



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.

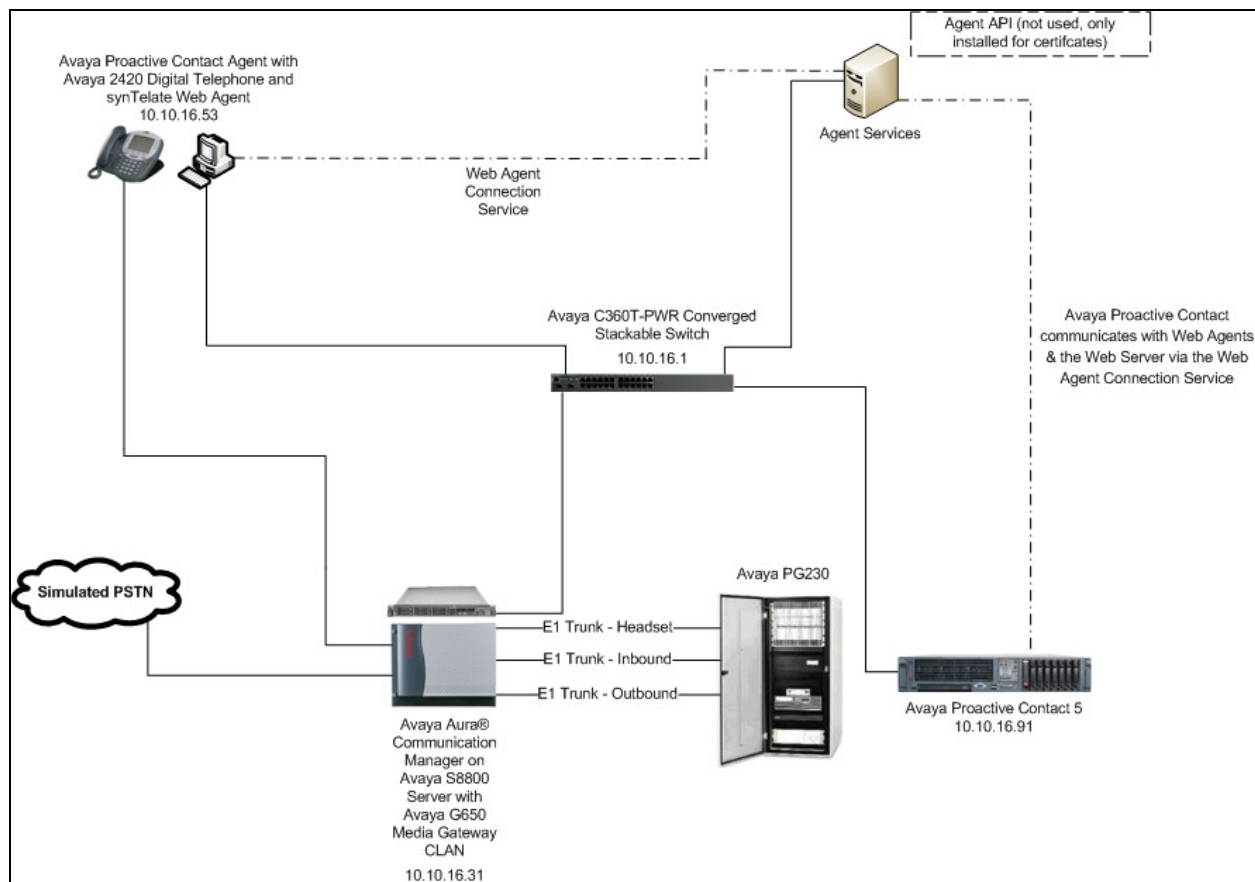


Figure 1: Inisoft synTelate Web Agent with Avaya Proactive Contact using Avaya PG230 Digital Switch

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 Channel Selection: 21	Trunk Group for NCA TSC:21
NONE		X-Mobility/Wireless Type:
	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.	TAC	Group	Type	Group Name	No.	Mem	TN	COR	CDR	Meas	Dsp	Que
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

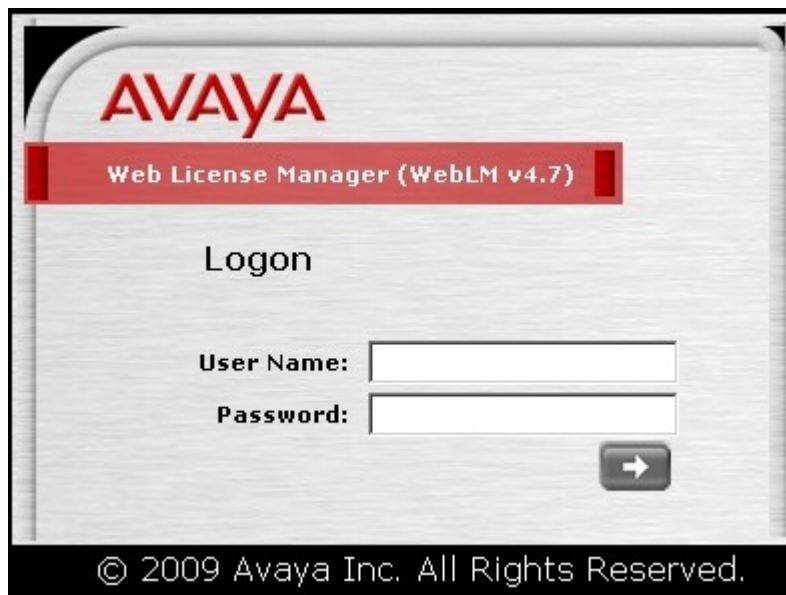
6. Configure Avaya Proactive Contact

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.

AVAYA Web License Manager (WebLM v4.7) [Logout](#)

Install License **Avaya_Proactive_Contact - Release: 5 - SID: 11618150 (Standard License File)**

Licensed Products
Avaya_Proactive_Contact
 Uninstall License
 Change Password
 Server Properties
 Manage Users
 Logout

You are here: Licensed products > Avaya_Proactive_Contact

License installed on: 20-May-2011 13:25:58 o'clock EDT

[View Peak Usage](#)

Feature (Keyword)	Expiration Date	Licensed	Acquired
Number of PBX Agents using Avaya CT with predictive (VALUE_APC_PREDICTIVECTIAGENTS)	permanent	100	0
Number of telephone lines (VALUE_APC_PHONELINES)	permanent	100	0
Number of Agents with Predictive Dialing (VALUE_APC_PREDICTIVE_AGENTS)	permanent	100	0
Number of PBX Agents using Avaya CT (VALUE_APC_TOTALCTIAGENTS)	permanent	100	0
Number of Supervisor Workstations (VALUE_APC_SUPERVISORS)	permanent	10	0
Number of Agents (VALUE_APC_TOTAL_AGENTS)	permanent	100	0

Acquired Licenses

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 dgs switch.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.

The screenshot shows a window titled "Configurator" with a close button (X) in the top right corner. Inside the window, there is a text box at the top that reads: "You can specify the Primary Dialer, Email Server and the Database Server details. Please re-run the Health Monitor after setting the details." Below this, there are three sections for configuration:

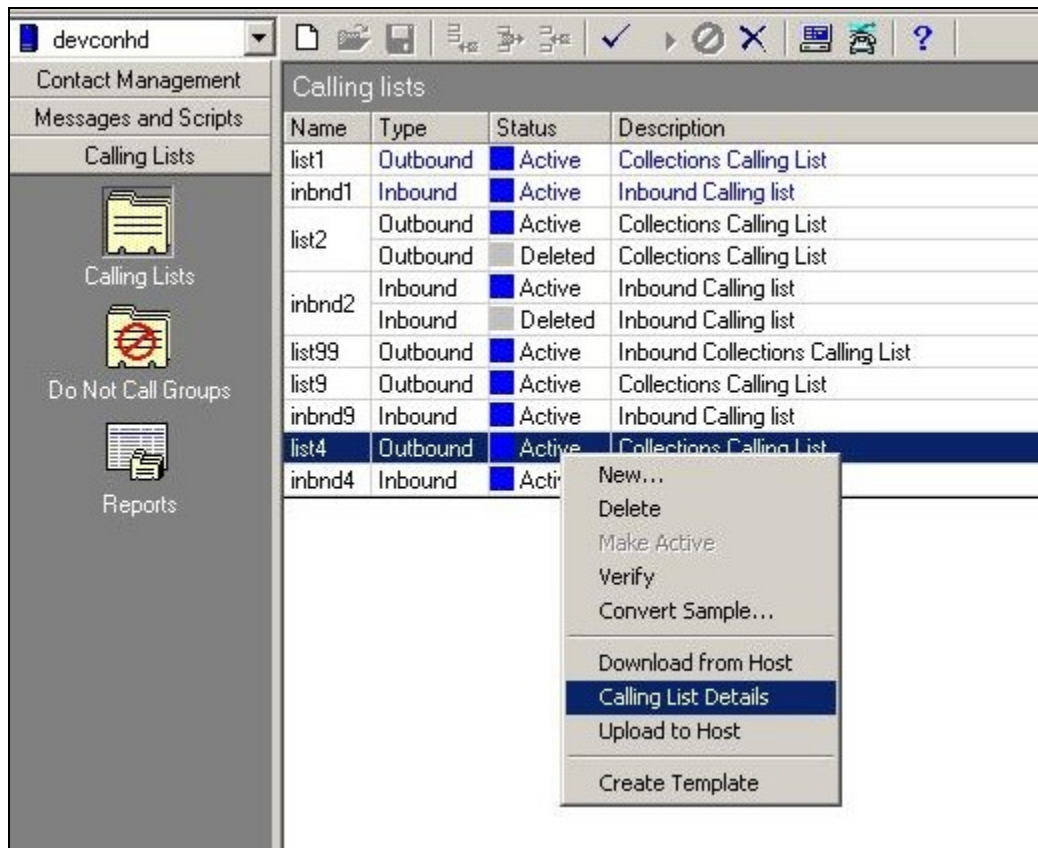
- Primary Proactive Contact Details:** Contains a "Name:" field with the value "devconhd" and an "IP Address:" field with the value "10 . 10 . 16 . 91".
- Use primary server for email and database:** A checkbox that is checked.
- Email Server Details:** Contains a "Name:" field with the value "devconhd" and an "IP Address:" field with the value "10 . 10 . 16 . 91".
- Database Server Details:** Contains a "Name:" field with the value "devconhd" and an "IP Address:" field with the value "10 . 10 . 16 . 91".

At the bottom of the window, there are two buttons: "OK" and "Cancel".

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).

The screenshot shows the 'Calling lists: Active list4' window. The 'Features' tab is selected, and the 'Native Voice and Data Transfer' checkbox is checked. The 'Calling List Dictionary' tab is also visible.

Name	Type	Status	Description
list1	Outbound	Active	Collections Calling List
inbnd1	Inbound	Active	Inbound Calling list
list2	Outbound	Active	Collections Calling List
list2	Outbound	Deleted	Collections Calling List
inbnd2	Inbound	Active	Inbound Calling list
inbnd2	Inbound	Deleted	Inbound Calling list
list99	Outbound	Active	Inbound Collections Calling List
list9	Outbound	Active	Collections Calling List
inbnd9	Inbound	Active	Inbound Calling list
list4	Outbound	Active	Collections Calling List
inbnd4	Inbound	Active	Inbound Calling list

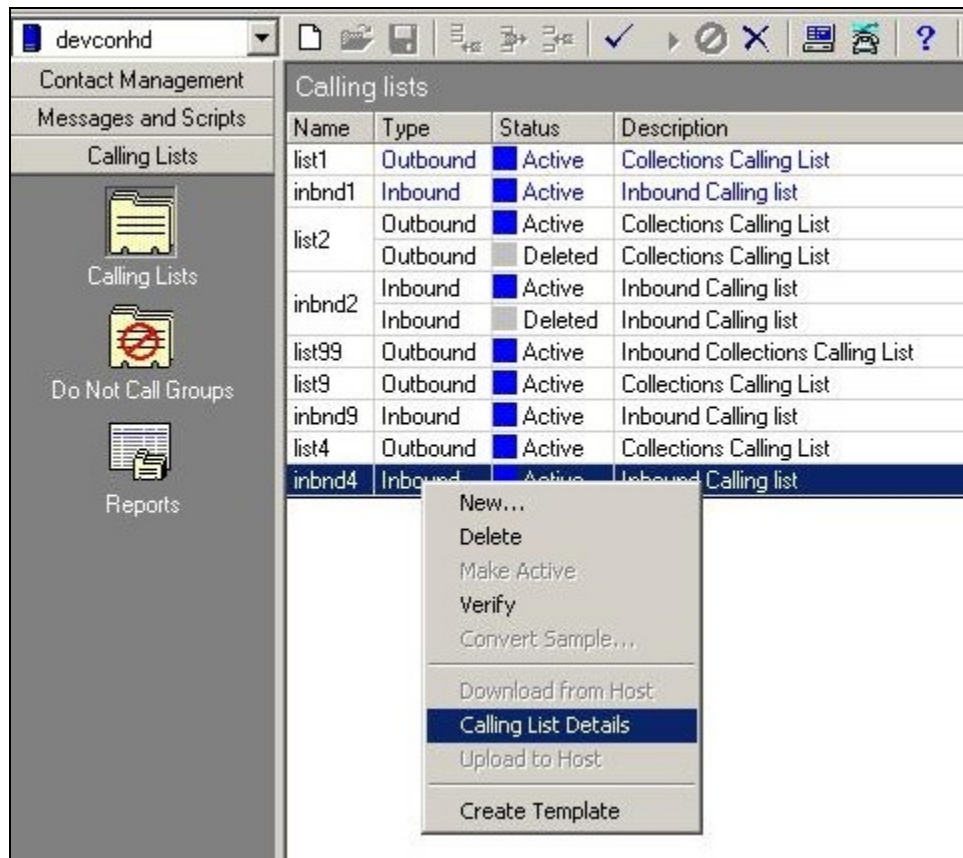
Name	Details
General	
Number of phone fields	2
List is part of Do Not Call group	<input type="checkbox"/>
Post Update	<input checked="" type="checkbox"/>
Number of phones to update	2
Number of call attempts to keep	5
Maintain history of attempts	Keep initial
Update record codes	2,3,11,13,
Infinite Job	<input type="checkbox"/>
Key for removing duplicate records	
Key for indexing records	
Key for indexing Do Not Call processing	
LATELIST	<input type="checkbox"/>
Match compcodes	
Sort newly downloaded records	<input type="checkbox"/>
Key for sorting	
Campaign Update	<input type="checkbox"/>
Update Mode	
Native Voice and Data Transfer	<input checked="" type="checkbox"/>
Sales Verification	<input checked="" type="checkbox"/>

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.

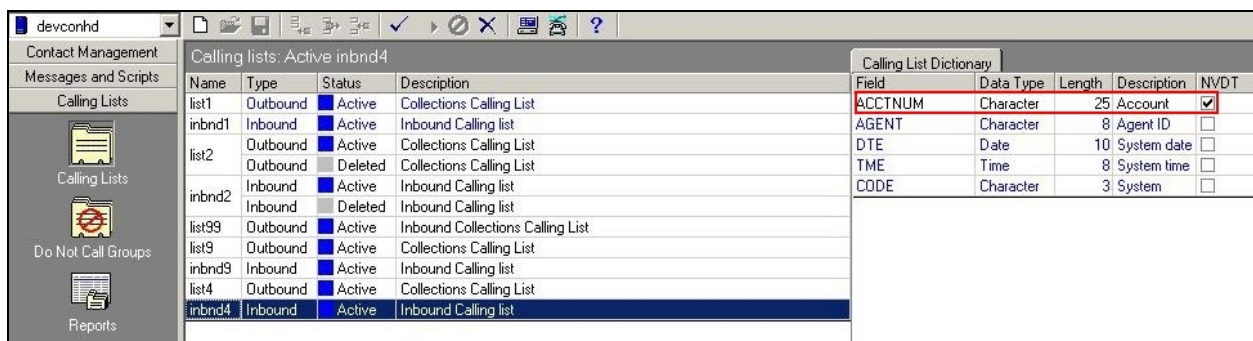
The screenshot shows the 'Calling lists: Active list4' window with the 'Calling List Dictionary' tab selected. The 'ACCTNUM' field has 'LENGTH' set to '25' and 'NVDT' checked.

Name	Type	Status	Description	Field	Data Type	Length	Description	NVDT	RSM	Latelist
list1	Outbound	Active	Collections Calling List	ACCTNUM	Character	25	ACC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
inbnd1	Inbound	Active	Inbound Calling list	BALANCE	Currency	20	BALANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
list2	Outbound	Active	Collections Calling List	TOTALDUE	Currency	10	TOTAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
list2	Outbound	Deleted	Collections Calling List	NAME1	Character	25	NAME	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
inbnd2	Inbound	Active	Inbound Calling list	NAME2	Character	25	NAME	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
inbnd2	Inbound	Deleted	Inbound Calling list	CITY	Character	25	City	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
list99	Outbound	Active	Inbound Collections Calling List	STATE	Character	2	State	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
list9	Outbound	Active	Collections Calling List	ZIPCODE	Numeric	5	ZIPCODE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
inbnd9	Inbound	Active	Inbound Calling list	PHONE1	Character	12	HOME	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
list4	Outbound	Active	Collections Calling List	PHONE2	Character	12	BUSINESS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
inbnd4	Inbound	Active	Inbound Calling list	COMMENT1	Character	60	COMMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				AGENT	Character	8	AGENT ID	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>


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

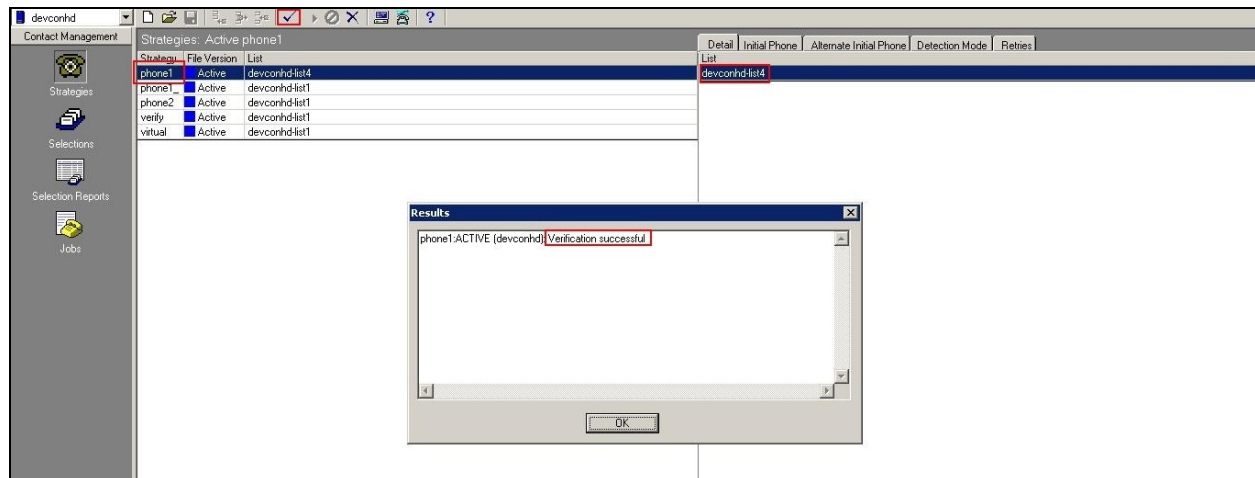


Click to place a tick in the **NVDT** column next to **ACCTNUM**, ensure the **LENGTH** field is set to **25**. Save when completed.



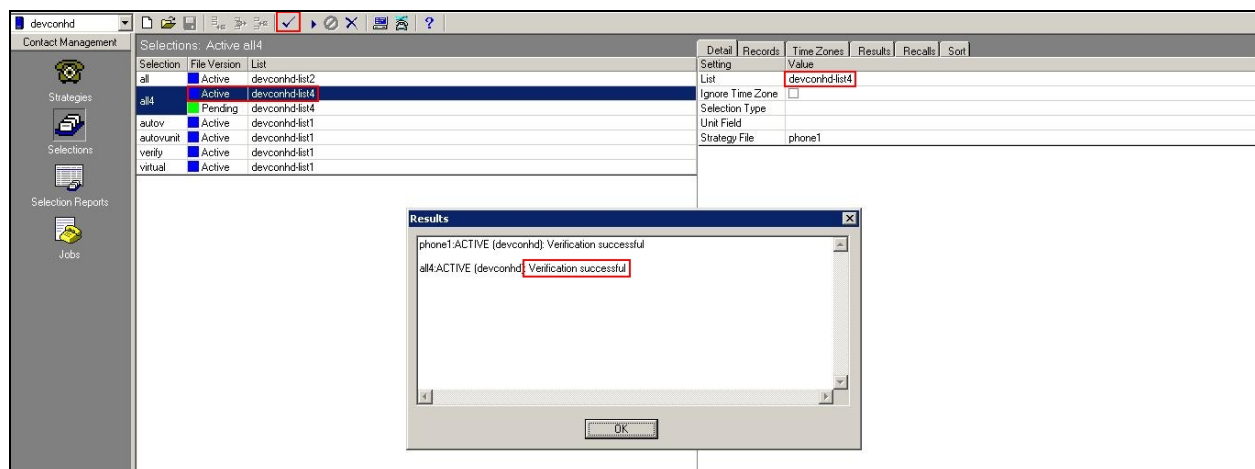
6.7.5. Configure Strategy

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.

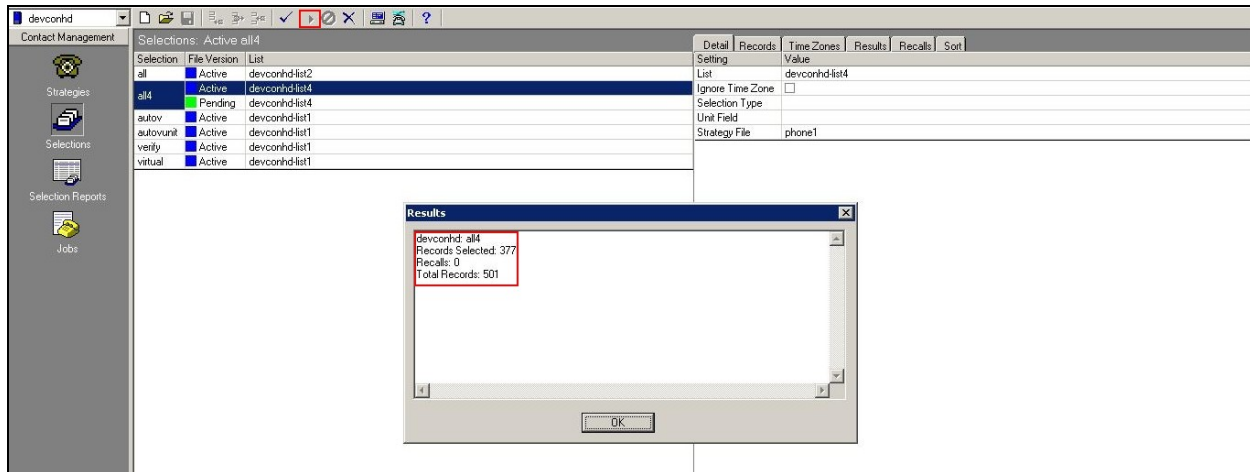


6.7.6. Configure Selections

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

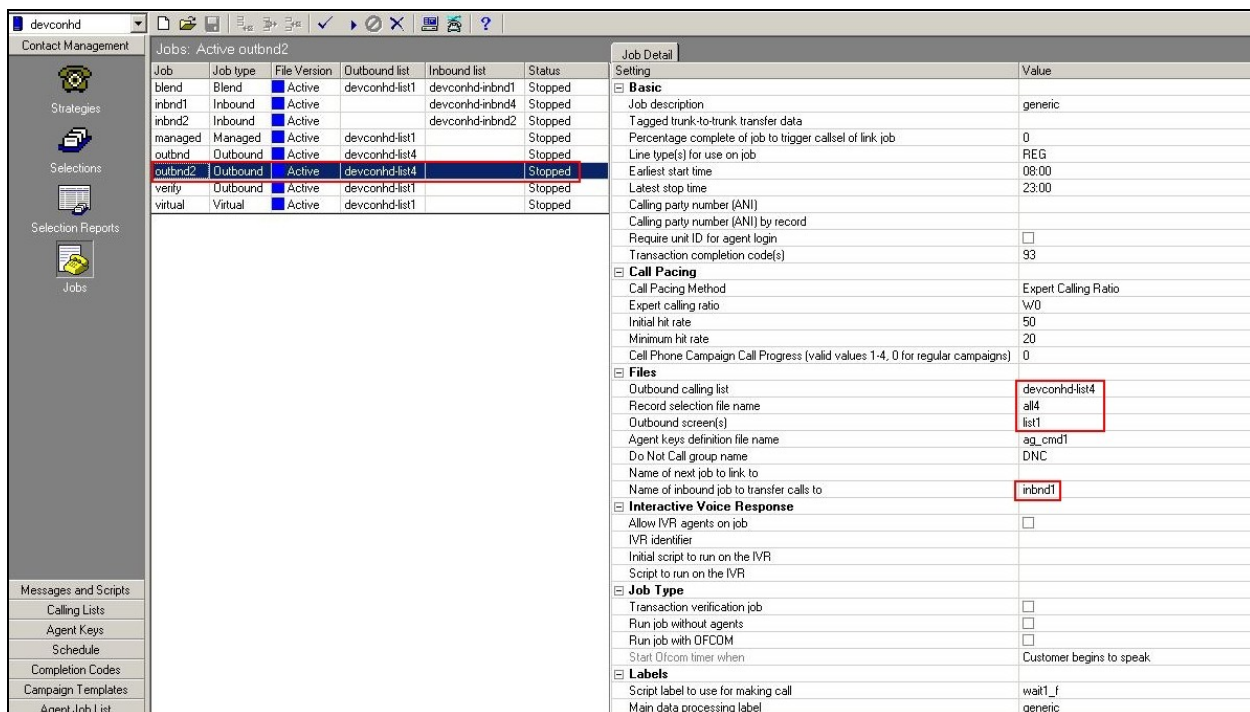


Click run , and ensure that the selection selected includes some records.



6.7.7. Configure Outbound Job

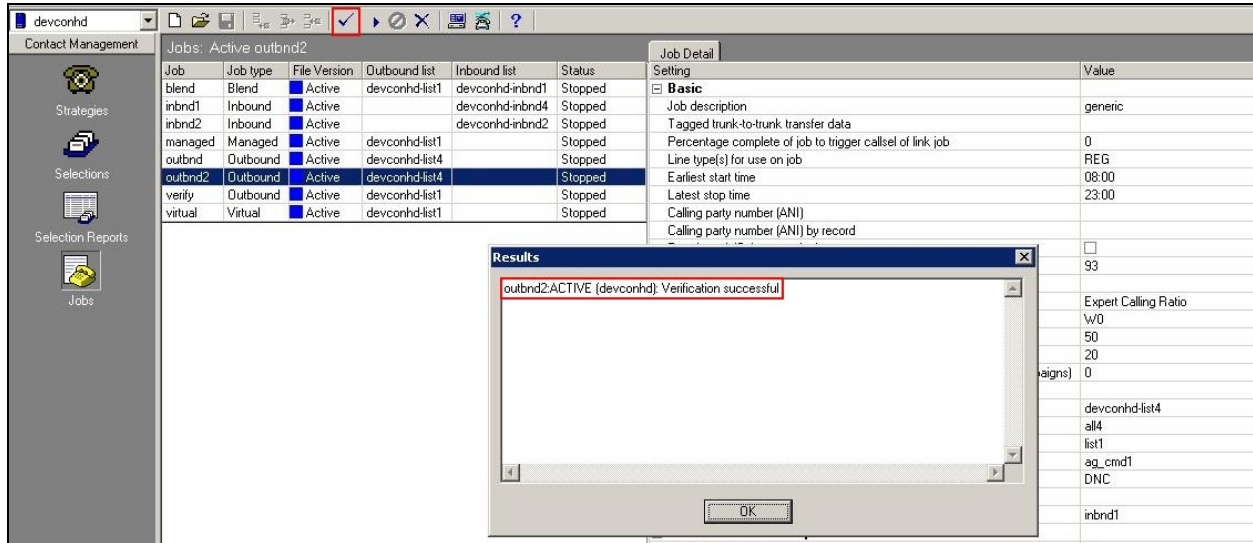
Click **Jobs**, select **outbnd2** and configure as shown. **Note: Name of inbound job to transfer calls to is set to inbnd1** - this refers to the NVDT feature.



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	<input type="checkbox"/>
Allow agents to cancel call in preview mode	<input type="checkbox"/>
Time limit (seconds) for preview	10
Display empty record at preview	<input type="checkbox"/>
Allow dialing from deleted record	<input type="checkbox"/>
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	<input type="checkbox"/>
Make alternate phone lowest priority in selecting next record	<input type="checkbox"/>
Order calling of records by time zone	<input type="checkbox"/>
VDN needed by the CTI Dialer only	
Post Processing	
Automatically start Update mode on customer hang-up	<input type="checkbox"/>
Quota Settings	
Quota setting (completion code,quota)	
Quota settings file name	
Save quota setting when the job ends	<input type="checkbox"/>
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	<input type="checkbox"/>
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.



The screenshot shows the 'devconhd' application interface. On the left is a sidebar with icons for 'Strategies', 'Selections', 'Selection Reports', and 'Jobs'. The main area displays a table of jobs under the heading 'Jobs: Active outbnd2'. The table has columns for Job, Job type, File Version, Outbound list, Inbound list, and Status. The 'verify' job is highlighted. To the right of the table is a 'Job Detail' pane showing settings for the selected job. A 'Results' dialog box is open in the foreground, displaying the message 'outbnd2ACTIVE (devconhd): Verification successful'.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd-list1	devconhd-inbnd1	Stopped
inbnd1	Inbound	Active		devconhd-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd-inbnd2	Stopped
managed	Managed	Active	devconhd-list1		Stopped
outbnd	Outbound	Active	devconhd-list4		Stopped
outbnd2	Outbound	Active	devconhd-list4		Stopped
verify	Outbound	Active	devconhd-list1		Stopped
virtual	Virtual	Active	devconhd-list1		Stopped


Job Detail

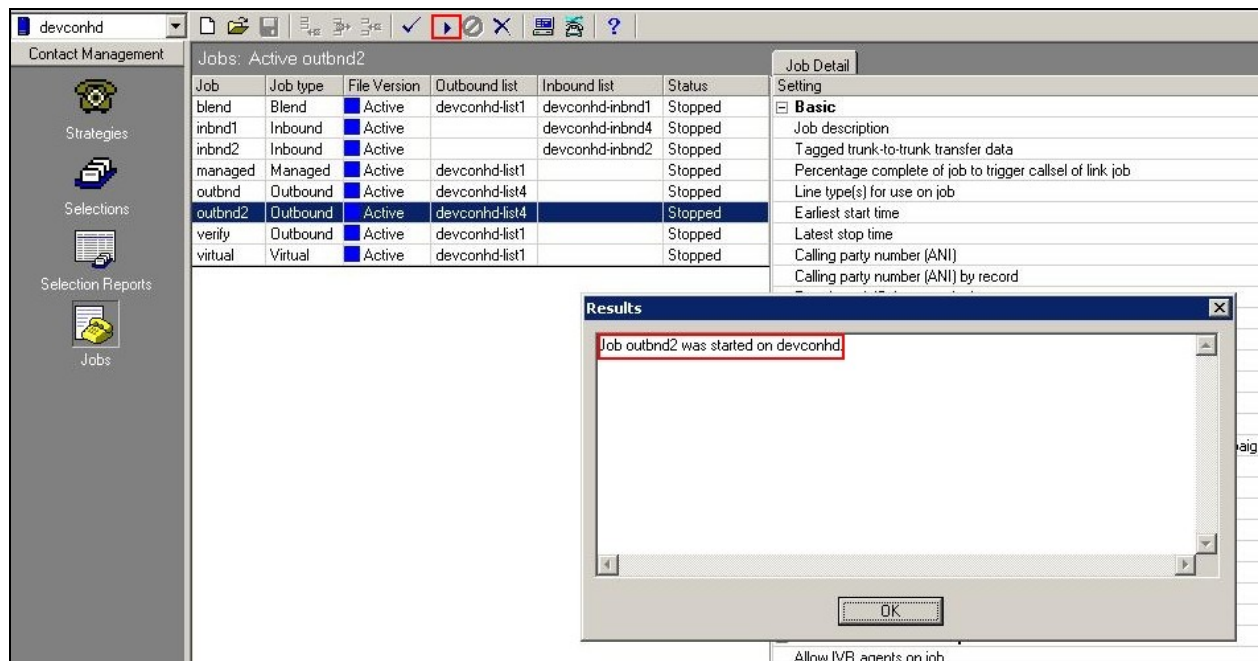
Setting	Value
Basic	
Job description	generic
Tagged trunk-to-trunk transfer data	
Percentage complete of job to trigger callset of link job	0
Line type(s) for use on job	REG
Earliest start time	08:00
Latest stop time	23:00
Calling party number (ANI)	
Calling party number (ANI) by record	
Expert Calling Ratio	93
w/0	50
20	0
signs)	
devconhd-list4	
all4	
list1	
ag_cmd1	
DNC	
inbnd1	

Results

outbnd2ACTIVE (devconhd): Verification successful

OK

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.

The screenshot shows the Avaya Workforce Engine configuration interface. The 'Jobs' tab is active, and 'inbnd1' is selected. The 'Job Detail' pane on the right shows the configuration for 'inbnd1'.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd-list1	devconhd-inbnd1	Stopped
inbnd1	Inbound	Active		devconhd-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd-inbnd2	Stopped
managed	Managed	Active	devconhd-list1		Stopped
outbnd	Outbound	Active	devconhd-list4		Stopped
outbnd2	Outbound	Active	devconhd-list4		Running
verify	Outbound	Active	devconhd-list1		Stopped
virtual	Virtual	Active	devconhd-list1		Stopped

Job Detail

Setting	Value
Basic	
Job description	Inbound Only Job
Line type(s) for use on job	INB
Earliest start time	00:01
Latest stop time	23:59
Transaction completion code(s)	93
Files	
Inbound calling list	devconhd-inbnd4
Inbound screen(s)	inbnd1
Agent keys definition file name	ag_cmd1
Name of next job to link to	
Inbound Processing	
Activate inbound lines at logon	<input type="checkbox"/>
Service inbound call immediately	<input type="checkbox"/>
Percent of calls in queue to inbound agents	100
Maximum time call can spend in wait queue (seconds)	15
Allow IVR agents on job	<input type="checkbox"/>
IVR identifier	
Initial script to run on the IVR	
Script to run on the IVR	
Job Type	
Pool job for IVR agents	<input type="checkbox"/>
Run job without agents	<input type="checkbox"/>
Labels	
Script label to use for answering call	no_inwait
Main data processing label	generic
Script label to use for transferring to wait queue	waitxfer_f
Post Processing	
Automatically start Update mode on customer hang-up	<input type="checkbox"/>
Service Level	
Desired service level (percentage)	99.0
Time to connect tolerance (seconds)	1
Wait Queues	
Inbound wait queue limit (seconds)	60
Number of message to play while on hold awaiting transfer	

Click verify  and ensure verification completes successfully.

The screenshot shows the Avaya Workforce Engine configuration interface. The 'Jobs' tab is active, and 'inbnd1' is selected. The 'Job Detail' pane on the right shows the configuration for 'inbnd1'. A 'Results' dialog box is open, displaying the message 'inbnd1:ACTIVE (devconhd): Verification successful'.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconhd-list1	devconhd-inbnd1	Stopped
inbnd1	Inbound	Active		devconhd-inbnd4	Stopped
inbnd2	Inbound	Active		devconhd-inbnd2	Stopped
managed	Managed	Active	devconhd-list1		Stopped
outbnd	Outbound	Active	devconhd-list4		Stopped
outbnd2	Outbound	Active	devconhd-list4		Running
verify	Outbound	Active	devconhd-list1		Stopped
virtual	Virtual	Active	devconhd-list1		Stopped


Job Detail

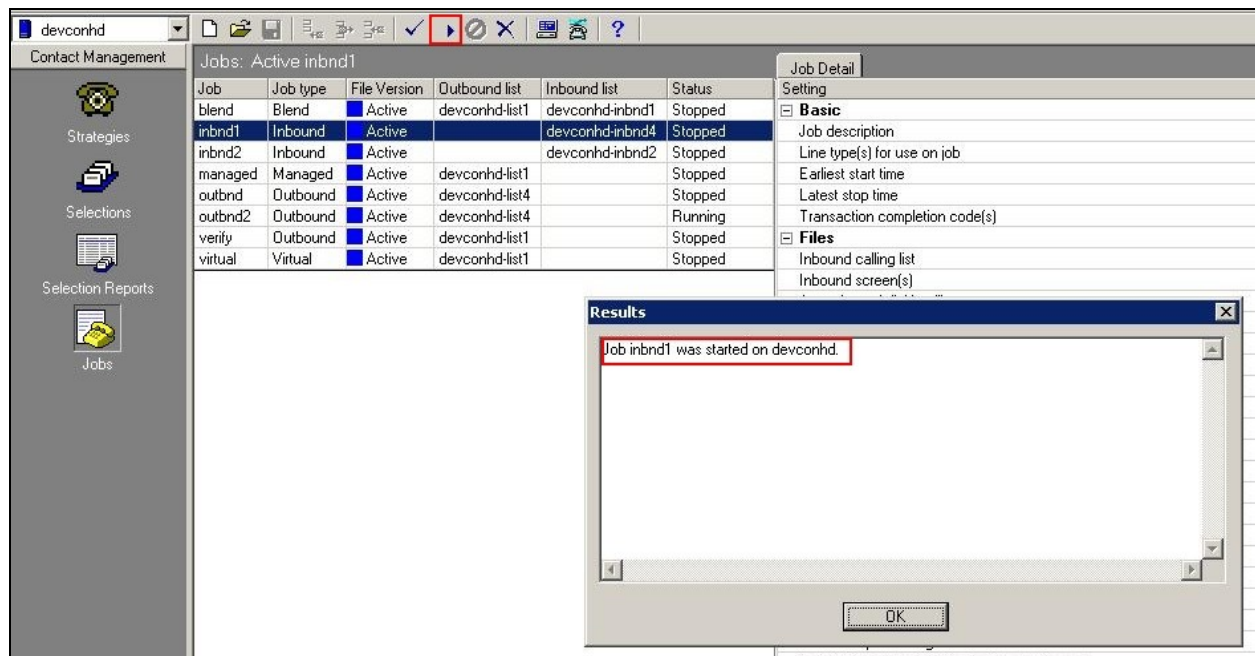
Setting	Value
Basic	
Job description	Inbound Only Job
Line type(s) for use on job	INB
Earliest start time	00:01
Latest stop time	23:59
Transaction completion code(s)	93
Files	
Inbound calling list	devconhd-inbnd4
Inbound screen(s)	inbnd1
Agent keys definition file name	ag_cmd1
Name of next job to link to	
Inbound Processing	
Activate inbound lines at logon	<input type="checkbox"/>
Service inbound call immediately	<input type="checkbox"/>
Percent of calls in queue to inbound agents	100
Maximum time call can spend in wait queue (seconds)	15
Allow IVR agents on job	<input type="checkbox"/>
IVR identifier	
Initial script to run on the IVR	
Script to run on the IVR	
Job Type	
Pool job for IVR agents	<input type="checkbox"/>
Run job without agents	<input type="checkbox"/>
Labels	
Script label to use for answering call	no_inwait
Main data processing label	generic
Script label to use for transferring to wait queue	waitxfer_f
Post Processing	
Automatically start Update mode on customer hang-up	<input type="checkbox"/>
Service Level	
Desired service level (percentage)	99.0
Time to connect tolerance (seconds)	1
Wait Queues	
Inbound wait queue limit (seconds)	60
Number of message to play while on hold awaiting transfer	

Results

inbnd1:ACTIVE (devconhd): Verification successful

OK

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

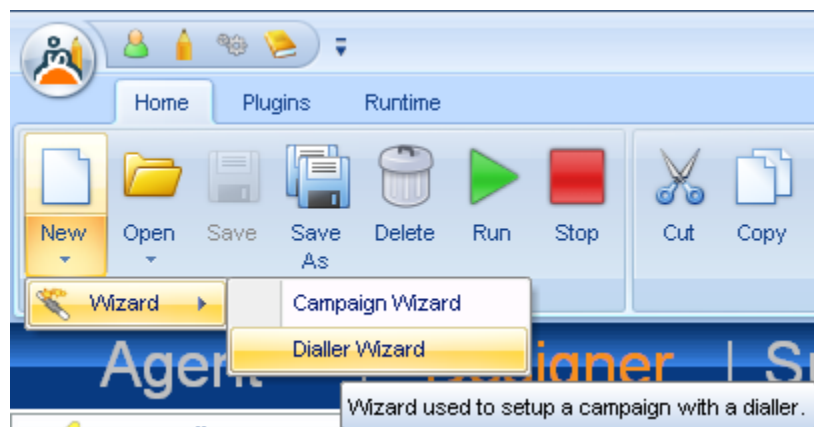
7.1. Administer Moagent32.ini

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]
UseDlIDbs=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.

The screenshot shows a window titled "Campaign Wizard with Avaya Proactive Contact". The subtitle is "Step 1 of 6 - Basic Campaign Details". Below the subtitle, it says "Please enter basic details for the campaign". The form has two columns. The left column contains: "Database *" with a dropdown menu showing "synRun"; "Password *" with a text box containing "*****"; "Start Date" with a dropdown menu showing "12/05/2011"; and "End Date" with a dropdown menu showing "11/05/2012". The right column contains: "Name *" with a text box containing "Compliance_Testing_Campaign"; "Description" with a large empty text box; and "Notes" with a large empty text box. At the bottom right, there are three buttons: a left arrow, a right arrow, and a red circle with a slash.

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 screenshot shows a window titled "Avaya PCS Login". It has two text boxes: "Agent Name" with the value "sysadm" and "Password" with the value "*****". Below the text boxes are two buttons: a green checkmark and a red circle with a slash.

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 screenshot shows a window titled "Campaign Wizard with Avaya Proactive Contact". The subtitle is "Step 2 of 6 - Choose Data Source". Below the subtitle, it says "Please specify the data source for the campaign".

The form contains the following fields and controls:

- Call List ***: A dropdown menu with "list2" selected.
- Job Name ***: A dropdown menu with "outbnd2" selected, accompanied by a three-dot menu icon.
- Client Status Table ***: A dropdown menu with "outbnd2" selected.
- Job Type**: A group box containing two radio buttons: "Inbound" (unselected) and "Outbound" (selected).
- Incoming DDI**: A text input field with a three-dot menu icon.
- Additional Jobs**: A large, empty text area.

At the bottom right of the window, there are three navigation buttons: a left arrow, a right arrow, and a red circle with a diagonal line (prohibit sign).

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.

Campaign Wizard with Avaya Proactive Contact

Step 3 of 6 - Database Behaviour

Please specify the desired behaviour of the Client Status Table record in the database when a call is popped.

Client Record

☒ **Create New** ☒ **Save To Database**
Create a new record in the Client Status Table for each PCS call

☐ **Match Existing On Field**
Display an existing record in the Client Status Table for each PCS Call

Navigation buttons: Back, Forward, Cancel

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

Campaign Wizard with Avaya Proactive Contact

Step 4 of 6 - Dialler Field Mappings

Please specify which fields from the dialler will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
ACCTNUM	>	
BALANCE		
CITY	>>	
COMMENT1		
FINOPER	<	
FRTHDATE1		
FRTHTIME1	<<	
NAME		
NAME1		
NAME2		
PHONE1		
PHONE2		
STATE		
SVJCODE		
TOTALDUE		
ZIPCODE		

Navigation buttons: < > << >> < > << >>

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

Campaign Wizard with Avaya Proactive Contact

Step 4 of 6 - Dialler Field Mappings
Please specify which fields from the dialler will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
	>	ACCTNUM
	>>	BALANCE
	<	CITY
	<<	COMMENT1
		FINOPER
		FRTHDATE1
		FRTHTIME1
		NAME
		NAME1
		NAME2
		PHONE1
		PHONE2
		STATE
		SVJCODE
		TOTALDUE
		ZIPCODE

Navigation buttons: < > << >> < > << >>

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

Campaign Wizard with Avaya Proactive Contact

Step 5 of 6 - outbnd2 - Fields

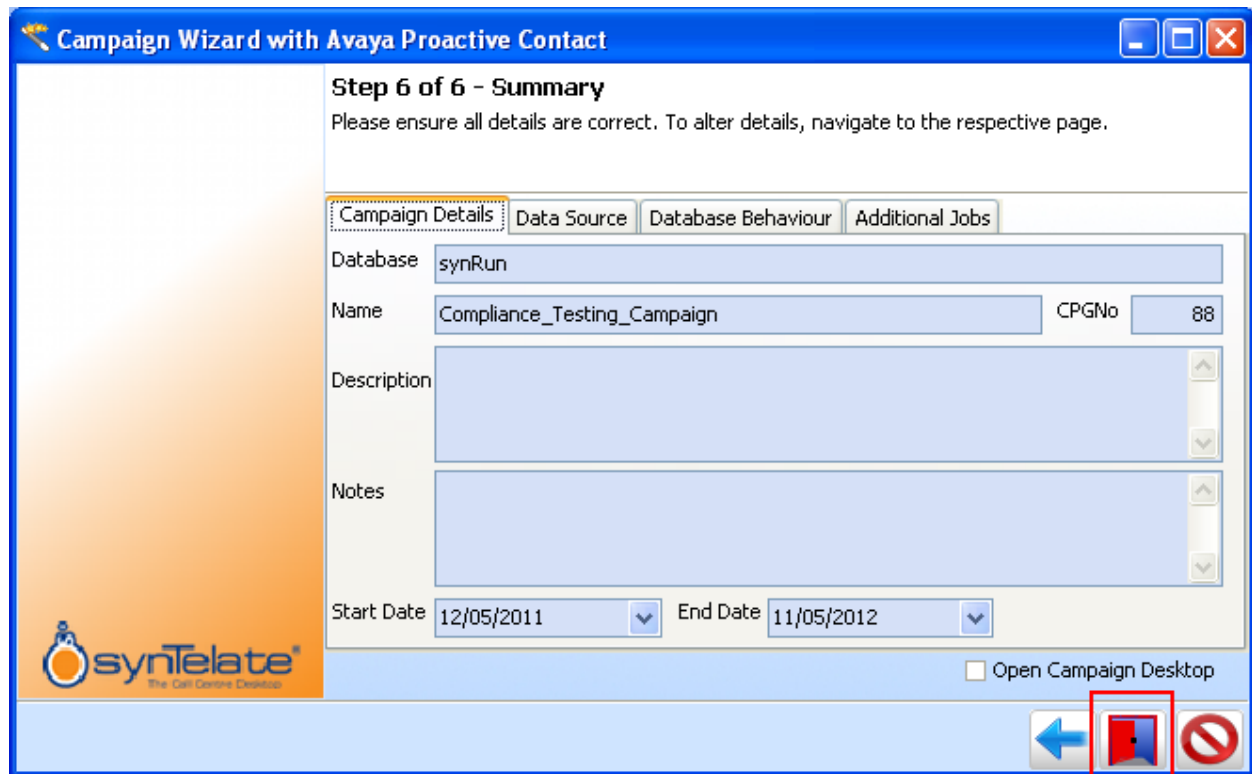
Please check the data types and lengths and edit where required. Add any additional fields where necessary.

Field Name	Call List Field	Type	Length	Decimals	Exists	Modified	Delete
ACCTNUM	ACCTNUM	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BALANCE	BALANCE	numeric	20	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CITY	CITY	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMMENT1	COMMENT1	varchar	60	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FINOPER	FINOPER	varchar	8	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHDATE1	FRTHDATE1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHTIME1	FRTHTIME1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME	NAME	varchar	20	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME1	NAME1	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Buttons: + (Add), - (Delete), [Disk with Checkmark] (Save)

Navigation: [Back], [Forward], [Cancel]

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



Campaign Wizard with Avaya Proactive Contact

Step 6 of 6 - Summary
Please ensure all details are correct. To alter details, navigate to the respective page.

Campaign Details | Data Source | Database Behaviour | Additional Jobs

Database: synRun


Name: Compliance_Testing_Campaign CPGNo: 88

Description:

Notes:

Start Date: 12/05/2011 End Date: 11/05/2012

☐ Open Campaign Desktop




7.4. Publish Campaign for Web User

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



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

Compile Campaign - Compliance_Testing_Campaign (LIVE)

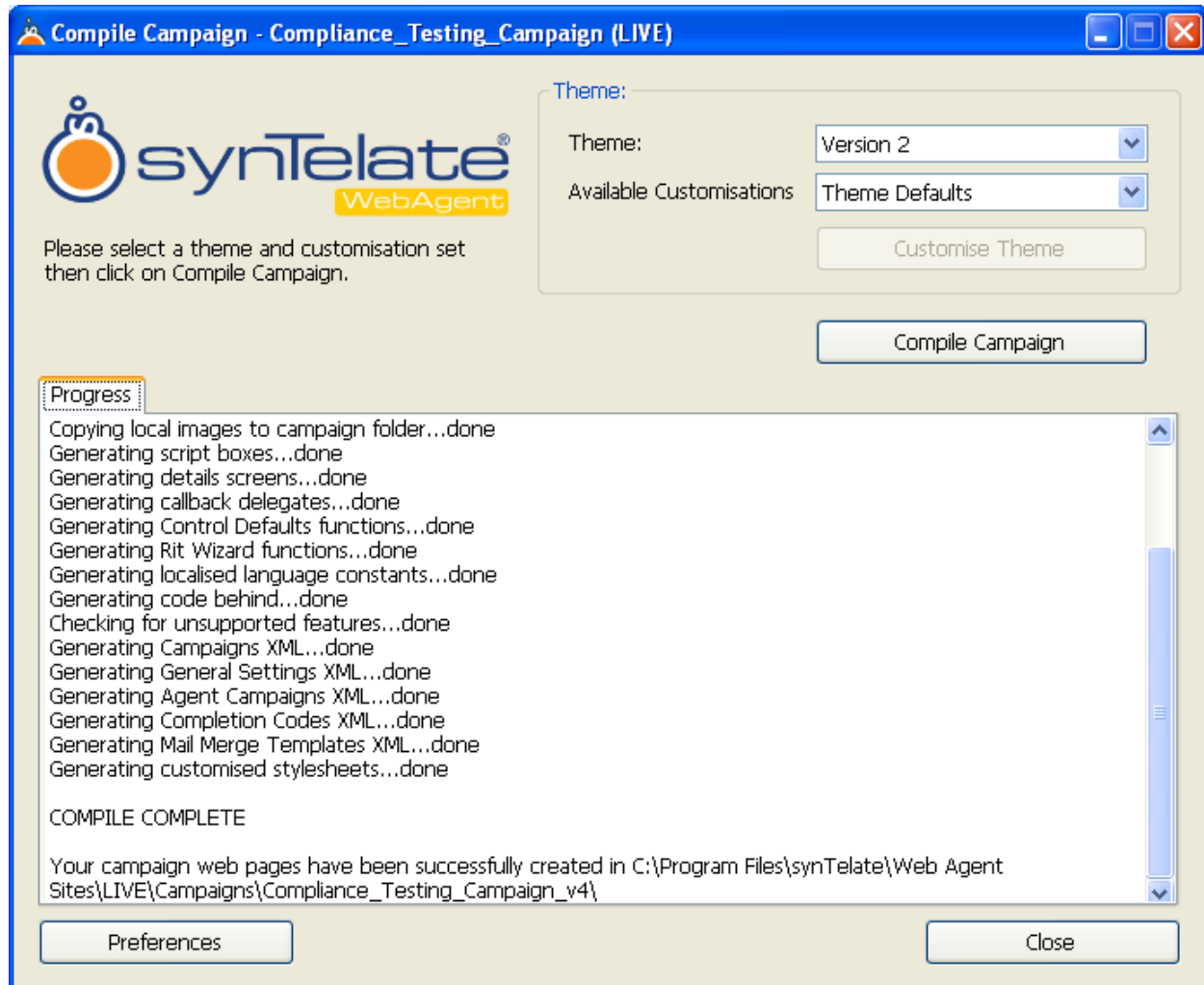
 Please select a theme and customisation set then click on Compile Campaign.

Theme: Version 2
Available Customisations: Theme Defaults
Customise Theme

Compile Campaign

Preferences Close

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.

The screenshot shows a web application window titled "Running - synTelate". The interface includes a top toolbar with icons for Cut, Copy, Paste, Delete, Undo, Zoom, and various call control functions like Dialler Utility, Dial / Answer / Complete Preview, Hangup, Hold / Retrieve, Ready, Redirect Call, and Save. A left sidebar displays a list of contacts under the heading "Good Afternoon", with "JOHN DOE" selected. The main content area, titled "Details", features a yellow banner for "Compliance Outbound 2 Test". Below this, there are input fields for "AcctNum" (5300292120986830), "Name" (JOHN DOE), "Address" (7401), "Phone 1" (2032323423), and "Phone 2" (0000000000). A "Comments" text area is also present. At the bottom of the form are two buttons: "Complete Call (21)" and "Set Recall". The status bar at the bottom indicates "OUTBOUND : Home phone - 2032323423", "Ready", and "synTelate Server - Not Required".

Field	Value
AcctNum	5300292120986830
Name	JOHN DOE
Address	7401
Phone 1	2032323423
Phone 2	0000000000

8. Verification Steps

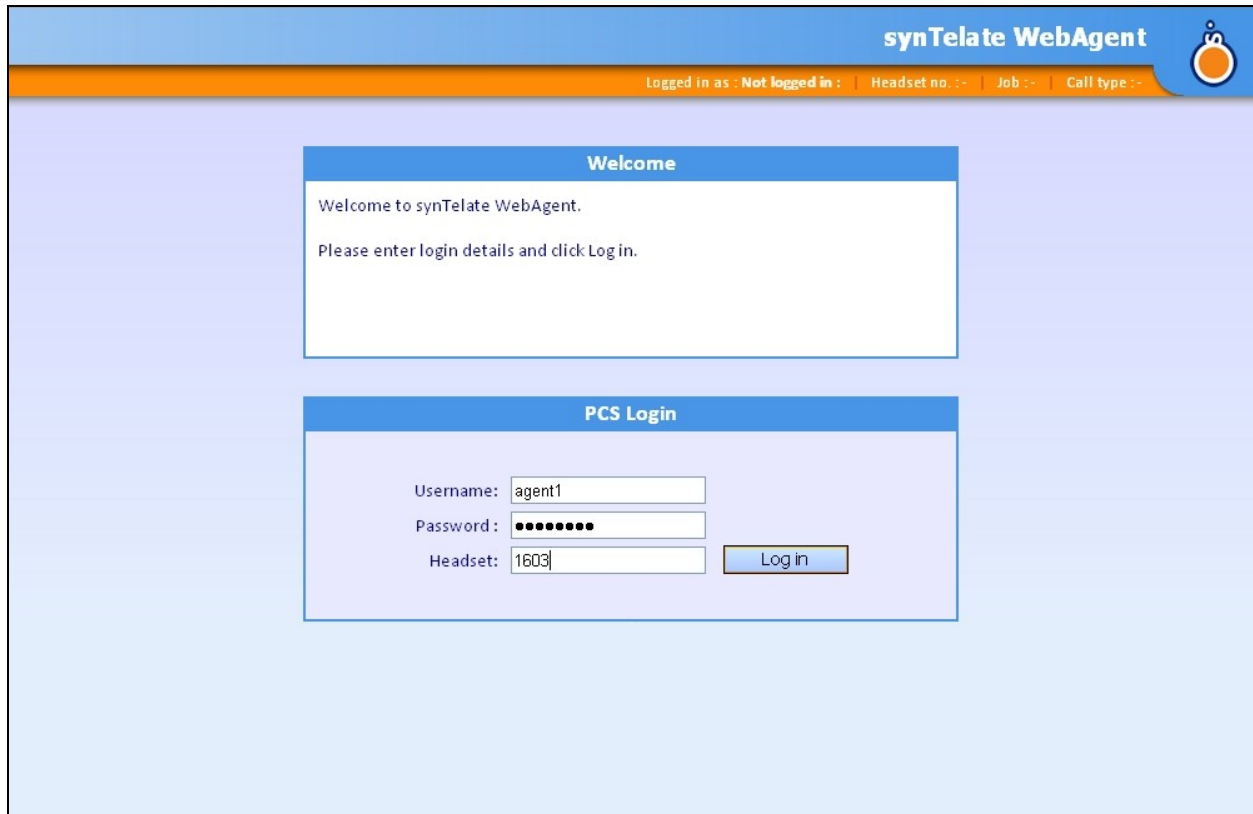
This section provides the tests that can be performed to verify proper configuration of synTelate, Proactive Contact. Prior to verification, start an outbound job on Proactive Contact.

8.1. Verify Inisoft 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.



synTelate WebAgent

Logged in as : **Not logged in :** Headset no. :- Job :- Call type :-

Welcome

Welcome to synTelate WebAgent.

Please enter login details and click Log in.

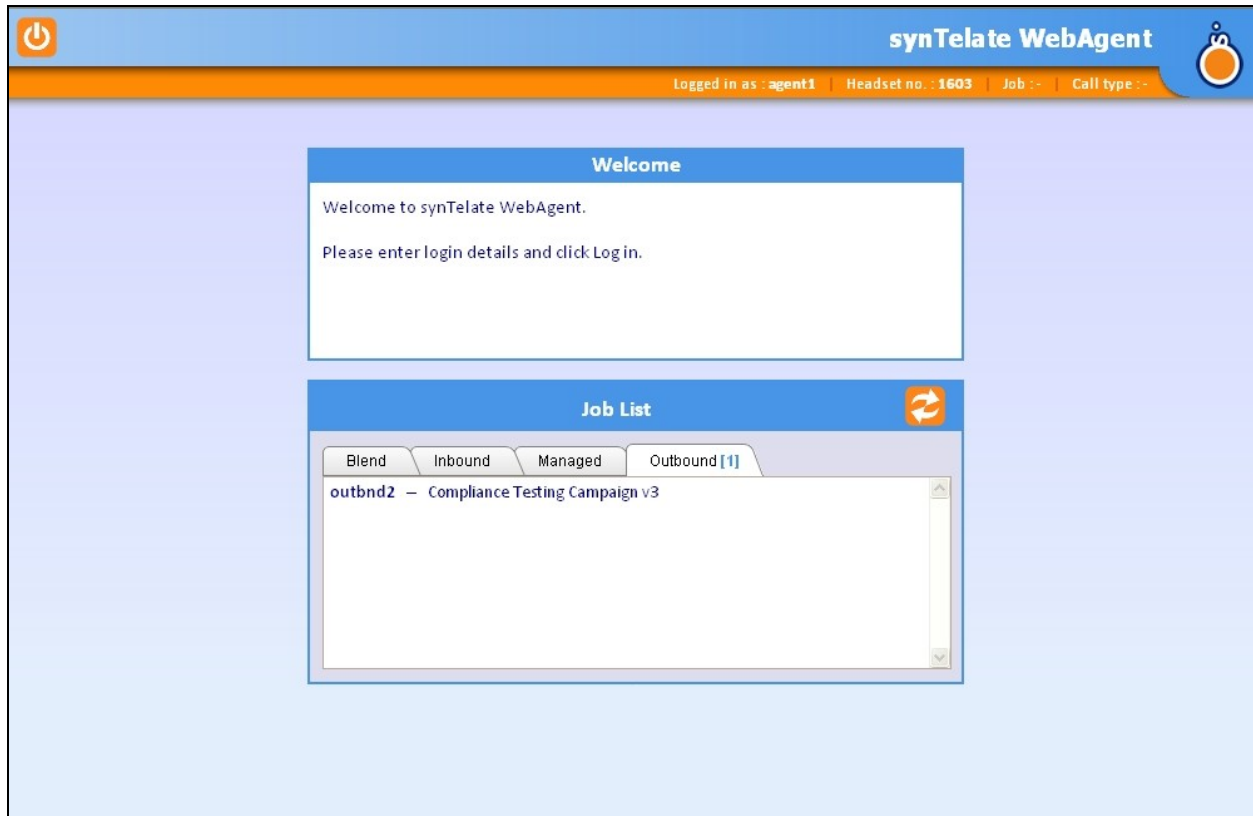
PCS Login

Username:

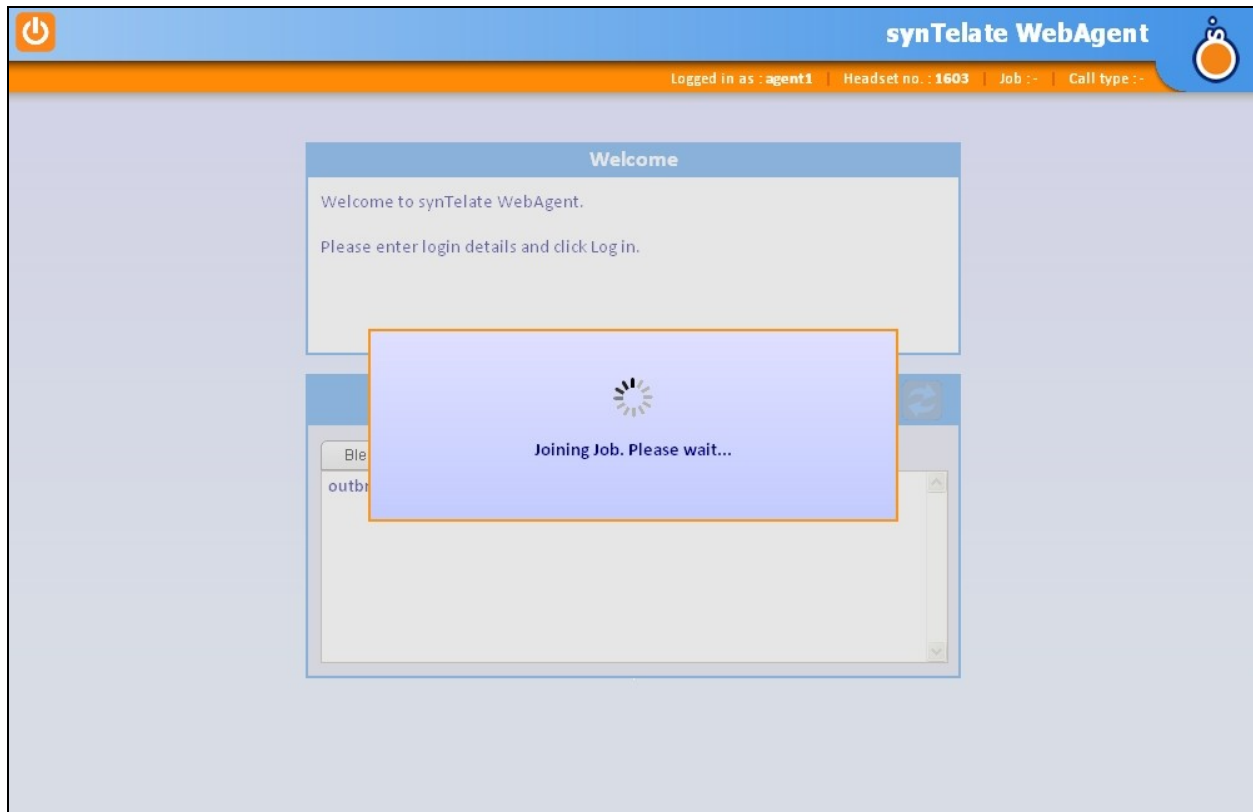
Password:

Headset:

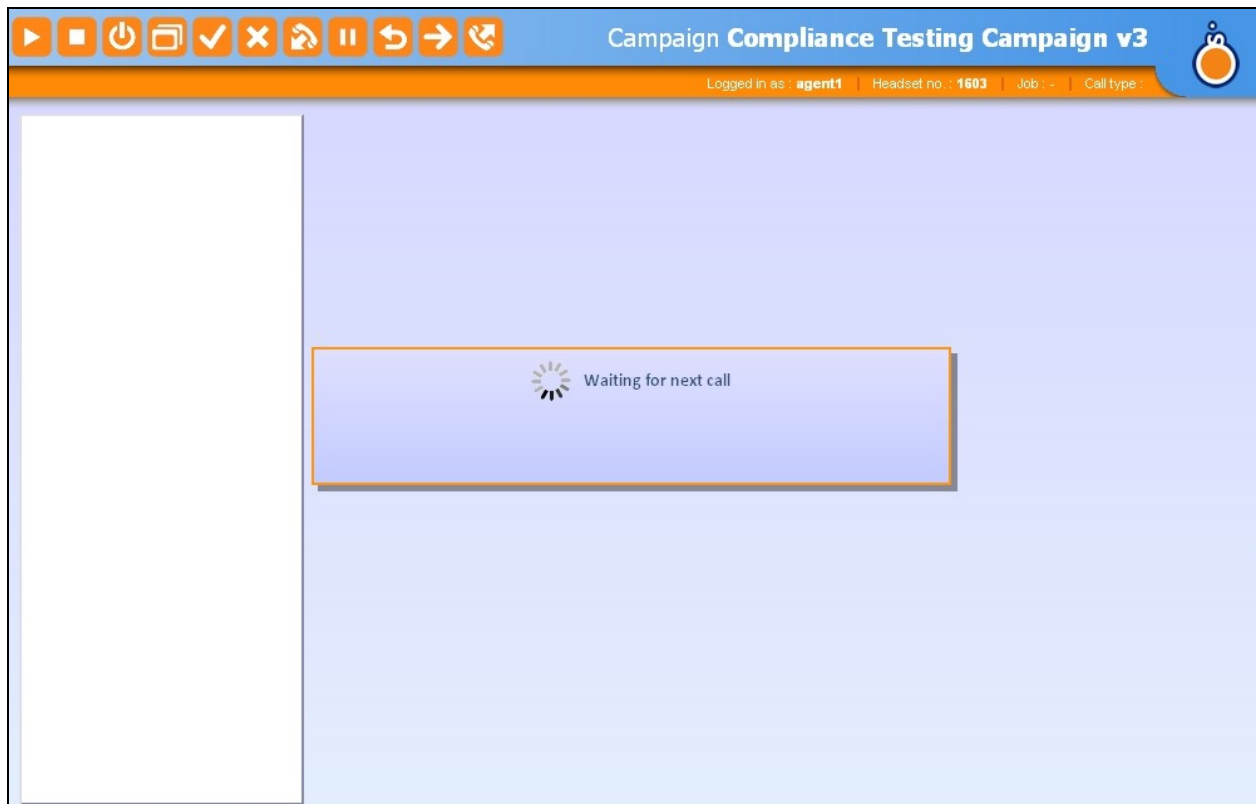
Join the previously configured campaign, in this instance click on **Outbound** → **outbnd2 – Compliance Testing Campaign v3**.



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.

The screenshot displays the 'Campaign Compliance Testing Campaign v3' interface. At the top, a status bar shows 'Logged in as: agent1', 'Headset no.: 1603', 'Job: outbnd2', and 'Call type: Outbound'. The main window is divided into two panes. The left pane, titled 'ScriptBox1', contains a script with the text 'Good afternoon', two input fields containing 'JOHN DOE', and a 'Next' button. The right pane, titled 'Details', shows a form for 'Compliance Outbound 2 Test'. The form fields are: 'AcctNum' (5300292120986830), 'Name' (JOHN DOE), 'Address' (7401), 'Phone 1' (2032323423), 'Phone 2' (0000000000), and 'Comments' (a large text area). At the bottom of the form are two buttons: 'Complete Call (21)' and 'Set Recall'.

Campaign Compliance Testing Campaign v3

Logged in as: **agent1** | Headset no.: **1603** | Job: **outbnd2** | Call type: **Outbound**

ScriptBox1

Good afternoon

JOHN DOE

JOHN DOE

Next

Details

Compliance Outbound 2 Test

AcctNum: 5300292120986830

Name: JOHN DOE

Address: 7401

Phone 1: 2032323423

Phone 2: 0000000000

Comments:

Complete Call (21) | Set Recall

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.

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