



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

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# **Application Notes for BBX Technologies Vuesion Multimedia Contact Center Power Outdial Module with Avaya IP Office 8.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for BBX Technologies Vuesion Multimedia Contact Center Power Outdial module to interoperate with Avaya IP Office. In the compliance testing, BBX Technologies Vuesion Multimedia Contact Center provided skill based routing and announcements using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office 8.0. The Power Outdial module provides information to the agent to initiate outbound campaign calls to the customer.

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 for BBX Technologies Vuesion Multimedia Contact Center Power Outdial module to interoperate with Avaya IP Office. In the compliance testing, BBX Technologies Vuesion Multimedia Contact Center provided skill based routing and announcements by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The Power Outdial module provides information to the agent to initiate outbound campaign calls to the customer.

The SIP User interface was used by Vuesion to register virtual SIP users and to route incoming calls via an available SIP user in a hunt group to the Vuesion server. The TAPI interface was used by Vuesion to monitor and control the virtual SIP and physical agent and supervisor users, and to provide call control via the agent and supervisor desktops. The Power Outdial module presents customer records from outbound campaigns to available agents to dial out using the TAPI call control capabilities.

The BBX Technologies Vuesion Multimedia Contact Center consisted of the Vuesion Server and Vuesion Client software.

# 2. General Test Approach and Test Results

The feature test cases were performed manually. Upon start of the BBX Technologies Vuesion Multimedia Contact Center application, the application automatically registers the virtual SIP users to Avaya IP Office.

For the manual part of the testing, incoming calls were made to the main hunt group. The Vuesion server used the TAPI event messages to track agent states, and specified calls to be redirected to available agents. Since the testing concentrated on the Power Outdial module, the agents that are in available state were presented with the customer information. The agent would then initiate the call with the information provided using the TAPI call control capabilities.

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 interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on BBX Technologies Vuesion Multimedia Contact Center Power Outdial module:

- Proper registration of virtual SIP users.
- Verify if agent receives customer record and outbound calls can be initiated.
- During outbound calls, verify various call controls like hold, transfer, release and conference.
- Verify that call can be dialed automatically after the advanced time is met without any intervention from agent.

The serviceability testing focused on verifying the ability of BBX Technologies Vuesion Multimedia Contact Center to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet cables to the Vuesion server and to the Vuesion client.

## 2.2. Test Results

All test cases were executed and passed. The following observation was noted on BBX Technologies Vuesion Multimedia Contact Center Power Outdial module from the compliance testing:

- During an active outbound call, disconnecting and connecting the Ethernet cable causes the agent to lose desktop controls and physical agent's phone has to be used for call controls. Also during network disruption, the call is missing in the Vuesion report.

## 2.3. Support

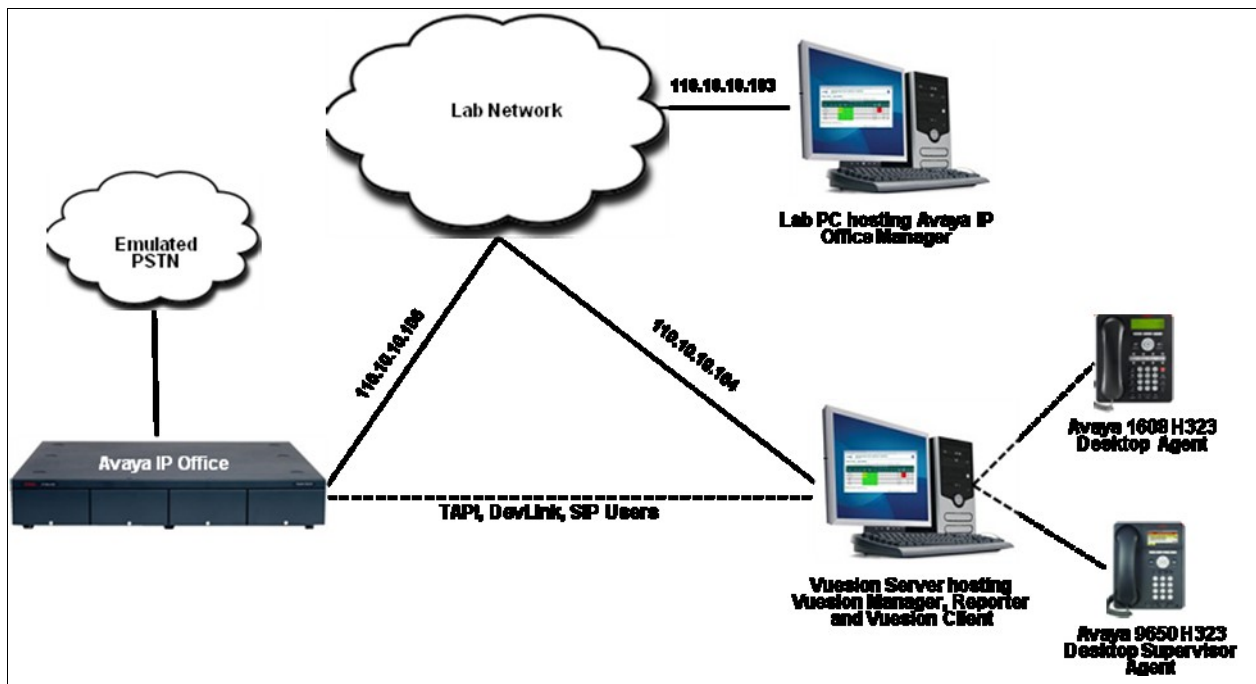
Technical support on BBX Technologies Vuesion Multimedia Contact Center can be obtained through the following:

- **Phone:** (800) 930-4229, option 4
- **Email:** [bbxservice@bbxtech.com](mailto:bbxservice@bbxtech.com)
- **Web:** [www.bbxtech.com](http://www.bbxtech.com)

### 3. Reference Configuration

The configuration used for the compliance testing is as shown in **Figure 1** below.

In the compliance testing, the Vuesion Manager, Vuesion Reports and Vuesion Client software were running on the Vuesion server, while another server was hosting the Avaya IP Office Manager. During compliance testing two Vuesion clients were logged in on the same server where one was connected to the Desktop agent and the other to the Desktop Supervisor agent. Emulated PSTN was used to make inbound/outbound calls.



**Figure 1: Compliance Test Lab Configuration**

## 4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	8.0 (18)
Avaya IP Office Manager	10.0 (18)
Avaya 9650 IP Telephone (H.323)	3.186a
Avaya 1608 IP Telephone (H.323)	1.300B
BBX Technologies Vuesion Server on Windows 2008 Server R2 Standard <ul style="list-style-type: none"><li>• Avaya TAPI (tspi2w.tsp)</li><li>• Avaya DevLink (devlink.dll)</li></ul>	V7.03 1.0.0.35 1.0.0.5
BBX Technologies Vuesion Client	V7.03

## 5. Configure Avaya IP Office

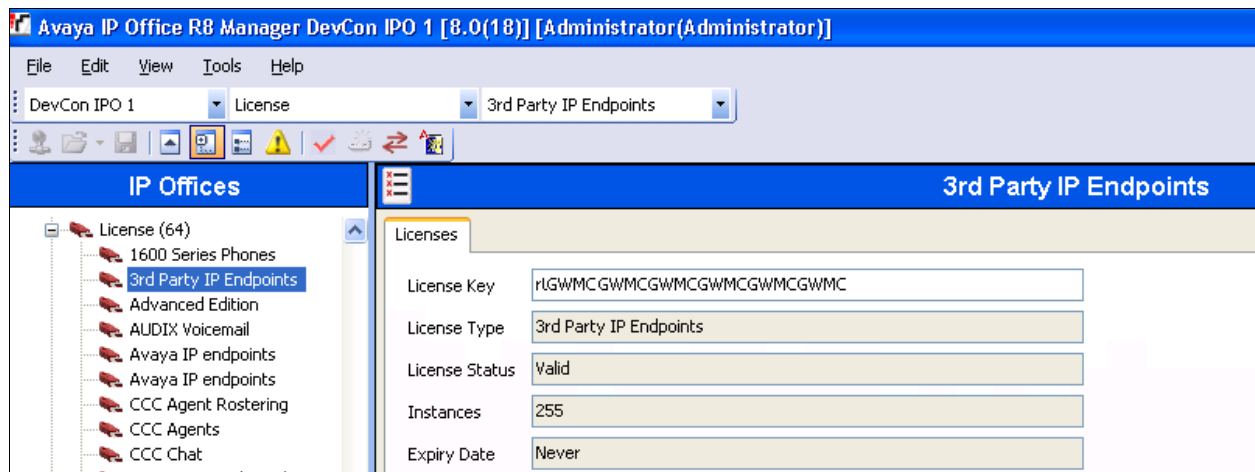
This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- Verify IP Office license
- Obtain LAN IP address
- Administer SIP Registrar
- Administer SIP extensions
- Administer SIP users
- Administer hunt groups
- Administer agents
- Administer supervisors
- Administer incoming call route
- Administer short code

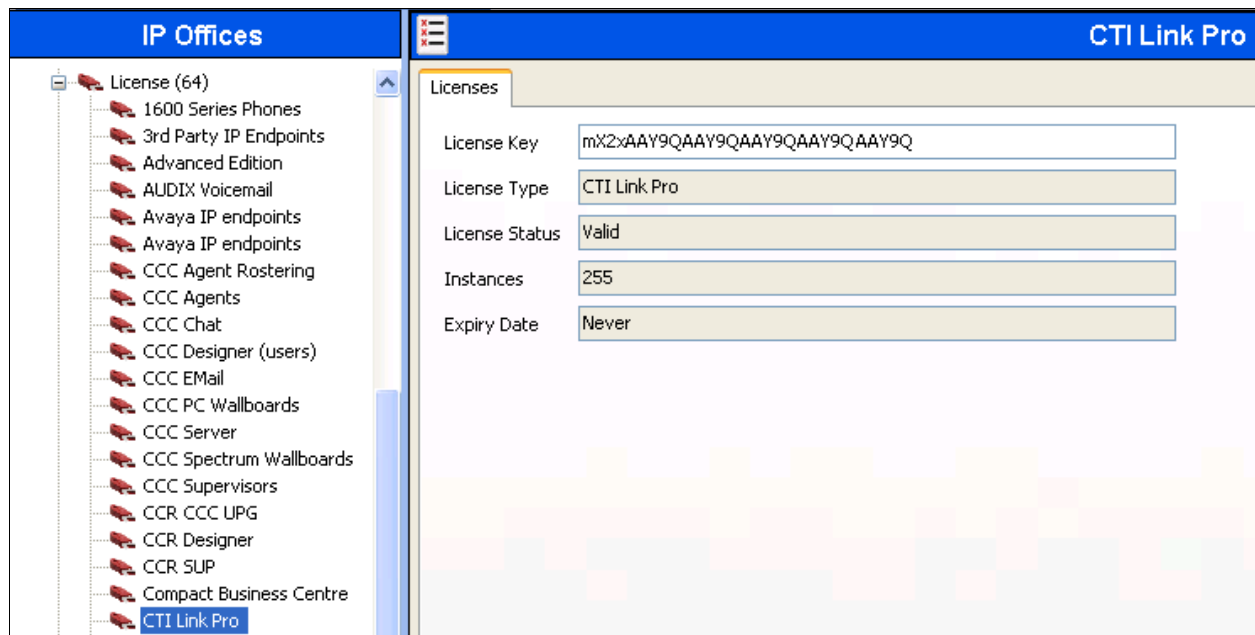
## 5.1. Verify IP Office License

From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP R8 Office Manager** screen is displayed. From the configuration tree in the left pane, select **License** → **3<sup>rd</sup> Party IP End-points** to display the **3<sup>rd</sup> Party IP End-points** screen in the right pane. Verify that the **License Status** is “Valid”.

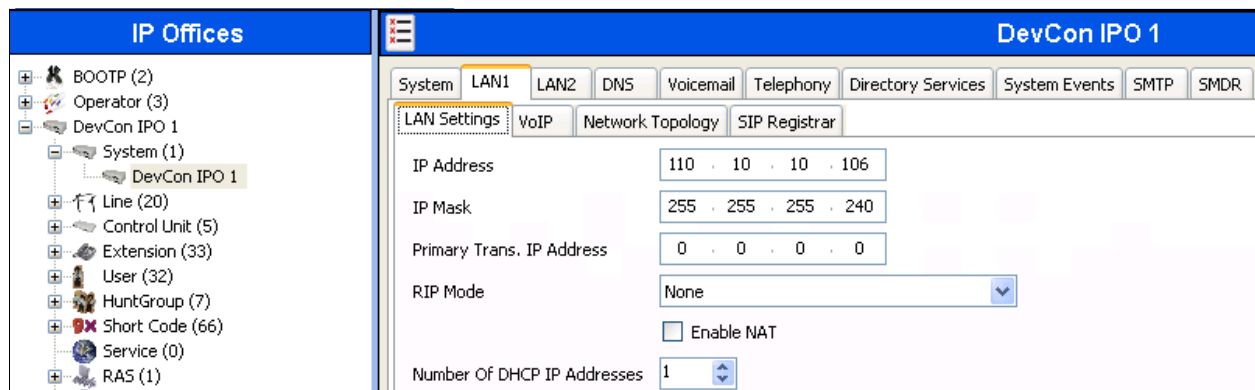


Scroll down the left pane and select **License → CTI Link Pro**, to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is “Valid”.



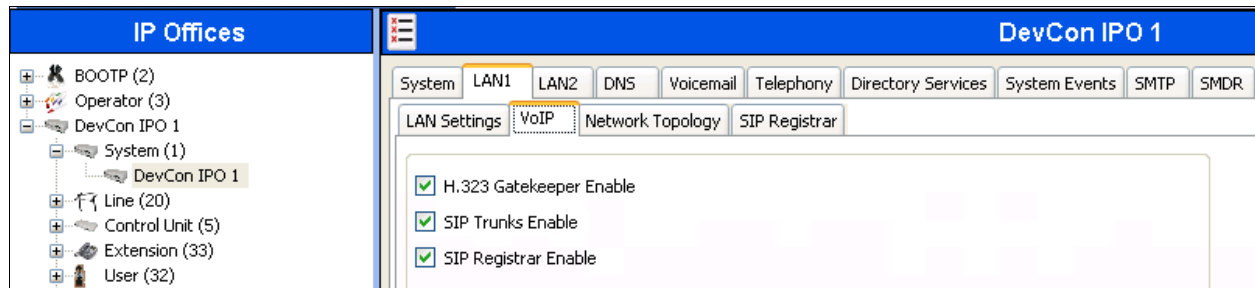
## 5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the **DevCon IPO 1** screen in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure Vuesion. Note that IP Office can support SIP on the LAN1 and/or LAN2 interfaces, and the compliance testing used the LAN1 interface.

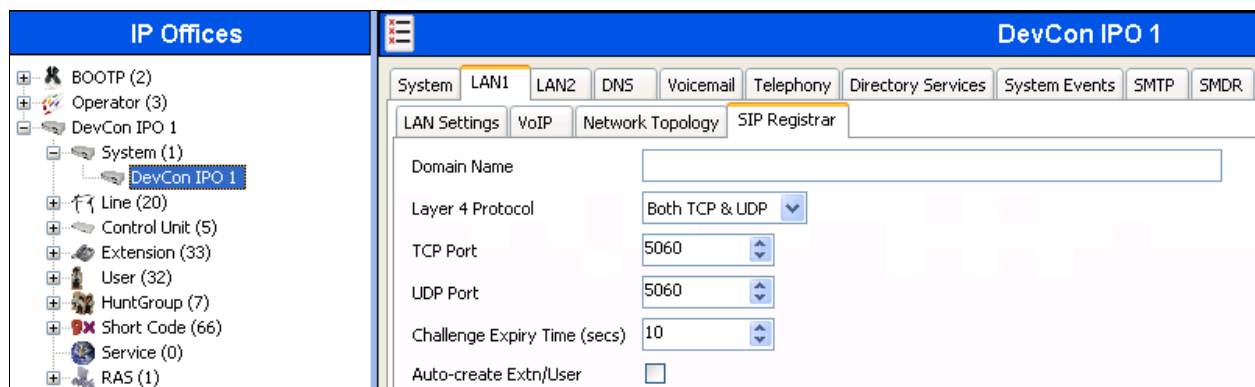


### 5.3. Administer SIP Registrar

Select the **VoIP** sub-tab. Make certain that **SIP Registrar Enable** is checked, as shown below. Retain default values for the remaining fields.



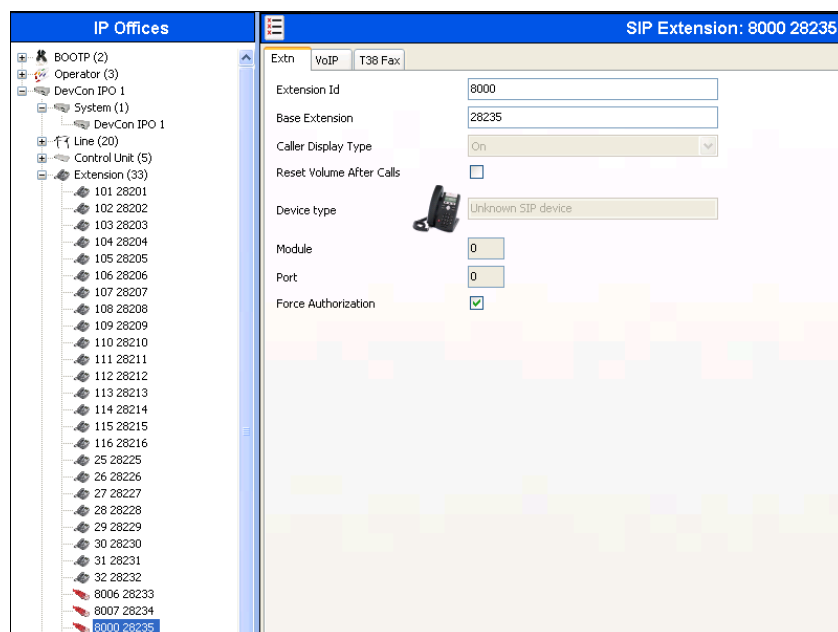
Select the **SIP Registrar** sub-tab, and enter a valid **Domain Name** for SIP endpoints to use for registration with IP Office. In the compliance testing, the **Domain Name** was left blank, so the LAN IP address was used for registration.





## 5.4. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension**, and select **New → SIP Extension** from the pop-up list to add a new SIP extension. Enter the desired digits for **Base Extension**, and retain the default values in the remaining fields. The screen below shows the added SIP extension.



Select the **VoIP** tab. Check **Re-invite Supported**, and **Reserve 3<sup>rd</sup> party IP endpoint license**, as shown below. Uncheck **Allow Direct Media Path**. Select “Custom” from **Codec Selection** drop down box and move “G.729 (a) 8K CS-ACELP” to the **Selected** column. Retain the default values in the remaining fields.

Repeat this section to add the desired number of SIP extensions. In the compliance testing, five SIP extensions with base extensions of 28235-28239 were created.

IP Offices

BOOTP (2)

Operator (3)

DevCon IPO 1

System (1)

DevCon IPO 1

Line (20)

Control Unit (5)

Extension (33)

101 28201

102 28202

103 28203

104 28204

105 28205

106 28206

107 28207

108 28208

109 28209

110 28210

111 28211

112 28212

113 28213

114 28214

115 28215

116 28216

SIP Extension: 8000 28235\*

Extn

VoIP

T38 Fax

IP Address

0 . 0 . 0 . 0

Codec Selection

Custom

Unused

G.711 ULAW 64K

G.711 ALAW 64K

G.722 64K

G.723.1 6K3 MP-MLQ

>>

<<

&uarr;

&darr;

>>

Selected

G.729(a) 8K CS-ACELP

Fax Transport Support

None

TDM->IP Gain

Default

IP->TDM Gain

Default

DTMF Support

RFC2833

☐ VoIP Silence Suppression

☐ Local Hold Music

☐ Allow Direct Media Path

☒ Re-invite Supported

☐ Use Offerer's Preferred Codec

☐ Reserve Avaya IP endpoint license

☒ Reserve 3rd party IP endpoint license

## 5.5. Administer SIP Users

From the configuration tree in the left pane, right-click on **User**, and select **New** from the pop-up list. For **Name** and **Full Name**, enter the same desired value prefixed with “IVR”, as required by Vuesion. For **Extension**, enter the first SIP base extension from **Section 5.4**. Retain the default values in the remaining fields. The screen below shows the added SIP user.

The screenshot shows the configuration page for a new SIP user, titled "IVR 28235: 28235". The left pane shows the "IP Offices" configuration tree with "User (32)" selected. The main pane has tabs for "User", "Voicemail", "DND", "ShortCodes", "Source Numbers", "Telephony", "Forwarding", "Dial In", "Voice Recording", and "Button Programming". The "User" tab is active, showing fields for Name (IVR 28235), Password, Confirm Password, Full Name (IVR 28235), Extension (28235), Locale, Priority (5), System Phone Rights (None), and Profile (Basic User). Below these are checkboxes for Receptionist, Enable Softphone, Enable one-X Portal Services, Enable one-X TeleCommuter, Enable Remote Worker, and Ex Directory. A "Device Type" section shows "Unknown SIP device" with a phone icon. A "User Rights" section includes "User Rights view" (User data), "Working hours time profile" (<None>), "Working hours User Rights", and "Out of hours User Rights".

Select the **Voicemail** tab, and uncheck **Voicemail On**, as shown below.

The screenshot shows the same configuration page for the user "IVR 28235: 28235", but with the "Voicemail" tab selected. The "Voicemail" tab contains fields for Voicemail Code, Confirm Voicemail Code, and Voicemail Email. To the right are checkboxes for "Voicemail On", "Voicemail Help", "Voicemail Ringback", "Voicemail Email Reading", and "UMS Web Services". Below these are radio buttons for "Voicemail Email" (Off, Copy, Forward, Alert). A "DTMF Breakout" section includes fields for "Reception / Breakout (DTMF \*0)", "Breakout (DTMF \*2)", and "Breakout (DTMF \*3)", all set to "System Default ()".

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Enter a desired **Login Code**.

Repeat this section to add a new user for each SIP extension from **Section 5.4**. In the compliance testing, five users with extensions of 28235-28239 were created.

The screenshot displays the Avaya IP Office configuration interface. On the left, the 'IP Offices' tree shows a hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), and User (32). Under 'User (32)', a list of extensions is shown: NoUser, 28201 Extn28201, 28202 Extn28202, 28203 Extn28203, 28204 Extn28204, 28205 Extn28205, 28206 Extn28206, 28207 Extn28207, 28208 Extn28208, 28209 Extn28209, 28210 Extn28210, and 28211 Extn28211.

The main panel is titled 'IVR 28235: 28235' and contains several tabs: User, Voicemail, DND, ShortCodes, Source Numbers, Telephony (selected), Forwarding, Dial In, Voice Recording, and Button Programming. The 'Telephony' tab is active, and the 'Supervisor Settings' sub-tab is selected. The settings include:

- Login Code: \*\*\*\*\*
- Login Idle Period (secs):
- Monitor Group: <None>
- Coverage Group: <None>
- Status on No-Answer: Logged On (No change)
- Reset Longest Idle Time: All Calls (selected), External Incoming
- After Call Work Time (secs): System Default (10)

On the right side of the settings, there are several checkboxes:

- ☐ Force Login
- ☐ Force Account Code
- ☐ Outgoing Call Bar
- ☐ Inhibit Off-Switch Forward/Transfer
- ☐ Can Intrude
- ☒ Cannot be Intruded
- ☐ Can Trace Calls
- ☐ CCR Agent
- ☐ Automatic After Call Work

## 5.6. Administer Hunt Groups

Administer four hunt groups for the following purposes:

- Main hunt group for delivering of incoming trunk calls to Vuesion.
- Monitor hunt group for supervisor monitoring of agents.
- Transfer hunt group for use by Vuesion for internal transfers.
- Outdial hunt group for delivering of incoming trunk calls to Vuesion Power Outdial.

### 5.6.1. Administer Main Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used to deliver incoming trunk calls to Vuesion.

Enter desired values for **Name** and **Extension**. For **Ring Mode**, select “Rotary” from the drop-down list. Retain the default values in the remaining fields

In the **User List** section, add the desired number of virtual SIP users from **Section 5.5** as members. In the compliance testing, 28235 to 28237 were added as members as shown below.

**Rotary Group BBX Main: 77100**

Hunt Group Queuing Overflow Fallback Voicemail Voice Recording Announcements SIP

Name: BBX Main ☐ CCR Agent Group

Extension: 77100

Ring Mode: Rotary No Answer Time (secs): System Default (15)

Hold Music Source: No Change

Agent's Status on No-Answer Applies To: None

Central System: DevCon IPO 1 ☐ Advertize Group

**User List**

Extension	Name	System
<input checked="" type="checkbox"/> 28235	IVR 28235	DevCon IPO 1
<input checked="" type="checkbox"/> 28236	IVR 28236	DevCon IPO 1
<input checked="" type="checkbox"/> 28237	IVR 28237	DevCon IPO 1

Edit... Remove

Select the **Voicemail** tab, and uncheck **Voicemail On**.

**IP Offices**

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
  - System (1)
    - DevCon IPO 1
  - Line (20)
    - Control Unit (5)
    - Extension (33)
    - User (32)
  - HuntGroup (7)
    - 77200 BBX CSR
    - 77600 BBX Failover
    - 77100 BBX Main

**Rotary Group BBX Main: 77100**

Hunt Group | **Queuing** | Overflow | Fallback | **Voicemail** | Voice Recording | Announcements | SIP

Voicemail Code:

Confirm Voicemail Code:

Voicemail Email:

Voicemail Email: ☒ Off ☐ Copy ☐ Forward ☐ Alert

☐ Voicemail On

Voicemail Answer Time (secs):

☐ Voicemail Help

☐ Broadcast

☐ UMS Web Services

Select the **Queuing** tab, and uncheck **Queuing On**.

**IP Offices**

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
  - System (1)
    - DevCon IPO 1
  - Line (20)
    - Control Unit (5)
    - Extension (33)
    - User (32)
  - HuntGroup (7)
    - 77200 BBX CSR
    - 77600 BBX Failover
    - 77100 BBX Main

**Rotary Group BBX Main: 77100**

Hunt Group | **Queuing** | Overflow | Fallback | Voicemail | Voice Recording | Announcements | SIP

☐ Queuing On

Queue Length:  ☒ Normalize Queue Length

Queue Type:

Calls In Queue Alarm

Calls In Queue Threshold:

Analog Extension to Notify:

## 5.6.2. Administer Monitor Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used for supervisor monitoring of agents.

Enter desired values for **Name** and **Extension**, and retain the default values in the remaining fields.

Follow the procedures in **Section 5.6.1** to uncheck **Voicemail On**.

In the **User List** section, add the agent users as members. In the compliance testing, 28233 and 28234 were added as members as shown below.

**IP Offices**

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
  - System (1)
    - DevCon IPO 1
      - Line (20)
        - Control Unit (5)
        - Extension (33)
        - User (32)
          - HuntGroup (7)
            - 77200 BBX CSR
            - 77600 BBX Failover
            - 77100 BBX Main
            - 77500 BBX Monitor
            - 77700 BBX NetCSR
            - 77300 BBX Outdial
            - 77199 IVR Pilot
      - Short Code (66)
      - Service (0)
      - RAS (1)
      - Incoming Call Route (4)
      - WanPort (0)
      - Directory (0)
      - Time Profile (0)
      - Firewall Profile (1)
      - IP Route (2)
      - Account Code (1)
      - License (64)
      - Tunnel (0)

**Sequential Group BBX Monitor: 77500**

Hunt Group | Queuing | Overflow | Fallback | Voicemail | Voice Recording | Announcements | SIP

Name: BBX Monitor ☐ CCR Agent Group

Extension: 77500

Ring Mode: Sequential No Answer Time (secs): System Default (15)

Hold Music Source: No Change

Agent's Status on No-Answer Applies To: None

Central System: DevCon IPO 1 ☐ Advertise Group

**User List**

Extension	Name	System
<input checked="" type="checkbox"/> 28233	Extn28233	DevCon IPO 1
<input checked="" type="checkbox"/> 28234	Extn28234	DevCon IPO 1

Edit... Remove

### 5.6.3. Administer Transfer Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used by Vuesion for internal transfers.

Enter desired values for **Name** and **Extension**. For **Ring Mode**, select “Rotary” from the drop-down list. Retain the default values in the remaining fields.

In the **User List** section, add the desired number of virtual SIP users from **Section 5.5** as members. In the compliance testing, 28235 to 28237 were added as members as shown below.

Follow the procedures in **Section 5.6.1** to uncheck **Voicemail On** and **Queuing On**.

**IP Offices**

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
  - System (1)
  - DevCon IPO 1
    - Line (20)
    - Control Unit (5)
    - Extension (33)
    - User (32)
    - HuntGroup (7)
      - 77200 BBX CSR**
      - 77600 BBX Failover
      - 77100 BBX Main
      - 77500 BBX Monitor
      - 77700 BBX NetCSR
      - 77300 BBX Outdial
      - 77199 IVR Pilot
    - Short Code (66)
    - Service (0)
    - RAS (1)
    - Incoming Call Route (4)
    - WanPort (0)
    - Directory (0)
    - Time Profile (0)
    - Firewall Profile (1)
    - IP Route (2)
    - Account Code (1)
    - License (64)
    - Tunnel (0)

**Rotary Group BBX CSR: 77200**

**Hunt Group** | Queuing | Overflow | Fallback | Voicemail | Voice Recording | Announcements | SIP

Name: BBX CSR  
Extension: 77200  
Ring Mode: Rotary  
Hold Music Source: No Change  
Agent's Status on No-Answer: None  
Central System: DevCon IPO 1

☐ CCR Agent Group  
☐ Advertise Group

No Answer Time (secs): System Default (15)

**User List**

Extension	Name	System
<input checked="" type="checkbox"/>	28235	IVR 28235 DevCon IPO 1
<input checked="" type="checkbox"/>	28236	IVR 28236 DevCon IPO 1
<input checked="" type="checkbox"/>	28237	IVR 28237 DevCon IPO 1



#### 5.6.4. Administer Outdial Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used for Outdial Campaign.

Enter desired values for **Name** and **Extension**, and retain the default values in the remaining fields.

Follow the procedures in **Section 5.6.1** to uncheck **Voicemail On**.

In the **User List** section, add the desired number of virtual SIP users from **Section 5.5** as members. In the compliance testing, 28235 to 28237 were added as members as shown below.

### IP Offices

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
  - System (1)
    - DevCon IPO 1
- Line (20)
  - Control Unit (5)
  - Extension (33)
  - User (32)
  - HuntGroup (7)
    - 77200 BBX CSR
    - 77600 BBX Fallover
    - 77100 BBX Main
    - 77500 BBX Monitor
    - 77700 BBX NetCSR
    - 77300 BBX Outdial**
    - 77199 IVR Pilot
- Short Code (66)
- Service (0)
- RAS (1)
- Incoming Call Route (4)
  - 2
  - 17
  - 1
  - 2 1613962xxxx
- WanPort (0)
- Directory (0)
- Time Profile (0)
- Firewall Profile (1)

### Rotary Group BBX Outdial: 77300

Hunt Group

Queuing

Overflow

Fallback

Voicemail

Voice Recording

Announcements

SIP

Name:

Extension:

Ring Mode:

Hold Music Source:

Agent's Status on No-Answer Applies To:

Central System:

☐ CCR Agent Group

No Answer Time (secs):

☐ Advertise Group

User List

Extension	Name	System
<input checked="" type="checkbox"/> 28235	IVR 28235	DevCon IPO 1
<input checked="" type="checkbox"/> 28236	IVR 28236	DevCon IPO 1
<input checked="" type="checkbox"/> 28237	IVR 28237	DevCon IPO 1

## 5.7. Administer Agents

From the configuration tree in the left pane, select the first agent user, in this case “28233”.

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Uncheck **Cannot be Intruded**, as shown below. If this agent needs to be monitored then select the required monitoring group from the **Monitor Group** drop down menu.

Repeat this section for all agent users.

The screenshot displays the Avaya configuration interface. On the left, the 'IP Offices' tree shows a hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), and User (32). Under the 'User' category, a list of extensions is shown, with '28233 Extn28233' selected at the bottom.

The main panel is titled 'Extn28233: 28233' and contains several tabs: User, Voicemail, DND, ShortCodes, Source Numbers, Telephony (selected), Forwarding, Dial In, Voice Recording, and Button Programming. Within the 'Telephony' tab, the 'Supervisor Settings' sub-tab is active.

The 'Supervisor Settings' sub-tab contains the following fields and options:

- Login Code:** A text input field.
- Login Idle Period (secs):** A text input field.
- Monitor Group:** A dropdown menu currently set to 'BBX Monitor'.
- Coverage Group:** A dropdown menu currently set to '<None>'. Below this is a 'Reset Longest Idle Time' section with two radio buttons: 'All Calls' (selected) and 'External Incoming'.
- Status on No-Answer:** A dropdown menu currently set to 'Logged On (No change)'.
- After Call Work Time (secs):** A dropdown menu currently set to 'System Default (10)'.
- Force Login:** An unchecked checkbox.
- Force Account Code:** An unchecked checkbox.
- Outgoing Call Bar:** An unchecked checkbox.
- Inhibit Off-Switch Forward/Transfer:** An unchecked checkbox.
- Can Intrude:** An unchecked checkbox.
- Cannot be Intruded:** An unchecked checkbox.
- Can Trace Calls:** An unchecked checkbox.
- CCR Agent:** An unchecked checkbox.
- Automatic After Call Work:** An unchecked checkbox.

## 5.8. Administer Supervisors

From the configuration tree in the left pane, select the first supervisor user that will be monitoring agents, in this case “28234”.

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. For **Monitor Group**, select the Monitor hunt group from **Section 5.6.2**. Check **Can Intrude** and **Cannot be Intruded**.

Repeat this section for all supervisors that will be monitoring agents. In the compliance testing, one supervisor user with extension 28234 was configured, as shown below.

The screenshot displays the Avaya configuration interface. On the left, the 'IP Offices' tree shows a hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), and User (32). Under 'User (32)', a list of extensions from 28201 to 28234 is shown, with 28234 selected. The main panel is titled 'Extn28234: 28234\*' and contains several tabs: User, Voicemail, DND, ShortCodes, Source Numbers, Telephony (selected), Forwarding, Dial In, Voice Recording, and Button Programming. The 'Telephony' tab has sub-tabs: Call Settings, Supervisor Settings (selected), Multi-line Options, and Call Log. The 'Supervisor Settings' sub-tab contains the following configuration options:

- Login Code: [Text Field]
- Login Idle Period (secs): [Text Field]
- Monitor Group: BBX Monitor (dropdown)
- Coverage Group: <None> (dropdown)
- Status on No-Answer: Logged On (No change) (dropdown)
- Reset Longest Idle Time: [Text Field]
- After Call Work Time (secs): System Default (10) (dropdown)

On the right side of the 'Supervisor Settings' sub-tab, there are several checkboxes:

- ☐ Force Login
- ☐ Force Account Code
- ☐ Outgoing Call Bar
- ☐ Inhibit Off-Switch Forward/Transfer
- ☒ Can Intrude
- ☒ Cannot be Intruded
- ☐ Can Trace Calls
- ☐ CCR Agent
- ☐ Automatic After Call Work

## 5.9. Administer Incoming Call Route

If necessary, create an incoming call route to route incoming calls to the Main hunt group. In the compliance testing, a SIP line “17” was created for incoming route

As shown in the screen below, the **Line Group ID** of “17” is selected.

The screenshot displays the 'IP Offices' configuration window. On the left, a tree view shows the hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), User (32), HuntGroup (7), Short Code (66), Service (0), RAS (1), and Incoming Call Route (4). Under 'Incoming Call Route (4)', three items are listed: 2, 17 (highlighted), and 1. The main panel shows the configuration for '17'. The 'Standard' tab is active, displaying fields for Bearer Capability (Any Voice), Line Group ID (17), Incoming Number, Incoming Sub Address, Incoming CLI, Locale, Priority (1 - Low), Tag, and Hold Music Source (System Source).

In the **Destinations** tab, the use of “.” in the **Destination** field enables the routing to reach all extensions in the IP Office.

If desired, the Main hunt group can be selected from the **Destination** drop-down to route all incoming trunk calls to Vuesion.

The screenshot displays the 'IP Offices' configuration window, specifically the 'Destinations' tab for '17'. The left tree view is identical to the previous screenshot. The main panel shows a table with columns: TimeProfile, Destination, and Fallback Extension. The first row is labeled 'Default Value' and contains a period (.) in the Destination field and a dropdown arrow in the Fallback Extension field.

## 5.10. Administer Short Code

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code for Outbound dialing. Configure the fields as shown below in the right pane.

Note that the short code **9N;** was used during compliance testing for making outbound calls. Outbound calls were routed using **Line Group ID “17”**, which is a SIP Line created on IP Office.

The screenshot displays the IP Office configuration interface. On the left, the 'IP Offices' pane lists various short codes, with '9N;' selected at the bottom. On the right, the '9N;; Dial' configuration pane is shown, containing the following fields:

Short Code	
Code	9N;
Feature	Dial
Telephone Number	N"@110.10.10.108"
Line Group ID	17
Locale	United States (US English)
Force Account Code	<input type="checkbox"/>

## 6. Configure BBX Technologies Vuesion Multimedia Contact Center

This section provides the procedures for configuring the Vuesion server. The procedures include the following areas:

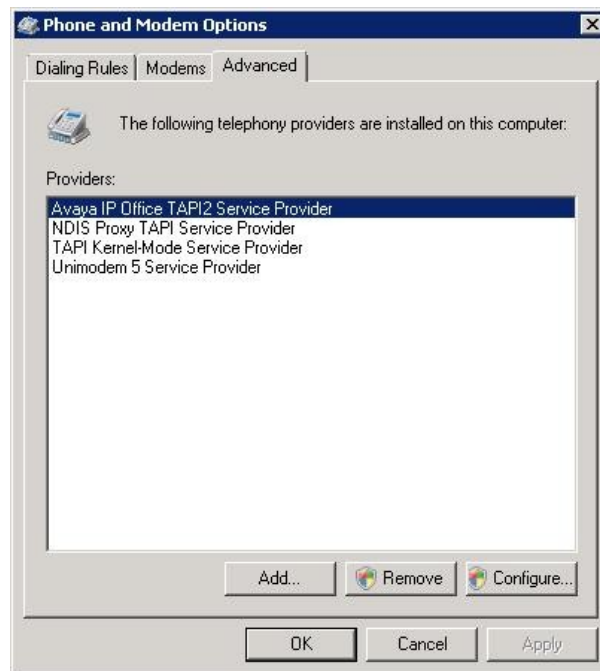
- Administer TAPI driver.
- Administer Switch.txt.
- Stop service.
- Launch Vuesion Manager.
- Administer communication settings.
- Administer local extensions.
- Administer tenants.
- Administer VMAIL extensions.
- Administer queues sizing.
- Administer ACD members.
- Administer ACD groups.
- Adding Outdial Hunt group.
- Start service.

The configuration of the Vuesion server is typically performed by BBX Technologies technicians. The procedural steps are presented in these Application Notes for informational purposes.

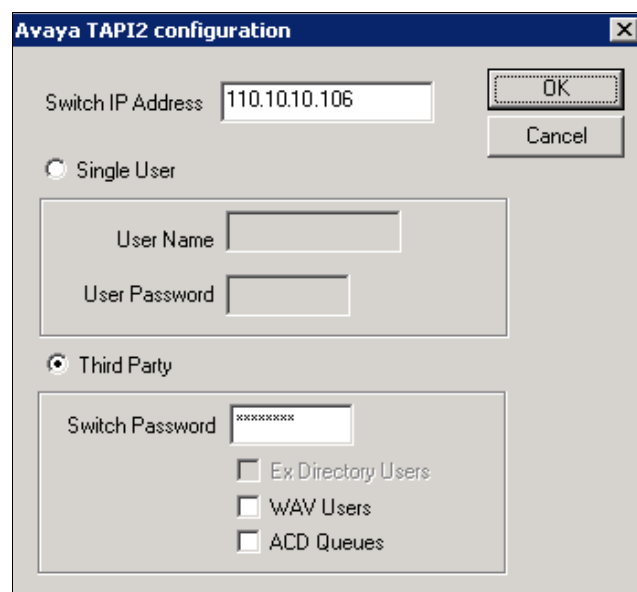
In addition to the shown procedural steps, the application also requires the auto attendant, and the class of service for the agents and supervisors be configured by following reference in **Section 9 [2]**. Since the configuration of the database for Outdial campaign is beyond the scope of this document, it is assumed that the Campaign folder, ODBC Connection and required Outbound campaign information is already configured prior to proceeding further in this document.

## 6.1. Administer TAPI Driver

From the Vuesion server, select **Start → Control Panel**, and click on the **Phone and Modem** icon (not shown below). In the **Phone and Modem Options** screen, select the **Advanced** tab. Select the **Avaya IP Office TAPI2 Service Provider** entry, and click **Configure**.

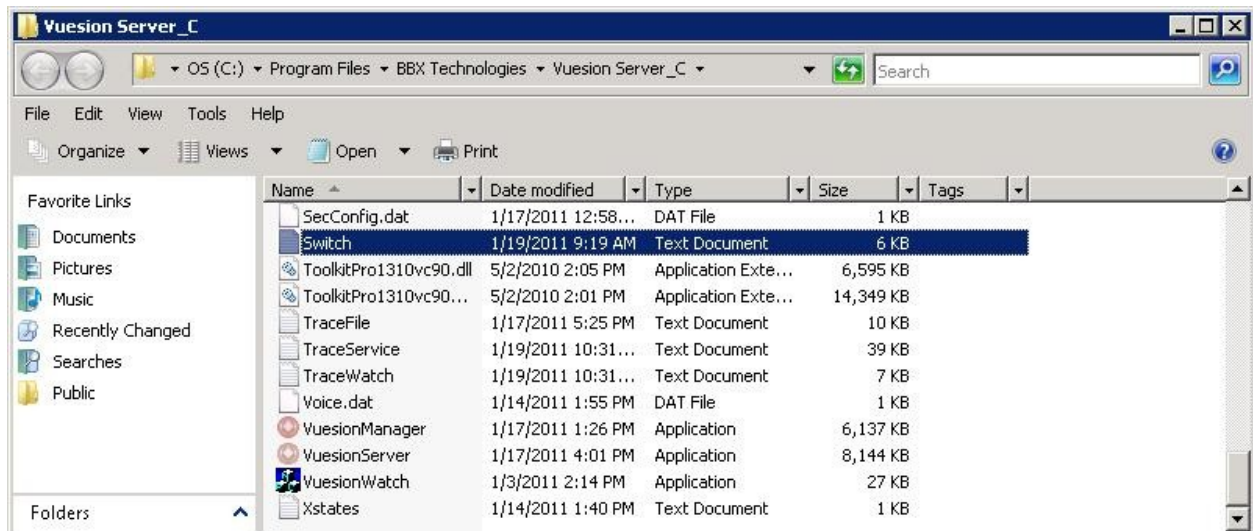


The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of Avaya IP Office. Select the radio button for **Third Party**, and enter the IP Office password into the **Switch Password** field. Reboot the Vuesion server.

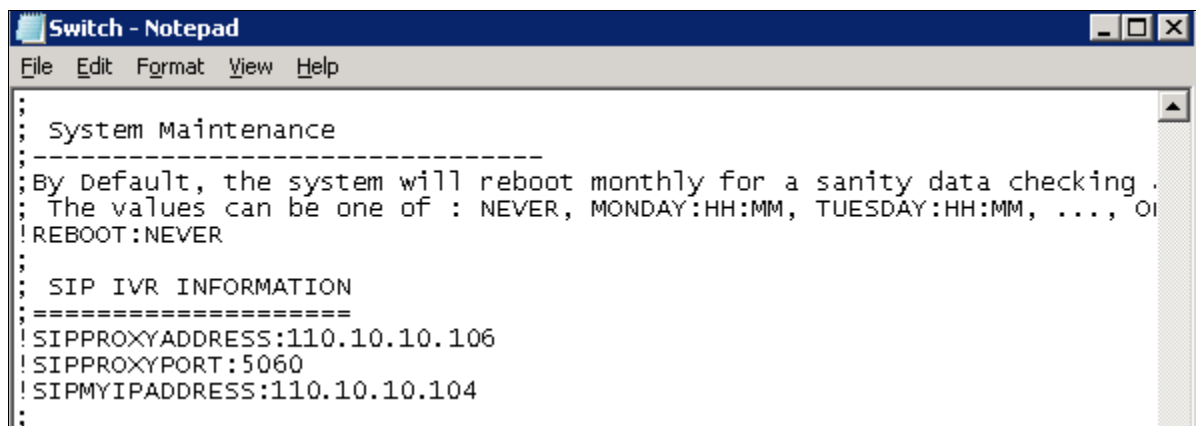


## 6.2. Administer Switch.txt

Navigate to the **C:\Program Files\BBX Technologies\Vuesion Server\_C** directory to locate the **Switch** text file shown below.



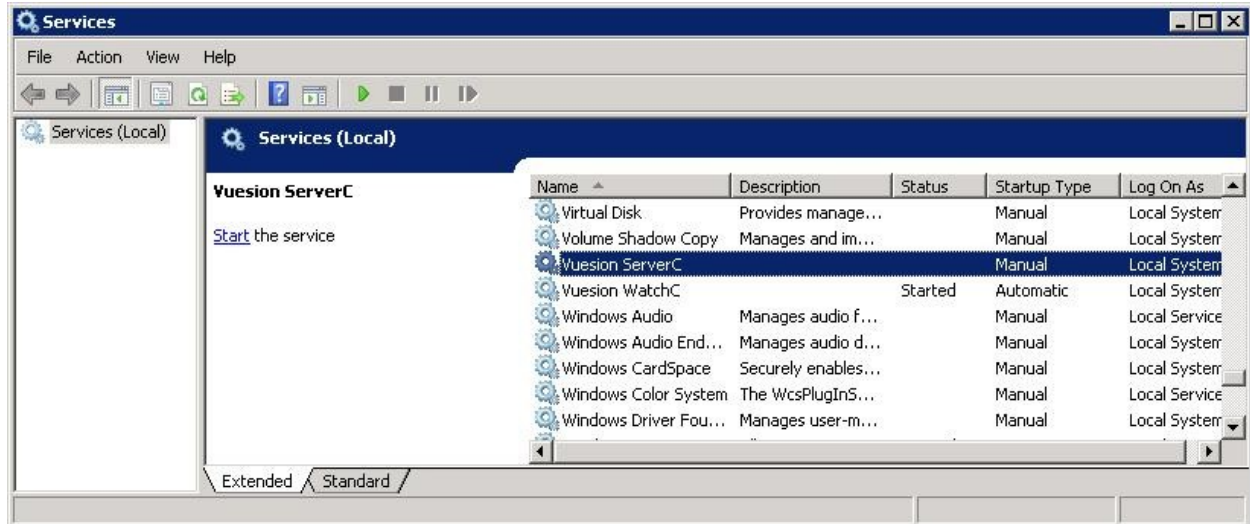
Open the **Switch** text file with the NotePad application. For **SIPPROXYADDRESS**, enter the IP address of IP Office from **Section 5.2**. For **SIPPROXYPORT**, enter the UDP port number from **Section 5.3**. For **SIPMYIPADDRESS**, enter the IP address of the local Ethernet interface used for connectivity with IP Office, in this case “110.10.10.104”.





### 6.3. Stop Service

Select **Start → Control Panel → Administrative Tools → Services**, to display the **Services** screen. Navigate to the **Vuesion ServerC** entry, right-click on the entry and select **Stop**.



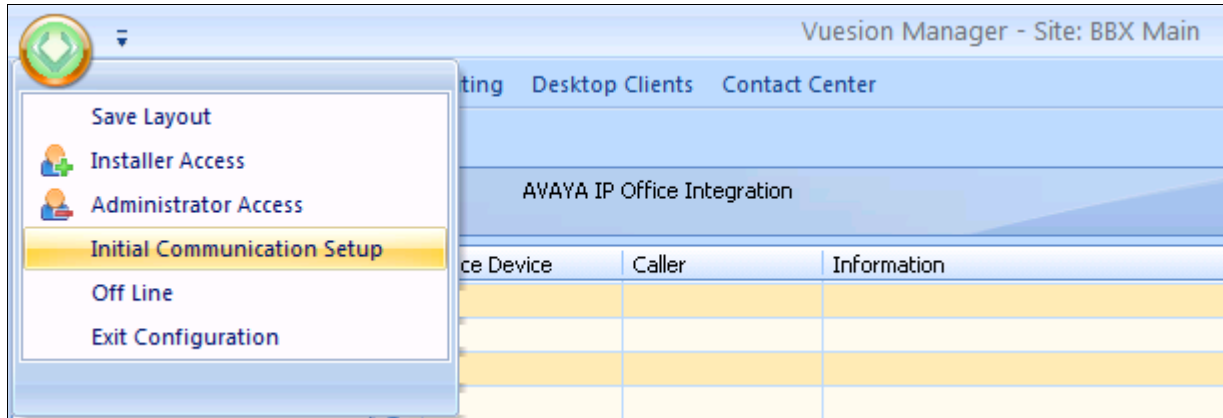
### 6.4. Launch Vuesion Manager

From the Vuesion server, double-click the **VuesionManager** icon shown on the desktop, which was created as part of installation.



## 6.5. Administer Communication Settings

The **Vuesion Manager** screen is displayed. Click on the icon in the top left corner, and select **Initial Communication Setup** from the drop-down list.



The **VuesionServer** dialog box is displayed, click **OK**



The **COMMUNICATION SETTINGS** screen is displayed next. Check **IP Enabled**. Enter the IP address and password for IP Office in **PBX IP Addr** and **PBX Password**. **IVR Pilot Number** should be a unique number and therefore use available extension numbers on IP Office. Retain the default values in the remaining fields.

COMMUNICATION SETTINGS

**SWITCH COMMUNICATION**

RS232 Port #: COM1 BaudRate: 9600

☒ IP Enabled

PBX IP Addr: 110.10.10.106

PBX Password: [Masked]

PBX SMDR IP Address: [Empty]

PBX SMDR TCP Port: 0

**NETWORKING SETUP: MASTER SERVER**

NetServer IP address: [Empty]

NetServer IP Port: [Empty]

Node Index: [Empty]

**THIS SERVER DEFINITION**

Customer Location Name: BBX Main

This Server IP address: 110.10.10.104

This Server IP Port: 62029

IVR Location: BBX Main

IVR Pilot Number: 77199

OK

## 6.6. Administer Local Extensions

The **Vuesion Manager** screen is displayed again. Select **Switch Setup** → **Local Extensions** from the left pane.

Vuesion Manager - Site: BBX Main

Switch Setup Messaging Routing Desktop Clients Contact Center

**Switch Setup**

- Communication
- Local Extensions
- Off Premise Extensions
- Phantom Extensions
- Park Orbits
- Hold Extensions
- Area Paging
- Trunks
- Reload Switch Info

**AVAYA IP Office Integration**

Voice Device	Caller	Information

Record Device	Recording	Information

The **DIRECTORY CONFIGURATION** screen is displayed as shown below. Click on **Add** to start adding required agents, supervisors and hunt groups.

[illegible]

The **Extension Range Selection** screen is shown below where Local User Extensions can be added and if required a range can be provided too.

EXTENSION RANGE SELECTION

LOCAL USER EXTENSIONS

First Device #:

How Many ?

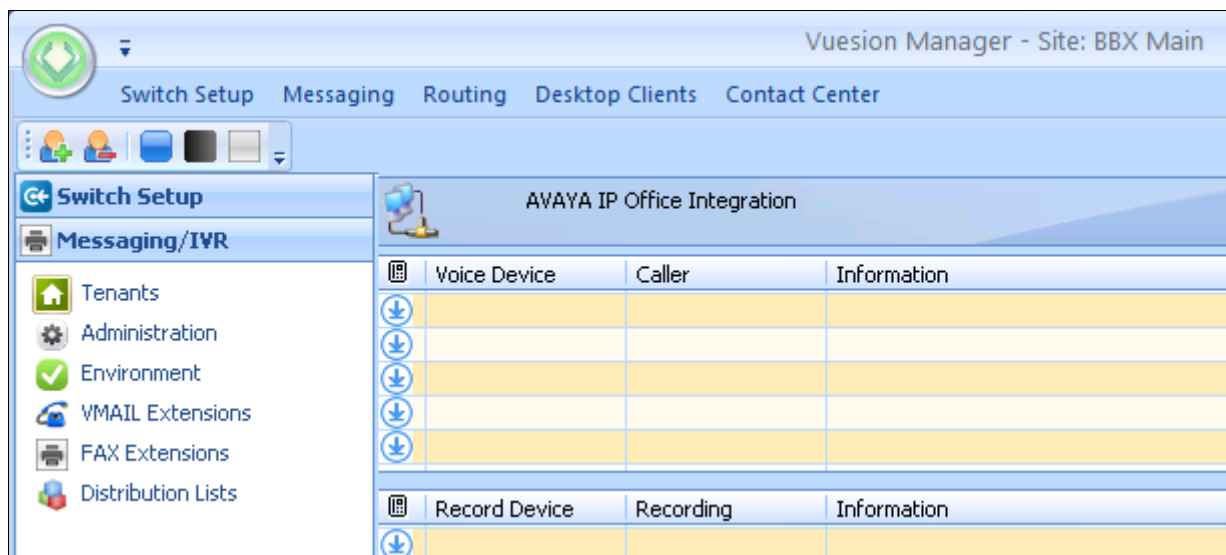
OK

Update the **Full Name** field as desired, and retain the default values in the remaining fields. **Class of Service** can be set from the drop down menu depending on each user's requirement. Note that the port numbers are automatically assigned by the system subsequently.

29 of 50  
IPO8-VuesionOut

## 6.7. Administer Tenants

From the **Vuesion Manager** screen, select **Messaging/IVR** → **Tenants** from the left pane.



The **TENANTS/GROUPS** screen is displayed as shown below. Click on **Add Tenant**.

[illegible]

For **Name**, enter the Main hunt group name from **Section 5.6.1**. For **ID** and **Password**, enter the Main hunt group extension from **Section 5.6.1**. Retain the default values in the remaining fields, and click **Edit Members**.

32 of 50  
IPO8-VuesionOut

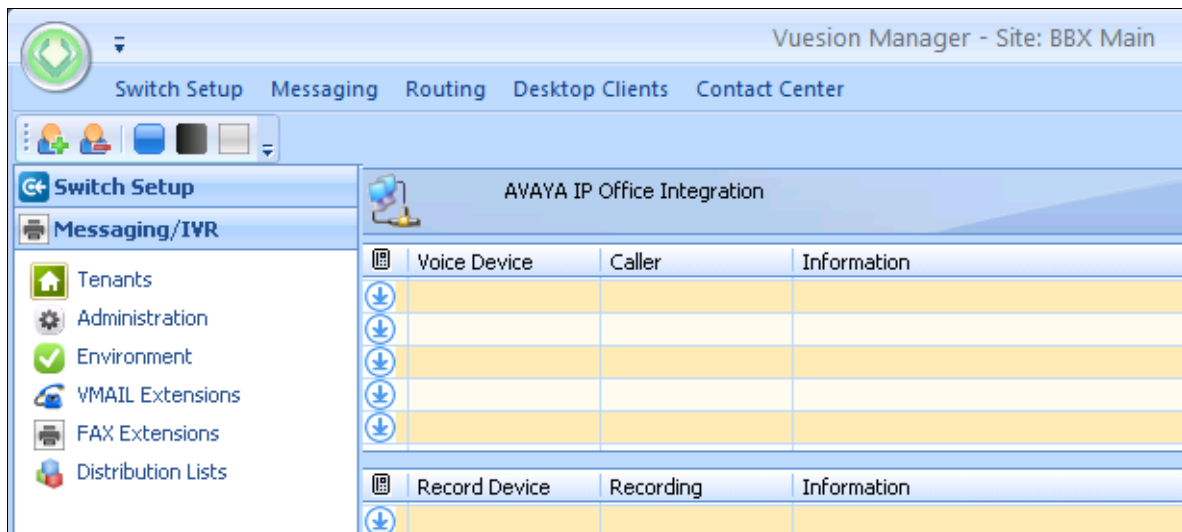


The **Selected Tenant** screen is displayed. Select the applicable entries in the **Available User List** section, and click the double-left-arrow to move the entries to the **Tenant/Group Members List** section, as shown in screen below. Click on **Save** to complete the selection.

[illegible]

## 6.8. Administer VMAIL Extensions

From the **Vuesion Manager** screen, select **Messaging/IVR → VMAIL Extensions** from the left pane.



The **DIRECTORY CONFIGURATION** screen is displayed as shown below. Click on **Add** to start adding IVR Extensions.

The screenshot shows the 'DIRECTORY CONFIGURATION' window. The left pane is titled 'IVR EXTENSIONS' and contains a table with columns 'Full Name', 'DN #', and 'Port#'. The right pane is titled 'DIRECTORY ASSIGNMENT' and contains several fields: 'Directory #', 'FullName', 'Title', 'PBX', 'Account', 'Password', 'Tenant Name', and 'Class of Service'. Below these fields are two columns of checkboxes. The first column includes 'Shared Station', 'Virtual/Single Line', 'Disable SMDR', 'Live Record', 'Announce/Notify', 'Reserved', 'Recorder', and 'Disabled'. The second column includes 'SIP IVR', 'Network Advertise', 'Guest Telephone', 'Music On Hold', and 'Nurse/CareGiver'. At the bottom of the right pane are 'FOLLOW ME OPTIONS' fields: 'Cellular #', 'Home #', 'Alternate #', and 'Active Forward'. At the very bottom of the window are buttons for 'Add', 'Delete', 'Save', 'Refresh All', and 'Exit'.

The **Extension Range Selection** screen is shown below where IVR Extensions can be added and if required a range can be provided too.

The **DIRECTORY CONFIGURATION** screen is displayed with entry for each virtual SIP user from **Section 5.5**.

For **Full Name**, enter the SIP user name from **Section 5.5**. For **Password**, enter the SIP user login code from **Section 5.5**. Check **SIP IVR**. Retain the default values in the remaining fields. Note that the port numbers are automatically assigned by the system subsequently.

Full Name	DN #	Port#
IVR 28235	28235	11
IVR 28236	28236	12
IVR 28237	28237	13
IVR 28238	28238	14
IVR 28239	28239	15

**DIRECTORY ASSIGNMENT**

Directory #: 28235  
 Full Name: IVR 28235  
 Title:  
 PBX:  
 Account:  
 Password:   
 Tenant Name:  
 Class of Service: 0

☐ Shared Station  
☐ Virtual/Single Line  
☐ Disable SMDR  
☐ Live Record  
☐ Announce/Notify  
☐ Reserved  
☐ Recorder  
☐ Disabled

☒ SIP IVR  
☐ Network Advertise  
☐ Guest Telephone  
☐ Music On Hold  
☐ Nurse/CareGiver

**FOLLOW ME OPTIONS**

Cellular #:  
 Home #:  
 Alternate #:  
 Active Forward:

Buttons: Add, Delete, Save, Refresh All, Exit

## 6.9. Administer Queues Sizing

From the **Vuesion Manager** screen, select **Contact Center** → **Queues Sizing** from the left pane.

The screenshot shows the Vuesion Manager interface for Site: BBX Main. The left navigation pane has the following items: Switch Setup, Messaging/IVR, Routing, Desktop Clients, and Contact Center. Under Contact Center, the sub-items are: Queues Sizing (selected), ACD Members, ACD Groups, ACD Network, and Call Recorder. The main content area is titled 'AVAYA IP Office Integration' and contains two tables.

	Voice Device	Caller	Information
↓	28235		
↓	28236		
↓	28237		
↓	28238		
↓	28239		

	Record Device	Recording	Information
↓			
↓			
↓			

The **DIRECTORY CONFIGURATION** screen is displayed. Click on **Add** to start adding Call Center Queue.

The **Extension Range Selection** screen is shown below where Call Center Queue numbers can be added and if required a range can be provided too.

Screen below shows the desired number of entries for queuing of incoming ACD calls used for compliance testing.



The screenshot shows the 'ACD Members' window. On the left is a table with columns: Name, ID, Passw, COS, Type, and Def. The table is currently empty. On the right are configuration fields:

- Member Definition:** Member (text box), FullName (text box), Password (text box).
- Setup:** Type (dropdown menu showing 'ACD Agent'), Primary (dropdown menu), Class (dropdown menu showing '0').
- Allow Agents Screen Capture:** Five Supervisor ID text boxes.
- Auto Login:** Extension (text box).
- Buttons: Add, Delete, Save, Exit.

Create an entry for each agent user from **Section 5.7**, and for each supervisor user from **Section 5.8**, as shown in screen below. Enter the desired **FullName**. For **Member ID**, enter a unique value for each agent and supervisor. The recommendation is to use available extension numbers on IP Office. For **Password**, enter desired values. In the compliance testing, the same values are used for member ID and password for simplicity. For **Type**, select “ACD Agent” for agents and “ACD Supervisor” for supervisors. For **Primary Group**, select the Transfer hunt group name from **Section 5.6.3**. For **Class**, select the appropriate class of service.

The screenshot shows the 'ACD Members' window with data entered. The table contains the following rows:

Name	ID	Passw	COS	Type	Def.
Agent 1	78100	7810	1	ACD Agent	
Agent 2	78101	7811	1	ACD Agent	
Supervisor 1	78102	7812	1	ACD Supervisor	

The configuration fields on the right are updated as follows:

- Member Definition:** Member (78100), FullName (Agent 1), Password (7810).
- Setup:** Type (ACD Agent), Primary (BBX CSR), Class (1).
- Allow Agents Screen Capture:** Five Supervisor ID text boxes (all empty).
- Auto Login:** Extension (text box).
- Buttons: Add, Delete, Save, Exit.

## 6.11. Administer ACD Groups

From the **Vuesion Manager** screen shown in **Section 6.9**, select **Contact Center → ACD Groups** from the left pane, to display the **SkillSets Administration** screen. Create an entry for the Transfer hunt group from **Section 5.6.3**, as shown below.

The **Voice Routing Options** section defines the parameters used for routing of ACD calls. The **Multimedia Contact Center Members Assignment** section defines the members and their skills level. The **Announcements** section defines the announcement treatments.

The screenshot below shows the values used in the compliance testing.

SkillSets Administration

Group ID: 77200    Group Name: BBX CSR    Routing Method: Least Productive

Group Name	ID
BBX CSR	77200

**Voice Routing Options**

Enable: ☒    Priority: 09

Overflow Time: 10 Min

Overfl. Destination: 77200

Signed-Out OVF: 77200

All Busy Overflow:

Longest InQ Thr: 10 Sec

Force Priority: 00

Calls Queued Thr.: 01

☒ Auto WrapUp @ 15 Sec

☐ Ringback on Queue

**Email Routing Options**

Enable: ☐    Priority: 00

Subject Filter:

Overflow Time: 00

OVF Destination:

Signed-Out OVF:

EmailQ Threshold: 2

Longest InQ Thr: 300

Force Priority: 9

**Fax Routing Options**

Enable: ☐    Priority: 00

Overflow Time: 00

OVF Destination:

Signed-Out OVF:

FaxQ Threshold: 10

Longest InQ Thr: 300

Force Priority: 0

**Miscellaneous**

☐ Auto Logout @ 11:50:00 PM

Advance Time: 10 Sec

☐ Follow Me (Non Call Center)

**Multimedia Contact Center Members Assignment**

VoiceSkill: 00    EmailSkill: 00    FaxSkill: 00    OutdialSkill: 00

HandleVoice: ☐    HandleEmails: ☐    HandleFax: ☐    HandleOutdial: ☐

Name	ID	Type
Agent 1	78100	ACD Agent
Agent 2	78101	ACD Agent
Supervisor 1	78102	ACD Supervisor

<<    >>

Name	ID
------	----

**Announcements**

	1	2	3	QPosition	~ Hold	AA	Repeat	Frequency
1:	AA						Repeat	Never
2:	AA						Repeat	Never
3:	AA						Repeat	Never

**Outbound Campaign**

☐ Enable Campaign    Campaign Priority: 00

ODBC - DSN:

Table:    Password:

Login:

Name Field:

Phone Field:

Contact:

Priority Field:

Comment Field:

Resolution Field:

Restricted Hours During Schedule (Format: 12:00-13:00,...)

☐ Enable Schedule    Timezone: (CST)

Start Datetime: 4/ 3/2012    8:00:00 AM

Stop Datetime: 4/ 3/2012    5:00:00 PM

M    T    W    T    F    S    S

Import Records    Restart Campaign

Add    Remove    Refresh Scripts    Save    Exit



## 6.12. Adding Outdial Hunt Group

From the **Vuesion Manager** screen shown in **Section 6.9**, select **Contact Center → ACD Groups** from the left pane, to display the **SkillSets Administration** screen. Create an entry for the Outdial hunt group from **Section 5.6.4**, as shown below.

The **Outbound Campaign** section defines the parameters used for Power Outdial. In this section check the box for **Enable Campaign**. Enter the values configured in the database for the **ODBC-DSN** and **Table** fields. During compliance testing **Name Field**, **Phone Field** and **Contact** information were presented to the agent.

The **Multimedia Contact Center Members Assignment** section defines the members and their skills level. Check the **HandleOutdial** box for members if they are to be a part of the Outdial Campaign.

The screenshot below shows the values used in the compliance testing.

SkillsSets Administration

Group ID: 77300 Group Name: BBX Outdial Routing Method: Round Robin

Group Name	ID
BBX CSR	77200
BBX Outdial	77300

**Voice Routing Options**

Enable ☐ Priority: 00

Overflow Time: 25 Sec

Overfl. Destination:

Signed-Out OVF:

All Busy Overflow:

Longest InQ Thr: 05 Min

Force Priority: 00

Calls Queued Thr: 08

☒ Auto WrapUp @ 00 Sec

☐ Ringback on Queue

**Email Routing Options**

Enable ☐ Priority: 00

Subject Filter:

Overflow Time: 00

OVF Destination:

Signed-Out OVF:

EmailQ Threshold: 10

Longest InQ Thr: 300

Force Priority: 0

**Fax Routing Options**

Enable ☐ Priority: 00

Overflow Time: 00

OVF Destination:

Signed-Out OVF:

FaxQ Threshold: 10

Longest InQ Thr: 300

Force Priority: 0

**Miscellaneous**

☐ Auto Logout @ 11:50:00 PM

Advance Time: 10 Sec

☐ Follow Me (Non Call Center)

**Outbound Campaign**

☒ Enable Campaign Campaign Priority: 00

ODBC - DSN: Outdial Team

Table: Sheet1\$ Password:

Login:

Name Field: Name

Phone Field: Phone

Contact: Contact

Priority Field:

Comment Field:

Resolution Field:

Restricted Hours During Schedule (Format: 12:00-13:00,...)

☐ Enable Schedule Timezone: (CST)

Start Datetime: 4/ 3/2012 8:00:00 AM

Stop Datetime: 4/ 3/2012 5:00:00 PM

M T W T F S S

Import Records Restart Campaign

Add Remove Refresh Scripts Save Exit

**Multimedia Contact Center Members Assignment**

VoiceSkill: 09 EmailSkill: 09 FaxSkill: 09 OutdialSkill: 00

HandleVoice ☒ HandleEmails ☐ HandleFax ☐ HandleOutdial ☒

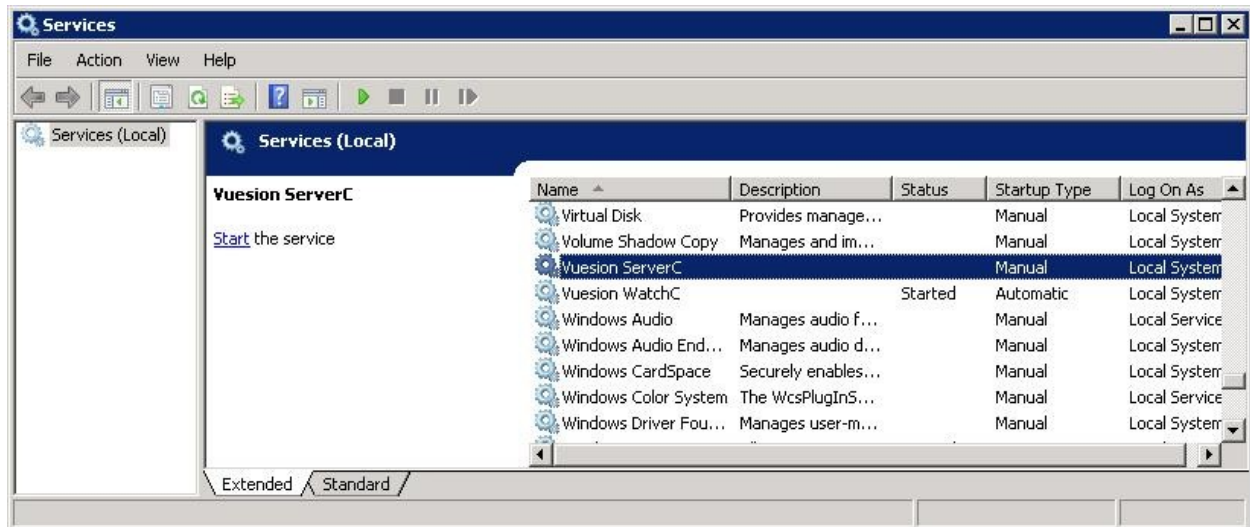
Name	ID	Type	Ski
Agent 1	78100	ACD Agent	09
Agent 2	78101	ACD Agent	09
Supervisor 1	78102	ACD Supervisor	09

**Announcements**

1:	2:	3:
AA	AA	AA
QPosition	QPosition	QPosition
~ Hold	~ Hold	~ Hold
Repeat	Repeat	Repeat
Never	Never	Never

## 6.13. Start Service

Select **Start** → **Control Panel** → **Administrative Tools** → **Services**, to display the **Services** screen. Navigate to the **Vuesion ServerC** entry, right-click on the entry and select **Start**.



## 7. Verification Steps

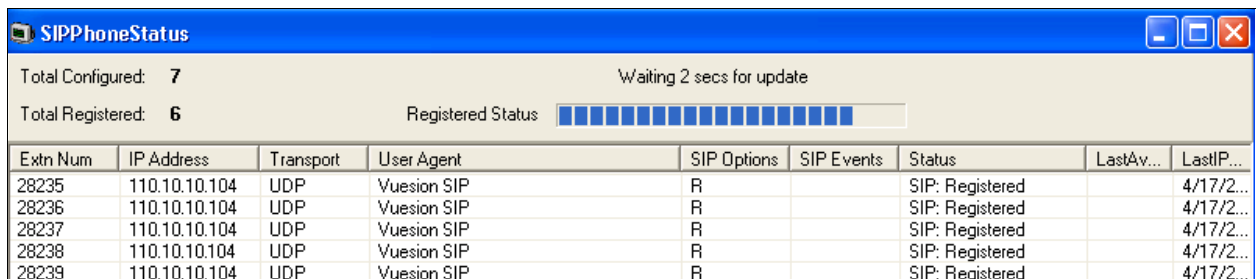
This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and BBX Technologies Vuesion Multimedia Contact Center Power Outdial module.

### 7.1. Verify Avaya IP Office

From a PC running the Avaya IP Office Monitor application, select **Start → Programs → IP Office → Monitor** to launch the application. The **Avaya IP Office R8 SysMonitor** screen is displayed, as shown below. Select **Status → SIP Phone Status** from the top menu.



The **SIPPhoneStatus** screen is displayed. Verify that there is an entry for each virtual SIP user from **Section 5.5**, that the **User Agent** contains “Vuesion SIP”, and that the **Status** is “SIP: Registered”, as shown below.



Extn Num	IP Address	Transport	User Agent	SIP Options	SIP Events	Status	LastAv...	LastIP...
28235	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28236	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28237	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28238	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28239	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...

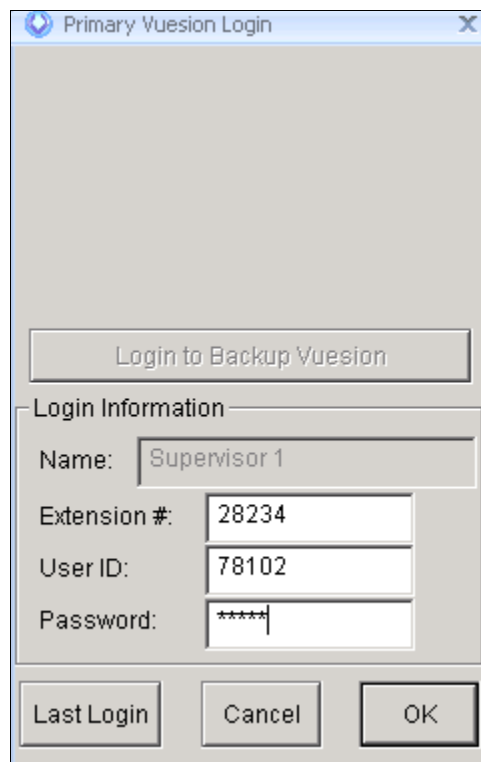
## 7.2. Verify BBX Technologies Vuesion Multimedia Contact Center

From the agent user PC running Vuesion Client, double-click on the **VuesionClient** icon shown on the desktop, which was created as part of installation.



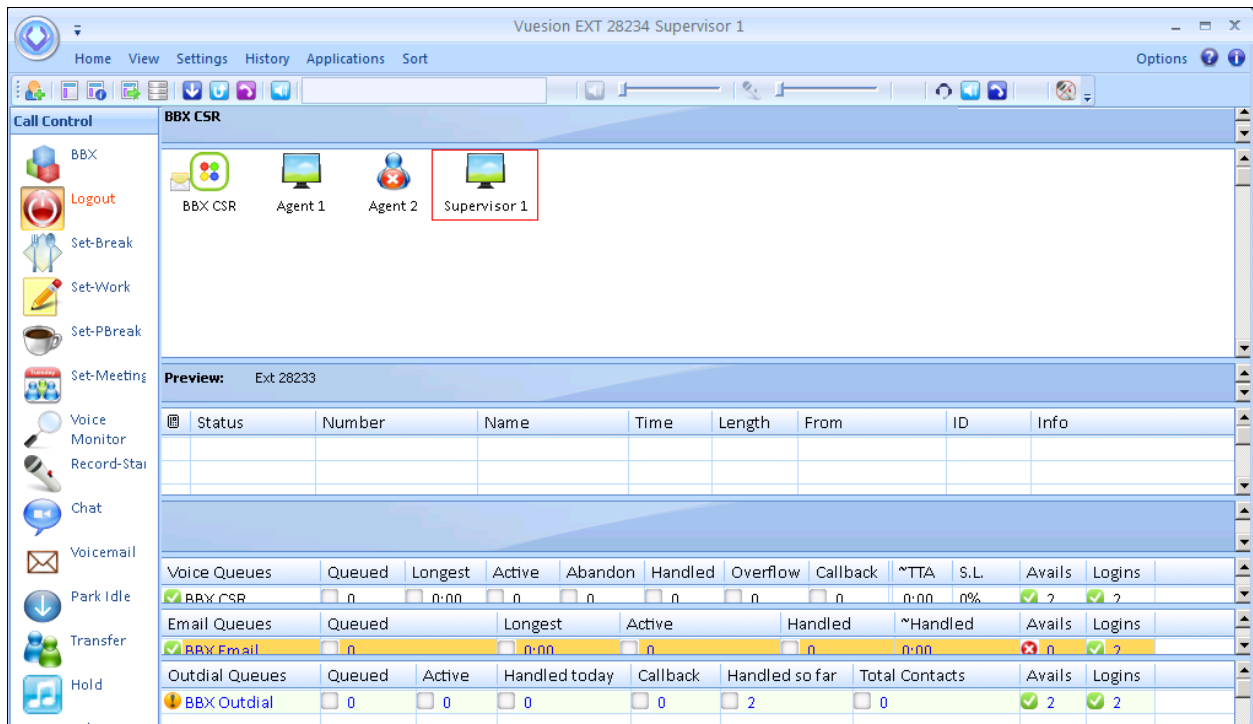
The **Vuesion User Login** screen is displayed. The screen shows the “Supervisor 1” **Login Information**.

For **Extension #**, enter the extension number of the supervisor from **Section 6.6**. For **User ID** and **Password**, enter the corresponding credentials for the supervisor from **Section 6.10**, as shown below. During compliance testing this client was run from the Vuesion server.

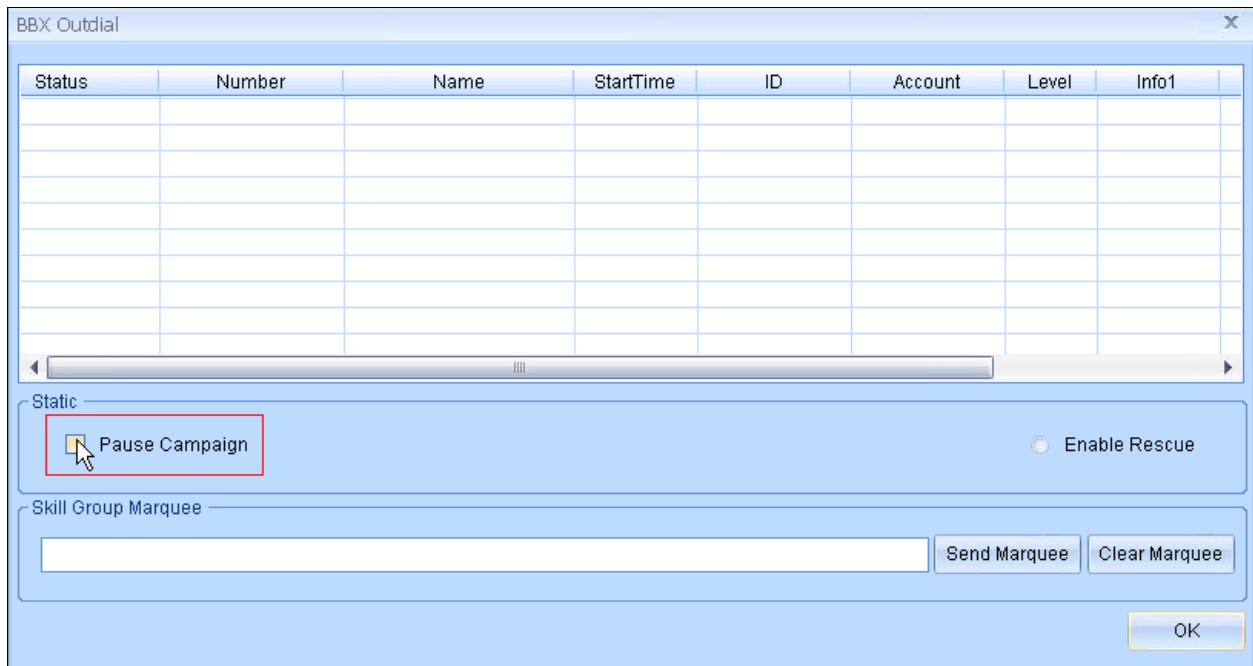
A screenshot of a Windows-style dialog box titled 'Primary Vuesion Login'. The dialog has a light gray background. At the top, there is a button labeled 'Login to Backup Vuesion'. Below this is a section titled 'Login Information' with a minus sign on the left. Inside this section, there are four input fields: 'Name' with the text 'Supervisor 1', 'Extension #' with the text '28234', 'User ID' with the text '78102', and 'Password' with the text '\*\*\*\*\*'. At the bottom of the dialog, there are three buttons: 'Last Login', 'Cancel', and 'OK'.

The **Vuesion** screen is displayed. Click on the **Login** icon from the left pane (not shown).

The screen is updated in the right pane, as shown below.



To start the Outdial Campaign uncheck the box **Pause Campaign** as shown in screen below.



The **Outbound Pop** screen as shown below is presented to an available agent with the customer's information. Agent can now initiate the call by clicking on **Dial**.

The screenshot shows the 'Outbound Pop' application window. It contains several sections for managing a call campaign and customer data.

**Campaign Scripts:** A large text area for entering scripts, with three buttons below it.

**Callbacks Attempts:** A numeric input field showing '0'.

**Last Accessed:** A text input field.

**Comment:** A large text area for adding comments.

**Contact Information:** A form with the following fields:
 

- Name: GHI Inc
- Contact: Aaron Jones
- Phone: 58007
- Priority:
- Address: 16408 Greenfarm Road
- City: Dallas
- Zip: 75081

**Callback Option:** A checkbox for 'Callback' and a time selection field set to '9:43:52 AM'.

**Calendar:** A monthly calendar for April 2012. The date 23 is highlighted with a red circle, and the text 'Today: 4/23/2012' is displayed below it.

**Special Resolutions:** A section with checkboxes for 'Referral' and 'Quiz'.

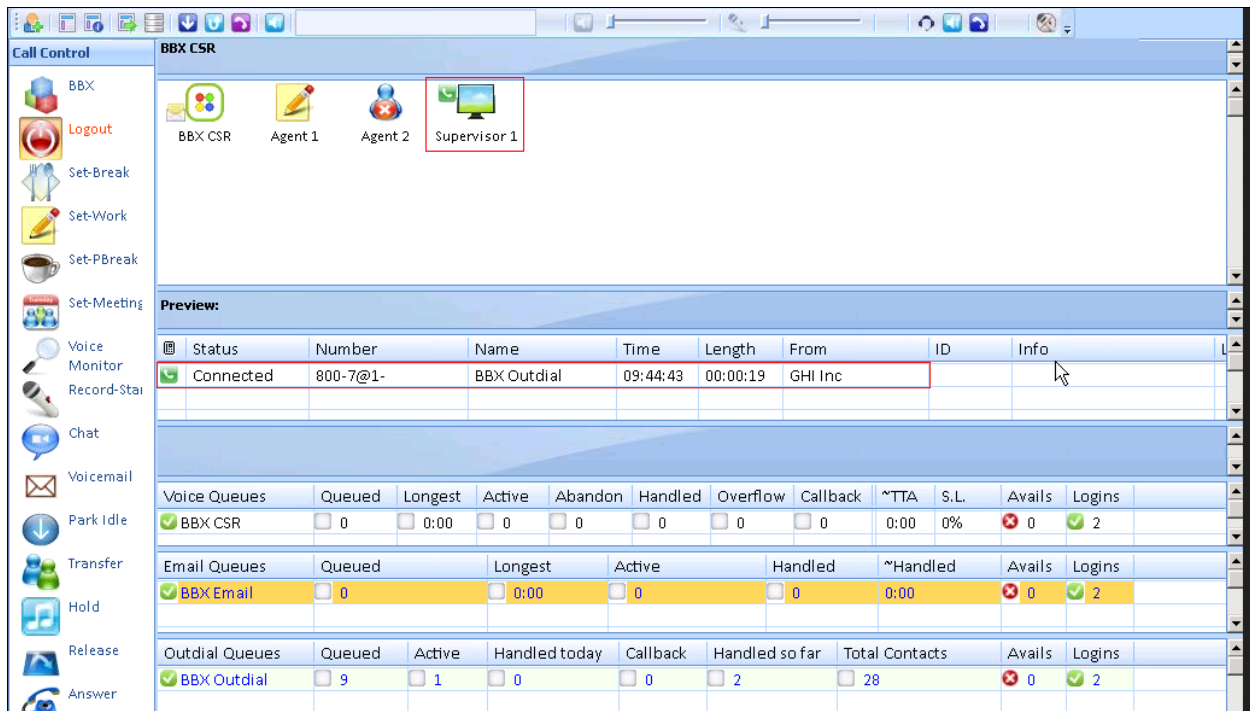
**Email To:** A text input field.

**Resolutions:** A list of checkboxes for various resolution types:
 

- Letter Opener
- Reallocate
- Plant a tree
- Build a fence
- Roger Dodger
- Red Rover Red Rover
- Declined information

At the bottom, there are three buttons: 'Open Record', 'Update', and 'Dial'.

Screen below shows the call being connected between the agent and the customer.



After the call has been completed, agent can mark the call resolved as shown in the screen below.

The screenshot shows the Outbound Pop form. It includes fields for Campaign Scripts, Callbacks Attempts, Last Accessed, Comment, Contact Information (Name, Contact, Phone, Priority, Address, City, Zip), and Resolutions. A red box highlights the 'Update' button at the bottom right.

**Campaign Scripts:**  
 Is the grease coming from the man hole Covers ?  
 Yes No

**Callbacks Attempts:** 0  
**Last Accessed:**

**Comment:**

**Contact Information:**  
 Name: GHI Inc  
 Contact: Aaron Jones  
 Phone: 58007  
 Priority:  
 Address: 16408 Greenfarm Road  
 City: Dallas  
 Zip: 75081

**Callback Option:**  
 Callback: 9:44:33 AM  
 April, 2012  
 Today: 4/23/2012

**Special Resolutions:**  
 Referral  
 Quiz

**Email To:**

**Resolutions:**  
☒ Letter Opener  
☐ Reallocate  
☐ Plant a tree  
☐ Build a fence  
☐ Roger Dodger  
☐ Red Rover Red Rover  
☐ Declined information

**Buttons:** Open Record, Update, Dial



## 8. Conclusion

These Application Notes describe the configuration steps required for BBX Technologies Vuesion Multimedia Contact Center Callback Number Queuing Power Outdial module to successfully interoperate with Avaya IP Office. All feature test cases were completed successfully. Observations are noted in **Section 2.2**.

## 9. Additional References

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

1. *IP Office KnowledgeBase 8.0 Documentation CD*, December 2011, available at <http://support.avaya.com>.
2. *Vuesion Application Server Contact Center Configuration Guide*, available upon request to BBX Technologies Support.

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