

Avaya Solution & Interoperability Test Lab

Application Notes for configuring WEBTEXT Contact Center Messaging (CCM) with Avaya Aura® Call Center Elite Multichannel R6.4.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for WEBTEXT Contact Center Messaging (CCM) to interoperate with Avaya Aura® Call Center Elite Multichannel and Avaya Aura® Communication Manager. WEBTEXT gives customers the option to use SMS messaging in support of voice.

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

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

1. Introduction

These Application Notes describe the configuration steps required for WEBTEXT Contact Center Messaging (CCM) to interoperate with Avaya Aura® Call Center Elite Multichannel R6.4.1 and Avaya Aura® Communication Manager R7.0. WEBTEXT gives customers the option to use SMS messaging in support of voice.

WEBTEXT Contact Center Messaging (CCM) integrates with the existing SMS gateway service on Avaya Aura® Call Center Elite Multichannel. This gateway allows the passing of SMS messages to and from the Avaya Aura® Call Center Elite Multichannel Agent Desktop.

The Avaya Aura® Call Center Elite Multichannel Agent Desktop is configured to allow the addition of a "button" on the agent desktop which can pop a screen to the WEBTEXT server allowing the agent enter a message and send it to a mobile telephone number. In addition to the button the agent desktop is also configured to "screen pop" when there is an incoming voice call. This screen pop contains the WEBTEXT URL which again allows the agent enter a message and send to the callers Calling Line ID (CLID) which would be automatically populated.

The integration to Avaya Aura® Call Center Elite Multichannel is very straight forward but it does require that Avaya Aura® Call Center Elite Multichannel is configured and using the SMS Gateway as well as typical voice calls. These Application Notes assume therefore that Avaya Aura® Call Center Elite Multichannel is fully configured and a running as a contact center. The configuration of the SMS Gateway is outlined in **Section 6** and the setup of the SMS VDN in **Section 5**.

The configuration required to setup the button on the Avaya Aura® Call Center Elite Multichannel Agent Desktop is outlined in **Section 7** and the full .ini file for the Avaya Aura® Call Center Elite Multichannel Agent Desktop can be found in the **Appendix**.

Note: Avaya Aura® Call Center Elite Multichannel may be referred to as EMC or Elite Multichannel throughout the remainder of this document.

Note: Avaya Aura® Call Center Elite Multichannel Agent Desktop may be referred to as Elite Multichannel Desktop or Agent Desktop throughout the remainder of this document.

2. General Test Approach and Test Results

The general test approach focuses on three similar services offered by WEBTEXT Contact Center Messaging (CCM).

- 1. The ability of an Elite Multichannel Agent to initiate an SMS message from the Agent Desktop to any customer.
- 2. The ability to include an SMS message to the customer while on a call to that same customer.
- 3. The ability of the customer to initiate an SMS chat session with an Elite Multichannel Agent.

Each of these test cases involves an SMS message being sent to and or from the Avaya Aura® Call Center Elite Multichannel Agent Desktop. A screen pop is also initiated with the result of an incoming voice or SMS call giving the EMC agent the ability to use the WEBTEXT Contact Center Messaging (CCM).

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 testing focuses on the following areas:

Avaya Aura® Contact Center Elite Multichannel Agent to initiates an SMS message from the Agent Desktop to a customer's mobile phone.

- Agent wants to send a text message to an arbitrary number. Maybe a notice to a client that their order is ready for collection.
- There is a button in the toolbar to allow the agent invoke the screen pop, the screen pop calls a URL and opens a webpage within the agent desktop.
- The agent enters the client's mobile number in the 'Number' field.
- The agent enters the required text in the 'Message Text'.
- The agent clicks the 'Send SMS' button.
- The SMS arrives on the handset.

Avaya Aura® Call Center Elite Multichannel Agent includes an SMS message to the customer while on a call to that same customer.

- A call comes in, the agent wants to send a message to the caller while talking to them, perhaps confirming a delivery address or reference code, so the caller doesn't need to find a pen and write it down.
- Call comes in, agent answers it.
- Screen pop 'pops' up on agent desktop.
- The 'Number' field is auto-populated with the caller id of the voice caller.
- The agent enters the required text and clicks 'Send SMS' as above.
- Message history for this caller appears on the right hand side of the screen pop.

Customer initiates an SMS chat session with an Avaya Aura® Call Center Elite Multichannel Agent.

- Customer sends an SMS to the enterprise, that SMS is received in the agent desktop web chat. Responses from the agent go back as SMS to the customer.
- EMC connects to WEBTEXT SMPP gateway
- Messages to/from web chat are routed through this SMPP connection
- Incoming text message triggers a web chat event, opening web chat tab for agent.
- Agent replies to text messages in the web chat window, messages from the customer also appear in the same window.

2.2. Test Results

All test cases passed successfully, the following issues and observations were noted.

- Complex messages cannot be sent to the EMC from the customer Complex messages are not presented as an initial call and never respond on any existing web chat. Failure was only experienced when sending complex messages such as the following to EMC.
 - @ £ \$ ¥ è é ù ì ò Ç Ø ø Å å _ Æ æ ß É ! " # ¤ % & '() * +, ./0123456789
 : ; <=>? ; A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Ä Ö Ñ Ü § ; a b c d e f g h i j k l m n o p q r s t u v w x y z ä ö ñ ü à
 - ABCDEFGHIJKLMNOQRSTUVWXYZ @ £ \$ ¥ è é ù ì ò Ç Ø ø Å å _ Æ æ ß É ! " # ¤ % & '() * +, ./ 0 1 2 3 4 5 6 7 8 9 : ; < =>? ¡ Ä Ö Ñ Ü § ¿ abcdefghijklmnopqrstuvwxyz ä ö ñ ü à
- 2. Time delay on sending/receiving SMS messages Some delay in time was experienced on the sending and receiving of messages between the customer and the Contact Center agent. During the test period a large amount of packet loss was observed between the WEBTEXT Contact Center Messaging (CCM) and the Avaya Lab. If there is a poor Internet connection, performance is unpredictable at best and in order to avoid impacting on other connections, the WEBTEXT software will flag a connection as troublesome and stop trying to use it. SMPP and XAMPP connections will also fail; back off for a period before re-attempting connection. This results in stilted, sometimes disrupted, chat interactions. However this is simply an observation noted during compliance testing in the Galway lab. A stable good quality Internet connection is required for the service to function correctly.

2.3. Support

Support for WEBTEXT Contact Center Messaging (CCM) can be obtained as follows: **WEBSITE**

www.webtext.com

CONTACT

U.S. +1 (855)247 3232 Europe +353 1 2479000(IRL) +44 203 3285053(UK)

3. Reference Configuration

The configuration in **Figure 1** will be used to compliance test WEBTEXT Contact Center Messaging (CCM) with Avaya Elite Multichannel using a connection from the SMS Gateway to the WEBTEXT Contact Center Messaging.

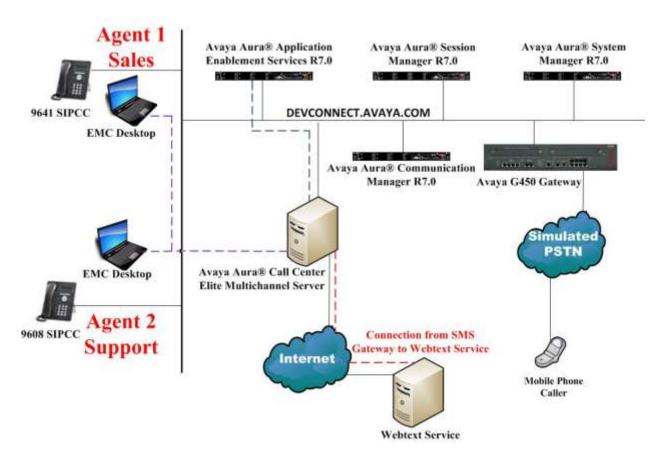


Figure 1: Connection of WEBTEXT Contact Center Messaging (CCM) with Avaya Aura® Call Center Elite Multichannel R6.4.1, Avaya Aura® Communication Manager R7.0 and Avaya Aura® Application Enablement Services R7.0

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	System Manager 7.0.0.1 Build No. – 7.0.0.0.16266-7.0.9.7001011 Software Update Revision No: 7.0.0.1.4212
Avaya Aura® Session Manager running on a virtual server	Session Manager R7.0 Build No. – 7.0.0.1.700102
Avaya Aura® Communication Manager running on a virtual server	R7.0 SP1 00.0.441.0-22684
Avaya Aura® Application Enablement Services running on a virtual server	R7.0 Build No – 7.0.0.0.1.13
Avaya G450 Gateway	37.20.0 /1
Avaya Aura® Call Center Elite Multichannel running on Virtual Server	R6.4.1 Patch 1 & Patch 2
Avaya Aura® Call Center Elite Multichannel Desktop running on Virtual Server	R6.4.1 Patch 1 & Patch 2
Avaya 9608 one-X® Deskphone	96x1 SIP Release 7.0.0.39
Avaya 9641 one-X® Deskphone	96x1 SIP Release 7.0.0.39
WEBTEXT Contact Center Messaging (CCM)	V2.0

5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**.

Configuration of Communication Manager was performed using the System Access Terminal (SAT). Some screens in this section have been abridged and highlighted for brevity and clarity in presentation. The general installation of the servers and Avaya G450 Media Gateway is presumed to have been previously completed and is not discussed here.

5.1. Configure routing on Avaya Aura® Communication Manager

This section shows the steps required to add a new SMS service or skill on Communication Manager. Services on EMC are accessed by calling a Vector Directory Number (VDN) which point to a hunt group associated with an agent. Queues are created on the EMC, for example, "Sales" or "Email for Support" and each queue is assigned a VDN on Communication Manager. The following sections give step by step instructions on how to add the following:

- Skill/Hunt Group
- Vector
- VDN
- Agent
- Phantom extension

This same procedure is required for every queue that is added on EMC both for voice or multimedia, the following sections will show the required steps to add one VDN for the SMS gateway service on EMC.

5.1.1. Add Hunt Group

To add a new skillset or hunt group type **add hunt-group x** where x is the new hunt group number. For example the hunt group **30** is added for the **Sales SMS (EMC)** queue. Ensure that **ACD**, **Queue** and **Vector** are all set to **y**. Also that **Group Type** is set to **ucd-mia**.

```
add hunt-group 30
                                                               Page
                                                                      1 of
                                                                              4
                                   HUNT GROUP
                                                             ACD? y
           Group Number: 30
            Group Name: Sales SMS (EMC)
                                                           Queue? y
         Group Extension: 6930
                                                          Vector? v
             Group Type: ucd-mia
                      TN: 1
COR: 1 MM Early Answer? n
ode: Local Agent Preference? n
                     COR: 1
          Security Code:
 ISDN/SIP Caller Display:
             Queue Limit: unlimited
 Calls Warning Threshold: Port:
  Time Warning Threshold:
                                Port:
```

Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. On Page 2 ensure that Skill is set to y.

```
add hunt-group 30 Page 2 of 4

HUNT GROUP

Skill? y

AAS? n

Measured: none

Supervisor Extension:

Controlling Adjunct: none

Multiple Call Handling: none

Timed ACW Interval (sec): After Xfer or Held Call Drops? n
```

5.1.2. Display Vector

The Vector below is already created and is in place and running. This Vector ensures that the call is routed to the 1st skill outlined on each VDN created. The example below shows the call queuing to the 1st skill, note that this will be the skill/hunt added to the 1st skill on the VDN configured in **Section 5.1.3**.

display vector 7	7		Page	1 of	6	
	CALL VECTOR		2			
Basic? y H Prompting? y H Variables? y S 01 adjunct	Name: EMC Vector Attendant Vectoring? n Meet-me Conf? EAS? y G3V4 Enhanced? y ANI/II-Digits? LAI? y G3V4 Adv Route? y CINFO? y BSR 3.0 Enhanced? y routing link 1 2 secs hearing ringback skill 1st pri m 10 secs hearing music	y A	SAI Roi	2		

5.1.3. Add VDN

A VDN is added to route calls to the SMS Gateway. To add a VDN type **add vdn x**, where x is your VDN number. Enter a suitable name for example the **VDN 7930** below will be used exclusively for the **Sales SMS (EMC)** queue on EMC. The same number can be used for the Extension and the Vector number should point to the Vector displayed in **Section 5.1.2**. The **1st Skill** will be that of the Hunt Group created in **Section 5.1.1**.

add vdn 7930		Page	1 of	3
VECTOR DIRE	CTORY NUMBER			
Extension:	7930			
Name*:	Sales SMS (EMC)			
Destination:	Vector Number	77		
Attendant Vectoring?	n			
Meet-me Conferencing?	n			
Allow VDN Override?	n			
COR:	1			
TN*:	1			
Measured:	none			
VDN of Origin Annc. Extension*:				
1st Skill*:	30			
2nd Skill*:	30			
3rd Skill*:				
* Follows VDN Override Rules				

5.1.4. Change Agent

An existing agent will need to be amended so as to answer calls for this new SMS service. To make changes to an existing agent type **change agent-loginID** \mathbf{x} , where x is the login id for the new agent.

```
change agent-loginID 4405
                                                             Page
                                                                    1 of
                                                                           3
                                AGENT LOGINID
               Login ID: 4405
                                                               AAS? n
                   Name: Russell
                                                             AUDIX? n
                    TN: 1 Check skill TNs to match agent TN? n
                    COR: 1
          Coverage Path:
                                                     LWC Reception: spe
                                            LWC Log External Calls? n
          Security Code:
                                          AUDIX Name for Messaging:
                                      LoginID for ISDN/SIP Display? n
                                                         Password:
                                            Password (enter again):
                                                      Auto Answer: station
                                                MIA Across Skills: system
                                         ACW Agent Considered Idle: system
                                         Aux Work Reason Code Type: system
                                           Logout Reason Code Type: system
                      Maximum time agent in ACW before logout (sec): system
                                          Forced Agent Logout Time:
                                                                     :
   WARNING: Agent must log in again before changes take effect
```

On **Page 2** add the required skills. Note that the skill **30** is added to this agent so as when an SMS call for "Sales SMS" is initiated the call is routed correctly to this agent.

change agent-log	jinID 4405		Page 2 of 3	
	AGE	NT LOGINID	-	
Direct Age	ent Skill:		Service Objective? n	
Call Handling Pr	eference: skill-leve	l Lo	cal Call Preference? n	
-				
SN RL SL	SN RL SL	SN RL SL	SN RL SL	
1: 10 1	16:	31:	46:	
2: 20 1	17:	32:	47:	
3: 30 1	18:	33:	48:	
4:	19:	34:	49:	
5:	20:	35:	50:	
6:	21:	36:	51:	
7:	22:	37:	52:	
8:	23:	38:	53:	
9:	24:	39:	54:	
10:	25:	40:	55 :	
11:	26:	41:	56:	
12:	27:	42:	57:	
13:	28:	43:	58:	
14:	29:	44:	59:	
15:	30:	45:	60:	

5.1.5. Add Phantom Extension

A phantom extension must be setup for every multimedia queue that is added on EMC. The phantom station below is setup for the **SMS Sales** queue on EMC. Type, **add station x** where x is the phantom station number. This is added as type **6408D+**, **Port** is set to **X** and a suitable **Name** is given to the station, all other settings can be left as default.

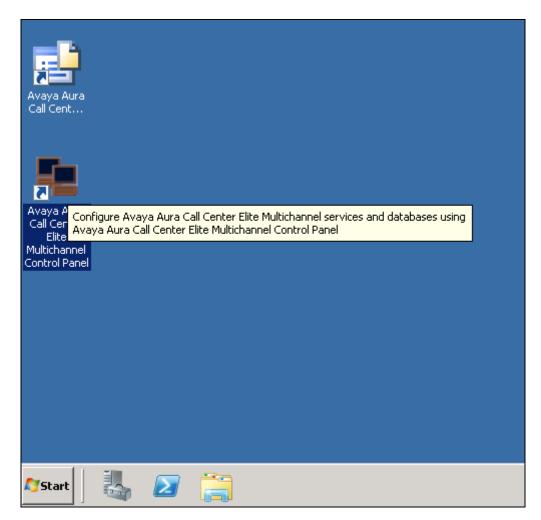
```
add station 58900
                                                                     Page 1 of 5
                                          STATION
                                              Lock Messages? n
Security Code:
Coverage Path 1:
                                                                                 BCC: 0
Extension: 58900
     Insion: 58900Index messages.Type: 6408D+Security Code:Port: XCoverage Path 1:Name: SMS Sales PhantomCoverage Path 2:
                                                                                  TN: 1
                                            Coverage Path 1:
                                                                                 COR: 1
                                                                                 COS: 1
                                           Hunt-to Station:
STATION OPTIONS
        Loss Group: 2
Data Module? n
Speakerphone: 2-way
Display Language: english
                                                 Time of Day Lock Table:
                                                      Message Lamp Ext: 28901
           Survivable COR: internal
                                                    Media Complex Ext:
   Survivable Trunk Dest? y
                                                         IP SoftPhone? n
                                                     Remote Office Phone? n
                                                                 IP Video? n
```

5.2. Save Avaya Aura® Communication Manager Configuration

From the Command Line enter **Save Translation**, in order to commit the changes that have been introduced to memory on Communication Manager.

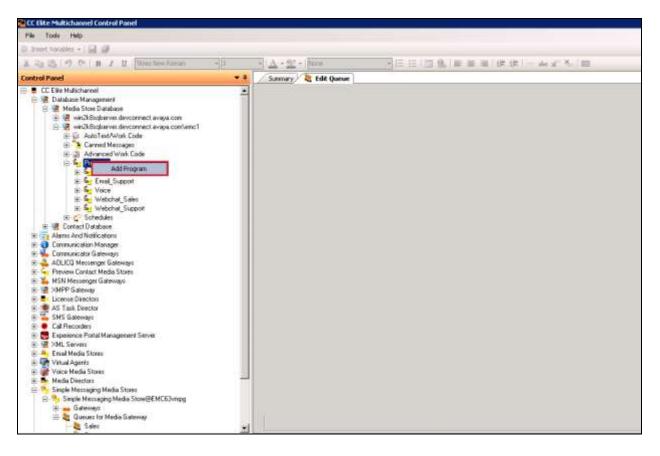
6. Configure Avaya Aura® Call Center Elite Multichannel

Elite Multichannel is configured using the **Avaya Aura® Call Center Elite Multichannel Control Panel**. Changes are required on Elite Multichannel to add the SMS Queue and ensure that the SMS Gateway is configured correctly. Open **Control Panel** to make changes to EMC.



6.1. Create the SMS Program

Changes are made to the various components in the left navigation window. Navigate to **Database Management** \rightarrow **SQL Server** \rightarrow **Programs**. Right click on **Programs** and select **Add Program**.



- Enter a suitable **Name**.
- In the **Program Configuration** panel, select **MyText** from the dropdown as the AutoText List Name. Define **Public** as the **Program access mode**. Select **CannedMessagesGroup** as the **CannedMessage list name**.
- Tick Automatically Drop Phantom Call.
- Leave the other configuration items with their default values.
- Confirm your selections, and save and close the program window.

un Breet Vanidans - 1 🛃 😅					
Control Panel • 7	Summery W Edit Program				
CC Elle Mulichannel Dolbare Morageneni B Const Diabase Morageneni Marko Style Diabase Morde Style	SMS Sales	ue ManagementMedia Store	Databaseksin	28 aufusiwer descarment, essays, camfe	mc1Programs1SH8 Sales
	Program				
	Program1D:	Elect270-e4a2-48a0-9b7b-72	6070346846		
	Nate	SMS Sales			
	Usedby	Pervery Contact Meda St	006		
		Auto Contact			
⊕ Se Voice ⊕ Se Webchat Sales	Desception	SMS for una with Webteol			
	Plongk	-			1
Tommunication Managel Enal Media Stores	Service level seconds	0			
# Elicense Directore	-	She was stress			
Freview Contact Media Stores SM5 Sateways	CE Elite Configuration CC Elite Program Configuration	Outbound Customized Coving	aration .		
🗄 🍮 Media Directore		THE R. L.			
AS Tavil. Director Voice Media Storer	AutoText for name CannedNessage int name	1700E	- Andrew Colored	Program access mode:	vblo
# R SMPP Galeway	Latticoverrage sti name	Canned Message Group	2		
🗄 🎦 Simple Neusaging Media Storei 🖶 🐺 XMI, Servers	Muttimedia Options - Denktop UWy	60 - C			
🗉 📪 Vitual Agents 😤 📻 Esperance Potal Management Servei	P Automatically drap phonton call			Automatic draz maron code	0
a Call Facordes - 2. Web Chat Gateways	Agent available on interaction close:	1		T Auto accept non-voice interactions	
	Freveni Contact Client				
	Clevil action	0 - No Action			
	Auto stial delay (neconds)	[20			
	Client window tille	Preview Contact			

The new SMS program created above will get assigned a schedule, right-click on the SMS program and select **Assign Schedule**.

Control Panel	▼ 4					
🖃 🖷 CC Elite Multichannel						
🖻 😨 Database Management						
🕀 😨 Contact Database						
🖻 😨 Media Store Database						
	vconnect.avaya.com\emc1					
i ∰ 🙀 AutoText/Work						
🗄 🎅 Canned Messa	-					
🗄 🖄 Advanced Wor	k Code					
i ⊡ — Sale:						
🗄 🖕 Email_Supp						
⊡ – <mark>≦_</mark> SMS Sales						
⊞⊶S⊸ SMS Supp ⊞⊶S⊸ Voice						
	Edit					
⊡ · · · · · · · · · · · · · · · · · · ·	Delete					
	Enable					
Alarms And Notifications Disable						
E Communication Manager Refresh						
🕂 🛁 Email Media Stores						
🗄 🌩 License Directors						
😟 🔄 🔁 Preview Contact Media Sto	res					

For compliance testing **Always On** was selected for the **Schedule ID**, all other fields can be left as default.

CE Elite Multichannel Centrel Panel					
E Mar Tuola, Malo Luc, Amerit Yamahan - 🖬 🕼					
Control Panel 🔹 🗸 🕯	Summary I Edit Program	Assign Schedule			• 4 1
CC Elite Mulkchannel Batabare Management Batabare Management Wedie Store Databare Wedie Store Databare	SMS Sales	Database Managementh/ledia Store	Databas elsen d'a Bugliare	r dercuriect ways curriers:19%ggam/8665 Sale	*
10 Canned Messages 10 gB Advanced Wolk Code	Scheckaled program ID	[71158ac5-384c-45e7-ad54-5ee1175	19495		1
H Gr Enal Sales	Propues ID	Biec6270-e4a2-48a0 901b-726070d	46446		
H Support H Support H Support H Support	Scheekale (D)	Awayz_Dn			12
⊞ San Vokoe ⊞ San Vebohal_Sales	Resume type:	0 Resume			-
⊞	Preview Contact Media Store				
	Hede Director nanoged by Control Paral	Freisiky Name Medio Director/BEMC63/mpg	IP EN(55)vrpg	URL gko://EMCk3/mpg.25087/RenuteF	
	Media Director game (D) Queue provin	(s			3

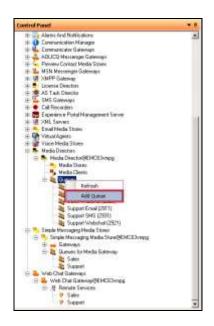
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6.2. Create the Simple Messaging Media Store Queue

Navigate to Media Directors \rightarrow MediaDirector@<EMC Server> \rightarrow Queues. Right click on Queues and select Add Queue.

Note: The EMC Server in this example is called **EMC63vmpg** and this will be visible throughout the screen shots that will follow. However this will be referred to as "EMC Server" as this will be different for every site.



Assign the VDN created in **Section 5.1.3** and the phantom extension created in **Section 5.1.5** to the queue.

Construit Panel +	Sumary & the Queue		+ 1 3
C C Dis Hubchanes Database Minagement Mill Contract Distabase Media Store Distabase Mill Media		a Director/Weldia Director@EMC03empg9Gueuer/Sales SMS (7930)	
E O Construincation Manager	Gume10	Falm SMS	
₩ Anno Anno Anno Anno Anno Anno Anno Ann	VDN		
Control Control of Mecho Stores Control Mecho Stores The Storestopi	Phanton station DN 8st	1	
😑 🌨 Media Directors	Pharton cal UU:	PH4NTOM_CALL	10.00
Media Disector@EMCKDumpg Media Stores	Haverage quested work heres	5 3	
🥦 Necla Clarin.	Hasiman quount phentes calls	5	
als Sales Erisal (7910)	Dial plantow call when no clients		
- 41 Sales SME (7300) - 41 Sales Webchat (7870)	P Enable potented agent		
AG Support Einel (7931) Support SHS (7931) Support SHS (7931) Support Webchal (7921) State Creative Wolce Media Store:	F Reture wolk den often numbring gas		

Click on the VDN button highlighted on the previous page, the following window appears allowing the association of e VDN to the new SMS queue. The SMS VDN created in **Section 5.1.3** is selected, press **OK** to continue.

Name	Extension
Sales Voice	7900
Support Voice	7901
Sales EMail (EMC)	7910
Support Email (EMC)	7911
Sales Webchat (EMC)	7920
Support Webchat (EMC)	7921
Sales SMS (EMC)	7930
Support SMS (EMC)	7931

Click on the **Phantom station DN list** button highlighted on the page before last, the following window appears allowing the association of the Phantom extension to the new SMS queue. The phantom extension created in **Section 5.1.5** is selected, press **OK** to continue.

Name	Extension		>	Name	Extension
EXT7000	7000			EMC Phantom	58105
EXT7001	7001		<		
one-XComm	7010				
one-X Agent	7011				
DECT7020	7020				
DECT7021	7021				
Digital7050	7050				
7100, SIPExt	7100				
7101, SIPExt	7101				
7102, SIPExt	7102				
7200, Ascom i62	7200				
7201, Ascom i62	7201				
7202, Ascom i62	7202				
7203, Ascom i62	7203				
7210, Ascom Dect	7210				
7211, Ascom Dect	7211				
7212, Ascom Dect	7212				
7213, Ascom Dect	7213				
7220, Ascom Myco	7220				
7221, Ascom Myco	7221				
7222, Ascom Myco	7222				
7223, Ascom Myco	7223				
EMC Phantom	58100				
EMC Phantom	58101				
EMC Phantom	58102				
EMC Phantom	58103	-			
•					

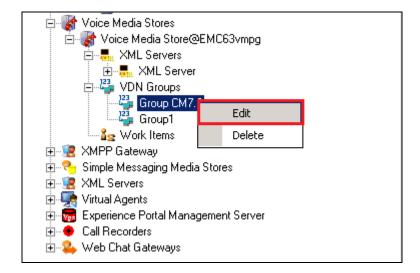
Click on the **Save** button at the top left of the screen to save the changes.

CE Elite Multichannel Control Panel			
E Ma Tuck Help So Innet Vandeling - Called			
Control Panel 🛛 👻 8	Summary 💐 Edit Queue		• 4 1
CC Ellis Mulichannel Elis Mu	Sales SMS (7930) CC Elfe MutchannelMedia Dire	claribHedia Girector@EMCID/mgg/Queues/Sales \$M0 (7930)	
(II 🗿 Communication Manager	Gunue (D)	Sales SMS	
Enal Media Stores Excerne Disotres	VDN	7500	100
IE G Preview Contact Media Stores	Phanton station DN bai	581.05	
IE 🏪 SM5 Gatewayn		and the second se	
Media Directori M	Phanton call UUI:	PHANTOM_CALL	
Meda Sizier	Maximum guested work items	5 권	
Meda Derki	Moximum overved pharmoni calls	5 <u>-</u>	
⊟ 22 Gueses 20 Soles Erval (7910)	Cial phariton call when no clients	a second s	
Soles Soles (245 (7930)	P Enable preferred agent		
Selec Webchet (7/00) Selec Webchet (7/00) Second SMS (7/00) Secon	T ^{**} Refuer work text when monitoring quever he	H	

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6.3. Add SMS VDN

Edit the existing VDN group to add the new SMS VDN. In the left window navigate to Voice Media Stores \rightarrow Voice Media Store@<EMC Server> \rightarrow VDN Groups \rightarrow Edit.



Click on the **VDN list** button highlighted below.

Control Panel • 0	Summery Edit 1ML Server	Se Edit VDN Group	
CC Elle Mulleharnel Contact Datasan Media Score Datasan	Group CM7.0 CC Elle MultcharnerWo	ce Media Storedfolice Media Store/2EMC63vmpg/VDN Group/IGroup CM7.0	
18: 😲 Comminication Manager 18: 💁 Enval Media States	VDW group name:	NON Group CM7.0	
H Lineme Director Preview Contract Media Stores M Stores Media Director	VDW lat.	7900-7901, 7910-7911, 7920-7921, 7900-7021	3
H STark Director	Bogan D	augerry	2
H Administration H J Tarks H Voice Media Starer	T Program ID overside	T Routing VDN power	
🗄 🔐 Vace Media Store@EMC63wrpg	Private VDPs Abandoned	Call Assistant Customer Identification Assistant Customer Requested Califiacti	
WHIL Servers Wall Servers Work Servers Server Server Server Server Server Server Server Server Server	7800 7901 7910 7910 7911 7920		

Name Extension Sales Voice 7900 Support Voice 7910 Support Email (EMC) 7911 Sales Webchat (EMC) 7920 Support Webchat (EMC) 7921 Sales SMS (EMC) 7930 Support SMS (EMC) 7931	7901 7910 7911 7920 7921 7930
Sales EMail (EMC) 7910 Support Email (EMC) 7911 Sales Webchat (EMC) 7920 Support Webchat (EMC) 7921 Sales SMS (EMC) 7930	7910 7911 7920 7921 7930
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Sales Webchat (EMC) 7920 Support Webchat (EMC) 7921 Sales SMS (EMC) 7930	7920 7921 7930
Support Webchat (EMC) 7921 Sales SMS (EMC) 7930	7921 7930
Sales SMS (EMC) 7930	7930
Support SMS (EMC) 7931	7931

Select the VDN added in **Section 5.1.3** and click on **OK**.

Click on the **Save** icon at the top left of the screen highlighted below, to save the changes.

CE Elite Multichaneel Control Panel			8
i The Task Help			
Cantrol Panel + 2	Summer to Barrier	🚭 Edit VDM Group	
CC Elle Multichamel Gostage Maggereit H: @ Contact Database With Scher Charlose W	Group CM7.0 CC Ellis Mutationnellina VDN Group: VDN group neme	tes Metile Store/Wates Medie Store(BEMCED-myg/NDN Groups/Group CM7.0	
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6.4. Add a Short Message Service

Right click on SMS Gateway \rightarrow SMS Gateway@<EMC Server> \rightarrow Remote Services. Select Add Short Message Service.

Control Panel	▼ ₽				
🖃 🖷 CC Elite Multichannel					
🗄 😨 Database Management					
🕀 😨 Contact Database					
🖻 😨 Media Store Database					
	devconnect.avaya.com\emc1				
🖻 📑 Alarms And Notifications					
🗄 🕤 Communication Manager					
🗄 👇 Email Media Stores					
🗄 🌩 License Directors					
🗄 🖕 Preview Contact Media Stores					
E SMS Gateways					
🖻 🕌 SMS Gateway@EMC					
🗄 🖓 🥵 Remote Services	Refresh				
🗄 📥 Media Directors					
E 🧐 AS Task Director	Add Short Message Service				
😟 😽 Voice Media Stores					
⊞					
🖻 🤏 Simple Messaging Media Stores					
	E Servers				
🗄 🧏 Virtual Agents	Courses				
i ⊡ 📆 Experience Portal Manag i ● Call Recorders	ement Server				
🕀 🍛 Web Chat Gateways					

Under the General Properties tab enter the following information.

- Remote service name
- Remote service startup type
- Remote service ID
- Remote service password
- Remote service IP
- Remote service port

Enter a suitable name Set to **Automatic** Username provided by WEBTEXT Password provided by WEBTEXT Address provided by WEBTEXT **2775**

Other values can be left as default.

SMS WebText 1 CC Elite Multichannel\SMS Gateways\SMS Gateway@EMC63vmpg\Remote Services\WebText 1 General Properties Extra Properties Channels				
Remote service name:	WebText 1		_	
Remote service type:	Short Message Service		—	
Remote service startup type:	Automatic		•	
Remote service application management icon:				
Remote service ID:	29087			
Remote service password:	•••••			
Remote service IP:	192.198.207.134			
Remote service port:	2775		÷	
Seconds to reconnect to remote service:	90		÷	
Maximum message size bytes:	160		<u>+</u>	
Autorestart if no interactions:	$\overline{\mathbf{v}}$			

Under the **Extra Properties** tab ensure that **Connection Mode** is set to **TRANSCEIVER**. The **TON** is changed to **International** and **NPI** is set to **Unknown**. **System Type** should be set to **SMPP** and all other settings can be left as default or set to the values set below which was configured for compliance testing.

SMS WebText 1 CC Elite Multichannel\SMS Gateway&EMC63vmpg\Remote Services\WebText 1			
·			
Connection Mode:	TRANSCEIVER		
Timeout Interval Seconds:	300		
Enquire Link Interval Seconds:	60		
TON:	International		
NPI:	Unknown		
Address Range:			
System Type:	SMPP		
Maximum Number Of TXTs Per Message:	2		
Send Long TXTs As Payload:			
Request Delivery Receipt:	No_SMSC_Delivery_Receipt_Requested		
Request Recipient Or SME Acknowledgement:	No_Recipient_SME_Acknowledgement_Requested		
Request Intermediate Notification:	No_Intermediate_Notification_Requested		
Send Message On TXT Lost:			
Send Message On Customer Denied:			
Send Message On Outside of Operating Hours:			
Enable TXT Acknowledgement:			

The remote service channel is what makes the connection between the Remote Service and the SMS Queue, click on the **Channels** tab, and set the following:

- Channel ID
- Address

Assign the channel a name

Enter the phone number provided by Web Text. This is the number that customer will use to text the call center.

Select the queue that that was created earlier.

• Simple Messaging Media Store queue

Click on **Add** to create the new Channels.

SMS WebText 1 CC Elite Multichannel\SMS Gateways\SMS Gateway@EMC63vmpg\Remote Services\WebText 1 General Properties Extra Properties Channels							
Channel ID Address		TON		NPI		Simple Me:	
						F	
						Delete	
Add new channel							
Channel ID:	SMS Sales WebText						
Address:	19719122613						
Ton:	International					-	
Npi:	Unknown					•	
Simple Messaging Media Store queue:	SMS Sales Queue					-	
Simple Messaging Media Store queue priority:	5				÷.	Add	

Click on the **Save** icon at the top left of the screen to save the changes made.

Control Pased + 3	Summery 🖓 🛅 Edit Service						* 6 5
CEER Multicharvel Workspectral Weight Contains Management Weight Contains Constains Weight Contains Constains Weight Contains Constains Weight Contains Constains Weight Contains Weight Contains Weight Contains Construction Managem Construction Managem Construction Managem Weight Contains Constains	WebText 1 OCERNALINARYONSHID			t langgPanon Series/Jah	ibTeur I		
	Descel D Addes 109 Descel DS Seler WebFeet 15/17/12/813 International					H2% Unit-noven	Denges Mo SMS Sale
Wacke Media Stonel Wicke Mendiag Other Stores Wicke Mendiag Other Stores Wick Stores Wick Stores	Add most charmed						
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7. Configure Avaya Aura® Call Center Elite Multichannel Desktop

This section outlines the steps required to configure the agents desktop to allow both a screen pop on an incoming call and the addition of a button to initiate this screen pop. Changes to the EMC desktop can be made using a Configuration Manager loaded with the EMC server or by making changes to the ASGUIHost.ini file on the PC running the EMC desktop.

For simplicity this documents will show the additions/changes that need to be made to the ASGUIHost.ini file. Navigate to the folder C:\Program Files (x86)\Avaya\Avaya Aura CC Elite MultiChannel\Desktop\CC Elite Multichannel Desktop. Edit the file called ASGUIHost.ini as highlighted below.

Note: The full ASGUIHost.ini file is available to view in the **Appendix** of these Application Notes.

🔊 💬 📕 🔹 Avaya 🔹 Avaya	Aura CC Elite Multichannel 👻 Desktop 👻 CC Elite Mult	ichannel Desktop 👻	▼ 🔛 s	Search CC Elite Multio	hannel Desktop:	
rganize 🔻 河 Open 🔻 Prin	t New folder					1
🚖 Favorites	Name *	Date modified	Туре	Size		
🧮 Desktop	🚳 ASGQEGeneral.dll	5/19/2015 3:52 AM	Application extension	52 KB		
鷆 Downloads	🕋 ASGQEGeneral.XML	5/19/2015 3:52 AM	XML Document	94 KB		
🔢 Recent Places	🚳 ASGRulesNet.dll	5/19/2015 3:51 AM	Application extension	260 KB		
🔰 Libraries	🚳 ASGUIHEmailControl.dll	5/19/2015 3:54 AM	Application extension	90 KB		
Documents	🚳 ASGUIHHtmlEditorProviderInterface.dll	5/19/2015 6:37 PM	Application extension	34 KB		
Music	🚳 ASGUIHHtmlEditorProviderPlugin.dll	5/19/2015 6:37 PM	Application extension	1,207 KB		
Pictures	🚳 ASGUIHIDSViewClientPlugin.dll	5/19/2015 4:03 AM	Application extension	43 KB		
🛃 Videos	ASGUIHost ini Sample.txt	5/19/2015 2:15 AM	Text Document	128 KB		
	SGUIHost.exe	5/19/2015 3:45 AM	Application	168 KB		
Computer	ASGUIHost.exe.config	5/19/2015 2:15 AM	CONFIG File	1 KB		
Local Disk (C:)	aSGUIHost.ini	2/12/2016 1:11 PM	Configuration settings	32 KB		
🚍 DVD DNVE (D;) EMC_6_4_1	Note: ASGUIHostInterface.dll	5/19/2015 3:38 AM	Application extension	56 KB		
🙀 Network	ASGUIHostInterface.XML	5/19/2015 3:38 AM	XML Document	148 KB		
*	ASGUIHostLayout.xml	5/19/2015 2:15 AM	XML Document	10 KB		
	ASGUIHostLayout_Administrator.xml	2/12/2016 1:11 PM	XML Document	10 KB		
	🚳 ASGUIHTelephonyPlugin.dll	5/19/2015 4:06 AM	Application extension	108 KB		
	🚳 ASGUIHTemplateInterface.dll	5/19/2015 3:54 AM	Application extension	44 KB		
	Alcong Link - II			00.100		

Notepad++ was used to edit the file. Changes were made to the highlighted section below in order to add a new button to the agent's desktop.

[ASCustomRulesButtons]

Assembly File Name = ASCustomRulesButtons.dll Toolbar Position = TopFirst Custom Rules Button 1 = CustomButton.WebText|SendText||Always|Both

🎬 C:\Program Files (x86)\Avaya\Avaya Aura CC Elite Multichannel\Desktop\CC Elite Multichannel Desktop\ASGUI	Host.ini -
File Edit Search View Encoding Language Settings Macro Run Plugins Window ?	
1. 🔁 🗄 🖻 1. (a) 🕹 🕹 👘 (b) (c) (c) 📾 🖕 (c)	
ASGUIHost.ini 🗵	
231 L	
232 [ASQuickDial]	
233 Assembly File Name = ASQuickDial.dll 234 Toolbar Position = TopSecond	
236 [ASDialEnhancement]	
237 Assembly File Name = ASDialEnhancement.dll	
238 UUI Format For Dial =	
239 UUI Format For Transfer =	
240 UUI Format For Conference =	
241 Insert UUI Only If Empty Dial = True	
242 Insert UUI Only If Empty Transfer = True 243 Insert UUI Only If Empty Conference = True	
243 Insert UUI Only If Empty Conference = True	
245 [ASTimeInAUXDisplay]	
246 Assembly File Name = ASTimeInAUXDisplay.dll	
247	
248 [ASCustomRulesButtons]	
249 Assembly File Name = ASCustomRulesButtons.dll	
250 Toolbar Position = TopFirst	
251 Custom Rules Button 1 = CustomButton.WebText SendText Always Both 252	
253 [[RTC Plugin]	
254 Assembly File Name = ASRtcPlugin.dll	
255 Enable Error Logging = True	
256 Video Quality = 128	
257 L	
258 [Work Item Creation]	
259 Assembly File Name = ASWorkItemCreation.dll	
260 New Work Item Toolbar Position = TopSecond	
262 F [Auto Text]	
263 Assembly File Name = ASAutoTextPlugin.dll	
264 Auto Text Toolbar Position = Bottom	
265 Work Code Toolbar Position = Bottom	
266 Enable Auto Text Preview = True	
267 Auto Text Preview Delay Seconds = 3	
268 Voice Work Code File Name =	

The following three rules were added under the **Rules** Section.

[Rules] Assembly File Name = ASRulesPlugin.dll **Error Log File Path** = .**Error Log Level = 1 Rules Engine File Name = .\ASGRules.dll** Show Rules Option On Tools Menu = 1 **Rule1 = When CustomButton.WebText Always Do ReturnEvent** Container.LaunchNewExternalApplicationWindow,externalAppConfigSectionName=Exte rnal Application 1, external AppCommandLine = - noframemerging - k http://ccutilsus.webtext.com/scrpop/pop.html?auth=dbtjx64Fpdts967K&dest=%CallerDN %&dialed=%CalledDN%&agentID=%AgentID% Then Continue Else Stop Rule2 = When CustomButton.Demo Always Do Open iexplore.exe,www.google.com Then **Continue Else Stop Rule3 = When Voice.WIDelivered Always Do ReturnEvent** Container.LaunchNewExternalApplicationWindow,externalAppConfigSectionName=Exte rnal Application 1, external AppCommandLine = - noframemerging http://ccutilsus.webtext.com/scrpop/pop.html?auth=dbtjx64Fpdts967K&dest=%CallerDN %&dialed=%CalledDN%&agentID=%AgentID% Then Continue Else Stop

Entite	UPat w 🗇
417	Enable Error Logging - False
438	koombly File Mane - ASPreviewContactFlugin.dll Insble External Application - False
640	Internal application File Mase =
441	INL 7.1 Rate =
442	Top Penel Beight = 350
642	Allow Value Histing - True
644	
645	[Printing]
646	Arcenoly File Name - ASPrintingPlugin.dll
647	Toolbar Position - TopFirst
640	Frint From WTRL File + False
640	Print Session Notes - True
650	
653	(Rules)
100	Assembly File Name = ASRulesFlugin.dll
653	Error Log File Path = .)
454	Irror Log level = 1 Rules Frojer File News\ASGRules.dll
455	Shop Fulse Option On Tools Rens = 1
407	Fule = When Custometer Strong WebText Livage Do SeturnSvent Container, LaundhWeeExternalApplicationWindow, externalAppConfigSectionName=External
122	Application 1, eternal hppCommandlines - nortement ging -k
	http://goutilsus.mbtext.com/screen/scs.html?auth=dbtix54Fpdts957Eddest=tCallerDN5idialed=tCalledDNisgentID=tAgentID: Then Continue Fise Stop
450	Ruled - Then CustomButton.Semo Always Do Open isyphore.exe, www.google.com Then Continue Else Stop
6.50	Fuls] = When Voice. WIDelivered Always Bo ReturnEvent Container.LaunchNeeExternalApplicationWindow, externalAppConfigSectionWage=External Application
1.000	1, esternal&ppCommandLine= -noframemerging
10.1	htts://scatilman.webrast.com/scansos/sca.html?assh=dktssd4Pndtm957Kidest=\CalletDH\idaled=\CalledDH\idaentID=\Ament
860 865	d (Geerin Woles)
462	Langently file Name = 155essionNotesFlugin.dll
463	Inable Irror Logging + True
464	Inable Autopatic Saving - Trus
485	Auto Save Interval Rinutes = 5
455	File Location = C:\Deers\Administrator\Documents
417	Spell Check Ar Ton Type - False
453	
410	Cingle Hearaging
470	Annenbly File Name - ASSimpleReseagingFlugin.dll
471	Enable Error Logging = True
472	Active Window On Work Item Accepted - True

8. Configure WEBTEXT Contact Center Messaging (CCM)

All configurations of WEBTEXT Contact Center Messaging (CCM) are performed by a WEBTEXT engineer and are outside the scope of these Application Notes.

9. Verification Steps

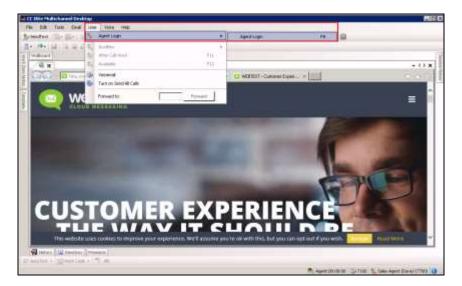
This section provides the verification steps that can be performed to verify that EMC agents have the ability to initiate an SMS message from the Agent Desktop to any customer and have the ability to include an SMS message to the customer while on a call to that same customer.

9.1. Log into Avaya Aura® Call Center Elite Multichannel Desktop

From the Client PC open the **Avaya Aura® Call Center Elite Multichannel Desktop**. Typically this is opened from a shortcut located on the PC.



Log in the agent that is associated with the SMS skill/queue. Select **User** from the menu and **Agent Login** as shown below.

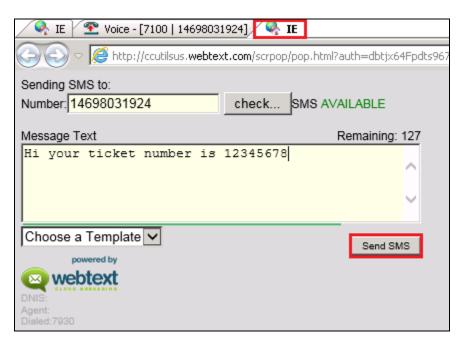


9.2. Verify the ability to include an SMS message to the customer while on a call to that same customer

Make a voice call to the EMC from a mobile phone, note that for compliance testing a simulated PSTN was configured using a Communication Manager, the CLID of the caller was manipulated to resemble that of a WEBTEXT mobile phone. A call is then made to the EMC voice queue, when the call is answered a screen is popped to the agent that resembles that shown below.

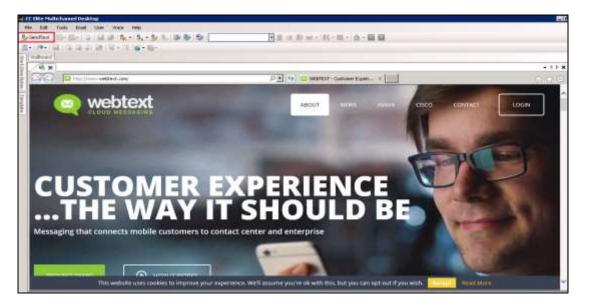
CC Ellis Philiphannal Desktop	
File Edit Tools Exail User Vace Help	
Sy Sendlent 12+ 84+ 14 14 14 14 + 8, + 9, 1, 18 8 15 1	
(11・29・28) (21)(21)(21)(21)(21)(21)(21)(21)(21)(21)	
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🖉 🎯 🚱 http://cculibus.webbest.com/unposyless.thm?auth=dtrp=4Fjafris	schlodert – Les Still frage 🖉 👫 🎯 SMS Tech Message 🛛 🖌
Image: Sending SMS to Check SMS AVAILABLE Number [14696031924 Check SMS AVAILABLE Message Text Remaining 127	Message History for: 14690031924 Tene Seeter Taul 201102161531 Cutoond Are a plot vehicence numb at 103466
Mi your ticket number is 12245676	
Choose a Template	

A close up of the screen shows The **Number** field is already populated with the mobile phone number allowing the agent to enter a **Message Text** and click on the **Send SMS** button. Verify that the message entered then appears on the mobile phone. A custom response can also be sent using the **Choose a Template** drop-down menu.



9.3. Verify the ability of an Elite Multichannel Agent to initiate an SMS message from the Agent Desktop to any customer

While the agent is idle, click on the **Send Text** button that was created in **Section 7**.



Pressing the Send text button from the screen above will initiate a screen pop to the agent where the **Number** and **Message Text** can both get populated. A **check** can be performed on the mobile number added and once the correct message has been added the **Send SMS** button can be clicked.

🔍 IE 🔍 IE	
Sending SMS to:	
Number: 14698031924	check SMS AVAILABLE
Message Text	Remaining: 108
I forgot to tell you your 08776655	Account Number is
	×
Choose a Template	0
powered by	Send SMS
💿 webtext	
DNIS:	
Agent: Dialed:	

10. Conclusion

These Application Notes describe the configuration steps required for WEBTEXT Contact Center Messaging (CCM) to interoperate with Avaya Aura® Call Center Elite Multichannel R6.4.1 and Avaya Aura® Communication Manager R7.0. WEBTEXT gives customers the option to use SMS messaging in support of voice. All feature and serviceability test cases were completed successfully, with any observations noted in **Section 2.2**.

11. Additional References

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

Product documentation for Avaya products may be found at http://support.avaya.com

- [1] Deploying Avaya Aura® Call Center Elite Multichannel in an Avaya Customer Experience Virtualized Environment Release 6.4
- [2] Avaya Aura® Call Center Elite Multichannel Installation Guide Release 6.4.0
- [3] Administering Avaya Aura® Call Center Elite Multichannel Release 6.4.x
- [4] Avaya Aura® Call Center Elite Multichannel Release Notes Release 6.4.1
- [5] Administering Avaya Aura® Communication Manager, Document ID 03-300509
- [6] Avaya Aura® Communication Manager Feature Description and Implementation, Document ID 555-245-205
- [7] Avaya Aura® Application Enablement Services Administration and Maintenance Guide Release 7.0

Technical documentation for WEBTEXT Contact Center Messaging (CCM) can be obtained as follows:

www.webtext.com

U.S. +1 (855)247 3232 Europe +353 1 2479000(IRL) +44 203 3285053(UK).

Appendix

The following is the full ASGUIHost.ini file for the Avaya Aura® Call Center Elite Multichannel Agent Desktop that was used for compliance testing.

[General] Language = en-US Server Instance ID = bf6642b4-78cd-4b50-b2a7-b192c5a9c0ce Minimize to System Tray = False Window Title = CC Elite Multichannel Desktop Window Icon = Product ID = 6 Enable Options Menu = True Enable Slide ToolWindow = True

[Error Logging] ;Choose one of five error log levels by a number such as 1, 2, or 4 ;AS_ERROR_LEVEL_NONE=0 ;AS_ERROR_LEVEL_INFORMATION=1 ;AS_ERROR_LEVEL_MINOR=2 ;AS_ERROR_LEVEL_MAJOR=4 ;AS_ERROR_LEVEL_FATAL=8 Error Log File Path = Error Log File Path = Error Log File Extension = ASGUIHost.Log Maximum Error Log File Sized KB = 10000 Error Log Mode = 1 Error Log TTrace Host = localhost Error Log TTrace Port = 10400 Error Log Use Old Log Format = False

[License Director] Primary License Director IP = 10.10.40.65 Primary License Director Port = 29095 Secondary License Director Port = 29095 Secondary License Director IP = Connect License Director = True Enable Debug Trace = False [Window Layout] Left Position = 97Top Position = 59Window Width = 1096Window Height = 676Maximized = False Layout File Folder = [Plug In Assembly List] Auto Text Section = Auto Text CallInfo.A Section = CallInfo.A ;CallInfo.B Section = CallInfo.B ;CallInfo.C Section = CallInfo.C ;CallInfo.D Section = CallInfo.D Close Suspend Work Item Section = Close Suspend Work Item Customized Forms Section = Customized Forms Desktop Utility Section = Desktop Utility Directory Section = Directory Email Section = Email External Application Container Section = External Application Container External Application Execute Section = External Application Execute ;IClarity Section = IClarity IDS View Client Section = IDS View Client Media Controller Section = Media Controller Presence Section = Presence Preview Contact Section = Preview Contact Printing Section = Printing Rules = Rules Session Notes Section = Session Notes Simple Messaging Plugin Section = Simple Messaging Spell Checker Section = Spell Checker Telephony Section = Telephony User Section = User Voice Section = Voice Wallboard = Wallboard Work Item Alert Section = Work Item Alert Work Item History Section = Work Item History Work Item Notes Section = Work Item Notes ;Microsoft Dynamics CRM Gui Plugin = Microsoft Dynamics CRM Gui Plugin Work Item Creation Section = Work Item Creation ASTimeInAUXDisplay = ASTimeInAUXDisplay ASDialEnhancement = ASDialEnhancement ASQuickDial = ASQuickDial Contact Management Section = Contact Management Save Close Document Window Section = Save Close Document Window ;Python Breakout Section = Python Breakout

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ASCustomRulesButtons = ASCustomRulesButtons ;RTC Plugin = RTC Plugin Html Editor Provider Section = Html Editor Provider Template Section = Template ASCalculator Section = ASCalculatorPlugin ASWorldClock Section = ASWorldClock ;ASDMCCPlugin = ASDMCCPlugin ASImageLibraryPlugin = ASImageLibraryPlugin Dashboard Section = Dashboard Supervisor Section = Supervisor ;Communicator = ASCommunicator ReplayRecording Plugin = Replay Recording

[ASCommunicator] Assembly File Name = ASCommunicatorPlugin.dll Enable Error Logging = True Toolbar Position = TopFirst Spell Check As You Type = True Close Conversation Window Interval Seconds = 10 Active Window On Work Item Accepted = True Activity Indication Type = Scroll Activity Indication Interval Milliseconds = 1000 Enable External Application = False External Application File Name = XML File Name = Sign In As Status = 3500Sign In As Address = sip: Account ID Type = Agent Sign In Type = Manual Authentication Protocol = None Password = %%ENCRYPTED("814B1286E330AF544144") OCS FQDN = OCS Port = 5060Presence Container ID = 7000Communicator User Agent = CCE Communicator Plugin SIP Transport Type = TCPCertificate =

[Supervisor] Assembly File Name = ASSupervisorPlugin.dll

[Dashboard] Assembly File Name = ASDashboardPlugin.dll [ASImageLibraryPlugin] Assembly File Name = ASImageLibraryPlugin.dll

```
[ASDMCCPlugin]
Assembly File Name = ASDMCCPlugin.dll
DMCC Address =
DMCC Port = 4721
Session Name = CCE
DMCC Login =
DMCC Password = %%ENCRYPTED("814B1286E330AF544144")
Enable DMCC Control = True
Switch Name =
Switch Address =
Extension Password = %%ENCRYPTED("814B1286E330AF544144")
Telecommute Number =
Media Mode = NONE
Dependency Mode = Dependent
Toolbar Position = Bottom
Ignore Certificate Errors = True
Use Secure Communications = False
;Feature Button expect data is pipe delimited in the manner: type | label | tooltip | image | action
off | action on | display | query switch name
;type = button function constants from DMCC
;label is text for the button
;tooltip ....
; == both label and tool tip support {A} and {L} place holders. {A} is additional data, {L} is
current lamp mode
; image image file name or constant from the library
; action off decides what happens when pressed and light goes steady
   == 1 do nothing
   == 2 for SAC should query telephony for SAC state to keep other buttons in check
   == 3 for FWD show dial pad then query for FWD state
   == 4 show dial pad
action on decides what to do when button is pressed and the light is already on
   == 2 press again
  == 3 press exit/normal button
; display 1 to show the button 0 to hide the button.
;type | label | tooltip | image | action off | action on | display | query switch name
Feature Button 1 = 335 |EC 500| EC 500 ({LG})|380| 1 | 2 | 1 | 0
Feature Button 2 = 160 |MCT Activate| Malicious call trace activation ({LG})|381|1|1|1|0
Feature Button 3 = 161 |MCT Control| Malicious call trace controller ({LG})|382|1|1|1|0
Feature Button 4 = 35 |SAC| Send all calls ({LG})|350| 2 | 1 | 1 | 0
Feature Button 5 = 74 |Call FWD| Call forward ({LG})|414|3|1|1|0
Feature Button 6 = 227 |\{A\}| Auto dial \{A\} |384| 1 | 2 | 1 | 0
Feature Button 7 = 129 |Stroke count \{A\} | Stroke count \{A\} |385| 1 | 2 | 1 | 0
```

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Feature Button 8 = 140 |Work codes| Work codes |386| 4 | 1 | 1 | 0 Feature Button 9 = 134 |Account| Account |387| 1 | 1 | 1 | 0 Feature Button 10 = 90 |Assist| Supervisor assist |383| 1 | 2 | 1 | 0 Feature Button $11 = 39 |\{N\}|$ Busy indicator $\{N\} (\{A\}) \{LG\}| 409 | 1 | 2 | 1 | 1$ Feature Button 12 = 228 |UUI| User-to-User information || 1 | 1 | 1 | 0 Feature Button 13 = 208 |VOA| VDN of origin repeat |388| 1 | 2 | 1 | 0 Feature Button 14 = 65 |Abrv Dial| Abbreviated dial |384 | 1 | 2 | 1 | 0 Feature Button 15 = 328 |Mute FE| Mute Far-end ({L})| | 1 | 1 | 1 | 0 Feature Button 16 = 101 |Hunt NS| Hunt group night service $(\{L\})|393|1|2|1|0$ Feature Button 17 = 87 |Q-Calls| Queued calls {A} |109| 1 | 2 | 1 | 0 Feature Button 18 = 86 |Q-time| Oldest queued time {A} |109| 1 | 2 | 1 | 0 Feature Button $19 = 73 |\{N\}|$ Bridged Appearance $\{N\} (\{A\}) (\{L\})|409| 1 | 2 | 1 | 1$ Feature Button 20 = 211 |Vu-Stats| Vu-Stats|322| 1 | 3 | 1 | 1 Feature Button 21 = 241 | Headset | Headset | 418 | 1 | 2 | 1 | 0 Add VuStats Data To Wallboard = True Add Queue Data To Wallboard = True Query Data Interval For Wallboard Seconds = 30Media RTP Port = 0Media RTP IP Address = Media RTCP Port = 0Controllable By Other Sessions = True Protocol Version = http://www.ecma-international.org/standards/ecma-323/csta/ed3/priv3 Media RTCP IP Address =

[ASCalculatorPlugin] Assembly File Name = ASCalculatorPlugin.dll Toolbar Position = TopSecond

[ASWorldClock] Assembly File Name = ASWorldClockPlugin.dll Toolbar Position = TopSecond Total Destination Time Zone = 1 Destination Time Zone 1 Display Name = GMT Destination Time Zone 1 Name = GMT Standard Time Destination Time Zone 2 Display Name = Time Zone Destination Time Zone 2 Name = Destination Time Zone 3 Display Name = Time Zone Destination Time Zone 3 Name = Allow To Choose Time Zone = True Show World Clock On Toolbar = True [Contact Management] Assembly File Name = ASContactManagementPlugin.dll User Defined Field Selector Visible 1 = True User Defined Field Selector Visible 2 = True User Defined Field Selector Visible 3 = True User Defined Field Selector Visible 4 = True User Defined Field Selector Visible 5 = True User Defined Field Selector Visible 6 = True User Defined Field Selector Visible 7 = True User Defined Field Text 1 = User defined field 1User Defined Field Text 2 = User defined field 2User Defined Field Text 3 = User defined field 3User Defined Field Text 4 = User defined field 4 User Defined Field Text 5 = User defined field 5 User Defined Field Text 6 = User defined field 6 User Defined Field Text 7 = User defined field 7 User Defined Fields Group Text = User defined fields Enable Matched Contact Tab = True

[Save Close Document Window] Assembly File Name = ASSaveClosePlugin.dll

[ASQuickDial] Assembly File Name = ASQuickDial.dll Toolbar Position = TopSecond

[ASDialEnhancement] Assembly File Name = ASDialEnhancement.dll UUI Format For Dial = UUI Format For Transfer = UUI Format For Conference = Insert UUI Only If Empty Dial = True Insert UUI Only If Empty Transfer = True Insert UUI Only If Empty Conference = True

[ASTimeInAUXDisplay] Assembly File Name = ASTimeInAUXDisplay.dll

[ASCustomRulesButtons] Assembly File Name = ASCustomRulesButtons.dll Toolbar Position = TopFirst Custom Rules Button 1 = CustomButton.WebText|SendText||Always|Both [RTC Plugin] Assembly File Name = ASRtcPlugin.dll Enable Error Logging = True Video Quality = 128

[Work Item Creation] Assembly File Name = ASWorkItemCreation.dll New Work Item Toolbar Position = TopSecond

[Auto Text] Assembly File Name = ASAutoTextPlugin.dll Auto Text Toolbar Position = Bottom Work Code Toolbar Position = Bottom Enable Auto Text Preview = True Auto Text Preview Delay Seconds = 3 Voice Work Code File Name =

[CallInfo.A] Assembly File Name = VoiceWorkItemInfoPlugin.dll Enable Error Logging = True Panel Position = 1

[CallInfo.B] Assembly File Name = VoiceWorkItemInfoPlugin.dll Enable Error Logging = True Panel Position = 2

[CallInfo.C] Assembly File Name = VoiceWorkItemInfoPlugin.dll Enable Error Logging = True Panel Position = 3

[CallInfo.D] Assembly File Name = VoiceWorkItemInfoPlugin.dll Enable Error Logging = True Panel Position = 4

[Close Suspend Work Item] Assembly File Name = ASWorkItemCloseSuspendPlugin.dll Toolbar Position = TopFirst

[Customized Forms] Assembly File Name = ASCustomizedFormsPlugin.dll

PG; Reviewed: SPOC 7/5/2016 Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. [Desktop Utility] Assembly File Name = ASDesktopUtilityPlugin.dll Auto Accept Non Voice Interactions = False

[Directory] Enable Error Log = TrueAssembly File Name = ASDirectoryPlugin.dll Database Name = ASContact Database User Name = ASContact Database User Password = %%ENCRYPTED("814B1286E330AF5441440AE6BD6D5F7B29D7") Database Server Name = Column Caption = Column Width = Enable Smart Search = True Enable Initial Default Search = False Column Display ID = 1Match Rating = 1Default Search Criteria = Identify On Startup = True Identify On Station Monitor = Always Identify On Agent Login = Always Contact Station Field Name = BusinessPhone Contact Agent ID Field Name = OtherPhone

[Email]

Assembly File Name = ASEmailPlugin.dll Enable Error Logging = True Always Open Attachments = False Enable External Application = False External Application File Name = XML File Name = Toolbar Position = TopSecond Last Add Attachment Path = Last Save Attachment Path =

[External Application Container] Assembly File Name = ASExternalApplicationContainer.dll External Application Sections = External Application 1,External Application 2 Incoming Call Default Application Section = [External Application 1] Display Delay Interval Seconds = 4 Display In Tool Window = False Allow Tool Window To Dock Bottom = False Allow Tool Window To Dock Top = True Allow Tool Window To Dock Left = False Allow Tool Window To Dock Right = True External Application Name = iexplore.exe External Application Command Line = -noframemerging www.webtext.com Title Text = IEAllow To Close = TrueLaunch Application When Host Started = True Incoming Call VDN List = Icon File Full Path = ExternalApp.ICO Tool Window Key = Focus Application When Window Selected = False [External Application 2] Display Delay Interval Seconds = 2Display In Tool Window = False Allow Tool Window To Dock Bottom = True Allow Tool Window To Dock Top = False Allow Tool Window To Dock Left = False Allow Tool Window To Dock Right = True External Application Name = External Application Command Line = Title Text = My Application Allow To Close = False Launch Application When Host Started = False Incoming Call VDN List = Icon File Full Path = ExternalApp.ICO Tool Window Key = Focus Application When Window Selected = False [External Application Execute] Assembly File Name = ASExternalApplicationExecutePlugin.dll Enable Error Logging = True Enable External Application = False External Application File Name = notepad.exe XML File Path = C:\Program Files (x86)\Avaya Avaya Aura CC Elite Multichannel\Desktop\CC Elite Multichannel Desktop\WorkItemXML XML File Name = WorkItemData.xml

Delete XML Files On Exit = True

[IClarity] Assembly File Name = ASGUIHIClarityPlugin.dll Enable Error Logging = True Login Automatically = False Show Toolbar Buttons = True Toolbar Position = Bottom Overwrite = False Play Greeting Automatically = False Record File Name = Play File Name = [IDS View Client] Assembly File Name = ASGUIHIDSViewClientPlugin.dll Enable Error Logging = True Enable Trace = False Receive By Multicast = True Server Instance ID = 8ad91523-0700-468a-9efd-56dc59e07ca8 Server Instance Type = 2d306fbb-f4e1-4e88-8469-7486969ec58c Multicast IP = 239.29.9.67Multicast Port = 29084IDS View URL = gtcp://IDSViewServerName:29076/InteractionDataServiceView.rem

[Media Controller] Enable Error Log = True Assembly File Name = ASMediaController.dll Media Director IP = 10.10.40.65 Media Director Port = 29087 Media Proxy IP = localhost Media Proxy Port = 29079 Connect To Media Director When Agent Logs In = True Channel Type = gtcp Media Store List = Enable Connecting = True Media Director IP Secondary = Media Director Port Secondary = 29087 Login To Media Director = True

[Presence] Assembly File Name = ASPresence2Plugin.dll Enable Error Logging = True Presence Display Mode = Normal Maximum Tabbed Groups = 20 Maximum Group Members = 50 Group Contact ID = Station DN Column Name In Database = BusinessPhone Agent ID Column Name In Database =

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[Preview Contact] Enable Error Logging = False Assembly File Name = ASPreviewContactPlugin.dll Enable External Application = False External Application File Name = XML File Name = Top Panel Height = 350 Allow Value Editing = True

[Printing] Assembly File Name = ASPrintingPlugin.dll Toolbar Position = TopFirst Print From HTML File = False Print Session Notes = True

[Rules] Assembly File Name = ASRulesPlugin.dll Error Log File Path = .\ Error Log Level = 1Rules Engine File Name = .\ASGRules.dll Show Rules Option On Tools Menu = 1Rule1 = When CustomButton.WebText Always Do ReturnEvent Container.LaunchNewExternalApplicationWindow.externalAppConfigSectionName=External Application 1, external AppCommandLine = - no framemerging - k http://ccutilsus.webtext.com/scrpop/pop.html?auth=dbtjx64Fpdts967K&dest=%CallerDN%&dia led=%CalledDN%&agentID=%AgentID% Then Continue Else Stop Rule2 = When CustomButton.Demo Always Do Open iexplore.exe,www.google.com Then Continue Else Stop Rule3 = When Voice.WIDelivered Always Do ReturnEvent Container.LaunchNewExternalApplicationWindow,externalAppConfigSectionName=External Application 1, external AppCommandLine = - no framemerging http://ccutilsus.webtext.com/scrpop/pop.html?auth=dbtjx64Fpdts967K&dest=%CallerDN%&dia led=%CalledDN%&agentID=%AgentID% Then Continue Else Stop

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[Session Notes] Assembly File Name = ASSessionNotesPlugin.dll Enable Error Logging = True Enable Automatic Saving = True Auto Save Interval Minutes = 5 File Location = C:\Users\Administrator\Documents Spell Check As You Type = False

[Simple Messaging] Assembly File Name = ASSimpleMessagingPlugin.dll Enable Error Logging = True Active Window On Work Item Accepted = True Enable External Application = False External Application File Name = XML File Name = Close Simple Message Window Interval Seconds = 10 Spell Check As You Type = True Activity Indication Type = Scroll Activity Indication Interval Milliseconds = 1000 Agent Specific Welcome Message = Toolbar Position = TopFirst

[Spell Checker] Assembly File Name = ASSpellCheckerPlugin.dll Enable Error Log = True Toolbar Position = Bottom User Dictionary File = ./Dict/CCE.dic Allow To Add New Words = True Spell Check As You Type = True Use External Dictionaries = False External Dictionary = Language Parser = ENGLISH

[Telephony] Assembly File Name = ASGUIHTelephonyPlugin.dll Enable Error Logging = True Enable Trace = False Primary XML Server IP = 10.10.40.65 Primary XML Server Port = 29096 Primary Link Name = AVAYA#CM70VMPG#CSTA-S#AES70VMPG Secondary XML Server IP = Secondary XML Server Port = 29096 Secondary Link Name = Station DN = 7100 Poll Agent Status = False Poll Send All Call Status = True

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Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. Poll Call Forward Status = True Poll Message Waiting Status = True Polling Agent Interval Seconds = 60 Polling Station Interval Seconds = 60 Reconnect Interval Seconds = 15 Fire Call Cleared Event For Transfer = False Fire Call Cleared Event For Conference = False

[User]

Assembly File Name = ASGUIHUserPlugin.dll Enable Error Logging = True Toolbar Position = TopFirst Use Force Reason Code For Logout = False Use Force Reason Code For AUX = False Use Advanced Login Style = False Agent ID = 7700Agent Password = % % ENCRYPTED("814B1286E330AF5441447897CB0C") Available Mode = 0Login Mode = 0Voicemail DN = Call Forward DN = Logout Reason Code Settings = False Logout Reason Code = Aux Reason Code Settings = False Aux Reason Code = Allow User Selected Work Mode = False Display ACW Button = True Display AUX Button = True Disable ACW Button When In ACW State = False Disable AUX Button When In AUX State = False Default Logout Reason Code = 0Default AUX Reason Code = 0Agent ID History = On Request MCH Enabled = False

[Voice] Assembly File Name = ASGUIHVoicePlugin.dll Enable Error Logging = True Toolbar Position = TopFirst Make Call Active When Work Item Tab Clicked = True Automatically Hold Active Call On Dial = True Lock Window Layout = False Bring Forward Work Item If Call Answered By Other Means = False Drop Phantom Call(s) When Application Closes = True Enable Smart Dial = False Dial Local Area Code = False

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Dial Outside Line Access Code = False International Access Code = Long Distance Access Code = Outside Line Access Code = Minimum Length For Outside Call = 0Local Exchange Codes That Require Long Distance Access Code = Local Country Code = Local Area Codes = Maximum Items In Dialed Numbers List = 20Dial Numbers List = Use Inbound UUI On Conference = False Use Inbound UUI On Transfer = False Clear Number On Dial = False Enable External Application = False External Application File Name = False XML File Name = Close Voice Work Item Window On Call Dropped = True Pop Up Dialog On Call Released = False Release Button Action For 2Party = DropCall Release Button Action For Conference = ReleaseCall Top Left Width = 1038Top Left Height = 454Top Right Width = 203Top Right Height = 200Bottom Left Width = 200Bottom Left Height = 203Bottom Right Width = 203Bottom Right Height = 203[Wallboard] Assembly File Name = ASWallboardPlugin.dll Enable Error Logging = False Marquee Style = RightToLeft Marquee Speed = Medium Text Size = 16Text Color = -16777216 Background Color = -1Time Display Style = MinutesAndSeconds Agent List = Agent ID Display Order = Agent Name Display Order = Agent Device Display Order = Agent Split Skill Display Order = Agent State Display Order = Agent Work Mode Display Order = Agent Talk State Display Order =

Agent Reason Code Display Order = Agent Pending Work Mode Display Order = Agent Calls Per Hour Display Order = Agent Average Talk Time Display Order = Agent Average AUX Time Display Order = Agent Average Available Time Display Order = Agent Average ACW Time Display Order = Agent Shift Average AUX Time Display Order = Agent Shift Average ACW Time Display Order = Agent Shift Average Available Time Display Order = Agent Shift Average Talk Time Display Order = Agent Shift Total Calls Display Order = Agent ID Display Text = Agent Name Display Text = Agent Device Display Text = Agent Split Skill Display Text = Agent State Display Text = Agent Work Mode Display Text = Agent Talk State Display Text = Agent Reason Code Display Text = Agent Pending Work Mode Display Text = Agent Calls Per Hour Display Text = Agent Average Talk Time Display Text = Agent Average AUX Time Display Text = Agent Average Available Time Display Text = Agent Average ACW Time Display Text = Agent Shift Average AUX Time Display Text = Agent Shift Average Available Time Display Text = Agent Shift Average ACW Time Display Text = Agent Shift Average Talk Time Display Text = Agent Shift Total Calls Display Text = VDN List = VDN Display Order = VDN Name Display Order = VDN Calls Waiting Display Order = VDN Longest Call Display Order = VDN Average Talk Time Display Order = VDN Average Wait Time Display Order = VDN Abandoned Calls Display Order = VDN Average Abandon Time Display Order = VDN Shift Abandoned Calls Display Order = VDN Shift Average Abandon Time Display Order = VDN Shift Average Talk Time Display Order = VDN Shift Average Wait Time Display Order = VDN Shift Service Level Display Order = VDN Shift Total Calls Display Order =

VDN Display Text = VDN Name Display Text = VDN Calls Waiting Display Text = VDN Longest Call Display Text = VDN Average Talk Time Display Text = VDN Average Wait Time Display Text = VDN Abandoned Calls Display Text = VDN Average Abandon Time Display Text = VDN Shift Abandoned Calls Display Text = VDN Shift Average Abandon Time Display Text = VDN Shift Average Talk Time Display Text = VDN Shift Average Wait Time Display Text = VDN Shift Service Level Display Text = VDN Shift Total Calls Display Text = Queue List = Queue ID Display Order = Queue Name Display Order = Queue Agents Staffed Display Order = Queue Agents Available Display Order = Queue Interactions Waiting Display Order = Queue Oldest Interaction Display Order = Queue Total Interactions In Progress Display Order = Queue Total Interactions Arrived Display Order = Queue Tot Ints Arrived This Interval Disp Order = Queue Tot Ints Arrived This Hour Disp Order = Queue Tot Ints Arrived Last Hour Disp Order = Queue Total Interactions Suspended Display Order = Queue Tot Ints Suspended This Interval Disp Order = Queue Average Wait Time Display Order = Queue Average Handle Time Display Order = Queue Total Abandoned Interactions Display Order = Queue Average Abandon Time Display Order = Queue Shift Abandoned Calls Display Order = Queue Shift Average Abandon Time Display Order = Queue Shift Average Talk Time Display Order = Oueue Shift Average Wait Time Display Order = Queue Shift Service Level Display Order = Queue Shift Total Calls Display Order = Queue ID Display Text = Queue Name Display Text = Queue Agents Staffed Display Text = Queue Agents Available Display Text = Queue Interactions Waiting Display Text = Queue Oldest Interaction Display Text = Queue Total Interactions In Progress Display Text = Oueue Total Interactions Arrived Display Text =

Queue Tot Ints Arrived This Interval Disp Text = Queue Tot Ints Arrived This Hour Disp Text = Queue Tot Ints Arrived Last Hour Disp Text = Queue Total Interactions Suspended Display Text = Queue Tot Ints Suspended This Interval Disp Text = Queue Average Wait Time Display Text = Queue Average Handle Time Display Text = Queue Total Abandoned Interactions Display Text = Queue Average Abandon Time Display Text = Queue Shift Abandoned Calls Display Text = Queue Shift Average Abandon Time Display Text = Queue Shift Average Talk Time Display Text = Queue Shift Average Wait Time Display Text = Queue Shift Service Level Display Text = Queue Shift Total Calls Display Text = Agent Display Always = True VDN Display Always = True Queue Display Always = True Alert Names = Alert Level =Alert Weight = Alert Background Color = Alert Text Color = Alert Marquee Style = Alert Agent Average ACW Time = Alert Agent Average AUX Time = Alert Agent Average Available Time = Alert Agent Average Talk Time = Alert Agent Calls Per Hour = Alert Agent Shift Average ACW Time = Alert Agent Shift Average AUX Time = Alert Agent Shift Average Available Time = Alert Agent Shift Average Talk Time = Alert Agent Shift Total Calls = Alert VDN Calls Waiting = Alert VDN Longest Call = Alert VDN Average Talk Time = Alert VDN Average Wait Time = Alert VDN Abandoned Calls = Alert VDN Average Abandon Time = Alert VDN Shift Abandoned Calls = Alert VDN Shift Average Abandon Time = Alert VDN Shift Average Talk Time = Alert VDN Shift Average Wait Time = Alert VDN Shift Service Level = Alert VDN Shift Total Calls =

Alert Queue Agents Staffed = Alert Queue Agents Available = Alert Queue Interactions Waiting = Alert Queue Oldest Interaction = Alert Queue Total Interactions In Progress = Alert Queue Total Interactions Arrived = Alert Queue Tot Ints Arrived This Interval = Alert Queue Tot Ints Arrived This Hour = Alert Queue Tot Ints Arrived Last Hour = Alert Queue Total Interactions Suspended = Alert Queue Tot Ints Suspended This Interval = Alert Queue Average Wait Time = Alert Queue Average Handle Time = Alert Queue Total Abandoned Interactions = Alert Queue Average Abandon Time = Alert Queue Shift Abandoned Calls = Alert Queue Shift Average Abandon Time = Alert Queue Shift Average Talk Time = Alert Queue Shift Average Wait Time = Alert Queue Shift Service Level = Alert Oueue Shift Total Calls = Connect to IDS View = True Suppress IDS connection messages = False

[Work Item Alert] Assembly File Name = ASWorkItemAlertPlugin.dll Enable Error Logging = True Display Seconds = 10 Display When Host Visible = True Display When Host Invisible = True Left Position = 0 Top Position = 0 Enable Alert = True Alert File = Notify.wav

[Work Item History] Assembly File Name = ASWorkItemHistoryPlugin.dll Retrieve Conversation History = True Retrieve Interaction History = True Retrieve History Days Old = 30 Allow Search Other Agents = False Search Agent History Days Old = 1 Search Agent History Maximum Returned = 100 Retrieve History Maximum Returned = 100 [Work Item Notes] Enable Error Logging = True Assembly File Name = ASWorkItemNotesPlugin.dll Enable Check As Type = True Allow Deletion Of Old Notes = True Allow Edition Of Old Notes = True

[Microsoft Dynamics CRM Gui Plugin] Assembly File Name = ASMSCRMGuiPlugin.dll Enable Error Logging = True Microsoft Dynamics CRM Server Name = http://yourservername:5555 Microsoft Dynamics CRM CrmService URL = http://YourServerName:5555/mscrmservices/2007/crmservice.asmx Microsoft Dynamics CRM MetadataService URL = http://YourServerName:5555/mscrmservices/2007/metadataservice.asmx Microsoft Dynamics CRM Login Use Default Credentials = True Microsoft Dynamics CRM Login User Name = Microsoft Dynamics CRM Login User Password = %%ENCRYPTED("814B1286E330AF544144") Microsoft Dynamics CRM Domain Name = Microsoft Dynamics CRM Start Page = loader.aspx Inbound Contact Identification = 1 Inbound Email Enabled = True Inbound Preview Contact Enabled = True Inbound Simple Messaging Enabled = True Inbound Voice Enabled = True Contact Database Lookup No Match Action = 2 Contact Database Lookup Single Match Action = 1 Contact Database Lookup Multiple Match Action = 1 Microsoft Dynamics CRM Account Lookup Fields = telephone1,telephone2,emailaddress1 Microsoft Dynamics CRM Account Lookup No Match Action = 1 Microsoft Dynamics CRM Account Lookup Single Match Action = 1 Microsoft Dynamics CRM Account Lookup Multiple Match Action = 1 Microsoft Dynamics CRM Contact Lookup Fields = telephone1,telephone2,mobilephone,emailaddress1 Microsoft Dynamics CRM Contact Lookup No Match Action = 2 Microsoft Dynamics CRM Contact Lookup Single Match Action = 1 Microsoft Dynamics CRM Contact Lookup Multiple Match Action = 1 Microsoft Dynamics CRM Organization Name =

[Python Breakout] Assembly File Name = ASPythonBreakoutPlugin.dll Python Library Path = Show IronPython Option On Tools Menu = True

Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. [Html Editor Provider] Assembly File Name = ASGUIHHtmlEditorProviderPlugin.dll Enable Error Logging = True Show Toolbar Options = True Show Toolbar Buttons = True Toolbar Position = TopSecond Show NewFile Button = True Show Open Button = True Show Save Button = True Show Print Button = True Show Cut Button = True Show Copy Button = True Show Paste Button = True Show Bold Button = True Show Italic Button = True Show UnderScore Button = True Show FontColor Button = True Show ForegroundColor Button = True Show BackgroundColor Button = False Show Heading Button = True Show NumberList Button = True Show BulletsList Button = True Show Image Button = False Show Table Button = True Show HyperLink Button = True Show AlignLeft Button = True Show AlignCenter Button = True Show AlignRight Button = True Show AlignJustify Button = True Show Font Selection = True Show FontSize Selection = True Show HighlightColor Button = True Show Heading Selection = True Show Undo Button = True Show Redo Button = True Show Indent Button = True Show Outdent Button = True Show InsertHorizontalRule Button = True Show Strike Button = True Show Superscript Button = True Show Subscript Button = True Show BodyStyle Button = True

[Template] Assembly File Name = ASGUIHTemplatePlugin.dll Enable Error Logging = True Temp Template Folder = C:\Program Files (x86)\Avaya\Avaya Aura CC Elite Multichannel\Desktop\CC Elite Multichannel Desktop\temp\

[Replay Recording] Assembly File Name = ASReplayRecordingPlugin.dll

[Shortcut Keys] Email.Save = Email.Reply = Alt,REmail.ReplyAll = Email.Forward = Email.ForwardToRE = Email.Send = Alt,SEmail.Attach = Alt,CSpellChecker.CheckSpelling = F7 Voice.Dial = Control,Home Voice.SendDTMF = Voice.Answer = Voice.Hold = Control,PageDown Voice.Unhold = Control,PageUp Voice.DropMe = Control,Delete Voice.Release = Control,End Voice.BlindTransfer = Control,Shift,O Voice.ConsultTransfer = Control,Q Voice.CompleteTransfer = Alt,Q Voice.AbortTransfer = Alt,Shift,Q Voice.BlindConference = Control,Shift,A Voice.ConsultConference = Control,A Voice.CompleteConference = Alt,A Voice.AbortConference = Alt,Shift,A IClarity.Login = Control,F8 IClarity.Logoff = Control,F9 IClarity.VolumeSettings = IClarity.AudioOptions = IClarity.AudioMonitor = IClarity.LoginSettings = IClarity.LoginStatus = IClarity.Contents = IClarity.About = User.Login = F8User.Logout = F9User.AUX = F10User.ACW = F11

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User.Available = F12 User.AvailableAutoIn = User.AvailableManualIn = User.Voicemail = User.CallForward = User.SendAllCalls = Print.Print = Control,P

[CallRecordingServer] Primary Server IP = 10.10.40.65 Primary Server Port = 29120

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