

Avaya Solution & Interoperability Test Lab

# Application Notes for VoiceKey with Avaya Aura® Experience Portal 6.0 and Avaya Aura® Communication Manager 6.3 – Issue 1.0

### Abstract

These Application Notes describe the configuration steps required for VoiceKey to successfully interoperate with Avaya Aura® Experience Portal, Avaya Aura® Communication Manager and Avaya Aura® Session Manager. VoiceKey is a voice verification platform that processed voice samples and compared it to the voice etalon of a specific user that has been recorded before.

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 VoiceKey to successfully interoperate with Avaya Aura® Experience Portal, Avaya Aura® Communication Manager and Avaya Aura® Session Manager. The VoiceKey is a voice verification platform that processes voice samples and compares it to the voice etalon of a specific user that has been previously recorded

The VoiceKey platform consists of:

- 1) VoiceKey SRV, basically a HTTP server handling the following functions:
- Building a voice model by means of speech samples recorded by users
- Comparing one voice model to another
- 2) IVR application module (Apache Tomcat server, Database)

### 2. General Test Approach

The general test approach is to place calls manually to Avaya Aura® Experience Portal running VXML applications that uses the VoiceKey solution. VXML scripts are hosted on the VoiceKey platform that runs on Apache Tomcat. VoiceKey is a simply a voice verification server that pass the results back to the VXML script. Hence, it does not depend on the type of Text-to- Speech (TTS) or Automatic Speech Recognition (ASR) server used in a solution. In this Compliance Testing pre-recorded voice prompts are installed on the VoiceKey platform.

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

This Interoperability Compliance Test included feature and serviceability testing. The feature testing focused on placing calls to Avaya Experience Portal that ran Voice XML scripts in English that uses the VoiceKey to compare Voice Samples previously stored. The compliance test focused on placing calls to verify the accuracy of VoiceKey analysis and handling of failure conditions.

The serviceability testing focused on verifying the ability of VoiceKey to recover from adverse conditions such as rebooting of VoiceKey and Avaya Experience Portal 6.0 and disconnecting the LAN cables to the VoiceKey Server.

### 2.2. Test Results

All test cases passed. Avaya Aura® Experience Portal 6.0 was successful in running applications that use the VoiceKey in voice verification.

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SPOC 2/17/2014	©2014 Avaya Inc. All Rights Reserved.	VoiceKey-AAEP

### 2.3. Support

For technical support on Speech Technology Center contact:

- Telephone : +7 (812) 325-8848
- Fax : +7 (812) 327-9297
- Web : <u>http://speechpro.com/support\_form</u>
- Email: <u>support@speechpro.com</u>

# 3. Reference Configuration

**Figure 1** illustrates the configuration used to verify the VoiceKey solution. VXML scripts are run on the VoiceKey Server on Apache Tomcat. Since VoiceKey is independent of TTS/ASR, the VXML scripts is only using local wav files for voice prompts in this Compliance Testing.

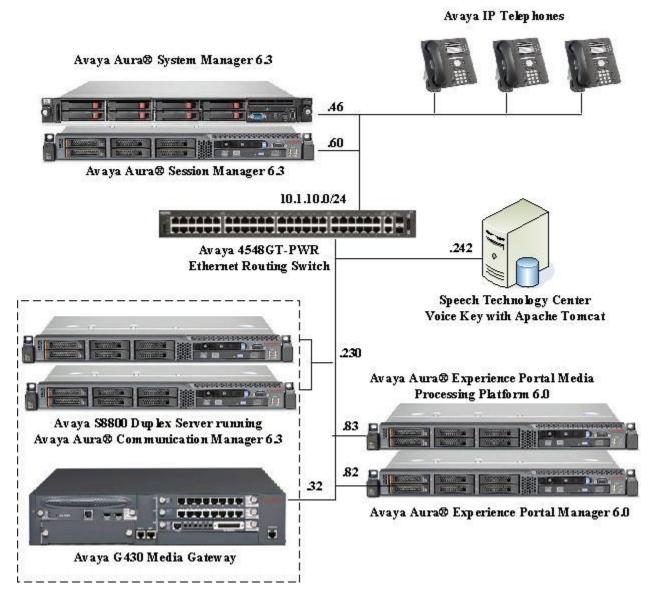


Figure 1: VoiceKey with Avaya Aura® Experience Portal Configuration

# 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Experience Portal 6.0 on Avaya S8800 Server	R6.0 SP2
Avaya Aura® Communication Manager on Avaya S8800 Server	R6.3 SP2.1
(Duplex)	
Avaya G430 Media Gateway	34.5.1
Avaya Aura® System Manager on HP DL360 G7	6.3 SP4
Avaya Aura® Session Manager on Avaya S8800 Server	6.3 SP5
Avaya 96x1 IP Telephones	6.3 (H.323)
Avaya 4548GT-PWR Ethernet Routing Switch	V6.2.4.010
VoiceKey SRV on Windows Server 2008 R2 x64 running on	1.0.274
VMware ESXi 4.1	

# 5. Configure Avaya Aura® Communication Manager

The configuration of the SIP Trunks between Communication Manager and Session Manager, and the routing of calls to Experience Portal are assumed to be in place and will not be discussed here. This section provides the additional procedures to configure Communication Manager for the purpose of administering VoiceKey. The configuration is performed via the System Access Terminal (SAT).

Step	Description							
1.	Enter the chang	Enter the <b>change ip-codec-set n</b> command where <b>n</b> is a valid IP codec-set associated with						
	assigned to the appropriate value	region that is use Session Manager ue supported by A he <b>G.711Mu</b> cod	· SIP Trun Avaya Exp	k signaling gro perience Portal	oup. Set Audio	o Code	<b>c</b> to an	
	change ip-code	c-sot 6				Page	1 of	2
	change ip-code	C-Set 6				rage	1 01	2
		IP	Codec Set					
	Codec Set:	6						
	Audio		Frames	Packet				
	Codec 1: <b>G.711MU</b>	Suppression n	Per Pkt 2	Size(ms) 20				
	2:		2	20				
	3: 4:							
	4. 5:							
	6:							
	7:							

# 6. Configure Avaya Aura® Experience Portal

The initial administration of Avaya Experience Portal and the configuration of the SIP VoIP Connection to Session Manager are assumed to be in place and will not be discussed here. This section covers the additional procedures of Avaya Experience Portal that is required for the purpose of administering VoiceKey. The following steps will be covered:

- Configuring the VoIP audio format
- Adding applications

<b>p</b>	Description	
1.	To access the	ence Portal is configured via the Experience Portal Manager (EPM) web interface. web interface, enter <b>https://<ip-addr></ip-addr></b> as the URL in an internet browser, where the IP address of the EPM. Log in using an account with the Administration role to an page.
	File Edit View Favorites	2VoicePortalVisces/main.ji: 2VoicePortalVisces/main.ji: Tools Help
	Ανάγα	Welcome, admin Last logged in today at 1:14:13 PM SGT
	Avaya Aura® Experience f Expand AII Collapse AII User Management Users Login Options Real-Time Monitoring System Monitor Active Calls Port Distribution Audit Log Viewer Log Viewer Log Viewer Log Viewer Alarm Manager System Management Mohime Uptions Alarm Codes Alarm Codes A	Installed Components         Media Processing Platform         Media Procesond Platform

AVAYA	Last logged in toda
Avaya Aura® Experience Expand All   Collapse All Viser Management Roles Users Login Options * Real-Time Monitor System Monitor Port Ointribution * System Maintenance Audit Log Viewer Trace Viewer Alarm Manager System Manager System Manager System Backup System Backup * System Configuration Alarm Codes Alarm/Log Options Applications MPD Servers Report Data	Portal 6.0 (ExperiencePortal)       # Home       ?         You are here: Homs > System Configuration > MPP Servers         MPP Servers         This page displays the list of Media Processing Platform (MPP) servers in the Experience Portal system. When an MPP receives a call from a PEX, it invokes a Voicel on an application server and communicates with ASR and TTS servers as necessary to process the call.         Image: Host Address + Network       Network + Maximum         Image: Host Address + Address + Address (VoIP) + Address (VoIP) + Address (Address + Calls + Trace Level + Calls + Trace Level + Calls + Io         Image: MPP I       10.1.10.83         Image: Operation of the communication of
Licensing ▼ Reports Standard Custom Scheduled	
the configura Save.	ive Format to audio/basic to configure the MPP server for G.711 mu-law tion on Communication Manager in Section 5. Scroll down the page and c Lest logged in toda Potal 6.0 (ExperiencePortal) (* MOP Servers > VoIP Settings VoIP Settings
the configura Save. Avaya Avaya Expand All   Collapse All User Management	tion on Communication Manager in Section 5. Scroll down the page and c Last logged in toda Portal 6.0 (ExperiencePortal) (Home ? You are here: <u>Home</u> > System Configuration > <u>MPP Servers</u> > VoIP Settings

p	Description			
	Configure the Add Application page as shown below. This configuration assigns the default			
	Avaya Experience Portal test application deployed on the http server to the called number 10391.			
	Specify the <b>Name</b> , select <b>Yes</b> , set <b>Type</b> to <b>VoiceXML</b> and set <b>VoiceXML URL</b> to HTTP server address location of the VoiceXML script. In this Compliance Testing, the VoiceKey Server also			
	serves as a HTTP server. Click <b>Save</b> (not shown).  You are here: <u>Home</u> > System Configuration > <u>Applications</u> > Change Application <b>Change Application</b>			
	Use this page to change the configuration of an application.			
	Name: VoiceKey			
	Enable: 💿 Yes 🔘 No			
	Type: VoiceXML -			
	URI			
	Single ◎ Fail Over ◎ Load Balance			
	VoiceXML URL: http://10.1.10.242:8080/voicekey/			
	Mutual Certificate Authentication: 🔘 Yes 💿 No			
	Basic Authentication: O Yes O No			
	Speech Servers ASR: No ASR  TTS: No TTS			
	Application Launch			
	Inbound Inbound Default Outbound			
	Number O Number Range URI			
	Called Number: Add			
	10391			
	Remove			
	Conset Demonsterne 1			
	Speech Parameters >			
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# 7. Configure VoiceKey Server

VoiceKey SRV and IVR application module were installed on Windows Server 2008 R2 x64 running on VMware Intel Xeon E5620, 2.93GHz processor, 8GB RAM. As all communication between the VoiceKey server and Avaya Experience Portal is via TCP/IP, it is strongly suggested that both systems be placed on the same IP subnet with minimal network traffic in order to minimize network latency.

The sections that follow detail the VoiceKey setup.

- Install and Configure software (VoiceKey SRV and IVR application module)
- Install License
- Verify Installation

#### 7.1. Install and Configure software

Step	Description		
	Installing VoiceKey SRV software		
1.	For <b>Microsoft Windows</b> machines, <b>VoiceKey SRV</b> is distributed as a setup file. To install, run the <b>Setup.exe</b> file.		
2.	Select setup language and click OK.         Выбор языка установки         Выберите нужный язык из списка:         English (U.S.)         ОК         Выберите нужный язык из списка:         Пок         Выберите нужный язык из списка:         ОК         ОК         ОК         ОК         ОК		

Step	Description		
3.	welcome window will be displayed. Click <b>Next</b> to continue.		
	B STC VoiceKeySrv x64 1.0.274 Setup		
	Speech Technology Center Welcome to the STC VoiceKeySrv x64 1.0.274 Setup Wizard		
	The Setup Wizard will install STC VoiceKeySrv x64 1.0.274 on your computer. Click Next to continue or Cancel to exit the Setup Wizard.		
	WARNING: This program is protected by copyright law and international treaties.		
	< Back Next > Cancel		

Step	Description			
4.	Read and	d accept the license agreement and clic	ck Next.	
	(			
		岃 STC VoiceKeySrv x64 1.0.274 Setup		
		(C) STC	End-User License Agreement	
		STC Ple	ease read the following license agreement carefully	
		END-USER LICENSE AGREEMENT You have purchased the software prode "SOFTWARE") produced by the Speed after referred as STC Ltd). The SOFTW software, the associated media, any prin electronic documentation. By installing SOFTWARE PRODUCT, you agree to the you do not agree to the terms of this EU the SOFTWARE PRODUCT to you. In	luct ("SOFTWARE PRODUCT" OR ch Technology Center Limited (herein VARE PRODUCT includes computer nted materials, and any "online" or g, copying and otherwise using the be bound by the terms of this EULA. If ULA, STC Ltd is unwilling to license	
		☑ I accept the terms in the License Agreem	nent	
		Specarrealitology center &	< Back Next > Cancel	

Step	Description	
5.	Select the destination folder and click Next. The default installation path is C:\Program	
	Files\Speech Technology Center\VoiceKeySrv.	
	B STC VoiceKeySrv x64 1.0.274 Setup	
	Destination Folder	
	Select a folder where the application will be installed	
	STC VoiceKeySrv x64 1.0.274 will be installed in the following folder:	
	C:\Program Files\Speech Technology Center\VoiceKeySrv\	
	Browse	
	Click Next to install to the default folder or click Browse to choose another. Click Cancel to exit the Setup Wizard.	
	Speech Technology Center ® Disk Usage < Back Next > Cancel	

Step	Descrip		
6.	Click In	nstall to begin the installation.	
		B STC VoiceKeySrv x64 1.0.274 Setup	
		Ready to install STC VoiceKeySrv x64 1.0.274	
		Click Install to begin the installation. Click Back to review or change any of your installation settings. Click Cancel to exit the wizard.	
		Speech Technology Center ®	

Step	Descrip		
7.	The inst	tallation wizard will install the product.	
		岃 STC VoiceKeySrv x64 1.0.274 Setup	
		(C) STC	Installing STC VoiceKeySrv x64 1.0.274
		Please wait while the Setup Wizard installs ST	C VoiceKeySrv x64 1.0.274.
		Status:	
		Speech Technology Center ®	< Back Next > Cancel

Step	Description	
8.	At the end of installation process, click the <b>Finish</b> button.	
	BTC VoiceKeySrv x64 1.0.274 Setup	
	Speech Technology Center Completed the STC VoiceKeySrv x64 1.0.274 Setup Wizard	
	Click the Finish button to exit the Setup Wizard.	
	< Back Finish Cancel	
9.	Restart the server after the installation.	

	Configuring VoiceKey Srv software
10.	Modify the file voicekeysrv.config found at "%ProgramData%\Speech Technology
	Center\VoiceKeySrv\" folder.
	📕 voicekeysrv - Notepad
	File Edit Format View Help
	[[Server] port=15927
	threads=1 sdk_config=C:\Program Files\Speech Technology Center\VoiceKeySrv\voicekeysdk.config type=VOICEKEY
	[Aux] ;debug_dump_data_path=C:\ProgramData\Speech Technology Center\VoiceKeyServer\dumps
	[Logger] config=C:\Program Files\Speech Technology Center\VoiceKeySrv\config.log4cxx
	The changeable values are:
	1. port: Server port number is determined by network structure.
	2. threads: Number of execution threads is a number of concurrent clients (concurrently
	executed commands) determined by system performance and is restricted by HASP key.
	Installing IVR Application Module
11.	Install Integration module prerequisites: JRE 7, Apache Tomcat 7.0 and MySQL 5.6
12.	Run provided voicekey.sql script from MySQL console.
	mysql-e "C:\scripts\voicekey.sql"
	Make sure that output doesn't contain any errors.

- ·	tp://localhost:8080/manager/html). Deploy provided voicekey.war file b file and pushing Deploy button.
Deploy	
Deploy directo	y or WAR file located on server
	Context Path (required):
×	ML Configuration file URL:
	WAR or Directory URL:
	Deploy
WAR file to dep	loy
	Select WAR file to upload Выбрать файл 📄 voicekey.war
	Deploy
<th>ndex"&gt;</th>	ndex">
- <gr. - <gr.< th=""><th><pre>caudio src="sounds/index.wav"&gt; For registration press asterisk. For verificaton enter your user ID. ompt&gt; immar xmlns="http://www.w3.org/2001/06/grammar" root="top-top" mode="dtmf"&gt; crule id="top-top"&gt; - <one-ofs <item> *</item> <item> 605 </item> <item> 815 </item>   ammar&gt; match&gt;</one-ofs </pre></th></gr.<></gr. 	<pre>caudio src="sounds/index.wav"&gt; For registration press asterisk. For verificaton enter your user ID. ompt&gt; immar xmlns="http://www.w3.org/2001/06/grammar" root="top-top" mode="dtmf"&gt; crule id="top-top"&gt; - <one-ofs <item> *</item> <item> 605 </item> <item> 815 </item>   ammar&gt; match&gt;</one-ofs </pre>
- <no - <fill -</fill </no 	<pre>creprompt/&gt; input&gt; ed&gt; cassign expr="application.lastresult\$.interpretation" name="pin"/&gt; cif cond="pin == '*''&gt;</pre>
	<else></else> <submit namelist="pin" next="verification.jsp"></submit>

### 7.2. Install License

After installing the software, the next step is to install the license file.

Step	Description
	Installing VoiceKey SRV License
1.	Run the license file from the command line with <b>-i</b> option. The full path to the file must
	be specified.
2.	Wait while the installation completes.
	Sentinel Run-time Environment Installer Please wait
3.	At the end of installation process click <b>OK</b> .
	Sentinel Run-time Environment Installer Operation successfully completed. OK

### 7.3. Verify Installation

p	Description	n					
	To verify th	nat VoiceKev solu	ition is running, go to <b>Sta</b>	nrt → All	Prog	rams →	Administrativ
	•	•	the STC VoiceKeySrv S		0		
	Q Services						-
	File Action View	Help					
		🗟 🛃 🔽 📷 🕨 🔳 💵	IÞ				
	🤹 Services (Local)	🔅 Services (Local)					
		STC VoiceKeySrv	Name 🔺	Description	Status	Startup Type	Log On As
			SPP Notification Service	Provides S		Manual	Local Service
		Stop the service	🖏 SSDP Discovery	Discovers		Disabled	Local Service
		Restart the service	STC VoiceKeySrv		Started	Automatic	Local System
			🎑 System Event Notification Service	Monitors s	Started	Automatic	Local System
			🎑 Task Scheduler	Enables a	Started	Automatic	Local System
			🔍 TCP/IP NetBIOS Helper	Provides s	Started	Automatic	Local Service
			💁 Telephony	Provides T		Manual	Network S
			🏩 Thread Ordering Server	Provides or		Manual	Local Service
			💁 TP AutoConnect Service	ThinPrint		Manual	Local System
			🖾 TP VC Gateway Service	ThinPrint		Manual	Local System

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Step	Description	
2.	The performance status can be verified by sending a GET request through entering the	following
	into the browser address bar "http://localhost:15927/server_config".	-
	W Mozilla Firefox	
	(Ble Balt: (Jiew Higtony gooloments Tools Help	
	http://10.1.10.242:15927/server_config +	
	I 01.1.10.242:15927/server_config	ୁ <b>।</b> ସ
	🗍 Our Services - Singapo 🗋 PUB services online ap 🐖 Company Disclosure 📗 🖉 Most Visited	
	Server initialized from 'C:\Program Files\Speech Technology Center\VoiceKeySrv\voicekeysrv.config'. Current version is: 1.0.274 Server.port 15927 Server.threads 1 Server.type VOICEKEY Server.sdk_config C:\Program Files\Speech Technology Center\VoiceKeySrv\voicekeysdk.config Logger.config C:\Program Files\Speech Technology Center\VoiceKeySrv\config.log4cxx	
	[BioSDK Settings] biosdk_data C:\Program Files\Speech Technology Center\VoiceKeySrv\VoiceKeySDK\data method VK_UNI_METHOD max_duration_sec 15	
	[QualityRequirements] MinTimeSpeech 0.7 MinSnrIntegralDb 8 MinIntegralQuality 0.5	

# 8. Verification Steps

This section provides the verification steps that may be performed to verify that Avaya Experience Portal can run VoiceXML applications that use VoiceKey for voice verification.

tep	Description		
1.	From the EPM web	interface, click MPP Manager	on the left pane. On the MPP
	Manager page, veri	fy that the MPP server is <b>Online</b>	and <b>Running</b> .
	AVAYA		
	Avaya Aura® Experience P	Portal 6.0 (ExperiencePortal)	
	Expand All   Collapse All	You are here: Home > System Management > MP	DP Manager
	▼ User Management Roles Users	MPP Manager (Dec 9, 2013 3:11:	
	Login Options   Real-Time Monitoring  System Monitor  Active Calls	This page displays the current state of each MPP commands, the selected MPPs must also be stop	in the Experience Portal system. To enable the state and mo ped.
	Port Distribution  System Maintenance Audit Log Viewer		Last Poll: Dec 9, 2013 3:11:27 PM SGT
	Trace Viewer Log Viewer Alarm Manager	Server Name Mode State Config	g Auto Restart Active Calls Today Recurring In Out
	<ul> <li>System Management MPP Manager Software Upgrade</li> </ul>	MPP1 Online Running OK	Yes 🖉 No 🖉 None 🖉 0 0
	System Backup System Configuration Alarm Codes	State Commands	
	Alarm/Log Options Applications EPM Servers	Start Stop Restart Reboot Halt	Cancel Restart/Reboot Options
	MPP Servers Report Data SNMP	Mode Commands	<ul> <li>All selected servers at the same time</li> </ul>
	Speech Servers VoIP Connections	Offline Test Online	
	Certificates Licensing	Help	
	✓ Reports Standard Custom Scheduled	help	

Avaya Aura® Experience Portal 6.0 (ExperiencePortal)         Expand All   Collapse All         You are here: Home > Real-Time Monitoring > Port Distribution         You are here: Home > Real-Time Monitoring > Port Distribution         Port Distribution (Dec 9, 2013 3:45:16 PM SGT)         Login Options         Real-Time Monitoring         System Monitor         Active Calls         Port Distribution         You are here: Home > Real-Time Monitoring > Port Distribution         Port Distribution (Dec 9, 2013 3:45:16 PM SGT)         This page displays information about how the telephony resources have been d         Total Ports: 10       Last Poll: Dec 9, 2013         Port \$ Mode \$ State       Port Group \$ Protocol \$ Current Allocation Bac         1 Online       In service \$M1       SIP_Trunk         Alarm Manager       3 Online       In service \$M1       SIP_Trunk         3 Online       In service \$M1       SIP_Trunk       MPP1 <th>3:45:02 PM</th>	3:45:02 PM
Expand All       Collapse All         You are here:       Home > Real-Time Monitoring > Port Distribution         Roles       Users         Login Options       Port Distribution (Dec 9, 2013 3:45:16 PM SGT)         This page displays information about how the telephony resources have been d         Active Calls       Port Distribution         Port Distribution       Total Ports: 10         Log Viewer       Log Viewer         Log Viewer       1 Online         Alarm Manager       3 Online         System Management       3 Online	3:45:02 PM
✓ User Management Roles       Port Distribution (Dec 9, 2013 3:45:16 PM SGT)         Login Options       This page displays information about how the telephony resources have been d Active Calls         Port Distribution       Total Ports: 10         Vaster Maintenance Audit Log Viewer       Logine Trace Viewer         Log Viewer       1 Online         Alarm Manager       2 Online         Alarm Manager       3 Online	3:45:02 PM
Roles       Port Distribution (Dec 9, 2013 3:45:16 PM SGT)         Users       Login Options         * Real-Time Monitoring       System Monitor         System Monitor       Addit Log Viewer         Audit Log Viewer       Trace Viewer         Log Viewer       1 Online         Alarm Manager       2 Online         Y System Management       3 Online	3:45:02 PM
Login Options       This page displays information about how the telephony resources have been diverged and the telephony resources have been diverged at the telephony resources have been diterated at the telephony resources have been diterat the telephon	3:45:02 PM
System Monitor     Total Ports: 10     Last Poll: Dec 9, 2013       Y System Maintenance Audit Log Viewer     Total Ports: 10     Last Poll: Dec 9, 2013       Trace Viewer     1 Online     In service \$M1     SIP_Trunk     MPP1       Log Viewer     2 Online     In service \$M1     SIP_Trunk     MPP1       Alarm Manager     3 Online     In service \$M1     SIP_Trunk     MPP1	3:45:02 PM
Port Distribution       Total Ports: 10       Last Poll: Dec 9, 2013         System Maintenance       Port \$ Mode \$ State       Port Group \$ Protocol \$ Current Allocation       Ba         Audit Log Viewer       1 Online       In service \$M1       SIP_Trunk       MPP1         Log Viewer       2 Online       In service \$M1       SIP_Trunk       MPP1         Alarm Manager       3 Online       In service \$M1       SIP_Trunk       MPP1	
System Maintenance Audit Log Viewer       Port \$ Mode \$ State       Port Group \$ Protocol \$ Current Allocation       Bar         Trace Viewer       1 Online       In service \$M1       SIP_Trunk       MPP1         Log Viewer       2 Online       In service \$M1       SIP_Trunk       MPP1         Alarm Manager       3 Online       In service \$M1       SIP_Trunk       MPP1	
Trace Viewer     1 Online     In service     SIP_Trunk     MPP1       Log Viewer     2 Online     In service     SM1     SIP_Trunk     MPP1       Alarm Manager     2 Online     In service     SM1     SIP_Trunk     MPP1       • System Management     3 Online     In service     SM1     SIP_Trunk     MPP1	ase Anocati
Log Viewer         2 Online         In service         \$M1         SIP_Trunk         MPP1           Alarm Manager         3 Online         In service         \$M1         SIP_Trunk         MPP1	
Alarm Manager         Z Online         In service SM1         STITURK         MPP1           ▼ System Management         3 Online         In service SM1         SIP_Trunk         MPP1	
MPP Manager <u>4</u> Online In service \$M1 SIP_Trunk MPP1	
Software Upgrade 5 Opline In service SM1 SID Truck MPD1	
▼ System Configuration 6 Online In service \$M1 SIP_Trunk MPP1	
Alarm Codes <u>7</u> Online In service \$M1 SIP_Trunk MPP1	
Applications <u>8</u> Online In service \$M1 SIP_Trunk MPP1	
EPM Servers 9 Online In service \$M1 SIP_Trunk MPP1	
Report Data <u>10</u> Online In service SM1 SIP_Trunk MPP1	
SNMP Speech Servers	
VoIP Connections Help	
Certificates	
HTTP service on VoiceKey server. Verify that the application answers the the application is able to register and verify user voice passphrase. From the Experience Portal web interface, click <b>Real-Time Monitoring</b> $\rightarrow$ <b>Active Ca</b> pane and verify that the <b>Application</b> in use is <b>VoiceKey</b> .	he Avay
Avaya Aura® Experience Portal 6.0 (ExperiencePortal) Expand All   Collapse All You are here: Home > Real-Time Monitoring > Active Calls	W st logged in today at ft Home ?- He
Avaya Aura@ Experience Portal 6.0 (ExperiencePortal)           Expand All [ Collepse All           You are here: Home > Real-Time Monitoring > Active Calls	st logged in today at
Avaya Aura® Experience Portal 6.0 (ExperiencePortal)           Expand All   Collapse All         You are here: Homa > Real-Time Monitoring > Active Calls           * User Management Roles         Active Calls (Dec 9, 2013 3:48:55 PM SGT)           * Leart Time Monitoring         This page dialogy to table of all the active calls (base bodied by the Exercise Rotal system	st logged in today at
Avaya Aura@ Experience Portal 6.0 (ExperiencePortal)       Expand All [ Collapse All     You are here: Bong       Vous of Management Roles     Active Calls       Users     Active Calls (Dec 9, 2013 3:48:55 PM SGT)       Users     Active Calls (Dec 9, 2013 3:48:55 PM SGT)       This page displays the status of all the active calls being handled by the Experience Portal system. Active Calls	st logged in today at
Avaya Aura® Experience Portal 6.0 (ExperiencePortal)         Expand All [ Cellspre All         * User Hanagement         Roles         Users         Login Options         * System Monitoring         System Monitoring         System Monitoring         Part Distribution         Total Active Calls: 1	ff Home ?- He <u>ff Home</u> ?- He <u>Poll: Dec</u> 9, 2013 3
Avaya Aura® Experience Portal 6.0 (ExperiencePortal)         Expand All [ Collspace All         You are here: Home > Real-Time Monitoring > Active Calls         Roles         Users         Users     <	t logged in today at ft Home ?- He Poll: Dec 9, 2013 3 ation ↓ ASR Server \$
Avaya Aurag Experience Portal 6.0 (ExperiencePortal)         Expand All [ Collspe All         You are here: Home > Real-Time Monitoring > Active Calls         Roles         Users         Login Options         This page displays the status of all the active calls being handled by the Experience Portal system.         Active Calls:         Total Active Calls: 1         You ware frace of the system         Login Options         You ware frace of the system         Trace Viewer         Login Optimerer         System Maacement	t logged in today at ft Home ?- He Poll: Dec 9, 2013 3 ation ↓ ASR Server \$
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# 9. Conclusion

These Application Notes describe the compliance-tested configuration used to validate Avaya Aura® Experience Portal 6.0 with VoiceKey. All test cases were completed successfully.

# 10. Additional References

The following documents are available at <u>http://support.avaya.com</u>.

- [1] Administering Avaya Aura® Communication Manager, Release 6.3, Oct 2013, Document ID 03-300509.
- [2] Administering Avaya Aura® Experience Portal, Apr 2012.

The following documents are available from Speech Technology Center: [3] VoiceKey Srv Voice Verification Server Developer's Guide

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