



Avaya Solution & Interoperability Test Lab

Application Notes for Poptech Customer Engagement Platform Solution (CEP - OMNI) 1.0 with Avaya Aura® Call Center Elite Multichannel 6.6.2 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Poptech Customer Engagement Platform Solution (CEP - OMNI) 1.0 with Avaya Aura® Call Center Elite Multichannel 6.6.2 and Avaya Aura® Communication Manager 8.1.3.3. Poptech Customer Engagement Platform Solution (CEP - OMNI) 1.0 provide solution integration with public chat sources Facebook Messenger, VNG Zalo, Viber, LINE, WhatsApp, Microsoft teams with Avaya Aura® Call Center Elite Multichannel.

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 for Poptech Customer Engagement Platform Solution (CEP - OMNI) 1.0 with Avaya Aura® Call Center Elite Multichannel 6.6.2 and Avaya Aura® Communication Manager 8.1.3.3. Poptech gives customers the option to use public chat sources Facebook Messenger, VNG Zalo, Viber, LINE, WhatsApp, Microsoft teams.

Poptech Customer Engagement Platform Solution (CEP - OMNI) 1.0 solution use the existing Web Chat Gateway service on Avaya Aura® Call Center Elite Multichannel to integrate with public chat sources Facebook Messenger, VNG Zalo, Viber, LINE, WhatsApp, Microsoft teams. This gateway allows the passing of simple messages to and from the Agent Collab Workspace. The Agent Collab Workspace is configured to allow the addition of a “button” on the agent desktop which can pop a screen to the Social Media Server allowing the agent to enter a message and send it to a mobile telephone number. In addition to the button the agent desktop is also configured to “screen pop” when there is an incoming voice call.

The integration to Avaya Aura® Call Center Elite Multichannel is very straight forward but it does require that Avaya Aura® Call Center Elite Multichannel configured using the Web Chat Gateway as well as typical voice calls. These Application Notes assume therefore that Avaya Aura® Call Center Elite Multichannel is fully configured and running as a contact center.

2. General Test Approach and Test Results

The general test approach focuses on three similar services offered by Poptech Customer Engagement Platform Solution (CEP - OMNI) 1.0

1. The ability of an Elite Multichannel Agent to initiate an Zalo, Facebook chat session with customer.
2. The ability to include an Zalo, Facebook message to the customer while on a call to that same customer.
3. The ability of the customer to initiate an Zalo, Facebook chat session with an Elite Multichannel Agent.

Compliance testing involved Zalo, Facebook message being sent to and/or from Avaya Aura® Call Center Elite Multichannel Agent Desktop. A screen pop was also initiated with the result of an incoming voice or Zalo, Facebook call giving the EMC agent the ability to establish chat session using Poptech Customer Engagement Platform Solution (CEP - OMNI) 1.0.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connections to the EMC or Web Chat Gateway 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 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 Aura® Contact Center Elite Multichannel and Poptech Customer Engagement Platform Solution utilized enabled securities capabilities with HTTPS/WSS.

2.1. Interoperability Compliance Testing

Compliance testing focused on the following.

- Agent Collab Workspace includes Zalo, Facebook message to the customer while on a call to that same customer.
- A call comes in, the agent wants to send a message to the caller while talking to them, perhaps confirming a delivery address or reference code, so the caller doesn't need to find a pen and write it down.
- Call comes in, agent answers it.
- Screen pop on agent desktop.
- The 'Number' field is auto populated with the Caller ID of the voice caller.
- The agent enters the required text and clicks 'Send SMS' as above.
- Message history for this caller appears on the right-hand side of the screen pop.
- Customer initiates a public source chat session with an Call Center Elite Multichannel Agent.
- Customer sends a public source chat session to the enterprise, that SMS is received in the agent desktop web chat. Responses from the agent go back as SMS to the customer.
- EMC connects to Web Chat gateway service.
- Messages to/from web chat are routed through this Web Chat gateway service connection.
- Incoming text message triggers a web chat event, opening web chat tab for agent. Agent replies to text messages in the web chat window, messages from the customer also appear in the same window.

2.2. Test Results

The testing was successful. All test cases passed.

2.3. Support

Support for Poptech Customer Engagement Platform Solution can be obtained as follows:

Web: <http://poptech.vn/>

Email: admin@poptech.vn

Phone: + 84-909310493

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test Poptech Customer Engagement Platform Solution with Avaya Elite Multichannel using a connection from the Web Chat Gateway to the Public Sources Messaging example: Zalo, Facebook Messenger, Microsoft Teams.

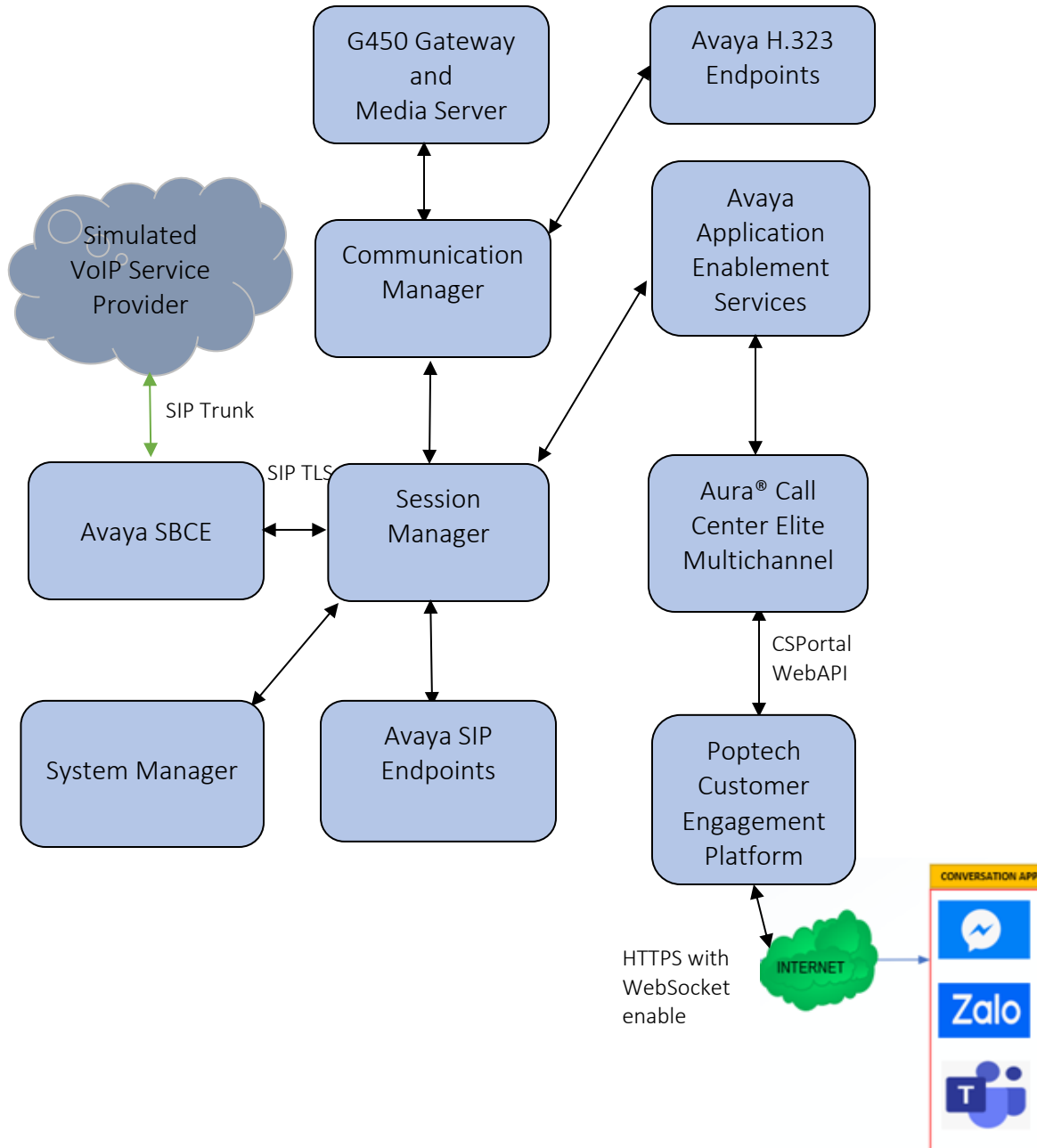


Figure 1: Connection of Poptech Customer Engagement Platform Solution with Avaya Aura® Call Center Elite Multichannel R6.2.2, Avaya Aura® Communication Manager R8.1 and Avaya Aura® Application Enablement Services R8.1

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager in Virtual Environment	8.1.3.3
Avaya Aura® Session Manager in Virtual Environment	8.1.3.3
Avaya Aura® Communication Manager in Virtual Environment	8.1.3.3
Avaya G450 Media Gateway	41.34.1
Avaya Aura® Media Server in Virtual Environment	8.0 SP2
Avaya Aura® Application Enablement Services in Virtual Environment	8.1.3.3
Avaya Session Border Controller for Enterprise in Virtual Environment	8.1.3
Avaya Aura® Call Center Elite Multichannel in Window Server 2016 Avaya CSPortal WebAPI	6.6.2
Avaya 9621G & 9641G IP Desk phone (SIP)	7.1.8
Avaya J159 SIP Desk phone	4.0.9
Avaya 9608G & 9641G IP Desk phone (H.323)	6.8.5
Poptech Customer Engagement Platform Solution <ul style="list-style-type: none">- Conversation Queue in CentOS 8.4- Front facing and Integration in CentOS 8.4	1.0

5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information, such as initial installation and configuration, please refer to the product documentation in **Section 11**.

Configuration of Communication Manager was performed using the System Access Terminal (SAT). Some screens in this section have been abridged and highlighted for brevity and clarity in presentation. The general installation of the servers and gateways are presumed to have been previously completed and is not discussed here.

5.1. Configure Routing on Avaya Aura® Communication Manager

This section shows the steps required to add a new Facebook Messenger service or skill on Communication Manager. Services on EMC are accessed by calling a Vector Directory Number (VDN), which points to a hunt group associated with an agent. Queues are created on the EMC; for example, “Web Chat”, “Facebook Messenger Sales” or “Email for Support” and each queue is assigned a VDN on Communication Manager. The following sections give step by step instructions on how to add the following:

- Skill/Hunt Group
- Vector
- VDN
- Agent
- Phantom Station

This same procedure is required for every queue that is added on EMC both for voice and multimedia. The following sections will show the required steps to add one VDN for the Web Chat Gateway service on EMC.

5.1.1. Add Hunt Group

To add a new skillset or hunt group, type **add hunt-group x**, where x is the new hunt group number. For example, hunt group **23** is added for the Sales Webchat Service queue. Ensure that **ACD**, **Queue** and **Vector** are all set to **y**. Also, that **Group Type** is set to **ucd-mia**.

add hunt-group 23		Page 1 of 4
HUNT GROUP		
Group Number: 23	ACD? y	
Group Name: Sales Webchat	Queue? y	
Group Extension: 87023	Vector? y	
Group Type: ucd-mia		
TN: 1		
COR: 1	MM Early Answer? n	
Security Code:	Local Agent Preference? n	
ISDN/SIP Caller Display:		
Queue Limit: unlimited		
Calls Warning Threshold:	Port:	
Time Warning Threshold:	Port:	

On **Page 2** ensure that **Skill** is set to **y**.

add hunt-group 23		Page 2 of 4
HUNT GROUP		
Skill? y	Expected Call Handling Time (sec): 180	
AAS? n		
Measured: none		
Supervisor Extension:		
Controlling Adjunct:		
Multiple Call Handling: none		
Timed ACW Interval (sec):	After Xfer or Held Call Drops? n	

5.1.2. Display Vector

The Vector below is already created and is in place and running. This Vector ensures that the call is routed to the 1st skill outlined on each VDN created. The example below shows the call queuing to the 1st skill. Note that this will be the skill/hunt group added to the 1st skill on the VDN configured in **Section 5.1.3**.

display vector 23		Page 1 of 6
CALL VECTOR		
Number: 23	Name: Sales Webchat	
Multimedia? y	Attendant Vectoring? n	Meet-me Conf? n
Basic? y	EAS? y	G3V4 Enhanced? y
Prompting? y	LAI? y	G3V4 Adv Route? y
Variables? y	3.0 Enhanced? y	CINFO? y
01 wait-time	2	secs hearing ringback
02 queue-to	skill 23	pri m
03 wait-time	10	secs hearing music
04 goto step	3	if unconditionally
05 stop		
06		
07		
08		
09		
10		

5.1.3. Add VDN

A VDN is added to route calls to the SMS Gateway. To add a VDN, type **add vdn x**, where x is the VDN number. Enter a suitable name; for example, **Sales Webchat** below will be used exclusively for the **Sales Webchat** queue on EMC. The same number can be used for the Extension is auto populated with 88023 and the Vector number should point to the Vector displayed in **Section 5.1.2. The 1st Skill** will be that of the Hunt Group created in **Section 5.1.1.**

```
add vdn 88023                                     Page 1 of 3
                                         VECTOR DIRECTORY NUMBER
                                         Extension: 88023
                                         Name*: Sales Webchat
                                         Destination: Vector Number      23
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: none
VDN of Origin Annc. Extension*:
1st Skill*: 23
2nd Skill*:
3rd Skill*:
```

5.1.4. Change Agent

An existing agent will need to be amended to answer calls for this new Webchat service. To make changes to an existing agent, type **change agent-loginID x**, where x is the login id for the new agent.

```
add agent-loginID 1003                           Page 1 of 3
                                         AGENT LOGINID
Login ID: 1003                                     AAS? n
Name: WC Agent                                     AUDIX? n
TN: 1                                               Check skill TNs to match agent TN? n
COR: 1
Coverage Path:                                     LWC Reception: spe
Security Code:                                     LWC Log External Calls? n
                                         AUDIX Name for Messaging:
LoginID for ISDN/SIP Display? n
Password:
Password (enter again):
Auto Answer: station
MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: system
Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
Forced Agent Logout Time: :
WARNING: Agent must log in again before changes take effect
```

On **Page 2**, add the required skills. Note that skill **23** is added to this agent so that when an SMS call for “Sales SMS” is initiated, the call is routed correctly to this agent.

change agent-loginID 80000												Page	2 of	3
AGENT LOGINID														
Direct Agent Skill:						Service Objective? n								
Call Handling Preference: skill-level						Local Call Preference? n								
SN	RL	SL	SN	RL	SL	SN	RL	SL	SN	RL	SL			
1:	21		16:			31:			46:					
2:	22		17:			32:			47:					
3:	23		18:			33:			48:					
4:			19:			34:			49:					
5:			20:			35:			50:					
6:			21:			36:			51:					
7:			22:			37:			52:					
8:			23:			38:			53:					
9:			24:			39:			54:					
10:			25:			40:			55:					
11:			26:			41:			56:					
12:			27:			42:			57:					
13:			28:			43:			58:					
14:			29:			44:			59:					
15:			30:			45:			60:					

5.1.5. Add Phantom Station

A phantom station must be set up for every multimedia queue that is added on EMC. The phantom station below is setup for the **Sale Chat Phantom** queue on EMC. Type **add station x**, where x is the phantom station number. This is added as type **6408D+**, **Port** is set to **X** and a suitable **Name** is given to the station, all other settings can be left as default.

add station 4000			Page	1 of	5
STATION					
Extension: 4000	Lock Messages? n	BCC: 0			
Type: 6408D+	Security Code:	TN: 1			
Port: X	Coverage Path 1:	COR: 1			
Name: Sale Chat Phantom	Coverage Path 2:	COS: 1			
	Hunt-to Station:				
STATION OPTIONS					
Time of Day Lock Table:					
Loss Group: 2	Personalized Ringing Pattern: 1				
Data Module? n	Message Lamp Ext: 58105				
Speakerphone: 2-way	Mute Button Enabled? y				
Display Language: english					
Survivable COR: internal	Media Complex Ext:				
Survivable Trunk Dest? y	IP SoftPhone? n				
	Remote Office Phone? n				
	IP Video? n				

From the SAT, enter **Save Translation** to commit the changes that have been introduced to memory on Communication Manager.

6. Configure Avaya Aura® Application Enablement Services

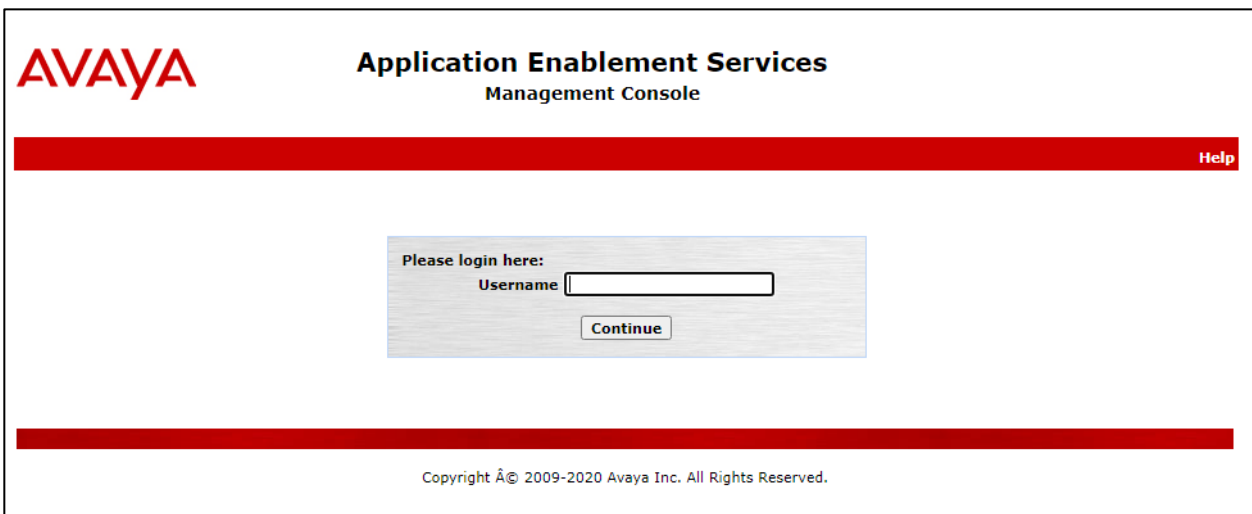
This section provides the procedures for configuring Application Enablement Services. The procedures include the following areas:

- Launch OAM interface
- Verify license
- Administer TSAPI link
- Administer emc user
- Administer security database
- Restart services
- Obtain Tlink name

6.1. Launch OAM Interface


Access the OAM web-based interface by using the URL “https://ip-address” in an Internet browser window, where **ip-address** is the IP address of the Application Enablement Services server.

The **Please login here** screen is displayed. Log in using the appropriate credentials.



The screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" and "Management Console" is displayed. A red horizontal bar spans the width of the page, with a "Help" link on the right. In the center, there is a login box with the text "Please login here:" and "Username" followed by a text input field. Below the input field is a "Continue" button. At the bottom of the page, a red horizontal bar is present, and below it, the copyright notice "Copyright © 2009-2020 Avaya Inc. All Rights Reserved." is displayed.

The **Welcome to OAM** screen is displayed next.

**Application Enablement
Services**
Management Console

Welcome: User cust
Last login: Fri Mar 4 15:47:30 2022 from
10.128.224.163
Number of prior failed login attempts: 0
HostName/IP: aes95/10.30.5.95
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 8.1.3.3.0.4-0
Server Date and Time: Fri Mar 04 16:01:58 ICT 2022
HA Status: Not Configured

Home

Home | Help | Logout

▶ AE Services

▶ Communication Manager
Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

Welcome to OAM


The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- High Availability - Use High Availability to manage AE Services HA.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance to manage the routine maintenance tasks.
- Networking - Use Networking to manage the network interfaces and ports.
- Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.
- Status - Use Status to obtain server status informations.
- User Management - Use User Management to manage AE Services users and AE Services user-related resources.
- Utilities - Use Utilities to carry out basic connectivity tests.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain.

6.2. Verify License

Select **Licensing** → **WebLM Server Access** in the left pane, to display the applicable WebLM server login screen (not shown). Log in using the appropriate credentials and navigate to display installed licenses (not shown).

 **Application Enablement Services**
Management Console

Welcome: User cust
Last login: Fri Mar 4 15:47:30 2022 from 10.128.224.163
Number of prior failed login attempts: 0
HostName/IP: aes95/10.30.5.95
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 8.1.3.3.0.4-0
Server Date and Time: Fri Mar 04 16:02:45 ICT 2022
HA Status: Not Configured

LicensingHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

High Availability

▼ Licensing

WebLM Server Address

WebLM Server Access

Reserved Licenses

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

Licensing

If you are setting up and maintaining the WebLM, you need to use the following:

- WebLM Server Address

If you are importing, setting up and maintaining the license, you need to use the following:

- WebLM Server Access

If you want to administer TSAPI Reserved Licenses or DMCC Reserved Licenses, you need to use the following:

- Reserved Licenses

NOTE: Please disable your pop-up blocker if you are having difficulty with opening this page

Select **Licensed products** → **APPL_ENAB** → **Application_Enablement** in the left pane, to display the **Licensed Features** screen in the right pane.

Verify that there are sufficient licenses for **TSAPI Simultaneous Users**, as shown below. The TSAPI license is used for device monitoring.

AVAYA Aura® System Manager 8.1

Users ▾ Elements ▾ Services ▾ Widgets ▾ Shortcuts ▾

Search 🔍

Home Licenses

Licenses

- WebLM Home
- Install license
- Licensed products
- APPL_ENAB
- ▼ Application_Enablement
 - View license capacity
 - View peak usage
- ASBCE
 - ▶ Session_Border_Controller_E_AE
- AVAYAAURAWEBGATEWAY
 - ▶ AVAYAAURAWEBGATEWAY
- AVP
 - ▶ AVP
- CCTR
 - ▶ ContactCenter
- CE
 - ▶ COLLABORATION_ENVIRONMENT
- COMMUNICATION_MANAGER
 - ▶ Call_Center
 - ▶ Communication_Manager
 - ▶ Dialog_Designer
- IPO
 - ▶ IP_Office
- MESSAGING
 - ▶ Messaging
- MSR

Application Enablement (CTI) - Release: 8 - SID: 10503000 Standard Li

You are here: Licensed Products > Application_Enablement > View License Capacity

License installed on: September 6, 2019 4:38:44 PM +07:00

License File Host IDs: V7-67-C3-CF-17-1A-01

Licensed Features

13 Items Show All ▾

Feature (License Keyword)	Expiration date	Licensed capacity
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	100
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	100
AES HA LARGE VALUE_AES_HA_LARGE	permanent	100
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	100
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	100
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	100
AES HA MEDIUM VALUE_AES_HA_MEDIUM	permanent	100
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	100
DLG VALUE_AES_DLG	permanent	100
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	100
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	100

6.3. Administer Avaya User

Select **User Management** → **User Admin** → **Add User** from the left pane, to display the **Add User** screen in the right pane.

Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select **Yes** from the drop-down list. Retain the default value in the remaining fields.

AVAYA Application Enablement Services
Management Console

Welcome: User cust
Last login: Wed Mar 2 17:02:19 2022 from 10.128.224.163
Number of prior failed login attempts: 0
HostName/IP: aes95/10.30.5.95
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 8.1.3.3.0.4-0
Server Date and Time: Fri Mar 04 15:48:43 ICT 2022
HA Status: Not Configured

User Management | User Admin | Add UserHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▼ User Management

▶ Service Admin

▼ User Admin

▪ Add User

▪ Change User Password

▪ List All Users

▪ Modify Default Users

▪ Search Users

▶ Utilities

▶ Help

Add User

Fields marked with * can not be empty.

* User Idemc

* Common Nameemc

* Surnameemc

* User Password*****

* Confirm Password

Admin Note

Avaya RoleNone

Business Category

Car License

CM Home

Css Home

CT UserYes

Department Number

Display Name


Employee Number

Employee Type

6.4. Administer Security Database

Select **Security** → **Security Database** → **Control** from the left pane, to display the **SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services** screen in the right pane. Uncheck both fields below.

In the event that the security database is used by the customer with parameters already enabled, then follow reference [4] to configure access privileges for the emc user from **Section 6.4**.

**Application Enablement Services**
Management Console

Welcome: User cust
Last login: Wed Mar 2 17:02:19 2022 from 10.128.224.163
Number of prior failed login attempts: 0
HostName/IP: aes95/10.30.5.95
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 8.1.3.3.0.4-0
Server Date and Time: Fri Mar 04 15:47:59 ICT 2022
HA Status: Not Configured

Security | Security Database | Control

Home | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▼ Security

▶ Account Management

▶ Audit

▶ Certificate Management

Enterprise Directory

▶ Host AA

▶ PAM

▼ Security Database

▪ Control

SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services

☐ Enable SDB for DMCC Service

☐ Enable SDB for TSAPI Service, JTAPI and Telephony Web Services

Apply Changes

6.5. Restart Services

Select **Maintenance** → **Service Controller** from the left pane, to display the **Service Controller** screen in the right pane. Check **TSAPI Service** and click **Restart Service**.

The screenshot displays the Avaya Application Enablement Services Management Console. The left sidebar contains a navigation menu with the following items: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance (selected), Date Time/NTP Server, Security Database, Service Controller (highlighted), Server Data, Networking, Security, Status, User Management, Utilities, and Help. The main content area is titled 'Service Controller' and features a table with two columns: 'Service' and 'Controller Status'. The table lists several services, all of which are 'Running'. The 'TSAPI Service' is selected with a checkmark. Below the table, there is a link to 'Status and Control' and a row of buttons: Start, Stop, Restart Service, Restart AE Server, Restart Linux, and Restart Web Server.

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

For status on actual services, please use [Status and Control](#)

6.6. Obtain Tlink Name

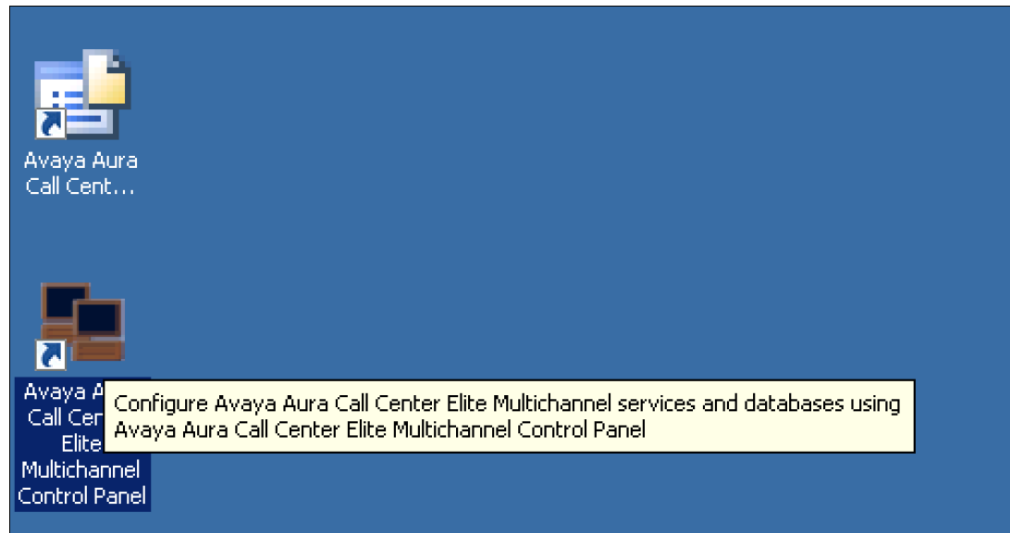
Select **Security** → **Security Database** → **Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. A new Tlink name is automatically generated for the TSAPI service. Locate the Tlink name associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name. Make a note of the associated Tlink name, to be used later for configuring EMC.

In this case, the associated Tlink name is **AVAYA#CM93#CSTA#AES95**. Note the use of the switch connection **CM93** from **Section 6.3** as part of the Tlink name.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo and the text "Application Enablement Services Management Console". On the right, a welcome message for user "cust" is shown, along with login details and system status. A red navigation bar contains the breadcrumb "Security | Security Database | Tlinks" and links for "Home | Help | Logout". The left sidebar lists various management categories, with "Security" expanded to show "Security Database" and its sub-items: "Control", "CTI Users", "Devices", "Device Groups", and "Tlinks". The main content area, titled "Tlinks", shows a "Tlink Name" section with two radio button options: "AVAYA#CM93#CSTA#AES95" (which is selected) and "AVAYA#CM93#CSTA-S#AES95". A "Delete Tlink" button is located below these options.

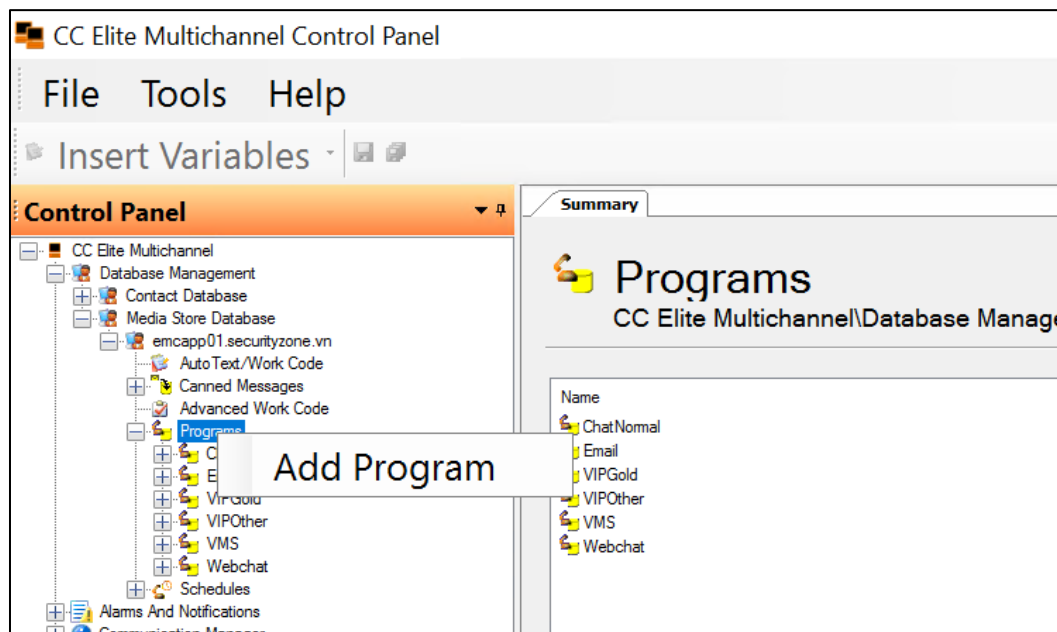
7. Configure Avaya Aura® Call Center Elite Multichannel

Elite Multichannel is configured using **Avaya Aura® Call Center Elite Multichannel Control Panel**. Changes are required on Elite Multichannel to add the Sales_Webchat Queue and ensure that the Webchat Gateway is configured correctly. Open **Control Panel** to make changes to EMC.



7.1. Create the Sales_Webchat Program

Changes are made to the various components in the left navigation window. Navigate to **Database Management <SQL Server> Programs**. Right click on **Programs** and select **Add Program**.

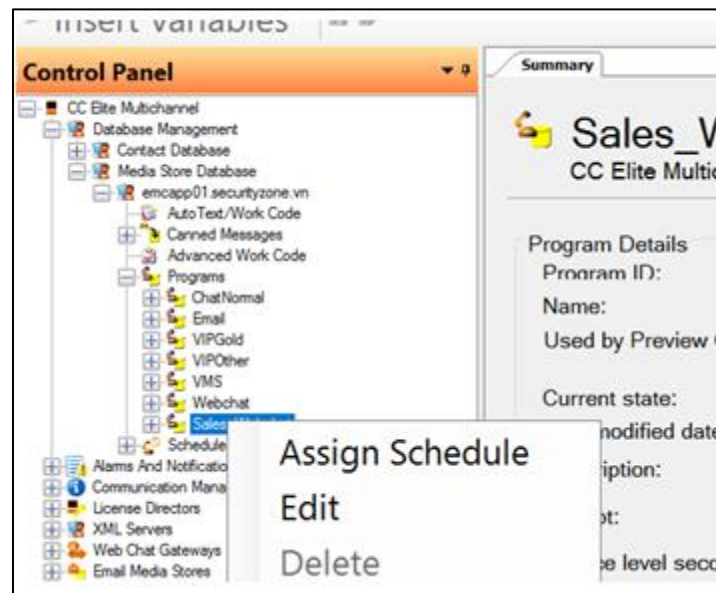


- Enter a suitable **Name**.

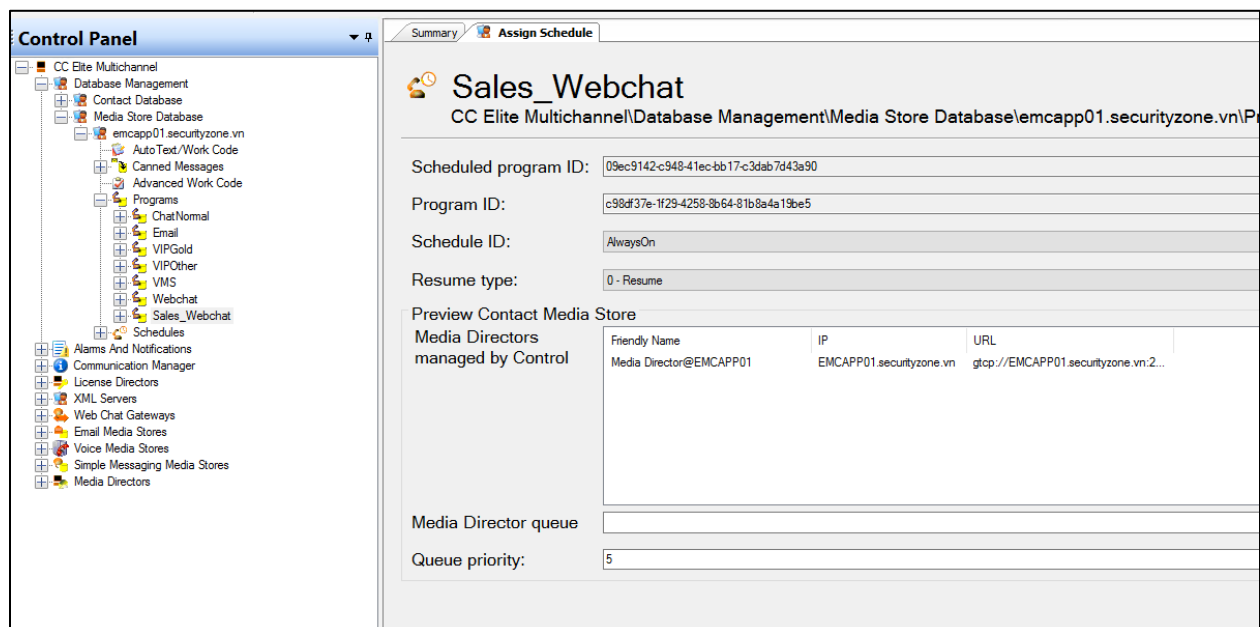
- In the **Program Configuration** panel, select **MyText (not shown)** from the dropdown as the AutoText List Name. Define **Public** as the **Program access mode**.
- Select **CannedMessagesGroup** as the **CannedMessage list name**.
- Leave the other configuration items with their default values.
- Save and close the program window.

The screenshot displays the 'CC Elite Multichannel' software interface. On the left, a 'Control Panel' tree view shows the system hierarchy, with 'Programs' selected under 'Advanced Work Code'. The main window is titled 'Programs' and shows the configuration for 'CC Elite Multichannel\Database Management\Media Store Data'. The 'Program Configuration' tab is active, showing fields for 'Program ID', 'Name', 'Used by', 'Description', 'Prompt', 'Service level', 'AutoText list name', 'CannedMessage list', 'Work Code', and 'Standard Work Code'. The 'Name' field is set to 'Sales_Webchat', and the 'CannedMessage list' is set to 'CannedMessageGroup'.

The new Sales_Webchat program created above will get assigned a schedule, right-click on the Sales_Webchat program and select **Assign Schedule**.



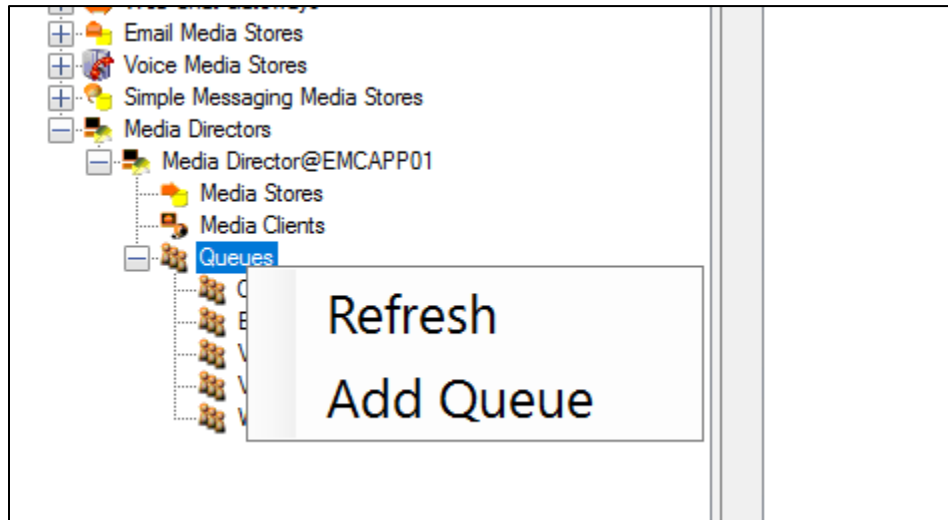
For compliance testing **Always On** was selected for the **Schedule ID**, all other fields can be left as default.



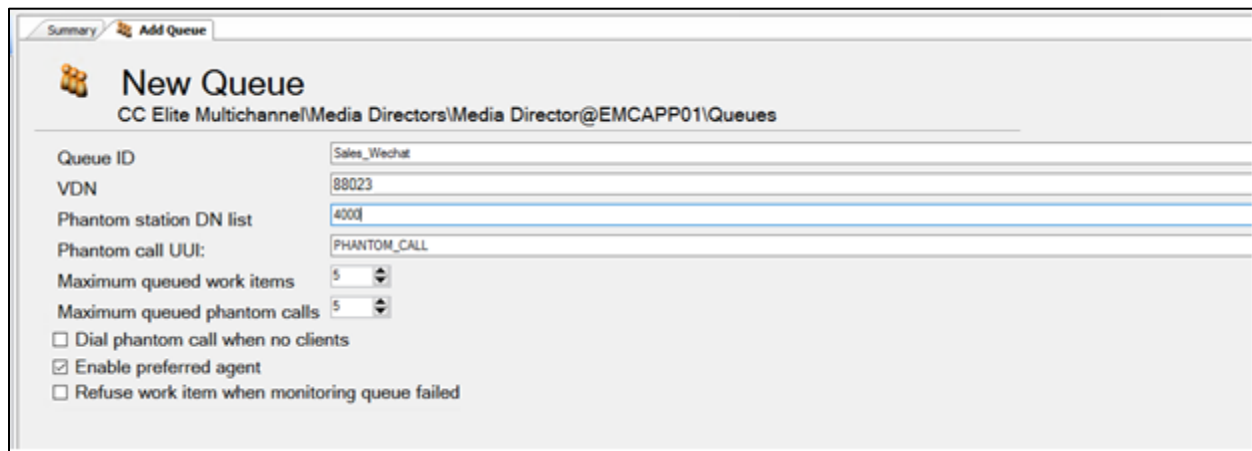
7.2. Create the Simple Messaging Media Store Queue

Navigate to **Media Directors** → **MediaDirector@<EMC Server>** → **Queues**. Right click on Queues and select **Add Queue**.

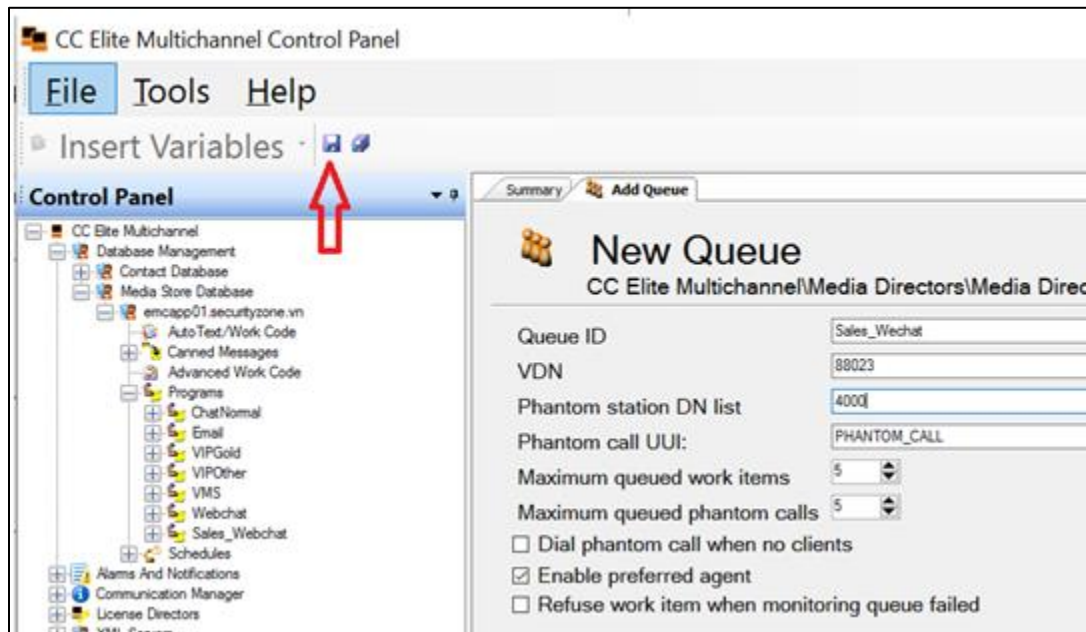
Note: The EMC Server in this example is called **EMCAPP01** and this will be visible throughout the screenshots that follow. However, this will be referred to as “EMC Server” as this will be different for every site.



Assign the VDN created in **Section ?? Add VDN** and the phantom extension created in **Section ?? Add Phantom Extension** to the queue.

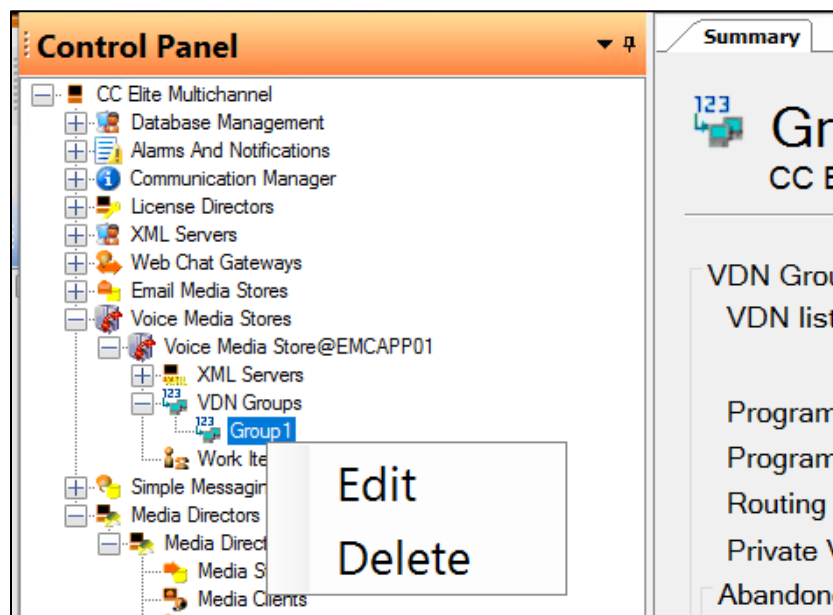
A screenshot of a 'New Queue' configuration window. The window has a title bar with 'Summary' and 'Add Queue' tabs. The main title is 'New Queue' with a subtitle 'CC Elite Multichannel\Media Directors\Media Director@EMCAPP01\Queues'. The form contains several fields: 'Queue ID' with the value 'Sales_Wechat', 'VDN' with '88023', 'Phantom station DN list' with '4000', and 'Phantom call UUI' with 'PHANTOM_CALL'. There are also two spinners for 'Maximum queued work items' and 'Maximum queued phantom calls', both set to '5'. At the bottom, there are three checkboxes: 'Dial phantom call when no clients' (unchecked), 'Enable preferred agent' (checked), and 'Refuse work item when monitoring queue failed' (unchecked).

Click on the **Save** button at the top left of the screen to save the changes.



7.3. Add Sales_Webchat VDN

Edit the existing VDN group to add the new Sales_Webchat VDN. In the left window navigate to **Voice Media Stores → Voice Media Store@<EMC Server> → VDN Groups → Edit**.



Input the **VDN list** the VDN Number (e.g., 88023) and set **Program ID** to Sales_Webchat.



Summary Edit VDN Group

123 Group1
CC Elite Multichannel\Voice Media Stores\Voice Media Store@EMCAPP01\VDN Groups\

VDN Group

VDN group name: VDN Group1

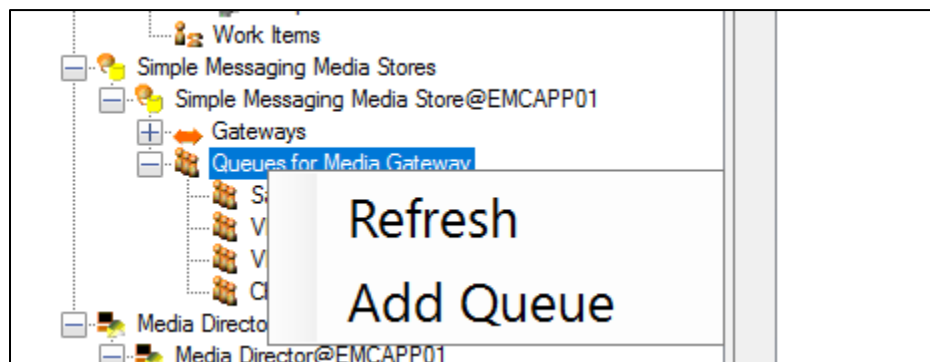
VDN list: 88023

Program ID: Sales_Webchat

Click on the **Save** icon at the top left of the screen highlighted below, to save the changes

7.4. Add a Simple Messaging Media Store

Expand the **Simple Messaging Media Stores** node, expand server node. Right-click the **Queues for Media Gateway**, select **Add Queue**.



In the **Media Director Queue** field, select **Sales_Webchat**.

In the **Program ID** field, select **Sales_Webchat**

Other values can be left as default.

Summary Add Queue

New SMMS Queue

CC Elite Multichannel\Simple Messaging Media Stores\Simple Messaging Media Store@EMCAPP0

Queue ID: Sales_Webchat

Media Director queue: Sales_Webchat (88023)(Sales_Webchat)

Queue status: Open Closed Use Operating Hoi

Program ID: Sales_Webchat (c98df37e-1f29-4258-8b64-81b8a4a19be5)

Culture: Default

Request validation function: Default

Supress going backwards progress messages: ☐

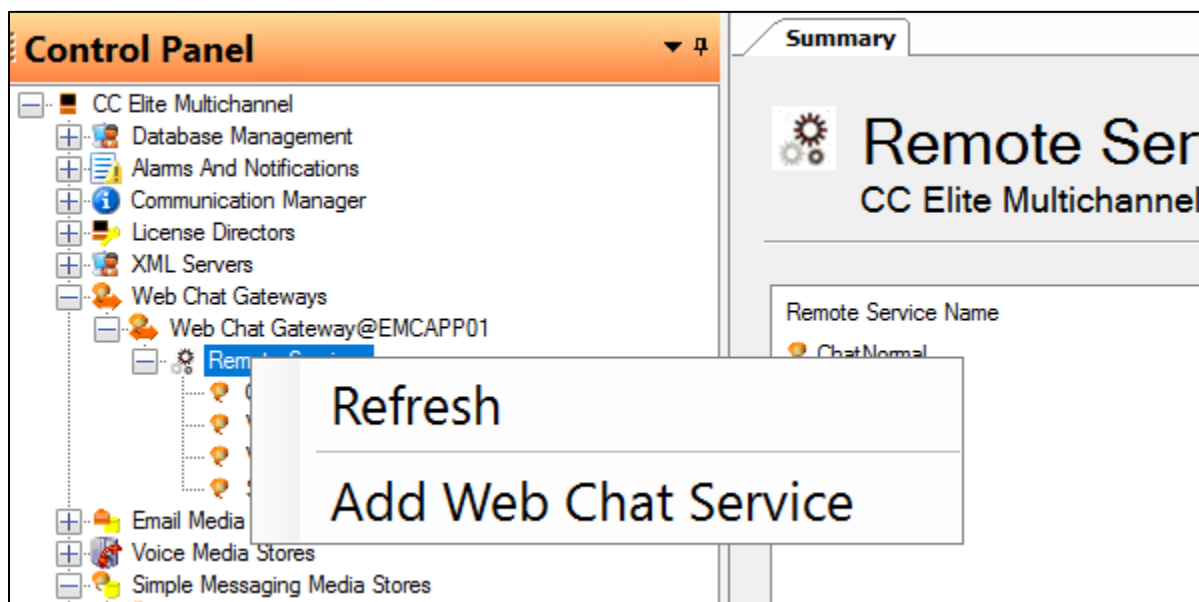
Seconds before offline interaction expires: 60

Offline interaction autoclose: ☐

Click on the **Save** icon at the top left of the screen, to save the changes.

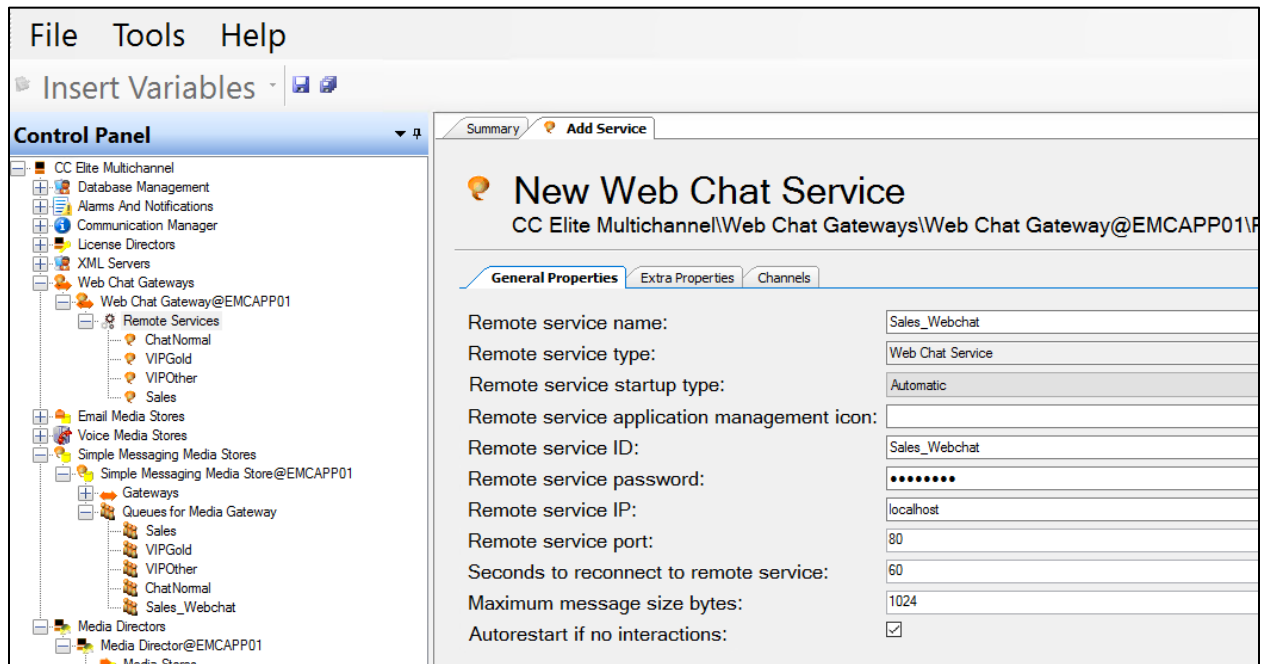
7.5. Add a Web Chat Gateway

Expand the **Web Chat Gateways** node, expand server node. Right-click the **Remote Services** node, select **Add Web Chat Service**.



- Enter a suitable **Name**

- Under Remote service type is set to **Web Chat Service**.
- **Remote Service Startup Type:** Service behaviour on Gateway startup. Values are: Automatic, Manual, Disabled; default is **Automatic**.
- **Remote Service ID:** The name to log in to the Web Chat Web Service.
- **Remote Service Password:** The password to log in to the Web Chat Web Service. Password-protected access to the Web Service is enabled by configuring web.config file of the Web Chat Web Service.
- Other values can be left as default.



The remote service channel is what makes the connection between the Remote Service and the Sales_Webchat Queue, click on the **Channels** tab, and set the following:

- **Simple Messaging Media Store queue:** Select the queue that that was created earlier.
- Click on **Add** to create the new Channels.

New Web Chat Service
CC Elite Multichannel\Web Chat Gateways\Web Chat Gateway@EMCAPP01\Remote Services\

General Properties Extra Properties **Channels**

Channels

Channel ID	Simple Messaging Media Store Queue	Simple Messaging Media Store Queue Priority
Default	Sales_Webchat	5

Delete

Add new channel
Channel ID:

Simple Messaging Media Store queue:

Simple Messaging Media Store queue priority: Add

Click on the **Save** icon at the top left of the screen to save the changes made

7.6. Configuring EMC Service on CSPortal WebPage

To configure EMC Service drop down list on the CSPortal Webpage, open **demo.html** file from following location.

**<CSPortalHome>"Avaya\AvayaChatServerPortal\CSPortalClient\comp\csportalclient\refimpl
ementation**

The option section below represent the default “*Sales*” and “*Support*” service configured as default in EMC. Add or update option section to represent Web chat service names configured in EMC system.

```
<div class="row">
  <div class="col-sm-6">
    <span>Select Service: </span>
    <select id="fbServiceID" class="input-group-lg form-control" style="height: 30px;">
      <option value="Support" >Support</option>
      <option value="Sales" selected="Sales">Sales</option>
    </select>
  </div>
</div>
```

8. Configure Poptech Customer Engagement Platform (CEP)

All configurations of Poptech Customer Engagement Platform (CEP) are performed by a Poptech engineer and are outside the scope of these Application Notes.

9. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, EMC and Poptech CEP.

9.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify status of the administered CTI link by using the “status aesvcs cti-link” command. Verify that the **Service State** is “established” for the CTI link number administered in **Section 5.2** as shown below.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	9	no	aes95	established	14	14

9.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed.

Verify the **Status** is “Talking” for the TSAPI link administered in **Section 6.3**, and that the **Associations** column reflects the total number of agents.

Status | Status and Control | TSAPI Service SummaryHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

▶ Logs

▶ Log Manager

▼ Status and Control

■ CVLAN Service Summary

■ DLG Services Summary

■ DMCC Service Summary

■ Switch Conn Summary

■ TSAPI Service Summary

TSAPI Link Details

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
<input checked="" type="radio"/>	1	CM93	1	Talking	Mon Mar 14 15:34:33 2022	Online	18	1	117	113	30

OnlineOffline

For service-wide information, choose one of the following:

TSAPI Service Status | TLink Status | User Status

9.3. Verify EMC XML Server

From the EMC Control Panel, check that the **Link State** associated with the administered CTI LINK from AES server (in this case “AVAYA#CM93#CSTA#AES95”) is “UP”.

Summary

LAB CTI
CC Elite Multichannel\XML Servers\XMLServer@EMCAPP01\Telephony Servers\LAB CTI

Telephony Server

Enable telephony	True
Tlink name:	AVAYA#CM93#CSTA#AES95
Tlink user name:	emc
Tlink user password:	*****
XML client IP:	10.103.3.105
XML client IP in use:	10.103.3.105
XML client port:	0
XML client port in use:	49764
XML client secure port:	0
XML client secure port	-1
Name service response	10.103.3.105
Perform agent events	True
Agent challenge state:	Enabled
Named Licensing State:	Challenge Failed
Link state:	UP
AES stream handle:	29164736

From the EMC Control Panel, expand **Web Chat Gateways → Remote Services → Sales_webchat**. Check that the **Remote service status** is “Connected”.

Summary

Sales
CC Elite Multichannel\Web Chat Gateways\Web Chat Gateway@EMCAPP01\Remote Services\Sales

Remote Service General Details


Remote service name:	Sales
Remote service type:	Web Chat Service
Remote service status:	Connected
Remote service startup type:	Automatic
Remote service application management icon:	
Remote service ID:	Sales
Remote service nickname:	
Remote service IP:	localhost
Remote service port:	80
Seconds to reconnect to remote service:	60
Maximum message size bytes:	1024
Autorestart if no interactions:	<input checked="" type="checkbox"/>

Remote Service Extra Details

Remote Service URL:	
Remote Service URI:	/WebChatWebService/Service.aspx
Use SSL:	<input type="checkbox"/>

9.4. Verify Agent can receive chat from Facebook Messenger

Log in to Poptech Collaboration Omnichannel using web-based interface with the URL
<http://<Poptech CEP ip address>/CEP>.



Customer Engagement Platform
Make clients even more happy

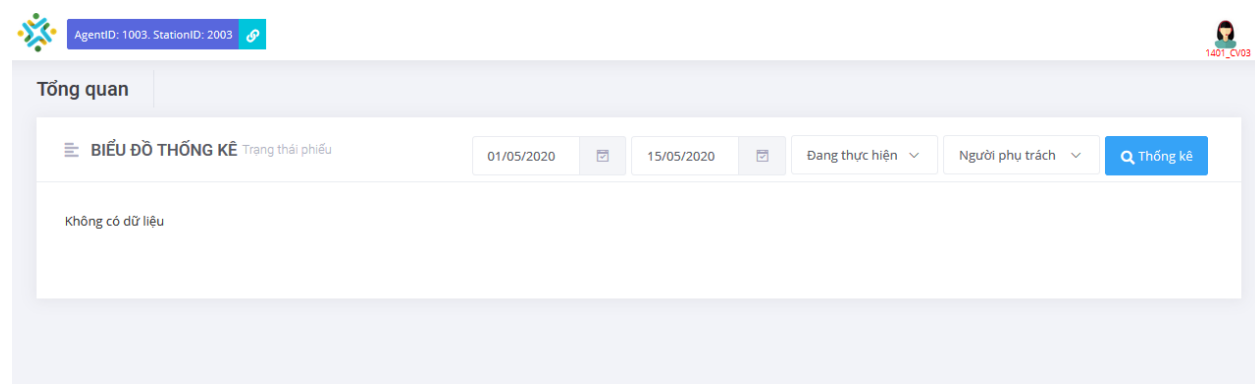
Tên đăng nhập

Mật khẩu

☐ Ghi nhớ?

ĐĂNG NHẬP

Log in with user/password with configured Agent and Extension.



AgentID: 1003, StationID: 2003

Tổng quan

BIỂU ĐỒ THỐNG KÊ Trạng thái phiếu

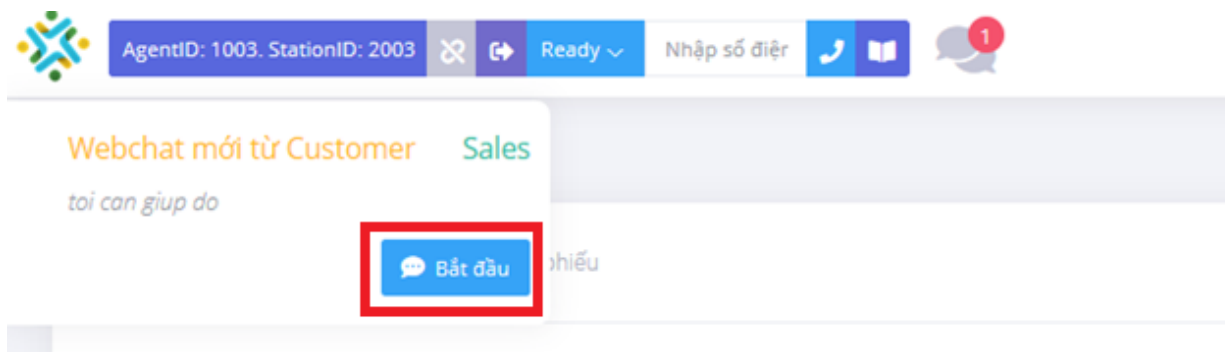
01/05/2020 15/05/2020 Đang thực hiện Người phụ trách Thống kê

Không có dữ liệu

Make voice call to Voice VDN. Agent answer the call by press “**Answer Call**” button



Send Facebook message to Facebook Chat already pre-configured. Make sure Agent can receive new message. Start new chat with customer by click on button “**Bắt đầu**”



10. Conclusion

These Application Notes describe the configuration steps required for the Poptech Customer Engagement Platform Solution (CEP - OMNI) 1.0 with Avaya Aura® Call Center Elite Multichannel 6.6.2 and Avaya Aura® Communication Manager 8.1.3.3. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

11. Additional References

This section references the Avaya and Poptech product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>.

1. Administering Avaya Aura® Communication Manager, *Release 8.1.x, Issue 8, Nov 2020*
2. Administering Avaya Aura® Session Manager, *Release 8.1.x, Issue 8, Feb 2021*
3. Administering Avaya Aura® System Manager, *Release 8.1.x, Issue 9, Feb 2021*
4. Administering Avaya Aura® Application Enablement Services, *Release 8.1.x, Issue 9, Feb 2021*

Product documentation for Poptech products may be found at <http://poptech.vn>

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