



## Avaya Solution & Interoperability Test Lab

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# **Application Notes for Inisoft synTelate Enterprise Agent with Avaya Proactive Outreach Manager – Issue 1.1**

### **Abstract**

These Application Notes describe the configuration steps required to integrate the Inisoft synTelate Enterprise Agent with Avaya Proactive Outreach Manager. Inisoft synTelate Enterprise Agent integrates with Avaya Proactive Outreach Manager using the Agent Desktop API.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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 Inisoft synTelate Enterprise Agent with Avaya Proactive Outreach Manager.

Inisoft synTelate Enterprise Agent uses the Agent Desktop API of Avaya Proactive Outreach Manager (POM) to integrate agent functionality and manage agents using agent desktops. Agents log on via Inisoft synTelate Enterprise. Inisoft synTelate Enterprise Agent is a thick client application that is installed on a Windows based agent desktop. The Inisoft synTelate Enterprise solution consists of synTelate Designer, synTelate Supervisor, synTelate Enterprise, and a generic Database server. synTelate Designer is a graphical tool used to define the call flow and custom agent desktop screen. Configuration for Avaya POM is performed on synTelate Enterprise. When Inisoft synTelate Enterprise Agent is launched, to connect to Avaya POM, configuration is retrieved from synTelate Enterprise. During the compliance testing, Avaya POM was configured as CCElite to allow communications with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services. Avaya POM was installed on Avaya Aura® Experience Portal. Calls to and from Experience Portal were routed via a SIP trunk to Avaya Aura® Session Manager.

## 2. General Test Approach and Test Results

The feature tests were performed manually. General test approach was to ensure that the features provided by Agent Desktop API were implanted on synTelate Enterprise Agent.

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

Interoperability compliance testing included feature and serviceability testing. The feature testing focused on the following functionality:

- Agents Login and Logout.
- Agent states: Ready, Not Ready and changing Aux Reason code.
- Nailing agents and new call notifications.
- Updating contact details.
- Callbacks.
- Adding and removing contacts from Do Not Call (DNC) lists.
- Call features such as: Hold/Unhold, send DTMF, Consult, Transfer and Conference

The serviceability testing focused on verifying the ability of the synTelate server to recover from adverse conditions, such as power failures and network disconnects.

### 2.2. Test Results

All test cases were executed and verified.

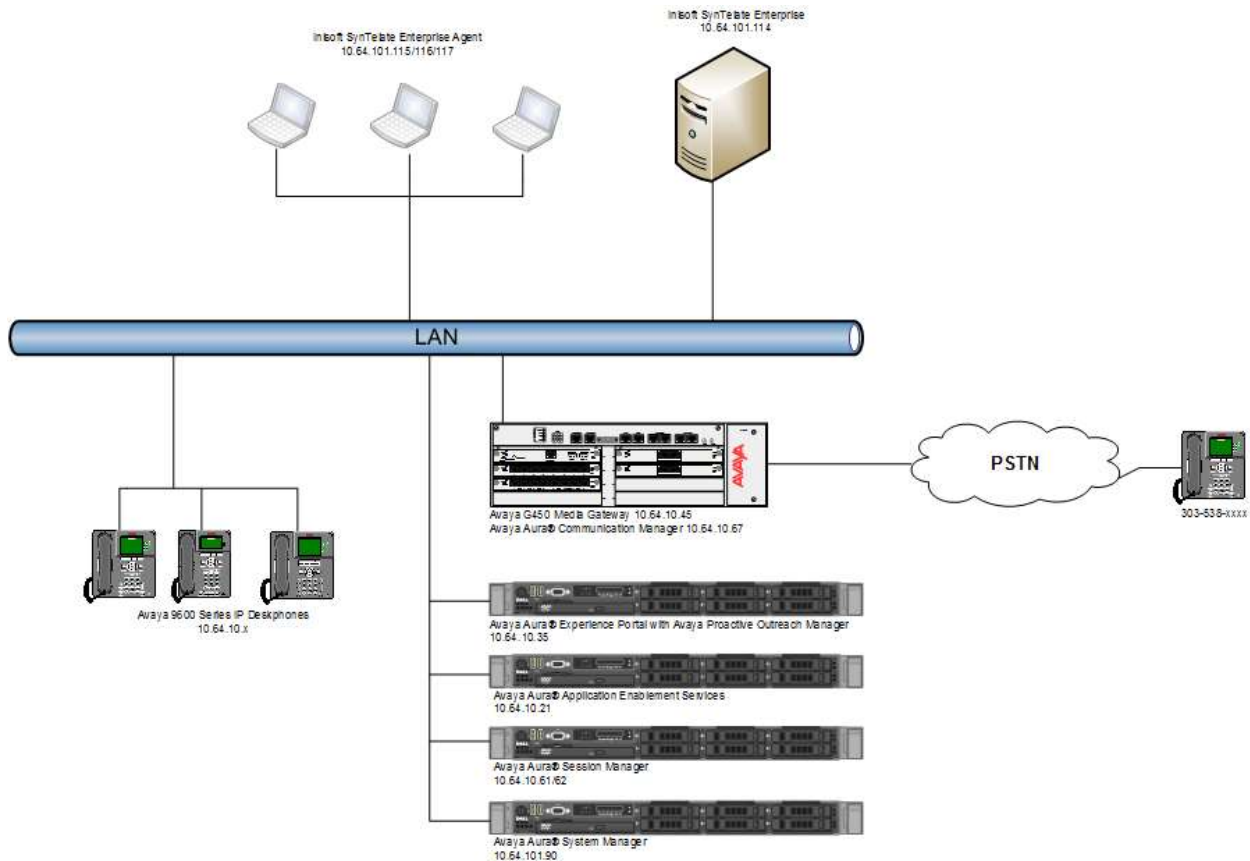
### 2.3. Support

For technical support on the synTelate Enterprise Agent, contact Inisoft via phone, email, or internet.

- **Phone:** +44 (0)800 668 1290
- **Email:** support@inisoft.co.uk
- **Web:** www.syntelate.com

### 3. Reference Configuration

**Figure 1** illustrates the configuration used for testing. In this configuration, Experience Portal interfaces with Session Manager via SIP. POM was installed as co-resident on Experience Portal. Application Enablement Services interfaced with POM via a CTI link. The synTelate server hosted the synTelate Enterprise solution. The synTelate clients were used as agent desktops. synTelate server and clients were deployed as virtual appliances.



**Figure 1:** Configuration of Avaya Proactive Outreach Manager with synTelate

### 3.1. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Experience Portal	7.0.0.0.6605
Avaya Proactive Outreach Manager	03.00.01.00.150
Avaya Aura® Application Enablement Services	6.3.3
Avaya Aura® System Manager	6.3.12.9.3022
Avaya Aura® Session Manager	6.3.12.0.631208
Avaya Aura® Communication Manager	R016x.03.0.124.0-21754
Inisoft synTelate Enterprise Agent running on Windows 7 Enterprise	4.4
Inisoft synTelate Enterprise running on Windows Server 2008 R2 Server	4.4.5.6

## 4. Configure Avaya Aura<sup>®</sup> Communication Manager

This section provides the procedures for configuring Communication Manager via the System Access Terminal (SAT).

### 4.1. Administer Hunt Groups

This section provides the Hunt Group configuration for the call center agents. This hunt group will later be configured in POM.

Agents will log into Hunt Group 1 configured below. Provide a descriptive name and set the **Group Extension** field to a valid extension. Enable the **ACD**, **Queue**, and **Vector** options. This hunt group will be specified in the Agent LoginIDs configured in **Section 4.2**.

add hunt-group 1		Page 1 of 4	
HUNT GROUP			
Group Number: 1		ACD? y	
Group Name: Skill 1		Queue? y	
<b>Group Extension: 11001</b>		Vector? y	
Group Type: ucd-mia			
TN: 1			
COR: 1		MM Early Answer? n	
Security Code:		Local Agent Preference? n	
ISDN/SIP Caller Display:			
Queue Limit: unlimited			
Calls Warning Threshold:	Port:		
Time Warning Threshold:	Port:		

On Page 2 of the Hunt Group form, enable the **Skill** option.

add hunt-group 1		Page 2 of 4	
HUNT GROUP			
<b>Skill? y</b>		Expected Call Handling Time (sec): 180	
AAS? n			
Measured: none			
Supervisor Extension:			
Controlling Adjunct: none			
Multiple Call Handling: none			
Timed ACW Interval (sec):		After Xfer or Held Call Drops? n	

## 4.2. Administer Agent IDs

This section provides the Agent Login IDs for the agents.

Add an Agent LoginID for each agent in the call center as shown below. In this configuration, agent login IDs 2501 and 2502 were created for two agents.

```
add agent-loginID 2501                                     Page 1 of 2
AGENT LOGINID
Login ID: 2501                                             AAS? n
Name: IP Agent 1                                           AUDIX? n
TN: 1                                                     LWC Reception: spe
COR: 1                                                    LWC Log External Calls? n
Coverage Path:                                           AUDIX Name for Messaging:
Security Code: 1234
LoginID for ISDN/SIP Display? n
Password: 123456
Password (enter again): 123456
Auto Answer: station
MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: system
Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
Forced Agent Logout Time: :
WARNING: Agent must log in again before changes take effect
```

On Page 2 of the Agent LoginID form, set the skill number (SN) to hunt group 1, which is the hunt group (skill) that the agents will log into.

```
add agent-loginID 2501                                     Page 2 of 2
AGENT LOGINID
Direct Agent Skill:                                       Service Objective? n
Call Handling Preference: skill-level                     Local Call Preference? n
SN  RL  SL      SN  RL  SL
1:  1      1    16:
2:      16:
3:      18:
4:      19:
5:      20:
6:
7:
8:
9:
10:
11:
12:
13:
14:
15:
```

### 4.3. Administer Stations

This section provides the extension that agents will log on.

Add a **station** for each extension in the call center as shown below. In this configuration, station 25001 and station 25002 were created.

add station 25001		Page 1 of 5
STATION		
Extension: 25001	Lock Messages? n	BCC: 0
Type: 9630	Security Code: 123456	TN: 1
Port: S00217	Coverage Path 1:	COR: 1
Name: IP Station 1	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Time of Day Lock Table:		
Loss Group: 19	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 25001	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english	Button Modules: 0	
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? y	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

**Note:** Please note that the configuration of SIP trunk and routing between Communication Manager and Session Manager was preconfigured and is not shown in this document.

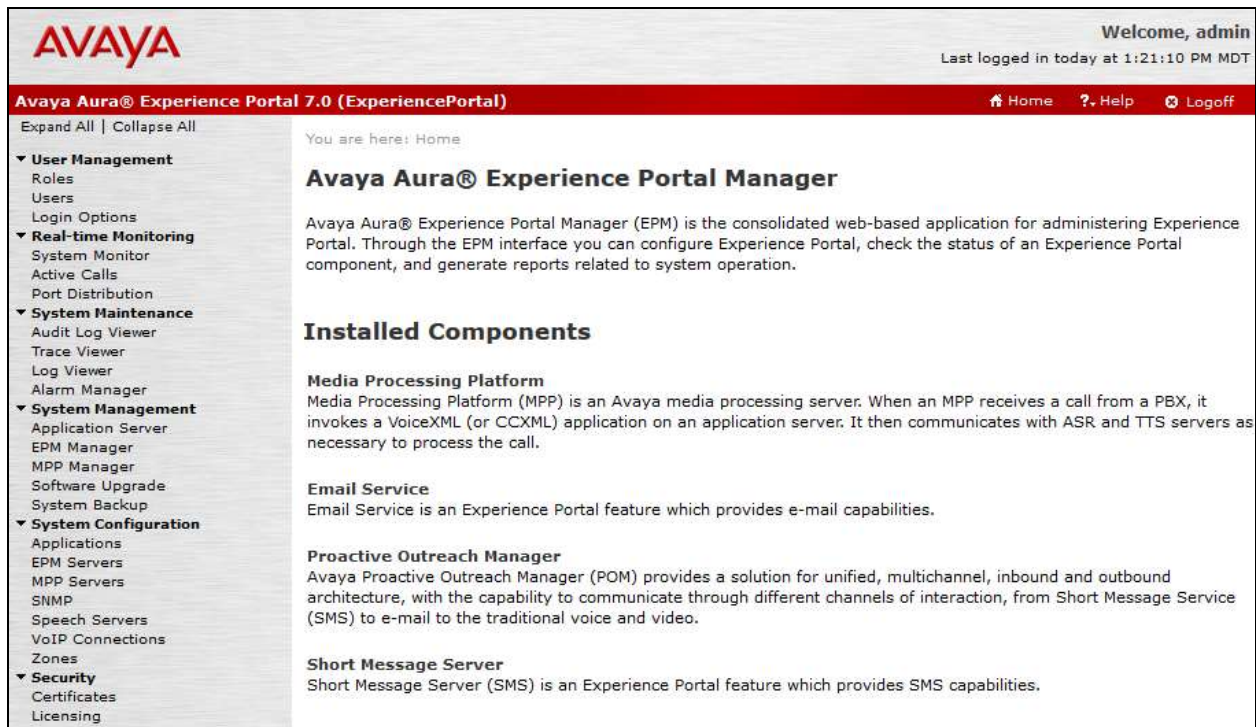


## 5. Configure Avaya Aura® Experience Portal and Avaya Proactive Outreach Manager

This section covers the administration of Experience Portal. Configuration for POM is also covered in the section as POM was co resident on Experience Portal

Experience Portal is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter `http://[IP-Address]/` as the URL in an internet browser, where IP-Address is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed.

**Note:** Some of the screens in this section are shown after the Experience Portal had been configured. Don't forget to save the screen parameters as one configures Avaya Aura® Experience Portal.



**AVAYA** Welcome, admin  
Last logged in today at 1:21:10 PM MDT

**Avaya Aura® Experience Portal 7.0 (ExperiencePortal)** Home Help Logoff

Expand All | Collapse All

**User Management**  
Roles  
Users  
Login Options

**Real-time Monitoring**  
System Monitor  
Active Calls  
Port Distribution

**System Maintenance**  
Audit Log Viewer  
Trace Viewer  
Log Viewer  
Alarm Manager

**System Management**  
Application Server  
EPM Manager  
MPP Manager  
Software Upgrade  
System Backup

**System Configuration**  
Applications  
EPM Servers  
MPP Servers  
SNMP  
Speech Servers  
VoIP Connections  
Zones

**Security**  
Certificates  
Licensing

You are here: Home

### Avaya Aura® Experience Portal Manager

Avaya Aura® Experience Portal Manager (EPM) is the consolidated web-based application for administering Experience Portal. Through the EPM interface you can configure Experience Portal, check the status of an Experience Portal component, and generate reports related to system operation.

### Installed Components

**Media Processing Platform**  
Media Processing Platform (MPP) is an Avaya media processing server. When an MPP receives a call from a PBX, it invokes a VoiceXML (or CCXML) application on an application server. It then communicates with ASR and TTS servers as necessary to process the call.

**Email Service**  
Email Service is an Experience Portal feature which provides e-mail capabilities.

**Proactive Outreach Manager**  
Avaya Proactive Outreach Manager (POM) provides a solution for unified, multichannel, inbound and outbound architecture, with the capability to communicate through different channels of interaction, from Short Message Service (SMS) to e-mail to the traditional voice and video.

**Short Message Server**  
Short Message Server (SMS) is an Experience Portal feature which provides SMS capabilities.

## 5.1. Configure a SIP VoIP Connection

To configure an SIP connection, navigate to the **VoIP Connections** page and then click on the **SIP** tab (not shown) and select **Add**. On the **Change SIP Connection** page, configure as follows:

- Set **Enable** to **Yes**.
- Set **Proxy Transport** to **TCP**.
- For **Proxy Server**:
  - Type in the Session Manager SIP interface IP address in **Address**.
  - Type in the Session Manager SIP Port in **Port**.
- Set **Listener Port** to **5060**.
- Set **SIP Domain** to **avaya.com**, as configured in Session Manager.
- Type in a value for **Maximum Simultaneous Calls**, as needed.
- Select **All Calls can be either inbound or outbound**.

### Change SIP Connection

Use this page to change the configuration of a SIP connection.

Name: SM\_10\_62

Enable: ☒ Yes ☐ No

Proxy Transport:

☒ Proxy Servers ☐ DNS SRV Domain

Address	Port	Priority	Weight	
10.64.10.62	5060	0	0	Remove

[Additional Proxy Server](#)

Listener Port:

SIP Domain:

P-Asserted-Identity:

Maximum Redirection Attempts:

Consultative Transfer: ☒ INVITE with REPLACES ☐ REFER

SIP Reject Response Code: ☒ ASM (503) ☐ SES (480) ☐ Custom

#### SIP Timers

T1:  milliseconds

T2:  milliseconds

B and F:  milliseconds

#### Call Capacity

Maximum Simultaneous Calls:

☒ All Calls can be either inbound or outbound

☐ Configure number of inbound and outbound calls allowed

## 5.2. Verify Applications

Note that the applications needed for POM were configured during POM installation. To view the list of application, navigate to **System Configuration → Applications**.

**AVAYA** Welcome, admin  
Last logged in today at 1:21:10 PM MDT

Avaya Aura® Experience Portal 7.0 (ExperiencePortal) Home Help Logoff

Expand All | Collapse All

**▼ User Management**  
Roles  
Users  
Login Options

**▼ Real-time Monitoring**  
System Monitor  
Active Calls  
Port Distribution

**▼ System Maintenance**  
Audit Log Viewer  
Trace Viewer  
Log Viewer  
Alarm Manager

**▼ System Configuration**  
Applications  
EPM Servers  
MPP Servers  
SNMP  
Speech Servers  
VoIP Connections  
Zones

**▼ Security**  
Certificates  
Licensing

**▼ Reports**  
Standard  
Custom  
Scheduled

**▼ Multi-Media Configuration**  
Email  
SMS

**▼ POM**  
POM Home  
POM Monitor

You are here: [Home](#) > System Configuration > Applications

### Applications

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

<input type="checkbox"/>	Name	Enable	Type	URI	Launch	ASR	TTS
<input type="checkbox"/>	<a href="#">AvayaPOMAgent</a>	Yes	POM:Application	http://10.64.10.35:7080/AvayaPOMAgent/Start	Outbound	No ASR	No TTS
<input type="checkbox"/>	<a href="#">AvayaPOMAnnouncement</a>	Yes	POM:Application	http://10.64.10.35:7080/AvayaPOMAnnouncement/Start	Outbound	No ASR	No TTS
<input type="checkbox"/>	<a href="#">AvayaPOMEmail</a>	Yes	Email	http://10.64.10.35:7080/AvayaPOMEmail/Start	Inbound Default	No ASR	No TTS
<input type="checkbox"/>	<a href="#">AvayaPOMNotifier</a>	Yes	POM:Application	http://10.64.10.35:7080/AvayaPOMNotifier/Start	Outbound	No ASR	No TTS
<input type="checkbox"/>	<a href="#">AvayaPOMSMS</a>	Yes	SMS	http://10.64.10.35:7080/AvayaPOMSMS/Start	Inbound Default	No ASR	No TTS
<input type="checkbox"/>	<a href="#">Demo_App</a>	Yes	VoiceXML	http://10.64.10.35/mpp/misc/avptestapp/intro.vxml	25700	English(USA) en-US	English(USA) en-US Jennifer F
<input type="checkbox"/>	<a href="#">Nailer</a>	Yes	POM:Nailer	https://10.64.10.35:7443/Nailer/ccxml/start.jsp	Outbound	No ASR	No TTS
<input type="checkbox"/>	<a href="#">PomDriverApp</a>	Yes	POM:Driver	https://10.64.10.35:7443/PomDriverApp/ccxml/start.jsp	Outbound	No ASR	No TTS
<input type="checkbox"/>	<a href="#">Sample_POM</a>	Yes	POM:Application	http://10.64.10.35/mpp/misc/avptestapp/intro.vxml	Outbound	No ASR	No TTS

[Add](#) [Delete](#) [Clear MPP Cache](#) [Help](#)

### 5.3. Configure POM

When POM is installed on Experience Portal, a sub menu is added to EPM. On the left pane, select **POM Home** under **POM**. All configurations for POM are performed from this page, **POM Home**.

The screenshot displays the Avaya Aura Experience Portal 7.0 (ExperiencePortal) interface. The top navigation bar includes the Avaya logo, a welcome message for 'admin', and a timestamp 'Last logged in today at 1:21:10 PM MD'. The main navigation menu on the left lists various categories: User Management, Real-time Monitoring, System Maintenance, System Management, System Configuration, Security, Reports, Multi-Media Configuration, and POM. The POM category is expanded, showing 'POM Home' and 'POM Monitor'. The main content area is titled 'Proactive Outreach Manager 3.0' and 'POM Home Configurations'. It contains a description of the Proactive Outreach Manager application and a large red circular button with a white arrow and the text 'Proactive Outreach Manager'. The bottom right corner of the page shows a 'Customize View' link and a 'Help' link.

## 5.4. Add POM Server

From **POM Home**, hover over **Configurations** and select **POM Servers**; click **Add** to add a POM server. On the **Add POM Server** page, type in a name in **POM Server Name** and type in the POM IP Address in **POM Server IP Address** and select **Continue**. Note that since POM was installed on the same server as Experience Portal, IP Address of Experience Portal was used.

**AVAYA** Welcome, admin  
Last logged in today at 1:21:10 PM MDT

**Avaya Aura® Experience Portal 7.0 (ExperiencePortal)** Home ? Help Logoff

Expand All | Collapse All

**▼ User Management**  
Roles  
Users  
Login Options

**▼ Real-time Monitoring**  
System Monitor  
Active Calls  
Port Distribution

**▼ System Maintenance**  
Audit Log Viewer  
Trace Viewer  
Log Viewer  
Alarm Manager

**▼ System Management**  
Application Server  
EPM Manager

**Proactive Outreach Manager 3.0** POM Home Configurations ▼ Campaigns ▼ Contacts ▼

### Add POM Server

Use this page to add a new POM server.

POM Server Name

POM Server IP Address

**Continue** **Cancel** **Help**



On the **Edit POM Server** page check the box for **Trust this certificate** and select **Save**.

**AVAYA** Welcome, admin  
Last logged in today at 1:21:10 PM MDT

Avaya Aura® Experience Portal 7.0 (ExperiencePortal)

Expand All | Collapse All

**User Management**  
Roles  
Users  
Login Options

**Real-time Monitoring**  
System Monitor  
Active Calls  
Port Distribution

**System Maintenance**  
Audit Log Viewer  
Trace Viewer  
Log Viewer  
Alarm Manager

**System Management**  
Application Server  
EPM Manager  
MPP Manager  
Software Upgrade  
System Backup

**System Configuration**  
Applications  
EPM Servers  
MPP Servers  
SNMP  
Speech Servers  
VoIP Connections  
Zones

**Security**  
Certificates  
Licensing

**Reports**  
Standard  
Custom  
Scheduled

**Multi-Media Configuration**  
Email  
SMS

**POM**  
POM Home  
POM Monitor

**Proactive Outreach Manager 3.0**  
POM Home  
Configurations

**Campaigns**  
**Contacts**

### Edit POM Server

Use this page to change the configuration of a POM Server.

POM Server Name **POMLocal**

Host Address: **10.64.10.35**

**POM Certificate**

The following certificate was sent by POM for verification. The displayed certificate should be identical to the certificate established during the installation of the target POM. Acceptance of the certificate will allow the POM access to privileged services on the EPM. If the certificate does not match, ensure that the host address has been entered correctly.

Owner: CN=aaepom,O=Avaya,OU=POM  
Issuer: CN=aaepom,O=Avaya,OU=POM  
Serial Number: 98b171b62598d8fb  
Valid from: 01/08/2015 03:18:32 PM until: 01/05/2025 03:18:32 PM  
Certificate fingerprints  
MD5: 1d:c6:fa:be:ef:f0:44:2e:a0:5b:31:2c:be:e8:6f:ed  
SHA: bd:70:5d:40:05:0c:84:7c:4e:7d:bc:a0:38:40:61:26:e5:45:62:f6

☒ Trust this certificate

**Categories and Trace Levels**

WARNING: POM servers will need to be restarted for changes to take effect.

**Save** **Cancel** **Help**

## 5.5. Configure POM Server

Outbound settings will need to be configured for POM to place outbound calls. Navigate to **Configurations → POM Servers → Outbound Setting** (not shown). On the **Voice Servers** page, click on the name of Voice Server; **EPM**, in this case.

**AVAYA** Welcome, admin  
Last logged in today at 1:21:10 PM MDT

Avaya Aura® Experience Portal 7.0 (ExperiencePortal)

Expand All | Collapse All

**User Management**  
Roles  
Users  
Login Options

**Real-time Monitoring**  
System Monitor  
Active Calls  
Port Distribution

**System Maintenance**  
Audit Log Viewer  
Trace Viewer  
Log Viewer  
Alarm Manager

**Proactive Outreach Manager 3.0**  
POM Home  
Configurations

**Campaigns**  
**Contacts**

### Voice Servers

This page displays the list of voice servers. Depending on your user role, you can add, modify and delete voice server for

<input type="checkbox"/>	Name	IP Address
<input type="checkbox"/>	EPM	aaepom

On the **Edit Voice Server** page, type in values for **User Name** and **Password**, as configured for Experience Portal. This username and password is obtained from the **Outcall** section of **System Configuration → EPM Server → EPM Settings**.

The screenshot shows the Avaya Aura Experience Portal 7.0 interface. At the top, the Avaya logo is on the left, and 'Welcome, admin' with the login time 'Last logged in today at 1:21:10 PM MDT' is on the right. Below this is a red navigation bar with 'Avaya Aura® Experience Portal 7.0 (ExperiencePortal)' and links for Home, Help, and Logoff. A secondary navigation bar shows 'Proactive Outreach Manager 3.0' and 'Configurations'. A left-hand menu lists various system management options. The main content area is titled 'Edit Voice Server' and includes a description: 'This page allows you to modify Voice Server for outbound calling.' Below this is a form with fields for Name (EPM), IP Address (aaepom), User Name (admin), and Password. The form has 'Save', 'Cancel', and 'Help' buttons at the bottom.

**AVAYA** Welcome, admin  
Last logged in today at 1:21:10 PM MDT

Avaya Aura® Experience Portal 7.0 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Configurations

### Edit Voice Server

This page allows you to modify Voice Server for outbound calling.

Name	EPM
IP Address	aaepom
User Name	* <input type="text" value="admin"/>
Password	* <input type="password"/>

**Save** **Cancel** **Help**

**User Management**  
Roles  
Users  
Login Options

**Real-time Monitoring**  
System Monitor  
Active Calls  
Port Distribution

**System Maintenance**  
Audit Log Viewer  
Trace Viewer  
Log Viewer  
Alarm Manager

**System Management**  
Application Server  
EPM Manager  
MPP Manager  
Software Upgrade  
System Backup

**System Configuration**  
Applications  
EPM Server

## 5.6. Configure CTI

From **POM Home**, navigate to **Configurations** → **CC Elite Configurations** and select **Add CTI Detail** under **CTI Configuration** (not shown). On the **Add CTI Detail** page, configure as follows:

- Type in a name in **CTI group name**.
- Type in the Communication Manager IP Address in **CM IP address**.
- Type in the username and password in **CM Login** and **CM Password**.
- Type in the AES IP Address in **AES IP address**.
- From the **CTI group role** drop down menu, select **Active**.

The screenshot shows the Avaya Aura Experience Portal 7.0 interface. The top navigation bar includes the Avaya logo, a welcome message for 'admin', and links for Home, Help, and Logoff. The main navigation menu on the left lists various system management and monitoring options. The central content area is titled 'Add CTI Detail' and contains a form for configuring CTI details. The form fields are as follows:

Add CTI Configuration	
* CTI group name	TR18300
* CM IP address	10.64.10.67
* CM login	pom
* CM password	*****
* AES IP address	10.64.10.21
CTI group role	Active

At the bottom of the form are three buttons: **Save**, **Cancel**, and **Help**.



On the **Configure CTI setup details, CMS setup details and POM Skills** page, select **Add Skill** (not shown). Type in the skill as configured in **Section 4.1** for **CC Elite Skill Number**, type in a name in **POM Skill Name** and select **outbound** from the **Skill Type** drop down menu.

**AVAYA** Welcome, admin  
Last logged in today at 1:21:10 PM MDT

**Avaya Aura® Experience Portal 7.0 (ExperiencePortal)** Home ? Help Logoff

Expand All | Collapse All

- ▼ **User Management**
  - Roles
  - Users
  - Login Options
- ▼ **Real-time Monitoring**
  - System Monitor
  - Active Calls
  - Port Distribution
- ▼ **System Maintenance**
  - Audit Log Viewer
  - Trace Viewer
  - Log Viewer
  - Alarm Manager
- ▼ **System Management**
  - Application Server

**Proactive Outreach Manager 3.0** POM Home Configurations ▼ Campaigns ▼ Contacts ▼

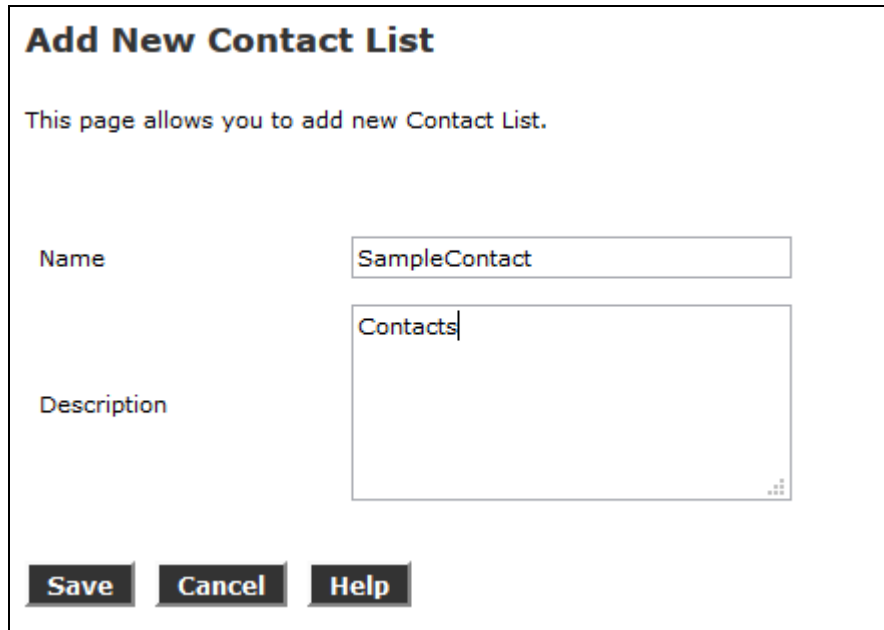
### Create POM Skills

This page allows creation of skills in POM database and associating it with CC Elite skill. For skill type "Outbound", "CC E

CC Elite Skill Number	POM Skill Name	Skill Type	Parameter to Monitor
<input type="text" value="1"/>	<input type="text" value="Skill 1"/>	<input type="text" value="Outbound"/>	<input type="text" value="Select only for Inbound"/>

## 5.7. Configure Contacts

From **POM Home**, navigate to **Contacts** → **Contact Lists** and select **Add**. Type in a name in **Name** and brief **Description** and select **Save**.



**Add New Contact List**

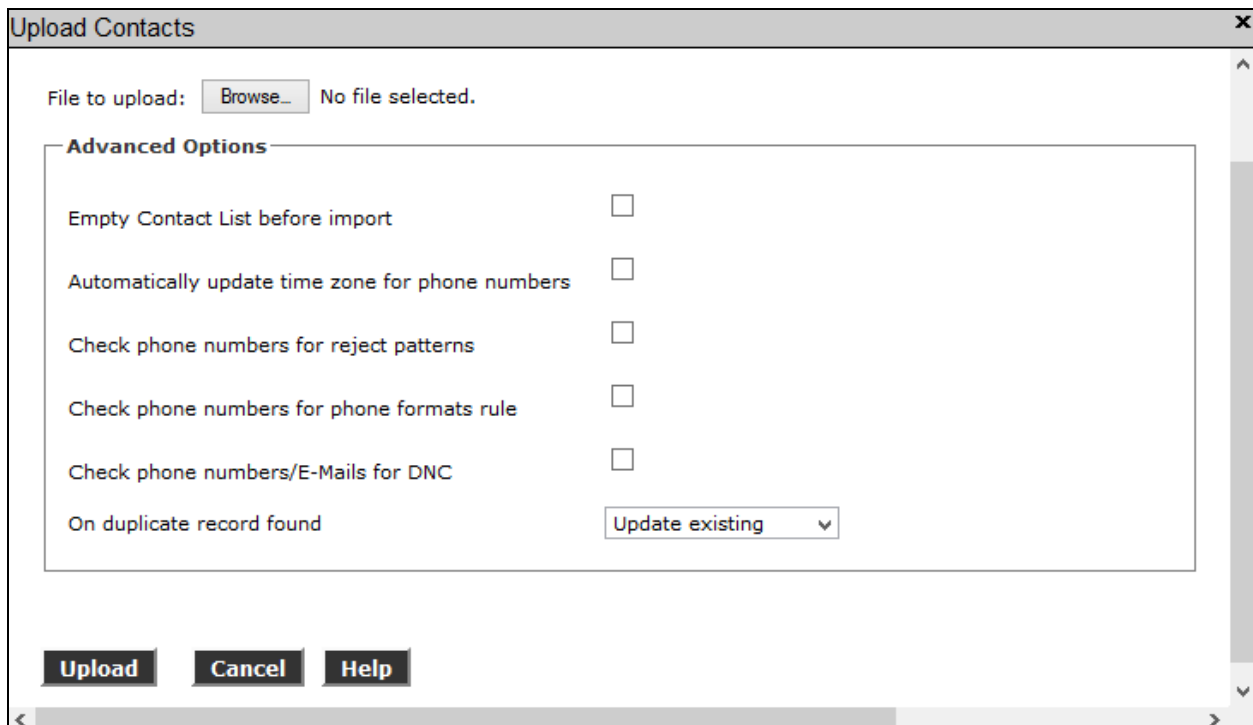
This page allows you to add new Contact List.

Name:

Description:

**Save** **Cancel** **Help**

On the next page, select **Upload Contacts now** (not shown). Select **Browse**, and browse to the location of .csv for the contacts and select **Upload**.



**Upload Contacts**

File to upload:  No file selected.

**Advanced Options**

- ☐ Empty Contact List before import
- ☐ Automatically update time zone for phone numbers
- ☐ Check phone numbers for reject patterns
- ☐ Check phone numbers for phone formats rule
- ☐ Check phone numbers/E-Mails for DNC
- On duplicate record found:

**Upload** **Cancel** **Help**

## 5.8. Configure Campaign

### 5.8.1. Configure Campaign Strategy

From **POM Home**, navigate to **Campaigns** → **Campaign Strategy** and select **Add**. Type in a name in **Name** field and select **Continue**.



The screenshot shows a web form for configuring a campaign strategy. It includes a text input field for 'Name' with the value 'Sample', a checkbox for 'Use template' which is unchecked, and a dropdown menu for 'Template' with the value 'Select'. At the bottom, there are two buttons: 'Continue' and 'Cancel'.

**Campaign Strategy Editor** will open as a pop up. Configure a strategy as needed. Below is an example of the strategy configured during compliance testing.

```
<?xml version="1.0" encoding="UTF-8"?>
<tns:AvayaPIMContactStrategy
xsi:schemaLocation="http://www.avaya.com/ContactStrategy ContactStrategy.xsd
" xmlns:tns="http://www.avaya.com/ContactStrategy"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Handler foundError="false" state="initial">
    <action CallPacingType="Progressive" DriverApp="PomDriverApp"
EnhancedCCA="ON" HoldApp="AvayaPOMAnnouncement" NailerApp="Nailer"
NuisanceApp="AvayaPOMAnnouncement" OnMediaServerFailure="retry" acwTime="10"
allocationType="0" defaultCompCode="CompletionCode1" foundError="false"
guardTime="Disable" maxAgents="3" minAgents="1" numOfACWExtns="0"
outboundSkill="1" outboundSkillName="1" overDialRatio="10" priority="5"
type="call">
      <address foundError="false" isBranch="false" weekdaysOnly="false">
        <ContactAttribute>phoneNumber1</ContactAttribute>
      </address>
      <resultprocessors customProcessor="None" foundError="false"
nextState="done">
        <result foundError="false" nextState="wait" value="Answer_Human">
          <Agent agentScript="1" agentScriptName="Googl"
campaignCallBack="Enable" canCancelCallback="Enable" foundError="false"
generalCallBack="Enable" prefAgentCallback="Enable"/>
        </result>
      </resultprocessors>
    </action>
  </Handler>
</tns:AvayaPIMContactStrategy>
```

### 5.8.2. Configure Campaign Manager

From **POM Home**, navigate to **Campaigns** → **Campaign Manager** and select **Add**. Type in a name in **Name** field and select **Continue**.



The screenshot shows a dialog box titled "Add a Campaign" with a close button (X) in the top right corner. Inside the dialog, the heading "Create Campaign" is centered. Below the heading, a message states: "You can start creating a Campaign either by using already created Campaign as template or create new altogether." There is a text input field labeled "Name". Below the input field, there are two radio button options: "New Campaign" (which is selected) and "Copy existing Campaign". At the bottom of the dialog, there are three buttons: "Continue", "Cancel", and "Help".

On the **Define Campaign** page, select the strategy added in **Section 5.8.1**. Select the contact list from **Section 4.7** and select **Finish**.

**AVAYA** Welcome, admin  
Last logged in today at 1:21:10 PM MDT

Avaya Aura® Experience Portal 7.0 (ExperiencePortal) Home Help Logoff

Expand All | Collapse All Proactive Outreach Manager 3.0 POM Home Campaigns Contacts Configurations

**Define Campaign**

Give a name to Campaign, define its type, select the Campaign Strategy and one or more Contact List to be used with the Campaign. Click on the "Finish" button to complete the Campaign creation process. To change optional parameters, click the "Next" button.

**Name and Description**

Sample

**Campaign Strategy**

Select a Campaign Strategy from the following list to be used in the Campaign. Click on the icons to create a new Campaign Strategy, view details of a selected Strategy or refresh the current list.

Select [Icons]

**Campaign type**

☒ Finite ☐ Infinite

☐ Do not associate any Contact List at start

**Contact List**

From the following list select one or more Contact Lists to be used with this Campaign. Click on the icons next to the list to create a new Contact List or refresh the current list.

SampleContacts/Default [Icons]

Cancel Next Finish Help

## 5.9. Start POM Server

Once POM server is added, start it by navigating to **Configurations → POM Servers → POM Manager**. On the **POM Manager** page, check the box for the POM server and select **Start**.

**AVAYA** Welcome, admin  
Last logged in today at 1:21:10 PM MDT

Avaya Aura® Experience Portal 7.0 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

**User Management**  
Roles  
Users  
Login Options

**Real-time Monitoring**  
System Monitor  
Active Calls  
Port Distribution

**System Maintenance**  
Audit Log Viewer  
Trace Viewer  
Log Viewer  
Alarm Manager

**System Management**  
Application Server  
EPM Manager  
MPP Manager

**Proactive Outreach Manager 3.0** POM Home Configurations Campaigns Contacts

**POM Manager** Refresh

Use this page to manage the POM servers connected to this EPM.

Last poll: 06/09/201

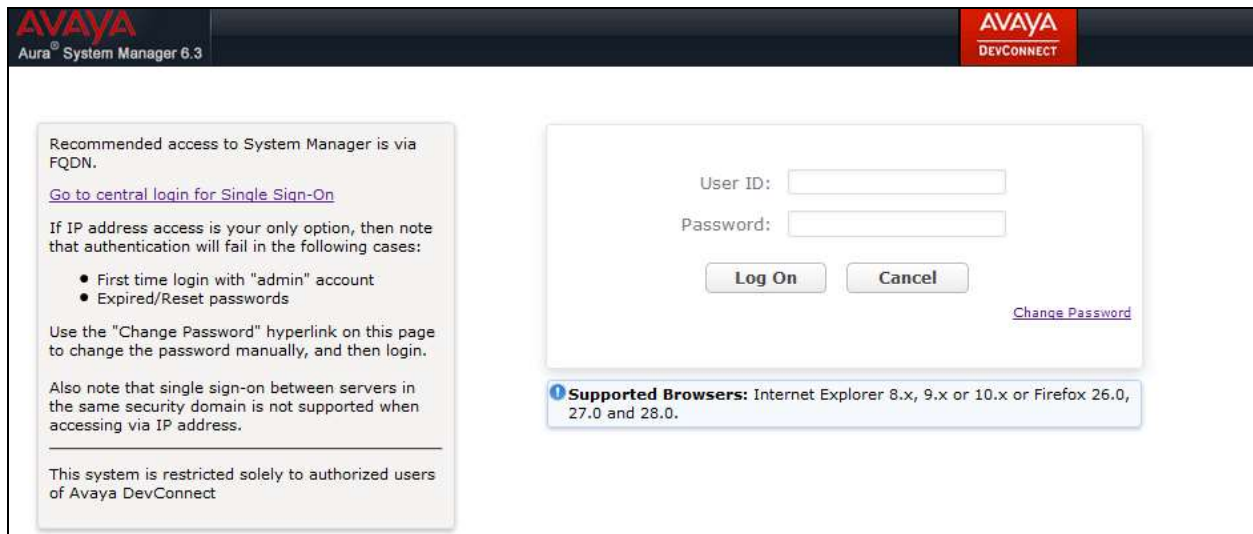
<input checked="" type="checkbox"/>	POM Server Name	Host Address	Campaign Manager Status	Campaign Director Status	Agent Manager Status	ActiveMQ Status
<input checked="" type="checkbox"/>	POMLocal	10.64.10.35	STOPPED	STOPPED	STOPPED	MASTER

Start Stop Help

## 6. Configure Avaya Aura® Session Manager

Configuration for Session manager is performed via System Manager. From a web browser type in <https://IP-Address/SMGR> where IP-Address is the IP Address of System Manager. Log in using appropriate credentials.

Please note that configuration of each item is not shown in detail. In the following sections, screen captures of the configured items during compliance testing are shown. For details steps on configuration of each item, refer to Document [3].



The screenshot shows the Avaya Aura System Manager 6.3 login interface. The top header includes the Avaya logo and 'Aura® System Manager 6.3' on the left, and 'AVAYA DEVCONNECT' on the right. The main content area is divided into two sections. The left section contains instructions: '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 of Avaya DevConnect.' The right section is a login form with 'User ID:' and 'Password:' input fields, 'Log On' and 'Cancel' buttons, and a 'Change Password' link. Below the form is a 'Supported Browsers' notice: 'Internet Explorer 8.x, 9.x or 10.x or Firefox 26.0, 27.0 and 28.0.'

### 6.1. Configure Domain

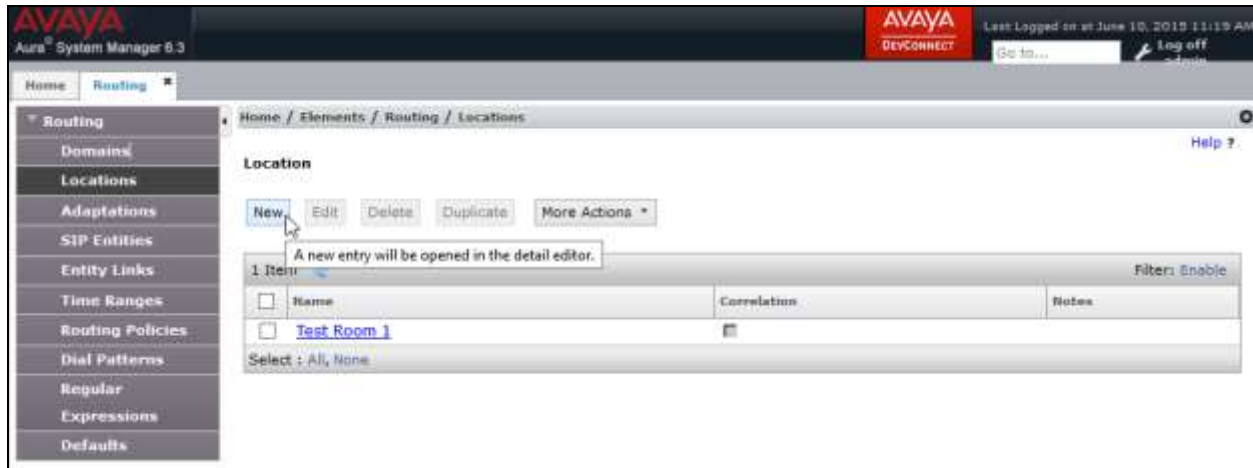
Once logged in, select **Routing** (not shown). On the left pane select **Domains**. Click **New** to add a new domain. For compliance testing, domain of **avaya.com** was added.



The screenshot shows the Avaya Aura System Manager 6.3 'Domain Management' screen. The top header includes the Avaya logo and 'Aura® System Manager 6.3' on the left, and 'AVAYA DEVCONNECT' on the right. The main content area is divided into two sections. The left section is a navigation pane with 'Routing' selected, and 'Domains' highlighted. The right section is the 'Domain Management' area, which includes a 'New' button, 'Edit', 'Delete', 'Duplicate', and 'More Actions' buttons. Below these buttons is a table with 1 item. The table has columns for 'Name', 'Type', and 'Notes'. The item listed is 'avaya.com' with type 'sip'. The table also has a 'Select: All, None' option at the bottom.

## 6.2. Configure Locations

From the left pane, select **Locations**. To add a new location, select **New**. For compliance testing, location of **Test Room 1** was added.



## 6.3. Configure SIP Entities

From the left pane, select **SIP Entities**. To add a new SIP Entity, select **New**. For compliance testing, three SIP Entities were added as shown below.

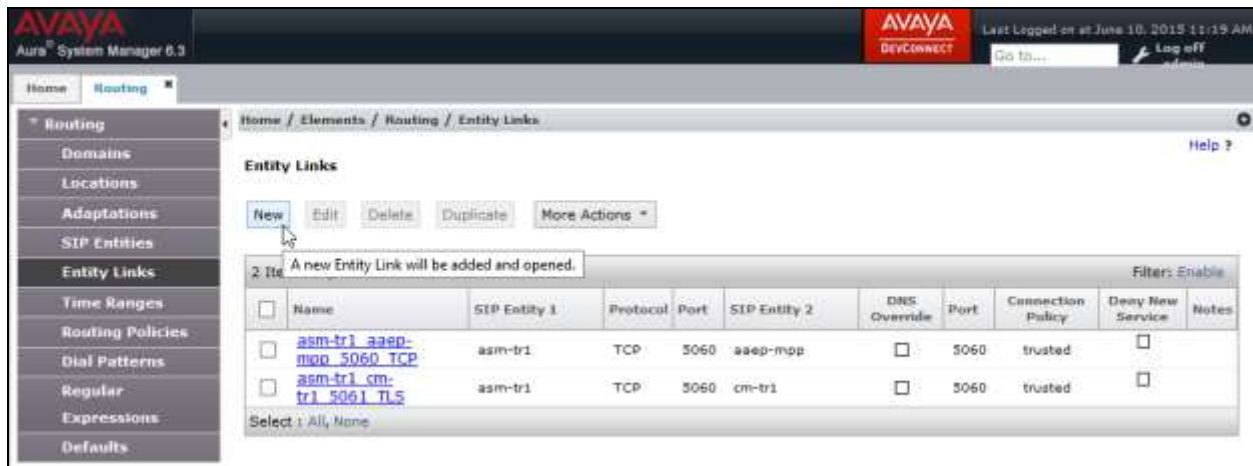
- **aaep-mpp**: Experience Portal SIP Entity.
- **asm-tr1**: Session Manager SIP Entity.
- **cm-tr1**: Communication Manager SIP Entity.





## 6.4. Configure Entity Links

For each SIP Entity, with the exception of Session Manager, an entity link needs to be added. On the left pane, select **Entity Links**. To add a new entity link, select **New**. For compliance testing two entity links, one for Communication Manager and another for Experience Portal, were added.



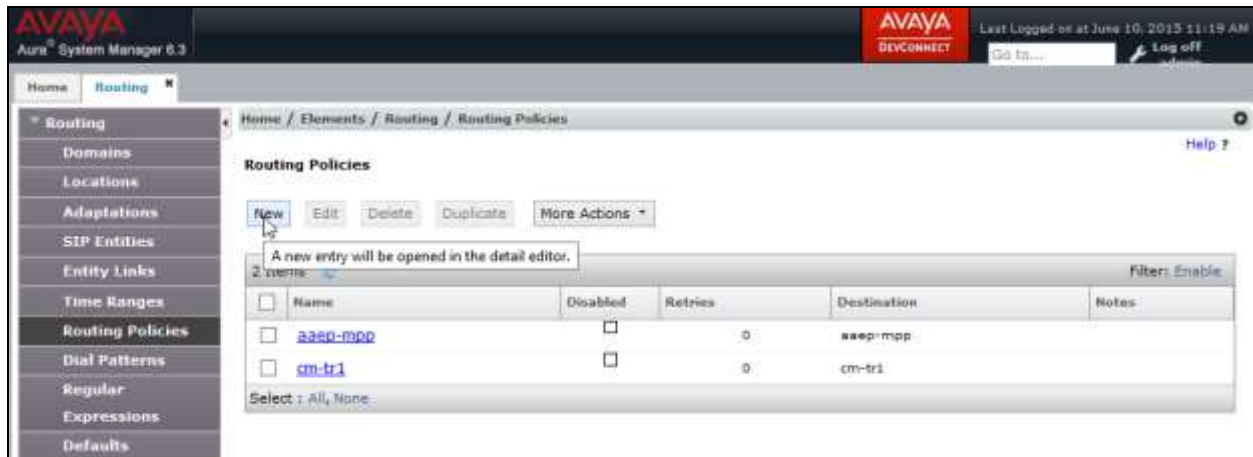
## 6.5. Configure Time Ranges

On the left pane, select **Time Ranges**. To add a new time range, select **New**. For compliance testing, time range of 24/7 was added.



## 6.6. Configure Routing Policies

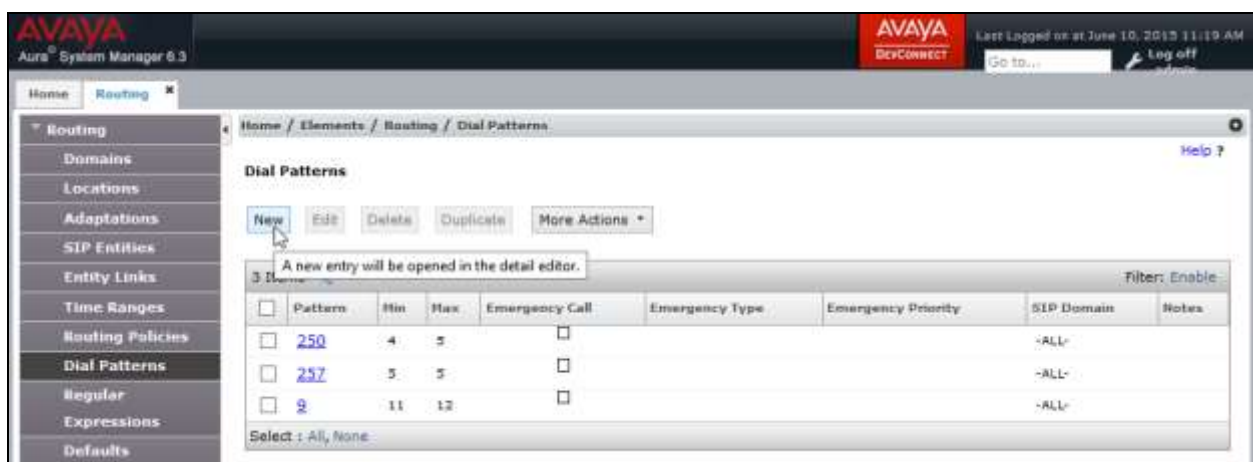
On the left pane, select **Routing Policies**. To add a new routing policy, select **New**. For compliance testing, two routing policies were added, one for Communication Manager and another for Experience Portal.



## 6.7. Configure Dial Patterns

On the left pane, select **Dial Patterns**. To add a new dial pattern, select **New**. For compliance testing three dial patterns were added:

- **250**: All calls starting with pattern 250 with either 4 or 5 digits were routed to Communication Manager. For compliance test, Experience Portal routed calls to extensions 250xx, which were routed to Communication Manager.
- **257**: All calls starting with pattern 257 and 5 digits long were routed to Experience Portal.
- **9**: All calls starting with 9 and either 11 or 12 digits long were routed to Communication Manager. This was used for routing calls out to PSTN via Communication Manager.

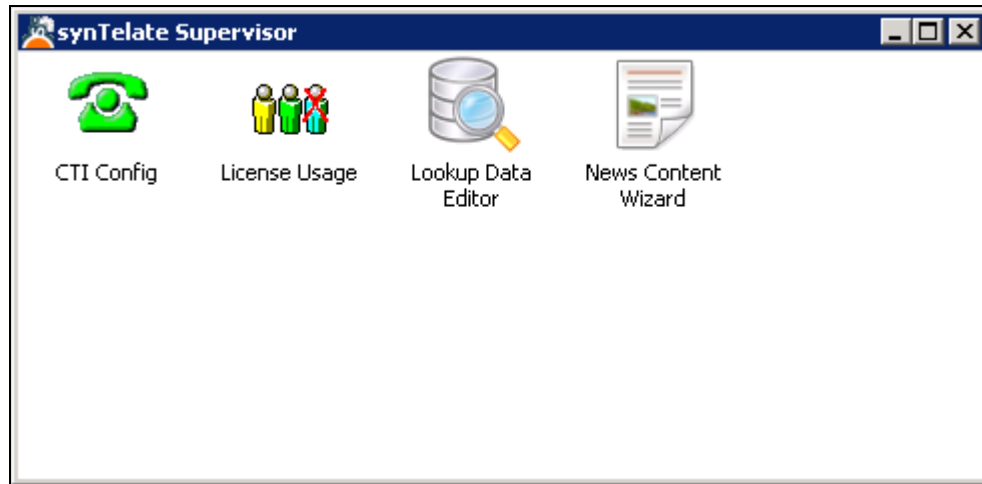


## 7. Configure Inisoft synTelate

Configuration for POM is performed on synTelate Enterprise server. Log onto the synTelate Enterprise server using appropriate credentials. All the configuration mentioned in this section is performed on synTelate Enterprise server.

### 7.1. Configure synTelate Supervisor

From the **Start** menu, navigate to **All Programs → synTelate Enterprise → synTelate Supervisor**. Select **CTI Config**, and click **Add**.



Type in a name in **Name** and select **AVAYA POM** from the **Telephone Server** drop down menu. Click **Addition Configuration**.

**Edit CTI Link Details**

Name: POM - Server3 ID: 6

Telephony Server: AVAYA POM

☐ Auto Login

External Prefix: 1000 Extension Length: 10

☒ Enabled for undefined Agents

Ring Delay:

Additional Configuration

Pass Through CTI Link:

OK Cancel

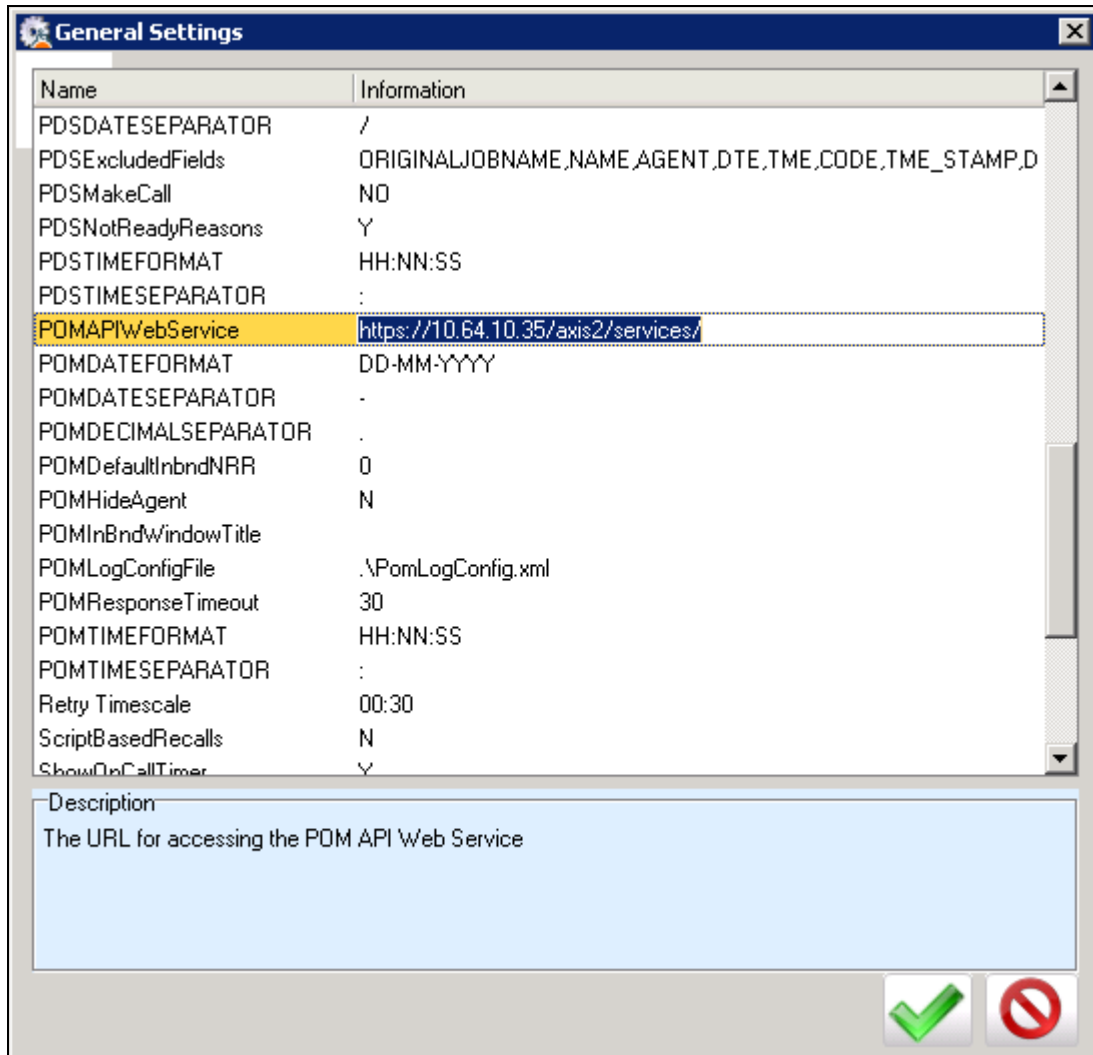
On the **Avaya POM Configuration** window, select **Add**. Type in the **IP Address** of Experience Portal and **Port** for the POM Agent Desktop interface. Note that **9970** is the default port. Click **OK** when done.

The screenshot shows the 'Avaya POM Configuration' window. It has several input fields: 'Zone' (Default), 'Locale' (en-US), and 'Timezone' (GMT). Below these is a 'POM Servers' section with a table containing one entry: IP Address 10.64.10.35. To the right of the table are 'Add', 'Edit', and 'Delete' buttons. At the bottom of the window are 'OK' and 'Cancel' buttons. An 'Edit Item' dialog box is open in the center, with 'IP Address' (10.64.10.35) and 'Port' (9970) fields, and 'OK' and 'Cancel' buttons.

IP Address
10.64.10.35

## 7.2. Configure General Settings



From the **Start** menu, navigate to **All Programs → synTelate Enterprise → synTelate Utilities → General Table Editor**. From the **General Settings** window, locate **POMAPIWebService** and configure it as [http://\[IP-Address\]/axis2/services/](http://[IP-Address]/axis2/services/), where IP-Address is the IP Address of Experience Portal. Apply the changes when done.



The screenshot shows the 'General Settings' window with a table of configuration parameters. The 'POMAPIWebService' parameter is highlighted in yellow. Below the table is a 'Description' field and two buttons at the bottom right: a green checkmark and a red prohibition sign.

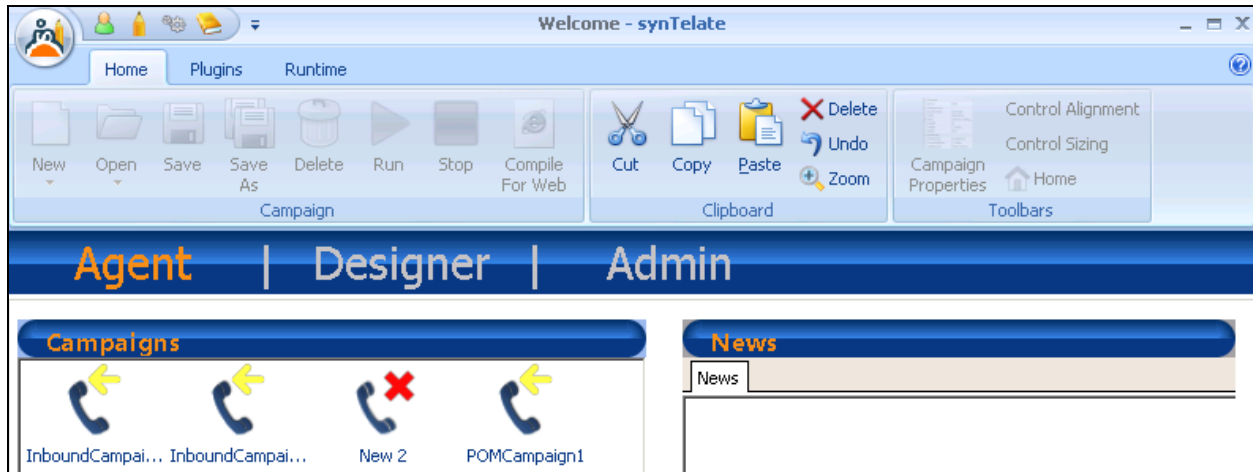
Name	Information
PDSDATESEPARATOR	/
PDSExcludedFields	ORIGINALJOBNAME,NAME_AGENT,DTE,TME,CODE,TME_STAMP,D
PDSMakeCall	NO
PDSNotReadyReasons	Y
PDSTIMEFORMAT	HH:NN:SS
PDSTIMESEPARATOR	:
<b>POMAPIWebService</b>	<a href="https://10.64.10.35/axis2/services/">https://10.64.10.35/axis2/services/</a>
POMDATEFORMAT	DD-MM-YYYY
POMDATESEPARATOR	-
POMDECIMALSEPARATOR	.
POMDefaultInbndNRR	0
POMHideAgent	N
POMInBndWindowTitle	
POMLogConfigFile	.\PomLogConfig.xml
POMResponseTimeout	30
POMTIMEFORMAT	HH:NN:SS
POMTIMESEPARATOR	:
Retry Timescale	00:30
ScriptBasedRecalls	N
ShowOnCallTimer	Y

Description  
The URL for accessing the POM API Web Service

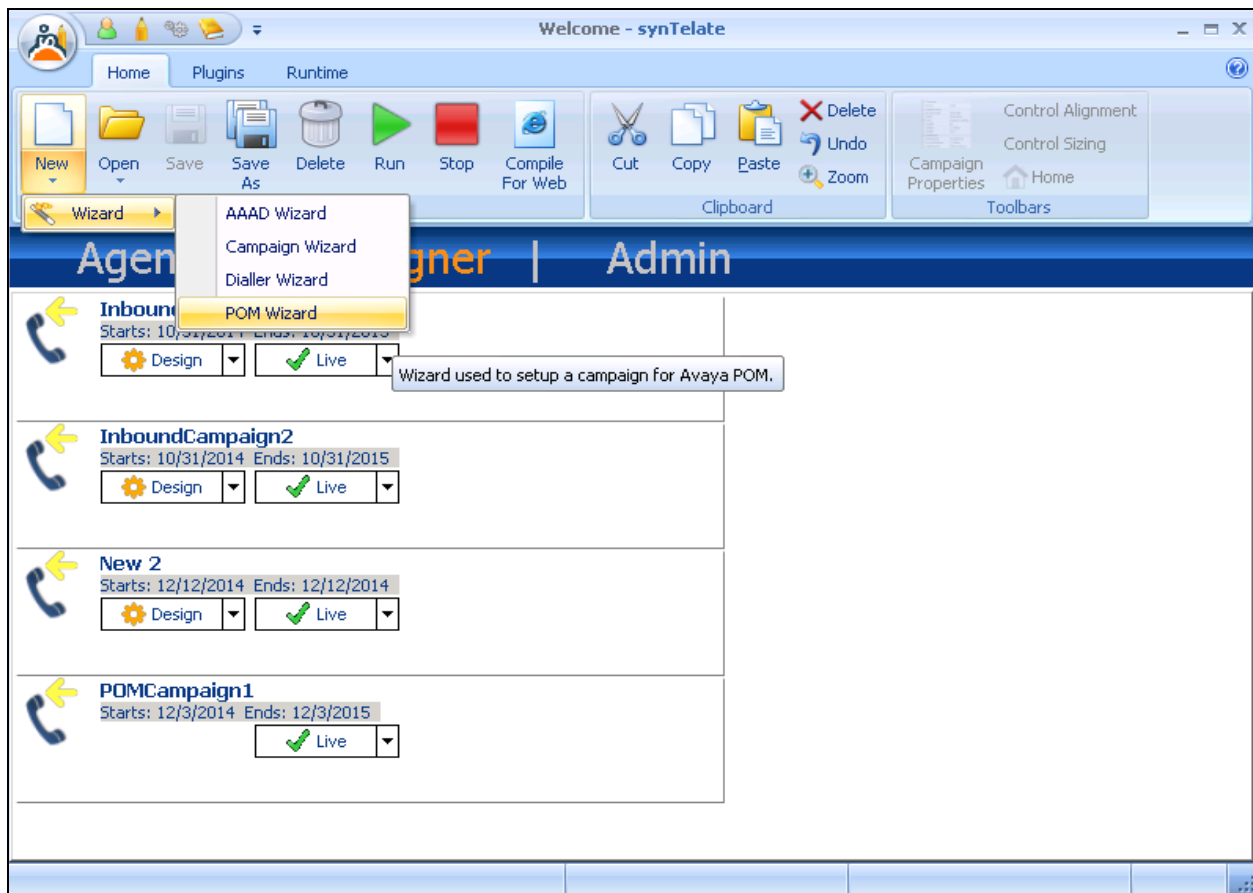
 

### 7.3. Configure Campaign

From the **Start** menu, navigate to **All Programs → synTelate Enterprise → synTelate Designer**.



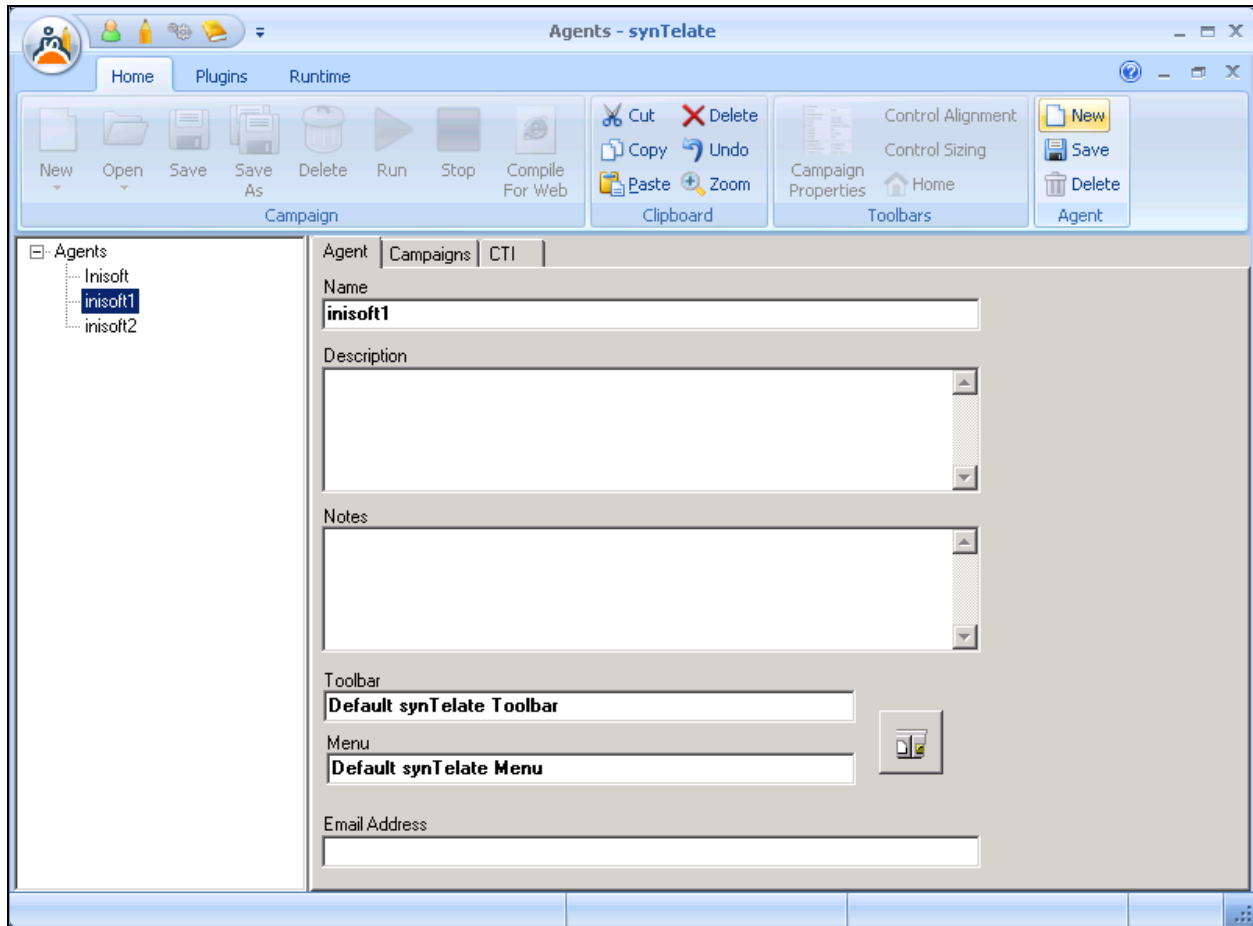
Select **Designer**, and from the top pane navigate to **New → Wizard → POM Wizard**. Finish the configuration by following the steps in document [6]



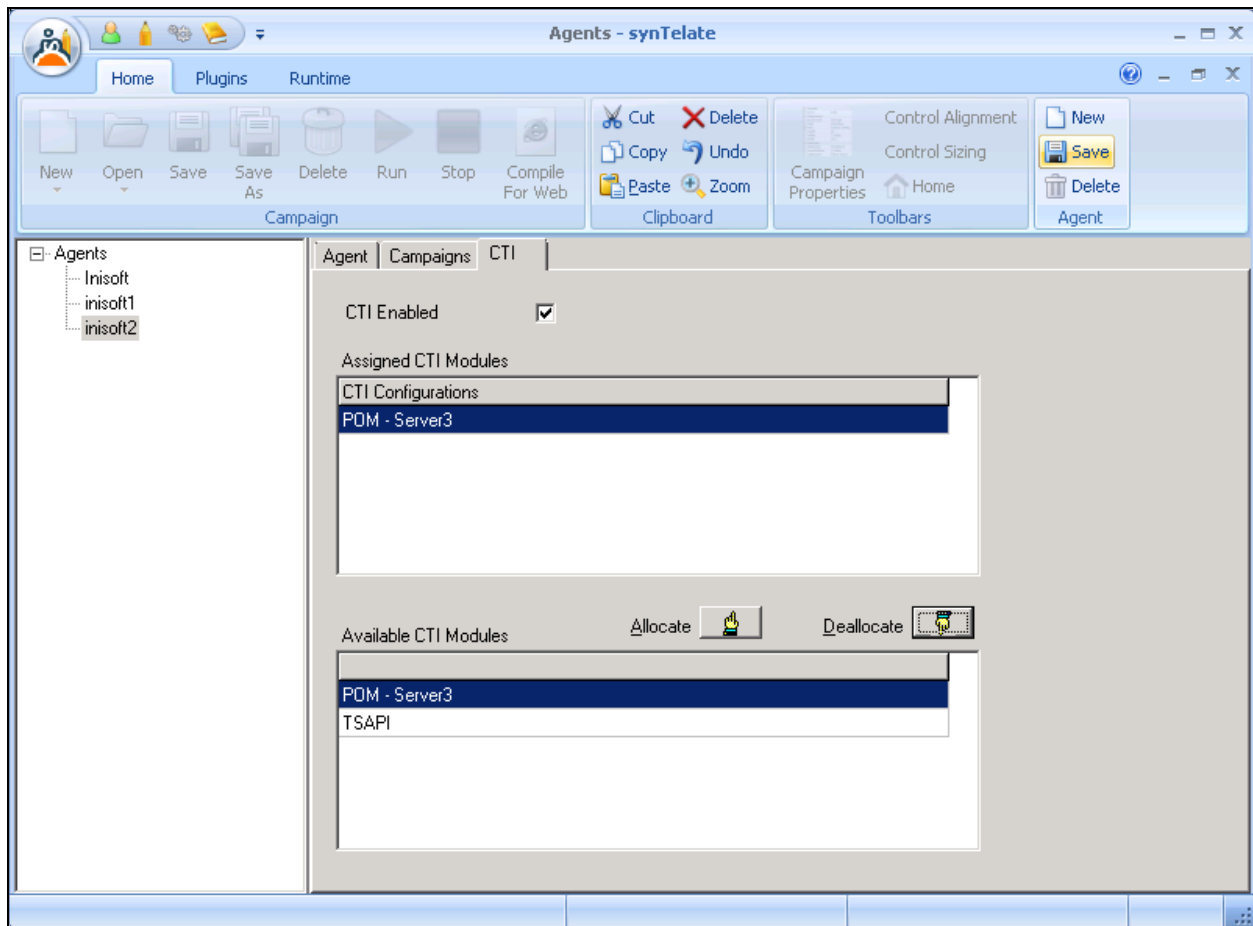
## 7.4. Configure Agents

Configure the agents that will be used for Agent Desktops. Continuing from previous section, select **Admin** → **Agents** from the main window. Select **New** to add a new agent. Under the **Agent** tab, type in a name for the agent.

**Note:** The name for the agent must match the windows login created for the Agent Desktop.



Under the **CTI** tab, from the **Available CTI Modules**, select the CTI config created for POM in **Section 7.1**, and select **Allocate**. Click **Save** when done (not shown).

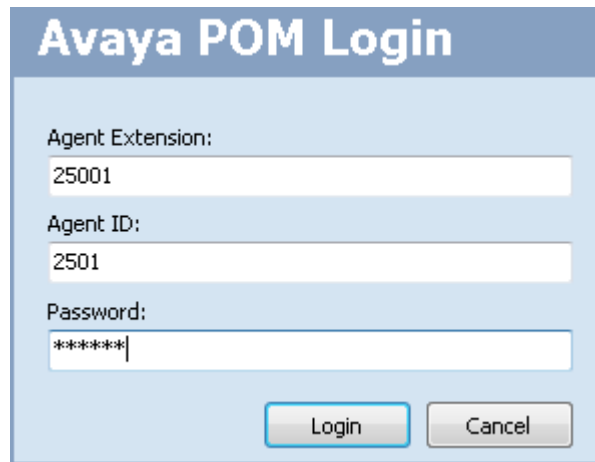




## 8. Verification Steps

From an Agent Desktop, launch the Enterprise Agent application via **Start → synTelate Enterprise → Enterprise Agent**. On the **Avaya POM Login** screen:

- Type in the **Agent Extension** from **Section 4.3**.
- Type in the **Agent ID** from **Section 4.2**.
- Type in the **Password** for the assigned password in **Section 4.2**.



The image shows a 'Avaya POM Login' dialog box. It has a title bar with the text 'Avaya POM Login'. Below the title bar, there are three input fields: 'Agent Extension:' with the value '25001', 'Agent ID:' with the value '2501', and 'Password:' with the value '\*\*\*\*\*'. At the bottom right of the dialog box, there are two buttons: 'Login' and 'Cancel'.

If the agent is able to log in successfully, **Ready** and **Not Ready** buttons are displayed. Select **Ready** on the top left corner. Agent is now ready to accept calls.



## 9. Conclusion

These Application Notes describe the configuration steps required to integrate the synTelate Enterprise Agent with Avaya Proactive Outreach Manager. All feature and serviceability test cases were completed successfully.

## 10. Additional References

This section references the product documentation that is relevant to these Application Notes. Documentation for Avaya products may be obtained via <http://support.avaya.com>

- [1] Implementing Proactive Outreach Manager, Release 3.0.1, March 2014
- [2] Administering Avaya Aura® Communication Manager, Release 6.3, Document 03-300509, Issue 10, June 2015
- [3] Administering Avaya Aura® Session Manager, Release 6.3, Issue 7, September 2014
- [4] Administering Avaya Aura® Experience Portal, Release 7.0.1, April 2015
- [5] Avaya Aura® Application Enablement Services Administration and Maintenance Guide, Release 6.3, Document 02-300357, June 2014

Documentation related to synTelate may directly be obtained from inisoft.

- [6] synTelate POM – User Notes v13-3
- [7] synTelate v4 User Document, 2014

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