Avaya Solution & Interoperability Test Lab

Application Notes for CallVU Mobile Digital Engagement with Avaya Aura® Experience Portal 7.1 - Issue 1.0

Abstract

These application notes describe the configuration steps required for CallVU Mobile Digital Engagement solution Software to successfully interoperate with Avaya Aura® Experience Portal. The Software allows Contact Center customers to access Contact Center functionality via Voice XML applications.

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.

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1. Introduction

These application notes describe the configuration steps required for CallVU Mobile Digital Engagement application Software to successfully interoperate with Avaya Aura® Experience Portal. The Software allows Contact Center customers to interact with Contact Center functionality using a Visual menu based selection on a Mobile device. Calls are connected to Avaya Aura® Experience Portal via Voice XML applications.

2. General Test Approach and Test Results

The general test approach was to configure the CallVU Mobile Digital Engagement application Software to communicate with Experience Portal as implemented on a customer's premises. See **Figure 1** for a network diagram. The interoperability compliance testing included feature and serviceability testing. The feature testing verified the ability of Mobile Digital Engagement to process DTMF and Voice prompt made during Voice XML calls and responses were prompt and accurate. The serviceability testing introduced failure scenarios to see if Visual Contact Center operates correctly for non-standard operations.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The testing included:
- Verification of connectivity between Mobile Digital Engagement and Experience Portal.
- Verification that handset input was processed and output by Mobile Digital Engagement correctly.
- Scenarios included.
    - Basic Contact Center calls
    - Transfer, Conference, hold and resume.

2.2. Test Results

Tests were performed to ensure full interoperability between Mobile Digital Engagement and Experience Portal. The tests were all functional in nature and performance testing was not included. All the test cases passed successfully

2.3. Support

Web: http://www.callvu.com
Email: doron@callvu.com

CallVU Address info
7 Ha'Umanim St. Tel-Aviv, Israel

3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya solution consists of Experience Portal, Communication Manager, System Manager, Session Manager and a G430 Gateway. The Experience Portal is configured to connect the Mobile Digital Engagement calls via a Voice XML application. An Android smartphone with Mobile Digital Engagement application was used to make calls.
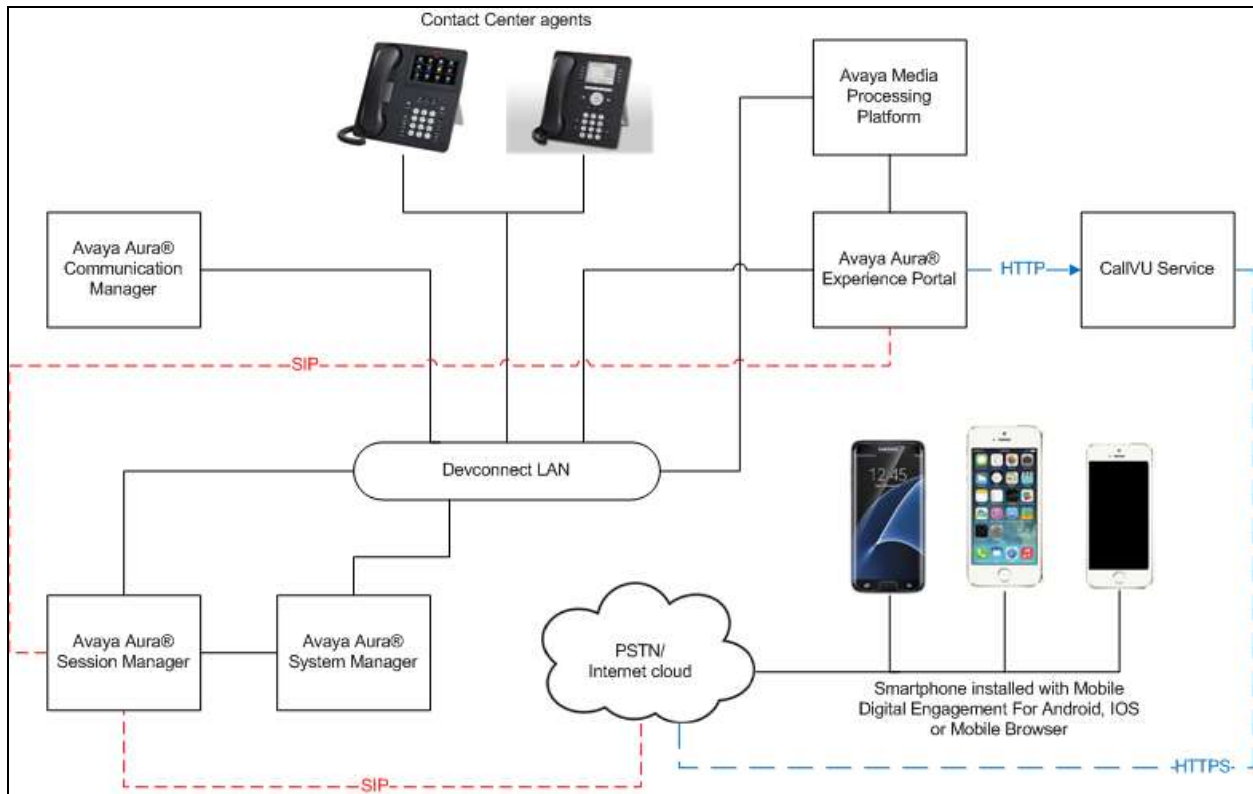

Figure 1: Avaya Aura® Experience Portal and CallVU Mobile Digital Engagement

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Experience Portal running on a Virtual Server	7.1.0.0.1107
Avaya Media Processing Platform	7.1.0.0.1107
Avaya Aura® System Manager	
Avaya Aura® Session Manager running on a virtual Server	7.0.1.0.701007
Avaya aura® System Manager running on a virtual server	7.0.0.0.16266 Rev 7.0.1.0.064859 Feature Pack 1
Avaya Aura® Communication Manager running on a virtual server	7.0.1.0.0.441.23012
Avaya G450 gateway	37.21.0
Avaya 9641g Series Deskphone	6.6029
Avaya 9611g Series Deskphone	6.6029
CallVU Mobile Digital Engagement	3.1.0

5. Configure Avaya Aura® Experience Portal

Configuration and verification operations on the Experience Portal illustrated in this section were all performed using either the Experience Portal Management web interface or SSH connection to the server . The information provided in this section describes the configuration of the Experience Portal for this solution. It is implied a working system is already in place, including Media Processing Platform, Apache Tomcat application Server and SIP routing via Session Manager. Installation of Voice XML applications is also out with the scope of this document. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The configuration operations described in this section can be summarized as follows:

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5.1. Configure Voice XML Application

An Application must be added to allow calls to be routed to the Voice XML using the Experience Portal Manager web interface.
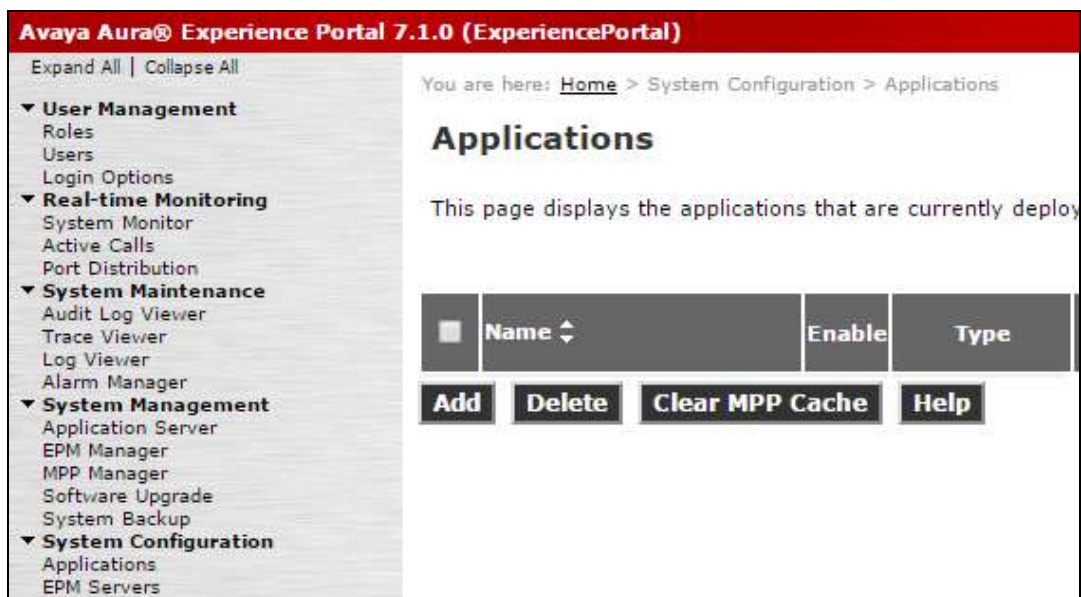
- Log into the Experience Portal Manager web interface.

5.1.1. Configure Application

This section shows how to add the Media Digital Engagement Voice XML to an application configuration.

- From the left hand menu go to **System Configuration** → **Applications** and click on **Add**.

- Select **VoiceXML** as the **Type**.
- Under **URI** set the location of the **VoiceXML URL:** to the location of the Application(tomcat) server and port followed by the directory containing the vxml.
- Under **Application Launch** select **Inbound** and **Number**. Enter a **Called Number** and Click on **Add** to place it in the list below.
- All other settings can be left as default. Click on **Save** to commit the changes.

6. Configure CallVU Mobile Digital Engagement

There is no configuration required on the Mobile Digital Engagement application. The Mobile Digital Engagement application can be downloaded and installed on Android and IOS devices as well as being accessed via a browser on the smartphone.

7. Verification Steps

This section provides tests that can be performed to verify correct configuration of the Experience Portal and Mobile Digital Engagement application

7.1. Verify Application is answered and prompts are played correctly

When a call is made to the Voice XML application number the correct prompts are played and responses are understood by the application.

8. Conclusion

These Application Notes describe the compliance tested configuration used to validate CallVU Mobile Digital Engagement mobile application with Avaya Aura® Experience Portal Version 7.1. A set of feature and functional test cases were performed during Compliance testing. CallVU Mobile Digital Engagement is considered compliant with Avaya Aura® Experience Portal. All of the test cases have passed with any issues and observations outlined in **Section 2.2**.

9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from *http://support.avaya.com* or from your Avaya representative.

    [1] *Avaya Aura® Experience Portal 7.1 Overview and Specification*
    [2] *Deploying Avaya Aura® Experience Portal 7.1 in an Avaya Customer Experience Virtualized Environment*

CallVU documentation can be obtained by using the contact details listed in **Section 2.3**.

    [1] *CallVU intro*

CallVU Intro.pdf