



Avaya Solution & Interoperability Test Lab

Application Notes for INI Messenger™ with Avaya Aura® Experience Portal and Avaya Proactive Outreach Manager—Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate INI Messenger™ with Avaya Aura® Experience Portal and Avaya Proactive Outreach Manager.

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

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

1. Introduction

The objective of compliance test was to validate interoperability of INI Messenger™ (INI Messenger) with Avaya Aura® Experience Portal (Experience Portal) and Avaya Proactive Outreach Manager (POM).

INI Messenger allows organizations to offer their contacts a configurable menu of options for responding to proactive notifications, extending the standard capabilities of POM to a whole new level of functionality. Integrating INI Messenger allows contacts to select from multiple options (i.e., confirm, cancel, or reschedule an appointment). Menu selections may be configured to simply return response data or to transfer the contact to an agent or self-service application. By transferring to an agent or self-service application, organizations can allow contacts to make payments, reschedule appointments, request further information, or take other important actions.

2. General Test Approach and Test Results

General test approach was to test the features provided by INI Messenger.

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

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature tests. Feature tests included:

- Exercise Menu options provided by INI Messenger; Menu, Announce and Transfer and Announce and Disconnect.
- Exercise Menu actions provided by INI Messenger; Transfer, DNC, Repeat, Disconnect and None.
- Verify DTMF inputs provided by user are detected correctly by INI Messenger.
- Verify Call Classification provided by Experience Portal in conjunction with INI Messenger. i.e., Human Answer vs Machine Answer.
- Calls placed using H.323 and SIP trunks.
- Calls placed to PSTN over PRI and Avaya Extensions.

2.2. Test Results

All test cases were passed.

2.3. Support

To obtain technical support for INI Messenger, contact Interactive Northwest via web, email or phone.

- **Web:** <http://www.interactivenw.com/support.php>
- **Email:** support@interactivenw.com
- **Phone:** (800) 808-8090, say “Support”

3. Reference Configuration

Following diagram shows the configuration used during interoperability compliance test. Reference configuration consisted of:

- Avaya Aura® Experience Portal
- Avaya Aura® Communication Manager
- Avaya Aura® Session Manager
- Avaya Aura® System Manager
- Avaya Proactive Outreach Manager
- Avaya G450 Media Gateway and Avaya Aura® Media Server
- Avaya 9600 Series IP Deskphones
- INI Messenger™

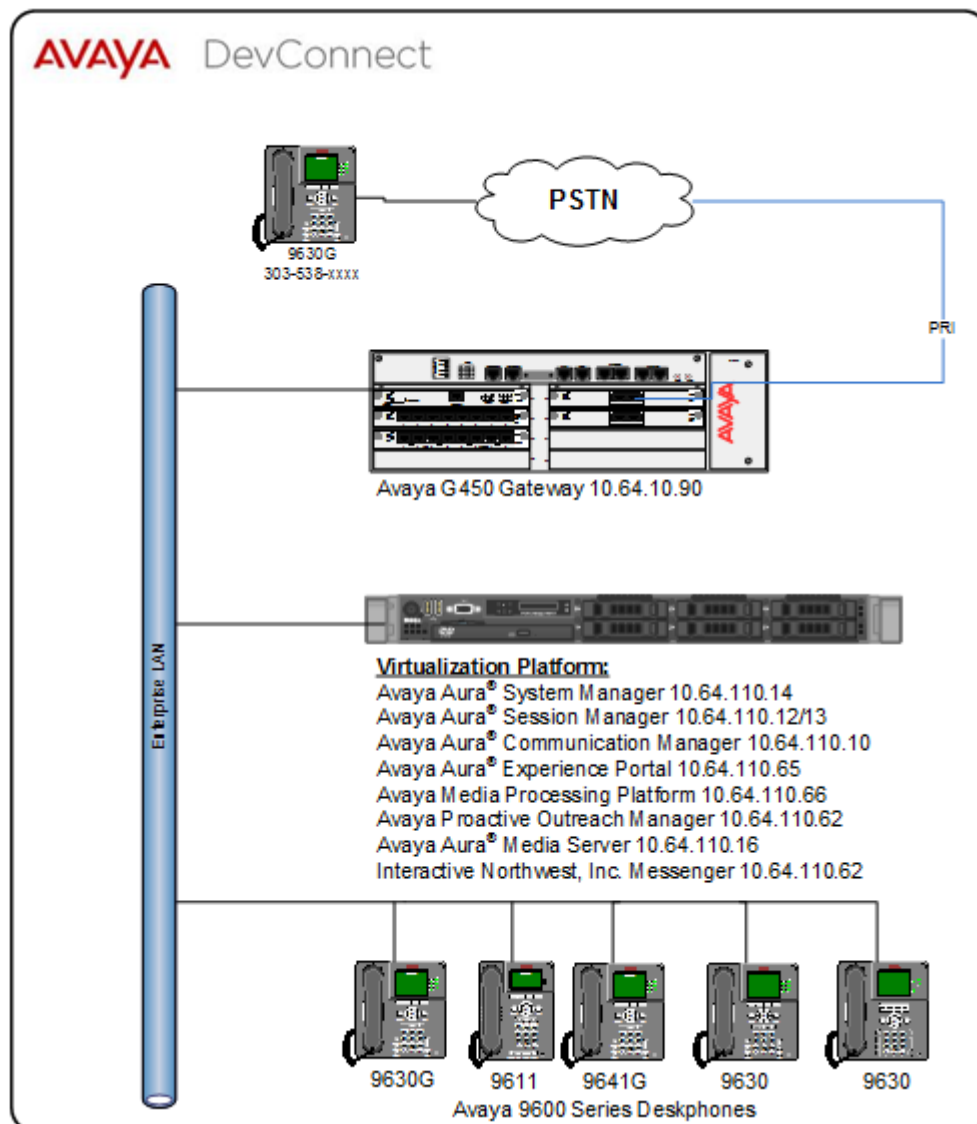


Figure 1: Reference Configuration

3.1. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Experience Portal	EPM 7.1.0.0.1107 MPP 7.1.0.0.1107
Avaya Proactive Outreach Manager	POM.03.00.04.00.022
Avaya G450 Media Gateway	37.19.0
Avaya Aura® Communication Manager	CM 7.0.1.2.0.441.23523
Avaya 9600 Series IP Deskphones	7.0.1.3 (SIP) 6.6.4 (H.323)
Avaya Aura® Session Manager	7.0.1.1.701114
Avaya Aura® System Manager	7.0.1.1.065378
Avaya Aura® Media Server	v.7.7.0.359
INI Messenger™	1.0.4



4. Configure Avaya Aura® Experience Portal, Avaya Proactive Outreach Manager and INI Messenger™

Log onto Experience Portal Manager (EPM) via a browser; <https://<ip-address>>, where ip-address is the IP Address of Experience Portal.

The screenshot displays the Avaya Aura® Experience Portal Manager (EPM) web interface. At the top, the Avaya logo is on the left, and the user is welcomed as 'epadmin' on the right, with a timestamp 'Last logged in today at 12:11:19 PM PST'. Below this is a red navigation bar containing the title 'Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal)' and links for 'Home', 'Help', and 'Logoff'. A left-hand sidebar menu lists various management categories: 'User Management' (Roles, Users, Login Options), 'Real-time Monitoring' (System Monitor, Active Calls, Port Distribution), 'System Maintenance' (Audit Log Viewer, Trace Viewer, Log Viewer, Alarm Manager), 'System Management' (Application Server, EPM Manager, MPP Manager, Software Upgrade, System Backup), and 'System Configuration' (Applications). The main content area shows the 'Home' page with the heading 'Avaya Aura® Experience Portal Manager'. It includes a brief description of EPM as a consolidated web-based application for administering the Experience Portal. Below this, the 'Installed Components' section lists the 'Media Processing Platform' and 'Email Service', each with a short description of their functions.

4.1. Verify Licenses

Navigate to **Security → Licensing** to verify licensing for **Experience Portal - Enhanced Call Classifications** and **Proactive Outreach Manager – Maximum Outbound Ports**.

Licensed Products ▾	
Experience Portal 	
Announcement Ports:	100
ASR Connections:	100
Email Units:	10
Enable Media Encryption:	100
Enhanced Call Classification:	100
HTML Units:	100
SIP Signaling Connections:	100
SMS Units:	10
Telephony Ports:	100
TTS Connections:	100
Video Server Connections:	100
Zones:	10
Version:	7
Last Successful Poll:	Feb 9, 2017 9:26:04 AM PST
Last Changed:	Jan 25, 2017 12:54:00 PM PST
Proactive Outreach Manager 	
EMAIL Channels:	100
Maximum Outbound Ports:	100
Predictive Agents:	100
Preview Agents:	100
SMS Channels:	100
Version:	3
Last Successful Poll:	Feb 9, 2017 9:26:04 AM PST
Last Changed:	Jan 25, 2017 3:52:44 PM PST

4.2. Create User

INI Messenger requires a user account to access the POM web services. Navigate to **User Manager → Users → Add**, to add a new user. A user named **inimessenger** with password of **inimessenger1** must be added. At a minimum, **Web Service** role must be assigned to the user. As shown below, during compliance testing, **inimessenger** user was assigned all the roles.

AVAYA Welcome, eadmin
Last logged in today at 11:28:50 AM PST

Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

User Management
Roles
Users
Login Options

Real-time Monitoring
System Monitor
Active Calls
Port Distribution

System Maintenance
Audit Log Viewer
Trace Viewer
Log Viewer
Alarm Manager

System Management
Application Server
EPM Manager
MPP Manager
Software Upgrade
System Backup

System Configuration
Applications
EPM Servers
MPP Servers
SNMP
Speech Servers
VoIP Connections
Zones

You are here: [Home](#) > [User Management](#) > [Users](#) > Change User

Change User

Use this page to modify a EPM user account. You can change the user role and password.

Name: inimessenger

Enable: ☒ Yes ☐ No

Roles:

- ☒ Administration ☒ Auditor ☒ POM Campaign Manager
- ☒ Maintenance ☒ Operations ☒ POM Administration
- ☒ Privacy Manager ☒ Reporting ☒ User Manager
- ☒ Web Services

Created: 1/31/17 9:53 AM

Password:

Verify Password:

Enforce Password Longevity: ☐

Save **Apply** **Cancel** **Help**

4.3. Deploy INI Messenger™

During compliance testing, INI Messenger was deployed on the co-resident Application Server on Experience Portal. Download the INI provided .war file to the Experience Portal. Log on to Experience Portal, as a privileged user, via a SSH client. Copy the downloaded .war file to the Application Server

```
[sroot@kja-epm logs]# cp /home/cust/INIMessengerVoice-1.0.4.war  
/opt/AppServer/Tomcat/tomcat/webapps/INIMessengerVoice.war
```


4.4. Create Applications

Two INI Messenger applications were created during compliance testing.

1. HumanAnswer: Used when a human answers the call
2. MachineAnswer: Used when an answering / voicemail system answers the call

Navigate to **Home → System Configuration → Applications → Add**, to add a new application.

- Type in a name in **Name** field
- Set **Type** to **POM: Application**
- In the **VoiceXML URL:** field type in the following URL:
 - `http://<ip-address:port>/INIMessengerVoice/Start`

Note: ip-address and port are the IP Address and Port of the Application Server.

AVAYA Welcome, epadmin
Last logged in today at 12:11:19 PM PST

Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal) Home Help Logoff

Expand All | Collapse All

You are here: [Home](#) > [System Configuration](#) > [Applications](#) > Add Application

Add Application

Use this page to deploy and configure a new application on the Experience Portal system.

Start With:

Name:

Enable: ☒ Yes ☐ No

Type:

URI

☒ Single ☐ Fail Over ☐ Load Balance

VoiceXML URL:

Mutual Certificate Authentication: ☐ Yes ☒ No

Basic Authentication: ☐ Yes ☒ No

Application Launch

☐ Inbound ☐ Inbound Default ☒ Outbound

Continuing from above, select **Verify** to ensure that the application can be launched. A new pop-up window should result in a similar webpage as shown below.

AVAYA

Handler : connection.disconnect [SetDisconnectCode](#)

Event : error -

errorMessage:

errorEvent:

Starting application : INIMessengerVoice

Application Startup Parameters

AAI

ANI

DNIS


Protocol Name

Close the above pop-up window and select **Save** to save changes. Create another Application for answering machine / voicemail systems using identical configuration steps.

Applications									
This page displays the applications that are currently deployed on the Experience Portal system.									
	Name	Enable	Type	URI	Launch	ASR	TTS	Requested SIP Calls	Configurable Application Variables
<input type="checkbox"/>	AvayaPOMAgent	Yes	POM:Application	http://10.64.110.62:7080/AvayaPOMAgent/Start	Outbound	No ASR	No TTS	None	
<input type="checkbox"/>	AvayaPOMAnnouncement	Yes	POM:Application	http://10.64.110.62:7080/AvayaPOMAnnouncement/Start	Outbound	No ASR	No TTS	None	
<input type="checkbox"/>	AvayaPOMEmail	Yes	Email	http://10.64.110.62:7080/AvayaPOMEmail/Start	Inbound Default	No ASR	No TTS	None	
<input type="checkbox"/>	AvayaPOMNotifier	Yes	POM:Application	http://10.64.110.62:7080/AvayaPOMNotifier/Start	Outbound	No ASR	No TTS	None	
<input type="checkbox"/>	AvayaPOMSMS	Yes	SMS	http://10.64.110.62:7080/AvayaPOMSMS/Start	Inbound Default	No ASR	No TTS	None	
<input type="checkbox"/>	HumanAnswer	Yes	POM:Application	http://10.64.110.62:7080/INIMessengerVoice/Start	Outbound	No ASR	No TTS	None	
<input type="checkbox"/>	MachineAnswer	Yes	POM:Application	http://10.64.110.62:7080/INIMessengerVoice/Start	Outbound	No ASR	No TTS	None	
<input type="checkbox"/>	Nailer	Yes	POM:Nailer	https://10.64.110.62:7443/Nailer/ccxml/start.jsp	Outbound	No ASR	No TTS	None	
<input type="checkbox"/>	PomDriverApp	Yes	POM:Driver	https://10.64.110.62:7443/PomDriverApp/ccxml/start.jsp	Outbound	No ASR	English(USA) en-US Jennifer F	None	
<input type="checkbox"/>	Sample App	Yes	VoiceXML	https://10.64.110.62/ExperiencePortalTest/intro.vxml	11301	English(USA) en-US	English(USA) en-US Jennifer F	None	
<input type="button" value="Add"/> <input type="button" value="Delete"/> <input type="button" value="Clear MPP Cache"/> <input type="button" value="Help"/>									


4.5. Configure INI Messenger™

Click on the pencil icon in the **Configurable Application Valuables** to configure variables for HumanAnswer or MachineAnswer application.

<input type="checkbox"/>	HumanAnswer	Yes	POM:Application	http://10.64.110.62:7080/INIMessengerVoice/Start	Outbound	No ASR	No TTS	None	
--------------------------	-------------	-----	-----------------	--	----------	--------	--------	------	---

Configure the variables as per the **INI Messenger Installation Guide** from **Section 7**. However, note that the values configured in **POM Notification TextID for Live Person TTS** and **POM Notification TextID for Answering Machine TTS** will be used when configuring POM Campaign Strategy. For HumanAnswer Application, set **POM Notification TextID for Answering Machine TTS** to **-1** and for MachineAnswer Application, set **POM Notification TextID for Live Person TTS** to **-1**. For HumanAnswer Application, **POM Notification TextID for Live Person TTS** was set to **1** and for MachineAnswer Application, **POM Notification TextID for Answering Machine TTS** was set to **2**.

Change HumanAnswer Configurable Application Variables


[Export](#)

Use this page to change the values of the configurable application variables, defined in the applications that are deployed on the Experience Portal system.

[Reset All to Default](#)

Application Type:	Menu	
Greeting (Greetings.wav Remove):	Browse...	No file selected.
POM Notification TextID for Live Person TTS:	<input type="text" value="1"/>	
POM Notification TextID for Answering Machine TTS:	<input type="text" value="-1"/>	
Message/Menu (Menu.wav Remove):	Browse...	No file selected.

Change MachineAnswer Configurable Application Variables

[Export](#)

Use this page to change the values of the configurable application variables, defined in the applications that are deployed on the Experience Portal system.

[Reset All to Default](#)

Application Type:	Menu	
Greeting (Greeting.wav Remove):	Browse...	No file selected.
POM Notification TextID for Live Person TTS:	<input type="text" value="-1"/>	
POM Notification TextID for Answering Machine TTS:	<input type="text" value="2"/>	
Message/Menu:	Browse...	No file selected.

4.6. Configure POM

Configuration for POM is also performed via EPM. On the left pane navigatet to **POM → POM Home**.

The screenshot displays the Avaya Aura Experience Portal 7.1.0 (ExperiencePortal) interface. The top navigation bar includes the Avaya logo, a welcome message for 'epadm', and a timestamp 'Last logged in today at 12:11:19 PM P'. Below this, a red banner shows 'Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal)' and navigation links for Home, Help, and Logout. The left sidebar contains a tree view with categories: User Management (Roles, Users, Login Options), Real-time Monitoring (System Monitor, Active Calls, Port Distribution), System Maintenance (Audit Log Viewer, Trace Viewer, Log Viewer, Alarm Manager), System Management (Application Server, EPM Manager, MPP Manager, Software Upgrade, System Backup), and System Configuration (Applications, EPM Servers, MPP Servers, SNMP). The main content area is titled 'Proactive Outreach Manager 3.0' and 'POM Home'. It features a description of the application and a 'Last poll' timestamp of '02/06/2017 01:20:34 PM' with a 'Refresh' button. Below this, there are two sections: 'Campaigns' and 'Contact List'. The 'Campaigns' section shows four items: '0 Campaign(s) started today and in running state.', '21 Campaign(s) in completed state for today.', '0 Campaign(s) started today and in paused state.', and '0 Campaign(s) scheduled today.' The 'Contact List' section shows four items: '0 Contact list(s) updates started today and running state.', '0 Contact list(s) updates completed today.', '0 Contact list(s) updates started today and paused state.', and '0 Contact list(s) updates scheduled today.' A 'Customize View' link and a 'Help' link are also visible.

4.6.1. Create Completion Codes

From POM Home, navigate to **Campaigns → Completion Codes → Add Multiple**, to add multiple Completion Codes. During the compliance testing, the following Completion Codes were added.

AVAYA

Welcome, epadr
Last logged in today at 12:11:19 PM

Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal)

Home Help Logo

Expand All Collapse All

User Management

- Roles
- Users
- Login Options

Real-time Monitoring

- System Monitor
- Active Calls
- Port Distribution

System Maintenance

- Audit Log Viewer
- Trace Viewer
- Log Viewer
- Alarm Manager

System Management

- Application Server
- EPM Manager
- MPP Manager
- Software Upgrade
- System Backup

System Configuration

- Applications
- EPM Servers
- MPP Servers
- SNMP
- Speech Servers
- VoIP Connections
- Zones

Security

- Certificates
- Licensing

Reports

- Standard
- Custom
- Scheduled

Multi-Media Configuration

- Email
- HTML
- SMS

POM

- POM Home
- POM Monitor

Show 50 | Page: 1/1

Go

	Completion Code ID	Completion Code	Right party connect	Success	Closure	Description	Actions
<input type="checkbox"/>	63	Pressed_0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	64	Pressed_1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	65	Pressed_2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	66	Pressed_3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	67	Pressed_4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	68	Pressed_5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	69	Pressed_6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	70	Pressed_7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	71	Pressed_8	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	72	Pressed_9	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	73	Pressed_Pound	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	74	Pressed_Star	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	75	DNC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	76	Error	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	77	Disconnected	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	78	No Input Match	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	79	No Match Limit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	80	Automatic Disconnect	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	81	Automatic Transfer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Add

Add Multiple

Delete

Help

4.6.2. Create Campaign

From POM Home, navigate to **Campaigns** → **Campaign Manager** → **Add** to create a new POM Campaign.

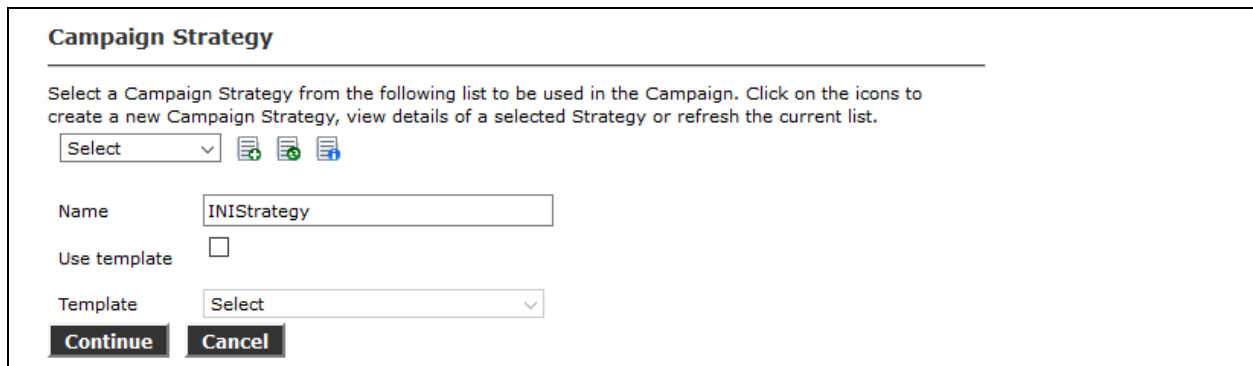


Type in a **Name** and select **Continue**.

The screenshot shows a dialog box titled 'Add a Campaign'. Inside the dialog, there is a section titled 'Create Campaign' with the text: 'You can start creating a Campaign either by using already created Campaign as template or create new altogether.' Below this text is a 'Name' label followed by a text input field. There are two radio buttons: 'New Campaign' (selected) and 'Copy existing Campaign'. At the bottom of the dialog are three buttons: 'Continue', 'Cancel', and 'Help'.

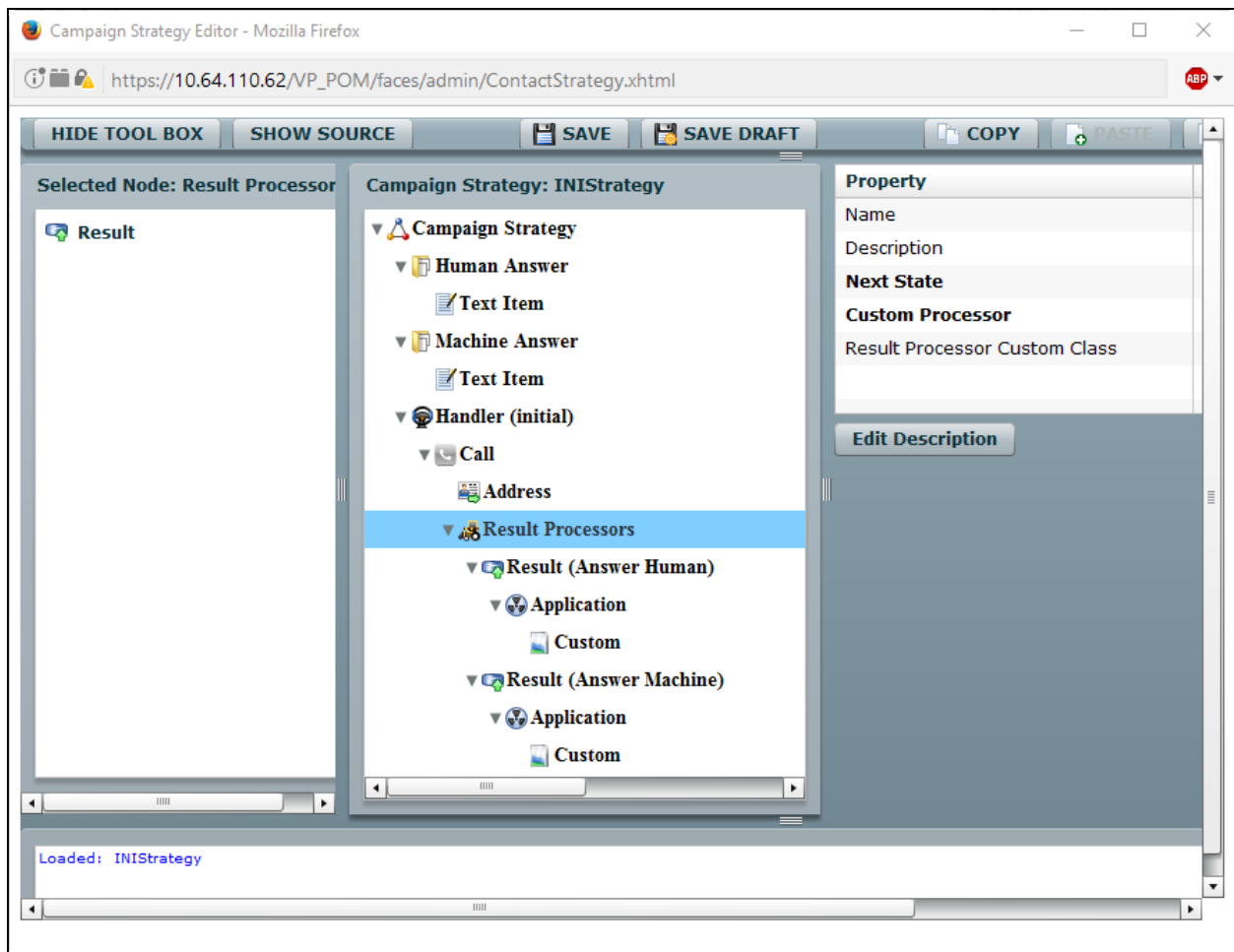
On the **Define Campaign** page, under the **Campaign Strategy** section, select + to add a new **Campaign Strategy**. Type in a name and select **Continue**.

Note: Ensure that pop-ups are allowed for EPM, prior to selecting **Continue**.



The screenshot shows a web form titled "Campaign Strategy". Below the title is a text instruction: "Select a Campaign Strategy from the following list to be used in the Campaign. Click on the icons to create a new Campaign Strategy, view details of a selected Strategy or refresh the current list." There is a "Select" dropdown menu followed by three icons: a green plus, a green refresh, and a blue plus. Below this are three input fields: "Name" with the value "INIStrategy", "Use template" with an unchecked checkbox, and "Template" with a "Select" dropdown. At the bottom are two buttons: "Continue" and "Cancel".

A **Campaign Strategy Editor** pop-up will open. Configure the strategy, click **Save** and close the window.



The XML below displays the strategy that was created during compliance testing. Note that the ids, assigned to Notification Text, should match the ones configured for HumanAnswer and MachineAnswer Applications from **Section 4.5**.




```
535327279393dbdb13139999ffff3030fefed9d9f4f4a2a22626f2f216161818#<?xml
version="1.0"?>
<tns:AvayaPIMContactStrategy xmlns:tns="http://www.avaya.com/ContactStrategy"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.avaya.com/ContactStrategy ContactStrategy.xsd
">
  <NotificationText defaultlang="en-us" foundError="false" id="1" name="Human
Answer">
    <textItem foundError="false" isBranch="false" language="en-us">
      <text>Human Answer</text>
    </textItem>
  </NotificationText>
  <NotificationText defaultlang="en-us" foundError="false" id="2"
name="Machine Answer">
    <textItem foundError="false" isBranch="false" language="en-us">
      <text>Machine Answer</text>
    </textItem>
  </NotificationText>
  <Handler foundError="false" state="initial">
    <action AMDAction="0" BackgroundAMD="OFF" CallPacingType="None"
DriverApp="PomDriverApp" EnhancedCCA="ON" OnMediaServerFailure="retry"
allocationType="1" foundError="false" guardTime="Disable" priority="5"
type="call">
      <address foundError="false" isBranch="false" weekdaysOnly="false">
        <ContactAttribute>phoneNumber1</ContactAttribute>
      </address>
      <resultprocessors customProcessor="None" foundError="false"
nextState="done">
        <result foundError="false" nextState="wait" value="Answer_Human">
          <Application foundError="false">
            <Custom application="HumanAnswer" campaignCallBack="Enable"
canCancelCallBack="Enable" foundError="false" generalCallBack="Enable"
prefAgentCallBack="Enable"/>
          </Application>
        </result>
        <result foundError="false" nextState="done" value="Answer_Machine">
          <Application foundError="false">
            <Custom application="MachineAnswer" campaignCallBack="Enable"
canCancelCallBack="Enable" foundError="false" generalCallBack="Enable"
prefAgentCallBack="Enable"/>
          </Application>
        </result>
      </resultprocessors>
    </action>
  </Handler>
</tns:AvayaPIMContactStrategy>
```


Continuing from above, under the **Campaign Strategy** section, select the refresh icon. The name of the strategy created in previous section, should now appear on the drop down list, select it.

Campaign Strategy

Select a Campaign Strategy from the following list to be used in the Campaign. Click on the icons to create a new Campaign Strategy, view details of a selected Strategy or refresh the current list.

INISstrategy ▾





Continuing from above, under the **Contact List** section, select a previously created contact list and select **Next**.

Contact List

From the following list select one or more Contact Lists to be used with this Campaign. Click on the icons next to the list to create a new Contact List or refresh the current list.

Contacts(Default) ▾



Cancel

Next

Finish

Help

4.7. Configure POM CCA Parameters

During compliance testing, the CCA Parameters had to be tweaked to recognize the Voicemail beep provided by Avaya Aura® Communication Manager Messaging and another third party Voicemail system. To change the CCA Parameters, using a privileged user, log onto the MPP via a SSH client. Modify the call_progress.conf. For reference, the values that were changed in call_progress.conf during compliance testing can be found in **Appendix A**.

```
[sroot@kja-epm ~]# cd /opt/Avaya/ExperiencePortal/MPP/config/
[sroot@kja-epm config]# ls -l call_progress.conf
-rw-r--r--. 1 avayavp avayavpgroup 10194 Mar 24 2016 call_progress.conf
[sroot@kja-epm config]#
```

5. Verification Steps

To verify if the POM Campaign is configured correctly, via EPM, navigate to **Home → POM Home → Campaigns → Campaign Manager**. Select the play icon under **Actions** to run the campaign. Verify outbound calls are placed to the contacts assigned to this campaign.

The screenshot shows the Avaya Aura Experience Portal 7.1.0 (ExperiencePortal) interface. The top navigation bar includes the Avaya logo, user information (Welcome, eadmin, Last logged in today at 2:42:58 PM PST), and links for Home, Help, and Logoff. The left sidebar contains a menu with categories like User Management, Real-time Monitoring, System Maintenance, System Management, System Configuration, Security, Reports, and Multi-Media Configuration. The main content area is titled "Campaign Manager" and displays a message: "Job has been created for Campaign 'INIMessenger'. Please go to POM Monitor to view the job." Below this is a table with columns: Name, Type, Campaign Strategy, Contact Lists, Last Executed, and Actions. The table contains one row for the "INIMessenger" campaign, which is of type "Finite" and has a strategy of "INIStrategy". The "Contact Lists" column shows "Contacts", and the "Last Executed" column shows "In Progress". The "Actions" column includes a play icon. A note below the table states: "* In Progress means Campaign job can be in any one of the states - running, pausing, paused, callback, stopping, stopped callback." At the bottom of the table are "Add" and "Help" buttons.

AVAYA Welcome, eadmin
Last logged in today at 2:42:58 PM PST

Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Configurations Campaigns Contacts

Campaign Manager






Refresh
Last poll: 02/06/2017 02:52:13 PM

This page displays Campaigns and actions associated with Campaigns depending on your user role.

[Advanced](#)

- Job has been created for Campaign "INIMessenger". Please go to POM Monitor to view the job.

Show 50 | Page: 1/1

Name	Type	Campaign Strategy	Contact Lists	Last Executed	Actions
INIMessenger	Finite	INIStrategy	Contacts	In Progress	    

* In Progress means Campaign job can be in any one of the states - running, pausing, paused, callback, stopping, stopped callback.

To monitor the running campaign, navigate to **Home → POM Monitor**. Select the campaign to view the state of the campaign.

The screenshot displays the Avaya Aura Experience Portal 7.1.0 (ExperiencePortal) interface. The top navigation bar includes the Avaya logo, a welcome message for 'epadi', and the last login time 'Last logged in today at 2:42:58 PM'. The main navigation menu on the left lists various system management and monitoring options. The central area shows the 'Proactive Outreach Manager 3.0' interface with tabs for 'POM Home' and 'Configurations'. The 'Campaigns' dropdown menu is open, showing 'INIMessenger' as the selected campaign. The 'Campaign Details - INIMessenger' section displays the campaign status as 'Running' (Job ID: 54) with buttons for 'Pause', 'Stop', and 'Settings'. A 'Campaign Progress Chart' on the right shows a bar chart for 'Finished Contacts' ranging from 0 to 100. The 'Campaign View' table lists various campaign metrics.

Campaign View	
Name	INIMessenger
Campaign Type	finite
Job ID:	54
Job Status	Running
Percent completed	0.0
Processed Contacts	0
Un-attempted Contacts	1
Temporary Restricted Attel	0
Temporary Restricted Con	0
Waiting For Retry	0
Total Contacts	1
Contact List(s)	Contacts
Campaign Strategy	INIStrategy
Start Time	02/06/2017 3:57:44 PM
Elapsed Time	00h:00m:09s
Estimated Time	
Job Notes	Dialing in progress

6. Conclusion

These Application Notes describe the configuration steps required to integrate for INI Messenger™ with Avaya Aura® Experience Portal and Avaya Proactive Outreach Manager. All feature and serviceability test cases were completed successfully.

7. Additional References

This section references the Avaya documentation relevant to these Application Notes. The following Avaya product documentation is available at <http://support.avaya.com>.

- [1] *Administering Avaya Aura® Experience Portal, Release 7.1, Issue 1, May 2016*
- [2] *Implementing Proactive Outreach Manager, Release 3.0.4, Issue 1, December 2016*

INI Messenger documentation used during compliance testing:

- [3] *INI Messenger Installation Guide, Date 4/22/2016*
- [4] *INI Messenger Administration User Guide, Date 4/19/2016*

Appendix A

```
MCESS1:
    sig VOICE[0,99999], ANTONE
    jmp MCESS4

ANTONE:
    sig ANYTONE[150,99999], ANTON2
    sig SILENT[1000,+], MCESS2
    rep R_MCES
    end

ANTON2:
    sig ANYTONE[0,150], MCESS2
    jmp MCESS2
```

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