



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

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# **Application Notes for Magnetic North Optimise with Avaya Proactive Contact and Avaya PG230 Gateway - Issue 1.0**

## **Abstract**

These Application Notes describe the configuration steps required for Magnetic North Optimise to successfully interoperate with Avaya Proactive Contact 3.0.1 and an Avaya PG230 Gateway. Optimise delivers advanced call recording and quality monitoring for Outbound jobs in a typical Call Centre with a VoIP environment. Optimise was solution tested against Proactive Contact with an Avaya PG230 Gateway.

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.

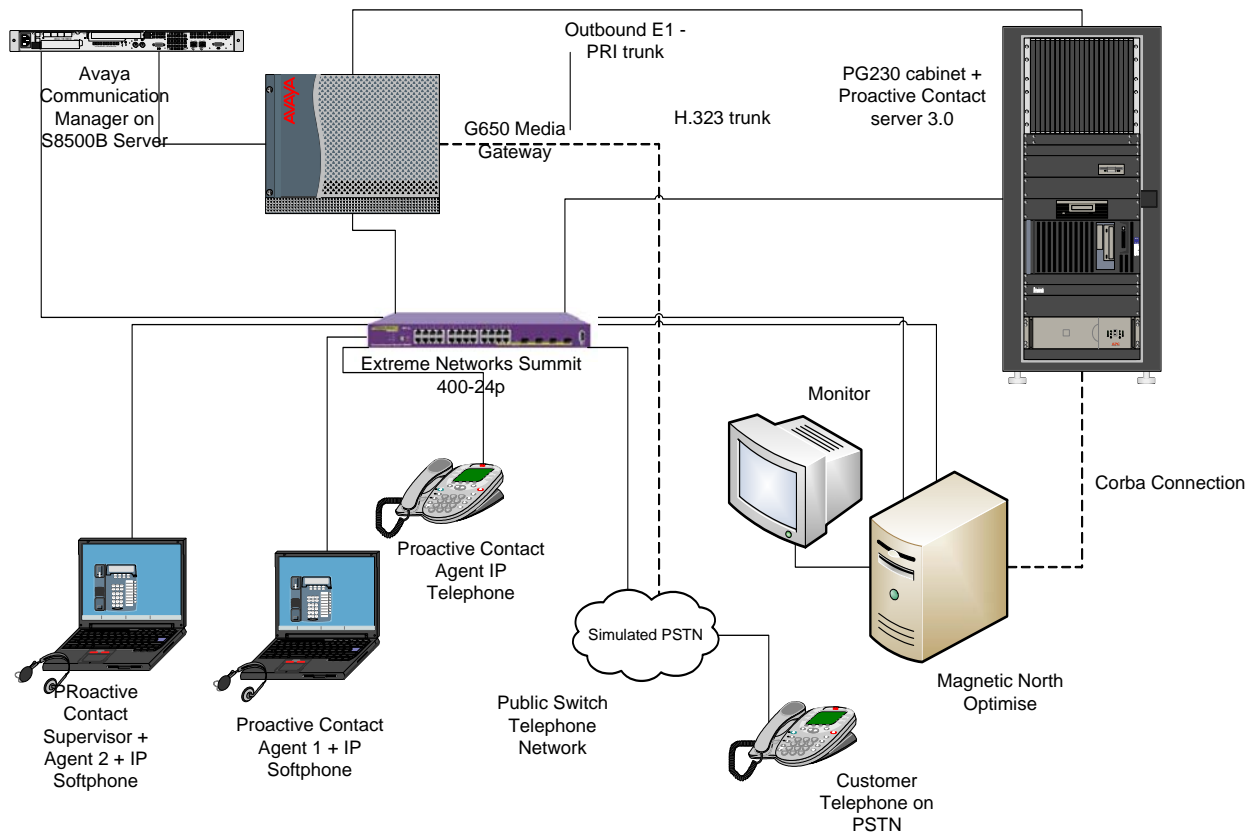
# 1. Introduction

Magnetic North Optimise is a call recording and agent monitoring solution for Call Centre applications running Outbound, Inbound and Blended Jobs. Optimise was compliance tested against Avaya Proactive Contact with an Avaya PG230 Gateway as a Hard Dialer. Optimise is a web based software that monitors and records agent calls in any business or contact centre environment. Optimise provides 2 solutions / ways to record calls, one is setting up a trunk and the second is a VoIP solution that records calls via an Ethernet switch mirrored port of an Avaya Med-Pro board. The VoIP solution was compliance tested. The purpose of this interoperability solution test plan is to verify that the Magnetic North's Optimise can interoperate with the Avaya Proactive Contact as Hard Dialer using PG230 Gateway.

Avaya Proactive Contact is a suite of hardware and software that can be realized through two different offerings: an external cabinet-based Avaya PG230 dialer or a software-based CTI (Computer Telephony Integration) solution that executes on Avaya Communications Manager. One of many efficiency boosting capabilities of this solution, the cruise control algorithm, ensures that businesses meet their service level delivery agreements. It optimizes agent productivity while complying with outbound regulations. Avaya Proactive Contact is a key component for an end-to-end communications strategy.

The integration of Magnetic North Optimise with Avaya Proactive Contact enables the monitoring of agent events and recording of agent calls from the Optimise web interface. Magnetic North Optimise is also able to seamlessly capture, package up and deliver the calls through standard web browsers from anywhere in the world.

In **Figure 1**, a sample configuration is shown for Avaya Proactive Contact working with Magnetic North Optimise. Avaya Proactive Contact has 2 main components, an Avaya Proactive Contact server and an Avaya PG230 Gateway, that are connected via a cross-over cable. The Avaya Proactive Contact server is connected to Avaya Communication Manager. In this configuration, Avaya Communication Manager consists of an Avaya S8500B server and an Avaya G650 Media Gateway. The Avaya PG230 Gateway is connected to the Avaya G650 Media Gateway via an E1-PRI trunk. Three Proactive Contact Agents are used in the configuration; one Proactive Contact Agent uses an Avaya IP Telephone, and two Proactive Contact Agents use Avaya IP Softphones. The Avaya IP Telephone and two Avaya IP Softphones are extensions on Avaya Communication Manager. The customer telephone is connected to the simulated PSTN. Magnetic North Optimise is connected to two ports on the Extreme Networks Summit 400-24p Switch, one of which is a mirrored port of the port to which an Avaya Med-Pro board (resides in the Avaya G650 Media Gateway) connects. Magnetic North Optimise also has a Corba connection to Avaya Proactive Contact to monitor Agent events through the Event Services API.



**Figure 1: Sample Configuration of Avaya Proactive Contact as a Hard Dialer with Magnetic North Optimise.**

## 2. Equipment and Software Validated

The equipment with its corresponding versions is listed in the table below:

Equipment	Software
Avaya Proactive Contact Dialer Server	3.0.1
Avaya S8500B Server	Avaya Communication Manager 5.1 SP1
Avaya G650 Media Gateway IPSI (TN2312AP)	HW 02 FW 044
Avaya G650 Media Gateway C-LAN (TN799DP)	HW 01 FW 026
Avaya G650 Media Gateway Med-Pro (TN2302AP)	HW 11 FW 118
Avaya G650 Media Gateway DS1 (TN2464BP)	HW 05 FW 019
Avaya IP Softphone	R6 SP5 (6.0.1.89)
Avaya Proactive Contact Supervisor	3.0 SP2
Avaya Proactive Contact Agent	3.0 SP2
Avaya PG230 Gateway	15.3.1
Avaya 4610SW IP Phone	2.9
Extreme Networks Summit 400-24p Switch	7.5e.2.8
Magnetic North Optimise	4.5 HotFix 2

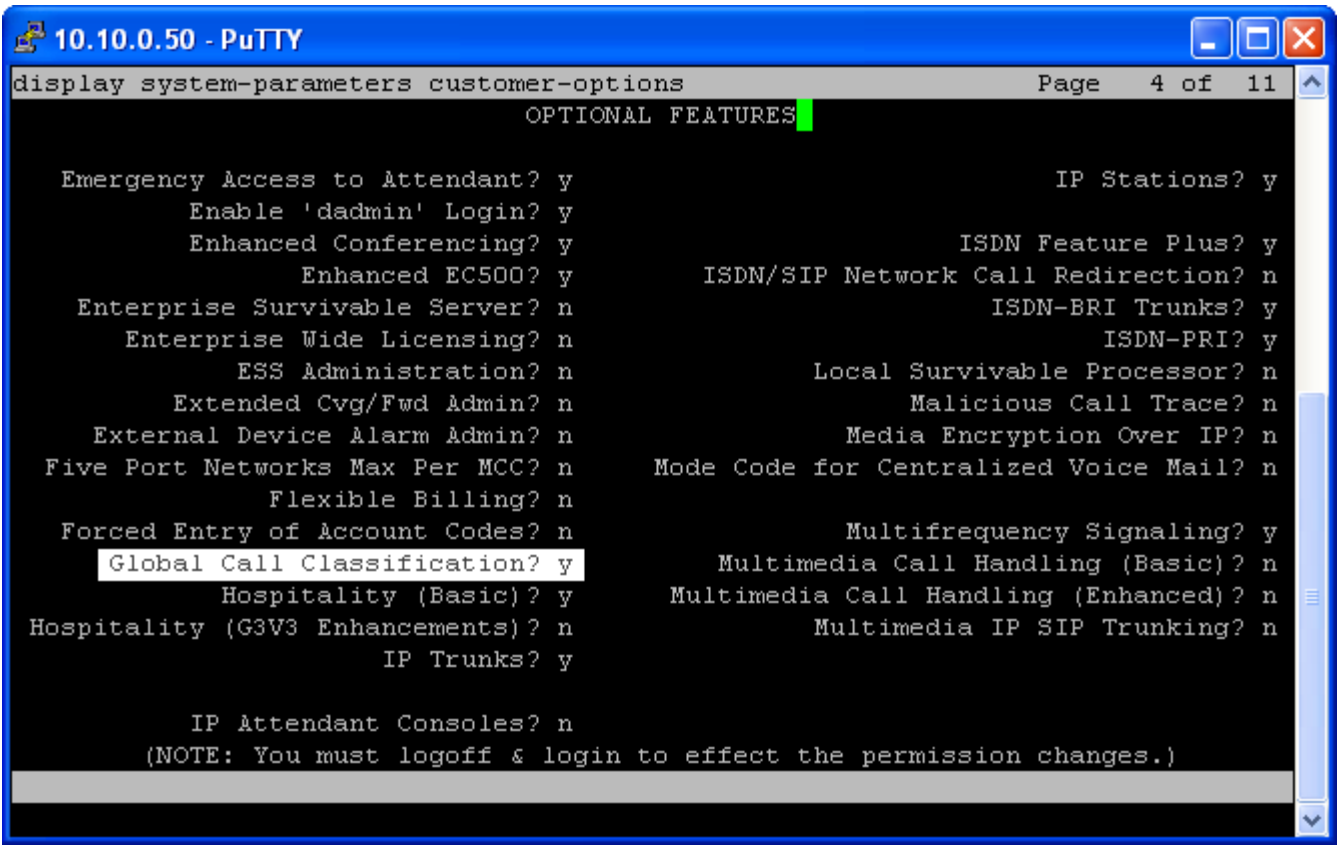
### 3. Configure Avaya Communication Manager

This section describes the steps for configuring the features required on Avaya Communication Manager for Avaya Proactive Contact with CTI. The following steps will be followed.

- Configure Avaya Communication Manager for Proactive Contact
- System Parameters Customer Options
- System Parameters Features
- Agent Stations

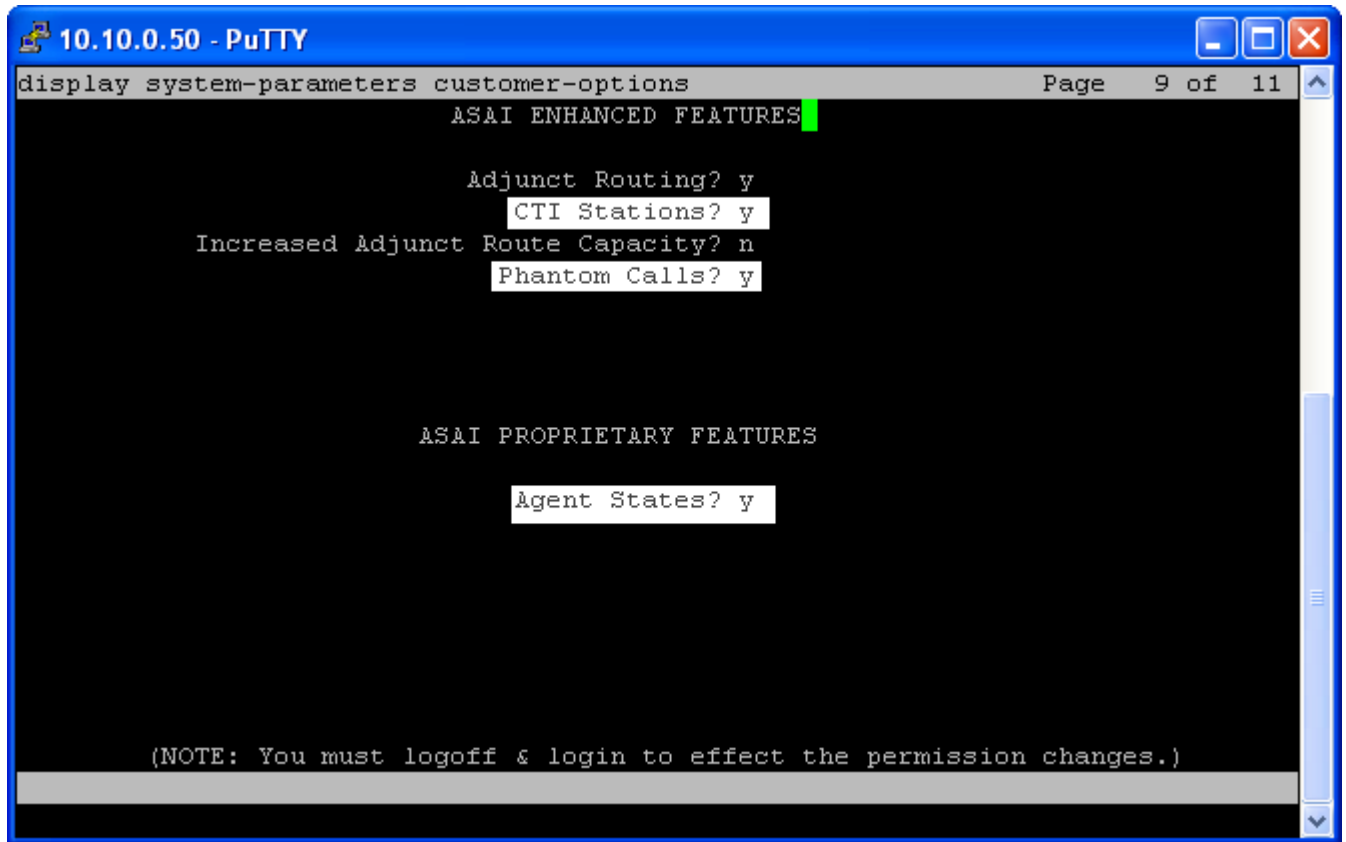
#### 3.1. Configure Avaya Communication Manager for Avaya Proactive Contact

The following configuration is needed on Avaya Communication Manager for Proactive Contact 3.0 with CTI.

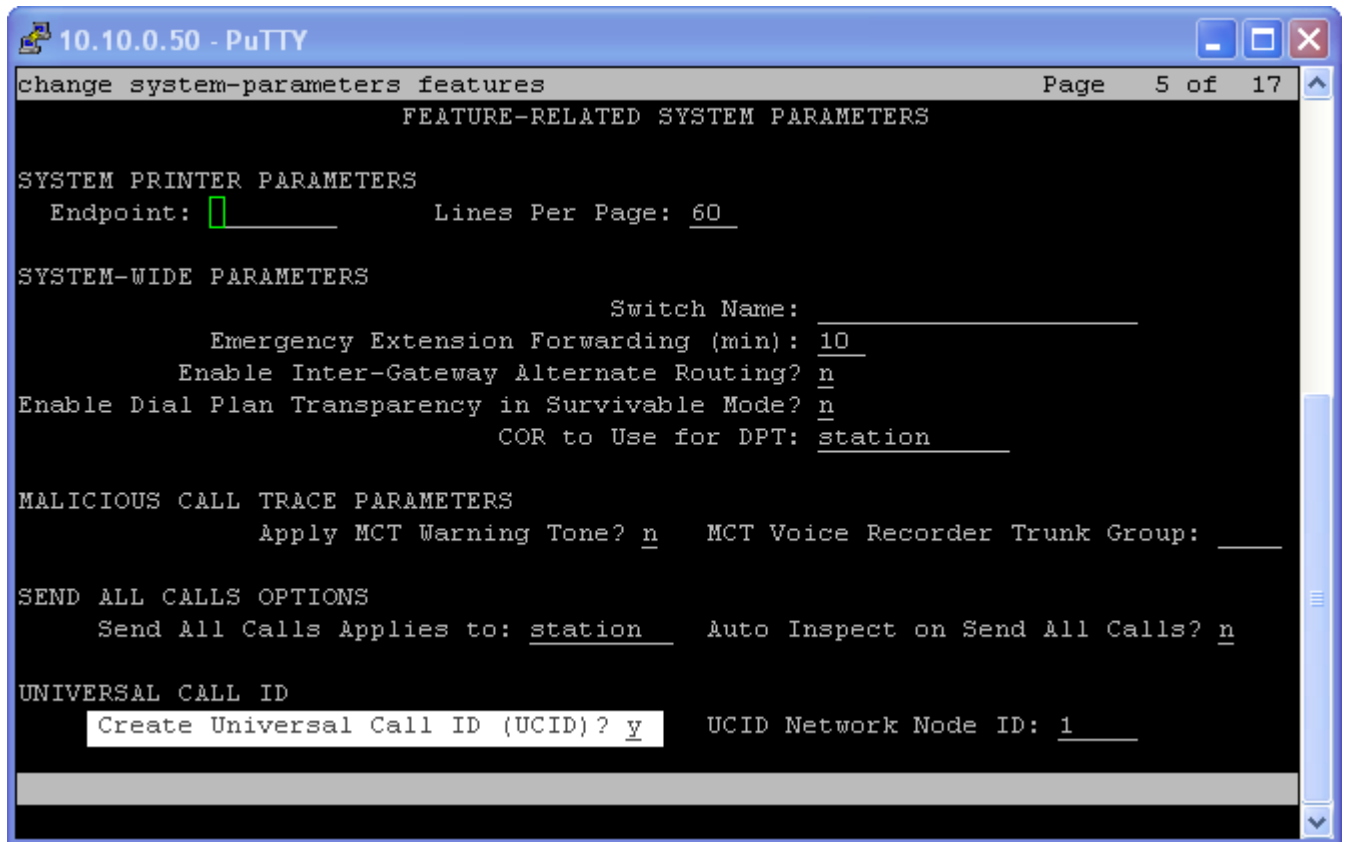
Step	Description
1.	<p>Enter the <b>display system-parameters customer-options</b> command and verify that the following feature is set to 'y' on <b>Page 4</b>.</p> <ul style="list-style-type: none"><li>• <b>Global Call Classification</b> – set to 'y' if calling outside North America.</li></ul>
	

Navigate to **Page 9** and verify that the following features are set to 'y'.

- **CTI Stations**
- **Phantom Calls**
- **Agent States**

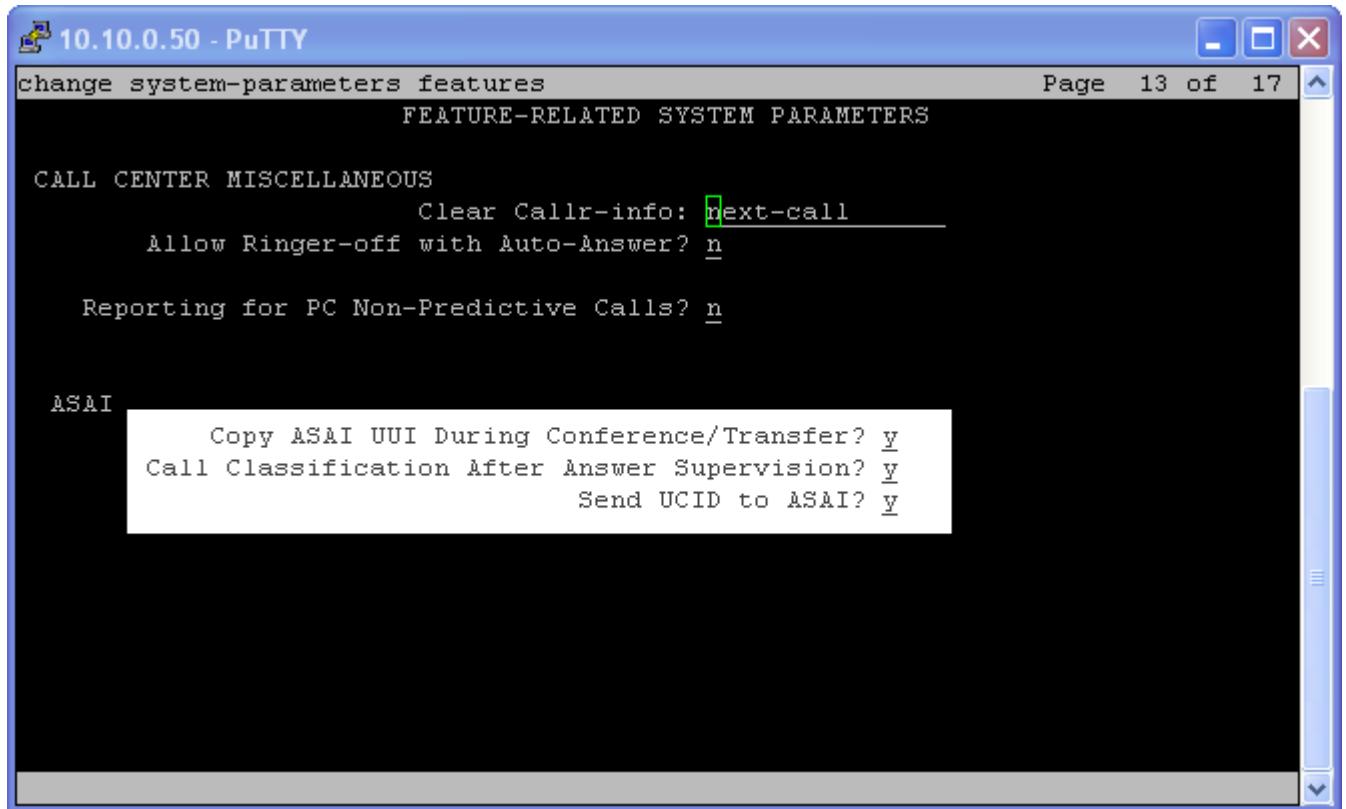


- |    |  |
|----|--|
| 2. | Enter the <b>change system-parameters features</b> command and set the following field to 'y' on <b>Page 5</b> .<br>• <b>Create Universal Call ID (UCID)</b> |
|----|--|



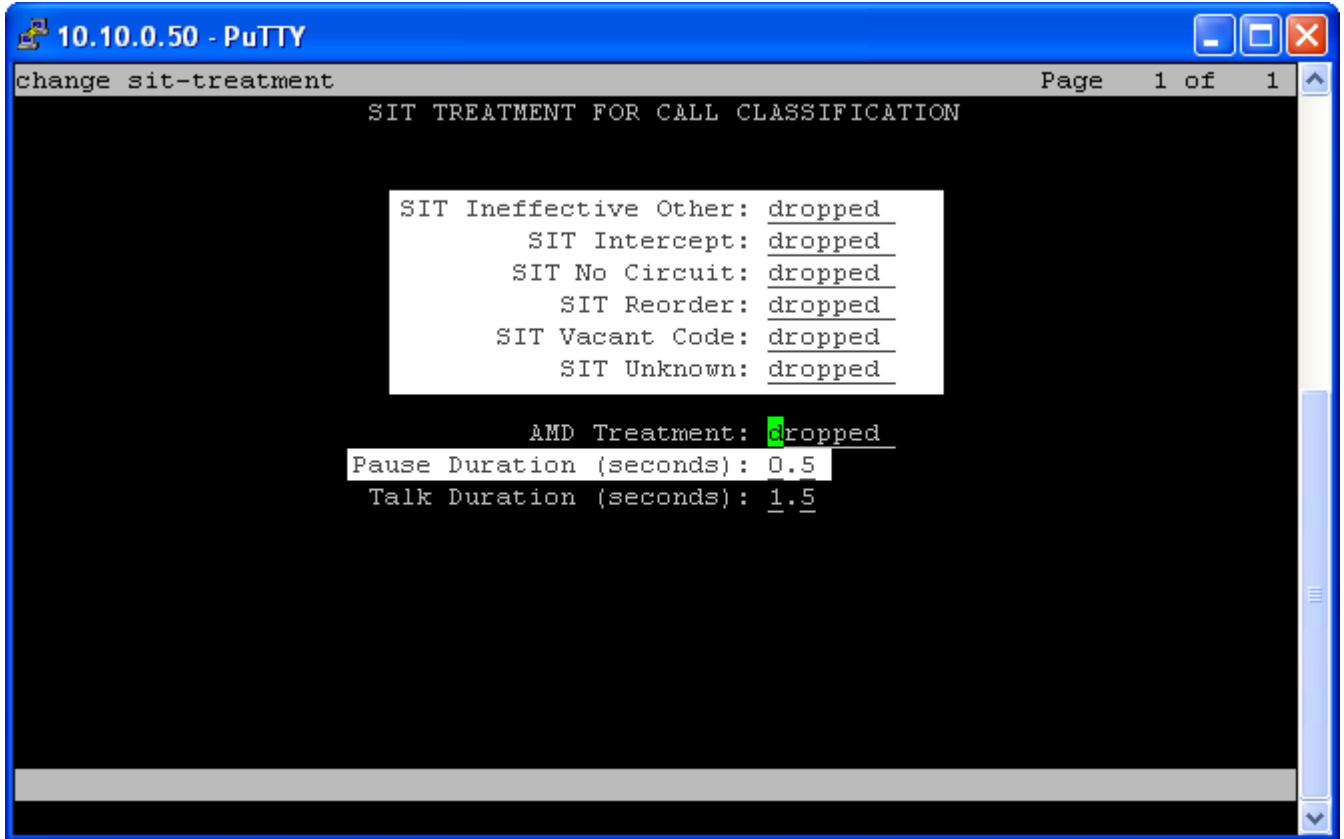
Navigate to **Page 13** and set the following fields to 'y'.

- **Copy ASAI UI During Conference/Transfer**
- **Call Classification After Answer Supervision**
- **Send UCID to ASAI**





3. Enter the **change sit-treatment** command. On the **SIT TREATMENT** form, set the **Pause Duration (seconds)** to '0.5'. This will shorten the time between the customer saying 'hello' and the call reaching the agent. Set the six **SIT** fields to 'dropped'.

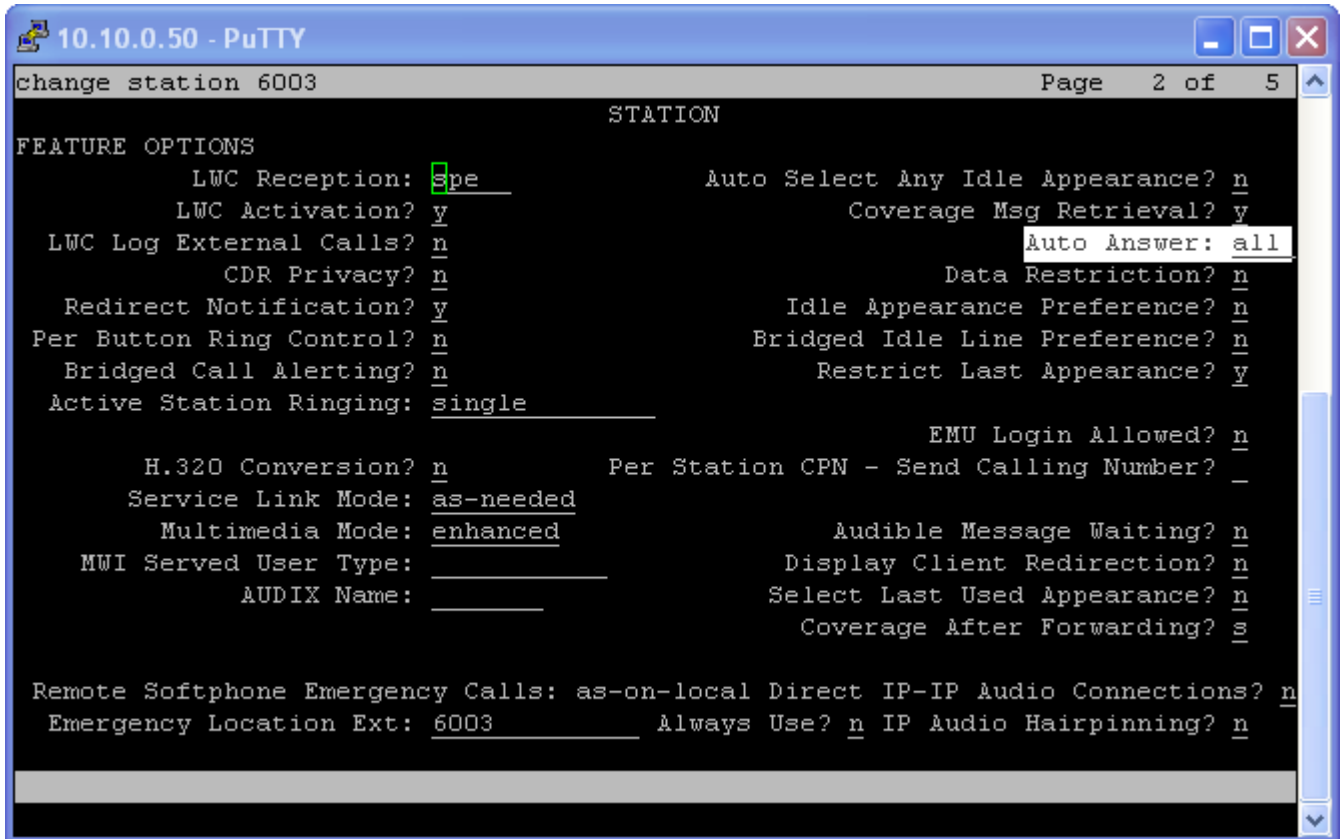


The screenshot shows a PuTTY terminal window titled "10.10.0.50 - PuTTY". The terminal displays the command "change sit-treatment" at the top. Below the command, the text "SIT TREATMENT FOR CALL CLASSIFICATION" is centered. A list of six SIT fields is shown, each followed by the value "dropped":

- SIT Ineffective Other: dropped
- SIT Intercept: dropped
- SIT No Circuit: dropped
- SIT Reorder: dropped
- SIT Vacant Code: dropped
- SIT Unknown: dropped

Below this list, the "AMD Treatment" field is also set to "dropped". At the bottom of the form, the "Pause Duration (seconds)" is set to "0.5" and the "Talk Duration (seconds)" is set to "1.5".

4. Enter the **change station n** command, where **n** is the extension of an Avaya Communication Manager station (IP Telephone or Softphone) used by an Avaya Proactive Contact Agent. On the **STATION** form, set **Auto Answer** to 'all' on **Page 2**.



10.10.0.50 - PuTTY

change station 6003 Page 2 of 5

STATION

FEATURE OPTIONS

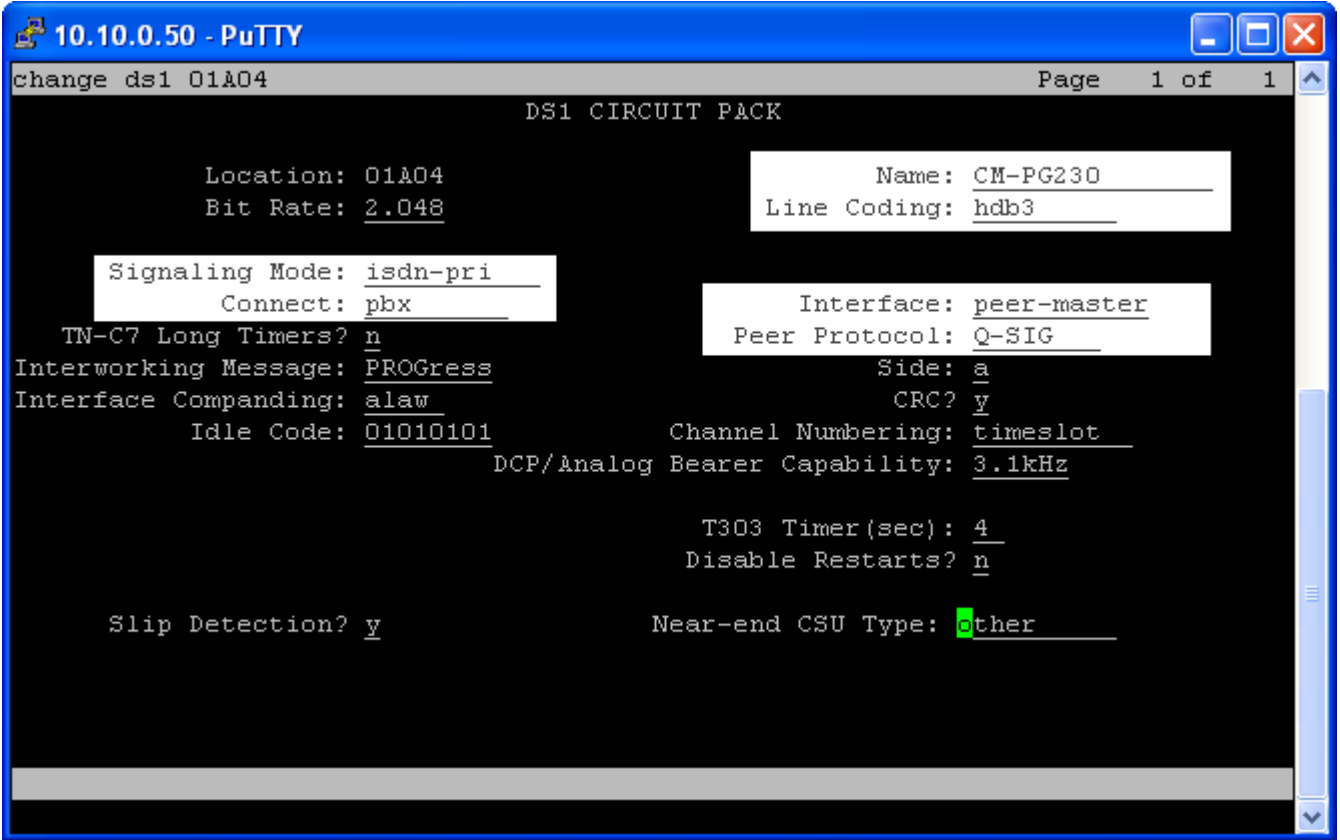
LWC Reception: <u>spe</u>	Auto Select Any Idle Appearance? <u>n</u>
LWC Activation? <u>y</u>	Coverage Msg Retrieval? <u>y</u>
LWC Log External Calls? <u>n</u>	Auto Answer: <u>all</u>
CDR Privacy? <u>n</u>	Data Restriction? <u>n</u>
Redirect Notification? <u>y</u>	Idle Appearance Preference? <u>n</u>
Per Button Ring Control? <u>n</u>	Bridged Idle Line Preference? <u>n</u>
Bridged Call Alerting? <u>n</u>	Restrict Last Appearance? <u>y</u>
Active Station Ringing: <u>single</u>	EMU Login Allowed? <u>n</u>
H.320 Conversion? <u>n</u>	Per Station CPN - Send Calling Number? <u>-</u>
Service Link Mode: <u>as-needed</u>	Audible Message Waiting? <u>n</u>
Multimedia Mode: <u>enhanced</u>	Display Client Redirection? <u>n</u>
MWI Served User Type: <u>-</u>	Select Last Used Appearance? <u>n</u>
AUDIX Name: <u>-</u>	Coverage After Forwarding? <u>s</u>

Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? n

Emergency Location Ext: 6003 Always Use? n IP Audio Hairpinning? n

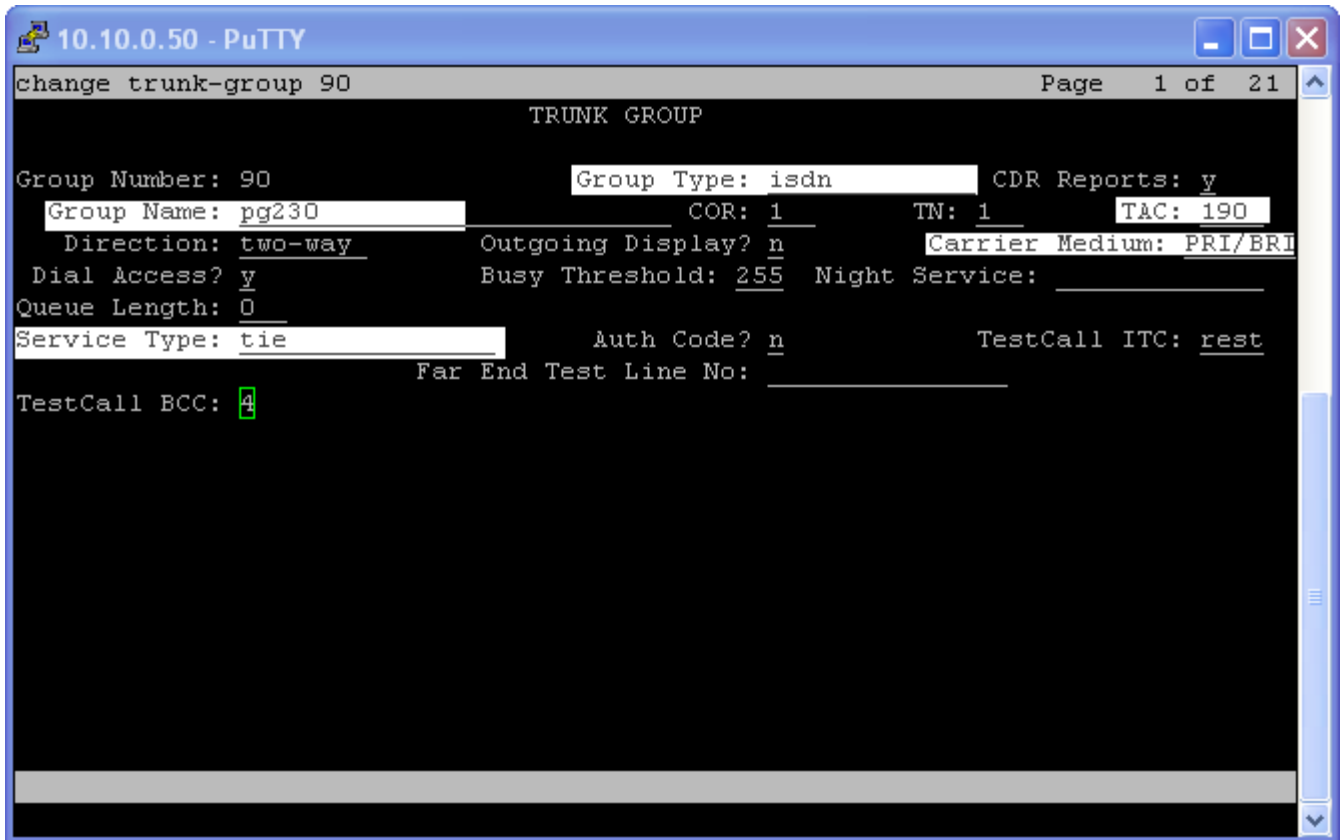
### 3.2. Configure DS1 Trunks on Avaya Communication Manager to Avaya Proactive Contact

An E1 QSIG trunk for agent dial back, outbound and transfer calls was configured between Avaya Communication Manager and Avaya PG230 Gateway. The physical link was between the Avaya PG230 Gateway and the Avaya G650 Media Gateway.

Step	Description
1.	<p>Enter the <b>add ds1 n</b> command, where <b>n</b> is the board location number of the slot occupied by an unused DS1 board. Configure the following on <b>Page 1</b>.</p> <ul style="list-style-type: none"><li>• <b>Name</b> – ‘CM-PG230’ which is simply a descriptive name.</li><li>• <b>Line Coding</b> – set to ‘hdb3’.</li><li>• <b>Signaling Mode</b> – set to ‘isdn-pri’.</li><li>• <b>Connect</b> – set to ‘pbx’.</li><li>• <b>Interface</b> – set to ‘peer-master’.</li><li>• <b>Peer Protocol</b> – set to ‘Q-SIG’.</li></ul>
	

2. Enter the **add trunk-group n** command, where **n** is an available trunk group number. Configure the following on **Page 1**.

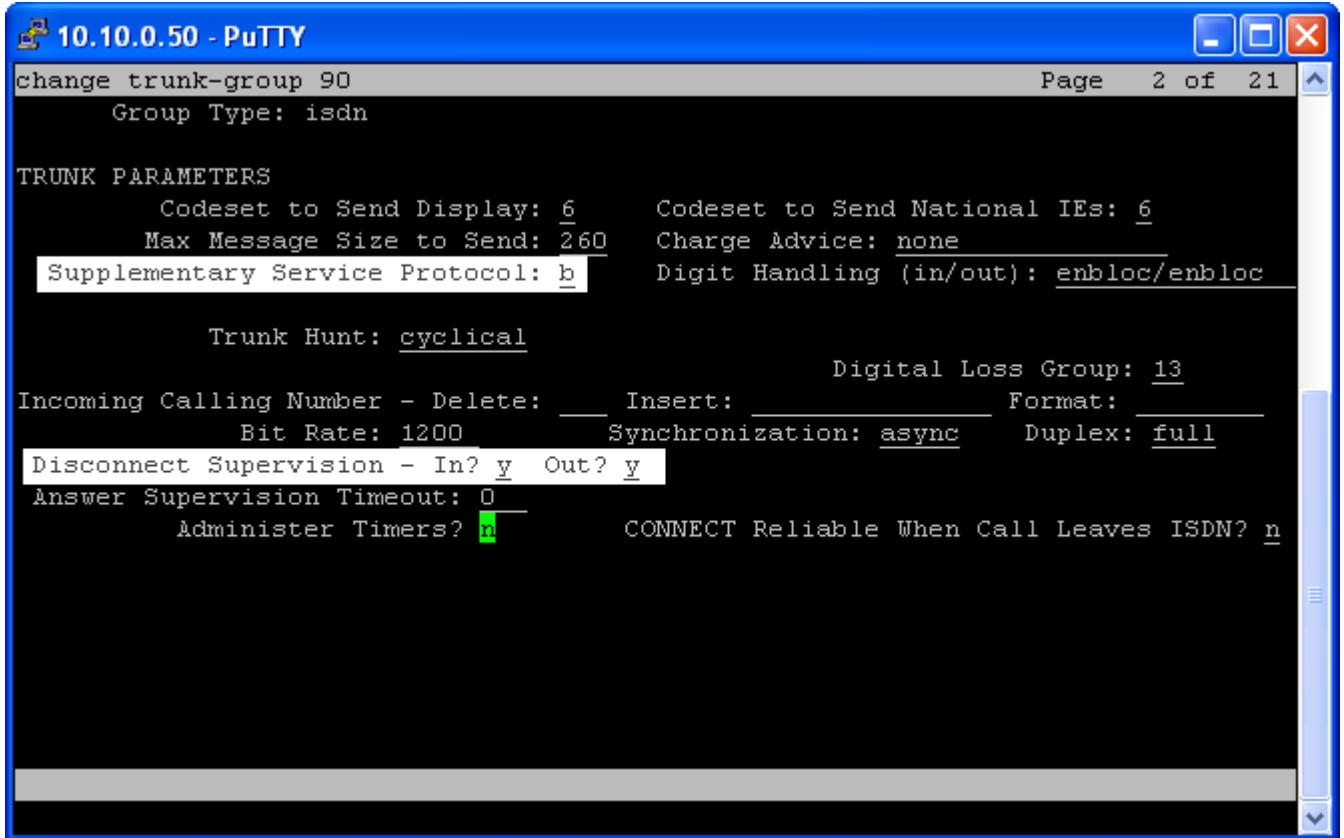
- **Group Type** – set to 'isdn'.
- **Group Name** – 'pg230' which is simply a descriptive name.
- **TAC** – enter a Trunk Access Code that is valid in the provisioned dial plan.
- **Carrier Medium** – set to 'PRI/BRI'.
- **Service Type** – set to 'tie'.



The screenshot shows a PuTTY terminal window titled "10.10.0.50 - PuTTY". The terminal displays the command "change trunk-group 90" and the "TRUNK GROUP" configuration screen. The configuration fields are as follows:

Field	Value
Group Number	90
Group Type	isdn
CDR Reports	y
Group Name	pg230
COR	1
TN	1
TAC	190
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

3. On Page 2, set **Supplementary Service Protocol** to 'b' and **Disconnect Supervision – In** to 'y' and **Out** to 'y'.

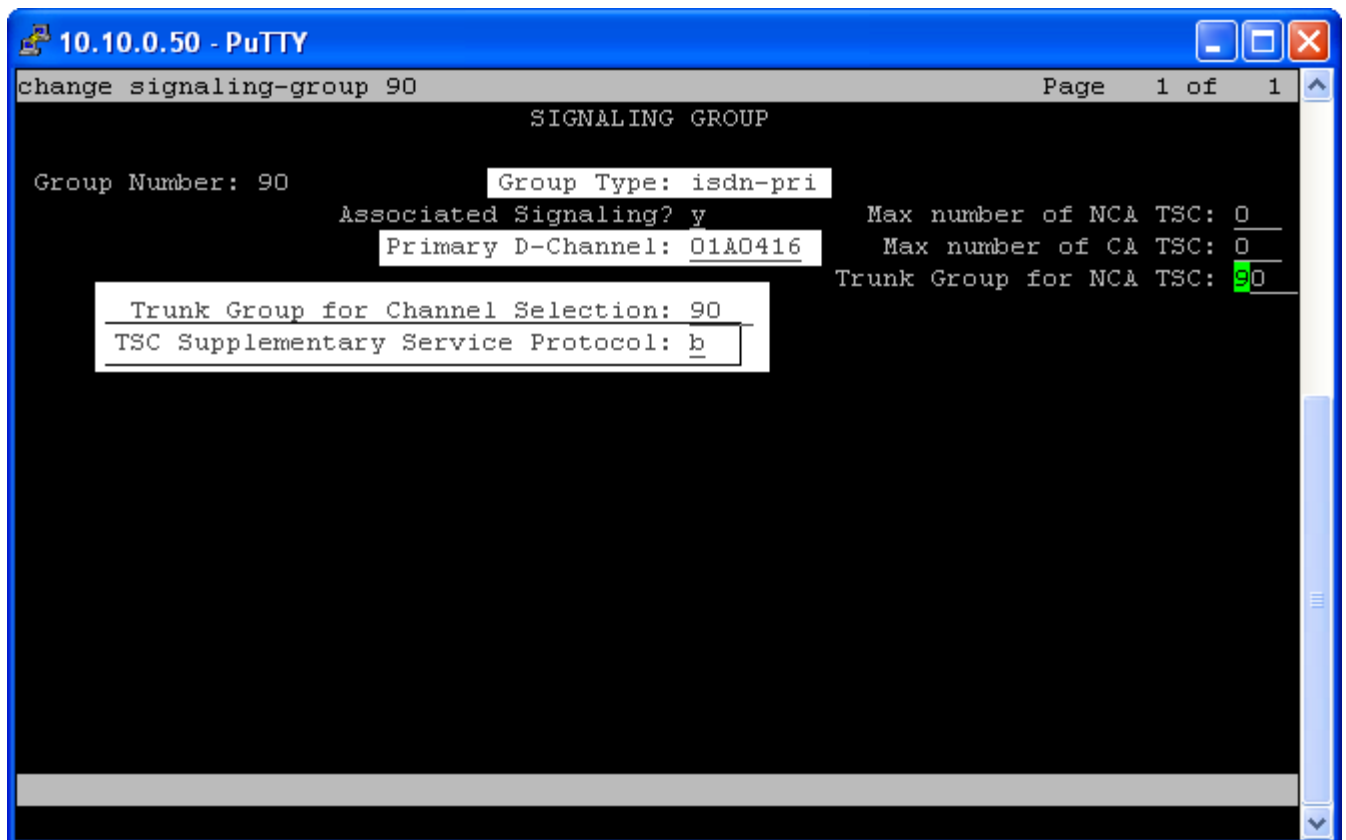


```
10.10.0.50 - PuTTY
change trunk-group 90
Group Type: isdn

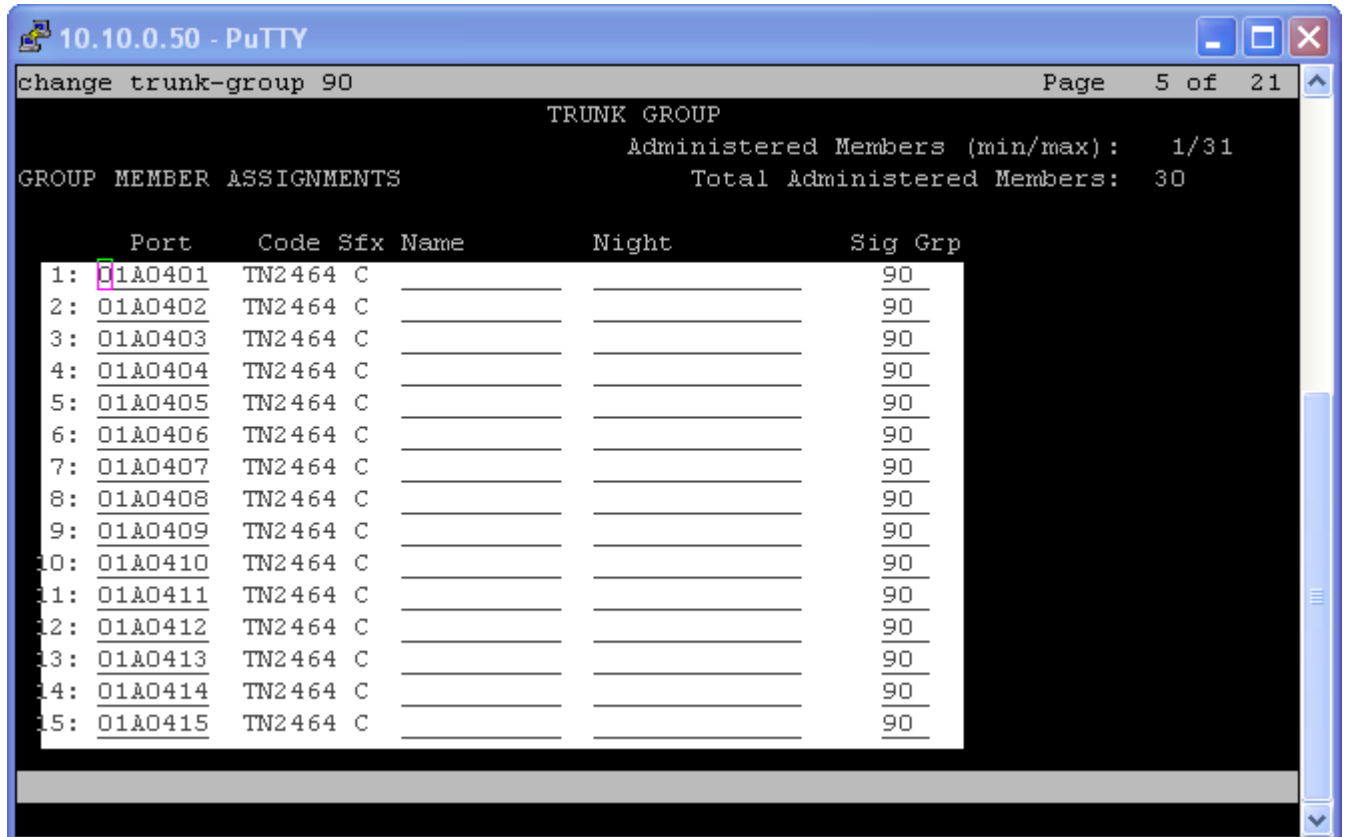
TRUNK PARAMETERS
  Codeset to Send Display: 6      Codeset to Send National IEs: 6
  Max Message Size to Send: 260  Charge Advice: none
  Supplementary Service Protocol: b  Digit Handling (in/out): enbloc/enbloc

  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
```

4. 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'.
  - **Primary D-Channel** – set to the DS1 board number followed by 16.
  - **Supplementary Service Protocol** – set to 'b'.
  - **Trunk Group for Channel Selection** – set to the trunk group number that was added in Step 2.



5. Enter the **change trunk-group n** command, where **n** is the trunk group number configured in Step 2. On **Page 3**, configure the following:
- **Port** – enter the DS1 board number followed by the trunk member number. The number of ports configured should be coordinated with the number of trunks available to the Avaya PG230 gateway.
  - **Sip Grp** – enter the number of the signaling group configured in Step 4.



```
10.10.0.50 - PuTTY
change trunk-group 90                                     Page 5 of 21

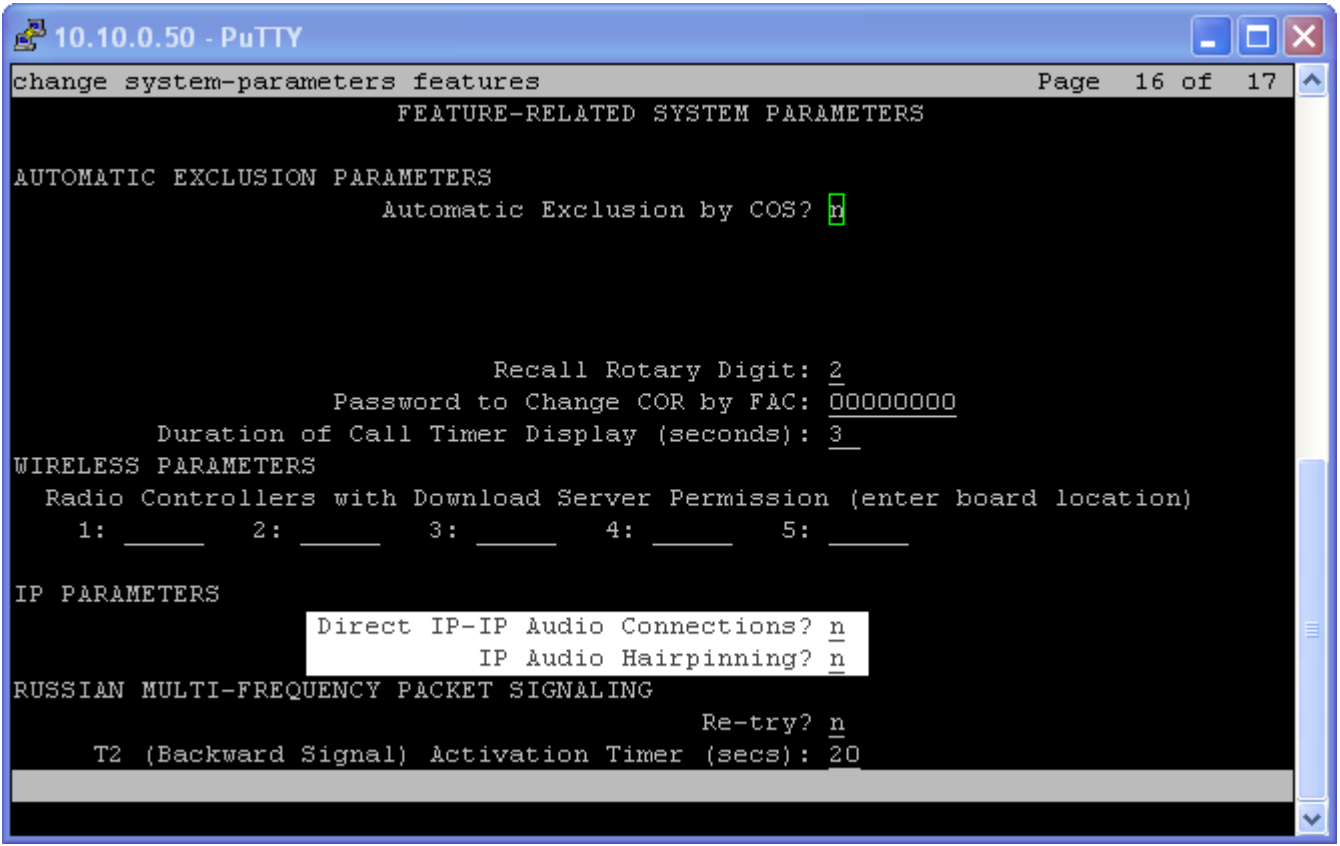
TRUNK GROUP
Administered Members (min/max): 1/31
GROUP MEMBER ASSIGNMENTS                               Total Administered Members: 30

Port      Code Sfx Name      Night      Sig Grp
1: 01A0401 TN2464 C           Night      90
2: 01A0402 TN2464 C           Night      90
3: 01A0403 TN2464 C           Night      90
4: 01A0404 TN2464 C           Night      90
5: 01A0405 TN2464 C           Night      90
6: 01A0406 TN2464 C           Night      90
7: 01A0407 TN2464 C           Night      90
8: 01A0408 TN2464 C           Night      90
9: 01A0409 TN2464 C           Night      90
10: 01A0410 TN2464 C           Night      90
11: 01A0411 TN2464 C           Night      90
12: 01A0412 TN2464 C           Night      90
13: 01A0413 TN2464 C           Night      90
14: 01A0414 TN2464 C           Night      90
15: 01A0415 TN2464 C           Night      90
```

### 3.3. Configure Avaya Communication Manager to Disable Media Shuffling

Magnetic North Optimise uses a mirrored Med-Pro port to record calls. Thus in order to record Agent calls successfully, all RTP packets must go through the Med-Pro. Since the simulated PSTN (Public Switched Telephone Network) connection in this sample configuration was a VoIP (H.323) trunk, therefore the media shuffling must be disabled in order for Agent PSTN calls to pass through the Med-Pro. Please note that Step 2 is only required when Avaya Communication Manager is connected to the PSTN through a VoIP (H.323) trunk. If not then do not disable media shuffling as media shuffling this helps in reducing the need for more MedPro resources.

Step	Description
1.	<p>Enter the <b>change system-parameters features</b> command. Configure the following on <b>Page 16</b>.</p> <ul style="list-style-type: none"><li>• <b>Direct IP-IP Audio Connections</b> – set to ‘n’.</li><li>• <b>IP Audio Hairpinning</b> – set to ‘n’.</li></ul>





2. Enter the **change signaling-group 7** command, where **7** is the signaling group number used to connect Avaya Communication Manager to the PSTN via a VoIP (H.323 in this case) trunk. Configure the following on **Page 1**. Please refer to the note at the introduction of section 3.3 as to when the media shuffling is to be disabled.
- **Direct IP-IP Audio Connections** – set to 'n'.
  - **IP Audio Hairpinning** – set to 'n'.

```
10.10.0.50 - PuTTY
change signaling-group 7                                     Page 1 of 1

SIGNALING GROUP

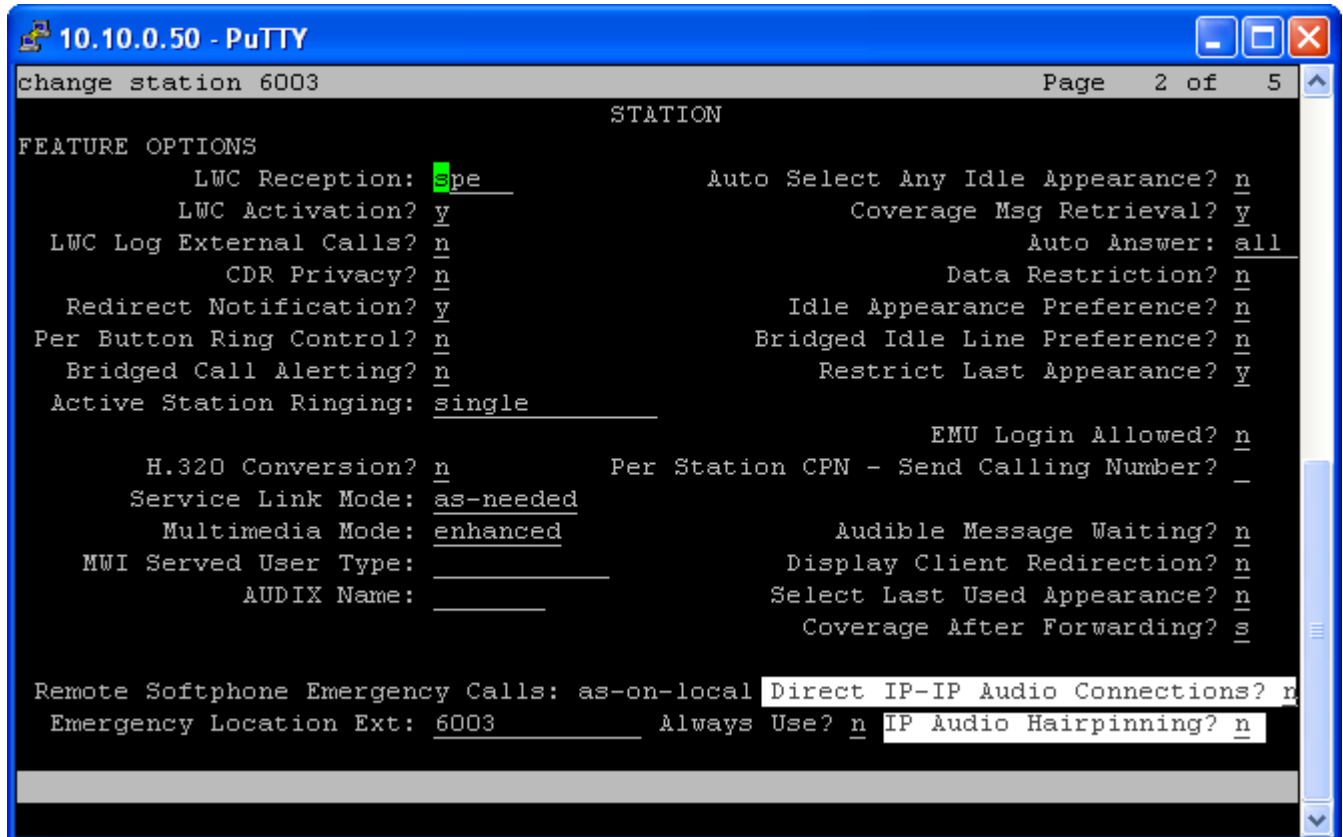
Group Number: 7      Group Type: h.323
Remote Office? n      Max number of NCA TSC: 0
SBS? n               Max number of CA TSC: 0
IP Video? n          Trunk Group for NCA TSC: 7
Trunk Group for Channel Selection: 7
TSC Supplementary Service Protocol: b
T303 Timer(sec): 10

Near-end Node Name: CLAN      Far-end Node Name: CMG700
Near-end Listen Port: 1720    Far-end Listen Port: 1720
Far-end Network Region: 1
LRQ Required? n              Calls Share IP Signaling Connection? y
RRQ Required? n

Bypass If IP Threshold Exceeded? n
H.235 Annex H Required? n
DTMF over IP: out-of-band    Direct IP-IP Audio Connections? n
Link Loss Delay Timer(sec): 90 IP Audio Hairpinning? n
Enable Layer 3 Test? y       Interworking Message: PROGRESS
                              DCP/Analog Bearer Capability: 3.1kHz
```

3. Enter the **change station n** command, where **n** is the extension of an Avaya Communication Manager station (IP Telephone or Softphone) used by an Avaya Proactive Contact Agent. Configure the following on **Page 2**. Repeat this step for every station used by an Avaya Proactive Contact Agent.

- **Direct IP-IP Audio Connections** – set to 'n'.
- **IP Audio Hairpinning** – set to 'n'.



## 4. Configure Avaya Proactive Contact 3.0

This section describes the configuration required on the Avaya Proactive Contact Server and Avaya Proactive Contact Supervisor to configure Avaya Proactive Contact with PG230 Gateway for outbound calling. The following steps should be followed:

- Configure Avaya Proactive Contact configuration files.
- Configure and start Avaya Proactive Contact processes.
- Configure Avaya Proactive Contact agent accounts.
- Configure an outbound job.
- Configure Avaya Proactive Contact PG230 Gateway.

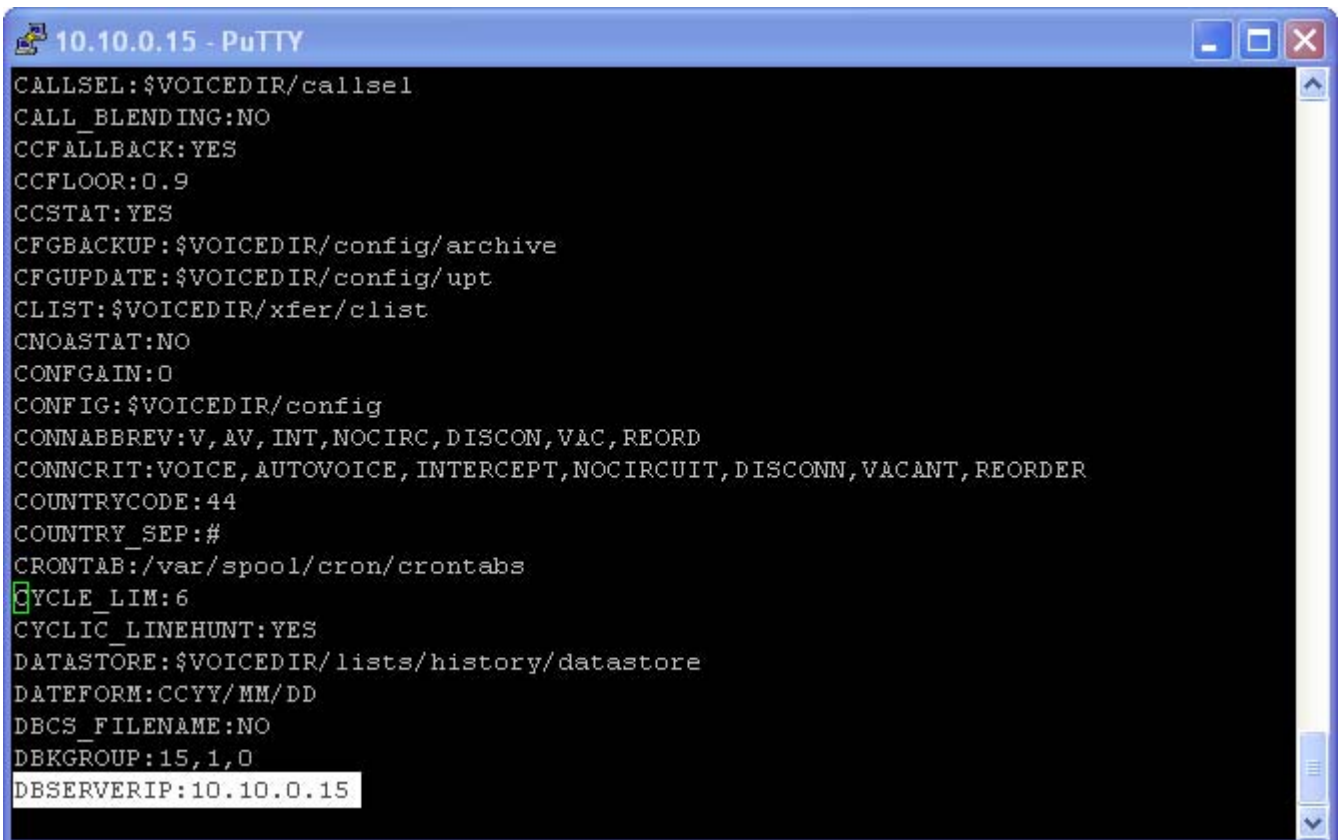
### 4.1. Configure Avaya Proactive Contact configuration files

The following files need to be configured on Avaya Proactive Contact:

- master.cfg
- opmon.cfg
- dgswitch.cfg
- voicemail.cfg
- telephony.spt
- hosts

Step	Description
1.	Log in to the Proactive Contact server with an administrative login.

2. The master.cfg file sets the basic parameters for the operation of Avaya Proactive Contact. Configure the following parameters in the master.cfg file located in the opt/avaya/pds/etc directory.
- **DBSERVERIP** – set to the IP of the Oracle Database Server.
  - **DIALERID** – set to '1'.
  - **IICB\_HOST** – set to the hostname of the Avaya Proactive Contact server.
  - **NAMESERVICEHOST** – set to the hostname of the Avaya Proactive Contact server.
  - **OPERATORS** – set to the number of outbound agents.
  - **OPLIMIT** - set to the number of outbound agents (I -> Inbound, O-> Outbound, M -> Mixed) to match the number of stations that were configured in Avaya. Please note that for Outbound Jobs only configurations, only O needs to be set.
- Communication Manager in Section 3.1 step 4.
- **PORTS** – set to the number of trunks on Avaya Communication Manager.
  - **PRIMARY** – set to 'YES'.
  - **SWITCHTYPE** – set to 'DIGITAL'.




```
10.10.0.15 - PuTTY
CALLSEL:$VOICEDIR/callsel
CALL_BLENDING:NO
CCFALLBACK:YES
CCFLOOR:0.9
CCSTAT:YES
CFGBACKUP:$VOICEDIR/config/archive
CFGUPDATE:$VOICEDIR/config/upt
CLIST:$VOICEDIR/xfer/clist
CNOASTAT:NO
CONFGAIN:0
CONFIG:$VOICEDIR/config
CONNABBREV:V, AV, INT, NOCIRC, DISCON, VAC, REORD
CONNCRIT:VOICE, AUTOVOICE, INTERCEPT, NOCIRCUIT, DISCONN, VACANT, REORDER
COUNTRYCODE:44
COUNTRY_SEP:#
CRONTAB:/var/spool/cron/crontabs
CYCLE_LIM:6
CYCLIC_LINEHUNT:YES
DATASTORE:$VOICEDIR/lists/history/datastore
DATEFORM:CCYY/MM/DD
DBCS_FILENAME:NO
DBKGROUP:15,1,0
DBSERVERIP:10.10.0.15
```

```
10.10.0.15 - PuTTY
DDSTAPE:/dev/rmt/0m
DEBUGDIR:$ROOTDIR/debug
DEFAULT:vt100
DIALERID:1
DIAL_POUND:#
DIAL_STAR:*
DISABLE_EDIT_AUTOEND:NO
DISP_MBOX_NUM:1
DNCDIR:$VOICEDIR/dnc
DONOTCALL:NO
ENVDIR:/opt/avaya/envdir
ETC_DIR:$VOICEDIR/etc
EVMON:$VOICEDIR/config/evmon.cfg
EXPERTCALLING:WQU
FTPDIR:$VOICEDIR/xfer/public
GOLDDIR_BLEND:$ROOTDIR/oldsys/opt/avaya/pab
GOLDDIR_DIALER:$ROOTDIR/oldsys/opt/avaya/pds
GOLDDIR_ROOT:$ROOTDIR/oldsys
HELP:$VOICEDIR/help
HISTORY:$VOICEDIR/lists/history
HISTRPT:$VOICEDIR/histrpt
HOOKFLASH:500
HOT_STRAT:NO
```

```
10.10.0.15 - PuTTY
IGNORE_LOCALE_CTYPE:NO
ICBMON_LOG:NO
IICB_HOST:lzpds2
IICB_INSTANCE:1
IICB_TYPE:master
IMONDISPLAY:TALKING,Y;UPDATE,Y;IDLE,Y;OFFLINE,N;LINKING,N;ACQUIRED,N;RELEASED,N
IMONREFRESH:15
INBNDSYS:NO
INBPORTLOGIN:NO
INFINITE:NO
INTERNATIONAL:NO
INTERNETMONDIR:$VOICEDIR/imon
INTERNETMONITOR:NO
IPCDIR:$VOICEDIR/ipc
ISDN_LOG:NO
IVR_DIR:$VOICEDIR/ivr
IVR_INTEGRATION:NO
JOB:$VOICEDIR/job
JOBLINK:YES
JOBSTART:NO
KEYTABS:$VOICEDIR/ktbs
LANG:
LANGUAGE:$VOICEDIR/language
```

```
10.10.0.15 - PuTTY
MAXRECSIZE:2048
MAXSCRIPTLINES:1500
MAXSELECT:40
MAXSORT:10
MAXSTRATEGY:40
MENUS:$VOICEDIR/menus
MESSAGEDIR:$VOICEDIR/switch/voice
MONITORFRQ:60
MQQUEUEFILE:msgdump
X_ID:1
NAMESERVICEHOST:lzpds2
NO_LETTERS:Nn
NSIORFILE:ns_ior
NUISANCE:NO
NUISANCE_FILE:$VOICEDIR/lists/nuisance.xml
NUISANCE_REFRESH:30
NUISANCE_TIME:2
NUM_OF_PBXS:1
ONEBASE_RECORDNUM:NO
OPERATORS:5
OPINACTIMEOUT:30,5
OPLIMIT:I=5,O=5,B=5,P=5,M=5
OPTIMEOUT:5
```

```
10.10.0.15 - PuTTY
PCANAL:$VOICEDIR/xfer/public/pcanal
PDSVER:3.0
PFPNAME:iws
PORTACQ:60,30
PORTCOEF:2
PORTS:15
PRIMARY:YES
PRODCRONDIR:$VOICEDIR/config/prodcron
PROTECTFLD:NO
QUOTA:16-35,51-85,89-95,98
RECALL_INTERVAL:10
RECALL_NOTIFY:2
RECALL_NUMOFTRY:2
REC_REL_PROMPT:YES
RELEASE_PROMPT_NO:0
REPORTDIR:$VOICEDIR/reports
REPORTGEN:$VOICEDIR/reportgen
ROOTDIR:/opt/avaya
RTSTATS:YES
RUNSHADOW:wait1_f
SCRIPTS:$VOICEDIR/scripts
SCRNBLD:$VOICEDIR/scrnbld
SCRN_SPOOLER:pds_pg
```



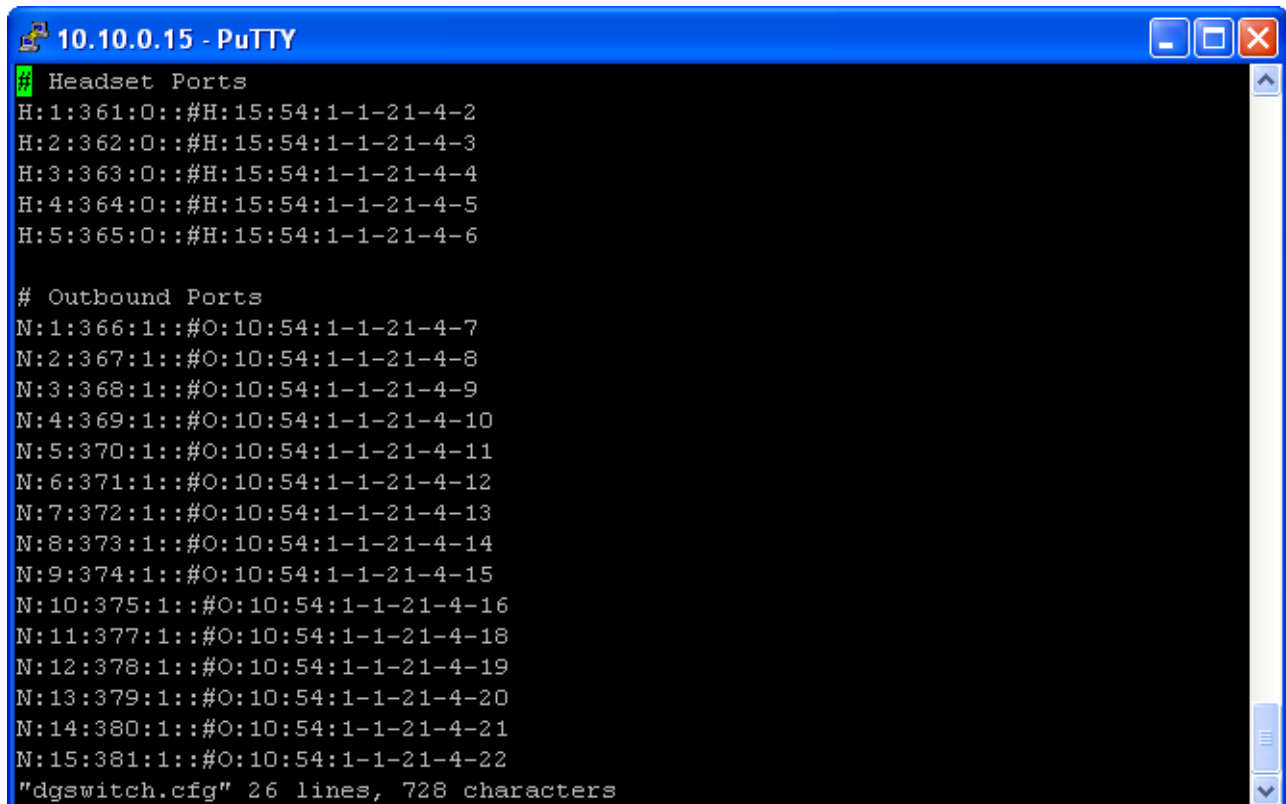
```
10.10.0.15 - PuTTY
SCRN_SPOOLER:pds_pg
SHELLDIR:$VOICEDIR/shell
SHELLMSG:$VOICEDIR/language/sh_eng.msg
SHORTSVRTIME:NO
SILENCE_DETECTION:NO
SIMULTANEOUS_ACQUIRES:NO
SKIP_LOCK_TIME:0
SWITCHNAME:switch1
SWITCHPORTS:2048,2049,2050
SWITCHTESTMODE:NO
SWITCHTYPE:DIGITAL
#SWITCHTYPE:SOFTDIALER
SYNCDIR:$VOICEDIR/config/data
SYSOPS:1
SYS_ID:HPUX, 11.00
TAPE:$VOICEDIR/tape
TAPEHI:/dev/rmt/2hsn
TAPELO:/dev/rmt/2msn
TERMCAP:$VOICEDIR/etc/termcap
TOOLS DIR:$VOICEDIR/tools
TRANSPORTS:5
TRANSFER_TIMEOUT:0
TZ:GMTOST
```

3. The opmon.cfg file configures the agent headset line handling for establishing the audio link to agents. Configure the following parameter in the opmon.cfg file located in the /opt/avaya/pds/config directory. In the following configuration 1 to 5 ports on PG230 are reserved for headsets and 15 ports are reserved for Outbound Agent lines and 1 port is configured for Transfer Port. This is showed in detail in step 4.
  - **DIALBACK** – set to the number of active headsets. (This is the number of outbound agents that will be administered in Avaya Proactive Contact.)

[illegible]



4. Configure the dgswitch.cfg file located in the /opt/avaya/pds/config directory to have the same number of **Headset Ports** rows as the number of outbound agents and the same number of **Outbound Ports** rows as the number of outbound trunks. In the sample configuration, there were 5 outbound agents, 15 outbound trunks and 1 transfer trunk. Please note below that 1-1-21-4 is the card number on the PG230 Gateway, and there are ports from 2 to 27, 5 of which (ports 2 to 6) configured as Headset ports and 15 of which (ports 7 to 22) configured as Outbound ports, and the remaining ports (23 to 27) configured as Transfer Ports.



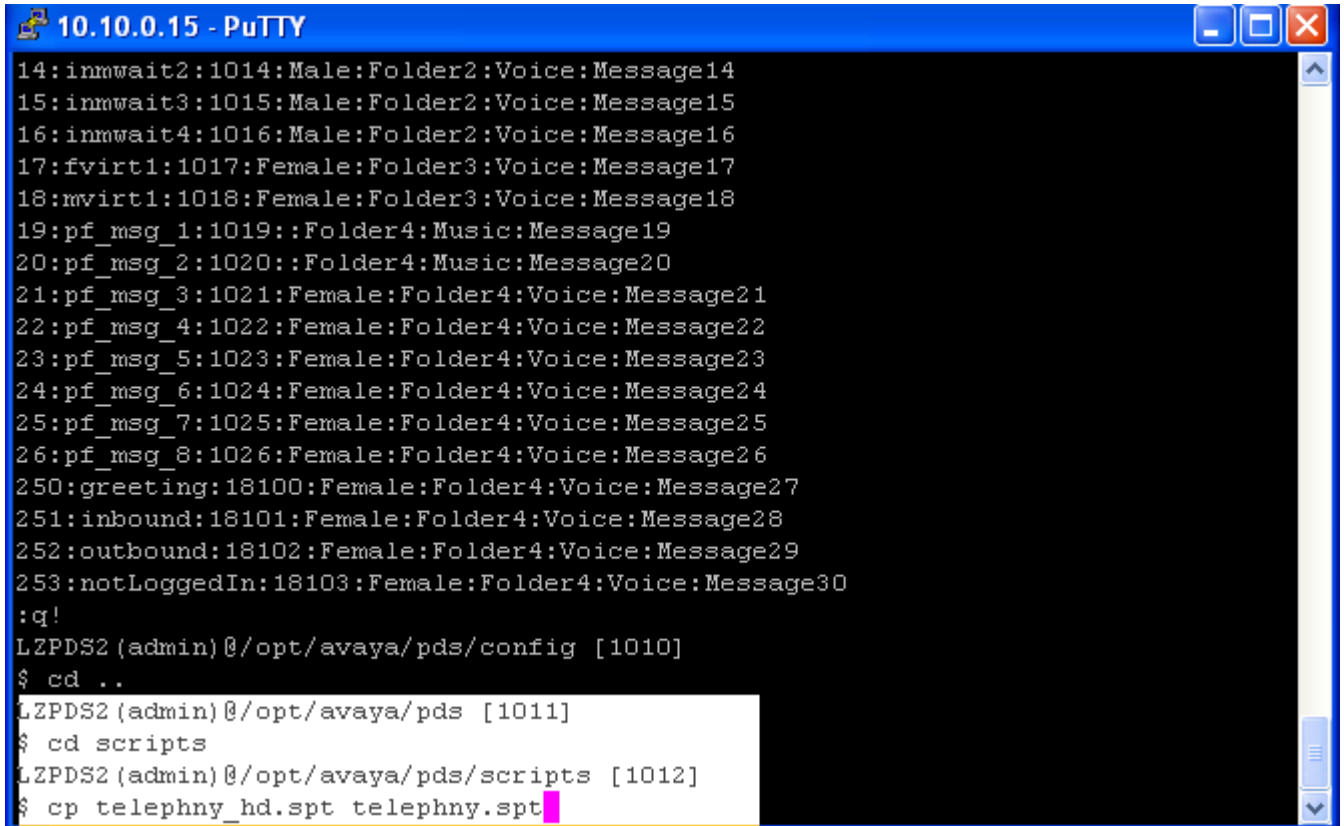
```
10.10.0.15 - PuTTY
# Headset Ports
H:1:361:0::#H:15:54:1-1-21-4-2
H:2:362:0::#H:15:54:1-1-21-4-3
H:3:363:0::#H:15:54:1-1-21-4-4
H:4:364:0::#H:15:54:1-1-21-4-5
H:5:365:0::#H:15:54:1-1-21-4-6

# Outbound Ports
N:1:366:1::#O:10:54:1-1-21-4-7
N:2:367:1::#O:10:54:1-1-21-4-8
N:3:368:1::#O:10:54:1-1-21-4-9
N:4:369:1::#O:10:54:1-1-21-4-10
N:5:370:1::#O:10:54:1-1-21-4-11
N:6:371:1::#O:10:54:1-1-21-4-12
N:7:372:1::#O:10:54:1-1-21-4-13
N:8:373:1::#O:10:54:1-1-21-4-14
N:9:374:1::#O:10:54:1-1-21-4-15
N:10:375:1::#O:10:54:1-1-21-4-16
N:11:377:1::#O:10:54:1-1-21-4-18
N:12:378:1::#O:10:54:1-1-21-4-19
N:13:379:1::#O:10:54:1-1-21-4-20
N:14:380:1::#O:10:54:1-1-21-4-21
N:15:381:1::#O:10:54:1-1-21-4-22
"dgswitch.cfg" 26 lines, 728 characters
```

```
10.10.0.15 - PuTTY
H:3:363:0::#H:15:54:1-1-21-4-4
H:4:364:0::#H:15:54:1-1-21-4-5
H:5:365:0::#H:15:54:1-1-21-4-6

# Outbound Ports
N:1:366:1::#O:10:54:1-1-21-4-7
N:2:367:1::#O:10:54:1-1-21-4-8
N:3:368:1::#O:10:54:1-1-21-4-9
N:4:369:1::#O:10:54:1-1-21-4-10
N:5:370:1::#O:10:54:1-1-21-4-11
N:6:371:1::#O:10:54:1-1-21-4-12
N:7:372:1::#O:10:54:1-1-21-4-13
N:8:373:1::#O:10:54:1-1-21-4-14
N:9:374:1::#O:10:54:1-1-21-4-15
N:10:375:1::#O:10:54:1-1-21-4-16
N:11:377:1::#O:10:54:1-1-21-4-18
N:12:378:1::#O:10:54:1-1-21-4-19
N:13:379:1::#O:10:54:1-1-21-4-20
N:14:380:1::#O:10:54:1-1-21-4-21
N:15:381:1::#O:10:54:1-1-21-4-22
#
# Transfer Ports
T:1:12:1::#T:12:1-1-21-4, ports 23-27
```

5. Navigate to the /opt/avaya/pds/scripts directory. Make a copy of the telephny\_hd.spt file and name it 'telephny.spt'.



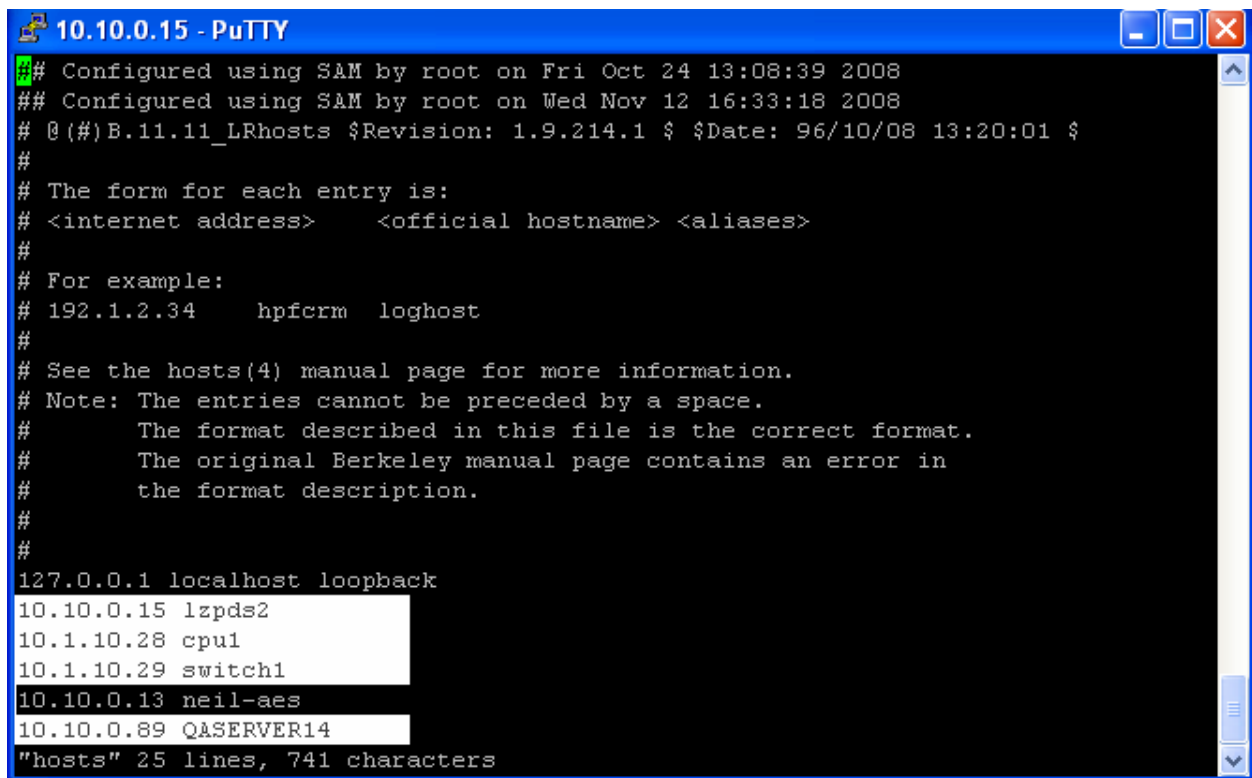
```
10.10.0.15 - PuTTY
14:innwait2:1014:Male:Folder2:Voice:Message14
15:innwait3:1015:Male:Folder2:Voice:Message15
16:innwait4:1016:Male:Folder2:Voice:Message16
17:fvirt1:1017:Female:Folder3:Voice:Message17
18:mvirt1:1018:Female:Folder3:Voice:Message18
19:pf_msg_1:1019::Folder4:Music:Message19
20:pf_msg_2:1020::Folder4:Music:Message20
21:pf_msg_3:1021:Female:Folder4:Voice:Message21
22:pf_msg_4:1022:Female:Folder4:Voice:Message22
23:pf_msg_5:1023:Female:Folder4:Voice:Message23
24:pf_msg_6:1024:Female:Folder4:Voice:Message24
25:pf_msg_7:1025:Female:Folder4:Voice:Message25
26:pf_msg_8:1026:Female:Folder4:Voice:Message26
250:greeting:18100:Female:Folder4:Voice:Message27
251:inbound:18101:Female:Folder4:Voice:Message28
252:outbound:18102:Female:Folder4:Voice:Message29
253:notLoggedIn:18103:Female:Folder4:Voice:Message30
;q!
LZPDS2 (admin) @/opt/avaya/pds/config [1010]
$ cd ..
LZPDS2 (admin) @/opt/avaya/pds [1011]
$ cd scripts
LZPDS2 (admin) @/opt/avaya/pds/scripts [1012]
$ cp telephny_hd.spt telephny.spt
```

6. Enable auto-start (following reboot) of the database, middle-tier services and Avaya Proactive Contact processes by adding the following lines to the mts\_script, db\_script, and pds\_script files located in the /etc/rc.config.d directory.
- DB\_START=1**  
**MTS\_START=1**  
**PDS\_START=1**

7. Add the hostnames of the machines running the Magnetic North Optimise and the Avaya Proactive Contact server. Also add a hostname for the 2<sup>nd</sup> Ethernet Connection between the Avaya Proactive Contact server and the Avaya Proactive Contact PG230 Gateway (this connection is referred to as the internal connection).

Type the command **vi /etc/hosts** and add the following entries:

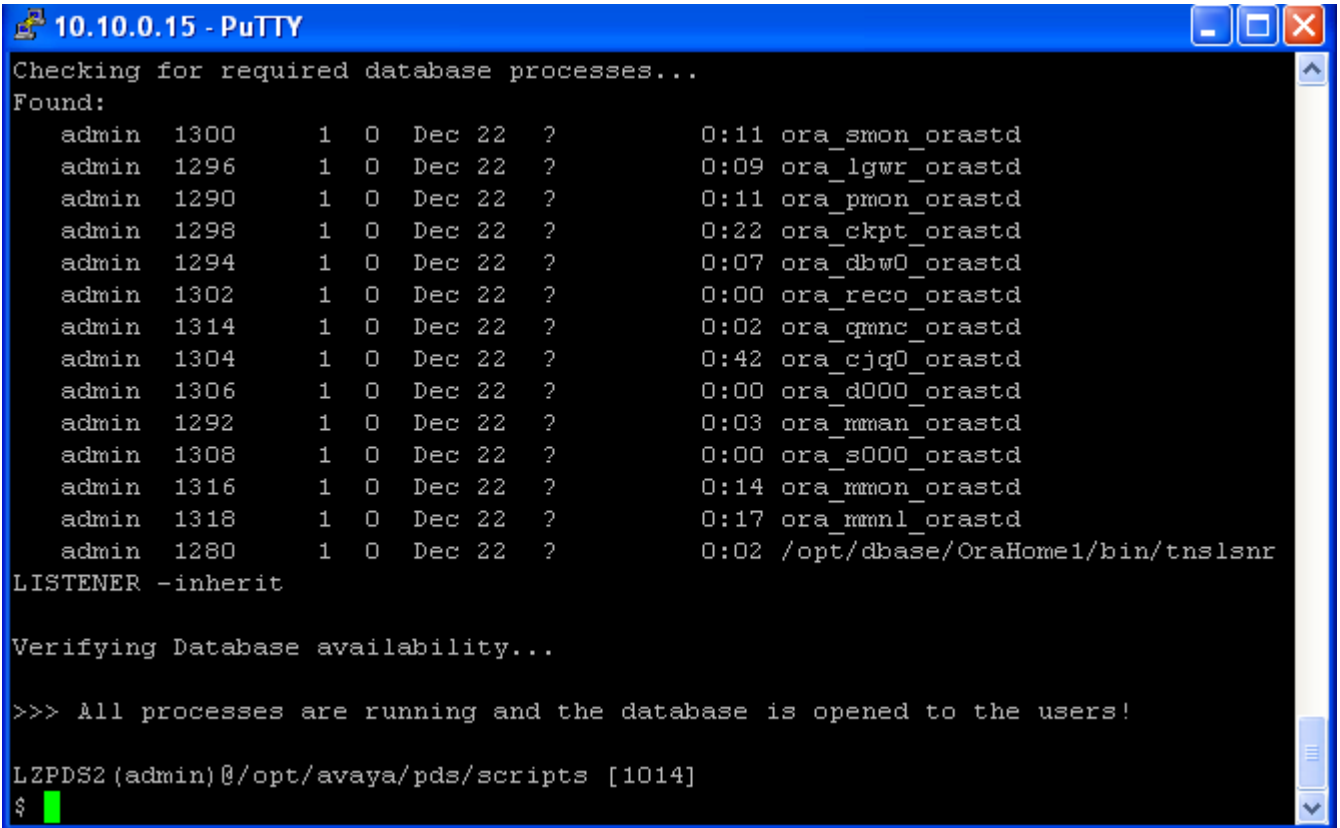
- **10.10.0.15 lzpds2** - the IP address and hostname for the Avaya Proactive Contact server.
- **10.1.10.28 cpu1** – the IP address and hostname for the Avaya Proactive Contact server for the internal connection with the Avaya PG230 Gateway.
- **10.1.10.29 switch1** – the IP address and hostname of the Avaya PG230 Gateway on the internal connection.
- **10.10.0.89 QASERVER14** - the IP address and hostname of the Magnetic North Optimise server.

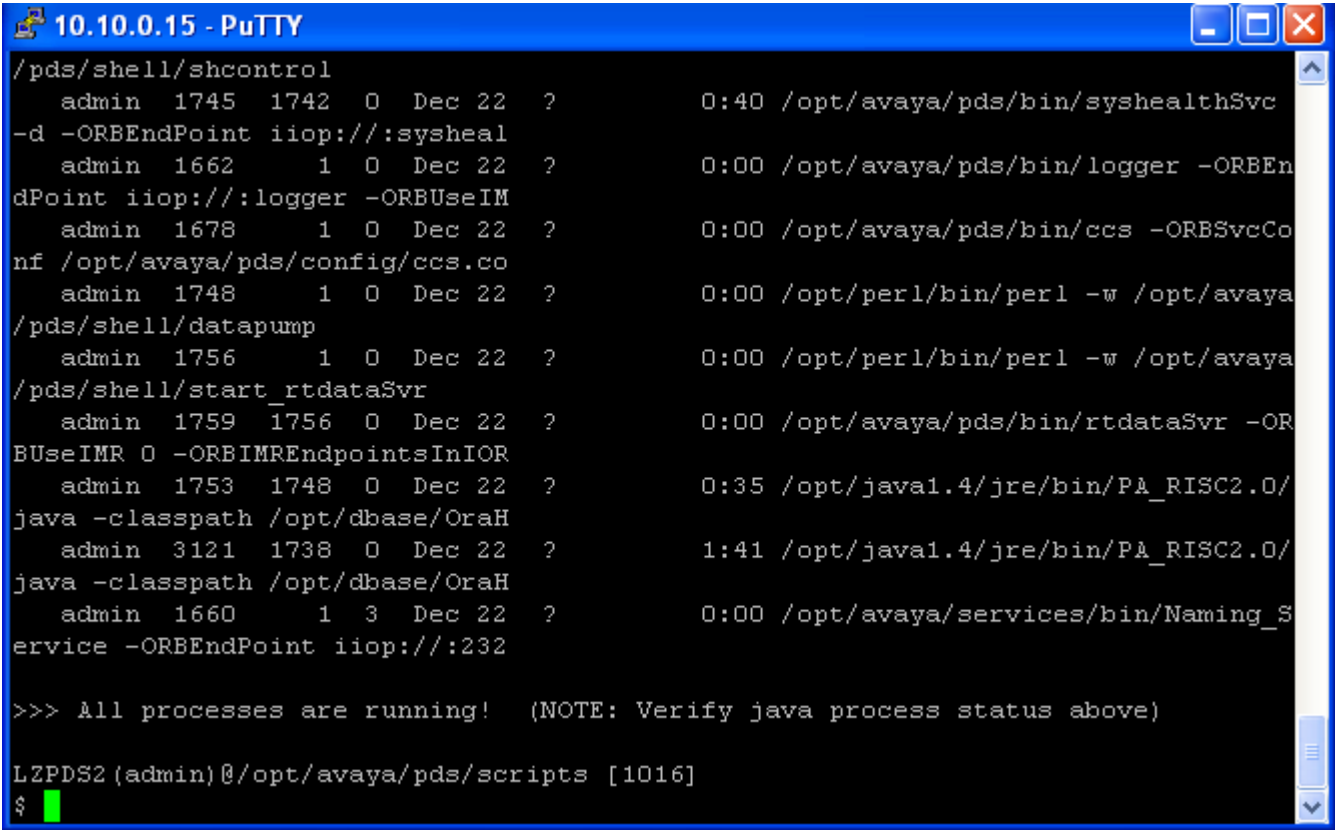


```
10.10.0.15 - PuTTY
# Configured using SAM by root on Fri Oct 24 13:08:39 2008
## Configured using SAM by root on Wed Nov 12 16:33:18 2008
# @(#)B.11.11_LRhosts $Revision: 1.9.214.1 $ $Date: 96/10/08 13:20:01 $
#
# The form for each entry is:
# <internet address>    <official hostname> <aliases>
#
# For example:
# 192.1.2.34    hpfcrm  loghost
#
# See the hosts(4) manual page for more information.
# Note: The entries cannot be preceded by a space.
#       The format described in this file is the correct format.
#       The original Berkeley manual page contains an error in
#       the format description.
#
#
127.0.0.1 localhost loopback
10.10.0.15 lzpds2
10.1.10.28 cpu1
10.1.10.29 switch1
10.10.0.13 neil-aes
10.10.0.89 QASERVER14
"hosts" 25 lines, 741 characters
```

## 4.2. Configure and start Avaya Proactive Contact Processes

This section describes how to configure and start the Avaya Proactive Contact processes on the Avaya Proactive Contact server.

Step	Description
1.	<p>To start the database, log in with administrative privileges. From the command prompt, type 'start_db'. Verify the database is properly running by typing 'check_db' at the command prompt. If 'The database is not opened to the users' message is displayed, do the following:</p> <ol style="list-style-type: none"><li>1. Run the '/opt/dbase/dbscripts/db_install_schema.sh' script to install the Proactive Contact 3 schema from the Command prompt.</li><li>2. Type the 'check_db' command. The following message should be given 'All processes are running and the database is opened to the users'.</li></ol>
	
2.	<p>Verify the database configuration file has the correct information. Verify that the /opt/dbase/OraHome1/network/admin/listener.ora file has the Avaya Proactive Contact server hostname that would be used by elements external to Avaya Proactive Contact such as Avaya Communication Manager or Optimise.</p>
3.	<p>Configure the middle tier services (mts) for Avaya Proactive Contact by typing 'mtsconfigure' from the command prompt on the Avaya Proactive Contact server.</p>

4.	<p>To start the mts processes, do the following:</p> <ol style="list-style-type: none"> <li>1. Start the mts processes by typing 'start_mts' at the command prompt</li> <li>2. Type 'check_mts' at the command prompt. The message 'All processes are running' should be displayed.</li> </ol> 
5.	<p>Configure the Avaya Proactive Contact processes by typing 'pdsconfigure' from the command prompt.</p>
6.	<p>To start the Avaya Proactive Contact processes, do the following:</p> <ol style="list-style-type: none"> <li>1. Start the Avaya Proactive Contact processes by typing 'start_pds' at the command prompt</li> <li>2. Type 'check_pds' at the command prompt. The message 'All processes running' should be displayed.</li> </ol>

```
10.10.0.15 - PuTTY
admin 2702      1 0 Dec 22 ?      0:00 agent -d
admin 2710      1 0 Dec 22 ?      0:01 ao_recall
admin 2706      1 0 Dec 22 ?      0:00 recall_rmp
admin 2699      1 0 Dec 22 ?      0:00 listserver
admin 2606      1 0 Dec 22 ?      0:02 opmon
admin 2529      1 0 Dec 22 ?      0:00 switcher
admin 2506      1 0 Dec 22 ?      0:00 job_strter
admin 2499      1 0 Dec 22 ?      0:00 agentcount
admin 2494      1 0 Dec 22 ?      0:18 enservice -ORBEndpoint iiop://:en
server -ORBUseIMR 0 -ORBIMREndp
admin 2746      1 0 Dec 22 ?      0:00 dccserver -ORBEndpoint iiop://:d
ccs -ORBUseIMR 0 -ORBIMREndpoin
admin 2495      1 0 Dec 22 ?      0:01 datamgr
admin 2485      1 0 Dec 22 ?      0:00 soe_routed
admin 2486      1 0 Dec 22 ?      0:00 soe_routed
admin 1659      1 0 Dec 22 ?      0:00 signalit
admin 2489      1 0 Dec 22 ?      0:00 conn_mgr
admin 2792      1 0 Dec 22 ?      0:03 hdsc -ORBEndpoint iiop://:hdsc -
ORBUseIMR 0 -ORBIMREndpointsInI

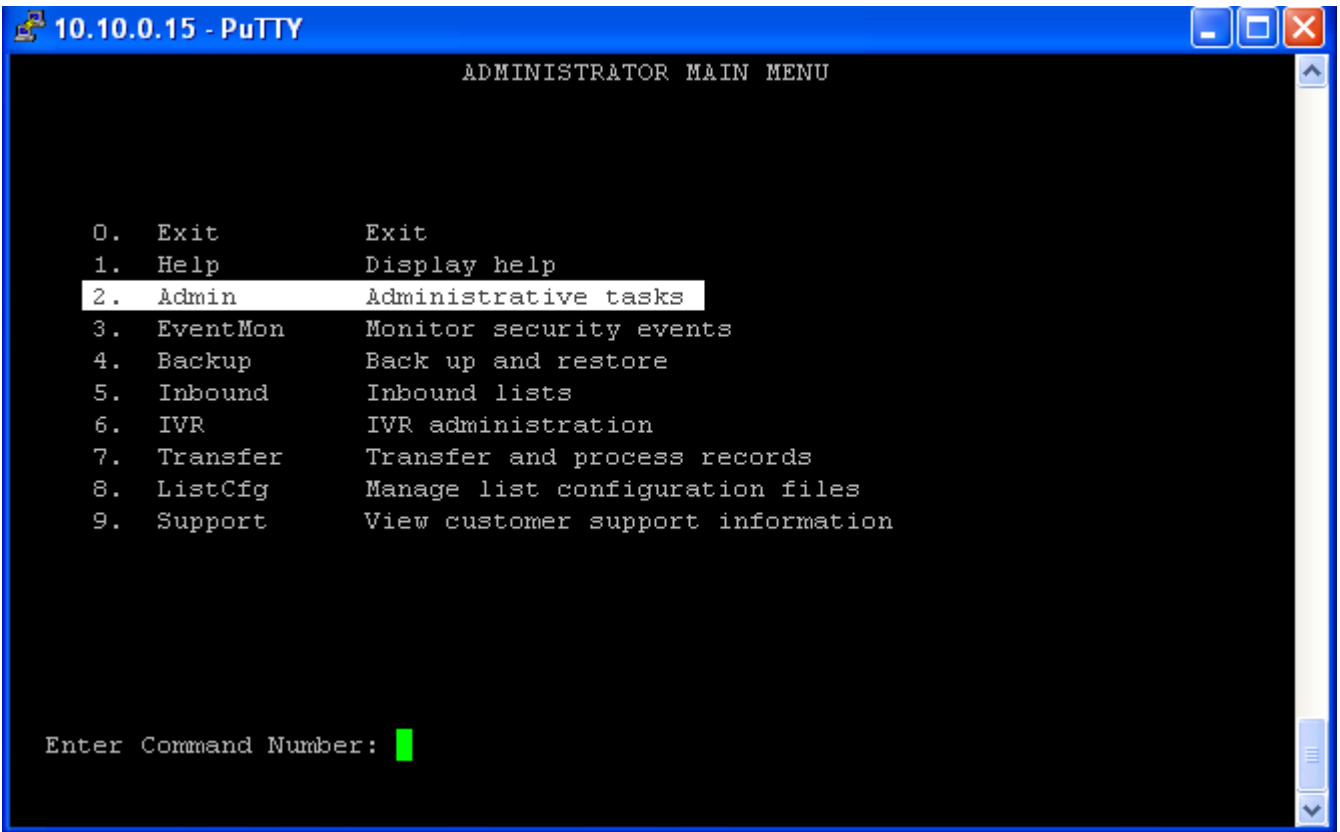
>>> All processes running!

LZPDS2 (admin) @ /opt/avaya/pds/scripts [1018]
$
```

### 4.3. Configure Avaya Proactive Contact Agent Accounts

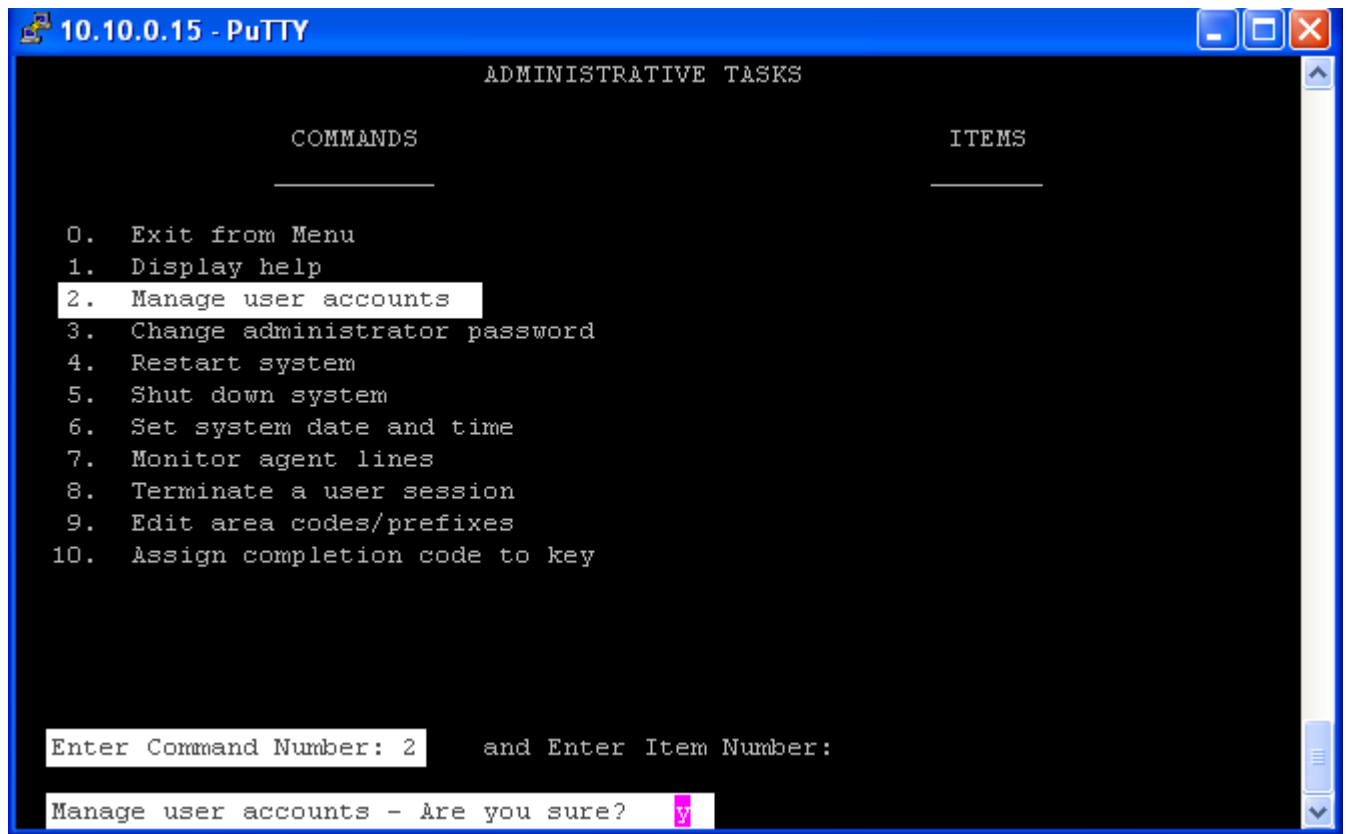
An agent account needs to be set up for each agent that logs in to Avaya Proactive Contact. One of the ways to set up an agent account is via the UNIX-based interface to Avaya Proactive Contact using telnet.

The Agent is added in Avaya Proactive Contact server which is automatically assigned an Agent-ID. This Agent account can use any extension on Avaya Communication Manager. On the Avaya Proactive Contact Agent login screen, the Agent account username and password, along with the extension of an Avaya Communication Manager phone, must be entered.

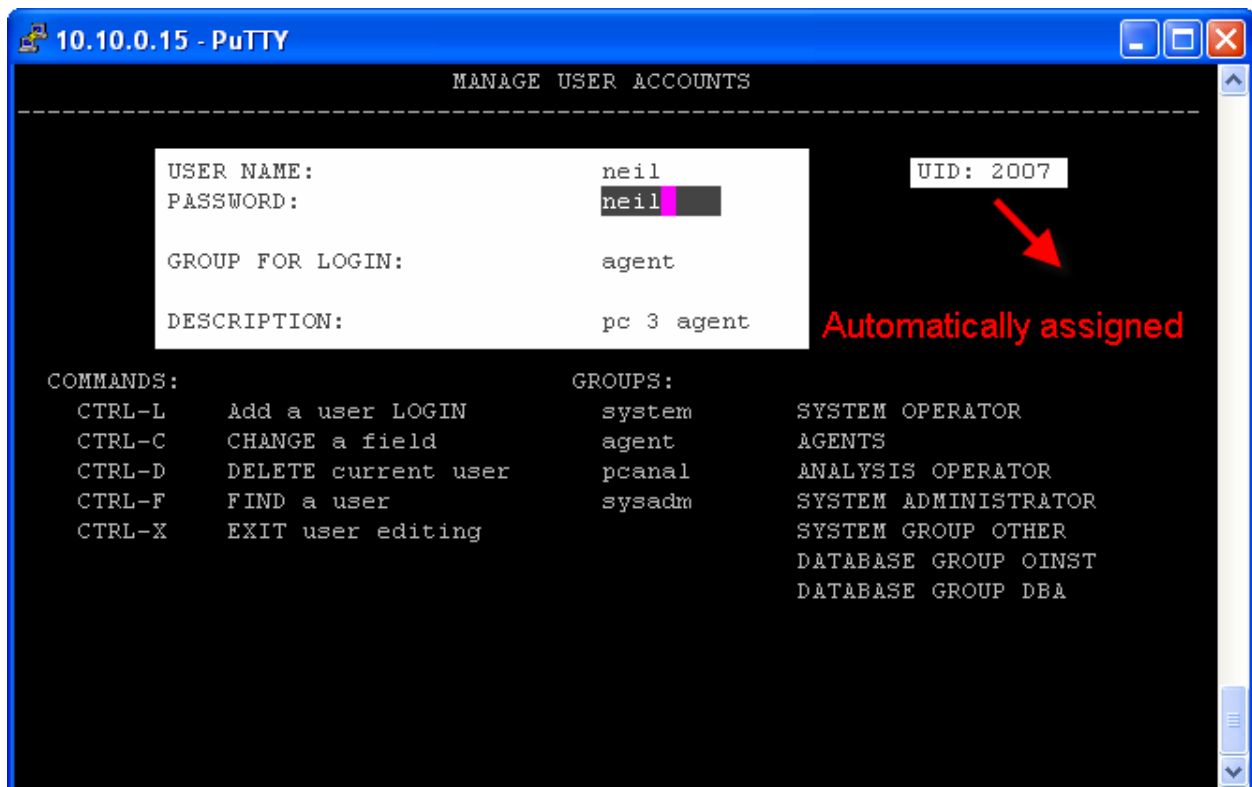
Step	Description
1.	<p>Log in to Avaya Proactive Contact with administrative privileges. To add an agent account, from the command prompt type 'go menus'. Then type 'menu sysadm'. This will bring up the <b>ADMINISTRATOR MAIN MENU</b> screen. Select <b>Administrative tasks</b> by entering '2' in the <b>Enter Command Number</b> prompt.</p> 



2. Select **Manage user accounts** by entering '2' in the **Enter Command Number** prompt, and enter 'y' in the **Manager user accounts – Are you sure?** prompt.



3. Press **CTRL-L** to add a new agent login. Enter values in the **USER NAME**, **PASSWORD**, **GROUP FOR LOGIN** and **DESCRIPTION** fields, and press **Enter**. Repeat this for each agent that will log in to Avaya Proactive Contact. Press **CTRL-X** to exit the screen and enter 'y' at the **Save Changes?** prompt. Please note that when creating an Agent account an automatic Agent ID is assigned to each agent account. In the screenshot below, the Agent ID assigned is 2007. This can be seen on the top right side indicated as UID: 2007.

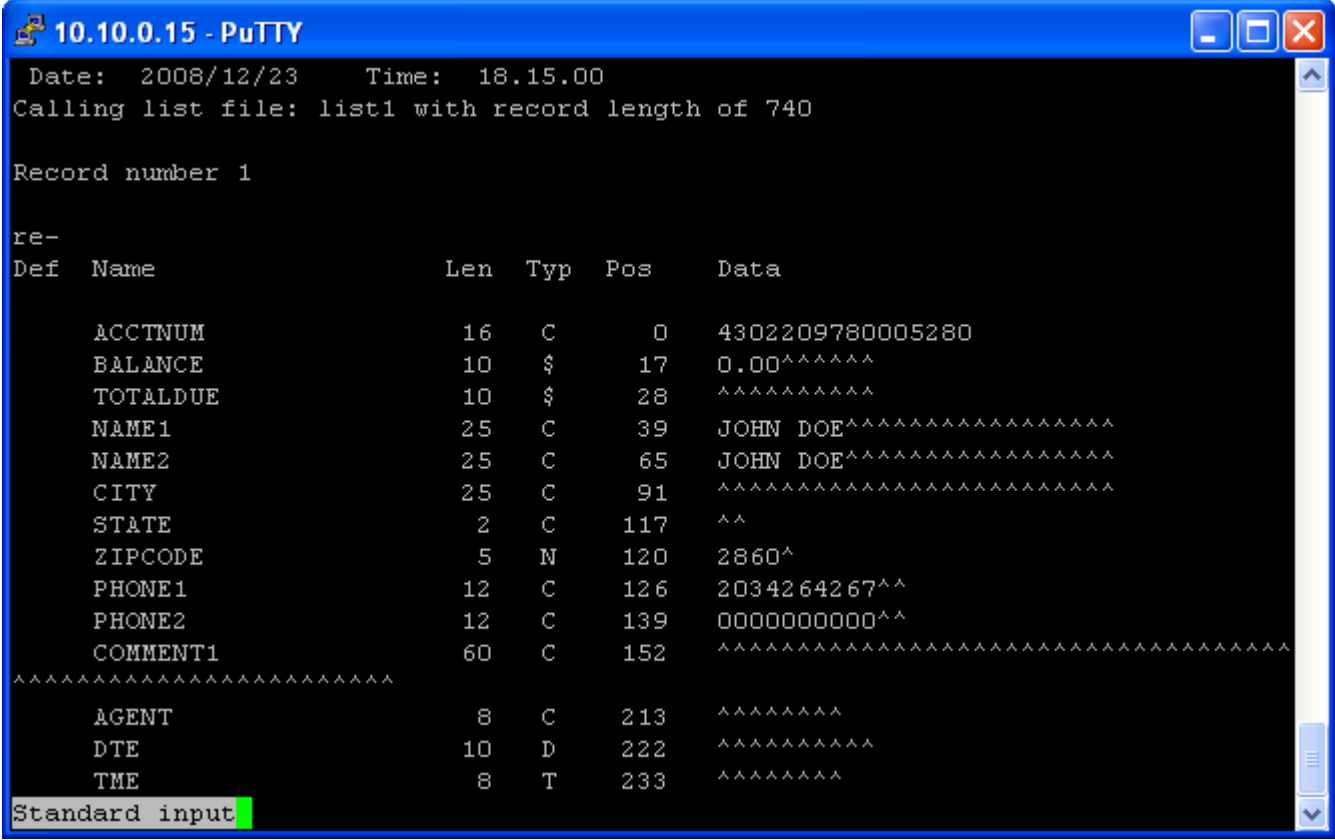


## 4.4. Configure an Outbound Job

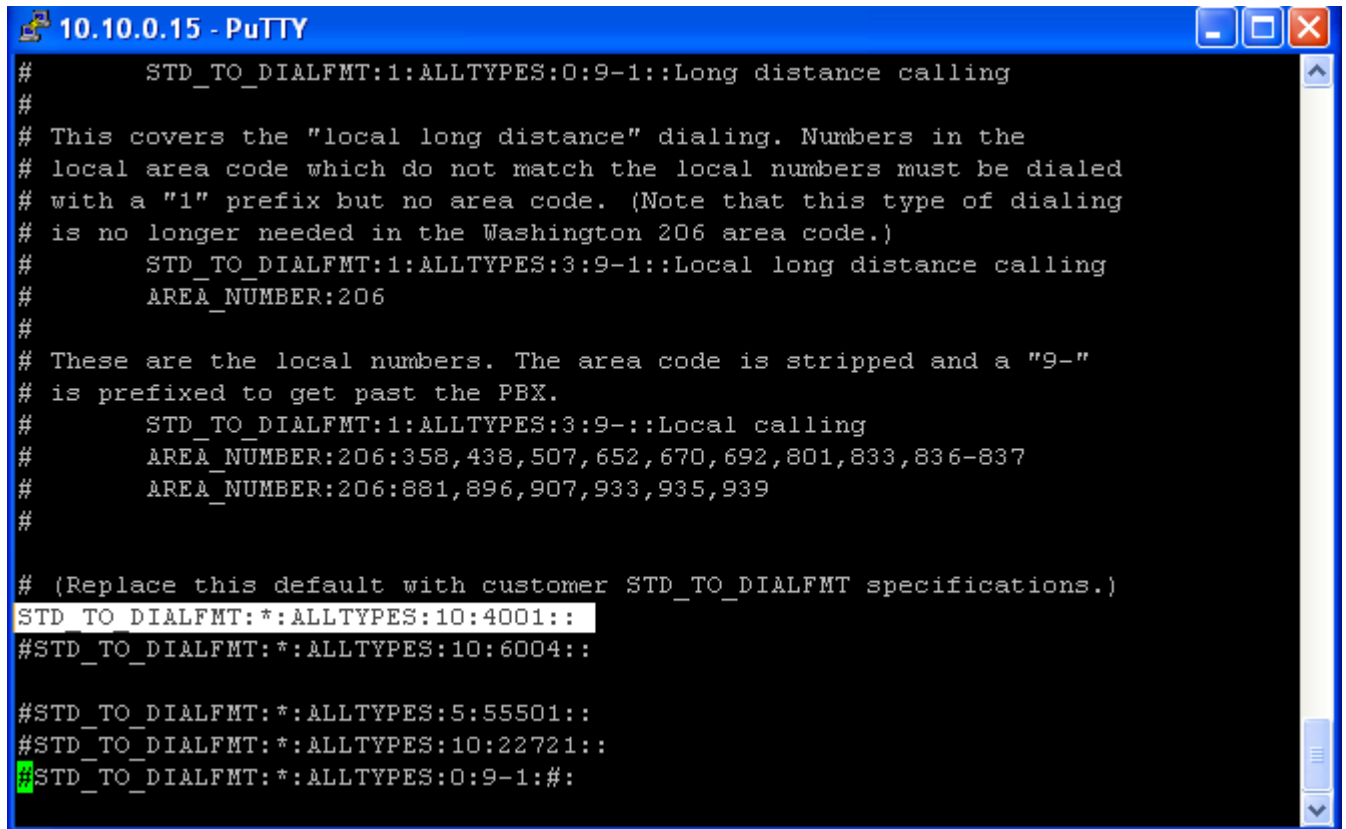
A job integrates a calling list, phone strategy, record selection, and other settings to allow outbound calls to be placed and receive inbound calls. A calling list is a file that contains customer records. A phone strategy is a set of instructions that tells Avaya Proactive Contact when and how to place calls to customers, which customer phone number to dial, and the frequency of calls. Avaya Proactive Contact uses record selections to determine which records to use to place phone calls during a job. A record selection contains rules or selection criteria. The following steps are needed to configure an outbound job:

- Create a calling list.
- Configure a phone strategy.
- Configure a record selection.
- Configure a job.

#### 4.4.1. Create a Calling List

Step	Description
1.	<p>There is a sample calling list (<b>list1</b>) in the system located in the '/opt/avaya/pds/xfer/clist' directory. The calling list phone numbers can be modified as needed for Avaya Communication Manager to use Automatic Route Selection (ARS) to route the calls. From the command prompt:</p> <ol style="list-style-type: none"> <li>1. Type 'go clist' at the command prompt to go to the clist directory. All calling lists are found in this directory.</li> <li>2. Type 'fdictdump -d list1   more' to view the content of list1.</li> </ol> 

2. Use the **phonefmt.cfg** file to change the format of the phone number from the calling list to the format needed by Avaya Communication Manager. The file is located in the /opt/avaya/pds/config directory. The example below shows the digit '4001' being added to each number after erasing all 10 digits of the original number before it is sent to Avaya Communication Manager to be dialed. Essentially in this sample configuration 4001 is continuously dialed by all Agents. Please note that the numbers changed here should match the dial plan on Avaya Communication Manager.



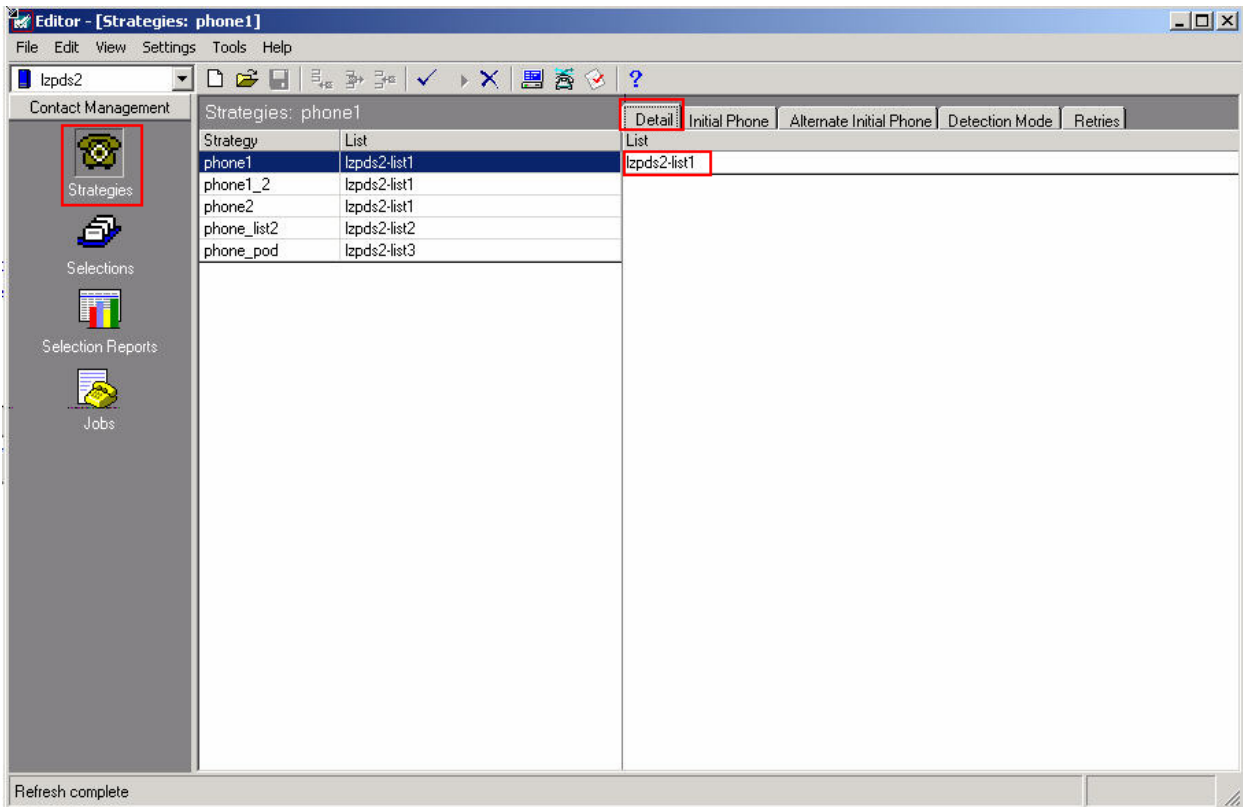
```
#      STD_TO_DIALFMT:1:ALLTYPES:0:9-1::Long distance calling
#
# This covers the "local long distance" dialing. Numbers in the
# local area code which do not match the local numbers must be dialed
# with a "1" prefix but no area code. (Note that this type of dialing
# is no longer needed in the Washington 206 area code.)
#      STD_TO_DIALFMT:1:ALLTYPES:3:9-1::Local long distance calling
#      AREA_NUMBER:206
#
# These are the local numbers. The area code is stripped and a "9-"
# is prefixed to get past the PBX.
#      STD_TO_DIALFMT:1:ALLTYPES:3:9-::Local calling
#      AREA_NUMBER:206:358,438,507,652,670,692,801,833,836-837
#      AREA_NUMBER:206:881,896,907,933,935,939
#
# (Replace this default with customer STD_TO_DIALFMT specifications.)
STD_TO_DIALFMT: *:ALLTYPES:10:4001::
#STD_TO_DIALFMT: *:ALLTYPES:10:6004::

#STD_TO_DIALFMT: *:ALLTYPES:5:55501::
#STD_TO_DIALFMT: *:ALLTYPES:10:22721::
STD_TO_DIALFMT: *:ALLTYPES:0:9-1:#:
```

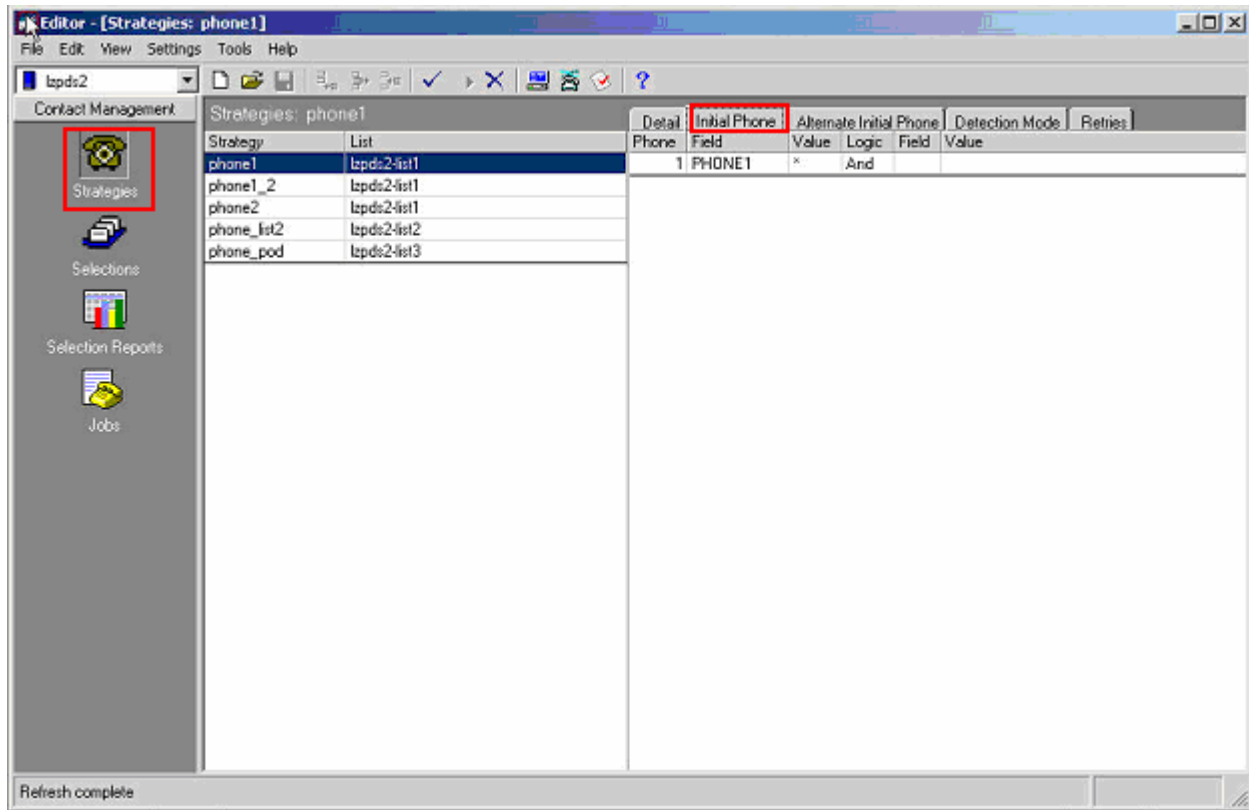
### 4.4.2. Configure a Phone Strategy

This section describes how to modify the existing sample strategy using the Avaya Supervisor Editor. The following parameters can be defined for each phone strategy:

- The phone number to call first.
- The number of rings allowed before disconnecting.
- The time to wait before retrying a phone number that was busy, unanswered, or disconnected.
- The phone number to call if the first phone number is not answered.
- The number of times to retry a busy phone number.
- The number of times to call a phone number before switching to an alternate phone number.
- The types of calls to be passed to an agent when the Avaya Proactive Contact detects an answer.

Step	Description
1.	From the workstation that is installed with Avaya Proactive Contact Supervisor, select <b>Start -&gt; Programs -&gt; Avaya -&gt; Proactive Contact 3.0 -&gt; Supervisor -&gt; Editor</b> to log in to the Avaya Supervisor 3.0 Editor tool. Log in with a supervisor user name and password.
2.	<p>The <b>Editor</b> window will appear. Click <b>Strategies</b> on the left pane and select the sample strategy 'phone1'. On the right side of the window, select the <b>Detail</b> tab and select the sample calling list from the drop down list.</p> 

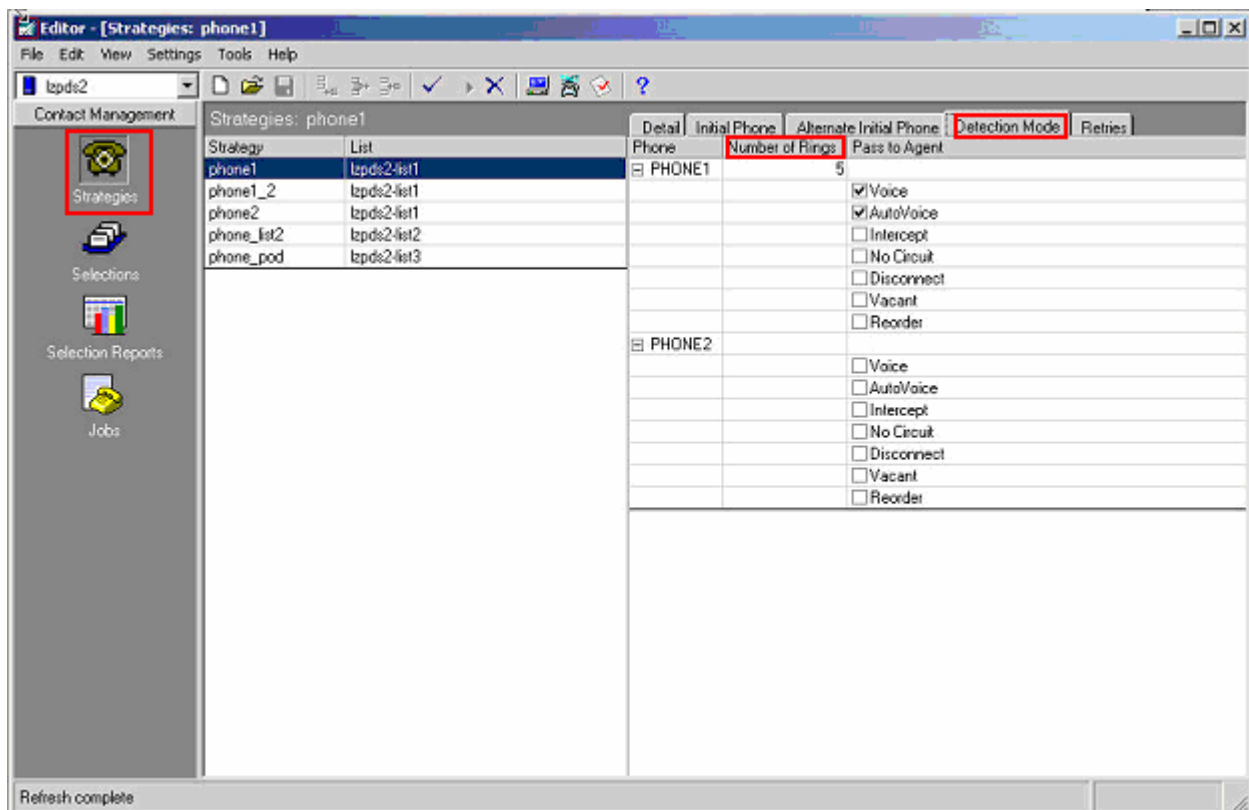
3. In the **Initial Phone** tab, select 'Phone1' from the drop-down list in the **Field** field. In the remaining fields, specify the restrictions. For example, to call all records in the calling list, type a '\*' in the **Value** field. The remaining fields: **Logic**, **Field**, and **Value** are optional.



4. The **Alternate Initial Phone** tab is optional and is not configured in this sample configuration. In the **Detection Mode** tab, click the **Number of Rings** field and use the drop down list to select a number. Use the check boxes to specify which types of calls to pass to agents, and then click **Next**.

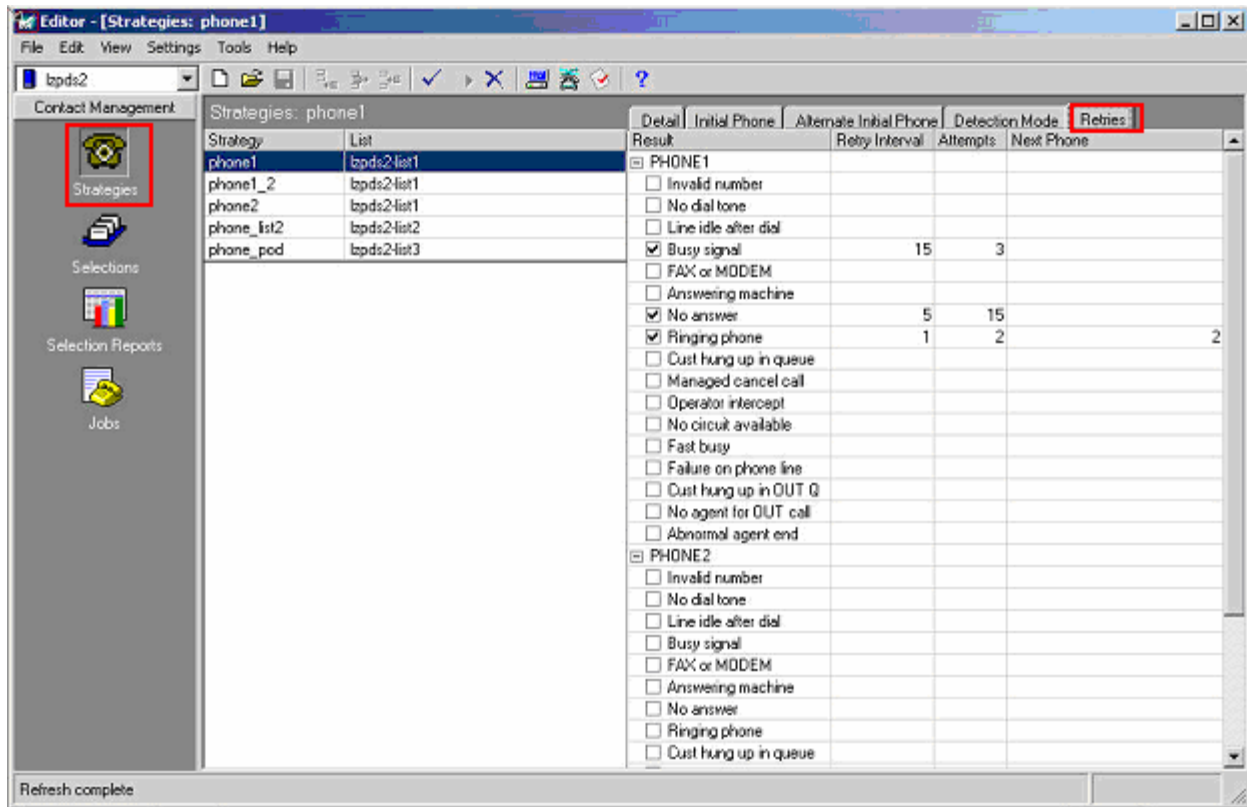
The following parameters can be selected to specify which types of calls to pass to agents:

- Voice – Human voice
- Auto Voice – Answering machine
- Intercept – Operator intercept
- No Circuit – No circuit available
- Vacant – Vacant number
- Reorder – Reorder





5. Select the **Retries** tab, and check the fields in the **Result** column that should be used by Avaya Proactive Contact for the retry criteria. For example, if Avaya Proactive Contact detects a busy signal on the first call attempt, it will retry based on the 'Busy signal' values on this pane. For each result selected, enter a value in the **Retry Interval** (minutes), **Attempts**, and **Next Phone** columns.



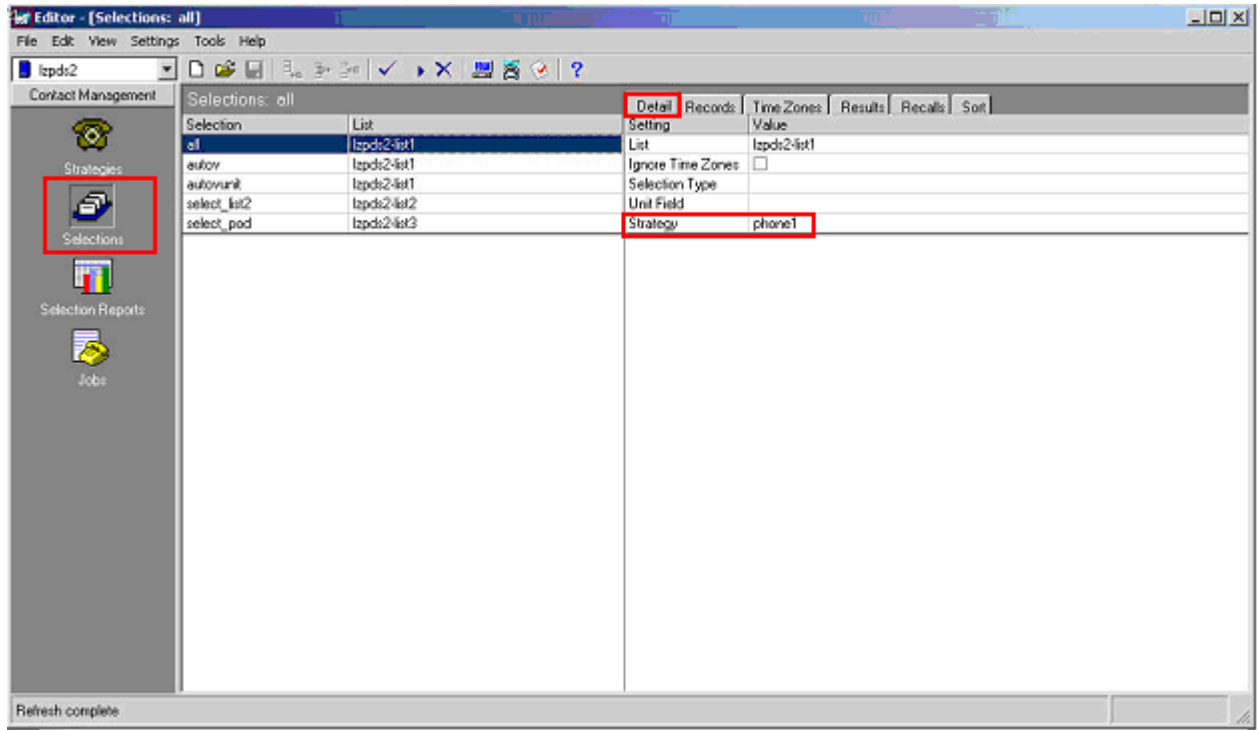
6. Select **File -> Save**. The phone strategy is automatically saved to Avaya Proactive Contact.

### 4.4.3. Configure a Record Selection

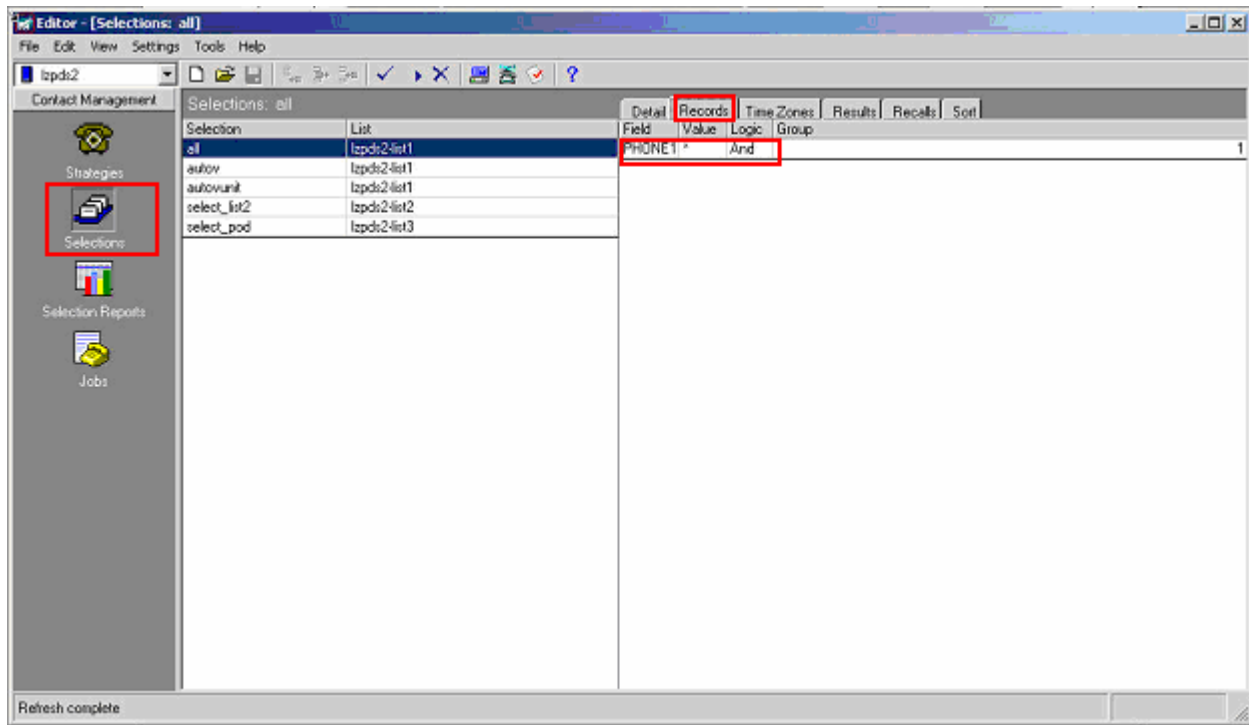
This section describes how to modify the existing sample record selection using Avaya Supervisor Editor. The tool can be invoked by selecting **Start -> Programs -> Avaya -> Proactive Contact 3.0 -> Supervisor -> Editor** from the Avaya Proactive Contact Supervisor workstation.

When configuring a record selection, the Avaya Proactive Contact chooses records based on the following criteria:

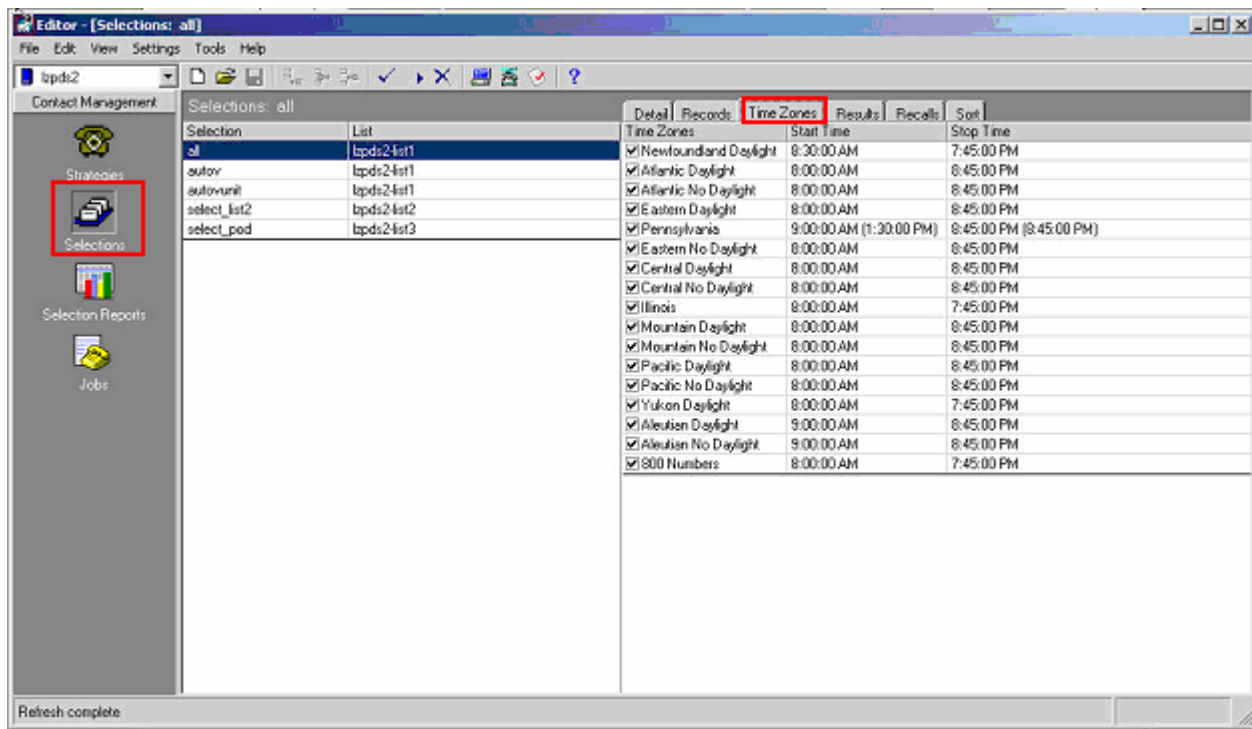
- Calling list fields
- Time zones
- Previous calling results
- Agent set recalls
- Phone strategy settings

Step	Description
1.	<p>In the <b>Editor</b> window, click <b>Selections</b> on the left pane and select the sample selection 'all'. On the right side of the window, select the <b>Detail</b> Tab. For the <b>List</b> field, use the drop-down list and select the sample calling list. For the <b>Strategy</b> field, select the strategy configured in Section 4.4.2 from the drop-down list.</p>  <p>The screenshot shows the Avaya Supervisor Editor window. On the left, the 'Selections' pane is active, showing a list of selections: 'all', 'autov', 'autovunk', 'select_list2', and 'select_pod'. The 'all' selection is highlighted. On the right, the 'Detail' tab is selected, showing the configuration for the selected selection. The 'List' field is set to 'lpdc2-list1' and the 'Strategy' field is set to 'phone1'.</p>

2. In the **Records** tab, set the **Field** to 'PHONE1' and the **Value** to '\*'. Please note that value of \* here refers to call all numbers in the calling list.

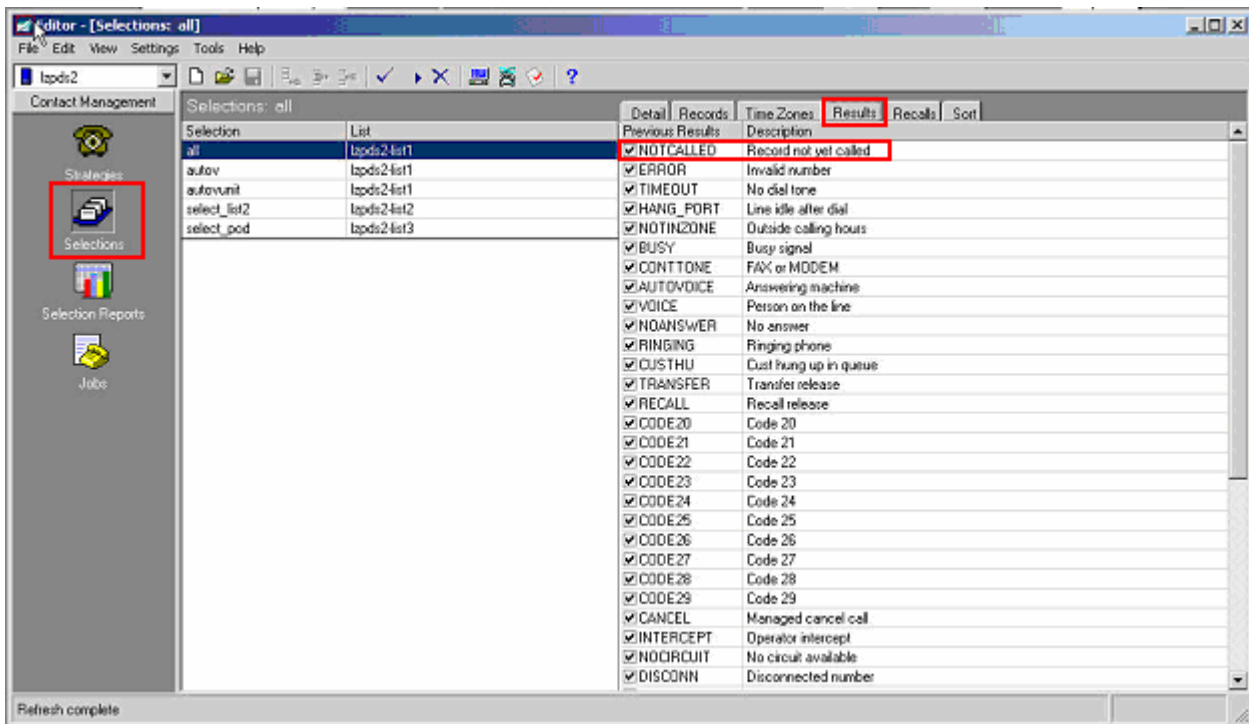


3. In the **Time Zones** tab, select the time zones to call. To select all time zones, right-click and select **Select All**.



4. In the **Results** tab, select all completion codes for Avaya Proactive Contact. Optionally, right click and select **Select All** to select all the completion codes. The **Recalls** and **Sort** tabs are blank by default because they are optional and are not configured in this sample configuration.

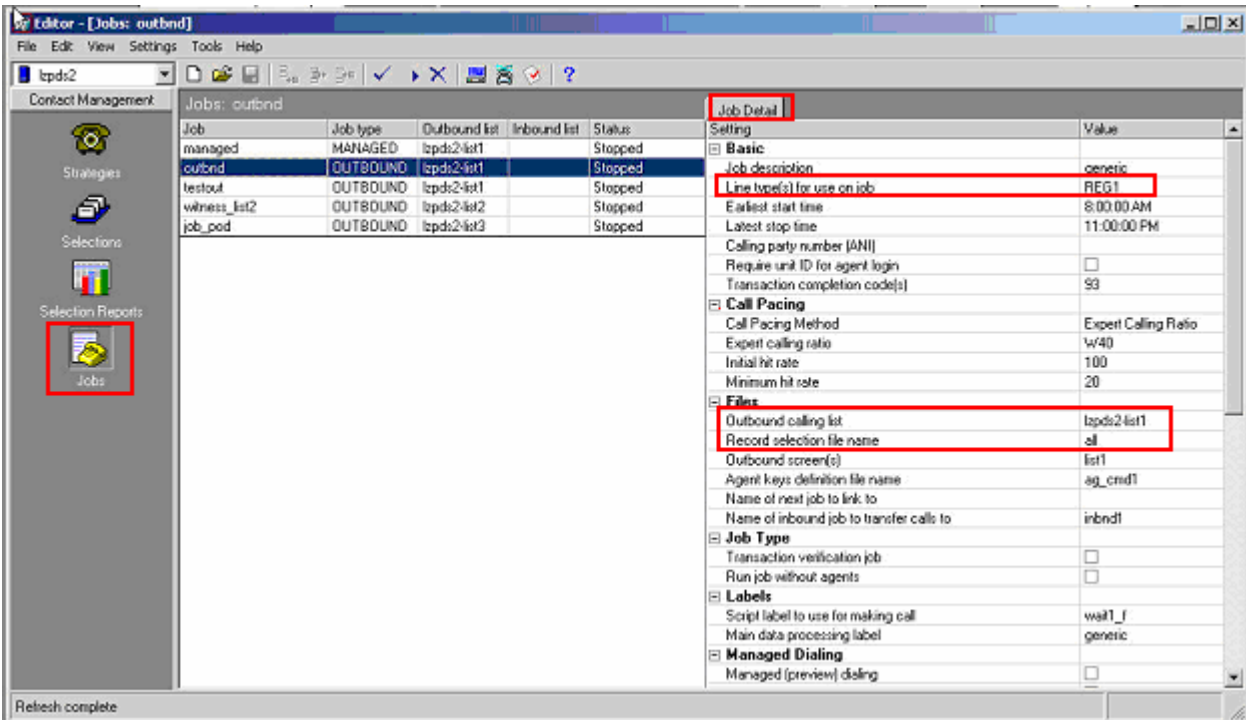
**Note:** Records that have not been called yet are assigned a 'Record not yet called' code. Always select the 'Record not yet called' for new records since the customers have not been called yet.



5. When finished, select **File -> Save**.


#### 4.4.4. Configure a Job

This section describes how to modify an existing job using Avaya Supervisor Editor.

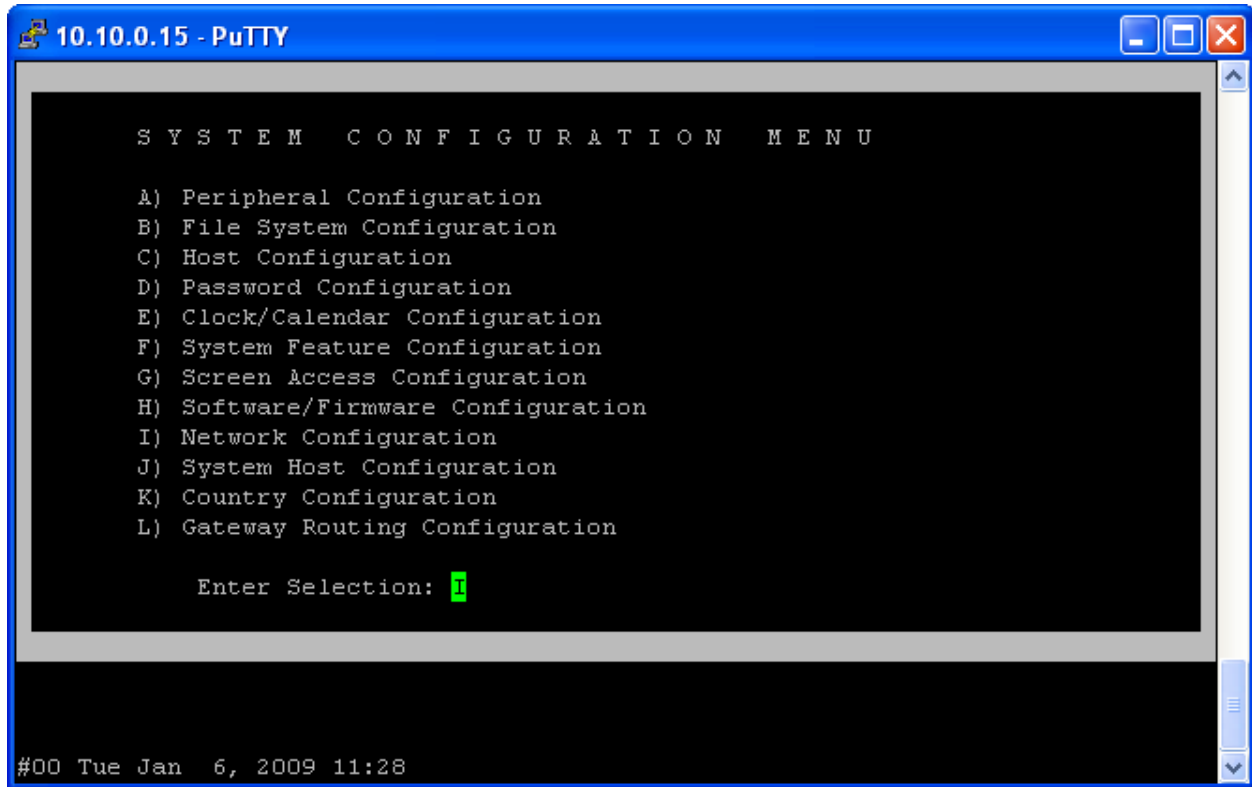
Step	Description
1.	<p>In the <b>Editor</b> window, click <b>Jobs</b> on the left pane and select the sample job 'outbnd'. On the right side of the window, Select the <b>Job Detail</b> tab and configure the following:</p> <ul style="list-style-type: none"> <li><b>Line type(s) for use on job</b> – use the drop-down list to select 'REG1'. This should correspond to the value of the <b>LINEASSIGN</b> field in the master.cfg file.</li> <li><b>Outbound calling list</b> – use the drop-down list to select the sample calling list.</li> <li><b>Record selection file name</b> – use the drop-down list to select 'all'</li> </ul> 
2.	When finished, select <b>File -&gt; Save</b> .

## 4.5. Configure Avaya Proactive Contact PG230 Gateway

Avaya Proactive Contact working as a Hard Dialer uses the Avaya PG230 Gateway. In this sample configuration, Outbound Jobs are run by Outbound Agents using the Avaya PG230 Gateway (a dialer). This section deals with the configuration of the Avaya PG230 Gateway. Please note that **Ctrl x** is used to navigate back to the previous menu.

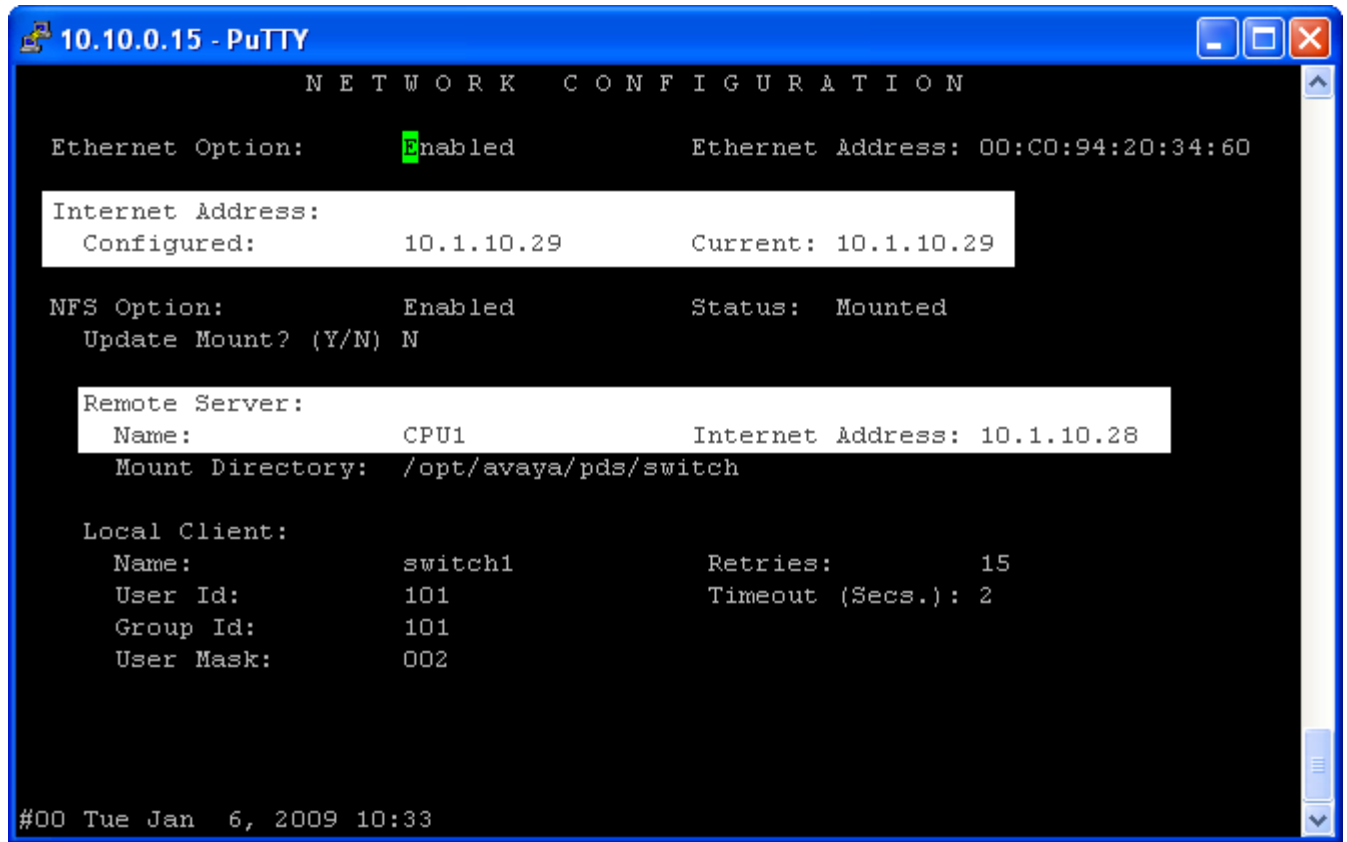
Step	Description
1.	<p>Open the Avaya PG230 Gateway telnet session and login to the system using an appropriate username and password. The network configuration is set up as follows:</p> <p>In the <b>Administration Main Menu</b> screen, enter selection 'B' for <b>System Configuration Menu</b>.</p> 

In the **System Configuration Menu** screen, enter selection 'I' for **Network Configuration**.





In the **Network Configuration** screen, set the **Internet Address Configure** and **Current** both to the IP address of the Avaya PG230 Gateway, **Remote Server Name** to the hostname of the Avaya Proactive Contact server, and **Remote Server Internet Address** to the IP address of the Avaya Proactive Contact server on the internal connection.



2. In the Avaya PG230 Gateway, the **Master Timing Link** is set up. In this sample configuration, card 21 port 4 is connected to the DS1 board in the Avaya G650 Media Gateway, corresponding to **R,L,S** being set to '1, 1, 21-4' in the screenshots that follow.

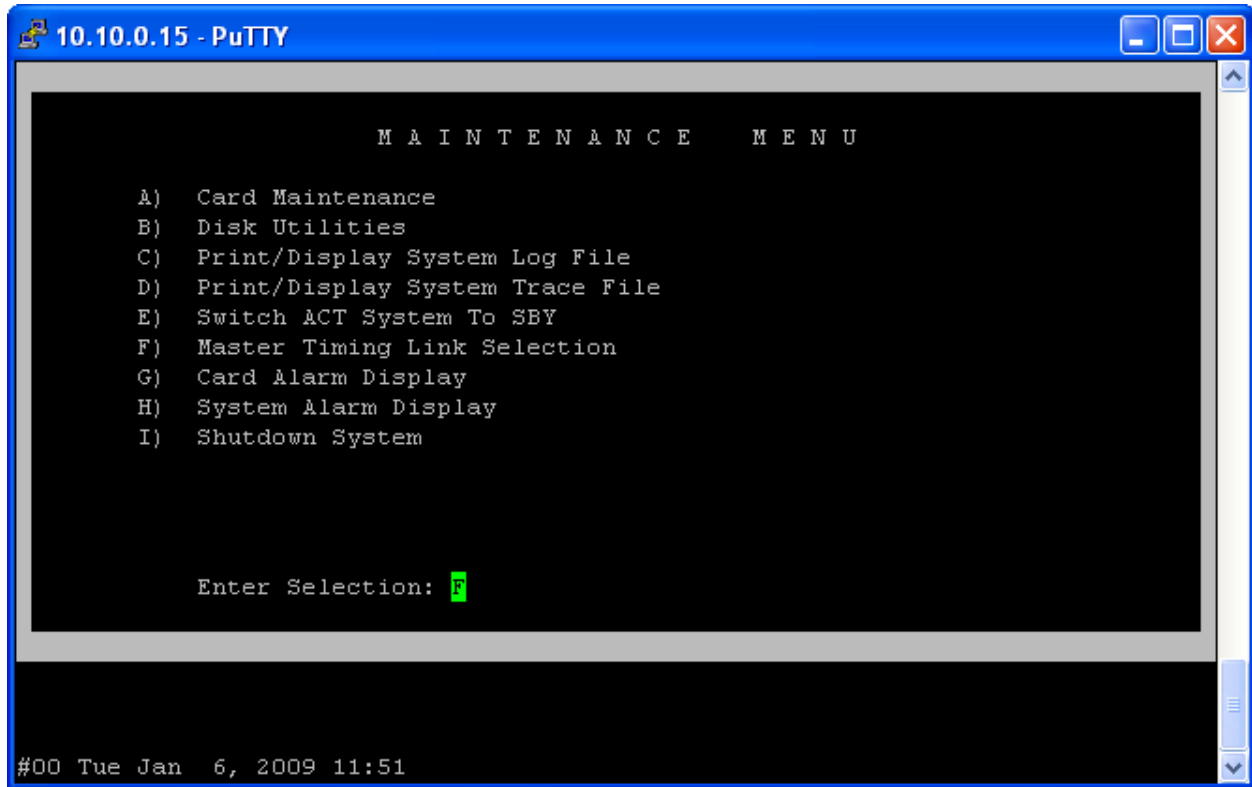
**Note:**

There is typically a Primary Timing Link configured (**21-4** in this case) and a Secondary Timing Link (if available) configured in case the Primary link goes into alarm. The Secondary Timing link will automatically provide timing if the Primary link is in alarm.

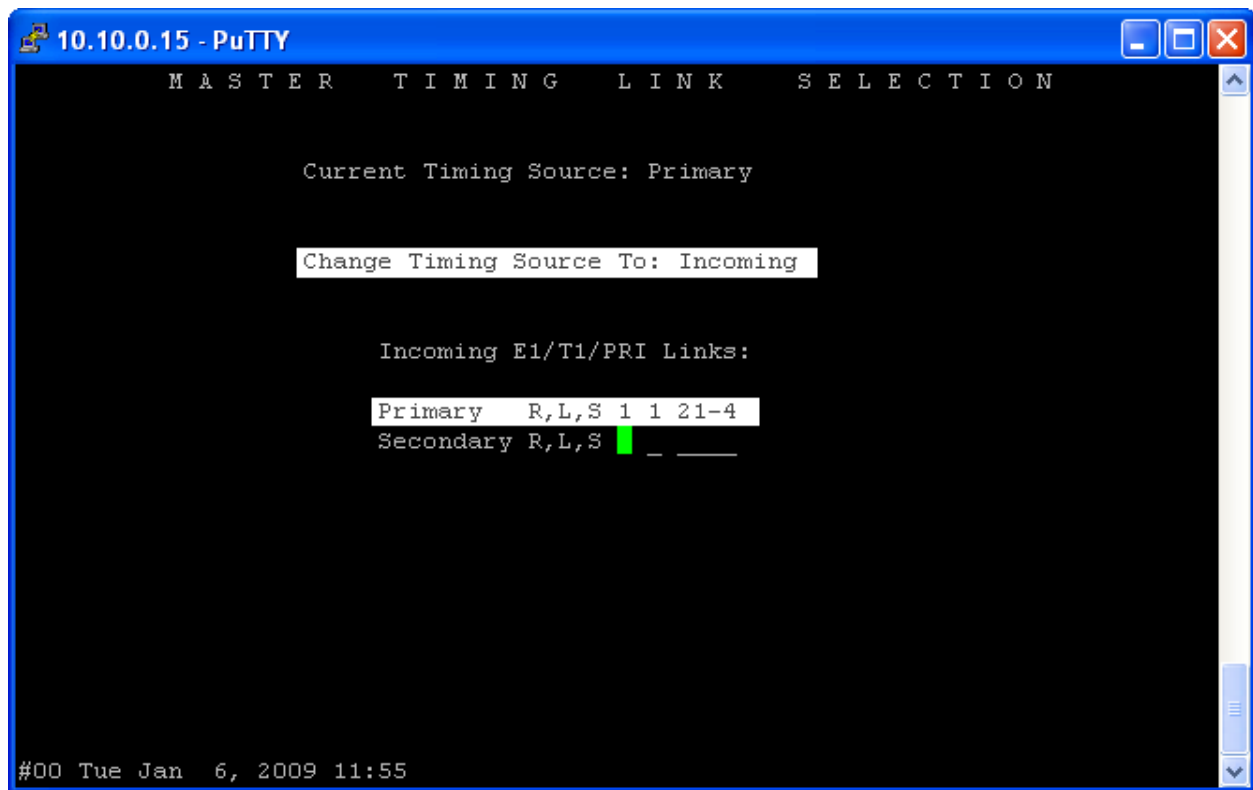
In the **Administration Main Menu** screen, enter selection 'C' for **Maintenance Menu**.



In the **Maintenance Menu** screen, enter selection 'F' for **Master Timing Link Selection**.

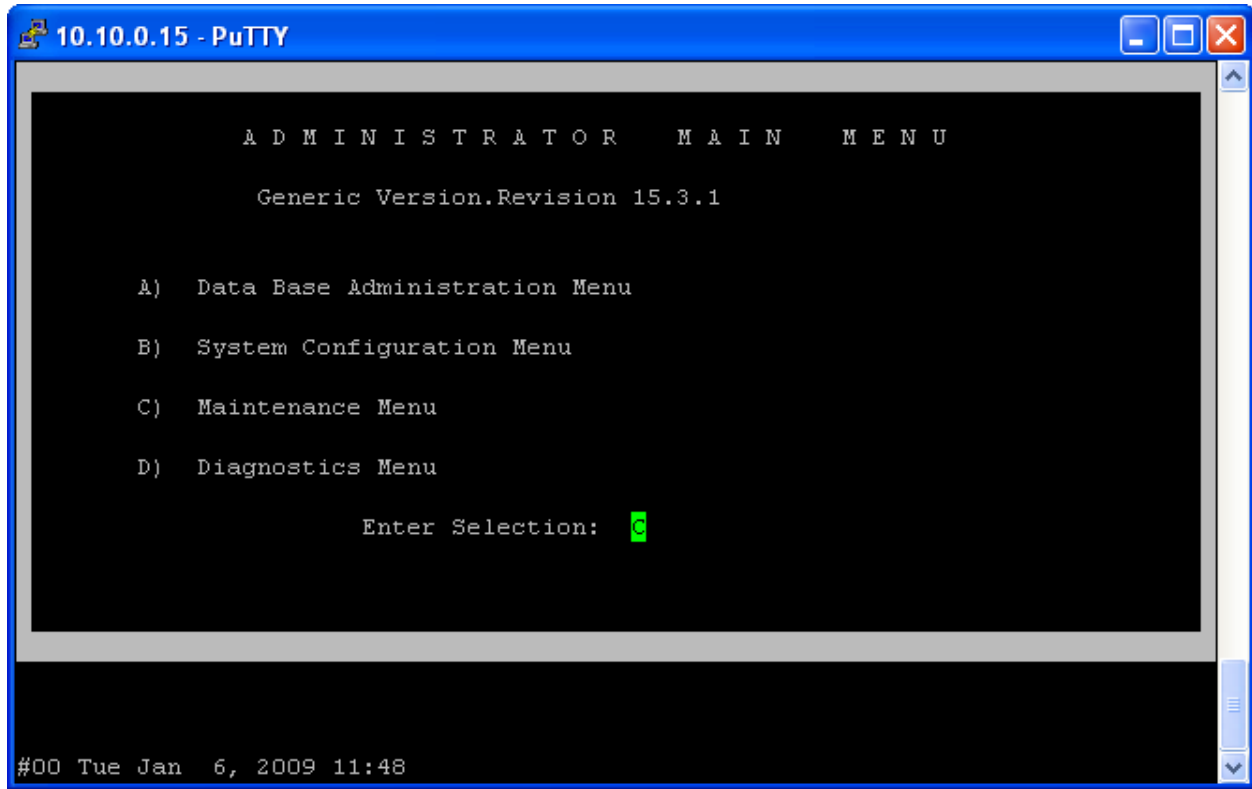


In the **Master Timing Link Selection** screen, set field **Change Timing Source To** to 'Incoming' and **Primary R,L,S** to '1 1 21-4'.

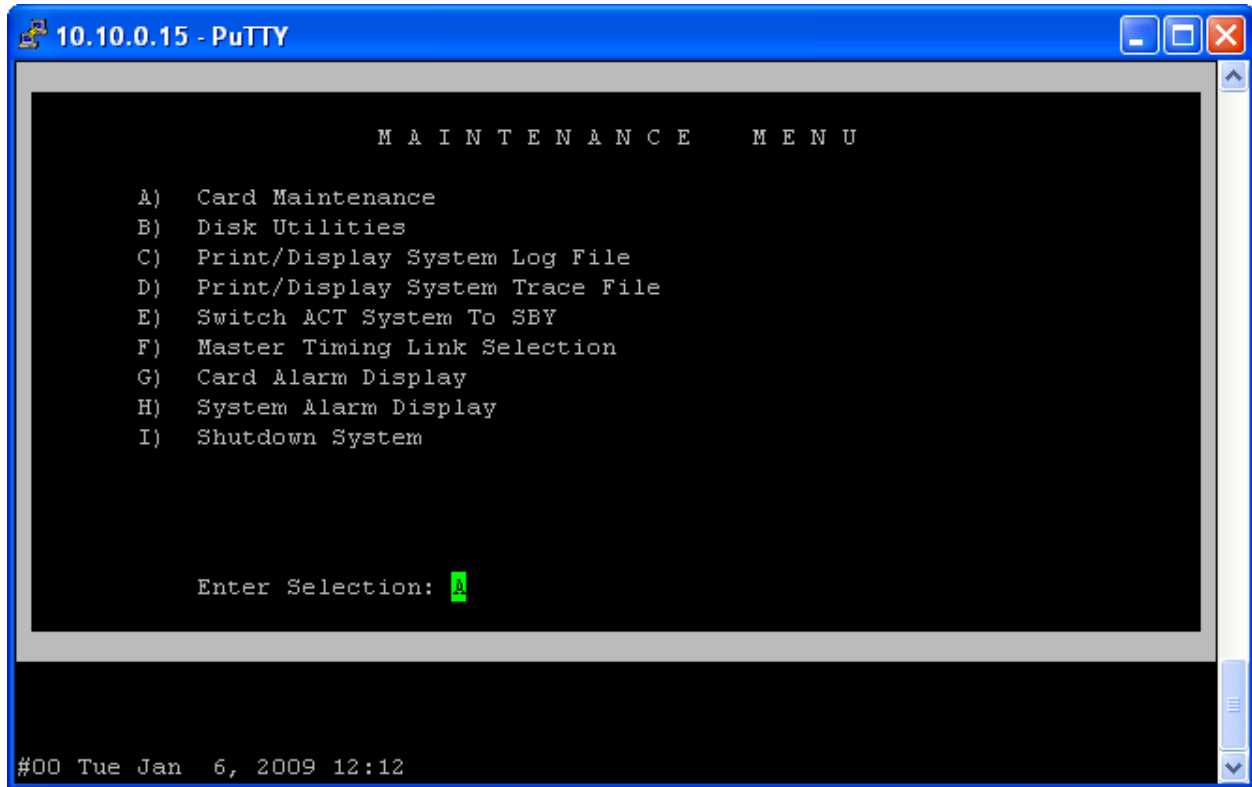


3. First assign the card used for the E1/PRI trunk.

In the **Administration Main Menu** screen, enter selection 'C' for **Maintenance Menu**.



In the **Maintenance Menu** screen, enter selection 'A' for **Card Maintenance**.



In the **Card Maintenance** screen, add the card with the details highlighted below in the screen shot.

```

10.10.0.15 - PuTTY
CARD MAINTENANCE
R L S CARD TYPE V.RV S R L S CARD TYPE V.RV S
-----
1 1 1 Enhanced Network Bus 15.02 A
1 1 2-1 Tone Generator DSP2-41 1.01 A
1 1 2-2 Call Progress DSP2-41 1.01 A
1 1 2-3 Conference DSP2-41 1.01 A
1 1 2-4 Unassigned DSP2 U
1 1 3 Large Port Voice Card2 1.01 A
1 1 21-1 4-Span Quad E1 PRI-120 13.00 U
1 1 21-2 4-Span Quad E1 PRI-120 13.00 U
1 1 21-3 4-Span Quad E1 PRI-120 13.00 U
1 1 21-4 4-Span Quad E1 PRI-120 13.00 A
A) DD, D) ELETE, C) HANGE, P) ORT: █ PORTS:
1- 64:
65-128:
129-192:
193-248:
#00 Tue Jan 6, 2009 12:15

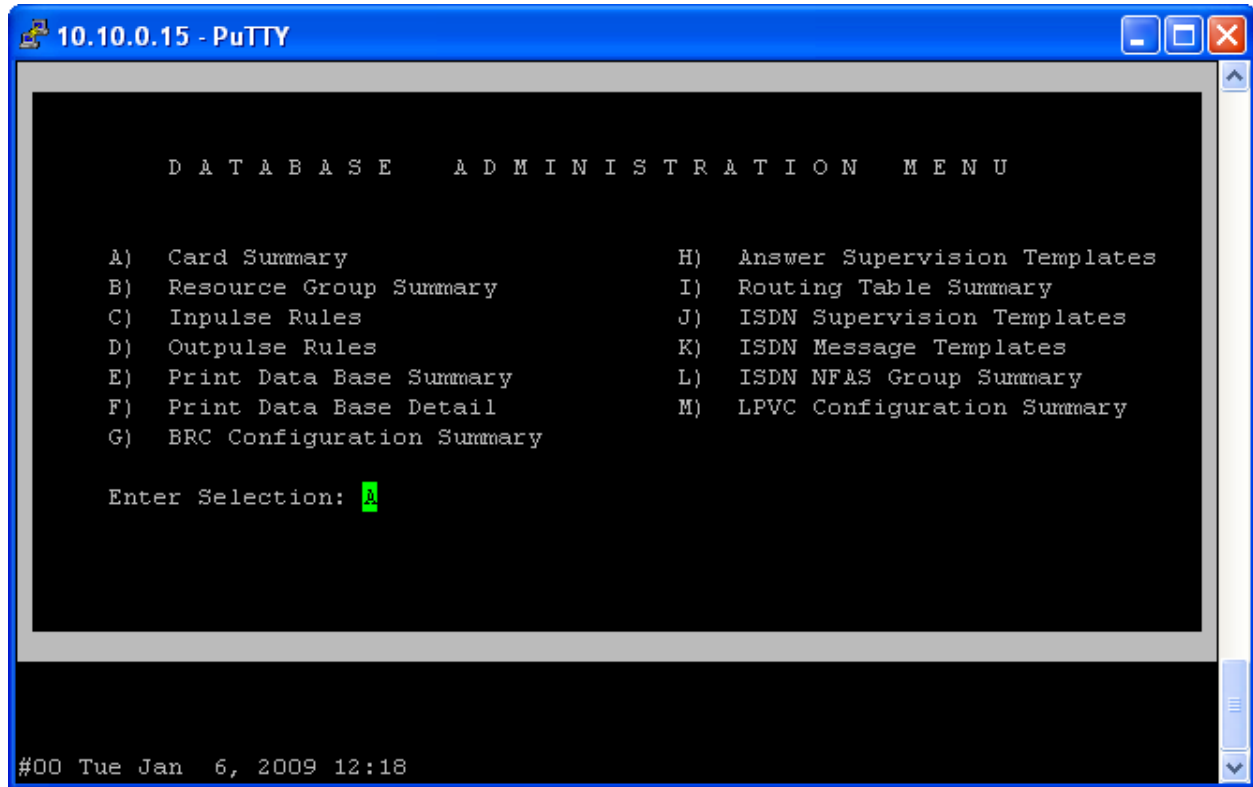
```

4. In the **Administration Main Menu** screen, enter selection 'A' for **Data Base Administration Menu**.

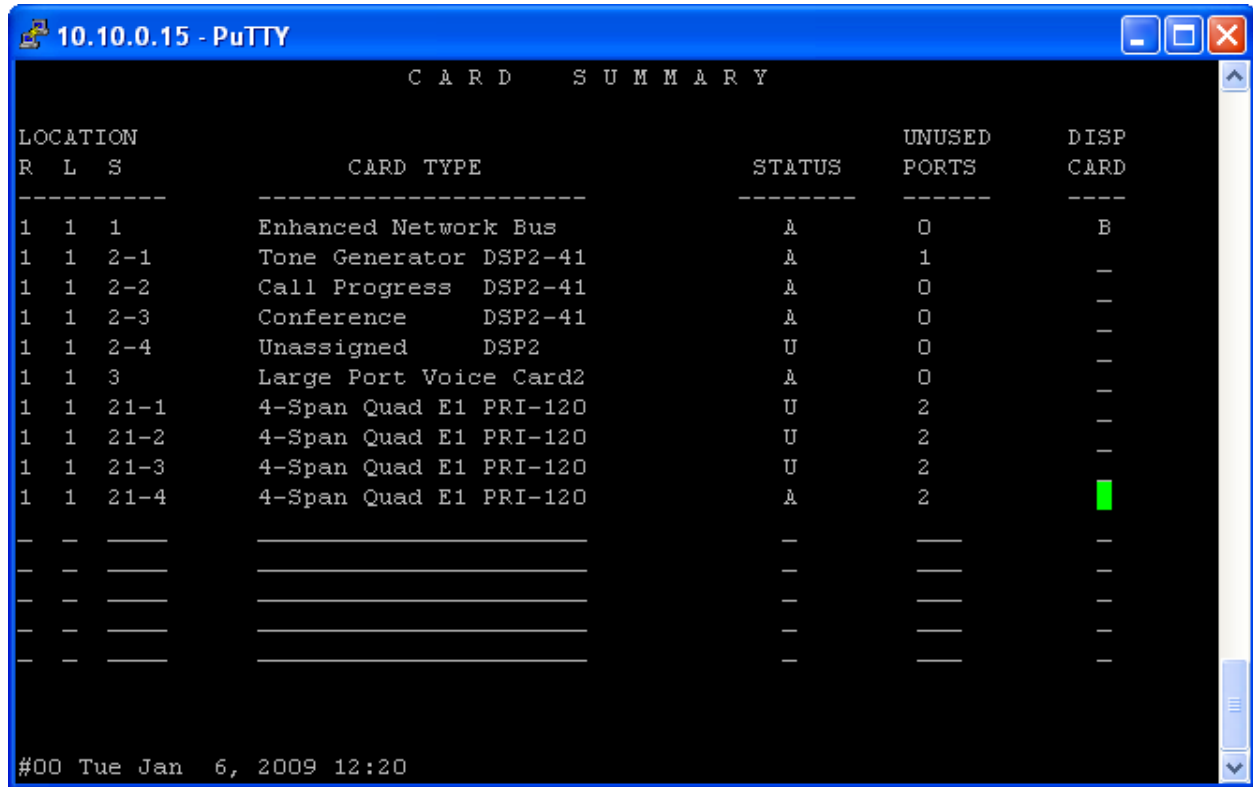




In the **Data Base Administration Menu** screen, enter selection 'A' for **Card Summary**.



Select the card and port noted earlier by tabbing to the appropriate position and then press Enter.

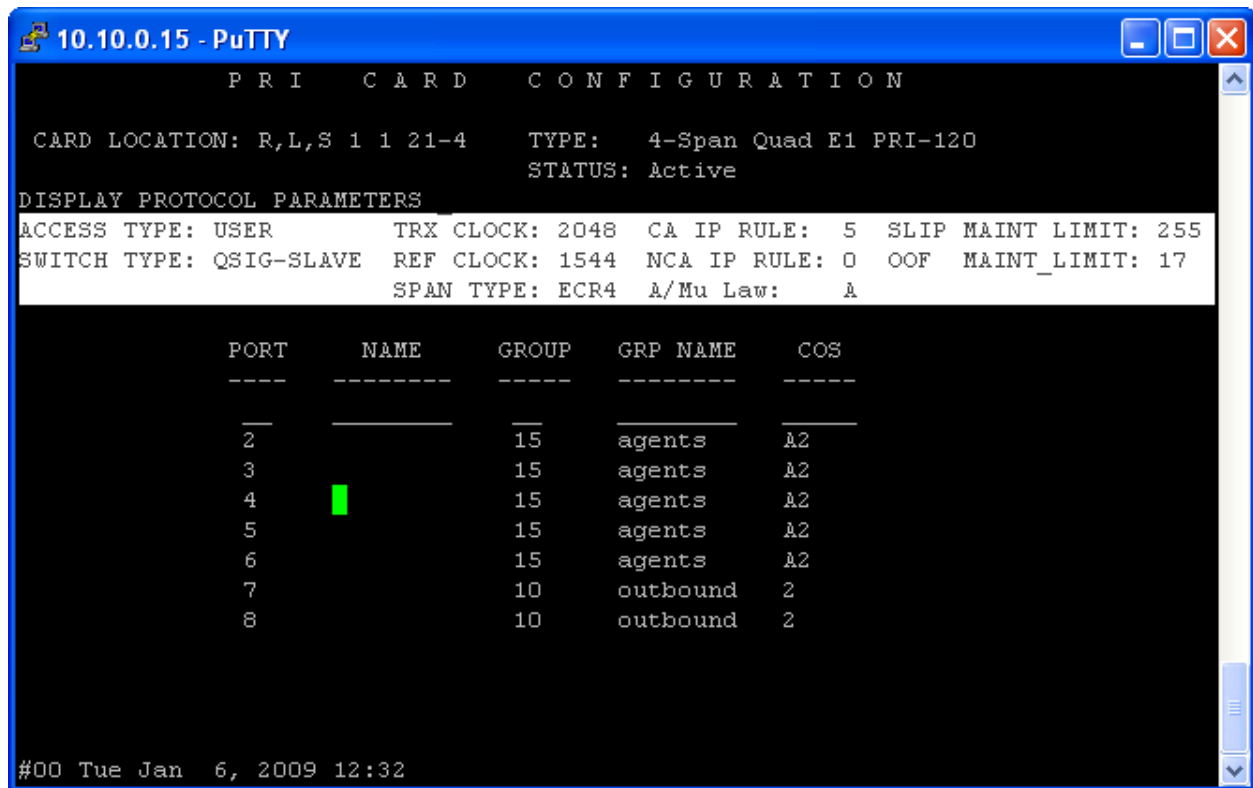


LOCATION			CARD TYPE	STATUS	UNUSED PORTS	DISP CARD
R	L	S				
1	1	1	Enhanced Network Bus	A	0	B
1	1	2-1	Tone Generator DSP2-41	A	1	-
1	1	2-2	Call Progress DSP2-41	A	0	-
1	1	2-3	Conference DSP2-41	A	0	-
1	1	2-4	Unassigned DSP2	U	0	-
1	1	3	Large Port Voice Card2	A	0	-
1	1	21-1	4-Span Quad E1 PRI-120	U	2	-
1	1	21-2	4-Span Quad E1 PRI-120	U	2	-
1	1	21-3	4-Span Quad E1 PRI-120	U	2	-
1	1	21-4	4-Span Quad E1 PRI-120	A	2	
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-

#00 Tue Jan 6, 2009 12:20

In the **PRI Card Configuration** screen, perform following configurations:

- Set **ACCESS TYPE**: to 'USER'.
- Set **CA IP RULE**: to '5'.
- Set **SLIP MAINT LIMIT**: to '255'.
- Set **SWITCH TYPE**: to 'QSIG-SLAVE'.
- Set **NCA IP RULE**: to '0'.
- Set **OOF MAINT LIMIT**: to '17'.
- Set **SPAN TYPE**: to 'ECR4'.



```
10.10.0.15 - PuTTY
PRI CARD CONFIGURATION

CARD LOCATION: R,L,S 1 1 21-4    TYPE: 4-Span Quad E1 PRI-120
                                STATUS: Active

DISPLAY PROTOCOL PARAMETERS
ACCESS TYPE: USER      TRX CLOCK: 2048  CA IP RULE: 5  SLIP MAINT LIMIT: 255
SWITCH TYPE: QSIG-SLAVE REF CLOCK: 1544  NCA IP RULE: 0  OOF MAINT_LIMIT: 17
                                SPAN TYPE: ECR4  A/Mu Law: A

      PORT      NAME      GROUP  GRP NAME  COS
      ----      -
      2          15      agents    A2
      3          15      agents    A2
      4          15      agents    A2
      5          15      agents    A2
      6          15      agents    A2
      7          10      outbound  2
      8          10      outbound  2

#00 Tue Jan 6, 2009 12:32
```

## 5. Configure Extreme Networks Summit 400-24p Switch

The network switch needs to be configured to create a port that mirrors the port to which the Avaya Communication Manager Med-Pro board connects; the mirrored port will be connected to Magnetic North Optimise to record calls. **Note:** In the sample configuration, Port 2 is connected to the Med Pro board and Port 23 is the mirrored port connected to the Magnetic North Optimise.

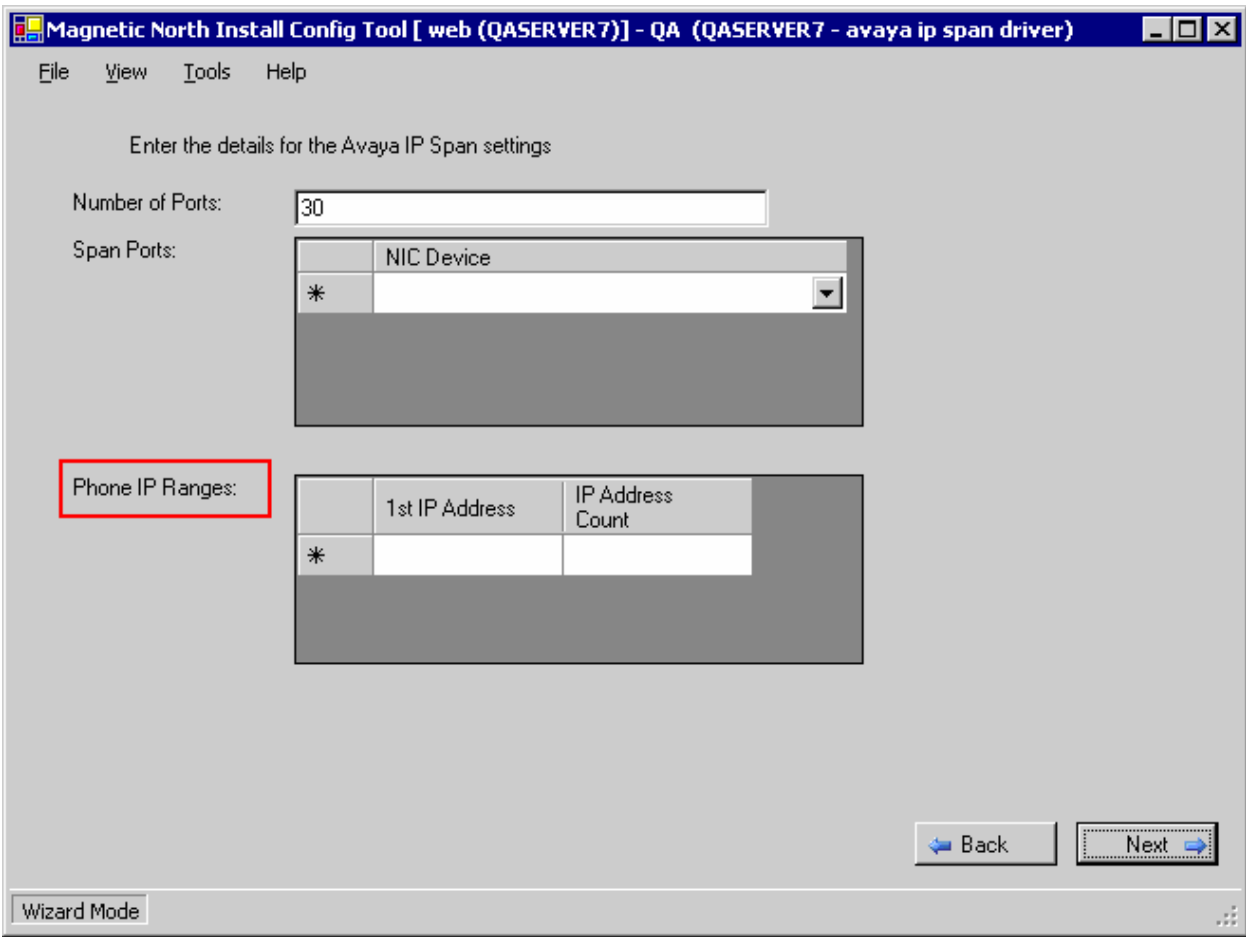
- Connect the laptop to the Extreme Networks Summit 400-24p Switch with a serial cable.
- Use the following COM settings: 9600 8 n 1.
- Log in on the console of the switch with the appropriate administrative credentials.
- To enable port mirroring to a specific destination port :  
Summit400-24p:62# **enable mirroring to 23**
- To add ports to mirroring:  
Summit400-24p:63 # **configure mirror add ports 2**
- To view the mirror configuration:  
Summit400-24p:64 # **show mirroring**  
Mirror port: 23 is up untagged  
port number 2 in all vlans
- To save the changes:  
Summit400-24p:65 # **save**

## 6. Configure Magnetic North Optimise

This section includes the configuration steps of Optimise to be able to interoperate with Avaya Proactive Contact 3.0.1.

### 6.1. Installation Steps of Optimise Requiring Avaya Proactive Contact Information

For Magnetic North Optimise to be able to work with Avaya Proactive Contact, some information is required at the installation time of Optimise. This section describes the parts of installation steps of Optimise that require Avaya Proactive Contact information.

Step	Description
1.	<p>The Avaya IP Phone Range is declared during the actual installation. This includes all the IP phones used in the sample configuration. The IP telephones used in this sample configuration used IP addresses in the range 10.10.0.201 to 10.10.0.204. This phone range is declared in the details of Avaya IP Span settings.</p> 

2. The following screen during Optimise install requires Avaya Proactive Contact information when used as a Hard Dialer.
- Set **Server** to the hostname of the Avaya Proactive Contact Server.
  - Set **User Name** to 'client1' which is a default user name that Avaya Proactive Contact provides to third parties using Corba connection.
  - Set **Password** to 'server1' which is the corresponding password for the default user name provided by Avaya Proactive Contact – client1.
  - Set **Corba Port** to '23200' which is the default Corba Connection port provided by Avaya Proactive Contact 3.0. Please note that Avaya Proactive Contact 4.0 provides a different default Corba Connection port.

The screenshot shows a Windows-style application window titled "Magnetic North Install Config Tool [ web (QASERVER7)] - QA (QASERVER7 - mosaix driver)". The window has a menu bar with "File", "View", "Tools", and "Help". The main area contains the text "Enter details used for the Avaya Proactive Contact (PDS, Mosaix) Connection". Below this text are four input fields, each with a label to its left: "Server:", "User Name:", "Password:", and "Corba Port:". The labels are enclosed in red rectangular boxes. At the bottom right of the main area are two buttons: "Back" with a left-pointing arrow and "Next" with a right-pointing arrow. The "Next" button is highlighted with a dashed border. At the bottom left of the window is a status bar that says "Wizard Mode".

3. The **DN** field is set to Phone Extension.

Please note that these are the phone extensions configured on Avaya Communication Manager in Section 3.1 Step 4.

The screenshot shows the 'Magnetic North Install Config Tool' window. The title bar reads 'Magnetic North Install Config Tool [ web (QASERVER7)] - QA (QASERVER7 - MN Generic TSP)'. The menu bar includes 'File', 'View', 'Tools', and 'Help'. The main area contains the instruction 'Enter the phones to be recorded, and any acd queues the agents log into'. There are two sections: 'Phones:' and 'Queues:'. The 'Phones:' section has a table with a header 'DN' and a row with an asterisk '\*' in the first column and an empty input field in the second. The 'Queues:' section has a table with a header 'Queue' and a row with an asterisk '\*' in the first column and an empty input field in the second. At the bottom right are 'Back' and 'Next' buttons. At the bottom left is a 'Wizard Mode' button.

DN	
*	

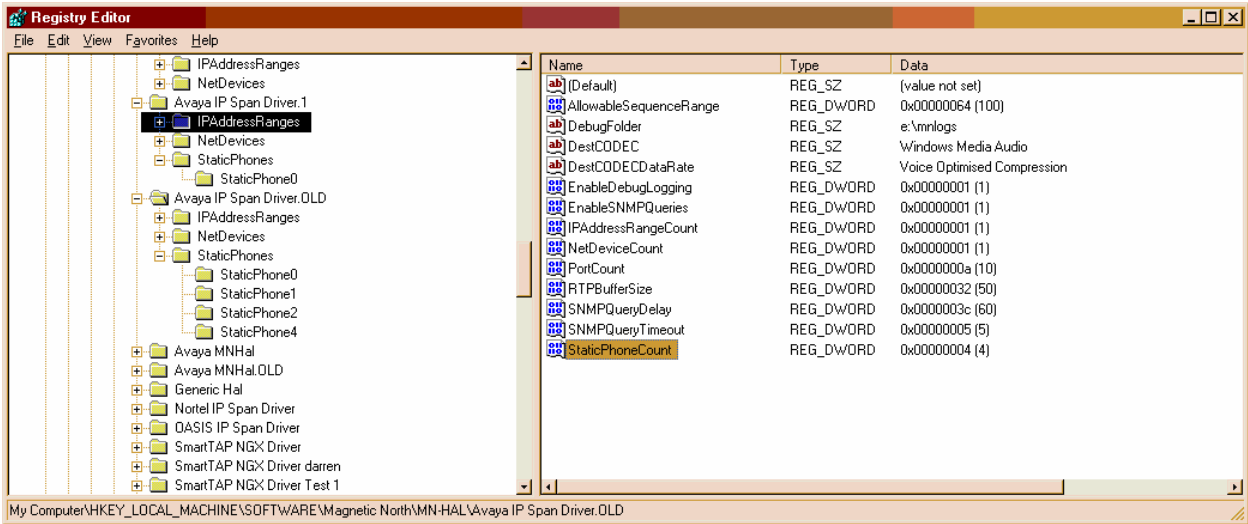
Queue	
*	

Back Next

Wizard Mode

## 6.2. Configuration Steps of Optimise to Be Able to Record Calls on Avaya Proactive Contact 3.0 Agents by Monitoring Them through Event Services API.

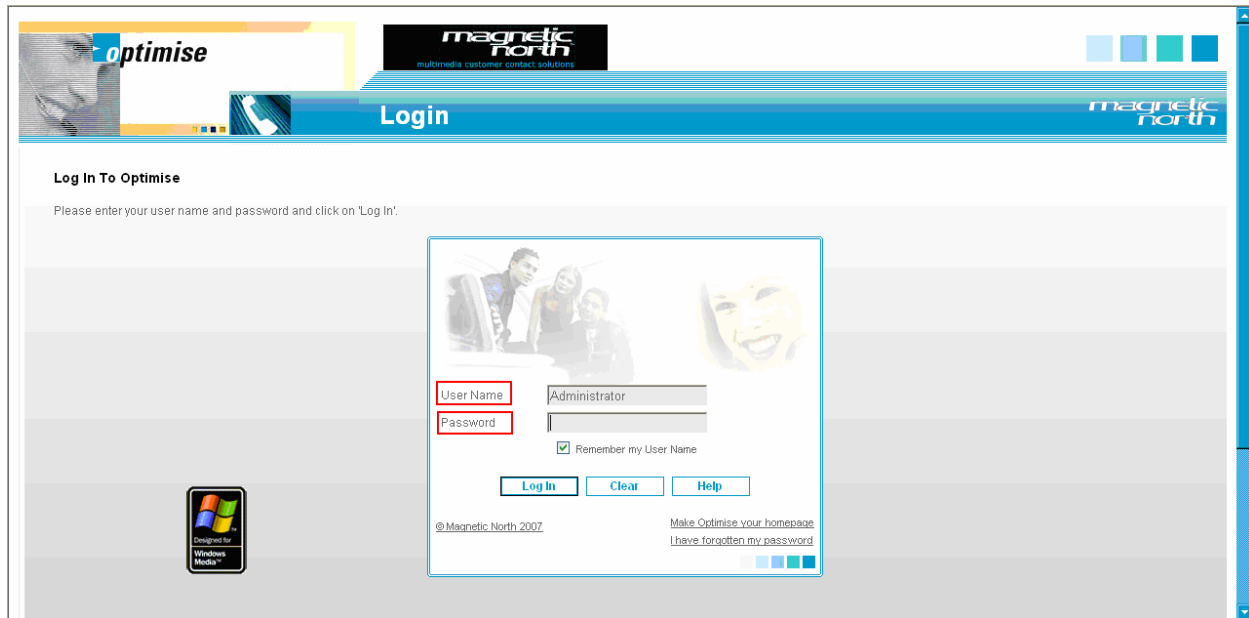
Magnetic North Optimise is configured so that it may monitor Avaya Proactive Contact 3.0 Agents, by using the Event Services API using the Corba Connection. Optimise would then be able to detect the Agent logins, logouts and also Agents being engaged in Outbound calls by joining Outbound jobs. The monitoring of Agent events would inform Optimise when to start recording Agent calls and when to stop recording Agent calls. The Agent calls will be recorded through the mirrored port on the network switch. This section describes the configuration of Optimise and also includes steps performed to record Agent calls and play them back.

Step	Description
1.	<p>If Magnetic North Optimise has been installed as a standalone server i.e. it does not contain the necessary values of Avaya Proactive Contact, or the values provided during the install time were incorrect, then one can always change these values on the Optimise.</p> <p>Within the registry 'My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Magnetic North\MN-HAL\Avaya IP Span Driver', change or set the IP Address Ranges to appropriate values.</p>  <p>Within the registry 'My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Magnetic North\Esprit\Mosaix', change or set the values for Corba connection to appropriate values, i.e., values mentioned in <b>Section 6.1 Step 2</b>.</p>

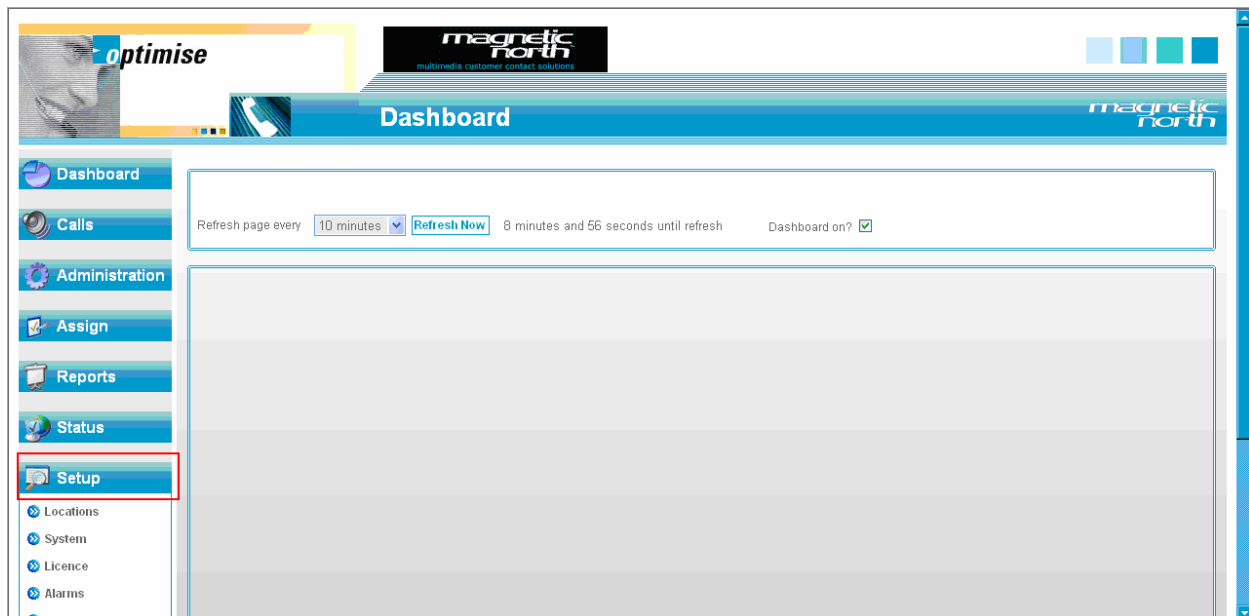


2. Now configuring Optimise for this particular testing.  
Logon to the Optimise by opening the Optimise through a web browser, **http://<hostname of the Optimise machine>/Optimise**.

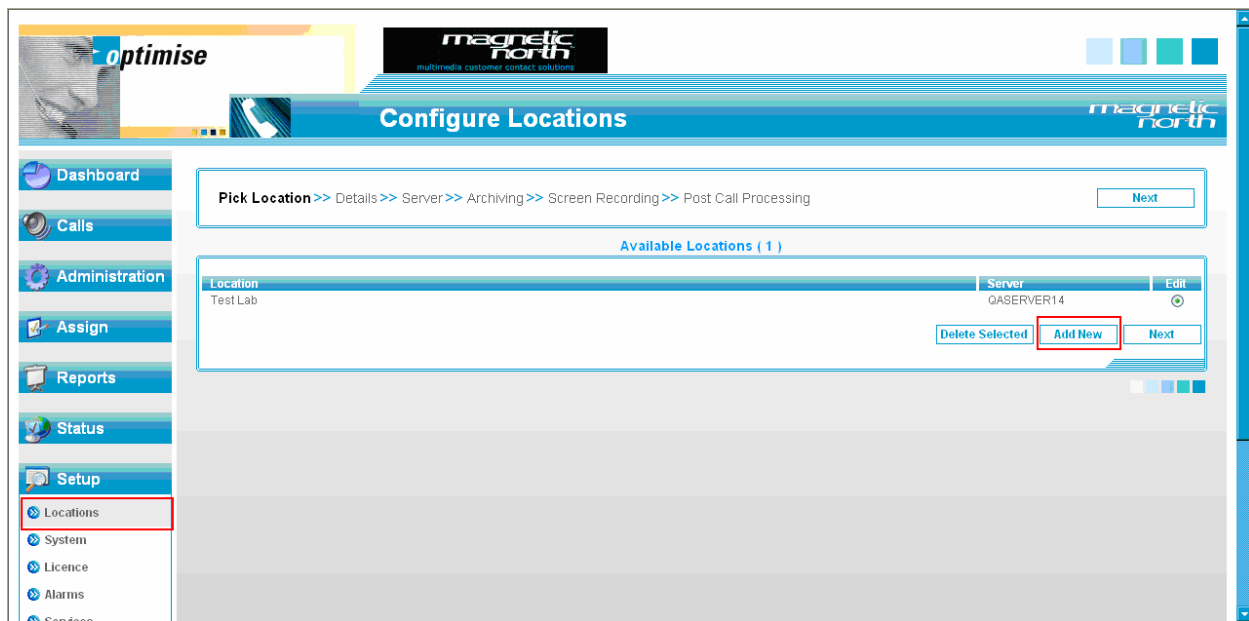
Login to the system using appropriate **User Name** and **Password**.



3. Click on **Setup** option on the left side of the screen and a list of submenus will appear.



4. Select the **Locations** submenu option by clicking it.  
Click **Add New** and set the following fields in the new Location form.



5. In the **Location Details** section set the following fields:

- Set **Location Name** to any valid name given to the testing location.
- Set **Location Server** to the hostname of the Optimise machine.
- Set **Esprit Server** to the hostname of the Optimise machine.

In the **Default Drivers** section set the following fields:

- Set **Esprit** to 'avaya proactive contact' since in this sample configuration, Optimise is configured to work with Avaya Proactive Contact.

In the **Call Recording** section set the following fields:

- Select **Record All Calls** field by checking its check box.

The screenshot displays the 'Configure Locations' web interface. The breadcrumb trail at the top reads: 'Pick Location >> Details >> Server >> Archiving >> Screen Recording >> Post Call Processing'. A 'Next' button is visible in the top right corner of the breadcrumb area. The left sidebar contains a navigation menu with the following items: Dashboard, Calls, Administration, Assign, Reports, Status, Setup, Locations, System, Licence, Alarms, and Sensors. The main content area is divided into three sections: 'Location Details', 'Default Drivers', and 'Call Recording'. In the 'Location Details' section, the 'Location Name' is 'Test Lab', 'Location Server' is 'QASERVER14', and 'Esprit Server' is 'QASERVER14'. There is a 'Remove from Status View' checkbox. In the 'Default Drivers' section, the 'Esprit' dropdown is set to 'avaya proactive contact'. There are 'Observation' and 'Recording' dropdowns, both currently set to 'None'. In the 'Call Recording' section, the 'Record All Calls' checkbox is checked, and the 'Enable Screen Recording' checkbox is unchecked. There is also a 'Use File Compressing' checkbox which is checked. A 'Save' button is located at the bottom right of the form.

Press **Next** on the top right of the screen to move onto the next page.

In the **Configure General Optimise Settings** section set the following fields:

- Set **Operating Mode** to 'Agent' by clicking the Agent radio button since in this sample configuration, Optimise will be used to record Agent calls on Avaya Proactive Contact.

optimise magnetic north multimedia customer contact solutions

## Configure Locations

Pick Location >> Details >> **Server** >> Archiving >> Screen Recording >> Post Call Processing Next

The settings below apply to location: Test Lab

**Configure General Optimise Settings**

Operating Mode : ☒ Agent ☐ Position ☐ Mixed Ignore call reference of zero : ☐

**Configure Audio Directories**

Temporary Recording : C:\Program Files\Magnetic North\Optimise\Calls\Temp

Recording Storage : \\QASERVER14\Optimise\Calls

**Emergency Fallback Recording**

Pattern : None

**Media Server**

Internal Host Name : QASERVER14 mms://QASERVER14/optimise/...

External Host Name : QASERVER14 mms://QASERVER14/optimise/...

Publishing Point : optimise

Click **Save** button on the bottom of the screen to save the entries entered for the Location form.

6.	<p>Select the <b>Administration</b> button on left side and select the <b>Users/Passwords</b> submenu by clicking it.</p> <p>In the <b>Add User</b> section set the following fields:</p> <ul style="list-style-type: none"> <li>• Set <b>User Name</b> to any valid username for the agent.</li> <li>• Set <b>Full Name</b> to any valid full name for the agent.</li> <li>• Set <b>Email Address</b> to any valid e-mail address for the agent.</li> <li>• Set <b>Agent Id</b> to '2007' which corresponds to the Agent1 ID which is unique for every Agent.</li> </ul> <p>Note that Agent ID can be found by monitoring Agent events in Avaya Proactive Contact through the command <b>enclient -e \$NS</b> and logging an Agent on Avaya Proactive Contact Agent application, the events corresponding to Agent extension will list the Agent ID as well.</p> <p>Please note that Agent ID can also be found by displaying an existing Agent account and also when creating or changing an Agent account. On the screen it is referred to as UID (Universal ID). Please refer to Section 4.3 Step 3 for details.</p> <ul style="list-style-type: none"> <li>• Set <b>Monitor Agent</b> to 'Yes' by selecting the 'Yes' radio button.</li> </ul> <p>In the <b>Security</b> section set the following fields:</p> <ul style="list-style-type: none"> <li>• Set <b>Password</b> and <b>Password Again</b> to any valid password for the agent. Note that this is not the Agent Password that was set in the Avaya Proactive Contact.</li> </ul> <p>In the <b>Access Profile</b> section set the following fields:</p> <ul style="list-style-type: none"> <li>• Set <b>Agent</b> to 'Agent' since in this section, an Agent is being added to the Optimise's database.</li> </ul> <p>In the <b>Esprit Drivers</b> section set the following fields:</p> <ul style="list-style-type: none"> <li>• Set <b>Primary Driver</b> to 'avaya proactive contact' since in this sample configuration, Optimise is configured to work with Avaya Proactive Contact.</li> <li>• Set <b>Secondary Driver</b> to 'None' since there is no other driver involved in this testing.</li> </ul> <p>Click <b>Update User</b> button to complete the process of adding an Agent (user).</p>
----	---

Users / Passwords

Dashboard

Calls

Administration

Components

Users / Passwords

Unlock Users

Patterns

Assign

Reports

Status

Setup

Help / Support

Log Out

menu

header

Configure/View Users and Passwords

Use this page to view the current users you have set up in Optimise. You can add/delete and amend the users in the system. You may also alter your current password.

Edit User: Agent 1

Client

Agent

Reviewer

Administrator

Assign Agent to yourself?

Location

Test Lab

Monitor Agent?

Yes

No

User Name

Agent 1

User Type

Agent Mode

Full Name

Agent 1

Department

No Department Selected

Email Address

agent1@test.com

Team

No Team Selected

Agent Id

2007

Manager

No Manager Selected

Disable Account?

Yes

No

Auto-License User?

Yes

No

Security

Password

\*\*\*\*\*

Password Again

\*\*\*\*\*

Account Locked

Yes

No

Allow Delete Calls

Yes

No

Signoff Gradings

Yes

No

Change Gradings

Yes

No

Signoff Own Gradings

Yes

No

Access Profile

Administrator

Administrator

Reviewer

Reviewer

Agent

Agent

Client

Client

Esprit Drivers

Primary Driver

avaya proactive contact

Second Driver

None

Agent Id

Update User

Delete

View:

Tree

Table

Filter by location:

Test Lab

Show Only:

Client

Agent

Reviewer

Admin

Order by:

Full Name Ascending

Licence State:

Licensed: ✓

Unlicensed: ✗

Search in:

Full Name

for

Update

User Groups

Agent (3)

Agent 1 (Agent 1 - 6)

Agent 2 (Agent 2 - 7)

Default Agent (Default Agent 1 - 4)

Reviewer (1)

Administrator (Administrator - 1)

Administrator (1)

Administrator (Administrator - 1)

New User

Edit Password

SWP; Reviewed:  
SPOC 2/23/2009

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PC3\_HD\_Optimise

7. Select the **Calls** button on left side and select the **Define Filter** submenu by clicking it. Click **New** and set the following fields in the new Filter form.

**Define Filter**

Filters >> Agents >> Service Numbers >> Type >> Reasons >> Dates >> User Data >> Others >> Scratch Pads >> Departments >> Teams >> Managers >> Reviewers >> Save Next

Select a current filter to amend or use as a template

Below is the list of current filters which are set up in Optimise. You can either choose to amend one of these filters or use it as a template to create your own. Alternatively you can continue through the rest of the filter section with a blank filter.

Available Filters (2)

Filter Name	Filter Description	Select
all agents	all agents all calls	<input type="radio"/>
All Calls Agent 2007	All Calls Agent 2007	<input type="radio"/>

New Select Delete

8. In the **Save Filter** form set the following fields:
- Set **Available Filters** to 'new filter' from the drop down menu.
  - Set **Filter Name** to any valid name for the filter.
  - Set **Filter Description** to any valid description for the filter.

Press the **Save** button.

**Save Filter**

Filters >> Agents >> Service Numbers >> Type >> Reasons >> Dates >> User Data >> Others >> Scratch Pads >> Departments >> Teams >> Managers >> Reviewers >> **Save**

**Save your new /amended filter**

Now you have a completed filter you can save it for future use. Below is a summary of your filter. You can save this over one of your current filters by selecting its name from the drop down list. Alternatively you can enter a new name in the text box.

Current Filter Summary	
<b>Filter Detail</b>	<b>Filter Detail</b>
Current Name : new filter (id: new filter)	Agents : 0 Agents
Service Numbers : 0 Service Numbers	Call Types : 0 Call Types
Contact Reasons : 0 Contact Reasons	More Details : <a href="#">view</a>

**Save / Update filter?**

<b>Available Filters</b>	new filter
<b>Filter Name</b>	neil filter
<b>Filter Description</b>	neil filter for test
<b>Filter ID</b>	new filter - id will be assigned when saved.
<b>Share Filter?</b>	<input type="checkbox"/>

[Apply Filter](#) [Save Filter](#) [Save & Apply](#)



## 7. Interoperability Compliance Testing

This interoperability compliance testing covered feature functionality and the recovery services. Feature functionality focused on verifying that Magnetic North Optimise 4.5 Hot Fix 2 could successfully record outbound calls only when using events from Avaya Proactive Contact 3.0. Serviceability testing verified that the Optimise recovered from adverse conditions, such as rebooting, power failure and network disconnect by restarting its services.

### 7.1. General Test Approach

All feature functionality test cases were performed manually to verify proper operation. The general test approach entailed:

- Establishing connectivity between Magnetic North Optimise 4.5 Hot Fix 2 and Avaya Proactive Contact 3.0.
- Verifying outbound agent events could be monitored by Optimise through Event services API using the Corba connection provided by Avaya Proactive Contact.
- Verifying outbound calls by outbound agents could be recorded in a VoIP environment using the mirrored Med-Pro port on the network switch.
- Verifying call recording using basic telephony operations such as answer, hold/retrieve, transfer, consult, conference, and disconnect.
- Verifying serviceability events such as disconnect, reboot, network failure, restarting processes etc.

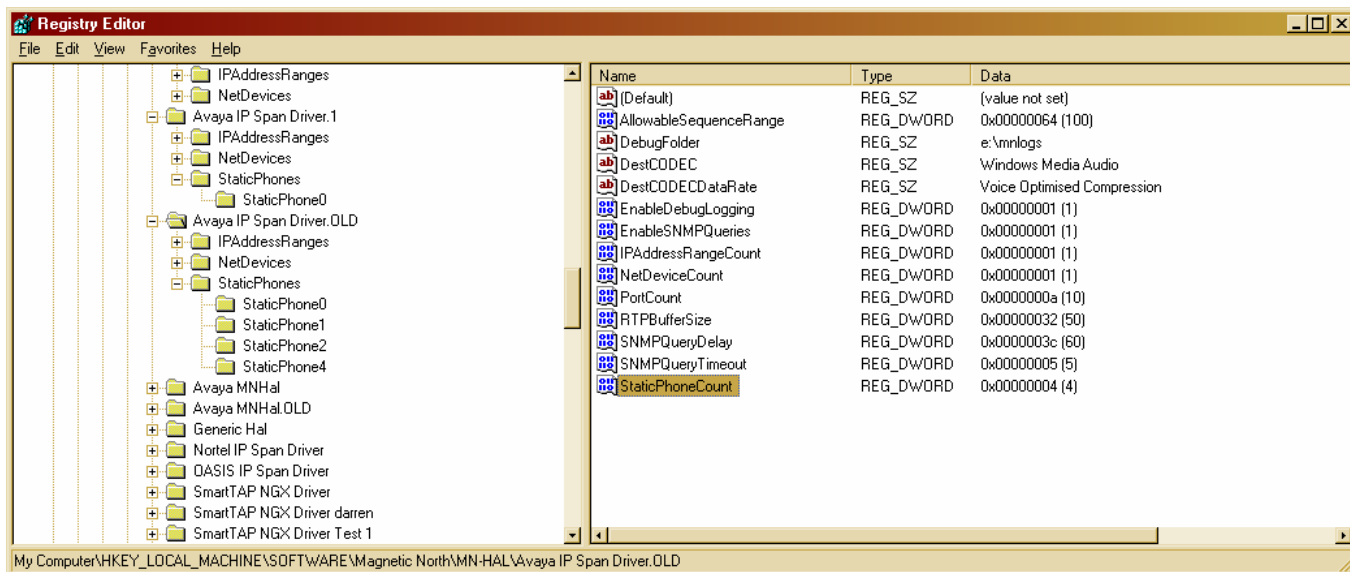
### 7.2. Test Results

All feature and serviceability tests passed. The Magnetic North Optimise 4.5 Hot Fix 2 successfully recorded, displayed and replayed the recordings of outbound agents. For serviceability testing, Optimise was able to resume call recording after restoration of connectivity to the Proactive Contact server, from network disconnect/re-connect, and Optimise resets. The following observations were obtained from testing:

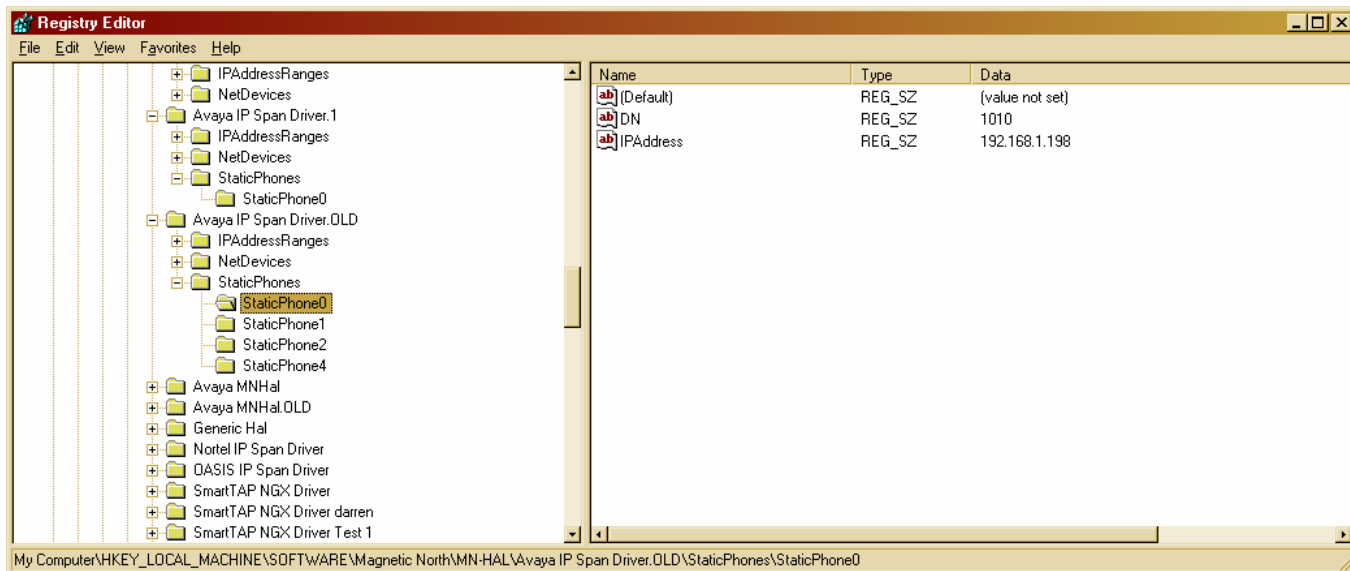
- Hot Fix 2 was installed during the compliance testing in order to monitor outbound agent events through Event services API using Corba connection.
- For serviceability events, all Magnetic North services need to be restarted on Optimise to recover from any network failures, reboots, process failures etc.
- Avaya IP Softphone does not provide SNMP (Simple Network Management Protocol). Thus it cannot be used by an Avaya Proactive Contact Agent if Optimise is to record its calls. However there is a work around, by declaring IP Softphone extension as a static phone in Optimise, then the Optimise can record the Agent's calls even if Avaya IP Softphone is used by an Agent.

To declare an Avaya IP Softphone extension as a static phone in Optimise, the following step needs to be performed:

Within the registry 'My Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Magnetic North\MN-HAL\Avaya IP Span Driver', set the StaticPhoneCount to the number of static phones (note – SNMP will still work so there can be a mix of static and non static)



Below is a sample phone:  
 Set the **DN** to the telephone (IP Softphone) extension.  
 Set the **IPAddress** to the telephone (IP Softphone) IP address.



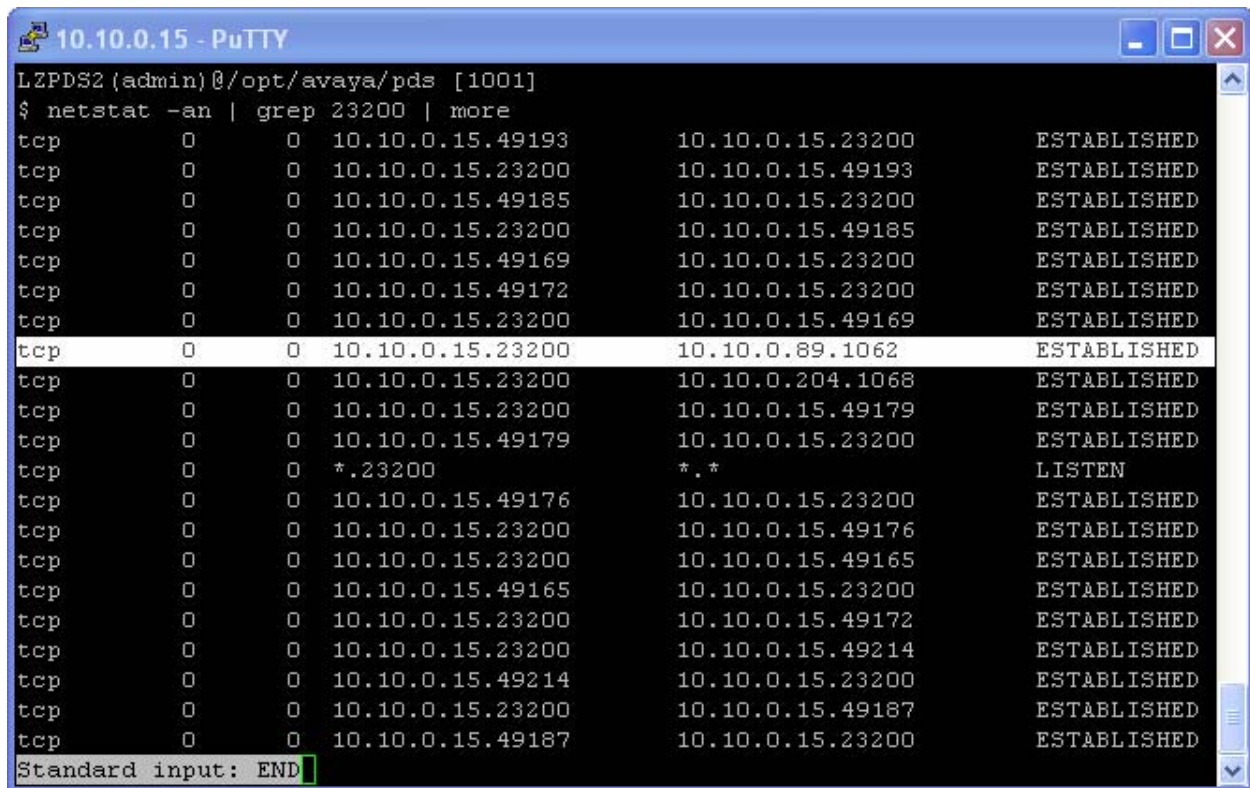
Note that the staticphone sub keys start at 0.

## 8. Verification Steps

This section includes the verification steps that verify the connection setup and configuration of Avaya Proactive Contact 3.0 and Magnetic North Optimise 4.5 is done correctly.

### 8.1. Avaya Proactive Contact Verification

The '`netstat -an | grep 23200 | more`' command from the command prompt on the Avaya Proactive Contact server can be used to verify the communication between Avaya Proactive Contact 3 and the Optimise. The above command should show an established **Event Server** connection between the Avaya Proactive Contact server (10.10.0.15) and Optimise (10.10.0.89).



The screenshot shows a PuTTY terminal window titled '10.10.0.15 - PuTTY'. The user is logged in as 'admin' and is in the directory '/opt/avaya/pds'. The command executed is '\$ netstat -an | grep 23200 | more'. The output shows several established TCP connections. The connection to 10.10.0.89:1062 is highlighted, indicating the Event Server connection.

```
LZPDS2 (admin) @/opt/avaya/pds [1001]
$ netstat -an | grep 23200 | more
tcp        0      0 10.10.0.15.49193      10.10.0.15.23200      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.15.49193      ESTABLISHED
tcp        0      0 10.10.0.15.49185      10.10.0.15.23200      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.15.49185      ESTABLISHED
tcp        0      0 10.10.0.15.49169      10.10.0.15.23200      ESTABLISHED
tcp        0      0 10.10.0.15.49172      10.10.0.15.23200      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.15.49169      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.89.1062       ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.204.1068      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.15.49179      ESTABLISHED
tcp        0      0 10.10.0.15.49179      10.10.0.15.23200      ESTABLISHED
tcp        0      0 *.23200               *.*                   LISTEN
tcp        0      0 10.10.0.15.49176      10.10.0.15.23200      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.15.49176      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.15.49165      ESTABLISHED
tcp        0      0 10.10.0.15.49165      10.10.0.15.23200      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.15.49172      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.15.49214      ESTABLISHED
tcp        0      0 10.10.0.15.49214      10.10.0.15.23200      ESTABLISHED
tcp        0      0 10.10.0.15.23200      10.10.0.15.49187      ESTABLISHED
tcp        0      0 10.10.0.15.49187      10.10.0.15.23200      ESTABLISHED
Standard input: END
```

## 8.2. Magnetic North Optimise Verification

The Optimise verification includes the call being recorded on the Optimise web server and being played back from Optimise. The following step needs to be performed:

1. Select the **Filter** from the dropdown list and then the **View Calls** page will be displayed.

The screenshot displays the 'View/Grade Calls' interface of the Magnetic North Optimise application. The top header includes the 'optimise' logo and 'magnetic north multimedia customer contact solutions'. The main title is 'View/Grade Calls'. Below the header, a navigation bar shows the path: 'Choose Filter >> View Calls >> Answer Questions >> Grade >> Call Grading >> Signed Off >> Compare Gradings'. The user is logged in as 'Administrator' with the filter 'neil filter' and type 'Filter for grading calls'. A media player interface is visible, showing a progress bar and playback controls. Below the media player, a table lists call records. The table has columns: Time Of Call, Duration, Agent Name, Agent ID, Service No, Contact Reason, DNType, Score, Grading Notes, CLID, and Dialed Number. The table contains 10 rows of call data. At the bottom right, there are buttons for 'Copy Calls', 'Delete', and 'Restore', along with a 'Show' dropdown set to '10'.

Time Of Call	Duration	Agent Name	Agent ID	Service No	Contact Reason	DNType	Score	Grading Notes	CLID	Dialed Number
16/12/2008 17:11:56	31	Agent 1	2007	Unknown		DN Out Call		View	Unknown	
16/12/2008 17:20:31	14	Agent 1	2007	Unknown		DN Out Call		View	Unknown	
17/12/2008 09:09:34	31	Agent 1	2007	Unknown		DN Out Call		View	Unknown	
17/12/2008 09:24:10	88	Agent 1	2007	Unknown		DN Out Call		View	Unknown	
17/12/2008 09:29:27	37	Agent 1	2007	Unknown		DN Out Call		View	Unknown	
17/12/2008 09:39:37	72	Agent 1	2007	Unknown		DN Out Call		View	Unknown	
17/12/2008 09:49:57	41	Agent 1	2007	Unknown		DN Out Call		View	Unknown	
17/12/2008 09:59:17	163	Agent 1	2007	Unknown		DN Out Call		View	Unknown	
17/12/2008 10:06:02	48	Agent 1	2007	Unknown		DN Out Call		View	Unknown	
17/12/2008 10:50:23	13	Agent 1	2007	Unknown		DN Out Call		View	Unknown	

2. Click the speaker icon and the call will automatically be played back.

slow normal fast

Now Playing: No call currently selected

Search: Search Criteria 17 Dec 2008 17:00

Time Of Call	Duration	Agent Name	Agent ID	Service No	Contact Reason	DNType	Score	Grading Notes	CLID	Dialled Number	REC	Speaker	Check
6/12/2008 17:11:56	31	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input type="checkbox"/>
6/12/2008 17:20:31	14	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input type="checkbox"/>
7/12/2008 09:09:34	31	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input type="checkbox"/>
7/12/2008 09:24:10	88	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input type="checkbox"/>
7/12/2008 09:29:27	37	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input type="checkbox"/>
7/12/2008 09:39:37	72	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input type="checkbox"/>
7/12/2008 09:49:57	41	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input type="checkbox"/>
7/12/2008 09:59:17	163	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input type="checkbox"/>
7/12/2008 10:06:02	48	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input type="checkbox"/>
7/12/2008 10:50:23	13	Agent 1	2007	Unknown		DN Out Call		View	Unknown		✓	🔊	<input checked="" type="checkbox"/>

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Show 10 rows at a time (22 call(s) in total)

Copy Calls Delete Restore Scratchpad Refresh

## 9. Conclusion

These Application Notes describe the required configuration steps for Magnetic North Optimise 4.5 to successfully interoperate with the Event Service of Avaya Proactive Contact 3.0 for outbound call recording only by Outbound Agents in a VoIP environment. Optimise used the mirrored Med-Pro port on the Extreme Networks Summit 400-24p Switch. Functionality and serviceability were successfully validated. The configuration described in these Application Notes has been successfully compliance tested.

## 10. Additional References

QA – Avaya Proactive Contact 3.0 – Optimise 4.5 Install and Configuration document on <http://support.magneticnorth.com>.

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