Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya Proactive Contact with CTI Release 5.0.1 – Issue 1.0

Abstract

These Application Notes describe how to configure a sample Avaya Proactive Contact with CTI Release 5.0.1 to support Predictive Agent Blending operations. Although there are many documents that have information on some areas of configuration of Proactive Contact, the purpose of this document is to provide users with one complete self-contained resource for configuring Avaya Proactive Contact 5.0.1.

Information in these Application Notes has been obtained through interoperability test conducted at the Avaya Solution and Interoperability Test Lab.
1 Introduction

These Application Notes describe how to configure a sample Avaya Proactive Contact with CTI Release 5.0.1 to support Predictive Agent Blending operations. Avaya Proactive Contact with CTI is an outbound dialer solution that uses the Telephony Services API (TSAPI) of Avaya Aura® Application Enablement Services (AES) to communicate with Avaya Aura® Communication Manager. Avaya Proactive Contact, using Avaya Aura® Communication Manager, initiates outbound calls from a calling list. After the call progress detection software on Avaya Aura® Communication Manager reports a live connection, Avaya Proactive Contact instructs Avaya AES to transfer the outbound call to an agent.

Avaya Proactive Contact has a Supervisor application and an Agent application. The Supervisor applications provides Avaya Proactive Contact with the tools to configure jobs, select records, define calling strategies, monitor agents and jobs, and provide reports on real-time and historical operations. The Supervisor applications include Monitor, Editor and Analyst. The Agent application is the interface used by the agents to handle outbound calls.

2 Interoperability Testing

The focus of the test is to validate the basic operations of Avaya Proactive Contact working in conjunction with Application Enablement Services and Communication Manager to support outbound calls initiated by the Avaya Proactive Contact. The basic operations include job creation, agent login, agent joining a job, outbound call origination, agent acquisition, agent release, outbound call handling by outbound only agent, outbound call handling by blended agent, and inbound call handling by blended agent.

To facilitate the test, each outbound call initiated by the Avaya Proactive Contact is routed through an outgoing trunk to another PBX and terminates to an announcement which plays “Hello, Hello..” to simulate a customer answering the phone.
3 Reference Configuration
The diagram below depicts the elements involved in the sample configuration and how they are connected.

![Diagram of reference configuration](image)

**Figure 1: Avaya Proactive Contact with CTI Sample Configuration**

The Simulated PSTN in Figure 1 is actually another PBX that the outbound call will be routed to and plays “Hello, Hello..” to simulate a customer answering the phone.
## 4 Equipment and Software Validated

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

<table>
<thead>
<tr>
<th>Equipment/Software</th>
<th>Release/Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avaya Aura® Communication Manager on HP DL360G7 Server</td>
<td>Avaya Aura® Communication Manager 6.0.1 (R016x.00.1.510.1) with SP7 (Patch 19528)</td>
</tr>
<tr>
<td>with G650 Gateway</td>
<td></td>
</tr>
<tr>
<td>Avaya Aura® Application Enablement Services on Dell R610 Server</td>
<td>6.1 (r6.1.1.30.0)</td>
</tr>
<tr>
<td>Avaya Proactive Contact with CTI on HP DL360G7 Server</td>
<td>5.0.1</td>
</tr>
<tr>
<td>Avaya Proactive Contact Agent</td>
<td>5.0.1</td>
</tr>
<tr>
<td>Avaya Proactive Contact Supervisor</td>
<td>5.0.1</td>
</tr>
<tr>
<td>Avaya 96x1 Series IP Deskphones (running one-X® H.323 firmware)</td>
<td>6.0</td>
</tr>
</tbody>
</table>
5 Configure Avaya Aura® Communication Manager

This section describes the steps for configuring Communication Manager. They are divided into three groups.

1. Configure the Computer Telephony Integration (CTI) Link
   - Verify Communication Manager License
   - Verify Node Names
   - Administer IP Services
   - Administer CTI Link for TSAPI

2. Configuration for Supporting Proactive Contact Outbound Calls
   - Administer System Parameters Features
   - Administer SIT Treatment
   - Administer Agent Stations
   - Administer VDNs
   - Administer Announcements
   - Administer Automatic Route Selection

3. Configuration for Supporting Predictive Agent Blending
   - Administer Hunt Groups for Acquiring Agents
   - Administer Hunt Groups for Inbound Calls
   - Administer Agents
   - Administer Vector for Acquiring Agents
   - Administer VDN for Acquiring Agents
   - Administer Vector for Inbound Calls
   - Administer VDN for Inbound Calls
   - Administer CTI Stations
   - Administer Reason Codes
5.1 Configure Computer Telephony Integration (CTI) Link
The following configuration is needed on Communication Manager to administer a CTI link for Proactive Contact.

5.1.1 Verify Avaya Aura® Communication Manager License
Log in to the System Access Terminal (SAT) to verify that 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 customer option is set to “y” on Page 3.

<table>
<thead>
<tr>
<th>display system-parameters customer-options</th>
<th>Page 3 of 11</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPTIONAL FEATURES</strong></td>
<td></td>
</tr>
<tr>
<td>Access Security Gateway (ASG)? n</td>
<td>Authorization Codes? y</td>
</tr>
<tr>
<td>Analog Trunk Incoming Call ID? y</td>
<td>CAS Branch? n</td>
</tr>
<tr>
<td>A/D Grp/Sys List Dialing Start at 01? y</td>
<td>CAS Main? n</td>
</tr>
<tr>
<td>Answer Supervision by Call Classifier? y</td>
<td>Change COR by FAC? n</td>
</tr>
<tr>
<td>ARS? y</td>
<td></td>
</tr>
<tr>
<td>ARS/AAR Partitioning? y</td>
<td>Cvg Of Calls Redirected Off-net? y</td>
</tr>
<tr>
<td>ARS/AAR Dialing without FAC? y</td>
<td>DCS (Basic)? y</td>
</tr>
<tr>
<td>ASAI Link Core Capabilities? n</td>
<td>DCS Call Coverage? y</td>
</tr>
<tr>
<td>ASAI Link Plus Capabilities? n</td>
<td>DCS with Rerouting? y</td>
</tr>
<tr>
<td>Async. Transfer Mode (ATM) PNC? n</td>
<td></td>
</tr>
<tr>
<td>Async. Transfer Mode (ATM) Trunking? n</td>
<td></td>
</tr>
<tr>
<td>ATM WAN Spare Processor? n</td>
<td></td>
</tr>
<tr>
<td>ATMS? y</td>
<td></td>
</tr>
<tr>
<td>Attendant Vectoring? Y</td>
<td></td>
</tr>
<tr>
<td>Computer Telephony Adjunct Links? y</td>
<td></td>
</tr>
<tr>
<td>Cfg Of Calls Redirected Off-net? y</td>
<td></td>
</tr>
<tr>
<td>DCS Call Coverage? y</td>
<td></td>
</tr>
<tr>
<td>DCS with Rerouting? y</td>
<td></td>
</tr>
<tr>
<td>Digital Loss Plan Modification? y</td>
<td></td>
</tr>
<tr>
<td>DS1 MSP? y</td>
<td></td>
</tr>
<tr>
<td>DS1 Echo Cancellation? y</td>
<td></td>
</tr>
</tbody>
</table>

If the option specified in this section does not have a proper value, contact the Avaya sales team or business partner for a proper license file.

5.1.2 Verify Node Names
Enter the `display node-names ip` command. Note the **Name** and **IP Address** of the Avaya AES server and the **IP Address** of the procr interface and clan.

<table>
<thead>
<tr>
<th>display node-names ip</th>
<th>IP NODE NAMES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td><strong>IP Address</strong></td>
</tr>
<tr>
<td>AES_21_46</td>
<td>10.64.21.46</td>
</tr>
<tr>
<td>clan</td>
<td>10.64.125.32</td>
</tr>
<tr>
<td>default</td>
<td>0.0.0.0</td>
</tr>
<tr>
<td>gateway</td>
<td>10.64.125.1</td>
</tr>
<tr>
<td>medpro</td>
<td>10.64.125.33</td>
</tr>
<tr>
<td>procr</td>
<td>10.64.125.62</td>
</tr>
</tbody>
</table>
5.1.3 Administer IP Services

Enter the change ip-services command. On Page 1 of the IP SERVICES form, configure the following fields:

- **Service Type** – set to “AESVCS”.
- **Enabled** – set to “y”.
- **Local Node** – set to “procr”.
- **Local Port** – set to “8765”.

<table>
<thead>
<tr>
<th>Service</th>
<th>Enabled</th>
<th>Local</th>
<th>Local Port</th>
<th>Remote</th>
<th>Remote Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>AESVCS</td>
<td>y</td>
<td>procr</td>
<td>8765</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

On Page 3, enter the hostname of the Avaya AES server for AE Services Server and an alphanumeric password for Password. Set Enabled to “y”. The same password will be configured on the Avaya AES server in Section 6.3.

<table>
<thead>
<tr>
<th>Server ID</th>
<th>AE Services Server</th>
<th>Password</th>
<th>Enabled</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:</td>
<td>AES_21_46</td>
<td>devconnect123</td>
<td>y</td>
<td>in use</td>
</tr>
<tr>
<td>2:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5.1.4 Administer CTI Link for TSAPI

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.

<table>
<thead>
<tr>
<th>CTI Link:</th>
<th>1</th>
<th>Extension:</th>
<th>58001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type:</td>
<td>ADJ-IP</td>
<td>Name:</td>
<td>TSAPI Link 1 - AES_21_46</td>
</tr>
<tr>
<td>COR:</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5.2 Configuration for Supporting Proactive Contact Outbound Calls

5.2.1 Administer System Parameters Features

Use the change system-parameters features command to enable Create Universal Call ID (UCID) and enter an available node ID in the UCID Network ID field on Page 5. This node ID will be prepended to all the UCID’s generated by Communication Manager.

<table>
<thead>
<tr>
<th>FEATURE-RELATED SYSTEM PARAMETERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>SYSTEM PRINTER PARAMETERS</td>
</tr>
<tr>
<td>Endpoint: Lines Per Page: 60</td>
</tr>
<tr>
<td>SYSTEM-WIDE PARAMETERS</td>
</tr>
<tr>
<td>Switch Name:</td>
</tr>
<tr>
<td>Emergency Extension Forwarding (min): 10</td>
</tr>
<tr>
<td>Enable Inter-Gateway Alternate Routing? n</td>
</tr>
<tr>
<td>Enable Dial Plan Transparency in Survivable Mode? n</td>
</tr>
<tr>
<td>COR to Use for DPT: station</td>
</tr>
<tr>
<td>MALICIOUS CALL TRACE PARAMETERS</td>
</tr>
<tr>
<td>Apply MCT Warning Tone? n</td>
</tr>
<tr>
<td>MCT Voice Recorder Trunk Group:</td>
</tr>
<tr>
<td>Delay Sending RELEASE (seconds): 0</td>
</tr>
<tr>
<td>SEND ALL CALLS OPTIONS</td>
</tr>
<tr>
<td>Send All Calls Applies to: station</td>
</tr>
<tr>
<td>Auto Inspect on Send All Calls? n</td>
</tr>
<tr>
<td>Preserve previous AUX Work button states after deactivation? n</td>
</tr>
<tr>
<td>UNIVERSAL CALL ID</td>
</tr>
<tr>
<td>Create Universal Call ID (UCID)? y</td>
</tr>
<tr>
<td>UCID Network Node ID: 27</td>
</tr>
</tbody>
</table>

Navigate to Page 11, and set the following field to “y”.

- Expert Agent Selection (EAS) Enabled?

<table>
<thead>
<tr>
<th>FEATURE-RELATED SYSTEM PARAMETERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALL CENTER SYSTEM PARAMETERS</td>
</tr>
<tr>
<td>EAS</td>
</tr>
<tr>
<td>Expert Agent Selection (EAS) Enabled? y</td>
</tr>
<tr>
<td>Minimum Agent-LoginID Password Length:</td>
</tr>
<tr>
<td>Direct Agent Announcement Extension: Delay:</td>
</tr>
<tr>
<td>Message Waiting Lamp Indicates Status For: station</td>
</tr>
<tr>
<td>VECTORIZATION</td>
</tr>
<tr>
<td>Converse First Data Delay: 0</td>
</tr>
<tr>
<td>Second Data Delay: 2</td>
</tr>
<tr>
<td>Converse Signaling Tone (msec): 100</td>
</tr>
<tr>
<td>Pause (msec): 70</td>
</tr>
<tr>
<td>Prompting Timeout (secs): 10</td>
</tr>
<tr>
<td>Interflow-qpos EWT Threshold: 2</td>
</tr>
<tr>
<td>Reverse Star/Pound Digit For Collect Step? n</td>
</tr>
<tr>
<td>Available Agent Adjustments for BSR? n</td>
</tr>
<tr>
<td>BSR Tie Strategy: 1st-found</td>
</tr>
<tr>
<td>Store VDN Name in Station's Local Call Log? n</td>
</tr>
<tr>
<td>SERVICE OBSERVING</td>
</tr>
<tr>
<td>Service Observing: Warning Tone? y</td>
</tr>
<tr>
<td>or Conference Tone? n</td>
</tr>
<tr>
<td>Service Observing Allowed with Exclusion? n</td>
</tr>
<tr>
<td>Allow Two Observers in Same Call? n</td>
</tr>
</tbody>
</table>
Navigate to **Page 13**, and set the following fields to “y”.

- Copy ASAI UUI During Conference/Transfer?
- Call Classification After Answer Supervision
- Send UCID to ASAI

### 5.2.2 Administer SIT Treatment

Enter the `change sit-treatment` command. When an outbound call receives a tone or is answered by an answering machine, this form determines what the treatment should be. Set all the treatment fields to “dropped”. For the **AMD Treatment** section, set the **Pause Duration (seconds)** and **Talk Duration (seconds)** to proper values.

```plaintext
change sit-treatment

SIT TREATMENT FOR CALL CLASSIFICATION

SIT Ineffective Other: dropped
SIT Intercept: dropped
SIT No Circuit: dropped
SIT Reorder: dropped
SIT Vacant Code: dropped
SIT Unknown: dropped

AMD Treatment: dropped
Pause Duration (seconds): 0.8
Talk Duration (seconds): 1.5
```
5.2.3 Administer Agent Stations

Enter the **change station** `n` command, where `n` is a Proactive Contact agent’s telephone extension. On the STATION form, set **Auto Answer** to “all”. On the BUTTON ASSIGNMENTS section on Page 4, configure the aux-work, auto-in, manual-in, after-call and release buttons. Repeat this administration for all the agent telephones that will be used by Proactive Contact.

---

<table>
<thead>
<tr>
<th>change station 22722</th>
<th>Page 2 of 5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FEATURE OPTIONS</strong></td>
<td></td>
</tr>
<tr>
<td>LWC Reception: spe</td>
<td>Auto Select Any Idle Appearance? n</td>
</tr>
<tr>
<td>LWC Activation? y</td>
<td>Coverage Msg Retrieval? y</td>
</tr>
<tr>
<td>LWC Log External Calls? n</td>
<td><strong>Auto Answer: all</strong></td>
</tr>
<tr>
<td>CDR Privacy? n</td>
<td>Data Restriction? n</td>
</tr>
<tr>
<td>Redirect Notification? y</td>
<td>Idle Appearance Preference? n</td>
</tr>
<tr>
<td>Per Button Ring Control? n</td>
<td>Bridged Idle Line Preference? n</td>
</tr>
<tr>
<td>Bridged Call Alerting? n</td>
<td>Restrict Last Appearance? y</td>
</tr>
<tr>
<td>Active Station Ringing: single</td>
<td></td>
</tr>
<tr>
<td>H.320 Conversion? n</td>
<td>Per Station CPN - Send Calling Number?</td>
</tr>
<tr>
<td>Service Link Mode: as-needed</td>
<td>EC500 State: enabled</td>
</tr>
<tr>
<td>Multimedia Mode: enhanced</td>
<td>Audible Message Waiting? n</td>
</tr>
<tr>
<td>MWI Served User Type:</td>
<td></td>
</tr>
<tr>
<td>AUDIX Name:</td>
<td></td>
</tr>
<tr>
<td>Coverage After Forwarding? s</td>
<td></td>
</tr>
<tr>
<td>Multimedia Early Answer? n</td>
<td></td>
</tr>
<tr>
<td>Direct IP-IP Audio Connections? y</td>
<td></td>
</tr>
<tr>
<td>Emergency Location Ext: 22722</td>
<td>Always Use? n IP Audio Hairpinning? N</td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>change station 22722</th>
<th>Page 4 of 5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SITE DATA</strong></td>
<td></td>
</tr>
<tr>
<td>Room:</td>
<td>Headset? n</td>
</tr>
<tr>
<td>Jack:</td>
<td>Speaker? n</td>
</tr>
<tr>
<td>Cable:</td>
<td>Mounting: d</td>
</tr>
<tr>
<td>Floor:</td>
<td>Cord Length: 0</td>
</tr>
<tr>
<td>Building:</td>
<td>Set Color:</td>
</tr>
<tr>
<td><strong>ABBREVIATED DIALING</strong></td>
<td></td>
</tr>
<tr>
<td>List1:</td>
<td>List2:</td>
</tr>
<tr>
<td>List3:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>BUTTON ASSIGNMENTS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1: call-appr</td>
</tr>
<tr>
<td>2: call-appr</td>
</tr>
<tr>
<td>3: call-appr</td>
</tr>
<tr>
<td>4: release</td>
</tr>
<tr>
<td>5: aux-work</td>
</tr>
<tr>
<td>6: auto-in</td>
</tr>
<tr>
<td>7: manual-in</td>
</tr>
<tr>
<td>8: after-call</td>
</tr>
</tbody>
</table>
5.2.4 Administer Vectors

Enter the `change vector n` command, where `n` is an unused vector number. This vector will be used to do adjunct routing over the CTI link configured in Section 5.1.4. Below is a sample vector configured with an `adjunct routing link` step. This vector will be used by Proactive Contact to make outbound calls.

<table>
<thead>
<tr>
<th>change vector 500</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number: 500</td>
</tr>
<tr>
<td>Name: PC Adjunct Rt.</td>
</tr>
<tr>
<td>Multimedia? n</td>
</tr>
<tr>
<td>Attendant Vectoring? n</td>
</tr>
<tr>
<td>Meet-me Conf? n</td>
</tr>
<tr>
<td>Lock? n</td>
</tr>
<tr>
<td>Basic? y</td>
</tr>
<tr>
<td>EAS? y</td>
</tr>
<tr>
<td>G3V4 Enhanced? y</td>
</tr>
<tr>
<td>ANI/II-Digits? y</td>
</tr>
<tr>
<td>ASAI Routing? y</td>
</tr>
<tr>
<td>Prompting? y</td>
</tr>
<tr>
<td>LAI? y</td>
</tr>
<tr>
<td>G3V4 Adv Route? y</td>
</tr>
<tr>
<td>CINFO? y</td>
</tr>
<tr>
<td>BSR? y</td>
</tr>
<tr>
<td>Holidays? y</td>
</tr>
<tr>
<td>Variables? y</td>
</tr>
<tr>
<td>3.0 Enhanced? y</td>
</tr>
<tr>
<td>01 adjunct</td>
</tr>
<tr>
<td>routing link 1</td>
</tr>
<tr>
<td>02 wait-time</td>
</tr>
<tr>
<td>2 secs hearing silence</td>
</tr>
</tbody>
</table>

5.2.5 Administer VDNs

Enter the `add vdn n` command, where `n` is an unused Vector Directory Number (VDN). Configure a Vector Directory Number (VDN) for the vector administered in Section 5.2.4.

<table>
<thead>
<tr>
<th>change vdn 55500</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension: 55500</td>
</tr>
<tr>
<td>Name*: PC Adjunct Rt.</td>
</tr>
<tr>
<td>Destination: Vector Number 500</td>
</tr>
<tr>
<td>Attendant Vectoring? n</td>
</tr>
<tr>
<td>Meet-me Conferencing? n</td>
</tr>
<tr>
<td>Allow VDN Override? n</td>
</tr>
<tr>
<td>COR: 1</td>
</tr>
<tr>
<td>TN*: 1</td>
</tr>
<tr>
<td>Measured: none</td>
</tr>
</tbody>
</table>

5.2.6 Administer Announcements

Enter the `add announcement n` command, where `n` is an announcement number. Configure four announcements for the messages that will be used by Proactive Contact to play on the agent’s telephone. In the sample configuration, extensions 20206, 20207, 20208, and 20209 were created as displayed in the screenshot below. The four messages in the table below should be administered and recorded.

<table>
<thead>
<tr>
<th>Announcement Extension</th>
<th>Message Type</th>
<th>Recorded Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>20206</td>
<td>Greeting</td>
<td>“Welcome to Proactive Contact”</td>
</tr>
<tr>
<td>20207</td>
<td>Inbound</td>
<td>“You are now in inbound mode”</td>
</tr>
<tr>
<td>20208</td>
<td>Outbound</td>
<td>“You are now in outbound mode”</td>
</tr>
<tr>
<td>20209</td>
<td>NotLogged In</td>
<td>“You are not logged in”</td>
</tr>
</tbody>
</table>
5.2.7 Administer Automatic Route Selection

Automatic Route Selection can be configured many different ways based on how the administrator wants to route the outbound dialed calls. In the sample configuration, the outbound calls go to an announcement on another PBX. The outbound phone numbers all begin with area code 203.

Enter the change ars analysis 1203 command to configure Automatic Route Selection (ARS) routing for numbers beginning with 1203. On the ARS DIGIT ANALYSIS TABLE form, add an new entry with the following values.

- **Dialled String** – set to “1203” which are the leading digits of the PSTN numbers used by the call list for all the outbound calls.
- **Min** – set to “11”
- **Max** – set to “11”
- **Route Pattern** – set to “11”
- **Call Type** - set to “natl”
- **ANI Reqd** – set to “n”
Enter the `change route-pattern 11` command to configure the route pattern. Route pattern 11 will delete the 11 digits of the dialed number and insert digits 55601, then route the call over trunk group 11. Extension 55601 is an announcement extension on another PBX that will say “Hello, Hello…” to simulate a customer answering the phone. Enter the following values:

- **Grp No** – set to “11”
- **FRL** – set to “0”
- **No. Del Dgts** – set to “11”
- **Inserted Digits** – set to “55601”

<table>
<thead>
<tr>
<th>change route-pattern 11</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Pattern Number: 11</td>
<td>Pattern Name: Proactive Contact</td>
</tr>
<tr>
<td>Grp FRL NPA Pfx Hop Toll</td>
<td>Inserted</td>
</tr>
<tr>
<td>No Mrk Lmt List Del Digits</td>
<td>Digits</td>
</tr>
<tr>
<td>1: 11 0 11 55601</td>
<td>n user</td>
</tr>
</tbody>
</table>

### 5.3 Configuration for Supporting Predictive Agent Blending

Predictive Agent Blending integrates outbound calling activities on Proactive Contact with inbound calling activities on the ACD on Communication Manager. With Agent Blending on Proactive Contact, the ACD agents log in to both Proactive Contact and the ACD. Predictive Agent Blending monitors the activity on the ACD and uses this information to determine when to acquire agents for outbound calling and when to release ACD agents to handle inbound calls. The following configuration is needed on Communication Manager to support Proactive Contact’s Predictive Agent Blending feature.

#### 5.3.1 Administer Hunt Groups for Acquiring Agents

Enter the `add hunt-group n` command, where `n` is an unused hunt group number. This hunt group will be used by Proactive Contact to acquire agents for outbound calls. Set the **ACD**, **Queue**, and **Vector** fields to “y”. Enter a descriptive group name in the **Group Name** field and a valid extension in the **Group Extension** field. Other field values can be set based on customer requirements.

<table>
<thead>
<tr>
<th>add hunt-group 501</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Number: 501</td>
<td>ACD? y</td>
</tr>
<tr>
<td>Group Name: PC Acquire Outbound</td>
<td>Queue? y</td>
</tr>
<tr>
<td>Group Extension: 50501</td>
<td>Vector? y</td>
</tr>
<tr>
<td>Group Type: ucd-mia</td>
<td></td>
</tr>
<tr>
<td>TN: 1</td>
<td></td>
</tr>
<tr>
<td>COR: 1</td>
<td>MM Early Answer? n</td>
</tr>
<tr>
<td>Security Code:</td>
<td>Local Agent Preference? n</td>
</tr>
<tr>
<td>ISDN/SIP Caller Display:</td>
<td></td>
</tr>
<tr>
<td>Queue Limit: unlimited</td>
<td></td>
</tr>
<tr>
<td>Calls Warning Threshold: Port:</td>
<td></td>
</tr>
<tr>
<td>Time Warning Threshold: Port:</td>
<td></td>
</tr>
</tbody>
</table>
Navigate to **Page 2** on the **HUNT GROUP** form and set the **Skill** field to “y”. Other field values can be set based on customer requirements.

```
add hunt-group 501

HUNT GROUP
Skill? y
AAS? n

Expected Call Handling Time (sec): 180
Service Level Target (% in sec): 80 in 20
Measured: internal
Supervisor Extension:

Controlling Adjunct: none

VuStats Objective:
Multiple Call Handling: none

Timed ACW Interval (sec):
After Xfer or Held Call Drops? n
```

### 5.3.2 Administer Hunt Groups for Inbound Calls

Enter the **add hunt-group n** command, where **n** is an unused hunt group number. This hunt group will be used for ACD inbound calls. Set the **ACD**, **Queue**, and **Vector** fields to “y”. Enter a descriptive group name in the **Group Name** field and a valid extension in the **Group Extension** field. Other field values can be set based on customer requirements.

```
add hunt-group 502

HUNT GROUP

Group Number: 502
ACD? y

Group Name: PC Inbound
Queue? y

Group Extension: 50502
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 2 of the HUNT GROUP form and set the Skill field to “y”. Other field values can be set based on customer requirements.

```
add hunt-group 502

HUNT GROUP

Skill? y  Expected Call Handling Time (sec): 180
AAS? n   Service Level Target (% in sec): 80 in 20
Measured: internal
Controlling Adjunct: none

VuStats Objective:
Multiple Call Handling: none

Timed ACW Interval (sec): After Xfer or Held Call Drops? n
```

### 5.3.3 Administer Agents

Enter the `add agent-loginID n` command, where `n` is a valid extension. Enter a descriptive name in the Name field and enter an appropriate password in the Password and Password (enter again) fields. Set the Auto Answer field to “all” and the Aux Work Reason Code Type field to “requested”. The sample configuration administered agent login-ids 25020 to 25023 with skill 501 and 502.

```
add agent-loginID 25022

AGENT LOGINID

Login ID: 25022
Name: PC Agent3
TN: 1
COR: 1
Coverage Path: Security Code:

AAS? n
AUDIX? n
LWC Reception: spe
LWC Log External Calls? n
AUDIX Name for Messaging:

LoginID for ISDN/SIP Display? n
Password:
Password (enter again):
Auto Answer: all
MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: requested
Logout Reason Code Type: system
Maximum time agent in ACN before logout (sec): system
Forced Agent Logout Time: 
```
Navigate to Page 2 on the AGENT LOGINID form. Set the SN (Skill Number) field to “501” and “502”. Set the SL (Skill Level) field to “1”.

5.3.4 Administer Vector for Acquiring Agents
Enter the change vector n command, where n is an unused vector number. This vector will be used by Proactive Contact to acquire agents for outbound calls. The vector queues calls to the skill configured in Section 5.3.1.
5.3.5 Administer VDN for Acquiring Agents
Enter the `add vdn n` command, where `n` is an unused extension. This VDN will be used by Proactive Contact to acquire agents for outbound calls. Enter a descriptive name in the Name field and set the Vector Number field to the vector number configured in Section 5.3.4.

```
change vdn 55501

VECTOR DIRECTORY NUMBER

Extension: 55501
Name*: PC Acquire-OUT
Destination: Vector Number 501
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none
```

5.3.6 Administer Vector for Inbound Calls
Enter the `change vector n` command, where `n` is an unused vector number. This vector will be used for inbound ACD calls. The vector queues calls to the skill configured in Section 5.3.2.

```
change vector 502

CALL VECTOR

Number: 502
Name: PC Inbound
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
01 queue-to skill 502 pri h
02 wait-time 60 secs hearing ringback
03
```

5.3.7 Administer VDN for Inbound Calls
Enter the `add vdn n` command, where `n` is an unused extension. This VDN will be used by Proactive Contact to monitor inbound ACD calls. Enter a descriptive name in the Name field and set the Vector Number field to the vector number configured in Section 5.3.6.

```
change vdn 55502

VECTOR DIRECTORY NUMBER

Extension: 55502
Name*: PC Inbound
Destination: Vector Number 502
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none
```
5.3.8 Administer CTI Stations

Enter the `add station n` command, where `n` is a valid extension. In this sample configuration, station extensions 22516 through 22520 were administered as CTI stations. CTI stations have the **Type** field set to “CTI”. The CTI extensions are used during agent blending to put agents into the AUX-WORK mode when going from inbound to outbound mode.

```
add station 22516
Extension: 22516
Type: CTI
Port: X
Name: Phantom1 to PC

STATION
Lock Messages? n
Security Code: 
Coverage Path 1: 
Coverage Path 2: 
Hunt-to Station: 

BCC: 0
TN: 1
COR: 1
COS: 1

STATION OPTIONS
Time of Day Lock Table: 
Personalized Ringing Pattern: 1
Message Lamp Ext: 22516

Survivable COR: internal
Survivable Trunk Dest? y

Media Complex Ext: 

```

5.3.9 Administer Reason Codes

Enter the `change reason-code-names` command, to add a reason code. Set `Reason Code 1` to “Outbound Work”. The reason code will be used when the agent is acquired for outbound calls and put into the AUX-WORK mode.

```
change reason-code-names

REASON CODE NAMES

Aux Work/Interruptible? 
Logout

Reason Code 1: Outbound Work /n
Reason Code 2: /n
Reason Code 3: /n
Reason Code 4: /n
Reason Code 5: /n
Reason Code 6: /n
Reason Code 7: /n
Reason Code 8: /n
Reason Code 9: /n

Default Reason Code:
```
6 Configure Avaya Aura® Application Enablement Services

This section details the administration of a TSAPI CTI link on the Application Enablement Services (AES) server. The TSAPI CTI link is used by Proactive Contact to communicate with Communication Manager. The procedures covered include:

- Launch Avaya AES Console
- Verify TSAPI Licenses
- Administer TSAPI Link
- Obtain Tlink Name
- Disable Security Database
- Restart TSAPI service
- Administer User for TSAPI

6.1 Launch Avaya Aura® Application Enablement Services Console

Access Application Enablement Services web-based interface by using the URL “https://ip-address” in a web browser window, where “ip-address” is the IP address of the Application Enablement Services server.

The Welcome to Avaya Application Enablement Services screen is displayed (not shown). Click Continue to Login. The Please login here screen is displayed. Log in using appropriate credentials.
The Welcome to OAM screen is displayed.

6.2 Verify TSAPI Licenses
As an Avaya product, Proactive Contact is always granted unrestricted access to the TSAPI interface. No additional TSAPI Simultaneous Users licenses are required for TSAPI access.

6.3 Administer Switch Connections
To administer a switch connection, click Communication Manager Interface → Switch Connections from the left pane. The Switch Connections screen is displayed. A switch connection defines a connection between Avaya AES server and Communication Manager. Enter a descriptive name for the Switch Connection and click on Add Connection.
The next window that appears prompts for the switch connection password. Enter the same password that was administered on Communication Manager in Section 5.1.3. Check the Processor Ethernet checkbox and click on Apply.

After returning to the Switch Connections page, select the radio button corresponding to the switch connection just added, and click on Edit PE/CLAN IPs.

Enter the IP address of the procr interface from Section 5.1.2, and click on Add/Edit Name or IP. The name or IP address entered will be displayed in the table below. Click on Back to return to the previous page.
6.4 Administer TSAPI Link

To administer a TSAPI link, select AE Services → TSAPI → TSAPI Links from the left pane. The TSAPI Links screen is displayed, as shown below.

Click Add Link. The Add TSAPI Links screen is displayed next. The Link field is only local to Avaya AES server, and may be set to any available number. For Switch Connection, select the relevant switch connection from the drop-down list. In this case, the existing switch connection “CM12562” is selected. For Switch CTI Link Number, select the CTI link number configured in Section 5.1.4. For Security, select Encrypted from the dropdown manual as Proactive Contact requires an encrypted TSAPI link. Retain the default values in the remaining fields, and click Apply Changes.

Click on Apply to confirm the changes (screen is not shown).
6.5  Obtain Tlink Name

Select Security ➔ Security Database ➔ Tlinks from the left pane. The Tlinks screen shows a listing of the Tlink names that have been generated for the TSAPI service. Locate the Tlink name associated with the relevant switch connection. Make a note of the associated Tlink name, to be used later for configuring Proactive Contact.

In this case, the associated Tlink name is “AVAYA#CM12562#CSTA-S#AES_21_46” where the switch connection “CM12562” from Section 6.3 is used as part of the Tlink name.

![Application Enablement Services](image-url)

Tlink screen showing a listing of Tlink names.
6.6 Disable Security Database

In the test configuration, the Security Database is disabled as follows:

Select Security → Security Database → Control from the left pane, to display the SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services screen in the right pane. Uncheck Enable SDB TSAPI Service, JTAPI and Telephony Service field. Click Apply Changes.

In a customer environment, the customer will typically only allow selected users to access Avaya AES services. The procedure for doing so is not described here.
6.7 Restart TSAPI Service

Click 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. A Restart Service page will be displayed (not shown). Click Restart to confirm.
6.8 Administer User for TSAPI

Click **User Management → User Admin → Add User** from the left pane, to display the **Add User** screen in the right pane. Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select “Yes” from the drop-down list. Retain the default value in the remaining fields. Click **Apply** at the bottom of the screen (not shown). Proactive Contact will use this **User Id** and **Password** to access the Avaya AES server.

---

![Add User Screen](image-url)
7 Configure Avaya Proactive Contact

This section describes the configuration required on Proactive Contact for supporting outbound calling and Predictive Agent Blending operations. The configuration steps are done through a Linux-based command line interface accessible using an SSH client. The following configuration procedures are covered:

- Configuration for Supporting Outbound Calls
- Configuration for Supporting Predictive Agent Blending
- Configure Proactive Contact Agent Accounts

7.1 Configuration for Supporting Outbound Calls

The following files need to be configured on Proactive Contact to support outbound calls:

- cti_passwd.cfg
- swif_ct.cfg
- .tslibrc
- master.cfg
- opmon.cfg
- voicemsg.cfg
- telephony.spt
- outbnd.job
- pdscontrol

7.1.1 Log in to Proactive Contact

Access Proactive Contact using an SSH Secured Shell Client. Log in using credentials with administrative privileges.

7.1.2 cti_passwd.cfg

At the command prompt, enter `cti_passwd -s` and press Enter. At the Enter the password for the CTI Server prompt, enter the Avaya AES password configured in Section 6.8 for the CTI user. Re-enter the password and press Enter. The system creates the following file: `/opt/avaya/pds/config/cti_passwd.cfg`. 
7.1.3 swif_ct.cfg

Configure the following parameters in the swif_ct.cfg file located in the /opt/avaya/pds/config directory.

- **SERVER** – set to the name of the Tlink obtained in Section 6.5.
- **LOGIN** – set to the CTI user name created in Section 6.8.
- **REASONCODE** – set to the reason code configured in Section 5.3.9.
- **PHANTOMNUMBERS** – set to the CTI stations configured in Section 5.3.8.
- **WORKMODE** – set to “AUTO_IN”.

```bash
# This configuration file is needed by swif_ct for Softdialer.
#
# SERVER is the name of the advertised service on Avaya CT.
# LOGIN is the login name needed by swif_ct to login into the Avaya CT.
The installer of the Avaya CT system should provide these values.
# The next four entries are used for agent blending.
# REASONCODE is a integer between 1 and 9 that can be used when changing
# the agent state to AUX when an agent is acquired for outbound dialing.
# PHANTOMNUMBERS is a list of phantom numbers that can be used to acquire
# agents. It can be a list, a range, or a combination of both.
# WORKMODE should be blank (can be anything but AUTO_IN) unless the agent mode
# should be set to AUTO_IN when being released to inbound. Type AUTO_IN after
# "WORKMODE:" to turn on setting agent mode to AUTO_IN.
# AGENTANSWER directs the dialer to either answer or not answer predictive
calls delivered to the agent. On older Avaya PBXs, there is no way to stop
the phone from ringing when calls are delivered to the agent in auto answer
mode. Note that there will not be any zip tone when the call is answered by
the dialer and the agent will need to watch for visual cues on the screen.
Set YES to have the dialer answer the calls or NO to not answer the calls.
#
# Example of entries
#
SERVER:AVAYA#CM12562#CSTA-S#AES_21_46
LOGIN:aespc5
REASONCODE:1
PHANTOMNUMBERS:22516-22520
WORKMODE:AUTO_IN
AGENTANSWER:YES
PRIORITYCALL:NO
```
7.1.4 .tslibrc

Navigate to the /opt/avaya/pds/config directory. Make a copy of the tslibrc file, and name it “.tslibrc”. Add the AES server hostname and AES server IP address, as displayed in Section 5.1.2, in the .tslibrc file.

```
[Telephony Servers]
; This is a list of the servers offering Telephony Services via TCP/IP.
; Either domain name or IP address may be used; default port number is 450
; The form is: host_name=port_number  For example:
;
; tserver.mydomain.com=450
; 127.0.0.1=450
;
AES_21_46
10.64.21.46
```

7.1.5 master.cfg

The master.cfg file sets the basic parameters for the operation of Proactive Contact. Configure the following parameters in the master.cfg file located in the /opt/avaya/pds/etc directory.

- **IICB_HOST** – set to the hostname of the Proactive Contact.
- **LINEASSIGN** – set to the number of outgoing trunks and the Adjunct Route VDN. The Adjunct Route VDN was configured in Section 5.2.5.
- **OPERATORS** – set to the # of outbound agents.
- **OPLIMIT** - set to the # of outbound agents.
- **PORTS** – set to the # of outgoing trunks.
- **SWITCHTESTMODE** – set to “NO”
- **SWITCHTYPE** – set to “SOFTDIALER”

```
IICB_HOST:drpc5s
LINEASSIGN:REG1,O=1-8@55500
OPERATORS:10
OPLIMIT: I=10,O=10,B=10,P=10,M=10
PORTS:8
SWITCHTESTMODE:NO
SWITCHTYPE:SOFTDIALER
```

7.1.6 opmon.cfg

The opmon.cfg file configures the agent headset line handling for establishing the audio link to agents. Configure the following parameter in the opmon.cfg file located in the /opt/avaya/pds/config directory.

- **SOFTDIAL** – set to the number of active headsets. This is the number of outbound agents administered in Proactive Contact.

```
CFGTIME:15
DEDHEAD:1-48,1
DIALBACK:49-96:15:0::
DIALBACKNUM:ALL
DIALINTIMEOUT:30
SOFTDIAL:1-10
```
7.1.7 voicemsg.cfg
The voicemsg.cfg file, located in the /opt/avaya/pds/config directory, is used to link a message number, type, and extension to an announcement extension on Communication Manager that will be used to play messages. Configure the last 4 rows on this file with the extension # of the announcements from Communication Manager that were administered in Section 5.2.6.

```
1:fwait1:1001:Female:Folder1:Voice:Message1
2:fwait2:1002:Female:Folder1:Voice:Message2
4:fwait4:1004:Female:Folder1:Voice:Message4
8:infwait4:1008:Female:Folder2:Voice:Message8
17:fvirt1:1017:Female:Folder3:Voice:Message17
19:pf_msg_1:1019::Folder4:Music:Message19
20:pf_msg_2:1020::Folder4:Music:Message20
26:pf_msg_8:1026:Female:Folder4:Voice:Message26
253:notLoggedIn:20209:Female:Folder4:Voice:Message30
```

7.1.8 telephony.spt
Navigate to the /opt/avaya/pds/scripts directory. Make a copy the telephony_sd.spt file and name it “telephony.spt”.

```
$ cp telephony_sd.spt telephony.spt
```

7.1.9 outbnd.job
Navigate to the /opt/avaya/pds/job directory. Set the MAKE_CALL_VDN parameter to the VDN extension configured in Section 5.2.5 and empty the values for TESTMODE and TESTOPER parameters. Perform the same changes to managed.job if a managed job will be executed.

```
MAKE_CALL_VDN:55500:
TESTMODE:::
TESTOPER:::
```
7.1.10  **pdscontrol**

Navigate to the /opt/avaya/pds/shell directory. Change the `agent -d` line to `agent -m -d.`

```
agent -m -d
```

7.1.11  **Enable Auto-start**

Enable auto-start (following reboot) of the database, middle-tier services and Proactive Contact processes by adding the following lines to the mts_script, db_script, and pds_script files located in the /etc/rc.config.d directory.

```
DB_START=1
MTS_START=1
PDS_START=1
```

7.2  **Configuration for Supporting Predictive Agent Blending**

This section details the administration of Proactive Contact Agent Predictive Blending configuration. The following files need to be configured on Proactive Contact:

- cti_passwd.cfg
- .tslibrc
- ctirc1
- CBA_procs
- CBA_cfg
- dom_group.data
- master.cfg
- acd_ext.cfg
- pwtrace.cfg

### 7.2.1  **cti_passwd.cfg**

At the command prompt, enter `cti_passwd -b` and press Enter. At the Enter the password for the CTI Server prompt, enter the Avaya AES password for the CTI user. Re-enter the password and press Enter. The system creates the following file: /opt/avaya/pab/config/cti_passwd.cfg.

### 7.2.2  **.tslibrc**

Navigate to the /opt/avaya/pab/config directory. Make a copy of the tslibrc file and name it “.tslibrc”. Add the AES server hostname and AES server IP address in the .tslibrc file.

```
[Telephony Servers]
; This is a list of the servers offering Telephony Services via TCP/IP.
; Either domain name or IP address may be used; default port number is 450
; The form is: host_name=port_number   For example:
;
; AES_21_46
10.64.21.46
```
7.2.3 \texttt{ctirc1}

Copy \texttt{ctirc.cvt} to \texttt{ctirc1} in /opt/avaya/pab/config and change the Tlink name to the one obtained in Section 6.5. The Tlink is used by Proactive Contact to monitor the inbound and outbound queues on Communication Manager.

```bash
# LAST REVISION $Date: 2002/02/20 16:24:55 $
# The only configurable line is the 14th line after the comments (third from
# the bottom). There are five fields in this line:
# Field 1: TLINK
# Field 2: Login name for CVCT (run "cti_passwd -b" to setup the encrypted password)
# Field 3: Application Name (PDS)
# Field 4: TS2 - This is the library version that we used. Do not change.
# Field 5: CVCT CEP (switch type)
0x11 # CEP
0x2015A # CHGSVR
0 # Supported Events
0 # Stats and Counts (No MIS for Aspect)
0 # Appear and Vanish (No LM for Aspect)
0 # Agent Available, Login, Logout
0 # per-outstanding-move (N/A for Aspect)
0 # seconds added to LM (N/A for Aspect)
0 # seconds added to LC (N/A for Aspect)

Port SupId SupPass
NotUsed
AVAYA#CM12562#CSTA-S#AES_21_46:aespc5:PDS:TS2
ctirc1
```

7.2.4 \texttt{CBA_procs}

Navigate to the /opt/avaya/pab/config directory. Make a copy of the \texttt{CBA_procs.example} file and name it “\texttt{CBA_procs}”. In the \texttt{CBA_procs} file, configure the \texttt{Host Name} field for each \texttt{PROCESS_INSTANCE} from cpu1 to the Proactive Contact server hostname. Leave all other fields with their default values.

```bash
# Process | Host | Path | Binary | Parameters
# Type | Name |      |  Name  |
#--------------------------------------------------------------
PROCESS_INSTANCE
USR|drpc5s|/opt/avaya/pab/bin/|cbauser|1
CTI|drpc5s|/opt/avaya/pab/bin/|cti|1
ACD|drpc5s|/opt/avaya/pab/bin/|acdmon|1 nocancel min_asa 2sec gen_rel
#MSC|drpc5s|/opt/avaya/pab/scripts/|acdsnap_mon|
```

7.2.5 \texttt{CBA_cfg}

Navigate to the /opt/avaya/pab/config directory. Make a copy of the \texttt{CBA_cfg.example} file and name it “\texttt{CBA_cfg}”. Leave this file with its default values.

---

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PCwCT150
7.2.6 dom_group.data

Navigate to the /opt/avaya/pab/config directory. Make a copy of the dom_group.data.example file, and name it “dom_group.data”. This file specifies the VDNs (as configured in Section 5.3.5 and 5.3.7) that control the acquire and release of the agent between inbound and outbound calls. Update the DG entry and DM entries as shown below.

```plaintext
*VERSION | 1

############### Defined Domains Groups ###############
# Domain Group Record Layout - To Create a new domain group copy the template
# below and replace all field holders with appropriate values.
# NOTE - All fields that retain their place holder values(TR,TT,etc)
# will be assumed to be empty.
# NOTE - Line breaks may happen between any fields but not within a field
# NOTE - Do not change case field holders
#
# WARNING - Remove the "#" comment field indicator to activate the template
#
# TEMPLATE
#
*DG | DG_NM | dg_id | RTI | CM | MAAS | SC | DSL | MSL |
# AUT | MAO | TR | TT | ACWT | MQR | afi | rti |
#
#
# Description of fields within a Domain Group
# ---------------------------------------------
# * - Start Of New Record { MUST be in first column of record}
# DG - Domain Group Record Key { Always DG}
# DG_NM - Domain Group Name {Descriptive name use by UI to specify a domain}
# dg_id - Domain Group ID { FILLED IN BY SYSTEM}
# RTI - Time Interval (hours)
# CM - Control Method {ASA-Avg.Spd Answered,SL-Sevice Lvl,OB_ONLY-Outbound}
# MAAS - [Target] Average Speed to Answer (seconds)
# SC - Service Criterion (seconds)
# DSL - Desired Service Level (%) 
# MSL - Abatement Service Level (%) 
# AUT - Traffic Intensity Threshold (%) 
# MAO - Minimum # of Agents on Outbound (# agents)
# TR - Initial Traffic Rate (calls/second)
# TT - Minimum Talk Time (seconds)
# ACWT - Minimum After Call Work Time (seconds)
# MQR - Minimum Queued for Release (OB_ONLY groups)
# afi - Acquisitions From Inbound { FILLED IN BY SYSTEM }
# rti - Releases To Inbound { FILLED IN BY SYSTEM }
#

*DG | MID_WST | 1 | RTI | OB_ONLY | MAAS | SC |
 DSL | MSL | AUT | MAO | TR | TT |
 ACWT | 0 | 0 | 0 |

############### Defined Domains ###############
# Domain Record Layout - To Create a new domain copy the template below
# and replace all field holders with appropriate values.
# NOTE - All notes/warnings from domain group field still apply.
#
# TEMPLATE
#
*DM | DM_ADRS | DM_EXT | DG_NM | dg_id | AP_ID | PBX_ID | GW_ID | DM_TYP |
# -----------------------------
# - DM | DM_ADRS | DM_EXT | DG_NM | dg_id | AP_ID | PBX_ID | GW_ID | DM_TYP |
#
```
# Description of fields within a Domain
# -------------------------------------------
# * - Start Of New Record (MUST be in first column of record)
# DM - Domain Record Keyword  {Always DM}
#     
# DM_ADRS - Domain Address
# DM_EXT - Domain Phone Number
# DG_NM  - Domain Group Name {Descriptive name use by UI to specify a D.G.)
#     Use TRANS if defining a floating transient domain.
# dg_id  - Domain Group ID {FILLED IN BY SYSTEM}
# AP_ID  - PDS ID
# PBX_ID - PBX ID
# GW_ID  - Gateway ID
# DM_TYP - Domain Type -- one of:
#     #   IB - Inbound,
#     #   TRANS - Transient Acquire,
#     #   TEAM - Team Acquire,
#     #   OV_FLOW - Overflow
#     
*DM | 55501 | 55501 | MID_WST | 1 | 1 | 1 |
  1 | TEAM |

*DM | 55502 | 55502 | MID_WST | 1 | 1 | 1 |
  1 | IB |

## 7.2.7 master.cfg

Navigate to the /opt/avaya/pds/etc directory. Setting the CALL BLENDING parameter to “YES” and INBNDSYS parameter to “NO” in the master.cfg file.

```bash
CALL_BLENDING:YES
INBNDSYS:NO
```

## 7.2.8 acd_ext.cfg

Navigate to the /opt/avaya/pds/config directory. Add Agent ID’s to the acd_ext.cfg file as follows.

```
1:22720
1:22721
1:22722
1:22723
1:22724
1:22725
```
7.2.9 pwtrace.cfg

The pwtrace.cfg file specifies the configuration for the pwtrace tool which is used to monitor the Avaya AES interactions related to the VDNs defined in Communication Manager. Navigate to the /opt/avaya/pab/config directory. Make a copy of the pwtrace.cfg.example file and name it “pwtrace.cfg”. In the pwtrace.cfg file, set the SERVER parameter to the Tlink name obtained in Section 6.5, the LOGINID and PASSWORD parameters to the values configured in Section 6.8, and the DOMAIN ADDR parameters to the three VDNs configured in Section 5.2.5, 5.3.5, and 5.3.7. Leave all other fields with their default values.

<table>
<thead>
<tr>
<th>SERVER</th>
<th>AVAYA#CM12562#CSTA-S#AES_21_46</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOGINID</td>
<td>aespc5</td>
</tr>
<tr>
<td>PASSWORD</td>
<td>xxxxxxxxxx</td>
</tr>
<tr>
<td>APPNAME</td>
<td>PredictiveAgentBlend</td>
</tr>
<tr>
<td>APPVER</td>
<td>TS2</td>
</tr>
<tr>
<td>DOMAIN_ADDR</td>
<td>55500</td>
</tr>
<tr>
<td>DOMAIN_ADDR</td>
<td>55501</td>
</tr>
<tr>
<td>DOMAIN_ADDR</td>
<td>55502</td>
</tr>
</tbody>
</table>

7.3 Configure Proactive Contact Agent Accounts

An agent account needs to be setup for each agent that logs in to Proactive Contact. To add an agent account, from the command prompt type go menus. Then type menu sysadm. This will bring up the ADMINISTOR MAIN MENU screen. Select Administrative tasks by entering “2” at the Enter Command Number prompt.

```
ADMINISTRATOR MAIN MENU

0. Exit
1. Display help
2. Administrative tasks
3. Back up, restore and verify
4. Manage backup configuration file
5. Inbound calling lists
6. IVR administration
7. Transfer and process records
8. Voice messages
9. Manage database accounts
10. View customer support information
11. View APS information

Enter Command Number:
```
The **ADMINISTRATIVE TASKS** screen is displayed. Select **Manage user accounts** by entering “2” in the **Enter Command Number** prompt, and enter “y” in the **Manager user accounts – Are you sure?** prompt.

```
ADMINISTRATIVE TASKS

COMMANDS

0. Exit to previous menu
1. Display help

2. Manage user accounts
3. Change sysadm password
4. Restart the system
5. Shut down the system
6. Set the system date and time
7. Monitor agent lines
8. Terminate a user session
9. Edit area codes/prefixes

Enter Command Number:
```

Press **CTRL-L** to add a new agent login. Enter values in the **USER NAME**, **PASSWORD**, **GROUP FOR LOGIN** (use values listed at the lower right) and **DESCRIPTION** fields, and press **Enter**. Repeat this for each agent that will log in to Proactive Contact. Press **CTRL-X** to exit the screen and enter “Y” at the **Save Changes?** prompt.

```
MANAGE USER ACCOUNTS

USER NAME: UID:

PASSWORD:

GROUP FOR LOGIN:

DESCRIPTION:

COMMANDS: GROUPS:
CTRL-L Add a user LOGIN system SYSTEM OPERATOR
CTRL-C CHANGE a field agent AGENTS
CTRL-D DELETE current user pcanal ANALYSIS OPERATOR
CTRL-F FIND a user sysadm SYSTEM ADMINISTRATOR
CTRL-X EXIT user editing auditor SYSTEM AUDITOR
CTRL-U RESET Failcount for user rbac RBAC GROUP

rbacadmin RBAC Admin GROUP
```
7.4 Create A Calling List

A calling list is a file that contains customer records. It provides the information Proactive Contact uses to make outbound calls. Calling lists are stored in the /opt/avaya/pds/xfer/clist directory. A sample calling list list1 is provided as a part of the Proactive Contact installation. A user can modify the list1 calling list to create their own.

7.4.1 Display Calling List

To see the content of the calling list, type go clist at the Proactive Contact command prompt to go to the clist directory. Type fdictdump –d list1 | more will display the content of list1.

```
Date: 2012/03/30    Time: 15.29.15
Calling list file: list1 with record length of 1010

Record number 1

<table>
<thead>
<tr>
<th>Def</th>
<th>Name</th>
<th>Len</th>
<th>Typ</th>
<th>Pos</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCTNUM</td>
<td>25</td>
<td>C</td>
<td>0</td>
<td>4302209780005280^^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>BALANCE</td>
<td>20</td>
<td>$</td>
<td>26</td>
<td>0.00^^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>TOTALDUE</td>
<td>10</td>
<td>$</td>
<td>47</td>
<td>^^^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>NAME1</td>
<td>25</td>
<td>C</td>
<td>58</td>
<td>JOHN DOE^^^^^^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>NAME2</td>
<td>25</td>
<td>C</td>
<td>84</td>
<td>JOHN DOE^^^^^^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>CITY</td>
<td>25</td>
<td>C</td>
<td>110</td>
<td>^^^^^^^^^^^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>STATE</td>
<td>2</td>
<td>C</td>
<td>136</td>
<td>^</td>
<td></td>
</tr>
<tr>
<td>ZIPCODE</td>
<td>5</td>
<td>N</td>
<td>139</td>
<td>2860^</td>
<td></td>
</tr>
<tr>
<td>PHONE1</td>
<td>12</td>
<td>C</td>
<td>145</td>
<td>2035511111^^</td>
<td></td>
</tr>
<tr>
<td>PHONE2</td>
<td>12</td>
<td>C</td>
<td>158</td>
<td>0000000000^^</td>
<td></td>
</tr>
<tr>
<td>COMMENT1</td>
<td>60</td>
<td>C</td>
<td>171</td>
<td>^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>AGENT</td>
<td>8</td>
<td>C</td>
<td>232</td>
<td>agent2^^</td>
<td></td>
</tr>
<tr>
<td>DTE</td>
<td>10</td>
<td>D</td>
<td>241</td>
<td>2011/10/27</td>
<td></td>
</tr>
<tr>
<td>TME</td>
<td>8</td>
<td>T</td>
<td>252</td>
<td>11.33.55</td>
<td></td>
</tr>
<tr>
<td>CODE</td>
<td>3</td>
<td>C</td>
<td>261</td>
<td>^</td>
<td></td>
</tr>
<tr>
<td>TMESTAMP</td>
<td>12</td>
<td>N</td>
<td>265</td>
<td>1319740435^^</td>
<td></td>
</tr>
<tr>
<td>DIALERID</td>
<td>3</td>
<td>C</td>
<td>278</td>
<td>1^^</td>
<td></td>
</tr>
<tr>
<td>ABNDNTE</td>
<td>10</td>
<td>D</td>
<td>282</td>
<td>^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>ABNDTME</td>
<td>8</td>
<td>T</td>
<td>293</td>
<td>^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>ABNDCODE</td>
<td>3</td>
<td>C</td>
<td>302</td>
<td>^</td>
<td></td>
</tr>
<tr>
<td>JOBNAME</td>
<td>20</td>
<td>C</td>
<td>306</td>
<td>outbnd^^^^^^^^^^^^^</td>
<td></td>
</tr>
<tr>
<td>COUNTER</td>
<td>3</td>
<td>N</td>
<td>327</td>
<td>68^</td>
<td></td>
</tr>
</tbody>
</table>
```

7.4.2 Change Calling List Values

To change field values on the calling list, type the command set_field <calling list name> <field> <value>. The examples below can be used to change PHONE1 or ZONEPHONE1 fields.

```
set_field list1 PHONE1 207-523-4567
set_field list1 ZONEPHONE1 D
```
7.4.3 Phone Number Manipulation

Use the phonefmt.cfg file to change the format of the phone numbers in the calling list to the format needed by Communication Manager. The file is located in the /opt/avaya/pds/config directory. The example below shows the digit “91” being added to each number before it is sent to Communication Manager to be dialed.

```bash
# Format:
#   STD_TO_DIALFMT:(country code):(line type):(strip):(prefix):(suffix): \
#   (description)
# where:
#   country code - "Calling to" country code digits.
#   line type - Line type (line assignment label), or ALLTYPES
#               for all line types.
#   strip - Number of digits to strip from the start of the
#            standard phone number (before prefix applied).
#   prefix - Characters to prefix to stripped phone number.
#            (Max 12 chars.)
#   suffix - Characters to suffix to phone number. (Max 12 chars.)
#   description - Optional description.

# Example: Western Washington. This example is made up of three different
# dial formats: long distance, local long distance, and local. All
# dial numbers must be prefixed with a "9-" to get past the PBX.
# This long distance specification will be common for most sites with
# PBX's.
#   STD_TO_DIALFMT:1:ALLTYPES:0:9-1::Long distance calling
#
# This covers the "local long distance" dialing. Numbers in the
# local area code which do not match the local numbers must be dialed
# with a "1" prefix but no area code. (Note that this type of dialing
# is no longer needed in the Washington 206 area code.)
#   STD_TO_DIALFMT:1:ALLTYPES:3:9-1::Local long distance calling
#   AREA_NUMBER:206
#
# These are the local numbers. The area code is stripped and a "9-"
# is prefixed to get past the PBX.
#   STD_TO_DIALFMT:ALLTYPES:3:9-1::Local calling
#   AREA_NUMBER:206:881,896,907,933,935,939
#
# (Replace this default with customer STD_TO_DIALFMT specifications.)
STD_TO_DIALFMT:*:ALLTYPES:0:91::
```

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SPOC 06/18/2012 ©2012 Avaya Inc. All Rights Reserved. PCwCT150
8 Configure An Outbound Job Using Avaya Proactive Contact Supervisor

A job integrates a calling list, phone strategy, record selection, and other settings to allow Proactive Contact to initiate outbound calls and receive inbound calls. A phone strategy is a set of instructions that tells Proactive Contact when and how to place calls to customers, which customer phone number to dial, and the frequency of calls. Proactive Contact uses record selections to determine which records to use to place phone calls during a job. A record selection contains rules or selection criteria. This section shows how to use Proactive Contact Supervisor Editor to configure phone strategy, record selection, and job attributes.

8.1.1 Configure a Phone Strategy

This section describes how to modify the existing sample strategy using the Proactive Contact Supervisor Editor. The following parameters can be defined for each phone strategy:

- The phone number to call first
- The number of rings allowed before disconnecting
- The time to wait before retrying a phone number that was busy, unanswered, or disconnected.
- The phone number to call if the first phone number is not answered
- The number of times to retry a busy phone number
- The number of times to call a phone number before switching to an alternate phone number
- The types of calls to be passed to an agent when the Proactive Contact detects an answer

From the workstation where the Proactive Contact Supervisor is installed, click Start → All Programs → Avaya → Proactive Contact 5.0 → Supervisor → Editor. Log in with proper credentials.
The **Editor** window will appear. Click **Strategies** on the left pane and select the sample strategy “phonel”. On the right side of the window, click the **Detail** tab and select the sample calling list “drpc5s-list1” from the drop down list.
Click the **Initial Phone** tab. Set the **Phone** field to “1”, select “PHONESTAT” from the drop-down list of the **Field** field and set the **Value** field to “~B?” to indicate that the system would dial the number in the PHONE1 field for all records whose PHONESTAT field does not contain a “B”, or bad number. The remaining fields: **Logic**, **Field**, and **Value** are optional.
The **Alternate Initial Phone** tab is optional and was not configured in the test configuration. In the **Detection Mode** tab, click the **Number of Rings** field and use the drop down list to select a number. Use the check boxes to specify which types of calls to pass to agents. The list of the call types include:

- Voice – Human voice
- AutoVoice – Answering machine
- Intercept – Operator intercept
- No Circuit – No circuit available
- Disconnect – Call disconnected
- Vacant – Vacant number
- Reorder – Reorder
Select the **Retries** tab, and check the fields in the **Result** column that should be used by Proactive Contact for the retry criteria. For example, if Proactive Contact detects a busy signal on the first call attempt, it will retry based on the values associated with the **Busy signal** field on this pane. For each result selected, enter a value in the **Retry Interval** (minutes), **Attempts**, and **Next Phone** columns.

Select **File → Save**. The phone strategy is automatically saved to Proactive Contact.

**8.1.2 Configure a Record Selection**

This section describes how to modify the existing sample record selection using Proactive Contact Supervisor Editor. When configuring a record selection, the Proactive Contact chooses records based on the following criteria:

- Calling list fields
- Time zones
- Previous calling results
- Agent set recalls
- Phone strategy settings
In the **Editor** window, click **Selections** on the left pane and select the sample selection “all”. On the right side of the window, select the **Detail** tab. For the **List** field, use the drop-down list and select “drpc5s-list1”. For the **Strategy File** field, select “phone1” from the drop-down list.
In the **Records** tab, set the **Field** to “STATE” and the **Value** to “CO” to select records with Colorado addresses.
In the **Time Zones** tab, select the time zones to call. To select all time zones, right-click and select **Select All**.
In the **Results** tab, check all the completion code checkboxes for Proactive Contact. Optionally, right-click and select **Select All** to select all the completion codes. The **Recalls** and **Sort** tabs are blank by default because they are optional and are not configured in this sample configuration. **Note:** Records that have not been called yet are assigned a “Record not yet called” code. Always select the “Record not yet called” for new records since the customers have not been called yet.

When finished, select **File → Save.**
8.1.3 Configure a Job

This section describes how to modify an existing sample job using Proactive Contact Supervisor Editor. In the Editor window, click Jobs on the left pane and select the sample job “outbnd”. On the right side of the window, Select the Job Detail tab and configure the following:

- **Line type(s) for use on job** under Basic – use the drop-down list to select “REG1”. This should correspond to the value of the LINEASSIGN field in the master.cfg file configured in Section 7.1.5.
- **Outbound** under Files – use the drop-down list to select “drpc5s-list1”
- **Record** under Files – use the drop-down list to select “all”

Leave the remaining fields with the default values.

When finished, select **File → Save**.
9 Verification Steps
This section provides the steps that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and Proactive Contact.

9.1 Verify TSAPI CTI Link

9.1.1 Verify Avaya Aura® Communication Manager
On Communication Manager, verify the status of the administered CTI link by using the `status aesvcs cti-link` command. Verify that the Service State is “established” for the CTI link number administered in Section 5.1.4, as shown below.

```
status aesvcs cti-link

AE SERVICES CTI LINK STATUS
CTI Link Version Mnt Busy AE Services Server Service State Msgs Sent Msgs Rcvd
1 4 no AES_21_46 established 15 15
```

9.1.2 Verify Avaya Aura® Application Enablement Services
Verify the status of the Switch Connection by selecting Status ➔ Status and Control ➔ Switch Conn Summary from the left pane. The Switch Connections Summary screen is displayed. Verify the Conn State is “Talking” for the switch connection administered in Section 6.3, as shown below.
Verify the status of the TSAPI link by selecting **Status → Status and Control → TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed. Verify the Status is “Talking” for the TSAPI link administered in **Section 6.4**, as shown below.

![TSAPI Link Details](image)

### 9.2 Verify Proactive Contact Predictive Agent Blending

This section provides the procedures to verify proper configuration of Proactive Contact to perform the following functions:

- Start an outbound job
- Log in agent to Proactive Contact and join a job
- Place outbound call and connect to agent
- Release agent for inbound call
9.2.1 Start an outbound job

From the workstation where Proactive Contact Supervisor is installed, click **Start → Programs → Avaya → Proactive Contact 5.0 → Supervisor → Editor** and login to Proactive Contact Supervisor Editor. The Editor window appears. Click **Strategies** on the left pane and select the sample strategy “phone1”. Right click on the strategy and click **Verify** to verify the strategy. An alternate way to perform **Verify** is to click on the ✓ mark in the tool bar.
Click **Selections** on the left pane and select the sample selection “all”. Right click on the strategy and select **Verify** to verify the selection, then right click again, and select **Run** to run the selection. An alternate way to perform **Verify** and **Run** is to click on the √ mark followed by the ► mark in the tool bar. The results should show the number of call records selected.
Click **Jobs** on the left pane and select the sample job “outbnd”. Right click on the job and select **Verify** to verify the job, then right click again, and select **Run** to run the job. An alternate way to perform **Verify** and **Run** is to click on the ✓ mark followed by the ► mark in the tool bar. The results should show the job has started.

9.2.2 Log in agent to Proactive Contact and join a job

For a Proactive Contact agent to receive inbound and outbound calls using the Predictive Agent Blending feature, the agent must login to both the Communication Manager’s ACD and Proactive Contact. First log in an agent’s telephone to the ACD using the agent login-id as configured in Communication Manager in **Section 5.3.3**. Move the agents to the **Auto-In** state so that they are ready to accept incoming calls.
Next, log in the agent to Proactive Contact. From the agent’s PC running Proactive Contact Agent software, click Start → Programs → Avaya → Proactive Contact 5.0 → Agent. The following Login window appears. Enter the Agent ID and Password.

Click the Agent Type tab to continue. The following window appears. Select Outbound.
Click the **Telephone** tab to continue. The following window appears. Enter the **Telephone extension** for the agent, check the **Log in to ACD** checkbox, and click **OK** to log in to Proactive Contact.
Proactive Contact sets up a headset connection (telephone call) to the agent’s telephone. The Proactive Contact Agent window is displayed. Click Job → Join to display the jobs available to join. Select a job and click OK to join the job. The agent is now ready to be acquired for outbound calls by Proactive Contact. When the agent is acquired by Proactive Contact, the Outbound announcement created in Section 5.2.6 is played to the agent’s station and the agent’s telephone is put in AUX-WORK mode to prevent the agent from receiving any inbound calls while they are working on outbound work. The CTI stations are used by Communication Manager to put the agent’s telephone in AUX-WORK mode.
The Proactive Contact agent is now ready to take outbound calls. The bottom of the agent screen should display “Acquired by Dialer” and “Waiting for a call”.

![Proactive Contact Agent Interface](image-url)
9.2.3 Place outbound call and connect to agent

In the sample configuration, once in outbound mode, Proactive Contact starts making outbound customer calls via the PSTN to the telephone numbers configured in the calling list. Outbound calls are made by the dialer using the VDN configured in Section 5.2.5. The call is routed to an announcement that says “Hello, Hello…”. Proactive Contact recognizes that it is connected to a live person and rings the station of the outbound agent. A screen pop with the customer’s information is displayed on the Proactive Contact Agent window.
When the customer hangs up, the agent can release the line by clicking **Work → Release Line**. The following **Release Line** pop-up window appears. Select a reason for releasing the line and Click **OK** to continue.

The main Proactive Contact Agent window is displayed. Finish the customer contact by selecting **Work → Finish Work**. The agent is now available to accept another outbound customer call or to switch back to the ACD for inbound calls.
9.2.4 Release agent for inbound call

Place an incoming ACD call into the inbound VDN 55502 and verify the call is queued. Proactive Contact will monitor the inbound VDN and when there are calls in the inbound queue, it will move the agent to the inbound mode and make the agent available (auto-in) for ACD calls. The agent will hear the message on the telephone stating that it is in inbound mode and will receive the inbound call that is in queue. The Proactive Contact Agent screen will display “Released from Dialer” and “Went on break” on the bottom of the screen. The inbound call can only be handled from the agent’s telephone and not from the Proactive Contact Agent application.

After all the inbound calls are completed, Proactive Contact switches the agent from inbound to outbound. Proactive Contact makes an acquire-agent call to the VDN 55501 and plays the **Outbound** announcement on the agent’s telephone stating that the agent is moving to outbound. Once in outbound mode, the Proactive Contact agent now must click **Work ➔ Go off Break** to receive more outbound calls.
9.3 Verify Proactive Contact Job Status

From the command prompt on Proactive Contact, execute the command `jobmon` to get the status of the job that is running. Select Job from the menu bar and then select Open Job (not shown). Jobmon will give information on the number of agents logged in and the number of outbound calls made. Press Tab to go through the different activity screen. The screen below shows that an agent has logged in to handle outbound calls.

When the agent is handling inbound calls, the ACD field will show the agent as logged into the ACD.
From the command prompt on the primary and secondary dialers, execute the command “acdsnapshot” to monitor the number of inbound calls handled by the agents.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>dg_id</td>
<td>1</td>
</tr>
<tr>
<td>control_level</td>
<td>0B</td>
</tr>
<tr>
<td>potential_idle</td>
<td>0</td>
</tr>
<tr>
<td>release_latency</td>
<td>10</td>
</tr>
<tr>
<td>predicted_q_length</td>
<td>0</td>
</tr>
<tr>
<td>good_perf_ratio</td>
<td>1</td>
</tr>
<tr>
<td>auxiliary</td>
<td>aux_adj'd attenuation exit_ppnsty idle_disc late_disc</td>
</tr>
<tr>
<td>factors</td>
<td>0 0.123344 0 0 0</td>
</tr>
<tr>
<td>calls.serv'd</td>
<td>conn'd</td>
</tr>
<tr>
<td>queue</td>
<td>utilization</td>
</tr>
<tr>
<td>i/b.acq'd</td>
<td>oos.min_ob.idle hc</td>
</tr>
<tr>
<td>agents.time</td>
<td>active.disc.c'frm</td>
</tr>
<tr>
<td>Acquire</td>
<td>32.466 1 0 86463 10 failed 1</td>
</tr>
<tr>
<td>Release</td>
<td>77.337 0 0 4 2 failed 0 0</td>
</tr>
<tr>
<td>general</td>
<td>0 0 0 4 2 +------------</td>
</tr>
<tr>
<td>specific</td>
<td>0 0 0 0 0</td>
</tr>
</tbody>
</table>

### 10 Conclusion

These Application Notes provide administrators with the steps necessary to configure Proactive Contact with CTI Release 5.0.1 to support Agent Predictive Blending operations. The steps provided should be helpful for implementing most deployments, but do not address all possible configuration scenarios.

### 11 Additional References

This section references the product documentation relevant to these Application Notes. They are available at [http://support.avaya.com](http://support.avaya.com).

1. Planning for Avaya Proactive Contact 5.0, February 2012
2. Using Avaya Proactive Contact Agent Release 5.0, April 2011
3. Using Avaya Proactive Contact Supervisor Release 5.0, December 2011
4. Administering Avaya Proactive Contact Release 5.0, July 2011
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