



Avaya Solution & Interoperability Test Lab

Application Notes for Alibaba Intelligent Call 2.7.1 with Avaya Aura® Experience Portal 7.2.3 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate Alibaba Intelligent Call with Avaya Aura® Experience Portal. Alibaba Intelligent Call is a speech server that provides Automatic Speech Recognizer (ASR) and Text-to-Speech (TTS) resources for applications launched by Avaya Aura® Enterprise Portal. Alibaba Intelligent Call uses Media Resource Control Protocol (MRCP) Version 2 to interface to Avaya Aura® Experience Portal.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the 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 Alibaba Intelligent Call with Avaya Aura® Experience Portal. Alibaba Intelligent Call is a speech server that provides Automatic Speech Recognizer (ASR) and Text-to-Speech (TTS) resources for applications launched by Avaya Aura® Enterprise Portal. Alibaba Intelligent Call uses Media Resource Control Protocol (MRCP) Version 2 to interface to Avaya Aura® Experience Portal.

2. General Test Approach and Test Results

Interoperability compliance testing included feature and serviceability testing. The feature testing focused on placing calls to Experience Portal to launch sample VXML applications that use Alibaba ASR and TTS resources. The testing verified that Alibaba could play TTS prompts and translate speech to text. Alibaba Intelligent Call doesn't support DTMF processing nor recognize SRGS grammars. It simply converts speech (as it's heard) to text. For the compliance test, DTMF processing was performed by Experience Portal.

The serviceability testing focused on verifying the ability of the Alibaba Intelligent Call server recovering from adverse conditions, such as simulating loss to IP network and rebooting the Alibaba Intelligent Call and Experience Portal servers.

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 this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products only (private network side). 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 the Alibaba Intelligent Call did not include use of any specific encryption features as requested by Alibaba.

2.1. Interoperability Compliance Testing

The interoperability compliance testing covered the following features and functionality:

- Experience Portal and Alibaba Intelligent Call communicating via MRCP V2.
- Calls to Experience Portal that invoke sample VXML applications and utilize Alibaba ASR and TTS.
- Sample VXML applications to play back prompts using male and female TTS voices.
- Sample VXML applications that require DTMF processing by Experience Portal and the DTMF played back by Alibaba Intelligent Call using TTS.
- Sample VXML applications that accept voice input (speech) and gets converted to text by Alibaba Intelligent Call as it was heard.
- Proper system recovery after a restart of the Alibaba Intelligent Call server and loss of IP connectivity.

2.2. Test Results

All test cases passed with the following observations:

- Alibaba Intelligent Call doesn't support DTMF processing. Experience Portal applications should be configured to allow local DTMF processing (refer to **Section 5.4**).
- Alibaba Intelligent Call doesn't support SRGS grammars. Therefore, it can't determine whether DTMF or spoken words are valid input according to a grammar. Alibaba Intelligent Call ASR simply converts speech, as it is heard, to text.
- Experience Portal applications shouldn't send VXML code in the TTS request to Alibaba Intelligent Call; otherwise, it will read out the VXML code and play it back to the caller.
- Since Alibaba Intelligent Call TTS cannot process TTS requests with VXML code, Experience Portal cannot control any attributes of the TTS playback, such as prosody, which may include changes to the speech rate volume, or pitch of the TTS voice.

2.3. Support

For technical support on Alibaba Intelligent Call, contact Alibaba Support:

- **Phone:** +1 (833) 732-2135
- **Web:** <https://www.alibabacloud.com>

3. Reference Configuration

Figure 1 illustrates the sample configuration used for testing. In this configuration, Experience Portal was connected to Session Manager via a SIP trunk and interfaced to Alibaba Intelligent Call via MRCP V2. Sample VXML applications were hosted in an application server co-resident with Experience Portal on the EPM server.

Calls were placed from Avaya H.323 and SIP Deskphones to Experience Portal and routed through Communication Manager and Session Manager. The G450 Media Gateway and the Media Server were used for media resources and System Manager was used to configure Session Manager and SIP users.

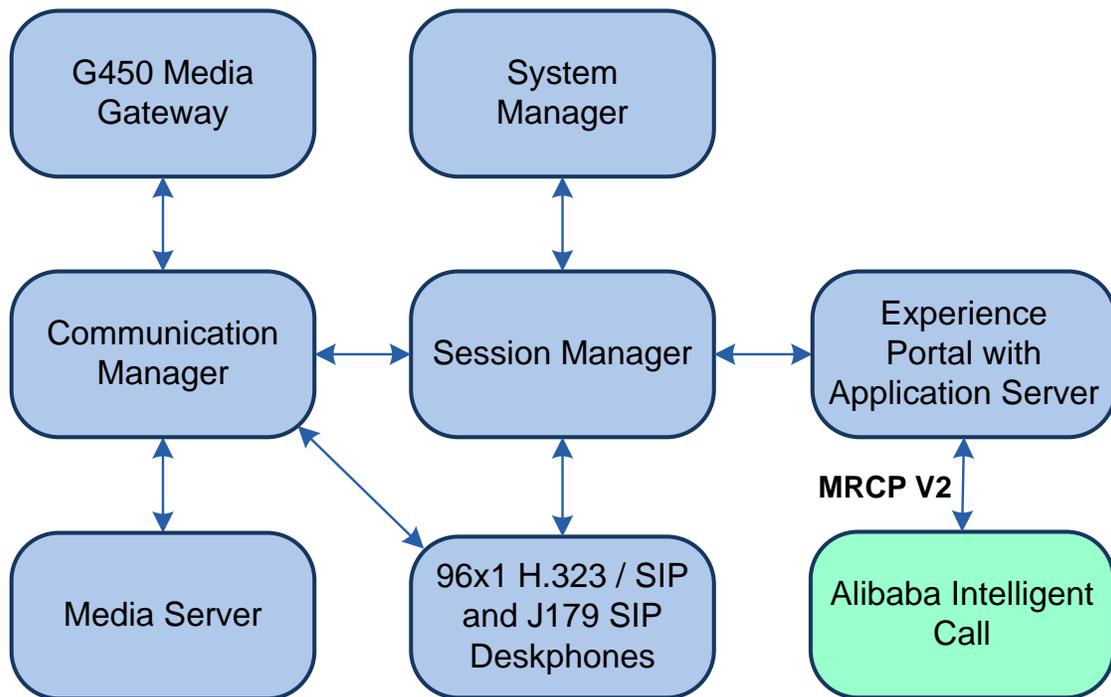


Figure 1: Configuration with Avaya Aura® Experience Portal and Alibaba Intelligent Call

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	8.1.3.0.1-FP3P1
Avaya G450 Media Gateway	FW 41.24.0
Avaya Aura® Media Server	v.8.0.2.138
Avaya Aura® System Manager	8.1.3.0 Build No. – 8.1.0.0.733078 Software Update Revision No: 8.1.3.0.1012091 Feature Pack 3
Avaya Aura® Session Manager	8.1.3.0.813014
Avaya Aura® Experience Portal	7.2.3
Avaya 96x1 Series Deskphones	6.8502 (H.323) 7.1.11.0.8 (SIP)
Avaya J100 Series Deskphones	4.0.7.1.5 (SIP)
Alibaba Intelligent Call running on CentOS 7.8	2.7.1

5. Configure Avaya Aura® Experience Portal

This section covers the configuration of Experience Portal using the Experience Portal Manager (EPM) web interface or an Experience Portal SSH connection. The procedure includes the following areas:

- Launch Experience Portal Manager
- Add TTS Custom Voices
- Add Speech Servers
- Add Application

5.1. Launch Experience Portal Manager

Experience Portal is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter **https://<ip-addr>** as the URL in a web browser, where <ip-addr> is the IP address of EPM. Log in using the appropriate credentials.



The image shows a screenshot of the Avaya Aura Experience Portal 7.2.3 login page. At the top, the Avaya logo is displayed in red. Below it, a red banner contains the text "Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal)". The main content area is white and features a "User Name:" label followed by a text input field. Below the input field is a black "Submit" button. At the bottom left, there is a link labeled "Change Password".

The main page of the EPM web interface is displayed as shown below.

AVAYA Welcome, eadmin
Last logged in yesterday at 2:14:16 PM PST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal) Home Help Logoff

Expand All | Collapse All

You are here: Home

Avaya Aura® Experience Portal Manager

Avaya Aura® Experience Portal Manager (EPM) is the consolidated web-based application for administering Experience Portal. Through the EPM interface you can configure Experience Portal, check the status of an Experience Portal component, and generate reports related to system operation.

Installed Components

Media Processing Platform
Media Processing Platform (MPP) is an Avaya media processing server. When an MPP receives a call from a PBX, it invokes a VoiceXML (or CCXML) application on an application server. It then communicates with ASR and TTS servers as necessary to process the call.

Email Service
Email Service is an Experience Portal feature which provides e-mail capabilities.

HTML Service
HTML Service is an Experience Portal feature which supports web applications with HTML5 capabilities. It includes support for browser based services for mobile devices.

SMS Service
SMS Service is an Experience Portal feature which provides SMS capabilities.

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REVISED: May 22, 2019

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5.2. Add TTS Custom Voices

To add TTS custom voices supported by Alibaba Intelligent Call, navigate to **System Configuration** → **Speech Servers** in the left pane. In the **Speech Servers** page (not shown), select the **TTS** tab and click **Customize**. Configure the following parameters in the **TTS Custom Voices** page.

- **Engine Type:** Select *Nuance*.
- **Voice:** Set to appropriate language (e.g., *English*).
- **Country:** Set to appropriate country (e.g., *USA*).
- **Language Code:** Set to appropriate language code (e.g., *en-US*).
- **Voice Name:** Specify voice name. For the compliance test, *luna* and *luca* were used.
- **Gender:** Specify the voice gender.

The screenshot displays the Avaya Aura Experience Portal 7.2.3 interface. The top navigation bar includes the Avaya logo, the user name 'epadmin', and the login time 'Last logged in today at 7:56:58 AM PST'. The main navigation menu on the left is expanded to show 'System Configuration' > 'Speech Servers' > 'TTS Custom Voices'. The main content area is titled 'TTS Custom Voices' and contains the following configuration fields:

- Engine Type:
- Voice:
- Country:
- Language Code:
- Voice Name:
- Gender: Male Female

Below the form is an 'Add' button. A 'Configured' list shows the following entries:

- English(USA) en-US luna F
- English(USA) en-US luca M

There is a 'Remove' button next to the configured list. At the bottom of the form are buttons for 'Save', 'Apply', 'Cancel', and 'Help'.

5.3. Add Speech Servers

This section covers the configuration of Alibaba Intelligent Call as ASR and TTS servers in Experience Portal.

5.3.1. Add ASR Server

To add an ASR server, navigate to **Speech Configuration** → **Speech Servers** in the left pane. In the **Speech Servers** page (not shown), select the **ASR** tab and click **Add**. Configure the following parameters in the **Add ASR Server** page.

- **Name:** Provide a descriptive name (e.g., *Alibaba IC ASR*).
- **Enable:** Select **Yes** to enable the ASR server.
- **Engine Type:** Set to *Nuance*. Option available per **Section Error!**
Reference source not found..
- **Network Address:** Set to Alibaba IP address (e.g., *10.64.102.108*).
- **Base Port:** Set to SIP port configured on Alibaba (e.g., *7010*).
- **Total Number of Licensed ASR Resources:** Set to number of ASR resources per license.
- **Selected Languages:** Set to *English(USA) en-US* supported by Alibaba.
- **Protocol:** Set to *MRCP V2*.
- **Transport Protocol:** Set to *TCP*.
- **Listener Port:** Set to SIP port configured on Alibaba (e.g., *1544*).

Expand All | Collapse All

- ▼ **User Management**
 - Roles
 - Users
 - Login Options
- ▼ **Real-time Monitoring**
 - System Monitor
 - Active Calls
 - Port Distribution
- ▼ **System Maintenance**
 - Audit Log Viewer
 - Trace Viewer
 - Log Viewer
 - Alarm Manager
- ▼ **System Management**
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 - VoIP Connections
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- ▼ **Multi-Media Configuration**
 - Email
 - HTML
 - SMS

You are here: [Home](#) > System Configuration > [Speech Servers](#) > Add ASR Server

Add ASR Server

Use this page to configure Experience Portal to communicate with a new ASR server.

Name:

Enable: Yes No

Engine Type:

Network Address:

Base Port:

Total Number of Licensed ASR Resources:

New Connection per Session: Yes No

Languages

Afrikaans(South_Africa) af-ZA	▶
Arabic(Jordan) ar-JO	
Arabic(WorldWide) ar-WW	
Assamese(India) as-IN	
Basque(Spain) eu-ES	
Bengali(Bengladesh) bn-BD	
Bengali(India) bn-IN	
Bhojpuri(India) bh-IN	
Bulgarian(Bulgaria) bg-BG	
Cantonese(Hong_Kong) cn-HK	

Selected Languages

English(USA) en-US	▶
--------------------	---

MRCP

Ping Interval: seconds

Response Timeout: seconds

Protocol:

Enable Session XML: Yes No

Transport Protocol:

Listener Port:

Save **Cancel** **Help**

5.3.2. Add TTS Server

To add a TTS server, navigate to **Speech Configuration** → **Speech Servers** on the left pane. In the **Speech Servers** page (not shown), select the **TTS** tab and click **Add**. Configure the following parameters in the **Add TTS Server** page.

- **Name:** Provide a descriptive name (e.g., *Alibaba IC TTS*).
- **Enable:** Select **Yes** to enable the TTS server.
- **Engine Type:** Set to *Nuance*. Option available per **Section Error!**
Reference source not found..
- **Network Address:** Set to Alibaba IP address (e.g., *10.64.102.108*).
- **Base Port:** Set to SIP port configured on Alibaba (e.g., *7010*).
- **Total Number of Licensed ASR Resources:** Set to number of ASR resources per license.
- **Selected Voices:** Select supported TTS voices.
- **Protocol:** Set to *MRCP V2*.
- **Transport Protocol:** Set to *TCP*.
- **Listener Port:** Set to SIP port configured on Alibaba (e.g., *1544*).

Expand All | Collapse All

- ▼ **User Management**
 - Roles
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- ▼ **Real-time Monitoring**
 - System Monitor
 - Active Calls
 - Port Distribution
- ▼ **System Maintenance**
 - Audit Log Viewer
 - Trace Viewer
 - Log Viewer
 - Alarm Manager
- ▼ **System Management**
 - Application Server
 - EPM Manager
 - MPP Manager
 - Software Upgrade
 - System Backup
- ▼ **System Configuration**
 - Applications
 - EPM Servers
 - MPP Servers
 - SNMP
 - Speech Servers
 - VoIP Connections
 - Zones
- ▼ **Security**
 - Certificates
 - Licensing
- ▼ **Reports**
 - Standard
 - Custom
 - Scheduled
- ▼ **Multi-Media Configuration**
 - Email
 - HTML
 - SMS

You are here: [Home](#) > [System Configuration](#) > [Speech Servers](#) > Add TTS Server

Add TTS Server

Use this page to configure Experience Portal to communicate with a new TTS server.

Name:

Enable: Yes No

Engine Type:

Network Address:

Base Port:

Total Number of Licensed TTS Resources:

New Connection per Session: Yes No

Voices

- Afrikaans(South_Africa) af-ZA Tessa F
- Arabic(WorldWide) ar-WW Laila F
- Arabic(WorldWide) ar-WW Maged M
- Arabic(WorldWide) ar-WW Tarik M
- Basque(Spain) eu-ES Arantxa F
- Basque(Spain) eu-ES Miren F
- Bulgarian(Bulgaria) bg-BG Daria F
- Catalan(Spain) ca-ES Jordi M
- Catalan(Spain) ca-ES Montserrat F
- Catalan(Spain) ca-ES Nuria F



Selected Voices

- English(USA) en-US luca M
- English(USA) en-US luna F

MRCP

Ping Interval: seconds

Response Timeout: seconds

Protocol:

Enable Session XML: Yes No

Transport Protocol:

Listener Port:

5.3.3. Restart MPP Server

Navigate to **System Management** → **MPP Manager** to restart the MPP server. Select the MPP and then click **Restart**. After the MPP is started, the **Mode** of the MPP should be *Online* and the **State** should be *Running*.

The screenshot shows the Avaya Aura Experience Portal 7.2.3 (ExperiencePortal) interface. The user is logged in as 'epadmin' and is viewing the 'MPP Manager' page. The page displays a table of MPPs with columns for selection, server name, mode, state, configuration, auto restart, restart schedule, and active calls. A single MPP is listed with a checked selection box, 'MPP' as the server name, 'Online' as the mode, 'Running' as the state, 'OK' as the config, 'Yes' as the auto restart, 'No' as the restart schedule, and '0' as the active calls. Below the table are sections for 'State Commands' (Start, Stop, Restart, Reboot, Halt, Cancel), 'Mode Commands' (Offline, Test, Online), and 'Restart/Reboot Options' (One server at a time, All servers). A 'Help' button is also visible.

AVAYA

Welcome, epadmin
Last logged in yesterday at 2:14:16 PM PST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal) Home Help Logoff

Expand All | Collapse All

You are here: Home > System Management > MPP Manager

MPP Manager (Feb 2, 2021 10:19:31 AM PST)

This page displays the current state of each MPP in the Experience Portal system. To enable the state and mode commands, select one or more MPPs. To enable the mode commands, the selected MPPs must also be stopped.

Last Poll: Feb 2, 2021 10:19:23 AM PST

<input checked="" type="checkbox"/>	Server Name	Mode	State	Config	Auto Restart	Restart Schedule		Active Calls	
						Today	Recurring	In	Out
<input checked="" type="checkbox"/>	MPP	Online	Running	OK	Yes	No	None	0	0

State Commands

Start Stop Restart Reboot Halt Cancel

Mode Commands

Offline Test Online

Restart/Reboot Options

One server at a time
 All servers

Help

5.4. Add Application

This section covers the configuration of a sample VXML application that uses ASR and TTS resources from Alibaba Intelligent Call.

On the left pane, navigate to **System Configuration → Applications**. The **Applications** page is displayed (not shown). Click **Add**. In the **Add Application** page shown below, configure the application. For the compliance test, one of the sample VXML applications was configured as shown below.

- **Name:** Provide a descriptive name (e.g., *DevConnect Test*).
- **Enable:** Set to **Yes** to enable the application.
- **Type:** Set to *VoiceXML*.
- **VoiceXML URL:** Specify the VXML application URL. For the compliance test, the application was located in an application server co-resident on the EPM server.
- **Selected Engine Types:** Select *Nuance*.
- **Selected Languages:** Select the language (e.g., *English(USA) en-US*).

The screenshot displays the 'Add Application' configuration page in the Avaya Aura Experience Portal. The page is titled 'Add Application' and includes a breadcrumb trail: 'Home > System Configuration > Applications > Add Application'. The main content area contains the following configuration options:

- Start With:** A dropdown menu set to '<None>'.
Name: A text input field containing 'DevConnect Test'.
Enable: Radio buttons for 'Yes' (selected) and 'No'.
Type: A dropdown menu set to 'VoiceXML'.
Reserved SIP Calls: Radio buttons for 'None' (selected), 'Minimum', and 'Maximum'.
Requested: An empty text input field.

The **URI** section includes:

- Radio buttons for 'Single' (selected), 'Fail Over', and 'Load Balance'.
VoiceXML URL: A text input field containing 'http://10.64.102.110:7080/DevConnectScripts/VoiceMenu.vxml' and a 'Verify' button.

The **ASR Speech Servers** section includes:

- Engine Types:** A dropdown menu set to '<None>'.
Selected Engine Types: A dropdown menu set to 'Nuance'.
Navigation arrows (left and right) are present between the two dropdowns.

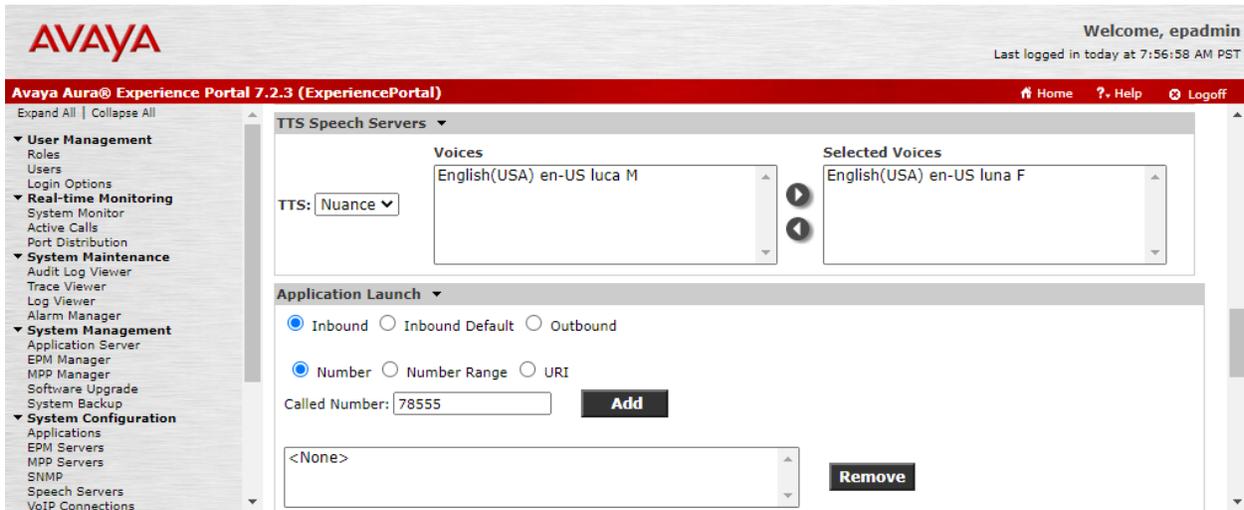
The **Nuance** section includes:

- Languages:** A dropdown menu set to '<None>'.
Selected Languages: A dropdown menu set to 'English(USA) en-US'.
Navigation arrows (left and right) are present between the two dropdowns.

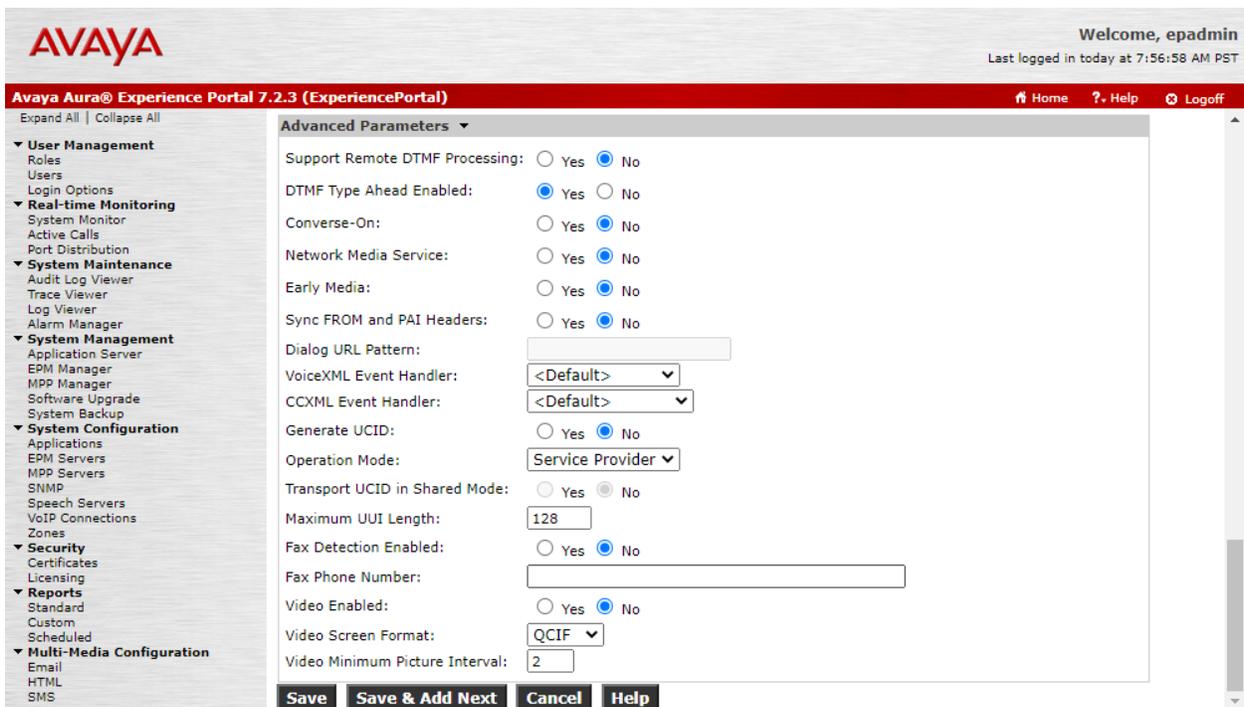
The left sidebar shows the navigation menu with 'System Configuration' expanded and 'Applications' selected. The top right corner displays 'Welcome, epadmin' and 'Last logged in today at 7:56:58 AM PST'. The top navigation bar includes 'Home', 'Help', and 'Logoff' links.

Scroll down to the **TTS Speech Servers** section. Select *Nuance* as the TTS server and select a supported TTS voice (e.g., *English(USA) en-US luna F*) as shown below.

In the **Application Launch** section, set the **Called Number** (e.g., 78555) associated with the application and click **Add**. The called number will be added to the text below the field.



Scroll down and expand the **Advanced Parameters** section. Disable **Support Remote DTMF Processing** to allow Experience Portal to perform local DTMF processing. Alibaba Intelligent Call doesn't support DTMF processing.



6. Configure Alibaba Intelligent Call

This section covers the configuration for Alibaba Intelligent Call. The configuration was performed by modifying the **alimrcp-server.xml** file in the **/home/admin/v2.7.1service/service/data/servicedata/nls-cloud-sdm/conf** directory to set the MRCP ports.

In the **MRCPv2 signaling agent** section, set the **sip-port** to *7010* as shown below.

```
<!-- SofiaSIP MRCPv2 signaling agent -->
<sip-uas id="SIP-Agent-1" type="SofiaSIP">
  <!-- By default, "ip" and "ext-ip" addresses, set in the properties, are used.
These parameters can
  explicitly be specified per "sip-uas" by means of "sip-ip" and "sip-ext-ip"
correspondingly. -->
  <!-- <sip-ip>10.10.0.1</sip-ip> -->
  <!-- <sip-ext-ip>a.b.c.d</sip-ext-ip> -->
  <sip-port>7010</sip-port>
  <sip-transport>udp,tcp</sip-transport>
```

Scroll down to the **MRCPv2 connection agent** section, set the **mrcp-port** to *1544* as shown below.

```
<!-- MRCPv2 connection agent -->
<mrcpv2-uas id="MRCPv2-Agent-1">
  <!-- <mrcp-ip>10.10.0.1</mrcp-ip> -->
  <mrcp-port>1544</mrcp-port>
  <max-connection-count>300</max-connection-count>
  <max-shared-use-count>100</max-shared-use-count>
```

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Experience Portal and Alibaba Intelligent Call.

From the EPM web interface, verify that the MPP server is online by navigating to **System Management** → **MPP Manager**. The **Mode** of the MPP should be *Online* and the **State** should be *Running*.

AVAYA

Welcome, epadmin
Last logged in yesterday at 2:14:16 PM PST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal)

Expand All | Collapse All

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Licensing

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Standard
Custom

You are here: [Home](#) > System Management > MPP Manager

MPP Manager (Feb 2, 2021 10:20:30 AM PST)

This page displays the current state of each MPP in the Experience Portal system. To enable the state and mode commands, select one or more MPPs. To enable the mode commands, the selected MPPs must also be stopped.

Last Poll: Feb 2, 2021 10:20:08 AM PST

	Server Name	Mode	State	Config	Auto Restart	Restart Schedule		Active Calls	
						Today	Recurring	In	Out
<input type="checkbox"/>	MPP	Online	Running	OK	Yes	No	None	0	0

State Commands

Start Stop Restart Reboot Halt Cancel

Restart/Reboot Options

One server at a time
 All servers

Mode Commands

Offline Test Online

Help

From the EPM web interface, verify that the ports on the MPP server are in service in the by navigating to **Real-time Monitoring** → **Port Distribution** and selecting the MPP in the **Port Distribution** page (not shown).

AVAYA

Welcome, epadmin
⚠ Last logged in today at 11:33:51 AM PST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal)

Expand All | Collapse All

▼ User Management
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▼ System Management
Application Server
EPM Manager
MPP Manager
Software Upgrade
System Backup

▼ System Configuration

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

Port Distribution Report (Feb 2, 2021 11:53:46 AM PST)

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.

Servers: MPP
Total Ports: 10
Last Poll: Feb 2, 2021 11:53:43 AM PST

Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation
10	Online	In service	Session Manager	SIP_Trunk	MPP	

Help

To verify that the **Speech Servers** are connected, navigate to **Real-time Monitoring → System Monitor** and select the **ExperiencePortal Details** tab. Click on the **MPP**. In the **MPP Details** page, click **Service Menu**. Finally, navigate to **Resources → Speech Servers** in the left pane to view the status of the speech servers as shown below. The **Status** of the speech servers should be *UP* as shown below.

The screenshot shows the Avaya Aura Experience Portal MPP interface. The top navigation bar includes the Avaya logo and the user name 'Welcome, epadmin'. Below this is a red banner with the text 'Avaya Aura® Experience Portal MPP 7.2.3.0.0505 on devcon-mpp.avaya.com' and a 'Logoff' button. The left sidebar contains a menu with categories: Home, Activity (Calls, Sessions), Applications (Statistics), Certificates, Configuration, Diagnostics, Logs, Resources (ASR, TTS, Speech Servers, Telephony, Networking), and Users. The main content area shows the breadcrumb 'You are here: Home > Resources > Speech Servers' and the title 'Speech Servers'. Below the title is a table titled 'Speech Servers' with the following data:

Name	Type	Status	Values	Ports	Errors	Latency
Alibaba IC ASR	ASR	Server is UP	H (Total): 2 M (Simultaneous): 2	Active: 0 Reserve: 0	Timeout: 0 Setup: 0 Application: 0	Average: 0 Maximum: 0 Minimum: 0
Alibaba IC TTS	TTS	Server is UP	H (Total): 2 M (Simultaneous): 2	Active: 0 Reserve: 0	Timeout: 0 Setup: 0 Application: 0	Average: 3 Maximum: 10 Minimum: 0

Below the table, the date and time 'Wed Feb 3 10:04:36 2021' are displayed.

After performing the verification above, place a call to an Experience Portal number that would launch a VXML application that uses the Alibaba ASR and TTS resources. Verify that the application answers the call, TTS prompts are heard, and Alibaba Intelligent Call plays back the voice input that was heard.

8. Conclusion

These Application Notes describe the configuration steps required to integrate Alibaba Intelligent Call with Avaya Aura® Experience Portal using MRCP V2. Sample VXML applications were used to verify Alibaba Intelligent Call ASR and TTS. Alibaba Intelligent Call was able to play TTS prompts and convert speech to text. All feature and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

9. Additional References

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

- [1] *Administering Avaya Aura® Experience Portal*, Release 7.2.3, Issue 1, September 2019, available at <https://support.avaya.com>.

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