



Avaya Solution & Interoperability Test Lab

Application Notes for Inisoft synTelate with Avaya Proactive Contact with CTI – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Inisoft synTelate to interoperate with Avaya Proactive Contact with CTI. In the compliance testing, Inisoft synTelate used the Agent API from Avaya Proactive Contact and the Telephony Services Application Programmer Interface from Avaya Aura[™] Application Enablement Services to provide a custom agent desktop for Avaya Proactive Contact agents for handling of outbound calls delivered by Avaya Proactive Contact and inbound calls delivered by Avaya Aura[™] Communication Manager.

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 Inisoft synTelate to interoperate with Avaya Proactive Contact with CTI. In the compliance testing, Inisoft synTelate used the Agent API from Avaya Proactive Contact and the Telephony Services Application Programmer Interface (TSAPI) from Avaya Aura™ Application Enablement Services to provide a custom agent desktop for Avaya Proactive Contact agents, for handling of outbound calls delivered by Avaya Proactive Contact and inbound calls delivered by Avaya Aura™ Communication Manager.

The synTelate solution consists of the synTelate Designer and the synTelate Agent. synTelate Designer is a graphical tool used to define the call flow and custom agent screen, which will run on the synTelate Agent. A subset of the Avaya Proactive Contact Agent API is used by synTelate Designer to obtain jobs, call lists, and data fields to facilitate the agent screen customization.

The Avaya Proactive Contact Agent API is used by synTelate Agent to obtain information such as job type, agent state, customer record fields and values from Avaya Proactive Contact to display on the customized agent desktop, and to request customer record update functions initiated from the agent desktop.

The inbound calls are delivered to the agents by Avaya Aura™ Communication Manager. The TSAPI interface from Avaya Aura™ Application Enablement Services is used by synTelate Agent to request call control functions for the inbound calls, such as hold and reconnect.

The detailed administration of basic connectivity amongst Avaya Proactive Contact, Avaya Aura™ Communication Manager, and Avaya Aura™ Application Enablement Services are not the focus of these Application Notes and will not be described. Furthermore, the detailed customization of the agent screen using synTelate Designer is also outside the scope of these Application Notes.

This compliance test used the Avaya Proactive Contact with CTI deployment option.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying proper display of the customized synTelate Agent with appropriate options, fields, and values for the following scenarios:

- Outbound and inbound calls.
- Outbound and managed jobs.
- Agent Blending algorithm.
- Change password, and automatic enable/disable agent trace as part of agent login/logout.
- Hold/reconnect and transfer of outbound calls via the agent telephone.
- Hold/reconnect and transfer of inbound calls via synTelate Agent.
- Log in, join job, go on/off break, leave job, and log off.
- Send/receive message, agent drop, customer drop, release line, and finish work.
- Set callback and update customer record fields.
- Use of Avaya Proactive Contact Supervisor to send/receive message with the agent, and immediate and graceful stop of jobs while the agent is on an active call.

The serviceability testing focused on verifying the ability of synTelate to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to the synTelate Designer and to the synTelate Agent.

1.2. Support

Technical support on synTelate can be obtained through the following:

- **Phone:** (603) 383-4999 or +44 (0) 141-552-8800
- **Email:** support@inisoft.co.uk

2. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. In the compliance testing, synTelate used the Agent API to monitor and control outbound calls for the agents, and used TSAPI to monitor and control the inbound calls for the agents.

The table below shows the contact center devices on Avaya Aura™ Communication Manager that were pre-defined and used in the testing.

Device Type	Extension
Supervisor Station	65000
Agent Station / Headset Number	65001, 65002
Agent Login ID	41661, 41662
Agent Password	41661, 41662

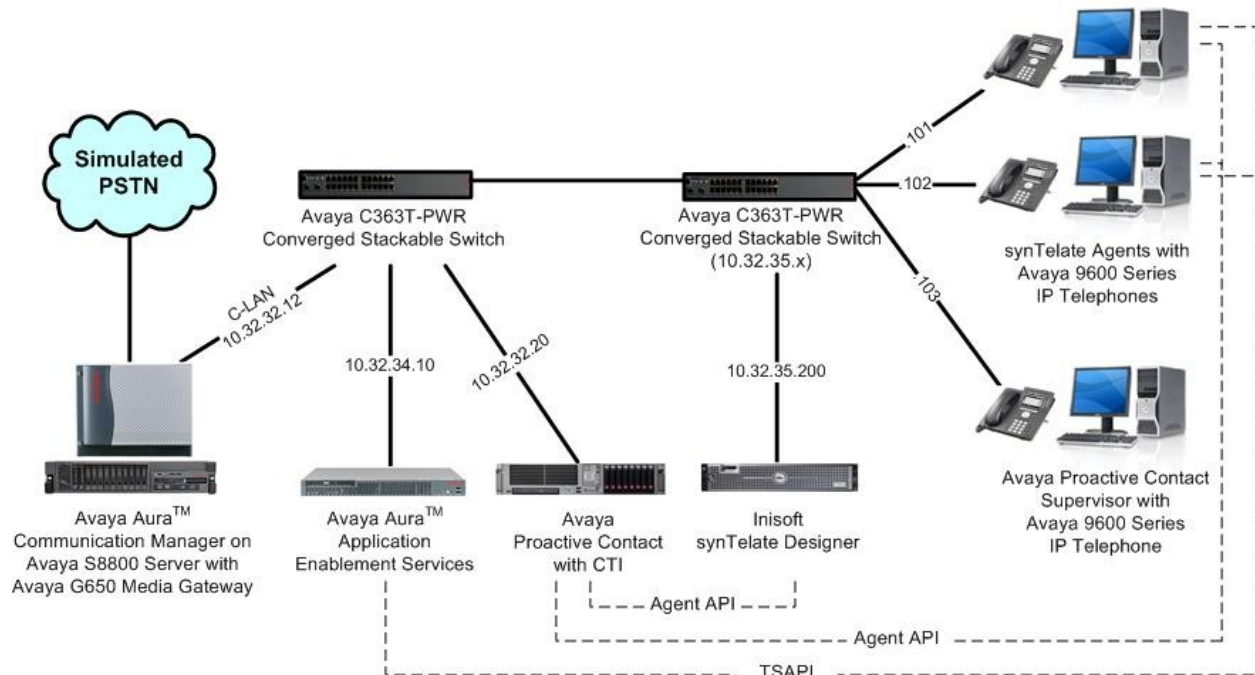


Figure 1: synTelate with Proactive Contact with CTI

3. Equipment and Software Validated

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

Equipment	Software
Avaya Aura™ Communication Manager on Avaya S8800 Server	R016x.00.0.345.0-18246
Avaya G650 Media Gateway <ul style="list-style-type: none">• TN799DP C-LAN Circuit Pack	HW01 FW038
Avaya Aura™ Application Enablement Services	5.2.2
Avaya Proactive Contact with CTI	4.2
Avaya Proactive Contact Supervisor	4.2
Avaya 9600 Series IP Telephones (H.323)	3.1
synTelate Designer	4.1.6.0
synTelate Agent with <ul style="list-style-type: none">• MosaixTelephonySvr.dll• TSAPITelephonySvr.dll	4.1.6.0 4.1.8.0 4.1.8.1

4. Configure Avaya Proactive Contact

This section provides the procedures for configuring Avaya Proactive Contact. The procedures include the following areas:

- Obtain customer record fields
- Obtain completion codes

4.1. Obtain Customer Record Fields

Log in to the Linux shell of the Avaya Proactive Contact server. Navigate to the **/opt/avaya/pds/lists** directory to locate the configuration files for the calling lists used by the jobs.

In the compliance testing, the calling list “list1” was used for all jobs, and the call record fields for “list1” is defined in the **list1.fdict.cfg** file shown below. The customer record fields used for the testing were **ACCTNUM**, **BALANCE**, **NAME1**, **NAME2**, **ZIPCODE**, and **COMMENT1**. These field names were used by synTelate for customization of the agent screen.

```
$ more list1.fdict.cfg
RECLen:740
ACCTNUM:16:C:ACCOUNT NUMBER:
BALANCE:10:$.BALANCE:
TOTALDUE:10:$.TOTAL DUE:
NAME1:25:C:NAME LINE1:
NAME2:25:C:NAME LINE2:
CITY:25:C:City:
STATE:2:C:State:
ZIPCODE:5:N:ZIPCODE:
PHONE1:12:C:HOME PHONE:
PHONE2:12:C:BUSINESS PHONE:
COMMENT1:60:C:COMMENT LINE 1:
AGENT:8:C:AGENT ID:
DTE:10:D:SYSTEM DATE:
TME:8:T:SYSTEM TIME:
CODE:3:C:COMPLETION CODE:
JOBNAME:20:C:Job Name:
COUNTER:3:N:RECORD ATTEMPT COUNTER:
ENTRYDATE:10:D:1ST DATE ON SYSTEM:
STATUSFLAG:1:C:RECORD STATUS:
RECALLNAME:30:C:RECALL NAME:
RECALLDATE:10:D:RECALL DATE:
--More-- (22%)
```

4.2. Obtain Completion Codes

Navigate to the `/opt/avaya/pds/config` directory to locate the completion code file `ag_cmd1.ky`. Make a note of the completion codes to be used, in this case **6**, **17**, **35**, **93**, and **98**, which will be used later to configure synTelate.

```
$ more ag_cmd1.ky
:::F1
:LOGOUT::F2      Logout of job
:DIAL::F3        Dial previewed record
:CANCEL:cancel_call:35:F4      Managed cancel call
:RELEASE:call_complete:89:F5    Managed non-connection
:RELEASE:pf_msg_1:20:F6 Play pre-recorded msg
:HOME::F7        Goto first editable field
:RELEASE:call_complete:21:F8
:RELEASE:call_complete:22:F9
:RELEASE:call_complete:23:F10
:RECALL::F11     Set recall
:RELEASE:call_complete:19:F12    Recall release
:DONE::SF1       Release record
:CALL::SF2       Field call
:HANGUP::SF3     Manual hangup
:MCALL::SF4      Manual call
:HOOKFLASH::SF5    PBX Transfer call
:RELEASE:call_complete:16:SF6    Ringing phone
:RELEASE:call_complete:17:SF7    Cust hung-up in queue
:RELEASE:call_complete:24:SF8
:DIALDIGIT::SF9    Dial pad enable
:EAR_VOLUME::SF10   Adjust ear volume
:MOUTH_VOLUME::SF11 Adjust mouth volume
:MASTER::SF12     Agent assistant key
:HOLD::CF1        Agent HOLD key
:UNHOLD::CF2      Agent UNHOLD key
:MOFLASH_B:call_complete:6:CF3   Blind trans to INB
:MOFLASH_S::CF4    Supv trans to INB
:::CF5
:::CF6
:RELEASE:call_complete:93:CF7    Sold Campaign
:::CF8
:RELEASE:call_complete:98:CF9    Agent owned recall
--More-- (82%)
```

5. Configure Avaya Aura™ Application Enablement Services

This section provides the procedures for configuring Avaya Aura™ Application Enablement Services. The procedures include the following areas:

- Verify TSAPI license
- Launch OAM interface
- Administer TSAPI link
- Disable security database
- Restart TSAPI service
- Obtain Tlink name
- Administer synTelate user

5.1. Verify TSAPI License

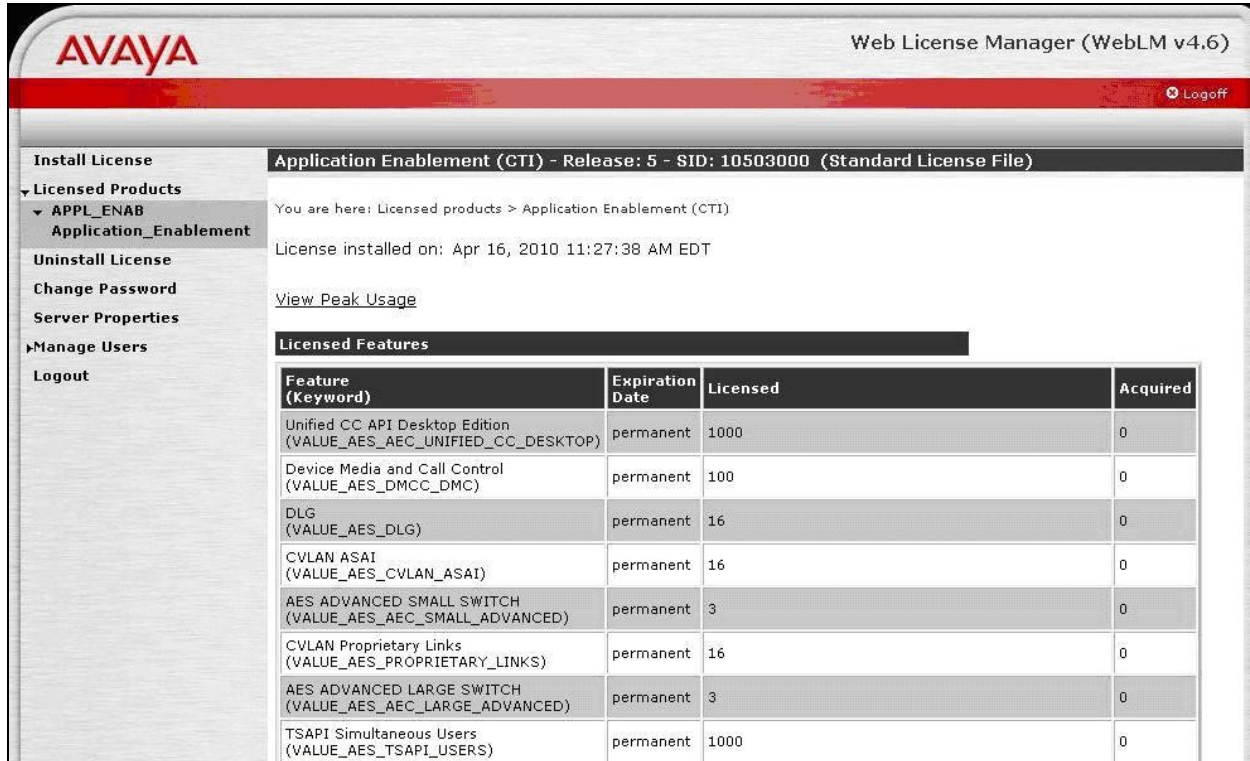
Access the Web License Manager interface by using the URL “https://ip-address/WebLM/index.jsp” in an Internet browser window, where “ip-address” is the IP address of the Application Enablement Services server.

The **Web License Manager** screen is displayed. Log in using the appropriate credentials.



The **Web License Manager** screen below is displayed. Select **Licensed products > APPL_ENAB > Application_Enablement** in the left pane, to display the **Licensed Features** screen in the right pane.

Verify that there are sufficient licenses for **TSAPI Simultaneous Users**, as shown below.



AVAYA Web License Manager (WebLM v4.6) [Logoff](#)

Install License

Licensed Products

▼ **APPL_ENAB**

Application_Enablement

Uninstall License

Change Password

Server Properties

► **Manage Users**

Logout

Application Enablement (CTI) - Release: 5 - SID: 10503000 (Standard License File)

You are here: Licensed products > Application Enablement (CTI)

License installed on: Apr 16, 2010 11:27:38 AM EDT

[View Peak Usage](#)

Licensed Features

Feature (Keyword)	Expiration Date	Licensed	Acquired
Unified CC API Desktop Edition (VALUE_AES_AEC_UNIFIED_CC_DESKTOP)	permanent	1000	0
Device Media and Call Control (VALUE_AES_DMCC_DMC)	permanent	100	0
DLG (VALUE_AES_DLG)	permanent	16	0
CVLAN ASAI (VALUE_AES_CVLAN_ASAI)	permanent	16	0
AES ADVANCED SMALL SWITCH (VALUE_AES_AEC_SMALL_ADVANCED)	permanent	3	0
CVLAN Proprietary Links (VALUE_AES_PROPRIETARY_LINKS)	permanent	16	0
AES ADVANCED LARGE SWITCH (VALUE_AES_AEC_LARGE_ADVANCED)	permanent	3	0
TSAPI Simultaneous Users (VALUE_AES_TSAPI_USERS)	permanent	1000	0

5.2. Launch OAM Interface

Access the OAM web-based interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of the Application Enablement Services server. The **Management Console** screen is displayed. Log in using the appropriate credentials.

The screenshot shows the login page of the AVAYA Application Enablement Services Management Console. At the top, the AVAYA logo is in red, followed by the text "Application Enablement Services" and "Management Console". A red horizontal bar contains a "Help" link. Below this is a gray box with the text "Please login here:". Inside the box are two input fields: "Username" and "Password", each followed by a text box. Below the password field is a "Login" button. At the bottom of the page, a red horizontal bar contains the copyright notice "© 2009 Avaya, Inc. All Rights Reserved."

The **Welcome to OAM** screen is displayed next.

The screenshot shows the "Welcome to OAM" screen of the AVAYA Application Enablement Services Management Console. The top header includes the AVAYA logo, the text "Application Enablement Services Management Console", and a welcome message: "Welcome: User craft", "Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10", "HostName/IP: AES-Test/10.32.32.20", "Server Offer Type: TURNKEY", and "SW Version: r5-2-2-105-0". Below the header is a red horizontal bar with "Home" on the left and "Home | Help | Logout" on the right. On the left side, there is a vertical menu with the following items: "AE Services", "Communication Manager Interface", "Licensing", "Maintenance", "Networking", "Security", "Status", "User Management", "Utilities", and "Help". The main content area is titled "Welcome to OAM" and contains the following text: "The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:". Below this is a bulleted list of administrative domains and their functions: "AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.", "Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.", "Licensing - Use Licensing to manage the license server.", "Maintenance - Use Maintenance to manage the routine maintenance tasks.", "Networking - Use Networking to manage the network interfaces and ports.", "Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.", "Status - Use Status to obtain server status informations.", "User Management - Use User Management to manage AE Services users and AE Services user-related resources.", "Utilities - Use Utilities to carry out basic connectivity tests.", and "Help - Use Help to obtain a few tips for using the OAM Help system". At the bottom, a paragraph states: "Depending on your business requirements, these administrative domains can be served by one administrator for both domains, or a separate administrator for each domain."

5.3. Administer TSAPI Link

Select **AE Services > TSAPI > TSAPI Links** from the left pane. The **TSAPI Links** screen is displayed. Locate the TSAPI link pre-configured for use with Avaya Proactive Contact, and click **Edit Link**.

The screenshot shows the AVAYA Application Enablement Services Management Console. The top header includes the AVAYA logo, the title "Application Enablement Services Management Console", and a welcome message for user "craft" with login details. The left navigation pane shows "AE Services" expanded, with "TSAPI" selected and "TSAPI Links" highlighted. The main content area is titled "TSAPI Links" and displays a table with one link configuration.

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
1	S8500	1	4	Encrypted

Below the table are buttons for "Add Link", "Edit Link", and "Delete Link".

The **Edit TSAPI Links** screen is displayed next. For **Security**, select "Both" from the drop-down list. Retain the default values in the remaining fields, and click **Apply Changes**.

The screenshot shows the "Edit TSAPI Links" screen in the AVAYA Application Enablement Services Management Console. The left navigation pane is the same as the previous screenshot, with "TSAPI Links" selected. The main content area is titled "Edit TSAPI Links" and contains form fields for editing the link configuration.

Link: 1
Switch Connection: S8500
Switch CTI Link Number: 1
ASAI Link Version: 4
Security: Both

Buttons: "Apply Changes", "Cancel Changes"

5.4. Disable Security Database

Select **Security > Security Database > Control** from the left pane, to display the **SDB Control for DMCC and TSAPI** screen in the right pane. Uncheck **Enable SDB TSAPI Service, JTAPI and Telephony Service**, and click **Apply Changes**.

The screenshot shows the Avaya Application Enablement Services Management Console. The left navigation pane has 'Security' expanded, with 'Security Database' and 'Control' selected. The main content area is titled 'SDB Control for DMCC and TSAPI' and contains two checkboxes: 'Enable SDB for DMCC Service' (checked) and 'Enable SDB TSAPI Service, JTAPI and Telephony Service' (unchecked). An 'Apply Changes' button is at the bottom.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10
HostName/IP: AES-Test/10.32.32.20
Server Offer Type: TURNKEY
SW Version: r5-2-2-105-0

Security | Security Database | Control

Home | Help | Logout

AE Services
Communication Manager Interface
Licensing
Maintenance
Networking
Security
Account Management
Audit
Certificate Management
Enterprise Directory
Host AA
PAM
Security Database
Control

SDB Control for DMCC and TSAPI

☒ Enable SDB for DMCC Service
☐ Enable SDB TSAPI Service, JTAPI and Telephony Service
Apply Changes

5.5. Restart TSAPI Service

Select **Maintenance > Service Controller** from the left pane, to display the **Service Controller** screen in the right pane. Check the **TSAPI Service**, and click **Restart Service**.

The screenshot shows the Avaya Application Enablement Services Management Console. The left navigation pane has 'Maintenance' expanded, with 'Service Controller' selected. The main content area is titled 'Service Controller' and contains a table with two columns: 'Service' and 'Controller Status'. The table lists several services, with 'TSAPI Service' checked. Below the table is a note: 'For status on actual services, please use Status and Control'. At the bottom are buttons for 'Start', 'Stop', 'Restart Service', 'Restart AE Server', 'Restart Linux', and 'Restart Web Server'.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10
HostName/IP: AES-Test/10.32.32.20
Server Offer Type: TURNKEY
SW Version: r5-2-2-105-0

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"/> TSAPI Service	Running

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

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

5.6. Obtain Tlink Name

Select **Security > Security Database > Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. Locate the Tlink names associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name. Make a note of the associated Tlink name for the non-encrypted TSAPI link, to be used later for configuring synTelate. Note that the encrypted TSAPI link is used by Avaya Proactive Contact.

In this case, the associated Tlink name is “AVAYA#S8500#CSTA#AES-TEST”. Note the use of the switch connection “S8500” from **Section 5.3** as part of the Tlink name.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and a welcome message for user "craft" with login details. A red navigation bar contains "Security | Security Database | Tlinks" and links for "Home | Help | Logout". The left sidebar shows a tree view with categories like "AE Services", "Security", and "Security Database". The "Security Database" category is expanded, showing "Tlinks" as the selected item. The main content area, titled "Tlinks", lists two Tlink names: "AVAYA#S8500#CSTA#AES-TEST" (selected with a green radio button) and "AVAYA#S8500#CSTA-S#AES-TEST" (unselected with a grey radio button). Below the list are "Edit Tlink" and "Delete Tlink" buttons.

5.7. Administer synTelate User

Select **User Management > User Admin > Add User** from the left pane, to display the **Add User** screen in the right pane.

Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select “Yes” from the drop-down list. Retain the default value in the remaining fields. Click **Apply** at the bottom of the screen (not shown below).

AVAYA

Application Enablement Services
Management Console

Welcome: User craft
Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10
HostName/IP: AES-Test/10.32.32.20
Server Offer Type: TURNKEY
SW Version: r5-2-2-105-0

User Management | User Admin | Add UserHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▼ User Management

▶ Service Admin

▼ User Admin

▪ Add User

▪ Change User Password

▪ List All Users

▪ Modify Default Users

▪ Search Users

▶ Utilities

▶ Help

Add User

Fields marked with * can not be empty.

* User Id	<input type="text" value="synTelate"/>
* Common Name	<input type="text" value="synTelate"/>
* Surname	<input type="text" value="synTelate"/>
* User Password	<input type="password" value="....."/>
* Confirm Password	<input type="password" value="....."/>
Admin Note	<input type="text"/>
Avaya Role	<input type="text" value="None"/>
Business Category	<input type="text"/>
Car License	<input type="text"/>
CM Home	<input type="text"/>
Css Home	<input type="text"/>
CT User	<input type="text" value="Yes"/>
Department Number	<input type="text"/>

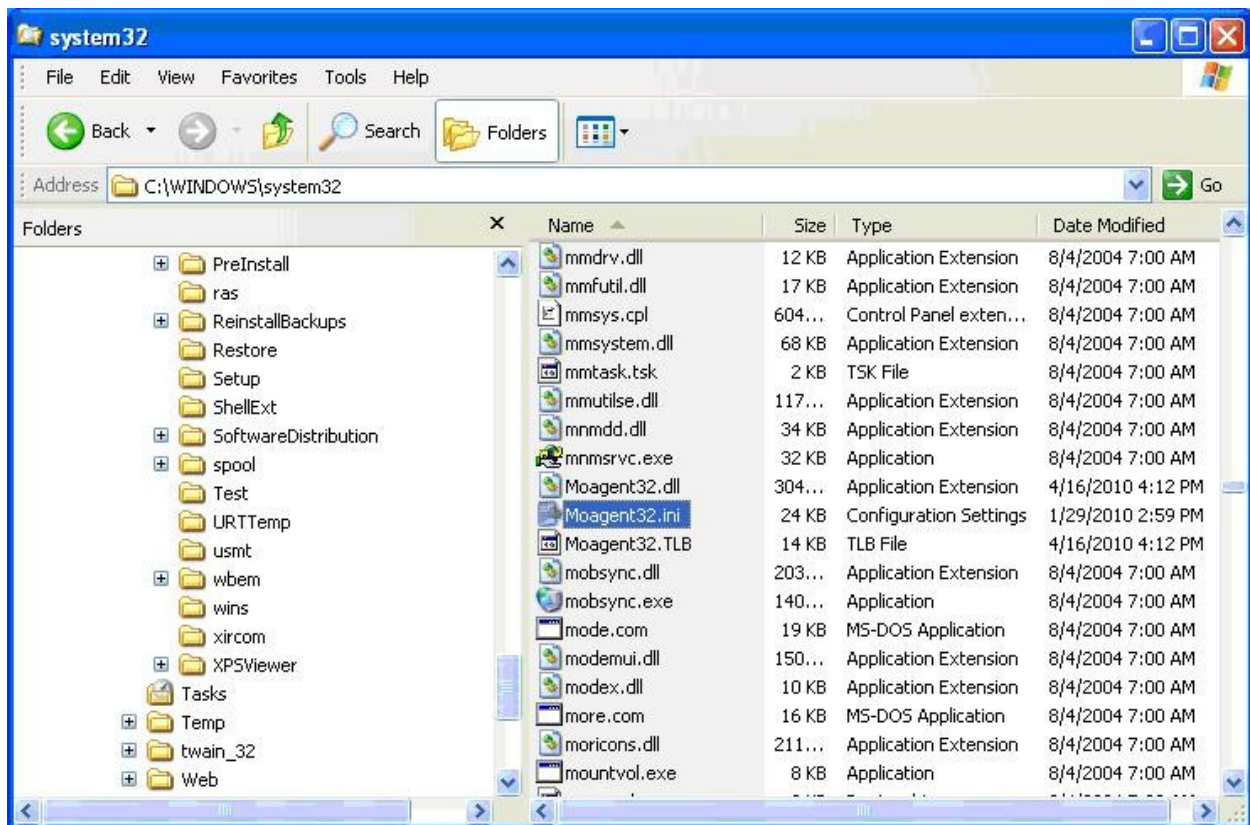
6. Configure synTelate Designer

This section provides the procedures for configuring synTelate Designer. The procedures include the following areas:

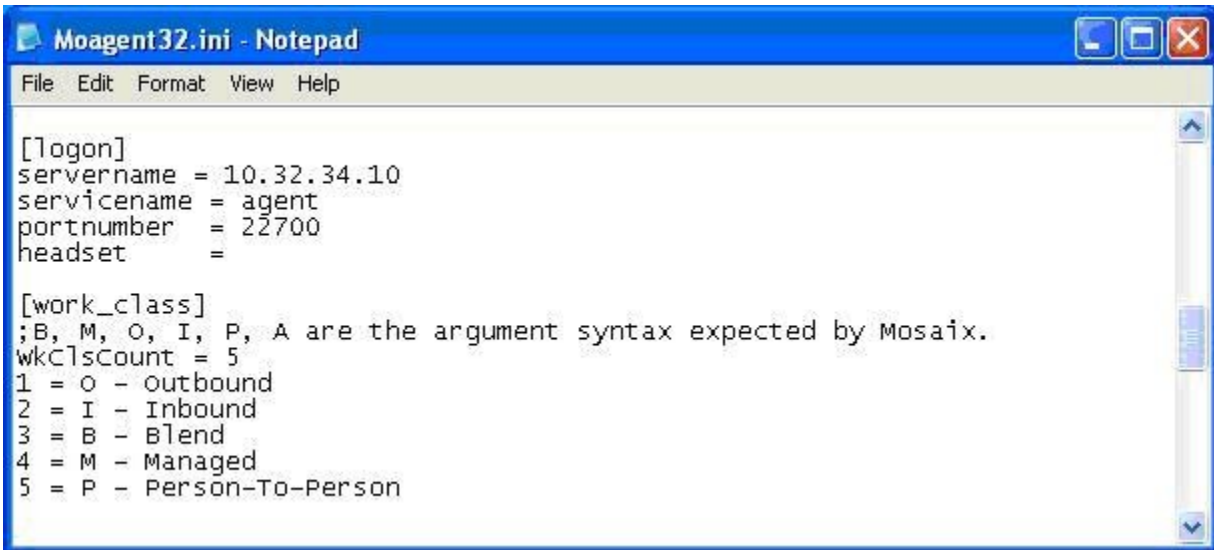
- Administer Moagent32.ini
- Launch Designer
- Administer campaigns
- Administer scripts and screens
- Administer CTI

6.1. Administer Moagent32.ini

From the PC running Designer, navigate to the **C:\WINDOWS\system32** directory to locate the **Moagent32.ini** file shown below.



Open the **Moagent32.ini** file with the Notepad application. Scroll to the **logon** section, and set **Servername** to the IP address of Avaya Proactive Contact, as shown below.

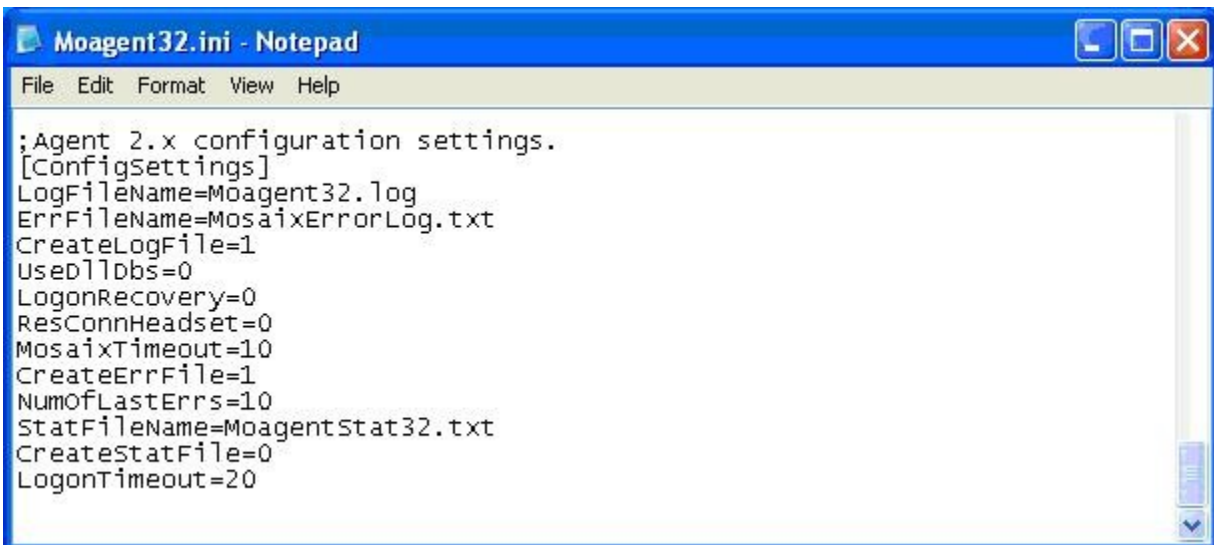


The screenshot shows a Notepad window titled "Moagent32.ini - Notepad". The menu bar includes File, Edit, Format, View, and Help. The text content is as follows:

```
[logon]
servername = 10.32.34.10
servicename = agent
portnumber = 22700
headset =

[work_class]
;B, M, O, I, P, A are the argument syntax expected by Mosaix.
wkClsCount = 5
1 = O - Outbound
2 = I - Inbound
3 = B - Blend
4 = M - Managed
5 = P - Person-To-Person
```

Scroll down to the bottom of the file, and set **UseDllDb**s to "0", as shown below. Select **File > Save As** from the top menu, and save the changed file to the **C:\WINDOWS** directory.



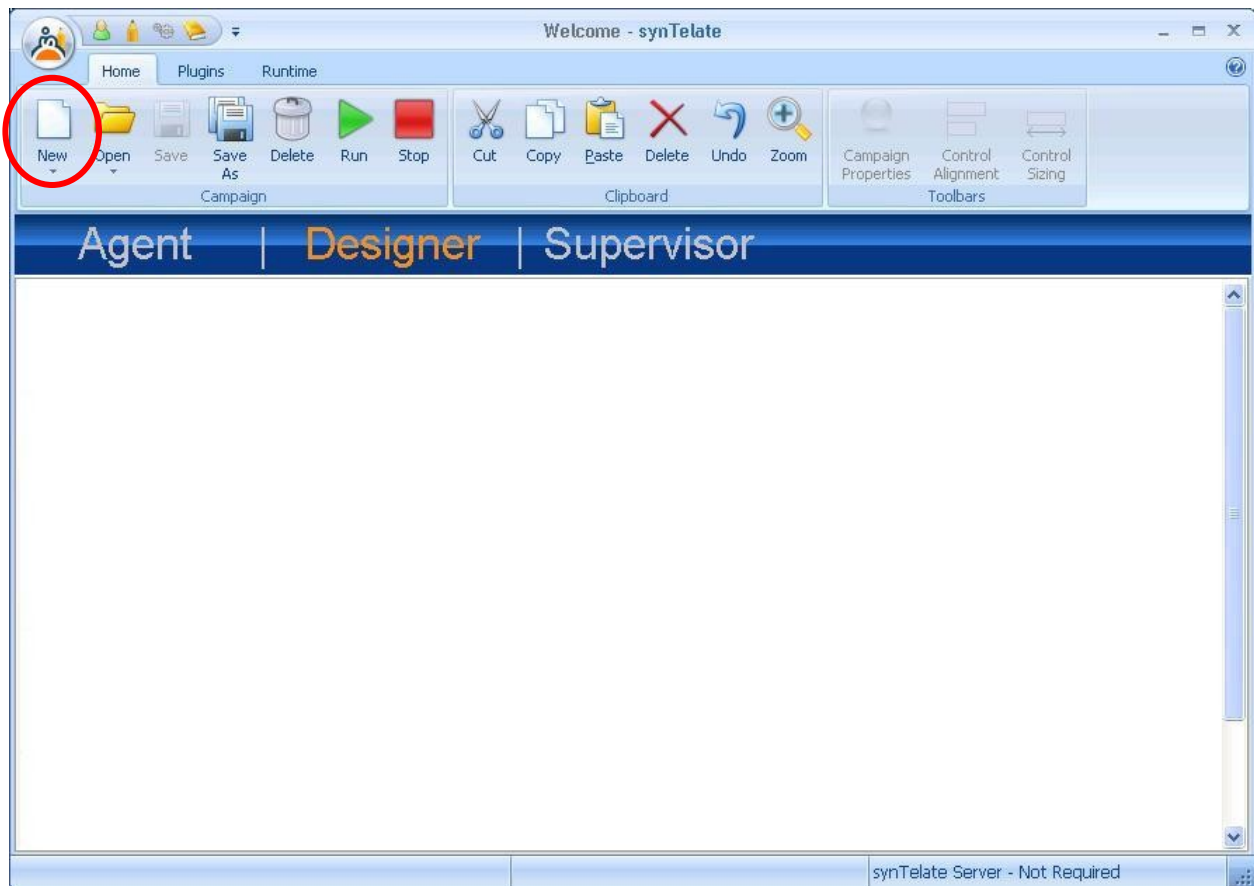
The screenshot shows the same Notepad window, but scrolled down to the bottom. The text content is as follows:

```
;Agent 2.x configuration settings.
[ConfigSettings]
LogFileName=Moagent32.log
ErrFileName=MosaixErrorLog.txt
CreateLogFile=1
UseDllDb=0
LogonRecovery=0
ResConnHeadset=0
MosaixTimeout=10
CreateErrFile=1
NumOfLastErrs=10
StatFileName=MoagentStat32.txt
CreateStatFile=0
LogonTimeout=20
```


6.2. Launch Designer

From the PC running Designer, select **Start > Programs > synTelate > synTelate Designer** to display the **Welcome - synTelate** screen.

Select the **Designer** tab. From the top menu, select the **Home** tab. Click **New** and select **Wizard > Dialler Wizard** from the drop-down list (not shown below) to create a new campaign.



6.3. Administer Campaigns

The **Step 1 of 7** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Database:** “sysRun”
- **Password:** The password for the database.
- **Name:** A descriptive name for the new campaign.



The screenshot shows a window titled "Avaya Proactive Contact Configuration" with a subtitle "Step 1 of 7 - Basic Campaign Details". Below the subtitle is the instruction "Please enter basic details for the campaign". The form contains several fields: "Database" (a dropdown menu with "synRun" selected), "Name" (a text box with "OutboundCampaign"), "Password" (a text box with "*****"), "Start Date" (a dropdown menu with "_8/25/2010" selected), "End Date" (a dropdown menu with "_8/25/2011" selected), "Description" (a large text area), and "Notes" (a large text area). A red asterisk and the text "* required field" are located at the bottom left. At the bottom right, there are three buttons: a back arrow, a forward arrow, and a red prohibition sign.

The **Avaya PCS Login** screen is displayed next. Enter the credentials for the Avaya Proactive Contact supervisor.



The screenshot shows a window titled "Avaya PCS Login". It contains three fields: "Server" (a dropdown menu with "Default" selected), "Agent Name" (a text box), and "Password" (a text box). At the bottom right, there are two buttons: a green checkmark and a red prohibition sign.

The **Step 2 of 7** screen is displayed. Select the proper values for **Call List** and **Job Name**. Retain the default value for **Client Status Table**, and select the proper **Job Type**. Note that when **Job Type** is **Inbound**, then the **Incoming DDI** field is enabled, and needs to be configured with the dialed number from the PSTN for the inbound calls.

The screenshot shows the 'Avaya Proactive Contact Configuration' window at 'Step 2 of 7 - Choose Client Table'. The instruction is 'Please specify which data source should be used'. The form contains the following fields:

- Call List ***: A dropdown menu with 'list1' selected.
- Job Name ***: A dropdown menu with 'outbnd' selected.
- Client Status Table ***: A dropdown menu with 'outbnd' selected.
- Job Type ***: Radio buttons for 'Inbound' and 'Outbound'. 'Outbound' is selected.
- Incoming DDI**: A text field containing 'outbnd,'.

A legend at the bottom left indicates that '*' denotes a 'required field'. At the bottom right, there are navigation buttons: a left arrow, a right arrow, and a red prohibition sign.

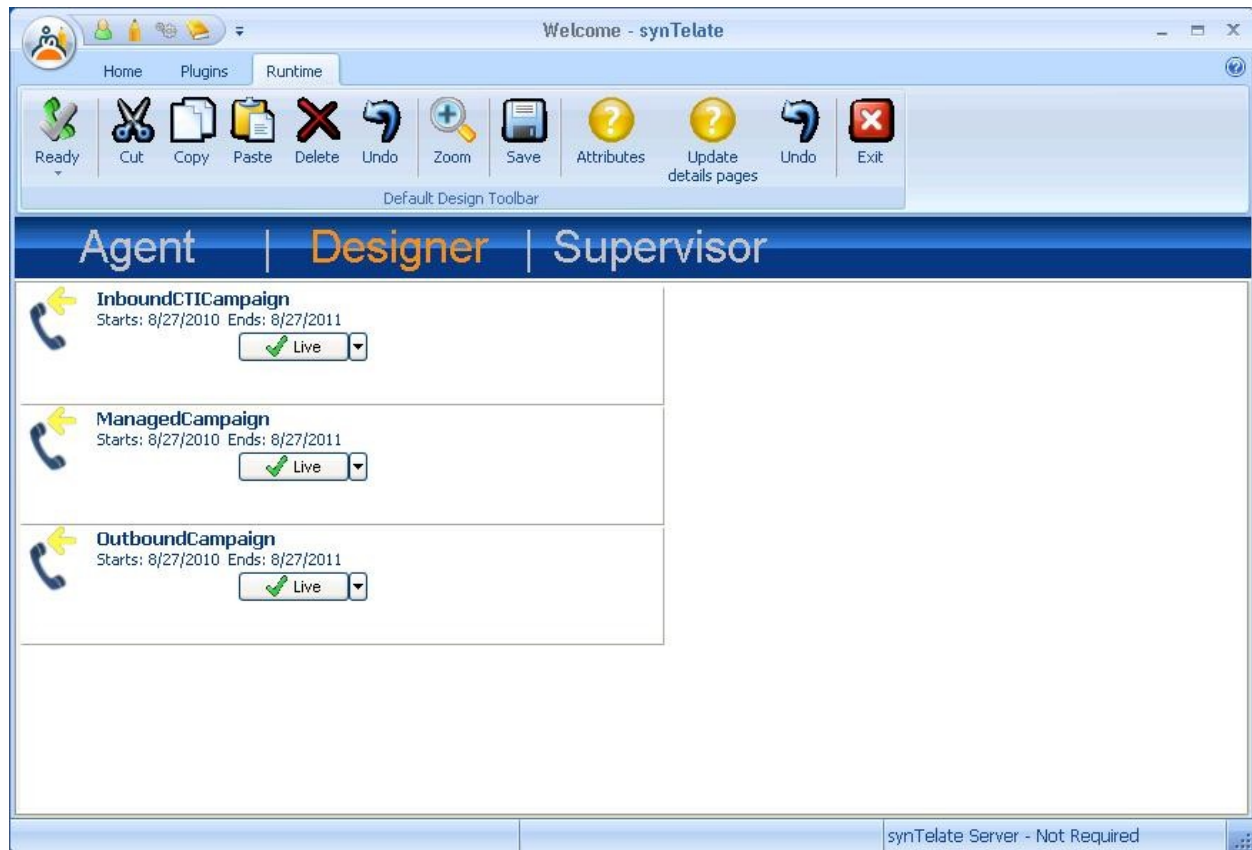
The **Step 3 of 7** screen is displayed next. Select the data fields from the left pane that correspond to the selected fields from **Section 4.1**. The screenshot below shows the data fields used in the compliance test. Retain the default values in all subsequent screens to complete the wizard.

The screenshot shows the 'Avaya Proactive Contact Configuration' window at 'Step 3 of 7 - Choose Fields'. The instruction is 'Please specify which fields should be available for use within synTelate'. The screen is divided into two main panes:

- Available Fields**: A list box containing the following fields: PHONECNT9, PHONECNTR, PHONESTATR, RECALLNUMBER2, SCNDDATER, SCNDSTATR, SCNDTIMER, THRDATER, THRDSTATR, THRDTIMER, TME_STAMP, ZONEPHONE10, ZONEPHONE3, ZONEPHONE4, ZONEPHONE5, ZONEPHONE6, and ZONEPHONE7. 'PHONECNT9' is currently selected.
- Selected Fields**: A list box containing the following fields: ACCTNUM, BALANCE, COMMENT1, NAME1, NAME2, and ZIPCODE.

Between the two panes are four buttons: a single right arrow (>), a double right arrow (>>), a single left arrow (<), and a double left arrow (<<). At the bottom right, there are navigation buttons: a left arrow, a right arrow, and a red prohibition sign.

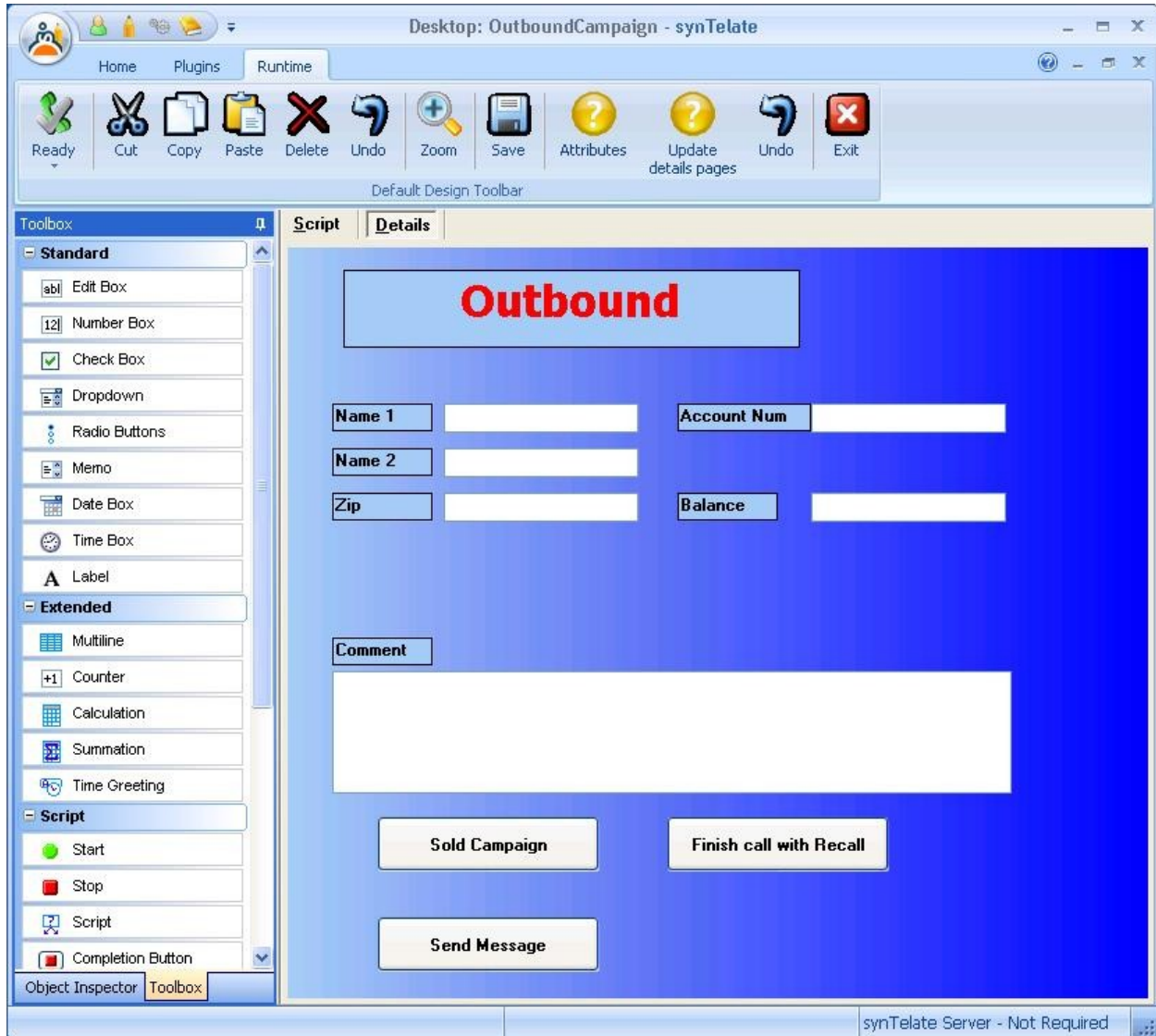
Repeat this section to create all desired campaigns. In the compliance testing, three campaigns were created, as shown below.



6.4. Administer Scripts and Screens

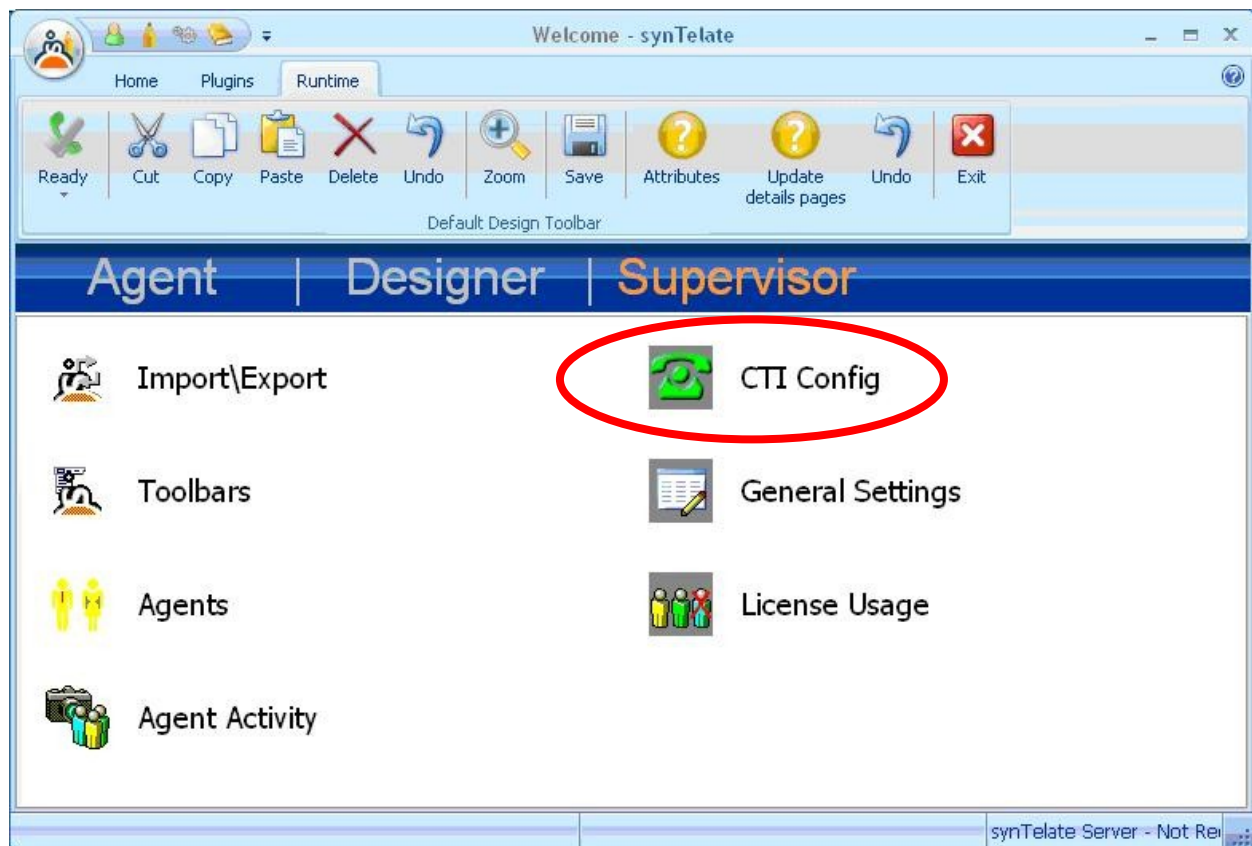
Follow [3] to administer call flow scripts and data screens for each campaign in **Section 6.3**. The screenshot below shows a sample customized data screen for the outbound campaign used in the testing.

The customer record fields from **Section 4.1** and the completion codes from **Section 4.2** were used in administering the data screens.



6.5. Administer CTI

Select the **Supervisor** tab, and click on **CTI Config**.



The **CTI Configuration Setup** screen is displayed. Click **Add**.



The **Edit CTI Config Details** screen is displayed. Enter a descriptive **Name**. For **Telephony Server**, select “Avaya PDS” from the drop-down list. Check **Enabled for undefined Agents**. For **Pass Through Telephony Server**, select “TSAPI based switch” from the drop-down list, as shown below.

Edit CTI Config Details

Name: PC42 Soft ID: 4

Telephony Server: Avaya PDS

☐ Auto Login

☒ Enabled for undefined Agents

External Prefix:

Extension Length:

Ring Delay:

Pass Through Telephony Server: TSAPI based switch

OK Cancel

7. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Outbound calls were automatically placed and delivered to synTelate Agent by Avaya Proactive Contact, and inbound calls were manually placed and delivered to synTelate Agent by Avaya AuraTM Communication Manager.

Different types of jobs were exercised, along with different actions initiated from synTelate Agent, to verify proper generation and handling of supported messages from the Avaya Proactive Contact Agent API and from Avaya AuraTM Application Enablement Services TSAPI.

The Avaya Proactive Contact Supervisor was used to start/stop jobs and send/receive messages with agents.

The serviceability test cases were performed manually by disabling/enabling the Ethernet connection to synTelate Designer and to synTelate Agent.

The verification included checking the display of fields, options, and values on synTelate Agent, and checking the exchanged API messages in the designer and agent logs.

All test cases were executed. The one observation from the compliance test is that the synTelate Agent does not display any message related to a link interruption, and agent will receive errors upon completing the current customer record. The workaround is for the agent to manually drop the active call, log out of ACD, exit from synTelate Agent, and be removed from the job by the supervisor before attempting to log back in.

8. Verification Steps

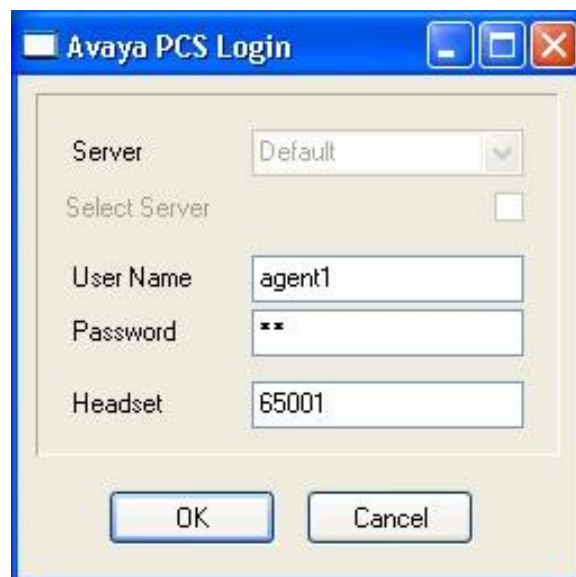
This section provides the tests that can be performed to verify proper configuration of synTelate, Avaya Proactive Contact, and Avaya Aura™ Application Enablement Services. Prior to verification, start an outbound job on Avaya Proactive Contact.

8.1. Verify synTelate

From the PC running synTelate Agent, select **Start > Programs > synTelate > synTelate Agent**. The **Select a CTI Config** screen is displayed. Select the CTI configuration from **Section 6.5**, as shown below.

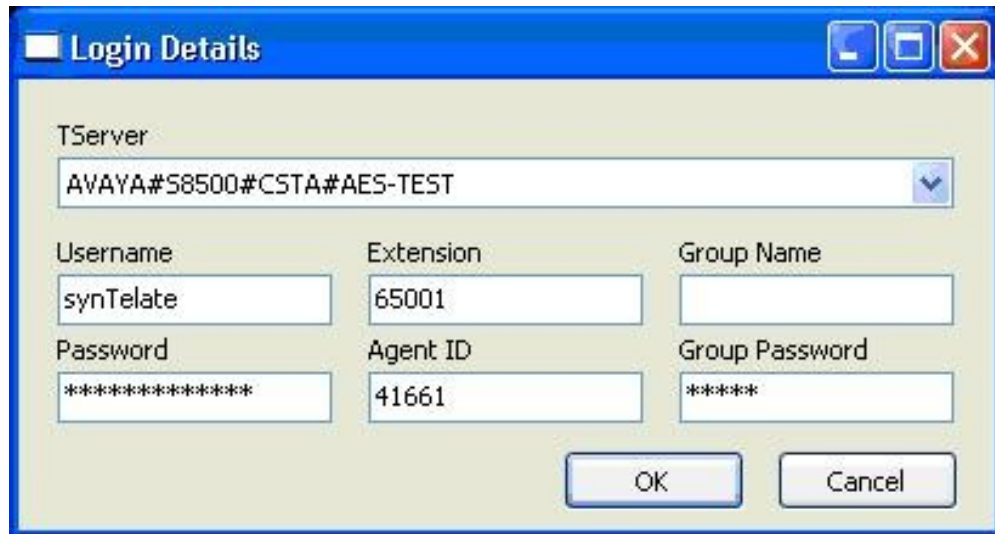


The **Avaya PCS Login** screen is displayed next. Enter the pre-defined agent login and password for Avaya Proactive Contact, and the agent station / headset number from **Section 2**.



The **Login Details** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

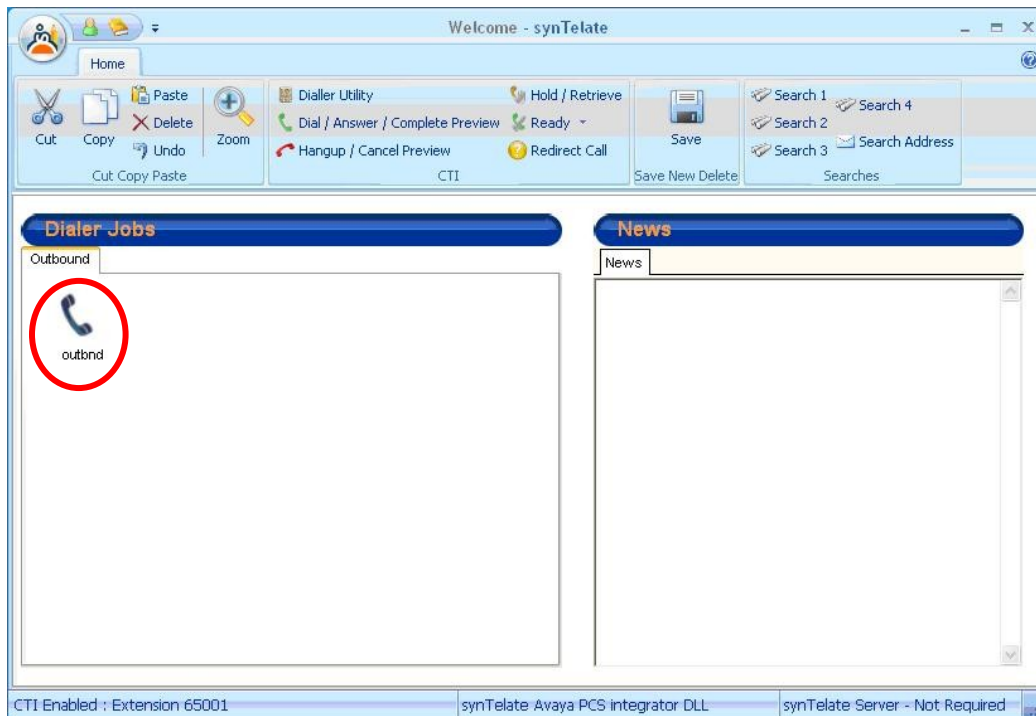
- **Tserver:** The Tlink name from **Section 5.6**.
- **Username:** The synTelate user credentials from **Section 5.7**.
- **Password:** The synTelate user credentials from **Section 5.7**.
- **Extension:** The agent station / headset number from **Section 2**.
- **Agent ID:** The agent login ID from **Section 2**.
- **Group Password:** The agent password from **Section 2**.



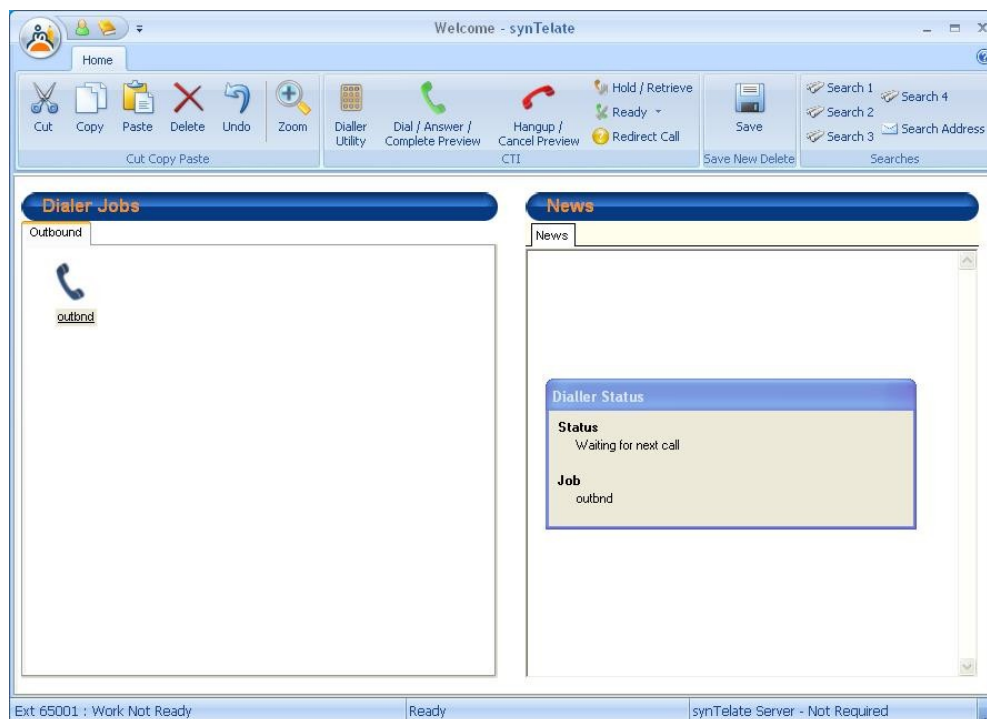
The screenshot shows a Windows-style dialog box titled "Login Details". It contains several input fields for user authentication. The "TServer" field is a dropdown menu with the value "AVAYA#S8500#CSTA#AES-TEST". Below it are three columns of fields: "Username" (containing "synTelate"), "Extension" (containing "65001"), and "Group Name" (empty). The second row contains "Password" (masked with "*****"), "Agent ID" (containing "41661"), and "Group Password" (masked with "*****"). At the bottom right are "OK" and "Cancel" buttons.

Login Details		
TServer AVAYA#S8500#CSTA#AES-TEST		
Username synTelate	Extension 65001	Group Name
Password *****	Agent ID 41661	Group Password *****
OK Cancel		

The **Welcome - synTelate** screen is displayed. Verify the active outbound job is displayed. Click **outbnd**.



The **Dialer Status** box is displayed in the right pane. Verify the values for **Status** and **Job**, as shown below.



The **Running - synTelate** screen is displayed. When an outbound call is delivered to the agent, verify that the appropriate data screen from **Section 6.4** is displayed and populated with values retrieved from the customer record, as shown below.

The screenshot shows the 'Running - synTelate' application window. The title bar indicates the window is titled 'Running - synTelate'. The interface includes a top toolbar with various icons for Home, Cut, Copy, Paste, Delete, Undo, Zoom, and other functions. Below the toolbar, there are several buttons for call management: 'Dialer Utility', 'Hold / Retrieve', 'Ready', 'Redirect Call', 'Save', 'Search 1', 'Search 2', 'Search 3', 'Search 4', and 'Search Address'. The main content area is titled 'Details' and features a large blue background with the word 'Outbound' in red. Below this, there are input fields for 'Name 1' (JOHN DOE), 'Name 2' (JOHN DOE), 'Zip' (8221), 'Account Num' (5300292221404964), and 'Balance' (0). A 'Comment' section with a text area is also present. At the bottom of the main area, there are three buttons: 'Sold Campaign', 'Finish call with Recall', and 'Send Message'. The status bar at the bottom of the window displays 'OUTBOUND : Home phone - 202-521-6781', 'Ready', and 'synTelate Server - Not Required'.

Outbound	
Name 1	JOHN DOE
Name 2	JOHN DOE
Zip	8221
Account Num	5300292221404964
Balance	0

Comment

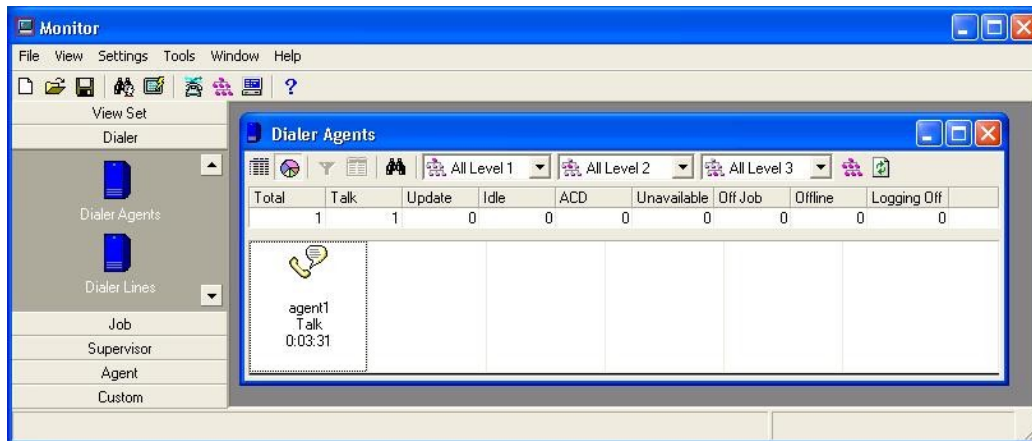
Sold Campaign Finish call with Recall

Send Message

OUTBOUND : Home phone - 202-521-6781 Ready synTelate Server - Not Required

8.2. Verify Avaya Proactive Contact

From the PC running the Avaya Proactive Contact Supervisor, select **Start > All Programs > Avaya > Proactive Contact 4.2 > Supervisor > Monitor**, and log in with the appropriate credentials. The **Monitor** screen is displayed. Select **Dialer > Dialer Agents** from the left pane, to display the **Dialer Agents** screen. Verify that the agent from **Section 8.1** is displayed and in the “Talk” state.



8.3. Verify Avaya Aura™ Application Enablement Services

On Application Enablement Services, verify the status of the TSAPI link by selecting **Status > Status and Control > TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed. Verify the **Status** is “Talking” for the TSAPI link administered in **Section 5.3**, as shown below.

AVAYA **Application Enablement Services**
Management Console

Welcome: User craft
Last login: Thu Aug 26 15:21:54 2010 from 10.32.35.10
HostName/IP: AES-Test/10.32.32.20
Server Offer Type: TURNKEY
SW Version: r5-2-2-105-0

Status | Status and Control | TSAPI Service Summary

Home | Help | Logout

- AE Services
- Communication Manager Interface
- Licensing
- Maintenance
- Networking
- Security
- Status
 - Alarm Viewer
 - 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	S8500	1	Talking	Fri Aug 20 12:53:32 2010	Online	16	8	77	164	30

For service-wide information, choose one of the following:

9. Conclusion

These Application Notes describe the configuration steps required for synTelate to successfully interoperate with Avaya Proactive Contact with CTI. All feature and serviceability test cases were completed, with observations noted in **Section 7**.

10. Additional References

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

1. *Administering Avaya Proactive Contact*, Release 4.2, May 2010, available at <http://support.avaya.com>.
2. *Avaya Aura™ Application Enablement Services Administration and Maintenance Guide*, Release 5.2, Document ID 02-300357, Issue 11, November 2009, available at <http://support.avaya.com>.
3. *synTelate Training Manual*, Version 4.01, Issue 0.1.02, available as part of the synTelate training course.
4. *Agent Helpfile for synTelate version 4.01 with Avaya PCS*, Version 4.01, Issue 1.0, available from the synTelate Agent installation CD.

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