



Avaya Solution & Interoperability Test Lab

Application Notes for Zeacom Communications Center with Avaya IP Office 9.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Zeacom Communications Center to interoperate with Avaya IP Office 9.0. Zeacom Communications Center is a multi-channel and multi-contact solution that can handle voice, fax, web, and email contacts. The compliance testing focused on the voice integration with Avaya IP Office using the TAPI and SIP User interfaces.

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 Zeacom Communications Center to interoperate with Avaya IP Office 9.0. Zeacom Communications Center is a multi-channel and multi-contact solution that can handle voice, fax, web, and email contacts. The compliance testing focused on the voice integration with Avaya IP Office using the TAPI and SIP User interfaces.

The TAPI 2 in third party mode interface is used by Zeacom Communications Center to monitor hunt groups and agent users on Avaya IP Office. Incoming calls are routed by Zeacom Communications Center to available agents using the TAPI line redirect capability.

The agents are configured as users on Avaya IP Office, with the ACD functionality provided by Zeacom Communications Center. The agents have desktop computers running the Zeacom Executive Desktop client software. Upon notified of an incoming hunt group call via TAPI events, Zeacom Communications Center redirects the call to an available agent, and populates the answering agent's desktop screen with call related information received via the TAPI interface. Call related actions such as answering of incoming calls can be initiated via the agent desktop, or via the agent telephone. The call related actions from the agent desktops are supported by Zeacom Communications Center using TAPI line control capabilities.

The SIP User interface is used by Zeacom Communications Center to support voicemail, announcement, and basic call recording features. Voicemail and announcement calls are redirected to an available SIP user to terminate to Zeacom Communications Center, and recording is accomplished by intruding a virtual SIP User onto the active call to pick up the media.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the Communications Center application, the application automatically requests monitoring of devices.

For the manual part of the testing, incoming calls were made to the general routing hunt groups. The Communications Center server used the TAPI event messages to track agent states, and specified calls to be redirected to available agents. Manual call controls from both the agent desktops and the agent telephones were exercised to verify remaining features such as answering and transferring of calls.

Voicemail was tested by not answering personal calls at the agent, and have the call cover to Communications Center for proper leaving of voice message and activation of message waiting indicator (MWI). Manual call was then made from the agent to the Voicemail hunt group for retrieval of voice message and proper deactivation of MWI.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to Communications Center.

The verification of tests included human checking of proper states at the agent desktop and telephone screens, and of reviewing the log files from Communications Center.

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 compliance testing included feature and serviceability areas.

The feature testing focused on verifying the following on Communications Center:

- Registration of virtual SIP users.
- Use of TAPI functions to monitor users and hunt groups, route incoming calls, support call control via agent desktops, set call forwarding and MWI.
- Proper handling of call scenarios including incoming call to different hunt groups, hold, reconnect, blind/attended transfer, attended conference, voicemail, announcement, call forwarding, MWI, supervisor monitor, outgoing call, outpulse of DTMF digits, and recording of basic calls.

The serviceability testing focused on verifying the ability of Communications Center to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to Communications Center.

2.2. Test Results

All test cases were executed and verified. The following were observations on Communications Center from the compliance testing.

- Upon completing an attended transfer, the transfer-to agent desktop displays [no information] in the Caller Info parameter for the active call.
- For the hold and reconnect scenario, the basic call recording feature only captures the audio up to the first hold action by design.

2.3. Support

Technical support on Communications Center can be obtained through the following:

- **Phone:** (800) 513-9002
- **Web:** www.zeacom.com
- **Email:** usasupport@zeacom.com

3. Reference Configuration

The configuration used for the compliance testing is shown below.

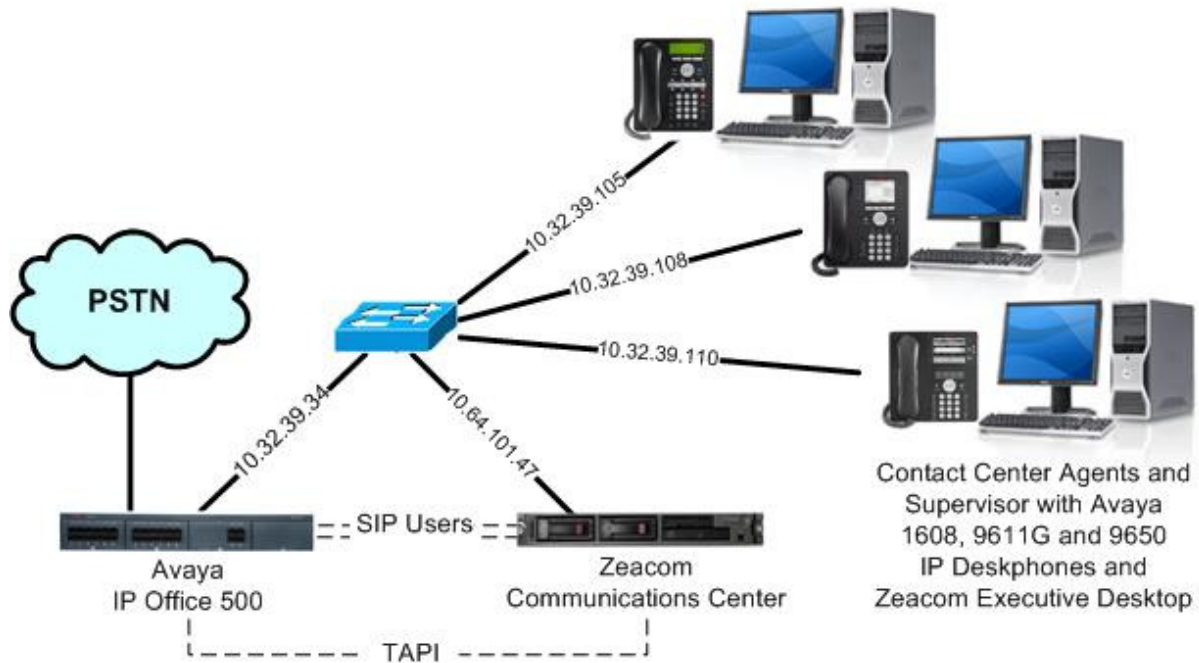


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office on IP500V2	9.0 (829)
Avaya 1608 IP Deskphone (H.323)	1.330D
Avaya 9611G IP Deskphone (H.323)	6.3037
Avaya 9650 IP Deskphone (H.323)	3.200
Zeacom Communications Center on Windows Server 2008 R2 Enterprise <ul style="list-style-type: none">• Avaya IP Office TAPI2 Driver (tspi2w)	7.0.0.1288 SP1 1.0.0.38
Zeacom Executive Desktop	7.0.0.1288

Testing was performed with IP Office 500 V2 R9.0, but it also applies to IP Office Server Edition R9.0. Note that IP Office Server Edition requires an Expansion IP Office 500 V2 R9.0 to support analog or digital endpoints or trunks. IP Office Server Edition does not support TAPI Wave or Group Voicemail.

5. Configure Avaya IP Office

This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify license
- Administer hunt groups
- Administer agents
- Assign agents to monitor hunt group
- Administer supervisors
- Obtain LAN IP address
- Administer SIP Registrar
- Administer SIP extensions
- Administer SIP users
- Administer short code

5.1. Verify License

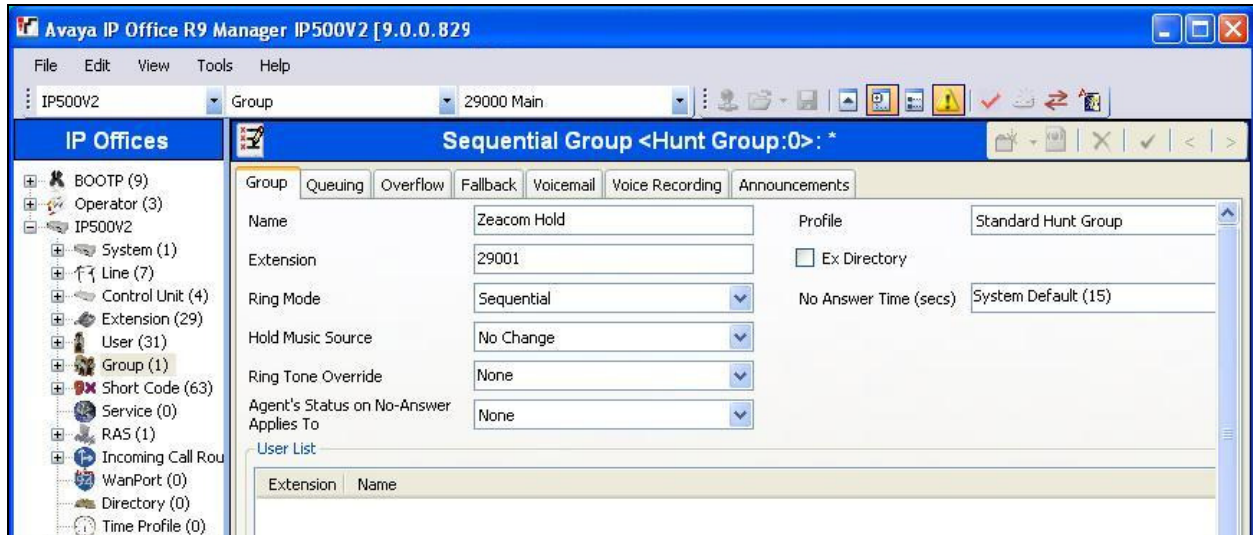
From a PC running the IP Office Manager application, select **Start → All Programs → IP Office → Manager** to launch the application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP Office R9 Manager** screen is displayed. From the configuration tree in the left pane, select **License** to display the licenses in the right pane. Verify that the **License Status** for **3rd Party IP Endpoints** and **CTI Link Pro** are “Valid”, as shown below.

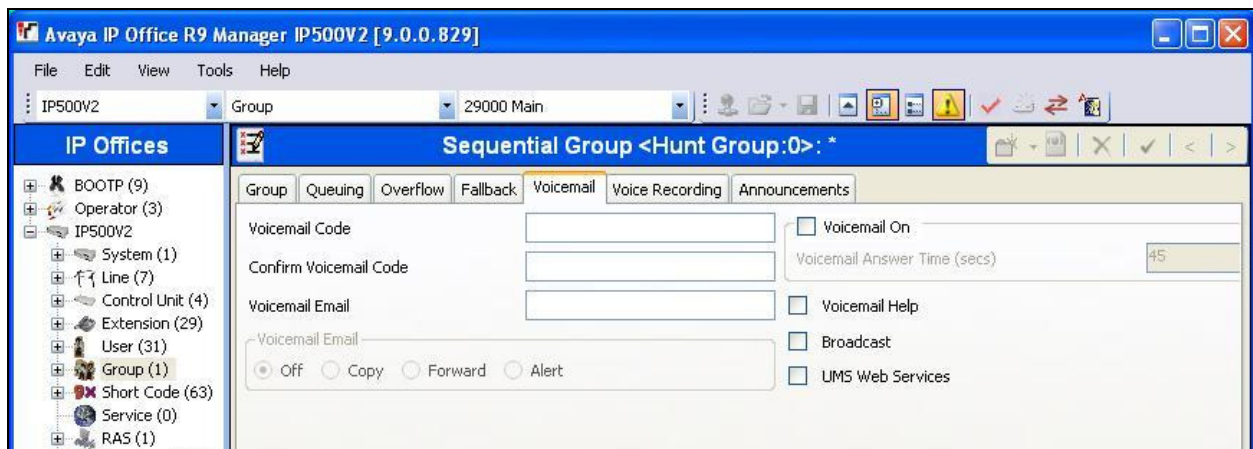
Feature	License Key	Instances	Status
CTI Link Pro	NAMnt99YtUpNVF6cCixG9mZdMhdD1CDB	255	Valid
Wave User	KAKcwo9RAj6u3M11gRct6yhrdGvRnzzJ	255	Valid
Preferred Edition (Voicemail Pro)	yAD9Vbh_XGZeXSRQkPcgxW7dk@etpie	255	Valid
DECT Integration (ports)	D4e50TVcXSR1aLRBYXuhgwFce6L_Ofe5	255	Obsolete
Phone Manager Pro	O4yo59oevvAn4LueP2udoeROrv07V7EM	255	Valid
Phone Manager Pro IP Audio Enabled...	tTcdLD68ASsNdl8cwCxyBLkLe6xoDMV1	255	Valid
Receptionist	FxHJ9ybwvj6IUvmmCNe9gPROEK_E07z9	255	Valid
Preferred Edition Additional Voicemail ...	AAahG4owXvqJFbuWwEcs1WFcpws_IPV9	255	Dormant
3rd Party IP Endpoints	ix5jrTV1vGqn4D8eJley1f4dskrOOpnx	255	Valid
Phone Manager Pro (per seat)	AXcFd5VoXjKxaFmCRlxSHBZdDvVjIz0x	255	Valid
AUDIX Voicemail	54TrwdbMA56207mx5CcGgZ6cO3O2OJ75	255	Valid
VMPro Networked Messaging	4y0E9Eg7tSf0ymfQSPx6_T3Vpwxcd7De	255	Valid
VMPro TTS (Scansoft)	bhmydPb8XvZxsEWWRnuvHcoOLwmbIWrb	255	Valid
VMPro TTS (Generic)	@XOPTfbBxkXDFrgzekwticNkrFORIH	255	Valid
IP500 Voice Networking Channels	2TD5VFLpAP2bLHw54e9cKRvsvmEVfx	255	Valid
SIP Trunk Channels	KyW2GEG6AssCG@eOWPcwlQodd6oxQuu	255	Valid
IP500 Universal PRI (Additional chan...	V4cB1y6HvvYN3mfpJAc9HebrOwxJDzZe	255	Valid
UMS Web Services	4XOAvG68XAZxsbkW6AeBH@6srwZbtMJC	255	Valid
Avaya IP endpoints	syn6cldwvsg2F9fYRNugL@RdShs@xfMe	255	Valid
Avaya Softphone License	XAmMrmYmvd8CAmqYJJx61WqOMkbVtMiC	255	Valid
Essential Edition	sbxTs5g5vjfckbq1JEeykEidjvVNIIMjm	255	Valid
Essential Edition Additional Voicemail ...	IAebKWWeAAFevo01wjcwgD6rjgDSOCiC	255	Valid
Mobile Worker	@vCcghkXUkc49ae5Mu6oZodN6O2I8EB	255	Dormant
Mobile User Upgrade	hAt6KP9zXS5GcZblekjZcyf9s6@EIJF5	255	Dormant
Office Worker Upgrade	Ah1UoyBcvvLcUFQQUcwb5ZLpwd0tPIJ	255	Dormant

5.2. Administer Hunt Groups

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. Enter desired values for the **Name** and **Extension** fields. Retain the default values in the remaining fields.



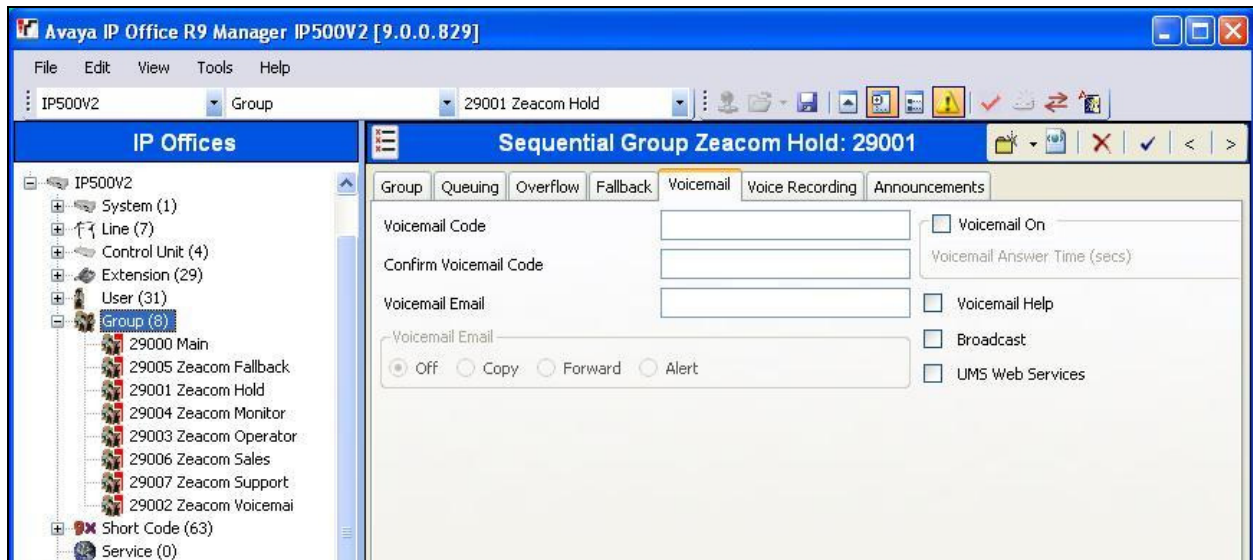
Select the **Voicemail** tab, and uncheck **Voicemail On** as shown below.



Repeat this section to create the hunt groups shown below. These hunt groups are used to provide routing and handling of incoming calls.

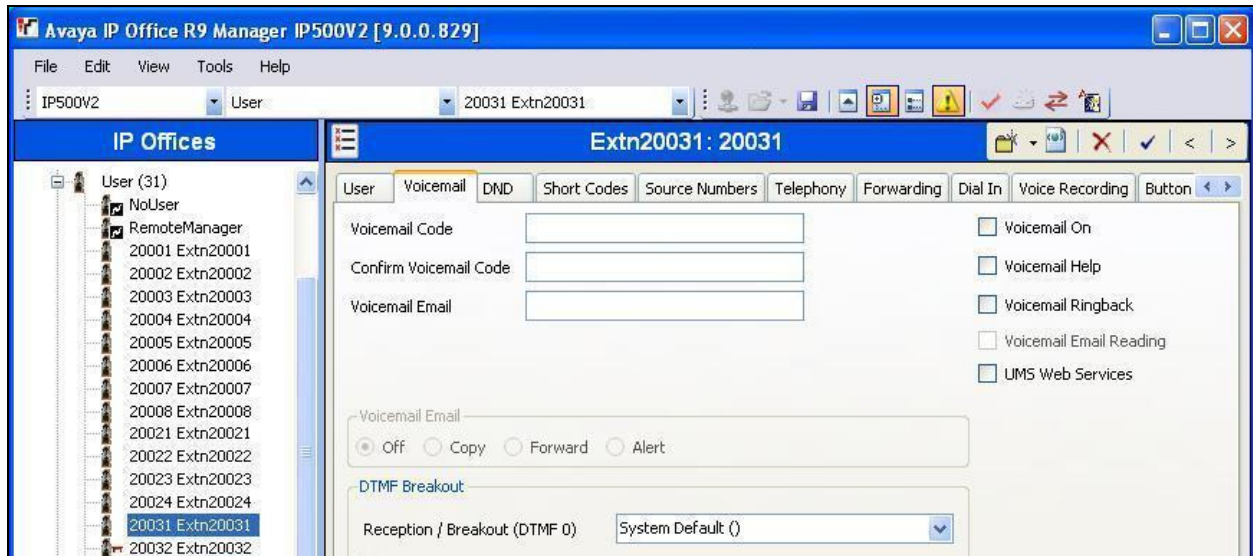
Extension	Name
29001	Zeacom Hold
29002	Zeacom Voicemail
29003	Zeacom Operator
29004	Zeacom Monitor
29005	Zeacom Fallback
29006	Zeacom Sales
29007	Zeacom Support

The created hunt groups are shown in the left pane of the screenshot below.

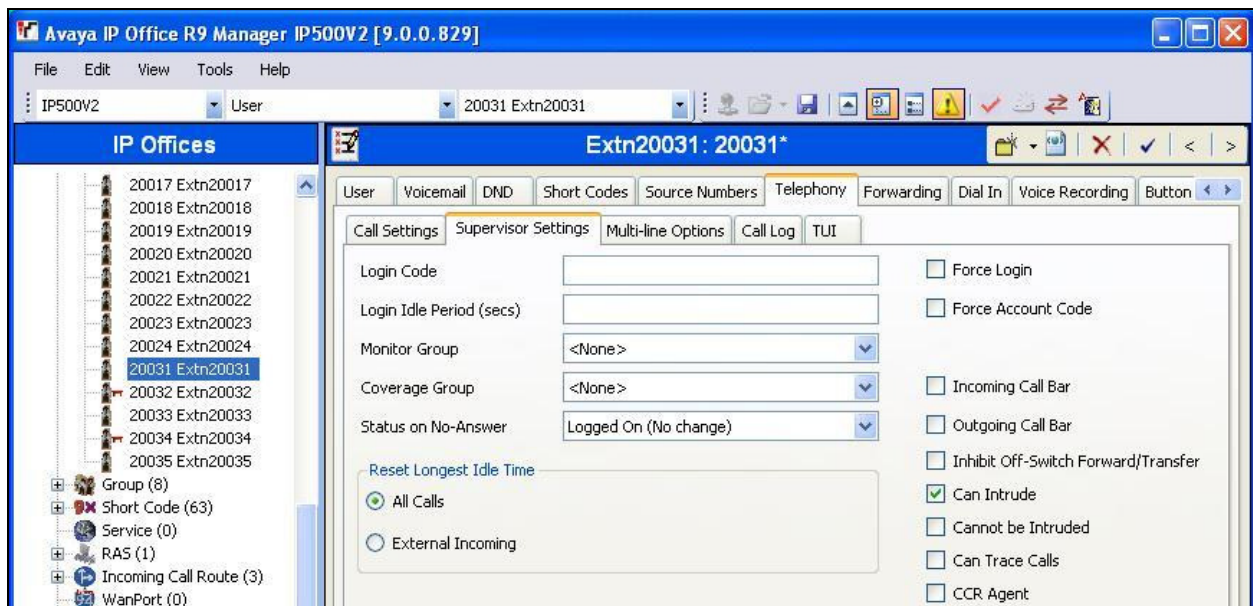


5.3. Administer Agents

From the configuration tree in the left pane, select the first user that will be answering calls, in this case “20031”. Select the **Voicemail** tab, and uncheck **Voicemail On** as shown below.

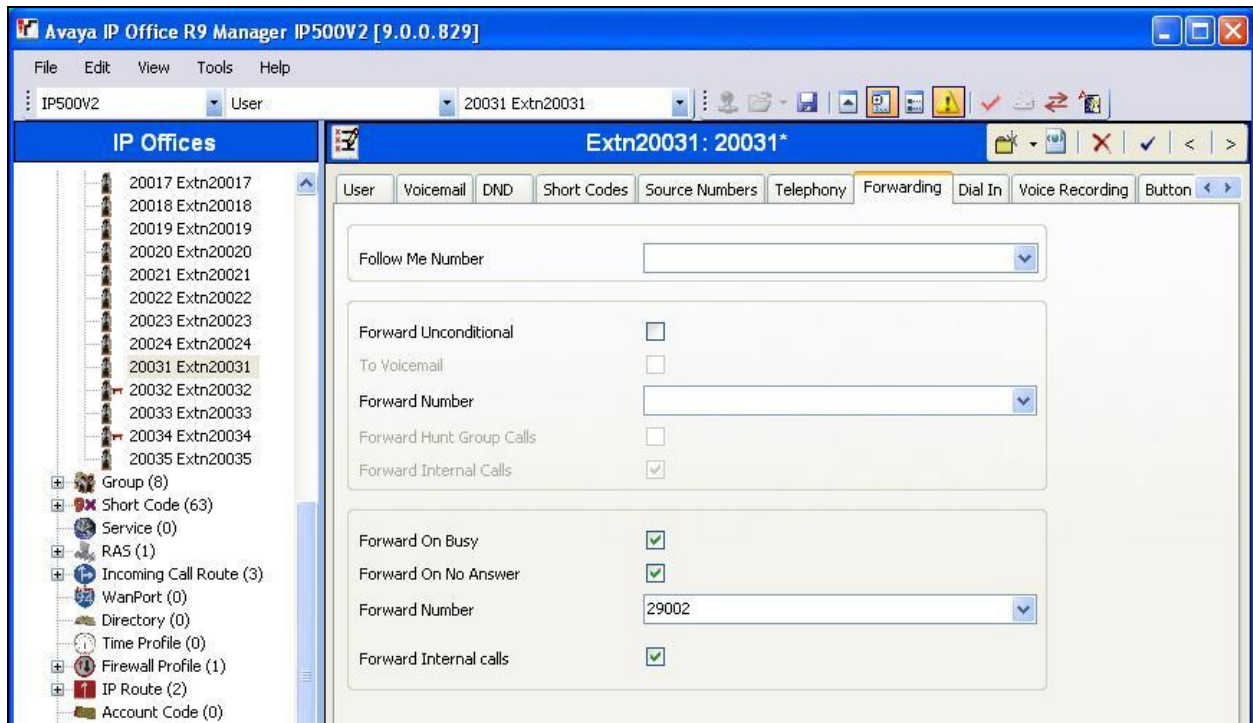


Select the **Telephony** tab, followed by **Supervisor Settings**. Uncheck **Cannot be Intruded**, and set **Can Intrude** to the desired setting.



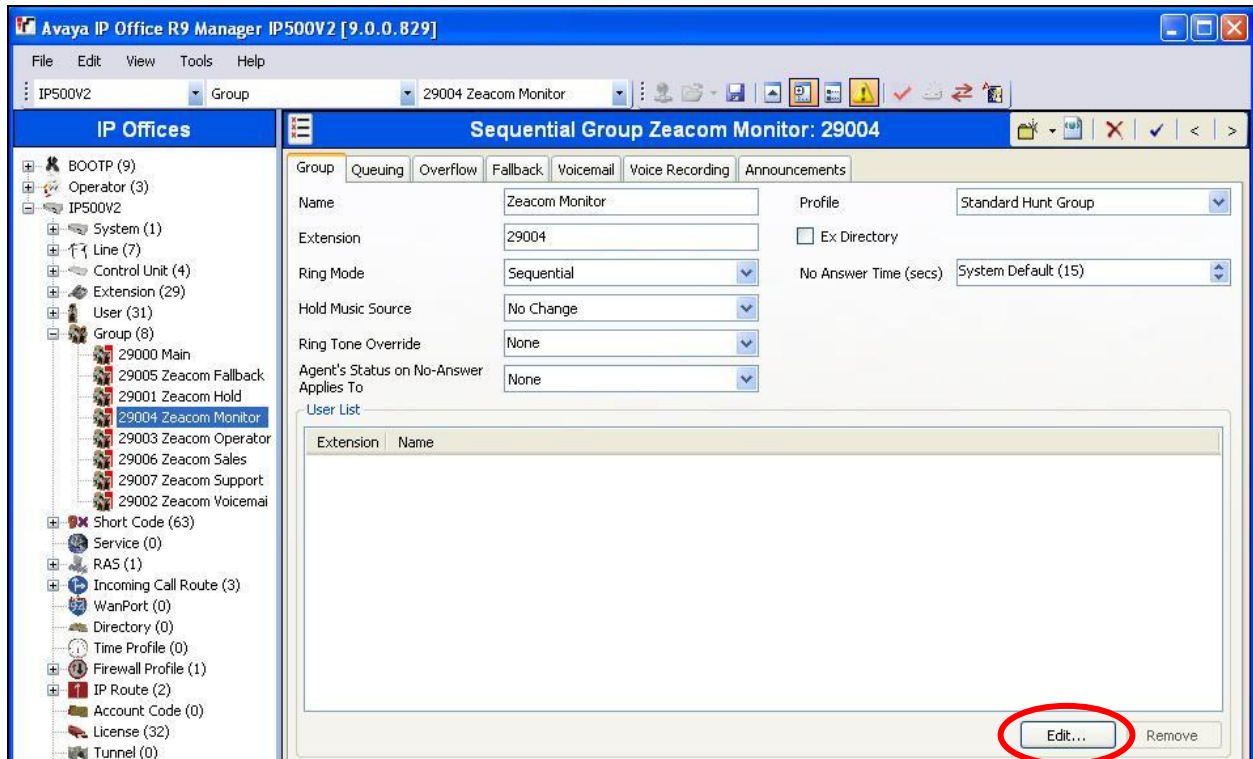
Select the **Forwarding** tab. Check **Forward On Busy** and **Forward On No Answer**. For **Forward Number**, enter the Zeacom Voicemail hunt group extension from **Section 5.2**. Retain the default values in the remaining fields.

Repeat this section for all users that will be answering calls. In the compliance testing, two users with extensions 20031 and 20032 were configured.

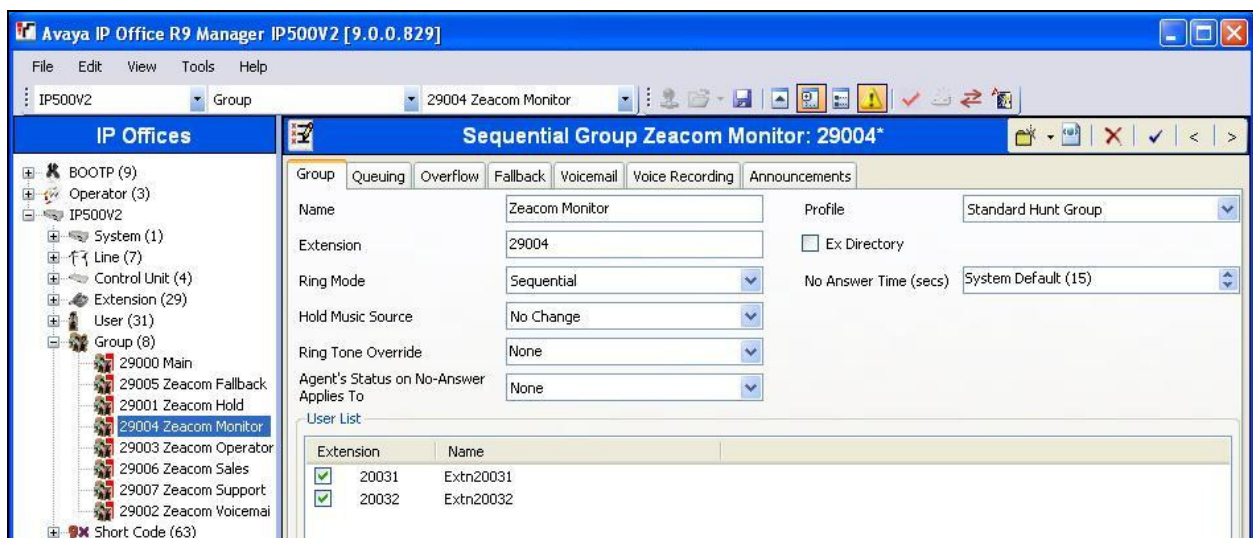


5.4. Assign Agents to Monitor Hunt Group

From the configuration tree in the left pane, select the Zeacom Monitor hunt group, in this case “29004”. Click on **Edit** in the **User List** section to add members. In the next screen (not shown), select all agent users from **Section 5.3**.



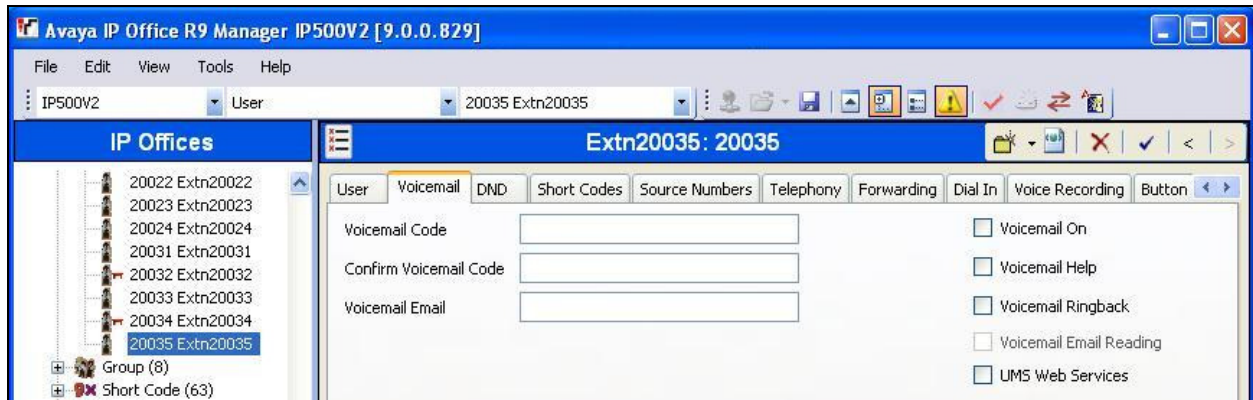
The resultant screen is shown below.



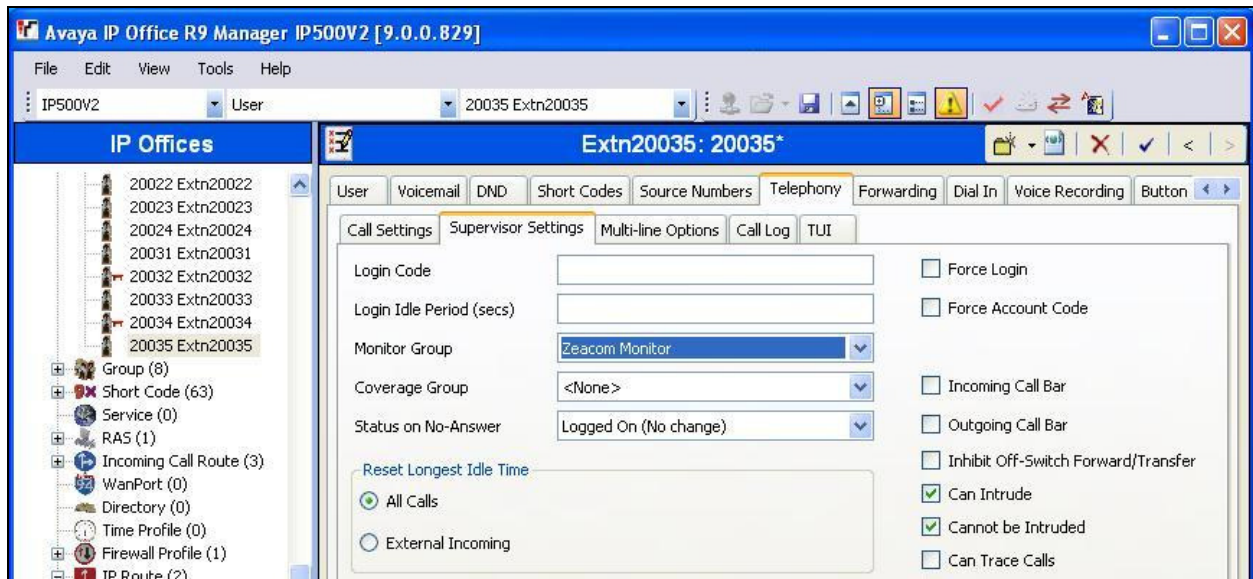
5.5. Administer Supervisors

From the configuration tree in the left pane, select the first supervisor user, in this case “20035”.

Select the **Voicemail** tab, and uncheck **Voicemail On** as shown below.

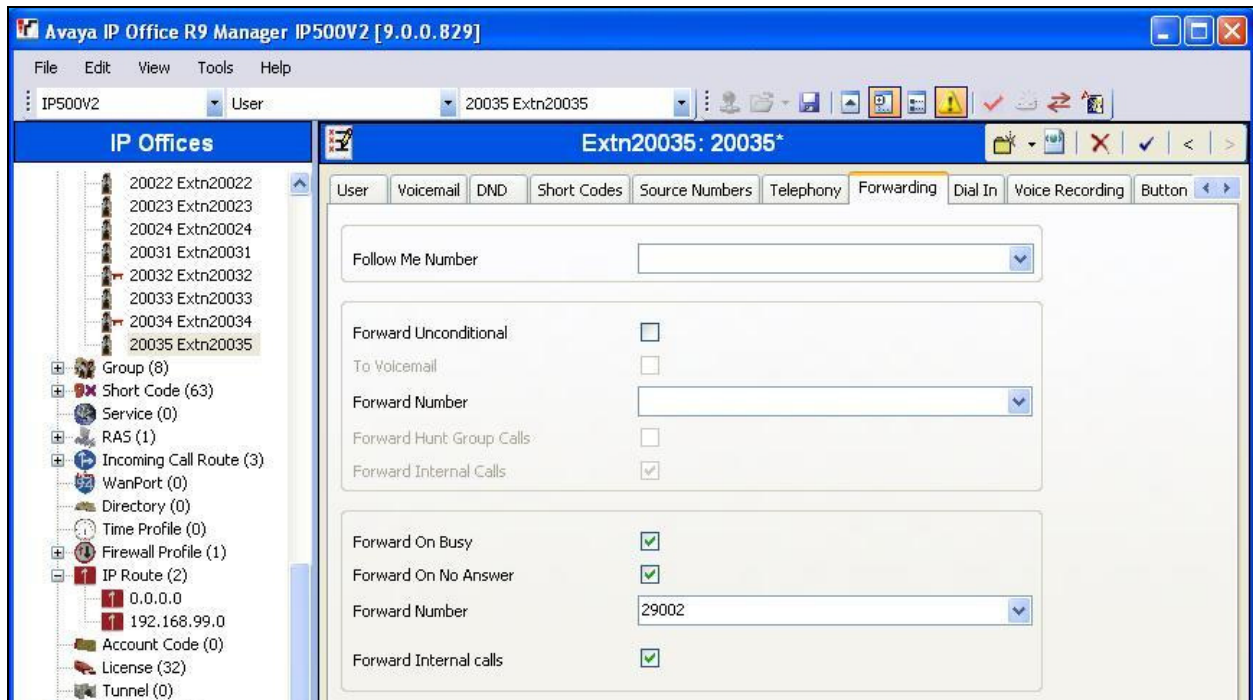


Select the **Telephony** tab, followed by **Supervisor Settings**. Check **Can Intrude**, and set **Cannot be Intruded** to the desired setting. For **Monitor Group**, select the Zeacom Monitor hunt group from **Section 5.2**.



Select the **Forwarding** tab. Check **Forward On Busy** and **Forward On No Answer**. For **Forward Number**, enter the Zeacom Voicemail hunt group extension from **Section 5.2**. Retain the default values in the remaining fields.

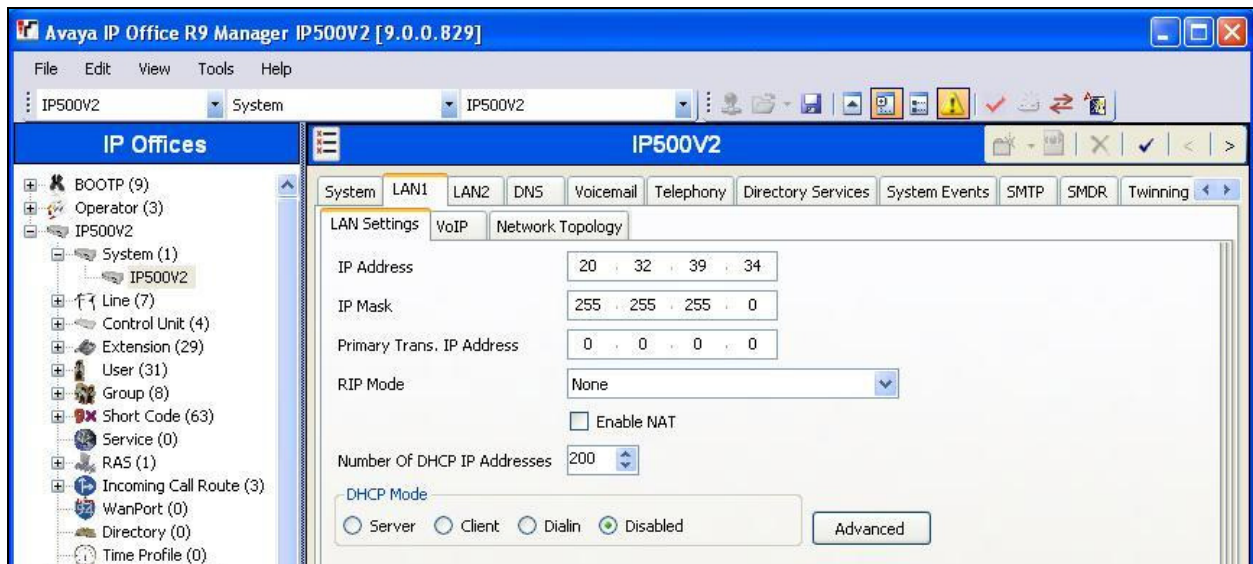
Repeat this section for all supervisors. In the compliance testing, one supervisor with extension 20035 was configured.



5.6. Obtain LAN IP Address

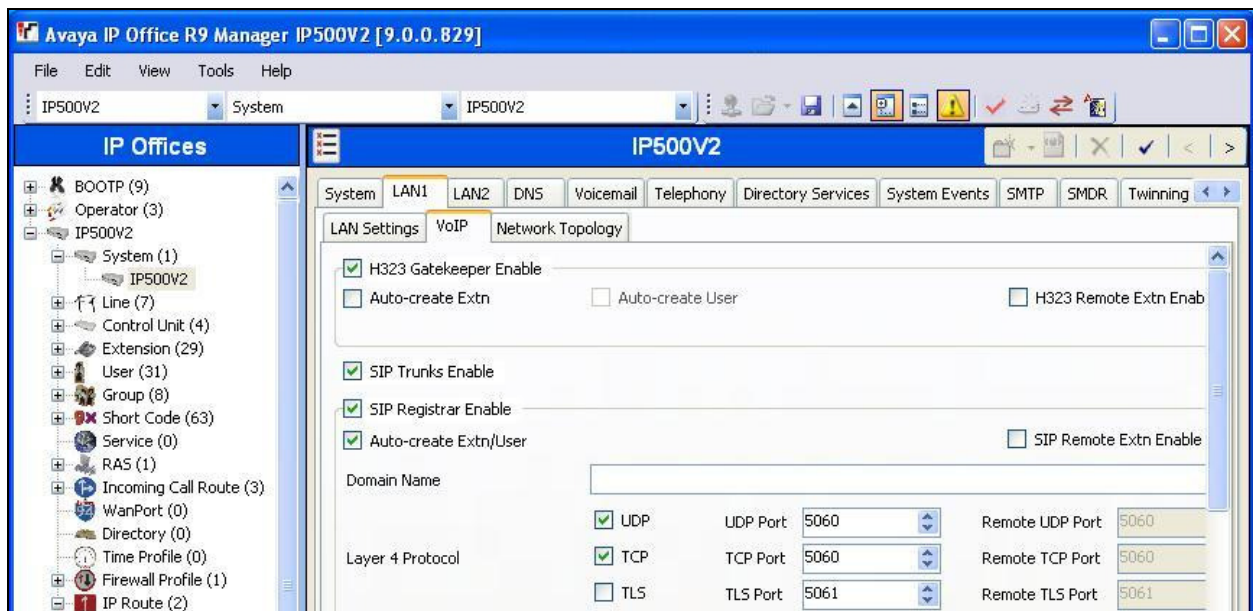
From the configuration tree in the left pane, select **System** to display the **IP500V2** screen in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane.

Make a note of the **IP Address**, which will be used later to configure Zeacom. Note that IP Office can support SIP on the LAN1 and/or LAN2 interfaces, and the compliance testing used the LAN1 interface.



5.7. Administer SIP Registrar

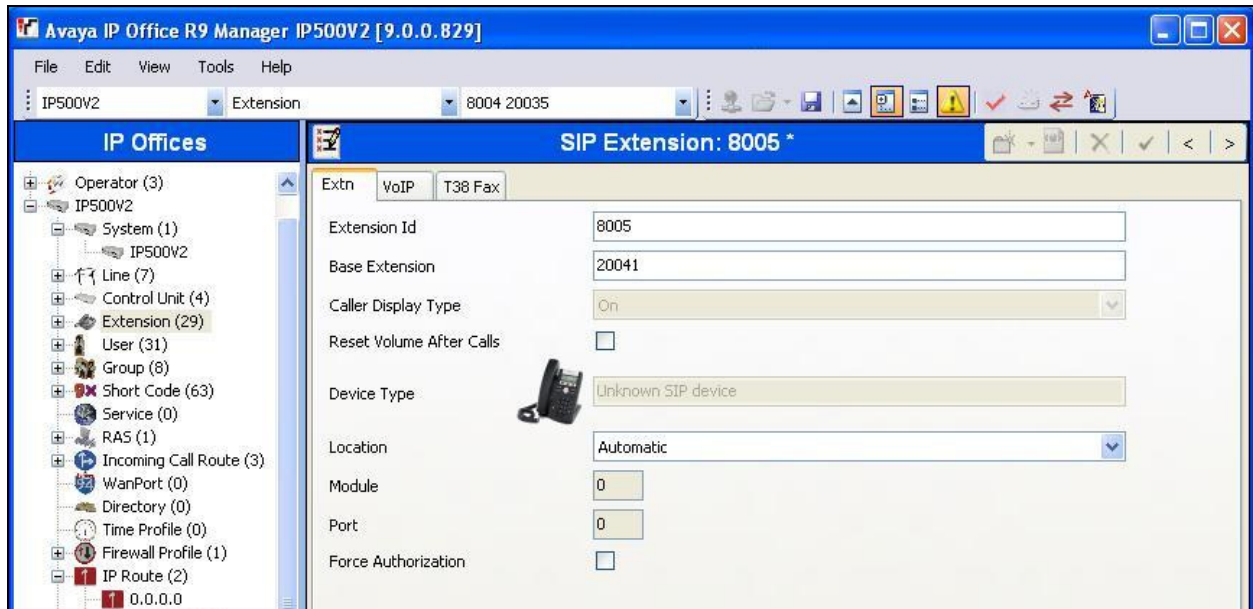
Select the **VoIP** sub-tab. Make certain that **SIP Registrar Enable** is checked, as shown below.



5.8. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension**, and select **New → SIP Extension** from the pop-up list to add a new SIP extension. Enter the desired digits for **Base Extension**, and uncheck **Force Authorization**, as shown below.

Repeat this section to add the desired number of SIP extensions with consecutive extension numbers. In the compliance testing, two SIP extensions with base extensions of “20041” and “20042” were created.



5.9. Administer SIP Users

From the configuration tree in the left pane, right-click on **User**, and select **New** from the pop-up list. Enter desired values for **Name** and **Full Name**. For **Extension**, enter the first SIP base extension from **Section 5.8**.

Avaya IP Office R9 Manager IP500V2 [9.0.0.829]

File Edit View Tools Help

IP500V2 User 20035 Extn20035

IP Offices

- BOOTP (9)
- Operator (3)
- IP500V2
 - System (1)
 - IP500V2
 - Line (7)
 - Control Unit (4)
 - Extension (31)
 - User (31)**
 - Group (8)
 - Short Code (63)
 - Service (0)
 - RAS (1)
 - Incoming Call Route (3)
 - WanPort (0)
 - Directory (0)
 - Time Profile (0)
 - Firewall Profile (1)
 - IP Route (2)
 - Account Code (0)
 - License (32)
 - Tunnel (0)
 - User Rights (8)

<User:0> *

User Voicemail DND Short Codes Source Numbers Telephony Forwarding Dial In Voice Recording Button P...

Name: zeacom20041

Password:

Confirm Password:

Account Status: Enabled

Full Name: Zeacom SIP Port 1

Extension: 20041

Email Address:

Locale:

Priority: 5

System Phone Rights: None

Profile: Basic User

☐ Receptionist

☐ Enable Softphone

Select the **Voicemail** tab, and uncheck **Voicemail On** as shown below.

Avaya IP Office R9 Manager IP500V2 [9.0.0.829]

File Edit View Tools Help

IP500V2 User 20035 Extn20035

IP Offices

- BOOTP (9)
- Operator (3)
- IP500V2
 - System (1)
 - IP500V2
 - Line (7)
 - Control Unit (4)
 - Extension (31)
 - User (31)**
 - Group (8)
 - Short Code (63)
 - Service (0)
 - RAS (1)

<User:0> *

User **Voicemail** DND Short Codes Source Numbers Telephony Forwarding Dial In Voice Recording Button P...

Voicemail Code:

Confirm Voicemail Code:

Voicemail Email:

☐ Voicemail On

☐ Voicemail Help

☐ Voicemail Ringback

☐ Voicemail Email Reading

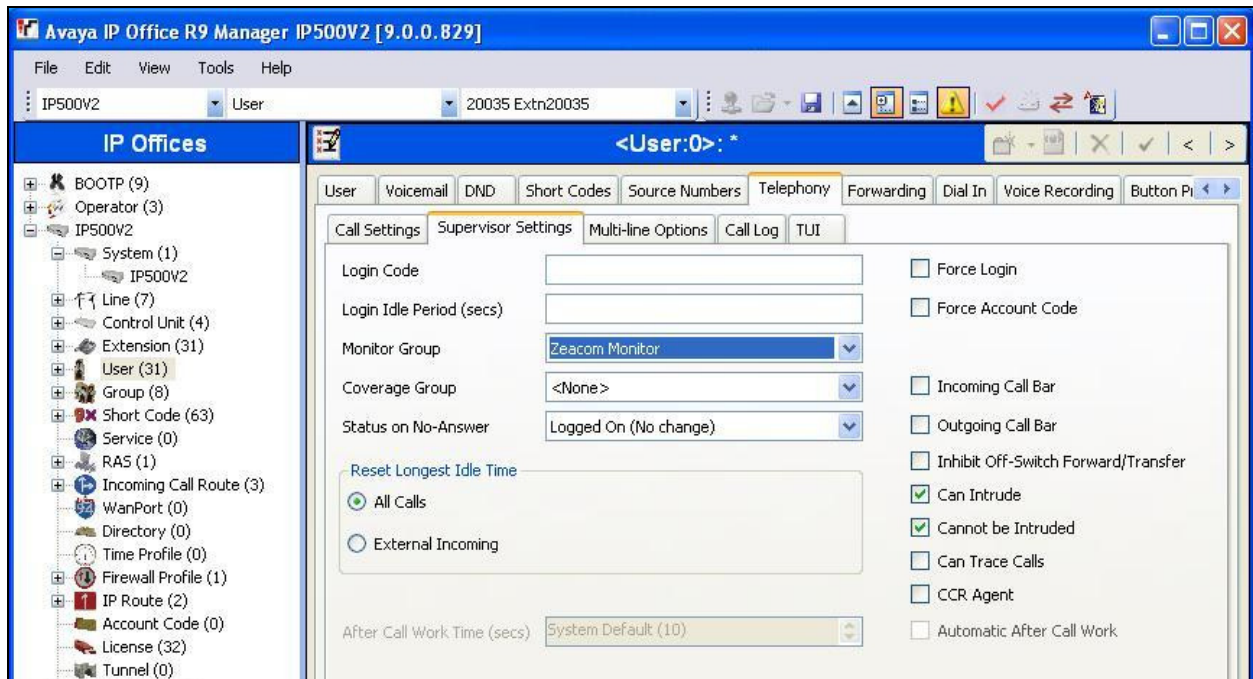
☐ UMS Web Services

Voicemail Email:

☒ Off ☐ Copy ☐ Forward ☐ Alert

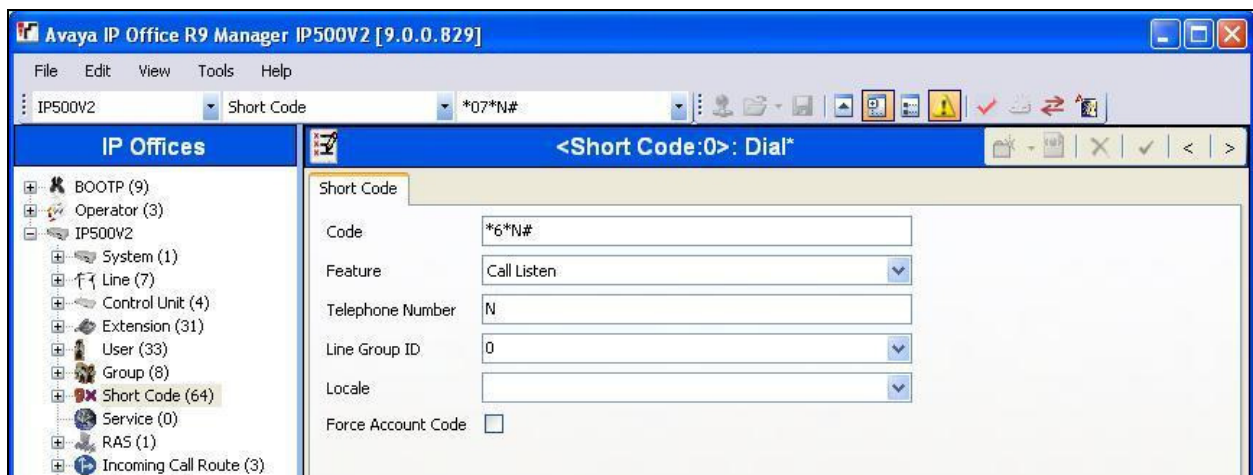
Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Check **Can Intrude** and **Cannot be Intruded**. For **Monitor Group**, select the Zeacom Monitor hunt group from **Section 5.2**.

Repeat this section to add a new user for each SIP extension from **Section 5.8**. In the compliance testing, two users with names of “zeacom20041” and “zeacom20042” were created.



5.10. Administer Short Code

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code for Call Listen. Configure the fields exactly as shown below. This fixed short code value will be used by Communications Center to intrude virtual SIP users onto active calls for basic call recording.



6. Configure Zeacom Communications Center

This section provides the procedures for configuring the Communications Center server. The procedures include the following areas:

- Administer TAPI Driver
- Administer phone system type
- Administer phone system data
- Verify license
- Administer lines
- Administer queues
- Administer phonebook

The configuration of Communications Center is typically performed by Zeacom installation technicians or third party resellers. The procedural steps are presented in these Application Notes for informational purposes.

6.1. Administer TAPI Driver

From the Communications Center server, select **Start → All Programs → Control Panel → Phone and Modem**, to display the **Location Information** screen. Enter the proper area code and any other pertinent data.

Location Information

Before you can make any phone or modem connections, Windows needs the following information about your current location.

What country/region are you in now?

United States

What area code (or city code) are you in now?

303

If you need to specify a carrier code, what is it?

If you dial a number to access an outside line, what is it?

The phone system at this location uses:

☒ Tone dialing ☐ Pulse dialing

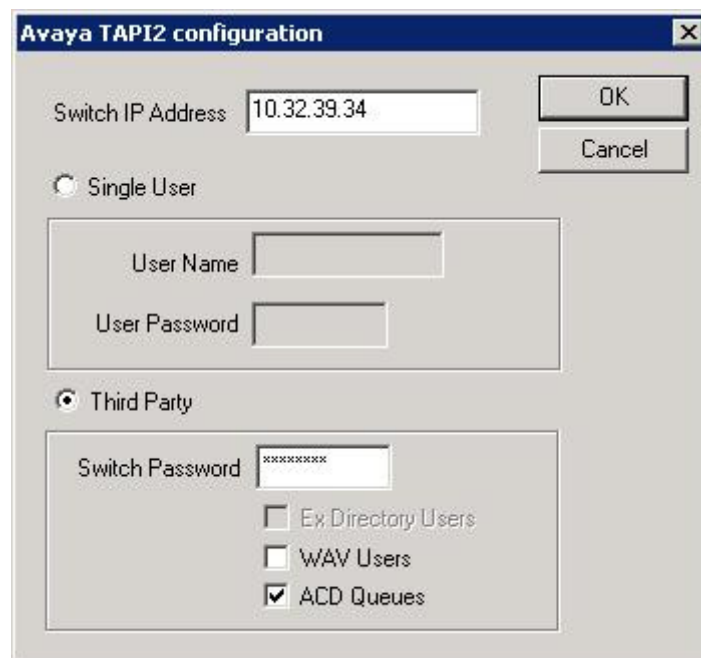
OK Cancel

The **Phone and Modem** screen is displayed next. Select the **Advanced** tab, followed by **Avaya IP Office TAPI2 Service Provider**, as shown below. Click **Configure**.



The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of IP Office. Select the radio button for **Third Party**, and enter the IP Office password into the **Switch Password** field. Check **ACD Queues** as shown below.

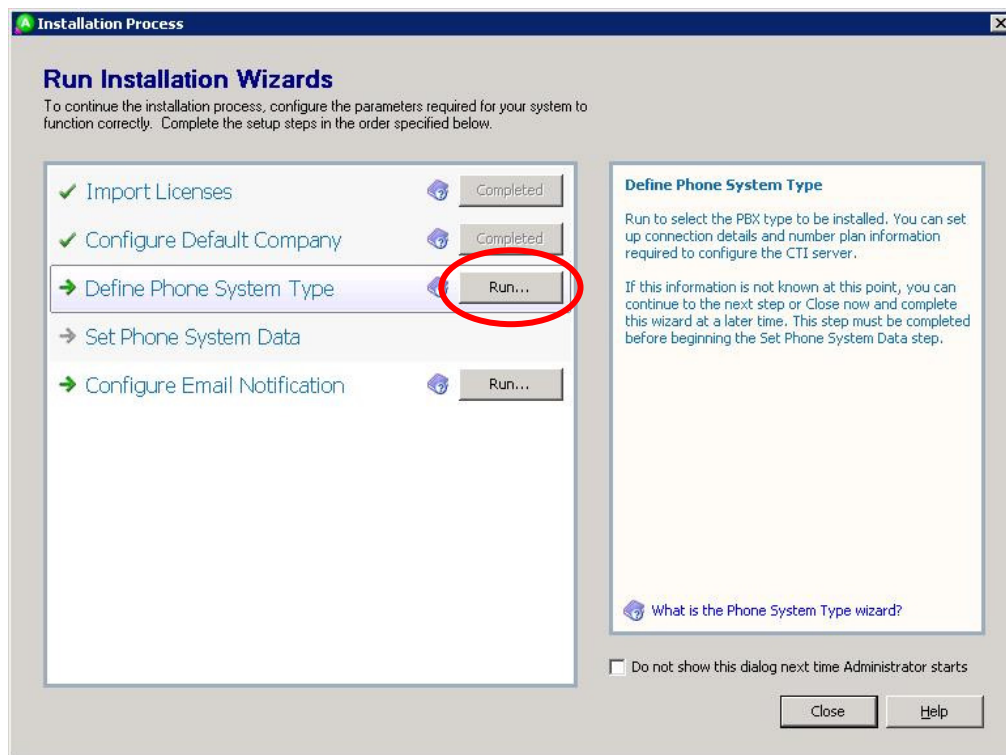
Reboot the Communications Center server.



6.2. Administer Phone System Type

At the conclusion of installation, the **Installation Process** screen will be displayed by the Installation Wizard. Follow [2] to import licenses and configure the default company.

The **Installation Process** screen shown below is displayed next. Click the **Run** icon associated with **Define Phone System Type**.

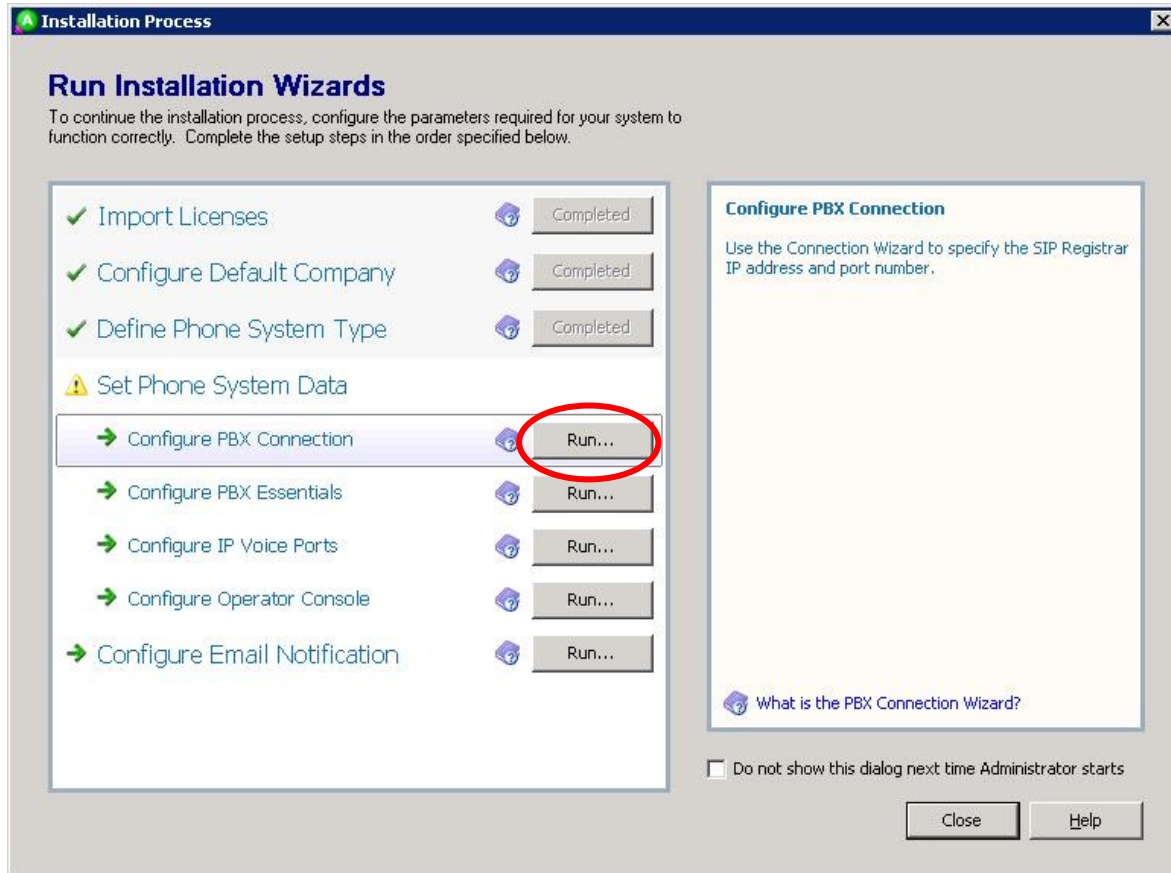


The **Phone System Type** screen is displayed. For **PBX Type**, select “Avaya IP Office”.



6.3. Administer Phone System Data

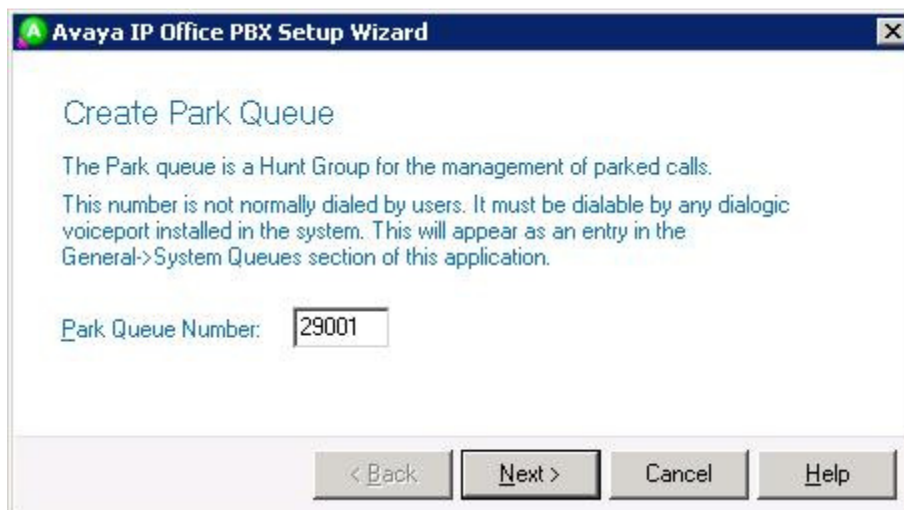
The **Installation Process** screen shown below is displayed next. Click the **Run** icon associated with **Set Phone System Data** → **Configure PBX Connection**.



The **Avaya IP Office PBX Setup Wizard** → **Configure PBX Connection** screen is displayed. For **SIP Registrar IP Address**, enter the IP address of IP Office.

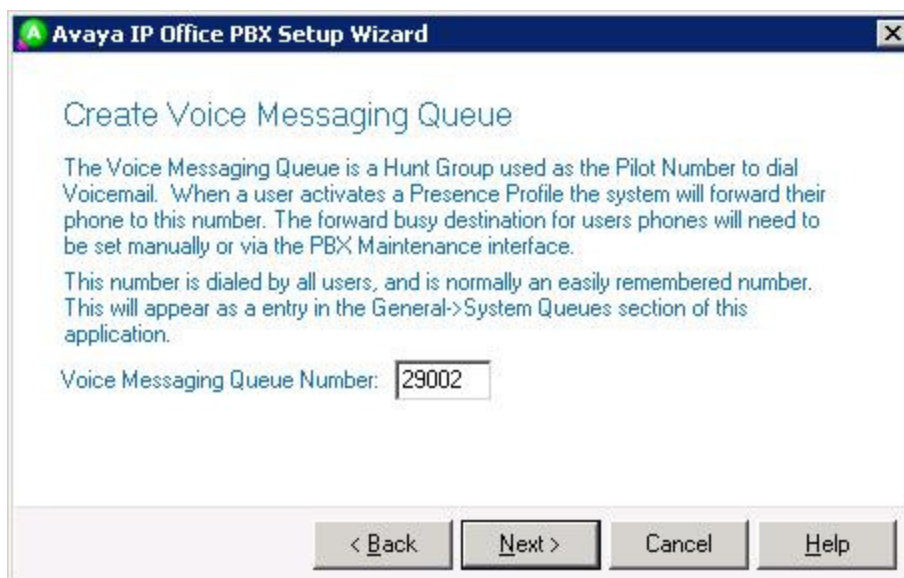


Continue with the Installation Wizard until the **Avaya IP Office PBX Setup Wizard → Create Park Queue** screen is displayed. For **Park Queue Number**, enter the extension of the Zeacom Hold hunt group from **Section 5.2**.



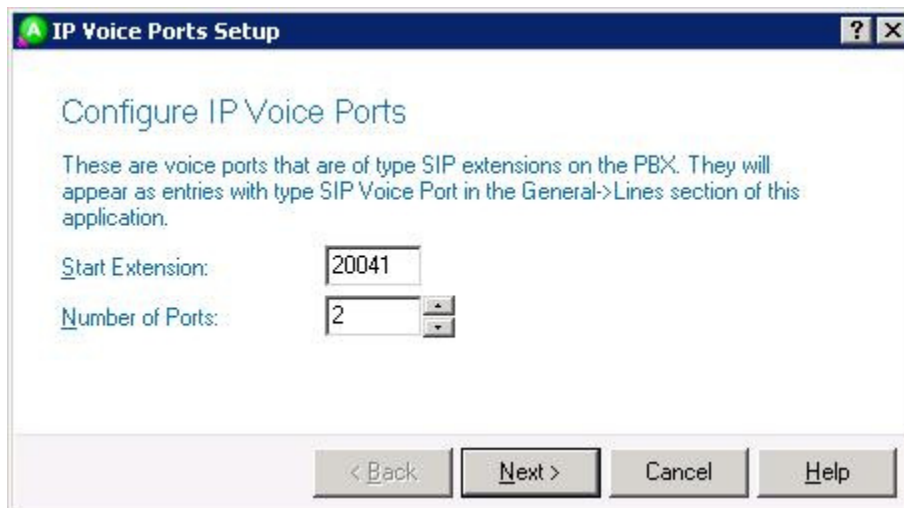
The screenshot shows a window titled "Avaya IP Office PBX Setup Wizard" with a close button (X) in the top right corner. The main heading is "Create Park Queue". Below the heading, there is explanatory text: "The Park queue is a Hunt Group for the management of parked calls. This number is not normally dialed by users. It must be dialable by any dialogic voiceport installed in the system. This will appear as an entry in the General->System Queues section of this application." Below this text is a label "Park Queue Number:" followed by a text input field containing the value "29001". At the bottom of the window, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

The **Avaya IP Office PBX Setup Wizard → Create Voice Messaging Queue** screen is displayed next. For **Voice Messaging Queue Number**, enter the extension of the Zeacom Voicemail hunt group from **Section 5.2**.



The screenshot shows a window titled "Avaya IP Office PBX Setup Wizard" with a close button (X) in the top right corner. The main heading is "Create Voice Messaging Queue". Below the heading, there is explanatory text: "The Voice Messaging Queue is a Hunt Group used as the Pilot Number to dial Voicemail. When a user activates a Presence Profile the system will forward their phone to this number. The forward busy destination for users phones will need to be set manually or via the PBX Maintenance interface. This number is dialed by all users, and is normally an easily remembered number. This will appear as a entry in the General->System Queues section of this application." Below this text is a label "Voice Messaging Queue Number:" followed by a text input field containing the value "29002". At the bottom of the window, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

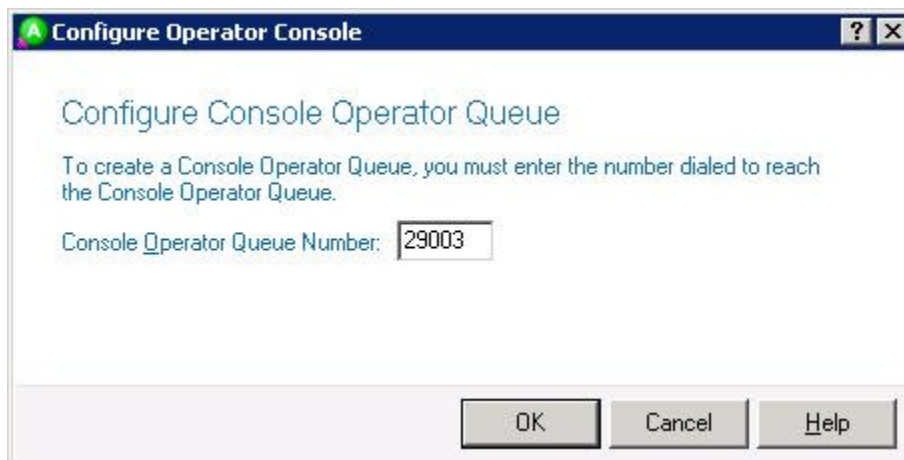
Continue with the Installation Wizard until the **IP Voice Ports Setup → Configure IP Voice Ports** screen is displayed. For **Start Extension**, enter the first SIP base extension from **Section 5.8**. For **Number of Ports**, enter the total number of SIP extensions from **Section 5.8**.



The screenshot shows a Windows-style dialog box titled "IP Voice Ports Setup". Inside, the title "Configure IP Voice Ports" is displayed. Below it, a text block explains: "These are voice ports that are of type SIP extensions on the PBX. They will appear as entries with type SIP Voice Port in the General->Lines section of this application." There are two input fields: "Start Extension:" with the value "20041" and "Number of Ports:" with a spinner box set to "2". At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

Continue with the Installation Wizard until the **Configure Operator Console → Configure Console Operator Queue** screen is displayed. For **Console Operator Queue Number**, enter the extension of the Zeacom Operator hunt group from **Section 5.2**.

Follow [2] to complete the Installation Wizard and subsequent CTI server setup via Application Manager.



The screenshot shows a Windows-style dialog box titled "Configure Operator Console". Inside, the title "Configure Console Operator Queue" is displayed. Below it, a text block explains: "To create a Console Operator Queue, you must enter the number dialed to reach the Console Operator Queue." There is one input field: "Console Operator Queue Number:" with the value "29003". At the bottom, there are three buttons: "OK", "Cancel", and "Help".

6.4. Verify License

The **Administrator** screen is displayed upon completion of the Installation Wizard and CTI server setup. Select **General** → **Licenses** from the left pane, to display **All Licenses** in the right pane.

Verify that the following licenses are in place: **Aculab SIP Ports**, **Agent Desktop**, **Avaya IP Office**, **UCUL (UC User License)**, and **Zeacom Record**.

Zeacom Administrator - [Licenses]

File Edit Window Help

Language: English

Product Key: BFUV-6NBA-WKYY-GN0T-QCA3

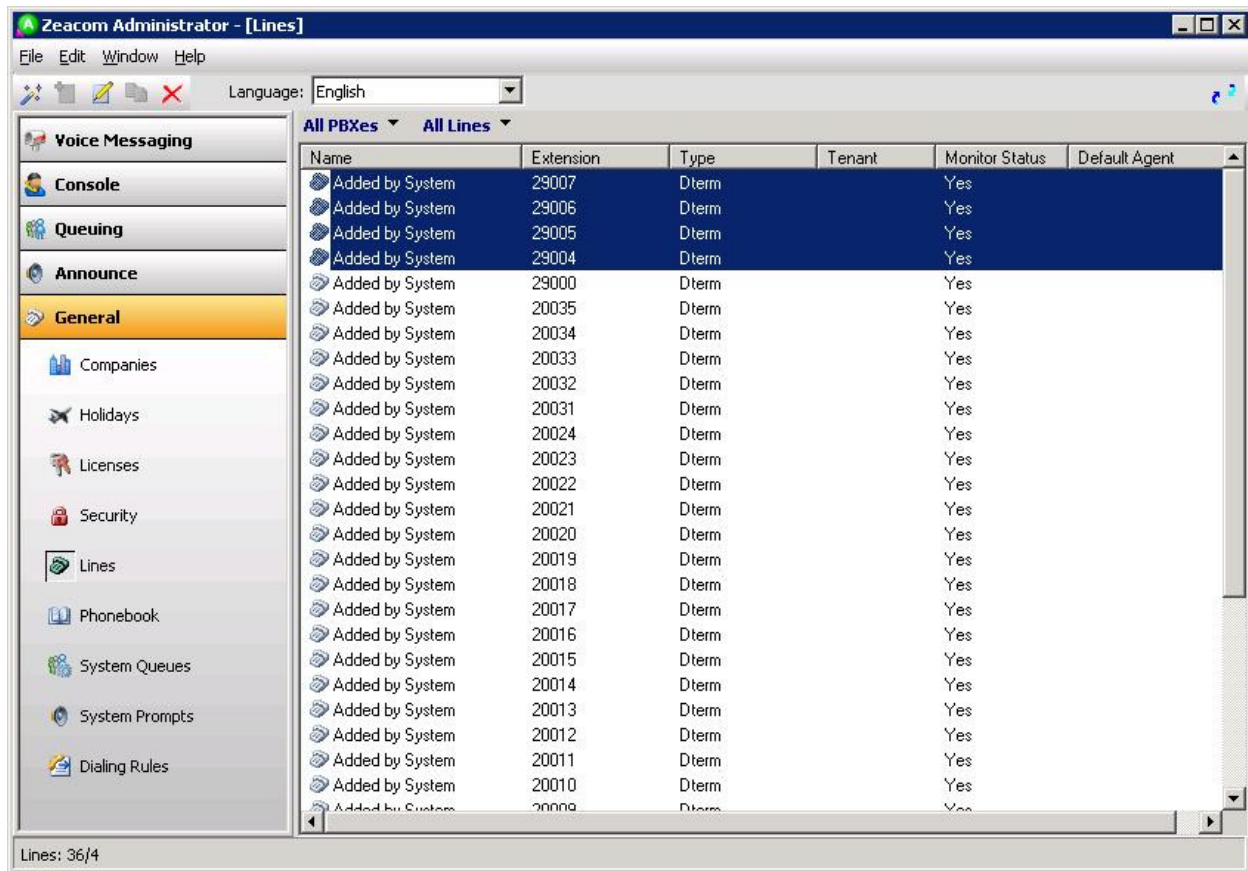
Description	Licenses	Units	Start Date	End Date	Days Left
ACM DMCC Recorder	1	Site			
Aculab SIP Ports	2	Port			
Agent Desktop	10	Agent			
Avaya IP Office	1	Single			
Callback	1	Site			
CC Connector 10 Seat	1	Site			
Console	2	User			
CT Control	10	User			
Custom Announce	2	Port			
Enhanced Routing Plug-in	10	User			
Executive Desktop	10	User			
Executive Insight	10	user			
Gateway for Microsoft Lync	1	Site			
Multimedia ALL	10	Agent			
UCUL (UC User License)	10	User			
Unified Messaging for Excha...	10	User			
Zeacom Evaluate	10	Evaluatee			
Zeacom Record	10	Recording T...			

Licenses: 18/1

6.5. Administer Lines

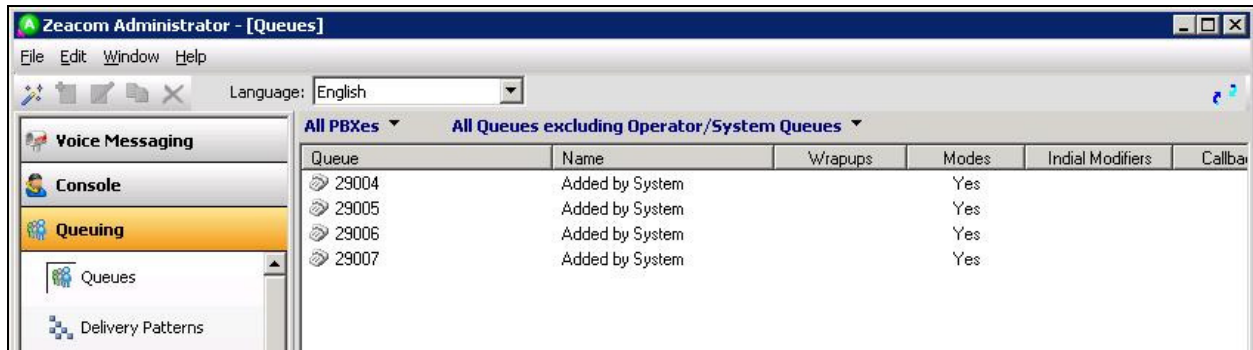
Select **General** → **Lines** from the left pane, to display all extensions obtained automatically from IP Office. Locate the entries associated with the Zeacom hunt groups from **Section 5.2**, in this case extensions 22204-22207, right-click on one entry at a time and select **Convert Into Queue**.

Note that the Zeacom hunt groups with extensions 22201-22203 were already configured as part of the Installation Wizard in **Section 6.3**.

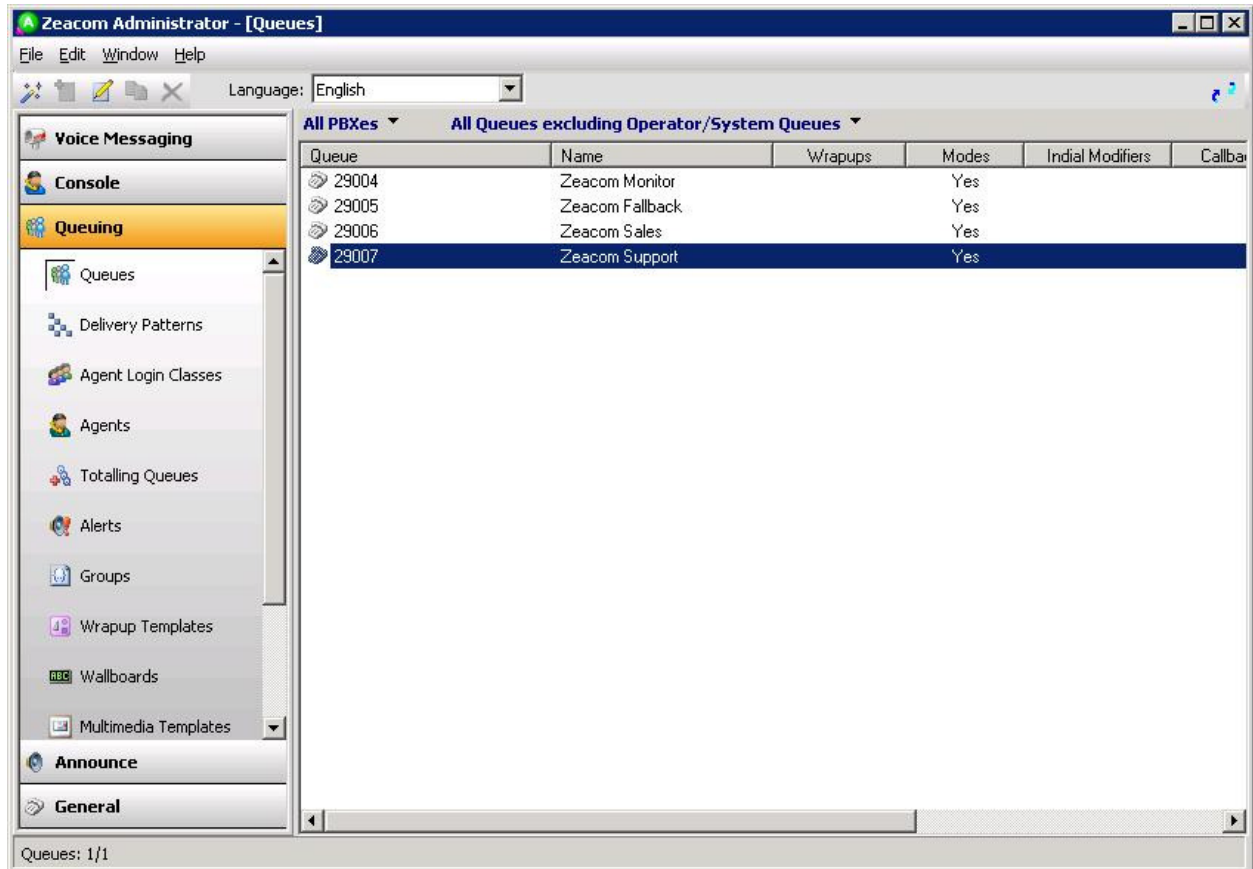


6.6. Administer Queues

Select **Queuing** → **Queues** from the left pane, to display a list of queues converted from **Section 6.5**. Right click on each entry, and select **Edit** to modify the **Name** as desired (not shown). The queue name will be used in the agent desktop screen pops.

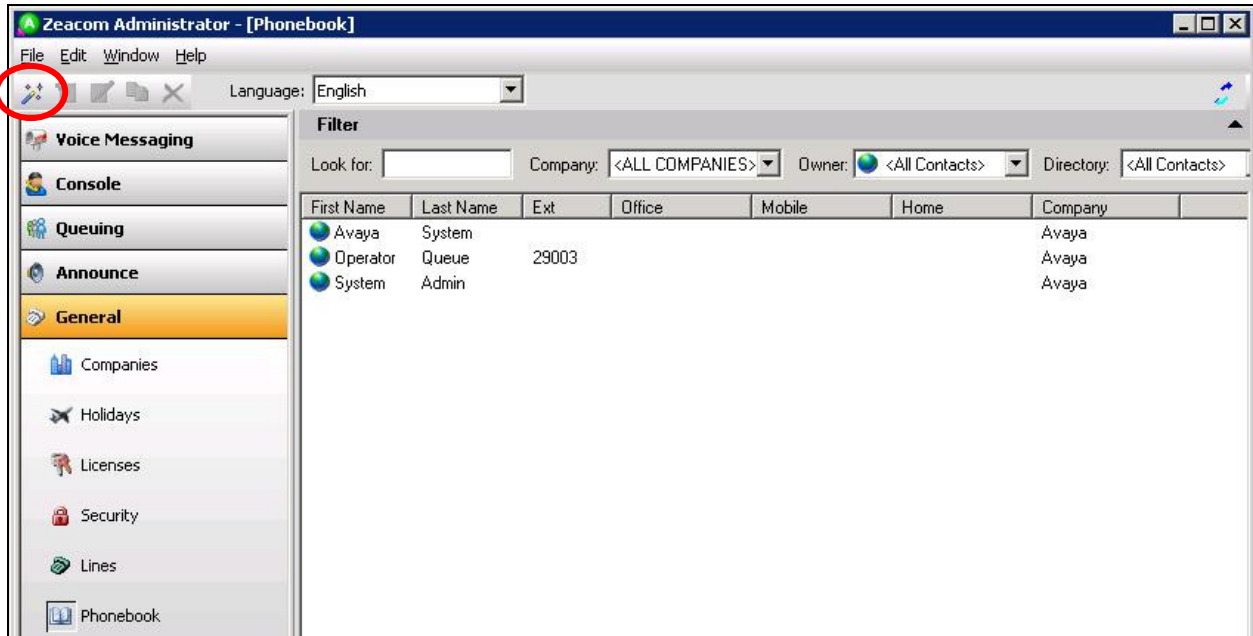


In the compliance testing, the queues were modified to match the corresponding hunt group names from **Section 5.2**, as shown below.



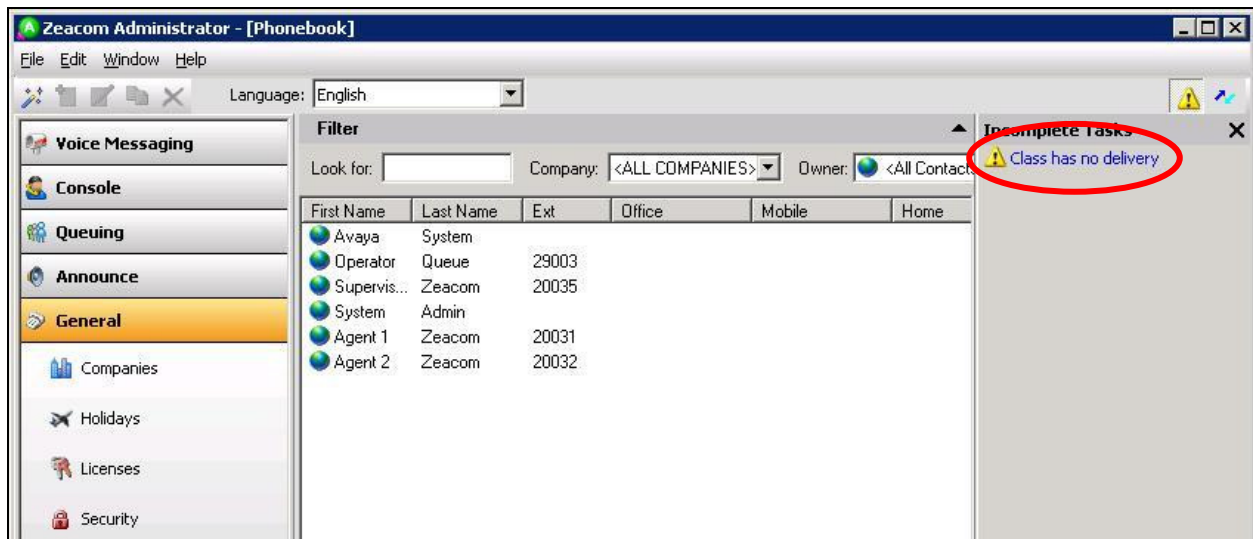
6.7. Administer Phonebook

Select **General** → **Phonebook** from the left pane, followed by the **Add Wizard** icon located at the upper left corner of the screen.

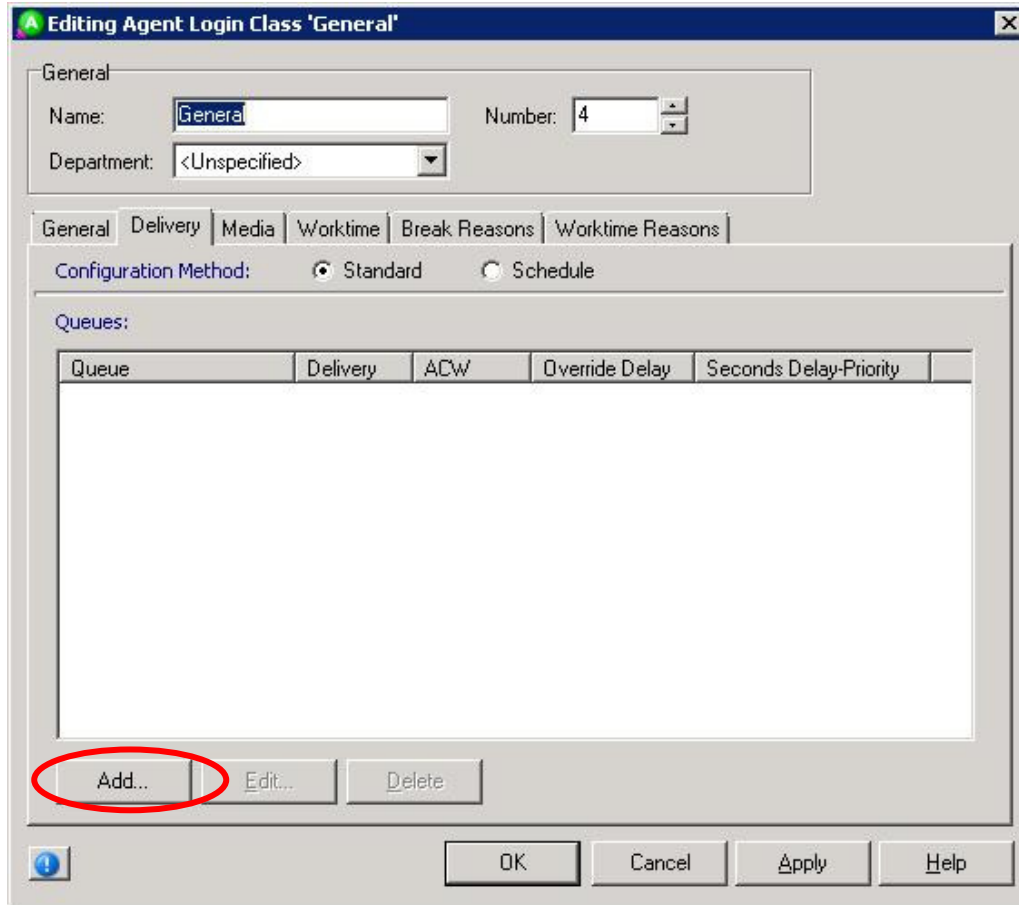


Follow the **Adding Phonebook Contact** pop-up screens (not shown) to configure a corresponding entry for each agent and supervisor from **Section 5.3** and **Section 5.5** respectively. In the compliance testing, two agents and one supervisor were created as shown below.

Double click on **Class has no delivery**.



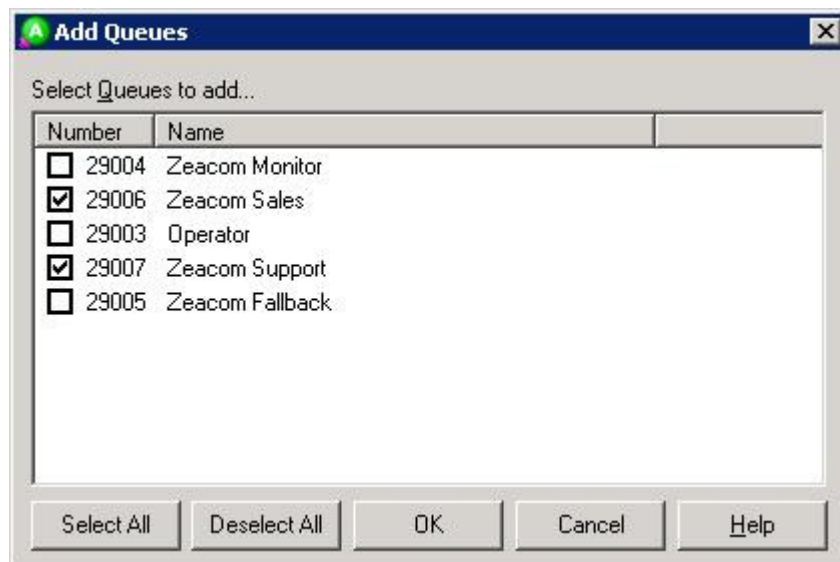
The **Editing Agent Login Class** screen is displayed. Select the **Delivery** tab, and click **Add**.



The dialog box is titled "Editing Agent Login Class 'General'". It has a "General" tab selected. The "Name" field contains "General" and the "Number" field contains "4". The "Department" dropdown is set to "<Unspecified>". Below the tabs, the "Configuration Method" is set to "Standard". The "Queues" section is empty. At the bottom, the "Add..." button is circled in red. Other buttons include "Edit...", "Delete", "OK", "Cancel", "Apply", and "Help".

Queue	Delivery	ACW	Override Delay	Seconds Delay-Priority
-------	----------	-----	----------------	------------------------

The **Add Queues** screen is displayed next. Check the **Zeacom Sales** and **Zeacom Support** queues as shown below, to enable calls to these hunt groups to be delivered to the agents.



The dialog box is titled "Add Queues". It has a "Select Queues to add..." section. Below this is a list of queues with checkboxes. The "Zeacom Sales" and "Zeacom Support" queues are checked. At the bottom, there are buttons for "Select All", "Deselect All", "OK", "Cancel", and "Help".

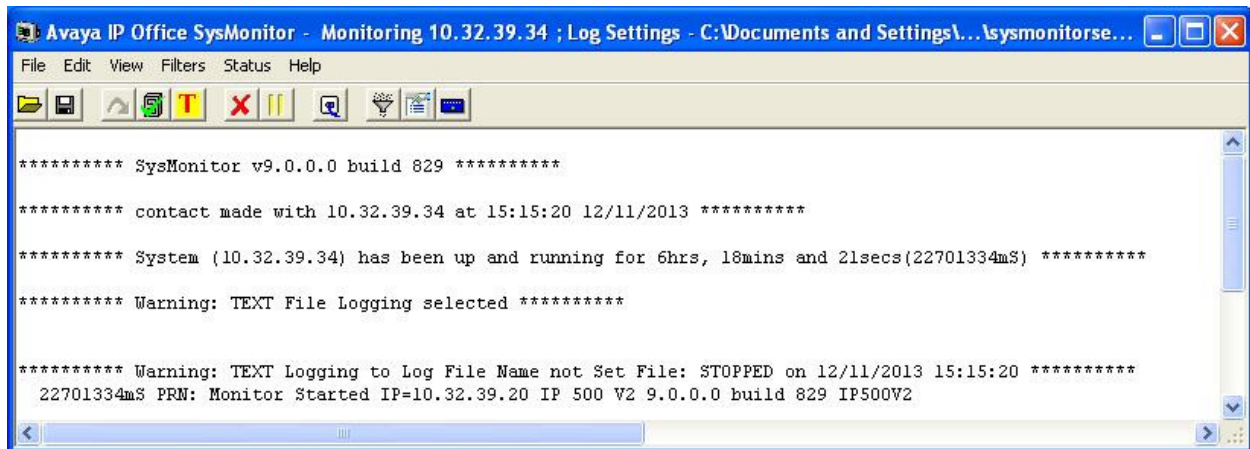
Number	Name
<input type="checkbox"/>	29004 Zeacom Monitor
<input checked="" type="checkbox"/>	29006 Zeacom Sales
<input type="checkbox"/>	29003 Operator
<input checked="" type="checkbox"/>	29007 Zeacom Support
<input type="checkbox"/>	29005 Zeacom Fallback

7. Verification Steps

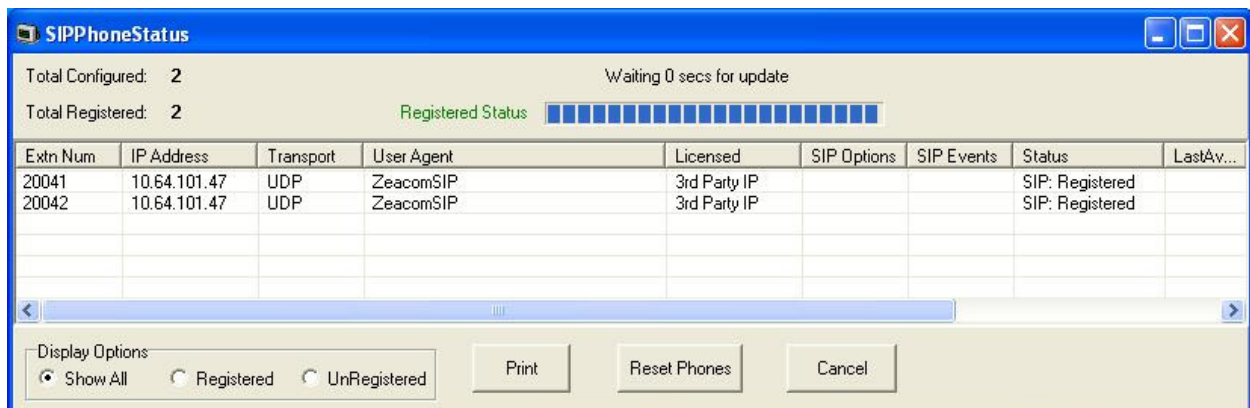
This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and Zeacom Communications Center.

7.1. Verify Avaya IP Office

From a PC running the IP Office Monitor application, select **Start → All Programs → IP Office → Monitor** to launch the application. The **Avaya IP Office SysMonitor** screen is displayed. Select **Status → SIP Phone Status** from the top menu.



The **SIPPhoneStatus** screen is displayed. Verify that there is an entry for each SIP extension from **Section 5.8** and that the **Status** is “SIP: Registered“, as shown below.

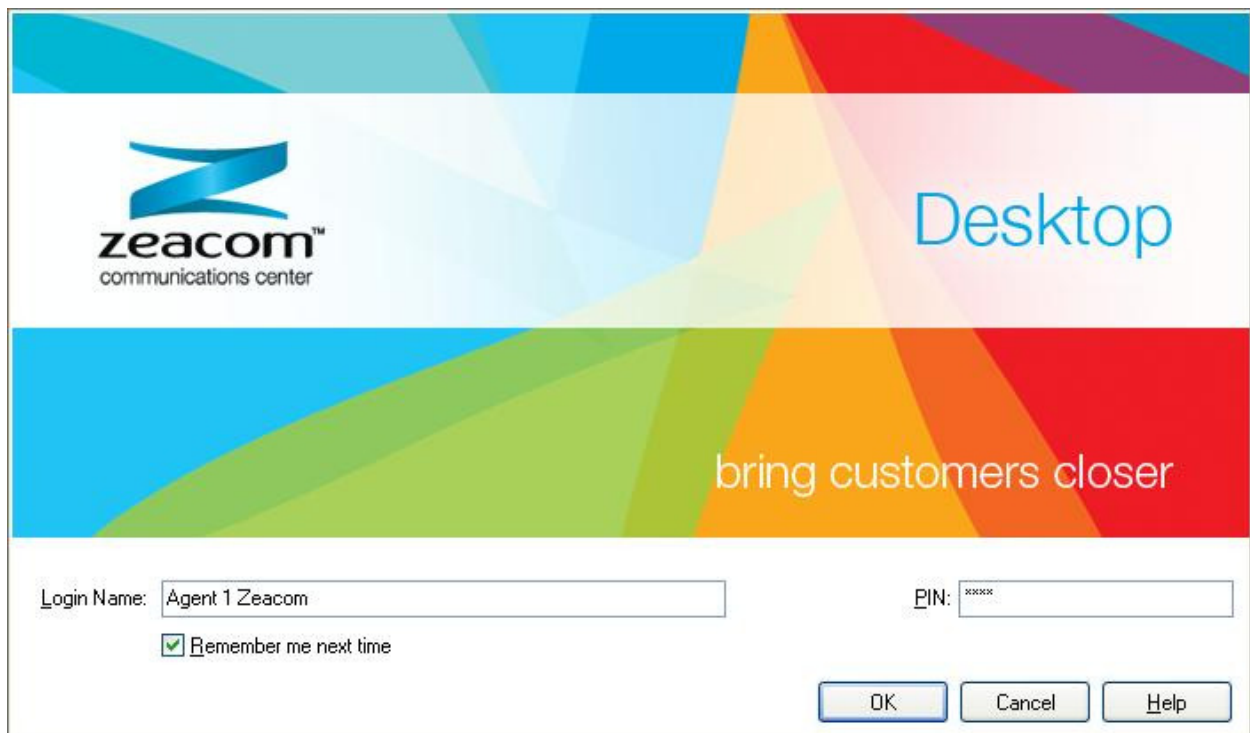


7.2. Verify Zeacom Communications Center

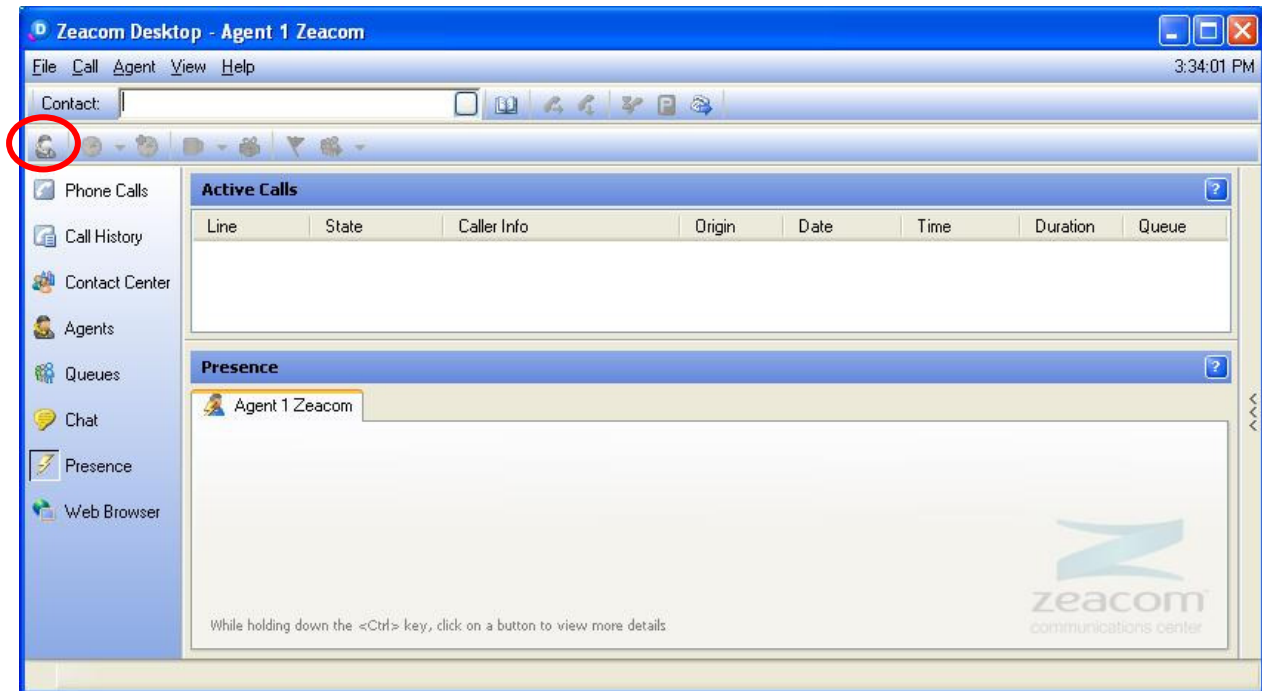
From the agent desktop running the Zeacom Executive Desktop client software, double-click on the **Desktop** icon shown below, which was created as part of installation.



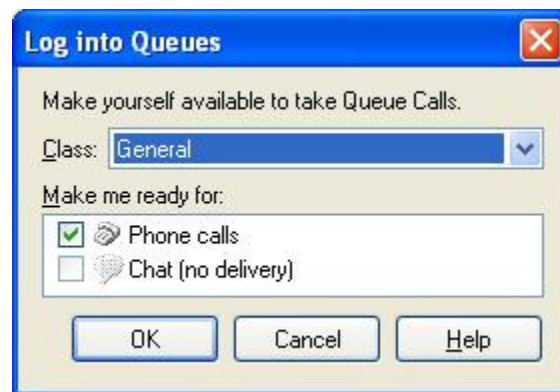
The **Desktop** login screen is displayed. Enter a valid login name from **Section 6.7**, and use the generic default PIN value from Zeacom. Retain the default value in the remaining fields.

The login screen features a colorful geometric background. On the left is the Zeacom logo with the text 'zeacom™ communications center'. On the right, the word 'Desktop' is displayed in a large blue font. Below this, the slogan 'bring customers closer' is written in a smaller, light-colored font. At the bottom, there are two input fields: 'Login Name:' containing 'Agent 1 Zeacom' and 'PIN:' containing 'XXXXXX'. Below the PIN field is a checkbox labeled 'Remember me next time' which is checked. At the bottom right are three buttons: 'OK', 'Cancel', and 'Help'.

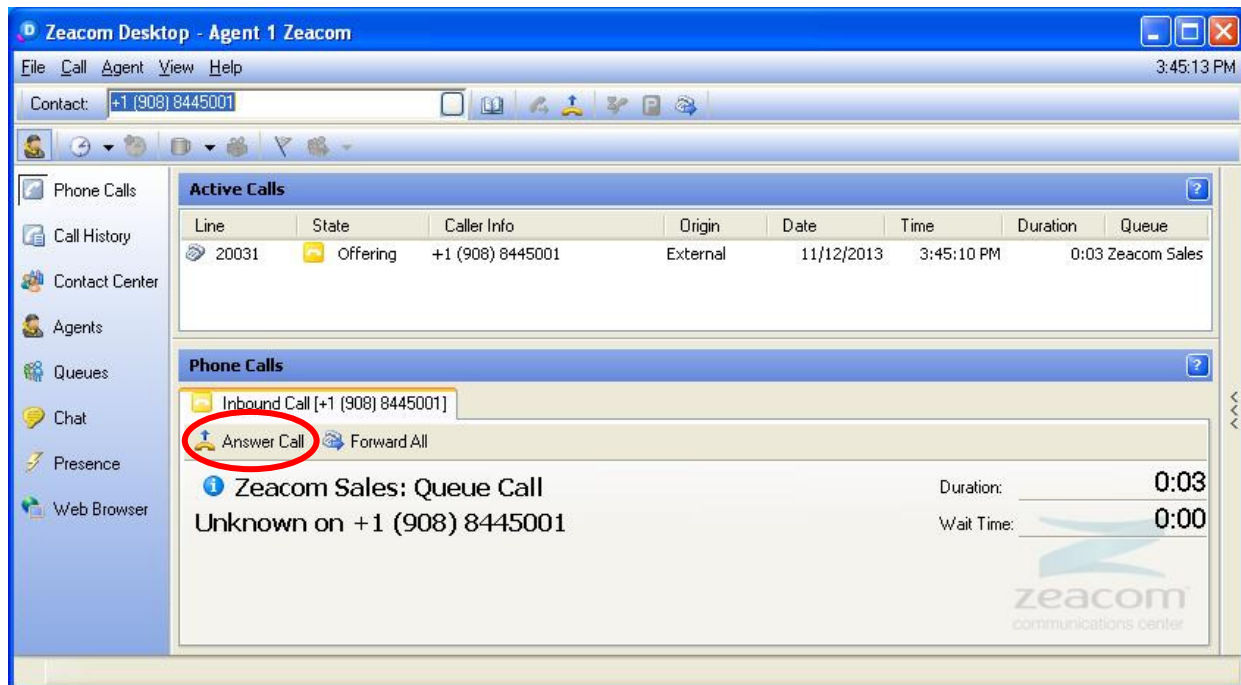
The **Zeacom Desktop** screen is displayed. Click on the **Log into Queues** icon shown below.



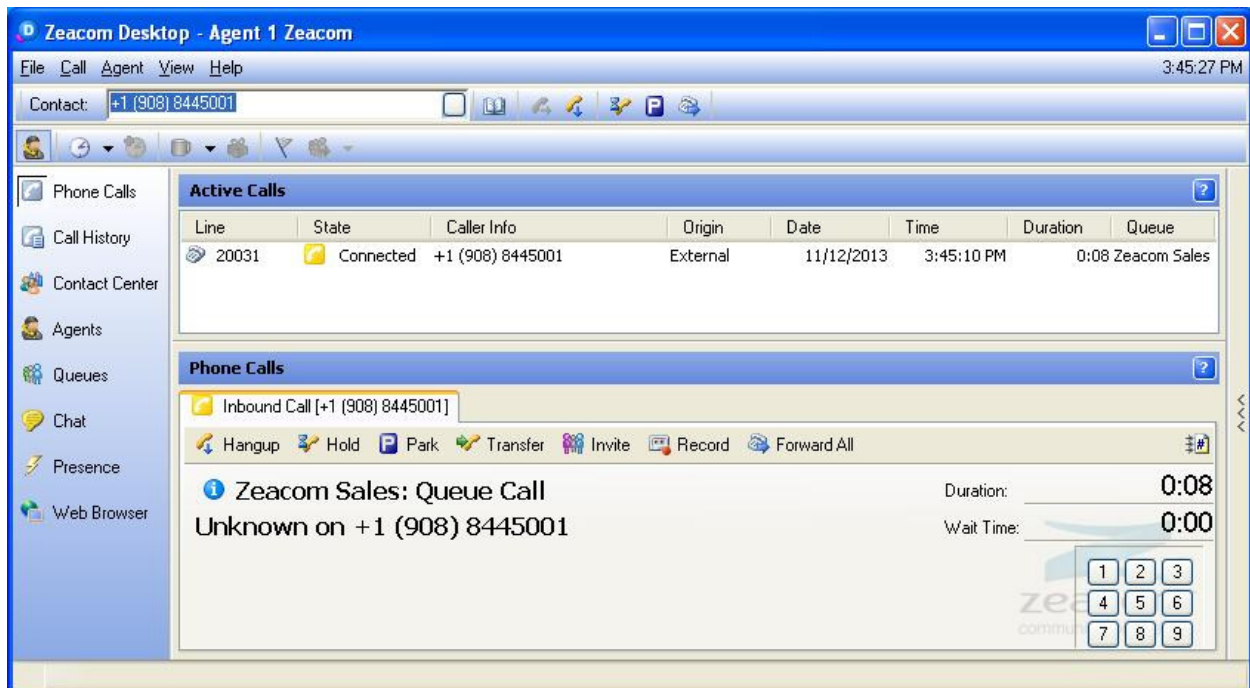
The **Log into Queues** dialog box is displayed next. Retain all default values.



Make an incoming call to the Zeacom Sales application, with available agent “20031”. Verify that the agent desktop is populated with a voice call entry, as shown below, and that the **State** is “Offering”. Click **Answer Call**.



Verify that the **State** is updated to “Connected”, and that the agent is connected to the caller with two-way talk paths.



8. Conclusion

These Application Notes describe the configuration steps required for Zeacom Communications Center to successfully interoperate with Avaya IP Office 9.0 using the TAPI and SIP User interfaces. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

9. Additional References

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

1. *Avaya IP Office Manager*, Release 9.0, Issue 9.01, September 2013, Document Number 15-601011, available at <http://support.avaya.com>.
2. *IP Office Installation Manual*, Zeacom Library Version 7.0, available via IP Office training course provided by Zeacom.

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