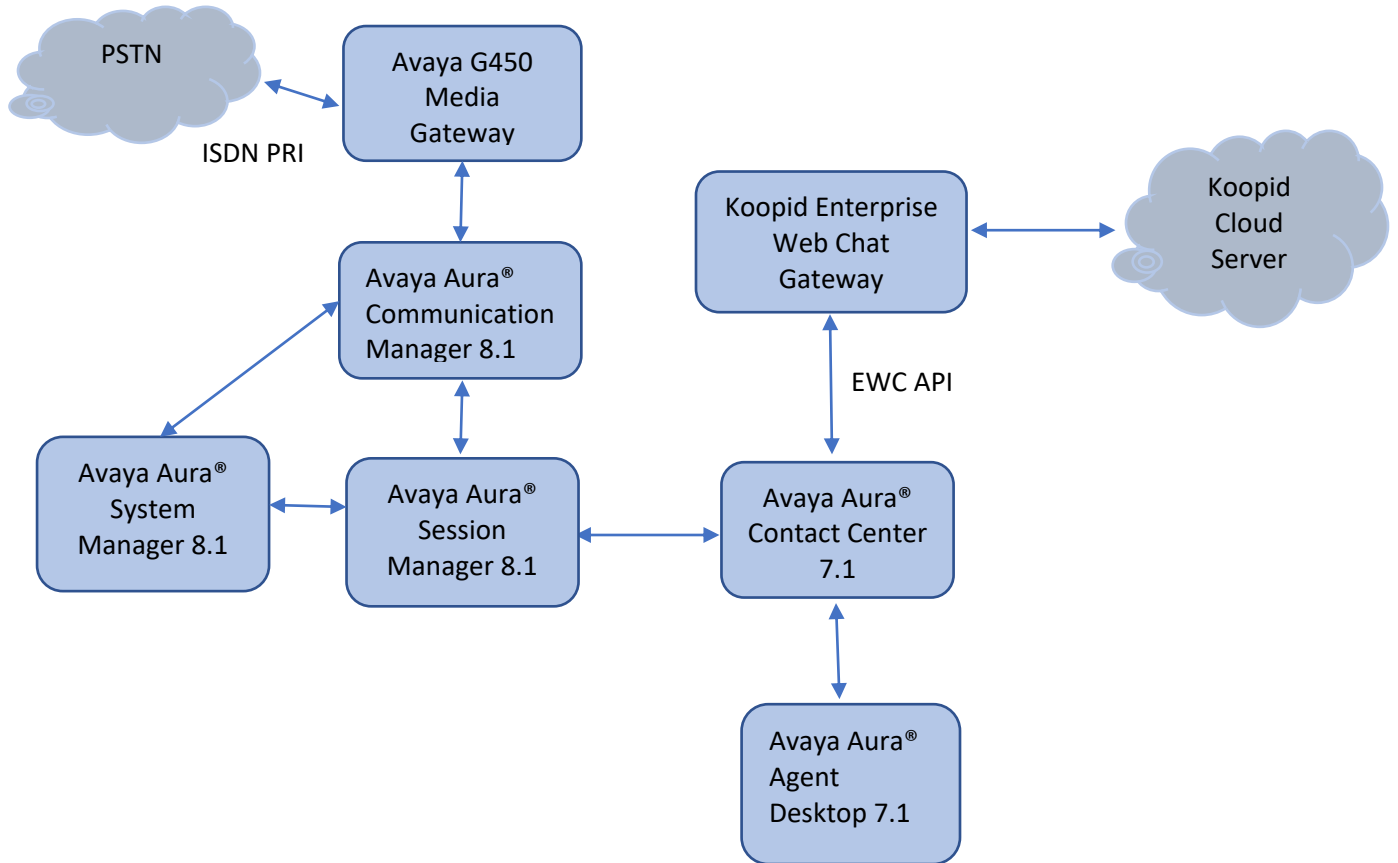


Figure 1: Connection of Koopid Enterprise Web Chat Gateway and Avaya Aura[®] Contact Center

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager	8.1.1
Avaya Aura® Session Manager	8.1.1
Avaya Aura® Communication Manager	8.1.1
Avaya Aura® Contact Center	7.1
Avaya Aura® Agent Desktop running on a Windows 7 and Windows 10 PCs	7.1
Koopid Enterprise Web Chat Gateway	1.0
• Avaya Enterprise Web Chat SDK	7.1
Koopid Cloud Server	5.25

5. Configuration of Avaya Aura® Contact Center

This section provides the procedures for configuring AACC. The procedures include the following areas:

- Verify license
- Configure Enterprise Web Chat

5.1. Verify License

Launch WebLM web interface and login with the relevant credentials and navigate to display installed licenses (not shown).

Select **Licensed products** → **CCTR** → **ContactCenter** in the left pane, to display the **Licensed Features** screen in the right pane. Verify that **Web Chat SDK** license is **on** as shown below.

The screenshot displays the WebLM interface for license management. The left navigation pane shows the path: **Licensed products** → **APPL_ENAB** → **Application_Enablement** → **ASBCE** → **Session_Border_Controller_E_AE** → **AVP** → **AVP** → **CCTR** → **ContactCenter**. The main content area shows the following details:

- Contact Center - Release: 7 - SID: 10103030** (Standard)
- Breadcrumb: You are here: Licensed Products > ContactCenter > View License Capacity
- License installed on: September 11, 2019 10:08:32 AM +07:00
- License File Host IDs: V7-67-C3-CF-17-1A-01
- Licensed Features** section with 43 items, showing 15 items per page.

Feature (License Keyword)	Expiration date	Licensed capacity
Maximum AMS Zoning Quantity VALUE_CCTR_AMS_ZONING_QUANTITY	March 8, 2020	1
Maximum License Managers VALUE_CCTR_PLICD	March 8, 2020	1
Maximum SIP Ports VALUE_CCTR_SIP_PORTS	March 8, 2020	100
Web Chat SDK FEAT_CCTR_WEBCHAT_SDK	March 8, 2020	on

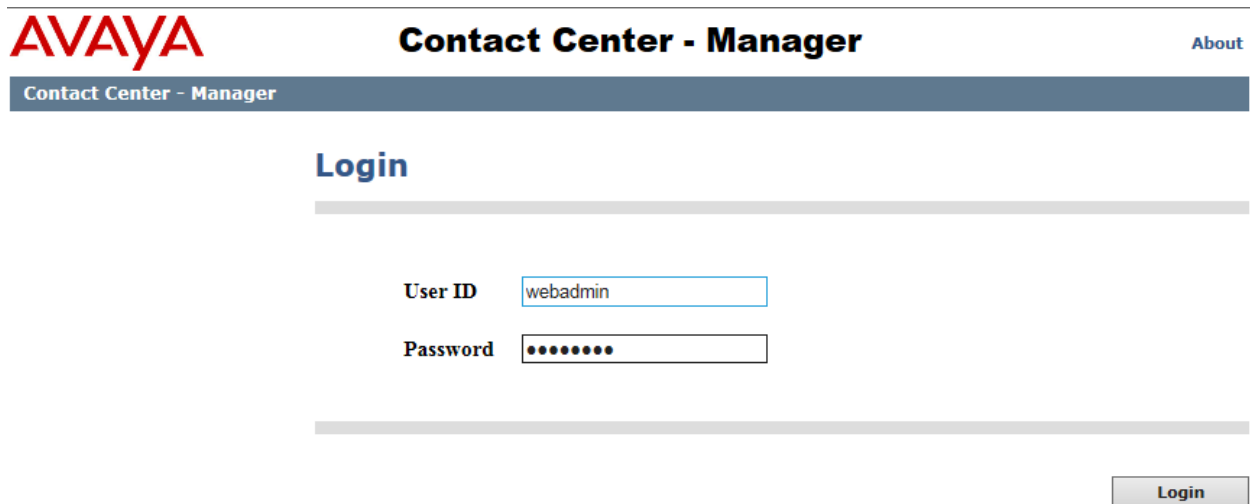
5.2. Configure Enterprise Web Chat

It is assumed that a fully working AACC is already in place with web chat routing and skillsets configured.

This section provides the procedures for configuring Enterprise Web Chat settings to enable Agent Desktop to handle EWC contacts.

Note: EWC works only if Contact Center is deployed on Communication Manager with a Voice and Multimedia Contact Server with or without AAMS, or a standalone Multimedia Contact Server.

Open a web session to the Contact Center server and log in with the proper credentials as shown below.



AVAYA **Contact Center - Manager** [About](#)

Contact Center - Manager

Login

User ID

Password

Login

Click on **Multimedia**.

The screenshot shows the Avaya Contact Center - Manager Launchpad. At the top left is the Avaya logo. To its right is the text "Contact Center - Manager". Further right are links for "About", "Audit Trail", "Change Password", and "Logout". Below this is a dark blue bar with the word "Launchpad" in white. The main content area is titled "Launchpad" in blue. It contains two columns of menu items, each with a gear icon: "Contact Center Management", "Access and Partition Management", "Real-Time Reporting", "Historical Reporting", "Call Recording and Quality Monitoring", "Prompt Management", "Configuration", "Scripting", "Emergency Help", "Outbound", and "Multimedia". The "Multimedia" item is underlined. A button labeled "Click to show Multimedia" is located to the right of the menu items. At the bottom, it says "Last successful login: 11/20/2019 2:36:37 AM".

Select the Multimedia Server from the left window and click on **Launch Multimedia Client** from the main window.

The screenshot shows the Avaya Multimedia Administration interface. At the top left is the Avaya logo. To its right is the text "Multimedia". Further right are links for "Logged in user: webadmin", "Change Password", and "Logout". Below this is a dark blue bar with the words "View", "Status", "Launchpad", and "Help". The main content area is titled "Multimedia Administration" and "Server: AACC86". It contains a "Multimedia Administration URL" link: <http://AACC86/Admin/cmmadmin.application>. Below this is a button labeled "Launch Multimedia Client". There is also a checkbox labeled "Install prerequisite software" with a note: "Note: The Multimedia client requires prerequisite software to be installed. Choose this option if the Multimedia application has never been run on this computer."

Select **Web Comms** in the left window and click **Config** in the left pane. Then click the **Enable Enterprise Web Chat** option.

AVAYA

Web Comms Settings

Web Comms Agent Timers

Keep Alive Time: 0 Minute(s) 30 Second(s)

Message Refresh: 3 Second(s)

Desirable Response: 30 Second(s) (Customer Awaiting Agent)
60 Second(s) (Agent Awaiting Customer)

Consult Request Timeout: 30 Second(s)

Force Idle Customer Check:

Force Idle Customer Check Timeout: 180 Second(s)

Save Timestamp on Chat Messages:

Save Chat History:

Enable Transfer To Skillset:

Concurrent Chats Limit per Customer: 3

Requested Call-backs Limit per Customer: 3

Chat Conversation

E-mail chat log to Customer

Enterprise Web Chat

Enable Enterprise Web Chat:

Chat session to survive a webpage refresh:

External Web Server Domain: chat.devconnect.com

Transcript Filtering Web Service:

Save Cancel Help

User: webadmin | Server Time: 2:51 AM | Status:

Click **Save**.

6. Deploy Koopid Enterprise Web Chat Gateway

Koopid Enterprise Web Chat Gateway are deployed automatically using auto-deploy script provided by Koopid engineer. The configuration below is provided to Koopid to generate auto-deploy script :

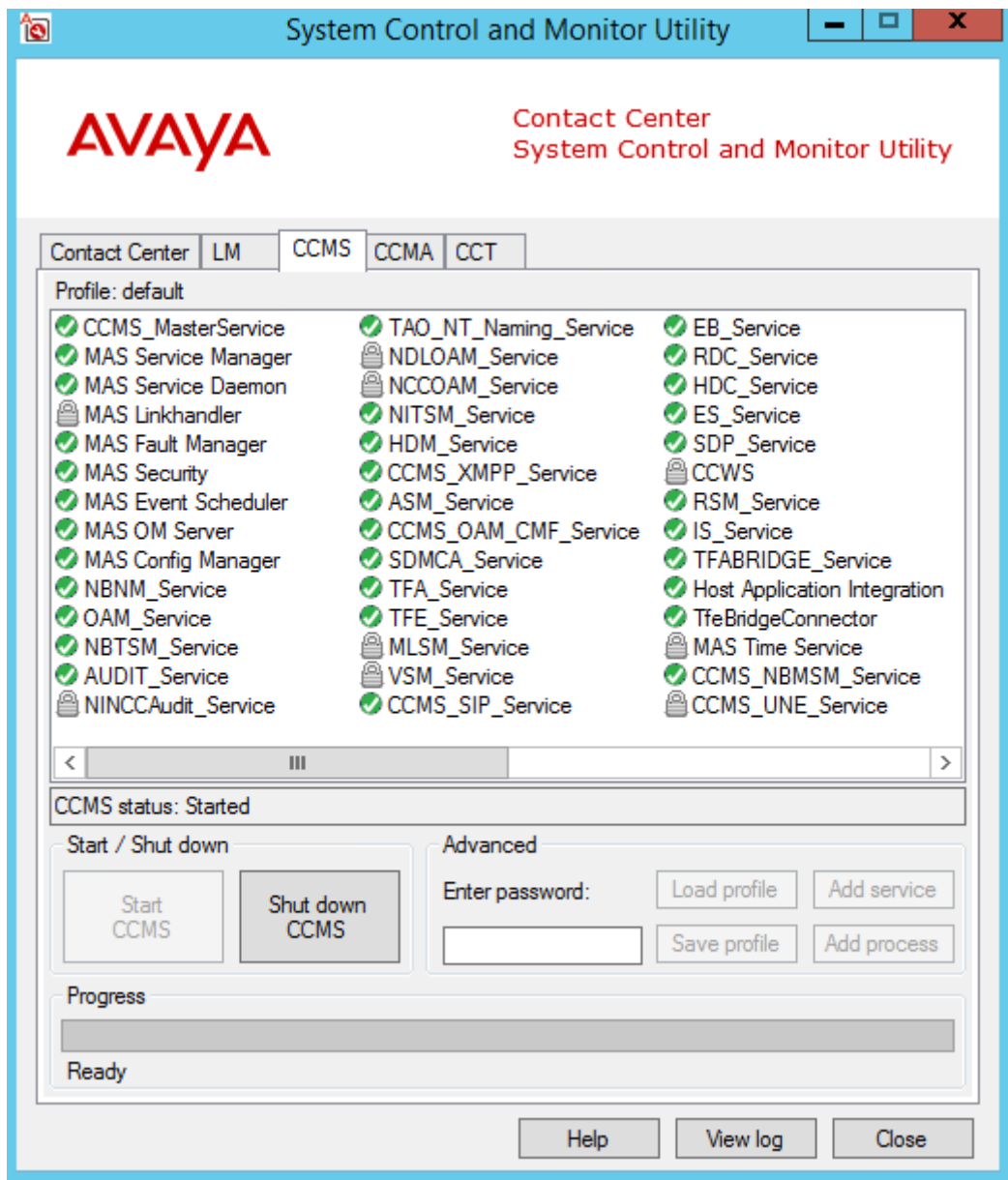
Parameter	Description	Default	DevConnect Configuration
GLOBAL			
TIMEZONE	Time zone with respect to UTC. Eg: +0530 for IST, -0500 for EST	0000	Default
SERVER			
PUBLIC_IP	Public IP/host name of KEG		103.199.5.19
PUBLIC_HTTP_PORT	Public Port for HTTP connection		
PUBLIC_HTTPS_PORT	Public Port for HTTPS connection		443
PUBLIC_PROTO	Port to use. Eg: http, https	http	HTTP
LISTENING_IP	Private or listening IP/host name of KEG		10.128.226.231
LISTENING_HTTP_PORT	Private or listening Port for HTTP connection		443
LISTENING_HTTPS_PORT	Private or listening Port for HTTPS connection		
LISTENING_PROTO	Port to use. Eg: http, https	http	HTTP
LISTENING_SSL_CERT_PATH	Certificate used for HTTPS connection in crt format		
LISTENING_SSL_PEM_PATH	Certificate used for HTTPS connection in pem format		
CHAT SESSION			
wsReconnectMaxAttempt	Reconnection attempts	5	Default
wsReconnectInterval	Reconnect interval attempts in milliseconds	5000	Default
chatIdleInterval	Chat idle timeout in milliseconds	240000	Default
agentWaitInterval	Chat idle timeout in milliseconds	120000	Default
AGENT			
DEFAULT_PASSWORD	Default password to create new agent		
DEFAULT_PHONE_NUMBER	Default phone number to create new agent		
SEND_AGENT_JOIN_INFO	Notify customer on agent joining a chat. Eg: true, false	true	Default
SEND_AGENT_NAME	Send agent name to customer. Eg: true, false	true	Default
PARTNER			
ID	Provided along with new Koopid account details		
API_KEY	Provided along with new Koopid account details		
PROVIDER			
ID	Provided along with new Koopid account details		
DOMAIN	Provided along with new Koopid account details		
AACC			
EWC_WEBSOCKET_URL	Web Socket URL to connect to EWC interface		wss://10.128.224.86:8445/
LOGGER			
LOG_LEVEL	Log level of KEG. Eg: info, error, debug	error	

7. Verification Steps

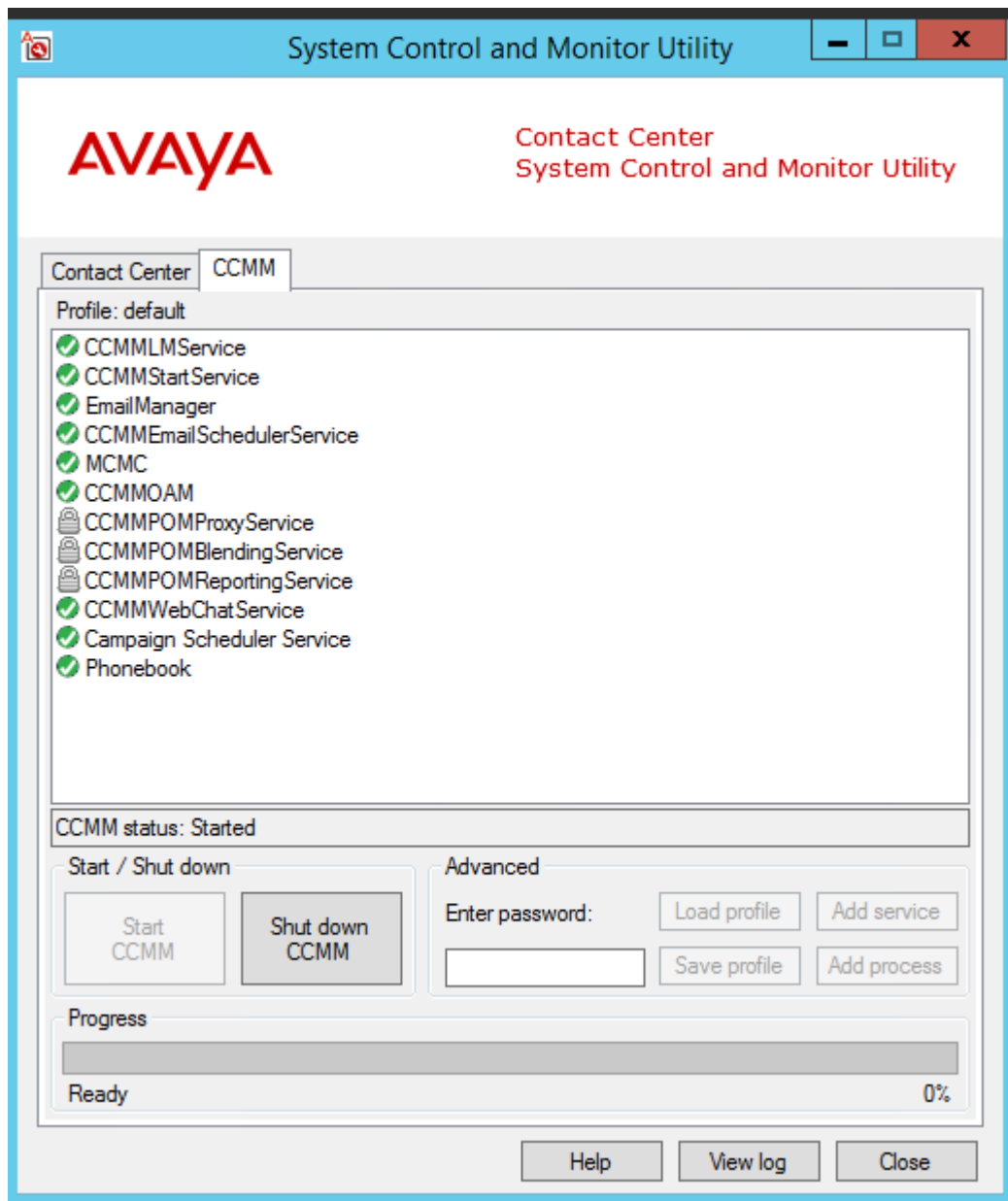
This section provides the tests that can be performed to verify correct configuration of Koopid Enterprise Web Chat Gateway with Avaya Aura® Contact Center.

7.1. Verify Avaya Aura® Contact Center Services

From the Contact Center Voice Server, open **System Control and Monitor Utility**. Navigate across each of the tabs, paying special attention to any service that may not be running. The **CCMS** services are all showing green below which indicates that the Contact Center Manager Server is fully operational.



From the Contact Center Voice Server and Multimedia Server, open **System Control and Monitor Utility**, check all **CCMM** services are all showing green as below



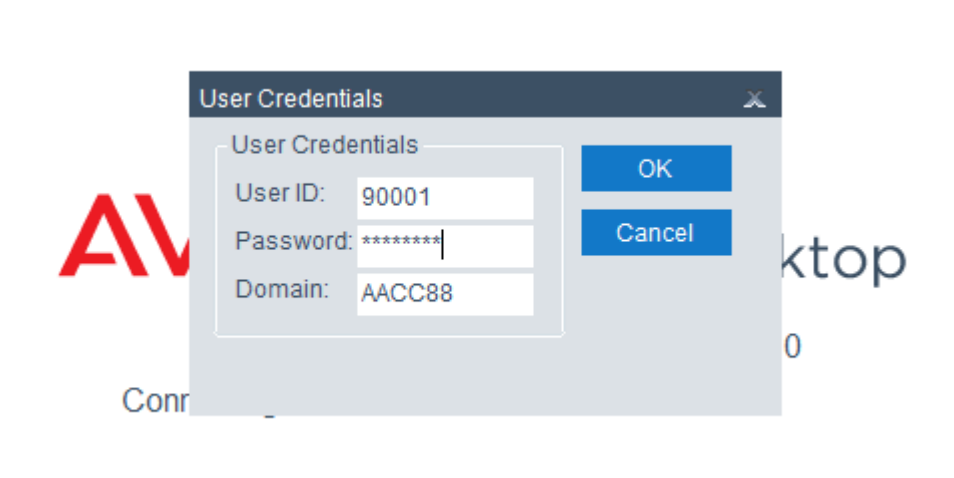
7.2. Verify Koopid Enterprise Web Chat Gateway can successfully register with Koopid Cloud Server

From the Koopid Enterprise Web Chat Gateway, verify that EWC Gateway can connect successfully to Koopid Cloud Server.

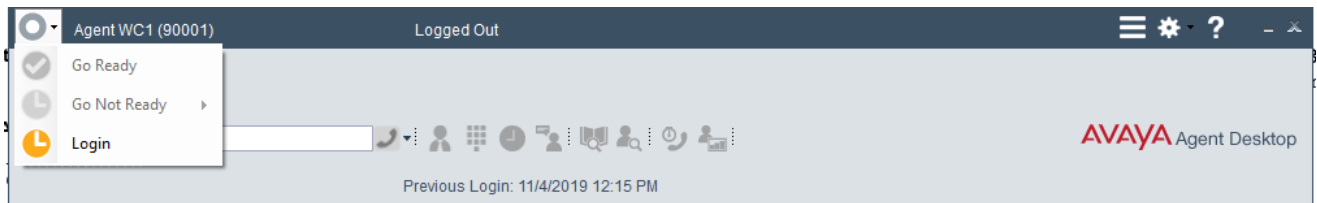
```
* Koopid EWC Gateway:
*   listening => http://10.128.226.231:443
* Koopid Callbacks:
*   routing   => http://103.199.5.19:443/routing
*   msgrecv  => http://103.199.5.19:443/message
*   conversation => http://103.199.5.19:443/conversation
* Logger:
*   log level => debug
*****
2019-10-08T12:35:55.520Z INFO [PostCallbacks] PostCallbacks::Callbacks - {"providerId":"241719","callbacks":[{"api":"routing","callback":"http://103.199.5.19:443/routing"}, {"api":"conversation","callback":"http://103.199.5.19:443/conversation"}]}
2019-10-08T12:35:55.565Z INFO [PostWhitelist] PostWhitelist::Whitelist - {"providerId":"241719","entity":["chat","typing"],"whitelist":[]}
2019-10-08T12:35:56.800Z DEBUG [PostWhitelist] Whitelist::Success - {"code":"success"}
2019-10-08T12:35:56.808Z DEBUG [PostCallbacks] Callbacks::Success - {"code":"success"}
```

7.3. Login to Avaya Aura® Agent Desktop

From a client PC where AAAD is installed, open **Avaya Agent Desktop**. Enter the appropriate credentials and click on **OK**.



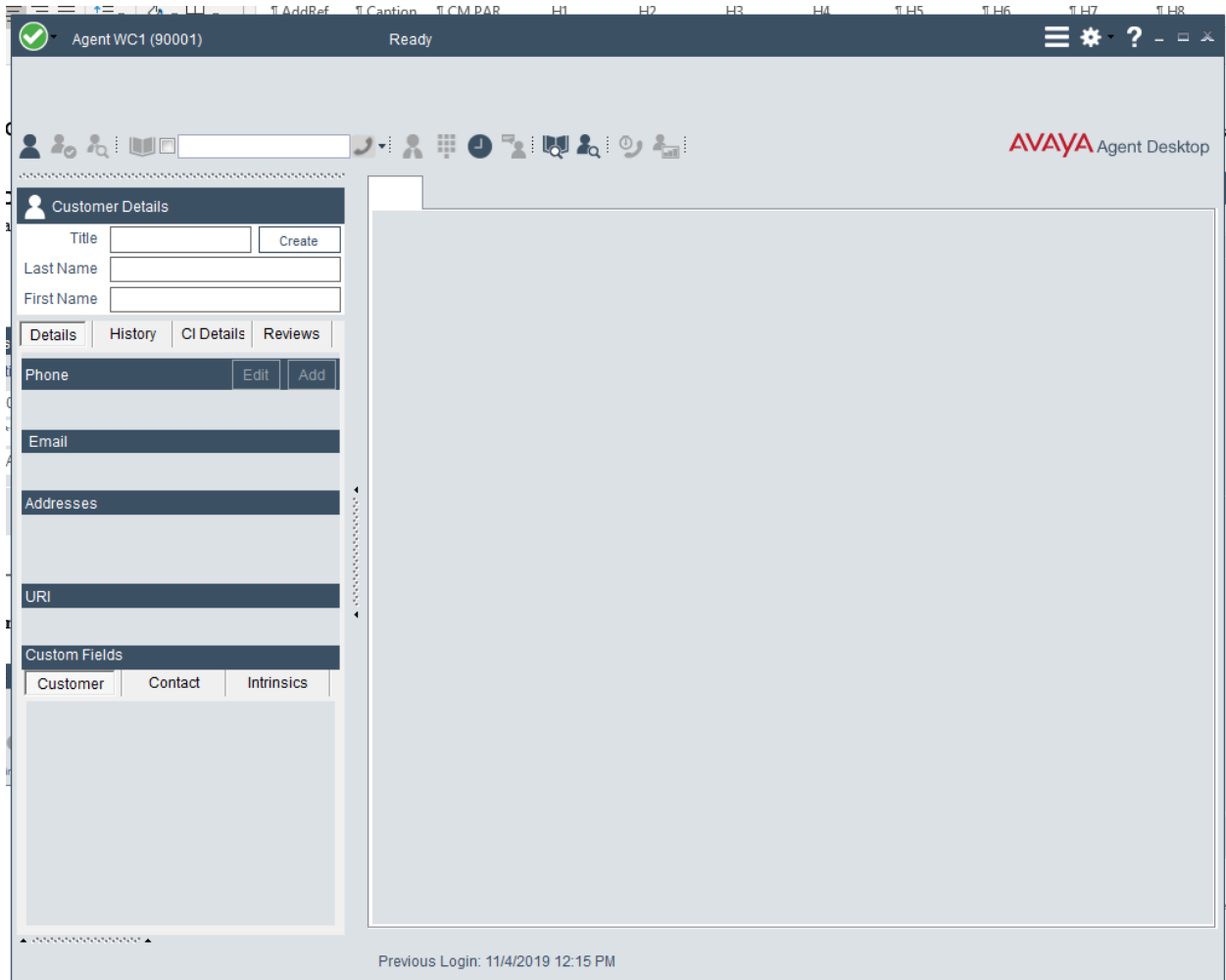
Once the application opens click on **Login** as shown below.



Log in to Contact Center Multimedia, under the **Multimedia** tab, and click on **Login**.

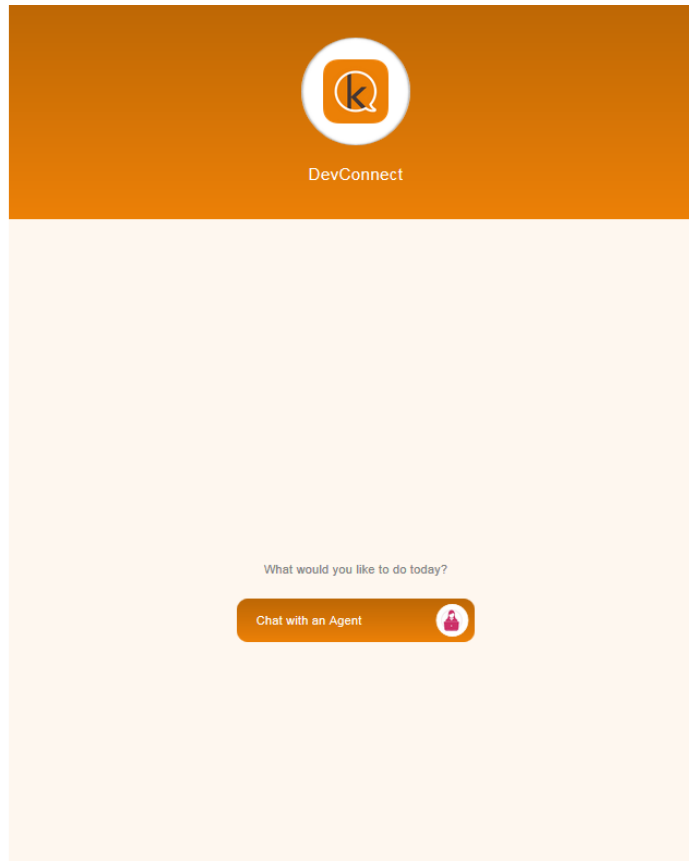
The image shows a dialog box titled "Enter Login details" with a close button in the top right corner. Below the title bar is a tab labeled "Multimedia". The main content area is titled "Account Info" and contains a "Credentials" section. This section has two input fields: "ID:" with the value "90001" and "Password:" with the value "*****". At the bottom of the dialog, there are two buttons: "Login" and "Cancel".

The following screen appears showing the agent logged in and **Ready**.

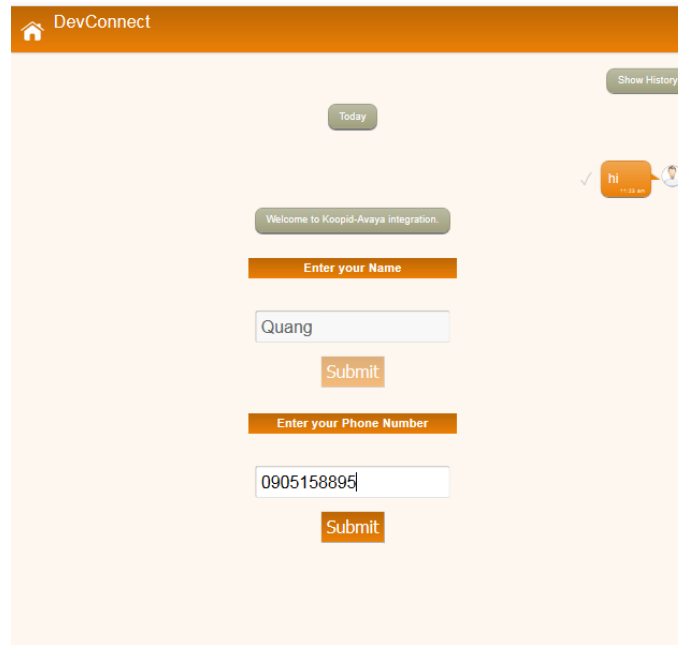


7.4. Verify ability of the customer to initiate live chat session with a Contact Center agent

Access the Koopid chat bot web interface provided by Koopid in an Internet browser window and click **Chat with an Agent**

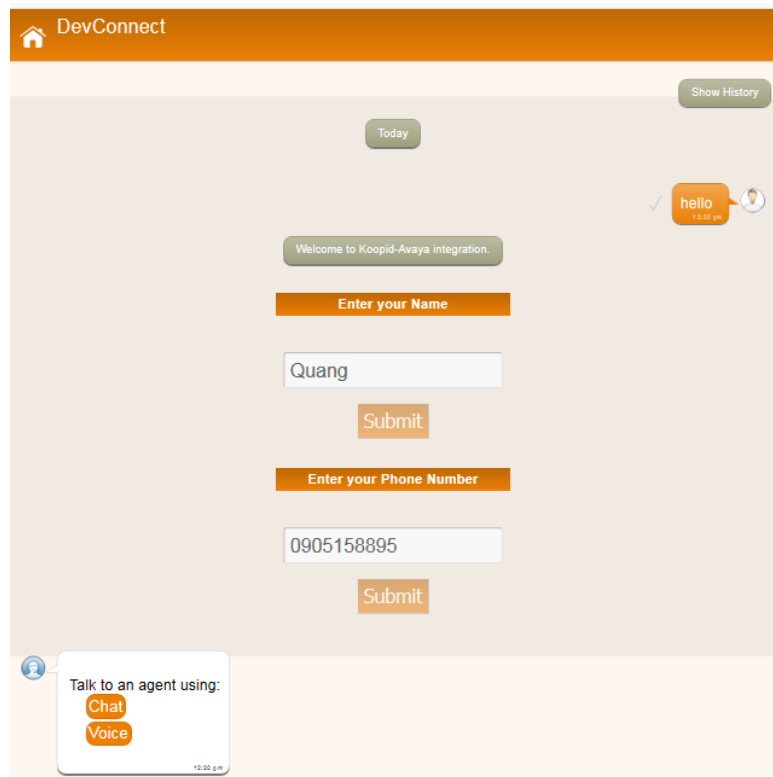


Fill all information **Enter your Name** and **Enter your Phone Number** and click **Submit**



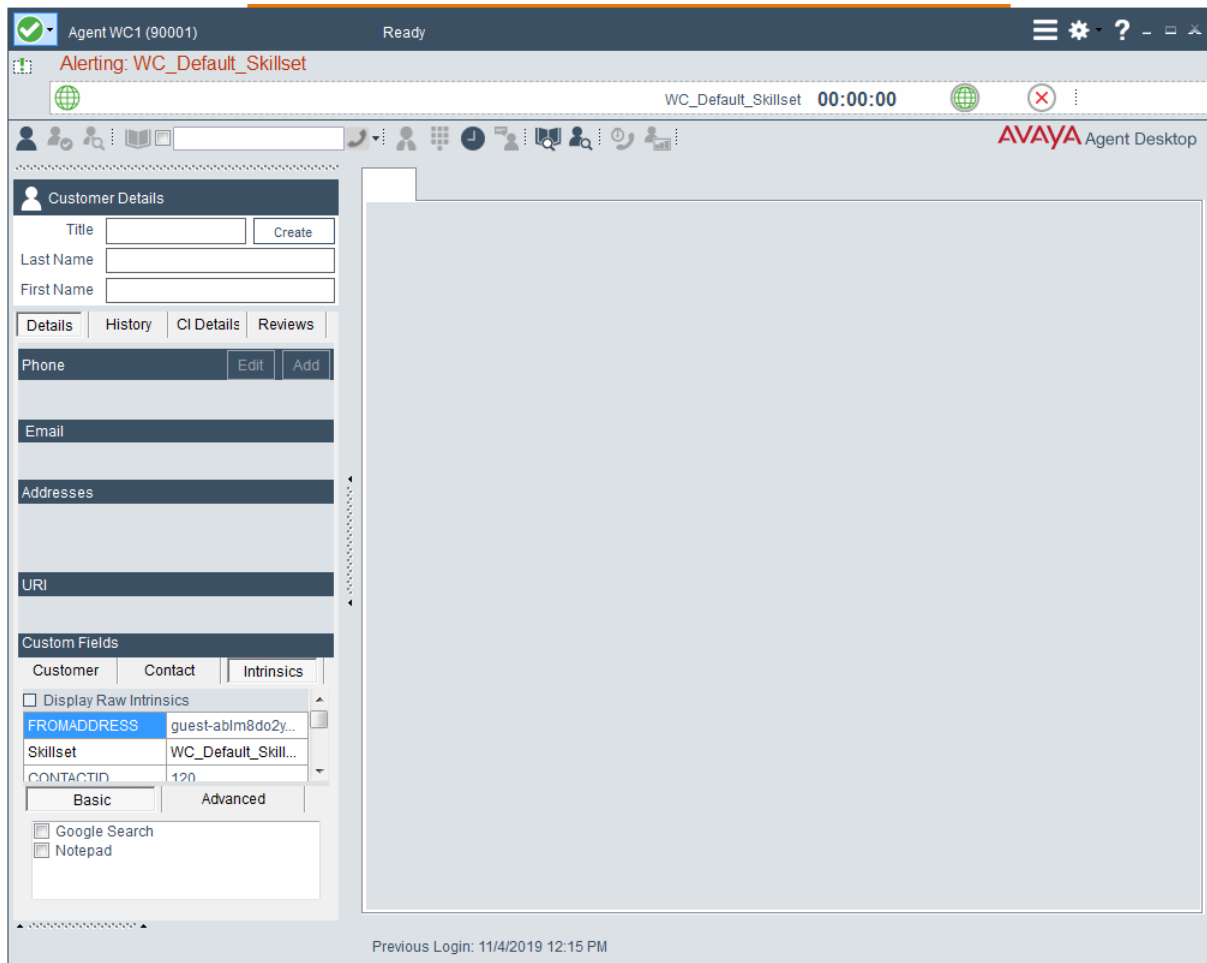
The screenshot shows the DevConnect chat interface. At the top, there is a home icon and the text "DevConnect". Below this, there is a "Today" button and a "Show History" button. A chat bubble on the right contains the text "hi" and a timestamp "11:18 am". The main content area features a welcome message: "Welcome to Koopid-Awaya integration." Below this, there are two form sections. The first section is titled "Enter your Name" and contains a text input field with the value "Quang" and a "Submit" button. The second section is titled "Enter your Phone Number" and contains a text input field with the value "0905158895" and a "Submit" button.

Click **Chat**

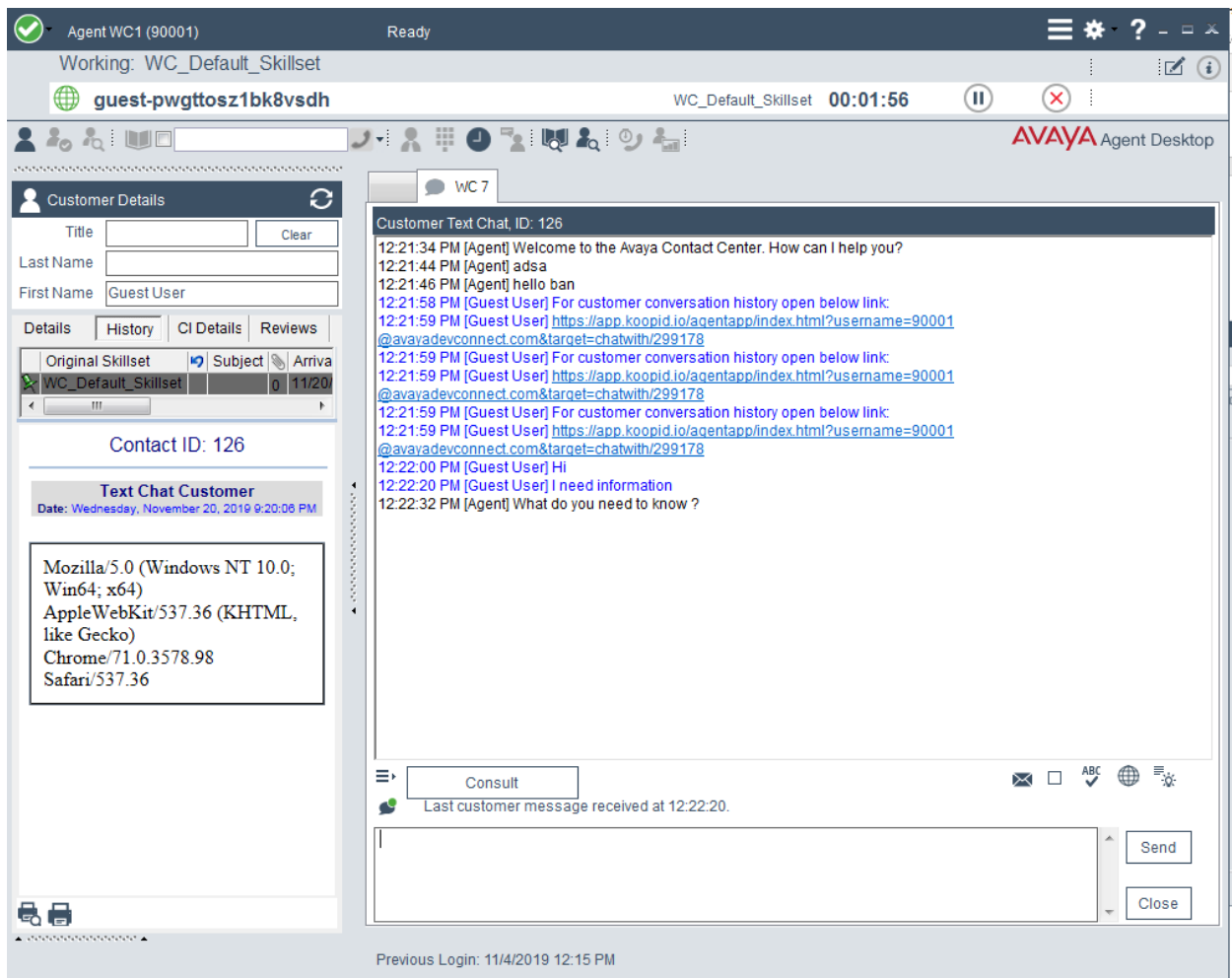


This screenshot is similar to the previous one, showing the DevConnect chat interface. It includes the "DevConnect" header, "Today" and "Show History" buttons, and a chat bubble with "hello" and a timestamp "11:22 am". The form sections for "Enter your Name" (with "Quang") and "Enter your Phone Number" (with "0905158895") are present. A new element is a tooltip in the bottom-left corner that says "Talk to an agent using:" and has two buttons: "Chat" and "Voice".

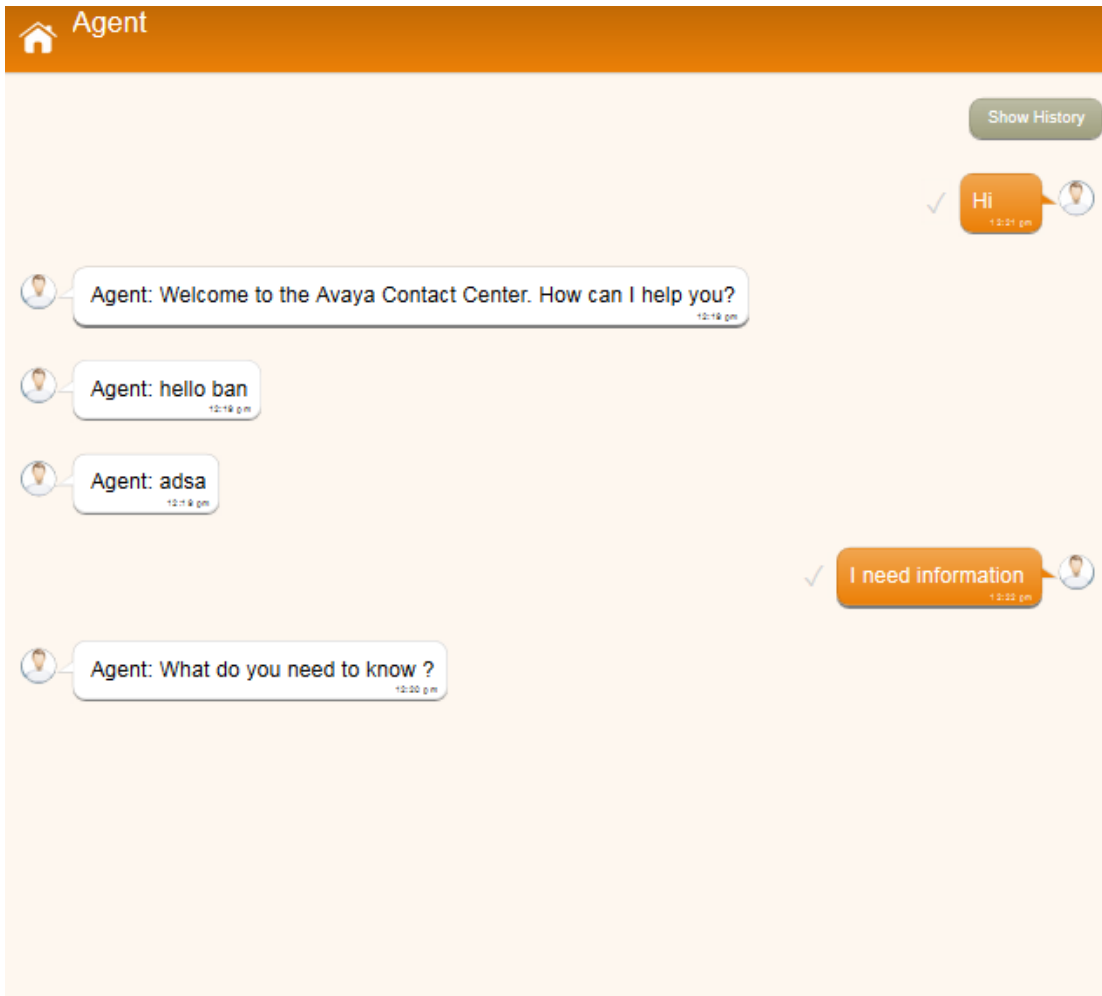
Verify Agent can receive new Web Chat request and press **Answer** (green globe) at the top right of the screen.



Once the call is answered the agent can send and receive messages using the web chat window as shown below.



Verify customer can send and receive messages using the web chat window as shown below.



8. Conclusion

These Application Notes describe the configuration steps required for Koopid Enterprise Web Chat Gateway to interoperate with Avaya Aura® Contact Center. All feature functionality and serviceability test cases were completed successfully as outlined in **Section 2.2**.

9. Additional References

This section references the Avaya and Koopid product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>.

1. *Administering Avaya Aura® Contact Center Server Administration, Release 7.1, Issue 07.03, September 2019*

Information regarding Product documentation for Koopid can be obtained by contacting the Support email in **Section 2.3**.

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