



Avaya Solution & Interoperability Test Lab

Application Notes for Inisoft synTelate WebAgent 3.2.1a with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Inisoft synTelate WebAgent 3.2.1a to interoperate with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3. Inisoft synTelate WebAgent is a scripting tool for creating campaigns for use on the contact center agent desktop.

In the compliance testing, Inisoft synTelate WebAgent used the Telephony Services Application Programmer Interface from Avaya Aura® Application Enablement Services to provide screen pop and call control via customized web-based agent desktop.

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

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

1. Introduction

These Application Notes describe the configuration steps required for Inisoft synTelate WebAgent 3.2.1a to interoperate with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3. Inisoft synTelate WebAgent is a scripting tool for creating campaigns for use on the contact center agent desktop.

In the compliance testing, Inisoft synTelate WebAgent used the Telephony Services Application Programmer Interface (TSAPI) from Avaya Aura® Application Enablement Services to monitor agent stations, and to provide screen pop and call control via customized web-based agent desktop.

The Inisoft synTelate WebAgent solution consists of the synTelate Designer, and the synTelate WebAgent server. synTelate Designer is a graphical tool used to define the call flow and custom agent desktop screen.

2. General Test Approach and Test Results

The feature test cases were performed manually. Upon an agent log in, synTelate WebAgent used TSAPI to snapshot device and query agent state, to log the agent into Communication Manager as needed, and to request monitoring.

For the manual part of the testing, incoming ACD calls were placed from the PSTN with available agents, and outbound calls were placed from the agent desktops. All necessary call actions were initiated from the agent desktops whenever possible.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to synTelate WebAgent.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on synTelate WebAgent:

- Use of TSAPI query service to query agent states.
- Use of TSAPI event report service to monitor agent stations.
- Use of TSAPI set value service to set agent states, including login, logout, and work mode changes.
- Use of TSAPI call control service to support call control from the agent desktops.
- Proper handling of call scenarios involving inbound, outbound, internal, external, ACD, non-ACD, screen pop, drop, hold/resume, multiple calls, multiple agents, conference, transfer, long duration, pending aux work, and reason codes.

The serviceability testing focused on verifying the ability of synTelate WebAgent to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to synTelate WebAgent.

2.2. Test Results

All test cases were executed, and the following is an observation on synTelate WebAgent:

- Upon terminating a personal or internal call, the agent is required to select a reason code.

2.3. Support

Technical support on synTelate WebAgent can be obtained through the following:

- **Phone:** (603) 383-4999 or +44 (0) 141-552-8800
- **Email:** support@inisoft.co.uk

3. Reference Configuration

In the compliance testing, synTelate Designer was running on the supervisor PC, as shown in **Figure 1**.

The detailed administration of basic connectivity between Communication Manager and Application Enablement Services, and of contact center devices are not the focus of these Application Notes and will not be described. The pre-existing contact center devices used in the compliance testing is shown in the table below.

Device Type	Extension
VDN	60001, 60002
Skill Group	65081, 65082
Supervisor	65000
Agent Station	65001, 65002
Agent ID	65881, 65882
Agent Password	65881, 65882

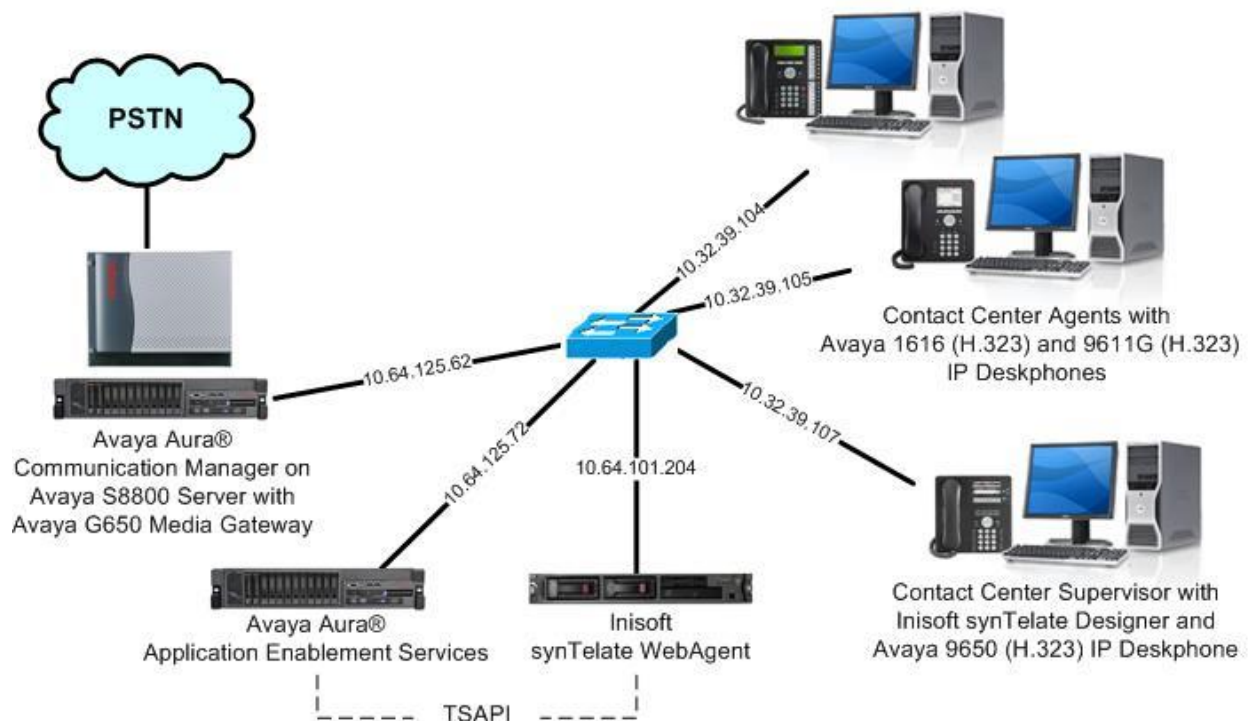


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager on Avaya S8800 Server with Avaya G650 Media Gateway	6.3.6 (R016x.03.0.124.0-21591)
Avaya Aura® Application Enablement Services	6.3.3 SP1 (6.3.3.1.10-0)
Avaya 1616 IP Deskphone (H.323)	1.350B
Avaya 9611G IP Deskphone (H.323)	6.4.0.14
Avaya 9650 IP Deskphone (H.323)	3.230A
synTelate Designer on Microsoft Windows 7 Professional <ul style="list-style-type: none">• Supervisor• Avaya TSAPI Windows Client (csta32.dll)	4.4.6.4 SP1 4.2.4.0 6.3.0.334
Inisoft synTelate WebAgent on Microsoft Server 2008 <ul style="list-style-type: none">• Microsoft SQL Server 2008 R2	3.2.1a (3.2.5456.25358) R2 Datacenter 10.50.1600.1

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Verify license
- Administer CTI link
- Administer system parameters features
- Obtain reason codes

5.1. Verify License

Log in to the System Access Terminal to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the “display system-parameters customer-options” command to verify that the **Computer Telephony Adjunct Links** customer option is set to “y” on **Page 3**. If this option is not set to “y”, then contact the Avaya sales team or business partner for a proper license file.

display system-parameters customer-options		Page	3 of	11
OPTIONAL FEATURES				
Abbreviated Dialing Enhanced List?	y	Audible Message Waiting?	y	
Access Security Gateway (ASG)?	n	Authorization Codes?	y	
Analog Trunk Incoming Call ID?	y	CAS Branch?	n	
A/D Grp/Sys List Dialing Start at 01?	y	CAS Main?	n	
Answer Supervision by Call Classifier?	y	Change COR by FAC?	n	
ARS?	y	Computer Telephony Adjunct Links?	y	
ARS/AAR Partitioning?	y	Cvg Of Calls Redirected Off-net?	y	
ARS/AAR Dialing without FAC?	n	DCS (Basic)?	y	
ASAI Link Core Capabilities?	n	DCS Call Coverage?	y	
ASAI Link Plus Capabilities?	n	DCS with Rerouting?	y	

5.2. Administer CTI Link

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.

add cti-link 2		Page	1 of	3
CTI LINK				
CTI Link: 2				
Extension: 60100				
Type: ADJ-IP				
Name: AES CTI Link				
COR: 1				

5.3. Administer System Parameters Features

Use the “change system-parameters features” command to enable **Create Universal Call ID (UCID)**, which is located on **Page 5**. For **UCID Network Node ID**, enter an available node ID.

```
change system-parameters features                               Page 5 of 20
                        FEATURE-RELATED SYSTEM PARAMETERS

SYSTEM PRINTER PARAMETERS
  Endpoint:                               Lines Per Page: 60

SYSTEM-WIDE PARAMETERS
  Switch Name:
  Emergency Extension Forwarding (min): 10
  Enable Inter-Gateway Alternate Routing? n
  Enable Dial Plan Transparency in Survivable Mode? n
  COR to Use for DPT: station
  EC500 Routing in Survivable Mode: dpt-then-ec500
MALICIOUS CALL TRACE PARAMETERS
  Apply MCT Warning Tone? n      MCT Voice Recorder Trunk Group:
  Delay Sending RElease (seconds): 0
SEND ALL CALLS OPTIONS
  Send All Calls Applies to: station      Auto Inspect on Send All Calls? n
  Preserve previous AUX Work button states after deactivation? n
UNIVERSAL CALL ID
  Create Universal Call ID (UCID)? y      UCID Network Node ID: 27
```

Navigate to **Page 13**, and enable **Send UCID to ASAI**. This parameter allows for the universal call ID to be sent to synTelate WebAgent.

```
change system-parameters features                               Page 13 of 20
                        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? y
  Call Classification After Answer Supervision? y
  Send UCID to ASAI? y
  For ASAI Send DTMF Tone to Call Originator? y
  Send Connect Event to ASAI For Announcement Answer? n
```

5.4. Obtain Reason Codes

For contact centers that use reason codes, enter the “change reason-code-names” command to display the configured reason codes. Make a note of the reason codes, which will be used to configure synTelate WebAgent.

```
change reason-code-names                                     Page 1 of 1

                                REASON CODE NAMES

                                Aux Work/      Logout
                                Interruptible?

Reason Code 1: Comfort Break    /n
Reason Code 2: Lunch Break      /n
Reason Code 3: Training Session/n
Reason Code 4: End of Shift     /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 provides the procedures for configuring Application Enablement Services. The procedures include the following areas:

- Launch OAM interface
- Verify license
- Administer TSAPI link
- Disable security database
- Restart service
- Obtain Tlink name
- Administer synTelate user

6.1. Launch OAM Interface

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

The **Please login here** screen is displayed. Log in using the appropriate credentials.



The screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" and "Management Console" is displayed. A red horizontal bar spans the width of the page, with a "Help" link on the right. In the center, there is a login box with the text "Please login here:" followed by a "Username" label and a text input field. Below the input field is a "Continue" button. At the bottom of the page, a red horizontal bar is present, and below it, the copyright notice "Copyright © 2009-2014 Avaya Inc. All Rights Reserved." is displayed.

The **Welcome to OAM** screen is displayed next.

The screenshot shows 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 the user. The left sidebar contains a navigation menu with options like AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. The main content area displays the "Welcome to OAM" screen, which provides an overview of the OAM web interface and lists the administrative domains it manages: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. Each domain is accompanied by a brief description of its function.

AVAYA Application Enablement Services Management Console

Welcome: User
Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.1.10-0
Server Date and Time: Tue Nov 18 08:28:50 MST 2014
HA Status: Not Configured

Home [Home](#) | [Help](#) | [Logout](#)

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

Welcome to OAM

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

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

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

6.2. Verify License

Select **Licensing** → **WebLM Server Access** in the left pane, to display the **Web License Manager** pop-up screen (not shown), and log in using the appropriate credentials.

The screenshot shows the Avaya Application Enablement Services Management Console with the "Licensing" section selected in the left sidebar. The main content area displays the "Licensing" screen, which provides instructions on how to set up and maintain the WebLM, import licenses, and administer reserved licenses. The instructions are organized into three sections: "If you are setting up and maintaining the WebLM, you need to use the following:", "If you are importing, setting up and maintaining the license, you need to use the following:", and "If you want to administer TSAPI Reserved Licenses or DMCC Reserved Licenses, you need to use the following:". Each section lists the required actions: WebLM Server Address, WebLM Server Access, and Reserved Licenses.

AVAYA Application Enablement Services Management Console

Welcome: User
Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.1.10-0
Server Date and Time: Tue Nov 18 08:28:50 MST 2014
HA Status: Not Configured

Licensing [Home](#) | [Help](#) | [Logout](#)

AE Services
Communication Manager Interface
Licensing
WebLM Server Address
WebLM Server Access
Reserved Licenses
Maintenance
Networking
Security

Licensing

If you are setting up and maintaining the WebLM, you need to use the following:

- WebLM Server Address

If you are importing, setting up and maintaining the license, you need to use the following:


- WebLM Server Access

If you want to administer TSAPI Reserved Licenses or DMCC Reserved Licenses, you need to use the following:

- Reserved Licenses

The **Web License Manager** screen below is displayed. Select **Licensed products** → **APPL_ENAB** → **Application_Enablement** in the left pane, to display the **Application Enablement (CTI)** screen in the right pane.

Verify that there are sufficient licenses for **TSAPI Simultaneous Users**, as shown below.


Web License Manager (WebLM v6.3)
Help | About | Change Password

WebLM Home
Install license
Licensed products
APPL_ENAB
▼ Application_Enablement
View license capacity
View peak usage
Uninstall license
Server properties
Manage users
Shortcuts
Help for Installed Product

Application Enablement (CTI) - Release: 6 - SID: 10503000
Standard License file

You are here: Licensed Products > Application_Enablement > View License Capacity
License installed on: May 11, 2012 7:07:47 PM -04:00
License File Host IDs: 00-16-3E-48-ED-82

Licensed Features

10 Items Show ALL

Feature (License Keyword)	Expiration date	Licensed capacity
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	16
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	10000
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	16
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	16
Product Notes VALUE_NOTES	permanent	SmallServerTypes: s8300c;s8300d;icc;premio;tn8400;laptop;CtiS MediumServerTypes: ibmx306;ibmx306m;dell1950;xen;hs20;hs20_1 LargeServerTypes: isp2100;ibmx305;dl380g3;dl385g1;dl385g2;u TrustedApplications: IPS_001, BasicUnrestrict DMCUnrestricted; 1XP_001, BasicUnrestricted DMCUnrestricted; 1XM_001, BasicUnrestricted DMCUnrestricted; PC_001, BasicUnrestricted, DMCUnrestricted; CIE_001, BasicUnrestricted DMCUnrestricted; OSPC_001, BasicUnrestricted DMCUnrestricted; VP_001, BasicUnrestricted, DMCUnrestricted; SAMETIME_001, VALUE_AES_UNIFIED_CC_DESKTOP,,, CCE_001, AdvancedUnrestricted, DMCUnrestricted; CSI_001, AdvancedUnrestricted, DMCUnrestricted; CSI_001, AdvancedUnrestricted, DMCUnrestricted; AVA_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted, CCT_ELITE_CALL_CTRL_001, BasicUnrestricted, DMCUnrestricted, AgentEvents;
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	16
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	10000
DLG VALUE_AES_DLG	permanent	16
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	10000
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	16

6.3. Administer TSAPI Link

Select **AE Services** → **TSAPI** → **TSAPI Links** from the left pane of the **Management Console**, to administer a TSAPI link. The **TSAPI Links** screen is displayed, as shown below. Click **Add Link**.

The screenshot shows 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 the user. The left navigation pane shows "AE Services" expanded, with "TSAPI" selected and "TSAPI Links" highlighted. The main content area displays the "TSAPI Links" screen, which includes a table with columns: Link, Switch Connection, Switch CTI Link #, ASAI Link Version, and Security. Below the table are buttons for "Add Link", "Edit Link", and "Delete Link".

The **Add TSAPI Links** screen is displayed next.

The **Link** field is only local to the Application Enablement Services 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 "S8800" is selected. For **Switch CTI Link Number**, select the CTI link number from **Section 5.2**. Retain the default values in the remaining fields.

The screenshot shows the AVAYA Application Enablement Services Management Console with the "Add TSAPI Links" screen displayed. The left navigation pane shows "AE Services" expanded, with "TSAPI" selected and "TSAPI Links" highlighted. The main content area displays the "Add TSAPI Links" form, which includes fields for Link, Switch Connection, Switch CTI Link Number, ASAI Link Version, and Security. The values entered are: Link: 1, Switch Connection: S8800, Switch CTI Link Number: 2, ASAI Link Version: 6, and Security: Unencrypted. Below the form are buttons for "Apply Changes" and "Cancel Changes".

6.4. Disable Security Database

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 both fields below.

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 the user. The main navigation pane on the left lists various services, with "Security" expanded to show "Security Database" and "Control" selected. The right pane shows the "SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services" configuration page, which contains two unchecked checkboxes and an "Apply Changes" button.

AVAYA Application Enablement Services Management Console

Welcome: User
Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.1.10-0
Server Date and Time: Tue Nov 18 08:28:50 MST 2014
HA Status: Not Configured

Security | Security Database | Control [Home](#) | [Help](#) | [Logout](#)

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▼ **Security**
 - ▶ Account Management
 - ▶ Audit
 - ▶ Certificate Management
 - Enterprise Directory
 - ▶ Host AA
 - ▶ PAM
 - ▼ **Security Database**
 - **Control**

SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services

☐ Enable SDB for DMCC Service

☐ Enable SDB for TSAPI Service, JTAPI and Telephony Web Services

[Apply Changes](#)

6.5. Restart Service

Select **Maintenance** → **Service Controller** from the left pane, to display the **Service Controller** screen in the right pane. Check **TSAPI Service**, and click **Restart Service**.



Application Enablement Services
Management Console

Welcome: User
Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.1.10-0
Server Date and Time: Tue Nov 18 08:28:50 MST 2014
HA Status: Not Configured

Maintenance | Service ControllerHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▼ Maintenance

▶ Date Time/NTP Server

▶ Security Database

▶ Service Controller

▶ Server Data

▶ Networking

▶ Security

▶ Status

▶ User Management

Service Controller

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

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

Start

Stop

Restart Service

Restart AE Server

Restart Linux

Restart Web Server

6.6. Obtain Tlink Name

Select **Security** → **Security Database** → **Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. A new Tlink name is automatically generated for the TSAPI service. Locate the Tlink name associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name. Make a note of the associated Tlink name, to be used later for configuring synTelate WebAgent.

In this case, the associated Tlink name is “AVAYA#S8800#CSTA#AES_125_72”. Note the use of the switch connection “S8800” from **Section 6.3** as part of the Tlink name.

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 the user. The main navigation pane on the left lists various services, with "Security" expanded to show "Security Database" and "Tlinks" selected. The main content area shows a single Tlink entry with the name "AVAYA#S8800#CSTA#AES_125_72" and a "Delete Tlink" button.

AVAYA Application Enablement Services Management Console

Welcome: User
Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.1.10-0
Server Date and Time: Tue Nov 18 08:28:50 MST 2014
HA Status: Not Configured

Security | Security Database | Tlinks Home | Help | Logout

Tlinks

Tlink Name


AVAYA#S8800#CSTA#AES_125_72

Delete Tlink

6.7. Administer synTelate User

Select **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.

**Application Enablement Services**
Management Console

Welcome: User
Last login: Tue Nov 18 08:25:59 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.1.10-0
Server Date and Time: Tue Nov 18 08:28:50 MST 2014
HA Status: Not Configured

User Management | User Admin | Add UserHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▼ User Management

▶ Service Admin

▼ User Admin

■ Add User

■ Change User Password

■ List All Users

■ Modify Default Users

■ Search Users

▶ Utilities

▶ Help

Add User

Fields marked with * can not be empty.

* User Idsyntelate

* Common Namesyntelate

* Surnamesyntelate

* User Password*****

* Confirm Password*****

Admin Note

Avaya RoleNone ▼

Business Category

Car License

CM Home

Css Home

CT UserYes ▼

Department Number

Display Name

Employee Number

Employee Type

Enterprise Handle

Given Name

7. Configure Inisoft synTelate WebAgent

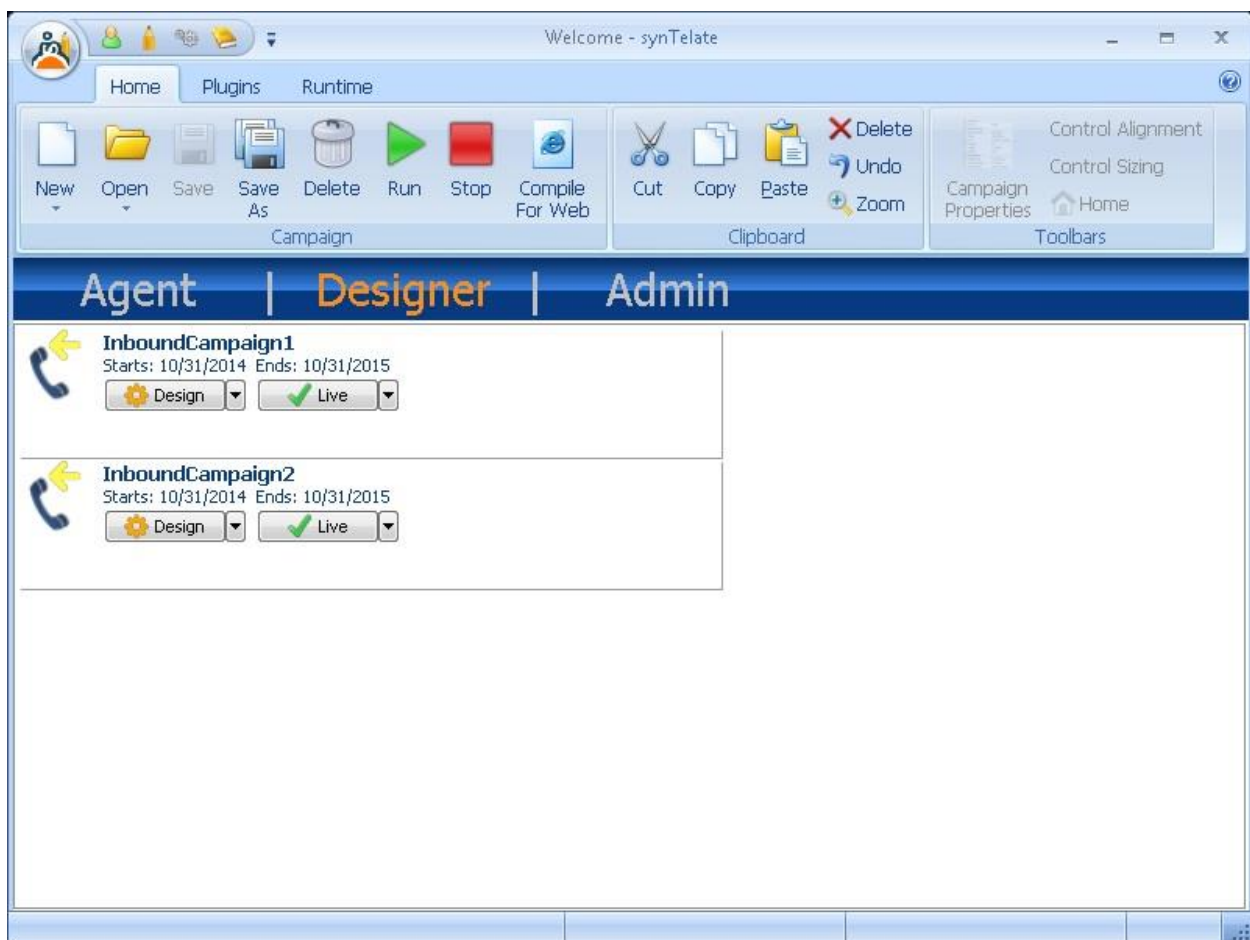
This section provides the procedures for configuring synTelate WebAgent. The procedures include the following areas:

- Administer campaigns
- Administer reason codes
- Administer TSLIB.INI
- Administer CTI

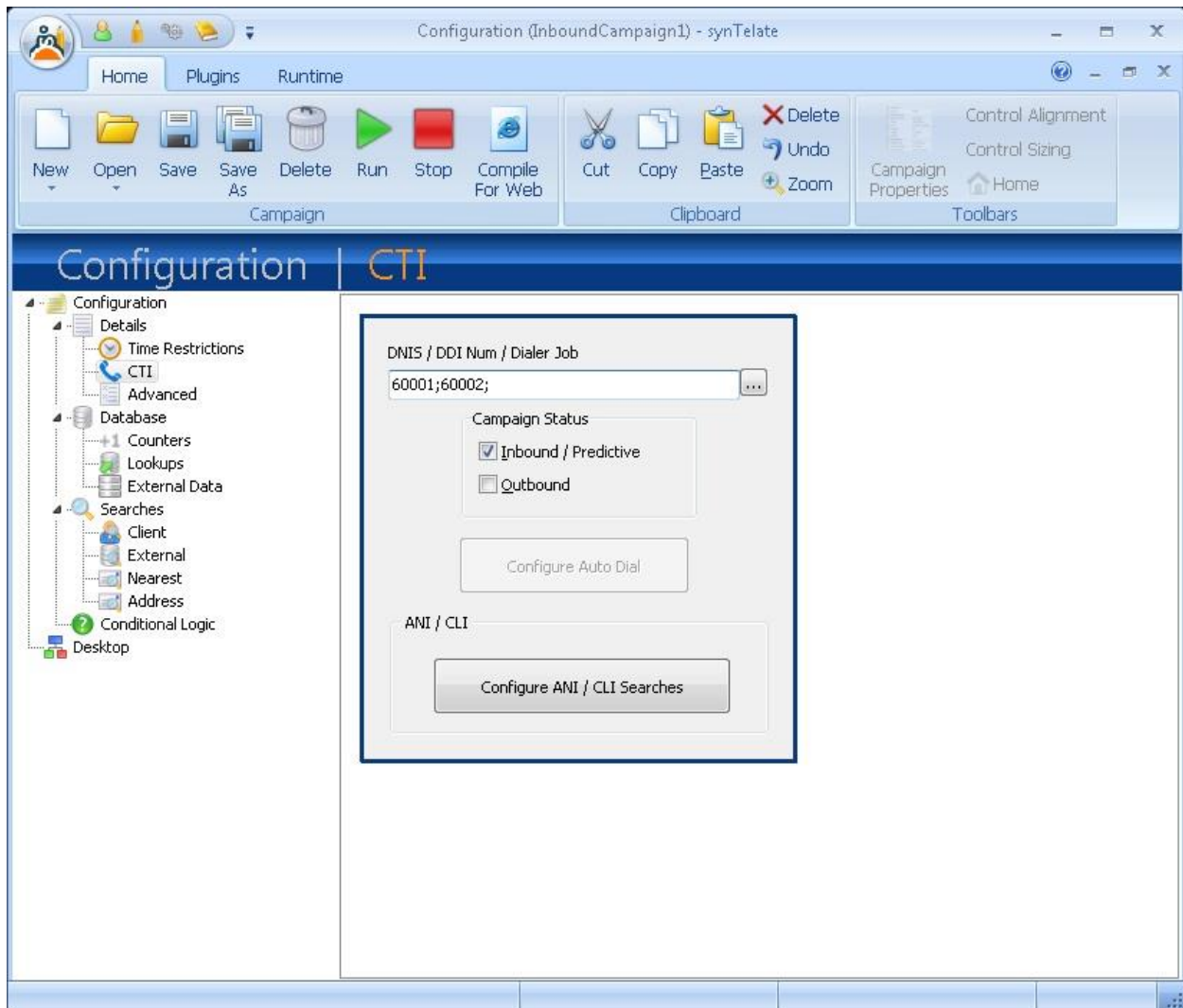
7.1. Administer Campaigns

From the PC running synTelate Designer, select **Start → All Programs → synTelate Enterprise → synTelate Designer**, to display the **Welcome – synTelate** screen.

Select **New → Wizard** from the top menu, and follow [3] to create a desired campaign for handling of inbound ACD calls. In the compliance testing, two inbound campaigns were pre-configured, and **InboundCampaign1** was used in the testing.



As part of configuring the **DNIS / DDI Num/ Dialer Job** for the inbound campaign, the applicable VDN extensions from **Section 3** were used, as shown below.



From the **Welcome – synTelate** screen shown in the beginning of this section, click on the **Live** drop-down list for **InboundCampaign1**, and select **Compile for Web Users** (not shown below).

The **Compile Campaign** screen below is displayed. Click **Compile Campaign**.

Compile Campaign - InboundCampaign1 (LIVE)

synTelate
WebAgent Pro

Please select a theme and customisation set then click on Compile Campaign.

Theme: Standard (Default)

Available Customisations: Theme Defaults

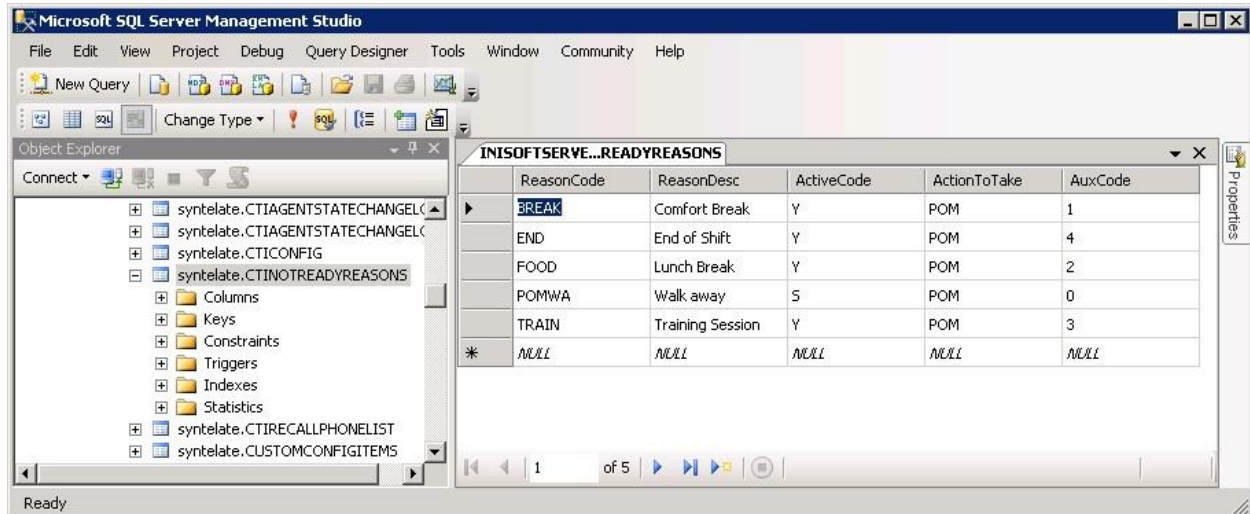
Customise Theme

Compile Campaign

Preferences Close

7.2. Administer Reason Codes

From the WebAgent server, follow [3] to create an entry for each reason code from **Section 5.4**. Note that the “POMWA” reason code shown below was created by the system.



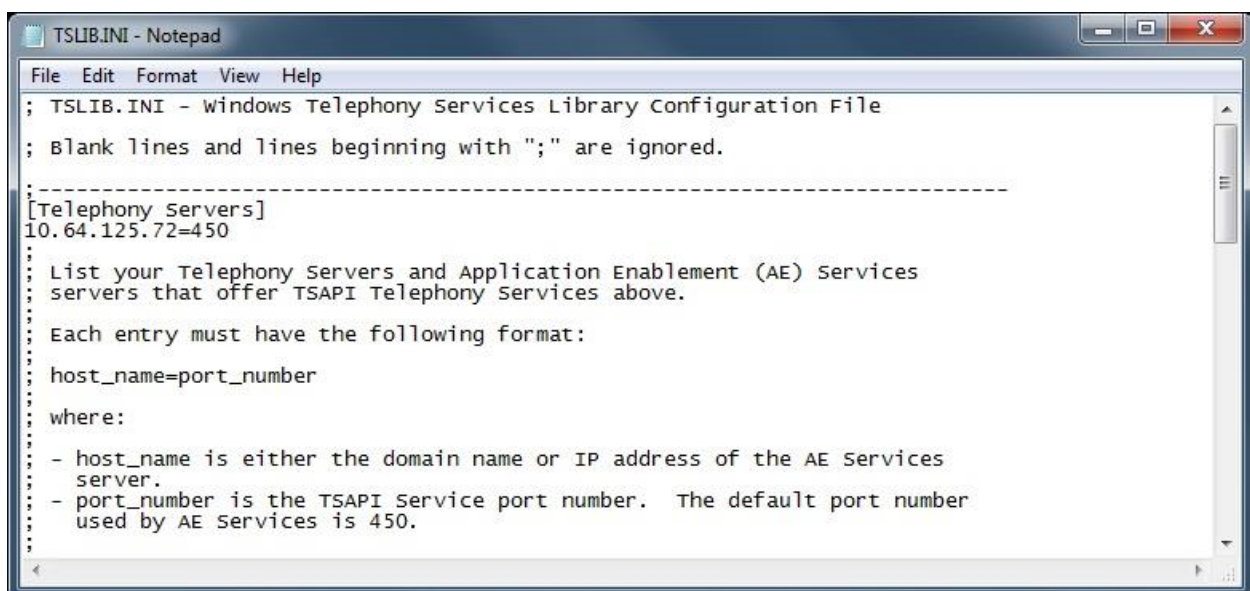
The screenshot shows the Microsoft SQL Server Management Studio interface. The Object Explorer on the left shows the database structure, including tables like syntelate.CTIAGENTSTATECHANGELC, syntelate.CTIAGENTSTATECHANGELC, syntelate.CTICONFIG, syntelate.CTINOTREADYREASONS, syntelate.CTIRECALLPHONELIST, and syntelate.CUSTOMCONFIGITEMS. The main window displays the INISOFTSERVE...READYREASONS table with the following data:

ReasonCode	ReasonDesc	ActiveCode	ActionToTake	AuxCode
BREAK	Comfort Break	Y	POM	1
END	End of Shift	Y	POM	4
FOOD	Lunch Break	Y	POM	2
POMWA	Walk away	S	POM	0
TRAIN	Training Session	Y	POM	3
NULL	NULL	NULL	NULL	NULL

7.3. Administer TSLIB.INI

From the PC running synTelate Designer, select **Start → All Programs → Avaya AE Services → TSAPI Client → Edit TSLIB.INI**. The TSLIB.INI screen below is displayed.

Under **Telephony Servers**, enter an entry as shown below, using the IP address of Application Enablement Services, in this case “10.64.125.72”.



```
File Edit Format View Help
; TSLIB.INI - windows Telephony Services Library Configuration File
; Blank lines and lines beginning with ";" are ignored.

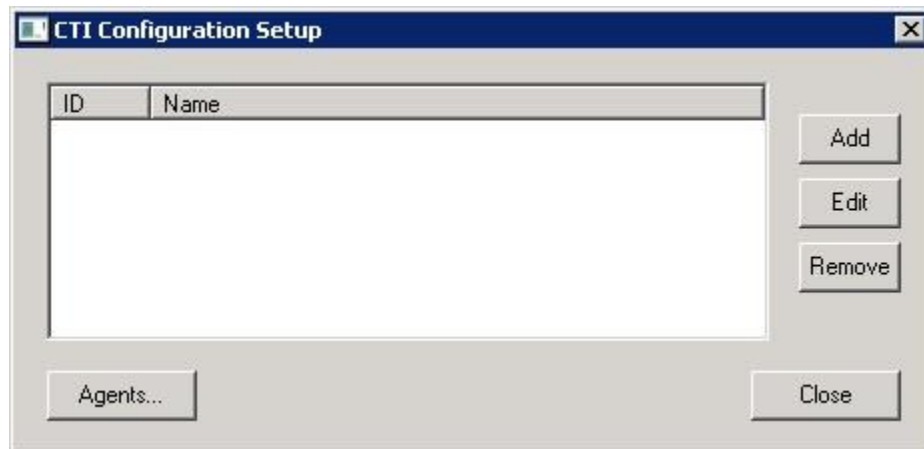
-----
[Telephony Servers]
10.64.125.72=450
;
; List your Telephony Servers and Application Enablement (AE) Services
; servers that offer TSAPI Telephony Services above.
;
; Each entry must have the following format:
; host_name=port_number
;
; where:
; - host_name is either the domain name or IP address of the AE Services
;   server.
; - port_number is the TSAPI service port number. The default port number
;   used by AE Services is 450.
```

7.4. Administer CTI

From the PC running synTelate Designer, select **Start → All Programs → synTelate Enterprise → synTelate Supervisor** to display the **synTelate Supervisor** screen below. Select **CTI Config**.



The **CTI Configuration Setup** screen is displayed next. Click **Add**.



The **Edit CTI Link Details** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A desired name.
- **Telephony Server:** “TSAPI based switch”
- **External Prefix:** Applicable prefix for external calls, in this case “9”.
- **Extension Length:** Length of internal extensions, in this case “5”.
- **Enabled for undefined Agents:** Checked in the compliance testing.

Click **Additional Configuration**.

Edit CTI Link Details

Name ID: 4
TSAPI

Telephony Server
TSAPI based switch

☐ Auto Login

External Prefix Extension Length
9 5

☒ Enabled for undefined Agents

Ring Delay

Additional Configuration

OK Cancel

The **AES Avaya configuration** screen is displayed next. Enter the following values for the specified fields.

- **TServer:** Select the Tlink name from **Section 6.6**.
- **Username:** The synTelate user credentials from **Section 6.7**.
- **Password:** The synTelate user credentials from **Section 6.7**.
- **Default campaign name:** Select the applicable campaign from **Section 7.1**.
- **Preload campaign name:** Select the applicable campaign from **Section 7.1**.

Configure the remaining parameters as desired. The screenshot below shows the settings used in the compliance testing, which were all default values.

The screenshot shows the 'AES Avaya configuration' dialog box. It contains the following fields and settings:

- TServer:** A dropdown menu with the value 'AVAYA#58800#CSTA#AES_125_72'.
- Username:** A text field with the value 'syntelate'.
- Password:** A text field with the value '*****'.
- Default campaign name:** A dropdown menu with the value 'InboundCampaign1'.
- Preload campaign name:** A dropdown menu with the value 'InboundCampaign1'.
- Consult form settings:** A group box containing three checked checkboxes: 'show Agent List', 'show Phone List', and 'show Free Form'.
- Blind transfer form settings:** A group box containing four checkboxes: 'show Agent List' (checked), 'show Phone List' (checked), 'show Free Form' (checked), and 'allow wrap time' (unchecked).
- Dial settings:** A group box containing three checked checkboxes: 'show Phone List', 'show Free Form', and 'show CLI numbers List'.
- Set Callback:** A group box containing three checked checkboxes: 'allow Recalls', 'allow Agent owned recall', and 'Use Callback Slots'.

At the bottom right of the dialog box are 'OK' and 'Cancel' buttons.

8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and synTelate WebAgent.

8.1. 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 5.2**, 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
2	6	no	aes_125_72	established	208	133

8.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** from the left pane (not shown). The **TSAPI Link Details** screen is displayed.

Verify the **Status** is “Talking” for the TSAPI link administered in **Section 6.3**, and that the **Associations** column reflects the number of agents from **Section 3** that are currently logged into synTelate WebAgent and therefore monitored, in this case “2”.

**Application Enablement Services**
Management Console

Welcome: User
Last login: Fri Dec 5 10:19:06 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.1.10-0
Server Date and Time: Fri Dec 05 10:49:22 MST 2014
HA Status: Not Configured

Status | Status and Control | TSAPI Service SummaryHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

Log Manager

▶ Logs

▼ Status and Control

TSAPI Link Details

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
<input checked="" type="radio"/>	1	S8800	2	Talking	Wed Dec 3 11:19:36 2014	Online	16	2	132	205	30
<input type="radio"/>	2	S8300D	1	Switch Down	Thu Dec 4 15:11:15 2014	Online	16	0	0	0	30

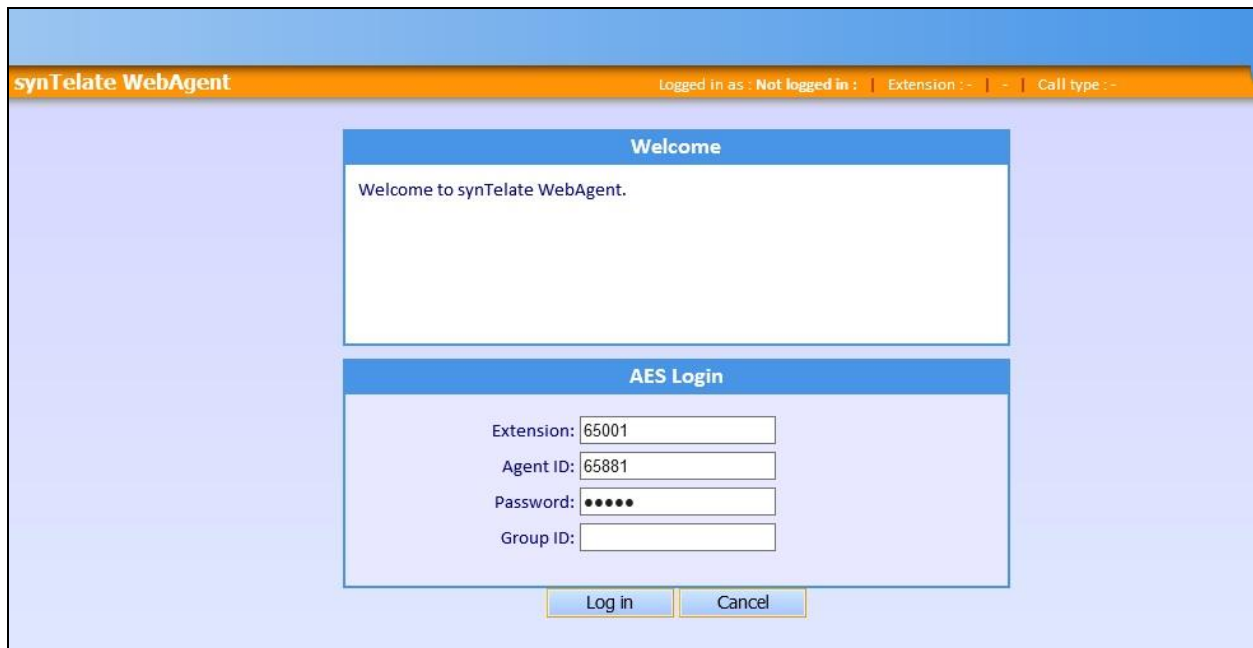
For service-wide information, choose one of the following:

8.3. Verify Inisoft synTelate WebAgent

From the agent PC, access the web-based interface by using the URL “http://inisoftserver/synTelateWebAgent” in an Internet browser window to display the screen below. Click **Continue**.



The screen is updated with an **AES Login** sub-section, as shown below. For **Extension**, **Agent ID**, and **Password**, enter the appropriate agent station extension, agent ID, and agent password from **Section 3** respectively. Click **Log in**.



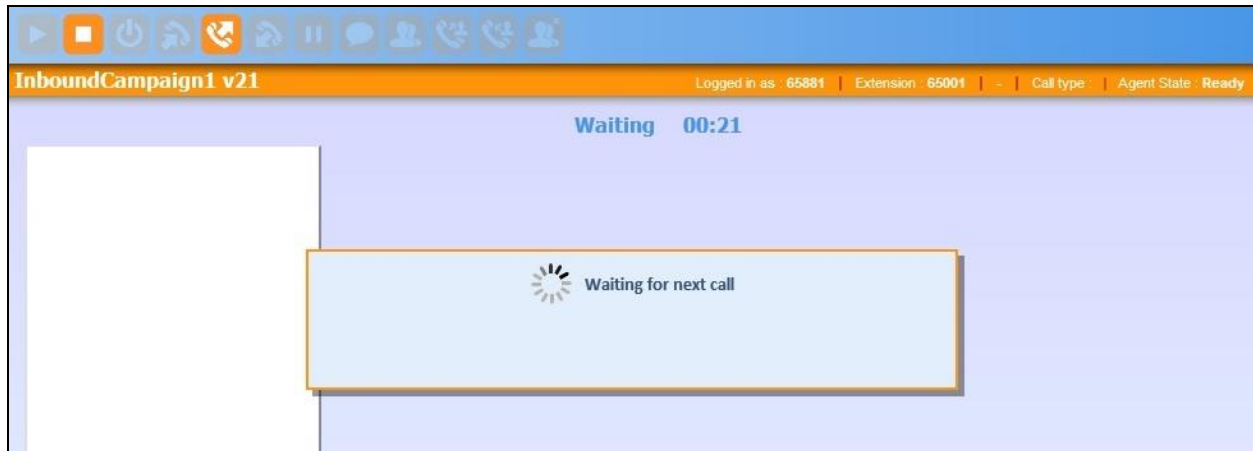
The screenshot shows the synTelate WebAgent interface. At the top, there's a blue header with 'synTelate WebAgent' on the left and 'Logged in as : Not logged in : | Extension :- | - | Call type :-' on the right. Below the header, there's a large light blue area. In the center, there's a white box with a blue header 'Welcome' and the text 'Welcome to synTelate WebAgent.' Below this, there's another white box with a blue header 'AES Login'. Inside this box, there are four input fields: 'Extension: 65001', 'Agent ID: 65881', 'Password: ****', and 'Group ID:'. At the bottom of this box are two buttons: 'Log in' and 'Cancel'.

The screen is updated as shown below. Click on the **Ready** icon for the agent to become available.



The screenshot shows the synTelate WebAgent interface after login. The header now shows 'synTelate WebAgent' and 'Logged in as : 65881 | Extension : 65001 | - | Call type :- | Agent State : Not Ready'. The main content area has a white box with a blue header 'Welcome' and the text 'Welcome to synTelate WebAgent.' In the top toolbar, there are several icons, and the first icon (a play button) is circled in red.

Verify the screen is updated, showing the agent waiting for the next call. Also verify that the screen reflects **Agent State** of **Ready** in the upper right corner, as shown below.



Make an incoming ACD call. Verify that the call is ringing at the available agent, and that the agent screen reflects a call in **Ringing**, as shown below.

Click on the **Answer call** icon.



Verify that the agent is connected to the PSTN caller with two-way talk paths, and that the screen is updated with the **Record Match Results** box displaying matching records associated with the PSTN caller number, as shown below. Select the pertinent matching entry in the box.

The screenshot shows the 'InboundCampaign1 v18' interface. At the top, a status bar indicates 'Logged in as: 65881 | Extension: 65001 | DNIS: 3035360001 | Call type: | Agent State: Ready'. Below this, a blue bar shows 'Talking 00:37' and 'Total call time 00:34'. The main area features a 'Record Match Results' box with a table of matching records. The table has columns for Forename, Surname, Phone number, and Zipcode. One record is listed: DevConnect, Avaya, 9088485601, 07920. Below the table, there are icons for checkmark, phone, hangup, and close, and the text '1 match(es) found'.

Forename	Surname	Phone number	Zipcode
DevConnect	Avaya	9088485601	07920

1 match(es) found

Verify that the agent screen is updated with the **Customer Information** screen along with proper PSTN caller information obtained from the database, as shown below.

The screenshot shows the 'InboundCampaign1 v18' interface. At the top, a status bar indicates 'Logged in as: 65881 | Extension: 65001 | DNIS: 3035360001 | Call type: Inbound | Agent State: Ready'. Below this, a blue bar shows 'Talking 01:25' and 'Total call time 01:23'. The main area features a 'Customer Information' screen. On the left, a 'ScriptBox1' contains a 'Welcome...' message and a radio button selection for 'Good time to talk?' (selected) and 'Not at this time?'. A 'Next' button is below. The 'Customer Information' screen has tabs for 'Home', 'Account Information', and 'Close'. Below the tabs, a clock shows '8:25 PM'. The 'Customer Information:' section contains various fields: Client No: 228, Title: Ms (dropdown), Forename: DevConnect, Surname: Avaya, Date of Birth: (empty), Address 1: 211 Mt Airy Rd, Address 2: (empty), Town: Basking Ridge, NJ, ZipCode: 07920, Telephone No: 9088485601, and Email: (empty).

8:25 PM

Customer Information:

Client No: 228

Title: Ms

Forename: DevConnect

Surname: Avaya

Date of Birth:

Address 1: 211 Mt Airy Rd

Address 2:

Town: Basking Ridge, NJ

ZipCode: 07920

Telephone No: 9088485601

Email:

9. Conclusion

These Application Notes describe the configuration steps required for Inisoft synTelate WebAgent 3.2.1a to successfully interoperate with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3. All feature and serviceability test cases were completed with an observation noted in **Section 2.2**.

10. Additional References

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

1. *Administering Avaya Aura® Communication Manager*, Document 03-300509, Issue 10, Release 6.3, June 2014, available at <http://support.avaya.com>.
2. *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Release 6.3, 02-300357, June 2014, available at <http://support.avaya.com>.
3. *Helpfile for synTelate version 4.4*, available from the synTelate Enterprise installation CD.

©2015 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.