

Avaya Solution & Interoperability Test Lab

Application Notes for eWings Technologies Communication Assistant 1.3.0 with Avaya IP Office 3.0 - Issue 1.0

Abstract

These Application Notes describe the procedures for configuring eWings Technologies Communication Assistant (ComAssistant) to successfully interoperate with Avaya IP Office 3.0.

ComAssistant is a value-added total solution providing multiple speech-based services in one box. It enhances users' business efficiency and productivity by self-service and automation.

In the configuration described in these Application Notes, ComAssistant used Microsoft TAPI3 to communication with IP Office 3.0. During compliance testing, ComAssistant features – Auto Attendant, Auto Dialer, Personal Dialer and Voice Mail – were verified to be working.

Testing was conducted via the Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe a compliance-tested configuration comprised of Avaya IP Office IP403 with the Digital Station Module, and eWings Technologies ComAssistant.

ComAssistant 1.3.0 is a Windows 2000-based voice application providing enterprise-wide comprehensive voice applications. It uses speech-recognition technology to provide Auto Dialer, Personal Dialer, Auto Attendant and Voice Mail services.

For the Auto Attendant service, the IP Office is configured to route incoming calls to a hunt group that consists of the "virtual" TAPI Wave extensions configured on the ComAssistant. When ComAssistant receives a call, it determines the destination through speech-recognition or DTMF digits entered. It then transfers the call to the destination extension by performing a TAPI-based transfer. More hunt groups are configured in the same way for the other ComAssistant services such as Auto Dialer, Personal Dialer and Voice Mail.

The Interoperability Compliance Testing included basic TAPI interworking and feature functionality testing only. For Voice Mail service, the ComAssistant was tested for dial in voice recording/playback only (no voicemail call coverage testing or message waiting lamp update).



Figure 1: eWings ComAssistant Compliance Test Sample Configuration

2. Equipment and Software Validated

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

Equipment	Software
Avaya IP 403 Office System	3.0 (59)
Avaya IP 400 Phone 30 Expansion Module	5.0 (59)
Avaya 6408D+	-
Avaya 4610SW, 4620SW IP Telephones	2.2.3
Avaya IP Office Manager PC	Windows XP Professional
eWings ComAssistant Server	1.3.0

3. Configure the Avaya IP Office

These Application Notes address provisioning of the IP Office as it relates to integration of the eWings ComAssistant. For all other provisioning information such as provisioning of the trunks for inbound routing, outbound dialing, call coverage, extensions, etc., please refer to the IP Office documentation.

Step	Description
	IP Office License Key Physical Installation
1.	Plug in the red Avaya Software Sentinel key into the parallel port of the IP Office
	Manager PC.
	Configure License Key Server IP Address
2.	Log in to the IP Office Manager PC and go to Start \rightarrow Programs \rightarrow IP Office \rightarrow
	Manager to launch the Manager application. Log in to the Manager application using the
	appropriate credentials.
3.	In the Manager window that appears, select File \rightarrow Open to search for the IP Office
	system in the network.
4.	Log in to the IP Office system using the appropriate login credentials to receive its
	configuration.

Description		
In the Manager window, go to the Configuration Tree and double-click System. In the		
System Configuration window that appears, select the System tab and set License Server		
IP Address to the IP address of the machine to which the red Avaya Software Sentinel ke	y	
is connected. This is typically the IP Office Manager PC. Click OK.		
System Configuration : ip403		
System LAN1 DNS Voicemail Telephony Gatekeeper LDAP SNMP		
Name jp403 Locale enu		
Password xxxxxxxx Confirm Password xxxxxxxx		
Monitor Password Confirm Monitor Password		
Licence Server IP Address		
Time Offset (hours)		
TEEP Server IP Address 10.1.30.102 AVPP IP Address		
File Writer IP Address		
Conferencing Center IP Address		
Conferencing Center URL		
Favour RIP Routes, over static routes		
OK <u>C</u> ancel <u>H</u> elp		
Install Licenses		
In the Manager window, go to the Configuration Tree and double-click License to open		
The list of licenses installed in the IP Office system.		
anter the CTL Link Pro License Key and click OK	s,	
enter the CTT Link FTO License Key and chek OK .		
License String (22 charactere)		
Papart Stap 7 to install the Waya User liganse		
In the Manager window select File \rightarrow Save to save the licenses to the IP Office system		
and wait for the system to update.		
Note 1. Refore the system reloads, the new licenses will be listed with an Unknown		
status. After the system reloads, the new licenses will list as Valid.		
	Description In the Manager window, go to the Configuration Tree and double-click System. In the System Configuration window that appears, select the System tab and set License Server IP Address to the IP address of the machine to which the red Avaya Software Sentinel key is connected. This is typically the IP Office Manager PC. Click OK. System Configuration: ipd03 Image: PC. Click OK. Name Image: PC. Click OK. The Office (hours) Image: PC. Click OK. The Office (hours) Image: PC. Click OK. The Office (hours) Image: PC. Click OK. Install Licenses Image: PC. Click OK. Install Licenses Image: PC. Click OK. Install Licenses Image: PC. Clicense	

Step	Description		
	Configure TAPI Extensions		
10.	In the Manager window, select File \rightarrow Open to search for the IP Office system in the		
	network.		
11.	Log in to the IP Office system using the appropriate login credentials to receive its		
	configuration.		
12.	In the Manager window, go to the Configuration Tree and double-click User to open the		
	list of users on the IP Office system.		
13.	Right click in the User list window and select New. In the User window that appears, set		
	<i>Name</i> to TAPI:eWingsX where X is the number of the TAPI Wave extension desired,		
	(e.g., 1, 2). and <i>Extension</i> to the extension number to be used.		
	★ User TAPI:eWings1		
	User Voicemail DND ShortCodes SourceNumbers Telephony Forwarding Dial In VoiceRecording DigitalTelephony		
	Name TAPI:eWings1 Fx Directory		
	Password		
	Confirm Password		
	Full Name		
	Extension (32001)		
	Priority 5		
	Deskining		
	Phone Manager Type Pro Book with Conference Centre in Phone Manager		
	OK <u>C</u> ancel <u>H</u> elp		

Step	Description		
14.	In the Voicemail tab of the User window, verify that Voicemail On and Voicemail		
	<i>Ringback</i> are not checked.		
	文 User TAPI:eWings1	, for an a first of first	
	User Voicemail DND ShortCoo	Jes SourceNumbers Telephony Fi	orwarding Dial In VoiceHecording Digital Lelephony
	Voicemail Code		Voicemail Dn
	Confirm Voicemail Code		└─ Voicemail Help
	Voicemail Email		Voicemail Ringback
	Voicemail Reception		Voicemail Email Reading
	Voicemail Email C Dff Copy Forward Alert		
15.	In the Telephony tab of <i>Station</i> and <i>Forced Log</i>	the User window, v in are checked and c	OK Cancel Help erify Call Waiting On is unchecked, Offhook elick OK.
	大 User TAPI:eWings1		
	User Voicemail DND ShortCoo	les SourceNumbers Telephony F	orwarding Dial In VoiceRecording DigitalTelephony
	Outside Call Sequence	DefaultRing	Call Waiting On
	Inside Call Sequence	DefaultRing 🗨	Answer Call Waiting on Hold (Analogue)
	Ring Back Sequence	DefaultRing 💌	🖵 Outgoing Call Bar
	No Answer Time (secs)		Cliffhook Station
	Wrap-up Time (secs)	2	Can Intrude
	Transfer return Time (secs)		Force Login
	Individual Coverage Time (secs)	10	Force Account Code
	Login Code		j System Friorie
	Login Idle Period (secs)		
	Monitor Group	×	J✓ Idle Line Preference
			OK <u>C</u> ancel <u>Help</u>

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Step	Description
16.	In the Manager popup that appears, click No.
	Manager 🛛
	Create a new VoIP extension with this number?
17.	Repeat Steps 13 - 16 for each TAPI Wave extension needed. For the purposes of these
	Application Notes, five TAPI Wave extensions were created (extensions 32001 – 32005).
	The number of eWings licenses and Avaya TAPI Wave licenses purchased limits the
	number of TAPI extensions that can be created.
-	Configure Main Hunt Group for Auto Attendant
18.	In the Manager window, go to the Configuration Tree and double-click Hunt Group to
	open the list of hunt groups on the IP Office system.
19.	Select the Main hunt group by double-clicking.
20.	In the Hunt Group window that appears, add the TAPI extensions created in Steps 13 to
	17 to the Extension List by right-clicking in the <i>Extension List</i> section and selecting Add.
	Then, set Extension to 32000 (or the extension number desired for the hunt group), Hunt
	Type to Circular, and Call Waiting On to unchecked.
	🔀 Hunt Group Main
	HuntGroup Voicemail Fallback Queuing VoiceRecording
	Extension (32000) C Linear
	állocated ánswer Interval (secs)
	Overflow Time (secs)
	Extension List Overflow Group List
	Extension User Name
	32002 TAPI:eWings2
	32003 TAPI:eWings3 32004 TAPI:eWings4
	32005 TAPI:eWings5
	OK <u>C</u> ancel <u>H</u> elp

Step	Description
21.	In the Voicemail tab of the Hunt Group window, verify Voicemail On is not checked.
	🐹 Hunt Group Main
	HuntGroup Voicemail Fallback Queuing VoiceRecording
	Voicemail Code
	Confirm Voicemail Code
	Voicemail Email
	Voicemail Email Off Copy Forward Alert Voicemail On Forward Copy
	OK <u>C</u> ancel <u>H</u> elp

Step	Description	
	Create New Hunt Groups for C	Other ComAssistant Services
22.	Right click in the Hunt Group list that appears, set <i>Name</i> to AD Int Add the TAPI extensions created in the <i>Extension List</i> section and <i>Call Waiting On</i> to unchecked.	window and select New . In the Hunt Group window ernal and <i>Extension</i> to the extension number to be used. in Steps 13 to 17 to the Extension List by right-clicking selecting Add . Then, set <i>Hunt Type</i> to Circular , and
	競 Hunt Group AD Internal	
	HuntGroup Voicemail Fallback	Queuing VoiceRecording
	Name	AD Internal Hunt Type
	Extension	32100 C Linear
	Allocated Answer Interval (secs)	C Most Idle
	Overflow Time (secs)	Call Waiting On
	Extension List	Overflow Group List
	Extension User	Name
	32001 TAPI:eWing: 22002 TAPI:eVing:	1
	32002 TAPIteWings 32003 TAPIteWings	3
	32004 TAPI:eWing: 32005 TAPI:eWing:	94 95
		OK <u>C</u> ancel <u>H</u> elp



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Step	Description		
26.	Log in to the IP Office system using the appropriate login credentials to receive its		
	configuration.		
	Select Inbound Call Rout	te	
27.	In the Manager window, g	o to the Configuration Tree and	double-click Incoming Call
	Route to open the list of in	ncoming call routes on the IP Of	fice system. Select the route
	with the destination set to	Main and double-click. In the I	ncoming Call Route window
	that appears, record the Lin	<i>ne group ID</i> . Click OK .	
	T Incoming Call Rou	ute	
	Line group ID		Bearer Capability
			C Speech
	Incoming Number		C Audio3K1
			C AnyData
	Incoming Sub Address	1	C Data56K
	Incoming Caller ID		C DataV110
			C DataV120
	Destination	Main	
	L a sala		C Any
	Locale		
	Priority	1	
	Fallback Extension	•	
		,	
	Night Service Profile	•	
	Night Service Destination		
		OK	<u>Cancel</u> <u>H</u> elp
	Assign Trunks to the Inc	oming Call Route	
28.	In the Manager window, g	o to the Configuration Tree and	double-click Line to open the
	list of lines (trunks) available on the IP Office system. Double-click the PRI 30 Line		
	whose incoming calls are to be routed to the ComAssistant.		

Step	Description
29.	In the Line window that appears, double-click on every channel and edit the Incoming
	Group field in the Edit Channel pop up that appears. Click OK.
	R PRI 30 Line
	Line ShortCodes Advanced
	Line Number 05 Line SubType ETSI
	Telephone Number Of Channels 30
	Outgoing Channels 30 Prefix
	Voice Channels 30 Data Channels 30
	Chan Groups Line Appearance TEI 0
	1 0 0 705 2 0 0 707 4 0 0 708 5 0 0 709 6 0 710 Channels 7 0 711 0 8 0 0 713 10 0 714 Outgoing Group 0 11 0 716 Uncoming Group 0 12 0 0 716 Une Appearance Id 705 13 0 0 717 OK Cancel Help
30.	In the Manager window, select File \rightarrow Save to push the configuration to the IP Office system and wait for the unit to reboot.
31.	Verify the incoming call route is properly operating by temporarily assigning a telephone extension to the hunt group and placing calls through the selected inbound line (trunk). The telephone extension assigned to the hunt group will ring. The TAPI Wave extensions
	will not answer until ComAssistant is configured.

4. Configure the eWings ComAssistant

These Application Notes address provisioning of the eWings ComAssistant as it relates to TAPI3 integration with the Avaya IP Office System. For all other provisioning information such as eWings ComAssistant software installation, Speech Recognition assignment, Telephone Directory creation and License Key installation, please refer to the eWings ComAssistant Administrator Guide available on the eWings Software Installation CD.

4.1. Installing and Configuring Avaya IP Office TAPI3 Service Provider

Step	Description
1.	From the Avaya IP Office CTI SDK 2.0.1 CDROM, run the program TAPI3Install.exe to
	install the Avaya IP Office TAPI3 Service Provider driver on the ComAssistant Server.
2.	After the system reboots, log in to the system again as administrator and go to Start \rightarrow
	Settings \rightarrow Control Panel. In the Control Panel window that appears, double-click
	Phone and Modem Options.
3.	In the Advanced tab of the Phone and Modem Options window, double-click Avaya IP
	Office TAPI3 Service Provider.
4.	In the Avaya TAPI3 configuration window that appears, set <i>Switch IP Address</i> to the IP
	Address of the IP Office System, check <i>Third Party</i> , set <i>Switch Password</i> to the IP Office
	System password, check WAV Users, and click OK.
	Avaya TAPI3 Configuration
	Switch IP Address 10.1.30.10 OK
	Cancel
	Single User
	User Name
	User Password
	 Third Party
	Switch Reseword
	Ex Directory Users
	VAV Users
	ACD Queues
5.	Reboot the system.
	Verify Connectivity with the IP Office
6.	After the system reboots, log in to the system and go to Start \rightarrow Programs \rightarrow
	Accessories \rightarrow Communications \rightarrow Phone Dialer.
7.	In the Phone Dialer Window that appears, select $Edit \rightarrow Options$.
8.	In the Lines tab of the Options window that appears, select the Phone Calls: drop-down
	list. If one or more "IP Office Phone: XXX" (where XXX is an extension number) entries
	appear, then the IP Office TAPI Driver is installed and working properly.

4.2. Installing and Configuring Avaya IP Office TAPI Wave Driver

The steps that follow are for a Windows 2000 installation; please refer to the Avaya IP Office CTI Link Installation Manual, 40DHB0002UKAB – Issue 5 (28th October 2003) for additional information.

Step	Description
	Install TAPI Wave Driver
1.	Log in to the ComAssistant server as administrator and go to Start \rightarrow Settings \rightarrow
	Control Panel. In the Control Panel window that appears, double-click Add/Remove
	Hardware.
2.	In the Add/Remove Hardware Wizard Welcome window that appears, click Next.
3.	In the Choose a Hardware Task window that appears, select 'Add/Troubleshoot a device'
	and click Next.
4.	In the New Hardware Detection window that appears, wait while the PC searches for a
	new device.
5.	In the Choose a Hardware Device window, select 'Add a new device' and click Next.
6.	In the Find New Hardware window, select 'No, I want to select the hardware from a list'
	and click Next.
7.	In the Hardware Type window that appears, select 'Sound, video and game controllers'
	and click Next.
8.	In the Select a Device Driver window that appears, click Have Disk
9.	In the Install from Disk popup that appears, click Browse to navigate to the Wave32
	directory on the Avaya IP Office User Applications CD, select the oemsetup.inf file, and
	click Open.
10.	In the Install From Disk popup that appears, verify the pull-down field lists the path to the
	Wave32 directory on the CD and click OK .
11.	In the Select a Device Driver window that appears, verify Avaya IP400 WIDWOD driver
	is listed in the Models field and click Next.
12.	In the Start Hardware Installation window that appears, click Next.
13.	In the Completing the Add/Remove Hardware Wizard window that appears, click Finish.
14.	In the Systems Settings Change popup that appears, click Yes to reboot the system.
	Ensure Avaya TAPI Wave Driver is only used by TAPI
15.	Login to the ComAssistant server as administrator and go to Start \rightarrow Settings \rightarrow Control
	Panel. In the Control Panel window that appears, double-click Sounds and Multimedia
	Properties.

Step	Description
16.	In the Hardware tab of the Sounds and Multimedia Properties window, double-click
	Avaya IP400 WIDWOD driver.
	•
	Sounds and Multimedia Properties
	Sounds Audio Hardware
	Devices:
	Name Type
	DVD/CD-R ■
	NERO IMAGEDFIVE2 SCSI CdRom De DVD/CD-R
	Creative SB AudioPCI 64V (WDM) Sound, vid
	Avaya IP400 WIDWOD driver Sound, vid
	Sound, vid
	Sound, vid
	Device Properties
	Manufacturer: Unkrown
	Hardware Bevision: Not available
	Location: Unknown
	Device Status: This device is working properly
	Device status, This device is working property.
	Traublackast
	OK Cancel Apply

Step	Description
17.	In the Avaya IP400 WIDWOD driver Properties window that appears, click the
	Properties tab.
	Avaya IP400 WIDWOD driver Properties
	General Properties Driver
	Avaya IP400 WIDWOD driver
	Device type: Sound, video and game controllers
	Manufacturer: Unknown
	Location: Unknown
	Device status
	No drivers are installed for this device
	start the troubleshooter.
	Tranklashasta
	Device usage:
	Use this device (enable)
	OK Cancel

Step	Description
18.	In the Properties tab of the Avaya IP400 WIDWOD driver Properties window, double-
	click Audio Devices to reveal the Avaya IP400 WIDWOD driver and double-click Avaya
	IP400 WIDWOD driver.
	Avaya IP400 WIDWOD driver Properties
	General Properties Driver
	Multimedia devices:
	Avaya IP400 WIDWOD criver
	Properties
	OK Cancel

Step	Description
19.	In the Avaya IP400 WIDWOD driver Properties window that appears, check <i>Do not map</i>
	through this device and click OK .
	Avaya IP400 WIDWOD driver Properties
	(Convert)
	Avaya IP400 WIDWOD driver
	Status: Driver is enabled and functioning property.
	Status: Driver is enabled and functioning property
	✓ Do not map through this device Settings OK Cancel
20.	In the Changes Saved popup that appears, click OK and reboot the ComAssistant server
	so that the changes can take effect.
	Changes Saved
	These changes may not take effect until you restart Windows.
	<u>сОК</u>

4.3. Configuring the eWings ComAssistant

Step	Description
	Configuring PBX Connection
1.	Log in to the ComAssistant server as administrator and go to Start \rightarrow Run. In the Run
	window that appears, type D:\NetVoice\ConfigTool.exe to execute the configuration tool.
2.	Click on TEL CFG and expand the node Configure.

Step	Description
3.	Expand the node General and click on VenderType . Click Modify to set PBX
	drop-down list and click OK
	1 ⁶ D: \NetVoice\config\ConfigTEL.xml
	Basic Configure
	Config Entry Value TAPI
	General LicenseType HostP SubnetMask SS7Enabled OMasterEnabled CallServerPort NumOfLines AcceptCallTimeou DebugLevel LogToMultiFile BaseDriver DaviceName VenderType Add Insert TAPI DiaLOGIC_GLOBALCALL DiaLOGIC_CPERFECTCALL Note Enter the hardware board type or software installed on the machine.
	RM CFG TTS CFG TEL CFG VXML CFG ASR CFG LOAD Commit Exit

Step	Description
4.	To set the number of ports that ComAssistant will use, expand the node General and click
	on NumOfLines. Click Modify and in the Modify Entry window that appears, enter 5 (or
	a number corresponding to the number of TAPI Wave Extensions used by ComAssistant)
	and click OK .
	P:\NetVoice\config\ConfigTEL.xml
	Basic Configure
	Config Entry Value 5
	General General CicenseType HostIP SubnetMask Inamel "General NumOff inae"
	- SS7Enabled
	CiEnabled
	CallServerPort NumOfLines AcceptCallTimeou DebugLevel LogToMultiFile BaseDriver DeviceName VenderType Add Insert Note Number of lines will be used, it must great than zero
	RM CFG TTS CFG TEL CFG VXML CFG ASR CFG LOAD Commit Exit

Step	Description	
5.	Expand the node TapiDevice and click on TSPNar Entry window that appears, select Avaya from the o	ame. Click Modify and in the Modify drop-down list and click OK. In the
	same way, set SendSessionId to FALSE and Paus	seTime to 100. Set AgentExtRange to
	32001-32005 , which is the range of TAPI Wave Ex	xtensions created on IP Office.
	ConfigConfigTEL.xml	
	Basic Configure	
	Config Entry Entry	y Value Avaya
	E Configure B General B SNMP Entry A	y Attribute
	DialingPrefix TapiDevice Tapi	me] "TapiDevice.TSPName"
	TSPName SendSessionId	re] "string"
	AgentExtRange [cond	ndition] "none"
	E LineSet [minV	n∀alue] "none"
		uxValue] "none"
	[enun II	umValue] "Cisco Avaya"
	<u> </u>	
	Add Insert Delete	
	Note	
	This parameter specing the name of telephony service provider.	
		<u>_</u>
	RM CFG TTS CFG TEL CFG VXML CFG ASR CFG LOA	DAD

Step	Description	
	Configuring TTS and ASR Audio Format	
6.	Expand VAD to set voice activity detection and speech recognition parameters.	
7.	Click VADSelection and then click Modify. In the Modify Entry window that appears,	
	select NuanceVADWithASR from the drop-down list and click OK.	
	P:\NetVoice\config\ConfigTEL.xml	
	Basic Configure	
	Config Entry Value NuanceVADWithASR	
	LogToMultiFile BaseDriver DeviceName Entry Attribute	
	DialingPrefix [type] "string"	
	HereineSet NvADCount DVADCount HereineSet NvanceVADWithASR HereineSet HereineSet NvanceVADWithASR HereineSet Add Insert Insert If BoardType is Dialogic, NVAD cannot be selected If BoardType is NMS, DVAD cannot be selected	
	RM CFG TTS CFG TEL CFG VXML CFG ASR CFG LOAD Commit Exit	
8.	Expand the node NuanceVADWithASR and click on EnableDynamicResource. Click Modify and select TRUE.	
9.	Click on NumberOfEngines. Click Modify and type the number of ASR port purchased	
	for the system.	

Step	Description		
10.	Click on AudioFormat. Click Modify and in	the Modif	y Entry window that appears,
	select linear-8k-16bit from the drop-down lis	t and click	OK.
	ConfigConfigTEL.xml		
	Basic Configure		
	Config Entry	Entry Value	linear-8k-16bit
	DVADCount NuanceVADWithASR EnabledChannels	Entry Attributo	Reset Modify
		[name]	"VAD.NuanceVADWithASR.
		ll [type]	"string"
	- AucloFormat - ConfigurationFile	[condition]	"none"
	⊕ Timeout DvnamicGrammarKevPrefix	ii [min∀alue]	"none"
	- DynamicGrammarRuleName	II [maxValue]	"none"
	- DynamicurammarName - DatabaseProvider	II [enumValue]	"mulaw-8k-8bittalaw-8K-8bittliu
	DBName DBRoot	l	
	Add Insert Delete	<u> </u>	
	Note Specifics the lenguege neme of basic neckage		
	Specifies the language frame of basic package.		
	RM CFG TTS CFG TEL CFG VXML CFG ASR CFG	LOAD	
	Note 2: IP Office supports only linear-8k-16b	oit audio fo	ormat.

Step	Description
11.	Click on TTS CFG and expand the node Configure. Expand the node General and click
	on AudioFormat. Click Modify and in the Modify Entry window that appears, select
	linear-8k-16bit from the drop-down list and click OK.
	Image: Second
	Basic Configure
	Config Entry Entry Value linear-8k-16bit
	E- Configure ▲ Beset Modify
	LicenseType Entry Attribute
	- HostIP - SubnetMask [name] "General AudioFormat"
	DebugLevel [type] "string"
	UseTTSCache
	AudioFormati [[maxValue] "none"
	E-TTS_JTTS [enumValue] "mulaw-8k-8bit alaw-8K-8bit lin
	Add Insert Delete
	Note
	Specifies the language name of basic package.
	TTS_LH currently support mulaw-8k-8bit[alaw-8K-8bit] TTS_Nuance currently support mulaw-8k-8bit[alaw-8K-8bit]
	RM CFG TTS CFG TEL CFG VXML CFG ASR CFG LOAD Commit Exit
10	Note 3: IP Office supports only linear-8k-16bit audio format.
12.	Click Commit to apply and save all configurations. Restart the ComAssistant system
	services to activate the changes.
12	Configuring Call Koute Kules
13.	Log in to the ComAssistant server as administrator and go to Start \rightarrow Kun. In the Kun window that appears, type Di NetVoice Config Tool are to execute configuration tool
	window that appears, type D . wet voice (Conng i ool.exe to execute configuration tool.

Step	Description
14.	Click on RM CFG and click on the tab Dispatch Configure . Select StartURL in the
	<i>Dispatch Type</i> list. eWings ComAssistant is a VoiceXML platform and uses the web
	technology to provide service. The VoiceXML start URL for each service is as follows:
	Auto Attendant Service URL
	http://localhost:8000/aa/vxml/incoming/incoming_welcome.php
	• Auto Dialer Internal Service URL
	http://localhost.8000/ad/yxml/inner_welcome.php
	• Auto Dialer External Service URL
	http://localhost.8000/ad/yxml/outbound_welcome.php
	Personal Dialer Internal Service URL
	http://localhost:8000/pd/yxml/flow/inner_welcome.php
	Personal Dialer External Service URL
	http://localhost:8000/pd/yxml/flow/welcome.php
	Voice Message Recording Service URI
	http://localhost:8000/vm/vxml/Record/vmstart.php
	Voice Message Retrieval Service URI
	http://localhost:8000/vm/vxml/ManageRecord/vmstart.php
	<u>http://iocamost.8000/viii/vxiii/ivianagercecord/viiistart.prip</u>
	D:\NetVoice\config\ConfigRMS.xml
	Resis Configure
	Dispatch Type Exist Rules
	TELECOM IF[DNIS_EQ. 32000] THEN SELECT [http://localhost8000/aa/.xml/incoming/incoming_v StartLIBL IF[DNIS_EQ. 32100] THEN SELECT [http://localhost8000/ad/xml/inner_welcome.php]
	ASR IF[DNIS.EQ. 32200] THEN SELECT [http://localhost8000/ad/vxml/outbound_welcome.
	VXML IF[DNIS_EQ. 32400] THEN SELECT [http://localhost.8000/pd/xml/Flow/inher_weicome
	IF[DNIS .EQ. 32500] THEN SELECT [http://localhost.8000/vm/vxml/record/vmstart.php] IF[DNIS .EQ. 32600] THEN SELECT [http://localhost.8000/vm/vxml/ManageRecord/vms
	ELSE SELECT [http://localhost:8000/vm/vxml/record/vmstart.php]
	Rule Description Insert Modify Delete
	Edit Rule
	Keyword Operator Value
	NONE insert Delete
	Selection
	Update Cancle
	HM CFG HIS CFG IEL CFG VXML CFG ASR CFG LOAD Ommit

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Step	Description
15.	In the Exist Rules list, select the rule for Auto Attendant Service and click Modify. Set
	<i>Keyword</i> to DNIS , <i>Operator</i> to = and <i>Value</i> to 32000 . This must correspond to the
	extension assigned to the Hunt Group Main on IP Office. Then click on Update.
	Image: Second
	Basic Configure Dispatch Configure
	Dispatch Type Exist Rules
	TELECOM IF[DNIS_EQ. 32000] THEN SELECT [http://localhost8000/aa/vxml/incoming/incoming_
	ASR IF[DNIS.EQ. 32100] THEN SELECT [http://localibost6000/ad/xml/unite_welcome.php]
	VXML IF[DNIS.EQ. 32300] THEN SELECT [http://localhost8000/pd/vxml/Flow/inner_welcome
	IF[DNIS_EQ. 32500] THEN SELECT [http://localhost8000/vm/vxml/record/vmstart.php] IF[DNIS_EQ. 32600] THEN SELECT [http://localhost8000/vm/vxml/ManageBecord/vmstart.php]
	ELSE SELECT [http://localhost8000/vm/vxml/record/vmstart.php]
	Rule Description Insert Modify Delete
	DNIS.EQ. 32000
	SELECT [http://localhost:8000/aa/vxml/incom Keyword Operator Value
	DNIS 💌 = 💌 32000 💌
	Logical
	NONE Insert Delete
	Selection
	http://localhost:8000/aa/vxml/incoming/
	Update Cancle
	RM CFG TTS CFG TEL CFG VXML CFG ASR CFG LOAD Commit Exit
16.	Repeat Step 15 for the rest of the ComAssistant services.
17.	Click Commit to apply and save all configurations.
18.	Click Basic Configure to check the DNIS number table. Expand the node DNIS1 and
	select Callee. Click Modify to change the value to * (star) and click Commit to save the
	setting.

Step	Description
19.	Using Internet Explorer, login to the ComAssistant Administration Interface. Set
	Integration PBX Type to Avava Media Server Set the Transfer Type to Supervised
	Transfer Click Submit
	🗿 eWings Communication Assistant Manager - Microsoft Internet Explorer
	🛛 Elle Edit View Favorites Iools Help 🛛 Links 🧃 devlabaesi Login 🎒 devlabccsi Login 🥑 Google 🦹
	🕜 Back + 🕤 - 💌 😰 🏠 🔑 Search 👷 Favorites 🥝 😥 + 😓 💯 - 🖵 🎎
	Wings www.ewingstech.com
	Auto Attendant Auto Dialer Personal Dialer Voice Mail Fax Server User System Logout Help
	User Setting
	Version
	CA Version CA 1.3.0
	Netvoice Version NV 0721
	System Configuration
	Country Code SINGAPORE 💌
	Regional Code
	Integration PBX Type AVAYA Media Server 🗸
	CA Web Server 10.1.30.159.8000
	Avaya SNMP Host
	Avaya SNMP Community
	Caller ID Type Default
	Transfer Type Supervised Transfer 👻
	Source of Member Account No Extension Number
	Outbound Prefix Code
	Add number to Telephone Number Prefix
	Substract number to Telephone Number Prefix
	Add number to Telephone Number Suffix

5. Interoperability Compliance Testing

The Interoperability Compliance Testing included basic TAPI interworking and feature functionality testing only. Performance load testing was not performed. Feature functionality testing examined the ComAssistant's ability to properly transfer inbound and internal calls to the appropriate destination extension (digital, IP Telephone). For Voice Mail service, the ComAssistant was tested for dial in voice recording/playback only (no voicemail call coverage testing or message waiting lamp update).

5.1. General Test Approach

Feature functionality testing was performed manually. Inbound calls were made to the IP Office system from ISDN-PRI trunks connected to the central office as well as internal extensions. The following call scenarios were tested using the test configuration diagram shown in Figure 1:

- Auto Dialer service ability to make calls to other user extensions using speech and DTMF.
- Personal Dialer service ability to make calls to other user extensions using speech and DTMF.
- Auto Attendant service ability to serve incoming calls and transfer them to user extensions using speech and DTMF.
- Voice Mail service ability to record and play back voice messages.

Results were tabulated based on whether the call was being transferred successfully to the correct extension. Voice Mail service was tested by leaving voice messages on different voice mailboxes. The voice messages were then played back and verified if they were correct.

5.2. Test Results

All test cases passed successfully.

6. Verification Steps

The following steps can be used to verify system operation after a field installation:

- Place a call to the Auto Attendant service hunt group from an IP Office extension. Verify that the Auto Attendant Welcome greeting plays and either speak a name or department, or enter a valid extension number on the IP Office system. Verify the call is transferred to the correct extension.
- Place a call to the Auto Dialer service hunt group from an IP Office extension. Verify that the Auto Dialer Welcome greeting plays and either speak a name or department, or enter a valid extension number on the IP Office system. Verify the call is transferred to the correct extension.
- Place a call to the Voice Message Recording service hunt group from an IP Office extension. Verify that the Voice Message Recording Welcome greeting plays and enter a valid mailbox extension to leave a voice message.
- Place a call to the Voice Message Retrieval service hunt group from an IP Office extension. Verify that the Voice Message Retrieval Welcome greeting plays and follow the prompts to retrieve the voice message.

7. Support

For technical support on eWings ComAssistant, contact eWings Support Team at:

- Phone: +886 (2) 27973088 Extension 1133
- Fax: +886 (2) 27973800
- Email: etac@ewingstech.com

8. Conclusion

These Application Notes describe the required configuration steps for eWings Communication Assistant to successfully interoperate with Avaya IP Office System. All test cases were completed successfully.

9. Additional References

The following documents can be found at <u>http://support.avaya.com</u>:

- Avaya IP Office CTI Link Installation Manual, 40DHB0002UKAB Issue 5 (28th October 2003)
- Avaya IP Office 3.0 Installation Manual, 40DHB0002UKCL Issue 12c (24th February 2005)
- Avaya IP Office Manager 3.0 Manual, Issue 16f (8th February 2005)

The following documents are available from eWings:

- eWings ComAssistant 1.3 Installation Guide
- eWings ComAssistant 1.3 Administration Guide
- eWings ComAssistant 1.3 User Guide

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