



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Sabio Thin Client Dialler with Avaya Proactive Contact and Avaya Aura® Application Enablement Services - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate Sabio Thin Client Dialler with Avaya Proactive Contact, Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager. The testing focused on verifying the inbound, outbound and blended agent functions of the Sabio Thin Client Dialler product.

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 tested configuration using Avaya Proactive Contact, Avaya Aura® Communication Manager, Avaya Aura® Application Enablement Services and Sabio Thin Client Dialler. The Sabio Thin Client Dialler solution is designed to allow contact centre agents access to Avaya Proactive Contact using only a standard web browser, this allows flexibility in terms of the physical agent location. Sabio Thin Client Dialler provides contact centre agents with access to the full range of inbound, outbound and blended agent contact capabilities by integrating with Avaya Aura® Application Enablement Services using the Telephony Services API (TSAPI) and Avaya Proactive Contact. Sabio Thin Client Dialler removes the need for any applications to be installed locally on the contact centre agent PC. The TSAPI link is used with the Proactive Agent Blending feature on Avaya Proactive Contact to allow agents to handle both inbound and outbound calls. Proactive Agent Blending focuses on outbound calls and releases agents when an inbound call enters the monitored hunt group queue on Avaya Communication Manager. Sabio Thin Client Dialler used the TSAPI link to receive inbound call events and to control the inbound call (answer, hold, retrieve, hangup etc.) In the tested configuration, outbound, managed and blended jobs were supported by Sabio Thin Client Dialler. It is assumed that Avaya Aura® Communication Manager, Avaya Aura® Application Enablement Services and Avaya Proactive Contact Dialler have been installed and are operational. The detailed administration and basic connectivity amongst the Avaya products is not the focus of these Application Notes and will not be described.

## 2 General Test Approach and Test Results

The compliance testing focused on the ability of Sabio Thin Client Dialler to handle calls presented by Proactive Contact. All feature functionality test cases were performed manually to verify proper operation. The general test approach entailed:

- Establishing sessions from Sabio Thin Client Dialler agent to Avaya Proactive Contact and Application Enablement Services
- Verify Sabio Thin Client Dialler agents are able to view and join relevant dialler campaigns
- Verify Sabio Thin Client Dialler agents are able to handle calls directed to them from outbound, managed and blended agent dialer jobs.
- Verify Sabio Thin Client Dialler agents are able to set termination codes and schedule call backs
- Verify agents are automatically joined to another campaign when job linking is used
- Verify call handling using basic telephony operations such as answer, hold/retrieve, transfer, consult, conference, and disconnect.
- Verify Proactive Contact specific tasks such as job linking and call failures to busy or unobtainable.

The serviceability tests were performed by disconnecting and reconnecting Sabio Thin Client Dialler server from the network and restarting the server based components used in the testing.

## 2.1 Interoperability Compliance Testing

The interoperability testing focused on the ability of the Sabio solution to interoperate with the Avaya solution. The following is a summary of the feature and functionality testing that was undertaken:

- Establish sessions from Sabio Thin Client Dialler agent to Avaya Proactive Contact.
- Verify Sabio Thin Client Dialler agents are able to view and join relevant dialler campaigns.
- Verify Sabio Thin Client Dialler agents are able to handle calls directed to them.
- Verify basic telephony operations such as hold/retrieve, transfer, consult, conference, and disconnect.
- Verify Sabio Thin Client Dialler agents are able to set termination codes and schedule call backs.
- Verify agents are automatically joined to another campaign when job linking is used.

The serviceability testing focused on verifying the ability of Sabio Thin Client Dialler to recover from adverse conditions, such as reboots, network failures and restarting agent sessions.

## 2.2 Test Results

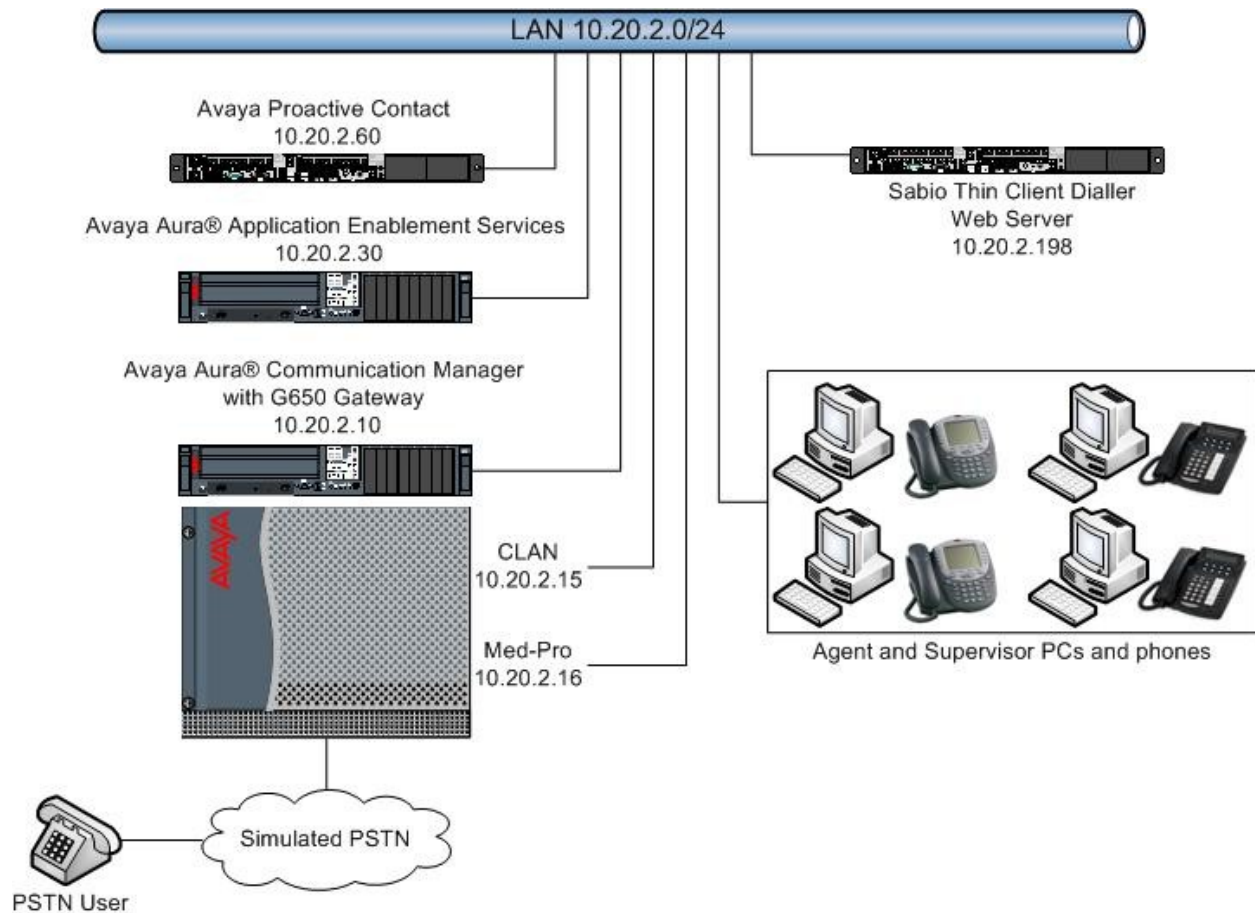
All feature and serviceability tests passed. Sabio Thin Client Dialler successfully handled inbound, outbound and blended agent calls. For serviceability testing, Sabio was able to resume call handling after restoration of connectivity to the Proactive Contact and Application Enablement Services servers, from network disconnect/re-connect, and Sabio resets.

## 2.3 Support

For technical support of Sabio products please check for the local support contact at the following web address: [www.sabio.co.uk](http://www.sabio.co.uk)

### 3 Reference Configuration

**Figure 1** illustrates the network topology used during compliance testing. The solution consisted of Proactive Contact, Communication Manager, Application Enablement Services and Sabio Thin Client Dialler web server. Proactive Contact has a CTI connection to Application Enablement Services and uses this connection to make calls from the Communication Manager. Sabio Thin Client Dialler uses the Proactive Contact Agent API and the Telephony Services API (TSAPI) provided by Application Enablement Services to complete agent functions.



**Figure 1: Network Topology Used During Testing**

## 4 Equipment and Software Validated

All the hardware and associated software used in the compliance testing is listed below.

Equipment	Software Version
Avaya S8730 Server	Avaya Aura® Communication Manager 5.2.1 (R015x.02.1.016.4)
Avaya G650 Media Gateway - CLAN TN799DP - IP Media Processor TN2602AP	HW15, FM49 HW01, FM34
Dell PowerEdge 1950 Server	Avaya Aura® Application Enablement Services 4.2.2 patch 4 (r4-2-2-31-0)
HP ProLiant DL 385 G2 Server	Avaya Proactive Contact 4.1.1 Patch 137
PC Desktop Running Proactive Contact Supervisor	Proactive Contact Supervisor 4.1.1
Sabio Web Server	Sabio Thin Client Dialler v1.6.5.0

**Table 1: Hardware and Software Version Numbers**

## 5 Configuration of Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational and the basic connectivity to Proactive Contact is in place. This section focuses only on the configuration required to enable Sabio Thin Client Dialler to integrate with Communication Manager and that of the station that will be used by the Sabio Thin Client Dialler agent. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

### 5.1 Confirm Necessary Features

The license file installed on the system controls the maximum values for these attributes. If a required feature is not enabled or there is insufficient capacity, contact an authorized Avaya sales representative to add additional capacity. Log into the Communication Manager SAT interface and use the **display system-parameters customer-options** command to determine these values. On **Page 2** verify the **Maximum Concurrently Registered IP Stations** is sufficient.

display system-parameters customer-options		Page	2 of 10
OPTIONAL FEATURES			
IP PORT CAPACITIES		USED	
Maximum Administered H.323 Trunks: 200		0	
<b>Maximum Concurrently Registered IP Stations: 18000</b>		<b>5</b>	
Maximum Administered Remote Office Trunks: 0		0	
Maximum Concurrently Registered Remote Office Stations: 0		0	

On **Page 3** verify the field **Computer Telephony Adjunct Links** is set to **y**.

display system-parameters customer-options		Page	3 of 11
OPTIONAL FEATURES			
Abbreviated Dialing Enhanced List? n	Audible Message Waiting? n		
Access Security Gateway (ASG)? n	Authorization Codes? y		
Analog Trunk Incoming Call ID? n	CAS Branch? n		
A/D Grp/Sys List Dialing Start at 01? n	CAS Main? n		
Answer Supervision by Call Classifier? n	Change COR by FAC? n		
ARS? y	<b>Computer Telephony Adjunct Links? y</b>		
ARS/AAR Partitioning? y	Cvg Of Calls Redirected Off-net? N		

On **Page 6** confirm that the call centre features highlighted below are activated.

```
display system-parameters customer-options                                     Page 6 of 11
CALL CENTER OPTIONAL FEATURES
Call Center Release: 5.0

ACD? y
BCMS (Basic)? y
BCMS/VuStats Service Level? n
BSR Local Treatment for IP & ISDN? n
Business Advocate? n
Call Work Codes? n
DTMF Feedback Signals For VRU? n
Dynamic Advocate? n
Expert Agent Selection (EAS)? y
EAS-PHD? n
Forced ACD Calls? n
Least Occupied Agent? n
Lookahead Interflow (LAI)? n

Reason Codes? n
Service Level Maximizer? n
Service Observing (Basic)? y
Service Observing (Remote/By FAC)? n
Service Observing (VDNs)? n
Timed ACW? n
Vectoring (Basic)? y
Vectoring (Prompting)? y
Vectoring (G3V4 Enhanced)? y
Vectoring (3.0 Enhanced)? y
Vectoring (ANI/II-Digits Routing)? n
Vectoring (G3V4 Advanced Routing)? y
Vectoring (CINFO)? n
```

## 5.2 Define Feature Access Codes (FAC)

A FAC (feature access code) should be defined for each feature that will be used. Use **change feature-access-codes** to define the required access codes. On **Page 5** define a FAC for each of the following:

- **Auto-In Access Code:** When activated this feature will set the ACD agent to a state where they are available to handle calls, upon completion of a call the agent will automatically be made available again.
- **Aux Work Access Code:** When activated this feature will set the ACD agent to an Auxiliary work state, this is the default state for an agent upon first login.
- **Login Access Code:** This feature allows ACD agents to log in to an extension.
- **Logout Access Code:** This feature allows ACD agents to log out of an extension.
- **Manual-in Access Code:** When activated this feature will set the ACD agent to a state where they are available to handle calls, upon completion of a call the agent will be unavailable until the feature is activated again.

```
change feature-access-codes                                               Page 5 of 8
FEATURE ACCESS CODE (FAC)

Automatic Call Distribution Features

After Call Work Access Code:
Assist Access Code:
Auto-In Access Code: *27
Aux Work Access Code: *28
Login Access Code: *25
Logout Access Code: *26
Manual-in Access Code: *29
```

## 5.3 Configure Sabio Thin Client Dialler Agent Station

Use the **add station n** command to add a station that will be used by Sabio Thin Client Dialler Agent. Set the **Type** field to the handset type being used. Enter a descriptive name in the **Name** field and specify a **Security Code** that will be used for the phone to log in.

```
add station 31020                                     Page 1 of 5
STATION
Extension: 31020      Lock Messages? n      BCC: 0
  Type: 9620          Security Code: 31020    TN: 1
Port: IP             Coverage Path 1:      COR: 1
  Name: IP Station    Coverage Path 2:      COS: 1
                    Hunt-to Station:
```

On **Page 2** set **Auto Answer** to **acd** to allow acd calls to be automatically answered.

```
add station 31020                                     Page 2 of 5
STATION
FEATURE OPTIONS
  LWC Reception: spe      Auto Select Any Idle Appearance? n
  LWC Activation? y      Coverage Msg Retrieval? y
LWC Log External Calls? n      Auto Answer:acd
  CDR Privacy? n        Data Restriction? n
  Redirect Notification? y  Idle Appearance Preference? n
Per Button Ring Control? n  Bridged Idle Line Preference? n
```

## 5.4 Configure ACD Agent for Blending

If call blending is to be used with Proactive Contact then an ACD agent must be added and assigned the relevant skills. To add an agent login ID, use the command **add agent-loginID n** where **n** is the agent ID to be added. Enter a descriptive name for **Name**.

```
add agent-loginID 34020                               Page 1 of 2
AGENT LOGINID
Login ID: 34020      AAS? n
  Name: ACD Agent ID  AUDIX? n
  TN: 1              LWC Reception: none
  COR: 1             LWC Log External Calls? n
Coverage Path:      AUDIX Name for Messaging:
Security Code:
Port Extension:      LoginID for ISDN/SIP Display? n
```



On **Page 2** assign skills to the agent by entering the required inbound or outbound hunt groups for **SN** and entering a skill level of **1** for **SL**.

add agent-loginID 34020										Page 2 of 2	
AGENT LOGINID											
Direct Agent Skill:										Service Objective? n	
Call Handling Preference: skill-level										Local Call Preference? n	
<b>SN</b>	<b>RL</b>	<b>SL</b>		<b>SN</b>	<b>RL</b>	<b>SL</b>		<b>SN</b>	<b>RL</b>	<b>SL</b>	
1: <b>2</b>		<b>1</b>		16:				31:			
2: <b>3</b>		<b>1</b>		17:				32:			
								46:			
								47:			

## 5.5 Configure Node-Names IP

Use the **change node-names ip** command. Add an entry in the node-names form for the CLAN, AES server and the default gateway used for the IP network to which the CLAN will be connected. A **Name** and **IP Address** should be added for each. The values used during the interoperability test are highlighted below.

change node-names ip		Page	1 of	2
		IP NODE NAMES		
Name	IP Address			
<b>CLAN</b>	<b>10.20.2.15</b>			
<b>Gateway</b>	<b>10.20.2.1</b>			
MEDPRO	10.20.2.16			
PC4.1	10.20.2.60			
RDTT	10.20.2.41			
SiteB	10.10.15.13			
VPCLAN	10.20.2.18			
<b>aesserver</b>	<b>10.20.2.30</b>			
announce	10.20.2.17			

## 5.6 Configure CLAN for AES Connectivity

Add the CLAN to the system configuration using the **add ip-interface n** command where **n** is the CLAN board location. Enter the CLAN node name assigned in **Section 5.5** to the **Node Name** field. Enter values for the **Subnet Mask** and **Gateway Node Name** fields. In this case, **/24** and **Gateway** are used to correspond to the network configuration in these Application Notes. Set the **Enable Interface** field to **y**, and use a separate **Network Region** for the CLAN dedicated for AES connectivity. Default values may be used in the remaining fields.

<b>add ip-interface 01a02</b>		Page 1 of 3
IP INTERFACES		
Type: C-LAN		
Slot: 01A02	Target socket load and Warning level: 400	
Code/Suffix: TN799 D	Receive Buffer TCP Window Size: 8320	
<b>Enable Interface? y</b>	Allow H.323 Endpoints? y	
VLAN: n	Allow H.248 Gateways? y	
<b>Network Region: 1</b>	Gatekeeper Priority: 5	
IPV4 PARAMETERS		
<b>Node Name: CLAN</b>		
<b>Subnet Mask: /24</b>		
<b>Gateway Node Name: Gateway</b>		
Ethernet Link: 1		
Network uses 1's for Broadcast Addresses? y		

## 5.7 Configure Transport Link for AES Connectivity

To administer the transport link to AES use the **change ip-services** command. On **Page 1** add an entry with the following values:

- **Service Type:** Set to **AESVCS**.
- **Enabled:** Set to **y**.
- **Local Node:** Set to the node name assigned for the CLAN in **Section 5.5**.
- **Local Port:** Retain the default value of **8765**.

change ip-services						Page	1	of	4
IP SERVICES									
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port				
AESVCS	y	CLAN	8765						

Go to **Page 4** of the ip-services form, and enter the following values:

- **AE Services Server:** Name obtained from the AES server, in this case **aesserver**.
- **Password:** Enter a password to be administered on the AES server.
- **Enabled:** Set to **y**.

**Note:** The name and password entered for the **AE Services Server** and **Password** fields must match the name and password on the AES server in **Section 7.2**. The administered name for the AES server is created as part of the AES installation, and can be obtained from the AES server by typing **uname -n** at the Linux command prompt.

change ip-services				Page	4 of	4
AE Services Administration						
Server ID	AE Services Server	Password	Enabled	Status		
1:	aesserver	aeserverpw123	y	in use		
2:						

## 5.8 Configure CTI Link for TSAPI Service

Add a CTI link using the **add cti-link n** command where **n** is the link number to be added. Enter an available extension number in the **Extension** field. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

add cti-link 11		Page 1 of 3
CTI LINK		
CTI Link: 11		
Extension: 720		
Type: ADJ-IP		
		COR: 1
Name: aes server		

## 6 Configure Avaya Proactive Contact Agents

A user account needs to be setup for each agent that will log in to Proactive Contact via Sabio Thin Client Dialler. One of the ways to setup an agent user account is to use the Linux administration menus. Log in to Proactive Contact with system administrative privileges. To add an agent account, from the **ADMINISTRATOR MAIN MENU** screen, select **Administrative tasks** by entering **2** at the **Enter Command Number** prompt.

```
ADMINISTRATOR MAIN MENU

0. Exit
1. Display help
2. Administrative tasks
3. Back up, restore and verify
4. Manage backup configuration file
5. Inbound calling lists
6. IVR administration
7. Transfer and process records
8. Voice messages
9. Manage database accounts
10. View customer support information
11. View Avaya CSI information

Enter Command Number: 2
```

In the resulting menu, select **Manage user accounts** by entering **2** in the **Enter Command Number** prompt, and enter **y** in the **Manager use accounts – Are you sure?** prompt.

```
ADMINISTRATIVE TASKS

COMMANDS

0. Exit to previous menu
1. Display help
2. Manage user accounts
3. Change sysadm password
4. Restart the system
5. Shut down the system
6. Set the system date and time
7. Monitor agent lines
8. Terminate a user session
9. Edit area codes/prefixes

Enter Command Number: 2

Manage user accounts - Are you sure? y
```

In the resulting screen, press **CTRL-L** to add a new agent login. Enter values in the **USER NAME**, **PASSWORD**, **GROUP FOR LOGIN** and **DESCRIPTION** fields, and press **Enter**. Repeat this for each agent that will log in to Proactive Contact via Sabio Thin Client Dialler. Press **CTRL-X** to exit the screen and enter **y** at the **Save Changes?** prompt.

```
MANAGE USER ACCOUNTS
-----
USER NAME:      Agent6      UID: 2025
PASSWORD:      *****
GROUP FOR LOGIN: agent
DESCRIPTION:    Test Agent 6

COMMANDS:
CTRL-L  Add a user LOGIN
CTRL-C  CHANGE a field
CTRL-D  DELETE current user
CTRL-F  FIND a user
CTRL-X  EXIT user editing

GROUPS:
system  SYSTEM OPERATOR
agent   AGENTS
pcanal  ANALYSIS OPERATOR
sysadm  SYSTEM ADMINISTRATOR
auditor SYSTEM AUDITOR
rbac     RBAC GROUP
rbacadmin RBAC Admin GROUP

Save changes? - (Y/N)  y
```

## 7 Configure Avaya Aura® Application Enablement Services

This section covers the administration of AE Services (Application Enablement Services). AE Services is configured via an internet browser using the Administration web interface. It is assumed that AE Services software and the license file have already been installed.

### 7.1 Logging in to Avaya Aura® Application Enablement Services

To access the administration web interface, enter **https://<ip-addr>/MVAP** as the URL in an internet browser, where <ip-addr> is the active IP address of AE Services. The login screen is displayed, log in with the appropriate credentials and then select the **Login** button



## 7.2 Add Switch Connection

From the left pane of the Administration web interface, navigate to **Administration** → **Switch Connections**. Enter a name for the switch connection to be added and select the **Add Connection** button.

AVAYA Application Enablement Operations Administration and Monitoring

You are here: > Administration > Switch Connections

**Switch Connections**

DevConnCM Add Connection

Connection Name	Number of Active Connections
<input checked="" type="radio"/> ACMG650	1
<input type="radio"/> acm	0

Edit Connection Edit CLAN IPs Edit H.323 Gatekeeper Delete Connection

In the resulting screen, enter and confirm the **Switch Password**. This must match the password configured in **Section 5.7**. When finished, select the **Apply** button.

AVAYA Application Enablement Operations Administration and Monitoring

You are here: > Administration > Switch Connections

**Set Password - DevConnCM**

Please note the following:  
\* Changing the password affects only new connections, not open connections.

Switch Password

Confirm Switch Password

SSL ☒

Apply Cancel

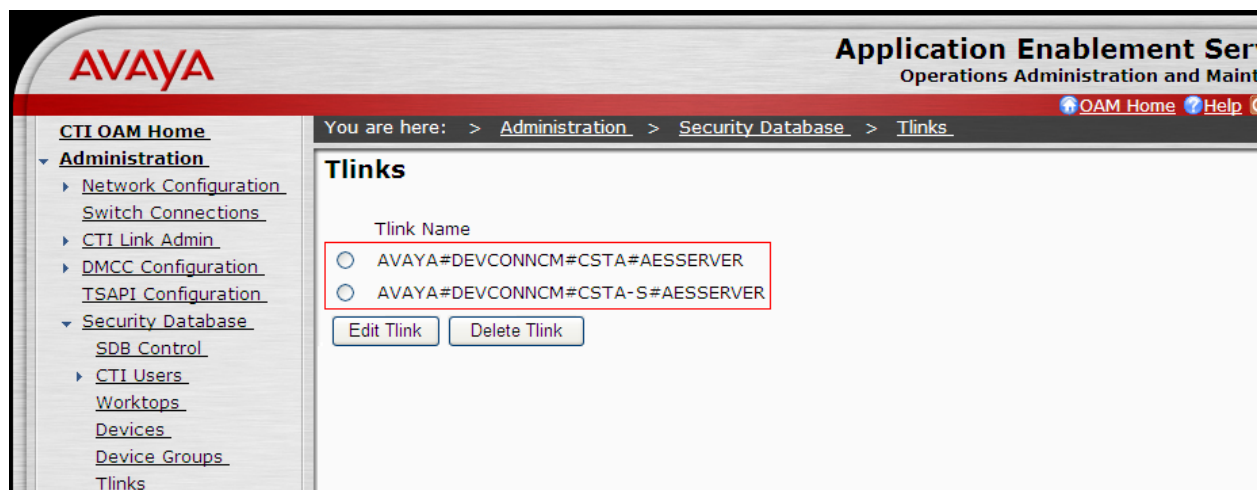
Back in the **Switch Connections** screen select the radio button for the recently added switch connection and select the **Edit CLAN IPs** button (not shown). In the resulting screen, enter the IP address of the CLAN that will be used for the AE Services connection and select the **Add Name or IP** button.

### 7.3 Add TSAPI Link

From the left pane of the Administration web interface, navigate to **Administration → CTI Link Admin → TSAPI Links**. For **Link**, select the next available link number using the drop down menu. For the **Switch Connection** field, select the switch connection defined in **Section 7.2**. The **Switch CTI Link Number** must match the CTI link number configured in **Section 5.8**. Ensure that the **ASAI Link Version** field is set to **4**. Set the **Security** field to **Both** to create a secure and a non-secure TSAPI link. When all the values have been set, select the **Apply Changes** button.



Once the TSAPI link has been added navigate to **Administration → Security Database → Tlinks** to view the **Tlink Name**.



## 7.4 Add TSAPI User

From the left pane of the Administration web interface, navigate to **User Management → Add User**. From the **Add User** screen, enter values for all of the compulsory fields marked with \*. The **User ID** and **User Password** are used in the configuration of Sabio Thin Client Dialler. In addition to the compulsory fields, the **CT User** field should be set to **Yes**. When complete, select the **Apply** button (not shown).

## 8 Configure Sabio Thin Client Dialler

For Sabio Thin Client Dialler to interoperate properly with the Avaya solution, two files on the Sabio Thin Client Dialler server require information about the Avaya solution. The **tsapi.pro** file and the **setting.xml** file.

### 8.1 Administer tsapi.pro file

From the Sabio Thin Client Dialler server browse to **C: → Program Files → apache-tomcat-5.5.28 → common → classes** and open the file **tsapi.pro** with an editor. Add in the IP address of the Application Enablement Server and the port number used for TSAPI communication, highlighted in the screen below is the entry used during testing.

```
# tsapi.pro
#
# This file must be located in one of the directories found in CLASSPATH
#
# This is a list of the servers offering Telephony Services via TCP/IP.
# Either domain name or IP address may be used; default port number is 450
# The form is: host_name=port_number For example:
#
# tserver.mydomain.com=450
# 127.0.0.1=450
#
# (Remove the '#' when creating actual server entries.)
[Telephony Servers]
10.20.2.30=450
tsDevicePerformanceOptimization=true
```

## 8.2 Administer setting.xml file

From the Sabio Thin Client Dialler server browse to **C: → Program Files → apache-tomcat-5.5.28 → webapps → ThinClientCTI\_1.6.5.0 → conf** and open the file **setting.xml** with an editor. In the **softphone** section set properties for Proactive Contact Agent API and for AE services connections. Highlighted below are the values used in the example configuration.

- Proactive Contact Agent API connection: **provider id="DIALLER" type="pc4" server="localhost" port="22700"**
- AE Services TSAPI connection: **provider id="AES" type="jtapi" tlink="AVAYA#DEVCONNCM#CSTA#AESSERVER" username="sabio" password="\*\*\*\*\*"**

For more information on the **setting.xml** file, please contact Sabio support using the detail in **Section 2.3**.

```
<Text removed for brevity>

<softphone class="uk.co.sabio.softphone.pc4api.blended.Pc4ApiBlendedSoftphone"
lbclass="uk.co.sabio.softphone.pc4api.blended.Pc4ApiBlendedProviderLoadBalancer"
mode="Dialler" multiStage="true" userModes="Blend,Outbound">
  <provider id="BLENDER" type="pc4blended" server="" port="" formfile="" />
  <provider id="DIALLER" type="pc4" server="localhost" port="22700" formfile=""
diallerListConfig="true" />
  <provider id="AES" type="jtapi" tlink="AVAYA#DEVCONNCM#CSTA#AESSERVER"
username="sabio"
password="*****" />
</softphone>

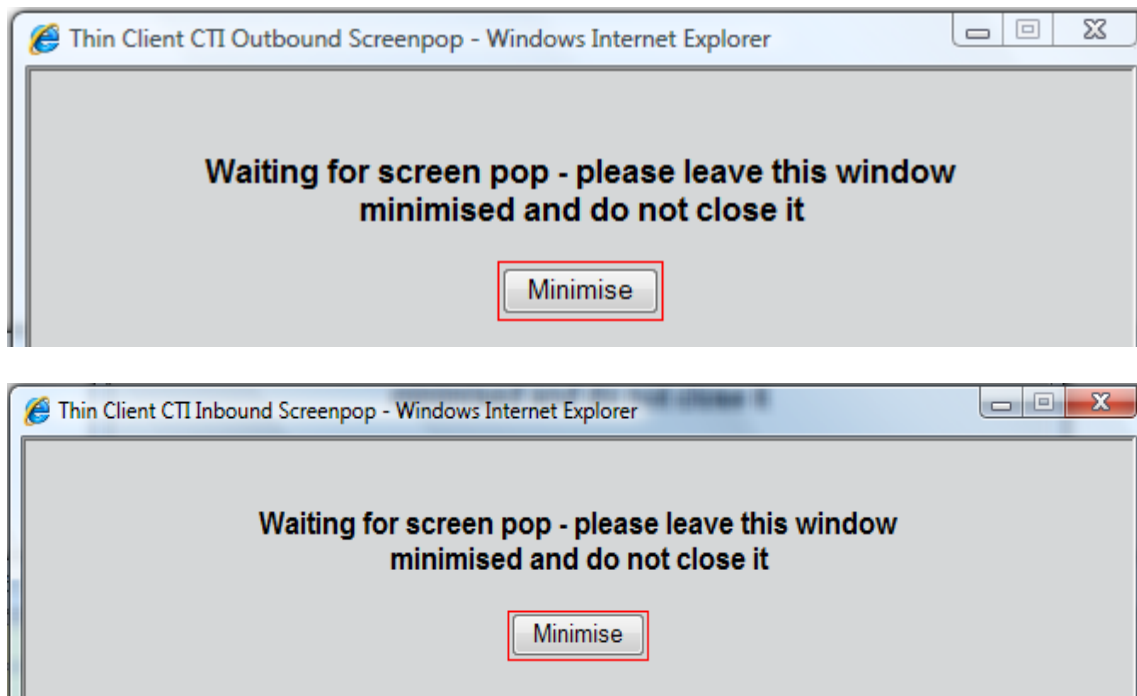
<Text removed for brevity>
```

## 9 Logging into Sabio Thin Client Dialler

To access the Sabio Thin Client Dialler agent application, enter the URLs provided by Sabio into an internet browser. The following URLs were used during testing and are provided to illustrate the type of URLs that may be provided.

- <http://13c7637.sabio.co.uk:8083/softphone/jsp/softphonestandalone.jsp?targetPage=/softphone/jsp/integrated.jsp&thickClient=true&screenpopURL=/softphone/custom/dasinboundscreenpop.jsp&readonly=false&directCall=true&profile=clasup>
- <http://13c7637.sabio.co.uk:8083/softphone/jsp/softphonestandalone.jsp?targetPage=/softphone/jsp/integrated.jsp&thickClient=false&screenpopURLInbound=/softphone/custom/dasinboundscreenpop.jsp&screenpopURLOutbound=/softphone/custom/dasoutboundscreenpop.jsp&readonly=false&directCall=true&profile=recbed>

Three windows will appear, two screenpop windows and the Thin Client Agent interface window. The windows entitled **Thin Client CTI Inbound Screenpop** and **Thin Client CTI Outbound Screenpop** can be minimized by clicking the **Minimise** button.



In the Sabio Thin Client Agent window, enter the Proactive Contact agent username in the **agent** field, and password in the **password** field. Enter the station number used by the agent in the **station** field. Click the **next** button.

Sabio Thin Client Agent Version 1.6.5.0 - Windows Internet Explorer

Status: Not Registered.

1 2 3

Please enter Dialler login details:

agent agent1 station 31003

password .....

next

ACW AUX AVL Login Logout

1 Break AS: NOT REGISTERED

In the resulting window, use the drop down menu to select the **mode** that the Sabio Thin Client Agent application will login in with. If call blending is to be used, enter an ACD agent login ID and password in the **acm login** and **acm pass** fields respectively. If no call blending is to be used, then these fields may remain blank. Click the **register** button to continue.

Sabio Thin Client Agent Version 1.6.5.0 - Windows Internet Explorer

Status: Not Registered.

1 2 3

Please enter ACM login details:

acm login 34003 mode Outbound

acm pass .....

back register

ACW AUX AVL Login Logout

1 Break AS: NOT REGISTERED

In the resulting window, use the drop down menu to select one of the available Proactive Contact dialler jobs in the **campaign** field and click the **join** button to join the job.

Sabio Thin Client Agent Version 1.6.5.0 - Windows Internet Explorer

Status: Logged On (St.:31003, Ag.:

1 2 3

Please select the campaign to join:

campaign outbnd

refresh join

ACW AUX AVL Login Logout

1 Break AS: NOT REGISTERED

Once the Sabio Thin Client Agent is logged in, the softphone functional buttons will appear to the left of the window as highlighted below.

Sabio Thin Client Agent Version 1.6.5.0 - Windows Internet Explorer

Status: Logged On (Ca.:outbnd, St.:31003, Ag.:

Click here to display the dialer pane.

1 2 3

ACW AUX AVL Login Logout

1 Break AS: NOT REGISTERED

When an inbound or outbound call is delivered to the Sabio Thin Client Dialler a screen pop is given to the agent displaying the available customer details. To end and complete the call a completion code is selected at the bottom of the screen pop window.

Screen Pop: Session 7B13AEA8CBDDE9FDD83A7399FB551A83 77940cc6-d729-4...

<b>notifyFieldData:</b>	<empty>
<b>waitMsg:</b>	<empty>
<b>ZIPCODE:</b>	9221
<b>callType:</b>	OUTBOUND
<b>PHONE2:</b>	0000000000
<b>PHONE1:</b>	2032768732
<b>opMesg:</b>	Home phone - 2032768732
<b>notifyFieldName:</b>	<empty>
<b>NAME2:</b>	JOHN DOE
<b>NAME1:</b>	JOHN DOE
<b>BALANCE:</b>	0
<b>ACCTNUM:</b>	5300292221349177

**Completions**

Code 24

Code 24

Code 23

Code 22

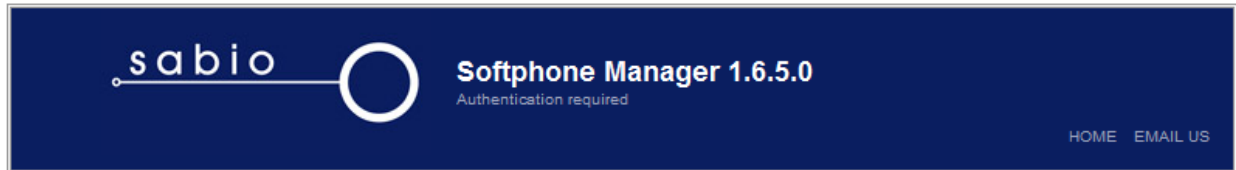
Recall release

Code 21

Set

## 10 Verification Steps

The status of the Sabio Thin Client Dialler server can be checked by logging in to Sabio Softphone Manager. To login into Sabio Softphone Manager, enter the URL: **http://servername:8083/softphone/jsp/softphone-manage.jsp** into an internet browser and login with the appropriate credentials.




### Softphone Authentication Required

Username:

Password:

The resulting page will give a summary of the Sabio Thin Client Dialler configuration.



**Softphone Manager 1.6.5.0**  
Periodically updated with live statistical information

**Softphone Configuration**  
Version: 1.6.5.0  
Softphone Implementation Class: uk.co.sabio.softphone.pc4api.blended.Pc4ApiBlendedSoftphone  
Softphone Implementation Load Balancer Class: uk.co.sabio.softphone.pc4api.blended.Pc4ApiBlendedProviderLoadBalancer  
**Client Poll Frequency** - Client AJAX Request Poll(Browser reads this setting after page load event).  
Client Poll Frequency: 0 secs  
**Agent Login Over-ride** - agent will not be prompted when over-riding an existing agent associated with station  
Agent Login Auto Over-ride: false  
**Agent Greeting** - performs db insertion/removal queries on agent login/logout.  
Agent Greeting Enabled: false  
**Screen Pop** - conf details  
Screen Pop URL: http://10.80.138.143:9190/G2/UXM/HomeserveAID/SearchResultsCP/  
Screen Pop Enabled: true  
Screen Pop Agent Call Enabled: false  
UII Bean: uk.co.sabio.softphone.uii.UIIBean  
UII Parser Delimiter: ;  
**Auto Answer** - finite thread that fires on alerting event.  
Auto Answer Delay: -1ms  
Auto Answer Enabled: true  
Auto Answer Agent Calls Enabled: false

**Web App Configuration**  
App Context: HPR AES CTI Softphone Application  
Total License Count: 5  
Available License Count: 3  
Inactive Session Expires: 7200 secs  
Active Session Count: 2  
**JVM Details**  
VM Version: 16.3-b01 Vendor: Sun Microsystems Inc.  
Used Memory (bytes): 29970432  
Free Memory (bytes): 14615152  
Max Memory (bytes): 259522560  
JVM Start Time: Jul 07 2010 13:19:50.195  
JVM Up Time: 0:11:50.613  
**Live Softphone Data**  
Active Softphone Count: awaiting live data  
Inactive Softphone Count: awaiting live data  
Full Softphone Count: 2  
**Provider Details**  
Provider ID: BLENDER  
Allocation Count: 2

Scroll to the bottom of the page and the active connections can be viewed. Verify the expected station numbers and agent login ids can be seen towards the left and that expected activity state is seen towards the right.

1.	Station: 31002	Agent ID: agent2,34002	IP: 10.20.2.198	Created: Jul 07 2010 13:30:51.365	Last Poll: Jul 07 2010 13:33:07.642	Poll Count: 55	key: 20A90168A3B4264F31C06AD04C223841	Actively Receiving Events: true	TLink: BLENDER	ASC: READY
2.	Station: 31003	Agent ID: agent1,34003	IP: 10.20.2.199	Created: Jul 07 2010 13:27:25.028	Last Poll: Jul 07 2010 13:33:06.340	Poll Count: 138	key: 7B134EA8CBDD9FDD83A7399FB551A83	Actively Receiving Events: true	TLink: BLENDER	ASC: BUSY



## 11 Conclusion

These Application Notes describe the required configuration steps for Sabio Thin Client Dialler to successfully interoperate with Avaya Proactive Contact, Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services. All feature functionality and serviceability test cases were completed successfully.

## 12 Additional References

This section references the Avaya and Sabio product documentation that is relevant to these Application Notes.

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

1. *Administering Avaya Proactive Contact (Linux-based Interface)*; Mar 2009
2. *Administering Avaya Proactive Contact 4.*; April-2009
3. *Administering Avaya Aura® Communication Manager, Document No. 03-300509, May 2009*
4. *Avaya Aura® Call Center 5.2 Call Vectoring and Expert Agent Selection (EAS) Reference, Document No. 07-600780, April 2009*
5. *Application Enablement Services Administration and Maintenance Guide Document No. 02-300357, May 2008*

Documentation for Sabio products may be requested from Sabio at <http://www.sabio.co.uk>

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