



## Avaya Solution & Interoperability Test Lab

# **Application Notes for ContactPro® 6.2 from CCT Deutschland GmbH with Avaya Proactive Outreach Manager 4.0 - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for ContactPro® 6.2 from CCT Deutschland GmbH to interoperate with Avaya Proactive Outreach Manager 4.0. CCT ContactPro® 6.2 integrates with Avaya Proactive Outreach Manager using the Agent Desktop API.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the 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 ContactPro® 6.2 from CCT Deutschland GmbH to interoperate with Avaya Proactive Outreach Manager (POM) 4.0 and Avaya Aura® Communication Manager 8.1.

These Application Notes describe the connection to Avaya Proactive Outreach Manager (POM) which is used to control outbound calls by connecting to the Agent Desktop API of Avaya Proactive Outreach Manager.

## 2. General Test Approach and Test Results

The general test approach was to validate the ContactPro® client's ability to join Proactive Outreach manager outbound Campaigns. This was performed by creating Preview, Predictive and Progressive campaigns with agent scripts and handled them in the ContactPro Client.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and the ContactPro did not include use of any specific encryption features as requested by CCT Deutschland GmbH.

### 2.1. Interoperability Compliance Testing

The testing focuses on the following areas:

- **Agent Can Join an outbound Campaign** – log in an Agent to a campaign.
- **Agent is presented with calls in Progressive Campaign** – POM presents agent with calls. Call can be answered, put on hold, transferred and cleared using ContactPro Client.
- **Agent is presented with calls in Predictive Campaign** – POM presents agent with calls. Call can be answered, put on hold, transferred and cleared using ContactPro Client.
- **Agent can Preview, Cancel or Dial record in a Preview campaign** – Agent operates correctly in a Preview campaign. Call can be answered, put on hold, transferred and cleared using ContactPro Client.

- **Agent can assign Completion Codes to a call** – Completion codes are correctly recorded at the end of calls.
- **Agent can assign a Record to the Do Not Call (DNC) list** – Call is added to DNC list and is not selected to be called in subsequent campaigns.
- **Agent can assign a callback** – Agent assigns callback for a time in the future and record is called at the correct time.
- **Agent can leave a POM Campaign** – Agent can leave a Campaign. Agent shows as not ready and is then removed from POM Campaign on logout.
- **ContactPro Client recovers in Failure scenarios** – Observe the behaviour of ContactPro and its ability to recover from failure scenarios.

## 2.2. Test Results

All test cases passed successfully.

## 2.3. Support

Support for CCT Deutschland GmbH products can be obtained as follows:

### WEBSITE

[www.cct-solutions.com](http://www.cct-solutions.com)

### CONTACT

Europe Phone: +49 69 7191 4969 0

U.S. Phone +1 786 738 5253

Email: [contact@cct-solutions.com](mailto:contact@cct-solutions.com)

### SUPPORT

Europe Hotline: +49 821 455152 455

U.S. Hotline: +1-305-985-5485

Email: [helpdesk@cct-solutions.com](mailto:helpdesk@cct-solutions.com)

### CCT Deutschland GmbH

Tilsiter Str. 1

60487 Frankfurt am Main

Germany

Phone: +49 69 7191 4969 0

Fax: +49 69 7191 4969 666

### CCT Europe GmbH

Sumpfstrasse 26

6312 Steinhausen

Switzerland

Phone: +41 41 748 42 22

Fax: +41 41 748 42 23

### CCT Software LLC

1801 N.E. 123<sup>rd</sup> Street, Suite 314

North Miami, 33138 FL

United States of America

Phone: +1 786 738 5253

Werner-von-Siemens-Str. 6

86159 Augsburg

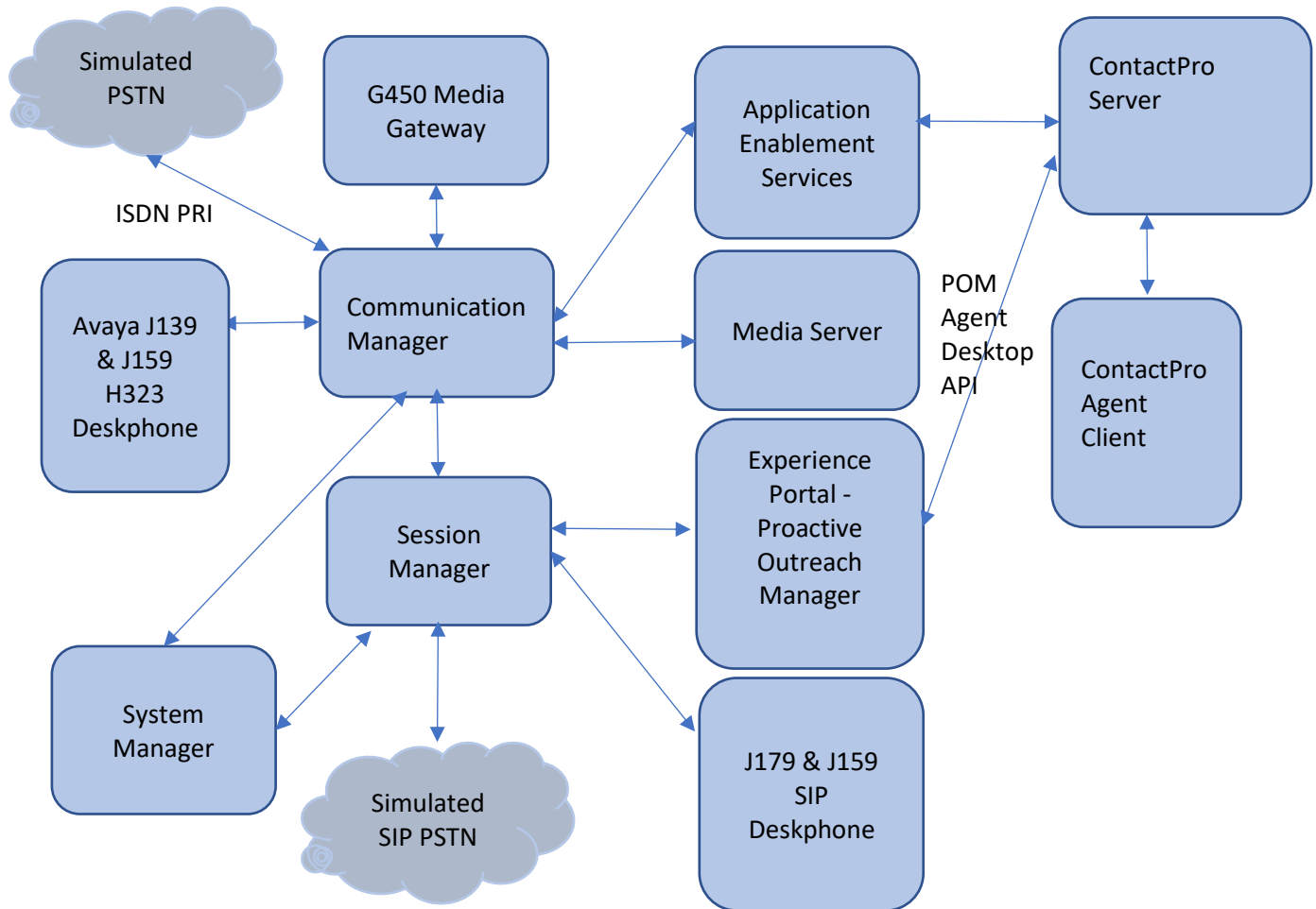
Germany

Phone: +49 821 455 152 700

Fax: +49 821 455 152 777

### 3. Reference Configuration

The configuration in **Figure 1** will be used to compliance test ContactPro using a connection to POM.



**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® System Manager in Virtual Environment	8.1.3.4.1014185
Avaya Aura® Session Manager in Virtual Environment	8.1.3.4.813401
Avaya Aura® Communication Manager in Virtual Environment	8.1.3.4 - 01.0.890.0-27348
Avaya G450 Media Gateway	41.34.1
Avaya Aura® Media Server in Virtual Environment	8.0 SP2
Avaya Aura® Application Enablement Services in Virtual Environment	8.1.3.4.0.2-0
Avaya Aura® Experience Portal	8.1.1
Avaya Proactive Outreach Manager	4.0.4
Avaya J179 & J159 IP Deskphone (SIP)	4.0.12.1
Avaya J139 & J159 IP Deskphone (H323)	6.8.5
CCT Deutschland GmbH ContactPro Server in Windows Server 2016	6.2
CCT Deutschland GmbH ContactPro Agent Client in Windows 10	6.2.1.58

## 5. Configure Avaya Aura® Communication Manager

The configuration and verification operations illustrated in this section were all performed using Communication Manager System Administration Terminal (SAT). The information provided in this section describes the configuration of Communication Manager for this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

The connection to POM consists of the following subsections.

- Configuration of the Hunt Group and Agents for Outbound calls

### 5.1. Configuration of the Hunt Group and Agent

For calls to be routed to agents, Hunt Groups (skills), must be configured and then assigned to Agents.

#### 5.1.1. Hunt Group

A hunt group is set up for outbound calls. The outbound hunt group is referenced in **Section 6.3** as a Skill in POM. Enter the **add hunt-group n** command where **n** in the example below is **10**. On **Page 1** of the **hunt-group** form, assign a **Group Name** and **Group Extension** valid under the provisioned dial plan. **Group Type** should be set to **ead-mia**. **ACD**, **Queue** and **Vector** set to **y**.

<b>add hunt-group 10</b>		<b>Page</b> 1 of 4
HUNT GROUP		
Group Number: 10		<b>ACD?</b> y
<b>Group Name:</b> Outbound		<b>Queue?</b> y
<b>Group Extension:</b> 78000		<b>Vector?</b> y
<b>Group Type:</b> ead-mia		
TN: 1		
COR: 1		MM Early Answer? n
Security Code:		Local Agent Preference? n
ISDN/SIP Caller Display:		
Queue Limit: unlimited		
Calls Warning Threshold:	Port:	
Time Warning Threshold:	Port:	

On **Page 2**, set the **Skill** field to **y** as shown below.

add hunt-group 10		Page 2 of 4	
		HUNT GROUP	
Skill? y		Expected Call Handling Time (sec): 180	
AAS? n			
Measured: none			
Supervisor Extension:			
Controlling Adjunct: none			
Multiple Call Handling: none			
Timed ACW Interval (sec):		After Xfer or Held Call Drops? n	

### 5.1.2. Administer Agent Logins

Enter the **add agent-login n** command, where **n** is an available extension number. Enter a descriptive name for the agent in the **Name** field. The **Auto Answer** field is set to **station**. Configure a password as required.

<b>add agent-loginID 80001</b>		Page 1 of 2
AGENT LOGINID		
Login ID: 80001	AAS? n	
<b>Name:</b> OBAgent	AUDIX? n	
TN: 1	Check skill TNs to match agent TN? n	
COR: 1		
Coverage Path:	LWC Reception: spe	
Security Code:	LWC Log External Calls? n	
Attribute:	AUDIX Name for Messaging:	
LoginID for ISDN/SIP Display? n		
Password:		
Password (enter again): *****		
<b>Auto Answer: station</b>		
AUX Agent Remains in LOA Queue: system	MIA Across Skills: system AUX	
Agent Considered Idle (MIA): system	ACW Agent Considered Idle: system Work	
Mode on Login: system	Aux Work Reason Code Type: system	
Logout Reason Code Type: system Maximum		
time agent in ACW before logout (sec): system		
Forced Agent Logout Time: :		
WARNING: Agent must log in again before changes take effect		

On **Page 2**, assign the skills to the agent by entering the relevant hunt group numbers created in **Section 5.1.1** for **SN** and entering a skill level of **1** for **SL**. In this case, an agent able to handle outbound calls is created.

<b>change agent-loginID 80001</b>		Page 2 of 2
AGENT LOGINID		
Direct Agent Skill: 10		Service Objective? n
Call Handling Preference: skill-level		Local Call Preference? n
<b>SN</b>	<b>RL</b>	<b>SL</b>
1: 10		1
2:		16:
3:		17:
4:		18:
5:		19:
6:		20:
7:		

Repeat this task accordingly for any additional outbound agents required.

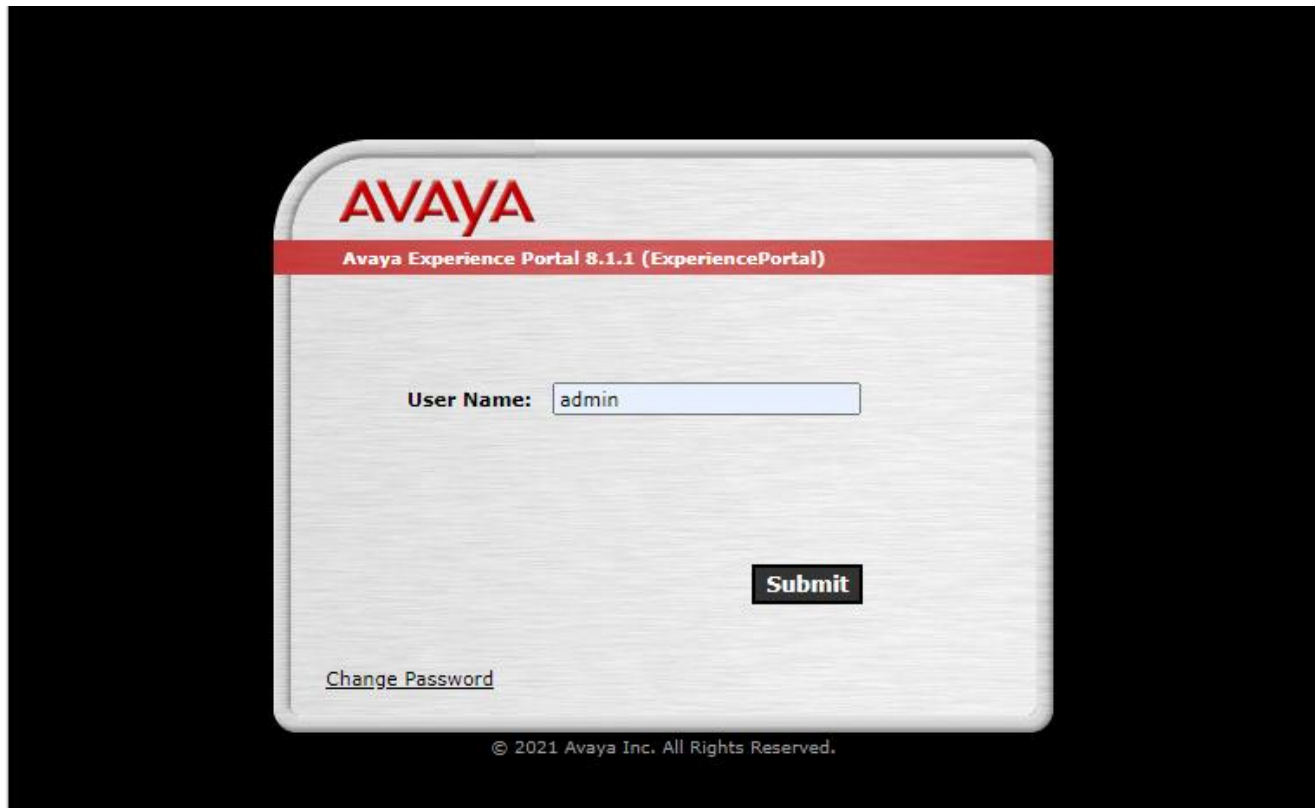


## 6. Configure Avaya Proactive Outreach Manager

This section describes the steps necessary to configure both POM and Experience Portal to allow ContactPro connect using the Agent Desktop API. Note that POM is installed on Experience Portal and that is why this section covers the administration of both Experience Portal and POM.

**Note:** It is assumed that both POM and Experience Portal are already installed with the connections made to both Session Manager and Application Enablement Services (AES). The setup and configuration of these connections are therefore outside the scope of these Application Notes.

Experience Portal is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter **http://[IP-Address]/VoicePortal** as the URL in an internet browser, where IP-Address is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed.



**Note:** The following sections are aimed to display the configuration on POM that was used during compliance testing and to help the reader understand the setup of POM that was used. They do not server as a setup and configuration guide for POM or Experience Portal.

## 6.1. Display Configuration of POM Server

Information on the POM server can be found by navigating to **POM → POM Home** in the left window and selecting **Configurations → POM Servers** in the main window.



Information on the POM server can be found by either selecting the **POM Server Name** or the various buttons underneath that.

### POM Servers

This page displays the list of POM servers in the Experience Portal system. POM server will kick off the scheduled Campaigns and process them by invoking EPH through Outcall web service for voice calls and communicates with SMS and E-Mail servers as necessary to process SMS and E-Mail Campaigns.

<input type="checkbox"/>	POM Server Name	Host Address	Trace Level	Certificates
<input type="checkbox"/>	avp001	10.30.5.142	Custom	<a href="#">Export</a>
<a href="#">Add</a> <a href="#">Delete</a>				

[POM Settings](#) [Outbound Settings](#) [POM Manager](#) [Help](#)

## 6.2. Display the Configuration of the CTI connection

Select **Configuration** → **CC Elite Configurations** from the main window



**AuraCM81** was the CTI group already setup for compliance testing, clicking on this will open the connection to show the details.

**Configure CTI setup details, CMS setup details and POM Skills**  
[Refresh](#)  
This page allows editing of CTI server setup details, CMS server setup details and skills in POM database associated with CC Elite skills.

Last poll: 03/10/2022 10:33:58 AM

**CTI Configuration**

CTI Group Name	CM IP Address	CM Login	AES IP Address	AES Secure Connection	CTI Group Role	Action
AuraCM81	10.128.226.145	pomout	10.128.226.155	false	Active	

**Add CTI Detail** **Help**

**CMS Configuration**

Server IP Port	Server Role	Agent Thrashing Interval (seconds)	Action
----------------	-------------	------------------------------------	--------

**Add CMS Configuration** **Help**

Information such as the IP Address of Communication Manager and the AES are stored here.

From the **Configure CTI setup details, CMS setup and POM Skills** page, the outbound skill must be added. Again, this was already in place but can be added by clicking on **Add Skill**, as shown below.

**Configure CTI setup details, CMS setup details and POM Skills** [Refresh](#)

This page allows editing of CTI server setup details, CMS server setup details and skills in POM database associated with CC Elite skills.

Last poll: 03/10/2022 10:37:33 AM

**CTI Configuration**

CTI Group Name	CM IP Address	CM Login	AES IP Address	AES Secure Connection	CTI Group Role	Action
AuraCM81	10.128.226.145	pomout	10.128.226.155	false	Active	

[Add CTI Detail](#) [Help](#)

**CMS Configuration**

Server IP Port	Server Role	Agent Thrashing Interval (seconds)	Action
----------------	-------------	------------------------------------	--------

[Add CMS Configuration](#) [Help](#)

Skillset name:

Skillset type:  Skills:

[Show](#)

CC Elite Skill Number	POM Skill Name	Skill Type	Parameter to Monitor for Blending	EWT levels	Agent Acquire Threshold	Agent Release Threshold
10	Outbound	Outbound	-	-	0	0

[Add Skill](#) [Help](#)

The skillset number must match that of the hunt group created in **Section 5.1.1**, hunt group **10** was used for outbound calls.

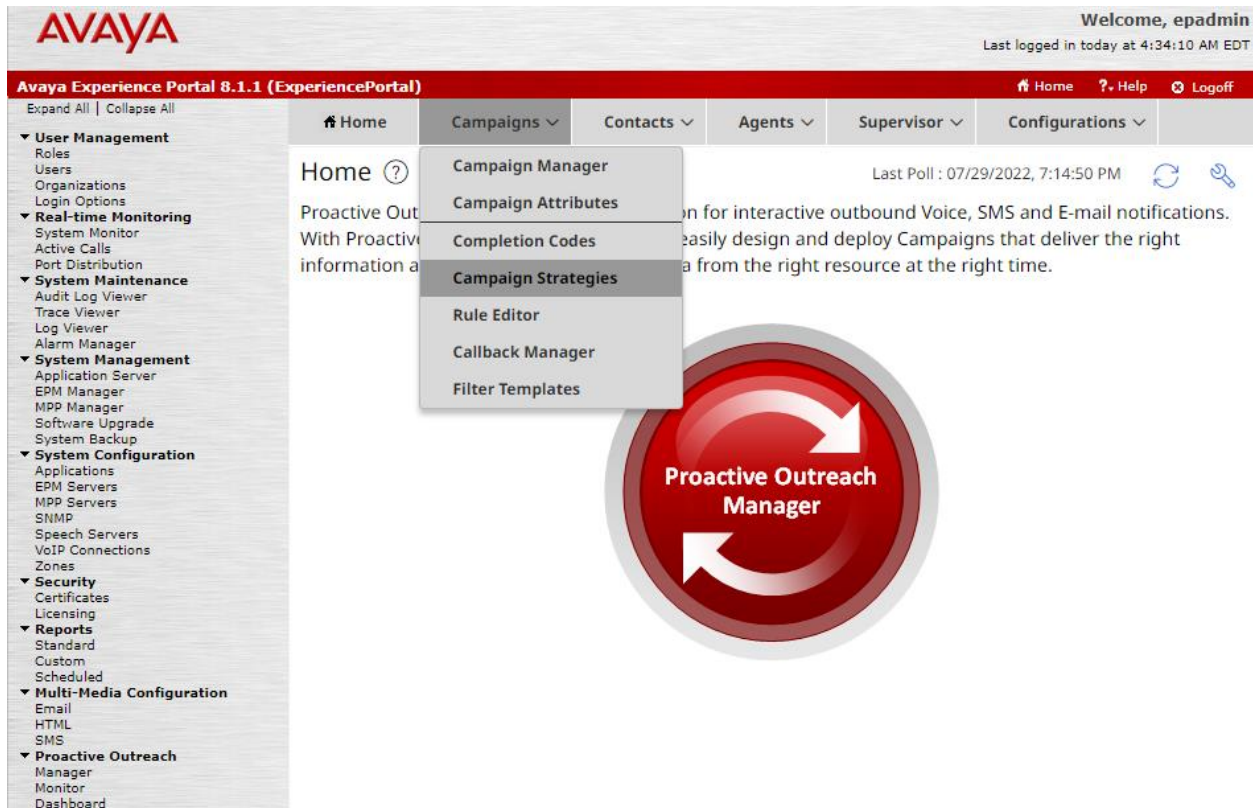
**Create POM Skills**

This page allows creation of skills in POM database and associating it with CC Elite skill. For skill type "Outbound", "CC Elite Skill Number", "POM Skill Name" & "Skill Type" are mandatory.

CC Elite Skill Number	POM Skill Name	Skill Type	Parameter to Monitor for Blending	EWT levels	Agent Acq Threshold
<input type="text" value="10"/>	<input type="text" value="Outbound"/>	<input type="text" value="Outbound"/>	<input type="text" value="Select only for Inbound"/>	<input type="text" value="Select only for EWT"/> Expected Wait Time(High) Expected Wait Time(Medium) Expected Wait Time(Low)	<input type="text" value="0"/>

### 6.3. Create Campaign Strategy

From the left-hand menu select **Proactive Outreach → Manager**. Under **Campaigns** select **Campaign Strategies**.



In **Campaign Strategies** click on **Add** to create the new campaign.

**AVAYA** Welcome, epadmin  
Last logged in today at 4:34:10 AM EDT

**Avaya Experience Portal 8.1.1 (ExperiencePortal)** Home ? Help Logoff

Expand All | Collapse All

**Campaign Strategies** Refresh

This page allows the user to manage Campaign Strategies, depending on the user role.

Show 50 | Page: 1/1

Name	State	Task Types	Action
htest	Completed		
Huong1	Completed		
ntth_pre_nodial	Completed		
ntth_preview	Completed		
ntth_preview1	Completed		
ntth_pro	Completed		
ntthuong_preview	Completed		
pomzoneHAprview	Completed		
test	Completed		
test1Preview	Completed		
Thao_Preview	Completed		
Thao_Preview2	Completed		
Thao_Progressive	Completed		

**Add** **Import** **Help**

Enter **Name** and check **Use template** and choose **Template** as **Preview Template**. Then click **Continue**.

**Add** **Import** **Help**

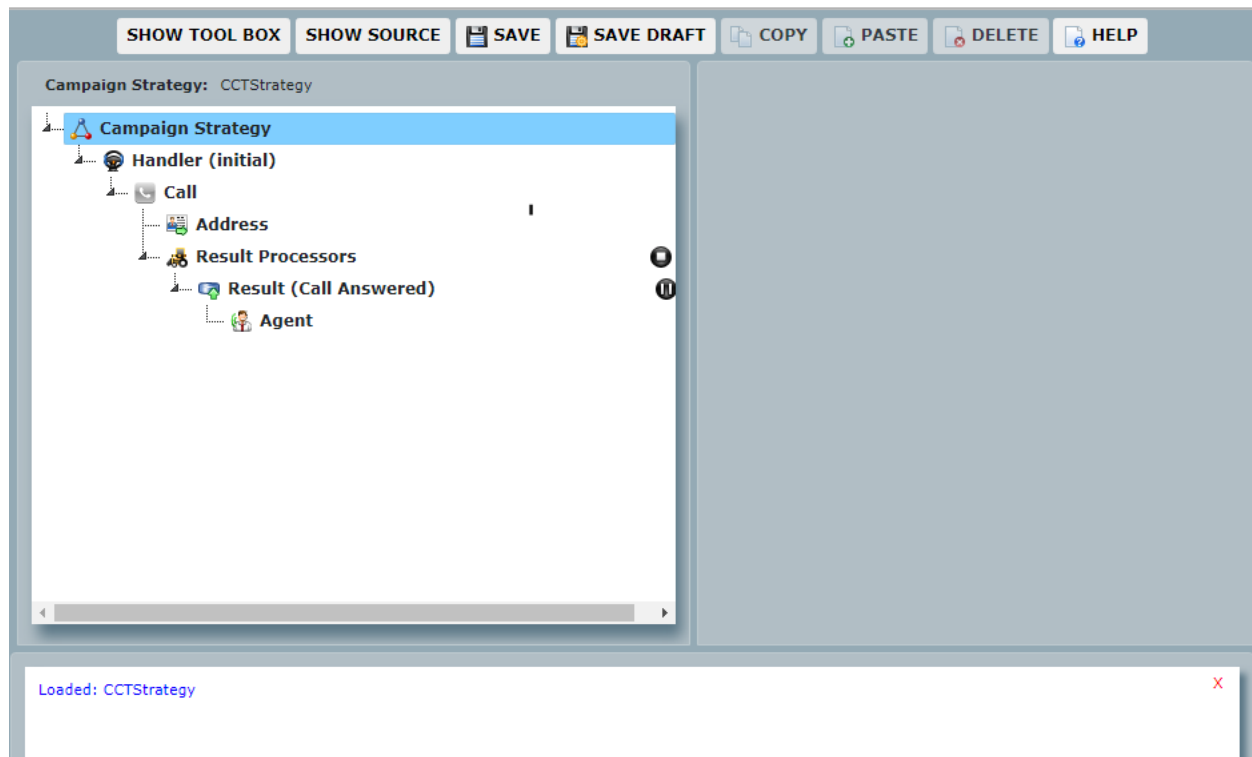
Name

Use template ☒

Template

**Continue** **Cancel**

**Campaign Strategy** window pops up as shown below.



Select the **Call** node in the **Campaign Strategy** box and enter a Name. This will change the Name of the node in the **Campaign Strategy** box.

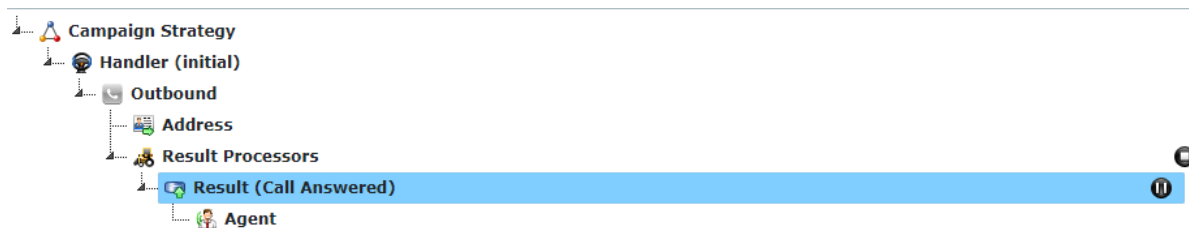
Property	Value
Name	<input type="text" value="Outbound"/>
Description	<input type="text" value="Outbound Calling"/>
Sender's Display Name	<input type="text"/>
Sender's Address	<input type="text"/>
Timeout (sec)	<input type="text"/>
Restrict On No Suitable Address	<input type="text" value="Yes"/>
Guard Times	<input type="text" value="Disable"/>
Skipover To Next Phone	<input type="text" value="Disable"/>
Min Contact Time	<input type="text" value="hh:mm:ss"/>
Max Contact Time	<input type="text" value="hh:mm:ss"/>
Re-check Interval (min)	<input type="text"/>
On Media Server Failure	<input type="text" value="retry"/>
Priority	<input type="text" value="1"/>
Allocation Type	<input type="text" value="Dynamic"/>
Dialogflow Welcome Event	<input type="text"/>
<b>CCA Parameters</b>	
Enhanced CCA	<input type="text" value="OFF"/>
Background AMD	<input type="text" value="OFF"/>
Action on AMD	<input type="text" value="None"/>
Silence Call Detection (SCD)	<input type="text" value="OFF"/>



Select the **APPLICATIONS** from the drop down menus and set the **PACING PARAMETERS** (In this example a Preview Campaign has been selected).

APPLICATIONS	
Driver Application*	PomDriverApp
Nailer Application*	Nailer
Nuisance Call Application*	AvayaPOMAnnouncement
On Hold Application*	AvayaPOMAnnouncement
PACING PARAMETERS	
Call Pacing Type	Preview
Runtime Change Pacing Type	OFF
Timed Preview	Yes
Preview Time (Sec)	30
Can Cancel Preview	Enable
Min. Agents	1
Max. Agents	100
Agent Outbound Skill	PO_Default_Skillset
ACW Time (Sec)	20
# of ACW extensions	2
Default Completion code	Code3

From the **Campaign Strategy** box select **Result (Call Answered)** and from the Selected Node box drag the **Agent** node into the **Campaign Strategy** box.

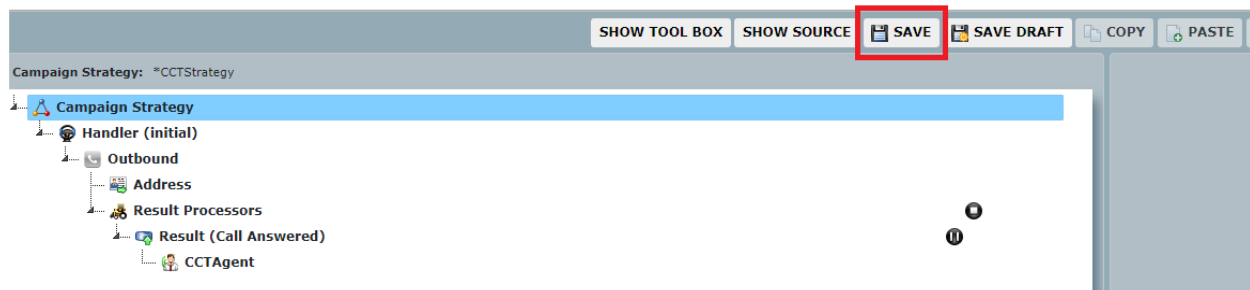


Select the **Agent** node in the **Campaign Strategy** box. Enter a **Name** and select an **Agent Script** from the drop down.

Property	Value
Name	CCT Agent
Description	
Agent Script	CCTScript
<b>CALLBACK PARAMETERS</b>	
Preferred Agent Call back	Enable
Strict Agent Call back	Enable
Campaign Call back	Enable
General Call back	Enable
Can Cancel Callback	Enable
Nailing Call Timeout(sec)	

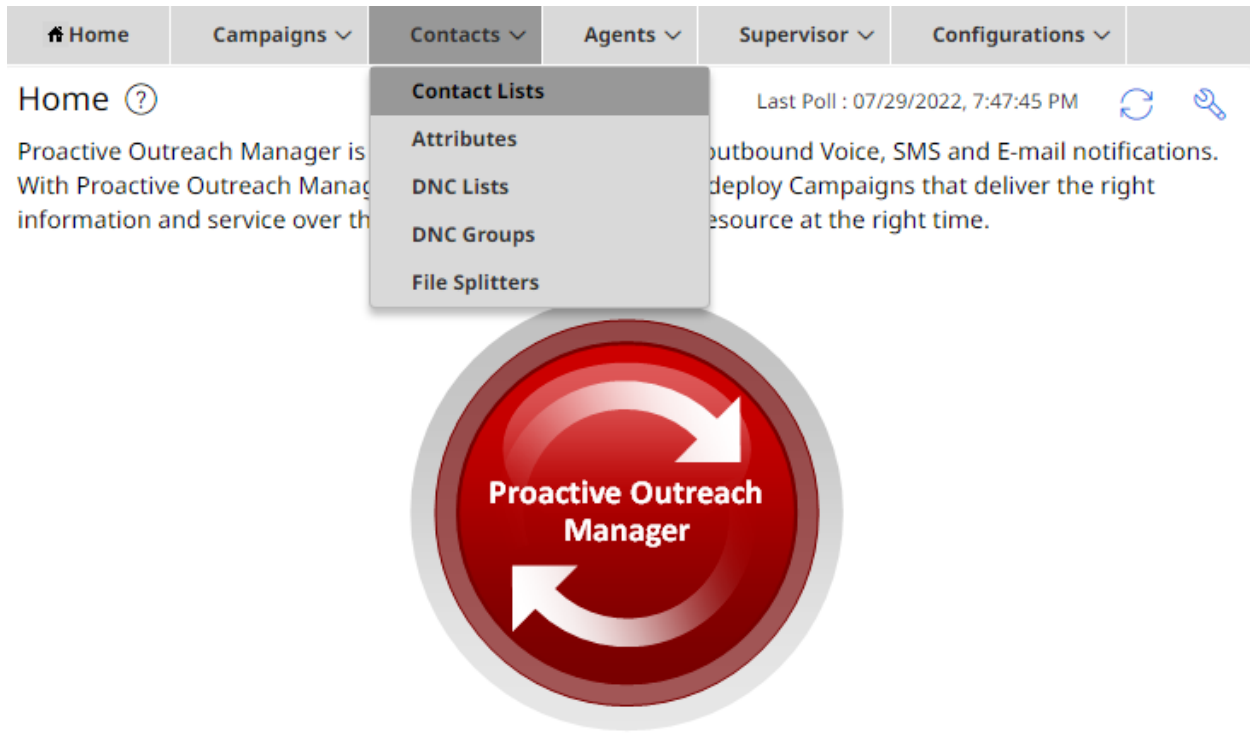
[Edit Description](#)

Click on **SAVE** when complete. A confirmation message will be displayed in the bottom left corner (not shown) and the **Campaign Strategy** window can be closed.

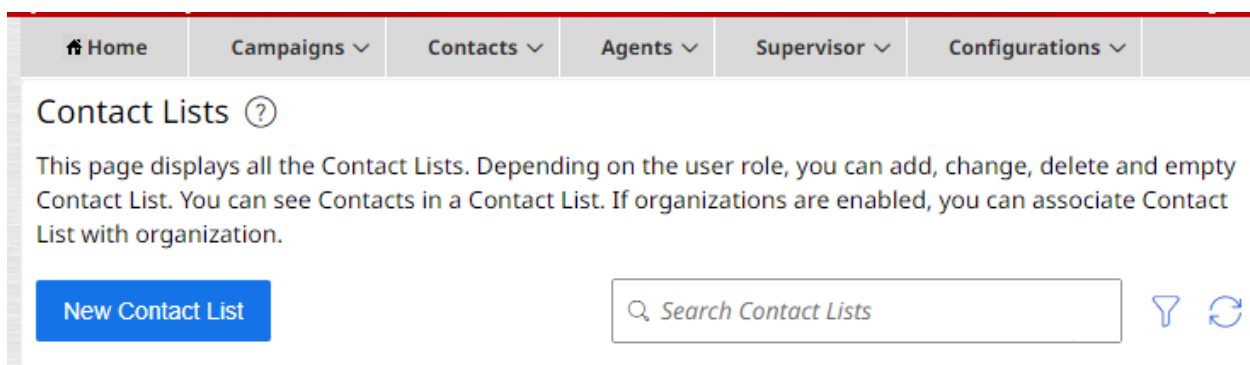


## 6.4. Create Contact List

From the left-hand menu select **Proactive Outreach → Manager** (not shown). Under **Contacts** select **Contact Lists**.



In **Contact Lists** page, select **New Contact List**



In **New Contact List** page, enter **Name** and select **Default** as **Zone Name**. Click **Save** to create new **Contact List**.

Contact List / New Contact List ?

Cancel
Save

Details
Data Source
Attributes
Contacts
Excluded Contacts

Name \*

CCT\_ContactList

Enter a unique name for the site here with maximum length of 40 characters. Allowed characters are a-z,A-Z,0-9,.(dot),\_(underscore) and -(minus)

Description

Type description

Zone Name

Default

Click on **Data Source** → **New Data Source**.

Home
Campaigns
Contacts
Agents
Supervisor
Configurations

Contact List / CCT\_ContactList ?

Details
Data Source
Attributes
Contacts
Excluded Contacts

New Data Source

Data Source Name	Type
<div> Record list is empty </div>	

In **New Data Source** page, enter **Data Source Name**, select **File** and **Import Contacts**. Click **Next** (not shown).

Home Campaigns Contacts Agents Supervisor Configurations

Contact List / Data Source / New Data Source ?

Data Source Name \*

CCT\_Datafile

Data Source Description

Create data Source Using

☒ File

☐ Database

☐ Custom

What To Do

☒ Import Contacts

☐ Exclude Contacts

Advanced Options

Select **Browse File** and **Semicolon (;)**. Then click **Browse File** and select data source file to upload Contact List.

Home Campaigns Contacts Agents Supervisor Configurations

Contact List / Data Source / New Data Source ?

Create data Source Using

☐ Local File Import

☐ FTP/SFTP File Import

☒ Browse File

Upload Contacts from following file

Browse File CCT\_ContactData.csv x

How are fields separated from each other?

☐ Comma(,)

☐ Tab

☐ Colon (:)

☒ Semicolon (;)

☐ Pipe(|)

☐ Other

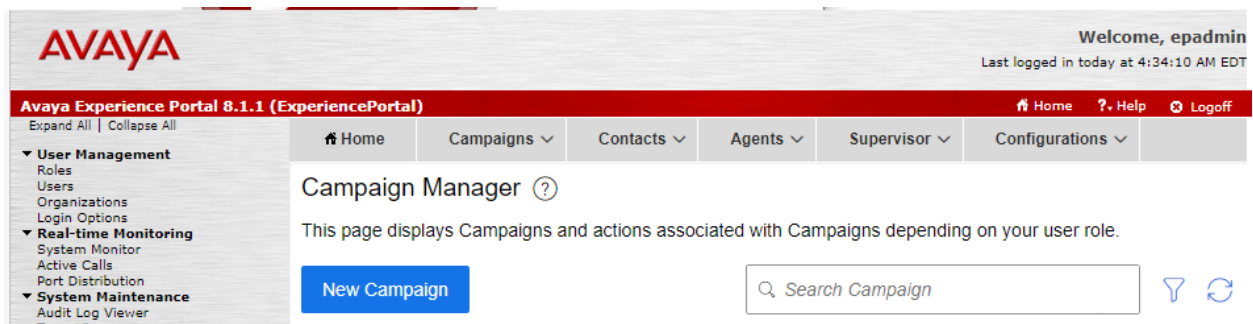
Click **Finish** to save all uploaded contacts.

## 6.5. Create New Campaign


From the left-hand menu select **Proactive Outreach → Manager** (not shown). Under **Campaigns** select **Campaign Manager**.



In **Campaign Manager** click on **New Campaign** to create the new campaign.



In **New Campaign** page, enter Campaign **Name**, select **Campaign Strategy** that already configured in **Section 6.3**.

Campaign Manager / New Campaign 

Details

Campaign

Contacts

Completion Codes

Completion Processing

Media

### Details

#### Campaign Information

Name \*

CCTCampaign

Campaign Name

Description

Campaign Description

### Campaign

#### Campaign Strategy Configuration

Select Campaign Strategy \*

CCTStrategy



Refresh

View Strategy

Select a Campaign Strategy from the list to be used in the Campaign

#### Campaign Type Configuration

Campaign Type \*



Finite



Infinite

Scroll down and select **Contact List** already configured in **Section 6.4**.

### Contacts

#### Contact List Configuration

Contact List and Filter Template Association \*

Contact List *	Filter Template	Dialing Allocation Percentage		
<div>CCT_ContactLis</div>	<div>Select</div>		✓	✕

+ Add New

Save All

☐ Apply same filter ☐ No Dialing Allocation

View Contacts

☐ Pause Dialing During Contact Selection

Complete the new Campaign with below configuration. On the **Completion Codes** tab:

### Completion Codes

#### Completion Code Configuration

Select Completion Codes For Campaign

Code1 ✕

Select the completion codes for this Campaign

Select Exclude Completion Codes for Attempt Calculation

All Contact Addresses Empty ✕

Attempt In Progress ✕

Attempt ✕

Select the completion codes not to be considered while calculating attempts

#### Rule Association

##### Global Rule

☐ Use default global rule ordering

	Global Rule
⋮	24Hours_AMD
⋮	72Hours_NUISANCE

##### Campaign Rule

Select Zone Associated to Campaign

Default

Available Rules

Add All

Selected Rules



On the **Media** tab:

#### Media

**EPM Servers**  
Default \*  

EPM ×

▼

  
Select EPM servers for this campaign to make outbound calls

**Prefix Configuration**  

Dialing prefix  
  
Specify the number you want to add before phone number as prefix before dialing out

SMS prefix  
  
Specify the number you want to add before phone number as prefix before sending out the SMS

**CCA Configuration**  
CCA Start  

☒ On Connect

☐ On Progress

  
Use to specify when the Call Classification Analysis (CCA) can start. You can use one of the option buttons to choose the CCA start  
CCA Timeout (Milliseconds)  

7500

  
Timeout value for CCA  

☐ Enable compliance timers

Leaving default values for **Additional Parameter** (not shown). Then click **Save** to save all configuration.

## 7. Configure CCT Deutschland GmbH ContactPro

This section outlines the steps required to configure ContactPro. These Application Notes assume that ContactPro already installed, basic ContactPro administration has already been performed and the necessary ContactPro licenses have been installed.

### 7.1. Configure Properties with ContactPro Manager

The ContactPro Manager allows the configuration of all properties for ContactPro. Global properties can be set at the Top System Level or set different properties at the Tenant level or Workgroup level or for each individual Agent.

Properties only need to be configured in sub levels if different Properties for other Tenants are required. This is well suited for Enterprise deployment and is similar to Avaya Interaction Center IC Manager.

The following sections describe the minimum required properties to configure for ContactPro in order to connect successfully to both the AES and the POM server. All other properties may be left at their default values.

Log in to **ContactPro Manager** via a web session as shown below.

---

### ContactPro Manager

Account Type

ContactPro

Username...

Password...

☐ Remember me

LOGIN

### 7.1.1. Configure the Connection to POM

Select **POM** and the information highlighted below must all be filled in where applicable. This information is all required to connect successfully to the POM and each part is changed by double-clicking on the field that needs to be changed.

CPVoice	
CPVoice/ClipNoScreening	
CPWrapUp	
Help	
LicenseServer	
Login	
Login/OmniLogin	
Manager	
Manager/UniversalQ	
PCICompliance	
<b>POM</b>	
POM/Callback	
POM/CloseInbound	
POM/Database	
POM/DeleteFromCallList	
POM/WebService/POMAgentAPIService	
POM/WrapUp	
POMCloseInbound	
SendFeedback	
SignalTower/Werma	
SIP/CallControls	
SIP/Server	
Voice/Avaya	
Wallboard	
Wallboard/TabColor	
WebClient/Logging	
WebViews	
WebViews/ManagerTab1	
WebViews/ManagerTab2	
WebViews/ManagerTab3	
WebViews/ManagerTab4	
WebViews/ManagerTab5	
WebViews/ManagerTab6	
WebViews/ManagerTab7	
WebViews/ManagerTab8	
WebViews/ManagerTab9	
WebViews/Tab1	
WebViews/Tab2	
WebViews/Tab3	
WebViews/Tab4	

Name	Value
DropNailUpWhileAuxPending	No
EnableAddToDNC	Yes
EnableAESVoiceAgentStatusControl	No
EnableBlending	Yes
EnableConsultDecline	Yes
EnableCountryCode	No
EnableForceWrapUp	No
EnableWrapUpDuringCall	No
EnableWrapUpOnTransfer	Yes
ForceDropCallOnReconnect	No
InboundBlendingAutoIn	Yes
InboundBlendingSkillList	
MaxRedialCount	10
NailupCallCLID	98765
NumberAnswerphone	
OutsideLineNumber	
POMAuxReasonCode	
POMLoginAuxReasonCode	
POMLogoutAuxReasonCode	
Servers	10.30.5.142:9097

To change the POM IP Address, double click on the **Connections** field highlighted below and this brings up an edit window where a new IP address that already showed in **Section 6.1** and port 9097 separated by colon can be entered and click **OK** once this is done.

**Update Property**

Name  
Servers

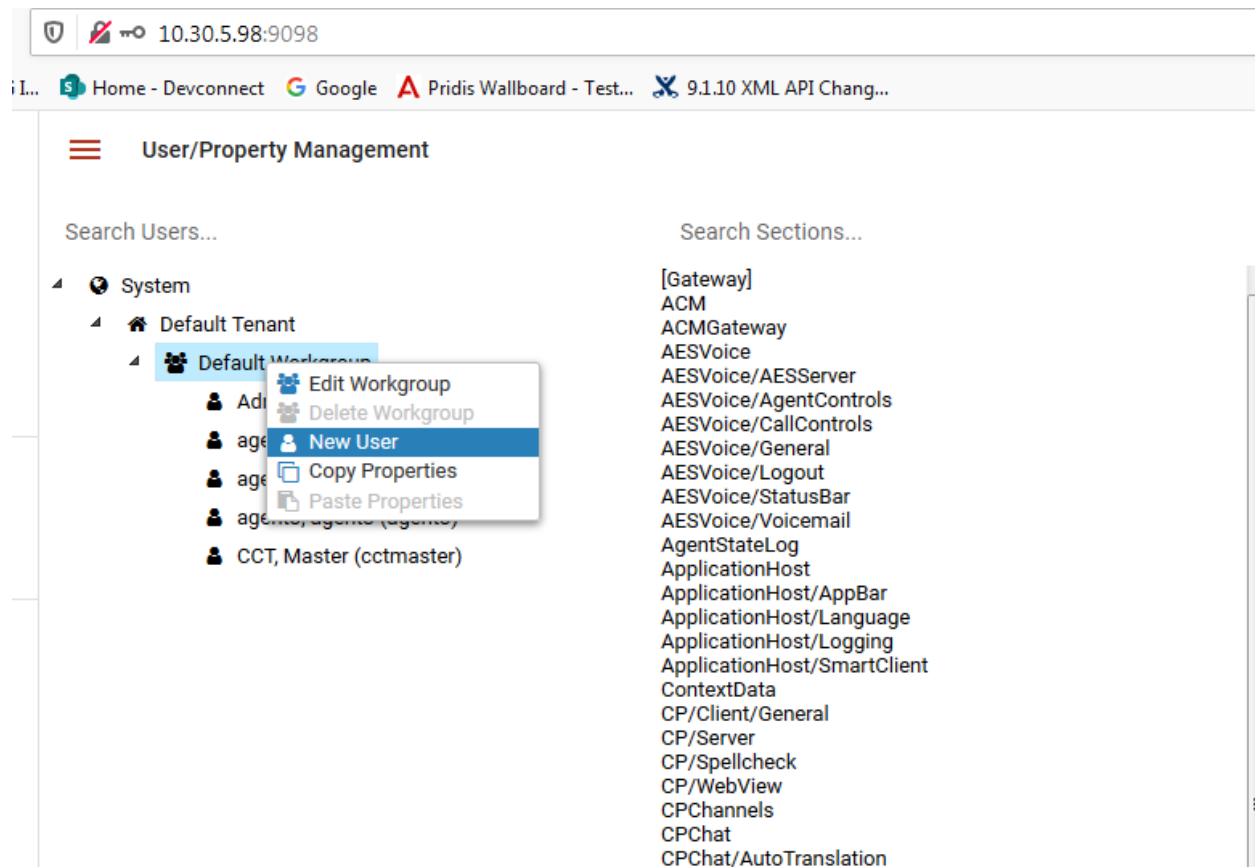
Description  
List of POM Servers. In the following format: 192.168.1.1:9970,192.168.1.2:9971

Property Value  
10.30.5.142:9097

UPDATE CANCEL

## 7.2. Configure Users with ContactPro Manager

For every ContactPro Client user, a new user needs to be created. Right click on a workgroup then click **New User**.



The following fields are required.

- **LoginName** (This is an agent ID).
- **First Name**
- **Last Name**
- **Phone : Phone Extension that use for agent login**

### Add User

Username* 80000		Title		
First Name* Agent		Last Name* Voice		
Phone 71007		Email		
Active Directory Username		CRM Username		

Role  
Agent

Agent Profile

☐ Overwrite Current Skills With Agent Profile

Password  
●●●●●●●●

Min. password length: 8  
Min. number of characters: 1  
Min. number of numbers: 1  
Min. number of special Characters: 1

☐ Change Password On Login

Agent ID 		Agent Password		
Station		Station Password		

Capacity Email 1	Capacity WebChat 1	Capacity Outbound 1	Capacity SMS 1	Capacity Total 1
---------------------	-----------------------	------------------------	-------------------	---------------------

ADD

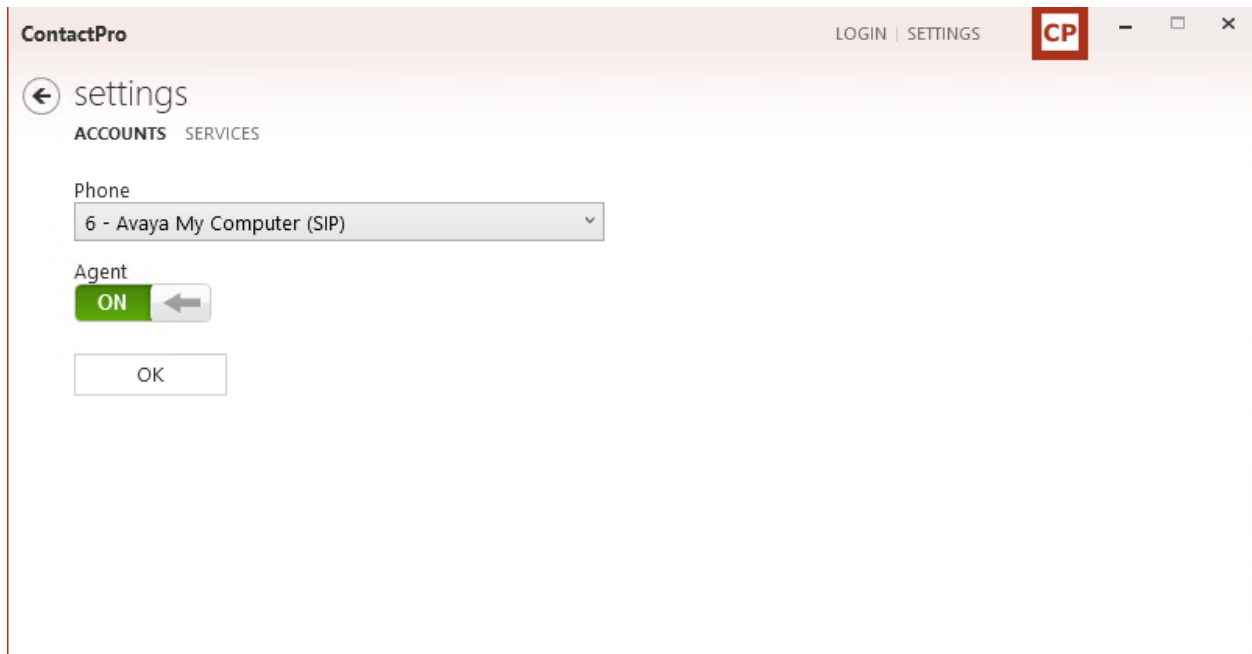
CANCEL

## 8. Verification Steps

This section provides the verification steps that can be performed to verify proper configurations of ContactPro.

### 8.1. Verify Login of ContactPro Client

From the Client PC open the application **ContactPro**. Once this is opened, select **SETTINGS** and set **Phone** as **6 – Avaya My Computer (SIP)**.



Click on **OK** to fill following details:

ContactPro

LOGIN | SETTINGS

CP

-


□

×

←

welcome

LOGIN



Please enter your login details.

ContactPro

agent1

••••••••

Phone

71007

•••••

Agent

80000

••••••

Clear

OK

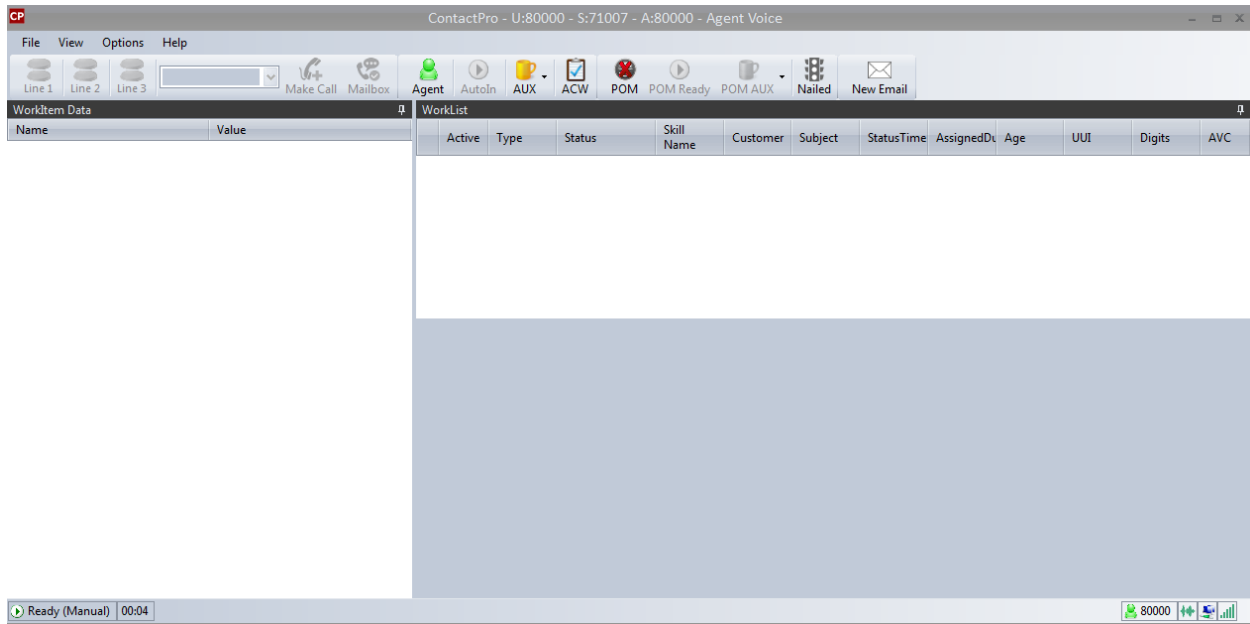
Cancel

Click on **OK** to log in to **ContactPro**.



### 8.1.1. Verify Agent Status using ContactPro

Once logged in the agent state can be changed using the buttons at the top left highlighted below. Note also the station number (**71007**) and Agent ID (**80000**) once logged in.



### 8.1.2. Verify POM status in ContactPro

Click on the **POM** button to login to POM, then click on the **Ready** button. Now check the Nailed status (traffic light icon). The Ready button X should disappear, the Nailed status depends on the POM settings:

- Red: No Outbound skill assigned or no campaign active.
- Yellow: Pending, no active campaign.
- Green: Nailup Call active and connected to a campaign.







The agent will then receive a POM outbound work item. A new outbound tab is created with details of the customer. The agent can perform POM call actions using the call control buttons inside the tab. The agent can also follow campaign scripts.

The screenshot displays the ContactPro interface. At the top, a toolbar includes buttons for POM, Ready, POM AUX, Nailed, and Line 2. The main window is divided into several sections:

- WorkItem Data:** A table with fields like Name, Value, AcceptDate, Active, ACWTime, AESEventReceived, ANI, Answered, Associated/VoiceCall, CallID, Campaign Name, Can Cancel, Can Dial, Can Reschedule, Contact ID, Contact Type, CreateDate, Customer, and Customer ID.
- Worklist:** A table with columns: Active, Type, Status, VDN Name, Customer, StatusTime, AssignedDuration, Age, UUI, Digits, and A/C.
- Customer Interaction:** A section for customer details (Name, Value) and a WRAPUP section with a list of status codes (64 Success, 65 SuccessClosure, 66 Not available, 63 Abgeschlossen, 73 éxito).
- Call Control Buttons:** A set of icons (phone, stop, play, etc.) used for managing the call.
- Preview:** A text area showing a message: "Hello my name is Steve Carrey, am I talking to Stefan Schneider?" with "Yes" and "No" radio buttons and an "Ok" button.
- Wallboard:** A table showing performance metrics for various skills (MDM 1, MDM 2, WWW, AIC Test Skill, AIC KDG Skill).

The status bar at the bottom indicates "Ready (Auto)" and "AUX - 9".

At the end of the call, the agent can select a wrap up code.

008214551525023 ~      

**CUSTOMER** CONTACT NOTES CALLBACK

Name	Value
Customer ID	ST5-Testphone-2-1
First Name	Stefan
Last Name	Schneider
Title Predefined	
Country Predefined	
Zipcode Predefined	
Address Line 1 Predefined	

**WRAPUP**



64 Success

65 SuccessClosure

66 Not available

63 Abgeschlossen

73 éxito

 **00:21** 

## 9. Conclusion

These Application Notes describe the configuration steps required for ContactPro 6.2 from CCT Deutschland GmbH to interoperate with Avaya Proactive Outreach Manager (POM) 4.0. All feature and serviceability test cases were completed successfully, with any observations noted in **Section 2.2**.

## 10. Additional References

This section references the Avaya and CCT Deutschland GmbH product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>

Product documentation for Avaya products may be found at <http://support.avaya.com>.

1. *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 12, July 2021
2. *Administering Avaya Aura® Session Manager*, Release 8.1.x, Issue 10, Sept 2021
3. *Administering Avaya Aura® System Manager*, Release 8.1.x, Issue 17, Nov 2021
4. *Administering Avaya Aura® Application Enablement Services*, Release 8.1.x, Issue 12, Oct 2021
5. *Proactive Outreach Manager 4.0 Overview and Specification*
6. *Implementing Proactive Outreach Manager 4.0, Issue 1, Dec 2020*

The following CCT Deutschland GmbH documentation can be obtained using the contact information detailed in **Section 2.3**.

- CCT ContactPro Implementation Guide.
- CCT ContactPro Installation Guide.
- CCT ContactPro User Guide.
- CCT ContactPro Technical Specification.
- CCT ContactPro Test Specification.
- CCT ContactPro Port Ranges.

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