



## **Application Notes for 2<sup>nd</sup> Nature by Unimax with Avaya Call Management System R18 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for 2<sup>nd</sup> Nature by Unimax to interoperate with Avaya Call Management System via ODBC interface.

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 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 2<sup>nd</sup> Nature by Unimax with Avaya Call Management System (CMS).

2<sup>nd</sup> Nature enables large organizations and managed service providers to unify their Avaya based contact center by providing a single, centralized administration interface.

2<sup>nd</sup> Nature is connected to CMS via ODBC interface. A user is configured on CMS that enables 2<sup>nd</sup> Nature to connect to CMS and list/add/modify/delete specific database items. During the compliance test a default user, “cms,” was used by 2<sup>nd</sup> Nature to connect to CMS. “cms” user was given proper permissions on tables that are used by 2<sup>nd</sup> Nature to modify associated data.

Although “cms” was used for this compliance test, Unimax recommends adding a user, other than “cms”, specifically for 2<sup>nd</sup> Nature connectivity to CMS; leaving the default account configured with its default settings.

## 2. General Test Approach and Test Results

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 Unimax did not include use of any specific encryption features as requested by Unimax.

## 2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The following feature test scenarios were executed to test 2<sup>nd</sup> Nature's ability to:

- Connect to CMS via ODBC
- List users configured on CMS
- List dictionary items configured on CMS
- Add dictionary items to CMS database
- Delete dictionary items from CMS database

The serviceability test cases were performed manually by disconnecting and reconnecting the network connection to the Unimax server and rebooting the Unimax server.

For each data field modified by 2<sup>nd</sup> Nature, the corresponding field on CMS was validated using CMS supervisor.

## 2.2. Test Results

The Unimax 2<sup>nd</sup> Nature successfully passed all the executed tests.

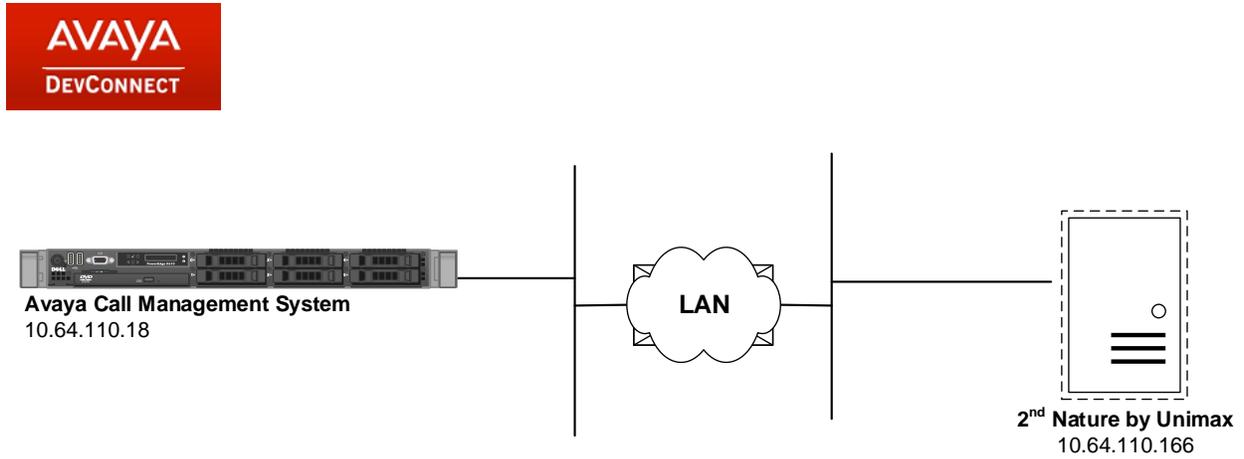
## 2.3. Support

Technical support from Unimax can be obtained through the following:

- **Phone:** +1-612-204-3661
- **Email:** [support@unimax.com](mailto:support@unimax.com)
- **Web:** <https://unimax.com/support/>

### 3. Reference Configuration

The figure below shows the compliance testing configuration. Unimax server and CMS were deployed on virtualized environment and were part of same network subnet.



**Figure 1: 2<sup>nd</sup> Nature by Unimax with Avaya Call Management System Lab Diagram**

## 4. Equipment and Software Validated

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

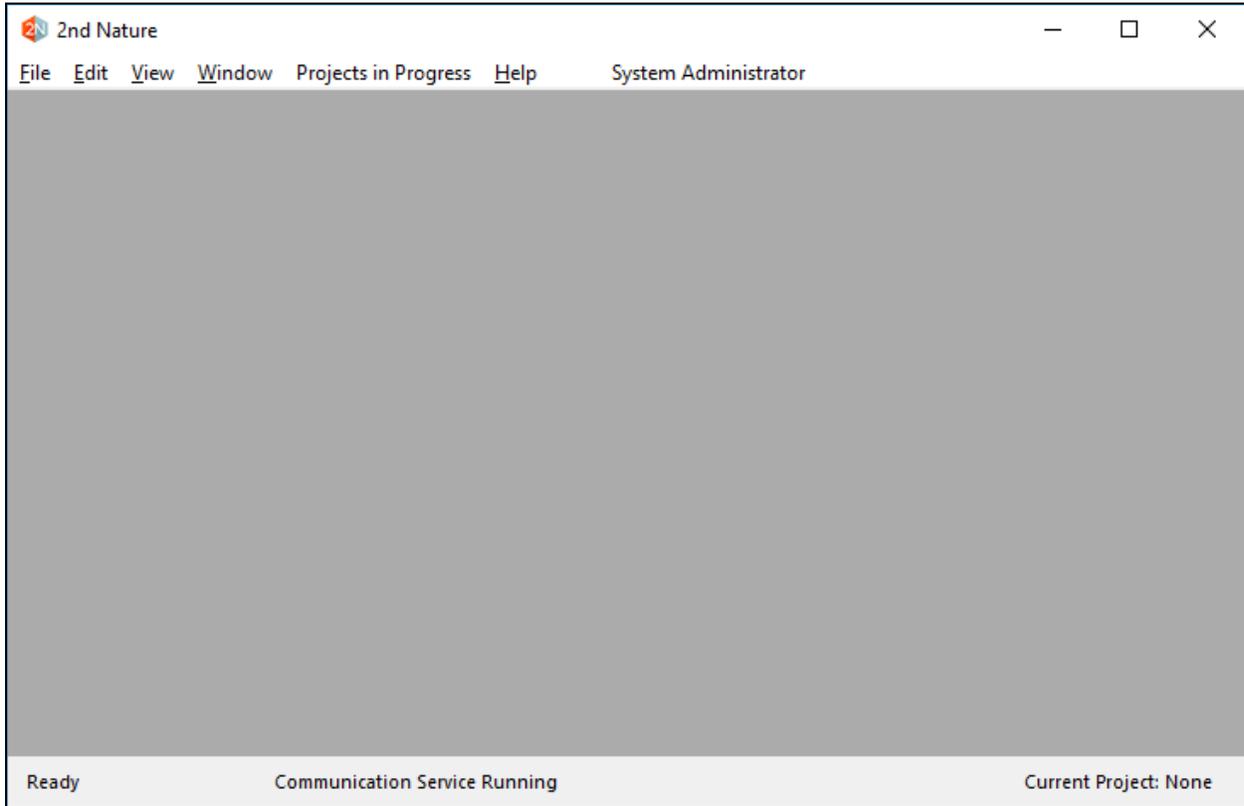
Equipment/Software	Version
Avaya Call Management System	R18.0.2
2nd Nature by Unimax	9.1 B0

## **5. Configure Avaya Call Management System**

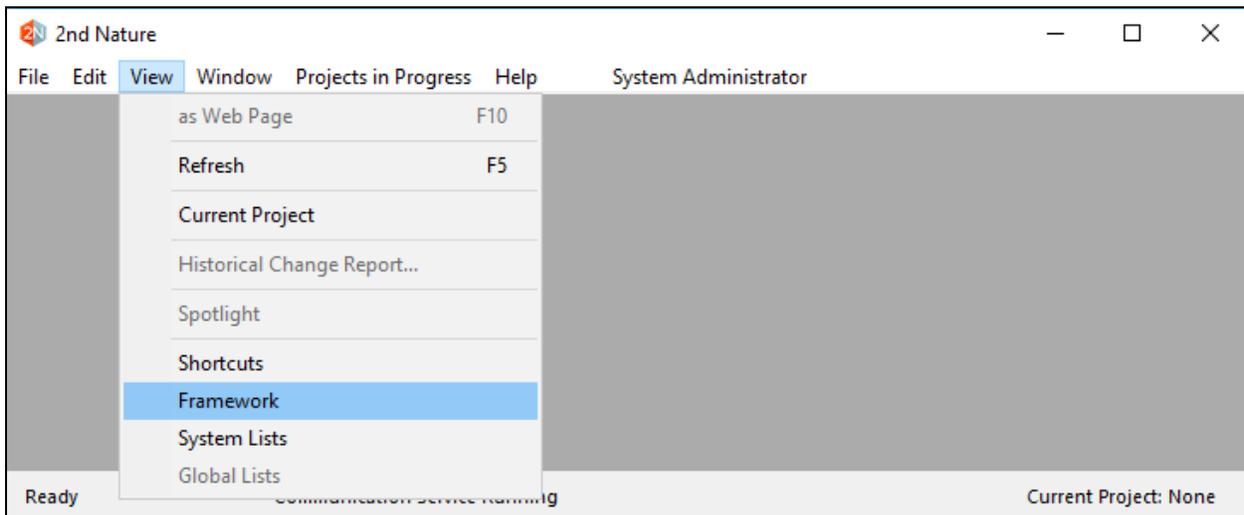
No special configuration is needed on CMS for 2<sup>nd</sup> Nature to connect via ODBC. Default privileged user, “cms” was used by 2<sup>nd</sup> Nature for ODBC connectivity. (See comment in the Introduction Section)

## 6. Configure 2<sup>nd</sup> Nature by Unimax

Configuration for 2<sup>nd</sup> Nature is performed on the Unimax server where 2<sup>nd</sup> Nature is installed. During the compliance test, 2<sup>nd</sup> Nature was installed on Microsoft Windows 2016 Standard server. Log on to the 2<sup>nd</sup> Nature server and open the 2<sup>nd</sup> Nature application. All configuration steps in this section are performed on the 2<sup>nd</sup> Nature application.



From the **View** menu, select **Framework**.



Expand the **Systems** folder; right click on **Connections** and select **Create** to add a new connection to CMS. Configure the new ODBC as follows:

- **Name:** Provide a name for the connection
- **Communication Server:** Provide the hostname of the server running 2<sup>nd</sup> Nature
- **Active:** Check the box
- **Username:** Provide the username configured on CMS
- **Password:** Provide the password for the user configured on CMS
- **ODBC driver:** Type in a name for the ODBC driver
- **ODBC DSN:** Type in **CMS**
- **ODBC additional:** Following was configured during the compliance test.  
Host=acms;Server=cms\_acms;Service=50000;Protocol=onsoctcp;Database=cms;Client\_Locale=en\_US.CP1252;DB\_Locale=en\_US.57372

The screenshot shows the 'Multiple Record Editor' window with a tree view on the left containing 'System Connection Avaya', 'Main', and 'User defined fields'. The main area displays a table with the following fields and values:

Field	Value
System name*	Avaya CMS
Type*	ODBC
Name*	ODBC
Description	
Communication server*	WIN-4MIVMSEMKRD
Active	<input checked="" type="checkbox"/>
Priority	High
Username	cms
Password	*****
ODBC provider	
ODBC directory	
ODBC database	
ODBC driver	IBM INFORMIX ODBC DRIVER
ODBC DSN	CMS
ODBC additional	Host=acms;Server=cms_acms;Service=500
CMS System Administrator login	
CMS System Administrator password	
CMS System port number	

At the bottom of the window are 'Save' and 'Cancel' buttons.

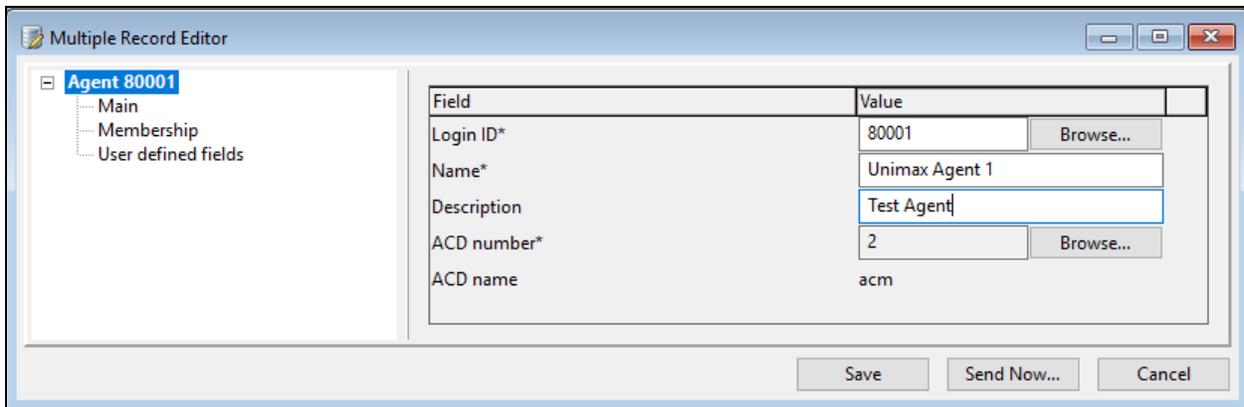
## 7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of 2<sup>nd</sup> Nature and Call Management System.

From 2<sup>nd</sup> Nature application, initiate a CMS connection. Connect to CMS via a shell console and run the netstat command to verify 2<sup>nd</sup> Nature is connected to CMS is established.

```
(acms)-(root)=# netstat -tuna | grep 50000
tcp        0      0 10.64.110.18:50000      0.0.0.0:*               LISTEN
tcp        0 464      0 10.64.110.18:50000      10.64.110.166:49798     ESTABLISHED
```

From the 2<sup>nd</sup> Nature application, add one of the dictionary items. Here, an Agent is added.



Via CMS, verify the Agent created above is added.



## 8. Conclusion

These Application Notes describe the configuration steps required for 2nd Nature by Unimax to interoperate with Avaya Call Management System. Compliance testing based upon the specified configuration was completed successfully.

## 9. Additional References

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

[1] *Avaya Call Management System Software Installation, Maintenance, and Troubleshooting for Linux®*, Release 18.0.2, February 2018, available at <http://support.avaya.com>

Documentation related to 2nd Nature may be directly obtained from Unimax.

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