AVAYA

Avaya Solution & Interoperability Test Lab

Application Notes for Jabra PC Suite and Jabra Motion Office to Interoperate with Avaya Agent Desktop – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya Agent Desktop, Jabra PC Suite software, and Jabra Motion Office. The Jabra PC Suite software enables Jabra Motion Office to integrate with Agent Desktop. This allows users to perform call control features such as answering and hanging up calls directly from Jabra Motion Office.

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

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

1. Introduction

These Application Notes describe the configuration steps required for Jabra PC Suite software and Jabra Motion Office to successfully interoperate with Avaya Agent Desktop and Avaya Aura® Communication Manager. Jabra Motion Office is connected to the PC running Avaya Agent Desktop via a USB cable and Jabra PC Suite serves as an interface between Avaya Agent Desktop and Jabra Motion Office. Avaya Agent Desktop application is used to manage agent activities and also can be used as an IP softphone.

2. General Test Approach and Test Results

The compliance testing of Jabra Motion Office and Jabra PC Suite interoperating with Avaya Agent Desktop was manually performed. No performance testing was done and the tests listed in **Section 2.1** were executed and verified.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality.

2.1. Interoperability Compliance Testing

The compliance testing included the following test scenarios shown below.
- Verification of acceptable two-way audio path for local and PSTN calls
- Jabra Motion Office mute button operation
- Jabra Motion Office volume controls
- Jabra Motion Office Multi-function button (MFB) for answering and terminating calls remotely
- Interoperability with Avaya Agent Desktop
- Interoperability with voicemail

The serviceability testing focused on verifying the ability of Jabra Motion Office to recover from adverse conditions, such as disconnecting and reconnecting the USB cable, restarting Avaya Agent Desktop, power cycling the Jabra Motion Office and walking out and back into wireless range.

2.2. Test Results

The objectives outlined in **Section 2.1** were verified. All test cases passed with one observation and fix listed below:
- An issue was found where the status of the mute indicator on Avaya Agent Desktop was not being updated when Jabra Motion office would mute a call. This issue is fixed by installing the Contact Center Multimedia (CCMM) patch AvayaAura_CCMM_6.4.213.208 and then installing Avaya agent Desktop 6.4 Version Number: (8.4.0.419).

2.3. Support

For technical support for the Jabra Motion Office Headset, and Jabra products in general, please refer to www.jabra.com. On the Jabra website, support hotline numbers can be found for specific countries.

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between Avaya Agent Desktop and Jabra Motion Office.
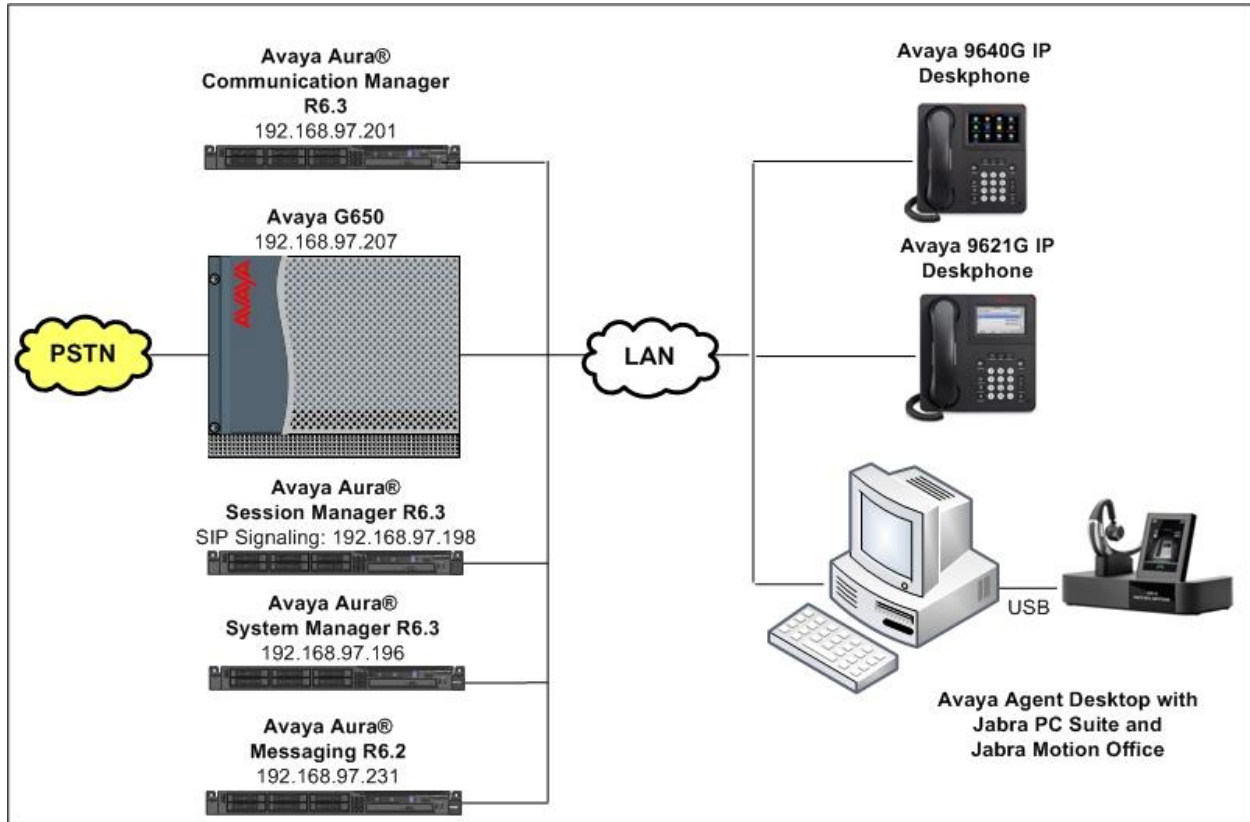
Figure 1: Reference Configuration Diagram

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4. Equipment and Software Validated

The following equipment and software was used during the lab testing:

Equipment/Software	Release/Version
Avaya Aura® Session Manager running on S8800 Server	Release: 6.3.2.0.632023
Avaya Aura® System Manager running on S8800 Server	6.3.0 - FP2 Build No. - 6.3.0.8.5682-6.3.8.1627
Avaya Aura® Communication Manager running on Avaya S8800Server	R016x.03.0.124.0 patch 21172
Avaya G650 Media Gateway IPSI TN2312BP CLAN TN799DP IP Media Processor TN2302AP Digital Line TN2224	 HW06, FW043 HW01, FW026 HW20, FW117 000006
Avaya Aura® Contact Center	6.4 SP13
Avaya Agent Desktop	6.4 Version Number: (8.4.0.419)
Contact Center Multimedia (CCMM) patch AvayaAura_CCMM_6.4.213.208	Version: 6.4213.208 (Build 0172)
Avaya Aura® Messaging	6.2
Avaya 9621G IP Deskphone (SIP)	6.3.0.73
Avaya 9640 IP Deskphone (H.323)	3.2.1
Jabra PC Suite	2.14.5888
Jabra Motion Office	1.17.0

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is installed and configured to work with Contact Center. There are no additional settings required to be configured for the connection of Jabra Motion Office to Avaya Agent Desktop. The compliance test with Jabra Motion Office was carried out with the default server settings for audio parameters.

This section describes the steps to provision a station for Avaya Agent Desktop in Communication Manager by using System Administration Terminal (SAT) commands. For detailed information on how to configure and administer Communication Manager, please refer to **Section 10 [1]**.

In the compliance test, one H.323 stations **53010** was configured and used as the Contact Center agent. The following are mandatory configurations for the station agent.

- A maximum of 2 Call Appearance lines per agent station.
- Restrict Last Appearance must be enabled on all agent stations
- IP Softphone enabled.

Enter the "**add station <n>**" command, where "**n**" is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type**: enter station type **9620**.
- **Name**: A descriptive name.
- **Security Code**: Enter a valid code, e.g. **1234**.
- **IP SoftPhone**: **y**.

```
change station 53010                                          Page   1 of   5
                                    STATION

Extension: 53010                        Lock Messages? n              BCC: 0
    Type: 9620                          Security Code: 1234            TN: 1
    Port: S00004                        Coverage Path 1:             COR: 1
    Name: H.323 53010                   Coverage Path 2:             COS: 1
                                        Hunt-to Station:          Tests? y
STATION OPTIONS
                                        Time of Day Lock Table:
            Loss Group: 19       Personalized Ringing Pattern: 1
                                         Message Lamp Ext: 53010
         Speakerphone: 2-way          Mute Button Enabled? y
     Display Language: english
 Survivable GK Node Name:
        Survivable COR: internal        Media Complex Ext:
  Survivable Trunk Dest? y                   IP SoftPhone? y

                                     IP Video Softphone? n
                        Short/Prefixed Registration Allowed: default

                                     Customizable Labels? y
```

Go to **Page 2**, and set **Restrict Last Appearance** to **y** and retain other fields at default.

```
add station 53010                                              Page   2 of   5
                                STATION
FEATURE OPTIONS
            LWC Reception: spe              Auto Select Any Idle Appearance? n
           LWC Activation? y                       Coverage Msg Retrieval? y
   LWC Log External Calls? n                                 Auto Answer: none
             CDR Privacy? n                            Data Restriction? n
     Redirect Notification? y               Idle Appearance Preference? n
  Per Button Ring Control? n               Bridged Idle Line Preference? y
     Bridged Call Alerting? y                    Restrict Last Appearance? y
  Active Station Ringing: single

                                                  EMU Login Allowed? n
         H.320 Conversion? n        Per Station CPN - Send Calling Number?
        Service Link Mode: as-needed                  EC500 State: enabled
         Multimedia Mode: enhanced               Audible Message Waiting? n
    MWI Served User Type:                      Display Client Redirection? n
              AUDIX Name:                      Select Last Used Appearance? n
                                                Coverage After Forwarding? s
                                                Multimedia Early Answer? n
  Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
    Emergency Location Ext: 53010      Always Use? n IP Audio Hairpinning? n
```

Go to **Page 4**, and only assign two **call-appr**s.

```
add station 53010                                              Page   4 of   5
                                STATION
 SITE DATA
        Room:                                     Headset? y
        Jack:                                     Speaker? n
       Cable:                                     Mounting: d
       Floor:                                 Cord Length: 0
    Building:                                    Set Color:

ABBREVIATED DIALING
    List1:                   List2:                   List3:




BUTTON ASSIGNMENTS
 1: call-appr                         4:
 2: call-appr                         5:
 3:                                   6:


    voice-mail
```

6. Configure Avaya Agent Desktop

From a PC that will host Avaya Agent Desktop, launch Microsoft Internet Explorer. In the address bar, enter the URL **https://<hostname of contact center server>/agentdesktop**. The screen below is then displayed. If Avaya Agent Desktop is not installed on the PC; clicking on the **Launch** button will install Avaya Agent Desktop. If Avaya Agent Desktop is already installed; clicking on the **Launch** button will launch the application.
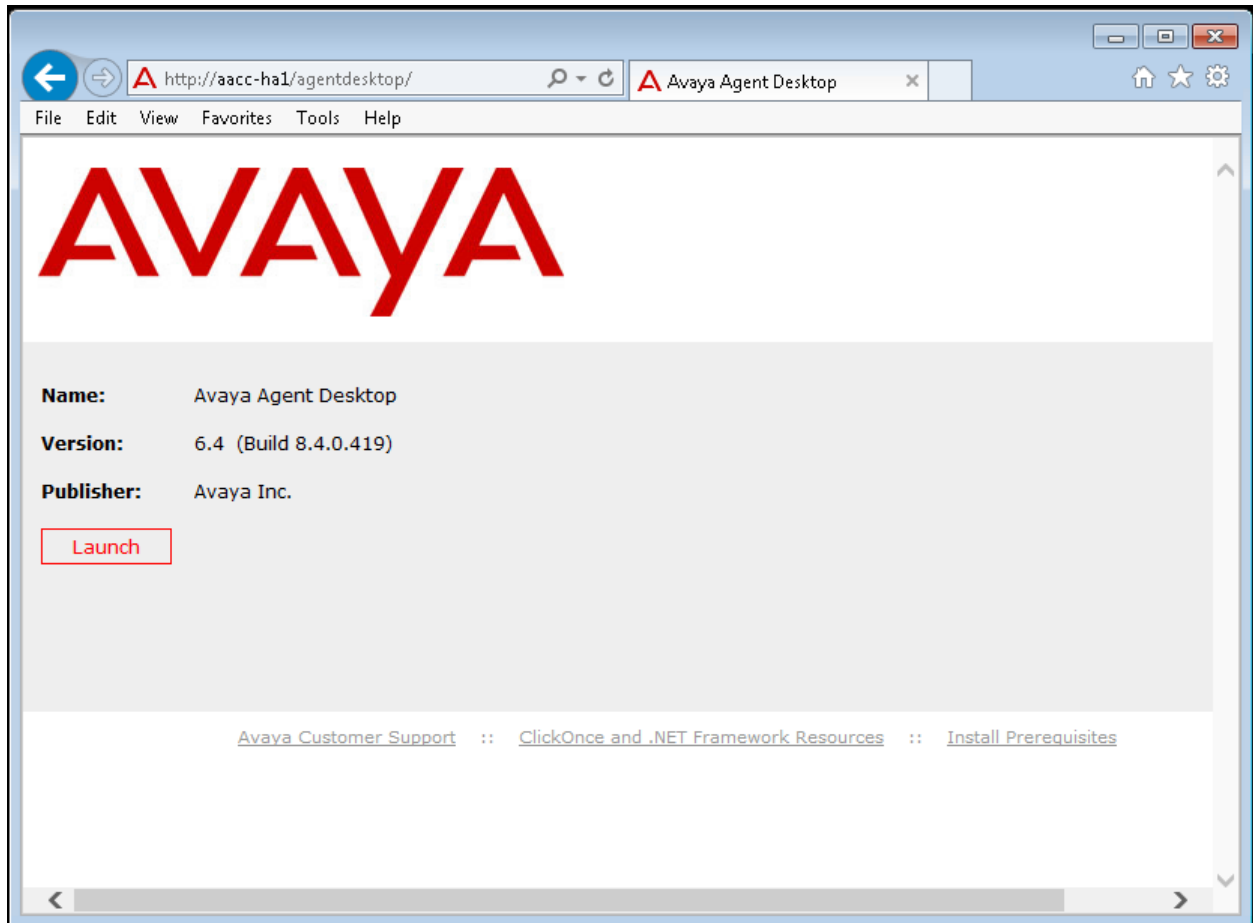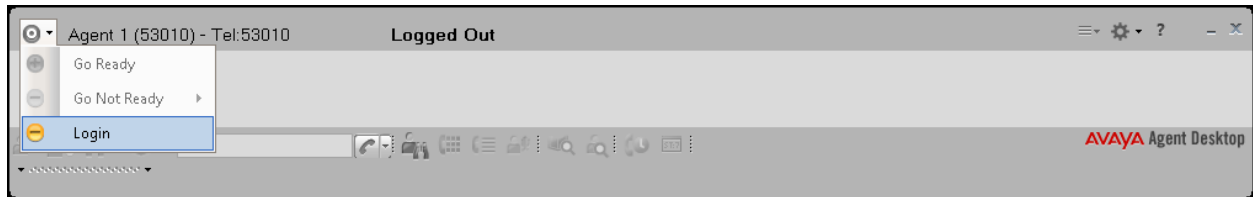

The screen below shows Avaya Agent Desktop application that is already signed in by a Contact Center CCT user and its status is **Logged Out**.
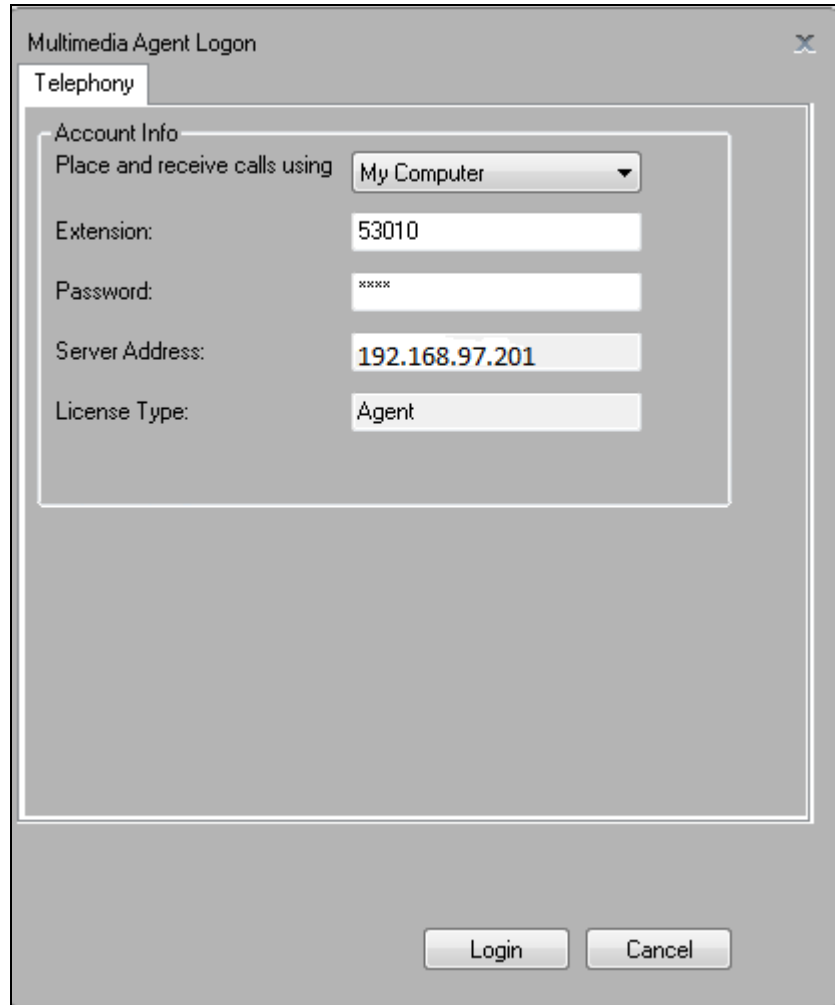
To log in the agent above, click on the circle button in the upper left hand and select **Login** in the menu.

The **Multimedia Agent Logon** window is then displayed as shown below. In the **Telephony** tab, select **My Computer** in the **Place and receive calls using** dropdown menu, enter extension number **53010** and its password in the **Extension** and **Password** fields as configured in **Section 5**. The IP address in the **Server Address** field is the IP address of Communication Manager that the extension will register to. Click on the **Login** button to log in Avaya Agent Desktop and register it to Communication Manager.
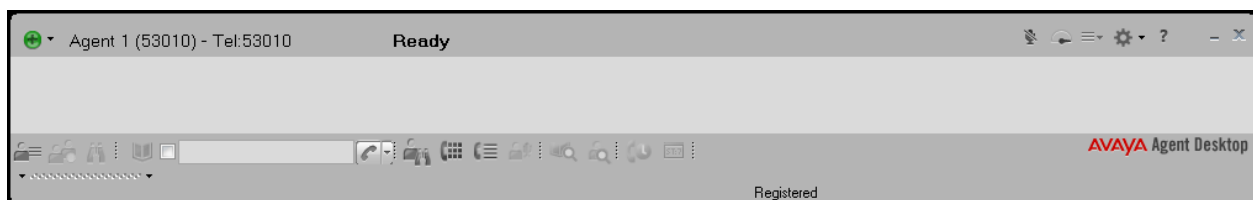
The screen below shows Avaya Agent Desktop successfully registered as station **53010** to Communication Manager and its current status is **Not Ready**.


Set to **Ready** status by clicking on the yellow circle button in the upper left hand side of the screen and select **Go Ready** from the menu as shown below.
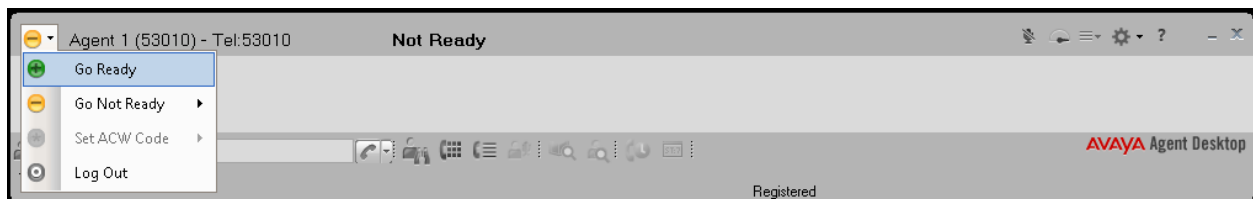
The screen below shows Avaya Agent Desktop with **Ready** status.

Configure audio settings for Avaya Agent Desktop by clicking on the setting icon in the upper right hand corner of the screen and select **Audio Settings** from the menu as shown below.
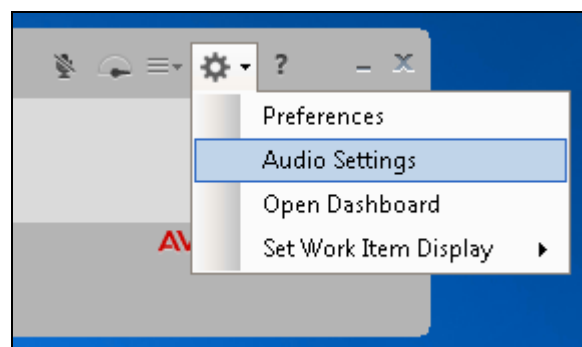
The **Audio Settings** section is displayed in the lower left hand side of the Avaya Agent Desktop window. Select **Jabra Motion Office** in both **Playback Device** and **Record Device** dropdown menus as shown below. Click the **Save Audio Devices** button to save the changes.

7. Configure Jabra Motion Office

This section describes the configuration steps for Jabra Motion Office and Jabra PC Suite to operate with Avaya agent Desktop. For more information on how to use Jabra Motion Office please refer to the manual listed in **Section 10 [4]**.

7.1. Configure Jabra PC Suite

Included in the Jabra PC Suite is the Jabra Control Center program. The Jabra Control Center program serves as an interface between Jabra Motion Office and Avaya Agent Desktop. The **Headset** tab of **Jabra Control Center** displays the type of headset which the program is managing and its configuration as shown below.
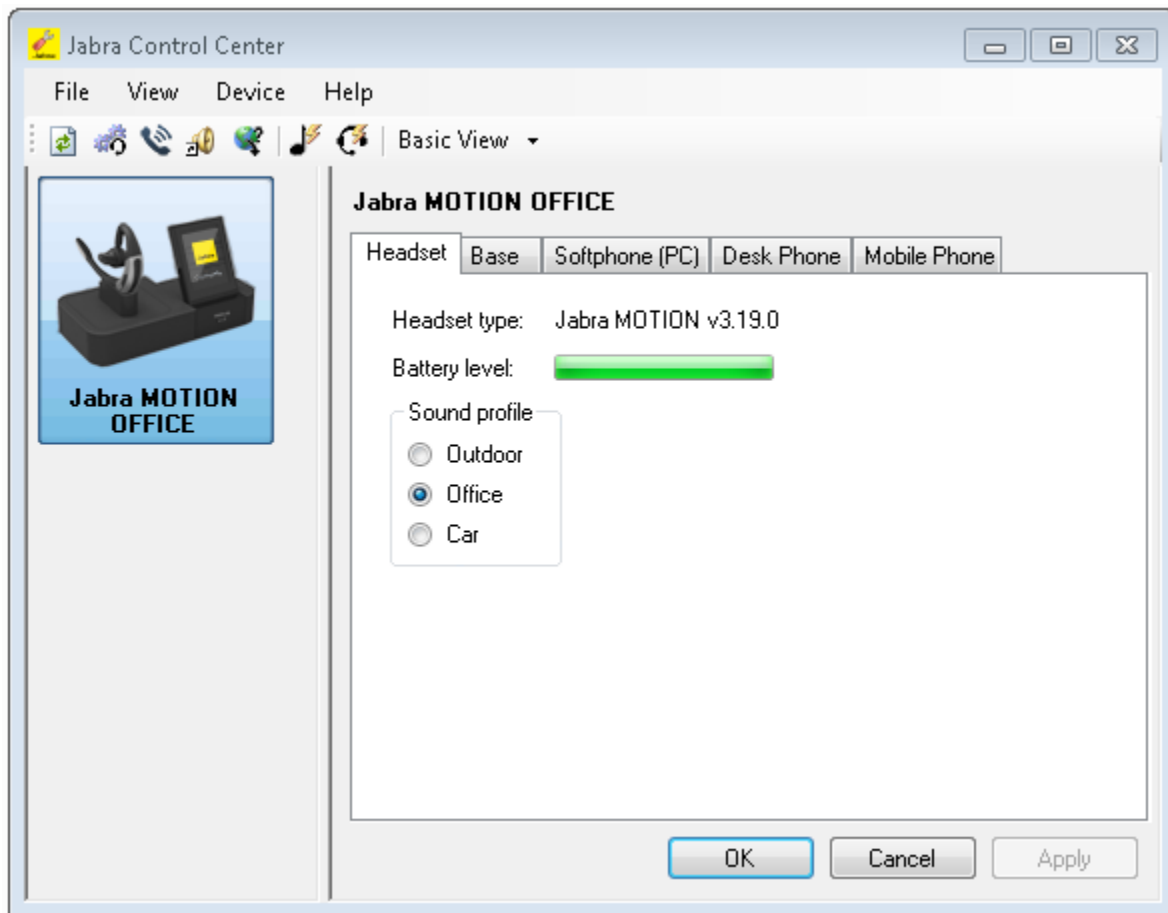
Click on the **Softphone** tab and verify that **Connect to softphone (PC)** is selected as shown.
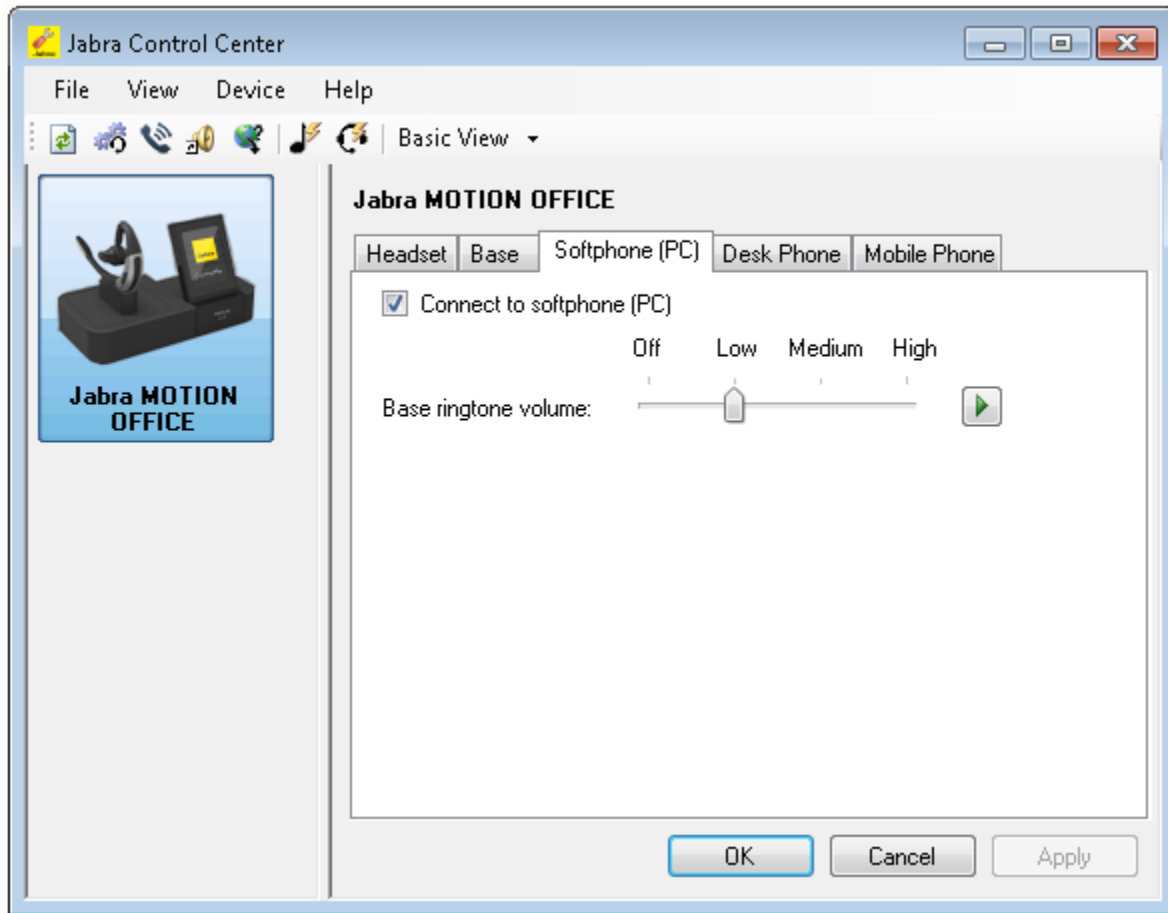
Click the **Apply** button to apply any changes and then click the **OK** button.

7.2. Connect Jabra Motion Office to PC

The following procedure shows the steps to connect Jabra Motion Office to the PC.

- Plug the supplied USB cable into the port marked [icon] on the Jabra Motion Office base
- Connect the other end of the USB cable to a free USB port on the PC

This should be done before starting Avaya Agent Desktop as in **Section 6**.

8. Verification Steps

This section provides tests that can be performed to verify proper installation and configuration of Jabra PC Suite and Jabra Motion Office with Avaya Agent Desktop.

Included in the Jabra PC Suite is the Jabra Device Service program. Run the **Jabra Device Service** program and verify that the **Softphone Status** for **Avaya one-X / Aura Agent Desktop** is **Connected** as shown below.
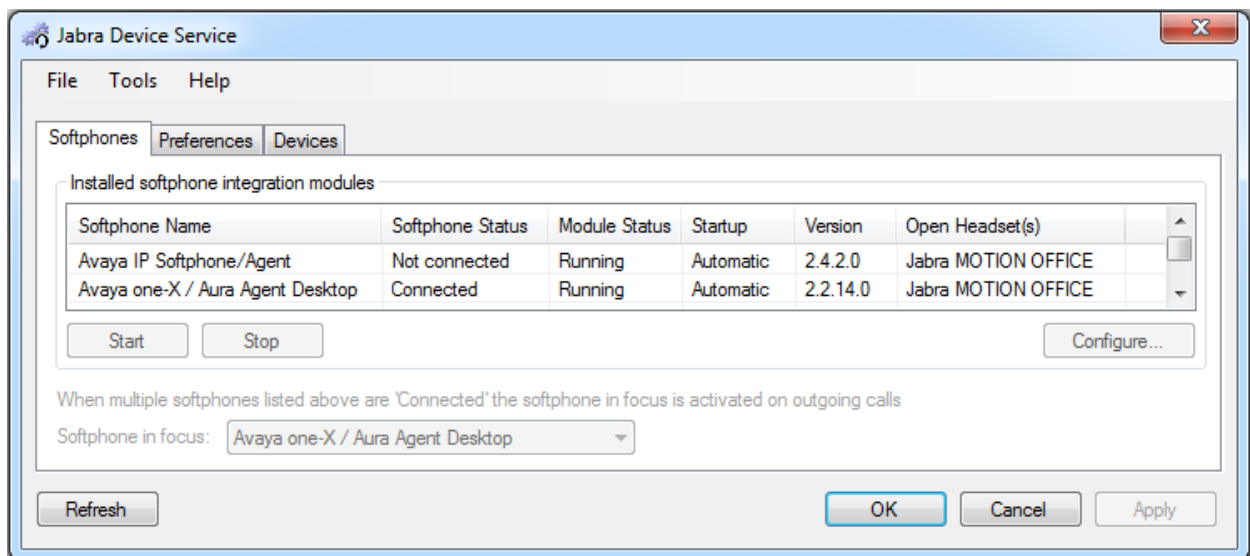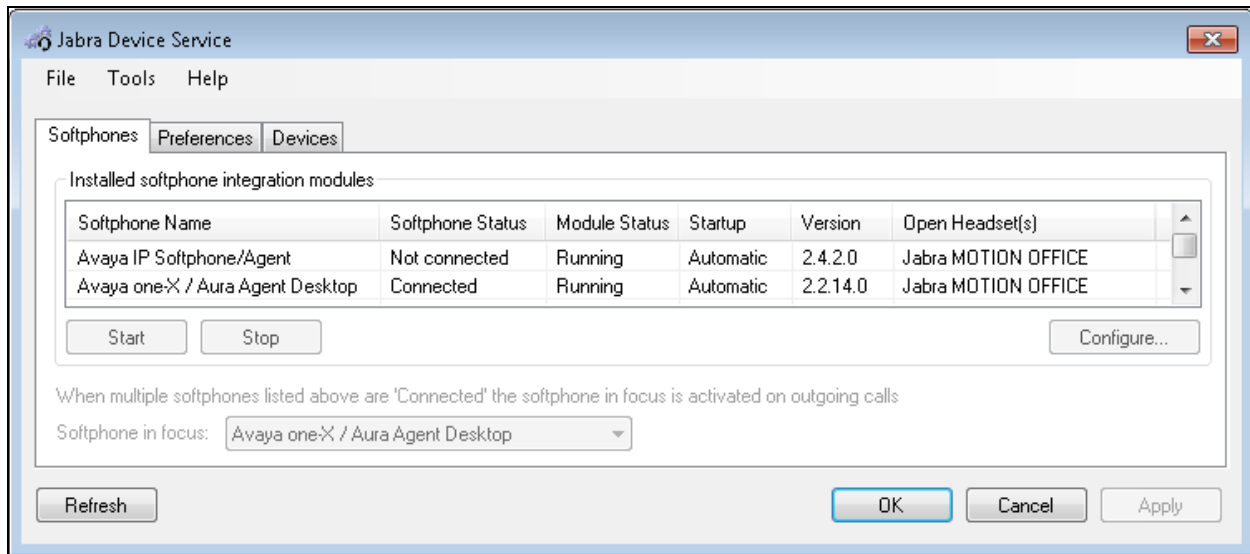
Perform a test call as follows:
- Start the Avaya Agent Desktop application
- Place an incoming call to Avaya Agent Desktop
- Answer the call using the Multi-function button on the headset

- Verify two-way talk path between the headset and the calling phone
- Disconnect the call from the headset using the Multi-function button
- Verify that the call is properly disconnected

9. Conclusion

All of the executed tests passed and met the objectives outlined in **Section 2.1**. Jabra PC Suite and Jabra Motion Office are considered to be in compliance with Avaya Agent Desktop. Refer to **Section 2.2** for information about a required patch and version of Avaya Agent Desktop.

10. Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Release 6.3, Document Number 03-300509, Issue 9, October 2013

[2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 6.3, Document Number 555-245-205, Issue 11, October 2013

[3] *Avaya Agent Desktop*, Release 6.4, Doc # 44400-114, Issue 05.02, June 2014

Documentation for Jabra Motion Office and Jabra products can be found at http://www.jabra.com.

[4] *Jabra MOTION^{TM} OFFICE User Manual,* Rev A, 2014

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