

Avaya Solution & Interoperability Test Lab

Application Notes for configuring ICR Evolution Software with Avaya IP Office R8 using Avaya IP Office TAPI Service Provider - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for ICR Evolution Software to successfully interoperate with Avaya IP Office via Avaya TAPI Service Provider.

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 compliance tested configuration used to validate the ICR Evolution software with Avaya IP Office R8.0.16 (IP Office) using Avaya IP Office TAPI3 Service Provider (TAPI).

Evolution from ICR is a Computer Telephony Integration (CTI) platform that provides call control, predictive dialing and monitoring functionality to end users via the TAPI3 Service Provider installed on the Evolution server. ICR Evolution utilizes a client/server model. The server component of the software will connect to Avaya IP Office via TAPI. The client component of the software, iAgent, communicates with the Evolution server components. The iAgent client allows agents to control making and receiving calls via an Avaya handset connected to Avaya IP Office.

2. General Test Approach and Test Results

The interoperability compliance testing included feature and serviceability testing. The feature testing focused on verifying ICR Evolution handling of CTI messages in the areas of call control, event notification and routing. Various types of calls including intra-switch, PSTN, outgoing and incoming calls were tested. The compliance testing focused primarily on the following types of calls:

- Inbound ACD calls
- Outbound calls in Preview mode
- Outbound calls in Predictive/Progressive mode

The serviceability testing focused on verifying the ability of ICR Evolution to recover from adverse conditions, such as stopping the TAPI service, disconnecting the Ethernet cable for the CTI link and the reboot of Evolution server under test.

2.1. Compliance testing

The following observations were noted during testing:

- [1] Transfer and conference options on iAgent were not included in the compliance tests.
- [2] When using an IP phone (as opposed to a digital phone) the iAgents cannot log into (take control) this phone if it is in a "logged out" state. There must be a user already logged into an IP Phone for the iAgent to log into this type of deskphone.
- [3] If the TAPI service is stopped, upon restart of this service CTI functionality is not restored until the server is rebooted.

2.2. Test Results

All tests passed successfully.

2.3. Support

For technical support on ICR products please contact ICR Evolution support team at:

Web address:wEmail address:soPhone Number:+3

www.evolutioncallcenter.com soporte@icr.es +34 93 228 9310

3. Reference Configuration

Figure 1 shows the network topology for the compliance testing. The TAPI3 Service Provider is installed on the Evolution Server to provide a CTI connection to IP Office. Avaya 2400 Series digital deskphones are associated with iAgent users giving each iAgent operator telephony functionality from the iAgent software.

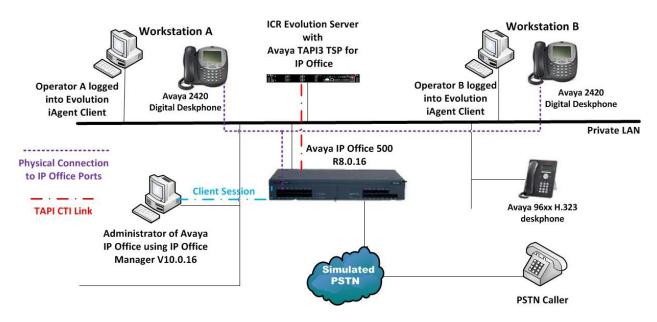


Figure 1: Connection of ICR Evolution Server with Avaya IP Office R8

4. Equipment and Software Validated

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

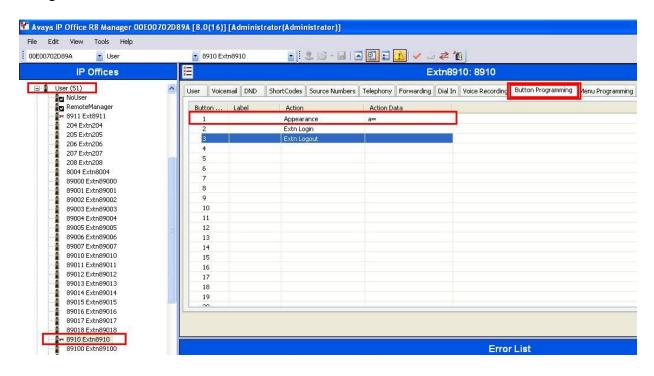
Equipment Description	Software Release
Avaya IP Office 500	Avaya IP Office R8.0.16
Avaya 96xx H.323 Deskphone	Avaya H323 IP Office Firmware Ha96xxua3_Hbas.bin
Avaya 2420 Digital Sets	N/A
Avaya TAPI3 Telephony Service Provider Client for IP Office Installed on Evolution Server.	Avaya TSPI3w.tsp 1.0.0.17
Platform Independent Server with Windows 2003 Server O/S and ICR Evolution Server.	ICR Evolution Server R10.1
Client Workstation with Windows XP and ICR Evolution iAgent	ICR Evolution iAgent R10.1

5. Configuration of Avaya IP Office

IP Office is administered using IP Office Manager Software installed on a client PC. It is the assumption that a working and fully configured IP Office is in place with extensions and users preconfigured. This section will show what changes to the IP Office configuration is required for the ICR Evolution software to interoperate correctly.

5.1. Configuration of Avaya IP Office Users

Each user chosen as an Evolution iAgent user will need to be configured in a specific fashion in order to work as an iAgent user. Click on the selected user in the left hand pane to make changes to this user and click on the **Button Programming** tab. Only one **Appearance** should be configured as shown below.



Click on the **Telephony** tab and then the **Call Settings** tab. The **Wrap-up Time (secs)** should be set to **5** and **Offhook Station** should be ticked as shown below.

File Edit View Tools Help			
00E00702D89A 💽 User	👻 8910 Extn8910		→ ⇒ ≉ 1
IP Offices	XXXX		Extn8910: 8910
User (51)		hortCodes Source Numbers Telephony	Forwarding Dial In Voice Recording Button Programming
	Outside Call Sequence Inside Call Sequence Ringback Sequence No Answer Time (secs)	Default Ring Default Ring Default Ring System Default (15)	Call Waiting On Call Waiting On Call Waiting On Hold Busy On Held Offhook Station
	Wrap-up Time (secs)	5	
89002 Extn89002 89003 Extn89003 89004 Extn89004	Transfer Return Time (secs) Call Cost Mark-Up	Off (100	
	Call Cost Mark-Up	100	

Click on User Rights in the left hand pane and select the user rights associated with the iAgent users. In the example below this is called Agent. Under the User tab, ensure Enable do not disturb is ticked as shown.

🌃 Avaya IP Office R8 Manager 00E0070	2D89A [8.0(16)] [Administrator	(Administrator)]	
File Edit View Tools Help i 00E00702D89A User Rights	- Agent	 ************************************	
IP Offices		Agent	
89025 Occ Inspect 89025 Occ Inspect 8901 popey 89107 SIP Handset 500 TAPI:500 501 TAPI:501 502 TAPI:502 503 TAPI:503 89020 Voicemail 2 89300 Voicemail SIP 89301 Voicemail SIP1 89302 Voicemail SIP1 89303 Voicemail SIP3 9304 Voicemail SIP3 9305 Voicemail SIP3 9301 Voicemail SIP3 9303 Voicemail SIP3 9304 Voicemail SIP3 9305 Voicemail SIP3 9301 Voicemail SIP3 9303 Voicemail SIP3 9304 Voicemail SIP3 9305 Voicemail SIP3 9303 Voicemail SIP3 9304 Voicemail SIP3 9305 Voicemail SIP3 9307 Voicemail SIP3 9308 Voicemail SIP3 9309 Voicemail SIP3 9301 Poicemail SIP3 9301			icemail
- International (0) - International (0) - International (0)			Error List
Agent	Configuration Ite R	Record Description	

5.2. Configuration of Hunt groups

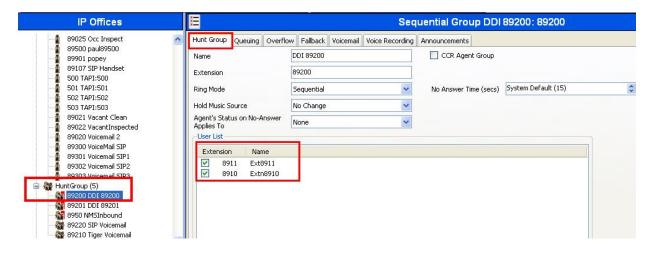
Hunt Groups are created in IP Office as they are associated with a particular service on the Evolution Server. iAgent users are associated with services, as shown in Section 7.5, in the same fashion these IP Office users are added to a Hunt Group associated with this same service. Click on **HuntGroup** in the left hand pane and click on the **Create a New Record** icon at the top right as shown below, to create a new Hunt Group.

IP Offices	
89901 popey 89107 SIP Handset 500 TAPI:500 501 TAPI:501 502 TAPI:502 503 TAPI:503 89021 Vacant Clean 89022 VacantInspected 89020 Voicemail SIP 89301 Voicemail SIP1 89301 Voicemail SIP1 89302 Voicemail SIP2 89303 Voicemail SIP3 HuntGroup (4) 89200 DDI 89201 89201 DDI 89201	HuntGroup

For an inbound campaign, the DN number of the campaign will correspond to the **Extension** number setup for the **Hunt Group** highlighted below. All users associated with this campaign should be included in this Hunt Group.

Note: In the example below two users **8910** and **8911** are associated with this Hunt Group Extension **89200**.

Note: For an outbound campaign another Hunt Group should be setup to include users associated with such a campaign.



5.3. Setting up TAPI WAVE Ports in Avaya IP Office

Each dialling device in Evolution Server must be associated with a TAPI Wave Port in IP Office. TAPI Wave ports should be configured in a consecutive range. Click on users in the left hand pane and select new user. Fill in the information as shown below under the **User** tab.

- Name: Enter a valid and unused extension number to identify the TAPI Wave port
- Extension: Enter the same extension number as configured for the Name field above

Note: Each user added will have the same Extension number as the dialler extension in Section 7.6.

🕼 Avaya IP Office R8 Manager 00E00702	DB9A [8.0(16)] [Administr	ator(Administrator)]	
File Edit View Tools Help 00E00702D89A Vuer	500 TAPI:500	• : 2 <u>1</u> - <u>1</u> - <u>1</u> - <u>1</u>	
IP Offices	H	TAPI:500: 500	
89016 Extn89016	User Voicemail DND	ShortCodes Source Numbers Telephony Forwarding Dial In Voice Recordin	g Button Programming
	Name	TAPI:500	
	Password		
89101 Extn89101 89102 Extn89102	Confirm Password		
	Full Name	TAP1:500	_
8901 H3238901	Extension	500	
	Locale	×	
	Priority	5	
89500 paul89500	System Phone Rights	None	
89901 popey 89107 SIP Handset	Profile	Basic User 👻	
500 TAPI:500		Receptionist	
501 TAPI:501 502 TAPI:502		Enable Softphone	
503 TAPI:503		Enable one-X Portal Services	
89021 Vacant Clean		Enable one-X TeleCommuter	
89022 VacantInspected 89020 Voicemail 2		Enable Remote Worker	

Click on the Voicemail tab and ensure Voicemail On is not ticked as shown below.

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IP Offices		TAPI:500: 500
	User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Voicemail Code Confirm Voicemail Code Voicemail Email	Dial In Voice Recording Voicemail On Voicemail Help Voicemail Ringback Voicemail Email Readini UNS Web Services
8001 H3238901 8902 H3238902 89024 Occ Clean 89025 Occ Dirty 89025 Occ Inspect 89500 paul89500 89901 popey 89107 SIP Handset 500 TAPI:500 501 TAPI:501 502 TAPI:502 503 TAPI:503	Voicemail Email Off Copy Forward Alert DTMF Breakout Reception / Breakout (DTMF *0/0) System Default () Breakout (DTMF 2) System Default () Breakout (DTMF 3) System Default ()	

PG; Reviewed; SPOC 4/24/2012 Solution & Interoperability Test Lab Application Notes ©2012 Avaya Inc. All Rights Reserved. 8 of 30 Evolution_IPOR8 Click on the **Telephony** tab, under **Call Settings** ensure that **Answer Call Waiting On Hold** is not ticked as shown below.

🎦 Avaya IP Office R8 Manager 00E00702D	89A [8.0(16)] [Administrate	or(Administrator)]	
File Edit View Tools Help 00E00702D89A • User	▼ 500 TAPI:500		<u>_1</u> ✓ ∴ ≠ 10
IP Offices			TAPI:500: 500
		ortCodes Source Numbers Telephony ings Multi-line Options Call Log Default Ring Default Ring System Default (15) 2 Off © 100	Forwarding Dial In Voice Recording Button Programming Menu Programming Mobility Phone Manager Option Image: Call Walting On Image: Call Walting On <
89301 Voicemail SIP1 89302 Voicemail SIP2			СК

Click on OK to complete the new user. This brings up a dialog box as shown. Ensure this is set to **None** as shown below and click **OK**.

Avaya IP Office Manager
Would you like a new VoIP extension created with this number?
None
O H323 Extension
SIP Extension
ОК

Once all configuration changes have been made, the new configuration must be saved to IP Office. Click on the save icon as highlighted below and this will bring up the **Send Configuration** window. Click **OK** to send the new configuration to IP Office.

le Edit View Tools Help 0E00702D89A 💽 User	 8910 Extn8910 			≈ ^@]
IP Offices	×=		Ext	n8910: 8910
🖃 🚺 User (51)	User Voicemail DND	ShortCodes Source	Send Configuration	
NoUser	Name	Extn8910	IP Office Settings	
	Nume		00E00702D89A	
	Password	*****	L	
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			🔿 Merge	
207 Extn207	Full Name		 Immediate 	
208 Extn208 8004 Extn8004	Extension	8910		
89000 Extra0004			🔿 When Free	
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	Priority	5	Reboot Time	
89004 Extn89004	System Phone Rights	None	15:13	
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		Enable one		
		a de la companya de l		
89015 Extn89015		🗹 Enable Rem	OK Cancel	Help

6. Installation and Configuration of Avaya IP Office TAPI3 Service Provider

TAPI3 Service Provider is included in the IP Office CTI Link Software Development Kit (SDK) located on the DevConnect website (<u>http://www.avaya.com/gcm/master-usa/en-us/corporate/alliances/devconnect/index.htm</u>) under the product name IP Office. Once downloaded the install is initiated by running **TAPI3Install.exe** as shown below.

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2	Address 🛅 C:\Documents and Settin	ngs\Administrator\[Desktop\SDK 2.0 DEVCC	NNECT SITE	524
4	Name 🔺	Size	Туре	Date Modified	Attribute:
utty.exe			File Folder	07/11/2011 13:47	
	Camples		File Folder	07/11/2011 13:47	
-	📑 🧿 Autorun.inf	1 KB	Setup Information	03/10/2001 11:41	А
	📲 go	1 KB	Shortcut to Program	03/10/2001 17:31	А
	💽 go.bat	1 KB	Windows Batch File	12/12/2001 16:38	А
Network Places	🖉 index.htm	4 KB	HTML Document	12/06/2006 10:26	A
r lacos	📄 readme.txt	1 KB	Text Document	22/10/2003 12:59	A
6	Readme-DevConnect.txt	1 KB	Text Document	12/07/2006 13:38	A
P	Z TAPI3Install.exe	3,637 KB	Application	22/10/2003 16:19	A

To configure the TAPI Service Provider navigate to **Control Panel** and right click on **Phone and Modem Options**, as highlighted below, and then click on properties (not shown).



Click on the Advanced tab, highlight Avaya IP Office TAPI3 Service Provider and click Configure.

none and Modem Options	? :
Dialing Rules Modems Advanced	
The following telephony providers are insta	alled on this computer:
Providers: Avaya IP Office TAPI3 Service Provider	
Microsoft H.323 Telephony Service Provider Microsoft HID Phone TSP Microsoft Multicast Conference TAPI Service Provid NDIS Proxy TAPI Service Provider TAPI Kernel-Mode Service Provider Unimodem 5 Service Provider	ler
A <u>d</u> d <u>B</u> emo	ve <u>C</u> onfigure

Enter the IP Office IP address into the **Switch IP Address** box. Select **Third Party** and enter the IP Office Administrator's password into the **Switch Password** box. Ensure **WAV Users** and **ACD Queues** are ticked as shown below.

aya TAPI3 configuration	
Switch IP Address 192.168.30.31	OK Cancel
C Single User	
User Name	
User Password	
Third Party	
Switch Password	
📕 Ex Directory User	s
🔽 WAV Users	
ACD Queues	

7. Configuration of ICR Evolution Server

This section outlines the steps necessary to configure the Evolution Server to enable the iAgents to log in to an IP Office deskphone and have control of the handset. All configuration changes on the Evolution Server are made using the web based Evolution Manager tool by entering http://<IP address of Evolution Server>/manager.

7.1. ICR Evolution install

The installation of the Evolution server software is outside the scope of this document and information regarding the installation can be found at <u>http://www.evolutioncallcenter.com/</u>. Please note that during the installation there is a step regarding the PBX that the server is connecting to. For IP office the PBX type is selected as shown below.

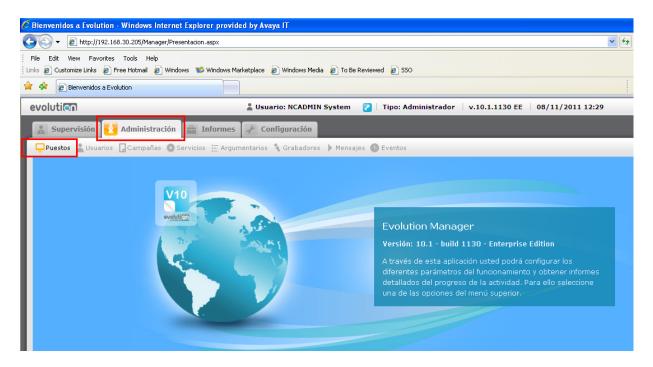
evolution	Selección de configuración predeterminada Elija una configuración de entorno predeterminada para la instalación de Evolution Server.
Por favor, seleccione un	a configuración predeterminada:
Configuración:	Ninguna Configuracion TAPI Asterisk Configuracion TSAPI AVAYA AES Configuracion CTConnect - Nortel Meridian 1 Configuracion TAPI Panasonic KX-TDA Configuracion inicial TAPI AVAYA IPOFFICE Configuracion inicial TAPI CISCO CM
olution Server v10	< <u>A</u> trás Instalar Cancelar

7.2. Configuration of Workstations on ICR Evolution Server

A workstation can be described as a location for the user or iAgent to log in to. Log in to the web based Evolution Manager tool by entering http://<IP address of Evolution Server>/manager using appropriate login credentials.



To create a new workstation select the Administración tab and click Puestos.



Click on Nuevo in order to add a new workstation.

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The following information must be added.

- Nombre This is the Workstation name (unique identifier)
- Telefono Physical IP office extension
- Clase Puesto Type of Workplace
- **Telefono logico** #FLO (means floating agent or hot desking user)

🖉 Administración de puestos de trabajo - Modificación - Windows Internet Explorer provided by Avaya IT		- 7 🛛
S + I http://192.168.30.205/Manager/Puesto_Modificacion.aspx?idP=100000013	🖌 🗲 🗙 Ask.com	P •
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🔝 Supervisión 🔁 Administración 🚔 Informes 🥜 Configuración		
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7.3. Configuring Users on ICR Evolution Server

Evolution users are created on the Evolution Sever. These are actual users or agents in the contact centre. Click the **Administración** tab, click **Usuarios** and **Nuevo**.

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Nuevo Listado de Id. 100000017 100000007 100000009 100000010 10000011	Q Ver skills P Opciones a usuarios Nombre > DEMO, AGENTIO > DEMO, AGENTE > DEMO, AGENTE2 > DEMO, AGENTE3 > DEMO, AGENTE4		AGENT10 AGENTE AGENTE2 AGENTE3 AGENTE4	89101	123456	Agente Agente Agente Agente Agente	Servicio	P.Trab		

The following information must be filled in:

- **Tipo de Usuario** Agente (this is agent profile)
- Nombre Firstname of agent
- **Primer apellido** Surname of agent
- Usuario Username to login to iAgent
- **Contraseñia** password for login to iAgent
- Usuario ACD User login configured in IP Office
- Contraseñia ACD User Password configured in IP Office

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Eile Edit View Favorites Iools Help Links 🙋 Customize Links 🙋 Free Hotmail 👩	Windows 💖 Windows Marketplace 🥫) Windows Media 🤌 To Be Reviewed 🛔	8) 550	
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Administración de usuari	ios - Modificación			
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(*) Tipo de usuario:	Agente	Id. usuario:	10000007	
(*) Nombre:	AGENTE	DNI:		
(*) Primer apellido:	DEMO	Segundo apellido:		
(*) Usuario:	AGENTE]		
Contraseña:		Confirmar contraseña:	••••	
La contraseña nunca expira:		Días de validez de la contraseña:		N/D
Cambiar contraseña próx. sesión:				
Parámetros de ACD				
Usuario ACD:	89101	Contraseña ACD:	123456	

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7.4. Configuration of Campaigns on ICR Evolution Server

There are two campaigns already preconfigured as a part of the installation of Evolution Server, as highlighted below.

- **ATENCION AL CLIENTE**, which is an inbound campaign
- **TELEMARKETING**, which is an outbound campaign

😔 🔻 🙋 http:/	//192.168.30.205/Manager/Campanya_Lista.aspx						*	47 ×	Ask.c	om	
	avorites Iools Help s 🔊 Free Hotmail 🔊 Windows 💖 Windows	s Marketplace 🛛 🖉 Windows Media 🖉) To Be Reviewed 👩 SSO								
🕸 🙋 Administra	ación de campañas - Listado								• 🖾	- 🖶	• 🗗
volutian		🛔 Usuario: NCADMIN Sys	stem 🛛 Tipo: Adm	inistrador	v.10.1.1130 EE	08/11/2011	12:57				
Supervisión	Administración 🛛 🚔 Informe	es 🖉 Configuración									
a Subervision	Automistración Internet	es a configuración									
Puestos 🛓 Uso	uarios 🔲 Campañas 🧔 Servicios 🗄 Ar	gumentarios 🌂 Grabadores 🕨	Mensajes 🕒 Eventos								
Puestos 🛔 Uso	uarios 🔽 Campañas 🖨 Servicios 🔚 Ar	rgumentarios 🌂 Grabadores 🕨	Mensajes 🕚 Eventos								
-	uarios 🔒 Campañas 🔮 Servicios 📰 Ar Ación de campañas - Listado		Mensajes 🕚 Eventos								
Administra	ación de campañas - Listado		Mensajes 🕚 Eventos								
Administra			Mensajes 🕚 Eventos								
Administra	ación de campañas - Listado Q Ver estrategias Q Ver conectores I		Mensajes 🕒 Eventos								
Administra Nuevo Listado de	nción de campañas - Listado Q Ver estrategias Q Ver conectores t e campañas	DBR		Capal	Marcación	Routing	Disp	TAC	TA	Pr	Est
Administra	ación de campañas - Listado Q Ver estrategias Q Ver conectores I		Mensajes 🕲 Eventos Argumentario Basico.NET	Canal	Marcación Sin marcación	Routing	Disp. 100	TAC 9	TA 30	Pr 100	Est
Administra + Nuevo Listado de Id.	nción de campañas - Listado Q Ver estrategias Q Ver conectores t e campañas Nombre	ODBR	Argumentario					1.2.2.5	1000		0
Administra Nuevo Listado de Id. 100000002	ción de campañas - Listado Q Ver estrategias Q Ver conectores t e campañas Nombre A TENCION AL CLIENTE	DDBR Supervisor NCSUPER System	Argumentario Basico.NET	8	Sin marcación			1.2.2.5	30	100	

These campaigns are amended in order to add extensions associated with the Hunt Groups configured in **Section 5.2**.

7.4.1. Configuration of Inbound Campaigns

Click on the inbound campaign **ATENCION AL CLIENTE** highlighted above in order to amend this for IP office users, which will present the screen as shown below. Click on **Routing** to make changes to the inbound hunt group.

Administración de campa		sión Tiempo Real	nar contactos a Sistema	niar Borra
	Certai Certai			
Datos generales				
(*) Nombre:	INBOUND		Id: 10000003	
Descripción:	EMISION	Fecha d	e creación: 22/01/2008	
Detalles		(Accessing)		
Detailes				
Cache SMS Alarmas Op	ciones Avanzadas Finales	Segmentos Datos I	ncentives Routing Importar	Clientes
Parámetros de campaña				
(*) Estado:	Activa	(*) Fech	a de inicio: 22/01/2008	
(*) Marcación:	Vista Previa	*	Supervisor: NCSUPER System	~
	89200		cess Code: 9	

Click on the **DN** as highlighted below to change the inbound number associated with the campaign.

😭 🏟 🙋 Administración - Campaña - Routing					
evoluti	🛓 Usu	ario: NCADMIN System	🕗 🛛 Tipo: Administrador	v.10.1.1130 EE	08/11/2011 13:07
🔝 Supervisión 🚺 Administración	💼 Informes 🥜 Co	onfiguración			
Puestos 👗 Usuarios 🖵 Campañas 🔅 Se	rvicios 🔚 Argumentarios	🕄 Grabadores 🌗 Mensa	ajes 🕒 Eventos		
Administración de campañas	- Parámetros de	configuración de	Routing		
🗄 Guardar 🚺 Guardar y Cerrar 🚺	Cerrar 🔍 Ver estrate	egias			
Parámetros de configuración de Ro	uting para la campaña	ATENCION AL CLIENTE			
(*) Tipo Switc	h-based	•			
🖳 Campaña asignada a las siguientes	estrategias				
Id.	DN	Encamir	namiento		Descripción
100000101	▶ <u>89201</u>	DNIS			DNIS
		•			

Change the **DN** to the hunt group number setup in **Section 5.2** for the inbound campaign. Click **Guardar y cerrar** to save and exit.

volution		💄 Usuario: NCADMIN System 🛛 👔 Tipo: Administrador
🔝 Supervisión 🚺 Administrac	ión 🚆 Informes	🖌 Configuración
🖵 Puestos 🛓 Usuarios 📮 Campañas	🏟 Servicios 🗄 Argum	nentarios 🌂 Grabadores 🕨 Mensajes 🕒 Eventos
Administración de estrat	egias - Modifica	ción
🗄 Guardar 🔣 Guardar y cerra	r 🔀 Cerrar 🐻 El	iminar 🕒 Asignar skills
Parámetros generales	Francisco	
Parámetros generales ID: (*) DN:	100000101	
ID:	100000101 89201 DNIS	
ID: (*) DN:	89201	
ID: (*) DN: Descripción:	89201 DNIS	

7.4.2. Configuration of Outbound Campaign

Click on **TELEMARKETING** as highlighted below.

voluti		💄 Usuario: NCADMIN Sys	item 🛛 🛛 Tipo: Admi	nistrador	v.10.1.1130 EE	08/11/2011	13:12				
Supervisiór	Administración 🚔 Informe	Generación									
🕽 Puestos 🔹 Us	uarios 📮 Campañas 🍈 Servicios 🔚 Arg	umentarios 🌂 Grabadores 🕨	Mensajes 🕒 Eventos								
	ación de campañas - Listado										
	Ver estrategias	BR									
+ Nuevo		BR									
+ Nuevo	Q Ver estrategias Q Ver conectores D	BR	Argumentario	Canal	Marcación	Routing	Disp.	ТАС	ТА	Pr	
+ Nuevo	Q Ver estrategias Q Ver conectores D e campañas		Argumentario Basico.NET	Canal	Marcación Sin marcación	Routing	Disp. 100	TAC 9	TA 30	Pr 100	_
+ Nuevo	Q Ver estrategias Q Ver conectores D e campañas Nombre	Supervisor			1.17						
+ Nuevo Listado de Id. 10000002	Q Ver estrategias Q Ver conectores D e campañas Nombre > ATENCION AL CLIENTE	Supervisor NCSUPER System	Basico.NET	8	Sin marcación				30	100	į

The following needs to be changed:

- Disp de control
- Trunk Access Code

Hunt Group for the outbound campaign Number used to get an outside line

Click on the **Routing** tab to make further changes.

🚖 🏟 🙋 Administración de campañas - Moo	dificación				🚹 • 🗟 • 🖶 • 🕞 <u>P</u> age •
Administración de camp	añas - Modificación				
💾 Guardar 🔣 Guardar y Ceri	rar 🚺 Cerrar 🔯 Supervisión Ti	empo Real 🚺 Asignar contacto	ıs a Sistema 📔 Limpiar 🚺 E	Borrar	
Datos generales					
			L		
	TELEMARKETING	Id:			
Descripción:	EMISION	Fecha de creación:	22/01/2008		
Detalles					
Cache SMS Alarmas O	pciones Avanzadas Finales Seg	mentos Datos Incentivos	Routing Importar Clientes		
🖳 Parámetros de campaña					
(*) Estado:	Activa	(*) Fecha de inicio:	22/01/2008	(*) Fecha de final:	31/12/2050
(*) Marcación:	Vista Previa	Supervisor:	NCSUPER System	(*) Aplicación:	Basico.NET
Disp. de control	89200	Trunk Access Code:	9	(*) Auto-Answer:	Manual 💌
(*) Tiempo admin:	30	Planif, diaria:	Automática	 (*) Máx. #Intentos: 	50
Cuota máxima:	0	Cuota:	0	(*) Prioridad:	100
(*) ¿Presencial?	Permitir	(*) Días en histórico:	60	(*) Canal:	telefono
(*) Identificar clientes:	No Mostrar pantalla 🗸 🗸	(*) Permitir altas:	No Permitir	 (*) Permitir anónimos: 	No Permitir
T. Predictivo:	0	Factor llamadas predictivo:	100	Máximas llamadas simultaneas:	1
NoAnswer timeout:	30	Grabaciones:	Sin grabación	•	

Click on the **DN** as highlighted below.

olutian		🛓 Usuario: NCADMIN System 🛛 🛛 Tipo: Administrador 👘 v.10.1.1130 E	E 08/11/2011 13:16
🔝 Supervisión 🚺 Adr	ninistración 🚆 Informes	🖌 Configuración	
Puestos 👗 Usuarios 🗔 C	ampañas 🔵 Servicios 🔚 Argum	nentarios 🐧 Grabadores 🕨 Mensajes 🕒 Eventos	
Administración de	campañas - Parámetr	os de configuración de Routing	
💾 Guardar 🔡 Guarda	ır y Cerrar 🛛 🗙 Cerrar 🔍 Ve	er estrategias	
🖳 Parámetros de config	guración de Routing para la ca	mpaña TELEMARKETING	
	(*) Tipo Switch-based	V	
🖳 Campaña asignada a	las siguientes estrategias		
Id.	DN	Encaminamiento	Descripci
100000102	▶ 89200	DNIS	DNIS

Change the **DN** as highlighted below. Click **Guardar y cerrar** to save and exit.

🔆 🔅 🧟 Administración de estrategias - Modificación	
evolutian	👗 Usuario: NCADMIN System 🛛 🕜 🛛 Tipo: Administrador 👘 v.10.1.1130 EE
🔝 Supervisión 🛃 Administración 🚆 Inf	ormes 🤺 Configuración
🖵 Puestos 🛓 Usuarios 🔒 Campañas 🏟 Servicios 🚦	🗄 Argumentarios 🔧 Grabadores 🌗 Mensajes 🕒 Eventos
Administración de estrategias - Mo	odificación
🕒 Guardar 🔡 Guardar y cerrar 🗙 Cerrar	💼 Eliminar 🗈 Asignar skills
Parámetros generales	
ID: 100000102	
(*) DN: 89200	
Descripción: DNIS	
Encaminamiento: DNIS	
Parámetros encaminamiento	
(*) Campaña: 10000003 - TE	LEMARKETING V

7.5. Associate Services with Users

Click on the **Administración** tab followed by **Servicios** in order to associate the users with a service. The user is actually associated with a service and this service can contain a number of campaigns.

olutian		💄 Usuario: NCADMIN System 🛛 👔 🛛 Tipo	: Administrador 🕴 v.
Supervisión	🚺 Administración 📔 Inform	nes 🥜 Configuración	
Puestos 👗 Usu	arios 🔲 Campañas 🧔 Servicios 🗄	Argumentarios 🌂 Grabadores 🕨 Mensajes 🕒 Ever	ntos
Administra	ción de servicios - Listado		
-			
+ Nuevo			
Listado de	servicios		
Listado de Id.	servicios Nombre	Campañas	ACD
		Campañas	ACD 100 🛇
Id.	Nombre	Campañas ATENCION AL CLIENTE	
Id.	Nombre		
Id. 100000002	Nombre ATENCION AL CLIENTE		
Id. 100000002	Nombre ATENCION AL CLIENTE	ATENCION AL CLIENTE	
Id. 100000002	Nombre ATENCION AL CLIENTE	 ATENCION AL CLIENTE Servicio técnico DBR teléfono 	

Click on Asignar participaciones to associate the users.

🚖 🏟 🖉 Administración de servicios - Modific	ación
🔝 Supervisión 🚺 Administrac	ión 🚔 Informes 🕜 Configuración
🖵 Puestos 👗 Usuarios 📮 Campañas	😳 Servicios 🗄 Argumentarios 🔧 Grabadores 🌗 Mensajes 🕒 Eventos
Administración de servici	os - Modificación
📋 Guardar 🔢 Guardar y Cerra	r 🔀 Cerrar 💼 Eliminar 🕒 Asignar campañas 📔 Asignar participaciones 🗄 Motivos de pausa
Parámetros generales del se	
Parametros generales del sel	VICIO
Id.Servicio:	10000003
(*) Nombre:	TELEMARKETING
ACD:	101 © Contiene campañas que requieren de cola ACD switch-based.
Modo siguiente gestión:	Sistema
(*) Pausa tras gestión:	0 Tiempo en segundos que el sistema esperará para entregar la siguiente gestión.
Política de selección:	Por antigüedad en cola 🗸 🗸 Criterio para la entrega de interacciones en cola a agentes.

Select from a list of available users located in the right hand column, and then these desired users are added into the left column as shown below.

X Cerrar								
Parámetros gener	ales del se	rvicio						
1	d. Servicio:	10000002	1					
	Nombre:	ATENCION	AL CLIENTE					
	ACD:	100		Cor	ntiene campañ	as que requiere	en de cola ACD switch	-based.
Modo siguie	nte gestión:	Sistema 😥		~				
Pausa t	as gestión:			Tiempo	Tiempo en segundos que el sistema esperará para entregar la siguiente gestión.			
Política d	selección:	Por antigüe	edad en cola	Criteri	o para la entre	ega de interacci	ones en cola a agente	s.
Participación en s	arvicios							
							Agentes disponib	les
gentes asignados a				On	ciones	Quitar	Añadir	Nombre Agente
gentes asignados a	T. ini		T. Final					
			01/01/2020		6			DEMO, AGENTIC

7.6. Configuration of Evolution Dialer on ICR Evolution Server

Dialer is used for predictive or progressive dialing on outbound campaigns. The default setup includes four dialing devices on Evolution server. These devices can be viewed on the Evolution server as shown below by opening **Administrador Evolution Server** and clicking on **Conectar** to connect.

		n al servidor Evolut	ion	×	
N	Nombre de equipo (o dirección IP 127.0.	0.1		
	Puerto IP de a	dministración 3666		1.11	
Passwo	rd para operacione	s restringidas		100	
				100	
	Cor	nectar Sa	dir 1		
1	Programs	Accessories	Þ		
	Documents	Internet Exp Mortel Conta	12 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -		
-		Administrativ	2019/2012/2012		
	<u>S</u> ettings	Evolution	• 🛃	Administrador Evolution Serve	r
ء 🔍	Sear <u>c</u> h	××		Evolution Manager	
	1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -			Sitio Web de Evolution Evolution iAgent	
? !	Help and Support				

Clicking on	Gest Marc will	show the cor	figuration	of the	dialer on	Evolution	server.

onfiguración						
(TR KTR (2) Admi	nistrador Coordinad	lor BdD BdD	(2) Telefonía	Gest.Marc. D	isp. Marc. Sites	
r Servidores de disposi	•		•••1			
Identificador	Dispositi	ivos Ident. Dialer	IP 127.0.0.1		ositivos	
Dirección IP			127.0.0.1	3000 300,	501,502,5	
Puerto TCP 0	 Añadir Qu	itar				
					1751 JF51 JF51 J	
		de ''watchdog'' de		, ,	n][Nm][Ns][Nms]	
Constante	"Alpha" para cálculo	de medias expon	enciales 0.02			
Nº mínimo (de muestras 5	y agentes por c	ampaña 10	para empezar (a predecir	
Tiempo máximo de ina	ctividad para resetea	r los valores de un	a media 4h	[NF][Nm][Ns]	
Timeout depetio	ción 2mmar	rcación 45s	alerta 1m	cola 5m	[Nh][Nm][Ns]	
		in 1m30s d	le bloqueo de dis	positivo 10m	[Nh][Nm][Ns]	
Tiempo máxentre l	a xter y la confirmació			and the second se		

Clicking on **Disp Marc** will show the dialer numbers used. These numbers correspond to the IP Office user extensions created in **Section 5.3**.

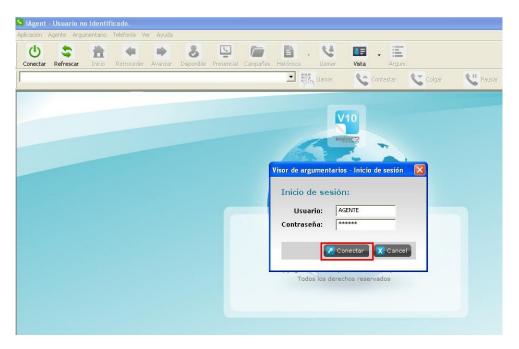
M 📢 🔉 🗉 🖬 🛃 📓 🖾 🛜 🖸 💡	
A Configuración	
KTB KTB (2) Administrador Coordinador BdD BdD (2) Telefonía Gest.Marc Disp. Marc. Dispositivos de marcación Dispositivo Asociado a THAL Disp. Id.Thal Equipo Thal Línea asociada de THAL Board / Channel D Equipo 503 503 Añadir Quitar Id.Thal Equipo Id.Thal Equipo	Sites

7.7. Configuration of ICR Evolution iAgent

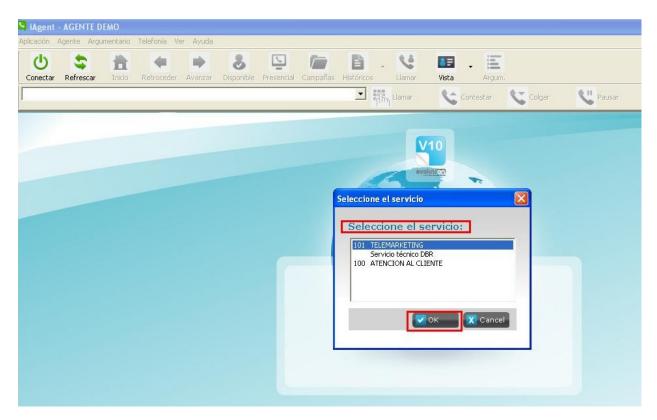
Information on the installation of iAgent can be found at <u>http://www.evolutioncallcenter.com/</u>. During the installation of iAgent, the IP Address of the Evolution Server and workstation must be added as shown below.

evolution	Configuración de Datos iAgent Indique las características solicitadas para la conf Evolution iAgent	iguración de
favor, indique las carac	terísticas necesarias para Evolution iAgent:	
Dirección del Servidor ej 1: K2 ej 2: 194.0.10.199	Evolution Server (direccion TCP/IP):	
x.x.x.x		
E	Trabajo para el Cliente:	
PTxxx		
ine Manak 140		
ion iAgent v10		

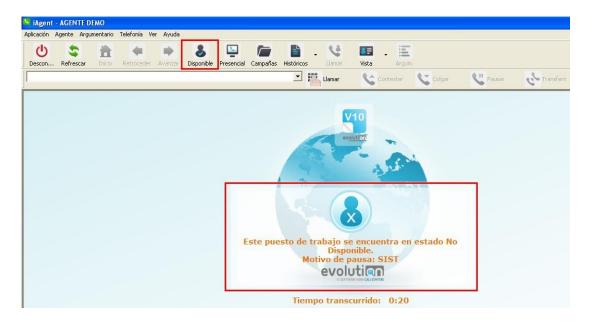
Once the iAgent program is run, it asks for a username and password as shown below. Enter the appropriate credentials and click on **Conectar** as highlighted.



The agent logs into a particular service and clicks **OK** as highlighted below. Note that only the services associated with that agent will appear in this screen.



Once fully logged into a service, the information highlighted explains that the agent is in a Not Ready state (estado No Disponible) and must click on the Disponible (Ready) icon at the top of the screen highlighted below. This brings the agent into a state where a call can be received.



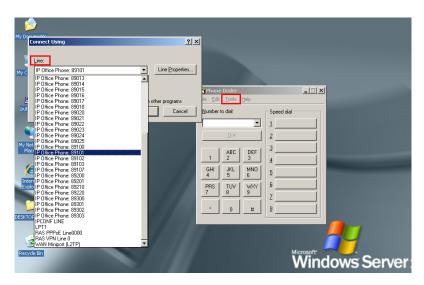
PG; Reviewed; SPOC 4/24/2012 Solution & Interoperability Test Lab Application Notes ©2012 Avaya Inc. All Rights Reserved. 26 of 30 Evolution_IPOR8

8. Verification Steps

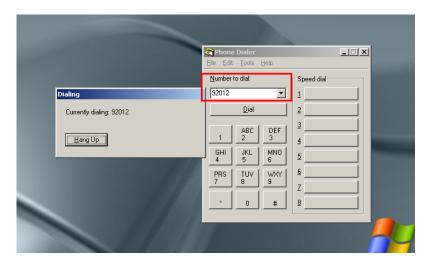
This section illustrates the steps necessary to verify that the Evolution Server is connected to IP Office correctly.

8.1. Verify that Avaya IP Office TAPI Service Provider is running correctly

Open **Phone Dialer** (Windows program installed on all Windows platforms) on the Evolution Server where TAPI is installed. Click on the Tools menu and select **Connect Using**. Another box opens as shown below. Open the **Line** dropdown box and all the IP Office users should appear as an available line to use.

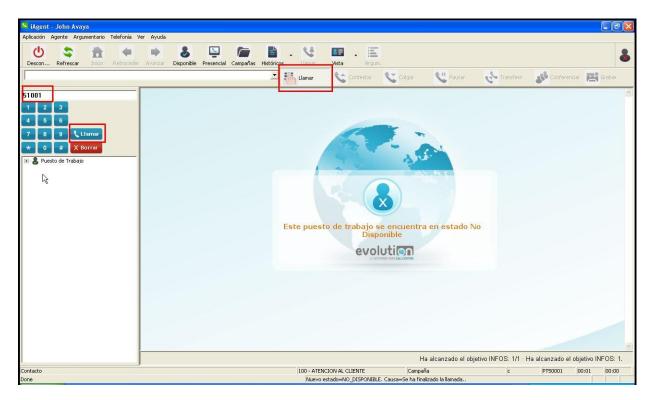


Choose any line and in the box **Number to dial** enter a valid IP Office extension number as shown below and click **Dial**. The **Phone Dialer** should successfully call the chosen extension number.



8.2. Verify that ICR Evolution iAgent can make calls using Avaya IP Office lines

Log in to the iAgent application as shown in **Section 7.7**. Click on **Llamar** to open the dial out window. Enter the number of a valid extension and click **Llamar**. A call should be initiated from the agent's handset to the destination number.



9. Conclusion

Illustrated in these Application Notes are the procedures for configuring ICR Evolution to interoperate with Avaya IP Office R8. In the configuration described in these Application Notes, various types of calls including intra-switch, PSTN, outgoing and incoming calls were tested. During compliance testing, all test cases were completed successfully as outlined in **Section 2.1**.

10. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <u>http://support.avaya.com</u>.

- [1] TAPI Link installation Doc # 15-601034 Issue 11d
- [2] *TAPI Link* Doc # 15-601035 Issue 11f
- [3] IP Office R8 Doc library

The following ICR Evolution product documentation can be found at <u>http://www.evolutioncallcenter.com</u>

- [1] Evolution Manual de Instalación v10
- [2] Evolution Manual de Administración y Referencia v10

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