



Avaya Solution & Interoperability Test Lab

Application Notes for ConvergeOne Cloud Connect with Avaya Proactive Outreach Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the ConvergeOne Cloud Connector with Avaya Proactive Outreach Manager. ConvergeOne Cloud Connector uses the Agent Desktop API of Proactive Outreach Manager (POM) to integrate agent functionality and manage agents using an Agent Desktop.

Readers should pay attention to **Section** Error! Reference source not found., in particular the scope of testing as outlined in **Section** Error! Reference source not found. as well as any observations noted in **Section** Error! Reference source not found., 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.

1. Introduction

These Application Notes describe the configuration steps required to integrate Cloud Connector with Avaya Proactive Outreach Manager (POM). ConvergeOne Cloud Connector for Avaya POM and Salesforce provides live POM Agent functionality from the Salesforce Customer Relationship Management (CRM) platform.

Cloud Connector uses the Agent Desktop API of Proactive Outreach Manager (POM) to integrate agent functionality and manage agents using an Agent Desktop. Agents log on via Cloud Connector. During the compliance testing, Avaya POM was configured as CCElite to allow communications with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Service. Avaya POM was installed on Avaya Aura® Experience Portal. Call to and from Experience Portal were routed via a SIP trunk to Avaya Aura® Session Manager.

2. General Test Approach and Test Results

The feature tests were performed manually. General test approach was to ensure that the features provided by Agent Desktop API were implanted on Cloud Connector.

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

Interoperability compliance testing included feature and serviceability testing. The feature testing focused on the following functionality:

- Agent Login and Logout.
- Agent state: Ready, Not Ready and changing Aux Reason code.
- Nailing the agent and new call notifications.
- Updating contact details.
- Callbacks.
- Adding and Removing contacts from Do Not Call (DNC) lists.
- Call features such as: hold/unhold, send DTMF, Consult, Transfer and Conference

The serviceability testing focused on verifying the ability of the ConvergeOne server and Avaya POM server to recover from adverse conditions, such as power failures and network disconnects.

2.2. Test Results

All test cases were executed and verified.

2.3. Support

For technical support on the Cloud Connector, contact ConvergeOne via phone, email, or internet.

- **Phone:** 1.888.321.6227
- **Email:** tickets@convergeone.com
- **Web:** <http://www.convergeone.com>

3. Reference Configuration

Figure 1 illustrates the configuration used for testing. In this configuration, Avaya Aura® Experience Portal interfaces with Avaya Aura® Session Manager via SIP. The ConvergeOne Cloud Connector clients were used as agent desktops. ConvergeOne Cloud Connector Server and Clients were deployed as virtual appliances.

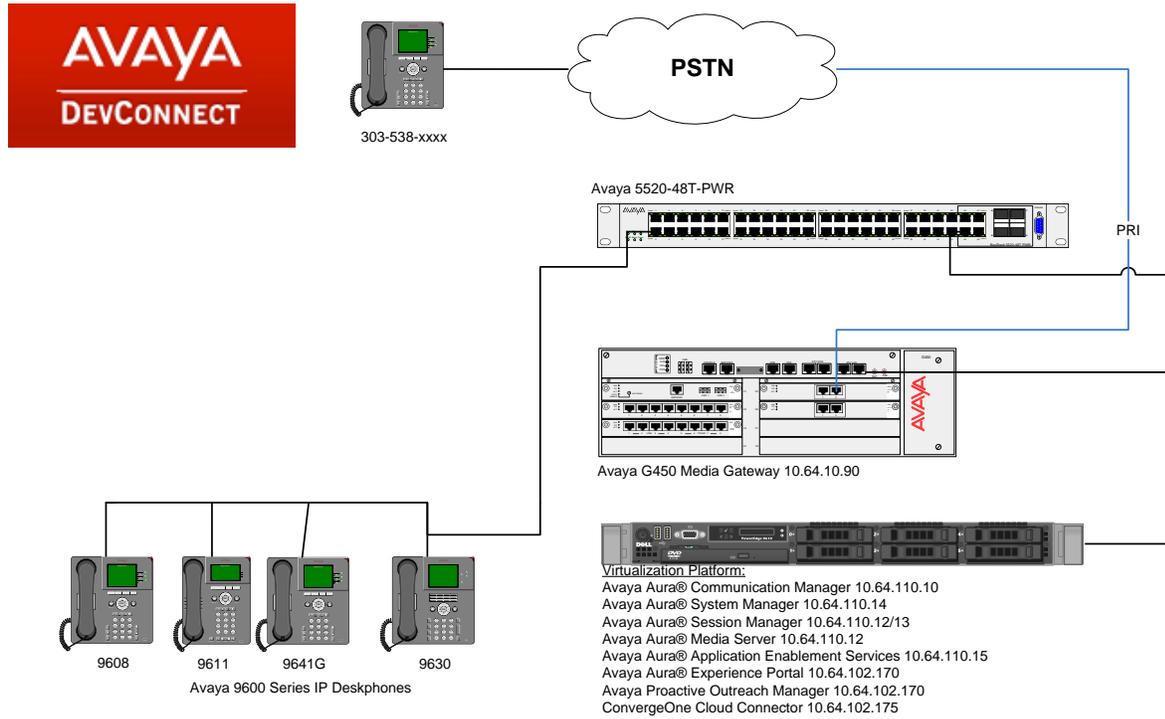


Figure 1: Configuration with Avaya Proactive Outreach Manager with ConvergeOne

3.1. Equipment and Software Validated

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

Equipment	Software
Avaya Aura® Experience Portal	7.0.2.0.0304
Avaya Proactive Outreach Manager	03.00.03.02.008
Avaya Aura® Application Enablement Services	7.0.0.0.0.13-0
Avaya Aura® System Manager	7.0.0.2.4416
Avaya Aura® Session Manager	7.0.0.0.700007
Avaya Aura® Communication Manager	7.0.1.0.0-FP1
Avaya Aura® Media Server	7.6.0.977
ConvergeOne Cloud Connect	1.3

4. Configure Avaya Aura[®] Communication Manager

This section provides the procedures for configuring Communication Manager via the System Access Terminal (SAT).

4.1. Administer Hunt Groups

This section provides the Hunt Group configuration for the call center agents. This hunt group will later be configured in Avaya POM.

Agents will log into Hunt Group 1 configured below. Provide a descriptive name and set the **Group Extension** field to a valid extension. Enable the **ACD**, **Queue**, and **Vector** options. This hunt group will be specified in the **Agent LoginIDs** configured in **Section 4.2**.

```
add hunt-group 1                                     Page 1 of 4
                                                    HUNT GROUP

      Group Number: 1                                ACD? y
      Group Name: Skill 1                            Queue? y
      Group Extension: 12001                          Vector? y
      Group Type: ucd-mia
      TN: 1
      COR: 1
      Security Code:                                MM Early Answer? n
      ISDN/SIP Caller Display:                       Local Agent Preference? n

      Queue Limit: unlimited
      Calls Warning Threshold: Port:
      Time Warning Threshold: Port:
```

On Page 2 of the Hunt Group form, enable the **Skill** option.

```
add hunt-group 1                                     Page 2 of 4
                                                    HUNT GROUP

      Skill? y      Expected Call Handling Time (sec): 180
      AAS? n
      Measured: none
      Supervisor Extension:

      Controlling Adjunct: none

      Multiple Call Handling: none

      Timed ACW Interval (sec):      After Xfer or Held Call Drops? n
```

4.2. Administer Agent IDs

This section provides the Agent Login IDs for the agents.

Add an **Agent LoginID** for each agent in the call center as shown below. In this configuration, agent login IDs 1101 and 1102 were created for two agents.

```
add agent-loginID 1101                                     Page 1 of 2
                                     AGENT LOGINID
Login ID: 2501                                           AAS? n
Name: IP Agent 1                                         AUDIX? n
TN: 1                                                    LWC Reception: spe
COR: 1                                                  LWC Log External Calls? n
Coverage Path:                                          AUDIX Name for Messaging:
Security Code: 1234
LoginID for ISDN/SIP Display? n
Password: 123456
Password (enter again): 123456
Auto Answer: station
MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: system
Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
Forced Agent Logout Time: :
```

WARNING: Agent must log in again before changes take effect

On Page 2 of the **Agent LoginID** form, set the skill number (**SN**) to hunt group 1, which is the hunt group (skill) that the agents will log into.

```
add agent-loginID 1101                                     Page 2 of 2
                                     AGENT LOGINID
Direct Agent Skill:                                     Service Objective? n
Call Handling Preference: skill-level                   Local Call Preference? n
SN  RL  SL      SN  RL  SL
1:  1   1      16:
2:
3:
4:
5:
6:
7:
8:
9:
10:
11:
12:
13:
14:
15:
```

4.3. Administer Stations

This section provides the extension that agents will log on.

Add a **station** for each extension in the call center as shown below. In this configuration, station 11001 and station 11002 were created.

```
add station 11001                                     Page 1 of 5
                                                    STATION
Extension: 11001                                     Lock Messages? n           BCC: 0
  Type: 9630                                         Security Code: 123456      TN: 1
  Port: S00217                                       Coverage Path 1:          COR: 1
  Name: IP Station 1                                   Coverage Path 2:          COS: 1
                                                    Hunt-to Station:          Tests? y

STATION OPTIONS
  Loss Group: 19                                     Time of Day Lock Table:
  Speakerphone: 2-way                               Personalized Ringing Pattern: 1
  Display Language: english                         Message Lamp Ext: 11001
  Survivable GK Node Name:                          Mute Button Enabled? y
  Survivable COR: internal                           Button Modules: 0
  Survivable Trunk Dest? y                           Media Complex Ext:
                                                    IP SoftPhone? y

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

                                                    Customizable Labels? y
```

Note: Please note that the configuration of SIP trunk and routing between Communication Manager and Session Manager was preconfigured and is not shown in this document.

5. Configure Avaya Aura® Experience Portal and Proactive Outreach Manager

This section covers the administration of Experience Portal. Configuration for Avaya POM is also covered in the section as Avaya POM was co-resident on Experience Portal

Experience Portal is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter `http://[IP-Address]/` as the URL in an internet browser, where IP-Address is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed.

Note: Some of the screens in this section are shown after the Experience Portal had been configured. Don't forget to save the screen parameters as you configure Avaya Aura® Experience Portal.

The screenshot displays the Avaya Aura® Experience Portal Manager (EPM) web interface. At the top left is the Avaya logo. On the right, it says "Welcome, admin" and "Last logged in Apr 27, 2016 at 6:01:43 AM MDT". Below the header is a red navigation bar with "Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal)", "Home", "Help", and "Logoff" links. A left sidebar menu includes categories like "User Management", "Real-time Monitoring", "System Maintenance", "System Management", "System Configuration", and "Security". The main content area shows "You are here: Home" and "Avaya Aura® Experience Portal Manager" with a description of the EPM application. Below this is the "Installed Components" section, which lists "Media Processing Platform", "Email Service", "Proactive Outreach Manager", and "Short Message Server", each with a brief description of its function.

5.1. Configure a SIP VoIP Connection

To configure an SIP connection, navigate to the **VoIP Connections** page and then click on the **SIP** tab (not shown) and select **Add**. On the **Change SIP Connection** page, configure as follows:

- Set **Enable** to **Yes**
- Set **Proxy Transport** to **TCP**
- For **Proxy Server**:
 - Type in the Session Manager SIP interface IP address in **Address**
 - Type in the Session Manager SIP Port in **Port**
- Type in **Listener Port** to **5060**
- Type in **SIP Domain** to **avaya.com**, as configured in Session Manager.
- Type in a value for **Maximum Simultaneous Calls**, as needed.
- Select **All Calls can be either inbound or outbound**
-

Name: asm

Enable: Yes No

Proxy Transport:

Proxy Servers DNS SRV Domain

Address	Port	Priority	Weight	
10.64.110.13	5060	0	0	Remove

Additional Proxy Server

Listener Port:

SIP Domain:

P-Asserted-Identity:

Maximum Redirection Attempts:

Consultative Transfer: INVITE with REPLACES REFER

SIP Reject Response Code: ASM (503) SES (480) Custom

SIP Timers

T1: milliseconds

T2: milliseconds

B and F: milliseconds

Call Capacity

Maximum Simultaneous Calls:

All Calls can be either inbound or outbound

Configure number of inbound and outbound calls allowed

Save **Apply** **Cancel** **Help**

5.2. Verify Applications

Note that the applications needed for Avaya POM were configured during Avaya POM installation. To view the list of application, navigate to **System Configuration → Applications**.

AVAYA Welcome, epadmi
Last logged in Jun 2, 2016 at 11:37:49 AM PC

Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal) Home Help Logoff

Expand All | Collapse All

You are here: [Home](#) > System Configuration > Applications

Applications

This page displays the applications that are currently deployed on the Experience Portal system.

<input type="checkbox"/>	Name	Enable	Type	URI	Launch	ASR	TTS
<input type="checkbox"/>	AvayaPOMAgent	Yes	POM:Application	http://10.64.102.170:7080/AvayaPOMAgent/Start	Outbound	No ASR	No TTS
<input type="checkbox"/>	AvayaPOMAnnouncement	Yes	POM:Application	http://10.64.102.170:7080/AvayaPOMAnnouncement/Start	Outbound	No ASR	No TTS
<input type="checkbox"/>	AvayaPOMEmail	Yes	Email	http://10.64.102.170:7080/AvayaPOMEmail/Start	Inbound Default	No ASR	No TTS
<input type="checkbox"/>	AvayaPOMNotifier	Yes	POM:Application	http://10.64.102.170:7080/AvayaPOMNotifier/Start	Outbound	No ASR	No TTS
<input type="checkbox"/>	AvayaPOMSMS	Yes	SMS	http://10.64.102.170:7080/AvayaPOMSMS/Start	Inbound Default	No ASR	No TTS
<input type="checkbox"/>	Nailer	Yes	POM:Nailer	https://10.64.102.170:7443/Nailer/ccxml/start.jsp	Outbound	No ASR	No TTS
<input type="checkbox"/>	PomDriverApp	Yes	POM:Driver	https://10.64.102.170:7443/PomDriverApp/ccxml/start.jsp	Outbound	No ASR	English(USA) en-US Jennifer F
<input type="checkbox"/>	sample_app	Yes	VoiceXML	http://10.64.102.170/ExperiencePortalTest/intro.vxml	11301	English(USA) en-US	English(USA) en-US Jennifer F

Add **Delete** **Clear MPP Cache** **Help**

5.3. Configure Avaya POM

When Avaya POM is installed on Experience Portal, a sub menu is added to EPM. On the left pane, select **POM Home** under **POM**. All configurations for Avaya POM are performed from this page, **POM Home**.

The screenshot shows the Avaya Aura Experience Portal 7.0.2 interface. The top navigation bar includes the Avaya logo, user information (Welcome, epadn), and a last logged in timestamp (Jun 2, 2016 at 11:37:49 AM). The main navigation menu on the left lists various system management and monitoring options. The main content area is titled "Proactive Outreach Manager 3.0" and includes a "POM Home" tab. Below the title, there is a description of the application and a "Refresh" button. The main content is organized into four summary cards: Campaigns, Contact List, Agents, and Favorites. Each card displays a count and a brief description of the current state.

Category	Count	Description
Campaigns	0	Campaign(s) started today and in running state.
Campaigns	7	Campaign(s) in completed state for today.
Campaigns	0	Campaign(s) started today and in paused state.
Campaigns	0	Campaign(s) scheduled today.
Contact List	0	Contact list(s) updates started today and running state.
Contact List	0	Contact list(s) updates completed today.
Contact List	0	Contact list(s) updates started today and paused state.
Contact List	0	Contact list(s) updates scheduled today.
Agents	0	Agent Details
Favorites	-	Agent Address Book
Favorites	-	Contact Lists
Favorites	-	DNC Lists
Favorites	-	Completion Codes
Favorites	-	Campaign Restrictions
Favorites	-	POM Settings

5.4. Add POM Server

From **POM Home**, hover over **Configurations** and select **POM Servers**; click **Add** to add a Avaya POM server. On the **Add POM Server** page, type in a name in **POM Server Name** and type in the Avaya POM IP Address in **POM Server IP Address** and Select **Continue**. Note that since Avaya POM was installed on the same server as Experience Portal, the IP Address of Experience portal was used.

The screenshot shows the Avaya Aura Experience Portal 7.0.2 interface. The top navigation bar includes the Avaya logo, a user greeting 'Welcome, epadmin', and a last login timestamp 'Last logged in Jun 24, 2016 at 1:46:40 PM PDT'. Below this is a red navigation bar with 'Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal)', a home icon, a help icon, and a logoff icon. The main content area is titled 'Proactive Outreach Manager 3.0' and contains a 'Configurations' dropdown menu. The 'Add POM Server' form is displayed, featuring a left-hand navigation menu with categories like 'User Management', 'Real-time Monitoring', 'System Maintenance', and 'System Management'. The form itself has two input fields: 'POM Server Name' with the value 'pom' and 'POM Server IP Address' with the value '10.64.102.170'. At the bottom of the form are three buttons: 'Continue', 'Cancel', and 'Help'.

On the **Edit POM Server** page check the box for **Trust this certificate** and select **Save**.

AVAYA Welcome, epadmin
 Last logged in Jun 24, 2016 at 1:46:40 PM PDT

Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Configurations Campaigns Contacts

Edit POM Server

Use this page to change the configuration of a POM Server.

POM Server Name **pom**

Host Address:

POM Certificate

The following certificate was sent by POM for verification. The displayed certificate should be identical to the certificate established during the installation of the target POM. Acceptance of the certificate will allow the POM access to privileged services on the EPM. If the certificate does not match, ensure that the host address has been entered correctly.

```

Owner: CN=aaep,O=Avaya,OU=POM
Issuer: CN=aaep,O=Avaya,OU=POM
Serial Number: a21e12ff082fea90
Valid from: 05/19/2016 11:46:45 AM until: 05/17/2026 11:46:45 AM
Certificate fingerprints
MD5: 23:0f:fc:da:51:2e:06:59:0a:3b:dc:31:53:39:e0:7c
SHA: 69:63:36:fc:9d:e1:78:5b:f2:57:9d:e8:17:7e:c2:87:8f:c2:e5:50
  
```

Trust this certificate

Categories and Trace Levels ▶

WARNING: POM servers will need to be restarted for changes to take effect.

Save Cancel Help

5.5. Configure POM Server

Outbound settings will need to be configured for Avaya POM to place outbound calls. Navigate to **Configurations → POM Servers → Outbound Setting** (not shown). On the **Voice Server Page**, click on the name of Voice Server; EPM, in this case.

AVAYA Welcome, epadmin
 Last logged in Jun 2, 2016 at 11:37:49 AM PDT

Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Configurations Campaigns Contacts

Voice Servers

This page displays the list of voice servers. Depending on your user role, you can add, modify and delete voice server for outca

<input type="checkbox"/>	Name	IP Address
<input type="checkbox"/>	EPM	aaep

On the **Edit Voice Server** page, type in the **User Name** and **Password**, as configured for Experience Portal. This username and password is obtained from the **Outcall** section of **System Configuration** → **EPM Server** → **EPM Settings**.

The screenshot displays the Avaya Aura Experience Portal 7.0.2 interface. At the top left is the AVAYA logo. At the top right, it says "Welcome, eadmin" and "Last logged in Jun 2, 2016 at 11:37:49 AM PDT". Below this is a red navigation bar with "Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal)", "Home", "Help", and "Logoff" links. A left sidebar contains a menu with categories like "User Management", "Real-time Monitoring", "System Maintenance", "System Management", and "System Configuration". The main content area is titled "Proactive Outreach Manager 3.0" and "Edit Voice Server". Below the title, it states "This page allows you to modify Voice Server for outbound calling." A form contains the following fields: "Name" (EPM), "IP Address" (aaep), "User Name" (admin), and "Password" (masked with asterisks). At the bottom of the form are "Save", "Cancel", and "Help" buttons.

5.6. Configure CTI

From **POM Home**, navigate to **Configurations** → **CC Elite Configurations** and select **Add CTI Detail** under **CTI Configuration** (not shown). On the **Add CTI Detail** page, configure as follows:

- Type in a name in **CTI group name**.
- Type in Communication Manager IP Address in **CM IP address**.
- Type in username and password in **CM Login** and **CM Password**.
- Type in AES IP Address in **AES IP address**.
- From the **CTI group role** drop down menu, select **Active**.

The screenshot displays the Avaya Aura Experience Portal 7.0.2 interface. The top navigation bar includes the Avaya logo, the user name 'Welcome, eadmin', and the last login time 'Last logged in Jun 2, 2016 at 11:37:49 AM PDT'. The main navigation bar shows 'Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal)' and navigation links for 'Home', 'Help', and 'Logoff'. The left sidebar contains a tree view of system management options, including 'User Management', 'Real-time Monitoring', 'System Maintenance', 'System Management', 'System Configuration', and 'Security'. The main content area is titled 'Proactive Outreach Manager 3.0' and 'Edit CTI Detail'. Below the title, a message states 'This page allows editing of existing CTI details.' The 'Edit CTI Configuration' form contains the following fields:

* CTI group name	aes
* CM IP address	10.64.110.10
* CM login	init
* CM password	*****
* AES IP address	10.64.110.15
CTI group role	Active

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Help'.

On the **Configure CTI setup details, CMS setup details and POM Skills** page, select **Add Skill**. Type in the skill as configured in **Section 4.1** for **CCElite Skill Number**, type in a name in **POM Skill Name** and select **outbound** from the **Skill Type** drop down menu.

AVAYA Welcome, epadmin
Last logged in Jun 2, 2016 at 11:37:49 AM PDT

Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Campaigns Contacts Configurations

Create POM Skills

This page allows creation of skills in POM database and associating it with CC Elite skill. For skill type "Outbound", "CC Elite Skill

CC Elite Skill Number	POM Skill Name	Skill Type	Parameter to Monitor for B
<input type="text" value="1"/>	<input type="text" value="Skill"/>	<input type="text" value="Outbound"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text" value="Select"/>	<input type="text" value="Select only for Inbound"/>

Add more rows (maximum upto 10 in one operation) **Add**

Save **Cancel** **Help**

5.7. Configure Contacts

From **POM Home**, navigate to **Contacts** → **Contact Lists** and select **Add**. Type in a name in **Name** and brief **Description** and select **Save**.

Add New Contact List

This page allows you to add new Contact List.

Name	<input type="text" value="contacts"/>
Description	<input type="text"/>

On the next page, select **Upload Contacts now. Browse..** to the location of the .csv file for the contacts and select **Upload**.

Upload Contacts

File to upload: No file selected.

Advanced Options

Empty Contact List before import

Automatically update time zone for phone numbers

Check phone numbers for reject patterns

Check phone numbers for phone formats rule

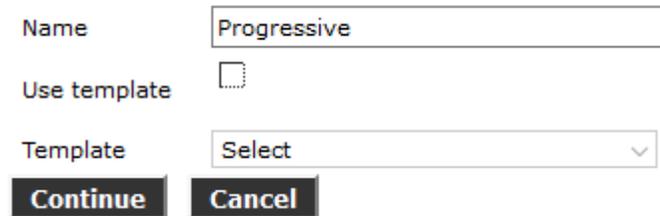
Check phone numbers/E-Mails for DNC

On duplicate record found

5.8. Configure Campaign

5.8.1. Configure Campaign Strategy

From **POM Home**, navigate to **Campaigns** → **Campaign Strategies** and select **Add**. Type in a name in **Name** field and select **Continue**.



Name

Use template

Template

Campaign Strategy Editor will open as a pop up. Configure a strategy as needed. Below is an example of the strategy configured during compliance testing.

```
<?xml version="1.0" encoding="UTF-8"?>
<tns:AvayaPIMContactStrategy
xsi:schemaLocation="http://www.avaya.com/ContactStrategy ContactStrategy.xsd
" xmlns:tns="http://www.avaya.com/ContactStrategy"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Handler foundError="false" state="initial">
    <action CallPacingType="Progressive" DriverApp="PomDriverApp"
EnhancedCCA="ON" HoldApp="AvayaPOMAnnouncement" NailerApp="Nailer"
NuisanceApp="AvayaPOMAnnouncement" OnMediaServerFailure="retry" acwTime="5"
allocationType="1" defaultCompCode="all" foundError="false"
guardTime="Disable" maxAgents="3" minAgents="1" outboundSkill="1"
outboundSkillName="Skill 1" overDialRatio="1" priority="5" type="call">
      <address foundError="false" isBranch="false" weekDaysOnly="false">
        <ContactAttribute>phoneNumber1</ContactAttribute>
      </address>
      <resultprocessors foundError="false" nextState="done">
        <result foundError="false" nextState="wait" value="Answer_Human">
          <Agent campaignCallBack="Enable" foundError="false"
generalCallBack="Enable" prefAgentCallBack="Enable"/>
        </result>
      </resultprocessors>
    </action>
  </Handler>
</tns:AvayaPIMContactStrategy>
```

5.8.2. Configure Campaign Manager

From **POM Home**, navigate to **Campaigns** → **Campaign Manager** and select **Add**. Type in a name in **Name** field and select **Continue**.

Add a Campaign x

Create Campaign

You can start creating a Campaign either by using already created Campaign as template or create new altogether.

Name

New Campaign
 Copy existing Campaign

Continue **Cancel** **Help**

On the **Define Campaign** page, select the strategy added in previous section for **Campaign Strategy**. Select the contact list from **Section 5.7** and select **Finish**.

AVAYA Welcome, epadm
Last logged in Jun 2, 2016 at 11:37:49 AM PT

Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal) Home Help Logoff

Expand All | Collapse All

Proactive Outreach Manager 3.0 POM Home Campaigns ▾ Contacts ▾
Configurations ▾

Define Campaign

Give a name to Campaign, define its type, select the Campaign Strategy and one or more Contact List to be used with the Campaign. Click on the "Finish" button to complete the Campaign creation process. To change optional parameters, click the "Next" button.

Name and Description

Progressive

Campaign Strategy

Select a Campaign Strategy from the following list to be used in the Campaign. Click on the icons to create a new Campaign Strategy, view details of a selected Strategy or refresh the current list.

Progressive ▾

Campaign type

Finite Infinite

Do not associate any Contact List at start

Contact List

From the following list select one or more Contact Lists to be used with this Campaign. Click on the icons next to the list to create a new Contact List or refresh the current list.

contacts(Default)

contact(Default)

Cancel **Next** **Finish** **Help**

5.9. Start POM Server

One POM Server is added, start it by navigating to **Configurations** → **POM Servers** → **POM Manager**. On the **POM Manager** page, check the box for the Avaya POM server and select **Start**.

The screenshot shows the Avaya Aura Experience Portal interface. At the top left is the AVAYA logo. At the top right, it says "Welcome, eadmin" and "Last logged in Jun 2, 2016 at 11:37:49 AM PDT". Below this is a red navigation bar with "Avaya Aura® Experience Portal 7.0.2 (ExperiencePortal)", "Home", "Help", and "Logoff". A left sidebar contains a menu with categories like "User Management", "Real-time Monitoring", "System Maintenance", and "System Management". The main content area is titled "Proactive Outreach Manager 3.0" and "POM Manager". It includes a "Refresh" button and a table of POM servers. The table has columns for selection, POM Server Name, Host Address, Campaign Manager Status, Campaign Director Status, Agent Manager Status, ActiveMQ Status, and P. One server named "pom" is listed with a host address of 10.64.102.170 and all statuses set to "STOPPED". Below the table are "Start", "Stop", and "Help" buttons. The text "Last poll: 06/15/2016 01:" is visible above the table.

<input type="checkbox"/>	POM Server Name	Host Address	Campaign Manager Status	Campaign Director Status	Agent Manager Status	ActiveMQ Status	P
<input checked="" type="checkbox"/>	pom	10.64.102.170	STOPPED	STOPPED	STOPPED	STOPPED	0

6. Configure Session Manager

Configuration for Session manager is performed via System Manager. From a web browser type in [https://\[IP-Address\]/SMGR](https://[IP-Address]/SMGR) where IP-Address is the IP Address of System Manager. Log in using appropriate credentials.

Please note that configuration of each item is not shown in detail. In the following sections, screen captures of the configured items during compliance testing are shown. For details steps on configuration of each item, refer to Document [3].

6.1. Configure Domain

Once logged in, select **Routing** (not shown). On the left pane select **Domains**. Click **New** to add a new domain. For compliance testing, domain of avaya.com was added.

6.2. Configure Locations

From the left pane, select **Location**. To add a new location, select **New**. For compliance testing, location of DevConnect-Lab was added.

The screenshot shows the Avaya Aura System Manager 7.0 interface. The left navigation pane is expanded to 'Locations'. The main content area displays the 'Location' configuration page. At the top, there are buttons for 'New', 'Edit', 'Delete', 'Duplicate', and 'More Actions'. Below this, a table lists the locations. The table has columns for 'Name', 'Correlation', and 'Notes'. One item is listed: 'DevConnect-Lab' with a checkbox in the 'Correlation' column. The 'Filter' is set to 'Enable' and 'Select' is set to 'All, None'.

Name	Correlation	Notes
DevConnect-Lab	<input type="checkbox"/>	

6.3. Configure SIP Entities

From the left pane, select **SIP Entities**. To add a new SIP Entity, select **New**. For compliance testing, three SIP Entities were added as shown below.

- aaep: Experience Portal SIP Entity
- asm: Session Manager SIP Entity
- acm: Communication Manager SIP Entity

The screenshot shows the Avaya Aura System Manager 7.0 interface. The left navigation pane is expanded to 'SIP Entities'. The main content area displays the 'SIP Entities' configuration page. At the top, there are buttons for 'New', 'Edit', 'Delete', 'Duplicate', and 'More Actions'. Below this, a table lists the SIP entities. The table has columns for 'Name', 'FQDN or IP Address', 'Type', and 'Notes'. Ten items are listed, including 'aaep', 'abrz', 'acm', 'ams', 'asbce', 'asm', 'asm-remote', 'ipo', 'sipp', and 'sipp-uas'. The 'Filter' is set to 'Enable' and 'Select' is set to 'All, None'.

Name	FQDN or IP Address	Type	Notes
aaep	10.64.102.171	Voice Portal	
abrz	10.64.110.22	Engagement Development Platform	
acm	10.64.110.10	CM	
ams	10.64.110.16	Media Server	
asbce	10.64.110.151	SIP Trunk	
asm	10.64.110.13	Session Manager	
asm-remote	10.64.10.62	Session Manager	
ipo	10.64.10.46	SIP Trunk	
sipp	10.64.10.48	SIP Trunk	
sipp-uas	10.64.110.25	SIP Trunk	

6.4. Configure Entity Links

For each SIP Entity, with the exception of Session Manager, an entity link needs to be added. On the left pane, select **Entity Links**. To add a new entity link, select **New**. For compliance testing two entity link, one for Communication Manager and another for Experience Portal, were added.

Entity Links

10 Items Filter: Enable

<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	DNS Override	Port	Connection Policy	Deny New Service	Notes
<input type="checkbox"/>	asm_911etc-1_5060_TCP	asm	TCP	5060	asbce	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	asm_aaep_5060_TCP	asm	TCP	5060	aaep	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	asm_abrz_5060_TCP	asm	TCP	5060	abrz	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	asm_abrz_5061_TLS	asm	TLS	5061	abrz	<input type="checkbox"/>	5061	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	asm_acm_5061_TLS	asm	TLS	5061	acm	<input type="checkbox"/>	5061	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	asm_ams_5060_TCP	asm	TCP	5060	ams	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	asm_asm-remote_5060_TCP	asm	TCP	5060	asm-remote	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	asm_ipo_5060_UDP	asm	UDP	5060	ipo	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	asm_sipp_5060_TCP	asm	TCP	5060	sipp	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	asm_sipp_5060_UDP	asm	UDP	5060	sipp-uas	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	

Select : All, None

6.5. Configure Time Ranges

On the left pane, select **Time Ranges**. To add a new time range, select **New**. For compliance testing, time range of 24/7 was added.

Time Ranges

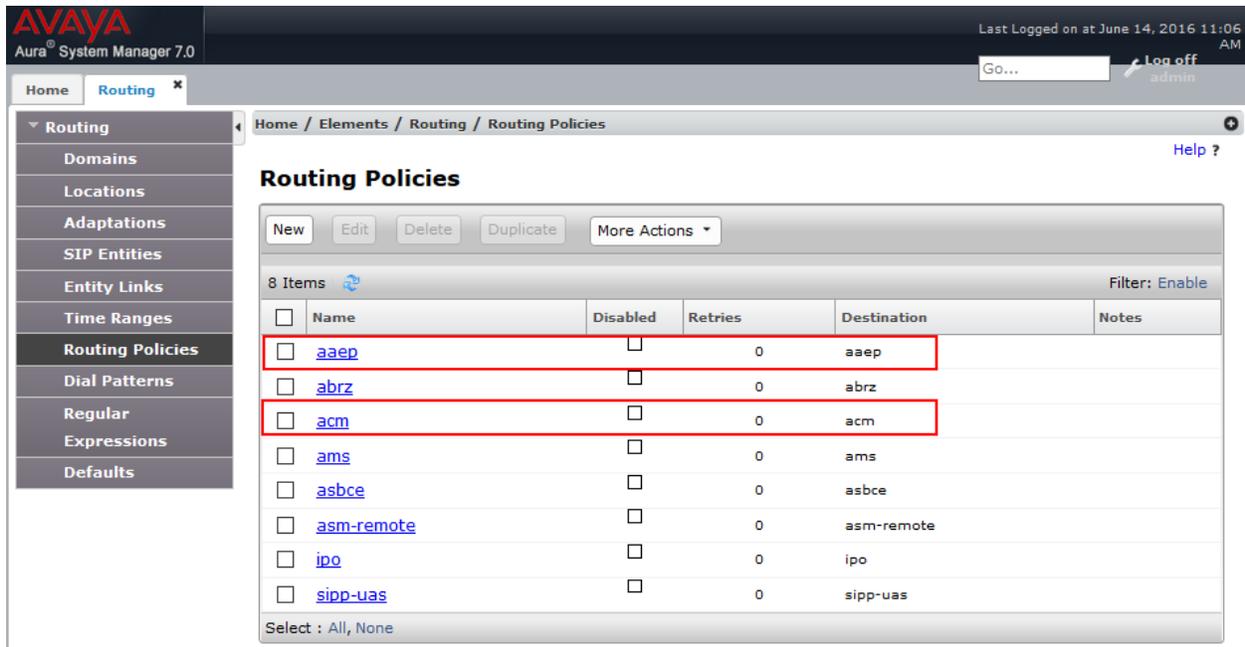
1 Item Filter: Enable

<input type="checkbox"/>	Name	Mo	Tu	We	Th	Fr	Sa	Su	Start Time	End Time	Notes
<input type="checkbox"/>	24/7	<input checked="" type="checkbox"/>	00:00	23:59							

Select : All, None

6.6. Configure Routing Policies

On the left pane, select **Routing Policies**. To add a new routing policy, select **New**. For compliance testing, two routing policies were added, one for Communication Manager and another for Experience Portal.



The screenshot shows the Avaya Aura System Manager 7.0 interface. The top navigation bar includes the Avaya logo, "Aura System Manager 7.0", and a user session summary: "Last Logged on at June 14, 2016 11:06 AM" with a "Log off admin" button. The breadcrumb trail is "Home / Elements / Routing / Routing Policies".

The left sidebar contains a navigation menu with the following items: Routing, Domains, Locations, Adaptations, SIP Entities, Entity Links, Time Ranges, **Routing Policies** (highlighted), Dial Patterns, Regular Expressions, and Defaults.

The main content area is titled "Routing Policies" and features a toolbar with "New", "Edit", "Delete", "Duplicate", and "More Actions" buttons. Below the toolbar, it indicates "8 Items" and a "Filter: Enable" option.

<input type="checkbox"/>	Name	Disabled	Retries	Destination	Notes
<input type="checkbox"/>	aaep	<input type="checkbox"/>	0	aaep	
<input type="checkbox"/>	abrz	<input type="checkbox"/>	0	abrz	
<input type="checkbox"/>	acm	<input type="checkbox"/>	0	acm	
<input type="checkbox"/>	ams	<input type="checkbox"/>	0	ams	
<input type="checkbox"/>	asbce	<input type="checkbox"/>	0	asbce	
<input type="checkbox"/>	asm-remote	<input type="checkbox"/>	0	asm-remote	
<input type="checkbox"/>	ipo	<input type="checkbox"/>	0	ipo	
<input type="checkbox"/>	sipp-uas	<input type="checkbox"/>	0	sipp-uas	

At the bottom of the table, there is a "Select : All, None" option.

6.7. Configure Dial Patterns

On the left pane, select **Dial Patterns**. To add a new dial pattern, select **New**. For compliance testing three dial patterns were added:

- 110: All calls starting with pattern 110 with either 4 or 5 digits were routed to communication manager. For compliance test, Experience Portal routed calls to extensions 110xx, which were routed to Communication Manager
- 113: All calls starting with pattern 113 and 5 digits long were routed to Experience Portal
- 9: All calls starting with 9 and either 11 or 12 digits long were routed to Communication Manager. This was used for routing calls out to PSTN via Communication Manager.

The screenshot shows the Avaya Aura System Manager 7.0 interface. The top navigation bar includes the Avaya logo, 'Aura System Manager 7.0', and a 'Last Logged on at June 14, 2016 11:06 AM' timestamp. The main content area is titled 'Dial Patterns' and contains a table with 7 items. The table has columns for 'Pattern', 'Min', 'Max', 'Emergency Call', 'Emergency Type', 'Emergency Priority', 'SIP Domain', and 'Notes'. The '933' pattern is highlighted as an emergency call with a priority of 1.

<input type="checkbox"/>	Pattern	Min	Max	Emergency Call	Emergency Type	Emergency Priority	SIP Domain	Notes
<input type="checkbox"/>	110	4	5	<input type="checkbox"/>			-ALL-	
<input type="checkbox"/>	11120	5	5	<input type="checkbox"/>			-ALL-	
<input type="checkbox"/>	112	5	5	<input type="checkbox"/>			-ALL-	
<input type="checkbox"/>	113	5	5	<input type="checkbox"/>			-ALL-	
<input type="checkbox"/>	115	5	5	<input type="checkbox"/>			-ALL-	
<input type="checkbox"/>	9	11	12	<input type="checkbox"/>			-ALL-	
<input type="checkbox"/>	933	3	3	<input checked="" type="checkbox"/>	Police	1	-ALL-	

7. Configure ConvergeOne Cloud Connector

This section provides the procedures for configuring ConvergeOne Cloud Connector. The procedures include the following areas:

- Administer Server Details
- Administer Reason Codes
- Administer Screen Pop Data
- Administer Display Fields
- Administer Call Log Data and Customizations
- Administer License
- Restart Service
- Administer Call Center

The configuration of Cloud Connector is typically performed by the ConvergeOne deployment team. **Note:** The procedural steps are presented in these Application Notes for informational purposes.

7.1. Administer Server Details

Access the ConvergeOne Cloud Connector web-based interface by using the URL “http://ip-address:8080/ CloudConnectorServer” in an Internet browser window, where “ip-address” is the IP address of the Cloud Connector server. The **Cloud Connector** screen below is displayed. Click **Configuration**, and log in using the appropriate credentials in the subsequent screen (not shown).



Details	
OS Name	Windows Server 2008 R2
Server Version	Apache Tomcat/7.0.32
Server Instance	13CFC2AFF787851BFA94B661BC76E15B
Connector Version	0.0.0.0
Host	C1ASTest1
Status	Missing license string.
Licensed	Missing license string. Request a license

Configuration

The **SFDC Cloud Connector Configuration** screen is displayed. In the **Server Details** sub-section, enter the following values for the specified fields, and retain the default values for the remaining fields.

- **POM Server IP** : The server IP from **Section 5.3**.
- **POM Server Port**: The Server port from **Section 5.3**.

The other configuration items are explained in the detail table.

SFDC Cloud Connector Configuration

Server Details	
Vendor	Avaya POM
CC Backend Version	1.3
CC Framework Version	2.0.3
Solution Version	1.1
Backend Capabilities	CAP_ACD_LOGIN
Logout disconnected clients	True
Timeout in seconds for disconnected clients	180
Single Sign On	False
Single Sign On Apex Class	
SFDC Console API Support	False
Directory to the POM Process	C:\Program Files\Apache Software Foundation\Tomcat 7.
POM Server IP	10.64.102.170
POM Server Port	9970
Time Zone	MDT
Zone Name	Default
Is Force	true
Locale	en-US

Field Name	Description	Sample Value	Format
Backend Capabilities	Default value is "CAP_ACD_LOGIN" This is the only mode supported.	CAP_ACD_LOGIN	String
Logout Disconnected Clients	When the client timeout reaches, the Cloud connector Server will disconnect the user connection from the Avaya. If the Cloud Connector needs to logout the user from Avaya, then this needs to be turned on.	True	True/False
Timeout in seconds for disconnected clients	If the Client UI disappears without following the logout procedure, then this timeout will be used to determine to log the agent out automatically or disconnect the session from the Avaya.	180	Integer (in Seconds)
Single Sign On	To support Single sign on from the Salesforce login or not. If enabled, the Connector will log the agent in to the CTI platform, when the user logs into Salesforce.	True	True/False
Single Sign On Apex Class	Apex class used for finding the right user information for logging in the agent automatically.	String	String
SFDC Console API Support	If enabled salesforce cti events will be fired for the different call states.	True	True/False
Directory to the POM Process	The directory where the POM executable is installed	C:\Debug\CTIWrapper.exe	String
POM ServerIP	IP address of the POM server	10.10.0.99	String
POM Server Port	Port of the POM server to be used for connections	9970	String
TimeZone	Time zone to be used for POM callbacks	America/Denver	String
Zone Name	The zone configured in POM management for the environment	Default	String
Is Force	Rather or not an existing agent should be forced out and login by subsequent users.	True	True/False
Local	POM Local setting to be used at login	En-US	String

7.2. Administer Reason Codes

Scroll down to the **Reason Codes** sub-sections. For **Enable NotReady Reason Codes**, select “True” from the drop-down list.

Preview call accept timer and also **walk away** (No of abandoned calls before set Agent to Not ready) can be set here.

Reason Codes

Default Not Ready Reason Code

Enable NotReady Reason Codes

Not Ready Reason Codes

Available Attributes	Selected Attributes
<input type="text"/>	1:Break 2:Meeting 3:Admin Work

*Hold down the CTRL key to select more than one option at a time

Field Name

Field Value

Exception Reason Code

Time Before Auto Reject The Preview Call

No of Abandoned Call before Set Agent to Not Ready

7.3. Administer Screen Pop Data

Scroll down to the Screen Pop Data sub-sections. Follow [5] to configure the attributes used for screen pop, and for advanced screen pop upon no match. The screenshot below shows the settings used in the compliance testing.

Screen Pop Data

Available Attributes

Selected Attributes

phoneNumber:DST_ADDR
DefaultNumber:DefaultNumber
Phone 1:Phone 1
Phone 2:Phone 2

*Hold down the CTRL key to select more than one option at a time

Field Name

Field Value

Add

Incoming Call ScreenPop Behavior searchandscreenpop

Screenpop Event established

Advanced Screen Pop Enabled False

Advanced Screenpop Search Apex Class SimpliCTIScrpopRuleManager

Advanced Screenpop Search Method search

Advanced Screenpop - MultiMatch Page apex/AdvancedScreenPopClient

Advanced Screenpop - No Match Page

Available Attributes

NewOppurunity:006/e
NewAccount:001/e
SearchPage:_ui/search/ui/Unifi
NewContact:003/e
NewCase:500/e
NewLead:00Q/e

Selected Attributes

*Hold down the CTRL key to select more than one option at a time

Field Name

Field Value

Add

Bookmarked Screenpop Enabled None

7.4. Administer Display Fields

Scroll down to the **Display Fields** sub-sections. Select the desired attributes from the **Available Attributes** column, and use the arrow icon to move to the **Selected Attributes** column. The screenshot below shows the selected attributes in the compliance testing.

The screenshot displays a configuration window titled "Display Fields". It is divided into two main sections: "Available Attributes" and "Selected Attributes".

- Available Attributes:** An empty list box.
- Selected Attributes:** A list box containing the following items:
 - AgentScript:ScriptURL
 - ID:ID
 - FirstName:First Name
 - LastName:Last Name
 - Cell:Phone 1
 - Office:Phone 2
 - E-Mail:E-Mail

Between the two list boxes are two arrow buttons: a right-pointing arrow (>) and a left-pointing arrow (<). Below the list boxes, a note reads: "*Hold down the CTRL key to select more than one option at a time".

At the bottom of the window, there is a form with two input fields:

- Field Name:** An empty text input field.
- Field Value:** An empty text input field.

To the right of the "Field Value" input field is a dark green button labeled "Add".

List of fields that are available to be selected are shown in the Available Attributes and can be selected and moved to the Selected Attribute section. If you want to add an Available Attribute, the Field Name and Value form can be used to add new attributes to the list.

7.5. Administer Call Log Data and customizations

Scroll down to the **Call Log Data** sub-sections. Follow [5] to configure the parameters to match the telephony network.

Call Log Data

Available Attributes

CallAnsweredTime__c:CallAns
Description:Description
CallType:CallType
CallDurationInSeconds:CallDu
CallWrapupTime__c:CallWrapu
Subject:Subject
HoldAtHold



Selected Attributes

*Hold down the CTRL key to select more than one option at a time

Field Name

Field Value

Add

Call Log Enable

True

Display 'Subject' Field

True

Available Attributes

textstring:VoiceCall
textstring:
dropdownlist:subject1#subject2



Selected Attributes

*Hold down the CTRL key to select more than one option at a time

Field Name

Field Value

Add

Display 'Related To' Field

True

Display 'Associated To' Field

True

Display 'Comments' Field

True

Pre-defined Comments Enabled

False

Save Call Log for Connected Calls

False

Call Log Custom Fields

Available Attributes

Selected Attributes

Customizations

Click to Dial	False
Enable Custom Message	False
Custom Message Text	Welcome
Long Poll Interval (ms)	45000
Agent Script Window	Salesforce
Agent Script Salesforce VisualForce Page name	
Pop Agent Script Window	True

Last Calls Options

Display Last Calls	True
Display 'Subject' Field	False
Display 'Related To' Field	False
Display 'Associated To' Field	True
Display 'Date/Time' Field	True
Display 'ANI' Field	True
Last Calls Edit Enabled	False

JS Console Logging

Automatic JS Console Log Dump Interval	0
Directory to store JS Console Dump	C:\Temp\logs\

Field Name	Description	Sample Value	Format
Click To Dial	Click to dial from the SFDC screens is allowed or not. Click to dial is not currently supported with the POM connector.	False	True/False
Enable Custom Message ¹	Whether or not to enable a custom message to be displayed when a new call arrives to a user's desktop(Currently not supported)	True	True/False
Custom Message	The custom message that should be displayed when a new call arrives to a user's desktop.	Hi, this is an intro message	text
Long Polling Interval	The amount of time in seconds long polling should wait before timing out and making a new request.	45000	Time in milliseconds
Agent Script Window	Holds the options to pop in a new browser or when in Console mode to pop in a new Salesforce tab	Salesforce New Browser	
Agent Script VF Page name	Holds the Name of the VF page that will be used when Configuration is set to "Salesforce"	AgentScript VFP	Text
Pop Agent Script	Whether to pop the Agent Script or only display the link in the line appearance	True	True/False

Field Name	Description	Sample Value	Format
Display Last calls	Whether or not to display the last call list.	True	True/False
Display "Subject" Field	Whether or not to display the Subject Field on the Last call list.	True	True/False
Display "Related To" Field	Whether or not to display the Related To Field on the Last call list.	True	True/False
Display "Associated To" Field	Whether or not to display the Associated To Field on the Last call list.	True	True/False
Display "Date/Time" Field	Whether or not to display the Date\Time Field on the Last call list.	True	True/False
Display "ANI" Field	Whether or not to display the ANI Field on the Last call list.	True	True/False
Last Calls Edit Enabled	Last 3 Calls section allows the user to edit the call log information from the Cloud Connector UI	True	True/False

¹ The Custom message field does **not** support the following characters: ; : & \ |.

	itself, rather than opening the Salesforce Activity screen		
Field Name	Description	Sample Value	Format
Automatic JS Console Log Dump Interval	To turn on automatic dumping of UI logs to the backend. Recommended value is below 0. Anything above 30, will be used as the interval in which the UI logs are dumped to Server	0	integer
Number of JS Console messages to Dump	Number of messages on the UI that needs to be sent to the server.	100	integer
Maximum acceptable dump size in KB	The size of the file that is accepted for every incident of dump. Please use the info below to decide the size of the file. 100 Console Messages – 256 KB 200 Console Messages – 500 KB 300 Console Messages – 750 KB	256	integer
Directory to store JS Console Dump	Where to store the UI log dumps on the server	C:\Program Files\Apache Software Foundation\Tomcat 7.0\logs\	string

7.6. Administer License for Cloud Connector

To upload a license file, please request the license key from ConvergeOne implementation team/Techsupport team and cut paste the license key.

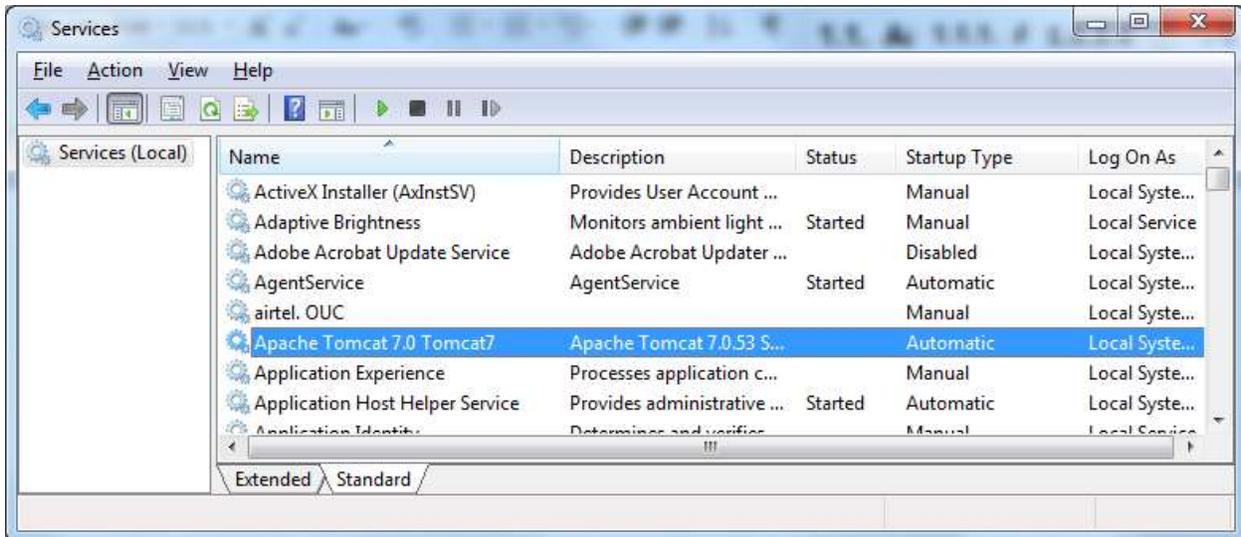
License Server Info

License Key

Upload License File No file chosen

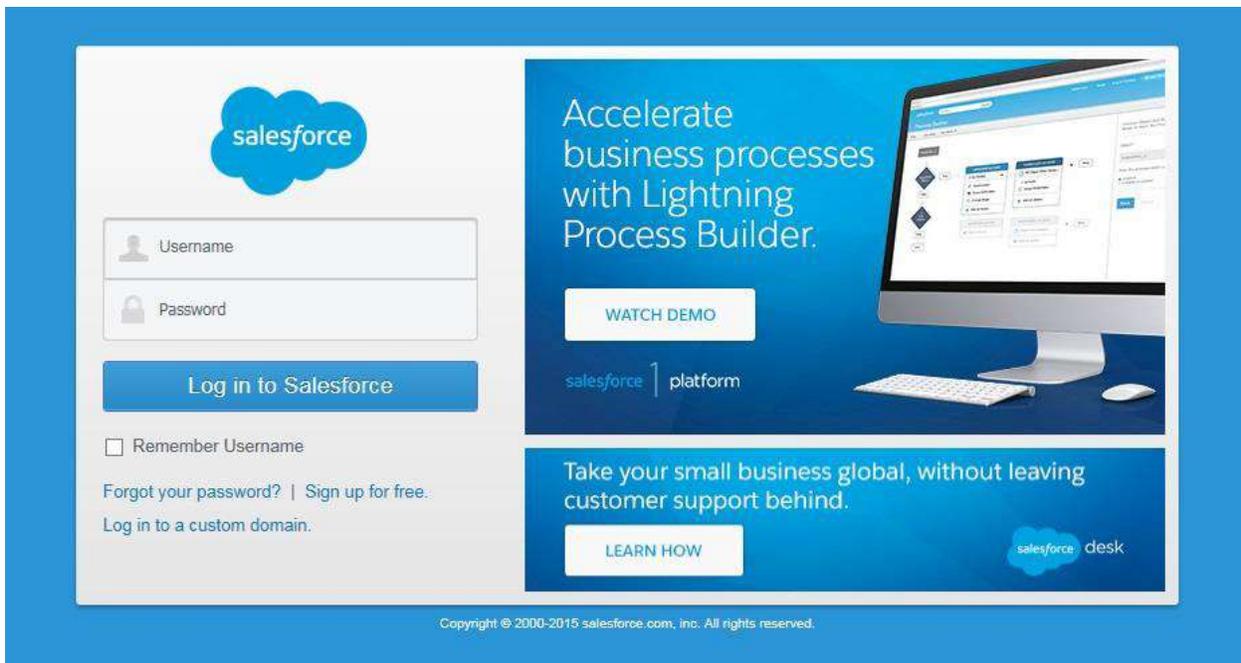
7.7. Restart Service

From the SFDC server, select **Start** → **Control Panel** → **Administrative Tools** → **Services** to display the **Services** screen. Restart the **Apache Tomcat 7.0 Tomcat7** service shown below.



7.8. Administer Call Center

Access the Salesforce.com login page by using the URL “https://login.salesforce.com”, and log in using the administrator credentials.



Scroll the screen as necessary, and select **Build** → **Customize** → **Call Center** → **Call Centers** from the left pane (not shown). The **All Call Centers** screen is displayed, showing a list of pre-configured call centers. Click on the **Edit** button associated with the relevant call center.

All Call Centers

[Help for this Page](#)

A call center corresponds to a single computer-telephony integration (CTI) system already in place at your organization. Salesforce.com users must be assigned to a call center before they can use any Call Center features.

Import				
Action	Name ↑	Version	Created Date	Last Modified Date
Edit Del	AES Call Center Adapter	3.000	5/29/2012 9:30 AM	6/15/2012 9:01 PM
Edit Del	AES Call Center Adapter 4	4.000	10/7/2013 10:26 AM	5/13/2014 9:30 AM
Edit Del	AES Call Center Adapter 443	4.000	9/4/2013 11:12 AM	9/25/2013 11:36 AM
Edit Del	AES Call Center Adapter Vonage	4.000	6/5/2013 8:14 AM	6/7/2013 9:49 AM
Edit Del	AES Call Center Highmark	4.000	4/23/2013 11:42 AM	8/27/2013 10:58 AM
Edit Del	AvayaLabCCPOM		5/6/2016 1:25 PM	5/6/2016 1:32 PM
Edit Del	C1AS - SFDC AES CloudConnector		12/8/2014 7:45 AM	12/8/2014 7:45 AM
Edit Del	C1AS - SFDC POM CloudConnector		6/30/2016 8:31 AM	6/30/2016 8:31 AM
Edit Del	CCE XML Call Center Adapter New	4.000	3/23/2012 1:11 PM	3/23/2012 1:14 PM
Edit Del	CloudConnectorAES		3/10/2015 6:14 AM	6/28/2016 11:50 AM
Edit Del	CloudConnectorAESGaston		4/15/2015 12:12 PM	4/15/2015 12:12 PM
Edit Del	CloudConnectorAIGq		3/10/2015 6:13 AM	5/13/2015 11:39 AM
Edit Del	CloudConnectorFinesseUCCE		3/12/2015 7:52 AM	3/16/2015 6:58 AM
Edit Del	CloudConnectorFinesseUCCX		4/1/2015 8:37 AM	4/1/2015 8:38 AM
Edit Del	CloudConnectorGenesys		3/10/2015 6:12 AM	11/5/2015 8:41 AM
Edit Del	CloudConnectorPCS		4/9/2015 12:17 PM	4/10/2015 6:06 AM
Edit Del	CloudConnectorPCSAES		11/30/2015 12:25 PM	12/8/2015 6:06 AM
Edit Del	CloudConnectorPCSOpenCTI		4/10/2015 6:18 AM	6/16/2015 9:58 AM
Edit Del	CloudConnectorPOM		1/26/2016 10:58 AM	2/29/2016 9:07 AM
Edit Del	CloudConnectorUI2319C		5/21/2015 8:59 AM	5/21/2015 9:02 AM
Edit Del	CloudConnectorUIPKG23		5/21/2015 9:21 AM	5/21/2015 9:21 AM
Edit Del	Demo Call Center Adapter	4.000	9/13/2013 9:31 AM	9/13/2013 9:31 AM
Edit Del	Echopass Call Center Adapter 4.9.12	4.000	5/23/2013 11:34 AM	10/30/2013 12:32 PM
Edit Del	Genesys Call Center Adapter	4.000	12/4/2013 11:41 AM	12/4/2013 12:23 PM
Edit Del	JTAPI Call Center Adapter 4	4.000	5/24/2012 8:40 AM	5/24/2012 8:40 AM
Edit Del	Paul Call Center Adapter		1/17/2013 12:59 PM	2/25/2015 11:26 AM
Edit Del	SFDC - Sample Cloud Connector		6/30/2014 12:26 PM	6/30/2014 1:28 PM
Edit Del	SimpliCTI PCS Call Center Adapter	3.000	5/28/2014 1:20 PM	7/14/2014 11:55 AM
Edit Del	SimpliCTI UCCX Screenpop Connector V401	4.000	12/10/2013 8:46 AM	12/30/2013 9:56 AM
Edit Del	Wxx64QA01CCPOM		4/22/2016 8:17 AM	4/22/2016 8:18 AM

Show me [fewer](#) ▲ records per list page

The **Call Center Edit** screen is displayed. For **CTI Adapter URL**, **CTI Standby Adapter URL**, **Primary Config URL**, and **Standby Config URL**, replace the “hostname:8080” portion of the default values with the host name of the SFDC server and port “8443”.

Call Center Edit

[Help for this Page](#) ?

C1AS - SFDC POM CloudConnector

[All Call Centers](#) » C1AS - SFDC POM CloudConnector

Call Center Edit

General Information ! = Required Information

InternalNameAAA	<input type="text" value="SFDCPOMCloudConnector"/>
Display Name	<input type="text" value="C1AS - SFDC POM CloudC"/>
CTI Adapter URL	<input type="text" value="http://hostname:8080/CloudC"/>
Use CTI API	<input type="text" value="true"/>
Softphone Height	<input type="text" value="300"/>
Softphone Width	<input type="text" value="200"/>
CTI Standby Adapter URL	<input type="text" value="http://hostname:8080/CloudC"/>
TimeoutInMSecs	<input type="text" value="10000"/>
Primary Config URL	<input type="text" value="http://hostname:8080/CloudC"/>
Standby Config URL	<input type="text" value="http://hostname:8080/CloudC"/>

8. Verification Steps

This section provides the verification steps that may be performed to verify that Experience Portal can run iAssist CBM applications.

8.1. Verify Experience Portal

1. From the EPM web interface, verify that the MPP server is online and running in the **System Monitor** page shown below.

You are here: [Home](#) > Real-Time Monitoring > System Monitor

System Monitor (Jun 15, 2016 1:46:29 PM PDT)



[Refresh](#)

This page displays the current state of the local Experience Portal system plus any remote Experience Portal systems that you have configured. For information about the colored alarm symbols, click Help.

Summary		ExperiencePortal Details									
Last Poll: Jun 15, 2016 1:46:19 PM PDT											
Server Name	Type	Mode	State	Config	Call Capacity			Active Calls		Calls Today	Alarms
					Current	Licensed	Maximum	In	Out		
EPM	EPM	Online	Running	OK							
ampp	MPP	Online	Running	OK	10	10	100	0	0	29	
Summary					10	10	100			29	

[Help](#)

2. From the EPM web interface, verify that the ports on the MPP server are in-service in the **Port Distribution → All servers** page shown below.

You are here: [Home](#) > Real-Time Monitoring > [Port Distribution](#) > Port Distribution Report

Port Distribution Report (Jun 15, 2016 1:47:26 PM PDT)



[Refresh](#)

This page displays information about how the telephony resources have been distributed to the MPPs. You configure the telephony resources on the VoIP Connections page.

Total Ports: 10

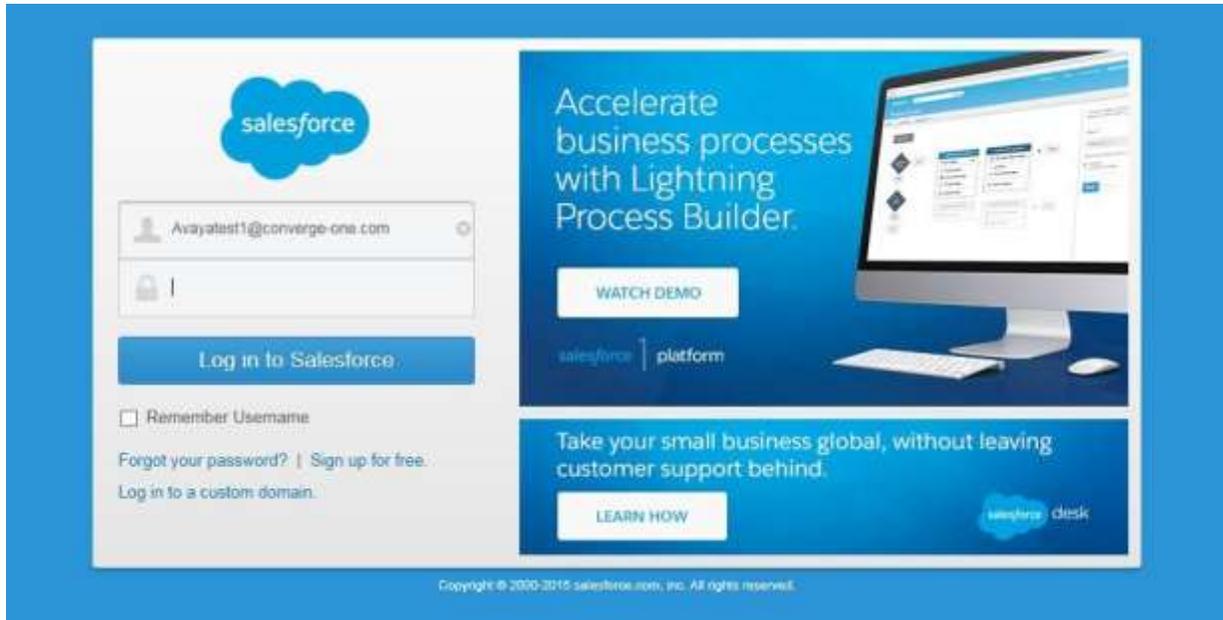
Last Poll: Jun 15, 2016 1:47:08 PM PDT

Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation
10	Online	In service	asm	SIP_Trunk	ampp	

[Help](#)

8.2. Verify ConvergeOne Advanced Services POM Cloud Connector

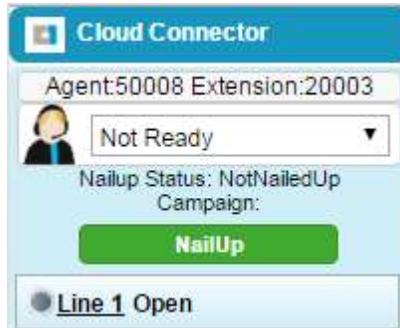
From the agent PC, launch an Internet browser window and enter the Salesforce.com login URL “https://login.salesforce.com”. Log in with the relevant user credentials provided by the end customer.



In the Phone Tab, for **Username**, **Password**, and **Extension**, enter the relevant agent ID, agent password, and agent station respectively. Click **Login**.

After logging in, the user will be on a screen that can be used for Nailing up a call for outbound purposes and also for Agent state change.

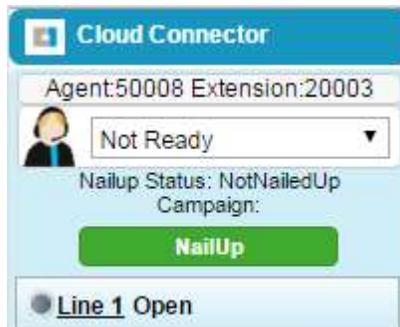
Ready and **Not Ready** are the two states the agent can choose from. When logged in, the agent is always put in **Not Ready** State. The agent can choose **Ready** state from the drop down list.



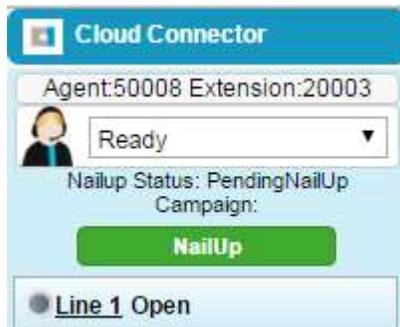
POM nails the agent if a job is running which matches the skillset of the logged in and ready agent. When the agent logs in for the first time, the agent has to click on the Nailup button to inform POM, that the agent is ready for outbound.

The agent starts with NailUp Status of **NotNailedup** State and goes to **PendingNailUp** and then to **NailedUp** state.

Note: If the NailUp call gets disconnected, then the NailUp state goes to **NailingLost**



Agent clicks on **NailUp** button.



Agent goes to **PendingNailUp** and a call is delivered to Agent Extension. When the agent clicks on the Nailup Call, it goes to **NailedUp** State.

Cloud Connector

Agent:50008 Extension:20003

Ready ▼

Nailup Status: NailedUp
Campaign: agent

Line 1 Open

+ Last Calls

The screenshot shows the Salesforce console interface. At the top, there's a search bar and navigation icons. Below that is a table of contacts with columns for ACTION, NAME, ACCOUNT NAME, TITLE, PHONE, EMAIL, and CONTACT OWN... The table lists several contacts, including Betty Balr, John Bond, Lauren Boyle, Joy Cole, Liz D'Cruz, Josh Davis, Sean Forbes, and Edna Frank. A 'Cloud Connector' overlay is visible in the bottom right corner, showing agent details for Agent 50008, Extension 20001, with a 'Ready' status and 'NailedUp' status. The overlay also shows 'Line 1 Open' and 'Last Calls' buttons.

ACTION	NAME	ACCOUNT NAME	TITLE	PHONE	EMAIL	CONTACT OWN...
	Balr, Betty	American Bankin...	VP, Administration	1003	bblair@abanking...	SPala
	Bond, John	Grand Hotels &...	VP, Facilities	41009	bond_john@gra...	SPala
	Boyle, Lauren	United Oil & G...	SVP, Technology	3206	lboyle@uog.com	SPala
	Cole, Joy			41051		tone
	Cole2, Joy			+19192341007		tone
	Cole2, Joy					SPala
	Cole3, Joy			3205		tone
	D'Cruz, Liz	United Oil & G...	VP, Production	(650) 450-8810	ldcruz@uog.com	SPala
	Davis, Josh	Express Logistics...	Director, Wareho...	(503) 421-7800	j.davis@...	CPala
	Demo IPC			3011		
	Forbes, Sean	Edge Communic...	CFO	2000	sean@ec...	
	Frank, Edna	CIPoint	VP, Technology	1004	efrank@...	

When a campaign is started and the agent skill matches and Nailed up, the preview/progressive/predictive call will be sent to the Agent UI.

The screenshot displays the Salesforce Agent UI for a contact named Ms. Maie K. The interface is divided into several sections:

- Top Navigation:** Includes the Salesforce logo, a search bar, and user information for Sivaraj Palanisamy.
- Navigation Tabs:** Home, Chatter, Campaigns, Leads, Accounts, **Contacts**, Opportunities, Forecasts, Contracts, Cases.
- Cloud Connector (Left Sidebar):** Shows agent status as 'Ready', 'Nailup Status: NailedUp', and 'Campaign: agent'. It also displays 'Line 1 ESTABLISHED' with contact details like ID: 73, Name: Ms. Maie K, and phone numbers.
- Call Log (Left Sidebar):** Shows a recent call on 2/25/2016 at 12:49:36 PM for the contact Ms. Maie K.
- Contact Detail (Main Content):** A detailed view of the contact record for Ms. Maie K, including fields for Name, Account Name (Grand Hotels & Resorts Ltd), Title (SVP, Administration and Finance), Department (Finance), Birthdate (12/16/1945), Mailing Address (2335 N. Michigan Avenue, Suite 1500, Chicago, IL 60601, USA), and Languages (English). It also shows the contact owner as Sivaraj Palanisamy and various phone numbers.
- Opportunities (Bottom Section):** A section for managing opportunities, currently showing 'No records to display'.

9. Conclusion

These Application Notes describe the configuration steps required to integrate the Cloud Connector with Avaya Proactive Outreach Manager. All feature and serviceability test cases were completed successfully.

10. Additional References

This section references the product documentation that is relevant to these Application Notes. Documentation for Avaya products may be obtained via <http://support.avaya.com>

- [1] Implementing Proactive Outreach Manager, Release 3.0.3, May 2016
- [2] Administering Avaya Aura® Communication Manager, Release 7.0, Document 03-300509, Issue 10, June 2015
- [3] Administering Avaya Aura® Session Manager, Release 7.0.1, Issue 2, May 2016
- [4] Administering Avaya Aura® Experience Portal, Release 7.0.1, April 2015
- [5] ConvergeOne Advanced Services SFDC Cloud Connector Install Guide, Release 1.3, March 2016
- [6] ConvergeOne Advanced Services SFDC Cloud Connector User Guide, Release 1.3, March 2016

Documentation related to Cloud Connector may directly be obtained from ConvergeOne.

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