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Avaya Solution & Interoperability Test Lab

Application Notes for Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset System with Avaya Aura® Agent Desktop - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset system with Avaya Aura® Agent Desktop (Agent Desktop). Plantronics Hub software enables the integrated call control features for Savi 400 Series, including call answer/end and synchronized mute with Agent Desktop. Plantronics Hub was installed on the desktop PC running Agent Desktop.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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.

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Solution & Interoperability Test Lab Application Notes
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Savi410-AAAD

1. Introduction

These Application Notes describe the configuration steps required to integrate Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset system with Avaya Aura® Agent Desktop (Agent Desktop). Plantronics Hub software enables the integrated call control features for Savi 400 Series, including call answer/end and synchronized mute with Agent Desktop. During compliance test, Plantronics Hub was verified with Savi W410.

2. General Test Approach and Test Results

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.

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to Agent Desktop, answering and ending calls using the call control button on the headset, and verifying two-way audio. The call types included calls between local extensions, and from the PSTN contact center number.

The serviceability testing focused on verifying the usability of the Savi 400 Series USB Wireless Headset system solution after restarting the Agent Desktop and reconnecting the Savi 400 Series USB Wireless Headset system to the PC.

2.1. Interoperability Compliance Testing

All test cases were performed manually. The following features were verified:
- Placing calls to internal extensions to verify two-way audio.
- Placing calls from the PSTN to contact center number to verify two-way audio.
- Answering and ending calls using the call control button on the headset.
- Answering and ending calls using the Agent Desktop screen interface
- Hearing ring back tone for outgoing calls.
- Hearing ring alert for incoming calls.
- Using the volume control buttons on the headset to adjust the audio volume.
- Using the mute button on the headset and Agent Desktop to mute and un-mute the audio.
- Verifying incoming call notification on headset.
- Using Hold feature on Agent Desktop.
- Move far away from the PC where connectivity is lost and walk back in range and placing a call.

For the serviceability testing, the Savi 400 Series USB Wireless Headset system was reconnected to the Desktop Agent and the PC was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed with the following observations:
- The "Avaya Aura Agent Desktop – Headset Support" utility must be installed on the PC.
- On the Avaya Aura® Agent Desktop, the name of the headset for "Playback Device" and "Record Device" fields are Plantronics D100 instead Savi 400 Series as displayed on Plantronics Hub. This is expected behavior.
- On Plantronics Hub, under settings for Softphones and Media Players, the "Target Softphone" needs to be manually selected as "Avaya Aura Agent Desktop".

2.3. Support

For technical support and information on the Plantronics products described in this solution, contact Plantronics Technical Support at:
- Phone: 800-544-4660 (toll free)
  +1 831-426-5858 (International)
- Website: http://www.plantronics.com/north_america/en_US/support

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset system with Agent Desktop. The configuration consists of Avaya Aura® Communication Manager, Avaya Aura® Session Manager, Avaya Aura® System Manager and Avaya Aura® Contact Center. Simulated SIP PSTN is provided via Session Manager. Plantronics Hub was installed on the desktop PC running Window 7. Plantronics Savi 410 was connected to the desktop PC using a Plantronics D100 USB adapter.
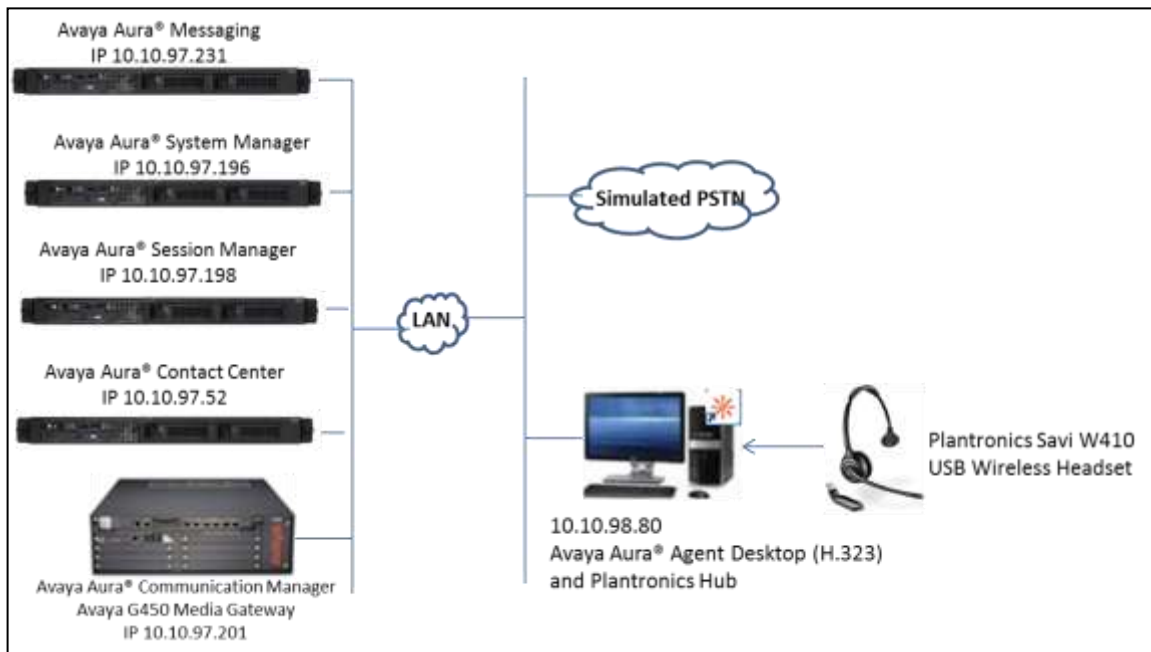
Figure 1: Agent Desktop with Plantronics Hub and Savi 400 Series USB Wireless Headset System

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	6.3.12
Avaya G450 Media Gateway	36.156.0
Avaya Aura® Messaging	6.3.2
Avaya Aura® Session Manager	6.3 SP 14 (6.3.14.0.631402)
Avaya Aura® System Manager	6.3. SP 14 (6.3.14.11.3595)
Avaya Aura® Contact Center	6.4 SP15
Avaya Aura® Contact Center - Avaya Aura® Agent Desktop	6.4 Build 14.200.42.1285
Avaya Aura® Agent Desktop Headset Utility: Avaya Aura Agent Desktop – Headset Support	6.3.208
Plantronics Savi 400 Series USB Wireless Headset system with D100 USB Adapter	Base: v.28.27 Headset: v.28.26 Tuning: v.35 USB: v.132
Plantronics Hub	3.7.51238.28796

5. Configure Avaya Aura® Communication Manager

This section will add H.323 stations for use by the Avaya Aura® Agent Desktop. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

Issue **add station <n>** command, where **n** is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** Enter station type **9620**.
- **Name:** A descriptive name.
- **Security Code:** Enter a valid code ex: 1234.
- **IP SoftPhone: y**.

```
add station 53107                                             Page   1 of   5
                                  STATION

Extension: 53010                      Lock Messages? n             BCC: 0
     Type: 9620                       Security Code: 1234           TN: 1
     Port: IP                         Coverage Path 1:             COR: 1
     Name: Agent1                      Coverage Path 2:            COS: 1
                                      Hunt-to Station:
STATION OPTIONS
                                      Time of Day Lock Table:
             Loss Group: 19     Personalized Ringing Pattern: 1
                                        Message Lamp Ext: 5102
           Speakerphone: 2-way        Mute Button Enabled? y
        Display Language: english          Button Modules: 0
 Survivable GK Node Name:
          Survivable COR: internal       Media Complex Ext:
   Survivable Trunk Dest? y                 IP SoftPhone? y

                                      IP Video Softphone? n
                      Short/Prefixed Registration Allowed: default

                                      Customizable Labels? y
```

6. Configure Avaya Aura® Agent Desktop

This section provides configuration of Agent Desktop softphone to log in an agent in Contact Center system and register to Communication Manager as H323 station using My Computer mode provisioned in **Section 5** above.

Navigate to **Start Menu →All Program →Avaya** and select **Avaya Aura Agent Desktop 6.0**. Avaya Agent Desktop softphone is displayed with User Credentials, enter the following:

- **User ID:** enter agent user name, ex: agent1.
- **Password:** enter password of agent1.
- **Domain:** enter Domain or IP address of Contact Center, ex: 10.10.97.52.

Note: Avaya Aura® Contact Center system and the login credential are used in this section was previously configured and not mentioned in this document.

The screenshot below shows the Agent Desktop logs in the agent1 successfully.

Log into the Agent Desktop after the Agent Desktop application has been launched and successfully connected to Contact Center. There are two options in the Agent Logon: My Computer and Desk Phone. During the test, My Computer mode is used.

Important: If an audio device (such as a headset or microphone) is added while Agent Desktop is running, you must restart the Agent Desktop to start using the new audio device.

On the Agent Desktop Top bar, from the Status list, select **Login**.
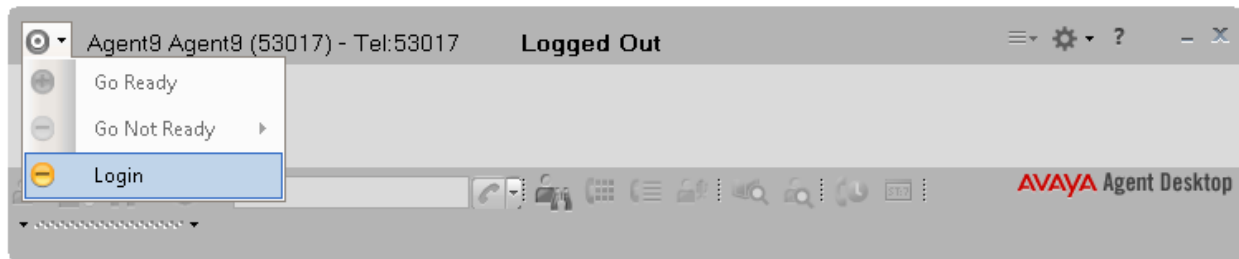
In the Agent Logon window, enter login details:
- **Place and receive call using**: select My Computer.
- **Extension**:   enter extension created in **Section 5**, ex: 53010.
- **Password:**   enter password for the extension, created in **Section 5**
- **Server Address:** enter Communication manager IP address, ex: 10.10.97.201.
- **License Type:**   using default value, ex: Agent.

Click **Login** when completed.

By default the Agent Desktop status is Not Ready. Change the status to Ready to indicate that Agent is available to handle all media types for which system is licensed and configured by select → **Go Ready**
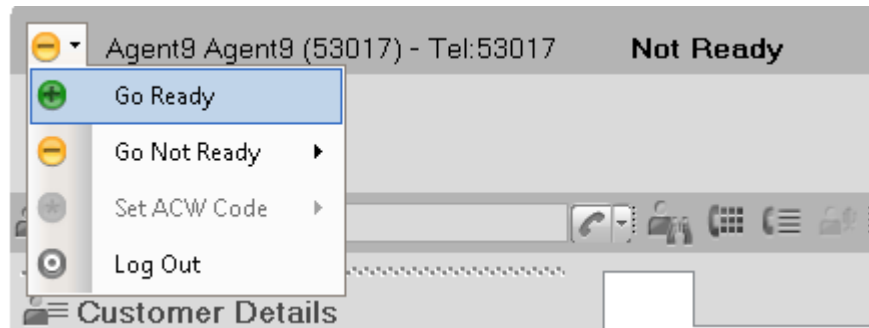
To configure Agent Desktop using Plantronics headset, on the Agent Desktop Top bar menu, click → **User Preferences** → **Audio Settings**.


In the **Audio Settings** tab, in the **Audio Devices** section, verify D100 USB Adapter is displayed in **Playback Device** and **Record Device** (see screenshot in the step below). Click **Save Audio Devices** to save configuration.
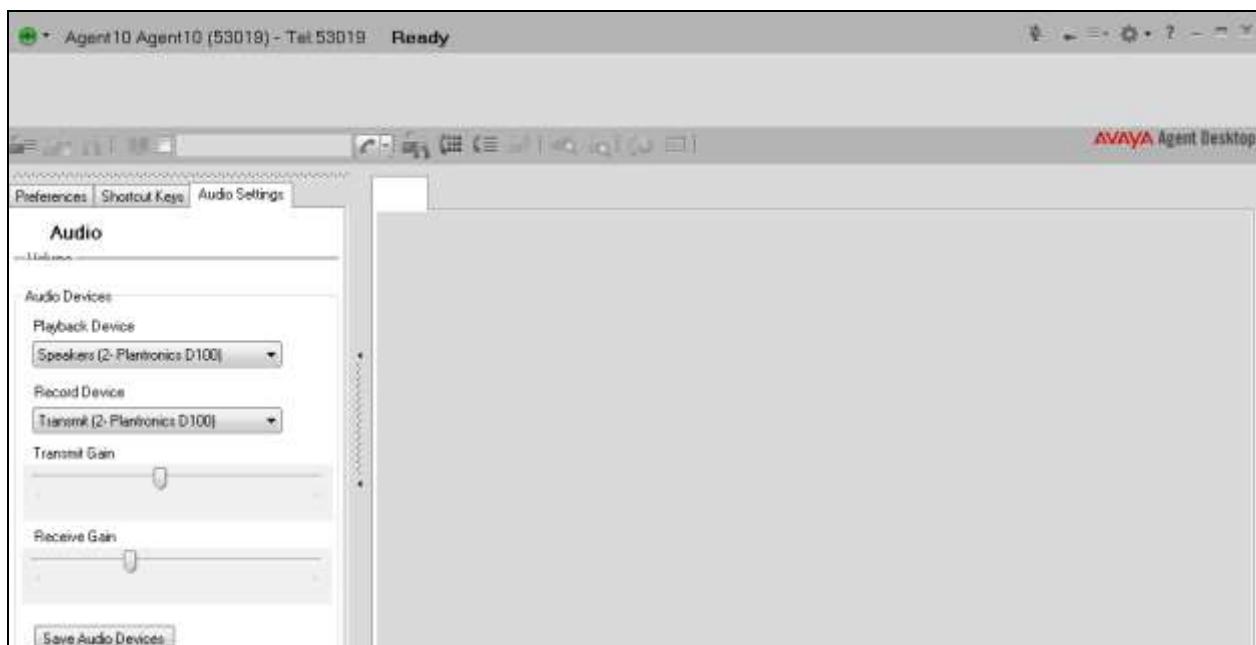
7. Install the Plantronics Hub Software and Plantronics Savi 400 Series USB Wireless Headset System

This section provides the configuration steps for Plantronics Hub software, Plantronics D100 USB Adapter and Plantronics Savi 400 Series USB Wireless Headset system to work with Agent Desktop.

1. Install Plantronics Hub software on PC which has Agent Desktop softphone installed.
2. Insert the D100 USB Adapter to an available USB port on the PC.
3. Launch the Plantronics Hub software, there is an icon of the Hub software that appears in the System tray bar showing that Plantronics headset is being connected.
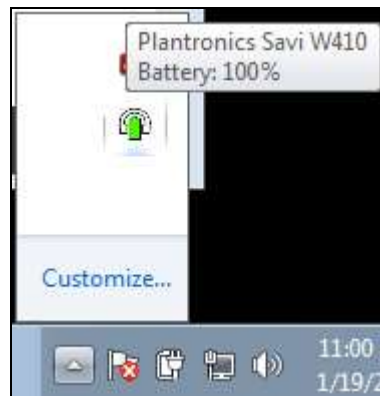
4. Launch Agent Desktop softphone.
5. Configure Plantronics Hub software to use with Agent Desktop softphone, from the Plantronics Hub window, navigate to **Settings →Softphones**. In the **Target Softphone** verify Avaya Aura Agent Desktop is displayed.
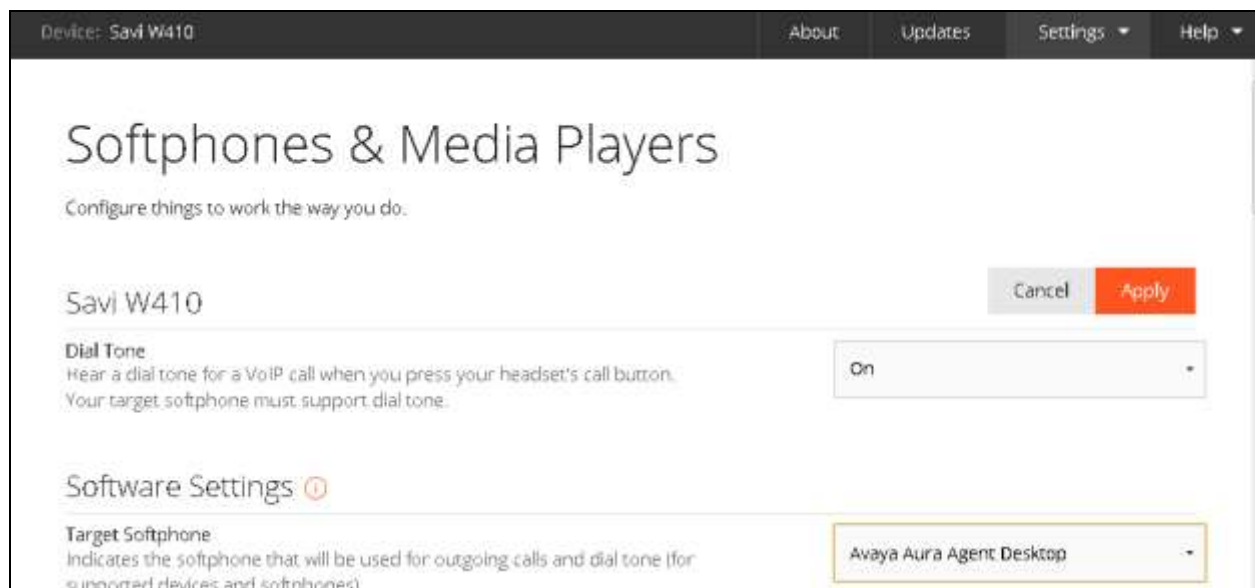
8. Verification Steps

This section verifies that the Hub and Savi 400 Series USB Wireless Headset system solution has been successfully integrated with the Agent Desktop.

Verify that the Savi 400 Series USB Wireless Headset system has been successfully installed and its information is displayed in Plantronics Hub as shown below:

From the Plantronics Hub, select **Settings → Softphones**; verify in the **Connected** column there is a green check displayed for Avaya Aura Agent Desktop.
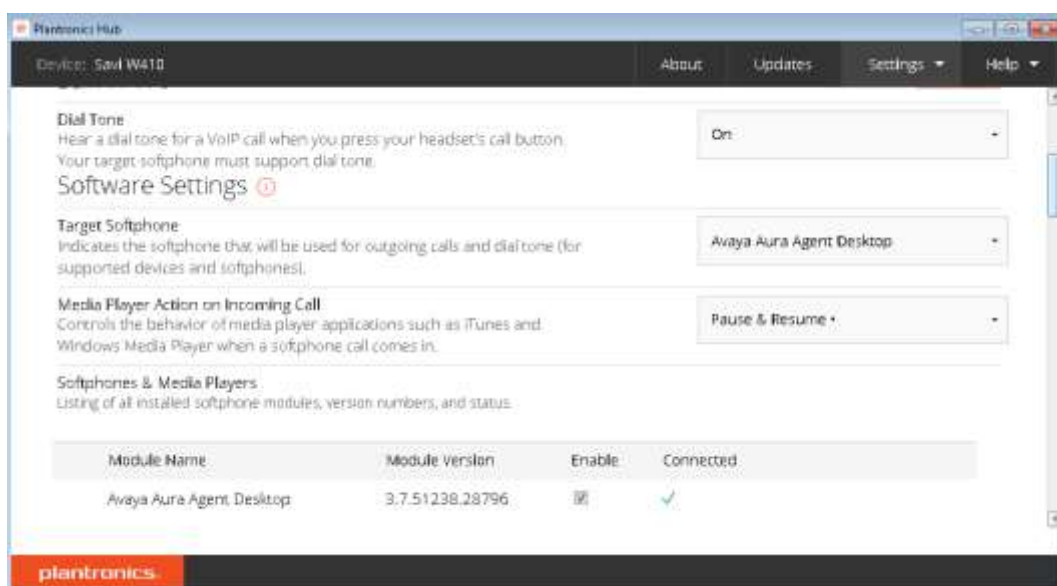
Once the Savi 400 Series USB Wireless Headset system is connected to Agent Desktop, verify that incoming and outgoing calls can be established with two-way audio to the headset. For incoming calls, answer the call by pressing the call control button on the Savi 400 Series.

1. From the Agent Desktop softphone with Plantronics D100 USB Adapter and the Savi 400 Series headset place a local call to another station.
2. Verify the ring back tone is heard through the Plantronics headset and the light on the D100 is flashing.
3. Answer the call on the other station, verify two-way speech path with audio between the Agent Desktop and the other station.
4. During the call, adjust the volume up and down and mute/unmute from Plantronics Savi 400 Series, verify the volume adjusted successfully and status of mute/unmute reflected properly on the Agent Desktop.

9. Conclusion

These Application Notes describe the configuration steps required to integrate Plantronics Hub and Plantronics Savi 400 Series USB Wireless Headset system with Avaya Aura® Agent Desktop. All test cases were completed successfully with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and Savi 400 Series USB Wireless Headset system documentation that are relevant to these Application Notes.

The following Avaya product documentation can be found at http://support.avaya.com.

[1] *Administering Avaya Aura™ Communication Manager*, Release 6.3, Issue 10.0, June 2014, Document Number 03-300509.
[2] Application Note for Configuring Avaya Aura® Contact Center 6.2 with Avaya Aura® 6.2 Infrastructure – Issue 1.0
[3] Avaya Aura® Agent Desktop Release 6.4, Issue 05.02, June 2014, Document Number NN44400-114

Documentation and information for the Plantronics Hub S/W and Savi 400 Series USB Wireless Headset system can be found at the following websites:

[4] http://www.plantronics.com/us/product/plantronics-hub-desktop
[5] http://www.plantronics.com/us/product/savi-400?skuId=sku6310035