

Avaya Solution & Interoperability Test Lab

Application Notes for Configuring NMS Adaptive Web Assist with Avaya IP Office R8.0 using Avaya IP Office TAPI Service Provider - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for NMS Adaptive Web Assist module to interoperate with Avaya IP Office. NMS Adaptive Web Assist is one module of the NMS Adaptive Suite which allows a user to communicate using web chat.

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

1. Introduction

These Application Notes describe the compliance tested configuration used to validate the NMS Adaptive Web Assist module of the NMS Adaptive Suite with Avaya IP Office R8.0 using Avaya IP Office TAPI3 Service Provider. The Adaptive Suite interoperates with Avaya IP Office using Third Party Telephony Application Programming Interface (TAPI). A module of the Adaptive Suite, the Adaptive CTI Gateway handles all communication between the Adaptive solution and Avaya IP Office.

NMS Adaptive suite is a Computer Telephony Integration (CTI) platform that provides call control, media blending, progressive and predictive dialling and monitoring functionality to end users. Adaptive Desktop allows operators to control making and receiving calls via an Avaya handset registered to the Avaya IP Office.

Adaptive Web Assist is one module of the Adaptive suite which offers web visitors two forms of assistance, a telephone call-back or more immediate assistance using interactive web chat. To request a call-back, visitors complete a simple web form giving their name, telephone number and when to be called. When submitted, the request is automatically put into a queue in the Adaptive system. When the call-back is due, it is automatically presented to the next available user with the correct level of skill to handle it. The user can dial the presented call-back by simply clicking the "Dial" button on the call-back dialog. The system can also trigger an Adaptive CTI screen-pop when the call-back is made. To request a web chat, visitors complete a simple web form giving their name. When submitted, the request is instantly placed into a queue in the Adaptive system. As soon as the next user with the correct level of skill becomes available, the chat is automatically presented to that user. During a Web Assist chat, the user can "push" web pages to the visitor. Comprehensive spell check facilities enable the user to check their own text prior to sending it to the visitor. The user can also save typing time by inserting standard phrases into the chat with a single click. Visitors do not need to download or install any software; the only requirement is a web browser.

2. General Test Approach and Test Results

The interoperability compliance testing included feature and serviceability testing. The feature testing focused on verifying NMS Adaptive's handling of Call Back functionality and Web Chat messages.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution

2.1. Compliance testing

The compliance testing focused primarily on the following:

- Scheduled Call Back to an Adaptive Desktop user from a website visitor
- Instant Web Chat between an Adaptive Desktop user and a website visitor

The serviceability testing focused on verifying the ability of NMS Adaptive Web Assist to recover from adverse conditions, disconnecting the Ethernet cable for the CTI link and the reboot of Adaptive server under test.

2.2. Test Results

All tests passed successfully. The following observation was noted.

[1] Adaptive Desktop does not log in a user as a part of the CTI functionality. Call Control is taken for a user already logged in to an extension.

2.3. Support

For technical support on NMS Adaptive products please contact the NMS support team at:

| Web address | : | http://www.nms-adaptive.com/support-options.html | |
|-------------|---|--|--|
| | | | |

| Telephone | : | +44 845 612 4000 |
|-----------|---|--------------------------|
| Email | : | support@nms-adaptive.com |

3. Reference Configuration

Figure 1 shows the network topology for compliance testing. NMS Adaptive Web Assist which resides on a Windows 2003 Server with IP Office TAPI3 Service Provider to provide a CTI connection to IP Office. Avaya 2400 Series digital deskphones are associated with Adaptive Desktop operators/users giving each Adaptive Desktop user telephony functionality from the IP Office. Avaya H.323 IP deskphones can also be used to provide telephony functionality.

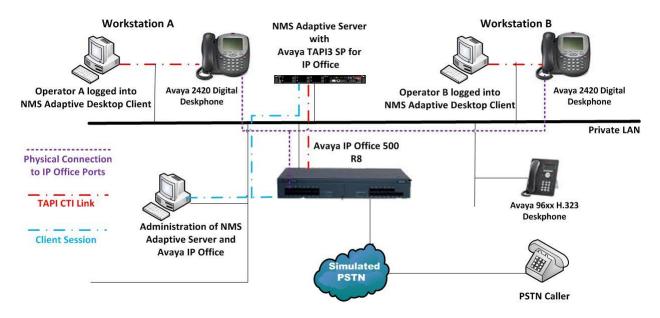


Figure 1: Connection of NMS Adaptive Web Assist with Avaya IP Office R8.0

4. Equipment and Software Validated

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

| Equipment/Software | Release/Version |
|---|---|
| Avaya IP Office 500 | Avaya IP Office R8.0.16 |
| Avaya 96xx H.323 Deskphone | Avaya H323 IP Office Firmware Ha96xxua3_Hbas.bin |
| Avaya 2420 Digital Extension | N/A |
| Avaya TAPI3 Telephony Service Provider Client for IP Office Installed on Adaptive Server. | Avaya TSPI3w.tsp 1.0.0.17 |
| Platform Independent Server with Windows 2003 Server O/S and NMS Adaptive Server. | NMS Adaptive Web Assist Release 9.4 |
| Client Workstation with Windows XP and NMS Adaptive Desktop | NMS Adaptive Desktop Release 9.4 |

5. Configuration of Avaya IP Office

IP Office is administered using IP Office Manager installed on a client PC. It is assumed that a working IP Office is in place with extensions and users preconfigured. This section shows what changes to the IP Office configuration is required for NMS Adaptive Messaging to interoperate correctly.

Note: A user must be logged into an IP extension before the Adaptive Desktop can assume control of the extension.

5.1. Configuration of Avaya IP Office Users

Each user will need to be configured to allow the Do not disturb feature. Click on **User Rights** in the left window select the user right associated with the users. In the example below this is named **Agent**. Under the **User** tab ensure **Enable do not disturb** is ticked as shown. Enter a suitable name for the User rights as this will be referenced in the User configuration to follow. Click **OK** once the information is entered correctly (not shown).

| 🖬 Avaya IP Office R8 Manager 00E007 |)2D89A [8.0(16)] [Administrator(Administrator)] | |
|---|---|------------|
| File Edit View Tools Help | | |
| 00E00702D89A Yuser Rights | 🔽 🛓 👔 - 📓 💽 🖬 🚺 🗸 🖉 - 🌌 | |
| IP Offices | E Agent | |
| 89025 Occ Inspect 89500 paul89500 89901 popey 89107 SIP Handset 500 TAPI:500 501 TAPI:501 502 TAPI:502 503 TAPI:503 89021 Vacant Clean 89022 VacantInspected 89030 Voicemail SIP1 89301 Voicemail SIP1 89302 Voicemail SIP2 89303 Voicemail SIP3 HuntGroup (5) P Association Service (0) RAS (1) P Directory (0) P Finewall Profile (1) P Finewall Profile (1) P Turnel (0) | ShortCodes Button Programming Phone Manager Telephony User Rights Membership 1 Name Agent Locale Image: Colored and the second an | Voicemail |
| 🖃 🌆 User Rights (8) | | Error List |
| Agent | Configuration Ite Record Description | |

Expand on **User** in the left window and select the user to modify. Under the **User** tab in the right window ensure that **Working hours User Rights** is set to that user rights configured above.

| IP Offices | Extn8910: 8910 | | | | | | | | | |
|--|--|------------------------------|-----------|--|---|-----------------|------------|---------|-----------------|--------------------|
| 🖃 🖞 User (51) | User | Voicemail | DND | ShortCodes | Source Numbers | Telephony | Forwarding | Dial In | Voice Recording | Button Programming |
| User (51) NoUser RemoteManager Sent Extra01 204 Extr204 205 Extr205 206 Extr205 206 Extr206 207 Extr207 208 Extr208 8000 Extr89001 89000 Extr89001 89000 Extr89002 89003 Extr89003 89005 Extr89004 89005 Extr89004 89005 Extr89005 89006 Extr89006 89005 Extr89007 89001 Extr89011 89012 | System Profile D User I User I | evice Type Rights view | ghts Q | None Teleww C End C End End End End End End End End End End | orker User ceptionist able Softphone able one-X Portal Se able one-X TeleComi able Remote Worker Directory 2420 ig hours User Right | rvices muter | Forwarding | Dial In | Voice Recording | Button Programming |
| 89013 Extn89013 89014 Extn89014 | | ing hours ti ing hours L | | | 12 | | | | ~ | 1 |
| 89015 Extn89015 89016 Extn89016 | Out o | f hours Us | er Rights | | | | | | ~ | |
| 89017 Extn89017 89018 Extn89018 | | | | | | | | | | |

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6. Installation and Configuration of Avaya IP Office TAPI3 Service Provider

TAPI3 Service Provider is included in the IP Office CTI Link Software Development Kit (SDK) located on the DevConnect website (<u>http://www.avaya.com/gcm/master-usa/en-us/corporate/alliances/devconnect/index.htm</u>) under the product name IP Office. Once downloaded the install is initiated by running **TAPI3Install.exe** as shown below.

| Computer | File Edit View Favorites I | ools <u>H</u> elp | s s × 19 📖 | • | |
|-------------------|------------------------------|--|---------------------|------------------|------------|
| | Address C:\Documents and Set | see the second | | 63. | |
| £ | Name - | Size | | Date Modified | Attributes |
| utty.exe | html . | | File Folder | 07/11/2011 13:47 | |
| | Samples | | File Folder | 07/11/2011 13:47 | |
| | 🔄 🍜 Autorun.inf | 1 KB | Setup Information | 03/10/2001 11:41 | A |
| | a go | 1 KB | Shortcut to Program | 03/10/2001 17:31 | А |
| - | 💽 go.bat | 1 KB | Windows Batch File | 12/12/2001 16:38 | А |
| Network Places | andex.htm | 4 KB | HTML Document | 12/06/2006 10:26 | A |
| lates | 🗐 readme.txt | 1 KB | Text Document | 22/10/2003 12:59 | А |
| 6 | 🗐 readme-DevConnect.txt | 1 KB | Text Document | 12/07/2006 13:38 | A |
| <u>(</u> | TAPI3Install.exe | 3,637 KB | Application | 22/10/2003 16:19 | A |

To configure the TAPI Service Provider, navigate to **Control Panel** and right click on **Phone and Modem Options** and properties as highlighted below.



Click on the **Advanced** tab and highlight **Avaya IP Office TAPI3 Service Provider** and click **Configure**.

| one and Modem Options | ? |
|--|-----------------------------|
| Dialing Rules Modems Advanced | |
| The following telephony providers are | installed on this computer: |
| Providers: | |
| Avaya IP Office TAPI3 Service Provider Microsoft H.323 Telephony Service Provider Microsoft HID Phone TSP Microsoft Multicast Conference TAPI Service Pr NDIS Proxy TAPI Service Provider TAPI Kernet-Mode Service Provider | rovider |
| Unimodem 5 Service Provider | |
| | |
| | |
| | |
| Add | emove <u>C</u> onfigure |
| ОК | Cancel Apply |

Enter the IP Office IP address into the **Switch IP Address** box. Select **Third Party** and enter the IP Office Administrators password into the **Switch Password** box. Ensure **WAV Users** and **ACD Queues** are ticked as shown below.

| aya TAPI3 config | uration | |
|-------------------|--------------------|--------|
| Switch IP Address | 192.168.30.31 | Cancel |
| C Single User | | |
| User Name | | |
| User Password | | |
| Third Party | | |
| Switch Password | | |
| | Ex Directory Users | |
| | 🔽 WAV Users | |
| | ACD Queues | |

7. Configuration of NMS Adaptive Web Assist

This section outlines the steps necessary to configure the NMS Adaptive Web Assist to enable the Adaptive Desktop users take control of the Avaya IP Office deskphones. All configuration changes on the Adaptive Server are done through Adaptive Management Console installed on the Adaptive Server.

Note: Installation of the Adaptive Web Assist software is outside the scope of this document, for additional information regarding the installation please see **Section 10** of these Application Notes.

7.1. Configuration of NMS Adaptive CTI Gateway

The steps below describe the configuration for Adaptive CTI Gateway. This configuration enables the Adaptive Messaging to communicate with IP Office via TAPI. Open the program **Adaptive Management Console** as shown below.

| Manage Your | Server 🥑 My Computer | 11111 |
|---------------------------|---|-----------------------------|
| Command Pre | Windows Catalog | • 10 10 10 |
| Vindows Expl | 🍓 Windows Update | • |
| Adaptive Deskt | Accessories Administrative Tools | • • |
| Notepad | Dell Accessories Startup | • |
| Adaptive Manaç Console | Symantec Client Security WinPcap | • |
| Adaptive Predic | 🛅 WinZip 🛅 Wireshark | Adaptive Desktop |
| WordPad | Wisdom-soft ScreenHunter 5 Fre Internet Explorer | Adaptive Management Console |
| Paint | Outlook Express Remote Assistance | Adaptive Predictive Dialler |
| All Programs | Adaptive Microsoft SQL Server 2005 | X Uninstall Adaptive Server |

Enter the appropriate credentials into the Adaptive Management Console login screen as shown.

| Adaptive Management Console | SHARING 🔻 💷 🗆 🗙 |
|---|--|
| Eile View Config Server Activity Real-Time Histor | ical <u>D</u> isplay <u>W</u> indow <u>H</u> elp |
| 1 🖉 📚 🍘 🔌 🗐 🖉 | |
| | |
| | |
| | |
| Adaptiv | e Management Console 💽 SHARING 🥌 🗙 |
| Please e | enter your user name and password. |
| User na | me: Administrator |
| Passwo | id: |
| | |
| | OK Cancel Help |
| | |

Once logged in configure the CTI Gateway Service by clicking on **Config** in the toolbar at the top of the screen and under **System** select **CTI Gateway Service** as shown below.

| Maaptive 🚮 | Management Console | | SHARING 👻 💶 🗖 🗙 |
|------------|--|---|-----------------|
| | Config Server Activity B Users and Teams Message Rules Dialling Campaigns Macros and Screen Pops | eal-Time Historical Display Window Help | |
| | System | Queues Server Service <u>CTI Gateway Service</u> Messaging Processor Service SQL Exporting Service <u>Web Gateway Service</u> Message Database <u>A</u> dministrator Adaptive <u>Helper Service</u> | |

The Adaptive CTI Gateway Configuration window opens. Select Client Server Comms tab and select TAPI 3rd Party for the Telephone system as highlighted below. Click Settings to configure the TAPI Settings.

| Adaptive Management Console | SHARING - |
|--|-----------|
| Eile Yiew Config Server Activity Real-Time Historical Display Window Help | |
| Adaptive CTI Gateway Configuration | ব |
| Blending Banned Numbers Busy Lamp Field Restrictions Extensions Client Server Comms CLI Matching and Contacts List Do-Not-Disturb | |
| Communication with Adaptive Desktop | |
| Use IP address: Use host name: NMS_TEST_Server auto-detect | |
| Port number: 54321 | |
| Use default telephone extension numbers for users | |
| Communication with the telephone system | |
| Telephone system: TAPI 3rd Party Settings | |
| Adaptive Switch Simulator Go Connect Inter Tel Axxess | |
| TAPI 3rd Party | |
| OK Cancel Apply Help | |
| | |

The **TAPI** (**Third Party**) **Settings** window opens. Click the **Avaya IP Office** button under the **Line device identification** tab and click **OK** to submit. All other entries are default.

| Ble | e device identification | OND settings | Trace information (diag | gnostics) (pns |
|--------|------------------------------|-------------------|-------------------------|----------------|
| | Click one of the following I | buttons to appl | y preset values: | ф |
| or [| AASTRA | | Panasonic KX- | TD |
| - | Alcatel | | Panasonic KX- | TDA |
| . [| Avaya IP Office | | Samsung OFFICE | SERV |
| ort | LG IPECS | | Siemens Hi-Path | 170 |
| | LG LDK / ipLDK | | Siemens ECSTA | 150 |
| | | | | |
| ion 🔽 | Prefix extension number | s with this strin | g: IP Office Phone: | |
| ele (• | No suffix (ignore charac | ters after the e | (tension number) | |
| el€ | No suffix (ignore charac | ters after the e | (tension number) | |
| ele (• | No suffix (ignore charac | ters after the e | (tension number) | |

Click on **Dialling properties** on the **Adaptive CTI Gateway Configuration** window as shown below.

| Blending B Client Server Com | anned Numbers ms CLIMa | Busy Lamp Field F atching and Contacts I | | Extension: Do-Not-Disturb |
|---|--|---|----------|------------------------------|
| Communication with Use IP address: Use host name: Port number: | Adaptive Desktop | er auto- | detect | |
| 🗖 Use default telep | phone extension num | bers for users | | |
| Communication with | the telephone susten | | | |
| Communication with Telephone system: | the telephone system TAPI 3rd Party Dialling propertie | <u> </u> | Settings | |

Prefix numbers for outside lines and appended numbers are added for the system on this screen. The information added here is non-specific as it is unique for each site. Once the relevant information is added, click **OK** and **OK** on the **Adaptive CTI Gateway Configuration** window, as shown.

| Blending | Banned Numbers Busy Lamp Field Restrictions Extension |
|-----------|--|
| | rver Comms CLI Matching and Contacts List Do-Not-Disturb |
| | Dialling Properties |
| Communi | Append digits or characters to all outbound dialled numbers |
| C Use II | ✓ When the dialled number is longer than this many digits: 4 |
| Use F | append these characters (and then dial): |
| Port numt | |
| ronthame | - Special measures when dialling external numbers |
| 🗖 Use c | Identify a dialled number as external (i.e. not a local extension) if it |
| | |
| | C starts with these digits: |
| | |
| Communi | in which case: |
| Telephon | before dialling, always prefix with these digits: 9 |
| | C always use this account code: |
| | |
| | |
| | OK Cancel |
| | |
| - | |

7.2. Configuration of NMS Adaptive Web Assist module

This section shows the configuration steps necessary to configure the Adaptive Web Assist module. Open the program Adaptive Management Console as shown in Section 7.1. Under Config on the toolbar select System and Web Gateway Service highlighted below.

| Adaptiv Adaptiv | ve Management Cons | sole | |
|-------------------|---|---|---|
| <u>File V</u> iew | Config Server Activit | y <u>R</u> eal-Time <u>H</u> istorical <u>D</u> isplay <u>W</u> indow <u>H</u> elp | |
| | Users and Teams Message <u>R</u> ules Dialling Campaigns Macros and Screen | Pops | _ |
| | System | Queues Server Service <u>C</u> TI Gateway Service Messaging Processor Service SQL Exporting Service | |
| | | Web Gateway Service | |
| | | Message Database <u>A</u> dministrator Adaptive Helper Service | |

A window called **Adaptive Web Gateway Configuration Settings** is opened. Click on the **Files and Queues** tab. Enter the location of the **AM temp files** (note this location during the installation of Web Assist), enter the correct queue information for **Web Call-backs** and **Web chats**.

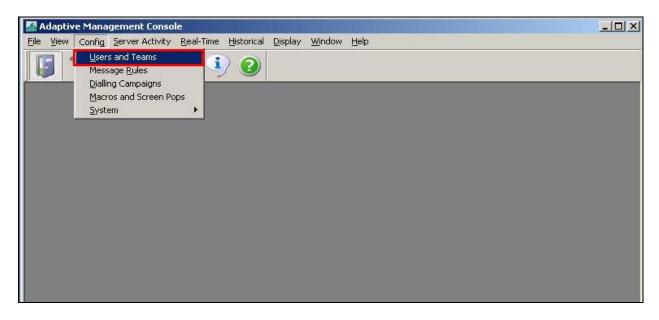
| TAdaptive Management Console File View Config Server Activity Real-Time Historical Display Window Help | |
|---|--|
| 🕼 🌮 🎘 🎱 🤄 🖉 | |
| Adaptive Web Gateway Configuration Settings | |
| Check for new requests on the server every: seconds Directory on web server machine where ASP/CGI/COM will write AM temp files: | |
| C:VAMASPTemp | |
| Put references into these queues Web call-backs: Web chats: | |
| | |
| | |
| OK Cancel Apply Help | |
| or Help, press F1 32% Free Space | |

Solution & Interoperability Test Lab Application Notes ©2012 Avaya Inc. All Rights Reserved. 14 of 28 AdpWEB_IPOR8 Click on the URLs tab. Enter the correct information for the Adviser URLs and the Adaptive Web Gateway URLs.

| 🚻 Adaptive Managem | ent Console | | | | | |
|-----------------------|--------------------------------|--|----|--|--|--|
| Eile View Config Serv | ver Activity <u>R</u> eal-Time | Historical Display Window Help | | | | |
| | 🛎 🔊 🍕 | | | | | |
| | Adaptive Web Gatew | vay Configuration Settings | | | | |
| | Files and Queues | RLs | | | | |
| | Adviser URLs | | | | | |
| | Container: | http://webserver/WebAssist/Adviser/AdviserTalkContainer.asp | | | | |
| | Text entry: | http://webserver/WebAssist/Adviser/AdviserTalkSession.asp | | | | |
| | Text frame name: | InmsleftFrame | | | | |
| | Full transcript: | Full transcript: http://webserver/WebAssist/Adviser/AdviserGetFullTranscript.asp | | | | |
| | | | | | | |
| | ⊢ Adaptive Web Gate | eway URLs | | | | |
| | Monitor URL: | http://webserver/WebAssist/AMWebGatewayMonitor.asp | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | - | | | | | |
| | | OK Cancel Apply Help | | | | |
| | | | Ċ. | | | |
| | | | | | | |
| E | | | | | | |
| For Help, press F1 | | 32% Free Space | | | | |

7.3. Adding Adaptive Users

Open the Adaptive Management Console as described in Section 7.1. Under Config select Users and Teams highlighted below.



Select the Users tab and click on the Add button highlighted below.

| Adaptive Management Cons | Configuration Editor | <u>? ×</u> | <u> </u> |
|---------------------------------|---|-------------|----------|
| File View Config Server Activit | Users Teams The following users can log in: | Edit Remove | |
| | Log out selected users | | |
| | OK Cancel AF | ply Help | |

PG; Reviewed: SPOC 9/21/2012

The Add User window is opened, under the Name and Details tab enter a suitable Name and Password and click Apply.

| Adaptive Management Cons | Add User | ? X _ D X |
|----------------------------------|---|-----------|
| File View Config Server Activity | Name and Details Queues Macros Permissions Email Permi Name: Op A Password: | ssions |
| | | Help |

Select the **Queues** tab and click on the icon highlighted below. The **Select Retrieval or Forwarding Queues** window is opened. Select the required queue that will be associated with the new user and click **OK**.

| Adaptive Management Cons Elle View Config Server Activity | Add User | <u>.</u> |
|--|--|----------|
| The Texa could Severy work | Name and Details Queues Macros Permissions Email Permissio | |
| | Select Retrieval or Forwarding Queues Select one or more queues from the list below, then click OK: Default Undeliverable | |
| | OK Cancel | |
| | User-specific blending time: -1 seconds | Help |

Click on the **Permissions** tab and select the **Module Permissions** required for the user, the example below shows all possible modules selected for the user. Click on **OK** once selected.

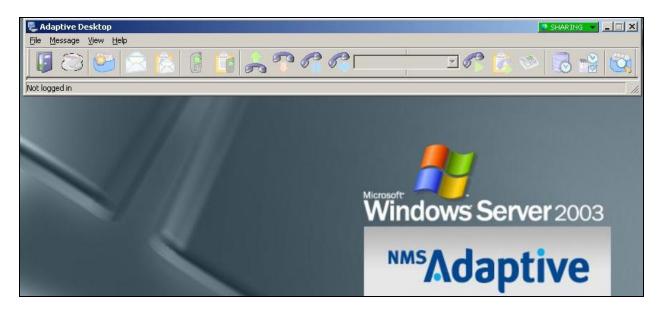
| Adaptive Management Cons Add User | ?× |
|---|-------------------|
| Elle View Config Server Activity Image: Ser | |
| WebChat Use Management Console Restrict Access to Historical Call Record Additional Permissions OK Cancel Apply | ng Report Help |

7.4. Configure Adaptive Desktop

Open Adaptive Desktop as shown below.



This opens the Adaptive Desktop window as shown.



Click on the Login Icon highlighted. This opens the Adaptive Desktop – User Login window, Enter the required User name and Password and click OK.

| | Adaptive De | sktop - User Login SHARING 🗾 🗶 | |
|--|-------------------------|---|---|
| | Please enter y | our user name and password. | and the second se |
| | User name: Password: | 0pA | |
| Adaptive Desktop Ele Message View Help I I I I I I I I I I I I I I I I I I I | in usi | Progressive Dialling Predictive Dialling WebChat gin options n the Adaptive Desktop starts on this computer, automatically log | |

Once **OK** is clicked above the **Set Telephone Extension** window opens. Enter the IP Office extension that is to be associated with the Adaptive Desktop operator and click **OK**.

| | Set Telephone Extension | | | SHARING V | × | | |
|--|---------------------------|-------------------------|-----|------------------|---|---|----|
| | Enter your teleph xxxx | one extension number ir | | on this computer | | | |
| Adaptive Desktop Ele Message View Help | | 17A (2) @0 | BA |) <u> </u> | | 1 | ×1 |
| Not logged in | | | 0 0 | | | | |

Once logged in information on **messages**, **calls**, and **Call Queue** is displayed as highlighted below.

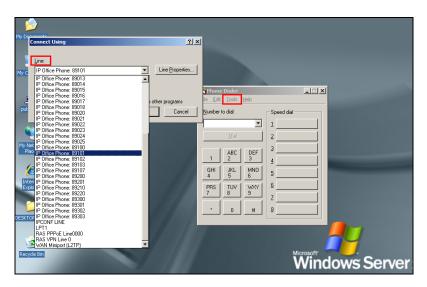
| Adaptive Desktop - Op A - <automatic> e Message View Help</automatic> | |
|---|--|
| 3 8 8 8 | |
| al 0 messages, 0 calls Call Queue -> 0, 0 | |

8. Verification Steps

This section illustrates the steps necessary to verify that the NMS Adaptive Web Assist is connected to the Avaya IP Office correctly.

8.1. Verify that Avaya IP Office TAPI Service Provider is running correctly

Open **Phone Dialer** (Windows program installed on all Windows platforms) on the Evolution Server where TAPI is installed. Click on the **Tools** menu and select **Connect Using**. Another box opens as shown below. Open the **Line** dropdown box and all the IP Office users should here as an available line to use.



Choose any line and in the box **Number to dial** enter a valid IP Office extension number as shown below and click **Dial**. The **Phone Dialer** should successfully call the chosen extension number.

| | Chone Dialer I State Sta |
|--------------------------|--|
| | Number to dial: Speed dial |
| Dialing | 92012 1 |
| Currently dialing: 92012 | <u>D</u> ial 2 |
| Hang Up | ABC DEF 3 1 2 3 4 GHI JKL MNO 5 |
| | PRS TUV WXY 5 Z |
| | |

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8.2. Verify that NMS Adaptive Server has CTI functionality

Open Adaptive Management Console as shown in **Section 7.1**. Click on **Server Activity** in the top menu and **Telephone Events** as shown below.

| A 🔝 | daptiv | e Mana | gement Consol | e | | | | | |
|------|--------|--------|--|-----------------|----|------------|---------|--------|------|
| Eile | ⊻iew | Config | Server Activity | <u>R</u> eal-Ti | me | Historical | Display | Window | Help |
| | | 7 | Message Pro | ents | | 2 | | | |
| | 1.1 | | D <u>a</u> ta Controll <u>W</u> eb Gatewa CR Archive | У | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

Telephone Events and status are displayed in the CTI Gateway window as shown below.

| Adaptive Management Console | | | SHARING V |
|--|---|----------------------------------|-----------|
| e <u>V</u> iew Config <u>S</u> erver Activity <u>R</u> eal-Tim | ne <u>Historical Display</u> <u>Window</u> <u>H</u> | | |
| CTI Gateway | | SHARING - ? - C × | |
| Telephone Events and status | | Save output to file | |
| Initialising telephone system - please wait 2011/11/17 16:08:19 lineInitializeEx() succer 2011/11/17 16:08:19 Found 17 devices 2011/11/17 16:08:19 lineNegotiateAPIVersion for device 0 returner 2011/11/17 16:08:19 lineNegotiateAPIVersion for device 1 returner 2011/11/17 16:08:19 ineNegotiateAPIVersion for device 1 returner 2011/11/17 16:08:19 I Connected users and extensions | ThreadProc beginning d 8000000c (-2147483636), dwAPI∨e | | |
| User | Extension | Status | |
| Op A Op B administrator | 8910 8911 | Available Available Logout | |
| • | | E | |

8.3. Verify NMS Adaptive Web Assist module

This section goes through the call flow for Web Chat and Web Call Back, verifying that Web Assist is configured correctly.

8.3.1. Verify Web Assist Web Chat

A customer browsing on the NMS Adaptive web site clicks on **LIVE CHAT** to request assistance using Web Chat.

| http://www.nms-adaptive.com/ | Q-⊠¢× | Computer Telephony Integ × | |
|---|--|--|---|
| Call TXT email chat connect with Adaptiv | | Adaptive | |
| Connect with Adaptive Select Country UK: 0846 612 4000 USA: 877-887-9853 Fax: 0843 607 0100 sales@mms.adaptive.com | Obvious Ways 10 Devious Ways 10 Increase profile FREE TRIAL | OUS Ways to In click to read our lat | |
| LIVE CHAT | Products Computer Telephony Desktop SMS Call Recording | Solutions Sales and Marketing Telemarketing Online sales | Useful Resources • Self Service Portal • Activate your software • Connect with a Support Representative |
| Open UK and USA EST Mon - Fri 09.00 17.30 We are Recruiting | Progressive Dialler Predictive Dialler Messaging & Email Management Web Assistance | Credit Management Debt Collection Healthcare Education | On-Demand Demonstration Case Studies |
| click here for more information | Contact Centre | | Demos and Podcasts |

The customer is presented with a new window where the customers' details are filled in and submitted to the NMS Web Assist module.

| (-) 🕑 🧭 http://10 | 99.228.26.115:85/Visitor/IndexTalk.htm | P-≣¢× | Computer Telephony Integrati | Adaptive Web Assist Chat | × 👌 🛧 🌣 |
|-------------------|--|-------|------------------------------|------------------------------|-----------------|
| Please enter your | Adaptive Web Assist Chat | | NM | ^₅ ∧dap | tive |
| Name: | Customer | | | | |
| Telephone Number: | 0123456789 | | | Adaptive Web Ass | ist |
| Email address: | Test@test.com | | Suppo | orts live one-to-one chat an | d web page push |
| Please enter any | comments or questions here | | | | |
| Test | * | 2 | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | + | | | |
| | : Submit : | | | | |

Once submitted the Adaptive Desktop user receives a pop up message requesting assistance with details of the customer and a window in which messages can be sent.

| Adaptive Desktop - Tony Kerton - <automatic></automatic> | |
|---|--|
| File Message View Help | |
| Image: Screen Pop Outlook 2010 Chad Macro 1 | |
| otal 0 messages, 0 calls Web Assist Web Chat -> 0, 0 | |
| Adaptive Web Assist Adviser | |
| File Edit View Help | |
| Iext | Send Spelicheck |
| | Push URL Push as pop-up Clear pushed URL |
| 🛛 😓 📄 💼 💽 🥑 English(UK) 🔽 | |
| Standard Template | |
| Visitor details Name: Customer Telephone: 0123456789 Email: Test@test.com Comments: Test | Adaptive Web Assist Supports live one-to-one chat and web page push |
| Tony Kerton: Hello, Customer, how can I help you? (12/09/2012 14:41:25) | |
| Done | NUM // |

8.3.2. Verify Web Assist Call Back

A customer browsing on the NMS Adaptive web site clicks on **CALL ME** to request assistance using a call back option on Web Assist.



The customer is then presented with a web call back page where the customer's details are filled out and submitted to the Web Assist module.

| $(\leftarrow) \bigcirc$ |) 🧉 http://109 | .228.26.115 | 85/Callback/CallbackRe 🎾 👻 🖥 | a c × | Computer Telephony Integrat | 🧭 Adaptive Web Assist Call-B 🗙 🏠 🛣 | Þ |
|---------------------------|----------------|-------------|------------------------------|-------|-----------------------------|------------------------------------|---|
| | | | Adaptive W | eb A | ssist Call-Back Req | uest | |
| Please | enter your | details | | | | | |
| Name: | | Custome | r | | | | |
| Telephe | one Number: | 0238062 | 6927 | | | | |
| Alternat | ive Number: | | | | | | |
| Email a | ddress: | test@tes | t.com | | | | |
| Please | choose you | ır time | | | | | |
| Today: | now | - | 1 | | | | |
| | OR | | - | | | | |
| Date: | | | dd/mm/yyyy | | | | |
| Time: | | | HH:MM | | | | |
| Please | enter any c | ommen | ts or questions here | | | | |
| This is a | ı test | | | * | | | |
| | | | | * | | | |
| | | | | | : Submit : | | |

The Adaptive Desktop user is presented with the following screen pop with the customer's details and an option to dial the customer by pressing **Dial** highlighted below.

| 🎭 Adaptive Desktop - Tony Kertor | n - <automatic></automatic> | | |
|----------------------------------|-----------------------------|----------|-------|
| File Message View Help | | | |
| J 🕲 🎱 🕲 🚺 | 3) 🛭 🛍 🍰 💎 🖪 🍣 🗖 | - R 💰 | 🔍 🛃 🛃 |
| SF Pop Screen Pop Outlook 201 | 0 Chad Macro 1 | | |
| Total 0 messages, 0 calls Web As | | 1 | 15 |
| | | | |
| | | | |
| () Adaptive Call-Bac | k Viewer | | |
| File Edit View | Help | | |
| | 🔇 😓 🗋 💼 🔇 | | |
| Standard Template | e | | |
| <u>N</u> umber: | 02380626927 | Dial | |
| <u>Alternative number:</u> | | Dial | |
| Na <u>m</u> e: | Customer | | |
| <u>S</u> chedule this call for: | 14:53:55 12 September 2012 | | |
| Place in this gueue: | Web Assist Web Call Backs | . | |
| Notes: Email=test(| atest com | W | |
| | questions=This is a test | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | <u></u> | |

9. Conclusion

Illustrated in these Application Notes is the procedure for configuring NMS Adaptive Web Assist to interoperate with Avaya IP Office R8.0. Using the configuration described in these Application Notes, various emails were sent and received. Agents were placed in "Do not Disturb" mode while reading and replying to each email so as calls would not arrive at the agent's deskphone during this period. During compliance testing, all test cases were completed successfully; any observations are outlined in **Section 2.2**.

10. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <u>http://support.avaya.com</u>.

- [1] TAPI Link installation Doc # 15-601034 Issue 11d
- [2] TAPI Link Doc # 15-601035 Issue 11f
- [3] IP Office R8 Doc library

The following NMS Adaptive product documentation can be found at <u>http://nms-adaptive.com/downloads/</u>

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