



Avaya Solution & Interoperability Test Lab

Application Notes for TalenTel-HCMS PMSI and Attendant Console with Avaya IP Office 8.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for TalenTel-HCMS PMSI and Attendant Console to interoperate with Avaya IP Office 8.0. PMSI works as a bridge between the two entities integrating the PBX with the local Property Management software (TalenTel-HCMS). On one side, it establishes communication with local PMS and on the other side it establishes communication with PBX over an IP link. In the compliance testing, TalenTel-HCMS PMSI and Attendant Console used the TAPI and Configuration Web Service interfaces from Avaya IP Office to provide Check In/Check Out, Do Not Disturb, Name change, controlling external incoming calls using soft console features. There are other features that can be provided with the addition of Voice Mail and Voice System which were not covered in this compliance test.

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.

1. Introduction

These Application Notes describe the configuration steps required for TalenTel-HCMS PMSI and Attendant Console to interoperate with Avaya IP Office 8.0. PMSI works as a bridge between the two entities integrating the PBX with local Property Management software (TalenTel-HCMS). On one side, it establishes communication with local PMS and on the other side it establishes communication with PBX over an IP link. In the compliance testing, TalenTel-HCMS PMSI and Attendant Console used the TAPI and Configuration Web Service interfaces from Avaya IP Office to provide Check In/Check Out, Do Not Disturb, Name change, controlling external incoming calls using soft console features. Incoming calls are placed in call queue and hold queue where operators are assigned in groups to receiving such calls. Operators are able to conference, transfer, listen and intrude into calls, setting and cancelling call forward. Calling and called party information are captured from TAPI as well. There are other features that can be provided with the addition of Voice Mail and Voice System which were not available for this compliance test.

The TalenTel-HCMS PMSI interface integrates with other PBX features as well. However, for this compliance testing, the built-in PMSI interface was used to initiate the room check-in and check-out on TalenTel-HCMS with Avaya IP Office. In the compliance testing, two user rights templates were set up on Avaya IP Office for use with check-in and check-out guests. Through the PMSI, updates are sent to Avaya IP Office on the guest name and user rights template as part of the check-in and check-out process.

2. General Test Approach and Test Results

The feature test cases were performed manually. The TalenTel-HCMS PMS user interface was used to manually initiate check-in and check-out requests, name change, setting the user rights for call barring, and setting Do Not Disturb for room phones. The soft console was used to answer external incoming calls and transfer/conference to internal guest phones. The operator also has the capability to listen, intrude and set call forwarding of guest phones. However, the Voice Mail and Voice system modules were not included in the test and functions like wake-up calls, minibar posting, and message waiting indicator were not tested.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to Avaya IP Office, rebooting the Avaya IP Office and disabling the PMSI link.

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

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on the TalenTel-HCMS PMSI interface and Attendant Console:

- Setting do not disturb divert parameters using the TAPI interface.
- Use of Configuration Web Services to update guest name and user rights template associated with check-in and check-out requests from the TalenTel-HCMS user interface.
- Handling of external incoming calls by the attendant soft console
- Attendant console transfer, conference, listen and intrude calls and setup of call forwarding

2.2. Test Results

All test cases were executed and passed.

2.3. Support

Technical support for TalenTel-HCMS can be obtained by contacting Beijing Ultra Support Hotline at 400-700-8003 (China only), or sending an e-mail to tech@allytel.com.cn.

3. Reference Configuration

The configuration used for the compliance testing is shown below. In the compliance testing, TalenTel-HCMS was installed on a server running Microsoft Windows 2003 Server.

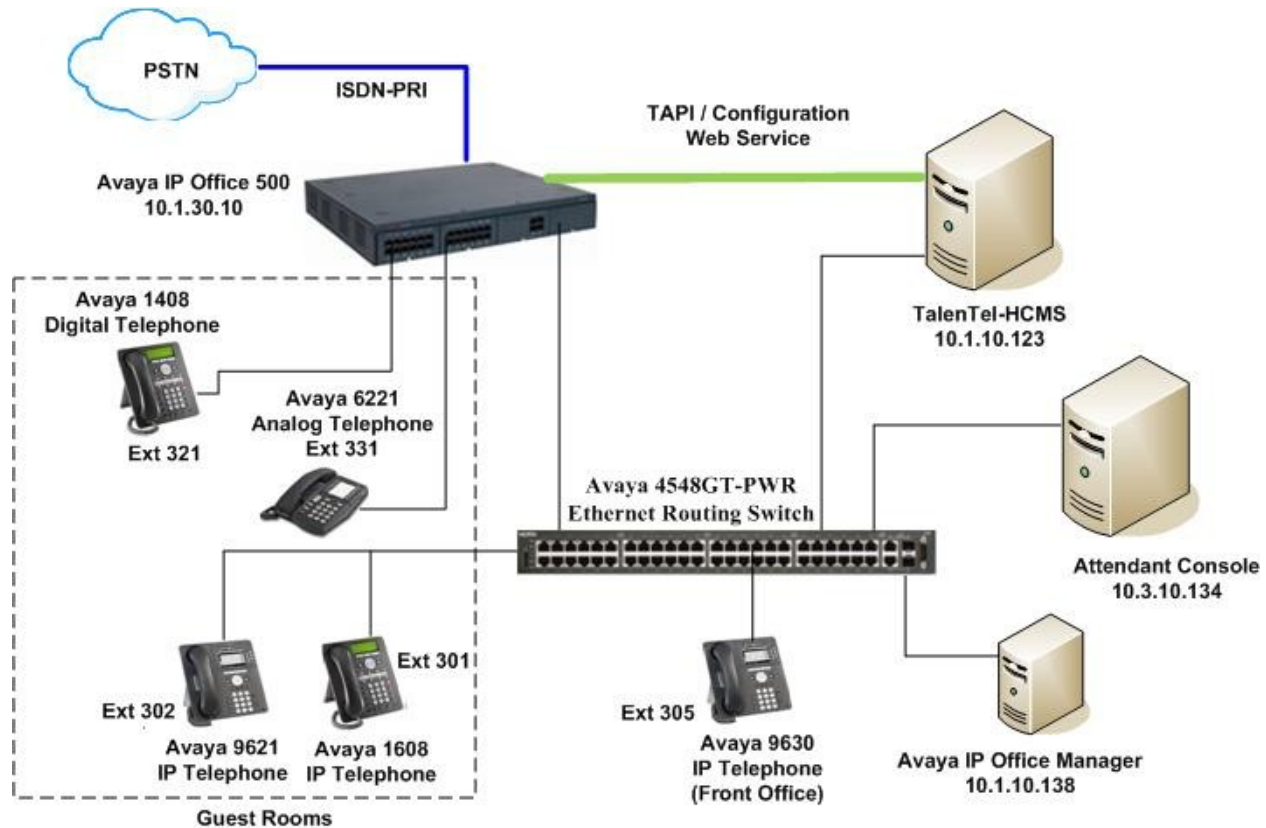


Figure 1: Test Configuration

Table 1 lists the Extensions used for this testing.

Extension	Note
321	Guest room digital phone
301 to 302	Guest room IP phone
305	Front desk IP phone
331	Guest room analog phone

Table 1 – Extension Setup

4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	8.0 (16)
Avaya IP Office Manager	10.0 (16)
Avaya IP Office TAPI2 Service Provider	1.0.0.35
Avaya IP Office Digital Station Module	7.0 (12)
Avaya 9640 IP Telephones	3.1 SP2
Avaya 9621 IP Telephones	6.0 SP 4.1
Avaya 1608 IP Telephones	1.300B
Avaya 1408 Digital Telephones	-
TalenTel-HCMS on Microsoft Windows 2003 Server SP2	V3.1.3
• Avaya TAPI2 Service Provider (tspi2w.tsp)	1.0.0.35
PC Operator Console	Windows 7 SP1

5. Configure Avaya IP Office

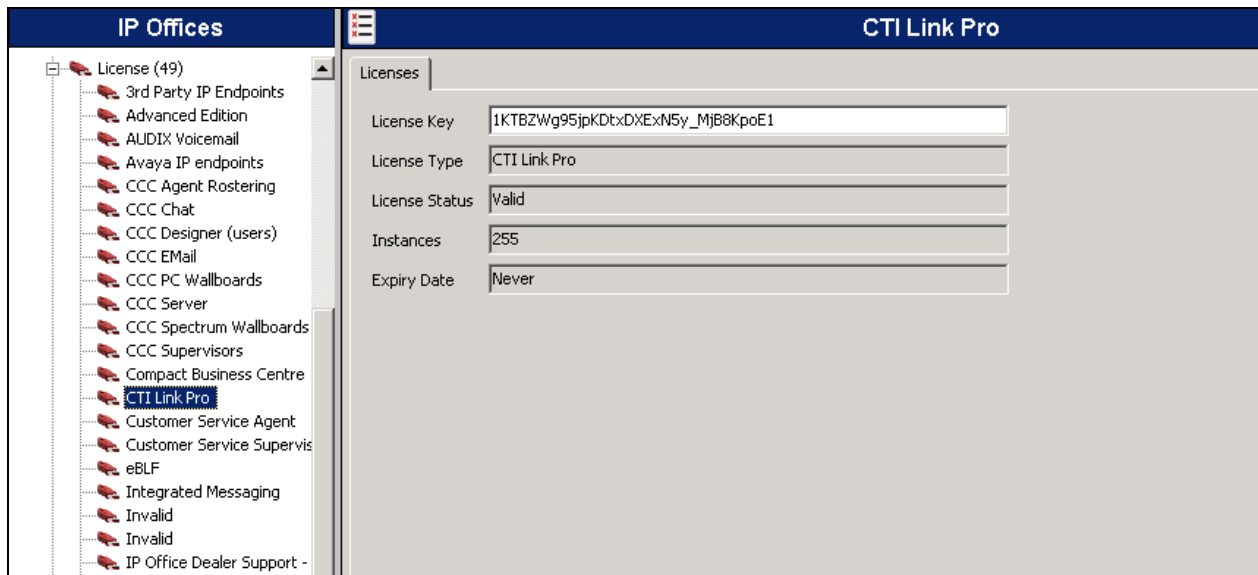
This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- Verify IP Office license
- Administer User Rights
- Administer Configuration Service
- Administer Security User and Rights
- Administer System Password

5.1. Verify IP Office License

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP Office Manager** screen is displayed. From the configuration tree in the left pane, select **License > CTI Link Pro**, to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is “**Valid**”. This license is required for TalenTel-HCMS PMSI to use third-party TAPI control mode on IP Office.



5.2. Administer User Rights

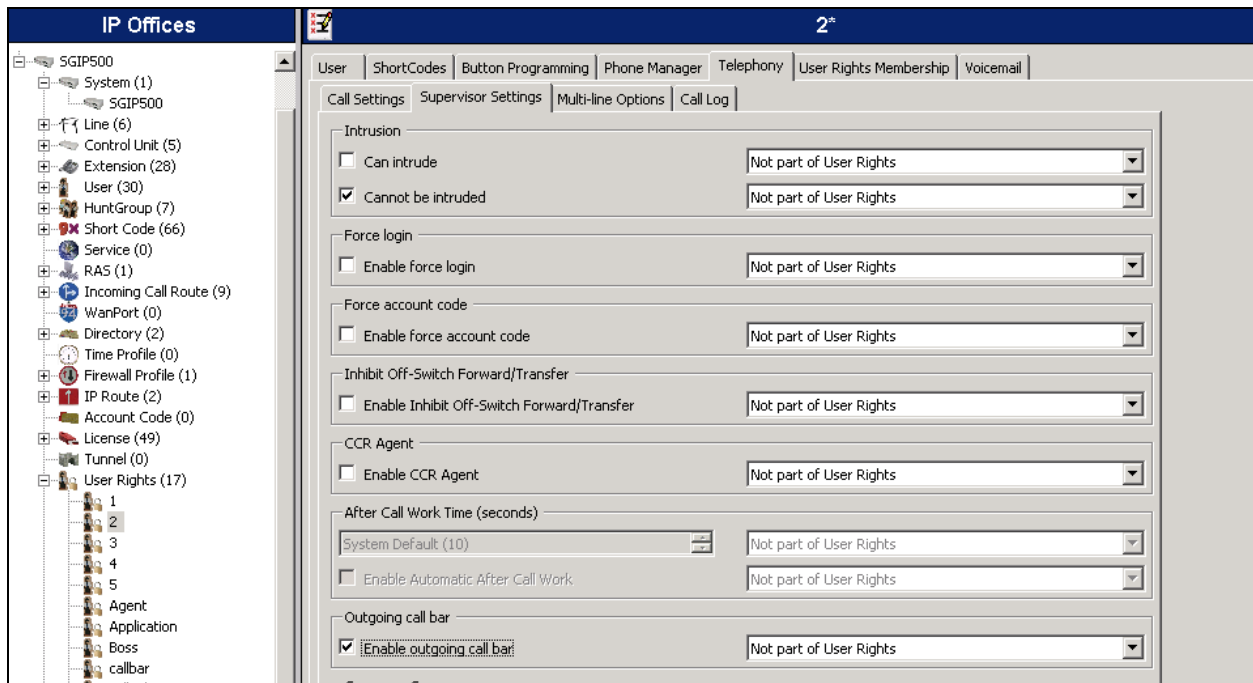
From the configuration tree in the left pane, right-click on **User Rights** and select **New** to create a new user rights template. Enter a desired **Name** to designate user rights for guests in the check-in state. In the compliance testing, the name was set to “2” as shown below.

The screenshot displays the Avaya configuration interface. On the left, a tree view under 'IP Offices' shows the hierarchy: SGIP500 > System (1) > SGIP500 > Line (6) > Control Unit (5) > Extension (28) > User (30) > HuntGroup (7) > Short Code (66) > Service (0) > RAS (1) > Incoming Call Route (9) > WanPort (0) > Directory (2) > Time Profile (0) > Firewall Profile (1) > IP Route (2) > Account Code (0) > License (49) > Tunnel (0) > User Rights (17). The 'User Rights' folder is expanded, showing a list of templates: 1, 2, 3, 4, 5, Agent, and Application. Template '2' is selected. The main pane on the right shows the configuration for template '2'. The 'User' tab is active, and the 'Name' field is set to '2'. The 'Locale' dropdown is set to 'Not part of User Rights'. The 'Priority' dropdown is set to '2', and the 'Apply User Rights value' dropdown is set to 'Apply User Rights value'. The 'Do not disturb' section has the 'Enable do not disturb' checkbox unchecked, and the 'Do not disturb' dropdown is set to 'Not part of User Rights'.

IP Offices	
SGIP500	
System (1)	
SGIP500	
Line (6)	
Control Unit (5)	
Extension (28)	
User (30)	
HuntGroup (7)	
Short Code (66)	
Service (0)	
RAS (1)	
Incoming Call Route (9)	
WanPort (0)	
Directory (2)	
Time Profile (0)	
Firewall Profile (1)	
IP Route (2)	
Account Code (0)	
License (49)	
Tunnel (0)	
User Rights (17)	
1	
2	
3	
4	
5	
Agent	
Application	

2	
User	
ShortCodes	
Button Programming	
Phone Manager	
Telephony	
User Rights Membership	
Voicemail	
Name	2
Locale	Not part of User Rights
Priority	2
Apply User Rights value	Apply User Rights value
Do not disturb	
Enable do not disturb	<input type="checkbox"/>
Do not disturb	Not part of User Rights

Select the **Telephony** tab and then the **Supervisor Settings** sub-tab. Uncheck **Enable outgoing call bar** field towards the bottom, and select **Apply User Rights Value** from the corresponding drop-down box, as shown below.



Repeat this section to create the desired number of user rights templates for guests in various states. In the compliance testing, two user rights templates with names of “2” and “1” were created. The **Enable outgoing call bar** field was checked for the user right “checkout” to prevent the guest room phone from making calls to the PSTN when this user right is applied.

In the Manager window, select **File → Save Configuration** to push the configuration to IP Office and wait for the system to update.

5.3. Administer Configuration Service

From the **Avaya IP Office R8 Manager** screen, select **File > Advanced > Security Settings** from the top menu. Select the proper IP Office system, and log in with the appropriate security user credentials (not shown).

From the configuration tree in the left pane, select **Security > Services > Configuration** to display the **Services: Configuration** screen in the right pane. For **Service Security Level**, select **Unsecure + Secure** as shown below. In this compliance testing, TalenTel-HCMS PMSI used the **secure** level for the Configuration Web Service interface.

Security Settings	Service : Configuration										
<ul style="list-style-type: none"> Security <ul style="list-style-type: none"> General System (1) SGIP500 Services (6) <ul style="list-style-type: none"> Configuration Security Administration System Status Interface Enhanced TSPI HTTP Web Services Rights Groups (16) Service Users (12) 	<div>Service Details</div> <table> <tr> <td>Name</td> <td>Configuration</td> </tr> <tr> <td>Host System</td> <td>SGIP500</td> </tr> <tr> <td>Service Port</td> <td>50804, 50805</td> </tr> <tr> <td>Service Security Level</td> <td>Unsecure + Secure</td> </tr> <tr> <td>Under SMGR Administration</td> <td><input type="checkbox"/></td> </tr> </table>	Name	Configuration	Host System	SGIP500	Service Port	50804, 50805	Service Security Level	Unsecure + Secure	Under SMGR Administration	<input type="checkbox"/>
Name	Configuration										
Host System	SGIP500										
Service Port	50804, 50805										
Service Security Level	Unsecure + Secure										
Under SMGR Administration	<input type="checkbox"/>										

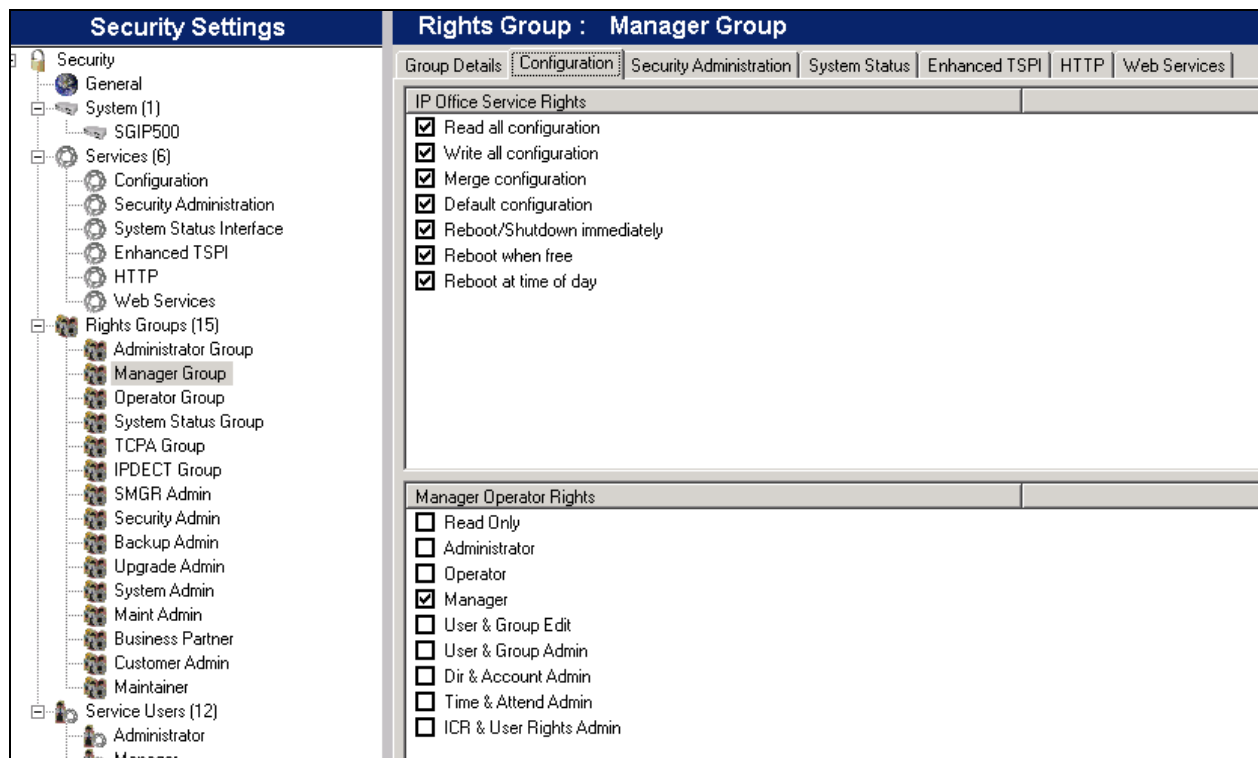
5.4. Administer Security User and Rights

From the configuration tree in the left pane, right-click **Security > Service Users** and select **New** in the pop-up menu that appears. Specify the **New User Name**, e.g. Ultra, and appropriate password as shown below and click **OK**. This user will be used to configured TalenTel-HCMS PMSI in **Section 6.3.1.2**

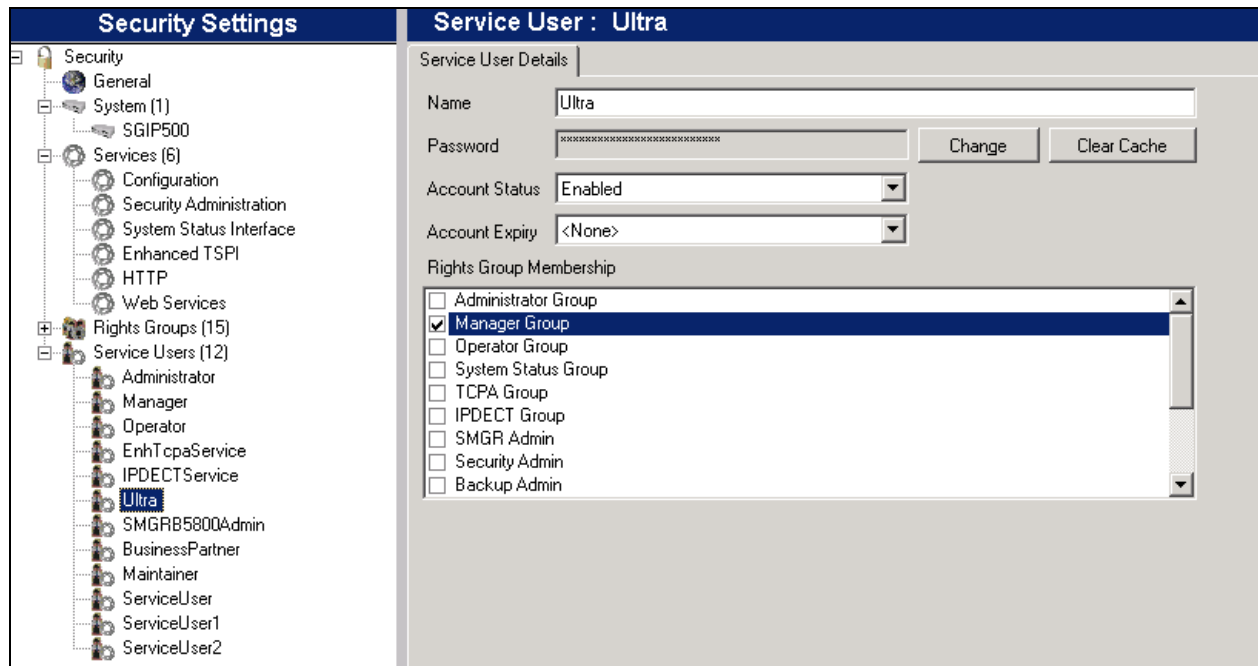
New Service User Details

New User Name	Ultra	
New User Password	••••••••	
Re-enter New User Password	••••••••	
<div>OK</div> <div>Cancel</div>		

From the configuration tree in the left pane, under the Rights Groups, select the **Manager Group**. In the right pane, select the **Configuration** tab. Confirm the **Manager Operators Rights** is as shown below.



From the configuration tree in the left pane, select the new Service User created above. In the right pane, under **Rights Group Membership**, select the **Manager Group** above.



5.5. Administer System Password

Select **Security > System** from the configuration tree in the left pane to display the **System: SGIP500** screen in the right pane, where SGIP500 is the name of the IP Office. In the **Unsecured Interfaces** tab, click the **Change** button next to the **System Password** to configure the IP Office System Password. The System Password is used in **Section 6.1** to configure the IP Office TAPI Driver.

Security Settings

- Security
 - General
 - System (1)
 - SGIP500
 - Services (6)
 - Configuration
 - Security Administration
 - System Status Interface
 - Enhanced TSPI
 - HTTP
 - Web Services
 - Rights Groups (15)
 - Service Users (12)
 - Administrator
 - Manager
 - Operator
 - EnhTcpsService
 - IPDECTService
 - Ultra
 - SMGRB5800Admin
 - BusinessPartner
 - Maintainer
 - ServiceUser
 - ServiceUser1
 - ServiceUser2

System : SGIP500

System Details
Unsecured Interfaces
Certificates

System Password

VM Pro Password

Monitor Password

Application Controls

TFTP Configuration Read ☒

EConf ☒

TAPI ☒

TFTP Configuration Write ☐

Program Code ☒

HTTP Directory Read ☒

Voicemail ☒

Real Time Interface ☒

HTTP Directory Write ☒

Application Support

Application	Active	Limitations
Voicemail Pro	✓	
Upgrade wizard	✓	
Soft Console	✓	
Analogue DECT	✓	
TAPI	✓	
Multi Media Module	✓	
Call Status	✓	
Conference Centre	✓	
ABG Directory Services	✓	

Click **OK**. In the Manager window, select **File → Save Security Settings** to push the settings to IP Office and wait for the system to update. This completes the configuration of the Avaya IP Office.

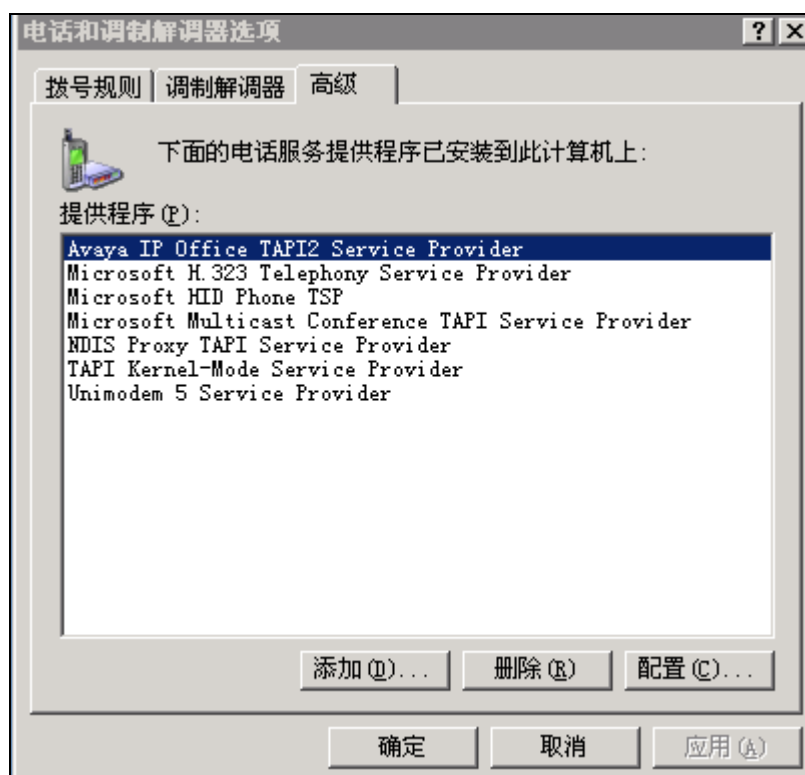
6. Configure TalenTel-HCMS PMSI

This section provides the procedures for configuring TalenTel-HCMS PMSI. The procedures include the following areas:

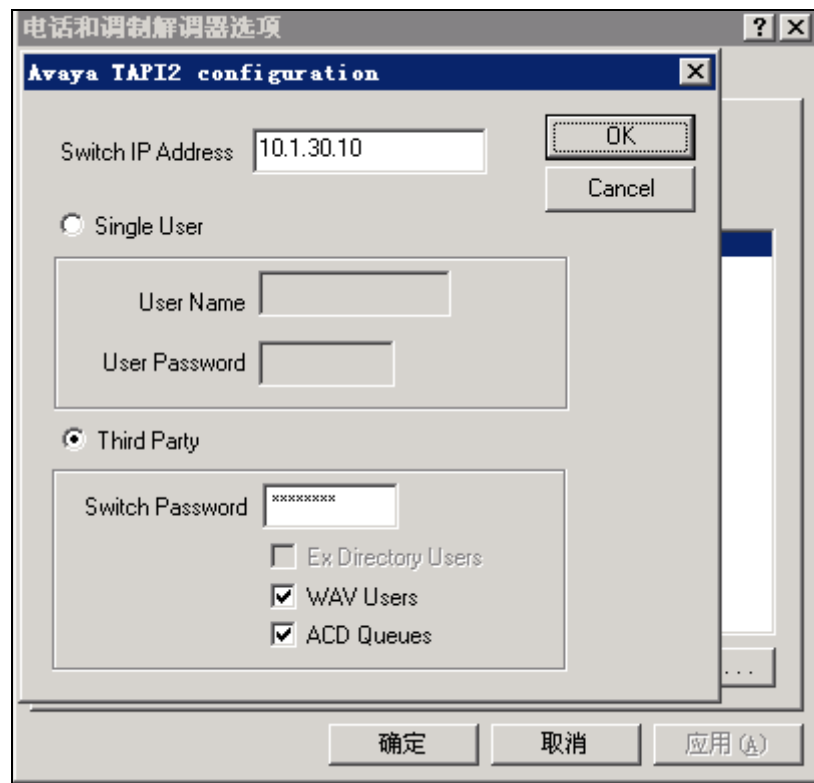
- Administer TAPI driver
- Obtaining IP Office Configuration Web Service SDK
- Configure TalenTel-HCMS PMSI Settings

6.1. Administer TAPI Driver

Avaya provides the TAPI Driver from <http://support.avaya.com>. The latest TAPI driver is used which in this case is “tapiQ4Maint2011.exe”. From the TalenTel-HCMS PMSI Server as shown in **Figure 1**, select **Start > Control Panel**, and click on the **Phone and Modem Options** icon (not shown below). In the **Phone and Modem Options** window, select the **Advanced** tab. Select the **Avaya IP Office TAPI2 Service Provider** entry, and click **Configure (配置)**.



The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of Avaya IP Office. Select the radio button for **Third Party**, and enter the IP Office **System Password** configured in **Section 5.5** into the **Switch Password** field. Reboot the server.



6.2. Obtaining Avaya IP Office Configuration Web Service SDK

Avaya provides the IP Office Configuration Web Service SDK for DevConnect members to incorporate IP Office configuration changes in their solutions. The Configuration Web Service SDK must match the release of the IP Office that is deployed, in this case Release 8.0. To obtain the IP Office Configuration Web Service SDK, browse to <https://devconnect.avaya.com/> using a web browser and login using a valid DevConnect member account. Then click **Products & SDKs > IP Office > IP Office Release 8.0 Contents** to locate and download the Configuration Web Service SDK. Beijing Ultra implementation engineer will then deploy the files from the Configuration Web Service SDK onto the TalenTel-HCMS PMSI server.

6.3. Configure TalenTel-HCMS PMSI Settings

CTILink and PMSI_Gate are the modules that provide inter-connection between IPO and PMSI/CTI modules. In the test environment, these are setup together with the TalenTel-HCMS server and the database which is not shown in subsequent steps. Details can be referred from the *TalenTel-HCMS Property Management System Configuration manual* [3].

6.3.1. CTILink and PMSI_GATE

6.3.1.1 CTILink setup

In the Ultra CTILink **window** below, select **System Parameters Settings > Setup** (系统参数设置 > 设置系统参数) and the next screen will pop up as shown on the next page.

The screenshot shows the 'Ultra CTILink 计算机电话集成通信网关' window. It has a menu bar with '系统登录(L)', '系统参数设置(S)', '信息监控(M)', and '关于(A)'. The main area is divided into several sections:

- 中继状态显示**: A table with columns: 外线序号, 外线端口号, 呼叫状态, 呼叫方向, 主叫号码, 被叫号码. It is currently empty.
- 分机状态显示**: A table with columns: 序号, 分机号码, 呼叫状态, 呼叫方向, 占用外线, 主叫号码, 被叫号码, 分机状态, AGENT ID. It contains 7 rows of data.
- 清除状态**: A button next to a text input field with the placeholder '(请填写分机号或外线号码)'.
- 交换机连接状态**: A label next to a text input field.
- 客户端连接列表**: A label next to a large empty text area.

序号	分机号码	呼叫状态	呼叫方向	占用外线	主叫号码	被叫号码	分机状态	AGENT ID
1	301	空闲		-1				
2	302	空闲		-1				
3	303	空闲		-1				
4	304	空闲		-1				
5	305	空闲		-1				
6	321	空闲		-1				
7	331	空闲		-1				

Configure the **PBX IP address** (交换机 IP 地址) which in the setup is IP Office address. The **PBX port** (交换机服务端口) is not required. The rest is left at default.

设置系统参数

☐ 定时检查与CTIServer 的通信连接
☐ 定时检查与交换机通信连接
☒ 记录 CTILink 通信数据
☒ 使用 TCP 通道连接交换机

交换机 IP 地址
交换机服务端口

特殊服务类型

报警服务器 IP 地址
报警服务器端口

PBX采用第一方CTILink驱动方式，设定...

☐ CTILink 采用从机方式
CTILink 主机IP地址

V330 新参数

☐ 记录与交换机的通信数据
☐ 记录与客户端的通信数据
☐ 向客户端发送呼叫状态数据
☒ 记录发向客户端的呼叫状态数据

调试信息输出级别

V4.0 版本的新参数

☒ 与V40平台的CTI服务器配合使用

确认 退出

From the Ultra CTILink main window, select System **Parameters Settings > Setup PBX Interface** (系统参数设置 > 设置交换机接口类型). The **TSAPI Password** provided in **Section 5.5** is entered as shown below and click **Save** (保存). The Ultra CTILink program has to be restarted for the changes to take effect.

设置交换机接口

交换机类型

请选择交换机CTI接口类型

自动启动服务

- ☐ 自动启动 TAPI
- ☐ 自动启动 CSTA
- ☐ 自动启动 CTC
- ☐ 自动启动 TSAPI

设定Dialogic CT_Connect 参数

CTC LOGID

CTC Server Name

设定Avaya TSAPI 参数

TSAPI UserName

TSAPI Pas xxxxxx tra123

TSAPI ServerName

板卡级PBX/主叫号码接收网关IP地址

板卡级PBX/主叫号码接收网关端口

☐ 交换机模拟外线接收主叫号码

保存 取消

6.3.1.2 PMSI_GATE

Setup of the PMSI_GATE is as shown in the screen shot on the next page. The following parameters are required:

1. PMSI_GATE IP address (**PMSI_GATE 地址**) : **10.1.10.123**
2. PBX port (**PBX 服务段口号**) : **16016**
3. PBX IP address (**PBX IP 地址**) : **10.1.30.10**
4. PBX port (**PBX 服务段口号**) : **50805 (Secure Access)**
5. PBX login (**PBX 管理用账号**) : **Ultra**
6. PBX password (**PBX 管理密码**) : As obtained from **Section 5.4**

参数设定

PMSI_GATE 参数设定

PMSI_GATE地址

PMSI使用端口号

PBX信息参数设定

PBX IP地址

PBX服务端口号

PBX 管理用账号

PBX 管理

保存 关闭

6.3.2.1 PMSI interface parameters Settings

Select parameter settings → internal interface settings (参数设置 □ 内部接口参数设定)

与语音信箱系统接口参数	
语音信箱系统 IP 地址	127.0.0.1
语音信箱系统 TCP 端口	18001
缺省留言保留天数	
语音信箱收发码通信参数	
语音信箱发码 UDP 发送端口	8000
语音信箱点灯命令 UDP 接收端口	8001
多个模块同时占用 UDP 收发码端口参数	
转发 UDP 信息到地址	
转发 UDP 信息到端口	
<input type="checkbox"/> 将语音系统消息中的分机号转换成房间号	
<input type="checkbox"/> 打印叫醒失败记录	
<input type="checkbox"/> 启动与语音信箱系统的连接	
与内置计费系统接口参数	
内置计费系统 IP 地址	
内置计费系统端口	
<input type="checkbox"/> 连接内置计费系统使用网络	
连接内置计费系统的串口	COM4
连接内置计费系统的串口2	COM4
<input type="checkbox"/> 启动与内置计费系统的连接	
话务台相关参数设定	
RCG 对应的 ACD表号	
RCG 指令序号	

交换机管理功能接口参数	
选择交换设备	交换设备 01
交换机 IP 地址	10.1.10.123
交换机端口	16000
辅助管理模块 IP 地址	10.1.10.123
辅助管理模块端口	16016
<input checked="" type="checkbox"/> 连接交换机使用网络	
连接交换机的串口	
登入交换机操作员名称	
登入交换机操作员密码	
交换机免打扰组名	
<input checked="" type="checkbox"/> 使用交换机内置点灯功能	
<input checked="" type="checkbox"/> 使用交换机内置叫醒功能	
<input type="checkbox"/> 检查交换机分机类型	
交换机操作失败重试次	
交换机操作失败重试间隔(秒)	
<input checked="" type="checkbox"/> 启动与交换机管理端口的连接	
交换机类型	AVAYA_IPO
交换机语音信箱收发码接口参数	
交换机语音信箱接口 IP 地址	
交换机语音信箱接口端口	
<input type="checkbox"/> 连接交换机语音信箱端口使用网络	
连接交换机语音信箱接口的串口	
<input type="checkbox"/> 启动与交换机语音信箱端口的连接	
设置参数	
清除设置	

Here is the setup of PMSI port and PBX connection setup. PBX connection can be setup via the network or serial ports. Here are the main parameters for the PBX connection:

- A. PBX setup (交换机设备) : Select any
- B. PBX IP address (交换机IP地址) : **10.1.10.123**
- C. PBX port (交换机端口) : Leave this as default **16000**

D. Secondary Management IP address (辅助管理模块端口): **10.1.10.123**

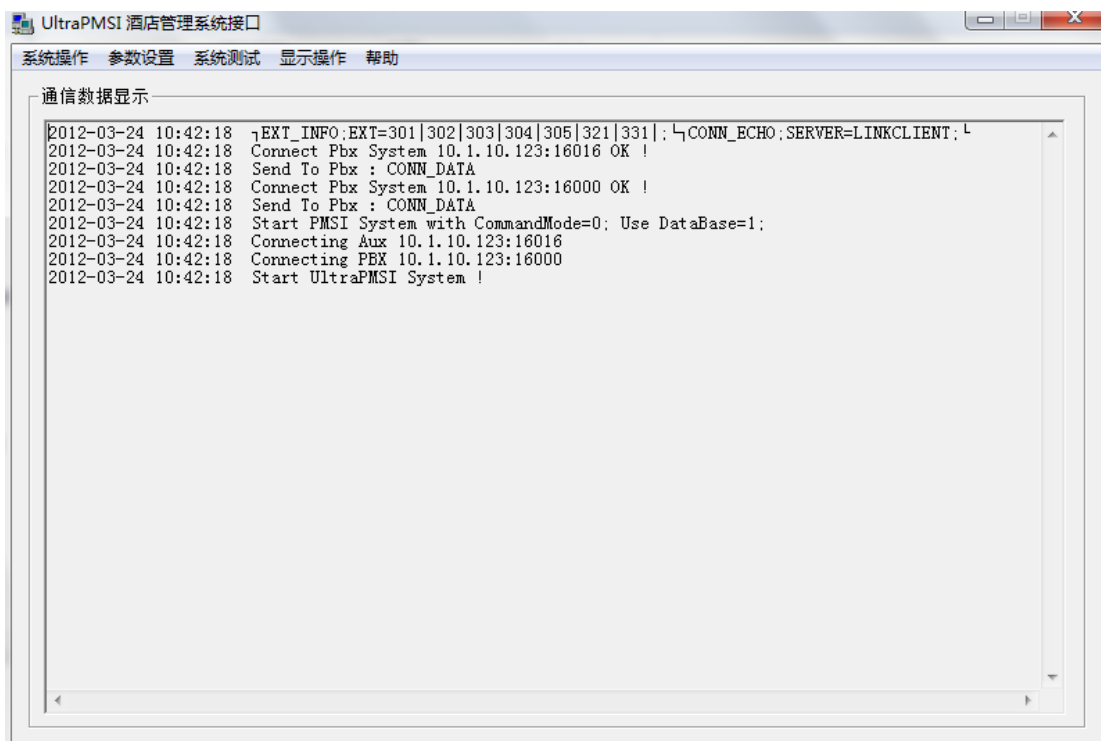
E. Secondary Management port (辅助管理模块端口): 16016 (thru PMSI Gate)

Select **Use Network for Connection to PBX** (连接交换机使用网络)。

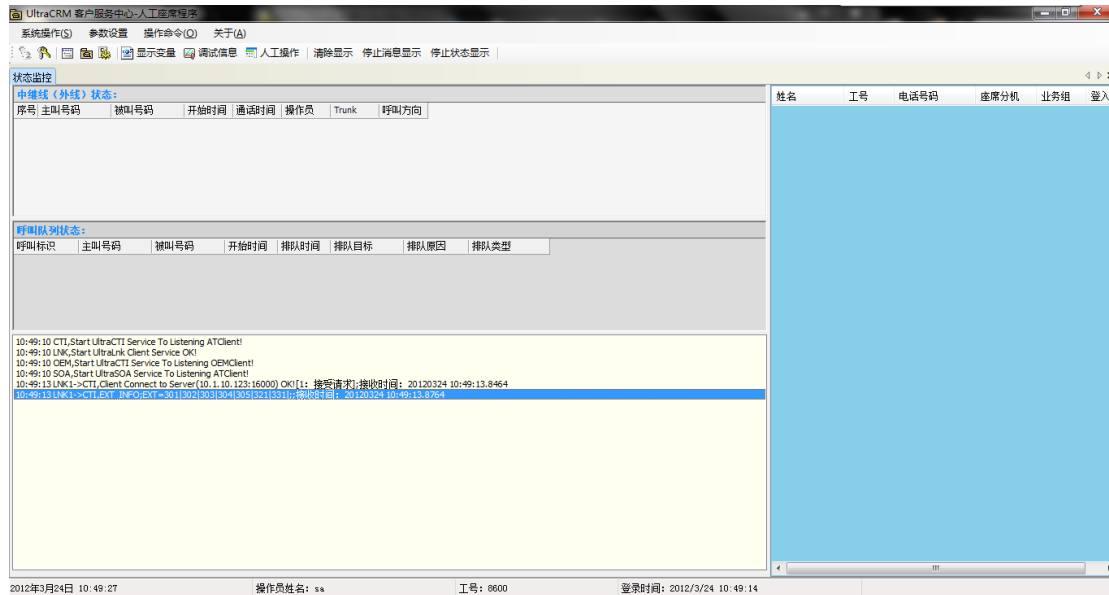
Select **Start PBX port connection** (“启动与交换机管理端口的连接”) and select **Avaya IPO** for the **PBX Type** (交换机类型)

The voice mail server is not setup in this environment for testing as there is no setup required for the Voice Mail portion (交换机语音信箱收发码接口参数). Click on the **Setup** (“设置参数”) for the settings to take effect.

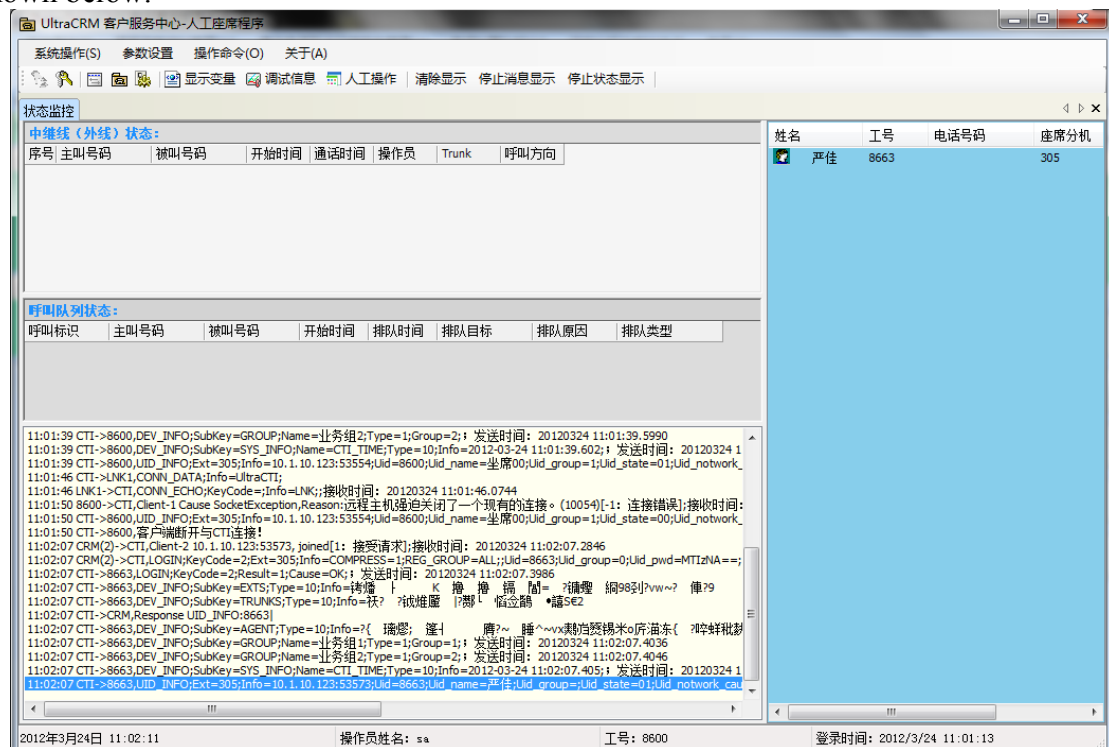
Below is the successful startup of the PMSI.



6.3.3.1 Module Interface



When the operator is successful in starting up the CTI system, the running program interface is as shown below:



6.3.3.2 CTI Module Parameter Settings (参数设置)

CTI service module IP address (CTI 服务器 IP 地址) : 10.1.10.123

CTI service module port (CTI 服务器端口) : 18000 (service port for CTI)

In the test environment, the **OEM module (服务器)** is not required as IVR (Interactive Voice Response), MCI (Multi-Media Communication Interface), CDR (Call Detail Recordings) were not setup for testing.

设置CTI服务器参数

系统参数

CTI服务器IP地址 10.1.10.123
(供CRM客户端、UltraMonitor、bgworker等程序使用)

CTI服务器端口 18000

OEM服务器IP地址 10.1.10.123
(供IVR、MCI、CDR等平台程序连接CTI服务器使用)

OEM服务器端口 18001

报警服务器端口 20003

交换机内置ACD参数

☐ 通过话机登录到交换机，是否同时登录CTI

☐ 座席登录到CTI，是否同时登录到交换机

电话ACD控制参数

☐ 通话结束自动进入事后处理

☐ 启动定时自动取消事后处理功能
0 秒后自动取消事后处理

限制置忙或事后处理比例 (%): 0

座席选中等待时间 10

多媒体通知保留时间 30 (分钟)

对客户端消息传送控制

☒ 分机间呼入是否弹屏

☒ 呼叫外线是否弹屏

☐ 只向客户端发送本坐席状态

定时处理控制参数

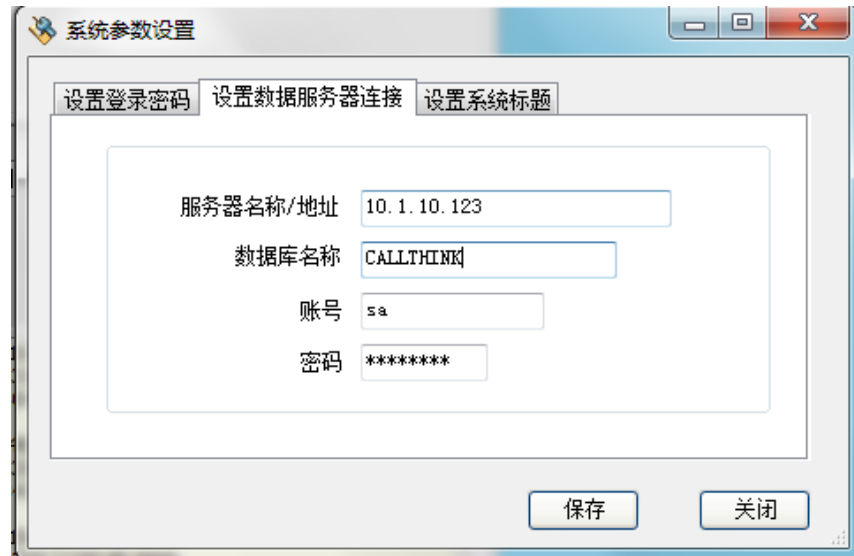
☐ 定时更新数据库读取数据

定时更新数据库间隔: 0 (分钟)

保存 取消

6.3.3.3 Database access setup

The database access is setup with the IP address of the database server installed. In this case shown on the screen, the IP address is the TalenTel-HCMS server.



6.3.4. TalenTel_Talk module

This module requires Microsoft .NET 3.5 environment setup on the Operator console running on Microsoft Windows 7.

6.3.4.1 Module interface:



6.3.4.2 Database setup

The database access is setup with the IP address of the database server installed. In this case shown on the screen, the IP address is the TalenTel-HCMS server.

参数修改

登录信息 **数据服务器连接参数** 程序标题

CallThink 数据服务器连接参数

服务器名称/地址: 10.1.10.123

数据库名称: CALLTHINK

账号: sa

密码: *****

CRM 数据服务器连接参数

服务器名称/地址: 10.1.10.123

数据库名称: CALLTHINK_CRM

账号: sa

密码: *****

CDR 数据服务器连接参数

服务器名称/地址: 10.1.10.123

数据库名称: CALLTHINK_CDR

账号: sa

密码: *****

保存 关闭

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and TalenTel-HCMS PMSI.

7.1. Verify TAPI Integration

Initiate a call from a guest room to another and verify the call is answered by Voice Mail Lite/Pro if the called guest did not answer the call. The Voice Mail Lite/Pro is being used for testing in the absence of the TalenTel-HCMS without the Voice Mail module.

Using the TalenTel-HCMS simulation test interface, activate Do Not Disturb for a guest room and verify using IP Office System Status application or by calling the guest room.

分机状态设定

分机状态

分机号码 321

分机名称1 Low YM

分机名称2

分机级别

免打扰状态 已设置免打扰 ▼

设定语言 0-汉语

留言状态 ▼

叫醒设定

呼转设定

操作结果显示

7.2. Verify Configuration Web Service Integration

Use the TalenTel-HCMS simulation test interface to perform a guest check-in request. Verify that the guest name and user rights template are updated correctly on Avaya IP Office as part of the check-in process.

Jason: 321

User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Dial In Voice Recording Bul

Name Jason

Password *****

Confirm Password *****

Full Name yanjia

Extension 321

Locale ▼

Priority 5 ▼

System Phone Rights None ▼

Profile Power User ▼

☐ Receptionist

☒ Enable Softphone

☒ Enable one-X Portal Services

☐ Enable one-X TeleCommuter

☐ Enable Remote Worker

8. Conclusion

These Application Notes describe the configuration steps required for TalenTel-HCMS PMSI to successfully interoperate with Avaya IP Office 8.0. All feature and serviceability test cases were completed.

9. Additional References

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

[1] *IP Office KnowledgeBase 8.0 Documentation CD*, Dec 2011, available at <http://support.avaya.com>.

[2] *TalenTel-HCMS Property Management System Users' Manual*, available at <http://www.allytel.com.cn/>.

[3] *TalenTel-HCMS Property Management System Configuration Manual*, available at <http://www.allytel.com.cn/>.

©2012 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 DevConnect Program at devconnect@avaya.com.