



Avaya Solution & Interoperability Test Lab

Application Notes for Acqueon iAssist Call Back Manager with Avaya Aura® Experience Portal – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Acqueon iAssist Call Back Manager with Avaya Aura® Experience Portal. The iAssist Call Back Manager offers callers queued to a call center the option to continue to wait in queue for an agent, or request a call back when either an agent becomes available, or schedule a call back for a specified date and time.

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

1. Introduction

These Application Notes describe the configuration steps required to integrate the Acqueon iAssist Call Back Manager with Avaya Aura® Experience Portal. The iAssist Call Back Manager offers callers queued to a call center the option to continue to wait in queue for an agent, or request a call back when either an agent becomes available, or schedule a call back for a specified date and time.

The iAssist Call Back Manager (CBM) consists of two modules: the Inbound Module and the Outbound Module. The Inbound Module is designed to take a call back request from a caller waiting to be serviced by an agent. The Outbound Module retrieves the call back request based on priority and time of the callback, and then dials the agent queue. If the agent is available, the call details are voiced to the agent and then an outbound call to the telephone number specified by the caller is made. The incoming call flow is described below.

- Customer calls the contact center and gets routed to an agent queue.
- If the wait time in queue is more than the threshold set (Expected Wait Time), calls are routed to the inbound CBM application on Avaya Aura® Experience Portal.
- Once the call is answered by the CBM inbound channel on Avaya Aura® Experience Portal, CBM offers various options to leave a call back request. The following are the call back options:
 - Call back as soon as an agent is available
 - Call back on same day at a later time
 - Call back on a future day and time
 - Call back on a different date/time
 - Call back after a specified time interval
- CBM then prompts the customer to enter the call back contact number, account information, and appropriate date/time of call back. A request is then registered into the CBM database.

The CBM outbound module running on the iAssist Admin server continuously polls the database on a regular interval to retrieve pending callback requests. The outbound module then calls the appropriate agent group number to get an agent to process the callback. Once the agent answers the call, CBM plays the customer's information to the agent. CBM then dials the customer's number and conferences the call with the agent. If the customer call cannot be completed, CBM reschedules the call based on a pre-defined schedule interval. CBM reschedules the call for a specified number of times. Once the maximum attempts have been made unsuccessfully, the call is marked as failed.

Another Acqueon related solution is described in *Application Notes for Acqueon iAssist Call Survey Manager with Avaya Aura® Experience Portal*.

2. General Test Approach and Test Results

This section describes the interoperability compliance testing used to verify the iAssist CBM applications with Experience Portal.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on routing calls to Experience Portal and running the iAssist CBM applications to allow the caller the option to request a call back. All of the call back request options available in the Inbound CBM application were tested. In addition, the Outbound CBM application was also verified. The iAssist Outbound CBM Module initiated the call back to the agent and caller and established a two-way talk path. Conditions where the call back could not be established were also verified. In these cases, the call was either rescheduled or marked as failed, if the number of retries were exceeded. Finally, the registered call back requests and call back status were verified in iAssist reports.

The serviceability testing focused on verifying the ability of iAssist Admin server and Experience Portal to recover from adverse conditions, such as power failures and disconnecting cables to the IP network.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

Interoperability compliance testing included feature and serviceability testing. The feature testing focused on the following functionality:

- Routing incoming calls to Experience Portal when the expected wait time for an agent exceeds a configured threshold.
- Experience Portal successfully running the iAssist Inbound CBM application and all of the call back options tested.
- The ability of the caller to continue waiting in queue for an agent.
- The ability of the caller to make a call back request. Call back options described above were tested.
- iAssist CBM servicing pending call back requests and running the iAssist Outbound CBM application.
- Failure conditions, such as the call back failing due to network problems, and verifying that the call back was rescheduled.
- The ability to reschedule a call back if the call to the agent or caller is not completed within a specified timeout value.
- IAssist reports showing the registered call back requests and the call back status.

The serviceability testing focused on verifying the ability of the iAssist Admin server and Experience Portal to recover from adverse conditions, such as power failures and disconnecting cables to the IP network.

2.2. Test Results

All test cases passed. Avaya Aura® Experience Portal was successful in running the iAssist CBM applications.

2.3. Support

For technical support on the iAssist Call Back Manager, contact Acqueon via phone, email, or internet.

- **Phone:** +9198403 57893 (or) +1 888 946 6878
- **Email:** support@acqueon.com
- **Web:** <http://acqueon.issuetrak.com>

3. Reference Configuration

Figure 1 illustrates the configuration used for testing. In this configuration, Experience Portal interfaces with Communication Manager via H.323. The iAssist Admin Server hosted the iAssist CBM applications, supporting the CBM inbound and outbound modules. The Acqueon iAssist Admin server contained the Microsoft SQL database and was also used to configure the iAssist CBM application.

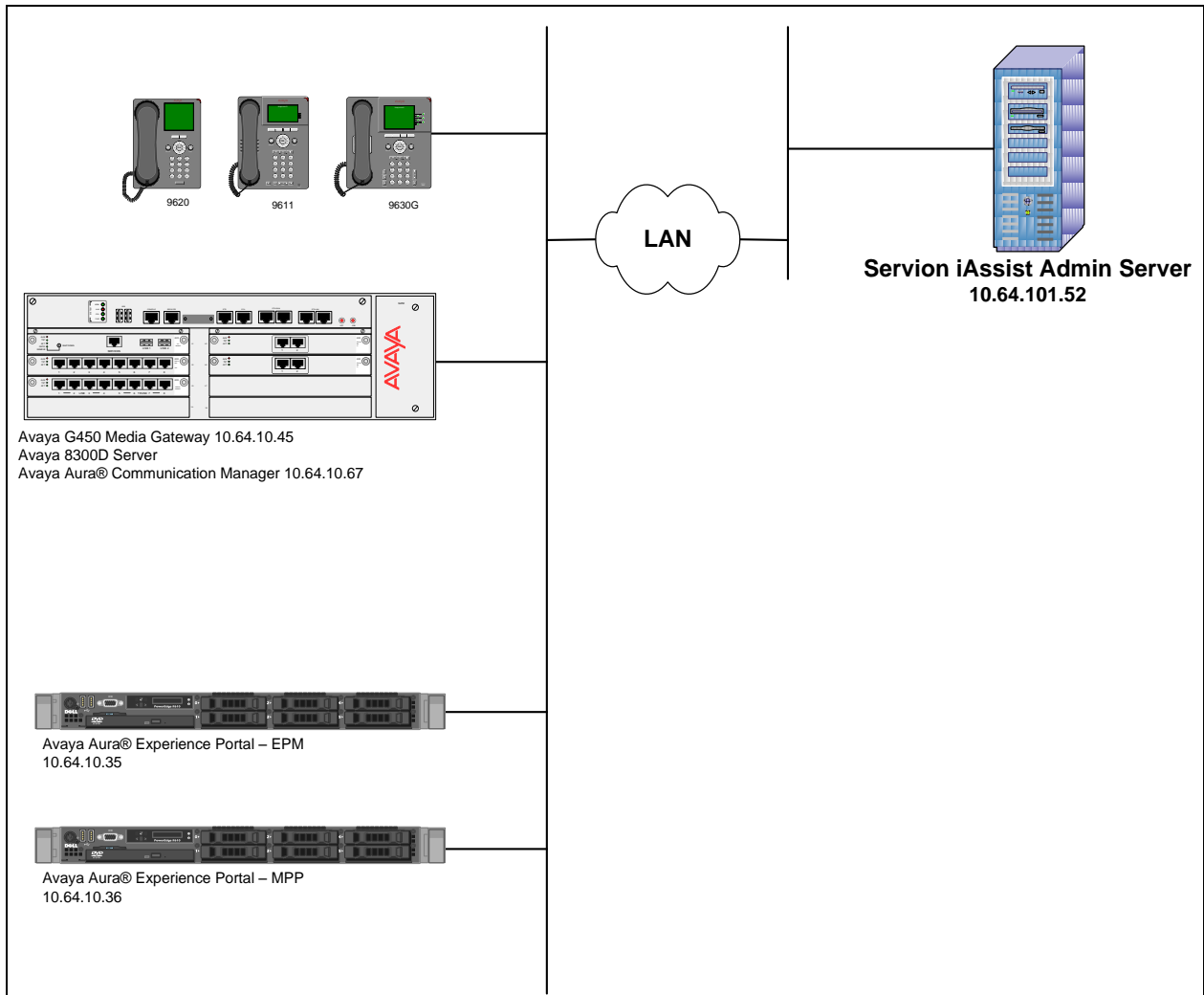


Figure 1: Configuration with Avaya Aura® Experience Portal and Acqueon iAssist

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Experience Portal running on HP Proliant DL360 G7	6.0.2.0.0501
Avaya Aura® Communication Manager running on S8300D server	R6.2 SP5 R016x.02.0.823.0-20396
Acqueon iAssist Call Back Manager	2.0

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager via the System Access Terminal (SAT). The procedures include the following areas:

- Administer Feature Access Codes
- Administer H.323 Stations for Avaya Aura® Experience Portal
- Administer Hunt Groups for Agents and for Avaya Aura® Experience Portal Ports
- Administer Agent IDs for Agents and Avaya Aura® Experience Portal Ports
- Administer Call Vectoring for the iAssist BCM Inbound and Outbound Modules

5.1. Administer Feature Access Codes

In the **Feature Access Code (FAC)** form, configure a FAC for the **Converse Data Return Code**. This is required because iAssist CBM will return data to Communication Manager. iAssist CBM will return a '0' if the caller requests a call back and '1' if the caller opts to continue to wait in the split queue. The **Converse Data Return Code** is specified in the iAssist CBM configuration on the application server described in **Section 6**.

```
change feature-access-codes                                     Page 6 of 9
                    FEATURE ACCESS CODE (FAC)
                    Call Vectoring/Prompting Features

Converse Data Return Code: #12

Vector Variable 1 (VV1) Code:
Vector Variable 2 (VV2) Code:
Vector Variable 3 (VV3) Code:
Vector Variable 4 (VV4) Code:
Vector Variable 5 (VV5) Code:
Vector Variable 6 (VV6) Code:
Vector Variable 7 (VV7) Code:
Vector Variable 8 (VV8) Code:
Vector Variable 9 (VV9) Code:
```

5.2. Administer H.323 Stations for Avaya Aura® Experience Portal

This section describes the configuration of H.323 stations for Experience Portal. This configuration also requires a C-LAN and Media Processor board for IP communication, and the administration of a Network Region and IP Codec Set. This configuration is outside the scope of these application notes, but the reader may refer to References [1] and [2] in **Section 9** for additional information.

From the System Access Terminal (SAT), add a H.323 station for Experience Portal. To add a new station, use **add station *n*** command, where *n* is an available extension. In the station form, set the **Type** to *7434ND*, provide a descriptive **Name**, set the **Security Code**, and set the **IP Softphone** field to 'y'. The COR specified for this station should allow outgoing trunk calls. Repeat this step for each Experience Portal port.

```
add station 25501                                     Page 1 of 6
                                                    STATION
Extension: 25501                                     Lock Messages? n          BCC: 0
  Type: 7434ND                                       Security Code: 123456   TN: 1
  Port: S00002                                       Coverage Path 1:         COR: 1
  Name: AAEP Station                               Coverage Path 2:         COS: 1
                                                    Hunt-to Station:
STATION OPTIONS
                                                    Time of Day Lock Table:
  Loss Group: 2                                       Personalized Ringing Pattern: 1
  Data Module? n                                       Message Lamp Ext: 25501
  Display Module? y
  Display Language: english                               Coverage Module? n
  Survivable COR: internal                               Media Complex Ext:
  Survivable Trunk Dest? y                               IP SoftPhone? y
                                                    Remote Office Phone? n
                                                    IP Video Softphone? n
                                                    Short/Prefixed Registration Allowed: default
```


5.3. Administer Hunt Groups

This section provides the Hunt Group configuration for the call center agents and the Experience Portal ports.

Agents will log into Hunt Group 10 configured below. To add a hunt group, use **add hunt-group *n*** command, where *n* is an available hunt-group extension. Provide a descriptive **Group Name** and set the **Group Extension** field to a valid extension. Enable the **ACD**, **Queue**, and **Vector** options. This hunt group will be specified in the **Agent LoginIDs** configured in **Section 5.4**.

```
add hunt-group 10                                     Page 1 of 4
                                                    HUNT GROUP
Group Number: 10                                     ACD? y
Group Name: Acqueon                                  Queue? y
Group Extension: 25910                               Vector? y
Group Type: ucd-mia
TN: 1
COR: 1                                               MM Early Answer? n
Security Code:                                       Local Agent Preference? n
ISDN/SIP Caller Display:
Queue Limit: unlimited
Calls Warning Threshold: Port:
Time Warning Threshold: Port:
```

On **Page 2** of the Hunt Group form, enable the **Skill** option.

```
add hunt-group 10                                     Page 2 of 4
                                                    HUNT GROUP
Skill? y                                             Expected Call Handling Time (sec): 180
AAS? n
Measured: none
Supervisor Extension:
Controlling Adjunct: none
Multiple Call Handling: none
Timed ACW Interval (sec):                          After Xfer or Held Call Drops? n
```

The Experience Portal ports, configured as H.323 stations, will automatically log into hunt group 11 configured below. To add a hunt group, use **add hunt-group *n*** command, where *n* is an available hunt-group extension. Provide a descriptive **Group Name** and set the **Group Extension** field to a valid extension. Enable the **ACD**, **Queue**, and **Vector** options. This hunt group will be specified in the **Agent LoginIDs** configured in **Section 5.4**.

```

add hunt-group 11                                     Page 1 of 4
                                                    HUNT GROUP

      Group Number: 11                               ACD? y
      Group Name: AAEP Virtual                       Queue? y
      Group Extension: 25620                         Vector? y
      Group Type: ucd-mia
      TN: 1
      COR: 1                                         MM Early Answer? n
      Security Code:                                Local Agent Preference? n
      ISDN/SIP Caller Display:

      Queue Limit: unlimited
      Calls Warning Threshold: Port:
      Time Warning Threshold: Port:
  
```

On **Page 2** of the Hunt Group form, enable the **Skill** and **AAS** options. The **AAS** option will allow the Experience Portal ports to automatically log into the hunt group via the **Agent LoginIDs**.

```

add hunt-group 11                                     Page 2 of 4
                                                    HUNT GROUP

      Skill? y           Expected Call Handling Time (sec): 180
      AAS? y            Service Level Target (% in sec): 80 in 20
      Measured: internal
      Supervisor Extension:

      Controlling Adjunct: none

      VuStats Objective:

      Multiple Call Handling: none

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

5.4. Administer Agent Login IDs

This section provides the Agent Login IDs for the agents and the Experience Portal ports.

Add an **Agent Login ID** for each agent in the call center as shown below. To add an agent, use **add agent-loginID *n*** where *n* is an available agent id. In this configuration, agent login IDs 2501 to 2502 was created for two agents. Provide a name in **Name** field, set a **Security Code**, and set **Password** and **Password (enter again)**.

```
add agent-loginID 2501                                     Page 1 of 2
                                                         AGENT LOGINID
Login ID: 2501                                           AAS? n
  Name: IP Agent 1                                       AUDIX? n
  TN: 1                                                  LWC Reception: spe
  COR: 1                                                 LWC Log External Calls? n
Coverage Path:                                          AUDIX Name for Messaging:
  Security Code: 1234
                                                         LoginID for ISDN/SIP Display? n
                                                         Password: 123456
                                                         Password (enter again): 123456
                                                         Auto Answer: station
                                                         MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: system
Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
Forced Agent Logout Time: :
```

WARNING: Agent must log in again before changes take effect

On **Page 2** of the **Agent LoginID** form, set the skill number (**SN**) to hunt group 10, which is the hunt group (skill) that the agents will log into.

```
add agent-loginID 2501                                     Page 2 of 2
                                                         AGENT LOGINID
Direct Agent Skill:                                     Service Objective? n
Call Handling Preference: skill-level                   Local Call Preference? n
SN  RL  SL      SN  RL  SL
1: 10   1      16:
2:      17:
3:      18:
4:      19:
5:      20:
6:
7:
8:
9:
10:
11:
12:
13:
14:
15:
```

Add an **Agent LoginID** for each Experience Portal port. The **AAS** option is enabled and the **Port Extension** is set to the extension of the H.323 station corresponding to each Experience Portal port. Repeat this configuration for each H.323 station corresponding to an Experience Portal port. In this configuration, agent login IDs 2551 to 2552 were created.

```

add agent-loginID 2551                                     Page 1 of 2
                                     AGENT LOGINID
Login ID: 2551                                           AAS? y
Name: Voice Portal Agent 1                               AUDIX? n
TN: 1                                                    LWC Reception: spe
COR: 1                                                   LWC Log External Calls? n
Coverage Path:                                          AUDIX Name for Messaging:
Security Code: 1234
Port Extension: 25501                                  LoginID for ISDN/SIP Display? n

Auto Answer: station
MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: system
Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
Forced Agent Logout Time: :

WARNING: Agent must log in again before changes take effect

```

On **Page 2** of the **Agent LoginID** form, set the skill number (**SN**) to hunt group 11, which is the hunt group (skill) that the Experience Portal ports will log into.

```

add agent-loginID 2551                                     Page 2 of 2
                                     AGENT LOGINID
Direct Agent Skill:                                     Service Objective? n
Call Handling Preference: skill-level                   Local Call Preference? n

SN  RL  SL          SN  RL  SL
1:  11   1        16:
2:
3:
4:
5:
6:
7:
8:
9:
10:
11:
12:
13:
14:
15:

```

5.5. Administer Call Vectoring

This section describes the procedures for configuring call vectoring for the iAssist CBM inbound and outbound calls.

Configure the **Vector Directory Number** (VDN) that will handle incoming customer calls. To add a vdn, use **add vdn *n***, where *n* is an available vdn. The VDN invokes a vector that will queue the call to an agent split and also route the call to the iAssist CBM application on Experience Portal if the call is queued, and the expected wait time exceeds a configured threshold in the associated vector. Provide a name in **Name** and set **Destination** to **Vector Number *n***, *n* is an available vector that will be configured in next step. In this example, VDN 25611 and vector 107 were used.

```
add vdn 25611                                     Page 1 of 3
                                         VECTOR DIRECTORY NUMBER
                                         Extension: 25611
                                         Name*: Acqueon CBM Inbound
                                         Destination: Vector Number 107
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none

VDN of Origin Annc. Extension*:
1st Skill*:
2nd Skill*:
3rd Skill*:

* Follows VDN Override Rules
```

Vector 107 queues the call to the agent split (skill 10), checks the expected wait time for the agent split (skill 10), and if it exceeds 10 seconds, will queue the call to hunt group 11 consisting of Experience Portal ports. Experience Portal will then direct the call to the iAssist CBM application. iAssist CBM returns '0' if the caller requests a call back or '1' if the caller decides to remain in queue for an agent.

```

change vector 107                                     Page 1 of 6
                                     CALL VECTOR
Number: 107                                           Name: Acugeon Inbound
Multimedia? n      Attendant Vectoring? n      Meet-me Conf? n      Lock? n
  Basic? y      EAS? y      G3V4 Enhanced? y      ANI/II-Digits? y      ASAI Routing? y
  Prompting? y      LAI? y      G3V4 Adv Route? y      CINFO? y      BSR? y      Holidays? y
  Variables? y      3.0 Enhanced? y
01 wait-time      1      secs hearing ringback
02 goto step      5      if expected-wait      for skill 10      pri m > 10
03 queue-to      skill 10      pri m
04 stop
05 queue-to      skill 10      pri m
06 converse-on      skill 11      pri m passing wait      and none
07 collect      1      digits after announcement none      for none
08 goto step      3      if digits      =      1
09 stop09 disconnect      after announcement none

```

VDN 25610 is dialed by the iAssist CBM outbound module to place a call to the agent split. Provide a descriptive name in **Name** field and specify the appropriate vector number in **Destination: Vector Number** field. In this example, vector 10 will queue the call to the agent split.

```

add vdn 25610                                     Page 1 of 3
                                         VECTOR DIRECTORY NUMBER
                                         Extension: 25610
                                         Name*: Acqueon CBM Queue
                                         Destination: Vector Number      106
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none

VDN of Origin Annc. Extension*:
1st Skill*:
2nd Skill*:
3rd Skill*:

* Follows VDN Override Rules

```

Vector 106 configured below queues the call to the agent split (i.e., hunt group 10).

```

change vector 106                                 Page 1 of 6
                                         CALL VECTOR
Number: 106                                     Name: Acqueon Outboun
Multimedia? n      Attendant Vectoring? n      Meet-me Conf? n      Lock? n
Basic? y           EAS? y      G3V4 Enhanced? y      ANI/II-Digits? y      ASAI Routing? y
Prompting? y      LAI? y      G3V4 Adv Route? y      CINFO? y      BSR? y      Holidays? y
Variables? y      3.0 Enhanced? y
01 wait-time      2 secs hearing silence
02 queue-to      skill 10 pri h
03 stop

```

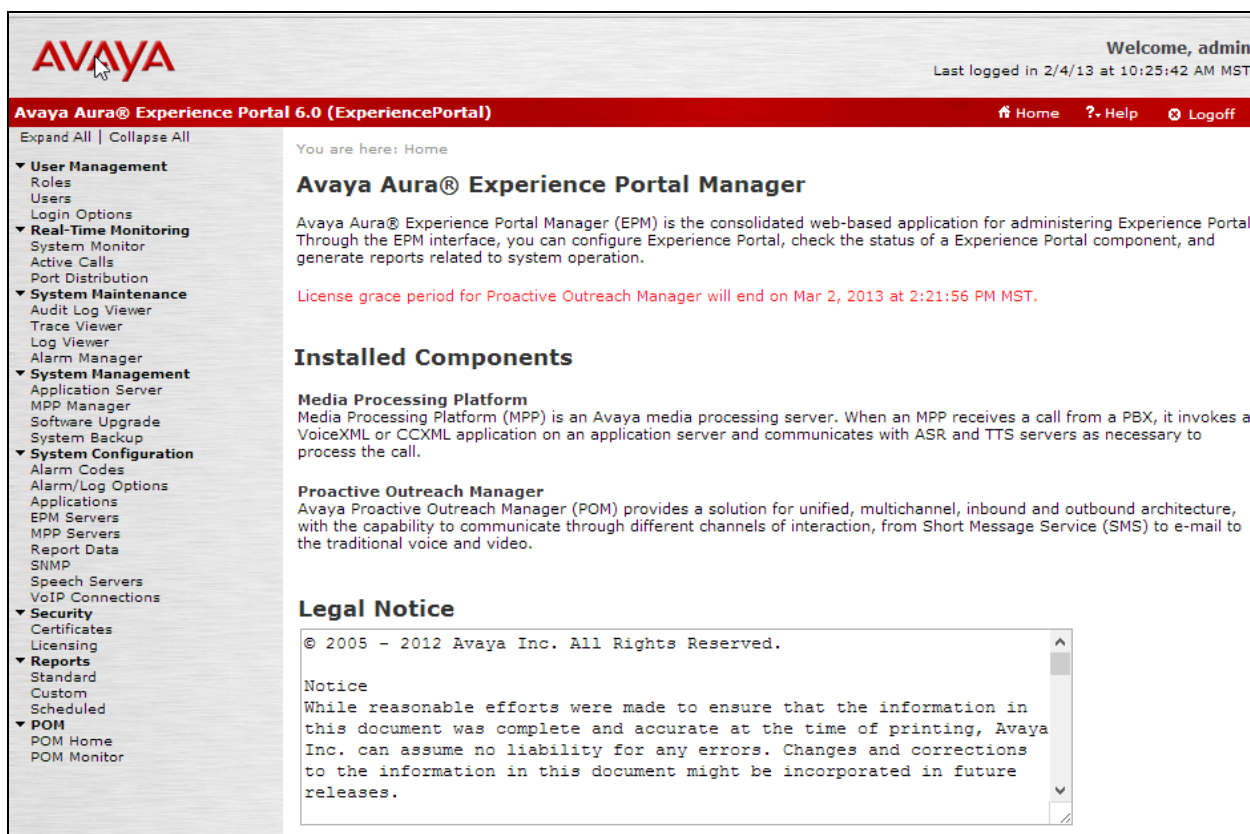
6. Configure Avaya Aura® Experience Portal

This section covers the administration of Experience Portal. The following Experience Portal configuration steps will be covered:

- Configuring a H.323 VoIP Connection
- Configuring iAssist CBM Applications
- Configuring Outcall Authentication
- Starting the MPP server

Experience Portal is configured via the Experience Portal Management (EPM) web interface. To access the web interface, enter **http://<ip-addr>/** as the URL in an internet browser, where <ip-addr> is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed.

Note: All of the screens in this section are shown after the Experience Portal had been configured. Please ensure that all settings are saved, clicking either save or apply on each screen.



The screenshot displays the Avaya Aura® Experience Portal 6.0 (ExperiencePortal) web interface. At the top left is the Avaya logo. At the top right, it says "Welcome, admin" and "Last logged in 2/4/13 at 10:25:42 AM MST". Below the header is a red navigation bar with "Avaya Aura® Experience Portal 6.0 (ExperiencePortal)", "Home", "Help", and "Logoff" links. A left sidebar contains a navigation menu with categories like "User Management", "Real-Time Monitoring", "System Maintenance", "System Management", "System Configuration", "Security", "Reports", and "POM". The main content area shows "You are here: Home" and the title "Avaya Aura® Experience Portal Manager". Below the title is a description of the EPM interface. A red notice states: "License grace period for Proactive Outreach Manager will end on Mar 2, 2013 at 2:21:56 PM MST." The "Installed Components" section lists "Media Processing Platform" and "Proactive Outreach Manager" with their respective descriptions. A "Legal Notice" section is also present, containing a copyright notice and a disclaimer.

6.1. Configure a H.323 VoIP Connection

To configure a H.323 connection, navigate to the **System Configuration → VoIP Connections** page and then click on the **H.323** tab. In the H.323 tab shown in **VoIP Connections**, set the **Gatekeeper Address** to the IP address of Communication Manager and the **Gatekeeper Port** to *1719*. Next, configure the stations for Experience Portal, which map to the 7434ND stations configured on Communication Manager, see **Section 5.2** above. In addition, set the **Password** for the stations and set the **Station Type** to *Inbound and Outbound*.

Change H.323 Connection

Use this page to change the configuration of an H.323 connection.

Name:

Enable: Yes No

Gatekeeper Address:

Alternative Gatekeeper Address:

Gatekeeper Port:

Media Encryption: Yes No

New Stations

	From	To
Station:	<input type="text"/>	<input type="text"/>
Password:	<input type="text"/>	
	<input checked="" type="radio"/> Same Password	
	<input type="radio"/> Use sequential passwords	
Station Type:	<input type="text" value="Inbound and Outbound"/> <input type="text" value="Inbound Only"/> <input type="text" value="Maintenance"/>	<input type="button" value="Add"/>

Configured Stations (M for Maintenance, I for Inbound Only)

<input type="text" value="25501 - 25502"/>	<input type="button" value="Remove"/>
--	---------------------------------------

6.2. Configure iAssist CBM Applications

Two applications are configured in Experience Portal, one to handle inbound calls that are queued to the agent split and the second one to handle the call back request (i.e., outbound calls to agent and caller).

6.2.1. Configure the Inbound CBM Application

Navigate to **System Configuration** → **Applications**. In the **Applications** page, add an Experience Portal application to handle incoming calls that are queued to the agent split. This application will provide the caller the option to either continue waiting in the agent queue or to request a call back. Configure the application as shown below. Set the **Type** to **VoiceXML**, select **Single** for **URL**, and enter a **VoiceXML URL** provided by Acqueon. Select **Inbound** under **Application Launch** and provide **Called Number**.

Change Application

Use this page to change the configuration of an application.

Name: iAssist_Inbound
Enable: Yes No
Type:

URI

Single Fail Over Load Balance
VoiceXML URL:
Mutual Certificate Authentication: Yes No
Basic Authentication: Yes No

Speech Servers

ASR: TTS:

Application Launch

Inbound Inbound Default Outbound
 Number Number Range URI
Called Number:

Speech Parameters ▶
Reporting Parameters ▶
Advanced Parameters ▶

Under the **Advanced Parameters** section, enable **Converse-On**.

Advanced Parameters ▾

Support Remote DTMF Processing: Yes No

DTMF Type Ahead Enabled: Yes No

Converse-On: Yes No

Network Media Service: Yes No

Dialog URL Pattern:

VoiceXML Event Handler: ▾

CCXML Event Handler: ▾

Generate UCID: Yes No

Operation Mode: ▾

Transport UCID in Shared Mode: Yes No

Maximum UUI Length:

Fax Detection Enabled: Yes No

Fax Phone Number:

Video Enabled: Yes No

Video Screen Format: ▾

Video Minimum Picture Interval:

Save **Apply** **Cancel** **Help**

6.2.2. Configure the Outbound CBM Application

In the **Applications** page, add another Experience Portal application to handle the outbound calls to the agent and caller. Configure the application as shown below.

Change Application

Use this page to change the configuration of an application.

Name: IASSIST_CBM_OUTBOUND

Enable: Yes No

Type:

URI

Single Fail Over Load Balance

CCXML URL: **Verify**

Mutual Certificate Authentication: Yes No

Basic Authentication: Yes No

Speech Servers

ASR: TTS:

Application Launch

Inbound Inbound Default Outbound

Speech Parameters ▶
Reporting Parameters ▶
Advanced Parameters ▶

Save **Apply** **Cancel** **Help**

6.3. Configure the Outcall Authentication

Configure the Outcall User Name and Password that will be sent by iAssist CBM. Click on **EPM Servers** in the left pane (not shown). In the resulting page, click on **EPM Settings** to display the page below. Under the **Outcall** section, configure the **User Name** and **Password** used by iAssist CBM when it makes an outcall request to Experience Portal.

EPM Settings

Use this page to configure system parameters that affect the Experience Portal system.

Experience Portal Name:

Number of Application Server Failover Logs :

Commands to Retain in Configuration History:

Resource Alerting Thresholds (%)

	High Water	Low Water
Disk:	<input type="text" value="90"/>	<input type="text" value="80"/>

Web Service Authentication ▾

Application Reporting

User Name:

Password:

Verify Password:

Outcall

User Name:

Password:

Verify Password:

Miscellaneous ▶

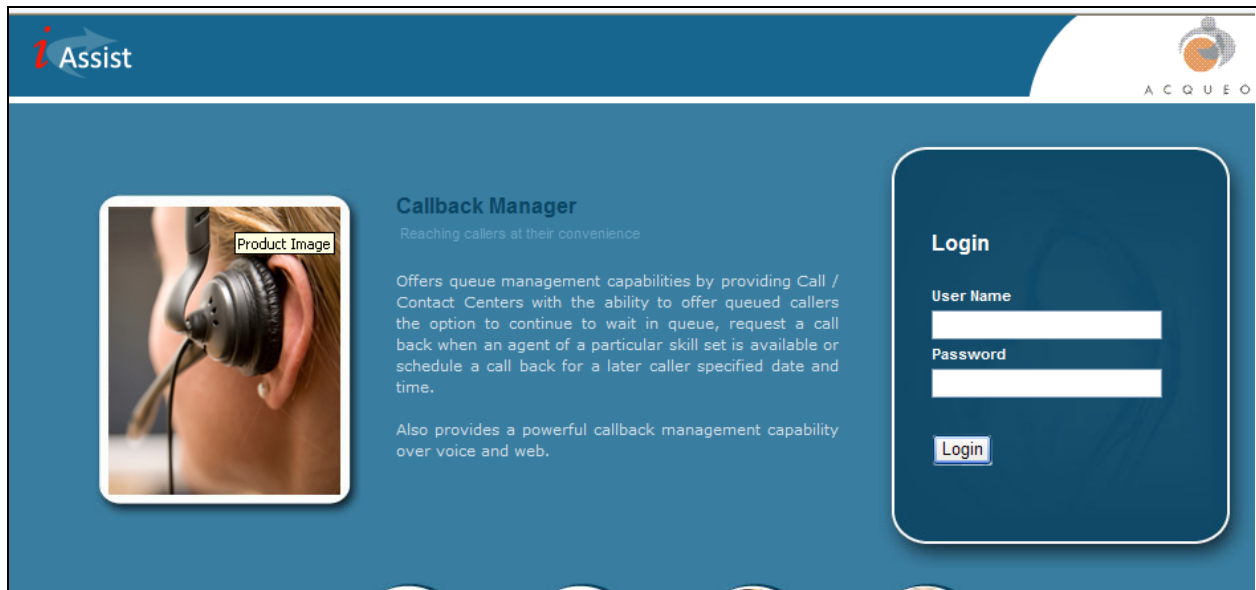
7. Configure Acqueon iAssist Call Back Manager

This section covers the information on how to use the iAssist Admin application to administer the Callback Manager (CBM).

7.1. Steps to configure the Business Group

Type the URL: [http:// 10.64.101.85/iAssist](http://10.64.101.85/iAssist) to login into the admin page followed by the **User Name** and the **Password**.

Note: The default User Name is admin and the Password is admin123.



The screenshot displays the iAssist Admin application interface. At the top left is the iAssist logo, and at the top right is the ACQUEO logo. The main content area is divided into two sections. On the left, there is a "Product Image" showing a person wearing a headset, with a small box labeled "Product Image" overlaid. To the right of the image is the "Callback Manager" section, which includes the heading "Callback Manager", the tagline "Reaching callers at their convenience", and a description: "Offers queue management capabilities by providing Call / Contact Centers with the ability to offer queued callers the option to continue to wait in queue, request a call back when an agent of a particular skill set is available or schedule a call back for a later caller specified date and time." Below this description, it states: "Also provides a powerful callback management capability over voice and web." On the right side of the interface is a "Login" form with fields for "User Name" and "Password", and a "Login" button.

7.1.1. Configure the Business Group

Business Group refers to the type of business the application caters. Each business group will have a language and a unique number where the call will be routed to so that the application can identify the caller.

Business Group Management enables configuration and management of a business group. Use the Business Group option under the General tab to add, modify or delete a business group.

- Enter a valid **Business Group Name**.
- Set the **Incoming Number** to the number that routes calls to the IVR (e.g., 25501).
- Select a **Site** (A site defines the location where the CBM IVR application is deployed).
 - ✚ Please note if there are multiple application servers, enter multiple IP addresses, separating each entry by the Enter key.
- Select the appropriate **Language**.
- Select the required **IVR Configuration Template** (Default configuration is available for CBM in General → application configuration).

Please note that **Site** and **IVR Configuration Template** were preconfigured and its corresponding configuration is not shown in this document.

BusinessGroup Management

* Mandatory

Business Group Name *	<input type="text" value="IND_CBM_DEMO"/>
Incoming Number *	<input type="text" value="25501"/>
Site	<input type="text" value="AVP DEMO"/>
Language	<input type="text" value="US English"/>
IVR Configuration Template	<input type="text" value="DEFAULT_CBM_CONFIG"/>

7.1.2. Configuring Business Group

- Select the CBM → Business Group Configuration tab.
- Click the Edit icon of the desired business group to edit the Defined Business Group(s) displayed in the right pane (not shown).
- The **Business Group Name** will be populated automatically.
- Enter the **Outgoing Number** (VDN number configured to reach the available agent who is configured/ logged into a particular skill).
- Select the **High Priority Queue** check box, if required. If there is a separate high priority queue created to handle outbound callback requests, select the High Priority Queue checkbox.
- Provide the **High Priority Queue VDN Number**.
- **IVR IP Address** [Voice Portal Management System's (VPMS) IP that has been used for dialing the agent and/ or customer].
- **Time Zone** (Time zone of system in which iAssist application is deployed).
- **Priority** can be set as High, Medium, or Low (defines the Priority that needs to be set for the particular business group. If calls from many business groups are scheduled for the same time, then they will be dialed out based on the Business Group Priority set here).
- Select the **UII Data Processing** check box. This will enable a screen pop-up containing user detail, if available.
- Enter the **Error VDN**. In case of continuous failures like End of No Match, End of No Input, etc., the calls will be directed to the specified number. Based on the AFTER_MAX_TRIES, if the value is TRANSFER, the user will be transferred to the configured error VDN.

CBM - Business Group Configuration [IND_CBM_DEMO]	
Business Group Name	IND_CBM_DEMO
Outgoing Number *	2502
High Priority Queue	<input checked="" type="checkbox"/>
High Priority Queue VDN	2502
IVR IP Address *	10.64.10.35
Time Zone	(UTC-08:00) Pacific Time (US & Canada)
Priority	HIGH
UII Data processing	<input type="checkbox"/>
Error VDN	

7.1.3. Business Hours and Break Hours

Business hours and break hours have to be configured in the **Business Hours and Break Hours** tab.

To set the business group timings, choose **Business Hour and Break Hour** (*CBM → Business Group configuration → Business hours and Break hours*). Business hours and break hours should be entered in the 24-hour format. **Break Hour** is an interval within the business hours, for example, lunch break. Callback request options will be offered to the callers based on the business hours and will not be allowed outside of this schedule. **Business Hours** and break hours should be configured for each day of the week separately as shown.

	Business Hour [24 Hrs Format]		Break Hour [24 Hrs Format]	
Monday	09:00	18:00	00:00	00:00
Tuesday	09:00	18:00	00:00	00:00
Wednesday	09:00	18:00	00:00	00:00
Thursday	09:00	18:00	00:00	00:00
Friday	09:00	18:00	00:00	00:00
Saturday	09:00	18:00	00:00	00:00
Sunday	09:00	18:00	00:00	00:00

7.1.4. Time Slots

Time Slot is a defined interval, or slot of time that is offered to callers to choose the call back time. If this is configured, the Inbound CBM will offer the caller the list of configured time slots and the caller can choose one. If this is not configured, the caller will be prompted to enter a time to receive the call back. Timeslots will be played to the caller for the callback options (S- same date and later time and F- Future date and time) if configured.

✚ Please refer section 7.1.5.1 for enabling the callback options.

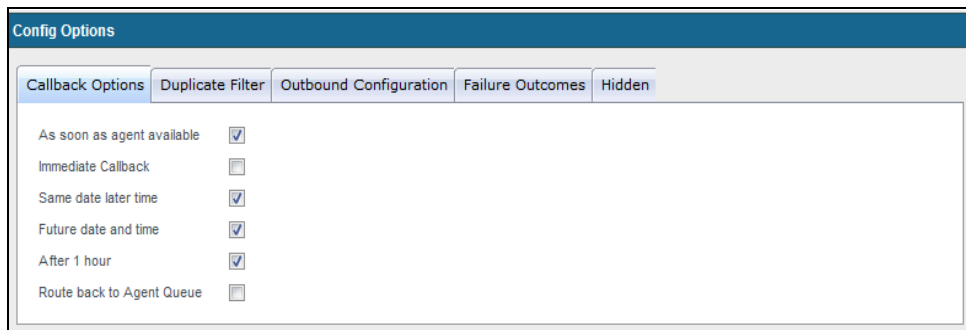
Time Slot	MaxThreshold	Delete
18:00 - 20:00	100	✘

7.1.5. Config Options

7.1.5.1 Callback Options

In **Config Options**, the **Callback Options** tab allows the setting of the various options to be offered to the caller to log a callback request and receive a callback. These options will be dynamically offered based on the settings like Business Hours and Holidays, which are configured.

- **As soon as agent available:** If the caller chooses a call back “As soon as agent available” option, the inbound CBM will register a call back and dial the record as soon as the request is registered and places a call to the agent queue.
- **Same date later time:** If this is chosen, the inbound CBM prompts the caller to select a time on the same day to be called back by the outbound CBM.
- **Future date and time:** If this is chosen, the inbound CBM prompts the caller to select a future date and time to be called back by the outbound CBM.
- **After 1 hour:** If this is chosen, the outbound CBM dials out the call after 1 hour from the request registration time.



The screenshot displays the 'Config Options' window with the 'Callback Options' tab selected. The window has a blue header and a light gray background. Below the header, there are five tabs: 'Callback Options', 'Duplicate Filter', 'Outbound Configuration', 'Failure Outcomes', and 'Hidden'. The 'Callback Options' tab is active and shows a list of six options, each with a checkbox:

Option	Checked
As soon as agent available	<input checked="" type="checkbox"/>
Immediate Callback	<input type="checkbox"/>
Same date later time	<input checked="" type="checkbox"/>
Future date and time	<input checked="" type="checkbox"/>
After 1 hour	<input checked="" type="checkbox"/>
Route back to Agent Queue	<input type="checkbox"/>

7.1.6. Call Flow Generator

Under this (*General* → *Callflow Generator*) call flows can be generated for a business group or business group collection.

To generate a Call Flow:

- Specify a **CallFlow Name**.
- Select the required **Site**.
- Select the desired application from the drop down list in the **Application** field.
- Select the **FilterType**.
- Select the **Use Template** option to use the inbuilt IVR templates. By enabling it, a pre-defined call flow will be displayed below.

CallFlow Name *	<input type="text" value="IND_CBM"/>
Site *	<input type="text" value="AVP DEMO"/>
Application	<input type="text" value="CBM - Inbound"/>
FilterType *	<input type="radio"/> By Business Group Collection <input checked="" type="radio"/> By BusinessGroupID
Business Group *	<input checked="" type="checkbox"/> IND_CBM_DEMO
	<input type="button" value="Select All"/>
Defined Elements	
Use Template	<input type="checkbox"/>
Element Name *	<input type="text" value="--SELECT--"/>
VoiceFileName	<input type="text"/>
Value	<input type="text"/>
	<input type="button" value="Add Element"/>

To Add New Elements to the pre-defined template (Use **element name** options to enable the callflow templates):

Select the Use Template option. The pre-defined call flow will be displayed in the below dialog box.


- Select the **Element Name**.
- Specify the **Voice File Name** (not mandatory).
- Specify the **Value** (not mandatory).
- Click Add Element (not shown). The new element will be added to the pre-defined call flow.
- Click Generate CallFlow to save the changes.

The screenshot shows a dialog box titled "Use Template". It has a checkbox at the top right. Below it are three input fields: "Element Name" (with a red asterisk and a red circle around it), "VoiceFileName", and "Value". A dropdown menu is open over the "Element Name" field, showing a list of options: "EWT", "--SELECT--", "EWT", "CBOptions", "Date", "TimeZone", "Time", "ContactNumber", "Extension", "CustDetail1", "CustDetail2", "Promo", "RecordName", "RecordMessage", "VXMLCall", "ContactNumberWithExtension", and "ExtensionForImmediate". The "EWT" option is selected. To the right of the dropdown are four buttons: "Move Up", "Move Down", "Delete", and "Delete All". At the bottom left are two buttons: "Generate CallFlow" and "Clear".

8. Verification Steps

This section provides the verification steps that may be performed to verify that Experience Portal can run iAssist CBM applications.

1. From the EPM web interface, verify that the MPP server is online and running in the **System Monitor** (Select *Real-Time Monitor* → *System Monitor*) page shown below.

System Monitor (Feb 7, 2013 3:46:51 PM MST)  [Refresh](#)

This page displays the current state of the local Experience Portal system plus any remote Experience Portal systems that you have configured. For information about the colored alarm symbols, click Help.


Summary ExperiencePortal Details

Last Poll: Feb 7, 2013 3:46:49 PM MST

Server Name	Type	Mode	State	Config	Call Capacity			Active Calls		Calls Today	Alarms
					Current	Licensed	Maximum	In	Out		
EPM	EPM										✔
MPPRemote	MPP	Online	Running	OK	17	17	100	0	0	1	✔
Summary					17	17	100	0	0	1	✔

Help

2. From the EPM web interface, verify that the ports on the MPP server are in-service in the **Port Distribution** page shown below.

Port Distribution (Feb 7, 2013 3:47:20 PM MST)  [Refresh](#)

This page displays information about how the telephony resources have been distributed to the MPPs. You configure the telephony resources on the VoIP Connections page.

Total Ports: 17 Last Poll: Feb 7, 2013 3:47:09 PM MST

Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation
25501	Online	In service	CM_10_67	H323	MPPRemote	
25502	Online	In service	CM_10_67	H323	MPPRemote	

3. Place enough calls to the VDN that handles incoming calls and queues them to the agent split so that the expected wait time exceeds the threshold configured in the vector shown in **Section 5.5**.
4. Place another call to the VDN and verify that the call is routed to Experience Portal and the CBM greeting is played to the caller. Request a call back using any of the available options.

5. Verification steps for the iAssist admin & web services functionality

Invoke the below method from the Standard Web service studio to check the configuration of iAssist admin.

URL	http://iAssistServer/CallbackService/CallbackService.svc
Method	GetinboundCallflow Getoutboundcallflow

Input parameters:

Incoming number	DN number of the business
Site IP	Apache tomcat running IP
Callid	unique number (I.e.45617)

Kindly verify the Output result for appropriate value (click invoke option for the result), if the result is null then check the web service log for the troubleshooting.

The screenshot displays the .NET WebService Studio interface. The WSDL EndPoint is set to `http://iAssistServer/CallbackService/CallbackService.svc`. The `GetInboundCallFlow` method is selected in the service tree. The input parameters are: `String IncomingNumber = 52052`, `String SiteIP = 172.16.3.11`, and `String strCallID = 12345`. The output shows a `ResultDataOfSiteCallFlowBusinessHoursEWTConfigurationBoc` object containing a `ResultDataOfSite DataSet1` with the following data:

Property	Value
Int32 SiteID	1
Int32 CompanyID	0
String SiteName	AVP DEMO
Int32 BusinessGroupID	1
String Language	ENG
String OutgoingNumber	52676
Int32 Status	0

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Acqueon iAssist Call Back Manager application with Avaya Aura® Experience Portal. All feature and serviceability test cases were completed successfully.

10. Additional References

This section references the product documentation that is relevant to these Application Notes.

- [1] Administering Avaya Aura® Experience Portal, April 2012
- [2] Administering Avaya Aura® Communication Manager, Release 6.2, Document 03-300509, Issue 7.0, December 2012
- [3] iAssist CBM 2.0 Admin Guide
- [4] iAssist CBM 2.0 IVR Installation Guide

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