Avaya Solution & Interoperability Test Lab

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 calland 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 agents 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.

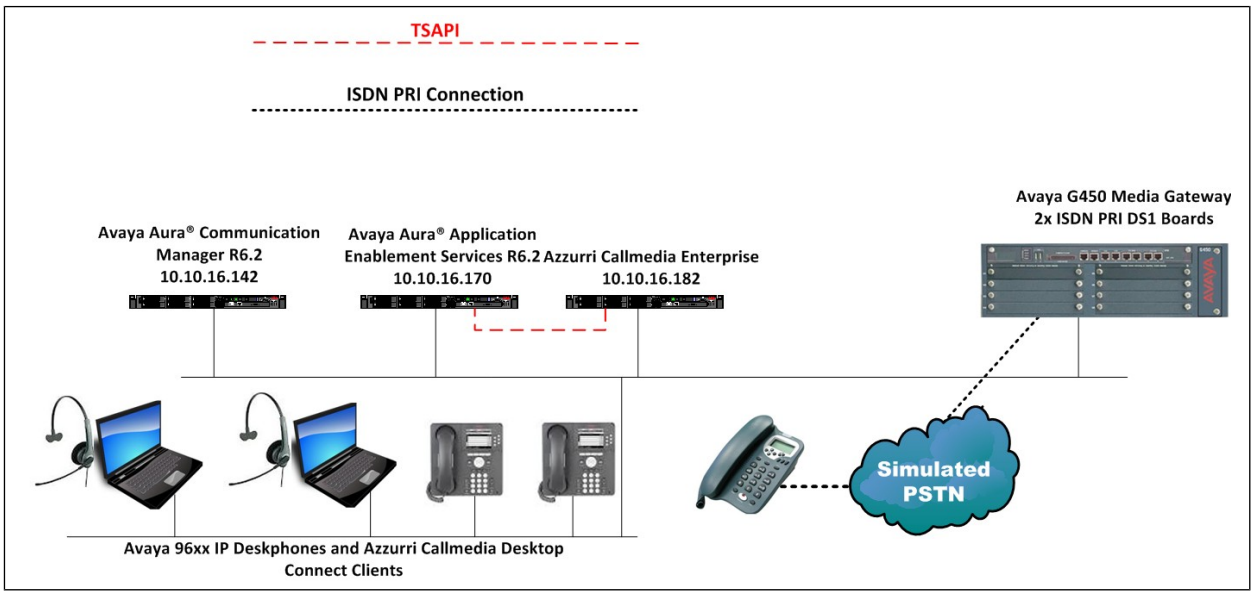
1.3. Support

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 • MM710	32.24.0 • HW5 FW22
Avaya 9630 IP Deskphone	• H323 3.2
Avaya Application Enablement Services TSAPI Windows Client running on Agent PC	v6.1 and v6.2
Azzurri Callmedia running on VMware	Call*media* 5.0.1 VMware vSphere 5.x (VMware solution exchange: https://solutionexchange.vmware.com/store/products/9290)

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
    Name                  IP Address
default                 0.0.0.0
aes62vm                 10.10.16.170
procr                   10.10.16.142
```

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: 5899
     Type: ADJ-IP
                                                                   COR: 1
     Name: aes62vm
```

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       Password          Enabled    Status
                  Server
      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:
                      Announcement Access Code: *14
                        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**.

```
change station 6000                                          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:                 COS: 15
                                      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.

```
add announcement 5635                                        Page   1 of   1

                        ANNOUNCEMENTS/AUDIO SOURCES

  Extension: 5635                              COR: 1
  Annc Name: Welcome                            TN: 1
  Annc Type: integrated                      Queue? y
Group/Board: 001V9
  Protected? n                               Rate: 64
```

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

```
list announcement

                          ANNOUNCEMENTS/AUDIO SOURCES
Announcement                                                Source      Num
of
Extension           Type       Name                       Pt/Bd/Grp    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   Holidays? y
 Variables? y   3.0 Enhanced? 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
```

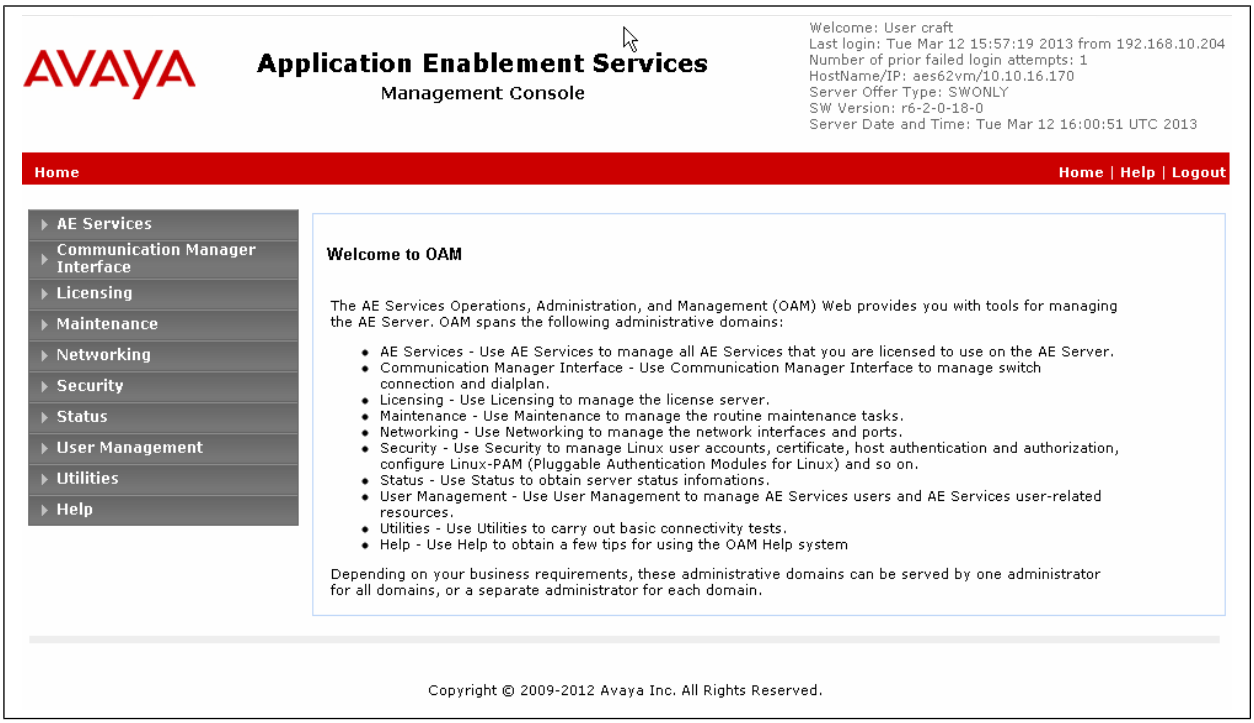
Add additional VDNs for Callmedia recall configured tasks, this VDN is used in the instance that an agent does not answer an inbound call. Assign the VDN the same **Vector Number** as the corresponding queue VDN. For the purpose of the compliance test, VDNs 343256 and 344256 were used.

```
add vdn 343256                                                Page   1 of   3
                            VECTOR DIRECTORY NUMBER

                              Extension: 343256
                                  Name*: Callmedia Recall
                             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 vdn 344256                                                Page   1 of   3
                            VECTOR DIRECTORY NUMBER

                              Extension: 344256
                                  Name*: Callmedia Recall 2
                             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
```

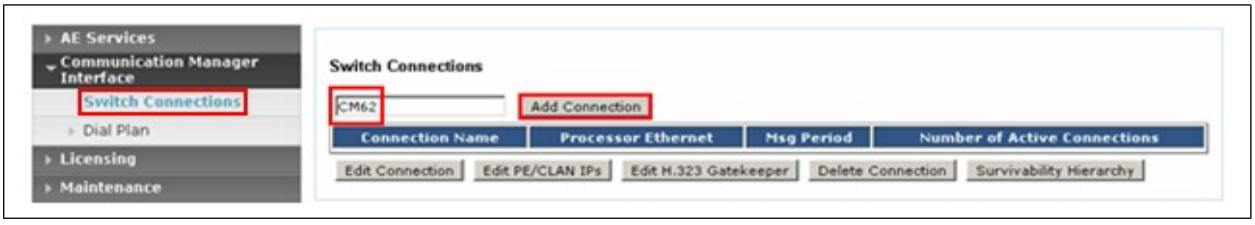
Configure Avaya Aura® Application Enablement Services

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.

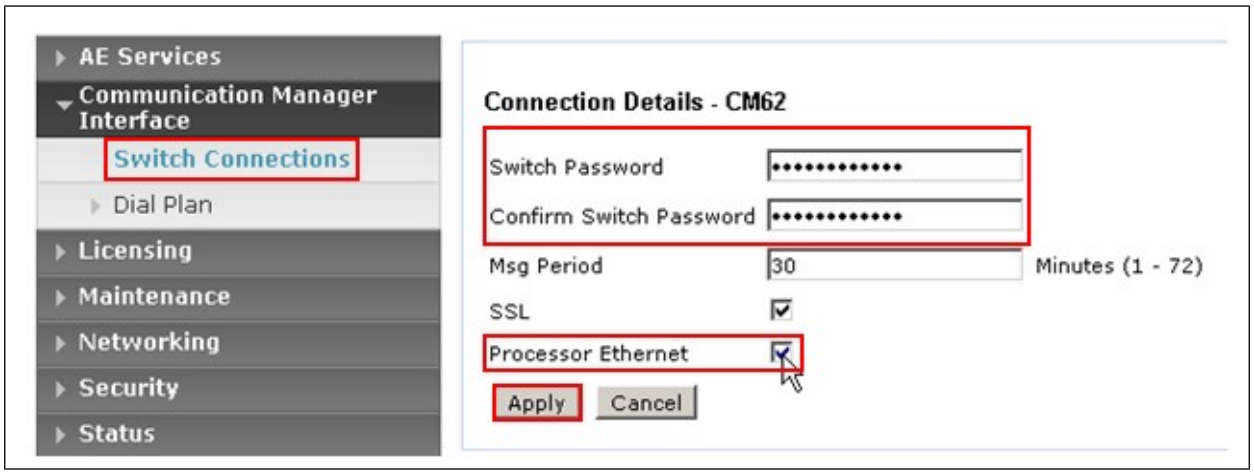


1.12. Configure Switch Connection

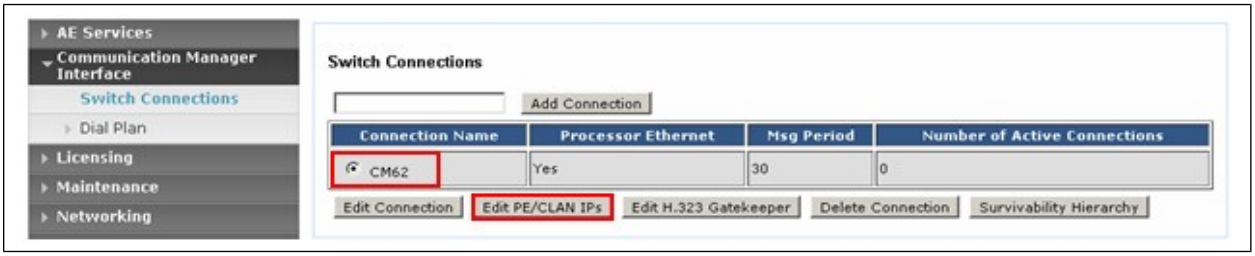
To establish the connection between Communication Manager and AE Services, click **Communication Manager Interface → Switch Connections**. In the field next to **Add Connection** enter **CM62** and click on **Add Connection**.



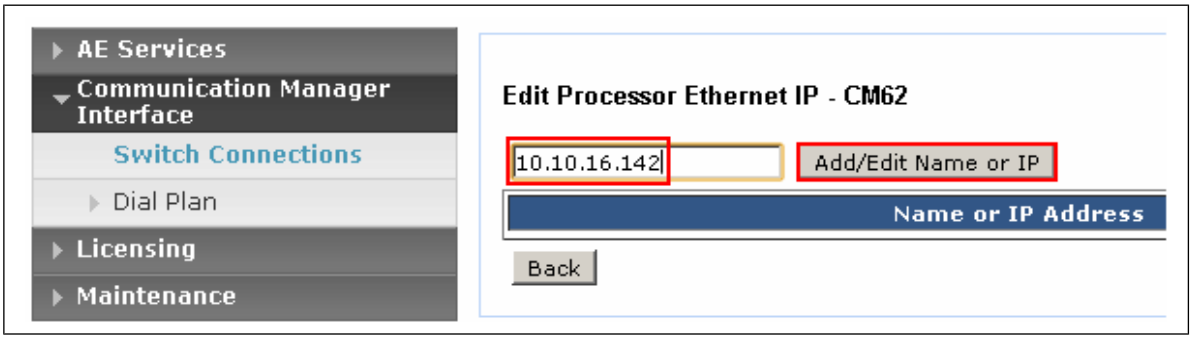
The following screen is displayed. Complete the configuration as shown and enter the password specified in **Section 5.1** when configuring AESVCS in ip-services. Click on **Apply** when done.



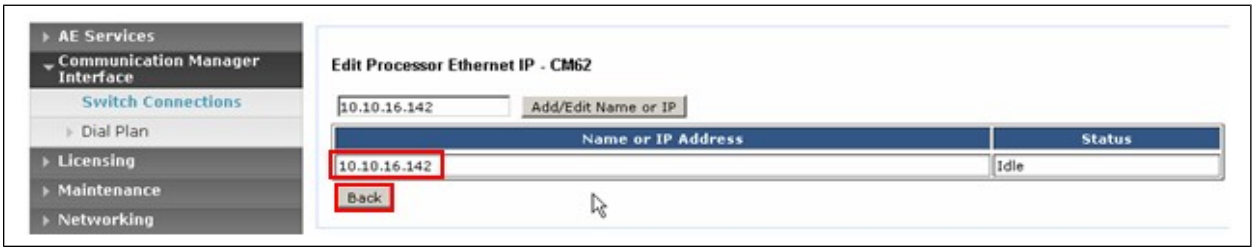
The following screen will be shown displaying the newly added switch connection, click **Edit PE/CLAN IPs**.



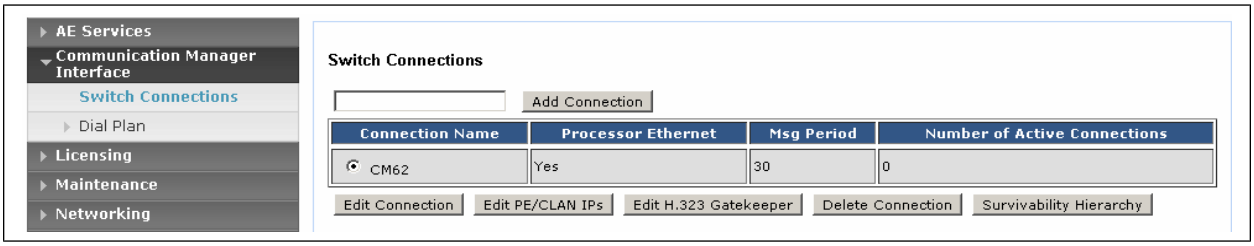
Enter the IP Address of the procr noted in **Section 5.1** and click **Add/Edit Name or IP**.



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

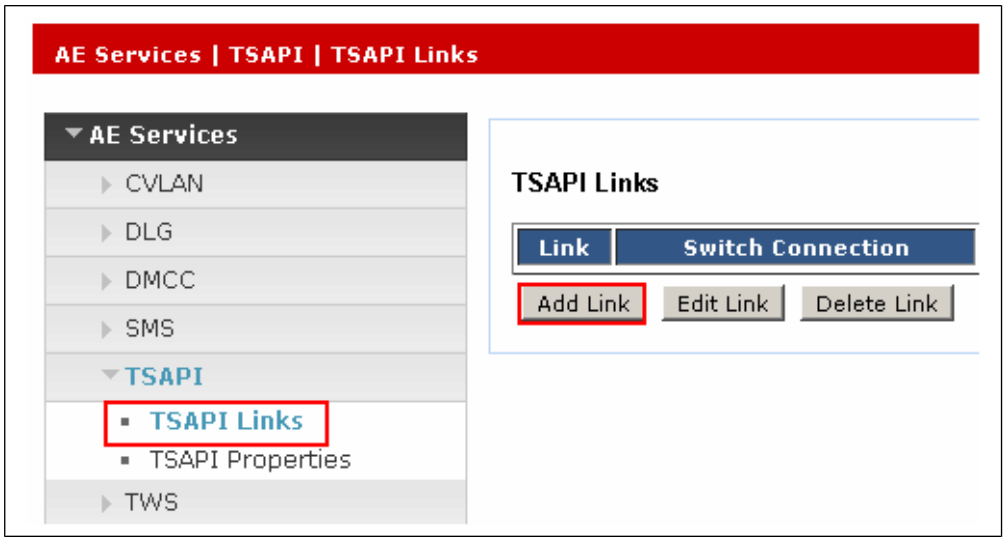


The newly added **Switch Connection** will appear once more.

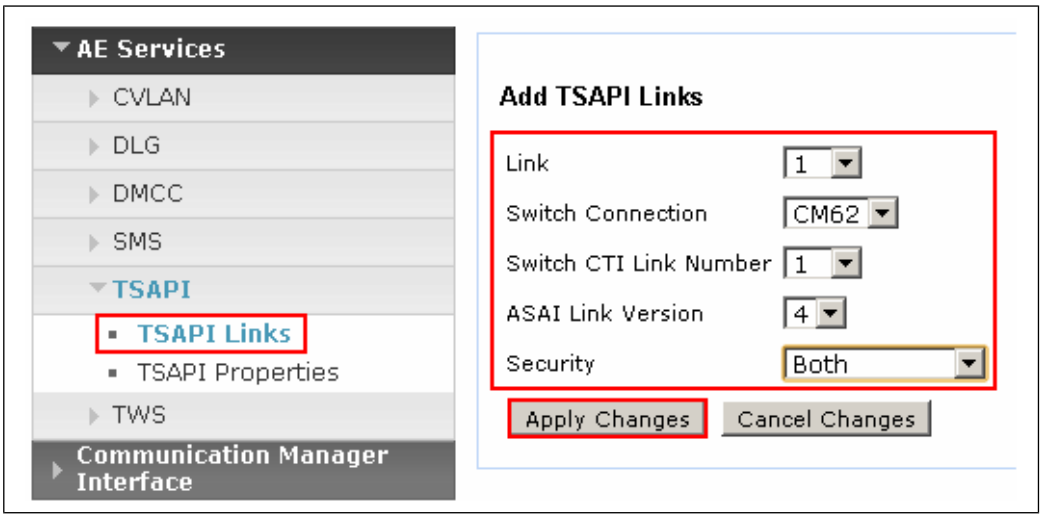


1.13. Administer TSAPI Link

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

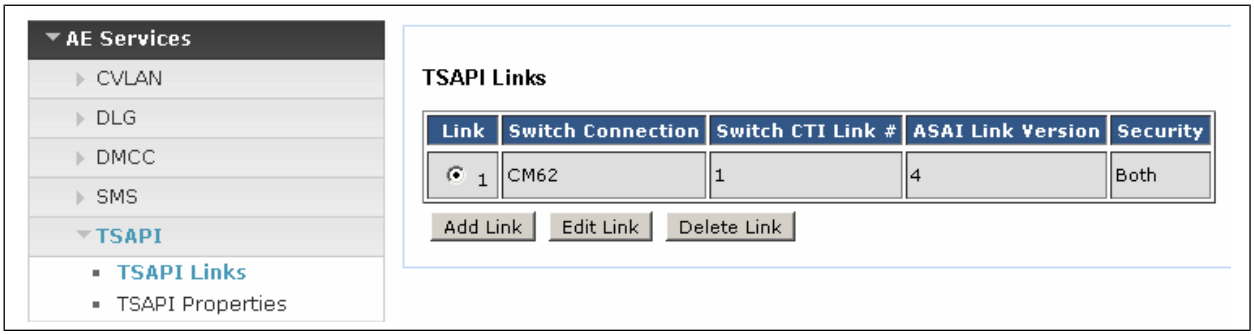


Configure the TSAPI Link using the newly configured **Switch Connection** as shown below and click **Apply Changes**.



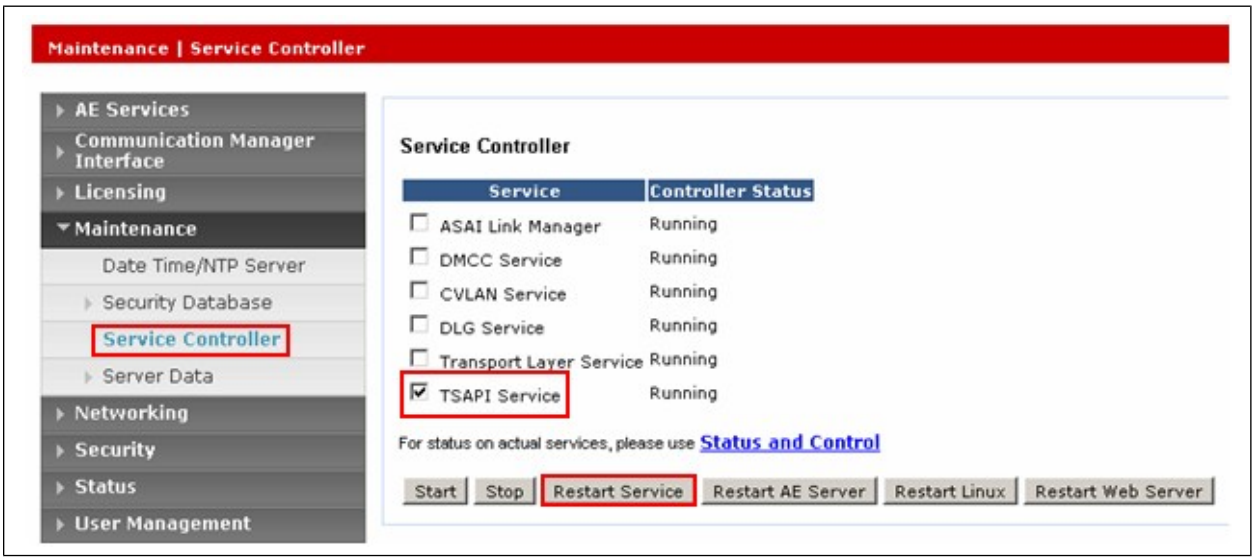
The screen below will be displayed with instructions to restart the TSAPI Server. Click **Apply** taking note of the instructions given.

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



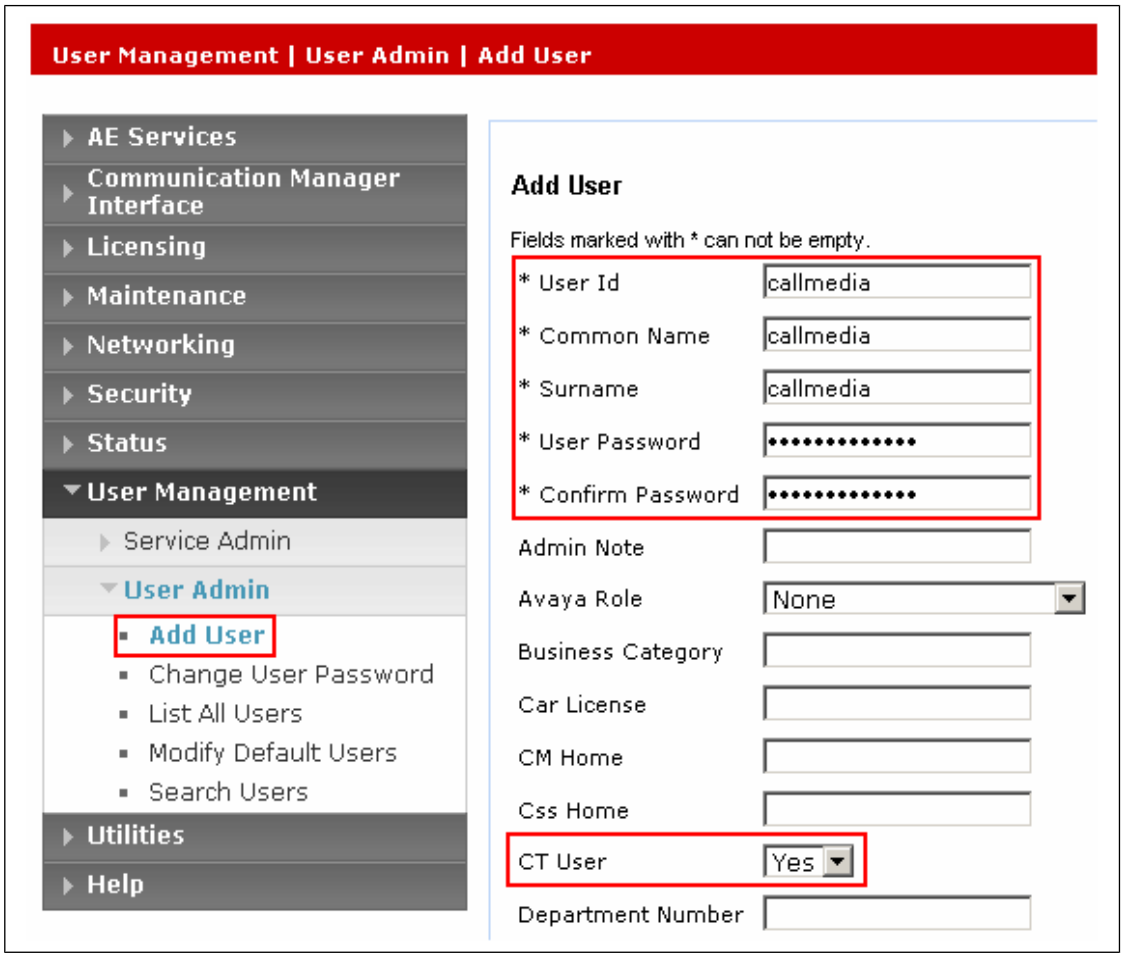
1.14. Restart TSAPI Service

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**.

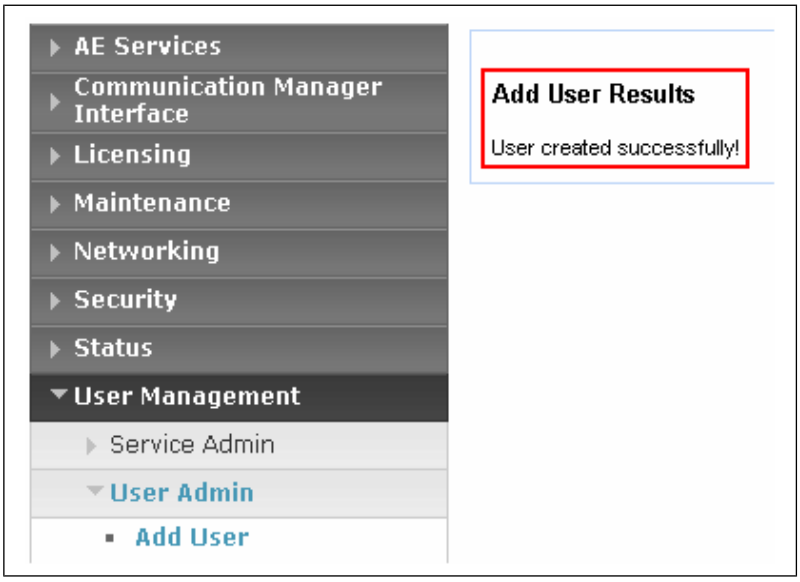


1.15. Administer Callmedia CTI User

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).

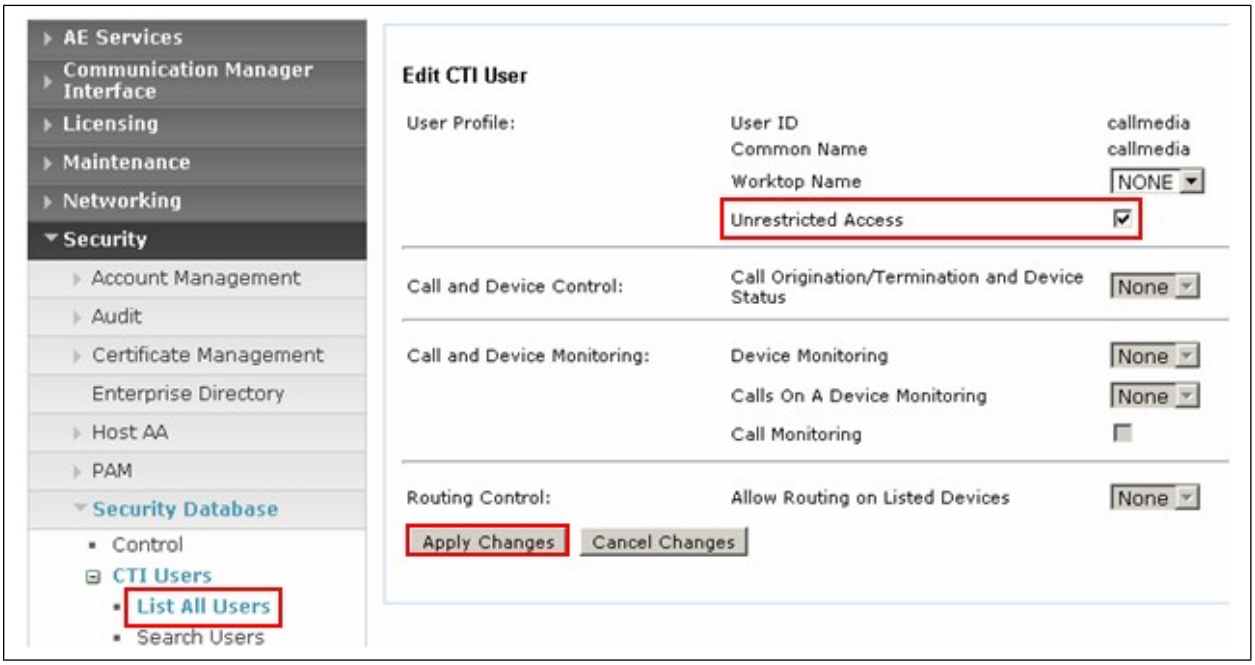


The following screen will appear confirming the succesful creation of the new user.



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.

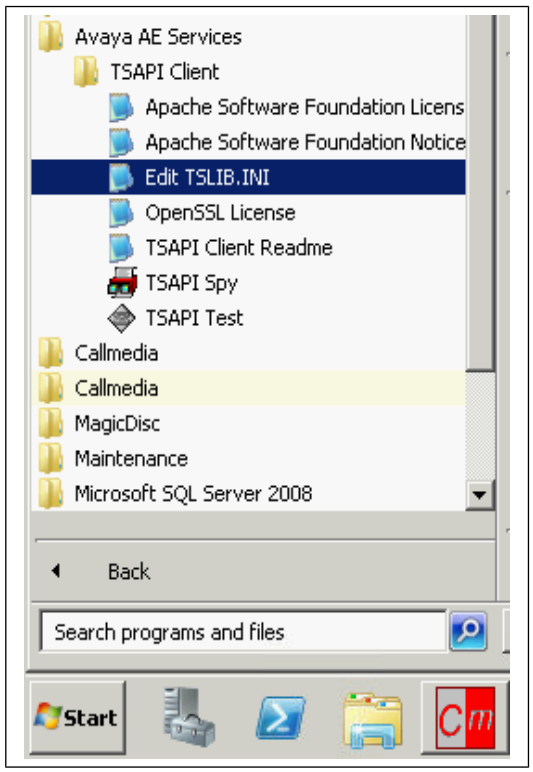


Configure Azzurri Innovations Callmedia

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.

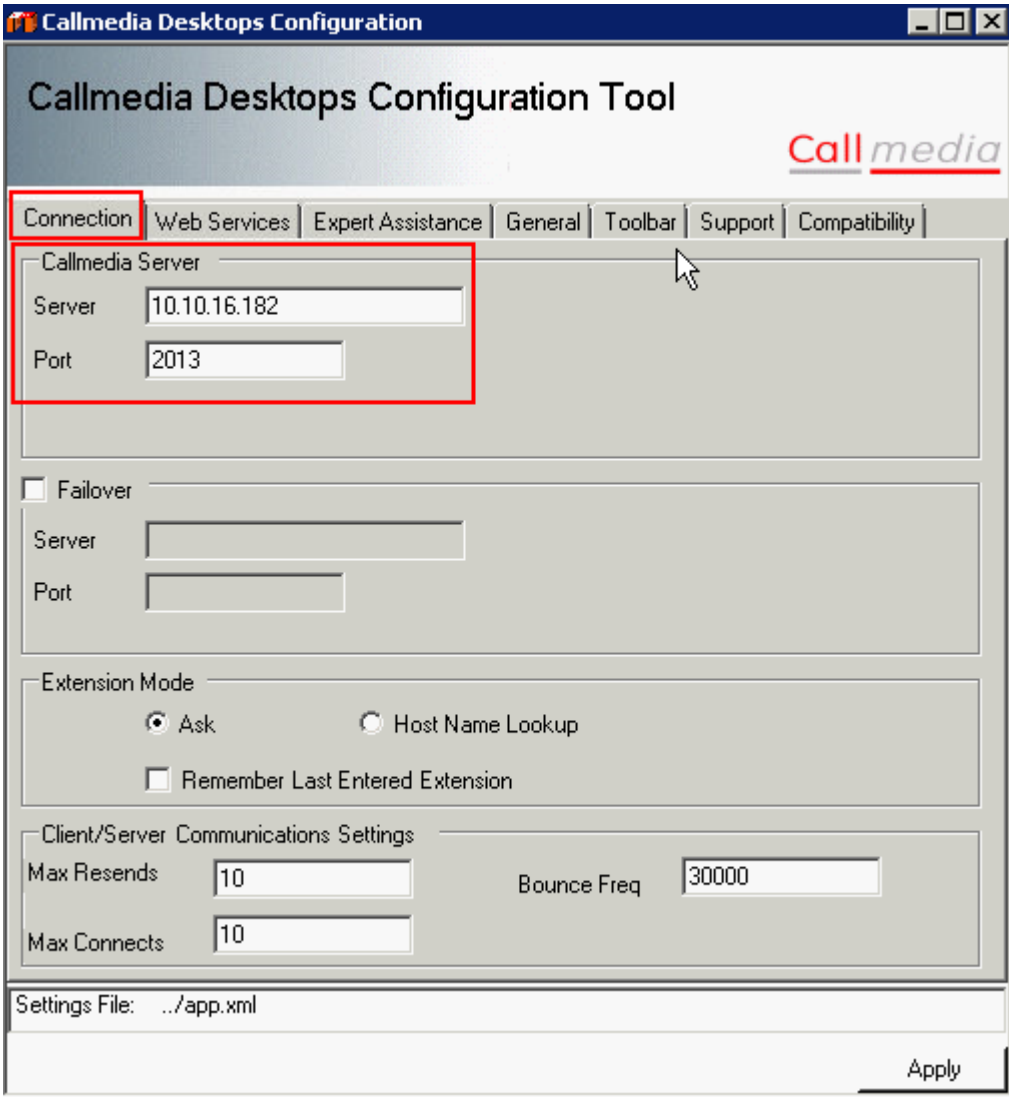


In the **[Telephony Servers]** section enter the IP address of the Application Enablement Services as shown below.

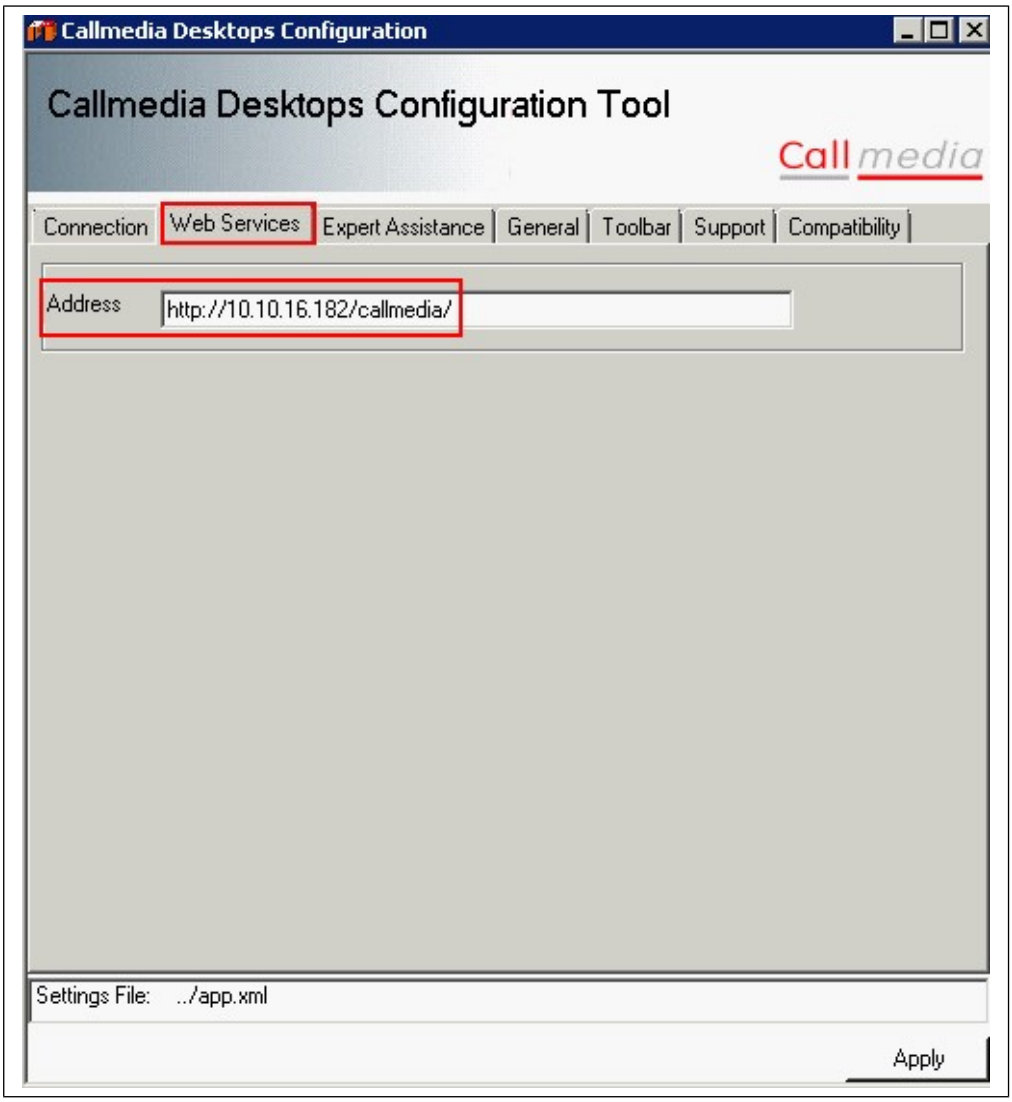
```
; TSLIB.INI - Windows Telephony Services Library Configuration File

; Blank lines and lines beginning with ";" are ignored.

;-----------------------------------------------------------------------------
[Telephony Servers]
10.10.16.170=450
```

1.18. Configure Callmedia Desktop

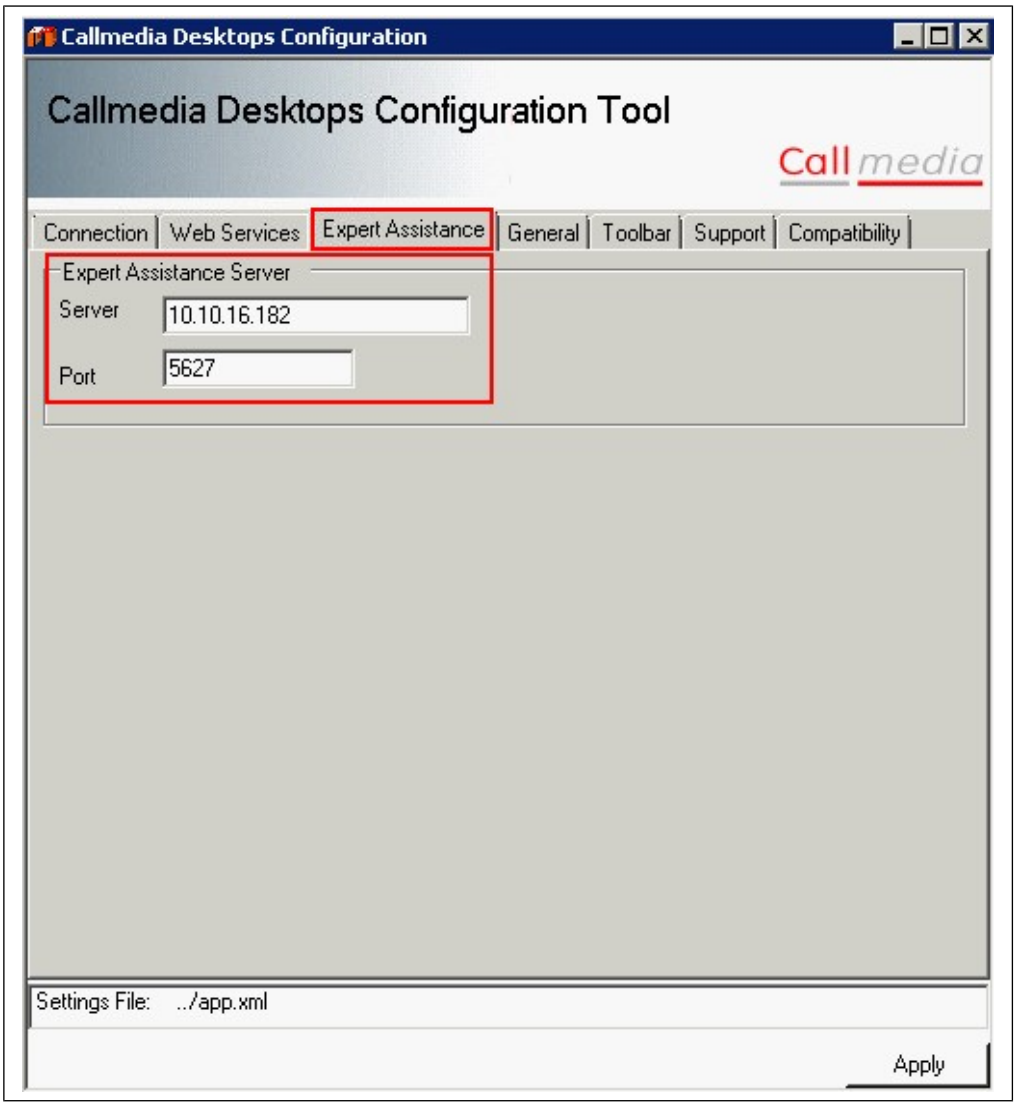
Double click on the **cmDesktopConfigTool** application located in the **cmDesktopConfigTool** folder of the Callmedia Desktop installation directory, in this case **C:\Program Files (x86)\Callmedia\Callmedia Desktop\cmDesktopConfigTool** and under the **Connection** tab enter the following in the **Callmedia Server** section:
Server – enter the Callmedia Server IP Address
Port – enter **2013**



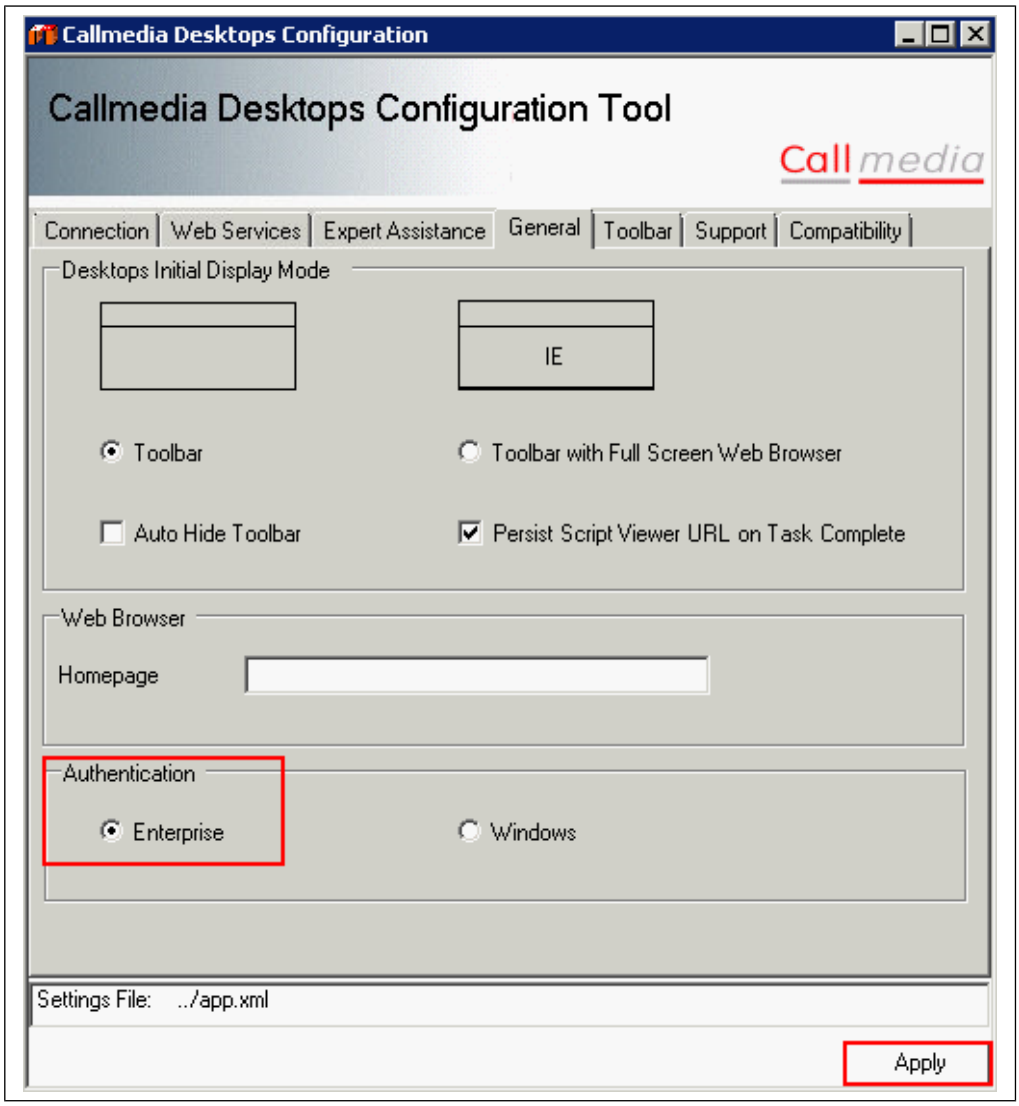
Under the **Web Services** tab enter the URL comprising of the IP address of the Callmedia Server, as shown below.



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

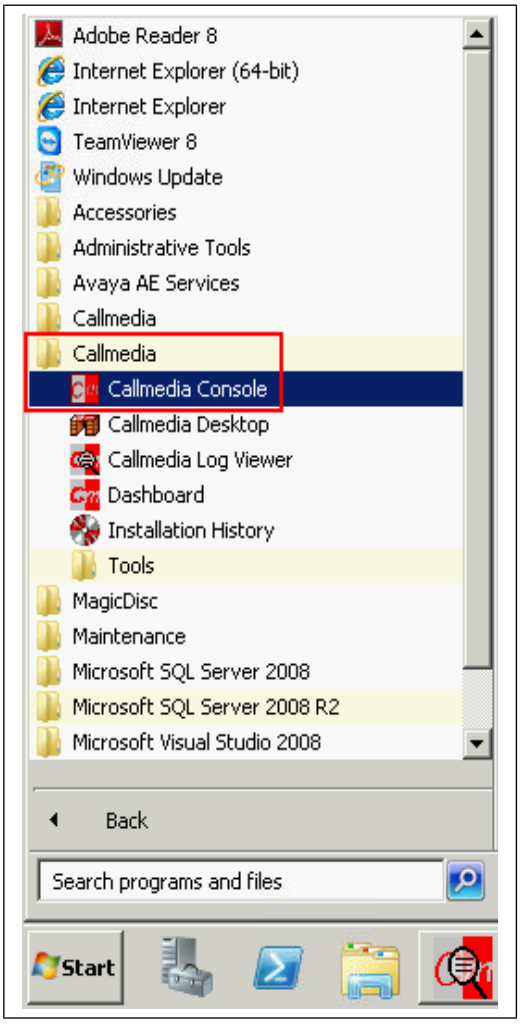


Under the **General** tab in the **Authentication** section ensure the **Enterprise** radio button is selected. Click **Apply** when done.

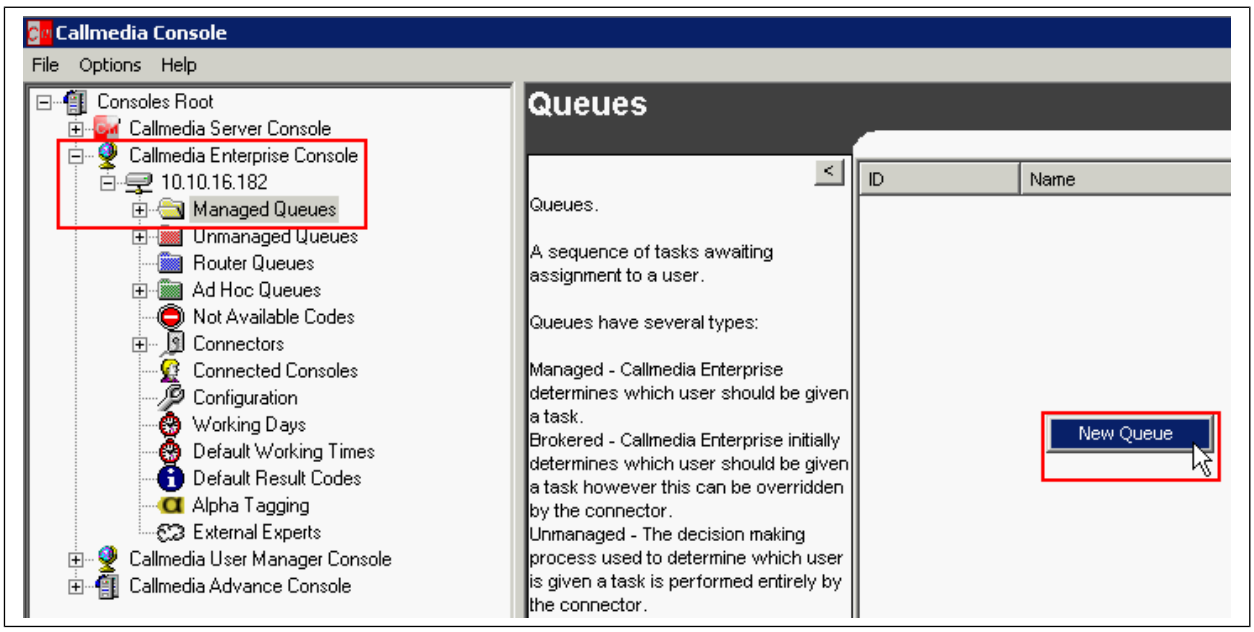


1.19. Configure Azzurri Callmedia Enterprise

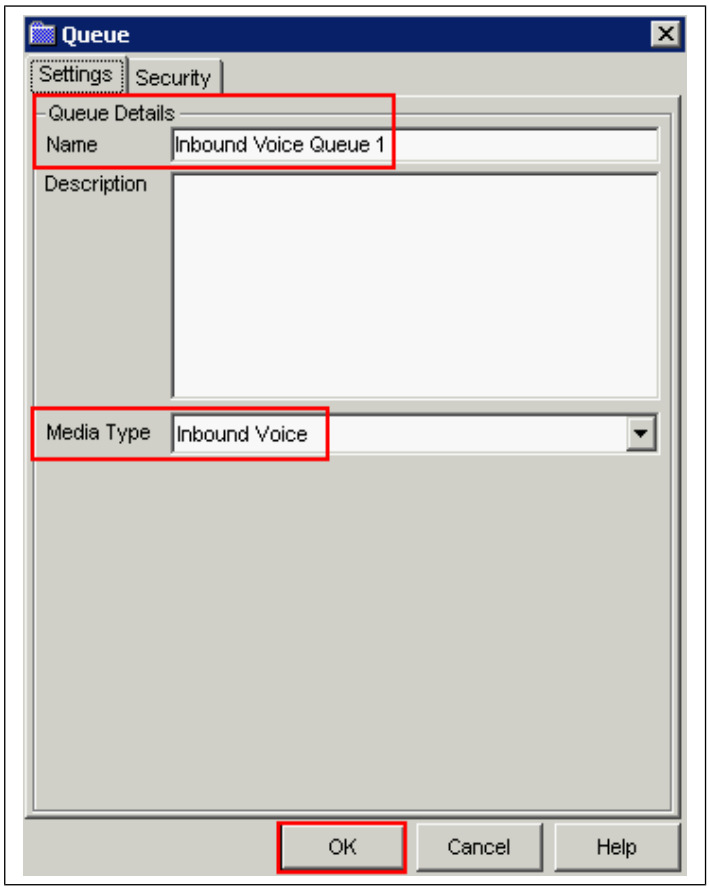
Click the **Callmedia Console** icon located under **Callmedia** in the Windows **Start** menu.



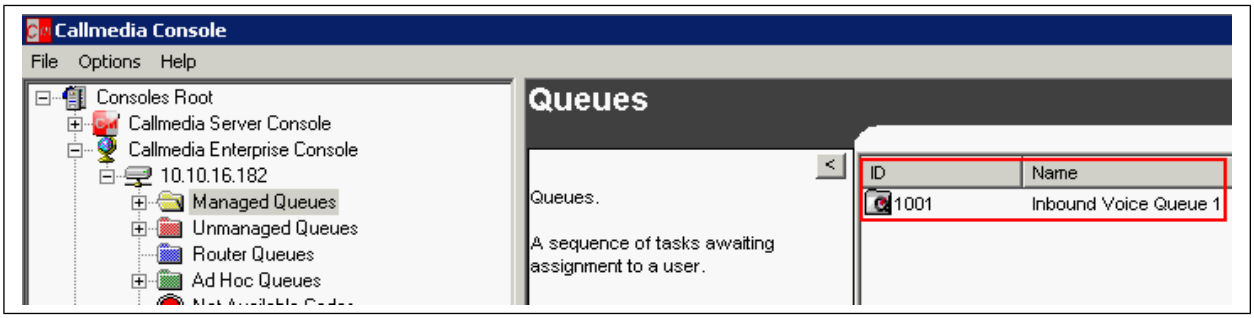
In the left hand pane click **Callmedia Enterprise Console → <CALLMEDIA_IP_ADDR → Managed Queue**, right click in the right hand pane and click **New Queue**.



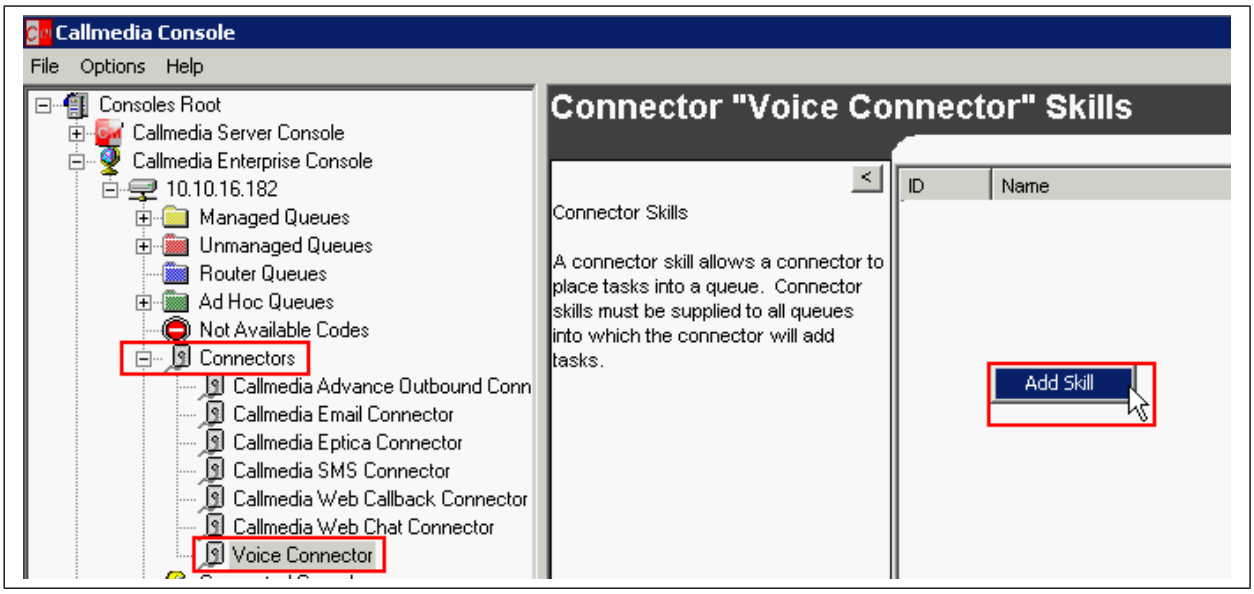
Under the **Settings** tab in the **Queue Details** section enter a descriptive **Name** and from the **Media Type** drop down box select **Inbound Voice**. Click **OK** when done



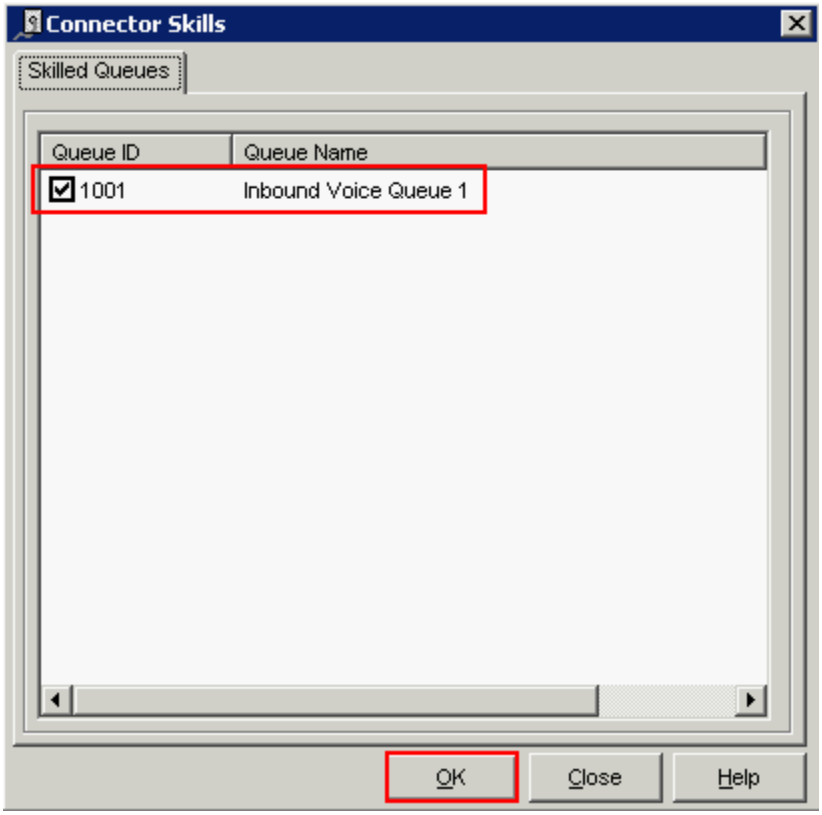
The newly assigned Queue will appear in the right hand pane.



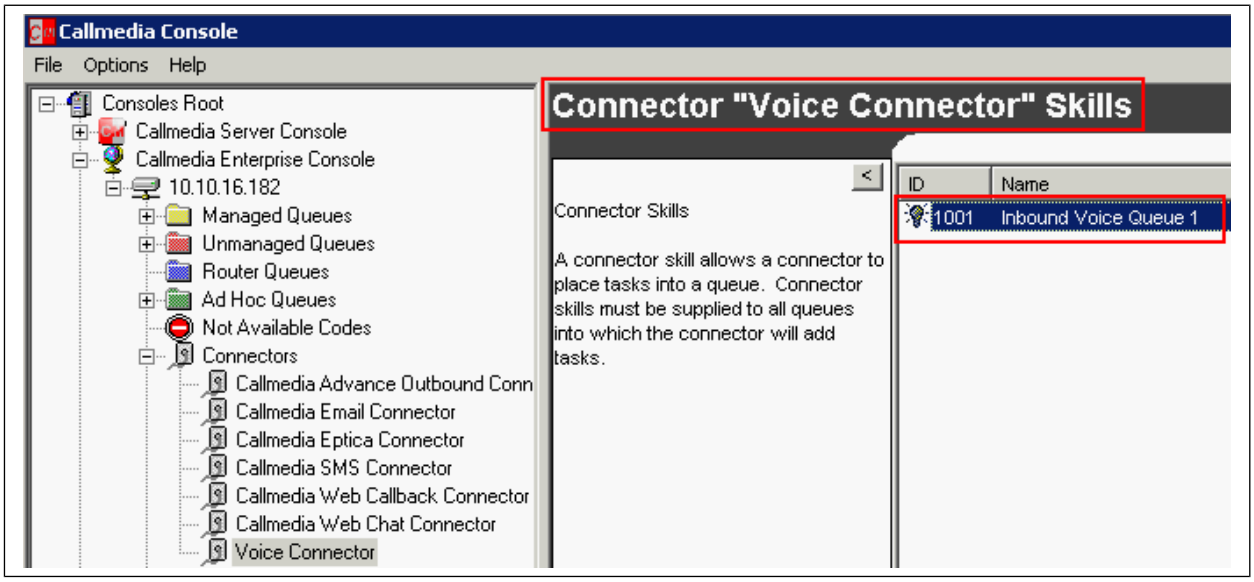
Expand the **Connectors** icon in the left hand pane and click **Voice Connector**, right click in the right pane and select **Add Skill**.



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

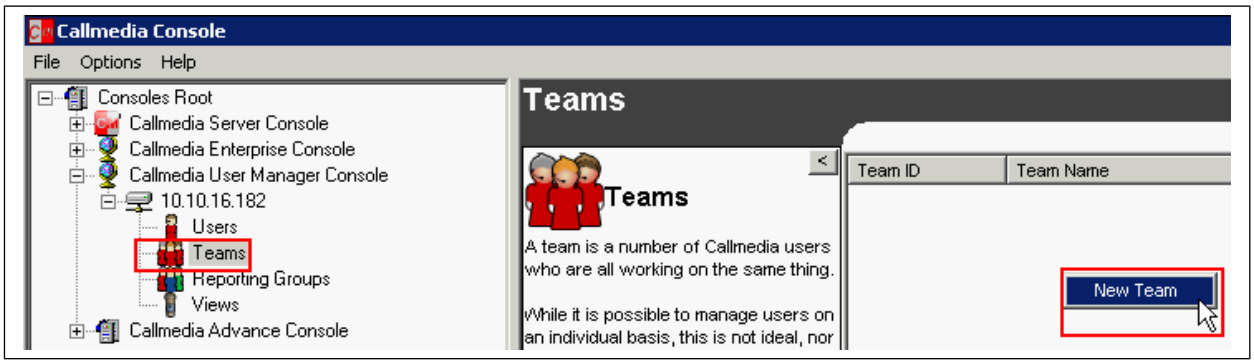


The newly added Queue will appear in the **Connector "Voice Connector" Skills** pane.

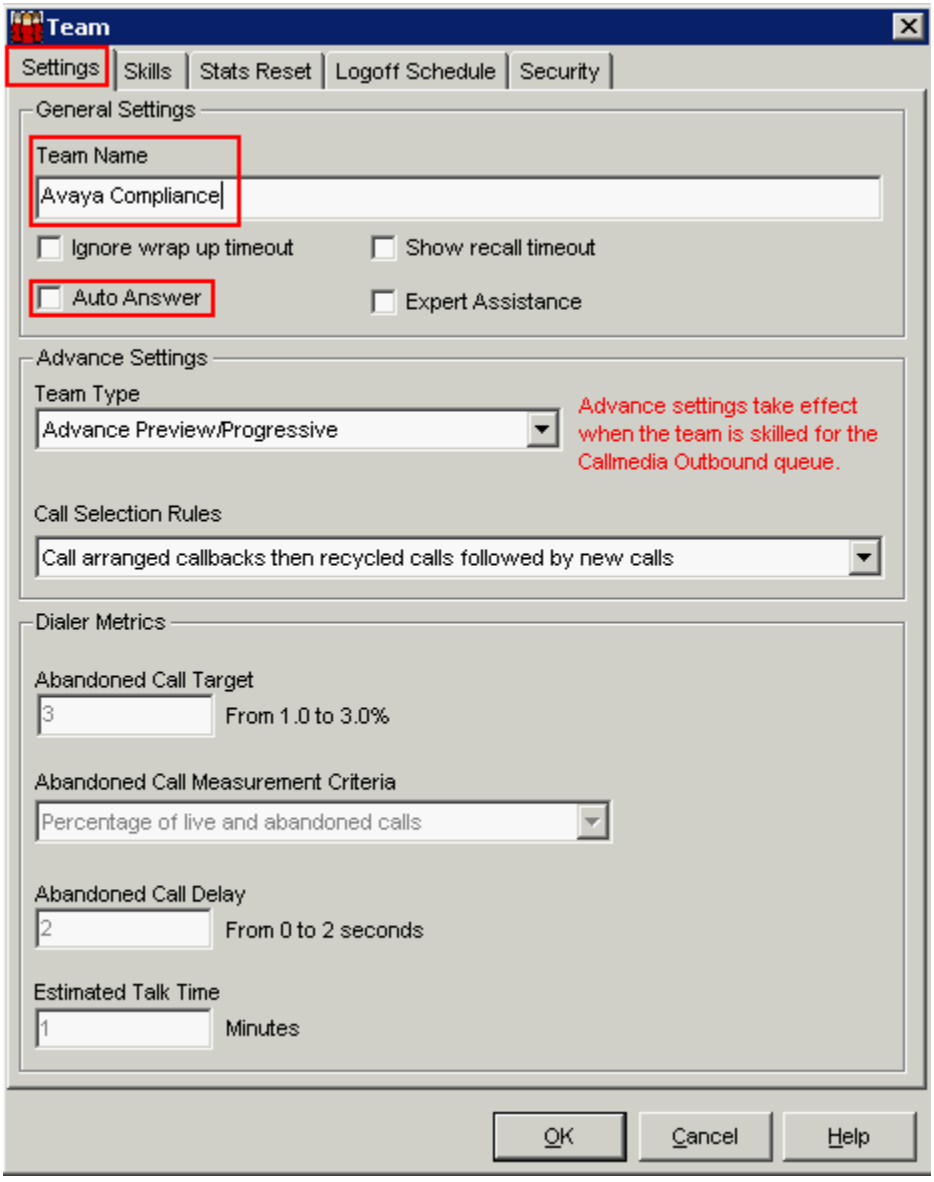


1.20. Configure Callmedia Team

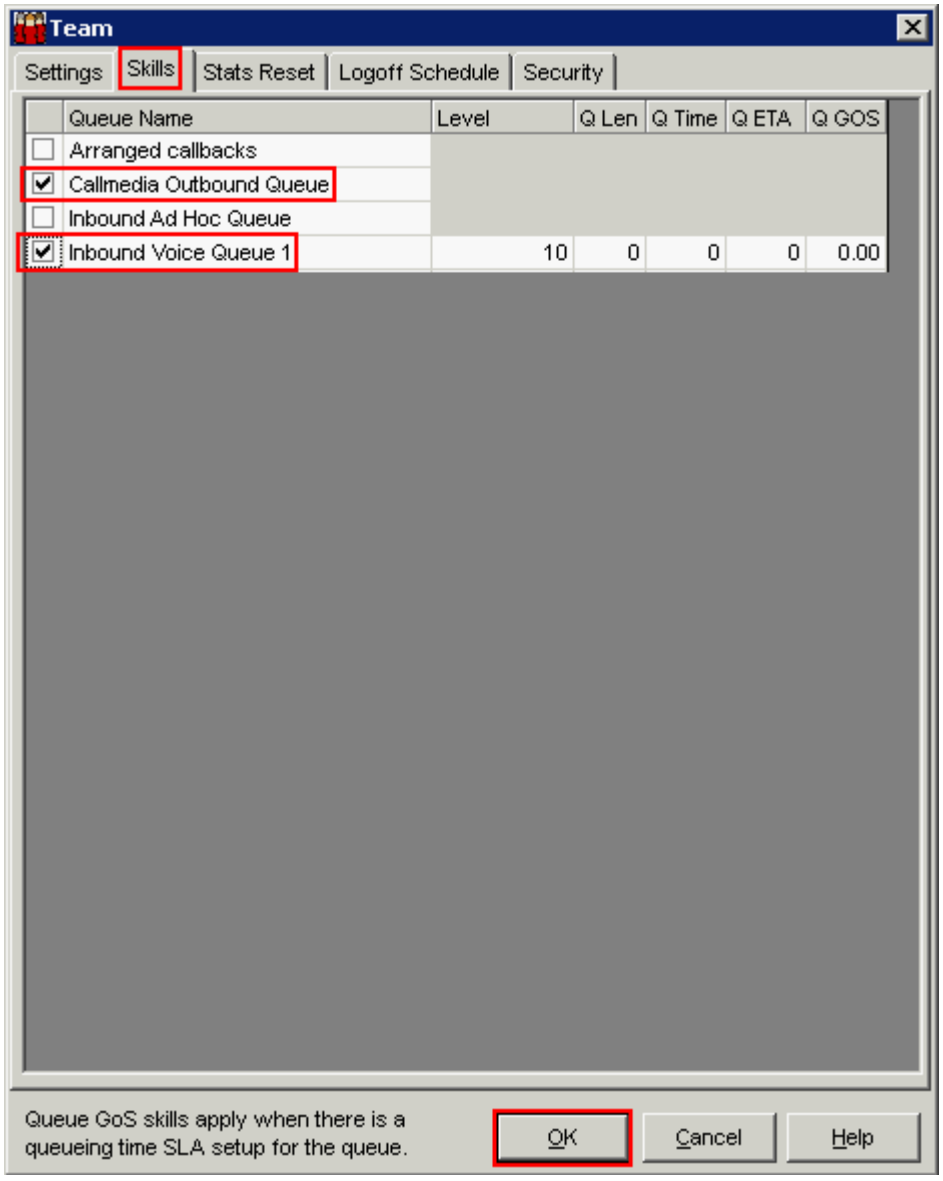
Click **Callmedia User Manager Console → <CALLMEDIA_IP_ADDR> → Team** in the left pane. Right click in the right pane and click **New Team**.



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

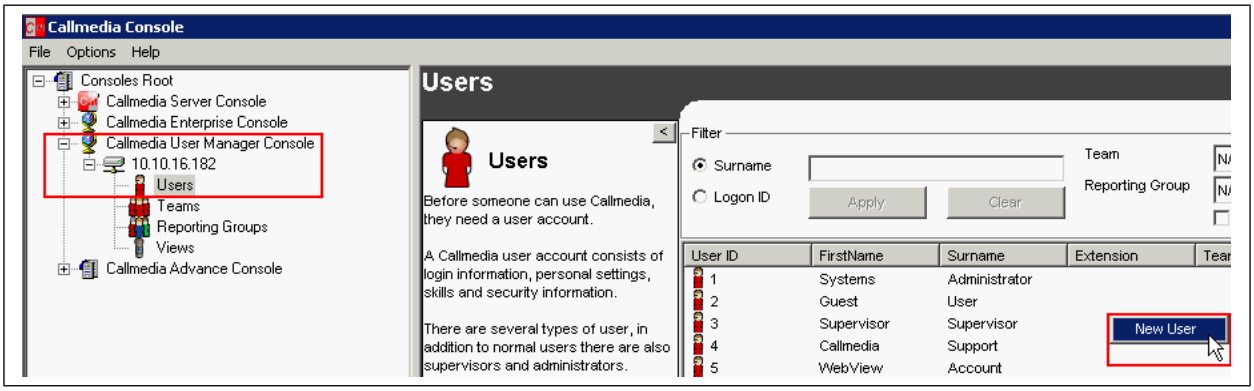


Click the **Skills** tab and place a check in the newly configured **Inbound Voice Queue 1** box and leave the default parameters unchanged. Also place a check in the **Callmedia Outbound Queue** box which is created by default. Click **OK** when done.



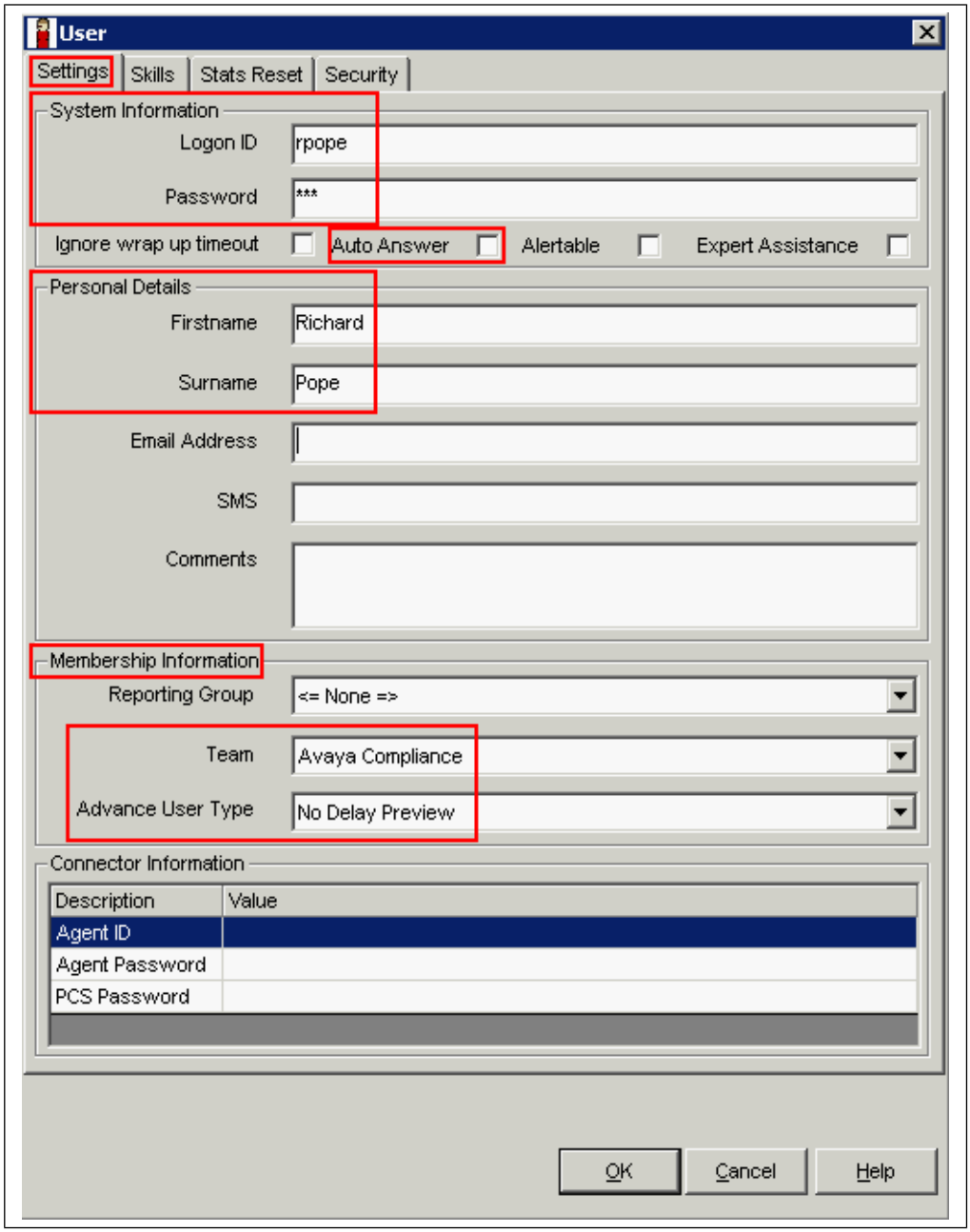
1.21. Configure Callmedia User

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

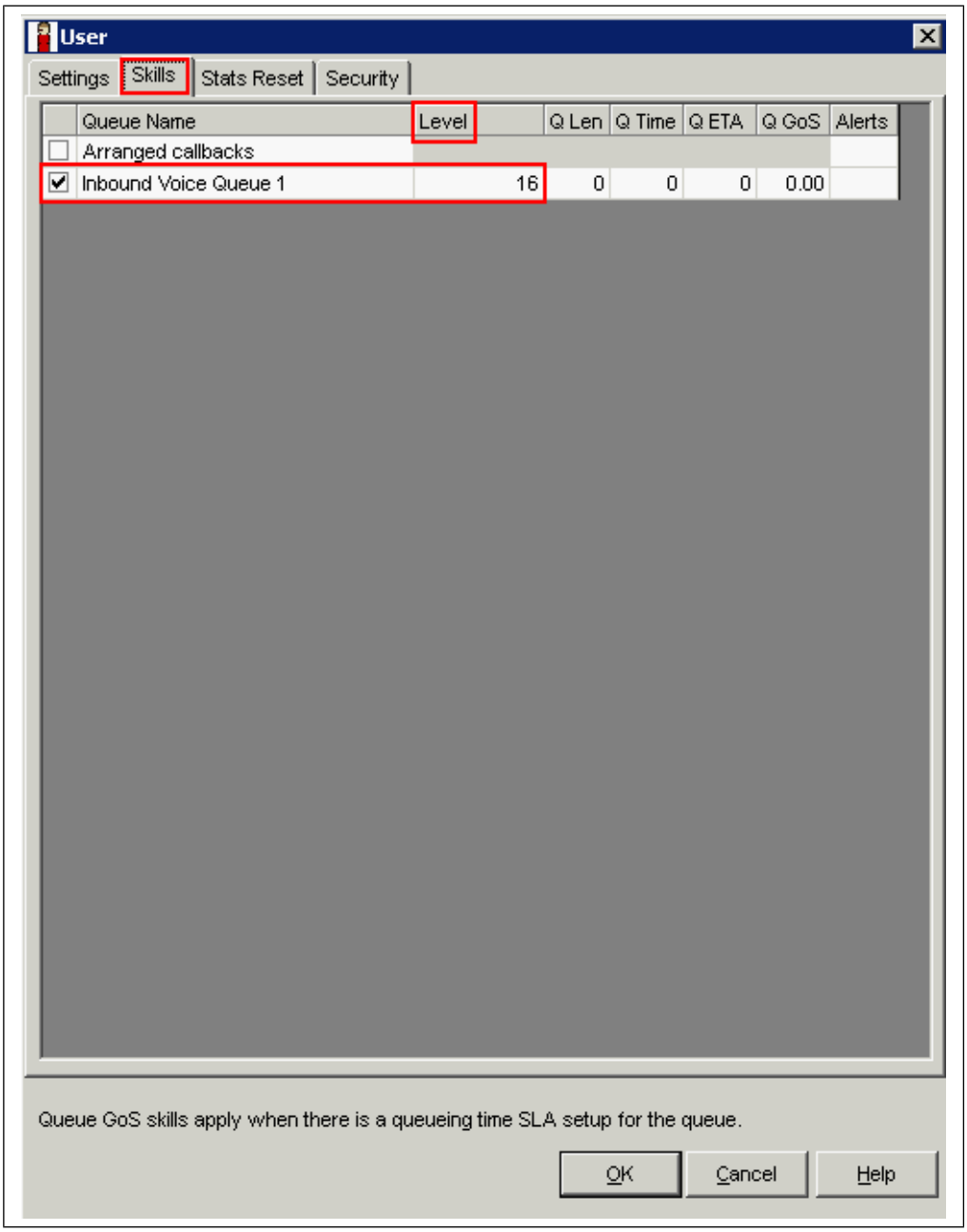


Configure the new user as follows under the **Settings** tab:

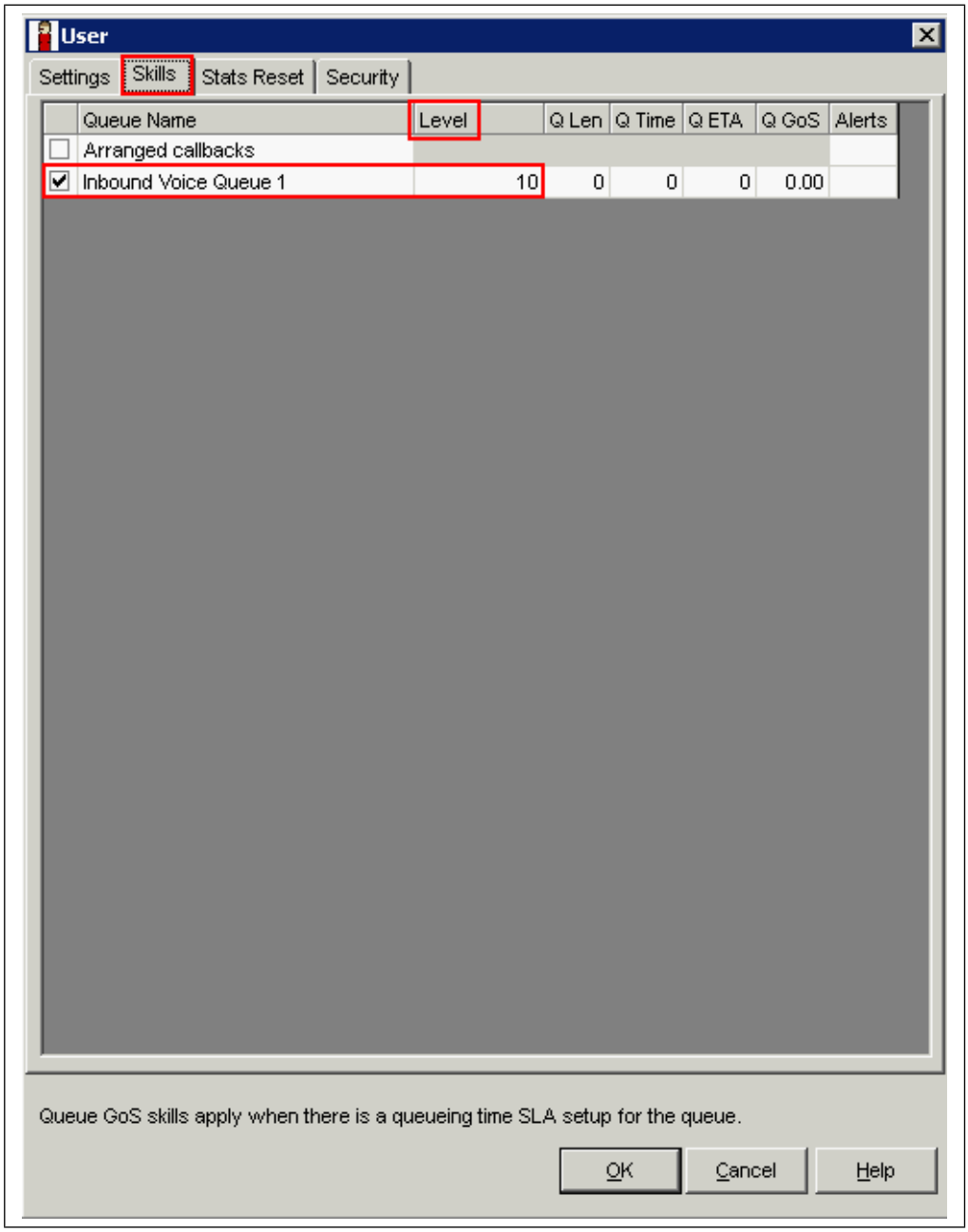
- Under **System Information** enter an appropriate **Login ID** and **Password**. Place a tick in the **Auto Answer** check box if required.
- Under **Personal Details** enter appropriate personal details
- Under **Membership Information** select the appropriate team configured in **Section 7.4** from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



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.



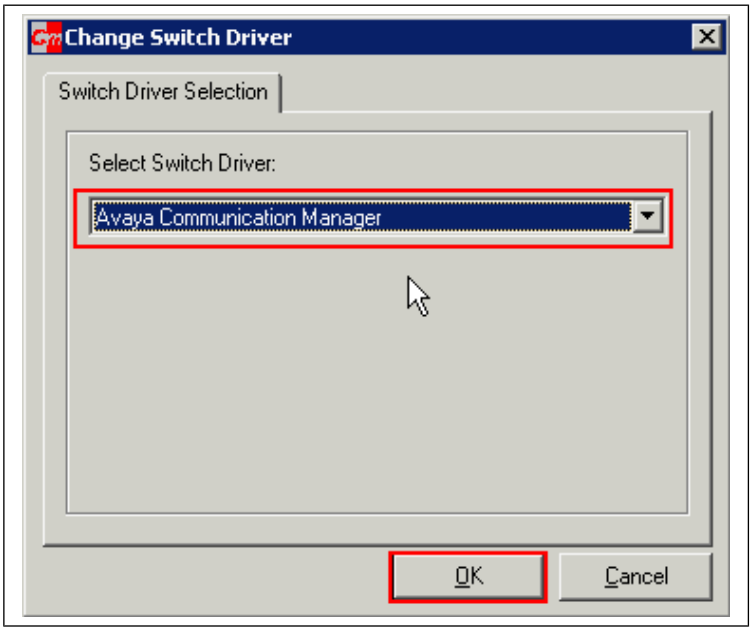
Repeat the process to create an additional user with a lower skill value.



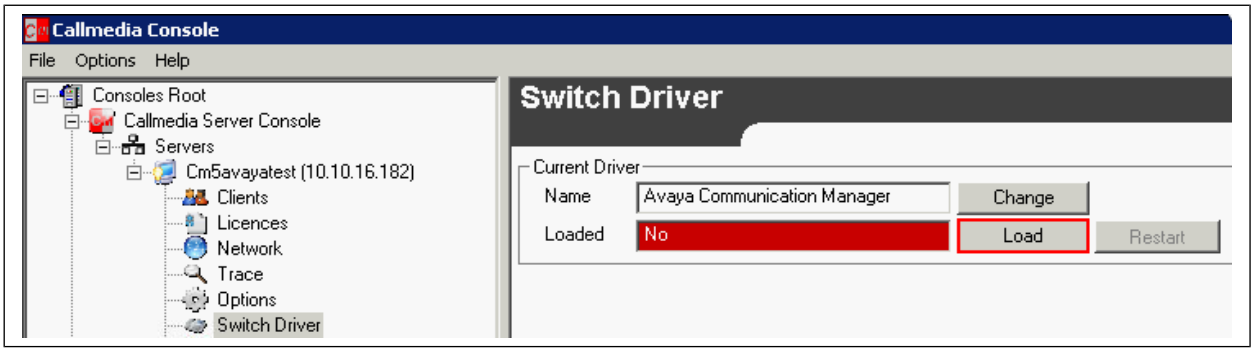
The screenshot below displays the newly added users.

1.22. Configure Call Media Switch Driver

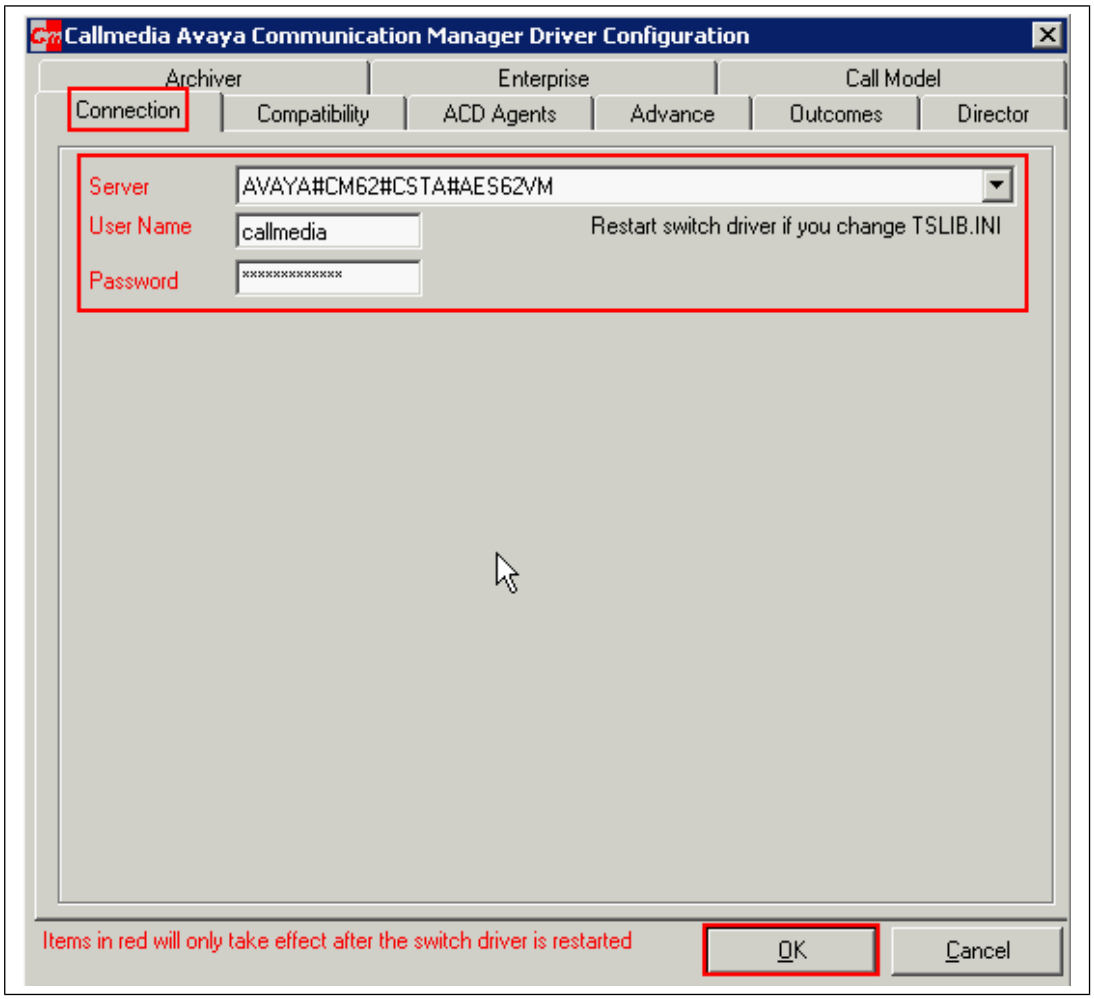
Click **Callmedia Server Console → Server → <CALLMEDIA_IP_ADDR> → Switch Driver → Change** (not shown) select **Avaya Communication Manager** from the drop down list. Click **OK**.



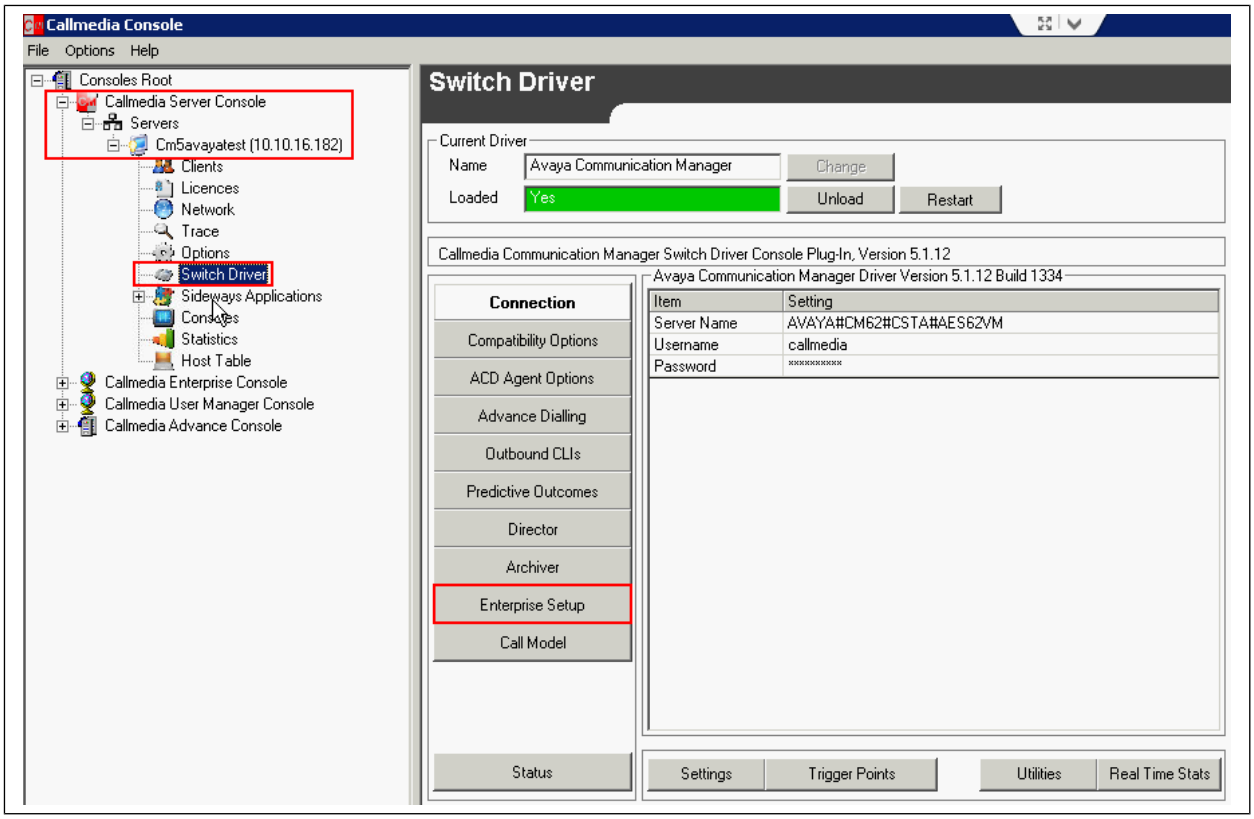
Click **Load**.



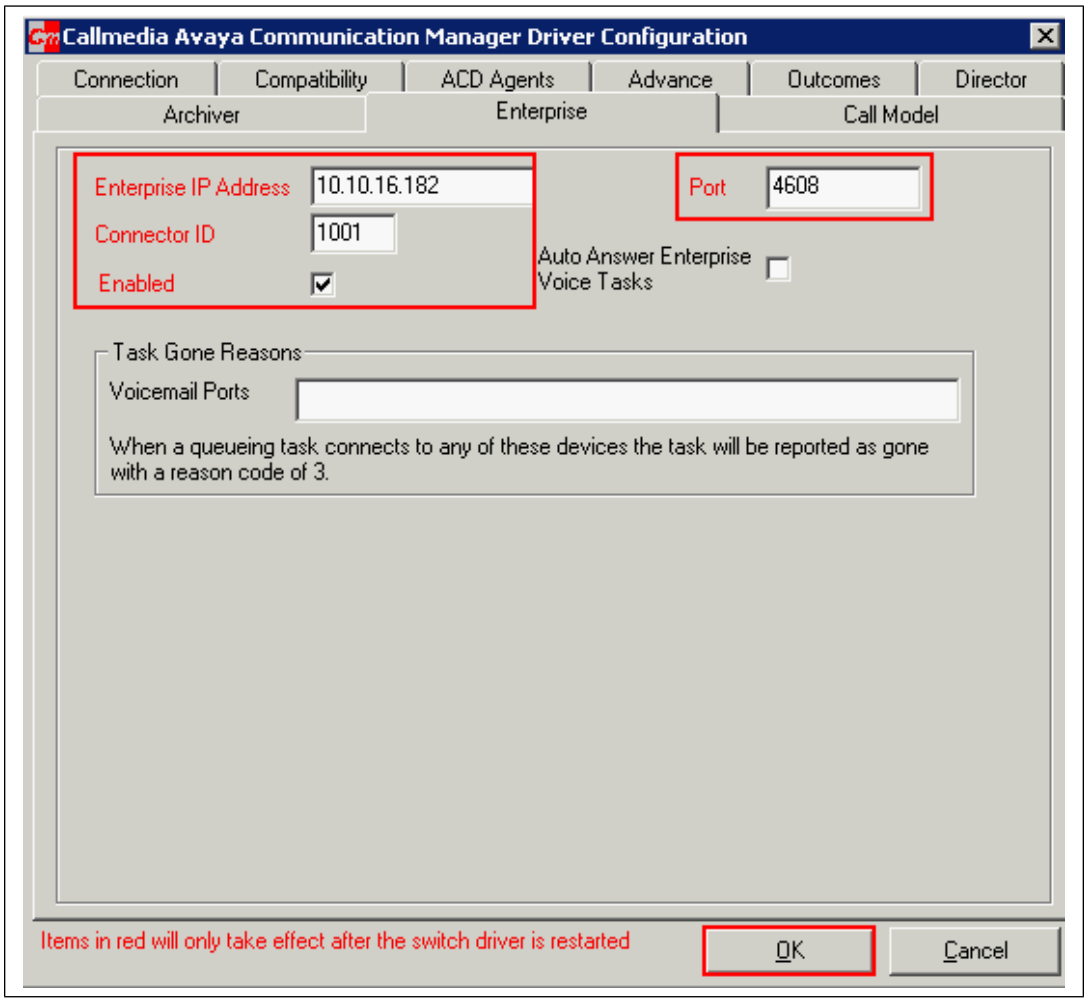
Click **Settings** (not shown) and in the **Connection** tab select the relevant **Server** from the drop down list, enter the **User Name** and **Password** for the Callmedia CT User configured in **Section 6.4**. Click **OK** when done.



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

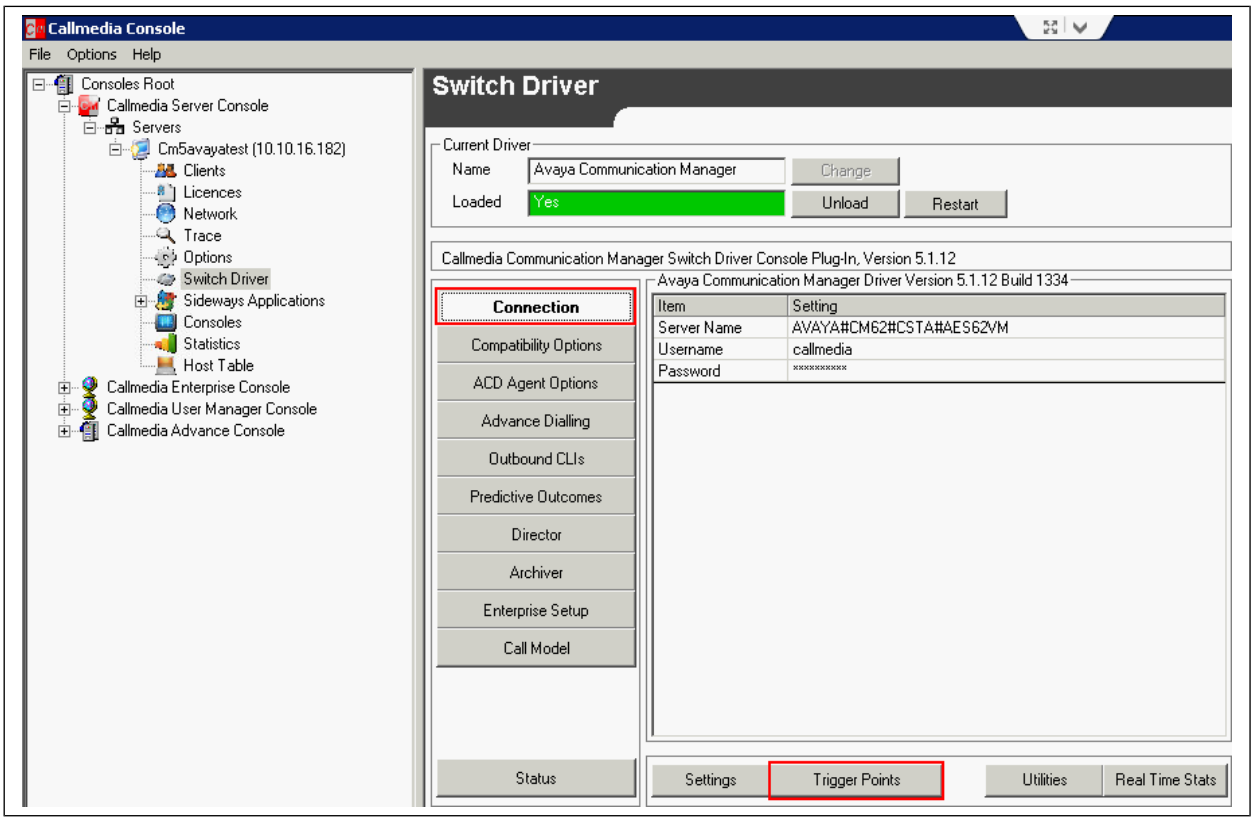


In the **Enterprise IP Address** field enter the Callmedia Server IP Address, leave the **Port** and **Connector ID** at their defaults and place a check in the **Enabled** box. Click **OK** when done.

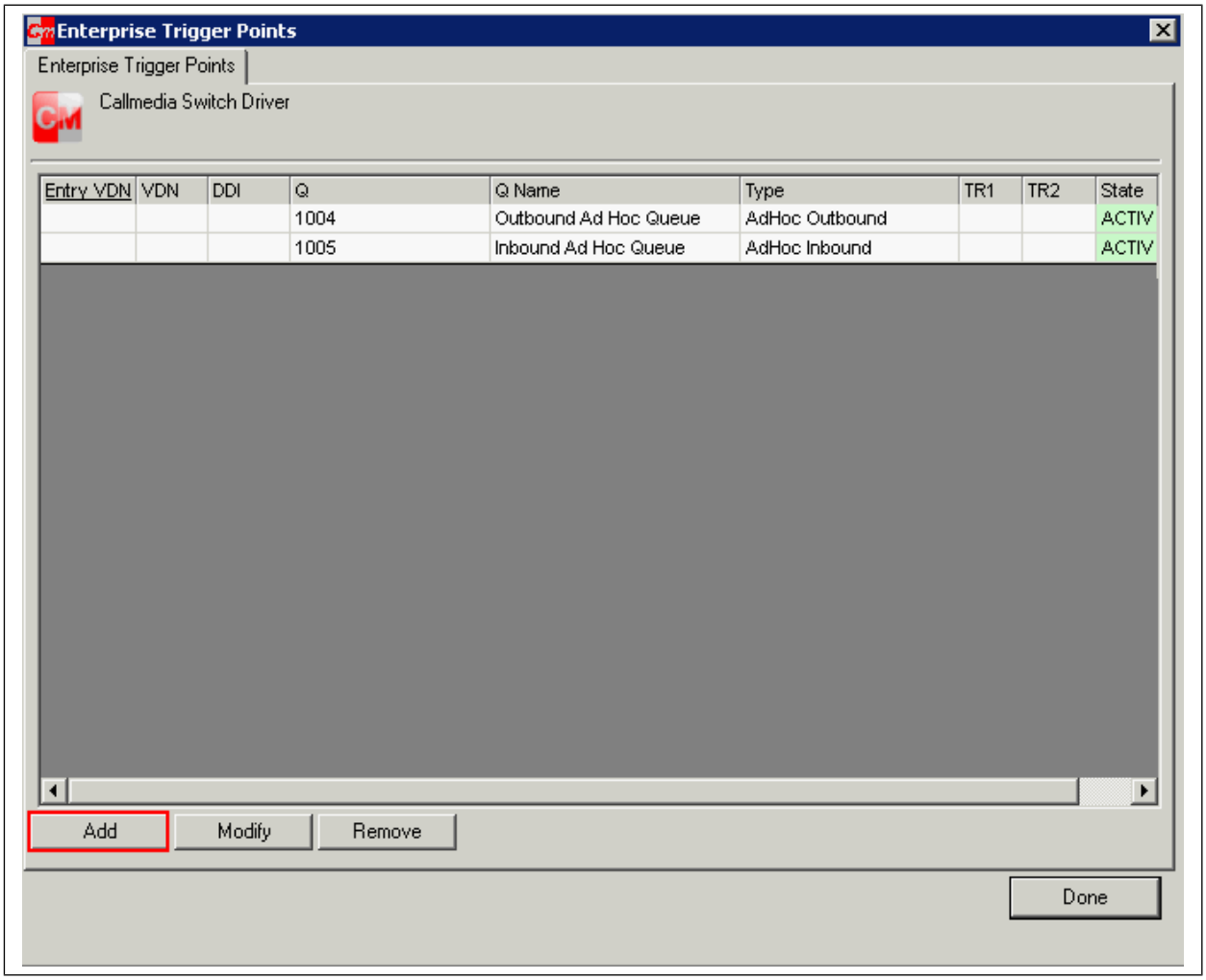


1.23. Configure Trigger Points

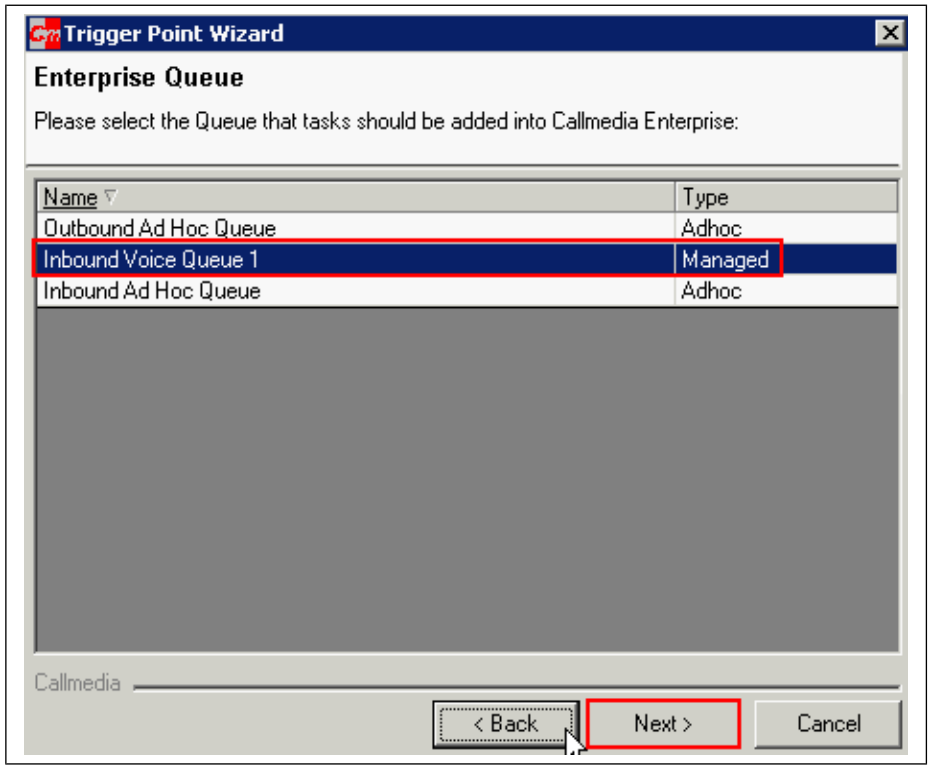
Click **Connection → Trigger Points**.



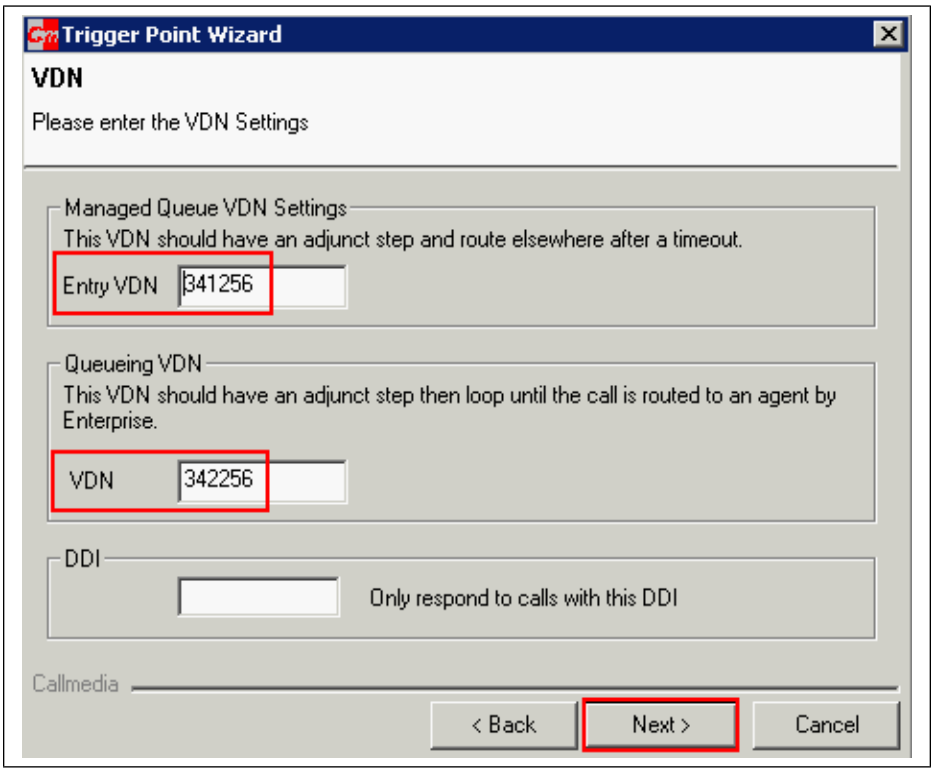
Click **Add**.



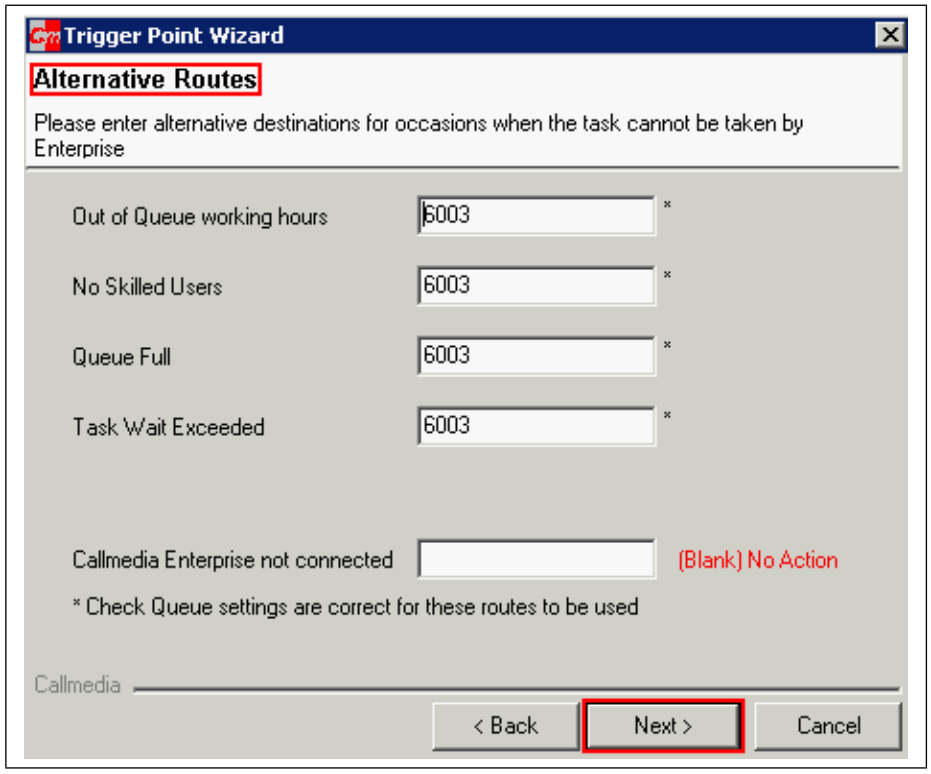
Select the relevant Queue and click **Next**.



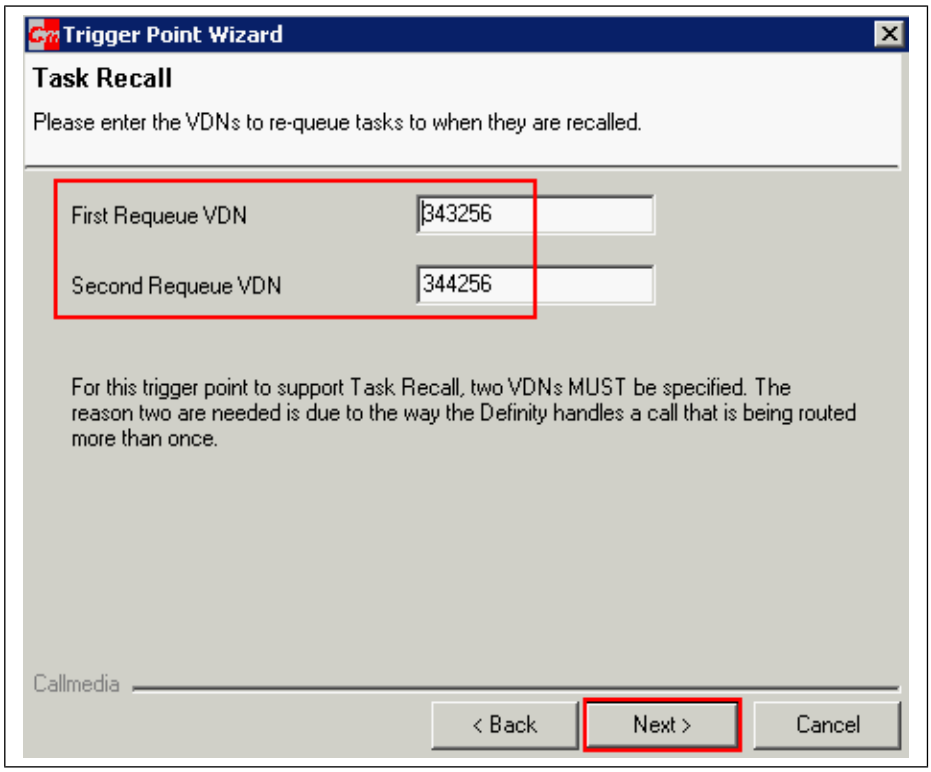
In the **Entry VDN** field enter the VDN created in **Section 5.6**, in the **Queuing VDN** field enter the VDN created in **Section 5.8** and click **Next**.



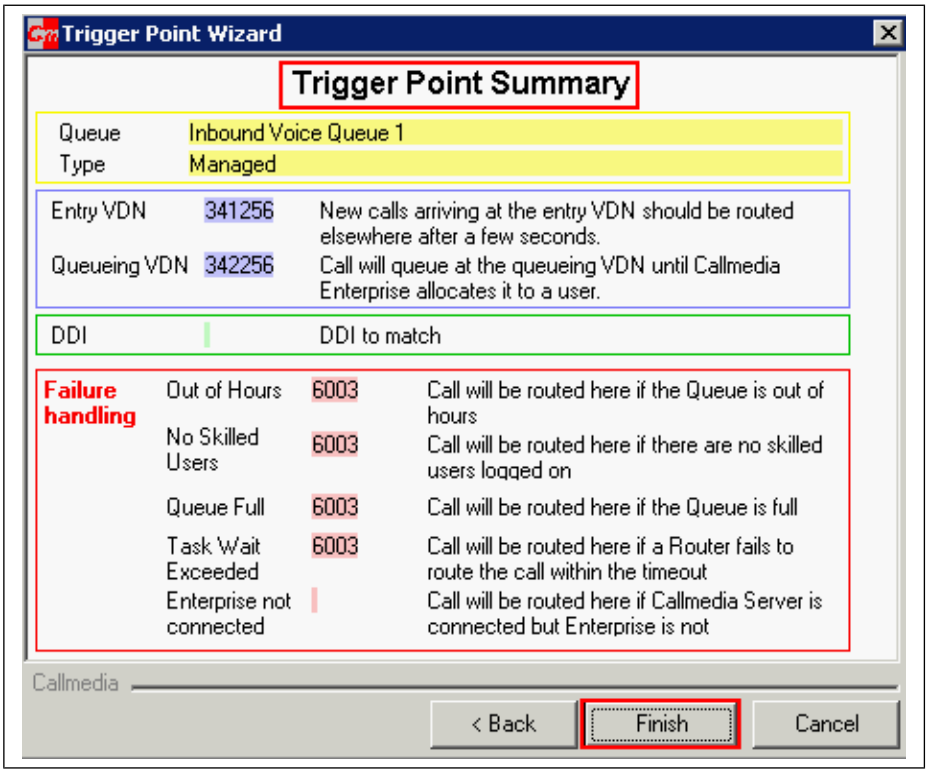
Configure **Alternative Routes** accordingly and click **Next**.



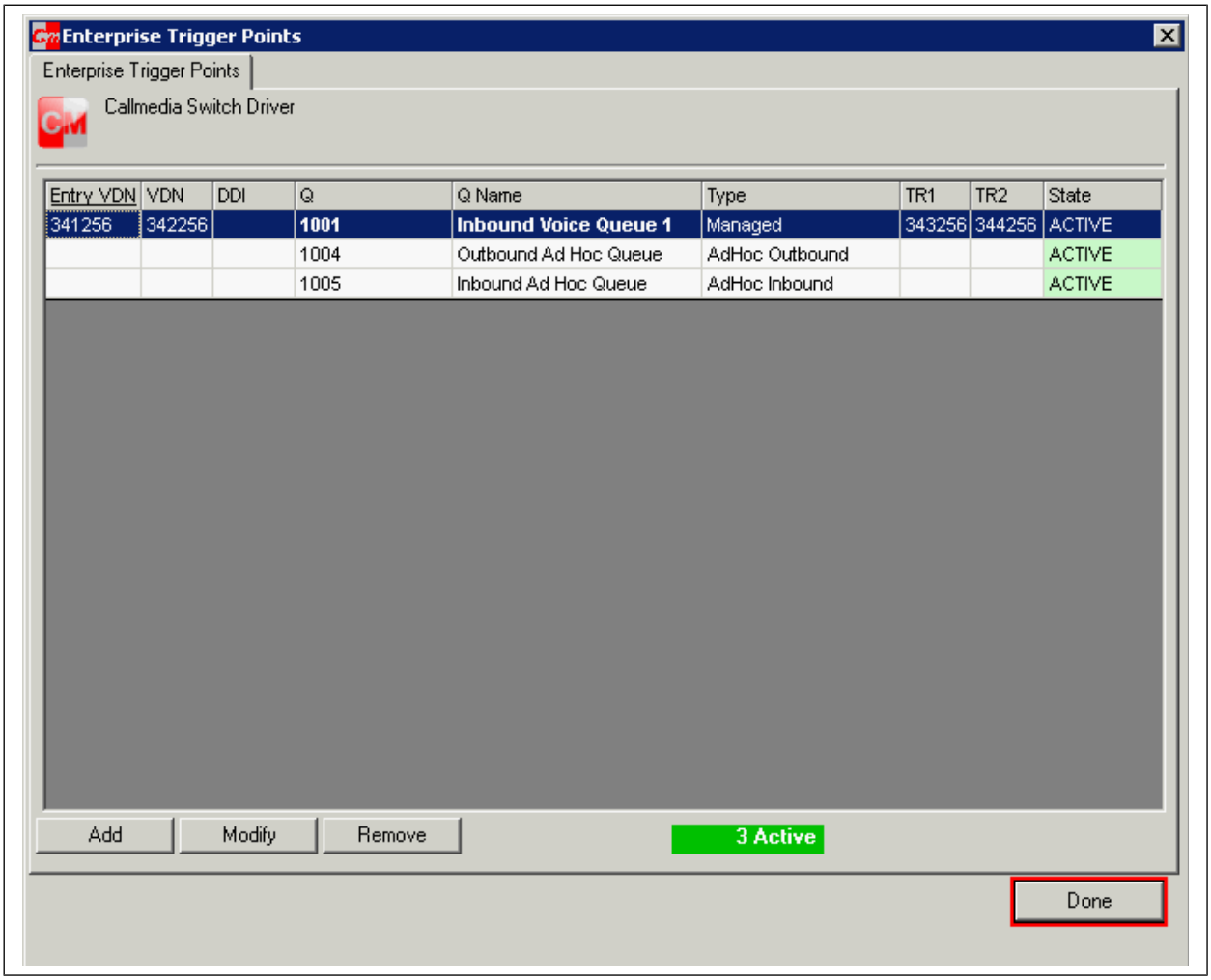
In the **First Requeue VDN** and **Second Requeue VDN** enter the VDNs referenced at the end of **Section 5.8** for the recall feature and click **Next**.



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

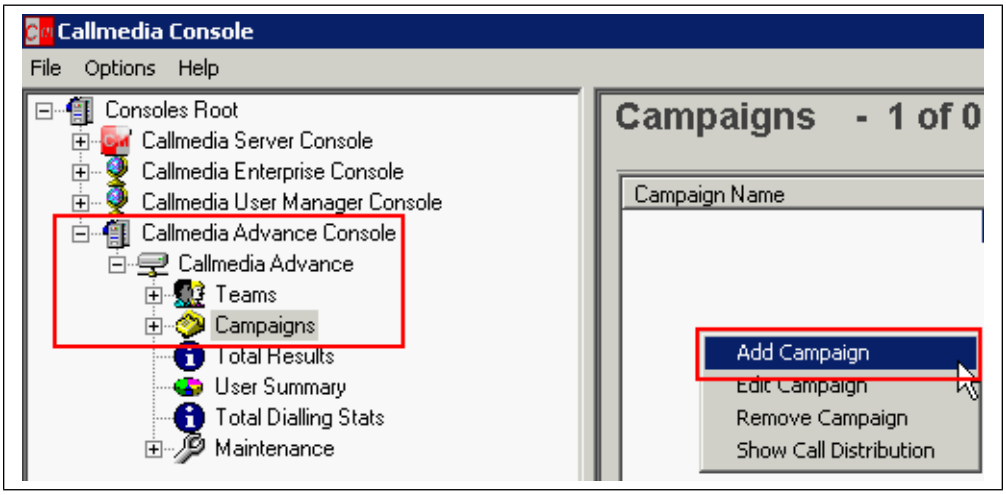


The newly added Trigger Point will appear, click **Done**.

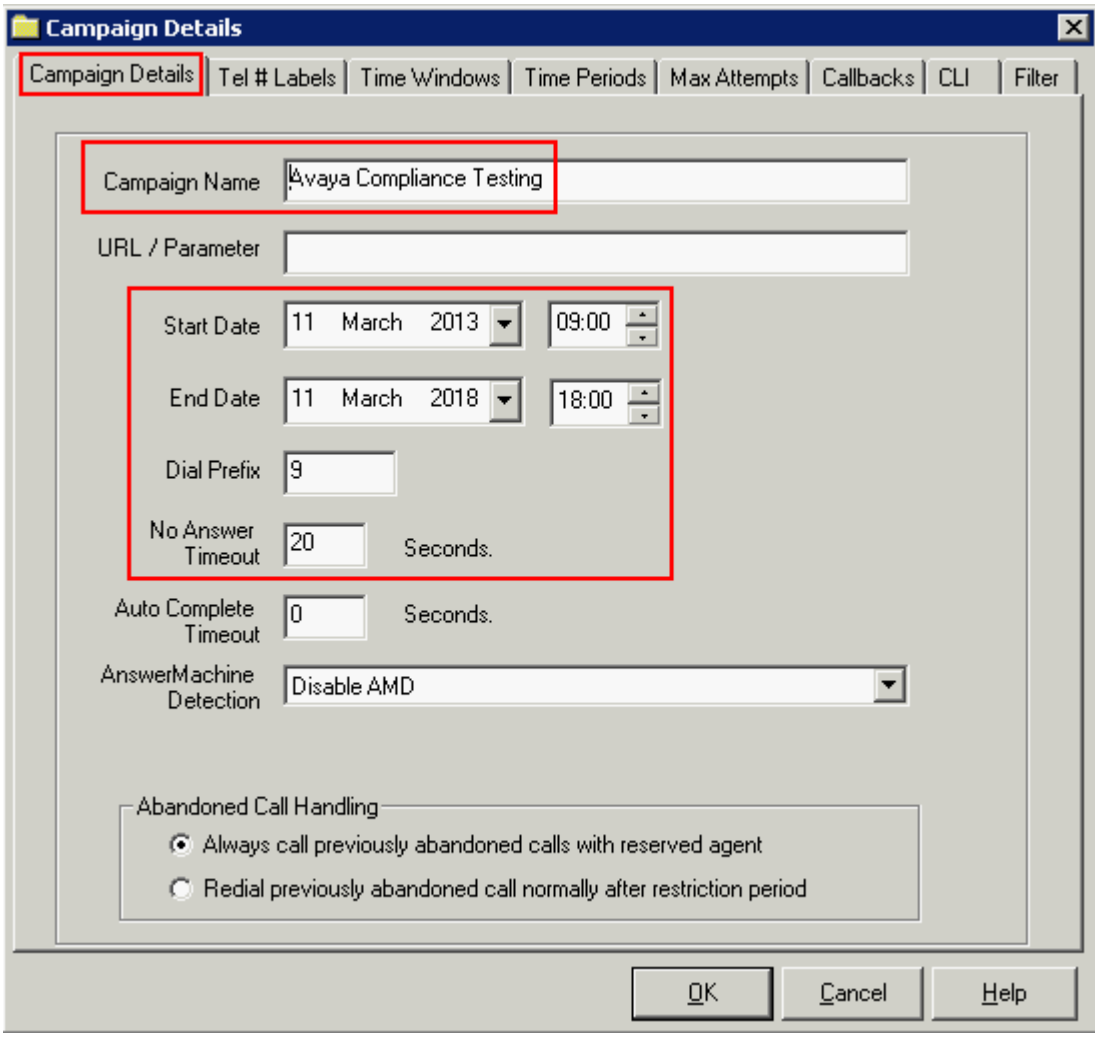


1.24. Configure Outbound Campaign

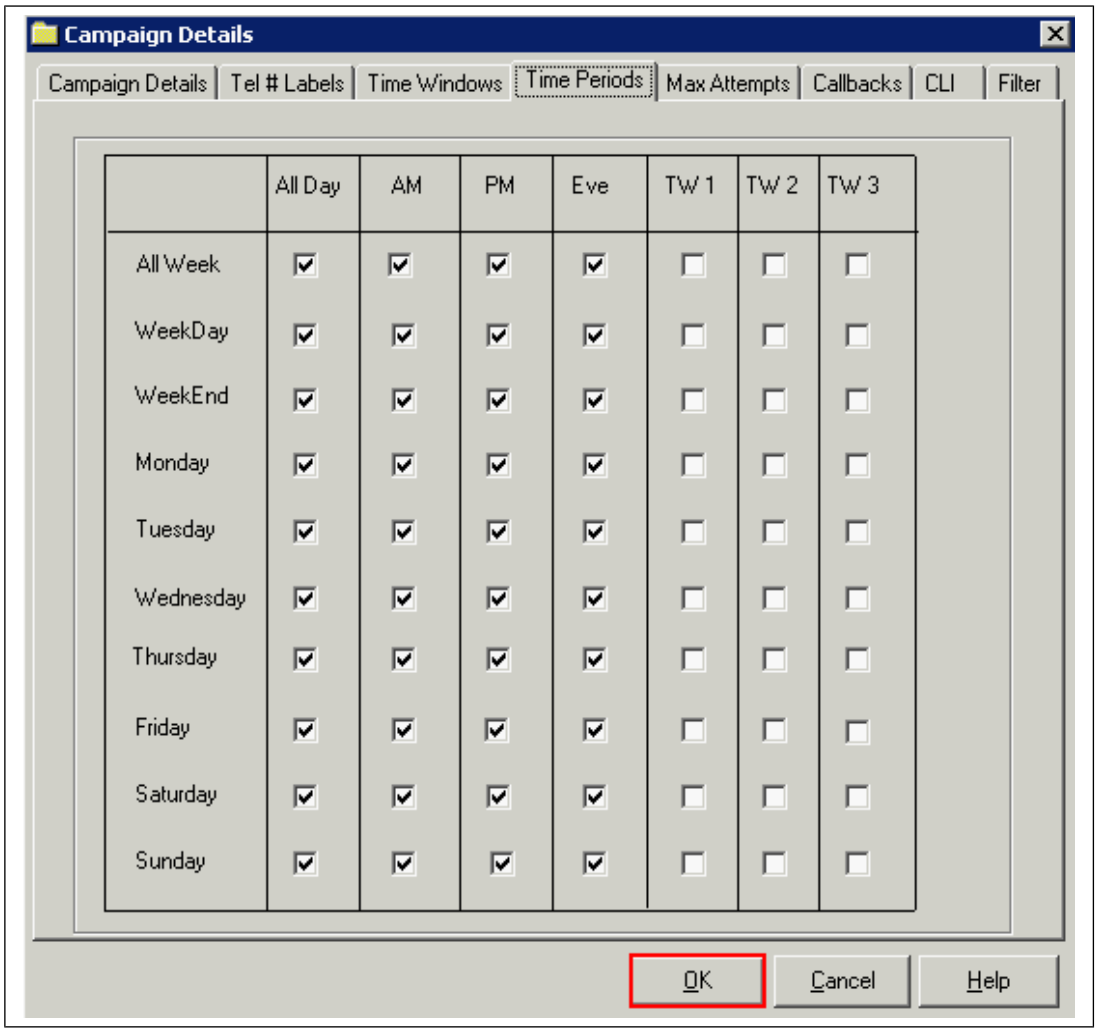
Click **Callmedia Advance Console → Callmedia Advance → Campaigns** in the left pane and right click in the right pane and click **Add Campaign**.



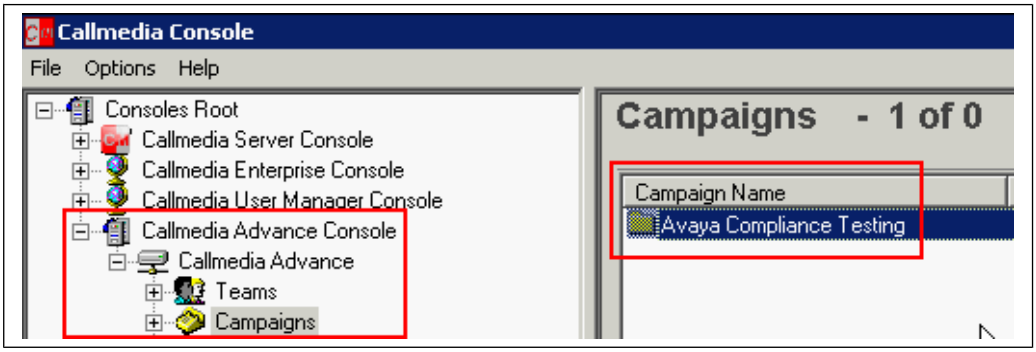
Under the **Campaign Details** tab end a descriptive **Campaign Name** and configure an appropriate **Start Date** and **End Date**, configure the **Dial Prefix** according to the prefix required to dial an outside line and set the **No Answer Timeout** as required.



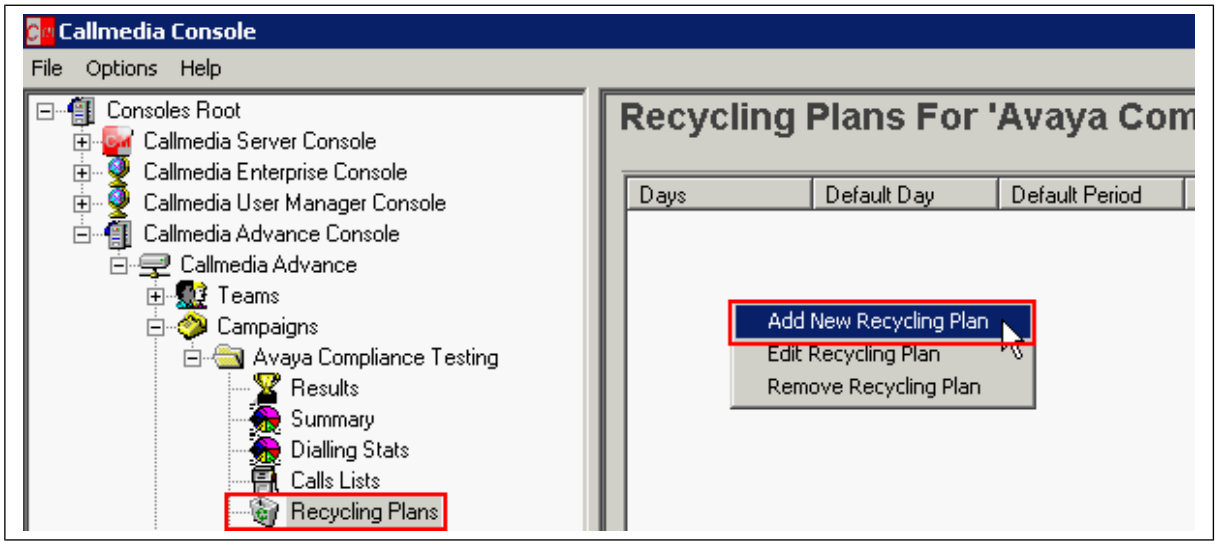
Select the **Time Periods** and place a check in the appropriate boxes as shown below, click **OK** when done.



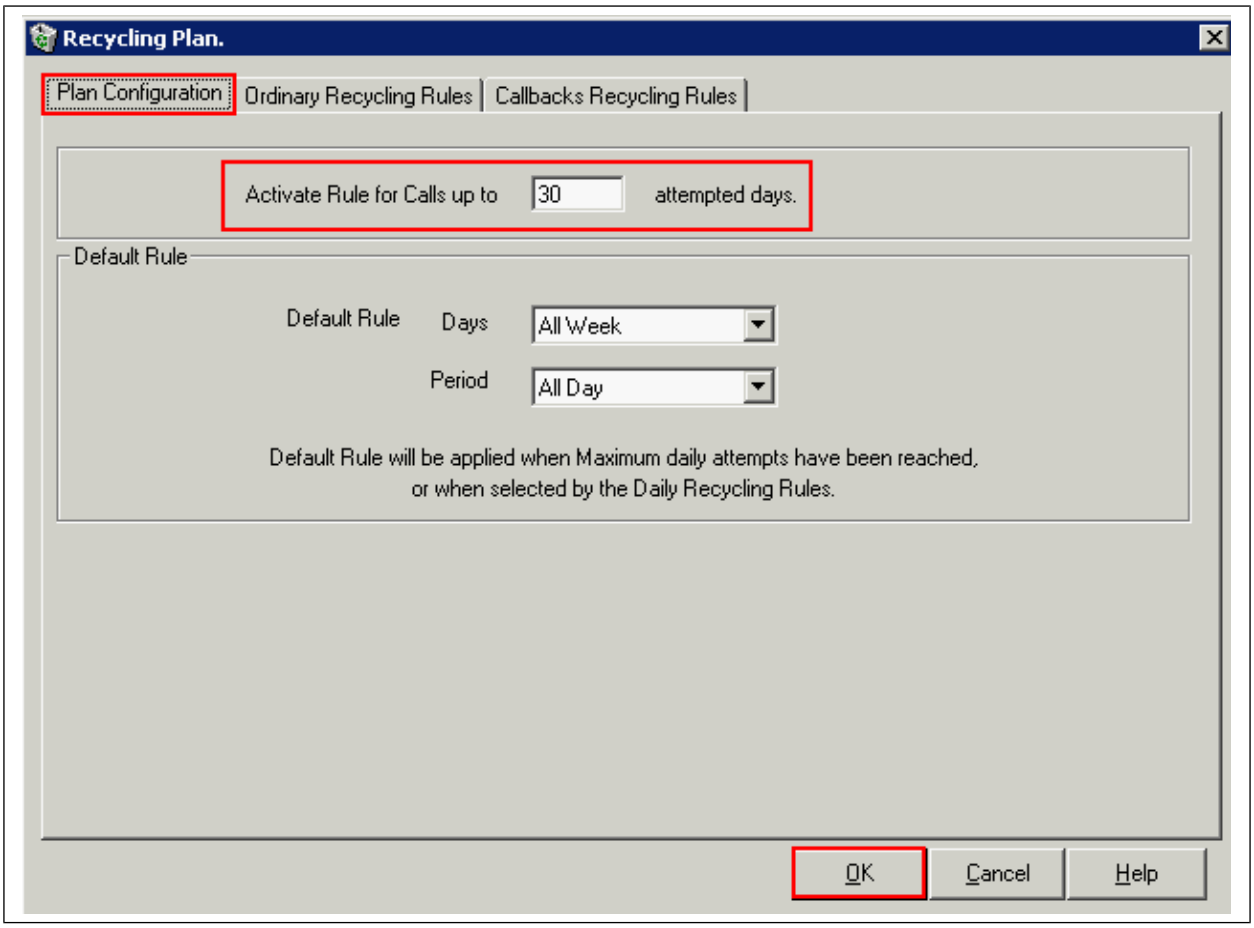
The newly configured **Campaign** will now appear in the right hand pane.



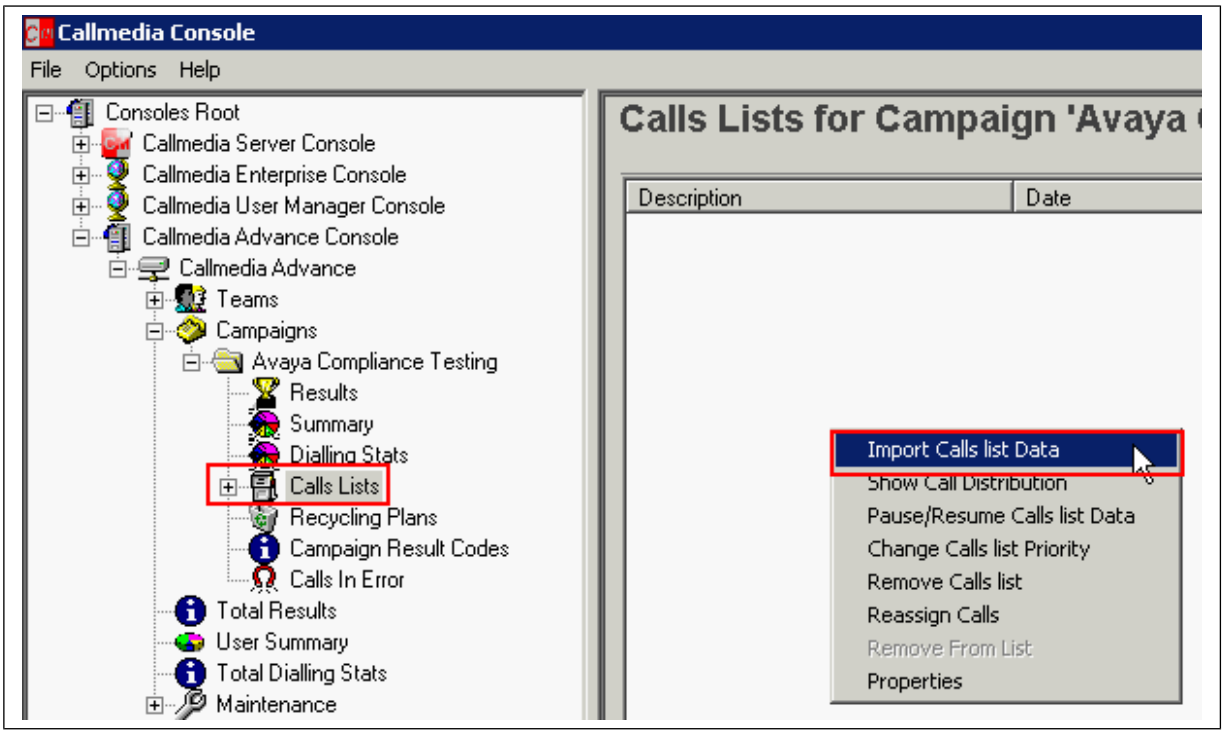
Click **Campaigns → Recycling Plans** in the left pane and right click in the right pane and click **Add New Recycling Plan**.



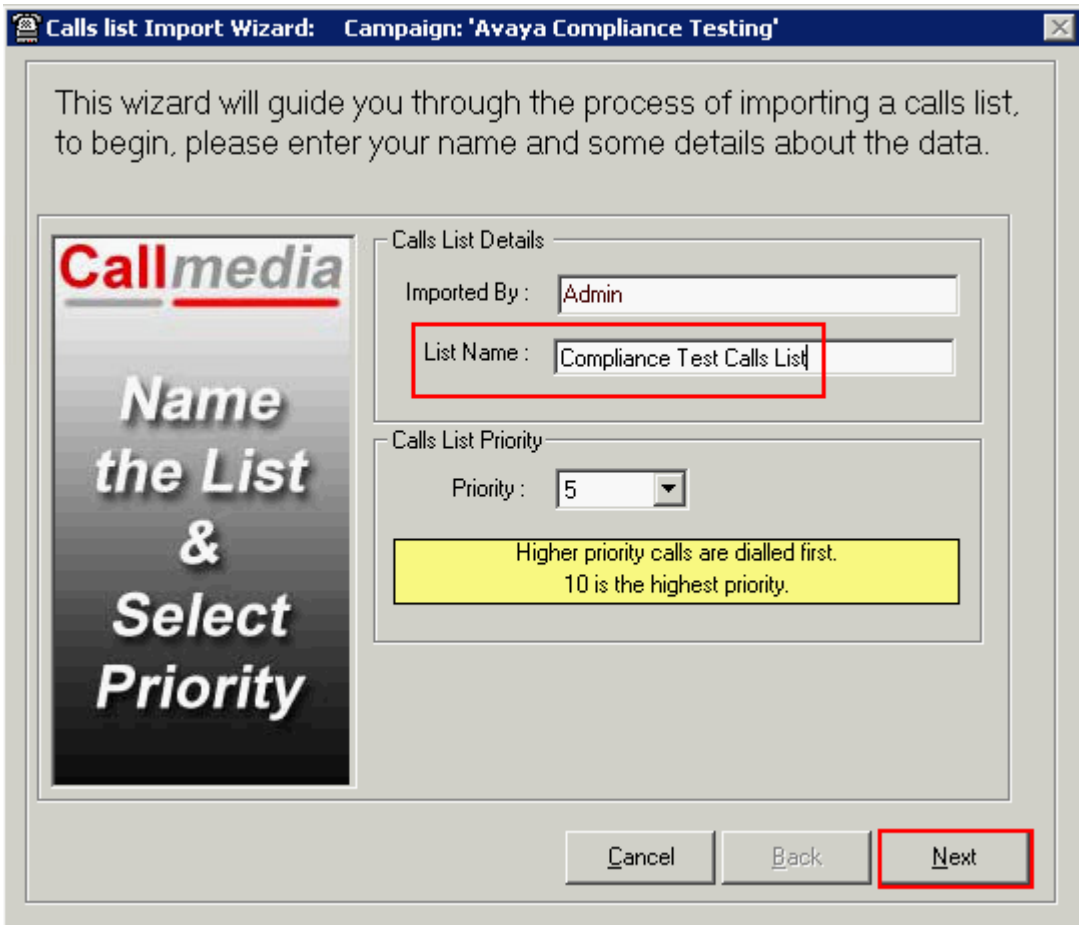
Under the **Plan Configuration Tab** enter **30** in the **Active Rule for up to** x **attempted days.** field. Leave all other tab settings at their default values and click **OK**.



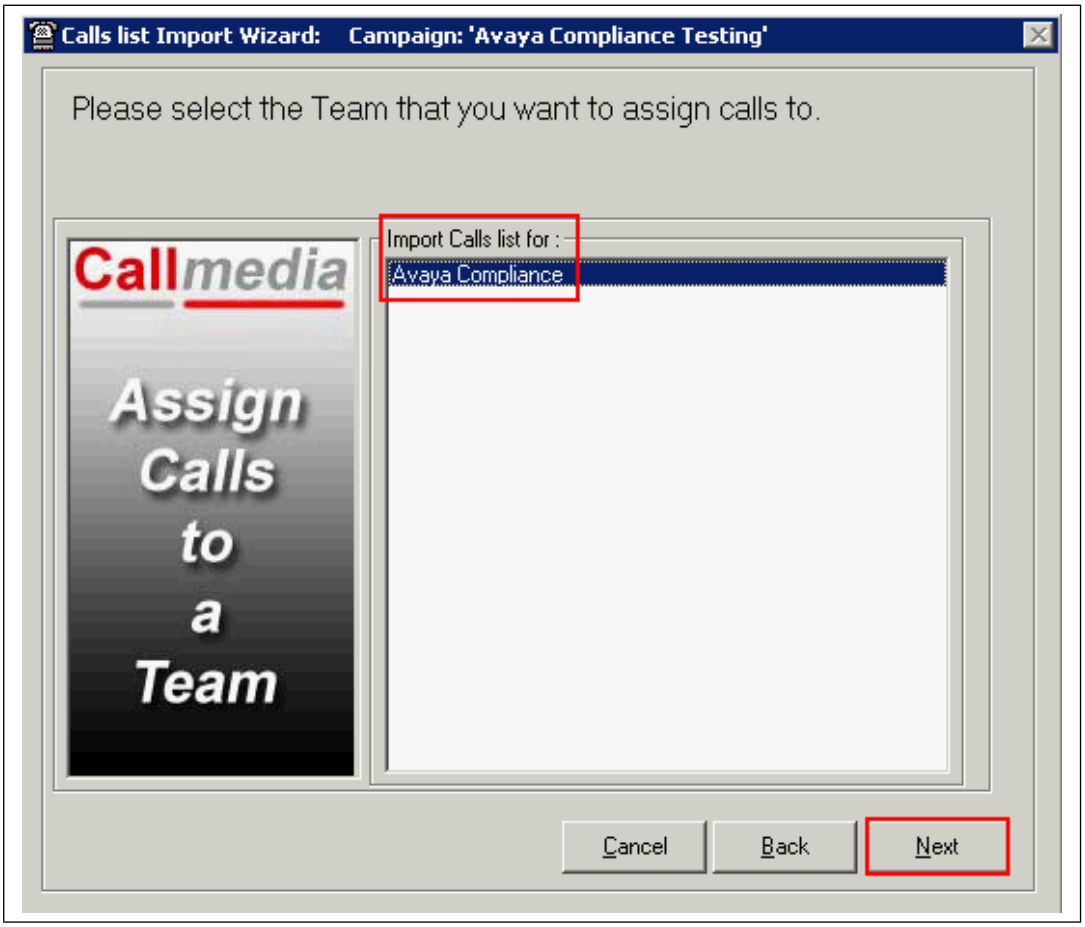
The Application Notes assume there is a pre-configured calling list administered. Click **Calls List** in the left pane and right click in the right pane and click **Import Calls list Data**



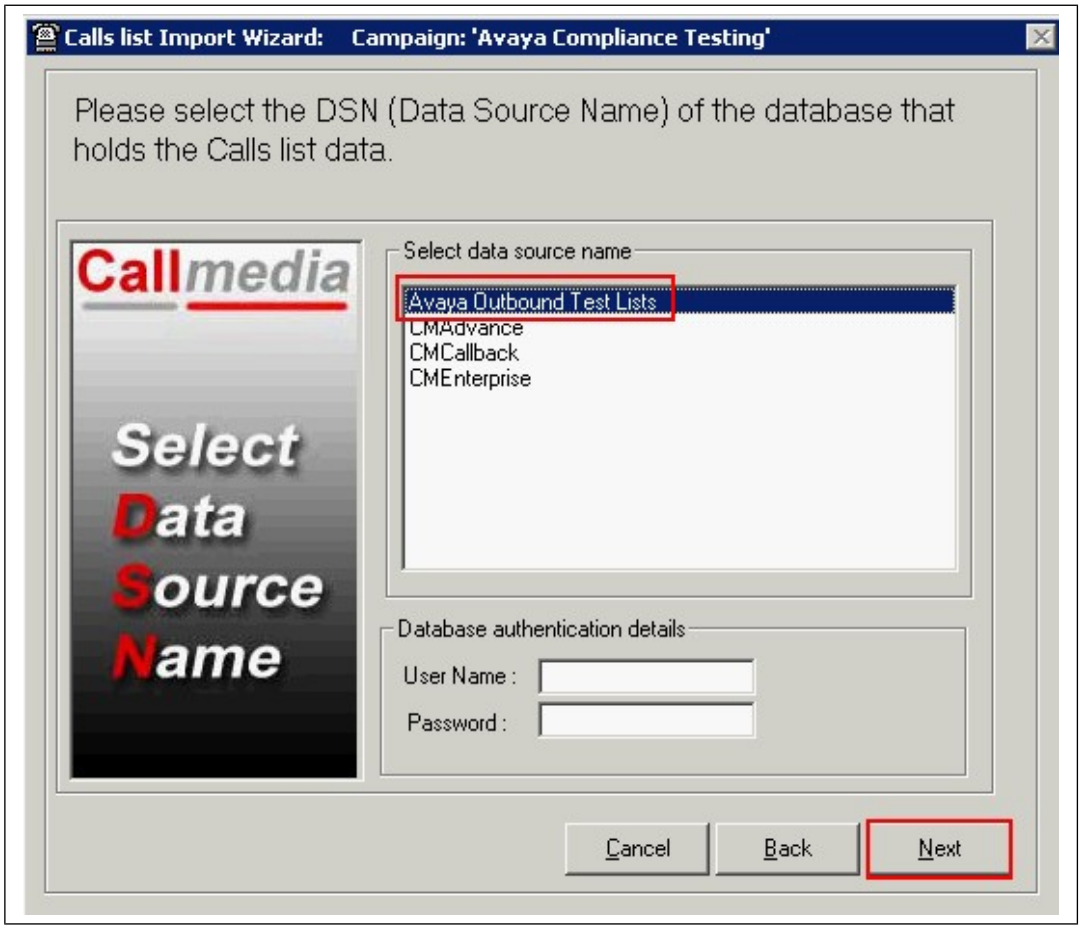
Enter a descriptive **Calls List Name** and click **Next**.



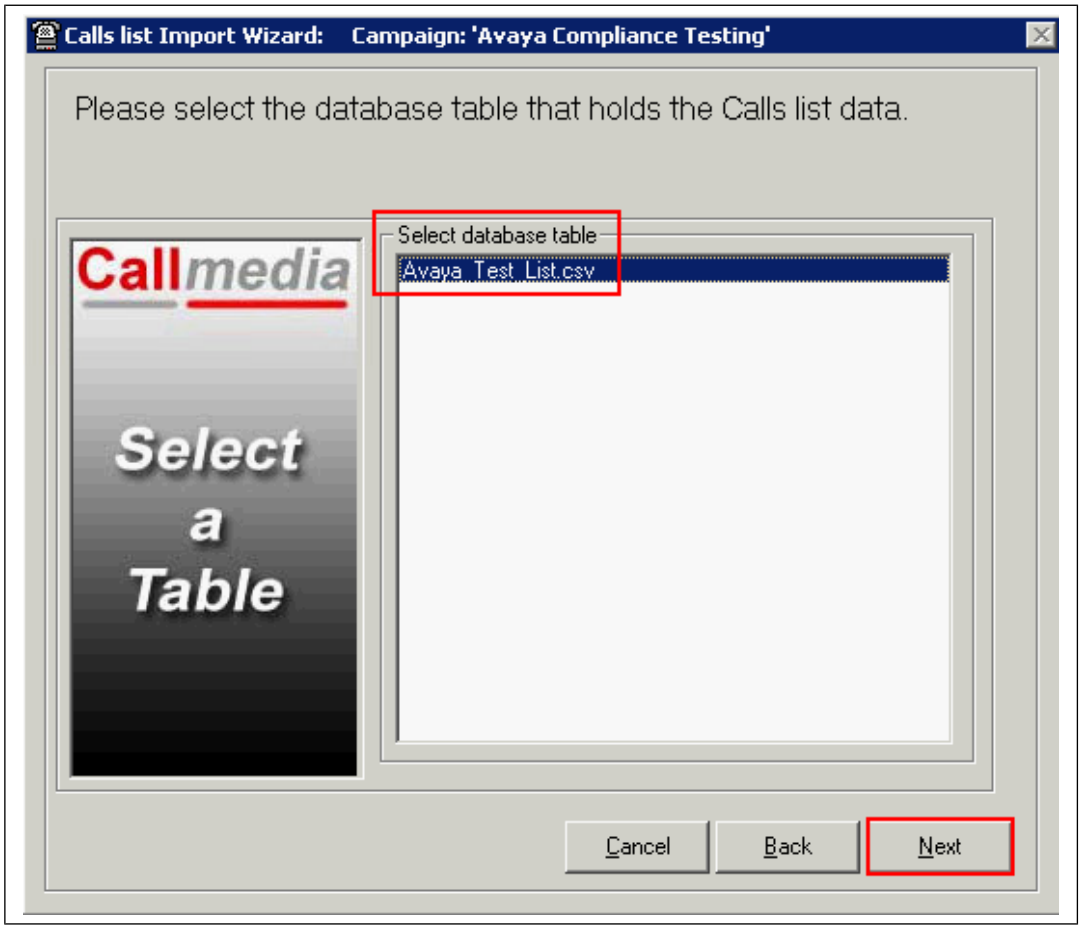
Select the previously configured Campaign to **Import Calls list for** and click **Next**.



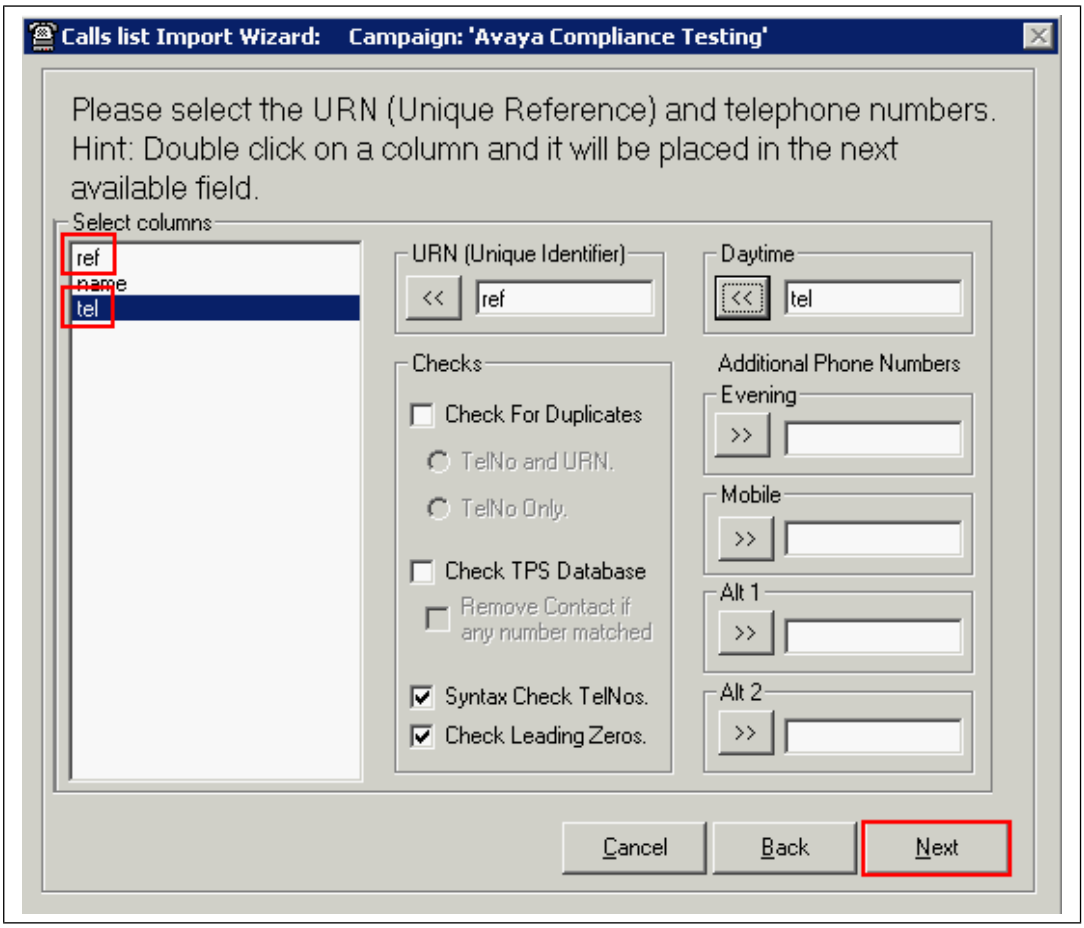
Select data source name from the list and click **Next**.



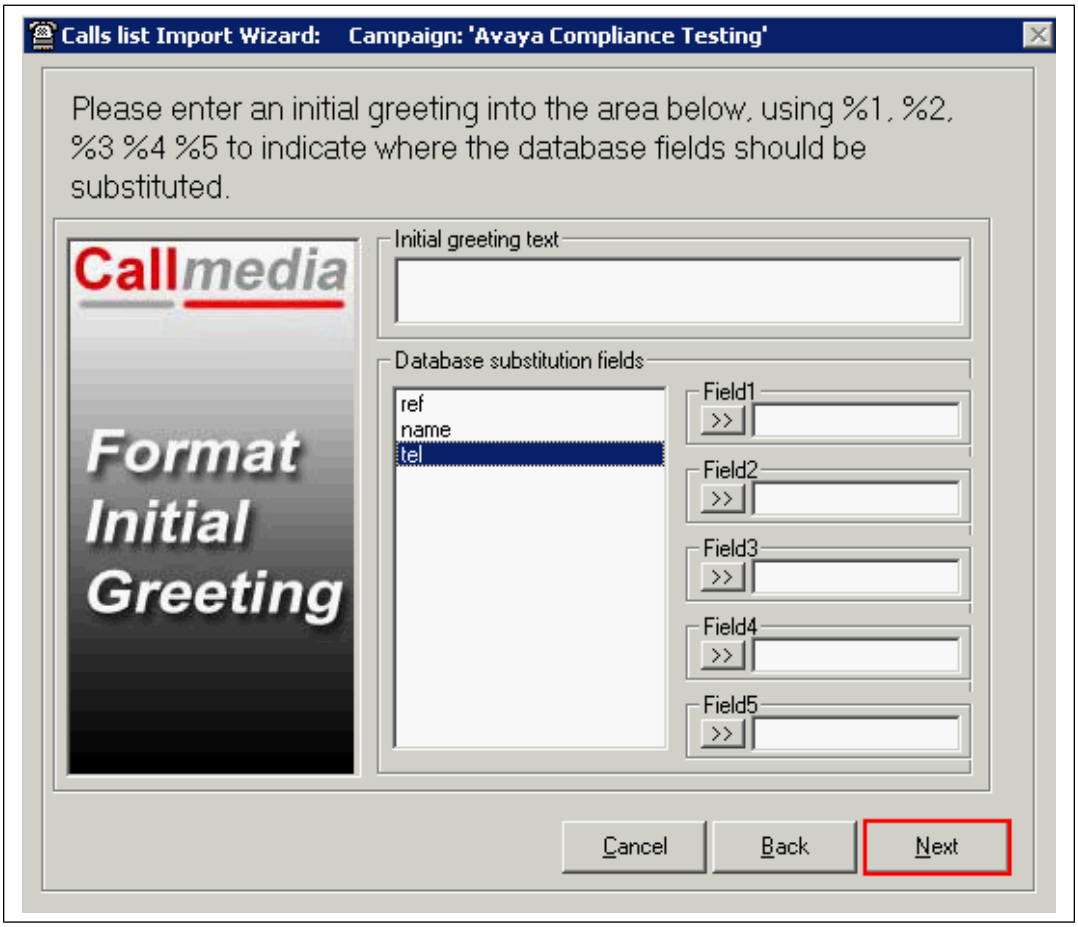
Select the preconfigured **database table** and click **Next**.



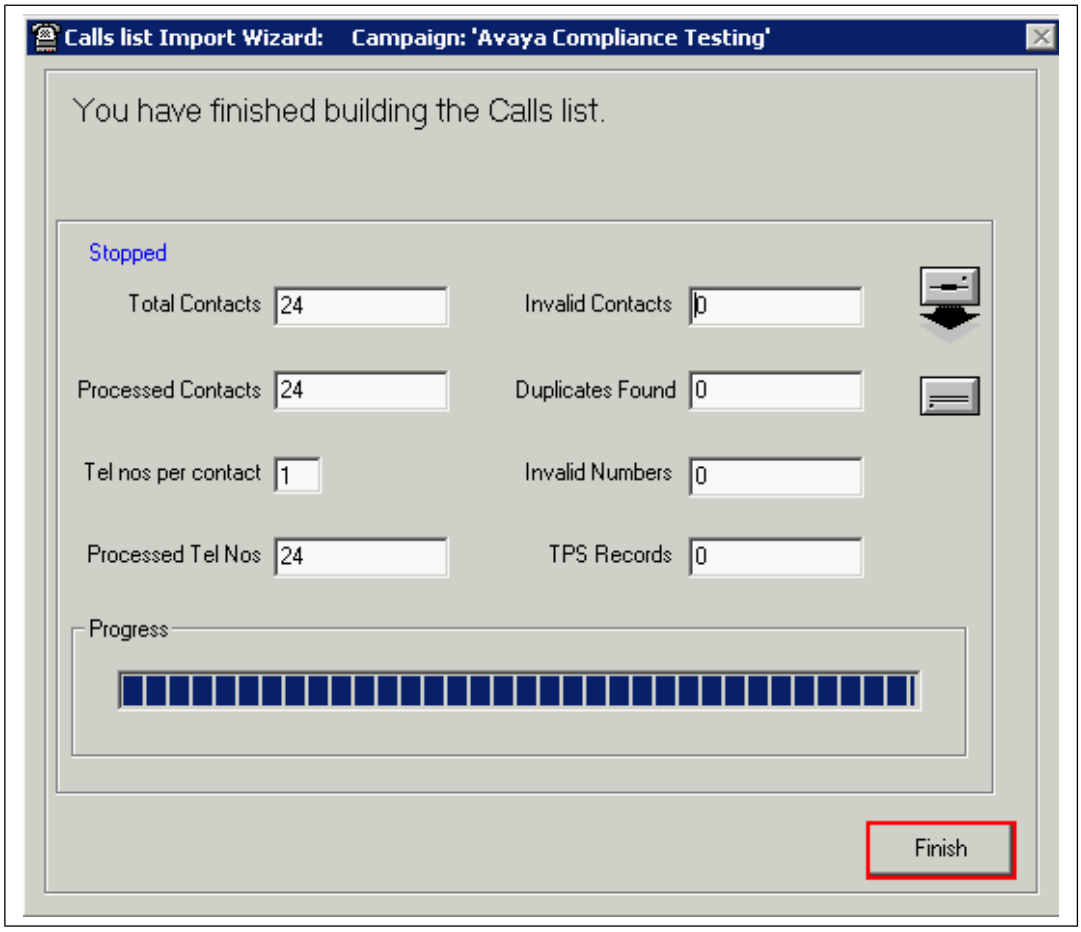
Select the **URN (Unique Identifier)** and **Daytime** phone number columns from the **Select columns** list and click **Next**.



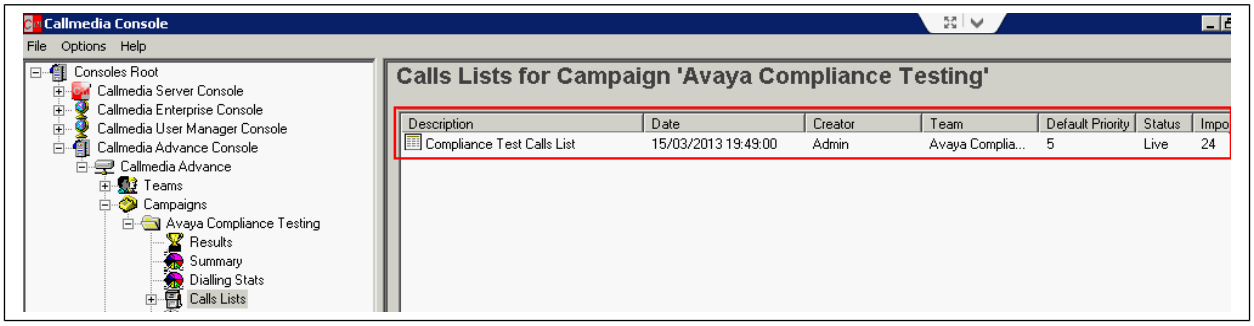
Configure as required else no greeting popup will be presented to the agent and click **Next**.



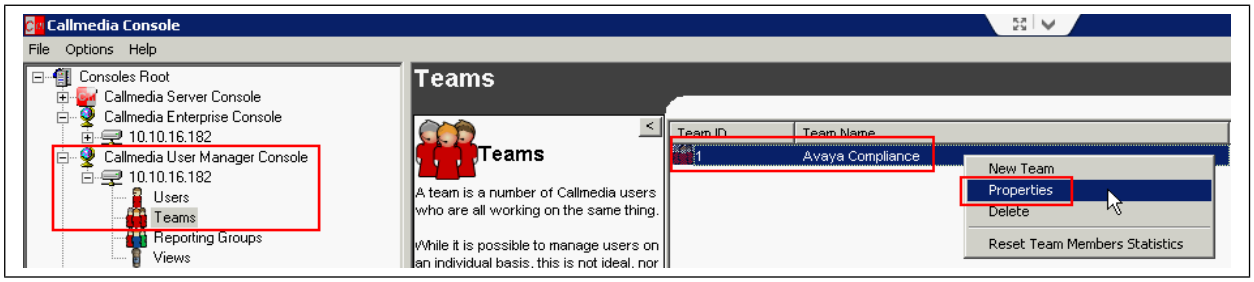
The following screen will appear while the calls list is processed, click **Finish** when done.



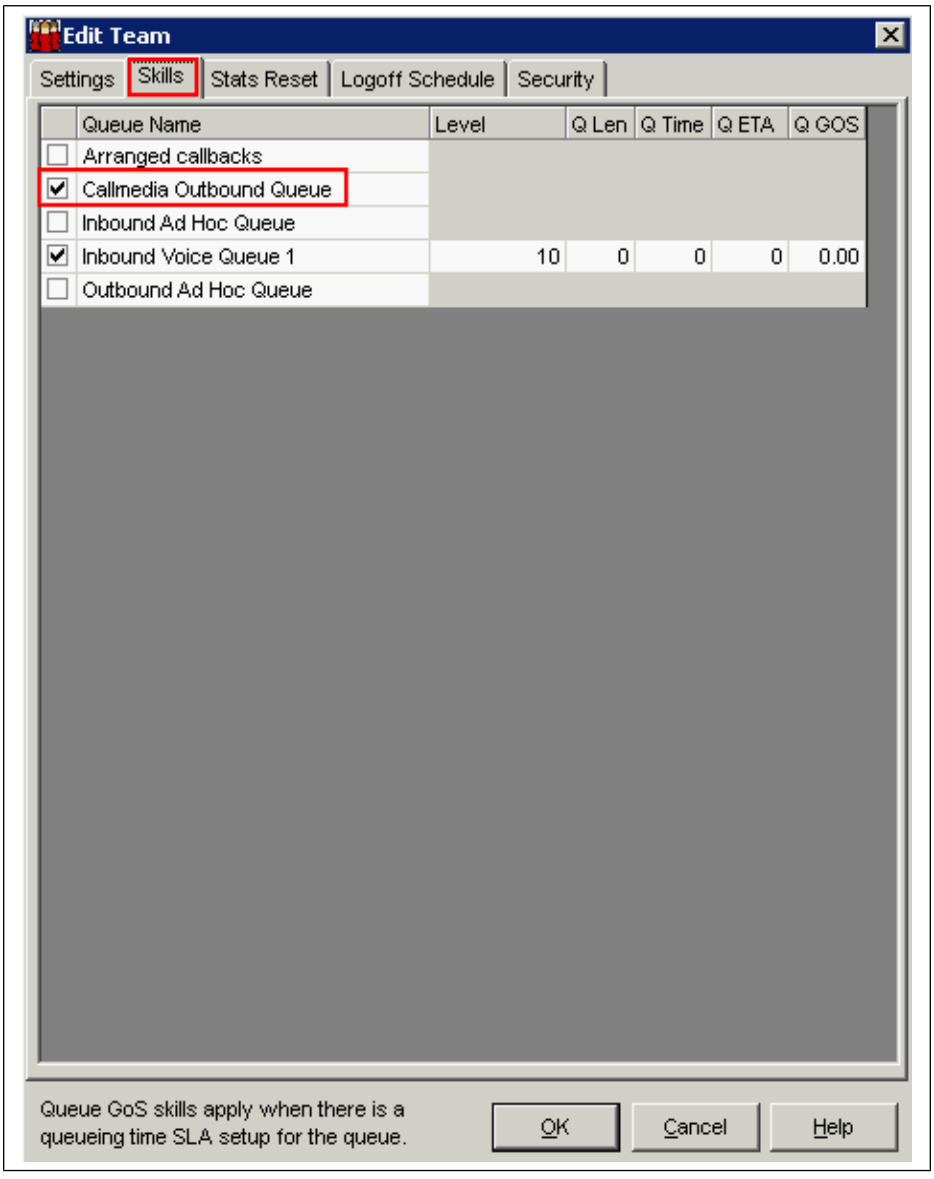
The new calls list is now shown.



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

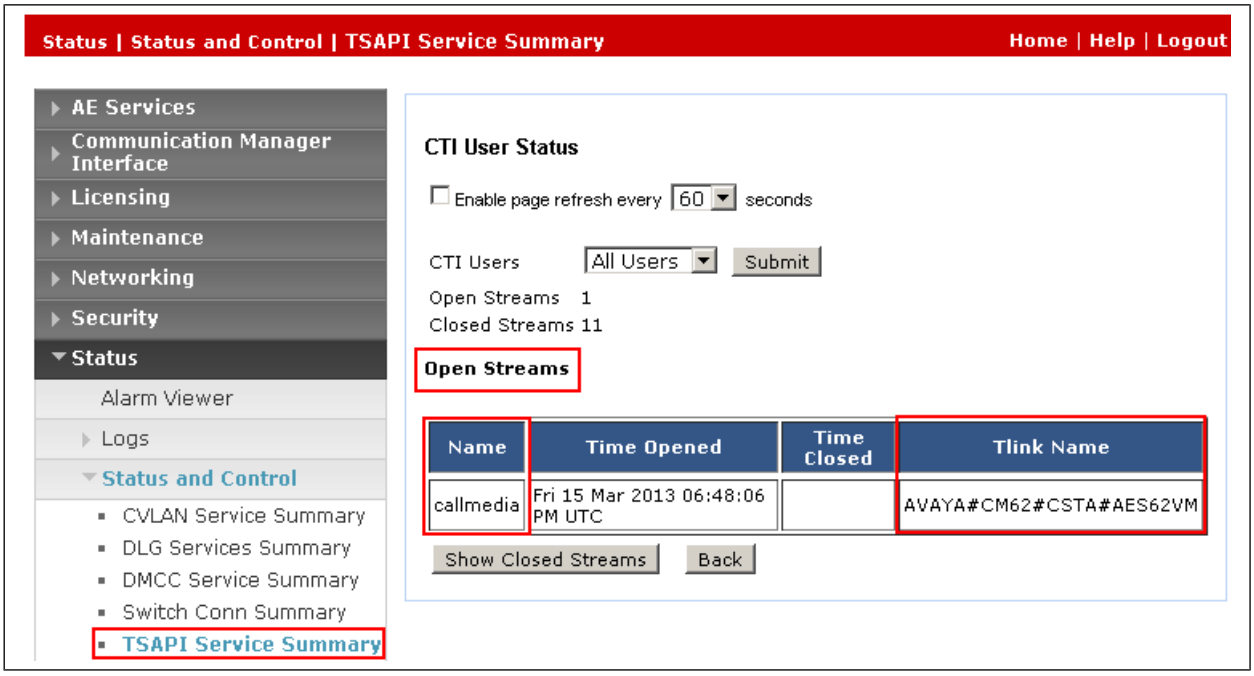


Verification Steps

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

1.25. Verify TSAPI Status

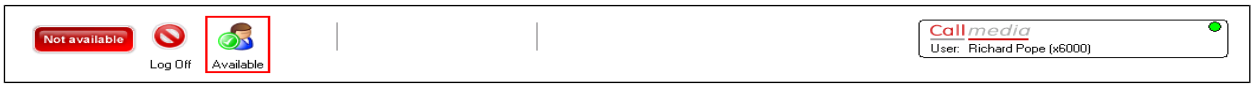
Using the Application Enablement Services web interface click **Status → Status and Control → TSAPI Service Summary** and under **Open Streams** section confirm the **Name** configured for Callmedia is shown with the corresponding **Tlink Name**.



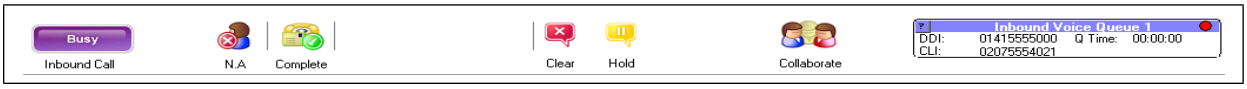
1.26. Verify Azzurri Callmedia Desktop

Login to Callmedia Desktop with the appropriate credentials.

Make the agent **Available**.

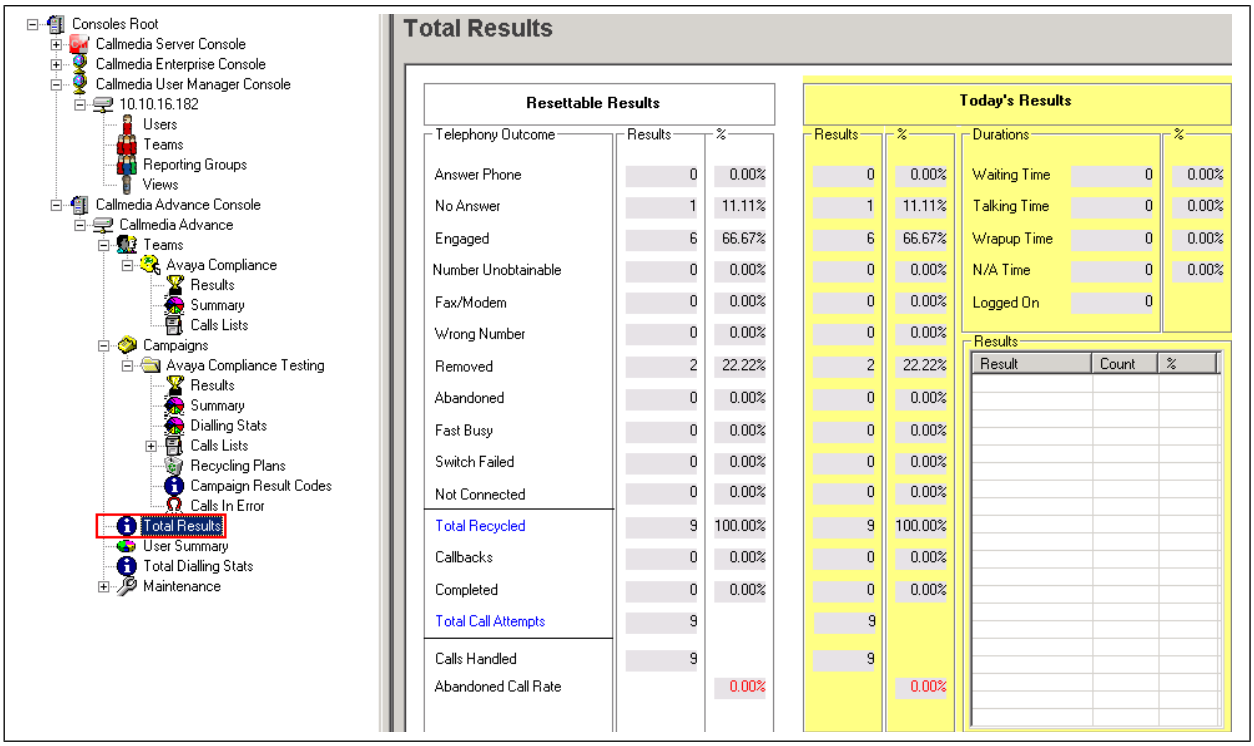


Run an outbound campaign or place a call to an appropriate inbound VDN, ensure that the call is delivered to the correct agent with the correct call information, and that call control is successful.



1.27. Verify Azzurri Callmedia Statistics

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

These Application Notes describe the required configuration steps for configuring Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services to interoperate with Azzurri Callmedia. All test cases completed successfully with any observations and exceptions noted in **Section 2.2**.

Additional References

This section references documentation relevant to these Applications. Avaya product documentation, including the following, is available at http://support.avaya.com

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

Documentation for Callmedia can be obtained through the contact details provided in **Section 2.3**.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.