Avaya Solution & Interoperability Test Lab

Application Notes for Avaya Proactive Contact R5 with Inisoft synTelate Web Agent 2.1 using Avaya PG230 Digital Switch – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for IniSoft synTelate Web Agent R2.1 to successfully interoperate with Avaya Proactive Contact R5 using Avaya PG230 Digital Switch. IniSoft synTelate Web Agent provides secure integration with Avaya Proactive Contact from the web browser and it consist of Web Server, Web Agent Connection Service, Web Agent License Service, Desktop Component, synTelate Designer, Campaign Compiler and Database.

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 a compliance tested configuration comprised of Avaya Proactive Contact R5.0 using Avaya PG230 Digital Switch (also known as hard dialer) and Inisoft synTelate Web Agent 2.1. Avaya Proactive Contact R5 uses Avaya PG230 Digital Switch to place calls to Inisoft Syntelate Web Agent users via QSig trunks to Avaya Aura® Communication Manager. Call control is performed through the Inisoft Syntelate Web Agent Connection Service to Avaya Proactive Contact R5.0.

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 API Proactive Contact 5. The feature test cases were performed automatically. Outbound calls were automatically placed and delivered to synTelate Web Agent by Proactive Contact. Different types of jobs were exercised, along with different actions initiated from synTelate Web Agent, to verify proper generation and handling of supported messages from Proactive Contact. The Proactive Contact Editor was used to start/stop jobs. The verification included checking the display of fields, options, and values on synTelate Web Agent, and verification of the exchanged API events in the agent2_API.trans log files was also performed. All test cases were executed.

2.1. Interoperability Compliance Testing

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

- Outbound, inbound and managed jobs
- Log in, join job, go on/off break, leave job, and logoff
- Hold, retrieve, NVDT 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: +44 (0) 141-552-8800
- Email: support@inisoft.co.uk

3. Reference Configuration

synTelate Web Agent provides secure integration with Proactive Contact from the web browser. It consists of a number of major architectural components as listed below:

- Desktop Component
- Web Server
- Web Agent Connection Service
- Web Agent License Service
- Designer
- Campaign Compiler
- Database

Desktop Component

synTelate Web Agent uses a Desktop Component to provide a communication channel between Proactive Contact and the agent's browser. The Desktop Component opens a socket on the agent's PC and listens for any incoming data from Proactive Contact via the Web Agent Connection Service. The installation file for the Desktop Component is hosted on the Web Server and agents will be prompted to download and install it the first time they log in.

Web Server

The Web Server requires installation of the .NET Framework 3.5 SP1 to be performed before the installation of the synTelate Web Agent. The recommended hardware configuration for synTelate Web Agent is to host the Web Server, the Web Agent Connection Service and the Database server on separate machines.

Web Agent Connection Service

The Web Agent Connection Service is a Windows Service that handles all communication with Proactive Contact using SSL. When an agent logs in, the Web Agent Connection Service establishes an SSL connection with Proactive Contact and maintains this connection on behalf of the agent for as long as it is required. Each request from the agent's browser is marked with the agent's login details so the correct connection is used to send commands to Proactive Contact.

Web Agent License Service

The Web Agent License Service is lightweight windows services that checks and monitors license usage for agents logging in to synTelate Web Agent.

Designer

The synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens.

Campaign Compiler

The Campaign Compiler is used to generate all web pages and programming logic required for synTelate campaigns to run.

Database

The synTelate Database consists of client records that are used during inbound and outbound campaigns which are imported from the Hard Dialer. **Figure 1** shows the setup used for the compliance test.

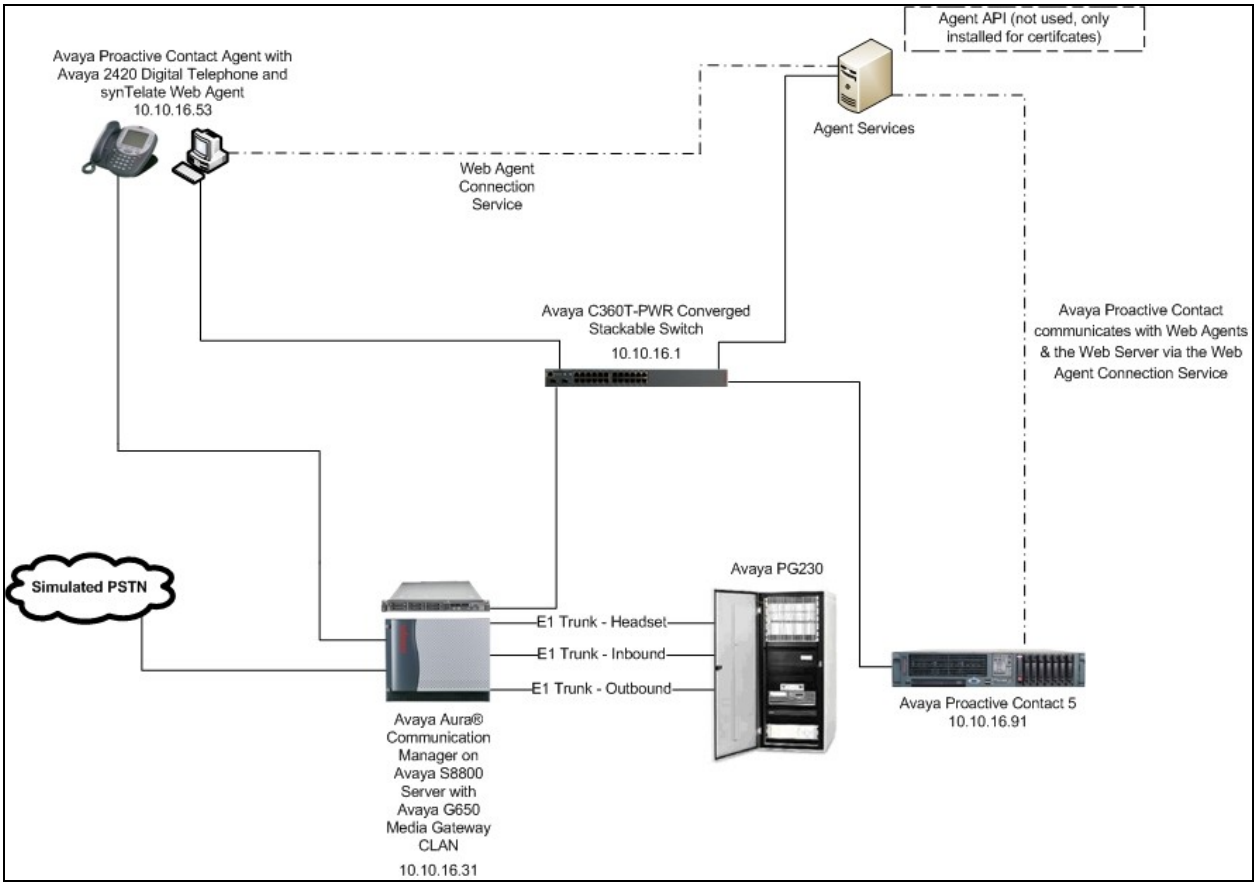


Figure 1: Inisoft synTelate Web Agent with Avaya Proactive Contact using Avaya PG230 Digital Switch

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Media Server	Avaya Aura® Communication Manager R6.0 R016x.00.0.345.0-18444
G650 Media Gateway TN799DP C-LAN Circuit Pack	 HW1 FW40
Avaya S8730 Media Server	Avaya Proactive Contact 5 with patch 269
Avaya 2420 Digital Telephone	REL 4.00 HWV1 FWV 4
Avaya PG230 Digital Switch	Generic Version 15.3.1
Inisoft synTelate Web Agent	2.1
Inisoft synTelate Database	Microsoft SQL 2005 on Windows XP

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager to support the PG230 integration. The procedures include the following area.

- Configure Trunks to Avaya PG230 Digital Switch

5.1. Configure Trunks to Avaya PG230 Digital Switch

A number of trunks are required for the purpose of communication between PG230 and Communication Manager. One trunk for calls in each of the following categories

- Agent Headsets (Dialback)
- Outbound
- Inbound
- Transfer

The physical connection is made between PG230 and the TN2464CP contained within the G650 Media Gateway. Enter the **add ds1 xxxx** command, where **xxxx** is the location of the DS1 circuit pack. Configure the following

- **Name** set to any descriptive string value, in this case, it was **CM-PG230**
- **Bit Rate** set to **2.048**
- **Line Coding** set to **hdb3**
- **Signaling Mode** set to **isdn-pri**
- **Connect** set to **pbx**
- **Interface** set to **peer-master**
- **Peer Protocol** set to **Q-SIG**
- **Interface Companding** set to **alaw**
- **Idle Code** set to **01010100**

```
add ds1 a09                                                  Page   1 of   1
                                DS1 CIRCUIT PACK

            Location: 01A09                          Name: CM-PG230
            Bit Rate: 2.048                   Line Coding: hdb3

      Signaling Mode: isdn-pri
             Connect: pbx                        Interface: peer-master
   TN-C7 Long Timers? n                      Peer Protocol: Q-SIG
Interworking Message: PROGress                        Side: a
Interface Companding: alaw                             CRC? y
           Idle Code: 01010100           Channel Numbering: timeslot
                             DCP/Analog Bearer Capability: 3.1kHz

                                          T303 Timer(sec): 4
                                         Disable Restarts? n

      Slip Detection? y                Near-end CSU Type: other

   Echo Cancellation? n
```

Configure a Signaling Group for the previously configured DS1 board 01a09. Enter the **add signaling-group n** command, where **n** is an unused signaling group number. Configure the following on **Page 1.**

- **Group Type** set to **isdn-pri**
- **Primary D-Channel** enter the DS1 board number followed by 16
- **Trunk Group for Channel Selection** enter the 1st trunk group number that was configured for DS1 board 01a09; in this case that was trunk group **23**
- **TSC Supplementary Service Protocol** set to **b**

```
add signaling-group 10                                        Page   1 of   1
                              SIGNALING GROUP

 Group Number: 10              Group Type: isdn-pri
                     Associated Signaling? y          Max number of NCA TSC: 0
                        Primary D-Channel: 01A0916     Max number of CA TSC: 0
                                                     Trunk Group for NCA TSC:21
       Trunk Group for Channel Selection: 21      X-Mobility/Wireless Type:
NONE
      TSC Supplementary Service Protocol: b          Network Call Transfer? n
```

Configure a trunk group used for inbound calls. Enter the **add trunk-group n** command, where **n** is an available trunk group number. Configure the following on **Page 1.**

- **Group Type** set to **isdn**
- **Group Name** set to any descriptive string value, in this case, it was **QSIG to PG230 - Inbound**
- **TAC** enter a Trunk Access Code that is valid in the provisioned dial plan
- **Dial Access** set to **y**
- **Service Type** set to **tie**

```
add trunk-group 23                                          Page   1 of  21
                              TRUNK GROUP

Group Number: 23                  Group Type: isdn          CDR Reports: y
  Group Name: QSIG to PG230 - Inbound     COR: 1        TN: 1        TAC: 723
   Direction: two-way        Outgoing Display? n         Carrier Medium:
PRI/BRI
 Dial Access? y              Busy Threshold: 255  Night Service:
Queue Length: 0
Service Type: tie                   Auth Code? n            TestCall ITC:
rest
                         Far End Test Line No:
TestCall BCC: 4
```

On **Page 2** of the trunk group configuration, specify the following:

- **Supplementary Service Protocol** set to **b**
- **Disconnect Supervision**
  - **In** set to **y**
  - **Out** set to **y**

```
add trunk-group 23                                          Page   2 of  21
      Group Type: isdn

TRUNK PARAMETERS
         Codeset to Send Display: 6     Codeset to Send National IEs: 6
        Max Message Size to Send: 260   Charge Advice: none
  Supplementary Service Protocol: b     Digit Handling (in/out):
enbloc/enbloc

            Trunk Hunt: cyclical
                                                  Digital Loss Group: 13
Incoming Calling Number - Delete:     Insert:                 Format:
              Bit Rate: 1200         Synchronization: async    Duplex: full
 Disconnect Supervision - In? y  Out? y
 Answer Supervision Timeout: 0
          Administer Timers? n      CONNECT Reliable When Call Leaves ISDN? n
                                   Delay Call Setup When Accessed Via IGAR? N
```

On **Page 5**, configure **GROUP MEMBER ASSIGNMENTS** as follows:

- **Port** enter the DS1 board number followed by the trunk member number. The ports configured on Communication Manager must be mapped to the ports configured on the PG230 Digital Switch.
- **Sig Grp** enter the number of the signaling group configured for the DS1 board 01a09, in this case it is Signaling Group **10**.

```
add trunk-group 23                                          Page   5 of  21
                                TRUNK GROUP
                                     Administered Members (min/max):   1/5
GROUP MEMBER ASSIGNMENTS                 Total Administered Members:   5

       Port    Code Sfx Name        Night           Sig Grp
  1: 01A0917  TN2464 C                               10
  2: 01A0918  TN2464 C                               10
  3: 01A0919  TN2464 C                               10
  4: 01A0920  TN2464 C                               10
  5: 01A0921  TN2464 C                               10
```

Note: There is different port numbering between PG230 Digital Switch and Communication Manager; therefore ports 18-22 on PG230 Digital Switch correspond to ports 17-21 on Communication Manager.

Repeat the above configuration steps in order to configure remaining trunk groups for Agent Headsets (Dial Back), Outbound and Transfer calls. For each trunk group make sure that the number of ports in GROUP MEMBER ASSIGNMENTS is correctly mapped to the number of ports configured on the PG230. Also, for every trunk group, configure each port with signaling group 10.

Enter **list trunk-group** command, to list all trunk groups that were configured on the Communication Manager. Below is the list of all trunk groups that were configured for the E1 QSIG trunk between Communication Manager and PG230 Digital Switch.

```
list trunk-group                                                    Page   1

                                TRUNK GROUPS

Grp                                                 No.             Out       Que
No.  TAC  Group Type  Group Name                    Mem TN  COR CDR Meas Dsp  Len
21   721  isdn        QSIG to PG230 - Headsets      5   1   1   y   none y    0
22   722  isdn        QSIG to PG230 - Outbound      10  1   1   y   none n    0
23   723  isdn        QSIG to PG230 - Inbound       5   1   1   y   none n    0
24   724  isdn        QSIG to PG230 - Transfer      5   1   1   y   none n    0
```

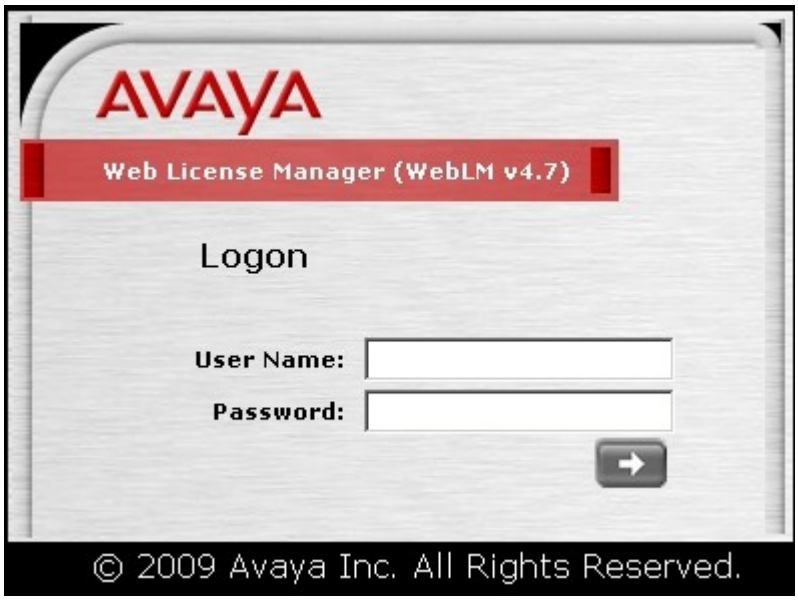
6. Configure Avaya Proactive Contact

This section provides the procedures for configuring Proactive Contact. The procedures include the following areas:

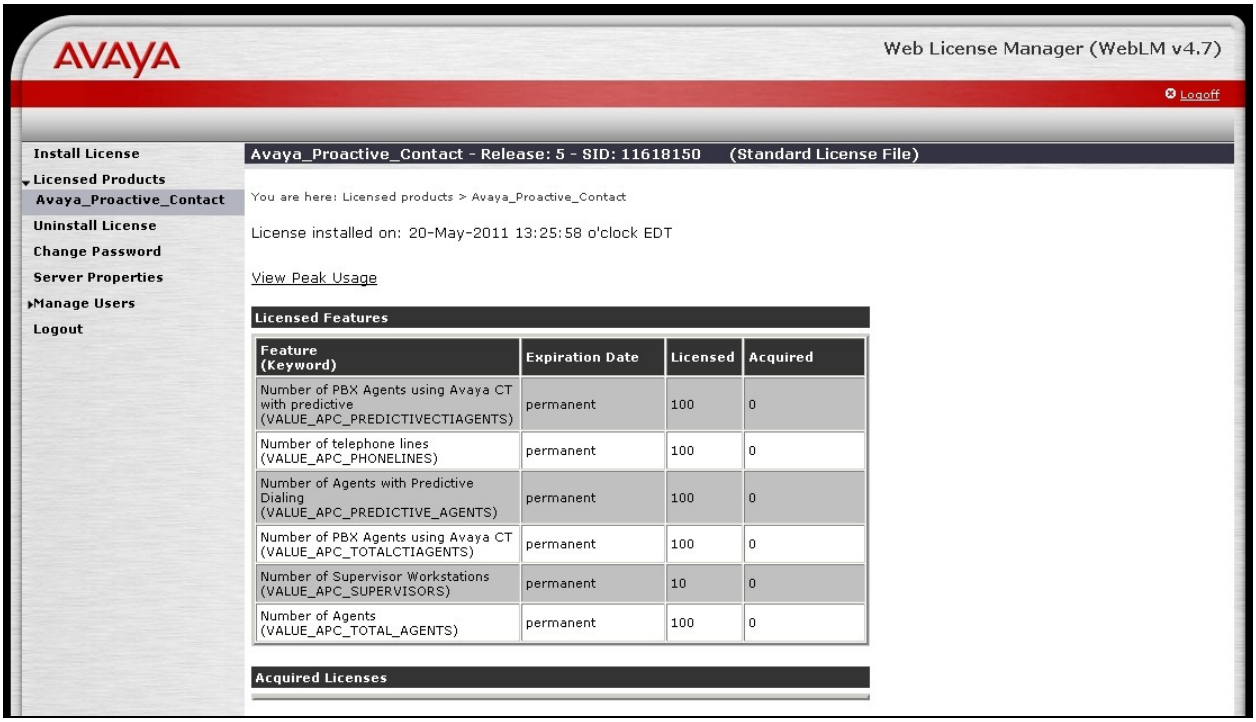
- Verify Avaya Proactive Contact Licensing
- Configure opmon.cfg
- Configure dgswitch.cfg
- Configure master.cfg
- Configure number format
- Configure the calling list
- Configure Avaya Proactive Contact Administration Software

6.1. Verify Avaya Proactive Contact Licensing

Access the Web License Manager of the Avaya Proactive Contact, in this instance using the URL https://10.10.16.91:52233/WebLM/. The Web License Manager Screen is displayed, login using the appropriate credentials.



The **Web License Manager** screen below is displayed. Select **Licensed products** → **Avaya_Proactive_Contact** in the left pane, to display the **Licensed Features** screen in the right pane. Verify that there are sufficient licenses for each of the fields displayed.



6.2. Configure opmon.cfg

Lines in the opmon.cfg file configures the link to an agent/headset through the PG230. Headset lines are identified by a unique ID number (15) that is assigned to the headset line in the dgswitch.cfg file. Navigate to **/opt/avaya/pds/config** – edit **opmon.cfg** as shown below.

```
CFGTIME:15
DIALBACK:1-15:15:1::
DIALBACKNUM:ALL
```

6.3. Configure dgswitch.cfg

Edit **dgswitch.cfg** as shown below. The format used is based on the location of the ports in the PG230 Digital Switch; therefore Proactive Contact is configured with the same number of Inbound Ports as the number of inbound lines on the PG230 Digital Switch. The inbound ports configured on Proactive Contact correspond to the ports of the inbound trunk group configured on Communication Manager in **Section 5.8**, the same is true for Headset, Outbound and Transfer trunk ports. Note the headset group 15 specified here as in opmon.cfg.

```
# Headset Ports
H:1:361:1::#H:15:1:1-1-21-4-2
H:2:362:1::#H:15:1:1-1-21-4-3
H:3:363:1::#H:15:1:1-1-21-4-4
H:4:364:1::#H:15:1:1-1-21-4-5
H:5:365:1::#H:15:1:1-1-21-4-6

# Normal Outbound Trunks
N:1:366:1::#O:10:1:1-1-21-4-7
N:2:367:1::#O:10:1:1-1-21-4-8
N:3:368:1::#O:10:1:1-1-21-4-9
N:4:369:1::#O:10:1:1-1-21-4-10
N:5:370:1::#O:10:1:1-1-21-4-11
N:6:371:1::#O:10:1:1-1-21-4-12
N:7:372:1::#O:10:1:1-1-21-4-13
N:8:373:1::#O:10:1:1-1-21-4-14
N:9:374:1::#O:10:1:1-1-21-4-15
N:10:375:1::#O:10:1:1-1-21-4-16

# Normal Inbound Trunks

N:11:377:1::#I:11:1:1-1-21-4-18
N:12:378:1::#I:11:1:1-1-21-4-19
N:13:379:1::#I:11:1:1-1-21-4-20
N:14:380:1::#I:11:1:1-1-21-4-21
N:15:381:1::#I:11:1:1-1-21-4-22


# Transfer-thru Trunks
T:1:12:1::#T:12:1:1-1-21-4-1
```

Edit only the last 4 lines of **voicemsg.cfg**, this file refers to the announcements recorded on the PG230.

```
250:greeting:1027:Female:Folder4:Voice:Message27
251:inbound:1028:Female:Folder4:Voice:Message28
252:outbound:1029:Female:Folder4:Voice:Message29
253:notLoggedIn:1030:Female:Folder4:Voice:Message30
```

Navigate to the **/opt/avaya/pds/scripts** directory and copy the telephny_sp.spt file to the telephny.spt file using the following command **cp telephny_hd.spt telephny.spt**. This file defines Hard Dialer specific parameters.

6.4. Configure master.cfg

Amendments to the master.cfg file, located in the /opt/avaya/pds/etc directory, were made as follows:

```
DBKGROUP:15,1,1
DBSERVERIP:10.10.16.91
IICB_HOST:devconhd
INBNDSYS:YES
LINEASSIGN:REG,O=1-10;INB,I=11-15
NAMESERVICEHOST:devconhd
OPERATORS:5
OPLIMIT:I=5,O=5,B=5,P=5,M=5
PORTS:15
PRIMARY:YES
SWITCHNAME:switch1
SWITCHTESTMODE:NO
SWITCHTYPE:DIGITAL
VISUAL_CPA:YES
WEBLMURL:http,//10.10.16.91,8080/WebLM/LicenseServer:
```

Note: **INBNDSYS** was set to **YES** for the purposes of NVDT testing.

6.5. Configure number format

The phonefmt.cfg file located in /opt/avaya/pds/config contains details of how Proactive Contact needs to manipulate numbers in the calling list in order to successfully place them. The final line in the file is configured as follows:

```
STD_TO_DIALFMT:*:ALLTYPES:10:1650::
```

In this instance, of the digits dialed, **10** are deleted and the digits **1650** are inserted.

6.6. Configure Calling List

Proactive Contact is delivered with default calling lists. The author assumes an inbound and outbound calling list is created in Proactive Contact Editor. The administration of calling lists is outside of the scope of this document. For the purposes of the compliance test, calling list 4 (list4) was used.

```
INBOUND:ACTIVE:Inbound Calling list:20110526:NO
```

6.7. Configure Avaya Proactive Contact Administration Software

In order for the Proactive Contact Editor application to communicate with the Proactive Contact Server, the PC on which it resides must be configured.

6.7.1. Configure Windows Host File

Edit **%WINDIR%\system32\drivers\etc\hosts** to include the hostname and IP address of the Proactive Contact Server, as follows.

```
10.10.16.91 devconhd
```

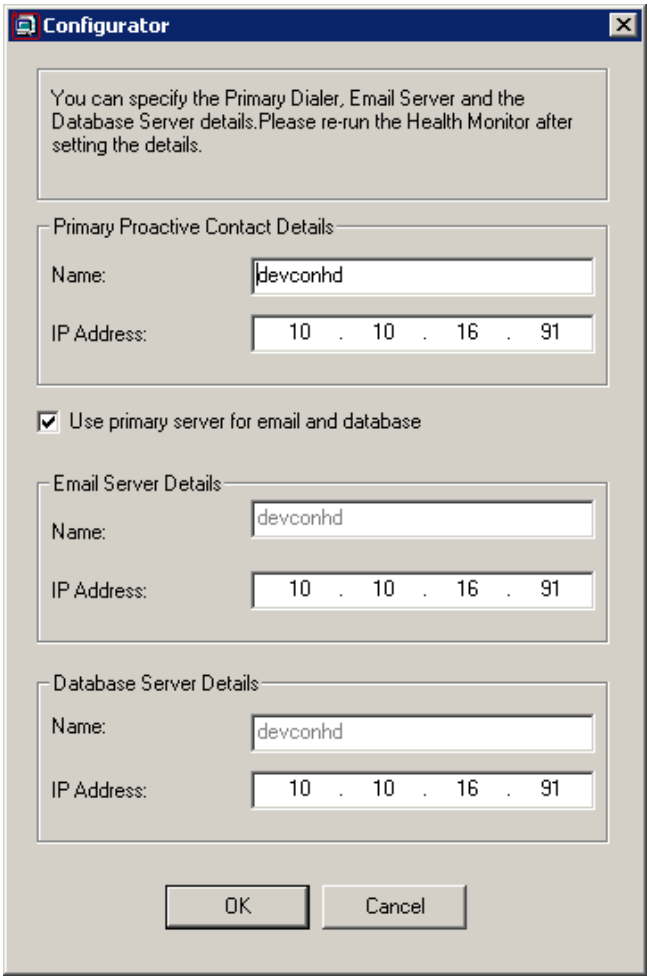
6.7.2. Check Avaya Proactive Contact Services

Ensure all necessary services are running on the Proactive Contact Server. The following commands start, check and stop the 3 services, the services must be stopped and started in the order shown. All services must be started before proceeding:

```
start_db
start_mts
start_pds
check_db
check_mts
check_pds
stop_pds
stop_mts
stop_db
```

6.7.3. Configure Avaya Proactive Contact Administration Software

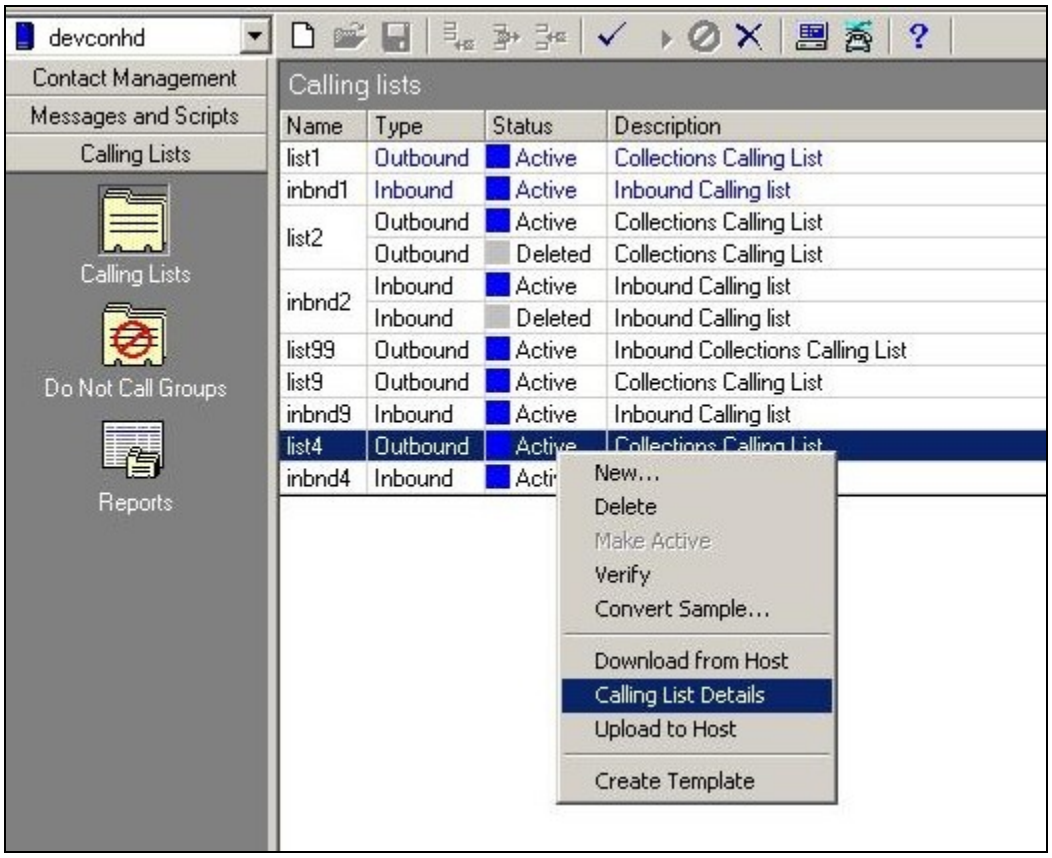
Double click on the Health Manager icon on the desktop. The screen below will be presented complete it as shown.



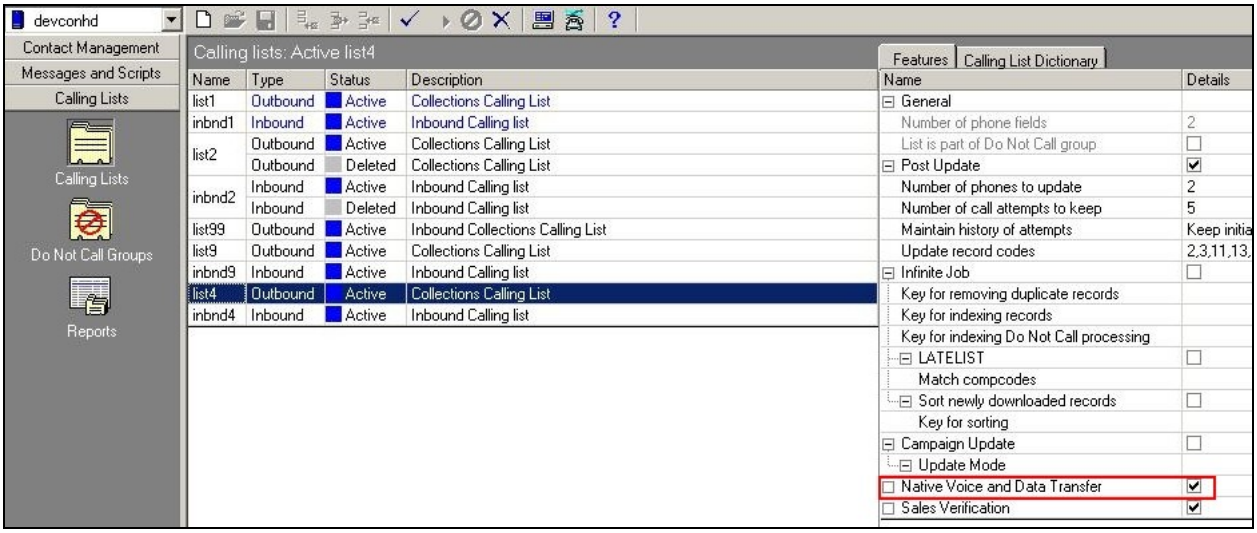
It is now possible to log in to the Health Manager with the sysadm login credentials. Close Health Manager and double click on the Editor icon on the desktop. Log in with the sysadm login credentials.

6.7.4. Configure Native Voice and Data Transfer Parameters (NVDT)

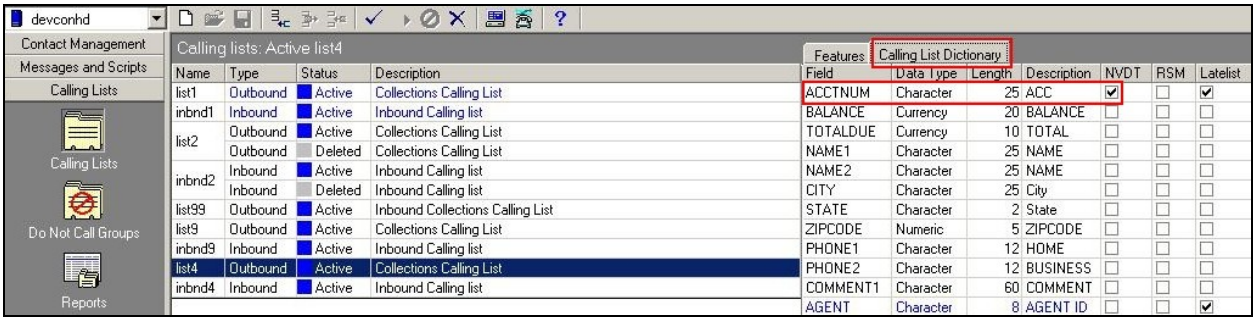
NVDT is the feature used when transferring caller details from the outbound job to the inbound job. In this instance, an agent logged into the inbound job will receive the account number as well as the voice path. These parameters are configured in the calling list, as shown below. In the left hand pane click **Calling Lists → Calling Lists** right click on **list4** and select **Calling List Details.**



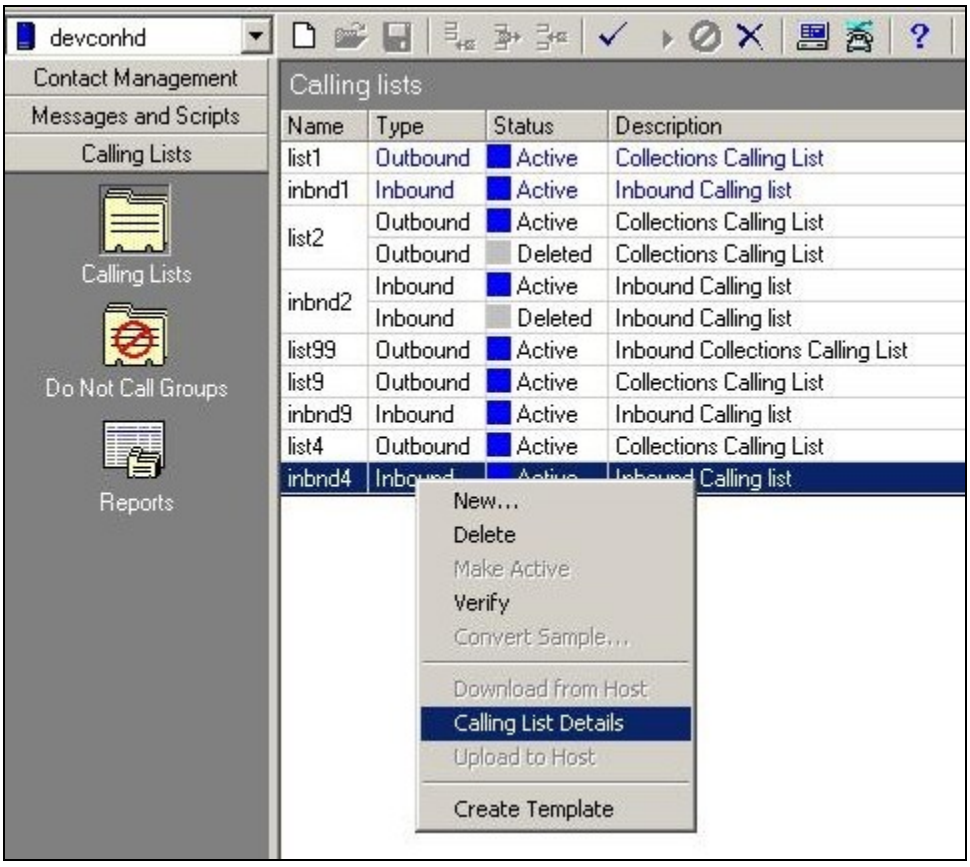
Click to place a tick in the field to enable NVDT (**Native Voice and Data Transfer**).



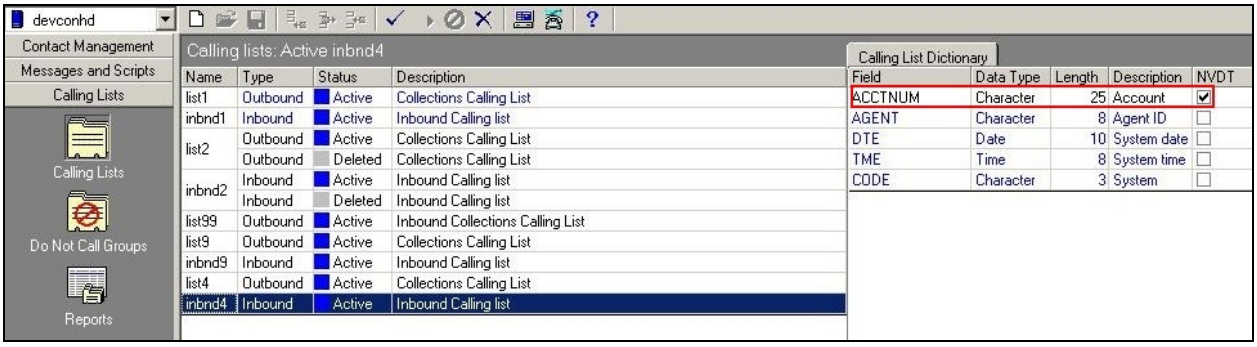
Click on the **Calling List Dictionary** Tab, and click to place a tick in the **NVDT** column next to **ACCTNUM**, ensure the **LENGTH** field is set to **25**. Save when completed.



The same needs to be performed for the **inbnd4** list. Right click on **inbnd4** and select **Calling List Details.**

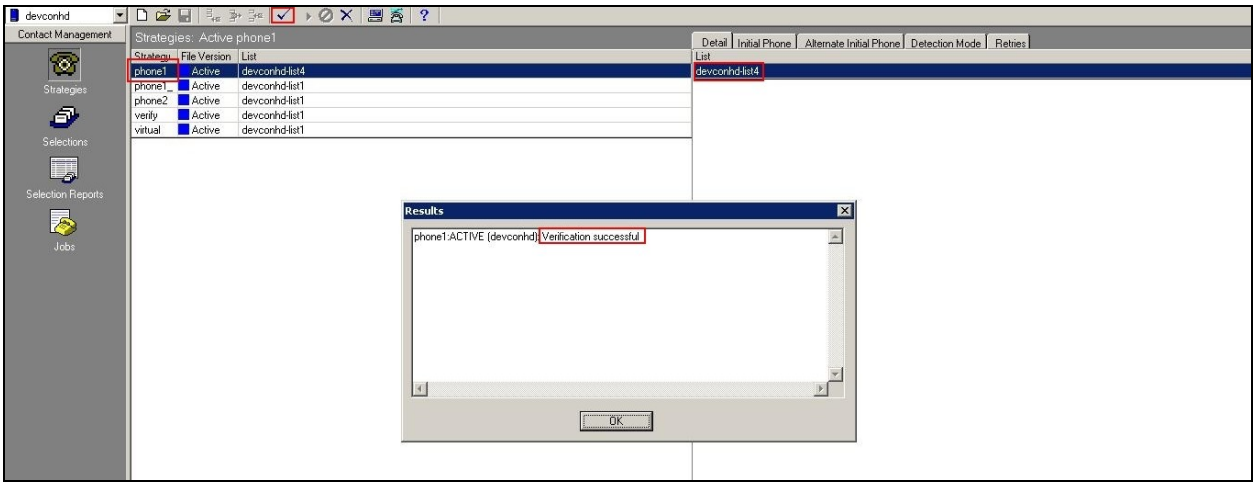


Click to place a tick in the **NVDT** column next to **ACCTNUM**, ensure the **LENGTH** field is set to **25**. Save when completed.



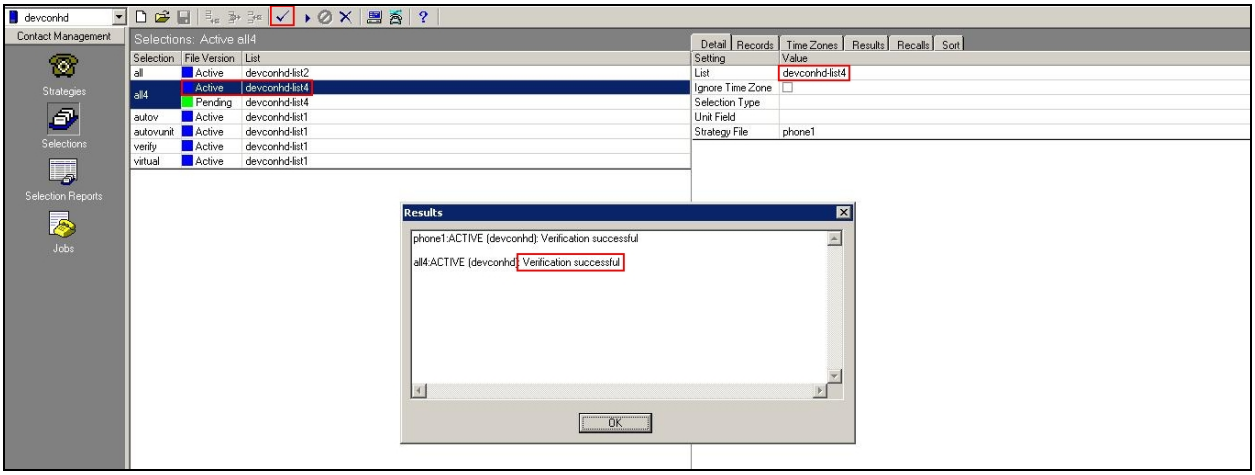
6.7.5. Configure Strategy

Assuming that strategy **phone1** and calling list **list4** (as specified in the previous section), are being used, configure editor as shown below and click verify  , ensure verification is successful.

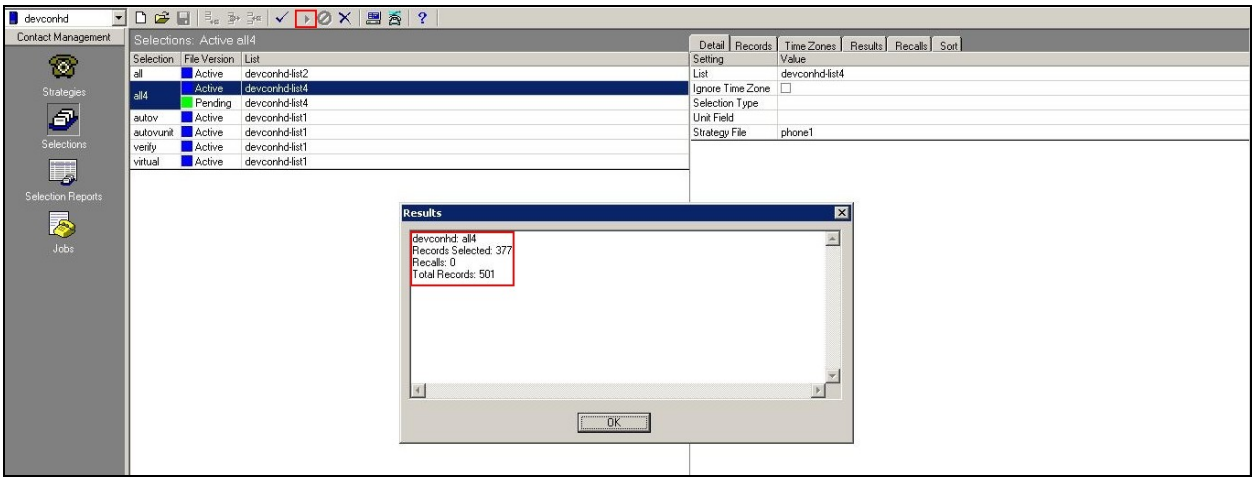


6.7.6. Configure Selections

Click **Selections**, select **all**, and specify calling list 4, click verify and ensure verification is successful.

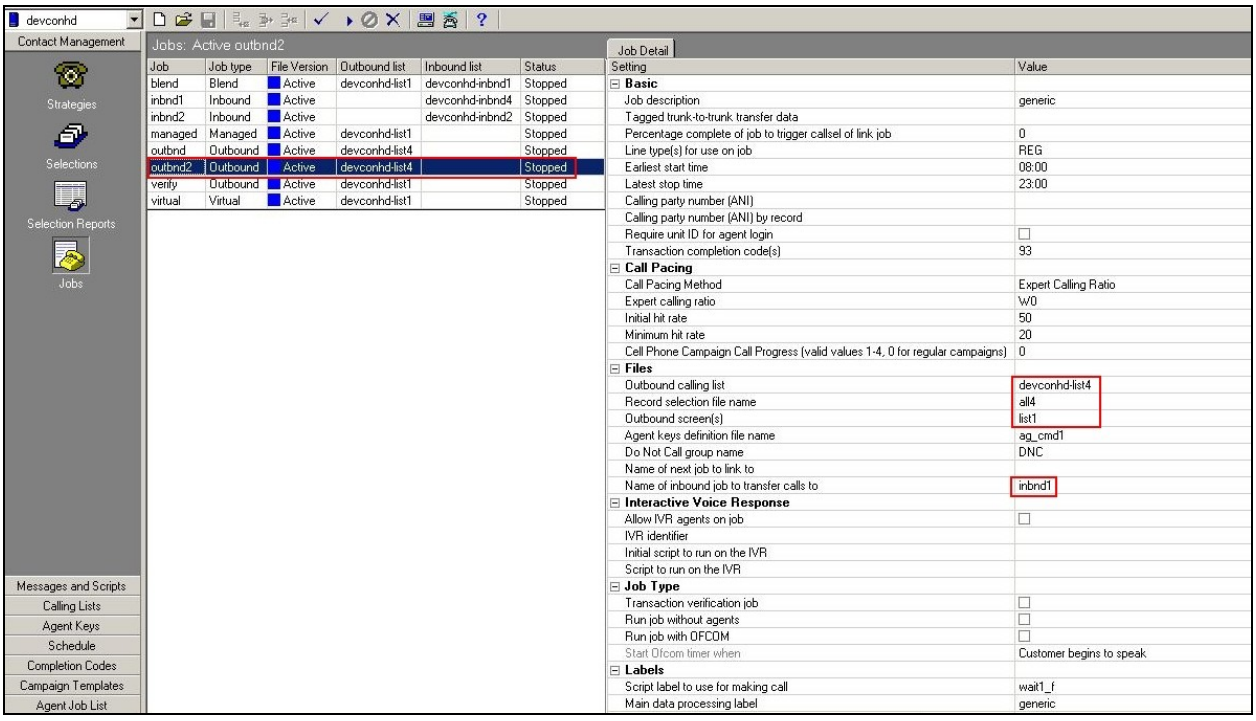


Click run , and ensure that the selection selected includes some records.



6.7.7. Configure Outbound Job

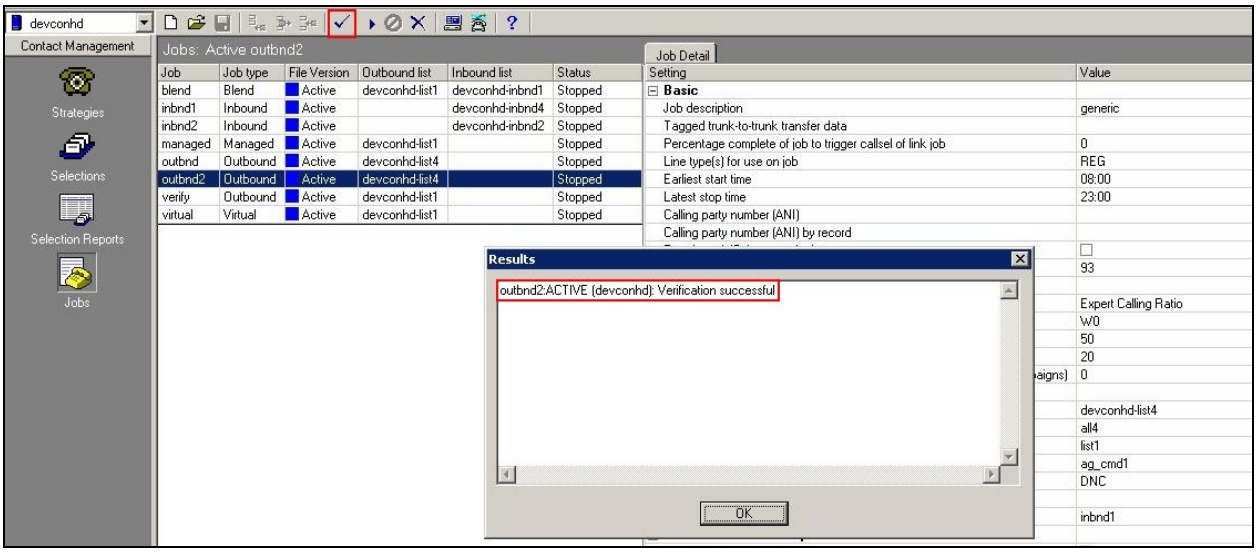
Click **Jobs,** select **outbnd2** and configure as shown. **Note: Name of inbound job to transfer calls to** is set to **inbnd1** - this refers to the NVDT feature.



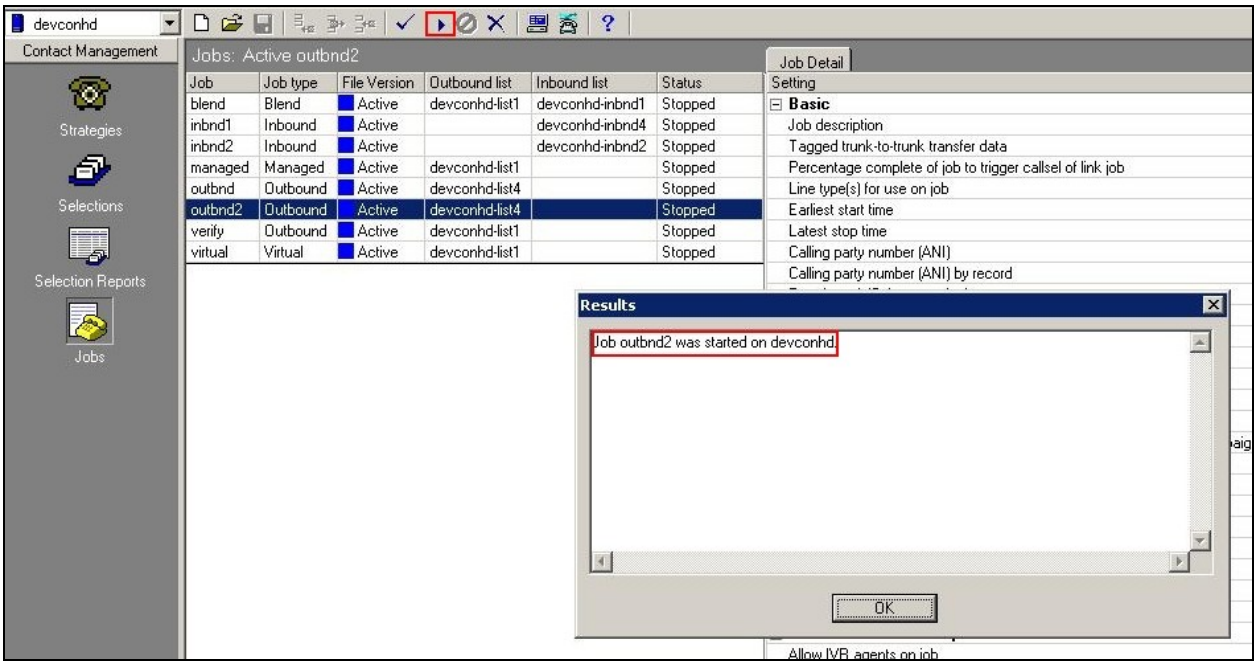
Continued from previous screenshot.

Labels	
Script label to use for making call	wait1_f
Main data processing label	generic
Script label to use OFCOM	
Managed Dialing	
Managed (preview) dialing	☐
Allow agents to cancel call in preview mode	☐
Time limit (seconds) for preview	10
Display empty record at preview	☐
Allow dialing from deleted record	☐
Method for record search at preview (LIS, HASH, NONE)	NONE
Key field for LIS record search	
Outbound Processing	
Shutdown job when no more calls remain	☐
Make alternate phone lowest priority in selecting next record	☐
Order calling of records by time zone	☐
VDN needed by the CTI Dialer only	
Post Processing	
Automatically start Update mode on customer hang-up	☐
Quota Settings	
Quota setting (completion code,quota)	
Quota settings file name	
Save quota setting when the job ends	☐
Recall	
Recall reschedule interval (minutes)	10
Recall notification time (minutes)	2
Number of recall attempts	2
Auto assign recall from Infinite job to agents on another job	☐
Name of the job to get agent for recall	
Service Level	
Desired service level (percentage)	
Time to connect tolerance (seconds)	
Ofcom Timer	2
Wait Queues	
Total wait delay (seconds)	90
Number of message to play while on hold awaiting transfer	

Click verify and ensure verification completes successfully.



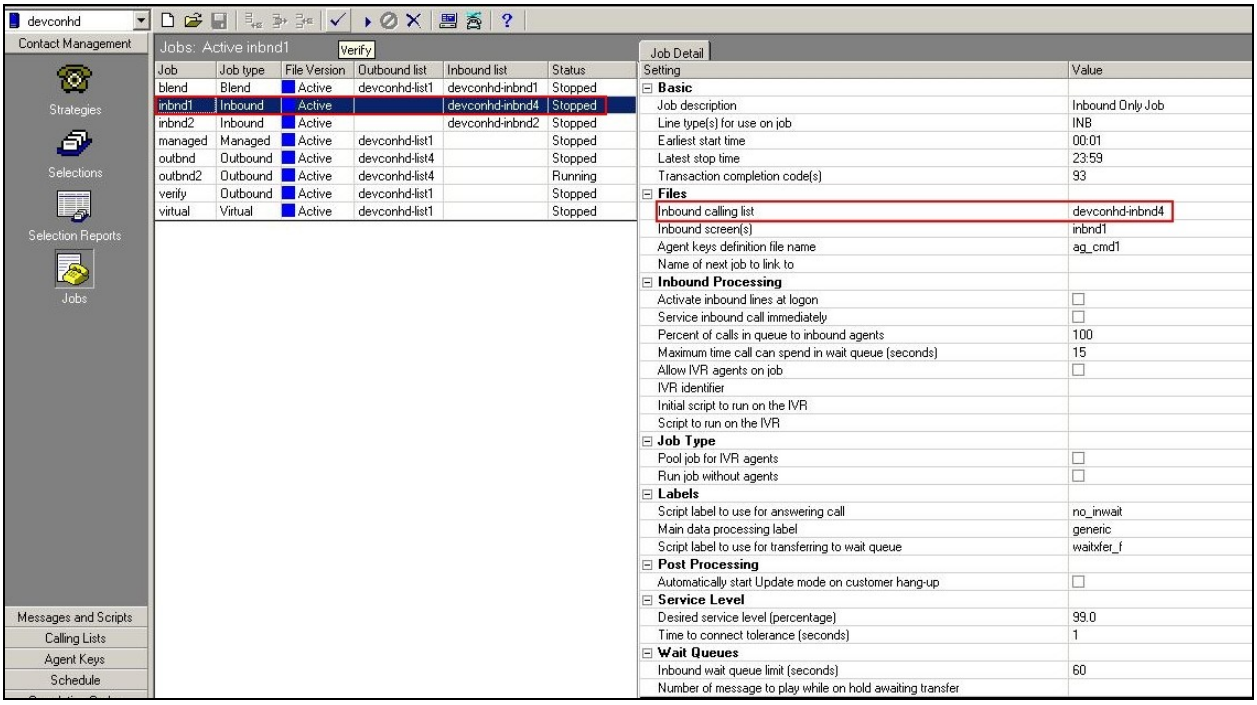
Start job .



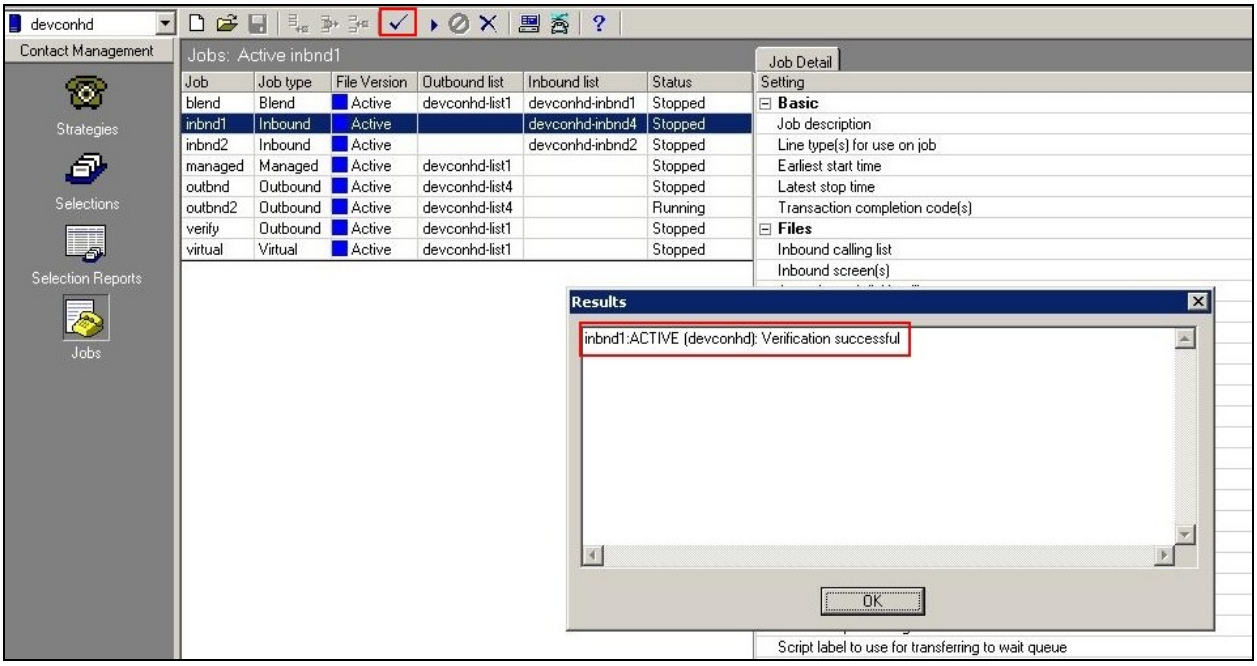
The outbound job is now running, and Proactive Contact will be initiating outbound calls to Proactive Contact Agents, once logged in. In this instance, synTelate Agent is used to log in both the Proactive Contact Agent, and the Communication Manager ACD Agent.

6.7.8. Configure Inbound Job

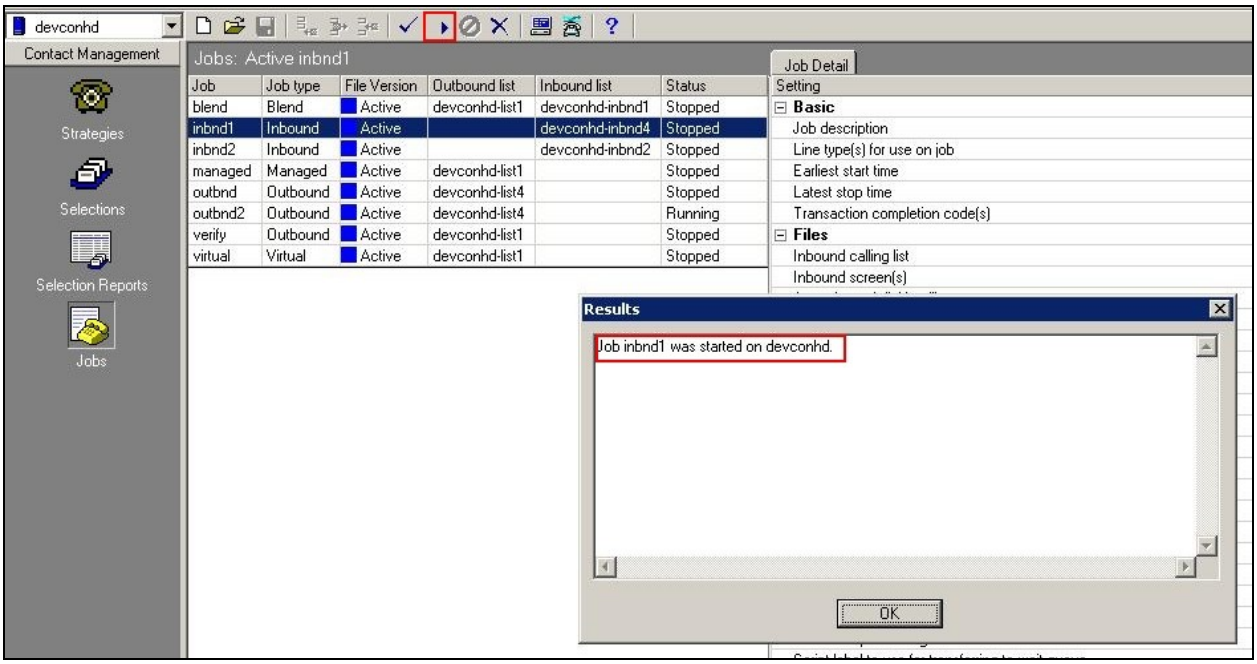
Click **Jobs** select **inbnd1** and configure as shown. This is the job used to for the NVDT feature as noted above.



Click verify  and ensure verification completes successfully.



Start job .



If the job fails to run as expected, ensure the job file within the **/opt/avaya/pds/job/** directory has the following parameters set:

```
TESTMODE::
TESTOPER::
```

7. Configure Inisoft synTelate Designer

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

- Administer Moagent32.ini
- Launch Designer
- Administer campaigns
- Publish Campaign for Web User
- Administer scripts and screens

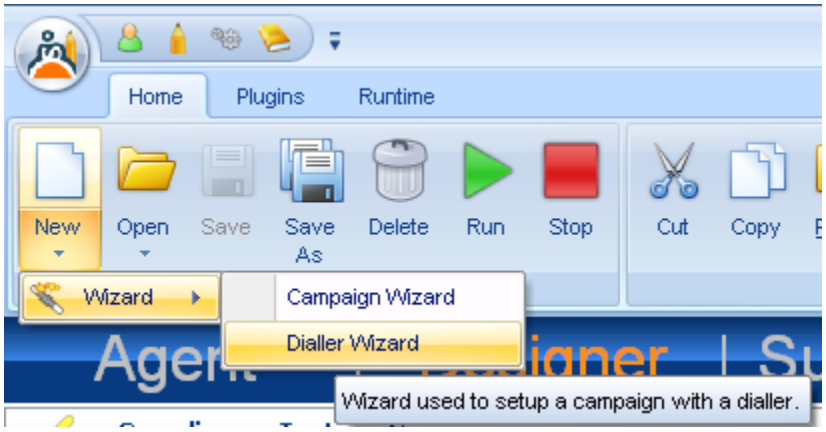
7.1. Administer Moagent32.ini

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

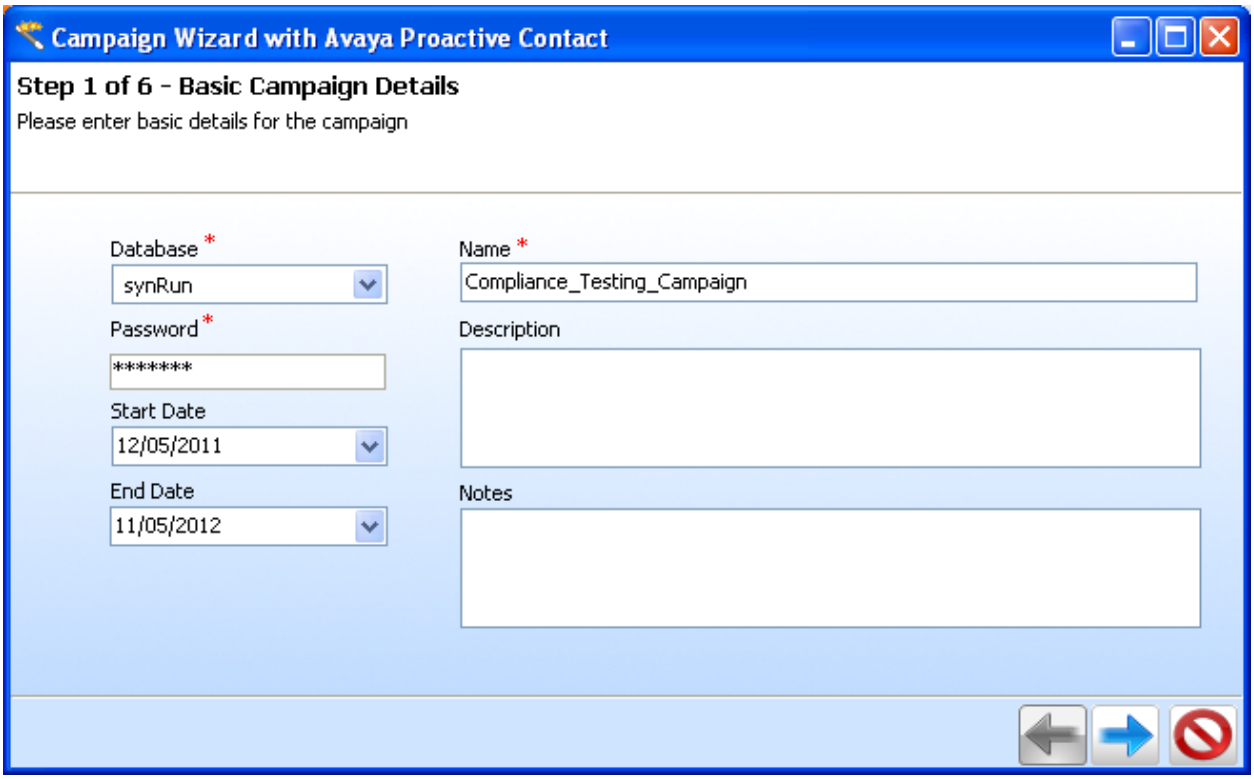
7.2. Launch Designer

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.

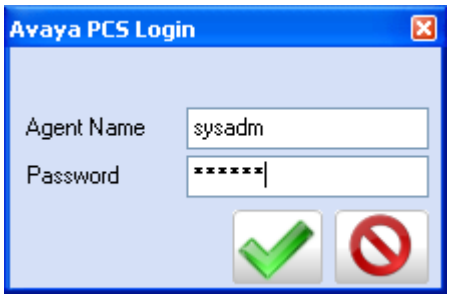


7.3. Administer campaigns

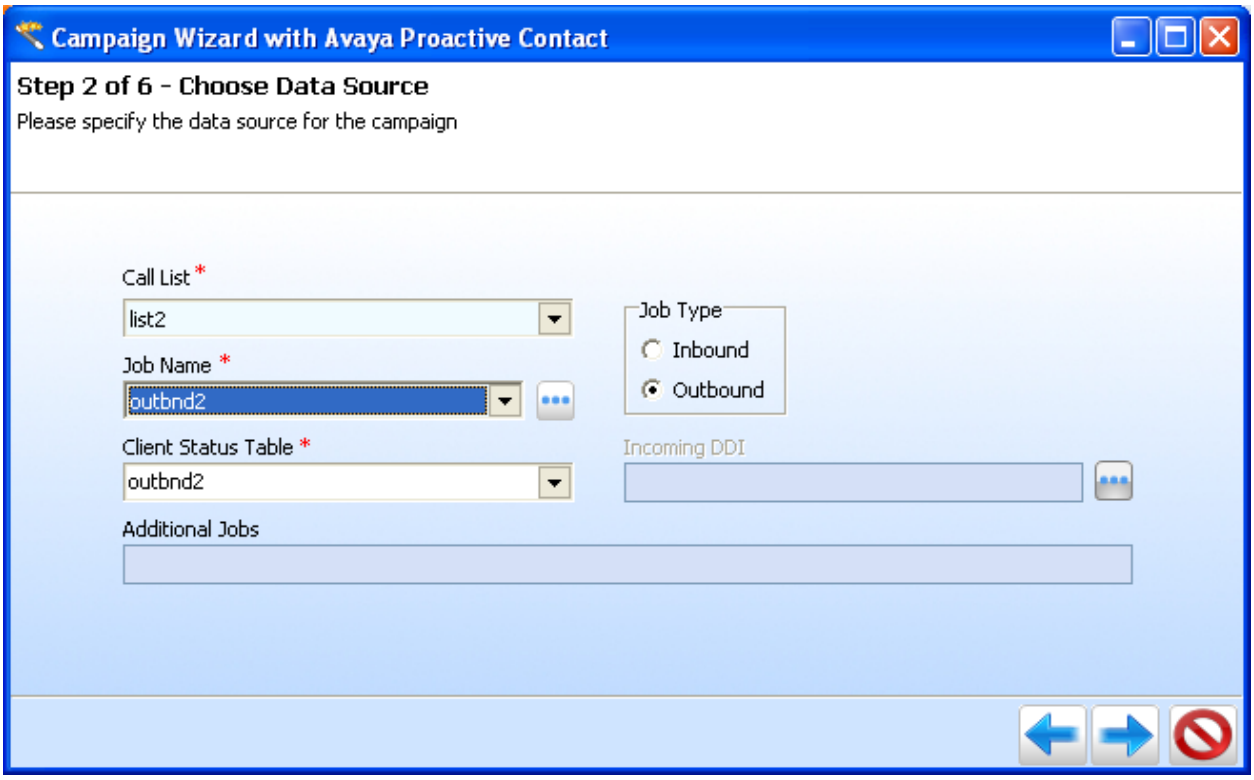
The **Step 1 of 6** screen is displayed. Enter the following values shown, and retain the default values for the remaining fields.



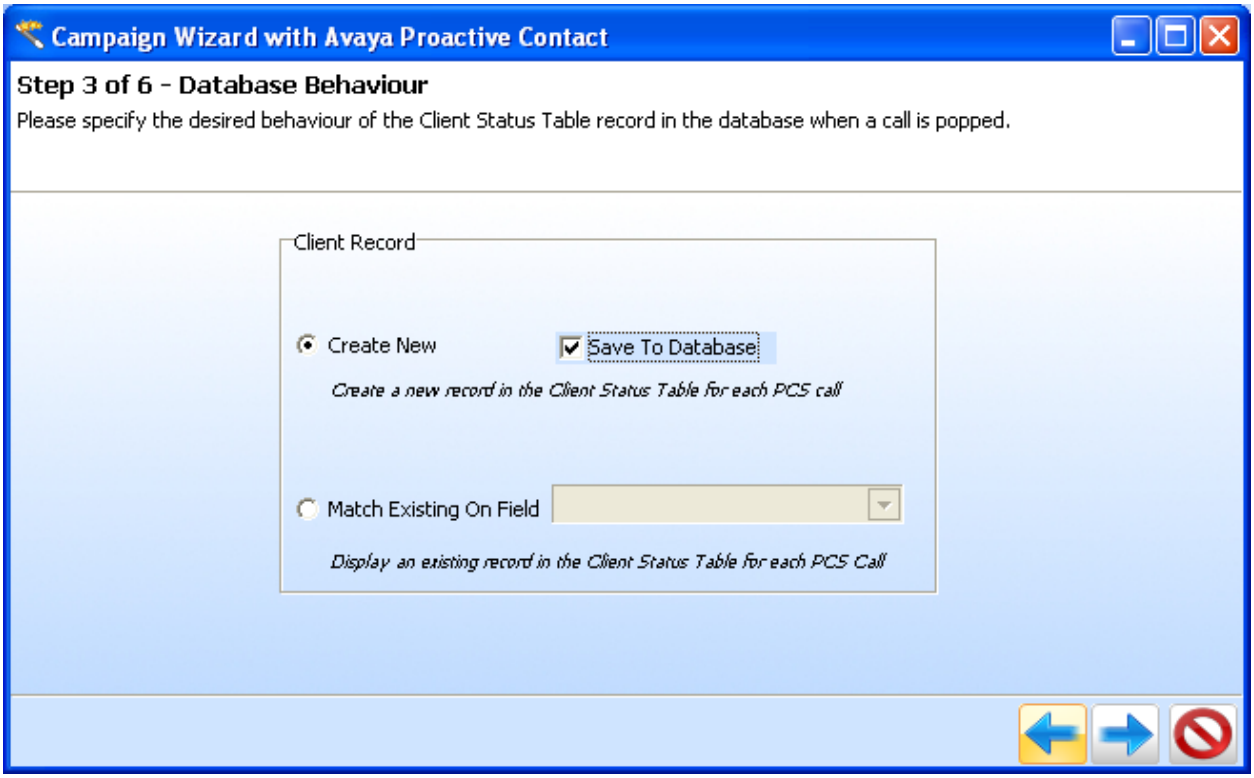
Click on the arrow pointing **right**, the **Avaya PCS Login** screen is displayed. Enter the credentials for the Proactive Contact supervisor and click on the green tick.



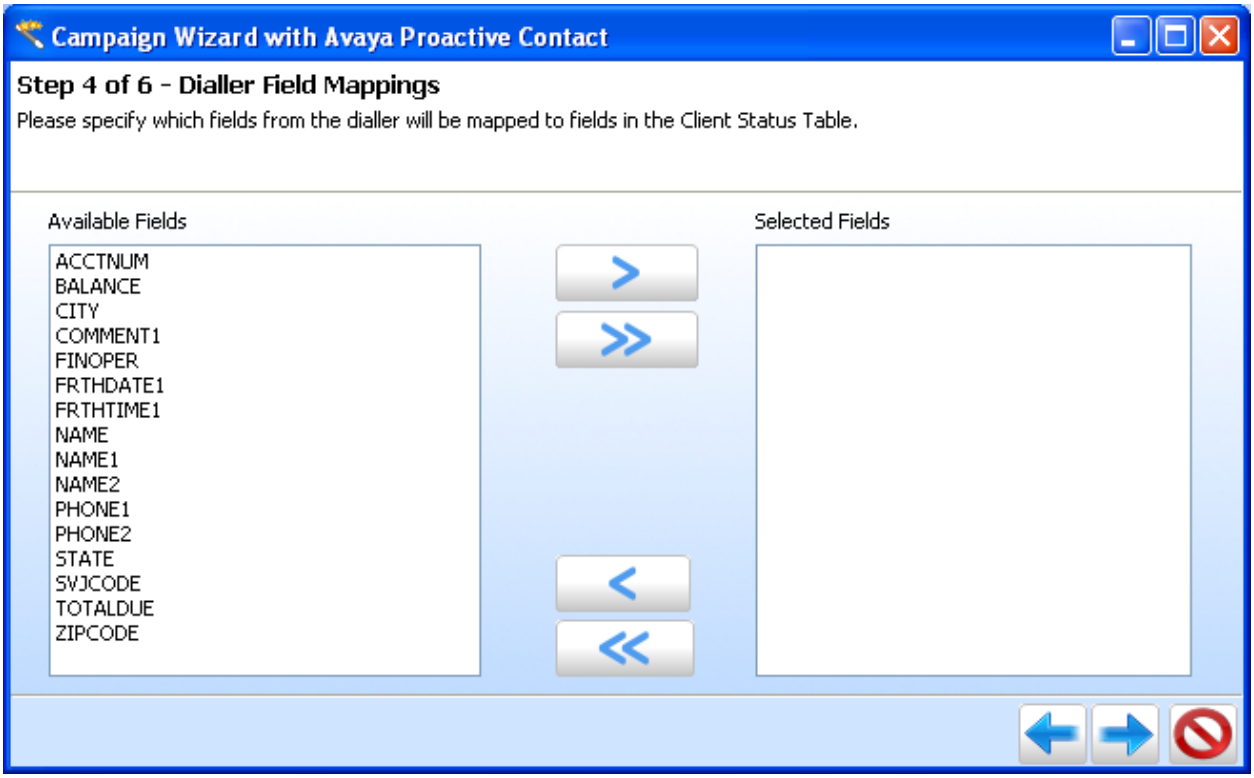
The **Step 2 of 6** screen is displayed. Select the proper values for **Call List** and **Job Name**. Retain the default value for **Client Status Table**, and select the proper **Job Type**. Proceed to **Step 3**.



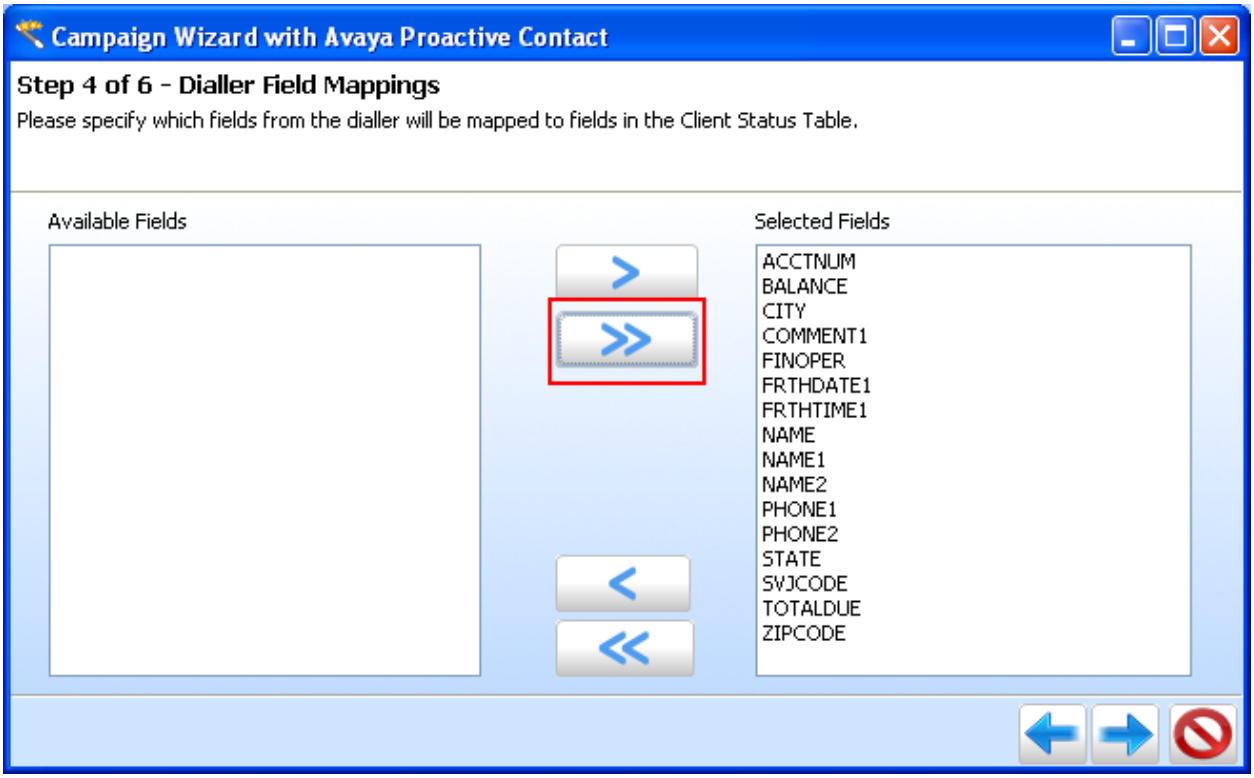
The **Step 3 of 6** screen is displayed, complete as shown and proceed to **Step 4**. In this instance, a new client record is created in the synTelate database, for each call delivered by Proactive Contact.



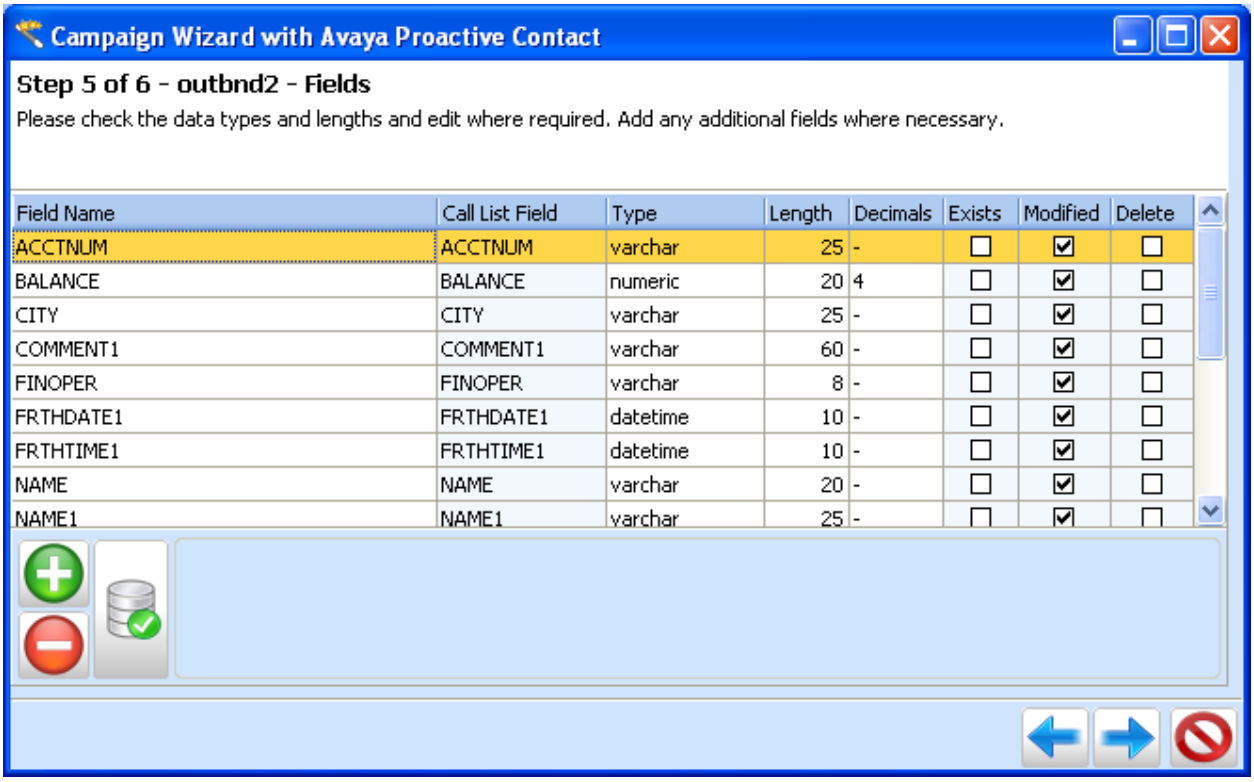
The **Step 4 of 6** screen is displayed.



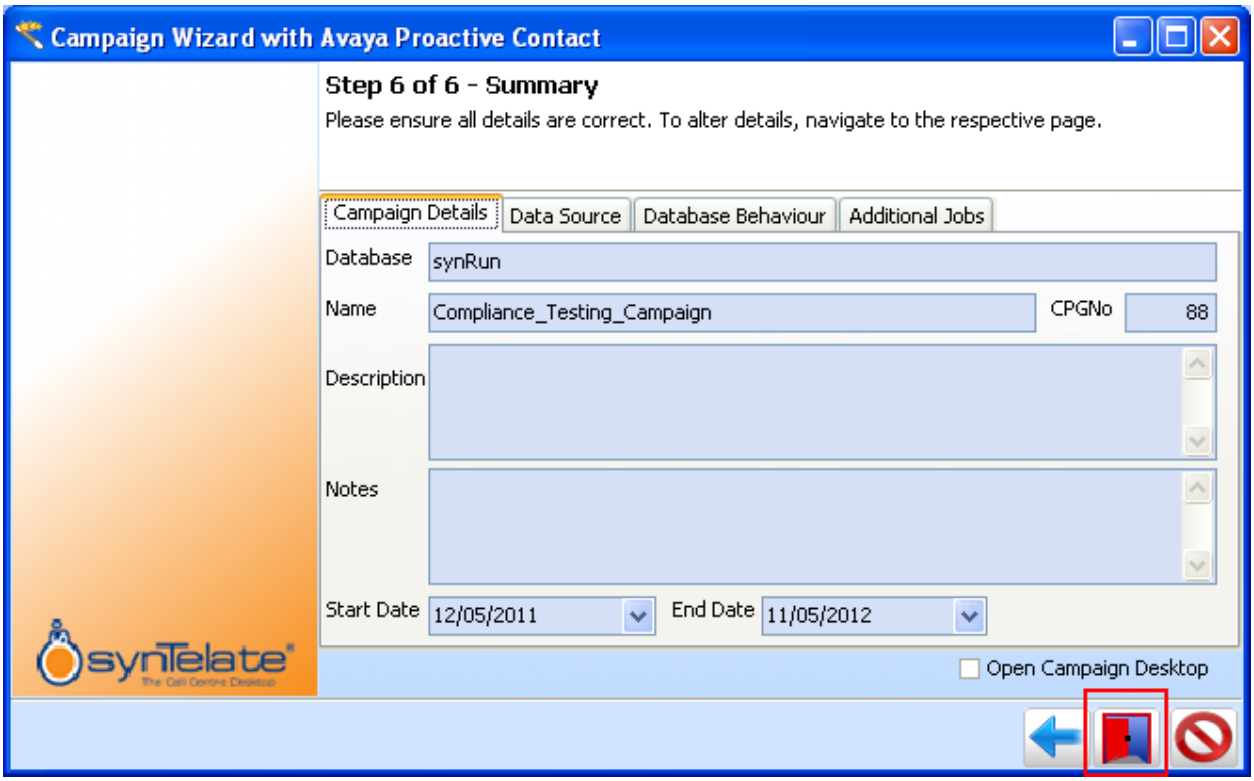
Click on the double arrow highlighted below to select all fields and proceed to **Step 5**.



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



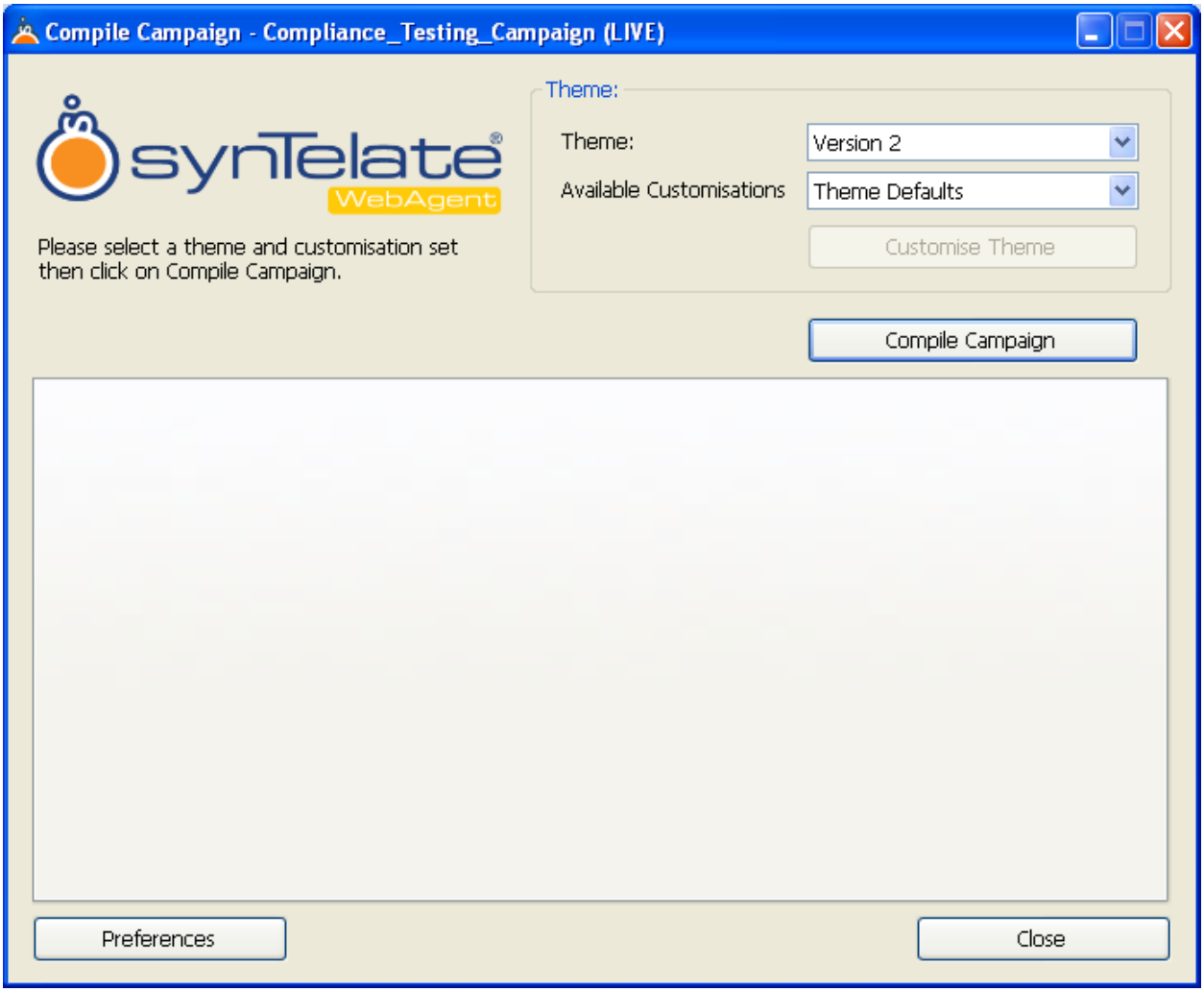
The **Step 6 of 6** screen is displayed, this reviews the settings entered. Click on the Door icon highlighted to complete the Wizard.



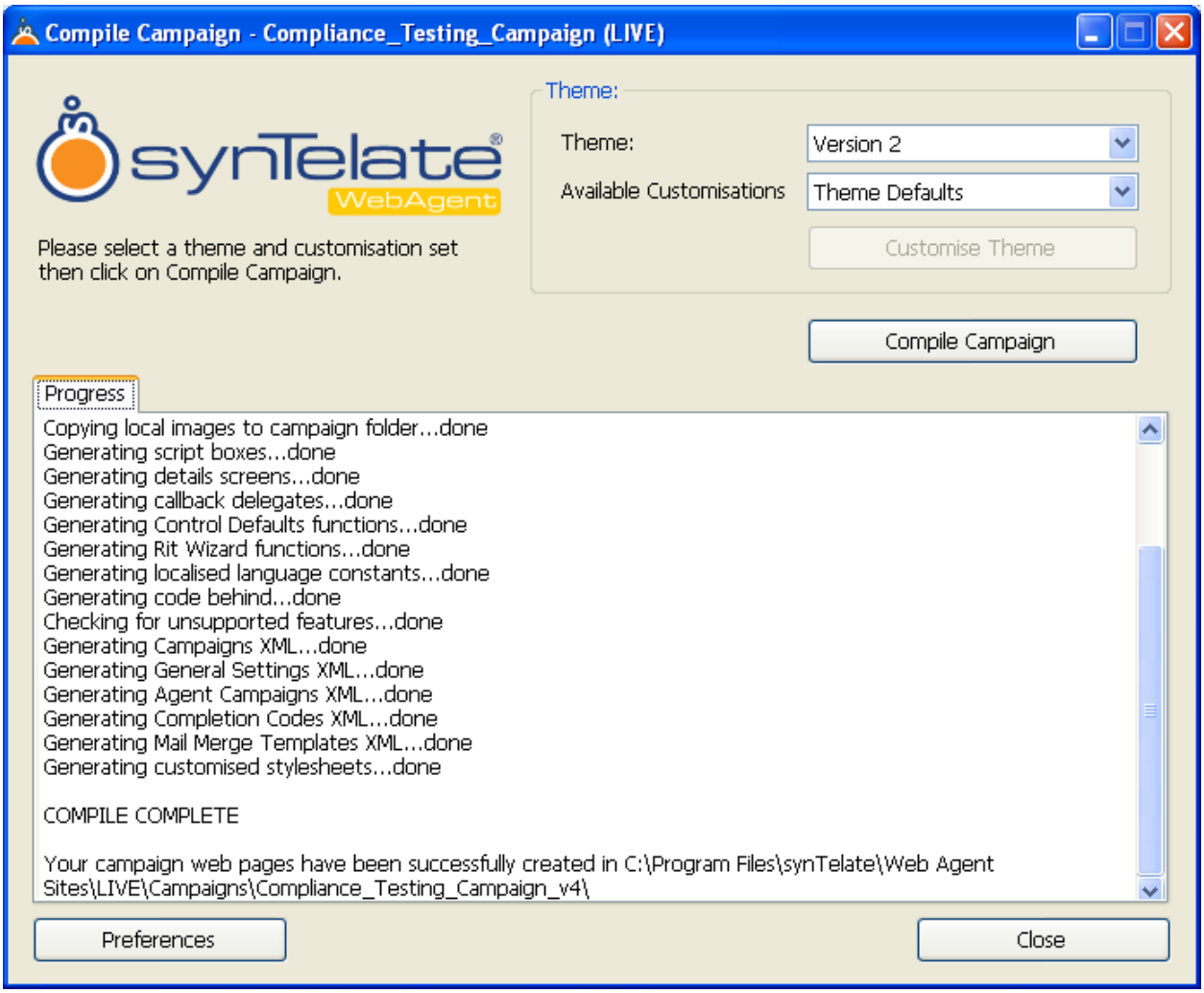
7.4. Publish Campaign for Web User

To compile the campaign for web users, right click on **Live** button of the **Compliance_Testing_Compaign** campaign, and select **Compile for Web Users** option.

Click **Compile Campaign** when the screen below is displayed.

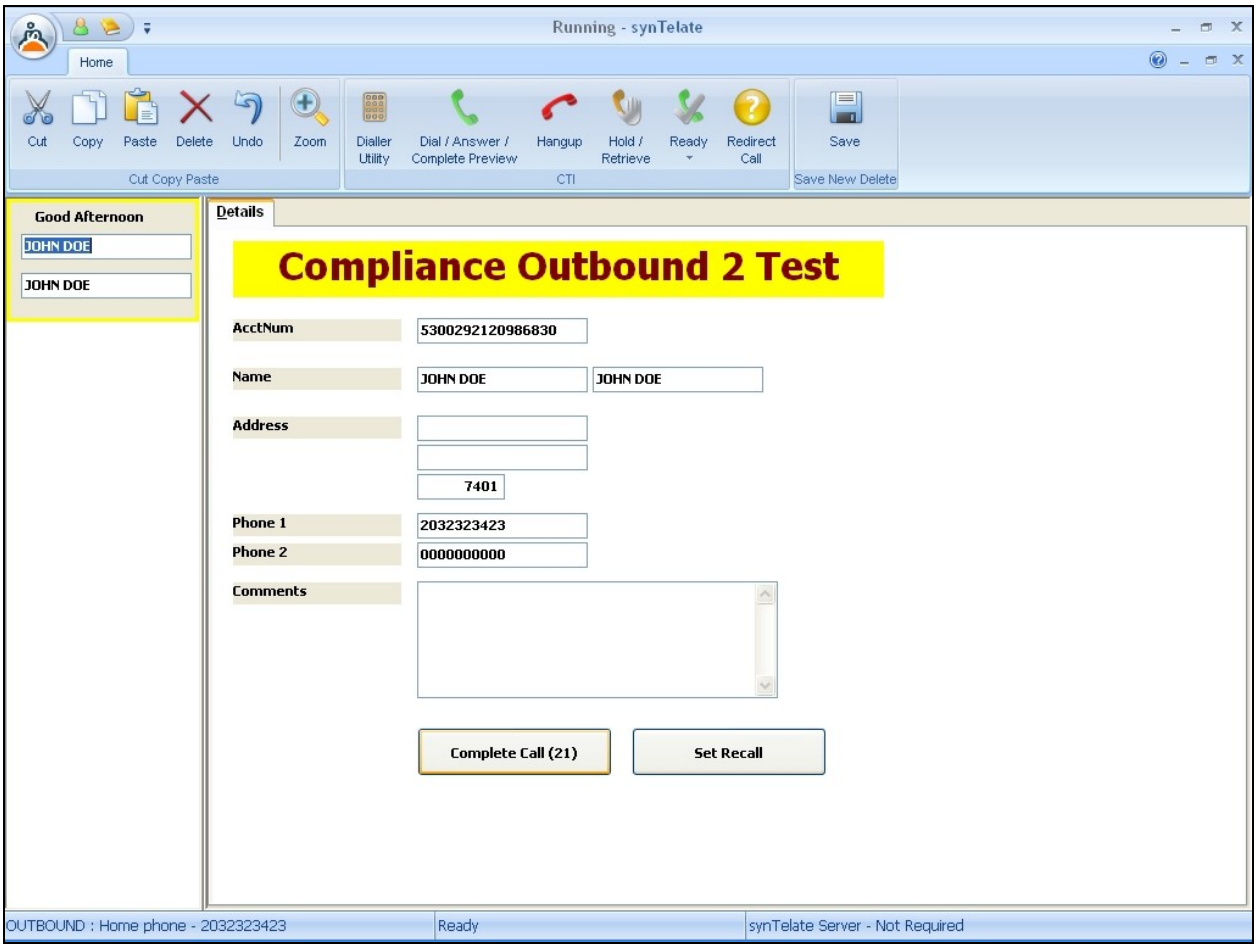


When **Compile Complete** is displayed and successful creation of the campaign webpages is confirmed, click **Close.**



7.5. Administer Screens and Scripts

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.

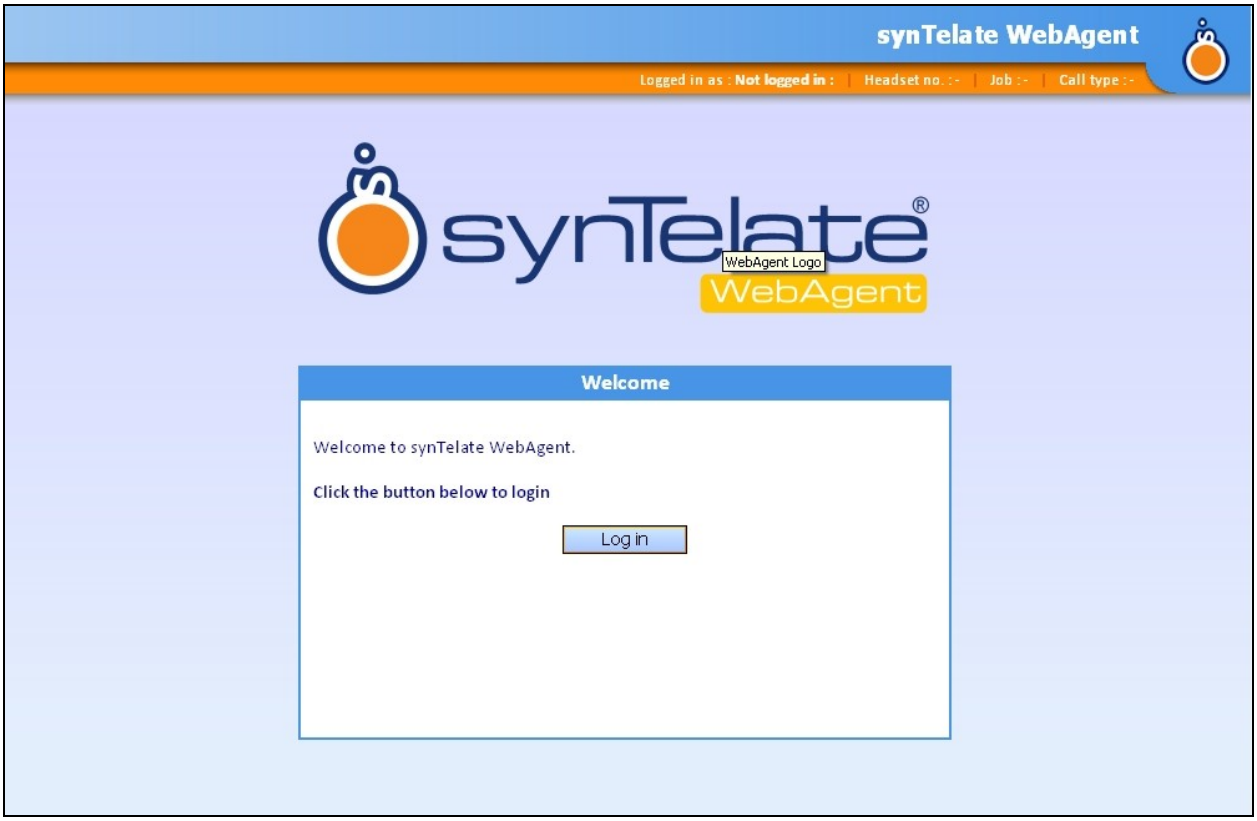


8. Verification Steps

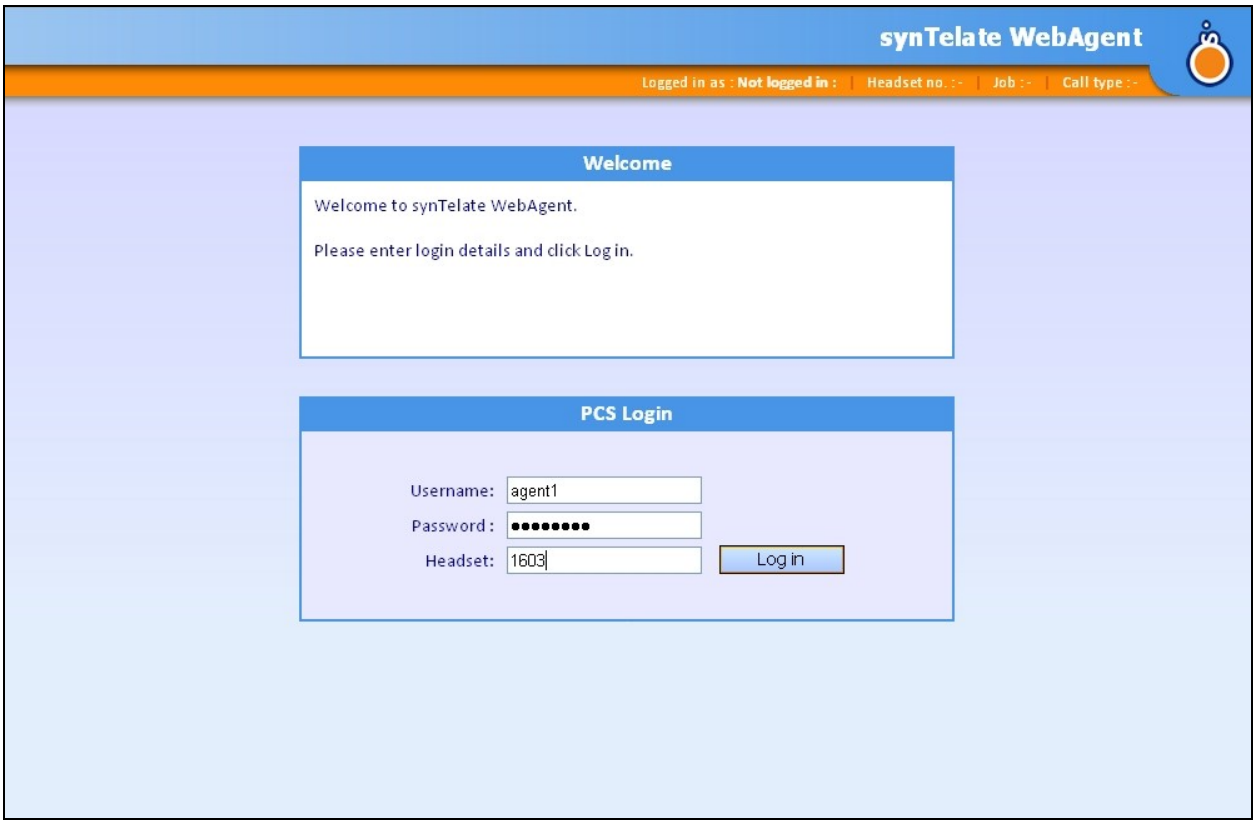
This section provides the tests that can be performed to verify proper configuration of synTelate, Proactive Contact. Prior to verification, start an outbound job on Proactive Contact.

8.1. Verify Inisfoft synTelate Web Agent Functionality

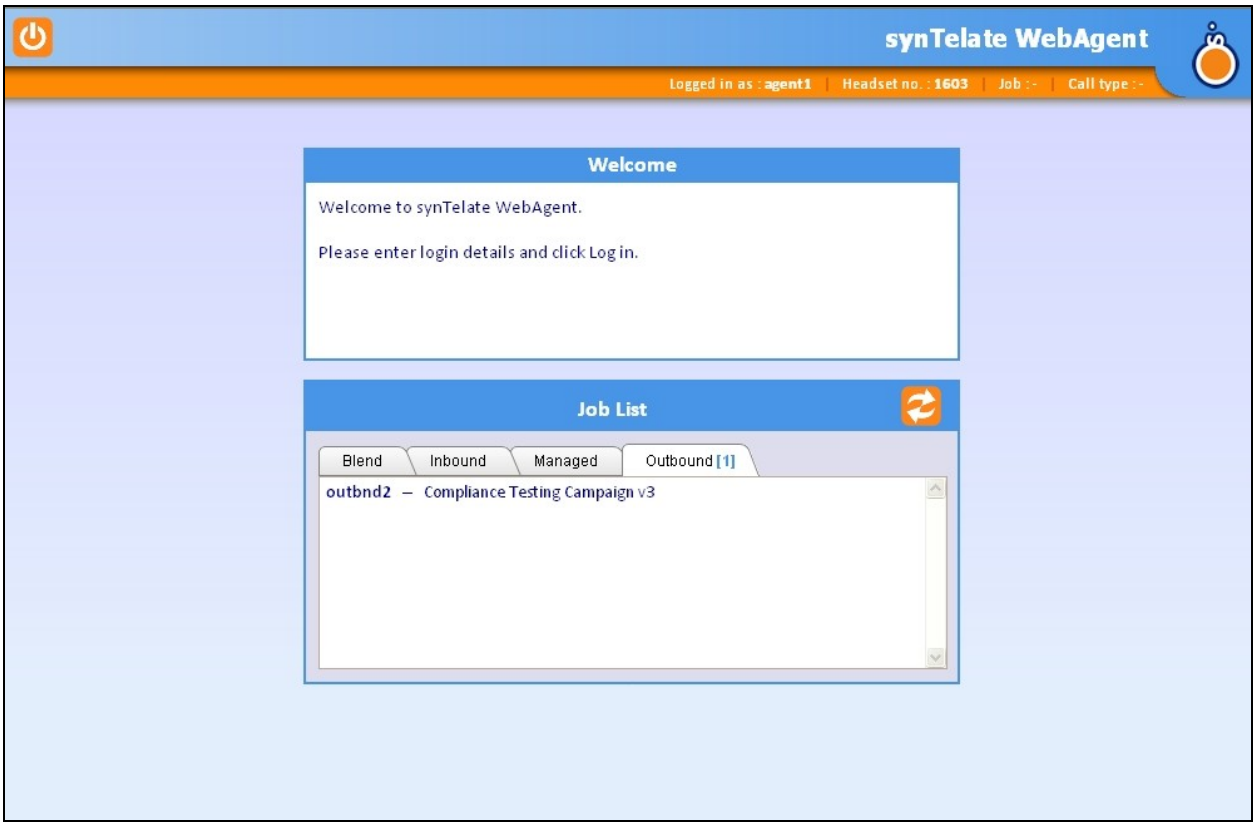
To access synTelate Web Agent Login Page, start web browser and enter **http://<ip address of web server>/syntelatewebagent/welcomepage.aspx.**



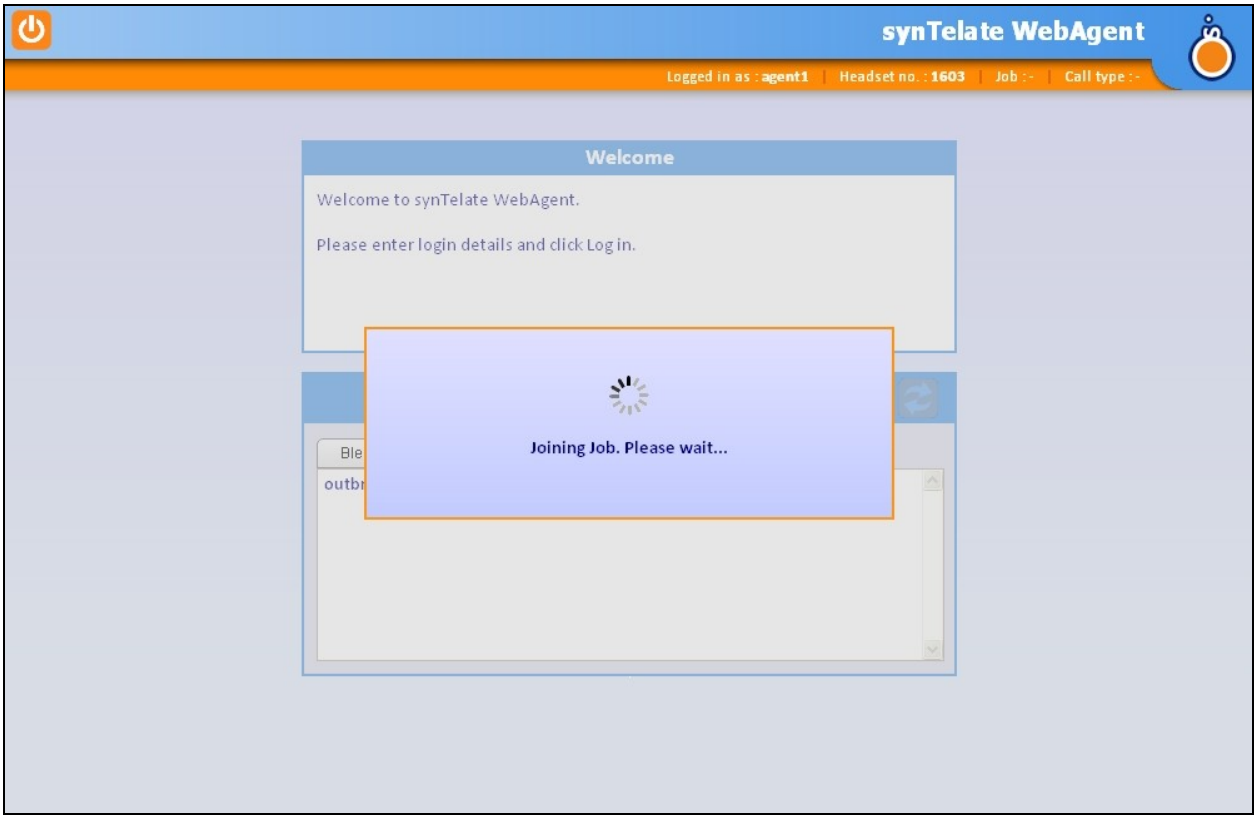
On the login page enter agent **Username** and **Password** as configured on Proactive Contact, and **Headset** as configured on Communication Manager. Click **OK** button to login.



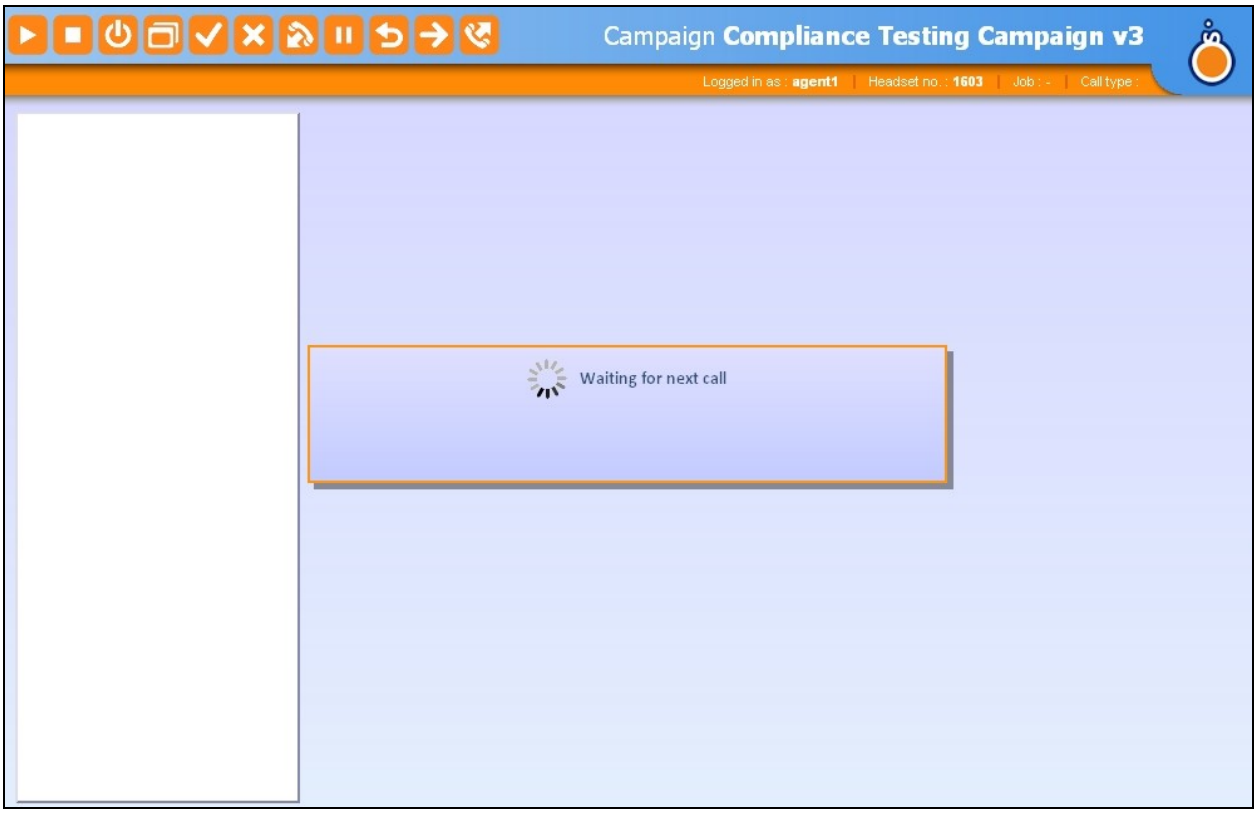
Join the previously configured campaign, in this instance click on **Outbound → outbnd2 – Compliance Testing Campaign v3.**



The screen shown below will be displayed while the agent joins the job.



When the agent is logged in to the job, the screen below will be showed while Proactive Contact dials the next outbound call.



Once the outbound call is answered, Proactive Contact delivers the call to **agent1** as shown below.

8.2. Verify Avaya Aura® Communication Manager Trunk Status

The following steps can ensure that signaling group and trunk groups configured between Communication Manager and PG230 Digital Switch are in-service. From the Communication Manager SAT enter the command **status signaling-group 10** to verify that the signaling group for the 01a09 DS1 board is **in-service**.

```
status signaling-group 10
                        STATUS SIGNALING GROUP

        Group ID: 10                               Active NCA-TSC Count: 0
      Group Type: isdn-pri                          Active CA-TSC Count: 0
  Signaling Type: facility associated signaling
     Group State: in-service


                           Primary D-Channel


            Port: 01A0916        Level 3 State: in-service


                          Secondary D-Channel


            Port:                Level 3 State: no-link
```

Enter the command **status trunk 21** to verify that the headset trunk group 21 is **in-service**.

```
status trunk 21

                              TRUNK GROUP STATUS

Member    Port      Service State       Mtce Connected Ports
                                        Busy

0021/001 01A0901  in-service/idle     no
0021/002 01A0902  in-service/idle     no
0021/003 01A0903  in-service/idle     no
0021/004 01A0904  in-service/idle     no
0021/005 01A0905  in-service/idle     no
```

Repeat status trunk test for other trunk groups configured on E1 trunk line between Communication Manager and PG230 Digital Switch.

8.3. Verify Avaya Proactive Contact Job Status

From Proactive Contact shell, type the command **jobmon** to verify agent is logged into the job outbnd2 and handling a call.

```
[STANDARD]                      Job Activity                          [ALLID]
                              Summary Statistics
                  Job: [outbnd2][60]
                  Start time: 10.43.09  Current time: 10.56.11
  Agent Activity                        Line Usage
  ----------------------------------  ----------------------------------------
-
              All Outb    ACD      PTP  Outbound Lines          Cur  Avg  Peak
  Logged in:    1    1      0        0   Demand       :           1    1     1
  Assigned :    1    1                   Available    :           9
  On Phone :    1    1                   Total Lines  :          10


  Calling Activities
  ----------------------------------------------------------------------------
-
  Outbound Phone Calls
    Records Selected:        372
    Phone Calls made:         34
    Cur/Run Hit Rate:         20/5  %
    Agent Connects  :          1
    Queue           :          0
    Recalls         :          0
    Phone Calls Left:        338

[ Job outbnd2 ready for calling                                           ]
```

9. Conclusion

These Application Notes describe the configuration steps required for Inisoft synTelate Web Agent to successfully interoperate with Avaya Proactive Contact with Avaya PG230 Digital Switch. All feature test cases were completed successfully.

10. Additional References

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

1. *Administering Avaya Proactive Contact*, Release 5.0, April 2011, available at http://support.avaya.com.
2. synTelate v4.2 Training Manual 2011 Issue 01.doc – available directly from synTelate support.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.