



Application Notes for configuring Agent AU Headsets from Corporate Telecommunications with Avaya Aura® Agent Desktop – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Agent AU Headsets with the Avaya Aura® Agent Desktop to ensure full interoperability.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the 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 to integrate Agent AU Headsets from Corporate Telecommunications with Avaya Aura® Agent Desktop. Corporate Telecommunications offer headsets (listed in **Section 4**) that can be used with Avaya Aura® Agent Desktop connecting directly to the PC/Laptop that Avaya Aura® Agent Desktop is running on. The headsets then provide two-way audio. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset. The headsets do offer volume control or mute functionality.

Corporate Telecommunications design and develop professional headsets for the Corporate, Financial, Health, Government, Educational, Industrial, Hotel & Hospitality and Contact Centre market sectors.

2. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from Avaya Aura® Agent Desktop (AAAD) with each Agent Headset verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN. The Avaya telephone user should be clearly heard and observed without any distortions or audio issues. The serviceability testing focused on verifying the usability of the Agent Headset after restarting Avaya Aura® Agent Desktop and re-connecting the headset.

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.

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality.

2.1. Interoperability Compliance Testing

The interoperability compliance testing was carried out on the latest firmware for Avaya Aura® Agent Desktop. There are two Agent AU Headsets that will work with Avaya Aura® Agent Desktop and they are the AU-1 (mono-aural) and AU-2 (bi-aural). The following headsets were used for compliance testing.

- AU-1
- AU-2

All test cases were performed manually. The following features were verified:

- Placing calls to the skillset associated with the AAAD.
- Placing calls from/to internal extensions to verify two-way audio.
- Placing calls from/to the PSTN to verify two-way audio.
- Hearing ring back tone for outgoing calls.
- Using the volume control buttons on the Avaya telephone to adjust the audio volume.
- Using the volume control buttons on the USB chord to adjust the audio volume.

2.2. Test Results

All compliance test cases passed successfully. The following observations were noted.

- This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

2.3. Support

Support from Corporate Telecommunications is available at:

Corporate Telecommunications
4-6 Commonwealth Close
Leigh Business Park
Leigh
Greater Manchester
WN7 3BD
+44(0)1942 262526
info@agentheadsets.com

3. Reference Configuration

Figure 1 shows the network topology during compliance testing. The Agent AU Headsets are connected to the USB port on a PC or laptop running the Avaya Aura® Agent Desktop application.

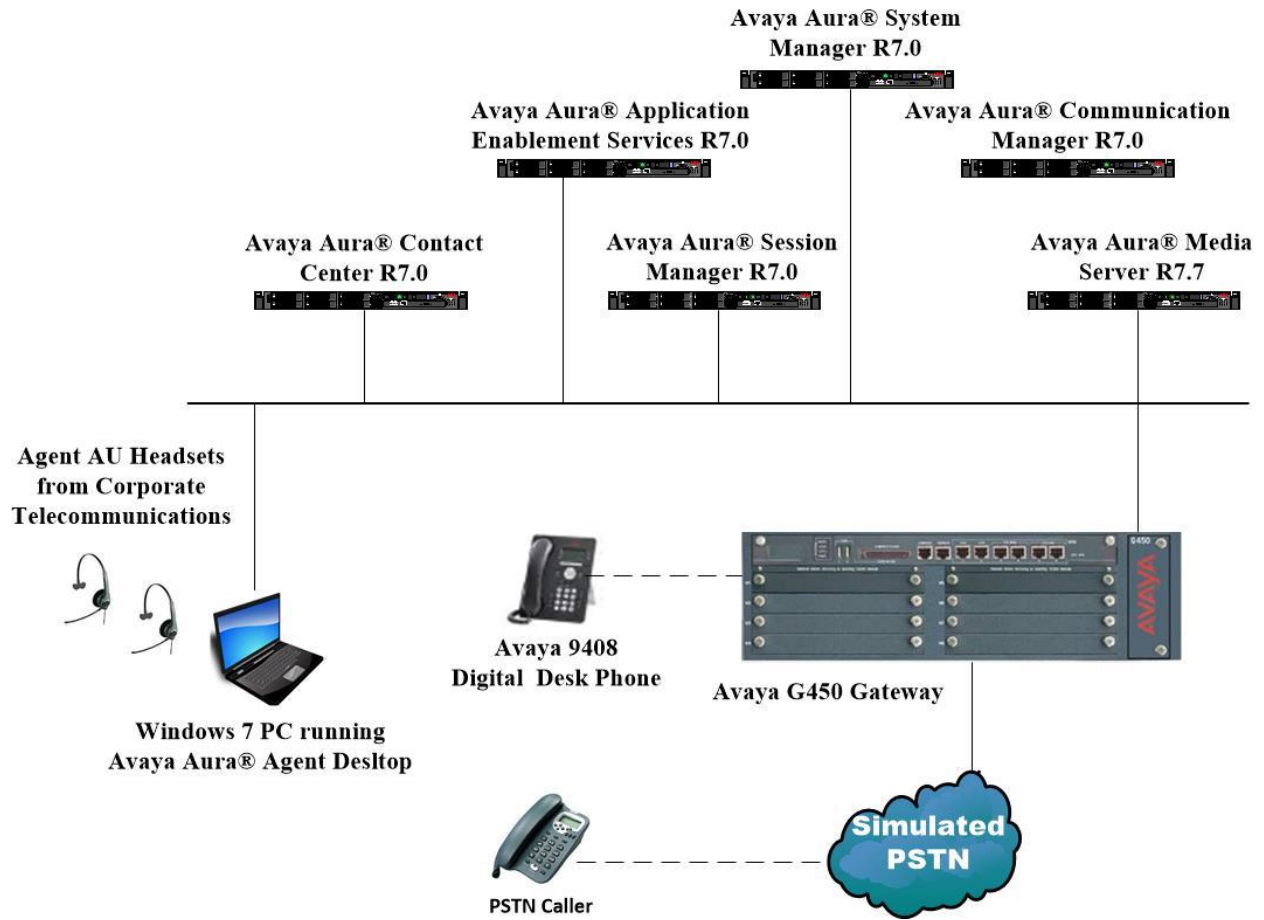


Figure 1: Network Solution of the Agent AU Headsets from Corporate Telecommunications connecting to Avaya Aura® Agent Desktop

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	System Manager 7.0.1.1 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.1.065378 Service Pack 1
Avaya Aura® Session Manager running on a virtual server	Session Manager R7.0 SP1 Build No. – 7.0.1.1.701114
Avaya Aura® Communication Manager running on a virtual server	R7.0 R017x.00.0.441.0 00.0.441.0-23169
Avaya Aura® Application Enablement Services running on Virtual Server	R7.0 Build No – 7.0.1.0.3.15-0
Avaya Aura® Contact Center	R7.0
Avaya Aura® Agent Desktop	R7.0
Avaya Media Server running on a virtual server	Media Server SYSTEM R7.7.0.8 Media Server R7.7.0.200
Avaya G450 Gateway	37.19.0 /1
Avaya 9408 Digital Deskphone	2.0
Corporate Telecommunications Agent AU-1 Headset Corporate Telecommunications Agent AU-2 Headset	N/A

5. Configure Avaya Communication Manager

It is assumed that a fully functioning Communication Manager is in place with the necessary licensing. For further information on the configuration of Communication Manager, please see **Section 10** of these Application Notes.

5.1. Configuring Avaya Telephones

It is assumed that the Avaya Aura® Agent Desktop is already configured. For further information on how to configure Avaya Aura® Agent Desktop, please see **Section 10** of these Application Notes.

To enable Auto-Answer on the Attendant set the **Auto Answer** field on **Page 1** to the appropriate value, such as **all**.

```
display station 2100                                     Page 2 of 5
                                     STATION
FEATURE OPTIONS
    LWC Reception: spe                                Auto Select Any Idle Appearance? n
    LWC Activation? y                                Coverage Msg Retrieval? y
    LWC Log External Calls? n                        Auto Answer: all
    CDR Privacy? n                                  Data Restriction? n
    Redirect Notification? y                          Idle Appearance Preference? n
    Per Button Ring Control? n                       Bridged Idle Line Preference? n
    Bridged Call Alerting? n                          Restrict Last Appearance? y
    Active Station Ringing: single
                                                    EMU Login Allowed? n
    H.320 Conversion? n                            Per Station CPN - Send Calling Number?
    Service Link Mode: as-needed                    EC500 State: enabled
    Multimedia Mode: enhanced                       Audible Message Waiting? n
    MWI Served User Type:                          Display Client Redirection? n
    AUDIX Name:                                     Select Last Used Appearance? n
                                                    Coverage After Forwarding? s
                                                    Multimedia Early Answer? n
    Remote Softphone Emergency Calls: as-on-local   Direct IP-IP Audio Connections? y
    Emergency Location Ext: 2100                    Always Use? n IP Audio Hairpinning? n
```

6. Configure Avaya Aura® Agent Desktop

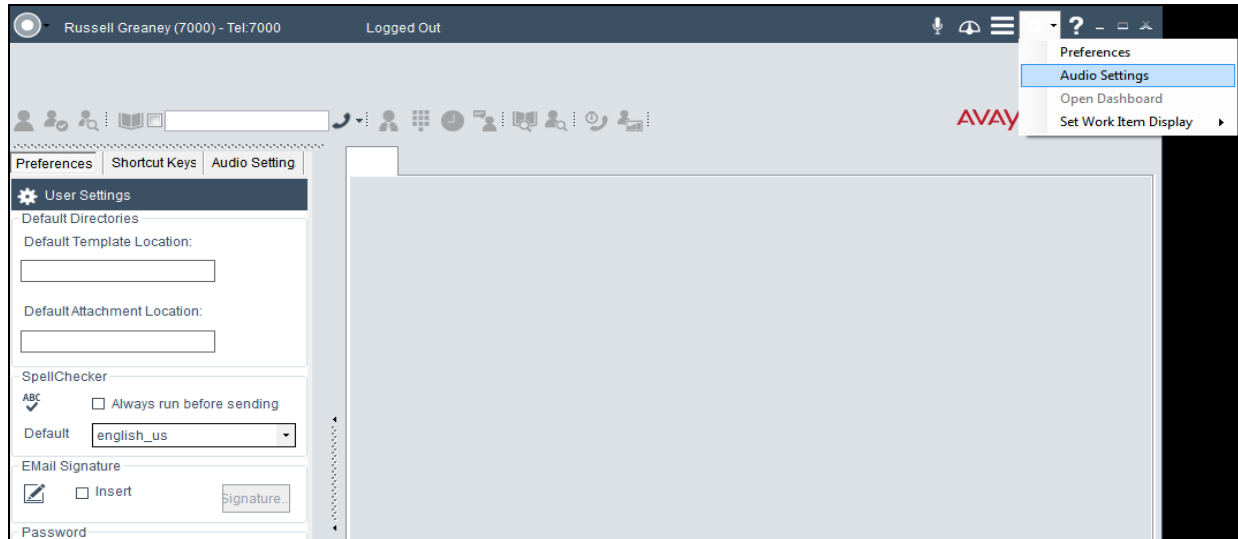
When logging into AAAD the agent will choose **My Computer** as the telephone in order to use the headset connected to that PC.

The screenshot shows a dialog box titled "Enter Login details" with two tabs: "Telephony" and "Multimedia". The "Telephony" tab is active. Under the "Account Info" section, there are several fields:

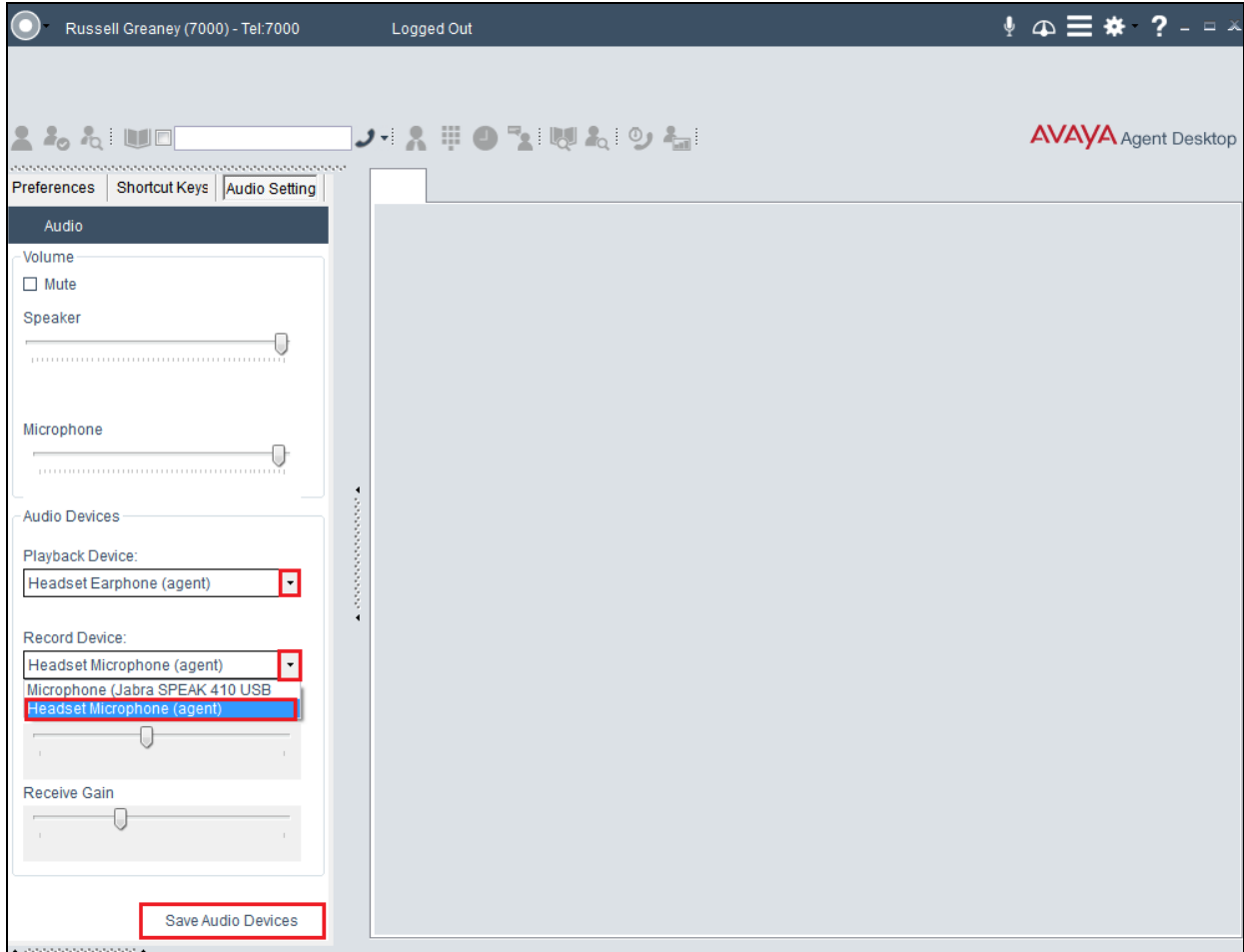
- "Place and receive calls using": A dropdown menu with "My Computer" selected. This field is highlighted with a red border.
- "Extension:": A text input field containing "7000".
- "Password": A text input field containing "****".
- "Server Address:": A text input field containing "10.10.40.13".
- "License Type:": A text input field containing "Agent".

At the bottom of the dialog, there are two buttons: "Login" and "Cancel". The "Login" button is highlighted with a red border.

From the top right menu select **Audio Settings**.



In the left window select the headset as shown below and click on **Save Audio Devices**.



7. Configure Agent AU Headset from Corporate Telecommunications to work with Avaya Aura® Agent Desktop

There are two Agent AU Headsets that will work with Avaya Aura® Agent Desktop using the USB 2.0 chord and they are the AU-1 (mono-aural) and AU-2 (bi-aural).

7.1. Connecting to Avaya Aura® Agent Desktop

Connect each Agent Headset directly to the USB port of the PC running Avaya Aura® Agent Desktop. This is a “plug and play” headset meaning the driver for the headset should install automatically and may take up to 5 minutes to complete. Once completed the following steps in **Section 8** can be taken to ensure full compatibility.

8. Verification Steps

The following should be done to ensure that connection between the Agent Headsets and Avaya Aura® Agent Desktop is achieved.

1. With the Agent Headset in place make a call to Avaya Aura® Agent Desktop and using the GUI answer the call. A clear audio path in both directions should be observed.
2. With the Agent Headset in place make a call from Avaya Aura® Agent Desktop using the GUI. A clear audio path in both directions should be observed.

9. Conclusion

These Application Notes outline the steps necessary to configure the Agent AU Headsets from Corporate Telecommunications to allow full interoperability with the Avaya Aura® Agent Desktop. Please refer to **Section 2.2** of these Application Notes for test results and observations.

10. Additional References

This section references documentation relevant to these Application Notes. Product documentation for Avaya products may be found at <http://support.avaya.com>

- [1] *Administering Avaya Aura® Communication Manager*, Document Number 03-300509.
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document Number 555-245-205.
- [3] *Implementing Avaya Aura® Agent Desktop*.
- [4] *Avaya Aura® Contact Centre SIP Commissioning*, Doc # NN44400-511, Release 7.0

Agent AU Headset product documentation can be obtained from Corporate Telecommunications whose contact information is contained in **Section 2.3** of these Application Notes.

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