



Avaya Solution & Interoperability Test Lab

Application Notes for INI OutboundStudio™ Version 1.1 with Avaya Proactive Outreach Manager Release 4.0 and Avaya Experience Portal Release 8.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate INI OutboundStudio™ Version 1.1 with Avaya Experience Portal Release 8.0 and Avaya Proactive Outreach Manager Release 4.0. INI OutboundStudio is an automated form application for Avaya Experience Portal.

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 INI OutboundStudio Version 1.1 with Avaya Experience Portal Release 8.0 and Avaya Proactive Outreach Manager (POM) Release 4.0.

OutboundStudio is a Proactive Outreach Manager "helper" application suite consisting of two Experience Portal applications: OutboundStudioVoice of type POM and OutboundStudioSMS of type SMS. OutboundStudio replaces most of the Avaya "primitives" for leaving messages/announcements, providing the IVR interaction for automated voice campaigns, and simplifying SMS one-way and two-way (request/reply) campaigns. OutboundStudio is configured on a campaign-by-campaign basis with OutboundStudio campaigns mapping one-to-one with POM campaigns.

The secure, roles-based, web interface to configure OutboundStudio simplifies the creation and configuration of the VoiceXML and SMS application behavior in support of the Proactive Outreach Manager campaigns. The Proactive Outreach Manager campaign merely references OutboundStudio as the custom application in the appropriate places and the OutboundStudio campaign configuration takes care of the rest.

2. General Test Approach and Test Results

This section describes the interoperability compliance testing used to verify the INI OutboundStudio application with Experience Portal. If the testing was successfully concluded but it was necessary to implement workarounds or certain non-critical features did not work, it should be noted in **Section 2.2**.

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 this Application Note, the interface between Avaya systems and the INI OutboundStudio did not include the use of any specific encryption features.

2.1. Interoperability Compliance Testing

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

- Verify correct user behavior for voice using DTMF to enter options from 1-3,0, and # with the correct code set received
- Verify incorrect user behavior for voice using DTMF to enter wrong options or no input with the correct code set received
- Verify correct user behavior for SMS to reply SMS message with “Yes” or “No” and the correct code set received
- Verify incorrect user behavior for SMS to reply SMS message other than “Yes” or “No” and the correct code set received

The serviceability testing focused on verifying the ability of INI OutboundStudio and Experience Portal to recover from adverse conditions, such as power failures and disconnecting cables to the IP network.

2.2. Test Results

All test cases passed.

2.3. Support

To obtain technical support for INI OutboundStudio, contact Interactive Northwest via web, email or phone.

- Web: <https://www.interactivenw.com/company/support/>
- Email: support@interactivenw.com
- Phone: (800) 808-8090, say “Support”.

3. Reference Configuration

Figure 1 illustrates the configuration used for testing. In this configuration, Avaya Experience Portal interfaces with Session Manager via a SIP trunk and has SMPP connection to SMS gateway service. Session Manager has a SIP trunk to the SIP service provider through Avaya Session Border Controller. INI OutboundStudio server was connected on the same LAN with Avaya Experience Portal and Proactive Outreach Manager.

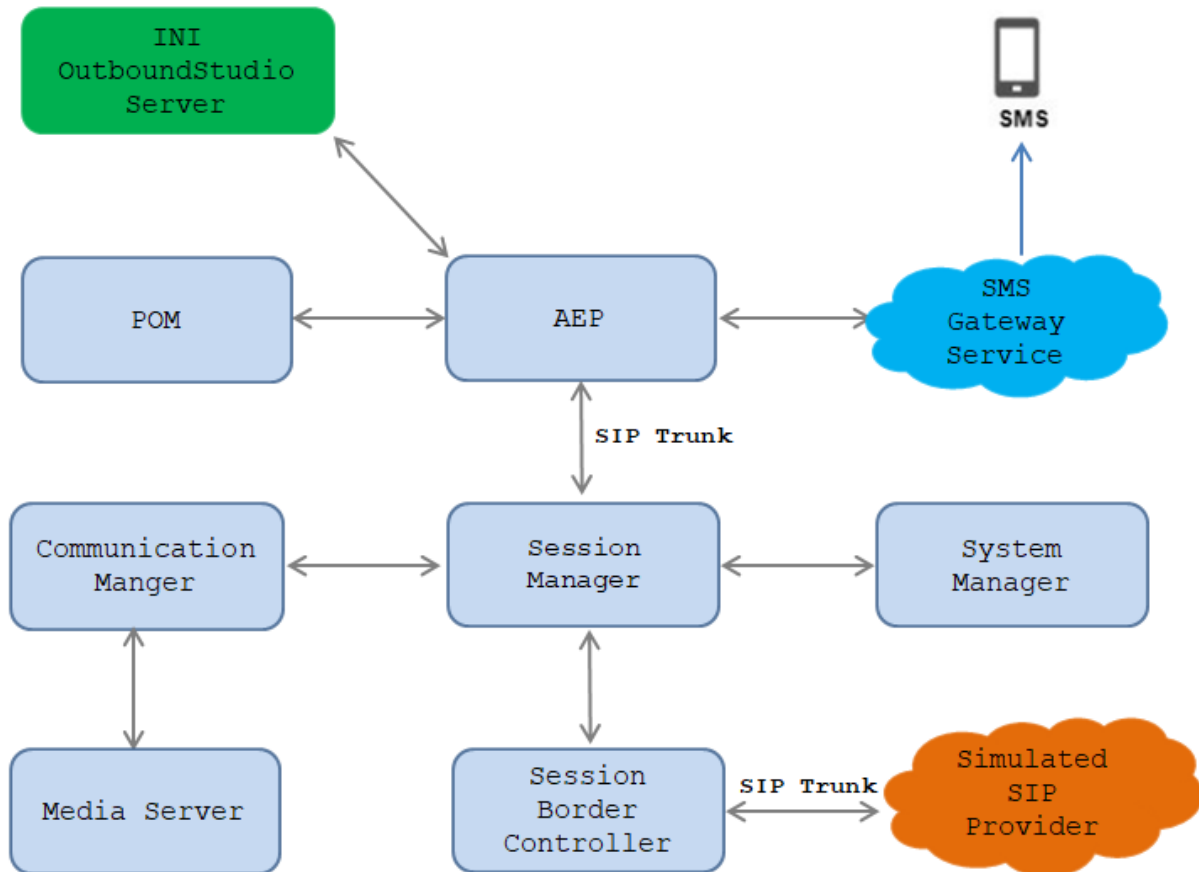


Figure 1: Test Configuration Diagram

The following table indicates the IP addresses that were assigned to the systems in the test configuration diagram:

Description	IP Address
System Manager	10.33.1.10
Session Manager	10.33.1.11
Communication Manager	10.33.1.6
Experience Portal	10.33.1.3
ASR and TTS Server	10.33.1.61
Media Server	10.33.1.30
Session Border Controller	10.33.10.100
INI OutboundStudio Server	10.33.1.60

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Experience Portal running on Virtualize Environment	8.0
Avaya Proactive Outreach Manager on Virtualize Environment	4.0
Avaya Aura® Communication Manager running on Virtualized Environment	8.1.3 (8.1.3.0.0.890.26568)
Avaya Aura® System Manager running on Virtualized Environment	8.1.3 (8.1.3.0.1011784)
Avaya Aura® Session Manager running on Virtualized Environment	8.1.3 (8.1.3.0.813014)
Avaya Aura® Media Server running on Virtualized Environment	8.0
Avaya Session Border Controller for Enterprise	8.1.1 (8.1.1.0-26-19214)
INI OutboundStudio	1.1

5. Configure Avaya 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 an SSH connection to the server. The information provided in this section describes the configuration of Experience Portal for this solution. It is implied a working system is already in place, including Media Processing Platform, Apache Tomcat application Server. Installation of POM applications is also outside 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:

- Add Web Service User
- Add SMS Processor
- Add SMPP Connection
- Add VoIP Connection
- Configure Application Settings

5.1. Add Web Service User

Log into the Experience Portal Manager web interface.



To add a web service user, navigate to **User Management → Users** and click on **Add** (not shown). The **Add User** page is displayed. Enter the following values for a new user.

- **Name:** enter an user name, in this case **INIOutboundStudioI** name is entered
- **Enable:** select **Yes**
- **Roles:** select **Web Services**
- **Password:** enter a password
- **Verify Password:** re-enter the password

On completion, select **Save**.

The screenshot shows the 'Add User' page in the 'experiencePortal'. The page has a red header with 'experiencePortal' on the left and 'Home', 'Help', and 'Logoff' links on the right. Below the header, a breadcrumb trail reads 'You are here: Home > User Management > Users > Add User'. The main heading is 'Add User'. A descriptive text states: 'Use this page to add a EPM user account. The roles you select for the user account determines the tasks that the user can perform.' The form includes a 'Name' field with the value 'INIOutboundStudio'. The 'Enable' section has radio buttons for 'Yes' (selected) and 'No'. The 'Roles' section contains a grid of checkboxes: Administration, Auditor, POM Campaign Manager, POM Contact Attributes Unmask, Maintenance, Operations, POM Administration, Privacy Manager, Reporting, POM Supervisor, User Manager, and Web Services (checked). The 'Password' and 'Verify Password' fields are masked with dots. There is an 'Enforce Password Longevity' checkbox which is unchecked. At the bottom are three buttons: 'Save', 'Cancel', and 'Help'.

experiencePortal Home Help Logoff

You are here: [Home](#) > [User Management](#) > [Users](#) > Add User

Add User

Use this page to add a EPM user account. The roles you select for the user account determines the tasks that the user can perform.

Name:

Enable: ☒ Yes ☐ No

Roles:

<input type="checkbox"/> Administration	<input type="checkbox"/> Auditor	<input type="checkbox"/> POM Campaign Manager
<input type="checkbox"/> POM Contact Attributes Unmask	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Operations
<input type="checkbox"/> POM Administration	<input type="checkbox"/> Privacy Manager	<input type="checkbox"/> Reporting
<input type="checkbox"/> POM Supervisor	<input type="checkbox"/> User Manager	<input checked="" type="checkbox"/> Web Services

Password:

Verify Password:

Enforce Password Longevity: ☐

Save **Cancel** **Help**

5.2. Add SMS Processor

From the left hand menu, go to **Multi-Media Configuration → SMS**. On the **SMS Processors** tab, click on **Add** button.

The screenshot shows the Avaya Experience Portal 8.0.0 (ExperiencePortal) interface. The top navigation bar includes the Avaya logo, a welcome message for 'admin', and the last login time. The left sidebar contains a menu with categories like System Management, System Configuration, Security, Reports, and Multi-Media Configuration. The main content area displays the 'SMS' configuration page. It includes a breadcrumb trail: 'Home > Multi-Media Configuration > SMS'. The page title is 'SMS'. Below the title, a description states: 'This page displays the list of Short Message Service (SMS) processors, SMPP connections and HTTP connections.' There are three tabs: 'SMS Processors', 'SMPP Connections', and 'HTTP Connections'. The 'SMS Processors' tab is active. It shows a table with columns: 'Name', 'Enable', 'Host Address', and 'Trace Option'. A single row is visible with the following values: 'EPM', 'Yes', 'ep80.bvwdev.com', and 'Use SMS Settings'. Below the table are 'Add' and 'Delete' buttons. At the bottom of the main content area are 'SMS Settings', 'Browser Settings', and 'Help' buttons.

Add a **Name** and Select the Primary Experience Portal from the **Host Address** drop down. Click on **Save** to commit the changes.

The screenshot shows the Avaya Experience Portal 8.0.0 (ExperiencePortal) interface. The top navigation bar includes the Avaya logo, a welcome message for 'admin', and the last login time. The left sidebar contains a menu with categories like System Management, System Configuration, Security, Reports, and Multi-Media Configuration. The main content area displays the 'Change SMS Processor' page. It includes a breadcrumb trail: 'Home > Multi-Media Configuration > SMS > Change SMS Processor'. The page title is 'Change SMS Processor'. Below the title, a description states: 'Use this page to change the configuration of an SMS processor.' There are three tabs: 'SMS Processors', 'SMPP Connections', and 'HTTP Connections'. The 'SMS Processors' tab is active. It shows a form with the following fields: 'Name' (EPM), 'Enable' (radio buttons for Yes and No, with Yes selected), and 'Host Address' (ep80.bvwdev.com). Below the form is a 'Categories and Trace Levels' section with a dropdown arrow. At the bottom of the main content area are 'Save', 'Apply', 'Cancel', and 'Help' buttons.

5.3. Add SMPP Connection.

Click on the **SMPP Connections** tab and click on **Add**.

AVAYA

Welcome, admin
Last logged in today at 5:44:03 AM EDT

Avaya Experience Portal 8.0.0 (ExperiencePortal)

Home ? Help Logoff

You are here: [Home](#) > Multi-Media Configuration > SMS

SMS

This page displays the list of Short Message Service (SMS) processors, SMPP connections and HTTP connections.

SMS Processors SMPP Connections HTTP Connections

<input type="checkbox"/>	Name	Enable	Transport Protocol	Host Address	Port	Bind Mode	SMS Processor
<input type="checkbox"/>	webtext	Yes	TCP	smpp.webtext.com	2775	Transceiver	EPM

Add Delete Help

Connection details for the SMS Gateway Service will be provided by WEBTEXT and used here to establish the connection. Give the SMPP connection a **Name**. Enter the **Host Address**, **Port**, **Bind Mode**, **User Name**, **Password**, and **Set From Field to: Short Code** of the SMS Gateway Service. Select the **SMS Processor** added above and click on **Save** to commit changes.

Avaya Experience Portal 8.0.0 (ExperiencePortal)

Home ? Help

You are here: [Home](#) > Multi-Media Configuration > [SMS](#) > Change SMPP Connection

Change SMPP Connection

Use this page to change the configuration of an SMPP connection.

Name: webtext

Enable: ☒ Yes ☐ No

Transport Protocol: TCP

Host Address: smpp.webtext.com

Port: 2775

Bind Mode: Transceiver

User Name: 29386

Password:

Address Range:

System Type:

Verify

Shared: ☐ Yes ☒ No

SMS Processor: EPM

Set From Field to: Short Code

Short Code / Long Number	Remove
19 68	

5.4. Add VoIP Connections

From the homepage of Experience Portal, navigate to **System Configuration → VoIP Connections** and select **SIP** tab. In the **SIP** tab, select **Add** button.

AVAYA

Welcome, admin
Last logged in May 6, 2021 at 12:44:28 PM EDT

Avaya Experience Portal 8.0.0 (ExperiencePortal)

Home ? Help Logoff

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

VoIP Connections

This page displays a list of Voice over Internet Protocol (VoIP) servers that Experience Portal communicates with. You can configure multiple SIP connections, but only one SIP connection can be enabled at any one given time.

H.323 SIP

	Name	Enable	Proxy Transport	Proxy/DNS Server Address	Proxy Server Port	Listener Port	SIP Domain	Maximum Simultaneous Calls
<input type="checkbox"/>	interopSM	Yes	TLS	10.33.1.12	5061	5061	bwvdev.com	10

Add Delete Help

In the **Add SIP Connection** page, enter SIP proxy information as shown in the sample in screenshot below. Note that in the compliance test, Session Manager was used as SIP proxy.

AVAYA Experience Portal 8.0.0 (ExperiencePortal)

Home ? Help Logoff

Add SIP Connection

Use this page to add a new SIP connection.

Name:

Enable: ☒ Yes ☐ No

Proxy Transport:

☒ Proxy Servers ☐ DNS SRV Domain

Address	Port	Priority	Weight	
<input type="text" value="10.33.1.12"/>	<input type="text" value="5061"/>	<input type="text" value="0"/>	<input type="text" value="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

Scroll down to the **Call Capacity** section, select the **All Calls can be either inbound or outbound** radio button and enter number of simultaneous calls in the **Maximum Simultaneous Calls** field.

In the **SRTP** section, add a supported SRTP crypto in the **Configured SRTP List** box.

Click **Save** button to complete.

Call Capacity

Maximum Simultaneous Calls:

☒ All Calls can be either inbound or outbound
☐ Configure number of inbound and outbound calls allowed

SRTP

Enable: ☒ Yes ☐ No
Encryption Algorithm: ☒ AES_CM_128 ☐ NONE
Authentication Algorithm: ☒ HMAC_SHA1_80 ☐ HMAC_SHA1_32
RTCP Encryption Enabled: ☐ Yes ☒ No
RTP Authentication Enabled: ☒ Yes ☐ No

Add

Configured SRTP List

SRTP-Yes,AES_CM_128,HMAC_SHA1_80,RTCP Encryption-No,RTP Authentication-Yes

Remove

Save

Cancel

Help

5.5. Configure Application Settings

To add an application, navigate to **System Configuration** → **Applications**, the **Application** page displays in the right side and select **Add** button (not shown). In the compliance test, there were two applications added for the INI OutboundStudio: one for SMS and another for Voice.

Below is the OutboundStudio application was used for SMS.

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

Change Application

Use this page to change the configuration of an application.

Name: INIOutboundStudioSMS

Enable: ☒ Yes ☐ No

Type: SMS

Message Type:

URI

☒ Single ☐ Fail Over ☐ Load Balance

URL: **Verify**

Mutual Certification Authentication: ☐ Yes ☒ No

Basic authentication: ☐ Yes ☒ No

Notification Enabled: ☐ Yes ☒ No

Application Launch

☒ Inbound ☐ Inbound Default ☐ Outbound

☒ Number ☐ Number Range ☐ Expression

Short Code / Long Number: **Add**

Remove

Additional Launch Parameters

Algorithm	Pattern	
<input type="text" value="None"/>	<input type="text"/>	Remove

Add

Reporting Parameters ▶

Advanced Parameters ▶

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

And below is the OutboundStudio application was used for voice.

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

Change Application

Use this page to change the configuration of an application.

Name: INIOutboundStudioVoice

Enable: ☒ Yes ☐ No

Type: POM:Application

URI

☒ Single ☐ Fail Over ☐ Load Balance

VoiceXML URL: [Verify](#)

Mutual Certificate Authentication: ☐ Yes ☒ No

Basic Authentication: ☐ Yes ☒ No

Application Launch ▼

☐ Inbound ☐ Inbound Default ☒ Outbound

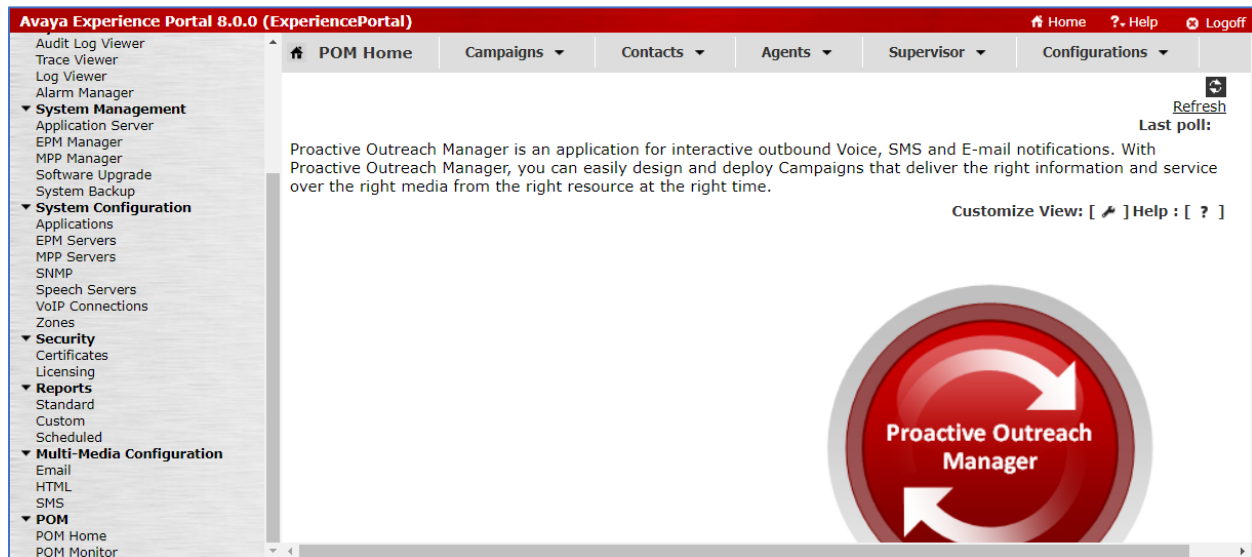
[Save](#) [Apply](#) [Cancel](#) [Help](#)

6. Configure Avaya Proactive Outreach Manager

This section describes the steps required to create SMS and voice campaigns.

6.1. Navigate to POM home page

From the left hand menu select **POM → POM Home**. The POM homepage displays as below.



6.2. Create a Contact List

A contact attribute was created to indicate whether SMS and Voice contact is used for reaching out to the contact as the campaign run. To create a contact attribute, navigate to **Contacts → Attributes**, click on **Add**. The **Add New Attribute** window is displayed, enter an attribute name and select the data type as **STRING** as shown in the screenshot below.

Click **Save** button to save the change.

The screenshot shows the 'Add New Attribute' window. The title bar indicates the user is in the 'Contacts' tab. The main heading is 'Add New Attribute'. Below it, a message states 'This page allows you to add new Attribute.' The form contains the following elements: a label 'Add New Attribute as' followed by a large empty text area; a label 'Attribute name' with a text input field containing 'OBS_Contact_Channel'; a label 'Select Attribute data type' with a dropdown menu showing 'STRING'; and three checkboxes labeled 'Read Only for agents', 'Masked for agents', and 'Masked for Users', all of which are currently unchecked. At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Help'.

A contact list can be added based on a CSV template. In order to generate a CSV template, select **Contacts → Attributes**. In the list of attributes, select name of attributes that is needed for the contact list. In the testing, the attribute ID, First Name, Last Name, Phone1, and OBS_Contact_Channel were used for the contact list. Select **Generate CSV Template** button (not shown) to generate this template.

Attributes

This page displays the list of Attributes. Depending on your user role, you can add, change and delete Attribute. You can generate template. If organizations are enabled, you can associate Attribute with organization.

Show 50 | Page: 1/1

Last poll: 03/30/2021 0

<input type="checkbox"/>	Name	Type	Data Type	Read Only for agents	Masked for agents	Masked for Users
<input type="checkbox"/>	System Contact ID	Predefined	LONG	Yes	No	No
<input checked="" type="checkbox"/>	ID	Predefined	STRING	Yes	No	No
<input type="checkbox"/>	Title Predefined	Predefined	STRING	No	No	No
<input checked="" type="checkbox"/>	First Name	Predefined	STRING	No	No	No
<input checked="" type="checkbox"/>	Last Name	Predefined	STRING	No	No	No
<input type="checkbox"/>	Address Line 1 Predefined	Predefined	STRING	No	No	No
<input type="checkbox"/>	Address Line 2 Predefined	Predefined	STRING	No	No	No
<input type="checkbox"/>	Address Line 3 Predefined	Predefined	STRING	No	No	No
<input type="checkbox"/>	Address Line 4 Predefined	Predefined	STRING	No	No	No

Open the **ContactsTemplates.csv** file and update the contact as shown in the table below.

```
Id,firstname,lastname,phonenumber1,OBS_Contact_Channel
1,Contact,One,613917xxxx,VOICE
2,Contact,Two,423468xxxx,SMS
3,Contact,Threee,613967xxxx,VOICE
4,Contact,Four,613909xxxx,SMS
```

Navigate to **Contacts → Contact List** and select **Add**. The **Add New Contact List** window is displayed, enter a name in the **Name** field and select **Save**.

POM Home
Campaigns
Contacts
Agents
Supervisor
Configurations

Add New Contact List

This page allows you to add new Contact List.

Name

Description

The **Contact List created successfully** message is displayed along with three selections. Select the **Upload Contacts now** link to upload the contact by using the CSV file above.

POM Home	Campaigns ▾	Contacts ▾	Agents ▾	Supervisor ▾	Configurations ▾
Contact List created successfully. Contact List OBS_Notification_Menu_SMS_Reply created successfully. You may want to Upload Contacts now Create a Data Source Go back to Manage Contact List					

The **Upload Contacts** popup displays, select **Choose File** button to browse to the CSV file, select **Import Contacts** option in the **What to Do** section and select Upload button (not shown).

Upload Contacts	
Select the file that contains the Contacts you wish to upload or exclude. You can upload any comma delimited file. Contacts from the file will be imported or excluded from the selected Contact List depending on the Import Contacts or Exclude Contacts option selected.	
File to upload:	<input type="button" value="Choose File"/> ContactsTemplate.csv
What to Do	
<input checked="" type="radio"/> Import Contacts <input type="radio"/> Exclude Contacts	
Advanced Options	
Empty Contact List before import	<input type="checkbox"/>
Pause Associated Campaigns if Emptying Contact List	<input type="checkbox"/>
Ignore Active Exclude Contacts if Emptying Contact List	<input type="checkbox"/>
Ignore Callback On Contacts if Emptying Contact List	<input type="checkbox"/>
Automatically update time zone for phone numbers	<input type="checkbox"/>
Check phone numbers for reject patterns	<input type="checkbox"/>
Check phone numbers for phone formats rule	<input type="checkbox"/>

The screen below shows the contact list **OBS_Notification_Menu_SMS_Reply** with four contacts imported successfully.

Contact Lists

This page displays all the Contact Lists. Depending on the user role, you can add, change, delete and empty Contact List. You can select organizations that are enabled, you can associate Contact List with organization.

Search:

Show: 50 | Page: 1/1

Contact List Name	Total Contacts	Available Contacts	Excluded Contacts	Last Updated	
AppointmentReminder	4	4	0	03/05/2021 06:09:34 AM	
OBS_Notification_Menu_SMS_Reply	4	4	0	03/26/2021 06:24:03 AM	
Webtext_Contact	2	2	0	03/31/2021 07:29:49 AM	

* In Progress means Contacts are being imported into a Contact List. Total Contacts count is updated after completion of import a

6.3. Create Completion Code

To create completion code from the POM home, navigate to **Campaigns → Completion Codes**. The **Completion Codes** page displays, select **Add** button (not shown) to add new completion code. Select **Save** button to save the new creation.

Add Completion Code

This page allows you to add new Completion Code.

Name:

Description:

Right party connect: ☐

Success: ☐

Closure: ☐

Answer Machine by Agent: ☐

The following completion codes are created for the testing with INI OutboundStudio.

<input type="checkbox"/>	Completion Code ID↑	Completion Code	Right party connect	Success	Closure	Answer Machine by Agent	Description
<input type="checkbox"/>	74	<u>SMS_Reply</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	75	<u>OBS_No_Campaign_Found</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used when no OBS campaign is found matching
<input type="checkbox"/>	76	<u>OBS_Campaign_Error</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used when OBS is not able to process the call
<input type="checkbox"/>	77	<u>OBS_AH_Abandoned</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Detected a Human answer and the call disconnected
<input type="checkbox"/>	78	<u>OBS_AM_Abandoned</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Detected a Machine answer and the call disconnected
<input type="checkbox"/>	79	<u>OBS_AM_Message_Left</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used to indicate POM detected a Machine answer
<input type="checkbox"/>	80	<u>OBS_AH_Menu_Abandoned</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Detected a Human answer, the call disconnected
<input type="checkbox"/>	81	<u>OBS_AH_Menu_Max_Tries</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used when the called party failed to make a valid selection
<input type="checkbox"/>	82	<u>OBS_AH_Option1_Selected</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used when the called party selected option 1
<input type="checkbox"/>	83	<u>OBS_AH_Option2_Selected</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used when the called party selected option 2
<input type="checkbox"/>	84	<u>OBS_AH_Option3_Selected</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used when the called party selected option 3
<input type="checkbox"/>	85	<u>OBS_AH_Option0_Selected</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used when the called party selected option 0
<input type="checkbox"/>	86	<u>OBS_SMS_Response_Timeout</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used to indicate contact timed out before a response was received
<input type="checkbox"/>	87	<u>OBS_SMS_Max_Invalid_Response</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used to indicate too many invalid responses were received
<input type="checkbox"/>	88	<u>OBS_SMS_Option1</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used to indicate a valid response to was received
<input type="checkbox"/>	89	<u>OBS_SMS_Option2</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Used to indicate a valid response to was received

6.4. Create Campaign Strategy

To create a campaign strategy, navigate to **Campaign → Campaign Strategies**, the **Campaign Strategies** page displays, select **Add**.

Enter a strategy name in the **Name** field and select **Continue**. In the testing, the campaign strategy name was “OBS_Notification_SMS_Reply”.

Campaign Strategies [Refresh](#)

This page allows the user to manage Campaign Strategies, depending on the user role.

[Advanced](#)

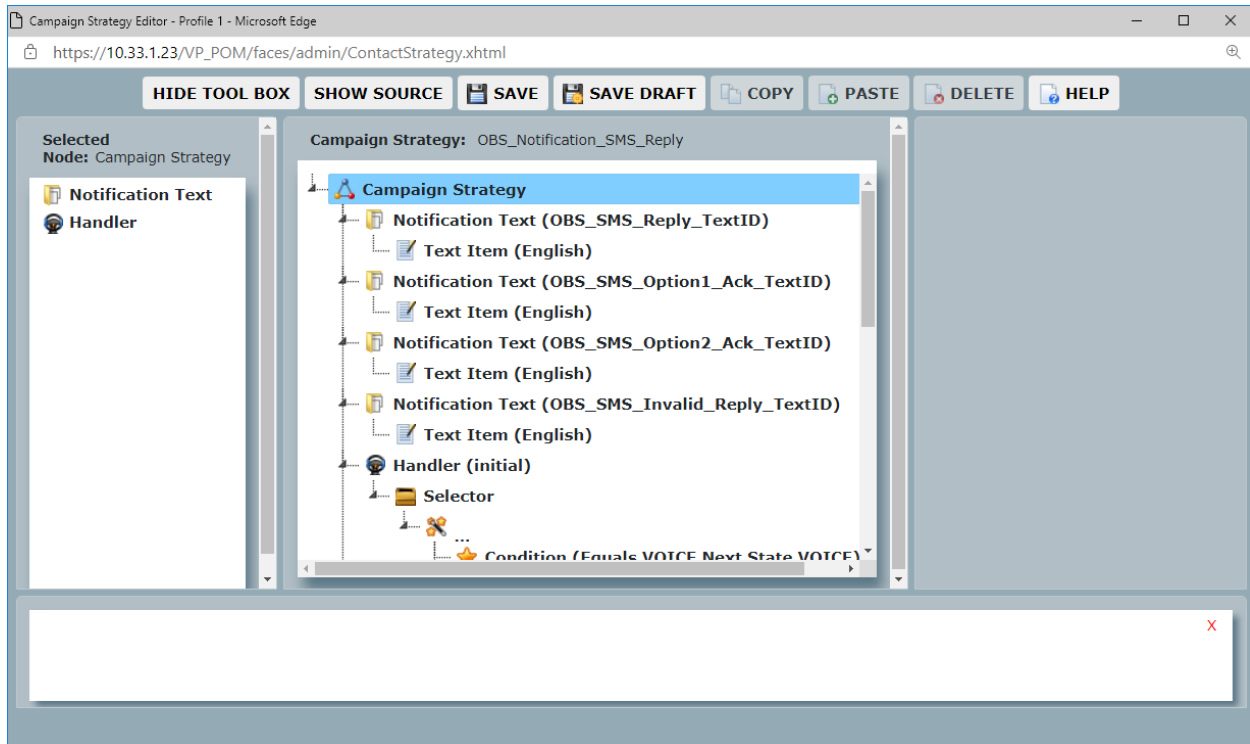
Show | Page: 1/1

Name	State	Task Types	Action
OBS_Notification_SMS_Reply	Completed		
WebtextYESNO	Completed		

Add **Import** **Help**

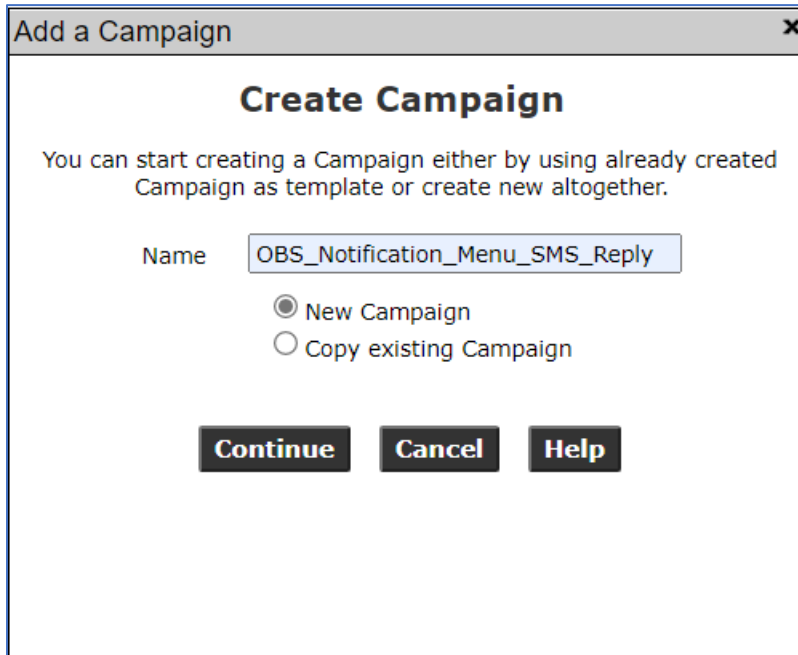
The **Campaign Strategy Editor** window displays as shown in the screen below.

In the testing, the campaign strategy below was used. The strategy examines the value of OBS_Contact_Channel in the initial handler. If the value is VOICE, it jumps to a voice handler that places a phone call. If the value is SMS, it jumps to a handler that sends an SMS.



6.5. Create Campaign

To create a campaign strategy, navigate to **Campaign → Campaign Manager**, the **Campaign Manager** page displays, select **Add** (not shown). The Create Campaign window displays, enter a name in the **Name** field and click **Continue**.



Add a Campaign [X]

Create Campaign

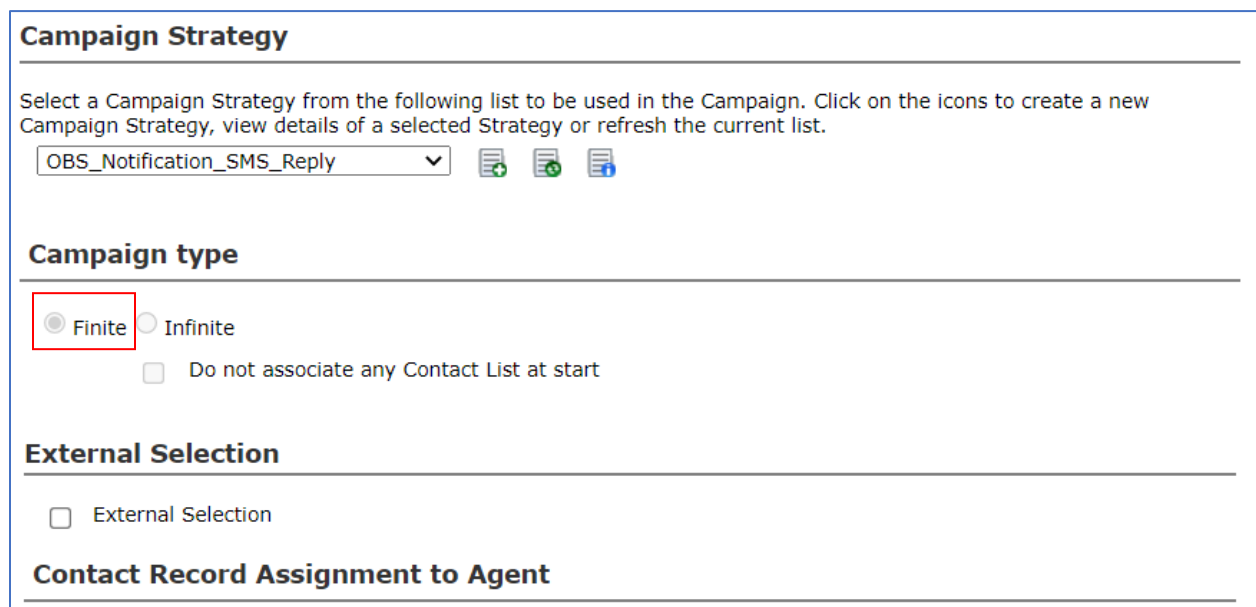
You can start creating a Campaign either by using already created Campaign as template or create new altogether.

Name

☒ New Campaign
☐ Copy existing Campaign

Continue **Cancel** **Help**

In the **Campaign Strategy** section, select the campaign strategy “**OBS_Notification_Menu_SMS_Reply**” created in **Section 6.3** from the list and select the option **Finite** for the **Campaign type**.



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.

[Add] [Details] [Refresh]

Campaign type

☒ Finite ☐ Infinite

☐ Do not associate any Contact List at start

External Selection

☐ External Selection

Contact Record Assignment to Agent

In the **DNC Group** section, remove the check mark in the **Apply DNC Group** and select **Next**.

DNC Group

☐ Apply DNC Group

From the following, select one or more DNC Group to be used with this Campaign.

From the following, select one DNC Group to be used for Agent/Web service. Contacts updated as DNC, by the Agents or through Web Service, will be added to this DNC Group.

Select ▾

Context Store

☐ Publish Attempt Data To Context Store

Cancel

Next

Help

In the **Contact List and Filter Template Association** section, select **Add Association** and in the entry No.1 select the contact list “**OBS_Notification_Menu_SMS_Reply**” that is created in **Section 6.2**.

Contact List and Filter Template Association

Press the button below to add new association. Select Contact List, select an appropriate Filter for that Contact List. Repeat it for each Contact List to be used for this Campaign. Associating a Filter with the Contact List is not mandatory. Maximum 15 Contact Lists can be added to the campaign. Only one Filter can be associated with a Contact List. Use the Apply same filter checkbox to apply filter template associated with top row of association table to all other rows. Use No dialing Allocation checkbox if filtering and dialing should not be driven based on dialing allocation. No dialing Allocation checkbox will be enabled only if Apply same filter is enabled.

☐ Apply same filter☐ No Dialing Allocation

No.	Contact List	Filter Template	Dialing Allocation Percent	Actions
1	<div>OBS_Notification_Menu_SMS_Reply(Default) ▾</div>	<div>Select ▾</div>	<div>100</div>	<div>Preview </div>

Add Association



Completion Code Association (optional)

Name: OBS_Notification_Menu_SMS_Reply

Completion Codes For Campaign

This section allows you to associate custom Completion Codes with a Campaign. Completion Codes selected here can be used in subsequent steps of this wizard to define Finish Criteria.

Available list shows all the Completion Codes defined. Current Completion Codes associated with the Campaign are shown in the selected Completion Codes list. You can move the items between list of available and currently selected Completion Codes by using Move, Move All, Remove and Remove All.

Available		Selected
OSCompCode01		OBS_Campaign_Error
OSCompCode02		OBS_AH_Abandoned
OSCompCode03		OBS_AM_Abandoned
OSCompCode04		OBS_AM_Message_Left
OSCompCode05		OBS_AH_Menu_Max_Tries
OSCompCode06		OBS_AH_Option1_Selected
OSCompCode07		OBS_AH_Option0_Selected
OSCompCode08		OBS_No_Campaign_Found
OSCompCode09		OBS_AH_Option2_Selected
OSCompCode10		OBS_AH_Option3_Selected
OBS_AH_Message_Left		OBS_SMS_Response_Timeout
OBS_AH_Menu_Abandoned		OBS_SMS_Max_Invalid_Response
Complete		OBS_SMS_Option1
Incomplete		OBS_SMS_Option2
ACWTimeout		
OBS_Campaign_Error_MX		
OBS_AH_Abandoned_MX		
OBS_AH_Message_Left_MX		
OBS_AM_Abandoned_MX		
OBS_AM_Message_Left_MX		

[Move](#)
[Move All](#)
[Remove](#)
[Remove All](#)

Select **Finish** (not shown) to complete the creation. The Campaign Creation Wizard – Summary page displays to summarize the selections of the campaign manager.

Campaign Summary
Name and Description
OBS_Notification_Menu_SMS_Reply
Campaign type
Finite
Campaign Strategy
OBS_Notification_SMS_Reply
Contact List
OBS_Notification_Menu_SMS_Reply

To run the campaign, select the play icon in the **Actions** column.

POM Home

Campaigns

Contacts

Agents

Supervisor

Configurations

Campaign Manager

Refresh

Last poll: 05/27/2021 12:33:51 PM

This page displays Campaigns and actions associated with Campaigns depending on your user role.

Show

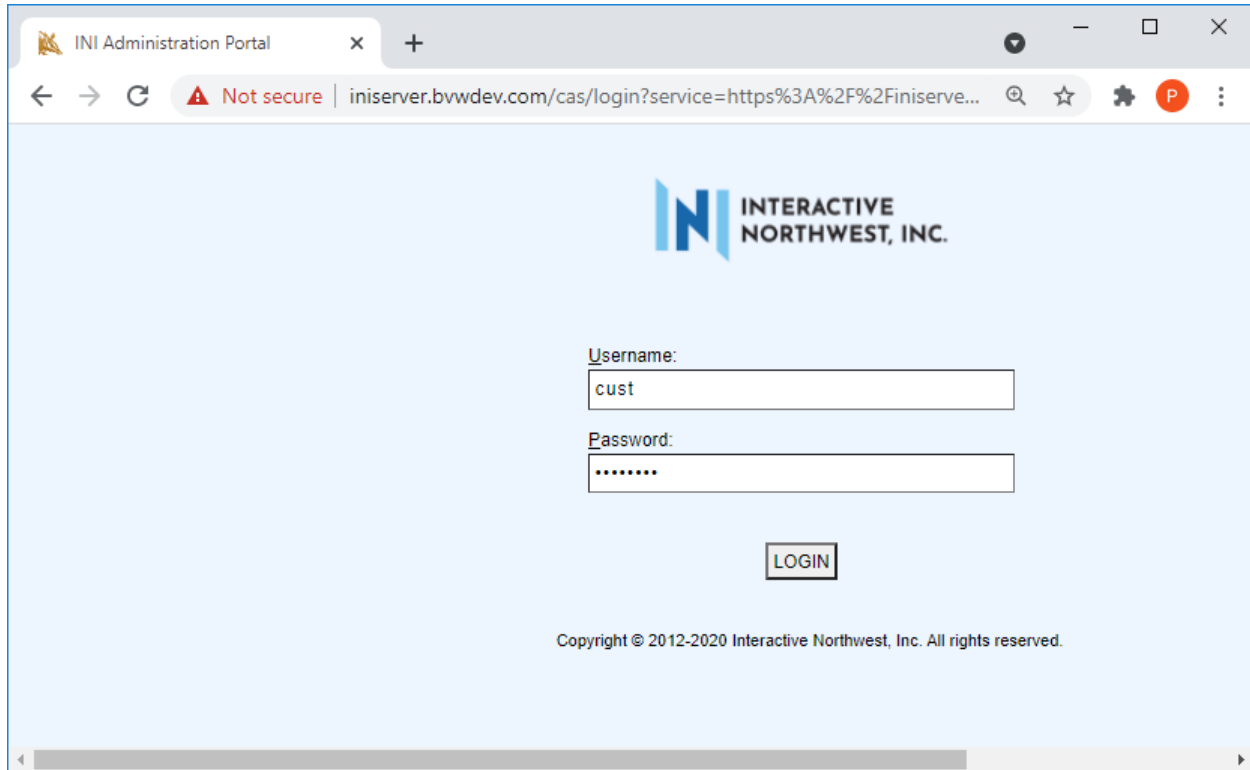
50

| Page: 1/1

Name	Type	Campaign Strategy	Contact List - Filter	Last Executed	Waiting Callbacks	Actions
OBS Notification Menu SMS Reply	Finite	OBS Notification SMS Reply	OBS Notification SMS Reply - None	05/19/2021 02:03:34 PM	0	<input type="button" value="Info"/> <input type="button" value="Refresh"/> <input type="button" value="Print"/> <input type="button" value="Delete"/> <input type="button" value="Play"/> <input type="button" value="Stop"/>

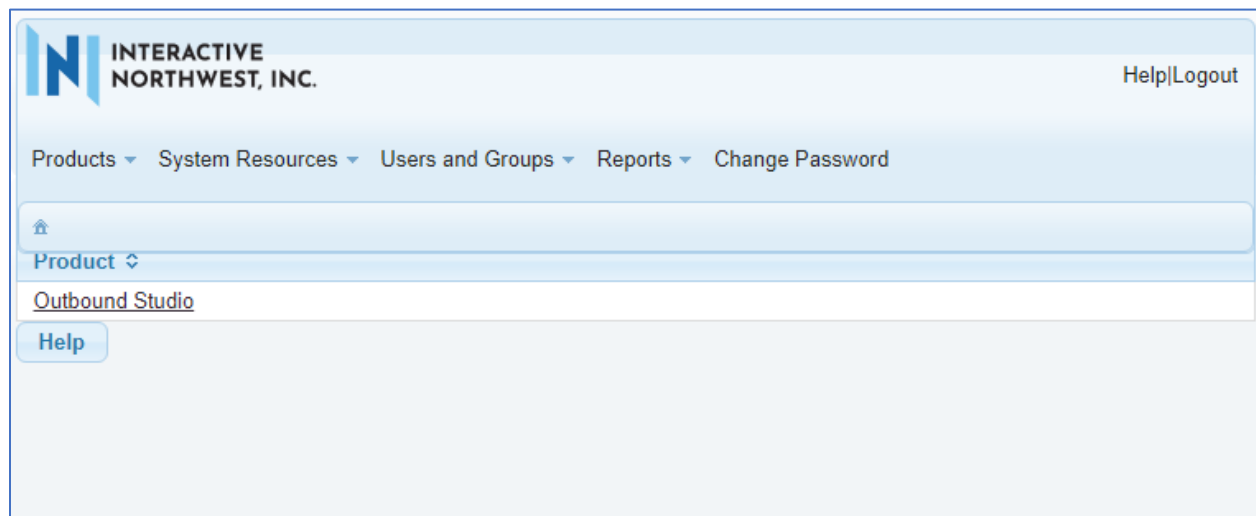
7. Configure INI OutboundStudio

To access the web interface for INI OutboundStudio, enter <http://<FQDN>> as the URL in an internet browser, where <FQDN> is the Fully Qualified Domain Name of the INI OutboundStudio application server. Log in using appropriate credentials.



The screenshot shows a web browser window with the title "INI Administration Portal". The address bar displays "iniserver.bvwdev.com/cas/login?service=https%3A%2F%2Finiserve...". The page features the "INTERACTIVE NORTHWEST, INC." logo at the top. Below the logo, there are two input fields: "Username:" with the value "cust" and "Password:" with masked characters ".....". A "LOGIN" button is positioned below the password field. At the bottom of the page, a copyright notice reads "Copyright © 2012-2020 Interactive Northwest, Inc. All rights reserved."

From the home page, select **Outbound Studio** link.



The screenshot shows the INI Administration Portal home page. The header includes the "INTERACTIVE NORTHWEST, INC." logo and a "Help|Logout" link. Below the header, there is a navigation bar with links: "Products", "System Resources", "Users and Groups", "Reports", and "Change Password". A "Product" dropdown menu is open, showing "Outbound Studio" as the selected option. A "Help" button is located below the dropdown menu.

From the **Outbound_Studio_Home**, select **Application Administration** → **System Properties**. The **System Properties** page is displayed. Provide POM configuration in the POM Configuration section as shown in the screenshot below. Note that the Web Service user and its password is the one that is created in **Section 5.2**.

INTERACTIVE NORTHWEST, INC. Application Administration ▾ Reports ▾ Help | Logout

🏠 ▸ **Outbound Studio Home** ▸ **System Properties**

Use this page to set the Outbound Studio system properties.

Speech Configuration

TTS Vendor: Nuance ▾

POM Configuration

REST Web Service URL:

SOAP Web Service URL:

Web Service Connect Timeout (milliseconds):

Web Service Response Timeout (milliseconds):

Web Service Debug? ☒

Web Service Username:

Web Service Password:

System Unavailable

System Unavailable Completion Code: OBS_No_Campaign_Found ▾

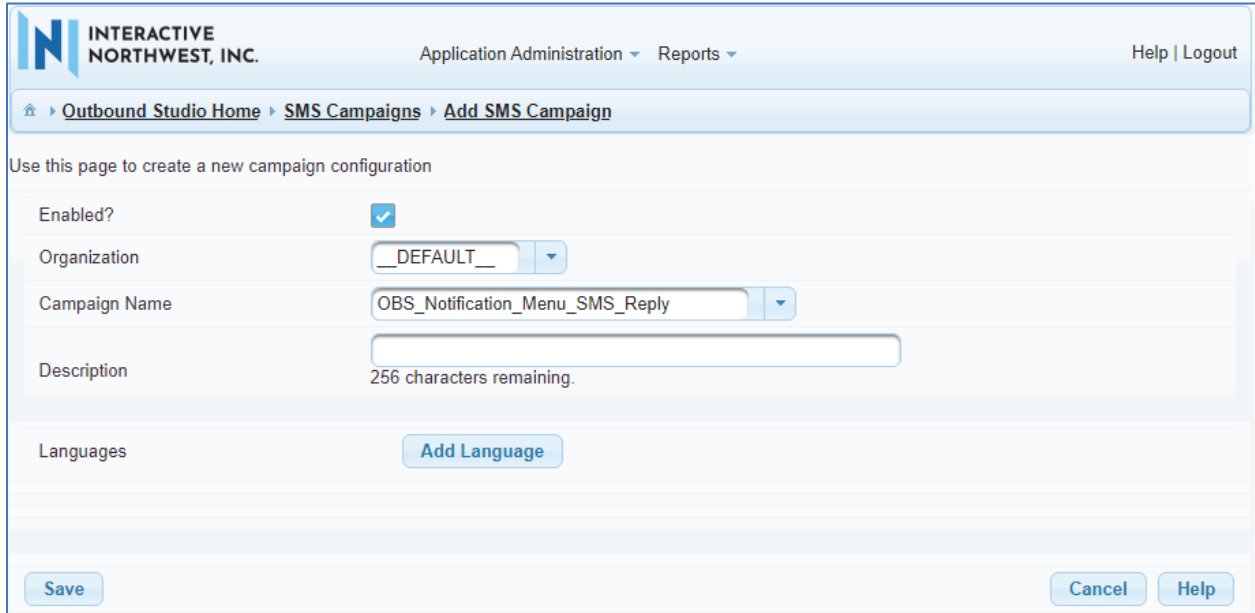
System Unavailable Phrase: No file chosen

Global SMS Configuration

SMS Phone Prefix(es) to Ignore:

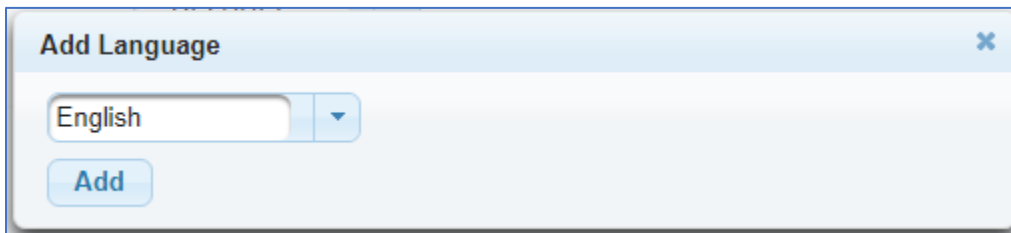
7.1. Configure SMS Campaign

To add a SMS campaign, navigate to **Application Administration** → **SMS Campaigns**. The **SMS Campaigns** page displays, select **Add** button (not shown). In the **Add SMS Campaign**, enable the campaign by selecting the checkbox in the **Enable?** field, select **OBS_Notification_Menu_SMS_Reply** from the dropdown menu in the **Campaign Name** list. Note that, list of campaign is imported from POM. Select **Add Language** button.



The screenshot shows the 'Add SMS Campaign' form within the 'Interactive Northwest, Inc.' application. The breadcrumb trail indicates the path: Home > Outbound Studio Home > SMS Campaigns > Add SMS Campaign. The form includes fields for 'Enabled?' (checked), 'Organization' (DEFAULT), 'Campaign Name' (OBS_Notification_Menu_SMS_Reply), and 'Description' (256 characters remaining). There is an 'Add Language' button and a 'Save' button at the bottom.

The pop-up window is displayed, select **English** from the list and click on **Add**.



The screenshot shows a pop-up window titled 'Add Language'. It contains a dropdown menu with 'English' selected and an 'Add' button below it.

Expand the English section and select **Reply** in the **Communication Type** field. In the Reply subsection, set the parameter as shown in the sample of the screenshot below.

The screenshot displays the configuration interface for the 'Reply' communication type. The 'English' section is expanded, showing the following configuration details:

- Communication Type:** Reply
- Reply Section:**
 - Text ID Source: Static
 - Default Text ID: OBS_SMS_Reply_TextID
 - Reply Content Contact Attribute: OBS_SMS_Content_Contact
- Reply Timeout Handling Section:**
 - Response Timeout (minutes): 1
 - Late Reply Action: Ignore
 - Response Timeout Completion Code: OBS_SMS_Response_Timeout
- Invalid Reply Handling Section:**
 - Send Message on Invalid Reply?: ☐
 - Invalid Reply Action: Ignore
 - Max Invalid Response Completion Code: OBS_SMS_Max_Invalid_Response
- Options Section:**
 - Option Option2:**
 - Responses: no (254 characters remaining)
 - Action: Exit
 - Completion Code: OBS_SMS_Option2
 - Send Acknowledgement Message?: ☒
 - Acknowledgement Text ID Source: Static
 - Acknowledgement Default Text ID: OBS_SMS_Option2_Ack_TextID
 - Option Option1:**
 - Responses: yes (253 characters remaining)
 - Action: Exit
 - Completion Code: OBS_SMS_Option1
 - Send Acknowledgement Message?: ☒
 - Acknowledgement Text ID Source: Static
 - Acknowledgement Default Text ID: OBS_SMS_Option1_Ack_TextID

7.2. Configure Voice Campaign

Repeat the same procedure above to add voice campaign. Navigate to **Application Administration → Voice Campaigns**. The **Voice Campaigns** page displays, select **Add** button (not shown). In the **Add Voice Campaign**, enable the campaign by selecting the checkbox in the **Enable?** field, select **OBS_Notification_Menu_SMS_Reply** from the dropdown menu in the **Campaign Name** list. Note that, the voice campaign is imported from POM. Select **Add Language** button.

The screenshot shows the 'Add Voice Campaign' form within the 'Interactive Northwest, Inc.' application. The breadcrumb trail is 'Outbound Studio Home > Voice Campaigns > Add Voice Campaign'. The form includes the following fields:

- Enabled?**: A checkbox that is checked.
- Organization**: A dropdown menu showing 'DEFAULT'.
- Campaign Name**: A dropdown menu showing 'OBS_Notification_Menu_SMS_Reply'.
- Description**: A text input field with a placeholder '256 characters remaining.'
- Languages**: A section with an 'Add Language' button.

The pop-up window is displayed, select **English** from the list and click on **Add**.

The screenshot shows a 'Add Language' pop-up window. It contains a dropdown menu with 'English' selected and an 'Add' button.

Expand the **English** section and then expand the **System Unavailable** subsection. Select **Disconnect** in **Action** dropdown menu and select **OBS_Campaign_Error** in the **Completion Code** dropdown.

The screenshot shows the 'English' section expanded in the application. It contains a 'System Unavailable' subsection. The 'System Unavailable' subsection has the following fields:

- Action**: A dropdown menu showing 'Disconnect'.
- Completion Code**: A dropdown menu showing 'OBS_Campaign_Error'.
- Message**: A text input field with a placeholder 'Choose File No file chosen' and a 'Remove' button.

Expand the **Answer Human** subsection from the **English** section. Select **Menu** and **OBS_AH_Abandoned** in the **Action** and **Disconnect Completion Code** field, respectively.

Expand the **Menu** subsection from the **Answer Human** section, select **OBS_AH_Menu_Abandoned** from the **Disconnect Completion Code** field.

Expand the **Max Tries Exceeded** subsection from the **Menu** section, select **OBS_AH_Menu_Max_Tries** and **Disconnect** from the **Completion Code** and **Action** field respectively.

To provide the WAV file that will be played to the contact when the maximum tries have been exhausted, click the **Choose File** button. A selection dialog box will be opened in your browser. Navigate to the WAV file that should be played at this point and **Save**. OutboundStudio will upload the WAV file and the play icon and the word Remove will be displayed as shown. This same process can be followed at any place that a WAV file needs to be provided for playback.

The screenshot shows the 'Answer Human' configuration window. It has a collapsible header 'Answer Human' with a minus icon. Below the header, there are two fields: 'Action' with a dropdown menu set to 'Menu', and 'Disconnect Completion Code' with a dropdown menu set to 'OBS_AH_Abandoned'. Below these are three expandable sections: 'Greeting' with a plus icon, 'Announcement' with a plus icon, and 'Menu' with a minus icon. The 'Menu' section is expanded, showing 'Max Tries' set to '3' and 'Disconnect Completion Code' set to 'OBS_AH_Menu_Abandoned'. Below the 'Menu' section is another expandable section 'Max Tries Exceeded' with a minus icon. This section is expanded, showing 'Completion Code' set to 'OBS_AH_Menu_Max_Tries', 'Action' set to 'Disconnect', and a 'Message' field. The 'Message' field contains a 'Choose File' button, the text 'No file chosen', a play icon, and a 'Remove' button. Below the 'Max Tries Exceeded' section are two more expandable sections: 'Menu Prompts' with a plus icon and 'Options' with a plus icon.

Expand the **Options** subsection from the **Menu** section. Enter values for the Option1,Option2, Option3, Option0 and Option # as shown below.

- **Option: 1**
 - **Action: Disconnect**
 - **Completion Code: OBS_AH_Option1_Selected**
- **Option: 2**
 - **Action: Disconnect**
 - **Completion Code: OBS_AH_Option2_Selected**
- **Option: 3**
 - **Action: Disconnect**
 - **Completion Code: OBS_AH_Option3_Selected**

The screenshot shows a web-based configuration interface titled "Options". It contains three collapsible sections, each representing an option. Each section has a title bar (e.g., "Option: 1") with a minus sign to collapse it. Inside each section, there are three rows of configuration fields:

- Action:** A dropdown menu with "Disconnect" selected.
- Pre Action Announcement:** A "Choose File" button, the text "No file chosen", a play button icon, and a "Remove" link.
- Completion Code:** A dropdown menu with a value like "OBS_AH_Option1_Selected" selected.

The three options shown are Option: 1, Option: 2, and Option: 3, each with the same "Disconnect" action and a unique completion code.

- **Option: 0**
 - **Action: Transfer**
 - **Completion Code: OBS_AH_Option0_Selected**
 - **Transfer Source: Static**
 - **Transfer Number: 3301**
- **Option: #**
 - **Action: Repeat**

The screenshot displays a configuration window with three sections. The first section, 'Option: 0', is expanded and contains the following fields: 'Action' set to 'Transfer', 'Pre Action Announcement' with a 'Choose File' button and 'No file chosen' text, 'Completion Code' set to 'OBS_AH_Option0_Selected', 'Transfer Source' set to 'Static', and 'Transfer Number' set to '3301'. The second section, 'Option: *', is collapsed. The third section, 'Option: #', is expanded and shows 'Action' set to 'Repeat' and 'Pre Action Announcement' with a 'Choose File' button and 'No file chosen' text, accompanied by a red prohibition icon.

Expand the **Answer Machine** subsection from the **English** section. Select the **OBS_AM_Abandoned** and **OBS_AM_Message_Left** in the **Disconnect Completion Code** and **Play Announcement Completion Code**, respectively.

The screenshot displays a configuration window for the 'English' section. At the top, a header bar labeled 'English' includes a minus icon for collapsing. Below this is a trash can icon. A list of subsections follows: 'System Unavailable', 'UUI', 'Answer Human', and 'Answer Machine'. The 'Answer Machine' subsection is expanded, indicated by a minus icon on its header. Inside this expanded section, there is a 'Repeat Message?' checkbox which is currently unchecked. Below it are two dropdown menus: 'Disconnect Completion Code' set to 'OBS_AM_Abandoned' and 'Play Announcement Completion Code' set to 'OBS_AM_Message_Left'. At the bottom of the 'Answer Machine' section are three more expandable items: 'Greeting', 'Announcement', and 'Play Announcement Rules', each with a plus icon.

8. Verification Steps

This section provides the verification steps that may be performed to verify that Experience Portal can run INI OutboundStudio applications.

1. From the EPM web interface, verify that the EPM, MPP and SMS servers are online and running in the System Monitor page shown below.

System Monitor (May 19, 2021 1:44:54 PM EDT)

This page displays the current state of the local Experience Portal system plus any remote Experience Portal systems that you have configured. For information about the colored alarm symbols, click Help.

Summary | ExperiencePortal Details

Last Poll: May 19, 2021 1:44:47 PM EDT

Server Name	Type	Mode	State	Config	Call Capacity			Active Calls		Calls Today	Alarms
					Current	Licensed	Maximum	In	Out		
EPM / mpp80	EPM/MPP	Online	Running	OK	10	10	10	0	0	0	✓
Summary					10	10	10			0	✓

Last Poll: May 19, 2021 1:44:47 PM EDT

Server Name	Type	State	Usage (Today)	Messages (Last 24 hours ▾)		Timeline Graph
				Incoming	Outgoing	
EPM	Email	Running	N/A	0	0	N/A
Email Summary			N/A	0	0	N/A
EPM	SMS	Running	N/A	0	0	N/A
SMS Summary			N/A	0	0	N/A

2. From the EPM web interface, verify that the ports on the MPP server are in-service in the Port Distribution page shown below.

Port Distribution Report (May 19, 2021 1:48:26 PM EDT)

This page displays information about how the telephony resources have been distributed to the MPPs. You configure the telephony resources on the VoIP Connections page.

Servers: mpp80
Total Ports: 10

Last Poll: May 19, 2021 1:48:11 PM EDT

Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation
10	Online	In service	interopSM	SIP_Trunk	mpp80	

Help

3. Verify the SMPP connection to the SMS gateway service, navigate to **Multi-Media Configuration → SMS → SMPP Connections**. Select the SMS gateway in this case is **webtex** in the **SMPP Connections** tab.

You are here: [Home](#) > Multi-Media Configuration > SMS

SMS

This page displays the list of Short Message Service (SMS) processors, SMPP connections and HTTP connections.

SMS Processors SMPP Connections HTTP Connections

<input type="checkbox"/>	Name	Enable	Transport Protocol	Host Address	Port	Bind Mode	SMS Processor	Short Code / Long Number
<input type="checkbox"/>	webtext	Yes	TCP	smpp.webtext.com	2775	Transceiver	EPM	19 58

Add **Delete** **Help**

In the **Change SMPP Connection** page (not shown), select **Verify** button. The **Verify SMPP Connection** window displays, select **Verify** button (not shown), if the SMPP connection to the SMS gateway is up and running, it will show as verified successfully as shown below.

Verified SMPP Connection - Profile 1 - Microsoft Edge

https://10.33.1.23/VP_SMS/faces/config/smppConnectionVerify.jsf?verify=true&nam...

Verified SMPP Connection

Host Address: smpp.webtext.com
Port: 2775
Bind Mode: Transceiver
User Name: 29386
Address Range:
System Type:

SMPP Connection was verified successfully.

Close Window **Help**

Run the campaign, from the POM home, navigate to **Campaigns → Campaign Manager**. The **Campaign Manager** page displays with the list of campaign in the right hand side, click on the play icon to run the campaign.

The campaign will make a phone call to the contact with the **OBS_Contact_Channel** attribute in the contact indicates as “VOICE” and send SMS to the contact with the **OBS_Contact_Channel** attribute indicates as “SMS”.

Campaign Manager

Last poll: 05/19/2021 01:58:44 PM

This page displays Campaigns and actions associated with Campaigns depending on your user role.

Search: [] [] [] [Advanced](#)

Show: 50 | Page: 1/1

Name	Type	Campaign Strategy	Contact List - Filter	Last Executed	Waiting Callbacks	Actions
OBS_Notification_Menu_SMS_Reply_KHANH	Finite	OBS_Notification_SMS_Reply	OBS_Notification_SMS_Reply - None	04/28/2021 04:46:04 AM	0	[Icons] [Play Icon]
OBS_Notification_Menu_SMS_Reply_GLEN	Finite	OBS_Notification_SMS_Reply_GLEN	GlenOnly - None	05/07/2021 02:46:00 PM	0	[Icons]

Select **POM Monitor** from the left pane menu. The POM Monitor displays list of active campaign that is running. Select the campaign name **OBS_Notification_Menu_SMS_Reply**.

Avaya Experience Portal 8.0.0 (ExperiencePortal)

Home ?- Help Logoff

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
- HTML
- SMS

POM

- POM Home**
- POM Monitor**

Active Campaigns

Campaign Name	Campaign Type	Job ID	Status	Contact List(s)	Organizat	Start Time
<input type="checkbox"/> OBS_Notification_Menu_SMS_Reply	finite	171	Running	OBS_Notification_SMS...		05/19/2021 12:

Total: 1 Running: 1 Paused: 0 Other: 0

Active Data Imports Active DNC Imports Active Agents License Summary Inbound Skills

The **Campaign Details** page is displayed. Expand the **Completion Code View** and select **Call (Voice)** to show the completion code that the caller selects.

Campaign Details - OBS_Notification_Menu_SMS_Reply

OBS_Notification_Menu_S... (Job ID: **Running** 171) [Pause] [Stop] [Settings] Last poll: 05/19/2021 12:05:02 PM

- ▶ Campaign View
- ▶ Contact List View
- ▶ Automated Voice Task View
- ▼ **Completion Code View**
 - ▶ Selector_100
 - ▶ **Call (VOICE)**
 - ▶ SMS (Text)
- ▶ SMS Task View
- ▶ Selector View

Completion Codes

Name	Total	Last 5 min	Last 1
Call Answered	0	1	1
OBS_AH_Option1_Selected	1	0	0

* System Completion Code's total might mismatch with interval values as other System or Custom Completion Codes may overwrite it.

Select **SMS (Text)** to show the completion code that the caller replies.

Campaign Details - OBS_Notification_Menu_SMS_Reply-GLEN

OBS_Notification_Menu_SM... (Job ID: **Running** 88) [Pause] [Stop] [Settings] Last poll: 05/19/2021 12:05:02 PM

- ▶ Contact List View
- ▶ Automated Voice Task View
- ▼ **Completion Code View**
 - ▶ Call (VOICE)
 - ▼ **SMS (Text)**

RPC	0
Success	0
- ▶ SMS Task View

Completion Codes

Name	Total	Last 5 min
SMS Queued	1	2
OBS_SMS_Max_Invalid_Response	1	0

* System Completion Code's total might mismatch with interval values as other System or Custom Completion Codes may overwrite it.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the INI OutboundStudio application with Avaya Proactive Outreach Manager and Avaya Experience Portal. 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.

[1] *Administering Avaya Aura® Experience Portal*, Release 1.1, October 2020

[2] *Implementing Avaya Proactive Outreach Manager*, Release 4.0, December 2020

[3] *INI OutboundStudio Administration User Guide R1.1*

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