



Avaya Solution & Interoperability Test Lab

Application Notes for Avaya Proactive Contact 5 with Inisoft synTelate Web Agent 2.1 using CTI – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Inisoft synTelate Web Agent 2.1 to successfully interoperate with Avaya Proactive Contact 5 using Computer Telephony Interface. Inisoft synTelate Web Agent provides secure integration with Avaya Proactive Contact 5 from a web browser and consists of Web Server, Web Agent Connection Service, Web Agent License Service, Desktop Component, synTelate Designer, Campaign Compiler and Database. Inisoft synTelate Web Agent 2.1 was compliance tested against Avaya Proactive Contact 5 using Computer Telephony Interface.

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

1. Introduction

These Application Notes describe a compliance tested configuration comprised of Avaya Proactive Contact 5 using Computer Telephony Interface (SoftDialer) and IniSoft synTelate Web Agent 2.1. SoftDialer uses a Telephony Server Application Programming Interface (TSAPI) link with Avaya Aura® Application Enablement Services (AE Services).

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of synTelate Web Agent 2.1 to carry out call handling functions in a variety of scenarios through its TSAPI and Agent API interface with AE Services and Proactive Contact 5, respectively. The feature test cases were performed both automatically and manually. Outbound calls were automatically placed and delivered to synTelate Web Agent by Proactive Contact, and inbound calls were manually placed and delivered to synTelate Web Agent by Communication Manager. Different types of jobs were exercised, along with different actions initiated from synTelate Web Agent, to verify proper generation and handling of supported messages from Proactive Contact and Application Enablement Services TSAPI. The Proactive Contact Editor was used to start/stop jobs. The verification included checking the display of fields, options, and values on synTelate Web Agent, and verification of the exchanged API events in the agent1_API.trans log files was also performed. All test cases were executed.

2.1. Interoperability Compliance Testing

The compliance testing examined the synTelate Web Agent application interoperability with SoftDialer to handle Outbound and Managed campaigns. Outbound campaign focuses only on outbound calls initiated by the dialer. Managed campaign is a special type of outbound campaign where the agent releases the call to be dialed after reviewing the customer information. The following features on the synTelate Web Agent were tested:

- Login / Logout
- Ready / Not Ready
- Join Job / Leave Job
- Finish Call
- Release Call
- Call Back
- Agent Owned Recall
- Update Record
- Preview Call
- Job Linking
- Job Transfer
- Job End

2.2. Test Results

All test cases that were executed have successfully passed.

2.3. Support

Technical support for the synTelate Web Agent is available as follows:

- Telephone Help Desk - +44 (0)141 552 8800 or 0800 052 1015
- Web - <http://inisoft.co.uk/support.html>.

3. Reference Configuration

Figure 1 shows the setup used for the compliance test.

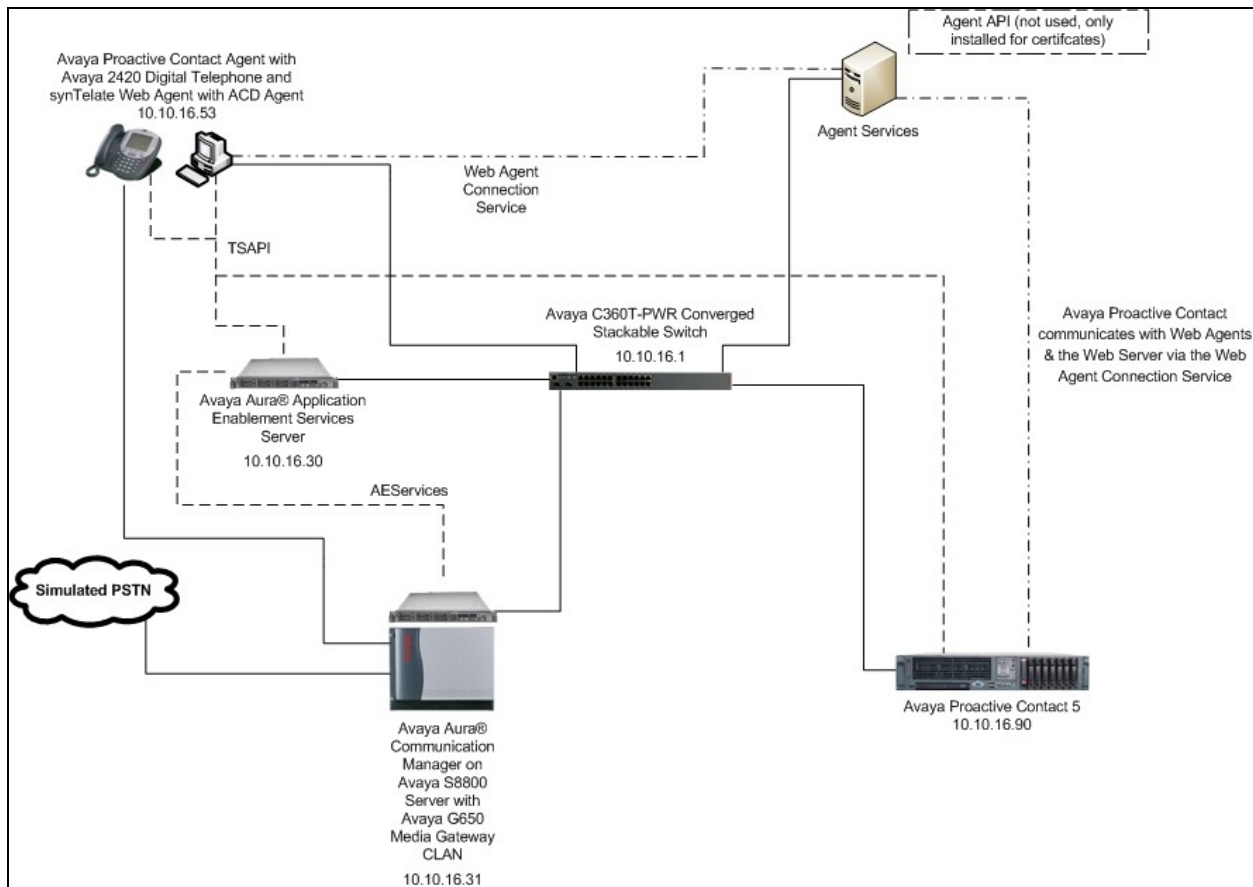


Figure 1: Avaya Proactive Contact 5 using CTI and synTelate Web Agent Configuration

synTelate Web Agent provides secure integration with Proactive Contact from a web browser. It consists of a number of major architectural components as listed below:

- Desktop Component
- Web Server
- Web Agent Connection Service
- Web Agent License Service
- Designer
- Campaign Compiler
- Database

Desktop Component

synTelate Web Agent uses a Desktop Component to provide a communication channel between Proactive Contact and the agent's browser. The Desktop Component opens a socket on the agent's PC and listens for any incoming data from Proactive Contact via the Web Agent

Connection Service. The installation file for the Desktop Component is hosted on the Web Server and agents will be prompted to download and install it the first time they log in.

Web Server

The Web Server requires installation of the .NET Framework 3.5 SP1 to be performed before the installation of the synTelate Web Agent. The recommended hardware configuration for synTelate Web Agent is to host the Web Server, the Web Agent Connection Service and the Database server on separate machines.

Web Agent Connection Service

The Web Agent Connection Service is a Windows Service that handles all communication with Proactive Contact using SSL. When an agent logs in, the Web Agent Connection Service establishes an SSL connection with Proactive Contact and maintains this connection on behalf of the agent for as long as it is required. Each request from the agent's browser is marked with the agent's login details so the correct connection is used to send commands to Proactive Contact.

Web Agent License Service

The Web Agent License Service is lightweight windows services that checks and monitors license usage for agents logging in to synTelate Web Agent.

Designer

The synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens.

Campaign Compiler

The Campaign Compiler is used to generate all web pages and programming logic required for synTelate campaigns to run.

Database

The synTelate Database consists of client records that are used during inbound and outbound campaigns which are imported from the SoftDialer.

4. Equipment and Software Validated

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

Equipment	Software
Avaya S8800 Server	Avaya Aura® Communication Manager R6.0 R016x.00.0.345.0-18444
G650 Media Gateway TN799DP C-LAN Circuit Pack	HW1 FW38
Avaya S8730 Server	Avaya Proactive Contact 5 with Patch 269
Avaya S8800 Server	Avaya Aura® Application Enablement Services R6.1
Avaya 2420 Digital Telephone	REL 4.00 HWV1 FWV 4
Inisoft synTelate Web Agent	2.1
Inisoft synTelate Database	Microsoft SQL 2005 on Windows XP

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager to support the CTI integration. The procedures include the following areas:

- Configure AEServices
- Configure Avaya Proactive Contact Adjunct Route
- Configure and record Announcements

5.1. Configure AEServices

Enter the node **Name** and **IP Address** for AE Services. Take a note of the **CLAN** node **Name** and **IP Address**.

change node-names ip		Page 1 of
2		
		IP NODE NAMES
Name	IP Address	
CLAN	10.10.16.31	
CM521	10.10.16.23	
Gateway	10.10.16.1	
IPbuffer	10.10.16.184	
Intuition	10.10.16.51	
MedPro	10.10.16.32	
Presence	10.10.16.83	
RDTT	10.10.16.185	
SESMNGR	10.10.16.44	
SM1	10.10.16.43	
SM61	10.10.16.201	
default	0.0.0.0	
devconaes61	10.10.16.30	

In order for Communication Manager to establish a connection to AE 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: 1111		
Type: ADJ-IP		
Name: devconaes61		COR: 1

Using the command **change ip-services**, configure IP-Services for the AESVCS service. Using the C-LAN node name as noted above as the **Local Node**

change ip-services					Page	1 of	4
IP SERVICES							
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port		
CDR1		CLAN	0	IPbuffer	9000		
CDR2		CLAN	0	RDTT	9001		
AESVCS	y	CLAN	8765				

On **Page 4**, set the **AE Services Server** node-name and the **Password** that AE Services will use to authenticate with Communication Manager.

change ip-services				Page 4 of 4
AE Services Administration				
Server ID	AE Services Server	Password	Enabled	Status
1:	devconaes61	Avayapassword1	y	in use

5.2. Configure Avaya Proactive Contact Adjunct Route

The following is configured in order to route calls from Communication Manager to Proactive Contact Agents. This is the VDN which is referenced in the Proactive Contact Editor when the outbound job is administered. The adjunct route provides the means for AE Services to deliver a call from Communication Manager to an Agent on Proactive Contact. Enter a **Name** for the purposes of identification, and specify the **Vector Number** configured below.

add vdn 1803	Page 1 of 3
VECTOR DIRECTORY NUMBER	
Extension: 1803	
Name*: Adjunct Route	
Destination: Vector Number	3
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*:	

VDN 1803 has a destination of **Vector Number 3**. The **routing link** number is established by the administered position in the ip-services **Page 4**.

change vector 3	Page 1 of 6
CALL VECTOR	
Number: 3	
Name: Adjunct Rt	
Multimedia? n	Attendant Vectoring? n
Basic? y	EAS? y
Prompting? y	G3V4 Enhanced? y
Variables? y	LAI? y
01 adjunct	3.0 Enhanced? y
02 wait-time	routing link 1
	2 secs hearing silence

5.3. Configure and Record Announcements

When the Proactive Contact Agent logs in, changes state or disconnects, it will be played an announcement. Ensure the station which is to record these announcements has a **Class of Service** with console permissions set to yes (**y**) as shown below.

change cos-group 1											Page 1 of 2						
CLASS OF SERVICE	COS Group: 1				COS Name: s												
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Auto Callback	n	y	y	n	y	n	y	n	y	n	y	n	y	n	y	n	
Call Fwd-All Calls	n	y	y	y	y	n	n	y	y	n	n	y	y	n	n	y	
Data Privacy	n	n	n	n	n	y	y	y	y	n	n	n	n	y	y	y	
Priority Calling	n	y	y	n	n	n	n	n	n	y	y	y	y	y	y	y	
Console Permissions	y	y	y	n	n	n	n	n	n	n	n	n	n	n	n	n	
Off-hook Alert	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	
Client Room	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	
Restrict Call Fwd-Off Net	n	y	y	y	y	y	y	y	y	y	y	y	y	y	y	y	
Call Forwarding Busy/DA	n	y	y	n	n	n	n	n	n	n	n	n	n	n	n	n	
Personal Station Access (PSA)	n	y	y	n	n	n	n	n	n	n	n	n	n	n	n	n	
Extended Forwarding All	n	y	y	n	n	n	n	n	n	n	n	n	n	n	n	n	
Extended Forwarding B/DA	n	y	y	n	n	n	n	n	n	n	n	n	n	n	n	n	
Trk-to-Trk Transfer Override	n	y	y	n	n	n	n	n	n	n	n	n	n	n	n	n	
QSIG Call Offer Originations	n	n	y	n	n	n	n	n	n	n	n	n	n	n	n	n	
Contact Closure Activation	n	n	y	n	n	n	n	n	n	n	n	n	n	n	n	n	

The COS is administered on the station form as shown below.

change station 1603		Page 1 of 5
STATION		
Extension: 1603	Lock Messages? n	BCC: 0
Type: 2420	Security Code:	TN: 1
Port: 01A0704	Coverage Path 1:	COR: 1
Name: Digital tes 2	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 2	Time of Day Lock Table:	
Data Option: none	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 1603	
Display Language: english	Mute Button Enabled? y	
	Expansion Module? n	
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? n	
	Remote Office Phone? n	
	IP Video? n	
	Customizable Labels? y	

Assign an Announcement Feature Access code.

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: *46				
Answer Back Access Code: *24				
Attendant Access Code:				
Auto Alternate Routing (AAR) Access Code: 5				
Auto Route Selection (ARS) - Access Code 1: 9		Access Code 2:		
Automatic Callback Activation: *25		Deactivation: #25		
Call Forwarding Activation Busy/DA: *21 All: *20		Deactivation: #20		
Call Forwarding Enhanced Status: Act:		Deactivation:		
Call Park Access Code: *26				
Call Pickup Access Code: *66				
CAS Remote Hold/Answer Hold-Unhold Access Code:				
CDR Account Code Access Code: *55				
Change COR Access Code:				
Change Coverage Access Code:				
Conditional Call Extend Activation:		Deactivation:		
Contact Closure Open Code:		Close Code:		

In this case, announcements 771 – 774 are being used with an announcement board residing in slot 01a12 of the G650 Media Gateway. Administer announcements as shown below.

add announcement 771		Page	1 of	1
ANNOUNCEMENTS/AUDIO SOURCES				
Extension: 771		COR: 1		
Annc Name: WelcomeToPC5		TN: 1		
Annc Type: integrated		Queue? y		
Group/Board: 01a12				
Protected? n		Rate: 64		

From the station with console permissions (1603), dial the announcement access code (*46), enter the announcement to record (771-774), dial 1, and speak the announcement. Once you have finished speaking the announcement, dial #. Perform the same for each announcement as shown below.

list integrated-annc-boards

INTEGRATED ANNOUNCEMENTS					
Board Location: 01A12			Time Remaining at 32Kbps: 221		
Internal Group Number	Announcement Number	Extension	Name	Length (Sec)	Size (Kb)
1		771	WelcomeToPC5	4	30
2		772	You_are_now_in_inbound_mode	3	23
3		773	You_are_now_in_outbound	3	23
4		774	You_are_not_logged_in	2	18

6. Configure Avaya Aura® Application Enablement Services Server

This section provide the procedures for configuring Application Enablement Services. The procedures include the following areas:

- Verify TSAPI License
- Launch OAM interface
- Administer the Switch Connection
- Administer TSAPI Link
- Disable Security Database
- Resetart TSAPI Service
- Obtain Tlink name
- Administer Avaya Proactive Contact and synTelate user

6.1. Verify TSAPI License

Access the Web License Manager of AE Services, in this instance using the URL <https://10.10.16.30/WebLM/index.jsp>. The Web License Manager Screen is displayed, login using the appropriate credentials.




The **Web License Manager** screen below is displayed. Select **Licensed products** → **APPL_ENAB** → **Application_Enablement** in the left pan to display the **Licensed Features** screen in the right pane. Verify that there are sufficient licenses for **TSAPI Simultaneous Users**, as shown below

Feature (Keyword)	Expiration Date	Licensed	Acquired
CVLAN ASAI (VALUE_AES_CVLAN_ASAI)	2011/11/05	100	0
Unified CC API Desktop Edition (VALUE_AES_AEC_UNIFIED_CC_DESKTOP)	2011/11/05	10	0
AES ADVANCED SMALL SWITCH (VALUE_AES_AEC_SMALL_ADVANCED)	2011/11/05	10	0
CVLAN Proprietary Links (VALUE_AES_PROPRIETARY_LINKS)	2011/11/05	100	0
Product Notes (VALUE_NOTES)	2011/11/05	SmallServerTypes: s8300c;s8300d;icc;premio;tn8400;laptop;CtiSmallServer MediumServerTypes: ibmx306;ibmx306m;dell1950;xen;hs20;hs20_8832_vm;CtiMediumServer LargeServerTypes: isp2100;ibmx305;dl380g3;dl385g1;dl385g2;unknown;CtiLargeServer TrustedApplications: IPS_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; 1XP_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; 1XM_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; PC_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; CIE_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; OSPC_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; VP_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; SAMETIME_001, VALUE_AES_UNIFIED_CC_DESKTOP,,, CCE_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; CSI_T1_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; CSI_T2_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; AVAYAVERINT_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted;	Not counted
AES ADVANCED LARGE SWITCH (VALUE_AES_AEC_LARGE_ADVANCED)	2011/11/05	10	0
TSAPI Simultaneous Users (VALUE_AES_TSAPI_USERS)	2011/11/05	100	0

6.2. Launch OAM Interface

Access the OAM web-based interface of AE Services, in this instance using the URL <https://10.10.16.30>. The Management console is displayed. Login using the appropriate credentials.

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



Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue May 24 15:45:54 2011 from 10.10.16.62
HostName/IP: devconaes61/10.10.16.30
Server Offer Type: TURNKEY
SW Version: r6-1-0-20-0

Home

Home | Help | Logout

» AE Services

» Communication Manager Interface

» Licensing

» Maintenance

» Networking

» Security

» Status

» User Management

» Utilities

» Help

Welcome to OAM

The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

- 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.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for both domains, or a separate administrator for each domain.

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6.3. Administer the 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 (not shown), enter **CM** and click on Add Connection, the following screen will be displayed.

The screenshot shows the Avaya Application Enablement Services Management Console. The left sidebar contains a navigation menu with options: AE Services, Communication Manager Interface, Switch Connections, Dial Plan, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. The main content area is titled 'Connection Details - CM' and contains the following fields: Switch Password (text input), Confirm Switch Password (text input), Nag Period (30 Minutes (1 - 72)), SSL (checked checkbox), and Processor Ethernet (unchecked checkbox). There are 'Apply' and 'Cancel' buttons at the bottom of the form. The top right corner displays user information: 'Welcome: User draft', 'Last login: Thu May 12 10:36:06 2011 from 10.10.14.61', 'Hostname/IP: devosname61/10.10.14.30', 'Server Offer Type: TURNKEY', and 'SW Version: rs-3-0-20-0'. The bottom of the page has a copyright notice: 'Copyright © 2009-2010 Avaya Inc. All Rights Reserved.'

Complete the configuration as shown and enter the password specified in **Section 5.1** when configuring AESVCS in ip-services. Click on **Apply**, the screen below will be displayed.

The screenshot shows the Avaya Application Enablement Services Management Console. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Switch Connections' and contains a table with the following data:

Connection Name	Processor Ethernet	Nag Period	Number of Active Connections
CM	No	30	1

Below the table are buttons: 'Edit Connection', 'Edit PE/CLAN IPs', 'Edit H.323 Gatekeeper', 'Delete Connection', and 'Survivability Hierarchy'. There is also an 'Add Connection' button above the table. The top right corner displays the same user information as the previous screenshot. The bottom of the page has the same copyright notice: 'Copyright © 2009-2010 Avaya Inc. All Rights Reserved.'

Click on **Edit PE/CLAN IPs** in order to specify the IP address of the C-CLAN, as noted in **Section 5.1**. Next to **Add name or IP**, enter the IP address of the C-LAN, upon clicking **Add Name or IP** you will see the screen below.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Thu May 12 10:36:06 2011 from 10.10.16.62
HostName/IP: devconae61/10.10.16.30
Server Offer Type: TURNKEY
SW Version: r6-1-0-20-0

Communication Manager Interface | Switch Connections Home | Help | Logout

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

Edit CLAN IPs - CM

Add Name or IP

Name or IP Address	Status
IP 10.10.16.31	In Use

Delete IP Back

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6.4. Administer TSAPI Link

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

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Tue May 24 15:45:54 2011 from 10.10.16.62
HostName/IP: devconae61/10.10.16.30
Server Offer Type: TURNKEY
SW Version: r6-1-0-20-0

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

AE Services
CVLAN
DLG
DMCC
SMS
TSAPI
TSAPI Links
TSAPI Properties
TWS
Communication Manager Interface
Licensing
Maintenance
Networking
Security
Status
User Management
Utilities
Help

TSAPI Links

Link	Switch Connection	Switch CTI Link #	ASA1 Link Version	Security
Add Link Edit Link Delete Link				

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Click on **Add Link** and configure the TSAPI Link as shown below.

The screenshot shows the Avaya Application Enablement Services Management Console. The left sidebar contains a navigation menu with options like CVLAN, DLG, DMCC, SMS, TSAPI (selected), TWS, Communication Manager Interface, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. The main content area is titled 'Add TSAPI Links' and contains the following configuration fields:


- Link: 1
- Switch Connection: CM
- Switch CTI Link Number: 1
- ASAI Link Version: 4
- Security: Encrypted

At the bottom of the configuration area are two buttons: 'Apply Changes' and 'Cancel Changes'. The top right corner of the console displays user information: 'Welcome: User craft', 'Last login: Tue May 24 15:45:54 2011 from 10.10.16.62', 'HostName/IP: devconaes61/10.10.16.30', 'Server Offer Type: TURNKEY', and 'SW Version: r6-1-0-20-0'. The bottom of the console shows the copyright notice: 'Copyright © 2009-2010 Avaya Inc. All Rights Reserved.'

Click **Apply Changes** and the screen below will be displayed with instructions to restart the TSAPI Server.

The screenshot shows the Avaya Application Enablement Services Management Console after clicking 'Apply Changes'. The left sidebar is identical to the previous screenshot. The main content area is titled 'Apply Changes to Link' and contains a warning message: 'Warning! Are you sure you want to apply the changes? These changes can only take effect when the TSAPI server restarts.' Below the warning is a yellow triangle icon and the text: 'Please use the Maintenance -> Service Controller page to restart the TSAPI server.' At the bottom of the main content area are two buttons: 'Apply' and 'Cancel'. The top right corner of the console displays the same user information as the previous screenshot. The bottom of the console shows the same copyright notice: 'Copyright © 2009-2010 Avaya Inc. All Rights Reserved.'

Click **Apply**, the following screen will be displayed showing the TSAPI Link.



Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue May 24 15:45:54 2011 from 10.10.16.62
HostName/IP: devconaes61/10.10.16.30
Server Offer Type: TURNKEY
SW Version: r6-1-0-20-0

AE Services | TSAPI | TSAPI LinksHome | Help | Logout

▼ AE Services

▶ CVLAN

▶ DLG

▶ DMCC

▶ SMS

▼ TSAPI

▪ TSAPI Links

▪ TSAPI Properties

▶ TWS

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

TSAPI Links

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

Add LinkEdit LinkDelete Link

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6.5. Disable the Security Database

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

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and a welcome message for user "craft" with login details. A red navigation bar shows the path "Security | Security Database | Control" and links for "Home | Help | Logout".

The left sidebar contains a tree view of the application's structure. Under the "Security" section, the "Security Database" is expanded, and the "Control" option is selected.

The main content area, titled "SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services", contains two unchecked checkboxes:

- ☐ Enable SDB for DMCC Service
- ☐ Enable SDB for TSAPI Service, JTAPI and Telephony Web Services

Below these checkboxes is an "Apply Changes" button.

6.6. Restart TSAPI Service

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

AVAYA **Application Enablement Services** Management Console

Welcome: User craft
Last login: Tue May 24 15:45:54 2011 from 10.10.16.62
HostName/IP: devconaes61/10.10.16.30
Server Offer Type: TURNKEY
SW Version: r6-1-0-20-0

Maintenance | Service Controller [Home](#) | [Help](#) | [Logout](#)

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](#)

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6.7. Obtain Tlink Name

Select **Security** → **Security Database** → **Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. Locate the Tlink name associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name.

Note: The encrypted TSAPI link is used by Proactive Contact.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and a welcome message for user "craft" with login details. A red navigation bar contains "Security | Security Database | Tlinks" and links for "Home | Help | Logout". The left sidebar lists various system components, with "Security Database" expanded to show "Tlinks" selected. The main content area, titled "Tlinks", shows a single entry with the name "AVAYA#CM#CSTA-S#DEVCONAES61" in a text field, accompanied by a "Delete Tlink" button.

6.8. Administer Avaya Proactive Contact and synTelate User

In this section two users are configured, the first for use by Proactive Contact, and another for the synTelate Client to communicate with the AEServices. 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 **Avaya Role**, select **userservice.useradmin** from the drop down list. For **CT User**, select **Yes** from the drop-down list. Retain the default value in the remaining fields. Click **Apply** at the bottom of the screen (not shown below).

AVAYA

Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue May 24 15:45:54 2011 from 10.10.16.62
HostName/IP: devconaes61/10.10.16.30
Server Offer Type: TURNKEY
SW Version: r6-1-0-20-0

User Management | User Admin | Add User

Home | Help | Logout

AE Services

Communication Manager Interface

Licensing

Maintenance

Networking

Security

Status

User Management

Service Admin

User Admin

Add User

Change User Password

List All Users

Modify Default Users

Search Users

Utilities

Help

Add User

Fields marked with * can not be empty.

* User Idpc5

* Common Namepc5

* Surnamepc5

* User Password*****

* Confirm Password*****

Admin Note

Avaya Roleuserservice.useradmin

Business Category

Car License

CM Home

Css Home

CT UserYes

Department Number

Display Name

Employee Number

Employee Type

Enterprise Handle

Given Name

Home Phone

Home Postal Address

Initials

Labeled URI

Mail

MM Home

Mobile

Organization

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

AVAYA

Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue May 24 15:45:54 2011 from 10.10.16.62
HostName/IP: devconaes61/10.10.16.30
Server Offer Type: TURKEY
SW Version: r6-1-0-20-0

User Management | User Admin | Add User

Home | Help | Logout

AE Services

Communication Manager Interface

Licensing

Maintenance

Networking

Security

Status

User Management

Service Admin

User Admin

Add User

Change User Password

List All Users

Modify Default Users

Search Users

Utilities

Help

Add User

Fields marked with * can not be empty

* User IdsynAES

* Common NamesynAES

* SurnamesynAES

* User Password*****

* Confirm Password*****

Admin Note

Avaya RoleNone

Business Category

Car License

CM Home

Css Home

CT UserYes

Department Number

Display Name

Employee Number

Employee Type

Enterprise Handle

Given Name

Home Phone

Home Postal Address

Initials

Labeled URI

Mail

MM Home

Mobile

Organization

In addition, the user which will be used by Proactive Contact should be configured as an unrestricted user. 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, **PC5** and click **Edit**. Place a tick in the box next to **Unrestricted Access**, as shown in the image below. Click **Apply Changes** when done.

Application Enablement Services
Management Console

Welcome: User craft
Last login: Thu Jun 2 09:39:02 2011 from 10.10.16.62
HostName/IP: devconaes61/10.10.16.30
Server Offer Type: TURKKEY
SW Version: r6-1-0-20-0

Security | Security Database | CTI Users | List All Users
Home | Help | Logout

AE Services
Communication Manager Interface
Licensing
Maintenance
Networking
Security
Account Management
Audit
Certificate Management
Enterprise Directory
Host AA
PAM
Security Database
Control
CTI Users
List All Users
Search Users
Devices
Device Groups
Tlinks
Tlink Groups
Worktops
Standard Reserved Ports
Tripwire Properties
Status
User Management
Utilities
Help

Edit CTI User

User Profile:	User ID: pc5 Common Name: pc5 Worktop Name: NONE Unrestricted Access: <input checked="" type="checkbox"/>
Call and Device Control:	Call Origination/Termination and Device Status: None
Call and Device Monitoring:	Device Monitoring: None Calls On A Device Monitoring: None Call Monitoring: <input type="checkbox"/>
Routing Control:	Allow Routing on Listed Devices: None

Apply Changes
Cancel Changes

7. Configure Avaya Proactive Contact

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

- Verify Avaya Proactive Contact Licensing
- Configure CTI
- Configure master.cfg
- Configure number format
- Configure the calling list
- Configure Avaya Proactive Contact Editor

7.1. Verify Avaya Proactive Contact Licensing

Access the Web License Manager of the Proactive Contact, in this instance using the URL <https://10.10.16.90:52233/WebLM/>. The Web License Manager Screen is displayed, login using the appropriate credentials.



The **Web License Manager** screen below is displayed. Select **Licensed products** → **Avaya_Proactive_Contact** in the left pane, to display the **Licensed Features** screen in the right pane. Verify that there are sufficient licenses for each of the fields displayed:

AVAYA Web License Manager (WebLM v4.7) [Logoff](#)

Install License
Licensed Products
 ▼ **Avaya_Proactive_Contact**
 Configure Enterprise
 Configure Local WebLMs
 Add Local WebLM
 Delete Local WebLM
 Modify Local WebLM
 Usages
 Allocations
 Periodic Status
Uninstall License
Change Password
Server Properties
 Manage Users
 Logout

Avaya_Proactive_Contact - Release: 5 - SID: 11618150 (Enterprise License File)

You are here: Licensed Products > Avaya_Proactive_Contact > View by Feature

License installed on: 29-Apr-2011 10:12:36 o'clock GMT

[View by Local WebLM](#)

Feature (License Keyword)	License Capacity	Currently Available
Number of PBX Agents using Avaya CT with predictive (VALUE_APC_PREDICTIVECTIAGENTS)	100	100
Number of telephone lines (VALUE_APC_PHONELINES)	100	100
Number of Agents with Predictive Dialing (VALUE_APC_PREDICTIVE_AGENTS)	100	100
Number of PBX Agents using Avaya CT (VALUE_APC_TOTALCTIAGENTS)	100	100
Number of Supervisor Workstations (VALUE_APC_SUPERVISORS)	10	9
Number of Agents (VALUE_APC_TOTAL_AGENTS)	100	100

[View by Local WebLM](#)

7.2. Configure CTI

In order to establish the TSAPI link between Proactive Contact and AE Services, the relevant fields were edited. From the Proactive Contact Shell, create a `cti_passwd.cfg` file by doing the following:

- **type `cti_passwd -s`** (s denotes the CTI Option).

When prompted for the password enter the password assigned to the CTI user configured earlier on the Application Enablement Services Server, and hit return, re-enter as requested. Navigate to the `/opt/avaya/pds/config/swif_ct.cfg` file and change the parameters as shown follows:

```
SERVER:AVAYA#CM#CSTA-S#DEVCONAES61
LOGIN:pc5
REASONCODE:1
PHANTOMNUMBERS:1850-1854
WORKMODE:AUTO_IN
AGENTANSWER:NO
PRIORITYCALL:NO
```

Note: The Tlink and the Proactive Contact CTI username, as configured earlier. Navigate to the `/opt/avaya/pds/config/` directory. Copy and rename the `tslibrc` file, by typing `cp tslibrc .tslibrc` and press Enter. Edit `.tslibrc` with the IP Address of AE Services, as shown.

```
[Telephony Servers]
; This is a list of the servers offering Telephony Services via TCP/IP.
; Either domain name or IP address may be used; default port number is 450
; The form is: host_name=port_number    For example:
;
; tserver.mydomain.com=450
10.10.16.30
;

; This file should be copied to CONFIG directory as .tslibrc.
; See master.cfg for the directory name.

; This entry overrides the [Telephony Servers] section, if any.
```

Navigate to **/opt/avaya/pds/config** – edit **opmon.cfg** as shown below:

```
CFGTIME:15
#DIALBACK:1-15:15:1::
#DIALBACKNUM:ALL
SOFTDIAL:1-15
```

Edit **dgswitch.cfg** as shown below. Enter the same number of Headset Ports as the number of outbound agents and the same number of Trunks as configured in the PORTS and the LINEASSIGN rows of master.cfg

```
# Headset Ports
H:1:96:0::#1-1-4-1
H:2:97:0::#1-1-4-2
H:3:98:0::#1-1-4-3
H:4:99:0::#1-1-4-4
H:5:100:0::#1-1-4-5
H:6:101:0::#1-1-4-6
H:7:102:0::#1-1-4-7
H:8:103:0::#1-1-4-8
H:9:104:0::#1-1-4-9
H:10:105:0::#1-1-4-10
H:11:106:0::#1-1-4-11
H:12:107:0::#1-1-4-12
H:13:108:0::#1-1-4-13
H:14:109:0::#1-1-4-14
H:15:110:0::#1-1-4-15

# Normal Inbound/Outbound Trunks
N:1:168:0::#1-1-11-1
N:2:169:0::#1-1-11-2
N:3:170:0::#1-1-11-3
N:4:171:0::#1-1-11-4
N:5:172:0::#1-1-11-5
N:6:200:0::#1-1-11-6
N:7:201:0::#1-1-11-7
N:8:202:0::#1-1-11-8
N:9:203:0::#1-1-11-9
N:10:204:0::#1-1-11-10
N:11:205:0::#1-1-11-11
N:12:206:0::#1-1-11-12
N:13:207:0::#1-1-11-13
N:14:208:0::#1-1-11-14
N:15:209:0::#1-1-11-15
N:16:210:0::#1-1-11-16
N:17:211:0::#1-1-11-17
N:18:212:0::#1-1-11-18
N:19:213:0::#1-1-11-19
N:20:214:0::#1-1-11-20

# Transfer-thru Trunks
T:1:300:0::#1-1-18-1
```

Edit only the last 4 lines of **voicemsg.cfg**, this file refers to the announcements recorded earlier on Communication Manager, shown below

```
250:greeting:771:Female:Folder4:Voice:Message27
251:inbound:772:Female:Folder4:Voice:Message28
252:outbound:773:Female:Folder4:Voice:Message29
253:notLoggedIn:774:Female:Folder4:Voice:Message30
```

Navigate to the **/opt/avaya/pds/scripts** directory and copy the telephny_sp.spt file to the telephny.spt file using the following command **cp telephny_sp.spt telephny.spt**. This file defines Softdialer specific parameters.

7.3. Configure master.cfg

Amendments to the master.cfg file were made as follows:

```
DBSERVERIP:10.10.16.90
IICB_HOST:devconsd
INBNDSYS:NO
NAMESERVICEHOST:devconsd
PRIMARY:YES
SWITCHTESTMODE:NO
SWITCHTYPE:SOFTDIALER
SYSOPS:5
TRANSPORTS:1
TZ:EST5EDT
VISUAL_CPA:YES
WEBLMURL:http://10.10.16.90,8080/WebLM/LicenseServer:
```

7.4. Configure number format

The **phonfmt.cfg** file located in **/opt/avaya/pds/config** contains details of how Proactive Contact needs to manipulate numbers in the calling list in order to successfully place them via Communication Manager. The final line in the file is configured as follows:

```
STD TO DIALFMT:*:ALLTYPES:10:1650::
```

In this instance, of the digits dialed, **10** are deleted and the digits **1650** are inserted.

7.5. Configure Calling List

Proactive Contact is delivered with a default calling list. In order to create a new calling list based on the default list, enter the following from the Proactive Contact server shell:

go clist

cp list1 list2

go lists

cp list1.fdict list2.fdict

edit **callistapp.tbl** and enter the new list into the table, as show below

```
# This file contains the list names on a multi list system:
# The format of this file is;:
# name!type!stage!description!date!protected:
# The ! represents a colon:
# The standard types are OUTBOUND and INBOUND:
# A YES in the 'protected' field means this lists's configuration:
# files cannot be deleted or edited or versioned:
list1:OUTBOUND:ACTIVE:Collections Calling List:20061226:YES
inbnd1:INBOUND:ACTIVE:Inbound Calling list:20061226:YES
list2:OUTBOUND:ACTIVE:Outbound calling list:20110509:NO
```


7.6. Configure Avaya Proactive Contact Editor

In order for the Proactive Contact Editor application to communicate with the Proactive Contact Server, the PC on which it resides must be configured.

Edit **%WINDIR%\system32\drivers\etc\hosts** to include the hostname and IP address of the Proactive Contact Server, as follows:

10.10.16.90 devconsd

Ensure all necessary services are running on the Proactive Contact Server. The following commands start, check and stop the 3 services, the services must be stopped and started in the order shown. All services must be started before proceeding:

```
start_db
start_mts
start_pds
check_db
check_mts
check_pds
stop_pds
stop_mts
stop_db
```

Double click on the **Health Manager** icon on the desktop. You will be greeted with a screen, complete it as shown below

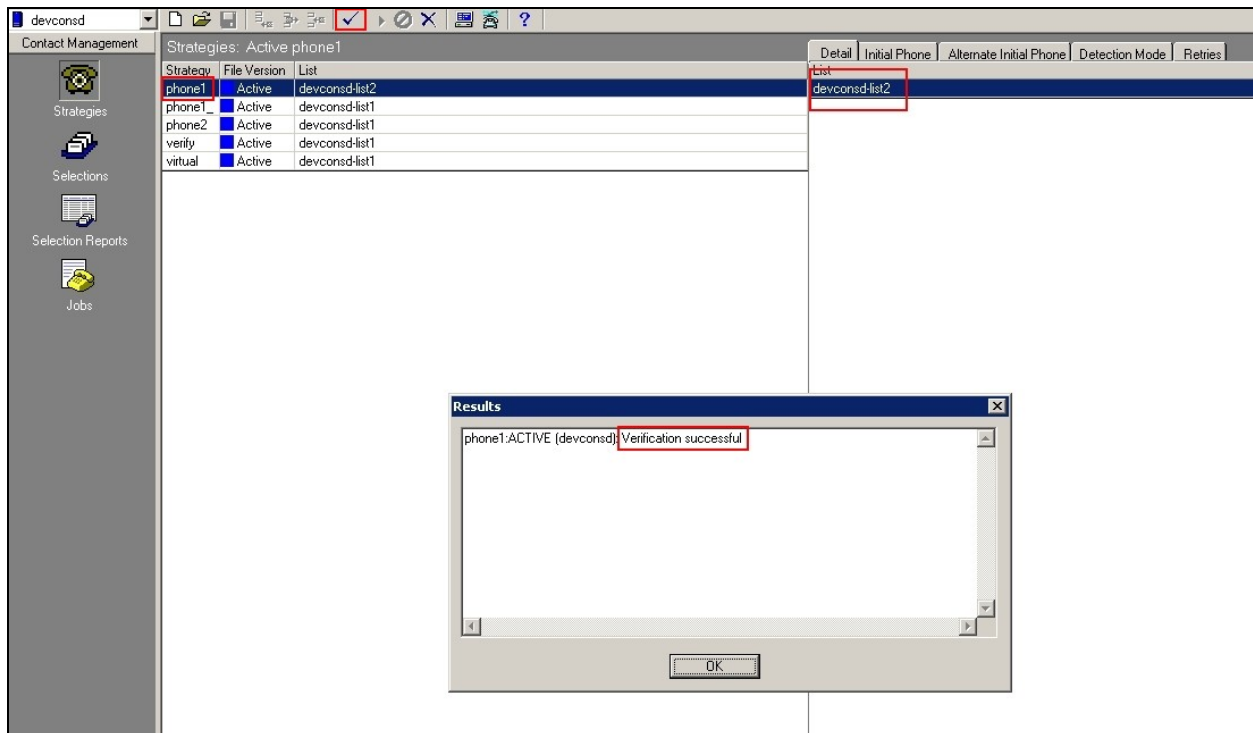
The screenshot shows a window titled "Configurator" with a close button in the top right corner. Inside the window, there is a text box at the top that reads: "You can specify the Primary Dialer, Email Server and the Database Server details. Please re-run the Health Monitor after setting the details." Below this, there are three sections for configuring server details:

- Primary Proactive Contact Details:** This section contains two input fields. The "Name:" field is filled with "devconsd". The "IP Address:" field is filled with "10 . 10 . 16 . 90".
- Use primary server for email and database:** This is a checkbox that is currently unchecked.
- Email Server Details:** This section contains two input fields. The "Name:" field is empty. The "IP Address:" field is filled with "0 . 0 . 0 . 0".
- Database Server Details:** This section contains two input fields. The "Name:" field is filled with "devconsd". The "IP Address:" field is filled with "10 . 10 . 16 . 90".

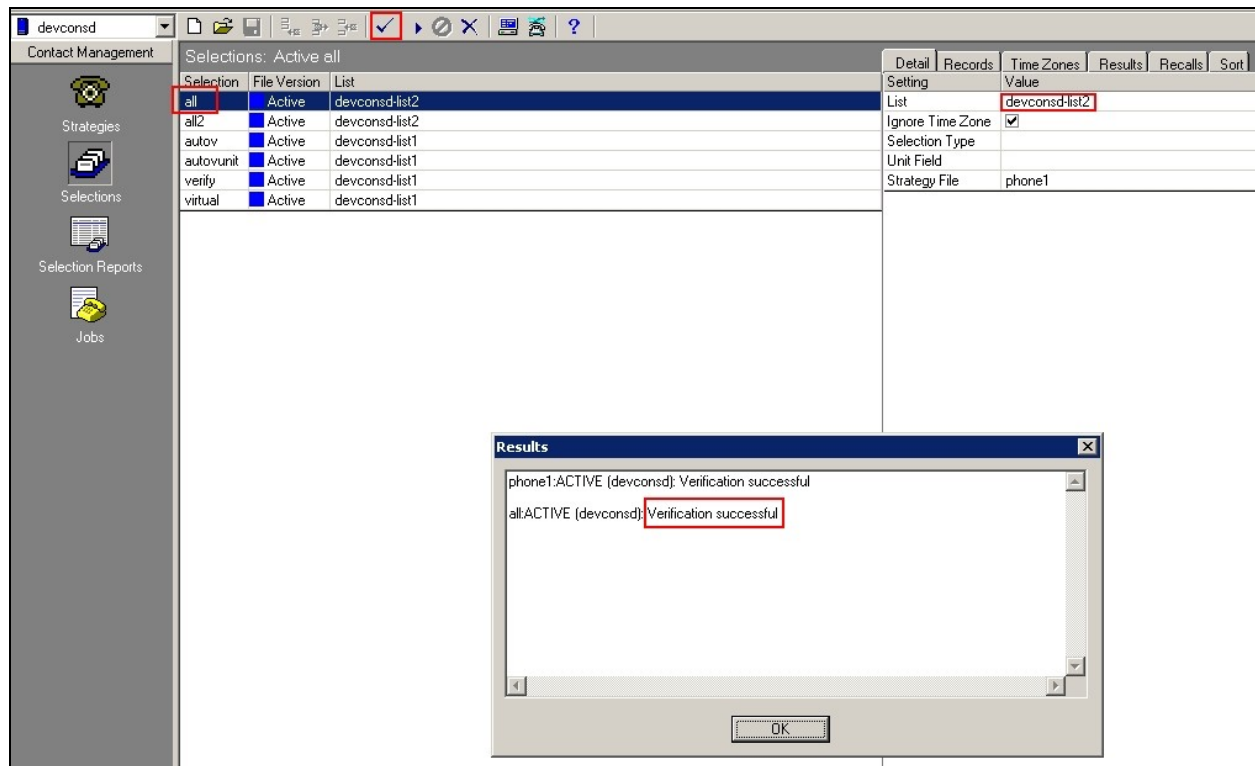
At the bottom of the window, there are two buttons: "OK" and "Cancel".

You will now be able to log in to the Health Manager with the sysadm login credentials. Close Health Manager and double click on the Editor icon on the desktop. Log in with the sysadm login credentials.

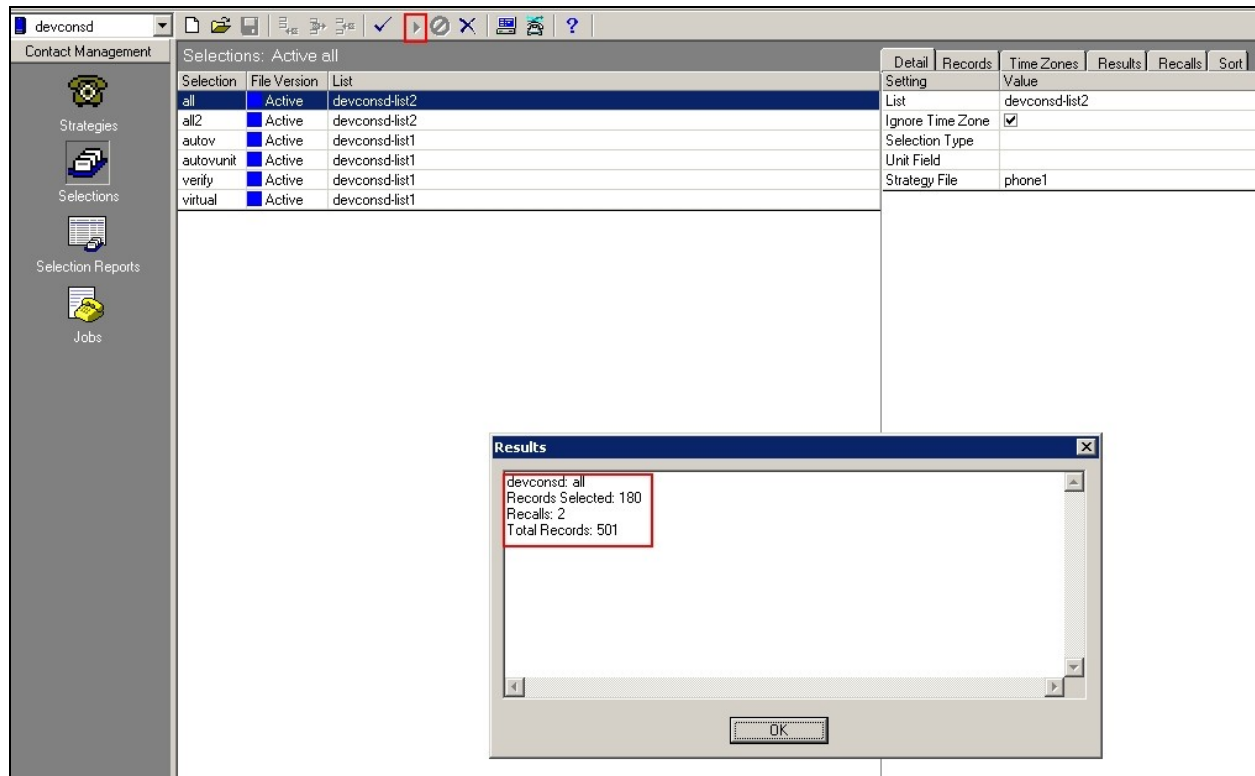
Assuming that strategy **phone1** and calling list **list2** (as specified in the previous section), are being used, configure editor as shown below and click **Verify**, ensure verification is successful:



Click **Selections**, select **all**, and specify calling list 2, click **Verify** and ensure verification is successful:



Click **run**, and ensure that the selection selected includes some records:



Click **Jobs** select the **outbnd** and configure as shown. Note the outbound VDN 1803 configured on Communication Manager is specified:

The screenshot displays the Avaya Workforce Studio interface. On the left, the 'Jobs' tab is selected in the 'Contact Management' sidebar. The main window shows a table of jobs and a detailed configuration panel for the selected 'outbnd2' job.

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconsd-list1	devconsd-inbnd1	Stopped
inbnd1	Inbound	Active	devconsd-list2	devconsd-inbnd1	Stopped
managed1	Managed	Active	devconsd-list2		Stopped
outbnd2	Outbound	Active	devconsd-list2		Stopped
verify	Outbound	Active	devconsd-list1		Stopped
virtual	Virtual	Active	devconsd-list1		Stopped

The 'Job Detail' panel on the right shows the configuration for 'outbnd2'.

- Basic**
 - Job description: generic
 - Tagged trunk-to-trunk transfer data
 - Percentage complete of job to trigger callset of link job: 0
 - Line type(s) for use on job: REG
 - Earliest start time: 08:00
 - Latest stop time: 23:00
 - Calling party number (ANI): 02075550000
 - Calling party number (ANI) by record
 - Require unit ID for agent login: ☐
 - Transaction completion code(s): 93
- Call Pacing**
 - Call Pacing Method: Expert Calling Ratio
 - Expert calling ratio: W0
 - Initial hit rate: 50
 - Minimum hit rate: 20
 - Cell Phone Campaign Call Progress (valid values 1-4, 0 for regular campaigns): 0
- Files**
 - Outbound calling list: devconsd-list2
 - Record selection file name: all2
 - Outbound screen(s): list1
 - Agent keys definition file name: ag_cmd1
 - Do Not Call group name: DNC
 - Name of next job to link to
 - Name of inbound job to transfer calls to: inbnd1
- Interactive Voice Response**
 - Allow IVR agents on job: ☐
 - IVR identifier
 - Initial script to run on the IVR
 - Script to run on the IVR
- Job Type**
 - Transaction verification job: ☐
 - Run job without agents: ☐
 - Run job with OFCOM: ☐
 - Start OFCOM timer when: Customer begins to speak
- Labels**
 - Script label to use for making call: wait1_f
 - Main data processing label: generic
 - Script label to use OFCOM
- Managed Dialing**
 - Managed (preview) dialing: ☐
 - Allow agents to cancel call in preview mode: ☐
 - Time limit (seconds) for preview: 15
 - Display empty record at preview: ☐
 - Allow dialing from deleted record: ☐
 - Method for record search at preview (LIS, HASH, NONE): NONE
 - Key field for LIS record search
- Outbound Processing**
 - Shutdown job when no more calls remain: ☐
 - Make alternate phone lowest priority in selecting next record: ☐
 - Order calling of records by time zone: ☐
 - VDN needed by the CTI Dialer only: 1803
- Post Processing**

Continued from previous screenshot:

Post Processing	
Automatically start Update mode on customer hang-up	<input type="checkbox"/>
Quota Settings	
Quota setting (completion code,quota)	
Quota settings file name	
Save quota setting when the job ends	<input type="checkbox"/>
Recall	
Recall reschedule interval (minutes)	10
Recall notification time (minutes)	2
Number of recall attempts	2
Auto assign recall from Infinite job to agents on another job	<input type="checkbox"/>
Name of the job to get agent for recall	
Service Level	
Desired service level (percentage)	
Time to connect tolerance (seconds)	
Ofcom Timer	2
Wait Queues	
Total wait delay (seconds)	90
Number of message to play while on hold awaiting transfer	

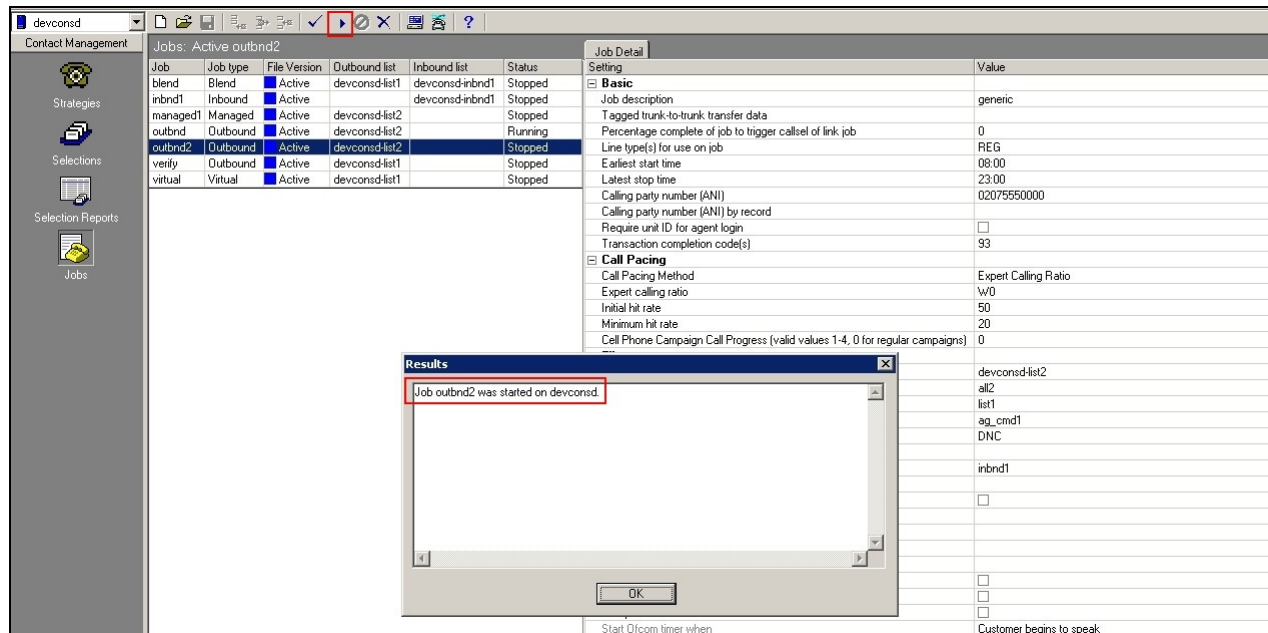
Click **Verify** and ensure verification completes successfully.

The screenshot shows the 'devconsd' application window. On the left is a sidebar with icons for 'Strategies', 'Selections', 'Selection Reports', and 'Jobs'. The main area is divided into two panes. The left pane, titled 'Jobs: Active outbnd2', contains a table with the following data:

Job	Job type	File Version	Outbound list	Inbound list	Status
blend	Blend	Active	devconsd-list1	devconsd-inbnd1	Stopped
inbnd1	Inbound	Active	devconsd-list1	devconsd-inbnd1	Stopped
managed1	Managed	Active	devconsd-list2		Stopped
outbnd	Outbound	Active	devconsd-list2		Running
outbnd2	Outbound	Active	devconsd-list2		Stopped
verify	Outbound	Active	devconsd-list1		Stopped
virtual	Virtual	Active	devconsd-list1		Stopped

The right pane, titled 'Job Detail', shows settings for the selected job. It includes sections for 'Basic' (Job description, Tagged trunk-to-trunk transfer data, Percentage complete of job to trigger callset of link job, Line type(s) for use on job, Earliest start time, Latest stop time, Calling party number (ANI), Calling party number (ANI) by record, Require unit ID for agent login, Transaction completion code(s)), 'Call Pacing' (Call Pacing Method, Expert calling ratio, Initial hit rate, Minimum hit rate, Cell Phone Campaign Call Progress), and 'Ofcom' (Start Ofcom timer when, Customer begins to speak). A 'Results' dialog box is open in the foreground, displaying the message: 'outbnd2:ACTIVE (devconsd) Verification successful'. The dialog has an 'OK' button at the bottom.

Start job.



The outbound job is now running, and Proactive Contact will be initiating outbound calls to Proactive Contact Agents, once logged in. In this instance, synTelate Web Agent is used to log in the Proactive Contact Agent. If the job fails to run as expected, ensure the outbound job file within the **/opt/avaya/pds/job/** directory has the following parameters set:

TESTMODE::
TESTOPER::

8. Configure Inisoft synTelate Designer

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

- Administer Moagent32.ini
- Launch Designer
- Administer campaigns
- Publish Campaign for Web User
- Administer scripts and screens

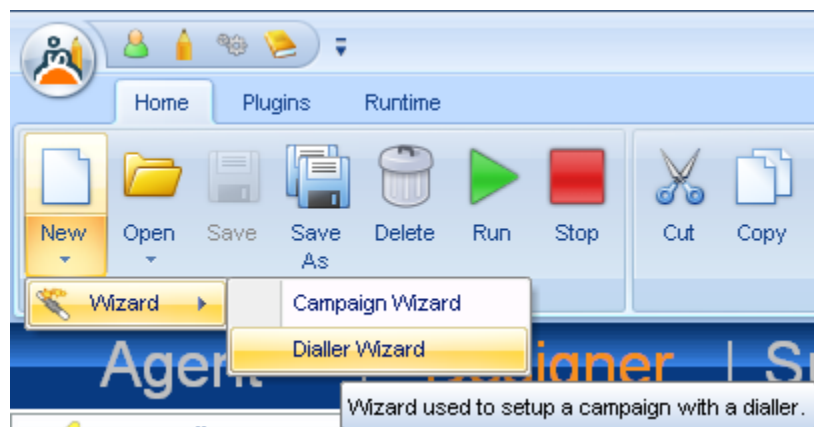
8.1. Administer Moagent32.ini

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

```
[logon]
servername = 10.10.16.90
[ConfigSettings]
UseDlIDbs=0
```

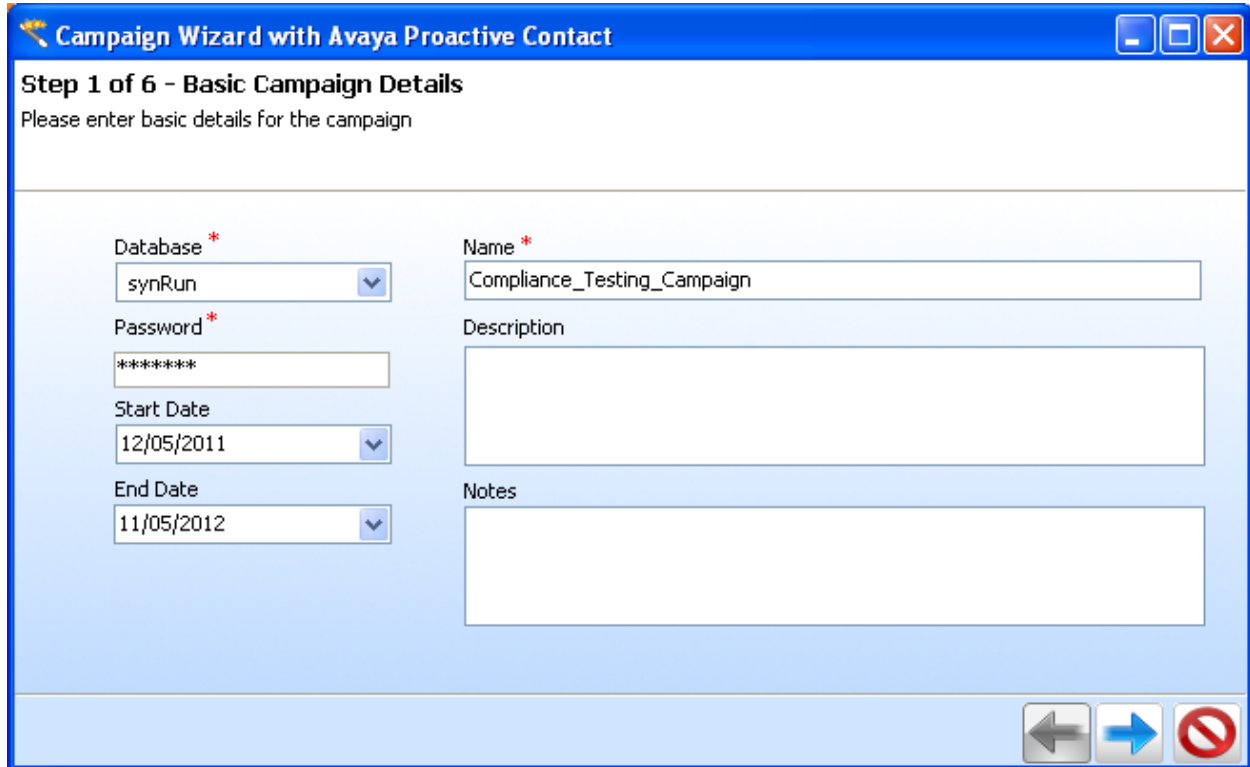
8.2. Launch Designer

From the PC running Designer, select **Start → Programs → synTelate → synTelate Designer** to display the **Welcome - synTelate** screen. Select the **Designer** tab. From the top menu, select the **Home** tab. Click **New** and select **Wizard → Dialler Wizard** from the drop-down list (not shown below) to create a new campaign.



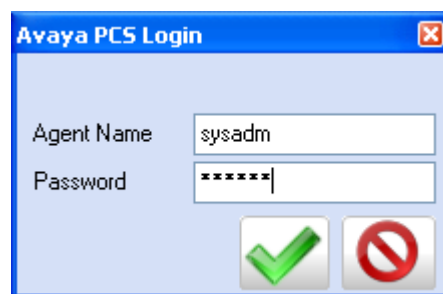
8.3. Administer campaigns

The **Step 1 of 6** screen is displayed. Enter the following values shown, and retain the default values for the remaining fields.



The screenshot shows a window titled "Campaign Wizard with Avaya Proactive Contact". The subtitle is "Step 1 of 6 - Basic Campaign Details". Below the subtitle, it says "Please enter basic details for the campaign". The form has two columns. The left column contains: "Database *" with a dropdown menu showing "synRun"; "Password *" with a text box containing "*****"; "Start Date" with a dropdown menu showing "12/05/2011"; and "End Date" with a dropdown menu showing "11/05/2012". The right column contains: "Name *" with a text box containing "Compliance_Testing_Campaign"; "Description" with a large empty text box; and "Notes" with a large empty text box. At the bottom right, there are three buttons: a left arrow, a right arrow, and a red circle with a slash.

Click on the arrow pointing **right**, the **Avaya PCS Login** screen is displayed. Enter the credentials for the Proactive Contact supervisor and click on the green tick.



The screenshot shows a window titled "Avaya PCS Login". It has two text boxes: "Agent Name" with the value "sysadm" and "Password" with the value "*****". Below the text boxes are two buttons: a green checkmark and a red circle with a slash.

The **Step 2 of 6** screen is displayed. Select the proper values for **Call List** and **Job Name**. Retain the default value for **Client Status Table**, and select the proper **Job Type**. Proceed to **Step 3**.

Campaign Wizard with Avaya Proactive Contact

Step 2 of 6 - Choose Data Source
Please specify the data source for the campaign

Call List *
list2

Job Name *
outbnd2

Client Status Table *
outbnd2

Job Type
☐ Inbound
☒ Outbound

Incoming DDI

Additional Jobs

Navigation buttons: Previous, Next, Cancel

The **Step 3 of 6** screen is displayed, complete as shown and proceed to **Step 4**.

The screenshot shows a window titled "Campaign Wizard with Avaya Proactive Contact". The main heading is "Step 3 of 6 - Database Behaviour". Below the heading is a instruction: "Please specify the desired behaviour of the Client Status Table record in the database when a call is popped." The main content area is titled "Client Record" and contains two options. The first option is "Create New", which is selected with a radio button. Next to it is a checked checkbox labeled "Save To Database". Below this option is the text "Create a new record in the Client Status Table for each PCS call". The second option is "Match Existing On Field", which is not selected. To its right is a dropdown menu. Below this option is the text "Display an existing record in the Client Status Table for each PCS Call". At the bottom right of the window are three buttons: a left arrow, a right arrow, and a red prohibition sign.

Campaign Wizard with Avaya Proactive Contact

Step 3 of 6 - Database Behaviour

Please specify the desired behaviour of the Client Status Table record in the database when a call is popped.

Client Record

☒ **Create New** ☒ **Save To Database**
Create a new record in the Client Status Table for each PCS call

☐ **Match Existing On Field**
Display an existing record in the Client Status Table for each PCS Call

Navigation buttons: Previous, Next, Cancel.

The **Step 4 of 6** screen is displayed.

Campaign Wizard with Avaya Proactive Contact

Step 4 of 6 - Dialler Field Mappings

Please specify which fields from the dialler will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
ACCTNUM	>	
BALANCE		
CITY	>>	
COMMENT1		
FINOPER	<	
FRTHDATE1		
FRTHTIME1	<<	
NAME		
NAME1		
NAME2		
PHONE1		
PHONE2		
STATE		
SVJCODE		
TOTALDUE		
ZIPCODE		

Navigation buttons: < > << >> < > << >>

Click on the double arrow highlighted below to select all fields and proceed to **Step 5**.

Campaign Wizard with Avaya Proactive Contact

Step 4 of 6 - Dialler Field Mappings
Please specify which fields from the dialler will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
	>	ACCTNUM
	>>	BALANCE
		CITY
		COMMENT1
		FINOPER
		FRTHDATE1
		FRTHTIME1
		NAME
		NAME1
		NAME2
		PHONE1
		PHONE2
		STATE
		SVJCODE
		TOTALDUE
		ZIPCODE
	<	
	<<	

Navigation buttons: < > << >> <X>

The **Step 5 of 6** screen is displayed, amend as required and proceed to **Step 6**.

Campaign Wizard with Avaya Proactive Contact

Step 5 of 6 - outbnd2 - Fields

Please check the data types and lengths and edit where required. Add any additional fields where necessary.

Field Name	Call List Field	Type	Length	Decimals	Exists	Modified	Delete
ACCTNUM	ACCTNUM	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BALANCE	BALANCE	numeric	20	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CITY	CITY	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMMENT1	COMMENT1	varchar	60	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FINOPER	FINOPER	varchar	8	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHDATE1	FRTHDATE1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHTIME1	FRTHTIME1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME	NAME	varchar	20	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME1	NAME1	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Below the table are buttons for adding (+), deleting (-), and saving (disk with checkmark) fields, and navigation arrows at the bottom right.

The **Step 6 of 6** screen is displayed, this confirms your settings. Click on the Door icon highlighted to complete the Wizard.

Campaign Wizard with Avaya Proactive Contact

Step 6 of 6 - Summary
Please ensure all details are correct. To alter details, navigate to the respective page.

Campaign Details | Data Source | Database Behaviour | Additional Jobs

Database: synRun


Name: Compliance_Testing_Campaign CPGNo: 88

Description:

Notes:

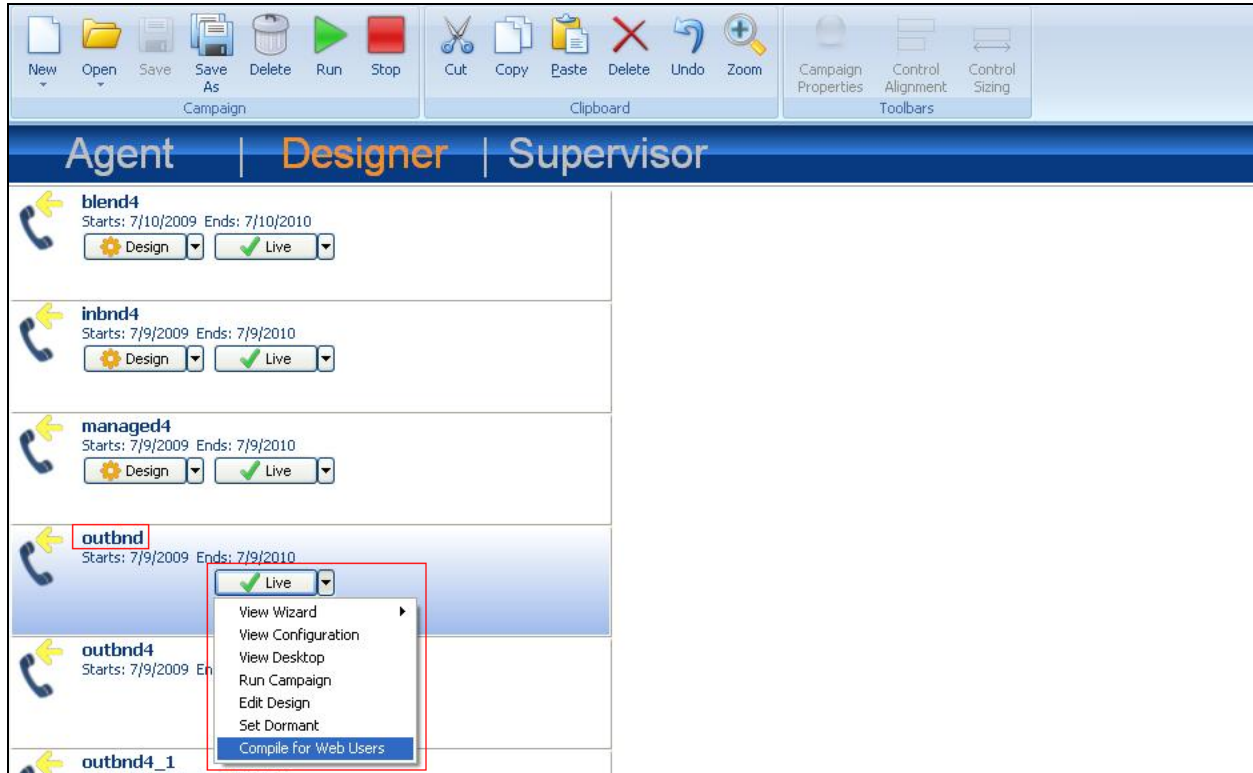
Start Date: 12/05/2011 End Date: 11/05/2012

☐ Open Campaign Desktop




8.4. Publish Campaign for Web User

To compile the campaign for web users, right click on **Live** button of the **outbnd2** campaign, and select **Compile for Web Users** option.



Click **Compile Campaign** when the screen below is displayed:

Compile Campaign - Compliance_Testing_Campaign (LIVE)

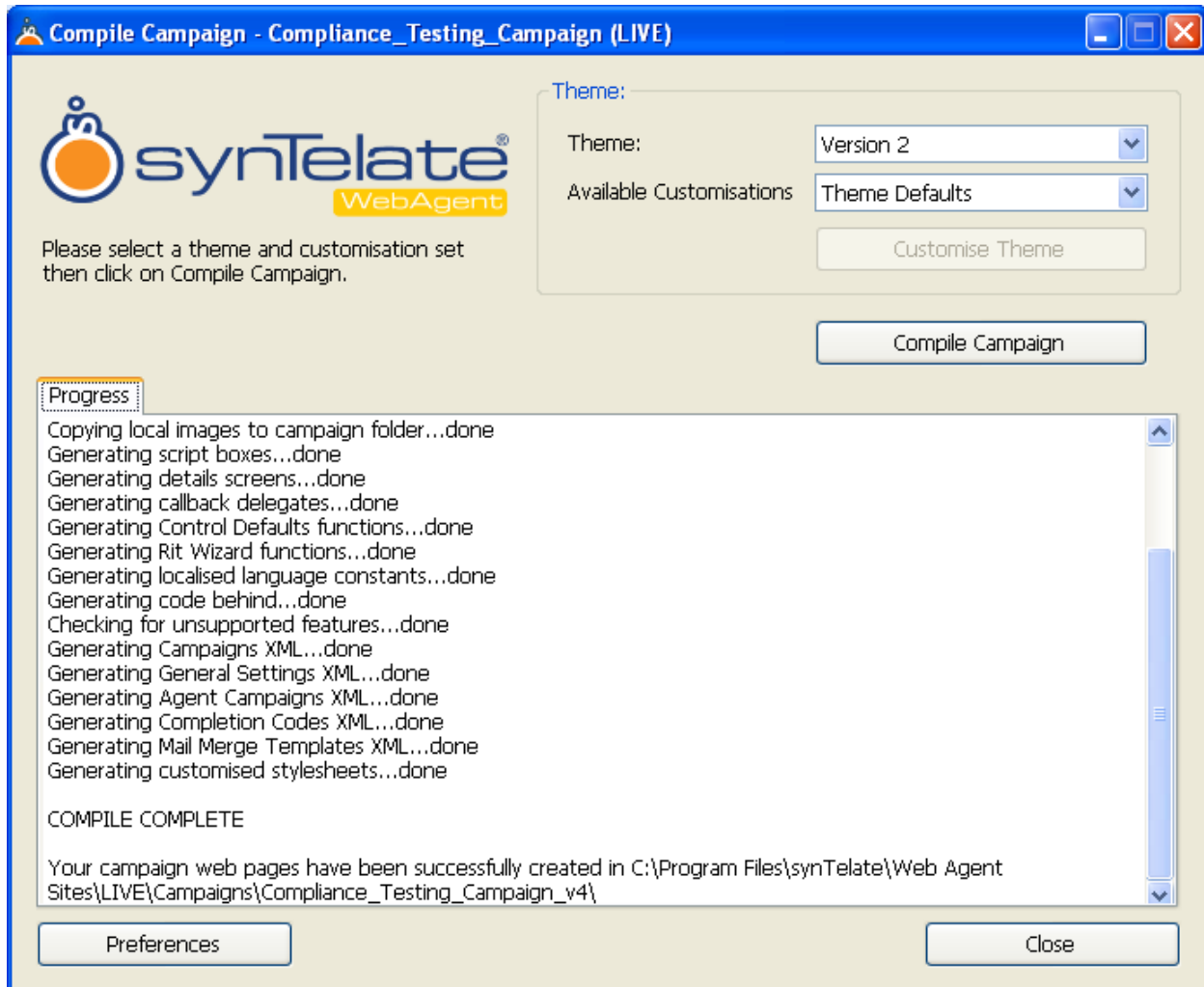
 **synTelate®**
WebAgent

Please select a theme and customisation set then click on Compile Campaign.

Theme:

Available Customisations:

When **Compile Complete** is displayed and successful creation of the campaign webpages is confirmed, click **Close**.



8.5. Administer Screens and Scripts

For the purposes of this compliance test, it is assumed that scripts and screens are created according to requirements. A sample screen is shown below:

The screenshot shows a web application window titled "Running - synTelate". The interface includes a top toolbar with icons for Cut, Copy, Paste, Delete, Undo, Zoom, and various call control functions like Dialler Utility, Dial / Answer / Complete Preview, Hangup, Hold / Retrieve, Ready, Redirect Call, and Save. Below the toolbar is a sidebar with a "Good Afternoon" greeting and two input fields containing "JOHN DOE". The main content area is titled "Compliance Outbound 2 Test" and contains a form with the following fields:

- AcctNum: 5300292120986830
- Name: JOHN DOE (with a second empty field)
- Address: (with a zip code field containing 7401)
- Phone 1: 2032323423
- Phone 2: 0000000000
- Comments: (text area)

At the bottom of the form are two buttons: "Complete Call (21)" and "Set Recall". The status bar at the bottom of the window displays "OUTBOUND : Home phone - 2032323423", "Ready", and "synTelate Server - Not Required".

9. Verification Steps

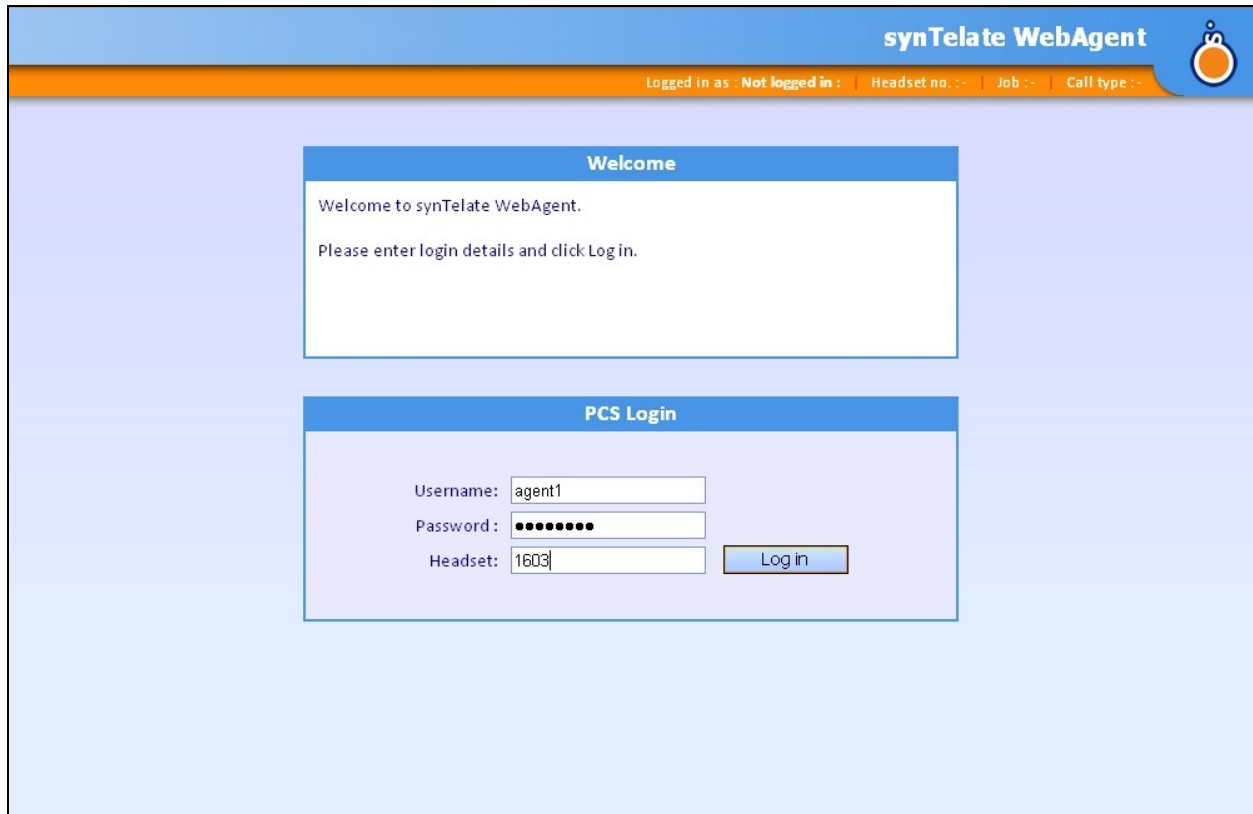
This section provides the tests that can be performed to verify proper configuration of synTelate, Proactive Contact, and Application Enablement Services. Prior to verification, start an outbound job on Proactive Contact.

9.1. Verify Inisfoft synTelate

To access synTelate Web Agent Login Page, start web browser and enter **http://<ip address of web server>/syntelatewebagent/welcomepage.aspx**



On the login page, enter agent **Username** and **Password** as configured on Proactive Contact, and **Headset** as configured on Communication Manager. Click **OK** button to login.



synTelate WebAgent

Logged in as : **Not logged in :** Headset no. :- Job :- Call type :-

Welcome

Welcome to synTelate WebAgent.

Please enter login details and click Log in.

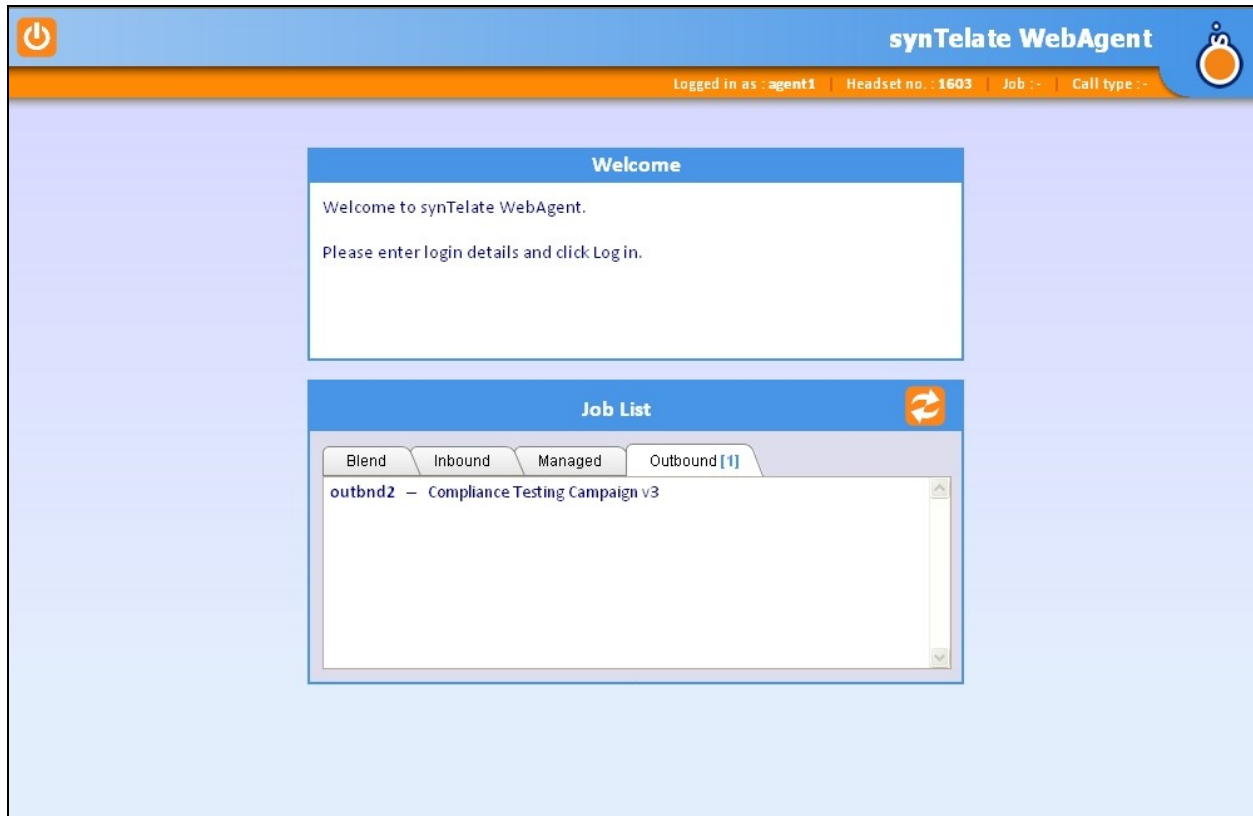
PCS Login

Username:

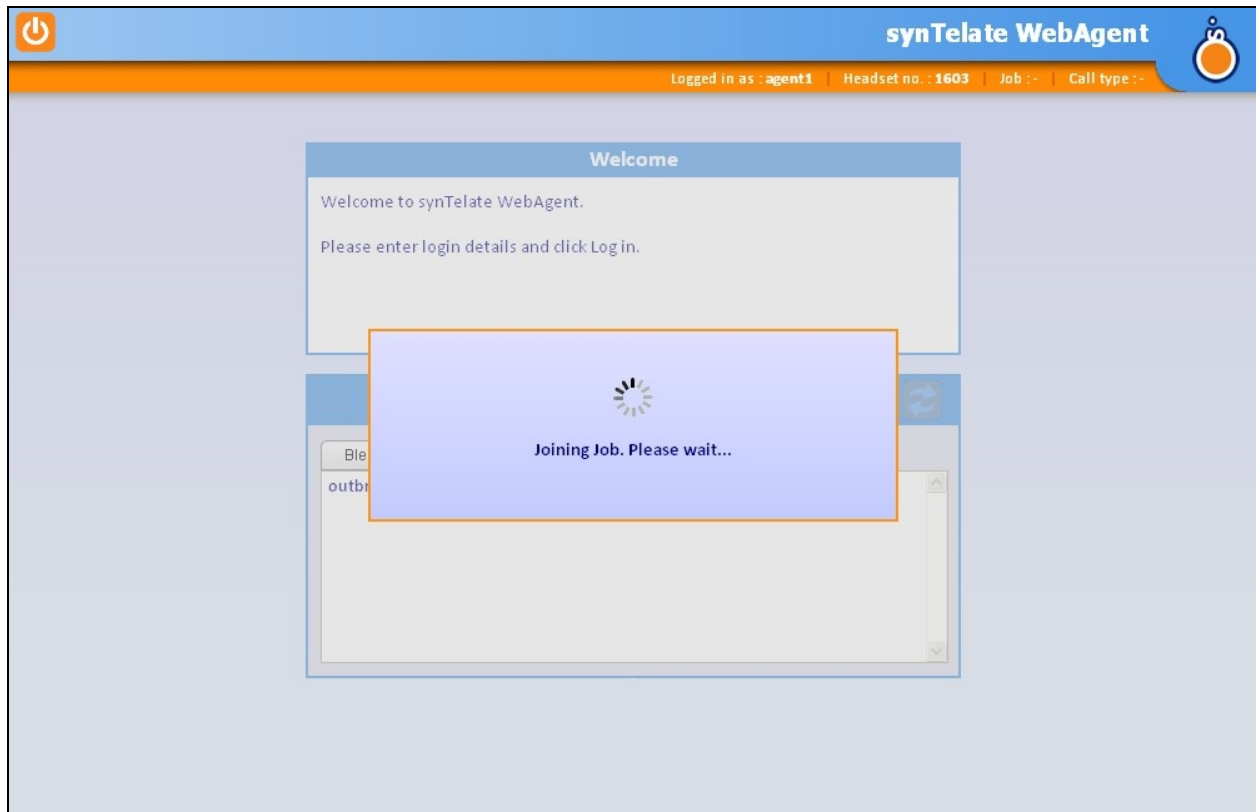
Password:

Headset:

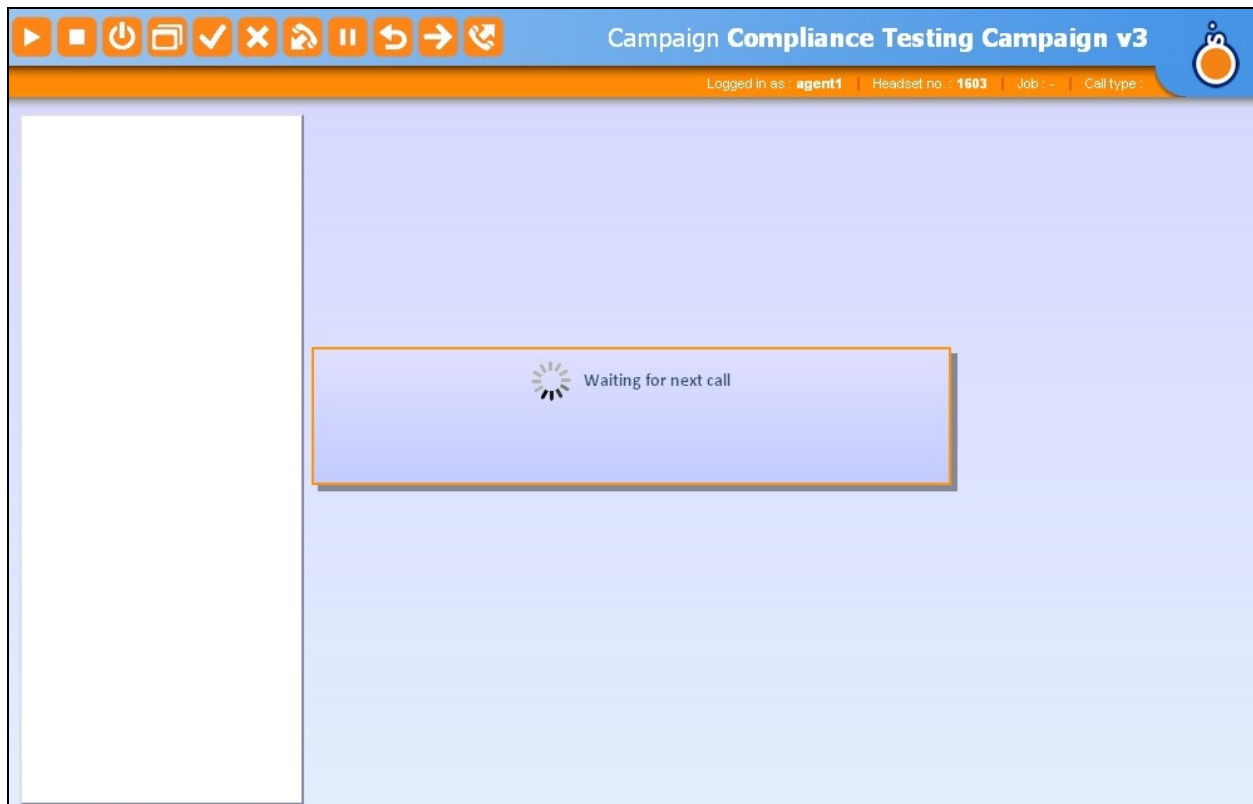
Join the previously configured campaign, in this instance click on **Outbound** → **outbnd2 – Compliance Testing Campaign v3**.



The screen shown below will be displayed while the agent joins the job:



When the agent is logged in to the job, the screen below will be showed while Proactive Contact dials the next outbound call:



Once the outbound call is answered, Proactive Contact delivers the call to **agent1** as shown below:

The screenshot displays the 'Campaign Compliance Testing Campaign v3' application interface. The top navigation bar includes a series of icons (play, stop, power, copy, check, close, undo, redo, forward, back) and a status bar indicating 'Logged in as: agent1', 'Headset no.: 1603', 'Job: outbnd2', and 'Call type: Outbound'. The main content area is titled 'Compliance Outbound 2 Test' and contains a 'Details' tab. The form fields are as follows:

Field	Value
AcctNum	5300292120986830
Name	JOHN DOE
Address	
Phone 1	2032323423
Phone 2	0000000000
Comments	

At the bottom of the form are two buttons: 'Complete Call (21)' and 'Set Recall'. On the left side of the interface, there is a 'ScriptBox1' containing a script snippet:

```
Good afternoon
JOHN DOE
JOHN DOE
Next
```

9.2. Verify Avaya Proactive Contact

From Proactive Contact shell, type the command jobmon to verify agent is logged into the job outbnd2:

```
[STANDARD]                               Job Activity
[ALLID]

                               Summary Statistics
                               Job: [outbnd2][69]
                               Start time: 09.43.20   Current time: 10.16.55

Agent Activity                     Line Usage
-----
-
      All Outb      ACD      PTP  Outbound Lines      Cur  Avg  Peak
Logged in:   1      1      1      0  Demand:           1   1   1
Assigned :   1      1                        Available    :   17
On Phone :   1      1                        Total Lines   :   18

Calling Activities
-----
-
Outbound Phone Calls
Records Selected:           335
Phone Calls made:           3
Cur/Run Hit Rate:        100/100%
Agent Connects   :           1
Queue           :           0
Recalls         :           0
Phone Calls Left:          168

[ Job outbnd2 ready for calling
]
```

9.3. Verify Avaya Aura® Application Enablement Services

On AE Services, verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed. Verify the **Status** is **Talking** for the TSAPI link administered in **Section 6.4**, as shown below.

The screenshot shows the Avaya Application Enablement Services Management Console. The left navigation pane includes sections for AE Services, Communication Manager Interface, Licensing, Maintenance, Networking, Security, Status, Alarm Viewer, Logs, Status and Control (with sub-items: CVLAN Service Summary, DLG Services Summary, DMCC Service Summary, Switch Conn Summary, and TSAPI Service Summary), User Management, Utilities, and Help. The main content area is titled 'TSAPI Link Details' and includes a refresh interval setting (60 seconds). Below this is a table with columns: Link, Switch Name, Switch CTI Link ID, Status, Since, State, Switch Version, Associations, Msgs to Switch, Msgs from Switch, and Msgs Period. The table contains one row with the following data: Link 1, Switch Name CM, Switch CTI Link ID 1, Status Talking (highlighted with a red box), Since Thu Jun 2 10:17:49 2011, State Online, Switch Version 16, Associations 9, Msgs to Switch 15, Msgs from Switch 15, and Msgs Period 30. Below the table are 'Online' and 'Offline' buttons. At the bottom, there is a section for service-wide information with tabs for 'TSAPI Service Status', 'Link Status', and 'User Status'.

Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
1	CM	1	Talking	Thu Jun 2 10:17:49 2011	Online	16	9	15	15	30

10. Conclusion

These Application Notes describe the configuration steps required for Inisoft synTelate Web Agent to successfully interoperate with Avaya Proactive Contact with CTI. All feature test cases were completed, with observations noted in **Section 2.2**.

11. Additional References

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

1. *Administering Avaya Proactive Contact*, Release 5.0, April 2011, available at <http://support.avaya.com>.
2. synTelate v4.2 Training Manual 2011 Issue 01.doc

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