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.

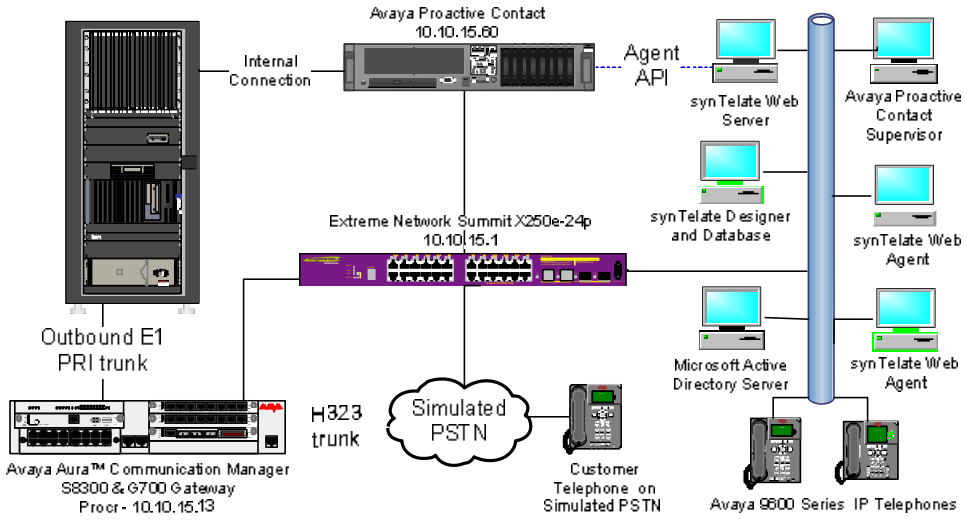


Figure 1: Avaya Proactive Contact 4.1 using Avaya PG230 Digital Switch and synTelate Web Agent Configuration

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 pres 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
                 HUNT  PORT THRESHOLDS                        HUNT   PORT THRESHOLDS
NO   NAME        TYPE  CNT  RHUNT BUSY DSP   NO  NAME        TYPE   CNT  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_BLENDING** – 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_BLENDING : 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 PG230Digital 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.                  Out Que
No.  TAC  Group Type    Group Name                   Mem TN  COR CDR Meas Dsp 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   Total  Call    Dialed   Total  Call     Dialed   Total  Call
      String   Length Type    String   Length Type     String   Length 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           Total        Route    Call      Node
      String          Min    Max    Pattern   Type     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/          Port/   Name/                      Room/         Cv1/ COR/ Cable/
 Hunt-to       Type      Surv GK NN        Move    Data Ext      Cv2  COS  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 **UseDllDbs** to **0** as shown below:

[logon]

servername = 10.10.15.60

servicename = agent

portnumber = 22700

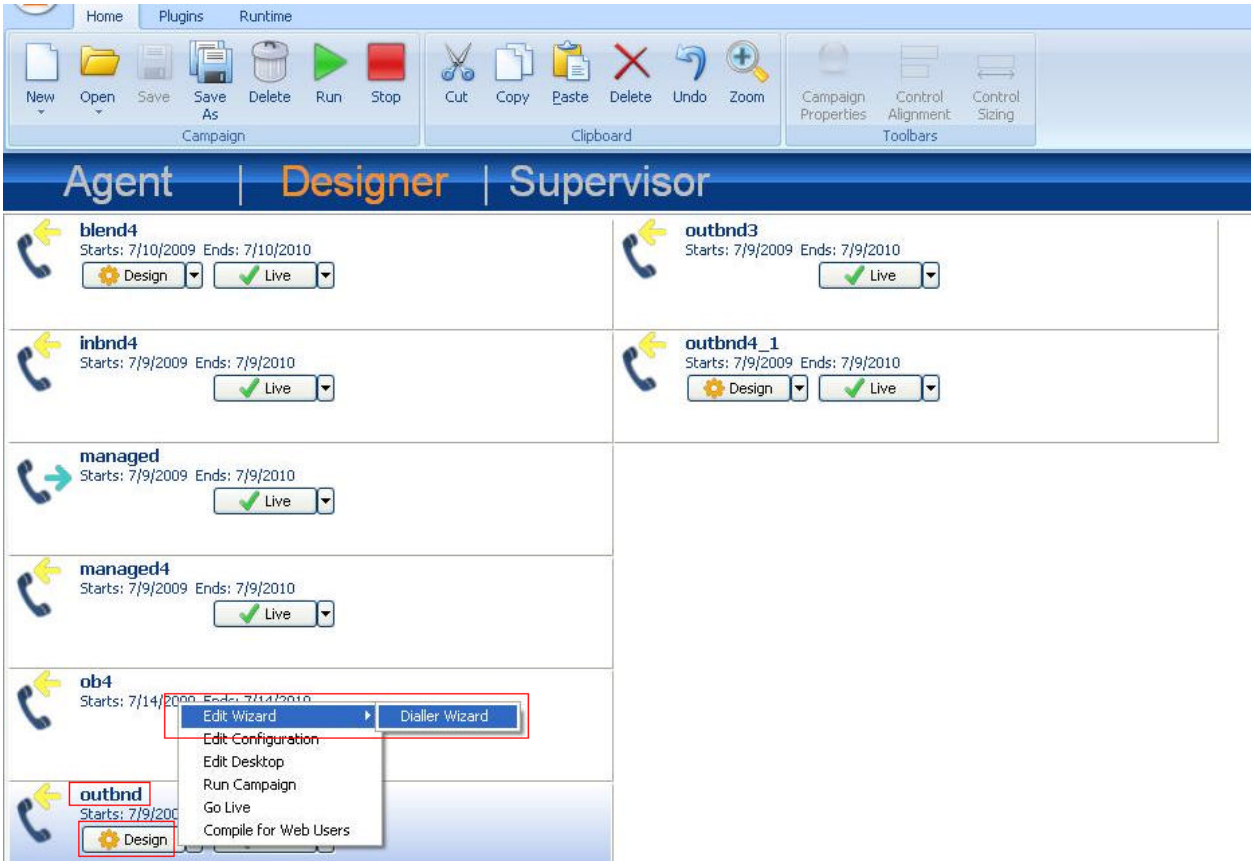
headset =

[ConfigSettings]
UseDllDbs = 0

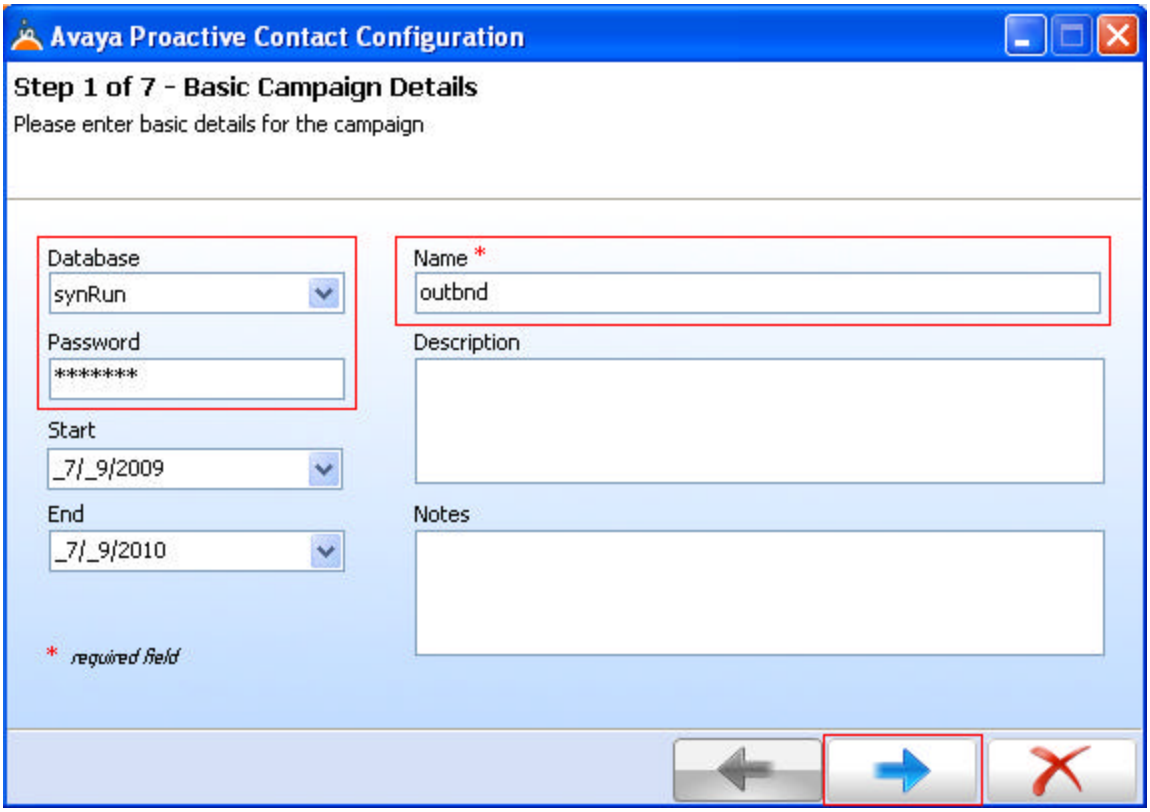
6.3. Configure Campaign

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.

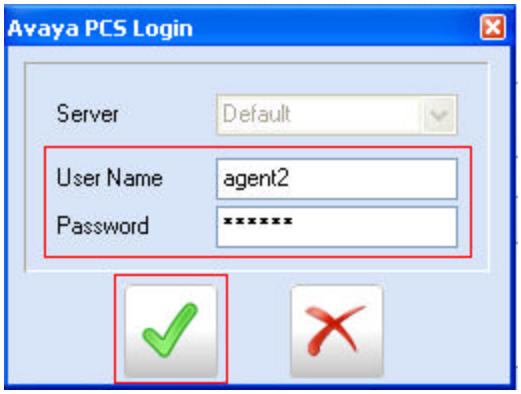


At the **Step 1** of **Avaya Proactive Contact Configuration** wizard that is opened, enter **Database** and **Password** as provided by IniSoft, specify **Name** of the campaign that is being configured as **outbnd**, and click button.

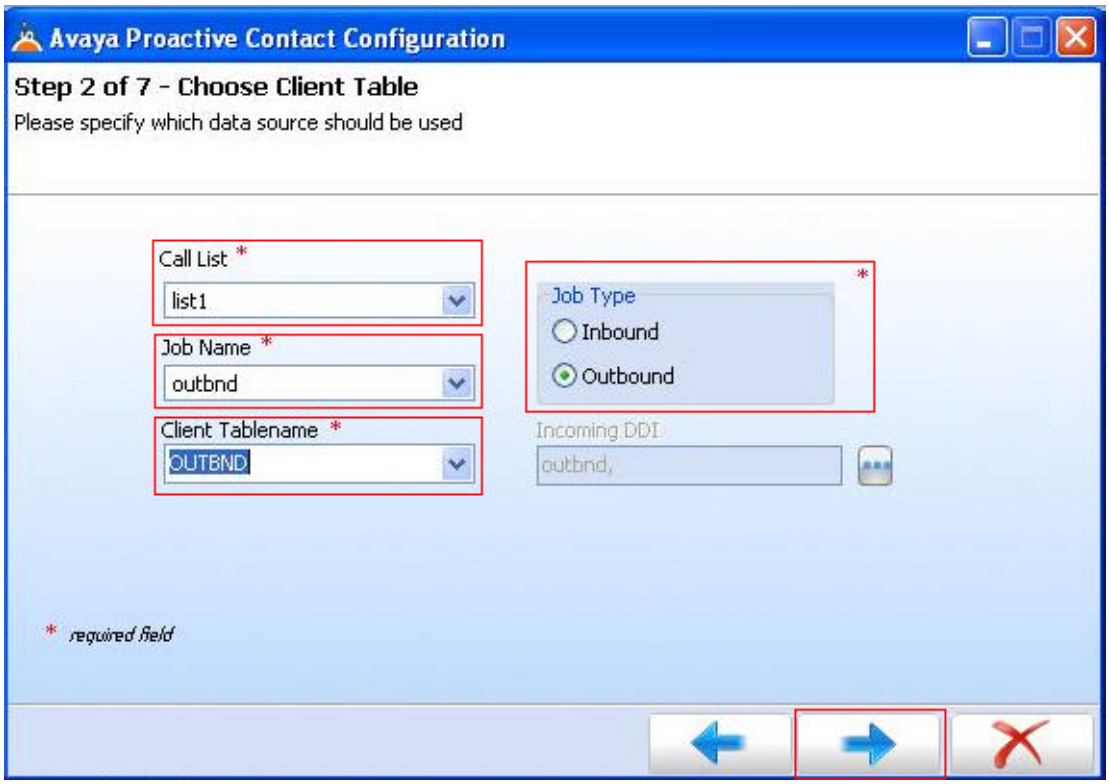


In **Avaya PCS Login** dialog box that appears, enter the following:

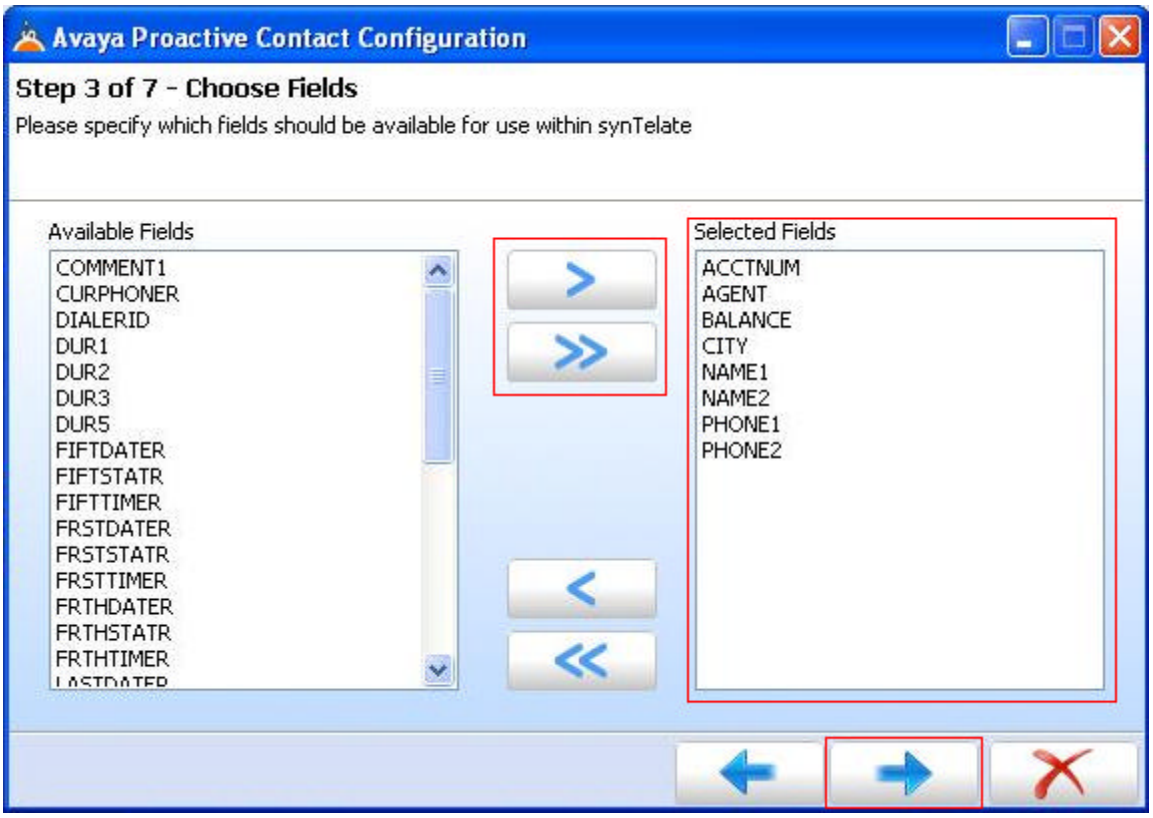
- **User Name** – Enter the agent name configured on Avaya Proactive Contact 4.1
- **Password** – Enter the password for the agent name configured on Avaya Proactive Contact 4.1
- Click button.



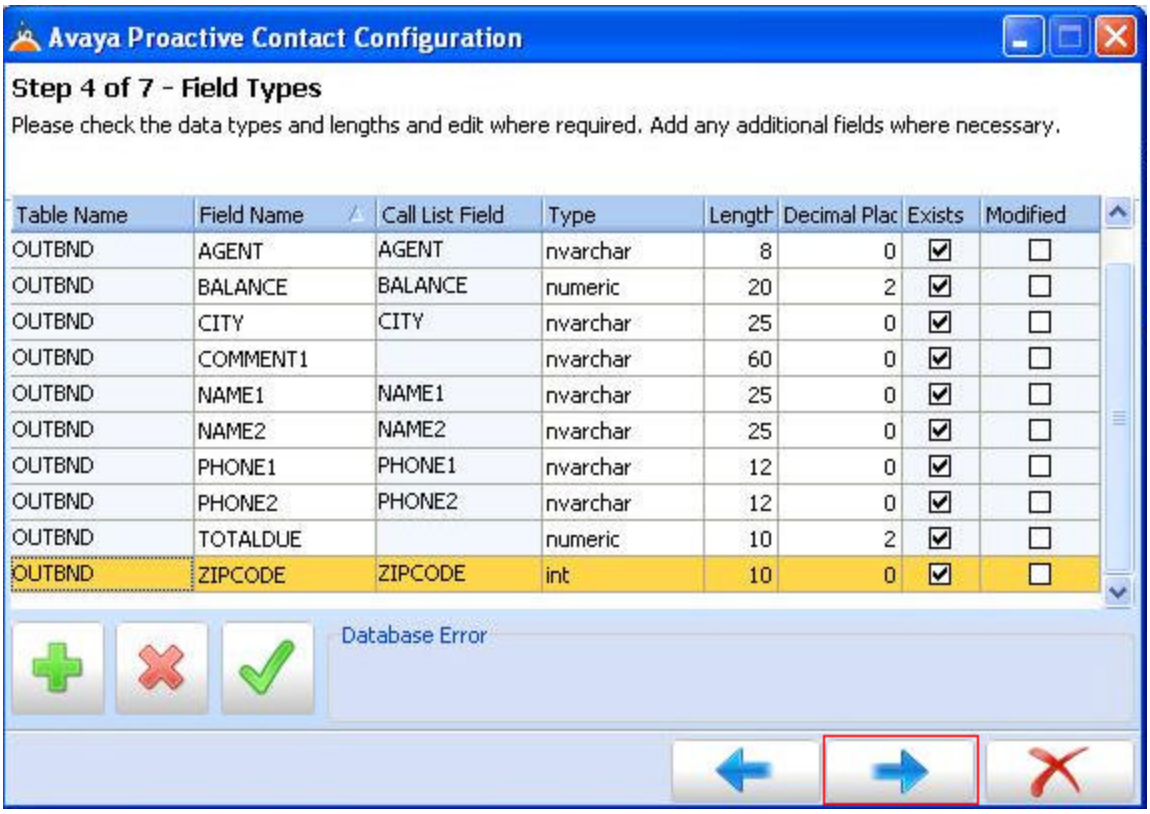
At the **Step 2** of **Avaya Proactive Contact Configuration** wizard, all Call Lists and Jobs retrieved from Avaya Proactive Contact are listed in drop-down lists. Choose **Call List**, **Job Name** and **Client Tablename** that are relevant for the outbound campaign. Select **Outbound** radio button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



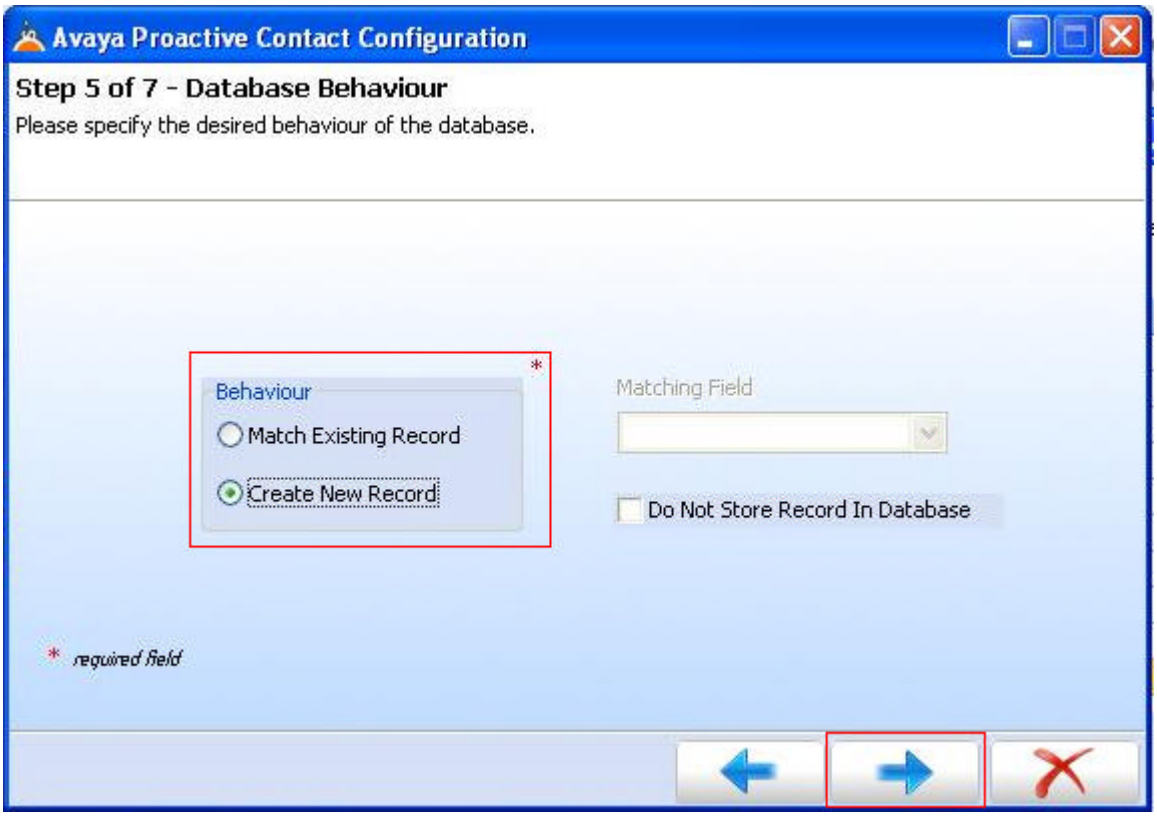
At the **Step 3** of **Avaya Proactive Contact Configuration** wizard, use arrows > or >> to select the fields that will be displayed on the synTelate Web Agent. Verify on the right hand side that all required fields are selected and click → button.



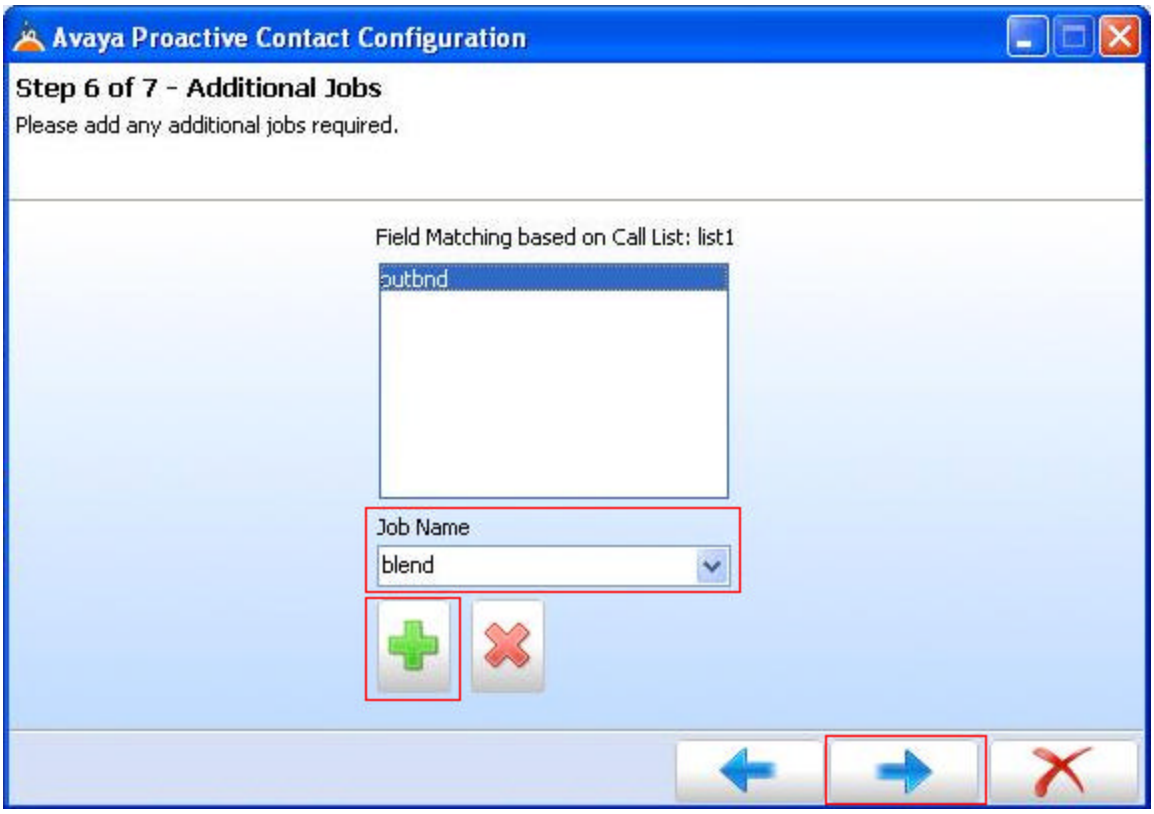
At the **Step 4** of **Avaya Proactive Contact Configuration** wizard, review selected data fields and edit where required. Click button.



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.

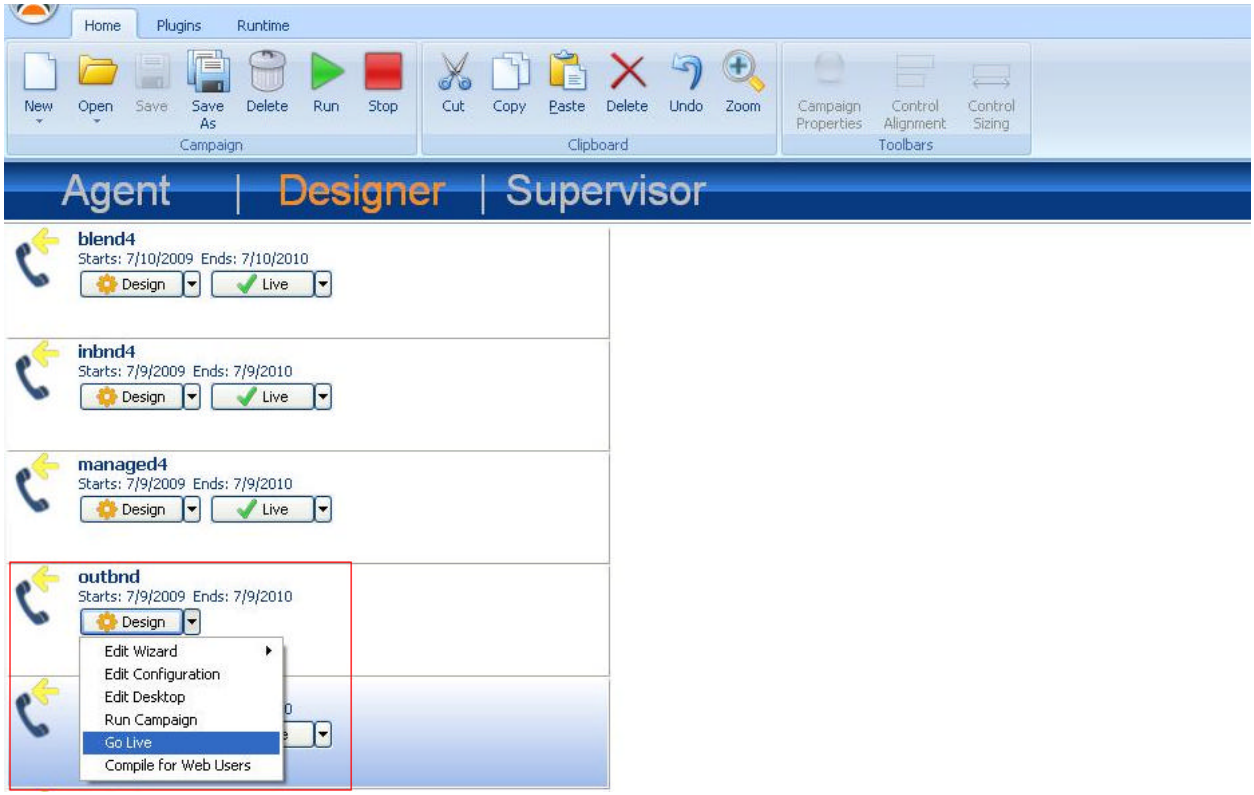


At the **Step 6** of **Avaya Proactive Contact Configuration** wizard, select **Job Name** from the drop down list and use button to add any additional jobs if required. Click button.

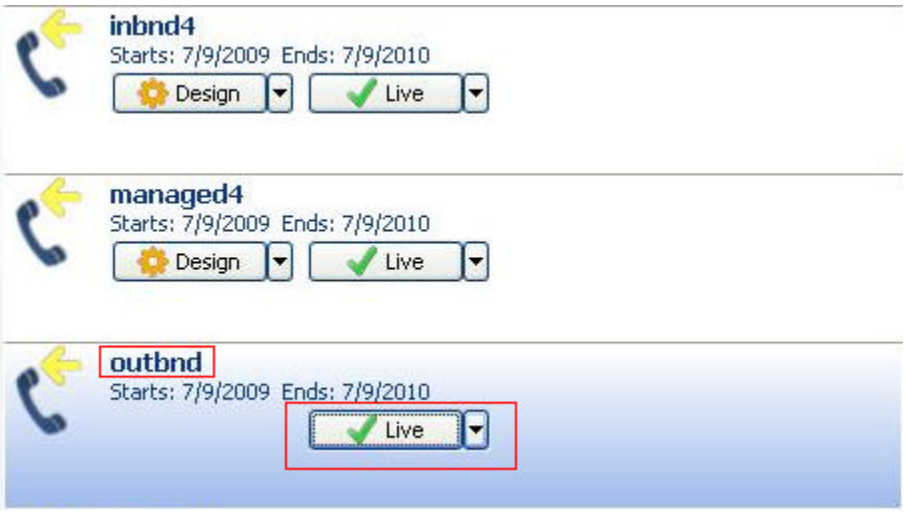


Step 7 of **Avaya Proactive Contact Configuration** wizard, is the Summary screen. Review configured details and click button to save and exit.

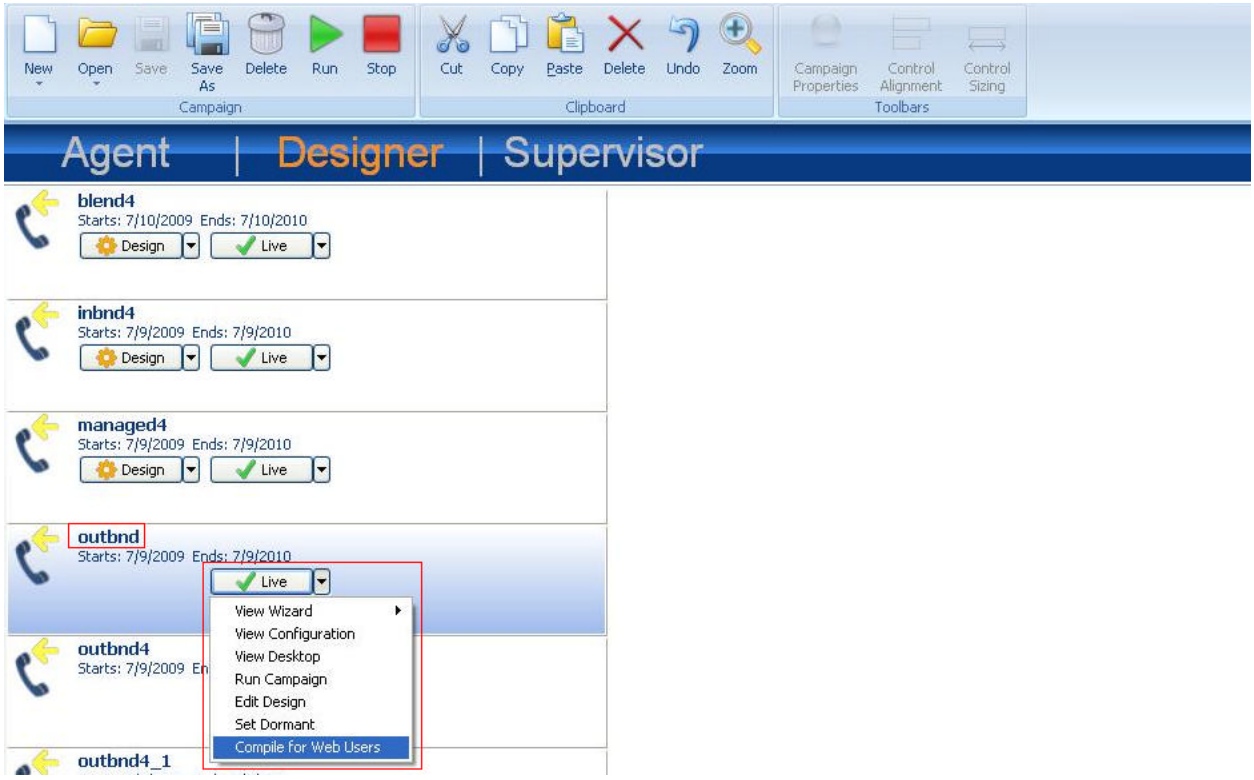
After wizard configuration is complete, updated **outbnd** campaign is displayed in **Designer** tab of the synTelate Designer. To make this campaign live, right click on the **Design** button of the **outbnd** campaign and select **Go Live** option.



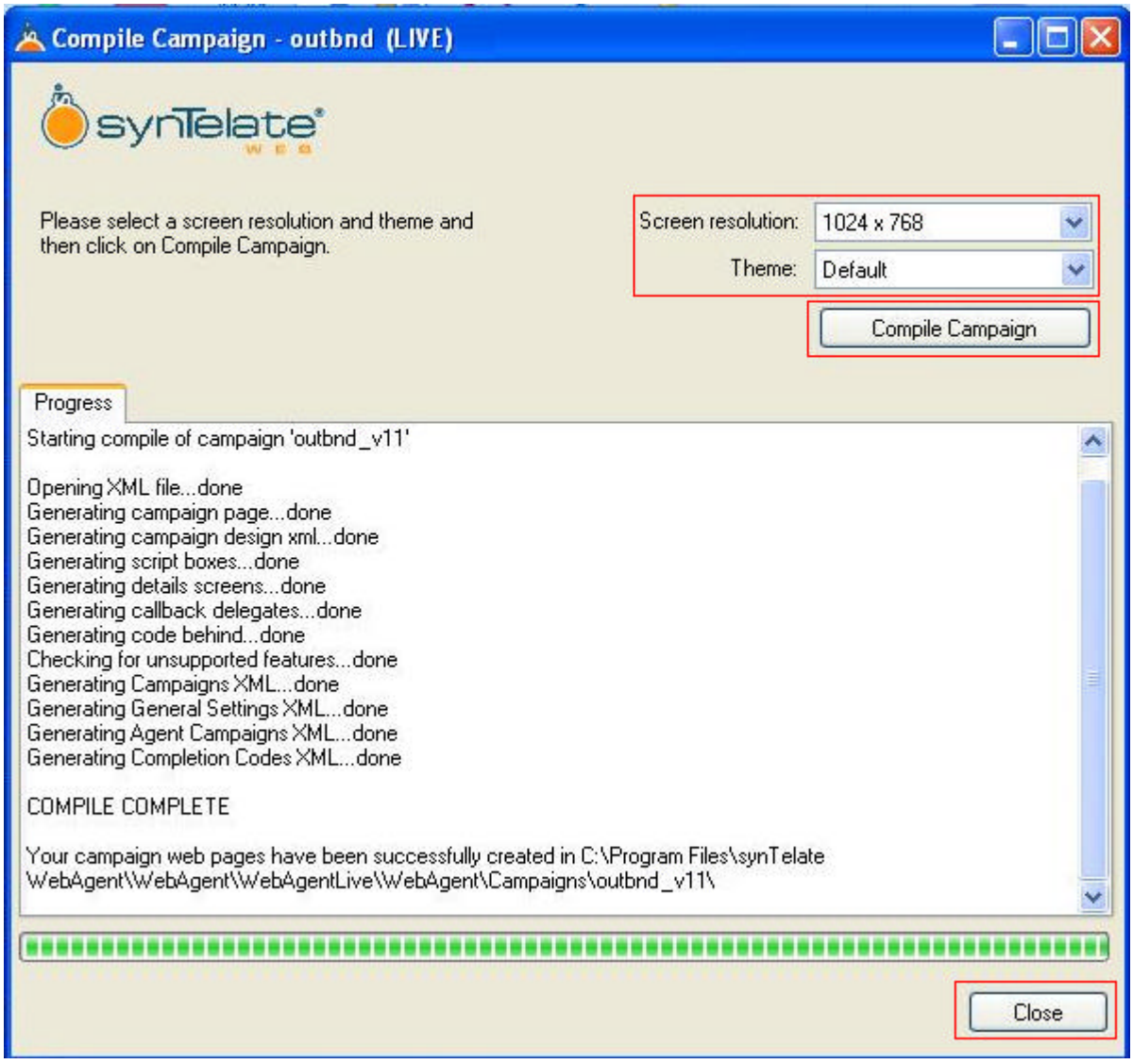
After the **outbnd** campaign is made live, only **Live** button is available.



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



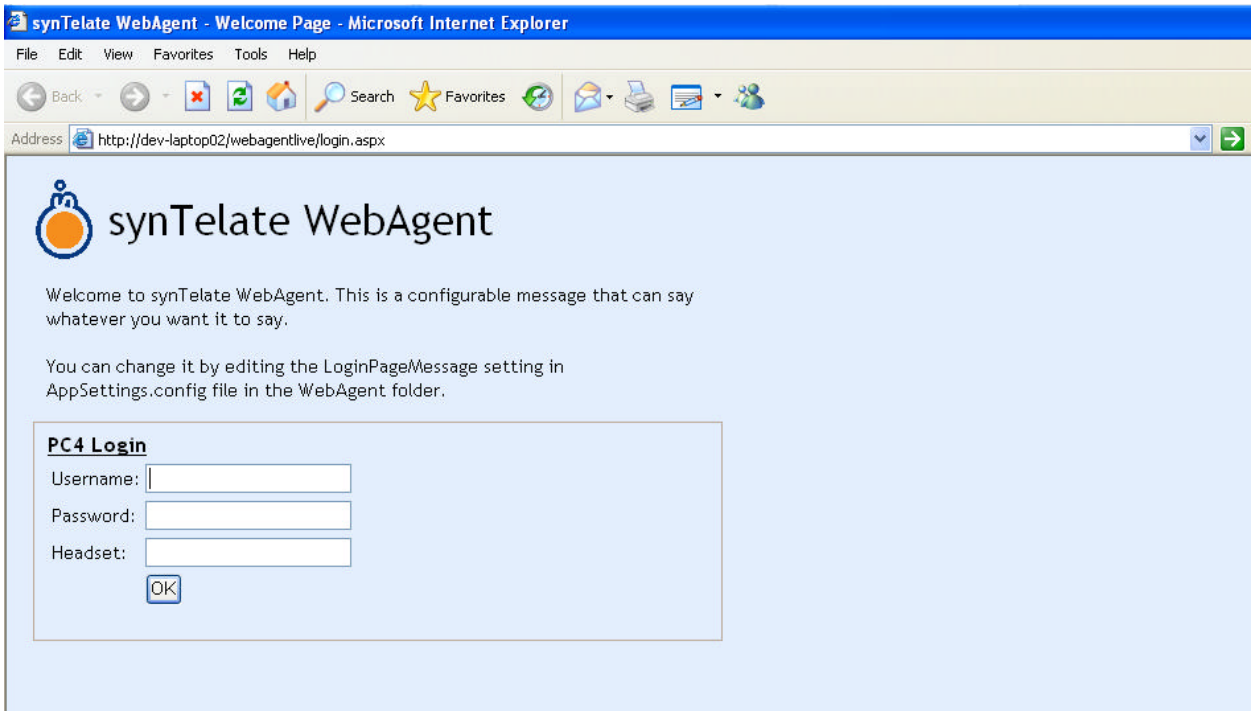
To complete compilation for web users, select **Screen Resolution**, **Theme** from the offered drop down lists and click **Compile Campaign** button. When the compile is complete click **Close** button.



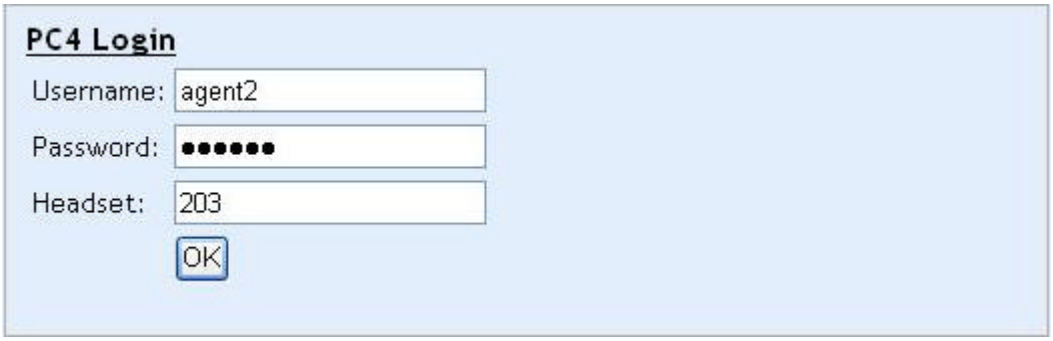
Repeat the above steps in order to configure managed, inbound and blend campaigns.

6.4. Use synTelate Web Agent

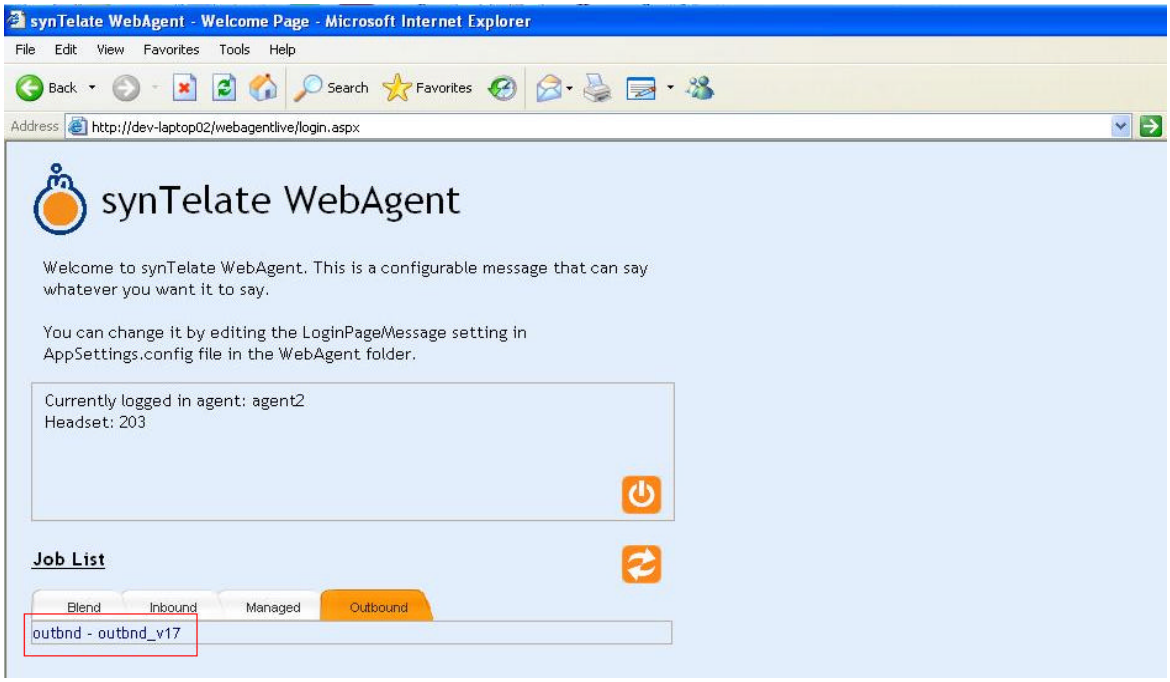
To access synTelate Web Agent Login Page, start web browser and enter following URL address: **http://<ip address of web server>/webagentlive/login.aspx**.



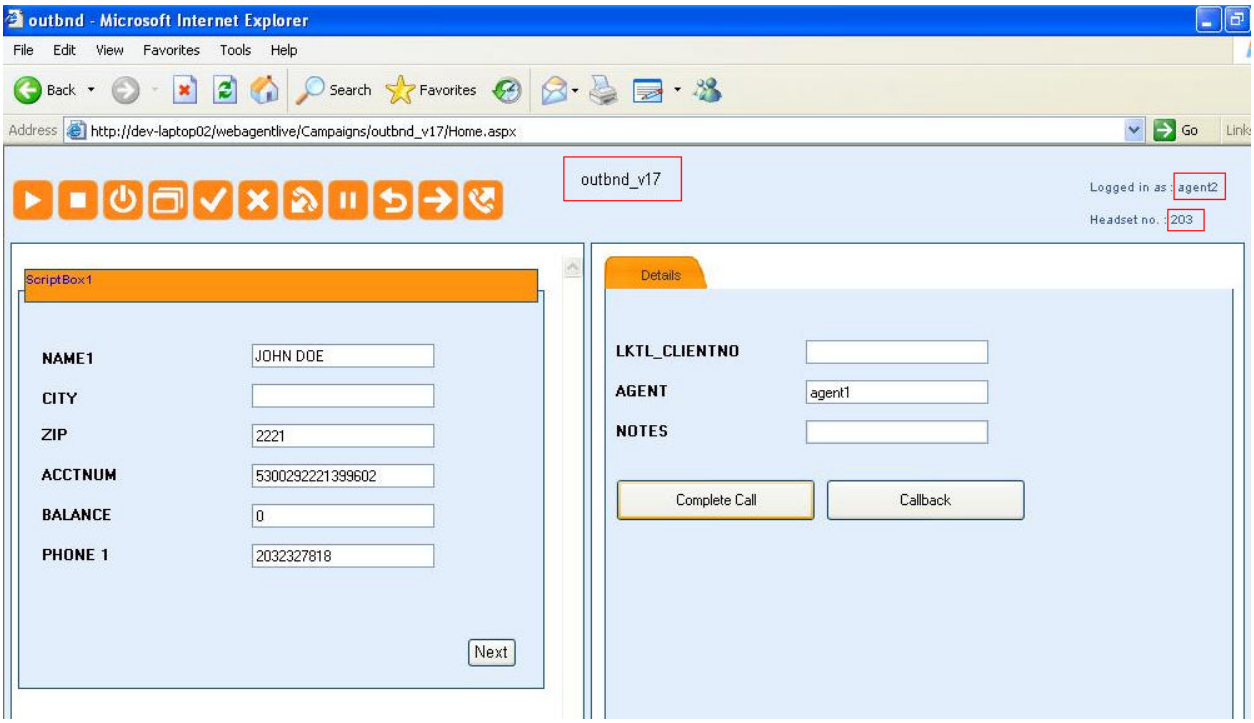
On the login page enter agent **Username** and **Password** as configured on Avaya Proactive Contact 4.1, and **Headset** as configured on Communication Manager. Click **OK** button to login.



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
```

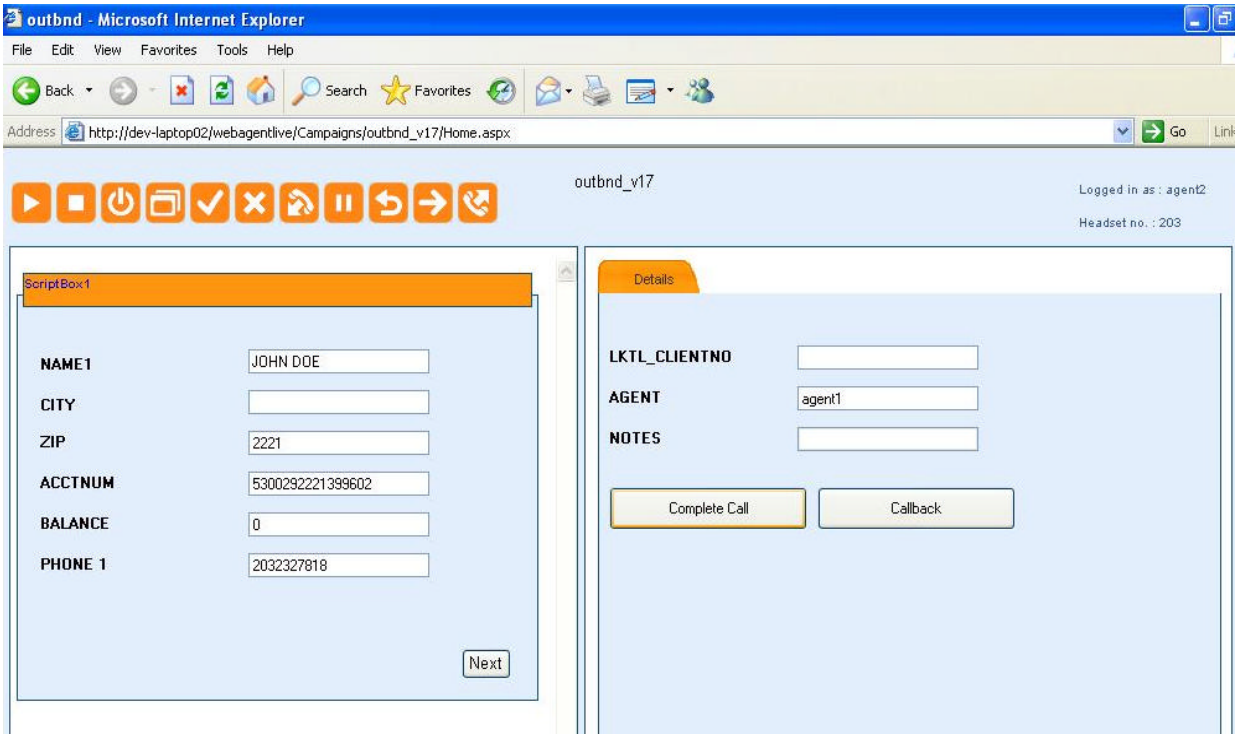
Run **status trunk 3** to verify that the inbound trunk group 3 is **in-service**.

```
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.



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*

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to Avaya DevConnect Program at devconnect@avaya.com .