



Avaya Solution & Interoperability Test Lab

Application Notes for DATEL UCCS Click-to-Dial with Avaya IP Office 9.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for DATEL UCCS Click-to-Dial to interoperate with Avaya IP Office 9.0. DATEL UCCS is a contact center management solution, and Click-to-Dial is an optional component that provides agents the ability to launch outbound calls by highlighting telephone numbers and pressing hot key combinations.

In the compliance testing, DATEL UCCS Click-to-Dial used the TAPI Make Call functionality from Avaya IP Office to launch outbound calls on behalf of agents.

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 DATEL UCCS Click-to-Dial to interoperate with Avaya IP Office 9.0. DATEL UCCS is a contact center management solution, and Click-to-Dial is an optional component that provides agents the ability to launch outbound calls by highlighting telephone numbers and pressing hot key combinations.

In the compliance testing, DATEL UCCS Click-to-Dial used the TAPI 2 Make Call functionality from Avaya IP Office to launch outbound calls on behalf of agents that are running the DATEL UCCS Business Edition Widgets client application. Agents used the telephones connected to Avaya IP Office to manually hear the call progress tones.

Click-to-Dial can support telephone numbers from applications such as web browsers, emails, spreadsheets, databases, text documents, etc. Non-numeric characters were stripped from the highlighted telephone number, and any required network prefixes can be pre-pended to the telephone number by Click-to-Dial before sending to Avaya IP Office.

2. General Test Approach and Test Results

The feature test cases were performed manually. The outbound calls were initiated by agents and launched by UCCS Click-to-Dial. Necessary user actions such as answer and drop were performed manually from the agent telephones to test the various call scenarios.

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

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 interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following scenarios from UCCS Click-to-Dial: incomplete number, invalid number, ring no answer, voicemail coverage, no route available, busy, spreadsheet, email, web browser, text document, internal call, local call, long distance, special characters, and multiple agents.

The serviceability testing focused on verifying the ability of UCCS Click-to-Dial to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet connection to the UCCS server.

2.2. Test Results

All test cases were executed and passed.

2.3. Support

Technical support on UCCS Click-to-Dial can be obtained through the following:

- **Phone:** (724) 940-0400
- **Email:** support@datel-group.com

3. Reference Configuration

The configuration used for the compliance testing is shown below.

These Application Notes assume the basic UCCS Business Edition integration with IP Office using TFTP and DevLink are already in place according to [2] and will not be described.

The detailed administration of general contact center devices such as hunt groups and agents are assumed to be in place, and are not covered in these Application Notes.

In the compliance testing, UCCS Click-to-Dial launched outbound calls on behalf of two agent users shown below.

Device Type	Extension
Hunt Group	29000
Agent Users	20031, 20032

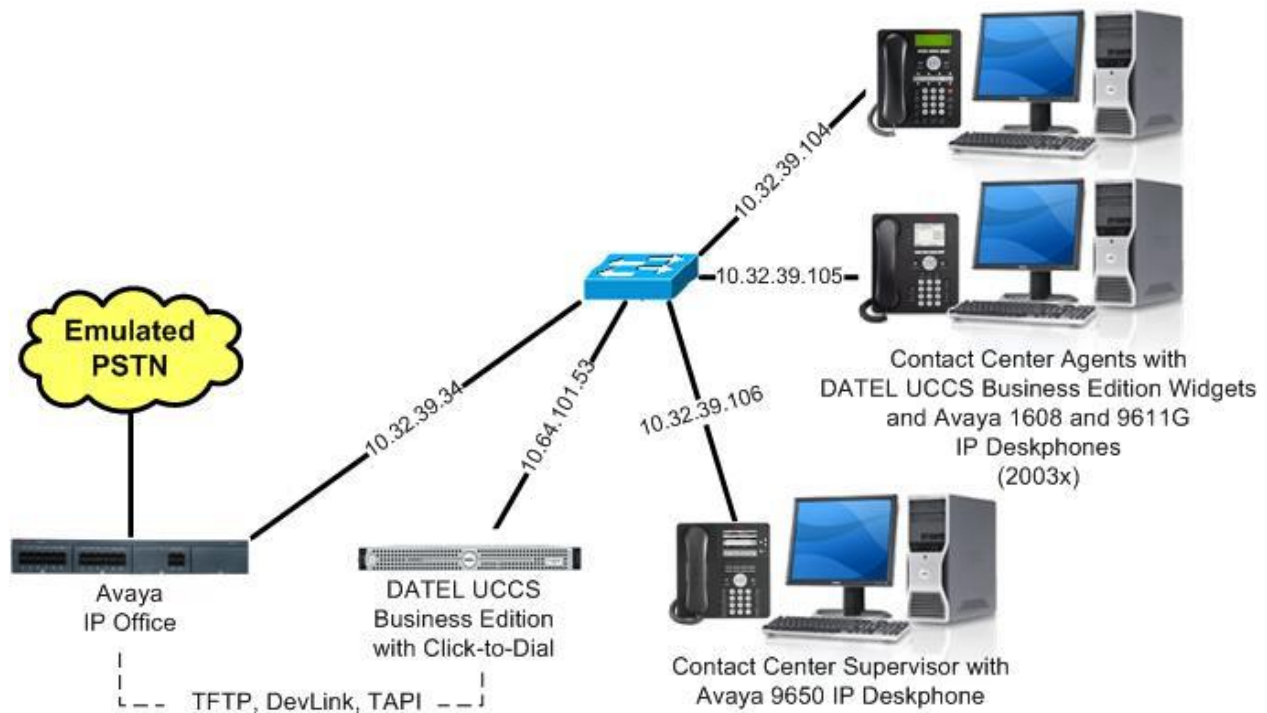


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
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
DATEL UCCS Business Edition on Windows 2008 Server with Service Pack 2	7.10.62.219
• Click-to-Dial	7.10.62.219
• Avaya TAPI (tspi2w_64.tsp)	1.0.0.35
• Avaya DevLink (devlink.dll)	1.0.0.5
DATEL UCCS Business Edition Widgets	7.10.62.219

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

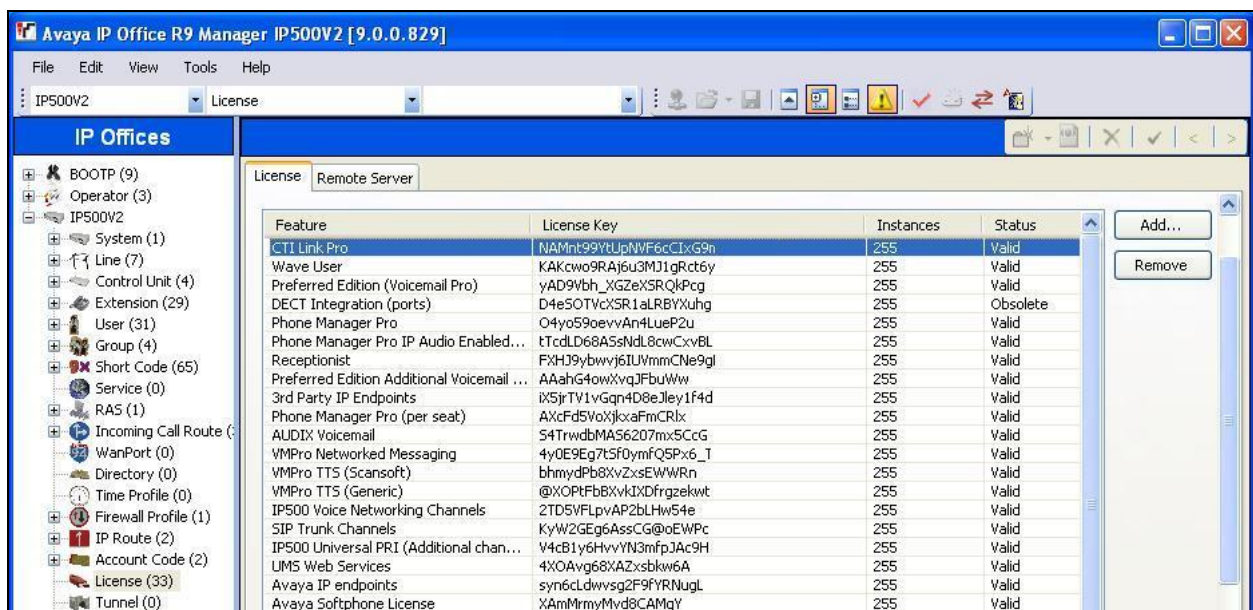
This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify license
- Obtain agent user data

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 using the appropriate credentials.

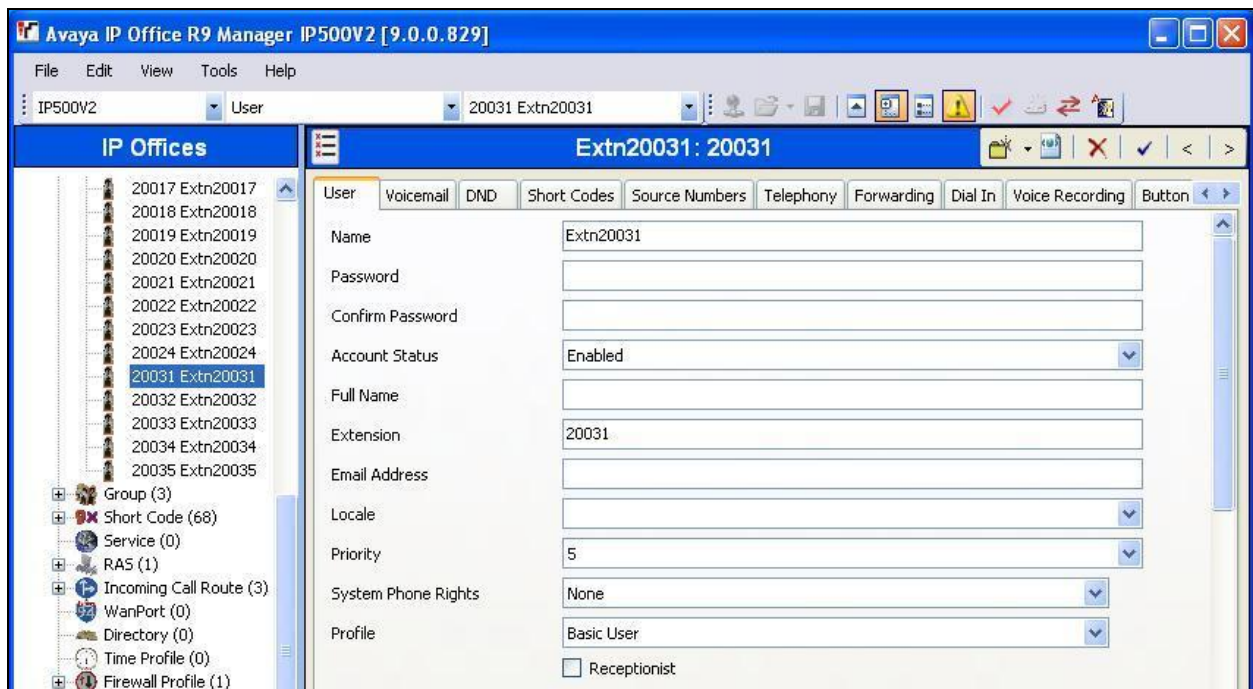
The **Avaya IP Office R9 Manager** screen is displayed. From the configuration tree in the left pane, select **License** to display a list of licenses in the right pane. Verify that there is a license for **CTI Link Pro** and that the **Status** is “Valid”, as shown below.



5.2. Obtain Agent User Data

From the configuration tree in the left pane, select the first agent user from **Section 3**, in this case “20031”. Make a note of the **Name** and **Extension** values, which will be used later to configure UCCS Click-to-Dial.

Repeat this section for all agent users from **Section 3**.



6. Configure DATEL UCCS Click-to-Dial

This section provides the procedures for configuring UCCS Click-to-Dial. The procedures include the following areas:

- Administer TAPI driver
- Launch web interface
- Administer users
- Administer user data
- Administer routing
- Administer licensing

The configuration of UCCS Click-to-Dial is typically performed by DATEL support technicians. The procedural steps are presented in these Application Notes for informational purposes.

6.1. Administer TAPI Driver

From the UCCS 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?
732

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

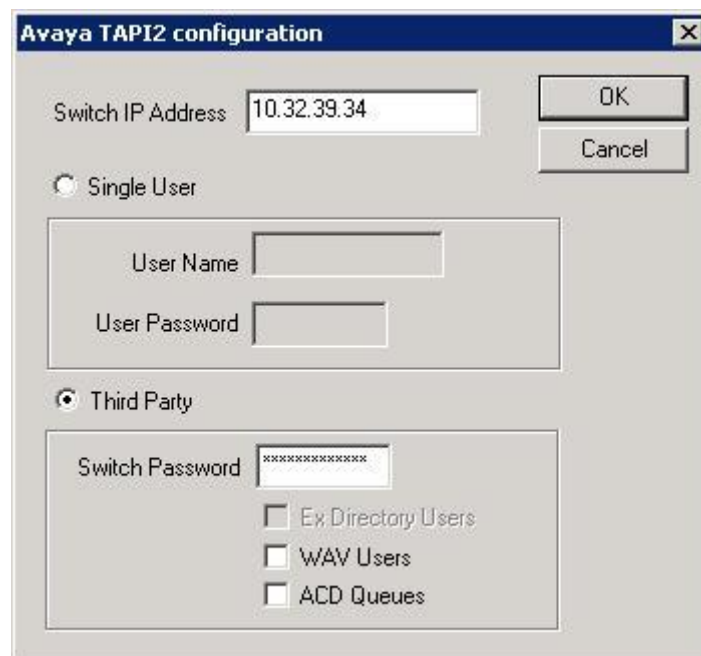
OK Cancel

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**.



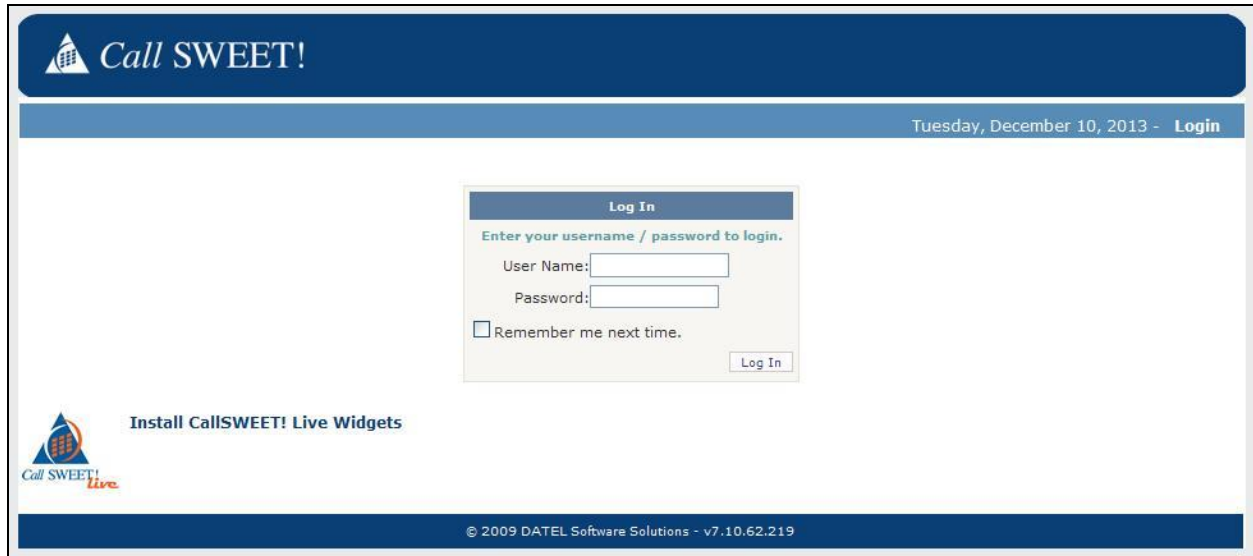
The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of IP Office. Select the radio button for **Third Party**, and enter the IP Office password into the **Switch Password** field.

Reboot the UCCS server.



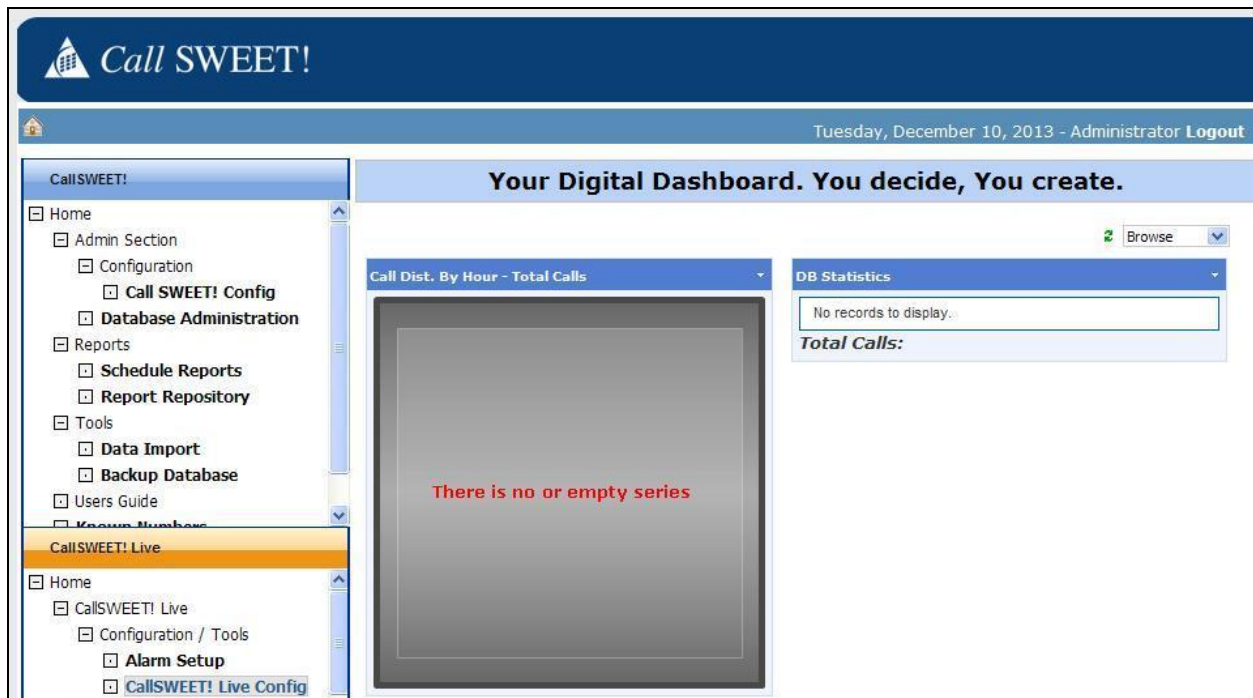
6.2. Launch Web Interface

Access the web-based interface by using the URL “http://ip-address/callsweet” in an Internet browser window, where “ip-address” is the IP address of the UCCS server. The **Log In** screen is displayed as shown below. Log in using the appropriate credentials.



The screenshot shows the Call SWEET! web interface. At the top is a dark blue header with the Call SWEET! logo and the text "Call SWEET!". Below the header is a light blue bar displaying the date "Tuesday, December 10, 2013" and a "Login" link. The main content area is white and features a central "Log In" box. This box has a title "Log In", a prompt "Enter your username / password to login.", and two input fields for "User Name:" and "Password:". Below these fields is a checkbox labeled "Remember me next time." and a "Log In" button. In the bottom left corner, there is a "Call SWEET! Live" logo and a link "Install CallSWEET! Live Widgets". The footer is a dark blue bar with the copyright notice "© 2009 DATEL Software Solutions - v7.10.62.219".

The screen below is displayed. Expand **CallSWEET! Live** in the left pane, and select **Home** → **CallSWEET! Live** → **Configuration / Tools** → **CallSWEET! Live Config** as shown below.



The screenshot shows the Call SWEET! dashboard. The top header is dark blue with the Call SWEET! logo and the text "Call SWEET!". Below the header is a light blue bar displaying the date "Tuesday, December 10, 2013" and a "Logout" link. The main content area is white and features a left sidebar with a tree view of the application structure. The tree view includes "CallSWEET!" (expanded), "Home", "Admin Section" (expanded), "Configuration" (expanded), "Call SWEET! Config" (selected), "Database Administration", "Reports", "Schedule Reports", "Report Repository", "Tools", "Data Import", "Backup Database", "Users Guide", "Known Numbers", "CallSWEET! Live" (expanded), "Home", "CallSWEET! Live", "Configuration / Tools", "Alarm Setup", and "CallSWEET! Live Config". The main content area is titled "Your Digital Dashboard. You decide, You create." and contains two widgets. The "Call Dist. By Hour - Total Calls" widget displays a large gray box with the text "There is no or empty series". The "DB Statistics" widget displays a "Browse" button and a message "No records to display..". Below the message is a section labeled "Total Calls:".

6.3. Administer Users

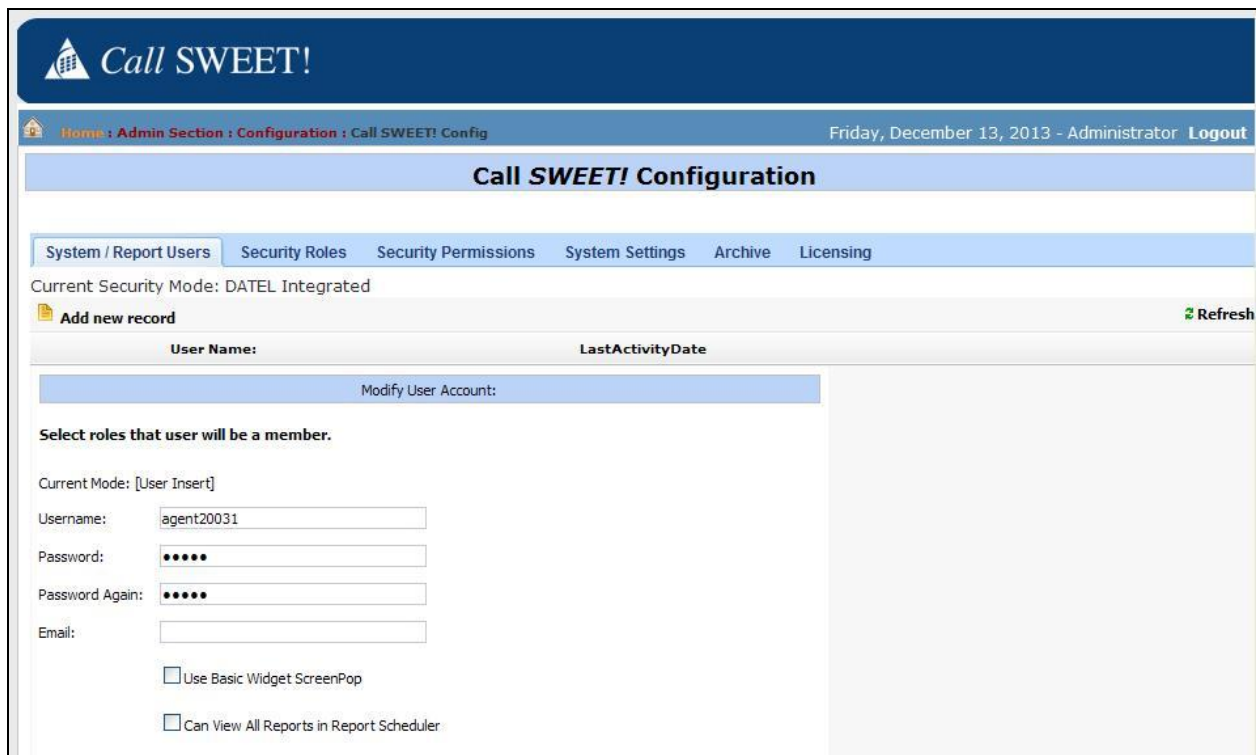
The **Call SWEET! Configuration** screen is displayed. Select the **System / Report Users** tab, and click **Add new record** to add a new user.



The screenshot shows the 'Call SWEET! Configuration' interface. At the top, there's a blue header with the 'Call SWEET!' logo. Below it, a breadcrumb trail reads 'Home : Admin Section : Configuration : Call SWEET! Config'. The date and time 'Friday, December 13, 2013 - Administrator' are shown on the right, along with a 'Logout' link. The main title 'Call SWEET! Configuration' is centered. A tab bar contains 'System / Report Users' (selected), 'Security Roles', 'Security Permissions', 'System Settings', 'Archive', and 'Licensing'. Below the tabs, it says 'Current Security Mode: DATEL Integrated'. There's an 'Add new record' button and a 'Refresh' button. A table lists users with columns 'User Name:' and 'LastActivityDate'. The first entry is 'administrator' with '12/13/2013'. A footer bar shows '© 2009 DATEL Software Solutions - v7.10.62.219'.

The **Call SWEET! Configuration** screen is updated with the **Modify User Account** sub-section shown below.

For **Username**, **Password**, and **Password Again**, enter the desired credentials for the first agent user from **Section 3**.



This screenshot shows the 'Modify User Account' sub-section within the 'Call SWEET! Configuration' interface. The layout is similar to the previous screenshot, but the 'Add new record' button is replaced by a 'Modify User Account' button. Below this, there's a section titled 'Select roles that user will be a member.' with a 'Current Mode: [User Insert]' label. The form includes input fields for 'Username:' (containing 'agent20031'), 'Password:' (masked with dots), 'Password Again:' (masked with dots), and 'Email:'. There are also two checkboxes: 'Use Basic Widget ScreenPop' and 'Can View All Reports in Report Scheduler', both of which are currently unchecked. The 'Refresh' button is still present in the top right of the table area.

Repeat this section for all agent users. In the compliance testing, two agent users were configured as shown below.

 **Call SWEET!**

Home : Admin Section : Configuration : Call SWEET! Config

Friday, December 13, 2013 - Administrator [Logout](#)

Call SWEET! Configuration

System / Report Users

Security Roles

Security Permissions


System Settings



Archive

Licensing

Current Security Mode: DATEL Integrated

 Add new record

 Refresh

	User Name:	LastActivityDate	
	administrator	12/13/2013	
	agent20031	12/13/2013	
	agent20032	12/13/2013	

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6.4. Administer User Data

Select the pencil icon associated with the first agent user, in this case “agent20031”. The **Call SWEET! Configuration** screen is updated with the **Modify User Account** sub-section. For **Extension** and **Agent Id**, enter the corresponding agent user extension and name from **Section 5.2** respectively. For **Security Roles**, select the desired role. Repeat this section for all users from **Section 6.3**.

The screenshot displays the 'Call SWEET! Configuration' interface. At the top, there is a navigation bar with the 'Call SWEET!' logo and a breadcrumb trail: 'Home : Admin Section : Configuration : Call SWEET! Config'. The date and time 'Friday, December 13, 2013 - Administrator' and a 'Logout' link are also present. Below the navigation bar, the 'Call SWEET! Configuration' title is centered. A tabbed interface shows 'System / Report Users' as the active tab, with other tabs including 'Security Roles', 'Security Permissions', 'System Settings', 'Archive', and 'Licensing'. The 'Current Security Mode: DATEL Integrated' is displayed. A table lists users with columns 'User Name:' and 'LastActivityDate'. The user 'agent20031' is highlighted in yellow, and a red circle highlights the pencil icon next to it. Below the table, the 'Modify User Account:' sub-section is active. It includes a 'Select roles that user will be a member.' section with a 'Current Mode: [User Edit]' dropdown. The 'Username:' field contains 'agent20031'. There is a 'Change User's Password' section with fields for 'User Name:', 'Password:', 'New Password:', and 'Confirm New Password:', along with a 'Change Password' button. Below this are 'Reset Password' and 'Unlock User' buttons. The 'Email:', 'Full Name:', 'Extension:' (with value '20031'), and 'Agent Id:' (with value 'Extn20031') fields are present. There are three checkboxes: 'Can apply VR Categories', 'Use Basic Widget ScreenPop', and 'Can View All Reports in Report Scheduler'. At the bottom, the 'Security Roles:' section shows a list of available roles: 'Administrators', 'Power Users', and 'Users' (which is selected). Below the list is an 'Add Current User to Selected Role' button. A message at the bottom states 'The user currently does not belong to any roles.'

User Name:	LastActivityDate
administrator	12/13/2013
agent20031	12/13/2013

Modify User Account:

Select roles that user will be a member.

Current Mode: [User Edit]

Username: agent20031

Change User's Password

User Name: agent20031

Password:

New Password:

Confirm New Password:

Change Password

Reset Password (Will reset the user's password to an autogenerated one)

Unlock User

Email:

Full Name:

Extension: 20031

Agent Id: Extn20031

☐ Can apply VR Categories

☐ Use Basic Widget ScreenPop

☐ Can View All Reports in Report Scheduler

Security Roles:

The list of available roles is shown below.

Administrators

Power Users

Users

Add Current User to Selected Role

The user currently does not belong to any roles.

6.5. Administer Routing

Click on the **Home** icon to return to the home screen show below. Expand **CallSWEET! Live** in the left pane, and select **Home** → **CallSWEET! Live** → **Configuration / Tools** → **CallSWEET! Live Config**.

Call SWEET!

Friday, December 13, 2013 - Administrator Logout

Your Digital Dashboard. You decide, You create.

Call SWEET!

- Home
 - Admin Section
 - Configuration
 - Call SWEET! Config**
 - Database Administration
 - Reports
 - Schedule Reports
 - Report Repository
 - Tools
 - Data Import
 - Backup Database
 - Users Guide
 - Known Numbers
 - CallSWEET! Live**
 - Home
 - CallSWEET! Live
 - Configuration / Tools
 - Alarm Setup
 - CallSWEET! Live Config**
 - Reports
 - Abandoned Detail
 - Abandoned Detail By Day

Call Dist. By Hour - Total Calls

There is no or empty series

DB Statistics

SiteCode:	1
Description:	Demo Corporation - 1
Last Update:	12/13/2013 12:18:50 PM
Total Calls:	69
Date First Call:	12/10/2013 11:56:57 AM
Date Last Call:	12/11/2013 11:51:18 AM

Total Calls: 69

The **Call SWEET! Live Configuration** screen is displayed. Select the **App Config** tab. In the **Click2Dial Setup** sub-section, configure the parameters to match the network routing plan.

In the compliance testing, Click-to-Dial dialed all telephone numbers as is without pre-pending any digits. Note that when **Local Area Codes** is configured, then Click-to-Dial will strip matching area code from the highlighted telephone number prior to sending to IP Office.

Call SWEET!

Home : CallSWEET! Live : Configuration / Tools : CallSWEET! Live Config Friday, December 13, 2013 - Administrator Logout

Call SWEET! Live Configuration

Agents Hunt Groups Hunt Group Coll Call Tag Coll **App Config** Licensing Role Security WAVs Reason Codes Work Hours

App Config Setup:

IP Office Version: 4X
Forced Login: True
Enable Busy WrapUp Reason Codes: False
Enable DND Reason Codes: False
Enable Logout Reason Codes: False
Opportunity Missed Time (secs): 0

Short Code Setup:

Enable Busy WrapUp Short Code: ---
Disable Busy WrapUp Short Code: ---
Apply To All Groups: False
Login Short Code: ---
Logout Short Code: ---
Apply To All Groups: False

Click2Dial Setup:

Local / Long Distance (10 Digit) Prefix:
International (10+ Digit):
Local Area Codes:
Local Area Code Prefix:

Save

Note: Local Area Codes are comma separated (e.g. 412,724)

6.6. Administer Licensing

Select the **Licensing** tab from the top menu, followed by the **Click 2 Dial** sub-tab.

In the **Configure CallSWEET! Live Click 2 Dial Licensing** sub-section, verify that there are sufficient licenses.

In the **Select Click 2 Dial Users** sub-section, select the desired users from **Available Users**, and use the right arrow to move to **Click2Dial Enabled Users**.

In the compliance testing, both agent users from **Section 6.3** were enabled with the feature.

The screenshot displays the Call SWEET! Live Configuration web application. The top navigation bar includes the Call SWEET! logo and a breadcrumb trail: Home : CallSWEET! Live : Configuration / Tools : CallSWEET! Live Config. The date and user information are shown as Friday, December 13, 2013 - Administrator Logout. The main title is Call SWEET! Live Configuration. Below this, there are several tabs: Agents, Hunt Groups, Hunt Group Coll, Call Tag Coll, App Config, Licensing (selected), Role Security, WAVs, Reason Codes, and Work Hours. Under the Licensing tab, there are sub-tabs: Agents, Click 2 Dial (selected), and Disposition Code Entry. The main content area is titled 'Configure CallSWEET! Live Click 2 Dial Licensing:' and contains the following information: Product Key: LECLASSU120420135631, Customer: Lederc Assurances et Services Financiers, Lic. Users: 28, and New Serial: (empty field). A 'Save' button is located below the New Serial field. Below this, there is a section titled 'Select Click 2 Dial Users' which contains two lists of users. The 'Available Users' list contains 'administrator'. The 'Click2Dial Enabled Users' list contains 'agent20031' and 'agent20032'. Between the two lists are two buttons: a right arrow (>) and a left arrow (<). The footer of the application shows the copyright information: © 2009 DATEL Software Solutions - v7.10.62.219.

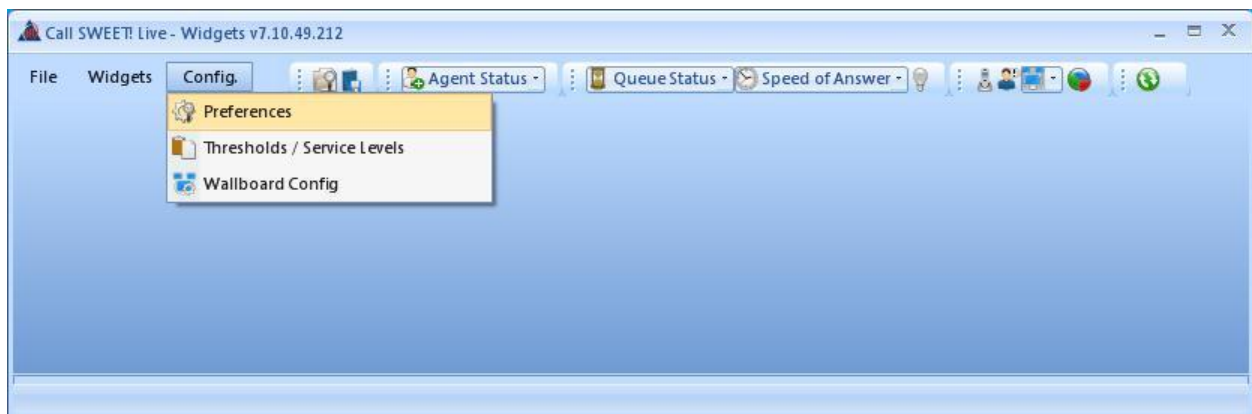
7. Verification Steps

This section provides the tests that can be performed to verify proper integration between IP Office and UCCS Click-to-Dial.

From the agent PC running the UCCS Business Edition Widgets application, select **Start → All Programs → CallSWEET! Live – Widgets → Call SWEET! Live – Widgets** to launch the application. Log in using the appropriate credentials from **Section 6.3**.

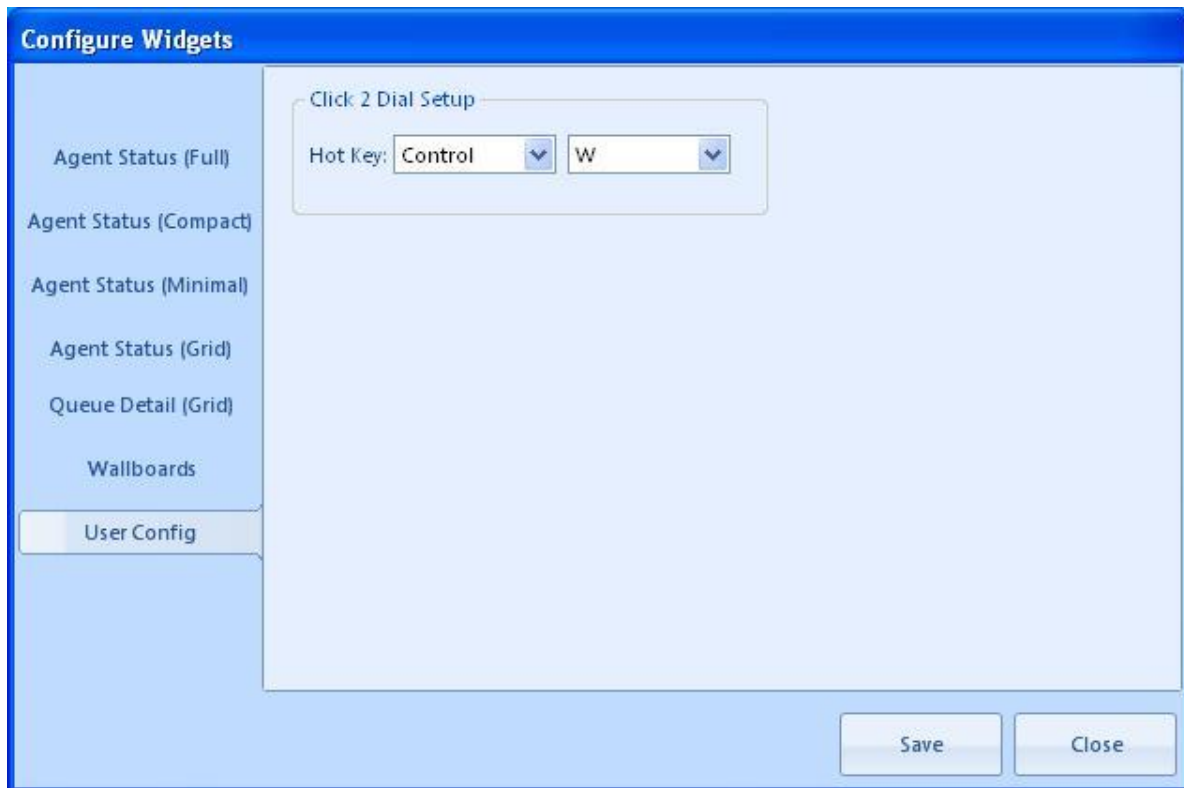


The **Call SWEET! Live – Widgets** screen is displayed. Select **Config → Preferences** from the top menu, as shown below.

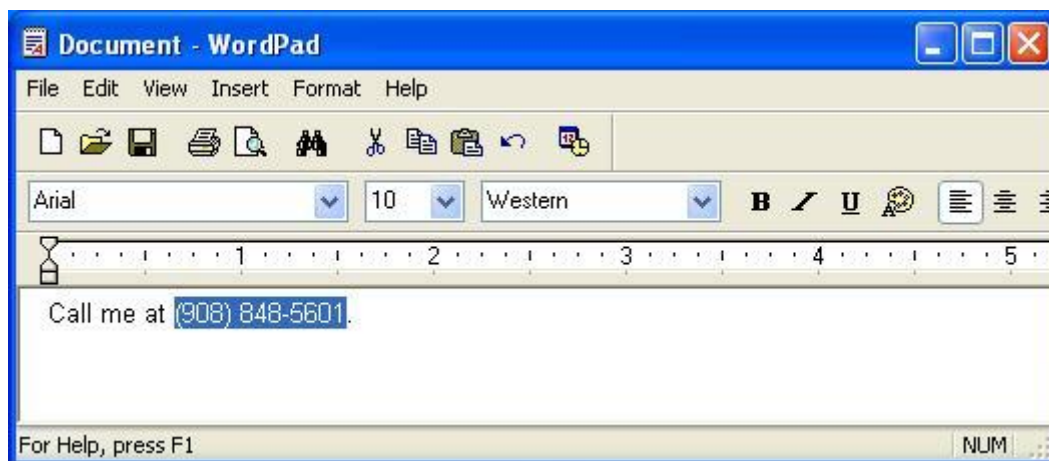


The **Configure Widgets** screen is displayed. Select **User Config** from the left pane to display **Click 2 Dial Setup** in the right pane.

Select a desired hot key combination that does not conflict with any existing applications on the agent desktop. In the compliance testing, the combination shown below was used.



Highlight a PSTN telephone number in a supported application such as WordPad, and enter the defined key combination from above to launch the call. Verify that alerting is occurring at both the PSTN destination and at the agent telephone. Answer the call at both ends, and verify that there is two-way talk path.



8. Conclusion

These Application Notes describe the configuration steps required for DATEL UCCS Click-to-Dial to successfully interoperate with Avaya IP Office 9.0. All feature and serviceability test cases were completed.

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. *Application Notes for DATEL UCCS Business Edition with Avaya IP Office 9.0 – Issue 1.0*, available at <http://support.avaya.com>.
3. *UCCS Click2Dial User's Guide*, available upon request to DATEL Support.

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