



Avaya Solution & Interoperability Test Lab

Application Notes for Tetherfi Multimedia Agent Client 4.0 with Avaya Proactive Outreach Manager 3.1.3 – Issue 1.0

Abstract

These Application Notes describe the configuration steps to integrate Tetherfi Multimedia Agent Client 4.0 to interoperate with Avaya Proactive Outreach Manager 3.1.3.

Tetherfi Multimedia Agent Client is a web-based CTI solution. This thin client provides a single unified agent desktop capable of servicing Voice, SMS, Email, Chat, Video and Social Media Channels. Tetherfi Multimedia Agent Client communicates with Avaya Proactive Outreach Manager using the Avaya Proactive Outreach Manager Web Services and Agent Desktop API.

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 for Tetherfi Multimedia Agent Client 4.0 to interoperate with Avaya Proactive Outreach Manager (POM) 3.1.3.

Tetherfi Multimedia Agent Client (TMAC) is a thin client single unified agent desktop capable of servicing Voice, SMS, Email, Chat, Video and Social Media Channels. TMAC integrates to Avaya Application Enablement Services (AES) through Telephony Server Application Programming Interface (TSAPI) for events and call control and through System Management Service (SMS) for dynamic update of wallboard skills list and real-time skill statistics. Contact Center agents login to this desktop to handle all interactions across channels for inbound and outbound. TMAC will login to Avaya AES via TSAPI API and to Avaya POM to get notifications for Nail call /Preview/ Predictive/ Progressive calls via POM Agent Desktop API and POM Web Services. These Application Notes concentrate on the integration of TMAC with Avaya POM.

Configuration of TMAC Agent users' is done from Omni Channel Management (OCM), a web interface that shares the same database with TMAC. OCM is used to perform updates of contacts on POM through POM Web Services and also used to configure below in POM:

- 1- Campaign Start/Stop
- 2- Manual contact upload
- 3- Manual Purging
- 4- Job Linking
- 5- Reports (Extracted from POM Database to OCM)

During the compliance testing, Avaya POM was configured as CC Elite to allow communications with Avaya Aura® Communication Manager and Avaya AES. Avaya POM was installed on Avaya Aura® Experience Portal (AAEP). Outbound calls from POM were routed via a SIP trunk to Avaya Aura® Session Manager. Calls were made with agents using TMAC for control and deskphones for voice.

These Application Notes focus on the integration between TMAC and POM and assume the integration between the TMAC with Avaya AES for screen pop and call control is already in place as documented in reference [5].

2. General Test Approach and Test Results

The feature test cases were performed manually. As there are two distinct connections to the Avaya solution, i.e., AES and POM, both connections were tested as part of the compliance testing. The integration between the TMAC with AES is documented in reference [5].

Outbound calls were made using POM and calls handled by agents running the TMAC. For compliance testing, agents were logged in from the respective phones as CC Elite expert agents. The connection to AES was tested by placing incoming calls to various VDN's and which were routed through CC Elite skills and were handled by agents using the TMAC.

Serviceability test cases were also performed by manually disconnecting/reconnecting the ethernet cable on the client PC, POM and AES server, and restarting the POM service on the POM server.

DevConnect compliance testing is conducted jointly by Avaya and DevConnect members. The jointly defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect compliance testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

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 the TMAC utilized enabled capabilities of HTTPS for browser.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying TMAC for the following:

AES testing:

- Agents Login and Logout.
- Agent states: Ready, Not Ready and changing Aux Reason code.
- Make/receive phone calls.
- Receive skillset calls.
- Hold/transfer/conference phone calls (incoming calls).

POM testing:

- Agent Login and Logout.
- Agent state: Ready, Not Ready and changing Aux Reason code.
- Nailing the agent and new call notifications.
- "Nail up" calls from POM to the agent were automatically answered by TMAC.
- Preview/Predictive/Progressive Campaign Calls.
- Campaign Dashboard display.
- Updating contact details.
- Callbacks.
- Adding contacts to Do Not Call (DNC) lists.
- Call features such as: Hold/Resume, Consult, Transfer and Conference.
- Redial customer.
- Search customer details for ACD call.

The serviceability testing focused on verifying the ability of TMAC to recover from adverse conditions such as disconnecting the ethernet cables on the Client PC, AES and POM server, and restarting of the POM service on the AAEP/POM server.

2.2. Test Results

All feature test cases were successfully completed. The following observations were noted:

- Call Blending could not be tested as CMS interface is required with RQT connection.
- POM HA was also not tested.

2.3. Support

Technical support on Tetherfi can be obtained through the following:

- Phone: +65-6715 7048
- Email: support@tetherfi.com
- Web: <https://www.tetherfi.com>

3. Reference Configuration

Figure 1 illustrates the configuration used for testing. In this configuration, outbound call is made via the SIP interface between Avaya Aura® Session Manager and Avaya Aura® Experience Portal Media Processing Platform. In this compliance testing, TMAC is hosting various components as shown below including the MS SQL Express server for its database.

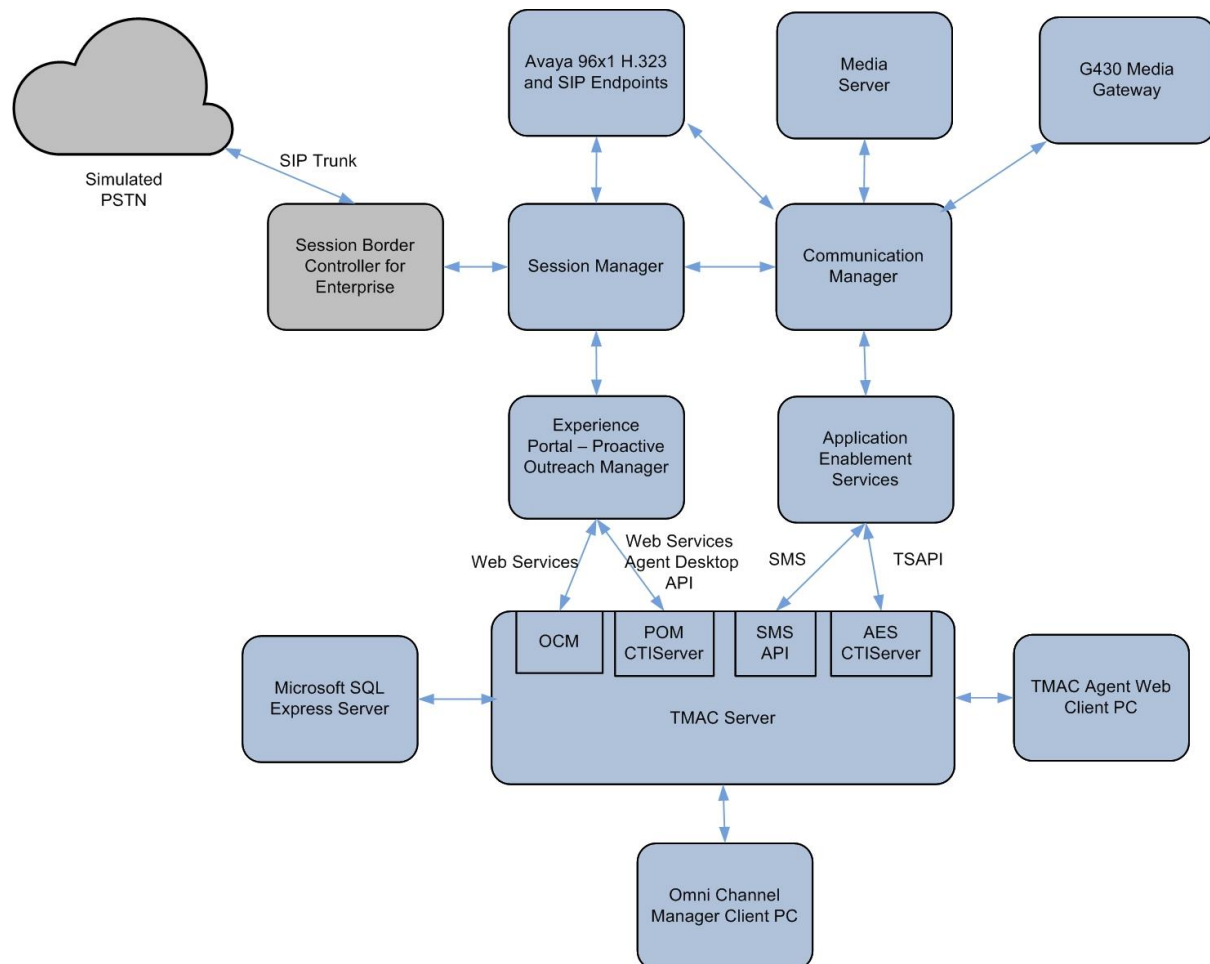


Figure 1: Test Configuration

4. Equipment and Software Validated

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

Equipment/Software	Version
Avaya Aura® Communication Manager	8.1.2
Avaya Aura® Media Server	8.0.2
Avaya Aura® Session Manager	8.1.2
Avaya Aura® SBCE	8.1.0
Avaya Aura® Application Enablement Services	8.1.2
Avaya Aura® Experience Portal <ul style="list-style-type: none">Experience Portal Manager (EPM)Media Processing Platform (MPP)	7.2.3 7.2.3
Avaya Proactive Outreach Manager <ul style="list-style-type: none">POM .net Agent Desktop APIPOM Web Services	3.1.3 SP2 3.1.3 3.1.3 SP2
96x1 Series IP Deskphones <ul style="list-style-type: none">H.323SIP	<ul style="list-style-type: none">6.83047.1.10.0
Running on Windows Server 2016 are the following: Tetherfi Omni Channel Management (OCM) Tetherfi Multimedia Agent Server <ul style="list-style-type: none">AES CTIServerPOM CTIServer Microsoft SQL Express 2016	3.3.11.6 4.0.1.13 4.0.1.13 2016
Tetherfi Multimedia Agent Client running on Windows 10 Enterprise	4.0.6.11
Tetherfi Omni Channel Manager running on Windows 10 Enterprise	3.3.11.6

Table 1: Equipment/Software Validated

5. Configure Avaya Communication Manager

The configuration of Computer Telephony Integration (CTI) links and the SMS service on Communication Manager to AES is assumed to be in place. Refer to reference [5] for more details. Setup of Agent Stations, Agent Login ID, VDNs, Hunt Groups, Trunks and Call Center features is assumed to be configured and will not be detailed here.

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

This section covers the administration of Experience Portal. Configuration for Avaya POM is also covered in the section as Avaya POM was co-resident on Experience Portal. The configuration of the SIP trunk to Communication Manager is assumed to be in place and will not be documented here.

Below are the POM configurations steps shown in subsequent pages:

- Login to the Experience Portal
- Verify POM Applications
- Configure Avaya POM
- Add POM server
- Configure POM server
- Configure CTI
- Start POM server
- Configure Contacts
- Configure Campaigns
- Configure Campaign Manager
- Add User for Web Services
- Administer POM Global Configuration

6.1. Login to the Experience Portal

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

Note: Some of the screens in this section are shown after the Experience Portal had been configured.

AVAYA Welcome, epadmin
Last logged in yesterday at 6:36:01 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.

Proactive Outreach Manager
Avaya Proactive Outreach Manager (POM) provides a solution for unified, multichannel, inbound and outbound architecture, with the capability to communicate through different channels of interaction, from Short Message Service (SMS) to e-mail to the traditional voice.

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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6.2. Verify POM Applications

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

AVAYA

Welcome, eadmin
Last logged in yesterday at 6:36:01 PM PST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal)

Home Help Logoff

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

- Application Server
- MPM Manager
- MPM Manager
- Software Upgrade
- System Backup

System Configuration

- Applications
- MPM Servers
- SNMP
- Speech Servers
- VoIP Connections
- Zones

Security

- Certificates
- Licensing

Reports

- Standard
- Custom
- Scheduled

Multi-Media Configuration

- Email
- HTML
- SMS

POM

- POM Home
- POM Monitor
- POM New Monitor

You are here: Home > System Configuration > Applications

Applications

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

<input type="checkbox"/>	Name	Enable	Type	URI	Launch	ASR	TTS	Request SIP Calls
<input type="checkbox"/>	AvayaPOMAgent	Yes	POM:Application	https://10.1.10.81:7443/AvayaPOMAgent/Start	Outbound	Nuance (Acquire on call start and retain) English(USA) en-us	No TTS	None
<input type="checkbox"/>	AvayaPOMAnnouncement	Yes	POM:Application	https://10.1.10.81:7443/AvayaPOMAnnouncement/Start	Outbound	Nuance (Acquire on call start and retain) English(USA) en-us	No TTS	None
<input type="checkbox"/>	AvayaPOMEmail	Yes	Email	https://10.1.10.81:7443/AvayaPOMEmail/Start	Outbound	No ASR	No TTS	None
<input type="checkbox"/>	AvayaPOMNotifier	Yes	POM:Application	https://10.1.10.81:7443/AvayaPOMNotifier/Start	Outbound	Nuance (Acquire on call start and retain) English(USA) en-us	No TTS	None
<input type="checkbox"/>	AvayaPOMSMS	Yes	SMS	https://10.1.10.81:7443/AvayaPOMSMS/Start	Outbound	No ASR	No TTS	None
<input type="checkbox"/>	Nailer	Yes	POM:Nailer	https://10.1.10.81:7443/Nailer/ccxml/start.jsp	Outbound	No ASR	No TTS	None
<input type="checkbox"/>	PomDriverApp	Yes	POM:Driver	https://10.1.10.81:7443/PomDriverApp/ccxml/start.jsp	Outbound	Nuance (Acquire on call start and retain) English(USA) en-us	English(USA) en-US Jennifer F	None
<input type="checkbox"/>	TestApp	Yes	VoiceXML	http://10.1.10.83/mpp/misc/avptestapp/intro.vxml	10390	Nuance (Acquire on call start and retain) English(USA) en-us	English(USA) en-US Jennifer F, English(USA) en-US Zoe F	None

Add

Delete

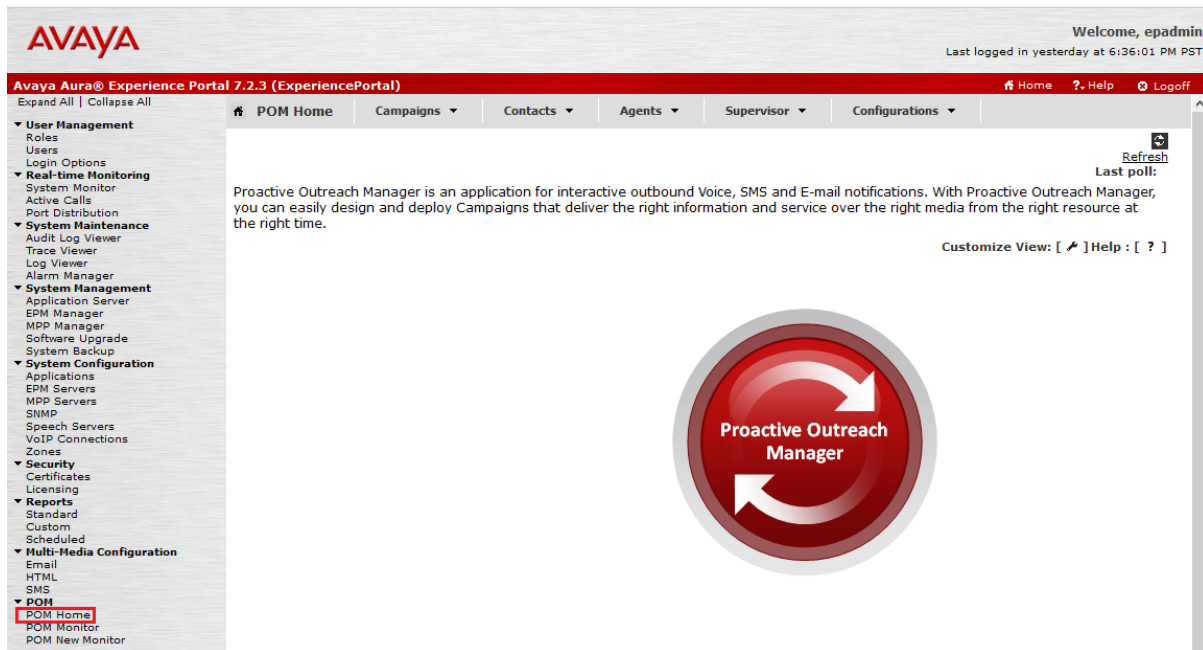
Clear MPP Cache

Global CAVs

Help

6.3. Configure Avaya POM

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

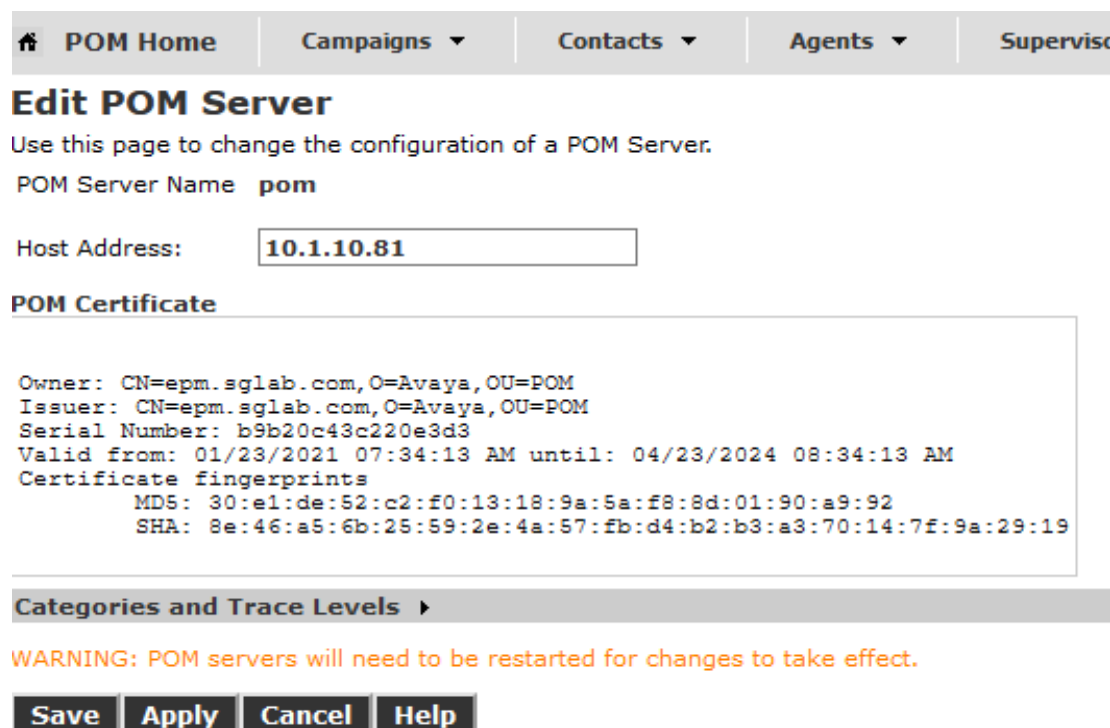


6.4. Add POM Server

From **POM Home**, hover over **Configurations** on the top right and select **POM Servers** from the drop-down menu (not shown); click **Add** to add Avaya POM server. On **Add POM Server** page, type in a name in **POM Server Name** and type in Avaya POM IP Address in **POM Server IP Address** and select **Continue**. Note that since Avaya POM was installed on the same server as Experience Portal, IP Address of Experience portal was used.



On the **Edit POM Server** page, **checked** the check box for **Trust this certificate** (not shown) and select **Save**. During compliance test, POM was pre-configured. The screen below displays the POM Server that was configured.



6.5. Configure POM Server

Outbound settings will need to be configured for Avaya POM to place outbound calls. Navigate to **Configurations → POM Servers → Outbound Settings** (not shown).

The screenshot shows the 'POM Servers' configuration page. At the top is a navigation bar with 'POM Home', 'Campaigns', 'Contacts', and 'Agents'. Below the navigation bar is the title 'POM Servers' and a description: 'This page displays the list of POM servers in the Experience Portal system. POM through Outcall web service for voice calls and communicates with SMS and E-M'. A table lists the servers with columns: POM Server Name, Host Address, Trace Level, and Certificates. One server is listed: 'pom' with host address '10.1.10.81' and trace level 'Use POM Settings'. There are 'Add' and 'Delete' buttons below the table. At the bottom are four buttons: 'POM Settings', 'Outbound Settings', 'POM Manager', and 'Help'.

POM Server Name	Host Address	Trace Level	Certificates
<input type="checkbox"/> pom	10.1.10.81	Use POM Settings	Export

[Add](#) [Delete](#)

[POM Settings](#) [Outbound Settings](#) [POM Manager](#) [Help](#)

On the **Voice Servers** Page, click on the **Name** of Voice Server; **EPM**, in this case.

The screenshot shows the 'Voice Servers' configuration page. At the top is a navigation bar with 'POM Home', 'Campaigns', 'Contacts', 'Agents', 'Supervisor', and 'Configurations'. Below the navigation bar is the title 'Voice Servers' and a description: 'This page displays the list of voice servers. Depending on your user role, you can enter the Voice Server password for outcalling.' A table lists the servers with columns: Name and IP Address. One server is listed: 'EPM' with IP address 'epm.sglab.com'. There is a 'Help' button below the table.

Name	IP Address
EPM	epm.sglab.com

[Help](#)

On the **Edit Voice Server** page, type in the **User Name** then **Password**, as configured for Experience Portal.

The screenshot shows the 'Edit Voice Server' configuration page. At the top is a navigation bar with 'POM Home', 'Campaigns', 'Contacts', 'Agents', and 'Supervisor'. Below the navigation bar is the title 'Edit Voice Server' and a description: 'This page allows you to enter Voice Server password for outbound calling.' A form contains fields for Name, IP Address, User Name, and Password. The Name field is pre-filled with 'EPM' and the IP Address field is pre-filled with 'epm.sglab.com'. The User Name field contains 'outcall' and the Password field contains a masked password. There are 'Save', 'Cancel', and 'Help' buttons at the bottom.

Name: EPM
IP Address: epm.sglab.com
User Name: *outcall
Password: *.....

[Save](#) [Cancel](#) [Help](#)

This user name and password are obtained from the **Web Service Authentication** Section
Outcall of System Configuration → EPM Server → EPM Settings.

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal)
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**
 - 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
- ▼ **POM**
 - POM Home
 - POM Monitor
 - POM New Monitor

You are here: [Home](#) > [System Configuration](#) > [EPM Servers](#) > EPM Settings

EPM Settings

Use this page to configure system parameters that affect the Experience P

Experience Portal Name:

Number of Application Server Failover Logs:

Commands to Retain in Configuration History:

Resource Alerting Thresholds (%) ▼

HTML Units:	<input type="text" value="80"/>
	High Water Low Water
Disk:	<input type="text" value="90"/> <input type="text" value="80"/>

Web Service Authentication ▼

Application Reporting

User Name:

Password:

Verify Password:

Outcall

User Name:

Password:

Verify Password:

Miscellaneous ▶

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

LYM; Reviewed:
SPOC 4/15/2021

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TMAC_POM313

6.6. Configure CTI

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

- **CTI group name:** Enter name of CTI group.
- **CM IP address:** Enter Communication Manager IP Address.
- **CM Login/password:** Enter username and password of Communication Manager.
- **AES IP address:** Enter in AES IP Address.
- **CTI group role:** From drop down menu, select **Active**.

Screen capture below displays the configuration that was used during the compliance test.

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal)

Expand All | Collapse All

POM Home Campaigns Contacts Agents Supervisor Configurations

Edit CTI Detail

This page allows editing of existing CTI details.

Edit CTI Configuration

- * CTI group name: CTI
- * CM IP address: 10.1.10.230
- * CM login: pomct
- * CM password:
- * AES IP address: 10.1.10.70
- AES Secure Connection: ☐
- CTI group role: Active

Save Cancel Help

On the **Configure CTI setup details, CMS setup details and POM Skills** page (not shown), select **Add Skill**. Type in the skill configured in Communication Manager for **CC Elite Skill Number**, type in a name in **POM Skill Name** and select **Outbound** from the **Skill Type** drop-down menu.

POM Home Campaigns Contacts Agents Supervisor Configurations

Create POM Skills

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

CC Elite Skill Number	POM Skill Name	Skill Type	Parameter to Monitor for Blending
2	Support	Outbound	Select only for Inbound

6.7. Start POM server

Once POM Server is completely created, start it by navigating to **Configurations → POM Servers → POM Manager** (not shown). On the POM Manager page, select the check box of Avaya POM server name and click **Start**. Note that in the picture below POM server was already started, if it is stopped the Start button is available to start POM server.

POM Manager

Use this page to manage the POM servers connected to this EPM.

POM Servers	
Service Names	<input checked="" type="checkbox"/> pom
ActiveMQ	<input checked="" type="checkbox"/> MASTER
Advance List Management	<input checked="" type="checkbox"/> RUNNING
Agent SDK Service	<input checked="" type="checkbox"/> RUNNING
Agent Manager	<input checked="" type="checkbox"/> MASTER
Campaign Director	<input checked="" type="checkbox"/> MASTER
Campaign Manager	<input checked="" type="checkbox"/> RUNNING
Kafka Server	<input checked="" type="checkbox"/> RUNNING
Rule Server	<input checked="" type="checkbox"/> MASTER

Start **Stop** **Help**

6.8. Add User for Web Services

From Experience Portal home page, navigate to **User Management → Roles** (not shown) and select **Add**. Type in a name in **Name** and tick **Web Services**. This will be needed for TMAC to access POM features and functionality through its program. Creation of other POM users required will be required to administer, supervise, report or manage the Campaign but will not be documented here.

Add User

Use this page to add a EPM user account. The roles you select for the user account determines the

Name:

Enable: ☒ Yes ☐ No

Roles:

<input type="checkbox"/> Administration	<input type="checkbox"/> Auditor	<input type="checkbox"/> POM Campaign Manager
<input type="checkbox"/> POM Contact Attributes Unmask	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Operations
<input type="checkbox"/> POM Administration	<input type="checkbox"/> Privacy Manager	<input type="checkbox"/> Reporting
<input type="checkbox"/> POM Supervisor	<input type="checkbox"/> User Manager	<input checked="" type="checkbox"/> Web Services

Password:

Verify Password:

Enforce Password Longevity: ☒

Save **Cancel** **Help**

6.9. Configure Contacts

From **POM Home**, navigate to **Contacts** → **Contact Lists** (not shown) and select **Add**. Type in a name in **Name** and brief **Description** (if any) and select **Save**.

The screenshot shows the 'Add New Contact List' form. At the top is a navigation bar with 'POM Home', 'Campaigns', 'Contacts', and 'Agents'. The form title is 'Add New Contact List'. Below the title is a sub-header: 'This page allows you to add new Contact List.' The form has two main input fields: 'Name' and 'Description'. The 'Name' field contains the text 'test(SGT)'. The 'Description' field is empty. At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Help'.

A message will indicate Contact List is created successfully. On the next page, select **Upload Contacts now** (not shown). Click on **Browse** to browse to the location of .csv for the contacts and select **Upload**.

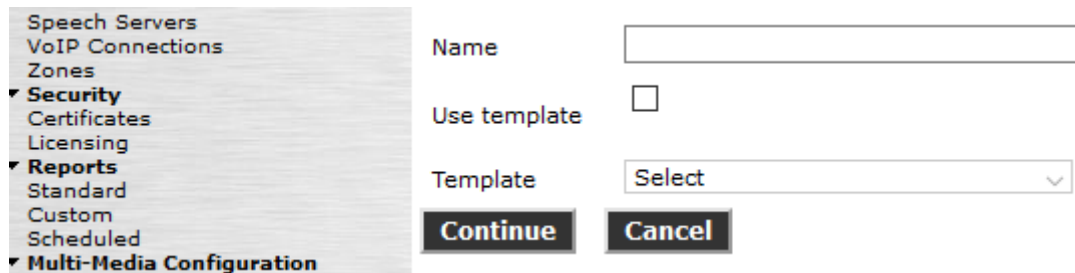
The screenshot shows the 'Upload Contacts' dialog box. It has a title bar with 'Upload Contacts' and a close button. The main text says: 'Select the file that contains the Contacts you wish to upload. You can upload any comma delimited file. Contacts from the file will be imported into the selected Contact List.' Below this is a 'File to upload:' label, a 'Browse...' button, and the text 'No file selected.' There is an 'Advanced Options' section with a list of checkboxes: 'Empty Contact List before import', 'Pause Associated Campaigns if Emptying Contact List', 'Ignore Active Exclude Contacts if Emptying Contact List', 'Ignore Callback On Contacts if Emptying Contact List', 'Automatically update time zone for phone numbers', 'Check phone numbers for reject patterns', and 'Check phone numbers for phone formats rule'. All checkboxes are currently unchecked. The dialog box has a scrollbar on the right and a close button in the top right corner.

6.10. Configure Campaigns

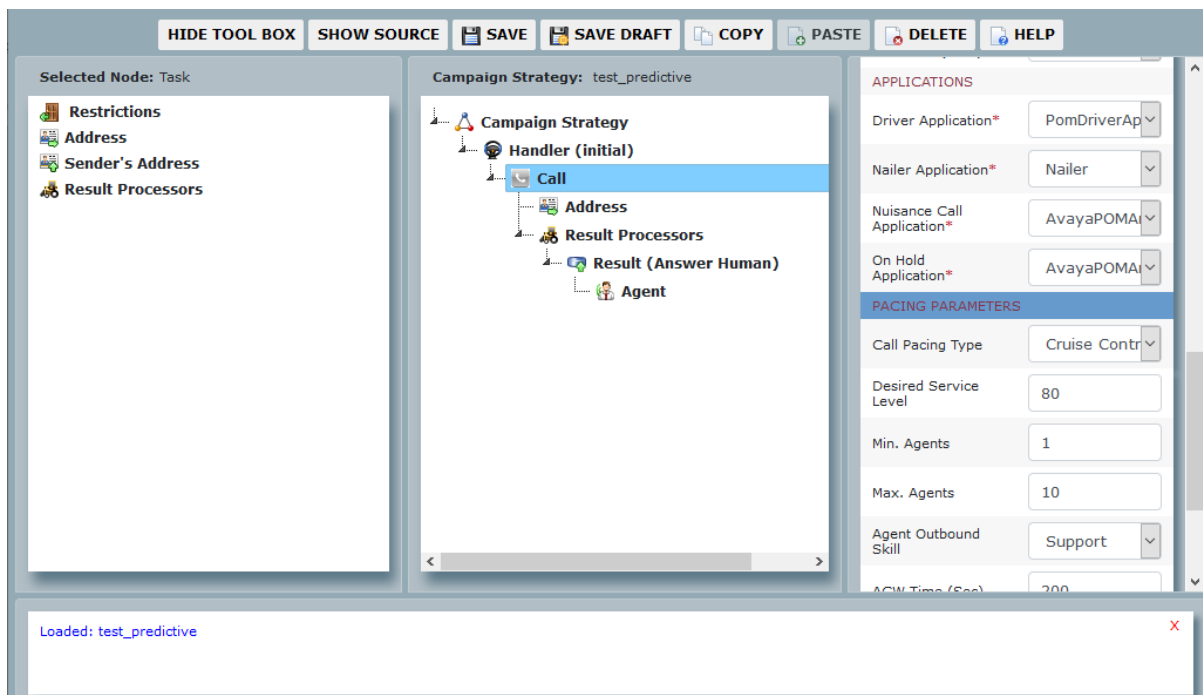
Campaigns are created to launch calls for various programs. Below are a sample campaign creation steps.

Configure Campaign Strategy

From **POM Home**, navigate to **Campaigns → Campaign Strategies** and select **Add** (not shown). Type in a **Name** as shown below and select **Continue**. A template can be used by checking the **Use template** box.



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



Configure Campaign Manager

From **POM Home**, navigate to **Campaigns** → **Campaign Manager** and select **Add** (not shown). Type in a name in **Name** field and select **Continue**.

The screenshot shows the 'Campaign Manager' page with a navigation bar at the top containing 'POM Home', 'Campaigns', 'Contacts', 'Agents', 'Supervisor', and 'Configurations'. The main heading is 'Campaign Manager' with a 'Refresh' button and 'Last poll: 02/03/2021 01:50:23 AM'. Below the heading is a description: 'This page displays Campaigns and actions associated with Campaigns depending on your user role.' There is a search bar and an 'Advanced' link. A table lists campaigns with columns 'Name', 'Type', 'Campaign Strategy', 'Contact List', 'Filter', 'Last Executed', and 'Waiting Callbacks'. The table contains three rows: 'test_campaign' (Finite, test_preview), 'test_predictive' (Finite, test_predictive), and 'test_progressive' (Finite, test_progressive). Below the table are 'Add' and 'Help' buttons. A modal window titled 'Add a Campaign' is open, showing a 'Create Campaign' form with a 'Name' field, radio buttons for 'New Campaign' (selected) and 'Copy existing Campaign', and 'Continue', 'Cancel', and 'Help' buttons.

On the **Define Campaign** page, select the strategy added in previous section for Campaign Strategy.

The screenshot shows the 'Define Campaign' page with the same navigation bar. The main heading is 'Define Campaign' with a description: 'Give a name to Campaign, define its type, select the Campaign Strategy and one or more Contact List to be used with the Campaign. Click on the "Finish" button to complete the Campaign creation process. To change optional parameters, click the "Next" button.' Below the heading is a section titled 'Name and Description' with a text input field containing 'test_campaign'. Another section titled 'Campaign Strategy' has a dropdown menu showing 'test_preview' and three icons (a green plus, a green checkmark, and a blue document) to the right.

Select the **Contact List** from **Section 6.9** and select **Finish** (not shown). **DNC Group** (Do Not Call) can also be added to the Campaign for DNC Lists before it is started.

Contact List and Filter Selection

Select Contact List and Filter for this campaign

Name: test_campaign

If no Filter is associated for a Contact List, then all the Contacts present in that Contact List are selected

Contact List and Filter Template Association

Press the button below to add new association. Select Contact List, select an appropriate Filter for that Contact List. Repeat it this Campaign. Associating a Filter with the Contact List is not mandatory. Maximum 15 Contact Lists can be added to the can associated with a Contact List. Use the Apply same filter checkbox to apply filter template associated with top row of associati dialing Allocation checkbox if filtering and dialing should not be driven based on dialing allocation. No dialing Allocation checkb same filter is enabled.

☐ Apply same filter ☐ No Dialing Allocation

No.	Contact List	Filter Template	Dialing Allocation Percent	Actions
1	test(SGT) ▼	Select ▼	100	Preview 

Add Association

6.11. Administer POM Global Configuration

From **POM Home**, navigate to **Configurations → Global Configuration**. Scroll down to **Agent settings** section. Parameters such as **Nailup call CLID** can be adjusted for display on Agent Deskphones.

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

Expand All | Collapse All

Agent settings

Maximum job waiting duration(min)	*	20
Minimum job attachment period(min)	*	15
Nailing retry interval(sec)	*	20
Nailup call CLID	*	98765
Maximum record waiting duration for attribute dialing(min)	*	10
ANI for external consult calls		<input type="radio"/> Nailup call CLID <input type="radio"/> Agent Extension <input checked="" type="radio"/> Use campaign ANI <input type="radio"/> Free form Text 98675
Call queue		<input type="checkbox"/>
Override PAI for External Consult Calls		<input type="checkbox"/>
Enable Time Restriction for preview dial and redial		<input type="checkbox"/>
Release agent in NOT READY state from outbound		<input type="checkbox"/>
Release agent in IDLE state from outbound		<input type="checkbox"/>
Enable RFC2833 for AGTSendDTMF API of Agent Desktop		<input type="checkbox"/>
Restrict Agent to receive out-of-band DTMF		<input type="checkbox"/>
Restrict Customer to send and receive out-of-band DTMF		<input type="checkbox"/>
Strict Nuisance Reporting		<input type="checkbox"/>
Nuisance Duration for Agent Connect(msec)		2000
External Selection		<input type="checkbox"/>

Scrolling down further to **Advance settings**, note the default port **9970** which will be used for **Agent manager base port** for the POM Web Services configured in **Section 7.1**.

Advanced settings

JMS listen port	*	51616
Pacer base port	*	9995
Agent Initiated Pacer base port	*	10005
Router base port	*	7779
Agent manager base port	*	9970
Maximum concurrent jobs	*	50
Maximum ports per server	*	1200
Agent manager heart beat port	*	8870
Rule Engine port	*	8779
Days before certificate expiry alert	*	60

7. Configure Tetherfi Multimedia Agent Client

The installation of TMAC and its components is performed by Tetherfi engineers and will not be detailed here. The following steps are presented in these Application Notes for **informational** purposes. Note that configuration of TMAC for AES is also required but will not be detailed here. Refer to reference [5] for more information.

This section highlights the configuration of TMAC for POM which includes the following areas:

- Configurations setup for POM
- Configure Agents using OCM

7.1. Configurations setup for POM

Launch a web browser and enter **http://<IP address of TMAC Server>/TMC** to access the CTI Server configuration.

Note the following parameters are configured:

- **POMServerIP**: Enter IP address of the POM Server. This is the same as the Experience Portal Manager (EPM) IP address as POM is co-resident with EPM.
- **POMServerPort**: Enter Agent Manager Base port. The default port **9970** is used and can be viewed on the POM Global Configuration as in **Section 6.11**.
- **POMAgentPassword**: Recommended to be empty as individual agents will be configured via the Omni Channel Management.
- **POMLocale**: Locale is set to **En-US** in these Compliance Testing.
- **POMTimeZone**: Enter Time Zone.
- **POMZoneName**: Enter Zone Name.
- **POMOrgName**: Enter Organization Name (Optional).
- **POMServerRESTURL**: **https://<POM Server IP address>**.
- **POMServerRESTUserName**: Enter Web Services User Name in **Section 6.8**.
- **POMServerRESTPassword**: Enter Web Services User Password in **Section 6.8**.

Product Settings

* Description: CTI Server * Name: CTIServer Version: 4.0.1.13

[Configuration](#) [Prerequisites](#) [Dependencies](#) [InstallationDetails](#)

Global Configuration

TetherfLogPath: C:\Tetherf\Logs\CTIServer_POM\ 

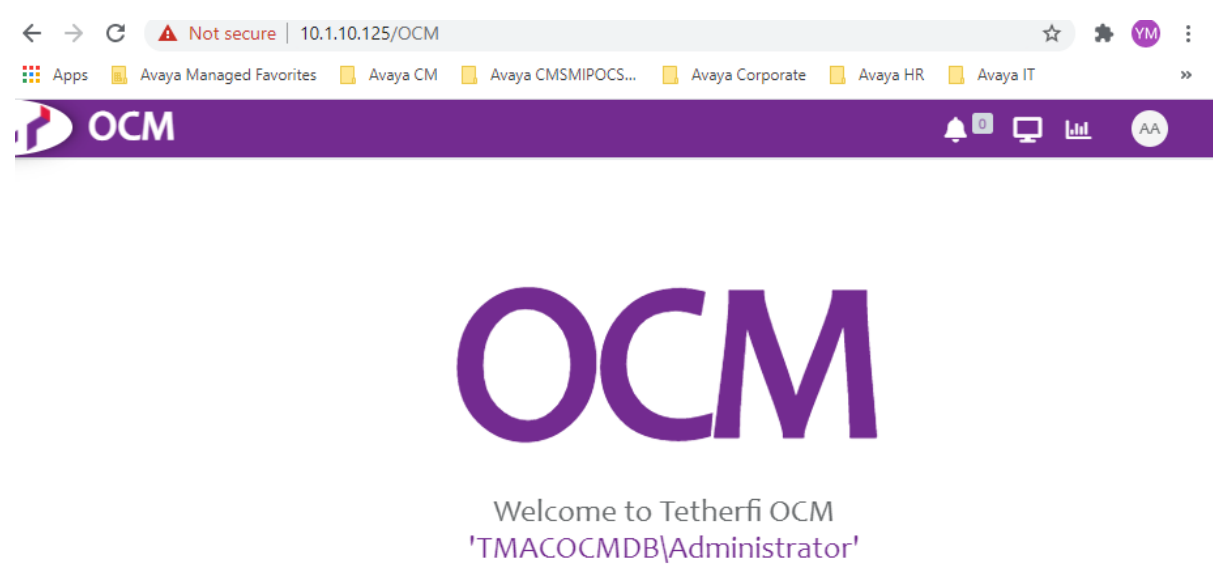
Product Configuration

WebSocketServerPort: 1337	AESKeepAliveEnabled: true
DoNotProcessConnectionClearedEventForVDNMonitoring: false	EnablePrivateData7: true
AESAgentPassword:	EnableAgentStatusPolling: true
AgentStatusPollingInterval: 1000	AgentStatusInvokeID: 999990
EnableDummyCTIServer: false	EnableCiscoIntegration: false
PrimaryFinesseHttpURL: http://localhost:8082/finesse/api/	PrimaryFinesseHttpsURL: http://localhost:8082/finesse/api/
PrimaryFinesseXmppHostName: localhost	SecondaryFinesseHttpURL: http://localhost:8082/finesse/api/

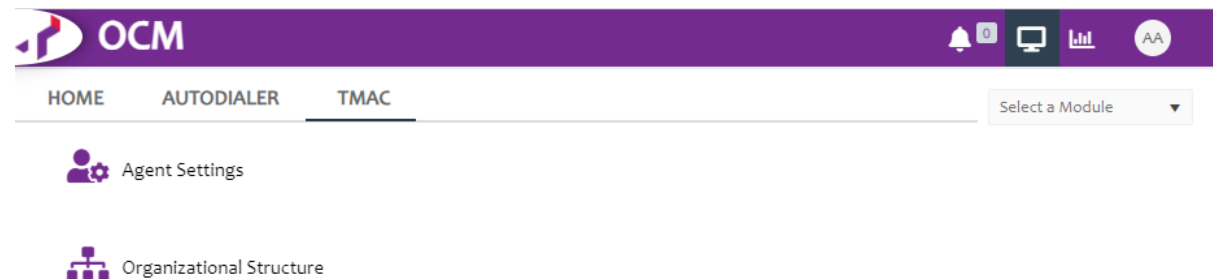
SecondaryFinesseHttpsURL:	<input type="text" value="http://localhost:8082/finesse/api/"/>	FinesseUserPassword:	<input type="text" value="password"/>
EnableSecureIntegration:	<input type="text" value="false"/>	FinesseXmppUserPassword:	<input type="text"/>
XMPPLicenseKey:	<input type="text"/>	UCCXAdminUserName:	<input type="text"/>
UCCXAdminPassword:	<input type="text"/>	POMServerIP:	<input type="text" value="10.1.10.81"/>
POMServerPort:	<input type="text" value="9970"/>	POMAgentPassword:	<input type="text" value="localhost"/>
POMLocale:	<input type="text" value="En-US"/>	POMTimeZone:	<input type="text" value="GMT-05:00"/>
POMZoneName:	<input type="text" value="SGT"/>	POMOrgName:	<input type="text" value="localhost"/>
EnablePOMIntegration:	<input type="text" value="true"/>	EnablePOMSecureIntegration:	<input type="text" value="true"/>
CampaignStatusPollInterval:	<input type="text" value="1"/>	InterpreterSecurityProtocolType:	<input type="text" value="tls12"/>
InterpreterCertificateFolder:	<input type="text" value="C:\Tetherfi\Applications\CTIServer_POM"/>	EnableRESTAPIIntegrationWithPOM:	<input type="text" value="true"/>
EnableRESTAPISecureIntegration:	<input type="text" value="true"/>	POMServerRESTURL:	<input type="text" value="https://10.1.10.81"/>
POMServerRESTUserName:	<input type="text" value="Tether"/>	POMServerRESTPassword:	<input type="text" value="Tetherfi123"/>
POMCallbackDashboardURL:	<input type="text" value="http://localhost:50000/TetherfiPOMCallb"/>	AllowCallbacksToSetForAnyDay:	<input type="text" value="true"/>
Country:	<input type="text" value="SG"/>	AttributeFieldNameToSearch:	<input type="text" value="NRIC"/>

7.2. Agents configured using OCM

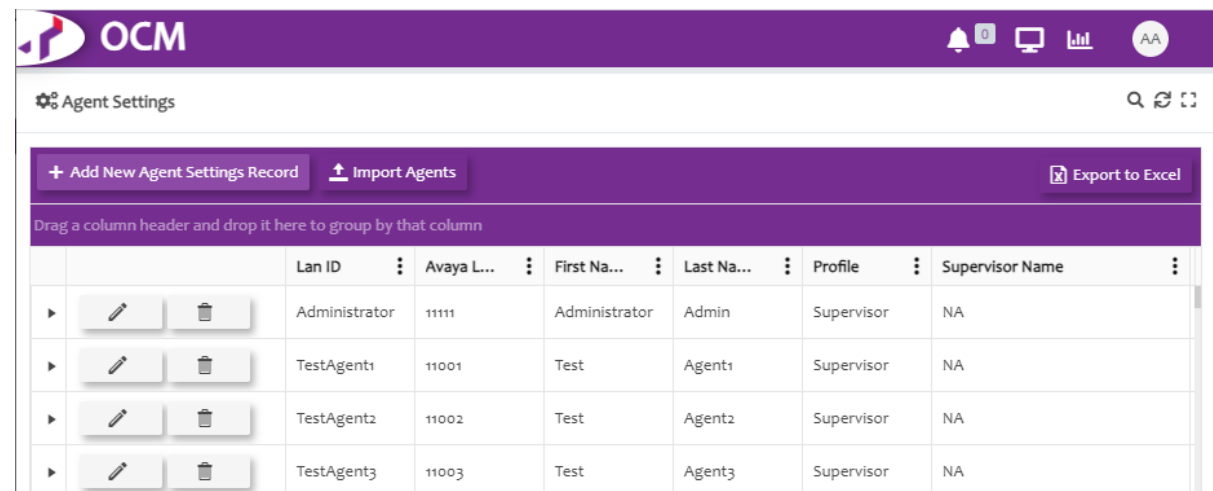
Launch a web browser and enter **http://<IP address of TMAC Server>/OCM** to access the OCM module for configuration of TMAC Agents.



Click on the monitor icon on the top right bar and select **TMAC → Agent Settings** below.



Below is a list of the 3 agents already created for testing. Select the pen for the first agent.



The first agent settings on the **Info** tab is shown below. Note the **Lan ID** name and **Avaya Login ID** which is the agent-ID configured on Communication Manager.

Info

Channel Count & Features

Lan ID*

TestAgent1

Avaya Login ID*

11001

First Name*

Test

Last Name*

Agent1

Org. Unit*

SG

Profile*

Supervisor

Supervisor*

NA

Access Role*

Agent + Supervisor

CRM Name

Select

Text Template

Select

Profile Picture

Existing Profile Picture Not Available

Select a new Profile Picture for Upload

Remove Picture

Select the **Channel Count & Features** tab. The **Voice** channel is shown as selected.

Agent Settings ×

Info Channel Count & Features

Channel Count

☒ Voice

1

☐ Text Chat

0

☐ Audio Chat

0

☐ Video Chat

0

☐ Fax

0

☐ Email

Scrolling down further, features selected are to **Allow Supervisor to logout** and **send notification**.

Agent Settings

Info Channel Count & Features

Features

- ☐ Allow Supervisor to ChangeStatus
- ☐ Allow Supervisor to CapturePicture
- ☐ Allow Supervisor to Bargain
- ☐ Allow Supervisor to ChatConference
- ☐ Allow Supervisor to Chat Silent Monitor
- ☐ Allow Supervisor to Chat Whisper
- ☐ Allow Supervisor to interaction notification
- ☐ Allow Supervisor to transfer fax to agent
- ☐ Allow Supervisor to self transfer Fax
- ☒ Allow Supervisor to logout
- ☒ Allow Supervisor to send notification
- ☐ Allow Supervisor to transfer call to agent


Modify Reason

8. Verification Steps

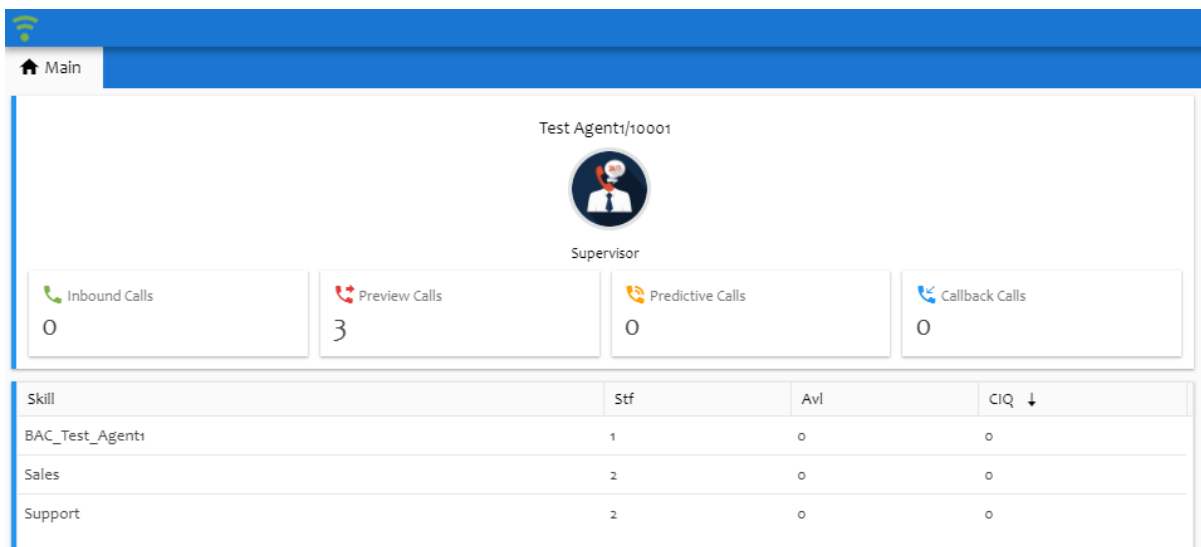
This section provides the verifications steps to verify that the TMAC agent client is able to work with Avaya POM.

8.1. Verify Tetherfi Multimedia Agent Client

Launch a web browser on the agent PC and enter address **http://<IP address of TMAC server>/TMAC_UI>/** to access the TMAC. Log in to an agent **LAN ID** account in **Section 7.2** with the station extension number.

The image shows the Tetherfi login interface. At the top center is the Tetherfi logo, which consists of a stylized red and purple 'T' above the word 'tetherfi' in a purple sans-serif font. Below the logo are two input fields. The first field is labeled 'LAN ID*' in red text and contains the text 'TestAgent1'. The second field is labeled 'STATION*' in red text and contains the text '10001'. Below these fields is a large, dark blue rectangular button with the text 'LOG IN' in white, uppercase letters.

On the next screen that pops up, the login screen is displayed. For clarity, the panel below shows the left panel. The right panel is shown on the next page.

The image shows the left panel of the TMAC user interface. At the top is a blue header bar with a white home icon and the text 'Main'. Below the header, the user's name 'Test Agent1/10001' is displayed above a circular profile picture of a person in a suit. Below the profile picture is the title 'Supervisor'. There are four call statistics cards: 'Inbound Calls' with a value of 0, 'Preview Calls' with a value of 3, 'Predictive Calls' with a value of 0, and 'Callback Calls' with a value of 0. At the bottom is a table with four columns: 'Skill', 'Stf', 'Avl', and 'CIQ ↓'. The table has three rows of data: 'BAC_Test_Agent1' with Stf 1 and Avl 0, 'Sales' with Stf 2 and Avl 0, and 'Support' with Stf 2 and Avl 0.

Skill	Stf	Avl	CIQ ↓
BAC_Test_Agent1	1	0	0
Sales	2	0	0
Support	2	0	0

Note that the display shows **AutoDialer Agent – Outbound**.

The screenshot shows the top bar of the application with the title "AutoDialer Agent - Outbound", a "Default" status indicator, a timer at "00:01:54", and icons for help, call, and power. Below the bar, the "Campaign Details" section has a table with columns "Name" and "Status". The table is empty, displaying "No records available." Below this, the "Pending Callbacks" section has a table with columns "ID", "Caller ID", "Name", "Callback DateTime", "Campaign ID", and "Campaign Name". This table is also empty, displaying "No records available."

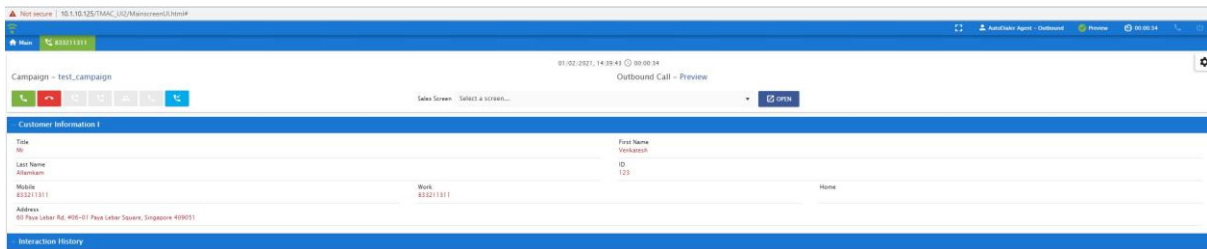
Click on the **Default** (orange) above to select **Available** on the top right bar to receive or make call.

The screenshot shows the main dashboard of the application. The top bar now shows the status as "Available". The dashboard includes a "Main" tab, a user profile for "Test Agent/10001" with a "Supervisor" role, and four call statistics: "Inbound Calls" (0), "Preview Calls" (3), "Predictive Calls" (0), and "Callback Calls" (0). Below these is a table of agent skills:

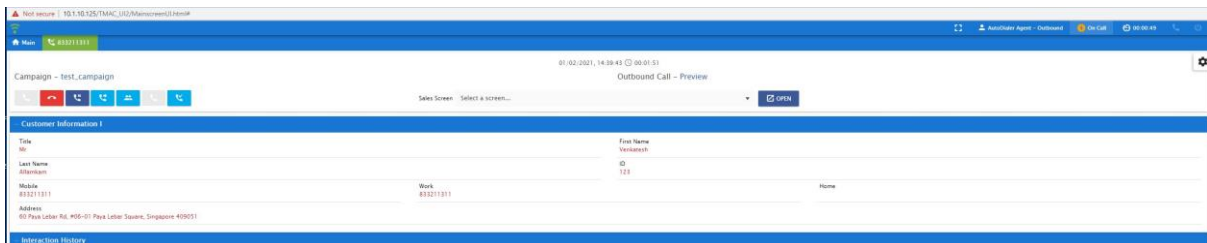
Skill	Sst	Avl	COQ
BAC_Test_Agents	1	1	0
Sales	2	1	0
Support	2	1	0

To the right, the "Campaign Details" and "Pending Callbacks" sections remain empty, showing "No records available."

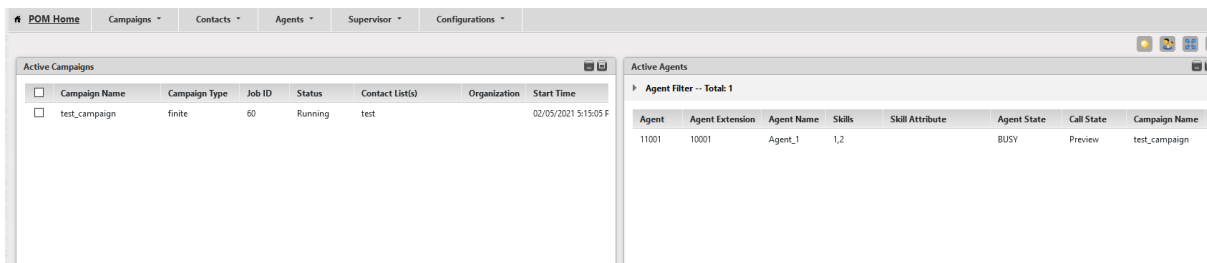
Start a POM Campaign and verify the agent receives the call. The screenshot below shows a Nailup call for Outbound Call for preview before agent launch a call. Note that customer details are also presented with the outbound calling number.



Once the agent dial call to customer using the off hook green button on top left, and customer answer the call; all the buttons including on hook, hold, transfer and conference are highlighted.



Verify from the POM monitor that a campaign is running and 11001 is an active agent in **Preview Call State** as shown below.



Verify also that the agent can hold, transfer or conference the outbound call.

9. Conclusion

These Application Notes describe the configuration steps required for Tetherfi Multimedia Client 4.0 to interoperate with Avaya Proactive Outreach Manager 3.1.3. All feature test cases were completed successfully with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and Tetherfi documentations that are relevant to these Application Notes.

The following Avaya product documentations can be found at <http://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 8, November 2020.
- [2] *Administering and Maintaining Avaya Aura® Application Enablement Services*, Release 8.1.x, Issue 8, December 2020.
- [3] *Using Avaya Proactive Outreach Manager*, Release 3.1.3, Issue 1.3, August 2020
- [4] *Administering Avaya Aura Experience Portal*, Release 7.2.3, Issue 1, September 2019.
- [5] *Application Notes for Tetherfi Omni Channel Management Multimedia Agent Client with Avaya Aura® Communication Manager 6.3 and Avaya Aura® Application Enablement Services 6.3*
- [6] *Administering Avaya Aura® Session Manager*, Release 8.1.x, Issue 6, Aug 2020.
- [7] *Administering Avaya Aura® System Manager*, Release 8.1.x, Issue 6, Apr 2020.

Tetherfi product documentations can be obtained from Tetherfi contacts in **Section 2.3**.

- [1] *Tetherfi Multimedia Agent Client Application Operations Manual*, Version 1.01, dated 5th February 2021
- [2] *Tetherfi Multimedia Agent Client Application User Guide*, Version 1.0.06.25, dated 23rd Dec 2020

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