



Avaya Solution & Interoperability Test Lab

Application Notes for DATEL Call SWEET! Live Outbound Dialer with Avaya IP Office 8.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live Outbound Dialer to interoperate with Avaya IP Office 8.0. DATEL Call SWEET! Live is a contact center management solution, and Outbound Dialer is an optional component that enables upload of call lists and automatic placement of outbound calls on behalf of available agents.

In the compliance testing, DATEL Call SWEET! Live Outbound Dialer used the TAPI Make Call functionality from Avaya IP Office to place outbound calls for available agents on Avaya IP Office.

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

1. Introduction

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live Outbound Dialer to interoperate with Avaya IP Office 8.0. DATEL Call SWEET! Live is a contact center management solution, and Outbound Dialer is an optional component that enables upload of call lists and automatic placement of outbound calls on behalf of available agents.

Call lists are uploaded by supervisors via the Call SWEET! Live web interface. Agents have the DATEL Call SWEET! Live Widgets application running on the desktops. When an agent becomes available for an outbound call, Outbound Dialer uses the TAPI Make Call function from Avaya IP Office to place the call on behalf of the agent. The agent uses the telephone connected to Avaya IP Office to manually hear the call progress.

The data obtained from the DevLink events as part of the basic DATEL Call SWEET! Live integration with Avaya IP Office, is used by Outbound Dialer to determine when the agent is finished with the current call and ready for the next.

Outbound Dialer can also automatically add the calling party number from any abandoned inbound calls to the outbound call list, so that the abandoned caller can be called back.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. The outbound calls were automatically launched by Outbound Dialer for available agents. Necessary user actions such as answer and drop were performed manually from the user telephones to test the various call scenarios.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to the Call SWEET! Live server.

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. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following scenarios from Outbound Dialer: incomplete number, invalid number, ring no answer, voicemail coverage, no route available, busy, different inter-call delay, end of list, abandoned inbound, multiple agents, switching between inbound and outbound.

The serviceability testing focused on verifying the ability of Outbound Dialer to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet cable to the Call SWEET! Live server.

2.2. Test Results

All test cases were executed and passed.

2.3. Support

Technical support on Outbound Dialer can be obtained through the following:

- **Phone:** (724) 940-0400
- **Email:** support@datel-group.com

3. Reference Configuration

The configuration used for the compliance testing is shown below.

These Application Notes assume the basic Call SWEET! Live integration with IP Office using TFTP and DevLink are already in place according to [3] and will not be described.

The detailed administration of general contact center devices such as hunt groups and agents are assumed to be in place, and are not covered in these Application Notes.

In the compliance testing, Outbound Dialer launched outbound calls on behalf of agent users shown below.

Device Type	Extension
Hunt Group	21000
Agent Users	21251, 21253

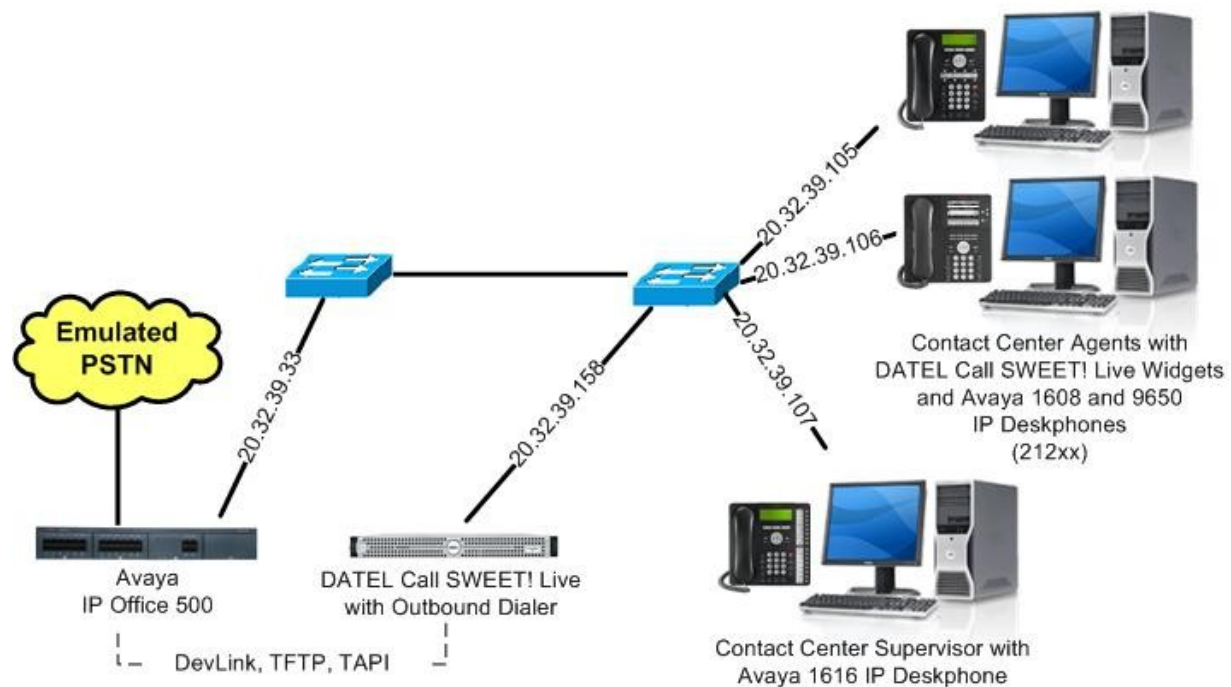


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	8.0 (18)
Avaya 16xx Series IP Deskphones (H.323)	1.300B
Avaya 9650 Series IP Deskphone (H.323)	3.186a
DATEL Call SWEET! Live Outbound Dialer on Windows 2008 Server with Service Pack 2 <ul style="list-style-type: none">• Avaya TAPI (tspi2w.tsp)• Avaya DevLink (devlink.dll)	7.10.12.207 1.0.0.35 1.0.0.5
DATEL Call SWEET! Live Widgets	7.10.3.204a

5. Configure Avaya IP Office

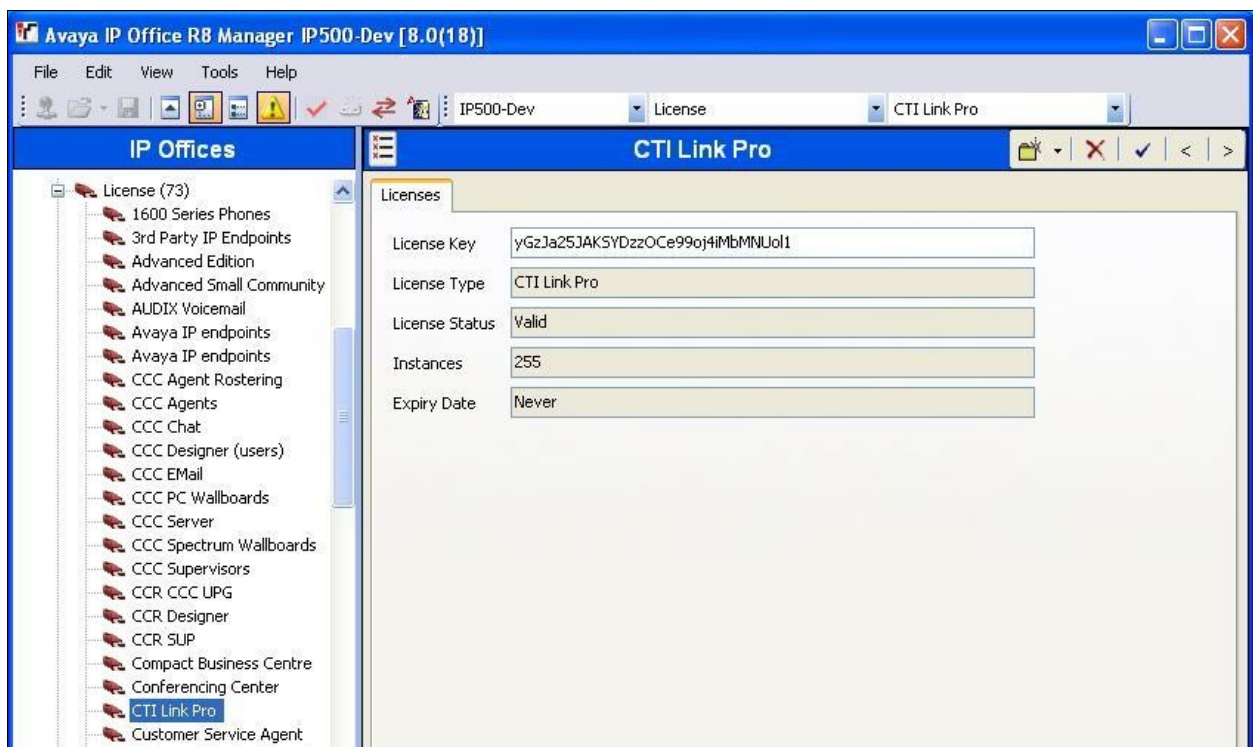
This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify IP Office license
- Obtain agent user data

5.1. Verify IP Office License

From a PC running the IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the application. Select the proper IP Office system, and log in with the appropriate credentials.

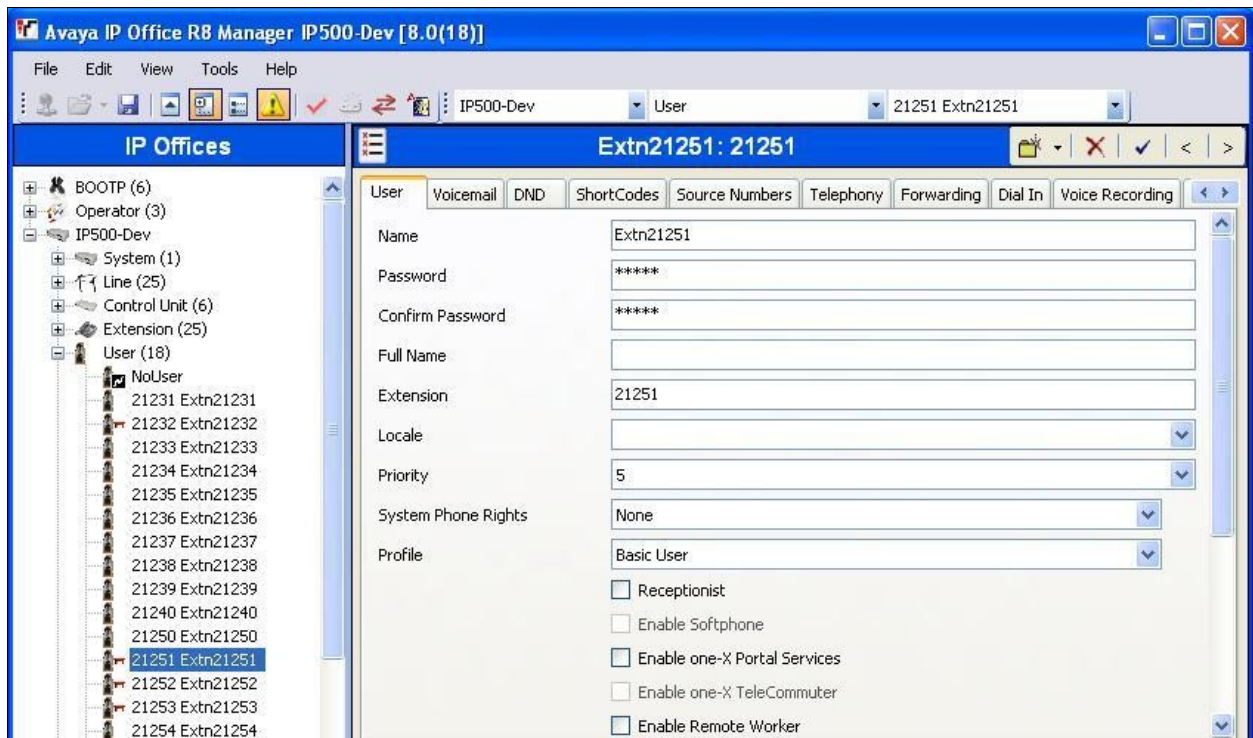
The **Avaya IP Office R8 Manager** screen is displayed. From the configuration tree in the left pane, select **License > CTI Link Pro** to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is “Valid”.



5.2. Obtain Agent User Data

From the configuration tree in the left pane, select the first agent user from **Section 3**, in this case “21251”. Make a note of the **Name** and **Extension** values, which will be used later to configure Outbound Dialer.

Repeat this section for all agent users from **Section 3**.



6. Configure DATEL Call SWEET! Live Outbound Dialer

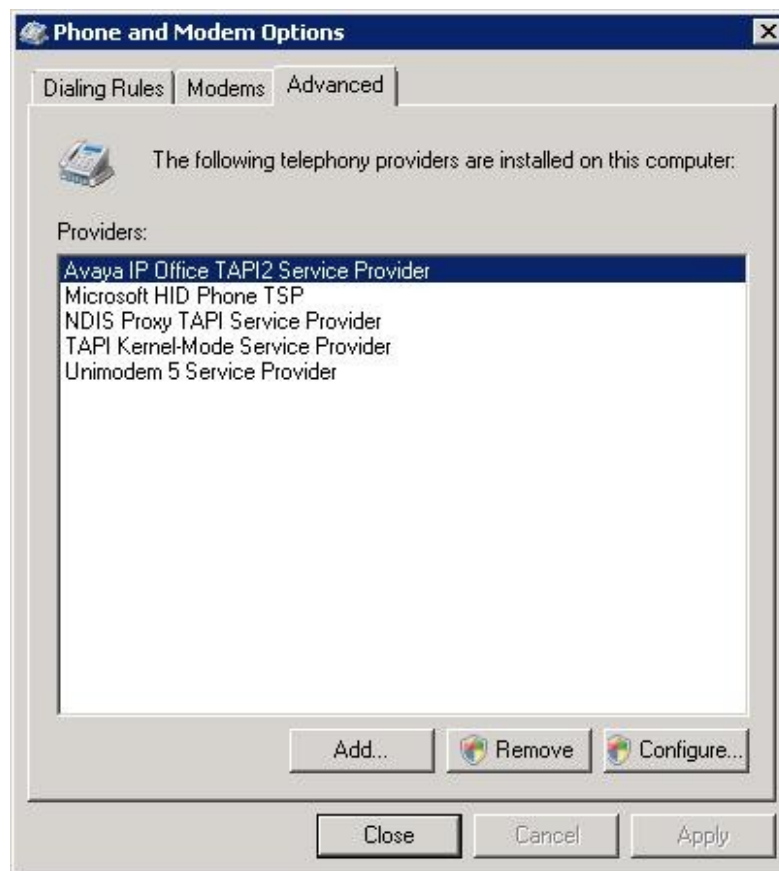
This section provides the procedures for configuring Outbound Dialer. The procedures include the following areas:

- Administer TAPI driver
- Launch Call SWEET! Live
- Administer users
- Administer user data
- Administer routing
- Upload call list

The configuration of Outbound Dialer is typically performed by DATEL support technicians or DATEL business partners. The procedural steps are presented in these Application Notes for informational purposes.

6.1. Administer TAPI Driver

From the Call SWEET! Live server, select **Start > All Programs > Control Panel > Phone and Modem Options**, to display the **Phone and Modem Options** screen. Select the **Avaya IP Office TAPI2 Service Provider** entry under the **Advanced** tab, and click **Configure**.



The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of IP Office. Select the radio button for **Third Party**, and enter the IP Office password into the **Switch Password** field.

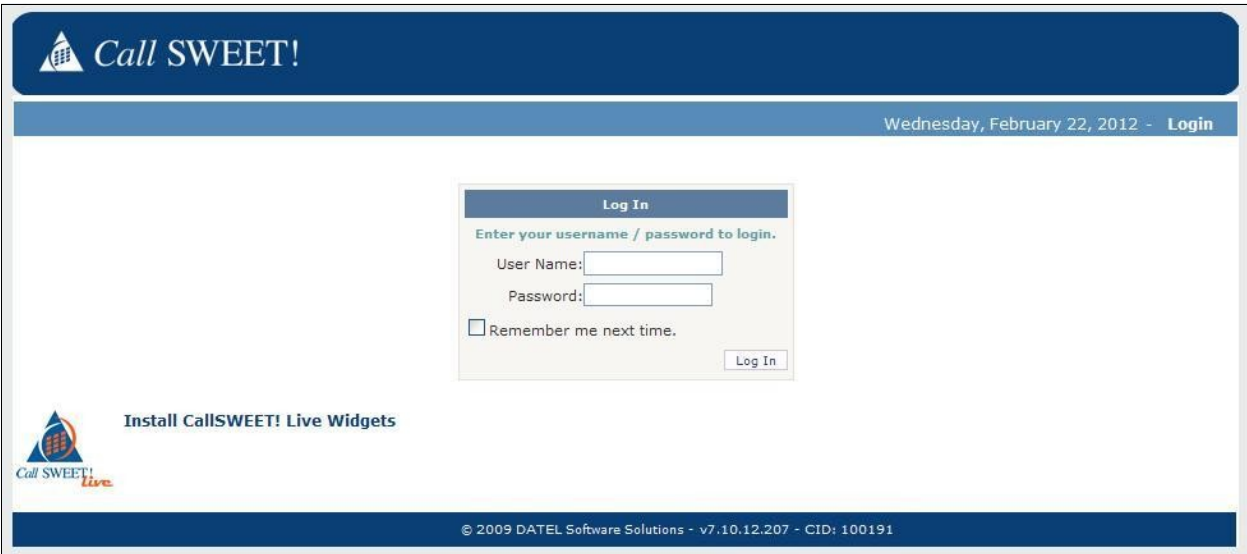
Reboot the Call SWEET! Live server.



The image shows a Windows-style dialog box titled "Avaya TAPI2 configuration". It has a "Switch IP Address" field containing "20.32.39.33". Below this are two radio buttons: "Single User" (unselected) and "Third Party" (selected). Under "Single User" are fields for "User Name" (containing "agent1") and "User Password" (empty). Under "Third Party" is a "Switch Password" field (containing "xxxxxxx") and three checkboxes: "Ex Directory Users", "WAV Users", and "ACD Queues" (all unchecked). "OK" and "Cancel" buttons are in the top right.

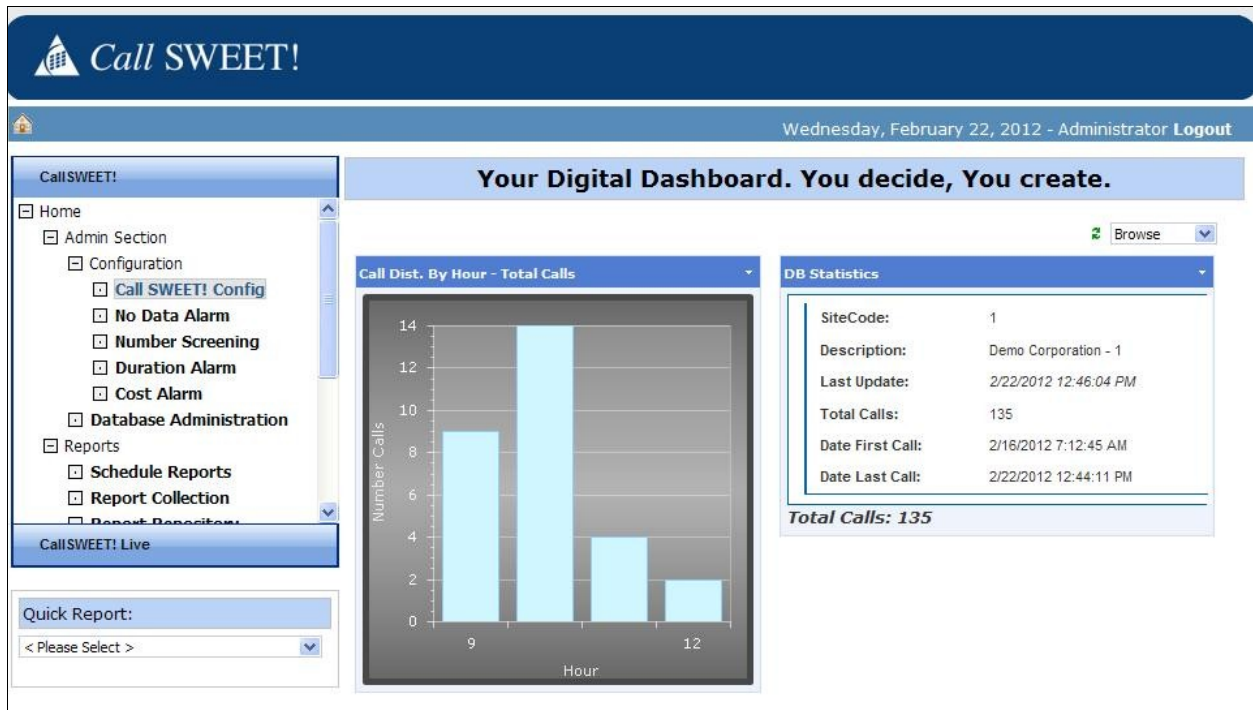
6.2. Launch Call SWEET! Live

Access the Call SWEET! Live web-based interface by using the URL “http://ip-address/callsweet” in an Internet browser window, where “ip-address” is the IP address of Call SWEET! Live. The **Log In** screen is displayed as shown below. Log in using the appropriate credentials.



The image shows a web browser window displaying the "Call SWEET! Live" interface. The header is dark blue with the "Call SWEET!" logo and text. Below the header, a status bar shows "Wednesday, February 22, 2012 - Login". The main content area is white and contains a "Log In" box with the text "Enter your username / password to login." and fields for "User Name:" and "Password:". There is a "Remember me next time." checkbox and a "Log In" button. Below the login box is a link "Install CallSWEET! Live Widgets" with a small logo. The footer is dark blue and contains the text "© 2009 DATEL Software Solutions - v7.10.12.207 - CID: 100191".

The screen below is displayed. Select **Home > Admin Section > Configuration > Call SWEET! Config** from the left pane.



6.3. Administer Users

The **Call SWEET! Configuration** screen is displayed. Select the **System / Report Users** tab, and click **Add new record** to add a new user.

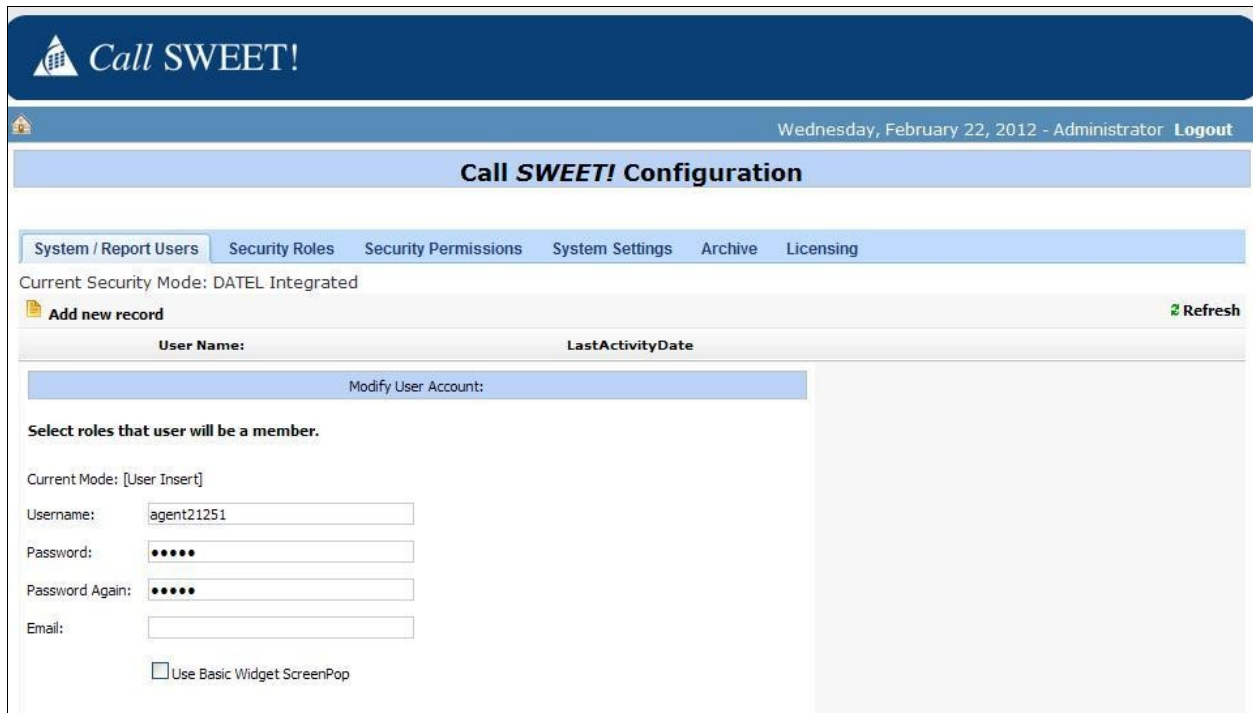
The screenshot shows the 'Call SWEET! Configuration' screen with the 'System / Report Users' tab selected. The current security mode is 'DATEL Integrated'. A table lists the existing user 'administrator'.

User Name:	LastActivityDate
administrator	2/22/2012

© 2009 DATEL Software Solutions - v7.10.12.207 - CID: 100191


The **Call SWEET! Configuration** screen is updated with the **Modify User Account** section shown below.

For **Username**, **Password**, and **Password Again**, enter the desired credentials for the first agent user from **Section 3**.



The screenshot shows the 'Call SWEET! Configuration' screen. The top navigation bar includes 'System / Report Users', 'Security Roles', 'Security Permissions', 'System Settings', 'Archive', and 'Licensing'. The 'Current Security Mode' is 'DATEL Integrated'. Below this is a table with columns 'User Name' and 'LastActivityDate'. A 'Modify User Account' section is visible, containing a 'Select roles that user will be a member.' label, a 'Current Mode: [User Insert]' label, and input fields for 'Username' (agent21251), 'Password' (masked with dots), 'Password Again' (masked with dots), and 'Email'. There is also a checkbox for 'Use Basic Widget ScreenPop'.

Repeat this section for all agent users. In the compliance testing, two agent users were configured as shown below.



The screenshot shows the 'Call SWEET! Configuration' screen with a list of users. The top navigation bar includes 'System / Report Users', 'Security Roles', 'Security Permissions', 'System Settings', 'Archive', and 'Licensing'. The 'Current Security Mode' is 'DATEL Integrated'. Below this is a table with columns 'User Name' and 'LastActivityDate'. The table contains three rows: 'administrator', 'agent21251', and 'agent21253', all with a 'LastActivityDate' of '2/22/2012'. Each row has a delete icon (trash can) to its right.

User Name	LastActivityDate
administrator	2/22/2012
agent21251	2/22/2012
agent21253	2/22/2012

6.4. Administer User Data

Select the pencil icon associated with the first agent user, in this case “agent21251”. The **Call SWEET! Configuration** screen is updated with the **Modify User Account** section.

Scroll down to the **Unlock User** section. For **Extension** and **Agent Id**, enter the corresponding agent user extension and name from **Section 5.2** respectively. For **Security Roles**, select the desired role. Repeat this section for all users from **Section 6.3**.

The screenshot displays the 'Call SWEET! Configuration' web application. At the top, there's a navigation bar with the 'Call SWEET!' logo and a breadcrumb trail: 'Home : Admin Section : Configuration : Call SWEET! Config'. The date and user information 'Wednesday, February 22, 2012 - Administrator Logout' are on the right. Below the navigation bar, a tabbed interface shows 'System / Report Users' as the active tab, with other tabs for 'Security Roles', 'Security Permissions', 'System Settings', 'Archive', and 'Licensing'. The current security mode is 'DATEL Integrated'. A table lists users, with 'agent21251' highlighted in yellow. A red circle highlights the pencil icon for editing this user. Below the table, the 'Modify User Account' section is active. It includes a 'Select roles that user will be a member.' section with a 'Current Mode: [User Edit]' dropdown. The 'Username' field is populated with 'agent21251'. There's a 'Change User's Password' sub-section with fields for 'User Name', 'Password', 'New Password', and 'Confirm New Password', along with a 'Reset Password' button. The 'Unlock User' button is also present. Below these are input fields for 'Email', 'Full Name', 'Extension' (with '21251' entered), and 'Agent Id' (with 'Extn21251' entered). There are checkboxes for 'Can apply VR Categories' and 'Use Basic Widget ScreenPop'. At the bottom, a 'Security Roles' section shows a list of available roles: 'Administrators', 'Power Users', and 'Users'. An 'Add Current User to Selected Role' button is at the bottom of this section.

User Name:	LastActivityDate
administrator	2/22/2012
agent21251	2/22/2012

Modify User Account:

Select roles that user will be a member.

Current Mode: [User Edit]

Username: agent21251

Change User's Password

User Name: agent21251

Password:

New Password:

Confirm New Password:

Reset Password (Will reset the user's password to an autogenerated one)

Unlock User

Email:

Full Name:

Extension: 21251

Agent Id: Extn21251

☐ Can apply VR Categories

☐ Use Basic Widget ScreenPop

Security Roles:

The list of available roles is shown below.

- Administrators
- Power Users
- Users

Add Current User to Selected Role

6.5. Administer Routing

From the **Call SWEET!** home screen, expand **CallSWEET! Live** in the left pane, and select **Home > CallSWEET! Live > Configuration / Tools > CallSWEET! Live Config**, as shown below.

The screenshot displays the Call SWEET! web application interface. The top header features the Call SWEET! logo and the date/time: Wednesday, February 29, 2012 - Administrator Logout. The main content area is titled "Your Digital Dashboard. You decide, You create." and contains two panels: "Call Dist. By Hour - Total Calls" (which is empty and displays the message "There is no or empty series") and "DB Statistics" (which shows call statistics for SiteCode 1, including a total of 331 calls).

Call SWEET!

Wednesday, February 29, 2012 - Administrator Logout

Your Digital Dashboard. You decide, You create.

Call SWEET!

- Home
- Admin Section
 - Configuration
 - Call SWEET! Config**
 - No Data Alarm
 - Number Screening
 - Duration Alarm
 - Cost Alarm
 - Database Administration
- Reports
 - Schedule Reports
 - Report Collection
 - Report Repository

CallSWEET! Live

- Home
- CallSWEET! Live
 - Configuration / Tools
 - Alarm Setup
 - CallSWEET! Live Config**
 - Reports

Call Dist. By Hour - Total Calls

There is no or empty series

DB Statistics

SiteCode:	1
Description:	Demo Corporation - 1
Last Update:	2/27/2012 10:37:29 AM
Total Calls:	331
Date First Call:	2/16/2012 7:12:45 AM
Date Last Call:	2/27/2012 10:35:15 AM

Total Calls: 331

The **Call SWEET! Live Configuration** screen is displayed. Select the **App Config** tab. In the **Click2Dial Setup** section, configure the parameters to match the network routing plan.

In the compliance testing, the call lists consisted of 10-digits local and long distance numbers, and Outbound Dialer added the prefix “91” to the numbers as required by the local IP Office system.

Call SWEET!

Home : CallSWEET! Live : Configuration / Tools : CallSWEET! Live Config Wednesday, February 29, 2012 - Administrator Logout

Call SWEET! Live Configuration

Agents Hunt Groups Hunt Group Coll Call Tag Coll **App Config** Licensing Role Security WAVs Reason Codes Work Hours

App Config Setup:

IP Office Version: 4X

Forced Login: True

Enable Busy WrapUp Reason Codes: False

Enable DND Reason Codes: False

Enable Logout Reason Codes: False

Opportunity Missed Time (secs): 0

Short Code Setup:

Enable Busy WrapUp Short Code: ---

Disable Busy WrapUp Short Code: ---

Apply To All Groups: False

Login Short Code: ---

Logout Short Code: ---

Apply To All Groups: False

Click2Dial Setup:

Local / Long Distance (10 Digit) Prefix: 91

International (10+ Digit): 9

Local Area Codes: 111

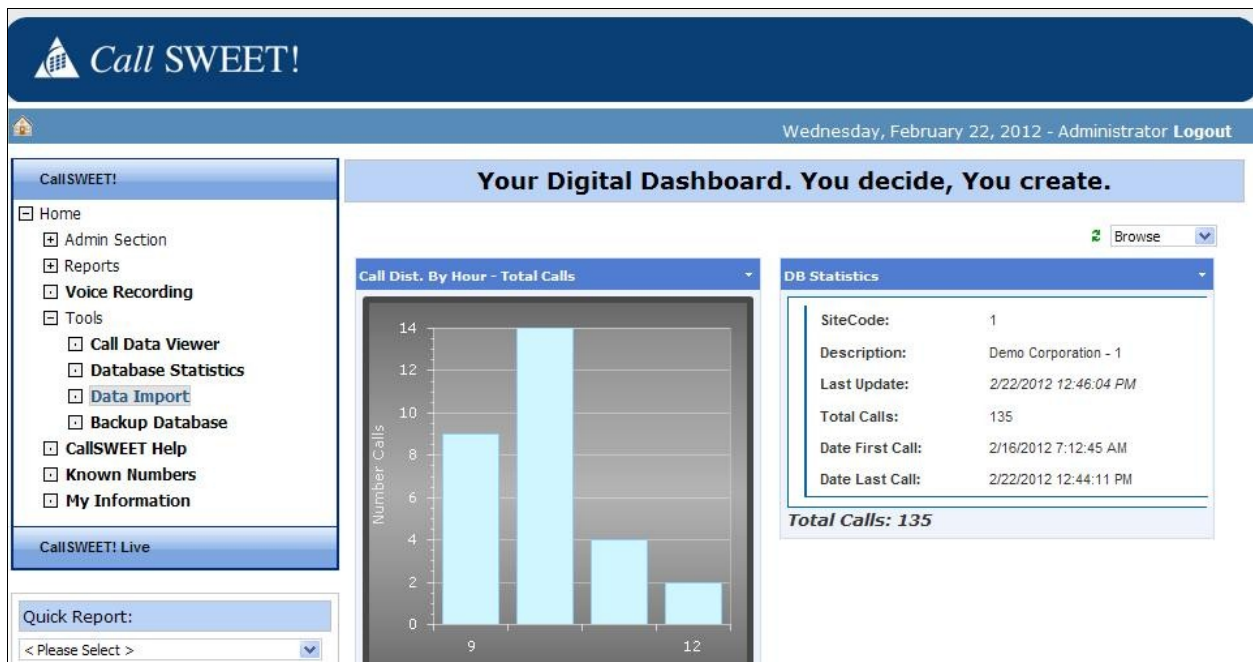
Local Area Code Prefix: 91

Save

Note: Local Area Codes are comma separated (e.g. 412,724)

6.6. Upload Call List

From the **Call SWEET!** home screen, select **Home > Tools > Data Import** from the left pane.



The **Call SWEET! Data Import** screen is displayed. Click **Select** and browse to the proper directory to select the Excel file containing the list of calling numbers. Click on the green check icon to upload the file.

The screenshot shows the 'Call SWEET! Data Import' screen. The breadcrumb trail is 'Home > Tools > Data Import'. The page title is 'Call SWEET! Data Import'. Below the title are tabs for 'Extensions/Account Codes', 'Known Numbers', and 'Outbound Dialer'. Under 'Extensions/Account Codes', there are sub-tabs for 'Excel Import' and 'Direct Import'. The main content area has a text box with instructions:

Use this page to import Extensions and the Enhanced Hierarchy into Call SWEET!. This tool will also be used to import Account Codes into Call SWEET!

Instructions:

- 1.) Download or open the template below.
- 2.) Fill in the appropriate data completely and in the format shown in the header.
- 3.) Save the file to your computer.
- 4.) Use the "Select" button to find the file saved in Step 3.
- 5.) Click the green check mark to upload the data. (note: file must be and xls extension!)

Below the instructions is a 'Download Template' button. Underneath is the text 'Select a completed Excel File (built from the template downloaded above):'. Below this is a text input field containing 'C:\fakepath\AutoDialImportTe' and a 'Select' button. At the bottom left, there is a green checkmark icon circled in red, and next to it is the text 'Upload File'.

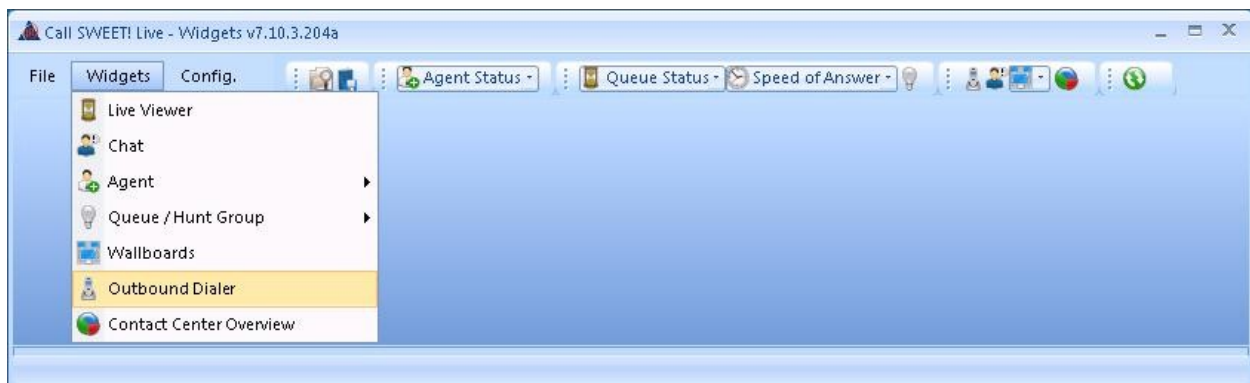
7. Verification Steps

This section provides the tests that can be performed to verify proper integration between IP Office and Outbound Dialer.

From the agent PC running DATEL Call SWEET! Live Widgets, select **Start > All Programs > CallSWEET! Live – Widgets > Call SWEET! Live – Widgets** to launch the application and log in with the appropriate credentials from **Section 6.3**.



The **Call SWEET! Live – Widgets** screen is displayed. Select **Widgets > Outbound Dialer** from the top menu, as shown below.



The **Outbound Dialer** tab screen is displayed. Enter the desired interval between calls, and select **Outbound Dialing Enabled** from the drop-down list shown below.

Verify that after the configured interval has elapsed, a new call entry is displayed in the agent screen, as shown below. Also verify that alerting is occurring at both the PSTN destination and at the agent telephone. Answer the call on both ends, and verify that the agent is connected with the PSTN destination with two-way talk path.

The screenshot shows the 'Outbound Dialer' widget interface. At the top, there's a title bar 'Call SWEET Live - Widgets v7.10.3.204a'. Below it is a menu bar with 'File', 'Widgets', and 'Config.'. A toolbar contains icons for 'Agent Status', 'Queue Status', 'Speed of Answer', and others. The main content area is titled 'Outbound Dialer' and has a 'Control / Info' section. In this section, 'Outbound Dialing Enabled' is selected in a dropdown menu. Below this, it says 'Give me 10 seconds in between calls.' and 'Note: Calls will be made from Extension 21251'. There is a 'Last 10 Calls' section with a table. The table has three columns: 'Called Number', 'Date Made', and 'ReasonForCall'. One call is listed: '(908) 846 - 5001' made on '2/22/2012 3:00:26 PM' with the reason 'Manually Loaded by administrator'. At the bottom, there is a checkbox 'Mark checked calls as "Needs Followup".' and a follow-up timer set to '0 days 0 hours'.

Called Number	Date Made	ReasonForCall
(908) 846 - 5001	2/22/2012 3:00:26 PM	Manually Loaded by administrator

8. Conclusion

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live Outbound Dialer to successfully interoperate with Avaya IP Office 8.0. All feature and serviceability test cases were completed.

9. Additional References

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

1. *IP Office 8.0 Knowledge Base Documentation CD*, December 2011, available at <http://support.avaya.com>.
2. *Call SWEET! Live Outbound Dialer*, available upon request to DATEL Support.
3. *Application Notes for DATEL Call SWEET! Live with Avaya IP Office 8.0 – Issue 1.0*, available at <http://support.avaya.com>.

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