



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

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# **Application Notes for configuring Avaya Aura® Communication Manager R6.2 and Avaya Aura® Application Enablement Services R6.2 with Azzurri Callmedia 5 – Issue 1.0**

## **Abstract**

These Application Notes describe the steps to configure Azzurri Callmedia, Avaya Aura® Communication Manager, and Avaya Aura® Application Enablement Services to allow the Azzurri Callmedia contact center software to be used with 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.

## Introduction

Azzurri Callmedia is multi-channel contact center management product designed to match each customer with the most appropriate agent at the most appropriate time and provides supervisors with contact center management information and statistics. Callmedia is capable of providing a fully blended experience for

- Inbound Voice
- Outbound Voice (including preview, progressive and predictive dialling)
- Emails
- SMS
- Webchat
- Social Media (including standard Twitter and Facebook plugins)
- Document Management
- Ad Hoc tasks

For the purposes of the compliance test Inbound Voice and Outbound Voice were tested.

Callmedia Desktop is an agent client which runs on the agent desktop PC, enabling contact center agents to accept and handle calls via a TSAPI link with Avaya Aura® Application Enablement Services, or control outbound calling campaigns.

## General Test Approach and Test Results

The general test approach was to validate the ability of Callmedia Desktop to correctly and successfully perform a variety call handling scenarios based on the configuration and campaigns made on the Callmedia Console.

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.

## 1.1. Interoperability Compliance Testing

Interoperability compliance testing consisted of successful handling of a variety of call scenarios which were handled in both auto-answer and manual answer modes, as follows:

- Verify agent login/logout using the Callmedia Desktop control
- Verify agent status changes correctly, according to the ability of the agent to receive incoming calls
- Verify that the agent login/password is verified correctly
- Verify that incoming calls are queued if no agents are logged in
- Verify Denied Transfer
- Verify Customer Hangup/Agent Hangup
- Verify internal/external Hold/Retrieve
- Verify Blind Transfer
- Verify Supervised Transfer
- Verify Conferencing scenarios
- Verify outbound dialing to busy, answered, no-answer destinations, and appropriate call handling, classification and re-queuing of calls
- Verify successful Network/Power failure and recovery
- Verify campaign statistics
- Verify simple scenario skill-based routing

## 1.2. Test Results

All test cases were executed successfully with the following observations:

- Where a conference is initiated from the agent deskphone, of an inbound customer call and an internal extension, and the customer disconnects from the conference first, followed by the internal extension disconnecting, Callmedia Desktop becomes unresponsive and must be forced to stop and restart. Contact Azzurri for a bug fix on this issue.
- Where an agent's IP phone loses network connection and an inbound call is delivered, the call may appear on Callmedia Desktop but cannot be answered. Once the network connection has been restored to the IP phone the call can be successfully answered and handled using Callmedia Desktop, however there is no speech-path.

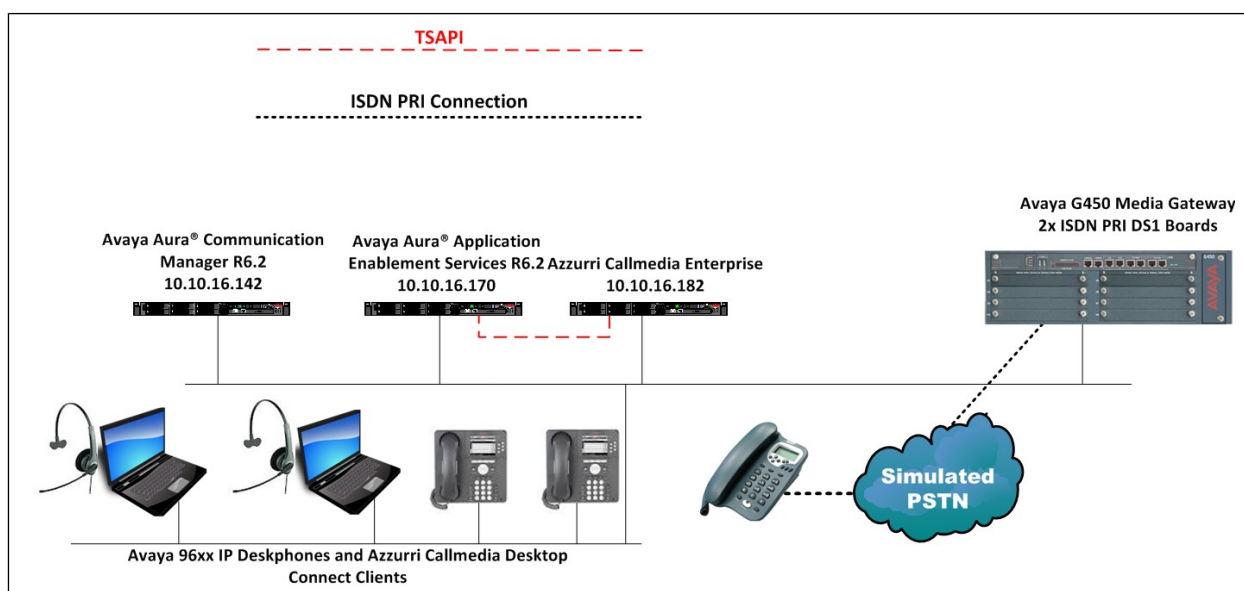
## 1.3. Support

Technical Support for Call Media can be obtained as follows:

- Tel +441489 553 525 or 08442 571 257.
- <http://www.azzurri-innovations.co.uk/en/Support Portal.aspx>

## Reference Configuration

An Avaya S8800 Server running Avaya Aura® Communication Manager R6.2 serving H.323 endpoints with an Avaya G450 Media Gateway was configured along with Avaya Aura® Application Enablement Services hosted on VMware providing a TSAPI interface. Azzurri Callmedia was hosted on a virtualized Windows 2008 R2 Server comprising Callmedia Enterprise and Callmedia Desktop. An additional Windows 7 Desktop PC was used for administration and agent use of Callmedia Desktop.



**Avaya Aura® Communication Manager and Avaya Aura® Application Enablement  
Services with Azzurri Callmedia Solution**

## Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on Avaya S8800 Server	R6.2 SP5 build R016x.02.0.823.0-20396
Avaya Aura® Application Enablement Services running on Avaya S8800 Server	R6.2 patch 1
Avaya G450 Media Gateway <ul style="list-style-type: none"><li>MM710</li></ul>	32.24.0 <ul style="list-style-type: none"><li>HW5 FW22</li></ul>
Avaya 9630 IP Deskphone	<ul style="list-style-type: none"><li>H323 3.2</li></ul>
Avaya Application Enablement Services TSAPI Windows Client running on Agent PC	v6.1 and v6.2
Azzurri Callmedia running on VMware	Callmedia 5.0.1 VMware vSphere 5.x (VMware solution exchange: <a href="https://solutionexchange.vmware.com/store/products/9290">https://solutionexchange.vmware.com/store/products/9290</a> )

# Configure Avaya Aura® Communication Manager

The configuration and verification operations illustrated in this section are performed using Communication Manager System Access Terminal (SAT). The information provided in this section describes the configuration of Communication Manager for this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation as referenced in **Section 10**. The configuration operations described in this section can be summarized as follows:

- Configure Interface to Avaya Aura® Application Enablement Services
- Configure Announcement Feature Access Code
- Configure Station to Record Announcement
- Configure Announcements
- Configure Inbound Vector
- Configure Inbound VDN
- Configure Queue Vector
- Configure Queue VDN

## 1.4. Configure Interface to Avaya Aura® Application Enablement Services

Enter the node **Name** and **IP Address** for the Application Enablement Server, in this case **aes62vm** and **10.10.16.170** respectively. Take a note of the **procr** node **Name** and **IP Address** as it is used later in this section.

change node-names ip		Page 1 of 2
		IP NODE NAMES
<b>Name</b>	<b>IP Address</b>	
default	0.0.0.0	
<b>aes62vm</b>	<b>10.10.16.170</b>	
<b>procr</b>	<b>10.10.16.142</b>	

In order for Communication Manager to establish a connection to Application Enablement Services, administer the CTI Link as shown below. Specify an available **Extension** number, set the **Type** as **ADJ-IP**, which denotes that this is a link to an IP connected adjunct, and name the link for easy identification, in this instance, the node-name is used.

add cti-link 1		Page 1 of 3
		CTI LINK
CTI Link: 1		
Extension: <b>5899</b>		
Type: <b>ADJ-IP</b>		
		COR: 1
Name: <b>aes62vm</b>		

Configure IP-Services for the AESVCS service using the **change ip-services** command. Using the procr node name as noted above i.e., **procr**, ensure **Enabled** is set to **y**.

change ip-services					Page	1 of	4
IP SERVICES							
Service	Enabled	Local	Local	Remote	Remote		
Type		Node	Port	Node	Port		
AESVCS	y	procr	8765				

Navigate to **Page 4**, set the **AE Services Server** node-name and the **Password** the AES Server will use to authenticate with Communication Manager, ensure **Enabled** is set to **y**.

change ip-services				Page 4 of 4
AE Services Administration				
Server ID	AE Services Server	Password	Enabled	Status
1:	aes62vm	Avaya1234567	y	in use

## 1.5. Configure Announcement Feature Access Code

Announcements to be used in the vector steps specified in the sections below must be recorded. Enter the command **change feature-access-codes** and configure an appropriate number in the **Announcement Access Code** field.

change feature-access-codes		Page 1 of 10
FEATURE ACCESS CODE (FAC)		
Abbreviated Dialing List1 Access Code:		
Abbreviated Dialing List2 Access Code:		
Abbreviated Dialing List3 Access Code:		
Abbreviated Dial - Prgm Group List Access Code:		
<b>Announcement Access Code: *14</b>		
Answer Back Access Code: *15		
Auto Alternate Routing (AAR) Access Code: *00		
Auto Route Selection (ARS) - Access Code 1: 9		Access Code 2:
Automatic Callback Activation:		Deactivation:
Call Forwarding Activation Busy/DA: All: *03		Deactivation: *04
Call Forwarding Enhanced Status: Act:		Deactivation:
Call Park Access Code: *01		
Call Pickup Access Code: *02		
CAS Remote Hold/Answer Hold-Unhold Access Code:		
CDR Account Code Access Code: *51		
Change COR Access Code:		
Change Coverage Access Code:		
Conditional Call Extend Activation:		Deactivation:
Contact Closure Open Code:		Close Code:



## 1.6. Configure Station to Record Announcement

The Application Notes assume endpoints are preconfigured on Communication Manager. Enter the command **change station x** where **x** is an appropriate extension number and enter a **COS** with Console Permissions, in this case **15**.

<b>change station 6000</b>		Page 1 of 5
STATION		
Extension: 6000	Lock Messages? n	BCC: 0
Type: 9630	Security Code: 1234	TN: 1
Port: S00006	Coverage Path 1: 10	COR: 1
Name: Joel Fisch	Coverage Path 2:	<b>COS: 15</b>
	Hunt-to Station:	
STATION OPTIONS		
	Time of Day Lock Table:	
Loss Group: 19	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 6000	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english	Button Modules: 0	
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? n	
	IP Video? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

## 1.7. Configure Announcements

Announcement extension numbers and descriptions must be added before they can be recorded. Enter the command **add announcement x** where **x** is an appropriate announcement number. Configure an identifying **Annc Name**, set the **Annc Type** to **integrated**, and configure the appropriate announcement card **Group/Board** location.

<b>add announcement 5635</b>		Page 1 of 1
ANNOUNCEMENTS/AUDIO SOURCES		
Extension: 5635	COR: 1	
<b>Annc Name: Welcome</b>	TN: 1	
<b>Annc Type: integrated</b>	Queue? y	
<b>Group/Board: 001V9</b>		
Protected? n	Rate: 64	

Repeat as necessary for all the required announcements; enter the command **list announcement** to view the configured announcements.

<b>list announcement</b>				
ANNOUNCEMENTS/AUDIO SOURCES				
Announcement of Extension	Type	Name	Source Pt/Bd/Grp	Num Files
5635	integrated	Welcome	001V9	1
5636	integrated	Busy	001V9	1
5637	integrated	Later	001V9	1
5638	integrated	MOH	001V9	1

The user configured in **Section 5.3** can now use the feature-access-code configured in **Section 5.2** to record announcements as required.

## 1.8. Configure Inbound Vector

A vector must be configured. This defines the steps required to route an inbound call to the required destination. Enter the command **change vector x** where **x** is an appropriate vector number and configure as shown below:

- **Name** – assign an identifying name
- **announcement 5635** – enter the welcome announcement extension number
- **adjunct routing link 1** – enter the cti-link number created in **Section 5.1**.
- **route-to number 6001** – enter the extension where calls should route in case the call is not answered by a Call Media Agent.

change vector 5101				Page 1 of 6	
CALL VECTOR					
Number: 5101		Name: Voice Entry One			
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
Variables? y	3.0	Enhanced? y	Holidays? y		
01 announcement 5635					
02 adjunct routing link 1					
03 wait-time 180 secs hearing ringback					
04 route-to number 6001 with cov n if unconditionally					

## 1.9. Configure Inbound VDN

A VDN must be added. This is the number dialed to reach the vector configured in **Section 5.5**. Enter the command **add VDN x** where **x** is an appropriate extension number and configure an identifying **Name** and the **Destination: Vector Number** configured in **Section 5.5**.

```
add vdn 341256                                     Page 1 of 3
                                                    VECTOR DIRECTORY NUMBER

                Extension: 341256
                Name*: Inbound Voice Entry One
                Destination: Vector Number          5101
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*:
                3rd Skill*:

* Follows VDN Override Rules
```

## 1.10. Configure Queue Vector

A queue vector must be configured in order that calls which cannot be immediately handled by Call Media Agents are queued. Enter the command **change vector x** where **x** is an appropriate vector number and configure as shown below:

- **Name** – assign an identifying name
- **adjunct routing link 1** – enter the cti-link number created in **Section 5.1**.
- **announcement 5636** – enter the busy announcement extension number
- **announcement 5638** – enter the hold music announcement extension number
- **goto step 3** – loop the announcement pattern while remaining routed to the adjunct link

change vector 5102				Page 1 of 6	
CALL VECTOR					
Number: 5102		Name: Entry One Queue			
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	10	secs hearing ringback			
03 announcement	5636				
04 wait-time	10	secs hearing ringback			
05 announcement	5638				
06 wait-time	10	secs hearing ringback			
07 goto step	3	if unconditionally			

## 1.11. Configure Queue VDN

A VDN must be added. This is the number used by Call Media to queue inbound calls in the instance where no Call Media Agents are available. Calls to the specified VDN are routed to the vector configured in **Section 5.7**. Enter the command **add VDN x** where **x** is an appropriate extension number and configure an identifying **Name** and the **Destination: Vector Number** configured in **Section 5.7**.

```
add vdn 342256                                     Page 1 of 3
                                                    VECTOR DIRECTORY NUMBER

      Extension: 342256
      Name*: Voice Entry One Queue
      Destination: Vector Number          5102
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*:
                3rd Skill*:

* Follows VDN Override Rules
```

Add additional VDNs for Callmedia recall configured tasks, this VDN is used in the instance that an agent does not answer an inbound call. Assign the VDN the same **Vector Number** as the corresponding queue VDN. For the purpose of the compliance test, VDNs 343256 and 344256 were used.

<b>add vdn 343256</b>	Page 1 of 3
VECTOR DIRECTORY NUMBER	
<b>Extension: 343256</b>	
<b>Name*: Callmedia Recall</b>	
Destination: <b>Vector Number</b>	<b>5102</b>
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*:	
3rd Skill*:	
* Follows VDN Override Rules	

<b>add vdn 344256</b>	Page 1 of 3
VECTOR DIRECTORY NUMBER	
<b>Extension: 344256</b>	
<b>Name*: Callmedia Recall 2</b>	
Destination: <b>Vector Number</b>	<b>5102</b>
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*:	
3rd Skill*:	
* Follows VDN Override Rules	

# Configure Avaya Aura® Application Enablement Services

Configuration of Application Enablement Services is performed from the OAM web pages. Navigate to the URL of the AES OAM, in this case <https://10.10.16.170/index.jsp> and login using the appropriate credentials (not shown). Upon successful login the screen below will appear.

The screenshot shows the Avaya Application Enablement Services Management Console. At the top left is the Avaya logo. To its right is the title "Application Enablement Services Management Console". On the far right, a welcome message is displayed: "Welcome: User craft", "Last login: Tue Mar 12 15:57:19 2013 from 192.168.10.204", "Number of prior failed login attempts: 1", "HostName/IP: aes62vm/10.10.16.170", "Server Offer Type: SWONLY", "SW Version: r6-2-0-18-0", and "Server Date and Time: Tue Mar 12 16:00:51 UTC 2013". Below the header is a red navigation bar with "Home" on the left and "Home | Help | Logout" on the right. A left sidebar contains a menu with 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 a paragraph: "The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:". This is followed by a bulleted list of domains and their uses: "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". Below the list, a note states: "Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain." At the bottom of the page, a copyright notice reads: "Copyright © 2009-2012 Avaya Inc. All Rights Reserved."

## 1.12. Configure Switch Connection

To establish the connection between Communication Manager and AE Services, click **Communication Manager Interface** → **Switch Connections**. In the field next to **Add Connection** enter **CM62** and click on **Add Connection**.

The screenshot shows the "Switch Connections" configuration page. On the left sidebar, the "Communication Manager Interface" menu is expanded, and "Switch Connections" is highlighted with a red box. The main content area has a title "Switch Connections". Below the title is a text input field containing "CM62" (highlighted with a red box) and an "Add Connection" button (also highlighted with a red box). Below this is a table with the following columns: "Connection Name", "Processor Ethernet", "Msg Period", and "Number of Active Connections". The table is currently empty. Below the table are several buttons: "Edit Connection", "Edit PE/CLAN IPs", "Edit H.323 Gatekeeper", "Delete Connection", and "Survivability Hierarchy".

The following screen is displayed. Complete the configuration as shown and enter the password specified in **Section 5.1** when configuring AESVCS in ip-services. Click on **Apply** when done.

**Connection Details - CM62**

Switch Password: [Masked]

Confirm Switch Password: [Masked]

Msg Period: 30 Minutes (1 - 72)

SSL: ☒

Processor Ethernet: ☒

Apply Cancel

The following screen will be shown displaying the newly added switch connection, click **Edit PE/CLAN IPs**.

**Switch Connections**

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
CM62	Yes	30	0

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

Enter the IP Address of the procr noted in **Section 5.1** and click **Add/Edit Name or IP**.

**Edit Processor Ethernet IP - CM62**

10.10.16.142 Add/Edit Name or IP

Name or IP Address
--------------------

Back



The following screen will appear showing the newly added procr IP address, click **Back**.

Name or IP Address	Status
10.10.16.142	Idle

The newly added **Switch Connection** will appear once more.

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
CM62	Yes	30	0

### 1.13. Administer TSAPI Link

Select **AE Services** → **TSAPI** → **TSAPI Links** from the left pane. The **TSAPI Links** screen is displayed, click **Add Link**.

Link	Switch Connection
Add Link	Edit Link

Configure the TSAPI Link using the newly configured **Switch Connection** as shown below and click **Apply Changes**.

**AE Services**

- CVLAN
- DLG
- DMCC
- SMS
- TSAPI**
  - TSAPI Links**
  - TSAPI Properties
- TWS
- Communication Manager Interface

**Add TSAPI Links**

Link: 1

Switch Connection: CM62

Switch CTI Link Number: 1

ASAI Link Version: 4

Security: Both

**Apply Changes** Cancel Changes

The screen below will be displayed with instructions to restart the TSAPI Server. Click **Apply** taking note of the instructions given.

**AE Services**

- CVLAN
- DLG
- DMCC
- SMS
- TSAPI**
  - TSAPI Links**

**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

The screen below will appear displaying the newly added TSAPI link.

**AE Services**

- CVLAN
- DLG
- DMCC
- SMS
- TSAPI**
  - TSAPI Links
  - TSAPI Properties

**TSAPI Links**

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
1	CM62	1	4	Both

Add Link Edit Link Delete Link

## 1.14. 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** box, and click **Restart Service**.

**Maintenance | Service Controller**

**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

## 1.15. Administer Callmedia CTI 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).

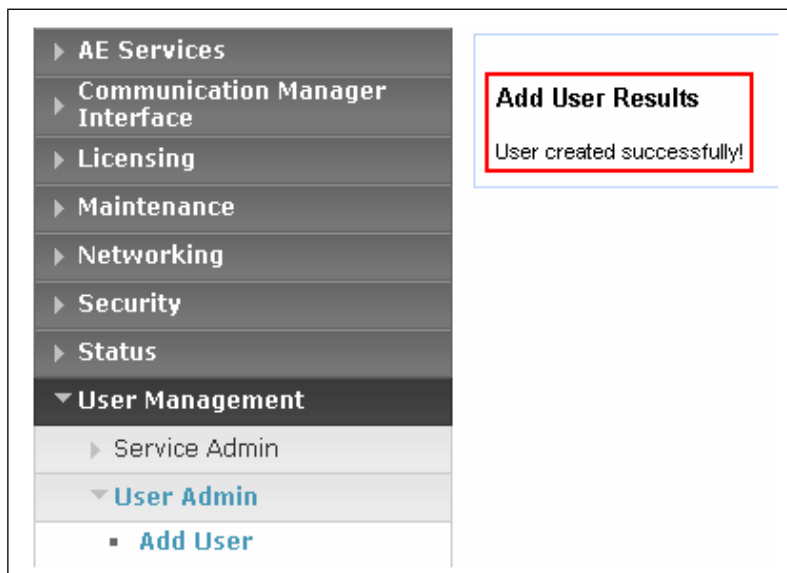
**User Management | User Admin | Add User**

**Add User**

Fields marked with \* can not be empty.

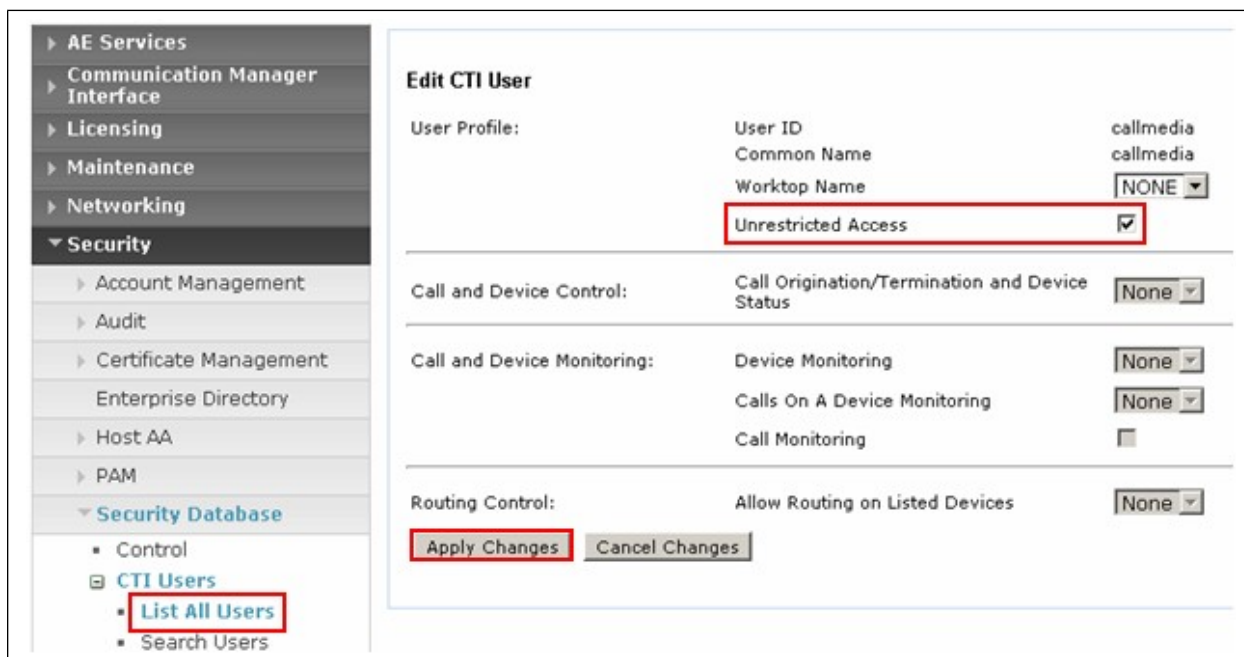
* User Id	callmedia
* Common Name	callmedia
* Surname	callmedia
* User Password	.....
* Confirm Password	.....
Admin Note	
Avaya Role	None
Business Category	
Car License	
CM Home	
Css Home	
CT User	Yes
Department Number	

The following screen will appear confirming the succesful creation of the new user.



## 1.16. Configure User Unrestricted Access

Select **Security** → **Security Database** → **CTI Users** → **List All Users** from the left pane, click on the radio button beside the user created above, in this case, **callmedia** and click **Edit** (not shown). Place a tick in the box next to **Unrestricted Access**, as shown in the image below. Click **Apply Changes** when done.

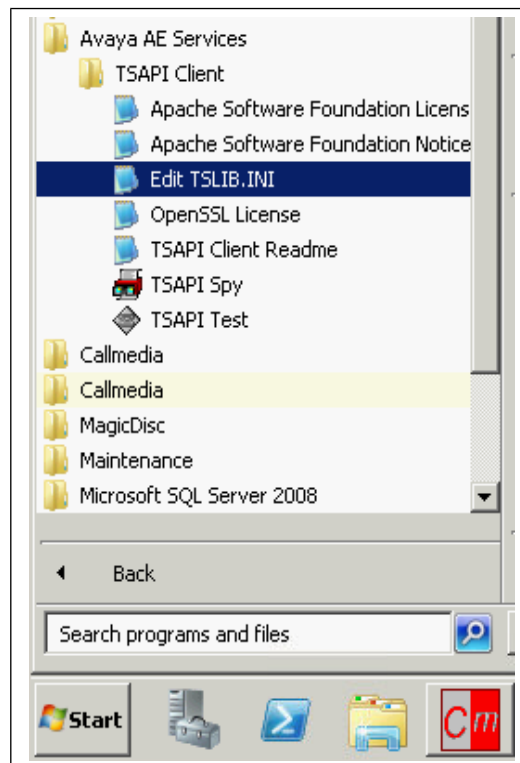


## Configure Azzurri Innovations Callmedia

These Application Notes assume that Callmedia has been installed by a Callmedia commissioning engineer. The following steps describe the configuration relevant to the interaction with the Avaya Solution.

### 1.17. Configure Avaya AE Services TSAPI Client

The Avaya AE Services TSAPI Client installed on the Callmedia server must be configured with the IP address of the Application Enablement Services. Click **Edit TSLIB.INI** under **Avaya AE Services** in the Windows **Start** menu.



In the **[Telephony Servers]** section enter the IP address of the Application Enablement Services as shown below.

```
; TSLIB.INI - Windows Telephony Services Library Configuration File  
; Blank lines and lines beginning with ";" are ignored.  
;-----  
[Telephony Servers]  
10.10.16.170=450
```

## 1.18. Configure Callmedia Desktop

Double click on the **cmDesktopConfigTool** application located in the **cmDesktopConfigTool** folder of the Callmedia Desktop installation directory, in this case **C:\Program Files (x86)\Callmedia\Callmedia Desktop\cmDesktopConfigTool** and under the **Connection** tab enter the following in the **Callmedia Server** section:

**Server** – enter the Callmedia Server IP Address

**Port** – enter **2013**

Callmedia Desktops Configuration Tool

Call media

Connection | Web Services | Expert Assistance | General | Toolbar | Support | Compatibility

Callmedia Server

Server: 10.10.16.182

Port: 2013

☐ Failover

Server:

Port:

Extension Mode

☒ Ask ☐ Host Name Lookup

☐ Remember Last Entered Extension

Client/Server Communications Settings

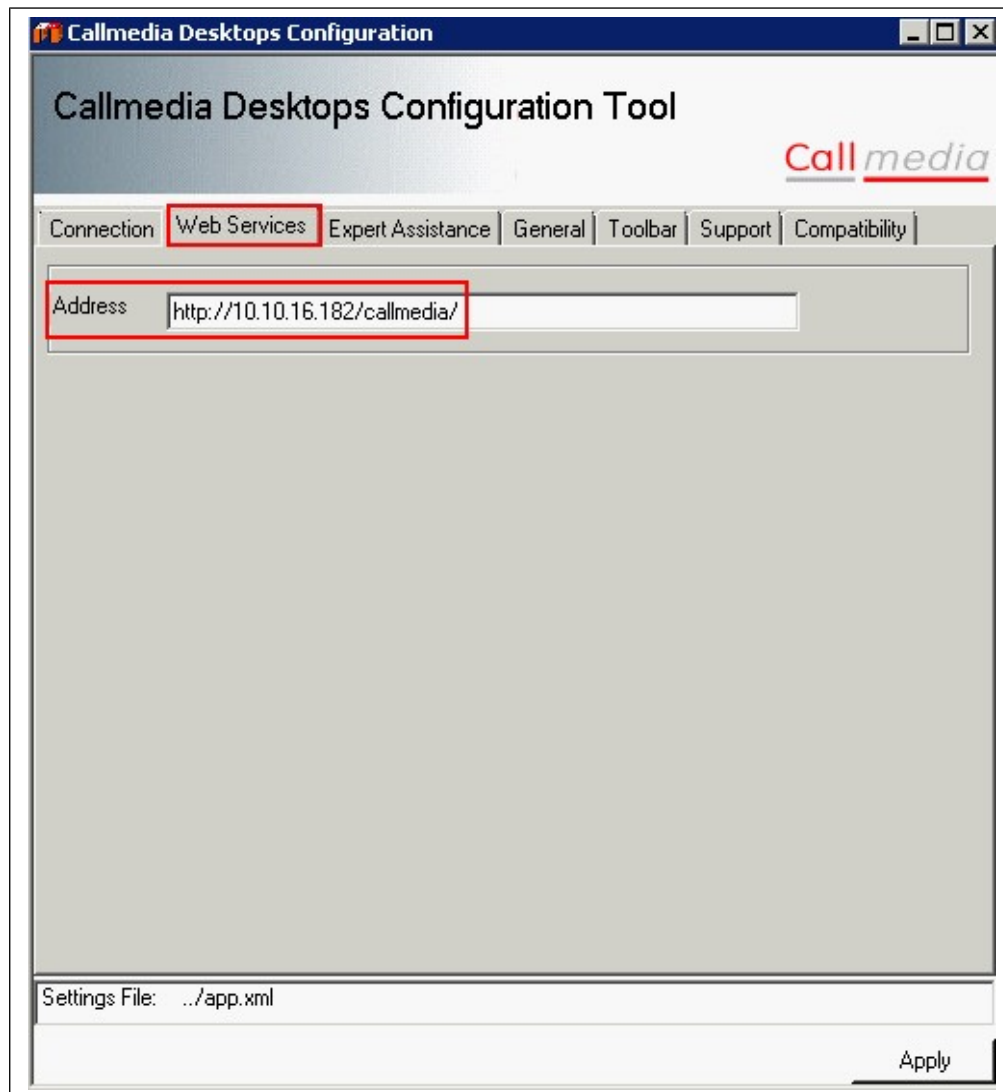
Max Resends: 10 Bounce Freq: 30000

Max Connects: 10

Settings File: ../app.xml

Apply

Under the **Web Services** tab enter the URL comprising of the IP address of the Callmedia Server, as shown below.

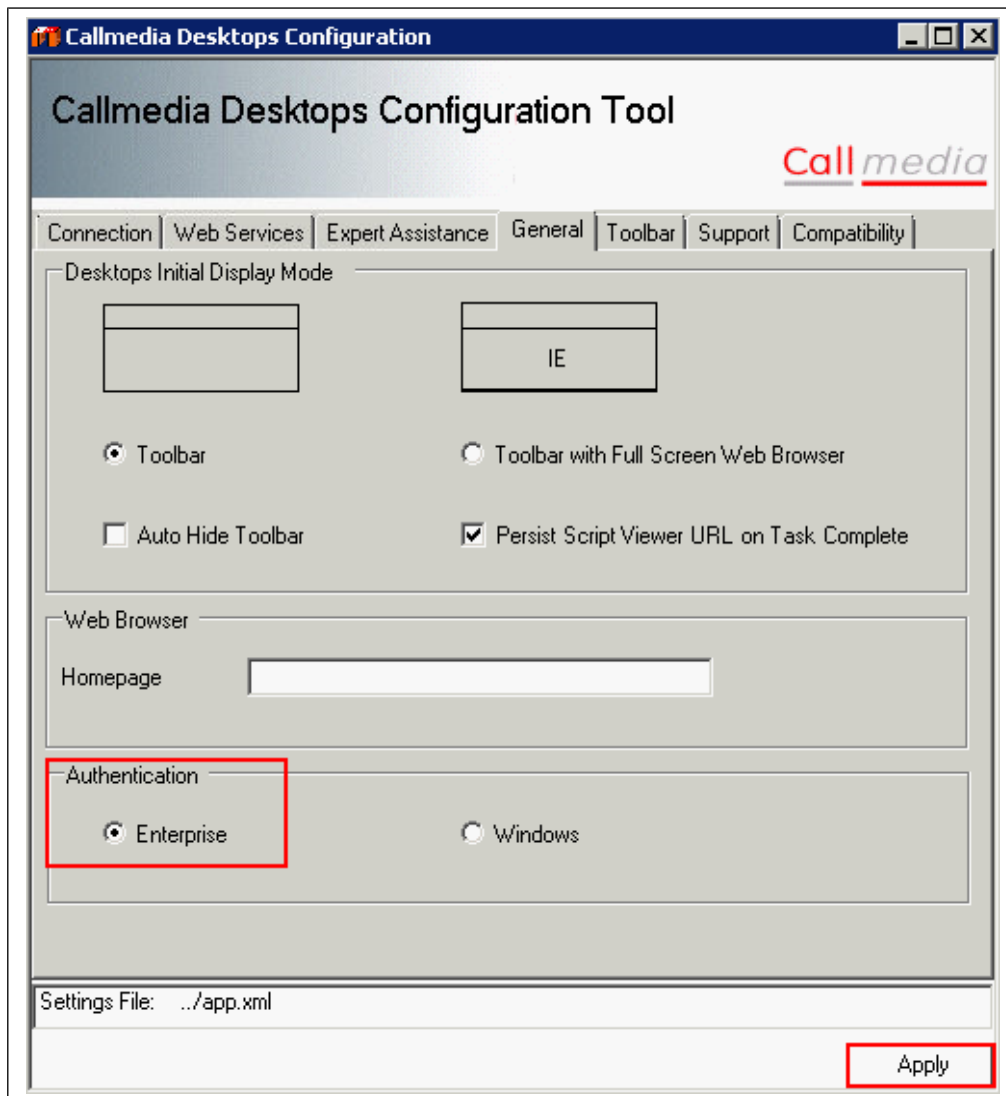




Under the **Expert Assistance** tab enter the Callmedia Server IP address in the **Server** field and enter **5627** in the **Port** field.

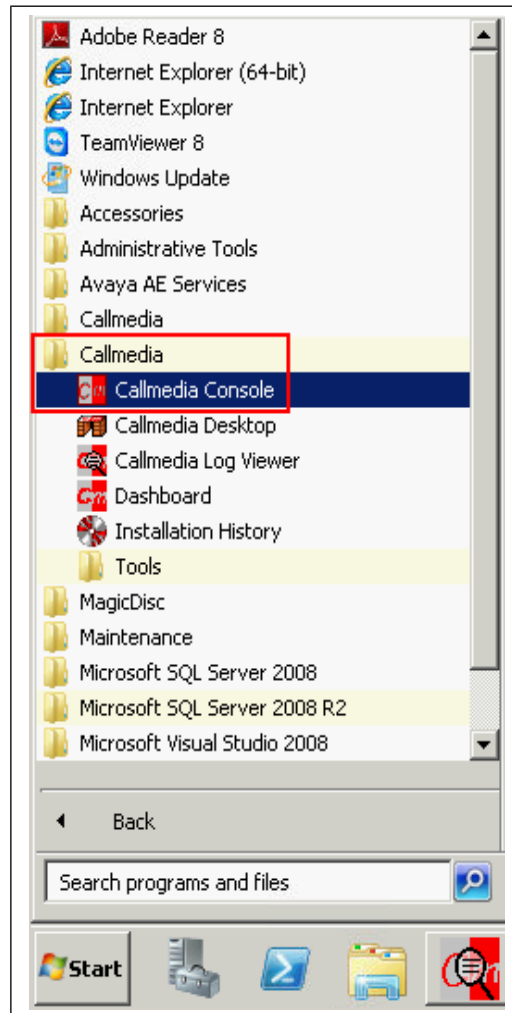
The image shows a screenshot of the 'Callmedia Desktops Configuration Tool' window. The window has a title bar with the text 'Callmedia Desktops Configuration' and standard window controls. Below the title bar, the main area is titled 'Callmedia Desktops Configuration Tool' with the 'Callmedia' logo on the right. A tabbed interface is present with tabs for 'Connection', 'Web Services', 'Expert Assistance', 'General', 'Toolbar', 'Support', and 'Compatibility'. The 'Expert Assistance' tab is selected and highlighted with a red box. Within this tab, there is a section titled 'Expert Assistance Server' containing two input fields: 'Server' with the value '10.10.16.182' and 'Port' with the value '5627'. Both fields are also highlighted with a red box. At the bottom of the window, there is a 'Settings File' field showing '..../app.xml' and an 'Apply' button.

Under the **General** tab in the **Authentication** section ensure the **Enterprise** radio button is selected. Click **Apply** when done.

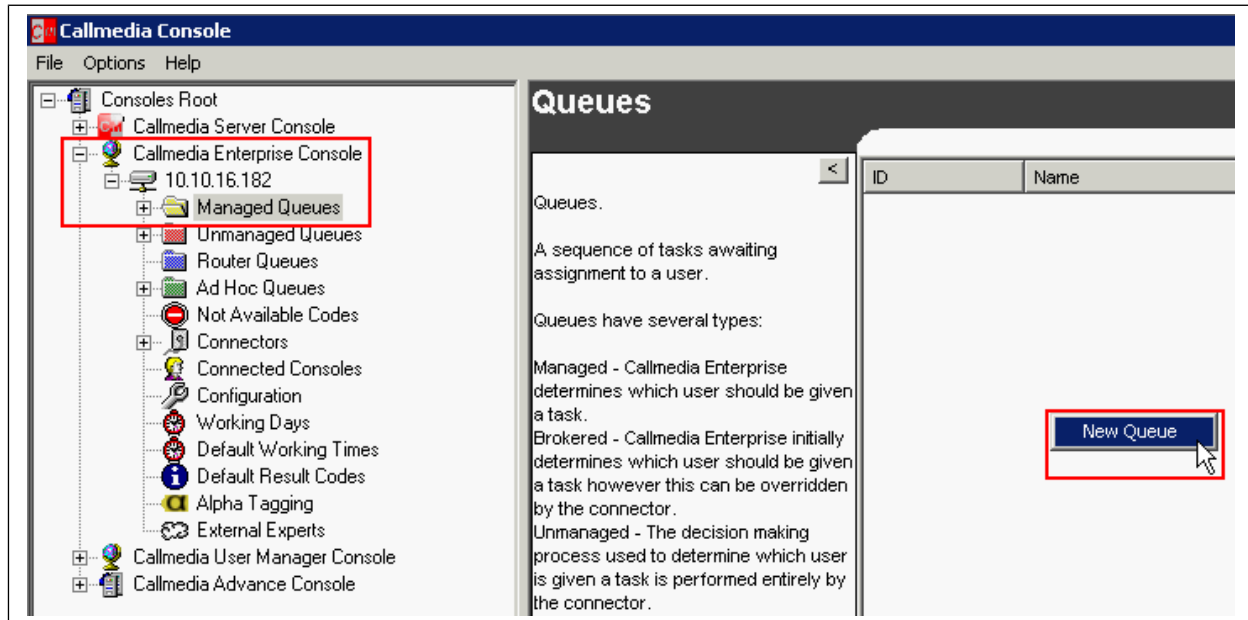


## 1.19. Configure Azzurri Callmedia Enterprise

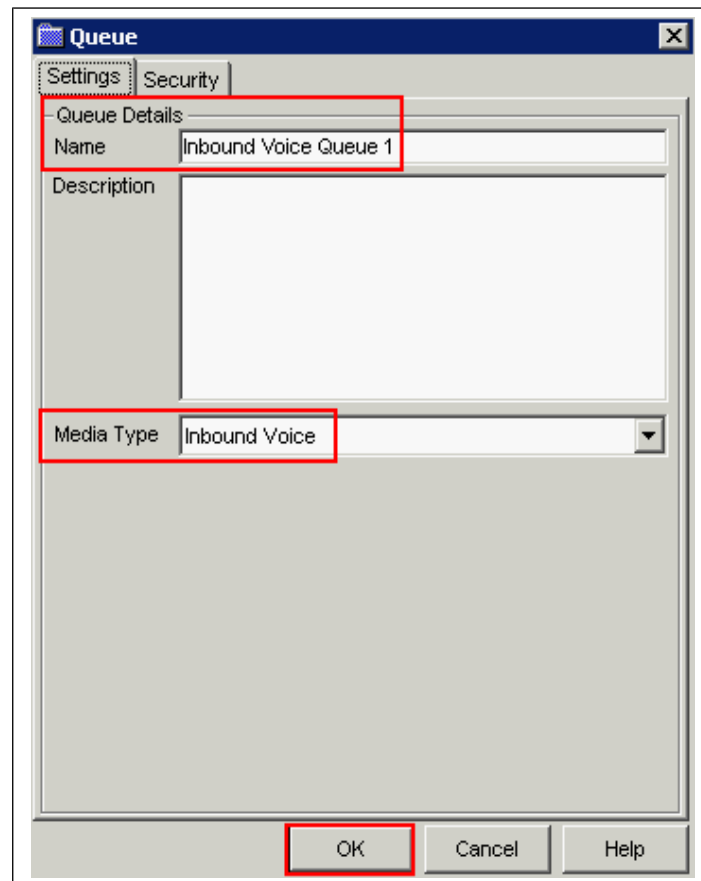
Click the **Callmedia Console** icon located under **Callmedia** in the Windows **Start** menu.



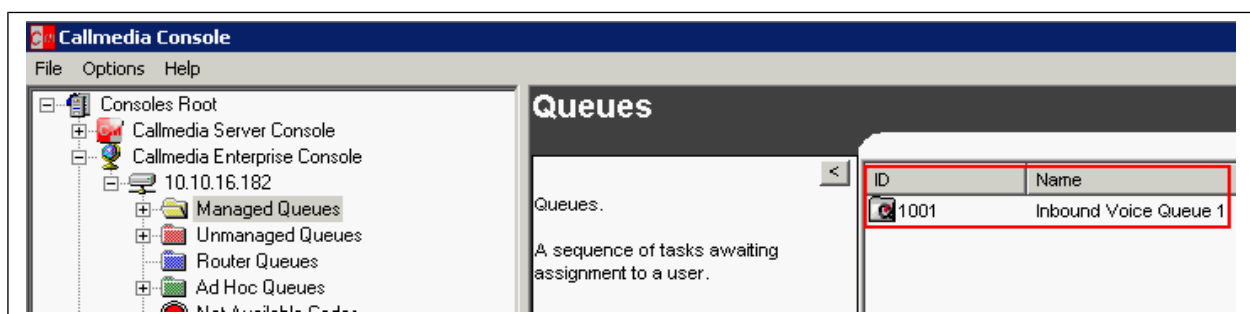
In the left hand pane click **Callmedia Enterprise Console** → **<CALLMEDIA\_IP\_ADDR>** → **Managed Queue**, right click in the right hand pane and click **New Queue**.



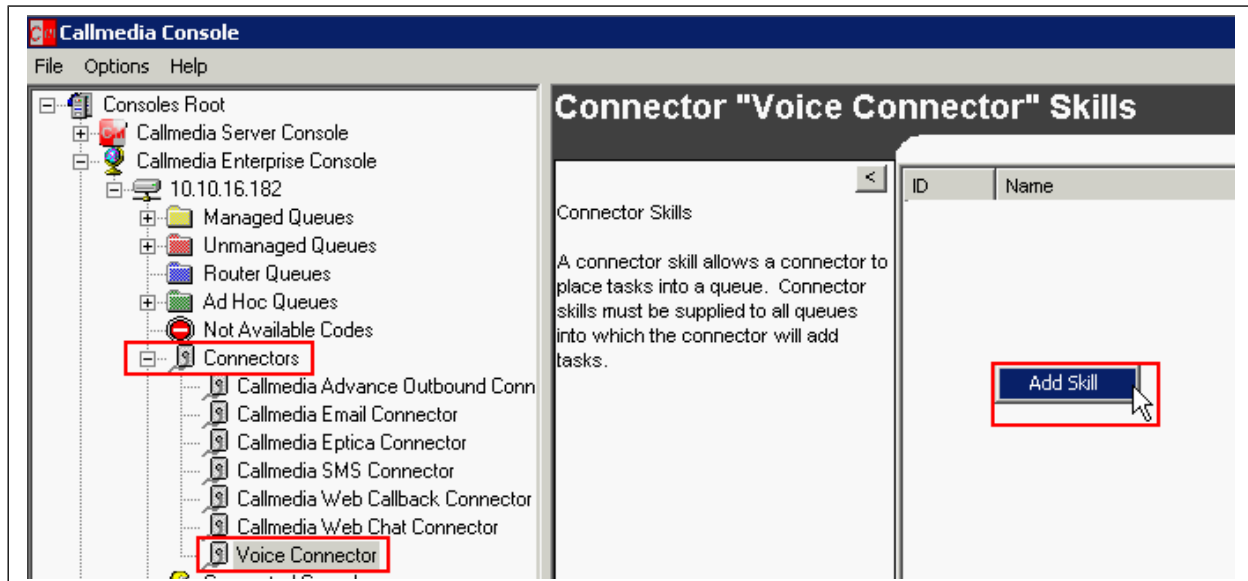
Under the **Settings** tab in the **Queue Details** section enter a descriptive **Name** and from the **Media Type** drop down box select **Inbound Voice**. Click **OK** when done



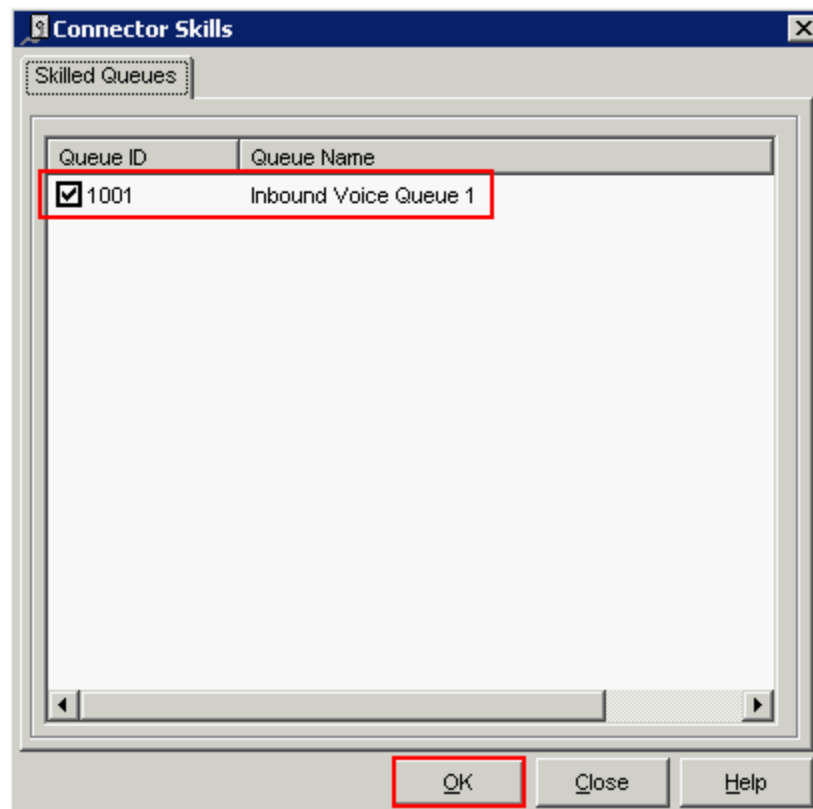
The newly assigned Queue will appear in the right hand pane.



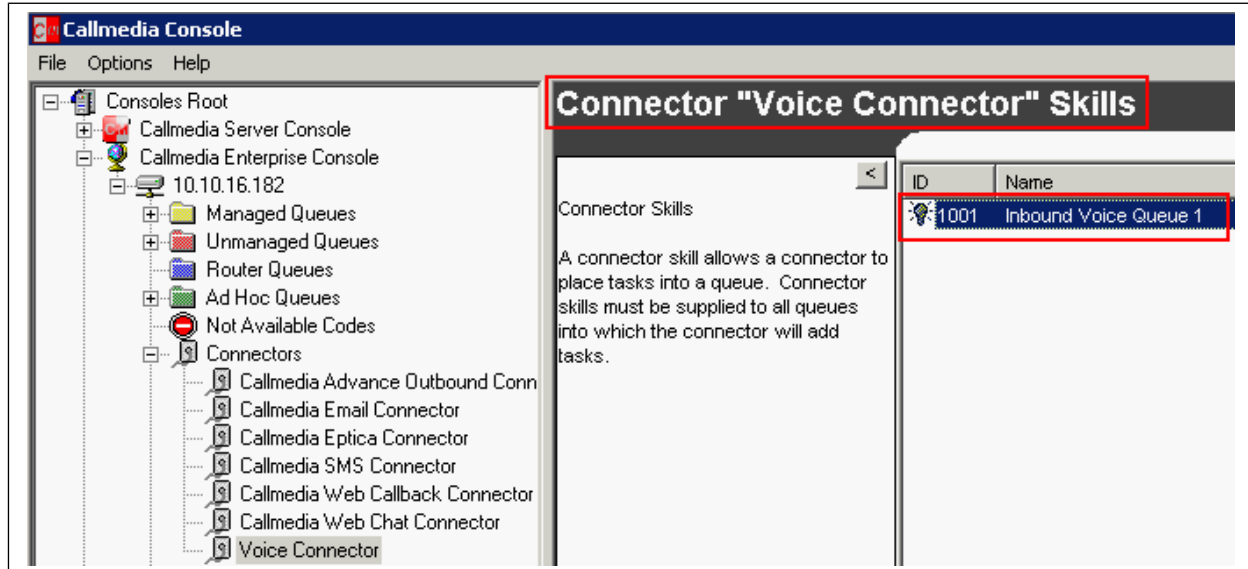
Expand the **Connectors** icon in the left hand pane and click **Voice Connector**, right click in the right pane and select **Add Skill**.



Place a tick in the newly created queue and click **OK**.



The newly added Queue will appear in the **Connector “Voice Connector” Skills** pane.



## 1.20. Configure Callmedia Team

Click **Callmedia User Manager Console** → **<CALLMEDIA\_IP\_ADDR>** → **Team** in the left pane. Right click in the right pane and click **New Team**.



In the **Settings** tab enter a descriptive **Team Name**, check the **Auto Answer** box if required and leave all other settings default.

**Team**

Settings Skills Stats Reset Logoff Schedule Security

General Settings

Team Name  
Avaya Compliance

☐ Ignore wrap up timeout ☐ Show recall timeout

☒ Auto Answer ☐ Expert Assistance

Advance Settings

Team Type  
Advance Preview/Progressive

Call Selection Rules  
Call arranged callbacks then recycled calls followed by new calls

Dialer Metrics

Abandoned Call Target  
3 From 1.0 to 3.0%

Abandoned Call Measurement Criteria  
Percentage of live and abandoned calls

Abandoned Call Delay  
2 From 0 to 2 seconds

Estimated Talk Time  
1 Minutes

Advance settings take effect when the team is skilled for the Callmedia Outbound queue.

OK Cancel Help



Click the **Skills** tab and place a check in the newly configured **Inbound Voice Queue 1** box and leave the default parameters unchanged. Also place a check in the **Callmedia Outbound Queue** box which is created by default. Click **OK** when done.

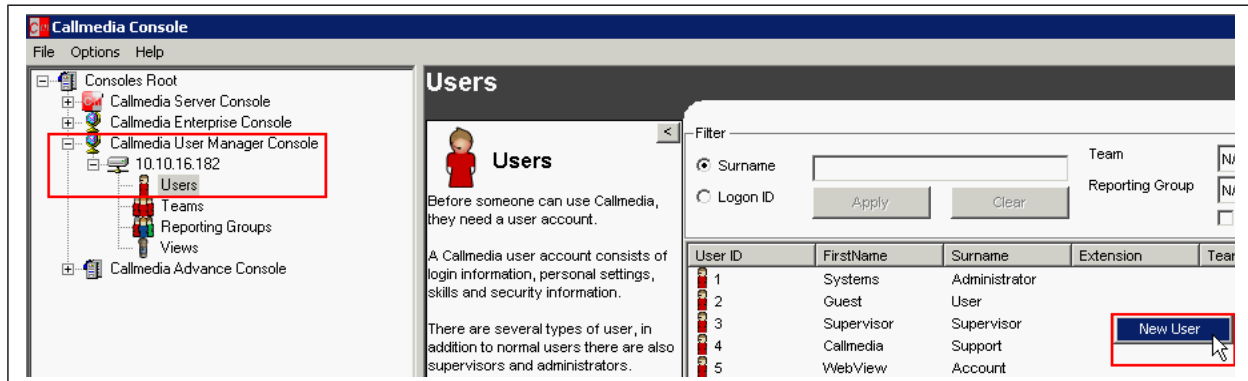
The screenshot shows the 'Team' configuration window with the 'Skills' tab selected. The window contains a table with the following data:

Queue Name	Level	Q Len	Q Time	Q ETA	Q GOS
<input type="checkbox"/> Arranged callbacks					
<input checked="" type="checkbox"/> Callmedia Outbound Queue					
<input type="checkbox"/> Inbound Ad Hoc Queue					
<input checked="" type="checkbox"/> Inbound Voice Queue 1	10	0	0	0	0.00

At the bottom of the window, there is a status bar with the text: "Queue GoS skills apply when there is a queueing time SLA setup for the queue." and three buttons: "OK", "Cancel", and "Help". The "OK" button is highlighted with a red box.

## 1.21. Configure Callmedia User

Click **Callmedia User Manager Console** → **<CALLMEDIA\_IP\_ADDR>** → **Users** in the left pane. Right click in the right pane and click **New User**.



Configure the new user as follows under the **Settings** tab:

- Under **System Information** enter an appropriate **Login ID** and **Password**. Place a tick in the **Auto Answer** check box if required.
- Under **Personal Details** enter appropriate personal details
- Under **Membership Information** select the appropriate team configured in **Section 7.4** from the drop down list and from the **Advance User Type** select **No Delay Preview**. This relates to the Outbound dialing call presentation.

The screenshot shows the 'User' configuration window with the 'Settings' tab selected. The window is divided into several sections, with red boxes highlighting the 'System Information', 'Personal Details', and 'Membership Information' sections.

**System Information**

- Login ID: r pope
- Password: \*\*\*
- Ignore wrap up timeout: ☐
- Auto Answer: ☐
- Alertable: ☐
- Expert Assistance: ☐

**Personal Details**

- Firstname: Richard
- Surname: Pope
- Email Address:
- SMS:
- Comments:

**Membership Information**

- Reporting Group: <= None =>
- Team: Avaya Compliance
- Advance User Type: No Delay Preview

**Connector Information**

Description	Value
Agent ID	
Agent Password	
PCS Password	

Buttons: OK, Cancel, Help

Click the **Skills** tab and place a check in the box next to the newly created Queue. Double click on the **Level** value and choose **16** from the drop down box. Click **OK** when done.

The screenshot shows a window titled 'User' with a tabbed interface. The 'Skills' tab is selected. Below the tabs is a table with columns: Queue Name, Level, Q Len, Q Time, Q ETA, Q GoS, and Alerts. The first row is 'Arranged callbacks' with an unchecked checkbox. The second row is 'Inbound Voice Queue 1' with a checked checkbox, and its 'Level' is set to 16. Below the table is a large grey area. At the bottom, there is a note: 'Queue GoS skills apply when there is a queueing time SLA setup for the queue.' and three buttons: OK, Cancel, and Help.

Queue Name	Level	Q Len	Q Time	Q ETA	Q GoS	Alerts
<input type="checkbox"/> Arranged callbacks						
<input checked="" type="checkbox"/> Inbound Voice Queue 1	16	0	0	0	0.00	

Queue GoS skills apply when there is a queueing time SLA setup for the queue.

OK Cancel Help

Repeat the process to create an additional user with a lower skill value.

**User**

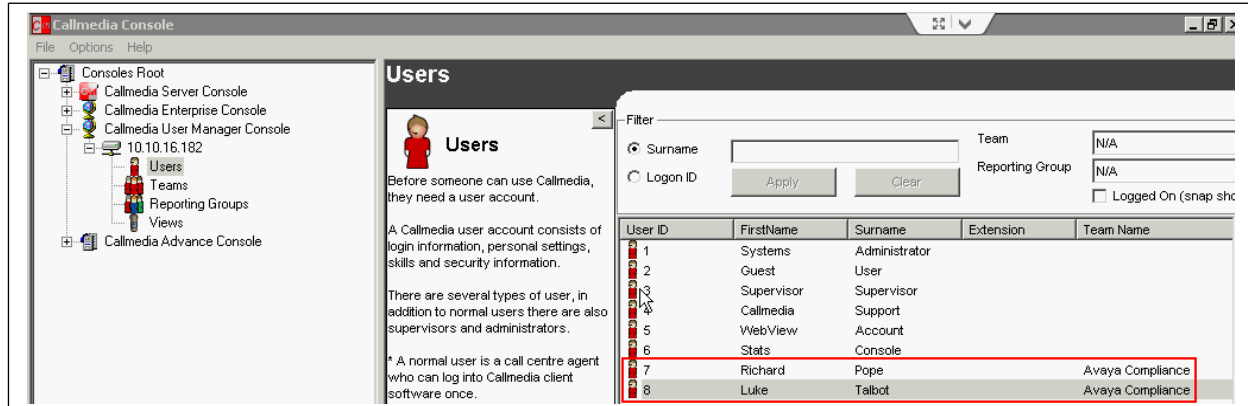
Settings **Skills** Stats Reset Security

Queue Name	Level	Q Len	Q Time	Q ETA	Q GoS	Alerts
<input type="checkbox"/> Arranged callbacks						
<input checked="" type="checkbox"/> Inbound Voice Queue 1	10	0	0	0	0.00	

Queue GoS skills apply when there is a queueing time SLA setup for the queue.

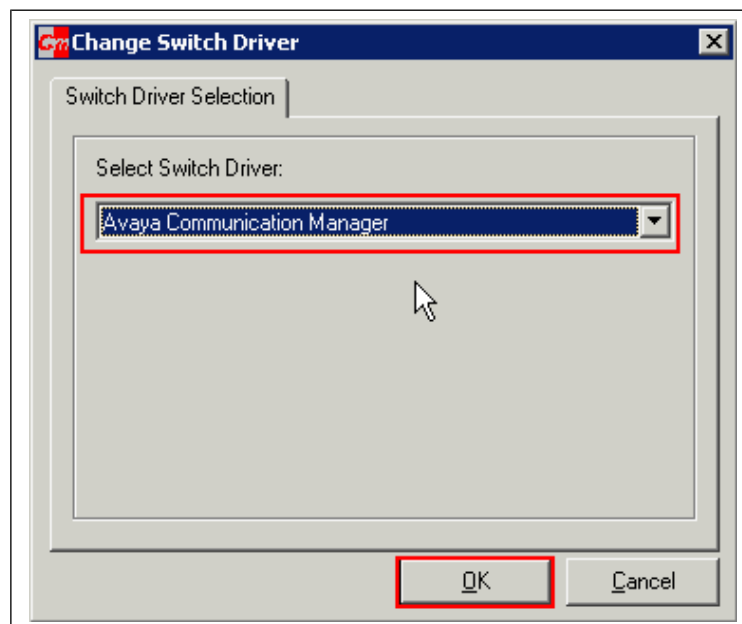
OK Cancel Help

The screenshot below displays the newly added users.

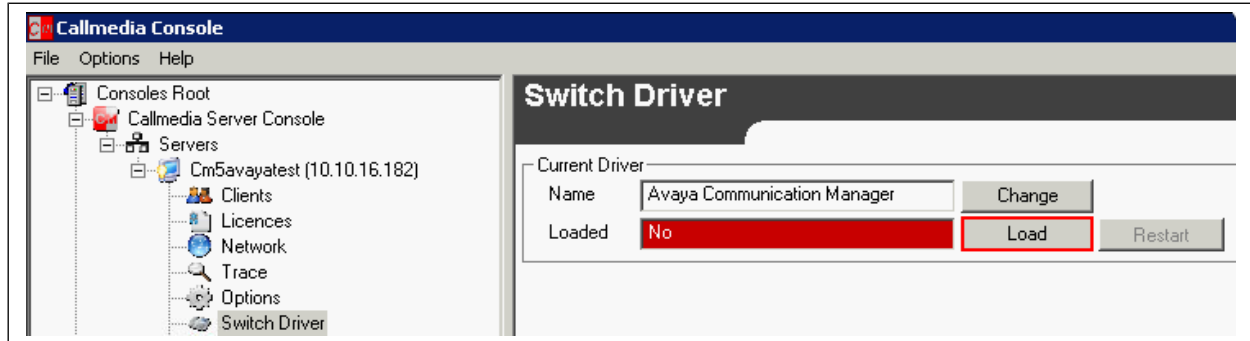


## 1.22. Configure Call Media Switch Driver

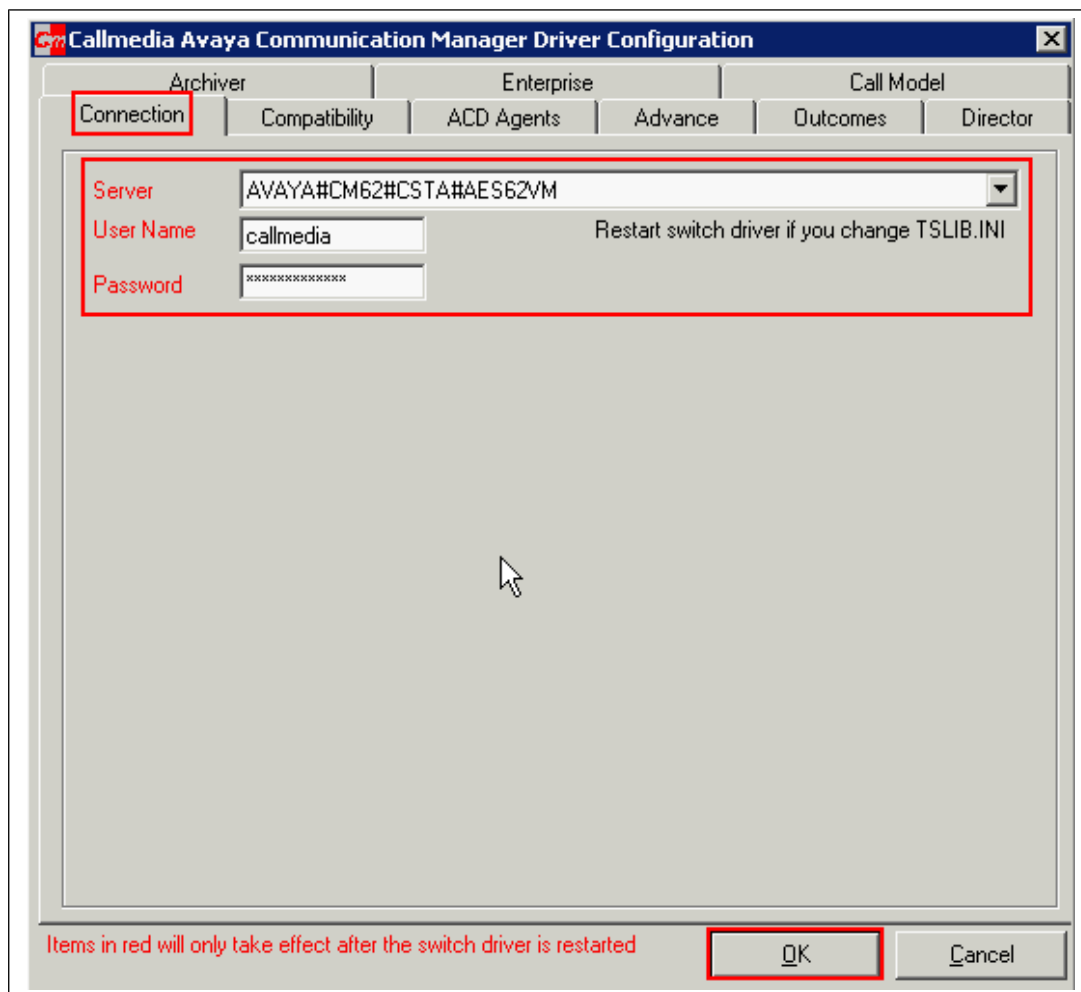
Click **Callmedia Server Console** → **Server** → **<CALLMEDIA\_IP\_ADDR>** → **Switch Driver** → **Change** (not shown) select **Avaya Communication Manager** from the drop down list. Click **OK**.



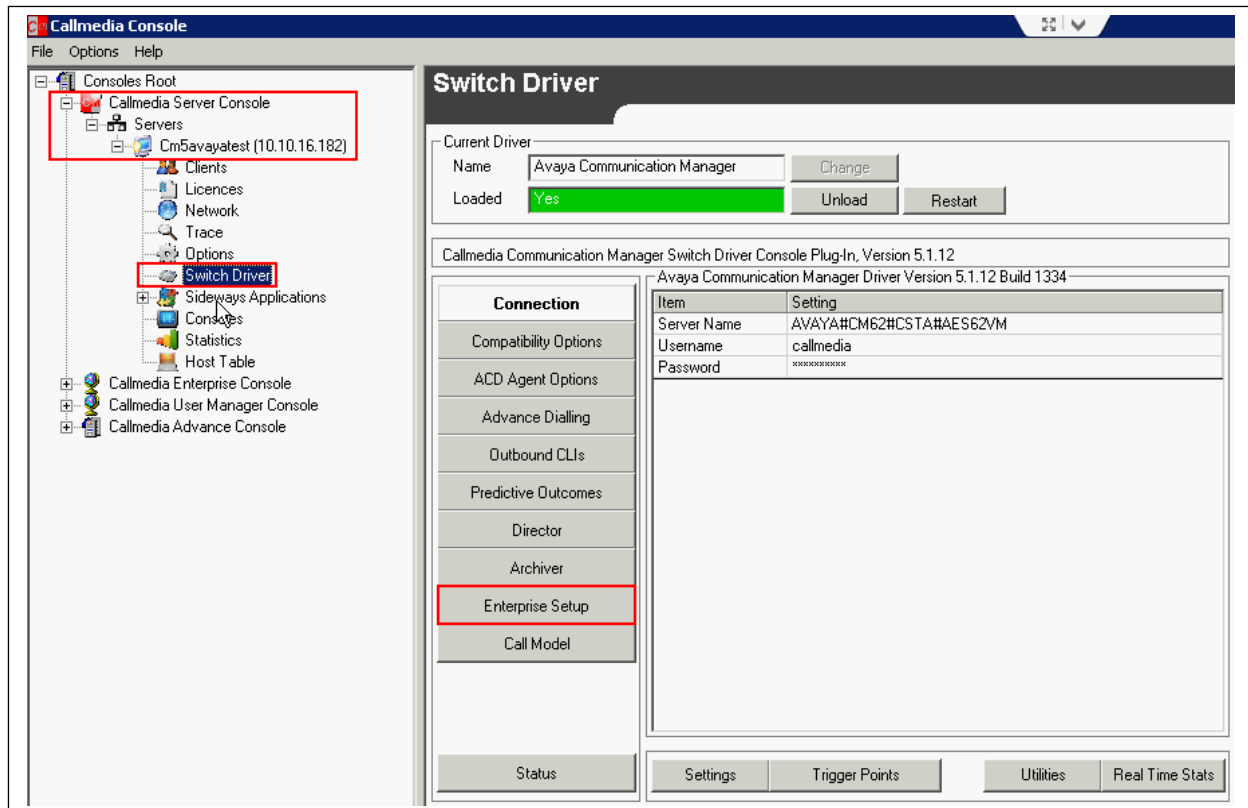
Click **Load**.



Click **Settings** (not shown) and in the **Connection** tab select the relevant **Server** from the drop down list, enter the **User Name** and **Password** for the Callmedia CT User configured in **Section 6.4**. Click **OK** when done.

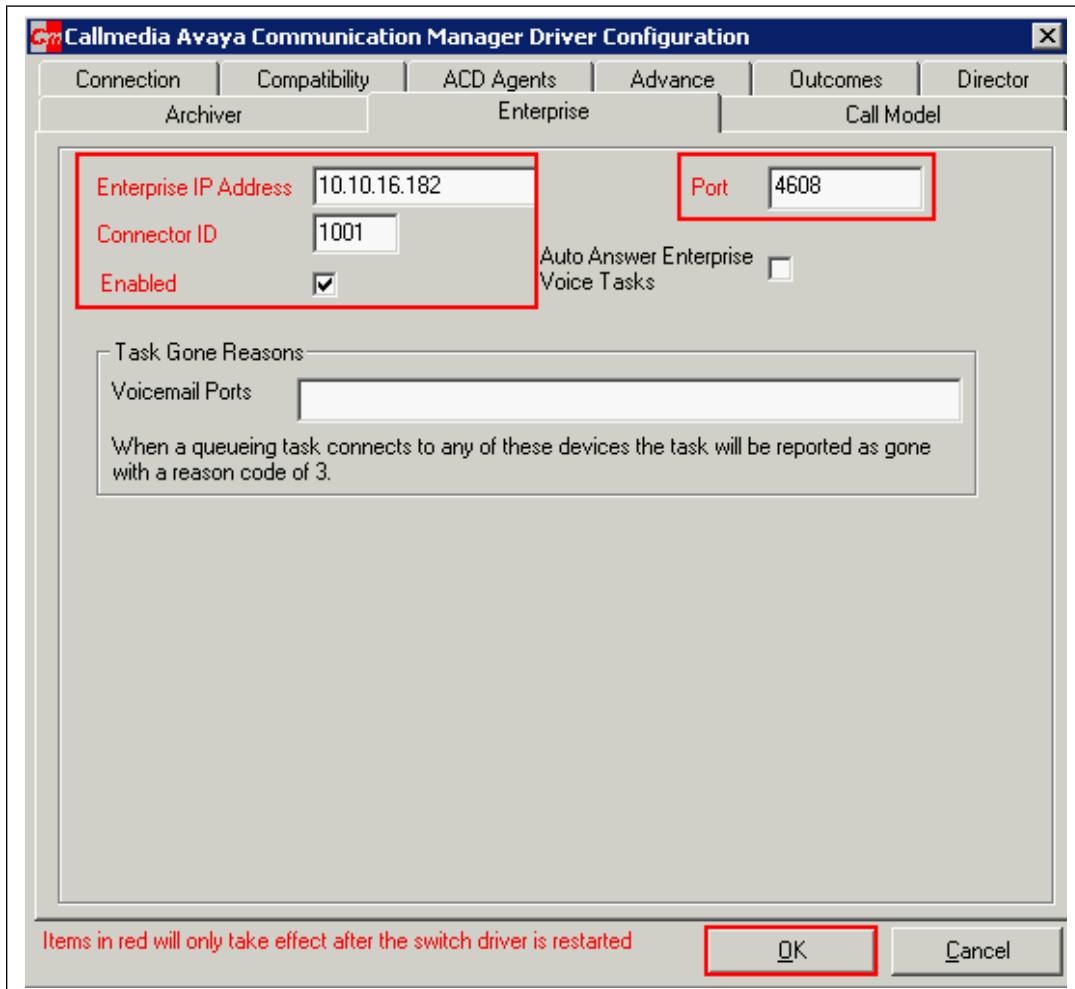


The following screen will appear. Click **Enterprise Setup** → **Settings**.





In the **Enterprise IP Address** field enter the Callmedia Server IP Address, leave the **Port** and **Connector ID** at their defaults and place a check in the **Enabled** box. Click **OK** when done.



The image shows a Windows-style dialog box titled "Callmedia Avaya Communication Manager Driver Configuration". It has a tabbed interface with tabs for "Connection", "Compatibility", "ACD Agents", "Advance", "Outcomes", and "Director". The "Enterprise" tab is selected. Within this tab, there are sub-sections: "Archiver", "Enterprise", and "Call Model". The "Enterprise" sub-section contains the following fields:

- Enterprise IP Address**: A text box containing "10.10.16.182".
- Port**: A text box containing "4608".
- Connector ID**: A text box containing "1001".
- Enabled**: A checkbox that is checked.
- Auto Answer Enterprise Voice Tasks**: A checkbox that is unchecked.

Below these fields is a section titled "Task Gone Reasons" with a text box labeled "Voicemail Ports" and a note: "When a queuing task connects to any of these devices the task will be reported as gone with a reason code of 3." At the bottom of the dialog, there is a red text message: "Items in red will only take effect after the switch driver is restarted". To the right of this message are "OK" and "Cancel" buttons.

## 1.23. Configure Trigger Points

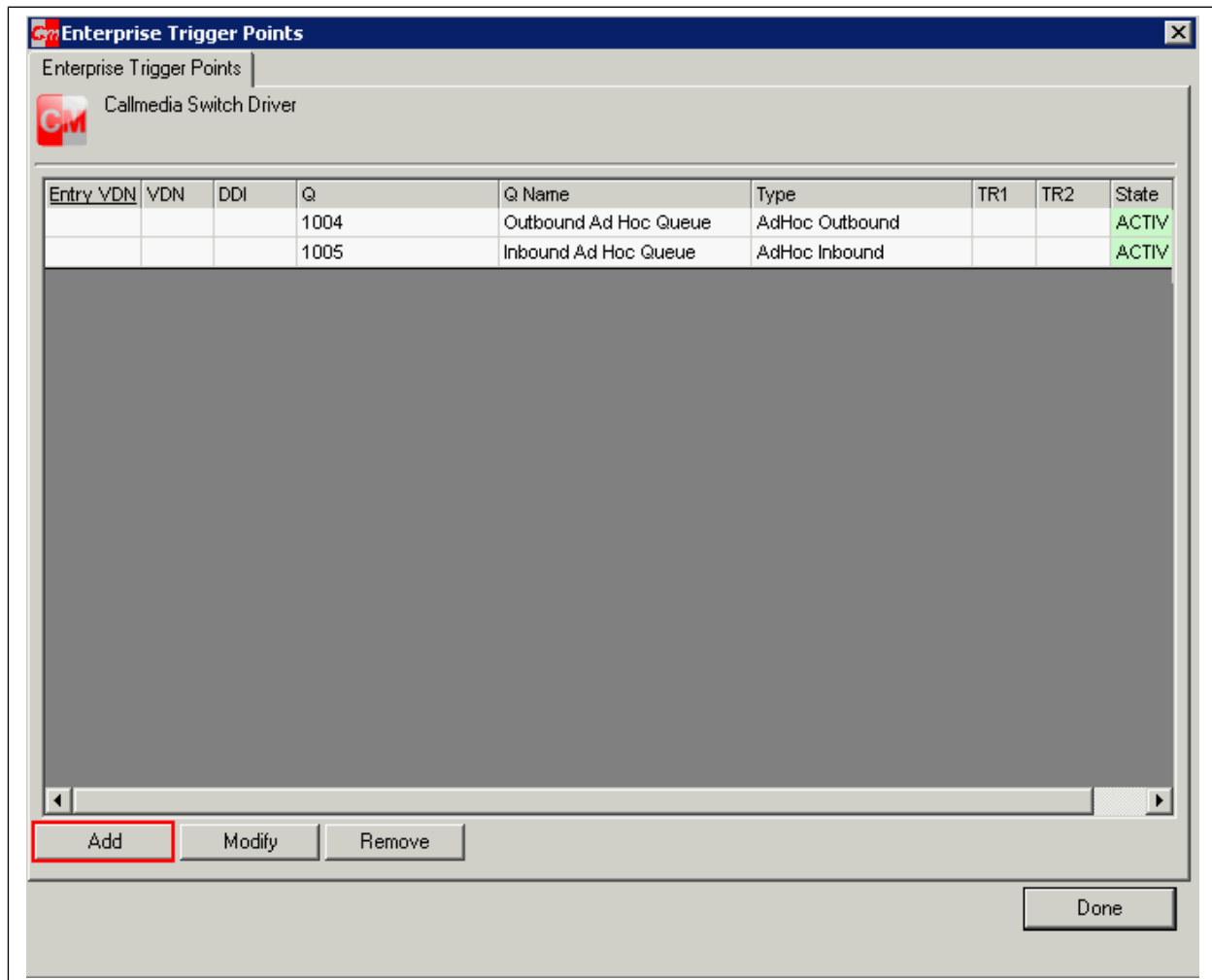
Click **Connection** → **Trigger Points**.

The screenshot displays the Callmedia Console application. On the left, a sidebar shows a tree view of the console structure, including 'Consoles Root', 'Callmedia Server Console', 'Servers', and 'Cm5avayatest (10.10.16.182)'. The 'Switch Driver' component is selected under 'Cm5avayatest'. The main window is titled 'Switch Driver' and contains the following sections:

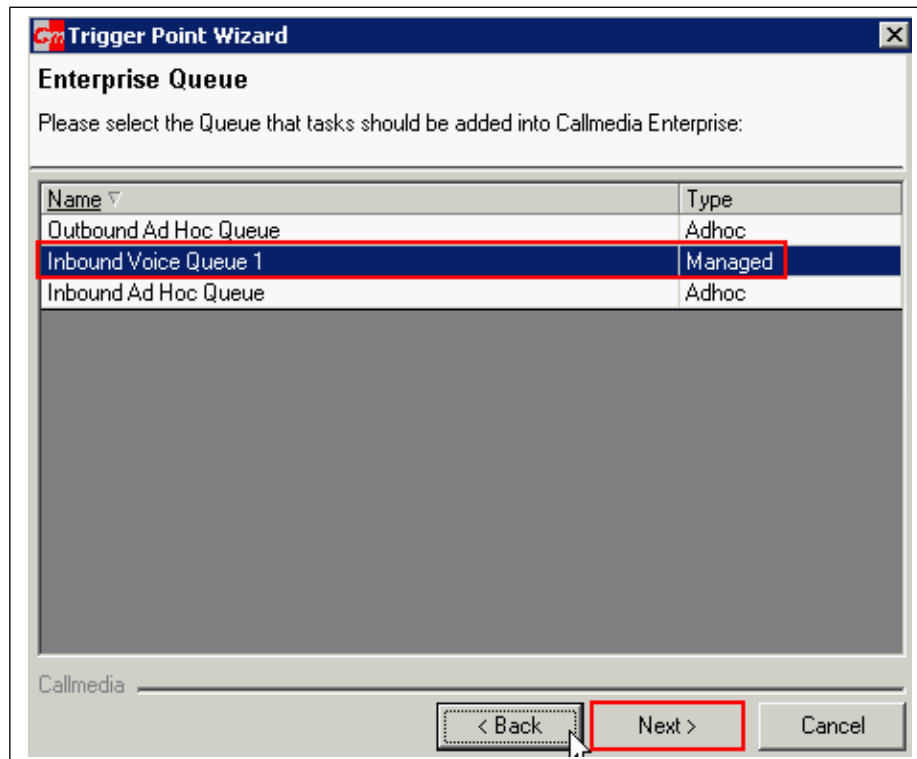
- Current Driver:** A section with a 'Name' field set to 'Avaya Communication Manager' and a 'Loaded' status of 'Yes'. Buttons for 'Change', 'Unload', and 'Restart' are present.
- Version Information:** A section showing 'Callmedia Communication Manager Switch Driver Console Plug-In, Version 5.1.12' and 'Avaya Communication Manager Driver Version 5.1.12 Build 1334'.
- Configuration Tabs:** A list of tabs on the left side of the main content area, including 'Connection' (highlighted with a red box), 'Compatibility Options', 'ACD Agent Options', 'Advance Dialling', 'Outbound CLIs', 'Predictive Outcomes', 'Director', 'Archiver', 'Enterprise Setup', and 'Call Model'.
- Settings Table:** A table with two columns: 'Item' and 'Setting'. It contains the following data:

Item	Setting
Server Name	AVAYA#CM62#CSTA#AES6ZVM
Username	callmedia
Password	*****
- Bottom Navigation Bar:** A row of buttons at the bottom, including 'Status', 'Settings', 'Trigger Points' (highlighted with a red box), 'Utilities', and 'Real Time Stats'.

Click **Add**.



Select the relevant Queue and click **Next**.



In the **Entry VDN** field enter the VDN created in **Section 5.6**, in the **Queueing VDN** field enter the VDN created in **Section 5.8** and click **Next**.

The screenshot shows a window titled "Trigger Point Wizard" with a close button in the top right corner. The main heading is "VDN" and the instruction is "Please enter the VDN Settings".

There are three main sections:

- Managed Queue VDN Settings:** Includes the text "This VDN should have an adjunct step and route elsewhere after a timeout." and an "Entry VDN" field containing the value "341256".
- Queueing VDN:** Includes the text "This VDN should have an adjunct step then loop until the call is routed to an agent by Enterprise." and a "VDN" field containing the value "342256".
- DDI:** Includes a text box and the label "Only respond to calls with this DDI".

At the bottom, there is a "Callmedia" label and a progress bar. Below the progress bar are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a red rectangle.

Configure **Alternative Routes** accordingly and click **Next**.

The screenshot shows a window titled "Trigger Point Wizard" with a sub-header "Alternative Routes" highlighted by a red box. Below the sub-header is a text prompt: "Please enter alternative destinations for occasions when the task cannot be taken by Enterprise". The main area contains four rows of configuration options, each with a text input field and a small asterisk icon:

- Out of Queue working hours: 6003
- No Skilled Users: 6003
- Queue Full: 6003
- Task Wait Exceeded: 6003

Below these is a fifth row: "Callmedia Enterprise not connected" followed by an empty text input field and the text "(Blank) No Action" in red. A note below this row states: "\* Check Queue settings are correct for these routes to be used". At the bottom left is a "Callmedia" label. At the bottom right are three buttons: "< Back", "Next >" (highlighted with a red box), and "Cancel".

In the **First Requeue VDN** and **Second Requeue VDN** enter the VDNs referenced at the end of **Section 5.8** for the recall feature and click **Next**.

**Trigger Point Wizard**

**Task Recall**

Please enter the VDNs to re-queue tasks to when they are recalled.

First Requeue VDN 343256

Second Requeue VDN 344256

For this trigger point to support Task Recall, two VDNs MUST be specified. The reason two are needed is due to the way the Definity handles a call that is being routed more than once.

Callmedia

< Back Next > Cancel

Review the **Trigger Point Summary** and click **Finish**.

**Trigger Point Wizard**

**Trigger Point Summary**

Queue	Inbound Voice Queue 1		
Type	Managed		

Entry VDN	341256	New calls arriving at the entry VDN should be routed elsewhere after a few seconds.
Queueing VDN	342256	Call will queue at the queueing VDN until Callmedia Enterprise allocates it to a user.

DDI		DDI to match
-----	--	--------------

**Failure handling**

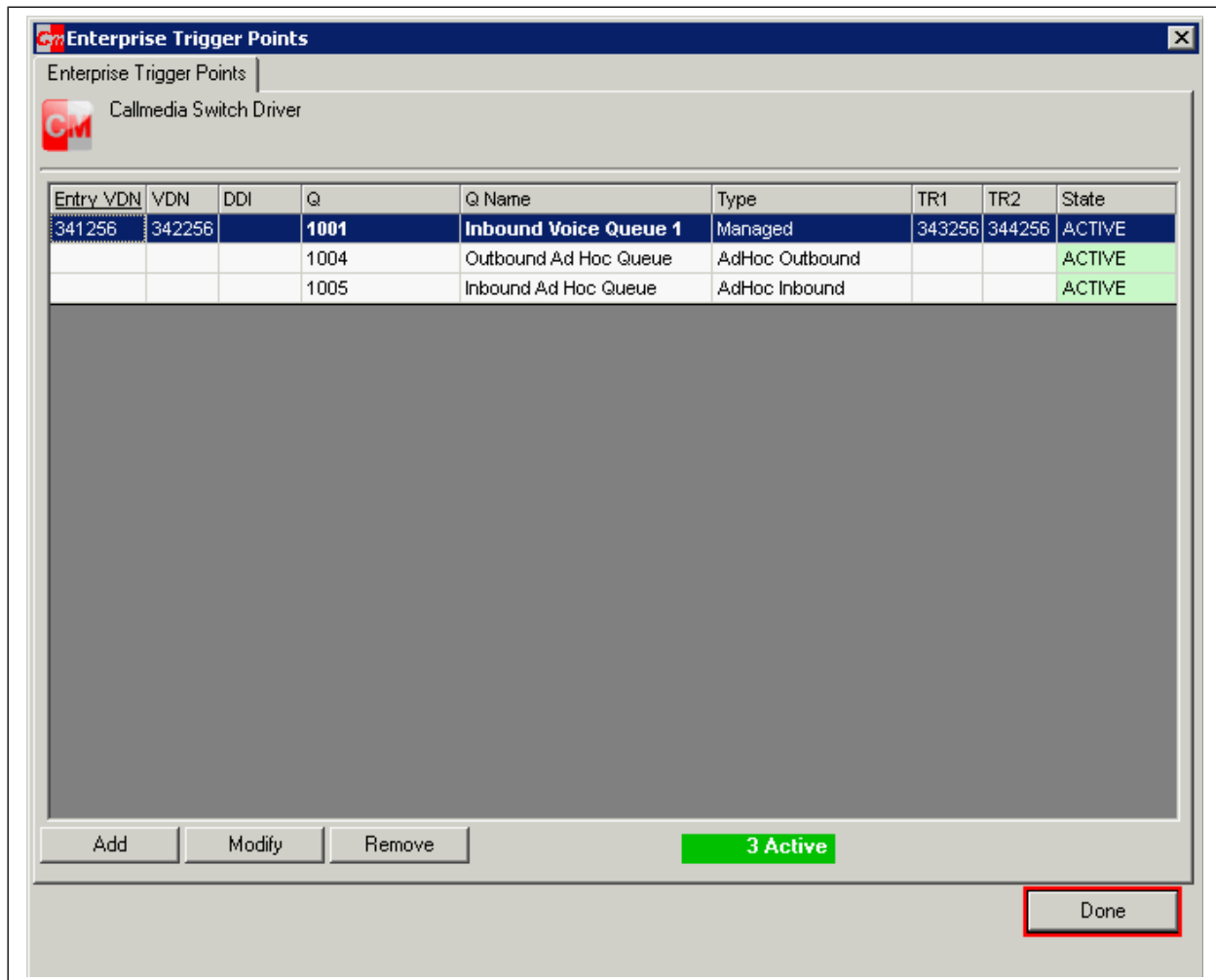
Out of Hours	6003	Call will be routed here if the Queue is out of hours
No Skilled Users	6003	Call will be routed here if there are no skilled users logged on
Queue Full	6003	Call will be routed here if the Queue is full
Task Wait Exceeded	6003	Call will be routed here if a Router fails to route the call within the timeout
Enterprise not connected		Call will be routed here if Callmedia Server is connected but Enterprise is not

Callmedia

< Back Finish Cancel

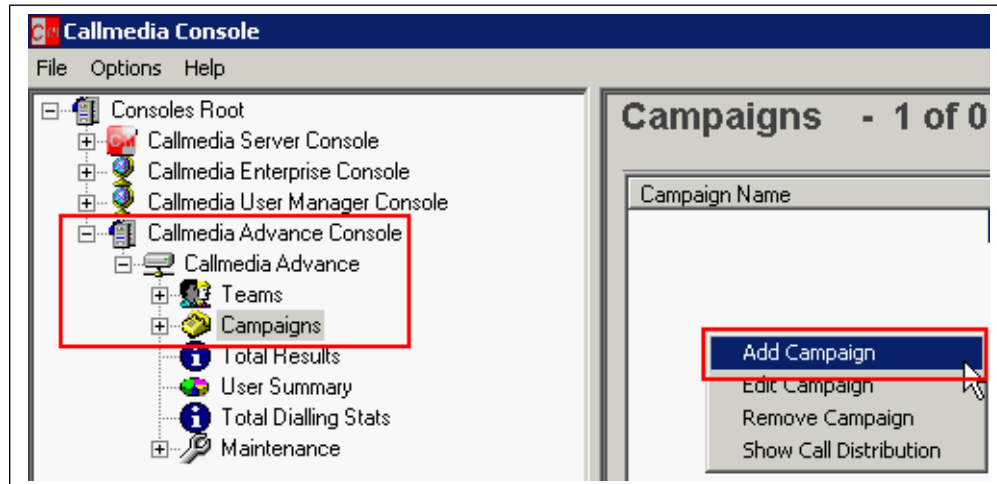


The newly added Trigger Point will appear, click **Done**.



## 1.24. Configure Outbound Campaign

Click **Callmedia Advance Console** → **Callmedia Advance** → **Campaigns** in the left pane and right click in the right pane and click **Add Campaign**.



Under the **Campaign Details** tab enter a descriptive **Campaign Name** and configure an appropriate **Start Date** and **End Date**, configure the **Dial Prefix** according to the prefix required to dial an outside line and set the **No Answer Timeout** as required.

**Campaign Details**

**Campaign Details** | Tel # Labels | Time Windows | Time Periods | Max Attempts | Callbacks | CLI | Filter

Campaign Name: Avaya Compliance Testing

URL / Parameter:

Start Date: 11 March 2013 09:00

End Date: 11 March 2018 18:00

Dial Prefix: 9

No Answer Timeout: 20 Seconds.

Auto Complete Timeout: 0 Seconds.

AnswerMachine Detection: Disable AMD

Abandoned Call Handling

☒ Always call previously abandoned calls with reserved agent

☐ Redial previously abandoned call normally after restriction period

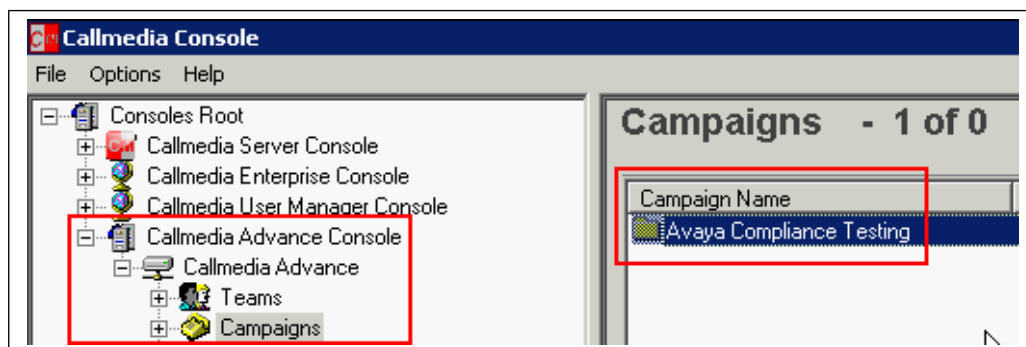
OK Cancel Help

Select the **Time Periods** and place a check in the appropriate boxes as shown below, click **OK** when done.

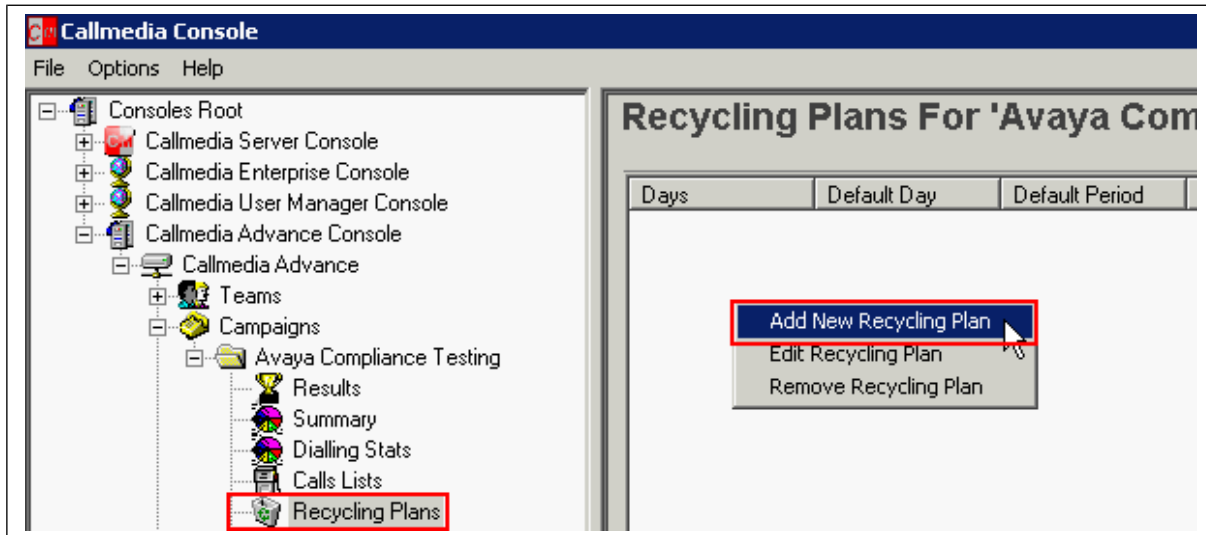
	All Day	AM	PM	Eve	TW 1	TW 2	TW 3
All Week	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WeekDay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WeekEnd	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OK Cancel Help

The newly configured **Campaign** will now appear in the right hand pane.



Click **Campaigns** → **Recycling Plans** in the left pane and right click in the right pane and click **Add New Recycling Plan**.



Under the **Plan Configuration Tab** enter **30** in the **Active Rule for up to x attempted days.** field. Leave all other tab settings at their default values and click **OK**.

The screenshot shows the 'Recycling Plan' dialog box with the 'Plan Configuration' tab selected. The 'Active Rule for Calls up to' field is set to '30' and is highlighted with a red box. Below this, the 'Default Rule' section shows 'Days' set to 'All Week' and 'Period' set to 'All Day'. The 'OK' button is also highlighted with a red box.

Recycling Plan.

Plan Configuration Ordinary Recycling Rules Callbacks Recycling Rules

Activate Rule for Calls up to 30 attempted days.

Default Rule

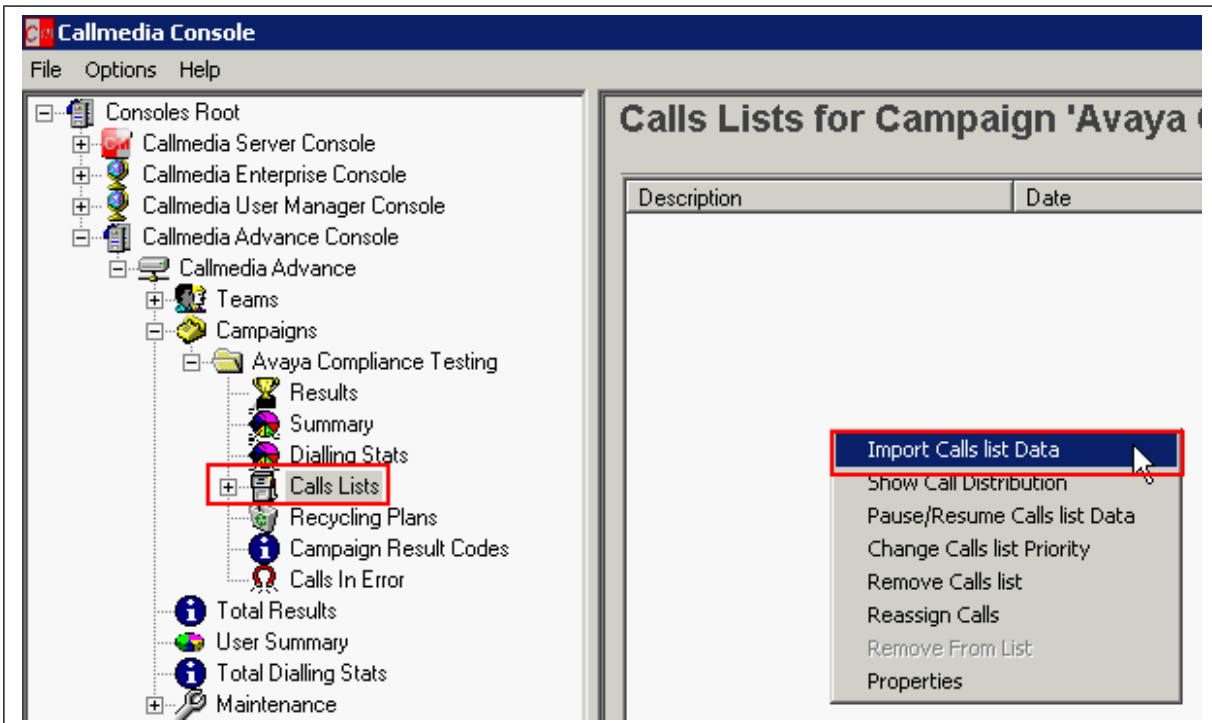
Default Rule Days All Week

Period All Day

Default Rule will be applied when Maximum daily attempts have been reached,  
or when selected by the Daily Recycling Rules.

OK Cancel Help

The Application Notes assume there is a pre-configured calling list administered. Click **Calls List** in the left pane and right click in the right pane and click **Import Calls list Data**



Enter a descriptive **Calls List Name** and click **Next**.



**Calls list Import Wizard: Campaign: 'Avaya Compliance Testing'**

This wizard will guide you through the process of importing a calls list, to begin, please enter your name and some details about the data.

**Callmedia**

**Name the List & Select Priority**

**Calls List Details**

Imported By : Admin

List Name : Compliance Test Calls List

**Calls List Priority**

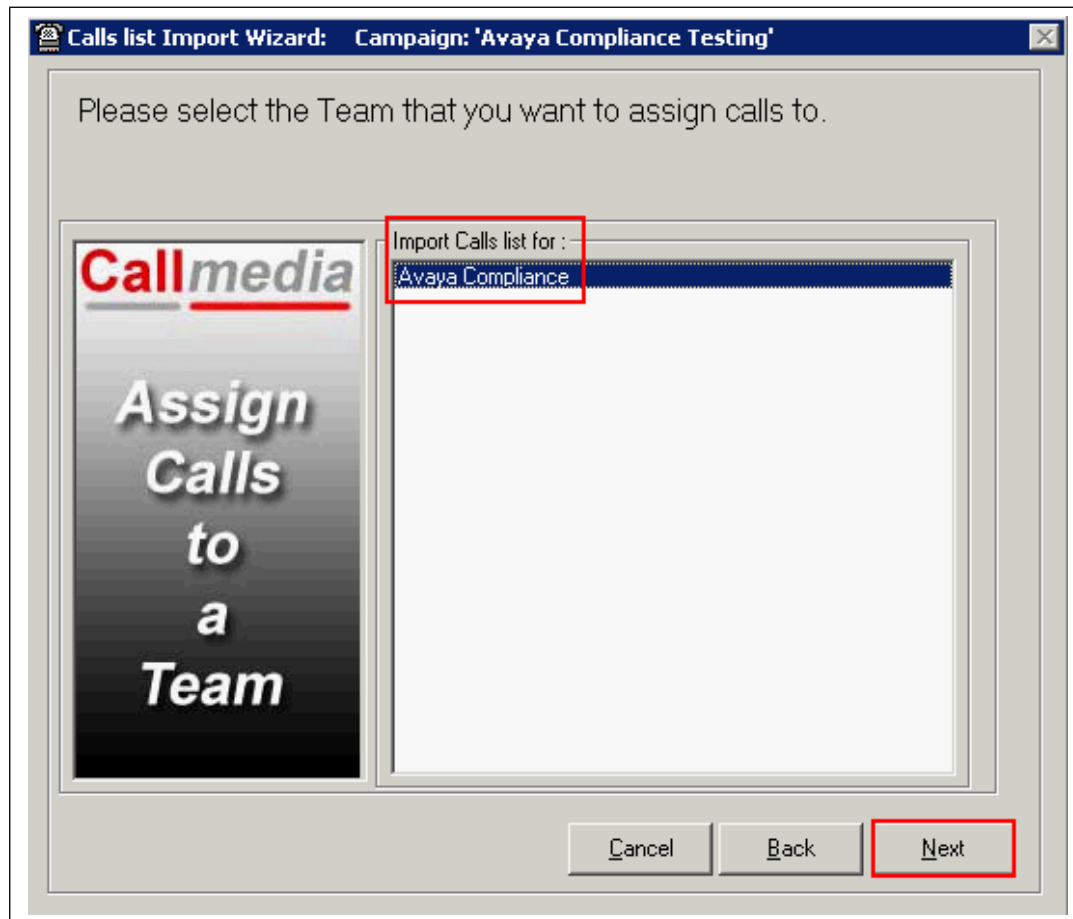
Priority : 5

Higher priority calls are dialled first.  
10 is the highest priority.

Cancel Back **Next**



Select the previously configured Campaign to **Import Calls list for** and click **Next**.



Select data source name from the list and click **Next**.

**Calls list Import Wizard: Campaign: 'Avaya Compliance Testing'**

Please select the DSN (Data Source Name) of the database that holds the Calls list data.

**Callmedia**

**Select Data Source Name**

Select data source name

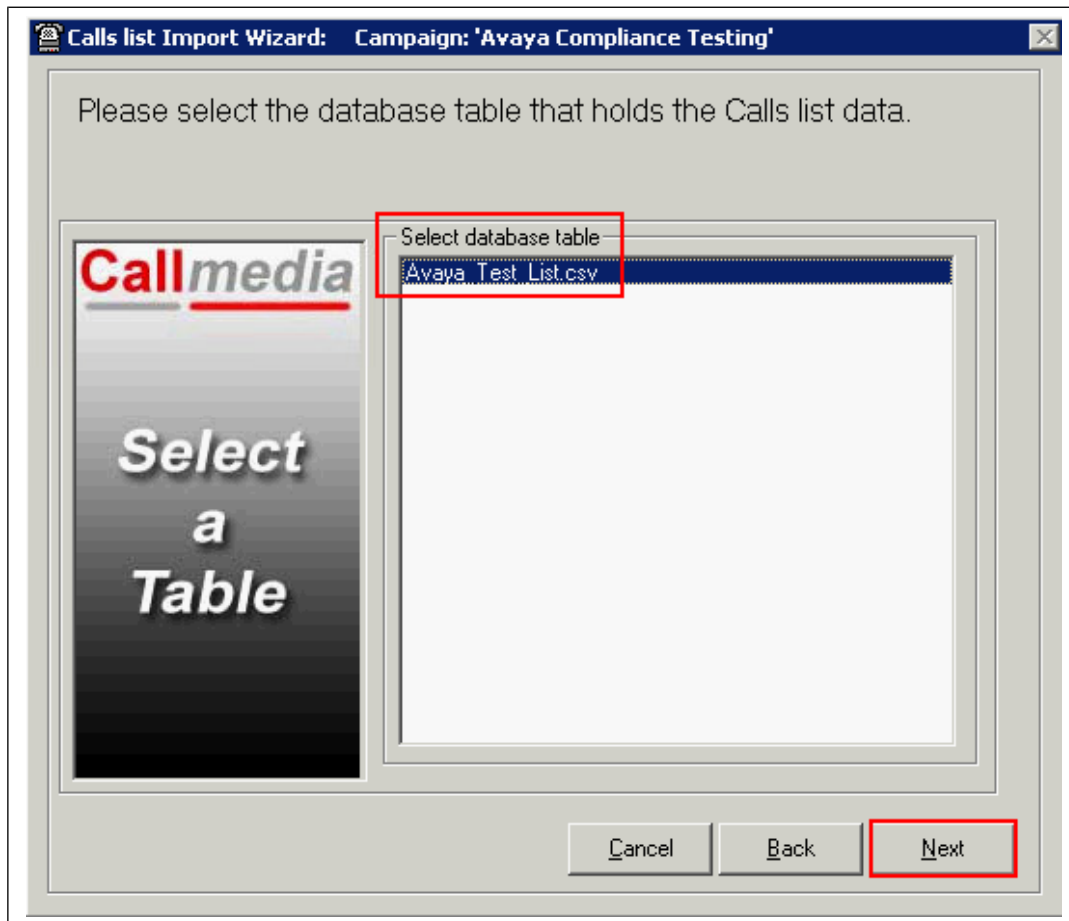
- Avaya Outbound Test Lists**
- CMAdvance
- CMCallback
- CMEnterprise

Database authentication details

User Name :

Password :

Select the preconfigured **database table** and click **Next**.



Select the **URN (Unique Identifier)** and **Daytime** phone number columns from the **Select columns** list and click **Next**.

**Calls list Import Wizard: Campaign: 'Avaya Compliance Testing'**

Please select the URN (Unique Reference) and telephone numbers.  
Hint: Double click on a column and it will be placed in the next available field.

Select columns

ref
name
tel

URN (Unique Identifier) << ref

Daytime << tel

Checks

- ☐ Check For Duplicates
  - ☐ TelNo and URN.
  - ☐ TelNo Only.
- ☐ Check TPS Database
  - ☐ Remove Contact if any number matched
- ☒ Syntax Check TelNos.
- ☒ Check Leading Zeros.

Additional Phone Numbers

Evening >>

Mobile >>

Alt 1 >>

Alt 2 >>

Cancel Back **Next**

Configure as required else no greeting popup will be presented to the agent and click **Next**.

**Calls list Import Wizard: Campaign: 'Avaya Compliance Testing'**

Please enter an initial greeting into the area below, using %1, %2, %3 %4 %5 to indicate where the database fields should be substituted.

**Callmedia**

**Format Initial Greeting**

Initial greeting text

Database substitution fields

ref	Field1
name	Field2
tel	Field3
	Field4
	Field5

Cancel Back **Next**

The following screen will appear while the calls list is processed, click **Finish** when done.

You have finished building the Calls list.

**Stopped**

Total Contacts	24	Invalid Contacts	0
Processed Contacts	24	Duplicates Found	0
Tel nos per contact	1	Invalid Numbers	0
Processed Tel Nos	24	TPS Records	0

Progress

Finish

The new calls list is now shown.

Callmedia Console

File Options Help

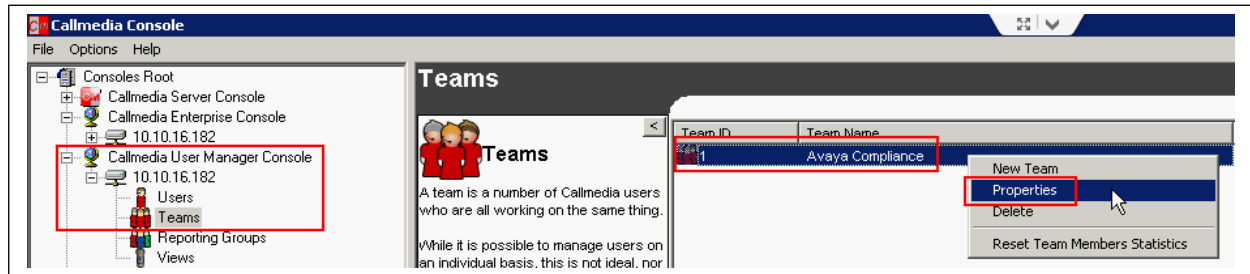
Consoles Root

- Callmedia Server Console
- Callmedia Enterprise Console
- Callmedia User Manager Console
- Callmedia Advance Console
- Callmedia Advance
  - Teams
  - Campaigns
    - Avaya Compliance Testing
      - Results
      - Summary
      - Dialing Stats
      - Calls Lists

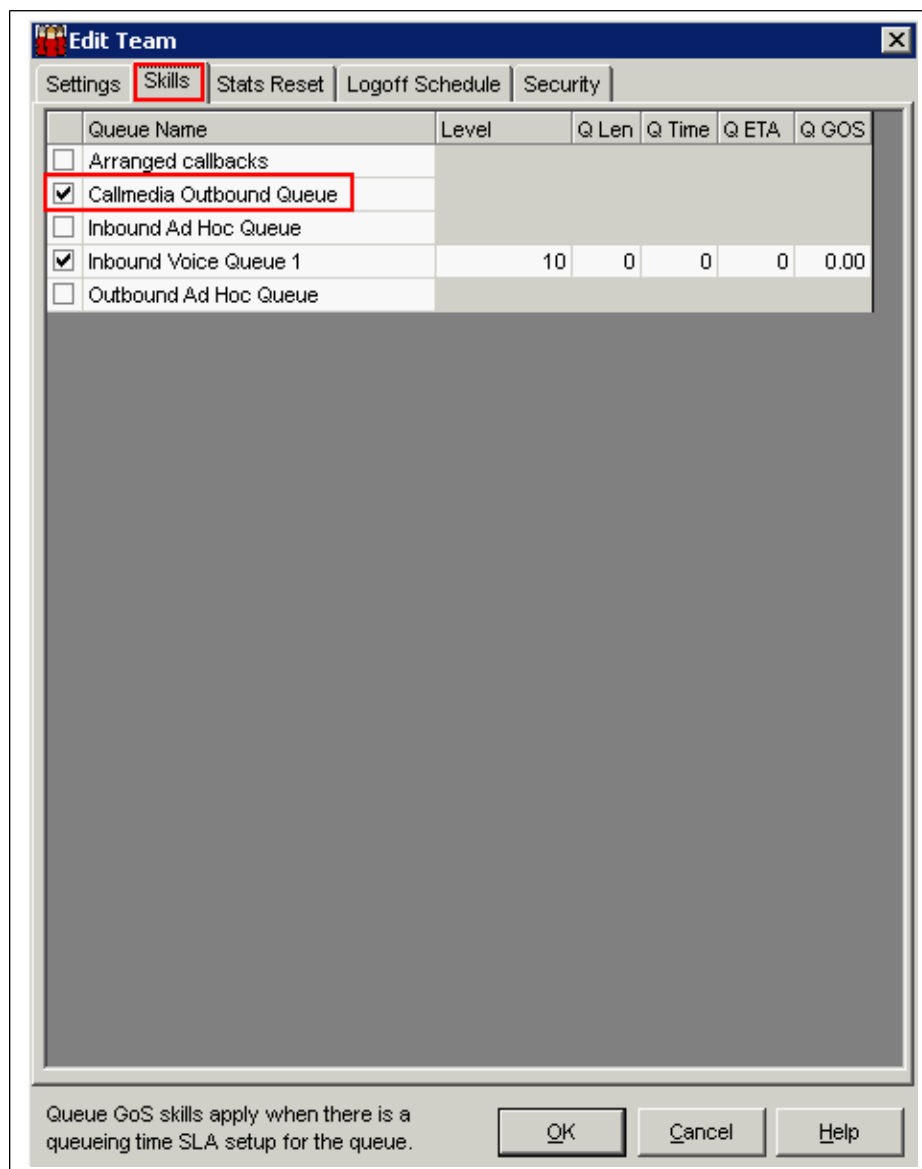
**Calls Lists for Campaign 'Avaya Compliance Testing'**

Description	Date	Creator	Team	Default Priority	Status	Impo
Compliance Test Calls List	15/03/2013 19:49:00	Admin	Avaya Complia...	5	Live	24

Click **Callmedia User Manager Console** → **<CALLMEDIA\_IP\_ADDR>** → **Teams** and right click on the Team created in the previous Section and click **Properties**.



Under the **Skills** tab, place a check in the box next to the newly created Outbound Campaign



## Verification Steps

The following steps may be used to verify the correct operation of the Avaya and Azzurri solution.

### 1.25. Verify TSAPI Status

Using the Application Enablement Services web interface click **Status** → **Status and Control** → **TSAPI Service Summary** and under **Open Streams** section confirm the **Name** configured for Callmedia is shown with the corresponding **Tlink Name**.

**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**

**CTI User Status**

☐ Enable page refresh every 60 seconds

CTI Users: All Users

Open Streams 1  
Closed Streams 11

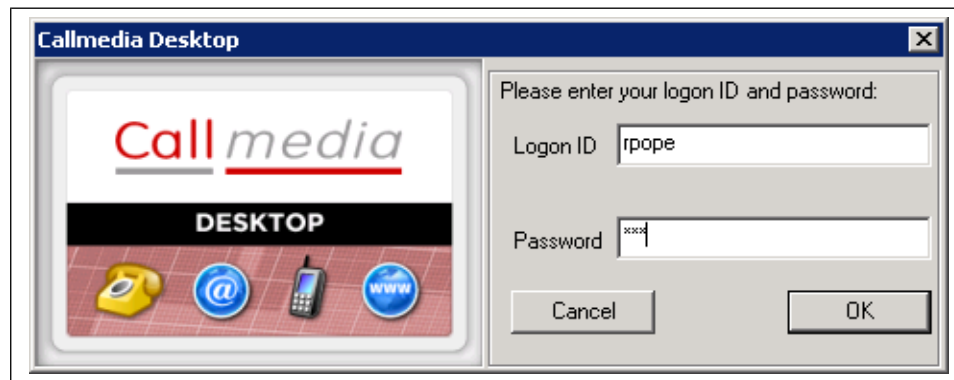
**Open Streams**

Name	Time Opened	Time Closed	Tlink Name
callmedia	Fri 15 Mar 2013 06:48:06 PM UTC		AVAYA#CM62#CSTA#AES62VM



## 1.26. Verify Azzurri Callmedia Desktop

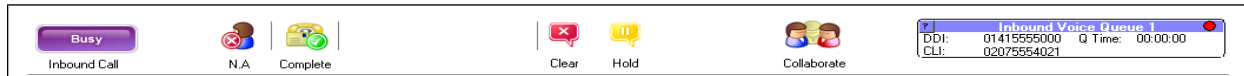
Login to Callmedia Desktop with the appropriate credentials.



Make the agent **Available**.



Run an outbound campaign or place a call to an appropriate inbound VDN, ensure that the call is delivered to the correct agent with the correct call information, and that call control is successful.



Run an outbound campaign and using the Callmedia Desktop, handle calls with a variety of different completion codes. Using the Callmedia Console click **Callmedia Advance Console** → **Callmedia Advance** → **Total Results** and verify that the results accurately reflect the call handling and completion codes.

## Conclusion

## Additional References

- *Administering Avaya Aura® Communication Manager, Release 6.2*, 03-300509, Issue 7.0  
September 2012

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