

Avaya Solution & Interoperability Test Lab

Application Notes for Talisma CIM with Avaya Communication Manager using Avaya Application Enablement Services – Issue 1.0

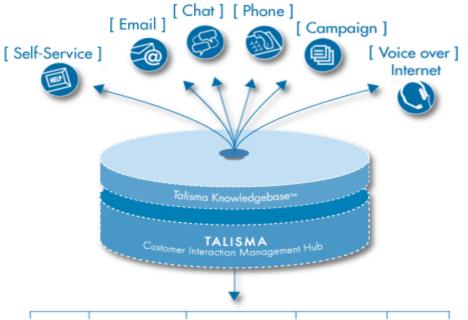
Abstract

These Application Notes describe the configuration steps required for Talisma CIM to interoperate with Avaya Communication Manager using Avaya Application Enablement Services. Talisma CIM is a customer interaction management suite that provides a web-based thin agent application to handle call related functions.

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

1. Introduction

Talisma Customer Interaction Management (CIM) is a comprehensive interaction management suite that integrates multiple communication channels, including email, chat, voice, self-service and VoIP with an intelligent knowledgebase, business process functionality and third party data.



CRM ORDER ENTRY 3RD PARTY DATABASES LEGACY SYSTEMS CREDIT SYSTEMS ERP

The Talisma Voice feature integrates inbound phone contacts by blending cross-channel interactions into a single desktop for consistent customer communications through a CTI interface. Some of the phone features include:

- Notify agent of a call with inbound information about the call. Provide accept and reject options as desired to agents.
- Disposition the call per the pre-selected termination codes.
- Set up call back functionality on the Web site, enabling customers to be contacted when they want.
- Provides agent state and configurable reason codes for agent availability
- Provides real time and historical reports.

The compliance testing focused on the CTI functionality of Talisma CIM. The integration with Avaya Communication Manager is through Avaya Application Enablement Services (AES) with Envox CT Connect as a CTI middleware provider. The Definity LAN Gateway (DLG) interface of Avaya AES is utilized by Envox CT Connect to provide call control and event report CTI functionality to Talisma CIM. The CTI functionality enables Talisma CIM agents to access customer information such as calling party number, and perform login/logout and call related actions via the desktops.

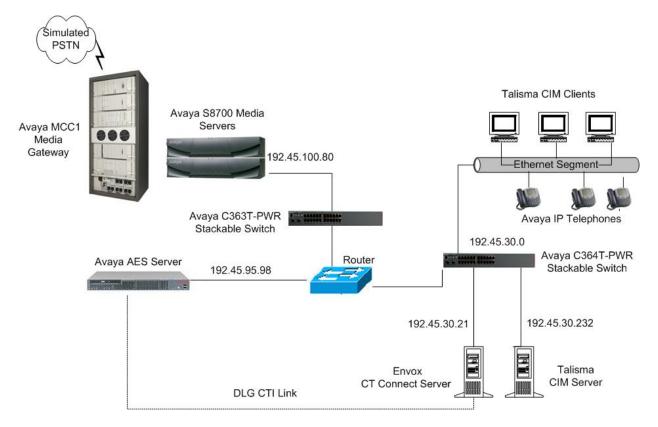


Figure 1: Talisma CIM with Avaya Communication Manager using Avaya AES and Envox CT Connect

2. Equipment and Software Validated

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

Equipment	Software
Avaya S8700 Media Servers	Avaya Communication Manager 4.0 R014x.00.0.730.5 Service Pack : 13566
Avaya MCC1 Media Gateway	
TN799DP C-LAN Circuit Pack	HW01 FW024
TN2302AP IP Media Processor Circuit Pack	HW13 FW116
Avaya Application Enablement Services	4.0, build 47.3
Avaya C363T-PWR Converged Stackable Switches	4.5.14
Avaya 4621SW IP Telephones	2.6
Talisma CIM	8.0 Windows 2003 Server
Envox CT Connect	7.1 SP1 Windows 2000 Server

3. Configure Avaya Communication Manager

This section provides the procedures for configuring Avaya Communication Manager. The procedures include the following areas:

- Verify Avaya Communication Manager license
- Configure the Computer Telephony Integration (CTI) Link

The detailed administration of contact center devices, such as Vector Directory Numbers (VDNs), vectors, ACD/Skill groups and logical agents are assumed to be in place and are not covered in these Application Notes. For the compliance testing, agents with physical station extensions of "26614, 26617, 22721" and logical agent identifiers of "25601, 25602, 25603" along with the same passwords "25601, 25602, 25603" were created. The hunt group of "20560" for skill "60" was created. This information will be used to configure the Talisma CIM agents in **Section 6 Step 8**.

3.1. Verify Avaya Communication Manager License

Log into the System Access Terminal (SAT) to verify that the Avaya Communication Manager license has the proper permissions for the features illustrated in these Application Notes. Use the "display system-parameters customer-options" command to verify that the **ASAI Link Core Capabilities** customer option is set to "y" on **Page 3**. If this option is not set to "y", then contact the Avaya sales team or business partner for a proper license file.

```
display system-parameters customer-options
                                                             Page
                                                                    3 of 11
                               OPTIONAL FEATURES
   Abbreviated Dialing Enhanced List? y
                                                 Audible Message Waiting? y
       Access Security Gateway (ASG)? n
                                                  Authorization Codes? y
       Analog Trunk Incoming Call ID? y Backup Cluster Automatic Takeover? n
A/D Grp/Sys List Dialing Start at 01? y
                                                               CAS Branch? n
Answer Supervision by Call Classifier? y
                                                                 CAS Main? n
                                                        Change COR by FAC? n
                                 ARS? y
                ARS/AAR Partitioning? y Computer Telephony Adjunct Links? y
         ARS/AAR Dialing without FAC? y
                                          Cvg Of Calls Redirected Off-net? y
         ASAI Link Core Capabilities? y
                                                             DCS (Basic)? y
         ASAI Link Plus Capabilities? y
                                                       DCS Call Coverage? y
      Async. Transfer Mode (ATM) PNC? n
                                                       DCS with Rerouting? y
 Async. Transfer Mode (ATM) Trunking? y
             ATM WAN Spare Processor? n
                                           Digital Loss Plan Modification? n
                                ATMS? y
                                                                  DS1 MSP? n
                 Attendant Vectoring? n
                                                    DS1 Echo Cancellation? N
```

3.2. Configure the Computer Telephony Integration (CTI) Link

The following steps demonstrate the configuration on Avaya Communication Manager for the CTI link. See **Section 4** for details on configuring the CTI link on AES.

	Description	
Note the node name configuration, one	es and IP addresses of the C-LAN boards. In C-LAN board (clan-1b04) was used for conr	the compliance-tested nectivity to AES (aes98).
display node-nam	nes ip	Page 1 of 1
Name abacus-5000 aes98 cceserver clan-1a03 clan-1b04 clan-1b09 clanP2-1a04 clanP27-2a03 clanP7-3a04 default devcon32-1a03 devcon33-1a03 ipoffice-room3 medpro-1b05 procr prowlerP2-1a05	IP NODE NAMES IP Address Name 192.45 .100.201 192.45 .95 .98 192.45 .120.15 192.45 .100.97 192.45 .100.84 192.45 .100.87 192.168.61 .21 172.16 .252.200 192.168.1 .10 0 .0 .0 .0 192.45 .100.36 192.45 .100.16 192.45 .100.85 192.45 .100.81 192.168.61 .22	IP Address
entries for C-LAN • Service Tyj • Enabled: • Local Node • Local Port: change ip-service	 boards for the AES link as follows: be: Set to "AESVCS". Set to "y". : Set to the node name of a C-LAN (clan-Set to "8765". 	
	Note the node name configuration, one O It is assumed that the display node-name abacus-5000 aes98 cceserver clan-1a03 clan-1b04 clan-1b09 clanP2-1a04 clanP27-2a03 clanP7-3a04 default devcon32-1a03 devcon33-1a03 ipoffice-room3 medpro-1b05 procr prowlerP2-1a05 Enter the change ip entries for C-LAN the Service Type Enabled: Local Node Default Change ip-service Service Ena Type SAT y AESVCS y	Enter the display node-names ip command. Note the IP addres Note the node names and IP addresses of the C-LAN boards. In configuration, one C-LAN board (clan-1b04) was used for com It is assumed that the C-LAN board has already been administe display node-names ip Name IP Address Name abacus-5000 192.45 .100.201 aes98 192.45 .95 .98 cceserver 192.45 .100.97 clan-1a03 192.45 .100.97 clan-1b04 192.45 .100.84 clan-1b09 192.45 .100.84 clan-204 192.168.61 .21 clanP7-2a03 172.16 .252.200 clanP7-3a04 192.168.1 .10 default 0 .0 .0 .0 devcon32-1a03 192.45 .100.16 ipoffice-room3 192.45 .100.85 procr 192.45 .100.81 providerP2-1a05 192.168.61 .22 Enter the change ip-services command. On Page 1 of the ip-se entries for C-LAN boards for the AES link as follows: Service Type: Set to "AESVCS". Enabled: Set to "y". Local Node: Set to the node name of a C-LAN (clan- bertice Set to "8765".

Step		Description		
3.	On Page 3, enter the hostname of the alphanumeric password for Passwor configured on the AES server in Sec	d. Set Enabled to "y"		
	change ip-services		Page	3 of 3
	AI	E Services Administ	ration	
	Server ID AE Services Server	Password	Enabled	Status
	1: devconaes01 2: AES-DevCon2 3: 4:	* *	У У	in use
4.	5:	where we is an available		1 and 16
4.	Enter the add cti-link m command, v inclusive. Enter an Extension , a value Communication Manager. Set Type CTI link. Default values may be use	d number under the pro to "ASAI-IP", and ass	ovisioned dial plating a descriptive	n in Avaya
	add cti-link 16	OTT I INV	Page	1 of 2
	CTI Link: 16 Extension: 24997 Type: ASAI-IP	CTI LINK		
	COR: 1 Name : Talisma DLG Link			

4. Configure Avaya Application Enablement Services

This section provides the procedures for configuring Avaya Application Enablement Services (AES). The procedures include the following areas:

- Verify AES license
- Administer local IP
- Administer switch connection
- Administer DLG link

Step	Description				
1.	Launch a web browser, enter https:// <ip address="" aes="" of="" server="">:8443/MVAP in the URL, and</ip>				
	log in with the appropriate credentials for accessing the AES CTI OAM pages.				
	AVAYA				
	Application Enablement Services ? Help				
	Please log on.				
	Logon:				
	Password:				
	©2007 Avaya, Inc. All Rights Reserved.				

	Description	
	1 1 1	
the DLG service is n		
license file.		
AVAYA	Application Enablement Servi Operations Administration and Mainter	nance
CTI OAM Home	You are here: > <u>CTI OAM Home</u>	<u>logout</u>
	Welcome to CTI OAM Screens [craft] logged in on Thu Mar 22 13:42:45 E.S.T. 2007	
 ▶ <u>Utilities</u> ▶ <u>Help</u> 	IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart.	
	Service Controller Status ASAI Link Manager Running DMCC Service Running CYLAN Service Running DLG Service Running Transport Layer Service Running TSAPI Service Running For status on actual services, please use Status and Control.	
	License Information You are licensed to run Application Enablement (CTI) version 4.0. You are licensed for the following services DLG CVLAN TSAPI	_
	Verify that AES is lice the DLG service is not license file.	Click CTI OAM Home in the left pane to display the Welcome to CTI OAM Screens win Verify that AES is licensed for the DLG service, as shown in the bottom of the screen below the DLG service is not licensed, contact the Avaya sales team or business partner for a prop- license file. Application Enablement Servi Operations Administration and Mainten Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administration Administrati

Step		Description
3.	Local IP screen is dis field, select the AES s Switch Connectivity Avaya Communication	Home menu in the left pane, select Administration \rightarrow Local IP . The blayed into the right pane, as shown below. In the Client Connectivity erver IP address that will be used to connect to Envox CT Connect. In the field, select the AES server IP address that will be used to connect to a Manager. Note that the IP addresses were created as part of AES e default value in the Media Connectivity field, and click Apply
	AVAYA	Application Enablement Services Operations Administration and Maintenance
	CTI OAM Home Administration Network Configuration Local IP NIC Configuration Ports Switch Connections CTI Link Admin DMCC Configuration TSAPI Configuration Security Database Certificate Management TR87 Configuration Status and Control Maintenance Alarms Logs Utilities Help	You are here: > Administration > Network Configuration > Local IP Client Connectivity eth0.192.45.95.38 > Switch Connectivity eth0.192.45.95.38 > Media Connectivity eth0.192.45.95.38 > Apply Changes > >

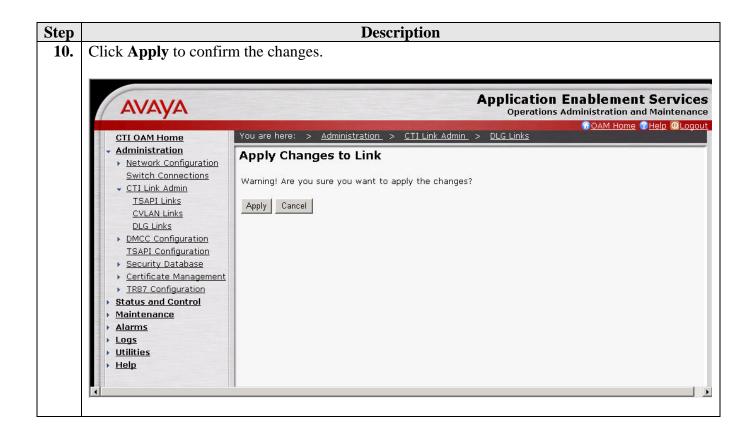
Step		Descri	ption	
4.	the Switch Connection	he → Administration → Second for Second f	on defines a connection	n between the AES
	Αναγα			Enablement Services
	CTI OAM Home Administration Network Configuration Switch Connections CTI Link Admin DMCC Configuration TSAPI Configuration Security Database Certificate Management TR87 Configuration Status and Control Maintenance Alarms Logs Utilities Help	You are here: > Administration > S Switch Connections devcon2715 Connection Name Edit Connection Edit CLAN IPs	Add Connections Add Connection Number of Active Connections	Connection Type

)		Descript	tion	
1	Information" from the	appears prompts for the swite drop down list for Switch C o on Avaya Communication M oply .	onnection Type. E	Enter the same password
	AVAYA			on Enablement Servic
			No. 10 ANS	OAM Home OHelp OLoc
	CTI OAM Home	You are here: > <u>Administration</u> > <u>Sw</u>	13/	
	 Administration Network Configuration 	Set Password - devcon2715	5	
	Switch Connections	Please note the following:		
	CTI Link Admin DMCC Configuration	* A password is not required for a H323 G		ventions
	TSAPI Configuration	* Changing the password affects only nev	« connections, not open com	lections.
	Security Database	Switch Connection Type	CTI/Call Information 💌	
	Certificate Management TR87 Configuration	Switch Password	•••••	
	Status and Control	Confirm Switch Password	•••••	
	Maintenance	SSL		
	<u>Alarms</u> Logs	Apply Cancel		
	 Logs Utilities 			
	• Help			
	•			
	4			
		Switch Connections page, se		n corresponding to the
		Switch Connections page, se ed in Step 4, and click Edit (n corresponding to the
				n corresponding to the
	switch connection add		CLAN IPs.	
	switch connection add		CLAN IPs. Applicati	on Enablement Servic
	switch connection add	ed in Step 4 , and click Edit (CLAN IPs. Applicati _{Operati}	on Enablement Servic
	Switch connection add	ed in Step 4 , and click Edit (CLAN IPs. Applicati	n corresponding to the on Enablement Servic ions Administration and Maintenar @OAM Home @Help @Log
	switch connection add	ed in Step 4 , and click Edit (CLAN IPs. Applicati _{Operati}	on Enablement Servic
	Switch connection add CTI OAM Home - Administration - Network Configuration Switch Connections	ed in Step 4 , and click Edit (CLAN IPs. Applicati Operati itch Connections	on Enablement Servic
	Switch connection add CTI OAM Home • Administration • Network Configuration Switch Connections • CTI Link Admin	ed in Step 4 , and click Edit (CLAN IPs. Applicati Operati itch Connections	on Enablement Servic
	Switch connection add AVAYA CTI OAM Home • Administration • Network Configuration Switch Connections • CTI Link Admin • DMCC Configuration	ed in Step 4 , and click Edit (CLAN IPs. Applicati Operati itch Connections	on Enablement Servic
	Switch connection add CTI OAM Home • Administration • Network Configuration Switch Connections • CTI Link Admin	You are here: > Administration > Sw Switch Connections	CLAN IPs. Applicati Operati itch Connections Add Connection Number of Active	on Enablement Servic ions Administration and Maintena OAM Home OHelp Olog
	Switch connection add AVAYA CTI OAM Home • Administration • Network Configuration Switch Connections • CTI Link Admin • DMCC Configuration TSAPI Configuration • Security Database • Certificate Management	You are here: Administration Sw Switch Connections Connection Name	CLAN IPs. Applicati Operati itch Connections Add Connection Number of Active Connections	on Enablement Servic ions Administration and Maintenar OAM Home @Help @Log Connection Type
	Switch connection add AVAYA CTI OAM Home • Administration • Network Configuration Switch Connections • CTI Link Admin • DMCC Configuration TSAPI Configuration • Security Database • Certificate Management • TR87 Configuration	You are here: > <u>Administration</u> > <u>Switch Connections</u> Connection Name C devcon11	CLAN IPs. Applicati Operati itch Connections Add Connection Number of Active Connections 1	on Enablement Servico ions Administration and Maintenar Connection Type CTI/Call Information
	Switch connection add CTI OAM Home • Administration • Network Configuration Switch Connections • CTI Link Admin • DMCC Configuration TSAPI Configuration • Security Database • Certificate Management • TR87 Configuration • Status and Control	You are here: > <u>Administration</u> > <u>Sw</u> Switch Connections Connection Name C devcon11 O devcon13 O devcon14 O devcon26	CLAN IPs. Applicati Operati itch Connections Add Connection Number of Active Connections 1 1	on Enablement Servic ions Administration and Maintenar OAM Home @Help OLog Connection Type CTI/Call Information CTI/Call Information
	Switch connection add AVAYA CTI OAM Home • Administration • Network Configuration Switch Connections • CTI Link Admin • DMCC Configuration TSAPI Configuration • Security Database • Certificate Management • TR87 Configuration	You are here: > Administration > Sw Switch Connections Connection Name C devcon11 C devcon13 C devcon26 devcon2715	CLAN IPs. Applicati Operati itch Connections Add Connection Number of Active Connections 1 1 1	on Enablement Servic ions Administration and Maintenar OAM Home CHelp OLog Connection Type CTI/Call Information CTI/Call Information CTI/Call Information
	Switch connection add CTI OAM Home Administration Network Configuration Switch Connections CTI Link Admin DMCC Configuration TSAPI Configuration Security Database Certificate Management TR87 Configuration Status and Control Maintenance Alarms Logs	You are here: > Administration > Sw Switch Connections Connection Name C devcon11 C devcon13 C devcon26 C devcon2715 C devcon32	CLAN IPs. Applicati Operation itch Connections Add Connections Number of Active Connections 1 1 1 2 2 1 1	On Enablement Servic ions Administration and Maintenar CAM Home CHelp Olog CAM Home CHelp Olog CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information
	Switch connection add CTI OAM Home Administration Network Configuration Switch Connections CTI Link Admin DMCC Configuration TSAPI Configuration Security Database Certificate Management TR87 Configuration Status and Control Maintenance Alarms Logs Utilities	You are here: > Administration > Sw Switch Connections Connection Name C devcon11 C devcon13 C devcon26 devcon26 devcon32 C devcon33	CLAN IPs. Applicati Operati itch Connections Add Connections 1 1 1 2 2 1 0	On Enablement Servic ions Administration and Maintenar Connection Type CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information
	Switch connection add CTI OAM Home Administration Network Configuration Switch Connections CTI Link Admin DMCC Configuration TSAPI Configuration Security Database Certificate Management TR87 Configuration Status and Control Maintenance Alarms Logs	You are here: > <u>Administration</u> > <u>Sw</u> Switch Connections Connection Name C devcon11 C devcon13 C devcon26 devcon2715 C devcon32 C devcon33 C procurementlab	CLAN IPs. Applicati Operati itch Connections Add Connections 1 1 1 2 2 1 0 1	On Enablement Servico ions Administration and Maintenar Connection Type CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information
	Switch connection add CTI OAM Home Administration Network Configuration Switch Connections CTI Link Admin DMCC Configuration TSAPI Configuration Security Database Certificate Management TR87 Configuration Status and Control Maintenance Alarms Logs Utilities	You are here: > Administration > Sw Switch Connections Connection Name C devcon11 C devcon13 C devcon26 devcon26 devcon32 C devcon33	CLAN IPs. Applicati Operati itch Connections Add Connections 1 1 1 2 2 1 0	On Enablement Servic ions Administration and Maintenar Connection Type CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information
	Switch connection add CTI OAM Home Administration Network Configuration Switch Connections CTI Link Admin DMCC Configuration TSAPI Configuration Security Database Certificate Management TR87 Configuration Status and Control Maintenance Alarms Logs Utilities	You are here: > <u>Administration</u> > <u>Sw</u> Switch Connections Connection Name C devcon11 C devcon13 C devcon26 devcon2715 C devcon32 C devcon33 C procurementlab	CLAN IPs. Applicati Operati itch Connections Add Connections 1 1 1 2 2 1 0 1	On Enablement Servico ions Administration and Maintenar Connection Type CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information CTI/Call Information

Step		Description
7.	Enter the IP address of	f a C-LAN board from Section 3.2 Step 1, and click Add Name or IP.
	Αναγα	Application Enablement Services Operations Administration and Maintenance
	CTI OAM Home	You are here: > Administration > Switch Connections
	 Administration Network Configuration 	Edit CLAN IPs - devcon2715
	Switch Connections CTI Link Admin DMCC Configuration	192.45.100.84 Add Name or IP Name or IP Address Status
	TSAPI Configuration Security Database	
	<u>Certificate Management</u> <u>TR87 Configuration</u> Status and Control	Delete IP
	Maintenance	
	<u>Alarms</u>	
	 Logs Utilities 	
	Help	
	1	

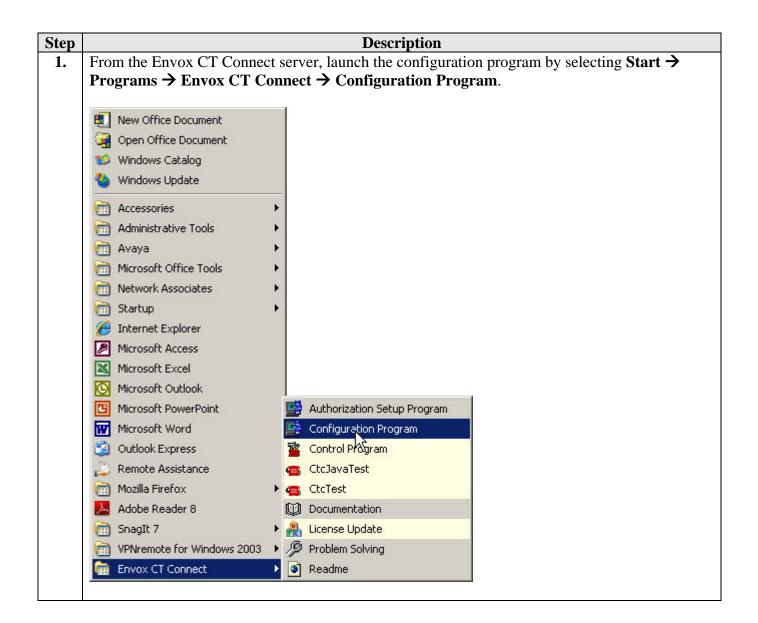
AVAYA			Application Enal Operations Admin	blement Serv istration and Maint
CTI OAM Home	You are here: > <u>Adminis</u>	stration_ > <u>CTI Link Admir</u>		OAM Home 🕜 Help 🕻
 Administration Network Configura 	tion DLG Links			
<u>Switch Connectio</u>	Switch Connection	Switch CTI Link #	Client Host Name or IP Address	Client Link Number
TSAPI Links CVLAN Links DLG Links DLG Links DMCC Configuration TSAPI Configuration Security Database Certificate Manage TR87 Configuration Status and Control Maintenance Alarms	on 2 ement 0	7 Delete Link	192.45.30.240	2
▶ Logs ▶ Utilities ▶ Help				

Step		Description
9.	The Add / Edit DLG	Links screen is displayed next. Select the following values for the
	specified fields, and cli	ck Apply Changes.
	•	
	Switch Connection	n: Enter the name of switch connection from Step 4 .
		Number: Select the CTI link number from Section 3.2 Step 4.
	 Switch CTTEInk Client Hostname 	-
		or IP: Enter the IP address of the Envox C1 Connect server from
	Figure 1.	
	Client Link Num	ber: Select the link number of Envox CT Connect server from
	Section 5 Step 4.	
	-	
		Analization Frankland Constant
	AVAYA	Application Enablement Services Operations Administration and Maintenance
		GOAM Home OLogout
	CTI OAM Home	You are here: > <u>Administration</u> > <u>CTI Link Admin</u> > <u>DLG Links</u>
	Network Configuration	Add / Edit DLG Links
	Switch Connections	Switch Connection:
	✓ <u>CTI Link Admin</u> TSAPI Links	Switch CTI Link Number: 16
	CVLAN Links	Client Hostname or IP: 192.45.30.21
	DLG Links	Client Link Number:
	DMCC Configuration TSAPI Configuration	Apply Changes Cancel Changes
	Security Database	
	Certificate Management	
	TR87 Configuration Status and Control	
	Maintenance	
	Alarms	
	► Logs	
	Utilities Help	
	, <u>neip</u>	
	1	



5. Configure Envox CT Connect

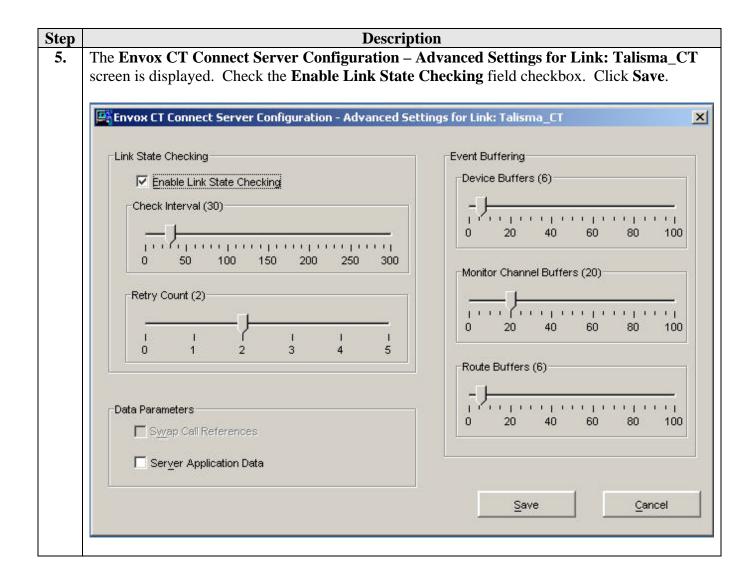
This section provides the procedures for configuring the Envox CT Connect server. Envox CT Connect uses a GUI based configuration program to configure communication links between the CT Connect servers and switches.



Step	Description
2.	The Envox CT Connect Server Configuration screen is displayed. Enter a descriptive name for the Enter a Logical Identifier field, in this case "Talisma_CT". Click Add .
	Envox CT Connect Server Configuration
	Enter a Logical Identifier Talisma_CT Add
	Existing Links Select the Logical Identifier <hr/> Modify
	Server Options Exit Help

Description The Envox CT Connect Server Configuration – Switch Type for Link: Talisma_CT scr is displayed. Select Avaya Communication Manager from the list and click Next.			
E	nvox CT Connect Server Configuration - Switch Type	for Link : Talisma_CT	
	Collecture Culture Tures		
	Select your Switch Type Alcatel 4400 CSTA Phase I	Transport	
	Alcatel 4400 CSTA Phase II		
	Alcatel OmniPCX 4400		
	Alcatel OmniPCX Office		
	Avaya Communication Manager	C ISDN	
	Avaya DEFINITY/Prologix	C <u>X</u> .25	
	Avaya INDeX		
	CS Telecom Sigphone ACD.N	C ⊻24	
	CSTA Phase I Other		
	CSTA Phase II Other		
	CSTA Phase III Other		
		Next Cano	cel
_			

Step		Description				
4.	The Envox CT Connect Server Configuration – Configuring Link: Talisma_CT screen is displayed. Enter the following values for the specified fields, and retain the default values in the remaining fields. Click Advanced.					
	 Switch IP Address: Link Number: Local IP Address: Envox CT Connect s Auto Start Link: 	AES client connectivity IP address from Section 4 Step 3 . Link number used for connectivity to AES, in this case "1". IP address of the Envox CT Connect server. This is optional if the erver only has one NIC card. Check the checkbox.				
		Configuration - Configuring Link : Talisma_CT				
	Transport Switch IP Address	192.45.95.98				
	Link Number	1				
	Local IP Address (Optional)	192.45.30.21				
	Common Auto Start Link Auto Restart Monitors Timestamp	Server				
	CIM Host Address	Jocalhost				
	Device Level Authorization -	Off				
	Advanced	Trace Save Cancel				



Step		Description	
6.	screen is displayed. Check the	ver Configuration – Trace file Setting for Link: Talisma_C ne Auto Start Trace field checkbox in the CTCFULL trace fi default values in the remaining fields. Click Save.	
	CTCFULL trace file settings	nfiguration - Trace file Settings for Link: Talisma_CT	×
	Trace File Path Trace File Name Maximum Files Maximum Files Action	gram Files\Envox\CT Connect\Ctc\trace Talisma_CT_CTCFULL 999	
	NET trace file settings Auto Start Trace Trace File Path Trace File Name Maximum Files Maximum Files Action	gram Files\Envox\CT Connect\Ctc\trace Talisma_CT_NET 999	
		Save Cancel	

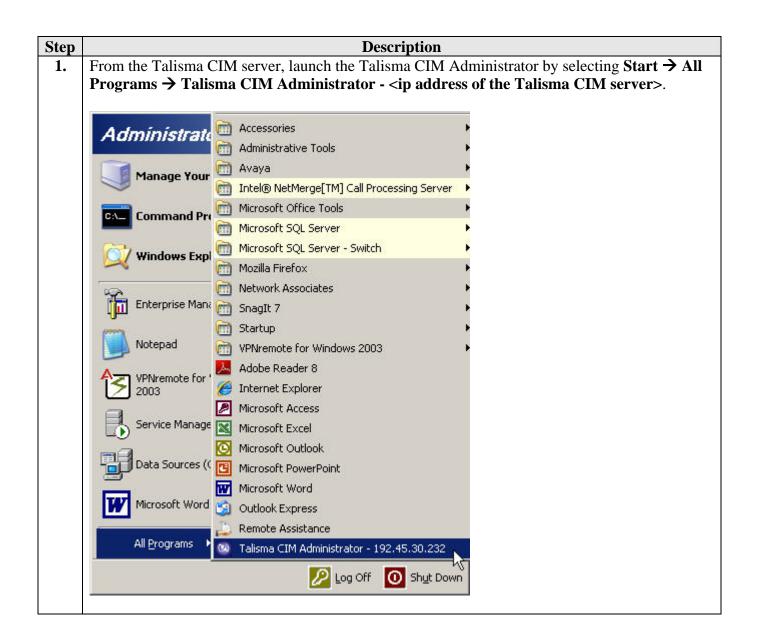
Step					
7.	The Envox CT Connect Server Configuration screen is displayed. Click Server Options.				
	Envox CT Connect Server Configuration				
	New Link Enter a Logical Identifier Add				
	Existing Links Select the Logical Identifier Talisma_CT <u>M</u> odify				
	Delete				
	Server Options Exit Help				

ep . /	Description The Envox CT Connect Server Configuration – Server Options screen is displayed. Check				
1	the Enable DCE/RPC Interface field checkbox. Click Save.				
	Envox CT Connect Server Configuration - Server Options				
	Server Remote Management				
	Management Tracing Client Security for Remote Management				
	Auto start trace Maximum files 999 Security Enabled Users				
	Trace File Path vox\CT Connect\Ctc\trace				
	Trace File Name mgmttrace				
	Maximum files action				
	Image: Stop Add Delete Modify				
	C Overwrite				
	Server Interfaces				
	✓ Enable DCE/RPC Interface				
	Enable Java[TM] RMI Interface				
	Save Cancel				

6. Configure Talisma CIM

This section provides the procedures for configuring the Talisma CIM server. The procedures include the following areas:

- Configure the Telephony setting
- Configure User Accounts



Step	Description	
2.	The TALISMA Customer Interaction Management screen is displayed. Click Administrator .	
	C Talisma Customer Interaction Management Quick Launch Page - Windows Internet Explorer	×
	🕞 😔 - 🔟 http://192.45.30.232/NetAgent/launch.html	
	🙀 🏟 🔯 Talisma Customer Interaction Management Quick Lau 🏠 🔹 📾 🔹 🗄	<u>Page</u> ▼
	T A L I S M A Customer Interaction Management	<u> </u>
	Administrator	
	<u>Customer Client</u>	
	<u>Agent Client</u>	
	<u>Real-Time Statistics</u>	
		<u> </u>
	Done	🔍 100% 👻 🎢

Step		Description	
3.	Log in with the appropriate credentials Administrator.	s for accessing the Talisma CIM Channels 8.	.00
	Administrator.		
	Talisma Customer Interaction Management Administrator - Windo		
	The second		₽ •
	🙀 🍄 🔯 Talisma Customer Interaction Management Administra	🗿 • 🗟 × 🖶 :	
			-
	Talisma CIM Channels Log	in	
		a CIM Channels 8.00 Administrator	
	CIM Channels Server: 192.45.	30.232	
	Account Name: ADMIN		
	Password:		
	Connection Type: Normal		
	Language: English		
		Log In Reset	
			T
		Local intranet	🔍 100% 🔻 🎢

ep		Description	on	
	Select Telephony → Ge	neral Settings from the menu	1u.	
		-		
	🜈 Talisma CIM Channels Web Administrator	- Windows Internet Explorer		
	🔄 🔾 👻 🔛 http://192.45.30.232/NetAgeni	t/adminasp/admin.aspx	💽 😽 🗶 Live Search	P -
	🙀 🔅 🎆 Talisma CIM Channels Web Administ	trator	🏠 + 🗟 - 🖶 Page +	Tools - *
		Telephony Help Log out Home		
	Server Name: 192.45.30.232			
		Callback Setting: General Settings		
	I alisma Corporation -	Phone Directory Settings		
	Welcome to Talisma Customer Int	Outbound Phone Book		
		Enterprise Data Access		
	Warning: For security reaso	ns the ADMIN password should be changed from its default valu	alue. Please enter a new ADMIN password.	
	Server			
	Real-time Statistics	Real-time Values		
	Server start time:	Monday, March 26, 2007 2:19:26 PM		
	Server uptime:	00: 50: 12		
	Process id:	1892	7)	
	Database			
	Real-time Statistics	Real-time Values		
	Database version:	Microsoft SQL Server 2000 - 8.00. 194 (Intel X86)	36)	
	ODBC version:	03.52		
	ODBC driver version:	03.86.1830		
	MDAC version:	2.82.1830.0		
	Current number of connections: Current number of idle connections:	10		
	Session grab size:	10		
		1		
	Network			
		Real-time Values		
	Real-time Statistics			
	Real-time Statistics Number of threads when idle:	10		-

Step	Description						
5.	In the Telephony-General Settings window, configure the following fields in the Settings						
	section, and retain the default values in the remaining fields. Click Update.						
	• CT-Connect server : Enter the IP address of the Envox CT Connect server.						
	• CT-Connect logical id : Enter the logical name as administered in Section 5 Step 2 .						
	• Switch Type: Select "AvayaEAS" from th	e dropdown list.					
	First						
	Telephony - General Settings - Windows Internet Explorer	×					
	Second Se	Live Search					
	😪 🍄 🎆 Telephony - General Settings	🏠 🔹 🔂 🕞 🖶 🔛 Page 🔹 🎯 Tools 🔹 🎽					
	System Accounts Chat Email Telephony Help Log out Home						
	Server Name: 192.45.30.232 📄 User Name: ADMIN						
	Telephony - General Settings						
	How and what type of telephony CIM Channels is using						
	Settings						
	Enable Telephony						
	CT-Connect information						
	CT-Connect server:	192.45.30.21					
	CT-Connect logical id:	Talisma_CT					
	Switch Type:	Avaya EAS					
	Logging:						
	Call control table used for transfers (Aspect Only):	403					
	Reason idle code (Aspect Only):	0					
	Reason logout code (Aspect and Avaya Only):	0					
	Reason codes for other work (Avaya EAS Only):	No 💌					
	Manual in <i>(Avaya EAS Only)</i> :	Yes 💌					
	CIM Channels Advanced Routing Options						
	CTI route delay (seconds):	8					
	CTI dispatch delay (seconds):	3					
	CTI mode switch delay (seconds): The length of time (in seconds) that the new telephony request window	10					
	will display on the agent screen. If the Agent does not accept the request within this time period the agent will be made unavailable:	10 💌					
	Do not route a phone call, while agent is in email workspace with email.						
	Dial Plan Script						
	Dim LOCALAREACODE						
	Dim DIALOUTPREFIX	-					
	LOCALAREACODE = "631"						
	DIALOUTPREFIX = "9"						
	IF DialPlan.IsTransfer THEN DialPlan.DialNumber = DialPlan.PhoneNumber						
	ELSE						
	DialPlan.DialNumber = DIALOUTPREFIX						
		-					
	Update Reset						
		Local intranet 🕄 🔩 100% 👻 🎢					

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	Description		
Select Accounts \rightarrow User Accounts	nts from the menu.		
Stephony - Callback Settings - Windows Internet Ex	plorer		
		💽 🐓 🗙 Live Search	\$
🙀 🚸 💽 Telephony - Callback Settings			🛃 Page 👻 🎯 Tools
System Accounts Chat Email Telephony	Help Log out Home		
Server N Departments / Positions			
Roles User Accounts			
Agent Workspace	for the Talisma CIM Channels server		
Special			
Settings Enable Callback Functionality			
Callback Status URL	/netagent/callback_status.aspx		
Update Reset			

Step			Description	1		
7.	In the Accounts-	Account List window	, click Insert A	gent.		
	Accounts - Agents - Win	dows Internet Explorer 45.30.232/NetAgent/adminasp/accounts_ag	opt dieslau seev		Live Search	
			enc_oispiay.aspx		🗿 🔹 🔊 🔹 🖶 🔹 🕞 Page 🔹	Contraction of the second second
	System Accounts Cha		Log out Home			1 <u>0</u> 013
	Server Name: 192.45.30.23					
		- Account List e able to log in to Talisma CIM Channels and in	steract with customers			
	USCI S WID GIC	, able to log in to Taising Carl Channels and in	icerace with castomers			
	Insert Agent		No agents are logged in			
	Agent List			Search for in Log	in Name 💌 Search	Clear
	All Login Name 📥	Display Name	First Name	Last Name		jged On
	Jorge	Jorge	Jorge	Jonson	Active No	
	View Permissions	Delete Agent Send message to	agent Log out ag	ent	Showing recor	ds 1 - 1 of 1
					Previous	Next
						*

ep]	Descript	ion				
3.	In the Accounts-Modify Account window, configure the following fields in the Account								
	Inform	Information section, and retain the default values in the remaining fields.							
	•	Login Name:	Enter a uniqu	ie descri	ptive agent name.				
	•	Display Name:	Enter a uniqu	ie descri	ptive agent name.				
	•	First Name:	Enter the age	Enter the agent's first name.					
	•	Last Name:	Enter the age	Enter the agent's last name.					
	٠	Password:	Enter a passy	word for	the agent to log in				
	•	Retype Password :	Re-enter the	agent pa	ssword.				
	•	CTC Logical Agent	: Enter the log	gical agei	nt identifier from S	ection 3.			
	•	CTC Agent Group :	Enter the hu	nt group	extension from Se	ction 3. (This can be any			
		valid hunt group exte	ension on Avay	a Comm	unication Manage	r).			
	•	CTC Agent Data:	Enter the log	gical age	nt password from S	Section 3.			
	•	Default Extension :	Enter the phy	ysical sta	tion extension for	the agent from Section 3.			
	Accour	nts - Agents - Windows Internet Explo	-1074						
	$\Theta \odot$	 http://192.45.30.232/NetAgent/a 	dminasp/accounts_agent_upc	date.aspx?id=0&i	nsert=1	X Live Search			
		Accounts - Agents							
	System	Accounts Chat Email Te Name: 192.45.30.232	lephony Help Log	out Home					
		Accounts - Modify Accou	ent						
		Users who are able to log in to Talism		with customers					
	* Denotes	s required field							
		unt Information							
	Login Nar	ne:	Agent1	*	Display Name:	Agent1 *			
	First Nam		Agent1	*	Last Name:	Talisma *			
	Password		•••••	*	Retype Password:	*			
	Photo UR		(image size 90 x 110 pixels)						
	Status: Signature	:	Active 💌		Maximum number of sessions fed	1			
		-34			-				
					*				
	CTC Logi		25602		CTC Agent Group:	20560			
			25602		Default Extension:	26617			
	Position I	D: (Nortel only)							

Step	Description
	Scroll down to the Positions section, select a position for the agent. In the compliance testing, the agent position was "Chat and Email Agent – Users that handle Email and Chat Sessions". Click Insert Agent .
	Positions
	Show Advanced Settings
	Insert Agent Cancel

Step				Descriptio	n		
9.	In the Accounts-Account List window, double-click on the new agent, Agent1, that was just						
	addeo	d.					
	Acco	unts - Agents - Wind	ows Internet Explorer				_ _ _×
	Ge	> 👻 🔛 http://192.4	5.30.232/NetAgent/adminasp/accounts_agent_	_display.aspx?startnumbe	r=0&RAND=1842 🔽 🐓	X Live Search	₽
	😪 📣	🛛 🎆 Accounts - Agen	ts			🔄 🟠 • 🗟 • 🖶 • 🔂	• <u>P</u> age +) Tools + *
	System		فالمصدوقين الوسيقينيين أعصيتهم أأ	og out Home			A.
	Serve	r Name: 192.45.30.232	🚽 User Name: ADMIN				
	III [Account List				
		Osers who are a	able to log in to Talisma CIM Channels and intera	act with customers			
				No agents are logged in	9 1		
	Inser	t Agent					
	A	gent List	101 × 70 × 10	1040624384		Login Name 💌 Searc	
			Display Name	First Name	Last Name	Status	Logged On
		Agent1	Agent1	Agent1	Talisma	Active	No
	8-4-s	<u>Jorge</u>	Jorge	Jorge	Jonson	Active	No
	View	V Permissions	Delete Agent Send message to age	nt Log out a	nent	Show	ing records 1 - 2 of 2
	VIEV	CHRISSIONS	Sero message to age	Log out a	gene		vious Next
						Pre	INCAL
	-						T

	Scroll to the bottom of the window, and then click Show Advanced Setting.
5	
	Accounts - Agents - Windows Internet Explorer
	🚱 🕘 🔻 📓 http://192.45.30.232/NetAgent/adminasp/accounts_agent_update.aspx?startnumber=0&RAND=4508&i 🗾 😏 🗙 Live Search 🔎 🔹
2 100 100	Ele Edit View Favorites Iools Help
2	🔆 🏘 📓 Accounts - Agents 🎒 👻 👼 🖕 Page 🔹 🎯 Tgols 🔹
	Telephony CTC Logical Agent: 25602 CTC Agent Group: 20560 CTC Agent Data: (Aspect and Avaya Only) 25602 Default Extension: 26617 Position ID: (Nortel only) 0 0 0
	User's Manager
	Management Type: All Access
	Administrators - Users that Administrators - Users that Administrators Otat and Email Agert - Users that handle Email and Chat Sessions Design Agert - Users that handle Email Design Agert - Users that Supervise other users
	Update Cancel
antima -	Local intranet 🔍 100% 👻

Step			Description	
11.	In the Roles tab, selec	rt Default Teleph	ony and click >> to add the role	to the agent.
	Roles Permissions	Channel Permissions	Admin Permissions Workspaces	
	Available Roles	Directly Assigned Role	s Roles Inherited from Positions	-
	Default Supervisor Default Telephony		Default Email	
		>>		
			(Use the Positions Tab to edit this list)	
	Update Cancel			_
10	Click Undete			
12.	Click Update.			
	Roles Permissions	Channel Permissions	Admin Permissions Workspaces	
	Available Roles	Directly Assigned Role		
	Default Admin Default Supervisor	Default Telephony	Default Chat Default Email	
	Default Supervisor		Detault Email	
	J			
			(Use the Positions Tab to edit this list)	
	Update Cancel			
	Cancer			-

7. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying Talisma CIM on the following: screen pop of calling party number for inbound call delivery, login/logout and change work modes via the desktop, and call related actions such as hold/unhold/conference/ transfer/dial via the desktop.

Serviceability testing verified that the Talisma CIM recovered from adverse conditions, such as rebooting, power failure, CTI link disconnect and network disconnect.

7.1. General Test Approach

All feature and serviceability test cases were performed manually. Upon start of the application, Talisma CIM requested monitoring and control of calls to all administered agents. Incoming calls were made to the available agents, to verify Talisma CIM screen pop of calling party number on the answering agent's desktop. Manual call controls from the agent desktops were exercised to verify call control capabilities.

7.2. Test Results

Aside from the issues listed below, all remaining test cases were completed successfully. The following issues were found during the testing.

- When the agent's physical phone is in a bad state (ex. off-hook, busy...), the Talisma CIM agent application will not give any warning or error messages although it cannot log the agent into the ACD. **Status : Scheduled to be resolved in Release 8.1**
- When the Talisma CIM agent application switches from the email view while working on an active email to the Chat/Tele view, it does not receive the calls that are in queue. According to Talisma's documentation, going to the Chat/Tele view should take the agent out of the aux work state and allow calls to be delivered. **Status :This issue has been subsequently fixed in Release 8.0**
- When the CTI link goes down, the Talisma CIM agent application does not give any
 message to the agent regarding the CTI link status. The agent has to logout and log back
 into the application to re-establish the CTI monitoring and control. Also, the Talisma
 CIM service has to be restarted by the administrator.
 Status : Agent notification is scheduled to be resolved in Release 8.1
- When the Talisma CIM server is powered down and then powered up while an agent is on a call, the agent application will need to log in at least two times to clear the call from the application.

Status : Agent notification is scheduled to be resolved in Release 8.1

8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Communication Manager, Avaya Application Enablement Services, Envox CT Connect, and Talisma CIM.

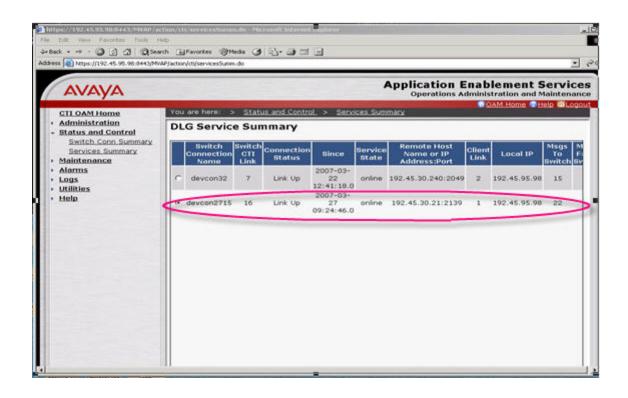
8.1. Verify Avaya Communication Manager

Verify the status of the administered CTI link by using the "status aesvcs cti-link" command. Verify the **Service State** is "established" for the CTI link number administered in **Section 3.2**, as shown below.

status aesvcs cti-link							
			AE SERVICES	CTI LINK STAT	US		
CTI	Version	Mnt	AE Services	Service	Msgs	Msgs	
Link		Busy	Server	State	Sent	Rcvd	
4	4	no	AES-DevCon2	established	15	15	
15	4	no	devconaes01	established	15	15	
16	4	no	devconaes01	established	16	17	

8.2. Verify Avaya Application Enablement Services

From the **CTI OAM Home** menu, verify the status of the DLG link by selecting **Status and Control** \rightarrow **Services Summary** from the left pane. Click on **DLG Service**, followed by **Details** (not shown). The **DLG Service Summary** screen is displayed. Verify that the **Connection Status** is "Link Up", as shown below.



8.3. Verify Envox CT Connect

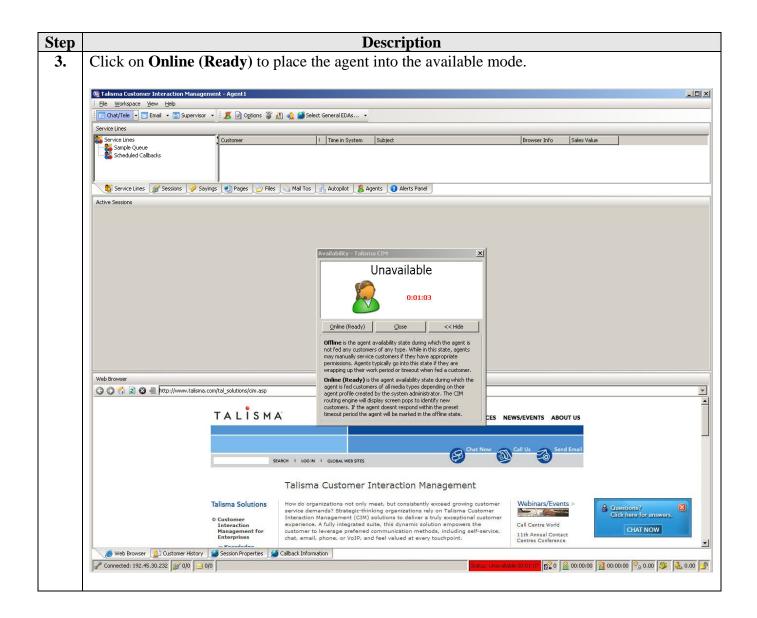
From the Envox CT Connect server, select Start \rightarrow All Programs \rightarrow Envox CT Connect Server \rightarrow Control Program to bring up the Envox CT Connect Control Program screen below. Check that the Link State associated with the administered Logical Identifier from Section 5 (in this case "TALISMA_CT") is "ON".

Logical Identifier	Link State	
TALISMA_CT	ON	-
		-
Refresh		
ik Control	_ Server Informatio	n —
ik Control	-Server Informatio	n —
1	1	on —
On/Off	License	
On/Off Tracing	License	

8.4. Verify Talisma CIM Agent Application

Step	Description							
1.	From the Talisma CIM client, access the agent interface by using the URL "http:// <ip< th=""><th></th></ip<>							
	address>/NetAgent/jac/javaagent.aspx" in an Internet browser window, where " <ip-addr the IP address of the Talisma CIM server. Click Start Agent Client.</ip-addr 							
	the if address of the falishia Chvi server. Click Start Agent Chent.							
	Agent Client Log-in - Windows Internet Explorer	<u>×</u>						
	Image: State of the state o							
	Elle Edit View Favorites Iools Help	Page + 🔘 Tools + »						
	TALISMA Customer Interaction Management Start Agent Client Language: English	X						
	Applet java.applet.Applet started	♣ 100% + //						

Step	Description
2.	Enter the appropriate user name, password and phone extension from Section 6 Step 8 , and click OK .
	Agent Client Log-in - Windows Internet Explorer
	Ele Edit View Favorites Iools Help
	🙀 🏘 🍘 v 🔝 v 🖶 Page v 🎯 Tools v 🎇
	TALİSMA Customer Interactio TALİSMA Customer Interaction Management I ali SMA Customer Interaction Management Mg Username: Agent1 Password: ***** Phone Ext: 26617 Fhone Ext: 26617 Version: 8.00.334 © 1999 - 2007 Talsma Corporation; Al Rights Reserved
	Applet java.applet.Applet started



Step		Description	
4.	Send a call to the V	DN. Verify that the Inbound Phone Call screen is displayed v	with the
	calling party inform	nation. Click Answer.	
	Talisma Customer Interaction M	1anagement - Agent1	- □ ×
		pervisor 👻 🤱 🕢 Options 💥 👖 🔩 🎑 Select General EDAs 👻	
	Service Lines		
	Service Lines	Customer 🔺 🕴 🕴 Time in System Subject	Browser Info Sales
	Scheduled Callbacks		
	Service Lines 📝 Sessions	Sayings 🕘 Pages 🌝 Files 🈋 Mail Tos 🚠 Autopilot 🙎 Agents (1) 🚯 Alerts Panel	
	Active Sessions		
		Thound Phone Call	
		New Call Information 00:01	
		Phone Number (op): 22720	
		Phone Number (cp):	
		cid 25344-1175181669740	
		ctype 0 cqual 0 optype 200	
	Callback Information	opqual 4 cptype 0	
	Condex an ormation	cpqual 0 cdata	
		Answer	
			la 0.00 🔯 👗 0.00 🚮
	10		5 5 1 2 5
5.	Verify that I ine 1 (displays "Active" and that the Hold, Hang-Up and Transfer/C	onference
5.	icons are available.		onnerence
	N Falarna Container Interaction Manageme	eret - Adjent I	.D.X
	file workspace yew help Chat/Tele - Timel - Supervisor -	• 👔 🖓 Options 🕃 🔊 🍕 📓 Select General (DAs	
	Service Lines		
	Service Lines Sample Queue Scheduled Calibadia	Customer I Tene In System Subject Browner Drifs Sales Value	
	- California (19090)		
	Service Lines Sessions 9 Saving	gs e) Pages Ples Addrosolt S. Addrosolt S. Agents (1)	
	Active Sessions		
	O CO COLOR DA		63:10
	● @ ∑UK216		

9. Support

Technical support on Talisma CIM can be obtained through the following:

- **Phone:** 800-474-1149
- Web: http://support.talisma.com
- Email: <u>support@talisma.com</u>

10. Conclusion

These Application Notes describe the configuration steps required for Talisma CIM 8.0 to interoperate with Avaya Communication Manager 4.0 using Avaya Application Enablement Services 4.0 and Envox CT Connect 7.1. Aside from the issues described in **Section 7.2**, all other test cases completed successfully.

11. Additional References

This section references the product documentations that are relevant to these Application Notes.

- Administrator Guide for Avaya Communication Manager, Document ID 03-300509, Issue 3.0, February 2007, available at <u>http://support.avaya.com</u>.
- Avaya MultiVantage Application Enablement Services Administration and Maintenance Guide Release 4.0, Document ID 02-300357, Issue 6, February 2007, available at http://support.avaya.com.
- Talisma NetAgent Administrator's Guide, available from Talisma

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