



Avaya Solution & Interoperability Test Lab

Application Notes for Avaya GlobalConnect SurveyByFone with Avaya Voice Portal - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Avaya GlobalConnect SurveyByFone (SBF) to interoperate with Avaya Voice Portal. Avaya GlobalConnect SBF is an application designed and developed to quickly conduct surveys over the phone by an automated system. The application allows the survey administrator the ability to dynamically create feedback/survey campaigns.

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

Avaya GlobalConnect SurveyByFone is an application designed and developed to quickly conduct surveys over the phone by an automated system. The application allows the survey administrator the ability to dynamically create feedback/survey campaigns. The administrator can create such call flows with absolutely no knowledge of Interactive Voice Response (IVR). The extensive feedback repository allows management to perform a detailed analysis of the survey.

Avaya GlobalConnect SBF handles the call flow designed by SurveyByFone Administrator which is a GUI based application. SurveyByFone Archival Server is used to archive the voice recording files as well as to host the reporting web application. The SurveyByFone Reporter application allows viewing the detailed survey responses for a campaign. The report can be opened in an Internet browser window.

During compliance testing, calls were placed to Avaya Communication Manager and delivered to Avaya Voice Portal administered as phantom IP stations with type “7434ND” on Avaya Communication Manager. The Avaya GlobalConnect SBF runs on a dedicated application server, running Windows 2003 Server. Avaya Voice Portal ran the Avaya GlobalConnect SBF application from an Apache Tomcat Server. A campaign is executed on phantom IP stations which are configured through the SurveyByFone Administrator GUI.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. Feature testing focused on verifying that Avaya GlobalConnect SBF successfully executed the campaign as per the call flow designed by the SurveyByFone Administrator GUI. Serviceability testing verified that Avaya GlobalConnect SBF recovered from adverse conditions, such as rebooting Avaya GlobalConnect SBF server and disconnecting the ethernet cable to the Avaya GlobalConnect SBF server.

1.2. Support

Technical support on Avaya GlobalConnect SBF can be obtained through the following:

- **Web:** <http://www.avayaglobalconnect.com>
- **Phone:** +91-124-4093433
- **Email:** mehool.panchal@avayaglobalconnect.com

2. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Avaya GlobalConnect SBF solution, installed on a Microsoft Windows 2003 Server. The VoiceXML application is deployed on a Tomcat application server, installed on the Windows Server. Avaya Voice Portal is connected to Avaya Communication Manager running on the Avaya S8500 Server and G650 Media Gateway using H.323 VoIP Connections. Avaya IP telephones were used to place calls to Avaya Voice Portal, which would run the VoiceXML application. The application would play the campaign as per the call flow. Each node in the call flow is associated with a phrase which is a .wav file in the CCITT mu-law, 8 KHz, 8-bit Mono format.

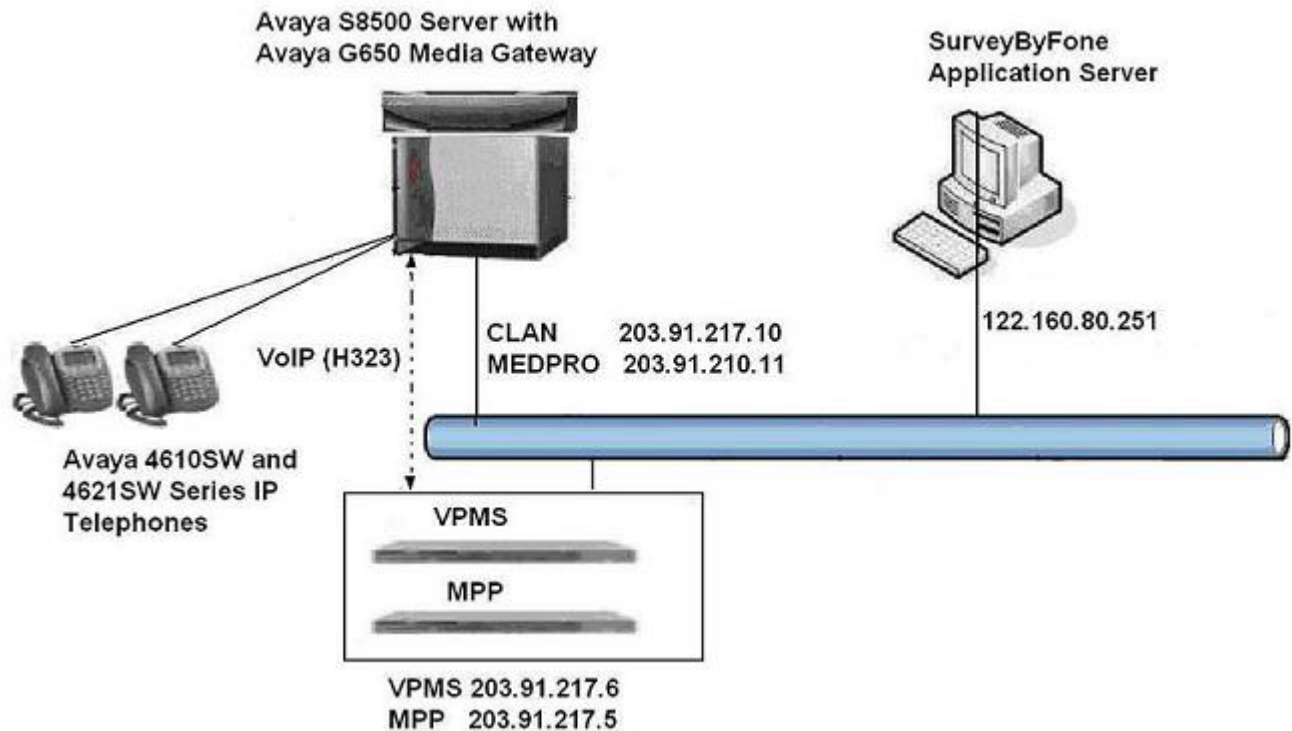


Figure 1: Compliance Test Configuration

3. Equipment and Software Validated

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

Equipment	Software
Avaya S8500 Server with Avaya G650 Media Gateway	Avaya Communication Manager 5.1, R015x.01.0.414.3
Avaya Voice Portal <ul style="list-style-type: none">Voice Portal Management System (VPMS)Media Processing Platform (MPP)	RHE4.0.AV12.2VP2 RHE4.0.AV12.2VP2
Avaya 4600 Series H.323 IP Telephones <ul style="list-style-type: none">4610SW4621SW	2.2 2.2
SurveyByFone (Dialog Designer Application)	2.0
SurveyByFone Administrator	2.1
SurveyByFone Archival	2.1
SurveyByFone Reporter	2.0

4. Configure Avaya Communication Manager

This section provides the procedure for configuring Avaya Communication Manager. Avaya System Access Terminal (SAT) is used to issue the commands. The procedure includes the following areas:

- Display available license.
- Administer system parameters features.
- Administer IP codec set.
- Administer stations.

Step	Description																																				
1.	Use the display system-parameters customer-options command. On Page 10, verify that the Limit field for IP_API_A has a value greater than or equal to the number of channels configured on Avaya Voice Portal in Section 5 Step 2 . In this configuration, seven Voice Portal ports were configured for testing.																																				
	<div><div>display system-parameters customer-options</div><div>Page 10 of 11</div><div>MAXIMUM IP REGISTRATIONS BY PRODUCT ID</div><table><tr><th>Product ID</th><th>Rel. Limit</th><th>Used</th></tr><tr><td>AgentSC</td><td>: 2400</td><td>0</td></tr><tr><td>IP_API_A</td><td>: 2400</td><td>7</td></tr><tr><td>IP_API_B</td><td>: 10</td><td>0</td></tr><tr><td>IP_API_C</td><td>: 10</td><td>0</td></tr><tr><td>IP_Agent</td><td>: 2400</td><td>0</td></tr><tr><td>IP_IR_A</td><td>: 10</td><td>0</td></tr><tr><td>IP_Phone</td><td>: 2400</td><td>1</td></tr><tr><td>IP_RoMax</td><td>: 2400</td><td>0</td></tr><tr><td>IP_Soft</td><td>: 2400</td><td>0</td></tr><tr><td>IP_eCons</td><td>: 28</td><td>0</td></tr><tr><td>OneX_Comm</td><td>: 2400</td><td>0</td></tr></table></div>	Product ID	Rel. Limit	Used	AgentSC	: 2400	0	IP_API_A	: 2400	7	IP_API_B	: 10	0	IP_API_C	: 10	0	IP_Agent	: 2400	0	IP_IR_A	: 10	0	IP_Phone	: 2400	1	IP_RoMax	: 2400	0	IP_Soft	: 2400	0	IP_eCons	: 28	0	OneX_Comm	: 2400	0
Product ID	Rel. Limit	Used																																			
AgentSC	: 2400	0																																			
IP_API_A	: 2400	7																																			
IP_API_B	: 10	0																																			
IP_API_C	: 10	0																																			
IP_Agent	: 2400	0																																			
IP_IR_A	: 10	0																																			
IP_Phone	: 2400	1																																			
IP_RoMax	: 2400	0																																			
IP_Soft	: 2400	0																																			
IP_eCons	: 28	0																																			
OneX_Comm	: 2400	0																																			

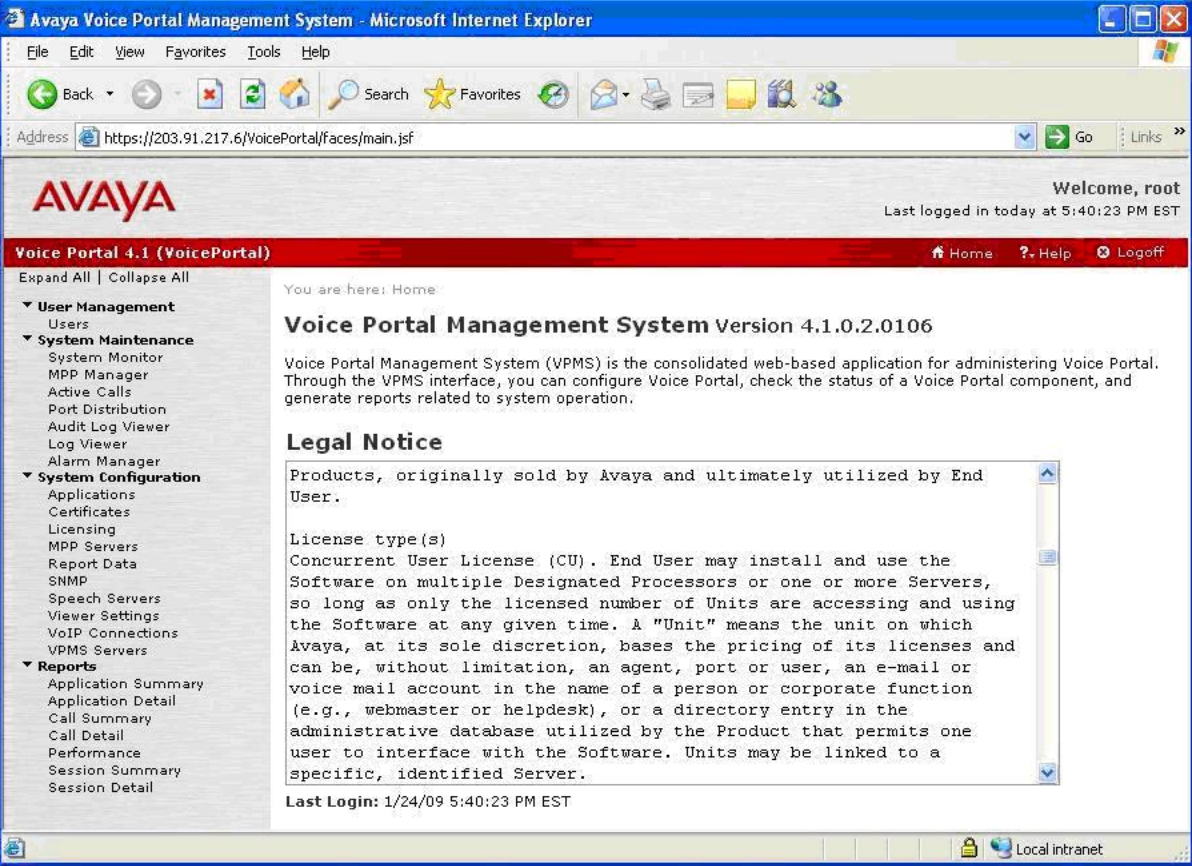
Step	Description
2.	<p>Use the change system-parameters features command. On Page 6, set 7434ND to y.</p> <div> <div>change system-parameters features</div> <div>Page 6 of 17</div> </div> <pre> FEATURE-RELATED SYSTEM PARAMETERS Public Network Trunks on Conference Call: 5 Auto Start? n Conference Parties with Public Network Trunks: 6 Auto Hold? n Conference Parties without Public Network Trunks: 6 Attendant Tone? y Night Service Disconnect Timer (seconds): 180 Bridging Tone? n Short Interdigit Timer (seconds): 3 Conference Tone? n Unanswered DID Call Timer (seconds): Intrusion Tone? n Line Intercept Tone Timer (seconds): 30 Mode Code Interface? n Long Hold Recall Timer (seconds): 0 Reset Shift Timer (seconds): 0 Station Call Transfer Recall Timer (seconds): 0 Recall from VDN? n DID Busy Treatment: tone Allow AAR/ARS Access from DID/DIOD? N Allow ANI Restriction on AAR/ARS? N Use Trunk COR for Outgoing Trunk Disconnect? N 7405ND Numeric Terminal Display? n 7434ND? y DISTINCTIVE AUDIBLE ALERTING Internal: 1 External: 2 Priority: 3 Attendant Originated Calls: external </pre>
3.	<p>Enter the change ip-codec-set m command where m is a valid IP codec-set associated with the IP network region of the Avaya Voice Portal ports. Set Audio Code to an appropriate value supported by Avaya Voice Portal. In this configuration, the G.711MU codec was used.</p> <div> <div>change ip-codec-set 1</div> <div>Page 1 of 2</div> </div> <pre> IP Codec Set Codec Set: 1 Audio Silence Frames Packet Codec Suppression Per Pkt Size(ms) 1: G.711MU n 2 20 2: G.729 n 2 20 3: G.729A n 2 20 4: G.729AB n 2 20 5: 6: 7: </pre>

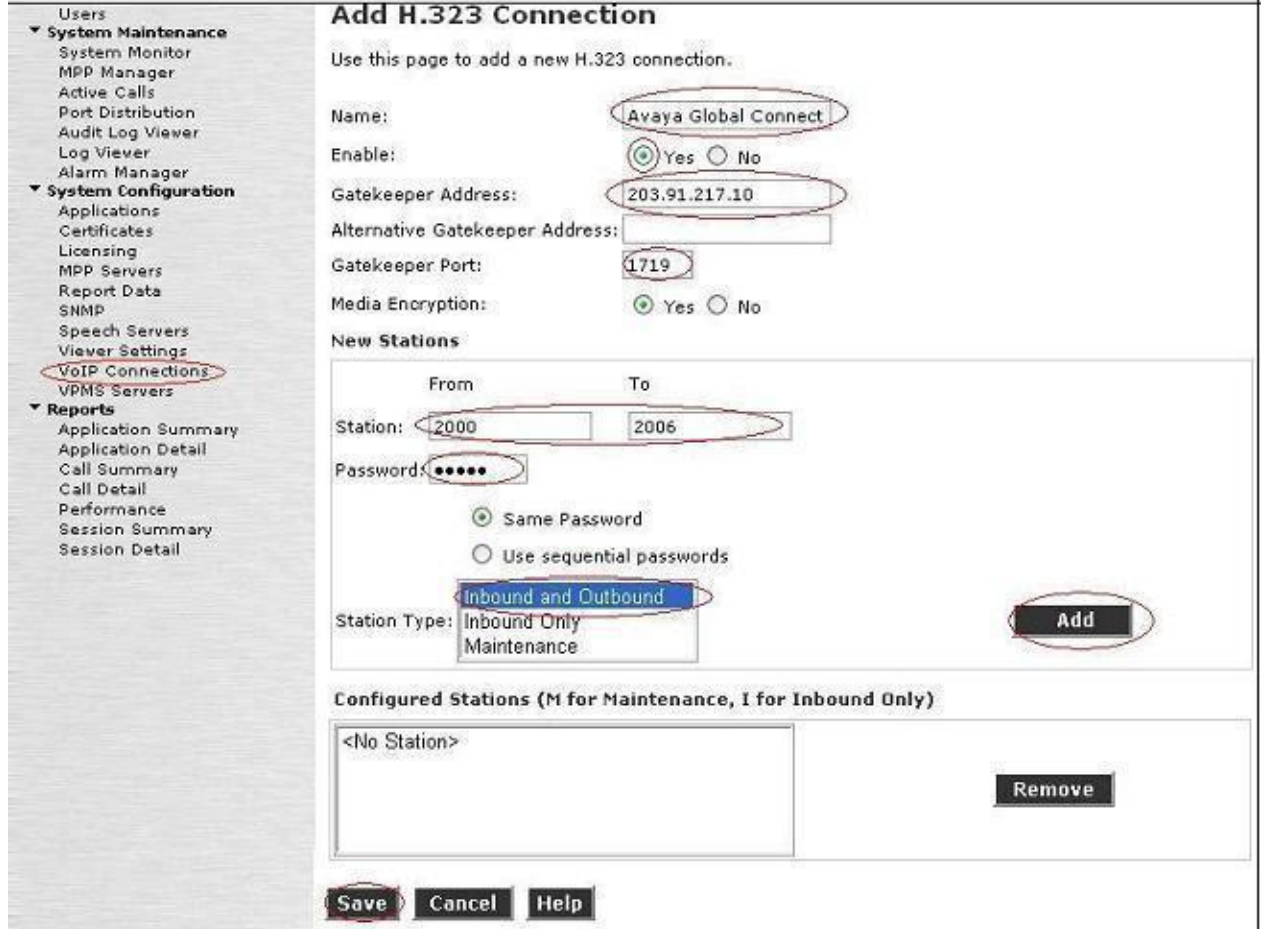
Step	Description
4.	<p>Enter the add station n command where n is a valid extension, to configure the stations to be used by Avaya Voice Portal.</p> <ul style="list-style-type: none"> • Type: Enter station type 7434ND. • Name: Enter a descriptive name. • Security Code: Enter a desired station security code.
	<pre> add station 2000 STATION Extension: 2000 Lock Messages? N BCC: 0 Type: 7434ND Security Code: 12345 TN: 1 Port: S00067 Coverage Path 1: COR: 1 Name: Voice Portal Station 1 Coverage Path 2: COS: 1 Hunt-to Station: STATION OPTIONS Time of Day Lock Table: Personalized Ringing Pattern: 1 Message Lamp Ext: 2000 Coverage Module? N Media Complex Ext: IP SoftPhone? n IP Video Softphone? N </pre>


5. Configure Avaya Voice Portal

This section covers the administration of Avaya Voice Portal. The following steps will be covered.

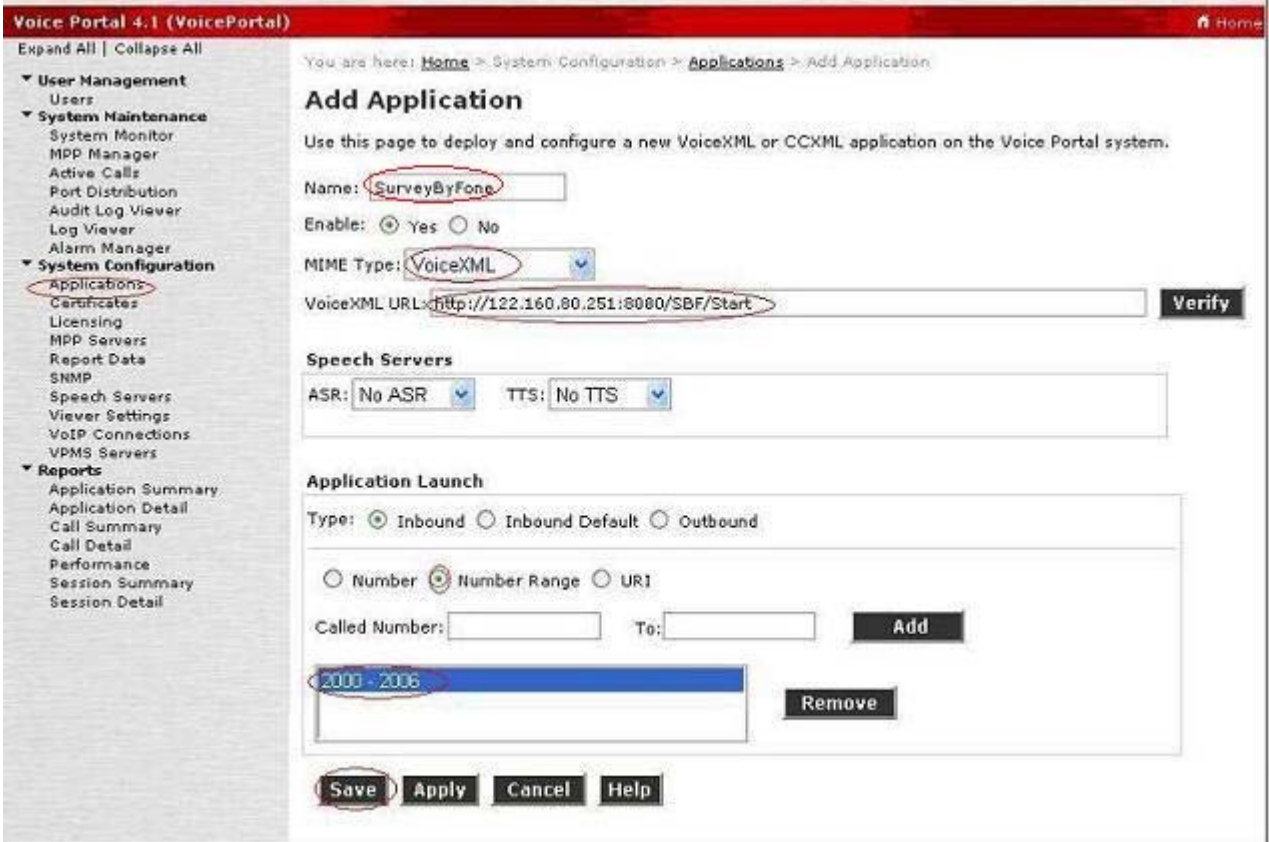
- Configuring an H.323 VoIP connection.
- Adding an MPP server.
- Adding applications.
- Starting the MPP server.


Step	Description
1.	<p>Avaya Voice Portal is configured via the Voice Portal Management System (VPMS) web interface. To access the web interface, enter <code>http://<ip-addr>/VoicePortal</code> as the URL in an internet browser, where <code><ip-addr></code> is the IP address of the VPMS. Log in using an account with the Administration role to display the main page.</p> 

Step	Description
2.	<p>To configure the H.323 connection to Avaya Communication Manager, click VoIP connections page under System Configuration and click Add from the H.323 tab. On the Add H.323 Connection page, specify the Name and set Enable to Yes. On this page, set the Gatekeeper Address to the IP address of the C-LAN in the Avaya G650 Media Gateway and the Gatekeeper port to 1719. Next, configure the stations for Avaya Voice Portal, which map to the 7434ND stations configured in Avaya Communication Manager. In addition, set the Password for the stations and set the Station Type to Inbound and Outbound and click Add. Click Save to save the configuration.</p>
	

Step	Description
3.	To add a new MPP server to process incoming and outgoing calls, click MPP Servers under System Configuration and click Add . On the Add MPP Server page, specify a Name for the MPP and set Host Address to the IP address of the MPP server. Click Continue to proceed.
	 <p>Voice Portal 4.1 (VoicePortal)</p> <p>Expand All Collapse All</p> <ul style="list-style-type: none"> ▼ User Management <ul style="list-style-type: none"> Users ▼ System Maintenance <ul style="list-style-type: none"> System Monitor MPP Manager Active Calls Port Distribution Audit Log Viewer Log Viewer Alarm Manager ▼ System Configuration <ul style="list-style-type: none"> Applications Certificates Licensing MPP Servers Report Data SNMP Speech Servers Viewer Settings VoIP Connections VPMS Servers ▼ Reports <ul style="list-style-type: none"> Application Summary Application Detail Call Summary Call Detail Performance Session Summary Session Detail <p>You are here: Home > System Configuration > MPP Servers > Add MPP Server</p> <h2>Add MPP Server</h2> <p>Use this page to add a new MPP server.</p> <p>Name: <input type="text" value="MPP"/></p> <p>Host Address: <input type="text" value="203.91.217.5"/></p> <p>Continue Cancel Help</p>

Step	Description
4.	On the Add MPP Server configuration page, specify the Host Address of each MPP server. Also, specify the Maximum Simultaneous Calls supported by each MPP server. Check Trust this certificate and click Save .
	<p>You are here: Home > System Configuration > MPP Servers > Add MPP Server</p> <h3>Add MPP Server</h3> <p>Use this page to change the configuration of an MPP. Take care when changing the MPP Trace Logging Thresholds. Do not set Trace Levels to Finest if your Voice Portal system has heavy call traffic. The system might experience performance issues if Trace Levels are set to Finest. Set Trace Levels to Finest only when you are troubleshooting the system.</p> <p>Name: MPP</p> <p>Host Address: 203.91.217.5</p> <p>Network Address (VoIP): <Default></p> <p>Network Address (MRCP): <Default></p> <p>Maximum Simultaneous Calls: 7</p> <p>Restart Automatically: <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <h4>MPP Certificate</h4> <p>The following certificate was sent by the MPP for verification. The displayed certificate should be identical to the certificate established during the installation of the target MPP. Acceptance of the certificate will allow the MPP access to privileged services on the VPMS. If the certificate does not match, ensure that the host address has been entered correctly.</p> <p>Owner: CN=MPP,O=Avaya,OU=MPP Issuer: CN=MPP,O=Avaya,OU=MPP Serial Number: b8967919285ed14e Valid from: Tue Jan 13 06:15:17 EST 2009 until: Fri Jan 11 06:15:17 EST 2019 Certificate fingerprints MD5: 8a:b8:c6:a9:5c:c0:f9:a2:e1:9d:4b:91:91:14:63:ea SHA: aa:4d:4b:52:ad:bc:24:4c:5a:c6:74:71:82:8f:57:27:64:da:d5:f1</p> <p><input checked="" type="checkbox"/> Trust this certificate</p> <p>Categories and Trace Levels ▶</p> <p>Save Cancel Help</p>

Step	Description
5.	<p>To add an Avaya Voice Portal application, click Applications under System Configuration and then click Add on the Applications page. This configuration assigns a VoiceXML application SurveyByFone deployed on the Apache Tomcat Server to the Voice Portal station from 2000 to 2006. Set MIME Type to VoiceXML and set VoiceXML URL to http://<IP address of Apache Tomcat server>:Port/SBF/Start. Use Number Range option to assign the application to multiple Voice Portal stations in a single step. Click Save.</p>
	 <p>The screenshot displays the 'Add Application' configuration page in the Voice Portal 4.1 interface. The left sidebar shows the navigation menu with 'Applications' highlighted under 'System Configuration'. The main content area includes the following fields and options:</p> <ul style="list-style-type: none"> Name: SurveyByFone Enable: Yes (selected) MIME Type: VoiceXML VoiceXML URL: http://122.160.80.251:8080/SBF/Start Speech Servers: ASR: No ASR, TTS: No TTS Application Launch: <ul style="list-style-type: none"> Type: Inbound (selected) Number Range (selected) Called Number: 2000 - 2006 <p>Buttons for 'Verify', 'Add', 'Remove', 'Save', 'Apply', 'Cancel', and 'Help' are visible throughout the form.</p>

Step	Description
6.	To start the MPP server, click MPP Manager under System Maintenance. On the MPP Manager page, select the MPP and click Start . After the MPP is started, the Mode of the MPP should be Online and the State should be Running .
	 <p>The screenshot shows the Voice Portal 4.1 (VoicePortal) MPP Manager interface. The sidebar on the left contains navigation options: User Management, System Maintenance, and System Configuration. The main content area displays the MPP Manager page for 1/29/09 5:57:28 PM EST. It includes a table with columns for Server Name, Mode, State, Config, Auto Restart, Restart Schedule, and Active Calls. The table shows one MPP with Mode 'Online' and State 'Stopped'. Below the table are sections for State Commands (Start, Stop, Restart, Reboot, Halt, Cancel) and Restart/Reboot Options (One server at a time, All selected servers at the same time). The 'Start' button is highlighted with a red circle.</p>

6. Configure Avaya GlobalConnect SBF

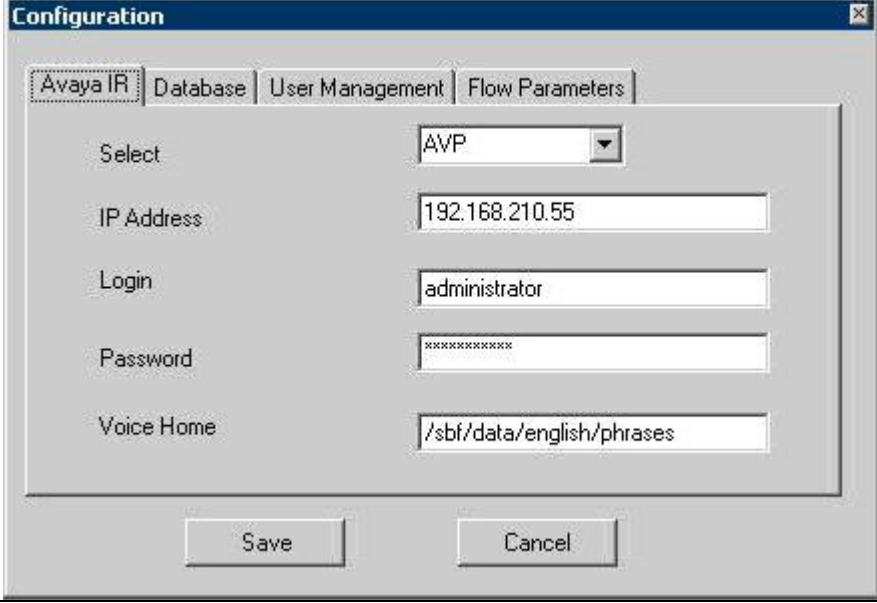
This section provides the procedure for configuring Avaya GlobalConnect SBF. This procedure includes the following areas:

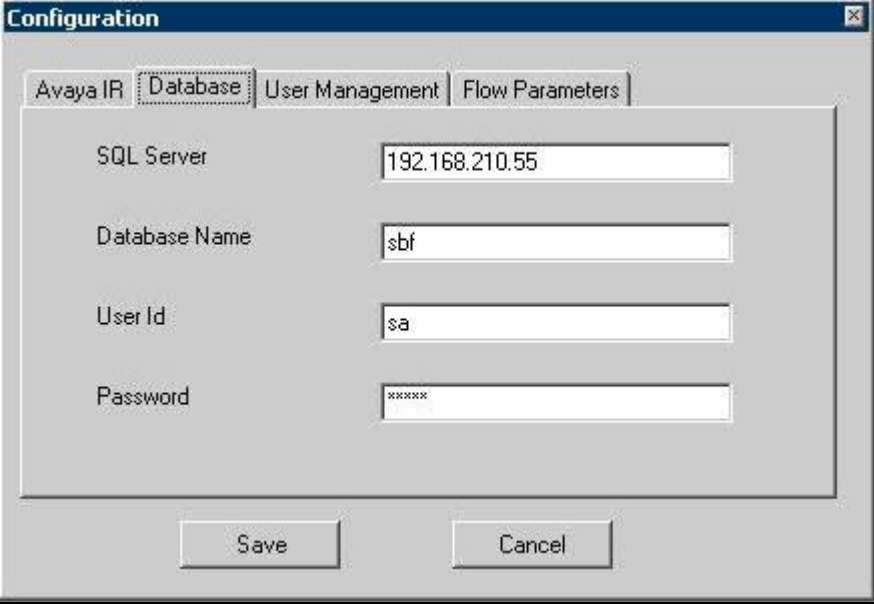
- Administer settings for SBF Administrator.
- Administer settings for SBF Archival.
- Administer settings for SBF Reports.

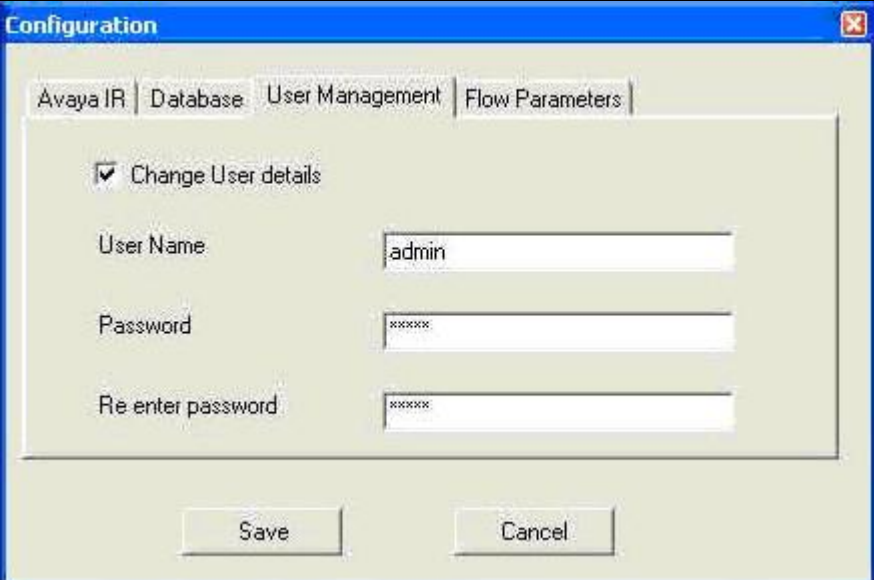
Configuration of Avaya GlobalConnect SBF is typically performed by Avaya GlobalConnect technicians. The procedural steps are presented in these Application Notes for informational purposes.

6.1. Administer Settings for SBF Administrator

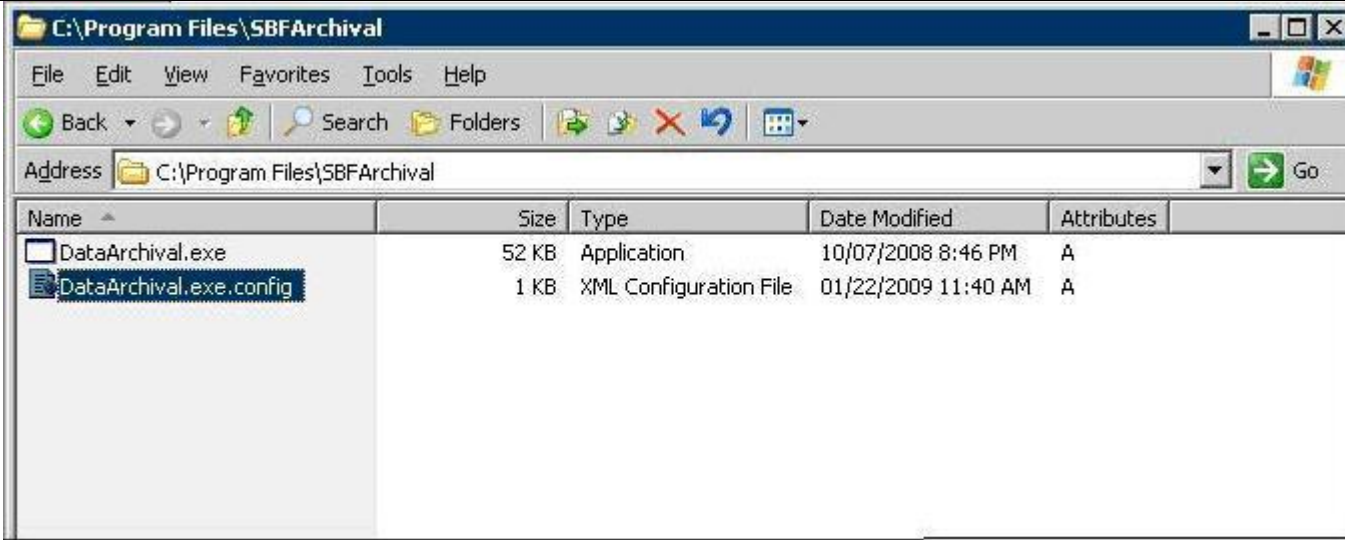
Step	Description
1.	<p>To administer settings for SBF Administrator, launch the application by navigating to Start -> Programs -> Survey Admin. On the first execution of the application, a configuration window appears. The configuration has to be performed only once; however, it has to be updated if any parameter value is updated.</p> <p>The configuration window has the following three tabs:</p> <ul style="list-style-type: none">• Avaya IR• Database• User Management

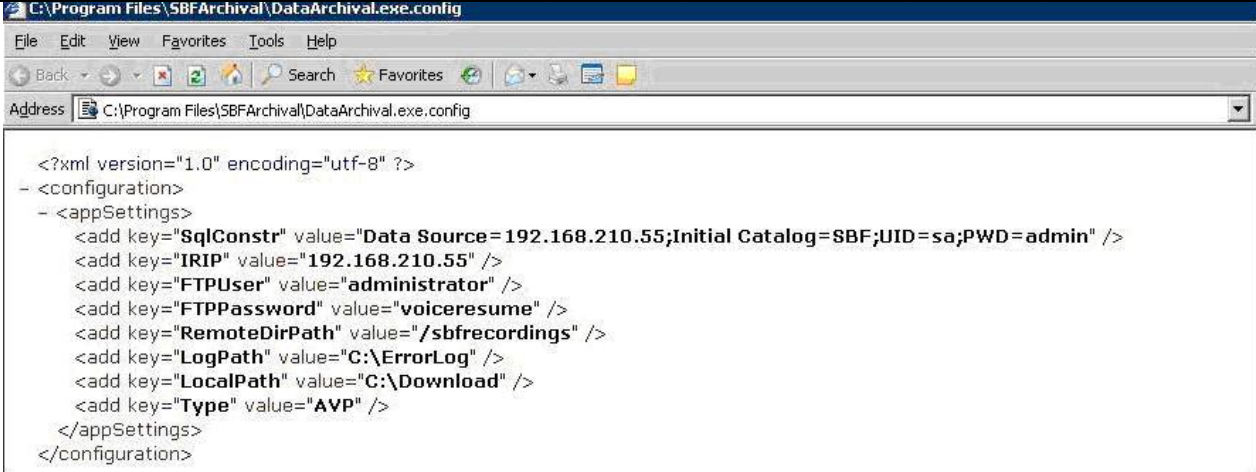
Step	Description
2.	<p>Avaya IR tab is used for configuring IR FTP information.</p> <ul style="list-style-type: none"> • Select – Type of IVR system used. Valid options are AVP and AIR. AVP is entered here for Avaya Voice Portal. • IP Address – IP Address of the IR system. • Login – AIR user id having FTP rights. • Password – Password of the ftp user. • Voice Home – Path on IVR where phrases files will be stored.
	

Step	Description
3.	<p>The Database tab is used for configuring the database connection information.</p> <ul style="list-style-type: none"> • SQL Server – SQL server instance name. • Database Name – Name of the database in the database server. • User ID – User with Owner/Administrator rights on the database. • Password – Password of the database user.
	 <p>The screenshot shows a 'Configuration' dialog box with a title bar and a close button. It has four tabs: 'Avaya IR', 'Database' (which is selected and highlighted with a dashed border), 'User Management', and 'Flow Parameters'. Inside the 'Database' tab, there are four labeled input fields: 'SQL Server' with the value '192.168.210.55', 'Database Name' with the value 'sbf', 'User Id' with the value 'sa', and 'Password' with masked characters 'xxxxxx'. At the bottom of the dialog are two buttons: 'Save' and 'Cancel'.</p>

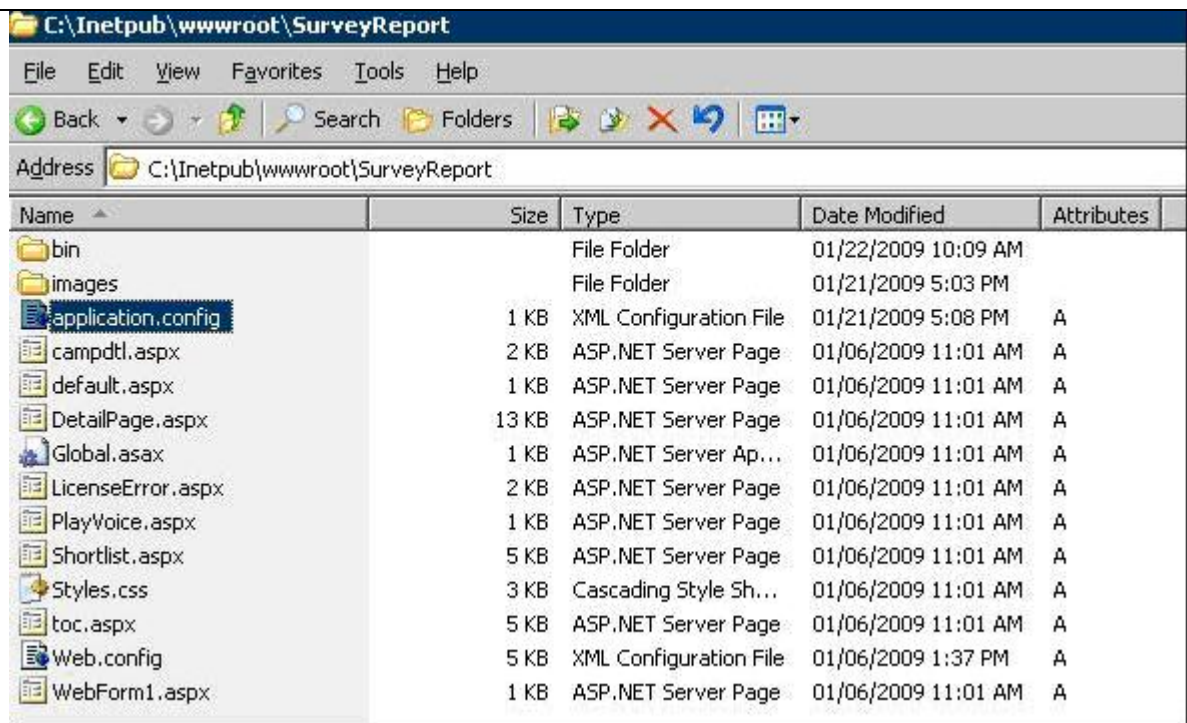
Step	Description
4.	<p>The User Management tab is used for administering a local user's installed application instance. This step is necessary for logging in to the application.</p> <ul style="list-style-type: none"> • User Name – Login ID for authorized usage of the application • Password – Password for user name entered • Re-enter password – Re-enter password
	

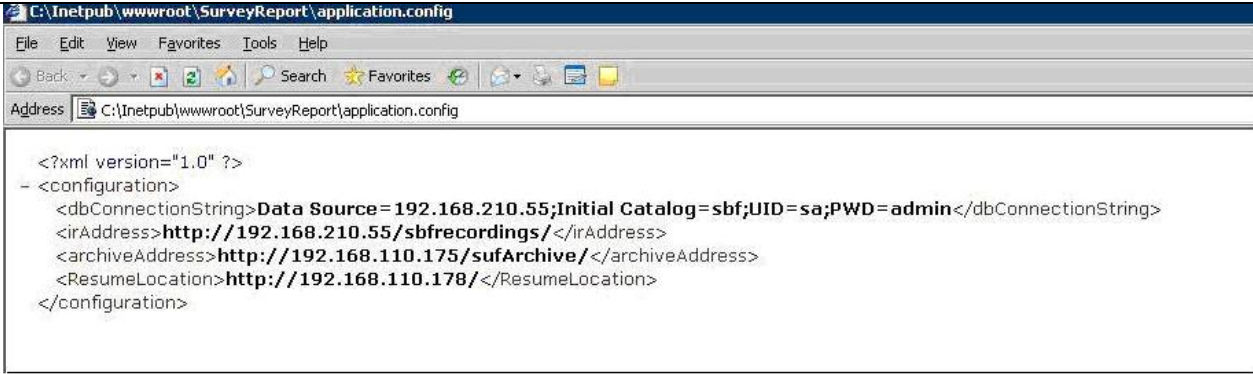
6.2. Administer Settings for SBF Archival

Step	Description
1.	<p>To administer settings for SBF Archival, open the configuration file, DataArchival.exe.config from C:\Program Files\SBFArchival.</p> 

Step	Description
2.	<p>Set the parameters for DataArchival.exe.config file as under,</p> <ul style="list-style-type: none"> • SqlConstr – SQL database connection string. • IRIP – IP address of the recorded voice files for the customer responses. • FTPUser – IR user id having ftp rights. • FTPPassword – Password of the ftp user. • RemoteDirPath – Path on IR where the recorded voice files are located. • LogPath – Path on local machine where error log file will be created. • LocalPath – Path on local machine where the recorded voice files will be downloaded from IR. • Type – Type of the IR system used.
	

6.3. Administer Settings for SBF Reports

Step	Description
1.	To administer settings for SBF Reports, open the configuration file, application.config from C:\Inetpub\wwwroot\SurveyReport .
	

Step	Description
2.	<p>Set the parameters for the application.config file as under,</p> <ul style="list-style-type: none"> • dbConnectionString – Set the connection string of SBF database. • irAddress – Set the IP address of Avaya IR/AVP machine. IP address of the AVP is used here for Avaya Voice Portal • archiveAddress – Set the virtual directory address of the archival folder. <p>Note: If the LocalPath property in DataArchival.exe.config file is set to C:\SBFArchive\Voice, then create a virtual directory sufArchive and point it to the above directory. Set the archiveAddress property of the Reporter web application as, http://<Server>/sufArchive/.</p>  <p>The screenshot shows a web browser window with the address bar displaying 'C:\Inetpub\wwwroot\SurveyReport\application.config'. The main content area shows the XML configuration for the application, including the database connection string, IR address, archive address, and resume location.</p> <pre> <?xml version="1.0" ?> - <configuration> <dbConnectionString>Data Source=192.168.210.55;Initial Catalog=sbf;UID=sa;PWD=admin</dbConnectionString> <irAddress>http://192.168.210.55/sbfreorderings/</irAddress> <archiveAddress>http://192.168.110.175/sufArchive/</archiveAddress> <ResumeLocation>http://192.168.110.178/</ResumeLocation> </configuration> </pre>

7. General Test Approach and Test Results

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to Avaya Voice Portal that ran VoiceXML application that executes the campaign as per the call flow designed through SBF Administrator. The general test approach included:

- Verifying campaign execution using different node types.
- Verifying campaign execution with branch structure.
- Verifying campaign execution for UID and Password nodes that authenticates the user.
- Verifying transfer node functionality that transfers the call to the assigned extension.

The serviceability testing focused on verifying the ability of Avaya GlobalConnect SBF application to recover from adverse conditions.

All the test cases passed. Avaya Voice Portal was successful in running the VXML application as per the designed call flow.

8. Verification Steps

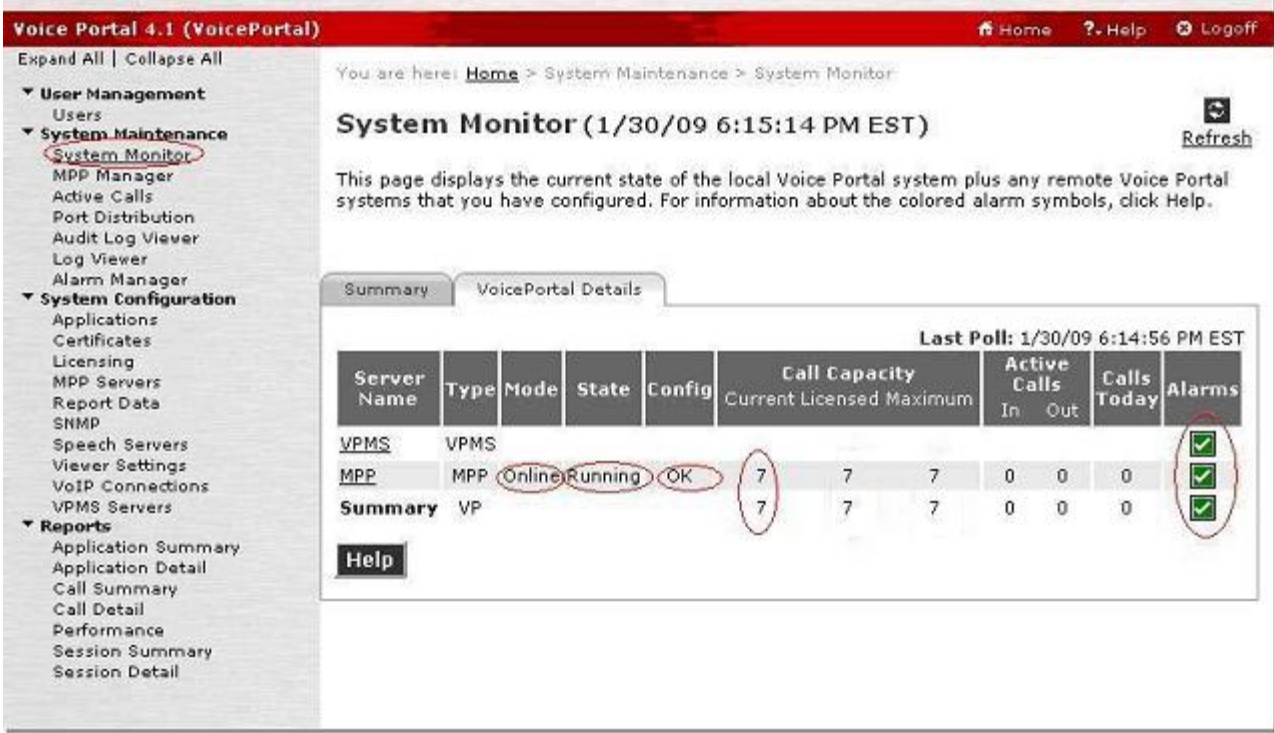
8.1. Verify Avaya Communication Manager

The following steps can be used to verify the communication between Avaya Communication Manager and Avaya Voice Portal.

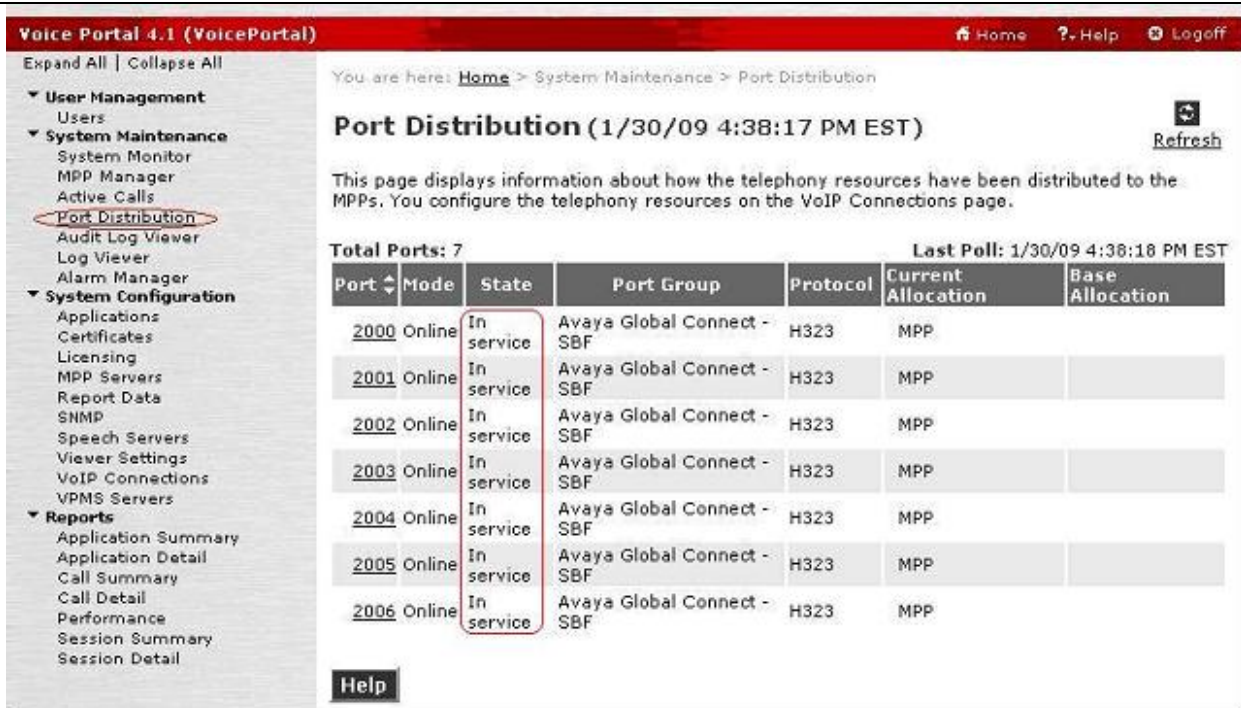
Step	Description
1.	Verify that the phantom IP stations used by Avaya Voice Portal, administered in Section 4 Step 4 , are registered to Avaya Communication Manager. Use the list registered-ip-stations command from the Avaya SAT to verify that the phantom IP stations are registered in Net Rgn 1 and the Gatekeeper IP Address (C-LAN) is 203.91.217.10 . Also, verify that the Station IP Address is 203.91.217.5 , which is the IP address of the MPP server.
	list registered-ip-stations
	REGISTERED IP STATIONS
	Station Ext/ Set Product Prod Station Net Gatekeeper TCP Orig Port Type ID Rel IP Address Rgn IP Address Skt
	2000 7434ND IP_API_A 4.1000 203.91.217.5 1 203.91.217.10 y
	2001 7434ND IP_API_A 4.1000 203.91.217.5 1 203.91.217.10 y
	2002 7434ND IP_API_A 4.1000 203.91.217.5 1 203.91.217.10 y
	2003 7434ND IP_API_A 4.1000 203.91.217.5 1 203.91.217.10 y
	2004 7434ND IP_API_A 4.1000 203.91.217.5 1 203.91.217.10 y
2005 7434ND IP_API_A 4.1000 203.91.217.5 1 203.91.217.10 y	
2006 7434ND IP_API_A 4.1000 203.91.217.5 1 203.91.217.10 y	

8.2. Verify Avaya Voice Portal


This section provides the verification steps that may be performed to verify that Avaya Voice Portal can run VoiceXML applications.

Step	Description
1.	<p>From VPMS, click on System Maintenance -> System Monitor. Verify the status of the System Monitor as shown below:</p> <p>Mode: Online. State: Running. Config: OK. Call Capacity: The number of calls displayed is the same as the maximum simultaneous calls allowed on the MPP, administered in Section 5 step 4. Alarms: No alarms sign is displayed, which is indicated by the green check box. A different alarm sign is displayed, when there is a connection problem with Avaya Communication Manager.</p> 

Step	Description																												
2.	<p>From VPMS, click on System Maintenance -> MPP Manager. Verify that the MPP server is Online and Running.</p> <div><div><div><div>Voice Portal 4.1 (VoicePortal)</div><div><div>Expand All Collapse All</div><div><div><div>▼ User Management</div><div>Users</div></div><div><div>▼ System Maintenance</div><div><div>System Monitor</div><div>MPP Manager</div><div>Active Calls</div><div>Port Distribution</div><div>Audit Log Viewer</div><div>Log Viewer</div><div>Alarm Manager</div></div><div><div>▼ System Configuration</div><div>Applications</div><div>Certificates</div><div>Licensing</div><div>MPP Servers</div><div>Report Data</div><div>SNMP</div><div>Speech Servers</div><div>Viewer Settings</div><div>VoIP Connections</div><div>VPMS Servers</div></div><div><div>▼ Reports</div><div>Application Summary</div><div>Application Detail</div><div>Call Summary</div><div>Call Detail</div><div>Performance</div><div>Session Summary</div><div>Session Detail</div></div></div></div></div><div><div>You are here: Home > System Maintenance > MPP Manager</div><div><div><div>MPP Manager (1/30/09 4:22:11 PM EST)</div><div><div>Refresh</div></div></div><div><div>This page displays the current state of each MPP in the Voice Portal system. To enable the state and mode commands, select one or more MPPs. To enable the mode commands, the selected MPPs must also be stopped.</div><div><div>Last Poll: 1/30/09 4:22:10 PM EST</div><table><tr><th><input type="checkbox"/></th><th>Server Name</th><th>Mode</th><th>State</th><th>Config</th><th>Auto Restart</th><th>Restart Schedule</th><th>Active Calls</th></tr><tr><th></th><th></th><th></th><th></th><th></th><th></th><th>Today</th><th>Recurring</th><th>In</th><th>Out</th></tr><tr><td><input type="checkbox"/></td><td>MPP</td><td>Online</td><td>Running</td><td>OK</td><td>No </td><td>No </td><td>None </td><td>0</td><td>0</td></tr></table></div><div><div>State Commands</div><div><div>Start</div><div>Stop</div><div>Restart</div><div>Reboot</div><div>Halt</div><div>Cancel</div></div></div><div><div>Mode Commands</div><div><div>Offline</div><div>Test</div><div>Online</div></div></div><div><div>Help</div></div><div><div>Restart/Reboot Options</div><div><div><input type="radio"/> One server at a time</div><div><input checked="" type="radio"/> All selected servers at the same time</div></div></div></div></div></div></div></div></div>	<input type="checkbox"/>	Server Name	Mode	State	Config	Auto Restart	Restart Schedule	Active Calls							Today	Recurring	In	Out	<input type="checkbox"/>	MPP	Online	Running	OK	No	No	None	0	0
<input type="checkbox"/>	Server Name	Mode	State	Config	Auto Restart	Restart Schedule	Active Calls																						
						Today	Recurring	In	Out																				
<input type="checkbox"/>	MPP	Online	Running	OK	No	No	None	0	0																				

Step	Description
3.	<p>From VPMS, click on System Maintenance -> Port Distribution. On the Port Distribution page, verify that the ports on the MPP server are in service.</p> 

8.3. Verify Avaya GlobalConnect SBF Administrator

Step	Description
1.	<p>Click Start -> Programs -> Surv Admin. On the SurveyByFone Administrator window, click the About tab. Verify that the SurveyByFone application is installed and the version is 2.1.</p> 
2.	<p>Place a call to an Avaya Voice Portal extension that runs a VXML application. Verify that the application answers the call and executes the campaign as per the call flow designed.</p>

9. Conclusion

These Application Notes describe the compliance-tested configuration used for Avaya GlobalConnect SBF 2.0 to interoperate with Avaya Communication Manager 5.1 and Avaya Voice Portal 4.1. All test cases were completed successfully.

10. Additional References

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

- SBF Installation Guide, Revision 3.0, available from <http://www.avayaglobalconnect.com>

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