



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

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# **Application Notes for AMC Application Adapter for Microsoft Dynamics CRM with Avaya Communication Control Toolkit – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate third-party business applications using the AMC Connector for Avaya Communication Control Toolkit (CCT) 7.0. The AMC Multi-Channel Integration Suite (MCIS), which includes the connector, provides call control, agent session control and screen pop to help contact center agents be efficient and to realize higher levels of customer satisfaction. The AMC connector provides computer telephony integration (CTI) to business applications from Microsoft, Oracle, Salesforce and SAP. For this compliance test, the AMC Connector was used to integrate Application Adapter for Microsoft Dynamics CRM with Avaya Communication Control Toolkit.

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

# 1. Introduction

These Application Notes describe the configuration steps to integrate third-party business applications using AMC Application adapter with MS CRM for Avaya (formerly Nortel) Communication Control Toolkit 7.0 (hereafter referred to as CCT). The AMC Multi-Channel Integration Suite (MCIS), which includes the connector, provides call control, agent session control and screen pop. The AMC connector provides CCT integration (through the CCT SDK) to business applications from Microsoft (MS), Oracle, Salesforce and SAP.

## 1.1. Interoperability Compliance Testing

The interoperability compliance test verified the following features that are available to agents with the AMC connector for MS CRM with CCT.

- Logging in and out.
- Monitoring agent states (e.g. Ready or Not Ready).
- Agent state synchronization with agent telephones.
- Establish calls with other agents and non-monitored devices and verifying the correct call states
- Basic telephony features such as call hold, transfer and conference.
- Restarting ACM connector.

## 1.2. Support

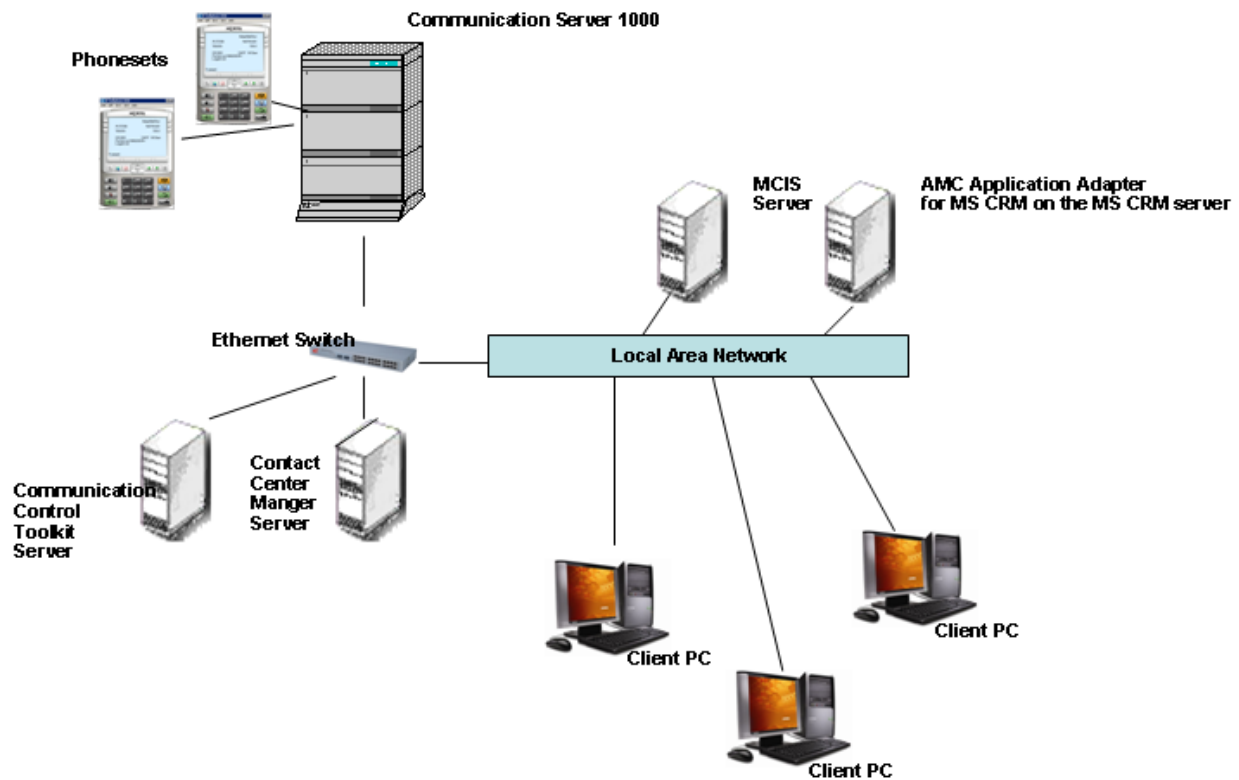
Technical support from AMC can be obtained through the following:

- **Phone:** +1 (800) 390-4866
- **Email:** [support@amctechnology.com](mailto:support@amctechnology.com)

## 2. Reference Configuration

The following diagram illustrates a sample configuration of a contact center environment with CCT integrated with MCIS server and AMC Application Adapter for MS CRM.

**Figure 1: Reference Configuration**



### 3. Equipment and Software Validated

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

Equipment	Software version
Avaya Contact Center Manager Server running on Windows 2003 Server	7.0 (SU_02/SUS_0201)
Avaya Communication Control Toolkit running on Windows 2003 Server	7.0 (SU_02/SUS_0201)
Avaya Communication Server 1000	Release 6.0
Avaya i2050 IP Softphones	2.0
AMC MCIS server running on Windows 2003 server	5.3
AMC Application Adapter for MS CRM running on Windows 2003 server.	AMC Application Adapter for Microsoft CRM (Setup 5.3.0.3) with AMC Telephony Connector for Nortel CCT 7 (NortelCCT7Connector.dll HF: 5.3.0.2), MS CRM 4.0

### 4. Configure Avaya Communication Server

This section provides the procedure for configuring the Communication Server. The procedure is limited to phoneset configuration, and is limited to what is necessary for CCT integration with the Communication Server.

#### 4.1. Phone Set configuration

Log into the Communication Server. In Overlay 11, list phone configuration and confirm AST is configured for the agent keys.

```
>ld 11
SL1000
MEM AVAIL: (U/P): 2523910      USED U P: 408503 115010      TOT: 3047423
DISK RECS AVAIL: 1152
TNS                AVAIL: 32390      USED: 377      TOT: 32767

REQ: prt
TYPE: i2050

TN 72 0 0 0
DATE
PAGE
DES
```

DES SCCS  
 TN 072 0 00 00 VIRTUAL  
 TYPE I2050  
 CDEN 8D  
 CUST 0  
 ZONE 001  
 FDN  
 TGAR 1  
 LDN NO  
 NCOS 3  
 SGRP 0  
 RNP 1  
 SCI 0  
 SSU  
 XLST  
 SCPW  
 SFLT NO  
 CAC\_CIS 3  
 CAC\_MFC 0  
 CLS UNR FBD WTA LPR PUA MTD FND HTD TDD HFA CRPD  
 MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1  
 POD DSX VMD CMSD SLKD CCSD SWD LND CNDA  
 CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF  
 ICDD CDMO LLCN MCTD CLBD AUTU  
 GPPA DPUD DNDA CFXD ARHD CNTD CLTD ASCD  
 CPFA CPTA HSPD ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD  
 UDI RCC HBTB AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD  
 DRDD EXR0  
 USMD USRD ULAD CCBF RTDD RBDD RBHD PGND FLXD FTTC DNDY DNO3 MCBN  
 FDSO NOVD VOLA VOUD CDMR ICRA  
 CPND\_LANG ENG  
 HUNT  
 PLEV 02  
 CSDN  
 SPID NONE  
 AST 00 03  
 IAPG 0  
 AACS YES  
 ACQ AS: AST-DN,AST-POSID  
 ASID 17  
 SFNB 1 2 3 4 5 6 11 12 13 18 22 24 25 26  
 SFRB  
 USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15  
 CALB 0 1 3 4 5 6 8 9 10 11 12  
 FCTB  
 ITNA NO  
 DGRP  
 PRI 01  
 MLWU\_LANG 0  
 DNDR 0  
 KEY 00 ACD 7203 0 720100  
 AGN  
 ANIE 0

```

01 NRD
02 MSB
03 MCR 720200 0      MARP
  ANIE 0
04
05
06
07
08
09
10
11
12
13
14
15
16
17 TRN
18 A06
19 CFW 16
20 RGA
21 PRK
22 RNP
23
24 PRS
25 CHG
26 CPN
27
28
29
30
31
DATE 26 JUN 2009

```

- Terminal name is identified as “TN 072 00 00 00” above. This information will be needed to configure a Terminal in Section 5.1.1.
- Key 00 above is the ACD (Automatic Call Distribution) key configured on the agent phoneset. “720100” is the PositionID assigned to the phoneset. This will be needed to configure an Address in Section 5.1.2. “7203” is the ACD queue configured for this phoneset. This will be needed for Agent configuration on AMC MS CRM adapter.
- Key 03 above is the personal DN (Directory Number) key configured on the agent phoneset. “720200” is the DN value assigned to the phoneset. This will be needed to configure an Address in Section 5.1.2.

If AST is not configured, then follow this procedure to configure it on the two DN keys (i.e., Key 0 and Key 3). Items in bold below need to be typed in, and followed by a carriage return.

```

>ld 11
SL1000

```

```

MEM AVAIL: (U/P): 2523910    USED U P: 408503 115010    TOT: 3047423
DISK RECS AVAIL: 1152
TNS                          AVAIL: 32390    USED:    377    TOT: 32767

REQ: chg
TYPE: i2050
TN   72 0 0 0
ECHG yes
ITEM ast 0 3
ITEM

MEM AVAIL: (U/P): 2523908    USED U P: 408503 115012    TOT: 3047423
DISK RECS AVAIL: 1152
TNS                          AVAIL: 32390    USED:    377    TOT: 32767

REQ:

```

Any phones currently supported by Contact Center Manager Server can be used for integration with Communication Control Toolkit. For the purpose of this compliance testing, i2050 IP Softphones were used.

## 5. Configure Contact Center

The compliance test environment consisted of a Contact Center Manager Server (CCMS), Contact Center Manager Administrator (CCMA), and a Communication Control Toolkit (CCT) server. A call center agent needs to be created on CCMA to enable agents to login to the call center through the AMC MS CRM interface.

This section describes a procedure for configuring:

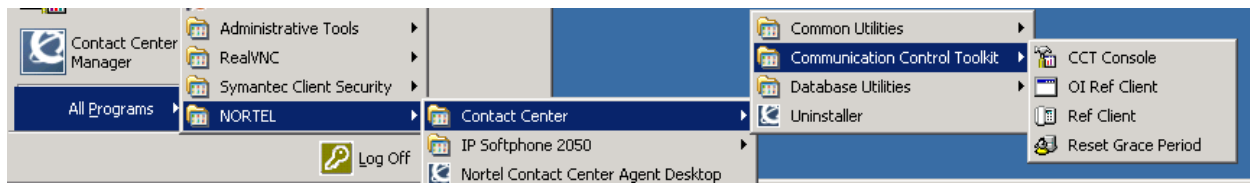
- Phone sets on CCT
- Importing Windows Users from CCT Domain
- Creating Agents on CCMA.

### 5.1. Configure phone set on Communication Control Toolkit

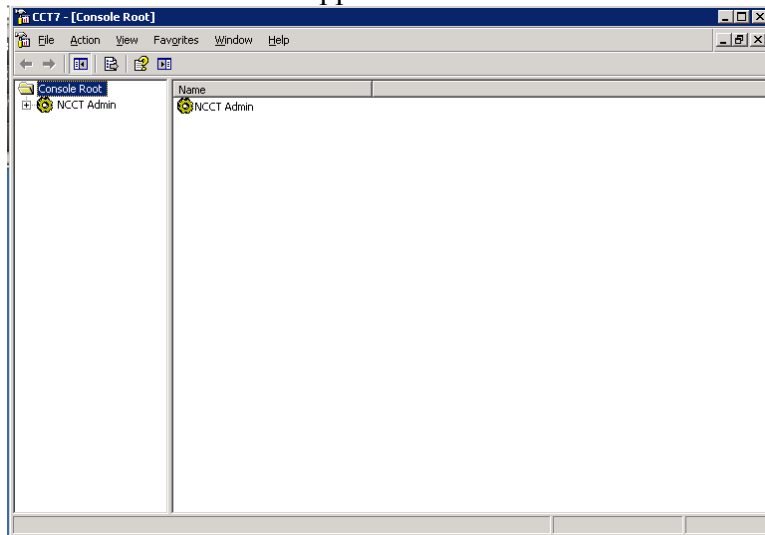
A phone set consists of one Terminal mapped to up to two Addresses. The following sections describe how to configure Addresses, Terminals, and how to map them to each other.

#### 5.1.1. Configure Terminal

To configure a Terminal on CCT navigate to Start → Programs → Nortel → Communication Control Toolkit → CCT Console.

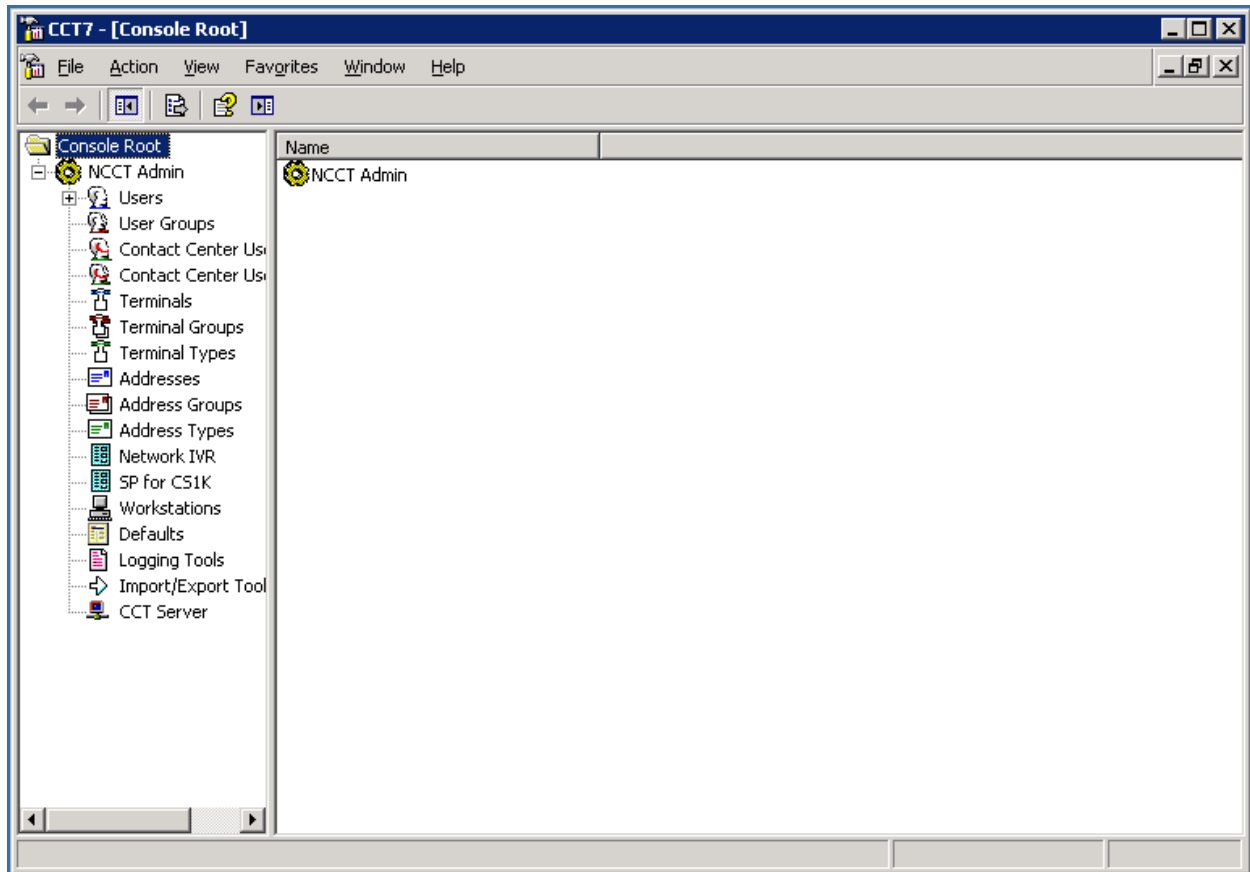


The CCT Console will appear:

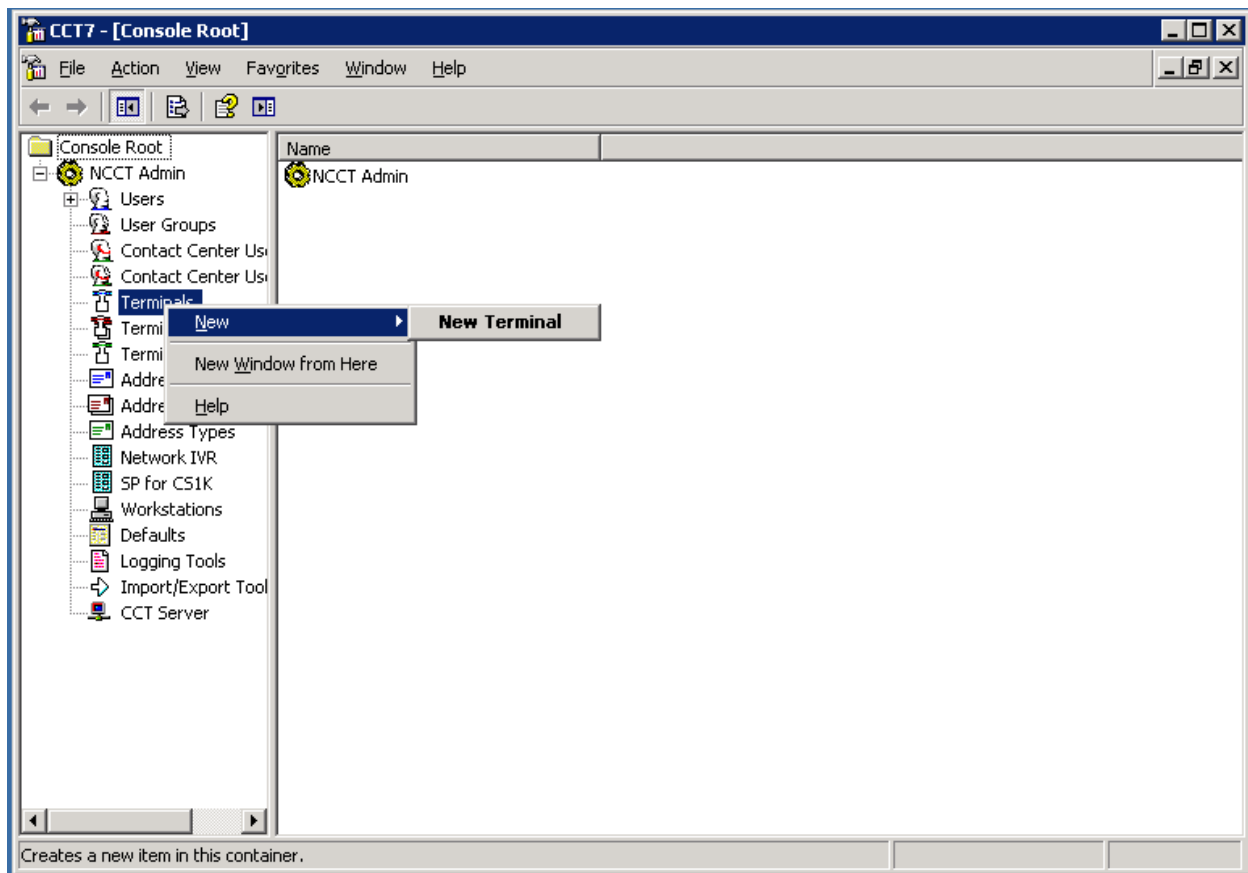


Click on '+' next to NCCT Admin in the left hand pane of the console:





Right-Click on Terminal and navigate to New → Terminal:



In the Terminal Details tab, enter the Phoneset information. The Terminal Name field must include the word 'Line' in the beginning with the terminal name as configured in section 4.2. All checkboxes should also be enabled. Phone Type should be chosen as appropriate. For this compliance test, i2050 phones were used.

**New Terminal Properties**

Terminal Details | Terminal Group Maps | Address Maps | User Maps | WorkStation Maps

Terminal Name:

Loop, Shelf, Card, Unit

Enabled: ☒

Provider:

Terminal Type:

Phone Type:

Line Features

☒ 3-party conference (A03)    ☒ 6-party conference (A06)

☒ Call Transfer (TRN)    ☒ Call Forward (CFW)

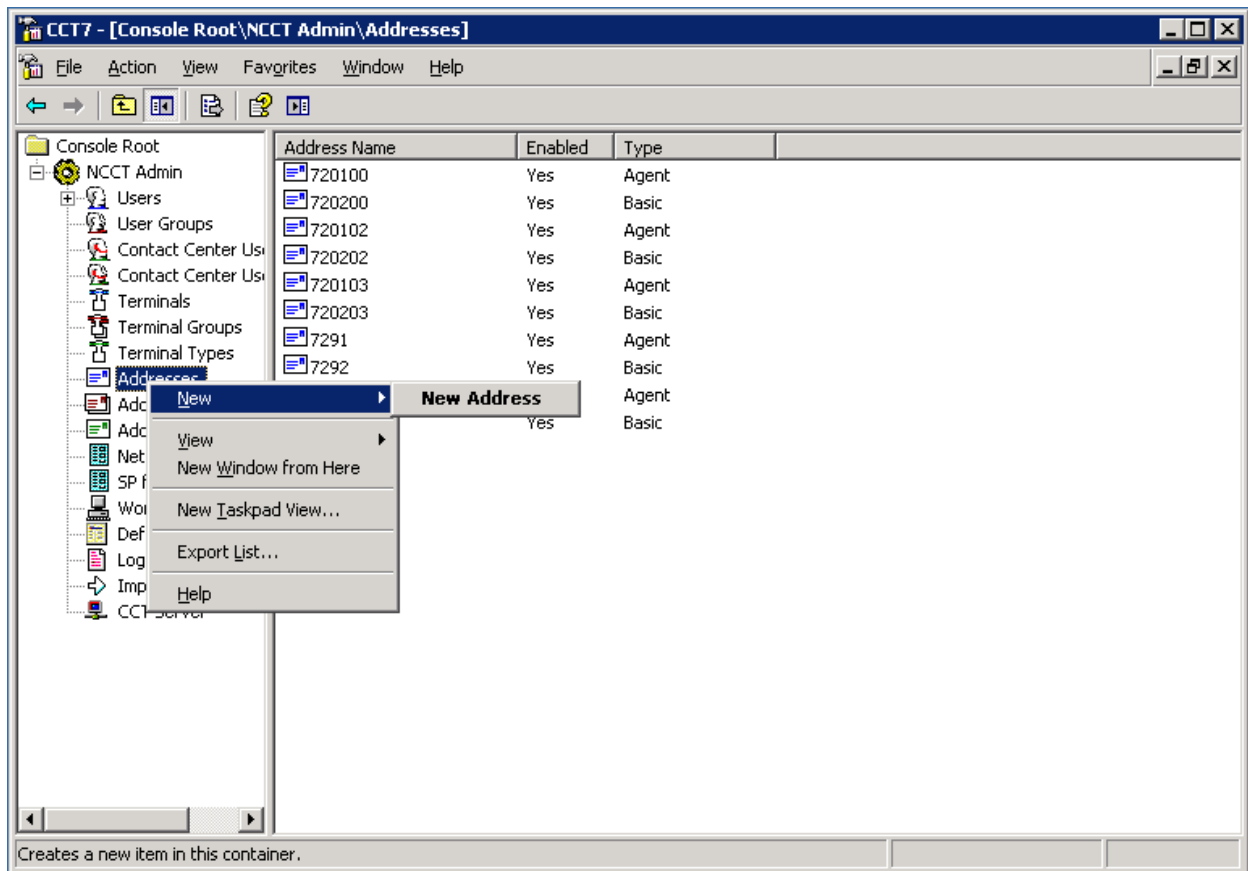
OK Cancel Apply

Click Apply and 'OK' to close the window. Continue to next section to configure Addresses.

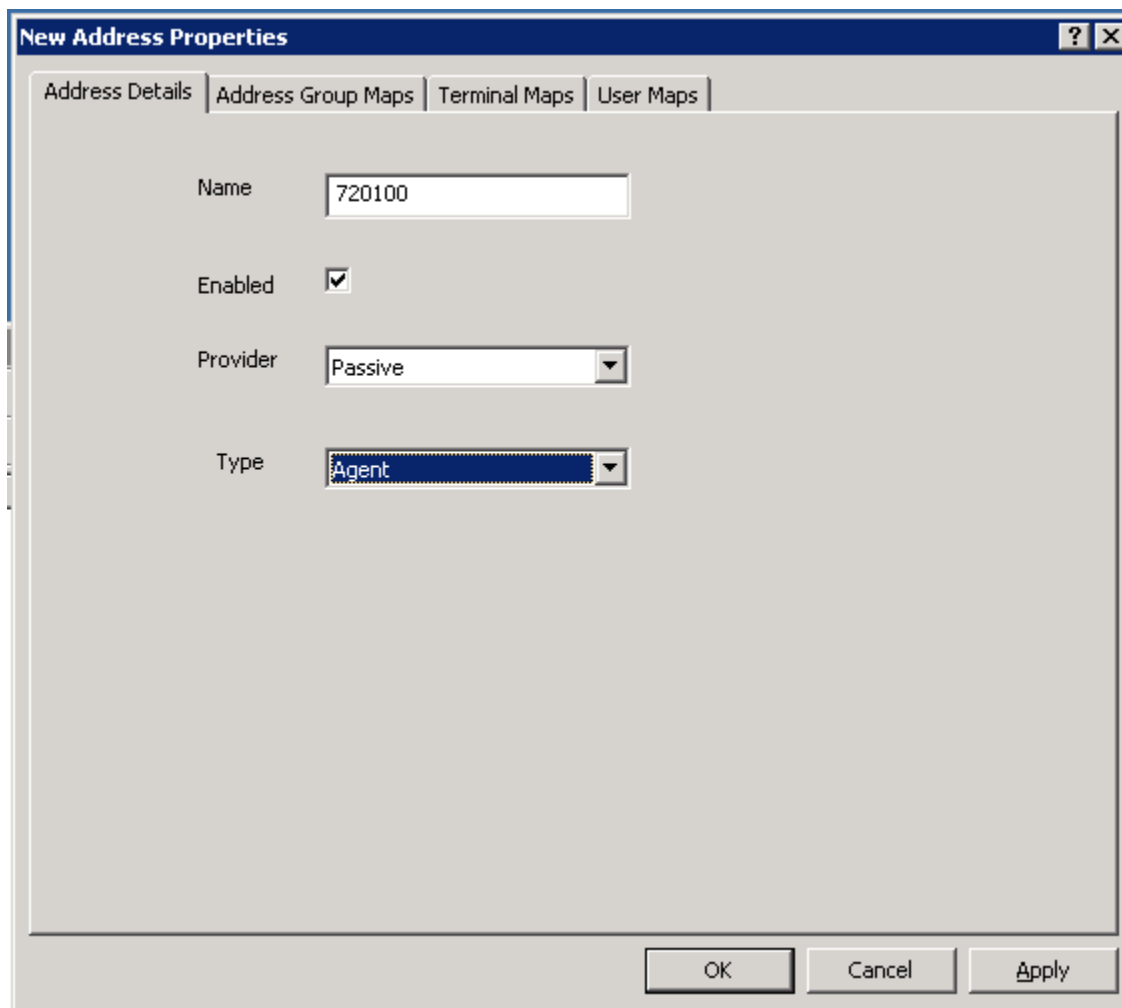
### 5.1.2. Configure Address

Configure an Address for each AST enabled DN on the phoneset in Section 4.1 (maximum 2).

On CCT Console, Right-Click on Addresses and Navigate to New → New Address:



In Address Details tab, enter the PositionID as configured in Section 4.2. Select Type as "Agent".

The image shows a 'New Address Properties' dialog box with a blue title bar and standard window controls. It features four tabs: 'Address Details', 'Address Group Maps', 'Terminal Maps', and 'User Maps'. The 'Address Details' tab is active, showing a form with four fields: 'Name' (text box with '720100'), 'Enabled' (checkbox checked), 'Provider' (dropdown menu with 'Passive'), and 'Type' (dropdown menu with 'Agent'). At the bottom right are 'OK', 'Cancel', and 'Apply' buttons.

New Address Properties

Address Details | Address Group Maps | Terminal Maps | User Maps

Name: 720100

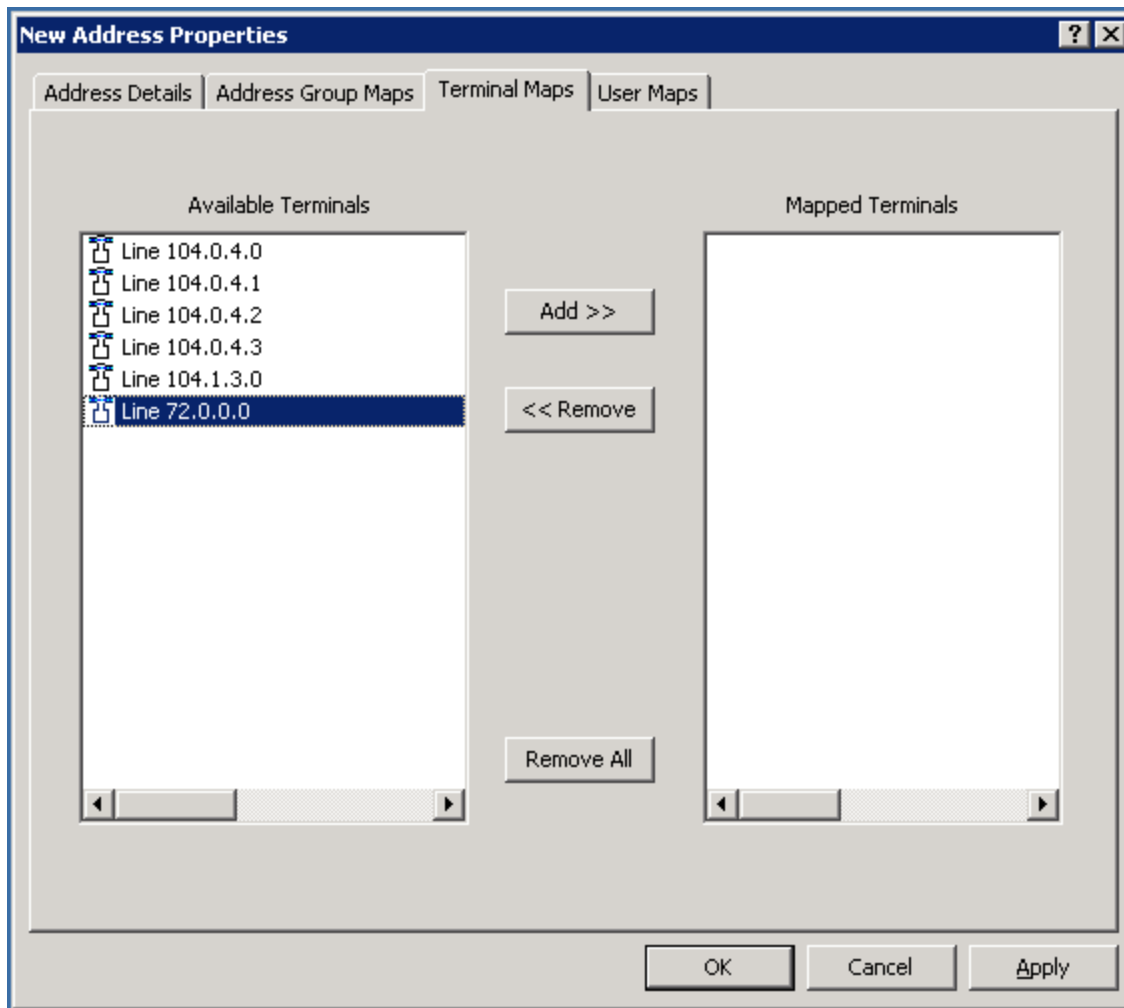
Enabled: ☒

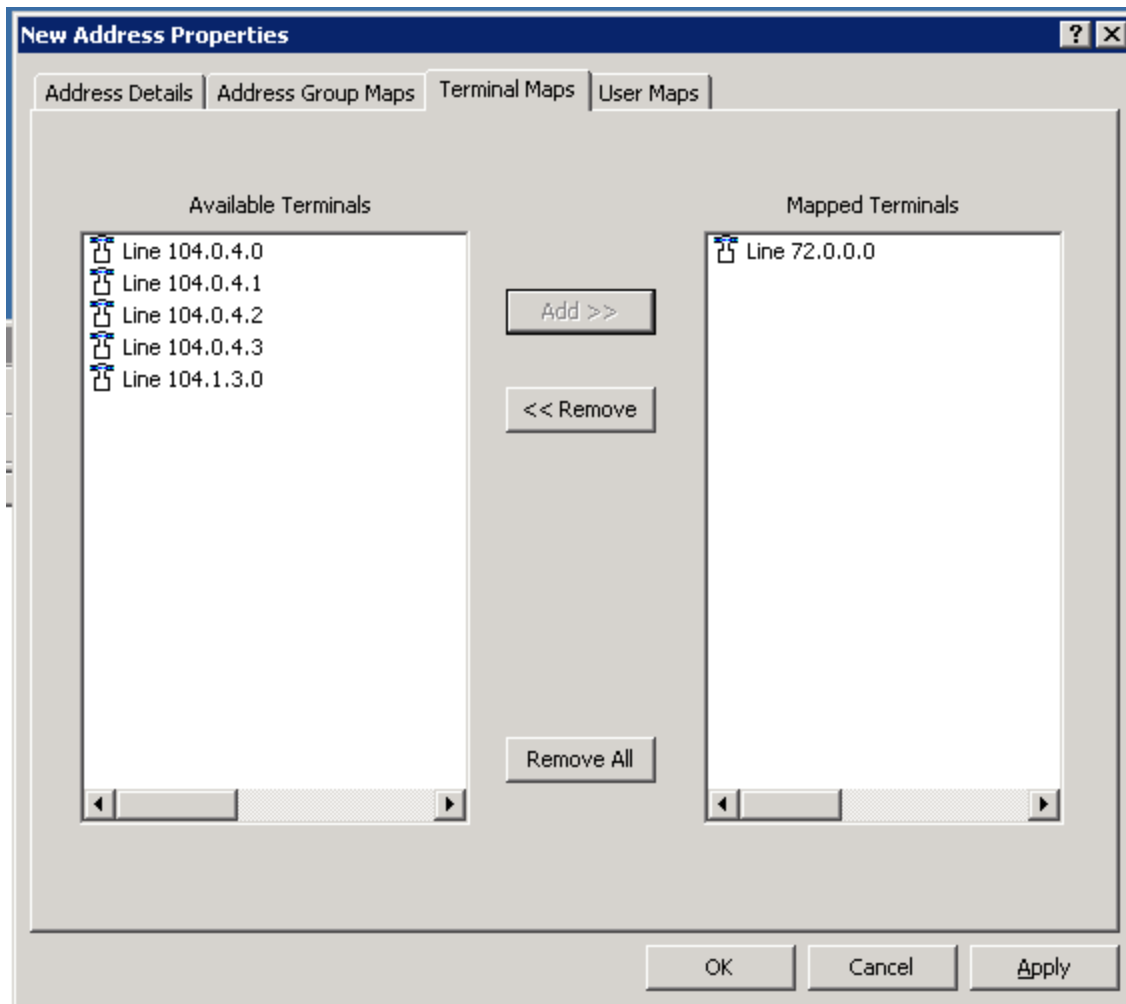
Provider: Passive

Type: Agent

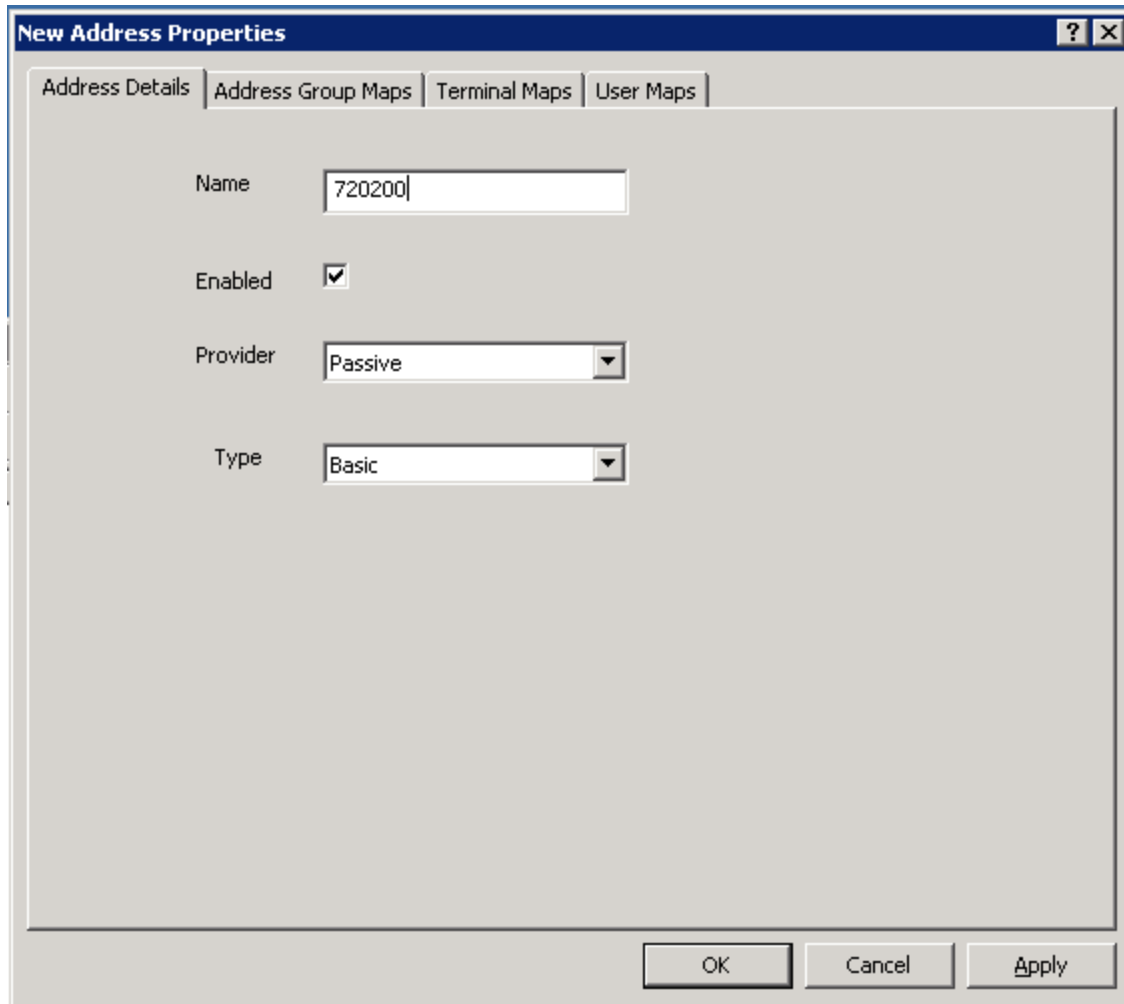
OK Cancel Apply

In Terminal Maps tab, map the newly created Address to the Terminal created in Section 5.1.1. Select the Terminal in the “Available Terminals” box and click on Add to complete the mapping. Click “Apply” to apply the changes and OK to close window.





To create Address for Personal DN, right-click on Addresses on the CCT Console and navigate to New→ New Address. In Address Details tab, enter the Personal DN as configured in Section 4.1 for the Name field. All other fields can be left as default.

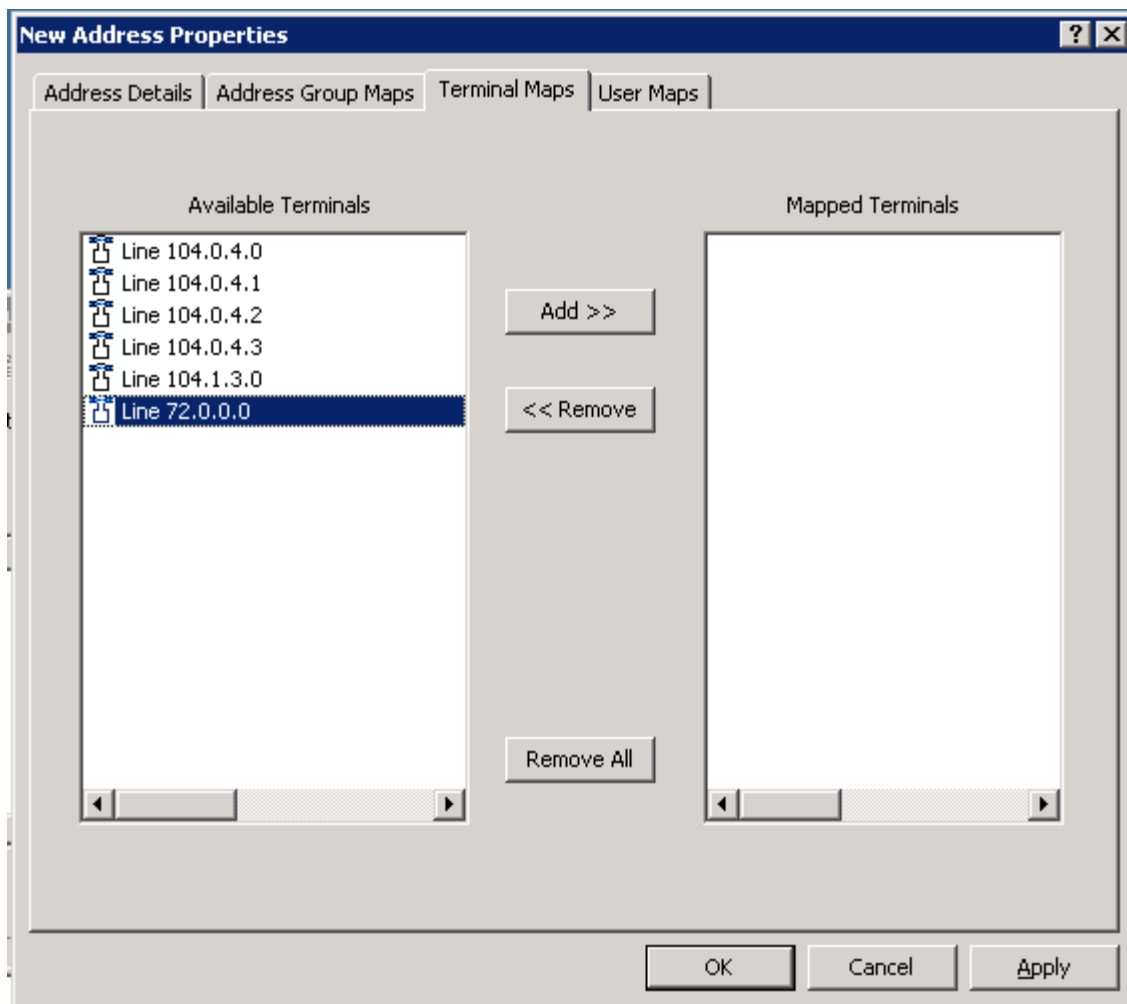


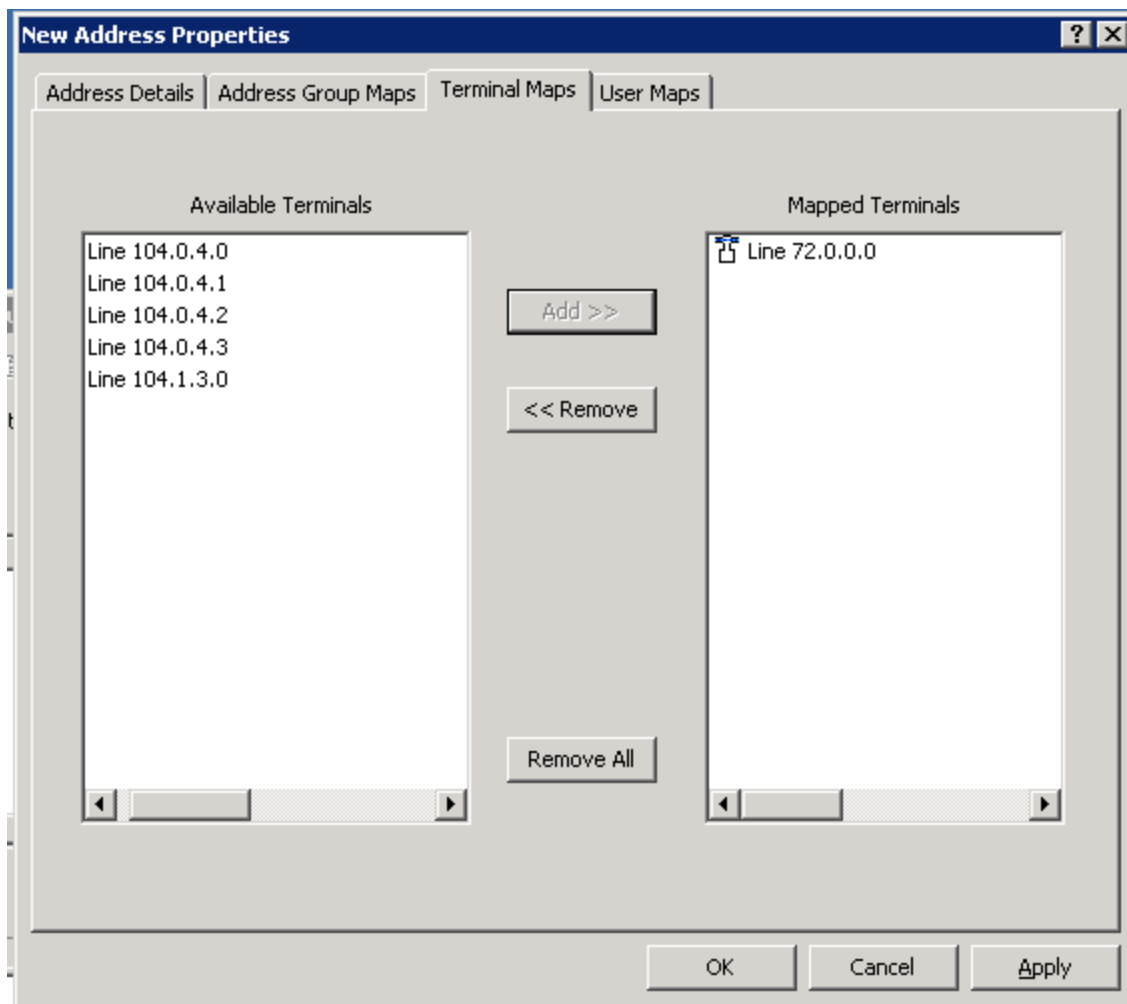
The image shows a 'New Address Properties' dialog box with a blue title bar and standard window controls. It features four tabs: 'Address Details', 'Address Group Maps', 'Terminal Maps', and 'User Maps'. The 'Address Details' tab is active, displaying four fields: 'Name' with the value '720200', 'Enabled' with a checked checkbox, 'Provider' with a dropdown menu showing 'Passive', and 'Type' with a dropdown menu showing 'Basic'. At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Apply'.

Field	Value
Name	720200
Enabled	<input checked="" type="checkbox"/>
Provider	Passive
Type	Basic

In the Terminal Maps tab, map the newly created Address to the Terminal created in Section 5.1.1. Select the Terminal in “Available Terminals” box and click on Add to complete the mapping. Click “Apply” to apply the changes and OK to close window.







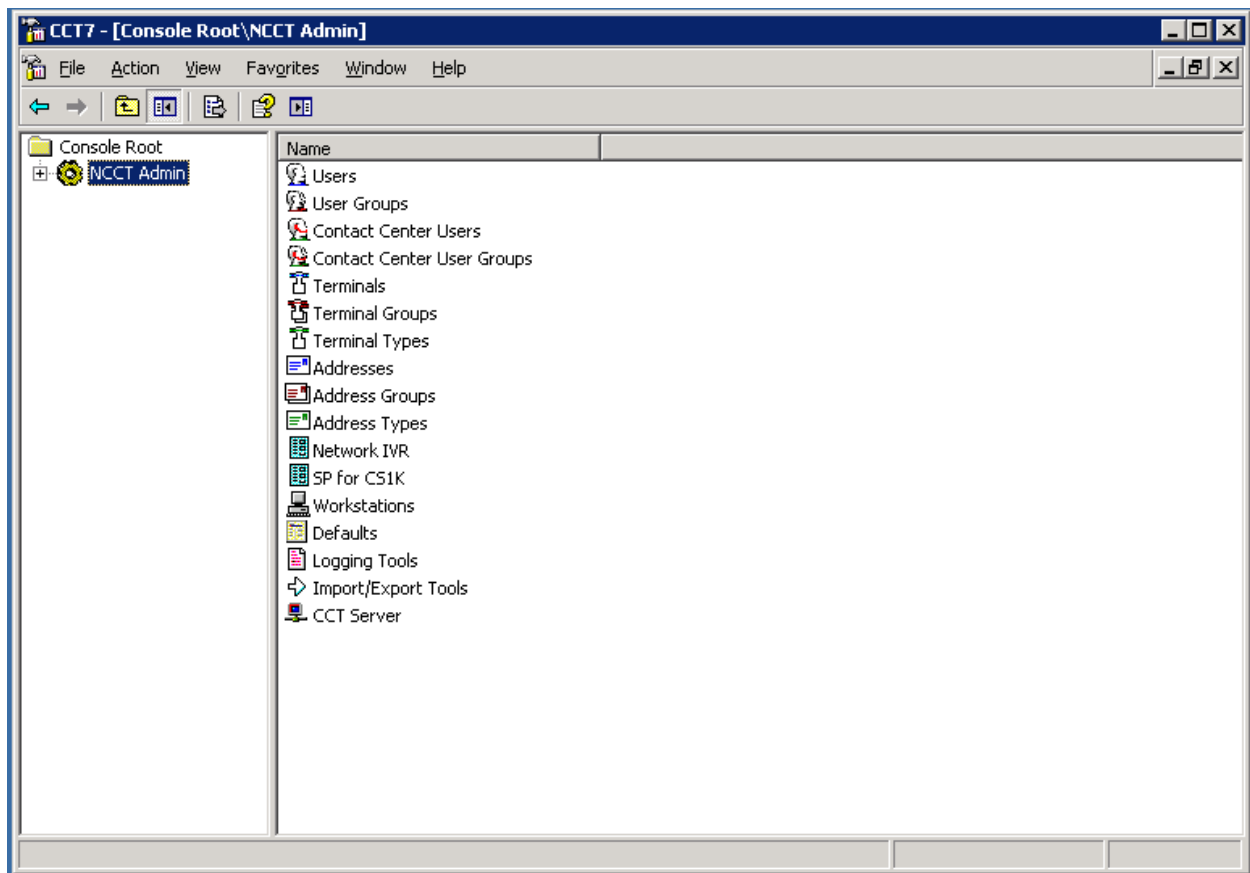
## 5.2. Import Windows users from CCT Domain and map to Terminal

This section describes the steps required to import Windows users from the server to the Communication Control Toolkit administration tool using the Import Windows Users tool.

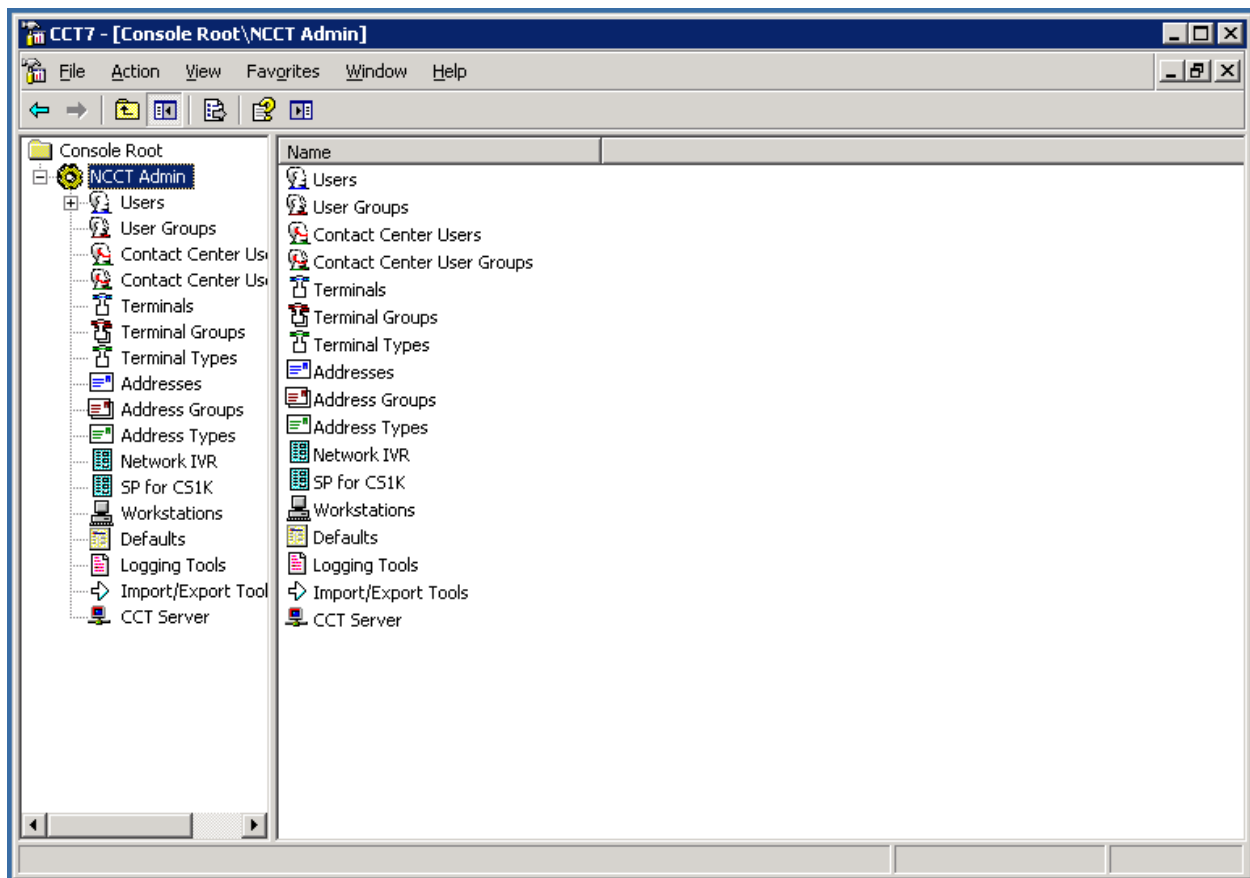
CCT services should be stopped before importing new users:

1. Log on to the Communication Control Toolkit server.
2. Navigate to Administrative Tools → Services.
3. Stop the **NCCT SMON** service to stop all of the services on the Communication Control Toolkit server.
4. Start the **NCCT Data Access Layer** service.
5. Close the **Services** window.

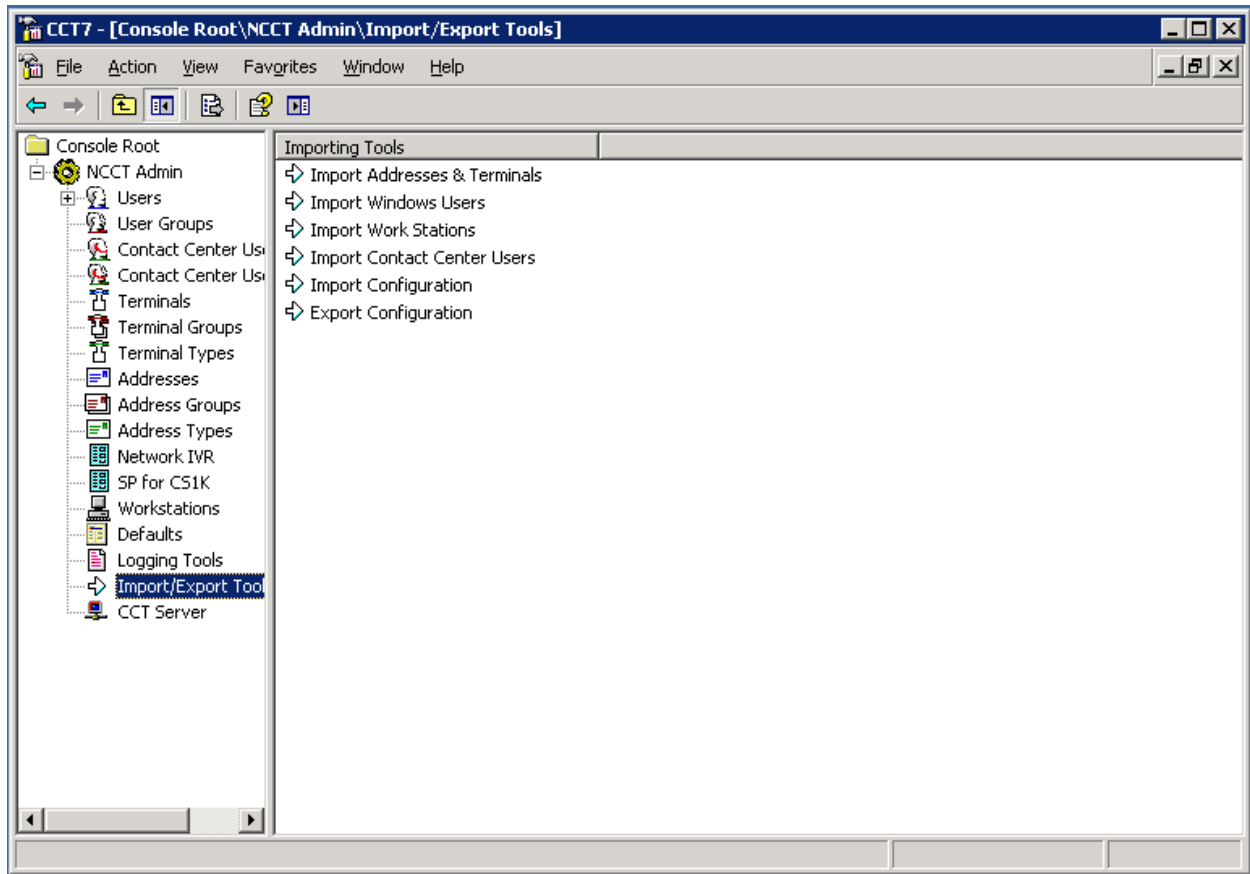
Open the CCT Console by navigating to All Programs → Nortel → Contact Center → Communication Control Toolkit → CCT Console.



Expand **NCCT Admin**.



In the left pane of the CCT console, click **Import/Export Tools**.



In the right pane of the CCT console, double-click **Import Windows Users**.

**Import Windows Users Properties**

Search for Users

Location: CTIDPP18

Object Type: Find All Users Object Name:

Find Now

Search Results:

Add Add All

Selected Users:

Remove Remove All

OK Cancel Apply

In the **Location** box, select the domain or server from which to search for windows users. In the **Object Type** box, select the group of users to display. In the **Object Name** box, type the text to use in a search for Windows Users.

**Import Windows Users Properties** [?] [X]

Search for Users

Location: CTIDPP18

Object Type: Find All Users Object Name:

Find Now

Search Results:

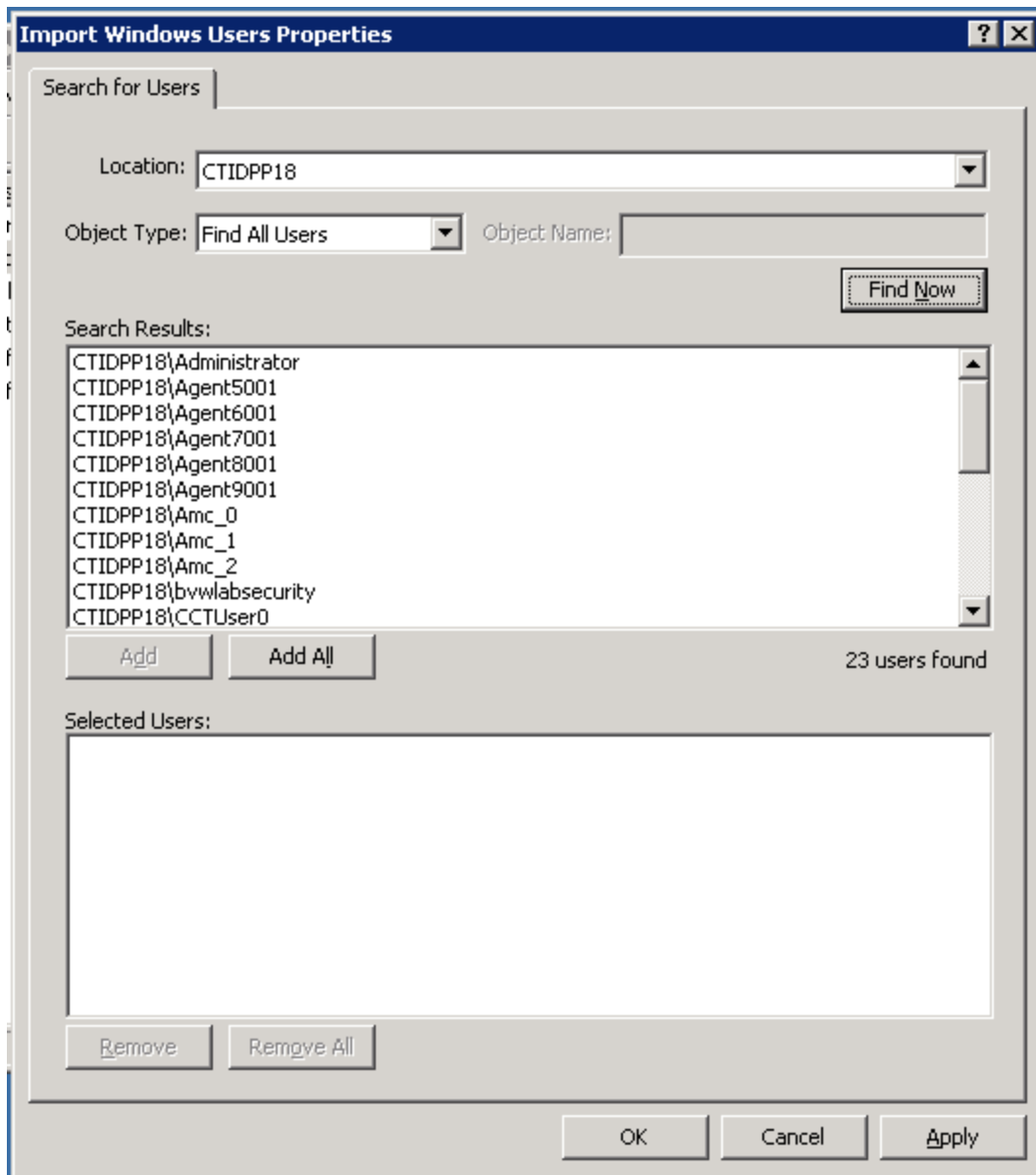
Add Add All

Selected Users:

Remove Remove All

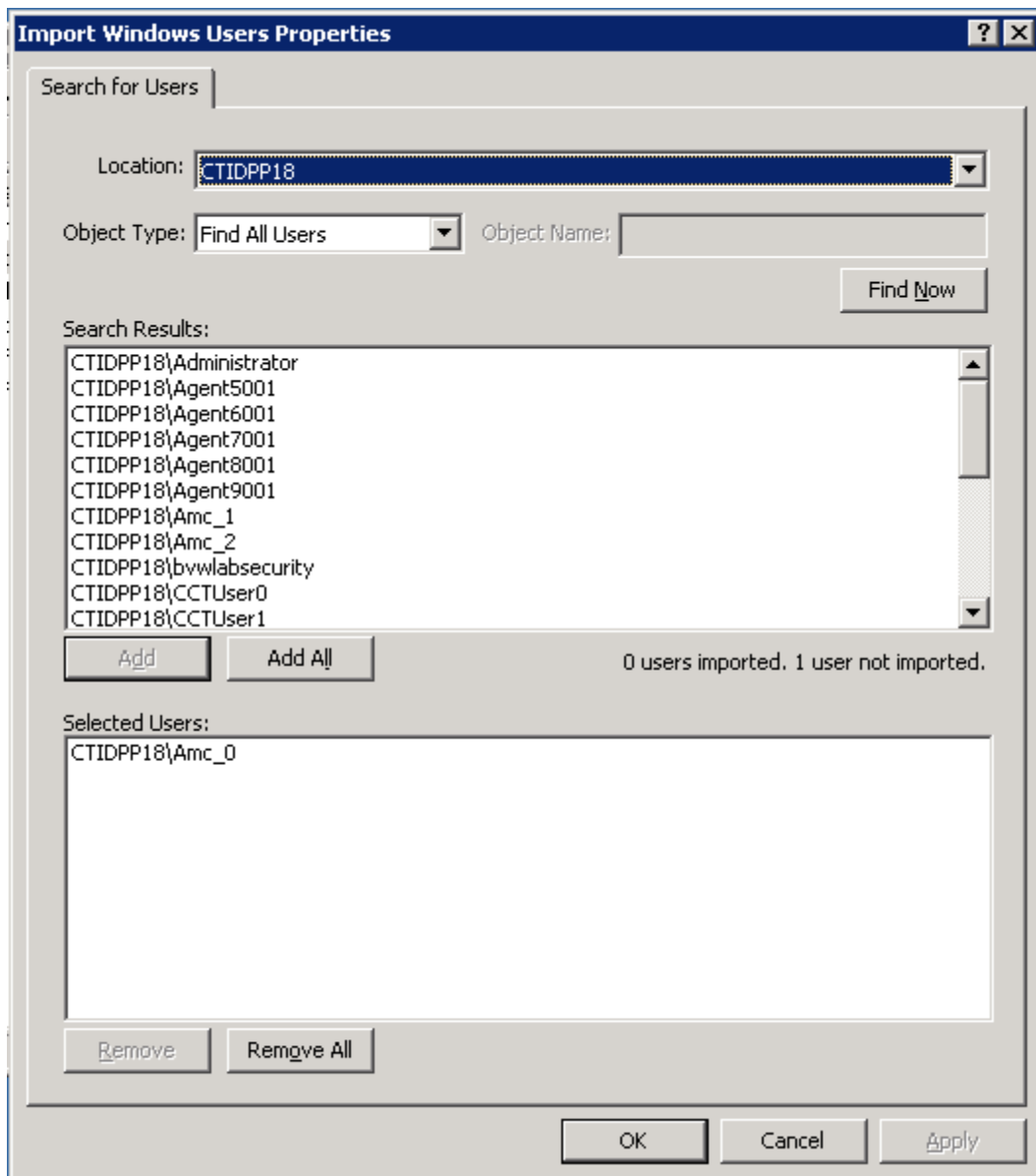
OK Cancel Apply

Click **Find Now**.



In the **Search Results** box, select the Windows users you want to import. To select multiple users, press the **Ctrl** key while you select each user. To select all Windows users, click **Add All**. For the purpose of this compliance test, user AMC\_0 was imported.



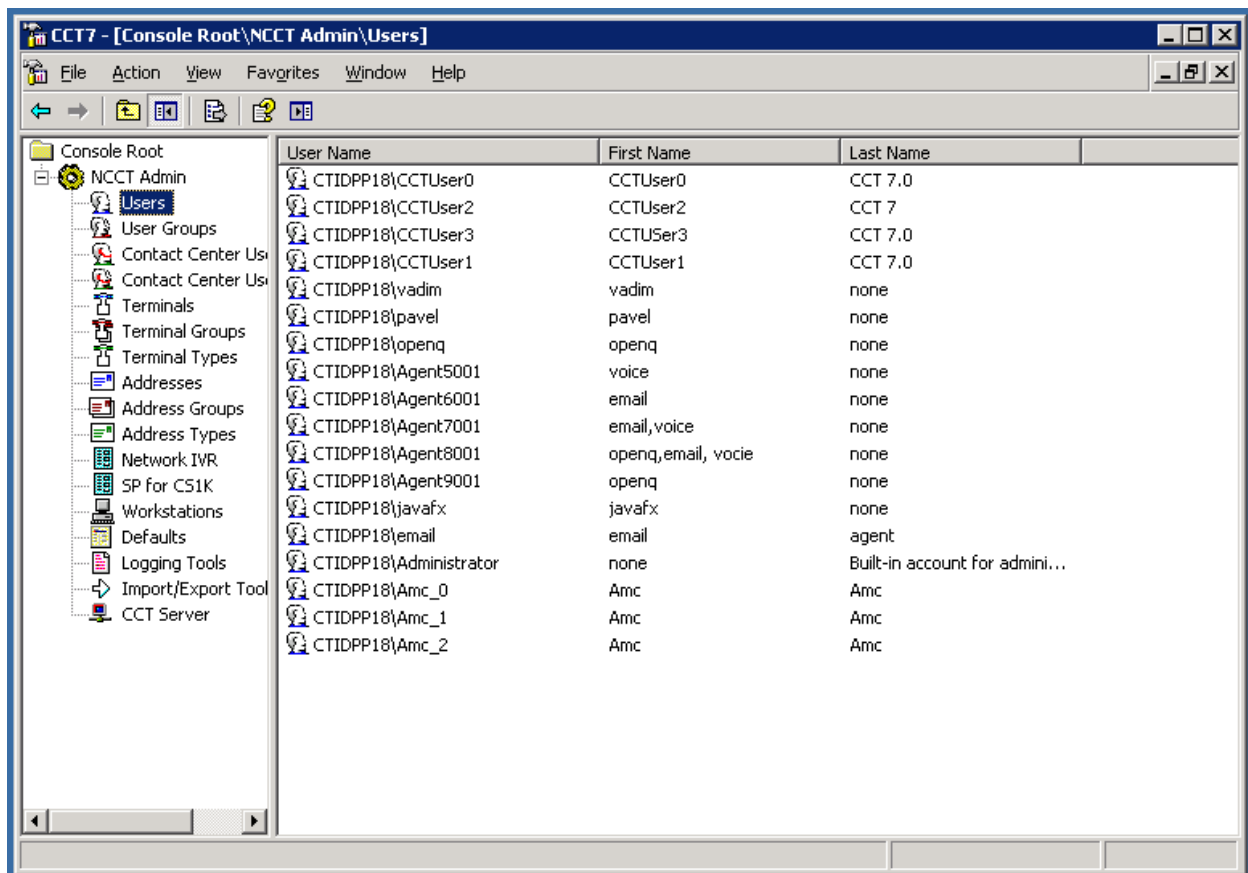


Click **Add**. Click **Apply**.

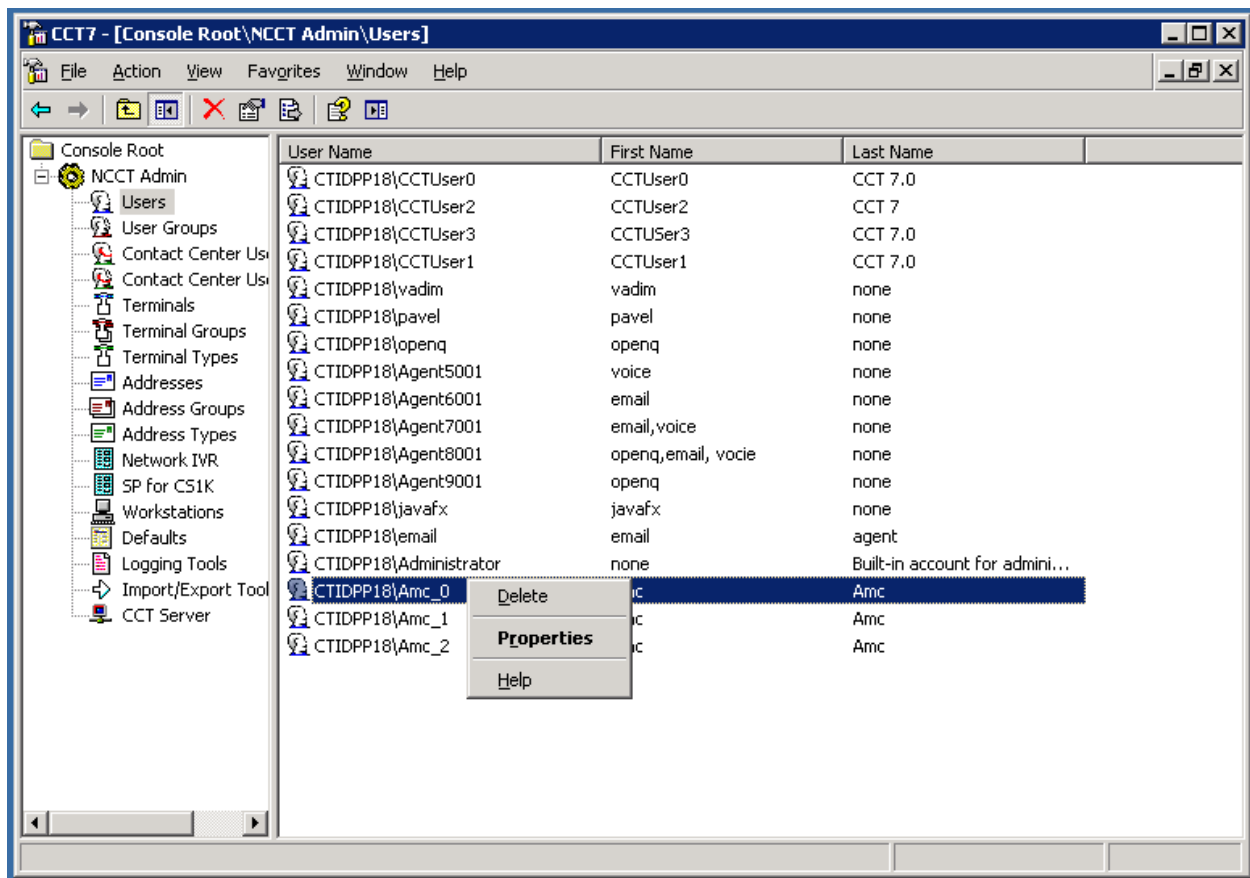
Start the **NCCT SMON** service to start all of the Communication Control Toolkit services.

The procedure to map user to Terminal is as follows.

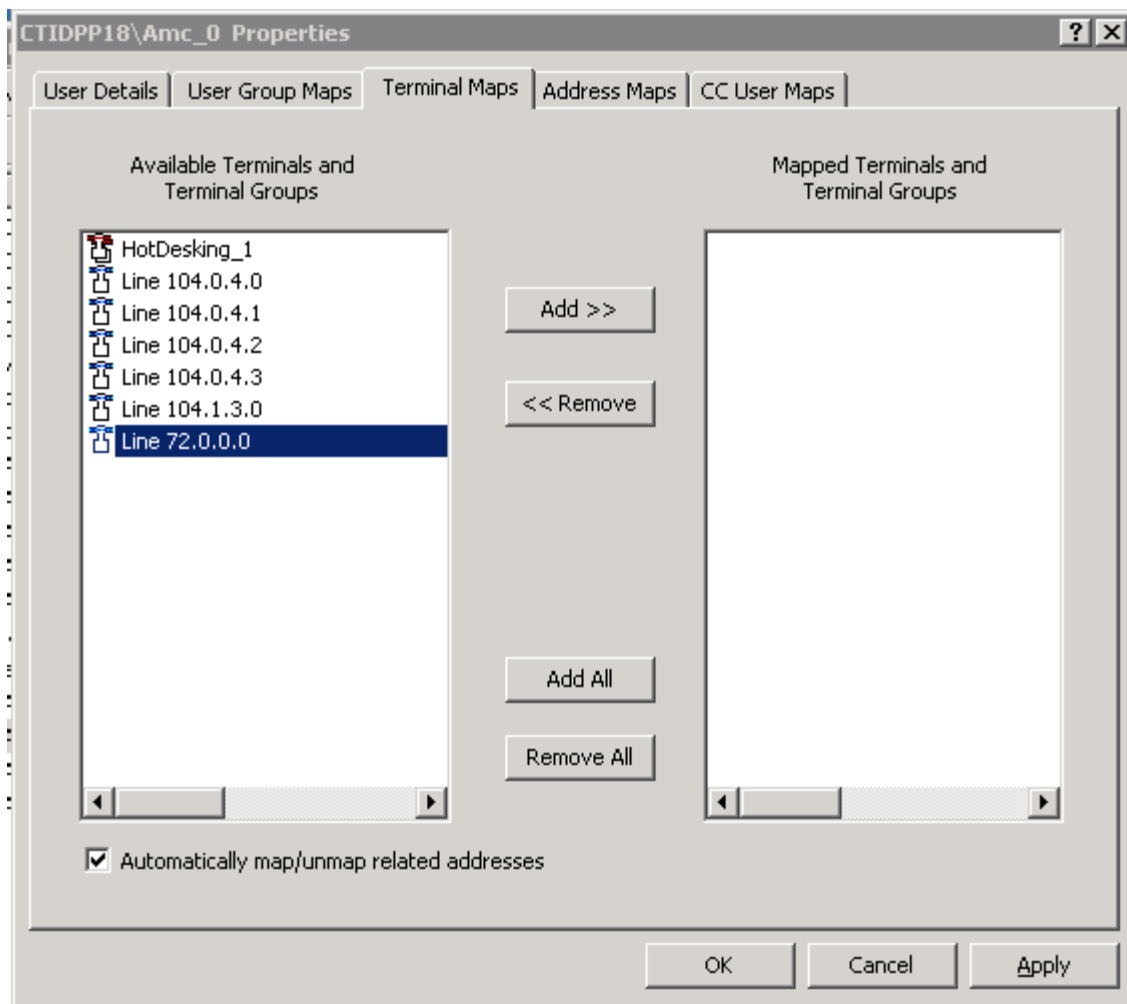
In CCT console, expand NCCT Admin. Select Users.

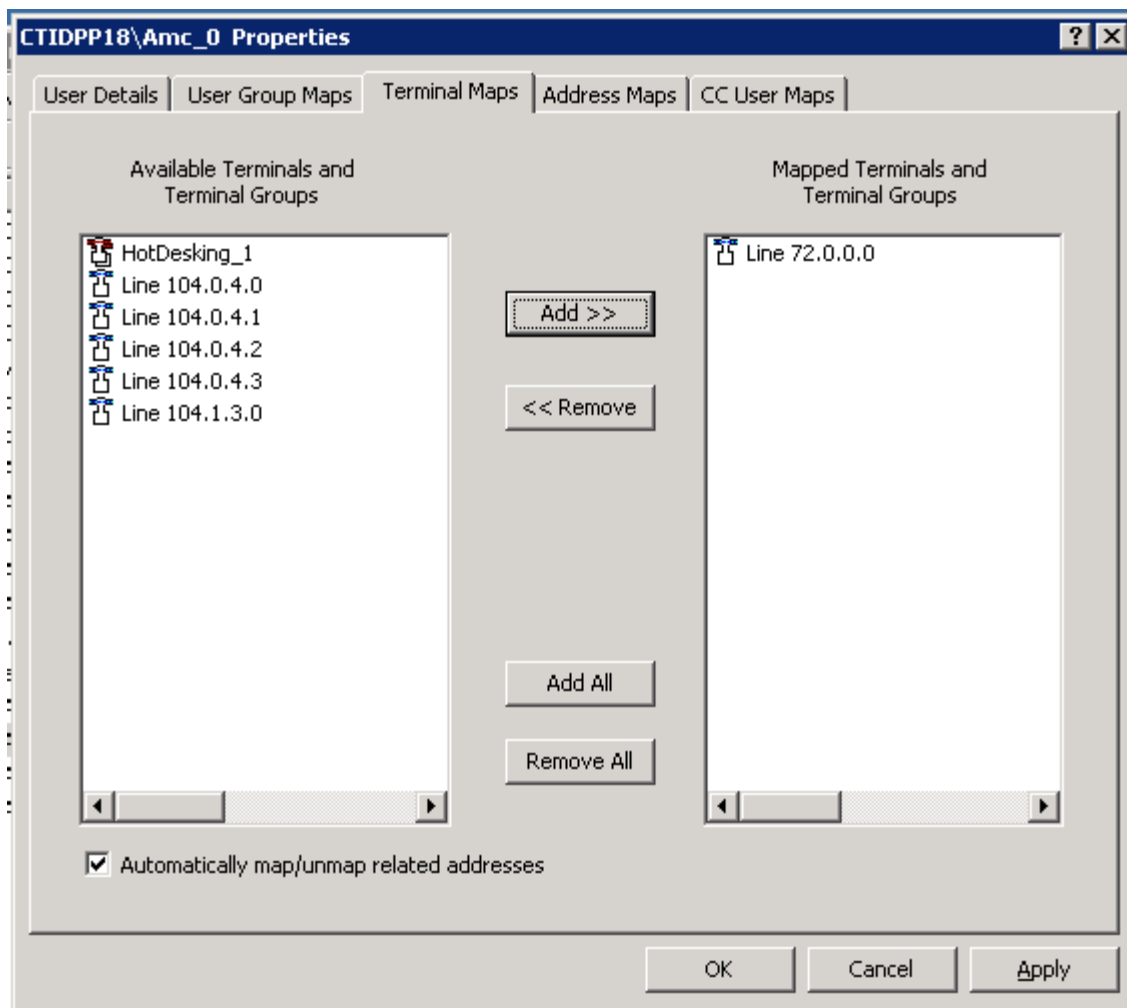


Right click on the user imported previously and navigate to **Properties**.



In the Terminal Maps tab, select the terminal configured in Section 5.1.1. Click Add.

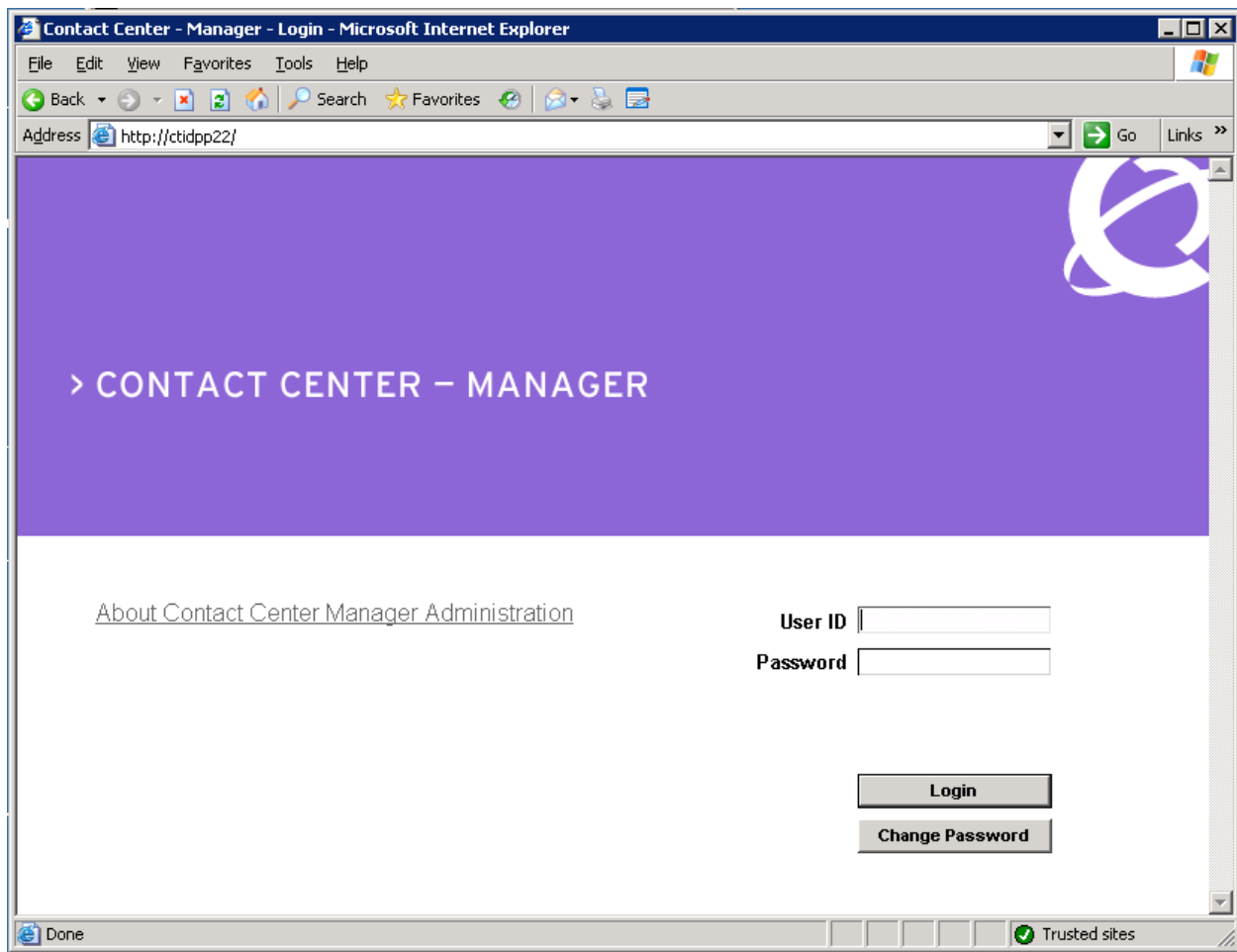




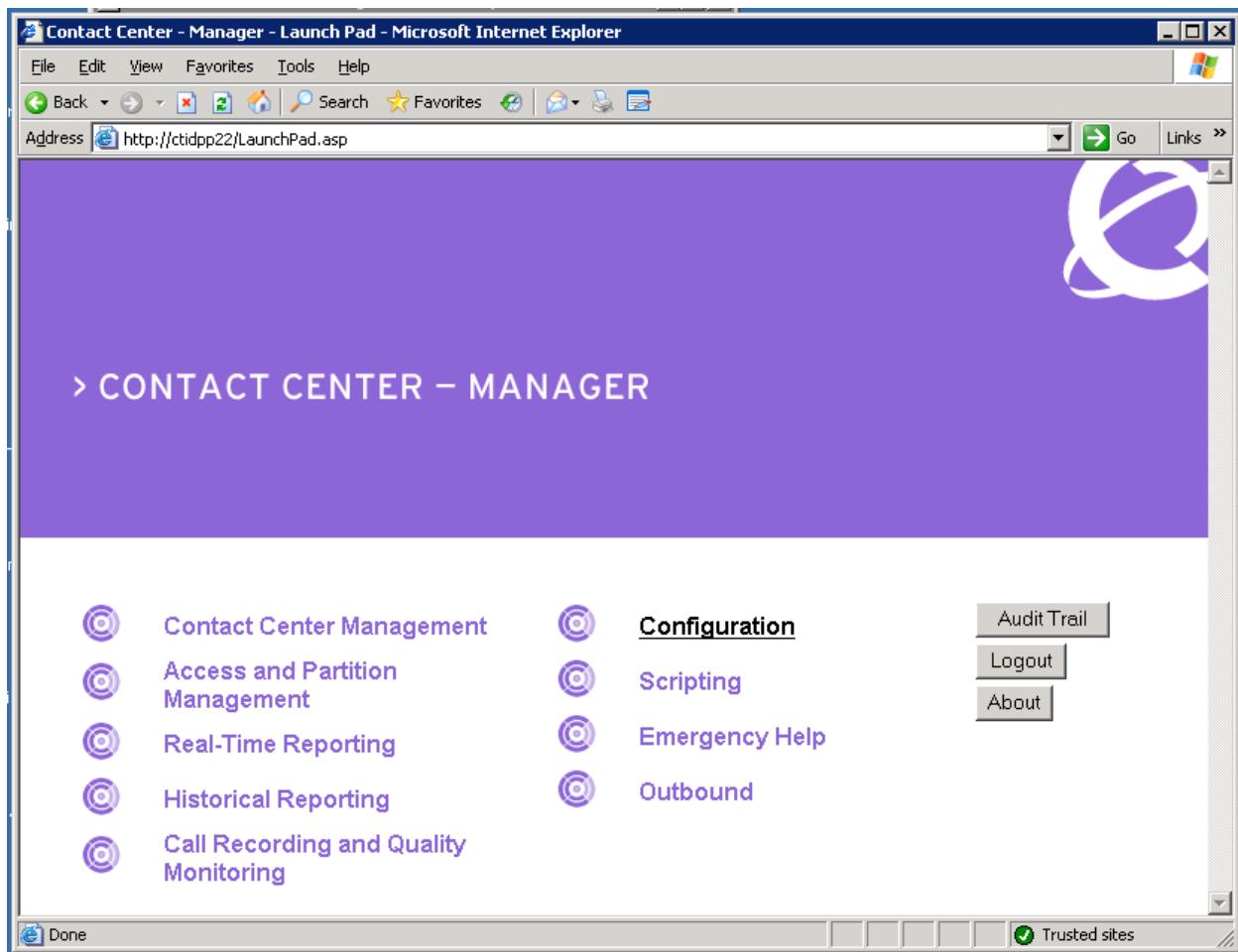
Complete the configuration of the user by clicking **Apply**.

### 5.3. Create Contact Center Agent on CCMA

This section describes the procedure to create a call center agent on CCMA. Launch CCMA GUI on Internet Explorer by typing in the CCMA URL.



Login using the default user: webadmin (pw: webadmin).



Go to Contact Center Management. Select the CCMS server configured, and navigate to Add → Agent. Enter Agent Name information and Login ID. This Login ID will be used in the configuration of the Agent on MS CRM in **Section 6.3**. Assign a Supervisor.

The screenshot shows the 'New Agent Details' form for 'AMC Agent' in the Nortel Contact Center Manager. The form is divided into two main sections: 'User Details' and 'Agent Information'.

**User Details:**

- First Name: \* AMC
- Last Name: \* Agent
- Title:
- Department:
- Language: English
- Comment:
- User Type: Agent
- Login ID: \* 4003
- Personal DN:
- ACD Queue:
- ACD Queue Error:

**Agent Information:**

- Primary Supervisor: \* Super AMC
- Agent Key:
- Login Status:
- Call Presentation: Call\_Centre\_Administrator
- Threshold: Agent\_Template
- Tn Name:

The left sidebar shows a tree view of 'CCM Servers (Supervisors)' with 'ctidpp22' selected. The top navigation bar includes 'View/Edit', 'Add', 'Status', 'Launchpad', and 'Help'.

Assign Skillset Type “Voice” and the skillset required by the call center.

Click on “Contact Type” link and choose Voice out of the options given.

The screenshot shows the 'Contact Types' table in the Nortel Contact Center Manager. The table has two columns: 'Contact Type' and a checkbox column. The 'Voice' row is selected with a checked checkbox.

Contact Type	
Email	<input type="checkbox"/>
OpenQ	<input type="checkbox"/>
Outbound	<input type="checkbox"/>
Predictive_Outbound	<input type="checkbox"/>
Voice	<input checked="" type="checkbox"/>
Web_Communications	<input type="checkbox"/>

Click on “Skillsets” link and choose the skillset to be assigned to this agent. For the purpose of the certification testing, Default\_Skillset was chosen.



▼ [Skillsets](#)

Skillset Name	Contact Type	Priority
---------------	--------------	----------

▼ [Assign Skillsets](#)

Show all skillsets on server ctidpp22 where:

Skillset name

Skillset Name (23) ▼	Contact Type	Priority
Default_Skillset	Voice	1 ▼
EM_Default_Skillset	Email	Unassigned ▼
LabTestSkillset	Voice	Unassigned ▼

## 6. Configure MCIS server and AMC Application Adapter for Oracle Siebel

### 6.1. Modifying config.ini

This section covers the procedure for configuring the AMC Connector and integrating it with Communication Control Toolkit.

- Modify **config.ini** in the C:\Program Files\AMC Technology\MCIS directory on the MCIS server as follows. Note that the complete file is not shown below.

```
#####
# MCIS Configuration file: Config.ini (Sample File)
#
# MCIS Release 5.3
# File Version 1.0
#
# This file should contain all the potential keys for every module.
# Refer to the MCIS Implementation Guide, Adapter Implementation Guide,
# and Connector Implementation Guide for more information.
#
# It is recommended you create a copy of this file for Backup
#
# It is also recommended you create system specific ini files and copy
# the contents of those files to the config.ini file using the MCIS
# Administration Tool or Manually.
#
#####
...
```

### CHANNEL SPECIFIC ###

### NULL Connector

ModuleClass=CTINullClass,CTI\_NULL.AMC\_CTI\_NULL  
# Module=CTIModule,CTINullClass

### Avaya CT/AES

ModuleClass=CentreVuCTI,CentreVuCTI.CentreVuCTIModule  
ModuleClass=ARGRouterClass,CentreVuRouterDLL.AMCCentreVuRouter  
# Module=CTIModule,CentreVuCTI  
# Module=ARGRouter,ARGRouterClass

### Nortel CCT

ModuleClass=NortelCCTClass,NortelCCT7Connector.TelephonyConnector  
Module=CTIModule,NortelCCTClass

### Cisco CTI

ModuleClass=CiscoCTI,Cisco.AMC\_Cisco  
# Module=CTIModule,CiscoCTI

### Aspect UIP CTI

ModuleClass=AspectUIP,AspectCTI.AspectConnector  
# Module=CTIModule,AspectUIP

### CT Connect CTI

ModuleClass=NetMerge\_ProgID,NetMerge.AmcNetMerge  
# Module=CTIModule,NetMerge\_ProgID

...

////////////////////////////////////

//

// Telephony Connector for Nortel CCT 7

//

////////////////////////////////////

TraceLevel=6

Channel=CTI1

InitialLoginState=NotReady

SetStateOnLogin=True

UseLoginWorkaround=False

CCTServer=47.249.66.148

CCTDomain=47.249.66.148

CCTUserName=Amc\_2

CCTPassword=amc123

CCTEncryptionLevel=None

DataStore=DataStore

KnownQueues=7000

CCTDataStoreFormat=STR

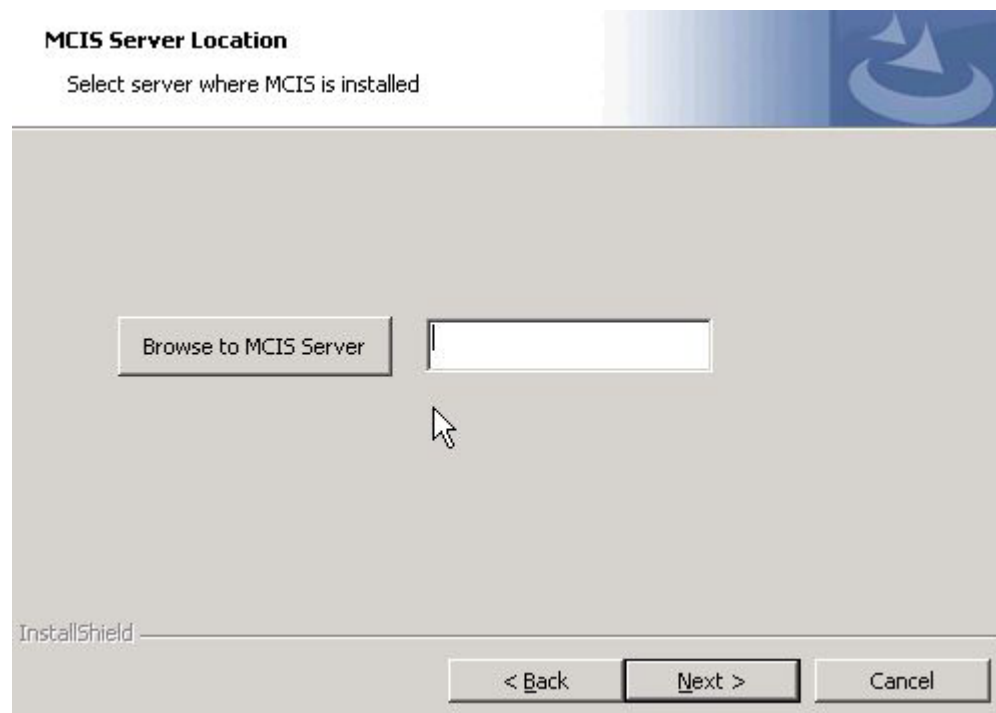
CompressAdditionCAD=true

```
UseLegacyCADFormat=true
DefaultObjectName=KEYVALUE
...
```

The “CCTServer” and “CCTDomain” fields are configured with the IP address of the Communication Control Toolkit. The “CCTUserName” and “CCTPassword” fields are configured with the username and password of the user imported into CCT in **Section 5.2**. The value contained in the “RemotingPort” field is used to complete the AMC Application adapter configuration.

## 6.2. Configuring MS CRM Server for MCIS

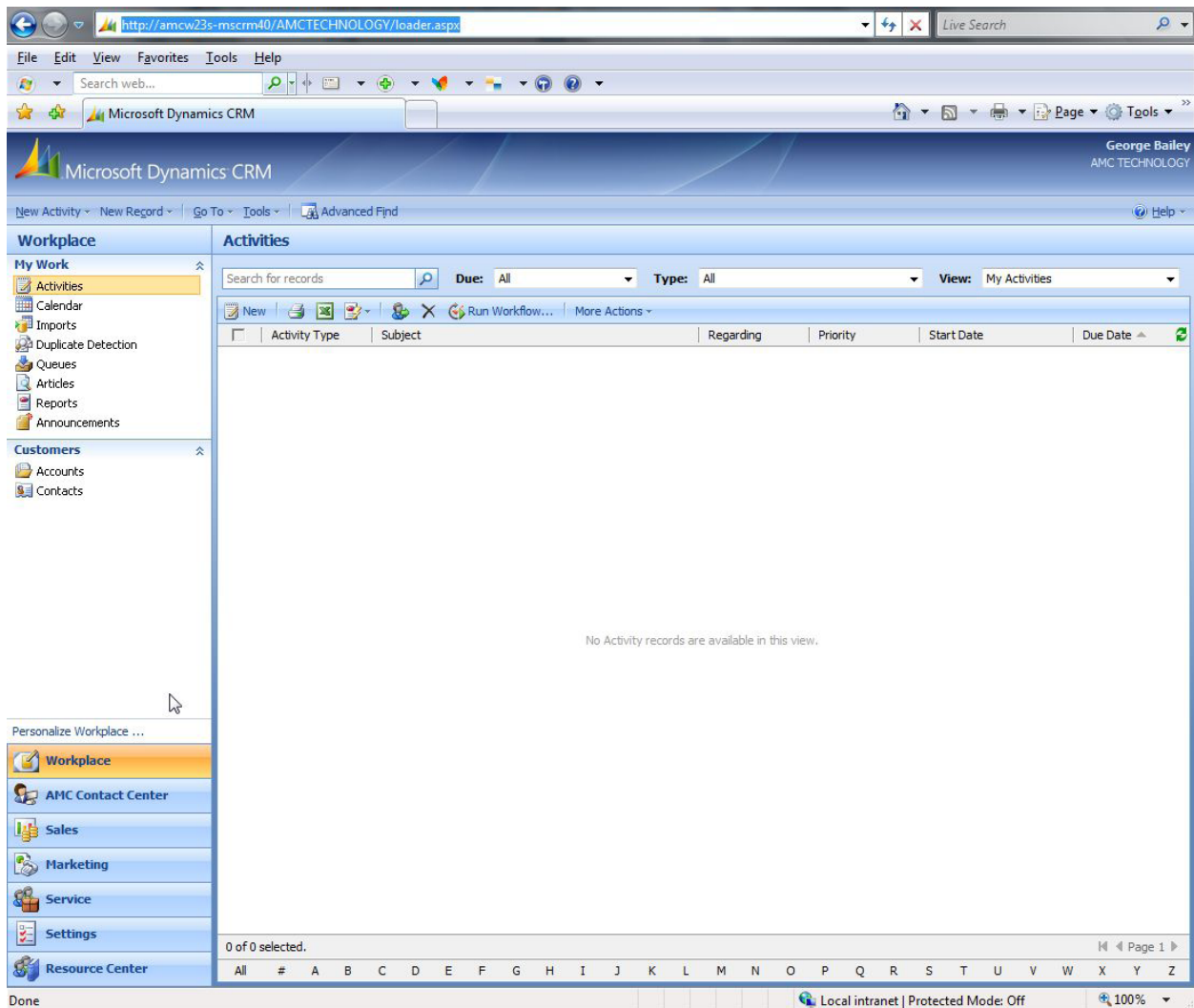
Because the adapter runs on the MS CRM server, it connects with the MCIS Server. When installing the adapter on the MS CRM server, prompts will appear to configure the MCIS server. Note that all steps in the installation process are not listed here – only those relevant to MCIS is listed.



Enter the server name in the text box. Continue on to complete installation.

## 6.3. Configuring new agents on MS CRM

Configure new agents by logging on to the MS CRM system with administrator account.



Click on “AMC Contact Center” on Left hand pane to go to the AMC Contact Center homepage.

Microsoft Dynamics CRM

AMC Contact Center

Home Web Page

Agent Settings

Multi-Channel Center

Workplace

AMC Contact Center

Sales

Marketing

Service

Settings

Resource Center

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The AMC Webinar Series  
Live demonstrations of our products.  
Register for webinars

Resource Library Demo Library Webinars

CRM APPLICATION PARTNERS

SAP SOFTWARE PARTNERS

SIEBEL Software Partner

ORACLE PARTNERNETWORK

Salesforce

Microsoft GOLD CERTIFIED Partner

LENNOX

"By giving our customer service representatives the ability to support communications via voice, fax and email we will realize cost savings and improve the level of service we provide our resellers."

— Kristin Lelsz, LII IT Manager

More

News and Events:

global connect

Come visit AMC at INNUE's Nortel Global Connect show in Grapevine Texas. Learn about Innovation Award Program entry - MCISD Version 5.2 - in AMC's booth #418.

More

Public Services Company of Kuwait Chooses the AMC Technology Multi Channel Integration Suite to Integrate their Microsoft Dynamics CRM Application with their Nortel Contact Center.

More

Every day, thousands of contact center agents around the globe are using AMC Technology solutions to work more effectively and deliver higher levels of customer service. AMC Multi-Channel Integration Suite™ provides pre-packaged, proven integration between leading CRM applications and contact center systems.

Spotlight:

CRM Integration Best Practices Taking the Pain Out of the Call Center:  
Customer Interaction magazine hosted this informative webinar for Call Center managers.

View Recording

WHITEPAPER - How to Calculate ROI for CTI Contact Center and CRM Integration

Click on “Agent Settings” to view all agents configured.

http://amcw23s-mscrm40/AMCTECHNOLOGY/loader.aspx

File Edit View Favorites Tools Help

Search web...

Microsoft Dynamics CRM

George Bailey  
AMC TECHNOLOGY

New Activity New Record Go To Tools Advanced Find Help

**AMC Contact Center**

- Home Web Page
- Agent Settings**
- Multi-Channel Center

**Agent Settings**

Search for records View: Enabled Users

New More Actions

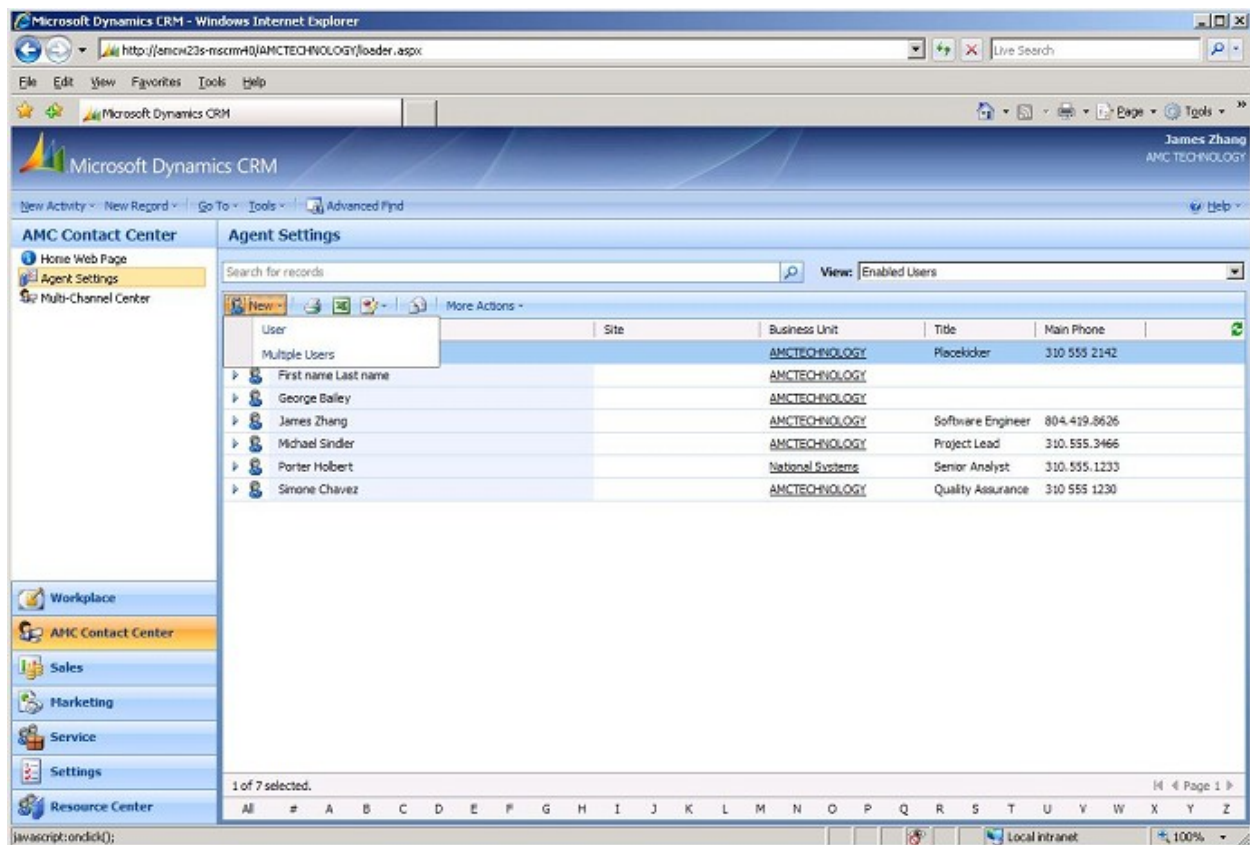
Full Name	Site	Business Unit	Title	Main Phone
Ali Haji-Sheik		AMCTECHNOLOGY	Placemaker	310 555 2142
First name Last name		AMCTECHNOLOGY		
George Bailey		AMCTECHNOLOGY		
Michael Sindler		AMCTECHNOLOGY	Project Lead	310.555.3466
Porter Holbert		National Systems	Senior Analyst	310.555.1233
Simone Chavez		AMCTECHNOLOGY	Quality Assurance	310 555 1230

1 of 6 selected.

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Done Local intranet | Protected Mode: Off 100%

Create a new agent by selecting New -> Agents.



Enter user information.

User: Porter Holbert - Windows Internet Explorer

Save and Close Reports Send Direct E-mail Actions Help

User: Porter Holbert  
Information

**Details:**

- Information
- Teams
- Roles
- Work Hours
- Workflows

**Service:**

- Services
- Resource Groups

**The information provided in this form is viewable by the entire organization.**

General Addresses **AMC Contact Center**

**User Information**

Domain Logon Name *	AMC\DevService	Main Phone	310.555.1233
First Name *	Porter	Other Phone	
Last Name *	Holbert	Home Phone	
Title	Senior Analyst	Mobile Phone	
Primary E-mail	richard.breaw@nationalsystems.com	Preferred Phone	Main Phone
E-mail 2		Pager	
Mobile Alert E-mail		Fax	

**Organization Information**

Manager	Michael Sindler	Business Unit *	National Systems
Territory		Site	

**E-mail Access Configuration**

E-mail access type - Incoming: *	Microsoft Dynamics CRM for Outlook
E-mail access type - Outgoing: *	Microsoft Dynamics CRM for Outlook

**Client Access License (CAL) Information**

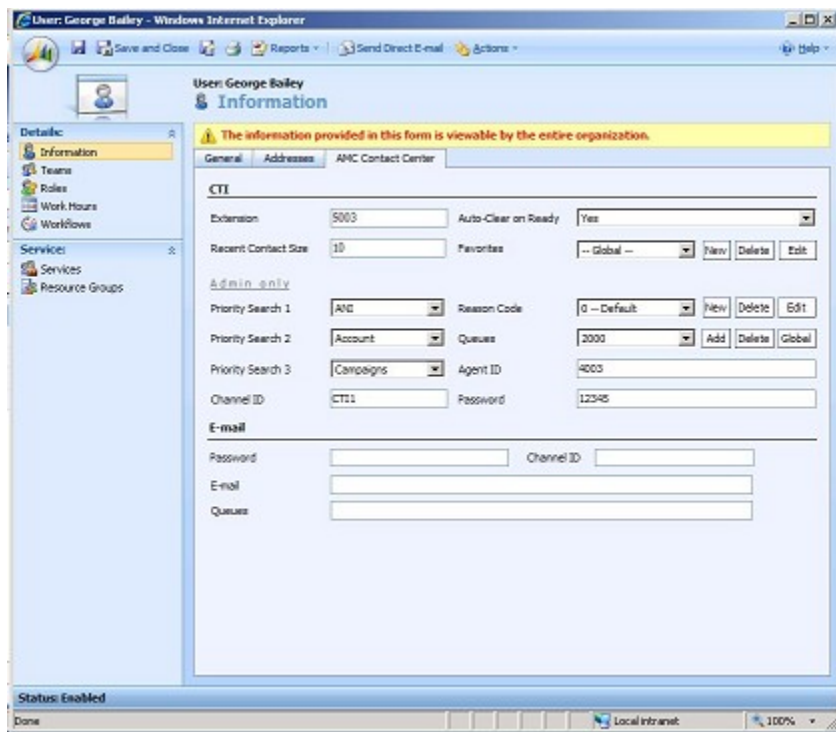
Access Mode *	Full
---------------	------

Status: Enabled

Local intranet 100%

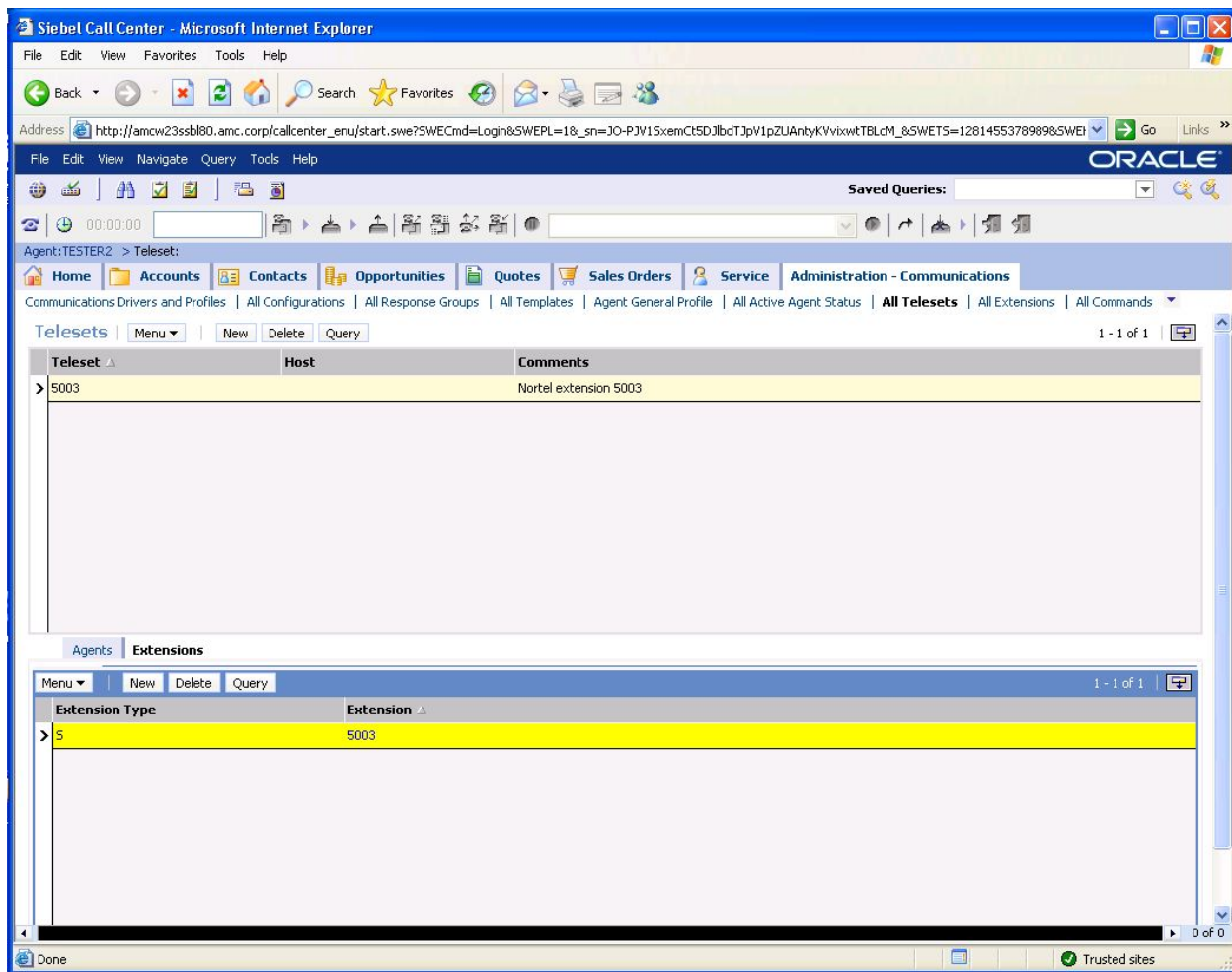
Go to the AMC Contact Center tab to enter telset information.





“Queue” is the ACD queue configured in **Section 4.1**. “Agent ID” is the Login ID configured in **Section 5.3**. All other entries are entered as per customer specifications.

- Configure telephone extensions implemented on CS1K and CCT in the “Telsets” tab. Choose new and enter telset information. “Extension” is the value configured for Key 00 or Key 03 in **Section 4.1**. Note the screenshot below is generic and does not match the values indicated in Section 4.1 of this document.



## 7. General Test Approach and Test Results

The test plan developed by AMC and DevConnect was implemented. The test plan included testing of various call flows and agent states. Agent and call states shown on the AMC agent console were visually inspected for verification against actual call states on the physical phonesets.

## 8. Verification Steps

Agent and call states shown on the AMC agent console were compared against the physical phonesets for verification.

## 9. Conclusion

These Application Notes describe the configuration steps required for AMC Application adapter with MS CRM to integrate with Communication Control Toolkit to successfully control and monitor agent and call states.

## 10. Additional References

Avaya product documentation for Contact Center Manager Server can be found at <http://support.avaya.com/>

The following documentation is provided by AMC:

[1] AMC Adapter for MS CRM Implementation Guide

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