Abstract

These Application Notes describe the configuration steps required for 2\textsuperscript{nd} Nature by Unimax to interoperate with Avaya Call Management System via ODBC interface.

Readers should pay attention to \textbf{Section 2}, in particular the scope of testing as outlined in \textbf{Section 2.1} as well as the observations noted in \textbf{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 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 to integrate 2nd Nature by Unimax with Avaya Call Management System (CMS).

2nd Nature enables large organizations and managed service providers to unify their Avaya based contact center by providing a single, centralized administration interface.

2nd Nature is connected to CMS via ODBC interface. A user is configured on CMS that enables 2nd Nature to connect to CMS and list/add/modify/delete specific database items. During the compliance test a default user, “cms,” was used by 2nd Nature to connect to CMS. “cms” user was given proper permissions on tables that are used by 2nd Nature to modify associated data.

Although “cms” was used for this compliance test, Unimax recommends adding a user, other than “cms”, specifically for 2nd Nature connectivity to CMS; leaving the default account configured with its default settings.

2. General Test Approach and Test Results

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 recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and Unimax did not include use of any specific encryption features as requested by Unimax.
2.1. Interoperability Compliance Testing
The interoperability compliance test included feature and serviceability testing. The following feature test scenarios were executed to test 2\textsuperscript{nd} Nature’s ability to:

- Connect to CMS via ODBC
- List users configured on CMS
- List dictionary items configured on CMS
- Add dictionary items to CMS database
- Delete dictionary items from CMS database

The serviceability test cases were performed manually by disconnecting and reconnecting the network connection to the Unimax server and rebooting the Unimax server.

For each data field modified by 2\textsuperscript{nd} Nature, the corresponding field on CMS was validated using CMS supervisor.

2.2. Test Results
The Unimax 2\textsuperscript{nd} Nature successfully passed all the executed tests.

2.3. Support
Technical support from Unimax can be obtained through the following:

- **Phone:** +1-612-204-3661
- **Email:** support@unimax.com
- **Web:** https://unimax.com/support/
3. Reference Configuration
The figure below shows the compliance testing configuration. Unimax server and CMS were deployed on virtualized environment and were part of same network subnet.

![Figure 1: 2nd Nature by Unimax with Avaya Call Management System Lab Diagram](image-url)
4. Equipment and Software Validated

The following equipment and software were used for the test configuration:

<table>
<thead>
<tr>
<th>Equipment/Software</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya Call Management System</td>
<td>R18.0.2</td>
</tr>
<tr>
<td>2nd Nature by Unimax</td>
<td>9.1 B0</td>
</tr>
</tbody>
</table>
5. Configure Avaya Call Management System

No special configuration is needed on CMS for 2nd Nature to connect via ODBC. Default privileged user, “cms” was used by 2nd Nature for ODBC connectivity. (See comment in the Introduction Section)
6. Configure 2nd Nature by Unimax

Configuration for 2nd Nature is performed on the Unimax server where 2nd Nature is installed. During the compliance test, 2nd Nature was installed on Microsoft Windows 2016 Standard server. Log on to the 2nd Nature server and open the 2nd Nature application. All configuration steps in this section are performed on the 2nd Nature application.

From the View menu, select Framework.
Expand the **Systems** folder; right click on **Connections** and select **Create** to add a new connection to CMS. Configure the new ODBC as follows:

- **Name**: Provide a name for the connection
- **Communication Server**: Provide the hostname of the server running 2nd Nature
- **Active**: Check the box
- **Username**: Provide the username configured on CMS
- **Password**: Provide the password for the user configured on CMS
- **ODBC driver**: Type in a name for the ODBC driver
- **ODBC DSN**: Type in CMS
- **ODBC additional**: Following was configured during the compliance test.
  
  Host=acms;Server=cms_acms;Service=50000;Protocol=onsoctcp;Database=cms;Client_Locale=en_US.CP1252;DB_Locale=en_US.57372
7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of 2nd Nature and Call Management System.

From 2nd Nature application, initiate a CMS connection. Connect to CMS via a shell console and run the netstat command to verify 2nd Nature is connected to CMS is established.

From the 2nd Nature application, add one of the dictionary items. Here, an Agent is added.

Via CMS, verify the Agent created above is added.
8. Conclusion
These Application Notes describe the configuration steps required for 2nd Nature by Unimax to interoperate with Avaya Call Management System. Compliance testing based upon the specified configuration was completed successfully.

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


Documentation related to 2nd Nature may be directly obtained from Unimax.