

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 multichannel 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: <u>www.zeacom.com</u>
- Email: <u>usasupport@zeacom.com</u>

3. Reference Configuration

The configuration used for the compliance testing is shown below.

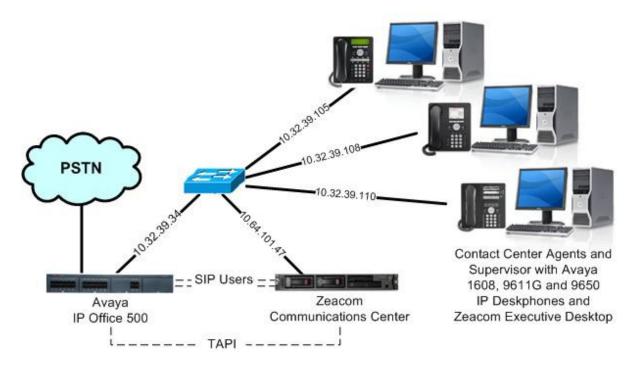


Figure 1: Compliance Testing Configuration

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 • 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** \rightarrow **All Programs** \rightarrow **IP Office** \rightarrow **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 3^{rd} Party IP Endpoints and CTI Link Pro are "Valid", as shown below.

Avaya IP Office R9 Manage File Edit View Tools He					
IP500V2	e _	- j: 2 🕫 - 🖬 i 🖬 💽 :	🖬 🚺 🖌 🖾	≈ *	
IP Offices				d - ⊡ ×	(✓ <
в 🗶 воотр (9)	License Remote Server				
Operator (3) IP500V2	Feature	License Key	Instances	Status	Add
	CTI Link Pro	NAMnt99YtUpNVF6cCIxG9mZdMhdDICDB	255	Valid	
	Wave User	KAKcwo9RAj6u3MJ1gRct6yhrdGVrNzzJ	255	Valid	Remove
由 作 Line (7)	Preferred Edition (Voicemail Pro)	yAD9Vbh XGZeXSRQkPcqxW7ddk@etpie	255	Valid	
🗄 🧠 Control Unit (4)	DECT Integration (ports)	D4eSOTVcXSR1aLRBYXuhgwFce6L Ofe5	255	Obsolete	
🗄 🛷 Extension (29)	Phone Manager Pro	O4yo59oevvAn4LueP2udoeROrv07V7EM	255	Valid	
🗄 🧯 User (31)	Phone Manager Pro IP Audio Enabled	tTcdLD68ASsNdL8cwCxvBLkLe6xoDMV1	255	Valid	
🗄 🎇 Group (1)	Receptionist	FXHJ9ybwyi6IUVmmCNe9gPROEk E07z9	255	Valid	
🗄 🥦 Short Code (63)	Preferred Edition Additional Voicemail	AAahG4owXvgJFbuWwEcs1WFcpws IPV9	255	Dormant	
Service (0)	3rd Party IP Endpoints	iX5jrTV1vGqn4D8eJley1f4dskrOOprx	255	Valid	
E RAS (1)	Phone Manager Pro (per seat)	AXcFd5VoXjkxaFmCRlx5HBZdDvVjIz0x	255	Valid	
	AUDIX Voicemail	S4TrwdbMAS6207mx5CcGqZ6cO3O2OJ75	255	Valid	
	VMPro Networked Messaging	4y0E9Eg7tSf0ymfQ5Px6_T3VpwxdD7De	255	Valid	
- 🧐 WanPort (0)	VMPro TTS (Scansoft)	bhmydPb8XvZxsEWWRnuvHcoOLwmbIWrB	255	Valid	
- A Directory (0)	VMPro TTS (Generic)	@XOPtFbBXvkIXDfrgzekwticNkrFORiH	255	Valid	
- 🕧 Time Profile (0)	IP500 Voice Networking Channels	2TD5VFLpvAP2bLHw54e9ckRVsvmEVfVx	255	Valid	
표 📵 Firewall Profile (1)	SIP Trunk Channels	KyW2GEg6AssCG@oEWPcwLoqdd6oxtQuu	255	Valid	
1 IP Route (2)	IP500 Universal PRI (Additional chan	V4cB1y6HvvYN3mfpJAc9HebrOwxjDzZe	255	Valid	
Account Code (0)	UMS Web Services	4XOAvg68XAZxsbkw6AeBH@6srwZbtMjC	255	Valid	
License (32)	Avaya IP endpoints	syn6cLdwvsg2F9fYRNugL@RdShs@XfMe	255	Valid	
	Avaya Softphone License	XAmMrmyMvd8CAMqYJJx61WqOMkbVtMiC	255	Valid	
Tunnel (0)	Essential Edition	stxTs5g5vjfcKbq1JEeykEidjvVNIMjm	255	Valid	
🗄 💁 User Rights (8)	Essential Edition Additional Voicemail	IAebKWVeAAFevo01wjcwgD6rjg0SOCiC	255	Valid	
🚽 🎬 Auto Attendant (0)	Mobile Worker	@vCccghkXUkc49ae5Mu6oZodN6O2I8EB	255	Dormant	
🗄 🍸 ARS (1)	Mobile User Upgrade	hAt6KP9zXSGcZblekjcZcyf9s6@EIJF5	255	Dormant	
Location (0)	Office Worker Upgrade	Ah1UOyBcvvLCUF0OCUcbw5ZLpwd0tPi3	255	Dormant	

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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.

🜃 Avaya IP Office R9 M	ianager IP500V2 [9.0.0.82	9		
File Edit View Tool		29000 Main 🔹 🚦 🤶	. 12 - 9 • 💽 🖬 🔔	✓ _ ≁ 🔞
IP Offices	🖬 s	equential Group <hunt gr<="" th=""><th>oup:0>: *</th><th>→ → ○ × → < ></th></hunt>	oup:0>: *	→ → ○ × → < >
K BOOTP (9) Operator (3) IP500V2 System (1) Control Unit (4) Control Unit (4) Sector (3) Sector (4) Sect	Name Extension Ring Mode Hold Music Source Ring Tone Override Agent's Status on No-Answer Applies To	None	Announcements Profile Ex Directory No Answer Time (secs)	Standard Hunt Group

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

🐮 Avaya IP Office R9 M	lanager IP500V2 [9.0.	0.829]			
File Edit View Too	ls Help			17 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
IP500V2	Group	29000 Main	- [].	2 🖻 - 🖬 🖪 🔝 🖬 🚺 🖌 .	⊴ ≄ ′
IP Offices	12	Sequential	Group <hunt g<="" th=""><th>Group:0>: * 🛛 🗃</th><th>+ ∭ X ✓ < ></th></hunt>	Group:0>: * 🛛 🗃	+ ∭ X ✓ < >
BOOTP (9) Operator (3) Figure 2 (3) Fig	Group Queuing Over Voicemail Code Confirm Voicemail Code Voicemail Email Voicemail Email Off Copy		mail Voice Recording	Announcements Voicemail On Voicemail Answer Time (secs) Voicemail Help Broadcast UMS Web Services	45

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.

Manager IP Office R9 Manager IP500V2	[9.0.0.829]		
File Edit View Tools Help IP500V2 Group IP Offices	 29001 Zeacom Hold Sequential Gro 	• 📃 🚨 🗁 - 🖬 🛋 🔃 oup Zeacom Hold: 290	
IP500V2 System (1) Gradient (1) Gradient (1) System (1) Gradient (Group Queuing Overflow Fallback Voicemail Code Confirm Voicemail Code Voicemail Email Off Copy Forward		nouncements Voicemail On Voicemail Answer Time (secs) Voicemail Help Broadcast UMS Web Services

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.

🜃 Avaya IP Office R9 Manager IP	i00V2 [9.0.0.829]	
File Edit View Tools Help IP500V2 User IP Offices	20031 Extn20031	✓
User (31) NoUser RemoteManager 20001 Extn20001 20002 Extn20002 20003 Extn20003 20006 Extn20005 20006 Extn20005 20006 Extn20006 20007 Extn20007 20008 Extn20008 20021 Extn20021 20022 Extn20023 20024 Extn20023 20024 Extn20024 20023 Extn20024 20023 Extn20024 20023 Extn20024 20024 Extn20024 20024 Extn20024 20024 Extn20024		ial In Voice Recording Button Voicemail On Voicemail Help Voicemail Ringback Voicemail Email Reading UMS Web Services

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

👫 Avaya IP Office R9 Manager IP5	00V2 [9.0.0.829]	
File Edit View Tools Help IP500V2 User		2 = 🚺 ✓ ं ≈ 🍅
IP Offices	Extn20031: 20031*	📥 🗕 🔄 🗙 🗸 < >
 20017 Extn20017 20018 Extn20018 20019 Extn20019 20020 Extn20020 20021 Extn20021 20022 Extn20023 20023 Extn20023 20024 Extn20031 20032 Extn20032 20034 Extn20033 20035 Extn20034 20035 Extn20035 Group (8) Short Code (63) Service (0) Ref (1) Incoming Call Route (3) WanPort (0) 	User Voicemail DND Short Codes Source Numbers Telephony Fo Call Settings Supervisor Settings Multi-line Options Call Log TUI Login Code Login Idle Period (secs) Monitor Group <none> Coverage Group <none> Status on No-Answer Logged On (No change) Reset Longest Idle Time I Calls External Incoming</none></none>	orwarding Dial In Voice Recording Button

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.

🖬 Avaya IP Office R9 Manager IP5	00V2 [9.0.0.829]	
File Edit View Tools Help		
IP500V2 User		. 2 ≥ - J . 2 . 2 . 2 . 2 . 2 . 2 . 2 . 2 . 2 .
IP Offices	Extn20031	1: 20031* 🛛 📸 - 🖻 🗙 🖌 < >
20017 Extn20017	User Voicemail DND Short Codes Source	Numbers Telephony Forwarding Dial In Voice Recording Button
20019 Extn20019 20020 Extn20020 20021 Extn20021 20022 Extn20022	Follow Me Number	
20023 Extn20023 20024 Extn20024 20031 Extn20031	Forward Unconditional	
	Forward Number	v
	Forward Hunt Group Calls	
20035 Extn20035	Forward Internal Calls	
 Short Code (63) Service (0) RAS (1) 	Forward On Busy	
🗉 😳 Incoming Call Route (3)	Forward On No Answer	
	Forward Number 29002	
Time Profile (0) Firewall Profile (1) Time Profile (2)	Forward Internal calls	
Account Code (0)		

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**.

🖬 Avaya IP Office R9 Manager IP!	500V2 [9.0.0.829]				
File Edit View Tools Help IP500V2 🛛 Group	29004 Zeac	:om Monitor 💽 🕴 🤱	<i>1</i> 3 - 13 13	11 = 9	≈ 🗑
IP Offices	E Se	quential Group Zea			📩 - 🔄 🗙 🗸 < :
 BOOTP (9) Operator (3) IP500V2 System (1) ↑↑ Line (7) Control Unit (4) Extension (29) User (31) Group (8) 29000 Main 29000 Zeacom Fallback 29001 Zeacom Monitor 29003 Zeacom Operator 	Group Queuing Overflow F Name Extension Ring Mode Hold Music Source Ring Tone Override Agent's Status on No-Answer Applies To User List Extension Name	Fallback Voicemail Voice Rei Zeacom Monitor 29004 Sequential No Change None None	ecording Anno	Profile Ex Directory No Answer Time (secs)	Standard Hunt Group
 29006 Zeacom Sales 29007 Zeacom Support 2907 Zeacom Support 2908 Zeacom Support 2007 Zeacom Support 2008 Service (0) Service (0) RAS (1) Incoming Call Route (3) WanPort (0) Directory (0) Time Profile (0) Imer Profile (0) Imer Profile (1) Imer Profile (1) Imer Profile (1) Imer Profile (2) Account Code (0) License (32) Tunnel (0) 					Edit

The resultant screen is shown below.

👫 Avaya IP Office R9 Manager	IP500V2 [9.0.0.829]					
File Edit View Tools Help	-					
IP500V2 Group				- 🗸 🖬 🖬 🖌	₹ 1	
IP Offices	Sec.	quential Group Ze	acom Moni	tor: 29004*	📥 - 🔜 🗙	✔ < >
■ K BOOTP (9)	Group Queuing Overflow F	Fallback Voicemail Voice	Recording Ann	ouncements		
 	Name	Zeacom Monitor		Profile	Standard Hunt Group	~
	Extension	29004		Ex Directory		
🗈 🖘 Control Unit (4)	Ring Mode	Sequential	~	No Answer Time (secs)	System Default (15)	\$
 (29) (1) (2) (2)	Hold Music Source	No Change	~			
Group (8)	Ring Tone Override	None	~			
29005 Zeacom Fallback	Agent's Status on No-Answer	None	~			
- 29001 Zeacom Hold - 29004 Zeacom Monitor	1 Lange Link	L				
29003 Zeacom Operato			The second secon			
29006 Zeacom Sales 29007 Zeacom Support 29002 Zeacom Voicema Short Code (63)						

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5.5. Administer Supervisors

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

Manager IP Office R9 Manager IP	500V2 [9.0.0.829]							
File Edit View Tools Help	200	135 Extn20035	- 1 2 0	3 - 🖬 🖻	1 📃 🖬 🕻	<u>N</u> ~	i 🕹 🏞 ն	
IP Offices	***	Extr	n20035: 2003	35		C	* • 🖻 🗙	✓ < >
20022 Extn20022 20023 Extn20023 20024 Extn20024 20031 Extn20031 20032 Extn20032 20033 Extn20033 20033 Extn20034 20035 Extn20034 20055 Extn20034 20055 Extn20035 @ Group (8) @ ♥ \$ Short Code (63)	User Voicemail Dr Voicemail Code Confirm Voicemail Coo Voicemail Email		Source Numbers	Telephony	Forwarding		Voice Recording Voicemail On Voicemail Help Voicemail Ringback Voicemail Email Rea JMS Web Services	ding

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**.

🕼 Avaya IP Office R9 Manager IP5	00V2 [9.0.0.829]	
File Edit View Tools Help IP500V2 • User	🔹 20035 Extn20035 💿 🔹 🗄 😪 🗃 – 🛃 🛽	
IP Offices	Extn20035: 20035*	📸 • 🗐 🗙 < >
 20022 Extn20022 20023 Extn20023 20024 Extn20024 20031 Extn20031 20032 Extn20032 20033 Extn20033 20035 Extn20034 20035 Extn20035 Group (8) Short Code (63) Service (0) RAS (1) Comming Call Route (3) WanPort (0) Directory (0) Time Profile (0) Firewall Profile (1) Time Profile (2) 	Call Settings Supervisor Settings Multi-line Options Call Log TUI Login Code	Forwarding Dial In Voice Recording Button Force Login Force Account Code Incoming Call Bar Outgoing Call Bar Inhibit Off-Switch Forward/Transfer Can Intrude Cannot be Intruded Can Trace Calls

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.

🔚 Avaya IP Office R9 Manager IP:	2500V2 [9.0.0.829]	
File Edit View Tools Help		
IP500V2 User	👱 20035 Extn20035 🔹 💽 🛃 🔝 🐨 🚽 🔝 🔝 🔝 🖌 🗸 🥪	* 🔞
IP Offices	🗹 Extn20035: 20035* 💣 - 🖻	X ✔ < >
20022 Extn20022	User Voicemail DND Short Codes Source Numbers Telephony Forwarding Dial In Voice R	tecording Button 🔹
	Follow Me Number	5-3-1
20033 Extn20033 	Forward Unconditional	
Short Code (63) Service (0)	Forward Number	
🕀 🗸 RAS (1)	Forward Hunt Group Calls	
⊕ Incoming Call Route (3) ₩ WanPort (0)	Forward Internal Calls	
Directory (0) 	Forward On Busy	
IP Route (2)	Forward On No Answer	
10.0.0.0 192.168.99.0	Forward Number 29002	
Account Code (0) Cicense (32)	Forward Internal calls	

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.

👫 Avaya IP Office R9 Manager II	P500V2 [9.0.0.829]		
File Edit View Tools Help			
IP500V2 System	IP500V2	🔤 🗄 🖉 – 🖬 🖬 💽 🕯	🖬 🚺 🖌 🗆 🗢 🌆
IP Offices	XXX	IP500V2	→ → □ × ✓ < >
	System LAN1 LAN2 DNS LAN Settings VoIP Network	Voicemail Telephony Directory Services Syst	item Events SMTP SMDR Twinning
	IP Address IP Mask	20 32 39 34 255 255 255 0	
⊞ - 🌑 Extension (29) ⊞ - 👔 User (31) ⊞ - 🂱 Group (8)	Primary Trans. IP Address RIP Mode	0 0 0 0 0 None	
	Number Of DHCP IP Addresses		

5.7. Administer SIP Registrar

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

🕼 Avaya IP Office R9 Manag	er IP500V2 [9.0.0).829]					
File Edit View Tools F IP500V2 Syste	elp m	IP500V2	2	•]į 2 c	3-812		≈ 1
IP Offices				P500V2		e¥ - 1	
 ■	System LAN:		NS Voicemail	Telephony Dir	rectory Services	System Events SMTP	SMDR Twinning
छिन्दु System (1) प्राण्डु IP500V2 छन्दिर Line (7) छन्दु Control Unit (4)	H323 Ga	atekeeper Ena eate Extn		to-create User		E H	323 Remote Extn Enab
	The second second	nks Enable istrar Enable eate Extn/Use				□ e1	P Remote Extr. Enable
	Domain Nar		r.				
WanPort (0) Marchard Directory (0) Time Profile (0) Giff Direwall Profile (1) Giff IP Route (2)	Layer 4 Pro	tocol	υ τα Γ Γ	IP TCP F	Port 5060	 Remote L Remote T Remote T 	CP Port 5060

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5.8. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension**, and select **New** \rightarrow **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.

🕼 Avaya IP Office R9 Manager II	P500V2 [9.0.0.829]		
File Edit View Tools Help			
IP500V2 Extension	8004 20035	💽 🔍 😂 - 🖬 🖬 🖳 🖬 🚺 🗸 🛶 🎘	
IP Offices	S S	IP Extension: 8005 * 🛛 📸 - 🔤 🗙 🗸	< >
Dperator (3)	Extn VoIP T38 Fax		
😑 🤜 IP500V2	Extension Id	8005	
ा IP500V2 ⊡ार्न7 Line (7)	Base Extension	20041	
Control Unit (4) Extension (29)	Caller Display Type	On 🗸	
🗉 🧯 User (31)	Reset Volume After Calls		
⊕ ∰ Group (8) ⊕ 9x Short Code (63) 	Device Type	Unknown SIP device	
 ■ → ↓ RAS (1) ■ ● Incoming Call Route (3) 	Location	Automatic	
	Module	0	
- C) Time Profile (0)	Port	0	
(1) Firewall Profile (1) (1) (1) (2) (1) (2) (1)	Force Authorization		

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	P500V2 [9.0.0.829]		
File Edit View Tools Help IP500V2 User	20035	Extn20035 💽 🗄 🏖 🗁 - 🛃	
IP Offices	12	<user:0>: *</user:0>	e¥ - ■ × √ < >
BOOTP (9) Operator (3) IP500V2 IP500V2	User Voicemail DND Name Password Confirm Password Account Status Full Name Extension Email Address Locale Priority System Phone Rights Profile	Short Codes Source Numbers Telephony zeacom20041 Enabled Zeacom SIP Port 1 20041 5 None Basic User Receptionist Enable Softphone	Forwarding Dial In Voice Recording Button Pr

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

🕼 Avaya IP Office R9 Manager	P500V2 [9.0.0.829]	
File Edit View Tools Help IP500V2 🛛 User	🔹 20035 Extn20035 🔹 🚺 🚨 🗁 – 🛃 🖪 🖭 📰 🚺	
IP Offices	₩ <user:0>: *</user:0>	iii - iii × √ < >
BOOTP (9) Operator (3) IP500V2 System (1) IP500V2 F7 Line (7) Extension (31) Extension (31) User (31) Sort Code (63) Service (0) RAS (1)		al In Voice Recording Button Pi < > Voicemail On Voicemail Help Voicemail Ringback Voicemail Email Reading UMS Web Services

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.

🕼 Avaya IP Office R9 Manager II	2500V2 [9.0.0.829]				
File Edit View Tools Help IP500V2 Juser	▼ 20035 Ext	:n20035 🔹 🕴 🤱 🛙	3 - 🖬 🖪 🖳] 🖬 🔽 🗸 🖂 🖬	
IP Offices	12	<user:0>: *</user:0>		💣 - 🖻 🗙	< < >
Image: Second	User Voicemail DND SI Call Settings Supervisor Set Login Code Login Idle Period (secs) Monitor Group Coverage Group Status on No-Answer Reset Longest Idle Time	ttings Multi-line Options Call L Zeacom Monitor <none> Logged On (No change)</none>	V	rding Dial In Voice Recordin Force Login Force Account Code Incoming Call Bar Outgoing Call Bar Outgoing Call Bar Can Intrude Can Intrude Can Intrude Can Trace Calls CCR Agent Automatic After Call Wor	rd/Transfer

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.

🜃 Avaya IP Office R9 Manager	IP500V2 [9.0.0.829		
File Edit View Tools Help	e 📩 *I	17*N# 💽 🕄 🗁 - 🗐 💽 🚺	2) = 🛕 🗸 2 🌾
IP Offices	1	<short code:0="">: Dial*</short>	→ - ■ × ✓ < >
BOOTP (9) Operator (3) Tr500V2 System (1) Tr Line (7) Control Unit (4) Sector (3) User (33) Sector (8) Sector (64) Sector (0) RAS (1) Dot (3)	Short Code Code Feature Telephone Number Line Group ID Locale Force Account Code	*6*N# Call Listen N 0 	

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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 \rightarrow All Programs \rightarrow Control Panel \rightarrow Phone and Modem, to display the Location Information screen. Enter the proper area code and any other pertinent data.

	phone or modem connections, Windows need about your current location.
What country/region are	you in now?
United States	•
What area code (or city c 303	ode) are you in now?
If you need to specify a c	carrier code, what is it?
If you dial a number to ac	ccess an outside line, what is it?
The phone system at this	location uses:
0 - NN 0-	ulse dialing

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.

none and	l Modem			(
Dialing R	ules Modems			u.:
Provide		ig telephony provi	iders are installed (on this computer.
Micros NDIS F TAPI K	IP Office TAPI oft HID Phone Proxy TAPI Ser Cernel-Mode Se dem 5 Service	vice Provider ervice Provider	er	🚱 Configure
C		ОК	Cancel	Apply

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.

aya TAPI2 configur	ation	
Switch IP Address 1	0.32.39.34	OK
1		Cancel
🗅 Single User		
User Name		
User Name T	i	
User Password		
Third Party		
Switch Password	*****	
	Ex Directory Users	
	WAV Users	
	ACD Queues	

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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**.

Import Licenses	3	Completed	Define Phone System Type
 Configure Default Company 	6	Completed	Run to select the PBX type to be installed. You can set up connection details and number plan information required to configure the CTI server.
Define Phone System Type		Run	If this information is not known at this point, you can continue to the next step or Close now and complete
Set Phone System Data			this wizard at a later time. This step must be completed before beginning the Set Phone System Data step.
Configure Email Notification	3	Run	

The Phone System Type screen is displayed. For PBX Type, select "Avaya IP Office".



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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 \rightarrow Configure PBX Connection.

 Import Licenses 	3	Completed	Configure PBX Connection
 Configure Default Company 	3	Completed	Use the Connection Wizard to specify the SIP Registra IP address and port number.
 Define Phone System Type 	3	Completed	
🔥 Set Phone System Data			
Configure PBX Connection	3	Run	
➔ Configure PBX Essentials		Run	
➔ Configure IP Voice Ports	3	Run	
➔ Configure Operator Console	3	Run	
Configure Email Notification	3	Run	
			of What is the PBX Connection Wizard?

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

Configure PBX Co	nnection	
The System needs configur below.	ation data for the Avaya IP	Office PBX. Please enter it
SIP Registrar IP Address:	10.32.39.34	Test

Solution & Interoperability Test Lab Application Notes ©2013 Avaya Inc. All Rights Reserved. 22 of 35 Zeacom-IPO9 Continue with the Installation Wizard until the Avaya IP Office PBX Setup Wizard \rightarrow Create **Park Queue** screen is displayed. For **Park Queue Number**, enter the extension of the Zeacom Hold hunt group from Section 5.2.

Create Park Qu	10110
Create Faik Qu	ene
The Park queue is a H	lunt Group for the management of parked calls.
voiceport installed in th	mally dialed by users. It must be dialable by any dialogic ne system. This will appear as an entry in the ues section of this application. 29001

The Avaya IP Office PBX Setup Wizard \rightarrow 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.

*	Avaya IP Office PBX Setup Wizard	×
	Create Voice Messaging Queue	
	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.	
	Voice Messaging Queue Number: 29002	
	< Back Next > Cancel Help	-1

Continue with the Installation Wizard until the IP Voice Ports Setup \rightarrow 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.

Configure IP V	pice Ports	
These are voice ports appear as entries with application.	that are of type SIP extensions on the PBX. T type SIP Voice Port in the General->Lines sec	hey will ction of this
Start Extension:	20041	
Number of Ports:	2	

Continue with the Installation Wizard until the **Configure Operator Console** \rightarrow **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.

Configure Operator Console			
Configure Console Ope	erator Queue		
To create a Console Operator Que the Console Operator Queue.	eue, you must enter the	number dialed to	reach
Console Operator Queue Number:	29003		
	OK	Cancel	Help

6.4. Verify License

The Administrator screen is displayed upon completion of the Installation Wizard and CTI server setup. Select General \rightarrow 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.

🖉 Voice Messaging	All Licenses V Import/Regi	ster Licenses	Product Key: BFU	/-6NBA-WK	Y-GNOT-QCA	3
Y	Description	Licenses	Units	Start Date	End Date	Days Left
Console	Recorder	1	Site			
🖇 Queuing	Aculab SIP Ports	2	Port			
ar Queung	🔜 🛛 👫 Agent Desktop	10	Agent			
Announce	🐂 Avaya IP Office	1	Single			
	💳 🛛 👫 Callback	1	Site			
📎 General	📲 👫 CC Connector 10 Seat	1	Site			
40	The console	2	User			
Companies	T Control	10	User			
	📲 🕂 Custom Announce	2	Port			
🗙 Holidays	📲 🕂 Enhanced Routing Plug-in	10	User			
	Executive Desktop	10	User			
R Licenses	📲 🕂 Executive Insight	10	user			
ð c	Gateway for Microsoft Lync	1	Site			
🔒 Security	Multimedia ALL	10	Agent			
	UCUL (UC User License)	10	User			
🔊 Lines	Unified Messaging for Excha		User			
111 Phonebook	Zeacom Evaluate	10	Evaluatee			
Phonebook	Reacom Record	10	Recording T			
🏀 System Queues						
System Prompts						
🙆 Dialing Rules						

6.5. Administer Lines

Select **General** \rightarrow **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 22201-2203 were already configured as part of the Installation Wizard in **Section 6.3**.

: 🐂 💋 🐚 🗙 🛛 Langi	uage: English	•				
Voice Messaging	All PBXes * All Lines	•	222	15		
	Name	Extension	Туре	Tenant	Monitor Status Default Ager	nt
Console	Added by System	29007	Dterm		Yes	
0	- Added by System	29006	Dterm		Yes	
🙀 Queuing	Added by System	29005	Dterm		Yes	
Announce	Added by System	29004	Dterm		Yes	
Announce	Added by System	29000	Dterm		Yes	
General	Added by System	20035	Dterm		Yes	
	💻 🛛 🔊 Added by System	20034	Dterm		Yes	
Companies	Added by System	20033	Dterm		Yes	
	Added by System	20032	Dterm		Yes	
🗙 Holidays	Added by System	20031	Dterm		Yes	
	Added by System	20024	Dterm		Yes	
🧌 Licenses	🔊 Added by System	20023	Dterm		Yes	
14	Added by System	20022	Dterm		Yes	
🔒 Security	Added by System	20021	Dterm		Yes	
- southy	Added by System	20020	Dterm		Yes	
Lines	Added by System	20019	Dterm		Yes	
Carlos	Added by System	20018	Dterm		Yes	
D Phonebook	Added by System	20017	Dterm		Yes	
THOREBOOK	Added by System	20016	Dterm		Yes	
🌇 System Queues	Added by System	20015	Dterm		Yes	
tig System Quedes	Added by System	20014	Dterm		Yes	
System Prompts	Added by System	20013	Dterm		Yes	
w system rompts	Added by System	20012	Dterm		Yes	
🖄 Dialing Rules	Added by System	20011	Dterm		Yes	
	Added by System	20010	Dterm		Yes	
	Added by Sustem	200000	Diarm		Van	

6.6. Administer Queues

Select **Queuing** \rightarrow **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.

jle <u>E</u> dit <u>W</u> indow <u>H</u> elp						
🔀 🖬 💕 🐚 🗙 🛛 Langu	age: English	•				62
🐶 Voice Messaging	All PBXes 👻 All Qu	ueues excluding Operator/Syst	em Queues 🔻			
+orce messaging	Queue	Name	Wrapups	Modes	Indial Modifiers	Callba
Console	29004	Added by System		Yes		
	- 🔊 29005	Added by System		Yes		
🏭 Queuing	29006	Added by System		Yes		
R Queues	≥ 29007	Added by System		Yes		

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

	-					
: 🐩 📶 🐚 🗙 🛛 Langu	uage: English	_				e
🖗 Voice Messaging	All PBXes 🔻 All Qu	eues excluding Operator/Syst	tem Queues 🔻	£4		
5 (202) (S.	Queue	Name	Wrapups	Modes	Indial Modifiers	Call
Console	29004	Zeacom Monitor		Yes		
0	- D 29005	Zeacom Fallback		Yes		
🖗 Queuing	29006	Zeacom Sales		Yes		
🧌 Queues	29007	Zeacom Support		Yes		
un vacacs						
🛼 Delivery Patterns						
🕵 Agent Login Classes						
Agents						
💑 Totalling Queues						
👯 Alerts						
Groups						
i aroups						
📳 Wrapup Templates						
🚥 Wallboards						
🛄 Multimedia Templates						
Multimedia Templates						

6.7. Administer Phonebook

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

🕄 🖬 🖄 🗙 Lan	iguage: English		·					
🖗 Voice Messaging	Filter							
Console	Look for:		1 10 000	ALL COMPANIES			· · · ·	Contacts
🖇 Queuing	First Name	Last Name System	Ext	Office	Mobile	Home	Company Avaya	1
Announce	Operator	Queue Admin	29003				Avaya Avaya	
📎 General								
🕍 Companies								
🗙 Holidays								
<table-of-contents> Licenses</table-of-contents>								
🔒 Security								
Lines								

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**.

🔕 Zeacom Administrator - [Phor	ebook]						
<u>File E</u> dit <u>W</u> indow <u>H</u> elp							
🔀 🐩 📝 🐚 🗙 🛛 Languag	e: English		-				1
🐖 Voice Messaging	Filter						In complete Lasks
🛃 Console	Look for:		1 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1		NIES> Owner:		
🎇 Queuing	First Name	Last Name System	Ext	Office	Mobile	Home	
Announce	Operator Supervis	Queue	29003 20035				
🔊 General	System	Admin Zeacom	20031				
Ma Companies	Agent 2	Zeacom	20032				
🗙 Holidays							
<table-of-contents> Licenses</table-of-contents>							
🔒 Security							

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

Department: <unspecified> 💌</unspecified>	
eneral Delivery Media Worktime Break Reasons Worktime Reason	
Configuration Method: 💿 Standard 💿 Schedule	18
Queues: Queues: Delivery ACW Override Delay 1	Seconds Delay-Priority
Queue Delivery ALW Override Delay 1	Seconds Delay-Phonty
Add	

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.

lumber	Name	
	Zeacom Monitor	
	Zeacom Sales	
29003	Operator	
29007	Zeacom Support	
29005	Zeacom Fallback	

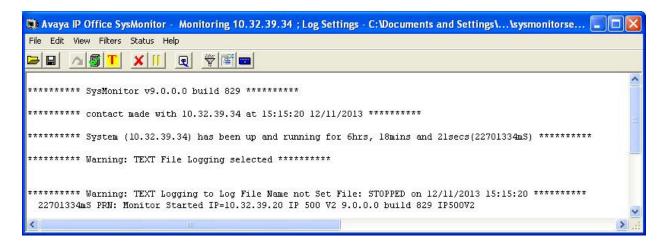
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7. Verification Steps

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 \rightarrow All Programs \rightarrow IP Office \rightarrow Monitor to launch the application. The Avaya IP Office SysMonitor screen is displayed. Select Status \rightarrow 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.

SIPP ho	ineStatus							_ 🗆 🛛
Total Config Total Regist	The second second		Wa Registered Status	aiting 0 secs for update				
Extn Num	IP Address	Transport	User Agent	Licensed	SIP Options	SIP Events	Status	LastAv
20041 20042	10.64.101.47 10.64.101.47	UDP UDP	ZeacomSIP ZeacomSIP	3rd Party IP 3rd Party IP			SIP: Registered SIP: Registered	
<								>
Display Op Show	31 22.141	ered C Un	Registered	Reset Phones	Cancel			

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.

Zeacom [™] communications center	Desktop
	bring customers closer
Login Name: Agent 1 Zeacom	<u>P</u> IN: ****
	OK Cancel <u>H</u> elp

<u>File Call Agent V</u>	iew <u>H</u> elp						3:34:0
Contact:			* 🛛 😂				
6 - 6 2	● - # ¥ # - ●						
Phone Calls	Active Calls						C
🔒 Call History	Line State	Caller Info	Origin	Date	Time	Duration	Queue
🖗 Contact Center							
Agents	-						
🖗 Queues	Presence						6
🗩 Chat	🧟 Agent 1 Zeacom						
🕖 Presence							
🍐 Web Browser							
						zea	com
		key, click on a button to view more					itions center

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.

Log into Queues	×
Make yourself available to take Queue Calls.	
<u>C</u> lass: General <u>M</u> ake me ready for:	
Phone calls	
OK Cancel <u>H</u> elp	

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**.

3:45:13			iew <u>H</u> elp	le <u>C</u> all <u>A</u> gent <u>V</u> i
B 🚳				Contact: +1 (908)
		r 🖷 -	D - 🚳 V	3 - 10 1
2		s	Active Calls	Phone Calls
Origin Date Time Duration Queue	Caller Info	State	Line	Call History
External 11/12/2013 3:45:10 PM 0:03 Zeacom Sales	+1 (908) 8445001	🔄 Offering	20031	Call Tristory
				Contact Center
				Agents
		5	Phone Calls	🖁 Queues
	5001]	d Call (+1 (908) 8445	Inbound	Chat
	All	Call A Forward.	🙏 Answer (Chat
Duration: 0:03	Queue Cell	Colocy	0 700	Presence
	-	com Sales:		Web Browser
Wait Time: 0:00	908) 8445001	wn on +1 (9	Unknov	-
zeacom				
Wait Time:	008) 8445001			Web Browser

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

🔎 Zeacom Deskto	p - Agent 1 Zeacom		
<u>File Call Agent Vie</u>	w <u>H</u> elp		3:45:27 PM
Contact: +1 (908) 8	1445001 🔲 🔟 🧀 🆧 💱 🖻 🙈		
🕵 🕑 - 😕 🛛 (• ♣ \ Y ♣ -		
🕼 Phone Calls	Active Calls		2
🕝 Call History	Line State Caller Info Origin Date	Time	Duration Queue
	20031 Gonnected +1 (908) 8445001 External 11/12/2013	3:45:10 PM	0:08 Zeacom Sales
🥮 Contact Center			
🉇 Agents			
🎆 Queues	Phone Calls		?
🦻 Chat	C Inbound Call [+1 (908) 8445001]		~
	🝕 Hangup 🧣 Hold 🔋 Park 💅 Transfer 🞇 Invite 🕮 Record 🚳 Forward All		主 ()
🕖 Presence	Izeacom Sales: Queue Call	Duration:	0:08
1 Web Browser	Unknown on +1 (908) 8445001	Wait Time	0:00
			123
			Zet 4 5 6
			commun 7 8 9

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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 <u>http://support.avaya.com</u>.
- **2.** *IP Office Installation Manual*, Zeacom Library Version 7.0, available via IP Office training course provided by Zeacom.

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