



Avaya Solution & Interoperability Test Lab

Application Notes for BBX Technologies Vuesion Multimedia Contact Center Email Queuing Module with Avaya IP Office 8.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for BBX Technologies Vuesion Multimedia Contact Center Email Queuing module to interoperate with Avaya IP Office. In the compliance testing, BBX Technologies Vuesion Multimedia Contact Center provided skill based routing and announcements using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office 8.0. The Email Queuing module routes emails to the agents based on the routing options configured.

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 BBX Technologies Vuesion Multimedia Contact Center Email Queuing module to interoperate with Avaya IP Office. In the compliance testing, BBX Technologies Vuesion Multimedia Contact Center provided skill based routing and announcements by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The Email Queuing module routes emails to the agents based on the routing options configured.

The SIP User interface was used by Vuesion to register virtual SIP users and to route incoming calls via an available SIP user in a hunt group to the Vuesion server. The TAPI interface was used by Vuesion to monitor and control the virtual SIP and physical agent and supervisor users, and to provide call control via the agent and supervisor desktops. The Email Queuing module routes emails to agents based on the configured routing options.

The BBX Technologies Vuesion Multimedia Contact Center consisted of the Vuesion Server and Vuesion Client software.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the BBX Technologies Vuesion Multimedia Contact Center application, the application automatically registers the virtual SIP users to Avaya IP Office.

Since the testing concentrated on the Email Queuing module, the agents that are in available state were presented with emails based on the routing options configured. The agent would then acknowledge reading these emails and respond accordingly.

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 the following on BBX Technologies Vuesion Multimedia Contact Center Email Queuing module:

- Proper registration of virtual SIP users.
- Verify if emails are received into the configured queue.
- Verify if email queue threshold alert is triggered if emails are left in the queue.
- Verify if emails are presented to available agents based on the priorities set.
- Verify if emails are not delivered if any of the configurations are missing.
- Blend voice calls along with email queuing and verify if both are delivered to agents based on different priorities set.

The serviceability testing focused on verifying the ability of BBX Technologies Vuesion Multimedia Contact Center to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet cables to the Vuesion server and to the Vuesion client.

2.2. Test Results

All test cases were executed and passed. The following observations were noted on BBX Technologies Vuesion Multimedia Contact Center Email Queuing module during compliance testing:

- Disable internet access when email is in queue, reconnect internet. When reconnected, email queue has “0” and the queue populates to the correct value after some time.
- Close the agent client while handling an email. Log back into the agent and the email is not in the queue.

2.3. Support

Technical support on BBX Technologies Vuesion Multimedia Contact Center can be obtained through the following:

- **Phone:** (800) 930-4229, option 4
- **Email:** bbxservice@bbxtech.com
- **Web:** www.bbxtech.com

3. Reference Configuration

The configuration used for the compliance testing is as shown in **Figure 1** below.

In the compliance testing, the Vuesion Manager, Vuesion Reports and Vuesion Client software were running on the Vuesion server, while another server was hosting the Avaya IP Office Manager. During compliance testing two Vuesion clients were log in on the same server where one was connected to the Desktop agent and the other to the Desktop Supervisor agent. Emulated PSTN was used to make inbound/outbound calls. Gmail accounts were setup on the Vuesion server and emails were sent to the configured group from the PC hosting the Avaya IP Office Manager.

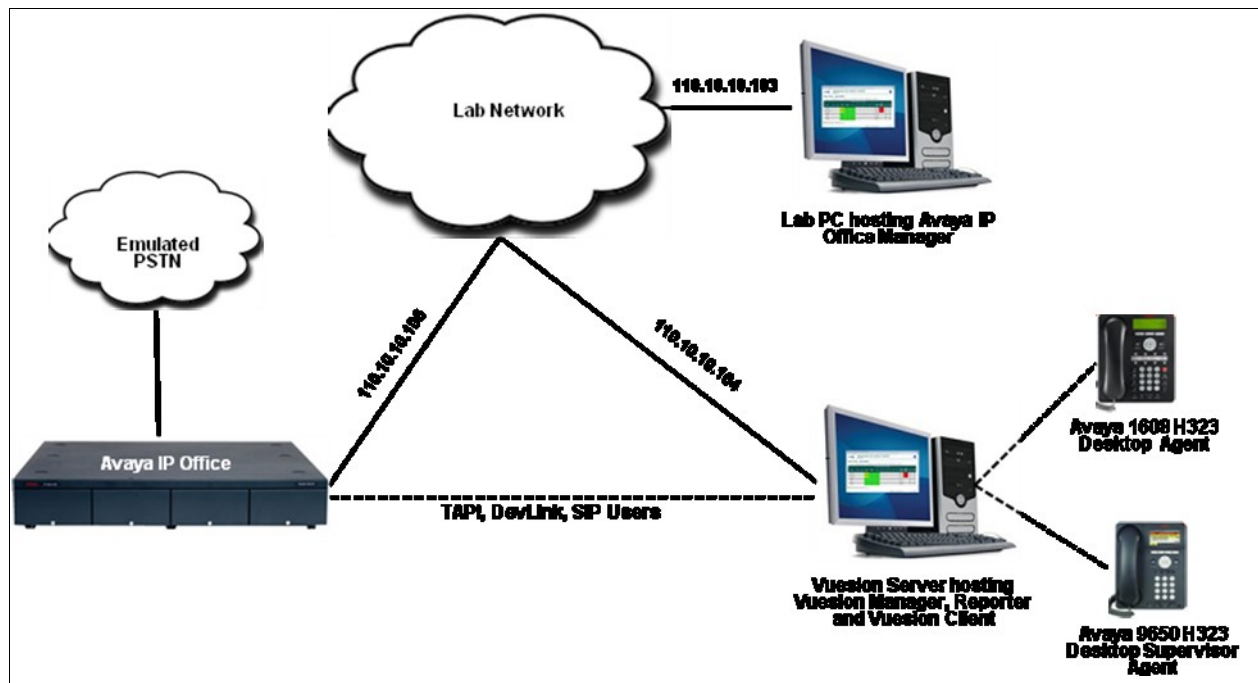


Figure 1: Compliance Test Lab Configuration

4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	8.0 (18)
Avaya IP Office Manager	10.0 (18)
Avaya 9650 IP Telephone (H.323)	3.186a
Avaya 1608 IP Telephone (H.323)	1.300B
BBX Technologies Vuesion Server on Windows 2008 Server R2 Standard <ul style="list-style-type: none">• Avaya TAPI (tspi2w.tsp)• Avaya DevLink (devlink.dll)	V7.03 1.0.0.35 1.0.0.5
BBX Technologies Vuesion Client	V7.03

5. Configure Avaya IP Office

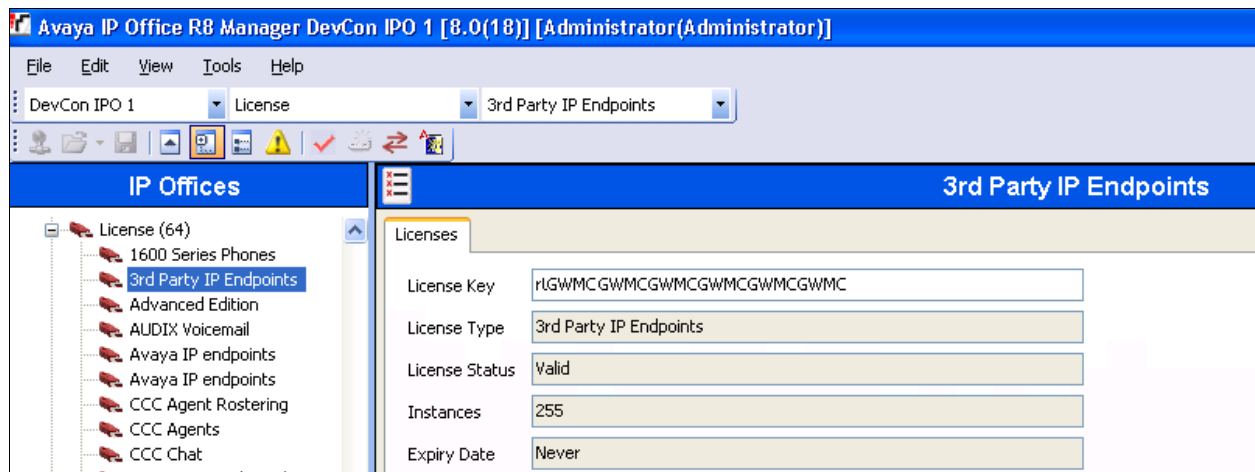
This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- Verify IP Office license
- Obtain LAN IP address
- Administer SIP Registrar
- Administer SIP extensions
- Administer SIP users
- Administer hunt groups
- Administer agents
- Administer supervisors
- Administer incoming call route
- Administer short code

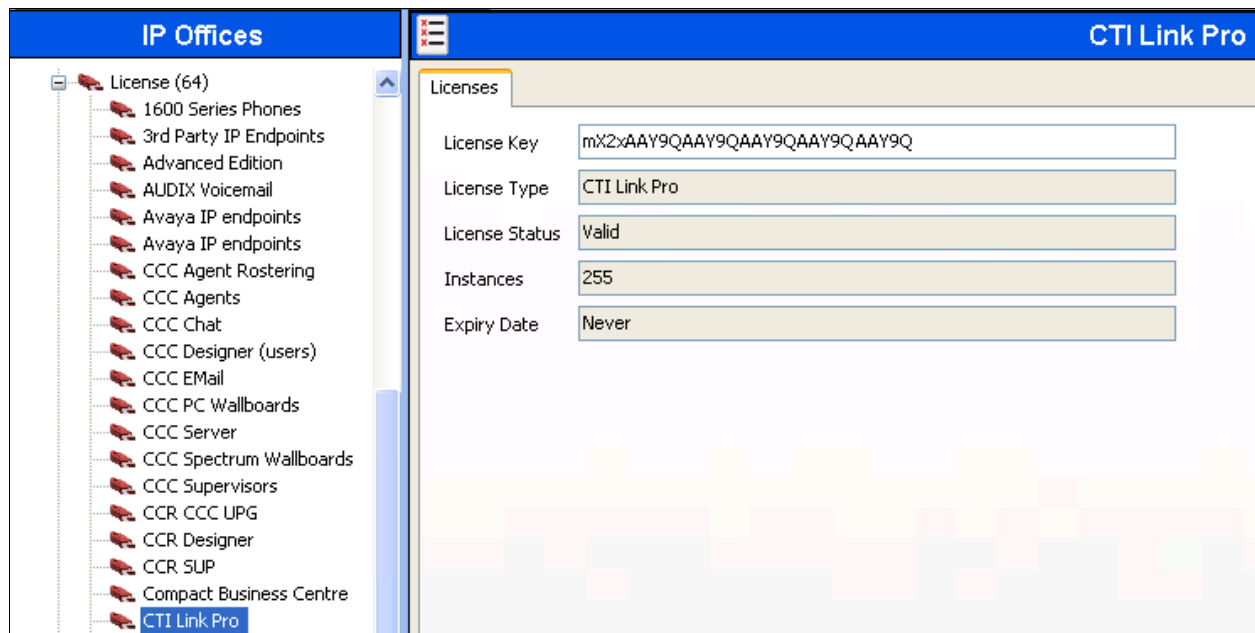
5.1. Verify IP Office License

From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP R8 Office Manager** screen is displayed. From the configuration tree in the left pane, select **License** → **3rd Party IP End-points** to display the **3rd Party IP End-points** screen in the right pane. Verify that the **License Status** is “Valid”.

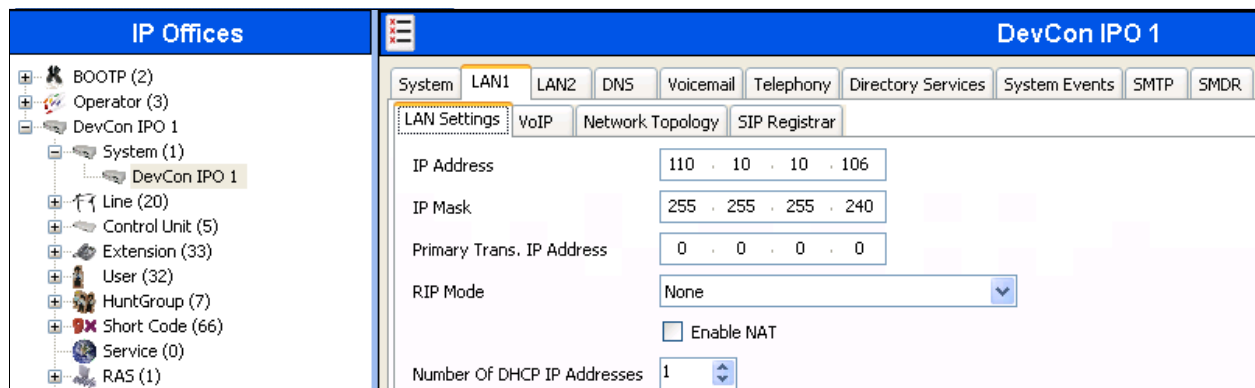


Scroll down the left pane and select **License → CTI Link Pro**, to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is “Valid”.



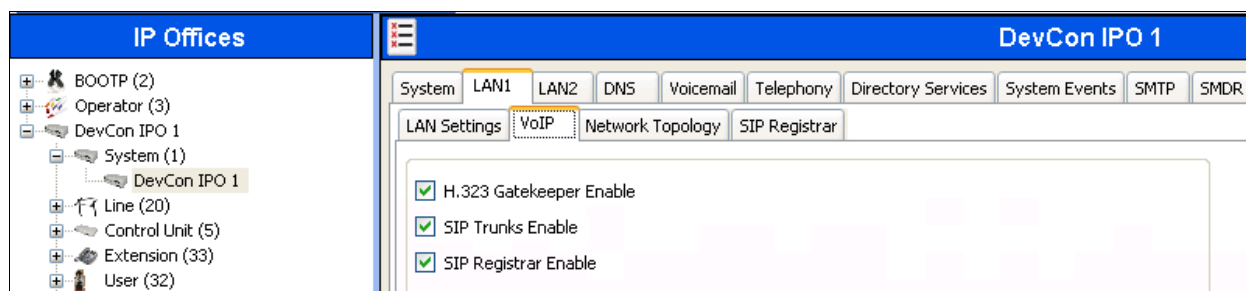
5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the **DevCon IPO 1** screen in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure Vuesion. Note that IP Office can support SIP on the LAN1 and/or LAN2 interfaces, and the compliance testing used the LAN1 interface.

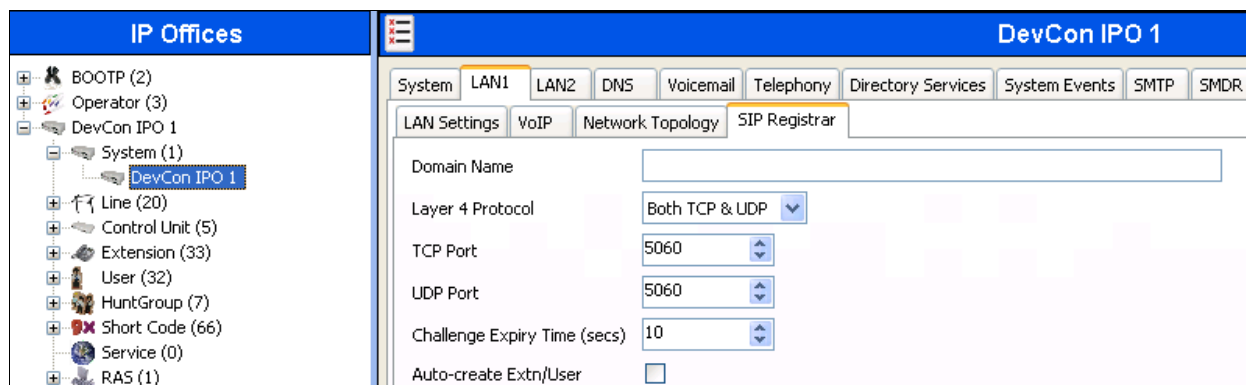


5.3. Administer SIP Registrar

Select the **VoIP** sub-tab. Make certain that **SIP Registrar Enable** is checked, as shown below. Retain default values for the remaining fields.

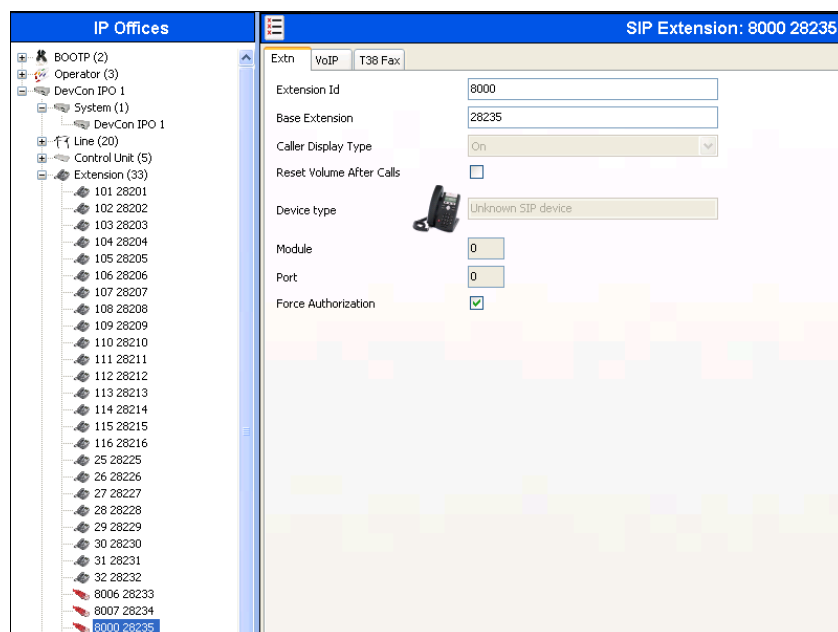


Select the **SIP Registrar** sub-tab, and enter a valid **Domain Name** for SIP endpoints to use for registration with IP Office. In the compliance testing, the **Domain Name** was left blank, so the LAN IP address was used for registration.



5.4. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension**, and select **New → SIP Extension** from the pop-up list to add a new SIP extension. Enter the desired digits for **Base Extension**, and retain the default values in the remaining fields. The screen below shows the added SIP extension.



Select the **VoIP** tab. Check **Re-invite Supported**, and **Reserve 3rd party IP endpoint license**, as shown below. Uncheck **Allow Direct Media Path**. Select “Custom” from **Codec Selection** drop down box and move “G.729 (a) 8K CS-ACELP” to the **Selected** column. Retain the default values in the remaining fields.

Repeat this section to add the desired number of SIP extensions. In the compliance testing, five SIP extensions with base extensions of 28235-28239 were created.

IP Offices

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
- System (1)
- DevCon IPO 1
- Line (20)
 - Control Unit (5)
 - Extension (33)
 - 101 28201
 - 102 28202
 - 103 28203
 - 104 28204
 - 105 28205
 - 106 28206
 - 107 28207
 - 108 28208
 - 109 28209
 - 110 28210
 - 111 28211
 - 112 28212
 - 113 28213
 - 114 28214
 - 115 28215
 - 116 28216

Extn
VoIP
T38 Fax

IP Address: 0 . 0 . 0 . 0

Codec Selection: Custom

Unused

- G.711 ULAW 64K
- G.711 ALAW 64K
- G.722 64K
- G.723.1 6K3 MP-MLQ

>>

↑

<<

↓

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Selected

- G.729(a) 8K CS-ACELP

- ☐ VoIP Silence Suppression
- ☐ Local Hold Music
- ☐ Allow Direct Media Path
- ☒ Re-invite Supported
- ☐ Use Offerer's Preferred Codec
- ☐ Reserve Avaya IP endpoint license
- ☒ Reserve 3rd party IP endpoint license

Fax Transport Support: None

TDM->IP Gain: Default

IP->TDM Gain: Default

DTMF Support: RFC2833

5.5. Administer SIP Users

From the configuration tree in the left pane, right-click on **User**, and select **New** from the pop-up list. For **Name** and **Full Name**, enter the same desired value prefixed with “IVR”, as required by Vuesion. For **Extension**, enter the first SIP base extension from **Section 5.4**. Retain the default values in the remaining fields. The screen below shows the added SIP user.

The screenshot shows the 'User' configuration page for 'IVR 28235: 28235'. The left pane shows the 'IP Offices' tree with 'User (32)' selected. The main pane has tabs for 'User', 'Voicemail', 'DND', 'ShortCodes', 'Source Numbers', 'Telephony', 'Forwarding', 'Dial In', 'Voice Recording', and 'Button Programming'. The 'User' tab is active, showing fields for Name, Password, Confirm Password, Full Name, Extension, Locale, Priority, System Phone Rights, and Profile. Below these are checkboxes for 'Receptionist', 'Enable Softphone', 'Enable one-X Portal Services', 'Enable one-X TeleCommuter', 'Enable Remote Worker', and 'Ex Directory'. A 'Device Type' section shows 'Unknown SIP device'. A 'User Rights' section includes 'User Rights view', 'Working hours time profile', 'Working hours User Rights', and 'Out of hours User Rights'.

Select the **Voicemail** tab, and uncheck **Voicemail On**, as shown below.

The screenshot shows the 'Voicemail' configuration page for 'IVR 28235: 28235'. The left pane shows the 'IP Offices' tree with 'User (32)' selected. The main pane has tabs for 'User', 'Voicemail', 'DND', 'ShortCodes', 'Source Numbers', 'Telephony', 'Forwarding', 'Dial In', and 'Voice Recording'. The 'Voicemail' tab is active, showing fields for 'Voicemail Code', 'Confirm Voicemail Code', and 'Voicemail Email'. To the right are checkboxes for 'Voicemail On', 'Voicemail Help', 'Voicemail Ringback', 'Voicemail Email Reading', and 'UMS Web Services'. Below these are radio buttons for 'Voicemail Email' (Off, Copy, Forward, Alert). A 'DTMF Breakout' section includes fields for 'Reception / Breakout (DTMF *0)', 'Breakout (DTMF *2)', and 'Breakout (DTMF *3)'. All fields are set to 'System Default ()'.

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Enter a desired **Login Code**.

Repeat this section to add a new user for each SIP extension from **Section 5.4**. In the compliance testing, five users with extensions of 28235-28239 were created.

The screenshot displays the Avaya IP Office configuration interface. On the left, the 'IP Offices' tree shows a hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), and User (32). Under 'User (32)', a list of extensions is visible: 28201 Extn28201, 28202 Extn28202, 28203 Extn28203, 28204 Extn28204, 28205 Extn28205, 28206 Extn28206, 28207 Extn28207, 28208 Extn28208, 28209 Extn28209, 28210 Extn28210, and 28211 Extn28211.

The main configuration area is titled 'IVR 28235: 28235'. It contains several tabs: User, Voicemail, DND, ShortCodes, Source Numbers, Telephony (selected), Forwarding, Dial In, Voice Recording, and Button Programming. Under the 'Telephony' tab, there are sub-tabs: Call Settings, Supervisor Settings (selected), Multi-line Options, and Call Log.

The 'Supervisor Settings' sub-tab contains the following fields and options:

- Login Code: A text field containing '****'.
- Login Idle Period (secs): A text field.
- Monitor Group: A dropdown menu showing '<None>'.
- Coverage Group: A dropdown menu showing '<None>'.
- Status on No-Answer: A dropdown menu showing 'Logged On (No change)'.
- Reset Longest Idle Time: A section with two radio buttons: 'All Calls' (selected) and 'External Incoming'.
- After Call Work Time (secs): A dropdown menu showing 'System Default (10)'.
- Force Login: A checkbox.
- Force Account Code: A checkbox.
- Outgoing Call Bar: A checkbox.
- Inhibit Off-Switch Forward/Transfer: A checkbox.
- Can Intrude: A checkbox.
- Cannot be Intruded: A checked checkbox.
- Can Trace Calls: A checkbox.
- CCR Agent: A checkbox.
- Automatic After Call Work: A checkbox.

5.6. Administer Hunt Groups

Administer three hunt groups for the following purposes:

- Main hunt group for delivering of incoming trunk calls to Vuesion.
- Monitor hunt group for supervisor monitoring of agents.
- Transfer hunt group for use by Vuesion for internal transfers.

5.6.1. Administer Main Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used to deliver incoming trunk calls to Vuesion.

Enter desired values for **Name** and **Extension**. For **Ring Mode**, select “Rotary” from the drop-down list. Retain the default values in the remaining fields

In the **User List** section, add the desired number of virtual SIP users from **Section 5.5** as members. In the compliance testing, 28235 to 28237 were added as members as shown below.

The screenshot displays the Avaya configuration interface for a Rotary Hunt Group. The left pane shows the configuration tree with 'IP Offices' expanded, and 'HuntGroup (7)' selected. The right pane shows the configuration for 'Rotary Group BBX Main: 77100'. The configuration includes the following fields:

- Name:** BBX Main
- Extension:** 77100
- Ring Mode:** Rotary
- Hold Music Source:** No Change
- Agent's Status on No-Answer Applies To:** None
- Central System:** DevCon IPO 1
- CCR Agent Group:** ☐
- Advertise Group:** ☐
- No Answer Time (secs):** System Default (15)

The **User List** section shows three members:

Extension	Name	System
28235	IVR 28235	DevCon IPO 1
28236	IVR 28236	DevCon IPO 1
28237	IVR 28237	DevCon IPO 1

Select the **Voicemail** tab, and uncheck **Voicemail On**.

The screenshot shows the 'Voicemail' configuration tab for 'Rotary Group BBX Main: 77100'. On the left is a tree view of 'IP Offices' including BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), User (32), and HuntGroup (7). The HuntGroup (7) is expanded, showing 77200 BBX CSR, 77600 BBX Failover, and 77100 BBX Main. The main panel has tabs for Hunt Group, Queuing, Overflow, Fallback, Voicemail (selected), Voice Recording, Announcements, and SIP. The Voicemail section contains fields for Voicemail Code, Confirm Voicemail Code, and Voicemail Email. There are four radio buttons for Voicemail Email: Off (selected), Copy, Forward, and Alert. On the right, there are checkboxes for Voicemail On (unchecked), Voicemail Help (unchecked), Broadcast (unchecked), and UMS Web Services (unchecked). A Voicemail Answer Time (secs) dropdown is set to 45.

Select the **Queuing** tab, and uncheck **Queuing On**.

The screenshot shows the 'Queuing' configuration tab for 'Rotary Group BBX Main: 77100'. The left tree view is the same as the previous screenshot, but '77100 BBX Main' is now selected. The main panel has tabs for Hunt Group, Queuing (selected), Overflow, Fallback, Voicemail, Voice Recording, Announcements, and SIP. The Queuing section contains a 'Queuing On' checkbox (unchecked). Below it are 'Queue Length' (No Limit) and 'Queue Type' (Assign Call On Agent Answer). There is a 'Calls In Queue Alarm' section with 'Calls In Queue Threshold' (1) and 'Analog Extension to Notify' (<None>). A 'Normalize Queue Length' checkbox is checked.

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used for supervisor monitoring of agents.

Enter desired values for **Name** and **Extension**, and retain the default values in the remaining fields.

Follow the procedures in **Section 5.6.1** to uncheck **Voicemail On**.

In the **User List** section, add the agent users as members. In the compliance testing, 28233 and 28234 were added as members as shown below.

IP Offices

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
 - System (1)
 - DevCon IPO 1
 - Line (20)
 - Control Unit (5)
 - Extension (33)
 - User (32)
 - HuntGroup (7)
 - 77200 BBX CSR
 - 77600 BBX Failover
 - 77100 BBX Main
 - 77500 BBX Monitor**
 - 77700 BBX NetCSR
 - 77300 BBX Outdial
 - 77199 IVR Pilot
 - Short Code (66)
 - Service (0)
 - RAS (1)
 - Incoming Call Route (4)
 - WanPort (0)
 - Directory (0)
 - Time Profile (0)
 - Firewall Profile (1)
 - IP Route (2)
 - Account Code (1)
 - License (64)
 - Tunnel (0)

Sequential Group BBX Monitor: 77500

Hunt Group
Queuing
Overflow
Fallback
Voicemail
Voice Recording
Announcements
SIP

Name

Extension

Ring Mode

Hold Music Source

Agent's Status on No-Answer Applies To

Central System

☐ CCR Agent Group

No Answer Time (secs)

☐ Advertize Group

[User List](#)

Extension	Name	System
<input checked="" type="checkbox"/> 28233	Extn28233	DevCon IPO 1
<input checked="" type="checkbox"/> 28234	Extn28234	DevCon IPO 1

Edit...
Remove

5.6.3. Administer Transfer Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used by Vuesion for internal transfers.

Enter desired values for **Name** and **Extension**. For **Ring Mode**, select “Rotary” from the drop-down list. Retain the default values in the remaining fields.

In the **User List** section, add the desired number of virtual SIP users from **Section 5.5** as members. In the compliance testing, 28235 to 28237 were added as members as shown below.

Follow the procedures in **Section 5.6.1** to uncheck **Voicemail On** and **Queuing On**.

IP Offices

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
 - System (1)
 - DevCon IPO 1
 - Line (20)
 - Control Unit (5)
 - Extension (33)
 - User (32)
 - HuntGroup (7)
 - 77200 BBX CSR**
 - 77600 BBX Failover
 - 77100 BBX Main
 - 77500 BBX Monitor
 - 77700 BBX NetCSR
 - 77300 BBX Outdial
 - 77199 IVR Pilot
 - Short Code (66)
 - Service (0)
 - RAS (1)
 - Incoming Call Route (4)
 - WanPort (0)
 - Directory (0)
 - Time Profile (0)
 - Firewall Profile (1)
 - IP Route (2)
 - Account Code (1)
 - License (64)
 - Tunnel (0)

Rotary Group BBX CSR: 77200

Hunt Group Queuing Overflow Fallback Voicemail Voice Recording Announcements SIP

Name: BBX CSR

Extension: 77200

Ring Mode: Rotary

Hold Music Source: No Change

Agent's Status on No-Answer Applies To: None

Central System: DevCon IPO 1

No Answer Time (secs): System Default (15)

☐ CCR Agent Group

☐ Advertize Group

User List

Extension	Name	System
<input checked="" type="checkbox"/> 28235	IVR 28235	DevCon IPO 1
<input checked="" type="checkbox"/> 28236	IVR 28236	DevCon IPO 1
<input checked="" type="checkbox"/> 28237	IVR 28237	DevCon IPO 1

Edit... Remove

5.7. Administer Agents

From the configuration tree in the left pane, select the first agent user, in this case “28233”.

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Uncheck **Cannot be Intruded**, as shown below. If this agent needs to be monitored then select the required monitoring group from the **Monitor Group** drop down menu.

Repeat this section for all agent users.

The screenshot displays the Avaya configuration interface. On the left, the 'IP Offices' tree shows a hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), and User (32). Under the 'User' category, a list of users is shown, with '28233 Extn28233' selected and highlighted in yellow.

The main panel on the right is titled 'Extn28233: 28233'. It features a tabbed interface with the following tabs: User, Voicemail, DND, ShortCodes, Source Numbers, Telephony (selected), Forwarding, Dial In, Voice Recording, and Button Programming. Within the 'Telephony' tab, the 'Supervisor Settings' sub-tab is active. The settings include:

- Login Code:** A text input field.
- Login Idle Period (secs):** A text input field.
- Monitor Group:** A dropdown menu currently set to 'BBX Monitor'.
- Coverage Group:** A dropdown menu currently set to '<None>'.
- Status on No-Answer:** A dropdown menu currently set to 'Logged On (No change)'.
- Reset Longest Idle Time:** A section with two radio buttons: 'All Calls' (selected) and 'External Incoming'.
- After Call Work Time (secs):** A dropdown menu currently set to 'System Default (10)'.
- Force Login:** An unchecked checkbox.
- Force Account Code:** An unchecked checkbox.
- Outgoing Call Bar:** An unchecked checkbox.
- Inhibit Off-Switch Forward/Transfer:** An unchecked checkbox.
- Can Intrude:** An unchecked checkbox.
- Cannot be Intruded:** An unchecked checkbox.
- Can Trace Calls:** An unchecked checkbox.
- CCR Agent:** An unchecked checkbox.
- Automatic After Call Work:** An unchecked checkbox.

5.8. Administer Supervisors

From the configuration tree in the left pane, select the first supervisor user that will be monitoring agents, in this case “28234”.

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. For **Monitor Group**, select the Monitor hunt group from **Section 5.6.2**. Check **Can Intrude** and **Cannot be Intruded**.

Repeat this section for all supervisors that will be monitoring agents. In the compliance testing, one supervisor user with extension 28234 was configured, as shown below.

The screenshot displays the Avaya configuration interface. On the left, the 'IP Offices' tree shows a hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), and User (32). Under 'User (32)', a list of extensions from 28201 to 28234 is shown, with 28234 selected. The main panel is titled 'Extn28234: 28234*' and contains several tabs: User, Voicemail, DND, ShortCodes, Source Numbers, Telephony (selected), Forwarding, Dial In, Voice Recording, and Button Programming. The 'Telephony' tab has sub-tabs: Call Settings, Supervisor Settings (selected), Multi-line Options, and Call Log. The 'Supervisor Settings' sub-tab contains the following fields and options:

- Login Code: [Text Field]
- Login Idle Period (secs): [Text Field]
- Monitor Group: [Dropdown Menu] (BBX Monitor)
- Coverage Group: [Dropdown Menu] (<None>)
- Status on No-Answer: [Dropdown Menu] (Logged On (No change))
- Reset Longest Idle Time: [Radio Buttons] (All Calls selected, External Incoming)
- After Call Work Time (secs): [Text Field] (System Default (10))
- Force Login: [Checkbox]
- Force Account Code: [Checkbox]
- Outgoing Call Bar: [Checkbox]
- Inhibit Off-Switch Forward/Transfer: [Checkbox]
- Can Intrude: [Checked Checkbox]
- Cannot be Intruded: [Checked Checkbox]
- Can Trace Calls: [Checkbox]
- CCR Agent: [Checkbox]
- Automatic After Call Work: [Checkbox]

5.9. Administer Incoming Call Route

If necessary, create an incoming call route to route incoming calls to the Main hunt group. In the compliance testing, a SIP line “17” was created for incoming route

As shown in the screen below, the **Line Group ID** of “17” is selected.

The screenshot displays the IP Office configuration interface. On the left, the 'IP Offices' tree shows a hierarchy including BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), User (32), HuntGroup (7), Short Code (66), Service (0), RAS (1), and Incoming Call Route (4). Under Incoming Call Route, three options are listed: 2, 17 (selected), and 1. The main configuration area on the right is titled '17' and contains tabs for 'Standard', 'Voice Recording', and 'Destinations'. The 'Standard' tab is active, showing fields for Bearer Capability (Any Voice), Line Group ID (17), Incoming Number, Incoming Sub Address, Incoming CLI, Locale, Priority (1 - Low), Tag, and Hold Music Source (System Source).

In the **Destinations** tab, the use of “.” in the **Destination** field enables the routing to reach all extensions in the IP Office.

If desired, the Main hunt group can be selected from the **Destination** drop-down to route all incoming trunk calls to Vuesion.

The screenshot displays the IP Office configuration interface, specifically the 'Destinations' tab for the Incoming Call Route configuration. The left sidebar shows the same hierarchy as the previous screenshot, with '17' selected under Incoming Call Route. The main configuration area is titled '17' and has tabs for 'Standard', 'Voice Recording', and 'Destinations'. The 'Destinations' tab is active, showing a table with columns for TimeProfile, Destination, and Fallback Extension. The table contains one row with 'Default Value' in the TimeProfile column, '.' in the Destination column, and a dropdown arrow in the Fallback Extension column.

5.10. Administer Short Code

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code for Outbound dialing. Configure the fields as shown below in the right pane.

Note that the short code **9N;** was used during compliance testing for making outbound calls. Outbound calls were routed using **Line Group ID "17"**, which is a SIP Line created on IP Office.

The screenshot displays the IP Office configuration interface. On the left, the 'IP Offices' pane lists various short codes, with '9N;' selected at the bottom. On the right, the '9N;; Dial' configuration pane is shown, containing the following fields:

Short Code	
Code	9N;
Feature	Dial
Telephone Number	N"@110.10.10.108"
Line Group ID	17
Locale	United States (US English)
Force Account Code	<input type="checkbox"/>

6. Configure BBX Technologies Vuesion Multimedia Contact Center

This section provides the procedures for configuring the Vuesion server. The procedures include the following areas:

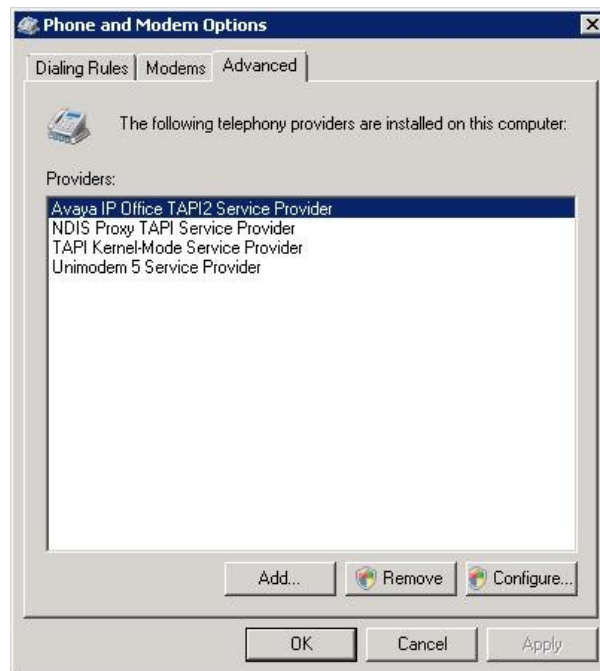
- Administer TAPI driver.
- Administer Switch.txt.
- Stop service.
- Launch Vuesion Manager.
- Administer communication settings.
- Administer local extensions.
- Administer tenants.
- Administer VMAIL extensions.
- Administer queues sizing.
- Administer ACD members.
- Administer ACD groups.
- Administer Email routing.
- Start service.

The configuration of the Vuesion server is typically performed by BBX Technologies technicians. The procedural steps are presented in these Application Notes for informational purposes.

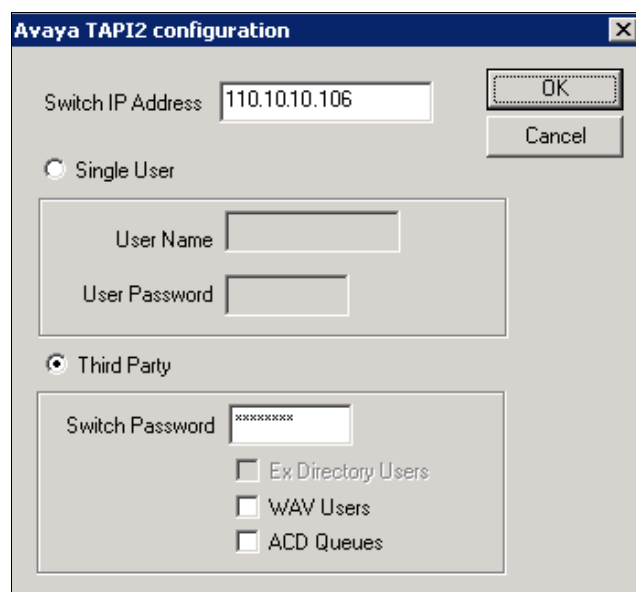
In addition to the shown procedural steps, the application also requires the auto attendant, and the class of service for the agents and supervisors be configured by following reference in **Section 9 [2]**. During compliance testing instead of using an exchange server for email setup, accounts were created using Gmail. If using Microsoft Exchange 2007, 2010 refer to *Vuesion Exchange Administrator Setup Guide.pdf* available from BBX Technologies.

6.1. Administer TAPI Driver

From the Vuesion server, select **Start → Control Panel**, and click on the **Phone and Modem** icon (not shown below). In the **Phone and Modem Options** screen, select the **Advanced** tab. Select the **Avaya IP Office TAPI2 Service Provider** entry, and click **Configure**.

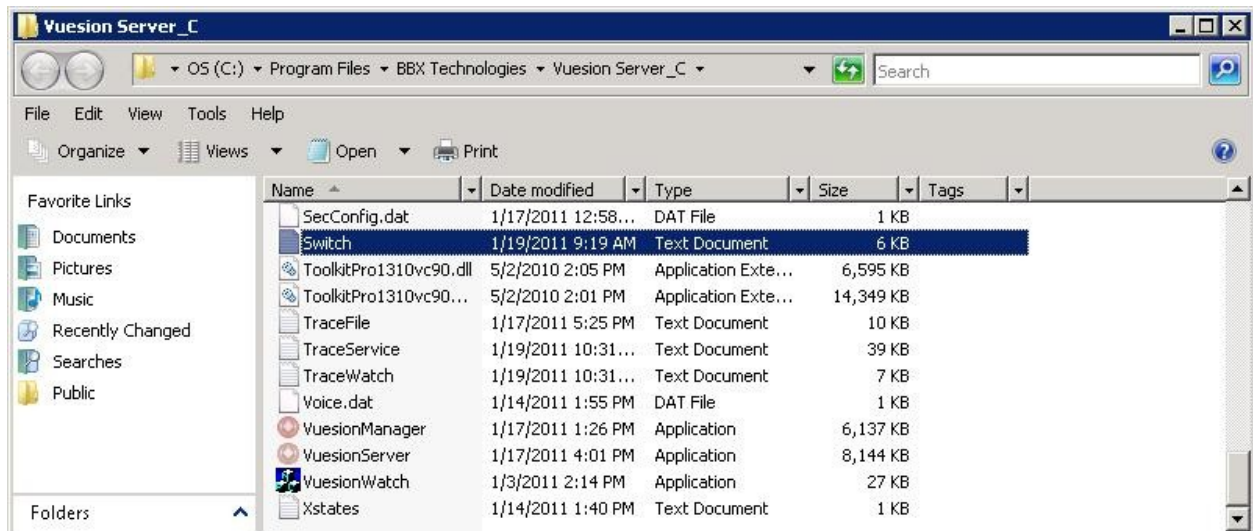


The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of Avaya IP Office. Select the radio button for **Third Party**, and enter the IP Office password into the **Switch Password** field. Reboot the Vuesion server.

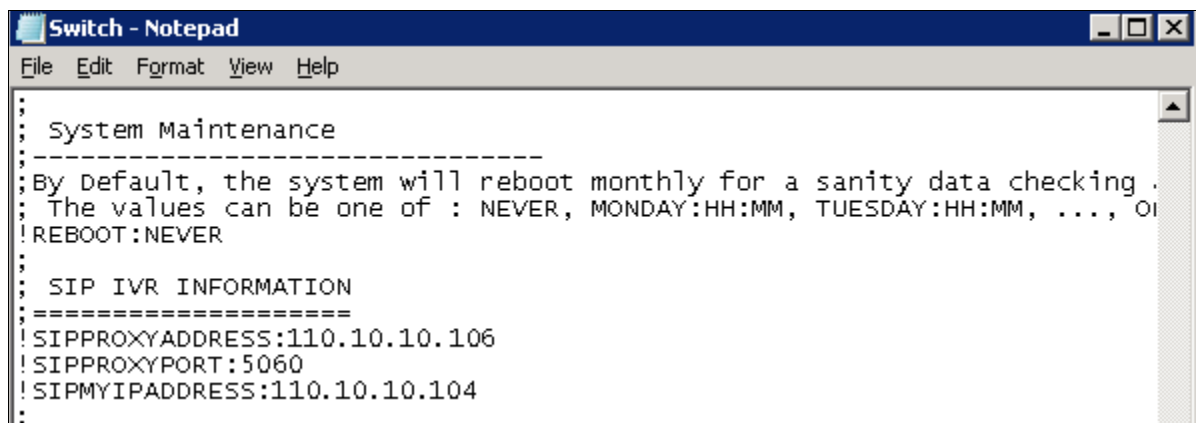


6.2. Administer Switch.txt

Navigate to the **C:\Program Files\BBX Technologies\Vuesion Server_C** directory to locate the **Switch** text file shown below.

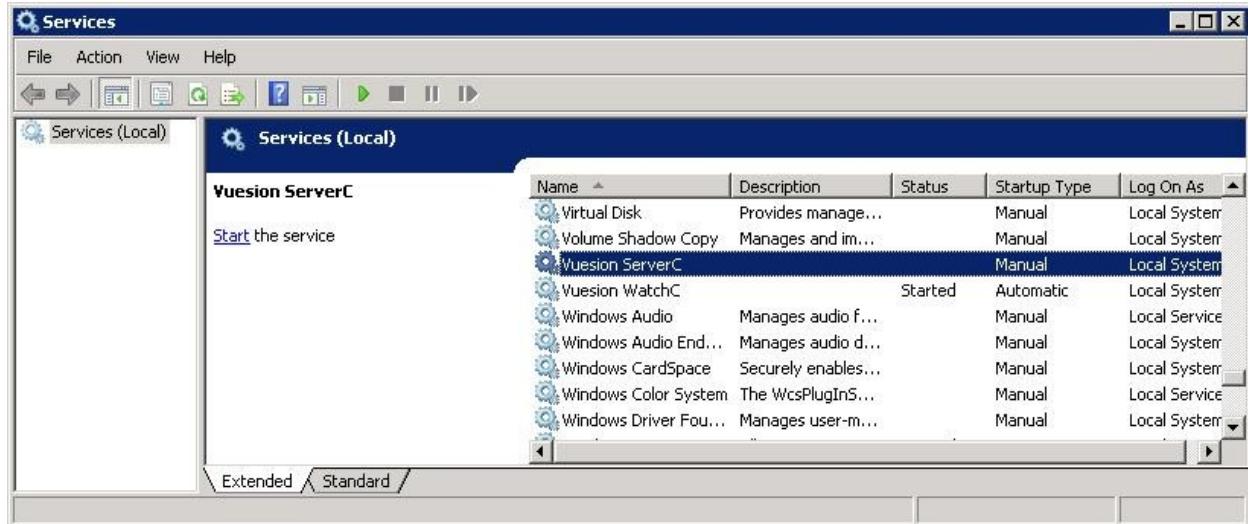


Open the **Switch** text file with the Notepad application. For **SIPPROXYADDRESS**, enter the IP address of IP Office from **Section 5.2**. For **SIPPROXYPORT**, enter the UDP port number from **Section 5.3**. For **SIPMYIPADDRESS**, enter the IP address of the local Ethernet interface used for connectivity with IP Office, in this case "110.10.10.104".



6.3. Stop Service

Select **Start → Control Panel → Administrative Tools → Services**, to display the **Services** screen. Navigate to the **Vuesion ServerC** entry, right-click on the entry and select **Stop**.



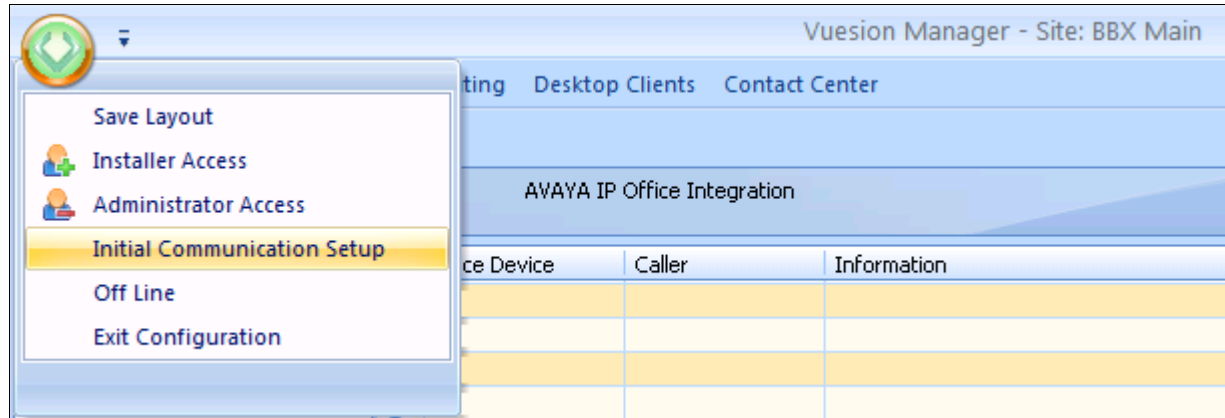
6.4. Launch Vuesion Manager

From the Vuesion server, double-click the **VuesionManager** icon shown on the desktop, which was created as part of installation.



6.5. Administer Communication Settings

The **Vuesion Manager** screen is displayed. Click on the icon in the top left corner, and select **Initial Communication Setup** from the drop-down list.



The **VuesionServer** dialog box is displayed, click **OK**



The **COMMUNICATION SETTINGS** screen is displayed next. Check **IP Enabled**. Enter the IP address and password for IP Office in **PBX IP Addr** and **PBX Password**. **IVR Pilot Number** should be a unique number and therefore use available extension numbers on IP Office. Retain the default values in the remaining fields.

COMMUNICATION SETTINGS

SWITCH COMMUNICATION

RS232 Port #: COM1 BaudRate: 9600

☒ IP Enabled

PBX IP Addr: 110.10.10.106

PBX Password: [Masked]

PBX SMDR IP Address: [Empty]

PBX SMDR TCP Port: 0

NETWORKING SETUP: MASTER SERVER

NetServer IP address: [Empty]

NetServer IP Port: [Empty]

Node Index: [Empty]

THIS SERVER DEFINITION

Customer Location Name: BBX Main

This Server IP address: 110.10.10.104

This Server IP Port: 62029

IVR Location: BBX Main

IVR Pilot Number: 77199

OK

6.6. Administer Local Extensions

The **Vuesion Manager** screen is displayed again. Select **Switch Setup** → **Local Extensions** from the left pane.

Vuesion Manager - Site: BBX Main

Switch Setup Messaging Routing Desktop Clients Contact Center

Switch Setup

- Communication
- Local Extensions
- Off Premise Extensions
- Phantom Extensions
- Park Orbits
- Hold Extensions
- Area Paging
- Trunks
- Reload Switch Info

AVAYA IP Office Integration

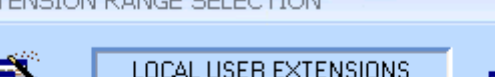
Voice Device	Caller	Information

Record Device	Recording	Information

The **DIRECTORY CONFIGURATION** screen is displayed as shown below. Click on **Add** to start adding required agents, supervisors and hunt groups.

[illegible]

The **Extension Range Selection** screen is shown below where Local User Extensions can be added and if required a range can be provided too.



EXTENSION RANGE SELECTION

LOCAL USER EXTENSIONS

First Device #:

How Many ?

OK

The screen below shows an entry for each agent user from **Section 5.7**, each supervisor user from **Section 5.8**, the Transfer hunt group from **Section 5.6.3**. The DN # “77201” was used during compliance testing for “BBX Email” and it is unique. Therefore use available extension numbers on IP Office.

Update the **Full Name** field as desired, and retain the default values in the remaining fields. **Class of Service** can be set from the drop down menu depending on each user’s requirement. Note that the port numbers are automatically assigned by the system subsequently.

The screenshot shows the 'DIRECTORY CONFIGURATION' window. On the left, the 'LOCAL USER EXTENSIONS' section contains a table with the following data:

Full Name	DN #	Port#
Extn28233	28233	8
Extn28234	28234	9
BBX CSR	77200	0
BBX Email	77201	0

On the right, the 'DIRECTORY ASSIGNMENT' section contains the following fields and options:

- Directory #: 28233
- FullName: Extn28233
- Title: (empty)
- PBX: Extn28233
- Account: (empty)
- Password: (empty)
- Tenant Name: (empty)
- Class of Service: 1 (dropdown)
- Shared Station: ☐
- Virtual/Single Line: ☐
- Disable SMDR: ☐
- SIP Client: ☐
- Network Advertise: ☐
- Guest Telephone: ☐
- Music On Hold: ☐
- Nurse/CareGiver: ☐
- Reserved: ☐
- Recorder: ☐
- Disabled: ☐

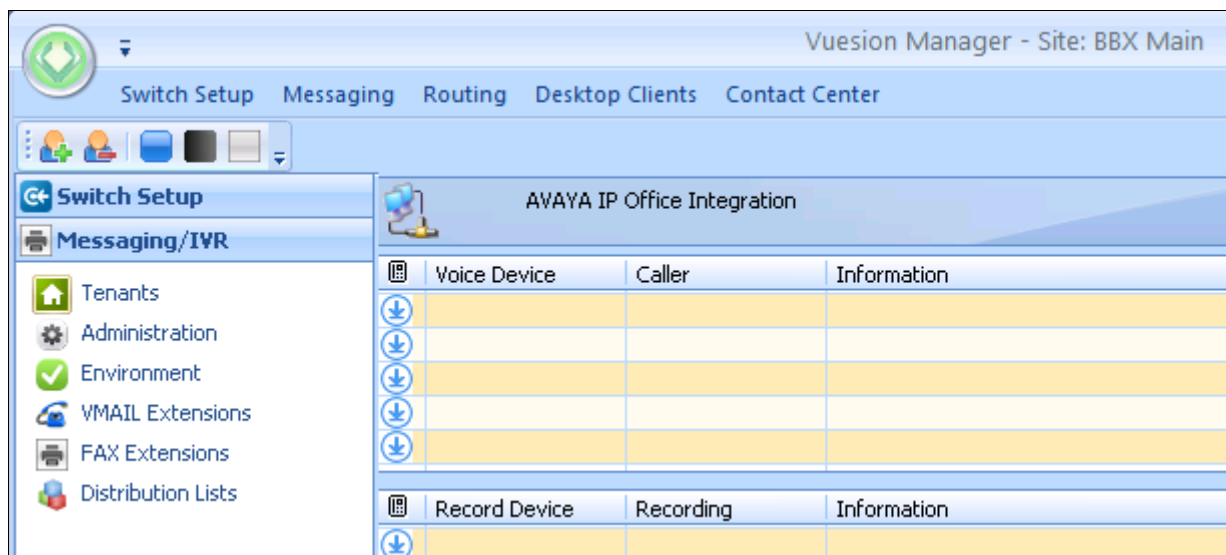
Below these is the 'FOLLOW ME OPTIONS' section with the following fields:

- Cellular #: (empty)
- Home #: (empty)
- Alternate #: (empty)
- Active Forward: (empty)

At the bottom of the window are buttons for 'Add', 'Delete', 'Save', 'Refresh All', and 'Exit'.

6.7. Administer Tenants

From the **Vuesion Manager** screen, select **Messaging/IVR** → **Tenants** from the left pane.



The **TENANTS/GROUPS** screen is displayed as shown below. Click on **Add Tenant**.

[illegible]

For **Name**, enter the Main hunt group name from **Section 5.6.1**. For **ID** and **Password**, enter the Main hunt group extension from **Section 5.6.1**. Retain the default values in the remaining fields, and click **Edit Members**.

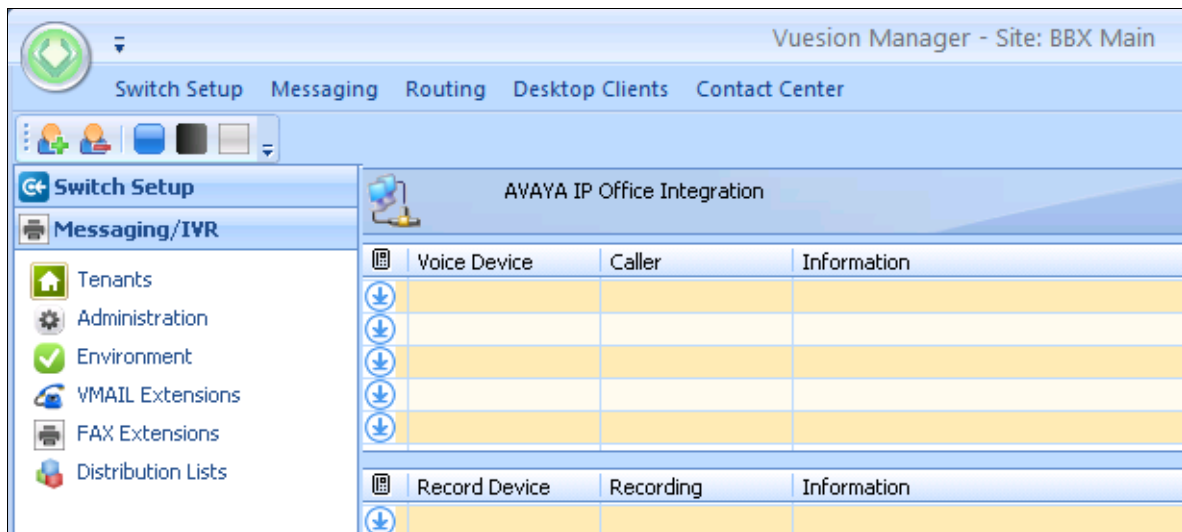
31 of 50
IPO8-VuesionEma

The **Selected Tenant** screen is displayed. Select the applicable entries in the **Available User List** section, and click the double-left-arrow to move the entries to the **Tenant/Group Members List** section, as shown in screen below. Click on **Save** to complete the selection.

[illegible]

6.8. Administer VMAIL Extensions

From the **Vuesion Manager** screen, select **Messaging/IVR → VMAIL Extensions** from the left pane.



The **DIRECTORY CONFIGURATION** screen is displayed as shown below. Click on **Add** to start adding IVR Extensions.

The screenshot shows the 'DIRECTORY CONFIGURATION' window. The left pane is titled 'IVR EXTENSIONS' and contains a table with columns 'Full Name', 'DN #', and 'Port#'. The right pane is titled 'DIRECTORY ASSIGNMENT' and contains the following fields and options:

- Directory #: [Text Field]
- FullName: [Text Field]
- Title: [Text Field]
- PBX: [Text Field]
- Account: [Text Field]
- Password: [Text Field]
- Tenant Name: [Text Field]
- Class of Service: [Dropdown Menu]
- ☐ Shared Station
- ☐ Virtual/Single Line
- ☐ Disable SMDR
- ☐ Live Record
- ☐ Announce/Notify
- ☐ Reserved
- ☐ Recorder
- ☐ Disabled
- ☒ SIP IVR
- ☐ Network Advertise
- ☐ Guest Telephone
- ☐ Music On Hold
- ☐ Nurse/CareGiver
- Cellular #: [Text Field]
- Home #: [Text Field]
- Alternate #: [Text Field]
- Active Forward: [Text Field]

At the bottom of the window are buttons for 'Add', 'Delete', 'Save', 'Refresh All', and 'Exit'.

The **Extension Range Selection** screen is shown below where IVR Extensions can be added and if required a range can be provided too.

EXTENSION RANGE SELECTION

IVR EXTENSIONS

First Device #:

How Many ?

OK

The **DIRECTORY CONFIGURATION** screen is displayed with entry for each virtual SIP user from **Section 5.5**.

For **Full Name**, enter the SIP user name from **Section 5.5**. For **Password**, enter the SIP user login code from **Section 5.5**. Check **SIP IVR**. Retain the default values in the remaining fields. Note that the port numbers are automatically assigned by the system subsequently.

[illegible]

6.9. Administer Queues Sizing

From the **Vuesion Manager** screen, select **Contact Center** → **Queues Sizing** from the left pane.

The screenshot shows the Vuesion Manager interface for Site: BBX Main. The left navigation pane has the following items: Switch Setup, Messaging/IVR, Routing, Desktop Clients, and Contact Center. Under Contact Center, the sub-items are: Queues Sizing (selected), ACD Members, ACD Groups, ACD Network, and Call Recorder. The main content area is titled 'AVAYA IP Office Integration' and contains two tables.

	Voice Device	Caller	Information
↓	28235		
↓	28236		
↓	28237		
↓	28238		
↓	28239		

	Record Device	Recording	Information
↓			
↓			
↓			

The **DIRECTORY CONFIGURATION** screen is displayed. Click on **Add** to start adding Call Center Queue.

The **Extension Range Selection** screen is shown below where Call Center Queue numbers can be added and if required a range can be provided too.

Screen below shows the desired number of entries for queuing of incoming ACD calls used for compliance testing.

The screenshot shows the 'ACD Members' window. On the left is a table with columns: Name, ID, Passw, COS, Type, and Def. The table is currently empty. On the right is a form with the following sections:

- Member Definition:** Fields for Member (text), FullName (text), and Password (text).
- Setup:** Dropdowns for Type (set to 'ACD Agent'), Primary (set to 'Transfer Hunt'), and Class (set to '0').
- Allow Agents Screen Capture:** Five Supervisor ID fields.
- Auto Login:** An Extension field.
- Buttons:** Add, Delete, Save, and Exit.

Create an entry for each agent user from **Section 5.7**, and for each supervisor user from **Section 5.8**, as shown in screen below. Enter the desired **FullName**. For **Member ID**, enter a unique value for each agent and supervisor. The recommendation is to use available extension numbers on IP Office. For **Password**, enter desired values. In the compliance testing, the same values are used for member ID and password for simplicity. For **Type**, select “ACD Agent” for agents and “ACD Supervisor” for supervisors. For **Primary Group**, select the Transfer hunt group name from **Section 5.6.3**. For **Class**, select the appropriate class of service.

The screenshot shows the 'ACD Members' window with the table populated with three entries. The 'Agent 1' entry is selected, and the form fields on the right are updated accordingly.

Name	ID	Passw	COS	Type	Def.
Agent 1	78100	7810	1	ACD Agent	
Agent 2	78101	7811	1	ACD Agent	
Supervisor 1	78102	7812	1	ACD Supervisor	

The form fields on the right are updated for the selected 'Agent 1' entry:

- Member Definition:** Member (78100), FullName (Agent 1), Password (7810).
- Setup:** Type (ACD Agent), Primary (BBX CSR), Class (1).
- Allow Agents Screen Capture:** Five Supervisor ID fields.
- Auto Login:** Extension field.
- Buttons:** Add, Delete, Save, and Exit.

6.11. Administer ACD Groups

From the **Vuesion Manager** screen shown in **Section 6.9**, select **Contact Center → ACD Groups** from the left pane, to display the **SkillSets Administration** screen. Create an entry for the Transfer hunt group from **Section 5.6.3**, as shown below.

The **Voice Routing Options** section defines the parameters used for routing of ACD calls. The **Multimedia Contact Center Members Assignment** section defines the members and their skills level. The **Announcements** section defines the announcement treatments.

The screenshot below shows the values used in the compliance testing.

SkillSets Administration

Group ID: 77200 Group Name: BBX CSR Routing Method: Least Productive

Group Name	ID
BBX CSR	77200

Voice Routing Options

Enable: ☒ Priority: 09

Overflow Time: 10 Min

Overfl. Destination: 77200

Signed-Out OVF: 77200

All Busy Overflow:

Longest InQ Thr: 10 Sec

Force Priority: 00

Calls Queued Thr.: 01

☒ Auto WrapUp @ 15 Sec

☐ Ringback on Queue

Email Routing Options

Enable: ☐ Priority: 00

Subject Filter:

Overflow Time: 00

OVF Destination:

Signed-Out OVF:

EmailQ Threshold: 2

Longest InQ Thr: 300

Force Priority: 9

Fax Routing Options

Enable: ☐ Priority: 00

Overflow Time: 00

OVF Destination:

Signed-Out OVF:

FaxQ Threshold: 10

Longest InQ Thr: 300

Force Priority: 0

Miscellaneous

☐ Auto Logout @ 11:50:00 PM

Advance Time: 10 Sec

☐ Follow Me (Non Call Center)

Multimedia Contact Center Members Assignment

VoiceSkill: 00 EmailSkill: 00 FaxSkill: 00 OutdialSkill: 00

HandleVoice: ☐ HandleEmails: ☐ HandleFax: ☐ HandleOutdial: ☐

Name	ID	Type
Agent 1	78100	ACD Agent
Agent 2	78101	ACD Agent
Supervisor 1	78102	ACD Supervisor

<< >>

Name	ID
------	----

Announcements

	QPosition	~ Hold	AA	Repeat	Frequency
1: AA		<input type="checkbox"/>	AA	Repeat	Never
2: AA		<input type="checkbox"/>	AA	Repeat	Never
3: AA		<input type="checkbox"/>	AA	Repeat	Never

Outbound Campaign

Enable Campaign: ☐ Campaign Priority: 00

ODBC - DSN:

Table: Password:

Login:

Name Field:

Phone Field:

Contact:

Priority Field:

Comment Field:

Resolution Field:

Restricted Hours During Schedule (Format: 12:00-13:00,...)

Enable Schedule: ☐ Timezone: (CST)

Start Datetime: 4/ 3/2012 8:00:00 AM

Stop Datetime: 4/ 3/2012 5:00:00 PM

M T W T F S S

Import Records Restart Campaign

Add Remove Refresh Scripts Save Exit

From the **Vuesion Manager** screen shown in **Section 6.8**, select **Messaging/IVR** → **Administration** from the left pane, to display the **Voice Processing Administration** screen.

The screenshot below shows the values entered for **Tenant U.M, Outgoing Server-SMTP** and **Incoming Server-IMAP4 or POP3** sections in the compliance testing for Email routing.

[illegible]

Click on the “BBX Email” **Member Name** from the above screen to configure the group email address as shown in screen below. Retain default values for remaining fields.

MAILBOX ADMINISTRATION

MAILBOX DEFINITION

User Name: BBX Email
Mailbox ID: 77201
Password:
Greeting Recorded ☐
Name Recorded ☐
Include in Directory ☒
Newest Message Retrieval ☐

TRANSFER TYPE

Blind
☐ Group Mailbox

MESSAGE DELIVERY

☐ Email Inbox Only
☐ VoiceMail Only
☒ Both Synchronized
☐ Disable

ENVELOPE

☒ Say Date
☒ Say Caller

UNIFIED MESSAGING

Email Server: BBX Main
Email Address: ry.csr@gmail.com
Account Name: ry.csr@gmail.com
Email Password: ***** (Optional)

AUTO-ATTENDANT

Dial 0 Operator
0:
1: Leave Message
2: Dial Mobile
3: Dial Home
4: Dial Alternate

RECORD/LISTEN

☐ Allow Record
☐ Allow Listen

MESSAGES

	FAX	Voice	
New:	00	00	Delete
Saved:	00	00	Delete
Recorded:	00	00	Delete

Copy Messages to:
☐ Delete after Copy ☐ Copy as Urgent

MESSAGE NOTIFICATION

☐ Voicemail received ☐ FAX ☒ Secure Delivery ☐ Urgent Messages only ☐ Inband MSW

Destination number	Numeric Message	Repeat	Every	Min.	Pager Pause	
		0	0	10		Schedule
		0	0	10		Schedule
		0	0	10		Schedule
		0	0	10		Schedule
		0	0	10		Schedule

On-Call Link to QA:
Prev. User Next User Default Mailbox Copy Template Save Exit

Similarly configure agent’s emails address as shown in screen below. Repeat the same for all required agents.

The screenshot shows the 'MAILBOX ADMINISTRATION' window with several sections:

- MAILBOX DEFINITION:**
 - User Name: Extn28233
 - Mailbox ID: 28233
 - Password: [Redacted]
 - Greeting Recorded: ☐
 - Name Recorded: ☐
 - Include in Directory: ☒
 - Newest Message Retrieval: ☐
- TRANSFER TYPE:**
 - Blind: [Dropdown]
 - Group Mailbox: ☐
- MESSAGE DELIVERY:**
 - Email Inbox Only: ☐
 - VoiceMail Only: ☐
 - Both Synchronized: ☒
 - Disable: ☐
- ENVELOPE:**
 - Say Date: ☒
 - Say Caller: ☒
- UNIFIED MESSAGING:**
 - Email Server: BBX Main
 - Email Address: lalala@gmail.com
 - Account Name: lalala@gmail.com
 - Email Password: [Redacted] (Optional)
- AUTO-ATTENDANT:**
 - Dial 0 Operator: [Dropdown]
 - 1: Leave Message
 - 2: Dial Mobile
 - 3: Dial Home
 - 4: Dial Alternate
- RECORD/LISTEN:**
 - Allow Record: ☐
 - Allow Listen: ☐
- MESSAGES:**
 - FAX/Voice New/Saved/Recorded: [Fields with 00 and Delete buttons]
- MESSAGE NOTIFICATION:**
 - Voicemail received: ☐ FAX: ☐ Secure Delivery: ☒ Urgent Messages only: ☐ Inband MSW: ☐
 - Destination number, Numeric Message, Repeat, Every, Min., Pager Pause: [Table with 5 rows]
 - Schedule buttons: [Buttons for each row]

Buttons at the bottom: Prev. User, Next User, Default Mailbox, Copy Template, Save, Exit.

From the **Vuesion Manager** screen shown in **Section 6.9**, select **Contact Center → ACD Groups** from the left pane, to display the **SkillSets Administration** screen. Create an entry for “BBX Email” as shown below.

The **Email Routing Options** section defines the parameters used for Email routing. In this section check the box for **Enable**. Enter the values for **Subject Filter**, **Overflow time** and **Email Threshold**. Retain default values for the remaining fields in this section. During compliance testing, all incoming emails were delivered to the agents based on the **Subject Filter**, “BBX Request”.

The **Multimedia Contact Center Members Assignment** section defines the members and their skills level. Check the **HandleEmails** box for members if they are to be a part of the Email Queuing.

The screenshot below shows the values used in the compliance testing.

SkillSets Administration

Group ID: 77201 Group Name: BBX Email Routing Method: Round Robin

Group Name	ID
BBX Email	77201
BBX CSR	77200

Voice Routing Options

Enable ☐ Priority: 00

Overflow Time: 25 Sec

Overfl. Destination:

Signed-Out OVF:

All Busy Overflow:

Longest InQ Thr: 05 Min

Force Priority: 00

Calls Queued Thr.: 08

Auto WrapUp @ 15 Sec

Ringback on Queue

Email Routing Options

Enable ☒ Priority: 01

Subject Filter: BBX Request

Overflow Time: 10

OVF Destination:

Signed-Out OVF:

EmailQ Threshold: 10

Longest InQ Thr: 300

Force Priority: 0

Fax Routing Options

Enable ☐ Priority: 00

Overflow Time: 00

OVF Destination:

Signed-Out OVF:

FaxQ Threshold: 10

Longest InQ Thr: 300

Force Priority: 0

Miscellaneous

Auto Logout @ 11:50:00 PM

Advance Time: 10 Sec

Follow Me (Non Call Center)

Multimedia Contact Center Members Assignment

VoiceSkill: 09 EmailSkill: 03 FaxSkill: 09 OutdialSkill: 00

HandleVoice ☐ HandleEmails ☒ HandleFax ☐ HandleOutdial ☐

Name	ID	Type	SH
Agent 1	78100	ACD Agent	09
Agent 2	78101	ACD Agent	09
Supervisor 1	78102	ACD Supervisor	09

<< >>

Announcements

	AA	QPosition	~ Hold	AA	Repeat	Frequency
1:	AA		<input type="checkbox"/>	AA	Repeat	Never
2:	AA		<input type="checkbox"/>	AA	Repeat	Never
3:	AA		<input type="checkbox"/>	AA	Repeat	Never

Outbound Campaign

Enable Campaign ☐ Campaign Priority: 00

ODBC - DSN:

Table: Password:

Login:

Name Field:

Phone Field:

Contact:

Priority Field:

Comment Field:

Resolution Field:

Restricted Hours During Schedule (Format: 12:00-13:00,...)

Enable Schedule ☐ Timezone:(CST)

Start Datetime: 4/ 4/2012 8:00:00 AM

Stop Datetime: 4/ 4/2012 5:00:00 PM

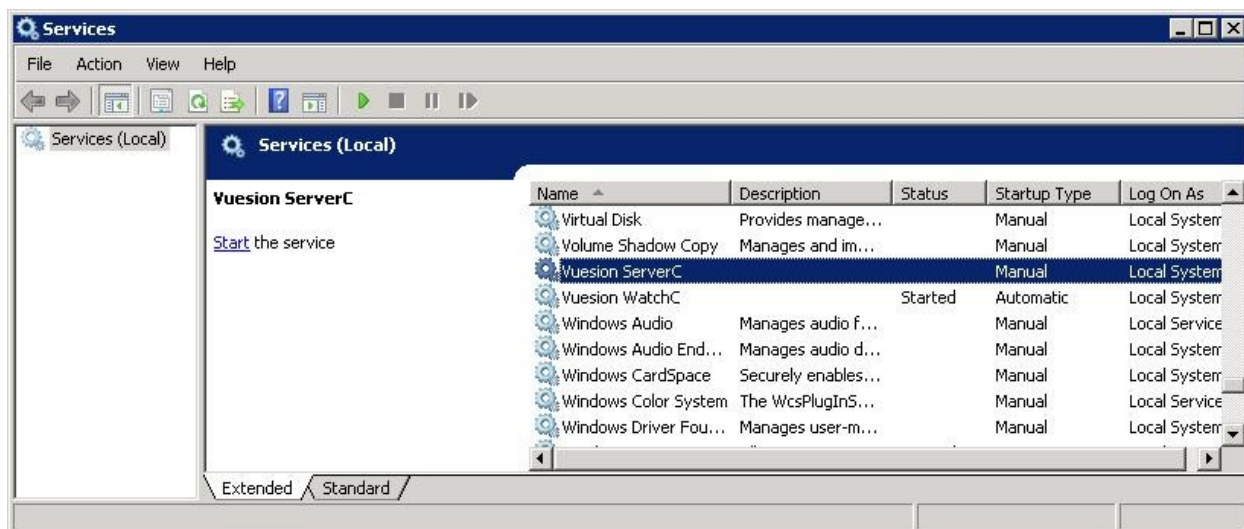
M T W T F S S

Import Records Restart Campaign

Add Remove Refresh Scripts Save Exit

6.13. Start Service

Select **Start** → **Control Panel** → **Administrative Tools** → **Services**, to display the **Services** screen. Navigate to the **Vuesion ServerC** entry, right-click on the entry and select **Start**.



7. Verification Steps

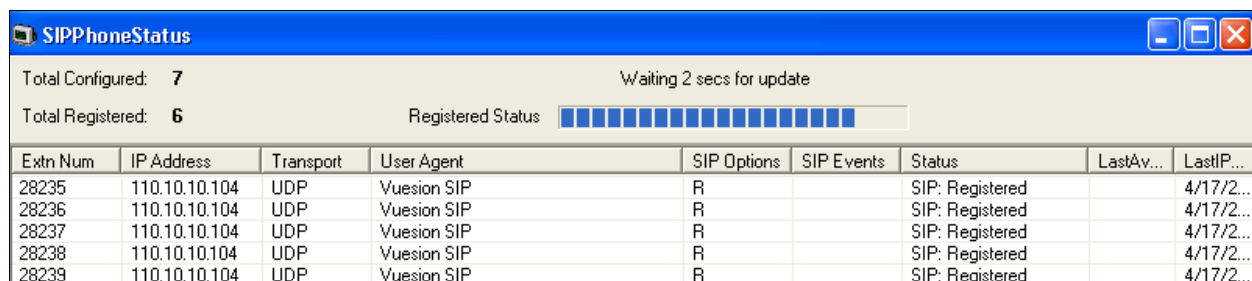
This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and BBX Technologies Vuesion Multimedia Contact Center Email Queuing module.

7.1. Verify Avaya IP Office

From a PC running the Avaya IP Office Monitor application, select **Start → Programs → IP Office → Monitor** to launch the application. The **Avaya IP Office R8 SysMonitor** screen is displayed, as shown below. Select **Status → SIP Phone Status** from the top menu.



The **SIPPhoneStatus** screen is displayed. Verify that there is an entry for each virtual SIP user from **Section 5.5**, that the **User Agent** contains “Vuesion SIP”, and that the **Status** is “SIP: Registered”, as shown below.



Extn Num	IP Address	Transport	User Agent	SIP Options	SIP Events	Status	LastAv...	LastIP...
28235	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28236	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28237	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28238	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28239	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...

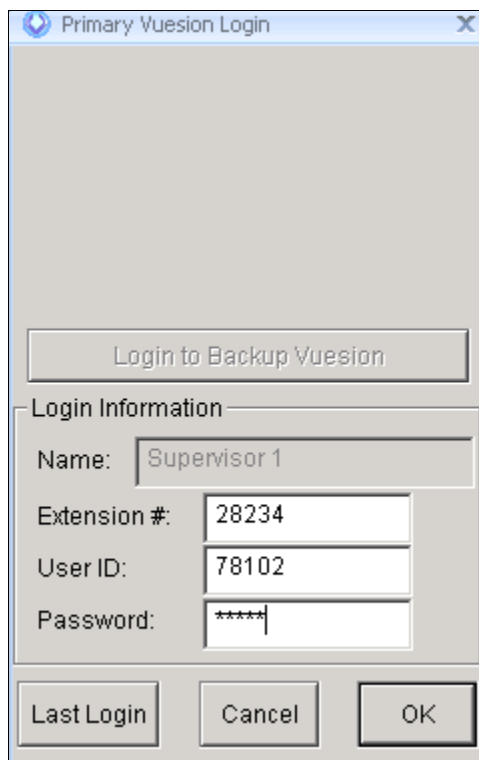
7.2. Verify BBX Technologies Vuesion Multimedia Contact Center

From the agent user PC running Vuesion Client, double-click on the **VuesionClient** icon shown on the desktop, which was created as part of installation.



The **Vuesion User Login** screen is displayed. The screen shows the “Supervisor 1” **Login Information**.

For **Extension #**, enter the extension number of the supervisor from **Section 6.6**. For **User ID** and **Password**, enter the corresponding credentials for the supervisor from **Section 6.10**, as shown below. During compliance testing this client was run from the Vuesion server.

A screenshot of the "Primary Vuesion Login" dialog box. The dialog has a title bar with a blue icon and the text "Primary Vuesion Login". Below the title bar is a large grey rectangular area. Below this area is a button labeled "Login to Backup Vuesion". Below the button is a section titled "Login Information" with a minus sign on the left. This section contains four input fields: "Name:" with the text "Supervisor 1", "Extension #:" with the text "28234", "User ID:" with the text "78102", and "Password:" with the text "*****". At the bottom of the dialog are three buttons: "Last Login", "Cancel", and "OK".

Login Information	
Name:	Supervisor 1
Extension #:	28234
User ID:	78102
Password:	*****

The **Vuesion** screen is displayed. Click on the **Login** icon from the left pane (not shown).

The screen is updated in the right pane, as shown below.

Vuesion EXT 28234 Supervisor 1

Home View Settings History Applications Sort Options ? 1

Call Control

BBX
Logout
Set-Break
Set-Work
Set-PBreak
Set-Meeting
Voice Monitor
Record-Stat
Chat
Voicemail
Park Idle
Transfer
Hold

BBX CSR

BBX CSR Agent 1 Agent 2 Supervisor 1

Preview: Ext 28233

Status	Number	Name	Time	Length	From	ID	Info

Voice Queues	Queued	Longest	Active	Abandon	Handled	Overflow	Callback	~TTA	S.L.	Avails	Logins
BBX CSR	0	0:00	0	0	0	0	0	0:00	0%	2	2

Email Queues	Queued	Longest	Active	Handled	~Handled	Avails	Logins
BBX Email	0	0:00	0	0	0	0	2

Outdial Queues	Queued	Active	Handled today	Callback	Handled so far	Total Contacts	Avails	Logins
BBX Outdial	0	0	0	0	2	0	2	2

To verify if emails are being queued, make all agents in busy state and send an email to the ny.csr@gmail.com. Screen below shows the emails being queued.

Vuesion EXT 28234 Supervisor 1

Home View Settings History Applications Sort Options ? 1

Call Control

BBX
Logout
Set-Break
Set-Work
Set-PBreak
Set-Meeting
Voice Monitor
Record-Stat
Chat
Voicemail
Park Idle
Transfer
Hold

BBX CSR

BBX CSR Agent 1 Agent 2 Supervisor 1

Preview:

Status	Number	Name	Time	Length	From	ID	Info

Voice Queues	Queued	Longest	Active	Abandon	Handled	Overflow	Callback	~TTA	S.L.	Avails	Logins
BBX CSR	0	0:00	0	0	0	0	0	0:00	0%	0	2

Email Queues	Queued	Longest	Active	Handled	~Handled	Avails	Logins
BBX Email	1	0:00	0	0	0	0	2

Screen below shows an available agent receiving an email.

The screenshot shows the Call Control interface with the 'BBX CSR' window. The 'Preview' section displays an email from 'ny.csr@gm...' with the subject 'EMAIL Inco...'. The 'Email Queues' table shows 1 email queued for 'BBX Email'.

Voice Queues	Queued	Longest	Active	Abandon	Handled	Overflow	Callback	~TTA	S.L.	Avails	Logins
BBX CSR	0	0:00	0	0	0	0	0	0:00	0%	0	2

Email Queues	Queued	Longest	Active	Handled	~Handled	Avails	Logins
BBX Email	1	0:42	0	0	0:00	0	2

Screen below shows the queue empty after an agent handles the incoming email.

The screenshot shows the Call Control interface with the 'BBX CSR' window. The 'Preview' section is empty. The 'Email Queues' table shows 0 emails queued for 'BBX Email'. The 'Release' button is highlighted in the bottom left corner.

Voice Queues	Queued	Longest	Active	Abandon	Handled	Overflow	Callback	~TTA	S.L.	Avails	Logins
BBX CSR	0	0:00	0	0	0	0	0	0:00	0%	1	2

Email Queues	Queued	Longest	Active	Handled	~Handled	Avails	Logins
BBX Email	0	0:00	0	1	0:09	0	2

Outdial Queues	Queued	Active	Handled today	Callback	Handled so far	Total Contacts	Avails	Logins
BBX Outdial	0	0	1	0	3	28	1	2

8. Conclusion

These Application Notes describe the configuration steps required for BBX Technologies Vuesion Multimedia Contact Center Email Queuing module to successfully interoperate with Avaya IP Office. All feature test cases were completed. Observations are noted in **Section 2.2**.

9. Additional References

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

1. *IP Office KnowledgeBase 8.0 Documentation CD*, December 2011, available at <http://support.avaya.com>.
2. *Vuesion Application Server Contact Center Configuration Guide*, available upon request to BBX Technologies Support.

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