



Avaya Solution & Interoperability Test Lab

Application Notes for IniSoft synTelate Web Agent 1.0 with Avaya Proactive Contact 4.1 using Avaya PG230 Digital Switch - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for IniSoft synTelate Web Agent 1.0 to successfully interoperate with Avaya Proactive Contact 4.1 using Avaya PG230 Digital Switch. Inisoft synTelate Web Agent provides secure integration with Avaya Proactive Contact 4.1 from the web browser and it consist of Web Server, Web Agent Connection Service, Web Agent License Service, Desktop Component, synTelate Designer, Campaign Compiler and Database. IniSoft synTelate Web Agent 1.0 was compliance tested against Avaya Proactive Contact 4.1 using Avaya PG230 Digital Switch.

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

1. Introduction

These Application Notes describe a compliance tested configuration comprised of Avaya Proactive Contact 4.1 using Avaya PG230 Digital Switch (also known as hard dialer) and Inisoft synTelate Web Agent 1.0. Inisoft synTelate Web Agent provides secure integration with Proactive Contact from the web browser. It consists of a number of major architectural components as listed below:

- Desktop Component
- Web Server
- Web Agent Connection Service
- Web Agent License Service
- Designer
- Campaign Compiler
- Database

Desktop Component

Inisoft synTelate Web Agent uses a Desktop Component to provide a communication channel between Proactive Contact and the agent's browser. The Desktop Component opens a socket on the agent's PC and listens for any incoming data from Proactive Contact via the Web Agent Connection Service. The installation file for the Desktop Component is hosted on the Web Server and agents will be prompted to download and install it when they log in for the first time.

Web Server

The Web Server requires installation of the .NET Framework 3.5 SP1 to be performed before the installation of the synTelate Web Agent. The recommended hardware configuration for synTelate Web Agent is to host the Web Server, the Web Agent Connection Service and the Database server on separate machines.

Web Agent Connection Service

The Web Agent Connection Service is a Windows Service that handles all communication with Proactive Contact using SSL. When an agent logs in, the Web Agent Connection Service establishes an SSL connection with Proactive Contact and maintains this connection on behalf of the agent for as long as it is required. Each request from the agent's browser is marked with the agent's login details so the correct connection is used to send commands to Proactive Contact.

Web Agent License Service

The Web Agent License Service is a lightweight windows service that checks and monitors license usage for agents logging in to synTelate Web Agent.

Designer

The synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens.

Campaign Compiler

The Campaign Compiler is used to generate all web pages and programming logic required for synTelate campaigns to run.

Database

The synTelate Database consists of client records that are used during inbound and outbound campaigns which are imported from Avaya hard dialer.

1.1. Interoperability Compliance Testing

The compliance testing examined the synTelate Web Agent application interoperability with Avaya hard dialer to handle Outbound, Managed, Inbound and Intelligent Call Blending (ICB) campaigns.

Outbound campaign focuses only on outbound calls initiated by the dialer. Managed campaign is a special type of outbound campaign where the agent releases the call to be dialed after reviewing the customer information. Inbound campaign focuses on the inbound calls initiated by the customer. ICB campaign can handle both outbound and inbound calls but it focuses on outbound calls. Inbound calls for ICB are delivered to the agent using Avaya hard dialer.

The following features on the synTelate Web Agent were tested:

- Login / Logout
- Ready / Not Ready
- Join Job / Leave Job
- Finish Call
- Release Call
- Call Back
- Agent Owned Recall
- Release Line with Message
- Hold /Retrieve
- Manual Call
- Preview Call
- Native Voice and Data Transfer: Supervised Transfer, Supervised Transfer and Retrieve, Supervised Conference, Unsupervised Transfer
- Job Linking
- Job Transfer
- Job End
- Send Message

Note: When agent logs into synTelate Web Agent application, it is initially authenticated against Microsoft Active Directory and subsequently it is authenticated against Avaya Proactive Contact.

1.2. Support

Technical support for the synTelate Web Agent is available as follows:

- Telephone Help Desk - +44 (0)141 552 8800 or 0800 052 1015
- Web - <http://inisoft.co.uk/support.html>.

2. Reference Configuration

Figure 1 shows the setup used for the compliance test.

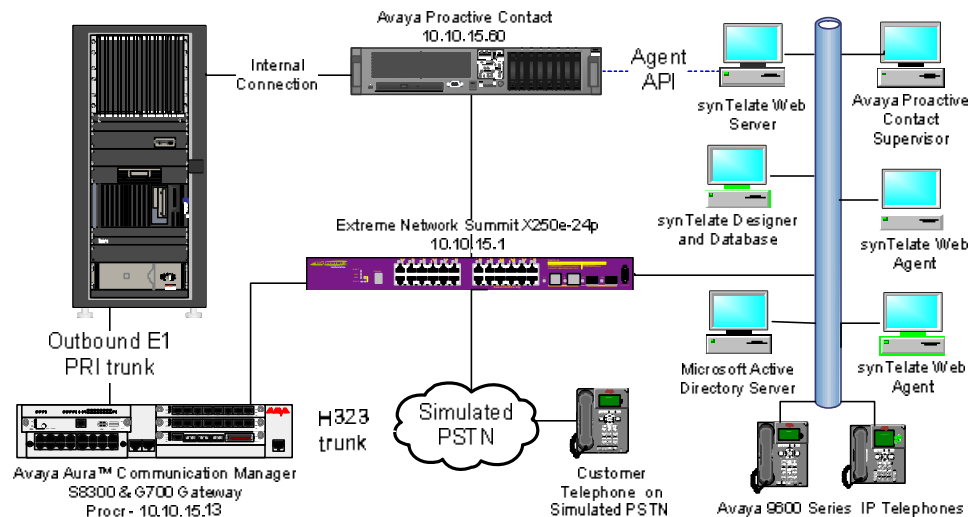


Figure 1: Avaya Proactive Contact 4.1 using Avaya PG230 Digital Switch and synTelate Web Agent Configuration

3. Equipment and Software Validated

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

Equipment/Software	Software Version
Avaya Proactive Contact Server on HP Proliant DL385G2 using PG230 Digital Switch	Avaya Proactive Contact 4.1
Avaya Proactive Contact Agent API	4.1 (Moagent32.dll)
Avaya G700 Media Gateway with Avaya S8300 Media Server	Avaya Aura™ Communication Manager 5.2 Service Pack 02.0.947.3-17294
Extreme Network Summit X250e-24p Switch	12.0.3.16
Microsoft Active Directory and DNS Server	Microsoft Windows Server 2003 R2 Enterprise Edition Service Pack 2
Avaya 9620 and 9630 IP Telephones	3.0
Web Browser	Internet Explorer 7.0
synTelate Web Agent	1.0 on Windows XP SP2 and .NET Framework 3.5 SP1
synTelate Database	Microsoft SQL 2005 on Windows XP SP2

4. Configure Avaya Proactive Contact

These Application Notes assume that the interface between Avaya PG230 Digital Switch, Avaya Proactive Contact 4.1 has been configured and is operational. Refer to Avaya Documentation [2], [3], [4] and [5] for configuration instructions.

The following campaign types were configured on Avaya Proactive Contact 4.1:

- Outbound Calls
- Managed Calls
- Inbound Calls
- Intelligent Call Blending

The following features were configured on Avaya Proactive Contact 4.1. Refer to [2] and [3] for reference.

- Completion Codes
- Recall (Callback)
- Agent Owned Recall using Shadow Jobs
- Auto wrap
- Job Linking
- Native Voice and Data Transfer
- Message playback to customers

The screen shots below for Avaya PG230 Digital Switch Ports and Avaya Proactive Contact Configuration Files are displayed as a reference for configuring ports on Avaya Aura™ Communication Manager.

4.1. Avaya PG230 Digital Switch Ports

Start telnet session to Avaya PG230 Digital Switch and login to the system using an appropriate username and password. In the **Administration Main Menu** screen, enter selection **A** for **Data Base Administration Menu** and press Enter. In the **Data Base Administration Menu** screen, enter selection **B** for **Resource Group Summary** (not shown) and press Enter. The **Resource Group Summary** is displayed as shown below.

R E S O U R C E G R O U P S U M M A R Y													
NO	NAME	HUNT TYPE	PORT CNT	THRESHOLDS			NO	NAME	HUNT TYPE	PORT CNT	THRESHOLDS		
				RHUNT	BUSY	DSP					RHUNT	BUSY	DSP
1	lpvc	CYCLIC	128	0	0	—	17			0	0	0	—
2	ecpa	CYCLIC	192	0	0	—	18			0	0	0	—
3	dcc/ecc	CYCLIC	128	0	0	—	19			0	0	0	—
4			0	0	0	—	20			0	0	0	—
5			0	0	0	—	21			0	0	0	—
6			0	0	0	—	22			0	0	0	—
7			0	0	0	—	23			0	0	0	—
8			0	0	0	—	24			0	0	0	—
9			0	0	0	—	25			0	0	0	—
10	outbound	CYCLIC	10	0	0	—	26			0	0	0	—
11	inbound	CYCLIC	5	0	0	d	27			0	0	0	—
12	transfer	CYCLIC	5	0	0	—	28			0	0	0	—
13			0	0	0	—	29			0	0	0	—
14			0	0	0	—	30			0	0	0	—
15	agents	CYCLIC	5	0	0	—	31			0	0	0	—
16			0	0	0	—	32			0	0	0	—

On the **Resource Group Summary** screen use ctrl+n to get to the **inbound** row, enter any character in the **DSP** column for the **inbound**, for example enter **d** and then press Enter. The screen below displays configured **inbound ports** (18-22) on the PG230 Digital Switch. These ports correspond to the ports of the inbound trunk group configured on Communication Manager in **Section 5.1**.

R E S O U R C E G R O U P C O N F I G U R A T I O N															
RESOURCE GROUP - #11								NAME - inbound							
PORT		LOCATION				PORT		LOCATION							
POS	NAME	R	L	S	P	POS	NAME	R	L	S	P				
---	-----	-	-	---	---	---	-----	-	-	---	---				
1		1	1	21-4	22	---	---	-	-	---	---				
2		1	1	21-4	21	---	---	-	-	---	---				
3		1	1	21-4	20	---	---	-	-	---	---				
4		1	1	21-4	19	---	---	-	-	---	---				
5		1	1	21-4	18	---	---	-	-	---	---				
---	---	-	-	---	---	---	---	-	-	---	---				
---	---	-	-	---	---	---	---	-	-	---	---				
---	---	-	-	---	---	---	---	-	-	---	---				
---	---	-	-	---	---	---	---	-	-	---	---				
---	---	-	-	---	---	---	---	-	-	---	---				
---	---	-	-	---	---	---	---	-	-	---	---				
---	---	-	-	---	---	---	---	-	-	---	---				
---	---	-	-	---	---	---	---	-	-	---	---				
ADD/DELETE/CARD (A/D/C) _ POS _ R L S P _ _ _															

4.2. Avaya Proactive Contact Configuration Files

The **dgswitch.cfg** file is automatically configured by running **dg_import** command. The format used is based on the location of the ports in the PG230 Digital Switch; therefore Proactive Contact is configured with the same number of **Inbound Ports** as the number of inbound lines on the PG230 Digital Switch. The inbound ports configured on Proactive Contact correspond to the ports of the inbound trunk group configured on Communication Manager in **Section 5.1**. The **dgswitch.cfg** file is located in the /opt/avaya/pds/config directory.

```
#Headset Ports
H:1:361:1::#H:15:1:1-1-21-4-2
H:2:362:1::#H:15:1:1-1-21-4-3
H:3:363:1::#H:15:1:1-1-21-4-4
H:4:364:1::#H:15:1:1-1-21-4-5
H:5:365:1::#H:15:1:1-1-21-4-6
#Outbound Ports
N:1:366:1::#O:10:1:1-1-21-4-7
N:2:367:1::#O:10:1:1-1-21-4-8
N:3:368:1::#O:10:1:1-1-21-4-9
N:4:369:1::#O:10:1:1-1-21-4-10
N:5:370:1::#O:10:1:1-1-21-4-11
N:6:371:1::#O:10:1:1-1-21-4-12
N:7:372:1::#O:10:1:1-1-21-4-13
N:8:373:1::#O:10:1:1-1-21-4-14
N:9:374:1::#O:10:1:1-1-21-4-15
N:10:375:1::#O:10:1:1-1-21-4-16
#Inbound Ports
N:11:377:1::#I:11:1:1-1-21-4-18
N:12:378:1::#I:11:1:1-1-21-4-19
N:13:379:1::#I:11:1:1-1-21-4-20
N:14:380:1::#I:11:1:1-1-21-4-21
N:15:381:1::#I:11:1:1-1-21-4-22
#Transfer Ports
T:1:12:1::#T:12:1:1-1-21-4-1
```

The **master.cfg** file sets the basic parameters for the operation of Proactive Contact. Following parameters were configured in the master.cfg file located in the opt/avaya/pds/etc directory.

- **CALL_BLENDED** – set to **NO**. This parameter is for configuring Predictive Agent Blending or Proactive Agent Blending
- **INBNDSYS** – set to **YES** for Intelligent Call Blending
- **LINEASSIGN** – set to the port numbers of the inbound trunk lines as configured in dgswitch.cfg and on PG230 Digital Switch
- **OPLIMIT** - set to the number of inbound and blending agents configured on Proactive Contact
- **PORTS** – set to the total number of trunk lines. In the sample configuration, the total number of trunk lines was **15** (10 for outbound and 5 for inbound)

```
CALL_BLENDED : NO
INBNDSYS: YES
LINEASSIGN:REG,O=1-10;INB,I=11-15
OPLIMIT:O=5,I=5,B=5,P=5,M=5
PORTS:15
```


5. Configure Communication Manager

The basic configuration of Communication Manager is beyond the scope of these Application Notes. This section provides the procedures for verifying and configuring Communication Manager with PG230 Digital Switch. The following was configured:

- E1 trunk on Communication Manager to PG230 Digital Switch
- Inbound Calls Routing to PG230 Digital Switch
- Stations for the Agent Headsets

Configuration in the following sections is only for the fields where a value needs to be entered or modified. Default values are used for all other fields. These steps are performed from the Communication Manager System Access Terminal (SAT) interface and all changes are saved by entering the **save translation** command. Refer to [1] for additional details.

5.1. E1 Trunk on Communication Manager to PG230 Digital Switch

An E1 QSIG trunk was configured between Communication Manager and PG230 Digital Switch for Agent Headsets (Dial Back), Outbound, Inbound and Transfer calls. The physical link was between the PG230 Digital Switch and the DS1 board on G700 Media Gateway. Enter the **add ds1 xxxx** command, where **xxxx** is the location of the DS1 circuit pack. Configure the following:

- **Name** – set to any descriptive string value, in this case, it was **CM-PG230**
- **Bit Rate** – set to **2.048**
- **Line Coding** – set to **hdb3**
- **Signaling Mode** set to **isdn-pri**
- **Connect** – set to **pbx**
- **Interface** – set to **peer-master**
- **Peer Protocol** – set to **Q-SIG**
- **Interface Companding** – set to **alaw**

```
add ds1 001V2                                     Page 1 of 1
                                                    DS1 CIRCUIT PACK

      Location: 001V2                               Name: CM-PG230
      Bit Rate: 2.048                               Line Coding: hdb3

      Signaling Mode: isdn-pri
      Connect: pbx                                   Interface: peer-master
      TN-C7 Long Timers? n                           Peer Protocol: Q-SIG
      Interworking Message: PROgress                  Side: a
      Interface Companding: alaw                      CRC? y
      Idle Code: 01010100                            Channel Numbering: timeslot
                                                    DCP/Analog Bearer Capability: 3.1kHz

                                                    T303 Timer(sec): 4
                                                    Disable Restarts? n

      Slip Detection? y                             Near-end CSU Type: other
```

Configure a trunk group used for inbound calls. Enter the **add trunk-group n** command, where **n** is an available trunk group number. Configure the following on **Page 1**.

- **Group Type** – set to **isdn**
- **Group Name** – set to any descriptive string value, in this case, it was **QSIG to PG230 – Inbound**
- **TAC** – enter a Trunk Access Code that is valid in the provisioned dial plan
- **Carrier Medium** – set to **PRI/BRI**
- **Dial Access** – set to **y**
- **Service Type** – set to **tie**

```

add trunk-group 3                                     Page 1 of 21
                                     TRUNK GROUP

Group Number: 3                      Group Type: isdn          CDR Reports: y
  Group Name: QSIG to PG230 - Inbound  COR: 1                TN: 1          TAC: 103
    Direction: two-way                Outgoing Display? n    Carrier Medium: PRI/BRI
  Dial Access? y                     Busy Threshold: 255    Night Service:
Queue Length: 0
Service Type: tie                     Auth Code? n          TestCall ITC: rest
                                     Far End Test Line No:
TestCall BCC: 4

```

On **Page 2** of the trunk group configuration, specify the following:

- **Supplementary Service Protocol** - set to **b**
- **Disconnect Supervision**
 - **In** - set to **y**
 - **Out** - set to **y**

```

add trunk-group 3                                     Page 2 of 21
  Group Type: isdn

TRUNK PARAMETERS
  Codeset to Send Display: 6          Codeset to Send National IEs: 6
  Max Message Size to Send: 260      Charge Advice: none
  Supplementary Service Protocol: b   Digit Handling (in/out): enbloc/enbloc

  Trunk Hunt: cyclical

                                     Digital Loss Group: 13
Incoming Calling Number - Delete:    Insert:                      Format:
  Bit Rate: 1200                     Synchronization: async      Duplex: full
Disconnect Supervision - In? y      Out? y
Answer Supervision Timeout: 0
  Administer Timers? n               CONNECT Reliable When Call Leaves ISDN? n

```

Configure a Signaling Group for the previously configured DS1 board 001V2. Enter the **add signaling-group n** command, where **n** is an unused signaling group number. Configure the following on **Page 1**.

- **Group Type** – set to **isdn-pri**
- **Primary D-Channel** – enter the DS1 board number followed by 16
- **Trunk Group for Channel Selection** – enter the 1st trunk group number that was configured for DS1 board 001V2; in this case that was trunk group **1**
- **TSC Supplementary Service Protocol** – set to **b**

add signaling-group 1		Page 1 of 1	
SIGNALING GROUP			
Group Number: 1	Group Type: isdn-pri		
	Associated Signaling? y	Max number of NCA TSC: 0	
	Primary D-Channel: 001V216	Max number of CA TSC: 0	
		Trunk Group for NCA TSC: 1	
	Trunk Group for Channel Selection: 1		
	TSC Supplementary Service Protocol: b		

Enter the **change trunk-group n** command, where **n** is the trunk group number previously configured for inbound calls. On **Page 5**, configure **GROUP MEMBER ASSIGNMENTS** as follows:

- **Port** – enter the DS1 board number followed by the trunk member number. The ports configured on Communication Manager must be mapped to the ports configured on the PG230 Digital Switch.
- **Sig Grp** – enter the number of the signaling group configured for the DS1 board 001V2, in this case it is Signaling Group **1**.

change trunk-group 3				Page 5 of 21	
TRUNK GROUP					
Administered Members (min/max):				1/5	
GROUP MEMBER ASSIGNMENTS				Total Administered Members: 5	
	Port	Code Sfx	Name	Night	Sig Grp
1:	001V217	MM710			1
2:	001V218	MM710			1
3:	001V219	MM710			1
4:	001V220	MM710			1
5:	001V221	MM710			1
6:					

Note: There is different port numbering between PG230 Digital Switch and Communication Manager; therefore ports 18-22 on PG230 Digital Switch correspond to ports 17-21 on Communication Manager.

Repeat the above configuration steps in order to configure remaining trunk groups for Agent Headsets (Dial Back), Outbound and Transfer calls. For each trunk group make sure that the number of ports in GROUP MEMBER ASSIGNMENTS is correctly mapped to the number of ports configured on the PG230 Digital Switch. Also, for every trunk group, configure each port with signaling group 1.

Enter **list trunk-group** command, to list all trunk groups that were configured on the Communication Manager. Below is the list of all trunk groups that were configured for the E1 QSIG trunk between Communication Manager and PG230 Digital Switch.

list trunk-group											
TRUNK GROUPS											
Grp No.	TAC	Group Type	Group Name	No. Mem	TN	COR	CDR	Meas	Out Dsp	Que Len	
1	101	isdn	QSIG to PG230 - Headsets	5	1	1	y	none	y	0	
2	102	isdn	QSIG to PG230 - Outbound	10	1	1	y	none	n	0	
3	103	isdn	QSIG to PG230 - Inbound	5	1	1	y	none	n	0	
4	104	isdn	QSIG to PG230 - Transfer	5	1	1	y	none	n	0	

Note: Intelligent Call Blending on PG230 Digital Switch receives inbound calls through E1 ports of the inbound trunk group. In order to get inbound calls properly routed to Avaya PG230 Digital Switch, the following must be configured:

1. Inbound trunk group; in this case, it is trunk group 3 configured above.
2. Routing of the inbound calls to PG230 Digital Switch, described in **Section 5.2**

5.2. Inbound Call Routing to PG230 Digital Switch

Communication Manager was configured to route all inbound calls placed to the number 8000, to inbound trunk group on E1 trunk between Communication Manager and PG230 Digital Switch.

Enter the **change dialplan analysis** command. Configure Dialed String and Total Length according to the number used for inbound calls. Since number 8000 was used for inbound calls, **Dialed String** was set to **8** and **Total Length** was set to **4**. Configure **Call Type** as **aar**.

change dialplan analysis										Page	1 of 12
DIAL PLAN ANALYSIS TABLE											
Location: all											
Percent Full: 2											
Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type
1	3	dac									
2	3	ext									
25	4	udp									
3	3	udp									
5	4	ext									
6	3	ext									
7	3	ext									
8	4	aar									
#	2	fac									

Configure Route Pattern for the inbound trunk group 3 configured in **Section 5.1**. Enter the **change route-pattern n** command, where **n** is an unused route pattern number. Specify descriptive name for the **Pattern Name**, in this case, it was **To PG230 Inbnd** and configure **Grp No** with the inbound trunk group number that was previously created, which is **3**.

change route-pattern 3												Page	1 of	3		
Pattern Number: 3												Pattern Name: To PG230 Inbnd				
												Secure SIP? n				
Grp	FRL	NPA	Pfx	Hop	Toll	No.	Inserted						DCS/	IXC		
No			Mrk	Lmt	List	Del	Digits						QSIG			
												Dgts			Intw	
1: 3	0												n	user		
2:													n	user		

Enter **change aar analysis n** command, where **n** is the Dialed String for which the aar routing is being configured; in this case, it is 8. Specify **Dialed String** as **8**, **Total Min/Max** as the Total Length from the Dial Plan Analysis Table; in this case, it is **4**, **Route Pattern** as previously configured Route Pattern for inbound trunk group; in this case, it is **3** and **Call Type** as **aar**.

change aar analysis 8							Page	1 of	2
AAR DIGIT ANALYSIS TABLE									
Location: all							Percent Full:	2	
	Dialed	Total		Route	Call	Node	ANI		
	String	Min	Max	Pattern	Type	Num	Reqd		
8		4	4	3	aar		n		
8		7	7	254	aar		n		
9		7	7	254	aar		n		

Run **list aar route-chosen 8000#** in order to verify that correct routing will be selected by the Communication Manager when inbound call is placed to number 8000.

list aar route-chosen 8000#									
AAR ROUTE CHOSEN REPORT									
Location: all					Partitioned Group Number: 1				
Dialed String		Total Min Max		Route Pattern	Call Type	Node Number	Location		
8		4	4	3	aar		all		

Note: If the call is placed to number 8000 it will receive a busy tone until an Inbound job is started on the Proactive Contact and Agent joins the Inbound job.

5.3. Stations for the Agent Headsets

Enter the **change station n** command, where **n** is the extension of a Communication Manager station (IP telephone) used by synTelate Web Agent. On the **Page 2** of the **STATION** form, set **Auto Answer** to **all**.

change station 202		Page 2 of 5	
STATION			
FEATURE OPTIONS			
LWC Reception: spe	Auto Select Any Idle Appearance? n		
LWC Activation? y	Coverage Msg Retrieval? y		
LWC Log External Calls? n	Auto Answer: all		
CDR Privacy? n	Data Restriction? n		
Redirect Notification? y	Idle Appearance Preference? n		
Per Button Ring Control? n	Bridged Idle Line Preference? n		
Bridged Call Alerting? n	Restrict Last Appearance? y		
Active Station Ringing: single			
	EMU Login Allowed? n		
H.320 Conversion? n	Per Station CPN - Send Calling Number?		
Service Link Mode: as-needed	EC500 State: disabled		
Multimedia Mode: enhanced			
MWI Served User Type:	Display Client Redirection? n		
AUDIX Name:	Select Last Used Appearance? n		
	Coverage After Forwarding? s		
	Direct IP-IP Audio Connections? y		
Emergency Location Ext: 202	Always Use? n IP Audio Hairpinning? N		

Below is the list of all stations (IP telephones) that were configured on Communication Manager to be used by synTelate Web Agents.

list station									
STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ Jack		
202	S00006	Ext 202			1				
	9620		no			1			
203	S00007	Ext 203			1				
	9630		no			1			
204	S00008	Ext 204			1				
	9630		no			1			

6. Configure synTelate Web Agent

This section describes the steps for configuring synTelate Web Agent. Configuration in the following sections is only for the fields where a value needs to be entered or modified. Default values are used for all other fields. The following synTelate Web Agent configuration is described below:

- Configure hosts file
- Configure moagent32.ini file
- Configure Campaign
- Use synTelate Web Agent

6.1. Configure hosts file

The synTelate Web Agent checks the hosts file to obtain the IP address of the Proactive Contact. Configure the **hosts** file located in C:\WINDOWS\system32\drivers\etc directory and specify IP address and hostname for the Avaya Proactive Contact 4.1 as shown below:

```
127.0.0.1    localhost
```

```
10.10.15.60  PC4
```

6.2. Configure moagent32.ini file

The synTelate Designer checks the moagent32.ini file to obtain the IP address of Proactive Contact. Edit the **moagent32.ini** file located in C:\WINDOWS directory and configure **servername** parameter with **IP address** of the Proactive Contact in, and set **UseDIIDbs** to **0** as shown below:

```
[logon]
```

```
servername = 10.10.15.60
```

```
servicename = agent
```

```
portnumber = 22700
```

```
headset =
```

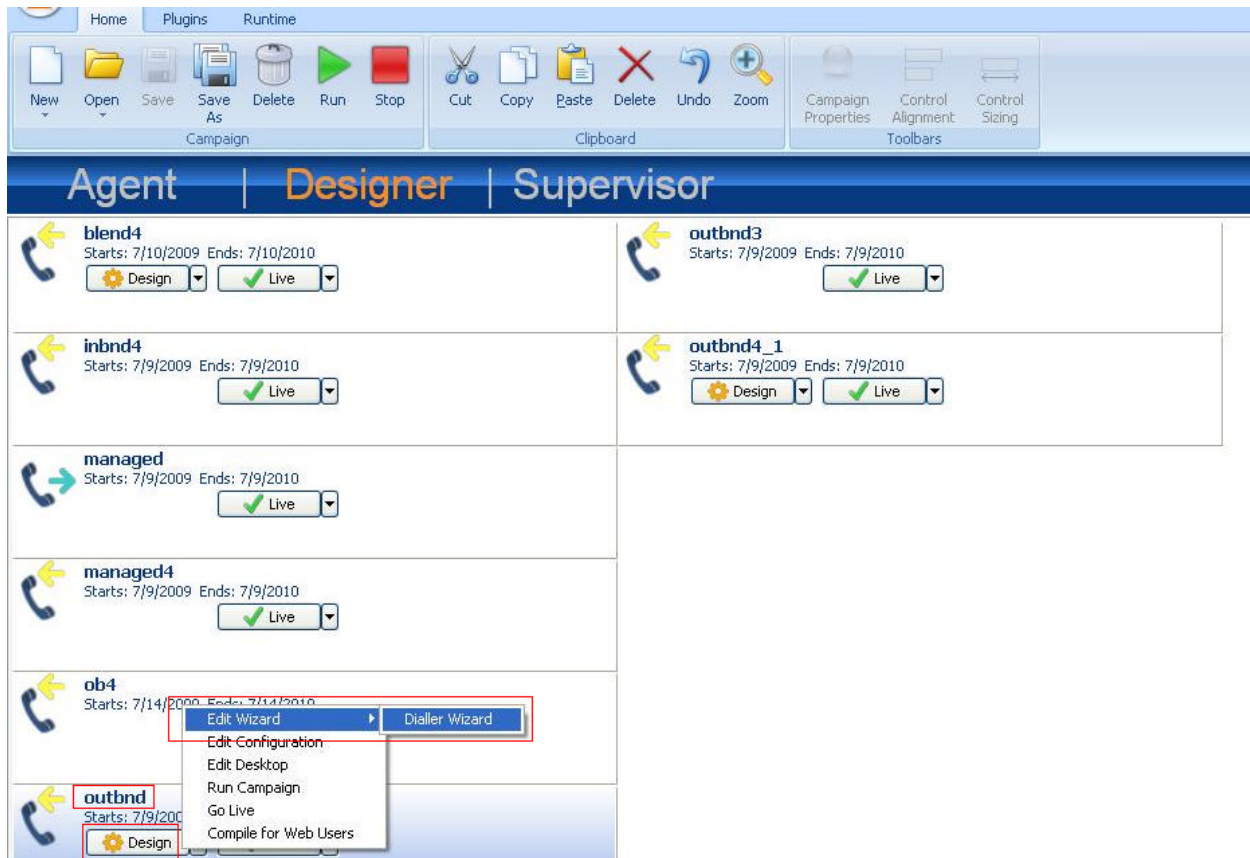
```
[ConfigSettings]
```


```
UseDIIDbs = 0
```

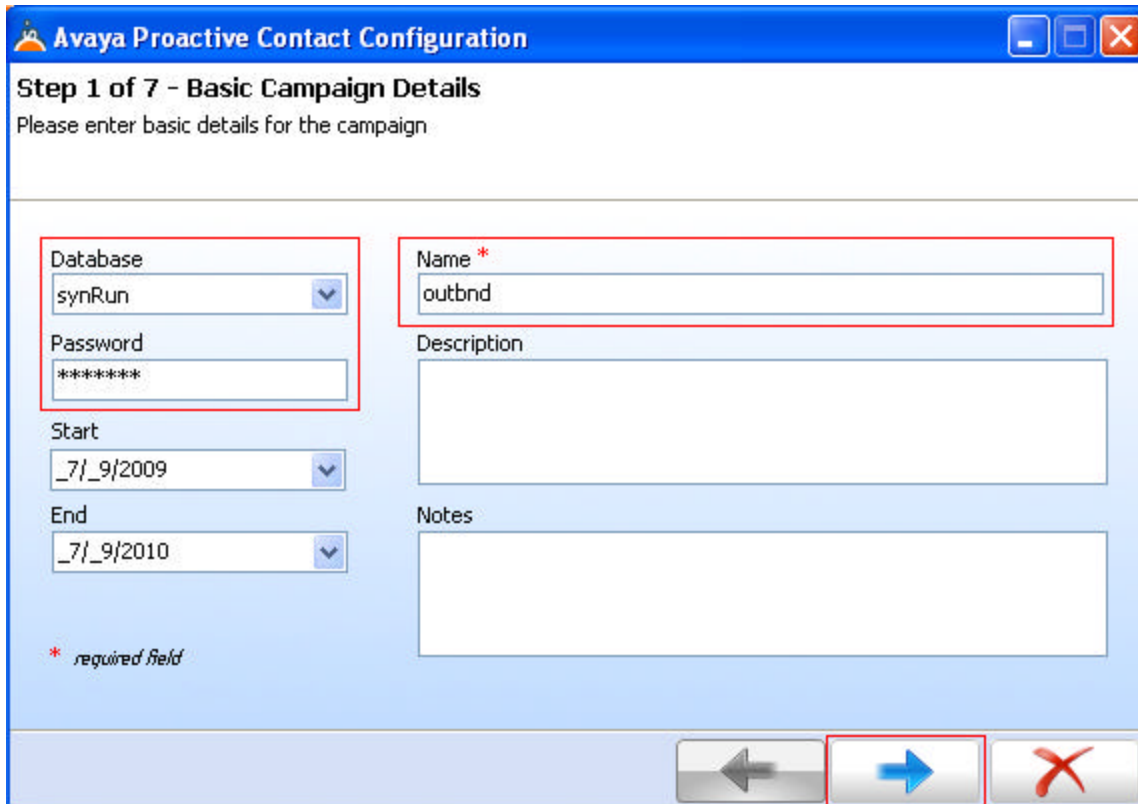
6.3. Configure Campaign

From the synTelate Designer workstation, navigate to **Start Menu** → **Programs** → **synTelate** → **synTelate Designer** and select the **Designer** tab. To configure an existing campaign right click on the **Design** button of the **outbnd** campaign that is being configured, and select **Edit Wizard** → **Dialer Wizard**.

Note: The **outbnd** campaign was pre-configured for compliance testing. Refer to [6] for synTelate documentation to configure campaigns.




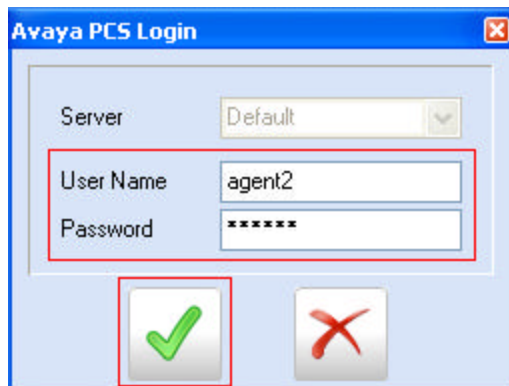
At the **Step 1** of **Avaya Proactive Contact Configuration** wizard that is opened, enter **Database** and **Password** as provided by IniSoft, specify **Name** of the campaign that is being configured as **outbnd**, and click  button.




The screenshot shows the 'Avaya Proactive Contact Configuration' window, Step 1 of 7: Basic Campaign Details. The window has a blue title bar and a light blue background. It contains several input fields: 'Database' (dropdown menu with 'synRun' selected), 'Password' (text field with '*****'), 'Name' (text field with 'outbnd'), 'Start' (dropdown menu with '_7/_9/2009' selected), 'End' (dropdown menu with '_7/_9/2010' selected), 'Description' (large text area), and 'Notes' (large text area). A red box highlights the 'Database', 'Password', and 'Name' fields. At the bottom, there are three buttons: a grey back button, a blue next button (highlighted with a red box), and a red cancel button. A small asterisk icon and the text '* required field' are located at the bottom left.

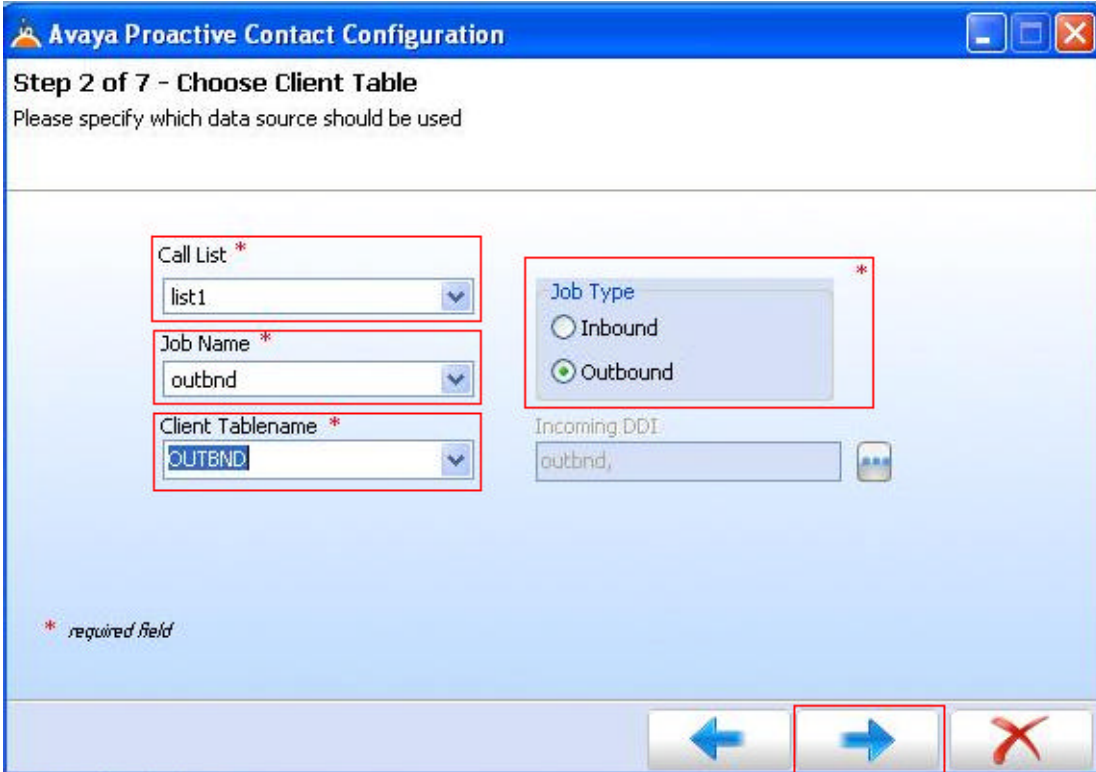
In **Avaya PCS Login** dialog box that appears, enter the following:

- **User Name** – Enter the agent name configured on Avaya Proactive Contact 4.1
- **Password** – Enter the password for the agent name configured on Avaya Proactive Contact 4.1
- Click  button.



The screenshot shows the 'Avaya PCS Login' dialog box. It has a blue title bar and a light blue background. It contains three input fields: 'Server' (dropdown menu with 'Default' selected), 'User Name' (text field with 'agent2'), and 'Password' (text field with '*****'). A red box highlights the 'User Name' and 'Password' fields. At the bottom, there are two buttons: a green checkmark button (highlighted with a red box) and a red X button.

At the **Step 2** of **Avaya Proactive Contact Configuration** wizard, all Call Lists and Jobs retrieved from Avaya Proactive Contact are listed in drop-down lists. Choose **Call List**, **Job Name** and **Client Tablename** that are relevant for the outbound campaign. Select **Outbound** radio button for the **Job Type**, and click  button.



The screenshot shows the 'Avaya Proactive Contact Configuration' window at 'Step 2 of 7 - Choose Client Table'. The window has a blue title bar and standard Windows window controls. The main area is light blue with a white header section containing the title and a subtitle 'Please specify which data source should be used'. Below this, there are three required fields on the left, each in a white box with a red border: 'Call List *' with a dropdown menu showing 'list1', 'Job Name *' with a dropdown menu showing 'outbnd', and 'Client Tablename *' with a dropdown menu showing 'OUTBND'. To the right of these is a 'Job Type' section with two radio buttons: 'Inbound' and 'Outbound', with 'Outbound' selected. Below the radio buttons is a text field labeled 'Incoming DDI' containing 'outbnd,'. At the bottom left, there is a legend '* required field'. At the bottom right, there are three buttons: a blue left arrow, a blue right arrow (highlighted with a red border), and a red 'X' button.

Avaya Proactive Contact Configuration

Step 2 of 7 - Choose Client Table

Please specify which data source should be used

Call List *

list1

Job Name *

outbnd

Client Tablename *

OUTBND

Job Type *

☐ Inbound




☒ Outbound

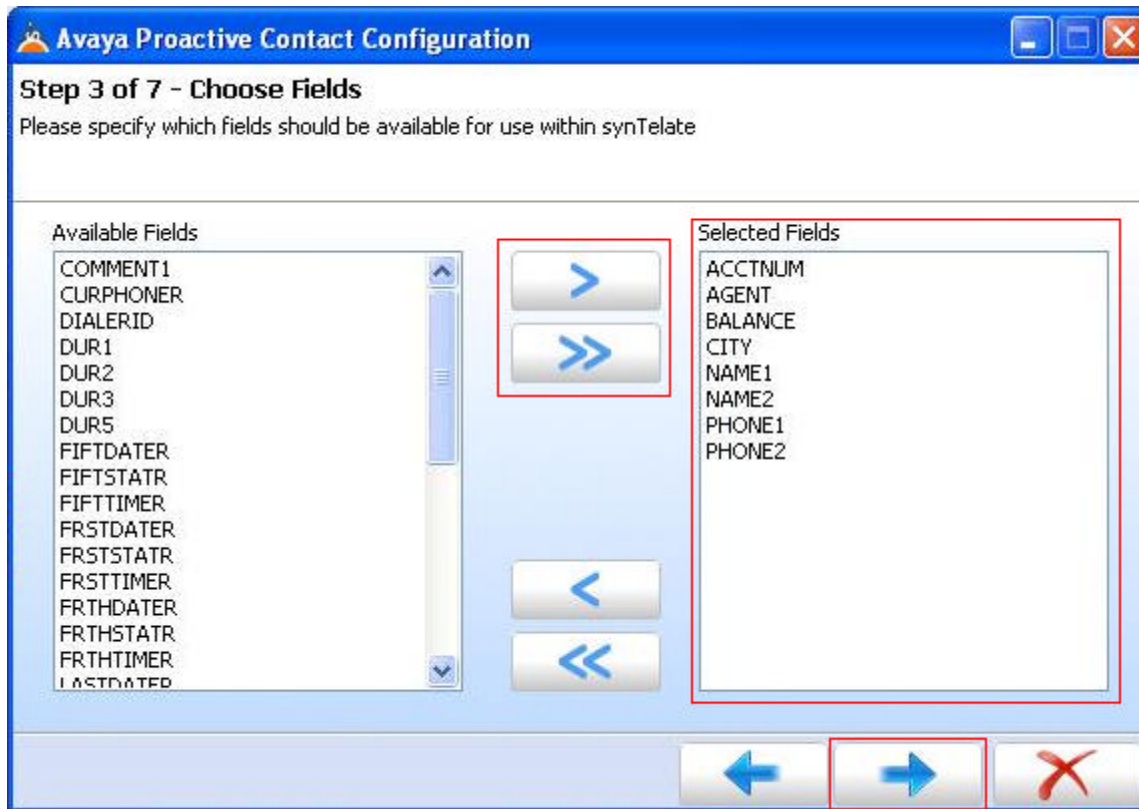
Incoming DDI:

outbnd,

* required field

← → ✕

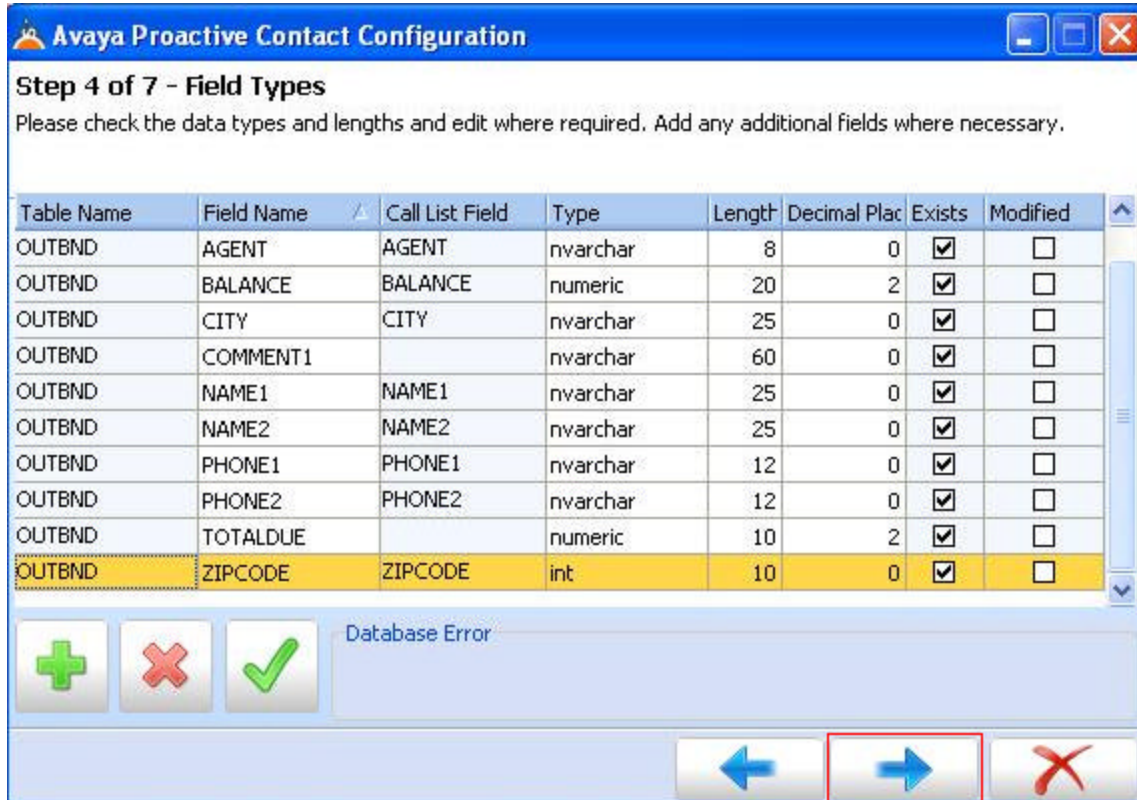
At the **Step 3** of **Avaya Proactive Contact Configuration** wizard, use arrows  or  to select the fields that will be displayed on the synTelate Web Agent. Verify on the right hand side that all required fields are selected and click  button.



The screenshot shows the 'Avaya Proactive Contact Configuration' wizard at 'Step 3 of 7 - Choose Fields'. The window title bar includes the Avaya logo and standard window controls. Below the title, the step number and title are displayed, followed by the instruction: 'Please specify which fields should be available for use within synTelate'. The main area is divided into two panes. The left pane, titled 'Available Fields', contains a list of field names: COMMENT1, CURPHONER, DIALERID, DUR1, DUR2, DUR3, DUR5, FIFTDATER, FIFTSTATR, FIFTTIMER, FRSTDATER, FRSTSTATR, FRSTTIMER, FRTHDATER, FRTHSTATR, FRTHTIMER, and LASTDATER. The right pane, titled 'Selected Fields', contains a list of selected fields: ACCTNUM, AGENT, BALANCE, CITY, NAME1, NAME2, PHONE1, and PHONE2. Between the panes are four arrow buttons: a single right arrow (>) and a double right arrow (>>) at the top, and a single left arrow (<) and a double left arrow (<<) at the bottom. At the bottom of the window are three navigation buttons: a left arrow, a right arrow (highlighted with a red box), and a red 'X' button.

Available Fields	Selected Fields
COMMENT1	ACCTNUM
CURPHONER	AGENT
DIALERID	BALANCE
DUR1	CITY
DUR2	NAME1
DUR3	NAME2
DUR5	PHONE1
FIFTDATER	PHONE2
FIFTSTATR	
FIFTTIMER	
FRSTDATER	
FRSTSTATR	
FRSTTIMER	
FRTHDATER	
FRTHSTATR	
FRTHTIMER	
LASTDATER	

At the **Step 4** of **Avaya Proactive Contact Configuration** wizard, review selected data fields and edit where required. Click  button.






Avaya Proactive Contact Configuration




Step 4 of 7 - Field Types

Please check the data types and lengths and edit where required. Add any additional fields where necessary.

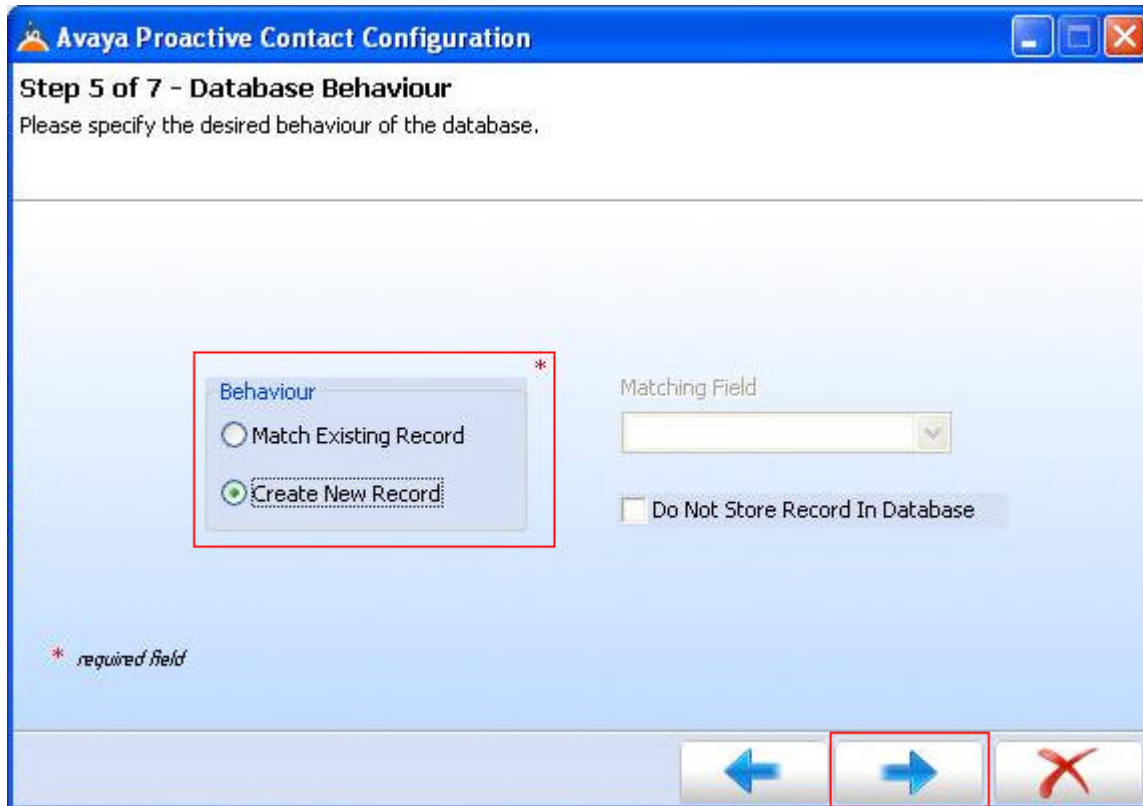
Table Name	Field Name	Call List Field	Type	Length	Decimal Plac	Exists	Modified
OUTBND	AGENT	AGENT	nvarchar	8	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OUTBND	BALANCE	BALANCE	numeric	20	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OUTBND	CITY	CITY	nvarchar	25	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OUTBND	COMMENT1		nvarchar	60	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OUTBND	NAME1	NAME1	nvarchar	25	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OUTBND	NAME2	NAME2	nvarchar	25	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OUTBND	PHONE1	PHONE1	nvarchar	12	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OUTBND	PHONE2	PHONE2	nvarchar	12	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OUTBND	TOTALDUE		numeric	10	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OUTBND	ZIPCODE	ZIPCODE	int	10	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Database Error

At the **Step 5** of **Avaya Proactive Contact Configuration** wizard, specify desired **Database Behaviour**. In the sample configuration **Create New Record** was selected. Click  button.



The screenshot shows the 'Avaya Proactive Contact Configuration' window at 'Step 5 of 7 - Database Behaviour'. The title bar includes the Avaya logo and window controls. The main area has a light blue gradient background. At the top, it says 'Please specify the desired behaviour of the database.' Below this, there is a 'Behaviour' section with two radio buttons: 'Match Existing Record' and 'Create New Record'. The 'Create New Record' option is selected and highlighted with a red dashed border. To the right of the radio buttons is a 'Matching Field' dropdown menu and a checkbox labeled 'Do Not Store Record In Database'. At the bottom of the window, there are three buttons: a left arrow, a right arrow (highlighted with a red border), and a red 'X' button. A red asterisk and the text '* required field' are located in the bottom left corner of the main area.

Avaya Proactive Contact Configuration

Step 5 of 7 - Database Behaviour

Please specify the desired behaviour of the database.

Behaviour *



☐ Match Existing Record

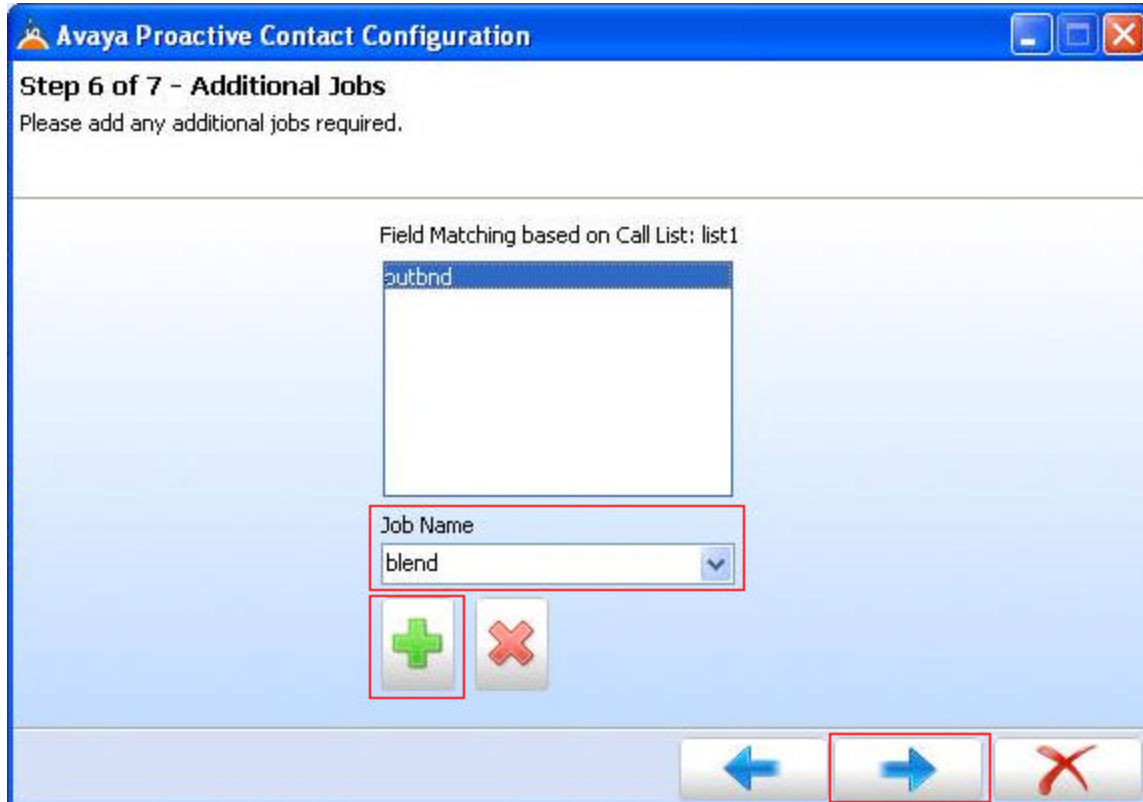
☒ Create New Record

Matching Field

☐ Do Not Store Record In Database


* required field

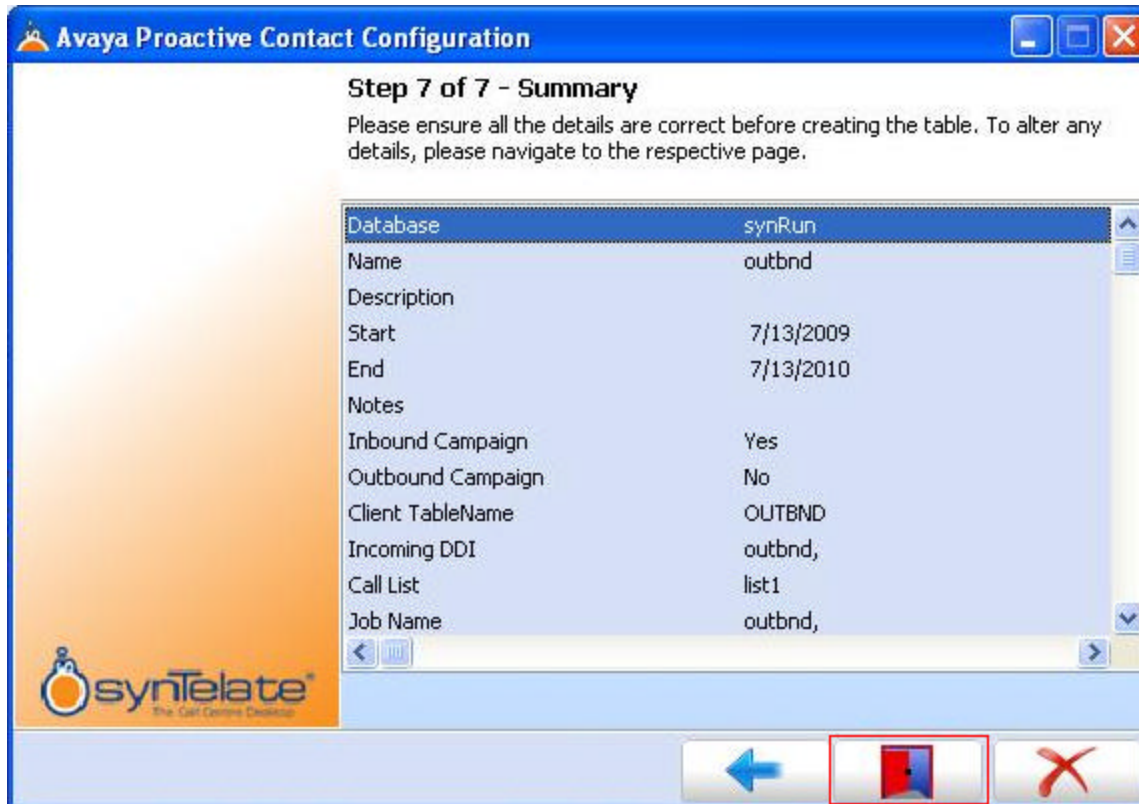
At the **Step 6** of **Avaya Proactive Contact Configuration** wizard, select **Job Name** from the drop down list and use  button to add any additional jobs if required. Click  button.



The screenshot shows the 'Step 6 of 7 - Additional Jobs' window of the Avaya Proactive Contact Configuration wizard. The title bar reads 'Avaya Proactive Contact Configuration'. Below the title bar, the text 'Step 6 of 7 - Additional Jobs' is displayed, followed by the instruction 'Please add any additional jobs required.'.

Below the instruction, there is a section titled 'Field Matching based on Call List: list1'. This section contains a list box with 'outbnd' selected. Below the list box is a 'Job Name' label and a dropdown menu with 'blend' selected. To the right of the dropdown menu is a small blue arrow icon. Below the dropdown menu are two buttons: a green plus button and a red minus button. At the bottom of the window, there are three buttons: a blue left arrow button, a blue right arrow button, and a red X button. The blue right arrow button is highlighted with a red rectangle.

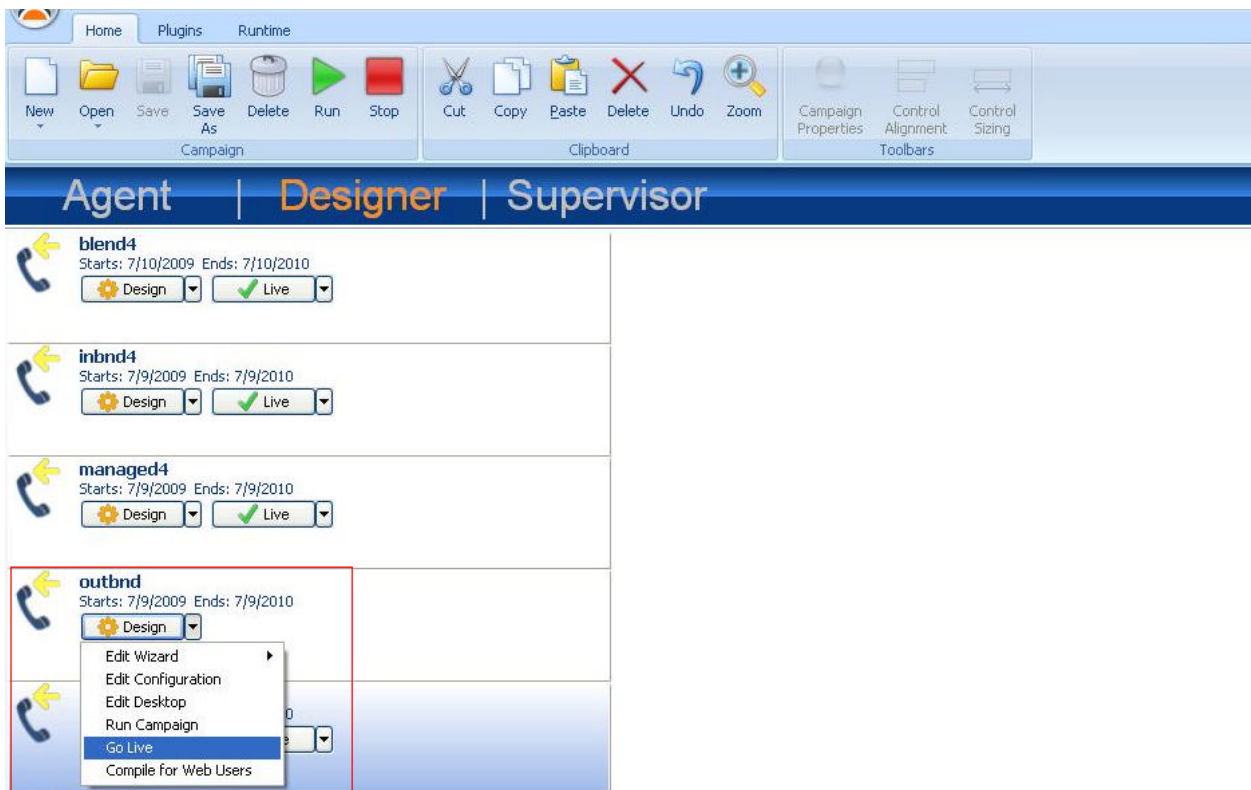
Step 7 of Avaya Proactive Contact Configuration wizard, is the Summary screen. Review configured details and click  button to save and exit.



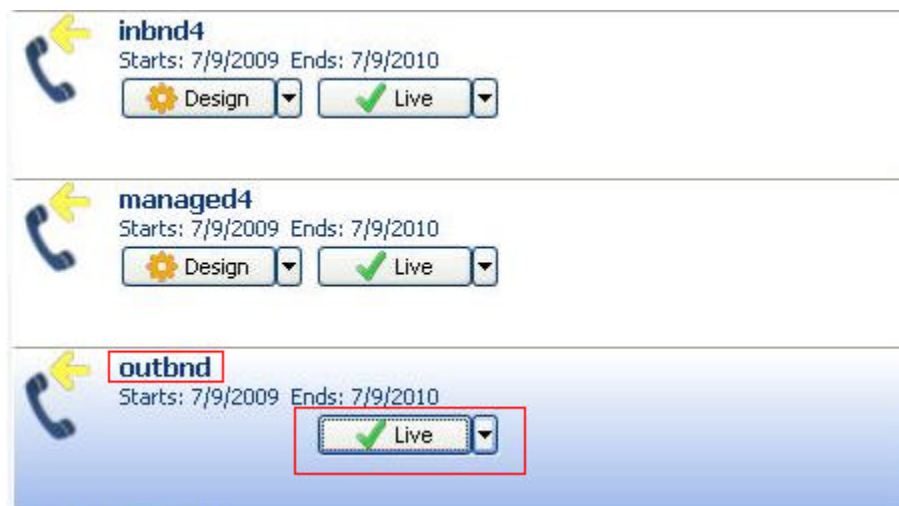
The screenshot shows the 'Step 7 of 7 - Summary' screen of the Avaya Proactive Contact Configuration wizard. The window title is 'Avaya Proactive Contact Configuration'. The main heading is 'Step 7 of 7 - Summary'. Below the heading is a message: 'Please ensure all the details are correct before creating the table. To alter any details, please navigate to the respective page.' The details are presented in a table with a light blue background. The table has two columns: the first column lists the configuration details, and the second column shows the configured values. The details include Database, Name, Description, Start, End, Notes, Inbound Campaign, Outbound Campaign, Client TableName, Incoming DDI, Call List, and Job Name. The configured values are synRun, outbnd, (empty), 7/13/2009, 7/13/2010, (empty), Yes, No, OUTBND, outbnd, list1, and outbnd, respectively. At the bottom of the window, there are three buttons: a blue arrow pointing left, a red square button with a white 'X' (highlighted with a red box), and a red 'X' button. The Syntelate logo is visible in the bottom left corner of the window.

Database	synRun
Name	outbnd
Description	
Start	7/13/2009
End	7/13/2010
Notes	
Inbound Campaign	Yes
Outbound Campaign	No
Client TableName	OUTBND
Incoming DDI	outbnd,
Call List	list1
Job Name	outbnd,

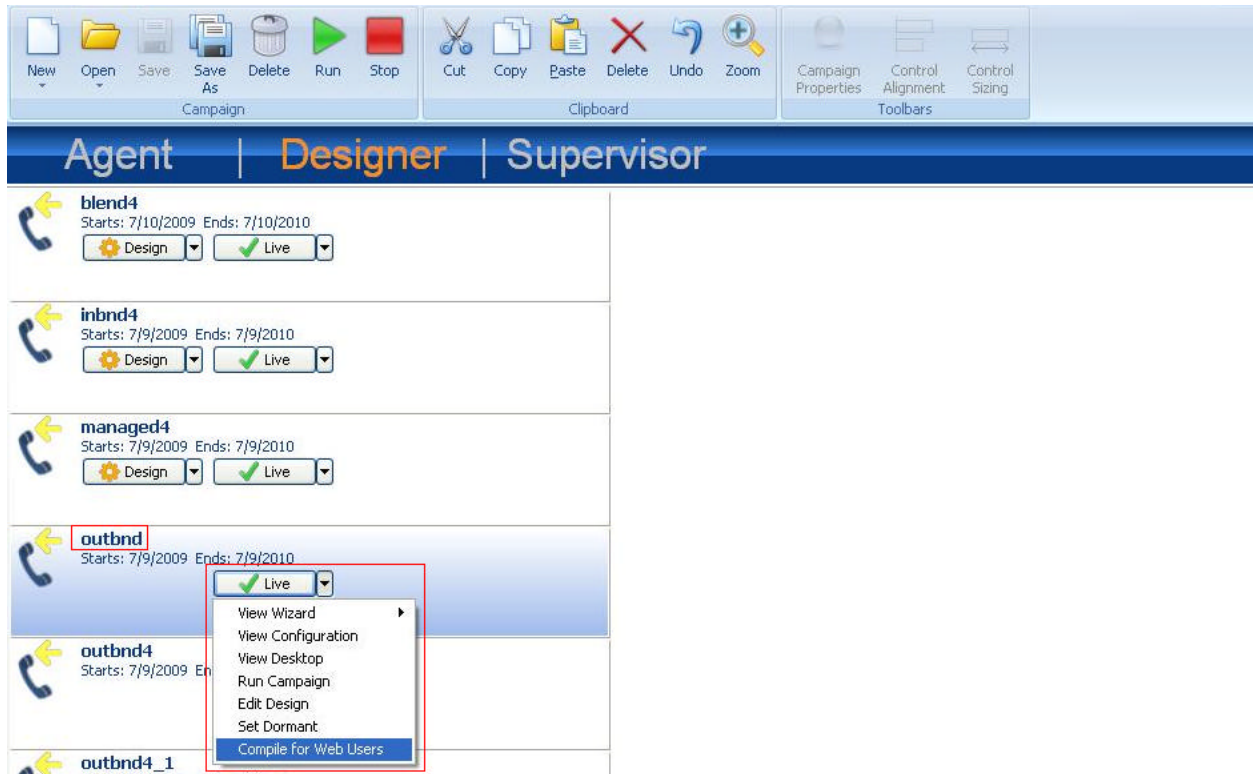
After wizard configuration is complete, updated **outbnd** campaign is displayed in **Designer** tab of the synTelate Designer. To make this campaign live, right click on the **Design** button of the **outbnd** campaign and select **Go Live** option.



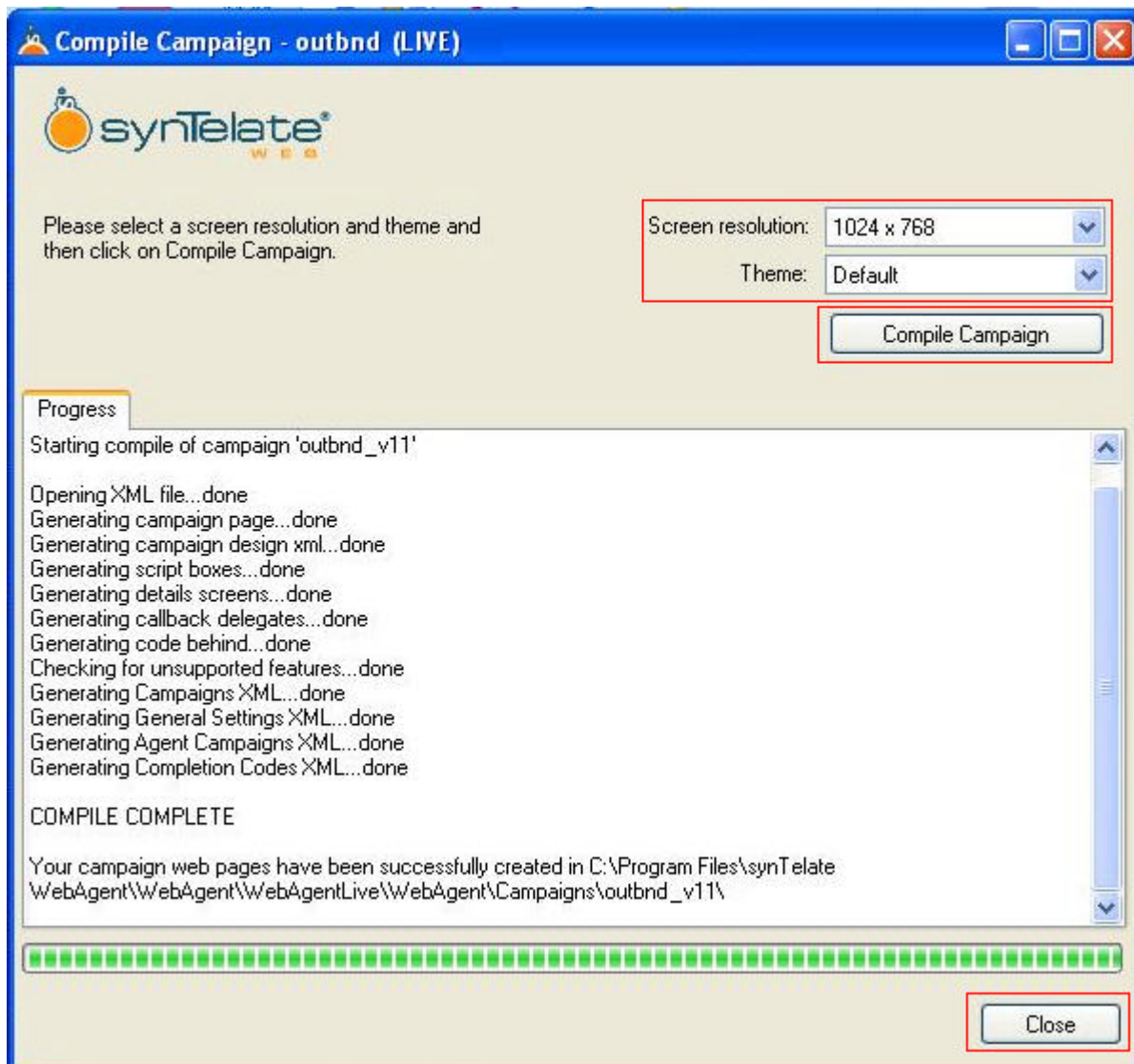
After the **outbnd** campaign is made live, only **Live** button is available.



To compile the campaign for web users, right click on **Live** button of the **outbnd** campaign, and select **Compile for Web Users** option.



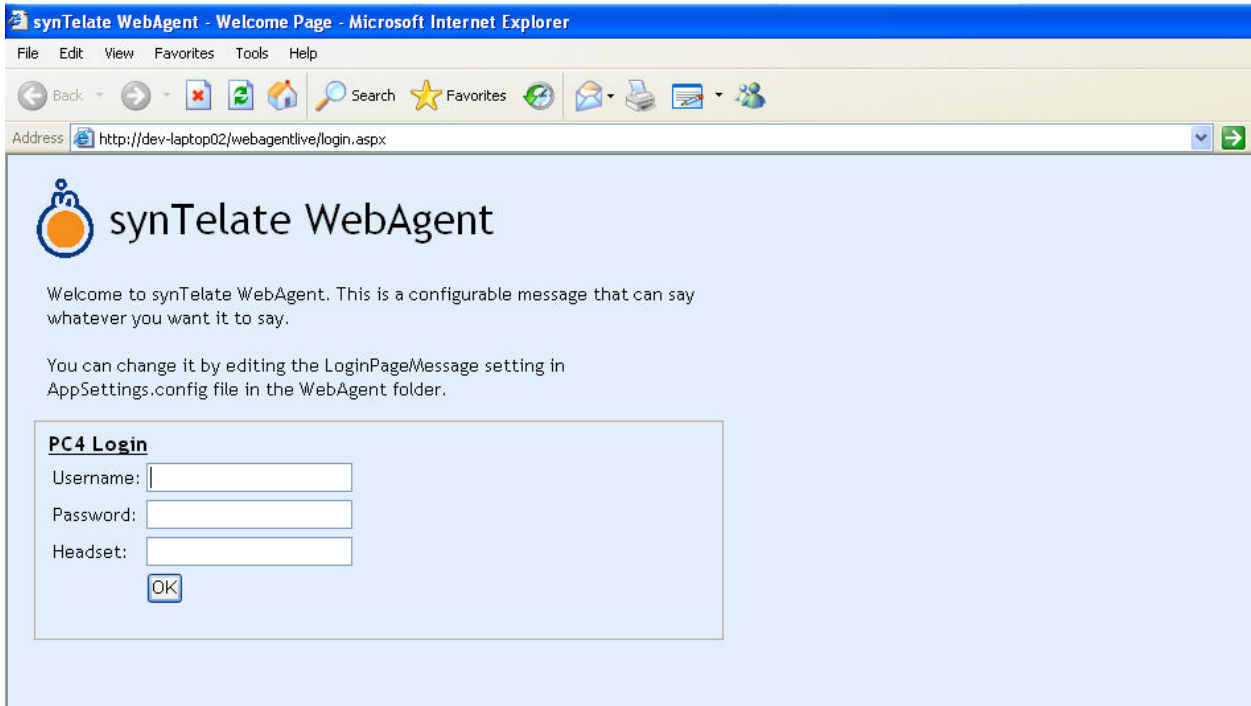
To complete compilation for web users, select **Screen Resolution**, **Theme** from the offered drop down lists and click **Compile Campaign** button. When the compile is complete click **Close** button.



Repeat the above steps in order to configure managed, inbound and blend campaigns.

6.4. Use synTelate Web Agent

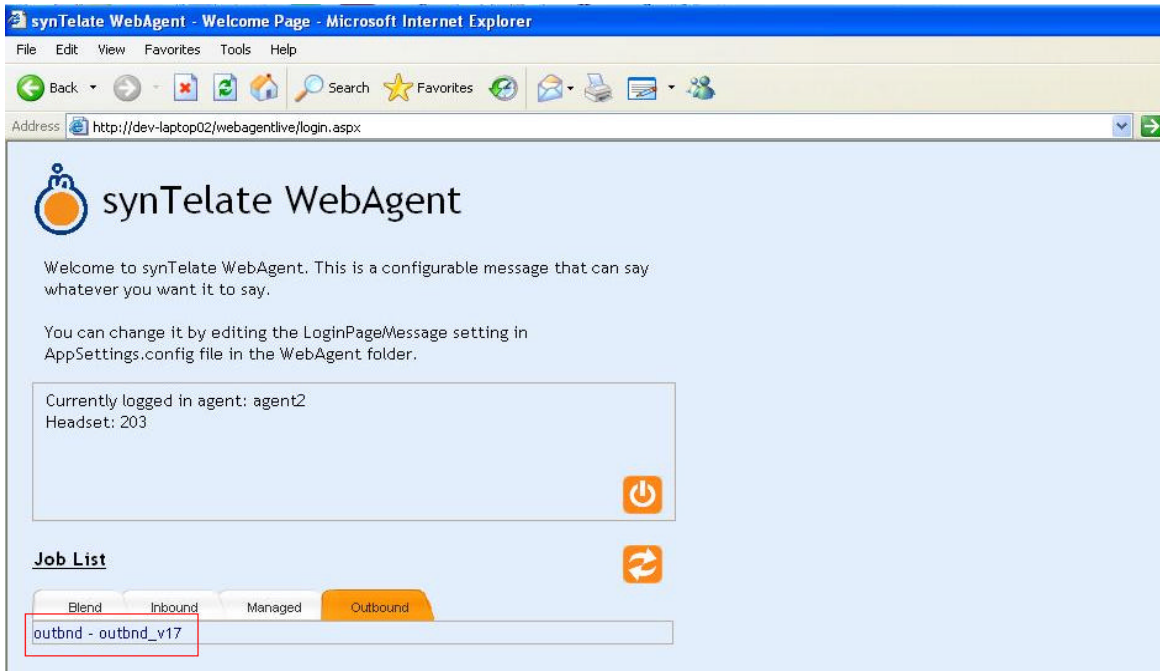
To access synTelate Web Agent Login Page, start web browser and enter following URL address: **http://<ip address of web server>/webagentlive/login.aspx**.



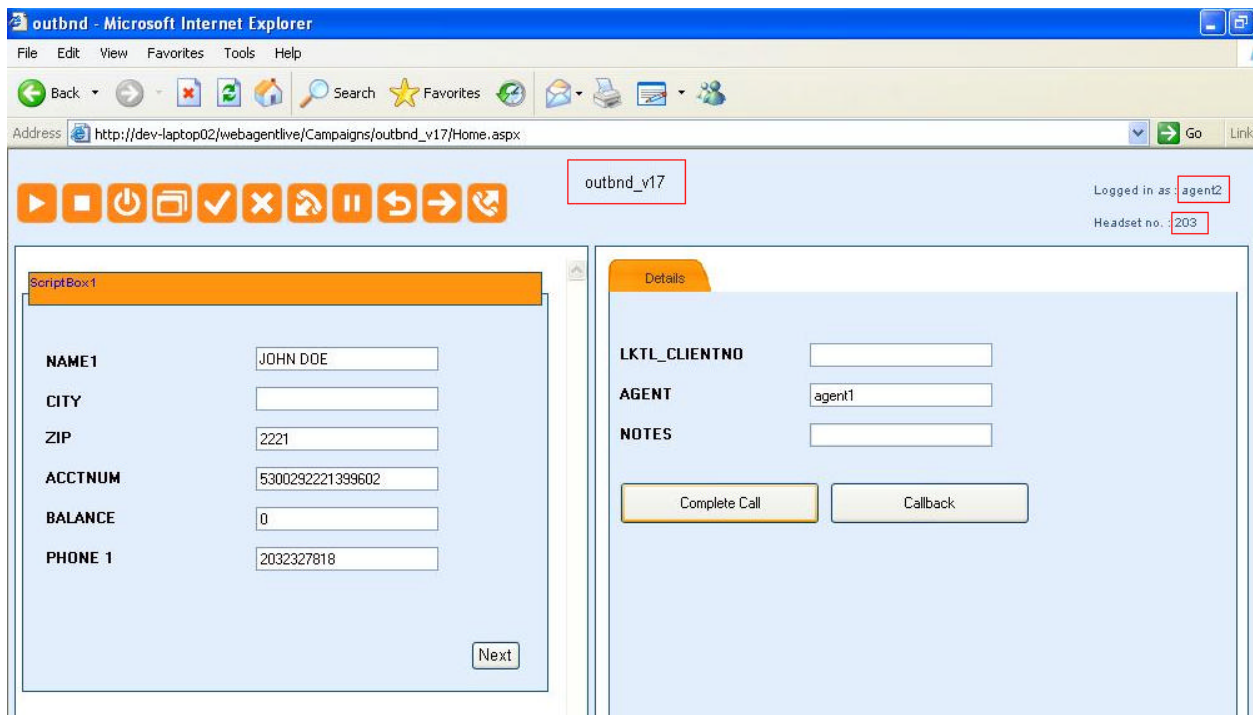
On the login page enter agent **Username** and **Password** as configured on Avaya Proactive Contact 4.1, and **Headset** as configured on Communication Manager. Click **OK** button to login.

A close-up view of the "PC4 Login" form. The form is titled "PC4 Login" in bold. It contains three input fields: "Username:" with the value "agent2", "Password:" with a masked password represented by seven black dots, and "Headset:" with the value "203". Below these fields is an "OK" button.

After login, agent is presented with a list of configured campaigns from which he can select a campaign to join. Campaigns are organized in four tabs depending on the call type: Blend, Inbound, Managed and Outbound. To join previously configured campaign, click on the **outbnd – outbnd_V17** campaign, listed on the outbound tab.



The following screen is an example of the customer record screen pop for the agent logged in as **agent2** on the headset **203**, who joined the **outbnd_V17** job.



7. General Test Approach and Test Results

The feature test cases were performed manually. Agents would log on using web login page and during logon, specified headsets were reserved for the agents. Upon initialisation of the jobs using Avaya Supervisor, the jobs would appear in the agent's job list. Once the agent joins the job, he would be connected to the headset.

The following campaign types were tested:

- Outbound
- Managed
- Inbound
- Intelligent Call Blending

The following features on the synTelate Web Agent were tested:

- Login / Logout
- Ready / Not Ready
- Join Job / Leave Job
- Finish Call
- Release Call
- Call Back
- Agent Owned Recall
- Release Line with Message
- Hold / Retrieve
- Manual Call
- Preview Call
- Supervised Transfer (Native Voice and Data Transfer)
- Supervised Transfer and Retrieve (Native Voice and Data Transfer)
- Supervised Conference (Native Voice and Data Transfer)
- Unsupervised Transfer (Native Voice and Data Transfer)
- Job Linking
- Job Transfer
- Job End
- Send Message

The verification of tests included checking of proper states on the synTelate Web Agent and on the telephones that were used as the headsets. Also, verification of the events in the agent_API.trans log files was performed.

The serviceability test cases were performed manually by disconnecting and reconnecting the LAN cables on the agent machine, by restarting the web browser, agent desktop machine or the dialer. In all situations the agent received message that it has an existing session and is asked to log out and log in again. The agent was able to successfully reconnect to the dialer in all cases.

8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager and synTelate Web Agent.

8.1. Verify Communication Manager

The following steps can ensure that signaling group and trunk groups configured between Communication Manager and PG230 Digital Switch are in-service.

Run **status signaling-group 1** to verify that the signaling group for the 001V2 DS1 board is **in-service**.

```
status signaling-group 1
                        STATUS SIGNALING GROUP

      Group ID: 1                Active NCA-TSC Count: 0
      Group Type: isdn-pri        Active CA-TSC Count: 0
      Signaling Type: facility associated signaling
      Group State: in-service

                        Primary D-Channel

      Port: 001V216             Level 3 State: in-service

                        Secondary D-Channel

      Port:                     Level 3 State: no-link
```

Run **status trunk 3** to verify that the inbound trunk group 3 is **in-service**.

```
status trunk 3
                        TRUNK GROUP STATUS

Member   Port      Service State      Mtce Connected Ports
                        Busy

0003/001 001V217  in-service/idle    no
0003/002 001V218  in-service/idle    no
0003/003 001V219  in-service/idle    no
0003/004 001V220  in-service/idle    no
0003/005 001V221  in-service/idle    no
```

Repeat status trunk test for other trunk groups configured on E1 trunk line between Communication Manager and PG230 Digital Switch.

8.2. Verify synTelate Web Agent

Follow the steps described in **Section 6.4** to access the customer record screen pop for the outbound campaign. Verify that configured customer fields are correctly displayed on the synTelate Web Agent.

outbnd - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Reload Print Mail

Address http://dev-laptop02/webagentlive/Campaigns/outbnd_v17/Home.aspx Go Link

outbnd_v17

Logged in as: agent2
Headset no.: 203

ScriptBox 1

NAME1 JOHN DOE

CITY

ZIP 2221

ACCTNUM 5300292221399602

BALANCE 0

PHONE 1 2032327818

Next

Details

LKTL_CLIENTNO

AGENT agent1

NOTES

Complete Call Callback

9. Conclusion

These Application Notes describe the required configuration steps for IniSoft synTelate Web Agent 1.0 to successfully interoperate with Avaya Proactive Contact 4.1 using Avaya PG230 Digital Switch. All test cases were completed successfully and the configuration described in these Application Notes has been successfully compliance tested.

10. Additional References

This section references Avaya and Initiative Software product documentation that are relevant to these Application Notes.

Avaya product documentation can be found at <http://support.avaya.com>

- [1] *Administering Avaya Aura™ Communication Manager*, Doc ID 03-300509, May 2009
- [2] *Implementing Proactive Contact 4.1*, March, 2009
- [3] *Avaya Proactive Contact 4.1, Administering Avaya Proactive Contact* (Linux-based Interface), March 2009
- [4] *Sample Avaya Proactive Contact 3.0 with CTI Installation and Configuration*, Issue 1.0, Avaya Solution and Interoperability Test Lab
- [5] *Sample Avaya Proactive Contact 3.0 Intelligent Call Blending Configuration*, Issue 1.0, Avaya Solution and Interoperability Test Lab

Company and product information are available from Initiative Software at www.syntelate.com or www.inisoft.co.uk.

- [6] *synTelate Web Agent - Installation and Configuration Guide*

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