



Avaya Solution & Interoperability Test Lab

Application Notes for TelAthena Systems neOn SoftDialer with Avaya Aura[®] Communication Manager and Avaya Aura[®] Application Enablement Services – Issue 1.0

Abstract

These Application Notes describe the procedures for configuring TelAthena Systems neOn SoftDialer, which was compliance tested with Avaya Aura[®] Communication Manager and Avaya Aura[®] Application Enablement Services. The objective of the test was to evaluate interoperability of TelAthena Systems neOn SoftDialer in a call center environment, handling inbound, transfer, preview outbound, blending, and predictive outbound dialing campaigns. All test cases completed successfully

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 procedures for configuring TelAthena Systems neOn SoftDialer (herein referred to as neOn SoftDialer), which was compliance tested with Avaya Aura[®] Communication Manager and Avaya Aura[®] Application Enablement Services. The objective of the test was to evaluate interoperability of neOn SoftDialer in a call center environment, handling inbound, transfer, conference, preview outbound, blending, and predictive outbound dialing campaigns.

neOn SoftDialer is a software solution that consists of a neOn Server, neOn SoftDialer Gateway Server, and Systellect CT Connect server.

neOn Server houses the software to create and manage scripting, lead management, reporting, work scheduling, import and export, and API dialing interfaces. In the compliance test configuration, a Linux-based server was used.

neOn SoftDialer Gateway Server is supported on Windows NT and Windows 2000/2003 Server operating systems. In the compliance test configuration, a Windows 2003 Server was used. The neOn SoftDialer Gateway Server houses the soft-dialing predictive algorithm, Systellect CT Connect software, and application processes controlling messaging between the Communication Manager and the neOn Server. The Definity LAN Gateway (DLG) interface of Application Enablement Services is utilized by Systellect CT Connect to provide call control and event report CTI functionality to neOn SoftDialer.

The agent workstations are connected to the neOn Server in one of three ways: browser, Windows client, or Telnet character-based connections. In the compliance test configuration, the telnet connection was used. During the compliance test, software for the neOn server, neOn SoftDialer Gateway Server, and Systellect CT Connect were installed on a desktop. VMware was utilized to interact between Windows and Linux operating systems.

2. General Test Approach and Test Results

Serviceability and basic functionality test cases were performed manually. During the manual tests, inbound calls were made to the inbound VDN and routing of the call was verified. Calls were also transferred from agent to agent using the neOn SoftDialer application, and caller information was verified. Preview calls were launched via the neOn SoftDialer application on behalf of agents assigned to preview dialing campaigns. Outbound predictive calls that resulted in positive voice detection were delivered to agents and screen pops were verified.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature, serviceability. The feature testing evaluated the ability of neOn SoftDialer on different types of campaigns (Blend, Inbound, Predictive, Preview, and Transfer). The serviceability testing introduced failure scenarios to see if neOn SoftDialer can recover from failures.

2.2. Test Results

All test cases passed.

2.3. Support

Technical support on neOn SoftDialer can be obtained by calling the support telephone number at (888) 777-7565.

3. Reference Configuration

Figure 1 provides the test configuration used for the compliance testing. Avaya S8720 Servers with an Avaya G650 Media Gateway were included during the compliance test to provide the inter-switch scenario. Note that actual configurations may vary.

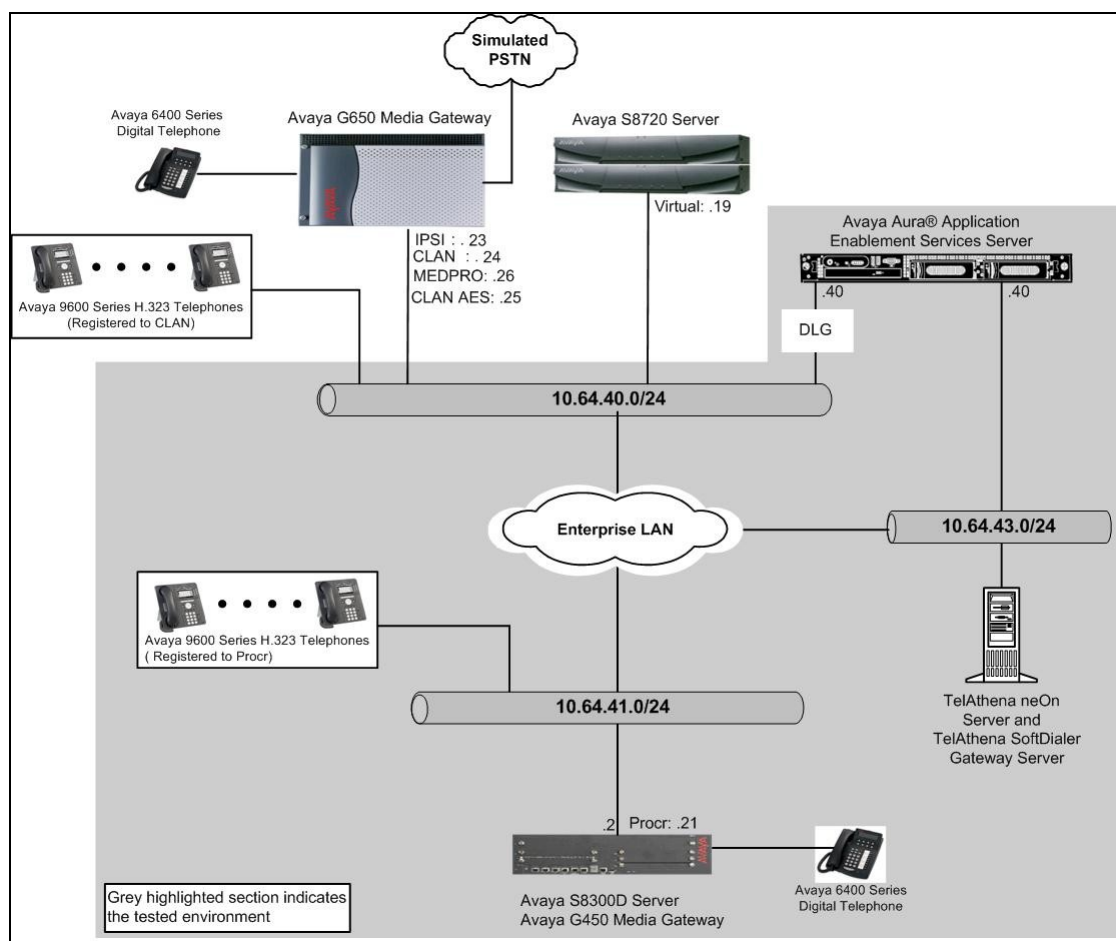


Figure 1: Test Configuration of TelAthena Systems neOn SoftDialer with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services

4. Equipment and Software Validated

The following equipment and software were used for the test configuration.

Equipment		Software/Firmware
Avaya S8300D Server with Avaya G450 Media Gateway		Avaya Aura® Communication Manager 6.0.1 (R016x.00.1.510.1) w/ patch 00.1.510.1-18860
Avaya Aura® Application Enablement Services		6.1 (R6-1-0-20-0)
Avaya S8720 Servers with Avaya G650 Media Gateway		Avaya Aura® Communication Manager 5.2.1 (R015x.02.1.016.4)
Avaya 9600 Series IP Telephones		
	9620 (H.323)	3.1
	9630 (H.323)	3.1
Avaya 9600 Series SIP Telephones		
	9630 (SIP)	2.6.4
	9640 (SIP)	2.6.4
	9650 (SIP)	2.6.4
Avaya 6400 Series Digital Telephones		N/A
Avaya C363T-PWR Converged Stackable Switch		4.5.14
Extreme Networks Summit 48		4.1.21
TelAthena neOn Server on RedHat Enterprise Linux 5		Kernel release 2.6.18-8.e15
TelAthena neOn SoftDialer Gateway Server on Windows 2003 Enterprise Server with SP2		3.2.8
Systellect CT Connect		7.6.301.0

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Computer Telephony Integration (CTI) links, hunt/skill groups, vectors, inbound campaign Vector Directory Numbers (VDN), outbound campaign VDN, agents and agent login/logoff codes on Communication Manager. All the configuration changes in Communication Manager are performed through the System Access Terminal (SAT) interface. The highlights in the following screens indicate the values used during the compliance test.

5.1. System-Parameters Customer-Options for DLG

Enter the **display system-parameters customer-options** command. On **Page 3**, verify that the ASAI Link Core Capabilities and ASAI Link Plus Capabilities fields are set to **y**. If not, contact an authorized Avaya account representative to obtain the license.

```
display system-parameters customer-options                               Page 3 of 11
                                OPTIONAL FEATURES

Abbreviated Dialing Enhanced List? y      Audible Message Waiting? n
Access Security Gateway (ASG)? n           Authorization Codes? y
Analog Trunk Incoming Call ID? n           CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? n    CAS Main? n
Answer Supervision by Call Classifier? n    Change COR by FAC? n
ARS? y      Computer Telephony Adjunct Links? n
ARS/AAR Partitioning? y      Cvg Of Calls Redirected Off-net? n
ARS/AAR Dialing without FAC? y      DCS (Basic)? n
ASAI Link Core Capabilities? y      DCS Call Coverage? n
ASAI Link Plus Capabilities? y      DCS with Rerouting? n
Async. Transfer Mode (ATM) PNC? n
Async. Transfer Mode (ATM) Trunking? n    Digital Loss Plan Modification? n
ATM WAN Spare Processor? n              DS1 MSP? y
ATMS? n      DS1 Echo Cancellation? n
Attendant Vectoring? n
```

5.2. Configure Switch Connection and CTI Links

Enter the **add cti-link m** command, where **m** is an available CTI link number. Enter a valid extension under the provisioned dial plan in Communication Manager, set the **Type** field to **ASAI-IP**, and assign a descriptive name to the CTI link. The following screen shows the DLG CTI link configuration utilized during the compliance test.

```
add cti-link 1                                                         Page 1 of 3
                                CTI LINK

CTI Link: 1
Extension: 20003
Type: ASAI-IP
Name: DLG
COR: 1
```

Enter the **change node-names ip** command. The procr IP address is used for connectivity to the Application Enablement Services server.

change node-names ip		Page 1 of 2
IP NODE NAMES		
Name	IP Address	
CLAN	10.64.40.24	
aes	10.64.43.40	
default	0.0.0.0	
msgserver-ip	10.64.41.21	
procr	10.64.41.21	
procr6	::	

Enter the **change ip-services** command. On **Page 1**, configure the **Service Type** field to **AESVCS** and the **Enabled** field to **y**. The **Local Node** field should be pointed to the procr IP address that was configured previously. During the compliance test, the default port was utilized for the Local Port field.

change ip-services

Page1 of 4

IP SERVICES					
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port
AESVCS	y	procr	8765		

On **Page 4**, enter the hostname of the Application Enablement Services server in the **AE Services Server** field. The server name may be obtained by logging into the Application Enablement Services server using ssh, and running the command **uname -a**. Enter an alphanumeric password for the Password field. Set the Enabled field to **y**. The same password will be configured on the Application Enablement Services server in **Section 6.1**.

change ip-services				Page 4 of 4
AE Services Administration				
Server ID	AE Services Server	Password	Enabled	Status
1:	aes	*	y	idle
2:				

5.3. Call Classification

Each call that is launched by the TelAthena neOn SoftDialer requires Avaya Call Classification. Enter the **change system-parameters features** command. It is recommended that the Call Classification After Answer Supervision field be set to **n** on **Page 13**. This setting reserves a call classification circuit from the time that the TelAthena neOn SoftDialer launches a call until the call has connected and is fully classified. The call classification circuit is then released and made available for the next call.

```
change system-parameters features                                     Page 13 of 19
                                FEATURE-RELATED SYSTEM PARAMETERS
CALL CENTER MISCELLANEOUS
    Callr-info Display Timer (sec): 10
                                Clear Callr-info: next-call
    Allow Ringer-off with Auto-Answer? n

    Reporting for PC Non-Predictive Calls? n

    Agent/Caller Disconnect Tones? n
    Interruptible Aux Notification Timer (sec): 3
    Zip Tone Burst for Callmaster Endpoints: double

ASAI
    Copy ASAI UII During Conference/Transfer? n
    Call Classification After Answer Supervision? n
                                Send UCID to ASAI? y
    For ASAI Send DTMF Tone to Call Originator? y
```

During the test scenario, the values on the SIT TREATMENT FOR CALL CLASSIFICATION form were set as shown below. Other values are acceptable based on customer requirements. Use the **change sit-treatment** command to modify the values.

```
change sit-treatment                                                Page 1 of 1
                                SIT TREATMENT FOR CALL CLASSIFICATION

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

                                AMD Treatment: dropped
                                Pause Duration (seconds): 1.0
                                Talk Duration (seconds): 1.5
```

5.4. Call Vectoring for Inbound Campaigns

Enter the **display system-parameters customer-options** command. On **Page 6**, verify that the **ACD** and **Vectoring (Basic)** fields are set to **y**. For configuring agents in an ACD environment, set the **Expert Agent Selection (EAS)** field to **y**. If not, contact an authorized Avaya account representative to obtain these licenses.

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

Call Center Release: 6.0

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

On **Page 11**, set the **Expert Agent Selection (EAS) Enabled** field to **y**. The TelAthena Systems neOn SoftDialer does not utilize passwords for agents. Therefore, the **Minimum Agent-LoginID Password Length** field should be set to blank.

```
change system-parameters features                                     Page 11 of 19
FEATURE-RELATED SYSTEM PARAMETERS
CALL CENTER SYSTEM PARAMETERS
EAS
Expert Agent Selection (EAS) Enabled? y
Minimum Agent-LoginID Password Length:
Direct Agent Announcement Extension:
Message Waiting Lamp Indicates Status For: station
Delay:

VECTORIZING
Converse First Data Delay: 0
Converse Signaling Tone (msec): 100
Prompting Timeout (secs): 10
Interflow-qpos EWT Threshold: 2
Reverse Star/Pound Digit For Collect Step? n
Available Agent Adjustments for BSR? n
BSR Tie Strategy: 1st-found
Store VDN Name in Station's Local Call Log? n
SERVICE OBSERVING
Service Observing: Warning Tone? y
Service Observing Allowed with Exclusion? n
Allow Two Observers in Same Call? y
Second Data Delay: 2
Pause (msec): 70
or Conference Tone? n
```


Enter the **add hunt-group n** command, where **n** is an unused hunt group number. On **Page 1**, assign **Group Name** and **Group Extension** that is valid in the provisioned dial plan. Set the **ACD**, **Queue**, and **Vector** fields to **y**. When ACD is enabled, hunt group members serve as ACD agents and must log in to receive ACD split/skill calls. When Queue is enabled, calls to the hunt group will be served by a queue. When Vector is enabled, the hunt group will be vector controlled.

add hunt-group 86		Page 1 of 4	
HUNT GROUP			
Group Number: 86		ACD? y	
Group Name: Telathena-IN		Queue? y	
Group Extension: 72086		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:		

On **Page 2**, set the **Skill** field to **y**, which means that agent membership in the hunt group is based on skills, rather than a pre-programmed assignment to the hunt group.

add hunt-group 86		Page 2 of 4	
HUNT GROUP			
Skill? y		Expected Call Handling Time (sec): 180	
AAS? n			
Measured: none			
Supervisor Extension:			
Controlling Adjunct: none			
Multiple Call Handling: none			
Timed ACW Interval (sec):		After Xfer or Held Call Drops? n	

Enter the **add agent-loginID p** command, where **p** is a valid extension in the provisioned dial plan. On **Page 1**, enter a descriptive name. TelAthena Systems neOn SoftDialer will authenticate users during the agent login process. Since TelAthena Systems neOn SoftDialer does not utilize passwords for agents, the **Password** and **Password (enter again)** fields should be set to blank.

add agent-loginID 72091		Page 1 of 2
AGENT LOGINID		
Login ID: 72091	AAS? n	
Name: Agent-1	AUDIX? n	
TN: 1	LWC Reception: spe	
COR: 1	LWC Log External Calls? n	
Coverage Path:	AUDIX Name for Messaging:	
Security Code:	LoginID for ISDN/SIP Display? n	
	Password:	
	Password (enter again):	
	Auto Answer: station	
	MIA Across Skills: system	
	ACW Agent Considered Idle: system	
	Aux Work Reason Code Type: system	
	Logout Reason Code Type: system	
	Maximum time agent in ACW before logout (sec): system	
	Forced Agent Logout Time: :	
WARNING: Agent must log in again before changes take effect		

On **Page 2**, set **SN** (Skill Number) to the hunt group number previously created. **SL** (Skill Level) may be set according to customer requirements.

Repeat this step as necessary to configure additional agent extensions.

add agent-loginID 72091		Page 2 of 2
AGENT LOGINID		
Direct Agent Skill:	Service Objective? n	
Call Handling Preference: skill-level	Local Call Preference? n	
SN RL SL	SN RL SL	
1: 86 1	16:	
2: 87 1	17:	
3:	18:	
4:	19:	
5:	20:	

Enter the **change vector q** command, where **q** is an unused vector number. Enter a descriptive name, and administer the vector to deliver calls to the hunt/skill group number. Agents that are logged into the hunt/skill group will be able to answer calls queued to the hunt/skill group.

change vector 86		Page 1 of 6
CALL VECTOR		
Number: 86	Name: TelathenaVecIN	
Multimedia? n	Attendant Vectoring? n	Meet-me Conf? n Lock? n
Basic? y	EAS? y G3V4 Enhanced? y	ANI/II-Digits? y ASAI Routing? y
Prompting? y	LAI? y G3V4 Adv Route? y	CINFO? y BSR? y Holidays? y
Variables? y	3.0 Enhanced? y	
01	wait-time 2 secs	hearing ringback
02	queue-to skill 86	pri m
03		
04		
05		
06		

Enter the **add vdn r** command, where **r** is an extension valid in the provisioned dial plan. Specify a descriptive name for the VDN. In the **Destination** field, provide the vector number which was created in the previous step. In the example below, incoming calls to extension 72076 corresponds to VDN 72076, which in turn will invoke the actions specified in vector 86.

add vdn 72076		Page 1 of 3
VECTOR DIRECTORY NUMBER		
Extension: 72076		
Name*: Tel-IN-VDN		
Destination: Vector Number		86
Attendant Vectoring? n		
Meet-me Conferencing? n		
Allow VDN Override? n		
COR: 1		
TN*: 1		
Measured: none		
VDN of Origin Annc. Extension*:		
1st Skill*:		
2nd Skill*:		
3rd Skill*:		

5.5. Call Vectoring for Predictive Outbound Campaigns

Add a hunt-group and set the **ACD** and **Vector** fields to **y**. Enter a descriptive group name in the **Group Name** field and a valid extension in the provisioned dial plan for the **Group Extension** field. Other field values can be set based on customer requirements.

*Note that it is undesirable to assign queue slots to these types of calls. Therefore, in this example, the **queue** field is set to **n**.*

add hunt-group 87		Page 1 of 4	
HUNT GROUP			
Group Number: 87		ACD? y	
Group Name: Telethena-OUT		Queue? n	
Group Extension: 72087		Vector? y	
Group Type: ucd-mia			
TN: 1			
COR: 1		MM Early Answer? n	
Security Code:		Local Agent Preference? n	
ISDN/SIP Caller Display:			

On **Page 2**, set the **Skill** field to **y**.

add hunt-group 87		Page 2 of 4	
HUNT GROUP			
Skill? y		Expected Call Handling Time (sec): 180	
AAS? n			
Measured: none			
Supervisor Extension:			
Controlling Adjunct: none			
Multiple Call Handling: none			
Timed ACW Interval (sec):		After Xfer or Held Call Drops? n	

Modify a call vector to deliver calls to the skill number defined in the previous step. Note that playing an announcement or other conditional steps can be implemented based on customer requirements.

change vector 87		Page 1 of 6	
CALL VECTOR			
Number: 87		Name: TelathenaVecOUT	
Multimedia? n	Attendant Vectoring? n	Meet-me Conf? n	Lock? n
Basic? y	EAS? y	G3V4 Enhanced? y	ANI/II-Digits? y
Prompting? y	LAI? y	G3V4 Adv Route? y	CINFO? y
Variables? y	3.0 Enhanced? y	BSR? y	Holidays? y
01			
02	queue-to skill 87 pri m		
03			
04			

Add a VDN and set the **Vector Number** field to the call vector assigned in the previous step. This VDN represents the main number for outbound calls.

add vdn 72077		Page 1 of 3	
VECTOR DIRECTORY NUMBER			
Extension: 72077			
Name*: Tel-OUT-VDN			
Destination: Vector Number 87			
Attendant Vectoring? n			
Meet-me Conferencing? n			
Allow VDN Override? n			
COR: 1			
TN*: 1			
Measured: none			
VDN of Origin Annc. Extension*:			
1st Skill*:			
2nd Skill*:			
3rd Skill*:			

5.6. Adjunct Route for Predictive Outbound Campaigns

If the outbound campaign is calling an answering machine or fax, the call can be redirected using the adjunct route in the vector. Enter the **display system-parameters customer-options** command. On **Page 9**, verify that the **Adjunct Routing** field is set to **y**. If not, contact an authorized Avaya account representative to obtain these licenses.

```
change system-parameters customer-options                               Page 9 of 11
                               ASAI ENHANCED FEATURES

                               Adjunct Routing? y
                               CTI Stations? y
Increased Adjunct Route Capacity? y
                               Phantom Calls? y

                               ASAI PROPRIETARY FEATURES

                               Proprietary? N
```

Enter the **change vector q** command, where **q** is an unused vector number. Enter a descriptive name, and administer the vector to invoke to an adjunct route call to link 1 (in this case when an answering machine detected.).

```
change vector 87                                                       Page 1 of 6
                               CALL VECTOR

Number: 87                      Name: TelathenaVecOUT
Multimedia? n      Attendant Vectoring? n      Meet-me Conf? n      Lock? n
Basic? y      EAS? y      G3V4 Enhanced? y      ANI/II-Digits? y      ASAI Routing? y
Prompting? y      LAI? y      G3V4 Adv Route? y      CINFO? y      BSR? y      Holidays? y
Variables? y      3.0 Enhanced? y
01 adjunct routing link 1
02 wait-time 4 secs hearing silence
03
04
05
```

6. Configure Avaya Aura® Application Enablement Services

Application Enablement Services enables CTI applications to control and monitor telephony resources on Communication Manager. Application Enablement Services receives requests from CTI applications, and forwards the request to Communication Manager. Conversely, Application Enablement Services receives responses and events from Communication Manager and forwards them to the appropriate CTI applications.

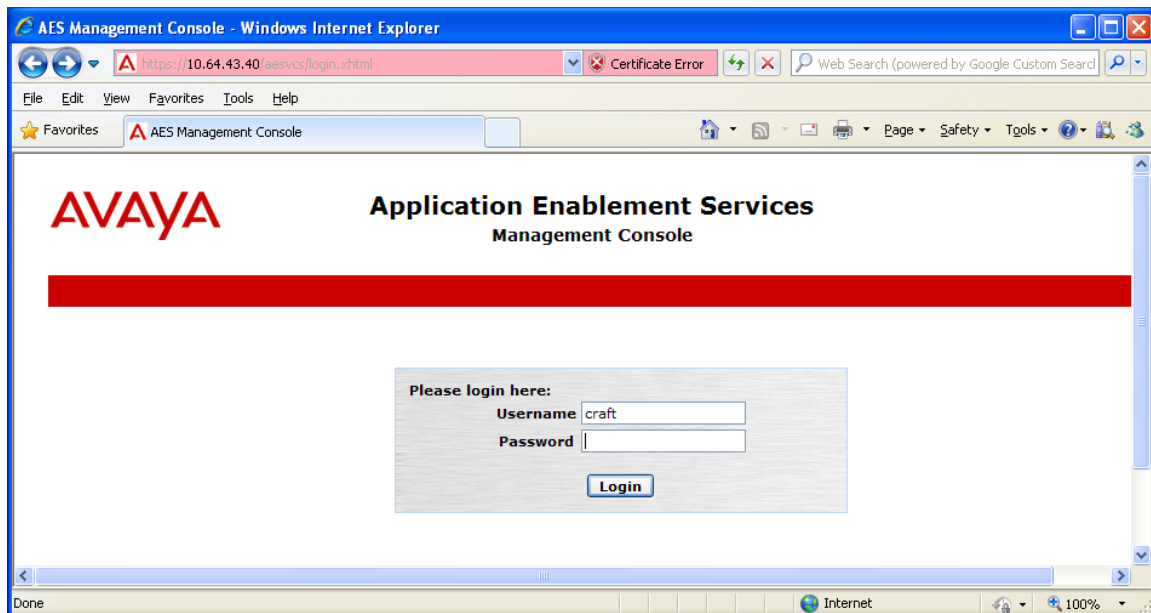
In this section, the following steps will be discussed:

- Configure a switch connection
- Configure a DLG CTI link

This section assumes that installation and basic administration of the Application Enablement Services server has been performed. The steps in this section describe the configuration of a Switch Connection, creating a CTI link for TSAPI, and a CTI user.

6.1. Configure Switch Connection

Launch a web browser, enter <https://<IP address of the Application Enablement Services server>> in the URL, and log in with the appropriate credentials for accessing the Application Enablement Services Management Console page.



The **Welcome to OAM** screen is displayed next. Select **AE Services** from the left pane.

Application Enablement Services
Management Console

Welcome: User craft
Last login: Wed Aug 24 15:11:27 2011 from 10.64.44.2
HostName/IP: aes.avaya.com/10.64.43.40
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-1-0-20-0

Home
Home | Help | Logout

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

Welcome to OAM

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

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

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

Verify that Application Enablement Services is licensed for the DLG service, as shown in the screen below.

Application Enablement Services
Management Console

Welcome: User craft
Last login: Wed Aug 31 09:39:49 2011 from 10.64.44.2
HostName/IP: aes.avaya.com/10.64.43.40
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-1-0-20-0

AE Services
Home | Help | Logout

- AE Services
 - CVLAN
 - DLG
 - DMCC
 - SMS
 - TSAPI
 - TWS
- Communication Manager Interface
- Licensing
- Maintenance
- Networking
- Security
- Status
- User Management
- Utilities
- Help

AE Services

IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart.

Service	Status	State	License Mode	Cause*
ASAI Link Manager	N/A	Running	N/A	N/A
CVLAN Service	OFFLINE	Running	N/A	N/A
DLG Service	ONLINE	Running	NORMAL MODE	N/A
DMCC Service	ONLINE	Running	NORMAL MODE	N/A
TSAPI Service	ONLINE	Running	NORMAL MODE	N/A
Transport Layer Service	N/A	Running	N/A	N/A

For status on actual services, please use [Status and Control](#)

* -- For more detail, please mouse over the Cause, you'll see the tooltip, or go to help page.

License Information
You are licensed to run Application Enablement (CTI) version 6.0

Click on **Communication Manager Interface** → **Switch Connections** in the left pane to invoke the Switch Connections page. A Switch Connection defines a connection between Application Enablement Services and Communication Manager. Enter a descriptive name for the switch connection and click on **Add Connection**.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Wed Aug 24 15:11:27 2011 from 10.64.44.2
HostName/IP: aes.avaya.com/10.64.43.40
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-1-0-20-0

Communication Manager Interface | Switch Connections Home | Help | Logout

AE Services
Communication Manager Interface
Switch Connections
Dial Plan
Licensing
Maintenance
Networking
Security
Status
User Management
Utilities
Help

Switch Connections

S8300D Add Connection

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
Edit Connection Edit PE/CLAN IPs Edit H.323 Gatekeeper Delete Connection Survivability Hierarchy			

The next window that appears prompts for the Switch Password. Enter the same password that was administered on Communication Manager in **Section 5.2**. Default values may be used in the remaining fields. Click on **Apply**.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Wed Aug 24 15:11:27 2011 from 10.64.44.2
HostName/IP: aes.avaya.com/10.64.43.40
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-1-0-20-0

Communication Manager Interface | Switch Connections Home | Help | Logout

AE Services
Communication Manager Interface
Switch Connections
Dial Plan
Licensing
Maintenance
Networking
Security
Status
User Management
Utilities
Help

Connection Details - S8300D

Switch Password
Confirm Switch Password
Msg Period 30 Minutes (1 - 72)
SSL ☒
Processor Ethernet ☐
Apply Cancel

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

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Wed Aug 24 15:11:27 2011 from 10.64.44.2
HostName/IP: aes.avaya.com/10.64.43.40
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-1-0-20-0

Communication Manager Interface | Switch Connections [Home](#) | [Help](#) | [Logout](#)

Navigation Menu: AE Services, Communication Manager Interface, Switch Connections, Dial Plan, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, Help.

Switch Connections

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input checked="" type="radio"/> S8300D	No	30	0

Enter the IP address of Procr used for Application Enablement Services connectivity from **Section 5.2**, and click on **Add Name or IP**.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Wed Aug 24 15:11:27 2011 from 10.64.44.2
HostName/IP: aes.avaya.com/10.64.43.40
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-1-0-20-0

Communication Manager Interface | Switch Connections [Home](#) | [Help](#) | [Logout](#)

Navigation Menu: AE Services, Communication Manager Interface, Switch Connections, Dial Plan, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, Help.

Edit CLAN IPs - S8300D

Name or IP Address	Status
--------------------	--------

After returning to the Switch Connections page, select the radio button corresponding to the switch connection added previously, and click on **Edit H.323 Gatekeeper**.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Wed Aug 24 15:11:27 2011 from 10.64.44.2
HostName/IP: aes.avaya.com/10.64.43.40
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-1-0-20-0

Communication Manager Interface | Switch Connections [Home](#) | [Help](#) | [Logout](#)

- AE Services
- Communication Manager Interface
 - Switch Connections
 - Dial Plan
- Licensing
- Maintenance
- Networking
- Security
- Status
- User Management
- Utilities
- Help

Switch Connections

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input checked="" type="radio"/> S8300D	No	30	0

Enter the IP address of Procr used for Application Enablement Services connectivity from **Section 5.2**, and click on **Add Name or IP**.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Tue Sep 6 13:52:29 2011 from 10.64.44.2
HostName/IP: aes.avaya.com/10.64.43.40
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-1-0-20-0

Communication Manager Interface | Switch Connections [Home](#) | [Help](#) | [Logout](#)

- AE Services
- Communication Manager Interface
 - Switch Connections
 - Dial Plan
- Licensing
- Maintenance
- Networking
- Security
- Status
- User Management
- Utilities
- Help

Edit H.323 Gatekeeper - S8300D

Name or IP Address

6.2. Configure DLG CTI Link

Navigate to **AE Services → DLG → DLG Links** to configure the DLG CTI link. Click the **Add Link** button to start configure the DLG link.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and a welcome message for user "craft" with login details. A red navigation bar contains "AE Services | DLG | DLG Link" and links for "Home | Help | Logout".


On the left is a sidebar menu with categories like "AE Services", "DLG", "Communication Manager Interface", and others. The "DLG Links" option is selected.

The main content area, titled "DLG Links", features a table with the following headers: "Switch Connection", "Switch CTI Link #", "Client Host Name or IP Address", and "Client Link Number". Below the table are three buttons: "Add Link" (highlighted with a red box), "Edit Link", and "Delete Link".

Select a switch connection using the drop down menu. The switch connection is configured in **Section 6.1**. Select the switch CTI Link number using the drop down menu. The switch CTI link number should match the link number configured in **Section 5.2**. Provide the IP address of the Systellect CT Connect server for the **Client Hostname or IP** field. Select an available link number, using the drop down menu for **Client Link Number**. This number should match the link number of the Systellect CT Connect server from **Section 7.1**. Click on the **Apply Changes** button.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title 'Application Enablement Services Management Console', and a welcome message for user 'craft' with login details. A red navigation bar contains 'AE Services | DLG | DLG Link' and links for 'Home | Help | Logout'. The left sidebar lists navigation options: AE Services, CVLAN, DLG (expanded), DLG Links (selected), DMCC, SMS, TSAPI, TWS, Communication Manager Interface, Licensing, and Maintenance. The main content area, titled 'Add DLG Links', contains four form fields: 'Switch Connection' (dropdown menu showing 'S8300D'), 'Switch CTI Link Number' (dropdown menu showing '1'), 'Client Hostname or IP' (text input field containing '10.64.43.121'), and 'Client Link Number' (dropdown menu showing '1'). At the bottom of the form are 'Apply Changes' and 'Cancel Changes' buttons. Red rectangular boxes highlight each of these four input fields.

The following screen shows the completion of the DLG CTI link configuration.

**Application Enablement
Services
Management Console**

Welcome: User craft
Last login: Thu Sep 8 16:33:24 2011 from
10.64.44.2
HostName/IP: aes.avaya.com/10.64.43.40
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-1-0-20-0

AE Services | DLG | DLG LinkHome | Help | Logout

▼ AE Services

▶ CVLAN

▼ DLG

▪ DLG Links

▶ DMCC

▶ SMS

▶ TSAPI

▶ TWS

Communication Manager
Interface

▶ Licensing

▶ Maintenance

DLG Links

Switch Connection	Switch CTI Link #	Client Host Name or IP Address	Client Link Number
<input checked="" type="radio"/> S8300D	1	10.64.43.121	1

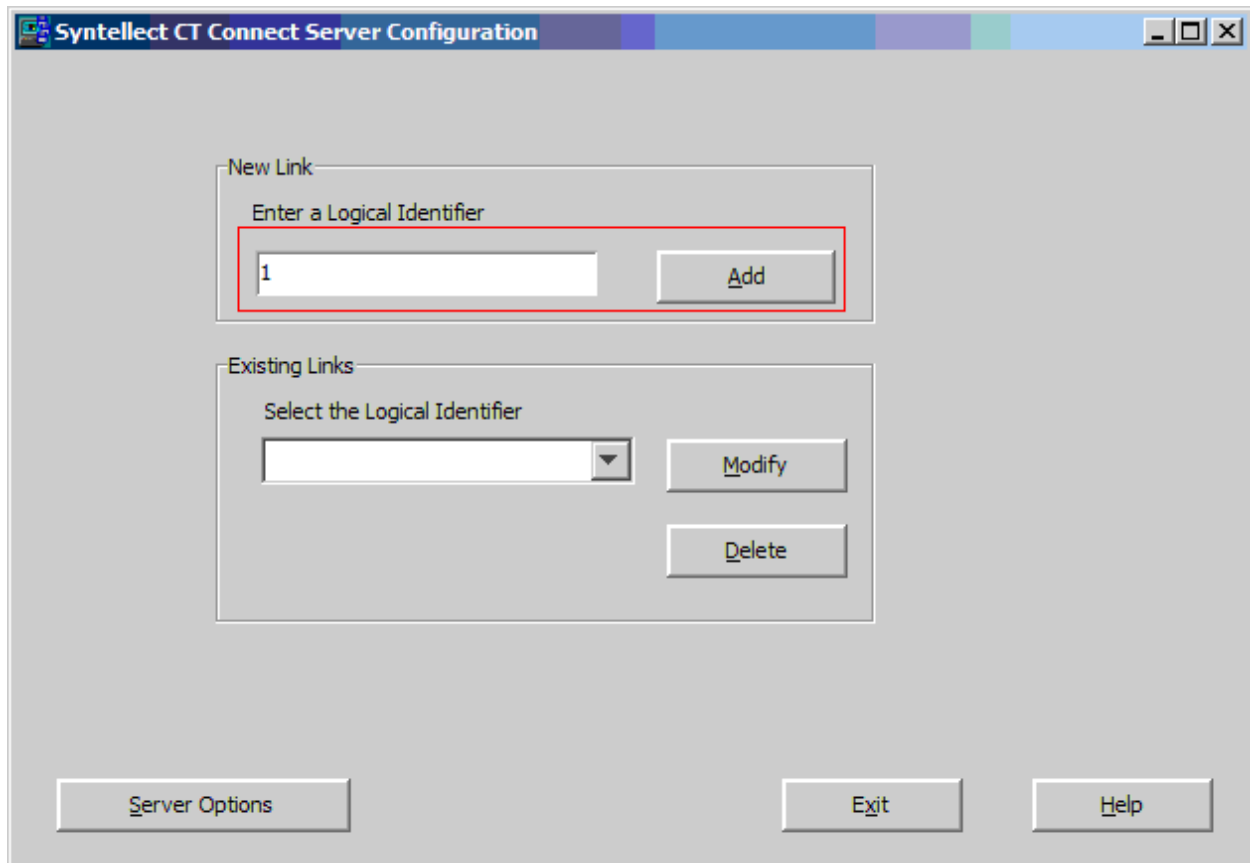
Add LinkEdit LinkDelete Link

7. Configure TelAthena Systems neOn SoftDialer

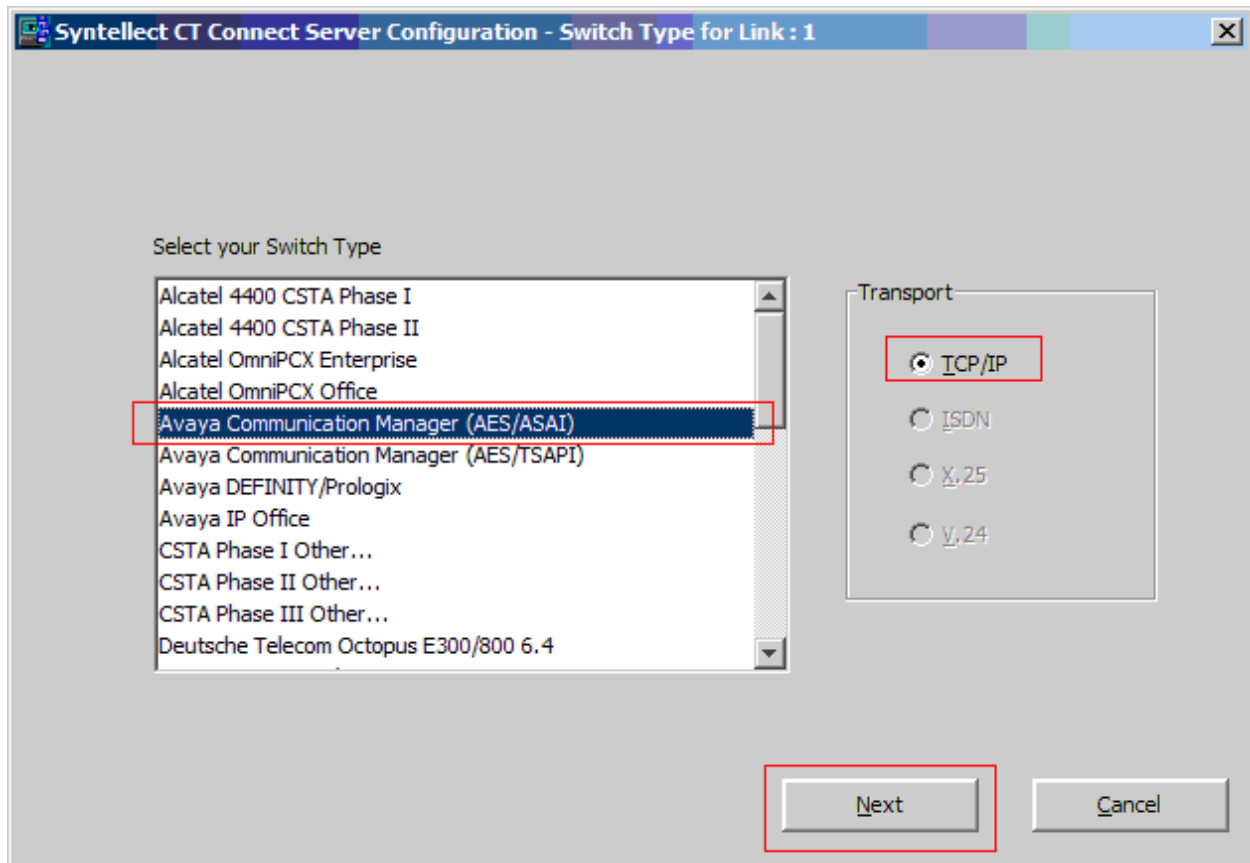
TelAthena Systems personnel prepare the configuration of the TelAthena Systems product on behalf of their customers. This section only focuses on the interface between Application Enablement Services and the Systellect CT Connect Server, and the TelAthena Systems neOn server.

7.1. Configure Systellect CT Connect

Start the Systellect CT Connect Server Configuration Program by navigating to **Start → Programs → Systellect CT Connect Server → Configuration Program**. Enter a number in the **New Link Logical Identifier** field. Click on the **Add** button.



Select **Avaya Communication Manager (AES/ASAI)** from the **Select your Switch Type** menu. Verify that **TCP/IP** is selected in the Transport box. Click on the **Next** button.



Enter the IP address of the Application Enablement Services server and the link number. The link number should match the value set in the **Client Link Number** field in **Section 6.2**. Verify that the **Auto Start Link** check box is checked.

Click on the **Advanced** button.

Syntellect CT Connect Server Configuration - Configuring Link : 1

Transport

Switch IP Address: 10.64.43.40

Link Number: 1

Local IP Address (Optional):

Common

☒ Auto Start Link

☐ Auto Restart Monitors

Timestamp: Server

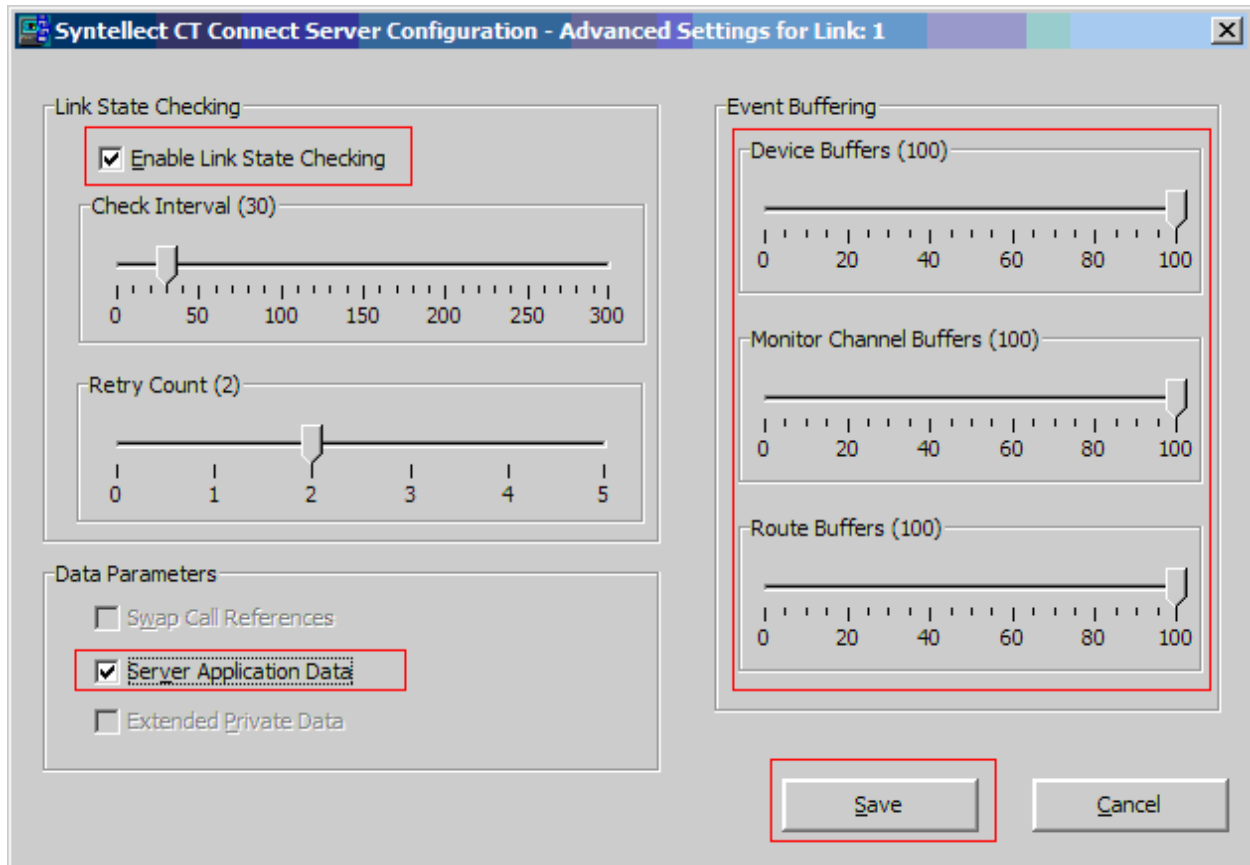
Call Information Manager: localhost

Device Level Authorization

Authorization: Off

Advanced Trace Save Cancel

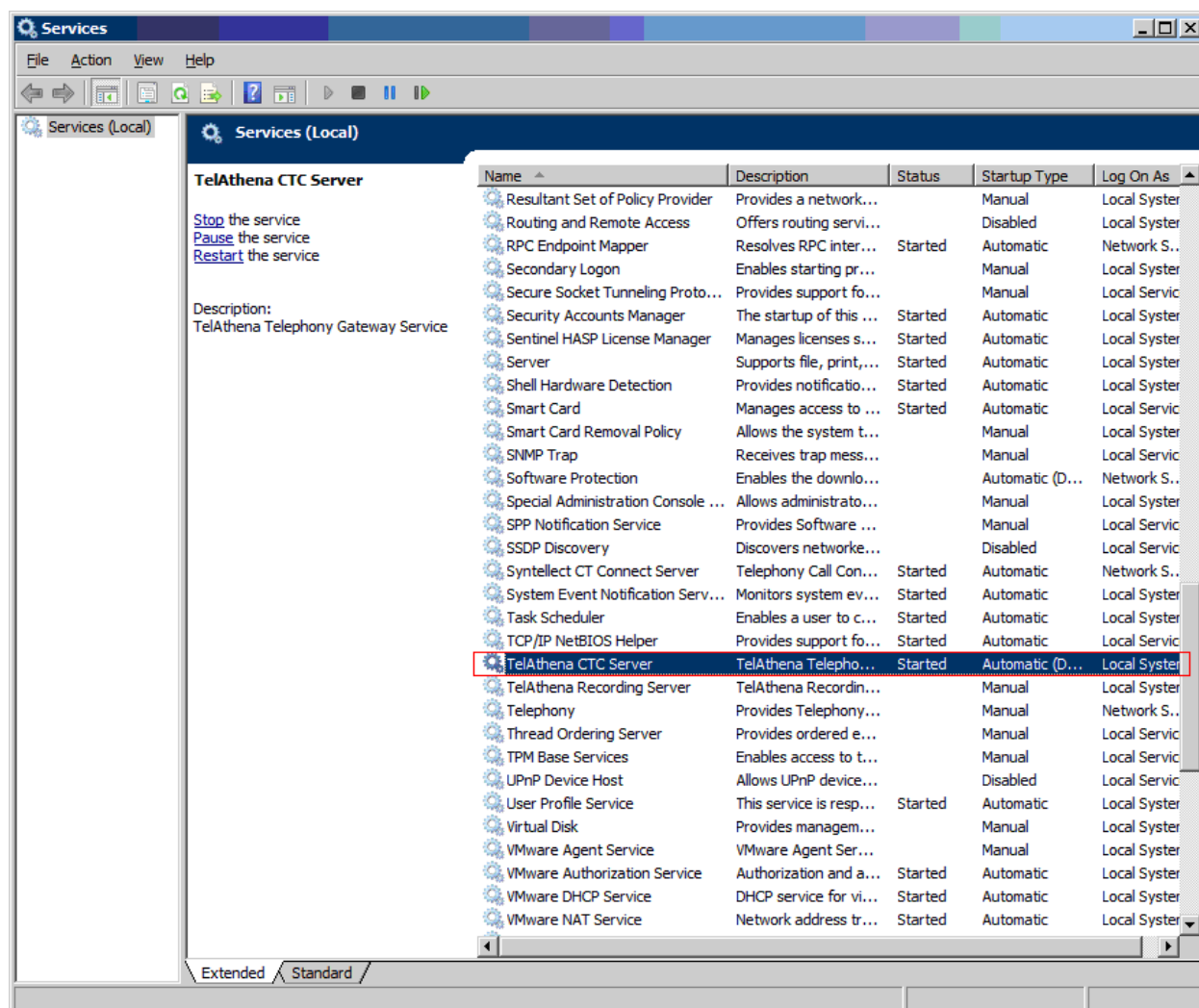
Verify that the **Enable Link State Checking** and the **Server Application Data** check boxes are checked. The default buffer values will work in most configurations. Click on the **Save** button.



Start the Windows Services Administrative Tool by navigating to **Start → Settings → Control Panel → Administrative Tools → Services**. Verify that the TelAthena CTC Server is listed.

Double-click on the TelAthena CTC Server line to bring up the TelAthena CTC Server Properties dialog box. Select **Automatic** from the Startup type drop down menu. Click on the **Start** button (not shown).

Then, click **OK**.



The TelAthena Systems technicians install, configure, and customize the neOn SoftDialer application for end customers. This section describes the initial neon Server configuration, a sample Predictive Campaign and Inbound Campaign. Telnet into the neOn Server using VMware. The following screen shows the main menu. Enter **1** to access the CTC Campaign Controller.

```

ATHENA\I\TEST * CampaignController\0 * KLI\MANAGER\100 * 9:05 PM 30-Aug
M
          CtcCamController M A I N   M E N U
          ^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^

0. Campaign Group Maintenance and Parameters

[off] 1. CTC Campaign Controller

3. Power Pool Maintenance

4. Port Monitoring and Maintenance

5. System Resource Info
6. Show Drop Rate                               Inactive
7. Modify Simulation Flag, currently: <off>
<8> Return to ECL ... or ... #<ECL Command>

          CtcCamController choice => 1

```

```
RECORDDIALER\I\TEST * Campaign Controller\0 * KLI\MANAGER\118 * 9:06 PM 30-Aug
  "M"
      CtcCamController M A I N   M E N U
      ^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^
0.  Campaign Group Maintenance and Parameters
<ON 100> 1.  CTC Campaign Controller

          3.  Power Pool Maintenance

          4.  Port Monitoring and Maintenance

          5.  System Resource Info
-x- Show Drop Rate                               Inactive
-x- Modify Simulation Flag, currently: <off>
<8> Return to ECL ... or ... #<ECL Command>

      CtcCamController choice => 0
```

```

RECORDDIALER\I\TEST * Campaign Controller\ -1 * KLI\118 * 9:06 PM 30-Aug
M
CtcCamController CAMPAIGN MAINTENANCE
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA

0. View Current Campaign Status
1. Create / Modify a Campaign
2. Activate a Campaign
3. Cancel a Campaign

<9> Return to the Main Menu ... or ... #<ECL Command>

Campaign Choice => 1

```

Note: For configuring other Campaigns, please contact support at TelAthena Systems.

```

RECORDDIALER\I\TEST * Campaign Controller\ -1 * KLI\118 * 9:08 PM 30-Aug ..
" M
          CtcCamController CAMPAIGN MAINTENANCE
          ^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^
Campaign Name  Status C# Description ...
-----
1  << New >>    ... .. .. <= Use SE<1> to create a new Campaign
2  BLENDED      Idle      BLENDING CAMPAIGN
3  INBOUND1     Idle      INBOUND CAMPAIGN
4  OUTBOUND1    Idle      PREDICTIVE CAMPAIGN
5; PREVIEW      Idle      PREVIEW CAMPAIGN

- V - V - V - V - V - V - V - V - V - V - V - V - V - V - V - V - V - V - V - V
(1-5; 5:C4)  Enter a Command => SE1

          T B  U UP D P <n>  L  PRT SAVE FI EX EXM EXT # SE ?

```

```
RECORDDIALER\I\TEST * Campaign Controller\ -1 * KLI\118 * 9:10 PM 30-Aug ..
" M"
      CtcCamController CAMPAIGN MAINTENANCE
      ^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^
Campaign Name  Status C# Description ...
-----
New Campaign Name or <CR> to exit => PREDICTIVE
```

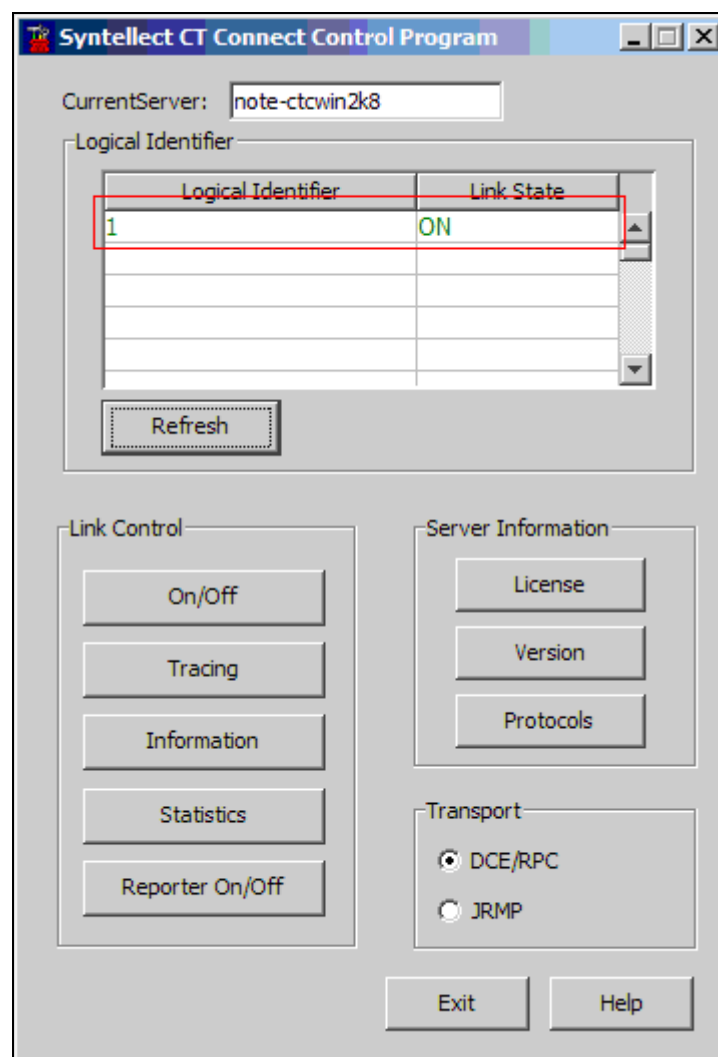
[illegible]

[illegible][illegible]

8. Verification Steps

The following steps may be used to verify the configuration:

- Verify the CTI link between Communication Manager and Application Enablement Services is up (use the **status aesvcs cti-link** and **status aesvcs link** commands on the SAT).
- Log an agent into a hunt/skill group and verify that calls placed to and from the agent are completed successfully.
- From the Syntellect CT Connect server, select **Start → All Programs → Syntellect CT Connect Server → Control Program** to bring up the Syntellect CT Connect Control Program screen below. Verify that the Link State associated with the administered Logical Identifier from **Section 7.1** (in this case **1**) is ON



9. Conclusion

The TelAthena Systems neOn SoftDialer was compliance tested with the Avaya Aura® Communication Manager Version 6.0.1 and Avaya Aura® Application Enablement Services Version 6.1. The TelAthena Systems neOn SoftDialer functioned properly for feature and serviceability test.

10. Additional References

The following Avaya product documentation can be found at <http://support.avaya.com>

[1] *Administering Avaya Aura™ Communication Manager* Release 6.0, Issue 6.0, June 2010, Document Number 03-300509.

[2] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Release 6.1, Issue 2, February 2011, Document Number 02-300357.

The following documentation is provided by TelAthena Systems

[3] *Softdialer Admin Guide*, version 4.0

[4] Syntellect CT Connect Installation and Configuration Guide version 7.6.0

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