



Avaya Solution & Interoperability Test Lab

Application Notes for VHT Mindful Callback with Avaya Aura® Communication Manager, Avaya Aura® Session Manager and Avaya Session Border Controller for Enterprise – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate VHT Mindful Callback May 2021 Release with Avaya Aura® Communication Manager 8.1, Avaya Aura® Session Manager 8.1, and Avaya Session Border Controller for Enterprise 8.1. VHT Mindful Callback is a cloud-based, contact center solution that allows callers to hold for an agent or request a callback. Calls are routed between VHT Mindful Callback and an Avaya Call Center via Avaya Session Border Controller for Enterprise using SIP trunks.

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.

1. Introduction

These Application Notes describe the configuration steps required to integrate VHT Mindful Callback May 2021 Release with Avaya Aura® Communication Manager 8.1, Avaya Aura® Session Manager 8.1, and Avaya Session Border Controller for Enterprise 8.1. VHT Mindful Callback is a cloud-based, contact center solution that allows callers to hold for an agent or request a callback. Calls are routed between VHT Mindful Callback and an Avaya Call Center via Avaya Session Border Controller for Enterprise (Avaya SBCE) using SIP trunks. The VHT Mindful Callback SIP trunk was verified with both UDP/RTP and TLS/SRTP.

Callers initially make a call to an “Entry VDN” that essentially routes the call to VHT Mindful Callback. When VHT Mindful Callback answers the call, it provides the caller the option to hold for an agent or request a callback. Callers that decide to hold for an agent will be transferred by VHT Mindful Callback to an ACD queue on Avaya Aura® Communication Manager via the “Hold VDN.” Callers that decide to be called back will be prompted for a callback number. VHT Mindful Callback tracks the caller position in the virtual queue. When it is time for the caller to be serviced from the virtual queue, VHT Mindful initiates the callback to the caller. When the callback is connected and accepted by the caller, VHT Mindful Callback then uses SIP to transfer the call to an ACD queue on Avaya Aura® Communication Manager via the “Callback VDN.”

VHT Mindful Callback supports two call models for the callback flow, one uses a VHT Mindful Callback PSTN Gateway to call the customer, and the other is SIP Advanced, which uses the Avaya Aura® infrastructure to call the customer. Both call models were covered by the compliance test. VHT Mindful Callback PSTN Gateway calls the customer via the PSTN, without using the Avaya Aura® infrastructure, then once the customer has answered, VHT Mindful Callback calls the agent in the Avaya Call Center via Avaya SBCE. Once an agent has answered, VHT Mindful Callback bridges the customer and agent calls together.

The second call model, SIP Advanced, uses the Avaya Aura® infrastructure to place the call to the customer. When VHT Mindful Callback launches the callback, the customer is called by sending the SIP INVITE to Avaya SBCE, where it will either send the call request back out to the SIP service provider (or to Session Manager/Communication Manager where the call is routed out to the PSTN). Once the call is answered, VHT Mindful Callback initiates the agent call. For the compliance test, Avaya SBCE routed the customer call directly to the PSTN.

Alternatively, VHT Mindful Callback may be configured to place the callback to the agent first and then the customer.

2. General Test Approach and Test Results

The feature test cases were performed manually. Incoming customer calls from the PSTN were made to the entry VDN on Communication Manager, which collected User-to-User Information (UUI) and routed the call to VHT Mindful Callback. The test cases verified the ability of VHT Mindful Callback to transfer the customer to an agent or initiate a callback to the customer and connect them to an agent.

The UUI data test cases were performed by using vector variables to assign UUI data to inbound calls and verifying that it was delivered to VHT Mindful Callback by reviewing the SIP messages and checking the call details in the VHT Mindful Callback web interface.

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 recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and VHT Mindful Callback utilized encryption capabilities of TLS/SRTP.

2.1. Interoperability Compliance Testing

Interoperability compliance testing covered the following features and functionality:

- SIP trunk between VHT Mindful Callback and Avaya SBCE using UDP and TLS transport and verifying the exchange of SIP OPTIONS messages.
- Incoming and outgoing customer calls from VHT Mindful Callback to the SIP Service Provider, and vice versa, using UDP/RTP and TLS/SRTP and with Direct IP Media (Shuffling) enabled and disabled.
- G.711mu-law codec support.
- Incoming calls to VHT Mindful Callback and holding for an agent.
- Incoming calls to VHT Mindful Callback and requesting a callback.
- VHT Mindful Callback initiating a callback to the customer and then bridging the call to an agent. Also, verified callback to the "Agent First" and then to the customer.

- Verifying callback using VHT Mindful Callback PSTN Gateway and SIP Advanced as described in **Section 1**.
- Verified the exchange of UI between VHT Mindful Callback and the Avaya Call Center.
- VHT Mindful Callback retry mechanism when callback fails due to ring no-answer, busy, customer rejecting callback, premature drop by customer, and customer abandoning call.

2.2. Test Results

All test cases passed.

2.3. Support

For technical support on VHT Mindful Callback, contact VHT Support Team through one of the following:

- **Phone:** + 1 (866) 670-2223 (USA)
+44 (0)20 3633 4644 (EMEA)
+1 330 670 2238 (International)
- **Website:** <https://vhctx.com/support/>
- **Email:** support@vhctx.com

3. Reference Configuration

Figure 1 illustrates a sample configuration consisting of VHT Mindful Callback (cloud-hosted) with an Avaya Call Center. The Avaya Aura® environment consisted of the following products:

- SBCE with SIP trunk connectivity to VHT Mindful Callback, Session Manager, and SIP Service Provider.
- Session Manager connected to Communication Manager via a SIP trunk and acting as a Registrar/Proxy for SIP telephones.
- Media resources in Avaya G450 Media Gateway and Avaya Aura® Media Server.
- Communication Manager with call center.
- System Manager used to configure Session Manager.
- Avaya 96x1 Series H.323 Deskphones and Avaya J100 Series SIP Deskphones.

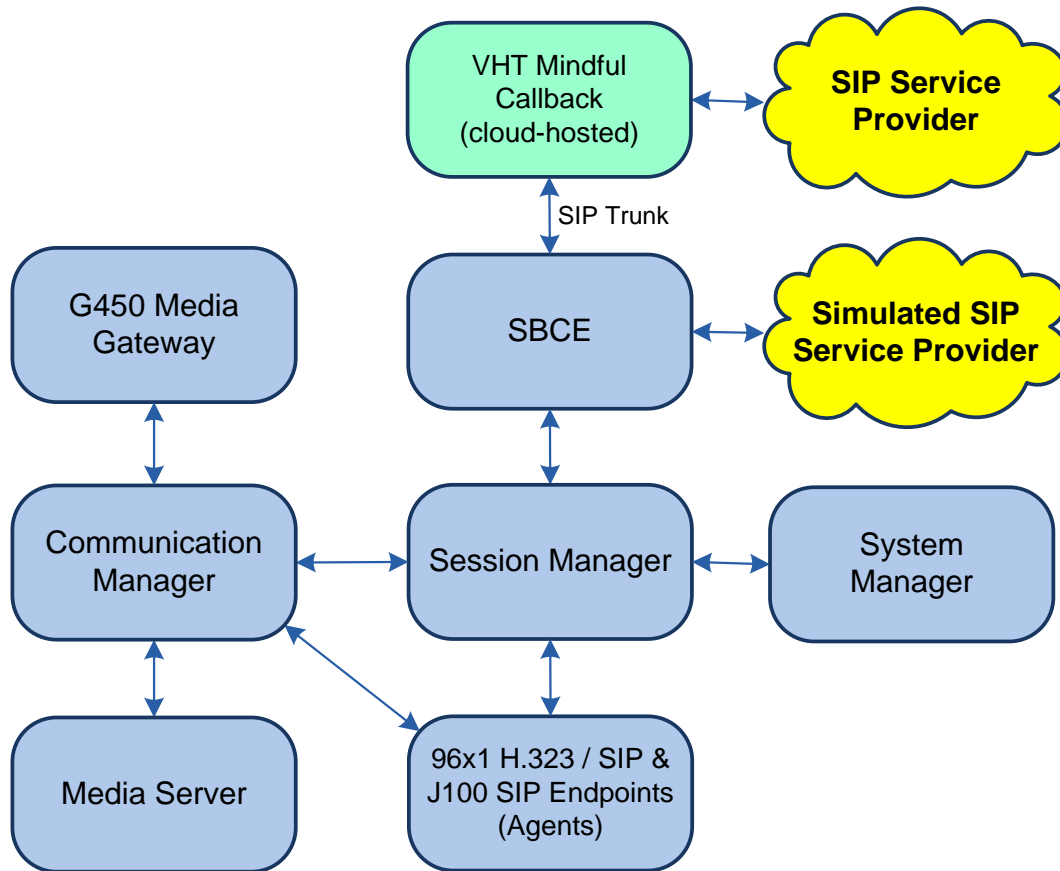


Figure 1: Avaya Aura® Environment with VHT Mindful Callback (Cloud-Hosted)

3.1. Call Flows

This section covers the relevant call flows for VHT Mindful Callback solution, including:

- Incoming Customer Calls
- Route to VHT Mindful Callback
- Hold for Agent
- Customer Callback

Refer to **Figure 1** to follow the call paths described in the following sections.

3.1.1. Incoming Customer Calls

Incoming customer calls arrived from the Simulated SIP Service Provider to an entry VDN on Communication Manager. This call flow was as follows:

Customer → Simulated SIP Service Provider → SBCE → Session Manager → Communication Manager (Entry VDN)

The entry VDN collected UUI and then routed the call to VHT Mindful Callback.

3.1.2. Route to VHT Mindful Callback

The entry VDN on Communication Manager routed the call to VHT Mindful Callback via the following call path:

Communication Manager → Session Manager → SBCE → VHT Mindful Callback

When VHT Mindful Callback answered the call, it provided the customer the options to hold for an agent or request a callback.

3.1.3. Hold for Agent

If the customer opts to hold for an agent, VHT Mindful Callback transferred the customer to the hold VDN, where the customer was placed in the ACD queue and eventually connected to an agent. The call path is as follows:

VHT Mindful Callback → SBCE → Session Manager → Communication Manager (Hold VDN)

3.1.4. Customer Callback

There are two call paths that the callback from VHT Mindful Callback could take depending on the call model being used, using a VHT Mindful Callback PSTN Gateway or SIP Advanced.

Note that the following sections describe the callback being made to the customer first and then the agent. However, VHT Mindful Callback could also be configured to place the callback to the agent first and then the customer. After both legs of the callback are made, VHT Mindful Callback bridges the two calls together.

3.1.4.1 VHT Mindful Callback PSTN Gateway

When using the VHT Mindful Callback PSTN Gateway, the callback to the customer followed this call path:

Customer Call

VHT Mindful Callback → SIP Service Provider → Customer

Agent Call

VHT Mindful Callback → SBCE → Session Manager → Communication Manager (Callback VDN)

3.1.4.2 SIP Advanced

When using SIP Advanced, the callback to the customer followed these call paths:

Customer Call

VHT Mindful Callback → SBCE → Simulated SIP Service Provider → Customer

Agent Call

VHT Mindful Callback → SBCE → Session Manager → Communication Manager (Callback VDN)

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	8.1.3.1.0-FP3SP1
Avaya G450 Media Gateway	FW 41.24.0
Avaya Aura® Media Server	v.8.0.2.138
Avaya Aura® System Manager	8.1.3.1 Build No. – 8.1.0.0.733078 Software Update Revision No: 8.1.3.1.1012493 Service Pack 1
Avaya Aura® Session Manager	8.1.3.1.813113
Avaya Session Border Controller for Enterprise	8.1.2.0-31-19809 with Hotfix 2 (8.1.2.0-34-19941-hotfix-01222021)
Avaya 96x1 Series IP Deskphones	6.8502 (H.323)
Avaya J100 Series IP Deskphones	4.0.9.0.4 (SIP)
VHT Mindful Callback	May 2021 Release

5. Configure Avaya Aura® Communication Manager

This section provides the steps for configuring Communication Manager. It includes the SIP trunk between Communication Manager and Session Manager, call routing, and the sample vectors and VDNs used by the solution. Administration of Communication Manager was performed using the System Access Terminal (SAT). The procedures include the following areas:

- Administer IP Node Names
- Administer IP Codec Set
- Administer IP Network Region
- Administer SIP Trunk to Session Manager
- Administer Private Numbering
- Administer ARS Call Routing
- Administer Vectors and VDNs

5.1. Administer IP Node Names

In the **IP Node Names** form, assign an IP address and host name for Communication Manager (*procr*) and Session Manager (*devcon-sm*). The host names will be used in other configuration screens of Communication Manager.

change node-names ip		Page 1 of 2
		IP NODE NAMES
Name	IP Address	
default	0.0.0.0	
devcon-aes	10.64.102.119	
devcon-ams	10.64.102.118	
devcon-sm	10.64.102.117	
procr	10.64.102.115	
procr6	::	
(6 of 6 administered node-names were displayed)		
Use 'list node-names' command to see all the administered node-names		
Use 'change node-names ip xxx' to change a node-name 'xxx' or add a node-name		

5.2. Administer IP Codec Set

In the **IP Codec Set** form, specify the audio codec to be used by the agents in the call center. The form is accessed via the **change ip-codec-set 2** command. Note the codec set number since it will be used in the IP Network Region covered in the next section. For the compliance test, media encryption was enabled and G.711MU was used.

change ip-codec-set 2

Page 1 of 2

IP MEDIA PARAMETERS

Codec Set: 2

Audio	Silence	Frames	Packet
Codec	Suppression	Per Pkt	Size (ms)
1: G.711MU	n	2	20
2:			
3:			
4:			
5:			
6:			
7:			

Media Encryption

1: **1-srtp-aescm128-hmac80**

2: none

3:

4:

5:

Encrypted SRTCP: best-effort

5.3. Administer IP Network Region

In the **IP Network Region** form, specify the codec set to be used for VHT Mindful Callback and enable **IP-IP Direct Audio** (Shuffling), if desired. Shuffling allows audio traffic to be sent directly between IP endpoints without using media resources in the Avaya G450 Media Gateway or Avaya Aura® Media Server after call establishment. For this compliance test, shuffling was enabled. The **Authoritative Domain** for this configuration is *avaya.com*.

change ip-network-region 2		Page 1 of 20
IP NETWORK REGION		
Region: 2	NR Group: 1	
Location: 1	Authoritative Domain: avaya.com	
Name:	Stub Network Region: n	
MEDIA PARAMETERS		Intra-region IP-IP Direct Audio: yes
Codec Set: 2		Inter-region IP-IP Direct Audio: yes
UDP Port Min: 2048		IP Audio Hairpinning? n
UDP Port Max: 3329		
DIFFSERV/TOS PARAMETERS		
Call Control PHB Value: 46		
Audio PHB Value: 46		
Video PHB Value: 26		
802.1P/Q PARAMETERS		
Call Control 802.1p Priority: 6		
Audio 802.1p Priority: 6		
Video 802.1p Priority: 5		
AUDIO RESOURCE RESERVATION PARAMETERS		
H.323 IP ENDPOINTS		RSVP Enabled? n
H.323 Link Bounce Recovery? y		
Idle Traffic Interval (sec): 20		
Keep-Alive Interval (sec): 5		
Keep-Alive Count: 5		

5.4. Administer SIP Trunk to Session Manager

Prior to configuring a SIP trunk group for communication with Session Manager, a SIP signaling group must be configured. Configure the **Signaling Group** form as follows:

- Set the **Group Type** field to *sip*.
- Set the **IMS Enabled** field to *n*.
- The **Transport Method** field was set to *tls*.
- Specify Communication Manager (*procr*) and the Session Manager (*devcon-sm*) as the two ends of the signaling group in the **Near-end Node Name** field and the **Far-end Node Name** field, respectively. These field values are taken from the **IP Node Names** form.
- Ensure that the TLS port value of *5062* is configured in the **Near-end Listen Port** and the **Far-end Listen Port** fields.
- The preferred codec for the call will be selected from the IP codec set assigned to the IP network region specified in the **Far-end Network Region** field.
- Enter the domain name of Session Manager in the **Far-end Domain** field. In this configuration, the domain name is *avaya.com*.
- The **DTMF over IP** field should be set to the default value of *rtp-payload*.
- **Direct IP-IP Audio Connections** is enabled to allow shuffling for calls routed over the trunk group associated with this signaling group.

Communication Manager supports DTMF transmission using RFC 2833. The default values for the other fields may be used.

add signaling-group 11		Page 1 of 2
SIGNALING GROUP		
Group Number: 11	Group Type: sip	
IMS Enabled? n	Transport Method: tls	
Q-SIP? n		
IP Video? n	Enforce SIPS URI for SRTP? n	
Peer Detection Enabled? y	Peer Server: SM	Clustered? n
Prepend '+' to Outgoing Calling/Alerting/Diverting/Connected Public Numbers? y		
Remove '+' from Incoming Called/Calling/Alerting/Diverting/Connected Numbers? n		
Alert Incoming SIP Crisis Calls? n		
Near-end Node Name: procr		Far-end Node Name: devcon-sm
Near-end Listen Port: 5062		Far-end Listen Port: 5062
		Far-end Network Region: 2
Far-end Domain: avaya.com		
Incoming Dialog Loopbacks: eliminate		Bypass If IP Threshold Exceeded? n
DTMF over IP: rtp-payload		RFC 3389 Comfort Noise? n
Session Establishment Timer(min): 3		Direct IP-IP Audio Connections? y
Enable Layer 3 Test? y		IP Audio Hairpinning? n
H.323 Station Outgoing Direct Media? n		Initial IP-IP Direct Media? n
		Alternate Route Timer(sec): 6

Configure the **Trunk Group** form as shown below. This trunk group is used for SIP calls to the VoIP Service Provider. Set the **Group Type** field to *sip*, set the **Service Type** field to *public-ntwrk*, specify the signaling group associated with this trunk group in the **Signaling Group** field, and specify the **Number of Members** supported by this SIP trunk group. Accept the default values for the remaining fields.

add trunk-group 11		Page 1 of 4	
TRUNK GROUP			
Group Number: 11	Group Type: sip	CDR Reports: y	
Group Name: To SIP Service Provider	COR: 1	TN: 1	TAC: 1011
Direction: two-way	Outgoing Display? n		
Dial Access? n	Night Service:		
Queue Length: 0			
Service Type: public-ntwrk	Auth Code? n		
	Member Assignment Method: auto		
	Signaling Group: 11		
	Number of Members: 10		

On **Page 3** of the trunk group form, set the **Numbering Format** field to *private*, **UI Treatment** to *shared*, and **Maximum Size of UI Contents** to *128*. This field specifies the format of the calling party number sent to the far-end.

add trunk-group 11		Page 3 of 5	
TRUNK FEATURES			
ACA Assignment? n	Measured: none	Maintenance Tests? y	
Suppress # Outpulsing? n	Numbering Format: private		
	UI Treatment: shared		
	Maximum Size of UI Contents: 128		
	Replace Restricted Numbers? n		
	Replace Unavailable Numbers? n		
	Modify Tandem Calling Number: no		
Send UCID? n			
Show ANSWERED BY on Display? Y			

On **Page 5**, set the **Telephone Event Payload Type** to *101* to avoid DTMF issues when a SIP agent attempts to accept a call prior to VHT Mindful Callback connecting the agent to the customer.

add trunk-group 11	Page 5 of 5
PROTOCOL VARIATIONS	
Mark Users as Phone? n	
Prepend '+' to Calling/Alerting/Diverting/Connected Number? n	
Send Transferring Party Information? n	
Network Call Redirection? n	
Send Diversion Header? n	
Support Request History? y	
Telephone Event Payload Type: 101	
Convert 180 to 183 for Early Media? n	
Always Use re-INVITE for Display Updates? n	
Resend Display UPDATE Once on Receipt of 481 Response? n	
Identity for Calling Party Display: P-Asserted-Identity	
Block Sending Calling Party Location in INVITE? n	
Accept Redirect to Blank User Destination? n	
Enable Q-SIP? n	
Interworking of ISDN Clearing with In-Band Tones: keep-channel-active	
Request URI Contents: may-have-extra-digits	

5.5. Administer Private Numbering

Configure the **Numbering – Private Format** form to send the calling party number to the far-end. Add an entry so that local stations with a 5-digit extension beginning with '7' whose calls are routed over trunk group 11 have their extension converted to a 10-digit number.

change private-numbering 0				Page	1 of	2
NUMBERING - PRIVATE FORMAT						
Ext	Ext	Trk	Private	Total		
Len	Code	Grp(s)	Prefix	Len		
5	7			5	Total Administered: 1	
					Maximum Entries: 540	

5.6. Administer ARS Call Routing

Use the **change feature access code** command to define a feature access code for **Auto Route Selection (ARS)** per the dial plan. For the compliance test, 9 was used as the ARS Access Code.

change feature-access-codes		Page	1 of	12
FEATURE ACCESS CODE (FAC)				
Abbreviated Dialing List1 Access Code:				
Abbreviated Dialing List2 Access Code:				
Abbreviated Dialing List3 Access Code:				
Abbreviated Dial - Prgm Group List Access Code:				
Announcement Access Code: *81				
Answer Back Access Code: *71				
Attendant Access Code:				
Auto Alternate Routing (AAR) Access Code: 8				
Auto Route Selection (ARS) - Access Code 1: 9		Access Code 2:		
Automatic Callback Activation:		Deactivation:		
Call Forwarding Activation Busy/DA: *73 All: *74		Deactivation: *75		
Call Forwarding Enhanced Status: Act: *84		Deactivation: *85		
Call Park Access Code: *72				
Call Pickup Access Code: *77				
CAS Remote Hold/Answer Hold-Unhold Access Code:				
CDR Account Code Access Code:				
Change COR Access Code:				
Change Coverage Access Code:				
Conditional Call Extend Activation:		Deactivation:		
Contact Closure Open Code:		Close Code:		

SIP calls to VHT Mindful Callback are routed through Session Manager over a SIP trunk via ARS call routing. Configure the ARS analysis form and add an entry that routes “19084605258” to route pattern 12 as shown below.

change ars analysis 19							Page 1 of 2
ARS DIGIT ANALYSIS TABLE							
Location: all							Percent Full: 1
Dialed String	Total Min	Total Max	Route Pattern	Call Type	Node Num	ANI Req'd	
190	11	11	4	fnpa		n	
1900	11	11	deny	fnpa		n	
1900555	11	11	deny	fnpa		n	
19084605258	11	11	11	fnpa		n	
19084957057	11	11	11	fnpa		n	
19086519420	11	11	11	fnpa		n	
191	11	11	4	fnpa		n	
192	11	11	deny	fnpa		n	
193	11	11	deny	fnpa		n	

Configure a preference in **Route Pattern** 11 to route calls over SIP trunk group 11 as shown below. This route pattern inserts a ‘+’ to the dialed number as indicated by the ‘p’ in the **Inserted Digits** field.

change route-pattern 11													Page 1 of 4
Pattern Number: 11 Pattern Name: devcon-sm SBC													
SCCAN? n Secure SIP? n Used for SIP stations? n													
Grp No	FRL	NPA	Pfx	Hop	Toll	No.	Inserted Digits	DCS/ QSIG Intw	IXC				
1:	11	0	1				p	n	user				
2:								n	user				
3:								n	user				
4:								n	user				
5:								n	user				
6:								n	user				
BCC	VALUE	TSC	CA-TSC	ITC	BCIE	Service/Feature	PARM	Sub	Numbering	LAR			
0	1	2	M	4	W	Request		Dgts	Format				
1:	y	y	y	y	y	n	n		rest	unk-unk	none		
2:	y	y	y	y	y	n	n		rest		none		
3:	y	y	y	y	y	n	n		rest		none		
4:	y	y	y	y	y	n	n		rest		none		
5:	y	y	y	y	y	n	n		rest		none		
6:	y	y	y	y	y	n	n		rest		none		

5.7. Administer Vectors and VDNs

Administer three sets of vectors and VDNs shown below for routing of calls to Callback. Note that the VDN extensions and vector numbers can vary.

VDN	Vector	Purpose
77211	211	Entry vector & VDN called by customer. This vector collects UUI and routes calls to VHT Mindful Callback.
77212	212	Hold vector & VDN for queuing customer call to skill at medium priority
77213	213	Callback vector & VDN for queuing callback to skill at high priority

5.7.1. Entry Vector and VDN

Modify an available vector using the **change vector** command. The vector will be used to collect UUI and route the customer call to VHT Mindful Callback. Vector variables are configured via the **change variables** command (not shown).

Note that the vector **Number**, **Name**, **wait-time** and **route-to number** parameter settings may vary. Step 02 prompts the caller to enter 6 digits for UUI, and in step 03, stores the data in variable A (as configured in the Variables form not shown). Step 04 routes the call to VHT Mindful Callback. Note that the 9 prepended to number is the ARS feature access code. If the call to VHT Mindful Callback fails, step 06 routes the call to VDN 77212, the Hold VDN, where the customer is simply placed in the ACD queue.

display vector 211	Page 1 of 6
CALL VECTOR	
Number: 211	Name: VHT Entry
Multimedia? n	Attendant Vectoring? n Meet-me Conf? n Lock? n
Basic? y	EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y
Prompting? y	LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y
Variables? y	3.0 Enhanced? y
01 wait-time	0 secs hearing silence
02 collect	6 digits after announcement 70001 for none
03 set	A = digits ADD none
04 route-to	number 919084605258 cov n if unconditionally
05 wait-time	5 secs hearing ringback
06 route-to	number 77212 cov n if unconditionally
07 wait-time	2 secs hearing silence
08 disconnect	after announcement none
09 stop	
10	
11	
12	
Press 'Esc f 6' for Vector Editing	

Add a VDN using the **add vdn** command. Enter a descriptive **Name** and the vector number specified above for **Vector Number**. Retain the default values for all remaining fields.

add vdn 77211	Page 1 of 3
VECTOR DIRECTORY NUMBER	
Extension: 77211	
Name*: Entry VDN	
Destination: Vector Number	211
Attendant Vectoring? n	
Meet-me Conferencing? n	
Allow VDN Override? n	
COR: 1	
TN*: 1	
Measured: none	Report Adjunct Calls as ACD*? n

5.7.2. Hold Vector and VDN

Modify an available vector to queue incoming calls to the ACD skill group at medium priority. Note that the vector **Number**, **Name**, **queue-to skill** and **wait-time** parameter settings may vary, and that 77 is the existing skill group number.

```
display vector 212                                     Page 1 of 6
CALL VECTOR
Number: 212      Name: VHT Hold
Multimedia? n   Attendant Vectoring? n   Meet-me Conf? n   Lock? n
Basic? y        EAS? y   G3V4 Enhanced? y   ANI/II-Digits? y   ASAI Routing? y
Prompting? y    LAI? y   G3V4 Adv Route? y   CINFO? y   BSR? y   Holidays? y
Variables? y    3.0 Enhanced? y
01 wait-time    2 secs hearing ringback
02 queue-to     skill 77 pri m
03 wait-time    30 secs hearing music
04 goto step    3 if unconditionally
05 disconnect   after announcement none
06 stop
07
08
09
10
11
12
Press 'Esc f 6' for Vector Editing
```

Add a VDN with an available extension as shown below. Enter a descriptive **Name** and the vector number specified above for **Vector Number**.

```
add vdn 77212                                         Page 1 of 3
VECTOR DIRECTORY NUMBER
Extension: 77212
Name*: Hold VDN
Destination: Vector Number 212
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none Report Adjunct Calls as ACD*? n
```

5.7.3. Callback Vector and VDN

Modify an available vector to queue callback calls to the ACD skill group at high priority. Note that the vector **Number**, **Name**, **queue-to skill** and **wait-time** parameters may vary, and that 77 is the existing skill group number.

```
display vector 213                                     Page 1 of 6
CALL VECTOR
Number: 213      Name: VHT Callback
Multimedia? n    Attendant Vectoring? n    Meet-me Conf? n    Lock? n
Basic? y         EAS? y    G3V4 Enhanced? y    ANI/II-Digits? y    ASAI Routing? y
Prompting? y     LAI? y    G3V4 Adv Route? y    CINFO? y    BSR? y    Holidays? y
Variables? y     3.0 Enhanced? y
01 wait-time     2 secs hearing ringback
02 queue-to      skill 77 pri h
03 wait-time     30 secs hearing music
04 goto step     3 if unconditionally
05 disconnect    after announcement none
06 stop
07
08
09
10
11
12
Press 'Esc f 6' for Vector Editing
```

Add a VDN with an available extension as shown below. Enter a descriptive name for **Name**, and the vector number specified above for **Vector Number**.

```
add vdn 77213                                         Page 1 of 3
VECTOR DIRECTORY NUMBER
Extension: 77213
Name*: Callback VDN
Destination: Vector Number      213
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none      Report Adjunct Calls as ACD*? n
```

6. Configure Avaya Aura® Session Manager

This section provides the procedures for configuring Session Manager. The procedure includes adding the following items:

- SIP Entities for Communication Manager and SBCE
- Entity Links, which defines the SIP trunk parameters used by Session Manager when routing calls to/from Communication Manager and SBCE
- Routing Policies and Dial Patterns
- Session Manager, corresponding to the Avaya Aura® Session Manager server to be managed by Avaya Aura® System Manager

Configuration is accomplished by accessing the browser-based GUI of System Manager using the URL **https://<ip-address>/SMGR**, where <ip-address> is the IP address of System Manager. Log in with the appropriate credentials.

6.1. Add SIP Entities

In the sample configuration, two SIP Entities were added for Communication Manager and SBCE. This section also covers the configuration of the Entity Links.

6.1.1. Avaya Aura® Communication Manager

A SIP Entity must be added for Communication Manager. To add a SIP Entity, select **Elements** → **Routing** → **SIP Entities** from the top menu, followed by **New** in the subsequent screen (not shown) to add a new SIP entity for Voice Spam Filter.

The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **FQDN or IP Address:** IP address of the signaling interface (e.g., procr) on the telephony system.
- **Type:** Select *CM*.
- **Location:** Select the appropriate pre-existing location name.
- **Time Zone:** Time zone for this location.

Default values can be used for the remaining fields.

The screenshot displays the Avaya Aura System Manager 8.1 web interface. The top navigation bar includes the Avaya logo, 'Aura® System Manager 8.1', and menu items for Users, Elements, Services, Widgets, and Shortcuts. A search bar and a user profile 'admin' are also present. The left sidebar shows a tree view with 'Routing' selected, and 'SIP Entities' highlighted. The main content area is titled 'SIP Entity Details' and contains a 'General' tab. The form fields are as follows:

- Name:** devcon-cm SBC Trk
- FQDN or IP Address:** 10.64.102.115
- Type:** CM (dropdown)
- Notes:** From SBCE
- Adaptation:** (empty dropdown)
- Location:** Thornton (dropdown)
- Time Zone:** America/New_York (dropdown)
- SIP Timer B/F (in seconds):** 4
- Minimum TLS Version:** Use Global Setting (dropdown)
- Credential name:** (empty text field)
- Securable:** ☐
- Call Detail Recording:** none (dropdown)

Buttons for 'Commit' and 'Cancel' are located at the top right of the form area.

Scroll down to the **Entity Links** sub-section and click **Add** to add an entity link. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **SIP Entity 1:** The Session Manager entity name (e.g., *devcon-sm*).
- **Protocol:** Set to *TLS*.
- **Port:** Set to *5062*.
- **SIP Entity 2:** The Communication Manager entity name from this section.
- **Port:** Set to *5062*.
- **Connection Policy:** Set to *trusted*.

Entity Links

Override Port & Transport with DNS SRV: ☐

Add		Remove						
1 Item								Filter: Enable
<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy	
<input type="checkbox"/>	* devcon-cm SBC Trk Link	devcon-sm	TLS	* 5062	devcon-cm SBC Trk	* 5062	trusted	

Select : All, None

6.1.2. SIP Entity for SBCE

A SIP Entity must be added for SBCE. To add a SIP Entity, select **Elements** → **Routing** → **SIP Entities** from the top menu, followed by **New** in the subsequent screen (not shown) to add a new SIP entity for SBCE.

The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **FQDN or IP Address:** The IP address of the SBCE internal interface.
- **Type:** Select *SIP Trunk*.
- **Location:** Select the appropriate pre-existing location name.
- **Time Zone:** Time zone for this location.

The screenshot shows the Avaya Aura System Manager 8.1 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The 'Routing' tab is selected in the left sidebar. The 'SIP Entity Details' form is displayed with the following fields:




- Name:** devcon-sbce
- FQDN or IP Address:** 10.64.102.106
- Type:** SIP Trunk
- Notes:**
- Adaptation:**
- Location:** Thornton-SBC
- Time Zone:** America/New_York
- SIP Timer B/F (in seconds):** 4
- Minimum TLS Version:** Use Global Setting
- Credential name:**
- Securable:** ☐
- Call Detail Recording:** egress

Scroll down to the **Entity Links** sub-section and click **Add** to add an entity link. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **SIP Entity 1:** The Session Manager entity name (e.g., *devcon-sm*).
- **Protocol:** Set to *TLS*.
- **Port:** Set to *5061*.
- **SIP Entity 2:** The SBCE entity name from this section.
- **Port:** Set to *5061*.
- **Connection Policy:** Set to *trusted*.

Entity Links

Override Port & Transport with DNS SRV: ☐

Add Remove								
1 Item 							Filter: Enable	
<input type="checkbox"/>	Name ▲	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy	
<input type="checkbox"/>	* devcon-sbce Link	 devcon-sm	TLS ▼	* 5061	 devcon-sbce	* 5061	trusted ▼	

Select : All, None

6.2. Add Routing Policies

Routing policies describe the conditions under which calls will be routed to the SIP Entities specified in **Section 6.1**. A routing policy was added for Communication Manager to route incoming calls from VHT Mindful Callback or the SIP Service Provider. To add a routing policy, select **Routing Policies** on the left and click on the **New** button (not shown) on the right. The following screen is displayed. Fill in the following:

Under *General*:

Enter a descriptive name in **Name**.

Under *SIP Entity as Destination*:

Click **Select**, and then select the appropriate SIP entity to which this routing policy applies.

Defaults can be used for the remaining fields. Click **Commit** to save the Routing Policy definition.

The screenshot shows the Avaya Aura System Manager 8.1 interface. The top navigation bar includes the Avaya logo, version information, and various menu items like Users, Elements, Services, Widgets, and Shortcuts. A search bar and a user profile icon are also present. The left sidebar contains a list of navigation options: Routing, Domains, Locations, Conditions, Adaptations, SIP Entities, Entity Links, Time Ranges, and Routing Policies (which is highlighted). The main content area is titled 'Routing Policy Details' and contains a 'General' section with fields for Name (devcon-cm SBC Trk Policy), Disabled (checkbox), Retries (0), and Notes. Below this is the 'SIP Entity as Destination' section, which includes a 'Select' button and a table with columns for Name, FQDN or IP Address, Type, and Notes. The table contains one entry: devcon-cm SBC Trk, 10.64.102.115, CM, and From SBCE. At the bottom of the form is the 'Time of Day' section. The 'Commit' and 'Cancel' buttons are located in the top right corner of the form area.

Routing Policy Details Commit Cancel Help ?

General

* **Name:** devcon-cm SBC Trk Policy

Disabled: ☐

* **Retries:** 0

Notes:

SIP Entity as Destination

Select

Name	FQDN or IP Address	Type	Notes
devcon-cm SBC Trk	10.64.102.115	CM	From SBCE

Time of Day

Another routing policy was added for SBCE, which routes outgoing calls to VHT Mindful Callback and the SIP Service Provider.

The screenshot shows the Avaya Aura System Manager 8.1 interface. The top navigation bar includes the Avaya logo, 'Aura® System Manager 8.1', and tabs for Users, Elements, Services, Widgets, and Shortcuts. A search bar and a user profile 'admin' are also present. The left sidebar shows a 'Routing' menu with sub-items: Domains, Locations, Conditions, Adaptations, SIP Entities, Entity Links, Time Ranges, and Routing Policies (highlighted). The main content area is titled 'Routing Policy Details' and includes 'Commit' and 'Cancel' buttons. The 'General' section contains fields for Name (devcon-sbce Policy), Disabled (checkbox), Retries (0), and Notes. The 'SIP Entity as Destination' section features a 'Select' button and a table with columns Name, FQDN or IP Address, Type, and Notes. The table contains one entry: devcon-sbce, 10.64.102.106, SIP Trunk. The 'Time of Day' section is partially visible at the bottom.

Routing Policy Details Commit Cancel Help ?

General

* Name:

Disabled: ☐

* Retries:

Notes:

SIP Entity as Destination

Select

Name	FQDN or IP Address	Type	Notes
devcon-sbce	10.64.102.106	SIP Trunk	

Time of Day

6.3. Add Dial Patterns

Dial patterns are defined to direct calls to the appropriate SIP Entity. In the sample configuration, 7-digit numbers beginning with +1 are routed to Communication Manager.

To add a dial pattern, select **Dial Patterns** on the left and click on the **New** button (not shown) on the right. Fill in the following:

Under *General*:

- **Pattern:** Dialed number or prefix.
- **Min** Minimum length of dialed number.
- **Max** Maximum length of dialed number.
- **SIP Domain** SIP domain of dial pattern.
- **Notes** Comment on purpose of dial pattern (optional).

Under *Originating Locations and Routing Policies*:

Click **Add**, and then select the appropriate location and routing policy from the list.

Default values can be used for the remaining fields. Click **Commit** to save this dial pattern. The following screen shows the dial pattern definition for routing calls from VHT Mindful Callback to Communication Manager.

Dial Pattern Details

General

* Pattern: +1

* Min: 7

* Max: 7

Emergency Call: ☐

SIP Domain: -ALL-

Notes: From VHT Mindful

Originating Locations and Routing Policies

Add Remove

1 Item Filter: Enable

<input type="checkbox"/>	Originating Location Name	Originating Location Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
<input type="checkbox"/>	Thornton-SBC		devcon-cm SBC Trk Policy	0	<input type="checkbox"/>	devcon-cm SBC Trk	

Select : All, None

A Dial Pattern was also created for “+19084605258” that is used to route calls to VHT Mindful Callback via SBCE. Other call target numbers assigned to VHT Mindful Callback should be added as dial patterns.

AVAYA
Aura® System Manager 8.1

Users ▾ Elements ▾ Services ▾ Widgets ▾ Shortcuts ▾ Search [] admin

Home Routing ×

Dial Pattern Details [Commit] [Cancel] [Help ?](#)

General

* **Pattern:** +19084605258

* **Min:** 12

* **Max:** 12

Emergency Call: ☐

SIP Domain: -ALL- ▾

Notes: VHT Mindful TLS SIP Advanced

Originating Locations and Routing Policies

[Add] [Remove]

1 Item [Filter: Enable](#)

<input type="checkbox"/>	Originating Location Name ▲	Originating Location Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
<input type="checkbox"/>	Thornton		devcon-sbce Policy	0	<input type="checkbox"/>	devcon-sbce	

Select : All, None

6.4. Add Session Manager

To complete the configuration, adding the Session Manager will provide the linkage between System Manager and Session Manager. Expand the **Session Manager** menu on the left and select **Session Manager Administration**. Then click **Add** (not shown), and fill in the fields as described below and shown in the following screen:

Under *General*:

- **SIP Entity Name:** Select the name of the SIP Entity added for Session Manager
- **Description:** Descriptive comment (optional)
- **Management Access Point Host Name/IP:** Enter the IP address of the Session Manager management interface

Under *Security Module*:

- **Network Mask:** Enter the network mask corresponding to the IP address of Session Manager
- **Default Gateway:** Enter the IP address of the default gateway for Session Manager

Use default values for the remaining fields. Click **Commit** to add this Session Manager.

The screenshot displays the Avaya Aura System Manager 8.1 interface. The top navigation bar includes the Avaya logo, 'Users', 'Elements', 'Services', 'Widgets', 'Shortcuts', a search bar, and a user profile 'admin'. The left sidebar shows the navigation menu with 'Session Manager' expanded, highlighting 'Session Manager Administration'. The main content area is titled 'Edit Session Manager' and contains two sections: 'General' and 'Security Module'. The 'General' section includes fields for 'SIP Entity Name' (devcon-sm), 'Description', '*Management Access Point Host Name/IP' (10.64.102.116), '*Direct Routing to Endpoints' (Enable), 'Data Center' (None), 'Avaya Aura Device Services Server Pairing' (None), and 'Maintenance Mode' (checkbox). The 'Security Module' section includes fields for 'SIP Entity IP Address' (10.64.102.117), '*Network Mask' (255.255.255.0), '*Default Gateway' (10.64.102.1), '*Call Control PHB' (46), and '*SIP Firewall Configuration' (SM 6.3.8.0). At the top right of the main content area are 'Commit' and 'Cancel' buttons.

The following screen shows the **Monitoring** section, which determines how frequently Session Manager sends SIP Options messages to SIP entities, including SBCE. Use default values for the remaining fields. Click **Commit** to add this Session Manager. In the following configuration, Session Manager sends a SIP Options message every 900 secs. If there is no response, Session Manager will send a SIP Options message every 120 secs.

Monitoring ▼

Enable SIP Monitoring ☒

*Proactive cycle time (secs)

900

*Reactive cycle time (secs)

120

*Number of Tries

1

*Number of Successes

1

Enable CRLF Keep Alive Monitoring ☐

*CRLF Ping Interval (secs)

0

7. Configure Avaya Session Border Controller for Enterprise

This section covers the configuration of Avaya SBCE. Avaya SBCE provides SIP connectivity to Session Manager, SIP Service Provider, and VHT Mindful Callback.

This section covers the following SBCE configuration:

- Launch SBCE Web Interface
- Administer Server Interworking Profiles
- Administer SIP Servers
- Administer URI Groups
- Administer Routing Profiles
- Administer Topology Hiding
- Administer Media Rules
- Administer End Point Policy Groups
- Administer Media Interfaces
- Administer Signaling Interfaces
- Administer End Point Flows

Note: For security reasons, public IP addresses will be blacked out in these Application Notes.

7.1. Launch SBCE Web Interface

Access the SBCE web interface by using the URL **https://<ip-address>/sbc** in an Internet browser window, where <ip-address> is the IP address of the SBCE management interface. The screen below is displayed. Log in using the appropriate credentials.

AVAYA

**Session Border Controller
for Enterprise**

Log In

Username:

WELCOME TO AVAYA SBC

Unauthorized access to this machine is prohibited. This system is for the use authorized users only. Usage of this system may be monitored and recorded by system personnel.

Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence from such monitoring to law enforcement officials.

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After logging in, the Dashboard will appear as shown below. All configuration screens of the SBCE are accessed by navigating the menu tree in the left pane. Select **Device** → **SBCE** from the top menu.

Device: SBCE ▾AlarmsIncidentsStatus ▾Logs ▾DiagnosticsUsersSettings ▾Help ▾Log Out

Session Border Controller for EnterpriseAVAYA

EMS Dashboard

Software Management

Device Management

Backup/Restore

▸ System Parameters

▸ Configuration Profiles

▸ Services

▸ Domain Policies

▸ TLS Management

▸ Network & Flows

▸ DMZ Services

▸ Monitoring & Logging

Dashboard

Information

System Time	12:26:33 PM EDT	Refresh
Version	8.1.2.0-31-19809	
GUI Version	8.1.2.0-19794	
Build Date	Tue Dec 08 09:11:07 UTC 2020	
License State	✔ OK	
Aggregate Licensing Overages	0	
Peak Licensing Overage Count	0	
Last Logged in at	05/21/2021 11:37:54 EDT	
Failed Login Attempts	0	

Active Alarms (past 24 hours)

None found.

Installed Devices

EMS

SBCE

Incidents (past 24 hours)

SBCE: General Method not allowed Out-Of-Dialog

SBCE: General Method not allowed Out-Of-Dialog

SBCE: General Method not allowed Out-Of-Dialog

SBCE: General Method not allowed Out-Of-Dialog

Add

Notes

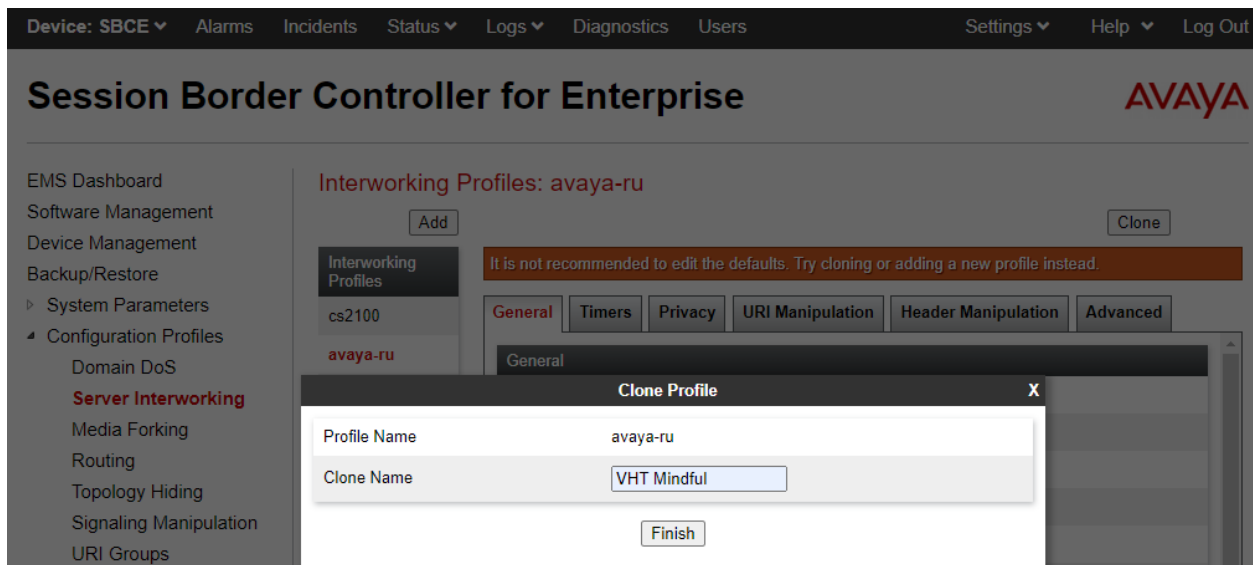
No notes found.

7.2. Administer Server Interworking Profiles

A server interworking profile defines a set of parameters that aid in interworking between the SBCE and a connected server. Add Interworking profile for VHT Mindful Callback, Session Manager, and SIP Service Provider.

7.2.1. Server Interworking Profile for VHT Mindful Callback


To create a new **Server Interworking** profile, select **Configuration Profiles → Server Interworking** from the left-hand menu. A new profile may be cloned from an existing profile. Select the **avaya-ru** profile and click **Clone**. Type in a **Clone Name** for VHT Mindful Callback. Select **Finish** once done.



Once added, select the VHT Mindful Callback profile and select the **General** tab and enable **Delayed SDP Handling**. This is required to work with agents using Avaya H.323 deskphones while Direct IP Media (i.e., shuffling) is enabled.

Device: SBCE ▾
Alarms
Incidents
Status ▾
Logs ▾
Diagnostics
Users
Settings ▾
Help ▾
Log Out

Session Border Controller for Enterprise



EMS Dashboard

Software Management

Device Management

Backup/Restore

▸ System Parameters

▾ Configuration Profiles

Domain DoS

Server Interworking

Media Forking
Routing
Topology Hiding
Signaling Manipulation
URI Groups
SNMP Traps
Time of Day Rules
FGDN Groups
Reverse Proxy Policy
URN Profile
Recording Profile

▸ Services

▸ Domain Policies

▸ TLS Management

▸ Network & Flows

▸ DMZ Services

▸ Monitoring & Logging

Interworking Profiles

Add

cs2100

avaya-ru

Avaya-SM

PSTN-SIP

VHT Mindful

Interworking Profiles: VHT Mindful

Add

Rename

Clone

Delete

Click here to add a description.

General

Timers

Privacy

URI Manipulation

Header Manipulation

Advanced

General

Hold Support	None
180 Handling	None
181 Handling	None
182 Handling	None
183 Handling	None
Refer Handling	No
URI Group	None
Send Hold	No
Delayed Offer	Yes
3xx Handling	No
Diversion Header Support	No
Delayed SDP Handling	Yes
Re-Invite Handling	No
Prack Handling	No
Allow 18X SDP	No
T.38 Support	No
URI Scheme	SIP
Via Header Format	RFC2543
SIPS Required	Yes

The **Advanced** tab was configured with the default settings.

Device: SBCE ▾

Alarms

Incidents

Status ▾

Logs ▾

Diagnostics

Users

Settings ▾

Help ▾

Log Out

Session Border Controller for Enterprise

AVAYA

EMS Dashboard

Software Management

Device Management

Backup/Restore

▸ System Parameters

▾ Configuration Profiles

Domain DoS

Server Interworking

Media Forking

Routing

Topology Hiding

Signaling Manipulation

URI Groups

SNMP Traps

Time of Day Rules

FGDN Groups

Reverse Proxy Policy

URN Profile

Recording Profile

▸ Services

▸ Domain Policies

Interworking Profiles: VHT Mindful

Add

Rename

Clone

Delete

Click here to add a description.

General

Timers

Privacy

URI Manipulation

Header Manipulation

Advanced

cs2100

avaya-ru

Avaya-SM

PSTN-SIP

VHT Mindful

Record Routes

Both Sides

Include End Point IP for Context Lookup

Yes

Extensions

Avaya

Diversion Manipulation

No

Has Remote SBC

Yes

Route Response on Via Port

No

Relay INVITE Replace for SIPREC

No

MOBX Re-INVITE Handling

No

NATing for 301/302 Redirection

Yes

DTMF

DTMF Support

None

Edit

7.2.2. Server Interworking Profile for Session Manager

Session Manager profile was cloned from the same **avaya-ru** profile.

7.2.3. Server Interworking Profile for SIP Service Provider

VoIP Service Provider profile was also cloned from the same **avaya-ru** profile.

7.3. Administer SIP Servers

A SIP server definition is required for each server connected to SBCE. Add a **SIP Server** for Session Manager, VHT Mindful Callback, and SIP Service Provider. TLS transport was used for the SIP trunks to Session Manager and VHT Mindful Callback.

Note: TLS profiles were preconfigured and are not shown in these Application Notes. The TLS certificate used for the Session Manager SIP trunk was signed by System Manager. The TLS certificate used for the VHT Mindful Callback was provided by VHT.

7.3.1. SIP Server for Session Manager

To define a SIP server, navigate to **Services** → **SIP Servers** from the left pane to display the existing SIP server profiles. Click **Add** to create a new SIP server or select a pre-configured SIP server to view its settings. The **General** tab of the Session Manager SIP Server was configured as follows. TLS transport was used for the Session Manager SIP trunk.

The screenshot displays the SBCE web interface. At the top, a navigation bar includes 'Device: SBCE', 'Alarms', 'Incidents', 'Status', 'Logs', 'Diagnostics', 'Users', 'Settings', 'Help', and 'Log Out'. The main header reads 'Session Border Controller for Enterprise' with the Avaya logo. The left sidebar lists navigation options: EMS Dashboard, Software Management, Device Management, Backup/Restore, System Parameters, Configuration Profiles, Services (expanded), SIP Servers (selected), LDAP, RADIUS, Domain Policies, TLS Management, Network & Flows, DMZ Services, and Monitoring & Logging. The main content area is titled 'SIP Servers: Session Manager' and features an 'Add' button and 'Rename', 'Clone', and 'Delete' buttons. Below these are tabs for 'General', 'Authentication', 'Heartbeat', 'Registration', 'Ping', and 'Advanced'. The 'General' tab is active, showing a form with the following fields: Server Type (Call Server), TLS Client Profile (sbceInternal), and DNS Query Type (NONE/A). Below these is a table with three columns: IP Address / FQDN, Port, and Transport. The table contains one entry: IP Address / FQDN (10.64.102.117), Port (5061), and Transport (TLS). An 'Edit' button is located at the bottom right of the table.

IP Address / FQDN	Port	Transport
10.64.102.117	5061	TLS

The **Advanced** tab was configured as follows. Note that **Interworking Profile** was set to the one configured in **Section 7.2.2**. All other tabs were left with their default values.

Device: SBCE ▾AlarmsIncidentsStatus ▾Logs ▾DiagnosticsUsersSettings ▾Help ▾Log Out

Session Border Controller for Enterprise

AVAYA

EMS DashboardSoftware ManagementDevice ManagementBackup/Restore▸ System Parameters▸ Configuration Profiles▸ Services

- SIP Servers**
- LDAP
- RADIUS
- Domain Policies
- TLS Management
- Network & Flows
- DMZ Services
- Monitoring & Logging

SIP Servers: Session Manager

Add

Server Profiles

PSTN-SIP

VHT Mindful

Session Man...

RenameCloneDelete

GeneralAuthenticationHeartbeatRegistrationPingAdvanced

Enable DoS Protection☐

Enable Grooming☒

Interworking ProfileAvaya-SM

Signaling Manipulation ScriptNone

Securable☐

Enable FGDN☐

Tolerant☐

URI GroupNone

NG911 Support☐

Edit

JAO; Reviewed:
SPOC 6/28/2021

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VHTMindful-Aura

7.3.2. SIP Server for VHT Mindful Callback

The **General** tab of the VHT Mindful Callback SIP Server was configured as shown below. TLS transport was used for the VHT Mindful Callback SIP trunk. The **TLS Client Profile** was installed under **TLS Management** → **Client Profiles** (not shown). The TLS certificate was provided by VHT.

The screenshot shows the Avaya Session Border Controller for Enterprise web interface. The top navigation bar includes 'Device: SBCE', 'Alarms', 'Incidents', 'Status', 'Logs', 'Diagnostics', 'Users', 'Settings', 'Help', and 'Log Out'. The main header displays 'Session Border Controller for Enterprise' and the 'AVAYA' logo. On the left, a sidebar menu lists various management options, with 'SIP Servers' highlighted under the 'Services' section. The main content area is titled 'SIP Servers: VHT Mindful' and features an 'Add' button and 'Rename', 'Clone', and 'Delete' buttons. Below this, a tabbed interface shows the 'General' tab selected. The configuration details for the 'VHT Mindful' server are as follows:

IP Address / FQDN	Port	Transport
sip-mrqa2.vhtops.net	5567	TLS

Other configuration fields visible include: Server Type (Trunk Server), TLS Client Profile (MindfulQA), and DNS Query Type (NONE/A). An 'Edit' button is located at the bottom of the configuration panel.

The Heartbeat tab was configured as follows so that Avaya SBCE would send SIP OPTIONS to VHT Mindful Callback.

This screenshot shows the 'Heartbeat' configuration tab for the 'VHT Mindful' SIP Server. The interface is consistent with the previous screenshot, showing the same navigation and sidebar. The 'Heartbeat' tab is selected, and the configuration details are as follows:


Field	Value
Enable Heartbeat	<input checked="" type="checkbox"/>
Method	OPTIONS
Frequency	120 seconds
From URI	sbce@50.207.80.10
To URI	vht@sip-mrqa2.vhtops.net

An 'Edit' button is located at the bottom of the configuration panel.

The **Advanced** tab was configured as follows. Note that **Interworking Profile** was set to the one configured in **Section 7.2.1**. All other tabs were left with their default values.

Device: SBCE ▾ Alarms Incidents Status ▾ Logs ▾ Diagnostics Users Settings ▾ Help ▾ Log Out

Session Border Controller for Enterprise



EMS Dashboard
Software Management
Device Management
Backup/Restore
▸ System Parameters
▸ Configuration Profiles
▾ Services
 SIP Servers
 LDAP
 RADIUS
▸ Domain Policies
▸ TLS Management
▸ Network & Flows
▸ DMZ Services
▸ Monitoring & Logging

SIP Servers: VHT Mindful

Add

Server Profiles
PSTN-SIP
VHT Mindful
Session Man...

General Authentication Heartbeat Registration Ping **Advanced**

Enable DoS Protection	<input type="checkbox"/>
Enable Grooming	<input checked="" type="checkbox"/>
Interworking Profile	VHT Mindful
Signaling Manipulation Script	None
Securable	<input type="checkbox"/>
Enable FGDN	<input type="checkbox"/>
Tolerant	<input type="checkbox"/>
URI Group	None
NG911 Support	<input type="checkbox"/>

Edit

JAO; Reviewed:
SPOC 6/28/2021

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7.3.3. SIP Server for VoIP Service Provider

The **General** tab of the SIP Service Provider SIP Server was configured as shown below. UDP transport was used for the SIP Service Provider SIP trunk.

The screenshot shows the Avaya Session Border Controller for Enterprise web interface. The top navigation bar includes "Device: SBCE", "Alarms", "Incidents", "Status", "Logs", "Diagnostics", "Users", "Settings", "Help", and "Log Out". The main header displays "Session Border Controller for Enterprise" and the "AVAYA" logo. On the left, a sidebar menu lists various management options, with "SIP Servers" highlighted under the "Services" section. The main content area is titled "SIP Servers: PSTN-SIP" and features an "Add" button and "Rename", "Clone", and "Delete" buttons. Below this, a tabbed interface shows the "General" tab selected. The configuration details are as follows:

Server Type	Call Server	
DNS Query Type	NONE/A	
IP Address / FQDN	Port	Transport
10.64.101.100	5060	UDP

An "Edit" button is located at the bottom right of the configuration table.

The **Advanced** tab was configured as follows. Note that **Interworking Profile** was set to the one configured in **Section 7.2.3**. All other tabs were left with their default values.

The screenshot shows the Avaya Session Border Controller for Enterprise web interface, specifically the "Advanced" tab for the "SIP Servers: PSTN-SIP" configuration. The top navigation bar and sidebar are consistent with the previous screenshot. The "Advanced" tab is selected, and the configuration details are as follows:

Enable DoS Protection	<input type="checkbox"/>
Enable Grooming	<input checked="" type="checkbox"/>
Interworking Profile	PSTN-SIP
Signaling Manipulation Script	None
Securable	<input type="checkbox"/>
Enable FGDN	<input type="checkbox"/>
Tolerant	<input type="checkbox"/>
URI Group	None
NG911 Support	<input type="checkbox"/>

An "Edit" button is located at the bottom right of the configuration table.

7.4. Administer URI Groups

A **URI Group** defines any number of logical URI groups consisting of each SIP subscriber location in the particular domain or group. For this solution, three **URI Groups** were created that were associated with VHT Mindful Callback, Session Manager, and the SIP Service Provider. These **URI Groups** are assigned to **Routing Profiles** in **Section 7.5**. Avaya SBCE will select a particular route if a SIP URI entry in the URI group associated with a route matches the SIP URI in the To header of the SIP Invite.

7.4.1. VHT Mindful Callback URI Group

The following URI Group is associated with VHT Mindful Callback. This URI Group covers SIP URIs that are routed to VHT Mindful Callback. These SIP URIs include call targets configured on VHT Mindful Callback.

The screenshot displays the Avaya Session Border Controller for Enterprise (SBCE) web interface. The top navigation bar includes links for Device: SBCE, Alarms, Incidents, Status, Logs, Diagnostics, Users, Settings, Help, and Log Out. The main header reads 'Session Border Controller for Enterprise' with the Avaya logo on the right. A left-hand navigation menu lists various management options, with 'URI Groups' highlighted in red. The main content area is titled 'URI Groups: VHT Mindful' and features an 'Add' button, a 'Rename' button, and a 'Delete' button. Below these is a blue bar with the text 'Click here to add a description.' A 'URI Group' section contains an 'Add' button and a 'URI Listing' table. The table lists four SIP URIs, each with 'Edit' and 'Delete' links.

URI Listing	Edit	Delete
2514519755@	Edit	Delete
9086519420@	Edit	Delete
9084957057@	Edit	Delete
9084605258@	Edit	Delete

7.4.2. Session Manager URI Group

The following URI Group is associated with Session Manager. This URI Group covers SIP URIs that are routed to Session Manager. These SIP URIs include the VDN numbers, Communication Manager local extensions, and PSTN numbers that are routed via Communication Manager using SIP Advanced.

The screenshot shows the Avaya Session Border Controller for Enterprise web interface. The top navigation bar includes links for Device: SBCE, Alarms, Incidents, Status, Logs, Diagnostics, Users, Settings, Help, and Log Out. The main header displays "Session Border Controller for Enterprise" and the Avaya logo. On the left, a sidebar menu lists various management options, with "URI Groups" highlighted in red. The main content area is titled "URI Groups: Session Manager" and features an "Add" button, a "Rename" button, and a "Delete" button. Below these is a blue bar with the text "Click here to add a description." A "URI Group" section contains an "Add" button and a "URI Listing" table. The table lists three URIs: *78*@*, *77*@*, and *908953*@*, each with "Edit" and "Delete" links.

URI Listing	
78@*	Edit Delete
77@*	Edit Delete
908953@*	Edit Delete

7.4.3. SIP Service Provider URI Group

The following URI Group is associated with the SIP Service Provider. This URI Group covers SIP URIs that are routed to the PSTN via the SIP Service Provider.

The screenshot shows the Avaya Session Border Controller for Enterprise web interface. The top navigation bar includes links for Device: SBCE, Alarms, Incidents, Status, Logs, Diagnostics, Users, Settings, Help, and Log Out. The main header displays "Session Border Controller for Enterprise" and the Avaya logo. On the left, a sidebar menu lists various management options, with "URI Groups" highlighted in red. The main content area is titled "URI Groups: PSTN-SIP" and features an "Add" button, a "Rename" button, and a "Delete" button. Below these is a blue bar with the text "Click here to add a description." A "URI Group" section contains an "Add" button and a "URI Listing" table. The table lists one URI: *732*@*, with "Edit" and "Delete" links.

URI Listing	
732@*	Edit Delete

7.5. Administer Routing Profiles

A routing profile defines where traffic will be directed based on the contents of the Request-URI. A routing profile is applied only after the traffic has matched an End Point Flow defined in **Section 7.11**. The IP addresses and ports defined here will be used as destination addresses for signaling. Create a routing profile for Session Manager, VHT Mindful Callback, and SIP Service Provider.

7.5.1. Routing Profile used for Calls from Session Manager

To create a new profile, navigate to **Configuration Profiles → Routing** in the left pane. In the center pane, select **Add**. A pop-up window (not shown) will appear requesting the name of the new profile, followed by series of pop-up windows in which the profile parameters can be configured. To view the settings of an existing profile, select the profile from the center pane.

The routing profile applied to calls from Session Manager is shown below. The routing profile was named *From SM*. This routing profile contains two routes, one to VHT Mindful Callback and another one to SIP Service Provider. If the SIP Invite matches the VHT Mindful URI Group, VHT Mindful Callback becomes the destination. If it doesn't match the URI group, the SIP Service Provider becomes the destination.

Device: SBCE ▾ Alarms Incidents Status ▾ Logs ▾ Diagnostics Users Settings ▾ Help ▾ Log Out

Session Border Controller for Enterprise

AVAYA

EMS Dashboard
Software Management
Device Management
Backup/Restore
▸ System Parameters
▾ Configuration Profiles
 Domain DoS
 Server Interworking
 Media Forking
 Routing
 Topology Hiding
 Signaling Manipulation
 URI Groups

Routing Profiles: From SM

Add

Routing Profiles

default

PSTN-SIP

Session Mana...

From SM

From Mindful

From PSTN

Rename Clone Delete

Click here to add a description.

Routing Profile

Update Priority Add

Priority	URI Group	Time of Day	Load Balancing	Next Hop Address	Transport	
1	VHT Mindful	default	Priority	sip-mrqa2.vhtops.net:5567	TLS	Edit Delete
2	*	default	Priority	10.64.101.100:5060	UDP	Edit Delete

7.5.2. Routing Profile for Calls from VHT Mindful Callback

The routing profile applied to calls from Session Manager is shown below. The routing profile was named *From Mindful*. This routing profile contains two routes, one to Session Manager and another one to SIP Service Provider. If the SIP Invite matches the Session Manager URI Group, Session Manager becomes the destination. If it doesn't match the URI group, the SIP Service Provider becomes the destination.

Device: SBCE ▾ Alarms Incidents Status ▾ Logs ▾ Diagnostics Users Settings ▾ Help ▾ Log Out

Session Border Controller for Enterprise

AVAYA

EMS Dashboard

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Device Management

Backup/Restore

▸ System Parameters

▾ Configuration Profiles

Domain DoS

Server Interworking

Media Forking

Routing

Topology Hiding

Signaling Manipulation

URI Groups

Routing Profiles: From Mindful

Add

Rename Clone Delete

Click here to add a description.

Routing Profile

Update Priority Add


Priority	URI Group	Time of Day	Load Balancing	Next Hop Address	Transport	
1	Session Manager	default	Priority	10.64.102.117:5061	TLS	Edit Delete
2	PSTN-SIP	default	Priority	10.64.101.100:5060	UDP	Edit Delete

7.5.3. Routing Profile for Calls from SIP Service Provider

The routing profile applied to calls from the SIP Service Provider is shown below. The routing profile was named *From PSTN*. This routing profile contains two routes, one to VHT Mindful Callback and another one to Session Manager. If the SIP Invite matches the VHT Mindful Callback URI Group, VHT Mindful Callback becomes the destination. If it doesn't match the URI group, Session Manager becomes the destination.

Device: SBCE ▾ Alarms Incidents Status ▾ Logs ▾ Diagnostics Users Settings ▾ Help ▾ Log Out

Session Border Controller for Enterprise



EMS Dashboard

Software Management

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Routing

Topology Hiding

Signaling

Manipulation

Routing Profiles: From PSTN

Add

Routing Profiles

default

PSTN-SIP

Session Mana...

From SM

From Mindful

From PSTN

Click here to add a description.

Routing Profile

Update Priority

Add

Priority	URI Group	Time of Day	Load Balancing	Next Hop Address	Transport	
1	VHT Mindful	default	Priority	sip-mrqa2.vhtops.net:5567	TLS	Edit Delete
2	*	default	Priority	10.64.102.117:5061	TLS	Edit Delete

7.6. Administer Topology Hiding

To create a new **Topology Hiding** profile, navigate to **Configuration Profiles → Topology Hiding** in the left pane. The default topology hiding profile may be cloned and named **VHT Mindful** as in the example below. The **Request-Line** should be modified to *overwrite* the IP address of the SBCE public interface connected to VHT Mindful Callback to the VHT Mindful Callback domain. This **Topology Hiding** profile will be assigned to the **Endpoint Flows** in **Section 7.11.1** associated with VHT Mindful Callback. This is required to prevent calls to VHT Mindful Callback from failing.

Device: SBCE ▾ Alarms Incidents Status ▾ Logs ▾ Diagnostics Users Settings ▾ Help ▾ Log Out

Session Border Controller for Enterprise AVAYA

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 Server Interworking
 Media Forking
 Routing
 Topology Hiding
 Signaling Manipulation
 URI Groups
 SNMP Traps
 Time of Day Rules
 FGDN Groups
 Reverse Proxy Policy

Topology Hiding Profiles: VHT Mindful

Add

Topology Hiding Profiles
default
cisco_th_profile
VHT Mindful

Rename Clone Delete

Click here to add a description.

Topology Hiding

Header	Criteria	Replace Action	Overwrite Value
SDP	IP/Domain	Auto	---
From	IP/Domain	Auto	---
To	IP/Domain	Auto	---
Record-Route	IP/Domain	Auto	---
Referred-By	IP/Domain	Auto	---
Via	IP/Domain	Auto	---
Request-Line	IP/Domain	Overwrite	██████████
Refer-To	IP/Domain	Auto	---

Edit

JAO; Reviewed:
SPOC 6/28/2021

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7.7. Administer Media Rules

A media rule defines the processing to be applied to the selected media. A media rule is one component of the larger endpoint policy group defined in **Section 7.8**. For the compliance test, a new media rule was created to support RTP and SRTP.

To view an existing rule, navigate to **Domain Policies** → **Media Rules** in the left pane. In the center pane, select the rule (e.g., *RTP-SRTP*) to be viewed. The contents of the *RTP-SRTP* media rule are described below. The **Encryption** tab was configured as shown below.

The screenshot displays the 'Session Border Controller for Enterprise' web interface. The top navigation bar includes 'Device: SBCE', 'Alarms', 'Incidents', 'Status', 'Logs', 'Diagnostics', 'Users', 'Settings', 'Help', and 'Log Out'. The left sidebar shows a tree view with 'Domain Policies' expanded, and 'Media Rules' selected. The main content area is titled 'Media Rules: RTP-SRTP' and features an 'Add' button. Below the title is a list of media rules: 'default-low-med', 'default-low-me...', 'default-high', 'default-high-enc', 'avaya-low-me...', and 'RTP-SRTP'. The 'RTP-SRTP' rule is selected. To the right of the rule list are 'Rename', 'Clone', and 'Delete' buttons. The main configuration area has a blue header with 'Click here to add a description.' and four tabs: 'Encryption', 'Codec Prioritization', 'Advanced', and 'QoS'. The 'Encryption' tab is active, showing 'Audio Encryption' and 'Video Encryption' sections. The 'Audio Encryption' section has a table with the following data:

Property	Value
Preferred Formats	SRTP_AES_CM_128_HMAC_SHA1_80 SRTP_AES_CM_128_HMAC_SHA1_32 RTP
Encrypted RTCP	<input checked="" type="checkbox"/>
MKI	<input type="checkbox"/>
Lifetime	Any
Interworking	<input checked="" type="checkbox"/>
Symmetric Context Reset	<input checked="" type="checkbox"/>
Key Change in New Offer	<input type="checkbox"/>

The 'Video Encryption' section has a table with the following data:

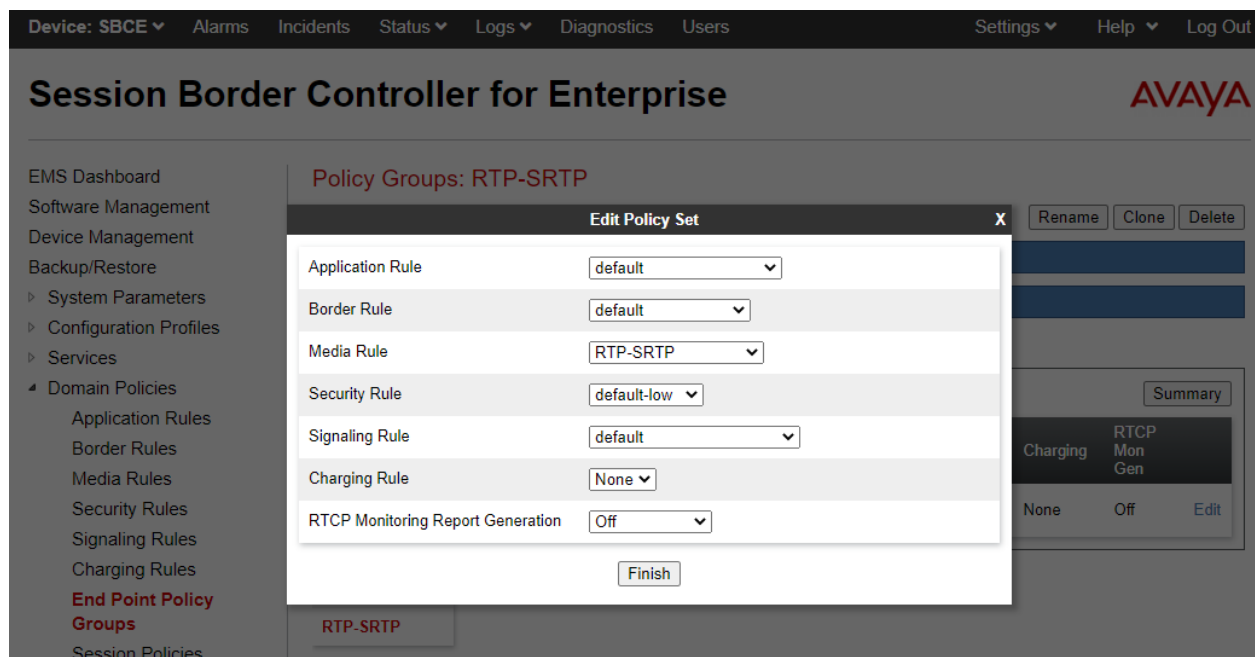
Property	Value
Preferred Formats	SRTP_AES_CM_128_HMAC_SHA1_32 RTP
Encrypted RTCP	<input type="checkbox"/>
MKI	<input type="checkbox"/>
Lifetime	Any
Interworking	<input checked="" type="checkbox"/>
Symmetric Context Reset	<input checked="" type="checkbox"/>
Key Change in New Offer	<input type="checkbox"/>

7.8. Administer End Point Policy Groups

An endpoint policy group is a set of policies that will be applied to traffic between the SBCE and an endpoint (connected server). The endpoint policy group is applied to the traffic as part of the endpoint flow defined in **Section 7.11**.

To create a new group, navigate to **Domain Policies** → **End Point Policy Groups** in the left pane. In the right pane, select **Add**. A pop-up window (not shown) will appear requesting the name of the new group, followed by the **Policy Group** window (not shown) to configure the group parameters. Once complete, the settings will be displayed. To view the settings of an existing group, select the group from the list. The settings will appear in the right pane.

The new endpoint policy group, named *RTP-SRTP*, is shown below and is assigned the *RTP-SRTP* media rule configured above.



7.9. Administer Media Interfaces


A media interface defines an IP address and port range for transmitting media. Create a media interface for both the internal and external sides of the SBCE. Media Interface needs to be defined for each SIP server to send and receive media (RTP or SRTP).

Navigate to **Networks & Flows** → **Media Interface** to define a new Media Interface. During the Compliance Testing the following interfaces were defined. For security reasons, public IP addresses have been blacked out. The media interfaces used for this solution are listed below.

- **PrivateMedia:** Interface used by Session Manager to send and receive media.
- **PublicMedia:** Interface used by SIP Service Provider to send and receive media.
- **PublicMediaB2:** Interface used VHT Mindful Callback to send and receive media.

Device: SBCE ▾ Alarms Incidents Status ▾ Logs ▾ Diagnostics Users Settings ▾ Help ▾ Log Out

Session Border Controller for Enterprise



EMS Dashboard

Software Management

Device Management

Backup/Restore

▸ System Parameters

▸ Configuration Profiles

▸ Services

▸ Domain Policies

▸ TLS Management

▾ Network & Flows

- Network Management
- Media Interface**
- Signaling Interface

Media Interface

Media Interface Add

Name	Media IP Network	Port Range	
PrivateMedia	10.64.102.106 Private-A1 (A1, VLAN 0)	35000 - 40000	<a>Edit <a>Delete
PublicMedia	10.64.101.101 Public-B1 (B1, VLAN 0)	35000 - 40000	<a>Edit <a>Delete
PublicMediaB2	<div></div> Public-B2 (B2, VLAN 0)	35000 - 40000	<a>Edit <a>Delete

7.10. Administer Signaling Interfaces

A signaling interface defines an IP address, protocols and listen ports that the SBCE can use for signaling. Create a signaling interface for both the internal and external sides of the SBCE. Signaling Interface needs to be defined for each SIP server to send and receive media (RTP or SRTP).

Navigate to **Networks & Flows → Signaling Interface** to define a new **Signaling Interface**. During the Compliance Testing the following interfaces were defined. For security reasons, public IP addresses have been blacked out. The signaling interfaces used for this solution are listed below.

- **PrivateSignaling:** Interface used by Session Manager to send and receive calls.
- **PublicSignaling:** Interface used by SIP Service Provider to send and receive calls.
- **PublicSignalingB2:** Interface used by VHT Mindful Callback to send and receive calls.

Device: SBCE ▾ Alarms Incidents Status ▾ Logs ▾ Diagnostics Users Settings ▾ Help ▾ Log Out

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AVAYA

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▸ Domain Policies
▸ TLS Management
▾ Network & Flows
 Network Management
 Media Interface
 Signaling Interface

Signaling Interface

Add

Name	Signaling IP Network	TCP Port	UDP Port	TLS Port	TLS Profile	
PublicSignaling	10.64.101.101 Public-B1 (B1, VLAN 0)	5060	5060	---	None	Edit Delete
PrivateSignaling	10.64.102.106 Private-A1 (A1, VLAN 0)	5060	5060	5061	sbceInternal	Edit Delete
PublicSignalingB2	██████████ Public-B2 (B2, VLAN 0)	5060	5060	5061	sbceExternalB2	Edit Delete

7.11. Administer End Point Flows

Endpoint flows are used to determine the endpoints (connected servers) involved in a call in order to apply the appropriate policies. When a packet arrives at the SBCE, the content of the packet (IP addresses, URIs, etc.) is used to determine which flow it matches. Once the flow is determined, the flow points to policies and profiles that control processing, privileges, authentication, routing, etc. Once routing is applied and the destination endpoint is determined, the policies for the destination endpoint are applied. Thus, two flows are involved in every call: the source endpoint flow and the destination endpoint flow. In the case of the compliance test, the endpoints are Session Manager, VHT Mindful Callback, and the SIP Service Provider.

Navigate to **Network & Flows → End Point Flows** and select the **Server Flows** tab. The configured **Server Flows** used in the compliance test are shown below. The following subsections will review the settings for each server flow.

Session Border Controller for Enterprise



- EMS Dashboard
- Software Management
- Device Management
- Backup/Restore
- System Parameters
- Configuration Profiles
- Services
- Domain Policies
- TLS Management
- Network & Flows
 - Network Management
 - Media Interface
 - Signaling Interface
 - End Point Flows**
 - Session Flows
 - Advanced Options
- DMZ Services
- Monitoring & Logging

End Point Flows

Subscriber Flows **Server Flows** Add

Modifications made to a Server Flow will only take effect on new sessions.

[Click here to add a row description.](#)

SIP Server: PSTN-SIP
Update

Priority	Flow Name	URI Group	Received Interface	Signaling Interface	End Point Policy Group	Routing Profile	
1	PSTN-SIP Flow	*	PrivateSignaling	PublicSignaling	RTP-SRTP	From PSTN	View Clone Edit Delete
2	PSTN-SIP Flow 2	*	PublicSignalingB2	PublicSignaling	RTP-SRTP	default	View Clone Edit Delete

SIP Server: Session Manager
Update

Priority	Flow Name	URI Group	Received Interface	Signaling Interface	End Point Policy Group	Routing Profile	
1	Session Manager Flow 1	*	PublicSignaling	PrivateSignaling	RTP-SRTP	From SM	View Clone Edit Delete
2	Session Manager Flow 2	*	PublicSignalingB2	PrivateSignaling	RTP-SRTP	default	View Clone Edit Delete

SIP Server: VHT Mindful
Update

Priority	Flow Name	URI Group	Received Interface	Signaling Interface	End Point Policy Group	Routing Profile	
1	VHT Mindful Flow	*	PrivateSignaling	PublicSignalingB2	RTP-SRTP	From Mindful	View Clone Edit Delete
2	VHT Mindful Flow 2	*	PublicSignaling	PublicSignalingB2	RTP-SRTP	default	View Clone Edit Delete

7.11.1. End Point Flows – VHT Mindful Callback

For the compliance test, two endpoint flows were created for VHT Mindful Callback. All traffic from VHT Mindful Callback will match one of these flows as the source flow. The destination flow will either be a Session Manager flow or SIP Service Provider flow depending on whether the URI Group in the Routing Profile matches.

The *VHT Mindful Flow* shown below is used as the source flow when VHT Mindful Callback sends a SIP Invite to the SBCE. The routing profile selects either Session Manager or SIP Service Provider as the destination endpoint.

The **Topology Hiding Profile** is used to change the domain in the Request-URI and To header to the domain of VHT Mindful Callback.

Edit Flow: VHT Mindful Flow X

Flow Name	VHT Mindful Flow
SIP Server Profile	VHT Mindful ▼
URI Group	* ▼
Transport	* ▼
Remote Subnet	*
Received Interface	PrivateSignaling ▼
Signaling Interface	PublicSignalingB2 ▼
Media Interface	PublicMediaB2 ▼
Secondary Media Interface	None ▼
End Point Policy Group	RTP-SRTP ▼
Routing Profile	From Mindful ▼
Topology Hiding Profile	VHT Mindful ▼
Signaling Manipulation Script	None ▼
Remote Branch Office	Any ▼
Link Monitoring from Peer	<input type="checkbox"/>

Finish

The *VHT Mindful Flow 2* shown below is used as the destination flow for inbound calls from either Session Manager or the VoIP Service Provider.

Edit Flow: VHT Mindful Flow 2 X

Flow Name	<input type="text" value="VHT Mindful Flow 2"/>
SIP Server Profile	<input type="text" value="VHT Mindful"/>
URI Group	<input type="text" value="*/"/>
Transport	<input type="text" value="*/"/>
Remote Subnet	<input type="text" value="*/"/>
Received Interface	<input type="text" value="PublicSignaling"/>
Signaling Interface	<input type="text" value="PublicSignalingB2"/>
Media Interface	<input type="text" value="PublicMediaB2"/>
Secondary Media Interface	<input type="text" value="None"/>
End Point Policy Group	<input type="text" value="RTP-SRTP"/>
Routing Profile	<input type="text" value="default"/>
Topology Hiding Profile	<input type="text" value="VHT Mindful"/>
Signaling Manipulation Script	<input type="text" value="None"/>
Remote Branch Office	<input type="text" value="Any"/>
Link Monitoring from Peer	<input type="checkbox"/>

Finish

7.11.2. End Point Flows – Session Manager

For the compliance test, two endpoint flows were created for Session Manager. All traffic from Session Manager will match one of these flows as the source flow. The destination flow will either be a VHT Mindful Callback flow or SIP Service Provider flow depending on whether the URI Group in the Routing Profile matches.

The *Session Manager 1* flow shown below is used as a source flow for calls from Session Manager to either VHT Mindful Callback or the SIP Service Provider.

Edit Flow: Session Manager Flow 1 X

Flow Name	<input type="text" value="Session Manager Flow 1"/>
SIP Server Profile	<input type="text" value="Session Manager"/>
URI Group	<input type="text" value="*/"/>
Transport	<input type="text" value="*/"/>
Remote Subnet	<input type="text" value="*/"/>
Received Interface	<input type="text" value="PublicSignaling"/>
Signaling Interface	<input type="text" value="PrivateSignaling"/>
Media Interface	<input type="text" value="PrivateMedia"/>
Secondary Media Interface	<input type="text" value="None"/>
End Point Policy Group	<input type="text" value="RTP-SRTP"/>
Routing Profile	<input type="text" value="From SM"/>
Topology Hiding Profile	<input type="text" value="None"/>
Signaling Manipulation Script	<input type="text" value="None"/>
Remote Branch Office	<input type="text" value="Any"/>
Link Monitoring from Peer	<input type="checkbox"/>

Finish

The *Session Manager* 2 flow shown below is used as the destination flow for calls from VHT Mindful Callback or the SIP Service Provider.

Edit Flow: Session Manager Flow 2 X

Flow Name	<input type="text" value="Session Manager Flow 2"/>
SIP Server Profile	<input type="text" value="Session Manager"/>
URI Group	<input type="text" value="*/"/>
Transport	<input type="text" value="*/"/>
Remote Subnet	<input type="text" value="*/"/>
Received Interface	<input type="text" value="PublicSignalingB2"/>
Signaling Interface	<input type="text" value="PrivateSignaling"/>
Media Interface	<input type="text" value="PublicMedia"/>
Secondary Media Interface	<input type="text" value="None"/>
End Point Policy Group	<input type="text" value="RTP-SRTP"/>
Routing Profile	<input type="text" value="default"/>
Topology Hiding Profile	<input type="text" value="None"/>
Signaling Manipulation Script	<input type="text" value="None"/>
Remote Branch Office	<input type="text" value="Any"/>
Link Monitoring from Peer	<input type="checkbox"/>

Finish

7.11.3. End Point Flows – VoIP Service Provider

For the compliance test, two endpoint flows were created for SIP Service Provider. All traffic from VoIP Service Provider will match one of these flows as the source flow. The destination flow will either be a VHT Mindful Callback flow or Session Manager flow depending on whether the URI Group in the Routing Profile matches.

The *PSTN-SIP Flow* shown below is used as the source flow for calls from the SIP Service Provider.

Edit Flow: PSTN-SIP Flow X

Flow Name	<input type="text" value="PSTN-SIP Flow"/>
SIP Server Profile	<input type="text" value="PSTN-SIP"/>
URI Group	<input type="text" value="*/"/>
Transport	<input type="text" value="*/"/>
Remote Subnet	<input type="text" value="*/"/>
Received Interface	<input type="text" value="PrivateSignaling"/>
Signaling Interface	<input type="text" value="PublicSignaling"/>
Media Interface	<input type="text" value="PublicMedia"/>
Secondary Media Interface	<input type="text" value="None"/>
End Point Policy Group	<input type="text" value="RTP-SRTP"/>
Routing Profile	<input type="text" value="From PSTN"/>
Topology Hiding Profile	<input type="text" value="None"/>
Signaling Manipulation Script	<input type="text" value="None"/>
Remote Branch Office	<input type="text" value="Any"/>
Link Monitoring from Peer	<input type="checkbox"/>

Finish

The *PSTN-SIP Flow 2* shown below is used as the destination flow for calls from VHT Mindful Callback or Session Manager.

Edit Flow: PSTN-SIP Flow 2 X

Flow Name	<input type="text" value="PSTN-SIP Flow 2"/>
SIP Server Profile	<input type="text" value="PSTN-SIP"/> ▼
URI Group	<input type="text" value="*"/> ▼
Transport	<input type="text" value="*"/> ▼
Remote Subnet	<input type="text" value="*"/>
Received Interface	<input type="text" value="PublicSignalingB2"/> ▼
Signaling Interface	<input type="text" value="PublicSignaling"/> ▼
Media Interface	<input type="text" value="PublicMedia"/> ▼
Secondary Media Interface	<input type="text" value="None"/> ▼
End Point Policy Group	<input type="text" value="RTP-SRTP"/> ▼
Routing Profile	<input type="text" value="default"/> ▼
Topology Hiding Profile	<input type="text" value="None"/> ▼
Signaling Manipulation Script	<input type="text" value="None"/> ▼
Remote Branch Office	<input type="text" value="Any"/> ▼
Link Monitoring from Peer	<input type="checkbox"/>

Finish

8. Configure VHT Mindful Callback

The VHT Support Team will perform the configuration of VHT Mindful Callback, including the Call Targets. To configure VHT Mindful Callback, the VDN numbers, SIP trunk transport/port, and the SBCE IP address are required. VHT Support should provide the call target number(s) so that call routing can be configured in the Avaya Aura® environment, including SBCE.

9. Verification Steps


This section provides the tests that can be performed to verify proper configuration of Communication Manager, Session Manager, SBCE, and VHT Mindful Callback.

1. From SBCE, navigate to **Status** → **Server Status** to verify that the SIP trunk between SBCE and VHT Mindful Callback is *UP* as shown below.

Device: SBCE ▾

Help

Status



Server Status

Server Profile	Server FQDN	Server IP	Server Port	Server Transport	Heartbeat Status	Registration Status	TimeStamp
VHT Mindful	sip-mrqa2.vhtops.net	18.189.69.12	5567	TLS	UP	UNKNOWN	05/24/2021 12:38:08 EDT

2. Place an incoming customer call to the entry VDN and verify the call is routed to VHT Mindful Callback and the greeting is heard. Request a callback.

- Verify the customer receives the callback and accept the call. In the **Call Detail** screen in the VHT Mindful Callback web interface, the **Status** should be *Success* as shown below.

mindful

Avaya Compliance Testing - TLS

1

@gmail.com

DASHBOARDS

Callback Status

Metrics

REPORTING

Executive Summary

Call Detail

Reports

CONFIGURATION

Organization

Voice

Digital

Select Date Range

24-May-2021 - 24-May-2021

Filter by Call Target or Category

Filter by Call Target or Category

Auto-Refresh: ON

☐ Include all call attempts
 Timezone: US/Eastern

Call Detail

SOURCE:

☐ WEB
 ☐ VOICE
 ☐ MESSAGING

TYPE:

☐ ASAP
 ☐ SCHEDULED

NO EVENT FILTER

Q

Ph #

Export

ACTIVE

ENDED

REGISTERING	PENDING	CONNECTING	TALKING	ALL
0	0	0	0	0
1	0	0	1	2

Showing 2/2 calls

First



1

Last

Call Target	Caller	Callback Launch Time	Estimated For	ECBT	Time in Status	Status
Avaya TLS SIP Advanced	ANI: 17324441000 +17324441000	05/24/2021 @ 12:08:35PM EDT	05/24/2021 @ 12:08:34PM EDT	0m 13s	--	Success
Avaya TLS SIP Advanced	ANI: 17324441000 +17324441000			--	--	Chose Hold

Tell us your thoughts!

Expand the callback entry to view additional details, including the UUI received, the ANI for the callback, and the number of callback attempts.

Call Target	Caller	Callback Launch Time	Estimated For	ECBT 	Time in Status	Status
 Avaya TLS SIP Advanced	ANI: 17324441000 +17324441000	05/24/2021 @ 12:08:35PM EDT	05/24/2021 @ 12:08:34PM EDT	0m13s	--	Success

Most Recent Attempt (#1) to +17324441000

Response: 0m 15s **Wait:** Customer 5m 20s | Agent 0m 0s
created at: 05/24/2021 @ 12:08:04PM EDT
source: Phone:+19084605258
ani: 17324441000
callback_pattern: customer_first
scheduled_for: 05/24/2021 @ 12:08:34PM EDT
forecast_waitlist_position: 0
User-to-User:
04C8063535353535F7020008F80406555555F50956485420456E747279F404828C87B8;encoding=hex
estimated_response_time: 0m 13s
estimated_for: 05/24/2021 @ 12:08:34PM EDT
type: asap
registration voice instance: ip-10-14-5-250
callback voice instance: ip-10-14-5-250

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24-May-2021 - 24-May-2021

Filter by Call Target or Category

Filter by Call Target or Category

Auto-Refresh: ON

☐ Include all call attempts

Timezone: US/Eastern

Call Detail

SOURCE:

☐ WEB
 ☐ VOICE

NO EVENT FILTER

Q

Ph #

Export

TYPE:

☐ ASAP
 ☐ SCHEDULED

ACTIVE

REGISTERING

PENDING

CONNECTING

TALKING

ALL

0	0	0	0	0
1	0	0	1	2

ENDED

Showing 2/2 calls

First

1

Last

Call Target	Caller	Callback Launch Time	Estimated For	ECBT	Time in Status	Status
<div>></div> <div>Avaya TLS SIP Advanced</div>	<div>ANI: 17324441000 </div> <div>+17324441000</div>	<div>05/24/2021 @</div> <div>12:08:35PM EDT</div>	<div>05/24/2021 @</div> <div>12:08:34PM EDT</div>	0m13s	--	Success
<div>></div> <div>Avaya TLS SIP Advanced</div>	<div>ANI: 17324441000 </div> <div>+17324441000</div>			--	--	Chose Hold

Tell us your thoughts!

4. Verify the agent receives the call and accept the call to be connected to the customer.
5. Finally, verify VHT Mindful Callback bridges the two calls together and the customer and agent are connected.

10. Conclusion

These Application Notes have described the configuration steps required to integrate VHT Mindful Callback with Avaya Aura® Communication Manager, Avaya Aura® Session Manager, and Avaya Session Border Controller for Enterprise. Customer calls were able to enter UI, and then hold for an agent or receive a callback. When the callback option was selected, VHT Mindful Callback was able to connect the customer and agent successfully. All test cases passed.

11. Additional References

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

- [1] *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 8, November 2020, available at <http://support.avaya.com>.
- [2] *Administering Avaya Aura® System Manager for Release 8.1.x*, Release 8.1.x, Issue 8, November 2020, available at <http://support.avaya.com>.
- [3] *Administering Avaya Aura® Session Manager*, Release 8.1.x, Issue 7, October 2020, available at <http://support.avaya.com>.
- [4] *Administering Avaya Session Border Controller for Enterprise*, Release 8.1.x, Issue 3, August 2020, available at <http://support.avaya.com>.
- [5] *VHT Mindful Callback – Avaya Aura 8 and Mindful Callback Integration Guide*, Updated May 4th, 2021, available at <https://help.vhtcx.com> (login required).
- [6] *VHT Mindful Callback – Avaya UI Routing with Mindful Callback*, Updated May 4th, 2021, available at <https://help.vhtcx.com> (login required).

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