



Avaya Solution & Interoperability Test Lab

Application Notes for INI AudioForms™ with Avaya Aura® Experience Portal – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the INI AudioForms™ with Avaya Aura® Experience Portal. The INI AudioForms™ is an automated form application for Avaya Aura Experience Portal.

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 in Westminster, CO.

1. Introduction

These Application Notes describe the configuration steps required to integrate the INI AudioForms with Avaya Aura® Experience Portal. INI AudioForms is an automated form application for the Avaya Aura® Experience Portal platform that simplifies data collection while making it easy for respondents to fill out reports, surveys and other types of forms. INI AudioForms allows an organization to automate the process of gathering information and frees up staff to focus on higher level activities.

INI AudioForms provides an easy to use web-based interface for a user to add, delete, or modify questions and forms. In addition to adding forms with questions to get information from the caller, there is also a web-based interface for viewing, transcribing and downloading the form results.

Typical use cases for AudioForms include customer satisfaction surveys, address collection, status report collection, incident reports, claim submittals, and many others. The real benefit is the ease of use for the user to add, modify or delete forms and questions on their own.

2. General Test Approach and Test Results

This section describes the interoperability compliance testing used to verify the INI AudioForms application with Avaya Aura® Experience Portal.

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

Interoperability compliance testing included feature and serviceability testing. The feature testing focused on the following functionality:

- From a web browser on a PC, enter the URL that is associated with INI AudioForms sample application.
- Interact with the sample application to exercise all the possible paths of the application tree.
- Use a phone to access the same application with all the same paths and verify that the user experience are the same between the two approaches.
- Along the application tree, enter invalid values and verify that the responses from the two approaches are the same.

The serviceability testing focused on verifying the ability of INI AudioForms and Experience Portal to recover from adverse conditions, such as power failures and disconnecting cables to the IP network.

2.2. Test Results

All test cases passed. Avaya Aura® Experience Portal was successful in running INI AudioForms.

3. Support

To obtain technical support for INI AudioForms, contact Interactive Northwest via web, email or phone.

- Web: <http://www.interactivenw.com/support.php>
- Email: support@interactivenw.com
- Phone: (800) 808-8090, say “Support”

3.1. Reference Configuration

Figure 1 illustrates the configuration used for testing. In this configuration, Avaya Experience Portal interfaces with Avaya Aura® Communication Manager via H.323. INI AudioForms was connected on the same LAN.

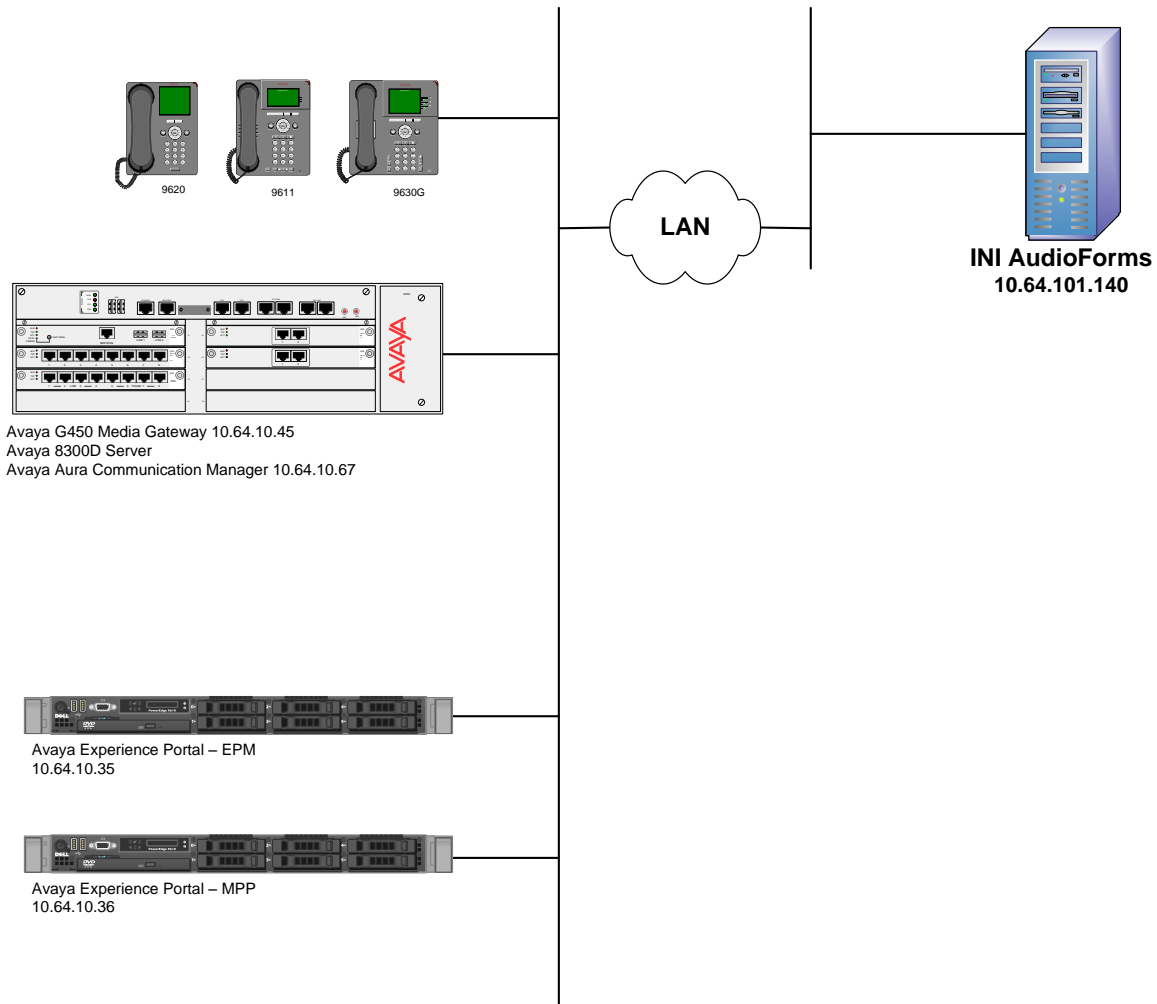


Figure 1: Configuration with Avaya Aura® Experience Portal and INI AudioForms

3.2. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Experience Portal	6.0.2.0.0501
Avaya Aura® Communication Manager running in S8300D server	6.3 SP3
INI AudioForms	1.0.3

4. Configure Avaya Aura® Experience Portal

This section covers the administration of Avaya Aura® Experience Portal. The following Experience Portal configuration steps will be covered:

- Configuring INI AudioForms Applications
- Starting the MPP server

Avaya Aura® Experience Portal is configured via the Experience Portal Management (EPM) web interface. To access the web interface, enter `http://<ip-addr>/` as the URL in an internet browser, where `<ip-addr>` is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed.

Note: All of the screens in this section are shown after the Experience Portal had been configured. Don't forget to save the screen parameters as you configure Avaya Aura® Experience Portal.

The screenshot shows the Avaya Aura® Experience Portal 6.0 (ExperiencePortal) web interface. The top navigation bar includes the Avaya logo, a user greeting "Welcome, admin", and the last login time "Last logged in today at 4:46:35 PM MST". The main navigation menu on the left lists various system management options. The main content area displays the "Avaya Aura® Experience Portal Manager" page, which includes a welcome message, a description of the EPM interface, and sections for "Installed Components" (Media Processing Platform and Proactive Outreach Manager) and a "Legal Notice".

Avaya Aura® Experience Portal Manager

Avaya Aura® Experience Portal Manager (EPM) is the consolidated web-based application for administering Experience Portal. Through the EPM interface, you can configure Experience Portal, check the status of a Experience Portal component, and generate reports related to system operation.

Installed Components

Media Processing Platform
Media Processing Platform (MPP) is an Avaya media processing server. When an MPP receives a call from a PBX, it invokes a VoiceXML or CCXML application on an application server and communicates with ASR and TTS servers as necessary to process the call.

Proactive Outreach Manager
Avaya Proactive Outreach Manager (POM) provides a solution for unified, multichannel, inbound and outbound architecture, with the capability to communicate through different channels of interaction, from Short Message Service (SMS) to e-mail to the traditional voice and video.

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In the **Applications** page, add an Experience Portal application to handle incoming calls. Navigate to **System Configuration → Applications → Add**. The screen capture below shows the sample configuration that was used during compliance testing.

You are here: [Home](#) > [System Configuration](#) > [Applications](#) > [Change Application](#)

Change Application

Use this page to change the configuration of an application.

Name: INIAudioForm

Enable: ☒ Yes ☐ No

Type:

URI

☒ Single ☐ Fail Over ☐ Load Balance

VoiceXML URL:

Verify

Mutual Certificate Authentication: ☐ Yes ☒ No

Basic Authentication: ☐ Yes ☒ No

Speech Servers

ASR:

TTS:

Application Launch

☒ Inbound ☐ Inbound Default ☐ Outbound

☒ Number ☐ Number Range ☐ URI

Called Number:

Add

Remove

Speech Parameters ▶

Reporting Parameters ▶

Advanced Parameters ▶

Save

Apply


Cancel

Help

Once the application is added, return to the list of applications and select the pencil icon at the far right to edit the **Configurable Application Variables**.

Applications

This page displays the applications that are currently deployed on the Experience Portal system.

Change Launch Order										
<input type="checkbox"/>	Name	Enable	Type	URI	Launch	ASR	Languages	TTS	Voices	Configurable Application Variables
<input type="checkbox"/>	INIAudioForm	Yes	VoiceXML	https://10.64.101.140:8844/AudioForms/Start	25711	No ASR		No TTS		
<input type="checkbox"/>	LumenVox_Sample_App	Yes	VoiceXML	http://10.64.101.26/mpp/misc/avptestapp/intro.ccxml	2555, 25501	No ASR		No TTS		

In the **Form ID** field, type the INI AudioForms ID that will be created while adding the form in INI AudioForms. Perform this step after an audio form is added in **Section 5**.

You are here: [Home](#) > System Configuration > [Applications](#) > Change INIAudioForm Configurable Application Variables

Change INIAudioForm Configurable Application Variables



[Export](#)

Use this page to change the values of the configurable application variables, defined in the applications that are deployed on the Experience Portal system.

Form ID:

Save

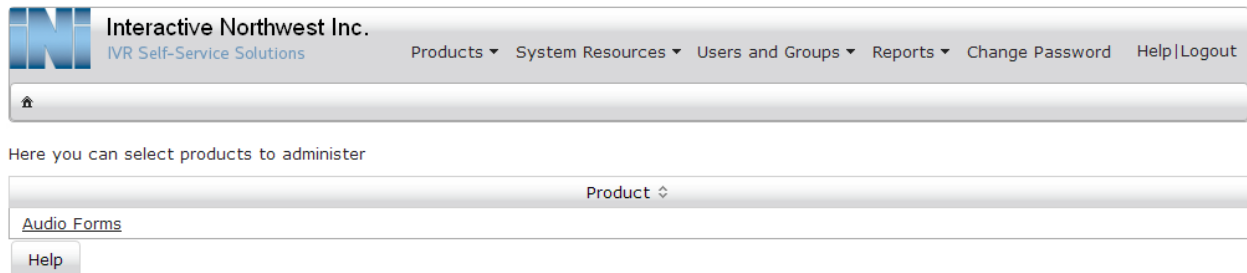
Apply

Cancel

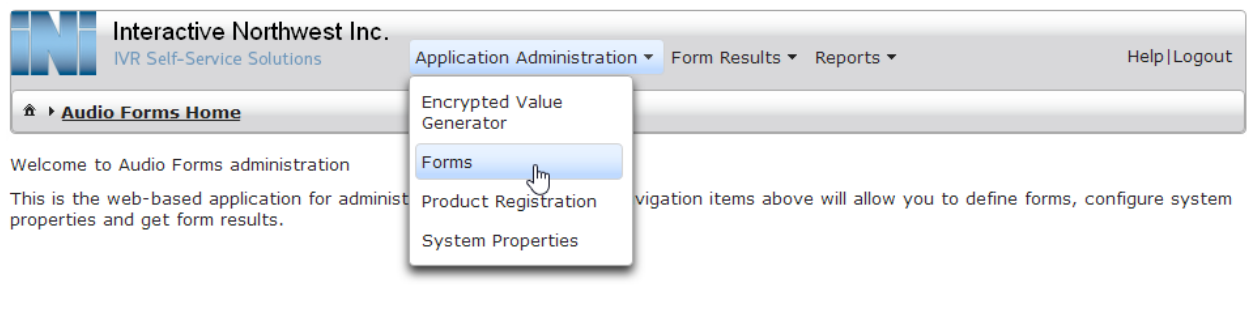
Help

5. Configure INI AudioForms

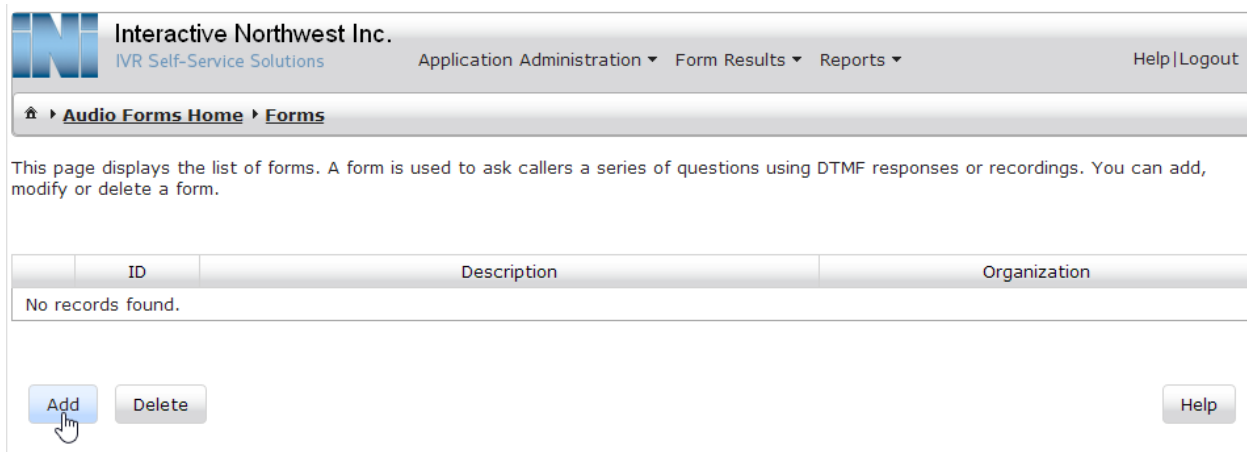
To access the web interface for INI AudioForms, enter `http://<ip-addr>/` as the URL in an internet browser, where `<ip-addr>` is the IP address of the INI AudioForms application server. Log in using appropriate credentials. From the home page, select **Audio Forms**.



Navigate to **Application Administration** → **Forms**.



Select **Add** to add a new audio form.



In the **Add Form** page, fill in the desired information and add questions, select **Save**.

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Application Administration ▾ Form Results ▾ Reports ▾

Help | Logout

Audio Forms Home ▸ Forms ▸ Update Form (21 - Sample Application)

Use this page to change the form configuration.

Organization: __DEFAULT__

ID: 21

Description: Sample Application

Type: Normal ▾

Language: English-Female ▾

Data Collection

Collect ANI? ☐

Collect Session Data? ☐

Allow Goto Questions? ☐

Form Messages

Message Type	File Selection	Status	Action
Greeting	Choose File	No file chosen	
Instructions	Choose File	No file chosen	
System Unavailable	Choose File	No file chosen	
Max Tries Exceeded	Choose File	No file chosen	
Goodbye	Choose File	No file chosen	
Max Untranscribed Exceeded	Choose File	No file chosen	
Transfer	Choose File	No file chosen	
Application	Choose File	No file chosen	

Take note of the ID, it will be used while configuring **Form ID** in **Section 4**.

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Application Administration ▾ Form Results ▾ Reports ▾

Help | Logout

Audio Forms Home ▸ Forms

This page displays the list of forms. A form is used to ask callers a series of questions using DTMF responses or recordings. You can add, modify or delete a form.

	ID	Description	Organization
<input type="checkbox"/>	21	Sample Application	__DEFAULT__

Add Delete Copy Help

6. Verification Steps

This section provides the verification steps that may be performed to verify that Experience Portal can run INI AudioForms applications.

1. From the EPM web interface, verify that the MPP server is online and running in the **System Monitor** page shown below.

System Monitor (Feb 7, 2013 3:46:51 PM MST)

[Refresh](#)

This page displays the current state of the local Experience Portal system plus any remote Experience Portal systems that you have configured. For information about the colored alarm symbols, click Help.

Summary

ExperiencePortal Details

Last Poll: Feb 7, 2013 3:46:49 PM MST

Server Name	Type	Mode	State	Config	Call Capacity			Active Calls		Calls Today	Alarms
					Current	Licensed	Maximum	In	Out		
EPM	EPM										
MPPRemote	MPP	Online	Running	OK	17	17	100	0	0	1	
Summary					17	17	100	0	0	1	

Help

2. From the EPM web interface, verify that the ports on the MPP server are in-service in the **Port Distribution** page shown below.

Port Distribution (Feb 7, 2013 3:47:20 PM MST)

[Refresh](#)

This page displays information about how the telephony resources have been distributed to the MPPs. You configure the telephony resources on the VoIP Connections page.

Total Ports: 17				Last Poll: Feb 7, 2013 3:47:09 PM MST		
Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation
25501	Online	In service	CM_10_67	H323	MPPRemote	
25502	Online	In service	CM_10_67	H323	MPPRemote	

3. Place enough calls to the INI AudioForms application to verify the questions are as configured in **Section 5**.

7. Conclusion

These Application Notes describe the configuration steps required to integrate the INI AudioForms application with Avaya Aura® Experience Portal. All feature and serviceability test cases were completed successfully.

8. Additional References

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

- [1] Administering Avaya Aura® Experience Portal, April 2013
- [2] Administering Avaya Aura® Communication Manager, Release 6.3, Document 03-300509, Issue 7.0, December 2013
- [3] Audio Forms Administration User Guide, December 2013
- [4] Audio Forms Results Guide, December 2013

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