



Avaya Solution & Interoperability Test Lab

Application Notes for Jacada Agent Scripting with Avaya One-X® Agent – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Jacada Agent Scripting to interoperate with Avaya one-X® Agent. Jacada Agent Scripting is a call center scripting and business process flow tool.

In the compliance testing, Jacada Agent Scripting used the Screen Pop feature from Avaya one-X® Agent to provide screen pops with guidance text and pertinent information on answered calls.

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 Jacada Agent Scripting to interoperate with Avaya one-X® Agent.

Jacada Agent Scripting is a call center scripting and business process flow tool. In the compliance testing, a sample Interaction was pre-developed using the Jacada Interaction Designer, and published on the Jacada Agent Scripting server as a web application. The published web application was configured under the Screen Pop feature on Avaya one-X® Agent.

When a call on Avaya one-X® Agent reached the configured triggering state, the Jacada Agent Scripting web application gets launched with call related information such as other party number and collected prompting digits passed to the application as part of the URL. The associated sample Interaction displayed all received parameter values as part of the screen pops. In addition, the sample Interaction also used the received other party number to obtain the corresponding customer name from a database, and displayed the retrieved customer name on the screen pop.

The compliance test covered a sample Interaction provided for the purpose of the test. Any customized Interaction developed using Jacada Interaction Designer is outside the scope of this compliance test.

2. General Test Approach and Test Results

The feature test cases were performed manually. Calls were placed manually with necessary user actions such as hold and reconnect were performed from one-X Agent to test the different call scenarios. The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to the Agent Scripting server.

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 Agent Scripting:

- Proper screen pop of received information including other party name, other party number, prompting digits, VDN name, user-to-user information, time, and date.
- Proper use of received other party number to obtain corresponding customer name from database and display of retrieved name on screen pop.
- Proper screen pop for various triggering points including inbound ringing, missed, answered, released, consultative transfer, conference's last-call, outbound connected, released, and VDN.
- Proper screen pop for call scenarios involving inbound, outbound, transfer, conference, multiple calls, and simultaneous agents.

The serviceability testing focused on verifying the ability of Agent Scripting to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to the Agent Scripting server.

2.2. Test Results

All test cases were executed and passed.

2.3. Support

Technical support on Agent Scripting can be obtained through the following:

- **Phone:** (888) 261-7618
- **Web:** <http://support.jacada.com>
- **Email:** support@jacada.com

3. Reference Configuration

Agent Scripting can be configured on a single server or with components distributed across multiple servers. The compliance test configuration used a single server configuration.

The detailed administration of connectivity between Communication Manager and one-X Agent, and of contact center devices are not the focus of these Application Notes and will not be described. In the compliance testing, the contact center devices consisted of two VDNs, two skill groups, and two agents shown in the table below.

Device Type	Extension
VDN	48001, 48002
Skill Group	48101, 48102
Agent ID	45881, 45882
Agent Station	45001, 45002

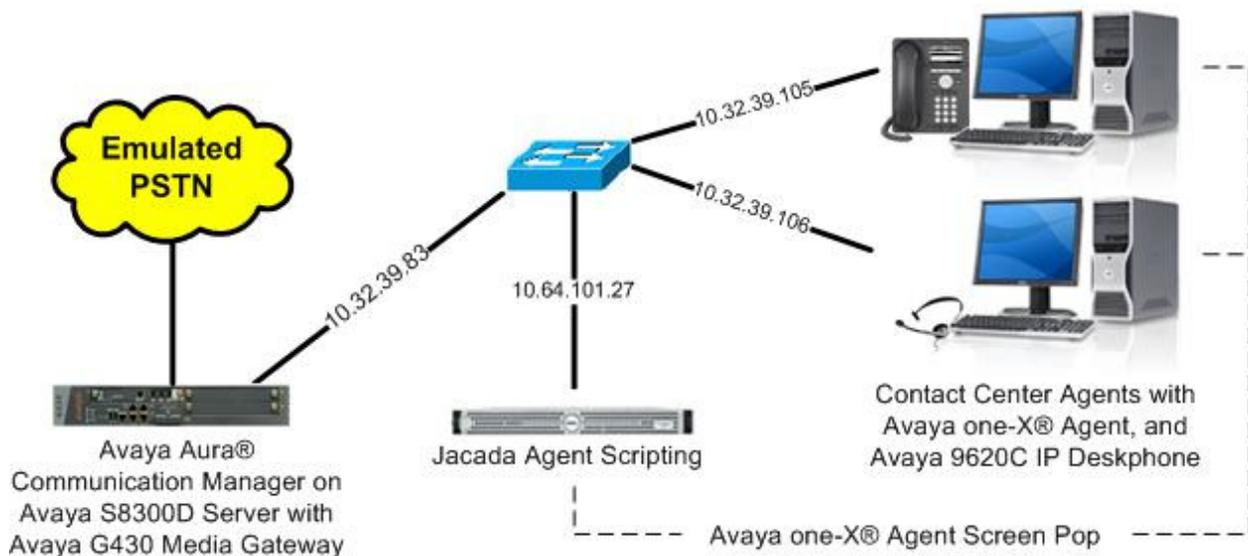


Figure 1: Compliance Testing Configuration

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 on Avaya S8300D Server with Avaya G430 Media Gateway	6.3 SP3 (R016x.03.0.124.0-20553)
Avaya one-X® Agent	2.5
Avaya 9620C IP Deskphone (H.323)	3.105S
Jacada Agent Scripting on Miscrosoft Windows 2008 Server <ul style="list-style-type: none">Jacada Interaction DesignerMySQL	6.0.4 R2 Enterprise SP1 6.0.4 5.5.29

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas, and are only required for integrations that support screen pop of prompting digits and user-to-user information:

- Obtain class of restrictions
- Administer class of restrictions
- Administer stations

5.1. Obtain Class of Restrictions

Log in to the System Access Terminal (SAT) to access Communication Manager. Enter the “list stations” command, and make a note of the **COR** values used by the agent stations.

```
list station 45001 count 2
```

STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ TN	Jack	
45001	S00000 9620	Jacada Station 1	no		1	1 1	1		
45002	S00001 9620	Jacada Station 2	no		1	1 1	1		

5.2. Administer Class of Restrictions

Enter the “change cor n” command, where “n” is the first class of restriction used by the agent stations. Set **Station-Button Display of UI IE Data** to “y”, as shown below.

Repeat this section for all class of restrictions used by the agent stations.

```
change cor 1
```

CLASS OF RESTRICTION		Page	2 of	23
MF Incoming Call Trace?	n			
Brazil Collect Call Blocking?	n			
Block Transfer Display?	n			
Block Enhanced Conference/Transfer Displays?	y			
Remote Logout of Agent?	n			
Station Lock COR:	1	TODSL Release Interval (hours):		
		ASAI Uses Station Lock?	n	
Station-Button Display of UI IE Data?	y			
Service Observing by Recording Device?	n			
Can Force A Work State Change?	n			
Work State Change Can Be Forced?	n			

5.3. Administer Stations

Use the “change station n” command, where “n” is the first agent station extension from **Section 3**, in this case “45001”.

```
change station 45001                                     Page 1 of 5
                                                         STATION
Extension: 45001                                         Lock Messages? n          BCC: M
Type: 9620                                               Security Code: *         TN: 1
Port: S00001                                            Coverage Path 1: 1      COR: 1
Name: Jacada Station 1                                  Coverage Path 2:        COS: 1
                                                         Hunt-to Station:        Tests? y
STATION OPTIONS
Loss Group: 19                                          Time of Day Lock Table:
                                                         Personalized Ringing Pattern: 1
                                                         Message Lamp Ext: 45001
                                                         Mute Button Enabled? y
Speakerphone: 2-way
Display Language: english
Survivable GK Node Name:
Survivable COR: internal                               Media Complex Ext:
Survivable Trunk Dest? y                               IP SoftPhone? y
                                                         IP Video Softphone? y
                                                         Short/Prefixed Registration Allowed: default
```

Navigate to **Page 5**, and administer “callr-info” and “uui-info” buttons as shown below. These buttons are required for integrations that support screen pop of prompting digits and user-to-user information.

Repeat this section for all agent stations.

```
change station 45001                                     Page 5 of 5
                                                         STATION
BUTTON ASSIGNMENTS
7: auto-in      Grp:          10: callr-info
8: manual-in   Grp:          11: uui-info
9: aux-work    RC:          Grp:          12:
```

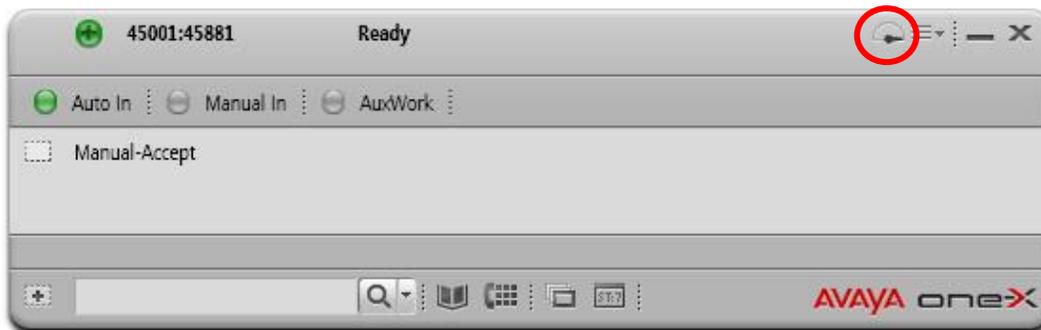
6. Configure Avaya one-X® Agent

This section provides the procedures for configuring one-X Agent. The procedures include the following areas:

- Administer screen pop
- Administer user interface

6.1. Administer Screen Pop

From the agent desktop running one-X Agent, click on the **System Options** icon and select **System Settings** from the drop-down list.

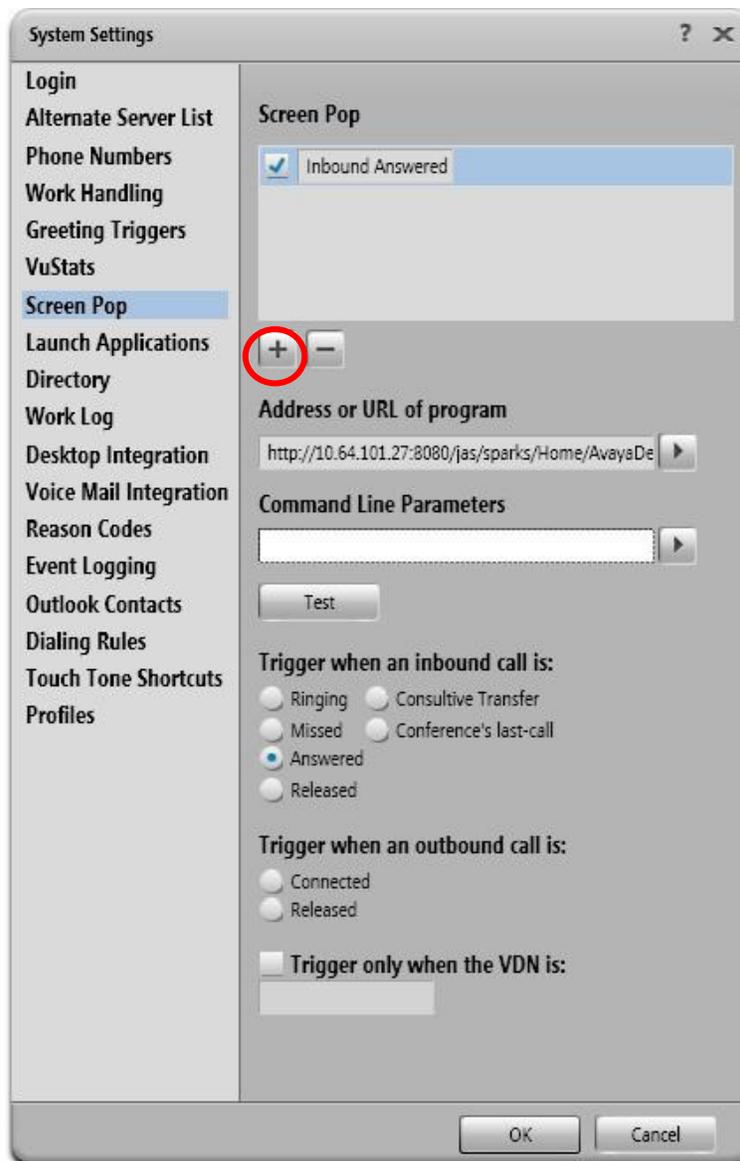


The **System Settings** screen is displayed. Select **Screen Pop** from the left pane. In the **Screen Pop** section, select the **Add Screen Pop** icon to create a new screen pop entry. Enter a desired name, in this case “Inbound Answered”, and check the entry as shown below.

For **Address or URL of program**, enter the URL link from **Section 7.2**. Replace “localhost” in URL with IP address of Agent Scripting server, and concatenate URL with information shown below for proper passing of paramters:

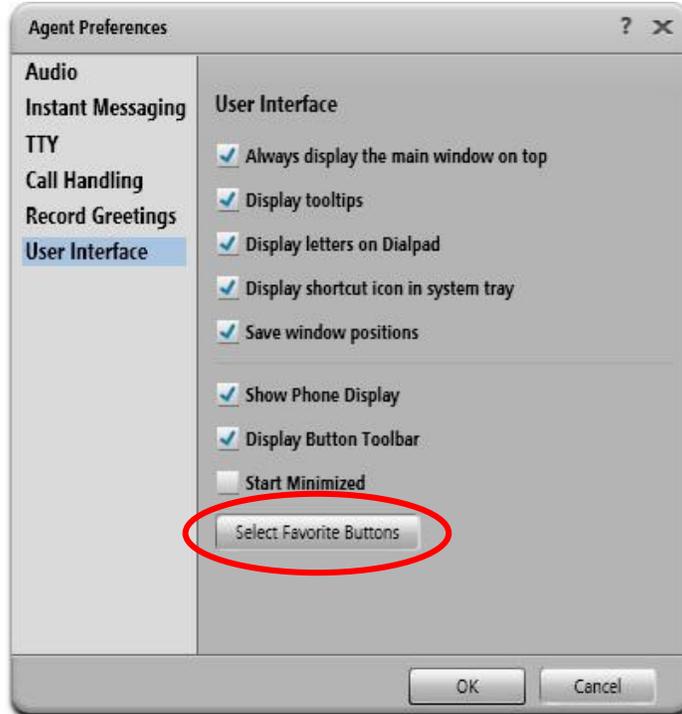
<http://10.64.101.27:8080/jas/sparks/Home/AvayaDemoStartCall?Caller%20Name=%n&Caller%20Number=%m&IVR%20Digit%20Selection=%p&Call%20Start%20Time=%s&Call%20Date=%d&VDN%20Name=%v&User%20to%20User%20Information=%u>

Select the desired triggering point, in this case “Answered”.



6.2. Administer User Interface

From the one-X Agent screen shown in **Section 6.1**, click on the **System Options** icon and select **Agent Preferences** from the drop-down list. The **Agent Preferences** screen is displayed. Select **User Interface** from the left pane and click **Select Favorite Buttons**.



The **Favorite Buttons** screen is displayed next. Check **Caller Info** and **UI Info**, as shown below. These buttons are required for integrations that support screen pop of prompting digits and user-to-user information.



7. Configure Jacada Agent Scripting

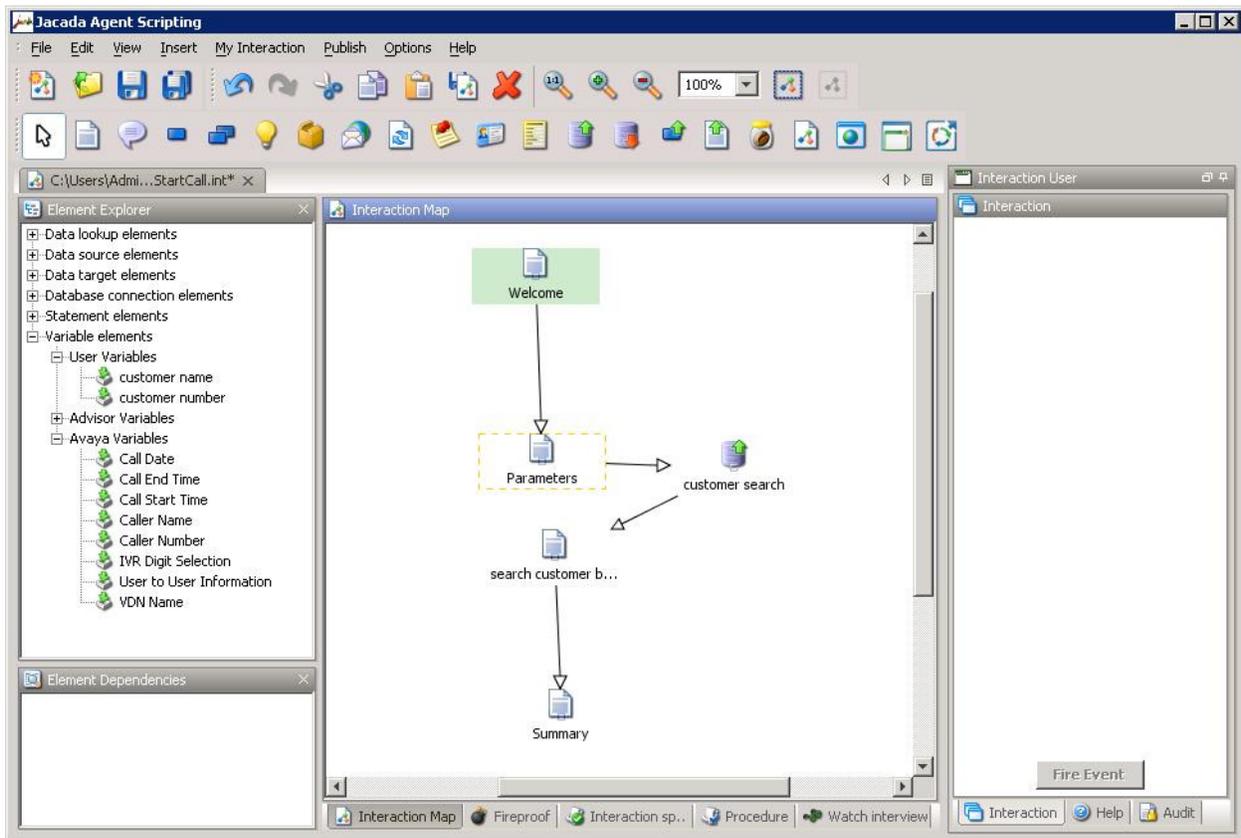
This section provides the procedures for configuring Agent Scripting. The procedures include the following areas:

- Administer Interaction
- Obtain Interaction link

7.1. Administer Interaction

From the Agent Scripting server, select **Start** → **All Programs** → **Jacada** → **Jacada Agent Scripting 6.0.4** → **Jacada Agent Scripting 6.0.4** to launch the Interaction Designer.

The **Jacada Agent Scripting** screen is displayed. Follow [4] to develop and publish desired Interaction(s) to associate with screen pop(s). In the compliance testing, the Interaction shown below was pre-developed and published.

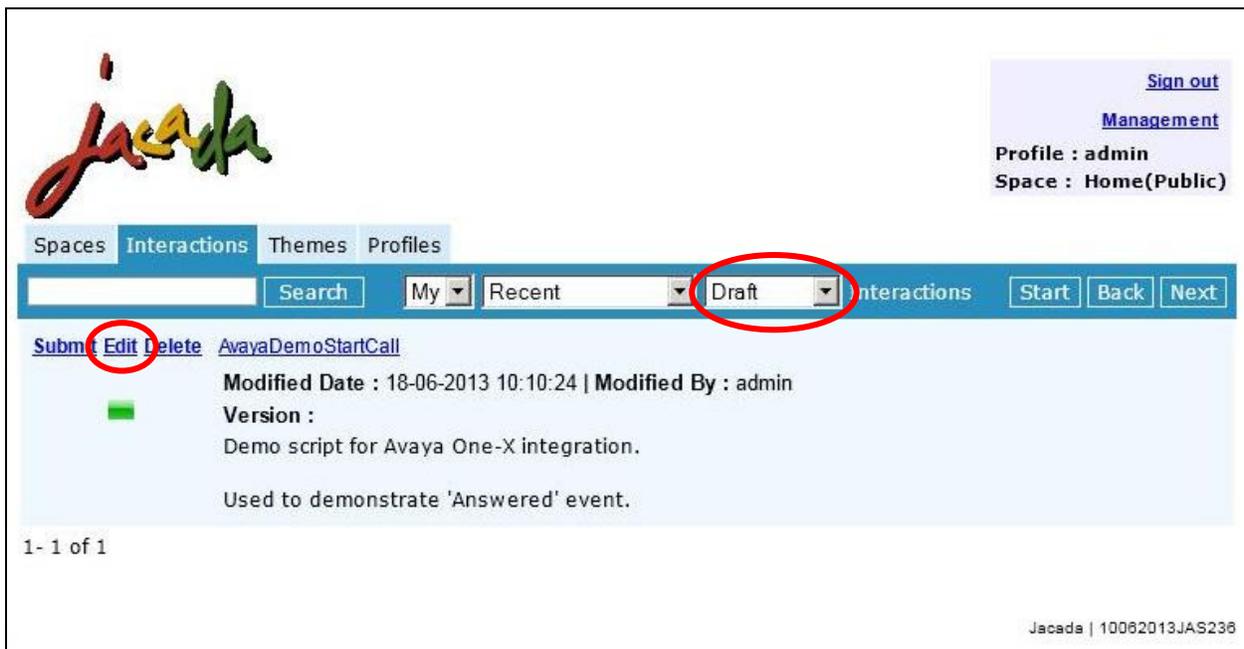


7.2. Obtain Interaction Link

From the Agent Scripting server, access the Agent Scripting Admin Console by using the URL <http://localhost:8080/jas> in an Internet browser window. Log in using the appropriate credentials.



In the subsequent screen, select the **Interactions** tab to display a list of Interactions. Select **Draft** from the drop-down list to place Interactions into edit mode. Click **Edit** corresponding to the appropriate Interaction, in this case “AvayaDemoStartCall”.



The **Interaction** pop-up screen is displayed, as shown below. Make a note of the **Link** value, which will be used to configure one-X Agent.

The screenshot shows a web-based interface for creating an interaction. The title bar reads "Interaction". Below the title is a brief description: "An Interaction allows you to add content to the knowledge base as a web page as well as the interactive guide. You can provide links to other Documents, Interactions or media (such as PDFs, video files, etc)." There are five tabs: "Summary" (selected), "Settings", "Versions", "Specification", and "Procedure". A text box explains: "The information below is used for linking and display purposes. The name and description are presented in search results. The path is used within the URL to simplify linking - it must be unique on the server." The form contains the following fields:

- Name: AvayaDemoStartCall
- Default Interview name: (empty)
- Path name: AvayaDemoStartCall
- Link: http://localhost:8080/jas/sparks/Home/AvayaDemoStartCall
- Description: A rich text editor containing the text "Demo script for Avaya One-X integration." and "Used to demonstrate 'Answered' event."

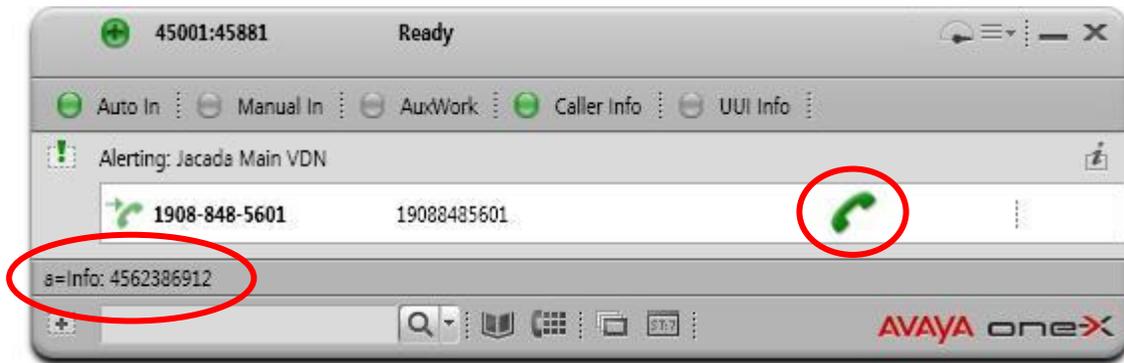
On the right side of the pop-up, there are buttons for "Sign out", "Management", "(Public)", and "Next". A "Submit" button is visible on the left side of the form area. The bottom right corner of the pop-up displays the ID "2013JAS236".

8. Verification Steps

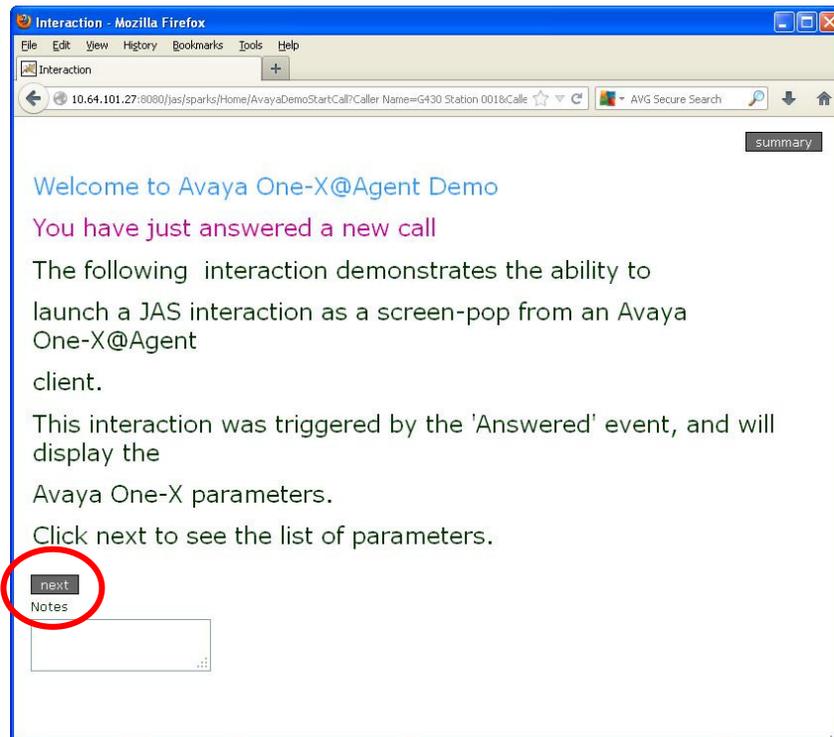
This section provides the tests that can be performed to verify proper configuration of Communication Manager, one-X Agent, and Agent Scripting.

Make an incoming call to the contact center VDN, and enter the desired prompting digits as part of vector processing. Verify the call is delivered to an available agent and appears on the agent's one-X Agent interface.

In this case the agent is set up for manual answer. Click the **Answer Call** icon to answer the call. Make a note of the collected prompting digits, in this case "4562386912".

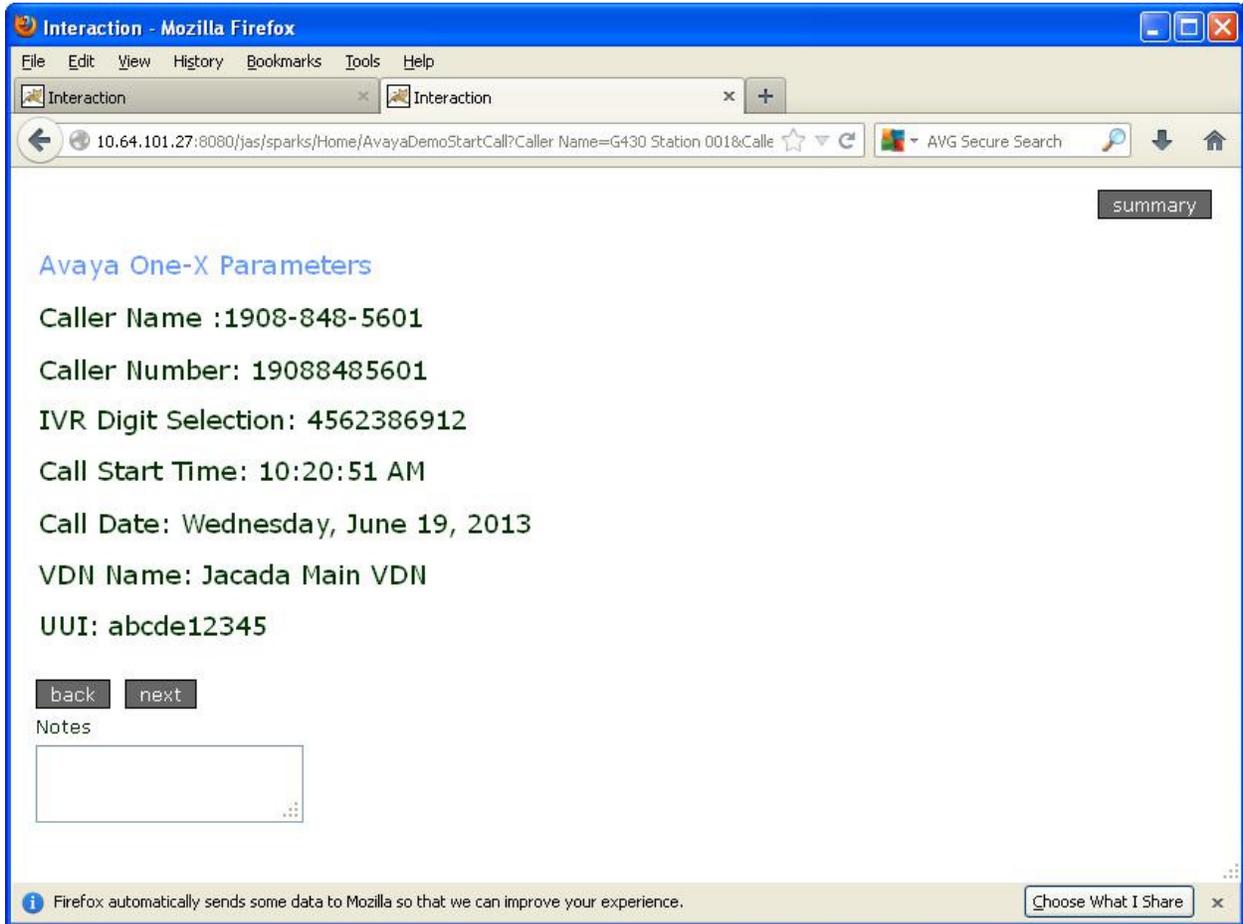


Verify that the Agent Scripting screen pops up, as shown below. Click **next**.

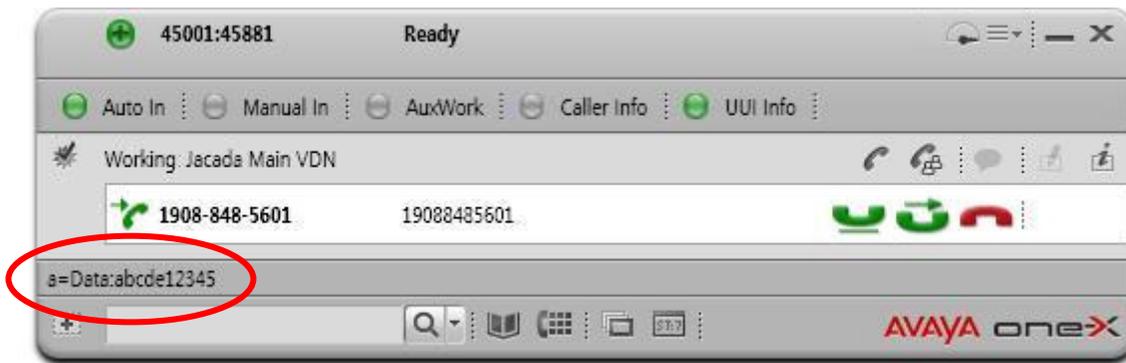


Verify that the Agent Scripting screen is updated, with appropriate values in the relevant fields. For **IVR Digit Selection**, verify that the value is the same as the displayed prompting digits on one-X Agent.

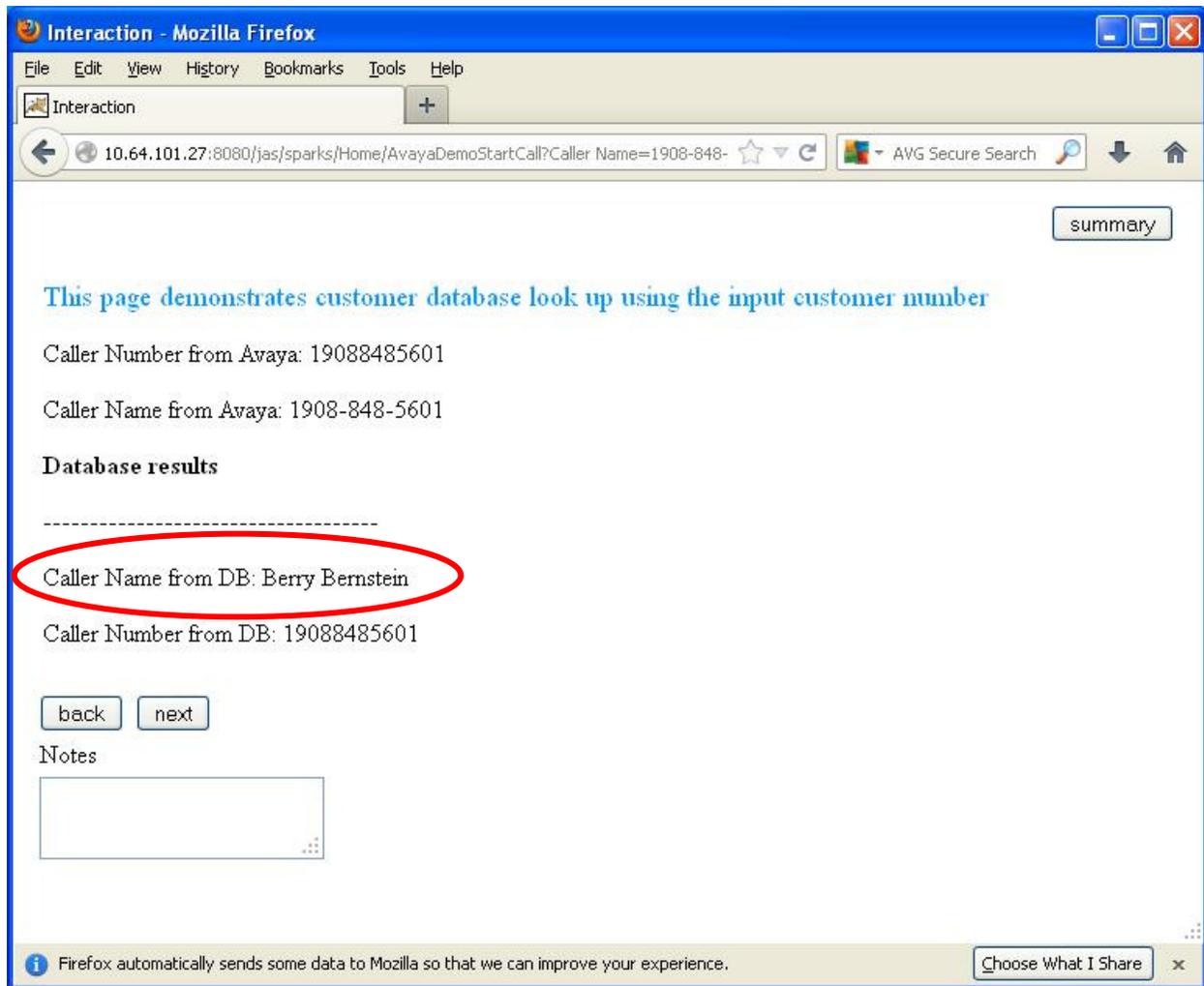
Make a note of the **UUI** value, in this case “abcde12345”.



On one-X Agent, click **UUI Info**, and verify that the value is the same as shown in the Agent Scripting screen above.



Click **next** on the Agent Scripting screen, and verify that the screen is updated, as shown below. Verify that the **Caller Name from DB** contains the correct customer name associated with the calling party number from the database.



9. Conclusion

These Application Notes describe the configuration steps required for Jacada Agent Scripting to successfully interoperate with Avaya one-X® Agent. All feature and serviceability test cases were completed.

10. Additional References

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

1. *Administering Avaya Aura® Communication Manager*, Document 03-300509, Issue 8, Release 6.3, May 2013, available at <http://support.avaya.com>.
2. *Using Avaya one-X® Agent*, Release 2.5, March 31, 2011, available at <http://support.avaya.com>.
3. *Jacada Agent Scripting Avaya Integration Quick Start Guide*, Version 6.0.4, available upon request to Jacada Support.
4. *Jacada Agent Scripting Designer*, Version 6.0.0, available via the Help menu on Jacada Agent Scripting.

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