



Avaya Solution & Interoperability Test Lab

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

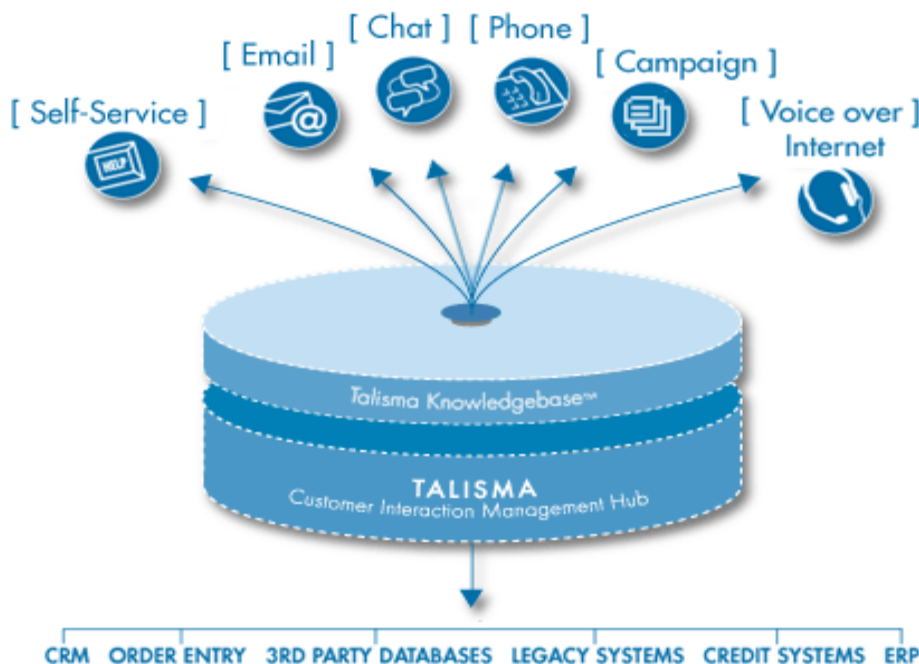
Abstract

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 *DeveloperConnection* 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.



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 Envoy CT Connect as a CTI middleware provider. The Definity LAN Gateway (DLG) interface of Avaya AES is utilized by Envoy 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.

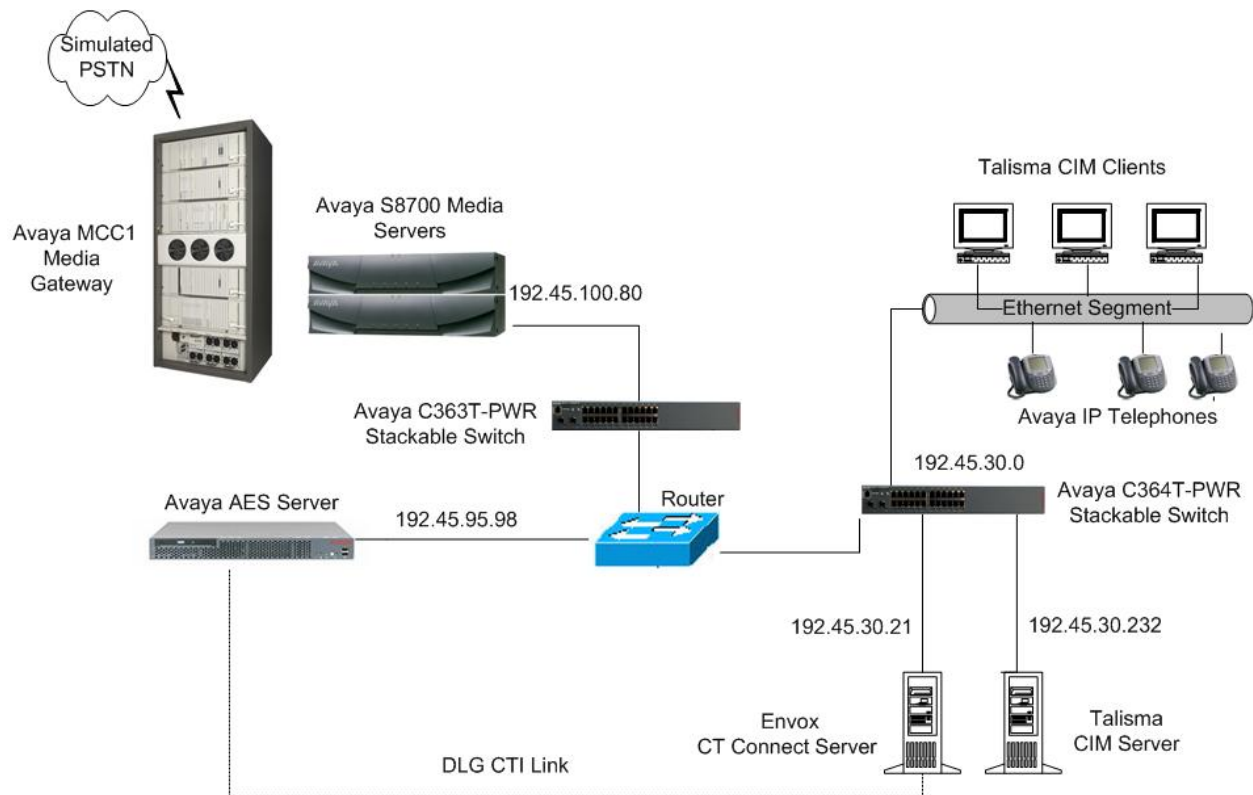


Figure 1: Talisma CIM with Avaya Communication Manager using Avaya AES and Envoy CT Connect

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 <ul style="list-style-type: none"> TN799DP C-LAN Circuit Pack TN2302AP IP Media Processor Circuit Pack 	HW01 FW024 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
Envoy 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
ARS? y                                         Change COR by FAC? n
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.

Step	Description																																																																								
1.	<p>Enter the display node-names ip command. Note the IP address of the AES server. Note the node names and IP addresses of the C-LAN boards. In the compliance-tested configuration, one C-LAN board (clan-1b04) was used for connectivity to AES (aes98). It is assumed that the C-LAN board has already been administered.</p> <div><div>display node-names ip</div><div>Page1 of1</div></div> <table><tr><th colspan="4">IP NODE NAMES</th></tr><tr><th>Name</th><th>IP Address</th><th>Name</th><th>IP Address</th></tr><tr><td>abacus-5000</td><td>192.45 .100.201</td><td></td><td>. . .</td></tr><tr><td>aes98</td><td>192.45 .95 .98</td><td></td><td>. . .</td></tr><tr><td>cceserver</td><td>192.45 .120.15</td><td></td><td>. . .</td></tr><tr><td>clan-1a03</td><td>192.45 .100.97</td><td></td><td>. . .</td></tr><tr><td>clan-1b04</td><td>192.45 .100.84</td><td></td><td>. . .</td></tr><tr><td>clan-1b09</td><td>192.45 .100.87</td><td></td><td>. . .</td></tr><tr><td>clanP2-1a04</td><td>192.168.61 .21</td><td></td><td>. . .</td></tr><tr><td>clanP27-2a03</td><td>172.16 .252.200</td><td></td><td>. . .</td></tr><tr><td>clanP7-3a04</td><td>192.168.1 .10</td><td></td><td>. . .</td></tr><tr><td>default</td><td>0 .0 .0 .0</td><td></td><td>. . .</td></tr><tr><td>devcon32-1a03</td><td>192.45 .100.36</td><td></td><td>. . .</td></tr><tr><td>devcon33-1a03</td><td>192.45 .100.16</td><td></td><td>. . .</td></tr><tr><td>ipoffice-room3</td><td>192.45 .30 .162</td><td></td><td>. . .</td></tr><tr><td>medpro-1b05</td><td>192.45 .100.85</td><td></td><td>. . .</td></tr><tr><td>procr</td><td>192.45 .100.81</td><td></td><td>. . .</td></tr><tr><td>prowlerP2-1a05</td><td>192.168.61 .22</td><td></td><td>. . .</td></tr></table>	IP NODE NAMES				Name	IP Address	Name	IP Address	abacus-5000	192.45 .100.201		. . .	aes98	192.45 .95 .98		. . .	cceserver	192.45 .120.15		. . .	clan-1a03	192.45 .100.97		. . .	clan-1b04	192.45 .100.84		. . .	clan-1b09	192.45 .100.87		. . .	clanP2-1a04	192.168.61 .21		. . .	clanP27-2a03	172.16 .252.200		. . .	clanP7-3a04	192.168.1 .10		. . .	default	0 .0 .0 .0		. . .	devcon32-1a03	192.45 .100.36		. . .	devcon33-1a03	192.45 .100.16		. . .	ipoffice-room3	192.45 .30 .162		. . .	medpro-1b05	192.45 .100.85		. . .	procr	192.45 .100.81		. . .	prowlerP2-1a05	192.168.61 .22		. . .
IP NODE NAMES																																																																									
Name	IP Address	Name	IP Address																																																																						
abacus-5000	192.45 .100.201		. . .																																																																						
aes98	192.45 .95 .98		. . .																																																																						
cceserver	192.45 .120.15		. . .																																																																						
clan-1a03	192.45 .100.97		. . .																																																																						
clan-1b04	192.45 .100.84		. . .																																																																						
clan-1b09	192.45 .100.87		. . .																																																																						
clanP2-1a04	192.168.61 .21		. . .																																																																						
clanP27-2a03	172.16 .252.200		. . .																																																																						
clanP7-3a04	192.168.1 .10		. . .																																																																						
default	0 .0 .0 .0		. . .																																																																						
devcon32-1a03	192.45 .100.36		. . .																																																																						
devcon33-1a03	192.45 .100.16		. . .																																																																						
ipoffice-room3	192.45 .30 .162		. . .																																																																						
medpro-1b05	192.45 .100.85		. . .																																																																						
procr	192.45 .100.81		. . .																																																																						
prowlerP2-1a05	192.168.61 .22		. . .																																																																						
2.	<p>Enter the change ip-services command. On Page 1 of the ip-services form, configure entries for C-LAN boards for the AES link as follows:</p> <ul style="list-style-type: none">• Service Type: Set to “AESVCS”.• Enabled: Set to “y”.• Local Node: Set to the node name of a C-LAN (clan-1b04 in the example).• Local Port: Set to “8765”. <div><div>change ip-services</div><div>Page1 of3</div></div> <table><tr><th colspan="6">IP SERVICES</th></tr><tr><th>Service Type</th><th>Enabled</th><th>Local Node</th><th>Local Port</th><th>Remote Node</th><th>Remote Port</th></tr><tr><td>SAT</td><td>y</td><td>clanP27-2a03</td><td>5023</td><td>any</td><td>0</td></tr><tr><td>SAT</td><td>y</td><td>clan-1b04</td><td>5023</td><td>any</td><td>0</td></tr><tr><td>AESVCS</td><td>y</td><td>clan-1b04</td><td>8765</td><td></td><td></td></tr><tr><td>AESVCS</td><td>y</td><td>clan-1b09</td><td>8765</td><td></td><td></td></tr></table>	IP SERVICES						Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port	SAT	y	clanP27-2a03	5023	any	0	SAT	y	clan-1b04	5023	any	0	AESVCS	y	clan-1b04	8765			AESVCS	y	clan-1b09	8765																																						
IP SERVICES																																																																									
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port																																																																				
SAT	y	clanP27-2a03	5023	any	0																																																																				
SAT	y	clan-1b04	5023	any	0																																																																				
AESVCS	y	clan-1b04	8765																																																																						
AESVCS	y	clan-1b09	8765																																																																						

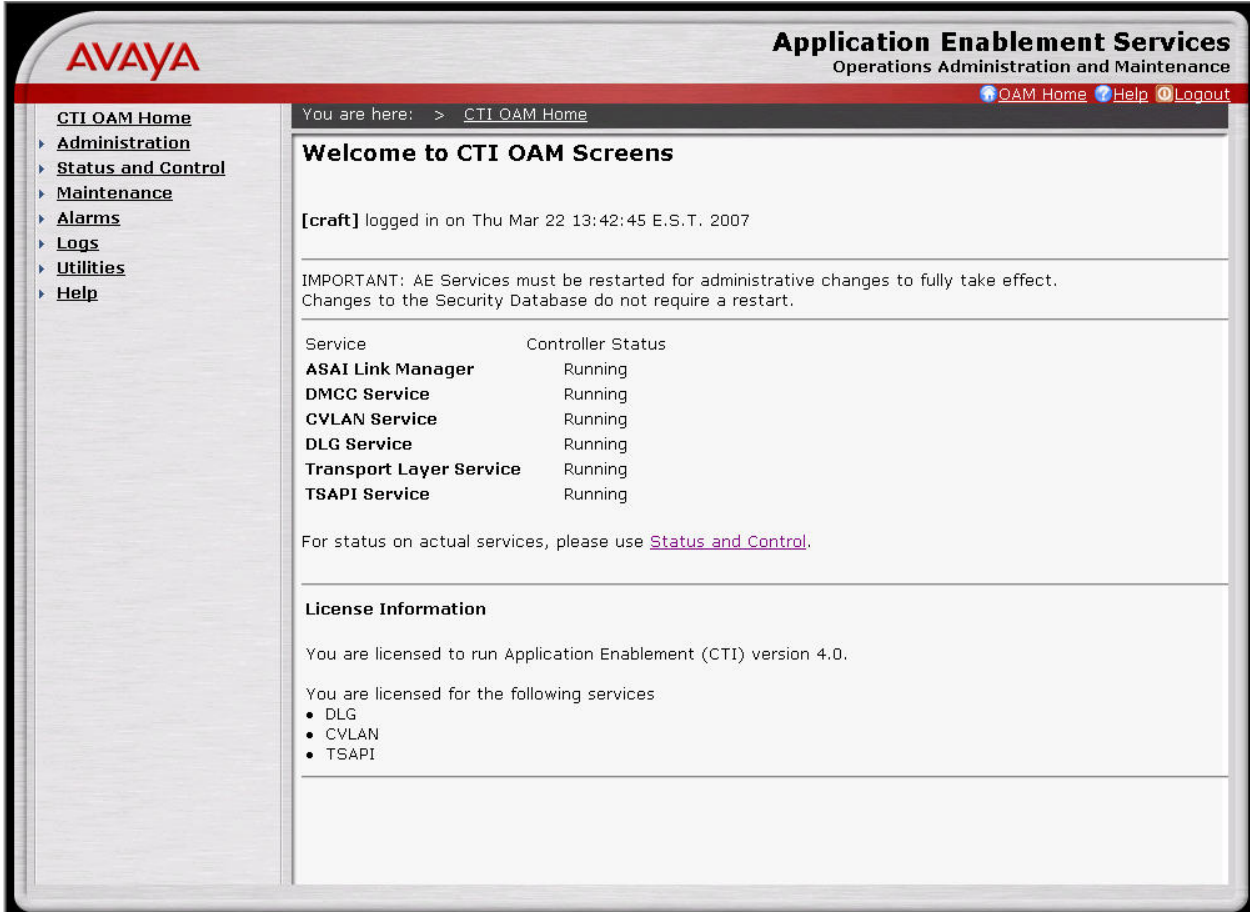
Step	Description
3.	<p>On Page 3, enter the hostname of the AES server for AE Services Server and an alphanumeric password for Password. Set Enabled to “y”. The same password will be configured on the AES server in Section 4 Step 5.</p> <pre>change ip-services</pre> <p style="text-align: right;">Page 3 of 3</p> <pre> AE Services Administration Server ID AE Services Password Enabled Status Server 1: devconaes01 * y 2: AES-DevCon2 * y in use 3: 4: 5: </pre>
4.	<p>Enter the add cti-link m command, where m is an available number between 1 and 16, inclusive. Enter an Extension, a valid number under the provisioned dial plan in Avaya Communication Manager. Set Type to “ASAI-IP”, and assign a descriptive Name to the CTI link. Default values may be used in the remaining fields.</p> <pre>add cti-link 16</pre> <p style="text-align: right;">Page 1 of 2</p> <pre> CTI LINK CTI Link: 16 Extension: 24997 Type: ASAI-IP COR: 1 Name: Talisma DLG Link </pre>

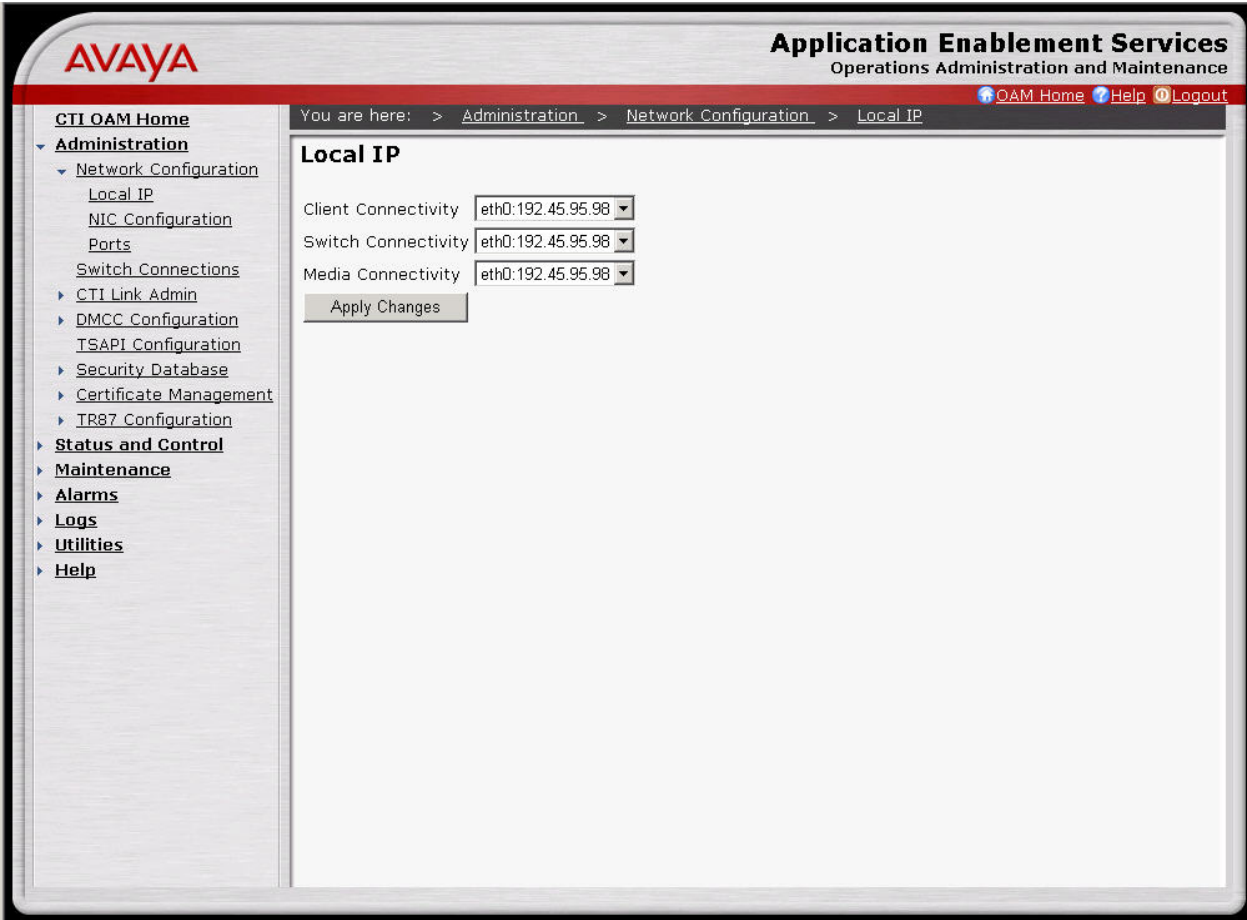
4. Configure Avaya Application Enablement Services

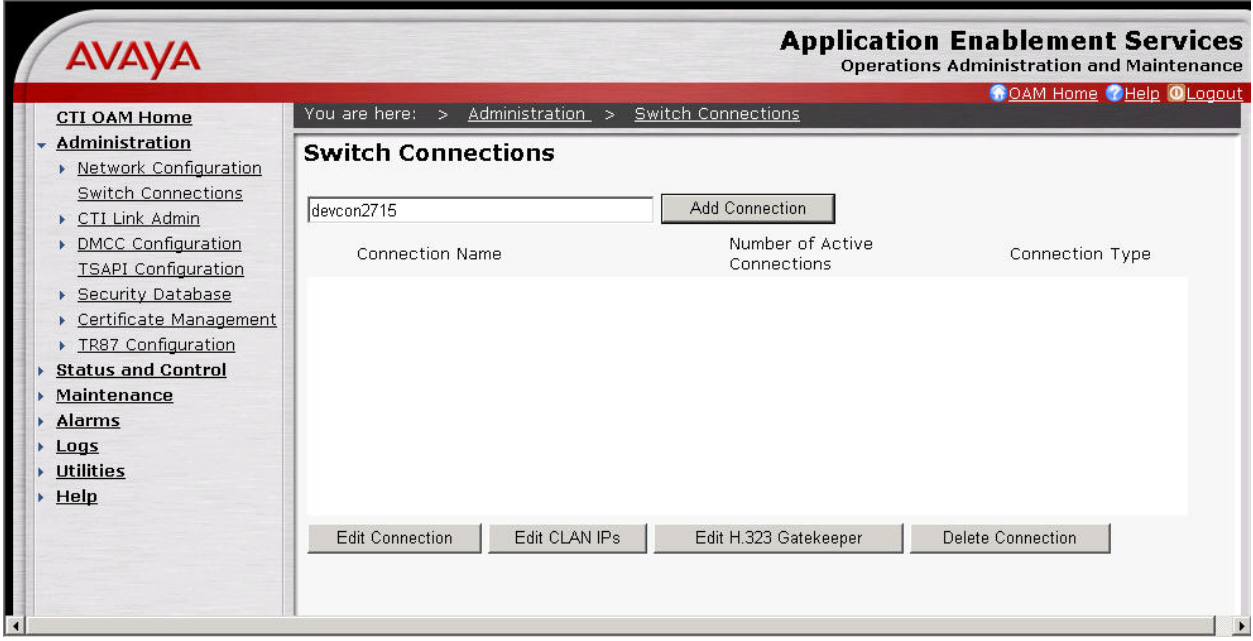
This section provides the procedures for configuring Avaya Application Enablement Services (AES). The procedures include the following areas:


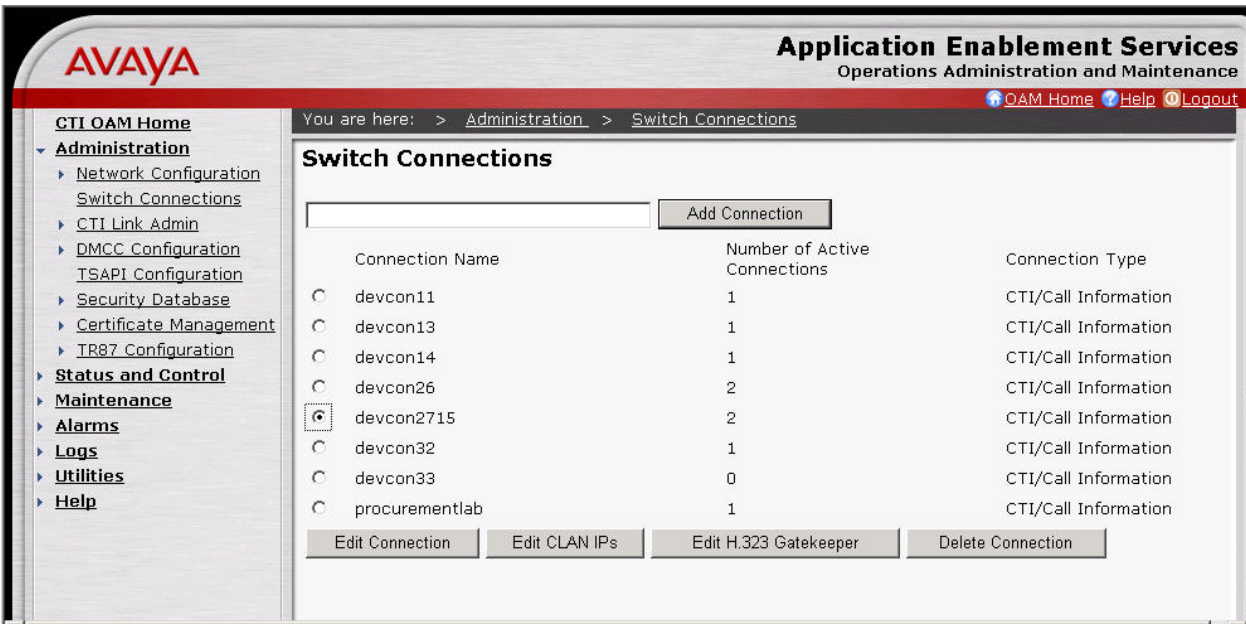
- Verify AES license
- Administer local IP
- Administer switch connection
- Administer DLG link


Step	Description
1.	<p>Launch a web browser, enter <a href="https://<IP address of AES server>:8443/MVAP">https://<IP address of AES server>:8443/MVAP in the URL, and log in with the appropriate credentials for accessing the AES CTI OAM pages.</p> 


Step	Description														
2.	<p>Click CTI OAM Home in the left pane to display the Welcome to CTI OAM Screens window. Verify that AES is licensed for the DLG service, as shown in the bottom of the screen below. If the DLG service is not licensed, contact the Avaya sales team or business partner for a proper license file.</p>  <p>The screenshot shows the 'Application Enablement Services' interface. The left navigation pane includes links for CTI OAM Home, Administration, Status and Control, Maintenance, Alarms, Logs, Utilities, and Help. The main content area displays a welcome message, a login status for '[craft]' on Thu Mar 22 13:42:45 E.S.T. 2007, an important note about restarting services, a table of service controller statuses, a link to 'Status and Control', and license information stating version 4.0 and listing licensed services: DLG, CVLAN, and TSAPI.</p> <table border="1"> <thead> <tr> <th>Service</th> <th>Controller Status</th> </tr> </thead> <tbody> <tr> <td>ASAI Link Manager</td> <td>Running</td> </tr> <tr> <td>DMCC Service</td> <td>Running</td> </tr> <tr> <td>CVLAN Service</td> <td>Running</td> </tr> <tr> <td>DLG Service</td> <td>Running</td> </tr> <tr> <td>Transport Layer Service</td> <td>Running</td> </tr> <tr> <td>TSAPI Service</td> <td>Running</td> </tr> </tbody> </table>	Service	Controller Status	ASAI Link Manager	Running	DMCC Service	Running	CVLAN Service	Running	DLG Service	Running	Transport Layer Service	Running	TSAPI Service	Running
Service	Controller Status														
ASAI Link Manager	Running														
DMCC Service	Running														
CVLAN Service	Running														
DLG Service	Running														
Transport Layer Service	Running														
TSAPI Service	Running														

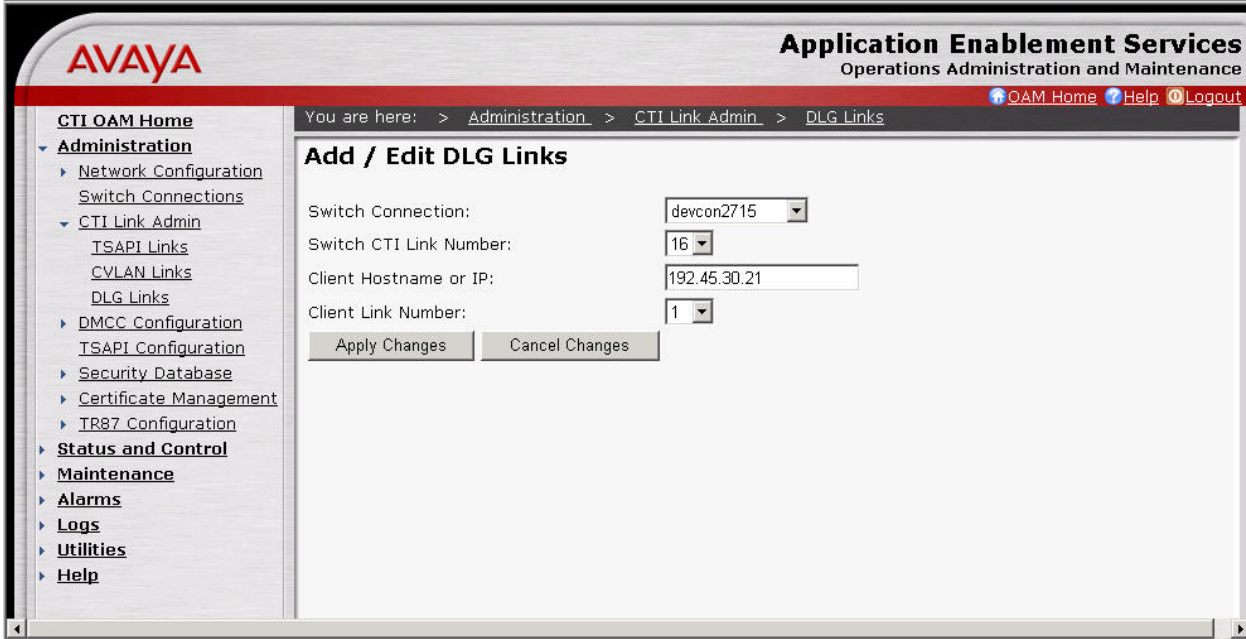
Step	Description
3.	<p>From the CTI OAM Home menu in the left pane, select Administration → Local IP. The Local IP screen is displayed into the right pane, as shown below. In the Client Connectivity field, select the AES server IP address that will be used to connect to Envoy CT Connect. In the Switch Connectivity field, select the AES server IP address that will be used to connect to Avaya Communication Manager. Note that the IP addresses were created as part of AES installation. Retain the default value in the Media Connectivity field, and click Apply Changes.</p>  <p>The screenshot displays the Avaya Application Enablement Services (AES) interface. The left-hand navigation pane shows the 'CTI OAM Home' menu with 'Administration' expanded, leading to 'Local IP'. The main content area, titled 'Local IP', contains three configuration fields: 'Client Connectivity', 'Switch Connectivity', and 'Media Connectivity'. Each field has a dropdown menu currently showing 'eth0:192.45.95.98'. Below these fields is an 'Apply Changes' button. The top of the interface features the Avaya logo and the title 'Application Enablement Services - Operations Administration and Maintenance'. A breadcrumb trail at the top right indicates the current path: 'You are here: > Administration > Network Configuration > Local IP'. Navigation links for 'OAM Home', 'Help', and 'Logout' are also visible.</p>

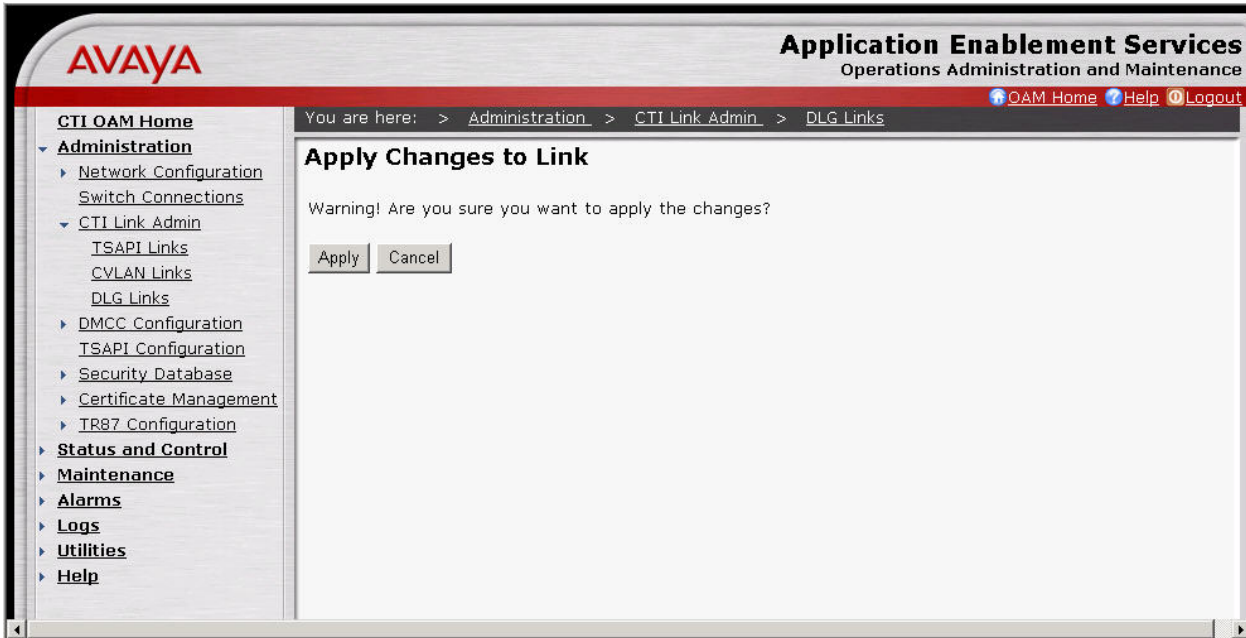
Step	Description
4.	<p>Click CTI OAM Home → Administration → Switch Connections in the left pane to display the Switch Connections page. A switch connection defines a connection between the AES server and Avaya Communication Manager. Enter a descriptive name for the Switch Connection and click Add Connection.</p> 

Step	Description																											
5.	<p>The next window that appears prompts for the switch connection password. Select “CTI/Call Information” from the drop down list for Switch Connection Type. Enter the same password that was administered on Avaya Communication Manager in Section 3.2 Step 3. Check the SSL checkbox and click Apply.</p> 																											
6.	<p>After returning to the Switch Connections page, select the radio button corresponding to the switch connection added in Step 4, and click Edit CLAN IPs.</p>  <table><thead><tr><th>Connection Name</th><th>Number of Active Connections</th><th>Connection Type</th></tr></thead><tbody><tr><td><input type="radio"/> devcon11</td><td>1</td><td>CTI/Call Information</td></tr><tr><td><input type="radio"/> devcon13</td><td>1</td><td>CTI/Call Information</td></tr><tr><td><input type="radio"/> devcon14</td><td>1</td><td>CTI/Call Information</td></tr><tr><td><input type="radio"/> devcon26</td><td>2</td><td>CTI/Call Information</td></tr><tr><td><input checked="" type="radio"/> devcon2715</td><td>2</td><td>CTI/Call Information</td></tr><tr><td><input type="radio"/> devcon32</td><td>1</td><td>CTI/Call Information</td></tr><tr><td><input type="radio"/> devcon33</td><td>0</td><td>CTI/Call Information</td></tr><tr><td><input type="radio"/> procurementlab</td><td>1</td><td>CTI/Call Information</td></tr></tbody></table>	Connection Name	Number of Active Connections	Connection Type	<input type="radio"/> devcon11	1	CTI/Call Information	<input type="radio"/> devcon13	1	CTI/Call Information	<input type="radio"/> devcon14	1	CTI/Call Information	<input type="radio"/> devcon26	2	CTI/Call Information	<input checked="" type="radio"/> devcon2715	2	CTI/Call Information	<input type="radio"/> devcon32	1	CTI/Call Information	<input type="radio"/> devcon33	0	CTI/Call Information	<input type="radio"/> procurementlab	1	CTI/Call Information
Connection Name	Number of Active Connections	Connection Type																										
<input type="radio"/> devcon11	1	CTI/Call Information																										
<input type="radio"/> devcon13	1	CTI/Call Information																										
<input type="radio"/> devcon14	1	CTI/Call Information																										
<input type="radio"/> devcon26	2	CTI/Call Information																										
<input checked="" type="radio"/> devcon2715	2	CTI/Call Information																										
<input type="radio"/> devcon32	1	CTI/Call Information																										
<input type="radio"/> devcon33	0	CTI/Call Information																										
<input type="radio"/> procurementlab	1	CTI/Call Information																										

Step	Description
7.	<p>Enter the IP address of a C-LAN board from Section 3.2 Step 1, and click Add Name or IP.</p> 

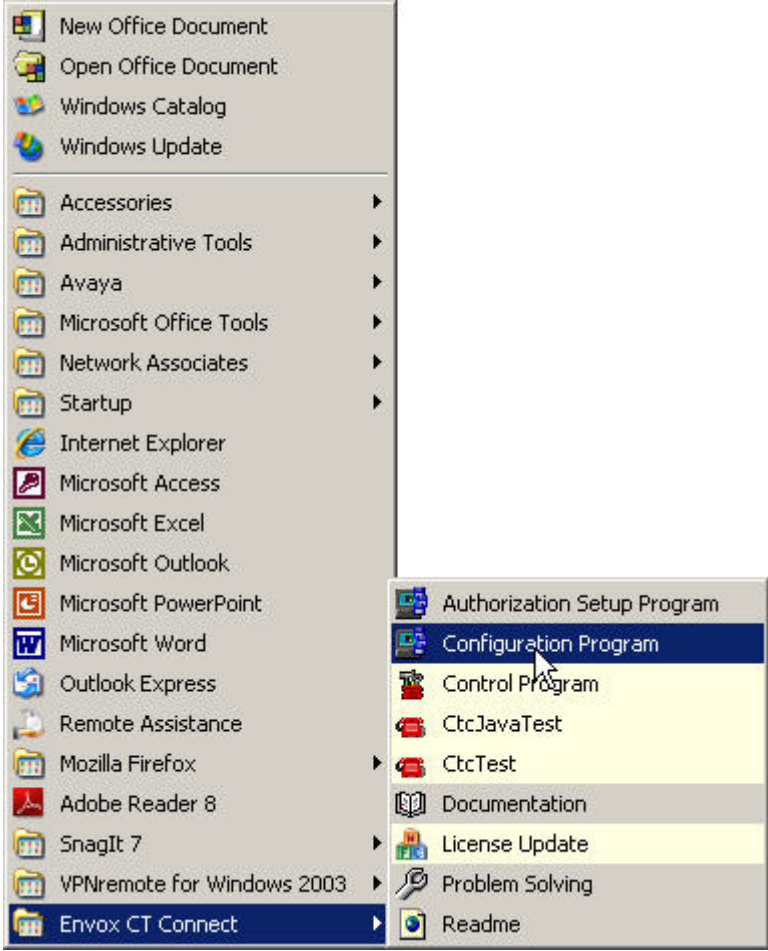
Step	Description
8.	<p>To administer a DLG link, select Administration → CTI Link Admin → DLG Links from the CTI OAM Home menu in the left pane. The DLG Links screen is displayed, as shown below. Click Add Link.</p> 

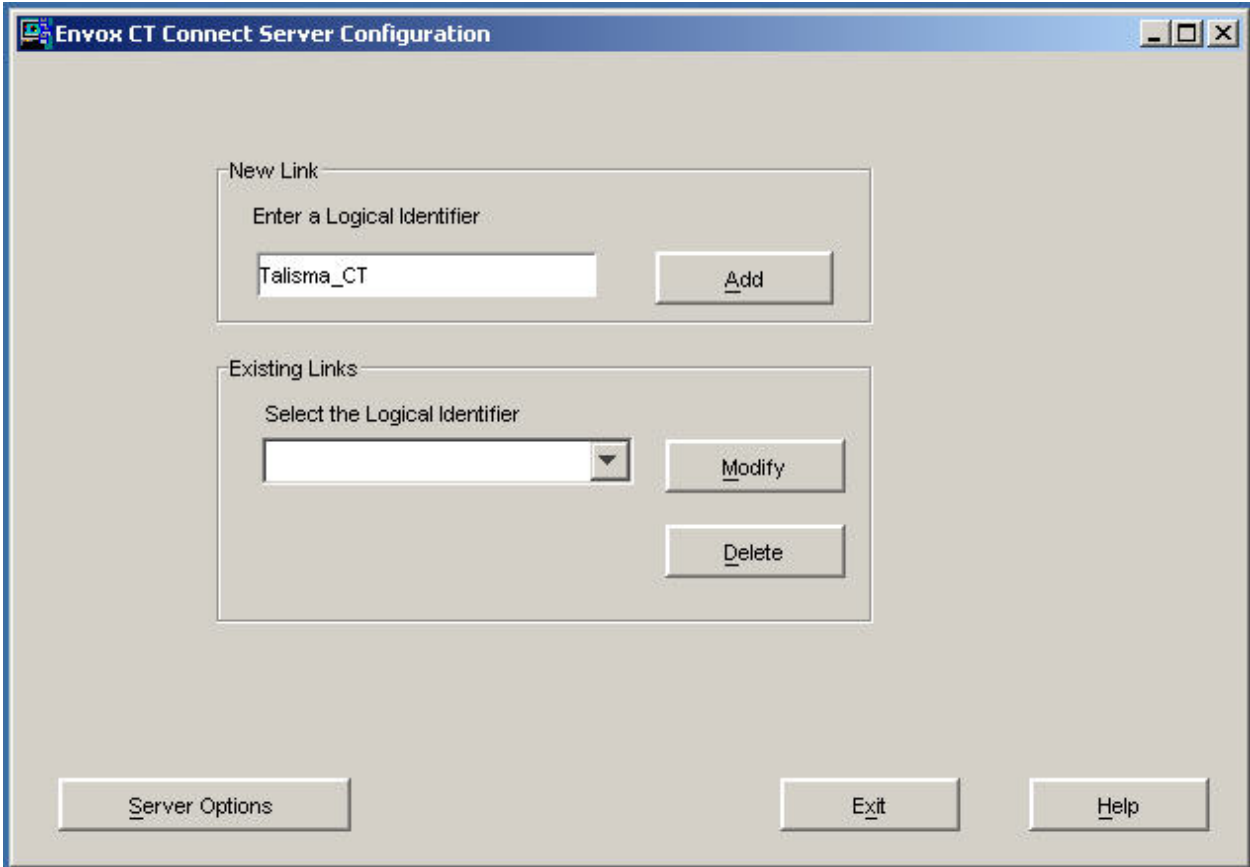
Step	Description
9.	<p>The Add / Edit DLG Links screen is displayed next. Select the following values for the specified fields, and click Apply Changes.</p> <ul style="list-style-type: none"> • Switch Connection: Enter the name of switch connection from Step 4. • Switch CTI Link Number: Select the CTI link number from Section 3.2 Step 4. • Client Hostname or IP: Enter the IP address of the Envoy CT Connect server from Figure 1. • Client Link Number: Select the link number of Envoy CT Connect server from Section 5 Step 4.
	

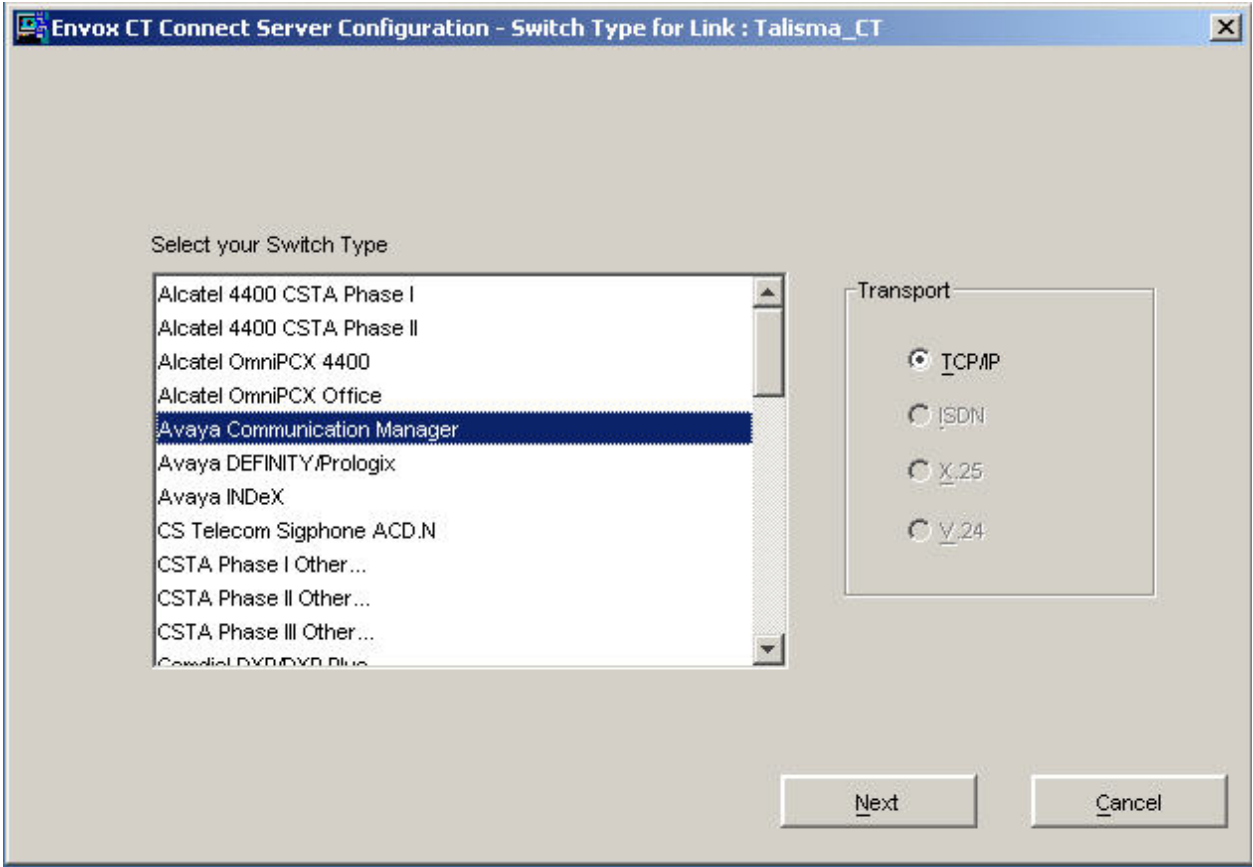
Step	Description
10.	<p>Click Apply to confirm the changes.</p> 

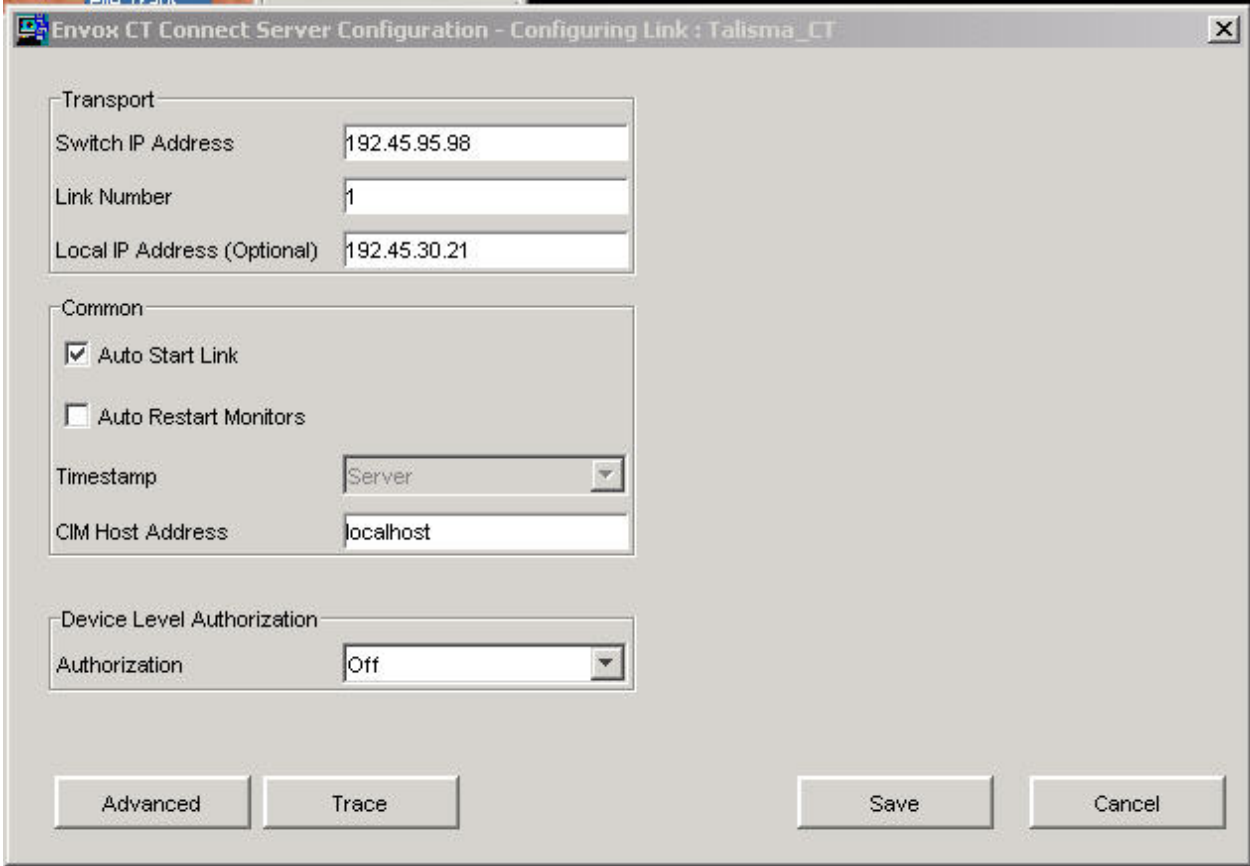
5. Configure Envoy CT Connect

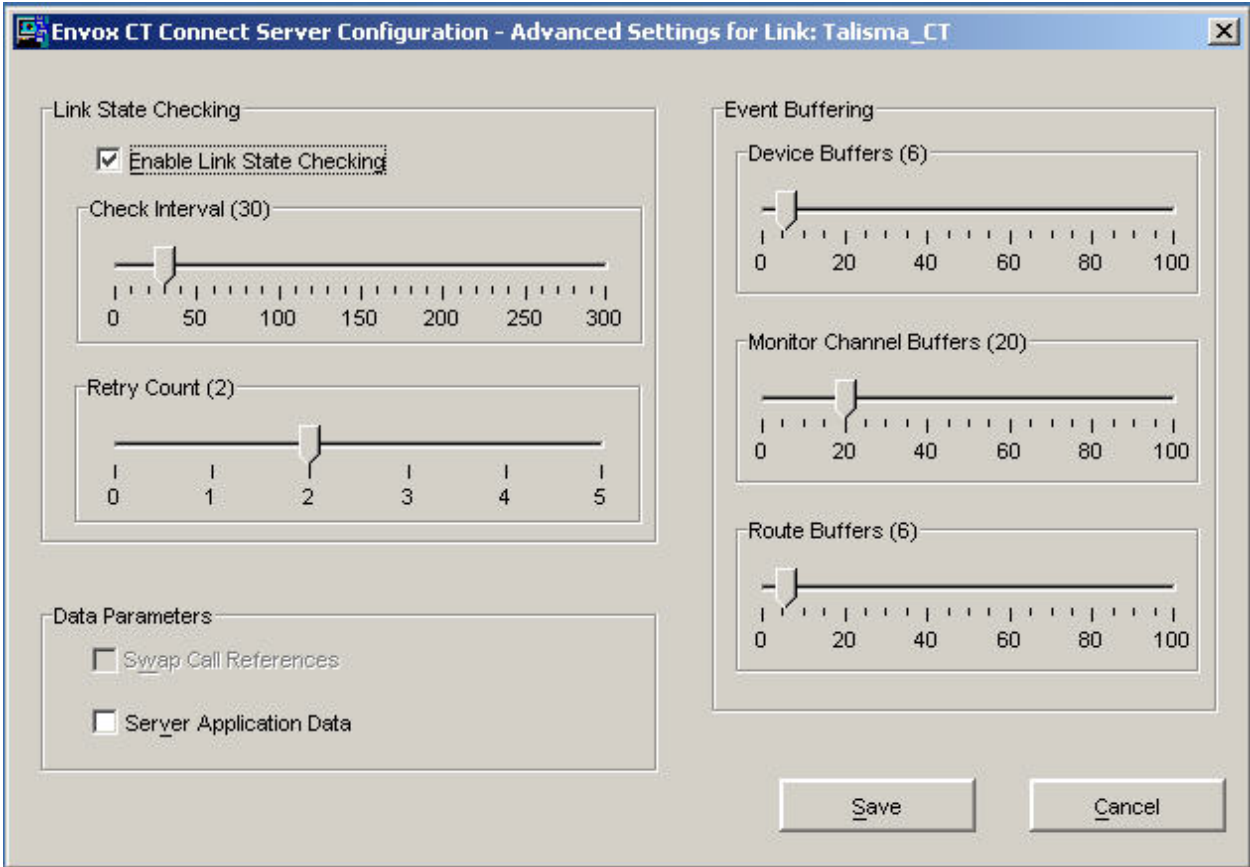
This section provides the procedures for configuring the Envoy CT Connect server. Envoy CT Connect uses a GUI based configuration program to configure communication links between the CT Connect servers and switches.

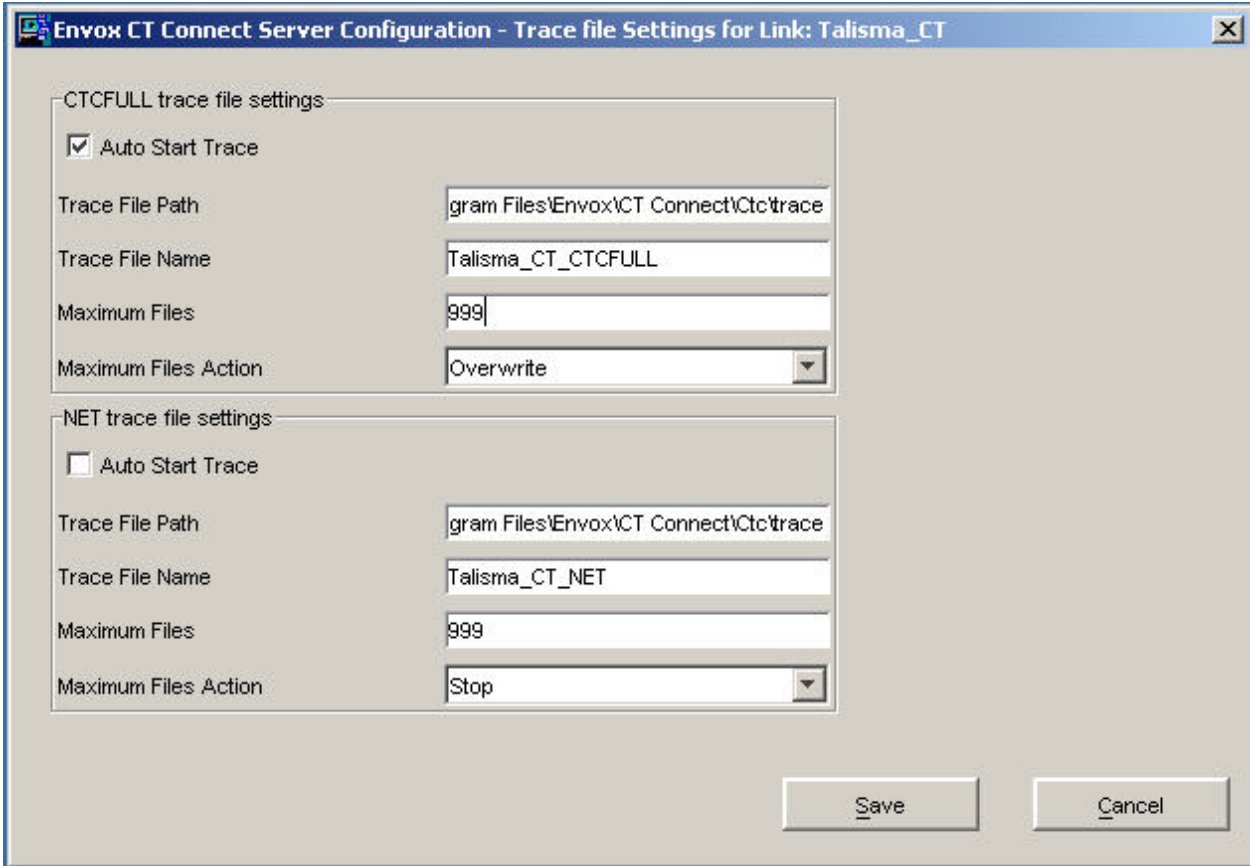
Step	Description
1.	<p data-bbox="277 285 1451 352">From the Envoy CT Connect server, launch the configuration program by selecting Start → Programs → Envoy CT Connect → Configuration Program.</p>  <p>The screenshot shows a Windows Start menu. The 'Envoy CT Connect' folder is expanded, showing a sub-menu with the following items: Authorization Setup Program, Configuration Program (highlighted with a mouse cursor), Control Program, CtcJavaTest, CtcTest, Documentation, License Update, Problem Solving, and Readme.</p>

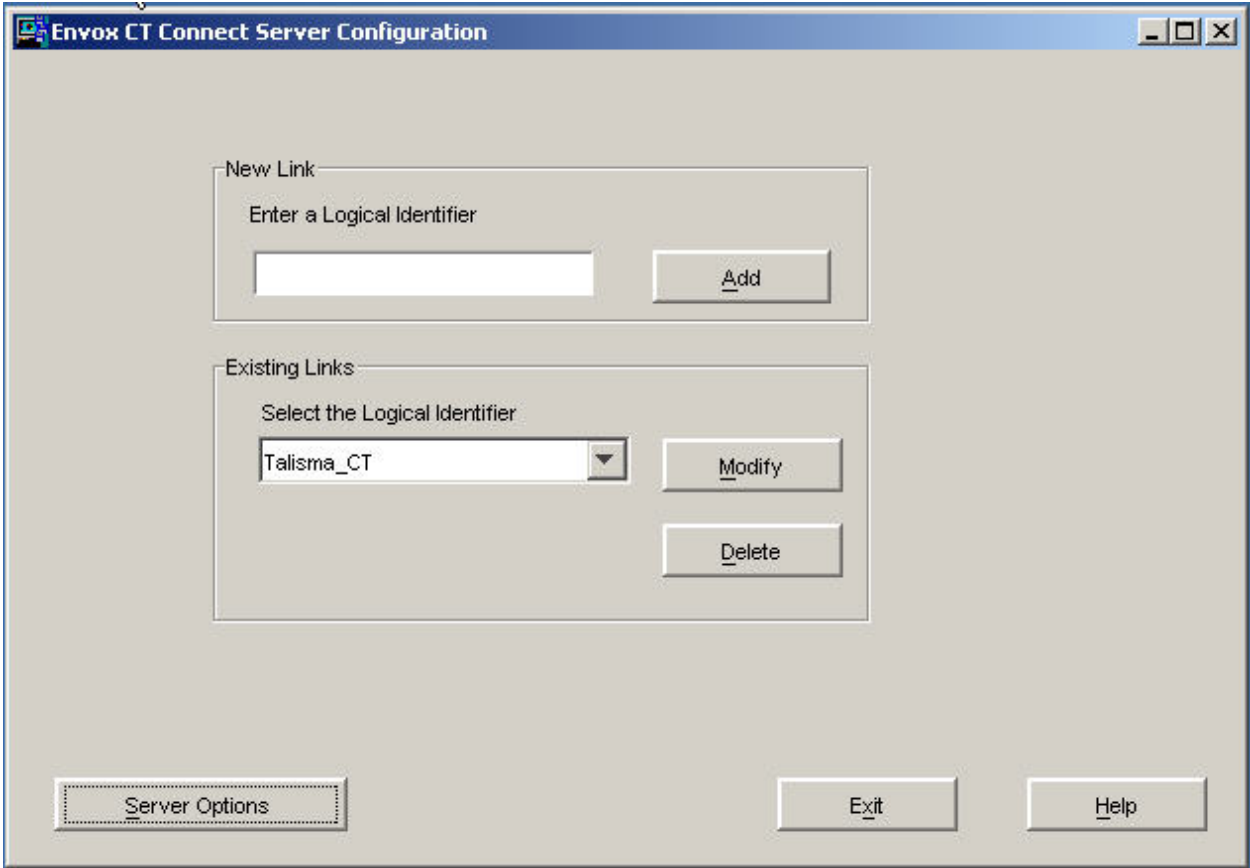
Step	Description
2.	<p>The Envox CT Connect Server Configuration screen is displayed. Enter a descriptive name for the Enter a Logical Identifier field, in this case “Talisma_CT”. Click Add.</p> 

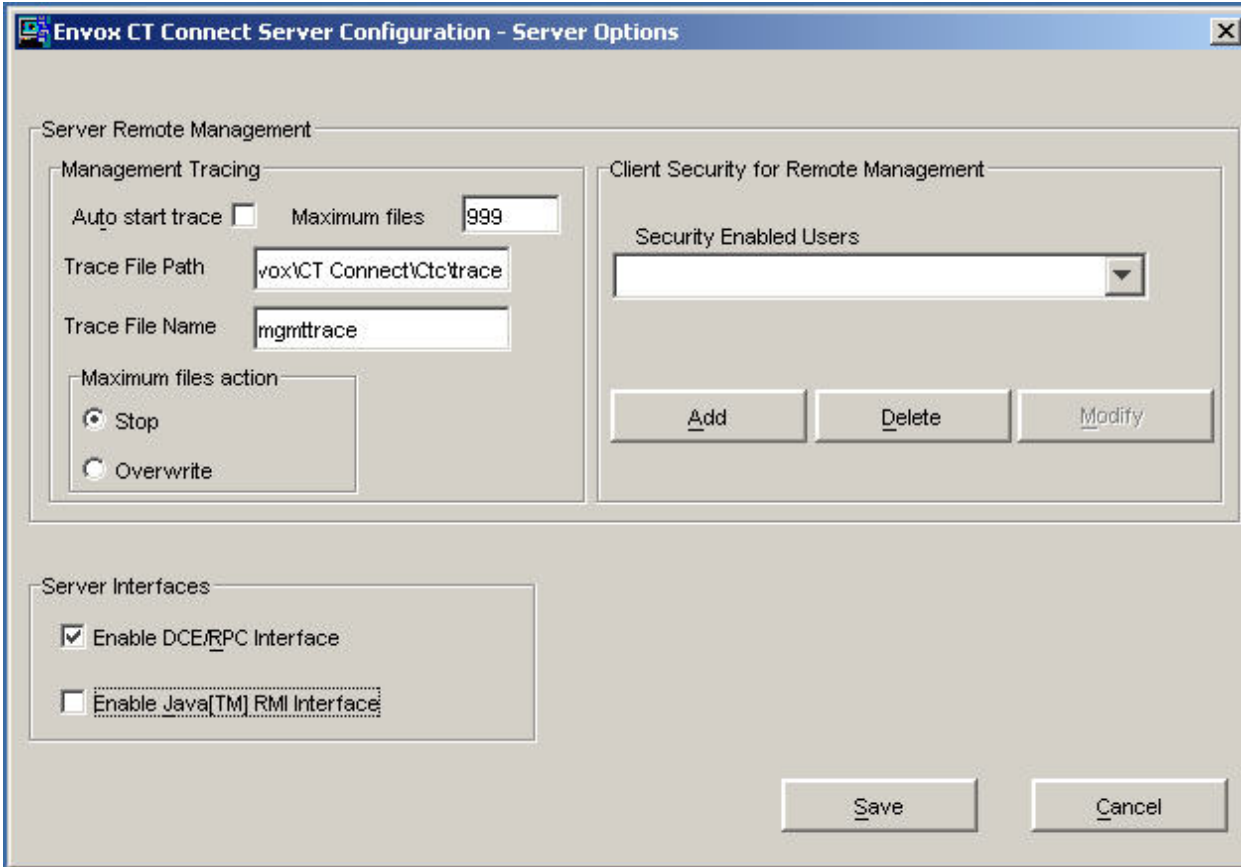
Step	Description
3.	<p>The Envoy CT Connect Server Configuration – Switch Type for Link: Talisma_CT screen is displayed. Select Avaya Communication Manager from the list and click Next.</p> 

Step	Description
4.	<p>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.</p> <ul style="list-style-type: none"> • Switch IP Address: AES client connectivity IP address from Section 4 Step 3. • Link Number: Link number used for connectivity to AES, in this case “1”. • Local IP Address: IP address of the Envoy CT Connect server. This is optional if the Envoy CT Connect server only has one NIC card. • Auto Start Link: Check the checkbox. 

Step	Description
5.	<p>The Envox CT Connect Server Configuration – Advanced Settings for Link: Talisma_CT screen is displayed. Check the Enable Link State Checking field checkbox. Click Save.</p> 

Step	Description
6.	<p>The Envox CT Connect Server Configuration – Trace file Setting for Link: Talisma_CT screen is displayed. Check the Auto Start Trace field checkbox in the CTCFULL trace file settings section. Retain the default values in the remaining fields. Click Save.</p> 


Step	Description
7.	<p>The Envox CT Connect Server Configuration screen is displayed. Click Server Options.</p> 

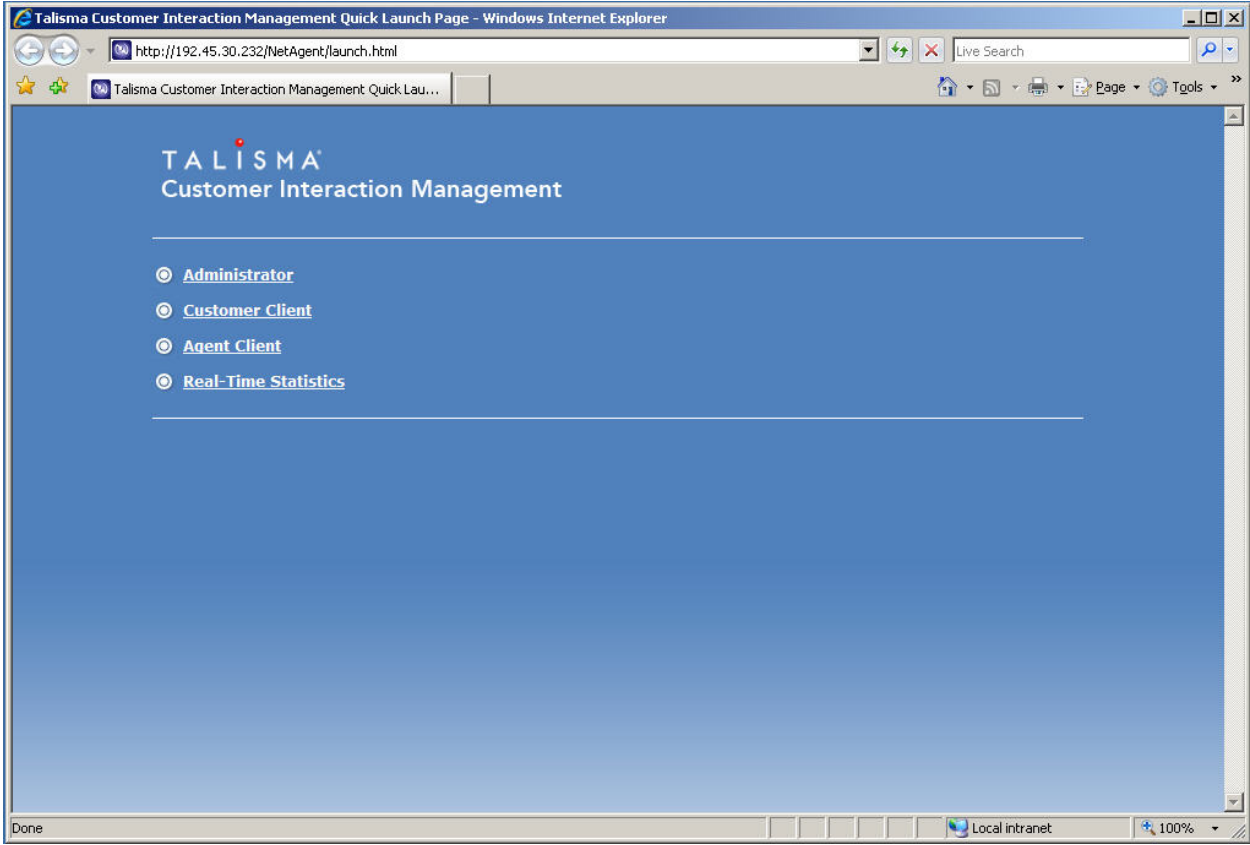
Step	Description
8.	<p>The Envox CT Connect Server Configuration – Server Options screen is displayed. Check the Enable DCE/RPC Interface field checkbox. Click Save.</p> 

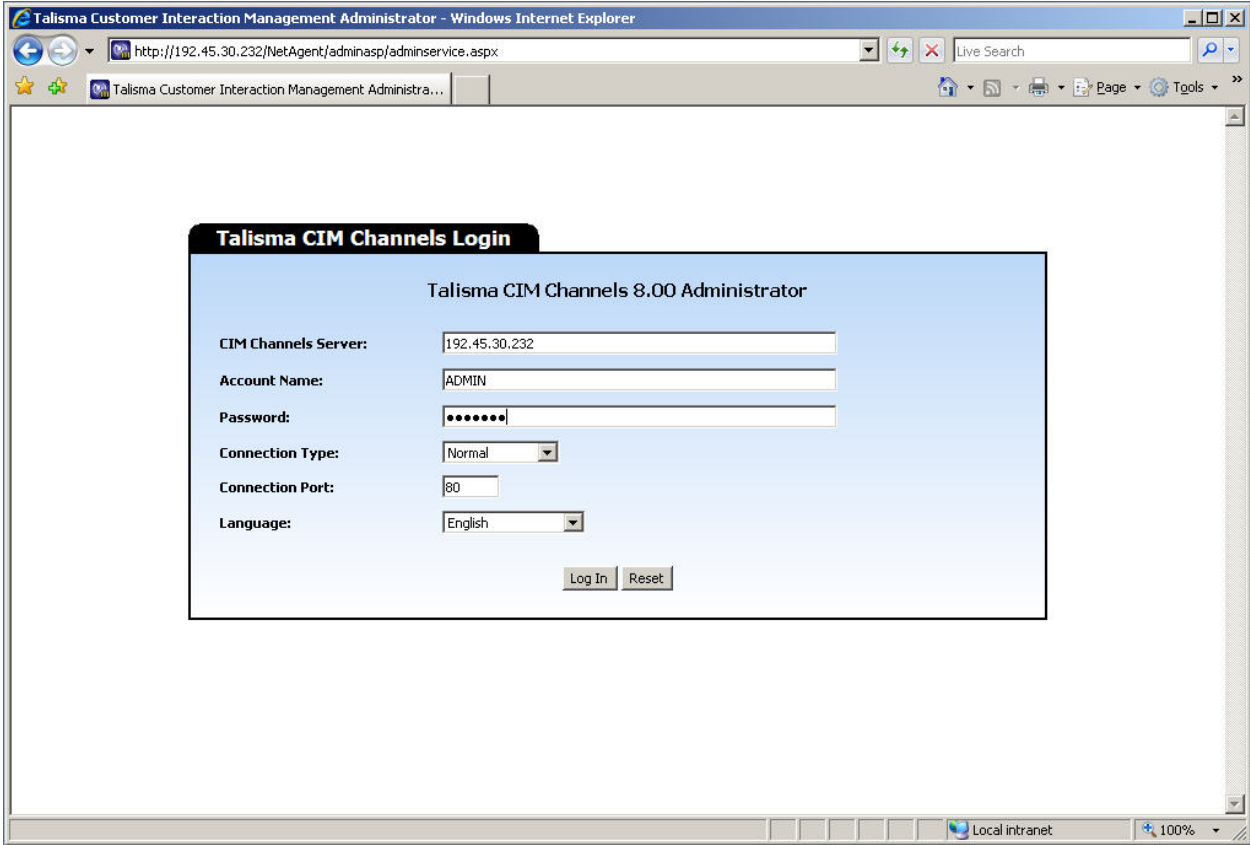
6. Configure Talisma CIM

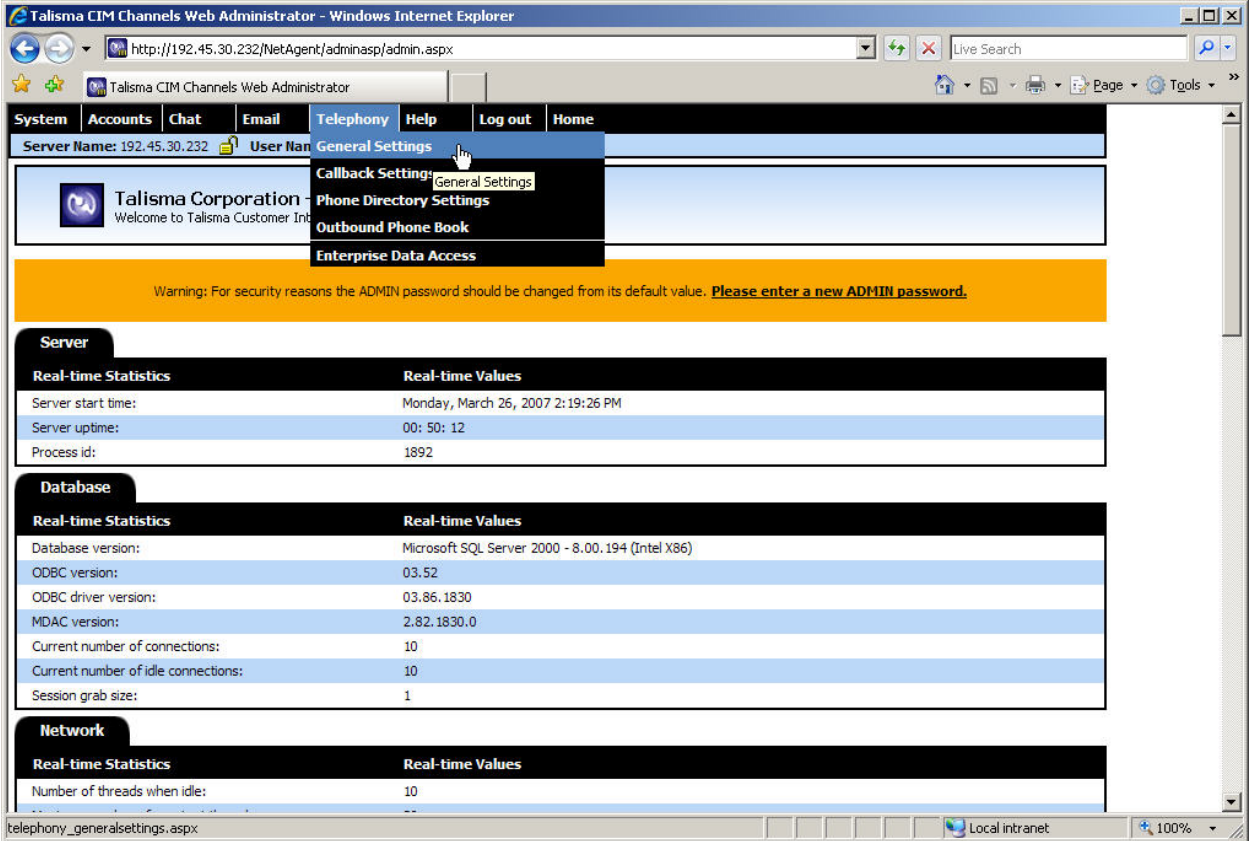
This section provides the procedures for configuring the Talisma CIM server. The procedures include the following areas:

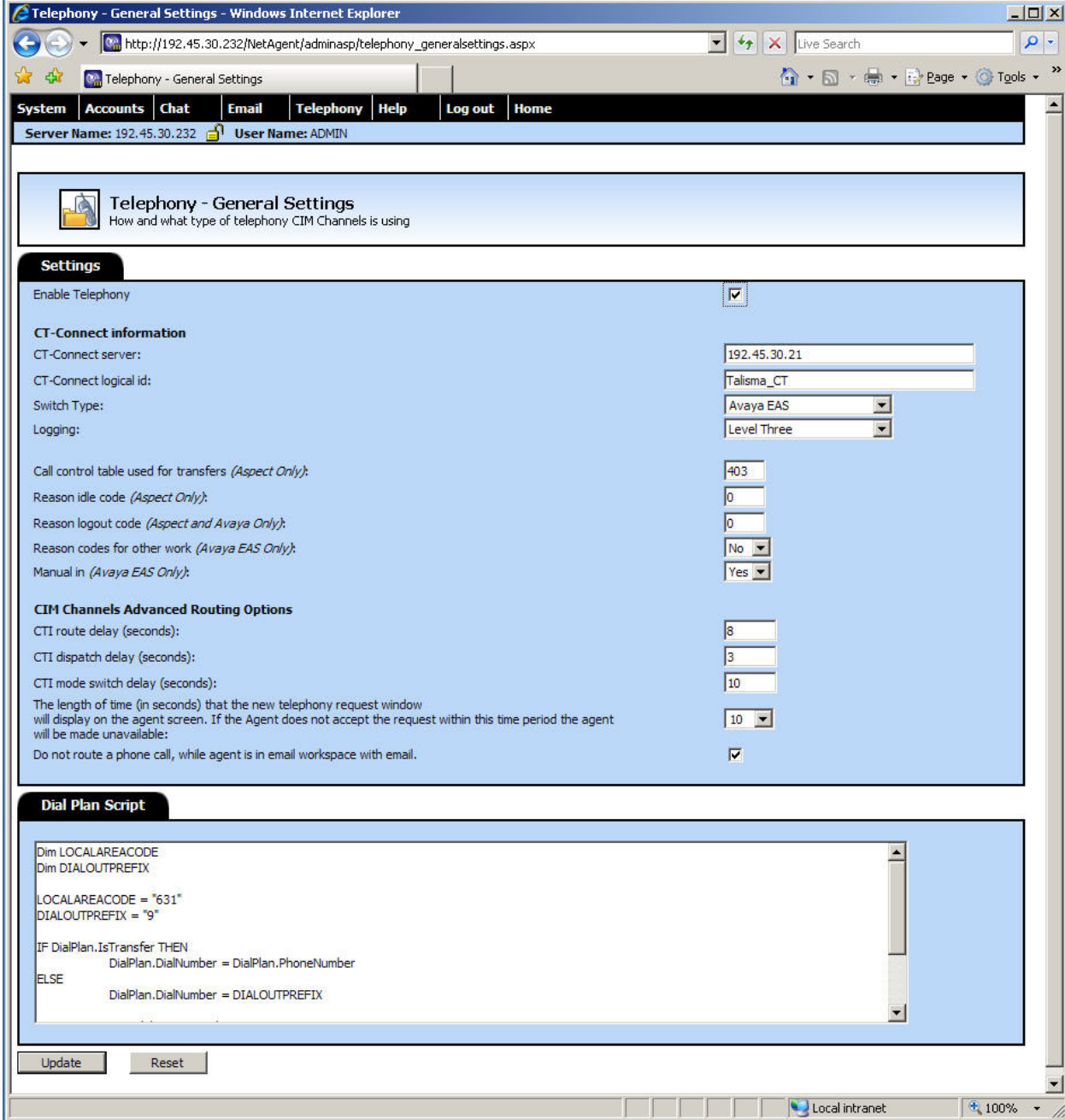
- Configure the Telephony setting
- Configure User Accounts

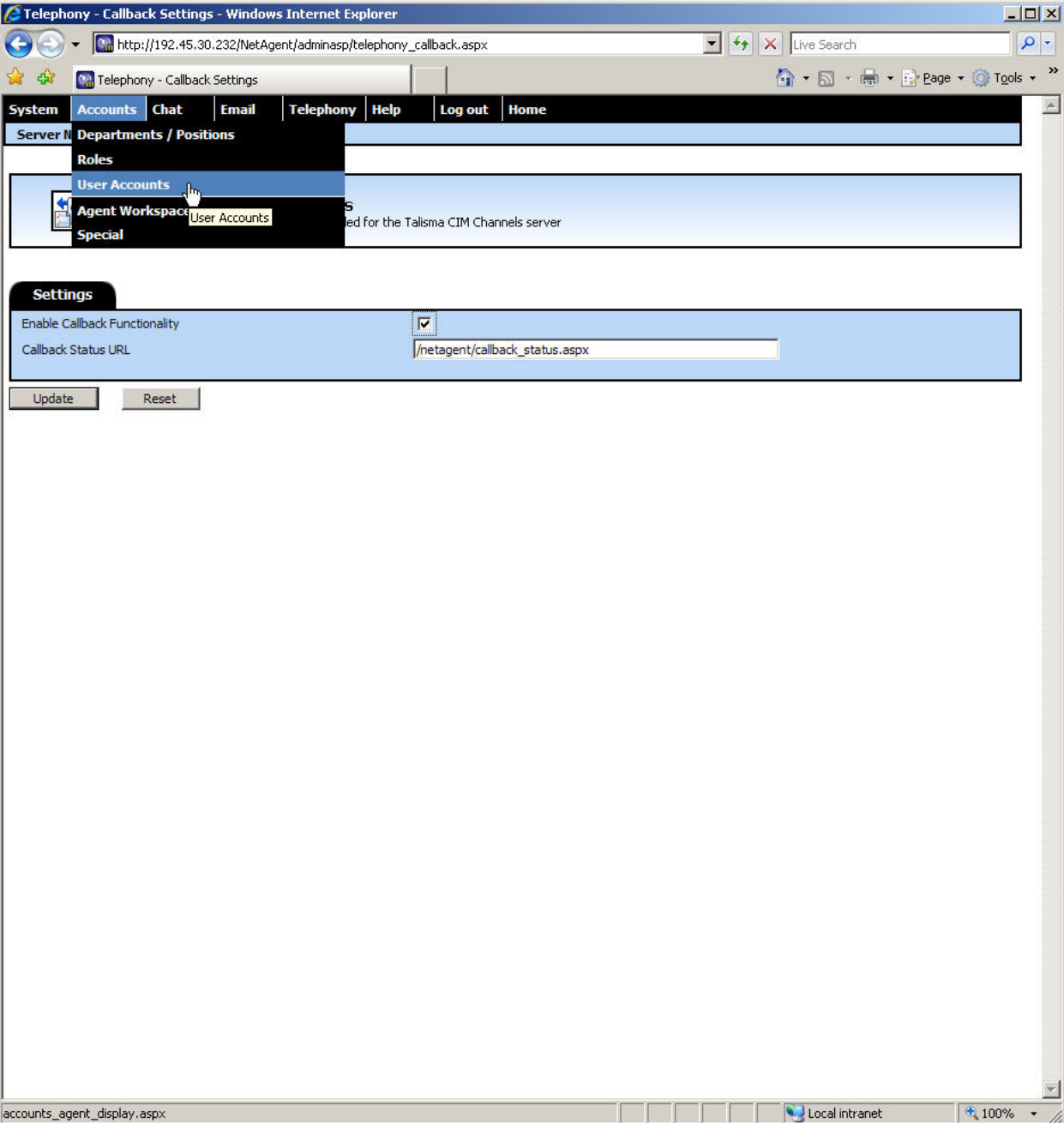
Step	Description
1.	<p>From the Talisma CIM server, launch the Talisma CIM Administrator by selecting Start → All Programs → Talisma CIM Administrator - <ip address of the Talisma CIM server>.</p>  <p>The screenshot shows a Windows Start menu with the 'All Programs' button selected. The list of programs includes: Accessories, Administrative Tools, Avaya, Intel® NetMerge[TM] Call Processing Server, Microsoft Office Tools, Microsoft SQL Server, Microsoft SQL Server - Switch, Mozilla Firefox, Network Associates, SnagIt 7, Startup, VPNremote for Windows 2003, Adobe Reader 8, Internet Explorer, Microsoft Access, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Outlook Express, Remote Assistance, and Talisma CIM Administrator - 192.45.30.232. The mouse cursor is pointing at the last item.</p>

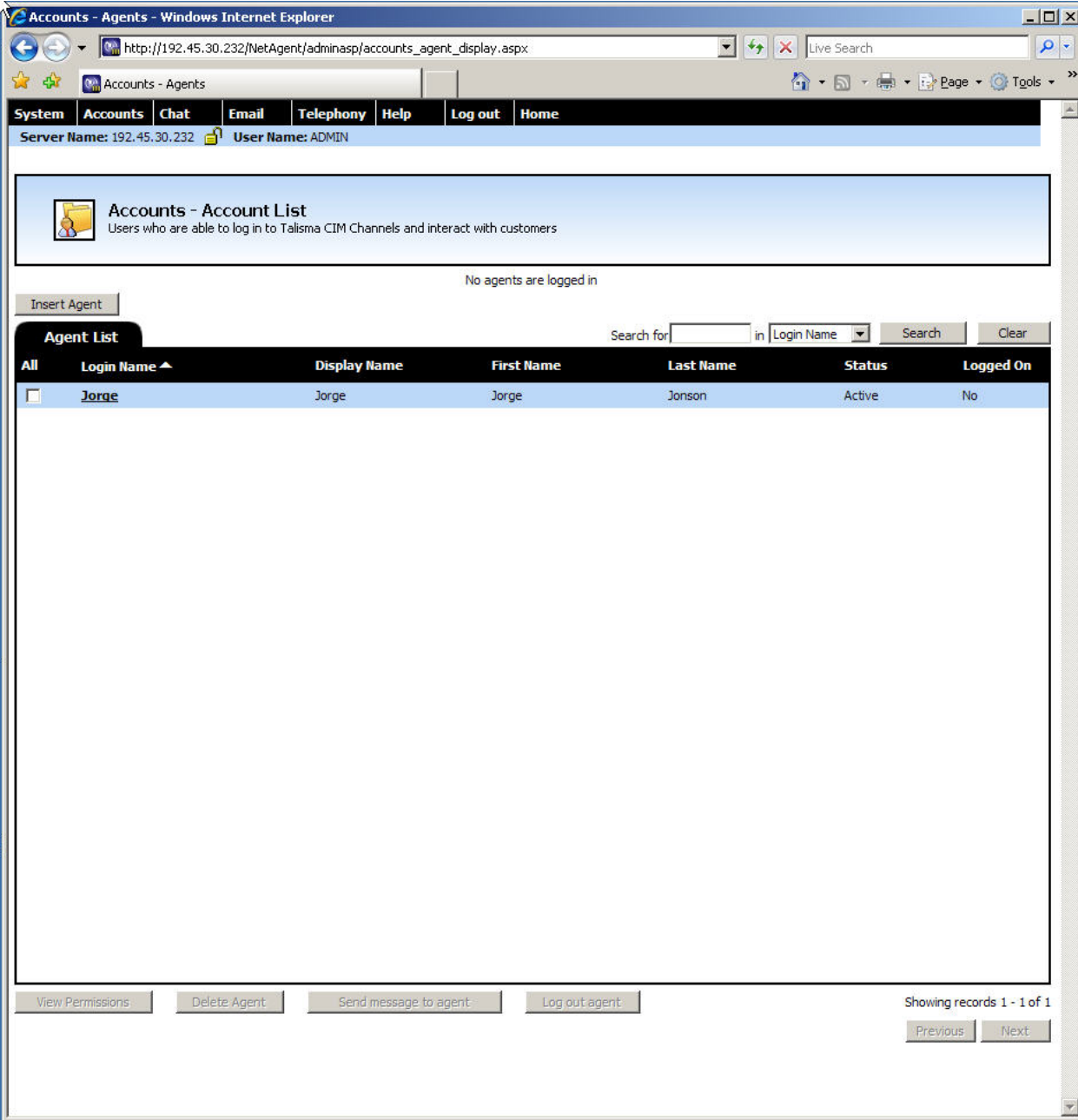
Step	Description
2.	<p>The TALISMA Customer Interaction Management screen is displayed. Click Administrator.</p> 

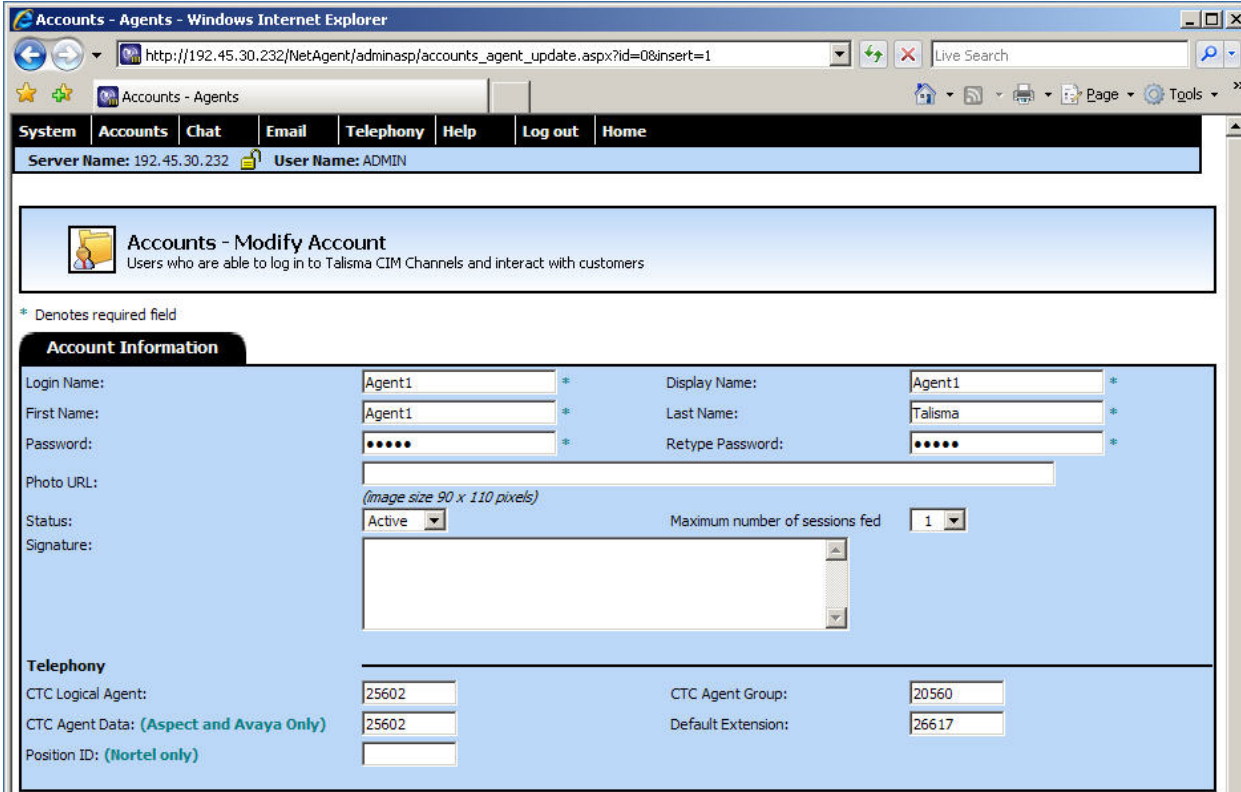
Step	Description
3.	<p>Log in with the appropriate credentials for accessing the Talisma CIM Channels 8.00 Administrator.</p> 

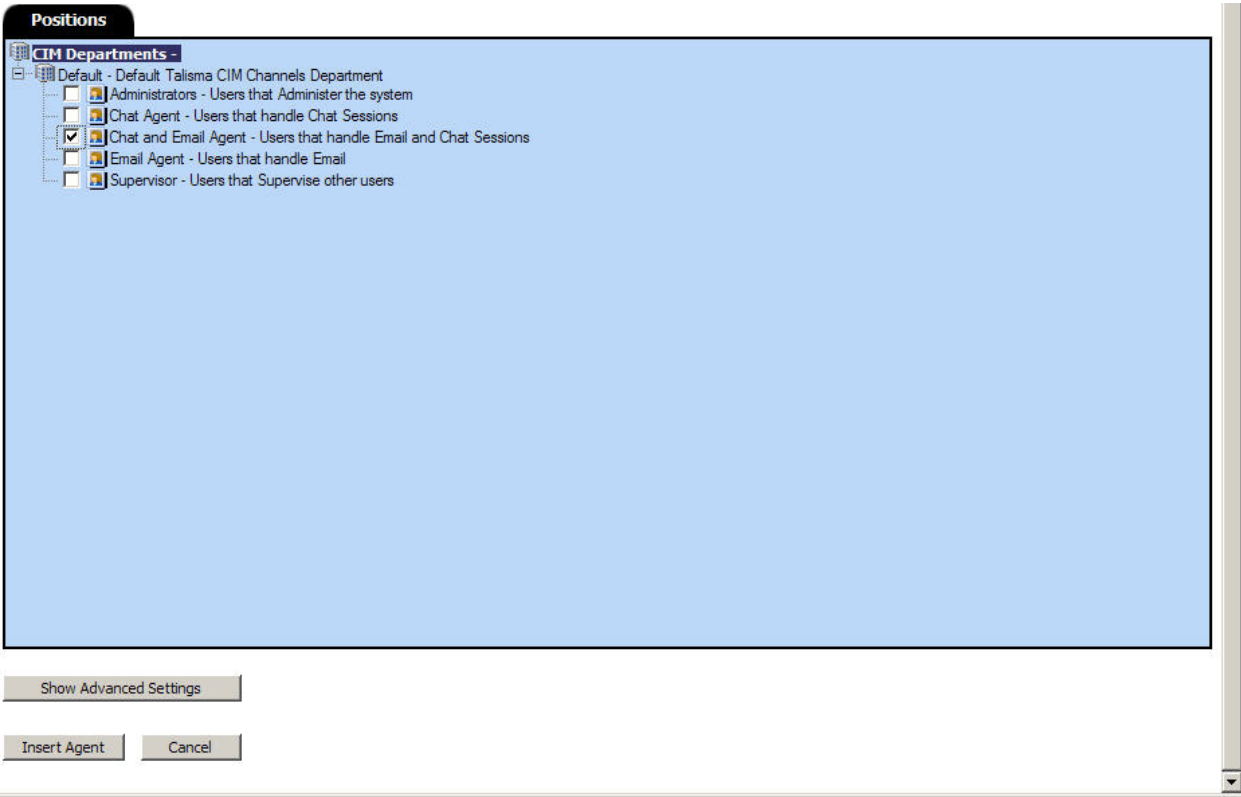
Step	Description																												
4.	<p>Select Telephony → General Settings from the menu.</p>  <p>Server</p> <table> <thead> <tr> <th>Real-time Statistics</th><th>Real-time Values</th></tr> </thead> <tbody> <tr> <td>Server start time:</td><td>Monday, March 26, 2007 2:19:26 PM</td></tr> <tr> <td>Server uptime:</td><td>00: 50: 12</td></tr> <tr> <td>Process id:</td><td>1892</td></tr> </tbody> </table> <p>Database</p> <table> <thead> <tr> <th>Real-time Statistics</th><th>Real-time Values</th></tr> </thead> <tbody> <tr> <td>Database version:</td><td>Microsoft SQL Server 2000 - 8.00.194 (Intel X86)</td></tr> <tr> <td>ODBC version:</td><td>03.52</td></tr> <tr> <td>ODBC driver version:</td><td>03.86.1830</td></tr> <tr> <td>MDAC version:</td><td>2.82.1830.0</td></tr> <tr> <td>Current number of connections:</td><td>10</td></tr> <tr> <td>Current number of idle connections:</td><td>10</td></tr> <tr> <td>Session grab size:</td><td>1</td></tr> </tbody> </table> <p>Network</p> <table> <thead> <tr> <th>Real-time Statistics</th><th>Real-time Values</th></tr> </thead> <tbody> <tr> <td>Number of threads when idle:</td><td>10</td></tr> </tbody> </table>	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	Real-time Statistics	Real-time Values	Database version:	Microsoft SQL Server 2000 - 8.00.194 (Intel X86)	ODBC version:	03.52	ODBC driver version:	03.86.1830	MDAC version:	2.82.1830.0	Current number of connections:	10	Current number of idle connections:	10	Session grab size:	1	Real-time Statistics	Real-time Values	Number of threads when idle:	10
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																												
Real-time Statistics	Real-time Values																												
Database version:	Microsoft SQL Server 2000 - 8.00.194 (Intel X86)																												
ODBC version:	03.52																												
ODBC driver version:	03.86.1830																												
MDAC version:	2.82.1830.0																												
Current number of connections:	10																												
Current number of idle connections:	10																												
Session grab size:	1																												
Real-time Statistics	Real-time Values																												
Number of threads when idle:	10																												


Step	Description
5.	<p>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.</p> <ul style="list-style-type: none"> • CT-Connect server: Enter the IP address of the Envoy CT Connect server. • CT-Connect logical id: Enter the logical name as administered in Section 5 Step 2. • Switch Type: Select “AvayaEAS” from the dropdown list.
	

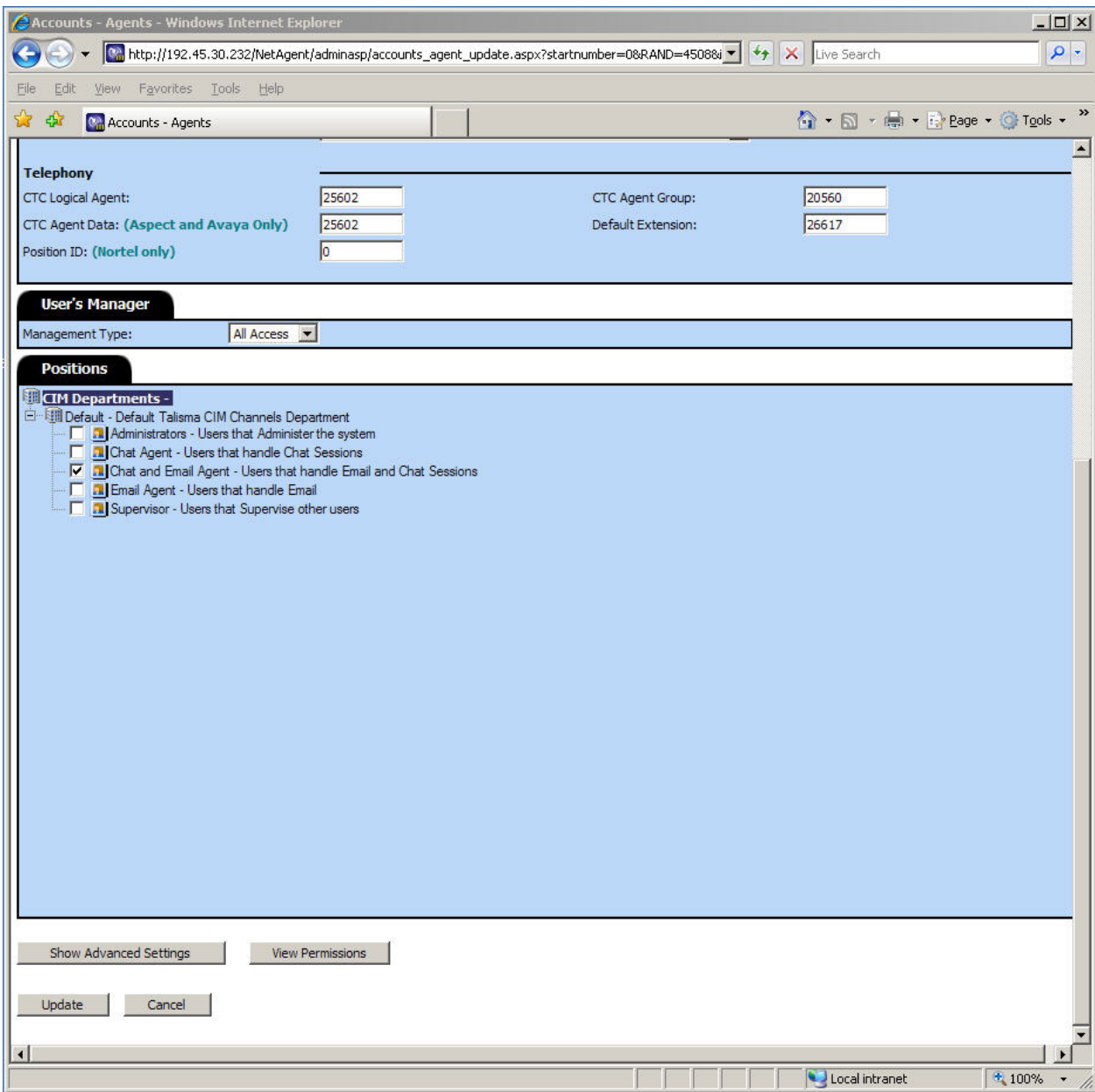
Step	Description
6.	<p>Select Accounts → User Accounts from the menu.</p> 

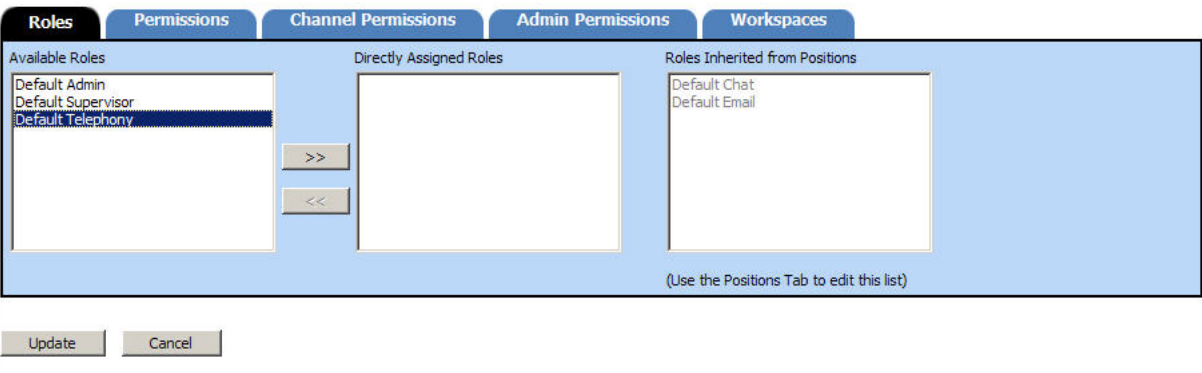
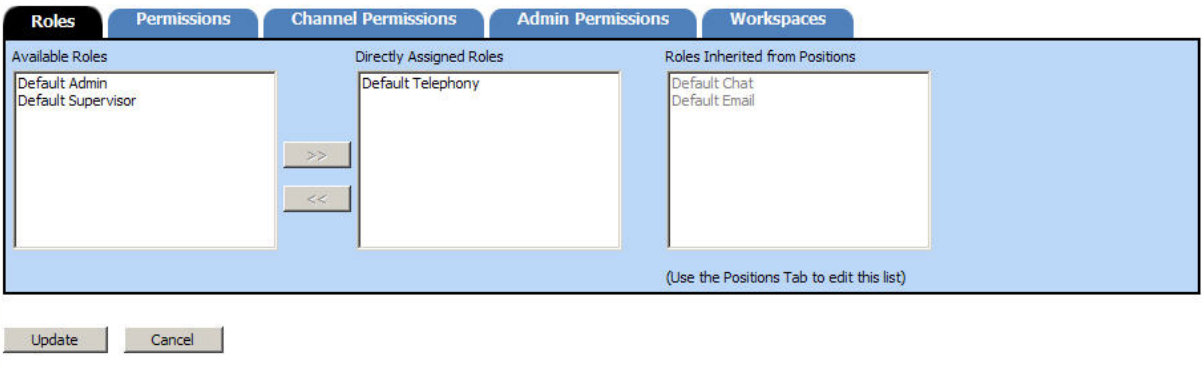
Step	Description														
7.	<p>In the Accounts-Account List window, click Insert Agent.</p>  <p>The screenshot shows the 'Accounts - Account List' window. The 'Agent List' table is as follows:</p> <table><tr><th>All</th><th>Login Name</th><th>Display Name</th><th>First Name</th><th>Last Name</th><th>Status</th><th>Logged On</th></tr><tr><td><input type="checkbox"/></td><td>Jorge</td><td>Jorge</td><td>Jorge</td><td>Jonson</td><td>Active</td><td>No</td></tr></table>	All	Login Name	Display Name	First Name	Last Name	Status	Logged On	<input type="checkbox"/>	Jorge	Jorge	Jorge	Jonson	Active	No
All	Login Name	Display Name	First Name	Last Name	Status	Logged On									
<input type="checkbox"/>	Jorge	Jorge	Jorge	Jonson	Active	No									

Step	Description
8.	<p>In the Accounts-Modify Account window, configure the following fields in the Account Information section, and retain the default values in the remaining fields.</p> <ul style="list-style-type: none"> • Login Name: Enter a unique descriptive agent name. • Display Name: Enter a unique descriptive agent name. • First Name: Enter the agent's first name. • Last Name: Enter the agent's last name. • Password: Enter a password for the agent to log in. • Retype Password: Re-enter the agent password. • CTC Logical Agent: Enter the logical agent identifier from Section 3. • CTC Agent Group: Enter the hunt group extension from Section 3. (This can be any valid hunt group extension on Avaya Communication Manager). • CTC Agent Data: Enter the logical agent password from Section 3. • Default Extension: Enter the physical station extension for the agent from Section 3. 

Step	Description
	<p>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.</p> 

Step	Description																					
9.	<p>In the Accounts-Account List window, double-click on the new agent, Agent1, that was just added.</p> <div><div>Accounts - Agents - Windows Internet Explorer</div><div><div>http://192.45.30.232/NetAgent/adminasp/accounts_agent_display.aspx?startnumber=0&RAND=1842</div><div>Live Search</div></div><div>Accounts - Agents</div><div>SystemAccountsChatEmailTelephonyHelpLog outHome</div><div>Server Name: 192.45.30.232User Name: ADMIN</div><div><div>Accounts - Account List</div><div>Users who are able to log in to Talisma CIM Channels and interact with customers</div></div><div>No agents are logged in</div><div>Insert Agent</div><div><div>Agent List</div><div>Search for in Login NameSearchClear</div><table><thead><tr><th>All</th><th>Login Name</th><th>Display Name</th><th>First Name</th><th>Last Name</th><th>Status</th><th>Logged On</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>Agent1</td><td>Agent1</td><td>Agent1</td><td>Talisma</td><td>Active</td><td>No</td></tr><tr><td><input type="checkbox"/></td><td>Jorge</td><td>Jorge</td><td>Jorge</td><td>Jonson</td><td>Active</td><td>No</td></tr></tbody></table><div>View PermissionsDelete AgentSend message to agentLog out agent</div><div>Showing records 1 - 2 of 2</div><div>PreviousNext</div></div></div>	All	Login Name	Display Name	First Name	Last Name	Status	Logged On	<input type="checkbox"/>	Agent1	Agent1	Agent1	Talisma	Active	No	<input type="checkbox"/>	Jorge	Jorge	Jorge	Jonson	Active	No
All	Login Name	Display Name	First Name	Last Name	Status	Logged On																
<input type="checkbox"/>	Agent1	Agent1	Agent1	Talisma	Active	No																
<input type="checkbox"/>	Jorge	Jorge	Jorge	Jonson	Active	No																

Step	Description
10.	<p>Scroll to the bottom of the window, and then click Show Advanced Setting.</p>  <p>The screenshot shows a web browser window titled 'Accounts - Agents - Windows Internet Explorer'. The address bar displays the URL: <code>http://192.45.30.232/NetAgent/adminasp/accounts_agent_update.aspx?startnumber=0&RAND=4508&...</code>. The page content includes a 'Telephony' section with input fields for 'CTC Logical Agent' (25602), 'CTC Agent Data: (Aspect and Avaya Only)' (25602), 'Position ID: (Nortel only)' (0), 'CTC Agent Group' (20560), and 'Default Extension' (26617). Below this is the 'User's Manager' section with a 'Management Type' dropdown set to 'All Access'. The 'Positions' section shows a tree view under 'CIM Departments' with several sub-items, including 'Chat and Email Agent - Users that handle Email and Chat Sessions' which is selected. At the bottom of the page, there are buttons for 'Show Advanced Settings', 'View Permissions', 'Update', and 'Cancel'.</p>

Step	Description
11.	<p>In the Roles tab, select Default Telephony and click >> to add the role to the agent.</p> 
12.	<p>Click Update.</p> 

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, Envoy 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 STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
4	4	no	AES-DevCon2	established	15	15
15	4	no	devconaes01	established	15	15
16	4	no	devconaes01	established	16	17

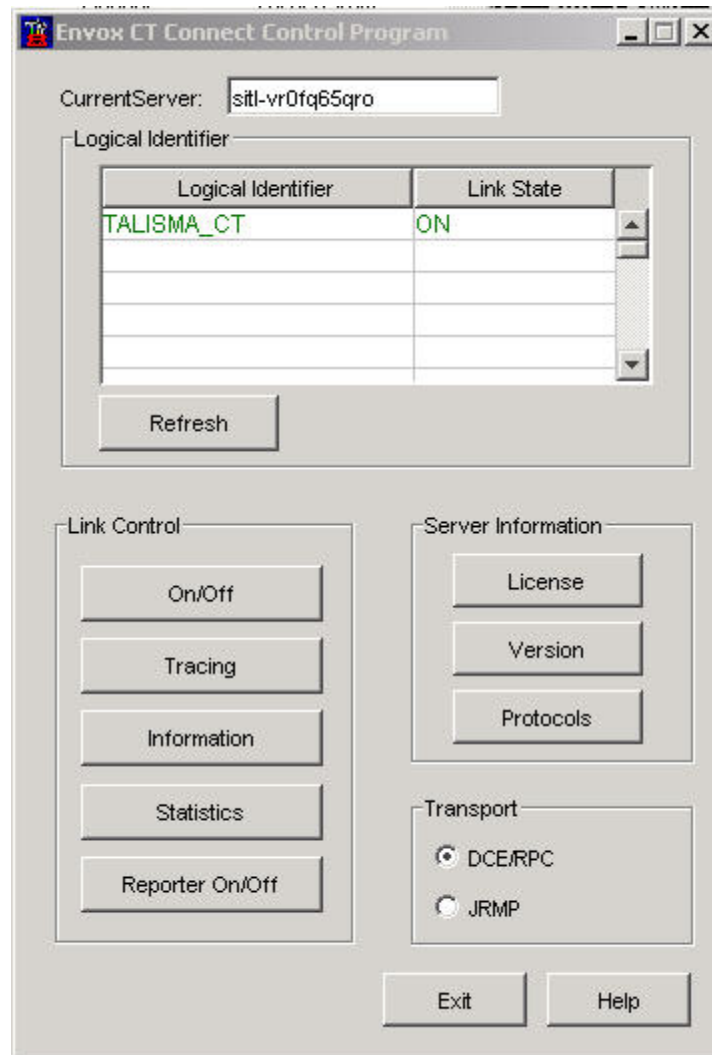
8.2. Verify Avaya Application Enablement Services

From the **CTI OAM Home** menu, verify the status of the DLG link by selecting **Status and Control → 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.

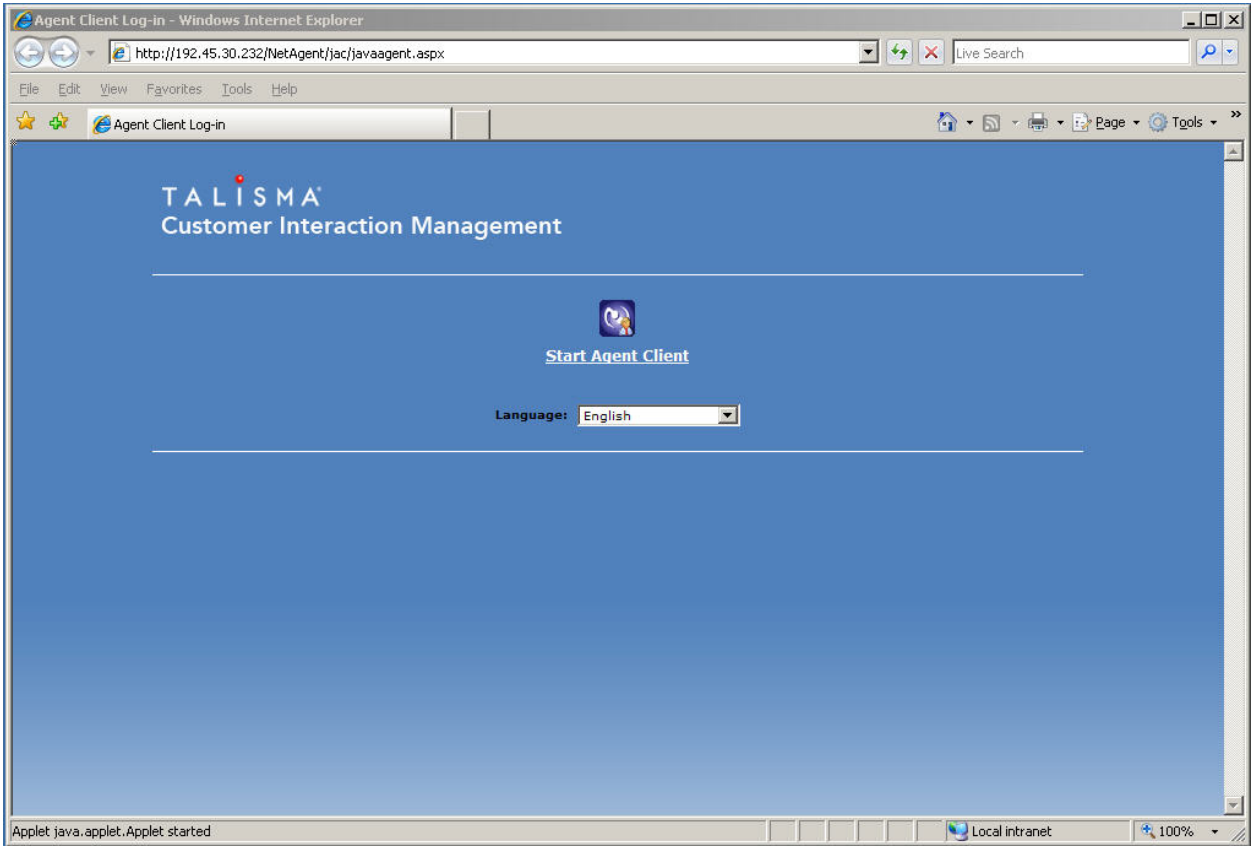
Switch Connection Name	Switch CTI Link	Connection Status	Since	Service State	Remote Host Name or IP Address:Port	Client Link	Local IP	Msgs To Switch	M
devcon32	7	Link Up	2007-03-22 12:41:18.0	online	192.45.30.240:2049	2	192.45.95.98	15	
devcon2715	16	Link Up	2007-03-27 09:24:46.0	online	192.45.30.21:2139	1	192.45.95.98	22	

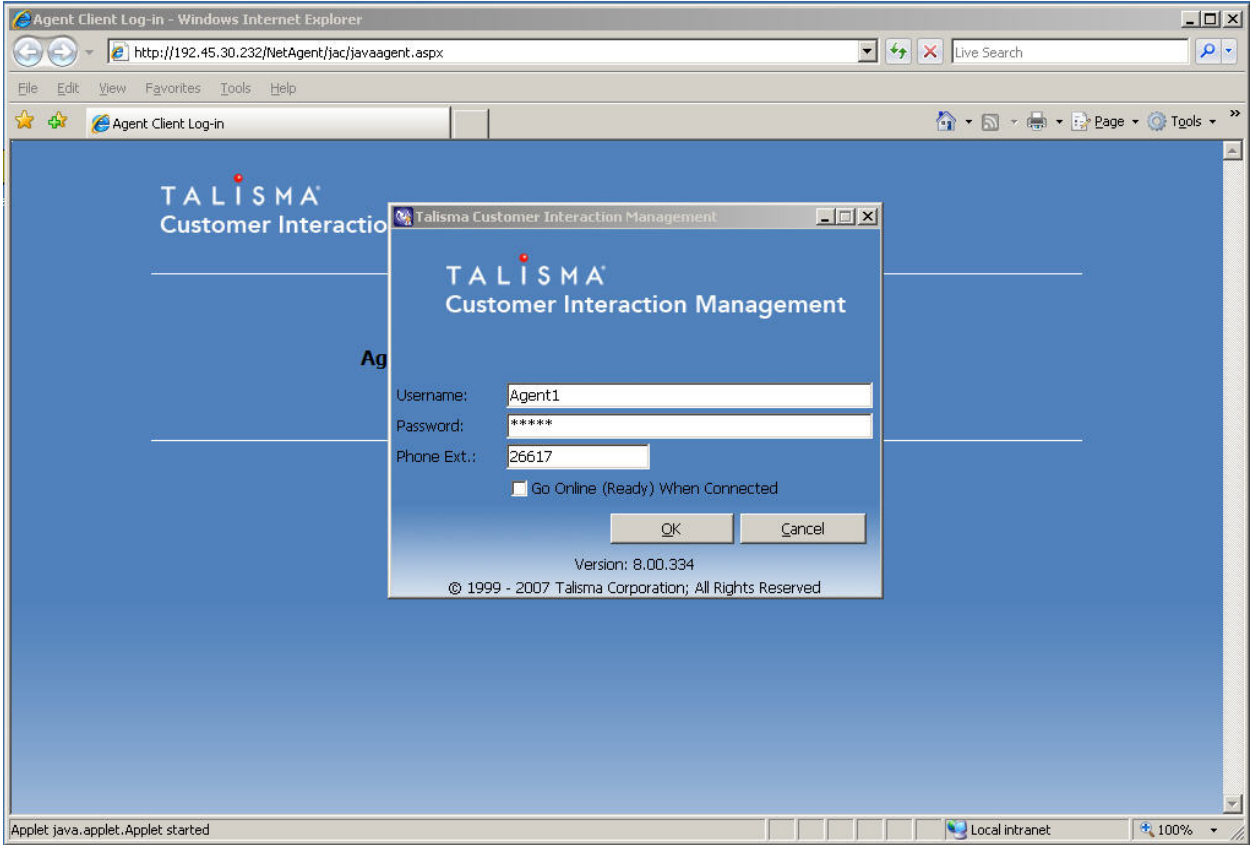
8.3. Verify Envoy CT Connect

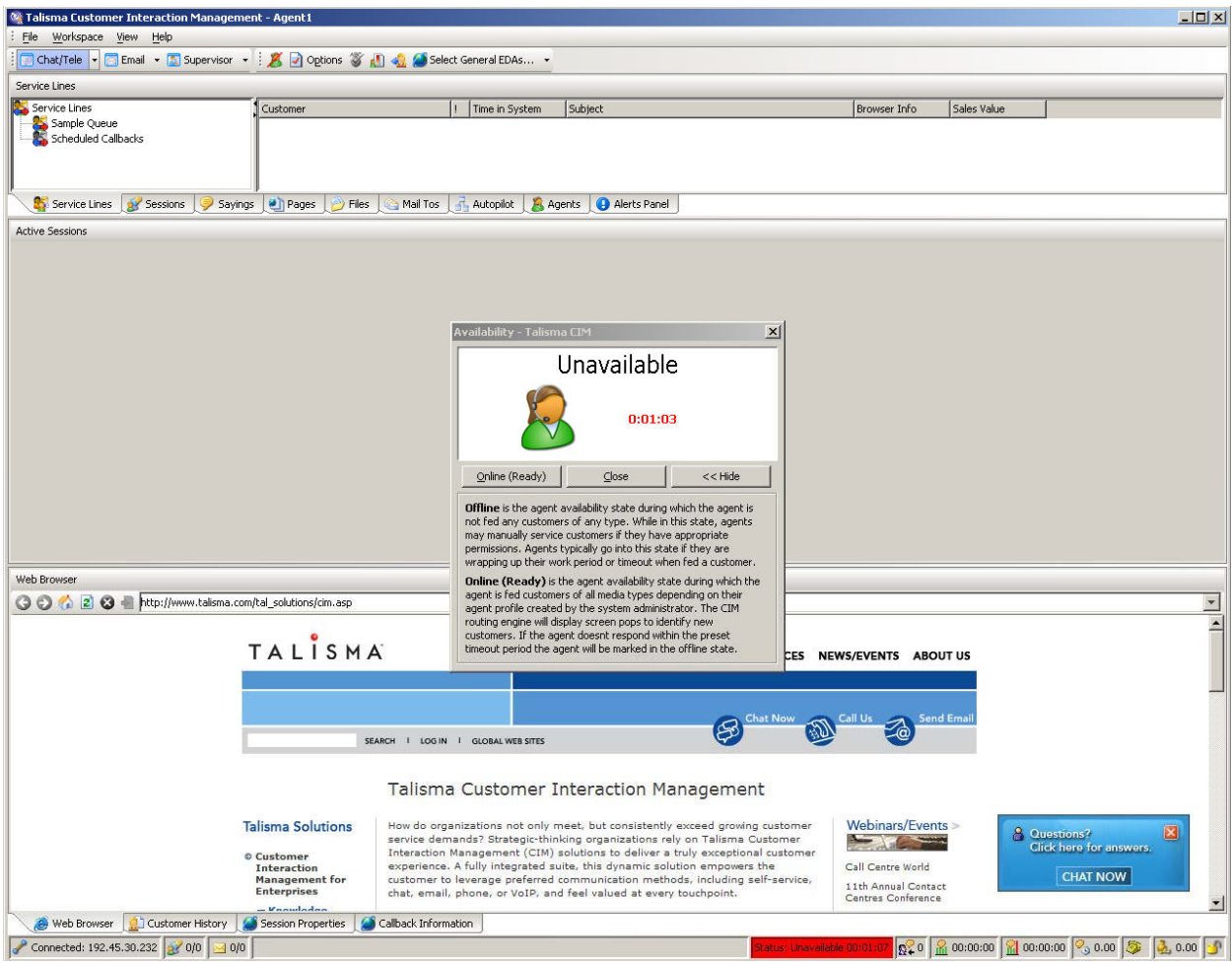
From the Envoy CT Connect server, select **Start → All Programs → Envoy CT Connect Server → Control Program** to bring up the **Envoy CT Connect Control Program** screen below. Check that the **Link State** associated with the administered **Logical Identifier** from **Section 5** (in this case “TALISMA_CT”)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

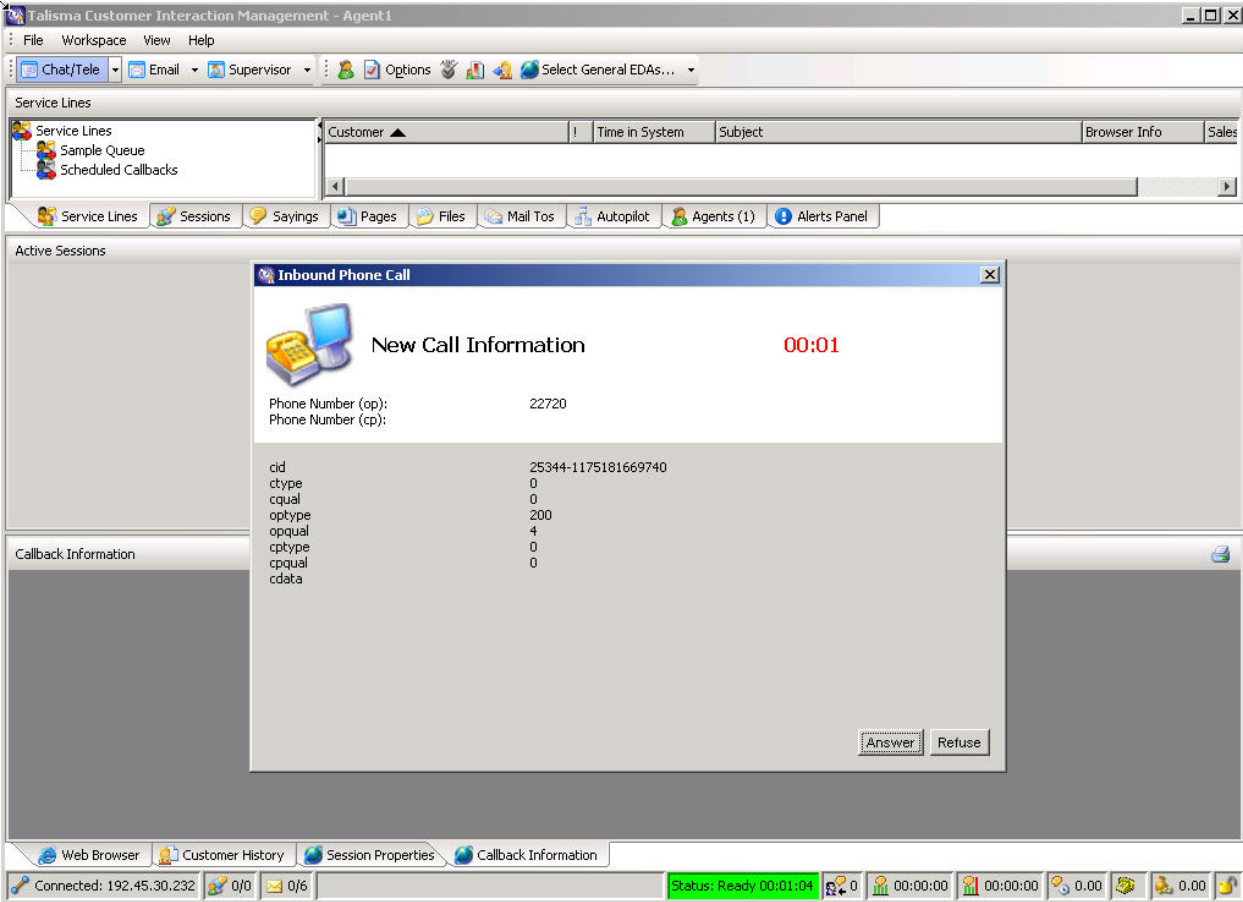
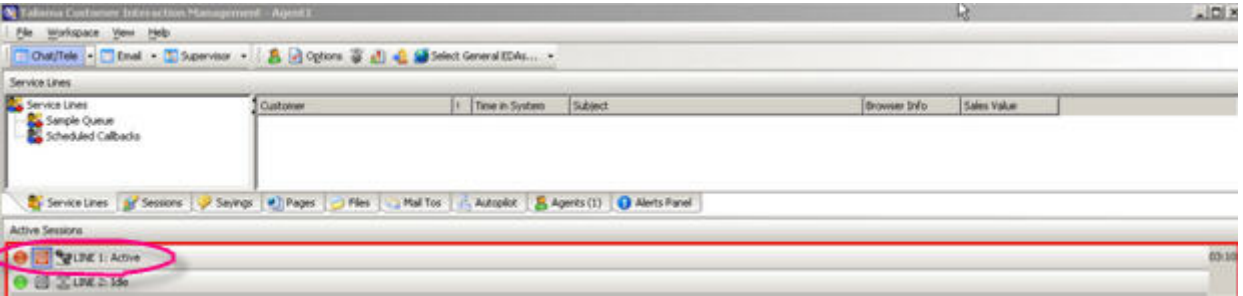


8.4. Verify Talisma CIM Agent Application

Step	Description
1.	<p>From the Talisma CIM client, access the agent interface by using the URL “http://<ip-address>/NetAgent/jac/javaagent.aspx” in an Internet browser window, where “<ip-address>” is the IP address of the Talisma CIM server. Click Start Agent Client.</p> 

Step	Description
2.	<p>Enter the appropriate user name, password and phone extension from Section 6 Step 8, and click OK.</p>  <p>The screenshot shows a web browser window titled 'Agent Client Log-in - Windows Internet Explorer'. The address bar shows the URL 'http://192.45.30.232/NetAgent/jac/javaagent.aspx'. The main content area displays the 'TALISMA Customer Interaction Management' login interface. A modal dialog box is open over the main interface, containing the following fields and controls:</p> <ul style="list-style-type: none"> Username: Agent1 Password: ***** Phone Ext.: 26617 <input type="checkbox"/> Go Online (Ready) When Connected OK button Cancel button Version: 8.00.334 © 1999 - 2007 Talisma Corporation; All Rights Reserved <p>The background of the login interface shows the 'TALISMA Customer Interaction Management' logo and the text 'Agent Client Log-in'. The status bar at the bottom of the browser window indicates 'Applet java.applet.Applet started' and 'Local intranet'.</p>

Step	Description
3.	<p>Click on Online (Ready) to place the agent into the available mode.</p> 

Step	Description
4.	<p>Send a call to the VDN. Verify that the Inbound Phone Call screen is displayed with the calling party information. Click Answer.</p> 
5.	<p>Verify that Line 1 displays “Active” and that the Hold, Hang-Up and Transfer/Conference icons are available.</p> 

9. Support

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

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

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 Envoy 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 <http://support.avaya.com>.
- *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

©2007 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

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 the Avaya Developer*Connection* Program at devconnect@avaya.com.