



Avaya Solution & Interoperability Test Lab

Application Notes for IniSoft synTelate with Avaya Proactive Contact using Avaya PG230 Gateway - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Initiative Software synTelate 3.1 to successfully interoperate with Avaya Proactive Contact 4.0 using Avaya PG230 Gateway. synTelate is a call center scripting application for creating inbound and outbound campaigns and consists of the synTelate Designer and the synTelate Agent. synTelate Agent was compliance tested against Avaya Proactive Contact 4.0 using Avaya PG230 Gateway.

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

1. Introduction

These Application Notes describe a compliance-tested configuration comprised of Avaya Proactive Dialer 4.0 using Avaya PG230 Gateway (HardDialer), and Inisoft synTelate 3.1 (synTelate).

synTelate is a call center scripting application for creating inbound and outbound campaigns, and consists of the synTelate Designer and the synTelate Agent. synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens. synTelate database consists of client records that are used during inbound and outbound campaigns which are imported from Avaya HardDialer. synTelate Agent uses Avaya Proactive Dialer Agent API (Agent API) to communicate with Avaya HardDialer. This allows synTelate to perform operations such as logging in and out the agent, joining a job, changing the agent state, handling calls and setting completion codes. synTelate uses a TSAPI link to Avaya AES to receive inbound call events and to control the call (answer, hold, retrieve, hangup, etc.).

During compliance testing, Outbound, Managed, Intelligent Call Blending (ICB) and Predictive Agent Blending (PAB) campaign types were run. Outbound campaign focuses only on outbound calls initiated by the dialer. Managed campaign is a special type of Outbound campaign where the agent releases the call to be dialed after reviewing the customer information.

ICB campaign can handle both outbound and inbound calls but it focuses on outbound calls. Inbound calls for Blended campaigns are handled by Avaya HardDialer.

PAB campaign can handle both outbound and inbound calls but it focuses on outbound calls and releases agents, when an inbound call enters the monitored hunt group queue on Avaya Communication Manager. Predictive Agent Blending is achieved with a Computer Telephony Interface (CTI) link configured between Avaya HardDialer and Avaya AES.

Figure 1 shows the configurations used for the compliance test.

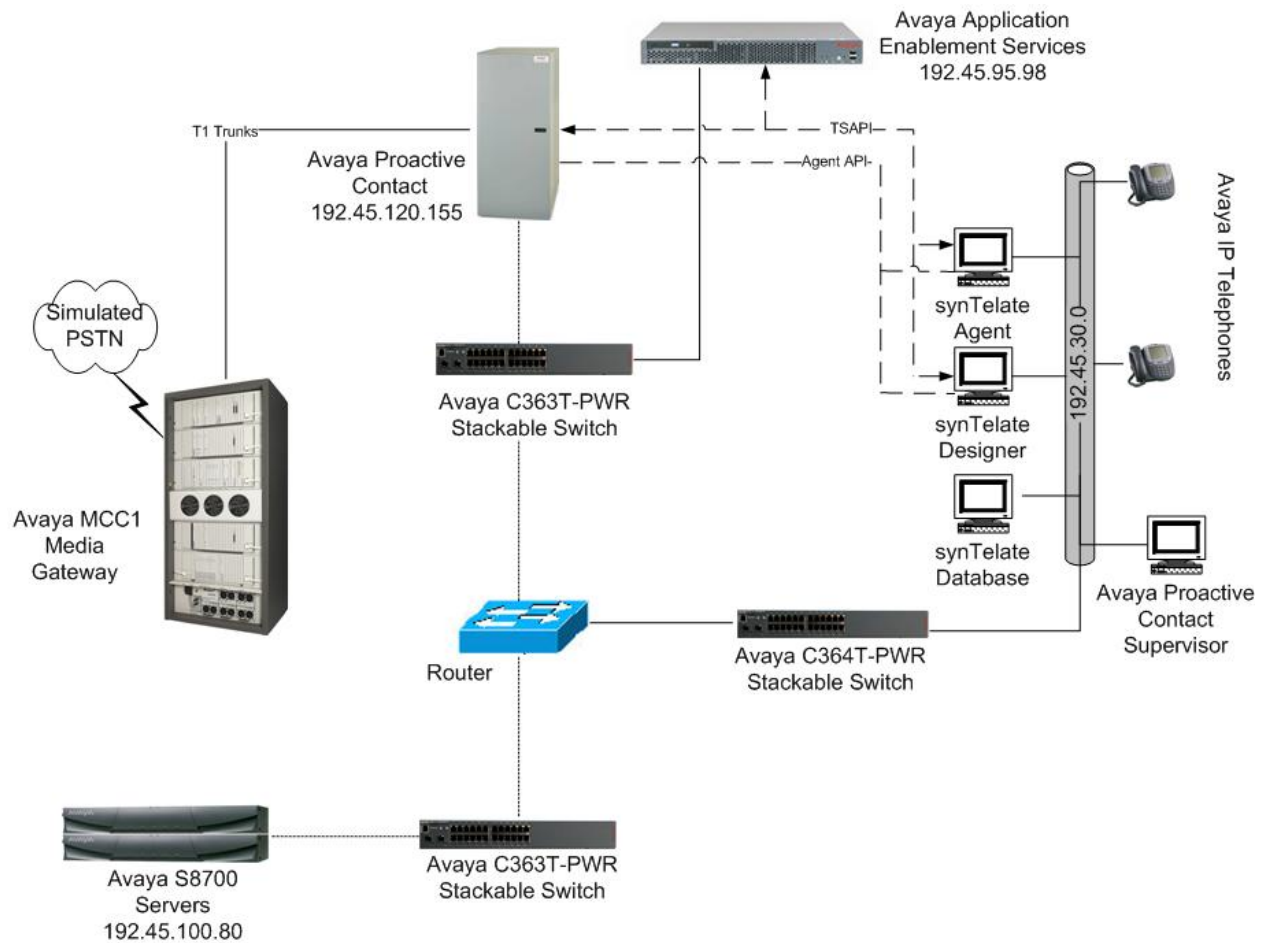


Figure 1: Avaya Proactive Contact using Avaya PG230 Gateway and synTelate Configuration

2. Equipment and Software Validated

The following equipment and software were used for the sample configuration.

Equipment	Software
Avaya Proactive Contact System Cabinet with HP Proliant DL385G2 using PG230 Switch	Avaya Proactive Contact 4.0.1 Build 105
Avaya Proactive Contact Agent API	4.0
Avaya Proactive Contact TSAPI Client	3.1.1
Avaya Application Enablement Services	3.1.1
Avaya MCC1 Media Gateway with Avaya S8700 Servers	Avaya Communication Manager 4.0 (R014x.00.0.730.5)
Avaya C364T-PWR Converged Stackable Switch	4.5.14
Avaya C363T-PWR Converged Stackable Switch	4.5.14
Avaya 4620SW IP Telephones	2.8
synTelate Agent and Designer	synTelate 3.1 on Windows XP Professional, SP 2
synTelate Database	Microsoft SQL 2000

3. Configure Avaya Proactive Contact

These Application Notes assume that the interface with Avaya HardDialer, Avaya S8700 Server and Avaya Communication Manager has been configured and is operational [2]. The following campaign types are already configured on Avaya HardDialer:

- Outbound Calling
- Predictive Agent Blending
- Managed Calls
- Intelligent Call Blending

In a Predictive Agent Blending campaign, agents log in to Avaya Communication Manager and to Avaya HardDialer. Avaya HardDialer via the CTI link to Avaya AES monitors the activity on Avaya Communication Manager contact center devices such as the inbound VDN and hunt groups, and uses this information to determine when to acquire agents for outbound calling and when to release the agents to handle inbound calls.

The following features should have already been configured on Avaya HardDialer.

- Completion Codes
- Agent Owned Recall
- Recall/Callback
- Agent Playable Message
- Autowrap
- Job Linking
- Shadow Jobs
- Native Voice and Data Transfer (Supervised Transfer)

3.1. Calling List Fields Configuration Files

The calling list contains the customer records. The calling list fields are configured in the list configuration files (i.e., list5.fdict), located in the **/opt/avaya/pds/lists/list5.app** folder on Avaya HardDialer. The following highlighted fields were mapped to the synTelate fields in **Section 6.1, Step 8**.

```
RECLLEN:1035:
ACCTNUM:16:C:ACCOUNT NUMBER:
BALANCE:10:$:BALANCE:
TOTALDUE:10:$:TOTAL DUE:
NAME1:25:C:NAME LINE1:
NAME2:25:C:NAME LINE2:
CITY:25:C:City:
STATE:2:C:State:
ZIPCODE:5:N:ZIPCODE:
PHONE1:12:C:HOME PHONE:
PHONE2:12:C:BUSINESS PHONE:
COMMENT1:60:C:COMMENT LINE 1:
ORIGINALJOBNAME:20:C:Original Job Name
AGENT:8:C:AGENT ID:
DTE:10:D:SYSTEM DATE:
```

3.2. Verify the moagent32.ini file

The synTelate agent checks the moagent32.ini file located in C:WINDOWS to obtain the Avaya HardDialer IP address and port number. The lines in the moagent32.ini file are shown below.

```
[logon]
servername = 192.45.120.155
servicename = agent
portnumber = 22700
headset =
```

4. Configure Avaya Communication Manager

The basic configuration of Avaya Communication Manager is beyond the scope of these Application Notes. Following steps provide an overview of the contact center functionality configuration required on Avaya Communication Manager to support Predictive Agent Blending feature on Avaya HardDialer. Configuration in the following steps is only for the fields where a value needs to be entered or modified. These steps are performed from the Avaya Communication Manager System Access Terminal (SAT) interface and all changes are saved. Default values are used for all other fields. For all other provisioning information, please refer to Section 11.

In a PAB system, agents log in to the Avaya Communication Manager contact center and to Avaya HardDialer. Avaya HardDialer via the CTI link monitors the activity on Avaya Communication Manager contact centre devices such as the inbound VDN and hunt groups, and uses this information to determine when to acquire agents for outbound calling and when to release the agents to handle inbound calls.

Step	Description																														
1.	<p>Use the display system-parameters customer-options command. On Page 3, verify that the Computer Telephony Adjunct Links option is set to y.</p> <div><pre>display system-parameters customer-options</pre><div>Page 3 of 11</div><div>OPTIONAL FEATURES</div><table><tbody><tr><td>Abbreviated Dialing Enhanced List? n</td><td>Audible Message Waiting? n</td></tr><tr><td>Access Security Gateway (ASG)? n</td><td>Authorization Codes? n</td></tr><tr><td>Analog Trunk Incoming Call ID? n</td><td>Backup Cluster Automatic Takeover? n</td></tr><tr><td>A/D Grp/Sys List Dialing Start at 01? n</td><td>CAS Branch? n</td></tr><tr><td>Answer Supervision by Call Classifier? y</td><td>CAS Main? n</td></tr><tr><td>ARS? y</td><td>Change COR by FAC? n</td></tr><tr><td>ARS/AAR Partitioning? y</td><td>Computer Telephony Adjunct Links? y</td></tr><tr><td>ARS/AAR Dialing without FAC? y</td><td>Cvg Of Calls Redirected Off-net? n</td></tr><tr><td>ASAI Link Core Capabilities? n</td><td>DCS (Basic)? n</td></tr><tr><td>ASAI Link Plus Capabilities? n</td><td>DCS Call Coverage? n</td></tr><tr><td>Async. Transfer Mode (ATM) PNC? n</td><td>DCS with Rerouting? n</td></tr><tr><td>Async. Transfer Mode (ATM) Trunking? n</td><td>Digital Loss Plan Modification? n</td></tr><tr><td>ATM WAN Spare Processor? n</td><td>DS1 MSP? n</td></tr><tr><td>ATMS? n</td><td>DS1 Echo Cancellation? n</td></tr><tr><td>Attendant Vectoring? n</td><td></td></tr></tbody></table></div>	Abbreviated Dialing Enhanced List? n	Audible Message Waiting? n	Access Security Gateway (ASG)? n	Authorization Codes? n	Analog Trunk Incoming Call ID? n	Backup Cluster Automatic Takeover? n	A/D Grp/Sys List Dialing Start at 01? n	CAS Branch? n	Answer Supervision by Call Classifier? y	CAS Main? n	ARS? y	Change COR by FAC? n	ARS/AAR Partitioning? y	Computer Telephony Adjunct Links? y	ARS/AAR Dialing without FAC? y	Cvg Of Calls Redirected Off-net? n	ASAI Link Core Capabilities? n	DCS (Basic)? n	ASAI Link Plus Capabilities? n	DCS Call Coverage? n	Async. Transfer Mode (ATM) PNC? n	DCS with Rerouting? n	Async. Transfer Mode (ATM) Trunking? n	Digital Loss Plan Modification? n	ATM WAN Spare Processor? n	DS1 MSP? n	ATMS? n	DS1 Echo Cancellation? n	Attendant Vectoring? n	
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ATMS? n	DS1 Echo Cancellation? n																														
Attendant Vectoring? n																															

2.	<p>On Page 6, verify that the ACD and Vectoring (Basic) fields are set to y.</p> <div data-bbox="285 264 1446 846"> <pre> display system-parameters customer-options CALL CENTER OPTIONAL FEATURES Call Center Release: 3.0 ACD? y BCMS (Basic)? n BCMS/VuStats Service Level? n BSR Local Treatment for IP & ISDN? n Business Advocate? n Call Work Codes? n DTMF Feedback Signals For VRU? n Dynamic Advocate? n Expert Agent Selection (EAS)? y EAS-Vectoring (3.0 Enhanced)? n Forced ACD Calls? n Least Occupied Agent? n Lookahead Interflow (LAI)? n Multiple Call Handling (On Request)? n Multiple Call Handling (Forced)? n PASTE (Display PBX Data on Phone)? n Reason Codes? n Service Level Maximizer? n Service Observing (Basic)? y Service Observing (Remote/By FAC)? y Service Observing (VDNs)? y Timed ACW? n Vectoring (Basic)? y Vectoring (Prompting)? y Vectoring (G3V4 Enhanced)? n Vectoring (ANI/II-Digits Routing)? n Vectoring (G3V4 Advanced Routing)? n Vectoring (CINFO)? n Vectoring (Best Service Routing)? n Vectoring (Holidays)? n Vectoring (Variables)? n </pre> </div>
3.	<p>Add a CTI link using the add cti-link n command; where n is an available CTI link number and configure as follows:</p> <ul style="list-style-type: none"> • Extension – Set to an available extension as per the dial plan. • Type – Set to ADJ-IP • Name – Set to any descriptive name. <div data-bbox="285 1087 1433 1287"> <pre> add cti-link 15 CTI LINK CTI Link: 15 Extension: 13000 Type: ADJ-IP Name: TSAPI link 15 COR: 1 </pre> </div>

4. Enter the **add hunt-group n** command; where **n** is an unused hunt group number and configure as follows:

- **Group Name** – Set to any descriptive name
- **Group Extension** – Set to any valid extension as per dial plan.
- **ACD?** – Set to **y**.
- **Queue?** – Set to **y**.
- **Vector?** – Set to **y**.

```
add hunt-group 102                                     Page 1 of 3
                                                    HUNT GROUP
      Group Number: 102
      Group Name: Inbound                                ACD? y
      Group Extension: 16102                             Queue? y
      Group Type: ucd-mia                                Vector? y
      TN: 1
      COR: 1
      Security Code:                                     MM Early Answer? n
      ISDN/SIP Caller Display:                          Local Agent Preference? n
```

Go to **Page 2** of the **HUNT GROUP** page, and set the **Skill** to **y**.

```
add hunt-group 102                                     Page 2 of 3
                                                    HUNT GROUP
      Skill? y
      AAS? n
      Measured: none
      Supervisor Extension:
      Controlling Adjunct: none
```

5. Enter the **change vector n** command, where **n** is associated to hunt group **102**. Enter the commands to queue to skill **102** as shown below.

```
change vector 102                                     Page 1 of 3
                                                    CALL VECTOR
      Number: 102                                     Name: Inbound
      Attendant Vectoring? n      Meet-me Conf? n      Lock? n
      Basic? y      EAS? y      G3V4 Enhanced? n      ANI/II-Digits? n      ASAI Routing? y
      Prompting? y      LAI? n      G3V4 Adv Route? n      CINFO? n      BSR? n      Holidays? n
      Variables? n      3.0 Enhanced? n
01 queue-to      skill 102      pri m
02 wait-time      999 secs hearing silence
03
04
```


6. Enter the **add agent-loginID n** command, where **n** is valid as per dial plan and configure as follows:

- **Name** – Enter any descriptive name.
- **Auto Answer** - Set to **all**.
- Repeat this step to add additional agents.

```
add agent-loginID 15101                                     Page 1 of 2
                                AGENT LOGINID
      Login ID: 15101                                AAS? n
      Name: agent1                                AUDIX? n
      TN: 1                                LWC Reception: spe
      COR: 1                                LWC Log External Calls? n
      Coverage Path:                                AUDIX Name for Messaging:
      Security Code:                                LoginID for ISDN Display? n
                                                Password:
                                                Password (enter again):
                                                Auto Answer: all
                                                MIA Across Skills: system
                                                ACW Agent Considered Idle: system
                                                Aux Work Reason Code Type: system
                                                Logout Reason Code Type: system
                                                Maximum time agent in ACW before logout (sec): system
```

On Page 2, specify the list of skills in the skill Number (**SN**) field and level in the Skill Level (**SL**) field assigned to this agent login as shown below.

```
change agent-loginID 15101                                     Page 2 of 2
                                AGENT LOGINID
      Direct Agent Skill:
Call Handling Preference: skill-level
      SN      SL      SN      SL      SN      SL      SN      SL
1: 101      1      16:      31:      46:
2: 102      2      17:      32:      47:
3:          18:      33:      48:
4:          19:      34:      49:
```

7.

Enter the **change station n** command, where n is already a configured agent phone extension. On **Page 3**, configure the following button assignments:

- **aux-work** – agent is logged on to the phone for outbound calls.
- **auto-in** – agent goes to auto-in to accept inbound calls.
- **after-call** –when the agent is in wrap up state after the call has ended.
- **release** – to drop the call.

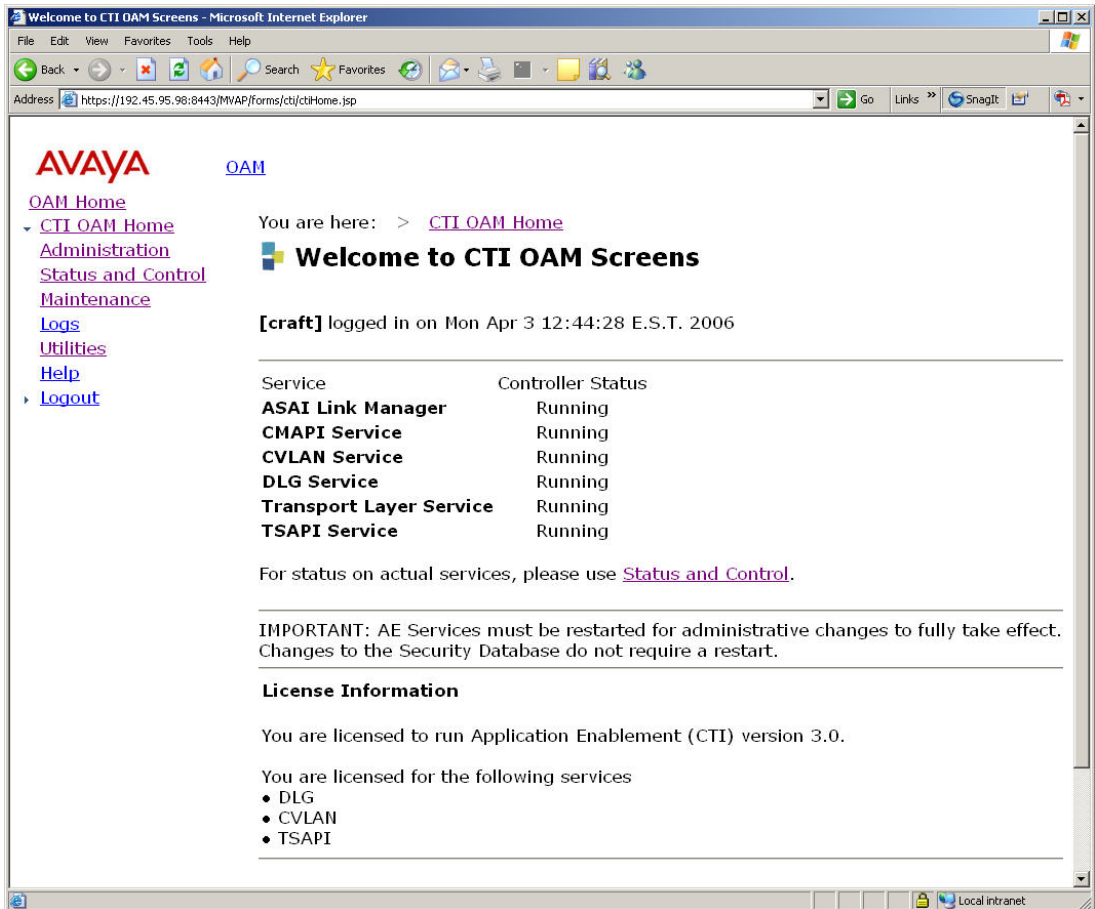
```

change station 10001                                     Page 3 of 4
                                     STATION
SITE DATA
  Room:                                     Headset? n
  Jack:                                    Speaker? n
  Cable:                                   Mounting: d
  Floor:                                   Cord Length: 0
  Building:                               Set Color:
ABBREVIATED DIALING
  List1:                                List2:                                List3:
BUTTON ASSIGNMENTS
  1: call-appr                               5: aux-work      RC:      Grp:
  2: call-appr                               6: auto-in      RC:      Grp:
  3: call-appr                               7: after-call   RC:      Grp:
  4: call-fwd   Ext:                         8: release

```

5. Configure Avaya Application Enablement Services

This section provides the procedures for configuring Avaya Application Enablement Services. Basic configuration related to the switch connection between Avaya Communication Manager and Avaya Application Enablement Services is assumed. Configuration in the following steps is only for the fields where a value needs to be entered or modified. Default values are used for all other fields.

Step	Description
1.	Launch a web browser, enter <a href="https://<IP address of AES server>:8443/MVAP">https://<IP address of AES server>:8443/MVAP in the URL, and log in with the appropriate credentials for accessing the AES CTI OAM pages.
2.	From the CTI OAM Home menu, select CTI OAM Admin and verify that the TSAPI service is licensed as shown below under the heading License Information. 

3. From the CTI OAM Home menu, select **Administration** → **CTI Link Admin** → **TSAPI Links**. Click on **Add Link** (not shown). In the Add/ Edit TSAPI Links page shown below, configure the **Link**, **Switch Connection** and **Switch CTI Link Number**. Click on **Apply Changes**.

- **Link:** Choose a link number between 1 and 16 that is available.
- **Switch Connection:** Select the appropriate previously configured switch connection to be used, from the drop down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 4.1, Step 3**.

AVAYA OAM

OAM Home

CTI OAM Home

Administration

Local IP

Ports

Switch Connections

CTI Link Admin

TSAPI Links

CVLAN Links

DLG Links

CMAPI Configuration

TSAPI Configuration

Security Database

Status and Control

Maintenance

Logs

Utilities

Help

Logout

You are here: > Administration > CTI Link Admin > TSAPI Links

Add / Edit TSAPI Links

Link: 1

Switch Connection: devcon2715

Switch CTI Link Number: 15

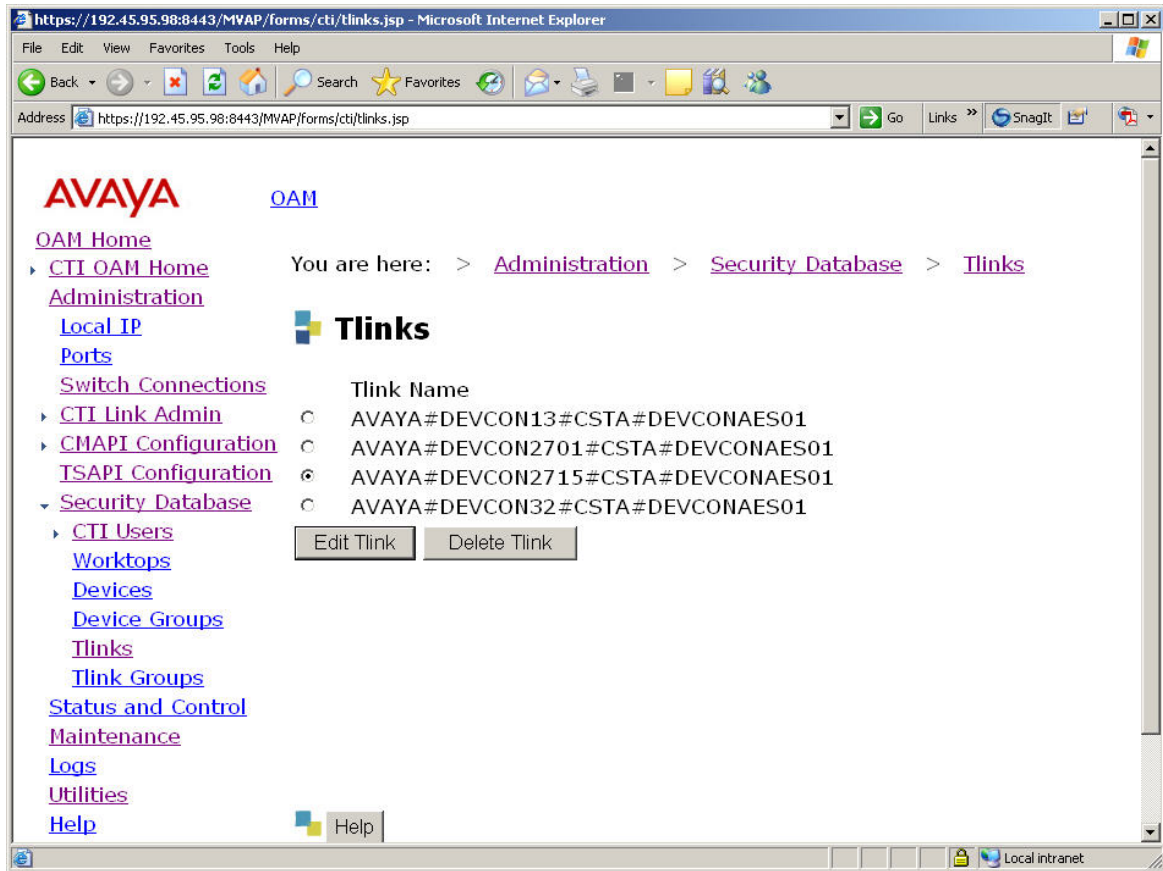
Apply Changes Cancel Changes

Help

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Local intranet

4. Navigate to the Tlinks screen by selecting **Administration** → **Security Database** → **Tlinks**. Note the value of the **Tlink Name**, as this will be needed by the synTelate Agent and Avaya HardDialer. The AES server automatically creates the Tlink Name shown below.



5. A user ID and password must be configured for the synTelate Agent application and for Avaya HardDialer (not shown) to communicate as a TSAPI Client with the AES server. Click on **OAM Home** → **User Management** and log into the User Management pages (not shown). Click on **User Management** → **Add User**. In the **Add User** screen, configure the following fields, as shown below.

- **User Id:** Enter a login name to be used by synTelate agents.
- **Common Name:** A descriptive name.
- **Surname:** A descriptive name.
- **User Password:** Enter a password to be used by synTelate agents.
- **Confirm Password:** Re-enter the password.
- **Avaya Role:** Use the default value of “None”.
- **CT User:** Select “Yes” from the drop down list.

The screenshot shows the Avaya OAM 'Add User' web interface. The top navigation bar includes the Avaya logo and 'OAM'. Below it, a breadcrumb trail reads 'You are here: > User Management > Add User'. The left sidebar contains a menu with 'OAM Home', 'User Management Home', 'User Management' (expanded), 'List All Users', 'Add User', 'Search Users', 'Modify Default User', 'Change User Password', 'Service Management', 'Help', and 'Logout'. The main content area is titled 'Add User' and includes a note: 'Fields marked with * can not be empty.' The form fields are as follows:

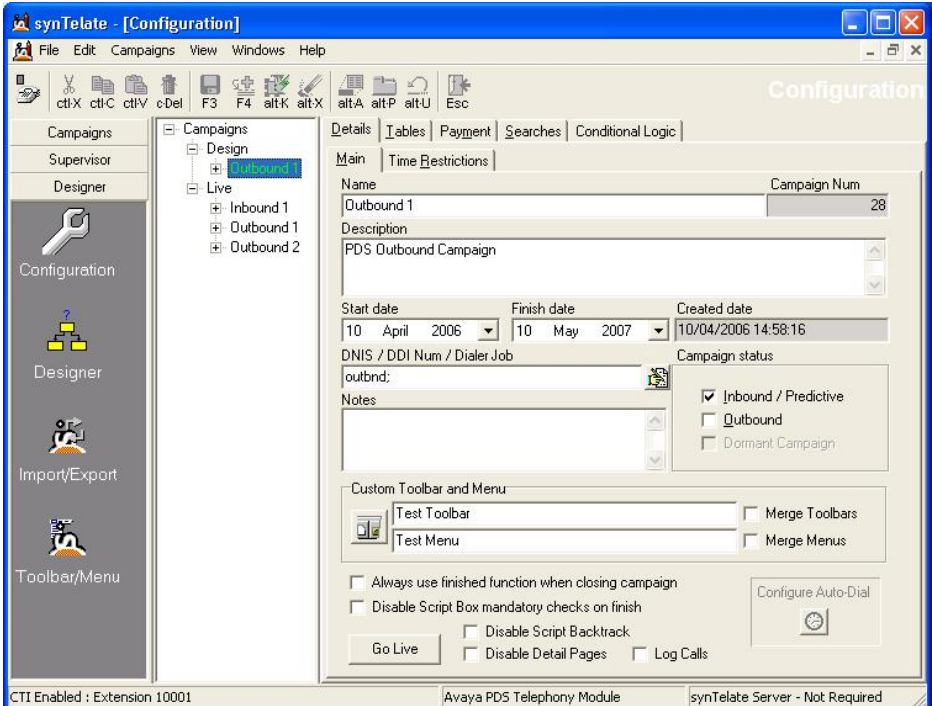
Field Label	Value
* User Id	synTelate
* Common Name	synTelate Agent
* Surname	SynTelate
New Password	
Confirm New Password	
Admin Note	
Avaya Role	None
Business Category	
Car License	
CM Home	
Ciss Home	
CT User	Yes

6. Configure synTelate

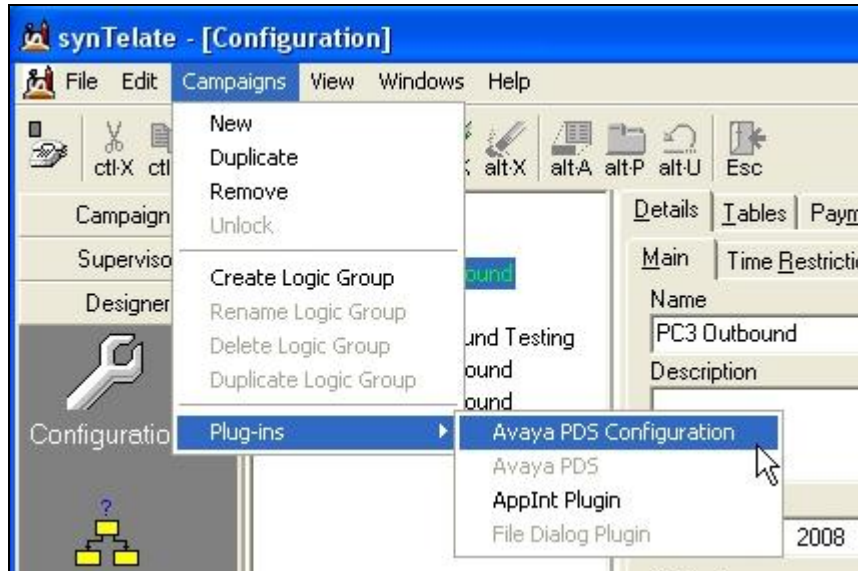
This section describes the steps for mapping Avaya HardDialer call list to synTelate database, synTelate CTI Configuration and the synTelate Agent configuration. Configuration in the following sections is only for the fields where a value needs to be entered or modified. Default values are used for all other fields.

6.1. synTelate Database Field Mapping

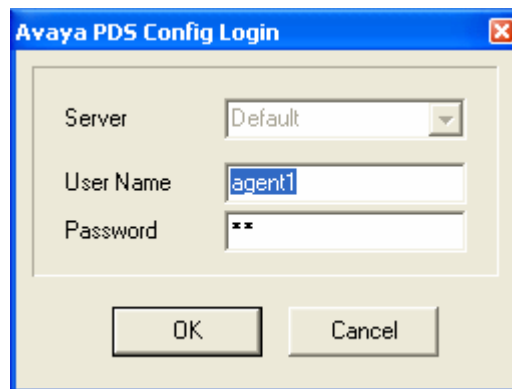
The following steps describe the mapping of Avaya HardDialer call list to the synTelate database. The field mapping process describes the mapping of fields in Avaya HardDialer call list to corresponding fields in the synTelate database.

Step	Description
1.	<p>From the synTelate Designer workstation, navigate to Start Menu → Programs → synTelate → synTelate Designer and configure as follows at the synTelate screen:</p> <ul style="list-style-type: none">Click the Designer tabSelect Configuration under the Designer tab.Navigate to Campaigns → Design and highlight Outbound 1. <p>Note: Simple outbound and inbound campaigns were pre-configured as part of the compliance testing. Refer to Section 11 for synTelate documentation on configuring campaigns.</p>  <p>The screenshot shows the synTelate Configuration window. The left sidebar has tabs for Campaigns, Supervisor, and Designer. Under Designer, there are icons for Configuration, Designer, Import/Export, and Toolbar/Menu. The main area shows the Campaigns Design tab with a tree view containing Design, Live, Inbound 1, Outbound 1, and Outbound 2. Outbound 1 is selected. The right pane shows the configuration for Outbound 1, including Name (Outbound 1), Campaign Num (28), Description (PDS Outbound Campaign), Start date (10 April 2006), Finish date (10 May 2007), Created date (10/04/2006 14:58:16), DNIS / DDI Num / Dialer Job (outbnd), Campaign status (Inbound / Predictive, Outbound, Dormant Campaign), Custom Toolbar and Menu (Test Toolbar, Test Menu), and various checkboxes for campaign settings.</p>

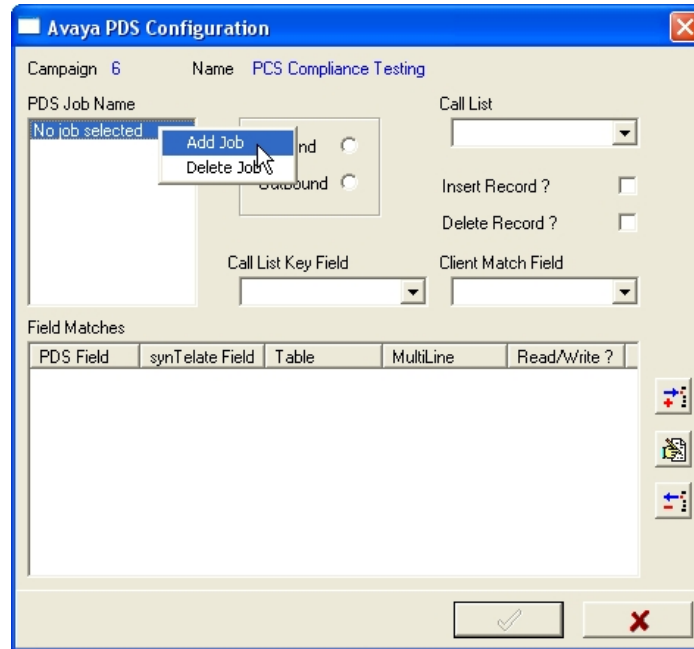
2. At the synTelate screen taskbar, navigate to **Campaigns → Plug-ins → Avaya PDS Configuration**.




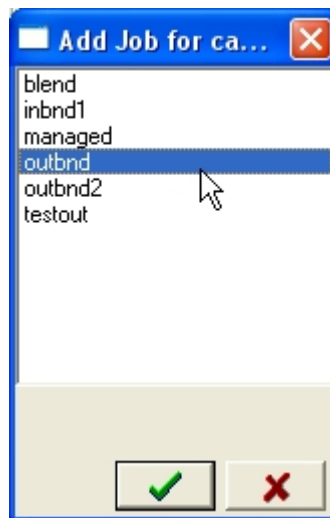
3. In **Avaya PDS Config Login** dialog box, enter the following:
- **User Name** – Enter the agent name configured on Avaya HardDialer
 - **Password** – Enter the password for the agent name configured on Avaya HardDialer.
 - Click **OK**.


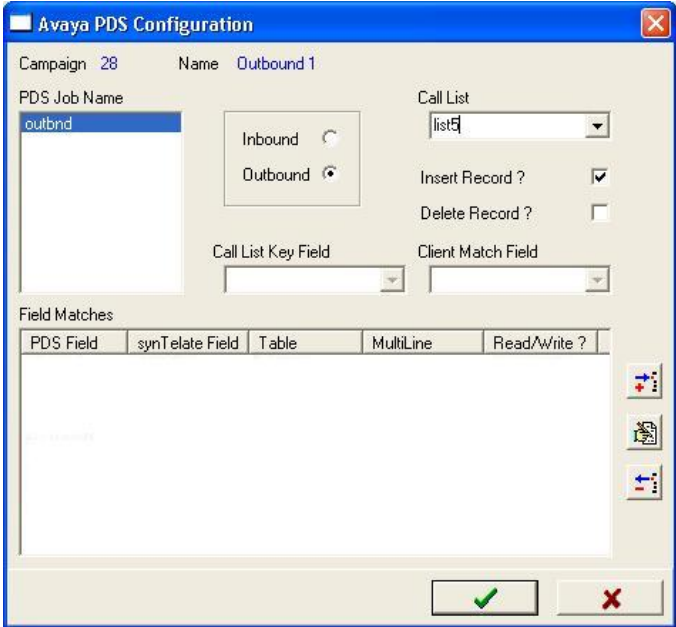






4. At the **Avaya PDS Configuration** screen, right click in the **PDS Job Name** list box and select **Add Job**.

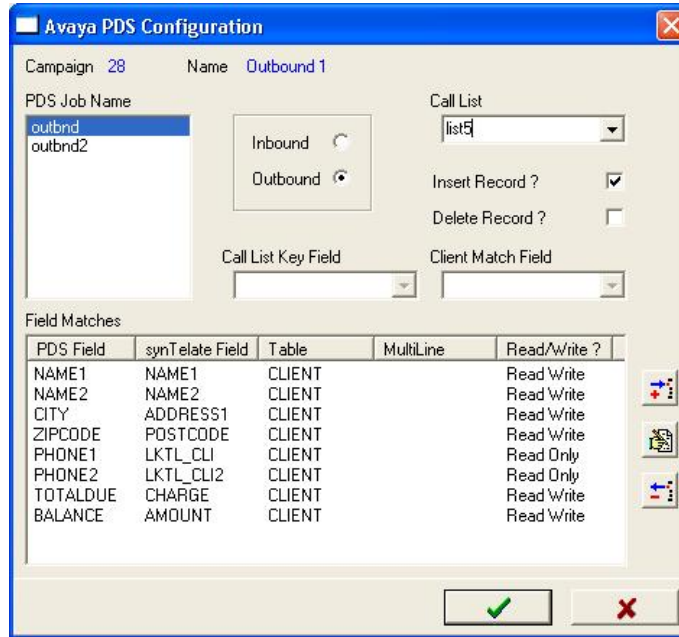


5. All the jobs retrieved from Avaya HardDialer are listed in the **Add Job for campaign** dialog box that appears. Select a relevant job for the outbound campaign and click on the  button.



6.	<p>At the Avaya PDS Configuration screen, configure as follows:</p> <ul style="list-style-type: none"> • Select the Outbound radio button. • Call list - Select list5. • Check the Insert Record box. • Click the  button to choose Avaya HardDialer fields that will be mapped with the synTelate database field names.  <p>The screenshot shows the 'Avaya PDS Configuration' dialog box. It has a title bar with a close button. Inside, there's a 'Campaign' field set to '28' and a 'Name' field set to 'Outbound 1'. Below these is a 'PDS Job Name' list with 'outbnd' selected. To the right of the list are 'Inbound' and 'Outbound' radio buttons, with 'Outbound' selected. Further right is a 'Call List' dropdown menu set to 'list5'. Below that are 'Insert Record ?' (checked) and 'Delete Record ?' (unchecked) checkboxes. At the bottom are 'Call List Key Field' and 'Client Match Field' dropdowns. A 'Field Matches' table is at the bottom with columns: 'PDS Field', 'synTelate Field', 'Table', 'MultiLine', and 'Read/Write ?'. The table is currently empty. On the right side of the dialog are three buttons: a plus icon, a minus icon, and a double arrow icon. At the bottom right are 'OK' (green checkmark) and 'Cancel' (red X) buttons.</p>
7.	<p>In the Add Field Match... dialog box, configure as follows:</p> <ul style="list-style-type: none"> • PDS Field - Select Avaya HardDialer field from the PDS Field drop down list. • synTelate Field - Click the  button and select the corresponding synTelate field name. • Read/Write Options – Check the appropriate radio button. • Click the  button.  <p>The screenshot shows the 'Add Field Match...' dialog box. It has a title bar with minimize, maximize, and close buttons. Inside, there's a 'PDS Field' dropdown menu set to 'NAME1'. Below it is a 'synTelate Field' dropdown menu also set to 'NAME1', with a 'Select Field' button (hand icon) to its right. To the right of these fields is a 'Read / Write Options' section with three radio buttons: 'Read Only' (selected), 'Write Only', and 'Read / Write'. At the bottom are 'OK' (green checkmark) and 'Cancel' (red X) buttons.</p>
8.	<p>Repeat Steps 6-7 for additional fields to be mapped. Additional fields are highlighted in Section 3.1.</p>

9. The **Avaya PDS Configuration** screen shows the complete list of synTelate fields mapped to the relevant Avaya HardDialer fields. Click the  button.





The dialog box is titled "Avaya PDS Configuration". It contains the following fields and controls:


- Campaign: 28
- Name: Outbound 1
- PDS Job Name: A list box containing "outbnd" and "outbnd2".
- Call List: A dropdown menu showing "list5".
- Inbound: A radio button.
- Outbound: A radio button.
- Insert Record?: A checked checkbox.
- Delete Record?: An unchecked checkbox.
- Call List Key Field: A dropdown menu.
- Client Match Field: A dropdown menu.
- Field Matches: A table with 5 columns: PDS Field, synTelate Field, Table, MultiLine, and Read/Write?.

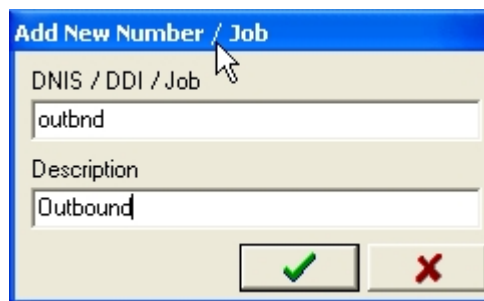
PDS Field	synTelate Field	Table	MultiLine	Read/Write?
NAME1	NAME1	CLIENT		Read/Write
NAME2	NAME2	CLIENT		Read/Write
CITY	ADDRESS1	CLIENT		Read/Write
ZIPCODE	POSTCODE	CLIENT		Read/Write
PHONE1	LKTL_CLI	CLIENT		Read Only
PHONE2	LKTL_CLI2	CLIENT		Read Only
TOTALDUE	CHARGE	CLIENT		Read/Write
BALANCE	AMOUNT	CLIENT		Read/Write

At the bottom right, there are two buttons: a green checkmark button and a red X button.

10. Repeat **Steps 4-8** to add more jobs.

11. Click the  next to the **DNIS/DDI Num/Dialer Job** field in the screen in **Step 1**. In the DNIS/DDI/Jobs dialog box [not shown] click on  to add a new number or job and configure as follows at the **Add New Number/Job** screen:

- DNIS/DDI/Job – Set to the name of the job selected in **Step 5**.
- Description – Any descriptive name.
- Click the  button.

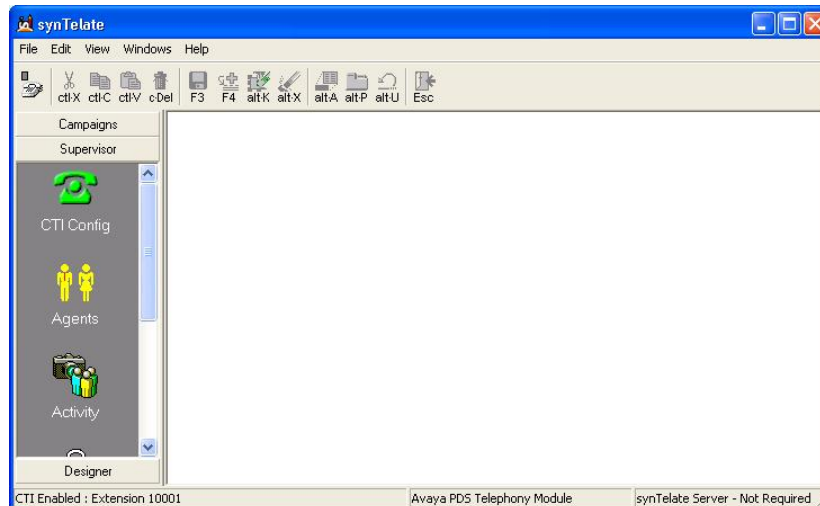


The dialog box is titled "Add New Number / Job". It contains the following fields and controls:

- DNIS / DDI / Job: A text box containing "outbnd".
- Description: A text box containing "Outbound".
- At the bottom right, there are two buttons: a green checkmark button and a red X button.

12. At the **synTelate** screen, configure as follows:

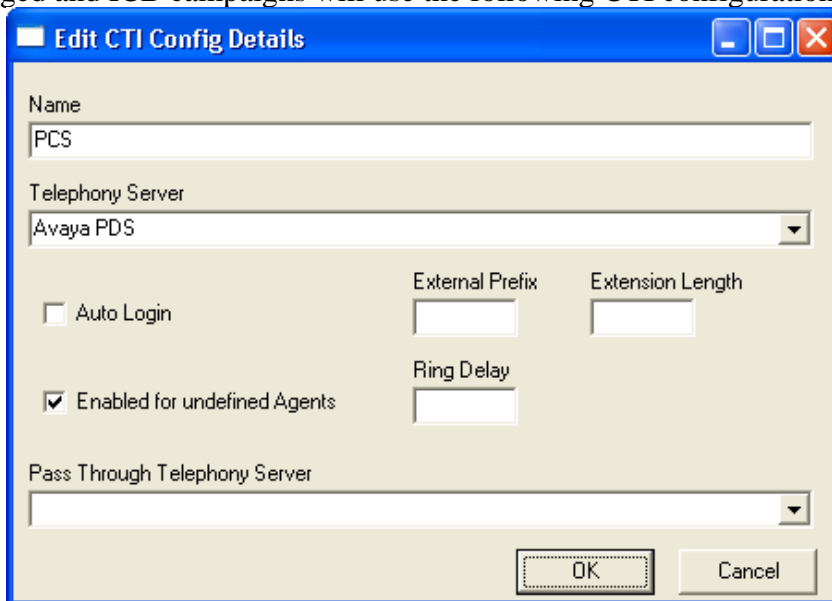
- Click the **Supervisor** tab
- Select **CTI Config**.
- Click the **Add** button in the **CTI Configuration Setup** dialog box [not shown].



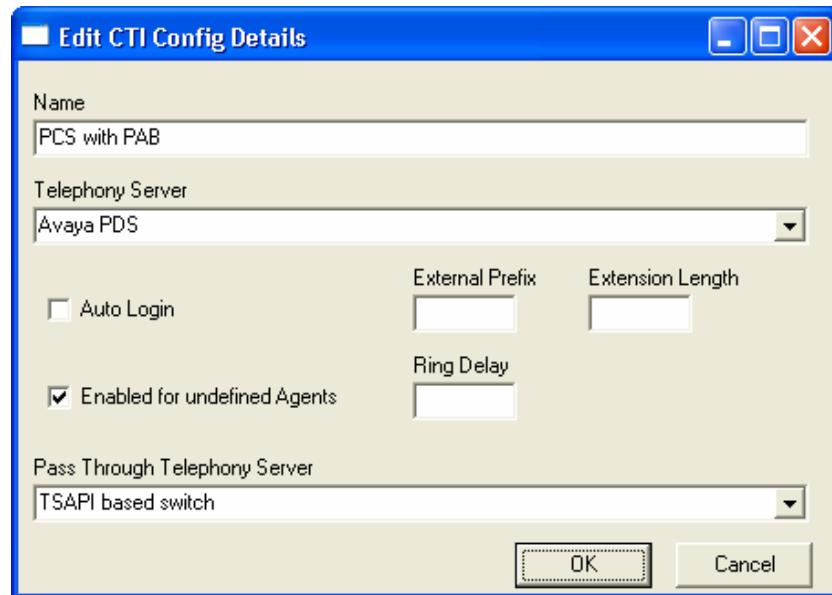
13. At the **Edit CTI Config Details** screen, configure as follows:

- **Name** – Enter any descriptive and unique name which will be listed when the synTelate agent is run.
- **Telephony Server** - Select **Avaya PDS** from the drop down list.
- **Auto Login** - Uncheck the box.
- Click **OK**.

Note: Managed and ICB campaigns will use the following CTI configuration.



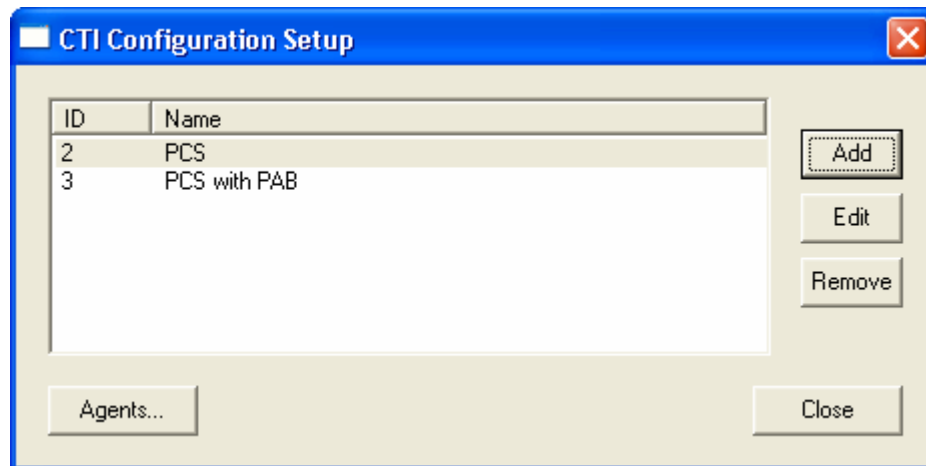
14. Repeat **Step 13** for Predictive agent blending and additionally set the **Pass Through Telephony Server** field to **TSAPI based switch** from the drop down list and click **OK**.



The 'Edit CTI Config Details' dialog box contains the following fields and controls:

- Name:** Text field containing 'PCS with PAB'.
- Telephony Server:** Drop-down menu showing 'Avaya PDS'.
- Auto Login:** Unchecked checkbox.
- External Prefix:** Text field.
- Extension Length:** Text field.
- Enabled for undefined Agents:** Checked checkbox.
- Ring Delay:** Text field.
- Pass Through Telephony Server:** Drop-down menu showing 'TSAPI based switch'.
- Buttons:** 'OK' and 'Cancel' at the bottom right.

15. At the **CTI Configuration** dialog box click **Close** once all the configurations are done.

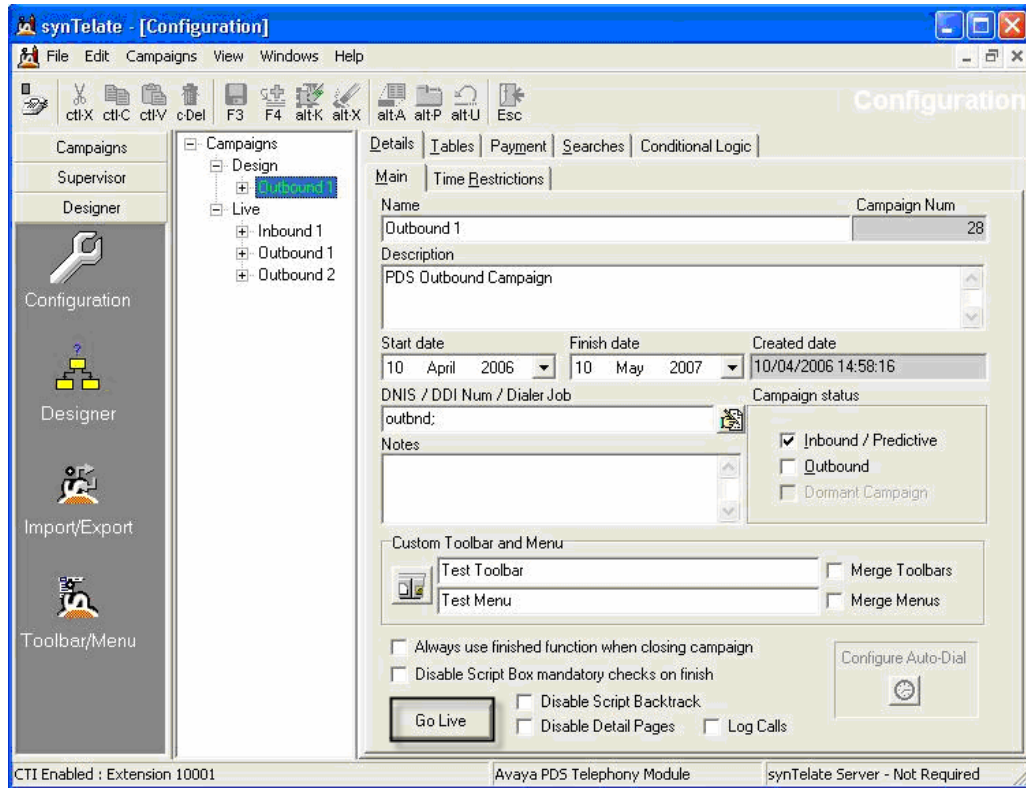


The 'CTI Configuration Setup' dialog box contains the following elements:

- Table:** A table with two columns, 'ID' and 'Name'.
- Buttons:** 'Add', 'Edit', 'Remove', 'Agents...', and 'Close'.

ID	Name
2	PCS
3	PCS with PAB

16. Click the **Go Live** button.



7. Interoperability Compliance Testing

The testing examined the synTelate Agent application interoperability with Avaya HardDialer to handle Outbound, Managed, Blended and PAB campaigns. The majority of the testing focused on the ability of the synTelate Agent application to handle both inbound and outbound calls.

7.1. General Test Approach

All feature test cases were performed manually to verify proper operation. The general test approach was to test the features on the synTelate agent that are supported with Avaya HardDialer.

- The following feature buttons on the synTelate agent were tested.
 - Login / Logout
 - Go Ready / Go Not Ready
 - Terminate Call
 - Release Call
 - Call Back
 - Agent Owned Recall
 - Play Message
 - Release Line
 - Hangup Line
 - Finish Item
 - Supervised Transfer (Native Voice Transfer)
 - Unsupervised Blind Transfer (Native Voice Transfer)
 - Cancel Supervised Transfer (Native Voice Transfer)
 - Hold/Unhold
 - Manual Call
 - Dial Digits
- The following agent types were tested.
 - Outbound
 - Managed
 - Blended
- Inbound calls to the synTelate agent were tested using the PAB feature of Avaya HardDialer.

7.2. Test Results

All feature tests passed. Following observation was made during compliance testing:

- Conference calls do not work properly

8. Verification Steps

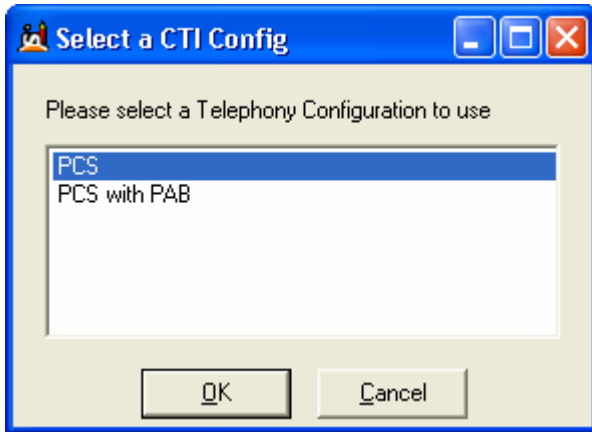
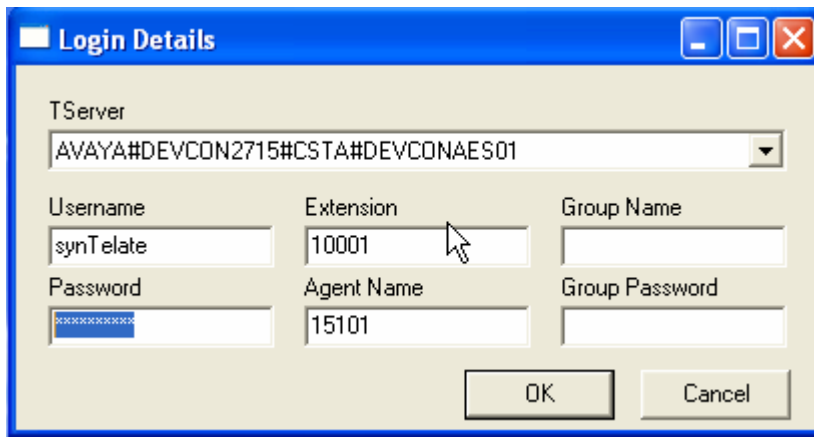
This section provides the tests that can be performed to verify proper configuration of Avaya Communication Manager, Avaya Application Enablement Services, and synTelate Agent PC.

8.1. Verify Avaya Communication Manager and Avaya Enablement Services

The following steps can ensure that the communication between Avaya Communication Manager and Avaya Application Enablement Services server is working.

Step	Description																												
1.	<p>From the SAT, use the status aevcs cti-link command to verify that the service state of the TSAPI link is established.</p> <div><pre>status aevcs cti-link</pre><table><thead><tr><th colspan="7">AE SERVICES CTI LINK STATUS</th></tr><tr><th>CTI Link</th><th>Version</th><th>Mnt Busy</th><th>AE Services Server</th><th>Service State</th><th>Msgs Sent</th><th>Msgs Rcvd</th></tr></thead><tbody><tr><td>4</td><td></td><td>no</td><td></td><td>down</td><td>0</td><td>0</td></tr><tr><td>15</td><td>4</td><td>no</td><td>devconaes01</td><td>established</td><td>15</td><td>15</td></tr></tbody></table></div>	AE SERVICES CTI LINK STATUS							CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd	4		no		down	0	0	15	4	no	devconaes01	established	15	15
AE SERVICES CTI LINK STATUS																													
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd																							
4		no		down	0	0																							
15	4	no	devconaes01	established	15	15																							
2.	<p>On Avaya HardDialer enter the “netstat -a” command to verify the connection with Avaya HardDialer. The results of the “netstat -a” should show an ESTABLISHED synTelate agent connection.</p> <div><pre>\$ netstat -a grep 192 tcp 0 0 1zpbs4b:NameService_ssl 192.45.30.133:2419 ESTABLISHED tcp 0 0 1zpbs4b:26671 192.45.95.98:1053 ESTABLISHED tcp 0 0 1zpbs4b:ccs_ssl 192.45.30.133:2420 ESTABLISHED tcp 0 0 1zpbs4b:agent 192.45.30.237:1566 ESTABLISHED tcp 0 0 1zpbs4b:serviceMonitor_ssl 192.45.30.133:2426 ESTABLISHED tcp 0 0 1zpbs4b:NameService_ssl 192.45.30.133:2425 ESTABLISHED tcp 0 0 1zpbs4b:NameService_ssl 192.45.30.133:2435 ESTABLISHED tcp 0 0 1zpbs4b:serviceMonitor_ssl 192.45.30.133:2436 ESTABLISHED tcp 0 0 1zpbs4b:serviceAct_ssl 192.45.30.133:2442 ESTABLISHED tcp 0 0 1zpbs4b:NameService_ssl 192.45.30.133:2441 ESTABLISHED tcp 0 0 1zpbs4b:NameService_ssl 192.45.30.133:2447 ESTABLISHED</pre></div>																												

8.2. Verify synTelate Agent

Step	Description
1.	<p>On the synTelate Agent workstation, navigate to Start Menu → Programs → synTelate → synTelate Agent to verify that the CTI configurations done in Section 6.1, Steps 2-4 are presented.</p> 
2.	<p>If PCS with PAB (Predictive Agent Blending) is chosen from the list, then this additional dialog box should pop-up providing a list of TSAPI links in the TServer field. Verify the TSAPI link configured in Section 5, Steps 3-4 is available. The Username and Password should match the configuration done in Section 5, Step 5. This verifies that the synTelate agent has connectivity to Avaya AES.</p> 

3. The following screen displays an example of an outbound campaign customer record screen pop.

The screenshot shows a software application window titled "synTelate - [Running: Blend Outbound Test]". The window has a menu bar (File, Edit, Windows, Help) and a toolbar with various icons. The main area is divided into two panes. The left pane, titled "Hello", contains a text field with "MR KUN QIU" and a "Client no" field with "339". The right pane, titled "Details", contains a form with the following fields: "Name" (MR KUN QIU), "Address" (73 PENNINE WAY, UB3 SLP), "Phone", "DOB", and a "Code 21" button. Below these fields are buttons for "Promise To Pay (25)", "Callback", and "Code 21". A red box with the text "OUTBOUND BLEND" is overlaid on the right pane. The status bar at the bottom shows "OUTBOUND - Home phone - 30001", "Connected", and "synTelate Server - Not Required".

9. Support

Technical support for the synTelate application is available as follows:

- Telephone Help Desk - +44 (0)141 552 8800 or 0800 052 1015
- Support on the Web - <http://support.inisoft.co.uk/start.asp>.

10. Conclusion

These Application Notes describe the required configuration steps for the synTelate Agent 3.1 application to successfully interoperate with Avaya Proactive Contact 4.0.1 using Avaya PG230 gateway. All test cases were completed successfully and the configuration described in these Application Notes has been successfully compliance tested.

11. Additional References

This section references Avaya and Initiative Software product documentation that are relevant to these Application Notes.

Avaya product documentation can be found at <http://support.avaya.com>.

- [1] *Administrator Guide for Avaya Communication Manager*, Document ID 03-300509, Issue 4.0, February 2007
- [2] *Implementing Proactive Contact 4.0*, May, 2008
- [3] *Administering Avaya Proactive Contact (Linux-based Interface)*, January 2008
- [4] *Avaya Application Enablement Services 3.1.1 Administration and Maintenance Guide*, Document ID 02-300357, Issue 4, September 2006
- [5] *Sample Avaya Proactive Contact 4.0 with CTI Installation and Configuration*, Issue 1.0, Avaya Solution and Interoperability Test Lab

Company and product information available from Initiative Software at www.syntelate.com or www.inisoft.co.uk

- [6] *Installation and Administration guide for synTelate 3.1*

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