



Avaya Solution & Interoperability Test Lab

Application Notes for Resource Software International Visual Rapport with Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Resource Software International Visual Rapport to interoperate with Avaya IP Office. Resource Software International Visual Rapport is a visual communication console that provides desktop dialing, telephone status / presence, instant messaging, email, screen pop, call logging, and file transfer. The compliance testing focused on the telephony features.

In the compliance testing, Resource Software International Visual Rapport used the TAPI interface from Avaya IP Office to provide screen pop and basic call control telephony features.

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 Resource Software International (RSI) Visual Rapport to interoperate with Avaya IP Office. RSI Visual Rapport is a visual communication console that provides desktop dialing, telephone status / presence, instant messaging, email, screen pop, call logging, and file transfer. The compliance testing focused on the telephony features.

In the compliance testing, RSI Visual Rapport used the TAPI interface from Avaya IP Office to provide screen pop and basic call control telephony features.

RSI Visual Rapport used a server and client architecture. Each RSI Visual Rapport client used TAPI 3 in single user mode with Avaya IP Office to obtain call events and perform call controls such as hold and reconnect.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying the following on RSI Visual Rapport:

- Handling of TAPI call events from Avaya IP Office.
- Proper handling of call control scenarios including answer, disconnect, hold, reconnect, blind/attended transfer, park, unpark, incoming trunk call, internal call, outgoing call, voicemail call, multiple calls, and outpulse of DTMF digits.

The serviceability testing focused on verifying the ability of RSI Visual Rapport to recover from adverse conditions, such as disabling/re-enabling the network connection to the RSI Visual Rapport Client.

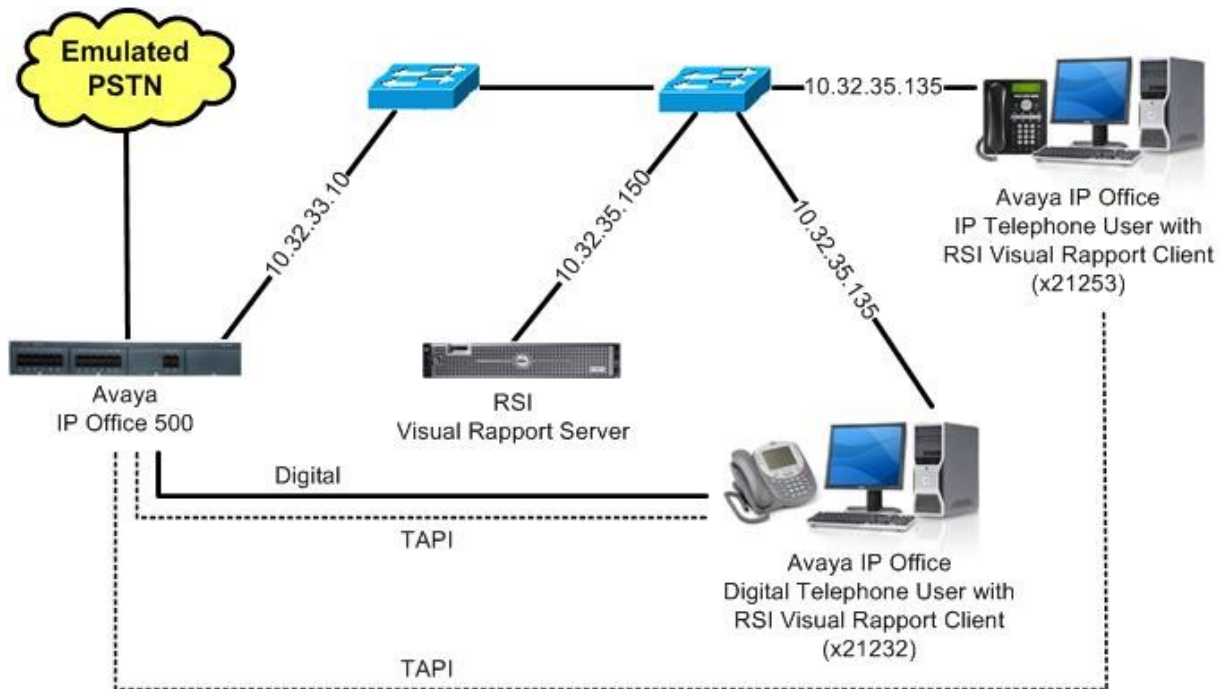
1.2. Support

Technical support on the RSI Visual Rapport can be obtained through the following:

- **Phone:** (905) 576-4575
- **Email:** support@telecost.com
- **Web:** www.telecost.com

2. Reference Configuration

The RSI Visual Rapport solution consists of the RSI Visual Rapport Server, and RSI Visual Rapport Clients. Each RSI Visual Rapport Client has a TAPI connection to Avaya IP Office, as shown in the compliance test configuration below.



3. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office IP500	6.0 (8)
Avaya 5420 Digital Telephone	NA
Avaya 1600 Series IP Telephones (H.323)	1.21
RSI Visual Rapport Server on Windows 2003 Server with Service Pack 2	2.16
RSI Visual Rapport Client <ul style="list-style-type: none">Avaya IP Office TAPI3 Driver (tspi3w)	2.16 1.0.0.17

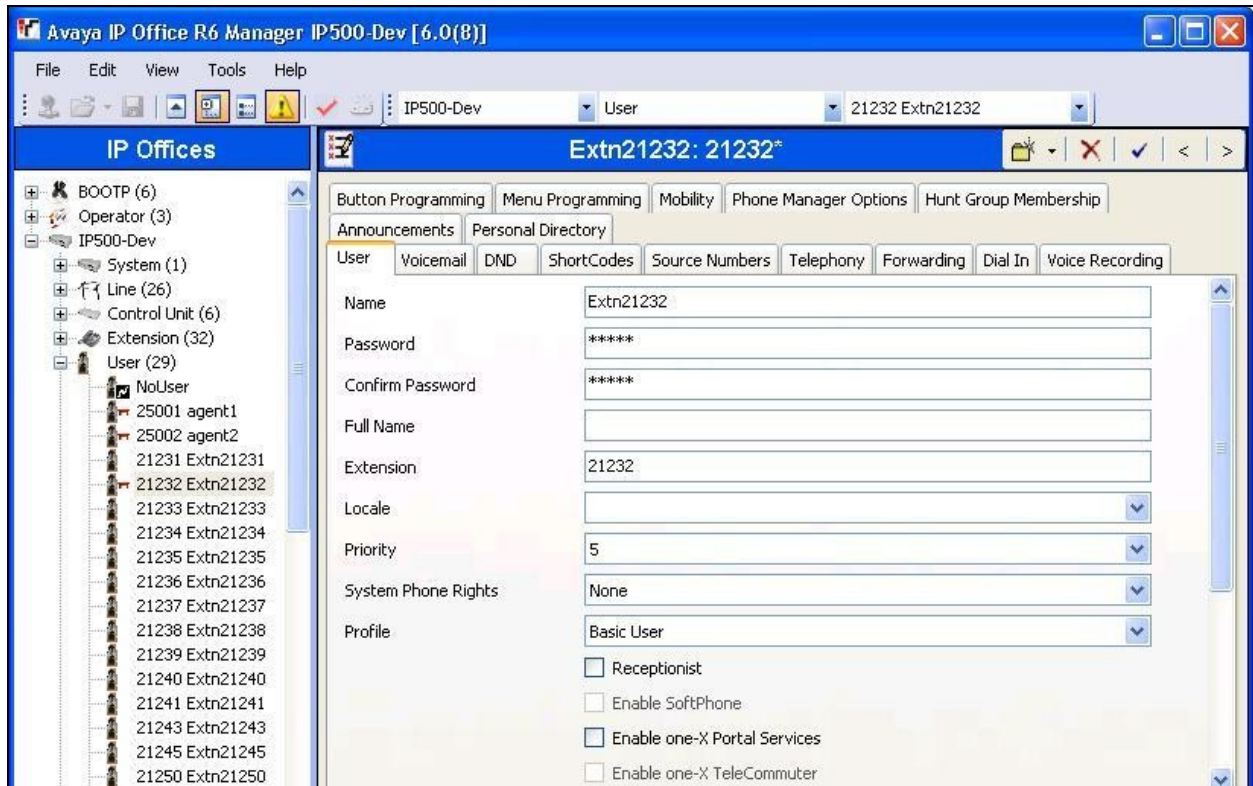
4. Configure Avaya IP Office

This section provides the procedures for configuring Avaya IP Office.

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP Office R6 Manager** screen is displayed. From the configuration tree in the left pane, select the first user extension shown in **Section 2**, in this case **User > 21232**.

Enter a desired value for **Password** and **Confirm Password**. Make a note of the values for **Name**, **Password**, and **Extension**, which will be used later to configure RSI Visual Rapport. Repeat this section for all RSI Visual Rapport users. In the compliance testing, two users with extensions of “21232” and “21253” were configured.



5. Configure RSI Visual Rapport Server

This section provides the procedures for configuring the RSI Visual Rapport Server. The procedures include the following areas:

- Launch Visual Rapport Server
- Administer group
- Administer users
- Administer communication

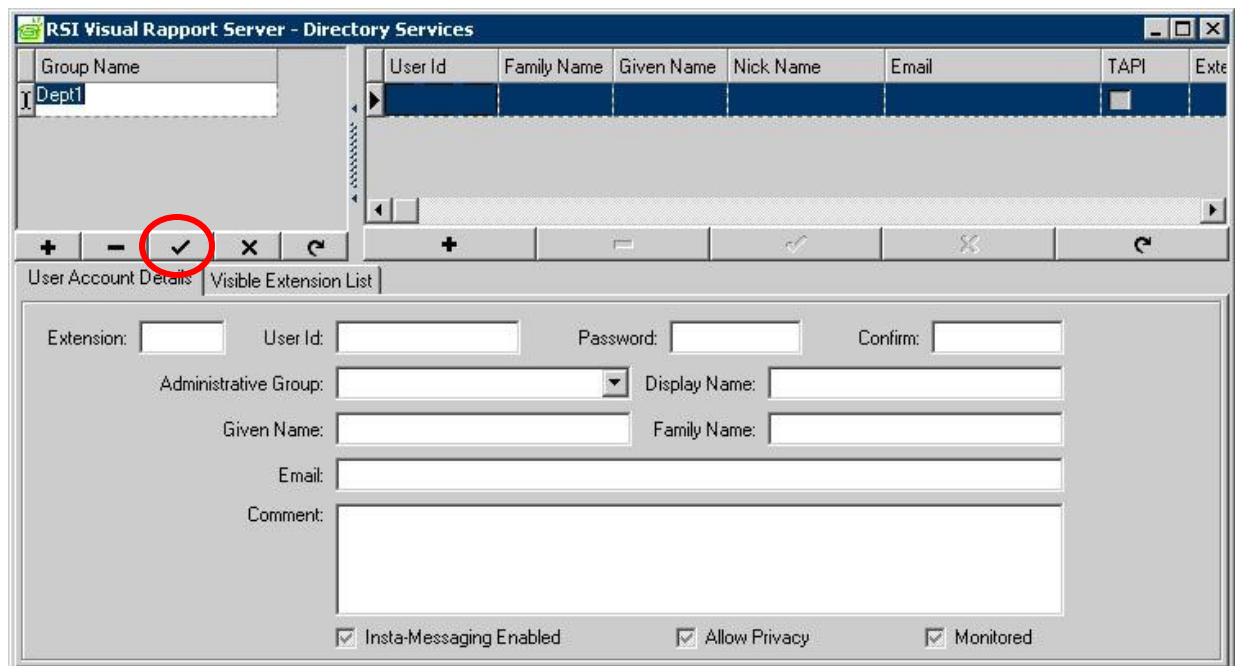
5.1. Launch Visual Rapport Server

From the Visual Rapport Server, select **Start > All Programs > RSI > Visual Rapport for TAPI > Server** to display the **RSI Visual Rapport Server** screen. Select **Tools > Directory Services** from the top menu.



5.2. Administer Group

The **RSI Visual Rapport Server – Directory Services** screen is displayed next. In the upper left pane, enter a desired **Group Name**, and click the **Post edit** icon circled below.



5.3. Administer Users

In the bottom pane, select the **User Account Details** tab.

For **Extension**, enter the first user extension from **Section 4**. Enter desired values for **User Id**, **Password**, **Confirm**, and **Display Name**. Retain the default value in the remaining fields, and click the **Post edit** icon circled below.

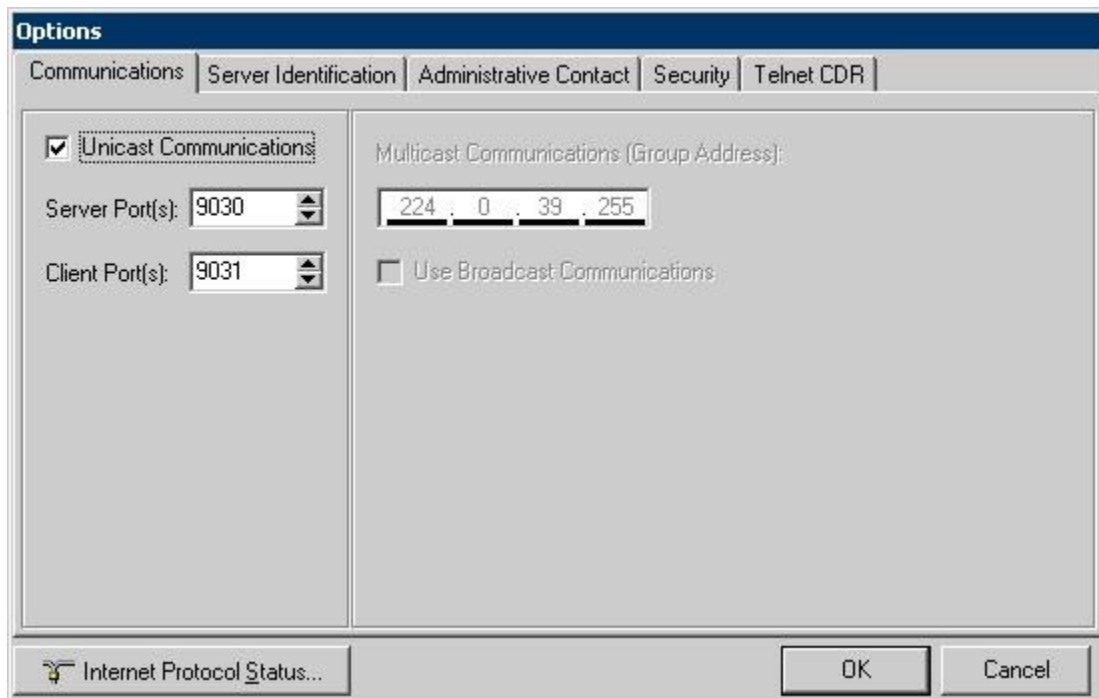
The screenshot shows the 'RSI Visual Rapport Server - Directory Services' window. The 'User Account Details' tab is selected. The 'Visible Extension List' shows a table with columns: User Id, Family Name, Given Name, Nick Name, Email, TAPI, and Extension. The first row shows 'user21232' with a checkmark in the TAPI column. Below the table, the 'Post edit' icon (a checkmark) is circled in red. The 'User Account Details' form includes fields for Extension (21232), User Id (user21232), Password (masked), Confirm (masked), Administrative Group (Dept1), Display Name (User 21232), Given Name, Family Name, Email, and Comment. At the bottom, there are checkboxes for 'Insta-Messaging Enabled' (checked), 'Allow Privacy' (unchecked), and 'Monitored' (checked).

Repeat this section to add all users. In the compliance testing, two users with extensions “21232” and “21253” were added as shown below.

The screenshot shows the 'RSI Visual Rapport Server - Directory Services' window. The 'User Account Details' tab is selected. The 'Visible Extension List' shows a table with columns: User Id, Family Name, Given Name, Nick Name, Email, TAPI, and Extension. The first row shows 'user21232' with a checkmark in the TAPI column. The second row shows 'user21253' with a checkmark in the TAPI column. Below the table, the 'Post edit' icon (a checkmark) is circled in red. The 'User Account Details' form includes fields for Extension (21253), User Id (user21253), Password (masked), Confirm (masked), Administrative Group (Dept1), Display Name (User 21253), Given Name, Family Name, Email, and Comment. At the bottom, there are checkboxes for 'Insta-Messaging Enabled' (checked), 'Allow Privacy' (unchecked), and 'Monitored' (checked).

5.4. Administer Communication

From the **RSI Visual Rapport Server** screen shown in **Section 5.1**, select **Tools > Options** from the top menu to display the **Options** screen. Check **Unicast Communications**. Note that the method of communication between the server and client can be either unicast or multicast. In the compliance testing, the unicast method was used.



The **RSI Visual Rapport Server** screen is displayed again. Click on the flip switch.



The **Communication Services** are activated as shown below.



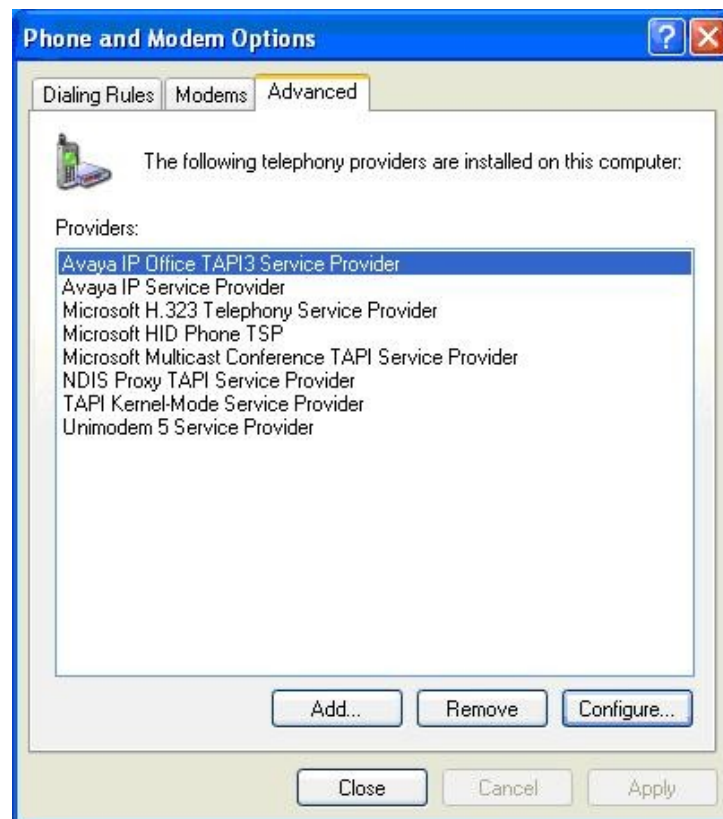
6. Configure RSI Visual Rapport Client

This section provides the procedures for configuring the RSI Visual Rapport Client. The procedures include the following areas:

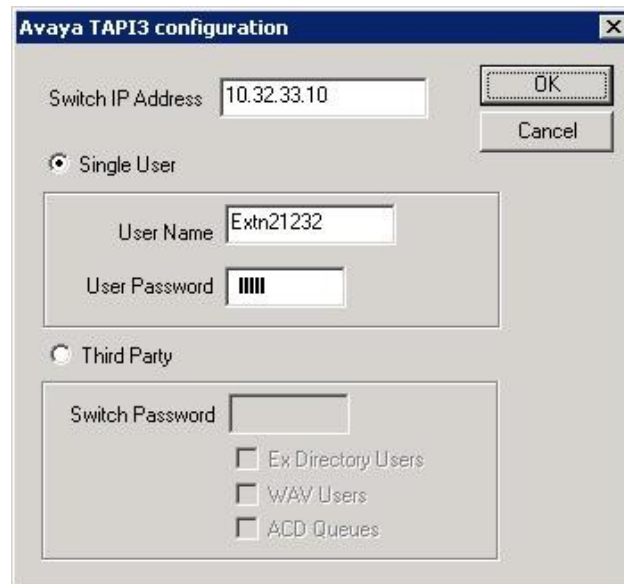
- Administer TAPI driver
- Launch Visual Rapport Client
- Administer messaging configuration
- Administer TAPI configuration

6.1. Administer TAPI Driver

From the Visual Rapport Client, select **Start > Control Panel > Phone and Modem Options**, to display the **Phone and Modem Options** screen. Select the **Avaya IP Office TAPI3 Service Provider** entry under the **Advanced** tab, and click **Configure**.



The **Avaya TAPI3 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of Avaya IP Office. Select the radio button for **Single User**. For **User Name** and **User Password**, enter the corresponding IP Office user name and password from **Section 4**. Reboot the Visual Rapport Client PC.



The image shows the 'Avaya TAPI3 configuration' dialog box. It has a title bar with a close button. Inside, there's a 'Switch IP Address' field with the value '10.32.33.10'. To the right are 'OK' and 'Cancel' buttons. Below this is a radio button labeled 'Single User' which is selected. Underneath is a 'User Name' field with 'Extn21232' and a 'User Password' field with masked characters. Below that is another radio button labeled 'Third Party' which is not selected. Underneath is a 'Switch Password' field and three checkboxes: 'Ex Directory Users', 'WAV Users', and 'ACD Queues', all of which are unchecked.

6.2. Launch Visual Rapport Client

From the Visual Rapport Client, select **Start > Programs > RSI > Visual Rapport for TAPI > Client** to display the **RSI Visual Rapport Client** screen.



6.3. Administer Messaging Configuration

The **Messaging Configuration** screen is displayed. For **Visual Rapport Server Address**, enter the IP address of Visual Rapport Server. Retain the default values in all remaining fields.

The screenshot shows the 'RSI Visual Rapport Client' window with the 'Messaging Configuration' tab selected. The 'Visual Rapport Server Address' field contains '10.32.35.150'. Under 'Unicast Communications', 'Server Port(s)' is '9030' and 'Client Port(s)' is '9031'. The 'Multicast Group Address' is '224.0.0.255' and 'Use Broadcast Communications' is unchecked. At the bottom are buttons for '< Back', 'Next >', and 'Cancel'.

Field	Value
Visual Rapport Server Address	10.32.35.150
Unicast Communications	<input checked="" type="checkbox"/>
Server Port(s)	9030
Client Port(s)	9031
Multicast Group Address	224.0.0.255
Use Broadcast Communications	<input type="checkbox"/>

6.4. Administer TAPI Configuration

The **TAPI Configuration** screen is displayed next. Select “Avaya IP Office TAPI3 Service Provider” from the drop-down list. Select **Callable**, **Internal**, and **Owner** as shown below. Retain the default values in the subsequent screens to complete the configuration.

The screenshot shows the 'RSI Visual Rapport Client' window with the 'TAPI Configuration' tab selected. The 'Telephony Service Provider (TSP)' dropdown is set to 'Avaya IP Office TAPI3 Service Provider'. Below is a table with columns: Hide, Callable, Internal, Owner, and Appearance Name. The first row is selected and highlighted in yellow.

Hide	Callable	Internal	Owner	Appearance Name
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP Office Phone: 21232 - 21232

7. General Test Approach and Test Results

The feature test cases were performed manually. Incoming calls were made to the users to verify proper screen pop, and manual call controls from the agent desktops.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet cable to the RSI Visual Rapport Client.

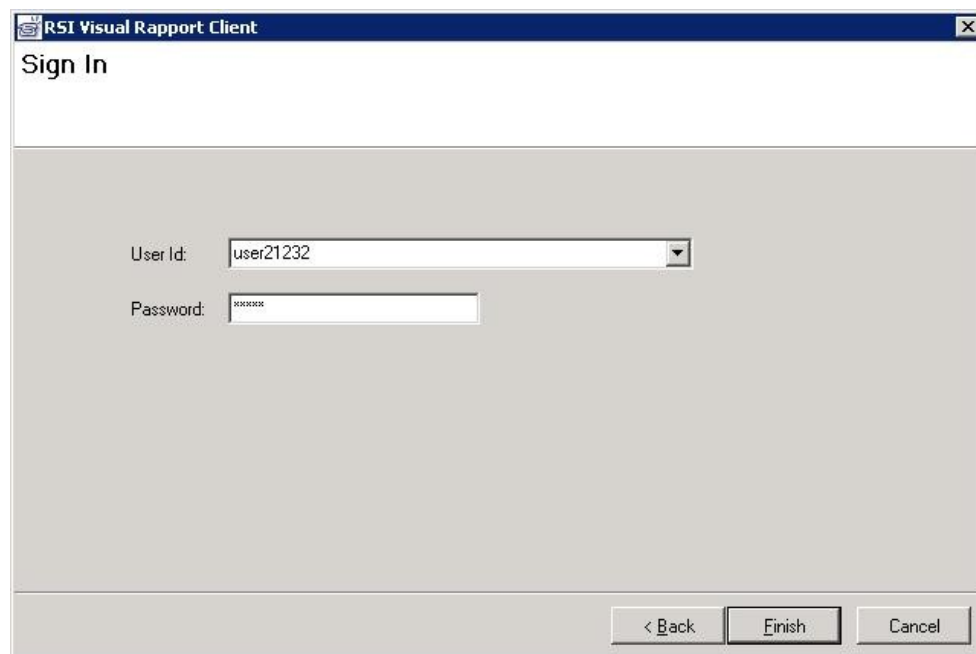
The verification of tests included checking of proper states at the user telephones and desktop screens, and of reviewing the TAPI log file from the RSI Visual Rapport Client.

All test cases were executed and passed.

8. Verification Steps

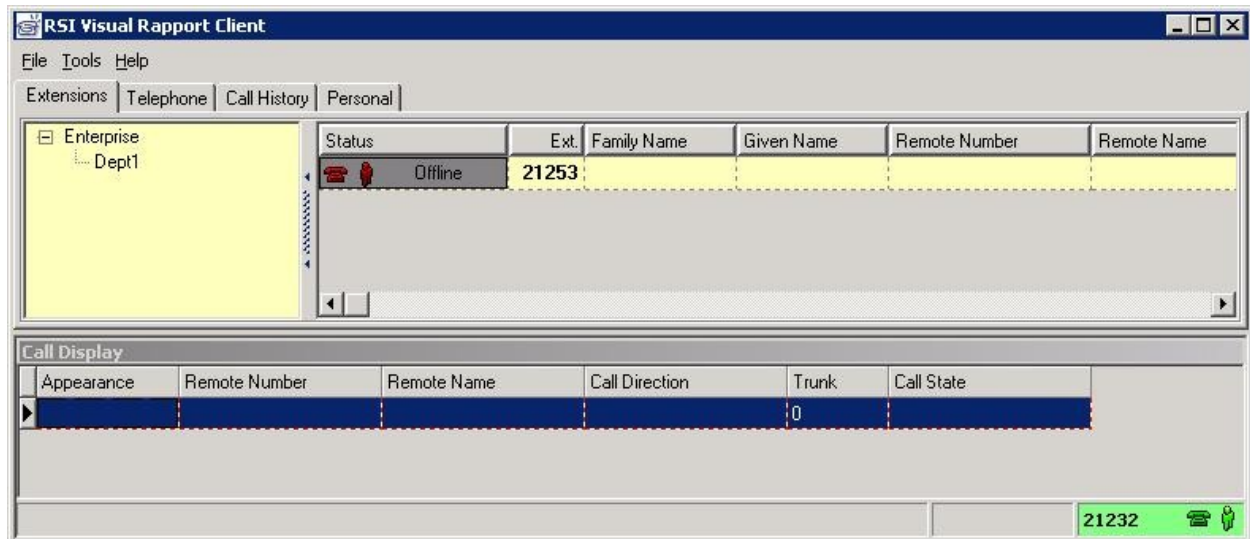
This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and RSI Visual Rapport.

From the Visual Rapport Client, select **Start > Programs > RSI > Visual Rapport for TAPI > Client** to display the **RSI Visual Rapport Client** screen. Enter the appropriate user ID and password from **Section 5.3**.

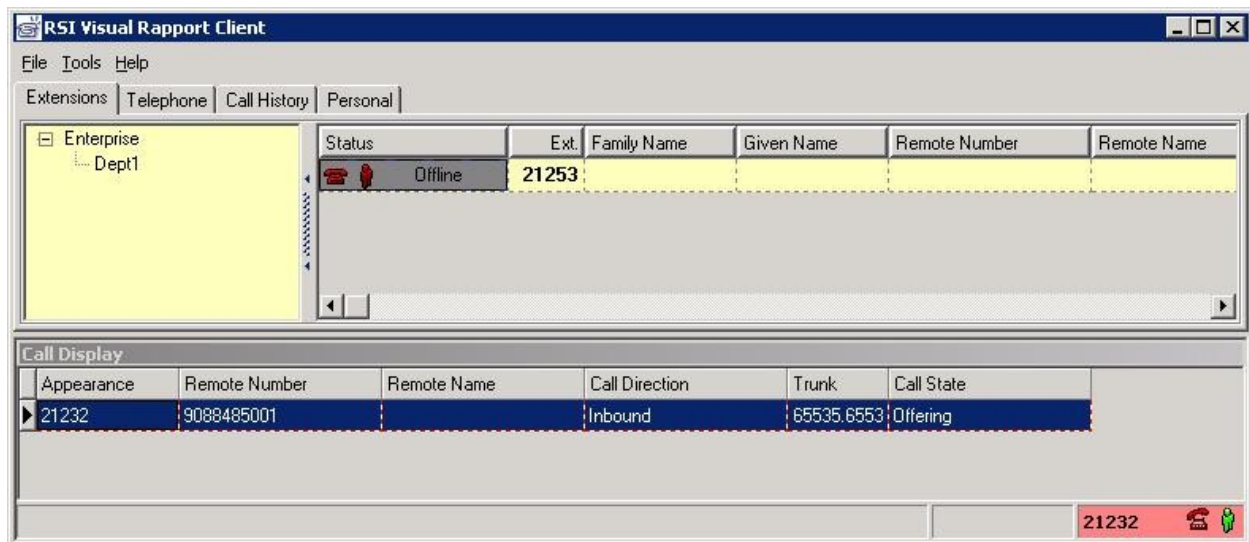


The screenshot shows a window titled "RSI Visual Rapport Client" with a "Sign In" header. Below the header, there are two input fields: "User Id:" with a dropdown menu showing "user21232" and "Password:" with a masked input field showing "XXXXXXXX". At the bottom right, there are three buttons: "< Back", "Finish", and "Cancel".

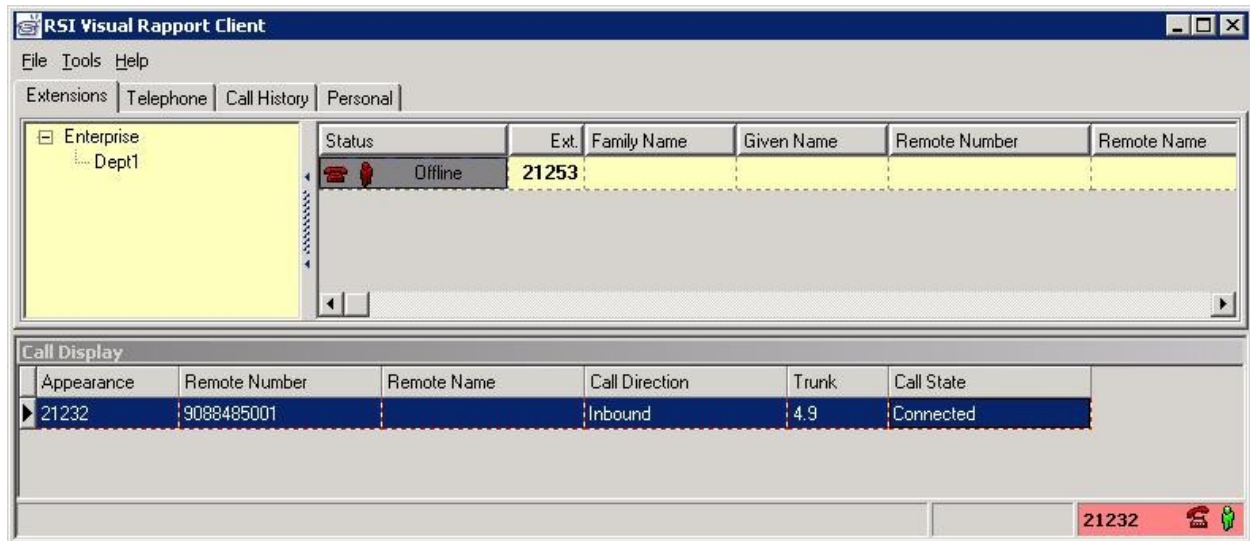
The screen below is displayed next. Verify that the user ID is displayed in the lower right corner of the screen.



Make an incoming trunk call to the user. Verify that an entry is displayed in the **Call Display** section with relevant information. Right click on the entry and select “Answer”.



Verify that the user telephone is connected to the caller, and that the **Call State** is updated to “Connected”, as shown below.



9. Conclusion

These Application Notes describe the configuration steps required for RSI Visual Rapport to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed.

10. Additional References

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

1. *IP Office 6.0 Documentation CD*, February 2010, available at <http://support.avaya.com>.
2. *Visual Rapport Server*, available on the RSI Visual Rapport Server as part of installation.
3. *Visual Rapport Client*, available on the RSI Visual Rapport Client as part of installation.

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