



Application Notes for Configuring Virtual Hold Queue Manager using Genesys T-Server with Avaya Aura[®] Experience Portal, Avaya Aura[®] Application Enablement Services, Avaya Aura[®] Session Manager, and Avaya Aura[®] Communication Manager - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Virtual Hold Queue Manager using Genesys T-Server with Avaya Aura[®] Experience Portal, Avaya Aura[®] Application Enablement Services, Avaya Aura[®] Session Manager, and Avaya Aura[®] Communication Manager.

Virtual Hold Queue Manager is a contact center solution that calculates the estimated wait time for an incoming call and maintains the caller's position in a virtual queue. Virtual Hold Queue Manager can call the user back and connect to an agent when the caller's turn comes up. The integration with Avaya Aura[®] Experience Portal is achieved through an inbound and an outbound VXML application. The integration with Avaya Aura[®] Communication Manager is achieved through Genesys T-Server and the Avaya Aura[®] Application Enablement Service TSAPI service for event monitoring and adjunct routing support. Calls to Virtual Hold VXML applications are routed using SIP connections from Avaya Aura[®] Communication Manager via Avaya Aura[®] Session Manager.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

TABLE OF CONTENTS

1. Introduction.....	3
2. General Test Approach and Test Results.....	4
2.1. Interoperability Compliance Testing.....	4
2.2. Test Results	5
2.3. Support	5
3. Reference Configuration	6
4. Equipment and Software Validated	7
5. Configure Avaya Aura® Communication Manager.....	8
6. Configure Avaya Aura® Application Enablement Services	18
Restart TSAPI Service	22
7. Configure Avaya Aura® Session Manager	25
8. Configure Avaya Aura® Experience Portal	32
9. Configure Virtual Hold	40
10. Verification Steps.....	69
10.1. Avaya Aura® Experience Portal	69
10.2. Avaya Aura® Session Manager	71
11. Conclusion	71
12. Additional References.....	71

1. Introduction

These Application Notes describe the configuration steps required to integrate Virtual Hold Queue Manager (VHT) using Genesys T-Server with Avaya Aura[®] Experience Portal, Avaya Aura[®] Application Enablement Services (AES), Avaya Aura[®] Session Manager, and Avaya Aura[®] Communication Manager.

Virtual Hold is a contact center intelligent queue management solution that calculates the Estimated Wait Time (EWT) for an incoming call and maintains the caller's position in a virtual queue. Virtual Hold can call the user back and connect to an agent when the caller's turn comes up. Virtual Hold consists of Virtual Hold Queue Manager and Virtual Hold VXML Interaction Server (VIS). Virtual Hold Queue Manager is responsible for making routing decisions and maintaining the virtual queue. Virtual Hold VXML Interaction Server allows for Avaya Aura[®] Experience Portal supported VXML applications, developed by VHT for inbound and outbound calls, and is responsible for interactions with Avaya Aura[®] Experience Portal. The integration with Avaya Aura[®] Communication Manager is achieved through Genesys T-Server and the AES TSAPI service for event monitoring and adjunct routing support.

As calls come into the contact center, Virtual Hold monitors the EWT and determines how calls are treated. If the EWT is less than the turn-on threshold, the calls are routed to a queue, as normal, to be answered by an agent. If the EWT is more than the turn-on threshold, the callers are offered several options. One option is to save the caller's places in line and call back when it is their turn. Another option is to stay in the queue to wait being answered by an agent. The third option is to receive a callback at a later time chosen by the caller. If the first option is chosen, the caller provides phone number and name and then hangs up. When it is nearly the caller's turn in queue, Virtual Hold calls the caller back, verifies that the caller is on the line, and transfers the call to the agent queue at high priority, which makes the call the next one to be answered by an agent.

Virtual Hold uses a Genesys T-Server element to interact with the Avaya Aura[®] Application Enablement Services' TSAPI service to query and monitor the agent's state and service speed, and uses the provided CTI event reports to calculate the EWT. Incoming calls are routed to the inbound VXML application via Avaya Aura[®] Experience Portal, where Virtual Hold can play the EWT to the caller and provide the caller with options. Virtual Hold VXML Interaction Server uses the Application Interface Web Service provided by Avaya Aura[®] Experience Portal to launch the outbound VXML application and send callback requests.

Calls to Virtual Hold VXML applications are routed using SIP connections from Avaya Aura[®] Communication Manager via Avaya Aura[®] Session Manager.

2. General Test Approach and Test Results

This section describes the compliance test approach, test coverage, test results, and the support information.

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 purpose of this compliance testing was to verify interoperability between Virtual Hold and Avaya products including Experience Portal, Application Enablement Services, Session Manager, and Communication Manager.

The testing was performed using Experience Portal, Session Manager, and Communication Manager connected via SIP connections

The interoperability compliance test included events, feature, and serviceability testing.

- The event testing used internal logs to verify receiving and proper handling of CTI events by Virtual Hold.
- The feature testing entailed placing calls manually from a PSTN phone to Experience Portal and verifying the following:
 - Adjunct route by Virtual Hold.
 - Virtual Hold VXML applications launch.
 - Experience Portal using SIP as VoIP Connections.
 - Experience Portal Call Detail Report and Alarm/Warning generation.
 - Virtual Hold playing Estimated Wait Time.
 - Virtual Hold handling of caller options including callback, scheduled callback, and staying in queue.
 - Virtual Hold storing and passing UUI in callback calls.
- The serviceability testing focused on verifying the ability of Experience Portal and Virtual Hold to recover after a network outage or server reboot.

2.2. Test Results

All test cases were executed and passed. Note that the testing was completed using a special patch 23255 for Communication Manager. The patch fixes an issue where the "Queued" event isn't being delivered for the calls that are redirected to Communication Manager by Experience Portal. The issue occurs when PSTN calls are routed over a SIP/PRI trunk to Experience Portal via Communication Manager and Session Manager, with Experience Portal routing the call back to Communication Manager for queuing. The observed behavior is that after the call is transferred back to Communication Manager, the previous call (Experience Portal) is seen as connected. This patch is scheduled to be generally available in December 2016. Customer deploying Virtual Hold Manager with Communication Manager Release 7.0 may request the patch from Avaya.

2.3. Support

To obtain technical support for Virtual Hold:

- **Web:** www.virtualhold.com
- **Email:** support@virtualhold.com
- **Phone:** (866) 670 - 2223

3. Reference Configuration

The diagram below illustrates the test configurations. Experience Portal and Communication Manager connected via SIP connections using Session Manager.

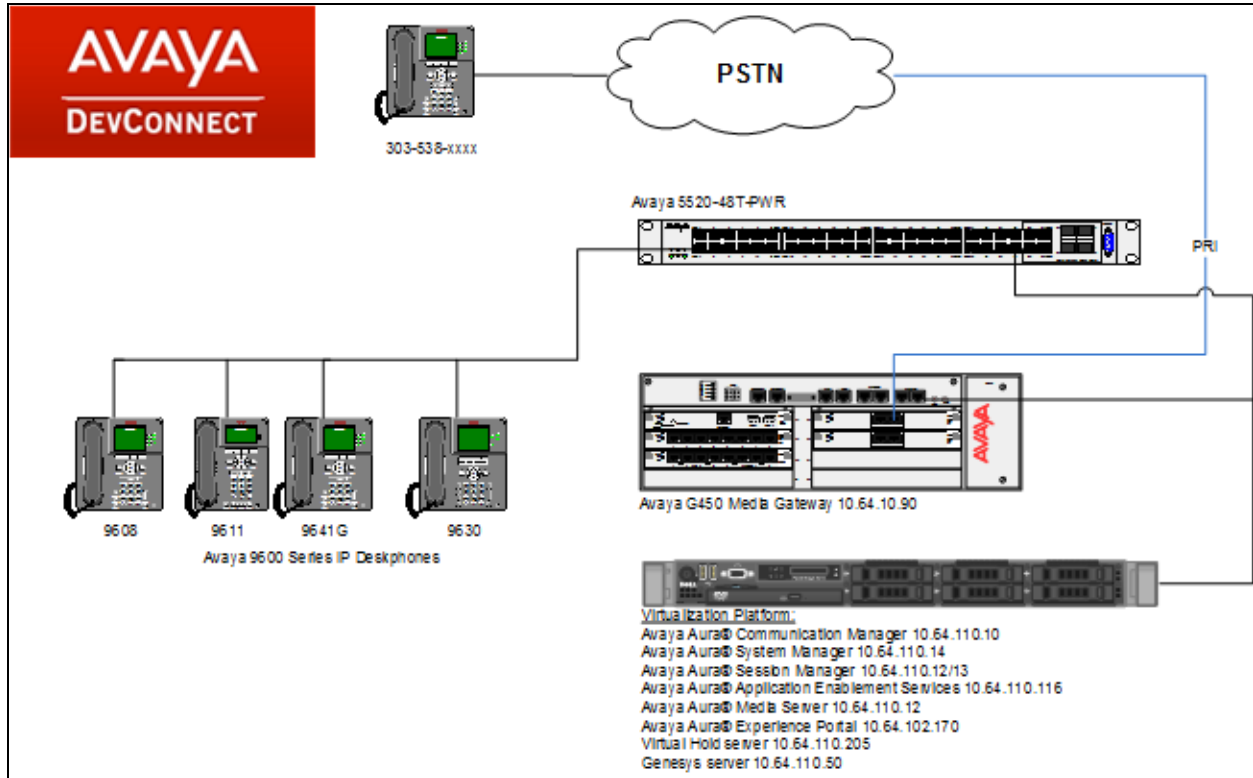


Figure 1: Test Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura [®] Communication Manager	R017x.00.0.441.0 – 23255
Avaya Aura [®] Application Enablement Services	7.0.1.0.2.15-0
Avaya Aura [®] Session Manager	7.0.1.1.701114
Avaya Aura [®] System Manager	7.0.1.1.065378
Avaya Aura [®] Experience Portal	7.0.2
Avaya Aura [®] Media Server	7.7.0.334 A15
Avaya G450 Media Gateway	37.19.0
Avaya 9600 Series IP Telephones	
9641/9611/9608 (H.323)	6.6.2
9630 (H.323)	3.2.6
Virtual Hold	
Queue Manager	8.6.0.809
VXML Interaction Server (biz)	5.11.0.804
Genesys T-Server	8.1.001.06

5. Configure Avaya Aura® Communication Manager

This section describes the Communication Manager configuration for supporting the Virtual Hold solution.

It is assumed that the following administration is already in place and will not be described in this section.

- SIP trunk group to Session Manager
- Route Pattern that maps to the SIP trunk group

The configuration of Communication Manager was performed using the System Access Terminal (SAT). After the completion of the configuration, perform a **save translation** command to make the changes permanent.

The configuration procedures fall into the following areas:

- Verify Communication Manager Licenses
- Configure System Parameters Features
- Configure Cti-link
- Configure Hunt Group for Contact Center Agents
- Configure Automatic Alternate Routing (AAR)
- Configure VDNs and Vectors
- Configure UUI Treatment for Trunk Group

Step	Description
1.	<p data-bbox="316 268 1429 483">Communication Manager Licenses Verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the display system-parameters customer-options command to verify that the Computer Telephony Adjunct Links option is set to y on Page 3. If this option is not set to y, then contact the Avaya sales team or business partner for a proper license file.</p> <div data-bbox="337 520 1408 976"> <pre> change system-parameters customer-options OPTIONAL FEATURES Abbreviated Dialing Enhanced List? y Audible Message Waiting? y Access Security Gateway (ASG)? n Authorization Codes? y Analog Trunk Incoming Call ID? y CAS Branch? n A/D Grp/Sys List Dialing Start at 01? y CAS Main? n Answer Supervision by Call Classifier? y Change COR by FAC? n ARS? y Computer Telephony Adjunct Links? y ARS/AAR Partitioning? y Cvg Of Calls Redirected Off-net? y ARS/AAR Dialing without FAC? y DCS (Basic)? y ASAI Link Core Capabilities? y DCS Call Coverage? y ASAI Link Plus Capabilities? y DCS with Rerouting? y Async. Transfer Mode (ATM) PNC? n Async. Transfer Mode (ATM) Trunking? n Digital Loss Plan Modification? y ATM WAN Spare Processor? n DS1 MSP? y ATMS? y DS1 Echo Cancellation? y Attendant Vectoring? y </pre> </div> <p data-bbox="316 1018 1429 1050">Navigate to Page 6, and verify that the Vectoring (Basic) option is set to y.</p> <div data-bbox="337 1102 1408 1673"> <pre> change system-parameters customer-options CALL CENTER OPTIONAL FEATURES Call Center Release: 6.0 ACD? y Reason Codes? y BCMS (Basic)? y Service Level Maximizer? y BCMS/VuStats Service Level? y Service Observing (Basic)? y BSR Local Treatment for IP & ISDN? y Service Observing (Remote/By FAC)? y Business Advocate? n Service Observing (VDNs)? y Call Work Codes? y Timed ACW? y DTMF Feedback Signals For VRU? y Vectoring (Basic)? y Dynamic Advocate? n Vectoring (Prompting)? y Expert Agent Selection (EAS)? y Vectoring (G3V4 Enhanced)? y EAS-PHD? y Vectoring (3.0 Enhanced)? y Forced ACD Calls? n Vectoring (ANI/II-Digits Routing)? y Least Occupied Agent? y Vectoring (G3V4 Advanced Routing)? y Lookahead Interflow (LAI)? y Vectoring (CINFO)? y Multiple Call Handling (On Request)? y Vectoring (Best Service Routing)? y Multiple Call Handling (Forced)? y Vectoring (Holidays)? y PASTE (Display PBX Data on Phone)? y Vectoring (Variables)? y </pre> </div>

Step	Description
2.	<p>System-Parameters Features Enter the change system-parameters features command and navigate to Page 5. Set the Create Universal Call ID (UCID) field to y.</p> <div data-bbox="316 378 1401 909" style="border: 1px solid black; padding: 10px;"> <pre> change system-parameters features Page 5 of 19 FEATURE-RELATED SYSTEM PARAMETERS SYSTEM PRINTER PARAMETERS Endpoint: Lines Per Page: 60 SYSTEM-WIDE PARAMETERS Switch Name: Emergency Extension Forwarding (min): 10 Enable Inter-Gateway Alternate Routing? n Enable Dial Plan Transparency in Survivable Mode? n COR to Use for DPT: station EC500 Routing in Survivable Mode: dpt-then-ec500 MALICIOUS CALL TRACE PARAMETERS Apply MCT Warning Tone? n MCT Voice Recorder Trunk Group: Delay Sending RElease (seconds): 0 SEND ALL CALLS OPTIONS Send All Calls Applies to: station Auto Inspect on Send All Calls? n Preserve previous AUX Work button states after deactivation? n UNIVERSAL CALL ID Create Universal Call ID (UCID)? y UCID Network Node ID: 1 </pre> </div> <p>On Page 13, set the Send UCID to ASAI field to y.</p> <div data-bbox="316 1022 1401 1518" style="border: 1px solid black; padding: 10px;"> <pre> change system-parameters features Page 13 of 19 FEATURE-RELATED SYSTEM PARAMETERS CALL CENTER MISCELLANEOUS Callr-info Display Timer (sec): 10 Clear Callr-info: next-call Allow Ringer-off with Auto-Answer? n Reporting for PC Non-Predictive Calls? n Agent/Caller Disconnect Tones? n Interruptible Aux Notification Timer (sec): 3 Zip Tone Burst for Callmaster Endpoints: double ASAI Copy ASAI UUI During Conference/Transfer? n Call Classification After Answer Supervision? n Send UCID to ASAI? y For ASAI Send DTMF Tone to Call Originator? y Send Connect Event to ASAI For Announcement Answer? n Prefer H.323 Over SIP For Dual-Req Station 3PCC Make Call? n </pre> </div>

Step	Description
3.	<p>Create a Cti-link</p> <p>Add a CTI link using the add cti-link n command; where n is an available CTI link number. Enter an available extension number in the Extension field. Note that the CTI link number and extension number may vary. Enter ADJ-IP in the Type field, and a descriptive name in the Name field. Default values may be used in the remaining fields.</p> <div data-bbox="316 487 1403 693" style="border: 1px solid black; padding: 10px;"> <pre> add cti-link 1 CTI Link: 1 Extension: 19999 Type: ADJ-IP Name: aes COR: 1 CTI LINK Page 1 of 3 </pre> </div>

Step	Description
4.	<p>Create Hunt Group for Contact Center Agents Administer a hunt group for Call Center Agents by using the add hunt-group n command; where n is an available hunt group number.</p> <p>On Page 1, enter a descriptive name in the Group Name field and an available extension in the Group Extension field. Set ACD, Queue, and Vector fields to y.</p> <div> <pre> add hunt-group 1 Page 1 of 4 HUNT GROUP Group Number: 1 ACD? y Group Name: Hunt Group 1 Queue? y Group Extension: 12001 Vector? y Group Type: ucd-mia TN: 1 COR: 1 MM Early Answer? n Security Code: Local Agent Preference? n ISDN/SIP Caller Display: Queue Limit: unlimited Calls Warning Threshold: Port: Time Warning Threshold: Port: </pre> </div> <p>On Page 2, set the Skill field to y.</p> <div> <pre> add hunt-group 1 Page 2 of 4 HUNT GROUP Skill? y Expected Call Handling Time (sec): 180 AAS? n Service Level Target (% in sec): 80 in 20 Measured: both Supervisor Extension: Controlling Adjunct: none VuStats Objective: Multiple Call Handling: none Timed ACW Interval (sec): After Xfer or Held Call Drops? n </pre> </div> <p>For the compliance testing, three agents with extensions 11001 and 11002 and agent Login ids 1101 and 1102 were configured as available agents for the above hunt group.</p> <div> <pre> list agent-loginID 1101 count 2 Login ID Name Extension Dir Agt AAS/AUD COR Ag Pr SO Skil/Lv Skil/Lv Skil/Lv Skil/Lv Skil/Lv Skil/Lv Skil/Lv 1101 IP Agent 1 unstaffed 1/01 / / / / / / / 1102 IP Agent 2 unstaffed 1/01 / / / / / / / </pre> </div>

Step	Description																																																												
5.	<p>Automatic Alternate Routing (AAR) (SIP Configuration only)</p> <p>For the compliance test, AAR was used to route calls to Experience Portal via a SIP trunk to Session Manager. Route Pattern 1 was pre-configured to use Trunk Group 1, which is a SIP trunk connected to Session Manager.</p> <p>For the compliance test, use the change aar analysis command to add an entry to AAR table as follows:</p> <ul style="list-style-type: none">• Enter 113 in the Dialed String field.• Enter 5 and 5 to the Total Min and Total Max fields.• Enter 1 to the Route Pattern field.• Enter aar in the Call Type field. <p>With the above entry, all calls with dialed digits of 113xx will be routed over Trunk Group 1 to Session Manager. In the compliance test, extension 11301 is associated with the Experience Portal inbound application.</p> <div><pre>change aar analysis 113</pre><table><tr><td colspan="7"></td><td>Page</td><td>1 of</td><td>2</td></tr><tr><td colspan="10">AAR DIGIT ANALYSIS TABLE</td></tr><tr><td colspan="7">Location: all</td><td colspan="3">Percent Full: 0</td></tr><tr><td></td><td>Dialed</td><td colspan="2">Total</td><td>Route</td><td>Call</td><td>Node</td><td>ANI</td><td colspan="2"></td></tr><tr><td></td><td>String</td><td>Min</td><td>Max</td><td>Pattern</td><td>Type</td><td>Num</td><td>Reqd</td><td colspan="2"></td></tr><tr><td></td><td>113</td><td>5</td><td>5</td><td>1</td><td>aar</td><td></td><td>n</td><td colspan="2"></td></tr></table></div>								Page	1 of	2	AAR DIGIT ANALYSIS TABLE										Location: all							Percent Full: 0				Dialed	Total		Route	Call	Node	ANI				String	Min	Max	Pattern	Type	Num	Reqd				113	5	5	1	aar		n		
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Step	Description
6.	<p>VDNs and Vectors for SIP Configuration</p> <p>Administer a set of Vector Directory Numbers (VDNs) and vectors as follows:</p> <ul style="list-style-type: none"> • Entry VDN/vector: To perform adjunct route with the Virtual Hold Queue Manager • Holding VDN/vector: To queue incoming calls to the agent skill at medium priority. • Callback VDN/vector: To queue callback calls to the agent skill at high priority. <p>Entry VDN and Vector</p> <p>Modify an available vector using the change vector n command, where n is an existing vector number.</p> <p>Following configuration was used during compliance testing.</p> <div data-bbox="349 747 1396 1140" data-label="Text"> <pre> change vector 101 Page 1 of 6 CALL VECTOR Number: 101 Name: Incoming Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y Variables? y 3.0 Enhanced? y 01 wait-time 0 secs hearing silence 02 set A = none CATR 12345 03 adjunct routing link 1 04 wait-time 10 secs hearing ringback 05 route-to number 12202 with cov n if unconditionally 06 disconnect after announcement none 07 stop </pre> </div> <p>Add a VDN using the add vdn n command, where n is an available extension number. Enter a descriptive Name, and the vector number from above for Vector Number.</p> <p>Retain the default values for all remaining fields.</p> <div data-bbox="341 1362 1404 1682" data-label="Text"> <pre> add vdn 12201 Page 1 of 3 VECTOR DIRECTORY NUMBER Extension: 12201 Name*: VHT - Incoming Destination: Vector Number 101 Attendant Vectoring? n Meet-me Conferencing? n Allow VDN Override? y COR: 1 TN*: 1 Measured: none Report Adjunct Calls as ACD*? n </pre> </div> <p>Continue on the next page.</p>

Step	Description
	<p>Holding VDN and Vector</p> <p>Modify an available vector using the change vector n command, where n is an existing vector number.</p> <p>Following configuration was used during compliance testing.</p> <div data-bbox="318 451 1417 844" style="border: 1px solid black; padding: 10px;"> <pre> change vector 102 CALL VECTOR Page 1 of 6 Number: 102 Name: Holding Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y Variables? y 3.0 Enhanced? y 01 wait-time 0 secs hearing silence 02 queue-to skill 1 pri m 03 wait-time 30 secs hearing ringback 04 goto step 3 if unconditionally 05 disconnect after announcement none 06 stop </pre> </div> <p>Add a VDN using the add vdn n command, where n is an available extension number. Enter a descriptive Name, and the vector number from above for the Destination field. Retain the default values for all remaining fields.</p> <div data-bbox="318 1029 1417 1348" style="border: 1px solid black; padding: 10px;"> <pre> add vdn 12202 VECTOR DIRECTORY NUMBER Page 1 of 3 Extension: 12202 Name*: VHT - Hold Destination: Vector Number 102 Attendant Vectoring? n Meet-me Conferencing? n Allow VDN Override? n COR: 1 TN*: 1 Measured: none Report Adjunct Calls as ACD*? n </pre> </div> <p>Continue on the next page.</p>

Step	Description
	<p>Callback VDN and Vector</p> <p>Modify an available vector using the change vector n command, where n is an existing vector number.</p> <p>Following configuration was used during compliance testing.</p> <div data-bbox="318 451 1417 840"> <pre> change vector 103 CALL VECTOR Page 1 of 6 Number: 103 Name: Callback Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? n Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y Variables? y 3.0 Enhanced? y 01 wait-time 0 secs hearing silence 02 queue-to skill 1 pri h 03 wait-time 30 secs hearing ringback 04 goto step 3 if unconditionally 05 disconnect after announcement none 06 stop </pre> </div> <p>Add a VDN using the add vdn n command, where n is an available extension number. Enter a descriptive Name, and the vector number from above for the Destination field. Retain the default values for all remaining fields.</p> <div data-bbox="318 1026 1417 1346"> <pre> add vdn 12203 VECTOR DIRECTORY NUMBER Page 1 of 3 Extension: 12203 Name*: VHT - Callback Destination: Vector Number 103 Attendant Vectoring? n Meet-me Conferencing? n Allow VDN Override? n COR: 1 TN*: 1 Measured: none Report Adjunct Calls as ACD*? n </pre> </div>

Step	Description
7.	<p>UUI Treatment for SIP Trunk Group (SIP Configuration only) Enter the change trunk-group n command where n is the trunk group number of the SIP trunk to Session Manager. Set the UUI Treatment field to shared and Send UCID field to yes.</p> <div data-bbox="318 415 1417 934" style="border: 1px solid black; padding: 10px;"> <pre> change trunk-group 1 TRUNK FEATURES ACA Assignment? n Measured: none Maintenance Tests? y Suppress # Outpulsing? n Numbering Format: public UUI Treatment: shared Maximum Size of UUI Contents: 128 Replace Restricted Numbers? n Replace Unavailable Numbers? n Hold/Unhold Notifications? y Modify Tandem Calling Number: no Send UCID? y Show ANSWERED BY on Display? y </pre> </div>


6. Configure Avaya Aura® Application Enablement Services

The configuration of Application Enablement Services is performed via a web browser. Enter <https://<ip-addr>> in the URL field of a web browser where <ip-addr> is the IP address of the Application Enablement Services server. After a login step, the **Welcome to OAM** page is displayed.

The configuration procedures fall into the following areas:

- Confirm TSAPI Licenses
- Add TSAPI Links
- Note the Tlink Information
- Restart TSAPI Service
- Configure Virtual Hold User
- Enable Unrestricted Access for Virtual Hold User

It is assumed that the configuration of a switch connection to Communication Manager is already in place and therefore will not be described here.

**Application Enablement Services**
Management Console

Welcome: User cust
Last login: Wed Sep 14 16:01:20 2016 from 10.64.10.47
Number of prior failed login attempts: 0
HostName/IP: aes/10.64.110.15
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 7.0.1.0.2.15-0
Server Date and Time: Wed Sep 14 16:01:44 MDT 2016
HA Status: Not Configured

Home

Home | Help | Logout

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▶ Status
- ▶ User Management
- ▶ Utilities
- ▶ Help

Welcome to OAM

This AE Services server is using a default installed server certificate.
Default installed certificates should not be used in a production environment.
It is highly recommended to replace all default installed certificates.

The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- High Availability - Use High Availability to manage AE Services HA.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance to manage the routine maintenance tasks.
- Networking - Use Networking to manage the network interfaces and ports.
- Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.
- Status - Use Status to obtain server status informations.
- User Management - Use User Management to manage AE Services users and AE Services user-related resources.
- Utilities - Use Utilities to carry out basic connectivity tests.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain.

Step	Description
1.	<p>Confirm TSAPI Licenses</p> <p>Virtual Hold uses a TSAPI Advanced (VALUE_AES_AEC_XXXXX_ADVANCED) license for adjunct routing and a TSAPI Basic (VALUE_AES_TSAPI_USERS) license for each VDN being monitored. If the licensed quantities are not sufficient for the implementation, contact the Avaya sales team or business partner for a proper license file.</p> <p>From the left pane of the Application Enablement Services Management Console, click Licensing → WebLM Server Access. A Web License Manager login window is displayed. Enter proper credentials to log in. Click Licensed products → APPL_ENAB → Application_Enablement from the left pane. The Application Enablement Services license is displayed in the right pane. Ensure that there are enough VALUE_AES_AEC_XXXXX_ADVANCED and VALUE_AES_TSAPI_USERS licenses available.</p>

AVAYA

Aura® System Manager 7.0

Last Logged on at September 13, 2016 10:36 AM

Go...

Log off admin

Home

Licenses

WebLM Home

Install license

Licensed products

APPL_ENAB

Application_Enablement

View license capacity

View peak usage

ASBCE

Session_Border_Controller_E_AE

CE

COLLABORATION_ENVIRONMENT

CMM

Communication_Manager_Messaging

Configure Centralized Licensing

COLLABORATION_DESIGNER

Collaboration_Designer

COMMUNICATION_MANAGER

Call_Center

Communication_Manager

Configure Centralized Licensing

MSR

Media_Server

ORCHESTRATION_DESIGNER_IDE

Orchestration_Designer_IDE

POM

POM

SESSION_BORDER_CONTROLLER

Session_Border_Controller

Application Enablement (CTI) - Release: 7 - SID: 10503000

Standard License file

You are here: Licensed Products > Application_Enablement > View License Capacity

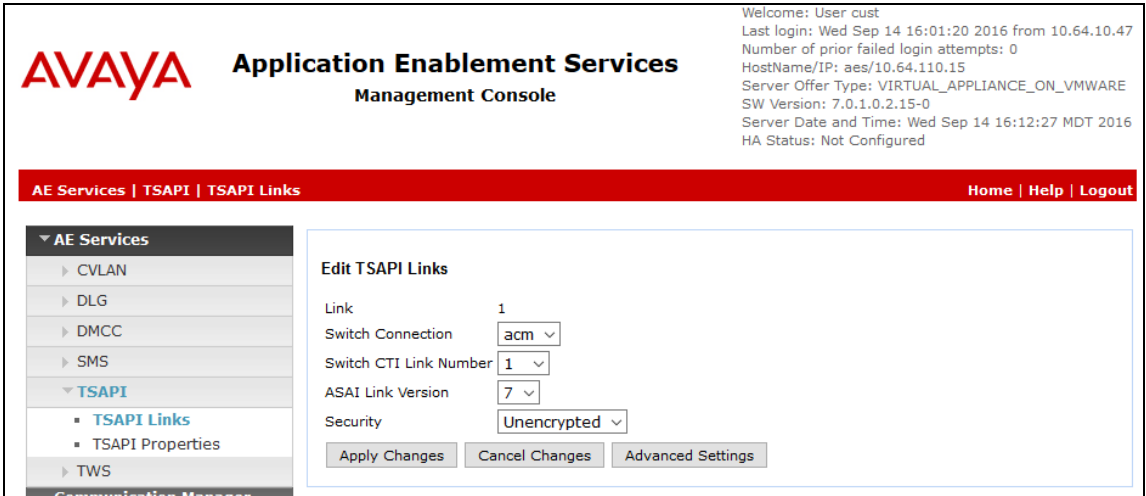
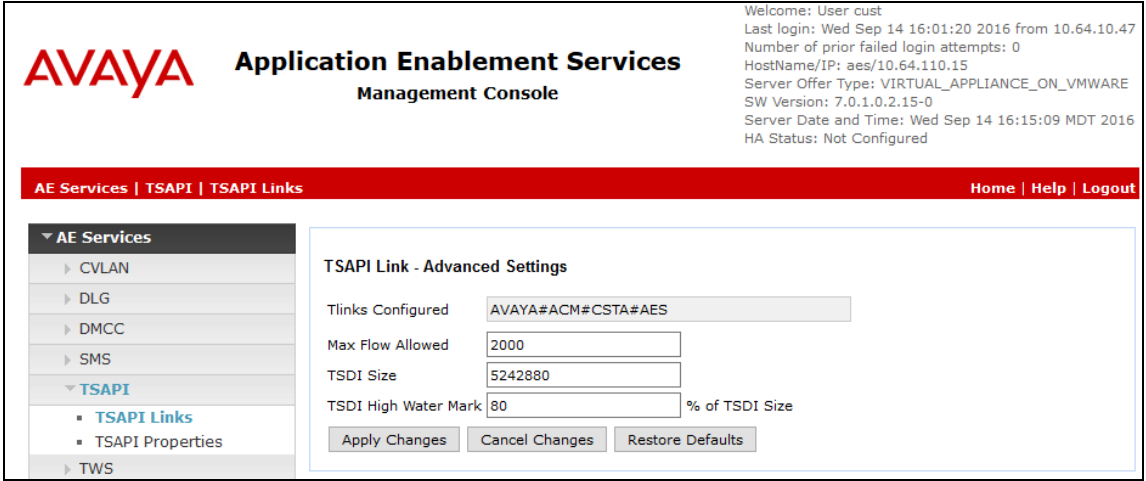
License installed on: November 6, 2015 10:28:17 AM -06:00

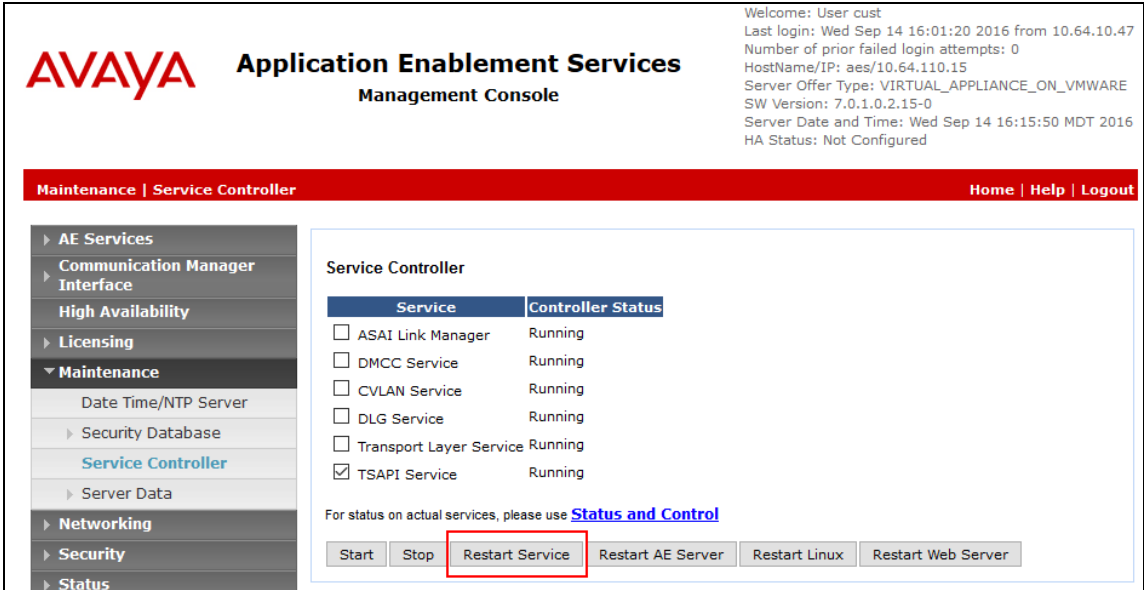
License File Host IDs: V8-8F-D4-3A-49-C6

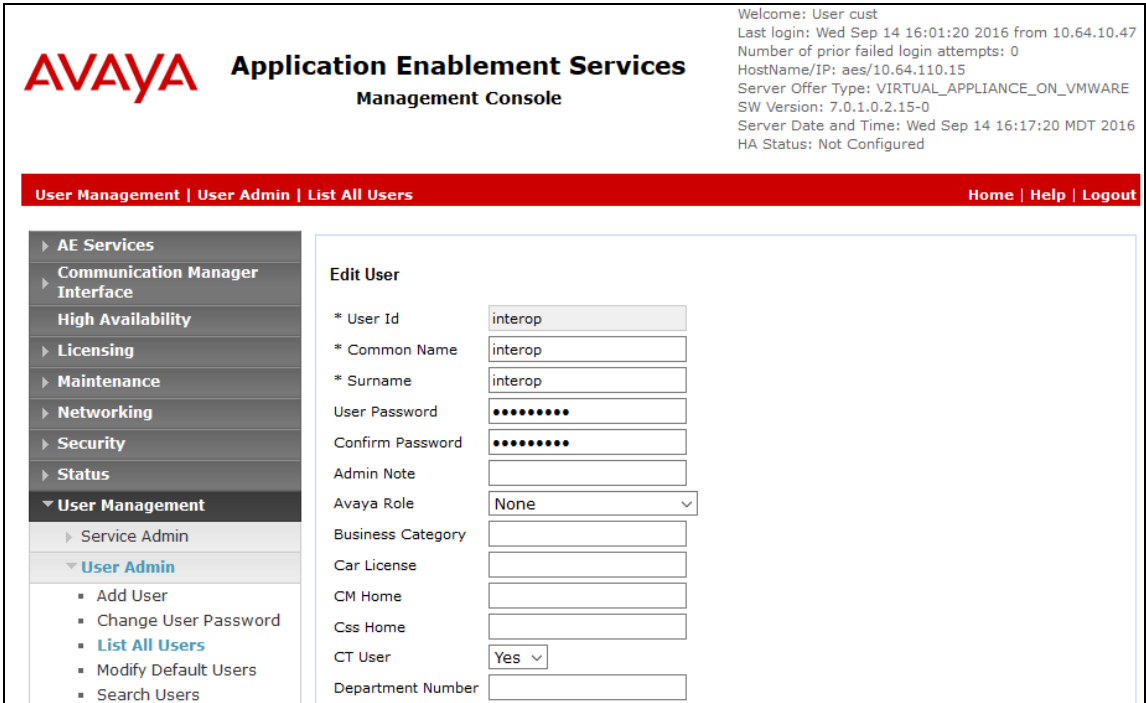
Licensed Features

13 Items Show All

Feature (License Keyword)	Expiration date	Licensed capacity
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	10000
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	16
AES HA LARGE VALUE_AES_HA_LARGE	permanent	16
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	16
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	10000
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	16
AES HA MEDIUM VALUE_AES_HA_MEDIUM	permanent	16
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	16
DLG VALUE_AES_DLG	permanent	16
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	10000
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	16

Step	Description
3.	<p>Note the Tlink Information Select the acm TSAPI Link and click Edit Link. The Edit TSAPI Links screen is displayed.</p>  <p>Click the Advanced Settings button. The TSAPI Link – Advanced Settings screen is displayed. Note the value in the Tlinks Configured field which will be used for Virtual Hold configuration in Section 9.</p> 

Step	Description
4.	<p>Restart TSAPI Service Select Maintenance → Service Controller from the left pane, to display the Service Controller screen in the right pane. Check the TSAPI Service, and click Restart Service.</p>  <p>The screenshot shows the Avaya Application Enablement Services Management Console. The left sidebar contains a navigation menu with the following items: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance (expanded), Date Time/NTP Server, Security Database, Service Controller (selected), Server Data, Networking, Security, and Status. The main content area is titled 'Service Controller' and contains a table with two columns: 'Service' and 'Controller Status'. The table lists the following services: ASAI Link Manager (Running), DMCC Service (Running), CVLAN Service (Running), DLG Service (Running), Transport Layer Service (Running), and TSAPI Service (Running). The 'TSAPI Service' row is highlighted with a red box. Below the table, there is a link to 'Status and Control' and a row of buttons: Start, Stop, Restart Service (highlighted with a red box), Restart AE Server, Restart Linux, and Restart Web Server.</p>

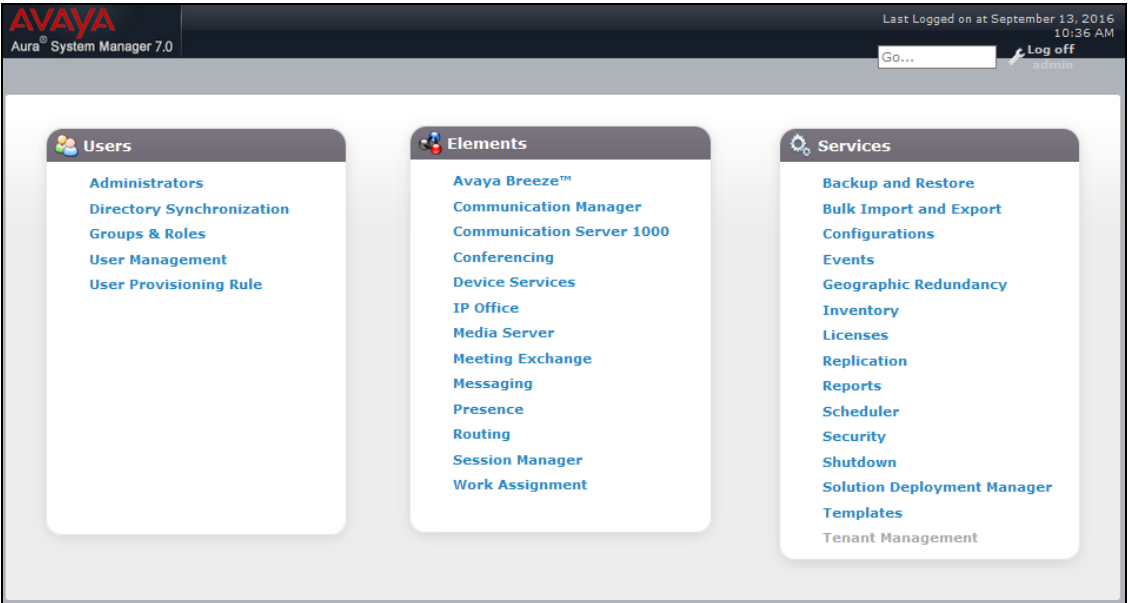
Step	Description
5.	<p>Configure Virtual Hold user</p> <p>In the left pane, select User Management → User Admin → Add User. The Add User panel will be displayed. Enter an appropriate User Id, Common Name, Surname, and User Password. Select Yes from the CT User dropdown list.</p> <p>Click Apply at the bottom of the page (not shown) to save the entry.</p>  <p>The screenshot displays the Avaya Application Enablement Services Management Console. The top right corner shows system information: Welcome: User cust, Last login: Wed Sep 14 16:01:20 2016 from 10.64.10.47, Number of prior failed login attempts: 0, HostName/IP: aes/10.64.110.15, Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE, SW Version: 7.0.1.0.2.15-0, Server Date and Time: Wed Sep 14 16:17:20 MDT 2016, HA Status: Not Configured. The navigation bar includes 'User Management User Admin List All Users' and 'Home Help Logout'. The left sidebar lists various services, with 'User Management' expanded to show 'User Admin'. The 'Edit User' form is active, showing fields for User Id (interop), Common Name (interop), Surname (interop), Password (masked), Confirm Password (masked), Admin Note, Avaya Role (None), Business Category, Car License, CM Home, Cms Home, CT User (Yes), and Department Number.</p>

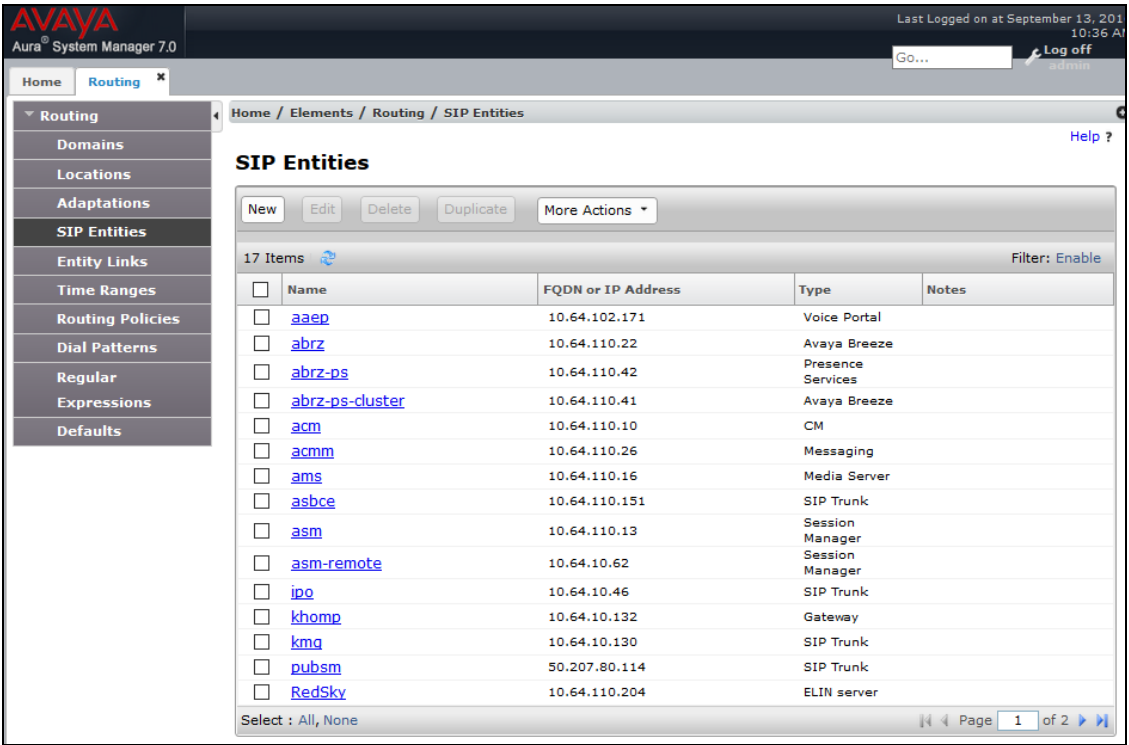
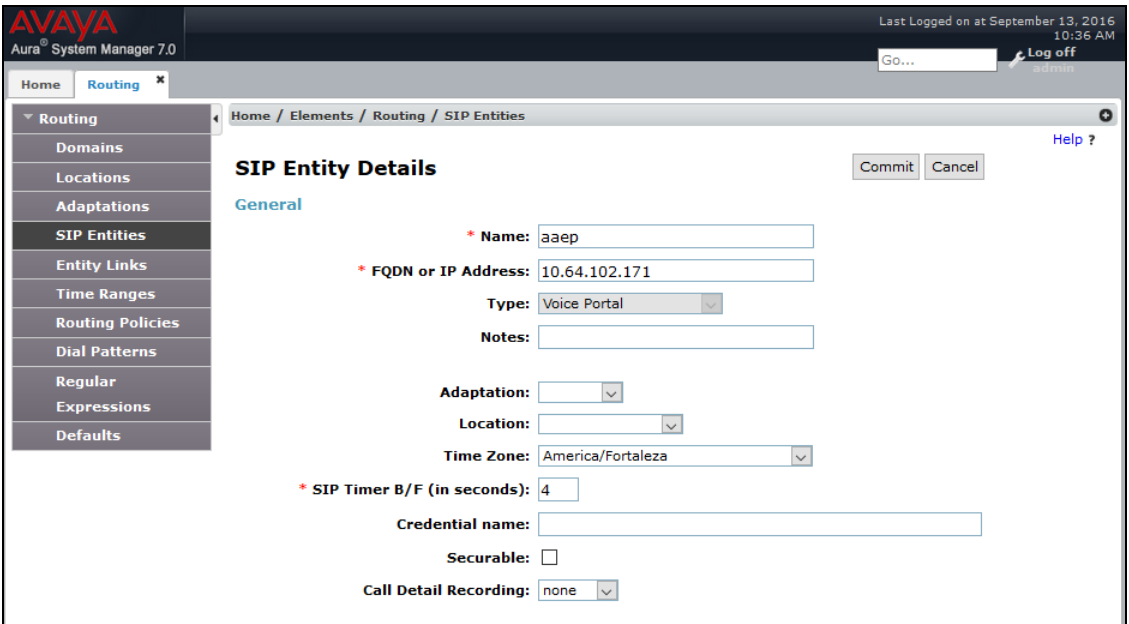
7. Configure Avaya Aura® Session Manager

This section provides the steps for configuring Session Manager to route calls to Experience Portal. It is assumed that basic administration for Session Manager such as Domain, Locations, and Time Range, as well as the configuration for an entity link to Communication Manager are already in place and therefore will not be described here.

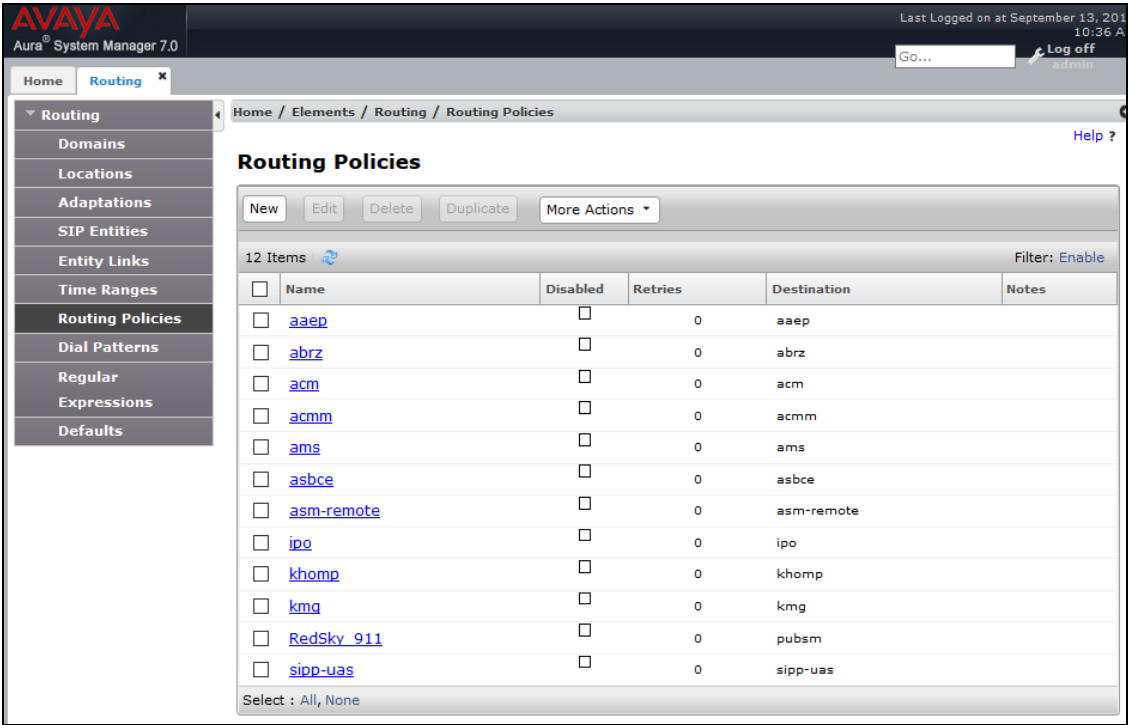
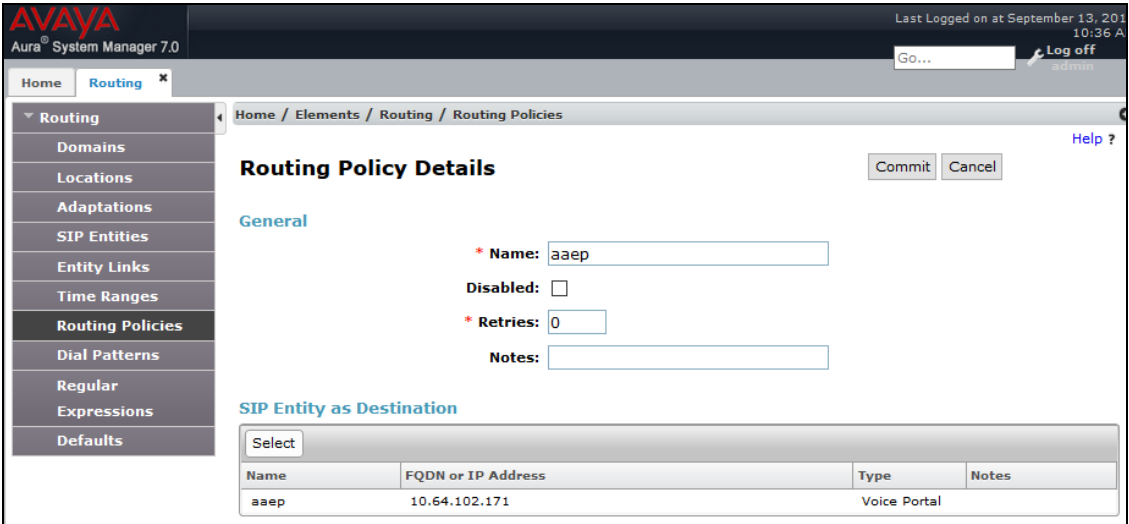
The configuration procedures fall into the following areas:

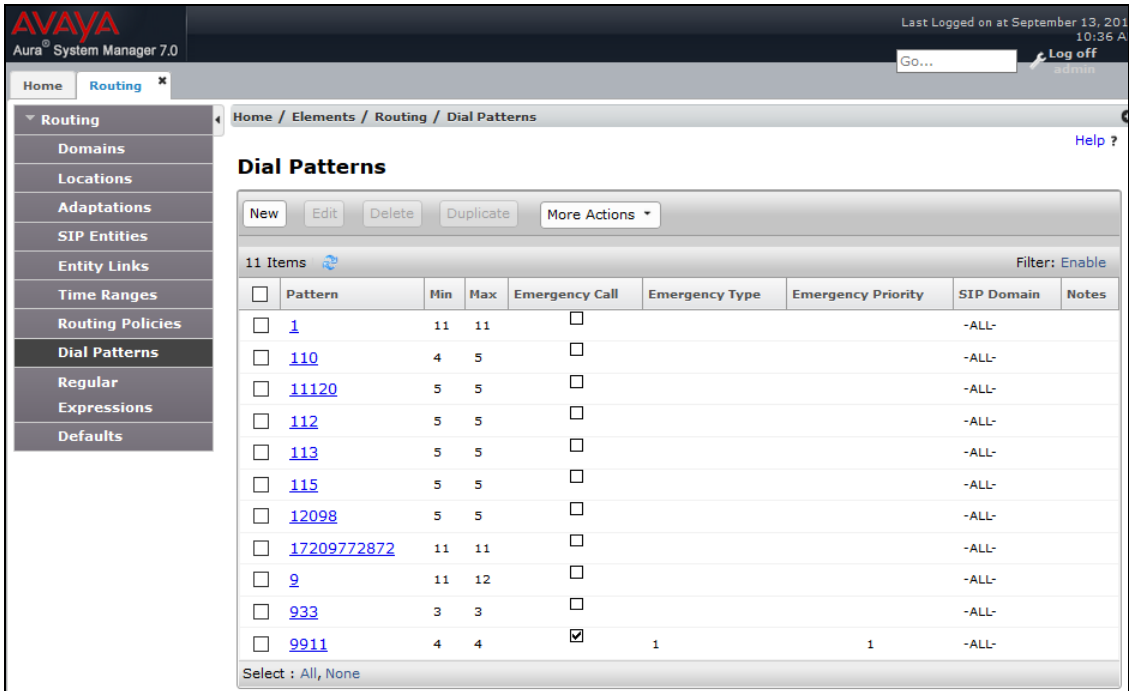
- Launch System Manager
- Configure SIP Entity for Experience Portal
- Configure Entity Link for Experience Portal
- Configure Routing Policy for Experience Portal
- Configure Dial Pattern for Experience Portal

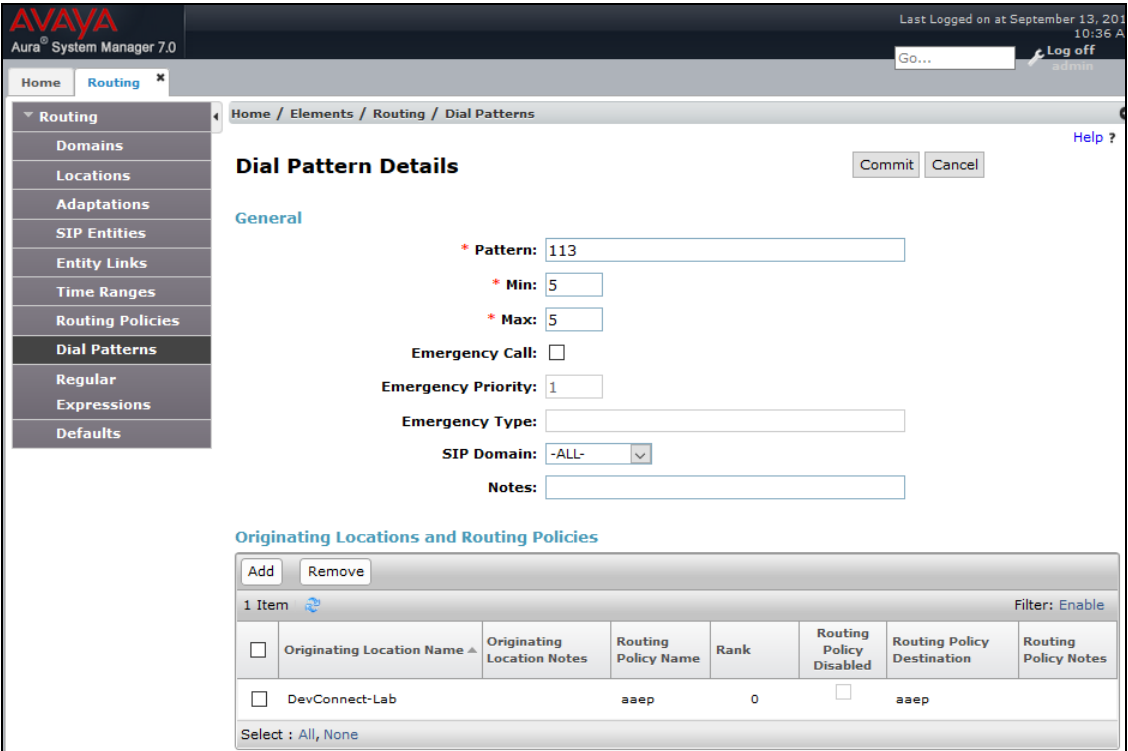
Step	Description
1.	<p>Launch System Manager</p> <p>Session Manager is configured using browser access to System Manager. Enter <a href="https://<ip-addr>">https://<ip-addr> into the URL field of a web browser, where <i><ip-addr></i> is the IP address or qualified domain name of the System Manager. Log in using appropriate credentials.</p> <p>The home page is a navigation screen as shown below. Each of these links will open a new tab from which to navigate to the details of the managed environment. Click Routing under Elements.</p> 

Step	Description
2.	<p>Configure SIP Entity for Experience Portal On the left pane, click SIP Entities. The SIP Entities screen is displayed.</p>  <p>Click New. The SIP Entity Details screen is displayed. Enter a descriptive name to the Name field and the IP Address or Fully Qualified Domain Name of the Experience Portal to the FQDN or IP Address field. Select Voice Portal from the dropdown menu of the Type field. Set the Location and Time Zone fields to proper values.</p> 

Step	Description																				
	<p>Continuing on the same screen, scroll down to the bottom of the page, select Add under Entity links.</p> <ul style="list-style-type: none">Set the SIP Entity 1 field to asm which is the SIP entity for Session Manager.Set the Protocol field to TCP.Set the SIP Entity 2 to the SIP Entity being configured.Set the Connection Policy field to trusted. <p>Click Commit to save changes.</p> <div><div><div>Entity Links</div><div>Override Port & Transport with DNS <input type="checkbox"/> SRV: <input type="checkbox"/></div><div><div>AddRemove</div><div>1 Item </div><div><table><thead><tr><th><input type="checkbox"/></th><th>Name</th><th>SIP Entity 1</th><th>Protocol</th><th>Port</th><th>SIP Entity 2</th><th>Port</th><th>Conn Po</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>* asm_aaep_5060_TCP</td><td>asm</td><td>TCP</td><td>* 5060</td><td>aaep</td><td>* 5060</td><td>trusted</td></tr></tbody></table><div><div><</div><div></div><div>></div></div><div>Select : All, None</div></div></div><div><div>SIP Responses to an OPTIONS Request</div><div><div>AddRemove</div><div>0 Items </div><div><table><thead><tr><th><input type="checkbox"/></th><th>Response Code & Reason Phrase</th><th>Mark Entity Up/Down</th><th>Notes</th></tr></thead></table></div></div></div><div><div>Commit</div><div>Cancel</div></div></div></div>	<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Conn Po	<input type="checkbox"/>	* asm_aaep_5060_TCP	asm	TCP	* 5060	aaep	* 5060	trusted	<input type="checkbox"/>	Response Code & Reason Phrase	Mark Entity Up/Down	Notes
<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Conn Po														
<input type="checkbox"/>	* asm_aaep_5060_TCP	asm	TCP	* 5060	aaep	* 5060	trusted														
<input type="checkbox"/>	Response Code & Reason Phrase	Mark Entity Up/Down	Notes																		

Step	Description
3.	<p>Configure Routing Policy On the left pane, click Routing Policies. The Routing Policies screen is displayed.</p>  <p>Click New. The Routing Policy Details screen is displayed. Configure the following and click Commit.</p> <ul style="list-style-type: none"> Enter a descriptive name to the Name field. Under SIP Entity as Destination section, click Select. A new window is displayed (not shown). Check box the SIP Entity configured in Step 2. Click Select. 

Step	Description
4.	<p>Configure Dial Pattern for Experience Portal</p> <p>On the left pane, click Dial Patterns. The Dial Patterns screen is displayed.</p> 

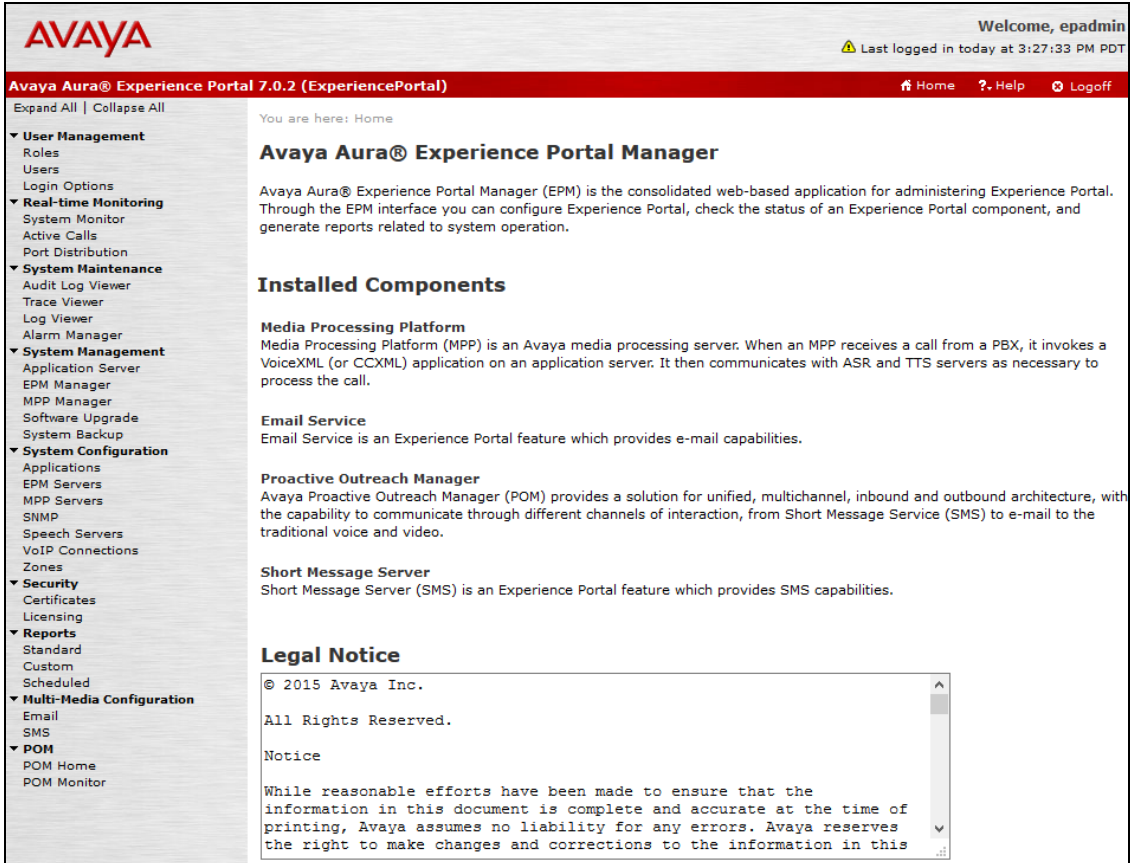
Step	Description
5.	<p>Click New. The Dial Pattern Details screen is displayed. Configure the following and click Commit.</p> <ul style="list-style-type: none"> Set the Pattern field to 113. Set the Min and Max fields to 5 and 5. Set the SIP Domain field to -ALL-. Under the Originating Locations and Routing Policies section, click Add. A new window is displayed (not shown). Select the Routing Policy configured in Step 4 and then check the Apply The Selected Routing Policies to All Originating Locations checkbox. Click Select. Click Commit. <p>The Dial Pattern configuration directs all calls with 113xx destinations to Experience Portal.</p>  <p>The screenshot shows the 'Dial Pattern Details' configuration page in Avaya Aura System Manager 7.0. The page has a left sidebar with a 'Routing' menu expanded, showing options like Domains, Locations, Adaptations, SIP Entities, Entity Links, Time Ranges, Routing Policies, Dial Patterns (selected), Regular Expressions, and Defaults. The main content area is titled 'Dial Pattern Details' and includes a 'General' section with fields for Pattern (113), Min (5), Max (5), Emergency Call (unchecked), Emergency Priority (1), Emergency Type (empty), SIP Domain (-ALL-), and Notes (empty). There are 'Commit' and 'Cancel' buttons. Below the General section is a section titled 'Originating Locations and Routing Policies' with 'Add' and 'Remove' buttons. It shows a table with 1 item, filtered by 'Enable'. The table has columns: Originating Location Name, Originating Location Notes, Routing Policy Name, Rank, Routing Policy Disabled, Routing Policy Destination, and Routing Policy Notes. The single entry is 'DevConnect-Lab', 'aarp', '0', 'aarp'. At the bottom, there is a 'Select : All, None' option.</p>

8. Configure Avaya Aura® Experience Portal

This section provides the steps to configure Experience Portal using the Experience Portal Manager (EPM) web interface to support the Virtual Hold solution.

The configuration procedures fall into the following areas:

- Launch Experience Portal Manager
- Configure VoIP Connections for SIP Configuration
- Configure Web Services Authentication Parameters
- Configure Applications for SIP Configuration

Step	Description
1.	<p>Launch Experience Portal Manager</p> <p>Type in http://<ip-addr>/ as the URL in a web browser, where <ip-addr> is the IP address of Experience Portal Manager. Log in with proper credentials.</p> 

Step	Description																								
2.	<div><div><div><div>Configure VoIP Connections</div><div>On the left pane, click VoIP Connections.</div></div><div><div><div><div>▼ User Management</div><div>Roles</div><div>Users</div><div>Login Options</div><div>▼ Real-time Monitoring</div><div>System Monitor</div><div>Active Calls</div><div>Port Distribution</div><div>▼ System Maintenance</div><div>Audit Log Viewer</div><div>Trace Viewer</div><div>Log Viewer</div><div>Alarm Manager</div><div>▼ System Management</div><div>Application Server</div><div>EPM Manager</div><div>MPP Manager</div><div>Software Upgrade</div><div>System Backup</div><div>▼ System Configuration</div><div>Applications</div><div>EPM Servers</div><div>MPP Servers</div><div>SNMP</div><div>Speech Servers</div><div>VoIP Connections</div><div>Zones</div><div>▼ Security</div><div>Certificates</div><div>Licensing</div><div>▼ Reports</div><div>Standard</div><div>Custom</div><div>Scheduled</div><div>▼ Multi-Media Configuration</div><div>Email</div><div>HTML</div><div>SMS</div><div>▼ POM</div><div>POM Home</div><div>POM Monitor</div></div></div><div><div><div>VoIP Connections</div><div>This page displays a list of Voice over Internet Protocol (VoIP) servers that Experience Portal communicates with. You can configure multiple SIP connections, but only one SIP connection can be enabled at any one given time.</div><div><div>H.323SIP</div><table><tr><th><input type="checkbox"/></th><th>Name ↕</th><th>Enable ↕</th><th>Gatekeeper Address ↕</th><th>Alternative Gatekeeper Address ↕</th><th>Gatekeeper Port ↕</th><th>Stations ↕</th><th>Media Encryption ↕</th></tr><tr><td><input type="checkbox"/></td><td>acm</td><td>No</td><td>10.64.110.10</td><td></td><td>1719</td><td>11991-11995</td><td>No</td></tr><tr><td colspan="8"><div>AddDeleteHelp</div></td></tr></table></div></div></div></div></div></div>	<input type="checkbox"/>	Name ↕	Enable ↕	Gatekeeper Address ↕	Alternative Gatekeeper Address ↕	Gatekeeper Port ↕	Stations ↕	Media Encryption ↕	<input type="checkbox"/>	acm	No	10.64.110.10		1719	11991-11995	No	<div>AddDeleteHelp</div>							
<input type="checkbox"/>	Name ↕	Enable ↕	Gatekeeper Address ↕	Alternative Gatekeeper Address ↕	Gatekeeper Port ↕	Stations ↕	Media Encryption ↕																		
<input type="checkbox"/>	acm	No	10.64.110.10		1719	11991-11995	No																		
<div>AddDeleteHelp</div>																									

Step	Description
3.	<p>Configure SIP Connections</p> <p>To add a SIP Connection, click SIP tab (not shown) on the VoIP Connections page and then click Add.</p> <ul style="list-style-type: none"> • Fill in Name. • Set Proxy Transport to TCP. • In the Address and Port fields, fill the the IP address and Port of Session Manager. • In the SIP Domain field, type in the domain pre-configured in Session Manager. • Set the Maximum Simultaneous Calls based on the license for Experience Portal. • The rest of the values are left at default values. • Click Save.

Welcome, epadmin
⚠ Last logged in today at 3:27:33 PM PDT

Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal)
Home Help Logoff

Expand All Collapse All

User Management
Roles
Users
Login Options

Real-time Monitoring
System Monitor
Active Calls
Port Distribution

System Maintenance
Audit Log Viewer
Trace Viewer
Log Viewer
Alarm Manager

System Management
Application Server
EPM Manager
MPP Manager
Software Upgrade
System Backup

System Configuration
Applications
EPM Servers
MPP Servers
SNMP
Speech Servers
VoIP Connections
Zones

Security
Certificates
Licensing

Reports
Standard
Custom
Scheduled

Multi-Media Configuration
Email
SMS

POM
POM Home
POM Monitor

You are here: Home > System Configuration > VoIP Connections > Change SIP Connection

Change SIP Connection

Use this page to change the configuration of a SIP connection.

Name: asm

Enable: ☒ Yes ☐ No

Proxy Transport: TCP

☒ Proxy Servers ☐ DNS SRV Domain

Address	Port	Priority	Weight	
10.64.110.13	5060	0	0	Remove

[Additional Proxy Server](#)

Listener Port: 5060

SIP Domain: avaya.com

P-Asserted-Identity:

Maximum Redirection Attempts: 0

Consultative Transfer: ☒ INVITE with REPLACES ☐ REFER

SIP Reject Response Code: ☒ ASM (503) ☐ SES (480) ☐ Custom 503

SIP Timers

T1: 250 milliseconds

T2: 2000 milliseconds

B and F: 4000 milliseconds

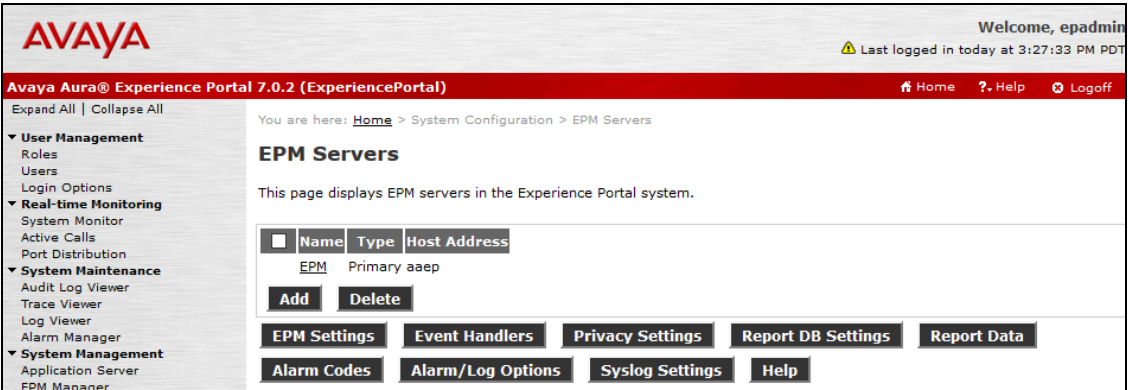
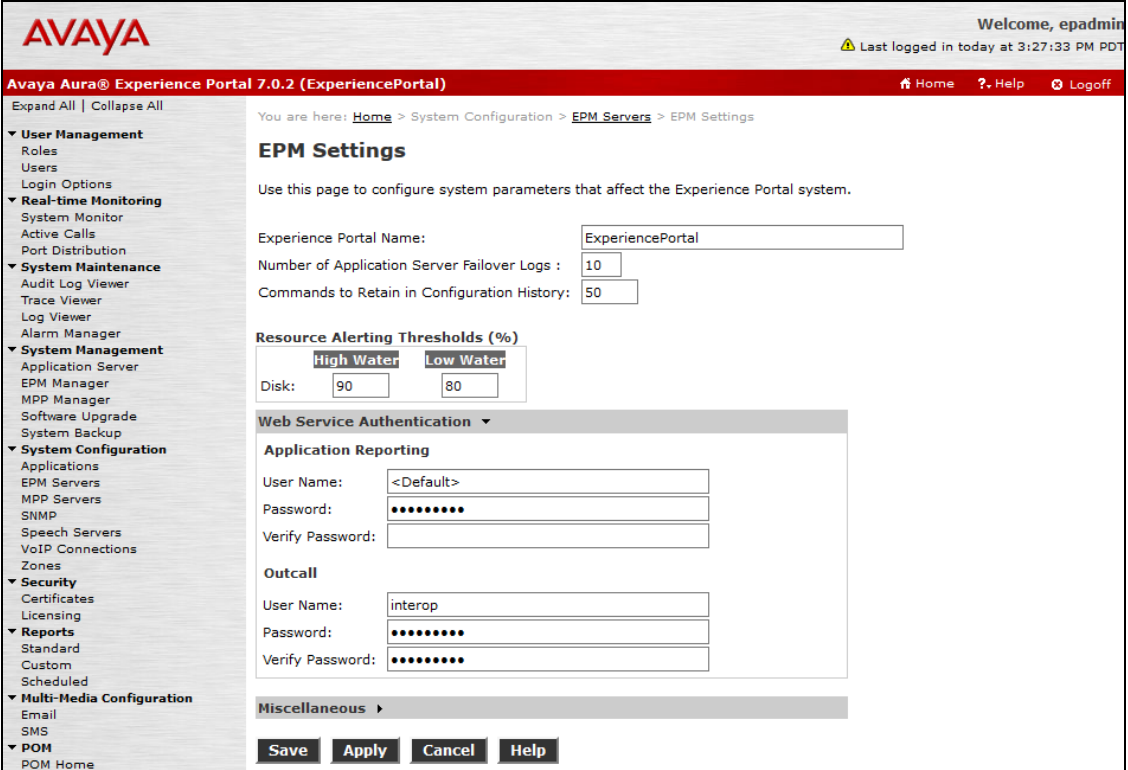
Call Capacity

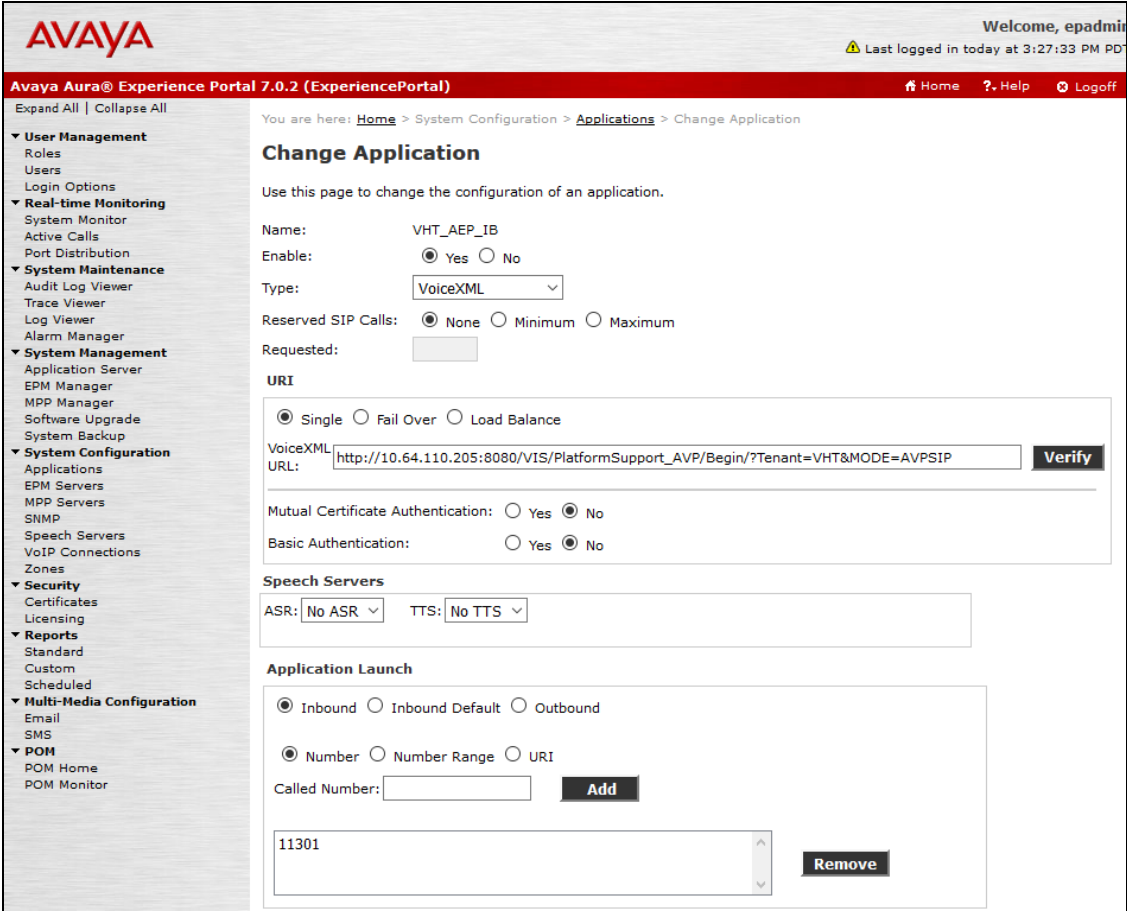
Maximum Simultaneous Calls: 100

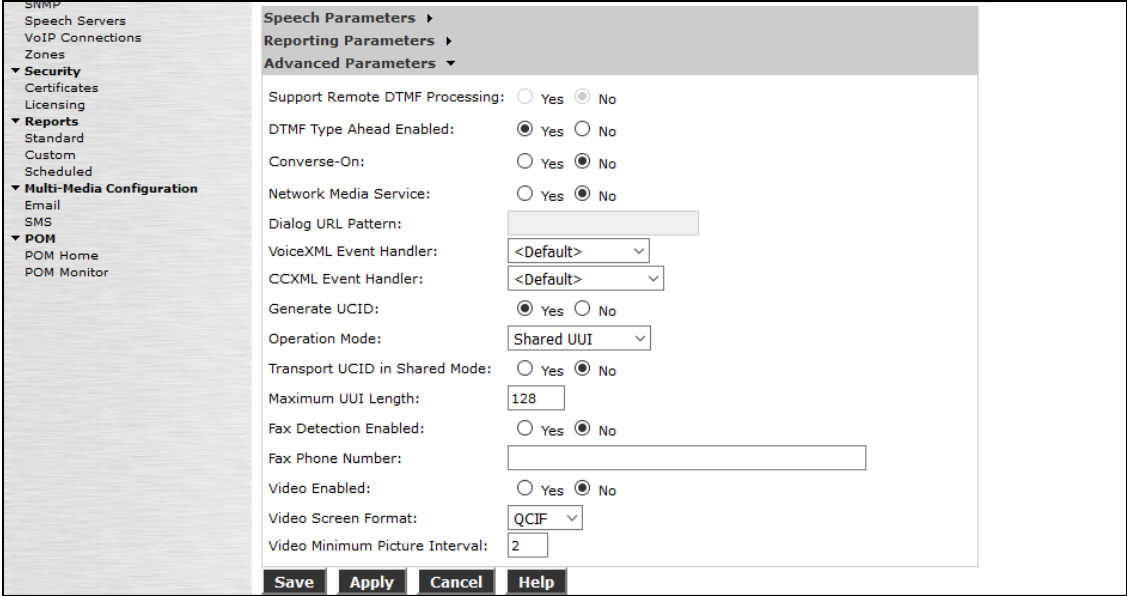
☒ All Calls can be either inbound or outbound

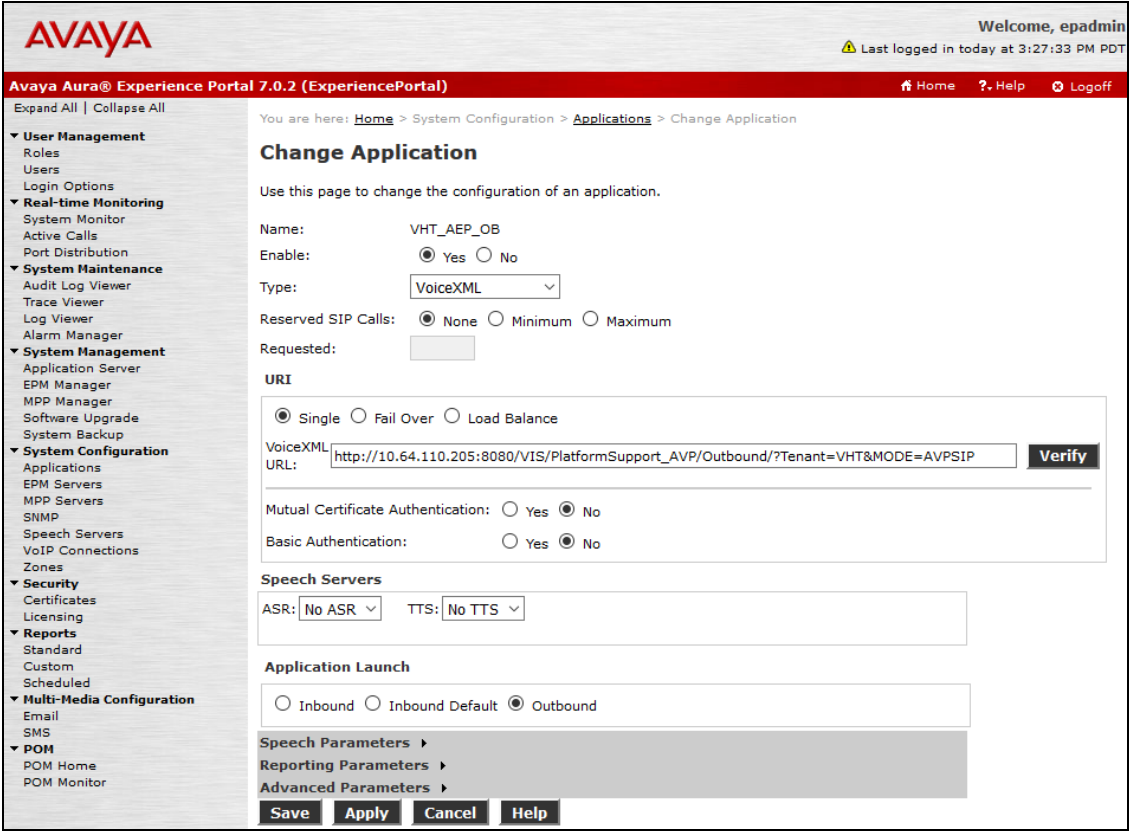
☐ Configure number of inbound and outbound calls allowed

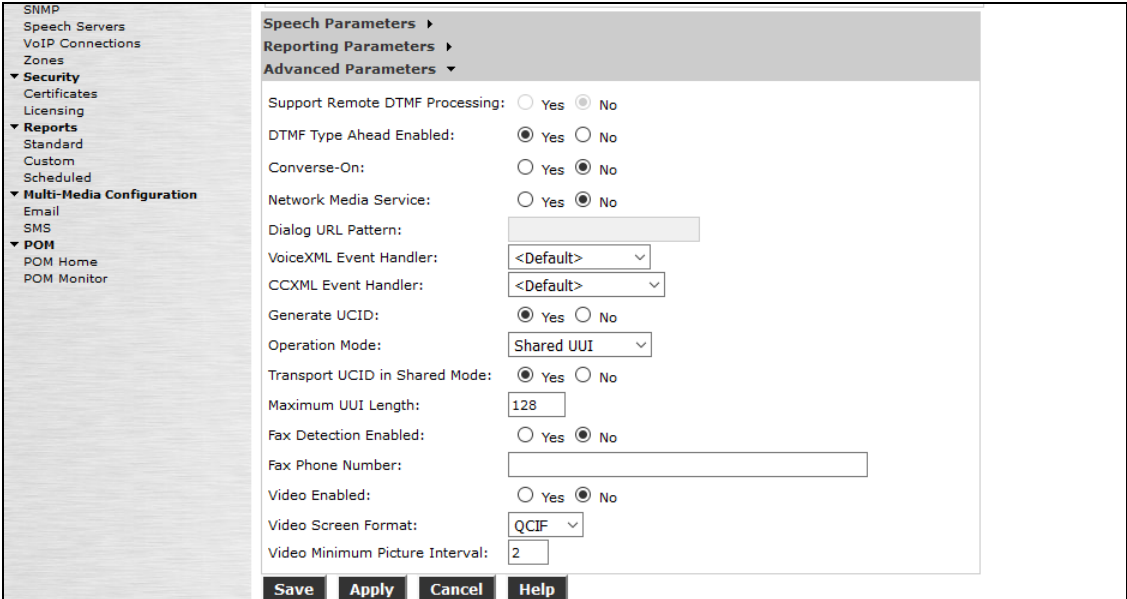
Save Apply Cancel Help

Step	Description
4.	<p>Configure Web Service Authentication Parameters On the left pane, click System Configuration → EPM Servers (not shown). The EPM Servers screen is displayed.</p>  <p>Click EPM Settings. The EPM Settings screen is displayed. Under the Web Service Authentication section, Outcall sub-section, type in Username, Password and Verify Password. This information will be used by Virtual Hold to initiate an outbound call. Click Save.</p> 

Step	Description
5.	<p>Configure Inbound Application</p> <p>On the left pane, navigate to System Configuration → Applications. The Application screen is displayed (not shown). Click Add. The Add Application screen is displayed. The screen capture displays the configured application during the compliance testing.</p> <ul style="list-style-type: none"> • Fill in Name. • For Type, select VoiceXML from the drop down menu. • Fill in VoiceXML URL: http://10.64.110.205:8080/VIS/PlatformSupport_AVP/Begin/?Tenant=VHT&MODE=AVPSIP, where 10.64.110.205 and 8080 are the IP Address and Tomcat Port of the Virtual Hold Server. • Set the Called Number field to 11301, and click Add. Calls to this number will be routed to Experience Portal via Session Manager.  <p>Continue on the next page.</p>

Step	Description
	<p>Click Advanced Parameters to expand.</p> <ul style="list-style-type: none"> • Set the Generate UCID field to Yes. • Set the Operation Mode field to Shared UI. • Click Save. 

Step	Description
6.	<p>Configure Outbound Application</p> <p>On the Application screen (not shown), click Add. The Add Application screen is displayed. The screen capture displays the configured application during the compliance testing.</p> <ul style="list-style-type: none"> • Fill in Name. • For Type, select VoiceXML from the drop down menu. • Fill in VoiceXML URL: http://10.64.110.205:8080/VIS/PlatformSupport_AVP/Outbound/?Tenant=VHT&MODE=AVPSIP, where 10.64.110.205 and 8080 are the IP Address and Tomcat Port of the Virtual Hold Server • Set the Application Launch section to Outbound.  <p>Continue on the next page.</p>

Step	Description
	<p>Click Advanced Parameters to expand.</p> <ul style="list-style-type: none"> • Set the Generate UCID field to Yes. • Set the Operation Mode field to Shared UI. • Set the Transport UCID in Shared Mode field to Yes. • Click Save. 

9. Configure Virtual Hold


The Virtual Hold software was run under Windows 2012 Server R2 64-bit operating system. Configuration of Virtual Hold is done through the following elements:


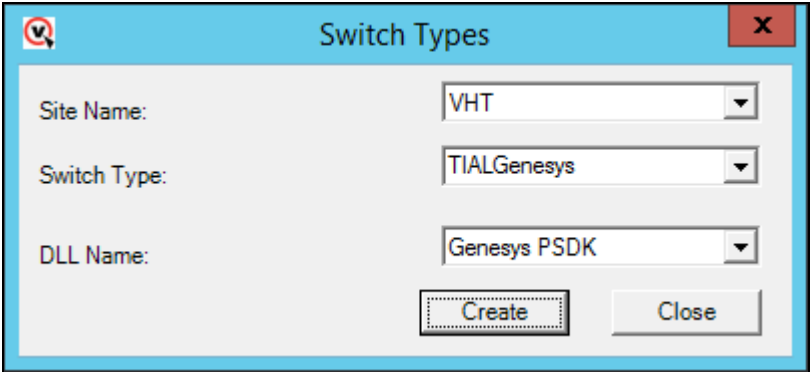
- VHT Configuration Wizard
- SQL Server Management Studio
- Genesys Configuration Manager
- Text based configuration files

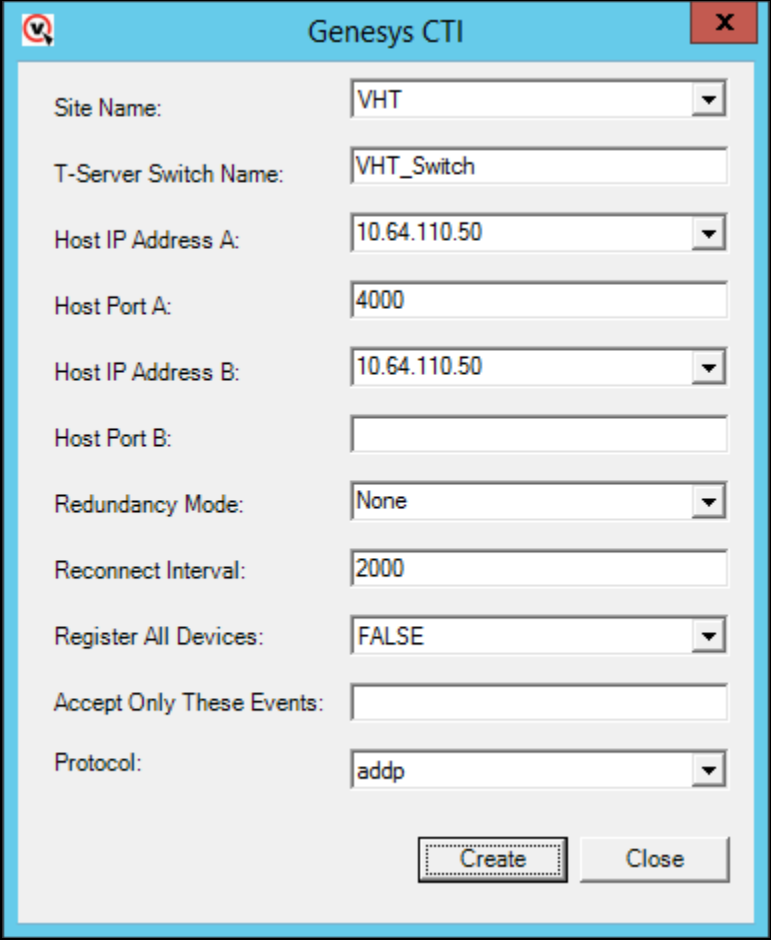
The configuration procedures fall into the following areas:

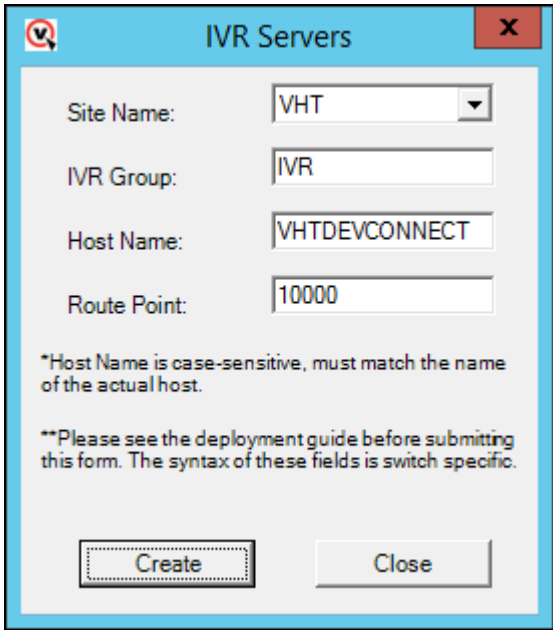
- Using VHT Configuration Wizard
 - Launch VHT Configuration Wizard
 - Configure Switch Connection
 - Configure Genesys CTI T-Server Connection
 - Configure IVR Servers
 - Configure Queues
 - Configure Callback and Holding Queues
 - Configure Incoming Extensions
 - Configure Phone Number Configuration
- Using SQL Server Management Studio
 - Configure Segment Variables
- Using Genesys Configuration Manager
 - Configure Route Points
 - Configure Hunt Groups
 - Configure Agent Extensions
 - Configure ACD Queues
 - Configure Connection Parameters
- Using text files
 - OutboundIVR_AVP.xml
 - toolkit.properties

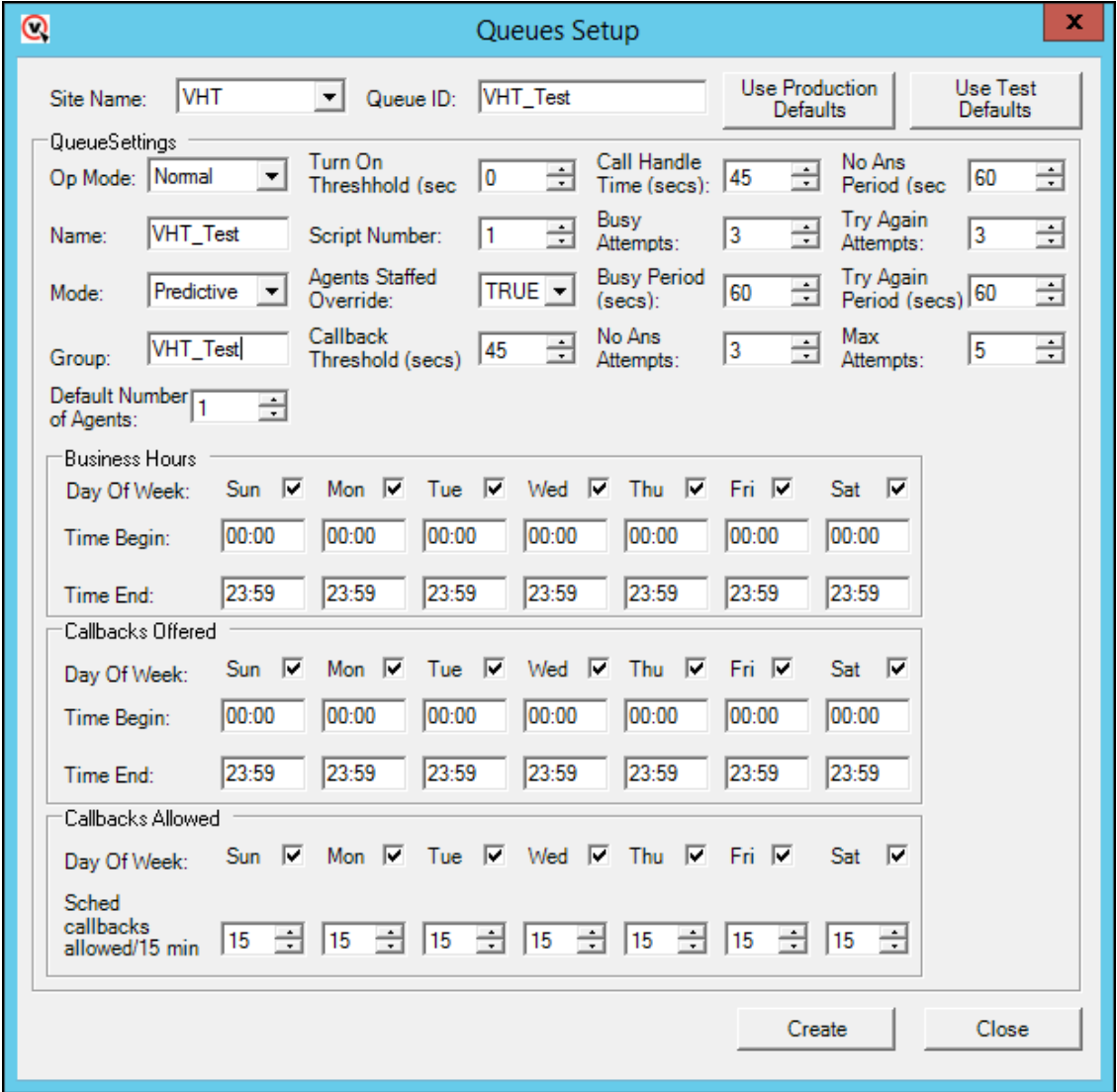
Step	Description
1.	Log in the Virtual Hold server with proper credentials. Open VHT Configuration Wizard by navigating to Start → All Programs → Virtual Hold Technology → Configuration → VHT Configuration Wizard .

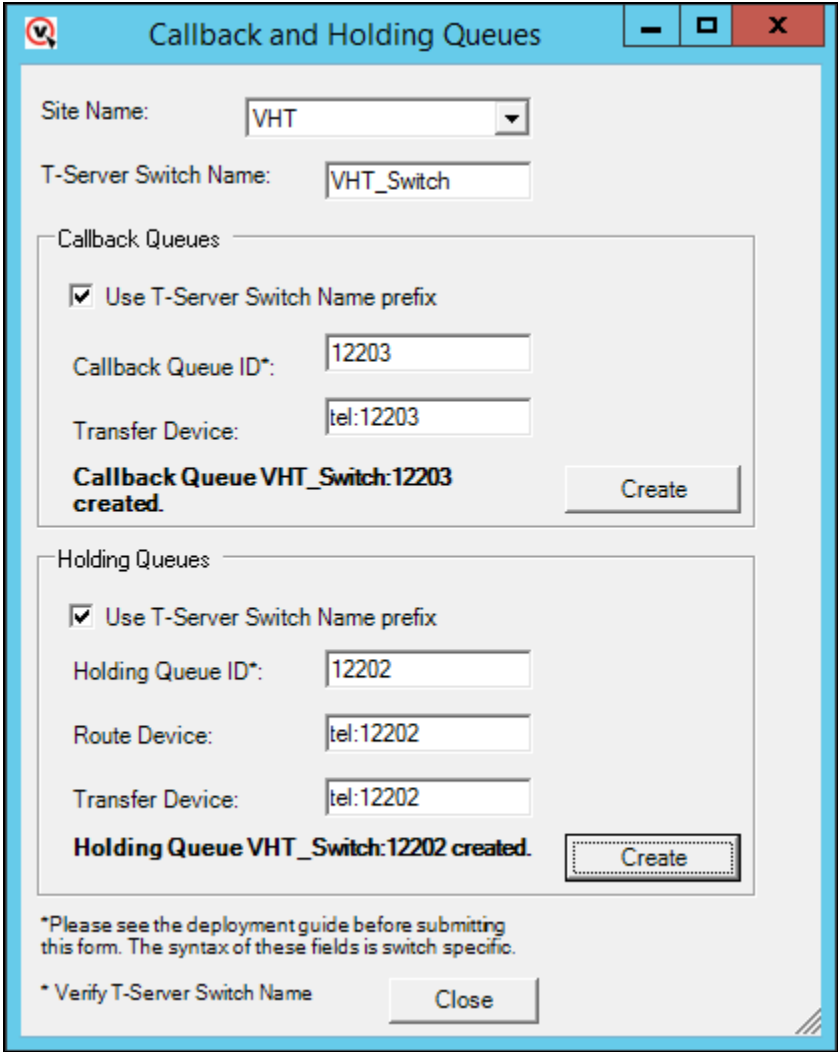
Step	Description
2.	<p>On the Welcome to the Virtual Hold Configuration Wizard page, click Configure.</p> 

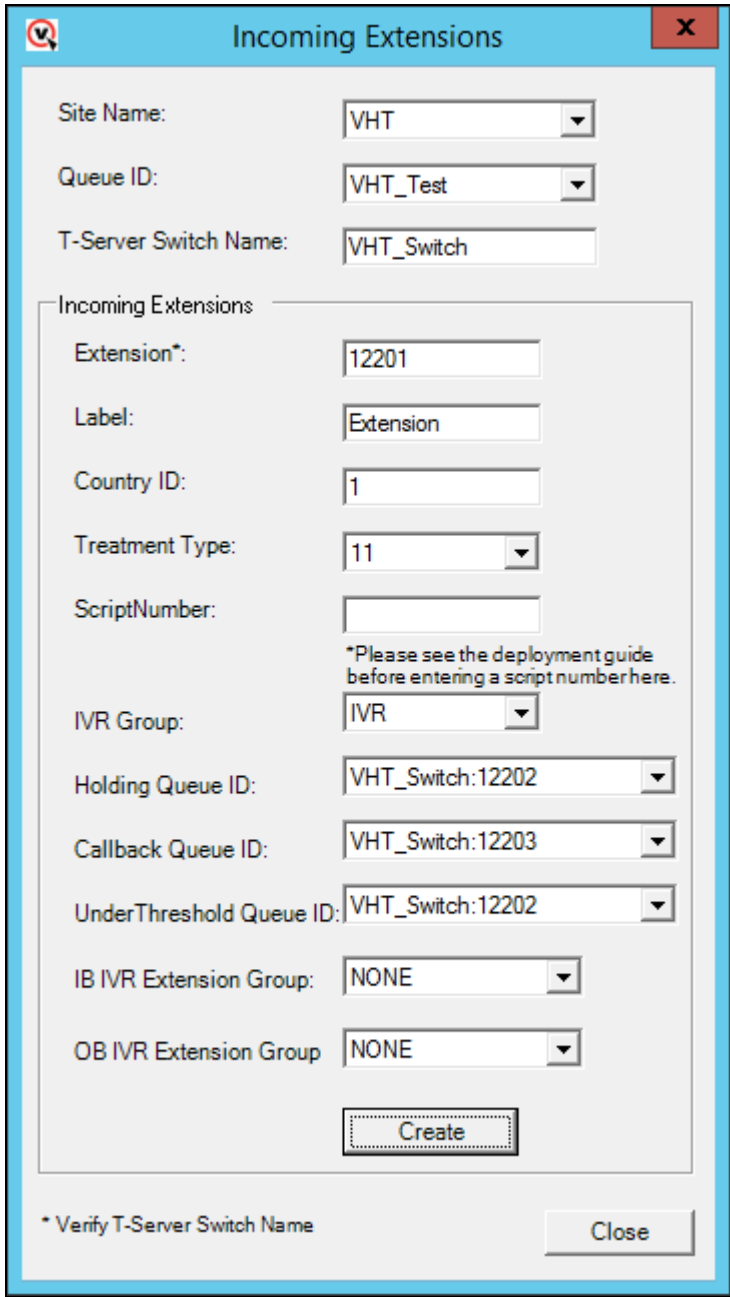
Step	Description
3.	<p>On the Switch Connection page, click Add.</p> 
4.	<p>The Switch Types window is displayed with the Site Name already populated. Select TIALGenesys from the drop-down menu of the Switch Type field. Click Create.</p> 

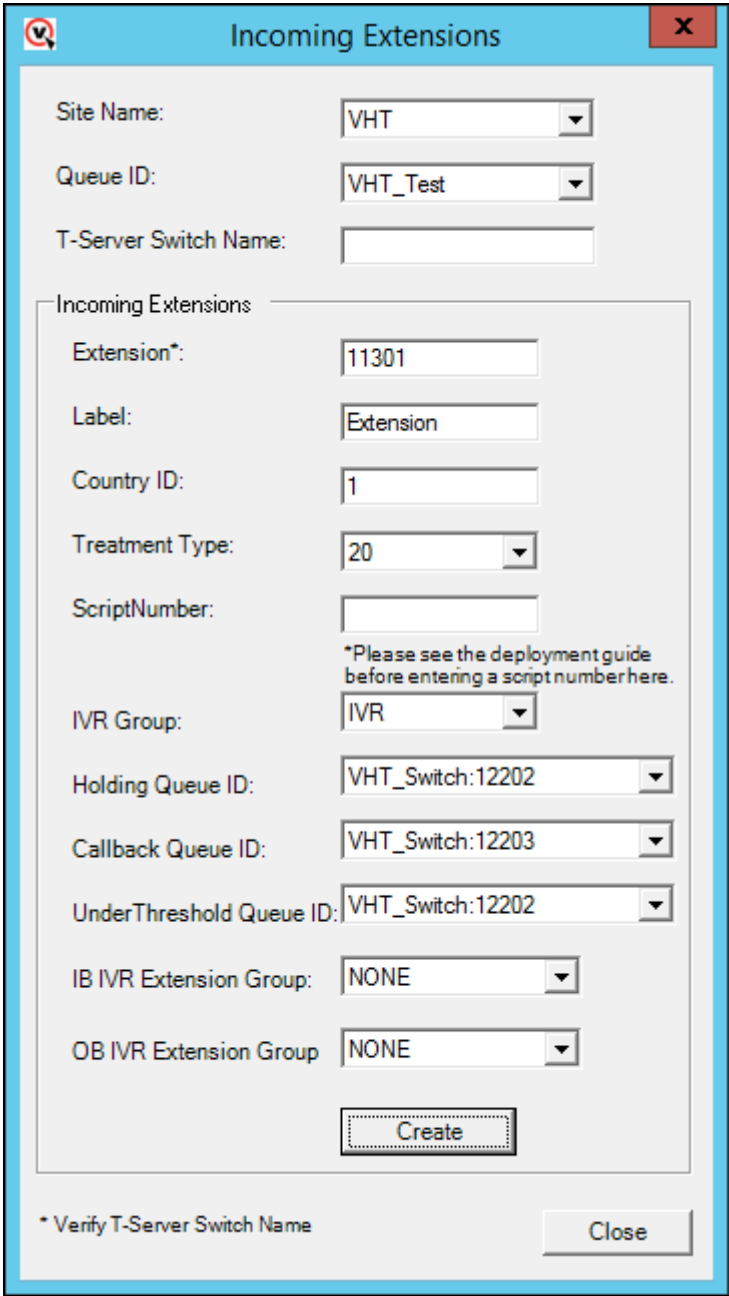
Step	Description
5.	<p>The Genesys CTI window is displayed.</p> <ul style="list-style-type: none"> • Set the T-Server Switch Name field to the Genesys T-Server switch name • Set the Host IP Address A field to the IP address of Genesys server • Set the Host Port A to 4000 • Set the Host IP Address B field to the IP address of Genesys server • Set the Register All Devices field to FALSE • Set the Protocol field to addp <p>Click Create followed by Close.</p> 

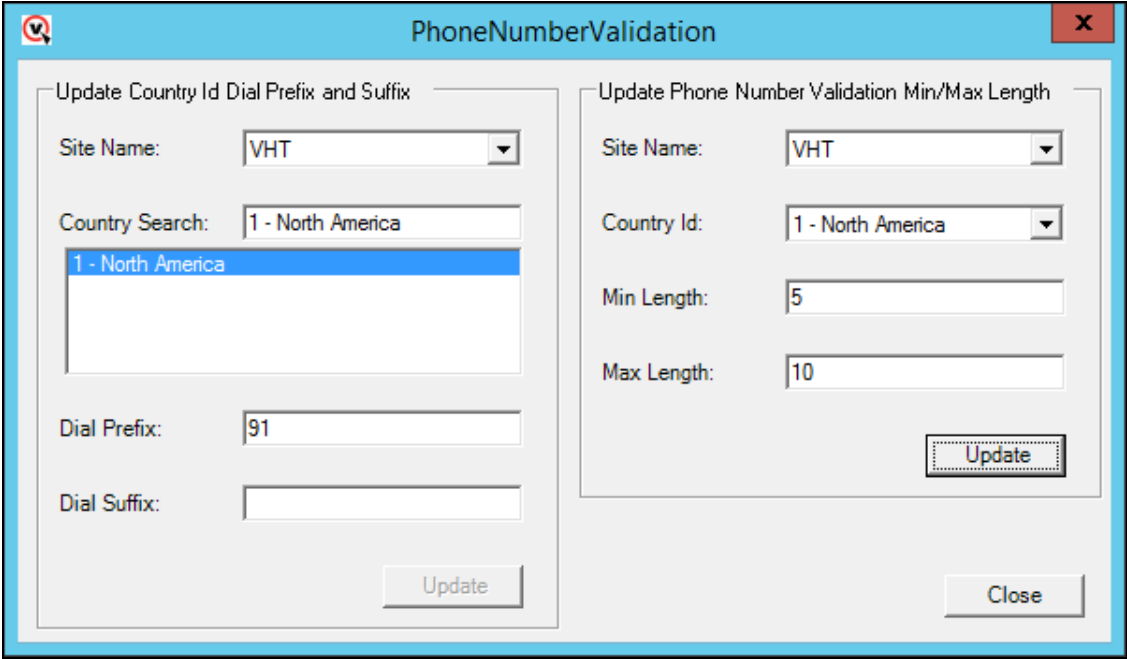
Step	Description
6.	<p>Skip the Agent Groups and Agents page (not shown).</p> <p>On the IVR Servers page, click Add (not shown). Keep the default values and click Create followed by Close.</p> <div data-bbox="597 445 1146 1071" data-label="Form">  </div>

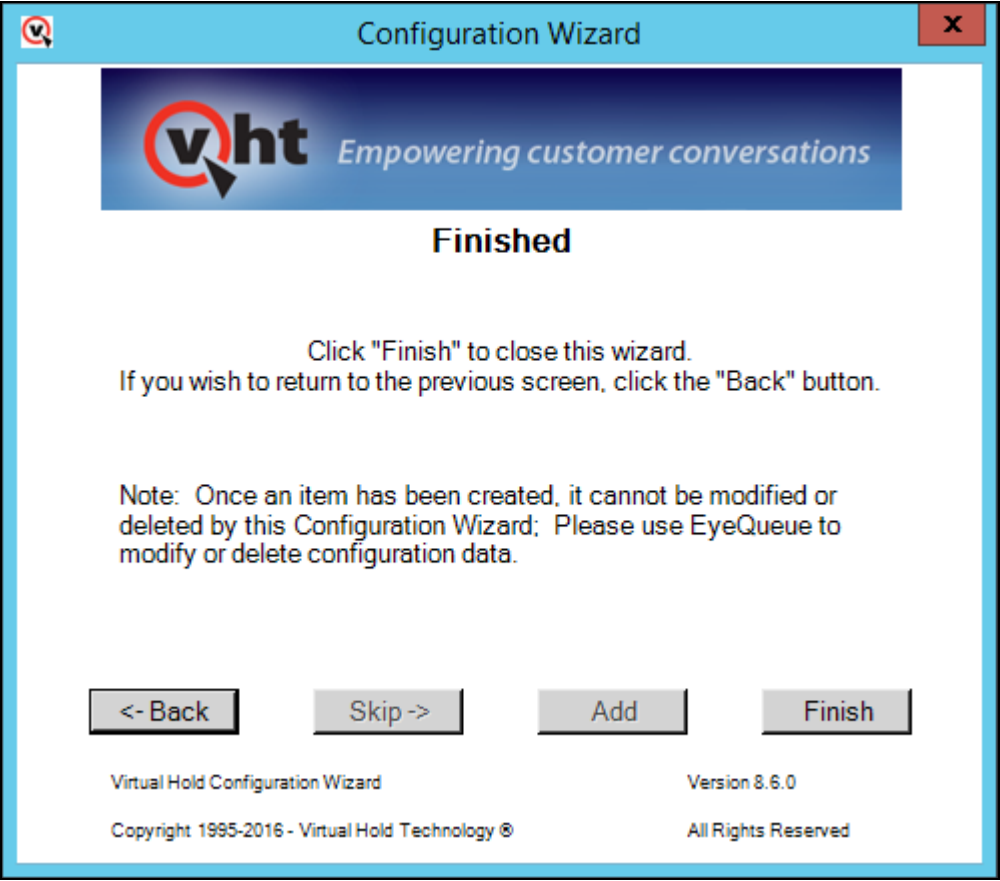
Step	Description
7.	<p>Skip the IVR Extensions page and click Add on the Queues page (not shown). The Queues Setup window is displayed. Enter a group name in the Group field (for reporting purpose) and accept the defaults value for all other fields. Click Create followed by Close.</p> 

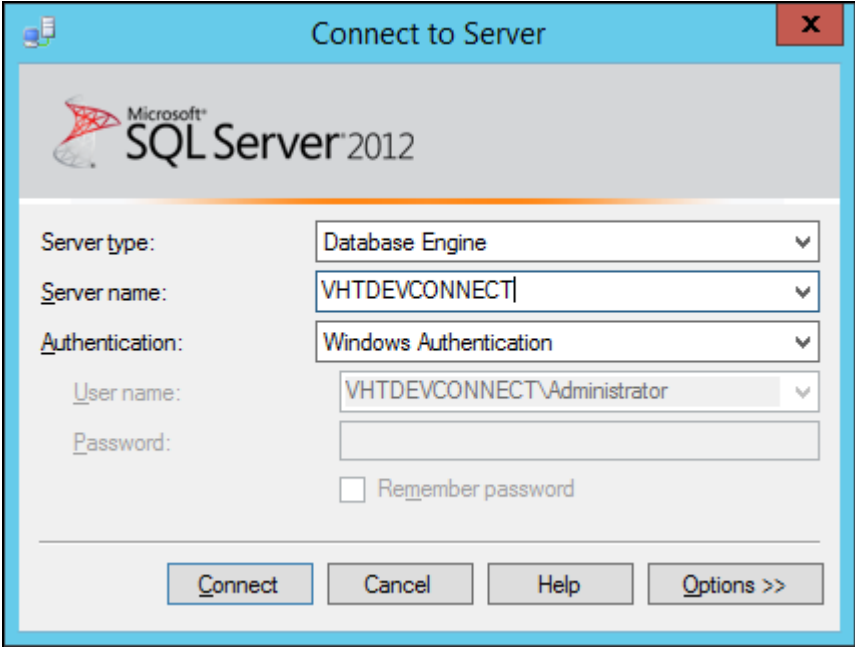
Step	Description
8.	<p>On the Callback and Holding Queues page, click Add (not shown). The Callback and Holding Queues window is displayed.</p> <p>In the Callback Queues section, enter the Callback VDN configured in Section 5, Step 6 (12203) in the Callback Queue ID field. Enter the same value with the string tel: appended to it in the Transfer Device field. Click Create.</p> <p>In the Holding Queues section, enter the Holding VDN configured in Section 5, Step 6 (12202) in the Holding Queue ID field. Enter the same value with the string tel: appended to it in the Route Device field and the Transfer Device field. Click Create followed by Close.</p> 

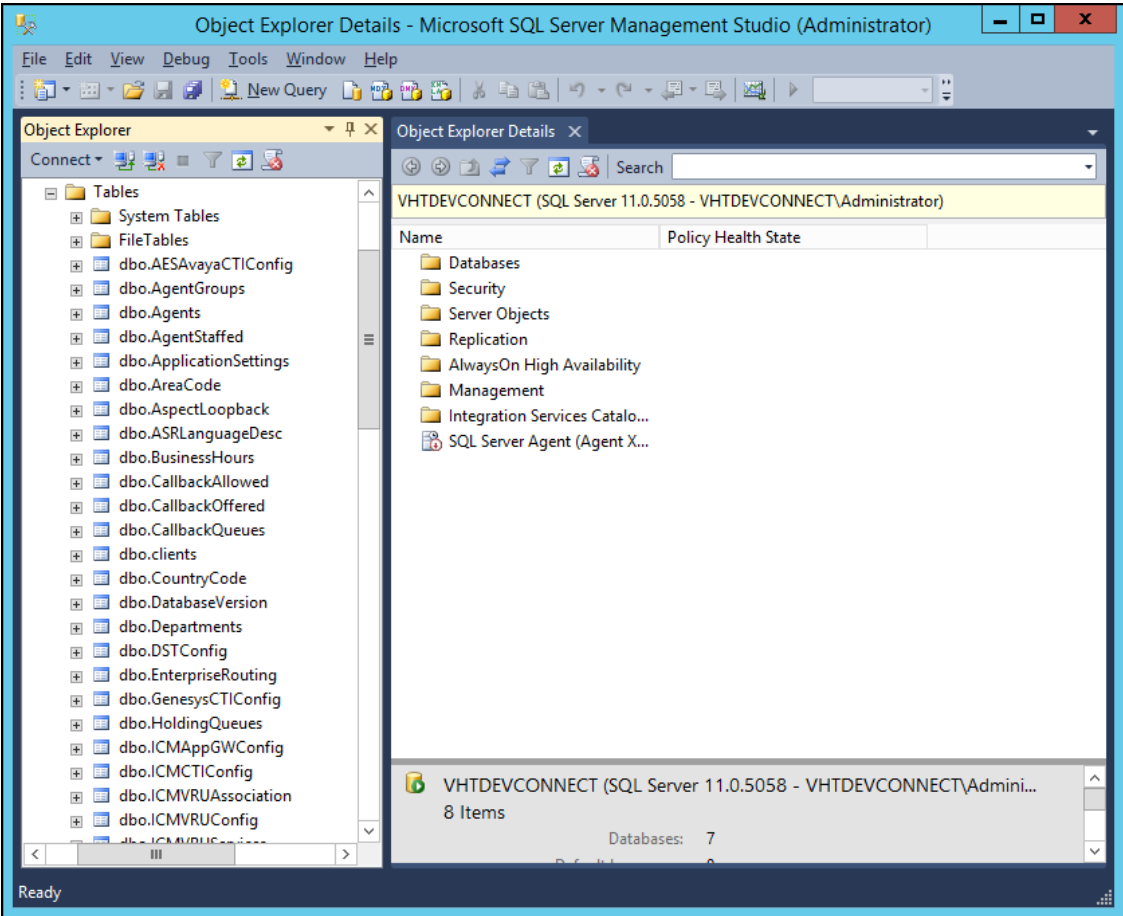
Step	Description
9.	<p>On the Incoming Extensions page, click Add (not shown). The Incoming Extensions window is displayed.</p> <p>Enter the Entry VDN configured in Section 5, Step 6 (12201) in the Extension field and 11 in the Treatment Type field. Click Create.</p> <div data-bbox="509 445 1234 1734" data-label="Form">  <p>The screenshot shows the 'Incoming Extensions' dialog box. It has a title bar with a checkmark icon and a close button. The dialog contains the following fields and values:</p> <ul style="list-style-type: none"> Site Name: VHT Queue ID: VHT_Test T-Server Switch Name: VHT_Switch Extension*: 12201 Label: Extension Country ID: 1 Treatment Type: 11 ScriptNumber: (empty) IVR Group: IVR Holding Queue ID: VHT_Switch:12202 Callback Queue ID: VHT_Switch:12203 UnderThreshold Queue ID: VHT_Switch:12202 IB IVR Extension Group: NONE OB IVR Extension Group: NONE <p>At the bottom of the dialog, there is a 'Create' button and a 'Close' button. A note at the bottom left says '* Verify T-Server Switch Name'.</p> </div> <p>Continue on the next page.</p>

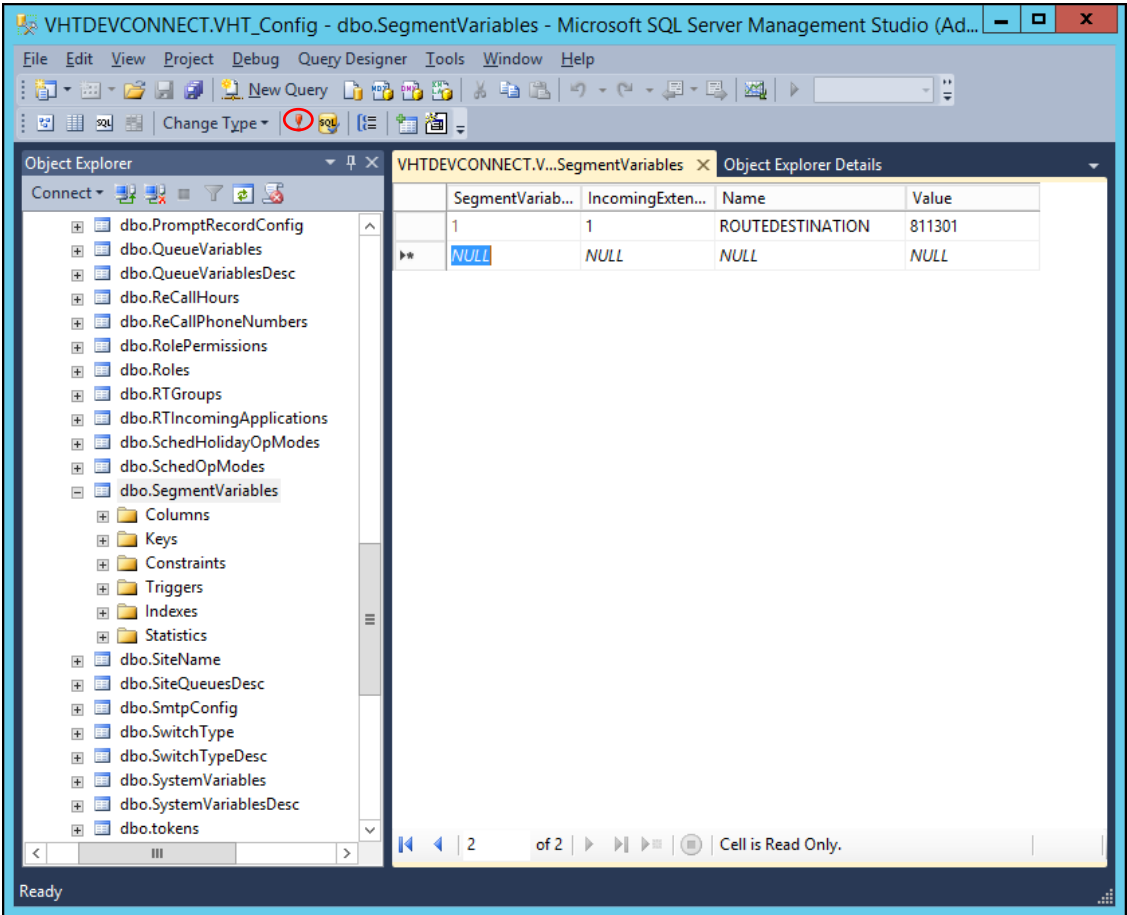
Step	Description
	<p>Repeat the step and enter the extension associated with the Experience Portal inbound application, configured in Section 8, Step 5 (11301), in the Extension field and 20 in the Treatment Type field. Click Create followed by Close.</p> 

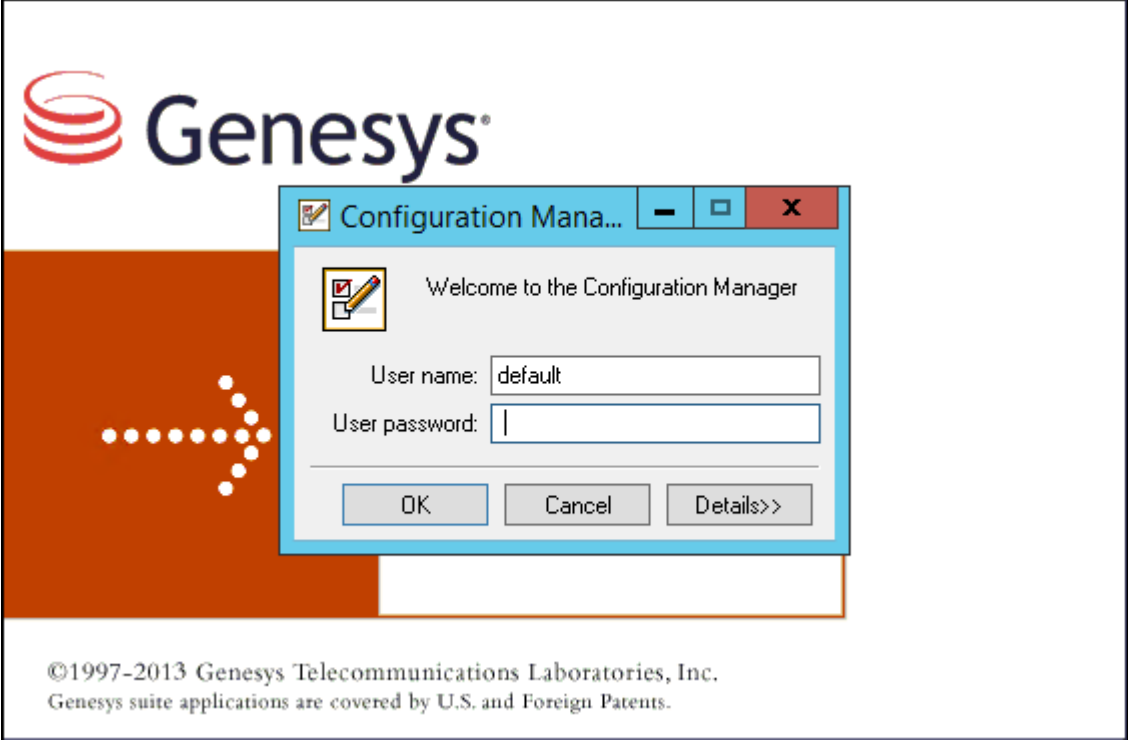
Step	Description
10.	<p>Skip the Incoming Application page. On the Phone Number Configuration page, click add (not shown). The PhoneNumberValidation window is displayed. From the drop-down menu of the Country Search field select 1 – North America. Enter 91 in the Dial Prefix field which allows out bound calls to use the ARS (Automatic Route Selection) capability in Communication Manager. Enter 5 in the Min Length field and 10 in the Max Length field. Click Update in the right pane followed by Close.</p> 

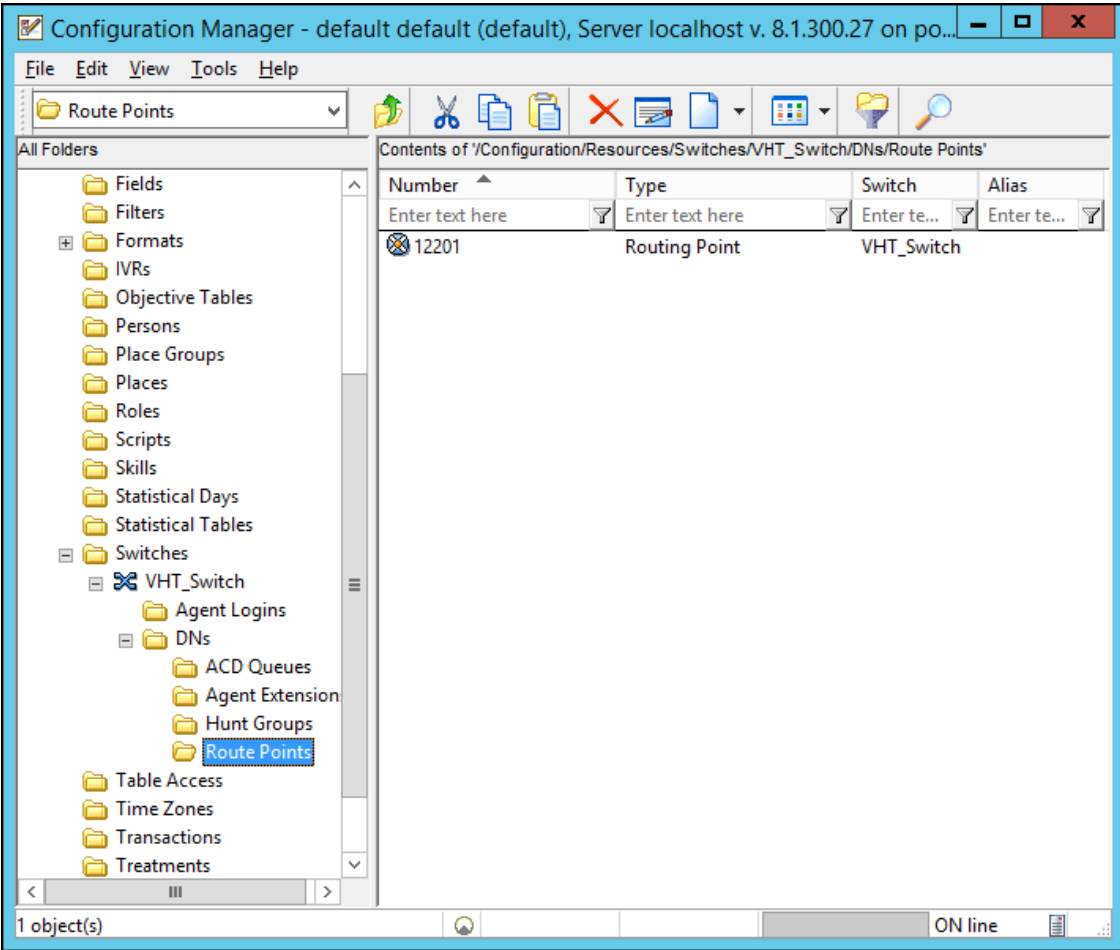
Step	Description
11.	<p>The Finished page is displayed. Click Finish.</p> 

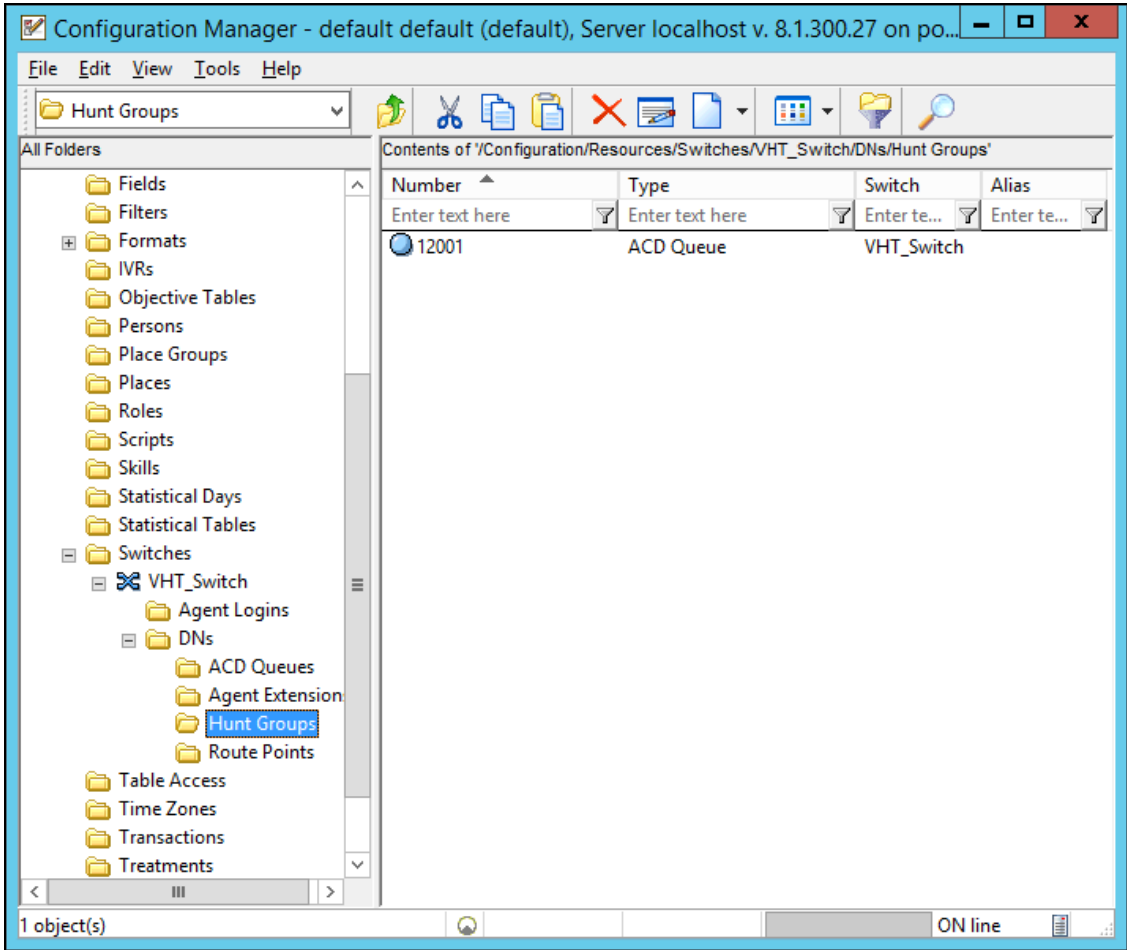
Step	Description
12.	<p>On the Virtual Hold server, open SQL Server Management Studio by navigating to Start → All Programs → Microsoft SQL Server 2012 → SQL Server Management Studio. The Connect to Server window is displayed. Click Connect.</p> 

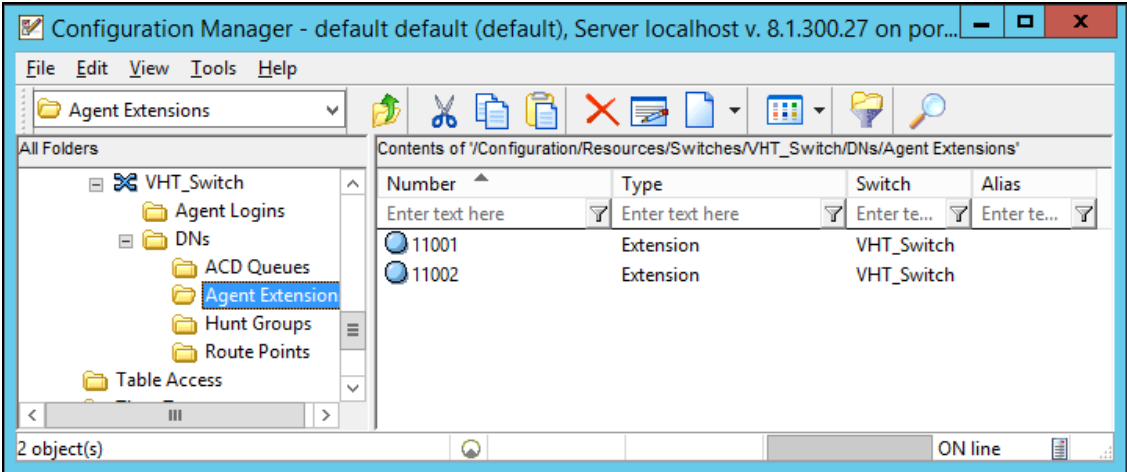
Step	Description
13.	<p>From the left pane under Object Explorer, navigate to <Server Hostname>→ Databases → VHT_Config → Tables where the <Server Hostname> is the hostname of the database server.</p>  <p>The screenshot shows the Microsoft SQL Server Enterprise Manager interface. The 'Object Explorer' pane on the left is expanded to show the 'Tables' folder under the 'VHTDEVCONNECT' server. The 'Tables' folder is expanded, showing a list of tables including 'dbo.AESAvayaCTIConfig', 'dbo.AgentGroups', 'dbo.Agents', 'dbo.AgentStaffed', 'dbo.ApplicationSettings', 'dbo.AreaCode', 'dbo.AspectLoopback', 'dbo.ASRLanguageDesc', 'dbo.BusinessHours', 'dbo.CallbackAllowed', 'dbo.CallbackOffered', 'dbo.CallbackQueues', 'dbo.clients', 'dbo.CountryCode', 'dbo.DatabaseVersion', 'dbo.Departments', 'dbo.DSTConfig', 'dbo.EnterpriseRouting', 'dbo.GenesysCTIConfig', 'dbo.HoldingQueues', 'dbo.ICMAppGWConfig', 'dbo.ICMCTIConfig', 'dbo.ICMVRUAssociation', and 'dbo.ICMVRUConfig'. The 'Object Explorer Details' pane on the right shows the 'VHTDEVCONNECT' server and its various components, including 'Databases', 'Security', 'Server Objects', 'Replication', 'AlwaysOn High Availability', 'Management', 'Integration Services Catalog', and 'SQL Server Agent (Agent X...)'. The status bar at the bottom indicates 'Ready'.</p>

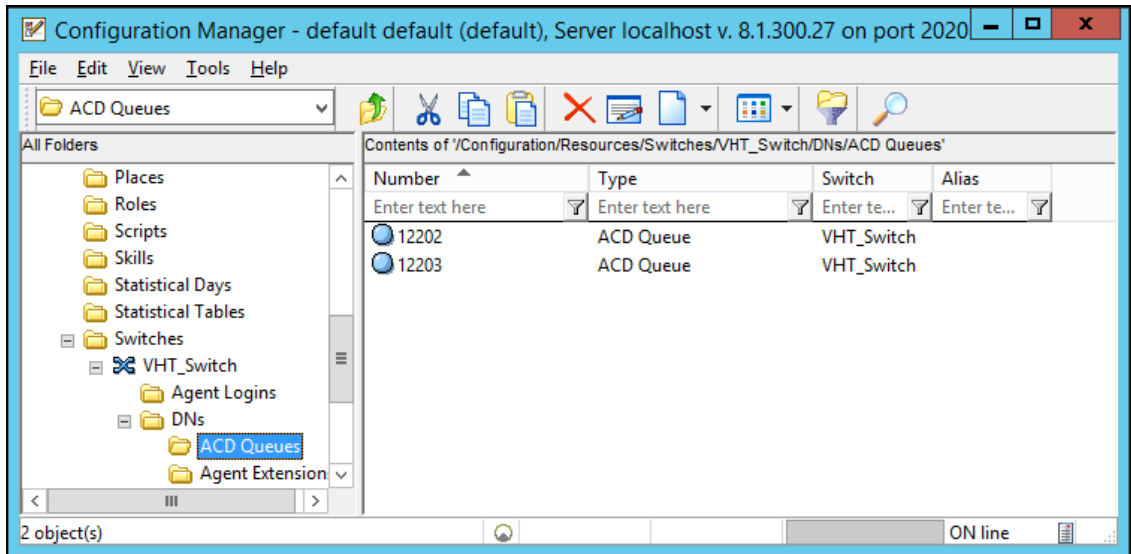
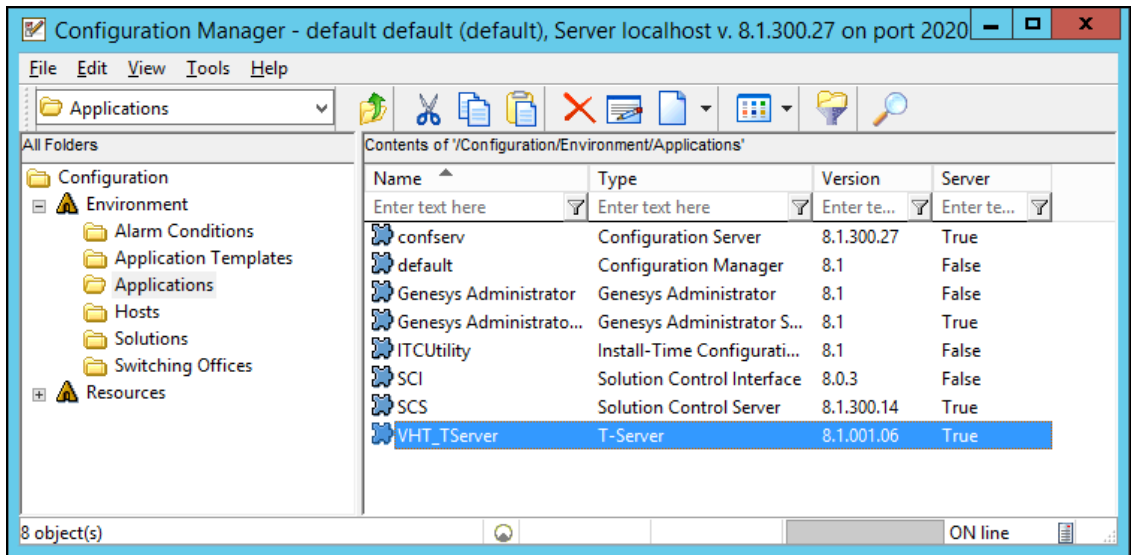
Step	Description
14.	<p>An entry has to be created in the SegmentVariables table to map an Entry VDN as an incoming extension (See Section 9, Step 9) to a route destination. Right click dbo.SegmentVariables in the left pane and click Edit Top 200 Rows (not shown).</p> <p>Enter the Incoming Extension Id assigned to the Entry VDN (1) in the IncomingExtensionId field. The Incoming Extension Id can be found in the IncomingExtension table (not shown). Enter ROUTEDESTINATION in the Name field and 8 followed by the extension associated with the Experience Portal inbound application, configured in Section 8, Step 5 (811301), in the Value field. Click the Execute SQL (not shown) button in the Tools bar.</p> <p>Note: 8 in the Value field is the AAR routing prefix configured in Communication Manager.</p> <p>From the Virtual Hold server, navigate to Start → Control Panel → Administrative Tools → Services, restart the VHT_QueueManager service.</p> 

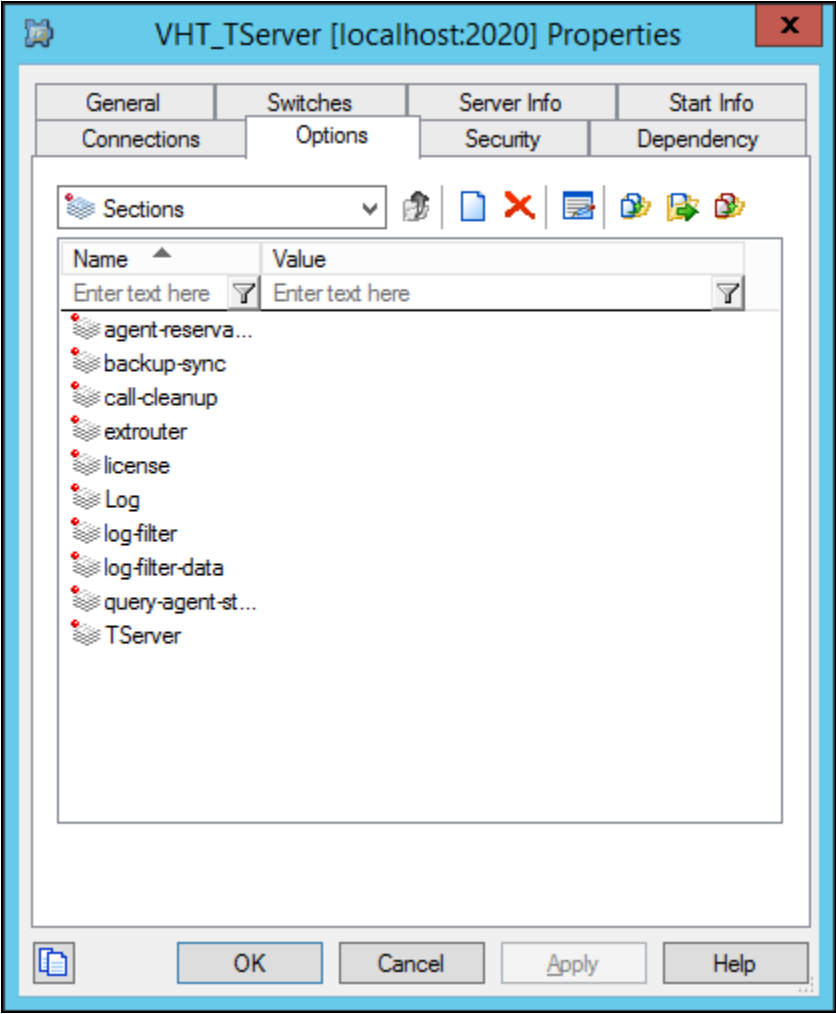
Step	Description
15.	<p>On the Virtual Hold server, open Genesys Configuration Manager by navigating to "C:\Program Files (x86)\GCTI\Configuration Manager\sce.exe". The Genesys Configuration Manager window is displayed. Enter proper credentials and click OK.</p>  <p>©1997-2013 Genesys Telecommunications Laboratories, Inc. Genesys suite applications are covered by U.S. and Foreign Patents.</p>

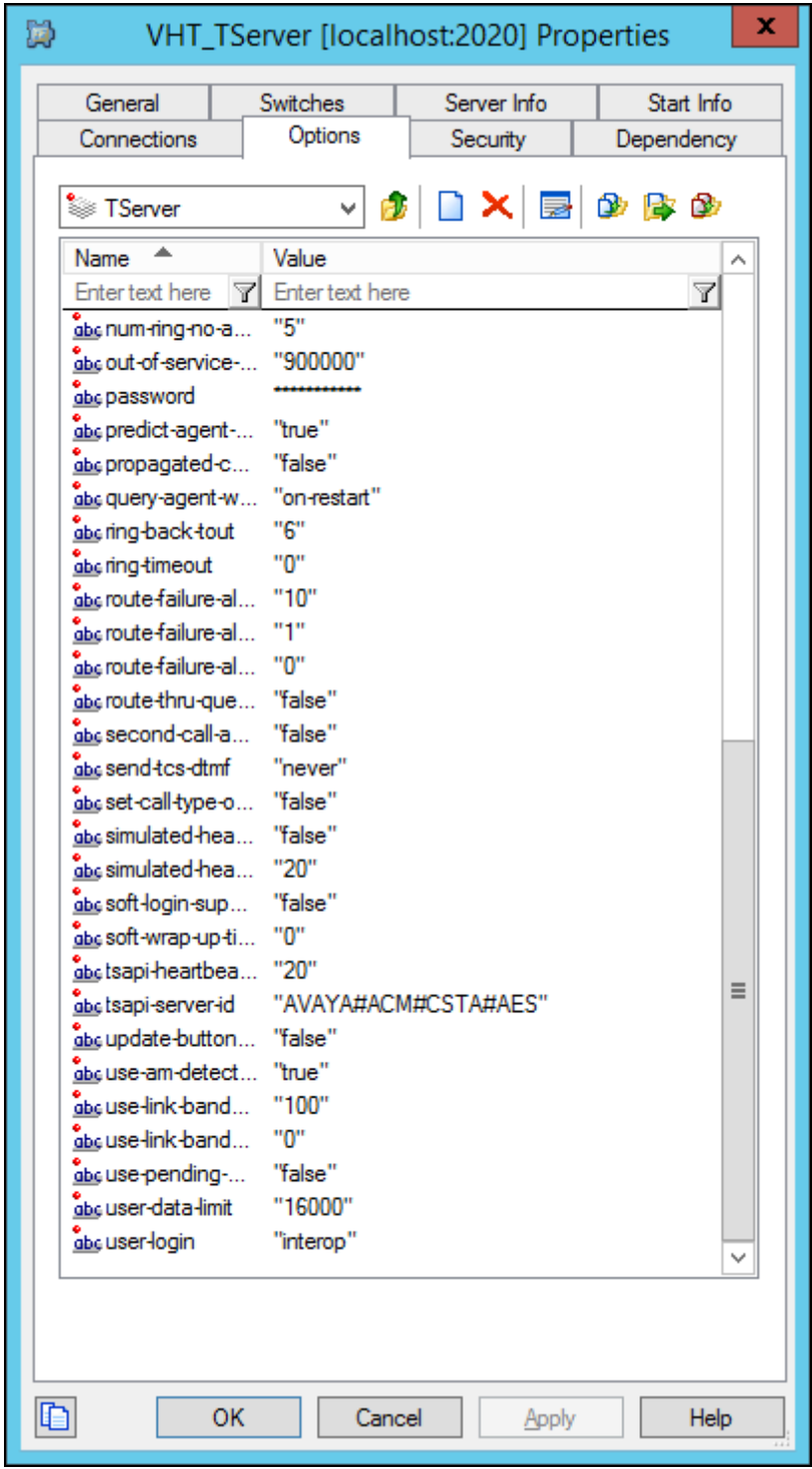
Step	Description
16.	<p>From the left pane, navigate to Configuration → Resources → Switches → VHT_Switch → DN's → Route Points. Right click Route Points and click New → DN. Enter the Entry VDN configured in Section 5, Step 6 (12201) in the Number field and select Routing Point for the Type field. Click OK.</p>  <p>The screenshot shows the Configuration Manager application window. The left pane displays a tree view of folders, with 'Route Points' selected under 'VHT_Switch' → 'DN's'. The right pane shows a table titled 'Contents of "/> </p>

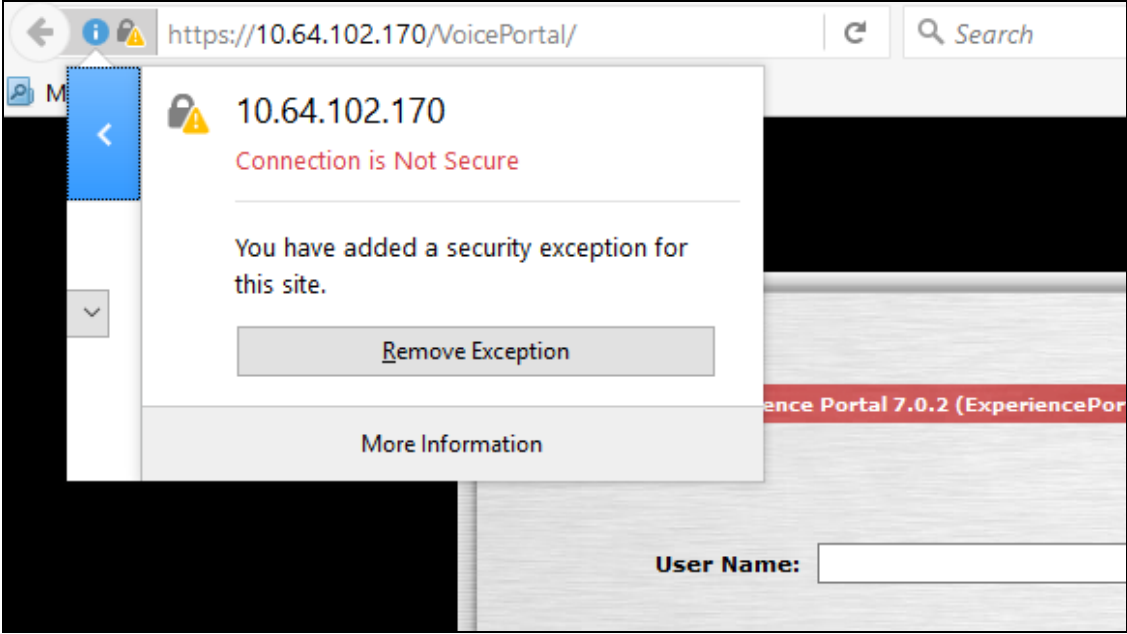
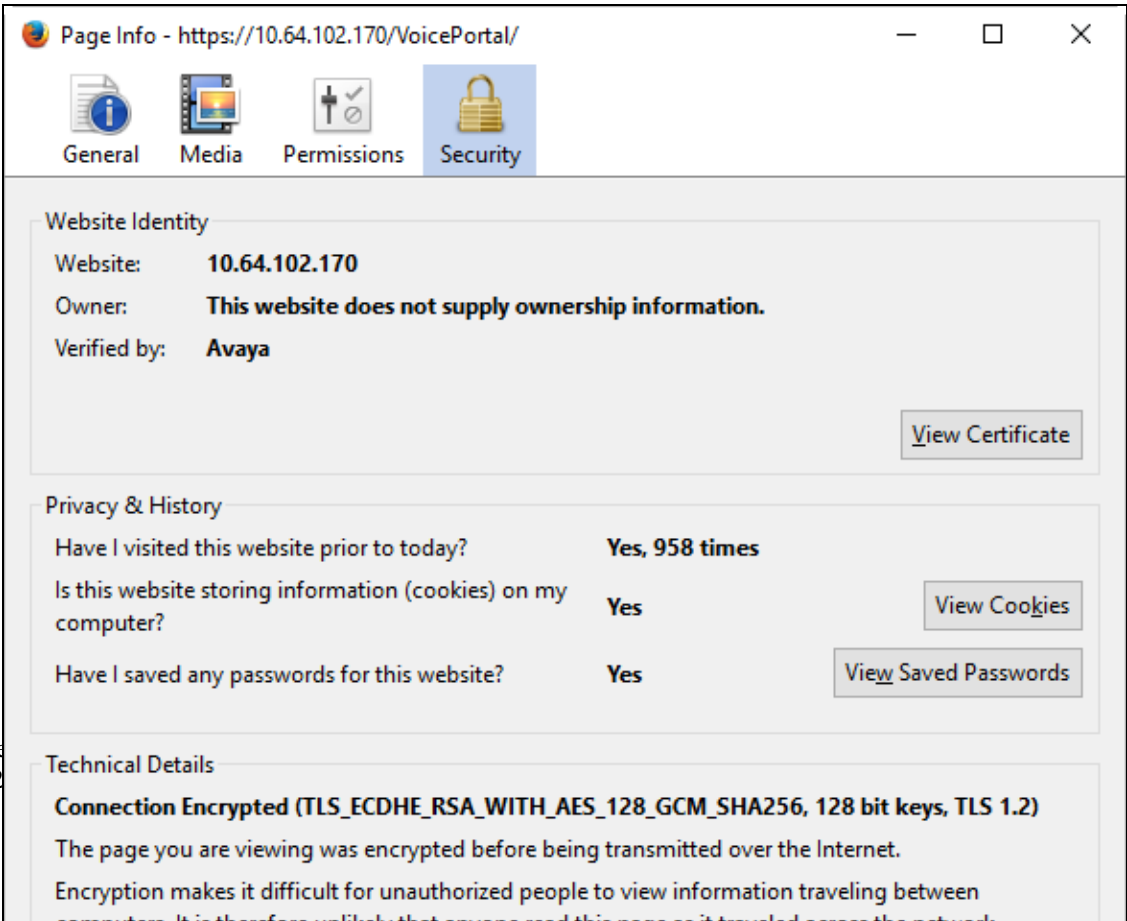
Step	Description
17.	<p>From the left pane, navigate to Configuration → Resources → Switches → VHT_Switch → DN's → Hunt Groups. Right click Hunt Groups and click New → DN. Enter the Hunt Group extensions configured in Section 5, Step 4 (12001) in the Number field and select ACD Queue for the Type field. Click OK.</p> 

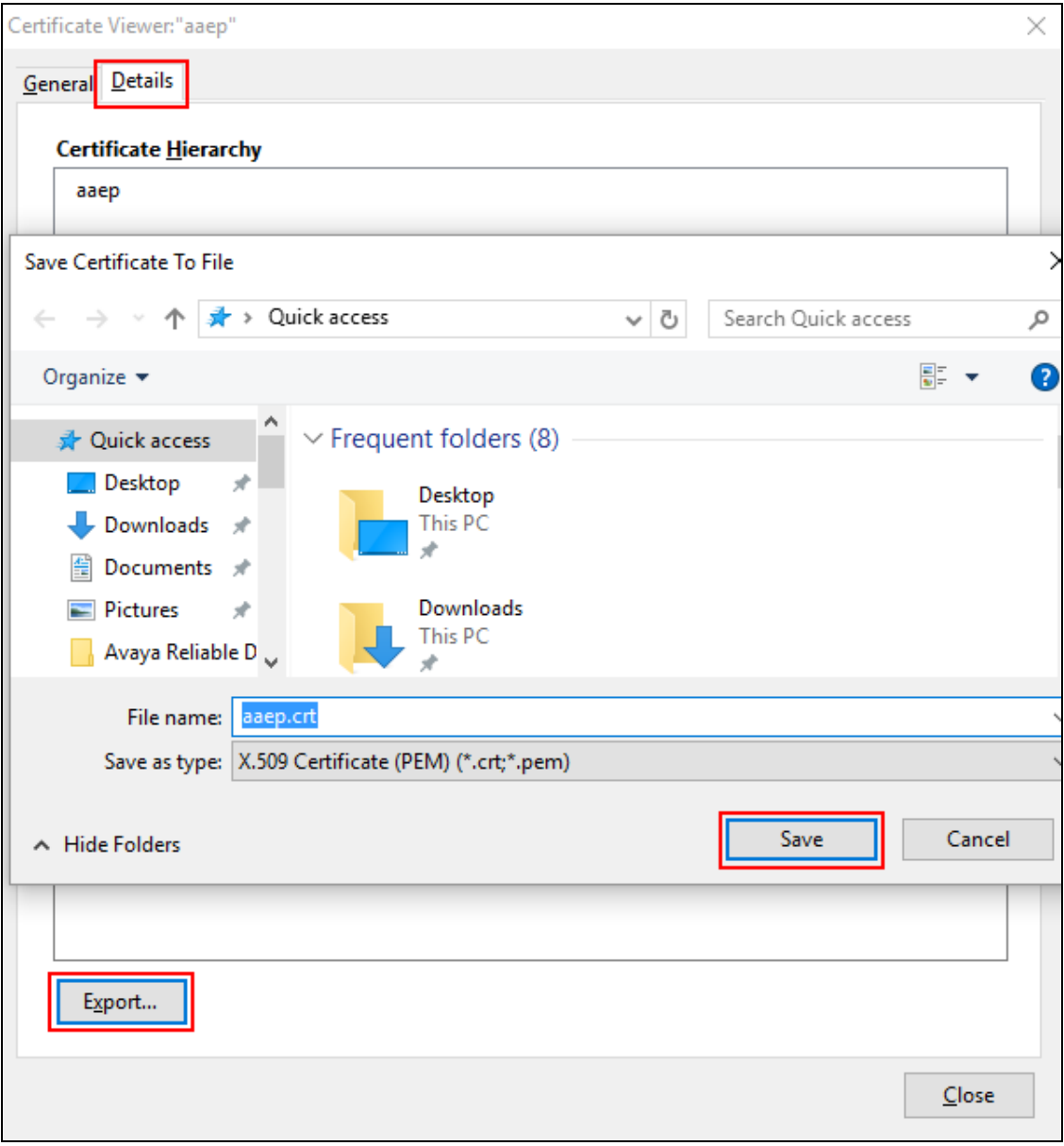
Step	Description
18.	<p>From the left pane, navigate to Configuration → Resources → Switches → VHT_Switch → DN's → Agent Extensions. Right click Agent Extensions and click New → DN. Enter the first station extension configured in Section 5, Step 4 (11001) in the Number field and select Extension for the Type field. Click OK.</p> <p>Repeat the procedure for the second station extension configured in Section 5, Step 4 (11002). The screenshot below shows the two station extensions added.</p>  <p>The screenshot shows the Configuration Manager interface. The left pane displays a tree view with folders: VHT_Switch, Agent Logins, DN's, ACD Queues, Agent Extension (selected), Hunt Groups, Route Points, and Table Access. The right pane shows the contents of the selected folder, displaying a table with columns: Number, Type, Switch, and Alias. The table contains two rows: 11001 and 11002, both of type Extension, associated with VHT_Switch. The status bar at the bottom indicates '2 object(s)' and 'ON line'.</p>

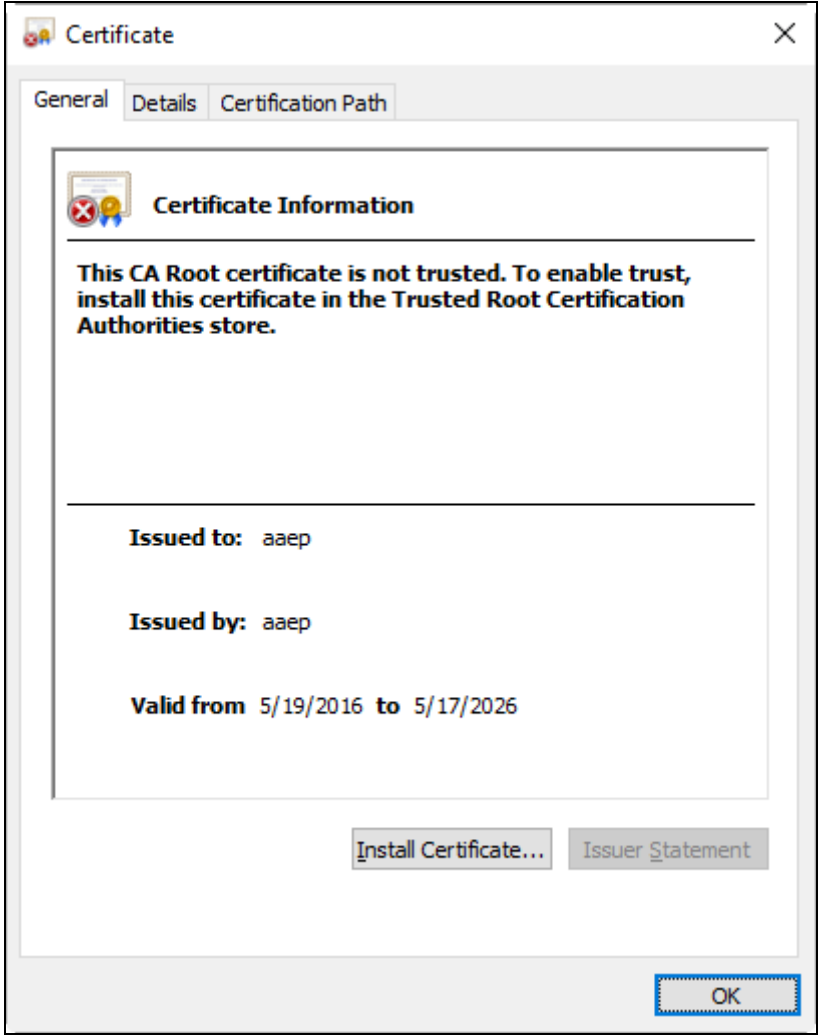
Step	Description																																								
19.	<p>From the left pane, navigate to Configuration → Resources → Switches → VHT_Switch → DN's → ACD Queues. Right click ACD Queues and click New → DN. Enter the Routing VDN configured in Section 5, Step 6 in the Number field and select ACD Queue for the Type field. Click OK.</p> <p>Repeat the procedure for Callback VDN configured in Section 5, Step 6 and the VDNs configured in Section 5, Step 6. The screenshot below shows the two VDNs added.</p>  <table><thead><tr><th>Number</th><th>Type</th><th>Switch</th><th>Alias</th></tr></thead><tbody><tr><td>Enter text here</td><td>Enter text here</td><td>Enter te...</td><td>Enter te...</td></tr><tr><td>12202</td><td>ACD Queue</td><td>VHT_Switch</td><td></td></tr><tr><td>12203</td><td>ACD Queue</td><td>VHT_Switch</td><td></td></tr></tbody></table>	Number	Type	Switch	Alias	Enter text here	Enter text here	Enter te...	Enter te...	12202	ACD Queue	VHT_Switch		12203	ACD Queue	VHT_Switch																									
Number	Type	Switch	Alias																																						
Enter text here	Enter text here	Enter te...	Enter te...																																						
12202	ACD Queue	VHT_Switch																																							
12203	ACD Queue	VHT_Switch																																							
20.	<p>From the left pane, navigate to Configuration → Environment → Applications. Double click VHT_TServer in the right pane.</p>  <table><thead><tr><th>Name</th><th>Type</th><th>Version</th><th>Server</th></tr></thead><tbody><tr><td>Enter text here</td><td>Enter text here</td><td>Enter te...</td><td>Enter te...</td></tr><tr><td>confserv</td><td>Configuration Server</td><td>8.1.300.27</td><td>True</td></tr><tr><td>default</td><td>Configuration Manager</td><td>8.1</td><td>False</td></tr><tr><td>Genesys Administrator</td><td>Genesys Administrator</td><td>8.1</td><td>False</td></tr><tr><td>Genesys Administrator...</td><td>Genesys Administrator S...</td><td>8.1</td><td>True</td></tr><tr><td>ITCUtility</td><td>Install-Time Configurati...</td><td>8.1</td><td>False</td></tr><tr><td>SCI</td><td>Solution Control Interface</td><td>8.0.3</td><td>False</td></tr><tr><td>SCS</td><td>Solution Control Server</td><td>8.1.300.14</td><td>True</td></tr><tr><td>VHT_TServer</td><td>T-Server</td><td>8.1.001.06</td><td>True</td></tr></tbody></table>	Name	Type	Version	Server	Enter text here	Enter text here	Enter te...	Enter te...	confserv	Configuration Server	8.1.300.27	True	default	Configuration Manager	8.1	False	Genesys Administrator	Genesys Administrator	8.1	False	Genesys Administrator...	Genesys Administrator S...	8.1	True	ITCUtility	Install-Time Configurati...	8.1	False	SCI	Solution Control Interface	8.0.3	False	SCS	Solution Control Server	8.1.300.14	True	VHT_TServer	T-Server	8.1.001.06	True
Name	Type	Version	Server																																						
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SCS	Solution Control Server	8.1.300.14	True																																						
VHT_TServer	T-Server	8.1.001.06	True																																						

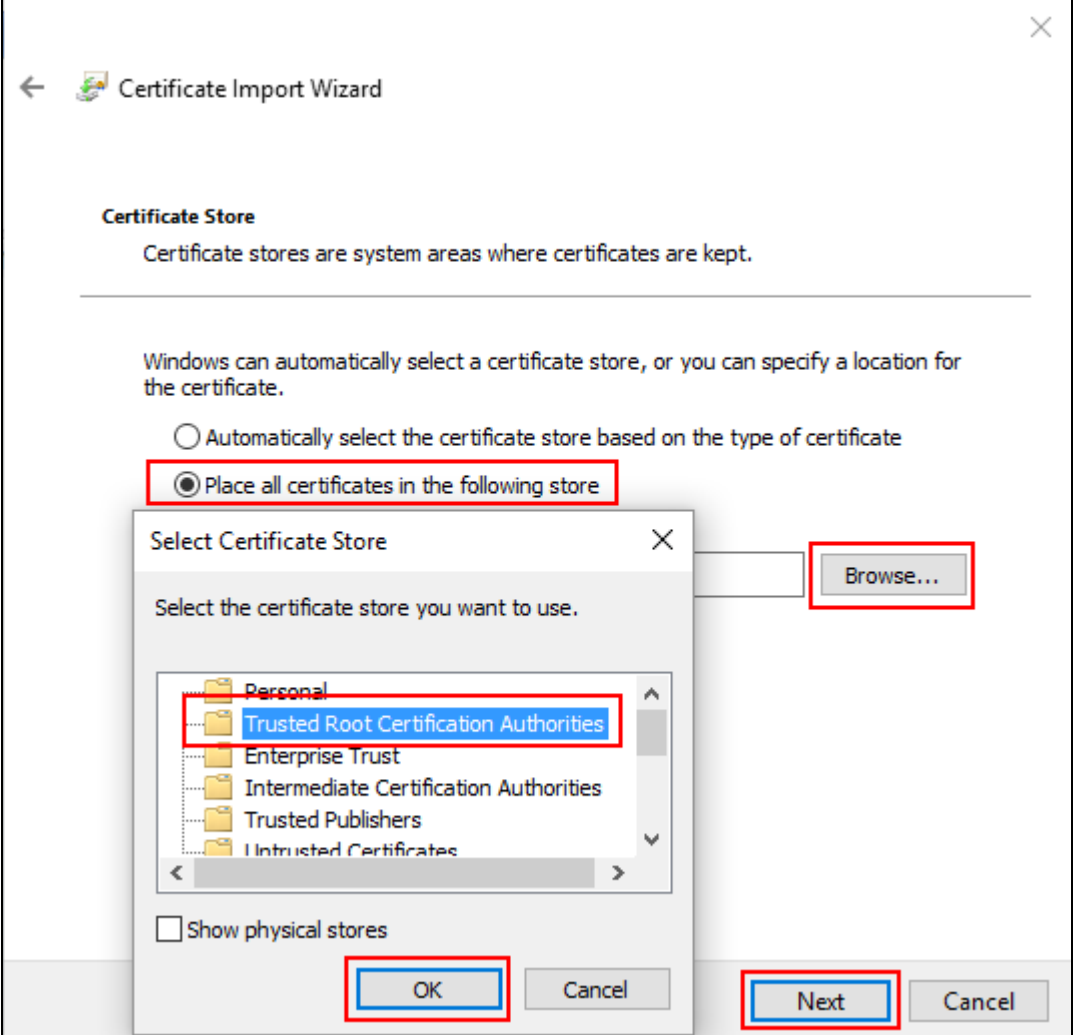
Step	Description
21.	<p>The VHT_TServer Properties window is displayed. Select the Options tab and double click the TServer line.</p> 

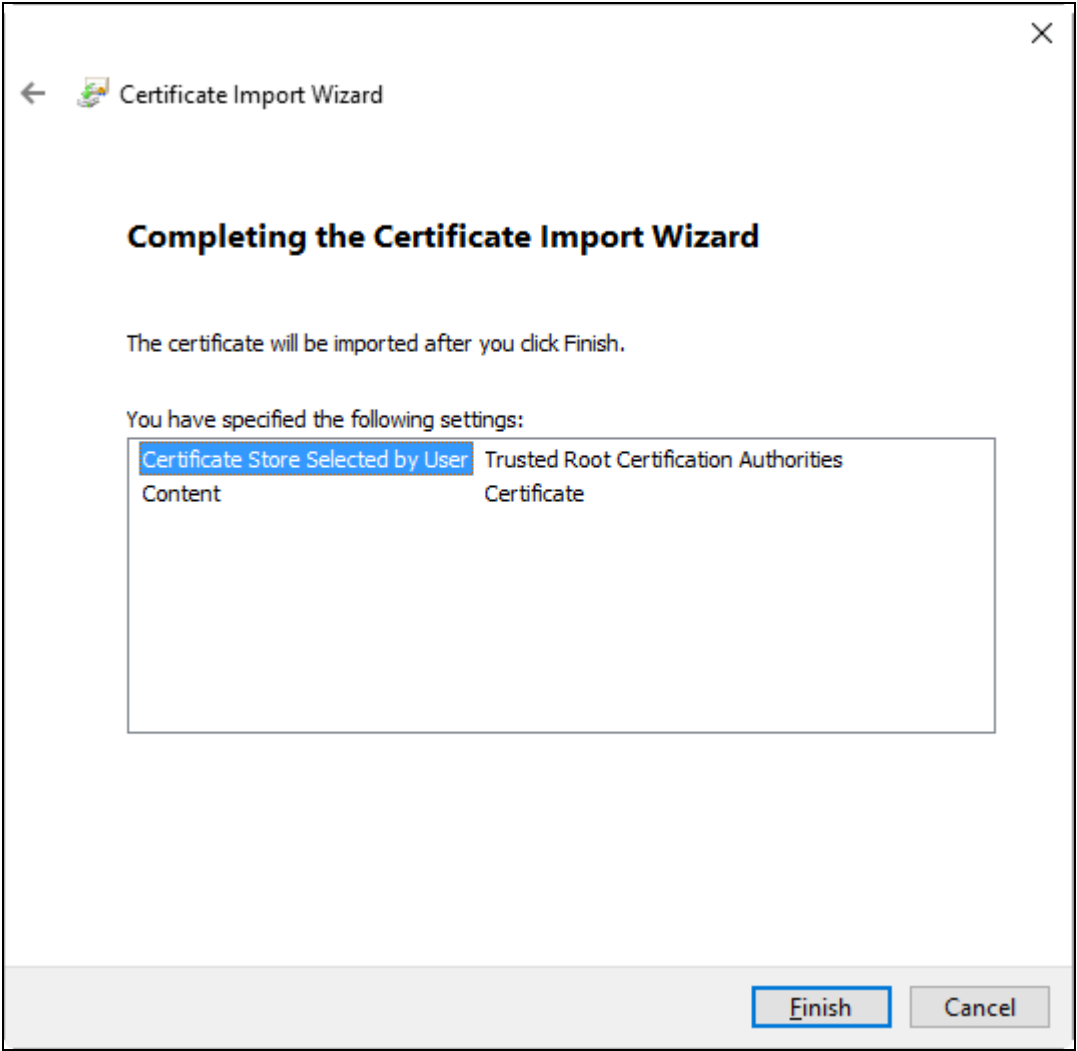
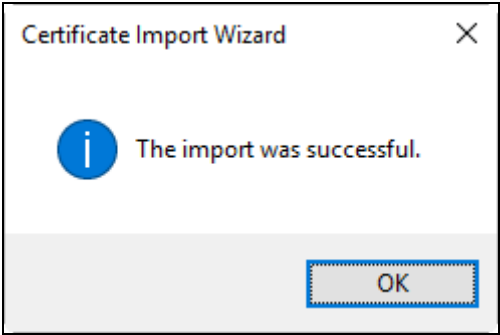
Step	Description																																																										
22.	<p>The TServer section is displayed. Set the user-login and password fields to the User Id and User Password values configured in Section 6, Step 5. Set the tsapi-server-id field to one of the tlinks noted in Section 6, Step 3.</p>  <p>The screenshot shows the 'VHT_TServer [localhost:2020] Properties' dialog box with the 'Options' tab selected. The 'TServer' dropdown is set to 'TServer'. The 'Name' and 'Value' columns are visible. The 'password' field is set to '*****'. The 'user-login' field is set to 'interop'. The 'tsapi-server-id' field is set to 'AVAYA#ACM#CSTA#AES'.</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>num-ring-no-a...</td><td>"5"</td></tr> <tr><td>out-of-service-...</td><td>"900000"</td></tr> <tr><td>password</td><td>"*****"</td></tr> <tr><td>predict-agent-...</td><td>"true"</td></tr> <tr><td>propagated-c...</td><td>"false"</td></tr> <tr><td>query-agent-w...</td><td>"on-restart"</td></tr> <tr><td>ring-back-tout</td><td>"6"</td></tr> <tr><td>ring-timeout</td><td>"0"</td></tr> <tr><td>route-failure-al...</td><td>"10"</td></tr> <tr><td>route-failure-al...</td><td>"1"</td></tr> <tr><td>route-failure-al...</td><td>"0"</td></tr> <tr><td>route-thru-que...</td><td>"false"</td></tr> <tr><td>second-call-a...</td><td>"false"</td></tr> <tr><td>send-tcs-dtmf</td><td>"never"</td></tr> <tr><td>set-call-type-o...</td><td>"false"</td></tr> <tr><td>simulated-hea...</td><td>"false"</td></tr> <tr><td>simulated-hea...</td><td>"20"</td></tr> <tr><td>soft-login-sup...</td><td>"false"</td></tr> <tr><td>soft-wrap-up-ti...</td><td>"0"</td></tr> <tr><td>tsapi-heartbea...</td><td>"20"</td></tr> <tr><td>tsapi-server-id</td><td>"AVAYA#ACM#CSTA#AES"</td></tr> <tr><td>update-button...</td><td>"false"</td></tr> <tr><td>use-am-detect...</td><td>"true"</td></tr> <tr><td>use-link-band...</td><td>"100"</td></tr> <tr><td>use-link-band...</td><td>"0"</td></tr> <tr><td>use-pending-...</td><td>"false"</td></tr> <tr><td>user-data-limit</td><td>"16000"</td></tr> <tr><td>user-login</td><td>"interop"</td></tr> </tbody> </table>	Name	Value	num-ring-no-a...	"5"	out-of-service-...	"900000"	password	"*****"	predict-agent-...	"true"	propagated-c...	"false"	query-agent-w...	"on-restart"	ring-back-tout	"6"	ring-timeout	"0"	route-failure-al...	"10"	route-failure-al...	"1"	route-failure-al...	"0"	route-thru-que...	"false"	second-call-a...	"false"	send-tcs-dtmf	"never"	set-call-type-o...	"false"	simulated-hea...	"false"	simulated-hea...	"20"	soft-login-sup...	"false"	soft-wrap-up-ti...	"0"	tsapi-heartbea...	"20"	tsapi-server-id	"AVAYA#ACM#CSTA#AES"	update-button...	"false"	use-am-detect...	"true"	use-link-band...	"100"	use-link-band...	"0"	use-pending-...	"false"	user-data-limit	"16000"	user-login	"interop"
Name	Value																																																										
num-ring-no-a...	"5"																																																										
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second-call-a...	"false"																																																										
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Step	Description
23.	<p>Install the Experience Portal certificate on Virtual Hold server. Via a browser, go to <a href="https://<AES_IP_Address>">https://<AES_IP_Address>. The screen captures below the steps when using Firefox as a browser.</p> <p>Select the information icon followed by More Information.</p>  <p>Select View Certificate.</p> 

Step	Description
24.	<p>Select the Details tab followed by Export... On the Save Certificate File window, navigate to a desired folder to save the certificate and select Save.</p>  <p>The screenshot displays two overlapping windows. The background window is 'Certificate Viewer: "aaep"' with the 'Details' tab selected. The foreground window is 'Save Certificate To File', showing a file explorer view with 'Quick access' selected. The 'File name' field contains 'aaep.crt' and the 'Save as type' is set to 'X.509 Certificate (PEM) (*.crt;*.pem)'. The 'Save' button in the foreground window and the 'Export...' button in the background window are both highlighted with red boxes.</p>

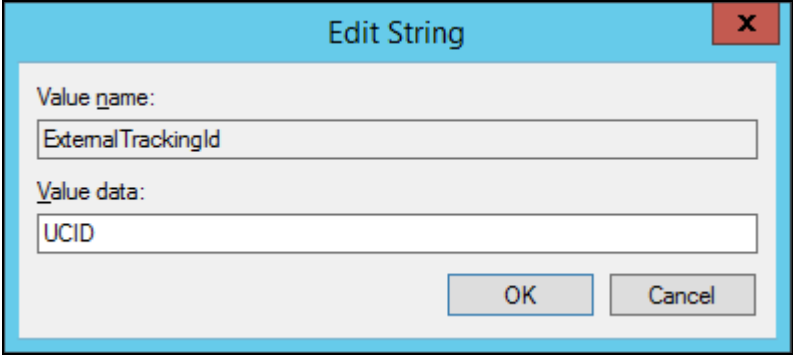
Step	Description
	<p>Navigate to the folder where the certificate was saved. Open the certificate and select Install Certificate.</p> 

Step	Description
	<p>Select Next on the Certificate Import Wizard window (not shown). Select Place all certificates in the following store followed by Browse... On the Select Certificate Store box, select Trusted Root Certification Authorities followed by OK. Select Next.</p> 

Step	Description
	<p>Select Finish, to complete the wizard.</p> <div data-bbox="315 302 1385 1346">  </div> <p>On the Security Warning windows, select Yes to install the certificate (not shown). Following window shows successful installation of the certificate on the Virtual Hold server.</p> <div data-bbox="626 1528 1122 1860">  </div>

Step	Description
	<p>Navigate to C:\Program Files (x86)\Virtual Hold Technology folder and open OutboundIVR_AVP.xml using notepad.</p> <ul style="list-style-type: none"> • Replace the IP Address in the URI field with the IP Address of Experience Portal Manager. • Set ApplicationName to the name of the outbound application configured in Section 8, Step 5. • Set AppInterfaceUsername and AppInterfacePassword to the Username and Password configured for an Experience Portal user. This user is configured on Experience Portal, User Management → Users. <pre> <?xml version="1.0" encoding="utf-8"?> <LoadBalancerManager> <DefaultID>VHT_Test</DefaultID> <NumberOfConnectionSets>1</NumberOfConnectionSets> <ConnectionSet1> <Count>1</Count> <Identifier>VHT_Test</Identifier> <FirstConnection>Connection1</FirstConnection> <LastConnection>Connection1</LastConnection> <Connection1> <!-- <URI>http://AVPSERVER:8080/axis/services/AppIntfWS</URI> --> <URI>https://aaep/axis2/services/VAppIntfService</URI> <OutboundANI>8005555555</OutboundANI> <!-- AVP provisioned Virtual Hold outbound application --> <ApplicationName>VHT_AEP_OB</ApplicationName> <CcxmlApplicationName></CcxmlApplicationName> <AppInterfaceUsername>interop</AppInterfaceUsername> <AppInterfacePassword>XXXXXXX</AppInterfacePassword> <ConnectTimeout>30</ConnectTimeout> </Connection1> </ConnectionSet1> <MaxConcurrentOutboundDialRequests>2</MaxConcurrentOutboundDialRequests> <WebServiceClientTimeoutInMilliseconds>180000</WebServiceClientTimeoutInMilliseconds> <SessionParameters>enable_call_classification=true;detect_greeting_end=true</SessionParameters> <URLParameters></URLParameters> </pre>

Step	Description
25.	<p>Navigate to the C:\VirtualHold folder and open toolkit.properties using notepad.</p> <ul style="list-style-type: none"> • Replace the IP address in the baseurl and webaudiopath parameters with the IP address of the Virtual Hold server. • Set the defaultdestination parameter to the Holding VDN configured in Section 5, Step 6 with a prefix of tel: (tel:12202) • Set the useDnisAsSegment parameter to true • Set the useexternalrouting parameter to false <pre># Sample configuration file for SIP Avaya Voice Portal integrations # URL for the Platform Toolkit web services # Change the [PTK_server_address] and [PTK_port] to the address and port of the server # where the Platform Toolkit software resides # For example, http://10.10.0.158:7000/VHTPlatformWS-v4/ # Ensure the path and VHTPlatformWS version is correct by opening it in a web browser com.virtualhold.toolkit.baseurl=http://10.64.110.205/VHTPlatformWS-v5/ # Web path to the ASAP and Scheduled callback name files for playback # Change the [web_server_address] and [web_server_port] to the URL and port of the web # server # For example, http://10.10.0.245:8080/ com.virtualhold.toolkit.webaudiopath=http://10.64.110.205:8080/ # Default transfer destination during an inbound call, if destination cannot be # retrieved from the Platform Toolkit # Change the [default_transfer_destination] to the VDN inbound calls should be # transferred to if calls default transfer from VIS to queue # Enter the Avaya code followed by the VDN, for example, tel:5000 or tel:45623 com.virtualhold.toolkit.defaultdestination=tel:12202 # Set this to true if you want to use the call's DNIS as the incoming Platform Toolkit # segment com.virtualhold.toolkit.useDnisAsSegment=true # Inbound call routing control # Determines whether VIS will control call routing or pass control back to the Avaya CM # This property can be overridden with the URL query string parameter # UseExternalRouting com.virtualhold.toolkit.inbound.useexternalrouting=false</pre>

Step	Description
26.	<p>On the Virtual Hold Server, open Registry Editor. Navigate to HKEY_LOCAL_MACHINE → SOFTWARE → Wow6432Node → Virtual Hold. Right click on the right side pane and select New → String Value (not shown). Type in ExternalTrackingID in Value name and UCID in the Value data field. Click OK once done.</p> 

10. Verification Steps

10.1. Avaya Aura® Experience Portal

To verify VoIP connections in Experience Portal, click **Real Time Monitoring** → **Port Distribution** in the left pane. The **State** for the configured ports should be **In service**.

The screenshot shows the Avaya Aura Experience Portal 7.0.2 interface. The left navigation pane is expanded, showing the 'Real-time Monitoring' section with 'Port Distribution' selected. The main content area displays the 'Port Distribution Report (Sep 14, 2016 3:48:25 PM PDT)'. The report includes a table with columns: Port, Mode, State, Port Group, Protocol, Current Allocation, and Base Allocation. The table shows 100 Online ports in service, using SIP Trunk and ampp protocols.

Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation
100	Online	In service	asm	SIP_Trunk	ampp	

Click **System Configuration** → **Applications** in the left pane to display the **Applications** page (not shown). Click the **VHT_AEP_IB** application link on the page. The **Change Application** page is displayed. Click the **Verify** button next to the **VoiceXML URL** field.

The screenshot shows the 'Change Application' page for the VHT_AEP_IB application. The page includes fields for Name, Enable, Type, Reserved SIP Calls, and Requested. The 'VoiceXML' section contains a 'VoiceXML URL' field with the value 'http://10.64.110.205:8080/VIS/PlatformSupport_AVP/Begin/?Tenant=VHT&MODE=AVPSIP' and a 'Verify' button. The 'Mutual Certificate Authentication' and 'Basic Authentication' sections have radio buttons for Yes and No.


Verify that that the following page is displayed as an indication that the application is accessible.

```
- <vxml version="2.1">
  <property name="documentmaxage" value="0"/>
  <property name="documentmaxstale" value="0"/>
  - <form id="InitialForm" scope="document">
    <var name="PLATFORM_ANI" expr=""/>
    <var name="PLATFORM_DNIS" expr=""/>
    <var name="avpUCID" expr=""/>
    <var name="avpAAI" expr=""/>
    - <block name="InitialBlock">
      <assign name="PLATFORM_ANI" expr="session.connection.remote.uri"/>
      <assign name="PLATFORM_DNIS" expr="session.connection.local.uri"/>
      <assign name="avpUCID" expr="session.avaya.ucid"/>
      <assign name="avpAAI" expr="session.connection.aai"/>
      <submit next="/VIS/-/next?Action_07381e87a39f48a5b7add4802eb951f7=success.filled&MODE=AVPSIP" method="post"
        namelist="PLATFORM_ANI PLATFORM_DNIS avpUCID avpAAI"/>
    </block>
    - <catch event="connection.disconnect.hangup">
      <goto next="/VIS/-/next?Action_07381e87a39f48a5b7add4802eb951f7=error.disconnect.hangup&MODE=AVPSIP"/>
    </catch>
    - <catch event="externalmessage.cpa.machine">
      <goto next="/VIS/-/next?Action_07381e87a39f48a5b7add4802eb951f7=externalmessage.cpa.machine&MODE=AVPSIP"/>
    </catch>
    - <catch event="externalmessage.cpa.beep">
      <goto next="/VIS/-/next?Action_07381e87a39f48a5b7add4802eb951f7=externalmessage.cpa.beep&MODE=AVPSIP"/>
    </catch>
    - <catch event="externalmessage.cpa">
      <goto next="/VIS/-/next?Action_07381e87a39f48a5b7add4802eb951f7=externalmessage.cpa&MODE=AVPSIP"/>
    </catch>
  </form>
  - <catch event="connection.disconnect.hangup">
    <goto next="/VIS/-/abort?MODE=AVPSIP"/>
  </catch>
</vxml>
```

Repeat the procedure for the **VHT_AEP_OB** application.

10.2. Avaya Aura® Session Manager

To verify connectivity to Experience Portal, click on **Session Manager** on the Home page of System Manager web interface. Navigate to **Session Manager → System Status → SIP Entity Monitoring**. Locate the SIP Entity for Experience Portal under **All Monitored SIP Entities** and click on it. The **Conn. Status** and **Link Status** fields should display **UP**.

1 Items Refresh										Filter: Enable	
	Session Manager	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status			
	asm	10.64.102.17	5060	TCP	FALSE	UP	200 OK	UP			

11. Conclusion

These Application Notes describe the configuration steps required to integrate Virtual Hold Queue Manager using Genesys T-Server with Avaya Aura® Experience Portal, Avaya Aura® Session Manager, Avaya Aura® Communication Manager, and Avaya Aura® Application Enablement Services. All feature and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

12. Additional References

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

- [1] *Administering Avaya Aura® Communication Manager, Release 7.0.1, 03-300509, Issue 2, May 2016.*
- [2] *Administering Avaya Aura® Avaya Aura® Application Enablement Services, Release 7.0.1, Issue 2, May 2016.*
- [3] *Administering Aura® Experience Portal, Release 7.0.1, April 2015*
- [4] Virtual Hold for AVP and AEP Integration Guide – Aug 10, 2016
- [5] Virtual Hold ACD Configuration Guide for Avaya – 5/13/2014
- [6] EyeQueue User Guide Version 8.6 - Oct 10, 2016
- [7] Virtual Hold Release Notes Version 8.6.x – Sept 23, 2016
- [8] High Availability System Requirements Version 8.6 – Sept 23, 2016
- [9] Standalone System Requirements Version 8.6– Sept 23, 2016

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