



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Interactions Virtual Assistant Solutions with Avaya Aura® Experience Portal – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate Interactions Virtual Assistant Solutions with Avaya Aura® Experience Portal.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as any observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

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

The objective of compliance test was to validate interoperability of Interactions Virtual Assistant Solutions with Avaya Aura® Experience Portal.

Interactions Virtual Assistant Solutions provide a complete set of workflow engines that generate Voice XML pages and Automated Speech Recognition (ASR) over MRCPv1 for Avaya Aura Experience Portal. The Virtual Assistant Solutions include the iProxy Automatic Speech Recognizer (ASR), Human Speech Recognition (HSR) and Nova VXML generator platform.

## 2. General Test Approach and Test Results

General test approach was to verify interoperability of the Interactions Virtual Assistant Solutions with Avaya Experience Portal. The objective of the testing is to verify that Avaya Experience Portal can interoperate correctly with the automatic speech recognition (ASR), human speech recognition (HSR) and the VXML generation features of the Interactions Virtual Assistant Solutions.

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 tests. Feature tests focused on the ability of automatic speech recognition (ASR), human speech recognition (HSR) including DTMF recognition and the VXML generation features of the Interactions Virtual Assistant Solutions to successfully exercise appropriate grammar and return expected results.

Serviceability testing focused on verifying the ability of Interactions Virtual Solutions server to recover from adverse conditions, such as restart, power failures and network disconnects.

### 2.2. Test Results

All test cases were executed and passed.

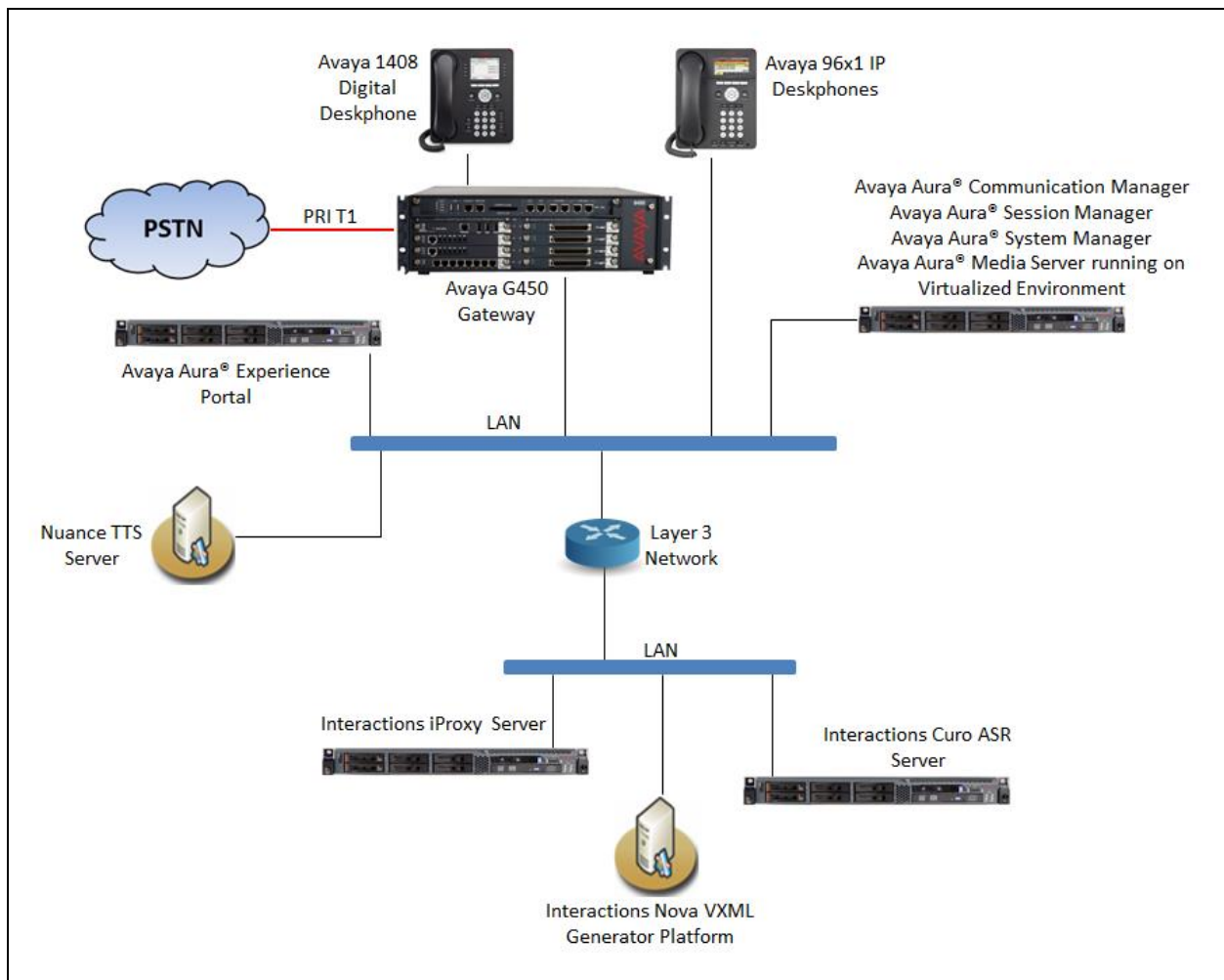
### 2.3. Support

To obtain technical support for Interactions Virtual Assistant Solutions:

- **Web:** <http://www.interactions.com/>
- **Phone:** (866) 637-9049

### 3. Reference Configuration

Following diagram shows the configuration used during interoperability compliance test. Reference configuration consisted of: Avaya Aura® Experience Portal, Avaya Aura® Communication Manager, Avaya Aura® Session Manager, Avaya Aura® System Manager, and Avaya Aura® Media Server running on Virtualized Environment, Avaya G450 Media Gateway was used to connect to PSTN via PRI/T1 trunk as well as providing analog and digital lines for analog and digital phones. Interactions Virtual Assistant Solutions include iProxy server, Nova VXML generator and Curo ASR servers. The testing used Nuance TTS server to provide text-to-speech for applications running on Experience Portal.



**Figure 1: Test Configuration Diagram**

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Virtualized Environment	R017x.00.0.441.0 FP1 SP 123169
Avaya Aura® System Manager running on Virtualized Environment	Release 7.0.1.1
Avaya Aura® Session Manager running on Virtualized Environment	Release 7.0.1.1
Avaya Aura® Media Server running on Virtualized Environment	Release 7.7.0.34
Avaya Aura® Experience Portal running on Virtualized Environment	Release 7.1.0 and Patch 1116
Avaya G450 Media Gateway	37.19.0
Avaya 9641 H323 IP Deskphone	Release 6.6.29
Avaya 9611 SIP IP Deskphone	Release 7.0.1
Avaya 1408 Digital Deskphone	R47
Nuance TTS Server	Version 5.0
Interactions iProxy Automatic Speech Recognition	Version 6.7.0
Interactions VXML Generator Platform	Version 1.9.0
Interactions Curo Automatic Speech Recognition	Version 6.12.2

## 5. Configure Avaya Aura® Communication Manager

This document assumes installation and configuration of Avaya Aura® Communication Manager (CM) are already in place. For more information on how to configure CM, please refer to **Section 11**.

## 6. Configure Avaya Aura® Experience Portal

Avaya Aura® Experience Portal is configured via the Experience Portal Manager (EPM) web interface, to access the web interface, enter **http://<ip-addr>/** as the URL in a web browser, where <ip-addr> is the IP address of the EPM. Log in using the appropriate credentials.

**Note:** Some of the screens in this section are shown after the Experience Portal had been configured. Don't forget to save the screen parameters as you configure Avaya Aura® Experience Portal

**AVAYA**

Welcome, admin  
Last logged in yesterday at 11:43:04 AM PDT

**Avaya Aura® Experience Portal 7.1.0 (ExperiencePortal)** Home ? Help Logoff

Expand All | Collapse All

You are here: Home

### Avaya Aura® Experience Portal Manager

Avaya Aura® Experience Portal Manager (EPM) is the consolidated web-based application for administering Experience Portal. Through the EPM interface you can configure Experience Portal, check the status of an Experience Portal component, and generate reports related to system operation.

### Installed Components

**Media Processing Platform**  
Media Processing Platform (MPP) is an Avaya media processing server. When an MPP receives a call from a PBX, it invokes a VoiceXML (or CCXML) application on an application server. It then communicates with ASR and TTS servers as necessary to process the call.

**Email Service**  
Email Service is an Experience Portal feature which provides e-mail capabilities.

**HTML Service**  
HTML Service is an Experience Portal feature which supports web applications with HTML5 capabilities. It includes support for browser based services for mobile devices.

**Proactive Outreach Manager**  
Avaya Proactive Outreach Manager (POM) provides a solution for unified, multichannel, inbound and outbound architecture, with the capability to communicate through different channels of interaction, from Short Message Service (SMS) to e-mail to the traditional voice and video.

**SMS Service**  
SMS Service is an Experience Portal feature which provides SMS capabilities.

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Notice

**Navigation Menu:**

- ▼ **User Management**
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## 6.1. Administer VoIP Connection

On the left pane, click on the VoIP Connections under System Configuration. To add a **SIP Connection**, click on **SIP** tab on **VoIP Connections** page. Fill in **Name**, in the **Address** and **Port** boxes, fill the the IP address and Port of SM, in **SIP Domain**, type in the domain, type in **Maximum Simultaneous Calls**, rest of all values is left at **Default**. Click **Save** to save changes.

You are here: [Home](#) > [System Configuration](#) > [VoIP Connections](#) > [Change SIP Connection](#)

### Change SIP Connection

Use this page to change the configuration of a SIP connection.

Name: ASM70

Enable: ☒ Yes ☐ No

Proxy Transport: TCP ▼

☒ Proxy Servers ☐ DNS SRV Domain

Address	Port	Priority	Weight	
10.33.1.12	5060	0	0	Remove

[Additional Proxy Server](#)

Listener Port: 5060

SIP Domain: bvwdev.com

P-Asserted-Identity:

Maximum Redirection Attempts: 0

Consultative Transfer: ☒ INVITE with REPLACES ☐ REFER

SIP Reject Response Code: ☒ ASM (503) ☐ SES (480) ☐ Custom 503

#### SIP Timers

T1: 250 milliseconds

T2: 2000 milliseconds

B and F: 4000 milliseconds

#### Call Capacity

Maximum Simultaneous Calls: 50

☒ All Calls can be either inbound or outbound

☐ Configure number of inbound and outbound calls allowed

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

## 6.2. Administer Speech Server

### 6.2.1. Administer ASR

On the left pane, navigate to **System Configuration** → **Speech Servers** (not shown). To add an **ASR** server, click on **ASR** tab and click **Add**. Enter a **Name**, set **Enable** to **Yes**, set **Engine Type** to **Nuance**, type in the IP address of **iProxy ASR** in **Network Address**. In **Base Port**, enter the port **4901**, enter appropriate value in **Total Number of Licensed ASR Resources**, set **New Connection per Session** to **Yes**, set **Languages** to **English(USA) en-US** and the **RTSP URL** box is automatically filled out with the IP address in the Network Address to **/172.16.5.39/media/speechrecognizer**. Click **Save** to save changes.

You are here: [Home](#) > [System Configuration](#) > [Speech Servers](#) > Change ASR Server

### Change ASR Server

Use this page to change the configuration of an ASR server.

Name: Nova

Enable: ☒ Yes ☐ No

Engine Type: Nuance

Network Address: 172.16.5.39

Base Port: 4901

Total Number of Licensed ASR Resources: 20

New Connection per Session: ☒ Yes ☐ No

Languages: English(Australia) en-AU  
English(UK) en-GB  
English(India) en-IN  
English(Singapore) en-SG  
English(South\_Africa) en-ZA  
English(USA) en-US

**MRCP**

Ping Interval: 15 seconds

Response Timeout: 4 seconds

Protocol: MRCP V1

RTSP URL: 172.16.5.39/media/speechrecognizer

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

## 6.2.2. Administer TTS

On the left pane, navigate to **System Configuration → Speech Servers** (not shown). To add a **TTS** server, click on **TTS** tab and click **Add** (not shown). Enter a **Name**, set **Enable** to **Yes**, set **Engine Type** to **Nuance**, type in the IP address of Curo speech TTS in **Network Address**. In **Base Port**, type in **4900**, enter appropriate value in **Total Number of Licensed ASR Resources**, set **New Connection per Session** to **No**, set **Voices** to **English(USA) en-US Tom** or any language that is supported in TTS server and the **RTSP URL** box is automatically filled out with the IP address in Network Address field to **/10.33.1.26/media/speechsynthesizer**. Click **Save** to save changes.

Note that the TTS was not a part of Virtual Assistant Solutions therefore any TTS server can be used, during the compliance testing the Nuance TTS server was used.

You are here: [Home](#) > [System Configuration](#) > [Speech Servers](#) > Change TTS Server

### Change TTS Server

Use this page to change the configuration of a TTS server.

Name:	Nuance
Enable:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Engine Type:	<input type="text" value="Nuance"/>
Network Address:	<input type="text" value="10.33.1.26"/>
Base Port:	<input type="text" value="4900"/>
Total Number of Licensed TTS Resources:	<input type="text" value="10"/>
New Connection per Session:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Voices:	<div><div>English(USA) en-US Jill F</div><div>English(USA) en-US Lisa F</div><div>English(USA) en-US Samantha F</div><div>English(USA) en-US Tom M</div><div>English(USA) en-US Vicky F</div><div>Finnish(Finland) fi-FI Onni F</div></div>

#### MRCP

Ping Interval:	<input type="text" value="15"/>	seconds
Response Timeout:	<input type="text" value="4"/>	seconds
Protocol:	<input type="text" value="MRCP V1"/>	
RTSP URL:	<input type="text" value="10.33.1.26/media/speechsynthesizer"/>	

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



### 6.3. Administer Applications

Application is needed to drive calls in Experience Portal. To add a new application, from the left pane, navigate to **System Configurations** → **Applications** and in the Application page click **Add** button (not shown). Below is main application used during the compliance test. In the Speech Server section, select the ASR and TTS servers as configured in **Section 6.2**.

#### Change Application

Use this page to change the configuration of an application.

Name: Nova

Enable: ☒ Yes ☐ No

Type: VoiceXML

Reserved SIP Calls: ☒ None ☐ Minimum ☐ Maximum

Requested:

**URI**

☒ Single ☐ Fail Over ☐ Load Balance

VoiceXML URL: http://10.33.1.25/mpp/misc/avptestapp/nova.vxml **Verify**

Mutual Certificate Authentication: ☐ Yes ☒ No

Basic Authentication: ☐ Yes ☒ No

**Speech Servers**

ASR: Nuance Languages: English(USA) en-US

TTS: Nuance Voices: English(USA) en-US Lisa F  
English(USA) en-US Jennifer F  
English(USA) en-US Tom M

**Application Launch**

☒ Inbound ☐ Inbound Default ☐ Outbound

☒ Number ☐ Number Range ☐ URI

Called Number:  **Add**

4920 **Remove**

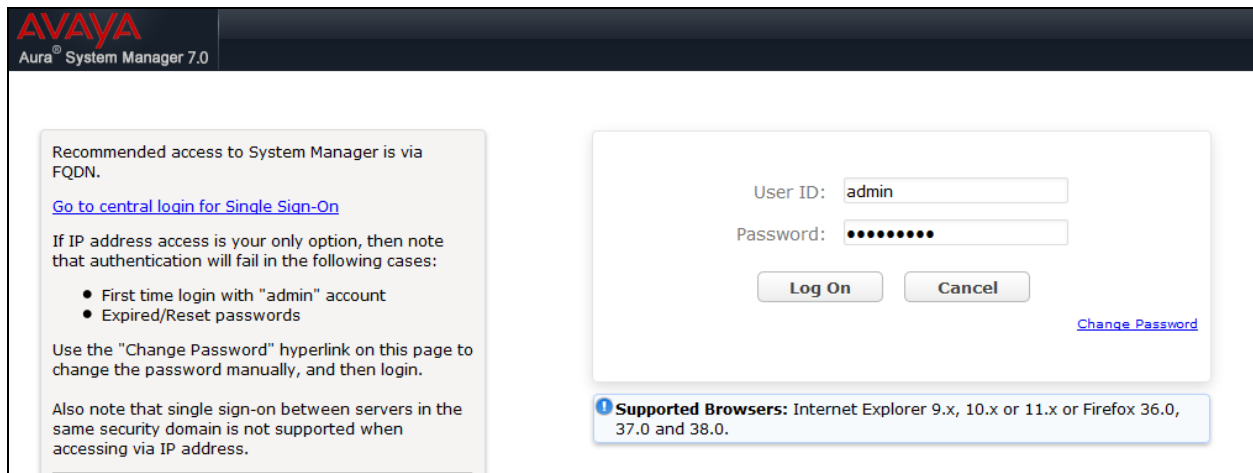
**Speech Parameters** ▶  
**Reporting Parameters** ▶  
**Advanced Parameters** ▶

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

## 7. Configure Avaya Aura® Session Manager

Configuration for Session manager is performed via System Manager, from a web browser type in [https://IP-Address\]/SMGR](https://IP-Address]/SMGR) where IP-Address is the IP Address of System Manager. Log in using appropriate credentials.

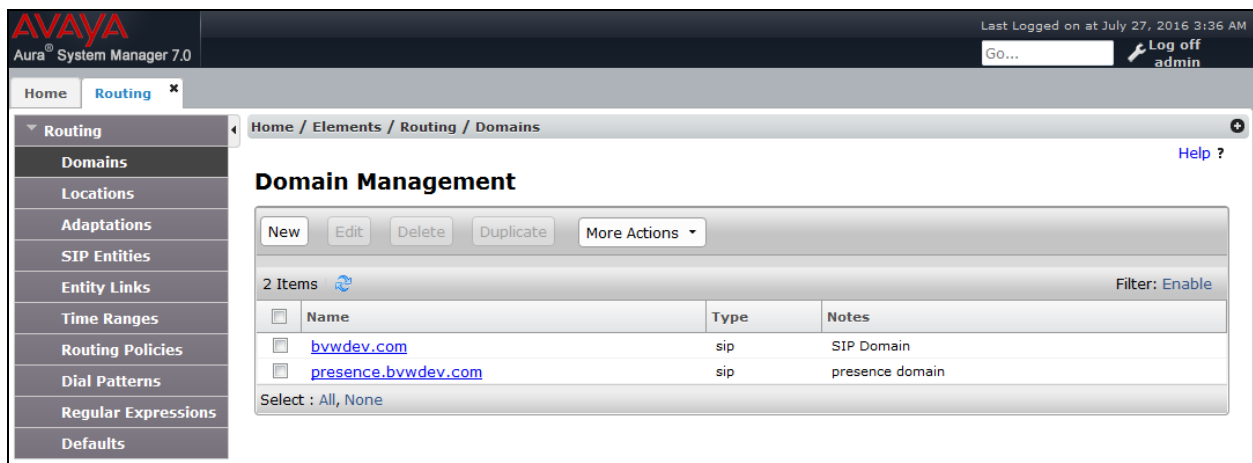
Please note that configuration of each item is not shown in detail. In the following sections, screen captures of the configured items during compliance testing are shown. For details steps on configuration of each item, refer to Document [3].



The screenshot shows the Avaya Aura System Manager 7.0 login interface. On the left, there is a sidebar with instructions: "Recommended access to System Manager is via FQDN. Go to central login for Single Sign-On. If IP address access is your only option, then note that authentication will fail in the following cases: • First time login with 'admin' account • Expired/Reset passwords. Use the 'Change Password' hyperlink on this page to change the password manually, and then login. Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address." On the right, there is a login form with fields for "User ID" (containing "admin") and "Password" (masked with dots). Below the fields are "Log On" and "Cancel" buttons, and a "Change Password" link. At the bottom, a blue box states: "Supported Browsers: Internet Explorer 9.x, 10.x or 11.x or Firefox 36.0, 37.0 and 38.0."

### 7.1. Configure Domain

Once logged in, select **Routing** (not shown). On the left pane select **Domains**. Click **New** to add a new domain. For compliance testing, domain of **bvwdev.com** was added.



The screenshot shows the Avaya Aura System Manager 7.0 interface after logging in. The top bar shows "Last Logged on at July 27, 2016 3:36 AM" and "Log off admin". The left sidebar has a "Routing" tab selected, and under it, the "Domains" sub-tab is active. The main content area is titled "Domain Management" and shows a table with 2 items. The table has columns for "Name", "Type", and "Notes". The items are "bvwdev.com" (SIP Domain) and "presence.bvwdev.com" (presence domain). There are buttons for "New", "Edit", "Delete", "Duplicate", and "More Actions" at the top of the table. A "Filter: Enable" link is also present.

Name	Type	Notes
<a href="#">bvwdev.com</a>	sip	SIP Domain
<a href="#">presence.bvwdev.com</a>	sip	presence domain

## 7.2. Configure Locations

From the left pane, select **Location**. To add a new location, select **New**. For compliance testing, location of **CM\_LOC** and **VoicePortal\_LOC** were added.

AVAYA  
Aura® System Manager 7.0

Last Logged on at July 27, 2016 3:36 AM

Home / Elements / Routing / Locations

**Location**

New Edit Delete Duplicate More Actions

5 Items Filter: Enable

<input type="checkbox"/>	Name	Correlation	Notes
<input type="checkbox"/>	<a href="#">AT&amp;T-Location</a>	<input type="checkbox"/>	
<input type="checkbox"/>	<a href="#">BvwDevSIL</a>	<input type="checkbox"/>	
<input type="checkbox"/>	<a href="#">CM_LOC</a>	<input type="checkbox"/>	
<input type="checkbox"/>	<a href="#">IPO_LOC</a>	<input type="checkbox"/>	
<input type="checkbox"/>	<a href="#">VoicePortal_LOC</a>	<input type="checkbox"/>	

Select : All, None

## 7.3. Configure SIP Entities

From the left pane, select **SIP Entities**. To add a new SIP Entity, select **New**. For compliance testing, three SIP Entities were added as shown below.

- ACM-Trunk1-Private: Communication Manager SIP Entity
- AEP71: Experience Portal SIP Entity
- ASM70A: Session Manager SIP Entity

AVAYA  
Aura® System Manager 7.0

Last Logged on at October 11, 2016 10:15 AM

Home / Elements / Routing / SIP Entities

**SIP Entities**

New Edit Delete Duplicate More Actions

18 Items Filter: Enable

<input type="checkbox"/>	Name	FQDN or IP Address	Type	Notes
<input type="checkbox"/>	<a href="#">ACM-Trunk1-Private</a>	10.33.1.6	CM	
<input type="checkbox"/>	<a href="#">AEP71</a>	10.33.1.25	Voice Portal	Experience Portal R7.1
<input type="checkbox"/>	<a href="#">ASM70A</a>	10.33.1.12	Session Manager	
<input type="checkbox"/>	<a href="#">ASM70B</a>	10.33.1.22	Session Manager	Secondary SM
<input type="checkbox"/>	<a href="#">Avaya_SBCE70</a>	10.33.10.102	SIP Trunk	For Gold Line SP

## 7.4. Configure Entity Links

For each SIP Entity, with the exception of Session Manager, an entity link needs to be added. On the left pane, select **Entity Links**. To add a new entity link, select **New**. For compliance testing two entity links, one for Communication Manager and another for Experience Portal, were added.

Avaya Aura System Manager 7.0

Home / Elements / Routing / Entity Links

### Entity Links

New Edit Delete Duplicate More Actions

19 Items Filter: Enable

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	DNS Override	Port	Connection Policy	Deny New Service	Notes
<a href="#">ASM70A_AEP71_5060_TCP</a>	ASM70A	TCP	5060	AEP71	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<a href="#">ASM70A_ACM-Trunk1-Private_5061_TLS</a>	ASM70B	TLS	5061	ACM-Trunk1-Private	<input type="checkbox"/>	5061	trusted	<input type="checkbox"/>	

Select : All, None Page 1 of 2

## 7.5. Configure Time Ranges

On the left pane, select **Time Ranges**. To add a new time range, select **New**. For compliance testing, time range of 24/7 was added.

Avaya Aura System Manager 7.0

Home / Elements / Routing / Time Ranges

### Time Ranges

New Edit Delete Duplicate More Actions

1 Item Filter: Enable

Name	Mo	Tu	We	Th	Fr	Sa	Su	Start Time	End Time	Notes
<a href="#">24/7</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00	23:59	Time Range 24/7

Select : All, None

## 7.6. Configure Routing Policies

On the left pane, select **Routing Policies**. To add a new routing policy, select **New**. For compliance testing, two routing policies were added, one for Communication Manager and another for Experience Portal.

AVAYA  
Aura® System Manager 7.0

Last Logged on at July 27, 2016 3:36 AM  
Go... Log off admin

Home Routing

Home / Elements / Routing / Routing Policies

### Routing Policies

New Edit Delete Duplicate More Actions

10 Items Filter: Enable

<input type="checkbox"/>	Name	Disabled	Retries	Destination	Notes
<input type="checkbox"/>	<a href="#">To-EPVM71</a>	<input type="checkbox"/>	0	AEP71	Route to Experience Portal 7.1
<input type="checkbox"/>	<a href="#">To-CM-Trunk1</a>	<input type="checkbox"/>	0	ACM-Trunk1-Private	

Select : All, None

## 7.7. Configure Dial Patterns

On the left pane, select **Dial Patterns**. To add a new dial pattern, select **New**. For compliance testing three dial patterns were added:

- 33 and 34: All calls starting with pattern 33 and 34 with 4 digits were routed to communication manager. For compliance test, Experience Portal routed calls to extensions 3301, 3302 and 3401 which were routed to Communication Manager
- 49: All calls starting with pattern 49 and 4 digits long were routed to Experience Portal
- 9: All calls starting with 9 and having from 10 to 14 digits long were routed to Communication Manager. This was used for routing calls out to PSTN via PRI trunk configured in Communication Manager.

AVAYA  
Aura® System Manager 7.0

Last Logged on at July 27, 2016 3:36 AM  
Go... Log off admin

Home Routing

Home / Elements / Routing / Dial Patterns

### Dial Patterns

New Edit Delete Duplicate More Actions

21 Items Filter: Enable

<input type="checkbox"/>	Pattern	Min	Max	Emergency Call	Emergency Type	Emergency Priority	SIP Domain	Notes
<input type="checkbox"/>	<a href="#">33</a>	4	4	<input type="checkbox"/>			bvwdev.com	
<input type="checkbox"/>	<a href="#">34</a>	4	4	<input type="checkbox"/>			bvwdev.com	
<input type="checkbox"/>	<a href="#">49</a>	4	4	<input type="checkbox"/>			bvwdev.com	
<input type="checkbox"/>	<a href="#">9</a>	10	14	<input type="checkbox"/>			bvwdev.com	

Select : All, None

Page 1 of 2

## 8. Configure Interactions Virtual Assistant Solutions

The configuration of Integrations iProxy automatic speech recognition and Nova VXML generator platform are done by Interactions engineer and is outside of the scope of these Application Notes. To obtain further information on Integrations Virtual Assistant Solutions system configuration please contacts an authorized Interactions representative.

## 9. Verification Steps

### 9.1. Include Avaya Aura® Experience Portal

This section provides the verification steps that may be performed to verify that Avaya Aura® Experience Portal can run Curo Speech ASR and TTS servers.

1. From the EPM web interface, verify that the MPP servers are online and running. On the left pane, navigate to **System Management** → **MPP Manager**.

You are here: [Home](#) > [System Management](#) > [MPP Manager](#)

### MPP Manager (Aug 23, 2016 10:53:01 AM PDT)

[Refresh](#)

This page displays the current state of each MPP in the Experience Portal system. To enable the state and mode commands, select one or more MPPs. To enable the mode commands, the selected MPPs must also be stopped.

Last Poll: Aug 23, 2016 10:53:00 AM PDT

<input type="checkbox"/>	Server Name	Mode	State	Config	Auto Restart	Restart Schedule		Active Calls	
						Today	Recurring	In	Out
<input type="checkbox"/>	mpp71	Online	Running	OK	No	No	None	0	0

#### State Commands

Start Stop Restart Reboot Halt Cancel

#### Mode Commands

Offline Test Online

#### Restart/Reboot Options


☒ One server at a time  
☐ All servers

Help

2. Verify that the ports on the MPP server are in service. On the left lane, click on **Port Distribution**. Select the MPP server and click **OK**.

You are here: [Home](#) > [Real-Time Monitoring](#) > [Port Distribution](#) > Port Distribution Report

### Port Distribution Report (Aug 23, 2016 10:55:49 AM PDT)

[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.

**Servers:** mpp71

**Total Ports:** 50 **Last Poll:** Aug 23, 2016 10:55:41 AM PDT

Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation
50	Online	In service	ASM70	SIP_Trunk	mpp71	

[Help](#)

3. Place calls to the experience portal number 4920 as configured in Section 6.3, listen to the prompt say “yes” after the first prompt and continue responding to next prompts until the end of application, during the call the iProxy Virtual Assistant will respond with results that user just enters for each prompt, verify that what iProxy responds are as correct as what user inputs.

## 10. Conclusion

These Application Notes describe the configuration steps required to integrate Interactions Virtual Assistant Solutions that include an Automated Speech Recognition, human speech recognition and VXML generator platform with Avaya Aura® Experience Portal. All features and serviceability test cases were completed successfully refer to **Section 2.2** for details.

## 11. Additional References

This section references the Avaya documentation relevant to these Application Notes. The following Avaya product documentation is available at <http://support.avaya.com>.

- [1] Administering Avaya Aura® Communication Manager, Release 7.0.3, Document 03-300509, Issue 10, June 2016
- [2] Administering Avaya Aura® Session Manager, Release 7.0, Issue 7, Jan 2016
- [3] Administering Avaya Aura® Experience Portal, Release 7.0.1, April 2015

Interactions Virtual Assistant Solutions documentation is always available from <http://www.interactions.com/library/>

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