



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

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# **Application Notes for Orange Abandon Call Notification 1.0 with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Application Enablement Services R6.3 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Orange Abandon Call Notification 1.0 to interoperate with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Application Enablement Services (AES) R6.3.

Orange Abandon Call Notification (ABN) is a desktop CTI solution developed by Orange Business Services. Orange ABN monitors configured VDNs and captured Call Details for all calls including blind and consultative transfers and conference to agents for both abandoned and completed calls.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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 Orange Abandon Call Notification 1.0 to interoperate with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Application Enablement Services (AES) R6.3.

Orange Abandon Call Notification (ABN) is a contact center solution developed using Java Telephony Application Programming Interface (JTAPI). Orange ABN monitors configured VDNs and captured Call Details for all calls including blind and consultative transfers and conference to agents for both abandoned and completed calls.

## 2. General Test Approach and Test Results

The feature test cases were performed manually. Inbound calls were made on Communication Manager and calls handled by agent's Orange Softphone Client running on Microsoft windows based computer. In this testing, agents were logged in from the phones as expert agents.

The serviceability test cases were also performed manually by disconnecting/reconnecting the Ethernet cable on AES server and desktop running Orange Softphone, and restarting of Orange ABN application server, Orange Softphone, AES and Communication Manager.

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

### 2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying Orange ABN using Orange Softphone for the following:

- Direct VDN for answered and abandon calls before queuing, during queuing and ringing stage
- Blind Transferred VDN for answered and abandon calls before queuing, during queuing and ringing stage
- Consultative Transferred VDN for answered and abandon calls before queuing, during queuing and ringing stage
- Conference VDN for answered and abandon calls before queuing, during queuing and ringing stage

The serviceability testing focused on verifying the ability of Orange ABN to recover from adverse conditions such as disconnecting the Ethernet cables on the AES and Orange Softphone; resetting of the Orange Softphone, Communication Manager and Orange ABN server.

## **2.2. Test Results**

All feature test cases were executed and passed. The following observations were made:

- Orange ABN application has to be restarted for data to be collected if AES Lan is reconnected and Communication Manager is restarted.
- Setup of Aux Code on Softphone and Call Work Code on Communication Manager needs to be in sync with the Call Work Code button administered on agents for the expected data to be received on Orange ABN from AES.

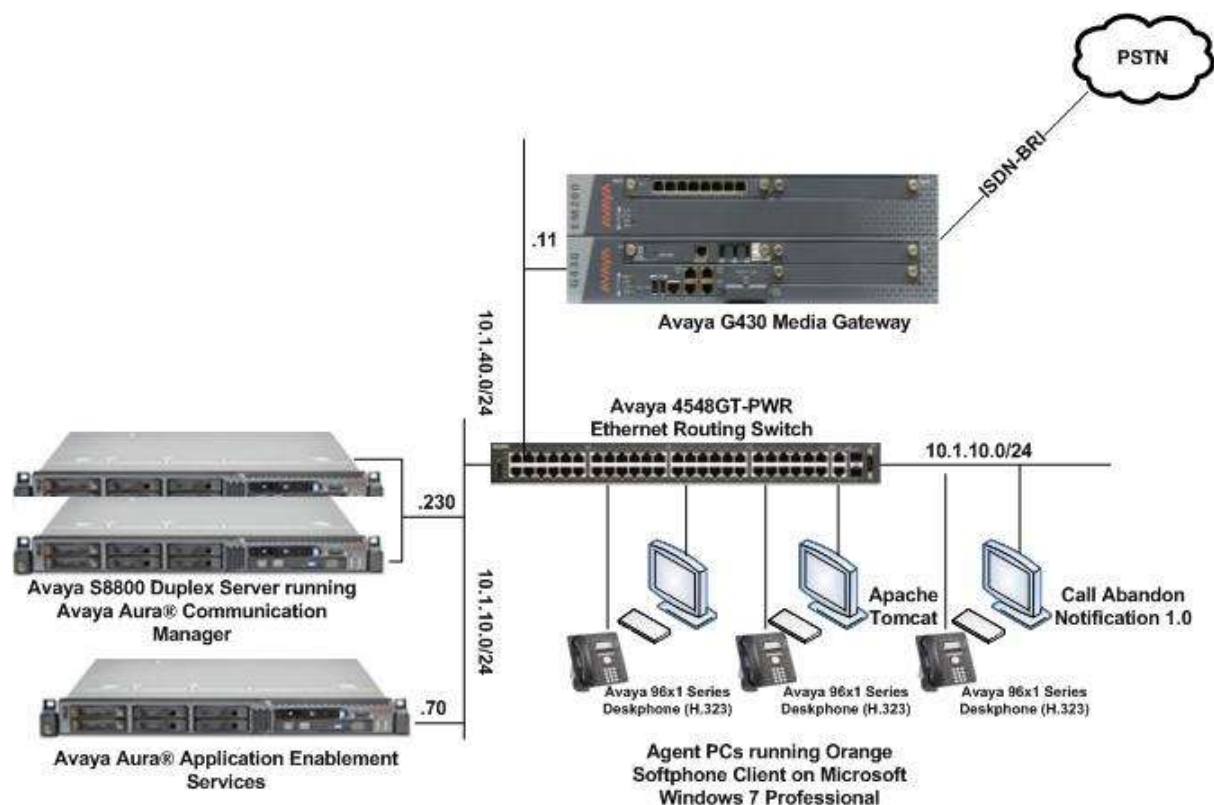
## **2.3. Support**

Technical support on Orange Business Services can be obtained through the following:

- Phone: +91-2261544848, Toll Free - 18002096699
- Email: servicedesk.india@orange.com

### 3. Reference Configuration

**Figure 1** illustrates a sample configuration consisting of a duplex pair of Avaya S8800 Servers, an Avaya G430 Media Gateway, Avaya Aura® AES Server and Avaya 96x1 H.323 IP Telephones. Orange Softphone client application is installed on a Microsoft Windows 7 Professional computer. Apache Tomcat in one of the computers for sharing information such as VDN and Call Work Code list. Abandon Call Notification application is installed on another computer with Microsoft SQL 2008 Express edition. Orange Abandon Call Notification and Softphone communicate with the TSAPI service on the Avaya Aura® AES Server. The Avaya 4548GT-PWR Converged Stackable Switch provides Ethernet connectivity to the servers and IP telephones.



**Figure 1: Test Configuration**

## 4. Equipment and Software Validated

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

Equipment/Software	Version
Avaya Aura® Communication Manager on S8800 Duplex Servers	R6.3.12.0-SP12 (R016x.03.0.124.0-22505)
Avaya G430 Media Gateway	36.14.0
Avaya Aura® Application Enablement Services running on VMware 5.1	6.3.3.4.10-0
96x1 Series (H.323) IP Telephones	6.6029
Orange Softphone running on Windows 7 Professional Service Pack 1.0	1.0
Orange Abandon Call Notification on Windows 7 Professional Service Pack 1.0	1.0
Apache Tomcat	7.0.64

**Table 1: Equipment/Software Validated**

## 5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Computer Telephony Integration (CTI) links on Communication Manager. Setup of agent stations with appropriate feature buttons, agent login ID, VDNs, Vectors, Hunt Groups, Trunks and Call Center features like Call Work Code is assumed to be configured and will not be detailed here.

All the configuration changes in Communication Manager are performed through the System Access Terminal (SAT) interface. The highlights in the following screens indicate the values used during the compliance test.

### 5.1. Configure Aura® Application Enablement Services and CTI Links

AES server forwards CTI requests, responses, and events between Orange Softphone clients/Orange ABN and Communication Manager. AES server communicates with Communication Manager over an AES link. Within the AES link, CTI links may be configured to provide CTI services to CTI applications such as Orange Softphone and ABN. The following steps demonstrate the configuration of the Communication Manager side of the AES and CTI links.

Step	Description
1.	Enter the <b>display system-parameters customer-options</b> command. On <b>Page 3</b> , verify that <b>Computer Telephony Adjunct Links</b> is set to <b>y</b> . If not, contact an authorized Avaya account representative to obtain the license.
	<div>display system-parameters customer-options <span style="float: right;">Page 3 of 11</span> OPTIONAL FEATURES  Abbreviated Dialing Enhanced List? y      Audible Message Waiting? y Access Security Gateway (ASG)? n      Authorization Codes? y Analog Trunk Incoming Call ID? y      CAS Branch? n A/D Grp/Sys List Dialing Start at 01? y      CAS Main? n Answer Supervision by Call Classifier? y      Change COR by FAC? n ARS? y      Computer Telephony Adjunct Links? <b>y</b> ARS/AAR Partitioning? y      Cvg Of Calls Redirected Off-net? y ARS/AAR Dialing without FAC? n      DCS (Basic)? y ASAI Link Core Capabilities? y      DCS Call Coverage? y ASAI Link Plus Capabilities? y      DCS with Rerouting? y Async. Transfer Mode (ATM) PNC? n Async. Transfer Mode (ATM) Trunking? n      Digital Loss Plan Modification? y ATM WAN Spare Processor? n      DS1 MSP? y ATMS? y      DS1 Echo Cancellation? y Attendant Vectoring? y  (NOTE: You must logoff &amp; login to effect the permission changes.)</div>
2.	Enter the <b>add cti-link m</b> command, where <b>m</b> is a number between 1 and 64, inclusive. Enter a valid <b>Extension</b> under the provisioned dial plan in Communication Manager, set the <b>Type</b> field to <b>ADJ-IP</b> , and assign a descriptive <b>Name</b> to the CTI link.

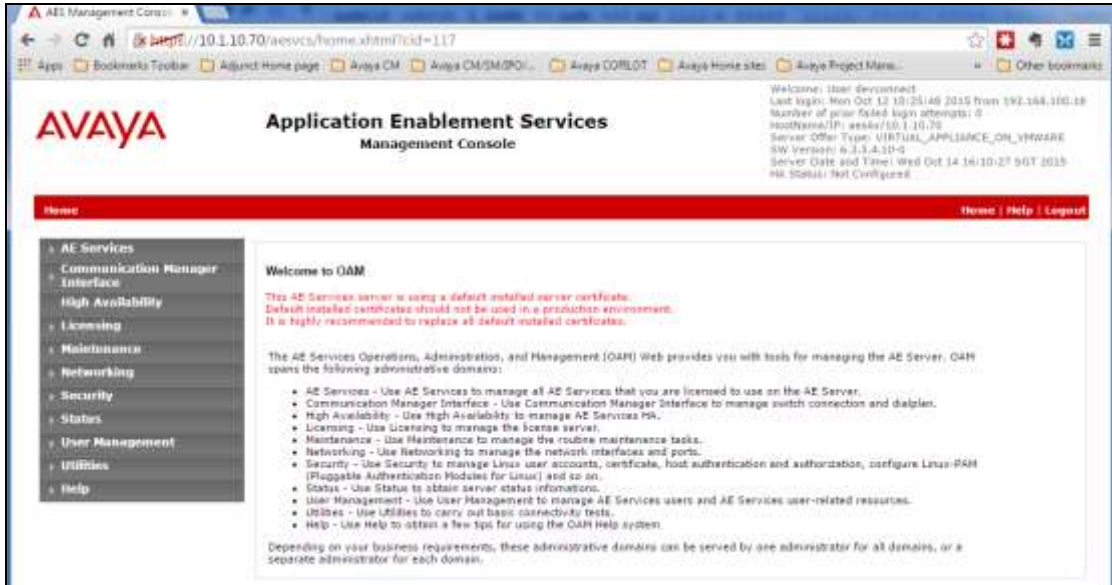
Step	Description
	<div>add cti-link 3<div>CTI LINK<div>CTI Link: 3<div>Extension: 10093<div>Type: ADJ-IP<div>Name: TSAPI Service - AES6x</div></div></div></div></div></div> <div>Page 1 of 3<div>COR: 1</div></div>
3.	<p>Enter the <b>change node-names ip proc</b> command. In the compliance-tested configuration, the processor of the communication manager with the node-name <b>procr</b> was utilized for connectivity to AES server.</p> <div>change node-names ip proc<div>IP NODE NAMES<div>NameIP Address<div>procr10.1.10.230<div>procr6::</div></div></div></div><div>Page 1 of 2</div></div>
4.	<p>Enter the <b>change ip-services</b> command. On <b>Page 1</b>, configure the <b>Service Type</b> field to <b>AESVCS</b> and the <b>Enabled</b> field to <b>y</b>. The <b>Local Node</b> field should be set to the <b>procr</b> that was configured in <b>Step 3</b>. During the compliance test, the default port was utilized for the <b>Local Port</b> field.</p> <div>change ip-services<div>IP SERVICES<div>Service TypeEnabledLocal NodeLocal PortRemote NodeRemote Port<div>AESVCSyprocr8765</div></div></div><div>Page 1 of 4</div></div> <p>On <b>Page 4</b>, enter the hostname of the AES server for the <b>AE Services Server</b> field. The server name may be obtained by logging in to the AES server using Secure Shell (SSH) and running the <b>uname -a</b> command. Enter an alphanumeric password for the <b>Password</b> field and set the <b>Enabled</b> field to <b>y</b>. The same password will be configured on AES server in <b>Section 6.3, Step 2</b>.</p> <div>change ip-services<div>AE Services Administration<div>Server IDAE Services ServerPasswordEnabledStatus<div>1:<div>2:aes6xabcdef1234567890y</div><div>3:</div></div></div></div><div>Page 4 of 4</div></div>
5.	Enter the <b>save translation</b> command to save the changes to the system. This completes the configuration of Communication Manager.

## 6. Configure Avaya Aura® Application Enablement Services

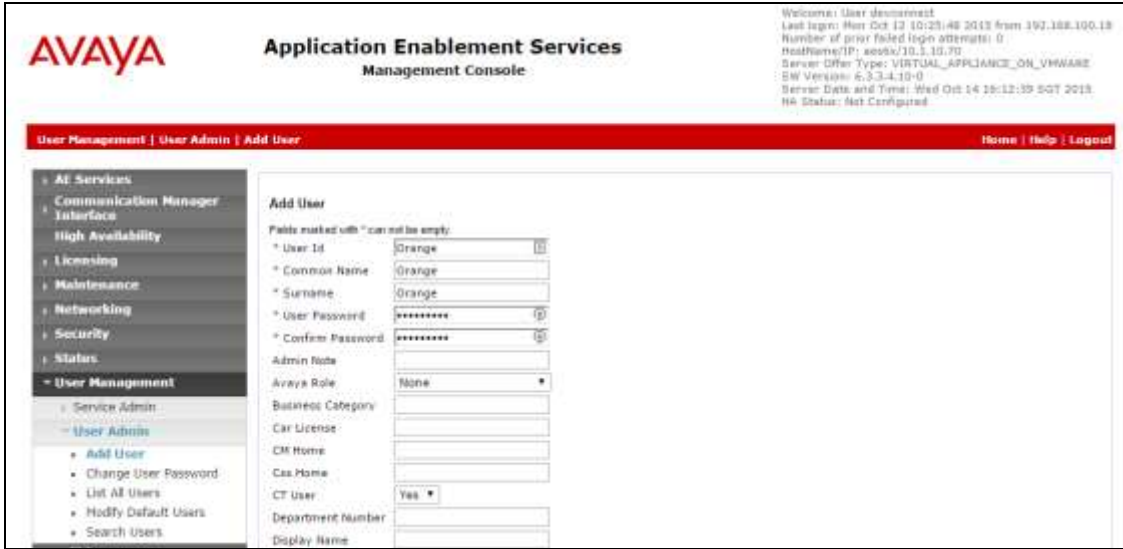
This section provides the procedures for configuring AES. The procedures fall into the following areas:

- Administer CTI User
- Verify AES License
- Administer Switch Connection
- Administer TSAPI link and verify TSAPI Service Port
- Administer CTI user permission

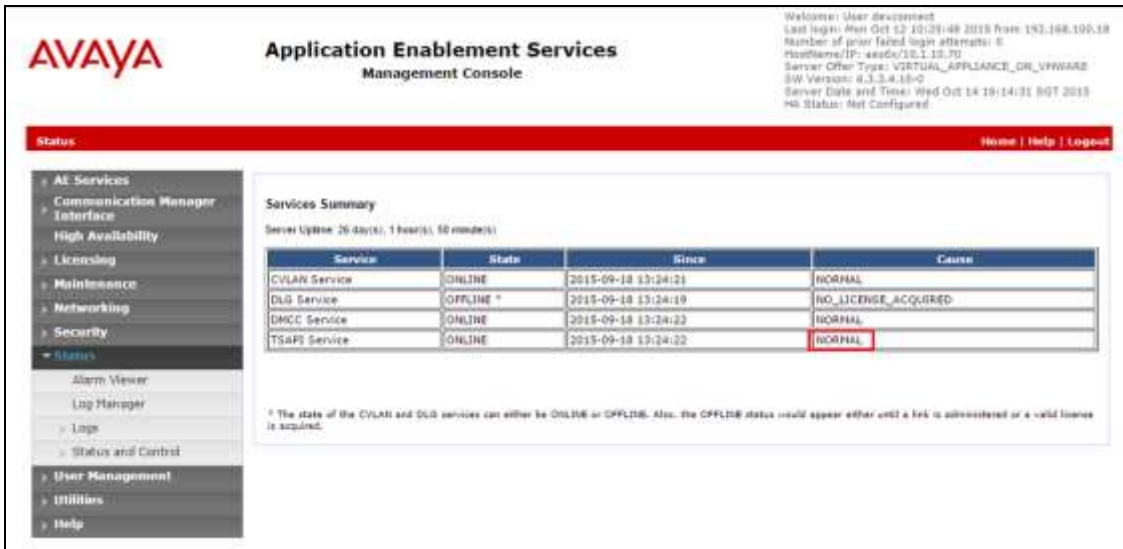
### 6.1. Administer CTI User

Step	Description
1.	<p>Launch a web browser and enter <b>https://&lt;IP address of AES server&gt;</b> to access the AES Management Console web based interface. Log in to AES Management Console using an administrative login and password (not shown) and the <b>Welcome To OAM</b> screen will be displayed.</p> 


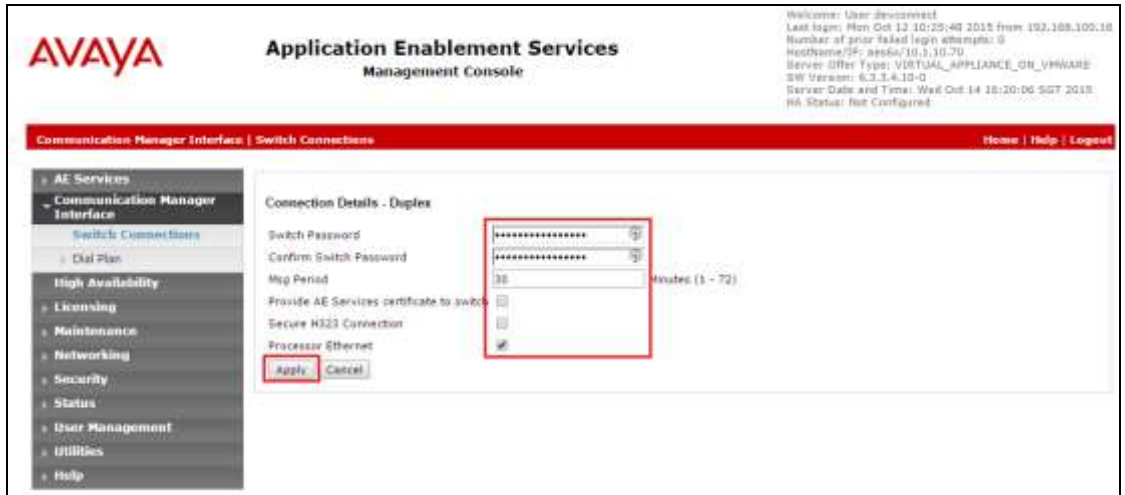


Step	Description
2.	<p>Select <b>User Management</b> → <b>User Admin</b> → <b>Add User</b> in the left pane. Specify a value for <b>User Id</b>, <b>Common Name</b>, <b>Surname</b>, <b>User Password</b> and <b>Confirm Password</b>. Set <b>CT User</b> to <b>Yes</b>. Use the values for <b>User Id</b> and <b>User Password</b> to configure Orange Softphone and ABN to access the TSAPI Service on AES server. Scroll down to the bottom of the page and click <b>Apply</b> (not shown).</p> 

## 6.2. Verify Avaya Aura® Application Enablement Services License

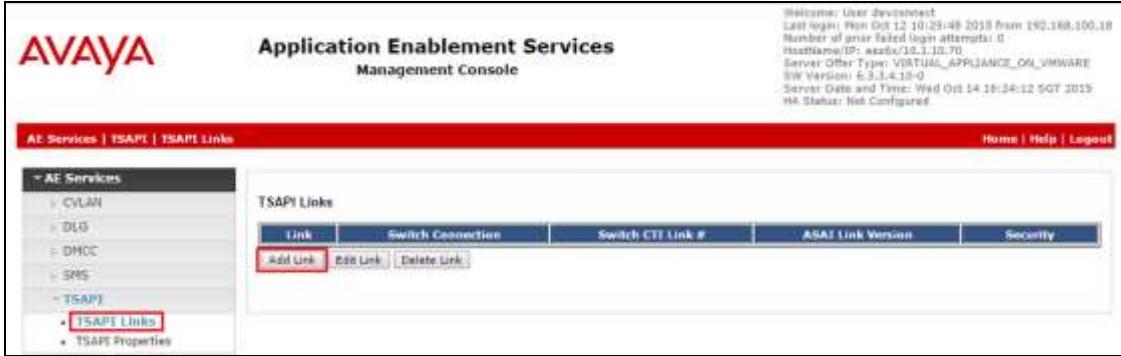

Step	Description
1.	<p>Select <b>Status</b> from the Welcome to OAM Screen page. Verify that AES license has proper permissions for the features illustrated in these Application Notes by ensuring the TSAPI service is licensed. If the TSAPI service is not licensed, then contact the Avaya sales team or business partner for a proper license file.</p> 

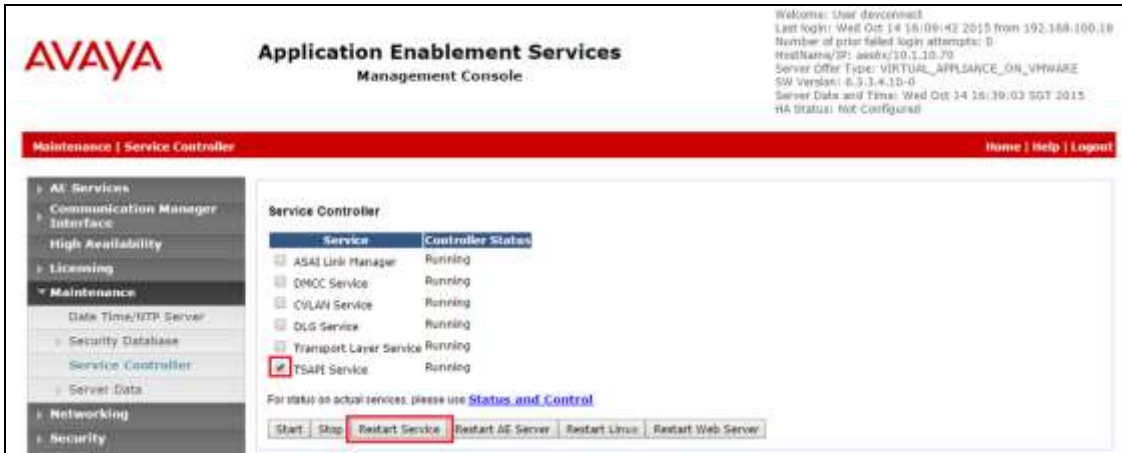
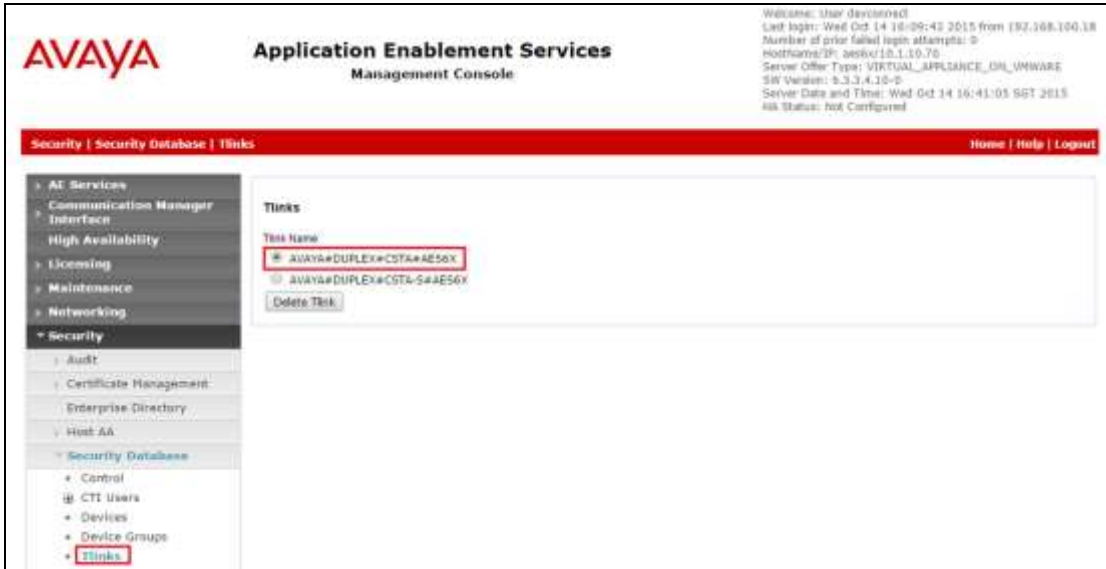
## 6.3. Administer Switch Connection

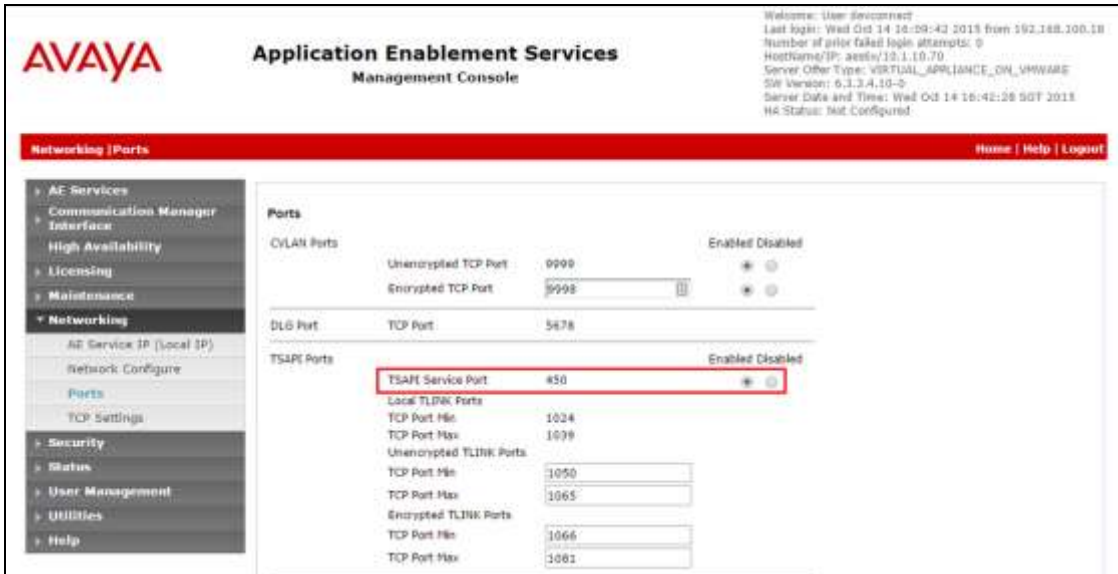
Step	Description
1.	<p>From the Home menu, select <b>Communication Manager Interface</b> → <b>Switch Connections</b>. Enter a descriptive name for the switch connection and click <b>Add Connection</b>. In this configuration, <b>Duplex</b> is used.</p> 
2.	<p>The <b>Connection Details – Duplex</b> screen is displayed. For the <b>Switch Password</b> and <b>Confirm Switch Password</b> fields, enter the password that was administered in Communication Manager using the IP Services form in <b>Section 5.1, Step 4</b>. <b>Processor Ethernet</b> box is checked as procr is used for this connection as shown in <b>Section 5.1, Step 3</b>. Click on <b>Apply</b> to effect changes.</p> 

Step	Description									
3.	<p>The Switch Connections screen is displayed. Select the newly added switch connection name and click <b>Edit PE/CLAN IPs</b>.</p> <div><div><div><div><div>AVAYA</div><div>Application Enablement Services Management Console</div></div><div><div>Welcome</div><div>Last login</div><div>Number of</div><div>HostName</div><div>Server O</div><div>SW Versi</div><div>Server D</div><div>HA Statu</div></div></div><div><div>Communication Manager Interface   Switch Connections</div><div><div><div>AE Services</div><div>Communication Manager Interface</div><div>Switch Connections</div><div>Dial Plan</div><div>High Availability</div><div>Licensing</div><div>Maintenance</div><div>Networking</div></div><div><div>Switch Connections</div><div><div>Add Connection</div><table><thead><tr><th>Connection Name</th><th>Processor Ethernet</th><th>Msg Period</th></tr></thead><tbody><tr><td><input checked="" type="radio"/> Duplex</td><td>Yes</td><td>30</td></tr><tr><td><input type="radio"/> G450</td><td>Yes</td><td>30</td></tr></tbody></table><div><div>Edit Connection</div><div>Edit PE/CLAN IPs</div><div>Edit H.323 Gatekeeper</div><div>Delete</div></div></div></div></div></div></div></div>	Connection Name	Processor Ethernet	Msg Period	<input checked="" type="radio"/> Duplex	Yes	30	<input type="radio"/> G450	Yes	30
Connection Name	Processor Ethernet	Msg Period								
<input checked="" type="radio"/> Duplex	Yes	30								
<input type="radio"/> G450	Yes	30								
5.	<p>In the <b>Edit Processor Ethernet IP – Duplex</b> screen, enter the host name or IP address of the PE/C-LAN used for AES connectivity. In this case, <b>10.1.10.230</b> is used, which corresponds to the Common IP address of the Communication Manager. Click <b>Add/Edit Name or IP</b>.</p> <div><div><div><div>AVAYA</div><div>Application Enablement Services Management Console</div></div><div><div>Welcome: User disconnected</div><div>Last login: Mon Oct 13 10:15:48 2015 from: 192.168.108.18</div><div>Number of prior failed login attempts: 0</div><div>HostName/IP: avaya/10.1.10.70</div><div>Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE</div><div>SW Version: 6.2.3.4.10-0</div><div>Server Date and Time: Wed Oct 14 14:22:29 BST 2015</div><div>HA Status: Not Configured</div></div></div><div><div>Communication Manager Interface   Switch Connections</div><div>Home   Help   Logout</div><div><div>AE Services</div><div>Communication Manager Interface</div><div>Switch Connections</div><div>Dial Plan</div><div>High Availability</div><div>Licensing</div></div><div><div>Edit Processor Ethernet IP - Duplex</div><div><div>10.1.10.230</div><div>Add/Edit Name or IP</div></div><div><table><thead><tr><th>Name or IP Address</th><th>Status</th></tr></thead><tbody><tr><td>10.1.10.230</td><td>In Use</td></tr></tbody></table><div>Back</div></div></div></div></div>	Name or IP Address	Status	10.1.10.230	In Use					
Name or IP Address	Status									
10.1.10.230	In Use									

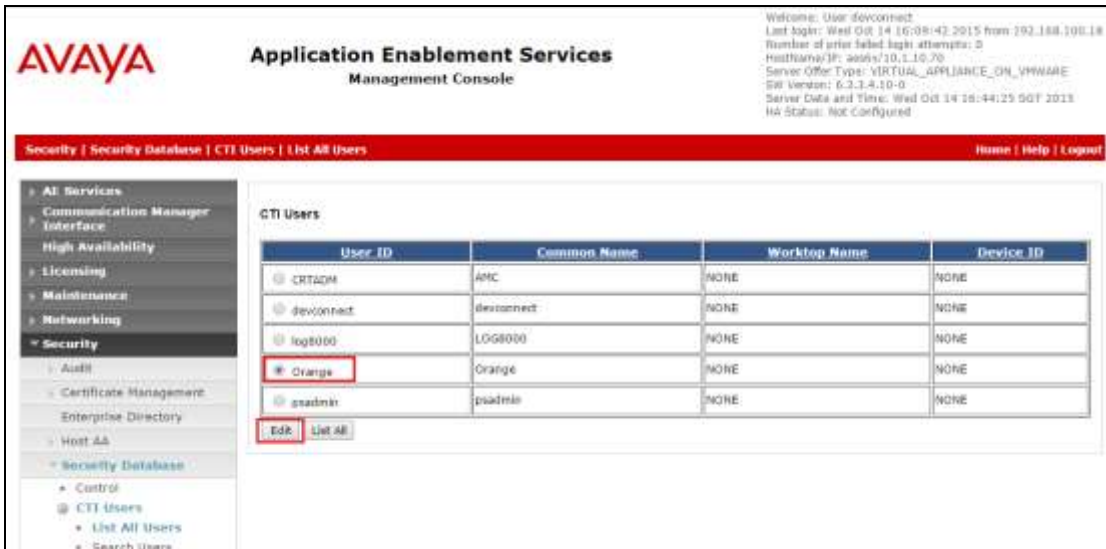
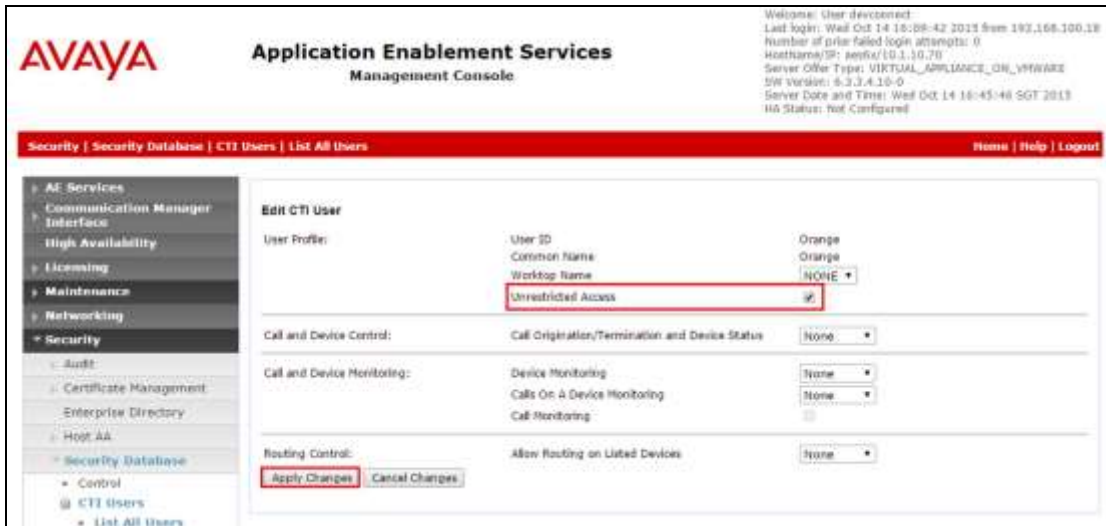
## 6.4. Administer TSAPI Link and verify TSAPI Service Port

Step	Description
1.	<p>To administer a TSAPI link on AES, select <b>AE Services</b> → <b>TSAPI</b> → <b>TSAPI Links</b>. Click <b>Add Link</b>.</p> 
2.	<p>In the <b>Add TSAPI Links</b> screen, select the following values:</p> <ul style="list-style-type: none"> <li>• <b>Link:</b> Select an available Link number from 1 to 16.</li> <li>• <b>Switch Connection:</b> Select the switch connection administered in <b>Section 6.3, Step 1</b>.</li> <li>• <b>Switch CTI Link Number:</b> Select the CTI link number administered in <b>Section 5.1, Step 2</b>.</li> <li>• <b>ASAI Link Version:</b> Set to 7 for the latest version.</li> <li>• <b>Security:</b> Select <b>Both</b> to allow for encrypted or unencrypted link.</li> </ul> <p>Note that the actual values may vary. Click <b>Apply Changes</b>.</p> 

Step	Description
3.	<p>To restart the TSAPI Service, select <b>Maintenance</b> → <b>Service Controller</b> from the Home menu. Check the <b>TSAPI Service</b> checkbox and click <b>Restart Service</b>.</p>  <p>The screenshot shows the Avaya Application Enablement Services Management Console. The left sidebar has a 'Maintenance' section with 'Service Controller' selected. The main area shows a table of services with 'TSAPI Service' checked. Below the table, the 'Restart Service' button is highlighted with a red box.</p>
4.	<p>Navigate to the Tlinks screen by selecting <b>Security</b> → <b>Security Database</b> → <b>Tlinks</b> from the Home menu. Note the value of the <b>Tlink Name</b>, as this will be needed to configure the Orange ABN in <b>Section 7</b>. In this configuration, the unencrypted <b>Tlink Name</b>, <b>AVAYA#DUPLEX#CSTA#AES6X</b>, which is automatically assigned by the AES server, is used.</p>  <p>The screenshot shows the Avaya Application Enablement Services Management Console. The left sidebar has a 'Security' section with 'Security Database' and 'Tlinks' selected. The main area shows a list of Tlinks with the first one, 'AVAYA#DUPLEX#CSTA#AES6X', highlighted with a red box.</p>

Step	Description
5.	<p>Navigate to the networking ports by <b>Networking → Ports</b>. Verify that the default <b>TSAPI Service Port 450</b> is enabled.</p>  <p>The screenshot shows the Avaya Application Enablement Services Management Console. The left sidebar contains a navigation menu with categories like AE Services, Communication Manager, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. The 'Networking' category is expanded, and the 'Ports' option is selected. The main content area displays the 'Ports' configuration page. It is divided into two sections: 'CyLAN Ports' and 'TSAPI Ports'. Under 'CyLAN Ports', there are settings for 'Unencrypted TCP Port' (9999) and 'Encrypted TCP Port' (9998), both with 'Enabled' status. Under 'TSAPI Ports', the 'TSAPI Service Port' is set to 450 and is highlighted with a red box, with its status set to 'Enabled'. Other settings include 'Local TLINK Ports' (TCP Port Min: 1024, TCP Port Max: 1039), 'Unencrypted TLINK Ports' (TCP Port Min: 1050, TCP Port Max: 1065), and 'Encrypted TLINK Ports' (TCP Port Min: 1066, TCP Port Max: 1081).</p>

## 6.5. Administer CTI User Permission

Step	Description
1.	<p>Select <b>Security</b> → <b>Security Database</b> → <b>CTI Users</b> → <b>List All Users</b> from the AES Management Console Home menu. Select the <b>User ID</b> created in <b>Section 6.1, Step 2</b> and click <b>Edit</b>.</p> <div></div>
2.	<p>Tick the <b>Unrestricted Access</b> box. Click <b>Apply Changes</b>.</p> <div></div>



## 7. Configure Orange Softphone and Abandon Call Notification

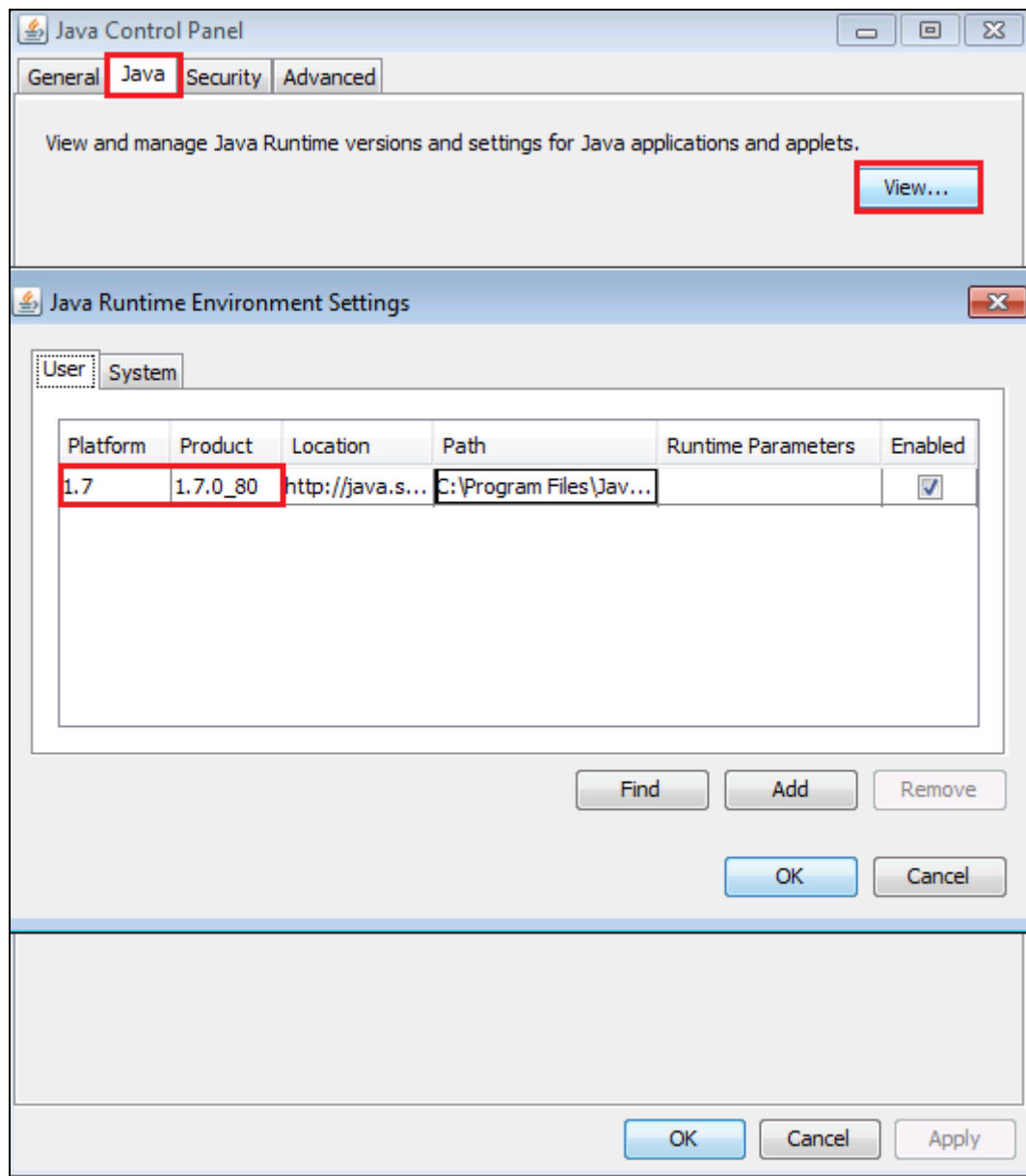
Configuration of Orange Softphone is documented in reference **Section 10 [3]** from earlier Application Notes and will not be detailed here.

This section highlights the configuration of Orange ABN which includes the following areas:

- Check the pre-requisites
- Configure Orange Abandon Call Notification

### 7.1. Check the pre-requisites

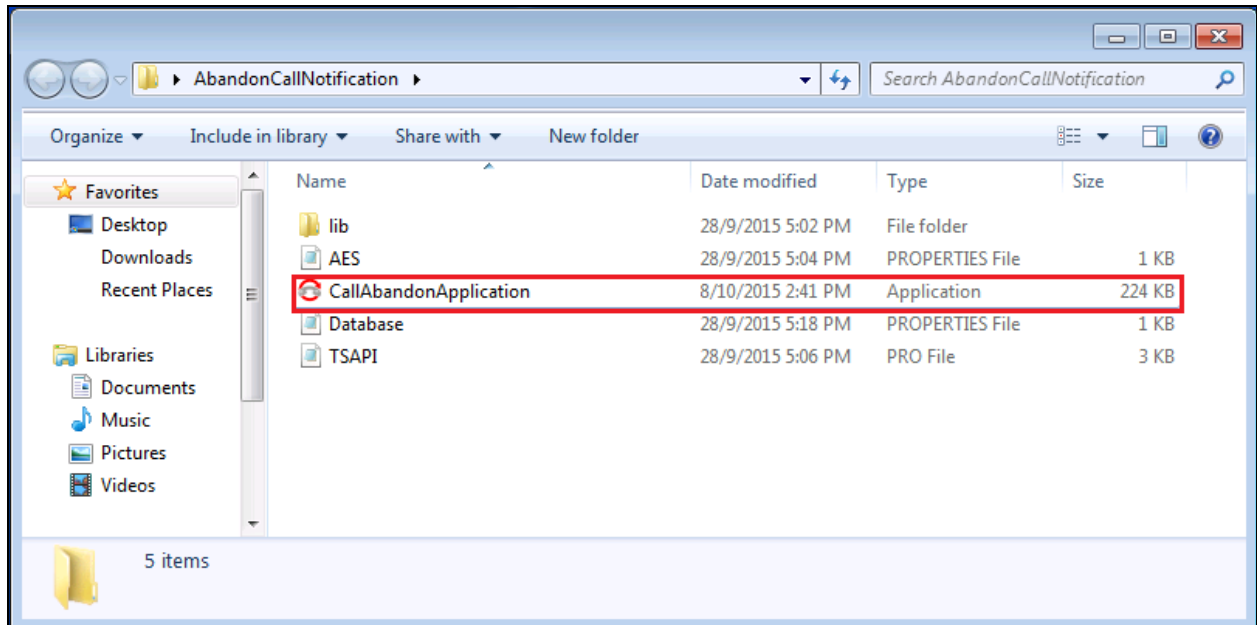
Orange ABN requires Java Runtime environment to be installed. On the server, click on **Windows Start → Control Panel** (not shown) and double click on **Java**. Select the **Java** tab and click **View** button to verify that Java **1.7** is installed.





## 7.2. Configure Orange Abandon Call Notifications

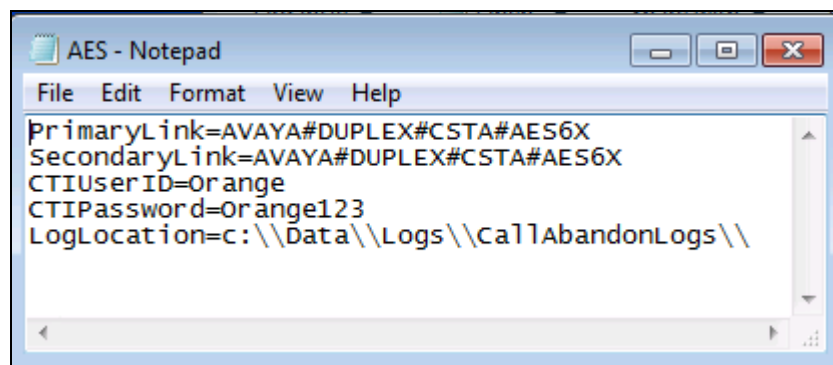
Locate the Orange ABN application on the desktop. The properties files are located in the same place as well as shown below.



The following properties files are verified before deployment:

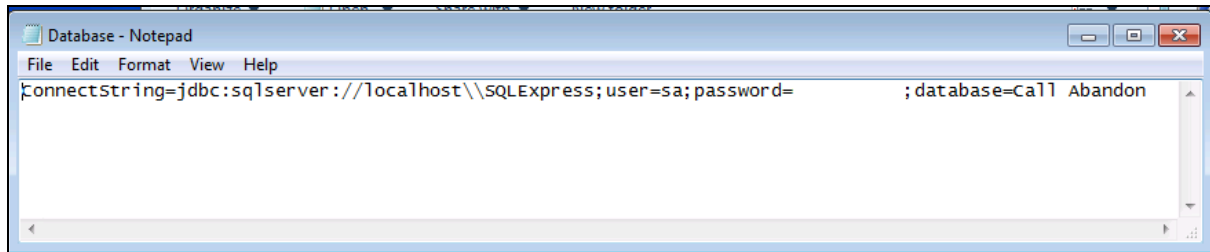
### 1. AES Properties

- |                         |  |
|-------------------------|--|
| <b>PrimaryLink</b>      | - Correspond to the unencrypted TLink name created by AES server shown in <b>Section 6.4, Step 4</b> |
| <b>SecondaryLink</b>    | - Same as PrimaryLink since only one AES is setup  |
| <b>CTIUserID</b>        | - CTI User name created in <b>Section 6.1, Step 2</b>  |
| <b>CTI UserPassword</b> | - CTI User password created in <b>Section 6.1, Step 2</b>  |
| <b>LogLocation</b>      | - Change as appropriate  |



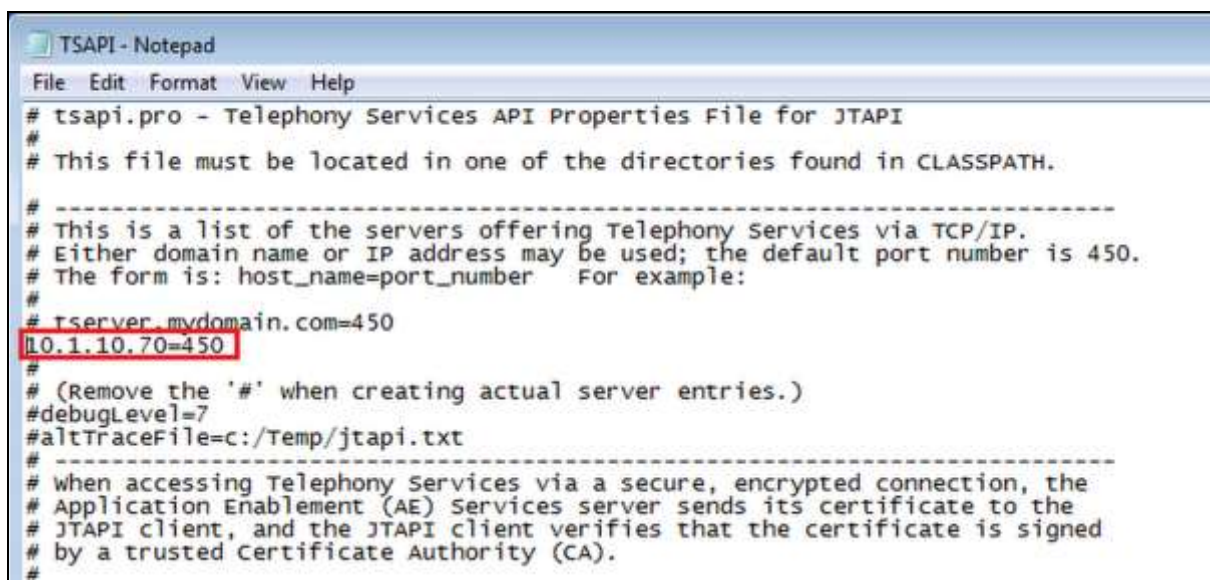
## 2. Database properties

**ConnectionString** - Set as below with the location as local host  
**user** - Database **user** set as **sa**  
**Password** - Database password is blank out for security purpose.  
**database** - Set as **Call Abandon**

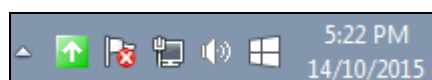


## 3. TSAPI properties

Check that the AES server IP address (shown in **Figure 1**) and port as configured in **Section 6.4 Step 5** are as set below.



Double click the **CallAbandonApplication.exe** for executing the program after checking the properties files. A green arrow up icon will be shown on the button right taskbar if it is running properly.



To stop or restart the application, right click on the green arrow icon and select **Exit**. Double click on the **CallAbandonApplication.exe** application to restart.



## 8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, AES Server and Orange ABN.

### 8.1. Verify Avaya Aura® Communication Manager


Verify the status of the administered TSAPI CTI link by using the **status aesvcs cti-link** command. The **Service State** field should display **established**.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1		no		down	0	0
2		no		down	0	0
3	7	no	aes6x	established	370	370

### 8.2. Verify Avaya Aura® Application Enablement Services

From the Welcome to OAM web pages, verify the status of the TSAPI Service by selecting **Status**. The **State** field for the **TSAPI Service** should display **ONLINE**.



### Application Enablement Services Management Console

Welcome! User disconnected  
Last login: Wed Oct 14 16:37:29 2015 from 192.168.100.18  
Number of prior failed login attempts: 0  
HostName/IP: aes6x/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 6.3.3.4.10-0  
Server Date and Time: Wed Oct 14 17:19:51 SGT 2015  
HA Status: Not Configured

**Status** [Home](#) | [Help](#) | [Logout](#)

- AE Services
- Communication Manager
- Interface
- High Availability
- Licensing
- Maintenance
- Networking
- Security
- Status**
- Alarm Viewer
- Log Manager
- Logs

#### Services Summary

Server Uptime: 26 day(s), 2 hour(s), 56 minute(s)

Service	State	Since	Cause
CVLAN Service	ONLINE	2015-09-18 13:24:21	NORMAL
DLG Service	OFFLINE *	2015-09-18 13:24:19	NO_LICENSE_ACQUIRED
DMCC Service	ONLINE	2015-09-18 13:24:22	NORMAL
TSAPI Service	ONLINE	2015-09-18 13:24:22	NORMAL

\* The state of the CVLAN and DLG services can either be ONLINE or OFFLINE. Also, the OFFLINE status would appear either until a link is administered or a valid license is acquired.

### 8.3. Verify Orange Abandon Call Notification

Verify that Orange ABN is up and running by checking the green arrow icon on the bottom right taskbar.



Make an incoming call to the monitored VDN by either abandoning the calls before queuing, during queuing or simply let the call be answered by one of the login agents. Use Microsoft SQL Server Management Studio to connect and query the database for the appropriate data parameters listed in [5].

Below is a sample call to verify Orange ABN is running. A caller **10017** reached the VDN **14001**, queued for **12** seconds and then abandoned the call. The **AbandonFlag** column is set to **Y** in the **QueueLog**. In the **SummaryLog**, the **NewCallOffered** and **NewCallQAbandon** counts were observed to have gone up.

The screenshot shows a SQL query result in Microsoft SQL Server Management Studio. The query is: `select * from QueueLog order by StartTime desc; select * from RingingLog order by StartTime desc; select * from SummaryLog order by Date desc;` The results are displayed in a grid. The first table, 'QueueLog', has columns: StartTime, EndTime, CalledAddress, CallingAddress, CallID, QueueTime, AbandonFlag, UCID, and OCID. The second table, 'SummaryLog', has columns: StartTime, EndTime, CalledAddress, CallingAddress, CallID, RingingTime, AbandonFlag, AgentID, AgentEon, UCID, and OCID. The third table, 'SummaryLog', has columns: NewCallAnswered, NewCallAbandon, NewCallOffered, VDN, Date, NewCallRingAbandon, NewCallAnswered, NewCall, NewCallQAbandon, NewCallRingAbandon, CallAbandonBeforeQ, CallAbandonBeforeQ, and NewCallAbandonBeforeQ.

StartTime	EndTime	CalledAddress	CallingAddress	CallID	QueueTime	AbandonFlag	UCID	OCID
2015-10-13 13:49:51.003	2015-10-13 13:50:04.390	14001	10017	233	13	N	00001002331444715382	00000000000000000000
2015-10-13 10:48:39.287	2015-10-13 10:48:51.200	14001	10017	232	12	N	00001002321444754513	00000000000000000000
2015-10-13 10:47:45.363	2015-10-13 10:47:57.960	14003	10017	231	12	Y	00001002311444754459	00000000000000000000
2015-10-13 10:47:09.223	2015-10-13 10:47:28.977	14002	10017	230	19	Y	00001002301444754420	00000000000000000000
2015-10-13 10:46:26.126	2015-10-13 10:46:39.793	14001	10017	228	13	Y	00001002281444754379	00000000000000000000
2015-10-12 16:23:26.926	2015-10-12 16:23:43.740	14001	60001	209	16	Y	00001002091444633206	00000000000000000000
2015-10-12 16:23:01.570	2015-10-12 16:23:15.703	14003	60001	208	16	Y	00001002081444633180	00000000000000000000
2015-10-12 16:22:43.020	2015-10-12 16:22:55.063	14001	60001	207	12	Y	00001002071444633163	00000000000000000000

StartTime	EndTime	CalledAddress	CallingAddress	CallID	RingingTime	AbandonFlag	AgentID	AgentEon	UCID	OCID
2015-10-13 13:50:04.407	2015-10-13 13:50:06.963	14001	10017	233	2	N	11001	10001	00001002331444715382	00000000000000000000
2015-10-13 10:48:51.303	2015-10-13 10:48:57.627	14001	10017	232	6	N	11001	10001	00001002321444754513	00000000000000000000
2015-10-13 10:45:57.960	2015-10-13 10:46:01.520	14003	10017	227	4	Y	11003	10003	00001002271444754361	00000000000000000000
2015-10-13 10:45:37.960	2015-10-13 10:45:45.207	14002	10017	226	8	Y	11002	10002	00001002261444754330	00000000000000000000
2015-10-13 10:45:06.963	2015-10-13 10:45:13.800	14001	10017	225	7	Y	11001	10001	00001002251444754300	00000000000000000000
2015-10-13 10:44:29.640	2015-10-13 10:44:31.990	14003	10017	224	2	N	11003	10003	00001002241444754263	00000000000000000000
2015-10-13 10:44:09.583	2015-10-13 10:44:11.400	14002	10017	223	2	N	11002	10002	00001002231444754240	00000000000000000000
2015-10-13 10:43:27.270	2015-10-13 10:43:28.433	14001	10017	222	2	N	11001	10001	00001002221444754198	00000000000000000000

NewCallAnswered	NewCallAbandon	NewCallOffered	VDN	Date	NewCallRingAbandon	NewCallAnswered	NewCall	NewCallQAbandon	NewCallRingAbandon	CallAbandonBeforeQ	CallAbandonBeforeQ	NewCallAbandonBeforeQ
3	1	5	14001	2015-10-13	1	0	0	0	0	0	0	0
1	1	3	14002	2015-10-13	1	0	0	0	0	0	0	0
1	1	3	14003	2015-10-13	1	0	0	0	0	0	0	0
10	5	1	14001	2015-10-12	5	0	0	0	0	0	0	0
8	10	9	14002	2015-10-12	7	0	0	0	0	0	0	0
7	10	5	14003	2015-10-12	4	0	0	0	0	0	0	0
17	6	7	14001	2015-10-08	1	0	0	0	0	0	0	0
6	0	1	14002	2015-10-08	0	0	4	1	0	0	0	3

## 9. Conclusion

These Application Notes describe the configuration steps required for Orange Abandon Call Notification 1.0 to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services using the Telephony Services Application Programming Interface (TSAPI). All feature test cases were completed successfully with observations noted in **Section 2.2**.

## 10. Additional References

This section references the Avaya and Orange Business Services documentations that are relevant to these Application Notes.

The following Avaya product documentations can be found at <http://support.avaya.com>.

- [1] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Document Number 02—300357, Release 6.3, Jun 2014.
- [2] *Avaya Aura® Avaya Communication Manager Feature Description and Implementation*, Document Number 555-245-205, Release 6.3, Issue 12, Jun 2015.
- [3] *Application Notes for Orange Softphone 1.0 with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Application Enablement Services R6.3*

The following product documentations are available from Orange Business Services.

- [4] *Help for Orange Softphone Version 2.0*
- [5] *Manual for Abandon Call Notification Version 1.0*
- [6] *Troubleshooting User Guide for Abandon Call Notification Version 1.0*

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