Avaya Solution & Interoperability Test Lab

Application Notes for Avaya Proactive Outreach Manager 3.0.3 with Inisoft synTelate 5.1.1 using CTI and outbound voice campaigns– Issue 1.0

Abstract

These Application Notes describe the configuration steps required for IniSoft synTelate Enterprise 5.1.1 to successfully interoperate with Avaya Proactive Outreach Manager 3.0.3 using Computer Telephony Integration and outbound voice campaigns. Inisoft synTelate is a call center scripting application for creating inbound and outbound campaigns and consists of the synTelate Designer and the synTelate Enterprise Agent. IniSoft synTelate Enterprise Agent was compliance tested against Avaya Proactive Outreach Manager using outbound voice campaigns.

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

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

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1. Introduction

These Application Notes describe a compliance-tested configuration comprised of Avaya Proactive Outreach Manager (POM) and Inisoft synTelate Enterprise 5.1 (synTelate). Inisoft synTelate uses a Telephony Server Application Programming Interface (TSAPI) link with Avaya Aura® Application Enablement Services (AE Services) to take control of Avaya IP Deskphones.

Inisoft synTelate Enterprise is a call center scripting application for creating inbound and outbound campaigns, and consists of the Inisoft synTelate Designer and the Inisoft synTelate Agent. Inisoft synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens. Inisoft synTelate database consists of client records that are used during inbound and outbound campaigns which are imported from Avaya Proactive Outreach Manager. Inisoft synTelate Agent uses Avaya Proactive Outreach Manager API (Agent API) to communicate with Avaya Proactive Outreach Manager. This allows Inisoft synTelate to perform operations such as logging in and out the agent, joining a job, changing the agent state, handling calls and setting completion codes. Inisoft synTelate uses a TSAPI link to Avaya Aura® Application Enablement Services to receive inbound call events and to control the call (answer, hold, retrieve, hangup, etc.).

During compliance testing, Outbound and Managed campaign types were run. Outbound campaign focuses only on outbound calls initiated by Proactive Outreach Manager. Managed campaign is a special type of Outbound campaign where the agent releases the call to be dialed after reviewing the customer information.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of synTelate to carry out call handling functions in a variety of scenarios through its TSAPI and Agent API interface with AE Services and POM, respectively. The feature test cases were performed both automatically and manually. Outbound calls were automatically placed and delivered to synTelate Agent by POM, and inbound calls were manually placed and delivered to synTelate Agent by Communication Manager. Different types of jobs were exercised, along with different actions initiated from synTelate Agent, to verify proper generation and handling of supported messages from the POM Agent API and from Application Enablement Services TSAPI. The POM Campaign Manager and Monitor was used to start/stop jobs. The verification included checking the display of fields, options, and values on synTelate Agent, and checking the exchanged API messages in the designer and agent logs. All test cases were executed.

2.1. Interoperability Compliance Testing

The feature testing focused on verifying proper display of the customized synTelate Agent with appropriate options, fields, and values for the following scenarios:

- Outbound and managed jobs
- Log in, join job, go on/off break, leave job, and logoff
- Hold, retrieve, call transfer, conference, place manual call, agent drop, customer drop, release line/hang-up, and finish work.
- Set callback and update customer fields

2.2. Test Results

All test cases that were executed have successfully passed.

2.3. Support

Technical support on synTelate can be obtained through the following:

- Phone: (603) 383-4999 or +44 (0) 141-552-8800
- Email: support@inisoft.co.uk

3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. In the compliance testing, synTelate used the Agent API to monitor and control outbound calls for the agents, and used TSAPI to monitor and control the inbound calls for the agents.
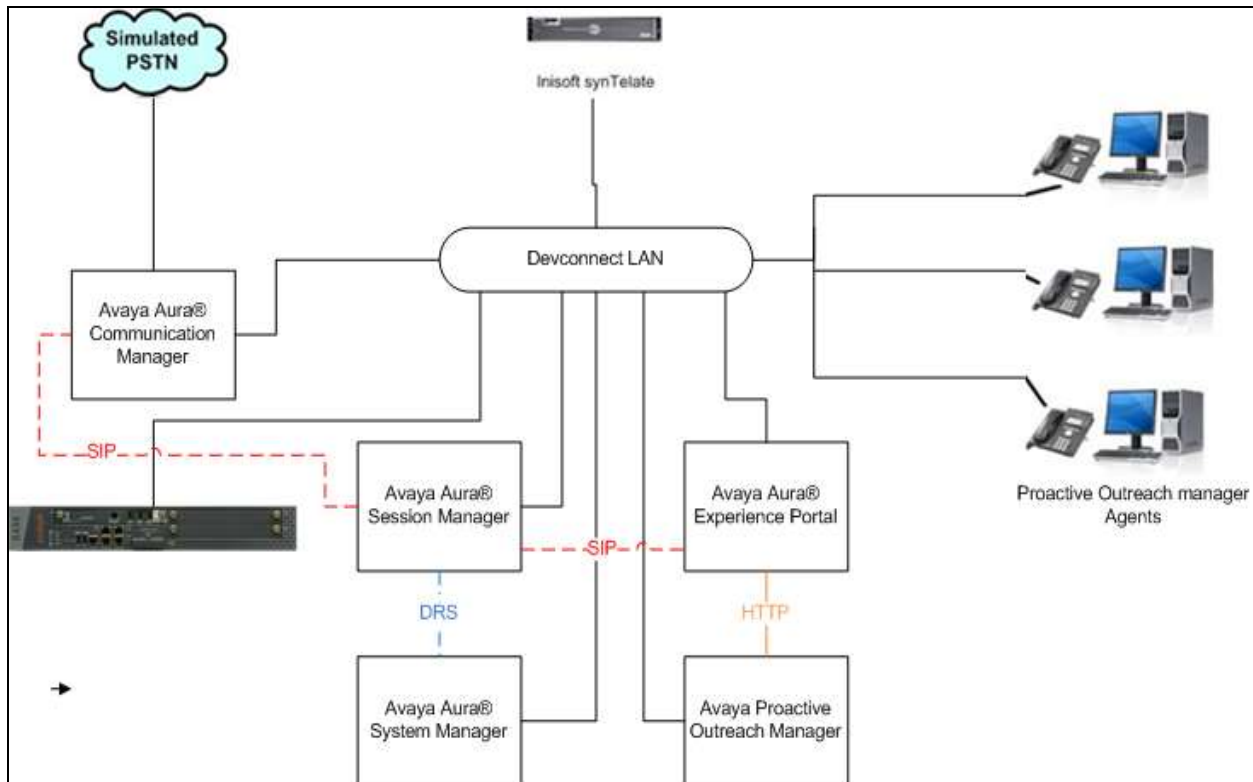
Figure 1: Inisoft synTelate with Avaya Proactive Outreach Manager using CTI and outbound voice campaigns

4. Equipment and Software Validated

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

Equipment	Software
VMware virtual machine	Avaya Aura® Communication Manager 7.0.1 CM 7.0.1.0.0.441.23012
G430 Media Gateway	FW 37.21.0
VMware virtual machine	Avaya Aura® Experience Portal 7.1.0.0.1107
VMware virtual machine	Avaya Proactive Outreach Manager POM.03.00.03.00.008-r23999
VMware virtual machine	Avaya Aura® Application Enablement Services 7.0.0.0.0.13-0
Inisoft synTelate Enterprise	5.1.1

5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT).

5.1. Configure the Avaya Aura® Communication Manager Connection to Avaya Aura® Application Enablement Services

The connection between Communication Manager and AES is assumed to be already in place however the steps required to set this connection are listed in the sections below.

5.1.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** as shown below.

```
display system-parameters customer-options                    Page   3 of  11
                            OPTIONAL FEATURES

      Abbreviated Dialing Enhanced List? y          Audible Message Waiting? y
          Access Security Gateway (ASG)? n              Authorization Codes? y
          Analog Trunk Incoming Call ID? y                     CAS Branch? n
 A/D Grp/Sys List Dialing Start at 01? y                        CAS Main? n
Answer Supervision by Call Classifier? y               Change COR by FAC? n
                                  ARS? y  Computer Telephony Adjunct Links? y
                    ARS/AAR Partitioning? y  Cvg Of Calls Redirected Off-net? y
               ARS/AAR Dialing without FAC? y                  DCS (Basic)? y
             ASAI Link Core Capabilities? n              DCS Call Coverage? y
             ASAI Link Plus Capabilities? n             DCS with Rerouting? y
          Async. Transfer Mode (ATM) PNC? n
      Async. Transfer Mode (ATM) Trunking? n    Digital Loss Plan Modification? y
                  ATM WAN Spare Processor? n                        DS1 MSP? y
                                   ATMS? y          DS1 Echo Cancellation? y
                    Attendant Vectoring? y
```

5.1.2. Note procr IP Address for Avaya Aura® Application Enablement Services Connectivity

Display the procr IP address by using the command **display node-names ip** and noting the IP address for the **procr** and AES (**AES701678**).

```
display node-names ip                                    Page   1 of   2
                            IP NODE NAMES
    Name              IP Address
SM100              10.10.40.34
AES701678          10.10.16.78
default            0.0.0.0
g430               10.10.40.15
procr              10.10.16.27
```

5.1.3. Configure Transport Link for Avaya Aura® Application Enablement Services Connectivity

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

- **Service Type:** Should be set to **AESVCS**.
- **Enabled:** Set to **y**.
- **Local Node:** Set to the node name assigned for the **procr** in **Section 5.1.2**.
- **Local Port:** Retain the default value of **8765**.

```
change ip-services                                              Page   1 of   4

                              IP SERVICES
  Service     Enabled      Local       Local      Remote      Remote
   Type                    Node        Port       Node        Port
 AESVCS        y           procr       8765
```

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

- **AE Services Server:** Name obtained from the AES server, in this case **AES701678**
- **Password:** Enter a password to be administered on the AES server.
- **Enabled:** Set to **y**.

Note: The password entered for **Password** field must match the password on the AES server in **Section 6.2**. The **AE Services Server** must match the administered name for the AES server; this is created as part of the AES installation, and can be obtained from the AES server by typing **uname –n** at the Linux command prompt.

```
change ip-services                                              Page   4 of   4
                       AE Services Administration

   Server ID    AE Services        Password        Enabled    Status
                  Server
      1:        AES701678          ********            y       idle
      2:
      3:
```

5.1.4. Configure CTI Link for TSAPI Service

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

```
add    cti-link 1                                               Page   1 of   3
                              CTI LINK
 CTI Link: 1
Extension: 8279999
     Type: ADJ-IP
                                                                    COR: 1
     Name: AESlink1
```

5.2. Configure an Agent in Communication Manager

The Syntelate client requires an agent login on the Communication Manager. In this document it is assumed that an extension capable of allow and agent login has been configured already.

5.2.1. Add Hunt Group

To add a new skillset or hunt group type **add hunt-group x** where x is the new hunt group number. For example the hunt group **10** is added for the **POMSkill** queue. Ensure that **ACD**, **Queue** and **Vector** are all set to **y**. Also that **Group Type** is set to **ucd-mia**.

```
add hunt-group 10                                        Page   1 of   4
                            HUNT GROUP

            Group Number: 10                             ACD? y
              Group Name: POMSkill                       Queue? y
           Group Extension: 8273010                      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** ensure that **Skill** is set to **y** as shown below.

```
add hunt-group 920                                          Page   2 of   4
                              HUNT GROUP

                     Skill? y        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
```

5.2.2. Add Agent

To add a new agent type **add agent-loginID x**, where x is the login id for the new agent.

```
add agent-loginID 8271001                                   Page   1 of   3
                              AGENT LOGINID

             Login ID: 8271001                                AAS? n
                 Name: Agent1                               AUDIX? n
                   TN: 1        Check skill TNs to match agent TN? n
                  COR: 1
        Coverage Path:                             LWC Reception: spe
        Security Code:                    LWC Log External Calls? n
                                          AUDIX Name for Messaging:

                                    LoginID for ISDN/SIP Display? n
                                                        Password:
                                        Password (enter again):
                                                    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** add the required skills. Note that the skill **10** is added to this agent so as when a call for "CoBrowse" is initiated the call is routed correctly to this agent.

```
add agent-loginID 8271001                                  Page   2 of   3
                             AGENT LOGINID
      Direct Agent Skill:                         Service Objective? n
Call Handling Preference: skill-level            Local Call Preference? n

    SN   RL SL          SN   RL SL         SN   RL SL         SN   RL SL
 1: 10      1      16:                 31:                 46:
 2:                16:                 32:                 47:
 3:                18:                 33:                 48:
 4:                19:                 34:                 49:
 5:                20:                 35:                 50:
 6:                21:                 36:                 51:
 7:                22:                 37:                 52:
 8:                23:                 38:                 53:
 9:                24:                 39:                 54:
10:                25:                 40:                 55:
11:                26:                 41:                 56:
12:                27:                 42:                 57:
13:                28:                 43:                 58:
14:                29:                 44:                 59:
15:                30:                 45:                 60:
```

5.3. Save Avaya Aura® Communication Manager Configuration

From the Command Line enter **Save Translation**, in order to commit the changes that have been introduced to memory on Communication Manager.
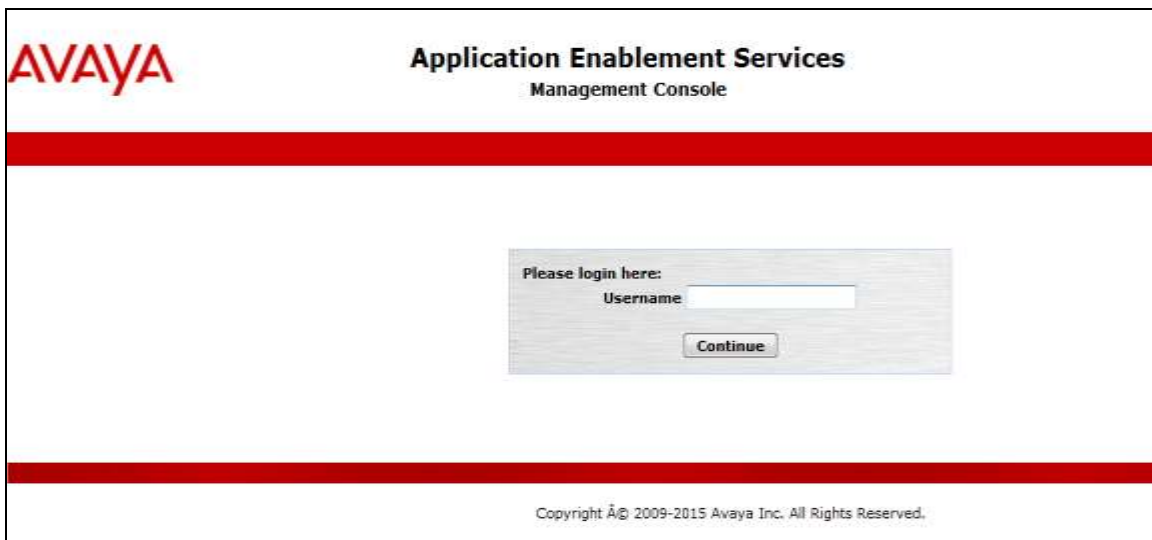
6. Configure Avaya Aura® Application Enablement Services Server

This section provides the procedures for configuring Application Enablement Services. The procedures fall into the following areas:

- Verify Licensing
- Create Switch Connection
- Administer TSAPI link
- Identify Tlinks
- Enable TSAPI & DMCC Ports
- Create CTI User
- Associate Devices with CTI User
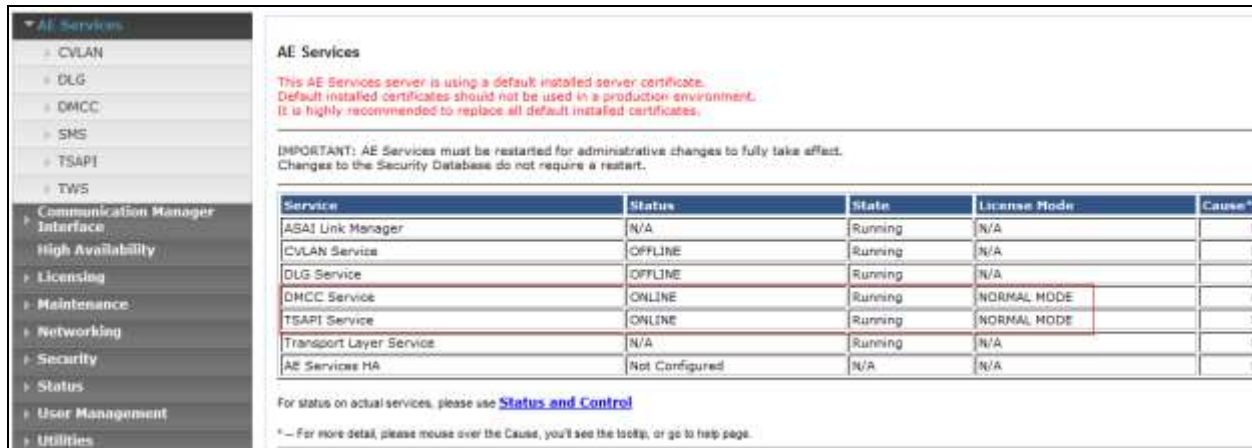
6.1. Verify Licensing

To access the AES Management Console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the IP address of AES. At the login screen displayed, log in with the appropriate credentials and then select the **Login** button.

The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that the TSAPI Service is licensed by ensuring that **TSAPI Service** is in the list of **Services** and that the **License Mode** is showing **NORMAL MODE**. If not, contact an Avaya support representative to acquire the proper license for your solution.

6.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface → Switch Connections** to set up a switch connection. Enter a name for the Switch Connection to be added and click the **Add Connection** button.

In the resulting screen enter the **Switch Password**; the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 5.1.3**. The remaining fields were left as shown below. Click **Apply** to save changes.

From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit PE/CLAN IPs** button. In the resulting screen, enter the IP address of the procr as shown in **Section 5.1.2** that will be used for the AES connection and select the **Add/Edit Name or IP** button.

6.3. Administer TSAPI link

From the Application Enablement Services Management Console, select **AE Services** → **TSAPI** → **TSAPI Links**. Select **Add Link** button as shown in the screen below.

On the **Add TSAPI Links** screen (or the **Edit TSAPI Links** screen to edit a previously configured TSAPI Link as shown below), enter the following values:

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection **CM1627**, which has already been configured in **Section 6.2** from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5.1.4** which is **1**.
- **ASAI Link Version:** This can be left at the default value of **7**
- **Security:** This was changed to **both** for compliance testing.

Once completed, select **Apply Changes**.
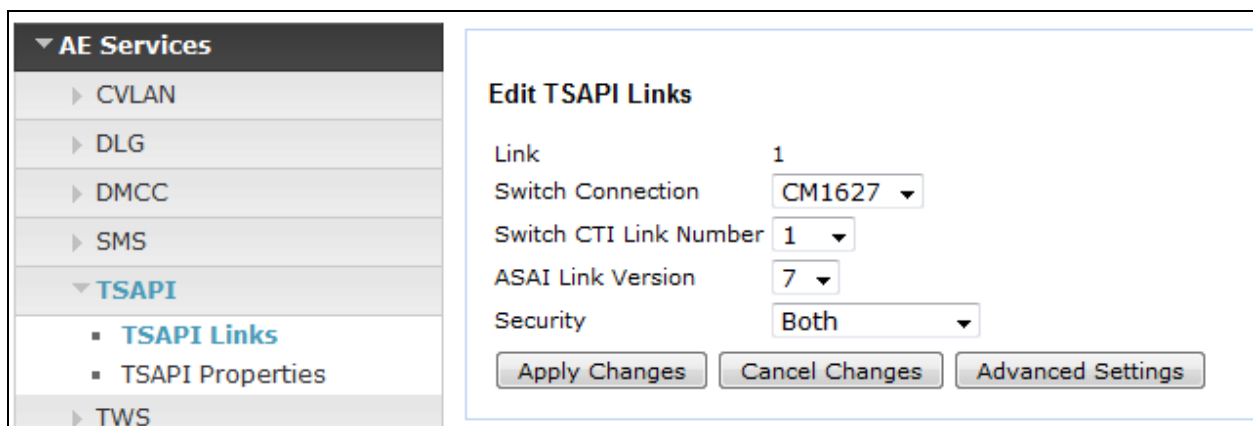
Another screen appears for confirmation of the changes made. Choose **Apply**.
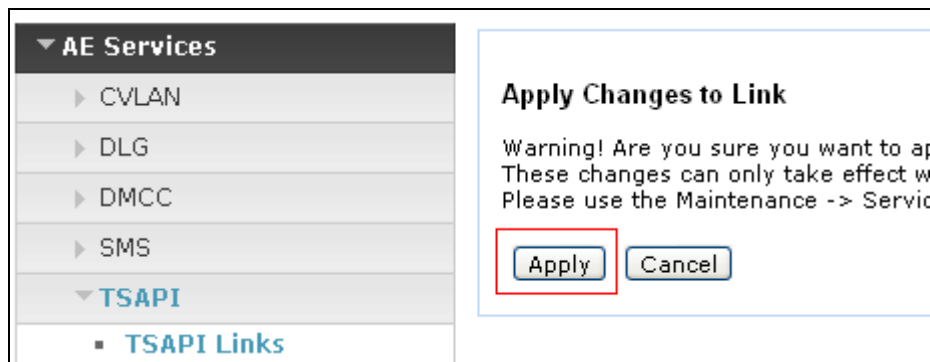
When the TSAPI Link is completed, it resembles the screen below.

The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance → Service Controller**. On the Service Controller screen, tick the **TSAPI Service** and select **Restart Service**.

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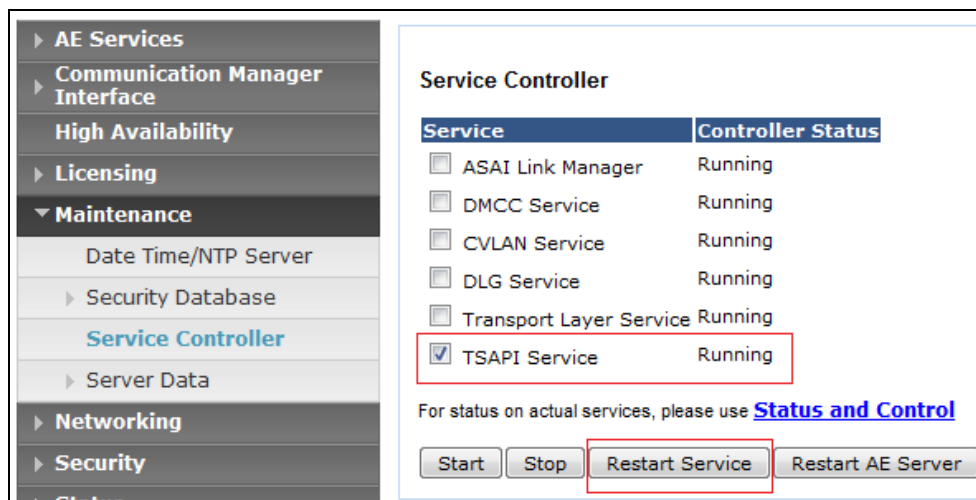
6.4. Identify Tlinks

Navigate to **Security** → **Security Database** → **Tlinks**. Verify the value of the **Tlink Name** for both.

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6.5. Enable TSAPI and DMCC Ports

To ensure that TSAPI and DMCC ports are enabled, navigate to **Networking → Ports**. Ensure that the TSAPI ports are set to **Enabled** as shown below. Ensure that the **DMCC Server Ports** are also **Enabled** and take note of the **Unencrypted Port 4721** which will be used later in **Section 7.1**. Inisoft synTelate uses TSAPI functions, but it uses the TSAPI functions via a connection through the DMCC ports. This makes it possible not to install the TSAPI Client on the client computer.

6.6. Create CTI User

A User ID and password needs to be configured for synTelate to communicate as a TSAPI client with the Application Enablement Services server. Navigate to the **User Management → User Admin** screen then choose the **Add User** option.
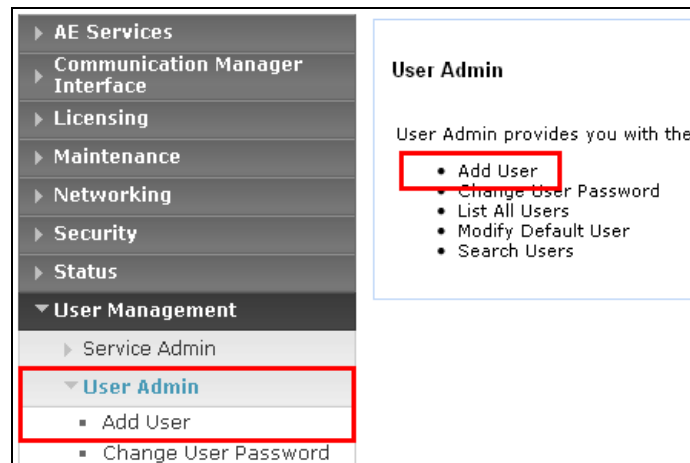
In the **Add User** screen shown below, enter the following values:
- **User Id -** This will be used by the synTelate setup in **Section 8.1**.
- **Common Name** and **Surname -** Descriptive names need to be entered.
- **User Password** and **Confirm Password -** This will be used with the **PrimaryAESLogin&Password** in **Section 8.1**.
- **CT User -** Select **Yes** from the drop-down menu.

Complete the process by choosing **Apply** at the bottom of the screen (not shown). The next screen will show a message indicating that the user was created successfully (not shown).

6.7. Change Security setting for CTI User

In the left window navigate to **Security → Security Database → CTI Users → List All Users**. From the main window select the **syntelate** user and click on **Edit**.

User ID	Common Name	Worktop Name	Device ID
○ pomcti	POM	NONE	NONE
○ presence	presence	NONE	NONE
● syntelate	syntelate	NONE	NONE

Edit List All

Tick the box **Unrestricted Access** to allow this user access to all devices on Communication Manager. If this is not required then a list of devices to be allocated to this user will need to be setup and the procedure for achieving this can be found in the following document listed in **Section 11** *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*. Click on **Apply Changes** to complete the setup.

Edit CTI User

User Profile:	User ID	syntelate
	Common Name	syntelate
	Worktop Name	NONE ▼
	Unrestricted Access	☑
Call and Device Control:	Call Origination/Termination and Device Status	None ▼
Call and Device Monitoring:	Device Monitoring	None ▼
	Calls On A Device Monitoring	None ▼
	Call Monitoring	☐
Routing Control:	Allow Routing on Listed Devices	None ▼

Apply Changes Cancel Changes

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7. Configure Proactive Outreach Manager campaign

This section will describe the steps required to create a basic outbound campaign in POM.
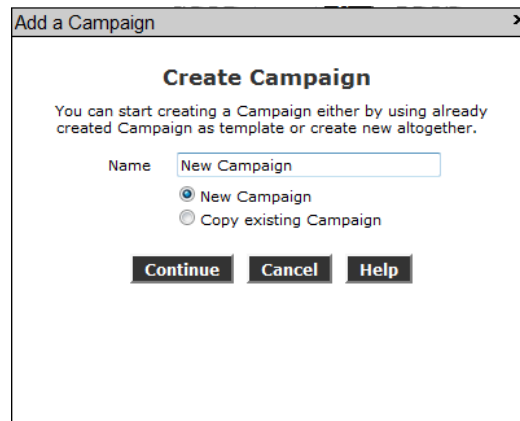
From the left hand menu select POM → POM Home. Under **Campaigns** select **Campaign Manager**.

In Campaign Manager click on **Add** to create the new campaign.
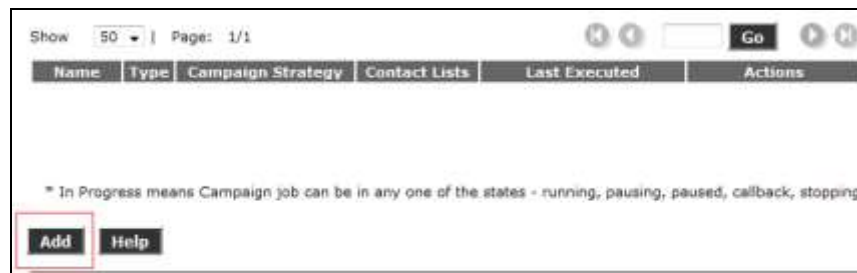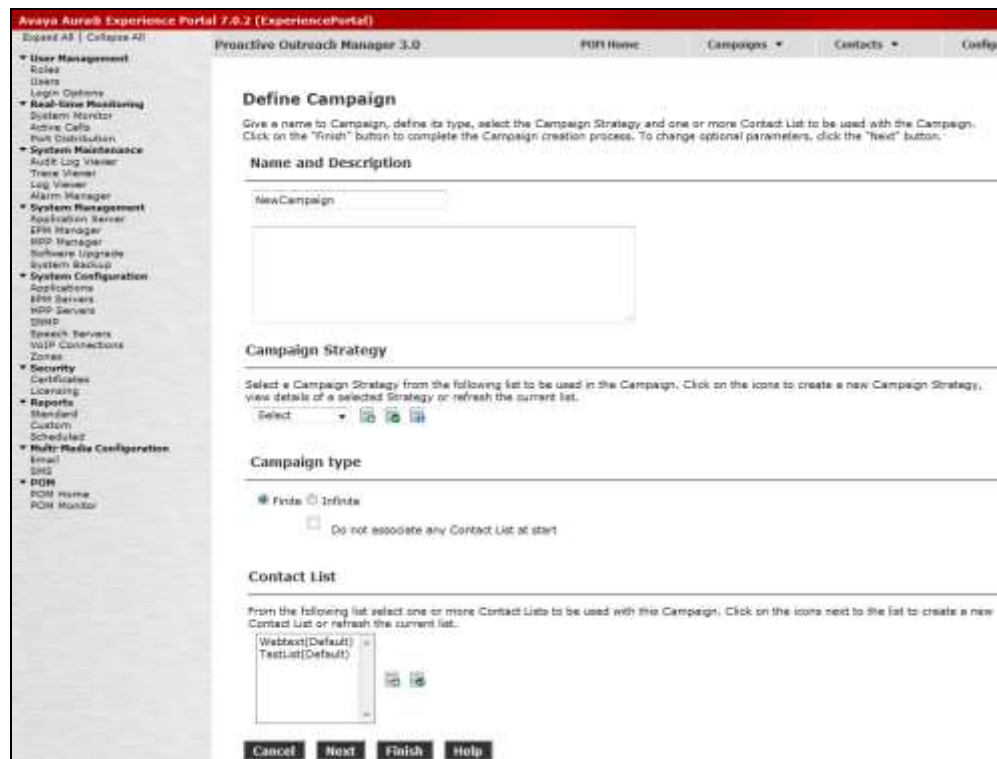
On the **Add a Campaign** screen, enter a name. Click on **Continue**.

The Campaign must now be defined and a **Campaign Strategy** and **Contact List** must be created.

7.1. Create Campaign Strategy

First under Campaign Strategy click on the add icon to bring up the Campaign Strategy Editor.
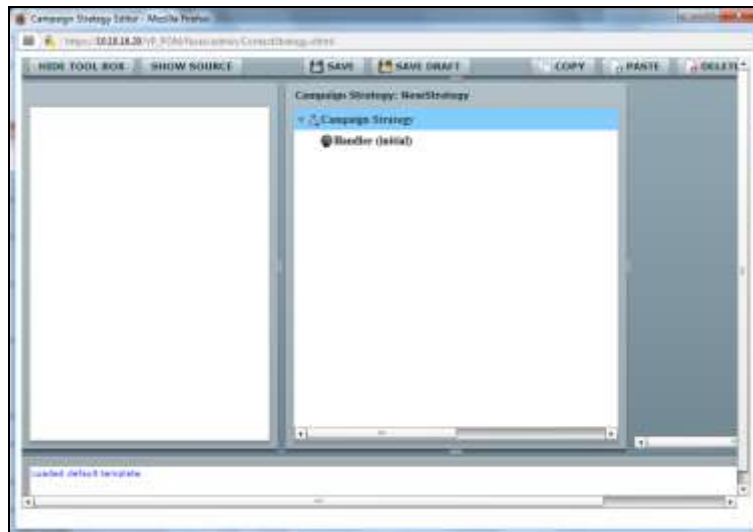
From the **Selected Node: Handler** box while Handler is selected under **Campaign Strategy:** drag and drop the **Call** node into the Campaign Strategy box
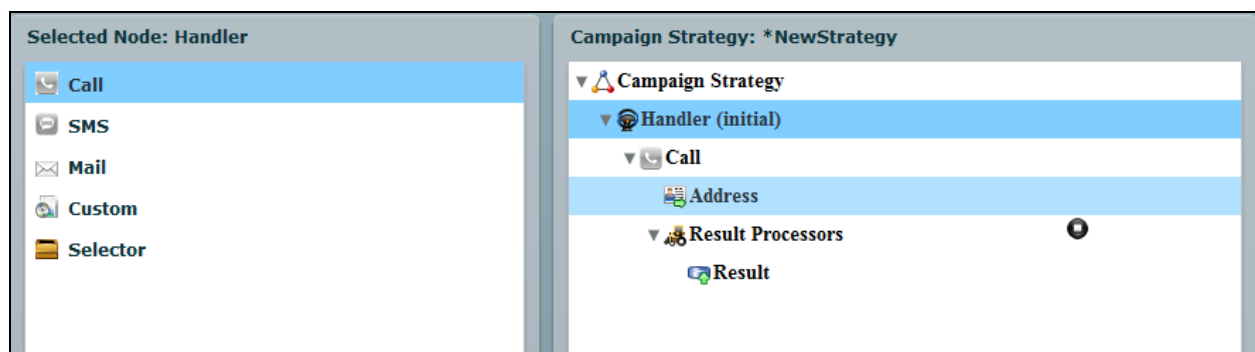
Select the **Call** node in the **Campaign Strategy:** Box and enter a name. This will change the name of the node in the **Campaign Stragtegy:** box. Select the **APPLICATIONS** from the drop down menus and set the **PACING PARAMETERS** (In this example a Preview Campaign has been selected).

Property	Value
Campaign Strategy: *NewStrategy	
▼ Campaign Strategy	
▼ Handler (initial)	
▼ Outbound	
Address	
▼ Result Processors	
Result	

Property	Value
Name	Outbound
Description	Outbound Calling
Sender's Display Name	synTelate
Sender's Address	
Timeout (sec)	
Guard Times	Disable
Min Contact Time	
Max Contact Time	
Re-check Interval (min)	
On Media Server Failure	
Enhanced CCA	ON
Priority	5
Allocation Type	Dynamic
APPLICATIONS	
Driver Application	PomDriverApp
Nailer Application	Nailer
Nuisance Call Application	AvayaPOMAnnouncement
On Hold Application	AvayaPOMAnnouncement
PACING PARAMETERS	
Call Pacing Type	Preview
Timed Preview	Yes
Preview Time (Sec)	
Can Cancel Preview	Disable
Min. Agents	1
Max. Agents	10
Agent Outbound Skill	POMOut
ACW Time (Sec)	10
# of ACW extensions	
Default Completion code	NoReply

From the **Campaign Strategy:** box select **Result (Call Answered)** and from the Selected Node: box drag the **Agent** node into the Campaign Strategy box.
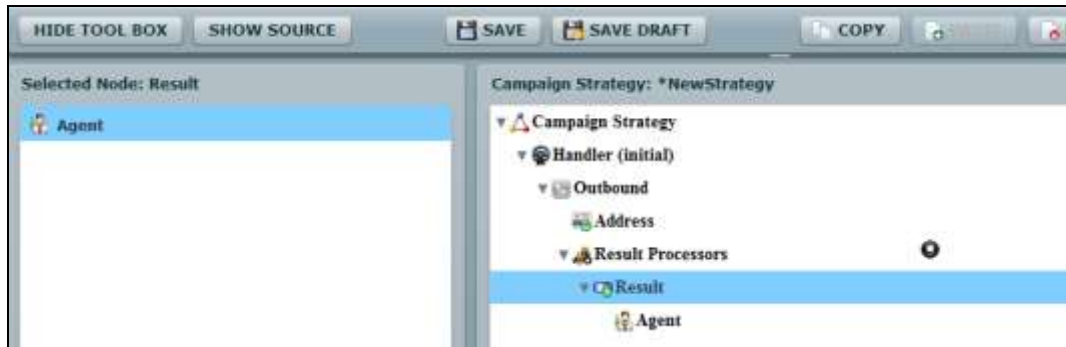
Select the **Agent** node in the **Campaign Strategy** box. Enter a **Name** and select an **Agent Script** from the drop down.

Then click **Save** when complete. A confirmation message will be displayed in the bottom left corner (not shown) and the Campaign Strategy Editor window can be closed.
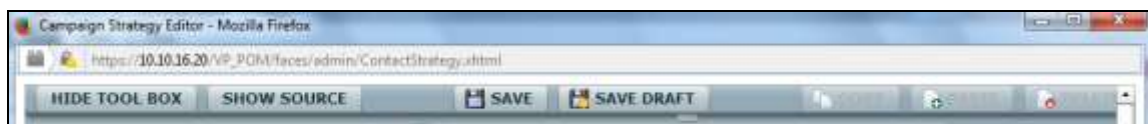
7.2. Create Contacts list
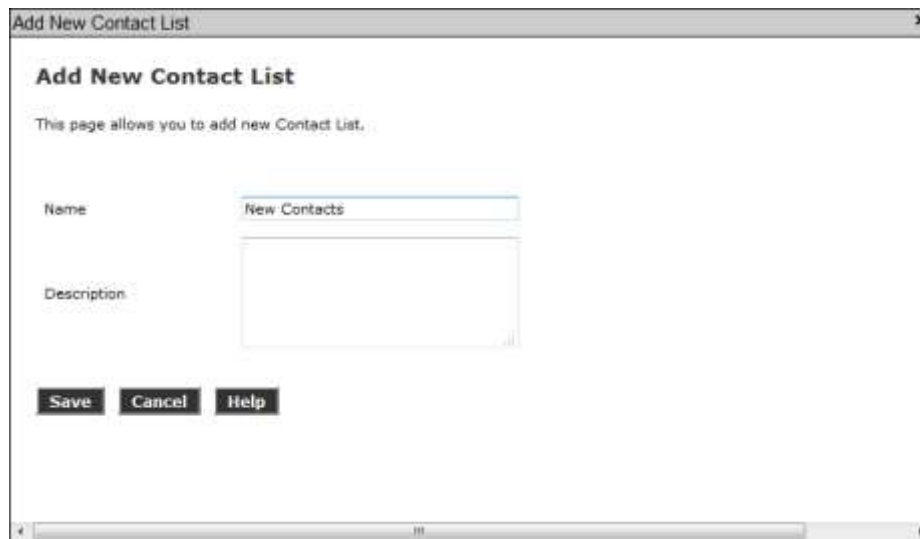
Before creating the Contacts list for the campaign a list of contact must be created as a comma delimited .csv file in the following format. For simple SMS messages no further information is required.

```
id,firstname,lastname,phonenumber2,phonenumber1,email
1,Contact,One, 12125550100, 12125550100,contact1@avaya.com
2,Mobile,One, 12125550101, 12125550101,mobile1@inisoft.com
3,Bob,Dylan, 12125550102, 12125550102,bobby@hotmail.com
4,SMS,One, 12125550103, 12125550103,SMS@avaya.com
```

From the Define Campaign (not shown) screen under **Contact List** click on the add icon.
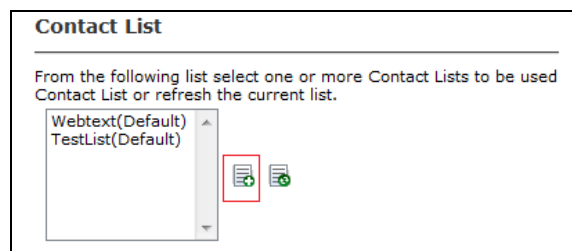
Give the Contacts list a **Name** and click on Save.

Now upload the contacts in the .csv file created. Click on **Upload Contacts now**.
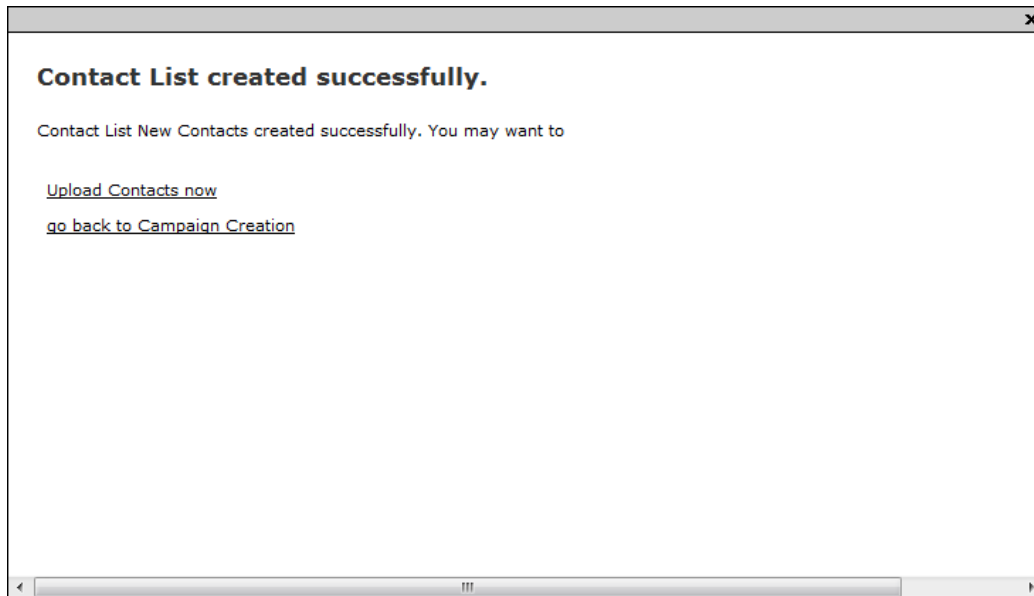
Click on **File to upload** and select the .csv file created. Select **Automatically update time zone for phone numbers**. Click on Continue to upload the contacts and go back to the Define Campaign screen.
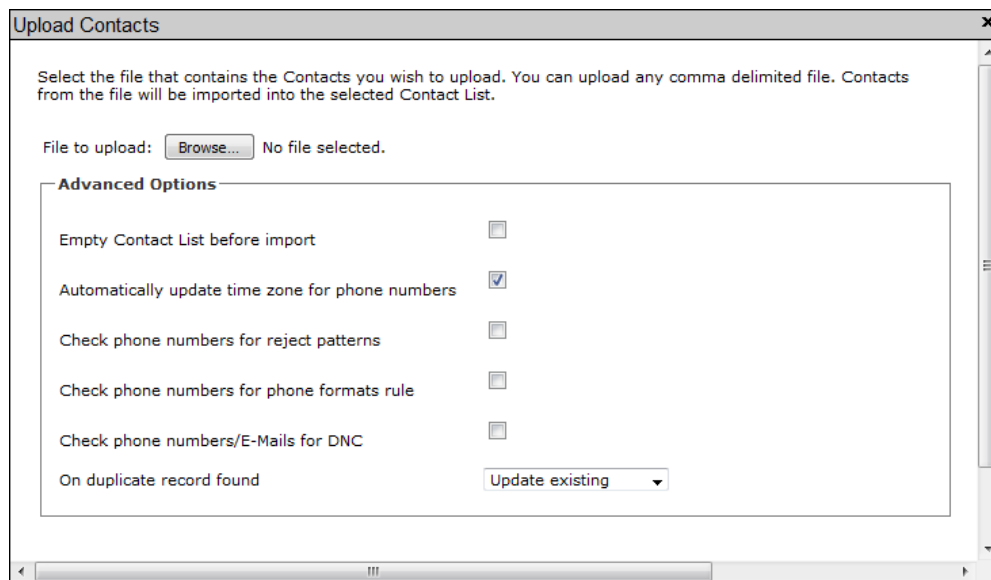
7.3. Complete the Campaign Creation

In this section the campaign creation is completed. Only screens where changes need to be made are mentioned, otherwise just clicking **Next** to move to the next screen is sufficient.

On the **Media Servers and Media Specific Parameters** Screen check that the EPM Zone is selected and then Click **Next**.

On **The Completion Code Association** screen move all **Available** Completion Codes to **Selected**. Click **Next** to continue.

Finally on **Processing Parameters** click **Finish** to save the campaign.

Processing Parameters (optional)

Define actions to be taken after a Campaign is finished or stopped and miscellaneous Campaign processing parameters.

Export Data

Export Contacts on completion   ☐

Custom Post Processing

Enter the fully resolved class Name (e.g com.avaya.pom.custom.myPostProcessor) implementing the custom post processing interface.

Campaign post processor class

[   ]

Miscellaneous

Batch size decides the number of records that Campaign Manager will fetch from database for processing in a single batch.

Batch size

[600   ]

[Cancel] [Previous] [Finish] [Help]

8. Configure synTelate Designer

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

- Administer Moagent32.ini
- Launch Designer
- Administer campaigns
- Administer scripts and screens
- Administer CTI

8.1. Administer Moagent32.ini

From the PC running Designer, navigate to the **C:\WINDOWS\system32** directory to locate the **Moagent32.ini** file, amend this file as shown below.

> [logon]
> servername = **10.10.16.90**
> [ConfigSettings]
> **UseDllDbs=0**
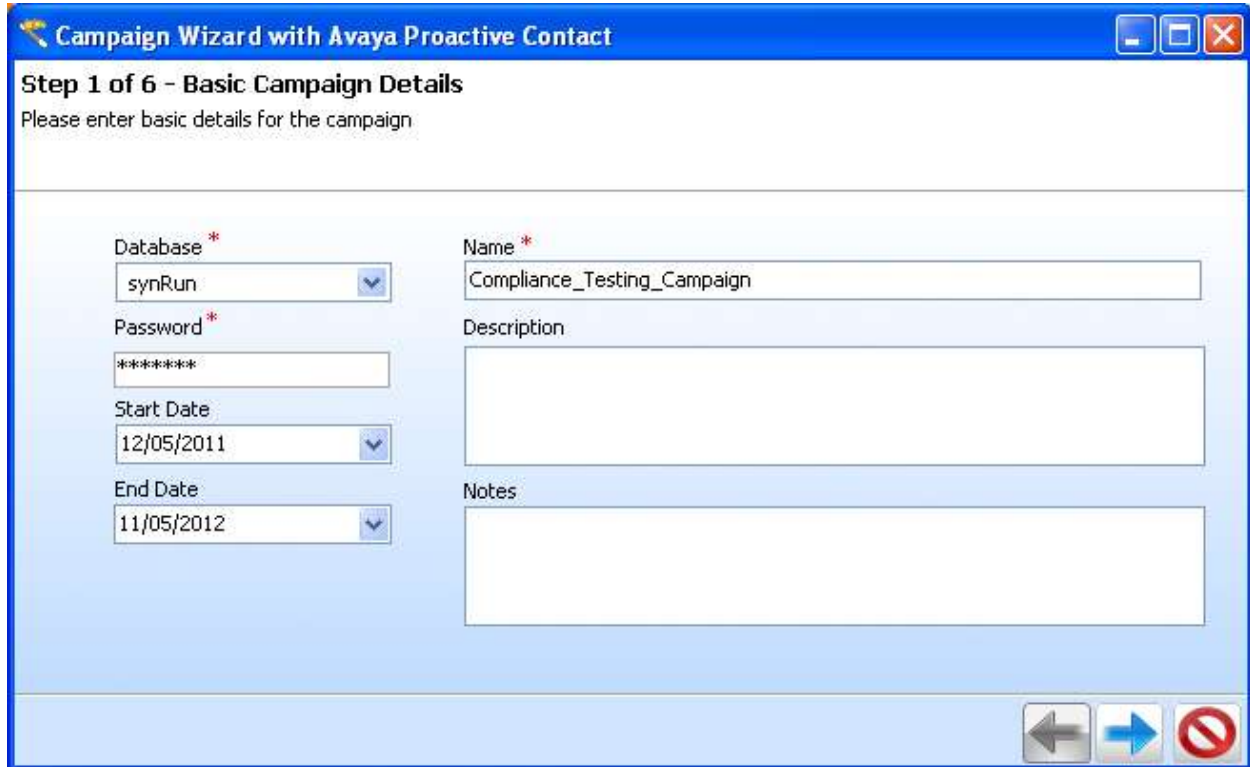
8.2. Launch Designer

From the PC running Designer, select **Start → Programs → synTelate → synTelate Designer** to display the **Welcome - synTelate** screen. Select the **Designer** tab. From the top menu, select the **Home** tab. Click **New** and select **Wizard → Dialler Wizard** from the drop-down list (not shown below) to create a new campaign.

8.3. Administer campaigns

The **Step 1 of 6** screen is displayed. Enter the following values shown, and retain the default values for the remaining fields.

Click on the arrow pointing **right**, the **Avaya PCS Login** screen is displayed. Enter the credentials for the Proactive Contact supervisor and click on the green tick.

SJW; Reviewed:
SPOC 9/8/2016

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The **Step 2 of 6** screen is displayed. Select the proper values for **Call List** and **Job Name**. Retain the default value for **Client Status Table**, and select the proper **Job Type**. Proceed to **Step 3**.

The **Step 3 of 6** screen is displayed, complete as shown and proceed to **Step 4**.

The **Step 4 of 6** screen is displayed.

Click on the double arrow highlighted below to select all fields and proceed to **Step 5**.

The **Step 5 of 6** screen is displayed, amend as required and proceed to **Step 6**.

The **Step 6 of 6** screen is displayed, this confirms your settings. Click on the Door icon highlighted to complete the Wizard.

8.4. Administer scripts and screens

For the purposes of this compliance test, it is assumed that scripts and screens are created according to requirements. A sample screen is shown below:

8.5. Administer CTI
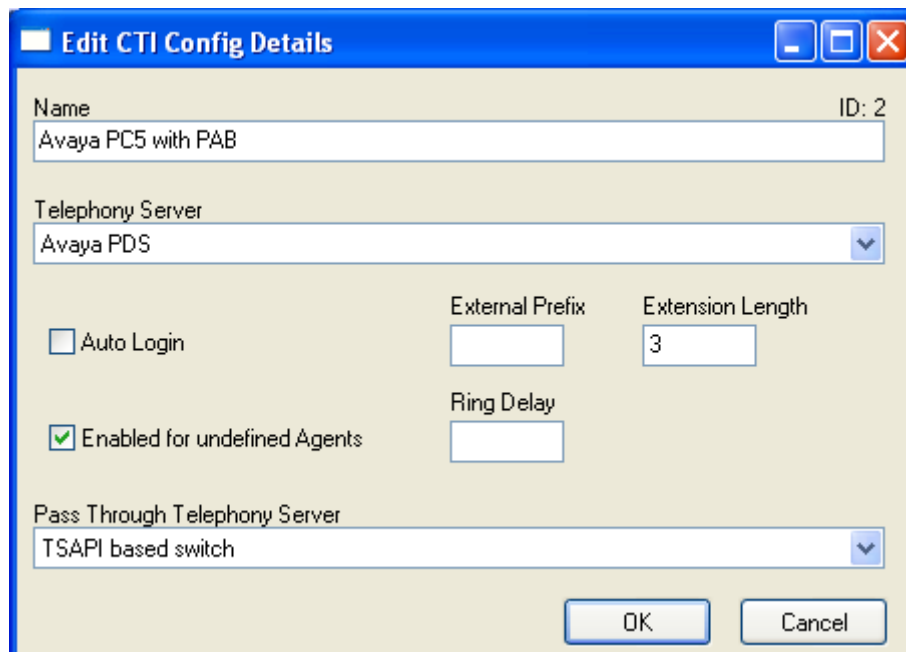
Open Select the **Supervisor** tab in synTelate Designer
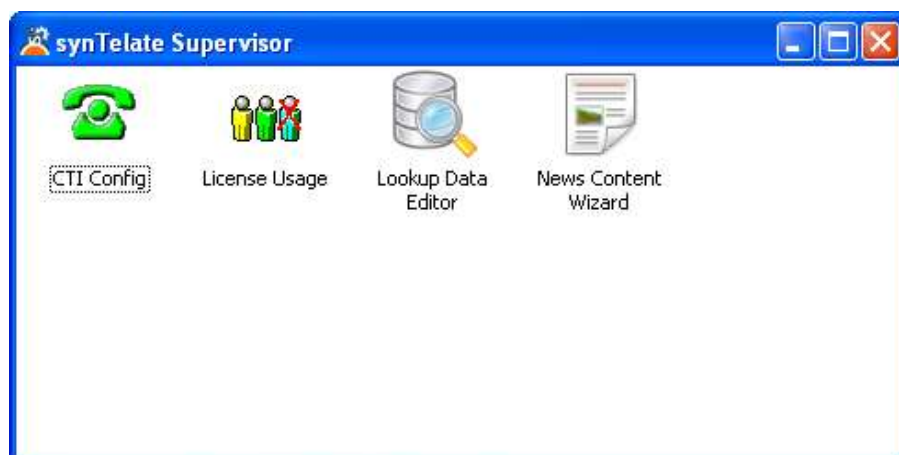
Click on **CTI Config**. Click **Add**.
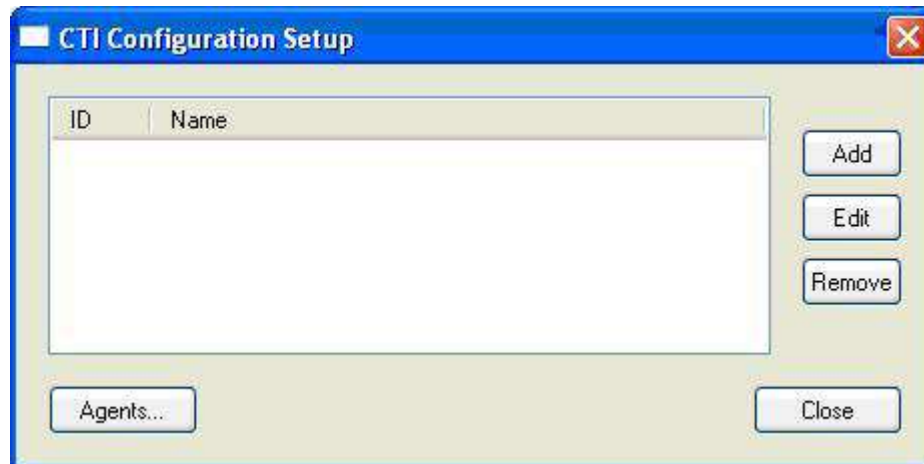
The **Edit CTI Config Details** screen is displayed. Complete as shown below.

9. Verification Steps

This section provides the tests that can be performed to verify proper configuration of synTelate, Proactive Outreach Manager, and Application Enablement Services. Prior to verification, start an outbound campaign on Proactive Outreach Manager.

9.1. Verify synTelate

From the PC running synTelate Agent, select **Start → Programs → synTelate → synTelate Agent**. The **Select a CTI Config** screen is displayed next. Select the CTI from **Section 8.5**, as shown below.
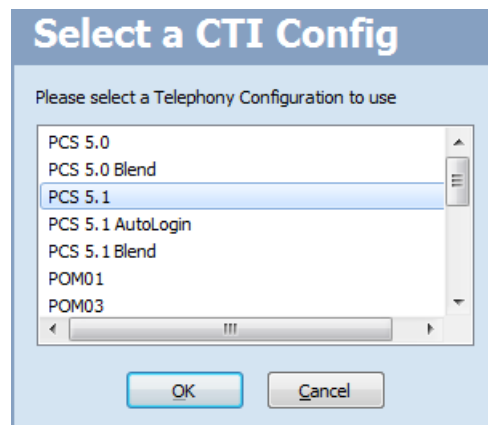
The **Avaya PCS Login** screen is displayed. Enter the pre-defined agent login and password for Proactive Contact, and the agent station/headset number detailed above.
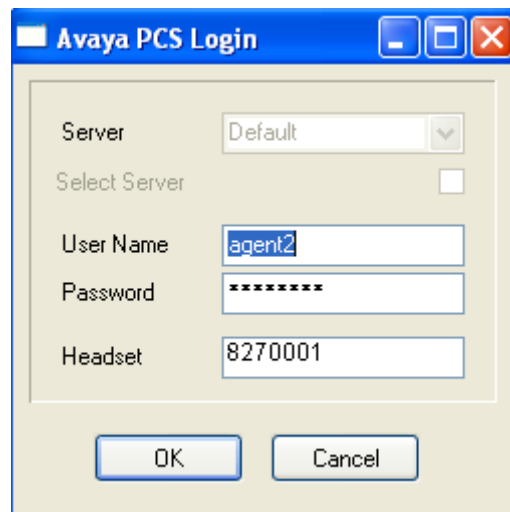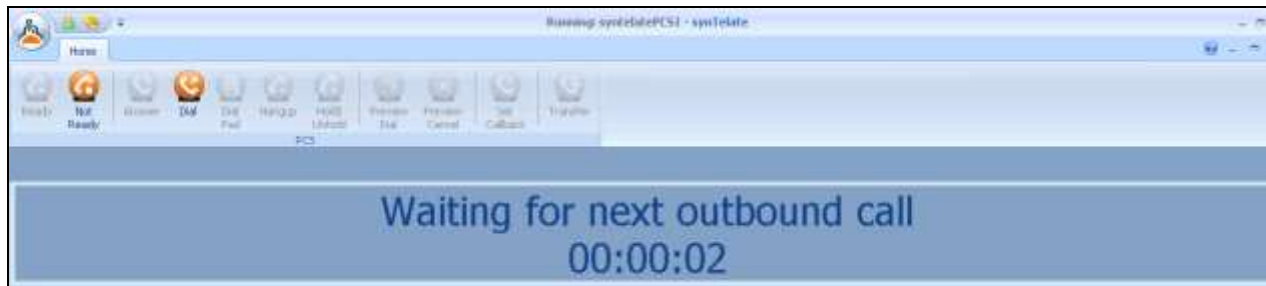
The synTelate splashscreen is shown:

synTelate opens with welcome screen showing list of available jobs, Verify the active outbound job is displayed. Click **outbnd2**.
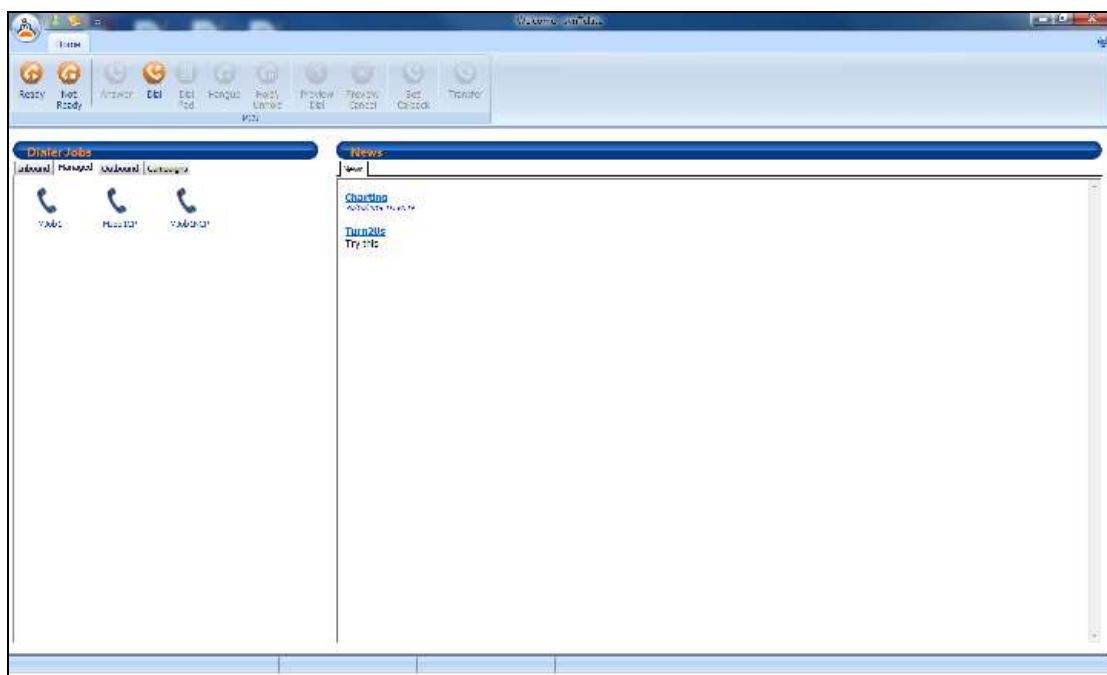
The **Dialler Status** box is displayed. Verify the values for **Status** and **Job**, as shown below.

The **Running - synTelate** screen is displayed. When an outbound call is delivered to the agent, verify that the appropriate data screen from **Section 8.4** is displayed and populated with values retrieved from the customer record, as shown below:
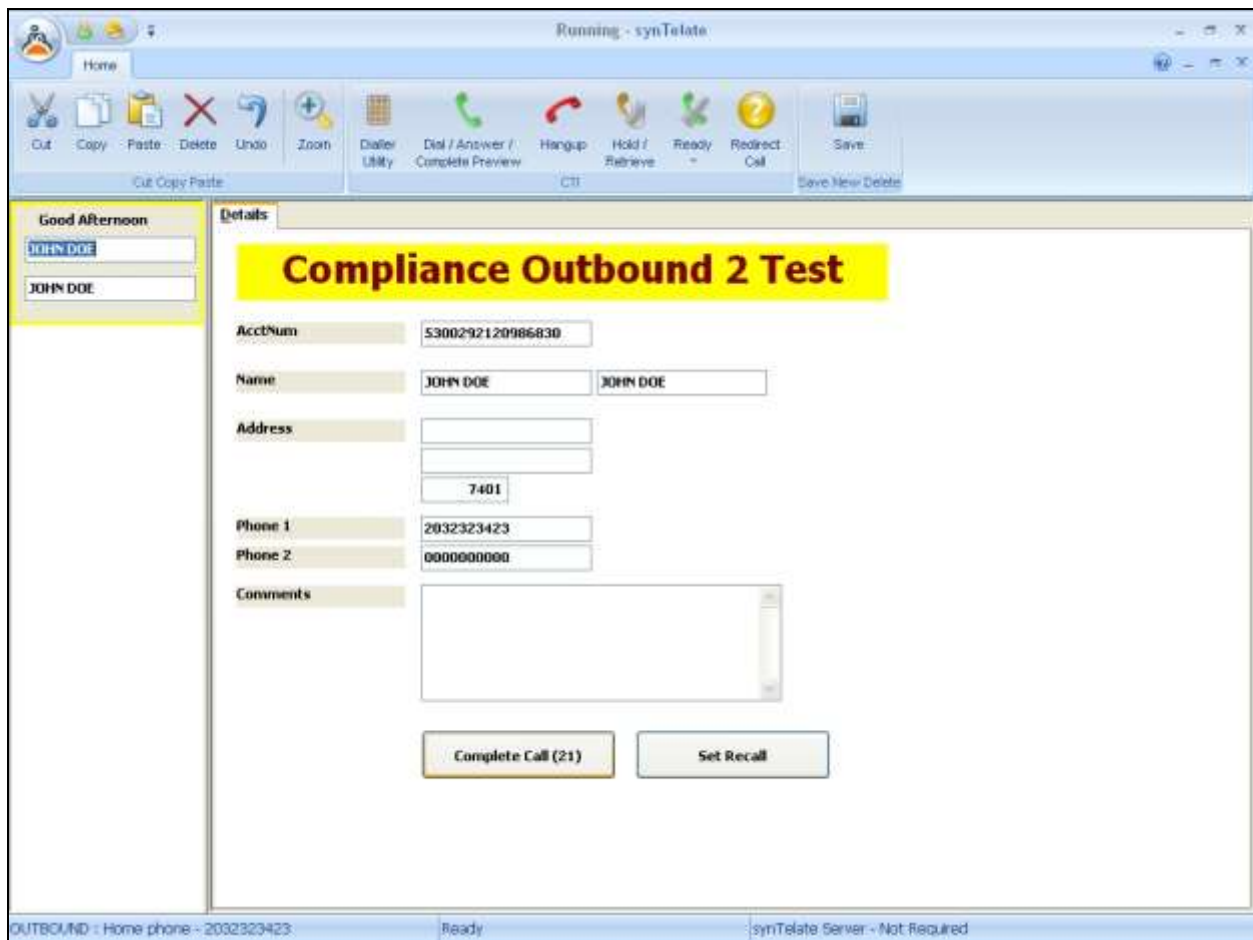
9.2. Verify Avaya Proactive Outreach Manager

From POM Monitor Select the Active Campaign. At the bottom of the screen select the Active Agents tab (not shown) to bring up the Active Agent screen. The screen below shows the synTelate agent logged into the active campaign and **BUSY** on a call.

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9.3. Verify Avaya Aura® Application Enablement Services

On AE Services, verify the status of the TSAPI link by selecting **Status → Status and Control → TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed. Verify the **Status** is **Talking** for the TSAPI link administered in **Section 6.4**, as shown below.

10. Conclusion

These Application Notes describe the configuration steps required for synTelate to successfully interoperate with Avaya Proactive Outreach manager with CTI using outbound voice campaigns. All feature test cases were completed, with observations noted in **Section 2.2**.

11. Additional References

This section references the product documentation relevant to these Application Notes.

[1] *Administering Avaya Aura® Communication Manager,* Document ID 03-300509

[2] *Avaya Aura® Communication Manager Feature Description and Implementation,* Document ID 555-245-205

[3] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide Release 7.0*

[4] *Avaya Aura® Experience Portal 7.1 Overview and Specification*
   a. *Deploying Avaya Aura® Experience Portal 7.1 in an Avaya Customer Experience Virtualized Environment*

[5] *Proactive Outreach Manager 3.0.3 Overview and Specification*

[6] *Implementing Proactive Outreach Manager 3.0.3*

1. synTelate v5.1 Training Manual 2015 Issue 01.doc