



Avaya Solution & Interoperability Test Lab

Application Notes for configuring Logical Look Up from Maximum Network Solutions with Avaya Aura® Contact Center R6.4 and Avaya Communication Server 1000E R7.6 - Issue 1.0

Abstract

These Application Notes describe the configuration steps necessary for provisioning Maximum Network Solutions Logical Look Up to successfully interoperate with Avaya Aura® Contact Center R6.4 and Avaya Communication Server 1000E R7.6 as a standalone application without auto-recovery.

Readers should pay particular attention to the scope of testing as outlined in Section 2.1, as well as observations noted in Section 2.2 to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps necessary for provisioning Maximum Network Solutions Logically Look Up to successfully interoperate with Avaya Aura® Contact Center R6.4 and Avaya Communication Server 1000E R7.6.

Logically Look Up is a solution from Maximum Network Solutions Limited (MNS) capable of routing calls based upon the Calling Line Identification (CLID). Logically Look Up is integrated with the Avaya Aura® Contact Center R6.4 utilizing a connection to the Communication Control Toolkit (CCT) module on Avaya Aura® Contact Center in order to monitor events from a Control Directory Number (CDN) on the Avaya Communication Server 1000E.

Maximum Networks offers a wide variety of Logical solutions, including Logical IVR, Logical Screen Pop and Logical Lookup. The configuration represented here specifically covers Logical Look Up deployed in a standalone manner, and does not imply that the solution may function in the same manner if or when deployed with other Logical solutions.

2. General Test Approach and Test Results

Logically Look Up is an application that is installed on a platform independent server. For compliance testing a server running Windows 2012 Server operating system was used. The Logically Look Up application makes use of a CCT user that is associated with a particular Control Directory Number (CDN) on the CS1000E. When this particular CDN is called the Logically Look Up application can route calls to any other number on the CS1000E based upon the CLID of the caller who calls that CDN.

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 plan focuses on the routing of calls that call into a CDN on the CS1000E that is monitored by Logically Look Up in order to route calls based on the CLID present. Logically Look Up can monitor the CDN by connecting to CCT with a CCT user that has this CDN assigned, this allows the CLID information to be accessed and used in the routing of the call. For compliance testing there were three unique agents logged in to Contact Centre each agent configured with a unique skillset Gold, Silver and Bronze. The caller will then get routed to one of these skillsets based upon the CLID.

Compliance testing focuses on the following areas.

- Routing of inbound calls made directly to the target CDN to agents based on CLID information.
- Routing of calls transferred to or from the target CDN from other extensions within the enterprise based on the originating CLID information, allowing agents to transfer a caller from one agent to another.
- Appropriate routing of calls based on Blocked CLID.

Failover testing.

- Temporary loss and re-establishment of network connectivity to both the Logically Look Up Server and the Contact Centre Server.
- Temporary loss and re-establishment of CCT services. (Simulated Power issue).

2.2. Test Results

Basic test cases involving the CDN being called directly passed successfully, however test cases involving transferred calls produced the following results.

- If a caller is transferred into the monitored CDN by a user on the CS1000E then the call gets routed to the Common Skillset as the Logically Look Up application does not have or maintain awareness of the originating CLID when the call is transferred.

Maximum Network Solutions has indicated that this is by design stating, *“Logically Look Up is a front end application for inbound call routing of external calls and uses the presented CLI. We have never sold the application to any customer whereby a call is transferred into the Logically Look Up application. In that respect this is; AS DESIGN by us and works as expected”*.

In addition the following observation was noted during failover testing.

- If there is a LAN disconnect/reconnect the Logically Look Up will never auto-recover. The Logically Lookup service needed to be restarted on the Windows 2012 server.

Maximum Network Solutions has indicated that this is by design, and that while their solution portfolio includes other elements that can be utilized *“to detect and automatically restart their application(s) in such cases, our customers want to know about the outages so they can investigate and take further actions.”* As such, test scenarios involving auto-recovery were not explicitly tested and it is considered a known limitation of the solution that a disruption of communication with the CCT server, whether caused by network outage or normal operational restarts of CCT, will require manual intervention by the customer to restart the Logically Look Up application.

2.3. Support

For more information on Maximum Network Solutions (Maxnet) and product support visit <http://www.maxnet.co.uk>. The following is the contact information for Maxnet:

Maximum Network Solutions
The Old Granary, The Square, Sheffield,
South Yorkshire, S26 5QN
+44 1909 774477
www.maxnet.co.uk

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test Logically Look Up with Contact Center. The Logically Look Up application on the Logically Look Up server made use of a CCT user associated with a particular CDN on the CS1000E so that when that CDN was called the Logically Look Up application could route the call to a particular Contact Center agent based upon the CLID of the caller.

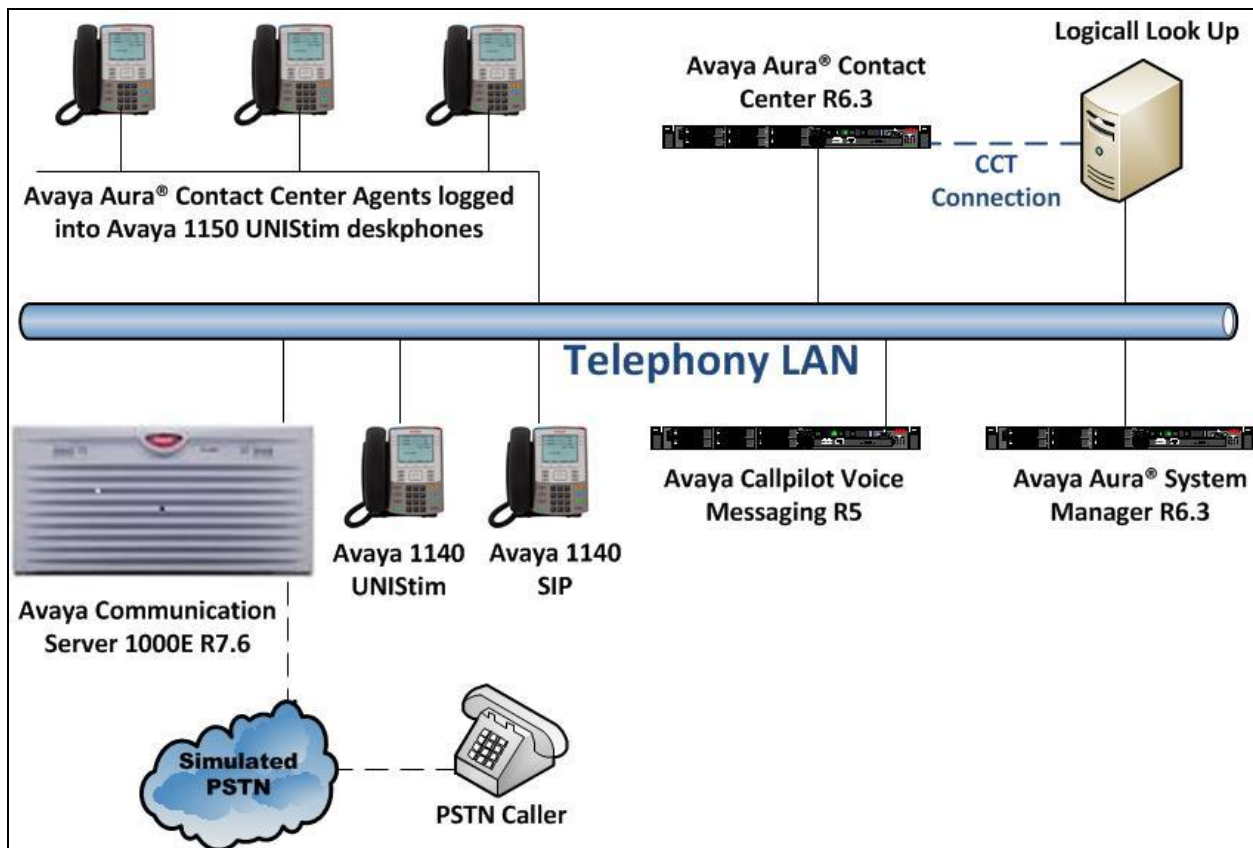


Figure 1: Connection of Maximum Network Solutions Logically Look Up with Avaya Aura® Contact Centre R6.3 and Avaya Communication Server 1000E R7.6.

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Communication Server 1000E on Pentium M Processor Card CPPM	R7.6 SP4 (See Appendix for list of patches)
Avaya Aura® System Manager running on Avaya Virtual Server	System Manager 6.3.0 - FP2 Build No. - 6.3.0.8.5682-6.3.8.1814 Software Update Revision No: 6.3.3.5.1719
Avaya Aura® Contact Center running on Avaya Virtual Server	R6.4
Avaya 1150E IP Deskphone Avaya 1140E IP Deskphone	UNISim 0626C8Q UNISim 0625C8Q
Avaya 1140 SIP Deskphone	SIP 04.03.12
Platform Independent Client PC running Windows 7 OS and Logically Look Up	Logically Look Up V1.0.1

5. Configuration of Avaya Communication Server 1000E

It is assumed that a fully functioning CS1000E is in place with the necessary licensing and with an Embedded LAN connection in place to the Contact Centre. For further information on the configuration of CS1000E please see **Section 10** of these Application Notes. An application such as “PuTTY” is used to administer the CS1000E. Open an SSH Session to the Node IP address of the CS1000E, login to the CS1000E Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line.

Note: A simulated PSTN connection was present on the CS1000E in the form of a QSIG ISDN connection, the configuration of which is outside the scope of these Application Notes.

5.1. Configure an Automatic Call Distribution Queue on the Avaya Communication Server 1000E

It is assumed that there is an ACD queue already in place servicing the Contact Center but a new ACD queue may be added specifically for the default routing of calls if the CDN becomes de-acquired by the Logically Look Up application. A full printout of both the ACD and CDN are included in the **Appendix B** of these application notes.

Type **LD 23** at the “>” prompt to enter overlay 23. Type **New** at the **REQ** prompt and enter the **ACD Q** number. Please note that every prompt does not need a reply, this example below shows the basic inputs required for an ACD Q **3333** that can have a maximum number of **4** agents logged into it, and that will call forward to **0** (attendant) if there is no one logged into the ACD queue.

>LD 23

Prompt	Response	Description
>LD 23		Enter Overlay 23
REQ	New	Create a new
TYPE	ACD	Automatic Distribution Queue (ACD Queue)
Cust	0	Customer Number (always 0)
ACDN	3333	Enter the ACD queue number you wish to create
MAXP	4	Maximum number of agents allowed logged into this ACD Q
NCFW	0	DN the calls will route to if the ACD is out of service
....	RETURN	Return to the end

5.2. Configure a Control Directory Number on the Avaya Communication Server 1000E

Type **LD 23** at the > prompt to enter overlay 23. Type **New** at the **REQ** prompt and enter the **CDN** number. Please note that every prompt does not need a reply, this example below shows the basic inputs required for a new CDN **6000** that will default route calls to the ACD Q **3333** if the CDN is not acquired by the Logically Look Up application.

Prompt	Response	Description
>LD 23		Enter Overlay 23
REQ	New	Create a new
TYPE	CDN	Control Directory Number (CDN)
Cust	0	Customer Number (always 0)
CDN	6000	Enter the CDN number you wish to create
DFDN	3333	Default ACD Q associated with this CDN
....	RETURN	Return to the end

5.3. Print out a Control Directory Number on the Avaya Communication Server 1000E

Type **LD 23** at the > prompt to enter overlay 23. Type **prt** at the **REQ** prompt, enter the customer number **0** and the **CDN** number to be printed and simply return until the information prints to the screen. This printout (shown in **Appendix B**) can be copied and pasted into a notepad document and saved to a known location for use again in **Section 6.2**.

Prompt	Response	Description
>LD 23		Enter Overlay 23
REQ	prt	Create a new
TYPE	CDN	Control Directory Number (CDN)
Cust	0	Customer Number (always 0)
CDN	6000	Enter the CDN number you wish to create
....	RETURN	Return to the end

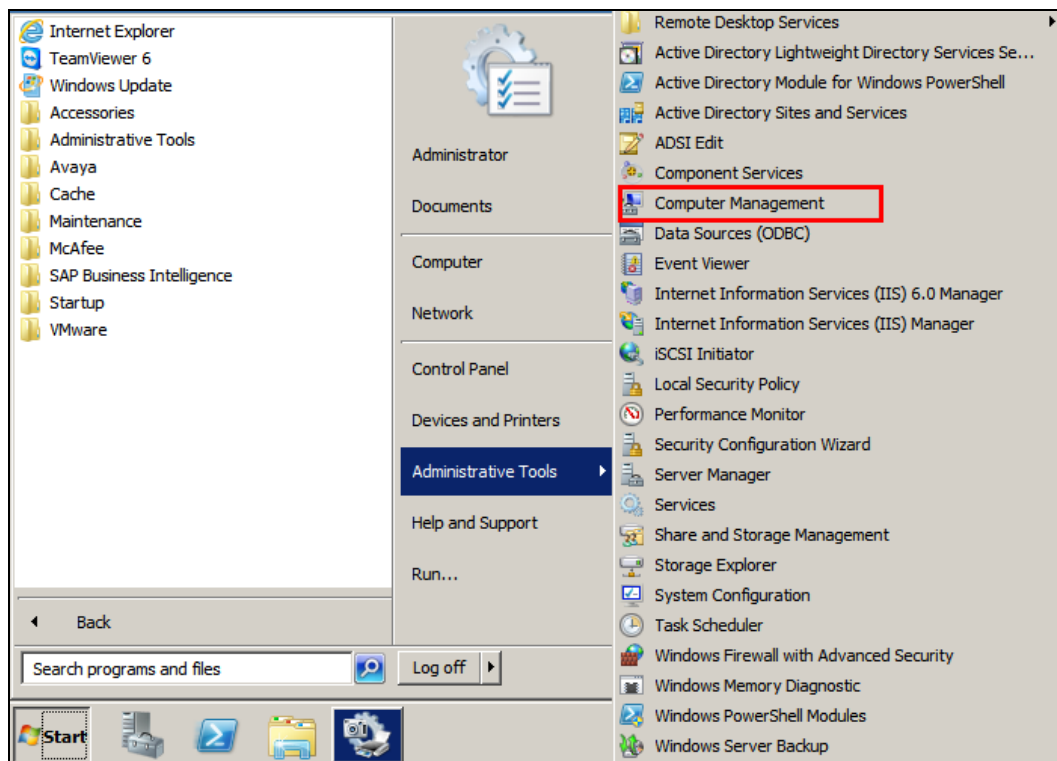
6. Configuration of Avaya Aura® Contact Center

It is assumed that a fully working Contact Center is already in place with call routing and agents configured. Communication Control Toolkit (CCT) is a module of Avaya Aura® Contact Center and this is a client/server application that implements Computer-Telephony Integration (CTI) for installed and browser-based client integrations. This section describes the steps required to add a new CCT user and associate a CDN to that user. This is all that is required in order for Logically to monitor/acquire that CDN on the CS1000E in order to route calls.

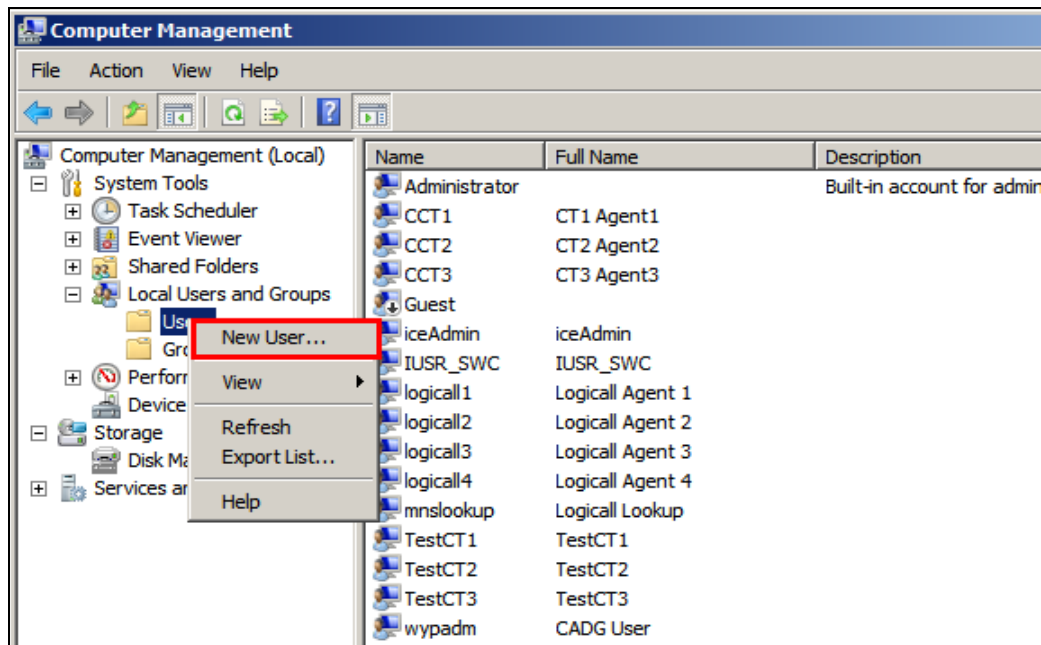
6.1. Create a Windows user on the Avaya Aura® Contact Center Server

CCT users log on with user accounts based on Windows Active Directory/Domains user accounts. CCT users are configured in the users and groups section of the CCT Web Administration. In this scenario the user name has the format <domainname>\<username>. Users who can access multiple domains can also access the CCT client as long as trust is established between the domains; the user does not have to log on to separate domains to use the CCT client.

If there is no Active Directory already in place then a windows user must be added to the Contact Center server before a CCT user is added. To add a new windows user navigate to **Start → Administrative Tools → Computer Management**.



Select **System Tools** → **Local Users and Groups** → **Users** in the left window and right click on Users and select **New User** as shown below.



Enter the **User name** and **Password** and note that this same user name and password will be required in configuring the Logical Look Up application in **Section 7**. Select **Password never expires** as shown below. Click on **Create** once the information is filled in correctly.

New User

User name: mnslookup

Full name: Logical Lookup

Description: CCT User Logical Lookup

Password:

Confirm password:

☐ User must change password at next logon

☐ User cannot change password

☒ Password never expires

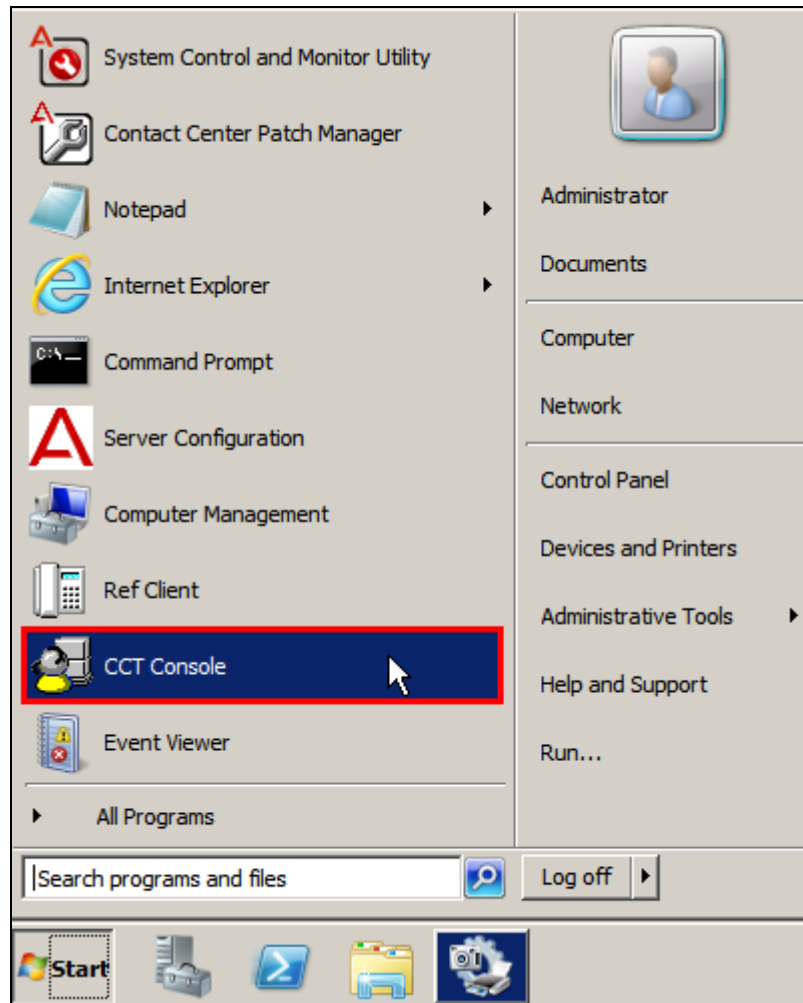
☐ Account is disabled

Help Create Close

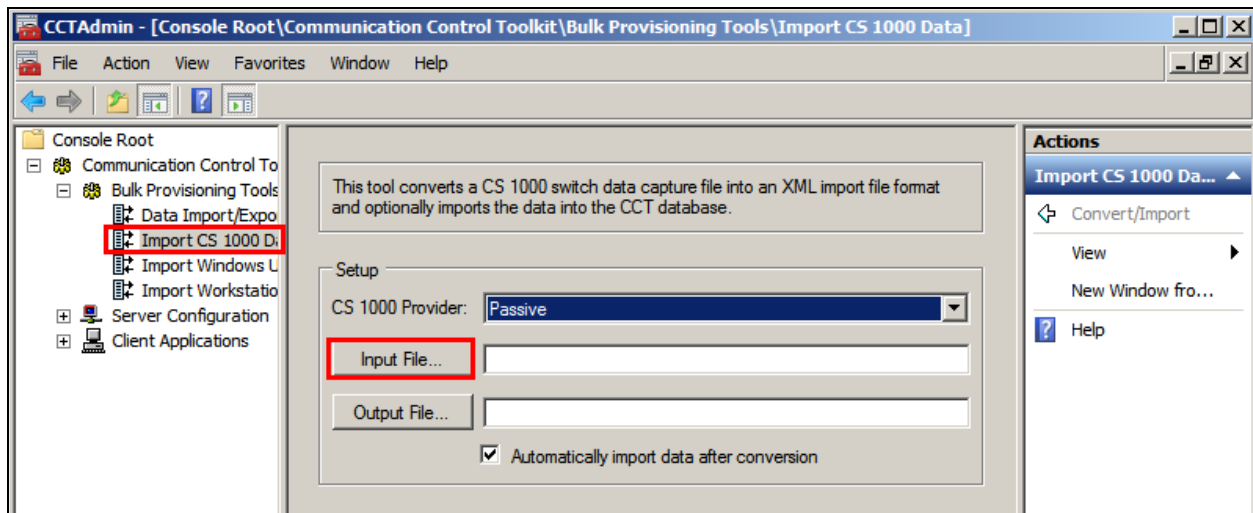
6.2. Import the Control Directory Number to Avaya Aura® Contact Center Communication Control Toolkit (CCT) module

The CDN created in **Section 5.1** must be imported to the CCT database in order to associate this with the CCT user created in **Section 6.3**.

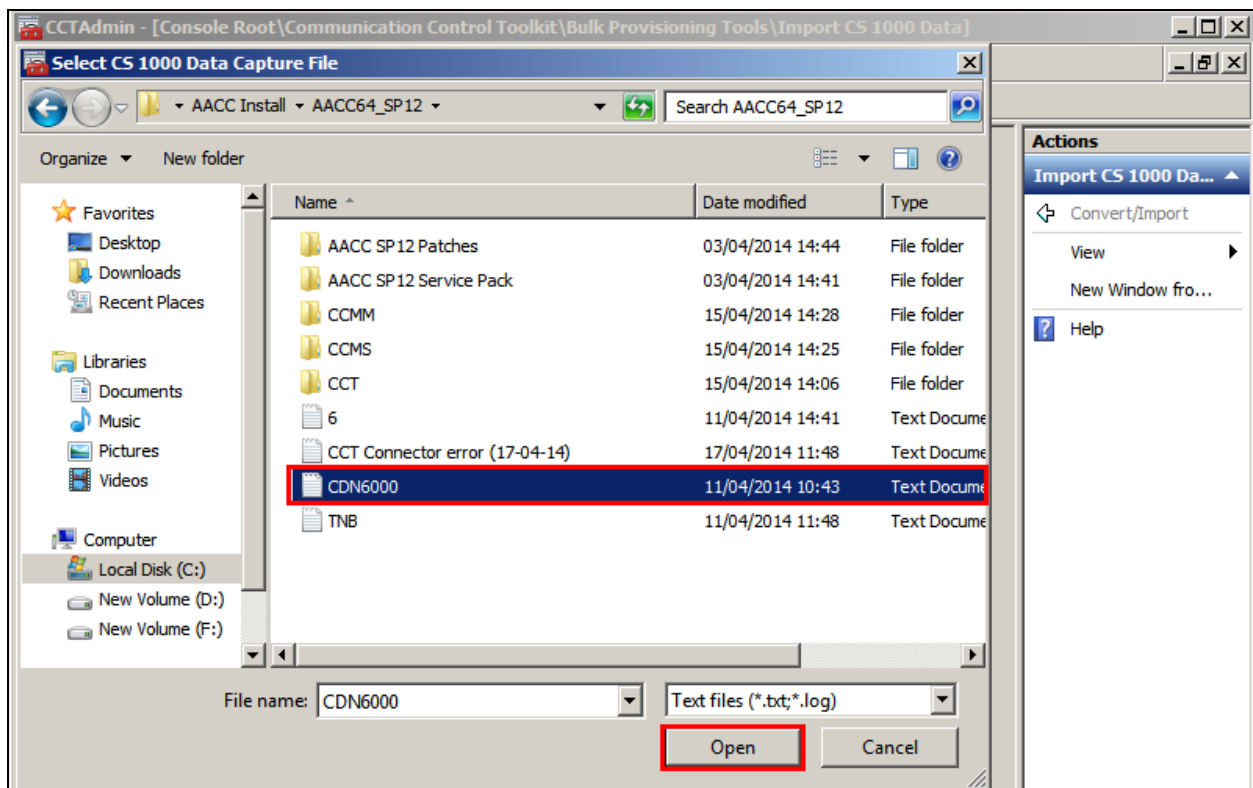
From the Contact Center server, navigate to **Start → Programs → CCT Console** as shown below.



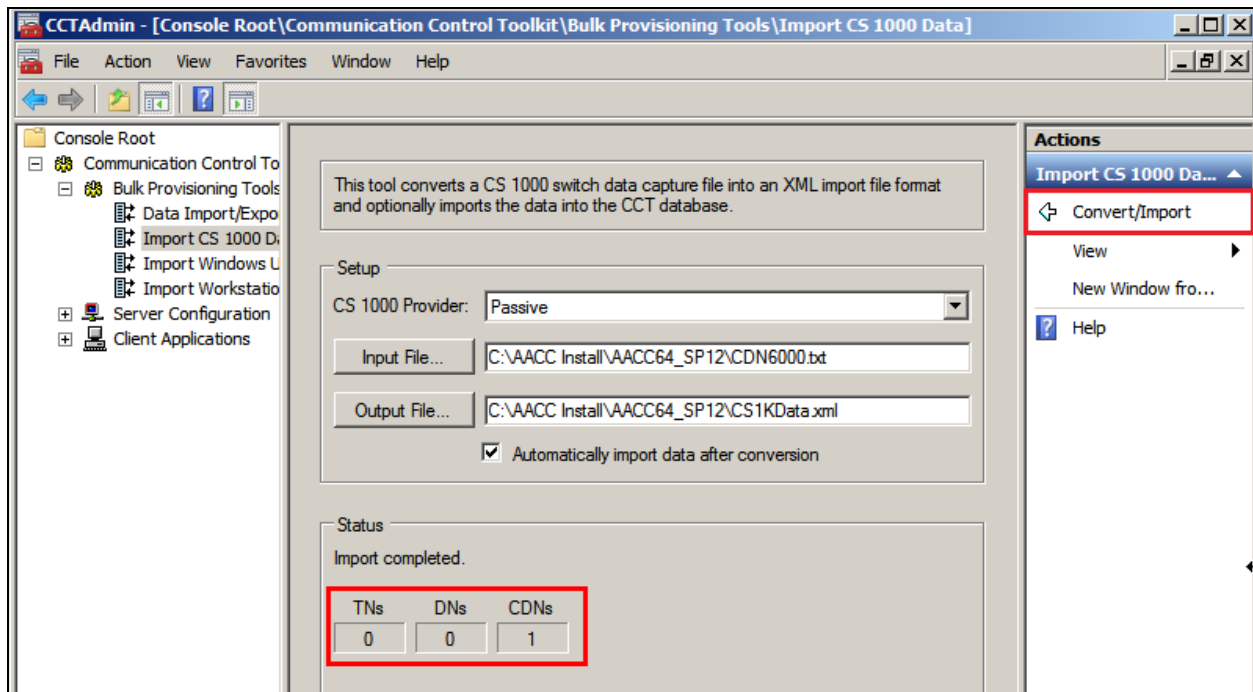
From there expand **Communication Control Toolkit** → **Bulk Provisioning** → **Import CS1000 Data** in the left window. Click on **Import CS1000 Data** in the left window and click on **Input File** in the main window.



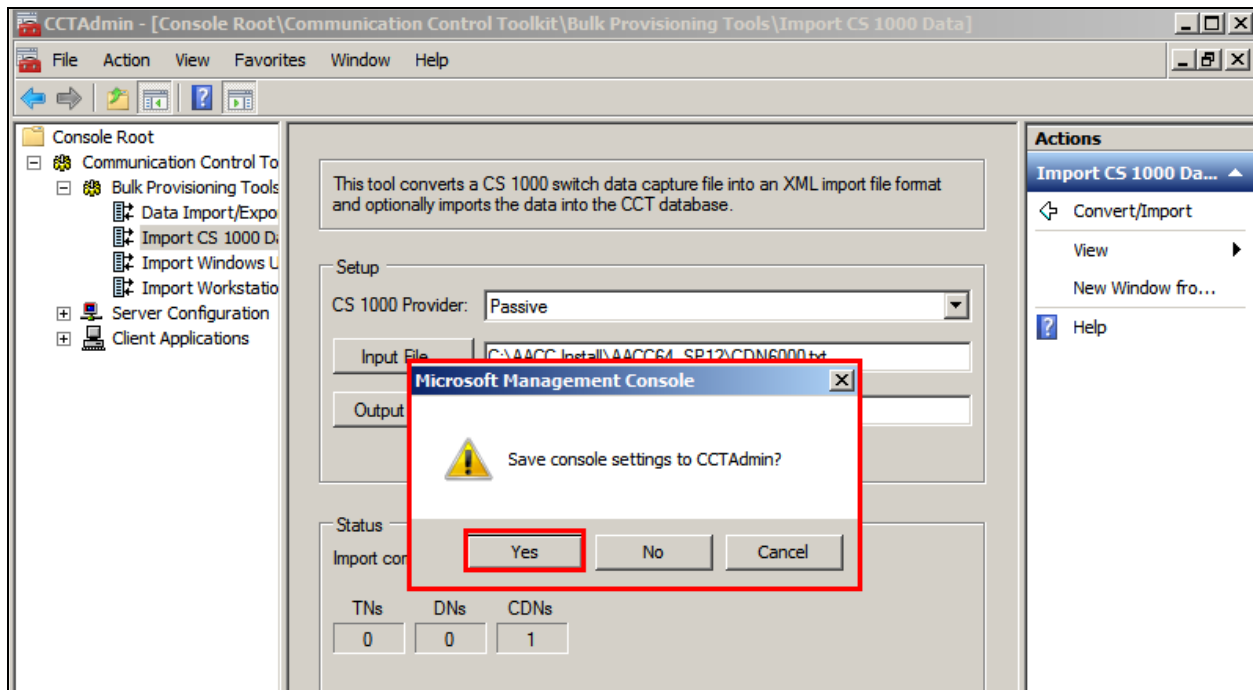
Select the location of the CDN printed out to a text file. Note the procedure to print this on the CS1000E is shown in **Section 5.3**.



Click on **Convert/Import** in the right window and once the file is both imported and converted correctly the **Status** is updated as highlighted showing the number of CDN's imported, in this case only one CDN 6000.

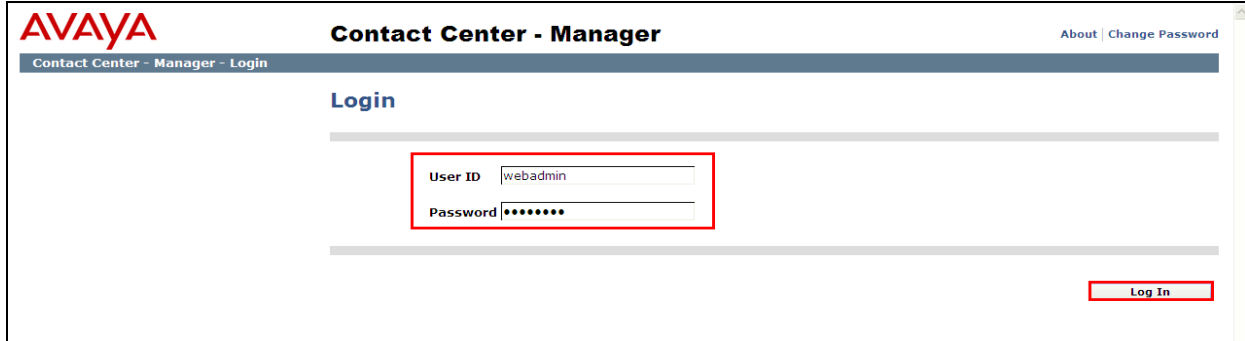


Upon leaving the application the CCT Admin asks to **Save console settings**, this can be answered **Yes** as is shown below.



6.3. Create a CCT user on Avaya Aura® Contact Center

Open a web session to the Contact Center server and **Log In** with the proper credentials as shown below.

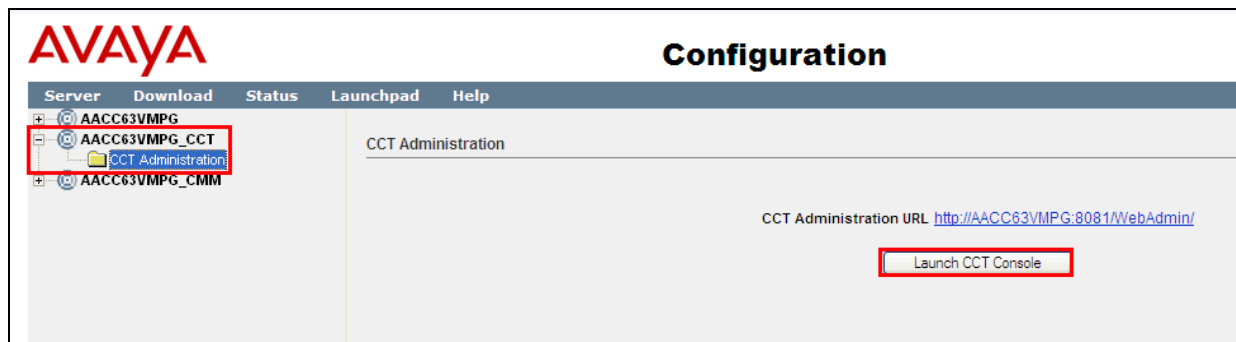


The screenshot shows the Avaya Contact Center - Manager Login page. The Avaya logo is in the top left. The page title is "Contact Center - Manager". In the top right, there are links for "About" and "Change Password". Below the title bar, there is a "Login" section. It contains two input fields: "User ID" with the value "webadmin" and "Password" with masked characters "*****". A red box highlights these two fields. At the bottom right of the login section, there is a "Log In" button, also highlighted with a red box.

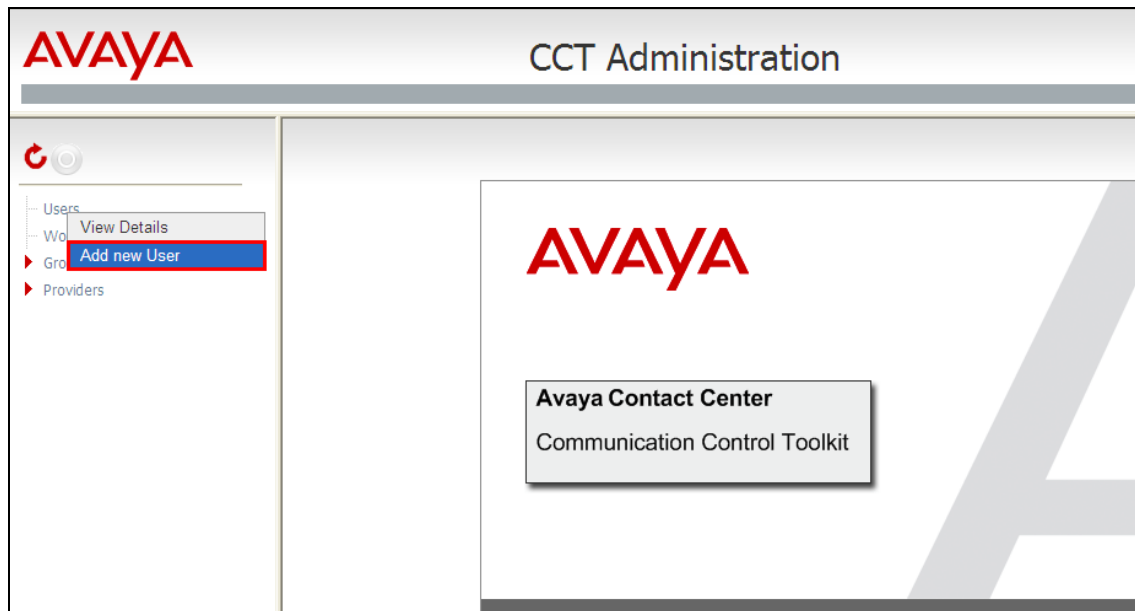
Click on **Configuration**.



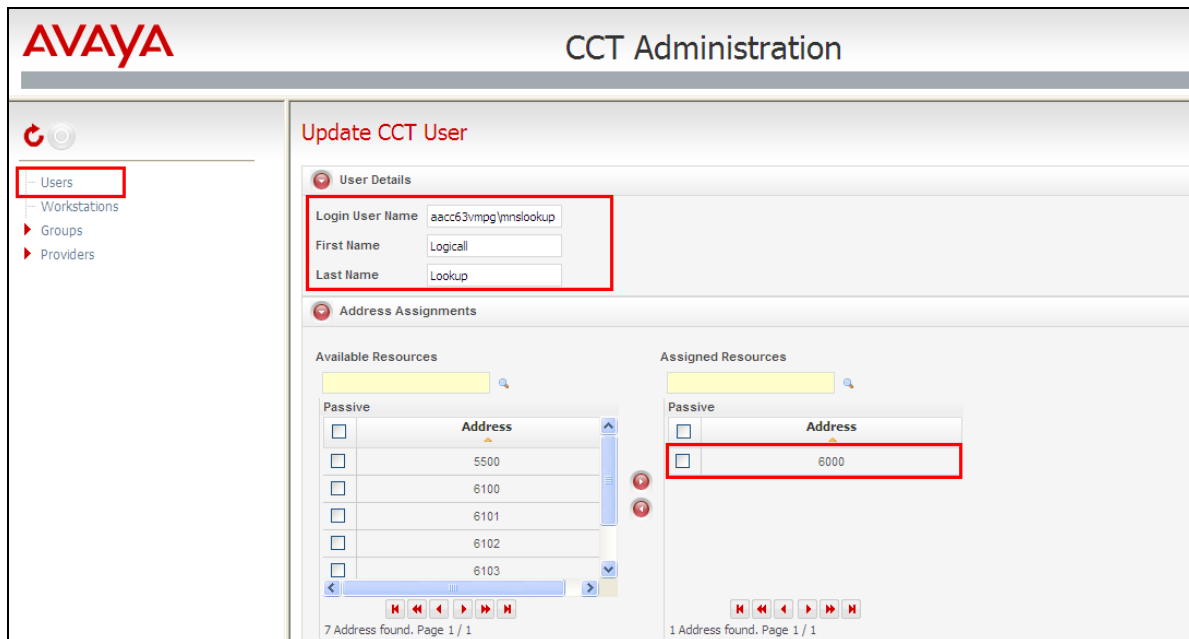
Select the CCT server in the left window and click on **CCT Administration**. In the main window click on **Launch CCT Console**.



The CCT Administration window opens. Right-click on **Users** in the left window and select **Add new User**, as shown below.

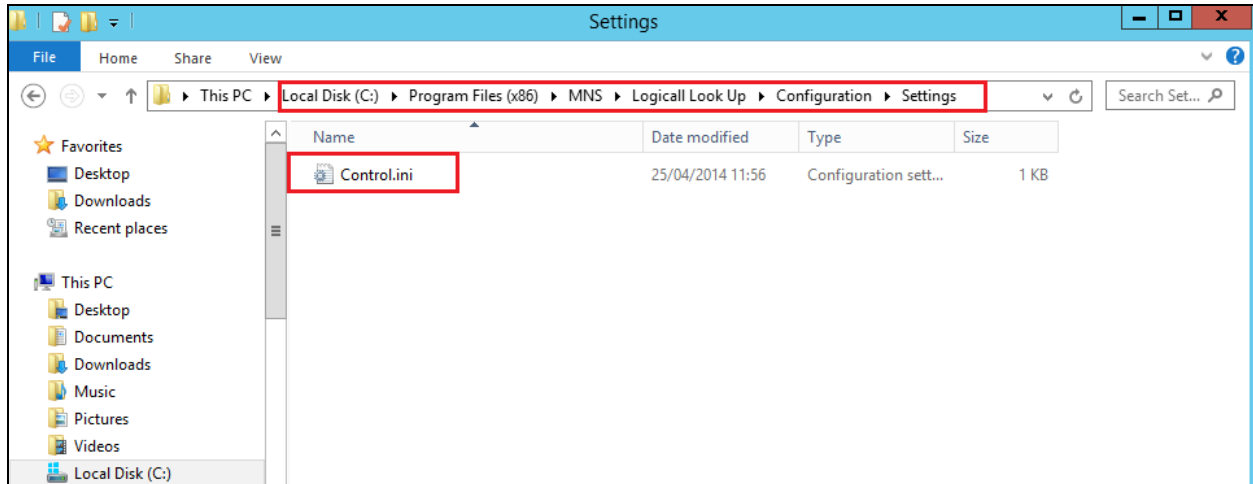


Enter the **User Details** noting that the **CCT Login User Name** will be in the format <domainname>\<username>, in this example the domain name is the Contact Center server name and the username is that created in **Section 6.1**. To assign a phone set to this user expand **Address Assignments** and select the correct **Address** or CDN to be assigned, **6000** was chosen below. Scroll down and click on **Save** (not shown) once this is done correctly.

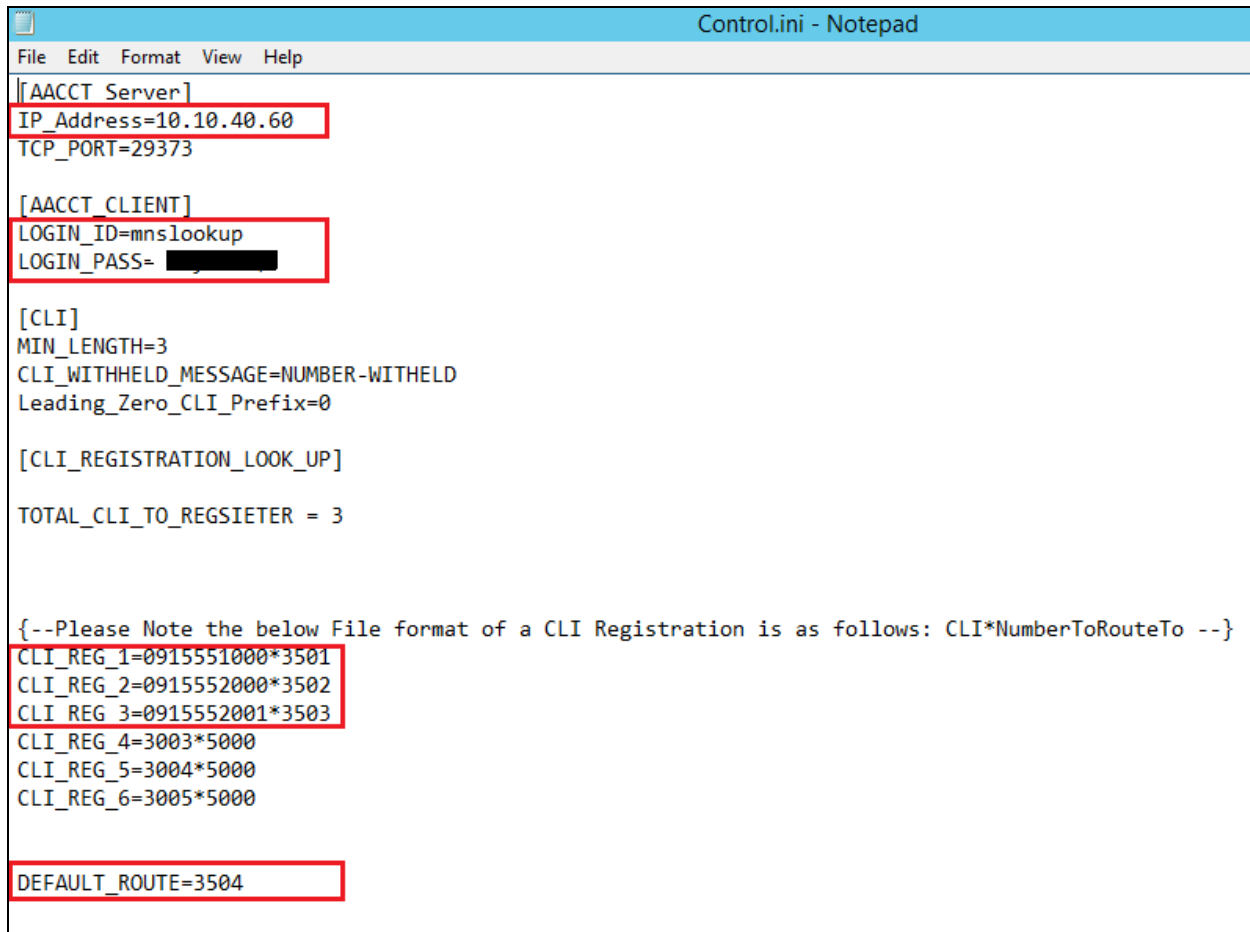


7. Configuration of Maximum Network Solutions Logically Look Up

The installation of Logically Look Up is run from an executable file and is outside the scope of these Application Notes. Once the Logically Look Up is installed, the control.ini file is amended in order to connect to CCT using the correct CCT user information. The default location of the Control.ini file is **C: //Program Files/MNS/Logically Look Up/Configuration/Settings**, as shown below.



Open the **Control.ini** file using **Notepad**. Change the **IP_Address** to that of the Contact Center server and change the **CCT_USER_LOGIN** and **CCT_USER_PASS** to that of the CCT user created in **Section 6.1**. Note the CLI_REG settings in the example below this was set to allow a CLID of **0915551000** be routed to **3501** and **0915552000** to **3502** and **0915552001** to **3503** with all other CLID numbers begin routed to **3504**. Save the file once the correct information is in place.



```
Control.ini - Notepad
File Edit Format View Help
[AACCT Server]
IP_Address=10.10.40.60
TCP_PORT=29373

[AACCT_CLIENT]
LOGIN_ID=mnslookup
LOGIN_PASS= [REDACTED]

[CLI]
MIN_LENGTH=3
CLI_WITHHELD_MESSAGE=NUMBER-WITHELD
Leading_Zero_CLI_Prefix=0

[CLI_REGISTRATION_LOOK_UP]

TOTAL_CLI_TO_REGSIETER = 3

{--Please Note the below File format of a CLI Registration is as follows: CLI*NumberToRouteTo --}
CLI_REG_1=0915551000*3501
CLI_REG_2=0915552000*3502
CLI_REG_3=0915552001*3503
CLI_REG_4=3003*5000
CLI_REG_5=3004*5000
CLI_REG_6=3005*5000

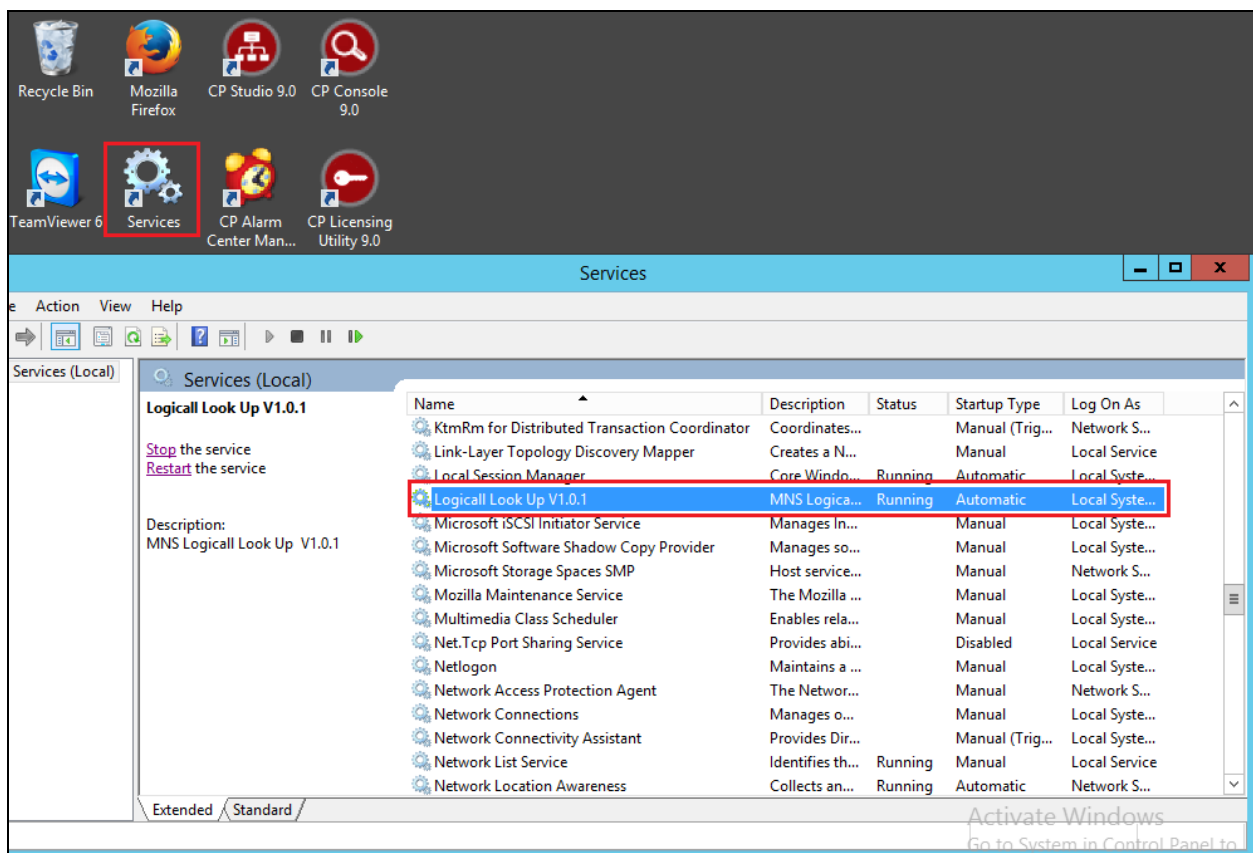
DEFAULT_ROUTE=3504
```


8. Verification Steps

To verify a successful configuration of Logically Look Up and Avaya Aura® Contact Center, the Logically Look Up application must be started and a call placed to the CS1000E CDN associated with the CCT user which in turn is used by the Logically Look Up to route the call. Ultimately the only real verification of the successful integration is the correct routing of the call based upon a known CLID.

8.1. Verify Logically Look Up service is running correctly

Logically Look Up runs on the Windows 2012 server as a service and to ensure that this application is running correctly open **Services** as shown below. Note the **Logically Look Up v1.0.1** is in **Status Running**.



9. Conclusion

The interoperation of Logicall Look Up from Maximum Network Solutions with Avaya Aura® Contact Center R6.3 and Avaya Communication Server 1000E R7.6 was successful for this specific setup in order to route calls on the CS1000E based upon the CLID. The compliance testing was deemed passed with all issues and observations outlined in **Section 2.2**.

10. Additional References

Additional Avaya product documentation is available at <http://support.avaya.com>.

- [1] *Software Input Output Reference – Administration – Avaya Communication Sever 1000*, R7.6 NN43001-611
- [2] *Avaya Aura® Contact Center Server Administration*, Release 6.4, 44400-610

Information on Maximum Network Solutions (Maxnet) and product support visit <http://www.maxnet.co.uk>

Appendix A

Avaya Communication Server 1000E R7.6 - Linux Patches

Product Release: 7.65.16.00				
In system patches: 0				
In System service updates: 26				
PATCH#	IN SERVICE	SPECINS	REMOVABLE	NAME
2	Yes	NO	YES	cs1000-dmWeb-7.65.16.21-01.i386.000
3	Yes	NO	yes	cs1000-snmp-7.65.16.00-01.i686.000
4	Yes	NO	YES	cs1000-nrsm-7.65.16.00-03.i386.000
5	Yes	NO	YES	cs1000-oam-logging-7.65.16.01-01.i386.000
6	Yes	NO	yes	cs1000-cs1000WebService_6-0-7.65.16.21-00.i386.000
7	Yes	NO	YES	cs1000-sps-7.65.16.21-01.i386.000
8	Yes	NO	YES	cs1000-pd-7.65.16.21-00.i386.000
9	Yes	NO	YES	cs1000-shared-carrdtct-7.65.16.21-01.i386.000
10	Yes	NO	YES	cs1000-shared-tpselect-7.65.16.21-01.i386.000
11	Yes	NO	YES	cs1000-emWebLocal_6-0-7.65.16.21-01.i386.000
12	Yes	NO	yes	cs1000-dbcom-7.65.16.21-00.i386.000
13	Yes	NO	YES	cs1000-csmWeb-7.65.16.21-05.i386.000
14	Yes	NO	YES	cs1000-shared-xmsg-7.65.16.21-00.i386.000
15	Yes	NO	YES	cs1000-vtrk-7.65.16.21-29.i386.000
16	Yes	NO	YES	cs1000-tps-7.65.16.21-05.i386.000
17	Yes	NO	YES	cs1000-mscAnnc-7.65.16.21-02.i386.001
18	Yes	NO	YES	cs1000-mscAttn-7.65.16.21-04.i386.001
19	Yes	NO	YES	cs1000-mscConf-7.65.16.21-02.i386.001
20	Yes	NO	YES	cs1000-mscMusc-7.65.16.21-02.i386.001
21	Yes	NO	YES	cs1000-mscTone-7.65.16.21-03.i386.001
22	Yes	NO	YES	cs1000-bcc-7.65.16.21-21.i386.000
23	Yes	NO	YES	cs1000-Jboss-Quantum-7.65.16.21-3.i386.000
24	Yes	NO	YES	cs1000-emWeb_6-0-7.65.16.21-06.i386.000
25	Yes	NO	yes	cs1000-cs-7.65.P.100-01.i386.001
26	Yes	YES	yes	cs1000-linuxbase-7.65.16.21-08.i386.000
27	Yes	NO	YES	cs1000-patchWeb-7.65.16.21-06.i386.000

Avaya Communication Server 1000E R7.6 - Call Server Patches

VERSION 4121
RELEASE 7
ISSUE 65 P +
DepList 1: core Issue: 01 (created: 2013-12-17 04:32:53 (est))

IN-SERVICE PEPS

PAT#	CR #	PATCH REF #	NAME	DATE	FILENAME	SPECINS
000	wi01052968	ISS1:1OF1	p32540_1	19/03/2014	p32540_1.cpl	NO
001	wi01045058	ISS1:1OF1	p32214_1	19/03/2014	p32214_1.cpl	NO
002	wi01085855	ISS1:1OF1	p32658_1	19/03/2014	p32658_1.cpl	NO
003	wi01053314	ISS1:1OF1	p32555_1	19/03/2014	p32555_1.cpl	NO
004	wi01060382	iss1:1of1	p32623_1	19/03/2014	p32623_1.cpl	YES
005	wi01070580	ISS1:1OF1	p32380_1	19/03/2014	p32380_1.cpl	NO
006	wi01101876	ISS1:1OF1	p32858_1	20/03/2014	p32858_1.cpl	NO
007	wi01061481	ISS1:1OF1	p32382_1	19/03/2014	p32382_1.cpl	NO
008	wi01124074	ISS1:1OF1	p32989_1	20/03/2014	p32989_1.cpl	NO
009	wi01099300	iss1:1of1	p32704_1	20/03/2014	p32704_1.cpl	NO
010	wi01035976	ISS1:1OF1	p32173_1	19/03/2014	p32173_1.cpl	NO
011	wi01065922	ISS1:1OF1	p32516_1	19/03/2014	p32516_1.cpl	NO
012	wi01055480	ISS1:1OF1	p32712_1	19/03/2014	p32712_1.cpl	NO
013	wi01041453	ISS1:1OF1	p32587_1	19/03/2014	p32587_1.cpl	NO
014	wi01096842	ISS1:1OF1	p32731_1	20/03/2014	p32731_1.cpl	NO
015	WI0110261	ISS1:1OF1	p32758_1	19/03/2014	p32758_1.cpl	NO
016	wi01064599	iss1:1of1	p32580_1	19/03/2014	p32580_1.cpl	NO
017	wi01098783	ISS1:1OF1	p32748_1	20/03/2014	p32748_1.cpl	NO
018	wi01072027	ISS1:1OF1	p32689_1	19/03/2014	p32689_1.cpl	NO
019	wi01059388	iss1:1of1	p32628_1	19/03/2014	p32628_1.cpl	NO
020	wi01104410	ISS1:1OF1	p32801_1	20/03/2014	p32801_1.cpl	NO
021	wi00933195	ISS1:1OF1	p32491_1	19/03/2014	p32491_1.cpl	NO
022	wi00996734	ISS1:1OF1	p32550_1	19/03/2014	p32550_1.cpl	NO
023	wi01065118	ISS1:1OF1	p32397_1	19/03/2014	p32397_1.cpl	NO
024	wi01063864	ISS1:1OF1	p32410_1	19/03/2014	p32410_1.cpl	YES
025	wi01096712	ISS1:1OF1	p32708_1	20/03/2014	p32708_1.cpl	NO
026	wi01075359	ISS1:1OF1	p32671_1	19/03/2014	p32671_1.cpl	NO
027	wi01080753	ISS1:1OF1	p32518_1	19/03/2014	p32518_1.cpl	NO
028	wi01070473	ISS1:1OF1	p32413_1	19/03/2014	p32413_1.cpl	NO
029	wi01075355	ISS1:1OF1	p32594_1	19/03/2014	p32594_1.cpl	NO
030	wi01071379	ISS1:1OF1	p32522_1	19/03/2014	p32522_1.cpl	NO
031	wi01070756	ISS1:1OF1	p32444_1	19/03/2014	p32444_1.cpl	NO
032	wi01075353	ISS1:1OF1	p32613_1	19/03/2014	p32613_1.cpl	NO
033	wi01062607	ISS1:1OF1	p32503_1	19/03/2014	p32503_1.cpl	NO
034	wi01068851	ISS1:1OF1	p32439_1	19/03/2014	p32439_1.cpl	NO
035	wi01075352	ISS1:1OF1	p32603_1	19/03/2014	p32603_1.cpl	NO
036	wi01092300	ISS1:1OF1	p32692_1	19/03/2014	p32692_1.cpl	NO
037	wi01063263	ISS1:1OF1	p32573_1	19/03/2014	p32573_1.cpl	NO
038	wi01087528	ISS1:1OF1	p32700_1	19/03/2014	p32700_1.cpl	NO
039	wi01111400	ISS1:1OF1	p32854_1	20/03/2014	p32854_1.cpl	NO
040	wi01039280	ISS1:1OF1	p32423_1	19/03/2014	p32423_1.cpl	NO
041	wi01068669	ISS1:1OF1	p32333_1	19/03/2014	p32333_1.cpl	NO
042	wi01069441	ISS1:1OF1	p32097_1	19/03/2014	p32097_1.cpl	NO
043	wi01058621	ISS1:1OF1	p32339_1	19/03/2014	p32339_1.cpl	NO
044	wi01032756	ISS1:1OF1	p32673_1	19/03/2014	p32673_1.cpl	NO
045	wi01070465	iss1:1of1	p32562_1	19/03/2014	p32562_1.cpl	NO
046	wi01053920	ISS1:1OF1	p32303_1	19/03/2014	p32303_1.cpl	NO
047	wi00897254	ISS1:1OF1	p31127_1	19/03/2014	p31127_1.cpl	NO
048	wi01057403	ISS1:1OF1	p32591_1	19/03/2014	p32591_1.cpl	NO
049	wi01066991	ISS1:1OF1	p32449_1	19/03/2014	p32449_1.cpl	NO
050	wi01094305	ISS1:1OF1	p32640_1	19/03/2014	p32640_1.cpl	NO
051	wi01060611	ISS1:1OF1	p32809_1	20/03/2014	p32809_1.cpl	NO

052	wi01123033	ISS1:1OF1	p33006_1	20/03/2014	p33006_1.cpl	NO
053	wi01060241	ISS1:1OF1	p32381_1	19/03/2014	p32381_1.cpl	NO
054	wi01034307	ISS1:1OF1	p32615_1	19/03/2014	p32615_1.cpl	NO
055	wi01052428	ISS1:1OF1	p32606_1	19/03/2014	p32606_1.cpl	NO
056	wi00884716	ISS1:1OF1	p32517_1	19/03/2014	p32517_1.cpl	NO
057	wi01070468	iss1:1of1	p32418_1	19/03/2014	p32418_1.cpl	NO
058	wi01091447	ISS1:1OF1	p32675_1	19/03/2014	p32675_1.cpl	NO
059	wi01130189	ISS1:1OF1	p33004_1	20/03/2014	p33004_1.cpl	YES
060	wi01132599	ISS1:1OF1	p33025_1	20/03/2014	p33025_1.cpl	NO
061	wi01065125	ISS1:1OF1	p32416_1	19/03/2014	p32416_1.cpl	NO
062	wi01056633	ISS1:1OF1	p32322_1	19/03/2014	p32322_1.cpl	NO
063	wi01078721	ISS1:1OF1	p32553_1	20/03/2014	p32553_1.cpl	NO
064	wi01053597	ISS1:1OF1	p32304_1	19/03/2014	p32304_1.cpl	NO
065	wi01132883	ISS1:1OF1	p33030_1	20/03/2014	p33030_1.cpl	NO
066	wi01025156	ISS1:1OF1	p32136_1	19/03/2014	p32136_1.cpl	NO
067	wi01088775	ISS1:1OF1	p32659_1	19/03/2014	p32659_1.cpl	NO
068	wi01114038	ISS1:1OF1	p32869_1	20/03/2014	p32869_1.cpl	NO
069	wi01075360	iss1:1of1	p32602_1	19/03/2014	p32602_1.cpl	NO
070	wi01053195	ISS1:1OF1	p32297_1	19/03/2014	p32297_1.cpl	NO
071	wi01043367	ISS1:1OF1	p32232_1	19/03/2014	p32232_1.cpl	NO
072	wi01082456	ISS1:1OF1	p32596_1	19/03/2014	p32596_1.cpl	NO
073	wi01089519	ISS1:1OF1	p32665_1	19/03/2014	p32665_1.cpl	NO
074	wi01105888	ISS1:1OF1	p32794_1	20/03/2014	p32794_1.cpl	NO
075	wi01088585	ISS1:1OF1	p32656_1	19/03/2014	p32656_1.cpl	NO
076	wi01035980	ISS1:1OF1	p32558_1	19/03/2014	p32558_1.cpl	NO
077	wi01087543	ISS1:1OF1	p32662_1	19/03/2014	p32662_1.cpl	NO
078	wi01060826	ISS1:1OF1	p32379_1	19/03/2014	p32379_1.cpl	NO
079	wi01114177	ISS1:1OF1	p32871_1	20/03/2014	p32871_1.cpl	NO
080	wi01034961	ISS1:1OF1	p32144_1	19/03/2014	p32144_1.cpl	NO
081	wi01111041	ISS1:1OF1	p32840_1	20/03/2014	p32840_1.cpl	NO
082	WI01077073	ISS1:1OF1	p32534_1	19/03/2014	p32534_1.cpl	NO
083	wi01133985	ISS1:1OF1	p33049_1	20/03/2014	p33049_1.cpl	NO
084	wi01060341	ISS1:1OF1	p32578_1	19/03/2014	p32578_1.cpl	NO
085	wi01130836	ISS1:1OF1	p33008_1	20/03/2014	p33008_1.cpl	YES
086	wi01118928	ISS1:1OF1	p32922_1	20/03/2014	p32922_1.cpl	NO
087	wi01070585	ISS1:1OF1	p32383_1	20/03/2014	p32383_1.cpl	NO
088	wi01071296	ISS1:1OF1	p32836_1	20/03/2014	p32836_1.cpl	NO
089	wi01089355	ISS1:1OF1	p32674_1	20/03/2014	p32674_1.cpl	YES
090	wi01119312	ISS1:1OF1	p32919_1	20/03/2014	p32919_1.cpl	NO
091	wi01134952	ISS1:1OF1	p33039_1	20/03/2014	p33039_1.cpl	NO
092	wi01124477	ISS1:1OF1	p32963_1	20/03/2014	p32963_1.cpl	NO
093	wi01117636	ISS1:1OF1	p32941_1	20/03/2014	p32941_1.cpl	YES
094	wi01115894	ISS1:1OF1	p32910_1	20/03/2014	p32910_1.cpl	NO
095	wi01101385	ISS1:1OF1	p32773_1	20/03/2014	p32773_1.cpl	YES
096	wi01115450	ISS1:1OF1	p32888_1	20/03/2014	p32888_1.cpl	NO
097	wi01075538	ISS1:1OF1	p32469_1	20/03/2014	p32469_1.cpl	NO
098	wi01038234	ISS1:1OF1	p32192_1	20/03/2014	p32192_1.cpl	YES
099	wi01126552	ISS1:1OF1	p32975_1	20/03/2014	p32975_1.cpl	NO
100	wi01130405	ISS1:1OF1	p33015_1	20/03/2014	p33015_1.cpl	NO
101	wi01129028	ISS1:1OF1	p33016_1	20/03/2014	p33016_1.cpl	NO
102	wi01099724	ISS1:1OF1	p32742_1	20/03/2014	p32742_1.cpl	YES
103	wi01129098	ISS1:1OF1	p32951_1	20/03/2014	p32951_1.cpl	NO
104	wi01101781	ISS1:1OF1	p32890_1	20/03/2014	p32890_1.cpl	NO
105	WI01108562	ISS1:1OF1	p32832_1	20/03/2014	p32832_1.cpl	NO
106	wi01094727	ISS1:1OF1	p32848_1	20/03/2014	p32848_1.cpl	NO
107	wi01096967	ISS1:1OF1	p32735_1	20/03/2014	p32735_1.cpl	NO
108	wi01022598	ISS1:1OF1	p32066_1	20/03/2014	p32066_1.cpl	NO
109	wi01126454	ISS1:1OF1	p32973_1	20/03/2014	p32973_1.cpl	NO
110	wi01051200	ISS1:1OF1	p32290_1	20/03/2014	p32290_1.cpl	NO
111	wi01127640	ISS1:1OF1	p32992_1	20/03/2014	p32992_1.cpl	NO
112	wi01128512	ISS1:1OF1	p32997_1	20/03/2014	p32997_1.cpl	NO
113	wi01122174	ISS1:1OF1	p32936_1	20/03/2014	p32936_1.cpl	NO

114	wi01097598	ISS1:1OF1	p32797_1	20/03/2014	p32797_1.cpl	NO
115	wi01095462	ISS1:1OF1	p32723_1	20/03/2014	p32723_1.cpl	NO
116	wi01108828	ISS1:1OF1	p32831_1	20/03/2014	p32831_1.cpl	NO
117	wi01104473	ISS1:1OF1	p32818_1	20/03/2014	p32818_1.cpl	NO
118	wi01079444	ISS1:1OF1	p32564_1	20/03/2014	p32564_1.cpl	NO
119	wi01109251	ISS1:1OF1	p32827_1	20/03/2014	p32827_1.cpl	NO
120	wi01092443	ISS1:1OF1	p32676_1	20/03/2014	p32676_1.cpl	NO
121	wi01099292	ISS1:1OF1	p32886_1	20/03/2014	p32886_1.cpl	NO
122	wi01104867	ISS1:1OF1	p32828_1	20/03/2014	p32828_1.cpl	NO
123	wi01080963	ISS1:1OF1	p32626_1	20/03/2014	p32626_1.cpl	YES
124	wi01065115	ISS1:1OF1	p32523_1	20/03/2014	p32523_1.cpl	NO
125	wi01081510	ISS1:1OF1	p32582_1	20/03/2014	p32582_1.cpl	NO
126	wi01110593	ISS1:1OF1	p32849_1	20/03/2014	p32849_1.cpl	NO
127	wi01099606	iss1:1of1	p32713_1	20/03/2014	p32713_1.cpl	NO
128	wi01123389	ISS1:1OF1	p33045_1	20/03/2014	p33045_1.cpl	NO
129	wi01072062	ISS1:1OF1	p32776_1	20/03/2014	p32776_1.cpl	NO
130	wi01076654	ISS1:1OF1	p32529_1	20/03/2014	p32529_1.cpl	NO
131	WI01092793	ISS1:1OF1	p32699_1	20/03/2014	p32699_1.cpl	NO
132	wi01128596	ISS1:1OF1	p33000_1	20/03/2014	p33000_1.cpl	NO
133	wi01090535	ISS1:1OF1	p32519_1	20/03/2014	p32519_1.cpl	NO
134	wi01127447	ISS1:1OF1	p32990_1	20/03/2014	p32990_1.cpl	NO
135	wi01132244	ISS1:1OF1	p33041_1	20/03/2014	p33041_1.cpl	NO
136	wi01126704	ISS1:1OF1	p32980_1	20/03/2014	p32980_1.cpl	NO
137	wi01093118	ISS1:1OF1	p32496_1	20/03/2014	p32496_1.cpl	NO
138	wi01108262	ISS1:1OF1	p32865_1	20/03/2014	p32865_1.cpl	YES
139	wi01098433	ISS1:1OF1	p32736_1	20/03/2014	p32736_1.cpl	NO
140	wi01115807	ISS1:1OF1	p32895_1	20/03/2014	p32895_1.cpl	YES
141	wi01072366	ISS1:1OF1	p32488_1	20/03/2014	p32488_1.cpl	NO
142	wi01136698	ISS1:1OF1	p33057_1	20/03/2014	p33057_1.cpl	NO
143	wi01119086	ISS1:1OF1	p32917_1	20/03/2014	p32917_1.cpl	NO
144	wi01132204	ISS1:1OF1	p32501_1	20/03/2014	p32501_1.cpl	NO
145	wi01058378	ISS1:1OF1	p32344_1	20/03/2014	p32344_1.cpl	NO
146	wi01088797	ISS1:1OF1	p32844_1	20/03/2014	p32844_1.cpl	NO
147	wi00937672	ISS1:1OF1	p31276_1	20/03/2014	p31276_1.cpl	NO
148	wi01098905	ISS1:1OF1	p32556_1	20/03/2014	p32556_1.cpl	NO
149	wi01120705	ISS1:1OF1	p32930_1	20/03/2014	p32930_1.cpl	NO
150	wi01120406	ISS1:1OF1	p32956_1	20/03/2014	p32956_1.cpl	NO
151	wi01083896	ISS1:1OF1	p32937_1	20/03/2014	p32937_1.cpl	NO
152	wi01130815	ISS1:1OF1	p33017_1	20/03/2014	p33017_1.cpl	NO
153	wi01113374	ISS1:1OF1	p32874_1	20/03/2014	p32874_1.cpl	NO
154	wi01102168	ISS1:1OF1	p32738_1	20/03/2014	p32738_1.cpl	NO
155	wi01104627	ISS1:1OF1	p32819_1	20/03/2014	p32819_1.cpl	NO
156	wi01137003	ISS1:1OF1	p33053_1	20/03/2014	p33053_1.cpl	NO
157	wi01093071	ISS1:1OF1	p32701_1	20/03/2014	p32701_1.cpl	NO
158	wi01068751	ISS1:1OF1	p32445_1	20/03/2014	p32445_1.cpl	NO
159	wi01134602	ISS1:1OF1	p32398_1	20/03/2014	p32398_1.cpl	NO
160	wi01102093	ISS1:1OF1	p32760_1	20/03/2014	p32760_1.cpl	NO
161	wi01101969	ISS1:1OF1	p32726_1	20/03/2014	p32726_1.cpl	NO
162	wi01133106	ISS1:1OF1	p33032_1	20/03/2014	p33032_1.cpl	NO
163	wi01070279	ISS1:1OF1	p32262_1	20/03/2014	p32262_1.cpl	NO
164	wi01107601	ISS1:1OF1	p32970_1	20/03/2014	p32970_1.cpl	NO
165	wi01088915	ISS1:1OF1	p32638_1	20/03/2014	p32638_1.cpl	NO
166	wi01130348	ISS1:1OF1	p33014_1	20/03/2014	p33014_1.cpl	NO
167	wi01077639	ISS1:1OF1	p32883_1	20/03/2014	p32883_1.cpl	NO
168	wi01125238	ISS1:1OF1	p32971_1	20/03/2014	p32971_1.cpl	NO
169	wi01000087	ISS1:1OF1	p32014_1	20/03/2014	p32014_1.cpl	NO
170	wi01119100	ISS1:1OF1	p32925_1	20/03/2014	p32925_1.cpl	NO
171	wi01132902	ISS1:1OF1	p33028_1	20/03/2014	p33028_1.cpl	NO
172	wi01053950	ISS1:1OF1	p32654_1	20/03/2014	p32654_1.cpl	YES
173	wi01082824	ISS1:1OF1	p32467_1	20/03/2014	p32467_1.cpl	NO
174	wi01109345	ISS1:1OF1	p32830_1	20/03/2014	p32830_1.cpl	NO
175	wi01073725	ISS1:1OF1	p32552_1	20/03/2014	p32552_1.cpl	NO

176	wi01103142	ISS1:1OF1	p32778_1	20/03/2014	p32778_1.cpl	NO
177	wi01099810	ISS1:1OF1	p32796_1	20/03/2014	p32796_1.cpl	NO
178	wi01134354	ISS1:1OF1	p33031_1	20/03/2014	p33031_1.cpl	NO
179	wi01127527	ISS1:1OF1	p32988_1	20/03/2014	p32988_1.cpl	YES
180	wi01095255	ISS1:1OF1	p33027_1	20/03/2014	p33027_1.cpl	NO
181	wi01121374	ISS1:1OF1	p31107_1	20/03/2014	p31107_1.cpl	NO
182	wi01102475	ISS1:1OF1	p32782_1	20/03/2014	p32782_1.cpl	YES
183	wi01120458	ISS1:1OF1	p32929_1	20/03/2014	p32929_1.cpl	NO
184	wi01118320	ISS1:1OF1	p32753_1	20/03/2014	p32753_1.cpl	NO
185	wi01133960	ISS1:1OF1	p33034_1	20/03/2014	p33034_1.cpl	NO
186	wi01075540	ISS1:1OF1	p32492_1	20/03/2014	p32492_1.cpl	NO
187	wi01112655	ISS1:1OF1	p32870_1	20/03/2014	p32870_1.cpl	NO
188	wi01106658	ISS1:1OF1	p32812_1	20/03/2014	p32812_1.cpl	NO
189	wi01021522	ISS1:1OF1	p32863_1	20/03/2014	p32863_1.cpl	NO
190	wi01089807	ISS1:1OF1	p32957_1	20/03/2014	p32957_1.cpl	NO
191	wi01083036	ISS1:1OF1	p32571_1	20/03/2014	p32571_1.cpl	NO
192	wi01102091	ISS1:1OF1	p32744_1	20/03/2014	p32744_1.cpl	YES
193	wi01104486	ISS1:1OF1	p32866_1	20/03/2014	p32866_1.cpl	NO
194	wi01119863	ISS1:1OF1	p32923_1	20/03/2014	p32923_1.cpl	NO
195	wi01071996	ISS1:1OF1	p32461_1	20/03/2014	p32461_1.cpl	NO
196	wi01094832	iss1:1of1	p32718_1	20/03/2014	p32718_1.cpl	NO
197	wi01115369	ISS1:1OF1	p32889_1	20/03/2014	p32889_1.cpl	NO
198	wi01137737	ISS1:1OF1	p33055_1	20/03/2014	p33055_1.cpl	NO
199	wi01081692	ISS1:1OF1	p32569_1	20/03/2014	p32569_1.cpl	NO
200	wi01065248	ISS1:1OF1	p32412_1	20/03/2014	p32412_1.cpl	NO
201	wi01132222	ISS1:1OF1	p33023_1	20/03/2014	p33023_1.cpl	NO
202	wi01127874	ISS1:1OF1	p25747_1	20/03/2014	p25747_1.cpl	NO
203	wi01118819	ISS1:1OF1	p32954_1	20/03/2014	p32954_1.cpl	NO
204	wi01096907	ISS1:1OF1	p32733_1	20/03/2014	p32733_1.cpl	NO
205	wi01111194	ISS1:1OF1	p32821_1	20/03/2014	p32821_1.cpl	NO
206	wi01113712	ISS1:1OF1	p32877_1	20/03/2014	p32877_1.cpl	NO
207	wi01100508	ISS1:1OF1	p32761_1	20/03/2014	p32761_1.cpl	NO
208	wi01096910	ISS1:1OF1	p32734_1	20/03/2014	p32734_1.cpl	NO
209	wi01071659	ISS1:1OF1	p32589_1	20/03/2014	p32589_1.cpl	NO
210	wi01075149	ISS1:1OF1	p32475_1	20/03/2014	p32475_1.cpl	NO
211	wi01097166	ISS1:1OF1	p32878_1	20/03/2014	p32878_1.cpl	NO
212	wi01068922	ISS1:1OF1	p32454_1	20/03/2014	p32454_1.cpl	NO
213	wi01127738	ISS1:1OF1	p32993_1	20/03/2014	p32993_1.cpl	NO
214	wi01102296	ISS1:1OF1	p32780_1	20/03/2014	p32780_1.cpl	NO
215	wi01076948	ISS1:1OF1	p32526_1	20/03/2014	p32526_1.cpl	YES
216	wi01088055	ISS1:1OF1	p32607_1	20/03/2014	p32607_1.cpl	NO
217	wi01114695	ISS1:1OF1	p32885_1	20/03/2014	p32885_1.cpl	NO
MDP>LAST SUCCESSFUL MDP REFRESH :2014-03-20 09:14:46(Local Time)						
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2014-03-20 04:55:58(est)						

Appendix B

Avaya Communication Server 1000E Automatic Call Distribution Queue

```
TYPE ACD
CUST 0
ACDN 3333
MWC NO
DSAC NO
MAXP 10
SDNB NO
BSCW NO
ISAP NO
AACQ NO
RGAI NO
ACAA NO
FRRRT
SRRT
NRRT
FROA NO
CALP POS
ICDD NO
NCFW
FNCF NO
CWTT NONE
HMSB YES
ACPQ NO
FORC NO
RTQT 0
SPCP NO
OBTN NO
RAO NO
CWTH 1
NCWL NO
BYTH 0
2047
TOFT NONE
HPQ NO
OCN NO
OVDN
IFDN
OVBV LNK LNK LNK LNK
EMRT
MURT
RTPC NO
NRAC NO
RAGT 4
DURT 30
RSND 4
FCTH 20
CRQS 100
CCBA NO
SIPQ NO
IVR NO
OBSC NO
OBPT 5
CWNT NONE
```


Avaya Communication Server 1000E Control Directory Number

```
TYPE CDN
CUST 0
CDN 6000
FRRT
SRRT
FROA NO
UUI NO
MURT
CDSQ NO
DFDN 3333
NAME NO
CMB NO
CEIL 2047
CLRO NO
OVFL NO
TDNS NO
AACQ YES
ASID 17
SFNB 1 2 3 4 5 6 7 8 9 10 11 12 13 15 16 17 18 19 21 22 23 24 25
26 28 29 31 33 34 35 36 37 38 39
USFB 1 2 3 4 5 6 7 9 10 11 12 13 14 15
CALB 0 1 2 3 4 5 6 7 8 9 10 11 12
CNTL YES
VSID
HSID
CWTH 1
BYTH 0
OVTH 2047
```

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