Avaya Solution & Interoperability Test Lab

Application Notes for Webtext Connector with Avaya Aura® Collaboration Environment - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the Webtext Connector with Avaya Aura® Collaboration Environment. The Webtext Connector allows users to send SMS text messages from their Collaboration Environment applications and to receive messages back in through the Connector.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the 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.

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1. Introduction

These Application Notes describe the configuration steps required to integrate the Webtext Connector with Avaya Aura® Collaboration Environment. The Webtext Connector allows users to send SMS text messages from their Collaboration Environment applications, and to receive messages back in through the connector.

The Webtext Connector is delivered as a svar file and loaded/installed on a Collaboration Environment service via Avaya Aura® System Manager.

2. General Test Approach and Test Results

This section details the general approach to the testing, what was covered, and results of the testing.

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

Feature testing focused on sending SMS text messages through and retrieving messages with the Webtext Connector.

To aid the compliance testing, the Postman[1] HTTP client and the existing Avaya Multi-Channel Broadcast service were used to send test messages to mobile phones. Additionally, a sample receiver application provided by Webtext was utilized to verify reply messages back from the mobile phones. In a production environment, the customer would write and/or provide the receiver application.

The text messages, consisting of the GSM 03.38 character set, were sent to and received from various Android and iOS mobile devices on different US cellular carriers.

Serviceability testing focused on verifying the ability of the Webtext Connector to recover from adverse conditions, such as server restarts, power failures, and disconnecting cables to the IP network.

[1] http://www.getpostman.com/

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2.2. Test Results

All test cases passed with the following observations:

- The Webtext Connector does not support concatenated SMS. Attempts to send SMS text messages greater than 160 characters (the SMS character limit) will not be split into smaller messages and will fail to be delivered.
- The Webtext Connector does not support emoticons.
- The Webtext Connector "Tag" attribute is not supported in some countries (e.g. USA) by carriers. Therefore the "Tag" functionality could not be tested.

2.3. Support

To obtain technical support from Webtext, visit http://www.webtext.com/training-and-support/ for contact information.

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3. Reference Configuration

As shown in the figure below, the WebtextConnector.svar consists of a **Connector** and an **InboxPoller**. For an example of a SMS text message flow through the Webtext Connector, start at the bottom left of the figure. An HTTP client, such as Postman[2], can be used to construct and send a text message. The Avaya Multi-Channel Broadcast Service receives the HTTP POST request which is passed to the Webtext Connector. The Webtext Connector then sends the message to out to Webtext.com for onward delivery to the cellular network and the final destination (e.g. a mobile phone). The mobile phone could then reply to the text and the reply would be delivered to the Webtext.com account inbox. At a configurable time interval, the InboxPoller checks for and retrieves any new messages from the Webtext.com account inbox and then delivers the new message(s) over a defined channel to a receiver application. For compliance testing purposes only, Webtext provided a sample receiver application (WebtextSampleReceiver.svar) to verify the functionality of the InboxPoller. The sample receiver application is outside the scope of these application notes.

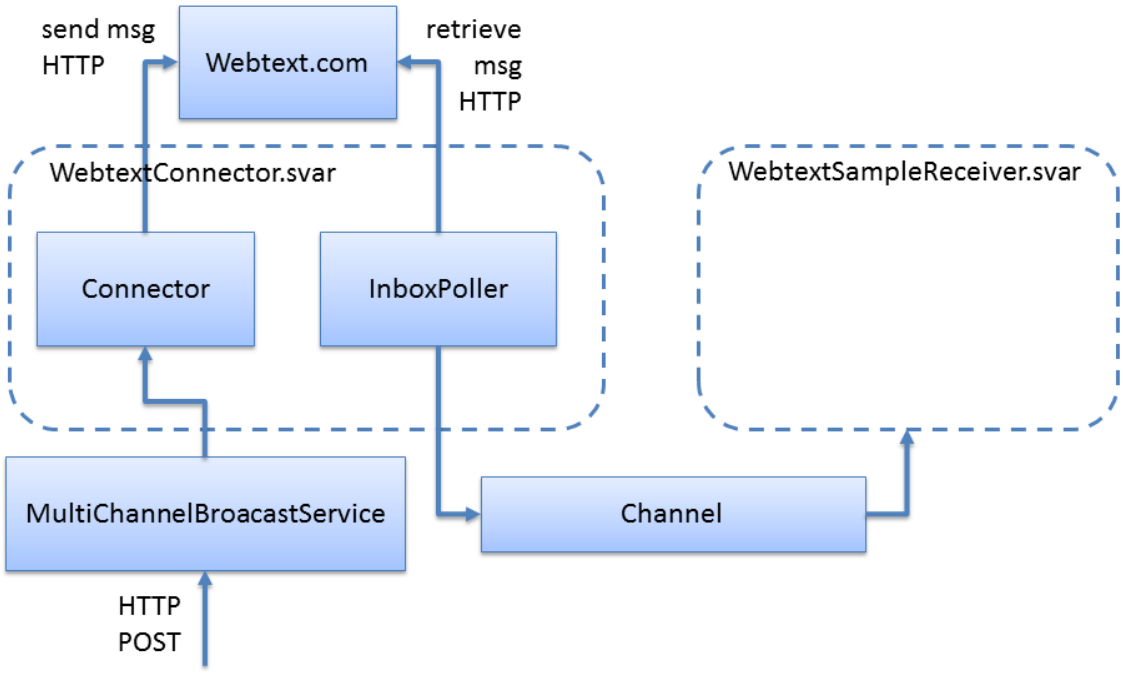

Figure 1: Webtext Connector

[2] http://www.getpostman.com/docs

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running as a virtual machine on VMware	R6.3 Build 6.3.0.8.5682-6.3.8.2631
Avaya Aura® Collaboration Environment running as a virtual machine on VMware	2.0
Webtext Connector (WebtextConnector-1.0.0.0.0.svar)	1.0.0.0.0

5. Configure Avaya Aura® Servers

No specific configuration was required on Avaya Aura® System Manager or Avaya Aura® Collaboration Environment (CE) to enable integration with the Webtext Connector. For general information regarding the installation and administration of System Manager and CE, refer to product documentation provided at http://support.avaya.com.

As noted in **Section 3**, the CE Multi-Channel Broadcast Sample Service, provided in the Collaboration Environment Software Development Kit (SDK), was installed and utilized during compliance testing of the Webtext Connector. An overview of the Multi-Channel Broadcast Sample Service can be found here:

http://www.devconnectprogram.com/site/global/products_resources/avaya_aura_collaboration_environment/educational_resources/video9.gsp

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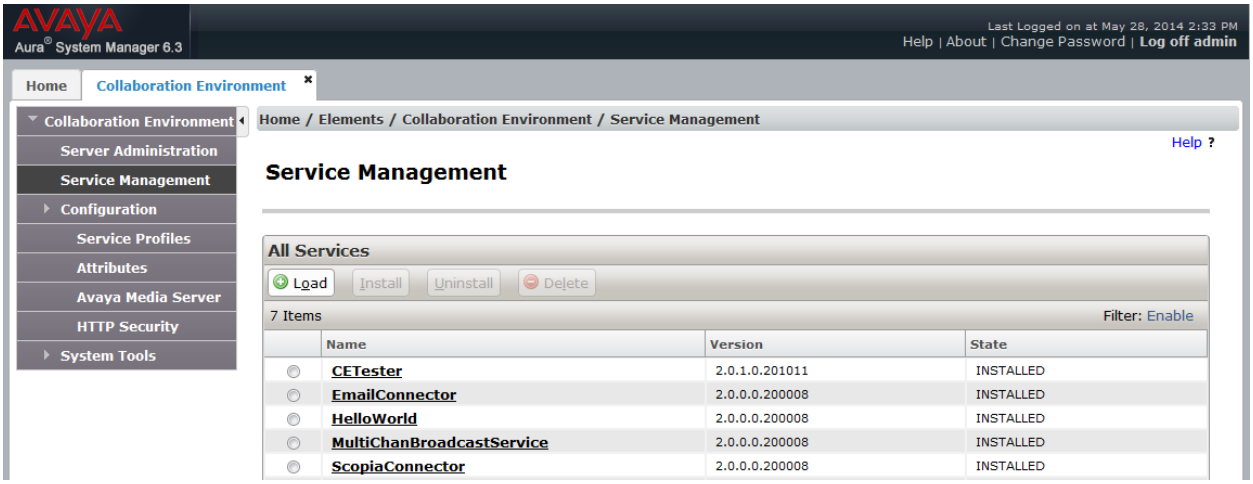
6. Configure Webtext Connector

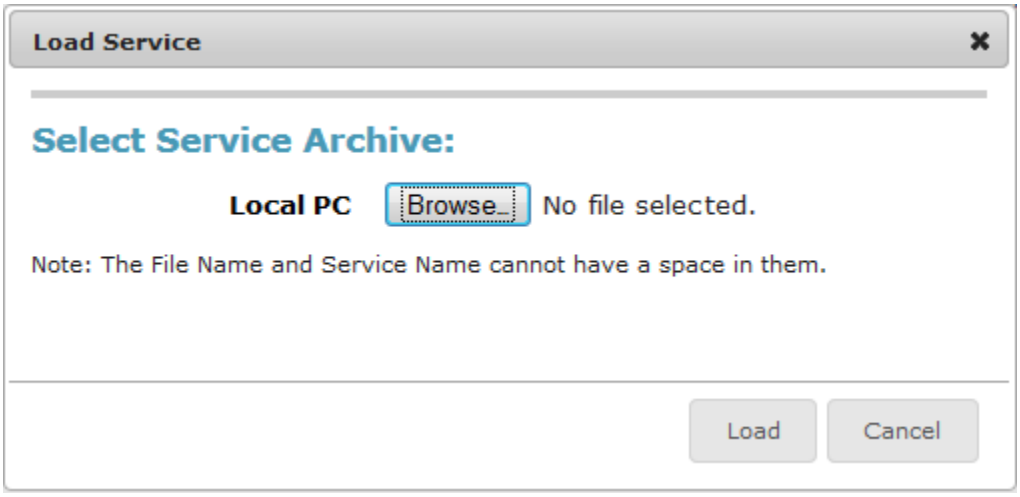
6.1. Load and Install Connector

Save a copy for the Webtext Connect file **WebtextConnector-1.0.0.0.0.svar** (provided by Webtext) to your local PC.

Access the browser-based GUI of System Manager using the URL "https://<*ip-address*>", where <*ip-address*> is the IP address of System Manager. Log in with the appropriate credentials. Navigate to **Home → Elements → Collaboration Environment → Service Management**. Click the **Load** button.



Click the **Browse** button.



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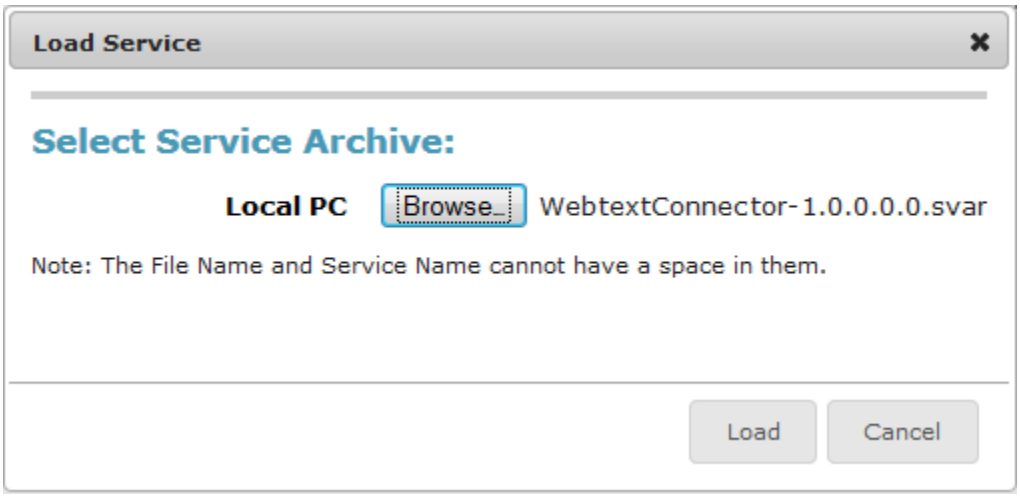
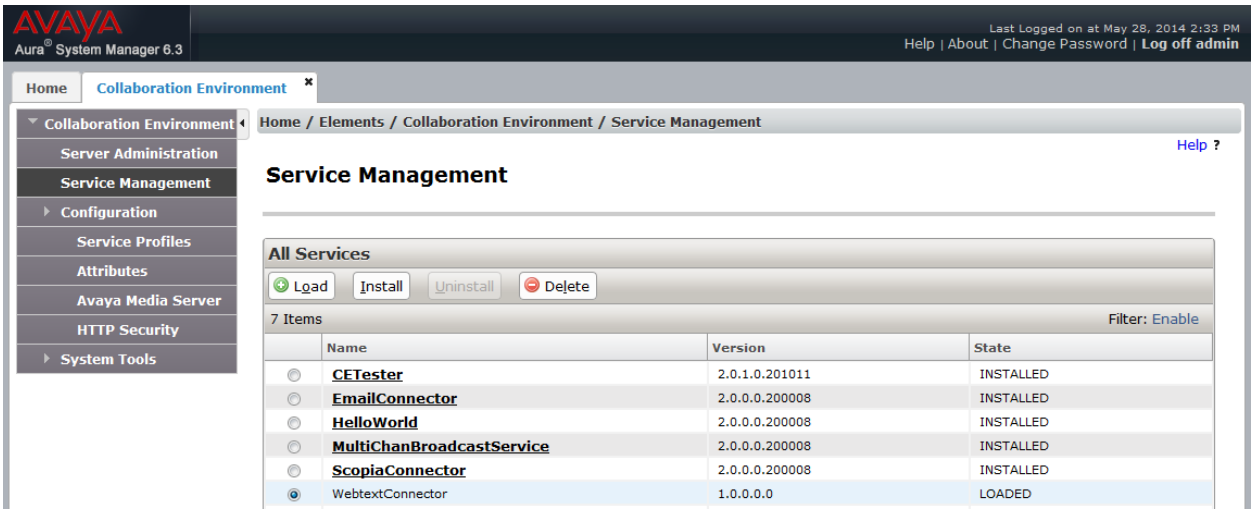
Navigate to and select the **WebtextConnector-1.0.0.0.0.svar** saved on your local PC (not shown). -Click the **Load** button.



Select the loaded Webtext Connector and click the **Install** button.



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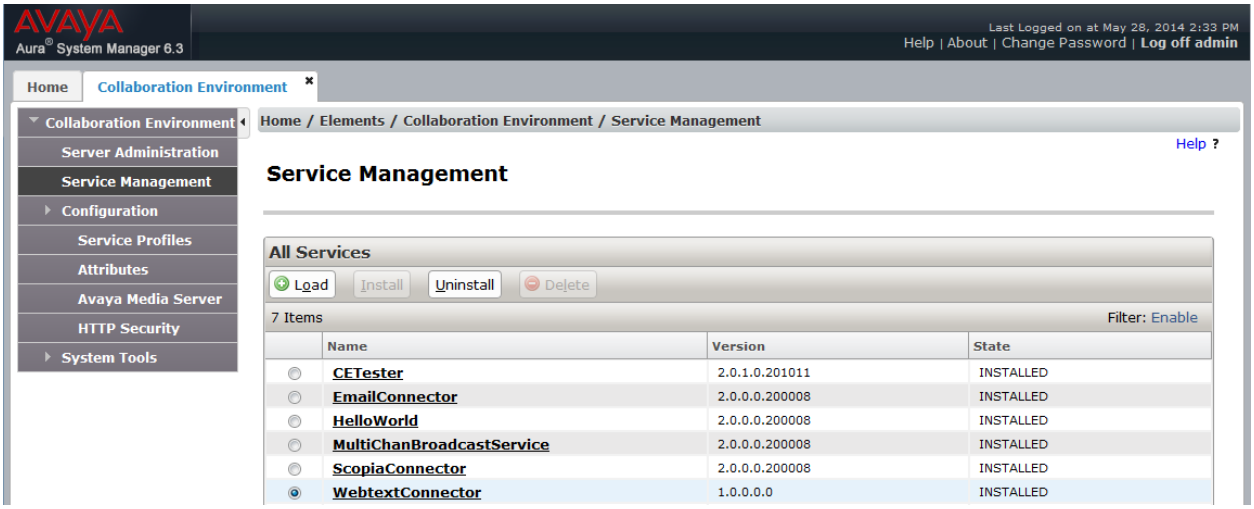
Verify the **State** of the Connector is **Installed**.



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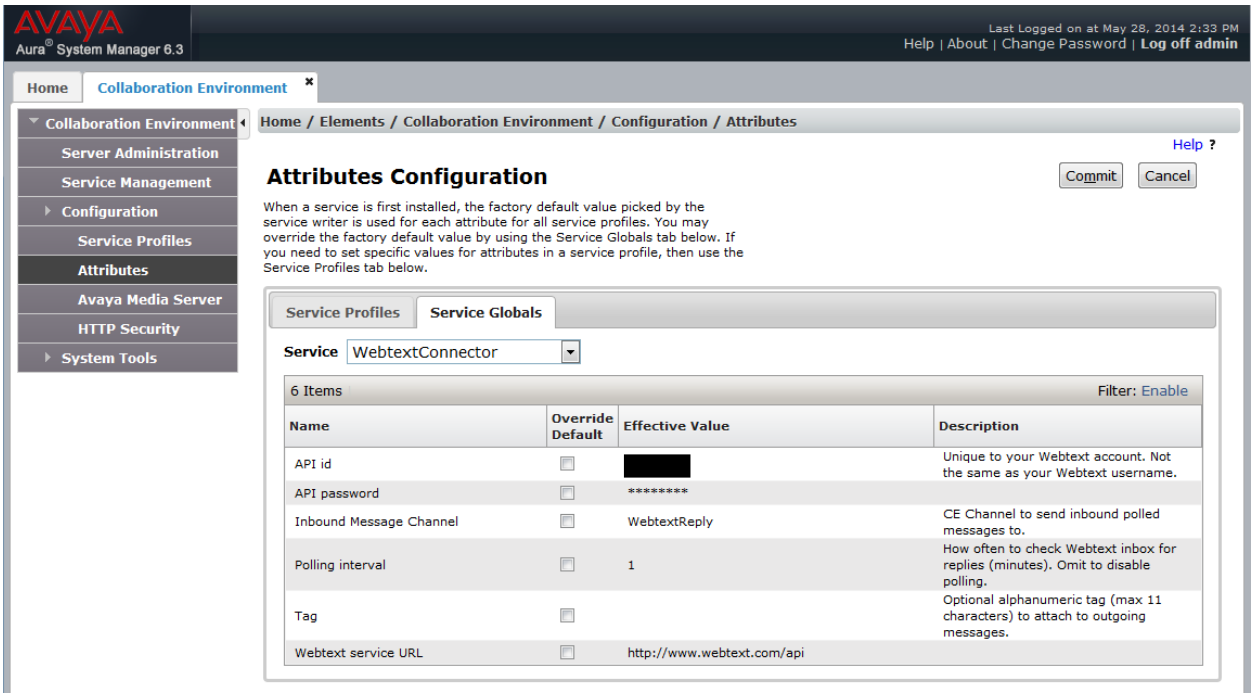
6.2. Attributes Configuration

Navigate to **Home → Elements → Collaboration Environment → Configuration → Attributes**. Click the **Service Globals** tab. Select **WebtextConnector** from the **Service** pull-down menu.

Enter the attributes values and then click the **Commit** button:

- **API id**: Enter the ID specific to the Webtext account (the account is hidden in the screenshot below for security reasons).
- **API password**: Enter the Webtext account password.
- **Inbound Message Channel**: Enter the CE Channel name used to send inbound polled messages to. For compliance testing, **WebtextReply** was used.
- **Polling Interval**: Enter the desired interval (minutes) to check the Webtext.com inbox.
- **Tag**: The "Tag" attribute is not supported in some countries (e.g. USA) by carriers. Therefore the "Tag" functionality could not be tested..
- **Webtext service URL**: Enter http://www.webtext.com/api (https is also supported)



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7. Verification Steps

The following steps may be performed to verify that the configuration steps have been done correctly.

1. Send an SMS text message from a client application to a mobile phone (where the text message is routed through the Avaya Aura® Collaboration Environment server / Webtext Connector).- Verify the message is received on the mobile phone.
2. Reply to the text message from the mobile phone. Verify the message is delivered to Webtext.com account inbox and delivered to the receiver application at the next polling interval.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the Webtext Connector with Avaya Aura® Collaboration Environment. All feature and serviceability test cases were completed successfully. Refer to **Section 2.2** for test results and any observations.

9. Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at http://support.avaya.com:

[1] *Administering Avaya Aura® System Manager*, Release 6.3, Issue 4, June 2014
[2] *Administering Avaya Aura® Collaboration Environment*, Release 2.0, Issue 1, October 2013

Webtext product documentation is available at http://www.webtext.com

Document for Postman can be found at http://www.getpostman.com/docs

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