Avaya Solution & Interoperability Test Lab

Application Notes for Jabra PC Suite and Jabra BIZ 2400 USB Headsets with Avaya Aura® Agent Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Jabra PC Suite and Jabra BIZ 2400 USB Headsets with Avaya Aura® Agent Desktop. Jabra PC Suite is a collection of programs that enable call control with Jabra headsets and Agent Desktop. This means that with a Jabra headset, users can directly answer, end, mute/unmute calls using button on the Jabra headsets. The Jabra BIZ 2400 USB headset was used to exercise the call control functions provided by Jabra PC Suite.

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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate the Jabra PC Suite and Jabra USB headsets Voice UC 750 with Avaya Aura® Agent Desktop. Jabra PC Suite is a collection of programs that enable call control with Jabra headsets and Agent Desktop. This means that with a Jabra headset, users can directly answer, end, mute/unmute calls using button on the Jabra headsets. The Jabra BIZ 2400 USB headset was used to exercise the call control functions provided by Jabra PC Suite.

The Jabra PC Suite includes the following programs, which were exercised during the compliance testing:

- **Jabra Device Service:** This program runs in the background and monitors the Jabra BIZ 2400 USB. It enables the **Jabra Control Center** and the Agent Desktop driver used to interact with the Jabra headset.
- **Jabra Control Center:** This program is used to configure the settings of the Jabra headset.

Note that the Jabra Call Control application is only used with Jabra headsets that can connect to a desktop phone and softphone at the same time, which is not supported by the Jabra headsets covered in the compliance test.

2. General Test Approach and Test Results

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.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to Contact Center - Agent Desktop, answering and ending calls

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using the call control button on the headset, and verifying two-way audio. The call types included calls between local extensions, and from the PSTN.

The serviceability testing focused on verifying the usability of the Jabra headset solution after restarting the Agent Desktop and reconnecting the Jabra headset to the PC.

2.1. Interoperability Compliance Testing

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

- Placing calls to internal extensions to verify two-way audio.
- Placing calls from the PSTN to contact center number to verify two-way audio.
- Answering and ending calls using the call control button on the headset.
- Using the volume control buttons on the Jabra headset to adjust the audio volume.
- Using the Voice Control button on the Jabra headset to mute and un-mute the audio.
- Verifying incoming call notification on Jabra headset.
- Verifying call ended notification on Jabra headset.

For the serviceability testing, the Jabra headset was reconnected to the Desktop Agent and the PC was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed with the following observation: Pre-requisite for Avaya Aura Agent Desktop to provide headset integration is that of 2 choices:

1. One-X Communicator is also installed.
2. The Avaya headset utility in AACC 6.3 release must be deployed with all agent seats by IT administrator.

2.3. Assumptions

These Application Notes do not provide any configuration details for the following list of assumptions:

- Avaya Aura® Communication Manager has been installed and is operational.
- Avaya Aura® Contact Center has been installed and is operational.
- Avaya Aura® Session Manager has been installed and is operational.
- Agent Desktop user has been configured in Communication Control Toolkit (CTT) and has a valid user ID, password and domain for use with Agent Desktop.

2.4. Support

For support on this Jabra headset solution, contact Jabra Technical Support at:

- Website: http://www.jabra.com/NA-US/Support/pages/Default.aspx
- Email: JabraSupport.US@jabra.com.

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3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Jabra PC Suite and Jabra BIZ 2400 USB headset solutions. The configuration consists of Avaya Aura® Communication Manager, Avaya Aura® Application Enablement Server and Avaya Aura® System Manager in Avaya Aura® 6.1 infrastructure to work with Avaya Aura® Contact Center. Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk. The Jabra headsets were connected to the Agent Desktop PC via a USB port. The Jabra PC Suite software was installed on the PC.

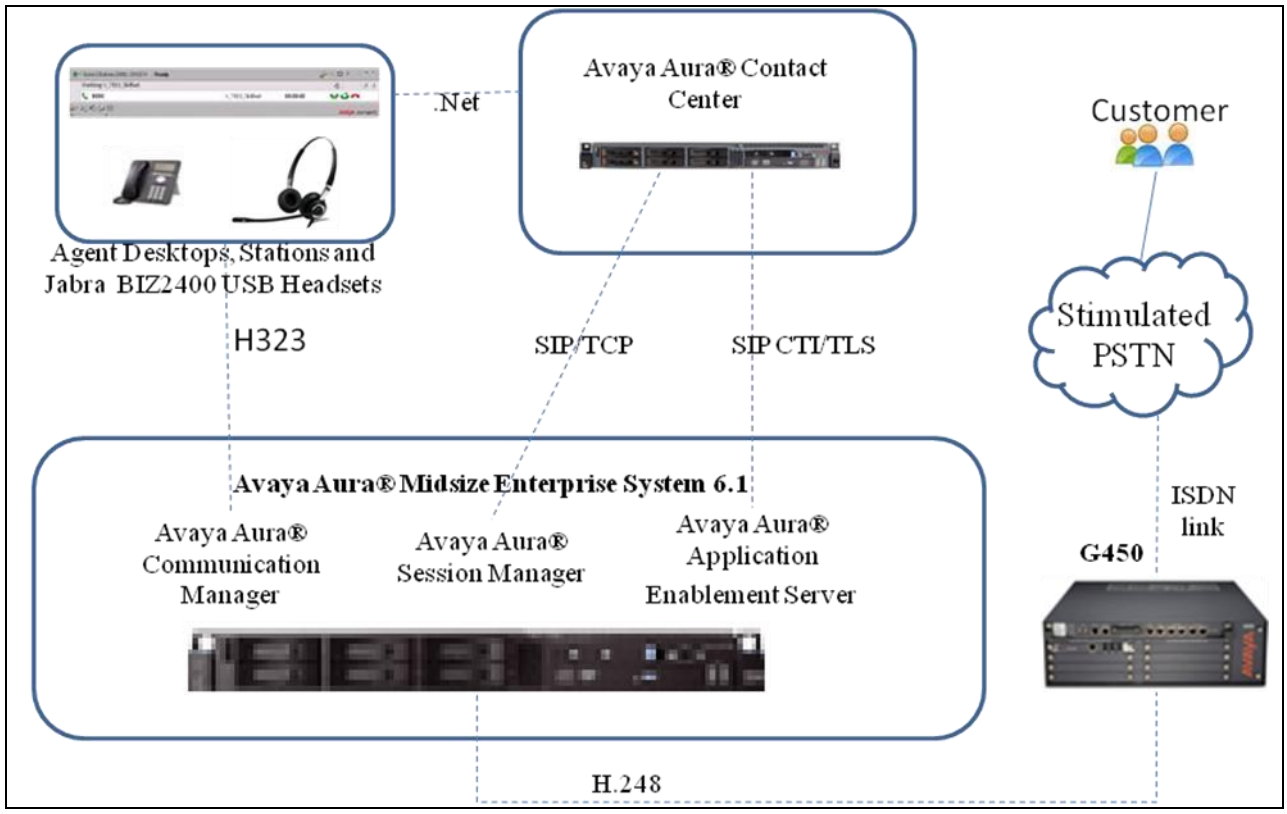


Figure 1: Avaya one-X Agent with Jabra BIZ 2400 Headsets

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
G450 Media Gateway Avaya Aura® Communication Manager used as Stimulated PSTN.	R016x.00.1.510.1
Avaya Aura® Contact Center - Avaya Aura® Agent Desktop	6.2
Jabra PC Suite	Version 2.9.2391 with driver for Agent Desktop
Jabra BIZ 2400 USB Headset	FW 1.41.0
S8800 Avaya Aura® Communication Manager	R016x.00.1.510.1
S8800 Avaya Aura® Session Manager	6.1
S8800 Avaya Aura® System Manager	6.1
S8800 Avaya Aura® Application Enablement Server	6.1

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5. Configure Avaya Aura® Communication Manager

This section will add stations for use by the Avaya Aura® Contact Center Agents. These are H.323 stations that must be configured with the following.

- A maximum of 2 Call Appearance lines per agent station.
- Restrict Last Appearance must be enabled on all agent stations.
- IP Softphone enabled.

Issue **add station <n>** command, where **n** is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** Enter station type **9620**.
- **Name:** A descriptive name.
- **Security Code:** Enter a valid code ex: 1234.
- **IP SoftPhone: y**.

```
add station 5102                                          Page   1 of   5
                                  STATION

Extension: 5102                       Lock Messages? n              BCC: 0
     Type: 9620                       Security Code: 1234            TN: 1
     Port: IP                       Coverage Path 1:                COR: 1
     Name: Jabra Agent2             Coverage Path 2:                COS: 1
                                    Hunt-to Station:
STATION OPTIONS
                                         Time of Day Lock Table:
             Loss Group: 19        Personalized Ringing Pattern: 1
                                           Message Lamp Ext: 5102
           Speakerphone: 2-way          Mute Button Enabled? y
        Display Language: english            Button Modules: 0
 Survivable GK Node Name:
          Survivable COR: internal        Media Complex Ext:
   Survivable Trunk Dest? y                     IP SoftPhone? y

                                       IP Video Softphone? n
                            Short/Prefixed Registration Allowed: default

                                       Customizable Labels? y
```

Navigate to **Page 2 (not shown)** and enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Restrict Last Appearance: y**

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On **Page 4** of the Station form assign two "**call-appr"** in **Button Assignments** section.

```
add station 5102                                          Page   4 of   5
                                    STATION
 SITE DATA
      Room:                                            Headset? n
      Jack:                                            Speaker? n
     Cable:                                           Mounting: d
     Floor:                                         Cord Length: 0
  Building:                                           Set Color:

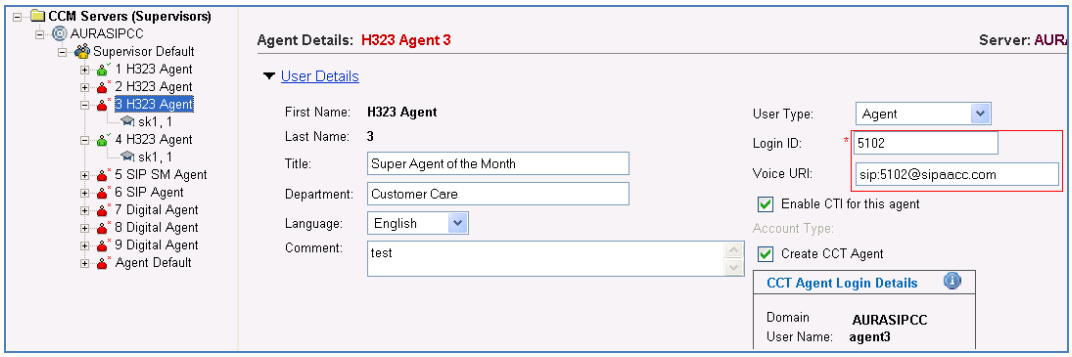
ABBREVIATED DIALING
     Li st1:                    List2:                    List3:

BUTTON ASSIGNMENTS
 1: call-appr                              5:
 2: call-appr                              6:
 3:                                        7:
 4:                                        8:
```

6. Configure a Contact Center Agent

This section describes how to assign the phone created in **Section 5** to the agent. In the Launch pad, click **Contact Center Management**. In the left pane, click the **Contact Center Manager** to which the agent is to be modified. Right click on selected Agent of the Contact Center, select **View Agent Detail**. The following highlighted fields were configured on **Agent Details** Window under **User Details** section:

- **Login ID:** The number the agent enters to logon to the phone. In this case the field is set to the extension (5102) created in **Section 5**.
- **Voice URI:** The SIP address of the TR87-controlled terminal dedicated to this agent, in the format sip:agent (use Extension@SIPdomain, where SIPdomain is the CCMS Local SIP Subscriber Domain name. For example; sip:5102@sipaacc.com).



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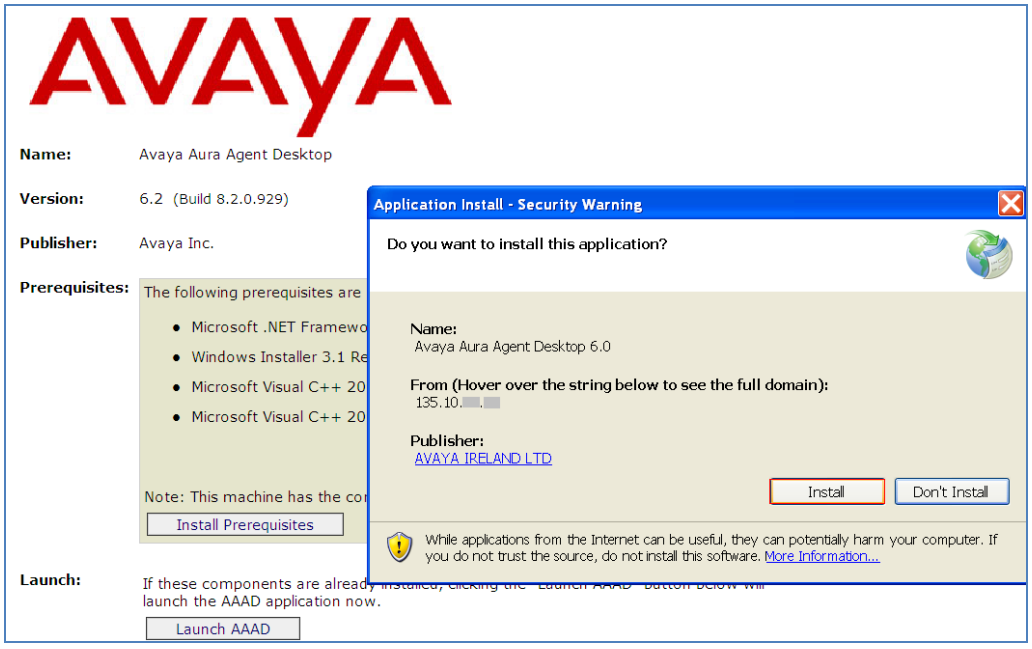
7. Configure Agent Desktop

This section show detail step on how to install Agent Desktop on agent's desktop. And steps how to login Agent Desktop with user login credentials created in **Section 6**.

7.1. Install Agent Desktop

Install the Agent Desktop, if this is the first time starting the application, or starting the application following installation of an upgrade or a patch.

1. In Internet Explorer, typing the HTTP address (URL) provided by your system administrator. The URL format is <Contact Center MultiMedia Servername>/agentdesktop. If you do not use the multimedia functionality then the URL is <Communication Control Toolkit servername>/agentdesktop. Example: http://aurasipcc.sipaacc.com/agentdesktop.
2. Click **Launch Agent Desktop**.
3. Click **Install**.



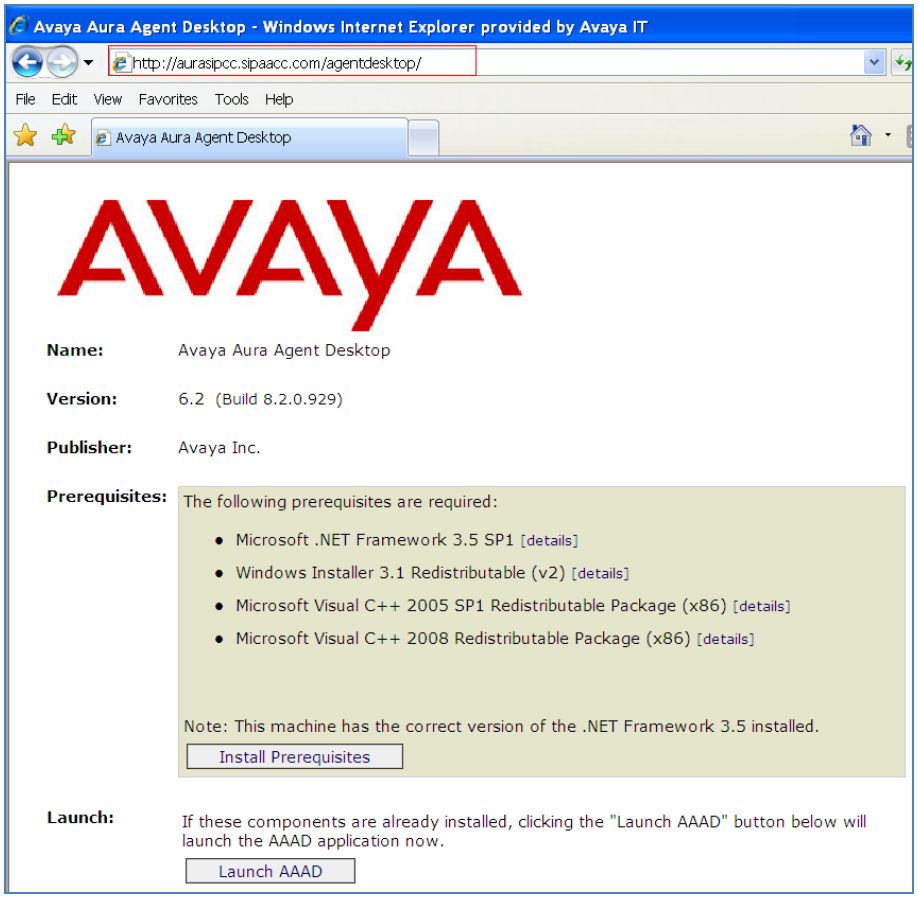
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7.2. Starting the Agent Desktop

Important: If the contact center uses an Avaya Aura® Communication Manager, Avaya Aura® Agent Desktop client computers do not support the following applications running concurrently with Avaya Aura® Agent Desktop:

- Avaya one-X® Communicator.
- IP Agent.
- IP Softphone.
- Any other non-Avaya softphone applications.
- Avaya one-X Agent. In a Multimedia-only Contact Center deployment, where the Contact Center agents are configured for Multimedia contact types only, running Avaya Aura® Agent Desktop concurrently with Avaya one-X Agent on a client computer is supported.

1. In Internet Explorer, type the HTTP address (URL) provided by system administrator. Example: http://aurasipcc.sipaacc.com/agentdesktop.

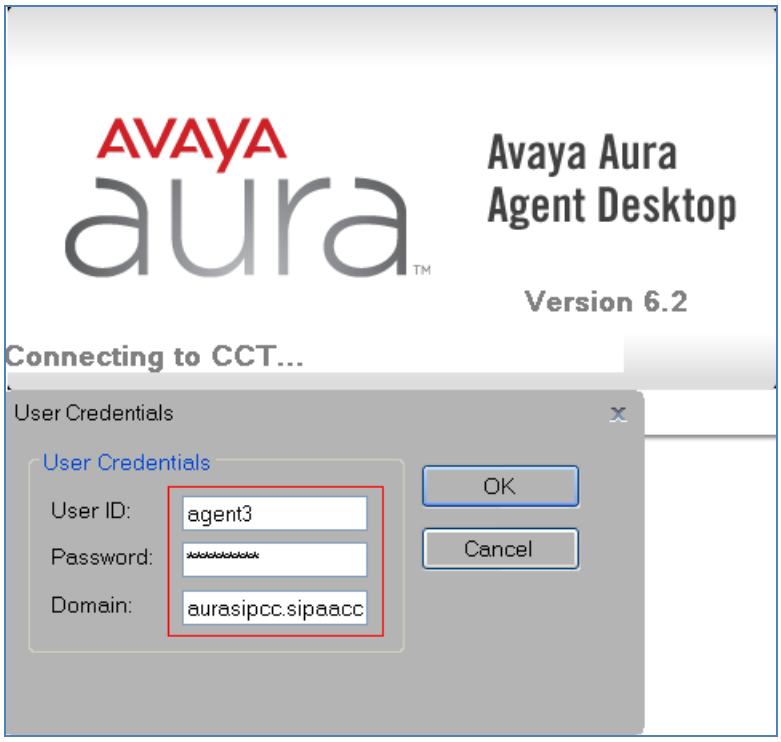


2. Click Launch AAAD or click **Start → Programs → Avaya →Agent Desktop**
The Agent Desktop toolbar appears. If a CCT Connection Failure message appears stating the automatic login to CCT using your Windows logon identity failed, your

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Windows User ID is not configured on CCT. Click **Retry** to enter valid User Credentials or click **Cancel** to exit the application.

3. Type the valid information for following attributes in the User Credentials screen:
   User ID: User name**,** example: agent3
   Password: Password
   Domain: Domain in which the user name and password are configured or IP address of Contact Center.



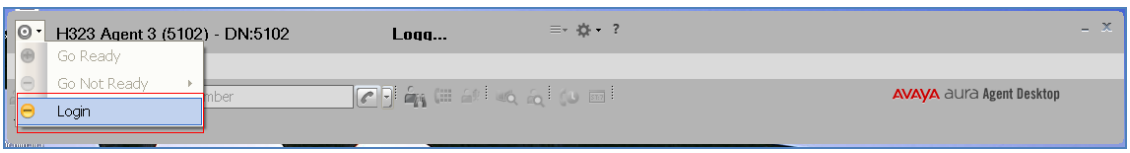
7.3. Login Agent Desktop

Login to the Agent Desktop after the Agent Desktop application has been launched and successfully connected to Contact Center. While log on, there are two options in the Multimedia Agent Logon: My Computer and Desk Phone. During the test, **My Computer (Softphone)** mode is used.

Important: If an audio device (such as a headset or microphone) is added while Agent Desktop is running, you must restart the Agent Desktop to start using the new audio device.

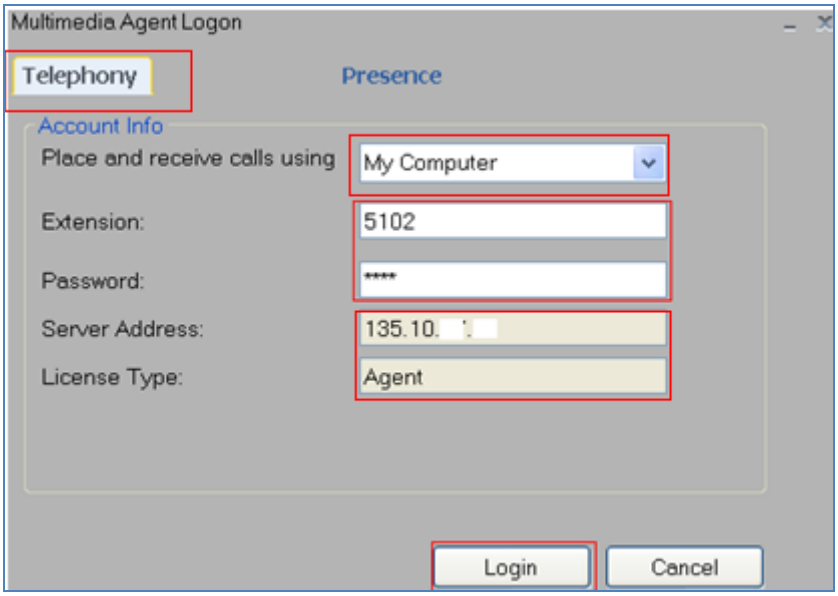
Procedure

1. On the Agent Desktop Top bar, from the Status list, select **Login**.

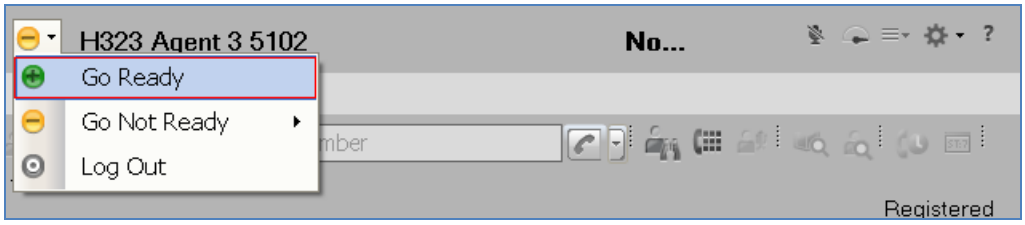


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2. In the Multimedia Agent Login window, enter login details:
   Place and receive call using: My Computer.
   Extension: Extension number appears in the Extension box, example in the figure above in step 1, DN is 5102.
   Password: Password for the extension, created in **Section 5.**
   Server Address: The server address of the telephony switch. Example: IP address of G450 Media Gateway is used during compliance test.
   License Type: The "Contact Center" license type. Example: Agent



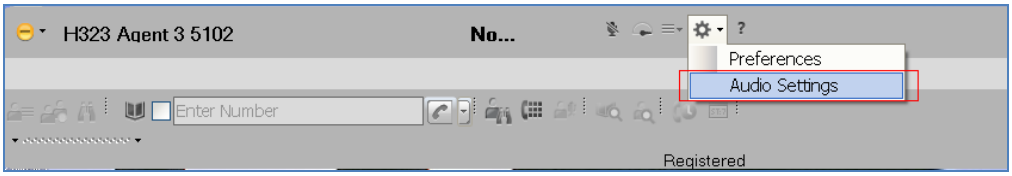
3. Click **Login** when completed.
4. By default the Agent Desktop status is Not Ready (not shown).
5. Change the status to Ready to indicate that Agent is available to handle all media types for which system is licensed and configured by select → **Go Ready**



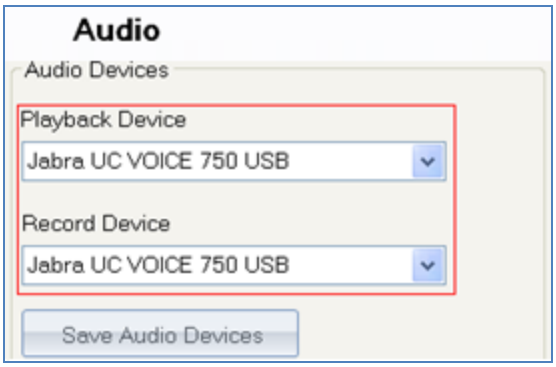
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7.4. Configure the audio device for Softphone

1. On the Agent Desktop Top bar menu, click  → **User Preferences** → **Audio Settings**.



2. In the **Audio Settings** tab, in the **Audio Devices** section, select **Jabra BIZ 2400 USB** as the audio playback hardware from the **Playback Device** list (see screenshot in the step below).
3. Select **Jabra BIZ 2400 USB** as the audio recording hardware on your local system from the **Record Device** list.



4. Click "**Save Audio Devices"**.

8. Configure Jabra USB Headsets

This section covers the steps to integrate Jabra USB headsets with Agent Desktop, including:

- Installing the Jabra PC Suite software
- Connecting the Jabra BIZ 2400 USB Headsets

Note: After successfully performing this procedure, the Jabra headset can then be selected in Agent Desktop as described in **Section 7.4**.

8.1. Installing the Jabra PC Suite Software

For detail of installation instructions Jabra PC Suite on the agent desktop see preference document listed in **Section 11**.

8.2. Connect the Jabra USB Headset

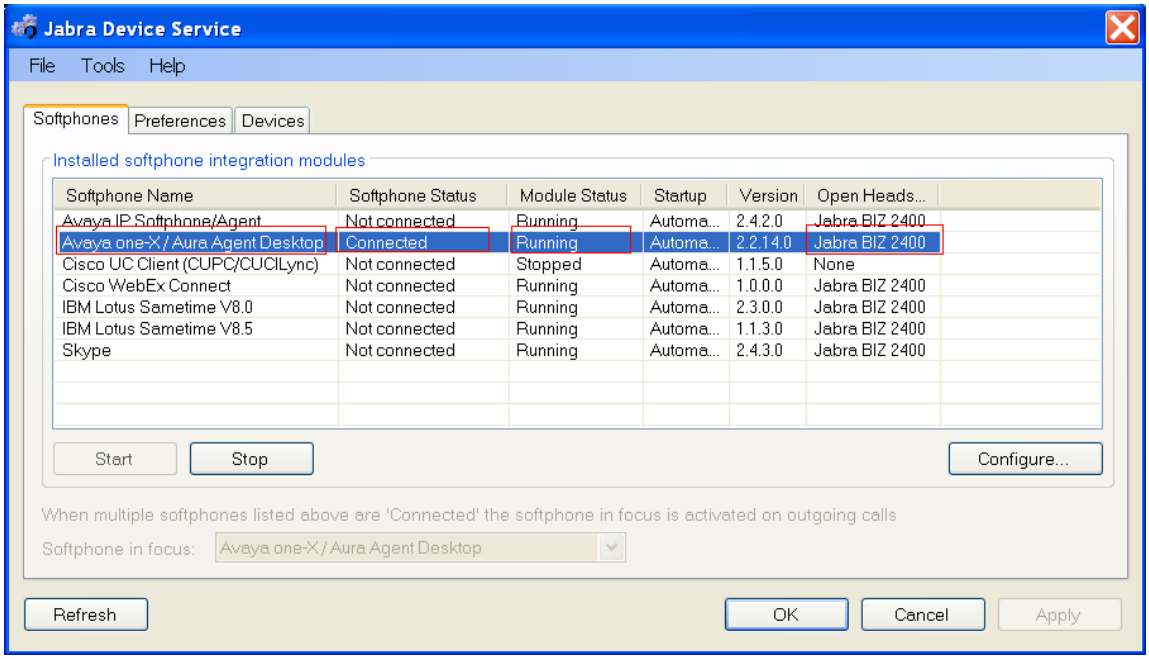
Connect the Jabra USB headset directly to a USB port on the Agent Desktop PC.

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9. Verification Steps

This section verifies that the Jabra solution has been successfully integrated with the Agent Desktop.

1. Verify that the Jabra headset has been successfully paired and ready for use with Agent Desktop. From the **Jabra Device Service** program, select the **Softphones** tab. Verify that:
   - The **Softphone Status** associated with Agent Desktop is **"Connected"**.
   - The **Module Status** is **"Running"**.
   - The **Open Headset(s)** is "**Jabra BIZ 2400"**.



2. Once the Jabra headset is connected to Agent Desktop, verify that incoming and outgoing calls can be established with two-way audio to the headset. For incoming calls, answer the call by pressing the call control button on the headset.
3. Place the call on hold/un-hold by press the Answer/End PC Call soft button for 2 seconds.
4. End the call by pressing the call control button on the headset.

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10. Conclusion

These Application Notes describe the configuration steps required to integrate Jabra PC Suite and Jabra BIZ 2400 USB headsets with Agent Desktop. All test cases were completed successfully with observations noted in **Section 2.2**.

11. Additional References

This section references the Avaya and Jabra documentation that are relevant to these Application Notes.

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] Application Note for Configuring Avaya Aura® Contact Center 6.2 with Avaya Aura® 6.2 Infrastructure – Issue 1.0
[3] Avaya Aura® Agent Desktop Release 6.2 NN44400-114 03.05 30 July 2012

The following Jabra documentation can be found at http://www.jabra.com.

[4] *Installing Jabra PC Suite*.

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