



Avaya Solution & Interoperability Test Lab

Application Notes for InfoTalk-Recognizer 9.0 with Avaya Aura® Experience Portal 6.0 and Avaya Aura® Communication Manager 6.2 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for InfoTalk-Recognizer 9.0 to successfully interoperate with Avaya Aura® Experience Portal, Avaya Aura® Communication Manager and Avaya Aura® Session Manager. The Avaya Aura® Experience Portal running VoiceXML applications hosted on Microsoft IIS utilizes the automatic speech recognition (ASR) features of InfoTalk-Recognizer 9.0 using the Media Resource Control Protocol (MRCP) Version 2.

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

1. Introduction

These Application Notes describe the configuration steps required for InfoTalk-Recognizer 9.0 to successfully interoperate with Avaya Aura® Experience Portal, Avaya Aura® Communication Manager and Avaya Aura® Session Manager. The Avaya Aura® Experience Portal (AAEP) running VoiceXML applications hosted on Microsoft IIS utilizes the automatic speech recognition (ASR) features of InfoTalk-Recognizer 9.0 using the Media Resource Control Protocol (MRCP) Version 2.

InfoTalk-Recognizer is a software solution running both the InfoTalk-Recognizer ASR engine and the InfoTalk MRCP Server Version 2.0 application on a Microsoft Windows 2000 or 2003 Server or Windows 2000 or XP Professional machine.

2. General Test Approach

The general test approach is to place calls manually to Avaya Aura® Experience Portal running VXML applications that uses the ASR resources of InfoTalk-Recognizer solution.

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

This Interoperability Compliance Test included feature and serviceability testing. The feature testing focused on placing calls to Avaya Experience Portal that ran Voice XML scripts in English, Cantonese and Putonghua (Traditional Chinese) that uses the ASR engines on the InfoTalk-Recognizer solution. The compliance test focused on placing calls to verify the accuracy of ASR detection.

The serviceability testing focused on verifying the ability of InfoTalk-Recognizer solution to recover from adverse conditions such as rebooting of InfoTalk server and Avaya Experience Portal 6.0 and disconnecting the LAN cables to the InfoTalk server.

2.2. Test Results

All test cases passed. Avaya Aura® Experience Portal 6.0 was successful in running applications that use the ASR resources of the InfoTalk-Recognizer solution. A point to note is that Speech Synthesis Markup Language (SSML) is currently not supported.

2.3. Support

For technical support on InfoTalk-Recognizer and MRCP Server contact:

- Telephone : +852 2190 9600
- Fax : +852 2788 2306
- Email : support@infotalkcorp.com

3. Reference Configuration

Figure 1 illustrates the configuration used to verify InfoTalk-Recognizer 9.0 solution. The InfoTalk-Recognizer 9.0 and InfoTalk MRCP Server 2.0 software were installed on a Windows 2003 Server with Service Pack 2. VoiceXML scripts that used the ASR engine were hosted on another Windows 2003 Server with Service Pack 2 installed running IIS 6.0. Avaya Aura® Experience Portal is connected to Avaya Aura® Session Manager and Avaya Aura® Communication Manager using SIP VoIP Connections. Avaya IP telephones were used to place calls to Avaya Aura® Experience Portal, which would run the VoiceXML applications. The applications would use the InfoTalk-Recognizer ASR engine for speech detection.

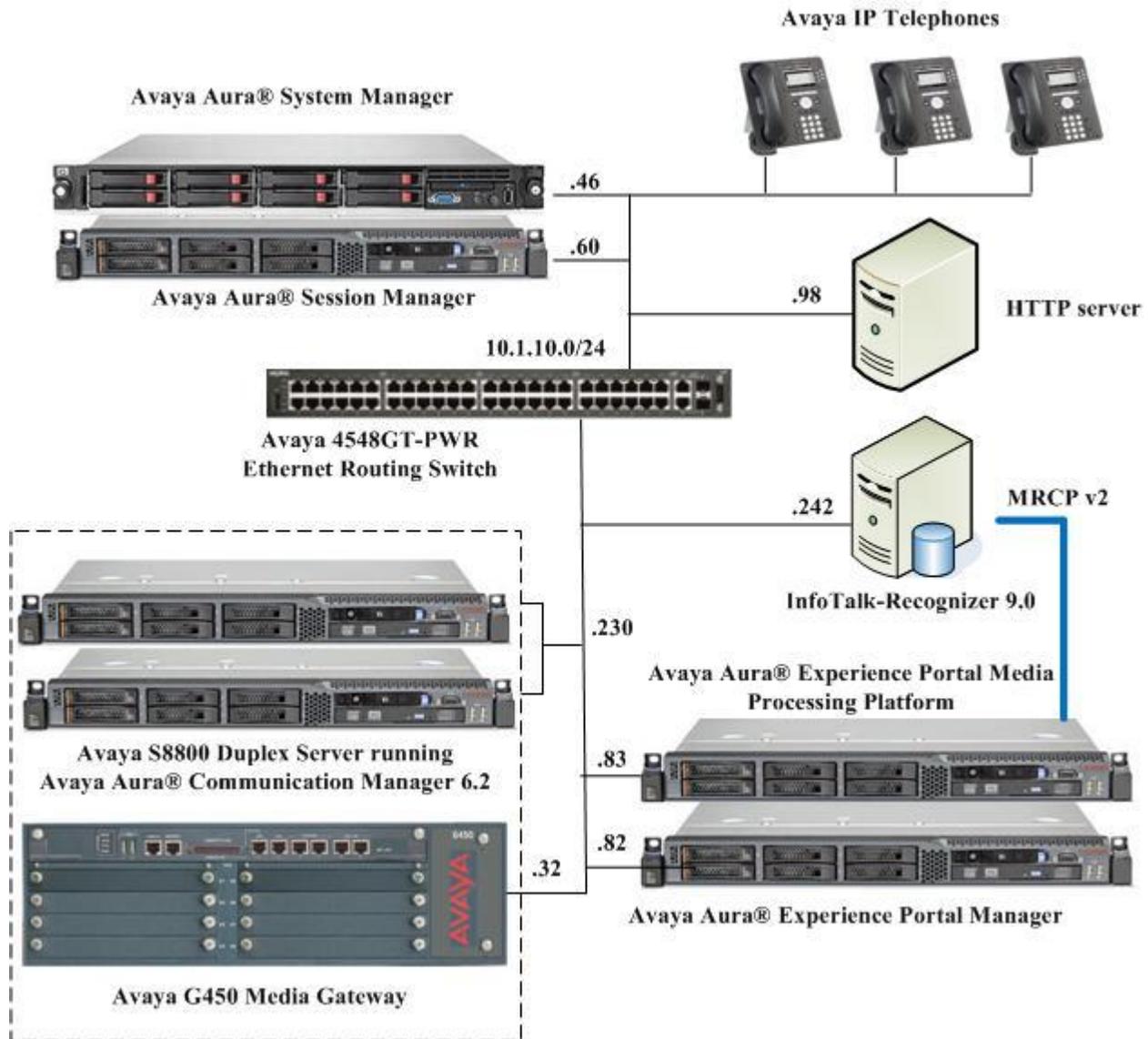


Figure 1: InfoTalk-Recognizer 9.0 with Avaya Aura® Experience Portal Configuration

4. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Experience Portal 6.0 on Avaya S8800 Server	R6.0 SP1
Avaya Aura® Communication Manager on Avaya S8800 Server (Duplex)	R6.2 SP2.01
Avaya G450 Media Gateway	31.22.0
Avaya Aura® System Manager on HP DL360 G7	6.2 SP 3
Avaya Aura® Session Manager on Avaya S8800 Server	6.1 SP 3
Avaya 9621 IP Telephones	6.2 SP2 (H.323)
Avaya 4548GT-PWR Ethernet Routing Switch	V6.2.4.010
InfoTalk-Recognizer on Microsoft Windows Server 2003 R2 Standard Edition SP2	9.0
Microsoft IIS on Windows Server 2003 Standard Edition SP2	6.0

5. Configure Avaya Communication Manager

The configuration of the SIP Trunks between Communication Manager and Session Manager, and the routing of calls to Experience Portal are assumed to be in place and will not be discussed here. This section provides the additional procedures to configure Communication Manager for the purpose of administering InfoTalk-Recognizer. The configuration is performed via the System Access Terminal (SAT).

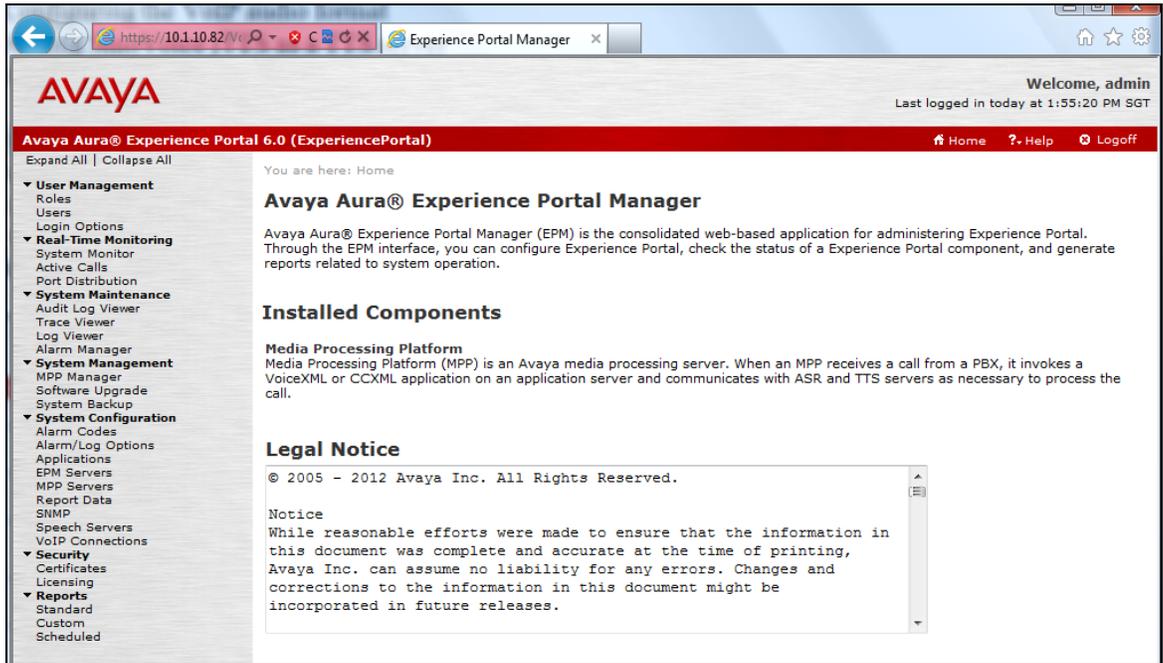
Step	Description
1.	<p>Enter the change ip-codec-set n command where n is a valid IP codec-set associated with the IP network region that is used by Experience Portal, typically the IP network region assigned to the Session Manager SIP Trunk signaling group. Set Audio Codec to an appropriate value supported by Avaya Experience Portal and InfoTalk-Recognizer. In this configuration, the G.711Mu codec was used.</p>
	<pre> change ip-codec-set 6 Page 1 of 2 IP Codec Set Codec Set: 6 Audio Silence Frames Packet Codec Suppression Per Pkt Size (ms) 1: G.711Mu n 2 20 2: 3: 4: 5: 6: 7: </pre>

6. Configure Avaya Aura® Experience Portal

The initial administration of Avaya Experience Portal and the configuration of the SIP VoIP Connection to Session Manager are assumed to be in place and will not be discussed here. This section covers the additional procedures of Avaya Experience Portal that is required for the purpose of administering InfoTalk-Recognizer. The following steps will be covered:

- Configuring the VoIP audio format
- Adding InfoTalk-Recognizer as a ASR server
- Adding applications

Step	Description
1.	<p>Avaya Experience Portal is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter https://<ip-addr> as the URL in an internet browser, where <ip-addr> is the IP address of the EPM. Log in using an account with the Administration role to display the main page.</p>



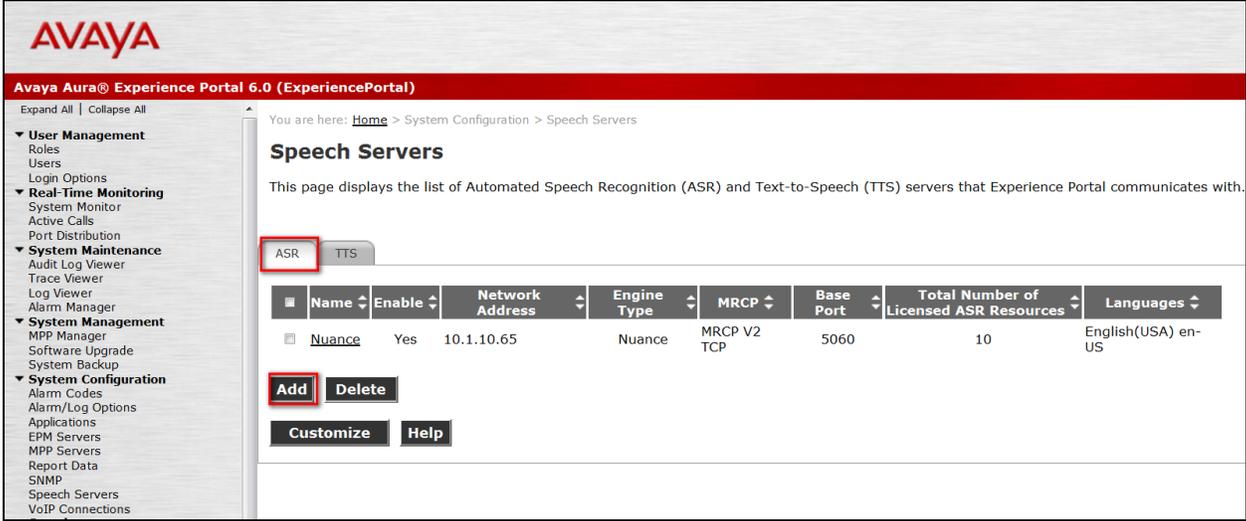
Step 2. Description

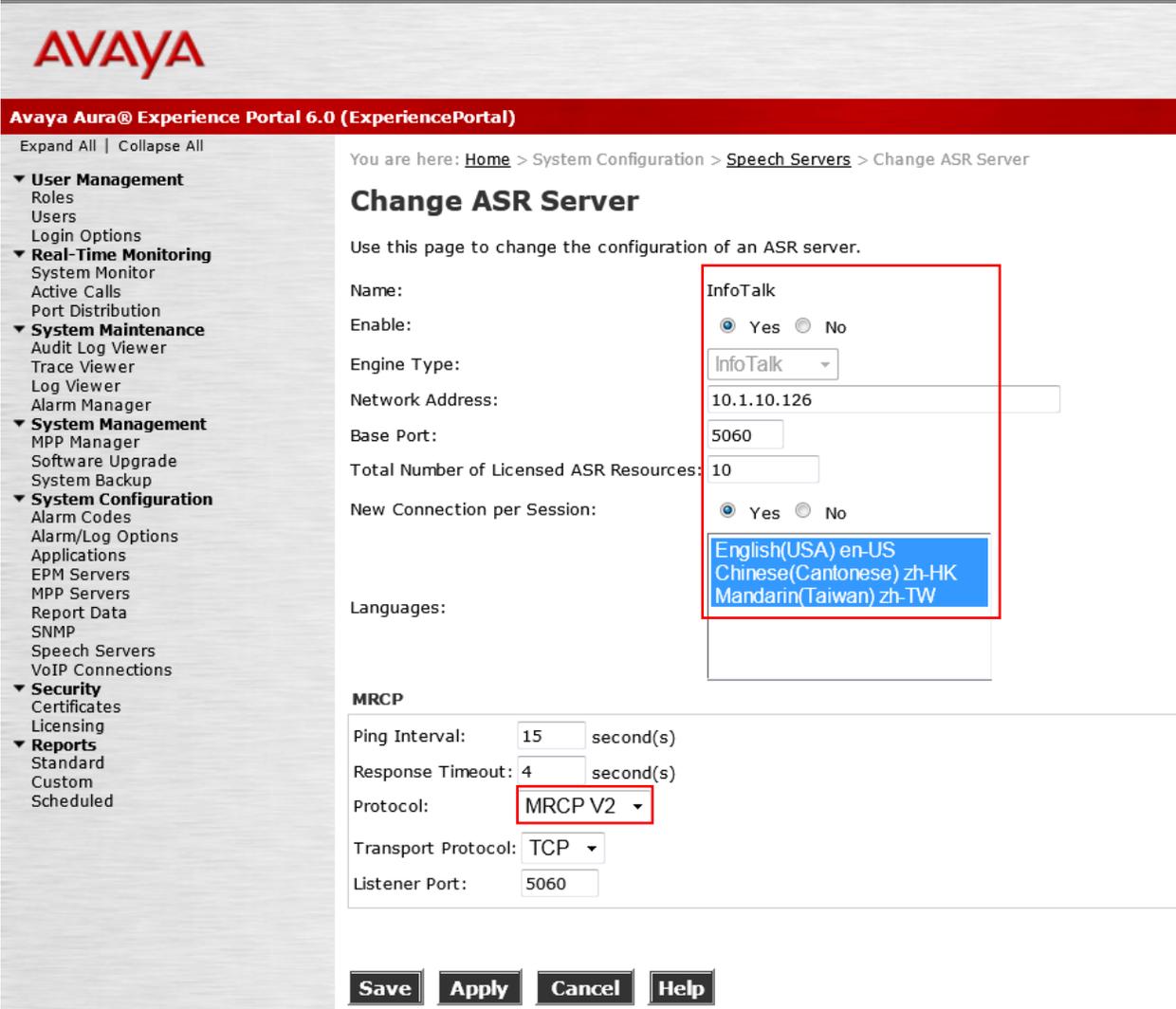
To configure the codec used by the Media Processing Platform (MPP) server, click **System Configuration → MPP Servers** in the left pane and click **VoIP Settings**.

Step 3. Description

Set **MPP Native Format** to **audio/basic** to configure the MPP server for G.711 mu-law to match the configuration on Communication Manager in **Section 5**. Scroll down the page and click **Save**.

Step	Description
5.	<p data-bbox="279 235 1533 336">Locate the <code>languages.properties</code> file found in <code>/opt/Tomcat/apache-tomcat-6.0.32/webapps/VoicePortal/WEB-INF/classes/config</code>. Edit the file and add the fields and lines shown below to the appropriate section.</p> <pre data-bbox="279 373 1533 1831"> # # Engine Type options displayed on the page # asrEngines=IBM WVS,Loquendo,Nuance ASREngines=IBM WVS,Loquendo,Nuance,InfoTalk asrEnginesAmsOnly=Nuance ASREnginesAmsOnly=Nuance # Engine Type conversion from display to internal data in the databas < Some lines removed for brevity > InfoTalkASR=infotalk # Engine Type conversion from internal data in the database to display < Some lines removed for brevity > infotalk=InfoTalk # # Languages # < Some lines removed for brevity > InfoTalkASRlanguages=en-US, zh-HK, zh-TW # ASR LANGUAGE < Some lines removed for brevity > InfoTalkASRlanguages=zh-HK ITCan F,zh-TW ITPut F,en-US ENGL F # # Language Default # < Some lines removed for brevity > InfoTalkASRlanguagesDefault=en-US # # default base port # < Some lines removed for brevity > InfoTalkBasePort=554 # # default New Connection per Session # < Some lines removed for brevity > InfoTalkPerPort=Yes # # default URL # < Some lines removed for brevity > InfoTalkRtspUrlAsr=/media/ASR # </pre>

Step	Description
	<pre> # Grammar Type # < Some lines removed for brevity > infotalkGrammarType=srgs # # MRCP Protocol # < Some lines removed for brevity > InfoTalkMRCPValues=mrpv1,mrcpv2 # # Transport # < Some lines removed for brevity > InfoTalkTransportValues=tcp < remaining lines removed for brevity > </pre>
6.	Reboot the EPM server for the above changes to take effect.
7.	<p>To configure the InfoTalk-Recognizer server, click System Configuration → Speech Servers. Click the ASR tab and click Add.</p>  <p>The screenshot shows the Avaya Aura Experience Portal 6.0 interface. The breadcrumb trail is 'Home > System Configuration > Speech Servers'. The page title is 'Speech Servers'. Below the title, there is a description: 'This page displays the list of Automated Speech Recognition (ASR) and Text-to-Speech (TTS) servers that Experience Portal communicates with.' There are two tabs: 'ASR' (selected) and 'TTS'. Below the tabs is a table with the following columns: Name, Enable, Network Address, Engine Type, MRCP, Base Port, Total Number of Licensed ASR Resources, and Languages. The table contains one row for a server named 'Nuance' with the following values: Name: Nuance, Enable: Yes, Network Address: 10.1.10.65, Engine Type: Nuance, MRCP: MRCP V2 TCP, Base Port: 5060, Total Number of Licensed ASR Resources: 10, Languages: English(USA) en-US. Below the table are buttons for 'Add', 'Delete', 'Customize', and 'Help'. The 'Add' button is highlighted with a red box.</p>
8.	<p>In the Add ASR Server page, select InfoTalk as the Engine Type. This engine type option was added by modifying the <code>languages.properties</code> files in Steps 4 and 5. In the MRCP section, set Protocol to MRCP V2. Specify the Name, select Yes to Enable, set Network Address to the IP address or Full FQDN of the InfoTalk-Recognizer Server and select the desired Voices used by the applications. The Total Number of Licensed ASR Resources should also be set to the number of licenses available on the InfoTalk-Recognizer Server. All other fields were left at their default values. Click Save.</p>

Step	Description
	
9.	<p>To assign InfoTalk-Recognizer to an Avaya Experience Portal application, click System Configuration → Applications and then click Add on the Applications page (not shown). Configure the Add Application page as shown below. This configuration assigns the default Avaya Experience Portal test application deployed on the http server to the called number 10391. Specify the Name, select Yes to Enable, set MIME Type to VoiceXML and set VoiceXML URL to HTTP server address location of the VoiceXML script. Select InfoTalk for ASR and then select the appropriate Voices to use. Click Save (not shown).</p> <p>Repeat this procedure to assign InfoTalk-Recognizer to other Experience Portal applications.</p>

Step	Description
	<p>AVAYA</p> <p>Avaya Aura® Experience Portal 6.0 (ExperiencePortal)</p> <p>Expand All Collapse All</p> <p>You are here: Home > System Configuration > Applications > Change Application</p> <h3>Change Application</h3> <p>Use this page to change the configuration of an application.</p> <p>Name: CompTestEN</p> <p>Enable: <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Type: VoiceXML</p> <p>URI</p> <p><input checked="" type="radio"/> Single <input type="radio"/> Fail Over <input type="radio"/> Load Balance</p> <p>VoiceXML URL: <input type="text" value="http://10.1.10.98/VXMLEN/intro-eng.vxml"/> <input type="button" value="Verify"/></p> <p>Mutual Certificate Authentication: <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Basic Authentication: <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Speech Servers</p> <p>ASR: <input type="text" value="InfoTalk"/> TTS: <input type="text" value="No TTS"/></p> <p>Languages: <input type="text" value="Chinese(Cantonese) zh-HK"/> <input type="text" value="English(USA) en-US"/> <input type="text" value="Mandarin(Taiwan) zh-TW"/></p> <p>Application Launch</p> <p><input checked="" type="radio"/> Inbound <input type="radio"/> Inbound Default <input type="radio"/> Outbound</p> <p><input checked="" type="radio"/> Number <input type="radio"/> Number Range <input type="radio"/> URI</p> <p>Called Number: <input type="text" value="10391"/> <input type="button" value="Add"/></p> <p><input type="text" value="10391"/> <input type="button" value="Remove"/></p> <p>Speech Parameters ▶</p>

7. Configure InfoTalk-Recognizer and InfoTalk MRCP Server

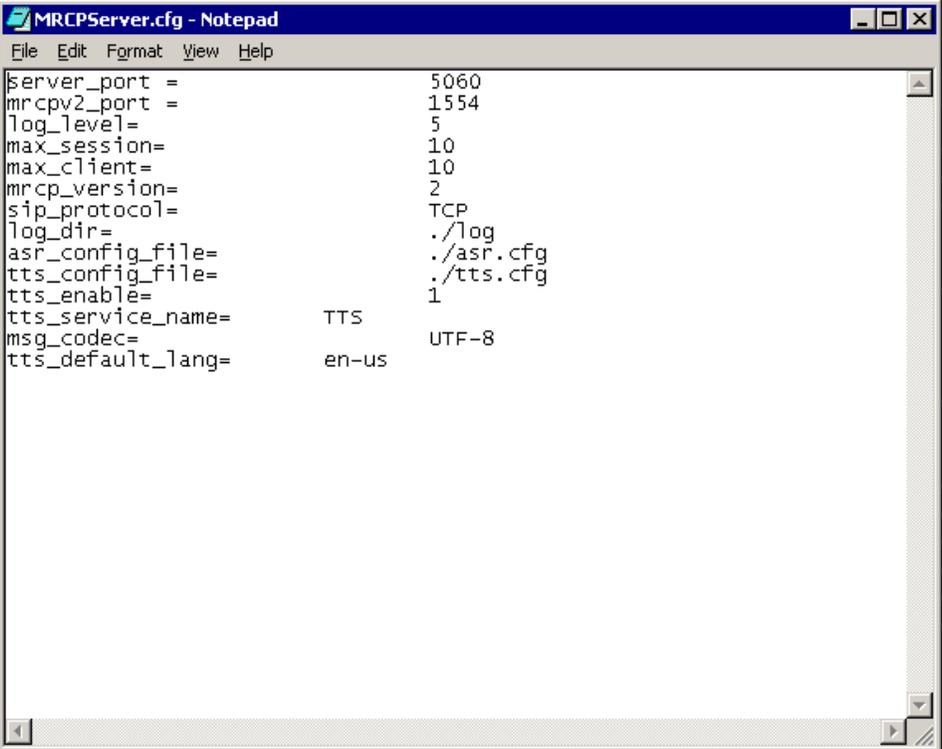
InfoTalk-Recognizer and InfoTalk MRCP Server were installed on an IBM Server with Intel Xeon E5410, 2.33 GHz with 2 GB of memory running Microsoft Windows 2003 Standard Edition with Service Pack 2. As all communication between the InfoTalk server and Avaya Experience Portal is via TCP/IP, it is strongly suggested that both systems be placed on the same IP subnet with minimal network traffic in order to minimize network latency.

The sections that follow detail the InfoTalk-Recognizer setup:

- Install software
- Install License
- Start up InfoTalk MRCP server

7.1. Install software

Step	Description
Installing InfoTalk-Recognizer software	
1	<p>The InfoTalk-Recognizer software is distributed on a DVD-ROM. To install, place the DVD-ROM into the drive and run the file Setup.exe. The installation runs through the following steps:</p> <ol style="list-style-type: none">A welcome window will be displayed. Click Next to continue.Read and accept the license agreement and click Next.Select Complete for Setup Type and click Next.Select the destination folder and click Next. The default installation path is C:\Program Files\InfoTalk.Check the option Install JRE after Installation? and click Install.The installation wizard will install the product.At the end of installation process click on the “Finish” button.Restart the server after the installation.
Installing InfoTalk-MRCP Server software	
2	<p>Insert the DVD-ROM containing InfoTalk-MRCP Server software into the drive and copy the folder “MRCPServer” to the installation directory, e.g. C:\InfoTalk.</p>

Step	Description
Configuring InfoTalk-MRCP Server software	
3	<p>Modify the file MRCPServer.cfg found at C:\InfoTalk\MRCPServer\.</p> <p>a. The line shown below determines the location of the configuration file for the InfoTalk-Recognizer ASR engine.</p> <p style="padding-left: 40px;">asr_config_file= ./asr.cfg</p> <p>b. The line below determines the maximum instances of the ASR engine. The value must correspond to the number of licenses purchased for InfoTalk-Recognizer.</p> <p style="padding-left: 40px;">max_session= 10</p> 
4	<p>Modify the file asr.cfg found at C:\InfoTalk\MRCPServer\.</p> <p>Locate lines shown below. The variable client_server should be set to 0. The MRCP Server loads the ASR engine internally as both software packages are installed on the same server.</p> <p style="padding-left: 40px;">[rec-client]</p> <p style="padding-left: 40px;">client_server = 0</p>

7.2. Install License

After installing the SDK, the next step is to install the license file.

Step	Description
Installing InfoTalk licenses	
1	<p>Register InfoTalk License following the instructions below:</p> <ol style="list-style-type: none"> 1. Connect the dongle (if any) to the USB port. 2. Click Start → Programs → InfoTalk → License Registration Tool 3. Click to choose has its own license file, or is a network license server. 4. Click Browse to select the license file 5. Click Setup 6. A dialog box appears confirming that the license setup has finished successfully.
	
Verify the licenses installed	
2	<p>Open the license server log file at C:\Program Files\InfoTalk\License\License.log and check all the license features installed. E.g.:</p> <pre> 13:19:19 (infotalk) Server started on w2003r2svr for: CDB 13:19:19 (infotalk) TTSEng1 TTSEng TTSMAN 13:19:19 (infotalk) TTSPut TTSCan GDLTool 13:19:19 (infotalk) GDLC AsrClient VoiceTouch 13:19:19 (lmgrd) infotalk using TCP-port 4122 </pre>
3	<p>Open the license file at C:\Program Files\InfoTalk\License\License.dat using Notepad and check the number of licenses available E.g.:</p> <p>FEATURE VoiceTouch infotalk 1.0 permanent 10</p> <p>which means it support 10 instances of “VoiceTouch” - InfoTalk-Recognizer</p>

7.3. Start Up InfoTalk MRCP Server

Console Mode:

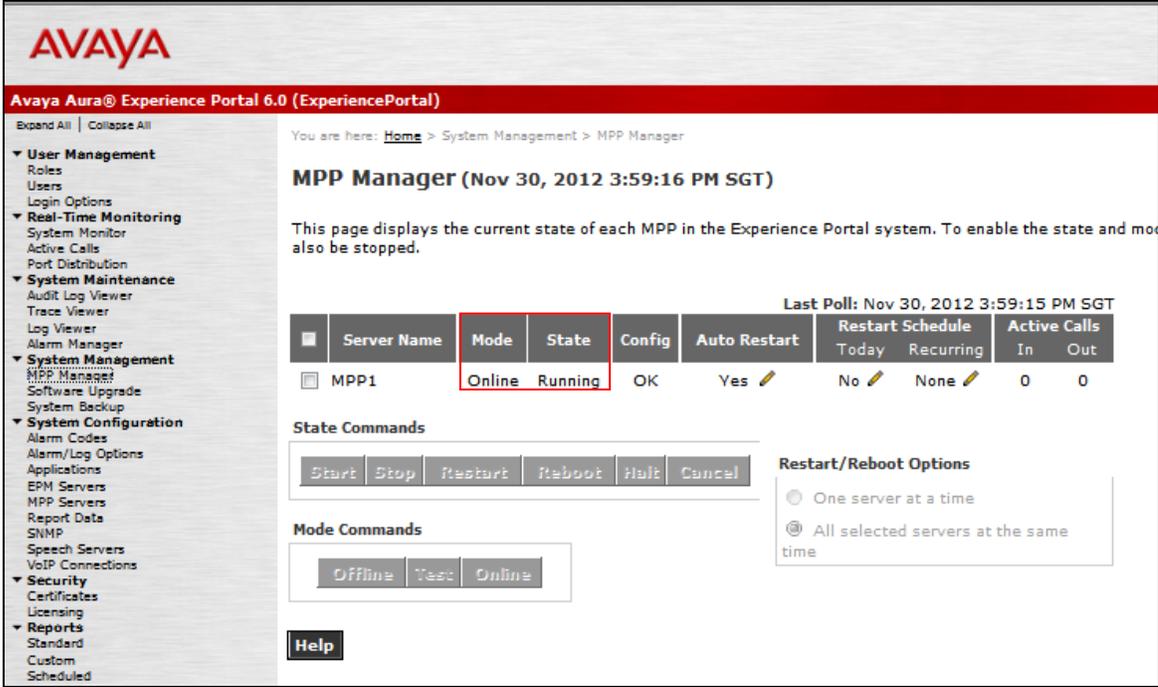
Step	Description
Start up InfoTalk MRCP Server – Console Mode	
1	Run the batch file “start_MRCP_Server.bat” at C:\InfoTalk\MRCPServer\ to start up the InfoTalk MRCP Server.

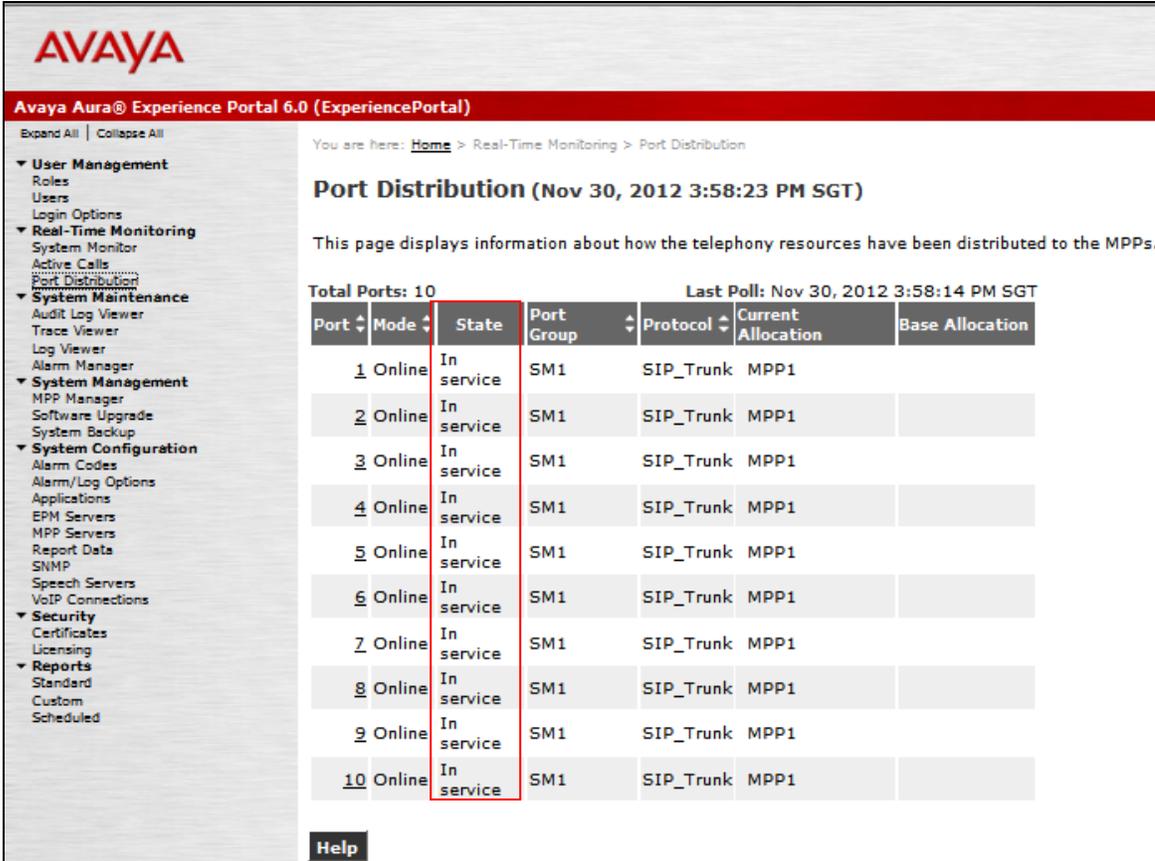
Windows Service Mode:

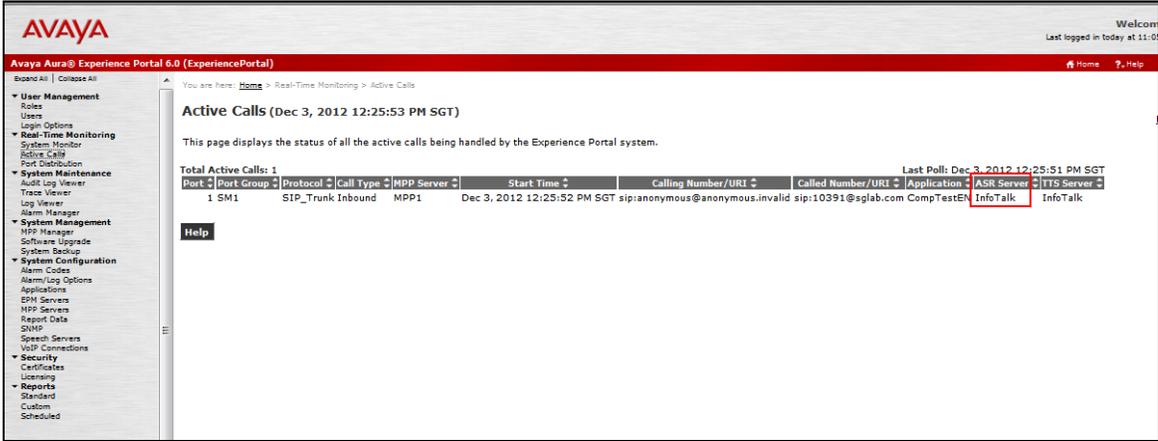
Step	Description
Start up InfoTalk MRCP Server – Windows Service Mode	
1	Run the batch file “register_MRCP_Server.bat” at C:\InfoTalk\MRCPServer\ to register the InfoTalk MRCP Server as a Windows service.
2	Go to Windows Services and start the service “InfoTalk MRCP Server”

8. Verification Steps

This section provides the verification steps that may be performed to verify that Avaya Experience Portal can run VoiceXML applications that use the InfoTalk-Recognizer for ASR speech detection.

Step	Description																									
1.	<p>From the EPM web interface, click MPP Manager on the left pane. On the MPP Manager page, verify that the MPP server is Online and Running.</p>  <p>The screenshot displays the Avaya Aura Experience Portal 6.0 MPP Manager interface. The left navigation pane includes sections for User Management, Real-Time Monitoring, System Maintenance, System Management (with MPP Manager selected), System Configuration, Security, and Reports. The main content area shows the MPP Manager page for Nov 30, 2012 3:59:16 PM SGT. A table lists the MPP server MPP1 with the following details:</p> <table border="1"> <thead> <tr> <th>Server Name</th> <th>Mode</th> <th>State</th> <th>Config</th> <th>Auto Restart</th> <th>Restart Schedule</th> <th>Active Calls</th> </tr> <tr> <th></th> <th></th> <th></th> <th></th> <th></th> <th>Today</th> <th>Recurring</th> <th>In</th> <th>Out</th> </tr> </thead> <tbody> <tr> <td>MPP1</td> <td>Online</td> <td>Running</td> <td>OK</td> <td>Yes</td> <td>No</td> <td>None</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Below the table, there are sections for State Commands (Start, Stop, Restart, Reboot, Halt, Cancel), Mode Commands (Offline, Test, Online), and Restart/Reboot Options (One server at a time, All selected servers at the same time). A Help button is located at the bottom left of the main content area.</p>	Server Name	Mode	State	Config	Auto Restart	Restart Schedule	Active Calls						Today	Recurring	In	Out	MPP1	Online	Running	OK	Yes	No	None	0	0
Server Name	Mode	State	Config	Auto Restart	Restart Schedule	Active Calls																				
					Today	Recurring	In	Out																		
MPP1	Online	Running	OK	Yes	No	None	0	0																		

Step	Description																																																																													
2.	<p>From the EPM web interface, click Port Distribution on the left pane. On the Port Distribution page, verify that the State of the ports on the MPP server is In service.</p>  <p>The screenshot displays the Avaya Aura Experience Portal 6.0 interface. The left navigation pane includes sections for User Management, Real-Time Monitoring, System Maintenance, System Management, System Configuration, Security, and Reports. The main content area is titled 'Port Distribution (Nov 30, 2012 3:58:23 PM SGT)'. Below the title, it states 'This page displays information about how the telephony resources have been distributed to the MPPs.' A summary shows 'Total Ports: 10' and 'Last Poll: Nov 30, 2012 3:58:14 PM SGT'. A table lists 10 ports, all with 'Online' mode and 'In service' state. The 'State' column is highlighted with a red box. A 'Help' button is visible at the bottom left of the content area.</p> <table border="1" data-bbox="581 619 1312 1136"> <thead> <tr> <th>Port</th> <th>Mode</th> <th>State</th> <th>Port Group</th> <th>Protocol</th> <th>Current Allocation</th> <th>Base Allocation</th> </tr> </thead> <tbody> <tr><td>1</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> <tr><td>2</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> <tr><td>3</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> <tr><td>4</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> <tr><td>5</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> <tr><td>6</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> <tr><td>7</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> <tr><td>8</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> <tr><td>9</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> <tr><td>10</td><td>Online</td><td>In service</td><td>SM1</td><td>SIP_Trunk</td><td>MPP1</td><td></td></tr> </tbody> </table>	Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation	1	Online	In service	SM1	SIP_Trunk	MPP1		2	Online	In service	SM1	SIP_Trunk	MPP1		3	Online	In service	SM1	SIP_Trunk	MPP1		4	Online	In service	SM1	SIP_Trunk	MPP1		5	Online	In service	SM1	SIP_Trunk	MPP1		6	Online	In service	SM1	SIP_Trunk	MPP1		7	Online	In service	SM1	SIP_Trunk	MPP1		8	Online	In service	SM1	SIP_Trunk	MPP1		9	Online	In service	SM1	SIP_Trunk	MPP1		10	Online	In service	SM1	SIP_Trunk	MPP1	
Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation																																																																								
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3	Online	In service	SM1	SIP_Trunk	MPP1																																																																									
4	Online	In service	SM1	SIP_Trunk	MPP1																																																																									
5	Online	In service	SM1	SIP_Trunk	MPP1																																																																									
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10	Online	In service	SM1	SIP_Trunk	MPP1																																																																									

Step	Description																						
3.	<p>Place some calls to Avaya Experience Portal that runs a VoiceXML script which uses the InfoTalk-Recognizer for speech detection. Verify that the application answers the calls and that the application is able to announce the ASR synthesized prompts to the caller. From the Avaya Experience Portal web interface, click Active Calls on the left pane and verify that the ASR Server in use is InfoTalk.</p>  <p>The screenshot shows the Avaya Aura Experience Portal 6.0 interface. The left navigation pane includes sections like User Management, Real-Time Monitoring, System Maintenance, System Management, System Configuration, Security, Reports, and Licensing. The main content area is titled 'Active Calls (Dec 3, 2012 12:25:53 PM SGT)'. It displays a table with the following data:</p> <table border="1" data-bbox="456 615 1382 657"> <thead> <tr> <th>Port</th> <th>Port Group</th> <th>Protocol</th> <th>Call Type</th> <th>MPP Server</th> <th>Start Time</th> <th>Calling Number/URI</th> <th>Called Number/URI</th> <th>Application</th> <th>ASR Server</th> <th>ITIS Server</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>SM1</td> <td>SIP_Trunk</td> <td>Inbound</td> <td>MPP1</td> <td>Dec 3, 2012 12:25:52 PM SGT</td> <td>sip:anonymous@anonymous.invalid</td> <td>sip:10391@sglab.com</td> <td>CompTestEN</td> <td>InfoTalk</td> <td>InfoTalk</td> </tr> </tbody> </table>	Port	Port Group	Protocol	Call Type	MPP Server	Start Time	Calling Number/URI	Called Number/URI	Application	ASR Server	ITIS Server	1	SM1	SIP_Trunk	Inbound	MPP1	Dec 3, 2012 12:25:52 PM SGT	sip:anonymous@anonymous.invalid	sip:10391@sglab.com	CompTestEN	InfoTalk	InfoTalk
Port	Port Group	Protocol	Call Type	MPP Server	Start Time	Calling Number/URI	Called Number/URI	Application	ASR Server	ITIS Server													
1	SM1	SIP_Trunk	Inbound	MPP1	Dec 3, 2012 12:25:52 PM SGT	sip:anonymous@anonymous.invalid	sip:10391@sglab.com	CompTestEN	InfoTalk	InfoTalk													

9. Conclusion

These Application Notes describe the compliance-tested configuration used to validate Avaya Aura® Experience Portal 6.0 with InfoTalk-Recognizer 9.0 and InfoTalk MRCP Server 2.0. All test cases were completed successfully with a note indicated in **Section 2.2**.

10. Additional References

The following documents are available at <http://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager*, Release 6.2, Feb 2012, Document ID 03-300509.
- [2] *Administering Avaya Aura® Experience Portal*, Aug 2011.

The following documents are available from InfoTalk:

- [3] *InfoTalk-Recognizer Installation Guide*, Version 9.0
- [4] *InfoTalk-RecognizerService Developer's Guide*, Version 9.0
- [5] *Configuration Notes for Avaya Voice Portal*, Jul 2012

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