

Application Notes for Cassidian Vesta Software Version 2.20 SP5 and Avaya Communication Server 1000 Release 7.5 and Avaya Aura® Contact Center Release 6.1 – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya Communication Server 1000 Release 7.5 and Avaya Aura® Contact Center Release 6.1 and Cassidian Vesta Version 2.20 SP5.

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

The objective of this compliance test was to validate interoperability of the Cassidian Vesta with the Avaya Communication Server 1000 Release 7.5 and the Avaya Aura® Contact Center Release 6.1 in receiving, displaying and handling the emergency 911 calls.

2. General Test Approach and Test Results

The General test approach was to verify that the 81 test cases in the test plan and make sure there is no issue found during the compliance testing.

The compliance testing uses the ANI Simulator proprietary device to generate the emergency 911 calls with 8-digit, 10-digit, and 20-digit, this device is also equipped with the audio and microphone jack that can check audio speech path of the emergency calls when they are established between the ANI Simulator device and agent phone.

2.1. Interoperability Compliance Testing

The focus of this testing was to verify that the Vesta system including the Vesta server and Vesta workstation can interoperate with the Avaya Communication Server 1000 PBX and Avaya Aura® Contact Center systems to handle the emergency 911 calls which are made from the ANI Simulator proprietary device to emergency 911 number and then the emergency calls are routed to the ACD agent phones.

The following test areas were practiced in the compliance testing:

- Verify Vesta workstation Logon and Logoff functionality.
- Verify Vesta ACD functionality with 8-digit, 10-digit, and 20-digit emergency calls.
- Verify Vesta DN functionality.
- Verify Vesta Shared DN (MADN SCR) functionality.
- Verify Vesta Supervisor functionality.
- Verify Vesta CDR.

2.2. Test Results

There was an ANI 20-digit wireless issue that only happened on the Avaya IP 1140E phone. This issue was already fixed by applying the SU patch **cs1000-tps-7.50.17.16-5.i386** in the Signaling server of Communication Server 1000 system before the compliance test started.

The compliance testing was successful and all objectives were verified and met. All test cases were executed and they all passed.

2.3. Support

Technical support for the Cassidian Vesta Software can be reached by contacting email at help@reverse911.com or phone +1 (951) 719-2100.

3. Reference Configuration

Figure 1 illustrates the network diagram configuration used during the compliance testing between the Avaya Communication Server 1000, Avaya Aura® Contact Center and the Cassidian Vesta system.

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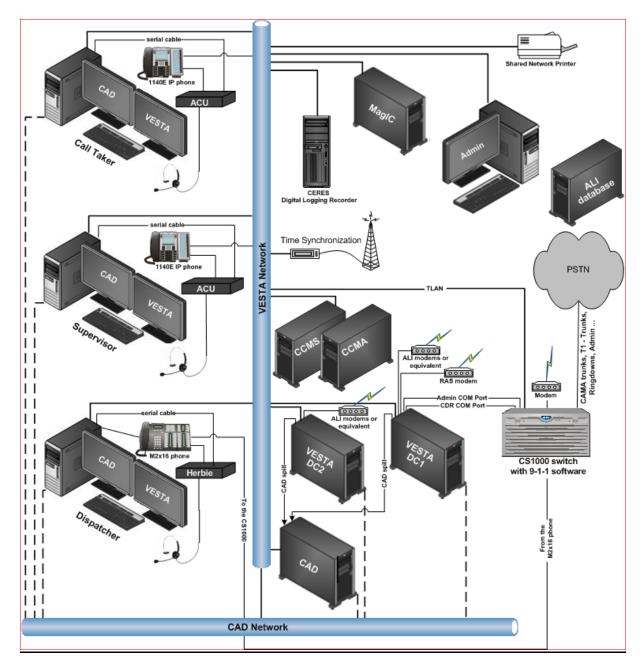


Figure 1: Network Diagram Configuration

4. Equipment and Software Validated

System	Software Version
Avaya Communication Server 1000E	Call Server (CPPM): 7.50 Q
	Signaling Server (CPPM): 7.50 Q
Avaya IP Phone 1140E	0625C7F
Avaya Digital M2216	N/A
Avaya Digital M3905	Flash: 9.0 P0 L1.8
Avaya Aura® Contact Center	6.208 SP1
Cassidian Vesta Server	2.20 SP5
Cassidian Vesta Workstation	2.20 SP5

The following equipment and software were used during the lab testing:

5. Configure Avaya Communication Server 1000

This document assumes that the Avaya Communication Sever 1000 system was properly installed and configured as per the product document. For more information about how to install and configure Communication Sever 1000, please refer to **Section 10** [1].

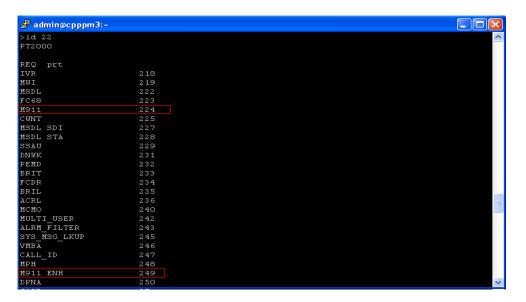
The following summarizes the tasks need to be done in the Call Server:

- Check whether the 911 and ACD packages in the Call Server are equipped or not.
- Provision the configurations for Contact Center in the Call Server.
- Provision the configurations for the emergency 911.

5.1. Check the Emergency 911 and ACD packages

Log in the Call Server as an administrator in the command line mode (overlay) and issue the command LD 22 as shown in **Figure 2** and **3** below:

- For the emergency 911 feature, make sure the packages 224 and 249 are equipped.



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Figure 2: The packages needed for emergency 9-1-1 feature

- For the ACD/AACC feature, make sure the packages 40, 41, 42, 45, 50, and 311 are equipped.

🛃 admin@cpppm3:~	
>1d 22	
PT2000	
REQ prt	
CPRK	33
ssc	34
IMS	35
UST	35
UMG	35
ROA	36
NSIG	37
MCBQ	38
NSC	39
BACD	40
ACDB	41
ACDC	42
LMAN	43
MUS	44
ACDA	45
MWC	46
AAB GRP	47
NFCR	48 49
ACDD	49 50
LNK	50 51
LNK FCA	51
	53
SR CPCI	53 310
NGCC	311
TATO	312
1410	512

Figure 3: The packages needed for the ACD/CC feature

5.2. Provision the configurations for Contact Center

This section describes the steps on how to provision the configurations for the ACD feature in the Call Server.

5.2.1. Create an AML over Ethernet (ELAN) for Contact Center

Log in the Call Server as an administrator in the command line mode (overlay) and issue the command LD 17 as shown in **Figure 4** below:

admin@cpppm3:~	
	~
OVL000	
>1d 17	
CFN000	
MEM AVAIL: (U/P): 36462093 USED U P: 8291933 125843 TOT: 44879869	
DISK SPACE NEEDED: 101 KBYTES	
DCH AVAIL: 251 USED: 4 TOT: 255	
AML AVAIL: 12 USED: 4 TOT: 16	
REQ chg	
TYPE adan	
ADAN new elan 17	
CTYP elan	
DES For AACC	
LCTL	
MEM AVAIL: (U/P): 36461800 USED U P: 8292209 125860 TOT: 44879869	
DISK SPACE NEEDED: 101 KBYTES	
DCH AVAIL: 251 USED: 4 TOT: 255	
AML AVAIL: 12 USED: 4 TOT: 16	
ADAN DATA SAVED	
AD AN	~

Figure 4: Create the ELAN for the Contact Center application

5.2.2. Create a Value Added Server (VAS) for the ELAN

Log in the Call server as an administrator under the command line mode (overlay) and issue command LD 17 to create a Value Added Server (VAS) for the ELAN 17 above as shown in **Figure 5**.

admin@cpppm3:~		
		~
> ld 17		
CFNOOO		
MEM AVAIL: (U/P): 36461800	USED U P: 8292209 125860 TOT: 44	879869
DISK SPACE NEEDED: 101 KBYTES		
DCH AVAIL:	251 USED: 4 TOT: 255	
AML AVAIL:	12 USED: 4 TOT: 16	
REQ chg		
TYPE vas		
VAS new		
VSID 17		
ELAN 17 SECU		
SECU yes INTL		
MCNT		
VSID		
VAS		
		_
MEM AVAIL: (U/P): 36461782	USED U P: 8292209 125878 TOT: 44	879869
DISK SPACE NEEDED: 101 KBYTES		
DCH AVAIL:	251 USED: 4 TOT: 255	
AML AVAIL:	12 USED: 4 TOT: 16	
REQ		*

Figure 5: Create the VAS for the ELAN of Contact Center

5.2.3. Create an ACD Queue

Log in the Call server as an administrator under the command line mode (overlay) and issue command LD 23 to create an Automatic Call Distribution (ACD) DN as shown in **Figure 6**:

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🛃 admin@ca	r2-cores:-	
>1d 23 ACDOOO		~
MEM AVAIL:	(U/P): 33003514 USED U P: 8364739 3511616 TOT NEEDED: 6738 KEYTES	: 44879869
ACD DNS REO new	AVAIL: 23990 USED: 10 TOT: 240	00
TYPE acd CUST O		
ACDN 2000 MWC no		
DSAC MAXP 30		
SDNB		
BSCW ISAP		
RGAI ACAA yes		
FRRT SRRT		
NRRT FROA		
CALP ICDD		
NCFW		~

Figure 6: Create the ACD queue

5.2.4. Create a Controlled DN (CDN)

Log in the Call server as an administrator under the command line mode (overlay) and issue command LD 23 to create a Controlled DN (CDN) as shown in **Figure 7**:

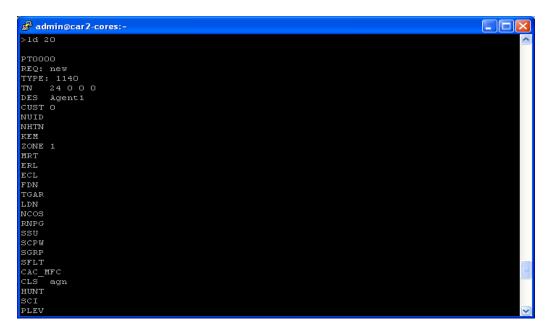
🖨 admin@car2-cores:~	
>1d 23	~
ACDOOO	
MEM AVAIL: (U/P): 33003106 USED U P: 8364953 3511810 TOT: 44879869	
DISK SPACE NEEDED: 6738 KBYTES	
ACD DNS AVAIL: 23989 USED: 11 TOT: 24000	
REQ new	
TYPE cdn	
CUST O	
CDN 4500	
FRRT SRRT	
FROA	
UUI	
MURT	
CDSQ	
DFDN 2000	
NAME	
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OVFL	
TDNS	
RPRT	
CNTL	
VSID	
HSID	
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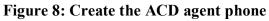


5.2.5. Create ACD Agent Phone

Log in the Call server as an administrator under the command line mode (overlay) and issue command LD 20 to create an agent phone as shown in **Figure 8** and **9**:

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🛃 admin@car2-cores:-	
SCPW	~
SGRP	
SFLT	
CAC_MFC	
CLS agn	
HUNT	
SCI	
PLEV	
DANI	
SPID	
AST	
IAPG	
PRI	
MLWU_LANG	
MLNG	
DNDR	
KEY 0 acd 2000 0 4003	
KEY 1 nrd	
KEY 2 msb	
KEY 3 ser 3103	
MARP	
CPND new	
CPND_LANG	
NAME Agent1 3103	
XPLN	
DISPLAY_FMT	
VMB	
KEY	

Figure 9: Create the ACD agent phone (cont)

5.3. Provision the configurations for Emergency 911

This section describes the steps on how to provision the configurations for the emergency 911 feature in the Call Server.

5.3.1. Create a Route Data Block (RDB)

Log in the Call server as an administrator under the command line mode (overlay) and issue command LD 16 to create a DID Route Data Block (RDB) as shown in **Figure 10** and **11**:

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🖨 admin@car2-cores:~
>1d 16
RDB000
MEM AVAIL: (U/P): 32994895 USED U P: 8372084 3512890 TOT: 44879869
DISK SPACE NEEDED: 6739 KBYTES
RAN RTE AVAIL: 512 USED: O TOT: 512
REQ new
TYPE rdb
CUST O
ROUT 1
DES 911T
TKTP DID
M911_ANI YES M911 TRK TYPE 911T
M911 FORM 2
ANIZ CLID NO
M911 ABAN YES
M911 TONE YES
SAT
IDEF
RCLS
DTRK YES
DGTP
DSEL
PTYP
CNDP
STEP
ACOD 8001
CLEN



admin@car2-cores;∼	
ACOD 8001	~
CLEN	
TARG	
SGRP	
OABS	
INST	
MFC	
CNTL	
DRNG	
CDR YES	
INC YES	
LAST YES	
QREC YES	
OAL YES	
AIA YES	
OAN YES	
OPD YES	
NDP	
NATL	
CFUR IDOP	
VRAT	
NUS	
PANS	
MANO	
FRL	
OHQ	
OHQT	
TTBL	~
1.00	



5.3.2. Create Trunks for the DID Route

Log in the Call server as an administrator under the command line mode (overlay) and issue command LD 16 to create a DID Route Data Block (RDB) as shown in **Figure 11**:

🛃 admin@cpppm3:~			
REQ NEW			~
TYPE DID			
TN 81			
DES 911T			
PDCA			
PCML			
CUST O			
NCOS			
RTMB 1 1			
B-CHANNEL SIGNALING			
ATDN 4500			
AST			
CLS UNR DTN			
TKID			
NEW TRK TN 008 01 RT	4 MB 1		
MEM AVAIL: (U/P): 36467711	USED U P: 82892	275 122883 TOT: 44879869	
DISK SPACE NEEDED: 95 KBYTES			
AST AVAIL	32755 USED:	12 TOT: 32767	
ITG ISDN TRUNKS AVAIL	32767 USED:	0 TOT: 32767	
IP PEER H.323 TRUNKS AVAIL	32767 USED:	0 TOT: 32767	
RAN CON AVAIL	32767 USED:	0 TOT: 32767	*

Figure 12: Create the emergency 911 Trunk

6. Configure Avaya Aura® Contact Center

This document assumes that the Avaya Aura® Contact Center system was properly installed, configured and operated as per the product document, for more information about how to install, configure and administer please refer to **Section 10 [2]**. This section provides additional steps in adding the new agent, configuring the CDN number, SkillSet, Route and Phone Sets in the Contact Center Manager.

To launch Contact Center Manager webpage, open the Internet Explorer browser and type IP address or name of Contact Center Manager into the address bar. In the login page of Contact Center Manager display, enter username **webadmin** and its password and then click on the **Login** button to log in as shown in **Figure 13**.

🖉 Contact Center - Manager - Login ·	- Windows Internet Explorer		_ [×
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<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools	Help			
🚖 Favorites 🛛 🛕 Contact Center - Mar	nager - Login			
AVAYA	Contact Cent	er - Manager	About Change Password	4
Contact Center - Manage	r - Login			
	Login			
	User ID Password	webadmin		
			Login	
Done		🛛 👔 🗸 Trusted sites Pro	tected Mode: Off 🛛 🖓 👻 100%	

Figure 13: The Contact Center Manager login page

To configure a CDN number of Call server in the Contact Center Manager webpage, from homepage of Contact Center Manager as shown in **Figure 14**, navigate to **Launch > Configuration**.

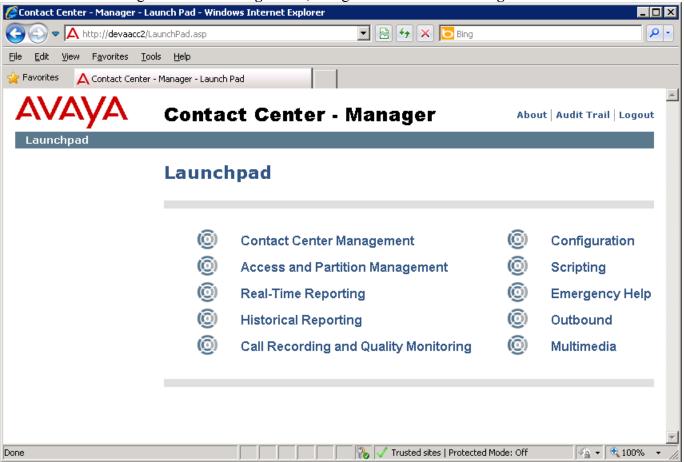


Figure 14: The Contact Center Manager Homepage

The Configuration page displays, on left side of Configuration window, expand tree menu of Contact Center Manager (CCM) server and click on the CDNs (Route Points) folder, the CDNs (Route Points) section now appears in the right side of Configuration page, enter a name and the number of CDN number that was created in Section 5.2.4 and then check on the checkbox of Acquired? column as shown in Figure 15.

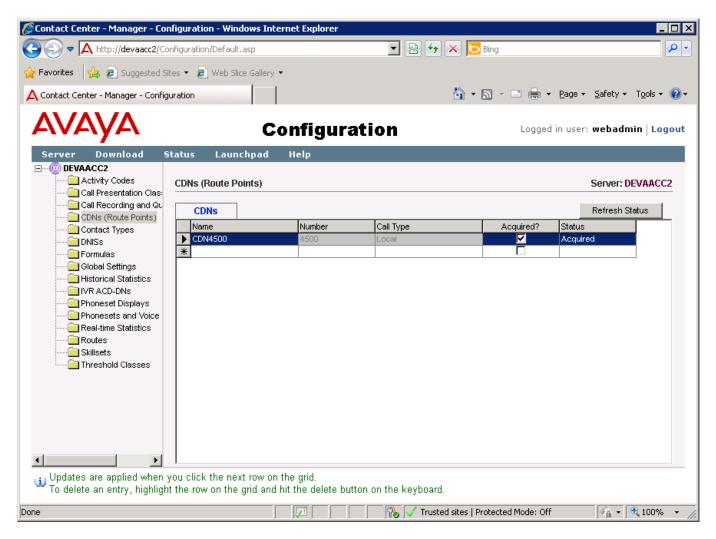


Figure 15: Configure the CDN DN in the Contact Center Manager

To configure phone sets of agent of Call Server in the Contact Center Manager webpage, from homepage of Contact Center Manager, navigate to Launch > Configuration. The Configuration page now appears, on left side of Configuration window, expand tree menu of CCM server and click on the Phone Sets and Voice Ports folder, the Phone Sets and Voice Ports section appears in the right side of Configuration page, enter name and the TN addresses of agent and supervisor that were created in Section 5.2.5 and then check on the checkbox of Acquired? column as shown in Figure 16.

🖉 Contact Center - Manager - Conf	iguration - Windows	Internet Explorer					
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<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools	Help						
🔆 Favorites 🛛 🛕 Contact Center - M	lanager - Configuration						
AVAYA		Config	uration		Logged	l in user: we l	badmin Logout
Server Download St. DEVAACC2 Activity Codes Call Presentation Classi Call Recording and Que	atus Launchpa Phonesets/Voice P						ver: DEVAACC2
CDNs (Route Points)	Name	Туре	Address	Channel	IVR Name	Acquired?	
Contact Types	Agent1	Agent	96-0-0-0	Channer	TYTCHOING		Acquired
Formulas	Agent2	Agent	96-0-0-1			<u> </u>	Acquired
Global Settings	Agent3_4040	Agent	96-0-0-2			<u> </u>	Acquired
Historical Statistics	Agent3	Agent	96-0-0-5			<u> </u>	Acquired
IVR ACD-DNs	Agent4	Agent	96-0-0-6			N	Acquired
Phoneset Displays	Agent1140	Not Voice Port	24-0-0-0				Acquired
Phonesets and Voice P	*						
Real-time Statistics Routes Skillsets							
<u>المالية المالية الم</u>	•						•
(1) Agent114D updated success	fully						
Done				% 🗸 Trusted site	es Protected Mode: Of	F 🧳	🔒 🕶 🔍 100% 🔹

Figure 16: Configure phone set for the ACD agent

To configure the Route of Call Server in the **Contact Center Manager** webpage, from homepage of Contact Center Manager, navigate to **Launch > Configuration**. The **Configuration** page now appears, on left side of **Configuration** window, expand tree menu of **CCM** server and click on the **Routes** folder, the **Routes** section appears in the right side of **Configuration** page, enter the name and route number that were created in **Section 5.3.1** and then check on the checkbox of **Acquired**? column as shown in **Figure 17**.

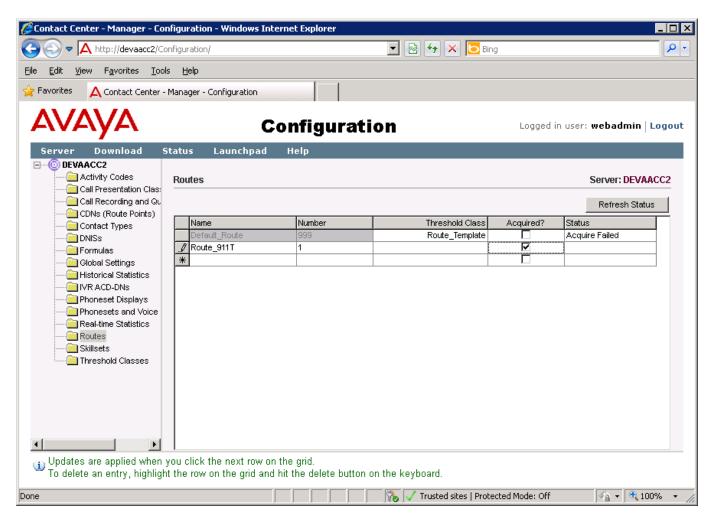


Figure 17: Configure Route in the Contact Center Manager

To configure the Skillset in the Contact Center Manager webpage, from homepage of Contact Center Manager, navigate to Launch > Configuration. The Configuration page now appears, on left side of Configuration window, expand tree menu of CCM server and click on the Skillsets folder, the Skillsets section appears in the right side of Configuration page, enter the Contact Type and Skillset name as shown in Figure 18.

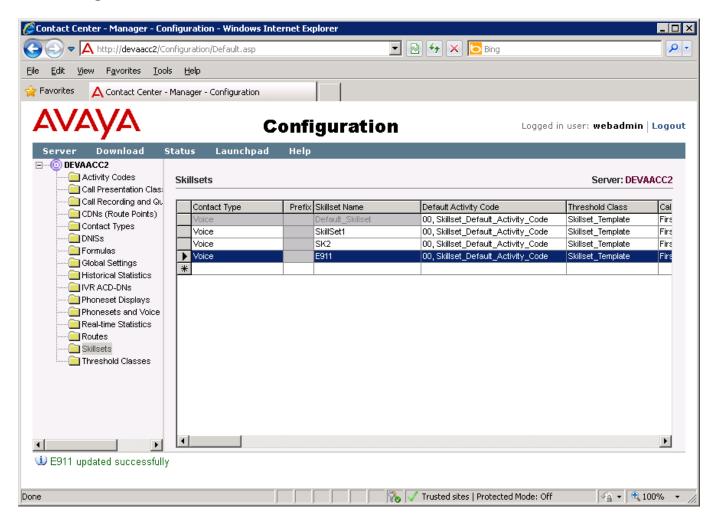


Figure 18: Configure the Skillset for agent in the Contact Center Manager

To create agent login in the Contact Center Manager webpage, from homepage of Contact Center Manager, navigate to Launch > Contact Center Management and in the Contact Center Management page, navigate to menu Add and select the Agent as shown in Figure 19 and 20.

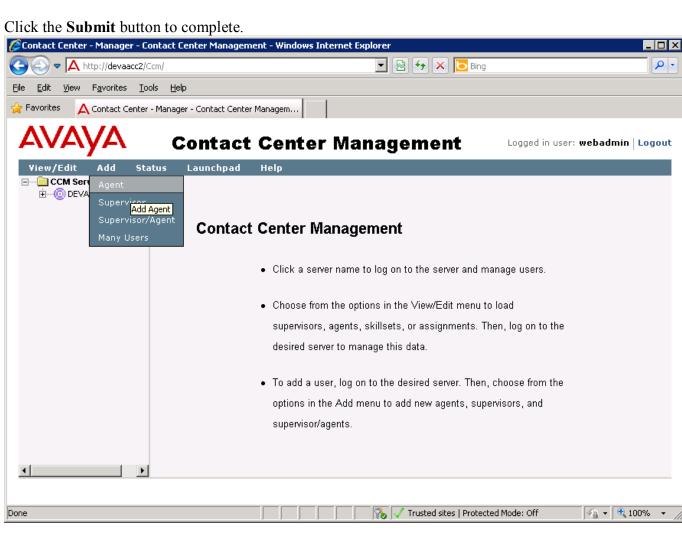


Figure 19: Adding the agent login in the Contact Center Manager

Eile Edit View Favorites Iools Help Favorites Contact Center - Manager - Contact Center Managem Contact Center Management Logged in user: webad View/Edit Add Status Launchpad Help Contact Servers (Supervisors)	Contact Center - Manager - Contact Center	Management - Windows Internet Explorer				
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Skillset Name Contact Type Priority Assign Skillsets Show all skillsets on server DEVAACC2 where: Skillset name contact Type Priority Search List All Skillset Hame (4) Contact Type Priority Default_Skillset Voice Unassigned • E311 Voice 1 Skillset1 Voice Unassigned • Skillset1 Voice Unassigned •		▼ Skillsets				
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Show all skillsets on server DEVAACC2 where: Skillset name contains Search List All Skillset Name (4) Contact Type Priority Default_Skillset Voice Unassigned E911 Voice 1 SK2 Voice Unassigned Skillset1 Voice Unassigned Skillset1 Voice Unassigned Skillset1					1	
Skillset name contains Search List All Skillset Name (4) Contact Type Priority Default_Skillset Voice Unassigned E911 Voice 1 Skillset Voice Unassigned Skillset Voice Unassigned		 Assign Skillsets 				
Search List All Skillset Name (4) Confact Type Default_Skillset Voice E911 Voice SK2 Voice Skillset1 Voice		Show all skillsets on server DEVAACC2 where:				
Skillset Name (4) Contact Type Priority Defaut_Skillset Voice Unassigned • E911 Voice 1 • Skillset Voice Unassigned • Skillset Voice Unassigned • Skillset Voice Unassigned •		Skillset name contains 💌				
Default_Skillset Voice Unassigned • E911 Voice 1 • Sk2 Voice Unassigned • SkillSet1 Voice Unassigned •		Search List A	1			
Default_Skillset Voice Unassigned • E911 Voice 1 • Sk2 Voice Unassigned • SkillSet1 Voice Unassigned •		Skillset Name (4) 🔻	Contact Type	Priority]	
SK2 Voice Unassigned • SkillSet1 Voice Unassigned •					1	
SkillSet1 Voice Unassigned 💌		E911	Voice	1 •		
		SkillSet1	Voice	Unassigned 💌		_
Clear Submit Create New Create Many		• D-48				
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ione 🛛 🚺 🙀 🗸 Trusted sites Protected Mode: Off	lone				🗔 🚯 🗸 Trusted sites Protected I	Mode: Off 🛛 🖓 🔹 🔍 100% 🔹

Figure 20: Adding the agent login in the Contact Center Manager (cont)

7. Configure Vesta System

This document assumes that the Vesta system was properly installed and configured by a Cassidian Engineer. This section provides steps of how to use the Vesta application in the workstation PC to control and display the emergency 911 calls.

To log agent in by using the Vesta client application, on the workstation PC where the Vesta agent dashboard application is installed, go to the menu **Start > Program > PEI Product > Vesta**. The Vesta application login is shown in **Figure 21**, enter the login ID and password to log in the agent.

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Welcome to VEST	Ą		
Lo	gon		ОК
	8		
QUA .	User Name:		Cancel
C C C C C			
	4003		
	L'		
	User Password:		
	1		
		Di um Fa	University of the second se
		CPLANE EQ	uipment, Inc.

Figure 21: The Vesta login window

Figure 22 below shows the Vesta agent dashboard application successfully logged the agent in.

	File Options without hep	Tuesday, May 31, 2011 6:5	1						
A					,				0
ALI Display	Line Status			Contraction of the	ALI Display				
	LOGGED IN - AGT_1	1140						Retrar	smit Options
-						lumber: (909) 676-44	44		
Auto Dial							History (20	<u> </u>	Supp Info (3)
HHN.			4400				_ /\	· .	
HH N	In Calls	SCR		H SCR 4110		-5574 13 06:51:23 A	M		
IRB	SH MCR 4115	SCR 4	4202	MCR 4302	42505 RI CITY OF	0 NEDO ST TEMECULA			
	MCR 4402					DE CA 028 BUSN			
	Call Control				20 Digit \	Vireless call			
Line Status					11.	676-5574			
			6	_					
٢	2	0 0 _	o ² B	3	TEMECU	ILA PD			
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	Auto Dial					ILA EMS			
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TTY									_
					1				
*		L.			Current/L	ast ANI			•
VESTA Titlebar					Queue Displa	iy .		114.1	
	*Police	🤡 Fire	EMS	ANI Callback	Queue		Calls	Agents	Longest Call
19		V inc	Ling.		E911		0	4	
Call Control									
		ĺ			E911	wireless	0	4	
ų ut ues		3	Dial: Conference		TRR			1	-
Queue Display	Cancel	Other	Conference	Transfer	нн Туре	s: 🔽 Phone 🔽 Rad	io 🔽	TXFR C	lose
Queue Display	@ Cancel	_		Transfer	IRR			TYED	

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Figure 22: The Vesta agent dashboard window

To receive the ACD incoming call, on the Vesta agent dashboard as shown in **Figure 22**, click on the **Not Ready** button, the **Not Ready** button turns to **Ready** and the color of button changes from Red to Green and ready to receive the ACD call as shown in **Figure 23**.

VESTA Toolbar	VESTA Titlebar - 4004 File Options Window Help) Tuesday, May 31, 2011 7:	Э		-	-	_				
A1.1	J										
ALI Display	Line Status				ALI Display						
Auto Dial	911_20 909 676-4444909676 (909) 676-4444	5574 WIRELESS		0:00	Calling Number: (909) 676-4444						
	(505) 070-4444			0.00		History (20)) [Supp Info (3)			
IBB				I SCR 4110	204 (909) 676-5574 13 07:04:44 AI 42505 RIO NEDO ST CITY OF TEMECULA	м		~			
	SH MCR 41	15 SCR 4	4204 N	/ICR 4304	RIVERSIDE CA 028 BUSN						
Line Status	Call Control				CO BUS 20 Digit Wireless call 676-5574						
٠	@	ීන ප	,> Po	3	TEMECULA PD						
Master Volume	Beach			Deleger	TEMECULA FD						
	Ready	Hold Emer	gency Park	Release	TEMECULA EM						
	Auto Dial							-1			
TTY		Last Number Dia	aled: Conference		T			E			
					Current/Last ANI						
*	J				Queue Display						
VESTA Titlebar					Queue	Calls	Agents	Longest Call			
	*Police	🎸 Fire	EMS	ANI Callback	E911	0	4				
19	ALL OUCE	VIII0	Ling	ANI Calification	E911wireless	0	4				
Call Control					TenDigitEmer	0	4				
Queue Display	Cancel	Cither	Conference	Transfer	Types: V Phone V Rad	Description					
	Flash	No Hold Conference]]	05/31/11 7:04:44 AM REC 05/31/11 7:03:11 AM 0:11.0 05/31/11 6:58:21 AM 0:01.9 05/31/11 6:57:24 AM 0:36.2 05/31/11 6:57:24 AM 0:36.2	(909) 676-4 (909) 676-4 (909) 676-0 (909) 676-0 (909) 676-0	4445 0015 0015				

Figure 23: The Vesta agent dashboard with the Ready status

To answer the ACD incoming call, on the Vesta agent dashboard as shown in **Figure 23**, click on the **In Calls** button as shown in **Figure 24**.

VESTA Toolbar	File Options Window H		11 13:54			-	-			<u>-0×</u>		
	The Recovery	y Service ser	vice is now	ı availabl	e on the server	SATDC1	•			9		
ALI Display	Line Status					ALI Display						
3	911_8 0 676-0015					Retransmit Opt						
Auto Dial	(909) 676-0015				0:02	02 ALI History (20) Supp Info (0)						
HH P IRR	In Calls SH MCR 41	15	SCR 4102 SCR 4202		H SCR 4110 MCR 4302	42505 RI CITY OF	5-0014 13 01:54:29 P IO NEDO ST TEMECULA		9 			
Line Status	Call Control	MCR 4402 RIVERSIDE CA 028 BUSN CO BUS										
Solution Master Volume	<i>™</i> Ready	ී ල Hold	2 9	Per k	Elease	. TEMECULA PD						
Master volume	Reauy	Holu	Emergency	Park	Release	TEMECU	JLA FD					
	Auto Dial					TEMECU	JLA EMS					
		Last Number	Dialed: No Hold C	Conference								
						X						
*						Current/L	ast ANI			•		
VESTA Titlebar						Queue Displ	ау					
	*Police	V Fire		EMS	ANI Callback	Queue		Calls	Agents	Longest Call		
🔊 Call Control	Tonce	Vrite		LWIS	Ani Caliback	E911		0	3			
						E911	wireless	0	3			
Queue Display	ö Cancel	Other	Con	ference	Transfer	IRR Types: IP Phone IRAdio IP TXFR Close Status: IP Locked Unlocked Unlocked Image: Close Image: Close						
	Flash	Display the No Hold Confe	a tabbed list: Other			06/10//1 06/10//1 06/10//1	Length 1:54:30 PM REC 12:19:13 PM 0:05.1 12:17:15 PM 0:03.0 12:17:05 PM 0:02.9 12:15:05 PM 0:10.4	Descriptio (909) 676- SH SCR 4 (909) 676- (909) 676- (909) 676-	-0015 110 -0015 -0015			

Figure 24: The Vesta agent dashboard with the In Calls status

To release the ACD call, on the Vesta agent dashboard as shown in **Figure 24**, click on the **Release** button to release the call (not shown in figure).

To hold the ACD call, on the Vesta agent dashboard as shown in **Figure 24**, click on the **Hold** button to hold the call as shown in **Figure 25** and to retrieve the call, click on the yellow **In Calls** button that are being in Yellow as the call on hold.(not shown in Figure).

VESTA Toolbar	VESTA Titlebar - 4002	Friday, June 10, 2011 13:55						<u>-0×</u>
		Service service	is now availabl	e on the server	SATDC1.			9
ALI Display	Line Status				ALI Display			
							Retra	nsmit Options
3					Calling Number: (909) 676-00	46		
Auto Dial				0:53		History (20))) (Supp Info (0)
HHE	In Calls	SCR 4	402	LCCD 4110	202	_ ,.	· .	
NH D				H SCR 4110	(303) 676-0014 13 01:54:29 P	М		
IRR	SH MCR 4115	5 SCR 4	202	MCR 4302	42505 RIO NEDO ST CITY OF TEMECULA			
	MCR 4402			,	RIVERSIDE CA 028 BUSN CO BUS			
	Call Control				WPH2 909-676-0015			
Line Status		1			8 digit wireless			
0	1	0 ₁₀₀	2 Pm	3				
					. ITEMECULA PD			
Master Volume	Receive Call or Don't R		gency Park	Release	TEMECULA FD			
	Auto Dial				TEMECULA EMS			
TIY		Last Number Dialed:	No Hold Conference					
					<u>.</u>			<u> </u>
**			· · · · · · · · · · · · · · · · · · ·		Current/Last ANI			•
VESTA Titlebar					Queue Display			
	*Police	🤡 Fire	EMS	ANI Callback	Queue	Calls	Agents	Longest Call
1					E911	0	3	
Call Control						0	2	·
QUEVES					E911wireless	0	3	
Ourse Diseles	Cancel	Other	Conference	Transfer	IRR			
Queue Display					Types: V Phone V Rad		TXFR C	lose
					Time Length	Descriptio		
					06/10/11 1:54:30 PM 0:54.5	(909) 676	-0015	
					06/10/11 12:19:13 PM 0:05.1 06/10/11 12:17:15 PM 0:03.0	SH SCR 4 (909) 676		
	Flash	No Hold Conference			06/10/11 12:17:05 PM 0:02.9	(909) 676		

Figure 25: The Vesta agent dashboard with the Hold status

To park the ACD call, on the Vesta agent dashboard as shown in **Figure 24**, click on the **Park** button and the Park button now turns to **Unpark** as shown in **Figure 26**.

VESTA Toolbar	File Options Window Help) Friday, June 10, 20	011 13:56	-						
ALT	The Recovery	Service se	rvice is	s now availab	le on the server	SAT	IDC1.			9
ALI Display	Line Status					ALI	Display			
	LOGGED IN - AGT_1	1140							Retrar	nsmit Options
Auto Dial	·					0	Calling Number: (909) 676-00	015		
	-	_	_				ALI	History (20)) Y	Supp Info (0)
**>	In Calls		SCR 41	02 S	H SCR 4110		202			
	SH MCR 411	5	SCR 42	and the second s	MCR 4302		(303) 676-0014 13 01:56:21 F 42505 RIO NEDO ST	PM		
	MCR 4402						CITY OF TEMECULA RIVERSIDE CA 028 BUSN			
	I III III III III III III III III III						CO BUS			
Line Status	Call Control				-		WPH2 909-676-0015			
							8 digit wireless			
۵	2	0 ₀₀	en constant) Poor	3	TEMECULA PD				
Master Volume	Not Ready	Hold	Emera	ency Unpark -						
	Auto Dial		j				TEMECULA FD			
		Last Numba	r Dialadı N	o Hold Conference		וור	TEMECULA EMS			
TTY		Last Numbe	i Dialeu. N	o nota cometence		×1				
						4				
		1					Current/Last ANI			•
VESTA Titlebar						Que	eue Display			
	*Police	😼 Fire		EMS	ANI Callback	Qu	eue	Calls	Agents	Longest Call
1				Lino		E	911	0	3	
Call Control		<u></u>				lie	044 ! !	-	•	
						IIIE	911wireless	0	3	
	Cancel	Other		Conference	Transfer	IRR				
Queue Display	Cancer	Uner		contenence	Tansier	HH C	//		TXFR C	lose
	1						Status: Jo Locked Jo On	-		
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							06/10/11 12:19:13 PM 0:05.1 06/10/11 12:17:15 PM 0:03.0	SH SCR 4		
	Flash	No Hold Confe	erence				06/10/11 12:17:05 PM 0:02.9	(909) 676		

Figure 26: The Vesta agent dashboard with the call Park status.

To transfer the ACD call, on the Vesta agent dashboard as shown in **Figure 24**, click on the **Transfer** button and then enter any valid DN in the **Redial** box to transfer the call to as shown in **Figure 27**.

VESTA Toolbar	VESTA Titlebar - 4002 File Options Window Help	> Friday, June 10, 2011	14:01	-						_□×
	The Recovery		1.5 0.4.11.9.00	ailable o	n the server	SATDO	:1.			9
ALI Display	Line Status					ALI Displ	ay			
3	Call transfer Enter digits								Retra	nsmit Options
Auto Dial	(909) 676-0015				0:01	Callin	g Number: (909) 676-00	15		
		202 14	10					<u>H</u> istory (20	<u>) </u>	Supp Info (0)
** * >	In Calls	📕 🖌 S	CR 4102	SH SC	CR 4110	202	676-0014 13 02:01:15 F			
IBB	SH MCR 411	5 S	CR 4202	МС	R 4302	42508	5 RIO NEDO ST			
	MCR 4402						OF TEMECULA RSIDE CA 028 BUSN			
	1					СО В	US WPH2			
Line Status	Call Control				1		909-676-0015			
						8 digi	t wireless			
۵	100	0 ~		P	3	. TEMECULA PD				
Master Volume	Ready		mergency	Park	Release		ECULA FD			
	Auto Dial		<u> </u>							
		Di	aling: Transfer				ECULA EMS			
TTY		Dia	anny. Transier							-
1.000						•				×
*	1					Currer	nt/Last ANI			•
VESTA Titlebar						Queue Di	splay			
1	*Police	V Fire	EMS		ANI Callback	Queue		Calls	Agents	Longest Call
1	A Police	Vrite	EMS		ANI Caliback	E91	1	0	3	
Call Control										
	-	1	Í			E91	1wireless	0	3	
QUEUES						IRR				1
Queue Display	Cancel	Other	Conferen	ce	Transfer		ypes: 🔽 Phone 🔽 Rad	io 🔽	TXFR ,	mar I
				Dia	l: Transfer	II all -	itatus: 🔽 Locked 🔽 Uni	ocked		Close
		1				Time	the second se	Descriptio	Contractory	
							0/11 2:01:17 PM 0:02.7 0/11 1:59:18 PM 0:05.9	(909) 676 (909) 676		
	Flash	No Hold Confere	ence			and the second second	0/11 1:58:53 PM 0:12.4 0/11 1:57:39 PM 0:08.9	(909) 676 (909) 676		
						00/1	0.00.9	(ana) 0/0	0013	

Figure 27: The Vesta agent dashboard in the Transfer status

To conference the ACD call with other party, on the Vesta agent dashboard as shown in **Figure 24**, click on the **Conference** button and then enter any valid DN in the **Redial** box to invite this DN into the conference as shown in **Figure 28**.

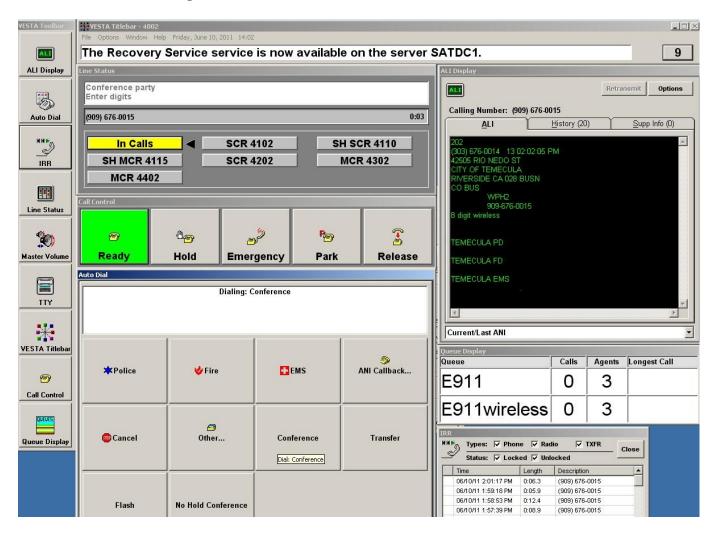


Figure 28: The Vesta agent dashboard with the Conference status

To do the No Hold Conference the ACD call with other party, on the Vesta agent dashboard as shown in **Figure 24**, click on the **No Hold Conference** button and then enter any valid DN in the **Redial** box to invite this DN into conference (not shown in figure).

8. Verification Steps

The following are typical steps to verify the interoperability between the Vesta system version 2.20 SP5 and Avaya Communication Server 1000 Release 7.5 and Avaya Aura®Contact Center 6.1

- Create 3 ACD agent Phones that consist of IP 1140E, digital 3905 and M2216 phone in Call Server.
- Acquire these agents by the Contact Center Manager.
- Use the Vesta agent dashboard to log these agents in.
- Use the ANI Simulator proprietary device to generate the emergency 911 calls.
- Configure the Vesta server to collect the information sent to agent phone from the Call Server.
- Handle the ACD calls on agent phone by using the Vesta agent dashboard.
- Check the audio path and CLID for every emergency 911 call.

9. Conclusions

All of the executed test cases have passed and met the objectives as outlined in **Section 2**. The Cassidian Vesta version 2.20 SP5 is considered compliant with Avaya Communication Server 1000 Release 7.5 and Avaya Aura® Contact Center Release 6.1.

10. Additional References

Product documentation for Avaya products may be found at: <u>https://support.avaya.com/css/Products/</u>

Product documentation for Cassidian Vesta products may be found at: <u>http://www.cassidiancommunications.com/</u>

[1] Avaya Communication Server 1000 Documents:

Avaya Communication Installation and Commissioning, Doc# NN43041-310, Issue 05.04, Date May 2011.

Avaya Communication Server 1000 Unified Communications Management Common Services Fundamentals, Doc # NN43001-116, Issue 05.11, Date June 2011.

Avaya Communication Server 1000 Co-resident Call Server and Signaling Server Fundamentals, Doc # NN43001-509, Issue 03.02, Date June 2011.

Avaya Communication Server 1000 Element Manager System Reference - Administration, Doc# NN43001-632, Issue 05.09, Date July 2011.

[2] Avaya Aura® Contact Center Documents:

Avaya Aura® *Contact Center Planning and Engineering*, Doc# NN444000-210, Issue 03.02, Date July 2011.

Avaya Aura® Contact Center Overview, Doc# NN44400-111, Issue 03.01, Date June 2011. Avaya Aura® Contact Center Fundamentals, Doc# NN44400-110, Issue 03.01, Date June 2011. Avaya Aura® Contact Center Installation, Doc# NN44400-311, Issue 03.01, Date June 2011. Avaya Aura® Contact Center Server Administration, Doc# NN44400-610, Issue 03.01, Date June, 2011.

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