



Application Notes for InGenius Connector Enterprise 2.20 with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3 using Microsoft Dynamics CRM – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for InGenius Connector Enterprise 2.20 to interoperate with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3 using Microsoft Dynamics CRM. InGenius Connector Enterprise is a CRM-VoIP integration tool that sits between the customer's phone system and a CRM application.

In the compliance testing, InGenius Connector Enterprise used the Device, Media, and Call Control interface from Avaya Aura® Application Enablement Services to monitor contact center agents on Avaya Aura® Communication Manager, to provide screen pop, call control, and click-to-dial features from the agent desktops connected to Microsoft Dynamics CRM.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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 required for InGenius Connector Enterprise (ICE) 2.20 to interoperate with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3 using Microsoft Dynamics CRM. InGenius Connector Enterprise is a CRM-VoIP integration tool that sits between the customer's phone system and a CRM application.

In the compliance testing, ICE used the Device, Media, and Call Control (DMCC) XML interface from Avaya Aura® Application Enablement Services to monitor contact center agents on Avaya Aura® Communication Manager, to provide screen pop, call control, and click-to-dial features from the agent desktops. The agent desktops were connected to the cloud-based CRM provider Microsoft Dynamics via an Internet browser.

2. General Test Approach and Test Results

The feature test cases were performed manually. Upon an agent log in, the application used DMCC to query device information and agent state, logged the agent into Communication Manager if needed, and requested device monitoring.

For the manual part of the testing, incoming ACD calls were placed with available agents that have web browser connections to Microsoft Dynamics CRM. All necessary call actions were initiated from the agent desktop and/or telephone. The click-to-dial calls were initiated by clicking on the contact phone number displayed on the agent desktop.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to the ICE 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 on ICE:

- Use of DMCC logical device services to set agent states, including log in, log out, and work mode changes with support for pending modes and reason codes.
- Use of DMCC snapshot services to obtain information on agent stations and existing calls.
- Use of DMCC monitoring services to monitor agent stations and existing calls.
- Use of DMCC call control services to support call control and click-to-dial features.
- Proper handling of call scenarios involving inbound, outbound, internal, external, ACD, non-ACD, screen pop, drop, hold/resume, multiple calls, multiple agents, conference, transfer, long duration, send DTMF, click-to-dial from contact phone number, pending aux work, and reason codes.

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

2.2. Test Results

All test cases were executed, and the following were observations on ICE:

- In general, mixed use of agent desktop and telephone to perform call control actions are supported. For the transfer and conference features, however, all actions need to start and complete from the same source.
- For blind transfer of outbound calls using the single step transfer service, the transfer-to agent may not receive a screen pop of the contact record associated with the called party on the PSTN. The screen pop is dependent on the PSTN service provider sending the connected number. For the same reason, the conference-to agent may not receive a screen pop for a conferenced outbound call.
- Depending on the agent desktop machine and internet bandwidth, the loading of the globe image from Microsoft Dynamics CRM may impact the acceptance of the call control actions. The acceptance can be improved by disabling the image download via settings.

2.3. Support

Technical support on ICE can be obtained through the following:

- **Phone:** (613) 591-9002
- **Email:** icesupport@ingenius.com
- **Web :** <http://ingenius.com/resources/support/>

3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. The detailed administration of basic connectivity between Communication Manager and Application Enablement Services, and of contact center devices are not the focus of these Application Notes and will not be described.

In the compliance testing, ICE monitored the agent stations shown in the table below.

Device Type	Extension
VDNs	60001, 60002
Skill Groups	65081, 65082
Supervisor	65000
Agent Stations	65001, 65002, 65003
Agent IDs	65881, 65882, 65883
Agent Passwords	65881, 65882, 65883

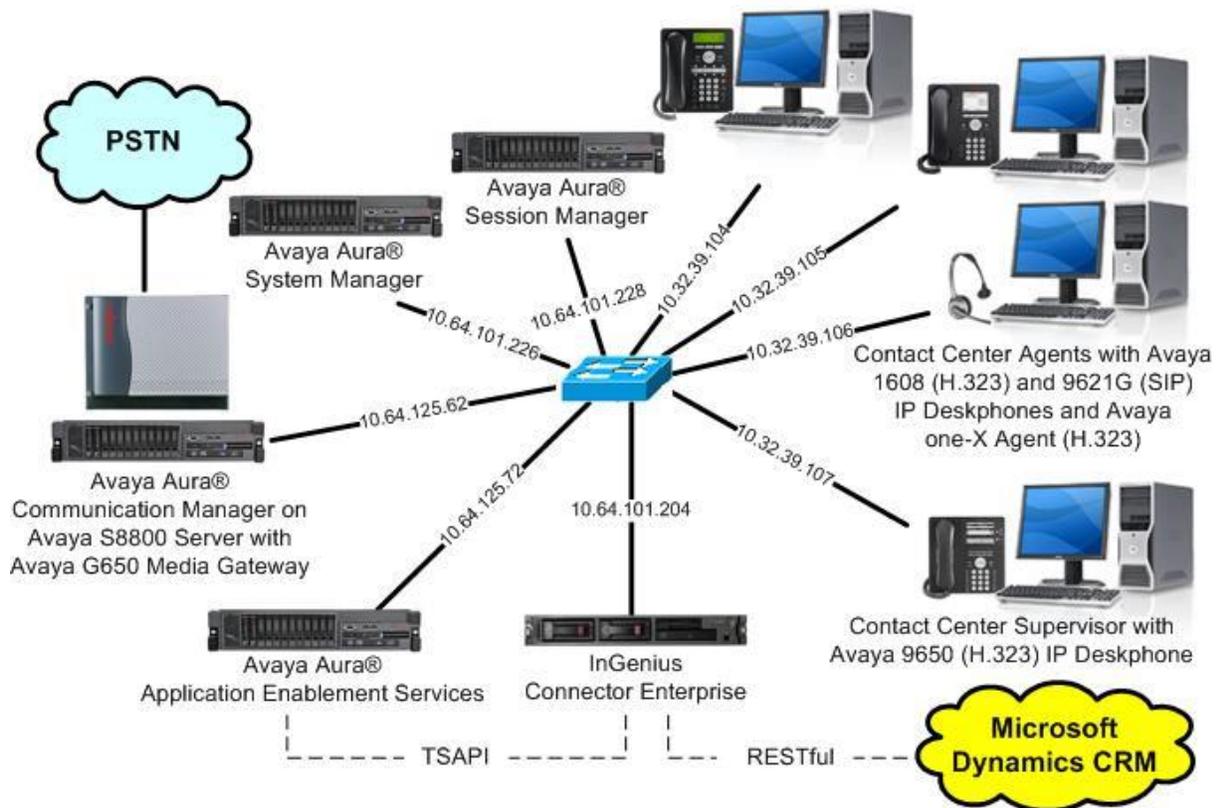


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager on Avaya S8800 Server with Avaya G650 Media Gateway	6.3.6 (R016x.03.0.124.0-21591)
Avaya Aura® Application Enablement Services	6.3.3 SP1 (6.3.3.1.10-0)
Avaya one-X® Agent	2.5.5 (2.5.50022.0)
Avaya 1616 IP Deskphone (H.323)	1.350B
Avaya 9611G IP Deskphone (H.323)	6.4.0.14
Avaya 9650 IP Deskphone (H.323)	3.230A
InGenius Connector Enterprise on Windows Server 2008 <ul style="list-style-type: none">• Avaya DMCC XML• Configuration Tool• Connector Enterprise for Microsoft Dynamics CRM	2.20 R2 Enterprise SP 1 6.1 2.20.230.8421 2.16.2.20
Microsoft Dynamics CRM	2013

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Verify license
- Administer CTI link
- Administer system parameters features
- Obtain reason codes

5.1. Verify License

Log in to the System Access Terminal to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the “display system-parameters customer-options” command to verify that the **Computer Telephony Adjunct Links** customer option is set to “y” on **Page 3**. If this option is not set to “y”, then contact the Avaya sales team or business partner for a proper license file.

```
display system-parameters customer-options                               Page 3 of 11
                                OPTIONAL FEATURES

Abbreviated Dialing Enhanced List? y                                Audible Message Waiting? y
Access Security Gateway (ASG)? n                                    Authorization Codes? y
Analog Trunk Incoming Call ID? y                                    CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? y                            CAS Main? n
Answer Supervision by Call Classifier? y                            Change COR by FAC? n
ARS? y Computer Telephony Adjunct Links? y
ARS/AAR Partitioning? y                                           Cvg Of Calls Redirected Off-net? y
ARS/AAR Dialing without FAC? n                                     DCS (Basic)? y
ASAI Link Core Capabilities? n                                     DCS Call Coverage? y
ASAI Link Plus Capabilities? n                                     DCS with Rerouting? y
```

5.2. Administer CTI Link

Add a CTI link using the “add cti-link n” command, where “n” is an available CTI link number. Enter an available extension number in the **Extension** field. Note that the CTI link number and extension number may vary. Enter “ADJ-IP” in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

```
add cti-link 2                                                         Page 1 of 3
                                CTI LINK

CTI Link: 2
Extension: 60100
Type: ADJ-IP
                                COR: 1

Name: AES CTI Link
```

5.3. Administer System Parameters Features

Use the “change system-parameters features” command to enable **Create Universal Call ID (UCID)**, which is located on **Page 5**. For **UCID Network Node ID**, enter an available node ID.

```
change system-parameters features                               Page 5 of 20
                        FEATURE-RELATED SYSTEM PARAMETERS

SYSTEM PRINTER PARAMETERS
  Endpoint:                               Lines Per Page: 60

SYSTEM-WIDE PARAMETERS
                        Switch Name:
  Emergency Extension Forwarding (min): 10
  Enable Inter-Gateway Alternate Routing? n
  Enable Dial Plan Transparency in Survivable Mode? n
                        COR to Use for DPT: station
  EC500 Routing in Survivable Mode: dpt-then-ec500
MALICIOUS CALL TRACE PARAMETERS
  Apply MCT Warning Tone? n      MCT Voice Recorder Trunk Group:
  Delay Sending RElease (seconds): 0
SEND ALL CALLS OPTIONS
  Send All Calls Applies to: station      Auto Inspect on Send All Calls? n
  Preserve previous AUX Work button states after deactivation? n
UNIVERSAL CALL ID
  Create Universal Call ID (UCID)? y      UCID Network Node ID: 27
```

Navigate to **Page 13**, and enable **Send UCID to ASAI**. This parameter allows for the universal call ID to be sent to ICE.

```
change system-parameters features                               Page 13 of 20
                        FEATURE-RELATED SYSTEM PARAMETERS

CALL CENTER MISCELLANEOUS
  Callr-info Display Timer (sec): 10
                        Clear Callr-info: next-call
  Allow Ringer-off with Auto-Answer? n

  Reporting for PC Non-Predictive Calls? n

  Agent/Caller Disconnect Tones? n
  Interruptible Aux Notification Timer (sec): 3
  Zip Tone Burst for Callmaster Endpoints: double

ASAI
  Copy ASAI UII During Conference/Transfer? y
  Call Classification After Answer Supervision? y
                        Send UCID to ASAI? y
  For ASAI Send DTMF Tone to Call Originator? y
  Send Connect Event to ASAI For Announcement Answer? n
```

5.4. Obtain Reason Codes

For contact centers that use reason codes, enter the “change reason-code-names” command to display the configured reason codes. Make a note of the reason codes, which will be used later to configure ICE.

```
change reason-code-names                                     Page 1 of 1

                                REASON CODE NAMES

                                Aux Work/          Logout
                                Interruptible?

Reason Code 1: Lunch           /n End Session
Reason Code 2: Break          /n
Reason Code 3:                  /n
Reason Code 4:                  /n
Reason Code 5:                  /n
Reason Code 6:                  /n
Reason Code 7:                  /n
Reason Code 8:                  /n
Reason Code 9:                  /n

Default Reason Code:
```

6. Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services. The procedures include the following areas:

- Launch OAM interface
- Verify license
- Administer TSAPI link
- Disable security database
- Restart service
- Administer InGenius user
- Administer ports

6.1. Launch OAM Interface

Access the OAM web-based interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of the Application Enablement Services server.

The **Please login here** screen is displayed. Log in using the appropriate credentials.



The screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. The title "Application Enablement Services Management Console" is centered. A red horizontal bar spans the width of the page, with the word "Help" in the top right corner. In the center, there is a light gray box containing the text "Please login here:" followed by a "Username" label and a text input field. Below the input field is a "Continue" button. At the bottom of the page, a red horizontal bar is present, and below it, the copyright notice "Copyright © 2009-2014 Avaya Inc. All Rights Reserved." is displayed.

The **Welcome to OAM** screen is displayed next.

The screenshot shows the Avaya Application Enablement Services Management Console. The top left features the Avaya logo. The main header reads "Application Enablement Services Management Console". On the right, a "Welcome" message displays user information: "Welcome: User", "Last login: Tue Oct 28 10:55:57 2014 from 10.32.39.20", "Number of prior failed login attempts: 0", "HostName/IP: aes_125_72/10.64.125.72", "Server Offer Type: VIRTUAL_APPLIANCE_ON_SP", "SW Version: 6.3.3.1.10-0", "Server Date and Time: Tue Oct 28 11:42:34 MDT 2014", and "HA Status: Not Configured". A red navigation bar at the top contains "Home" on the left and "Home | Help | Logout" on the right. A left-hand navigation pane lists menu items: "AE Services", "Communication Manager Interface", "High Availability", "Licensing", "Maintenance", "Networking", "Security", "Status", "User Management", "Utilities", and "Help". The main content area is titled "Welcome to OAM" and contains the following text: "The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:" followed by a bulleted list: "• AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.", "• Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.", "• High Availability - Use High Availability to manage AE Services HA.", "• Licensing - Use Licensing to manage the license server.", "• Maintenance - Use Maintenance to manage the routine maintenance tasks.", "• Networking - Use Networking to manage the network interfaces and ports.", "• Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.", "• Status - Use Status to obtain server status infomations.", "• User Management - Use User Management to manage AE Services users and AE Services user-related resources.", "• Utilities - Use Utilities to carry out basic connectivity tests.", "• Help - Use Help to obtain a few tips for using the OAM Help system". Below the list, it states: "Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain."

6.2. Verify License

Select **Licensing** → **WebLM Server Access** in the left pane, to display the **Web License Manager** pop-up screen (not shown), and log in using the appropriate credentials.

The screenshot shows the Avaya Application Enablement Services Management Console with the "Licensing" section selected in the left-hand navigation pane. The top right "Welcome" message is identical to the previous screenshot. The red navigation bar now shows "Licensing" on the left and "Home | Help | Logout" on the right. The left-hand navigation pane lists: "AE Services", "Communication Manager Interface", "Licensing" (expanded to show "WebLM Server Address", "WebLM Server Access", and "Reserved Licenses"), "Maintenance", "Networking", and "Security". The main content area is titled "Licensing" and contains the following text: "If you are setting up and maintaining the WebLM, you need to use the following:" followed by a bulleted list: "• WebLM Server Address". Below that, it says: "If you are importing, setting up and maintaining the license, you need to use the following:" followed by a bulleted list: "• WebLM Server Access". Finally, it states: "If you want to administer TSAPI Reserved Licenses or DMCC Reserved Licenses, you need to use the following:" followed by a bulleted list: "• Reserved Licenses".

The **Web License Manager** screen below is displayed. Select **Licensed products** → **APPL_ENAB** → **Application_Enablement** in the left pane, to display the **Application Enablement (CTI)** screen in the right pane.

Verify that there are sufficient licenses for **TSAPI Simultaneous Users**, as shown below. Note that the TSAPI license is used for device monitoring and call control via DMCC, and that no specific DMCC license is required for integration with ICE.

AVAYA Web License Manager (WebLM v6.3) Help | About | Change Password

Application Enablement (CTI) - Release: 6 - SID: 10503000 Standard License file

You are here: Licensed Products > Application_Enablement > View License Capacity

License installed on: May 11, 2012 7:07:47 PM -04:00

License File Host IDs: 00-16-3E-48-ED-82

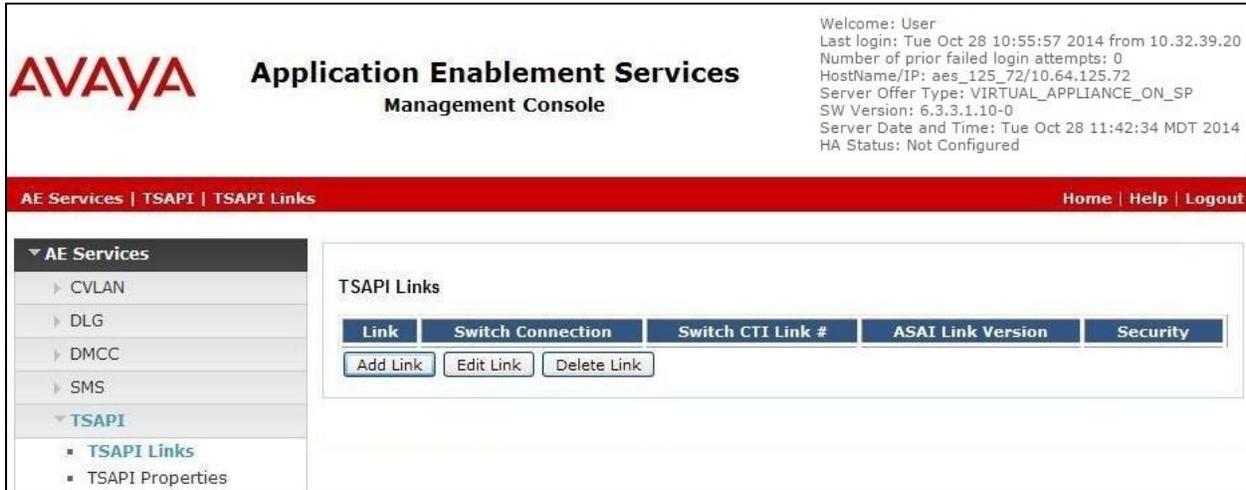
Licensed Features

10 Items Show ALL

Feature (License Keyword)	Expiration date	Licensed capacity
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	16
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	10000
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	16
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	16
Product Notes VALUE_NOTES	permanent	SmallServerTypes: s8300c;s8300d;icc;premio;tn8400;laptop;CtiS MediumServerTypes: ibmx306;ibmx306m;dell1950;xen;hs20;hs20_2 LargeServerTypes: isp2100;ibmx305;dl380g3;dl385g1;dl385g2;u TrustedApplications: IPS_001, BasicUnrestrict DMCUnrestricted; 1XP_001, BasicUnrestrict DMCUnrestricted; 1XM_001, BasicUnrestrict DMCUnrestricted; PC_001, BasicUnrestrict DMCUnrestricted; CIE_001, BasicUnrestrict DMCUnrestricted; OSPC_001, BasicUnrestrict DMCUnrestricted; VP_001, BasicUnrestrict DMCUnrestricted; SAMETIME_001, VALUE_AES_UNIFIED_CC_DESKTOP,,, CCE_0 AdvancedUnrestricted, DMCUnrestricted; CSI AdvancedUnrestricted, DMCUnrestricted; CSI AdvancedUnrestricted, DMCUnrestricted; AVA BasicUnrestricted, AdvancedUnrestricted, DMC CCT_ELITE_CALL_CTRL_001, BasicUnrestrict DMCUnrestricted, AgentEvents;
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	16
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	10000
DLG VALUE_AES_DLG	permanent	16
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	10000
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	16

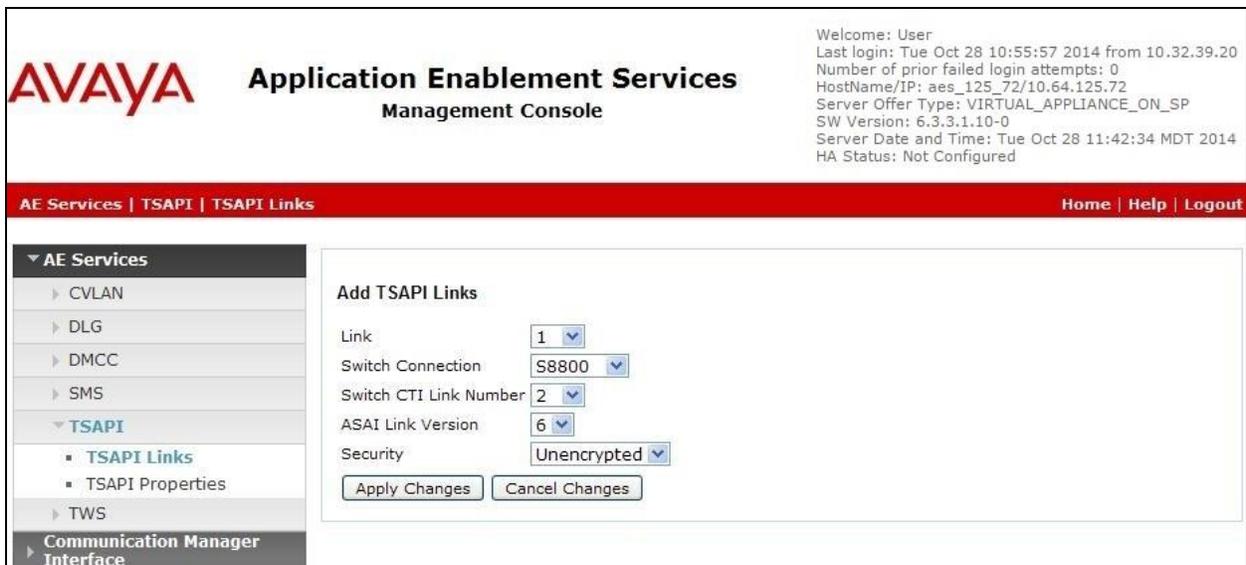
6.3. Administer TSAPI Link

Select **AE Services** → **TSAPI** → **TSAPI Links** from the left pane of the **Management Console**, to administer a TSAPI link. The **TSAPI Links** screen is displayed, as shown below. Click **Add Link**.



The **Add TSAPI Links** screen is displayed next.

The **Link** field is only local to the Application Enablement Services server, and may be set to any available number. For **Switch Connection**, select the relevant switch connection from the drop-down list. In this case, the existing switch connection “S8800” is selected. For **Switch CTI Link Number**, select the CTI link number from **Section 5.2**. Retain the default values in the remaining fields.



6.4. Disable Security Database

Select **Security** → **Security Database** → **Control** from the left pane, to display the **SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services** screen in the right pane. Uncheck both fields below.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and system information such as "Welcome: User", "Last login: Tue Oct 28 10:55:57 2014 from 10.32.39.20", "Number of prior failed login attempts: 0", "HostName/IP: aes_125_72/10.64.125.72", "Server Offer Type: VIRTUAL_APPLIANCE_ON_SP", "SW Version: 6.3.3.1.10-0", "Server Date and Time: Tue Oct 28 11:42:34 MDT 2014", and "HA Status: Not Configured".

The main navigation bar shows "Security | Security Database | Control" and "Home | Help | Logout". The left sidebar contains a tree view with categories: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security (expanded), Account Management, Audit, Certificate Management, Enterprise Directory, Host AA, PAM, Security Database (expanded), and Control (selected).

The main content area is titled "SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services" and contains two unchecked checkboxes: "Enable SDB for DMCC Service" and "Enable SDB for TSAPI Service, JTAPI and Telephony Web Services". Below these checkboxes is an "Apply Changes" button.

6.5. Restart Service

Select **Maintenance** → **Service Controller** from the left pane, to display the **Service Controller** screen in the right pane. Check **TSAPI Service**, and click **Restart Service**.

The screenshot shows the Avaya Application Enablement Services Management Console. The top right corner displays user information: "Welcome: User", "Last login: Tue Oct 28 10:55:57 2014 from 10.32.39.20", "Number of prior failed login attempts: 0", "HostName/IP: aes_125_72/10.64.125.72", "Server Offer Type: VIRTUAL_APPLIANCE_ON_SP", "SW Version: 6.3.3.1.10-0", "Server Date and Time: Tue Oct 28 11:42:34 MDT 2014", and "HA Status: Not Configured". The main navigation bar includes "Maintenance | Service Controller" and "Home | Help | Logout". The left sidebar lists various service categories, with "Maintenance" expanded to show "Service Controller" selected. The main content area displays a table of services under the heading "Service Controller".

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

For status on actual services, please use [Status and Control](#)

Buttons: Start, Stop, Restart Service, Restart AE Server, Restart Linux, Restart Web Server

6.6. Administer InGenius User

Select **User Management** → **User Admin** → **Add User** from the left pane, to display the **Add User** screen in the right pane.

Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select “Yes” from the drop-down list. Retain the default value in the remaining fields.

The screenshot displays the Avaya Application Enablement Services Management Console. The top left features the Avaya logo and the title 'Application Enablement Services Management Console'. The top right shows system information: 'Welcome: User', 'Last login: Tue Oct 28 10:55:57 2014 from 10.32.39.20', 'Number of prior failed login attempts: 0', 'HostName/IP: aes_125_72/10.64.125.72', 'Server Offer Type: VIRTUAL_APPLIANCE_ON_SP', 'SW Version: 6.3.3.1.10-0', 'Server Date and Time: Tue Oct 28 11:42:34 MDT 2014', and 'HA Status: Not Configured'. A red navigation bar contains 'User Management | User Admin | Add User' and 'Home | Help | Logout'. The left sidebar lists navigation options: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management (expanded), Service Admin, User Admin (expanded), Add User (selected), Change User Password, List All Users, Modify Default Users, Search Users, Utilities, and Help. The main content area is titled 'Add User' and includes a note: 'Fields marked with * can not be empty.' The form fields are: * User Id (ingenius), * Common Name (ingenius), * Surname (ingenius), * User Password (masked with dots), * Confirm Password (masked with dots), Admin Note (empty), Avaya Role (None), Business Category (empty), Car License (empty), CM Home (empty), Cms Home (empty), CT User (Yes), Department Number (empty), Display Name (empty), Employee Number (empty), Employee Type (empty), Enterprise Handle (empty), and Given Name (empty).

6.7. Administer Ports

Select **Networking** → **Ports** from the left pane, to display the **Ports** screen in the right pane.

In the **DMCC Server Ports** section, select the radio button for **Encrypted Port** under the **Enabled** column, as shown below. Retain the default values in the remaining fields.

Welcome: User
Last login: Tue Oct 28 10:55:57 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.1.10-0
Server Date and Time: Tue Oct 28 11:42:34 MDT 2014
HA Status: Not Configured

Networking | Ports Home | Help | Logout

Ports

CVLAN Ports Enabled Disabled

Unencrypted TCP Port	9999	<input checked="" type="radio"/> <input type="radio"/>
Encrypted TCP Port	<input type="text" value="9998"/>	<input checked="" type="radio"/> <input type="radio"/>

DLG Port TCP Port 5678

TSAPI Ports Enabled Disabled

TSAPI Service Port	450	<input checked="" type="radio"/> <input type="radio"/>
Local TLINK Ports		
TCP Port Min	1024	
TCP Port Max	1039	
Unencrypted TLINK Ports		
TCP Port Min	<input type="text" value="1050"/>	
TCP Port Max	<input type="text" value="1065"/>	
Encrypted TLINK Ports		
TCP Port Min	<input type="text" value="1066"/>	
TCP Port Max	<input type="text" value="1081"/>	

DMCC Server Ports Enabled Disabled

Unencrypted Port	<input type="text" value="4721"/>	<input checked="" type="radio"/> <input type="radio"/>
Encrypted Port	<input type="text" value="4722"/>	<input checked="" type="radio"/> <input type="radio"/>
TR/87 Port	<input type="text" value="4723"/>	<input type="radio"/> <input checked="" type="radio"/>

7. Configure InGenius Connector Enterprise

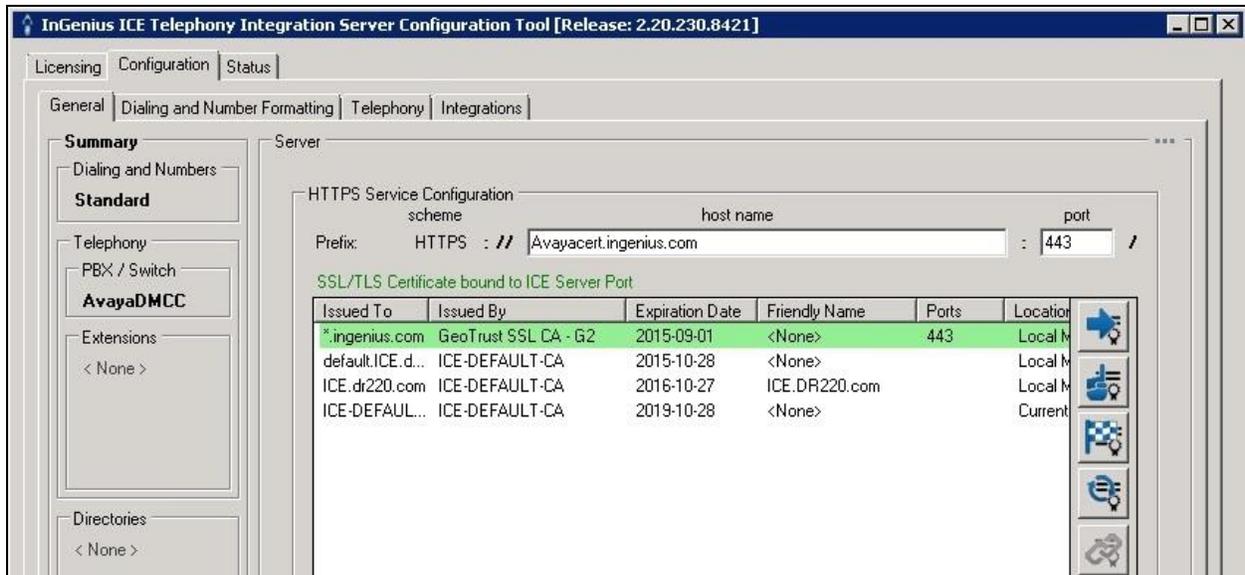
This section provides the procedures for configuring ICE. The procedures include the following areas:

- Launch configuration tool
- Administer dialing and number formatting
- Administer telephony
- Start service

This section assumes the Connector Enterprise package has been imported and published, with the appropriate Security Role created, and users created and assigned to the Security Role. Refer to reference [3] for more details.

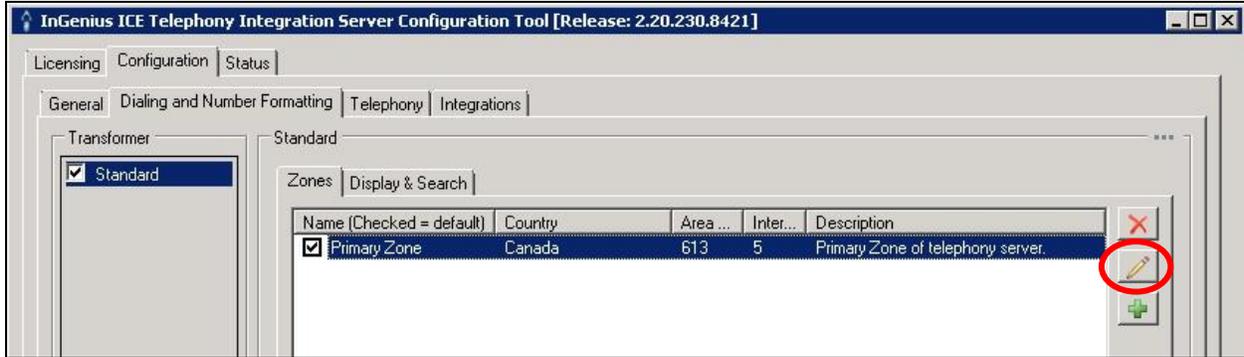
7.1. Launch Configuration Tool

From the ICE server, select **Start** → **All Programs** → **InGenius** → **InGenius Connector Enterprise** → **Configuration Tool** to display the **InGenius ICE Telephony Integration Server Configuration Tool** screen below.



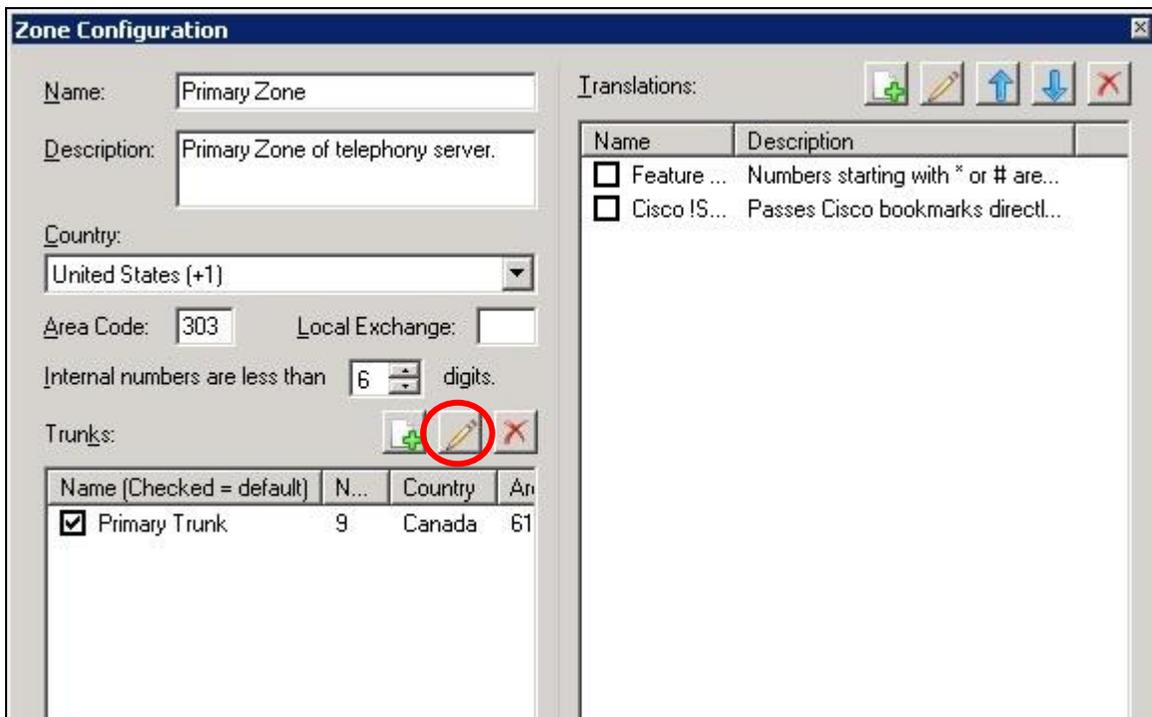
7.2. Administer Dialing and Number Formatting

Select **Configuration** → **Dialing and Number Formatting** from the top menu, followed by the **Zones** tab. Select the default entry, and click the **Edit translation** icon shown below.



The **Zone Configuration** screen is displayed next. For **Country**, **Area Code**, and **Internal numbers are less than**, select the values to match the network configuration. Retain the default values in the remaining fields.

Select the default entry in the **Trunks** sub-section, and click on the **Edit Trunk** icon shown below.



The **Trunk** screen is displayed. Follow reference [4] to update trunk parameter values to match the network configuration. The screenshot below shows the values used in the compliance testing.

Trunk

Name: Primary Trunk

Description: Primary trunk of telephony server.

Prefix: 9

Country: United States (+1)

Area Code: 303 Local Exchange:

Allowed calls

- Local Dial area code for local calls
- Long Distance
- International

Long distance carrier code:

International carrier code:

Test dialing

Enter number to dial:

Expanded to:

Dialable:

Translations to dialable:

Name	Description
<input type="checkbox"/> Argentina ...	International call from North A...

Auto configure local dialing

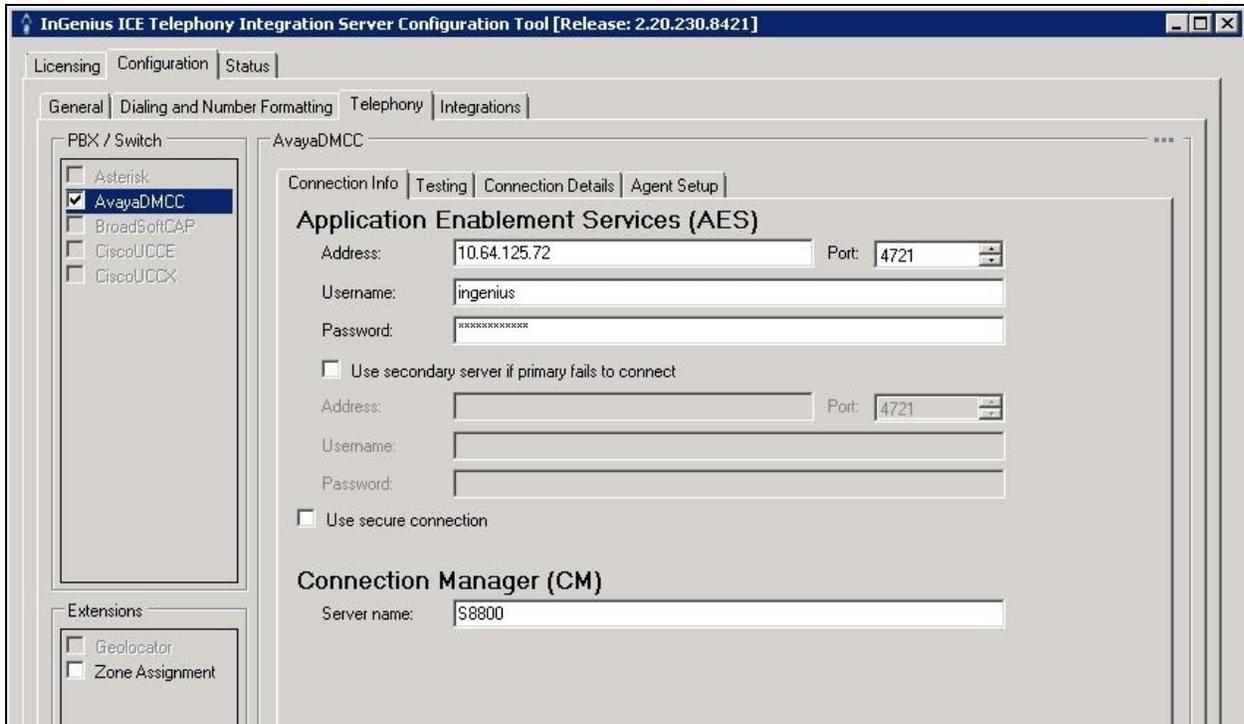
OK Cancel

7.3. Administer Telephony

The **InGenius ICE Telephony Integration Server Configuration Tool** screen is displayed again. Select **Configuration** → **Telephony** from the top menu, followed by the **Connection Info** tab to display the screen below.

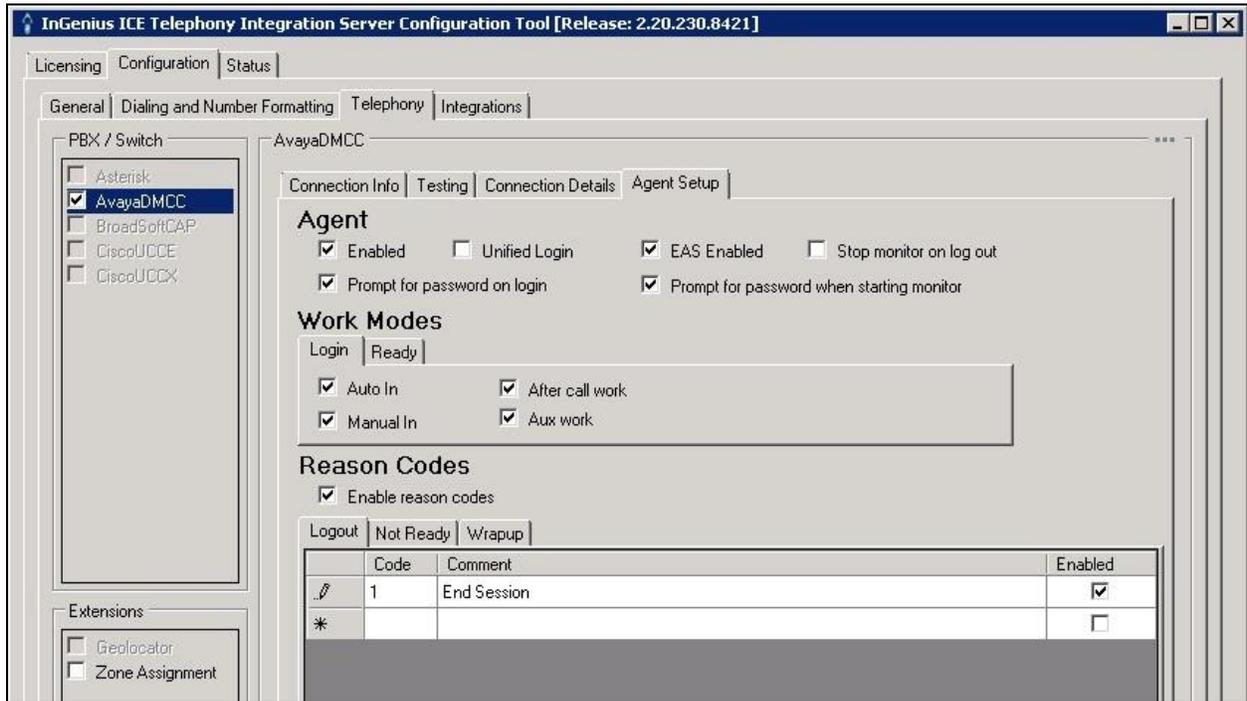
Enter the following values for the specified fields, and retain the default values in the remaining fields.

- **Address:** The IP address of Application Enablement Services.
- **Username:** The InGenius user credentials from **Section 6.6**.
- **Password:** The InGenius user credentials from **Section 6.6**.
- **Server name:** The relevant switch connection name from **Section 6.3**.



Select the **Agent Setup** tab to display the screen below. Follow reference [4] to update parameters in the **Agent** and **Work Modes** sub-sections to the proper settings. The screenshot below shows the values used in the compliance testing.

For contact centers that use reason codes, check **Enable reason codes** in the **Reason Codes** sub-section, and follow reference [4] to create reason code entries to match **Section 5.4**.

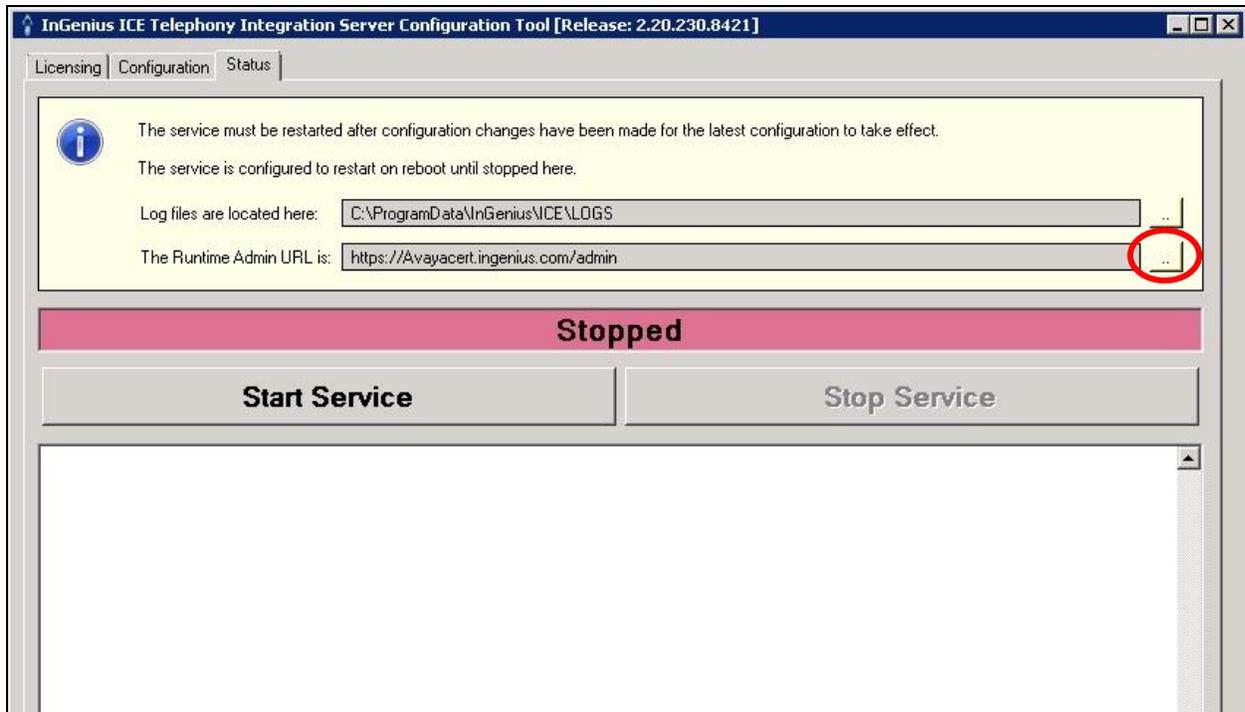


Select the **Connection Details** tab to display the screen below. For **Protocol version**, retain the default value shown below.



7.4. Start Service

Select **Status** from the top menu to display the screen below, and click **Start Service**. After starting the service, click on the icon associated with the runtime URL shown below.



8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and ICE.

8.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify the status of the administered CTI link by using the “status aesvcs cti-link” command. Verify that the **Service State** is “established” for the CTI link number administered in **Section 5.2**, as shown below.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1		no		down	0	0
2	6	no	aes_125_72	established	462	461

8.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify the status of the DMCC link by selecting **Status** → **Status and Control** → **DMCC Service Summary** from the left pane. The **DMCC Service Summary – Session Summary** screen is displayed.

Verify the **User** column shows an active session with the InGenius user name from **Section 6.6**.



Application Enablement Services

Management Console

Welcome: User
 Last login: Mon Nov 10 08:18:35 2014 from 10.32.39.20
 Number of prior failed login attempts: 0
 HostName/IP: aes_125_72/10.64.125.72
 Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
 SW Version: 6.3.3.1.10-0
 Server Date and Time: Mon Nov 10 08:19:16 MST 2014
 HA Status: Not Configured

Status | Status and Control | DMCC Service Summary
Home | Help | Logout

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▼ Status
 - Alarm Viewer
 - Log Manager
 - ▶ Logs
 - ▼ Status and Control
 - CVLAN Service Summary
 - DLG Services Summary
 - **DMCC Service Summary**

DMCC Service Summary - Session Summary

Please do not use back button

Enable page refresh every seconds

Session Summary [Device Summary](#)
 Generated on Mon Nov 10 08:19:16 MST 2014

Service Uptime: 13 days, 22 hours 52 minutes

Number of Active Sessions: 1
 Number of Sessions Created Since Service Boot: 49
 Number of Existing Devices: 0
 Number of Devices Created Since Service Boot: 42

Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
417E23B874DB00FF3 2F1AE66B09B377B-223	ingenius	ICE Avaya Plugin	10.64.101.204	XML Unencrypted	0

Item 1-1 of 1
 Go

Verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed.

Verify the **Status** is “Talking” for the TSAPI link administered in **Section 6.3**, and that the **Associations** column reflects the number of agents from **Section 3** that are currently logged into ICE and therefore monitored, in this case “3”.



Application Enablement Services

Management Console

Welcome: User
 Last login: Mon Nov 10 08:18:47 2014 from 10.32.39.20
 Number of prior failed login attempts: 0
 HostName/IP: aes_125_72/10.64.125.72
 Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
 SW Version: 6.3.3.1.10-0
 Server Date and Time: Mon Nov 10 08:42:14 MST 2014
 HA Status: Not Configured

Status | Status and Control | TSAPI Service Summary
Home | Help | Logout

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▼ **Status**
 - Alarm Viewer
 - Log Manager
 - ▶ Logs
 - ▼ **Status and Control**
 - CVLAN Service Summary
 - DLG Services Summary
 - DMCC Service Summary
 - Switch Conn Summary
 - **TSAPI Service Summary**

TSAPI Link Details

Enable page refresh every seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
<input checked="" type="radio"/>	1	S8800	2	Talking	Mon Oct 27 11:28:03 2014	Online	16	3	1231	1229	30
<input type="radio"/>	2	S8300D	1	Switch Down	Mon Oct 27 10:26:02 2014	Online	16	0	0	0	30

For service-wide information, choose one of the following:

TLT; Reviewed:
SPOC 12/4/2014

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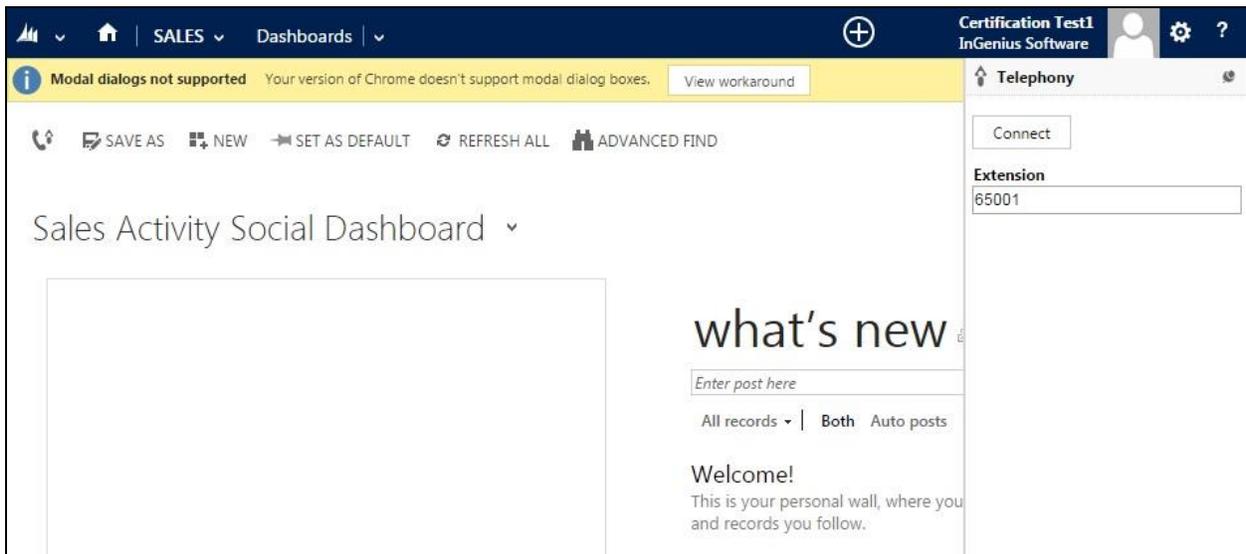
25 of 31
ICE-MSF-AES63

8.3. Verify InGenius Connector Enterprise

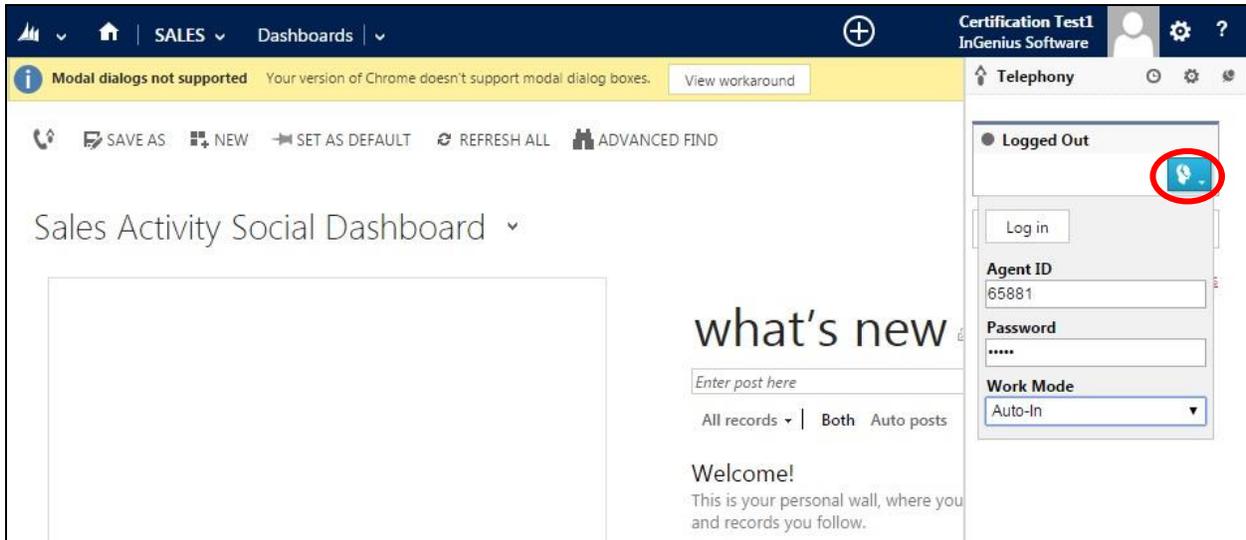
From the agent PC, launch an Internet browser window and enter the URL provided by the end customer for Microsoft Dynamics CRM. Log in with the relevant user credentials provided by InGenius.



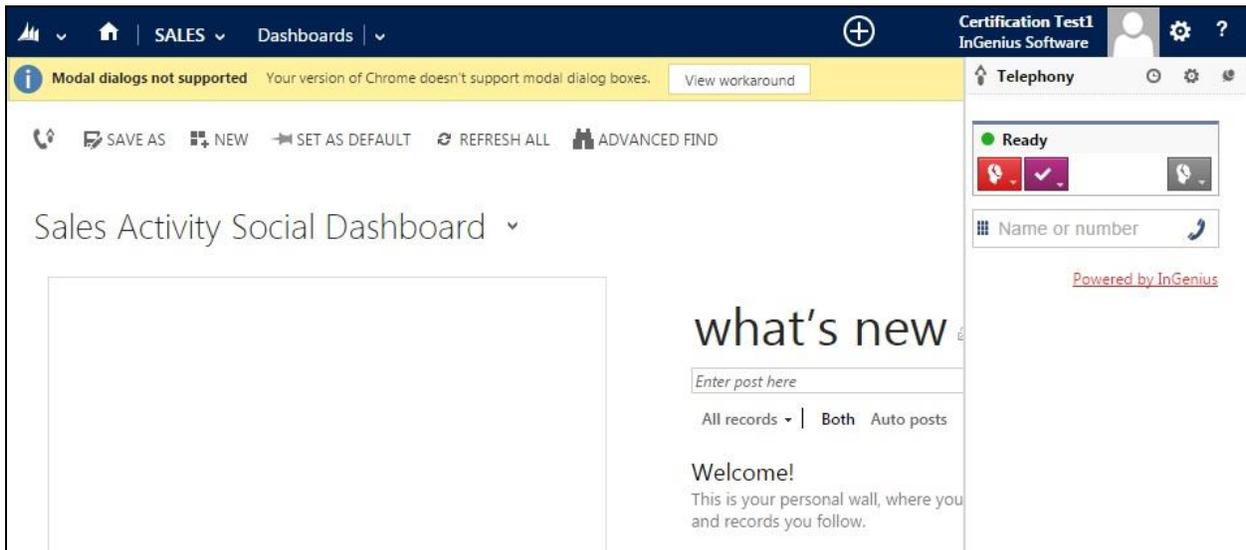
The screen below is displayed next. In the right pane, enter the relevant agent station extension from **Section 3**, and click **Connect**.



The right pane is updated, as shown below. Click on the **Log in** drop-down, to display additional parameters. For **Agent ID** and **Password**, enter the relevant credentials from **Section 3**. For **Work Mode**, select the desired work mode, in this case “Auto-In”. Click **Log in**.



Verify that the right pane is updated showing the agent in the **Ready** state.



Make an incoming ACD call. Verify that the right pane of the available agent is updated to reflect **Reserved** and **Inbound Call**, along with proper call information. Also verify that the left pane is populated with the uniquely matching contact record associated with the PSTN caller number, as shown below.

In the event that there is more than one contact record matching to the PSTN caller number, then all records will be presented in the **Related Records** sub-section in the right pane, and the agent will need to manually select the pertinent one to populate in the left pane.

Click **Answer** in the right pane.

The screenshot displays the InGenius Software interface. The top navigation bar includes 'SALES', 'Dashboards', and 'Certification Test1 InGenius Software'. A yellow banner at the top left states 'Modal dialogs not supported'. The main content area shows a contact profile for 'DevConnect Avaya' with fields for 'Lead Source', 'Rating Warm', and 'Status New'. Below this is a 'Summary' section with 'CONTACT' and 'COMPANY' details. On the right, a 'Telephony' panel is active, showing a 'Reserved' status, a search bar, and an 'Inbound Call' section with details for 'Dialled #' (+1 (303) 536-0001) and 'Number' (+1 (908) 848-5601). A green 'Answer' button is visible in the call section. Below the call section is a 'Call Actions' dropdown and a 'Related Records' section showing 'DevConnect Avaya' as a found record. The interface is powered by InGenius.

Verify that the agent is connected to the PSTN caller with two-way talk paths, and that the right pane is updated to reflect **Talking** and **Connected**, as shown below.

The screenshot displays a CRM application interface. At the top, there is a navigation bar with 'SALES' and 'Leads' menus, and a specific lead record for 'DevConnect Avaya'. Below this, a workflow bar shows stages: 'Qualify (Active)', 'Develop', 'Propose', and 'Close'. A data entry table follows, with fields like 'Existing Contact?', 'Existing Account?', 'Purchase Timeframe', 'Estimated Budget', 'Purchase Process', and 'Identify Decision Maker', each with a 'click to enter' or 'mark complete' prompt.

The main content area is divided into 'Summary' and 'POSTS ACTIVITIES NOTES'. The 'CONTACT' section includes fields for 'Topic' (InGenius Sales), 'Name' (DevConnect Avaya), 'Job Title', 'Business Phone' (+1 (908) 848-5601), 'Mobile Phone', and 'Email'. The 'COMPANY' section includes 'Company', 'Website', and 'Address'. A map at the bottom shows 'NORTH AMERICA' and 'EUROPE'.

On the right, a 'Telephony' sidebar is active. It shows a 'Talking' status with a red phone icon and a checkmark. Below that, a 'Connected' status is shown with a duration of 00:00:06. Call details include 'Dialed #' (+1 (303) 536-0001) and 'Number' (+1 (908) 848-5601). The 'Call Log' section shows a record for 'DevConnect Avaya' on 11/10/2014 at 10:46 AM, with the subject 'Call 11/10/2014 10:46 AM' and the number '+1 (908) 848-5601'. A note at the bottom of the sidebar states 'Call log will require disposition when call ends'.

9. Conclusion

These Application Notes describe the configuration steps required for InGenius Connector Enterprise 2.20 to successfully interoperate with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3 using Microsoft Dynamics CRM. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

10. Additional References

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

1. *Administering Avaya Aura® Communication Manager*, Document 03-300509, Issue 10, Release 6.3, June 2014, available at <http://support.avaya.com>.
2. *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Release 6.3, 02-300357, June 2014, available at <http://support.avaya.com>.
3. *InGenius Connector Enterprise for Microsoft Dynamics CRM Server Installation Guide for IT Administrator*, Revised June 2014, Version 2.20.234, available at <http://go.ingenius.com/iceavayamscrminstallguide>.
4. *InGenius Connector Enterprise for Microsoft Dynamics CRM and Avaya Aura Communications Manager User Guide*, Revised June 2014, Version 2.20.234, available at <http://go.ingenius.com/iceavayamscrmuserguide>.

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