



Avaya Solution & Interoperability Test Lab

Application Notes for Amtelco Intelligent Soft Agent with Avaya Communication Manager using Avaya SIP Enablement Services – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for the Amtelco Intelligent Soft Agent application to successfully interoperate with Avaya Communication Manager using Avaya SIP Enablement Services. Amtelco Intelligent Soft Agent is a software-based healthcare call center application that offers features to facilitate call center efficiency. The compliance testing focused on the integration of Amtelco Intelligent Soft Agent as a SIP agent on Avaya Communication Manager.

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

1. Introduction

These Application Notes describe the configuration steps required for the Amtelco Intelligent Soft Agent application to successfully interoperate with Avaya Communication Manager using Avaya SIP Enablement Services (SES). Amtelco Intelligent Soft Agent is a software-based healthcare call center application that offers features to facilitate call center efficiency, such as providing client attributes, searches, directories, on-call schedules, scripted messaging, and scripted dispatching of messages to the call answering agents.

The Amtelco Intelligent Soft Agent application is an integral component of the Amtelco Infinity Intelligent Series call center system. The solution consists of the Amtelco Intelligent Series Server, the Amtelco Intelligent Series Supervisor, and the Amtelco Intelligent Soft Agent.

The compliance testing focused on the integration of Amtelco Intelligent Soft Agent as SIP agents on Avaya Communication Manager. In the compliance testing, each Amtelco Intelligent Soft Agent registered to Avaya SES as a SIP endpoint, used the appropriate feature access codes to log in to an ACD split in a non-EAS (Expert Agent Selection) environment, and became available to answer incoming ACD calls.

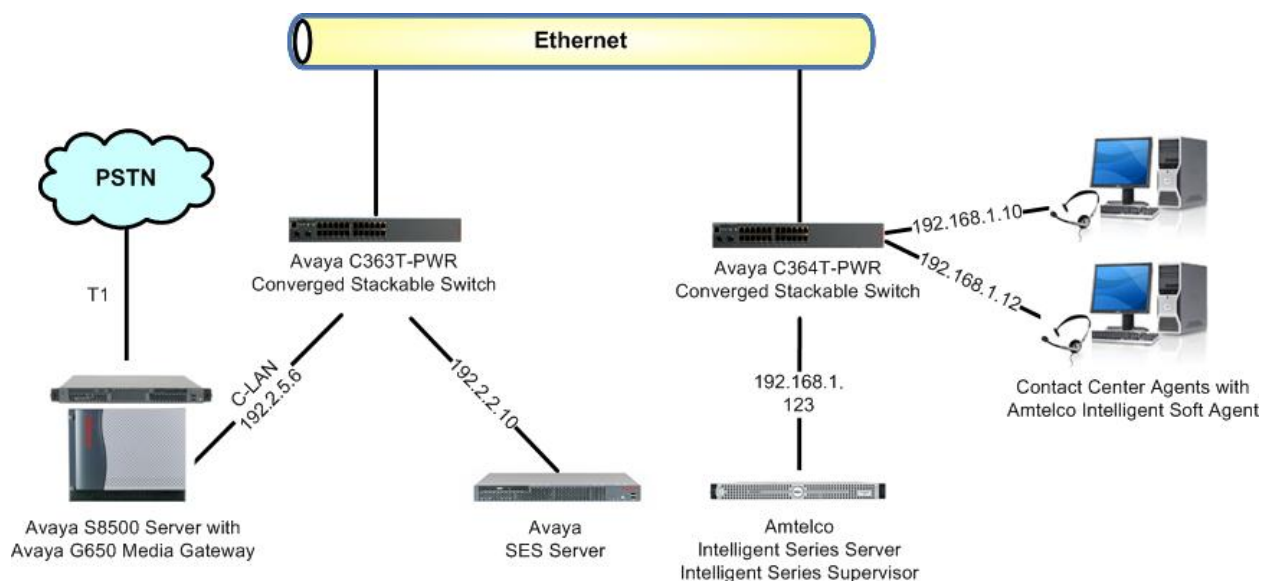


Figure 1: Amtelco Intelligent Soft Agent with Avaya Communication Manager using Avaya SES

2.

Equipment and Software Validated

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

Equipment	Software
Avaya S8500 Server	Avaya Communication Manager 5.0, R015x.00.0.825.4
Avaya G650 Media Gateway <ul style="list-style-type: none">• TN799DP C-LAN Circuit Pack	HW01 FW017
Avaya SIP Enablement Services	5.0, SES-5.0.0.0-825.31
Amtelco Intelligent Series Server with Amtelco Intelligent Series Supervisor	3.1.3176.22570 5.51.3176.3
Amtelco Intelligent Soft Agent running 1Call Telephone Agent	1.0.3176.15

3. Configure Avaya Communication Manager

The detailed administration of basic connectivity between Avaya Communication Manager and Avaya SES is not the focus of these Application Notes and will not be described. For administration of basic connectivity to Avaya SES, refer to the appropriate documentation listed in **Section 11**. This section provides the procedures for the following:

- Verify Avaya Communication Manager License
- Administer feature access codes
- Administer SIP stations
- Administer ACD split
- Administer routing vector and VDN

3.1. Verify Avaya Communication Manager License

Log into the System Access Terminal (SAT) to verify that the Avaya Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the “display system-parameters customer-options” command to verify that there is sufficient capacity for SIP stations by comparing the **Maximum Off-PBX Telephones - OPS** field value with the corresponding value in the **USED** column. The difference between the two values needs to be greater than or equal to the desired number of Amtelco Intelligent Soft Agent users.

display system-parameters customer-options			Page 1 of 11	
OPTIONAL FEATURES				
G3 Version: V15		Software Package: Standard		
Location: 1		RFA System ID (SID): 1		
Platform: 12		RFA Module ID (MID): 1		
			USED	
Platform Maximum Ports: 3200			234	
Maximum Stations: 2400			173	
Maximum XMOBILE Stations: 0			0	
Maximum Off-PBX Telephones - EC500: 0			0	
Maximum Off-PBX Telephones - OPS: 100			6	
Maximum Off-PBX Telephones - PBFMC: 0			0	
Maximum Off-PBX Telephones - PVFMC: 0			0	
Maximum Off-PBX Telephones - SCCAN: 0			0	
(NOTE: You must logoff & login to effect the permission changes.)				

Navigate to **Page 6**, and verify that the **Expert Agent Selection (EAS)** customer option is set to “n”, as shown below. If the Vectoring feature will be used for routing of incoming calls, then verify that the **Vectoring (Basic)** customer option is set to “y”. In the compliance testing, the Vectoring feature was used.

```
display system-parameters customer-options                               Page 6 of 11
CALL CENTER OPTIONAL FEATURES

Call Center Release: 5.0

ACD? y                                Reason Codes? n
BCMS (Basic)? y                      Service Level Maximizer? n
BCMS/VuStats Service Level? n        Service Observing (Basic)? y
BSR Local Treatment for IP & ISDN? n  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? n      Vectoring (Basic)? y
Dynamic Advocate? n                  Vectoring (Prompting)? y
Expert Agent Selection (EAS)? n      Vectoring (G3V4 Enhanced)? y
EAS-PHD? n                           Vectoring (3.0 Enhanced)? y
Forced ACD Calls? n                  Vectoring (ANI/II-Digits Routing)? y
Least Occupied Agent? n              Vectoring (G3V4 Advanced Routing)? y
Lookahead Interflow (LAI)? n        Vectoring (CINFO)? y
Multiple Call Handling (On Request)? n Vectoring (Best Service Routing)? y
Multiple Call Handling (Forced)? n    Vectoring (Holidays)? y
PASTE (Display PBX Data on Phone)? y Vectoring (Variables)? y
(NOTE: You must logoff & login to effect the permission changes.)
```

3.2. Administer Feature Access Codes

Use the “change feature-access-codes” command, and enter available access code values for **Auto-In Access Code**, **Aux Work Access Code**, **Login Access Code**, and **Logout Access Code**, as shown below.

```
display feature-access-codes                                           Page 5 of 9
FEATURE ACCESS CODE (FAC)

Automatic Call Distribution Features

After Call Work Access Code: 120
Assist Access Code: 121
Auto-In Access Code: 122
Aux Work Access Code: 123
Login Access Code: 124
Logout Access Code: 125
Manual-in Access Code: 126
Service Observing Listen Only Access Code: 127
Service Observing Listen/Talk Access Code: 128
Service Observing No Talk Access Code: 129

Remote Logout of Agent Access Code:
```

3.3. Administer SIP Stations

Use the “add station n” command, where “n” is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields. Note that there is no need to set the security code, as this will be administered on the SES server.

- **Port:** Enter “X” to indicate no hardware associated with the station.
- **Name:** Enter a descriptive name.

```
add station 60801
```

Page 1 of 5

STATION		
Extension: 60801	Lock Messages? n	BCC: 0
Type: 6408D+	Security Code:	TN: 1
Port: X	Coverage Path 1:	COR: 1
Name: Amtelco Soft Agent 1	Coverage Path 2:	COS: 1
	Hunt-to Station:	

STATION OPTIONS

Loss Group: 2	Time of Day Lock Table:
Data Module? n	Personalized Ringing Pattern: 1
Speakerphone: 2-way	Message Lamp Ext: 60801
Display Language: english	Mute Button Enabled? y
Survivable COR: internal	Media Complex Ext:
Survivable Trunk Dest? y	IP SoftPhone? n
	Remote Office Phone? n

Repeat the “add station n” command to add the desired number of SIP stations. For the compliance testing, two SIP stations were administered as shown below.

```
list station 60801 count 2
```

STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ Jack		
60801	X	Amtelco Soft Agent 1				1			
	6408D+		no			1			
60802	X	Amtelco Soft Agent 2				1			
	6408D+		no			1			

For each SIP station created above, specify that calls to the station be routed to Avaya SES by using the “change off-pbx-telephone station-mapping n” command, where “n” is the station extension. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Application:** Enter “OPS” to indicate off-PBX station.
- **Phone Number:** Same digits from the **Station Extension** field.
- **Trunk Selection:** An existing trunk group to reach Avaya SES, in this case “5”.
- **Configuration Set:** An existing configuration set to be used for the off-pbx call treatment.

change off-pbx-telephone station-mapping 60801						Page	1	of	2
STATIONS WITH OFF-PBX TELEPHONE INTEGRATION									
Station Extension	Application	Dial Prefix	CC	Phone Number	Trunk Selection	Config Set			
60801	OPS	-		60801	5	1			
		-							

Repeat the “add off-pbx-telephone station-mapping n” command for all created SIP stations, as shown below for the compliance testing.

list off-pbx-telephone station-mapping							
STATION TO OFF-PBX TELEPHONE MAPPING							
Station Extension	Appl	CC	Phone Number	Config Set	Trunk Select	Mapping Mode	Calls Allowed
60801	OPS		60801	1 /	5	both	all
60802	OPS		60802	1 /	5	both	all

3.4. Administer ACD Split

Add an ACD split for the SIP stations using the “add hunt n” command, where “n” is an available hunt group number. Enter a descriptive **Group Name**, and an available extension for **Group Extension**. Enable the **ACD**, **Queue**, and **Vector** fields. Retain the default values for the remaining fields.

add hunt-group 802		Page 1 of 61
HUNT GROUP		
Group Number: 802	ACD? y	
Group Name: Amtelco ACD Group	Queue? y	
Group Extension: 67802	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:	

Navigate to **Page 4**, and enter the SIP station extensions from **Section 3.3** as members. Note that multiple ACD splits can be created as desired, however, each Amtelco Intelligent Soft Agent can only be in one ACD split. In the compliance testing, one ACD split was created for the two Amtelco Intelligent Soft Agents, and the agents can answer different types of incoming calls by using separate Vector Directory Numbers (VDNs) to route calls to the same ACD split.

add hunt-group 802		Page 4 of 60
HUNT GROUP		
Group Number: 802	Group Extension: 67802	Group Type: ucd-mia
Member Range Allowed: 1 - 1500	Administered Members (min/max): 0 /0	
Total Administered Members: 0		
GROUP MEMBER ASSIGNMENTS		
Ext	Name(19 characters)	Ext Name(19 characters)
1: 60801		14:
2: 60802		15:
3:		16:
4:		17:

3.5. Administer Routing Vector and VDN

Modify a vector using the “change vector n” command, where “n” is an available vector number. This vector will provide routing of incoming calls to the ACD split. Enter a descriptive **Name**, and any desired call treatment. In the compliance testing, the incoming calls were given the ringback call treatment prior to queuing to the ACD split. Note that the vector **Number** may vary, and that the **queue-to split** is configured with the hunt group number from **Section 3.4**.

```
change vector 801                                     Page 1 of 6
                                                    CALL VECTOR
Number: 801                      Name: AmtelcoHospital
Multimedia? n      Attendant Vectoring? n      Meet-me Conf? n      Lock? n
Basic? y      EAS? n      G3V4 Enhanced? y      ANI/II-Digits? y      ASAI Routing? y
Prompting? y      LAI? n      G3V4 Adv Route? y      CINFO? y      BSR? y      Holidays? y
Variables? y      3.0 Enhanced? y
01 wait-time      2      secs hearing ringback
02 queue-to      split 802      pri m
03
```

Add a VDN using the “add vdn n” command, where “n” is an available extension. Enter a descriptive **Name**, and the vector number above for **Vector Number**.

```
add vdn 68801                                     Page 1 of 3
                                                    VECTOR DIRECTORY NUMBER
Extension: 68801
Name*: Amtelco Bayside Hospital
Vector Number: 801
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none
```

Repeat this section to add all desired VDNs. In the compliance testing, two VDNs were administered as shown below.

```
list vdn 68801 count 2
                                                    VECTOR DIRECTORY NUMBERS
```

Name (22 characters)	Ext/Skills	VDN Ovr	COR	TN	Vec Num	Orig Meas	Annc	Evnt Noti Adj
Amtelco Bayside Hospit	68801	n	1	1	801	none		
Amtelco Bayside Dental	68802	n	1	1	801	none		

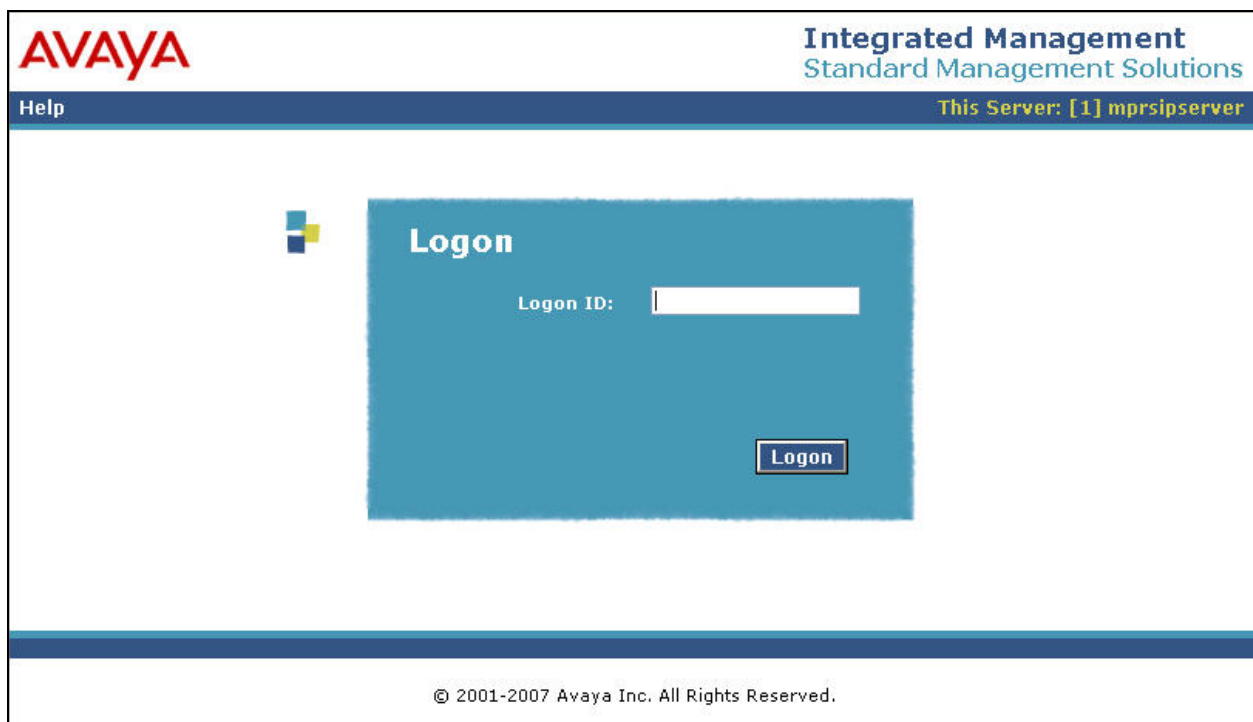
4. Configure Avaya SIP Enablement Services

This section provides the procedures for configuring Avaya SIP Enablement Services (SES). The procedures include the following areas:

- Launch SES administration interface
- Administer users

4.1. Launch SES Administration Interface

Access the SES web interface by using the URL “http://ip-address/admin” in an Internet browser window, where “ip-address” is the IP address of the SES server. Log in with the appropriate credentials.



The screenshot displays the Avaya Integrated Management Standard Management Solutions login interface. At the top left is the Avaya logo. To its right, the text "Integrated Management Standard Management Solutions" is displayed. Below this, a dark blue header bar contains the word "Help" on the left and "This Server: [1] mprsipserver" on the right. The main content area features a blue login box with the title "Logon". Inside the box, there is a label "Logon ID:" followed by a text input field. A "Logon" button is positioned at the bottom right of the blue box. To the left of the blue box is a small icon consisting of three squares (blue, yellow, and blue) arranged in a cross pattern. At the bottom of the page, a dark blue footer bar contains the copyright notice "© 2001-2007 Avaya Inc. All Rights Reserved."

In the subsequent screen, select **Launch SES Administration Interface**.




Integrated Management
Standard Management Solutions

Help Log Off

	SES Administration The Administration Web Interface allows you to administer this SES server.	Launch SES Administration Interface
	Maintenance The Maintenance Web Interface allows you to maintain, troubleshoot, and configure the media server.	Launch Maintenance Web Interface

The **Top** screen is displayed next.




Integrated Management
SIP Server Management

Help Exit

Server: 192.2.2.10

Top

- Users
 - Address Map Priorities
- Adjunct Systems
- Certificate Management
- Conferences
 - Emergency Contacts
- Export/Import to ProVision
- Hosts
 - IM logs
- Media Servers
- Media Server Extensions
- Server Configuration
- SIP Phone Settings
- Survivable Call Processors
 - System Status
- Trace Logger
- Trusted Hosts

**Top**

Manage Users	Add and delete Users.
Manage Address Map Priorities	Adjust Address Map Priorities.
Manage Adjunct Systems	Add and delete Adjunct Systems.
Certificate Management	Manage Certificates.
Manage Conferencing	Add and delete Conference Extensions.
Manage Emergency Contacts	Add and delete Emergency Contacts.
Export Import to ProVision	Export and import data using ProVision on this host.
Manage Hosts	Add and delete Hosts.
IM logs	Download IM Logs.
Manage Media Servers	Add and delete Media Servers.

4.2. Administer Users

Select **Users > Add** from the left pane to display the **Add User** screen. Enter the following values for the specified fields, and retain the default values in the remaining fields. Click on **Add** at the bottom of the screen to submit these changes.

- **Primary Handle:** The extension of the SIP station from **Section 3.3**.
- **Password:** Enter a desired password.
- **Confirm Password:** Re-enter the same password.
- **Host:** Select the applicable host, in this case “192.2.2.10”.
- **First Name:** A descriptive first name.
- **Last Name:** A descriptive last name.
- **Add Media Server Extension:** Check the box.

AVAYA Integrated Management SIP Server Management
Server: 192.2.2.10

Help Exit

Add User

Primary Handle* 60801

User ID

Password*

Confirm Password*

Host* 192.2.2.10

First Name* Soft Agent 1

Last Name* Amtelco

Address 1 307 Middletown-Lincroft Road

Address 2 MP Room 18

Office

City Lincroft

State New Jersey

Country USA

Zip 07724

Survivable Call Processor none

Add Media Server Extension ☒

Fields marked * are required.

Add

The **Continue** screen is displayed next. Click on the **Continue** button.

The screenshot shows the Avaya Integrated Management SIP Server Management interface. The top header includes the Avaya logo, the title 'Integrated Management SIP Server Management', and the server IP '192.2.2.10'. A navigation menu on the left lists 'Top' and 'Users' with sub-options: 'Add', 'Default Profile', 'Delete', 'Edit', 'List', and 'Password'. The main content area is titled 'Continue' and displays the message 'User ID 60801 added.' Below this message is a 'Continue' button.

The **Add Media Server Extension** screen is displayed. This screen is used to associate a user with a media server extension on Avaya Communication Manager. Enter the following values for the specified fields. Click on **Add** to submit these changes.

- **Extension:** The extension of the SIP station from **Section 3.3**.
- **Media Server:** Select the appropriate media server, in this case “Clan-1”.

The screenshot shows the 'Add Media Server Extension' screen in the Avaya Integrated Management SIP Server Management interface. The top header is identical to the previous screen. The left navigation menu is also the same. The main content area is titled 'Add Media Server Extension' and contains the instruction 'Add Media Server extension for user 60801.' Below this, there are two input fields: 'Extension' with the value '60801' and 'Media Server' with a dropdown menu showing 'Clan-1'. A note states 'Fields marked * are required.' At the bottom of the form is an 'Add' button.

The **Continue** screen is displayed next. Click on the **Continue** button.

The screenshot shows the Avaya Integrated Management SIP Server Management interface. The top header includes the Avaya logo, the title 'Integrated Management SIP Server Management', and the server address 'Server: 192.2.2.10'. A navigation menu on the left lists 'Top' and 'Users' with sub-options: 'Add', 'Default Profile', 'Delete', 'Edit', and 'List'. The main content area displays a 'Continue' message with a small icon and the text 'Extension 60801 added for user 60801'. A 'Continue' button is located at the bottom of the message.

Repeat this section to create a SIP user and a media server extension for each SIP station in **Section 3.3**. For the compliance testing, two SIP users and media server extensions were administered as shown below.

The screenshot shows the Avaya Integrated Management SIP Server Management interface. The top header includes the Avaya logo, the title 'Integrated Management SIP Server Management', and the server address 'Server: 192.2.2.10'. A navigation menu on the left lists 'Top' and 'Users' with sub-options: 'Address Map Priorities', 'Adjunct Systems', 'Certificate Management', 'Conferences', 'Emergency Contacts', 'Export/Import to ProVision', 'Hosts', 'IM logs', 'Media Servers', and 'Media Server Extensions' (with sub-options: 'Add', 'List', 'Search'). The main content area displays the title 'List Media Server Extensions' and the message 'Showing extensions 1 to 10 out of 10 extensions.' Below this is a table with columns: 'Commands', 'Extension', 'User', 'Media Server', and 'Host'. The table contains two rows of data for extensions 60801 and 60802. A button labeled 'Add Another Media Server Extension' is located below the table.

Commands	Extension	User	Media Server	Host
Move Ext Free Edit User Delete	60801	60801	Clan-1	192.2.2.10
Move Ext Free Edit User Delete	60802	60802	Clan-1	192.2.2.10

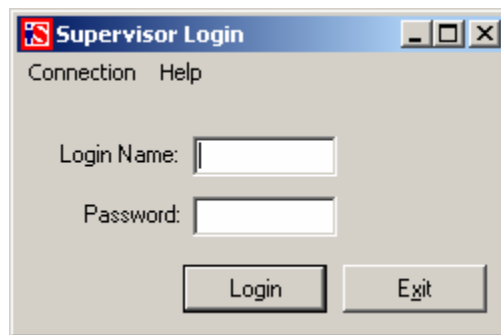
5. Configure Amtelco Intelligent Series Supervisor

This section provides the procedures for configuring the Amtelco Intelligent Series Supervisor. The procedures include the following areas:

- Launch Intelligent Series Supervisor
- Administer system
- Administer agents

5.1. Launch Intelligent Series Supervisor

From the server running the Amtelco Intelligent Series Supervisor, select **Start > All Programs > Amtelco > Intelligent Series Supervisor**. The **Supervisor Login** screen is displayed. Log in with the appropriate credentials.



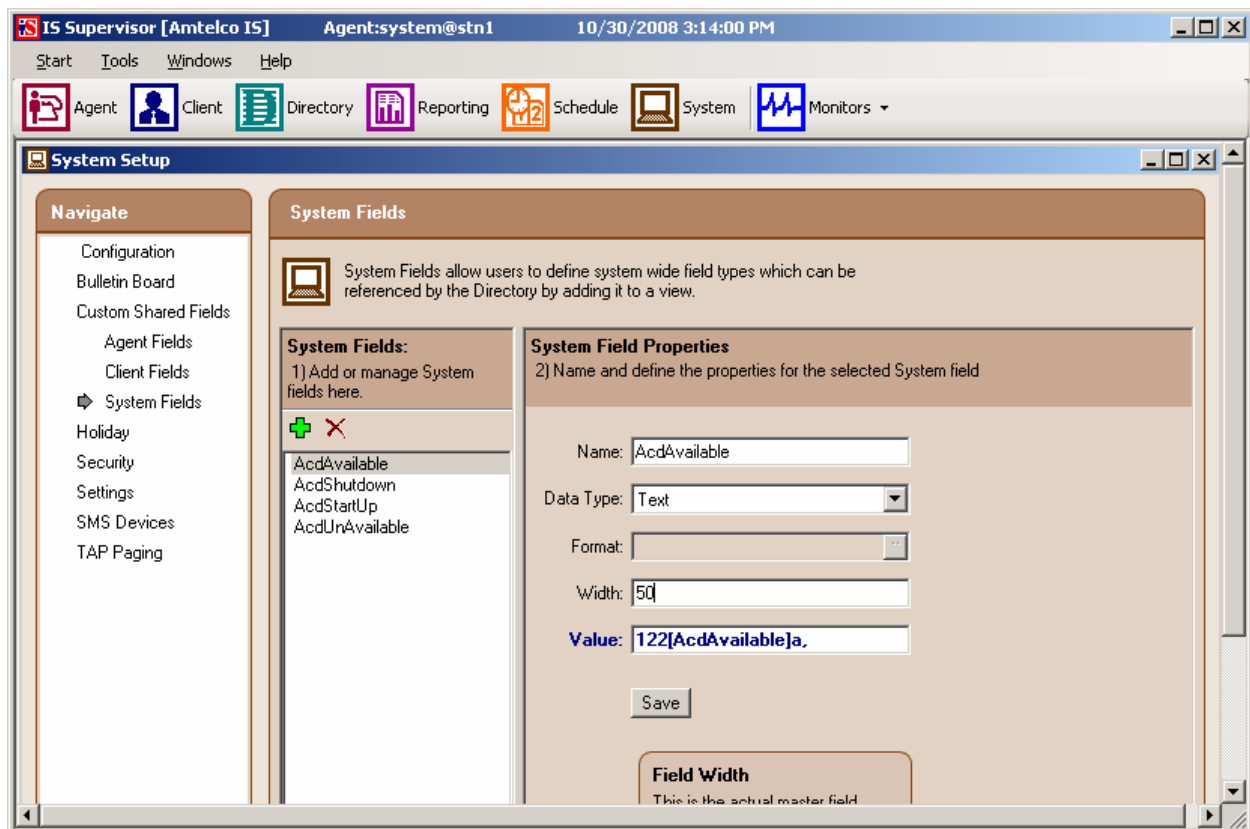
5.2. Administer System

From the **IS Supervisor** screen that is displayed next, select **System** from the top of the screen.



The **System Setup** screen is displayed in the lower pane. Select **Custom Shared Fields > System Fields** from the left pane, followed by **AcdAvailable** in the middle pane. In the **System Field Properties** screen in the right pane, enter the appropriate dial string into the **Value** field to correspond to the agent Auto-In work mode request to Avaya Communication Manager.

Note that the dial string for the agent Auto-In work mode request is the Auto-In feature access code, followed by the split number. In the example below, “122” corresponds to the Auto-In feature access code from **Section 3.2**, and “[AcdAvailable]a” instructs the application to pick up the next portion of the dial string from the agent’s **AcdAvailable** parameter, as the split number may not be common for all agents in the system.



Repeat this section to administer the **Value** field for all remaining system fields shown above. For the compliance testing, the following values were administered:

System Field	Value	Corresponding Feature Access Code on Avaya Communication Manager
AcdAvailable	122[AcdAvailable]a,	Auto-In
AcdShutdown	125[AcdShutdown]a,	Logout
AcdStartUp	124[AcdStartUp]a,	Login
AcdUnAvailable	123[AcdUnAvailable],	Aux Work

5.3. Administer Agents

Select **Agent** from the top of the screen, to display the **Agent Setup** screen. Click on the **Add New Agent** icon circled below to add a new agent. Select the **General Info** tab, and enter desired **Login Name**, **Initials**, and **Password**.

The screenshot shows the 'IS Supervisor [Amtelco IS]' application window. The 'Agent Setup' sub-window is open, displaying the 'General Info' tab. On the left, a list of agents shows '1 Agents' with a green plus icon circled in red. The main area contains fields for 'Login Name' (agent 1), 'Initials' (ag1), and 'Password'. Below these is a 'Default Directory' section with a 'Select Default Directory...' button and 'Subject' and 'View' dropdowns set to 'Not Assigned'. A sidebar on the right is partially visible.

Select the **Shared Fields** tab. Select the **AcdAvailable** parameter under **Shared Fields**, and enter the split number this agent belongs to, in this case "0802". Precede the split number with leading zeroes when less than four digits. Repeat and set the **Value** field for all remaining parameters. Repeat this section to add all remaining agents.

The screenshot shows the 'IS Supervisor' application with the 'Agent Setup' window open to the 'Shared Fields' tab. The '1 Agents' list on the left shows the 'SYSTEM' agent. The 'Shared Fields' section on the left lists parameters: 'AcdAvailable', 'AcdShutdown', 'AcdStartUp', and 'AcdUnAvailable'. The 'AcdAvailable' parameter is selected, and its 'Value' is set to '0802' in the adjacent text field. An 'Update' button is located below the value field. The right sidebar is also visible.

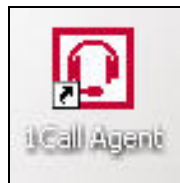
6. Configure Amtelco Intelligent Soft Agent

This section provides the procedures for configuring the Amtelco Intelligent Soft Agent. The procedures include the following areas:

- Launch Soft Agent
- Administer setup

6.1. Launch Soft Agent

From an agent PC running the Amtelco Intelligent Soft Agent application, double-click on the **1Call Agent** icon below, which is created as part of installation.

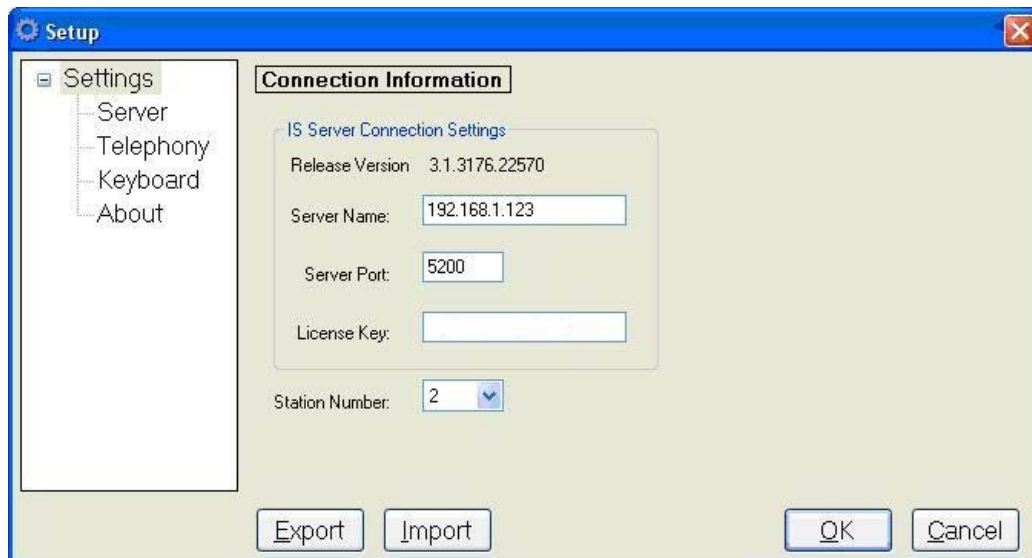


The **Soft Agent Login** screen is displayed. Press the **Ctrl** and **F12** keys together to enter set up.



6.2. Administer Setup

The **Setup** screen is displayed next. In the **Server Name** field, enter the IP address of the Amtelco Intelligent Series Server. Enter “5200” for **Server Port**, and a valid license for the **License Key** field. For **Station Number**, select the unique number provided by the administrator for the agent.



The screenshot shows the 'Setup' window with the 'Connection Information' tab selected. The left sidebar shows 'Settings' expanded with 'Server', 'Telephony', 'Keyboard', and 'About' options. The main area contains the following fields:

- Release Version: 3.1.3176.22570
- Server Name: 192.168.1.123
- Server Port: 5200
- License Key: (empty field)
- Station Number: 2 (selected from a dropdown menu)

At the bottom, there are buttons for 'Export', 'Import', 'OK', and 'Cancel'.

Select **Settings > Telephony** in the left pane. Select the **General** tab. For the **Number of appearances** field, select the appropriate number matching to the number of call appearances for the SIP station on Avaya Communication Manager. Enter the SIP user's primary handle and password from **Section 4.2** for the **User name** and **Password** fields respectively. Enter the IP address of the Avaya SES server for the **Domain** field.



The screenshot shows the 'Setup' window with the 'Setup options for telephone interface' tab selected. The left sidebar shows 'Settings' expanded with 'Server', 'Telephony', 'Keyboard', and 'About' options. The main area contains the following fields:

- General tab selected
- Number of appearances: 2 (selected from a dropdown menu)
- User name: 60801
- Password: (masked with asterisks)
- Authorization user name: (empty field)
- Domain: 192.2.2.10

At the bottom, there are buttons for 'Export', 'Import', 'OK', and 'Cancel'.

7. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following with the Amtelco Intelligent Soft Agent application: registration with Avaya SES, handling of ACD calls and screen pops with calling and called party information, hold/reconnect/transfer/conference of ACD calls, and support of media shuffling and audio codec.

The serviceability testing focused on verifying the ability of Amtelco Soft Agent to recover from adverse conditions, such as disconnect and reconnect the Ethernet cable to the Amtelco server and client.

7.1. General Test Approach

The feature test cases were performed manually. Incoming calls were placed to the VDNs with available agents running the Amtelco Intelligent Soft Agent application. Manual call controls from the application were exercised to verify proper call handling such as transfer and conference.

The serviceability test cases were performed manually by disconnecting and reconnecting the LAN cables to the Amtelco Intelligent Series Server, Avaya SES, and Amtelco Intelligent Soft Agent.

The verification of all tests included checking of proper states and talk paths at the Amtelco Intelligent Soft Agents.

7.2. Test Results

All feature test cases were executed and passed.

The following are the observations from the compliance testing:

- Only the G.711 codec was supported due to Amtelco license restrictions.
- The application only supports the non-EAS environment with each agent in one ACD split.
- Users need to rely on the audible feedback for ACD login and change work mode results.
- Upon loss of connectivity between the Amtelco server and clients, new calls will not be delivered, existing calls may be dropped, and agents will be logged out of the application. The agents need to manually log back into the application after the connectivity is restored.

8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Communication Manager, Avaya SES, and Amtelco Intelligent Soft Agent.

8.1. Verify Avaya Communication Manager and Avaya SES

On Avaya AES, verify the registration status of the Amtelco Intelligent Soft Agents by selecting **Users > Search Registered Users** from the left pane. Verify that all logged in Amtelco Intelligent Soft Agents are listed as registered users.

The screenshot displays the Avaya Integrated Management SIP Server Management web interface. The top header includes the Avaya logo, the title "Integrated Management SIP Server Management", and the server address "Server: 192.2.2.10". A navigation menu on the left lists options such as "Top", "Users", "Add", "Default Profile", "Delete", "Edit", "List", "Password", "Search", "Manage All Registered Users", "Search Registered Devices", "Search Registered Users", "Address Map Priorities", "Adjunct Systems", and "Certificate Management". The main content area is titled "Registered Users on 192.2.2.10" and includes tabs for "Registered and Provisioned Users", "Registered Users", "Provisioned Users", "Search", and "Refresh". Below the tabs, it states "Showing 1 to 6 of 6 registered contacts." and displays a table of registered users.

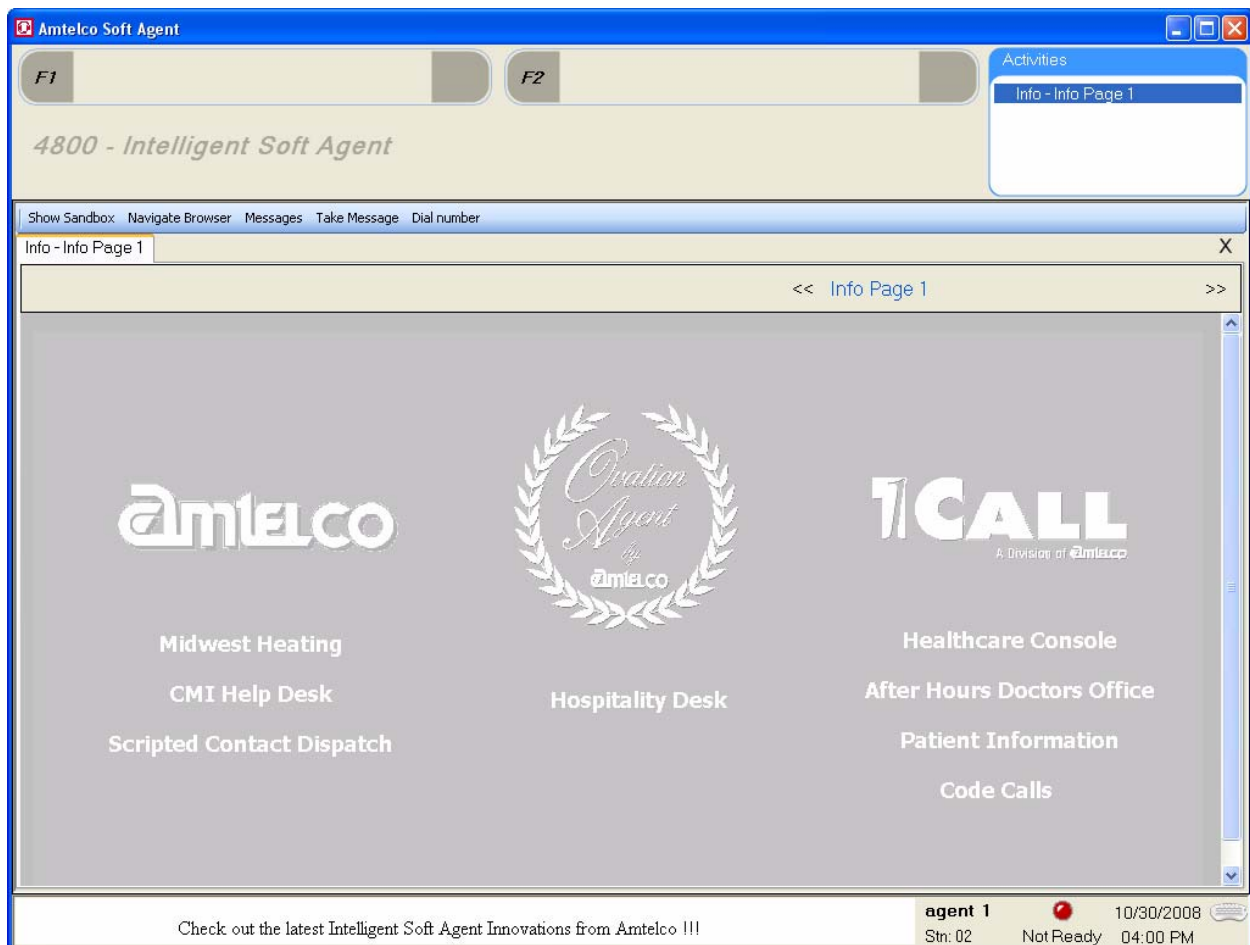
	Handle and Name	Address	Expires
<input type="checkbox"/>	60801@mproom18.com Amtelco, Soft Agent 1	sip:60801@10.10.1.201:5060	Wed, 29 Oct 2008 04:31:49 EDT
<input type="checkbox"/>	60802@mproom18.com Amtelco, Soft Agent 2	sip:60802@192.168.1.12:5060	Wed, 29 Oct 2008 04:29:45 EDT

8.2. Verify Amtelco Intelligent Soft Agent

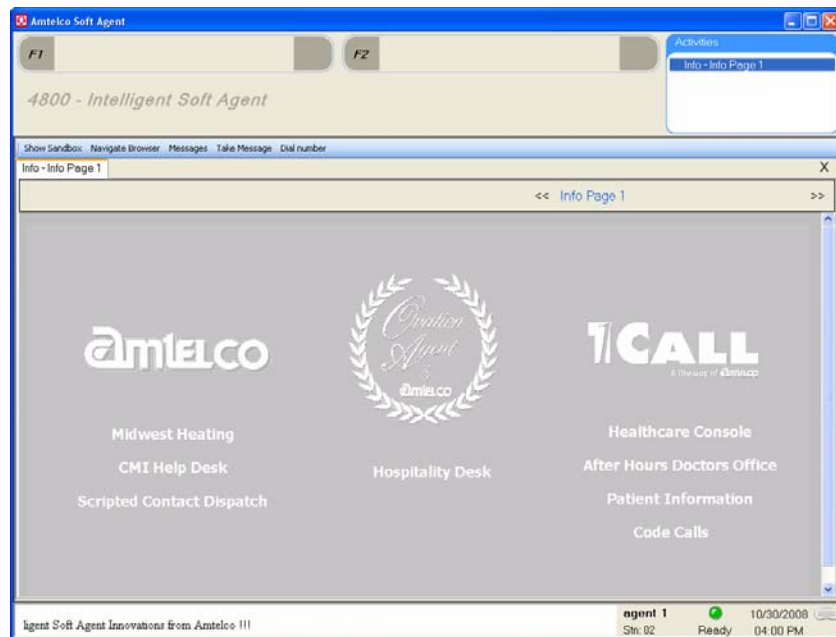
From the agent PC, follow the procedure in **Section 6.1** to launch the Amtelco Intelligent Soft Agent and log in with the appropriate credentials from **Section 5.3**. As part of the log in process, the application registers with Avaya SES automatically, and logs the agent into the administered ACD split.

At this point, the verification in **Section 8.1** can be performed to verify successfully registration with Avaya SES, and verify that the audible confirmation tone is provided to the agent for successful login to the ACD split.

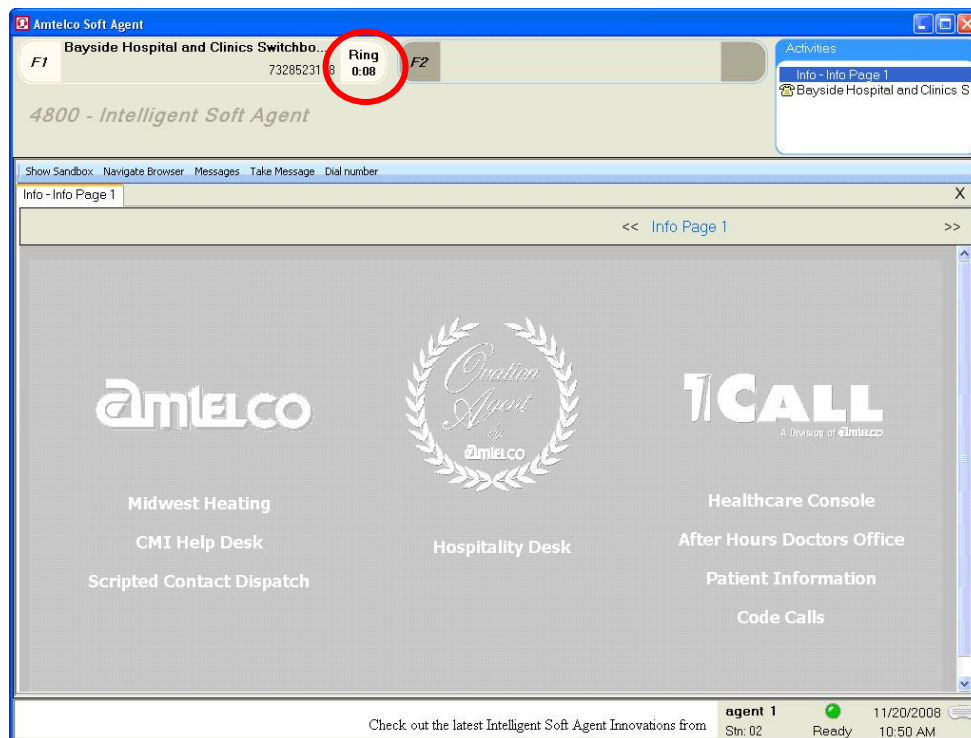
Also verify that the agent login name is displayed in the lower right corner of the **Amtelco Soft Agent** screen, in this case “agent 1”, along with the status of **Not Ready**. Click the **Not Ready** icon to become ready.



The application sends the administered dial string to Avaya Communication Manager to move the agent into the Auto-In work mode. Verify that the agent hears the audible confirmation tone, and that the icon in the lower right corner of the screen turns into **Ready**.



Make an incoming call to a VDN. Verify that the Amtelco Soft Agent hears the audible ringback, and that the upper left portion of the agent screen is updated with the calling and called party information. Click on the **Ring** area circled below.



Verify that the agent is connected to the caller with two-way talk paths, and that the status is updated to **Talk**. In addition, the lower pane of the agent screen is populated with information retrieved from the database based on the called party number.



9. Support

Technical support on Amtelco Intelligent Soft Agent can be obtained through the following:

- **Phone:** (800) 553-7679
- **Email:** service@amtelco.com
- **Web:** www.amtelco.com/Welcome.htm

10. Conclusion

These Application Notes describe the configuration steps required for the Amtelco Intelligent Soft Agent application to successfully interoperate with Avaya Communication Manager using Avaya SES.

All feature test cases completed with observations listed in **Section 7.2**.

11. Additional References

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

- *Administrator Guide for Avaya Communication Manager*, Document 03-300509, Issue 4.0, Release 5.0, January 2008, available at <http://support.avaya.com>.
- *Installing, Administering, Maintaining, & Troubleshooting SIP Enablement Services*, Document 03-600768, Issue 5.0, January 2008, available at <http://support.avaya.com>
- *SIP Support in Avaya Communication Manager Running on Avaya S8xxx Servers*, Document 555-245-206, Issue 8, January 2008, available at <http://support.avaya.com>
- *System Setup Supervisor Reference Guide*, September 2008, documentation CD available as part of installation.
- *Soft Agent User Reference Guide*, September 2008, documentation CD available as part of installation.

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