



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for configuring Jacada Multi-channel Agent Desktop with Avaya Aura® Call Center Elite Multichannel R6.3.1 and Avaya Aura® Communication Manager R6.3 - Issue 1.0**

## **Abstract**

These Application Notes describe the configuration steps for Jacada Multi-channel Agent Desktop with Avaya Aura® Call Center Elite Multichannel R6.3.1 and Avaya Aura® Communication Manager R6.3. Jacada Multi-channel Agent Desktop integrates with Avaya Aura® Call Center Elite Multichannel providing a web based client to agents as an alternative to the Avaya Elite Multichannel Desktop Client.

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 for Jacada Multi-channel Agent Desktop with Avaya Aura® Call Center Elite Multichannel R6.3.1, Avaya Aura® Application Enablement Services R6.3 and Avaya Aura® Communication Manager R6.3. Jacada Multi-channel Agent Desktop integrates with Avaya Aura® Call Center Elite Multichannel (EMC) providing a web based client to agents as an alternative to the Avaya Aura® Call Center Elite Multichannel Desktop Client.

Jacada Multi-channel Agent Desktop (Jacada Desktop) offers a lightweight multi-channel agent desktop replacement for the current Avaya Aura® Call Center Elite Multichannel client. All Elite Multichannel channels (Voice, Chat and Email) are unified into one convenient desktop that reflects the customer being interacted with and the channel being used. Its Multi-Channel capabilities ensure quick, effective and simultaneous management of multiple customers across all Elite Multichannel channels.

Avaya Aura® Call Center Elite Multichannel utilises Avaya Aura® Application Enablement Services R6.3 and the TSAPI interface to control the endpoints registered on Avaya Aura® Communication Manager.

## 2. General Test Approach and Test Results

This interoperability compliance test plan focuses on the handling of calls offered to Communication Manager agents using Jacada Desktop. The Jacada Desktop can be used to answer and respond to Voice, Email and Webchat requests from “customers”. Test cases are selected to exercise a sufficiently broad segment of functionality to have a reasonable expectation of interoperability in production configurations.

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 both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- **Login/Logout** – Login/Logout agents using Jacada Desktop
- **Basic calls** – Basic incoming and outgoing calls using Jacada Desktop
- **Multimedia calls** – Email and Webchat
- **Call Hold** – Tests held calls using Jacada Desktop
- **Call Transfer** – Tests transferred calls using Jacada Desktop
- **Call Conference** – Tests conferenced calls using Jacada Desktop

- **Failover/Service** – Tests the behaviour of Jacada Desktop during certain failed conditions.

## 2.2. Test Results

All functionality and serviceability test cases were completed successfully. The following observations were noted.

Observations:

1. If calls are left up for a long period of time without interaction with the browser, the browser will automatically logout. When the agent logs back in, the CTI ceases to work. To extricate from this situation, the agent needs to manually hang up the call and logout manually and then log back in using the browser. This timeout is configurable in Jacada Desktop.

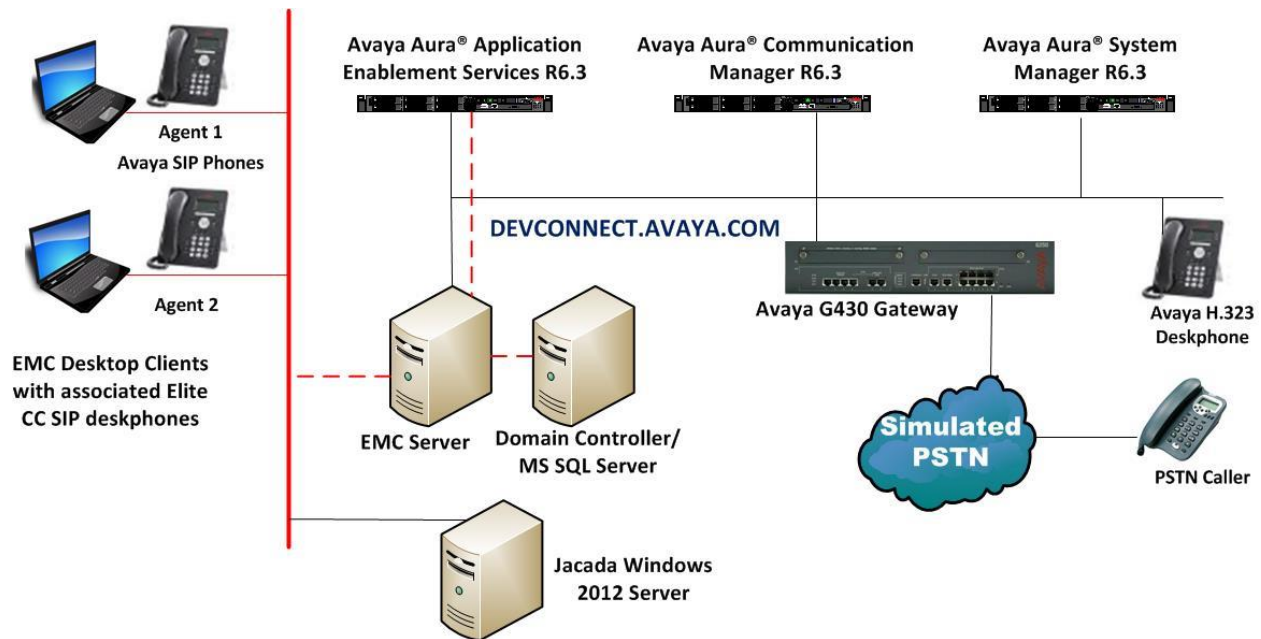
## 2.3. Support

Technical support can be obtained for Jacada Desktop from the website

<http://www.jacada.com/about/jacada-worldwide-offices>

### 3. Reference Configuration

The configuration shown in **Figure 1** was used during the compliance test of the Jacada Desktop with the Avaya Elite Multichannel. The EMC utilises a CTI connection through AES to gain call control of the Avaya Communication Manager agents.



**Figure 1: Connection of Jacada Multi-channel Agent Desktop with Avaya Aura® Call Center Elite Multichannel R6.3.1, Avaya Aura® Communication Manager R6.3 and Avaya Aura® Application Enablement Services R6.3**

## 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 running on Virtual Server	R6.3.9 [Build 6.3.0.8.5682-6.3.8.4414] [SW Update Rev 6.3.9.1.2482]
Avaya Aura® Session Manager running on Virtual Server	R6.3 (SP9) 6.3.9.0.639011
Avaya Aura® Communication Manager running on Virtual Server	R6.3 SP6 R016x.03.0.124.0
Avaya Aura® Application Enablement Services running on Virtual Server	R6.3 Build No - 6.3.0.0.212-0
Avaya Aura® Call Center Elite Multichannel running on Virtual Server	R6.3.1
MS SQL Server/Domain Controller running on Virtual Server	Windows 2008 R2 SP2 MS SQL 2008 R2
Avaya G430 Gateway	33.12.0 /1
Avaya 96xx/96x1H323 Deskphone	96xx H.323 Release 3.1 SP2
Avaya 9641 SIP Deskphone Avaya 9608 SIP Deskphone	96x1-IPT-SIP-R6_4_1-081114
Jacada Multi-channel Agent Desktop - Server module - Client Agent Desktop	V 6.3 V 6.3

## 5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT).

### 5.1. Configure the Avaya Aura® Communication Manager Connection to Avaya Aura® Application Enablement Services

The connection between Communication Manager and AES is assumed to be already in place however the steps required to set this connection are listed in the sections below.

#### 5.1.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** as shown below.

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	<b>Computer Telephony Adjunct Links?</b>	<b>y</b>
ARS/AAR Partitioning?	y	Cvg Of Calls Redirected Off-net?	y
ARS/AAR Dialing without FAC?	y	DCS (Basic)?	y
ASAI Link Core Capabilities?	n	DCS Call Coverage?	y
ASAI Link Plus Capabilities?	n	DCS with Rerouting?	y
Async. Transfer Mode (ATM) PNC?	n	Digital Loss Plan Modification?	y
Async. Transfer Mode (ATM) Trunking?	n	DS1 MSP?	y
ATM WAN Spare Processor?	n	DS1 Echo Cancellation?	y
ATMS?	y		
Attendant Vectoring?	y		

### 5.1.2. Note procr IP Address for Avaya Aura® Application Enablement Services Connectivity

Display the procr IP address by using the command **display node-names ip** and noting the IP address for the **procr** and AES (**aes63vmpg**).

display node-names ip		Page 1 of 2
IP NODE NAMES		
Name	IP Address	
SM100	10.10.40.34	
<b>aes63vmpg</b>	<b>10.10.40.30</b>	
default	0.0.0.0	
g430	10.10.40.15	
<b>procr</b>	<b>10.10.40.31</b>	

### 5.1.3. Configure Transport Link for Avaya Aura® Application Enablement Services Connectivity

To administer the transport link to AES use the **change ip-services** command. On **Page 1** add an entry with the following values:

- **Service Type:** Should be set to **AESVCS**.
- **Enabled:** Set to **y**.
- **Local Node:** Set to the node name assigned for the procr in **Section 5.12**
- **Local Port:** Retain the default value of **8765**.

change ip-services		Page 1 of 4
IP SERVICES		
Service Type	Enabled	Local Node
AESVCS	y	procr

Go to **Page 4** of the **ip-services** form and enter the following values:

- **AE Services Server:** Name obtained from the AES server, in this case **aes63vmpg**.
- **Password:** Enter a password to be administered on the AES server.
- **Enabled:** Set to **y**.

**Note:** The password entered for **Password** field must match the password on the AES server in **Section 6.2**. The **AE Services Server** should match the administered name for the AES server, this is created as part of the AES installation, and can be obtained from the AES server by typing **uname -n** at the Linux command prompt.

change ip-services		Page 4 of 4
AE Services Administration		
Server ID	AE Services Server	Password
1:	aes63vmpg	*****
2:		
3:		



### 5.1.4. Configure CTI Link for TSAPI Service

Add a CTI link using the **add cti-link n** command. Enter an available extension number in the **Extension** field. 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 1                               Page   1 of   3
                                         CTI LINK
CTI Link: 1
Extension: 2002
      Type: ADJ-IP
                                         COR: 1
      Name: aes63vmpg
```

## 5.2. Configure routing on Avaya Aura® Communication Manager

This section shows the steps required to add a new service or skill on Communication Manager. Services are accessed by calling a Vector Directory Number (VDN) which point to a hunt group associated with an agent. Queues are created on the EMC, for example, “Webchat for Sales” or “Email for Support” and each queue is assigned a VDN on Communication Manager. The following sections give step by step instructions on how to add the following:

- VDN
- Vector
- Hunt Group
- Agent
- Phantom extension

This same procedure is required for every queue that is added on EMC both for voice or multimedia, the following sections will show the required steps to add one agent and the necessary routing for a “Webchat” queue on EMC.

### 5.2.1. Add VDN

To add a VDN type **add vdn x**, where x is your VDN number. Enter a suitable name for example the **VDN 2920** below will be used exclusively for the **Sales Webchat** queue on EMC.

```
add vdn 2920                                     Page   1 of   3
                                         VECTOR DIRECTORY NUMBER
                                         Extension: 2920
                                         Name*: Sales Webchat
                                         Destination: Vector Number      2920
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
                                         COR: 1
                                         TN*: 1
                                         Measured: none
VDN of Origin Annc. Extension*:
                        1st Skill*:
                        2nd Skill*:
* Follows VDN Override Rules
```

### 5.2.2. Add Vector

The command to add a new vector is to type **change vector x** where x is the vector number. The example below shows the call queuing to skill or hunt group 920 (queue-to skill **920**).

```
change vector 2920                                     Page 1 of 6
                                                    CALL VECTOR

    Number: 2920                Name: Sales Webchat
Multimedia? n      Attendant Vectoring? n      Meet-me Conf? n      Lock? n
    Basic? y      EAS? y      G3V4 Enhanced? y      ANI/II-Digits? y      ASAI Routing? y
    Prompting? y      LAI? y      G3V4 Adv Route? y      CINFO? y      BSR? y      Holidays? y
    Variables? y      3.0 Enhanced? y
01 adjunct      routing link 1
02 wait-time      2      secs hearing silence
03 queue-to      skill 920      pri m
04 wait-time      10      secs hearing ringback
05 queue-to      skill 920      pri m
06 wait-time      10      secs hearing ringback
07 disconnect      after announcement none
08
09
10
11
12
```

### 5.2.3. Add Hunt Group

To add a new skillset or hunt group type **add hunt-group x** where x is the new hunt group number. For example the hunt group **920** is added for the **Sales\_webchat** queue. Ensure that **ACD**, **Queue** and **Vector** are all set to **y**. Also that **Group Type** is set to **ucd-mia**.

```
add hunt-group 920                                     Page 1 of 4
                                                    HUNT GROUP

    Group Number: 920                ACD? y
    Group Name: Sales_Webchat        Queue? y
    Group Extension: 1920            Vector? y
    Group Type: ucd-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** ensure that **Skill** is set to **y** as shown below.

add hunt-group 920		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	

#### 5.2.4. Add Agent

To add a new agent type **add agent-loginID 4405**, where 4405 is the login id for the new agent.

add agent-loginID 4405		Page 1 of 3
AGENT LOGINID		
Login ID: 4405	AAS? n	
Name: Russell	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	
	AUDIX Name for Messaging:	
	LoginID for ISDN/SIP Display? n	
	Password:	
	Password (enter again):	
	Auto Answer: station	
	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	
	Forced Agent Logout Time: :	
WARNING: Agent must log in again before changes take effect		

On **Page 2** add the required skills. Note that the skill **920** is added to this agent so as when a webchat call for sales is initiated the call is routed correctly to this agent.

add agent-loginID 4405												Page	2 of	3
AGENT LOGINID														
Direct Agent Skill:						Service Objective? n								
Call Handling Preference: skill-level						Local Call Preference? n								
SN	RL	SL	SN	RL	SL	SN	RL	SL	SN	RL	SL			
1:	900	1	16:			31:			46:					
2:	910	1	17:			32:			47:					
3:	<b>920</b>	1	18:			33:			48:					
4:	930	1	19:			34:			49:					
5:			20:			35:			50:					
6:			21:			36:			51:					
7:			22:			37:			52:					
8:			23:			38:			53:					
9:			24:			39:			54:					
10:			25:			40:			55:					
11:			26:			41:			56:					
12:			27:			42:			57:					
13:			28:			43:			58:					
14:			29:			44:			59:					
15:			30:			45:			60:					

### 5.2.5. Add Phantom Extension

A phantom extension must be setup for every multimedia queue that is added on EMC. The phantom station below is setup for the **Webchat Sales** queue on EMC. Type **add station x** where x is the phantom station number. This is added as type **6408D+**, all other settings can be left as default.

add station 28901			Page	1 of	5
STATION					
Extension: 28901	Lock Messages? n	BCC: 0			
Type: <b>6408D+</b>	Security Code:	TN: 1			
Port: X	Coverage Path 1:	COR: 1			
Name: Webchat Sales Phantom	Coverage Path 2:	COS: 1			
	Hunt-to Station:				
STATION OPTIONS					
Loss Group: 2	Time of Day Lock Table:				
Data Module? n	Personalized Ringing Pattern: 1				
Speakerphone: 2-way	Message Lamp Ext: 28901				
Display Language: english	Mute Button Enabled? y				
Survivable COR: internal	Media Complex Ext:				
Survivable Trunk Dest? y	IP SoftPhone? n				
	Remote Office Phone? n				
	IP Video? n				

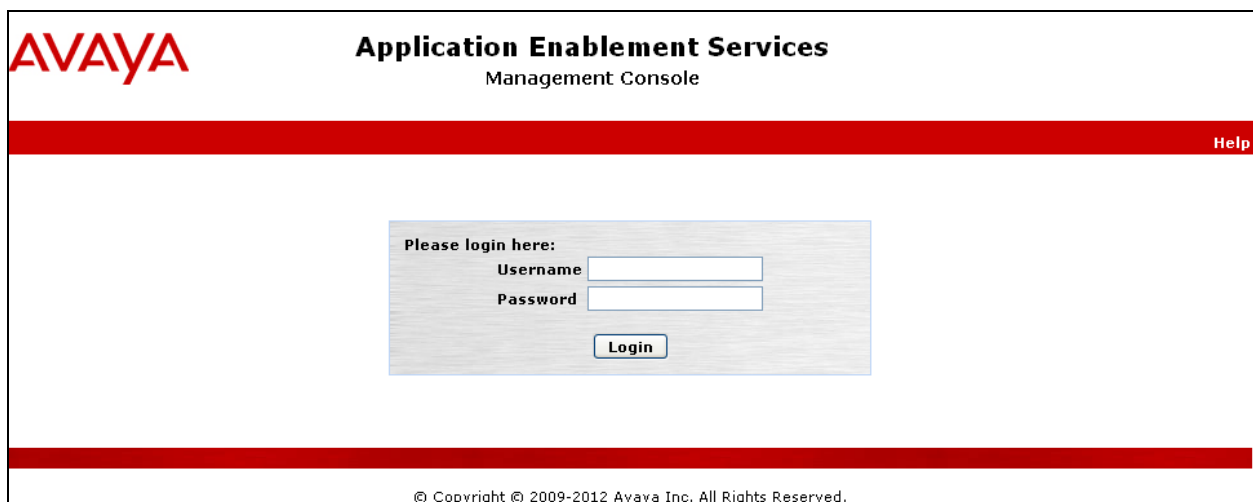
## 6. Configure Avaya Aura® Application Enablement Services

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

- Verify Licensing
- Create Switch Connection
- Administer TSAPI link
- Identify Tlinks
- Enable TSAPI Ports
- Create CTI User
- Associate Devices with CTI User

### 6.1. Verify Licensing

To access the AES Management Console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the IP address of AES. At the login screen displayed, log in with the appropriate credentials and then select the **Login** button.



The screenshot shows the Avaya Application Enablement Services Management Console login page. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" is displayed in a large, bold font, with "Management Console" in a smaller font below it. A thick red horizontal bar spans the width of the page, containing a "Help" link on the right side. In the center of the page is a light gray rectangular box with a thin blue border. Inside this box, the text "Please login here:" is followed by two input fields: "Username" and "Password". Below these fields is a "Login" button. At the bottom of the page, a thin red horizontal bar is present, and below it, the copyright notice "© Copyright © 2009-2012 Avaya Inc. All Rights Reserved." is displayed.

The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that the TSAPI Service is licensed by ensuring that **TSAPI Service** is in the list of **Services** and that the **License Mode** is showing **NORMAL MODE**. If not, contact an Avaya support representative to acquire the proper license for your solution.

**AVAYA** Application Enablement Services Management Console

Welcome: User craft  
Last login: Wed Dec 12 10:45:16 2012 from 192.168.10.209  
Number of prior failed login attempts: 0  
HostName/IP: aes62vmg.devconnect.local/10.10.40.10  
Server Offer Type: SWONLY  
SW Version: r6-2-0-18-0  
Server Date and Time: Thu Dec 20 11:51:08 UTC 2012

**AE Services** Home | Help | Logout

▼ AE Services

- ▶ CVLAN
- ▶ DLG
- ▶ DMCC
- ▶ SMS
- ▶ TSAPI
- ▶ TWS
- ▶ Communication Manager Interface
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▶ Status

**AE Services**

IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart.

Service	Status	State	License Mode	Cause*
ASAI Link Manager	N/A	Running	N/A	N/A
CVLAN Service	ONLINE	Running	NORMAL MODE	N/A
DLG Service	OFFLINE	Running	N/A	N/A
DMCC Service	ONLINE	Running	NORMAL MODE	N/A
<b>TSAPI Service</b>	<b>ONLINE</b>	<b>Running</b>	<b>NORMAL MODE</b>	<b>N/A</b>
Transport Layer Service	N/A	Running	N/A	N/A

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

\* -- For more detail, please mouse over the Cause, you'll see the tooltip, or go to help page.

## 6.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface** → **Switch Connections** to set up a switch connection. Enter a name for the Switch Connection to be added and click the **Add Connection** button.

**AVAYA** Application Enablement Services Management Console

Welcome: User craft  
Last login: Thu Nov 14 10:22:12 2013 from 10.10.40.140  
Number of prior failed login attempts: 16  
HostName/IP: AES63VMGPG  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 6.3.0.0.212-0  
Server Date and Time: Tue Dec 3 15:33:26 UTC 2013

**Communication Manager Interface | Switch Connections** Home | Help | Logout

▶ AE Services

▼ Communication Manager Interface

**Switch Connections**

CM63VMGPG Add Connection

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections

Edit Connection Edit PE/CLAN IPs Edit H.323 Gatekeeper Delete Connection Survivability Hierarchy

In the resulting screen enter the **Switch Password**; the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 5.1.3**. Default values may be accepted for the remaining fields. Click **Apply** to save changes.

**AVAYA** Application Enablement Services Management Console

Welcome: User craft  
Last login: Thu Nov 14 10:22:12 2013 from 10.10.40.140  
Number of prior failed login attempts: 16  
HostName/IP: AES63VMPG  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 6.3.0.0.212-0  
Server Date and Time: Tue Dec 3 15:35:47 UTC 2013

Communication Manager Interface | Switch Connections Home | Help | Logout

AE Services  
Communication Manager Interface  
Switch Connections  
Dial Plan  
Licensing  
Maintenance  
Networking  
Security  
Status  
User Management  
Utilities  
Help

Connection Details - CM63vmpg

Switch Password: [Redacted]  
Confirm Switch Password: [Redacted]  
Msg Period: 30 Minutes (1 - 72)  
SSL: ☒  
Processor Ethernet: ☒  
Apply Cancel

From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit PE/CLAN IPs** button (not shown). In the resulting screen, enter the IP address of the procr as shown in **Section 5.1.2** that will be used for the AES connection and select the **Add/Edit Name or IP** button.

**AVAYA** Application Enablement Services Management Console

Welcome: User craft  
Last login: Thu Nov 14 10:22:12 2013 from 10.10.40.140  
Number of prior failed login attempts: 16  
HostName/IP: AES63VMPG  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 6.3.0.0.212-0  
Server Date and Time: Tue Dec 03 15:36:31 UTC 2013

Communication Manager Interface | Switch Connections Home | Help | Logout

AE Services  
Communication Manager Interface  
Switch Connections  
Dial Plan  
Licensing  
Maintenance  
Networking  
Security  
Status  
User Management  
Utilities  
Help

Edit Processor Ethernet IP - CM63vmpg

10.10.40.31 Add/Edit Name or IP

Name or IP Address	Status
10.10.40.31	In Use

Back

### 6.3. Administer TSAPI link

From the Application Enablement Services Management Console, select **AE Services** → **TSAPI** → **TSAPI Links**. Select **Add Link** button as shown in the screen below.

The screenshot shows the AVAYA Application Enablement Services Management Console. The top navigation bar includes the AVAYA logo, the title "Application Enablement Services Management Console", and a welcome message for user "craft" with login details. The left sidebar shows a tree view with "AE Services" expanded, containing "CVLAN", "DLG", "DMCC", "SMS", "TSAPI" (expanded), "TSAPI Links" (selected), "TSAPI Properties", and "Communication Manager Interface". The main content area is titled "TSAPI Links" and contains a table with columns: "Link", "Switch Connection", "Switch CTI Link #", "ASAI Link Version", and "Security". Below the table are three buttons: "Add Link", "Edit Link", and "Delete Link". The "Add Link" button is highlighted with a red box.

On the **Add TSAPI Links** screen (or the **Edit TSAPI Links** screen to edit a previously configured TSAPI Link as shown below), enter the following values:

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection **CM63VMPG**, which has already been configured in **Section 6.2** from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5.1.4** which is **1**.
- **ASAI Link Version:** This can be left at the default value of **5**.
- **Security:** This can be left at the default value of **both**.

Once completed, select **Apply Changes**.

The screenshot shows the AVAYA Application Enablement Services Management Console with the "Edit TSAPI Links" screen. The left sidebar is the same as the previous screenshot, with "TSAPI Links" selected. The main content area is titled "Edit TSAPI Links" and contains a form with the following fields: "Link" (value: 1), "Switch Connection" (value: CM63vmpg), "Switch CTI Link Number" (value: 1), "ASAI Link Version" (value: 5), and "Security" (value: Both). The "Switch Connection" field is highlighted with a red box. At the bottom of the form are three buttons: "Apply Changes", "Cancel Changes", and "Advanced Settings". The "Apply Changes" button is highlighted with a red box.



Another screen appears for confirmation of the changes made. Choose **Apply**.

**AVAYA Application Enablement Services Management Console**

Welcome: User craft  
Last login: Thu Dec 15 19:28:13 2011 from 10.10.16.62  
HostName/IP: devconaes611/10.10.16.29  
Server Offer Type: TURNKEY  
SW Version: r6-1-1-30-0

**AE Services | TSAPI | TSAPI Link** Home | Help | Logout

▼ AE Services

- ▶ CVLAN
- ▶ DLG
- ▶ DMCC
- ▶ SMS
- ▼ TSAPI
  - TSAPI Links
  - TSAPI Properties
- ▶ Communication Manager Interface

**Apply Changes to Link**

Warning! Are you sure you want to apply the changes?  
These changes can only take effect when the TSAPI server restarts.  
Please use the Maintenance -> Service Controller page to restart the TSAPI server.

**Apply** **Cancel**

When the TSAPI Link is completed, it should resemble the screen below.

**AVAYA Application Enablement Services Management Console**

Last login: Tue Dec 3 15:32:14 2013 from 10.10.40.225  
Number of prior failed login attempts: 17  
HostName/IP: AES63VMGP  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 6.3.0.0.212-0  
Server Date and Time: Tue Dec 03 16:34:53 UTC 2013

**AE Services | TSAPI | TSAPI Links** Home | Help | Logout

▼ AE Services

- ▶ CVLAN
- ▶ DLG
- ▶ DMCC
- ▶ SMS
- ▼ TSAPI
  - TSAPI Links
  - TSAPI Properties

**TSAPI Links**

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
1	CM63vmgp	1	5	Both

**Add Link** **Edit Link** **Delete Link**

The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance → Service Controller**. On the Service Controller screen, tick the **TSAPI Service** and select **Restart Service**.

**AVAYA Application Enablement Services Management Console**

Welcome: User craft  
Last login: Thu Dec 15 19:28:13 2011 from 10.10.16.62  
HostName/IP: devconaes611/10.10.16.29  
Server Offer Type: TURNKEY  
SW Version: r6-1-1-30-0

**Maintenance | Service Controller** Home | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ Licensing

▼ Maintenance

- Date Time/NTP Server
- ▶ Security Database
- Service Controller**
- ▶ Server Data
- ▶ Networking
- ▶ Security
- ▶ Status
- ▶ User Management

**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"/> <b>TSAPI Service</b>	Running

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

**Start** **Stop** **Restart Service** **Restart AE Server** **Restart Linux** **Restart Web Server**

## 6.4. Identify Tlinks

Navigate to **Security** → **Security Database** → **Tlinks**. Verify the value of the **Tlink Name**.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header features the Avaya logo and the title "Application Enablement Services Management Console". A red breadcrumb trail at the top reads "Security | Security Database | Tlinks". On the left, a navigation menu lists various services, with "Security" expanded to show "Security Database", which in turn has "Tlinks" highlighted with a red box. The main content area, titled "Tlinks", contains a "Tlink Name" section with two radio button options: "AVAYA#CM63VMPG#CSTA#AES63VMPG" (selected) and "AVAYA#CM63VMPG#CSTA-S#AES63VMPG". A "Delete Tlink" button is located below these options.

## 6.5. Enable TSAPI Ports

To ensure that TSAPI ports are enabled, navigate to **Networking** → **Ports**. Ensure that the **TSAPI Service Port** is set to **Enabled** as shown below.

**AVAYA** Application Enablement Services Management Console

**Networking | Ports**

**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"/>

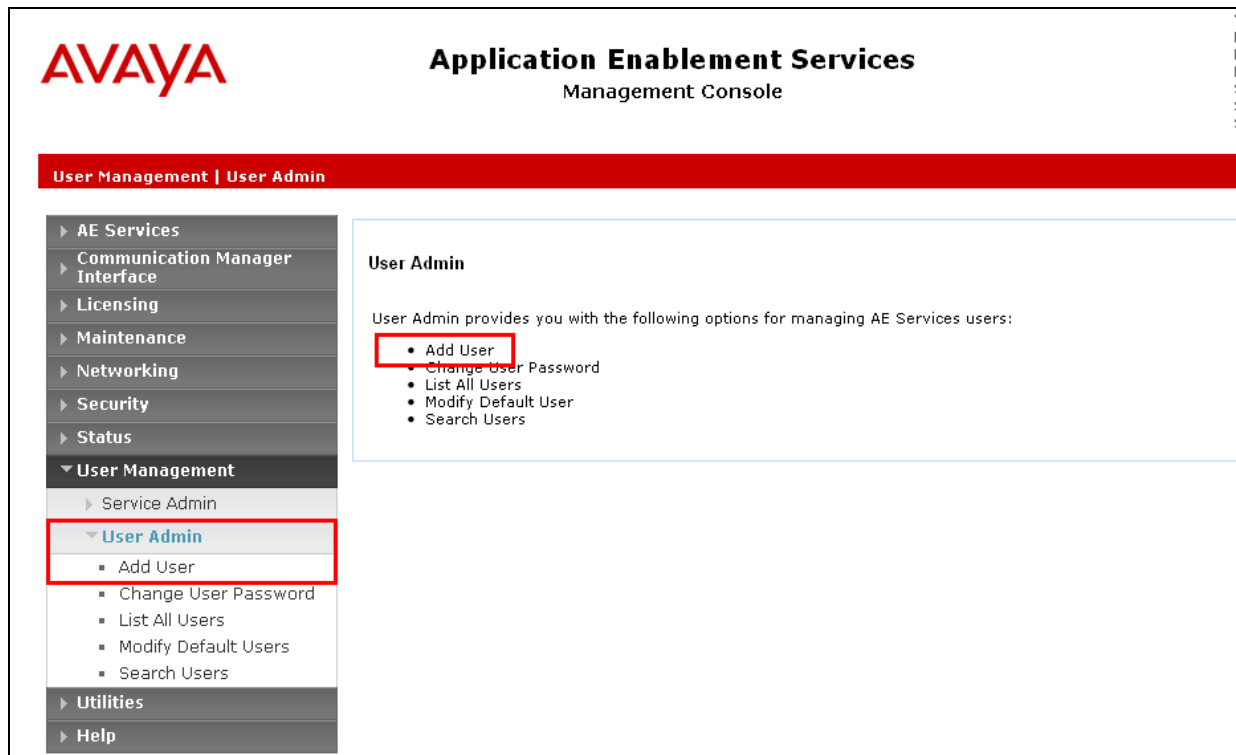
DLG Port TCP Port 5678

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"/>			

## 6.6. Create CTI User

A User ID and password needs to be configured for the Jacada Desktop server to communicate as a TSAPI client with the Application Enablement Services server. Navigate to the **User Management** → **User Admin** screen then choose the **Add User** option.



In the **Add User** screen shown below, enter the following values:

- **User Id** - This will be used by the EMC Server to connect to AES.
- **Common Name** and **Surname** - Descriptive names need to be entered.
- **User Password** and **Confirm Password** - This will again be used by the EMC.
- **CT User** - Select **Yes** from the drop-down menu.

Complete the process by choosing **Apply** at the bottom of the screen (not shown).

**Application Enablement Services**  
Management Console

User Management | User Admin | List All Users

**Edit User**

* User Id	emc
* Common Name	emc
* Surname	emc
User Password	
Confirm Password	
Admin Note	
Avaya Role	None
Business Category	
Car License	
CM Home	
Css Home	
CT User	Yes
Department Number	
Display Name	
Employee Number	
Employee Type	
Enterprise Handle	
Given Name	

The next screen will show a message indicating that the user was created successfully (not shown).

## 6.7. Associate Devices with CTI User

Navigate to **Security** → **Security Database** → **CTI Users** → **List All Users** select the **emc** user and click on **Edit**.

The screenshot shows the Avaya Application Enablement Services Management Console. The top navigation bar includes 'Security | Security Database | CTI Users | List All Users'. The left sidebar shows the 'Security Database' menu with 'CTI Users' selected. The main content area displays a table of CTI Users:

User ID	Common Name	Worktop Name	Device ID
asc	asc	NONE	NONE
cube	cube	NONE	NONE
emc	emc	NONE	NONE
jacada	jacada	NONE	NONE
presence	presence	NONE	NONE

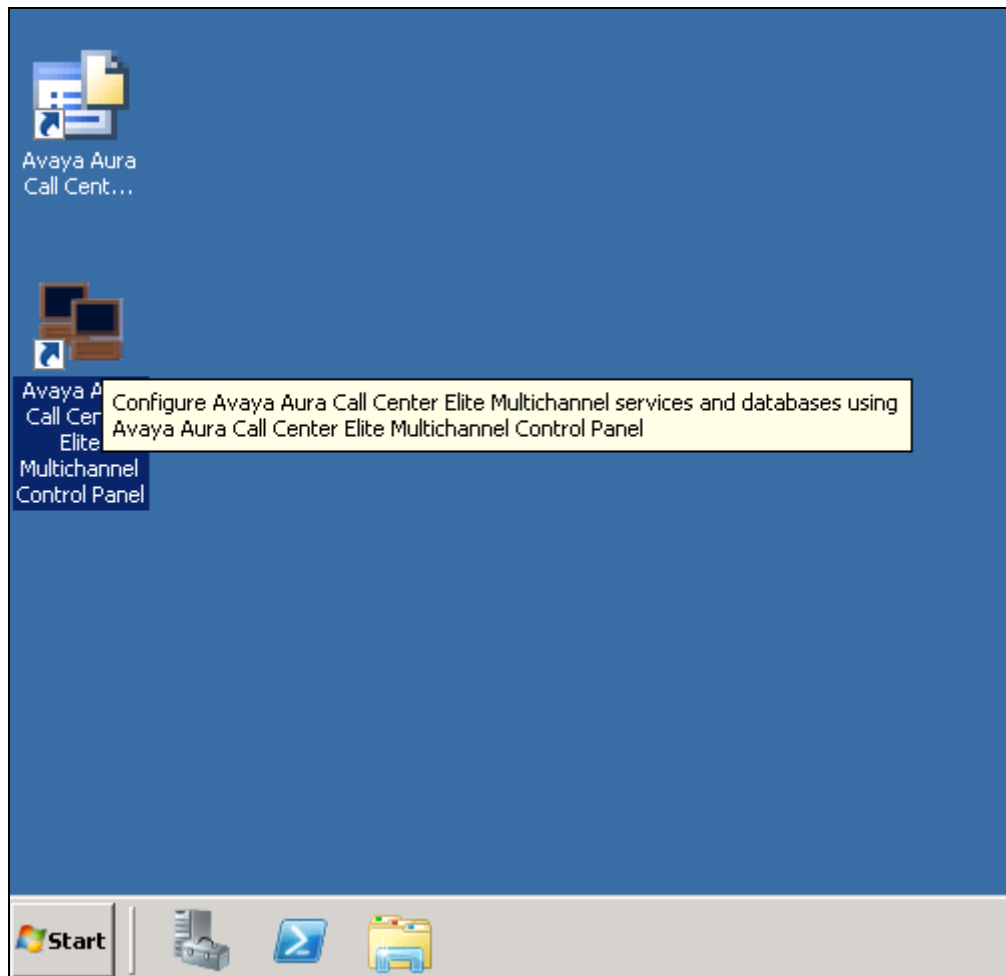
Below the table are 'Edit' and 'List All' buttons. The 'emc' user is highlighted with a red border.

In the main window ensure that **Unrestricted Access** is ticked. Once this is done click on **Apply Changes**.

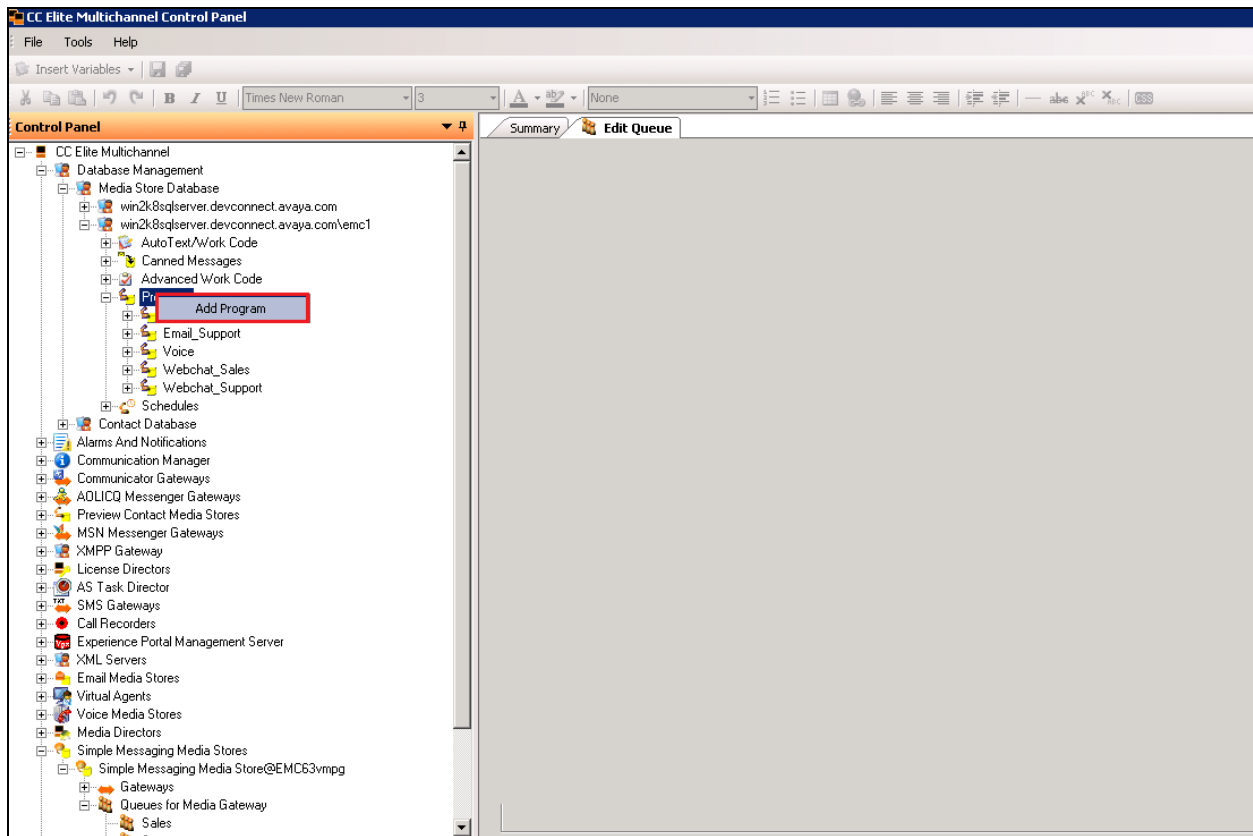
The screenshot shows the 'Edit CTI User' page for the 'emc' user. The 'User Profile' section shows the 'emc' user with 'Worktop Name' set to 'NONE'. The 'Unrestricted Access' checkbox is checked. The 'Call and Device Control' section shows 'Call Origination/Termination and Device Status' set to 'None'. The 'Call and Device Monitoring' section shows 'Device Monitoring' set to 'None', 'Calls On A Device Monitoring' set to 'None', and 'Call Monitoring' set to 'None'. The 'Routing Control' section shows 'Allow Routing on Listed Devices' set to 'None'. The 'Apply Changes' button is highlighted with a red border.

## 7. Configure the Avaya Aura Elite Multichannel Control Panel

From the desktop of the EMC server or a PC where the Avaya Aura® Call Center Elite Multichannel Control Panel is installed, open **Control Panel** to make changes to EMC.



Changes are made to the various components in the left navigation window. Navigate to **Database Management** → **<SQL Server>** → **Programs**. Right click on **Programs** and select **Add Program**.





In the **Program** panel, at the top of the screen.

- Enter a suitable **Name**.

In the **Program Configuration** panel on the **CC Elite Configuration** tab,

- Select **MyText** from the dropdown as the AutoText List Name.
- Define **Public** as the Program access mode.
- Remaining fields can be left as default.

In the **Work Code** panel on the **CC Elite Configuration** tab,

- Select **MyText** as the **Work Code list name**.

In the **Desktop Utility** panel on the **CC Elite Configuration** tab,

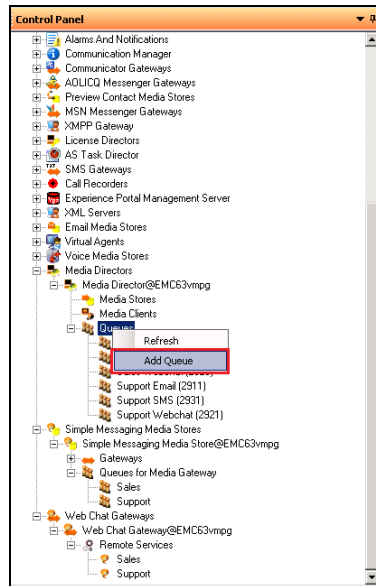
- Tick **Automatically Drop Phantom Call**.
- Enter **3** as the **Automatic Drop Reason Code**.
- Leave the other configuration items with their default values.

Confirm your selections, and save and close the Program window.

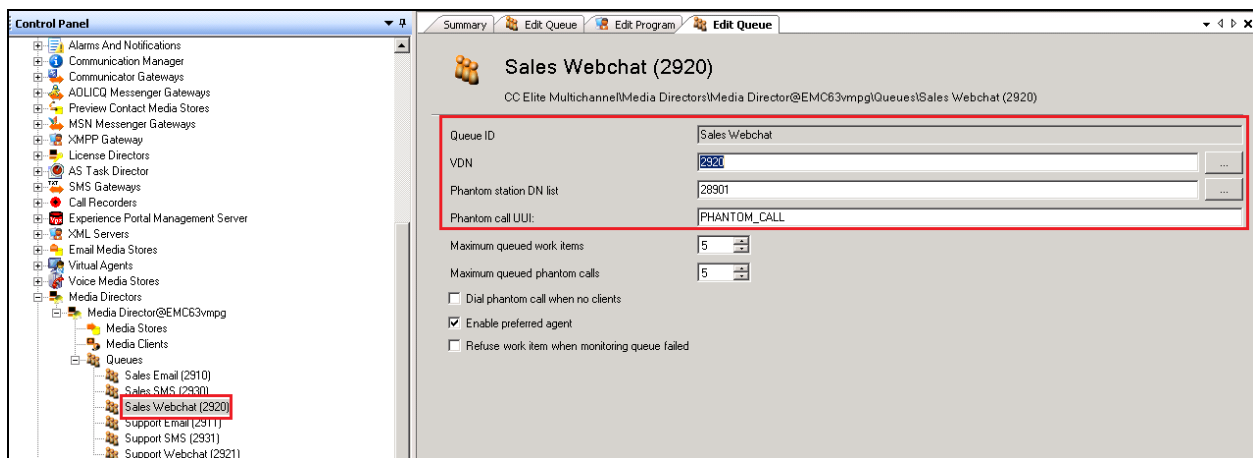
The screenshot displays the CC Elite Configuration window for a program named 'Webchat\_Sales'. The left sidebar shows a tree view of the configuration hierarchy, with 'Webchat\_Sales' selected under 'Programs'. The main panel is divided into several sections:

- Program**: Fields for Program ID (10711327-31da-4fbb-98e1-47354a26d3a), Name (Webchat\_Sales), Used by (Preview Contact Media Store, Auto Contact), Description, Prompt, and Service level seconds (0).
- CC Elite Configuration**:
  - Program Configuration**: AutoText list name (MyText), Program access mode (Public), CannedMessage list name (CannedMessageGroup).
  - Work Code**: Use Advanced Work Code style (unchecked), Standard Work Code list name (MyText), Advanced Work Code list name, Default work code (0), Number of tab pages (5), Minimum required work code(s) (1).
  - Desktop Utility**: Automatically drop phantom call (checked), Automatic drop reason code (3), Agent available on interaction close, Auto accept non-voice interactions (unchecked).
  - Preview Contact Client**: Client action (0 - No Action), Auto dial delay (seconds) (20), Client window title (Preview Contact).

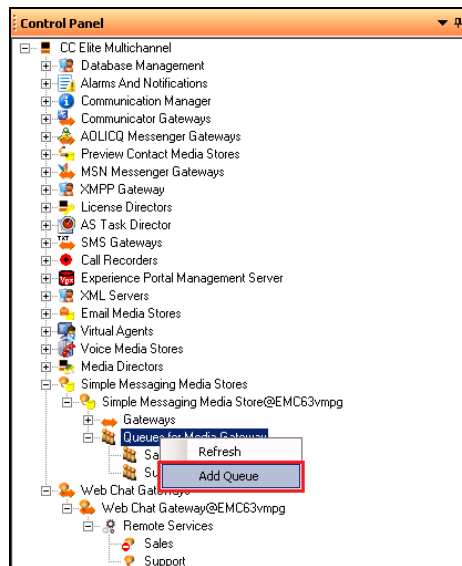
Navigate to **Media Directors** → **MediaDirector@EMC** → **Queues**. Right click on Queues and select **Add Queue**.



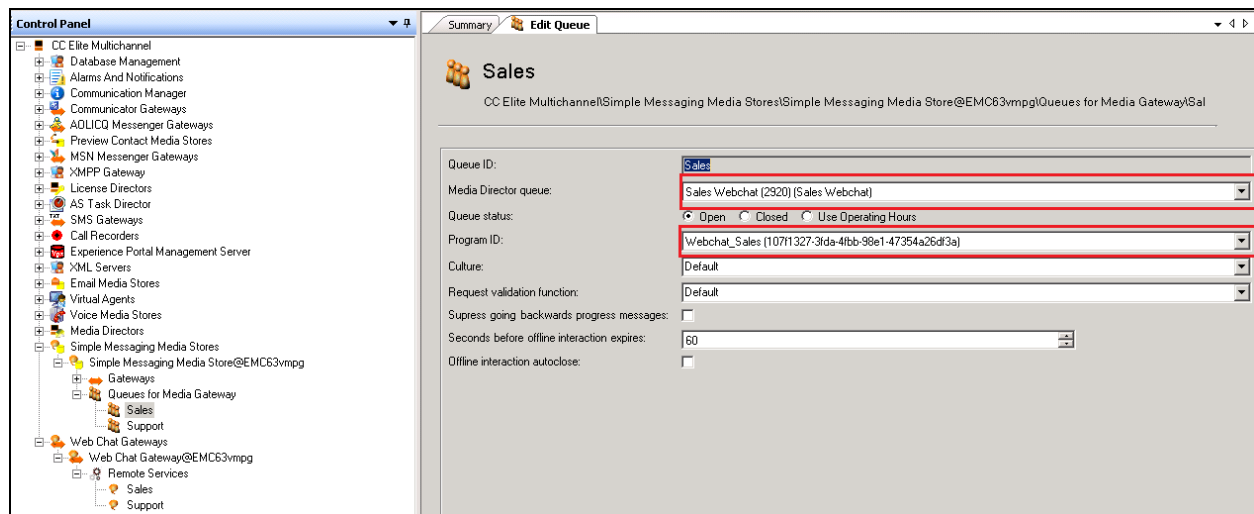
Assign the VDN created in **Section 5.2.1** and the phantom extension created in **Section 5.2.5** to the queue.



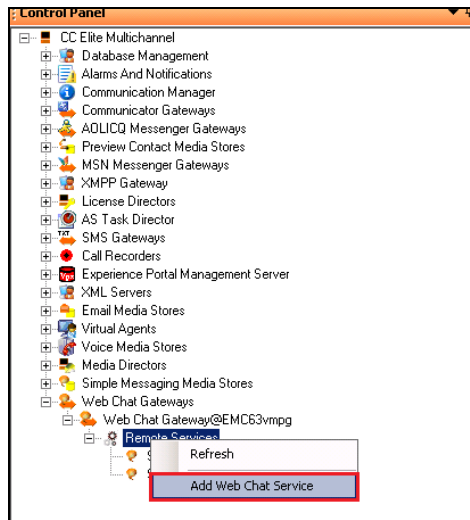
Navigate to **Simple Messaging Media Stores → Simple Messaging Media Stores@<EMCServer> → Queues for Media Gateways**. Right click on Queues for Media Gateways and select **Add Queue**.



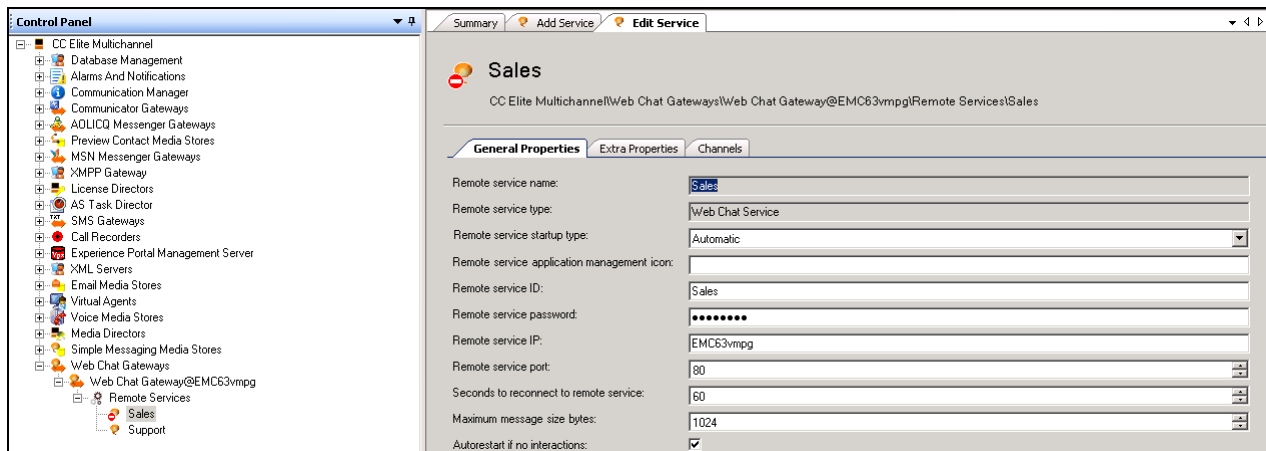
Enter a suitable name and assign the **Media Director queue** and the **Program ID** create above. Everything else can be left as default. Save and close once all is done (not shown).



Navigate to **Web Chat Gateways** → **Web Chat Gateways@ <EMC Server>** → **Remote Services**. Right click on Remote Services and select **Add Queue**.



In the **General Properties** tab, enter the **Remote service name**. Enter the correct information for the **Remote service ID** and **password** and the **Remote service IP** will be that of the EMC server.



Leave the fields in the **Extra Properties** tab as default.

The screenshot shows the 'Control Panel' on the left with a tree view containing various components like 'Database Management', 'Alarms And Notifications', and 'Remote Services'. The 'Sales' service is selected under 'Remote Services'. The main pane shows the 'Extra Properties' tab for 'Sales'. The fields are as follows:

Property	Value
Remote Service URL:	
Remote Service URI:	/WebChat/WebService/Service.aspx
Use SSL:	<input type="checkbox"/>
Seconds to Poll Remote Service:	5
Address Type:	0

Assign the correct **Simple Messaging Media Store** queue in the **Channels** tab.

The screenshot shows the 'Channels' tab for the 'Sales' service. It contains a table with the following data:

Channel ID	Simple Messaging Media Store Queue	Simple Messaging Media Store Queue Priority
Default	Sales	5

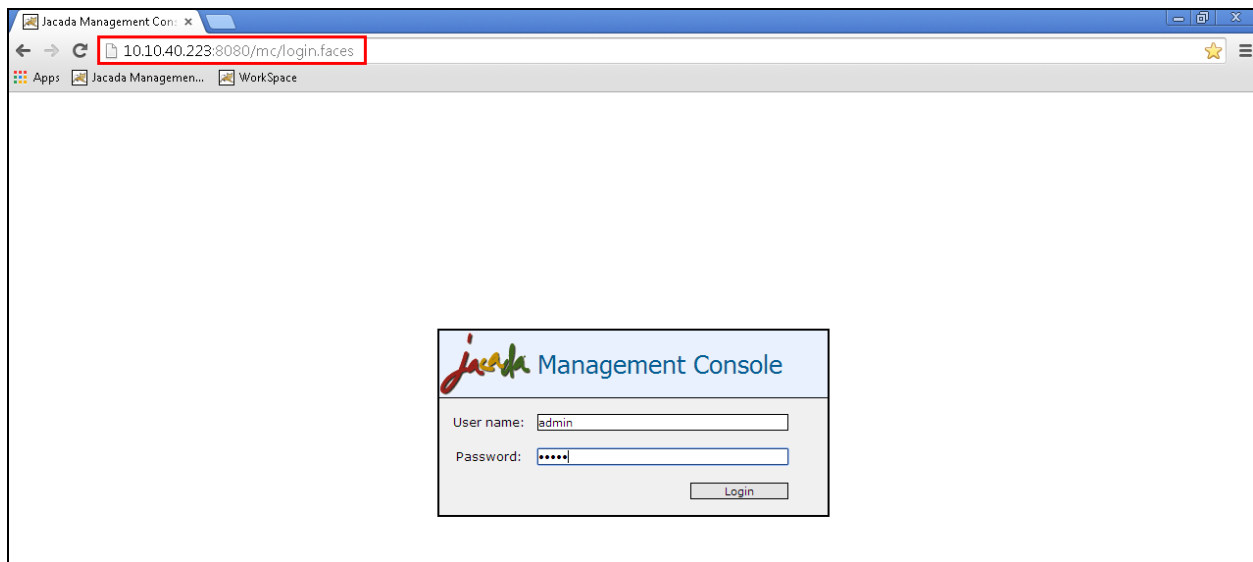
Below the table is a 'Delete' button. At the bottom, there is an 'Add new channel' section with the following fields:

Channel ID:	Default
Simple Messaging Media Store queue:	Sales
Simple Messaging Media Store queue priority:	5

An 'Add' button is located to the right of the priority field.

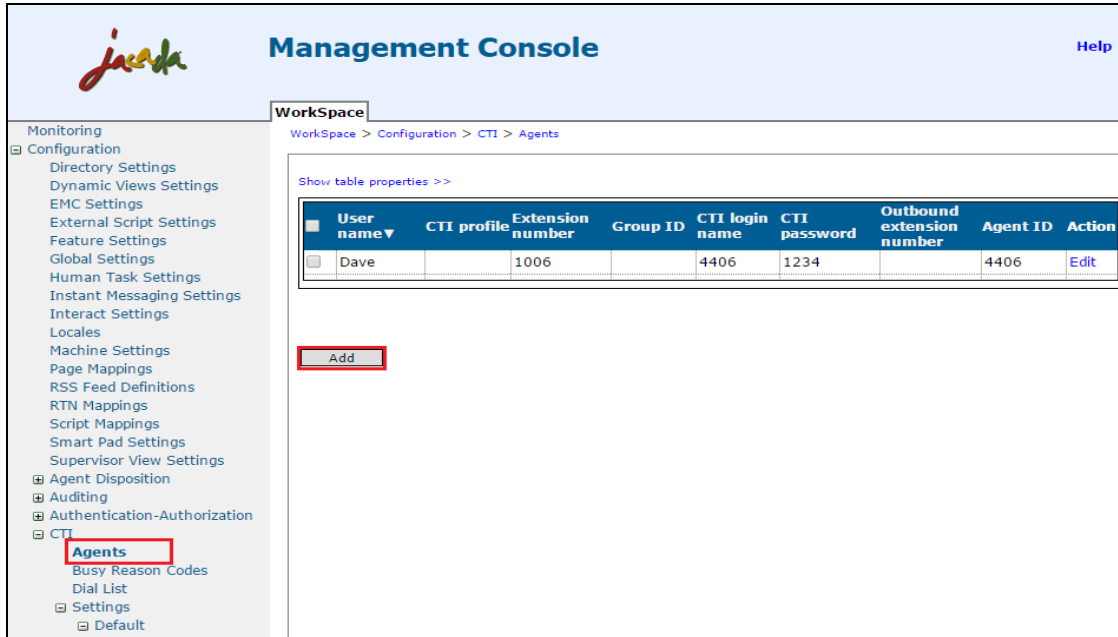
## 8. Configure Jacada Multi-channel Agent Desktop

The installation of Jacada Multi-channel Agent Desktop is usually carried out by an engineer from Jacada, please refer to the documentation in **Section 11** for information on the installation and configuration of the Jacada Multi-channel Agent Desktop Server. The installation and configuration of Jacada Desktop is therefore outside the scope of these Application Notes. The following sections will outline the process involved in connecting the Jacada Desktop server to the EMC. All configuration of the Jacada server for connection with the EMC is performed using a web browser to the Jacada **Management Console**. Open a web browser as shown below and enter the proper credentials and click on **Login**. (Default user/pass is admin/admin).



## 8.1. Configure CTI Agents

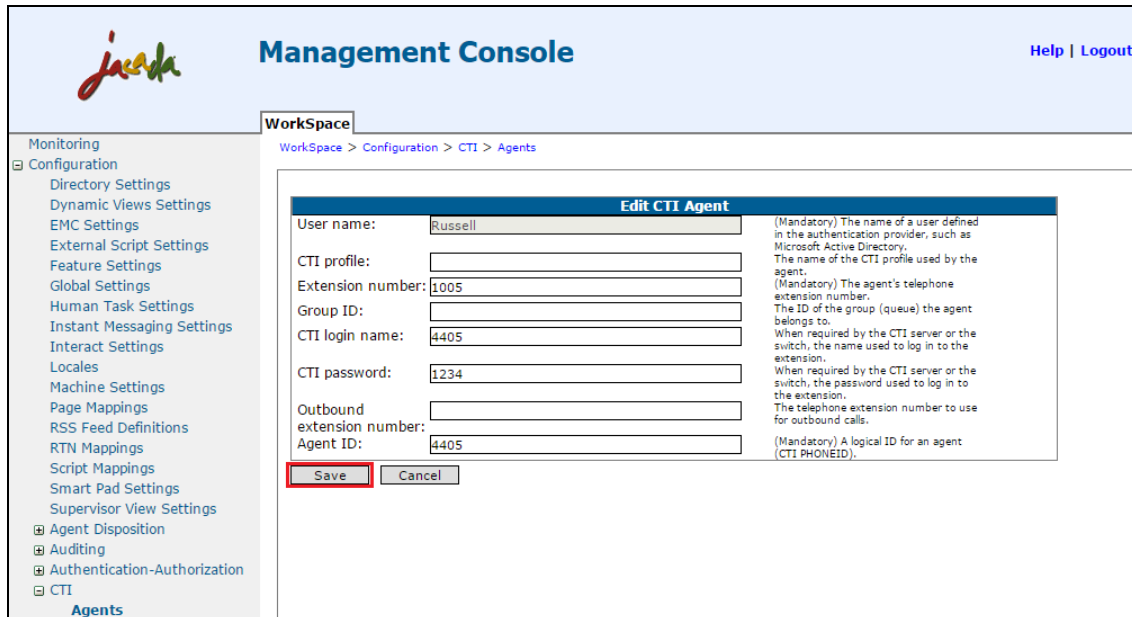
Every agent configured on Communication Manager for use with Jacada Desktop will need to be configured from the Jacada Management Console. From the left window navigate to **Configuration → CTI → Agents** and in the main window click on **Add**.



The screenshot shows the Jacada Management Console interface. The left sidebar contains a navigation menu with the following items: Monitoring, Configuration (expanded), Directory Settings, Dynamic Views Settings, EMC Settings, External Script Settings, Feature Settings, Global Settings, Human Task Settings, Instant Messaging Settings, Interact Settings, Locales, Machine Settings, Page Mappings, RSS Feed Definitions, RTN Mappings, Script Mappings, Smart Pad Settings, Supervisor View Settings, Agent Disposition, Auditing, Authentication-Authorization, CTI (expanded), Agents (highlighted), Busy Reason Codes, Dial List, Settings, and Default. The main content area shows the breadcrumb path: Workspace > Configuration > CTI > Agents. Below the breadcrumb is a link to 'Show table properties >>'. A table lists existing agents with columns: User name, CTI profile, Extension number, Group ID, CTI login name, CTI password, Outbound extension number, Agent ID, and Action. One agent named 'Dave' is listed with extension 1006, group ID 4406, and password 1234. Below the table is an 'Add' button.

User name	CTI profile	Extension number	Group ID	CTI login name	CTI password	Outbound extension number	Agent ID	Action
Dave		1006		4406	1234		4406	Edit

Enter the agent's credentials such as the **Extension number** associated with the agent along with **Agent ID**, **CTI login name** and **CTI password** that was configured on Communication Manager. Click on **Save** once these are entered correctly.



The screenshot shows the Jacada Management Console interface with the 'Edit CTI Agent' form. The left sidebar is the same as the previous screenshot. The main content area shows the breadcrumb path: Workspace > Configuration > CTI > Agents. Below the breadcrumb is a link to 'Show table properties >>'. The 'Edit CTI Agent' form contains the following fields: User name (Russell), CTI profile (empty), Extension number (1005), Group ID (empty), CTI login name (4405), CTI password (1234), Outbound extension number (empty), and Agent ID (4405). To the right of the form are explanatory notes for several fields. At the bottom of the form are 'Save' and 'Cancel' buttons.

Edit CTI Agent	
User name:	Russell
CTI profile:	
Extension number:	1005
Group ID:	
CTI login name:	4405
CTI password:	1234
Outbound extension number:	
Agent ID:	4405

## 8.2. Configure the connection to the Avaya Database

From the left window navigate to **Configuration** → **EMC Settings** → **Users** and in the main window enter the IP Address of the SQL database server and click on **Apply**.

The screenshot shows the Jacada Management Console interface. The left sidebar contains a navigation menu with 'EMC Settings' highlighted. The main content area displays the 'WorkSpace' tab with the breadcrumb 'WorkSpace > Configuration > EMC Settings'. A form for 'Database Host' is shown with the value '10.10.40.66' and a description 'The EMC database Host.'. Below the form is an 'Apply' button.

## 8.3. Configure the connection to Avaya Aura® Call Center Elite Multichannel Server

From the left window navigate to **Configuration** → **CTI** → **Settings** → **Default** → **CTI** → **EMC** → **AVAYA** and in the main window scroll down to the following settings highlighted below. To make a change on any of these settings simply click on the setting in blue for example the **ServerIP**.

External Script Settings	CTIAllowTransferFromConsult	false		✓
Feature Settings	CTIApplicationSetACW	false		✓
Global Settings	CTICallAutoAnswer	false		✓
Human Task Settings	CTIDefaultTransferType	warm		✓
Instant Messaging Settings	CTIEnableSoftReturnButton	false		✓
Interact Settings	CTIProvider	emc		✓
Locales	CTISwitchSendsRepeatedAgentStatusEvents	true		✓
Machine Settings	CTITransferTypesList	cold, warm		✓
Page Mappings	EMCTrace	true	Enable logs the trace data to a file.	✓
RSS Feed Definitions	EMCTraceFile	c:\Logs\XMLClientTraceLog.txt	The full path and name of the file to log the trace data	✓
RTN Mappings	JacadaEMCGatewayIP	localhost		✓
Script Mappings	JacadaEMCGatewayPort	80		✓
Smart Pad Settings	JacadaEMCGatewaySchema	http		✓
Supervisor View Settings	PhantomCallUI	PHANTOM_CALL		✓
Agent Disposition	ProxyIP	localhost	The IP address of the Proxy Server	✓
Auditing	ProxyPort	29079	The port number of Media Proxy server. Its default value is 29199	✓
Authentication-Authorization	ServerIP	10.10.40.65	The IP address of the Media Director	✓
CTI	ServerPort	29087	The port number of Media Director. Its default value is 29096	✓
Agents	XMLServerIP	10.10.40.65	The IP address of the XML Server	✓
Busy Reason Codes	XMLServerPort	29096	The port number of XML Server. Its default value is 29096	✓
Dial List				
Settings				
Default				
CTI				
CISCO				
AES				
CTC				
EMC				
AVAYA				
GENESYS				
MANUAL				
Document Search				
Layout Management				
Project Variables				
Task Manager				



Enter the IP address of the EMC server and click on **Apply**.

**Management Console** Help | Logout

Workspace

Workspace > Configuration > CTI > Settings > Default > CTI > EMC > AVAYA

### Edit Emc Avaya Profile Setting

Name: ServerIP The name of the setting.

Value: 10.10.40.65 The value of the setting.

Comments: The IP address of the Media Director Comments that provide information on the setting.

Active: ☒ This boolean field specifies whether the setting is active (checked) or inactive (unchecked). Inactive settings remain in the database table. Manipulating a setting to be active or inactive can be useful in testing.

**Apply** Cancel

This returns to the previous screen, where another setting can be configured for example the **XMLServerIP**.

External Script Settings	CTIAllowTransferFromConsult	false		<input checked="" type="checkbox"/>
Feature Settings	CTIApplicationSetACW	false		<input checked="" type="checkbox"/>
Global Settings	CTICallAutoAnswer	false		<input checked="" type="checkbox"/>
Human Task Settings	CTIDefaultTransferType	warm		<input checked="" type="checkbox"/>
Instant Messaging Settings	CTIEnableSoftReturnButton	false		<input checked="" type="checkbox"/>
Interact Settings	CTIProvider	emc		<input checked="" type="checkbox"/>
Locales	CTISwitchSendsRepeatedAgentStatusEvents	true		<input checked="" type="checkbox"/>
Machine Settings	CTITransferTypesList	cold, warm		<input checked="" type="checkbox"/>
Page Mappings	EMCTrace	true	Enable logs the trace data to a file.	<input checked="" type="checkbox"/>
RSS Feed Definitions	EMCTraceFile	c:\Logs\XMLClientTraceLog.txt	The full path and name of the file to log the trace data	<input checked="" type="checkbox"/>
RTN Mappings	JacadaEMCGatewayIP	localhost		<input checked="" type="checkbox"/>
Script Mappings	JacadaEMCGatewayPort	80		<input checked="" type="checkbox"/>
Smart Pad Settings	JacadaEMCGatewaySchema	http		<input checked="" type="checkbox"/>
Supervisor View Settings	PhantomCallUI	PHANTOM_CALL		<input checked="" type="checkbox"/>
Agent Disposition	ProxyIP	localhost	The IP address of the Proxy Server	<input checked="" type="checkbox"/>
Auditing	ProxyPort	29079	The port number of Media Proxy server. Its default value is 29199	<input checked="" type="checkbox"/>
Authentication-Authorization	ServerIP	10.10.40.65	The IP address of the Media Director	<input checked="" type="checkbox"/>
CTI	ServerPort	29087	The port number of Media Director. Its default value is 29096	<input checked="" type="checkbox"/>
Agents	XMLServerIP	10.10.40.65	The IP address of the XML Server	<input checked="" type="checkbox"/>
Busy Reason Codes	XMLServerPort	29096	The port number of XML Server. Its default value is 29096	<input checked="" type="checkbox"/>
Dial List				
Settings				
Default				
CTI				
CISCO				
AES				
CTC				
EMC				
AVAYA				
GENESYS				
MANUAL				
Document Search				
Layout Management				
Project Variables				
Task Manager				

Enter the IP Address of the EMC server and click on **Apply**.

**Management Console** Help | Logout

**Workspace**

Workspace > Configuration > CTI > Settings > Default > CTI > EMC > AVAYA

**Edit Emc Avaya Profile Setting**

Name: XMLServerIP  
 Value: 10.10.40.65  
 Comments: The IP address of the XML Server  
 Active: ☒

**Apply** **Cancel**

Repeat this procedure for the remaining settings listed below.

External Script Settings	CTIAllowTransferFromConsult	false		<input checked="" type="checkbox"/>
Feature Settings	CTIApplicationSetACW	false		<input checked="" type="checkbox"/>
Global Settings	CTICallAutoAnswer	false		<input checked="" type="checkbox"/>
Human Task Settings	CTIDefaultTransferType	warm		<input checked="" type="checkbox"/>
Instant Messaging Settings	CTIEnableSoftReturnButton	false		<input checked="" type="checkbox"/>
Interact Settings	CTIProvider	emc		<input checked="" type="checkbox"/>
Locales	CTISwitchSendsRepeatedAgentStatusEvents	true		<input checked="" type="checkbox"/>
Machine Settings	CTITransferTypesList	cold, warm		<input checked="" type="checkbox"/>
Page Mappings	EMCTrace	true	Enable logs the trace data to a file.	<input checked="" type="checkbox"/>
RSS Feed Definitions	EMCTraceFile	c:\\Logs\\XMLClientTraceLog.txt	The full path and name of the file to log the trace data	<input checked="" type="checkbox"/>
RTN Mappings	JacadaEMCGatewayIP	localhost		<input checked="" type="checkbox"/>
Script Mappings	JacadaEMCGatewayPort	80		<input checked="" type="checkbox"/>
Smart Pad Settings	JacadaEMCGatewaySchema	http		<input checked="" type="checkbox"/>
Supervisor View Settings	PhantomCallUUI	PHANTOM_CALL		<input checked="" type="checkbox"/>
Agent Disposition	ProxyIP	localhost	The IP address of the Proxy Server	<input checked="" type="checkbox"/>
Auditing	ProxyPort	29079	The port number of Media Proxy server. Its default value is 29199	<input checked="" type="checkbox"/>
Authentication-Authorization	ServerIP	10.10.40.65	The IP address of the Media Director	<input checked="" type="checkbox"/>
CTI	ServerPort	29087	The port number of Media Director. Its default value is 29096	<input checked="" type="checkbox"/>
Agents	XMLServerIP	10.10.40.65	The IP address of the XML Server	<input checked="" type="checkbox"/>
Busy Reason Codes	XMLServerPort	29096	The port number of XML Server. Its default value is 29096	<input checked="" type="checkbox"/>
Dial List				
Settings				
Default				
CTI				
CISCO				
AES				
CTC				
EMC				
AVAYA				
GENESYS				
MANUAL				
Document Search				
Layout Management				
Project Variables				
Task Manager				

## 9. Verification Steps

This section provides the steps that can be taken to verify correct configuration of the Avaya solution and Jacada Desktop.

### 9.1. Verify Avaya Aura® Communication Manager CTI Service State

The following steps can validate that the communication between Communication Manager and AES is functioning correctly. Check the AESVCS link status by using the command **status aesvcs cti-link**. Verify the **Service State** of the CTI link is **established**.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	4	no	aes63vmpg	established	18	18

### 9.2. Verify TSAPI Link

On the AES Management Console verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** to display the **TSAPI Link Details** screen. Verify the status of the TSAPI link by checking that the **Status** is **Talking** and the **State** is **Online**.

Welcome: User craft  
Last login: Thu Feb 20 11:01:32 2014 from 192.168.10.222  
Number of prior failed login attempts: 33  
HostName/IP: AES63VMPG  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 6.3.0.0.212-0  
Server Date and Time: Thu Feb 20 11:14:02 UTC 2014

**AVAYA** Application Enablement Services Management Console

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

AE Services  
Communication Manager Interface  
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 60 seconds

Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
1	CM63vmpg	1	Talking	Tue Feb 18 11:21:49 2014	Online	16	5	15	15	30

Online Offline

For service-wide information, choose one of the following:  
TSAPI Service Status TLink Status User Status

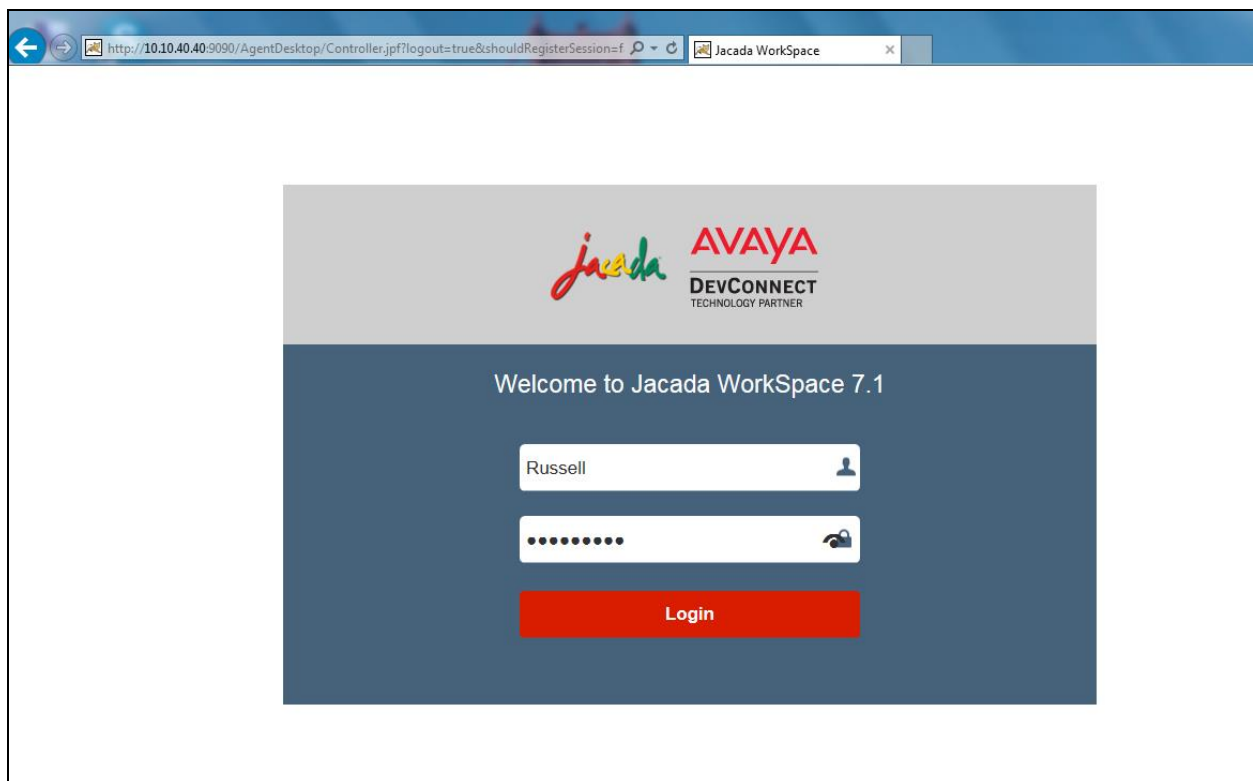
### 9.3. Verify 3<sup>rd</sup> Party Call Control using Jacada Multi-channel Agent Desktop

The section will show the full working solution by demonstrating a Webchat call from a customer and an agent. This multimedia type call will be answered by an agent using Jacada Desktop.

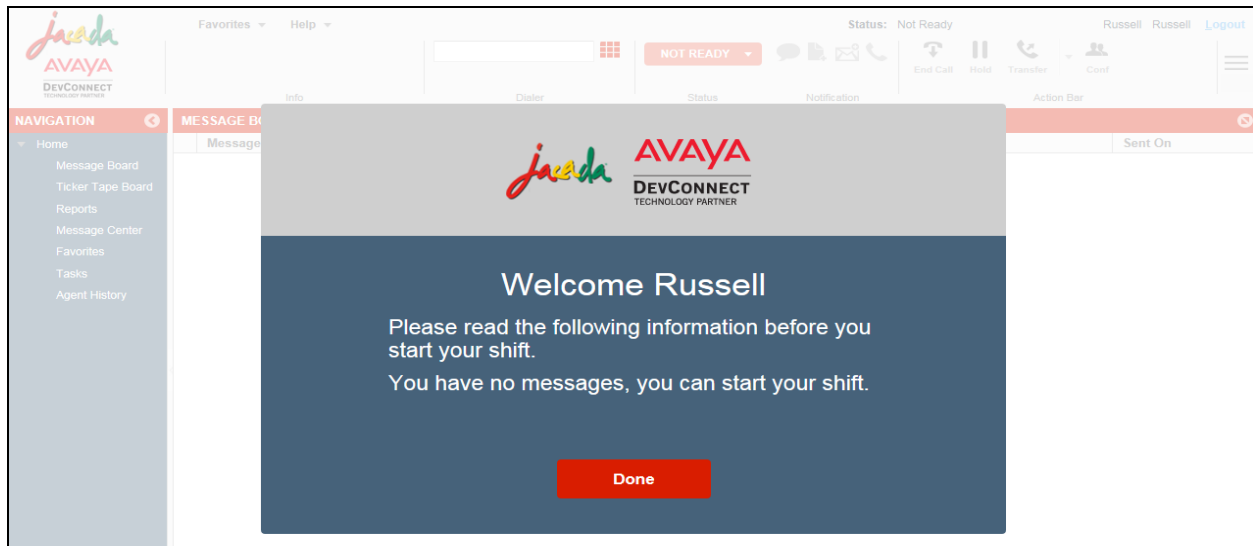
#### 9.3.1. Log in to the Jacada Multi-channel Agent Desktop

From an agent workstation open a web browser to the Jacada server. Log in to the Jacada Multi-channel Agent Desktop application as shown below.

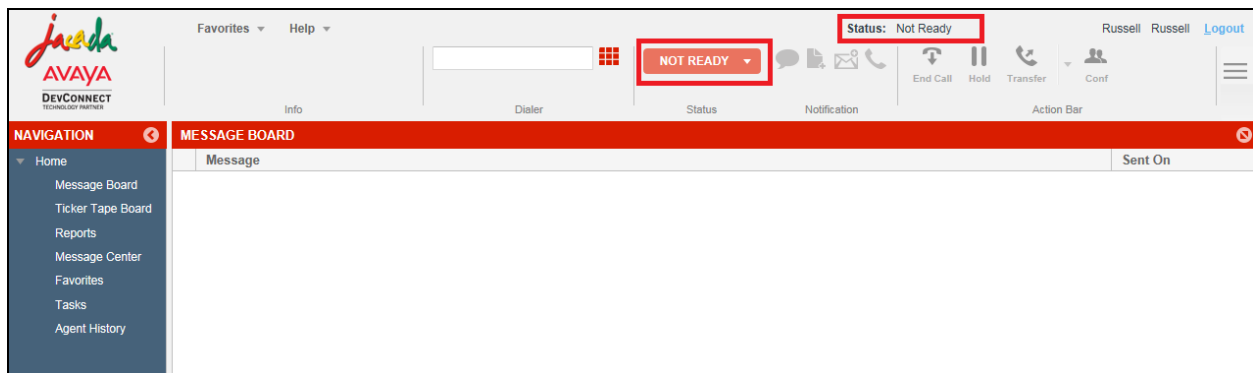
[http://<JacadaServer>/<applicationName>?CTIProfile=CTI\\_AES\\_AVAYA](http://<JacadaServer>/<applicationName>?CTIProfile=CTI_AES_AVAYA) (not captured in the screen shot below).



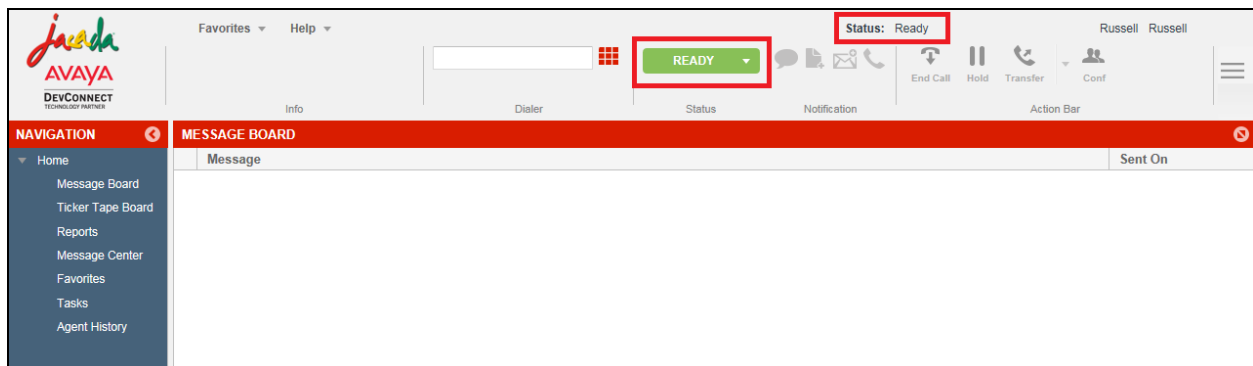
A window will pop up, press done at the bottom of the screen.



Once logged in to the Jacada Desktop the agent will be placed automatically in the **Not Ready** state as shown below. Press the **NOT READY** button highlighted to change the state to Ready.

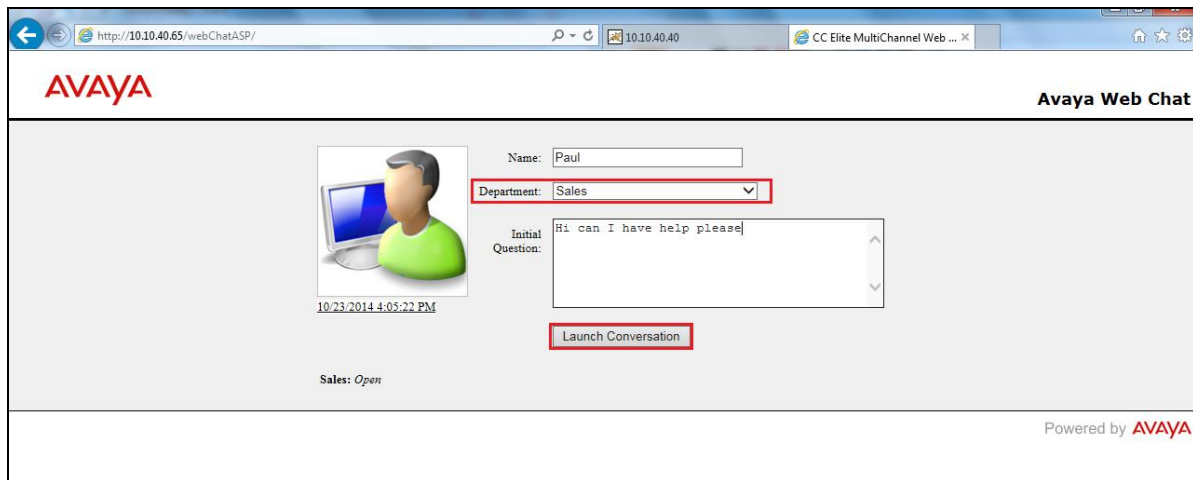


Once this is done the button turns from red to green and the agent is shown as **Ready**.



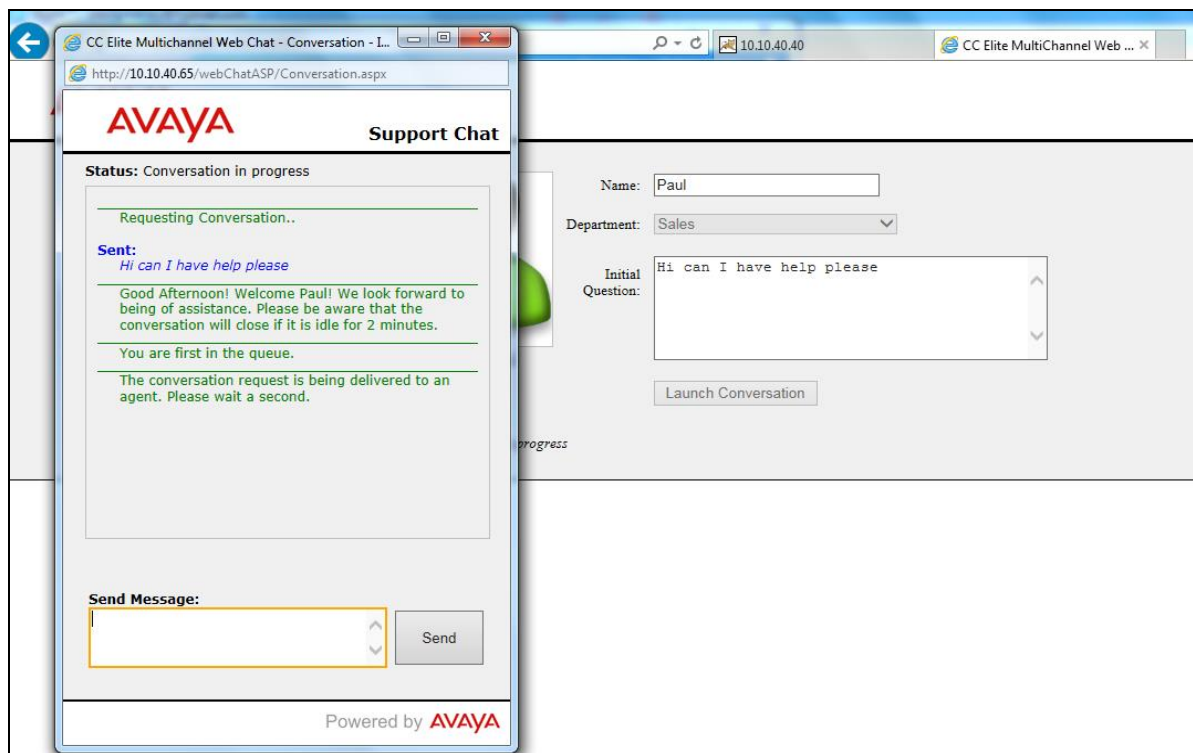
### 9.3.2. Create a Webchat call to an agent

A Webchat call can be initiated using an Avaya application loaded on the EMC server for this specific task. Once this is installed simply open a browser and navigate to <http://<EMCServer>/webChatASP>. Here a “customer” can initiate a call in the form of a Webchat session to an agent. The example below shows a Webchat call to the **Sales** queue, click on **Launch Conversation** to begin the chat session.



The screenshot shows a web browser window with the URL <http://10.10.40.65/webChatASP/>. The page features the Avaya logo and the title "Avaya Web Chat". On the left, there is a small icon of a person at a computer with the timestamp "10/23/2014 4:05:22 PM" and the text "Sales: Open". The main form includes a "Name" field with "Paul" entered, a "Department" dropdown menu set to "Sales", and an "Initial Question" text area containing "Hi can I have help please". A red box highlights the "Launch Conversation" button at the bottom right of the form. The footer indicates "Powered by AVAYA".

Once the call is placed to the EMC the “customer” receives the following pop up window explaining that **the conversation request is being delivered to an agent**.



The screenshot shows the same Avaya Web Chat interface as before, but with a "Support Chat" pop-up window overlaid on the left. The pop-up window has a title bar "CC Elite Multichannel Web Chat - Conversation - I..." and a URL bar <http://10.10.40.65/webChatASP/Conversation.aspx>. The main content of the pop-up is titled "Support Chat" and shows the status "Conversation in progress". It includes a "Requesting Conversation.." section, a "Sent:" message "Hi can I have help please", and a response from the system: "Good Afternoon! Welcome Paul! We look forward to being of assistance. Please be aware that the conversation will close if it is idle for 2 minutes. You are first in the queue. The conversation request is being delivered to an agent. Please wait a second." At the bottom of the pop-up, there is a "Send Message:" text input field and a "Send" button. The background Avaya Web Chat form is partially visible behind the pop-up.

The agent will receive a call with the chat button flashing (beside the **READY** button) and once this is pressed the following screen shows the Webchat session where the agent can reply saying **Hello I can help you**, as shown in the example below.

The screenshot shows the Avaya DevConnect Webchat interface. At the top, there's a header with the Avaya logo, navigation links (Favorites, Help), and a status bar indicating 'Status: Ready' and 'Russell Russell'. Below the header, the main interface is divided into several sections:

- NAVIGATION:** A sidebar on the left with links like Home, Message Board, Ticker Tape Board, Reports, Message Center, Favorites, Tasks, Agent History, and a 'Paul' chat session highlighted.
- CHAT INFO:** A central pane showing the chat history. The customer's message is: '[16:29] Paul: Hi can I have help please'. Below this is a text input field with 'Hello I can help you' and a 'Send' button.
- CUSTOMER INFORMATION:** A pane on the right showing details for the customer 'Paul'. Fields include First Name, Middle Name, Last Name (G), Web Page, Email Address (PaulGreaney@devconnect.a), Phone Numbers (Home, Mobile, Home Fax), Address (Street, City, State/Province, Zip/Postal Code, Country/Region), and Notes.
- CANNED RESPONSES:** A pane below the chat info with buttons for 'Greetings' and 'Introduction'.
- DISPOSITION NOTES:** A pane for adding notes, with an 'Update' button.
- CUSTOMER CONVERSATION HISTORY:** A table at the bottom showing a list of conversations with columns for Agent Id, Type, From Address, To Address, Subject, State, and Establishment.

This reply is shown on the customers web browser as is shown below, the customer can then respond back and forth until the call is ended by either the agent or the customer.

The screenshot shows a customer's web browser displaying the Avaya Support Chat interface. The browser window title is 'CC Elite Multichannel Web Chat - Conversation - I...'. The URL is 'http://10.10.40.65/webChatASP/Conversation.aspx'. The interface includes:

- AVAYA Support Chat:** A header with the Avaya logo and 'Support Chat' text.
- Status:** 'Conversation in progress'.
- Requesting Conversation..** A section with a green border containing a welcome message: 'Good Afternoon! Welcome Paul! We look forward to being of assistance. Please be aware that the conversation will close if it is idle for 2 minutes. You are first in the queue. The conversation request is being delivered to an agent. Please wait a second. The conversation request has been accepted by an agent. Please start the conversation.'
- Sent:** A section with a blue border showing the customer's message: 'Hi can I have help please'.
- Received:** A section with a red border showing the agent's reply: 'Hello I can help you'.
- Send Message:** A text input field with a 'Send' button.
- Initial Question:** A text input field with the same message: 'Hi can I have help please'.
- Launch Conversation:** A button below the initial question field.

If the customer does end the Webchat the following screen shows that the **Remote party closed chat session** and the agent can press the **Complete** button, highlighted, to wrap up the call and be ready for another.

The screenshot displays the Avaya DevConnect Webchat interface. At the top, the status is 'Ready' and the agent's name is 'Russell Russell'. A red box highlights the 'Complete' button in the top right corner. The main chat window shows a conversation with a customer named Paul. The messages are:

- [16:29] Paul: Hi can I have help please
- [16:30] me: Hello I can help you
- [16:31] System: The conversation session has been closed. Thank you.
- [16:31] System: Remote party closed chat session

Below the chat window, there are sections for 'CANNED RESPONSES' (with options like Greetings and Introduction) and 'DISPOSITION NOTES' (with an 'Update' button). To the right, the 'CUSTOMER INFORMATION' section contains fields for Details (First Name: Paul, Middle Name, Last Name: G, Web Page, Email Address: Paul.Greaney@devconnect.a), Address (Street, City, State/Province, Zip/Postal Code, Country/Region), Phone Numbers (Home Phone, Mobile Phone, Home Fax), and Notes. At the bottom right, the 'CUSTOMER CONVERSATION HISTORY' section shows a table with columns: Agent Id, Type, From Address, To Address, Subject, State, and Establish. The table currently shows 'No Results'.



## 10. Conclusion

These Application Notes describe the configuration steps required for Jacada Multi-channel Agent Desktop to successfully interoperate with Avaya Aura® Call Center Elite Multichannel R6.3.1 and Avaya Aura® Communication Manager R6.3. All feature functionality and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

## 11. Additional References

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

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

- [1] *Deploying Avaya Aura® Call Center Elite Multichannel in an Avaya Customer Experience Virtualized Environment* Release 6.3
- [2] *Avaya Aura® Call Center Elite Multichannel Installation Guide* Release 6.2.3
- [3] *Administering Avaya Aura® Call Center Elite Multichannel* Release 6.3.x
- [4] *Avaya Aura® Call Center Elite Multichannel Release Notes* Release 6.3.1
- [5] *Administering Avaya Aura® Communication Manager*, Document ID 03-300509
- [6] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205
- [7] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide* Release 6.3

Technical documentation can be obtained for Jacada Multi-channel Agent Desktop from the website [www.jacada.com](http://www.jacada.com). Online help can be found at <http://www.jacada.com/help/jws>

## Appendix

### Avaya SIP Deskphone

This is a printout of the Avaya 9641 SIP CC Deskphone used during compliance testing.  
Page 1. Note that additions and changes to SIP stations are made through System Manager and not directly on Communication Manager.

display station 1005	Page 1 of 6	
STATION		
Extension: 1005	Lock Messages? n	BCC: 0
Type: 9641SIPCC	Security Code:	TN: 1
Port: S00058	Coverage Path 1:	COR: 1
Name: EliteCC, Agent5	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Location:	Time of Day Lock Table:	
Loss Group: 19	Message Lamp Ext: 1005	
Display Language: english	Button Modules: 0	
Survivable COR: internal		
Survivable Trunk Dest? y	IP SoftPhone? n	
	IP Video? n	

Page 2.

display station 1005	Page 2 of 6	
STATION		
FEATURE OPTIONS		
LWC Reception: spe		
LWC Activation? y	Coverage Msg Retrieval? y	Auto Answer: none
CDR Privacy? n	Data Restriction? n	Idle Appearance Preference? n
Per Button Ring Control? n	Bridged Idle Line Preference? n	Restrict Last Appearance? y
Bridged Call Alerting? n		
Active Station Ringing: single		
H.320 Conversion? n	Per Station CPN - Send Calling Number?	
MWI Served User Type:		
AUDIX Name:	Coverage After Forwarding? s	
	Direct IP-IP Audio Connections? y	
Emergency Location Ext: 1005	Always Use? n IP Audio Hairpinning? n	

Page 3.

display station 1005	STATION	Page 3 of 6
Bridged Appearance Origination Restriction? n		
IP Phone Group ID:		
ENHANCED CALL FORWARDING		
	Forwarded Destination	Active
Unconditional For Internal Calls To:		n
External Calls To:		n
Busy For Internal Calls To:		n
External Calls To:		n
No Reply For Internal Calls To:		n
External Calls To:		n

Page 4.

display station 1005	STATION	Page 4 of 6
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	Grp:
3: call-appr	7: manual-in	Grp:
4: agnt-login	8: work-code	

display station 1005	Page 6 of 6
STATION	
SIP FEATURE OPTIONS	
Type of 3PCC Enabled: Avaya	
SIP Trunk: 1	

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