



## **DevConnect Program**

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# **Application Notes for Primas Group Primas CX Core 2023.02 with Avaya Aura® Communication Manager 10.1, Avaya Aura® Session Manager 10.1, and Avaya Aura® Application Enablement Services 10.1 – Issue 1.0**

## **Abstract**

These Application Notes describe the configuration steps required to integrate the Primas Group Primas CX Core 2023.02 with Avaya Aura® Communication Manager 10.1, Avaya Aura® Session Manager 10.1, and Avaya Aura® Application Enablement Services 10.1.

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.

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# 1. Introduction

These Application Notes describe the configuration steps required to integrate the Primas CX Core (Primas CX) with Avaya Aura® Communication Manager 10.1, Avaya Aura® Session Manager 10.1, and Avaya Aura® Application Enablement Services (AES) 10.1.

The compliance testing focused on the integration of Primas CX with Avaya Aura® Communication Manager via Avaya Aura® Application Enablement Services Telephony Services Application Programming Interface.

## 2. General Test Approach and Test Results

This section describes the interoperability compliance testing used to verify the Primas CX with Avaya products.

The general test approach was to validate the ability of Primas CX to connect to AES and control Communication Manager endpoints in a variety of call scenarios. Agents were logged into Avaya Agent for Desktop (H.323) with Primas CX Notifier. Calls were made to and from the agents which included call scenarios listed in **Section 2.1**. The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to Primas CX and agents as well restarting the CTI link.

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

### 2.1. Interoperability Compliance Testing

Interoperability compliance testing included feature and serviceability testing. The feature testing includes the following applications:

- Screen Pop (EHR) including Screen share and Video share
- Experience Pop (Repeat Call Treatment)
- WebFQ (callback integration from the web)

- ReconX (reconnect disconnected caller back to the same agent)
- FreedomQ (Callback queuing)
- Text in Queue
- Text in FQ
- Web Call
- Email
- Screen Sharing
- Audio/Video Sharing
- Chat
- Text to Speech
- TTY
- Social Care
- Post-Call Survey
- EHR (Electronic Health Records) integration Modules:
  - Appointment Reminder
- Phone Call Campaign Basic
- Phone Call Campaign Basic with CRM integration
- Email Campaign with CRM integration and phone call workflow
- Last Agent Routing
- Remote Agent Support – Integrated EC500 and WebRTC
- Patient Virtual Assistant
  - Design the bot with the Primas Workflow Designer
  - Virtual Triage and Vital Sign Reading
  - Telemedicine integration

The feature testing also focused on the following functionality:

- Agents login, logout and ACD mode with failure scenarios.
- Calls for scenarios involving inbound, outbound, ACD, hold, resume, long duration, multiple calls, multiple agents, conference, and transfer.

The serviceability testing focused on verifying the ability of the Primas CX to recover from adverse conditions, such as disconnecting cables to the server and client as well as AES link disruption.

## 2.2. Test Results

All test cases are successfully completed with Avaya Agent for Desktop using H.323 protocol.

## 2.3. Support

For technical support on Primas CX, contact Primas Group via phone, email, or internet.

- **Phone:** 888-4PRIMAS | 888-477-4627
- **Email:** support@primas.net
- **Web:** www.primas.net/contact

### 3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. The detailed administration of basic connectivity between Communication Manager and Application Enablement Services, and of call center devices are not the focus of these Application Notes and will not be described.

In the compliance testing, Primas CX monitored skill group and agent stations shown in the table below.

Device Type	Extension
Skill Group	13001 (Skill 1)
Agent Station	10001, 10003, 10005 (H.323)
Agent ID	11001, 11003, 11004

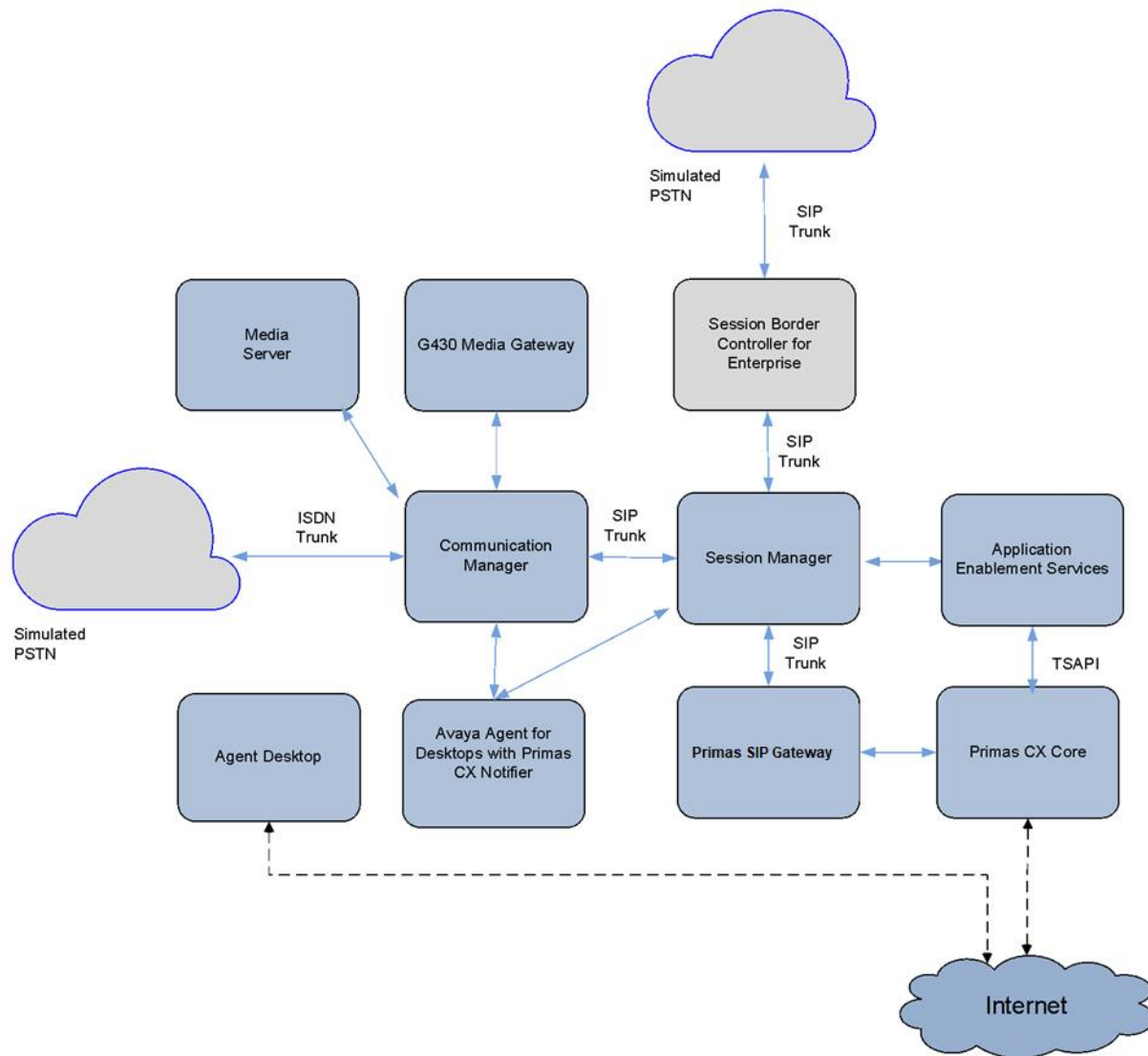
Device Type	VDN
FQ VDN (Vector 71)	14000
Normal Queue VDN (Vector 1)	14001
Priority Queue VDN (Vector 2)	14002

Note: Agent ID 11004 / Station 10005 is used by the remote agent.

The call flow is as below:

Inbound PSTN → VDN 14000 (route 71000) → Primas SIP Gateway IVR → VDN 14001 (Normal Queue) or VDN 14002 (Priority Queue).

**Figure 1** below illustrates the configuration used for testing. In this configuration, Avaya Aura® Communication Manager interfaces with Primas Group Primas CX Core via a CTI link to Avaya Aura® Application Enablement Services. The Primas CX server hosted Primas CX Core and applications supporting the inbound and outbound modules including the database server. Agent Desktops were used by call center agents to log in using Avaya Agent for Desktops. Primas CX plug-ins for notifications were installed on Agent Desktops.



**Figure 1:** Configuration of an Avaya Aura® Environment with Primas CX Core

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	10.1 SP2 (10.1.0.2.0.974.27607)
Avaya G430 Media Gateway	42.18.0
Avaya Aura® Media Server	10.1.0.125
Avaya Aura® System Manager	10.1 SP 2 Build 10.1.0.0.537353 Hot Fix 1010215160
Avaya Aura® Session Manager	10.1 SP2 (10.1.0.2.1010215)
Avaya Session Border Controller for Enterprise	10.1.0.0-32-21432
Avaya Agent for Desktop (H.323)	2.0.6.25.3006
Primas CX Core including <ul style="list-style-type: none"><li>• Microsoft SQL Server</li><li>• Avaya TSAPI Windows Client (csta32.dll)</li></ul>	2023.02 2019 7.1.1-36
Primas SIP Gateway Server	16



## 5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager via the System Access Terminal (SAT). The procedures include the following areas:

- Verify license
- Administer CTI link
- Administer IP codec set
- Administer system parameter features
- Administer Hunt Groups
- Administer Agent IDs
- Administer Call Vectoring
- Administer SIP Trunk
- Administer EC500

### 5.1. Verify License

Log in to the System Access Terminal to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the **display system-parameters customer-options** command to verify that the customer option **Maximum Off-PBX Telephones - PBFMC** has sufficient user licenses on **Page 1**.

display system-parameters customer-options			Page 1 of 12	
OPTIONAL FEATURES				
G3 Version: V20		Software Package: Enterprise		
Location: 2		System ID (SID): 1		
Platform: 28		Module ID (MID): 1		
		USED		
Platform Maximum Ports:		81000	338	
Maximum Stations:		41000	160	
Maximum XMOBILE Stations:		41000	0	
Maximum Off-PBX Telephones - EC500:		41000	2	
Maximum Off-PBX Telephones - OPS:		41000	10	
<b>Maximum Off-PBX Telephones - PBFMC:</b>		<b>41000</b>	<b>2</b>	
Maximum Off-PBX Telephones - PVFMC:		41000	0	
Maximum Off-PBX Telephones - SCCAN:		0	0	
Maximum Survivable Processors:		313	2	

On **Page 4**, verify that the **Computer Telephony Adjunct Links** customer option is set to **y**. If the licenses are insufficient or not turned on, then contact the Avaya sales team or business partner for a proper license file.

display system-parameters customer-options		Page	4 of	12
OPTIONAL FEATURES				
Abbreviated Dialing Enhanced List?	y	Audible Message Waiting?	y	
Access Security Gateway (ASG)?	y	Authorization Codes?	y	
Analog Trunk Incoming Call ID?	y	CAS Branch?	n	
A/D Grp/Sys List Dialing Start at 01?	y	CAS Main?	n	
Answer Supervision by Call Classifier?	y	Change COR by FAC?	n	
ARS?	y	<b>Computer Telephony Adjunct Links?</b>	<b>y</b>	
ARS/AAR Partitioning?	y	Cvg Of Calls Redirected Off-net?	y	
ARS/AAR Dialing without FAC?	n	DCS (Basic)?	y	
ASAI Link Core Capabilities?	y	DCS Call Coverage?	y	
ASAI Link Plus Capabilities?	y	DCS with Rerouting?	y	
Async. Transfer Mode (ATM) PNC?	n			
Async. Transfer Mode (ATM) Trunking?	n	Digital Loss Plan Modification?	y	
ATM WAN Spare Processor?	n	DS1 MSP?	y	
ATMS?	y	DS1 Echo Cancellation?	y	
Attendant Vectoring?	y			

## 5.2. Administer CTI Link

Add a CTI link using the **add cti-link n** command, where **n** is an available CTI link number. Enter an available extension number in the **Extension** field.

Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

add cti-link 3		Page	1 of	3
CTI LINK				
CTI Link: 3				
Extension: <b>10093</b>				
Type: <b>ADJ-IP</b>				
COR: 1				
Name: <b>TSAPI Service - AES 10x</b>				
Unicode Name? n				

## 5.3. Administer IP Codec Set

Use the **change ip-codec-set n** command, where **n** is an existing codec set number to use for integration with Primas CX. For **Audio Codec**, the G.711Mu codec is administered as shown below.

change ip-codec-set 6		Page	1 of	2
IP MEDIA PARAMETERS				
Codec Set: 6				
Audio	Silence	Frames	Packet	
Codec	Suppression	Per Pkt	Size(ms)	
1: <b>G.711MU</b>	<b>n</b>	<b>2</b>	<b>20</b>	
2:				
3:				
4:				

## 5.4. Administer Hunt Groups

This section provides the Hunt Group configuration for the call center agents.

For call center agents, using the **add hunt-group** command add a hunt group. Provide a descriptive name and set the **Group Extension** field to a valid extension. Enable the **ACD**, **Queue**, and **Vector** options. This hunt group will be specified in the **Agent LoginIDs** configured in **Section 5.5**.

add hunt-group 1		Page 1 of 4	
HUNT GROUP			
Group Number: 1	ACD? y		
Group Name: Sales Group	Queue? y		
Group Extension: 13001	Vector? y		
Group Type: ead-mia			
TN: 1			
COR: 1	MM Early Answer? n		
Security Code:	Local Agent Preference? n		
ISDN/SIP Caller Display: grp-name			
Queue Limit: unlimited			
Calls Warning Threshold:	Port:		
Time Warning Threshold:	Port:		
SIP URI:			

On **Page 2** of the Hunt Group form, enable the **Skill** option.

add hunt-group 1		Page 2 of 4	
HUNT GROUP			
Skill? y	Expected Call Handling Time (sec): 180		
AAS? n	Service Level Target (% in sec): 80 in 20		
Measured: both			
Supervisor Extension:			
Controlling Adjunct: none			
VuStats Objective:			
Multiple Call Handling: none			
Timed ACW Interval (sec):	After Xfer or Held Call Drops? n		

## 5.5. Administer Agent IDs

This section provides the Agent Login IDs for the agents.

Add an agent login id using the **add agent-loginID** command for each agent in the call center as shown below. Set the **Password** and confirm it.

```
add agent-loginID 11001                               Page 1 of 3
                                AGENT LOGINID

      Login ID: 11001                                Unicode Name? n    AAS? n
      Name: Agent_1                                    AUDIX? n
      TN: 1      Check skill TNs to match agent TN? n
      COR: 1
      Coverage Path:                                LWC Reception: spe
      Security Code: 1234                            LWC Log External Calls? n
      Attribute:                                     AUDIX Name for Messaging:

                                LoginID for ISDN/SIP Display? n
                                Password:
                                Password (enter again):
      MWI Served User Type:                            Auto Answer: none
      AUX Agent Remains in LOA Queue: system           MIA Across Skills: system
      AUX Agent Considered Idle (MIA): system          ACW Agent Considered Idle: system
      Work Mode on Login: 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** of the **Agent LoginID** form, set the skill number (**SN**) and (**SL**) to hunt group 1, which is the hunt group (skill) that the agents will log into.

add agent-loginID 11001												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:	1	1	16:			31:			46:					
2:			17:			32:			47:					
3:			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:					

Repeat for each agent required. In this compliance testing, three AgentIDs are created (i.e., 11001, 11003 and 11004). Note that 11004 is for remote EC500 Agent extension to log in.

## 5.6. Administer Call Vectoring

This section describes the procedures for configuring call vectoring for the Primas CX inbound and outbound calls.

Configure the **Vector Directory Number** (VDN) that will handle incoming customer calls. The VDN invokes a vector that will route the call to Primas CX Core IVR. Using the **add vdn** command to add a vdn. The example below displays configuration for VDN 14000.

add vdn 14000		Page 1 of 3	
VECTOR DIRECTORY NUMBER			
Extension: 14000		Unicode Name? n	
Name*: FQ VDN			
Destination: Vector Number		71	
Attendant Vectoring? n			
Meet-me Conferencing? n			
Allow VDN Override? y			
COR: 1			
TN*: 1			
Measured: none		Report Adjunct Calls as ACD*? n	
VDN of Origin Annc. Extension*:			
1st Skill*:			
2nd Skill*:			
3rd Skill*:			
SIP URI:			
* Follows VDN Override Rules			

Below shows the vector steps.

```
change vector 71                                     Page 1 of 6
                                                    CALL VECTOR

Number: 71                      Name: To SIP Gateway
Multimedia? n      Attendant Vectoring? n      Meet-me Conf? n      Lock? n
Basic? y      EAS? y      G3V4 Enhanced? y      ANI/II-Digits? y      ASAI Routing? y
Prompting? y      LAI? y      G3V4 Adv Route? y      CINFO? y      BSR? y      Holidays? y
Variables? y      3.0 Enhanced? y
01 wait-time      0      secs hearing ringback
02 route-to      number 71000      cov n if unconditionally
03 stop
04
```

Two other VDNs are created for Normal Queue and Priority Queue which will be routed via SIP trunk to Communication Manager via Session Manager. Below shows the normal queue and vector 1.

```
add vdn 14001                                     Page 1 of 3
                                                    VECTOR DIRECTORY NUMBER

Extension: 14001                      Unicode Name? n
Name*: Normal Q
Destination: Vector Number      1
Attendant Vectoring? n
Meet-me Conferencing? n
Allow VDN Override? n
COR: 1
TN*: 1
Measured: both      Report Adjunct Calls as ACD*? n
Acceptable Service Level (sec): 20

VDN of Origin Annc. Extension*:
1st Skill*:
2nd Skill*:
3rd Skill*:

SIP URI:

* Follows VDN Override Rules
```

Vector 1 is shown below.

```
change vector 1                                     Page 1 of 6
                                                    CALL VECTOR

Number: 1                      Name: Sales
Multimedia? n      Attendant Vectoring? n      Meet-me Conf? n      Lock? n
Basic? y      EAS? y      G3V4 Enhanced? y      ANI/II-Digits? y      ASAI Routing? y
Prompting? y      LAI? y      G3V4 Adv Route? y      CINFO? y      BSR? y      Holidays? y
Variables? y      3.0 Enhanced? y
01 wait-time      1      secs hearing silence
02 queue-to      skill 1      pri m
03 wait-time      900 secs hearing music
04 disconnect      after announcement none
```

Below shows the priority queue and vector 2.

add vdn 14002	Page 1 of 3
VECTOR DIRECTORY NUMBER	
Extension: 14002	Unicode Name? n
Name*: Priority	
Destination: Vector Number	2
Attendant Vectoring? n	
Meet-me Conferencing? n	
Allow VDN Override? n	
COR: 1	
TN*: 1	
Measured: both	Report Adjunct Calls as ACD*? n
Acceptable Service Level (sec): 20	
VDN of Origin Annc. Extension*:	
1st Skill*:	
2nd Skill*:	
3rd Skill*:	
SIP URI:	
* Follows VDN Override Rules	

Vector 2 is shown below.

change vector 2	Page 1 of 6				
CALL VECTOR					
Number: 2	Name: Priority Q				
Multimedia? n	Attendant Vectoring? n	Meet-me Conf? n	Lock? n		
Basic? y	EAS? y	G3V4 Enhanced? y	ANI/II-Digits? y	ASAI Routing? y	
Prompting? y	LAI? y	G3V4 Adv Route? y	CINFO? y	BSR? y	Holidays? y
Variables? y	3.0 Enhanced? y				
01 wait-time	1 secs hearing ringback				
02 queue-to	skill 1 pri h				
03 wait-time	900 secs hearing music				
04 disconnect	after announcement none				

## 5.7. Administer SIP Trunk

Assuming the SIP trunk is in place between Communication Manager and Session Manager, the following additional configuration is required for the existing SIP trunk for routing to Primas SIP Gateway. In **change trunk n**, where **n** is the SIP trunk for routing to the SIP Gateway, set **UI Treatment** to **shared**. Also, set **Send UCID** to **y**. Check that the UCD feature is created and enabled system-wide on the **system-parameters features** forms below.

```
change trunk-group 7                                     Page 3 of 5
TRUNK FEATURES
    ACA Assignment? n                                   Measured: both
                                                    Maintenance Tests? y

    Suppress # Outpulsing? n   Numbering Format: private
                                                    UI Treatment: shared
                                                    Maximum Size of UI Contents: 128
                                                    Replace Restricted Numbers? n
                                                    Replace Unavailable Numbers? n

                                                    Modify Tandem Calling Number: no
    Send UCID? y

    Show ANSWERED BY on Display? Y
```

```
change system-parameters features                       Page 5 of 19
FEATURE-RELATED SYSTEM PARAMETERS
SYSTEM PRINTER PARAMETERS
    Endpoint:                                           Lines Per Page: 60

SYSTEM-WIDE PARAMETERS
    Switch Name:
    Emergency Extension Forwarding (min): 10
    Enable Inter-Gateway Alternate Routing? n
    Enable Dial Plan Transparency in Survivable Mode? n
    COR to Use for DPT: station
    EC500 Routing in Survivable Mode: dpt-then-ec500
MALICIOUS CALL TRACE PARAMETERS
    Apply MCT Warning Tone? n   MCT Voice Recorder Trunk Group:
    Delay Sending RElease (seconds): 0   Notification using Crisis Alert? n
SEND ALL CALLS OPTIONS
    Send All Calls Applies to: station   Auto Inspect on Send All Calls? n
    Send All Calls on Ringing Bridge Leaves Call Ringing on Other Bridges? n
    Preserve previous AUX Work button states after deactivation? n
UNIVERSAL CALL ID
    Create Universal Call ID (UCID)? y   UCID Network Node ID: 1
```



```

change system-parameters features                                     Page 13 of 19
                                FEATURE-RELATED SYSTEM PARAMETERS
CALL CENTER MISCELLANEOUS
    Callr-info Display Timer (sec): 10
        Clear Callr-info: next-call
    Allow Ringer-off with Auto-Answer? n

    Reporting for PC Non-Predictive Calls? n

        Agent/Caller Disconnect Tones? n
Interruptible Aux Notification Timer (sec): 3
    Zip Tone Burst for Callmaster Endpoints: double

ASAI
    Copy ASAI UUI During Conference/Transfer? y
    Call Classification After Answer Supervision? n
        Send UCID to ASAI? y
        For ASAI Send DTMF Tone to Call Originator? y
    Send Connect Event to ASAI For Announcement Answer? n
    Prefer H.323 Over SIP For Dual-Reg Station 3PCC Make Call? n

```

## 5.8. Administer EC500

### 5.8.1. Change off-pbx-telephone station-mapping

Map an extension to Primas SIP Gateway. This virtual extension will be used by Primas CX as a remote Agent. Using the command **change off-pbx-telephone station-mapping n**, where **n** is an extension mapped with **Phone Number routable** to SIP Gateway. Below is the extension 10005 configured with the trunk routable to the **Phone Number** set in **Trunk Selection** and the **Configuration Set** used.

```

change off-pbx-telephone station-mapping 10005                     Page 1 of 3
                                STATIONS WITH OFF-PBX TELEPHONE INTEGRATION

Station      Application Dial  CC  Phone Number  Trunk      Config  Dual
Extension                               Prefix      Selection  Set      Mode
10005      PBFMC          -      71001      tg7      1

```

## 5.8.2. Check off-pbx-telephone configuration-set

The following are the default parameter used for compliance testing.

```
change off-pbx-telephone configuration-set 1                                Page 1 of 1

                                CONFIGURATION SET: 1

                                Configuration Set Description: EC500
                                Calling Number Style: network
                                CDR for Origination: none
                                CDR for Calls to EC500 Destination? n
                                Fast Connect on Origination? n
                                Post Connect Dialing Options: dtmf
                                Cellular Voice Mail Detection: timed (seconds): 9
                                Barge-in Tone? n
                                Calling Number Verification? y
                                Call Appearance Selection for Origination: primary-first
                                Confirmed Answer? n

                                Use Shared Voice Connections for Second Call Answered? n Initiated? n
                                Provide Forced Local Ringback for EC500? n      EC500Delay Deactivation State? y
                                Apply Ringback upon Receipt of: Call-Proceeding

                                Location to Route Incoming Overlap Calls: station-location-if-set
                                Feature Invocation by In-Call DTMF Code? n
```

## 5.8.3. Verify feature-access-codes

Verify and note the following EC500 related feature access codes are administered.

```
change feature-access-codes                                              Page 2 of 11

                                FEATURE ACCESS CODE (FAC)
                                Contact Closure Pulse Code:

                                Data Origination Access Code:
                                Data Privacy Access Code: *27
                                Directed Call Pickup Access Code: *17
                                Directed Group Call Pickup Access Code: *18
                                Emergency Access to Attendant Access Code:
                                EC500 Self-Administration Access Codes: *19
                                Enhanced EC500 Activation: *20      Deactivation: *21
                                Enterprise Mobility User Activation: *22      Deactivation: *23
                                Extended Call Fwd Activate Busy D/A *24 All: *25      Deactivation: *26
                                Extended Group Call Pickup Access Code:
                                Facility Test Calls Access Code: *28
                                Flash Access Code: *29
                                Group Control Restrict Activation: *90      Deactivation: *91
                                Hunt Group Busy Activation: *30      Deactivation: *31
                                ISDN Access Code:
                                Last Number Dialed Access Code: *32
                                Leave Word Calling Message Retrieval Lock: *33
                                Leave Word Calling Message Retrieval Unlock: *34
```

#### 5.8.4. Verify off-pbx-telephone feature-name-extensions

Verify and note the following highlighted extensions to call features that are required for use by Primas CX.

change off-pbx-telephone feature-name-extensions set 1	Page 1 of 3
EXTENSIONS TO CALL WHICH ACTIVATE FEATURES BY NAME	
Set Name: set 1	
<b>Active Appearance Select: 12001</b>	
Automatic Call Back: 12002	
Automatic Call-Back Cancel: 12003	
Call Forward All: 12004	
Call Forward Busy/No Answer: 12005	
Call Forward Cancel: 12006	
Call Park: 12007	
Call Park Answer Back: 12008	
Call Pick-Up: 12009	
Calling Number Block: 12010	
Calling Number Unblock: 12011	
Conditional Call Extend Enable:	
Conditional Call Extend Disable:	
<b>Conference Complete: 12031</b>	
<b>Conference on Answer: 12012</b>	
Directed Call Pick-Up: 12013	
Drop Last Added Party: 12014	

change off-pbx-telephone feature-name-extensions set 1	Page 2 of 3
EXTENSIONS TO CALL WHICH ACTIVATE FEATURES BY NAME	
Exclusion (Toggle On/Off): 12015	
Extended Group Call Pickup:	
<b>Held Appearance Select: 12017</b>	
<b>Idle Appearance Select: 12018</b>	
Last Number Dialed: 12019	
Malicious Call Trace: 12020	
Malicious Call Trace Cancel: 12021	
Off-Pbx Call Enable: 12022	
Off-Pbx Call Disable: 12023	
Priority Call: 12024	
<b>Recall: 12032</b>	
Send All Calls: 12025	
Send All Calls Cancel: 12026	
<b>Transfer Complete: 12033</b>	
<b>Transfer On Hang-Up: 12027</b>	
<b>Transfer to Voice Mail: 12028</b>	
Whisper Page Activation: 12029	

## 6. Configure Avaya Aura® Session Manager

This section provides the procedures for configuring Session Manager. It is assumed that the basic configuration is already in place. This section discusses the following areas and the purpose is for setup the Primas SIP Gateway as an entity with the necessary routing and links.

- Launch System Manager
- Administer SIP Entities
- Administer Entity Links
- Administer Routing Policies
- Administer Dial Patterns

### 6.1. Launch System Manager

Access the System Manager web interface by using the URL **https://ip-address/** in an internet browser window, where **ip-address** is the IP address of the System Manager server. Log in using the appropriate credentials.

Recommended access to System Manager is via FQDN.  
[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords

Use the "Change Password" hyperlink on this page to change the password manually, and then login.

Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.

Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.

The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials.

All users must comply with all corporate instructions regarding the protection of information assets.

User ID:

Password:

[Change Password](#)

**Supported Browsers:** Firefox (minimum version 93.0), Chrome (minimum version 91.0) or Edge (minimum version 93.0).

## 6.2. Administer SIP Entities

Add new SIP entity for Primas SIP Gateway and note SIP entity settings for Communication Manager assuming it is already in place.

### 6.2.1. Primas SIP Gateway SIP Entity

Select **Routing** → **SIP Entities** from the left pane and click **New** in the subsequent screen (not shown) to add a new SIP entity for the SIP Gateway. The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **FQDN or IP Address:** The IP address of the Primas SIP Gateway.
- **Type:** “SIP Trunk”
- **Location:** Select the appropriate location.
- **Time Zone:** Select the applicable time zone.

**SIP Entity Details**

[Help ?](#)

CommitCancel

**General**

\* Name:

Primas SIP Gateway

\* FQDN or IP Address:

10.1.10.123

Type:

SIP Trunk

Notes:

Location:

Location1

Time Zone:

Asia/Singapore

\* SIP Timer B/F (in seconds):

4

Minimum TLS Version:

Use Global Setting

Credential name:

Securable:

☐

Call Detail Recording:

egress

**Adaptations**

AddRemove

<input type="checkbox"/>	Order	Name	Module Name	State	Type	Notes
--------------------------	-------	------	-------------	-------	------	-------

### 6.2.2. Communication Manager SIP Entity

Select **Routing** → **SIP Entities** from the left pane and click the SIP entity for Communication Manager which is an existing SIP entity already configured.

Note the **FQDN or IP address** of Communication Manager.

### SIP Entity Details

CommitCancel

#### General

\* Name:CM10-Duplex

\* FQDN or IP Address:10.1.10.230

Type:CM

Notes:

Location:Location1

Time Zone:Asia/Singapore

\* SIP Timer B/F (in seconds):4

Minimum TLS Version:Use Global Setting

Credential name:

Securable:

Call Detail Recording:both

## 6.3. Administer Entity Links

Entity Links are links that connect Session Manager to SIP Entities. Add entity links for SIP Gateway to Session Manager and note the link to Communication Manager.

### 6.3.1. SIP Gateway Entity Link

Select **Routing** → **Entity Links** from the left pane and click **New** in the subsequent screen (not shown) to add a new entity link for SIP Gateway.

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

- **Name:** A descriptive name.
- **SIP Entity 1:** The administered Session Manager SIP entity name, e.g., “sm1”.
- **Protocol:** “TCP”.
- **Port:** “5060”.
- **SIP Entity 2:** The administered Primas SIP Gateway SIP entity name from Section 6.2.1.
- **Port:** “5060”
- **Connection Policy:** “trusted”.

The screenshot shows the 'Entity Links' screen with a table containing one item. The table has columns for Name, SIP Entity 1, Protocol, Port, SIP Entity 2, Port, DNS Override, and Connection Policy. The item is named 'SM1\_TO\_SIPGtwy' and links 'sm1' (SIP Entity 1) to 'Primas SIP Gateway' (SIP Entity 2) using the 'TCP' protocol on port '5060'. The connection policy is 'trusted'.

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	DNS Override	Connection Policy
* SM1_TO_SIPGtwy	* sm1	TCP	* 5060	* Primas SIP Gateway	* 5060	<input type="checkbox"/>	trusted

### 6.3.2. Communication Manager Entity Link

Select **Routing** → **Entity Links** from the left pane and verify the entity link for Communication Manager exist. The **Entity Links** screen is displayed below.

The screenshot shows the 'Entity Links' screen with a table containing one item. The table has columns for Name, SIP Entity 1, Protocol, Port, SIP Entity 2, Port, DNS Override, and Connection Policy. The item is named 'sm1-to-cm-duplex' and links 'sm1' (SIP Entity 1) to 'CM10-Duplex' (SIP Entity 2) using the 'TLS' protocol on port '5061'. The connection policy is 'trusted'.

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	DNS Override	Connection Policy
* sm1-to-cm-duplex	* sm1	TLS	* 5061	* CM10-Duplex	* 5061	<input type="checkbox"/>	trusted

## 6.4. Administer Routing Policies

Add new routing policies for SIP Gateway and verify routing policies for Communication Manager. The routing policies are linked to matching digits in dial plans defined in **Section 6.5** below. Then digits matching that dial plan entry are routed to the proper destination.

### 6.4.1. SIP Gateway Routing Policy

Select **Routing** → **Routing Policies** from the left pane and click **New** in the subsequent screen (not shown) to add a new routing policy for SIP Gateway.

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

- **Name:** A descriptive name
- **SIP Entity as Destination:** Click **Select** and choose the SIP Gateway SIP entity administered in **Section 6.2.1**.

**Routing Policy Details**CommitCancelHelp ?

**General**

\* Name:

Disabled: ☐

\* Retries:

Notes:

**SIP Entity as Destination**

Select

Name	FQDN or IP Address	Type	Notes
Primas SIP Gateway	10.1.10.123	SIP Trunk	

**Time of Day**

Add

Remove

View Gaps/Overlaps

1 Item

Filter: Enable

<input type="checkbox"/>	Ranking	Name	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Start Time	End Time	Notes
<input type="checkbox"/>	0	24/7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00	23:59	Time Range 24/7

Select : All, None



## 6.4.2. Communication Manager Routing Policy

Select **Routing** → **Routing Policies** from the left pane and click the routing policy for Communication Manager. The **Routing Policy Details** screen is displayed below.

**Routing Policy Details**CommitCancelHelp

**General**

\* Name:

Disabled: ☐

\* Retries:

Notes:

**SIP Entity as Destination**

Select

Name	FQDN or IP Address	Type	Notes
CM10-Duplex	10.1.10.230	CM	

**Time of Day**

Add

Remove

View Gaps/Overlaps

1 Item

Filter: Enable

<input type="checkbox"/>	Ranking	Name	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Start Time	End Time	Notes
<input type="checkbox"/>	<input type="text" value="0"/>	24/7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00	23:59	Time Range 24/7

Select : All, None

## 6.5. Administer Dial Patterns

Add a new dial pattern for SIP Gateway and update any existing dial pattern for Communication Manager.

### 6.5.1. SIP Gateway Dial Pattern

Select **Routing** → **Dial Patterns** from the left pane and click **New** in the subsequent screen (not shown) to add a new dial pattern to reach the Primas SIP Gateway. The **Dial Pattern Details** screen is displayed. In the **General** sub-section, enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Pattern:** A dial pattern to match.
- **Min:** The minimum number of digits to be matched.
- **Max:** The maximum number of digits to be matched.
- **SIP Domain:** “ALL”.
- **Notes:** Any desired description (optional).

In the **Originating Locations and Routing Policies** sub-section, click **Add** and create a new policy for reaching Primas SIP Gateway. In the compliance testing, the policy allowed for call origination from all locations, and the Primas SIP Gateway routing policy from **Section 6.4.1** was selected.

**Dial Pattern Details**

[Commit](#) [Cancel](#) [Help ?](#)

**General**

\* Pattern:

71

\* Min:

5

\* Max:

5

Emergency Call:

☐

SIP Domain:

-ALL-

Notes:

71XXX Primas Asterisk

**Originating Locations, Origination Dial Pattern Sets, and Routing Policies**

[Add](#) [Remove](#)

1 Item [Refresh](#)

☐

Originating Location Name ▾

Originating Location Notes

☐

-ALL-

Origination Dial Pattern Set Name

Origination Dial Pattern Set Notes

To-SIPGtwy

0

Routing Policy Name

Rank

Routing Policy Disabled

Routing Policy Destination

Routing Policy Notes

0

☐

Primas SIP Gateway

Select : All, None

**Denied Originating Locations and Origination Dial Pattern Sets**

[Add](#) [Remove](#)

0 Items [Refresh](#)

Originating Location

Notes

Origination Dial Pattern Set Name

Origination Dial Pattern Set Notes

## 6.5.2. Communication Manager Dial Pattern

Select **Routing → Dial Patterns** from the left pane and click on the existing dial pattern for Communication Manager in the subsequent screen, in this case dial pattern **1** (not shown). The **Dial Pattern Details** screen is displayed below.

In the **Originating Locations and Routing Policies** sub-section, click **Add** and create a new policy as necessary for calls from Primas SIP Gateway. Retain the default values in the remaining fields.

**Dial Pattern Details**

Commit

Cancel

[Help ?](#)

General

\* Pattern: 1

\* Min: 5

\* Max: 5

Emergency Call: ☐

SIP Domain: -ALL-

Notes: To CM-Duplex

Originating Locations, Origination Dial Pattern Sets, and Routing Policies

Add

Remove

1 Item 

Filter: Enable

<input type="checkbox"/>	Originating Location Name ↕	Originating Location Notes	Origination Dial Pattern Set Name	Origination Dial Pattern Set Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
<input type="checkbox"/>	-ALL-				To-CM-duplex	0	<input type="checkbox"/>	CM10-Duplex	

Select : All, None

Denied Originating Locations and Origination Dial Pattern Sets

Add

Remove

0 Items

<input type="checkbox"/>	Originating Location	Notes	Origination Dial Pattern Set Name	Origination Dial Pattern Set Notes
--------------------------	----------------------	-------	-----------------------------------	------------------------------------

## 7. Configure Avaya Aura® Application Enablement Services

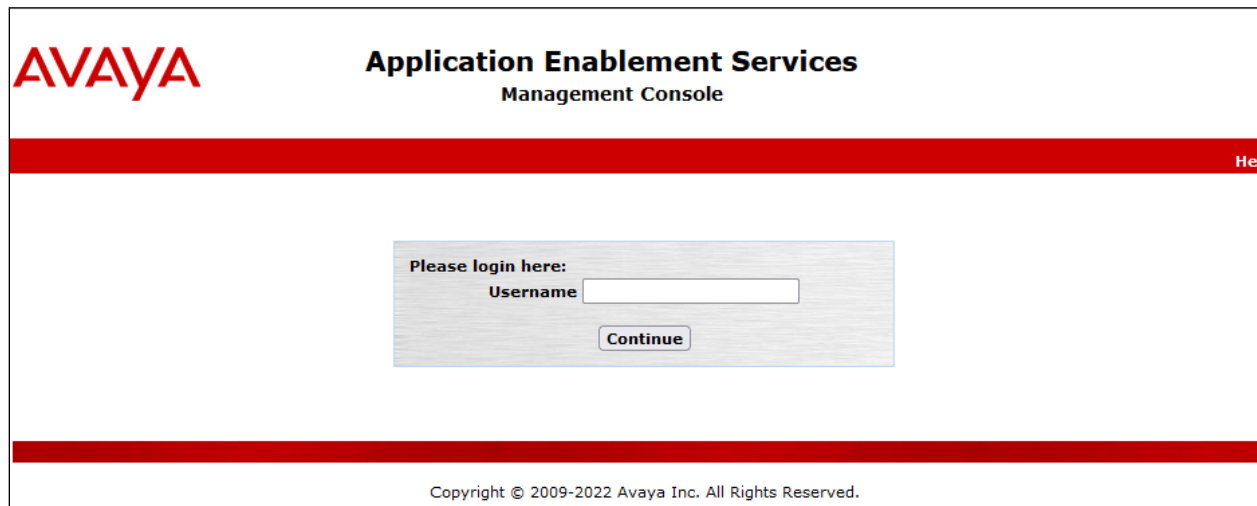
This section provides the procedures for configuring Application Enablement Services. Some screens in this section have been abridged and highlighted for brevity and clarity in presentation. Some screen captures will show the use of the configured settings since the configuration used for the testing was previously added. The procedures include the following areas:

- Launch OAM interface
- Verify license
- Administer TSAPI link
- Administer H.323 gatekeeper
- Administer Primas user
- Administer security database
- Administer ports
- Restart services

### 7.1. 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" is displayed in bold, with "Management Console" underneath it. A thick red horizontal bar spans the width of the page below the header. In the center of the page, there is a light gray rectangular box containing the text "Please login here:" followed by a "Username" label and a text input field. Below the input field is a "Continue" button. Another thick red horizontal bar is located at the bottom of the page, just above the footer. The footer text at the very bottom reads "Copyright © 2009-2022 Avaya Inc. All Rights Reserved."

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

**Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 16:59:51 SGT 2023  
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.

## 7.2. 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: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 17:00:48 SGT 2023  
HA Status: Not Configured

Licensing | WebLM Server Access

Home | Help | Logout

▶ AE Services

▶ Communication Manager Interface

High Availability

▼ Licensing

WebLM Server Address

WebLM Server Access

Reserved Licenses

▶ Maintenance

WebLM Server Access

WebLM Server Access helps you to access the WebLM server specified on the WebLM Server Address page.

- If you are using a local Avaya WebLM server, the AE Services management console redirects you to the Web License Manager page for WebLM configuration.
- If you are using a standalone WebLM server, you must manually log in to the WebLM server for WebLM configuration.

Select **Licensed products** → **APPL\_ENAB** → **Application\_Enablement** in the left pane, to display the **Application Enablement (CTI)** screen in the right pane.

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

Web License Manager (WebLM v8.1)

[Help](#) | [About](#) | [Change Password](#)

WebLM Home

Install license

Licensed products

APPL\_ENAB

▼ Application\_Enablement

View license capacity

View peak usage

ASBCE

►Session\_Border\_Controller\_E\_AE

CMS

►CMS

Configure Centralized Licensing

COMMUNICATION\_MANAGER

►Call\_Center

►Communication\_Manager

MSR

►Media\_Server

OL

►OL

POM

►POM

VDIA

►VDIA

VSS

►Voice\_Portal

**Application Enablement (CTI) – Release: 10 - SID: 10503000**
Standards

You are here: Licensed Products > Application\_Enablement > View License Capacity

License installed on: February 18, 2022 3:46:22 PM +08:00

License File Host IDs: V9-59-40-FC-CF-19-02

**Licensed Features**

13 Items Show All

Feature (License Keyword)	Expiration date	Licensed capacity	Currently Used
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	2500	0
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	16	0
AES HA LARGE VALUE_AES_HA_LARGE	permanent	10	0
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	16	0
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	2500	0
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	1	0
AES HA MEDIUM VALUE_AES_HA_MEDIUM	permanent	10	0
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	16	0
DLG VALUE_AES_DLG	permanent	1	0
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	2500	6

### 7.3. Administer TSAPI Link

Select **AE Services** → **TSAPI** → **TSAPI Links** from the left pane of the **Management Console**. The existing **TSAPI Links** screen is already created, as shown below.

**AVAYA** **Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 17:06:35 SGT 2023  
HA Status: Not Configured

AE Services | TSAPI | TSAPI Links

Home | Help | Logout

▼ AE Services

▶ CVLAN

▶ DLG

▶ DMCC

▶ SMS

▼ TSAPI

▪ TSAPI Links

▪ TSAPI Properties

▶ TWS

TSAPI Links

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
<input type="radio"/> 1	G450	1	12	Both
<input checked="" type="radio"/> 3	Duplex	3	12	Both

Add Link Edit Link Delete Link

Select appropriate **TSAPI Links** radio button on the screen, in this case **Duplex** and then **Edit Link**. The **Link** field is only local to the Application Enablement Services server.

For **Switch Connection**, the relevant switch connection is already configured, in this case **Duplex**. For **Switch CTI Link Number**, the CTI link number correspond to the number from **Section 5.2**.

The latest version for the **ASAI Link Version** is set and **Security** is also set, in this case **Both** to allow for both encrypted and non-encrypted connections. A non-encrypted TSAPI link to Primas CX Core was used.

**AVAYA** **Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 17:05:43 SGT 2023  
HA Status: Not Configured

AE Services | TSAPI | TSAPI Links

Home | Help | Logout

▼ AE Services

▶ CVLAN

▶ DLG

▶ DMCC

▶ SMS

▼ TSAPI

▪ TSAPI Links

▪ TSAPI Properties

▶ TWS

Communication Manager

Edit TSAPI Links

Link3

Switch ConnectionDuplex ▼

Switch CTI Link Number3 ▼

ASAI Link Version12 ▼

SecurityBoth ▼

Apply Changes Cancel Changes Advanced Settings

## 7.4. Administer H.323 Gatekeeper

Select **Communication Manager Interface** → **Switch Connections** from the left pane. The **Switch Connections** screen shows a listing of existing switch connections.

Locate the connection name associated with relevant Communication Manager, in this case **Duplex**, and select the corresponding radio button. Click **Edit Signaling Details**.

**AVAYA** **Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 17:10:41 SGT 2023  
HA Status: Not Configured

Communication Manager Interface | Switch Connections

Home | Help | Logout

AE Services

Communication Manager Interface

Switch Connections

Dial Plan

High Availability

Licensing

Maintenance

Networking

Switch Connections

Add Connection

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input checked="" type="radio"/> Duplex	Yes	30	1
<input type="radio"/> G450	Yes	30	1

Edit Connection Edit PE/CLAN IPs Edit Signaling Details Delete Connection Survivability Hierarchy

The **Edit H.323 Gatekeeper – Duplex** screen is displayed next. The existing IP address of the Processor C-LAN on Communication Manager to use as H.323 gatekeeper, in this case **10.1.10.230** as shown below.

**AVAYA** **Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 17:13:13 SGT 2023  
HA Status: Not Configured

Communication Manager Interface | Switch Connections

Home | Help | Logout

AE Services

Communication Manager Interface

Switch Connections

Dial Plan

High Availability

Licensing

Maintenance

Switch Connections

Edit H.323 Gatekeeper - Duplex

Add Name or IP

Name or IP Address

☒ 10.1.10.230

Delete IP



## 7.5. Administer Primas 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: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 17:14:58 SGT 2023  
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

Add User

Fields marked with \* can not be empty.

\* User IdPrimas

\* Common NamePrimas

\* SurnamePrimas

\* User Password\*\*\*\*\*

\* Confirm Password\*\*\*\*\*

Admin Note

Avaya RoleNone

Business Category

Car License

CM Home

Css Home

CT UserYes

Department Number

Display Name

## 7.6. 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. Make certain that both parameters are unchecked, as shown below.

In the case that the security database is used by the customer with parameters already enabled, then follow reference [3] to configure access privileges for the Primas user from **Section 7.5**.

**AVAYA** **Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 17:15:48 SGT 2023  
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

## 7.7. Administer Ports

Select **Networking** → **Ports** from the left pane, to display the **Ports** screen in the right pane.

In the **TSAPI Ports** section, select the radio button for the **Enabled** column for **TSAPI Service Port**, as shown below. Retain the default values in the remaining fields.

**AVAYA** **Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 17:16:49 SGT 2023  
HA Status: Not Configured

Networking | Ports

Home | Help | Logout

▶ AE Services

▶ Communication Manager Interface

High Availability

▶ Licensing

▶ Maintenance

▼ Networking

AE Service IP (Local IP)

Network Configure

Ports

TCP/TLS Settings

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

Ports

CVLAN Ports

Unencrypted TCP Port 9999

Enabled Disabled

Encrypted TCP Port 9998

DLG Port TCP Port 5678

TSAPI Ports

TSAPI Service Port 450

Local TLINK Ports

TCP Port Min 1024

TCP Port Max 1039

Unencrypted TLINK Ports

TCP Port Min 1050

TCP Port Max 1065

Encrypted TLINK Ports

TCP Port Min 1066

TCP Port Max 1081

DMCC Server Ports

Unencrypted Port 4721


Enabled Disabled

Encrypted Port 4722

TR/87 Port 4723

## 7.8. 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**.

**Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Thu Feb 16 19:11:54 2023 from 10.1.10.156  
Number of prior failed login attempts: 0  
HostName/IP: aes.sglab.com/10.1.10.70  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 10.1.0.2.0.12-0  
Server Date and Time: Thu Apr 13 17:17:38 SGT 2023  
HA Status: Not Configured

Maintenance | Service Controller

Home | Help | Logout

▶ AE Services  
▶ Communication Manager  
Interface  
▶ High Availability  
▶ Licensing  
▼ Maintenance  
Date Time/NTP Server  
▶ Security Database  
Service Controller  
▶ Server Data  
▶ Networking  
▶ Security

Service Controller

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](#)

Start Stop Restart Service Restart AE Server Restart Linux Restart Web Server

## 8. Configure Primas Group Primas CX Core

Configuration for Primas CX Core is performed directly on the Primas CX server, which is Windows based. Note that configuration in this section was performed and provided by Primas Group engineer.

The configuration starts with the basic elements of the Primas CX solution and works its way up to the more complex elements, in the following order:

- CTI Link Configuration
- Log into Primas CX
- Basic Configuration
- Screen Pop Configuration
- Agent Desktop Installation and Configuration of Primas CX Notifier Client
- FreedomQ Configuration
- Experience Pop Configuration
- ReconX
- IVR Application Deployment
- Text in Queue
- Text in FQ
- Web call
- Email
- Chat
- Text to Speech
- TTY
- Social Care
- Post Call Survey Configuration
- Phone call Campaign Configuration
- Phone call Campaign Basic with CRM Configuration
- Email campaign Configuration
- Workflow Configuration
- Remote Agent Support Configuration
- Appointment Reminder Configuration
- Patient Virtual Assistant
  - a. Design bot flow with Call Flow
  - b. Vital Sign Checking
  - c. Telemedicine

## 8.1. Primas SIP Gateway

Log into **Primas SIP Gateway** portal with an administrative user.

Select **Trunk & Phone number** → **Trunk** from the left pane and click **Create** in the subsequent screen to add a new SIP Trunk to the SIP Gateway. The **SIP Trunk Configuration Details** screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Provider:** Select **Avaya**.
- **Name:** Enter a trunk name. It should be alpha characters without a space.
- **Context:** Should be the same as the **Name**.
- **Config:** Specify SIP configuration details.  
The host is Avaya Session Manager host name or IP address.
- **Register string:** Leave it blank.

The screenshot shows the 'Update trunk' dialog box in the Primas SIP Gateway interface. The dialog has a title bar with a close button. It contains several fields: 'Provider' (a dropdown menu with 'Avaya' selected), 'New provider' (a button labeled 'New provider'), 'Name' (a text field with 'AvayaCM'), 'Context' (a text field with 'AvayaCM'), 'Config' (a text area containing 'type=peer', 'transport=udp', 'port=5060', 'host=10.1.10.60', 'dtmfmode=rfc2833', and 'fromdomain=avaya.com'), and 'Register string' (a text field). A 'Save' button is located at the bottom right of the dialog. The background shows the 'Trunk management' page with a list of trunks and a sidebar with navigation options like 'Dashboard', 'Customer', 'Trunk & Phone number', 'Trunk', 'Phone number', 'Activity', and 'Setting'.

## 8.2. CTI Link Configuration

On the Primas CX Web App, select the **Configuration** → **CTI Link** page from the menu. Provide the TSAPI parameters below:

- Database settings correspond to the Primas CX Server. Database settings is not detailed in these Application Notes.
- TSAPI settings correspond to the TSAPI Link on the AES Server.

Home > Configuration > Screen Pop > CTI Link

### CTI Link

CTI Link Type Avaya

### TSAPI

TSAPI Link ID AVAYA#DUPLEX#CSTA#AES

TSAPI Link Login ID Primas

TSAPI Link Password LinkSc0pe

Application ID LSTSAPIDEMO

### App Settings

Run Mode Write Hexfile

Debug Level Detail

Hex File Path Capture/cti

Use UCID? ☒

### Integration

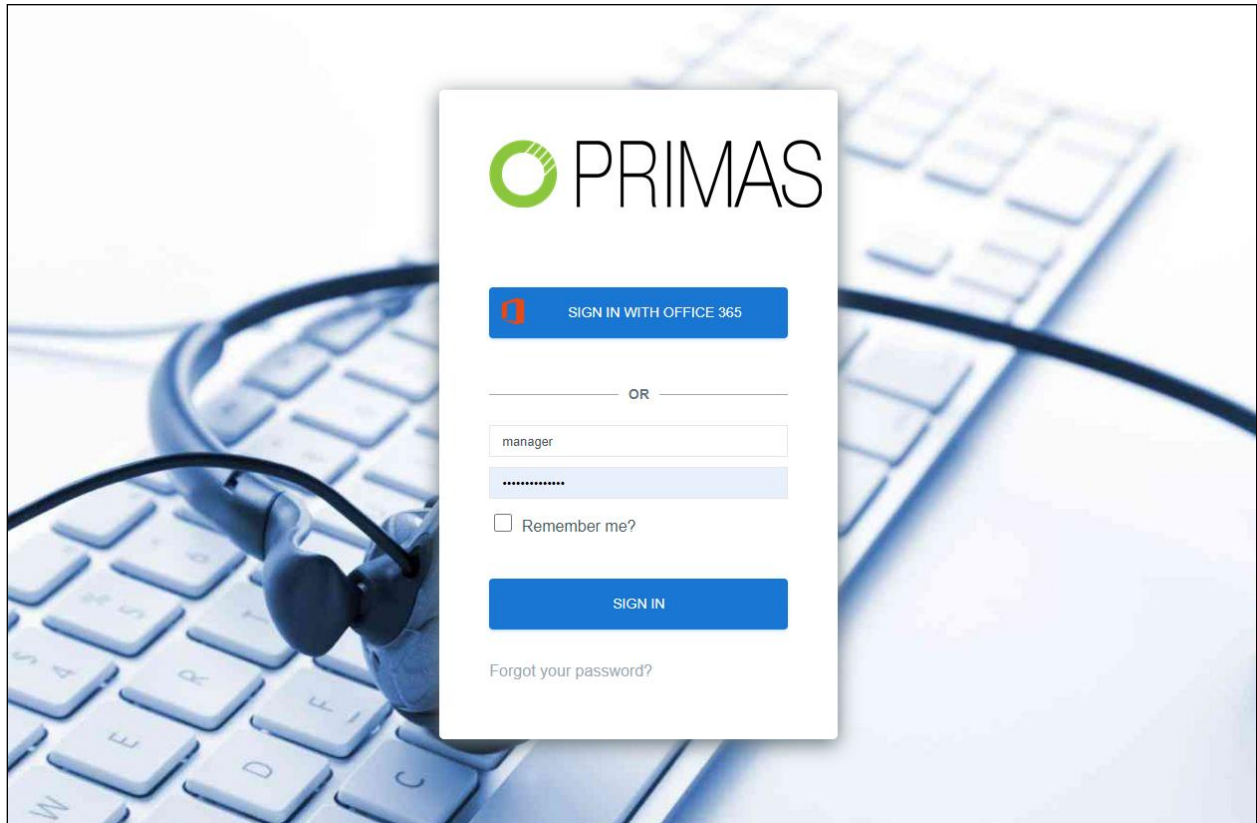
Integrate CM API ☐

**Save**

Click **Save** button in order to apply changes and restart the Primas CX TSAPI Service.

### 8.3. Log into Primas CX

Open a browser to the Primas CX home page, <https://SERVERIP/primascx/>, and log in using appropriate credentials. **SERVERIP** is the IP Address of Primas CX server.





## 8.4. Basic Configuration

Once logged in, from the **Main Menu**, select **Configuration** → **Company**.

On the **Company** detail page, click the **Add Company** button, enter **Company Name**, **Company Code**, other information and click **Update** button.

The screenshot displays the 'Company List' page in the Avaya DevConnect Application. The left sidebar, titled 'NAVIGATION', contains links to Dashboard, Application, Configuration, General, System, **Company** (highlighted with a red box), Site, ACD, and API User. The main content area shows a breadcrumb trail: Home > Configuration > General > Company. Below the breadcrumb, the title 'Company List' is displayed next to a green 'Add Company' button, which is also highlighted with a red box. A table lists the companies, with the first entry being '1 Primas' with the code 'PRIMA'. The table has columns for ID, Company Name, and Company Code. At the bottom of the table, there is a pagination control showing '1' of 1 items, with a dropdown for '20 items per page'.

ID	Company Name	Company Code
1	Primas	PRIMA

Add

Company Name

\*

Company Code

+

\*

Phone Number

Address

Email

Timezone

Select Timezone

▼

Country

Select Country

▼

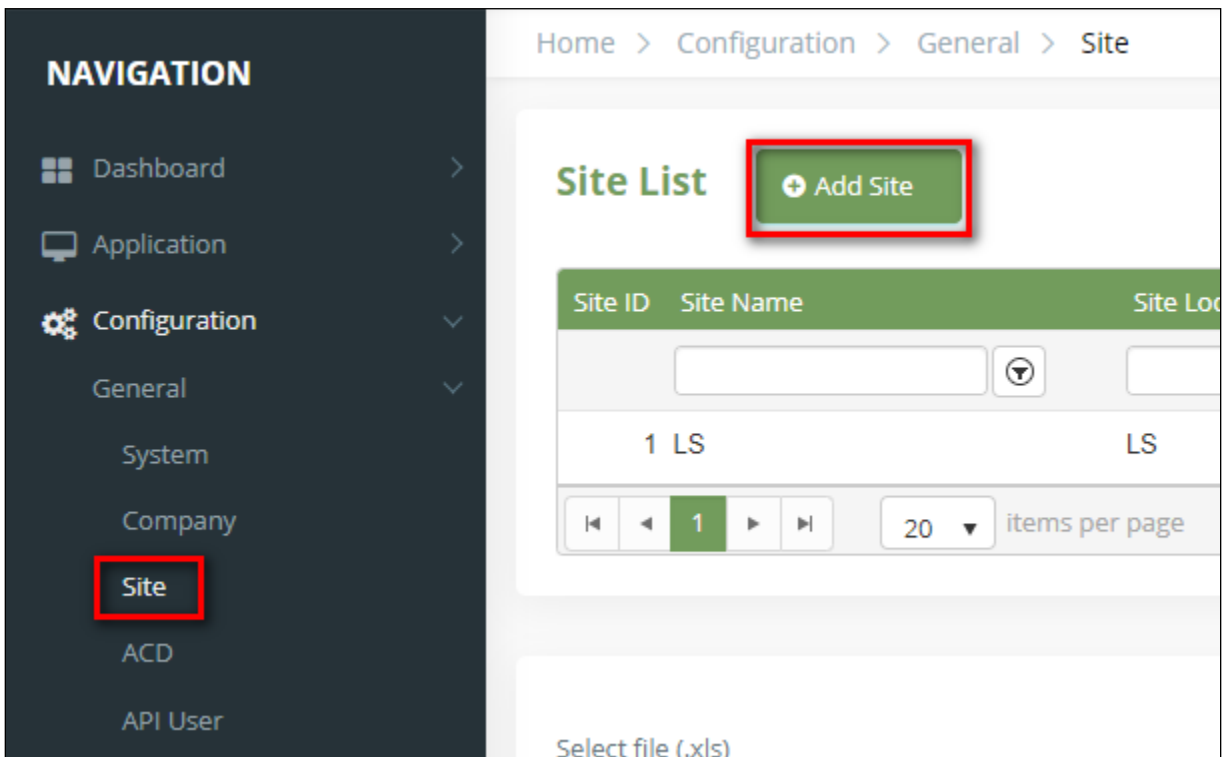
Upload Logo

Select files...

✓ Update

✕ Cancel

Select the **Site** page from the menu. Then, click the **Add Site** button, enter **Site Name**, **Site Location**, select **Company Name** and click **Update** button.



The 'Add' dialog box contains three input fields, each with a red asterisk indicating it is required: 'Site Name' (text input), 'Site Location' (text input), and 'Company Name' (dropdown menu with 'Select Company' as the current selection). The 'Update' button (highlighted with a red box) is located at the bottom right, next to a 'Cancel' button.

Select the **ACD** page from the menu. Then, click the **Add ACD** button, enter **ACD Name**, select **Site Name** and click **Update** button.

NAVIGATION

- Dashboard
- Application
- Configuration
  - General
  - System
  - Company
  - Site
  - ACD**
  - API User
  - Location

Home > Configuration > General > ACD

**ACD List** **+ Add ACD**

ACD ID	ACD Name	Site Name
1	ACD1	LS

10 9 8 7 6 5 4 3 2 1 20 items per page

Select file (.xls)

Add

ACD Name \*

Site Name \*

Update Cancel

Select the **Location** page from the menu. Then, click the **Add Location** button, enter **Location Name**, other information and click **Update** button.

The screenshot shows the Avaya DevConnect Configuration interface. On the left is a dark navigation menu with the following items: Dashboard, Application, Configuration (expanded), General, System, Company, Site, ACD, API User, **Location** (highlighted with a red box), Device Type, Role & Permission, and Users. The main content area has a breadcrumb trail: Home > Configuration > General > Location. Below this is a 'Location List' section with a green '+ Add Location' button (highlighted with a red box). The list table has columns for Location ID, Location Name, and Phone Number. It shows one entry: '1 Demo Department'. Below the table is a pagination control showing '1' of 20 items per page. At the bottom of the main area is an 'Import' section with a 'Select file (.xls)' label, a 'Select files...' button, and 'Import' and 'Export excel' buttons.

The screenshot shows a modal dialog box titled 'Add' with a close button (X) in the top right corner. It contains four input fields: 'Location Name' (highlighted with a red box and marked with a red asterisk), 'Address', 'Phone Number', and 'Email'. At the bottom right of the dialog are two buttons: 'Update' (highlighted with a red box) and 'Cancel'.

Select the **DNIS** page from the menu. Then, click the **Add DNIS** button, enter **DNIS**, **DNIS Name**, other information and click **Update** button.

Home > Configuration > Screen Pop > DNIS

### DNIS List

**+ Add DNIS**

DNIS	DNIS Name	Tv
71000	Demo_FQ	0

Navigation: 1 | 20 items per page

Select file (.xls)

Select files...

Add

DNIS \*

DNIS Name \*

Toll Free

DID

Role Select roles...

**Update** Cancel

Select the **Skill Extension** page from the menu. Then, click the **Add Skill Extension** button, enter **Skill Extension, Name**, select **Type** (*Hunt Skill*) and enter other information and click **Update** button.

Home > Configuration > Screen Pop > Skill Extension

### Skill Extension List

[+ Add Skill Extension](#)

Skill Extension	Skill ID	Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
13001		Dev Connect Normal Q

1 20 items per page

Select file (.xls)

Select files...

Import Export excel

Add

Skill Extension

\*

Name

\*

Type

N/A

▼

\*

Skill ID

Role

Select roles...

Registered

☒

✓ Update

✕ Cancel



Select the **Agent** page from the menu. Then, click the **Add Agent** button, enter **Agent ID**, **Agent Name**, other information and click **Update** button.

The screenshot shows the 'Agent' configuration page in the Avaya DevConnect interface. On the left is a dark navigation menu with the following items: Dashboard, Application, Configuration (expanded), General, Screen Pop (expanded), General, CTI Link, Agent Feature, Trunk Group, DNIS, VDN, Skill Extension, **Agent** (highlighted with a red box), and Agent Extension. The main content area has a breadcrumb trail: Home > Configuration > Screen Pop > Agent. Below this are tabs for 'Agent' (selected), 'Agent Extension', and 'Notifier User'. The 'Agent List' section features a green '+ Add Agent' button (highlighted with a red box) and a 'Batch Agent Mapping' button. Below the buttons is a table with columns 'Agent ID' and 'Agent Name'. The table contains three rows: 11001 Demo Agent 1, 11003 Demo Agent 3, and 11004 Demo Agent 2. At the bottom of the table is a pagination control showing '1' of 20 items per page. Below the table is a 'Select file (.xls)' section with a 'Select files...' button.

The screenshot shows the 'Add' agent form. It has a title bar with 'Add' and a close button. The form contains the following fields: 'Agent ID' (required, highlighted with a red box), 'Agent Name' (required, highlighted with a red box), 'Agent Password', 'Agent Skills', and 'Role' (a dropdown menu with 'Select roles...' as the placeholder). At the bottom right are two buttons: 'Update' (highlighted with a red box) and 'Cancel'.

Select the **Agent Extension** page from the menu. Then, click the **Add Agent Extension** button, enter **Extension**, select **Extension Type** (*Live Agent Extension*), enter other information and click **Update** button.

The screenshot displays the Avaya DevConnect configuration interface for Agent Extensions. On the left, a dark sidebar contains a 'NAVIGATION' menu with options like Dashboard, Application, Configuration, General, Screen Pop, and Agent. The 'Agent Extension' option is highlighted with a red box. The main content area has a breadcrumb trail: Home > Configuration > Screen Pop > Agent Extension. Below this, the 'Agent Extension List' is shown with a green header and a table of existing extensions. A green button with a plus icon and the text 'Add Agent Extension' is highlighted with a red box. The table lists extensions with their IDs and types, all of which are 'Agent Ext'. At the bottom of the table, there is a pagination control showing '1' of 1 items per page.

Extension	Extension Type
10001	Agent Ext
10003	Agent Ext
10005	Agent Ext
10018	Agent Ext
10049	Agent Ext
10053	Agent Ext
11111	Agent Ext

Add

Extension

\*

Extension Type

Live Agent Extensi...

▼

Phone Number

Role

Select roles...

Registered

☒

Allow Remote Login

☐

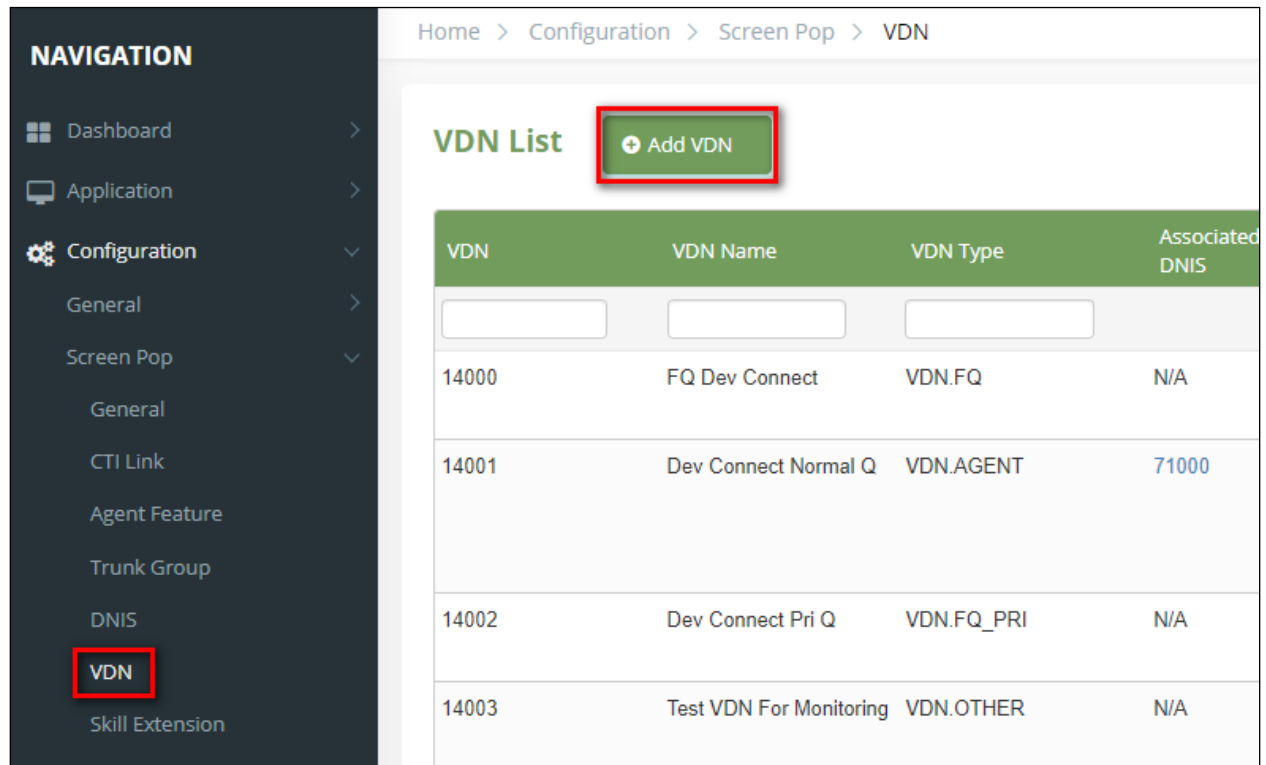
Enable WebRTC

☐

Update

Cancel

Select the **VDN** page from the menu. Then, click the **Add VDN** button, enter **VDN**, **VDN Name**, select **VDN Type**, enter other information and click **Update** button. Note these VDNs are the same that were created in **Section 5.6**.



Home > Configuration > Screen Pop > VDN

### VDN List

[+ Add VDN](#)

VDN	VDN Name	VDN Type	Associated DNIS
<input type="text"/>	<input type="text"/>	<input type="text"/>	
14000	FQ Dev Connect	VDN.FQ	N/A
14001	Dev Connect Normal Q	VDN.AGENT	<a href="#">71000</a>
14002	Dev Connect Pri Q	VDN.FQ_PRI	N/A
14003	Test VDN For Monitoring	VDN.OTHER	N/A

Add

×

VDN

\*

VDN Name

\*

VDN Type

Other VDN

▼

\*

Associated DNIS

N/A

▼

Language

N/A

▼

Survey Number

0

▼

Actual Queue

N/A

▼

Route to Next VDN

Media Type

Role

Select roles...

✓ Update

✕ Cancel

## 8.5. Screen Pop Configuration

Select the **Notifier Setting** page from the **Configuration → Screen Pop** menu.

Set the URL of the desired screen pop page in **Base URL**, add desired parameters and click **Add Parameter**. Then, click the **Save Configuration** button to save data.

Home > Configuration > Screen Pop > Notifier Setting

### Configuration

Configuring Web server URL and name allows caller information to pop on the agent desktop.

Location: Select Location ▼

Base URL: https://demo.odonline.net/backoffice/patient-list-demo.php

Parameter: ☒ List ☐ Text

Name	Value
ANI={ANI} ×	CountryCode={CountryCode} ×
DNIS={DNIS} ×	AgentID={AgentID} ×
Extension={ACDPOSID} ×	VDN={QueueID} ×
demoorder={1} ×	

Add parameter

Save Configuration

The main configuration which decides whether the screen pop will show to the agent or not is the Web Plugin configuration.

Select the **Web Plugin** page from the menu. Click the **Upload** button to upload the new plugin. Click on the gear icon of a Web Plugin from the list to open the plugin detail configuration page.

The screenshot shows the PRIMAS Web Plugin configuration page. The left sidebar has a 'Web Plugin' menu item highlighted. The top right has an 'Upload' button highlighted. The main area displays a table of installed plugins.

Plugin Name	Min Version	Version	Active	Date Modified	Date Uploaded	Custom View	
<input type="checkbox"/> ClinicCallbackWebPlugin.dll	2.1.18.1509	1.0.0.0	✓	11/03/2022 20:54:24	11/03/2022 20:41:31		
<input type="checkbox"/> WebAppDynamicIVRCustomDLL.dll	2.1.18.1509	2.1.18.1498	✓	04/06/2023 05:25:14	11/03/2022 20:43:48		
<input type="checkbox"/> EPopWebPlugin.dll	2.1.18.1509	1.0.0.0	✓	04/10/2023 16:32:28	11/03/2022 20:43:55		
<input type="checkbox"/> ChatWebPlugin.dll	2.1.18.1509	2.1.18.19340	✓	11/30/2022 18:02:55	11/03/2022 20:43:59		
<input type="checkbox"/> UWWebAppCustomDLL.dll	2.1.18.1509	2.1.18.1498	✓	11/03/2022 20:56:32	11/03/2022 20:44:50		
<input type="checkbox"/> WorkflowPlugin.dll	2.1.18.1509	1.0.0.0	✗	11/04/2022 14:26:44	11/04/2022 14:26:44		
<input type="checkbox"/> PredialPopupQueueBusy		1.0.0.0	✗	04/03/2023 01:12:20	01/10/2023 11:46:06		
<input type="checkbox"/> SurveyCallbackDLL.dll	2.1.18.1827	1.0.0.0	✓	03/31/2023 02:17:01	03/31/2023 02:14:50		
<input type="checkbox"/> PhoneCallCampaign.dll	2.1.18.1827	1.0.0.0	✓	04/03/2023 01:16:15	04/03/2023 01:14:36		
<input type="checkbox"/> ReconXWebPlugin.dll	2.1.18.1827	1.0.0.0	✓	04/03/2023 01:23:32	04/03/2023 01:20:26		
<input type="checkbox"/> UWAppointments.dll	2.1.18.1827	1.0.0.0	✓	04/10/2023 14:51:55	04/10/2023 14:50:04		
<input type="checkbox"/> WorkflowPlugin.dll	2.1.18.2146	2.1.18.561	✓	04/11/2023 12:07:13	04/11/2023 12:03:37		
<input type="checkbox"/> UWTextAutoResponse.dll	2.1.18.2146	1.0.0.0	✓	04/11/2023 12:39:51	04/11/2023 12:38:11		

The detail configuration page allows configuring screen pop window such as window location, size, page header, page margin; or the conditions to trigger the pop up such as if the call related to a specific data type, VDN, department (location).

Edit

Title

VitalSignPopUp.dll \*

Data Type

virtualvital x

VDN

14001

Location

Demo Department

Excluded Keys

Extend Data

Key

Value

Add

"Method"="POST" x

Notification Header

Vital Signs and Symptoms

Notification Body

e.g Phone number {ANI}

Custom Css Style

e.g: background: blue; color: red

Width

480

Height

730

Dock

Bottom Right

Margin Top

Margin Right

Margin Bottom

Margin Left

Update

Cancel



Create Notifier User to log in and use Web Notifier. Select the **Notifier User** page from the menu. Then, click the **Add User** button, enter **User Name**, **Email**, **Password**, select **Role**, other information and click **Update** button. The roles for an agent is agents or supervisors.

The screenshot displays the 'Notifier User' configuration page in the Avaya DevConnect application. The left sidebar contains a 'NAVIGATION' menu with the following items: Dashboard, Application, Configuration (expanded), General, Screen Pop, General, CTI Link, Agent Feature, Trunk Group, DNIS, VDN, Skill Extension, Agent, Agent Extension, and Notifier User (highlighted with a red box). The main content area shows the 'Notifier User' page with a breadcrumb trail: Home > Configuration > Screen Pop > Notifier User. A green '+ Add User' button is highlighted with a red box. Below the button is a table of existing users with columns for User Name, Location, and Email. The table contains the following data:

User Name	Location	Email
testuser		testuser@gmail.com
demo1		demo1@primas.net
primastest		primastest@primas.net
test1		test1@primas.net
knguyen		knguyen@primas.net
test2		test2@primas.net
demo2		demo2@gmail.com

Below the table is a pagination control showing '1' of 1 items per page. At the bottom of the page, there is a 'Select file (.xls)' button.

Add

User Name

\*

Email

\*

Agent ID

ACD Agent Login ID

▼

Location

Select Location

▼

Role

Select roles...

\*

Password

\*

Confirm Password

\*

Requires user to update the password at the first time login

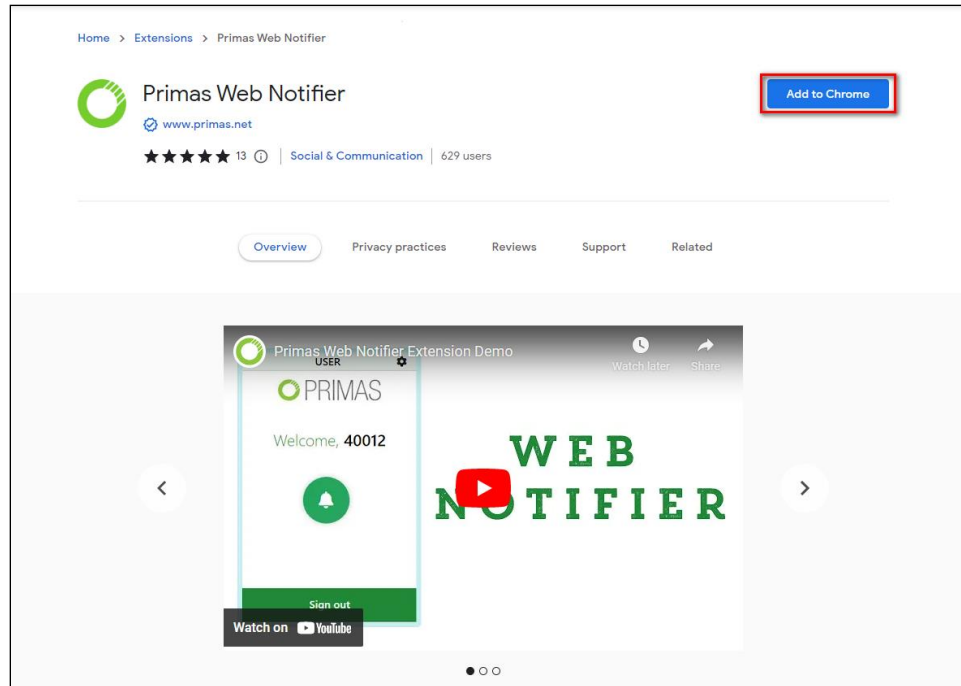
☐

✓ Update

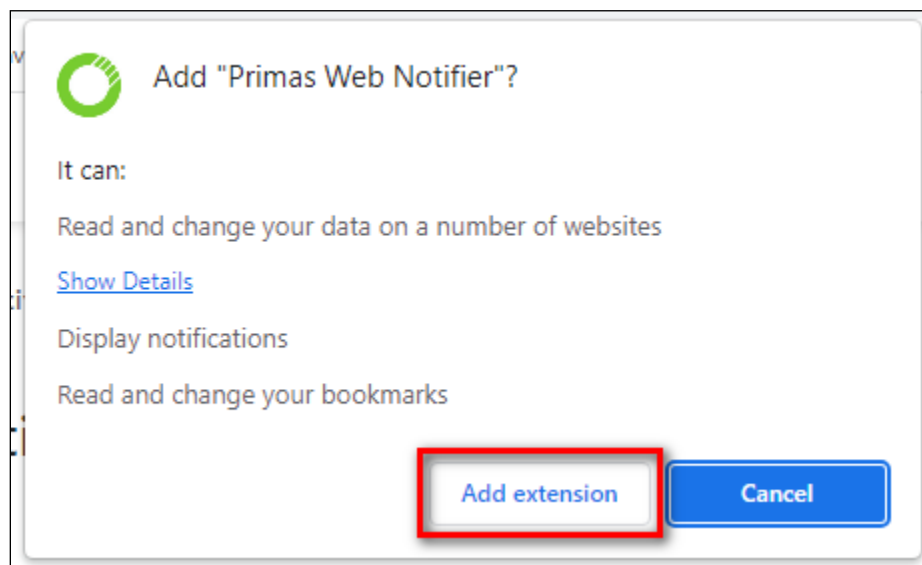
✕ Cancel

## 8.6. Web Notifier Installation and Configuration of Primas CX Notified Client

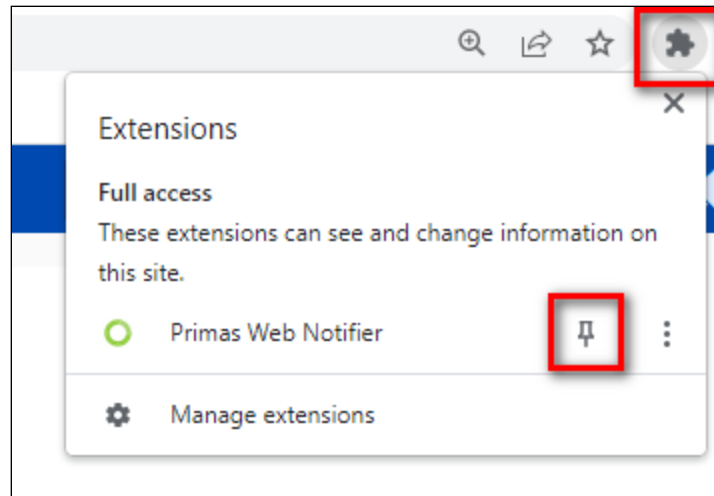
Click link <https://chrome.google.com/webstore/detail/primas-web-notifier/mehjjmnlpellfhknjhegkgicjkglnih?hl=en> to open a new browser tab. In this tab, click the **Add to Chrome** button to add the **Primas Web Notifier** to browser.



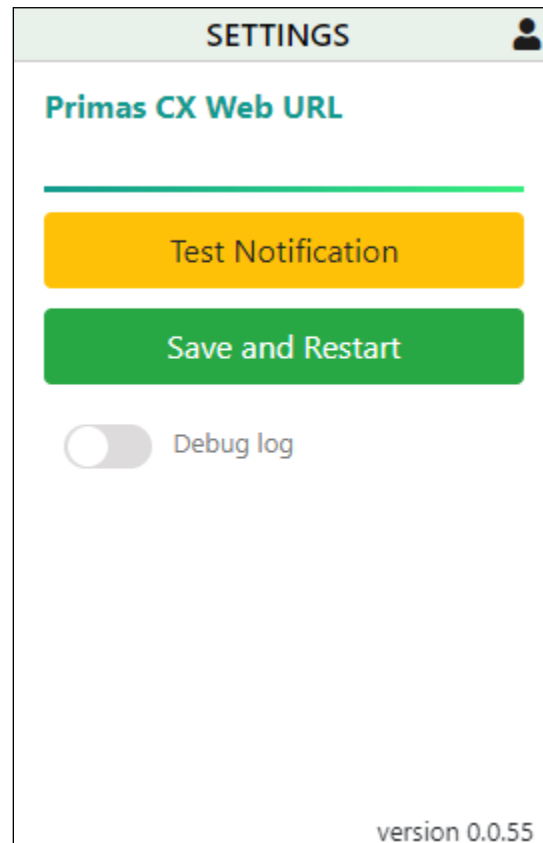
Then, click the **Add Extension** button to confirm the installation action.



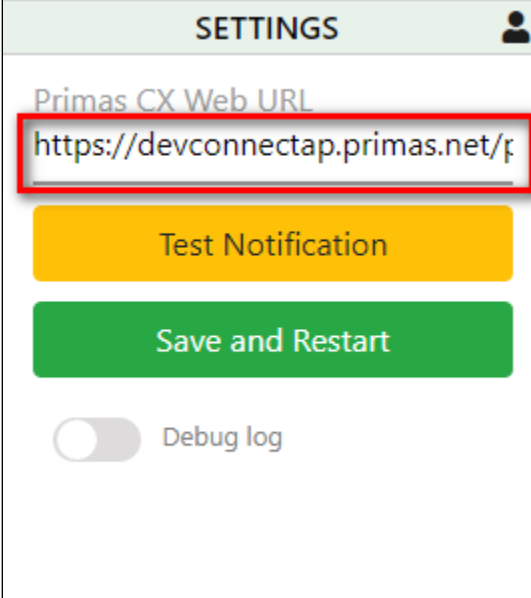
If **Primas Web Notifier** in the browser toolbar is not pinned, click the **Extension** icon then click the **Pin** Button



Click the **Green** icon of **Primas Web Notifier** in the browser toolbar. It will show the below picture.

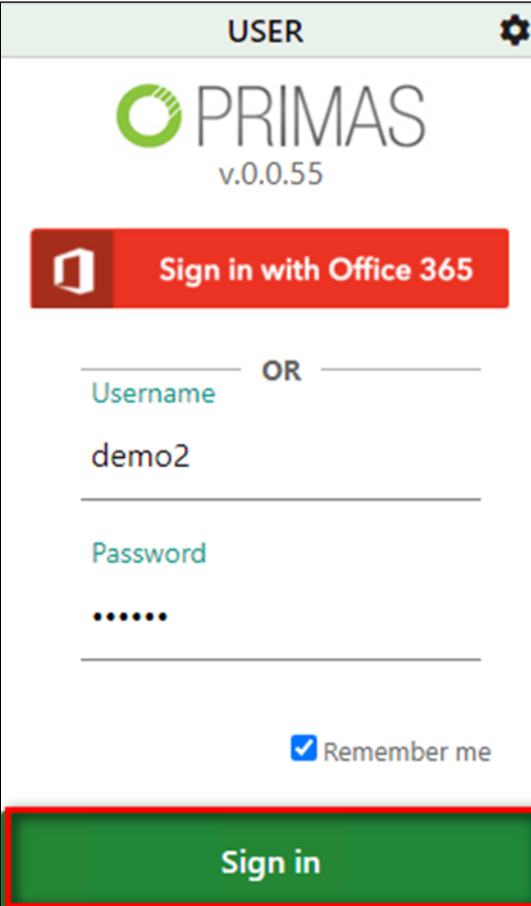


Enter **https://SERVERIP/ primascx/** at **Primas CX Web URL**, then click the **Save and Restart** button.



The image shows a mobile application settings screen titled "SETTINGS" with a user icon in the top right corner. The "Primas CX Web URL" field is highlighted with a red rectangle and contains the text "https://devconnectap.primas.net/". Below this field are two buttons: a yellow "Test Notification" button and a green "Save and Restart" button. At the bottom, there is a toggle switch for "Debug log" which is currently turned off.


After configuring the **Primas CX Web URL**, click the **Web Notifier** in the browser toolbar to access **Primas Web Notifier**. Enter the Notifier User credentials. Then, click the **Sign in** button to sign-in to the Primas Web Notifier.



The image shows a mobile application login screen titled "USER" with a gear icon in the top right corner. The screen displays the "PRIMAS v.0.0.55" logo. There is a red button with the Office 365 logo and the text "Sign in with Office 365". Below this, there are two input fields: "Username" with the text "demo2" and "Password" with masked characters ".....". A "Remember me" checkbox is checked. At the bottom, a green "Sign in" button is highlighted with a red rectangle.

Check your extension for this user and click the **Confirm** button to confirm. It will navigate the user to the main screen and indicate the user has signed in successfully.

USER

 PRIMAS  
v.0.0.55


Confirm your extension for demo2

Confirm

Back


Please confirm your extension from Web  
Notifier in order to receive the correct  
screen pop.

USER

 PRIMAS  
v.0.0.55

Welcome

10003



Connected

Sign out

## 8.7. FreedomQ Configuration

Select the **FQ Config** page from the menu. Then, click the **Add FQ Config** button. For each section provide the desired FreedomQ performance parameters and click the **Save and Go back** or **Save** button to create a new FQ Config.

Home > Configuration > FreedomQ > FQ Config

### FQ Config

**Add FQ Config**

FQ ID	FQ Name	FQ VDN	Normal VDN	Priority VDN	Vo

20 items per page

### Configuration

Offer FreedomQ ☒

Detect Repeat Caller ☐

Offer Voice Message ☐

EWT Source CTI

EWT Calculation By AVG Wait Time

EWT Time Window (min) 0

EWT Call Count 0

Calls in Queue Source CTI

**Save Configuration**

General Configuration:

- **Offer FreedomQ:** Turn on/off FreedomQ feature for all queues.
- **Detect Repeat Caller:** Indicates whether the system will detect the repeat caller based on phone number to offer the features for the repeat calls.
- **Offer Voice Message:** Turn on/off the voice message for all queues. If turn on this value then IVR will ask "Leave message for callback".
- **EWT Source:** This indicates that the system will get the queue wait time information from CTI message calculation, or from CM integration.
- **EWT Calculation By:** Choose the calculation algorithm for the system to estimate the wait time. It can use the AVG wait time or the Oldest call wait time. If EWT Source = CM, EWT Calculation By is always the Oldest call wait time.
- **EWT Time Window (min):** If EWT Source = CTI and EWT Calculation By = AVG Wait Time, this value tells the system the time window that the system will calculate the wait time for the calls that already went out of queue within this time window.
- **EWT Call Count:** If EWT Calculation = AVG Wait Time, this will tell the system how many last calls already went out of the queue that it will use to calculate AVG wait time.

- **Calls in Queue Source:** This indicates that the system will get the calls in queue information from CTI message calculation, or from CM integration.

The **FQ Configuration** shown below was used for the compliance test.

The screenshot shows the 'FQ Configuration' interface. It includes a 'General' section on the left with a list of features to toggle (Offer FQ, Detect Missed Call, Detect Early Call, Auto Callback, Play Queue Position, Play EWT, Offer Last Agent) and a 'Role' section with 'Administrators' and 'Agents' buttons. The main area is divided into 'Call Flow' (with fields for DNIS, FQ Device ID, Normal Q Device ID, Priority Q Device ID, Voluntary Q Device ID, and Skill Extension), 'Offer FQ Threshold' (with fields for Min/Max Calls in Queue, Min/Max EWT, Early Call Threshold, and EWT Buffer), 'Call back' (with fields for Caller ID, Number of Attempts, Max Pending Outbounds, No Ans. Re-attempt, Busy Re-attempt, and Queue Threshold), and 'Schedule' (with a calendar, after-hours setting, and exception handling).

**General section:**

This detailed view of the 'General' section shows the 'FQ Name' field set to 'Dev Connect FQ'. Below it are seven toggle switches: 'Offer FQ' (checked), 'Detect Missed Call' (checked), 'Detect Early Call' (checked), 'Auto Callback' (checked), 'Play Queue Position' (unchecked), 'Play EWT' (unchecked), and 'Offer Last Agent' (unchecked). At the bottom, the 'Role' section shows two buttons: 'Administrators' and 'Agents', both with an 'X' icon to remove the role.

- **FQ Name:** It should be the queue name.
- **Offer FQ:** Turn on/off FreedomQ for this queue.
- **Detect Missed Call:** Indicates whether the system will detect the missed call based on the phone number to offer the features for the missed calls.



- **Detect Early Call:** Indicates whether the system will detect the early call based on phone number to offer the features for the early calls.
- **Auto Callback:** Indicates whether the system will call back the caller automatically based on the estimated waiting time and queue position. If this option is off, a user will need to call back the caller manually from the FreedomQ dashboard.
- **Play Queue Position:** Indicates whether the system will play the current number of calls in queue to the caller.
- **Play EWT:** Indicates whether the system will play the current estimated waiting time of the queue to the caller.
- **Offer Last Agent:** indicates whether the system will offer the last agent routing feature to the caller.
- **Role:** Select the user roles that can manage the FQ Config for the queue. If the user is a supper administrator, it will display all FQ Configs to the user.

The **General** settings shown in the screenshot above were used for the compliance test.

#### Call Flow section:

Call Flow					
DNIS	FQ Device ID *	Normal Q Device ID *	Priority Q Device ID *	Voluntary Q Device ID *	Skill Extension *
71000	14000	14001	14002	14002	13001

- **DNIS:** The first Device ID will handle the inbound calls. It is DNIS VDN in the VDN configuration.
- **FQ Device ID:** The Device will route the call to FQ application. FQ Device ID needs to be a unique number in FQ config. It is FQ VDN in the VDN configuration.
- **Normal Q Device ID:** The Device will route the call to a normal queue. The FQ application will route the call to this device if it doesn't offer a callback to the caller or the caller denied the callback offer. Normal Q Device ID needs to be a unique number in FQ config. It is Agent VDN in the VDN configuration.
- **Priority Q Device ID:** The Device will route the call to a priority queue. The FQ application will route the call to this device when it calls back the caller and the caller answer the callback call. It is FQ Priority VDN in the VDN configuration.
- **Voluntary Q Device ID:** The Device will route the call to a priority queue in the case of a missed call or the caller returns too early before the estimated callback time. It can be the same as Priority Q Device ID.
- **Skill Extension:** The monitored skill for the wait time and calls in queue. This is the actual queue that the Normal Q and Priority Q devices will transfer the call.

## Offer FQ Threshold section:

Offer FQ Threshold	
<b>Min Calls in Queue *</b>	<b>Max Calls in Queue *</b>
<input type="text" value="1"/>	<input type="text" value="1000"/>
<b>Min EWT (min) *</b>	<b>Max EWT (min) *</b>
<input type="text" value="1"/>	<input type="text" value="10000"/>
<b>Early Call Threshold (min) *</b>	<b>EWT Buffer (min) *</b>
<input type="text" value="15"/>	<input type="text" value="2"/>
<input checked="" type="checkbox"/> Check EWT and Calls in Queue independently	

- **Min Calls in Queue:** The minimum calls in queue threshold. The system won't offer the callback if the number of calls in the queue is less than this value and the EWT threshold is not met.
- **Max Calls in Queue:** The maximum calls in queue threshold. The system won't offer the callback if the number of calls in the queue is over this value and the EWT threshold is not met.
- **Min EWT (min):** The minimum estimated wait time (EWT) threshold. The system won't offer the callback if the EWT in minutes is less than this value and the calls in queue threshold is not met.
- **Max EWT (min):** The maximum estimated wait time (EWT) threshold. The system won't offer the callback if the EWT in minutes is over this value and the calls in queue threshold is not met.

*Note: EWT can be the Average Wait Time or Oldest Wait Time ups to the General FQ Configuration.*

- **Early Call Threshold (min):** If the person calls back before the estimated callback time but within this time period, the system allows sending the call to a priority queue.
- **EWT Buffer (min):** When the system offers the callback, it will prompt the caller to the EWT is the current EWT plus this buffer value.
- **Check EWT and Calls in Queue independently:** Indicates whether the system checks both calls in queue and EWT thresholds are met before offering FQ or just needs one of two conditions to meet.

### Call back section:

Call back	
<b>Caller ID *</b>	<b>Number of Attempts *</b>
<input type="text" value="33111311"/>	<input type="text" value="3"/>
<b>Max Pending Outbounds *</b>	<b>No Ans. Re-attempt (min) *</b>
<input type="text" value="3"/>	<input type="text" value="3"/>
<b>Busy Re-attempt (min) *</b>	<b>Queue Threshold (min) *</b>
<input type="text" value="3"/>	<input type="text" value="100"/>

- **Caller ID:** The calling phone number will be displayed as the Caller ID for the callback call.
- **Number of Attempts:** The number of times the system will try to make the callback if the call gets FAILED signal when the system calls back the customer.
- **Max Pending Outbounds:** If the number of pending calls is over this value, don't make a new outbound call for the callback. A callback call is pending if it is active and has not been delivered to an agent extension. This value should equal the number of working agents in the queue. If this value is ZERO, the auto callback will be disabled.
- **No Ans. Re-attempt (min):** The time in minutes between each rescheduled callback if ring no answer.
- **Busy Re-attempt (min):** The time in minutes between each rescheduled callback if busy.
- **Queue Threshold (min):** Stop auto callback if the estimated wait time is over this threshold in minutes.

## Schedule section:

**Schedule**

**Calendar \***  

NBT Calendar

**After-hours**  

OfferFQ

**Exception**

**Apply To**  

All days

**Call Routing**  

Inherit

**From \***  

08:00

**To \***  

16:00

- **Calendar:** The calendar will be applied for this FQ config.
- **After-hours:** What should the system do after normal working hours (offer FQ, transfer to Custom Destination or play an announcement)?
- **Exception:**
  - **Apply To:** This exception will be applied to normal working days or non-working days.
  - **From:** The start time of the exception.
  - **To:** The end time that the exception.
  - **Call Routing:** How the call will be routed in this time range. Can be one of the following values:
    - **Inherit:** inherit from the parent configuration.
    - **Offer FQ:** offer callback for the inbound calls during this time range.
    - **Transfer call to Queue:** transfer the inbound calls to the Normal Queue during this time range.
    - **Play Announcement:** play an announcement to the inbound calls during this time range.
    - **Transfer call to Custom Destination:** transfer the inbound calls to a custom destination during this time range.

Select the **FQ Mode** page, click the **Add FQ Mode** button. Then, complete Parameters as desired and click the **Update** button.

Home > Configuration > FreedomQ > FQ Mode

### FQ Mode

**+ Add FQ Mode**

Queue Number	Queue Name
<input type="text"/>	<input type="text"/>
All Queues	All Queues

1 20 items per page

Select file (.xls)

Select files...

Import Export excel

Add
×

Queue

All Queues ▼

Mode

Normal ▼

Day

Sunday ▼

From

▼ : ▼

To

▼ : ▼

Update

Cancel

Examples of FQ Mode Parameters:

All Queues ▼

All Queues
14001 - Dev Connect
FQ

Everyday ▼

Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Everyday

### 8.7.1. WebFQ

Request a callback feature adds callers to the queue via the web. The Primas CX system will schedule a callback to the customer based on the current queue information. The Agent VDN needs to be selected “Web FQ” for the Media Type in order to be enabled for the WebFQ callback.

The screenshot displays the 'Edit' dialog for a VDN in the Avaya DevConnect Application. The background shows a 'VDN List' table with columns for VDN, VDN Name, and Role. The 'Edit' dialog has the following fields:

- VDN: 14001 \*
- VDN Name: Dev Connect Normal Q \*
- VDN Type: Agent VDN \*
- Associated DNIS: 71000 - Demo\_FQ
- Language: N/A
- Survey Number: 0
- Actual Queue: 13001 - Dev Connect Norm...
- Route to Next VDN: (empty)
- Media Type: Phone Call x, Chat x, Email x, **Web FQ x** (highlighted with a red box)
- Role: Administrators x, Agents x

At the bottom of the dialog are 'Update' and 'Cancel' buttons. The background table lists VDNs with names like 'FQ Dev Connect', 'Dev Connect Normal Q', 'Dev Connect Pri Q', 'Test VDN For Monitoring', and 'Demo\_FQ DNIS'.

## 8.7.2. Outbound IVR Polling Service Configuration

Configure the API to place outbound call.

### General Configuration

[Common](#)[Jobs](#)[Features](#)[Diagnostic & Alert](#)[SMTP Server](#)[AMQP](#)[License Info](#)[Contact info](#)

Date Format	MM/DD/YYYY
Culture Information	English
Working Hour Start	00:00
Working Hour End	23:30
Web Notifier Min Version	1111.23.32232.2626 <small>ex: 1.1.1.1</small>
Web App URL	http://10.1.10.122/primasx
Reporting Services Host	http://10.1.10.122/ReportServer
LinkScope IVR URL	http://10.1.10.123/place_call.php
Asterisk Status URL	http://10.1.10.123/performance/api.php
Textbot URL	http://10.1.10.122/verifybot/api/replymessage



## 8.8. Experience Pop Configuration

Select the **Configuration** page from the menu. Then, provide Experience Pop window parameters and click **Save Configuration** button.

### Configuration

#### ePop

Edit / Customize Agent Screen-pop Script

Hello, I see you have tried to contact us already today. Let me try and help you get all of your answers right now.

Agent Password Email Reset

adminprimas@gmail.com

Desktop Screen-pop Size (pixels)

W: 

350

 \* H: 

320

 \*

Number of times to pop script

10

#### Set Day range pop-up warning

Critical	<div>1</div> *	<div></div>
Minor	<div>4</div> *	<div></div>
Normal	<div>8</div> *	<div></div>

Preview ePop

Save Configuration

**Note:** Restart the Remoting Service/desktop screen pop application to complete and save configuration changes or updates. Not applicable for the last 3 config parameters above

## 8.9. Post Call Survey Configuration

Select the **PCS Configuration** page from the menu. Then, provide desired parameters and click **Save configuration**.

**Survey configuration**

Post Call Survey Features

0 - None ▼

Survey ASAP

☐

Survey After Call Ended

10

▲▼

second(s) \*

Minimum Call Duration For Survey

5

▲▼

second(s) \*

Post Chat Survey

☐

Post Email Survey

☐

Save Configuration

- **Post Call Survey Features:**
  - None: Not proceed survey data
  - Report Only: Proceed survey data
  - Survey and Report: Proceed survey data and survey callback
- **Survey ASAP:** Do survey callback for any call with agent answer
- **Survey After Call Ended:** For sample, the system will make survey callback after the inbound call ended 10 seconds.
- **Minimum Call Duration For Survey:** Do survey callback for the call with agent answer and minimum talking time.
- **Post Chat Survey:** Proceed Post Chat Survey
- **Post Email Survey:** Proceed Post Email Survey

## 9. Verification Steps

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

### 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
3	12	no	aes	established	613	513

Log into Avaya Agent for Desktop and make Agent available for call. Verify from command below that Agent is login (**AUX** and **ACD** mode) as in the two Agents below.

```
monitor bcms skill 1
```

BCMS SKILL (AGENT) STATUS								
Skill: 1			Date: 12:19 FRI APR 14 2023					
Skill Name: Sales Group			Acceptable Service Level: 20					
Calls Waiting: 0			% Within Service Level:					
Oldest Call: 0:00								
Staffed: 2	Avail: 0	ACD: 1	ACW: 0	AUX: 1	Extn Calls: 0	Other: 0		
AGENT NAME	LOGIN ID	EXT	STATE	TIME	ACD CALLS	EXT IN CALLS	EXT OUT CALLS	
Agent_1	11001	10001	AUX	11:05	0	0	0	
Agent_3	11003	10003	ACD	12:19	0	0	0	
NOTE: Calls Waiting include Calls Ringing and in Queue								
ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh								

## 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 7.5**.

AVAYA

Application Enablement Services

Management Console

Welcome: User cust

Last login: Thu Feb 16 19:11:54 2023 from 10.1.10.156

Number of prior failed login attempts: 0

HostName/IP: aes.sglab.com/10.1.10.70

Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE

SW Version: 10.1.0.2.0.12-0

Server Date and Time: Thu Apr 13 17:34:54 SGT 2023

HA Status: Not Configured

Status | Status and Control | TSAPI Service Summary

Home | 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 type="radio"/>	1	G450	1	Talking	Mon Feb 20 16:38:49 2023	Online	20	0	15	15	30
<input checked="" type="radio"/>	3	Duplex	3	Talking	Mon Feb 20 16:38:49 2023	Online	20	9	515	607	30

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

TSAPI Service Status | TLink Status | User Status

Click on the **User Status** below and verify Primas CTI user configured in **Section 7.5** is connected as below.

CTI User Status

☐ Enable page refresh every 60 seconds

CTI Users 

All Users

Open Streams 6

Closed Streams 34

Open Streams

Name	Time Opened	Time Closed	Tlink Name
Primas	Fri 14 Apr 2023 04:56:50 PM +08		AVAYA#DUPLEX#CSTA#AES

## 9.3. Verify Primas CX Core

### 9.3.1. Incoming Call

Make an inbound call to FQVDN. This call is routed to Primas SIP Gateway to an IVR where an appropriate selection is made to the Normal Q. Make an agent available to take a normal queue or priority call. Verify the call is successfully terminated on the Avaya Agent for Desktop.

The screenshot displays two windows from the Avaya Agent for Desktop application. The 'Avaya Agent for Desktop' window on the left shows a 'Ready' status with a timer at 00:22. It features three lines for call management: Line 1 is active with an 'Incoming Call' from 'Normal Q' (33111313) and a 00:13 timer; Line 2 and Line 3 are idle, each with a 'Phone number' field and a dropdown menu. The 'WebAppCustomDLL' window on the right displays patient verification results with green checkmarks for 'Patient Verified', 'Address/Phone Current', and 'Insurance Confirmed', and a yellow warning icon for 'Not Patient'. Below these, a form contains patient details: First Name (Tra), Last Name (Huynh), Medical Record Number (H6999999), Clinic Name (Orcas Island Clinic), Date of Birth (01/02/1979), Service Center (S 320011 E 4011068), Phone Number (33111313), Dialed Number (20080), Race (Not available), Ethnicity (Not available), Latinx (Not available), Language (English), Address (1215 4th Ave, Suite 800, Seattle, WA 98101), and Skill (14001). The PRIMAS logo and version (2.1.18.16825) are at the bottom right.

Field	Value
First Name	Tra
Last Name	Huynh
Medical Record Number	H6999999
Clinic Name	Orcas Island Clinic
Date of Birth	01/02/1979
Service Center	S 320011 E 4011068
Phone Number	33111313
Dialed Number	20080
Race	Not available
Ethnicity	Not available
Latinx	Not available
Language	English
Address	1215 4th Ave, Suite 800, Seattle, WA 98101
Skill	14001

### 9.3.2. Experience Pop

Place a call to ACD from the same phone twice. At the desktop of the agent receiving the second call, the repeat caller pop-up is displayed.

The screenshot displays the Avaya DevConnect interface. At the top, the agent's status is 'Agent 11003: Demo Agent 3 - Ext. 10003' with a green 'Auto In - TALKING' indicator. Below this, a call information bar shows '3.311.1312' (Call ID: 4485) and '14001 - Dev Connect Normal Q' (00:09). A toolbar includes buttons for 'Hold', 'Transfer', 'Conference', and 'End'. On the left, a table lists skillsets, with '13001 - Dev Connect Normal Q' selected. On the right, a 'Skillset - Skillset Name' summary shows '0 Calls In Queue' and '00:00 Oldest Call Waiting (mm:ss)'. Below the skillset table, a list of agents signed in is shown. A red-bordered 'Experience Pop' window is overlaid on the right, titled 'Repeat Caller Alert' with the date '2023/05/05 15:29'. It contains a message: 'Hello, I see you have tried to contact us already today. Let me try and help you get all of your answers right now.' and a 'Filter out' button. Below the message is a table of call history.

Date	Duration	Queue	Agent
2023/05/05 15:27	00:20	Dev Connect Normal Q	11003
2023/05/05 15:25	00:26	Dev Connect Normal Q	11003
2023/05/05 15:22	01:42	Dev Connect Normal Q	11003
2023/05/05 15:07	04:12	Dev Connect Normal Q	11003
2023/05/04 20:50	03:19	Dev Connect Normal Q	11003

### 9.3.3. Web FQ

Generate a callback request via WebFQ. A callback request is created, and the customer will reach the agent successfully.

Try **Primas CX Omni-Channel** now

BY using Contact Us menu

How to use

GO

Please provide your phone number in order to receive a phone call from our next available agent.

Your phone number:

(e.g 999-999-9999)

Request a call back

Connected

Agent State Control Call Control Queue Info Agent Info Screen Pop Notification

Agent 11003: Demo Agent 3 - Ext. 10003 Auto In - TALKING

Auto In Aux Work Logout

3.311.1312 Call ID: 4481 14001 - Dev Connect Normal Q 00:23 Accept

Skillsets	CIQ	OCW	ATT	ACT	STAFF
13001 - Dev Connect Normal Q	0	00:00	00:00	00:00	2

10 items per page 1 - 1 of 1 items

Skillset - Skillset Name	
0 Calls In Queue	00:00 Oldest Call Waiting (mm:ss)
2 Agent Signed In	1 Agent Closed

Agents signed in into selected skill

Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login	Last Time In State	Activity	Logout
10003	11003	Demo Agent 3	Talking	3m 27s	1	1		15h 11m 39s	10m 41s	05/04 17:48	05/05 15:11	➡	
10001	11001	Demo Agent 1	Aux Work						15h 22m 20s	04/18 14:42	04/19 11:29	➡	

### 9.3.4. ReconX

When the call is disconnected, the reconnect popup will be displayed. The agent clicks the **Reconnect** button to call the customer back. The customer will reach the agent successfully.

Agent 11003: Demo Agent 3 - Ext. 10003 Auto In

Skillssets	CIQ	OCW	ATT	ACT	STAFF
13001 - Dev Connect Normal Q	0	00:00	00:00	00:00	2

Skillset - Skillset Name

0 Calls In Queue

2 Agent Signed In

00:00 Oldest Call Waiting (mm:ss)

1 Agent Closed

Agents signed in into selected skill

Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close
10003	11003	Demo Agent 3	Auto In	5m 48s	5	5		15h 20m 30s	12m 50s
10001	11001	Demo Agent 1	Aux Work					15h 33m 20s	

Reconnect Pop

PRIMAS

Reconnection 2023/05/05 15:32

3.311.1312 Reconnect

### 9.3.5. FreedomQ

Place an ACD Call with no agents available or queue busy. Customer requests a callback when an agent is available.

FreedomQ Dashboard

Facility: All

Queue Info

Queue ID	Queue Name	ACD Queue	Callback Queue	Waiting Time	Auto Callback
14001	Dev Connect Normal Q	0	0		

Agent Info

Agent ID	Agent Name	Extension	Status	Answered Calls	Talk Time
11003	Demo Agent 3	10003	Aux Work	5	
11001	Demo Agent 1	10001	Aux Work		

Waiting Contacts

Phone call

No.	Phone Number	Estimated Callback Time	Remain	Status	Attempts	Waitlist Time	Last Callback Time	Queue
1	33111312	07:05 PM	1 min	Calling: Wait in Queue	4	05/04/2023 06:44 PM	05/04/2023 07:02 PM	14001 - Dev Connect Normal Q

Selected Call Info

Callback Now

message I need support from the insurance department.

audio\_link http://10.10.123/recordings/...

ANI 33111312

calltime 2023-05-04 18:45:13

Callback Time 05/04/2023 07:05 PM

Offer Callback 05/04/2023 06:44 PM

Import Export Cleanup

[Click here to download the excel template](#)



**Waiting Contacts**

Phone call

No.	Phone Number	Estimated Callback Time	Remain	Status	Attempts	Waitlist Time	Last Callback Time	Queue
1	3.311.1312	07:05 PM	2 min	Calling: Wait in Queue	4	05/04/2023 06:44 PM	05/04/2023 07:02 PM	14001 - Dev Connect Normal Q

Select files...

Import Export Cleanup

[Click here to download the excel template](#)

- **Remove icon:** allow the user to remove the callback item. This action will be recorded.
- **No.:** The order number.
- **Phone Number:** callback number.
- **Estimated Callback Time:** the time when the system could callback.
- **Remain:** The time remaining before callback. This value could be minus because no agent is available to answer the callback.
- **Status:**
  - Queue: waiting for the callback.
  - Calling: Start callback.
  - Calling: Connected: The callback is answered.
  - Failed: Busy/No Answer: The customer Reject/Not answer the callback or the phone number is busy.
  - Failed: Abandon: The customer answers the callback and hangup before the agent answering.
  - Calling: Wait In Queue: The customer accepts the callback and waits in queue for an agent to answer.
  - Voluntary callback: The customer has a voluntary call before the system callback
- **Attempts:** The number of times the item is called back.
- **Last Callback Time:** The last time callback.
- **Waitlist Time:** The time to create the callback.
- **Queue:** where the callback will be pushed to.

Selected Call Info

Callback Now

message

I need support from the insurance department.

audio\_link

<http://10.1.10.123/recordings/...>

ANI

33111312

calltime

2023-05-04 18:45:13

Callback Time

05/04/2023 07:05 PM

Offer Callback

05/04/2023 06:44 PM

Selected Call Info:

- **message:** The message of the caller when he accepted the callback offer.
- **audio\_link:** The voice message link to listen.
- **ANI:** Callback Phone number.
- **calltime:** the time of the inbound call where the caller accepted the callback offer.
- **Callback Time:** Estimated Callback Time.
- **Offer Callback:** The time to create the callback.

Once the agent is available, a callback request is placed, and the customer is connected to the agent.

Avaya Agent for Desktop

Ready (00:02)

Line 1

Incoming Call 00:01

Priority

000000000000346

000000000000346

Line 2

Phone number

Enter or Select a Number

Line 3

Phone number

Enter or Select a Number

Callback Pop Up

CLINIC CALLBACK

VERIFICATION INFO

Patient Verified

Not Patient

Address/Phone Current

Insurance Confirmed

Message

Voice message transcription

I need support from the insurance department.

Recording

0:00 / 0:01

Call Info

Previous call time

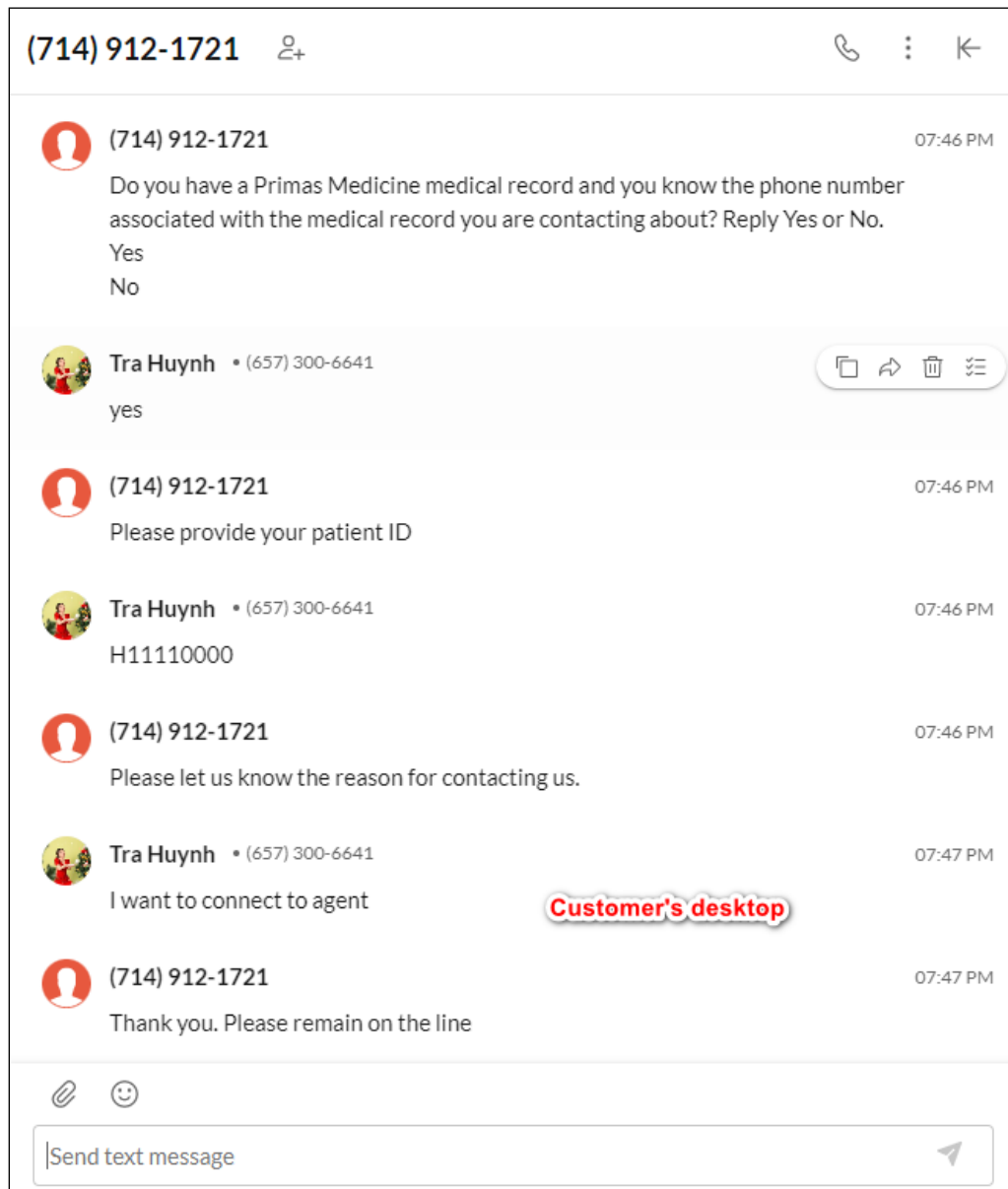
05/05/2023 02:45:13 AM

Callback time

05/04/2023 07:02:36 PM

### 9.3.6. Text in Queue

While the customer is waiting in a queue, this feature offers a text message to the customer so they can provide some information before connecting to an agent. When the call is routed to agents, the message content is also displayed. Customers can continue to chat with agents via chat popup.



Primas Chat Pop

PRIMAS CHATS

00:00:29

Search for people and messages.

RECENT CHATS

TH

Tra Huynh

Thank you. Ple...

now

Agent's desktop

TH

Tra Huynh

3.311.1312

✕

📞

💻

📺

✓

8:51 PM

Thank you. Please remain on the line

8:51 PM

You are now connected to agent Demo Agent 3

8:51 PM

Do you have a Primas Medicine medical record and you know the phone number associated with the medical record you are contacting about? Reply Yes or No. Yes No

8:51 PM

Yes

8:51 PM

Please provide your patient ID

8:51 PM

h11110000

8:51 PM

Please let us know the reason for contacting us.

8:51 PM

I want to connect to agent

8:51 PM

Thank you. Please remain on the line

8:51 PM

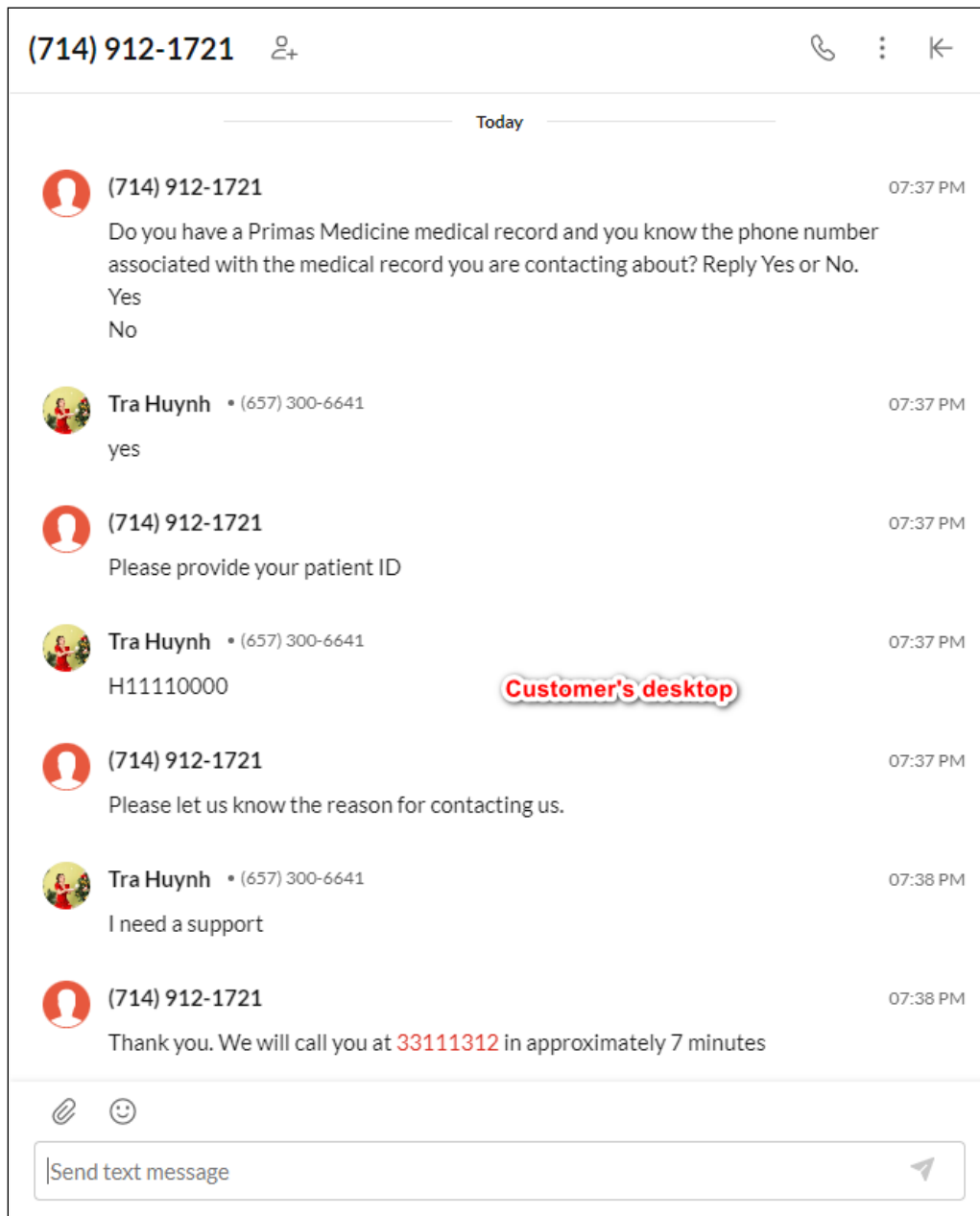
📎

Send a message to

➤

### 9.3.7. Text in FQ

While a patient is waiting for a callback, this feature offers a text message to the customer so they can provide some information before connecting to an agent. When the call is routed to agents, the message content is also displayed. Customers can continue to chat with agents via chat popup.



Primas Chat Pop

**PRIMAS CHATS** 00:00:54

Search for people and messages.

**RECENT CHATS**

- JS** John Smith Thank you. We ... now
- PD** Primas Demo User Please be pati... now

**Agent's desktop**

**JS** John Smith 3.311.1312

Do you have a Primas Medicine medical record and you know the phone number associated with the medical record you are contacting about? Reply Yes or No. Yes No 8:41 PM

Yes 8:41 PM

Please provide your patient ID 8:41 PM

h11110000 8:41 PM

Please let us know the reason for contacting us. 8:41 PM

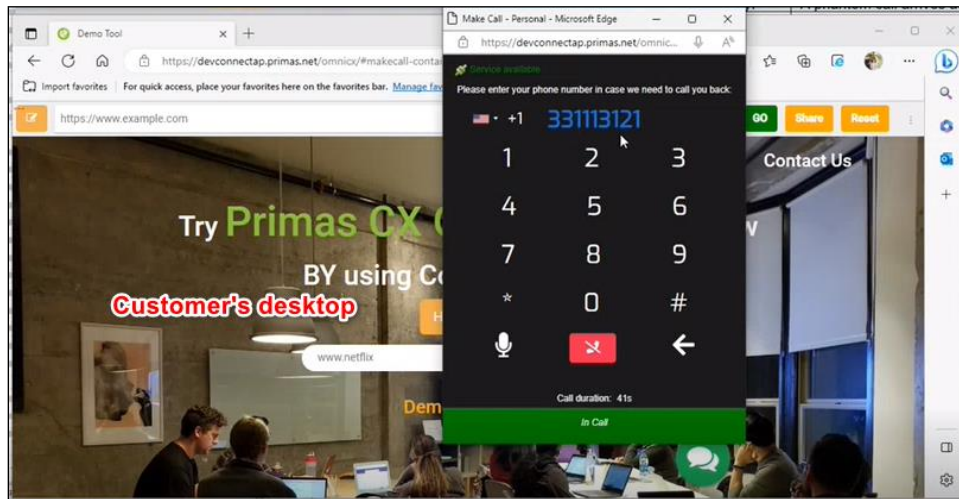
I need a support 8:41 PM

Thank you. We will call you at 33111312 in approximately 7 minutes 8:41 PM

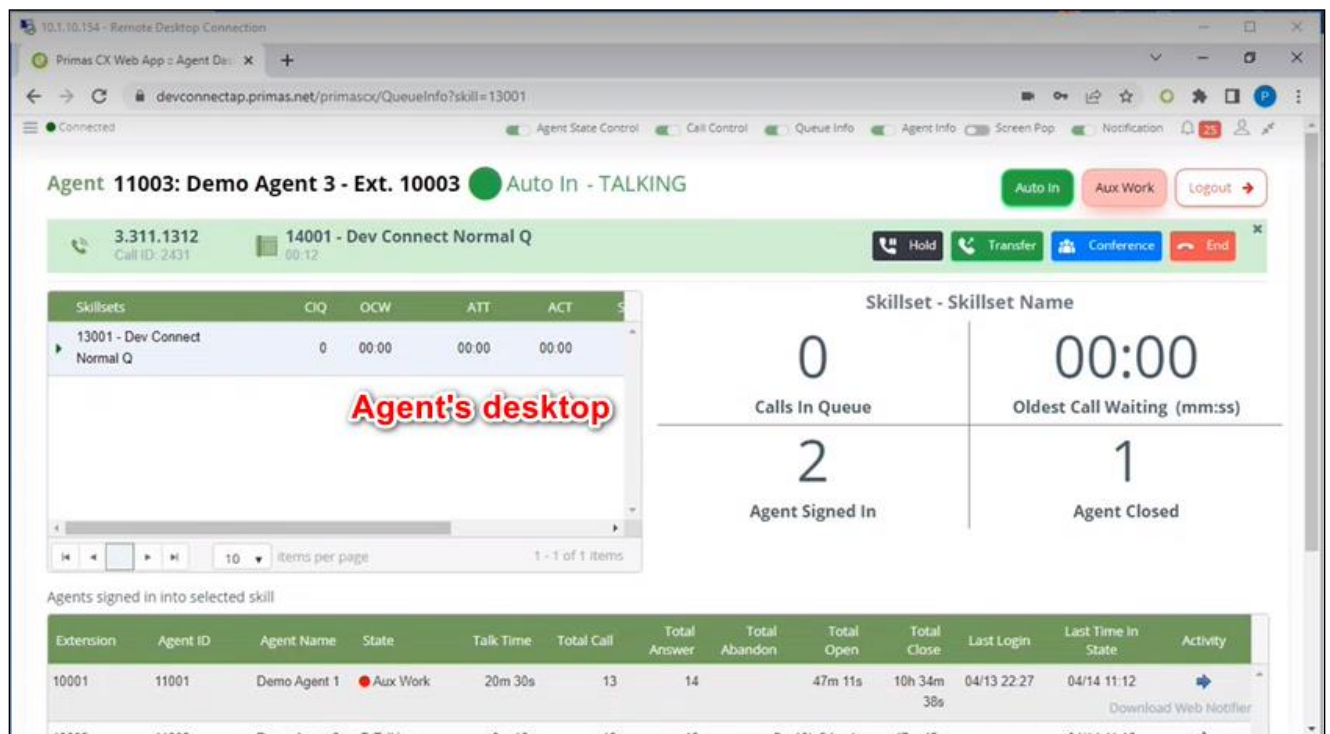
Send a message to

### 9.3.8. Web Call

The customer calls the contact center directly from the webpage using WebRTC with any phone number.

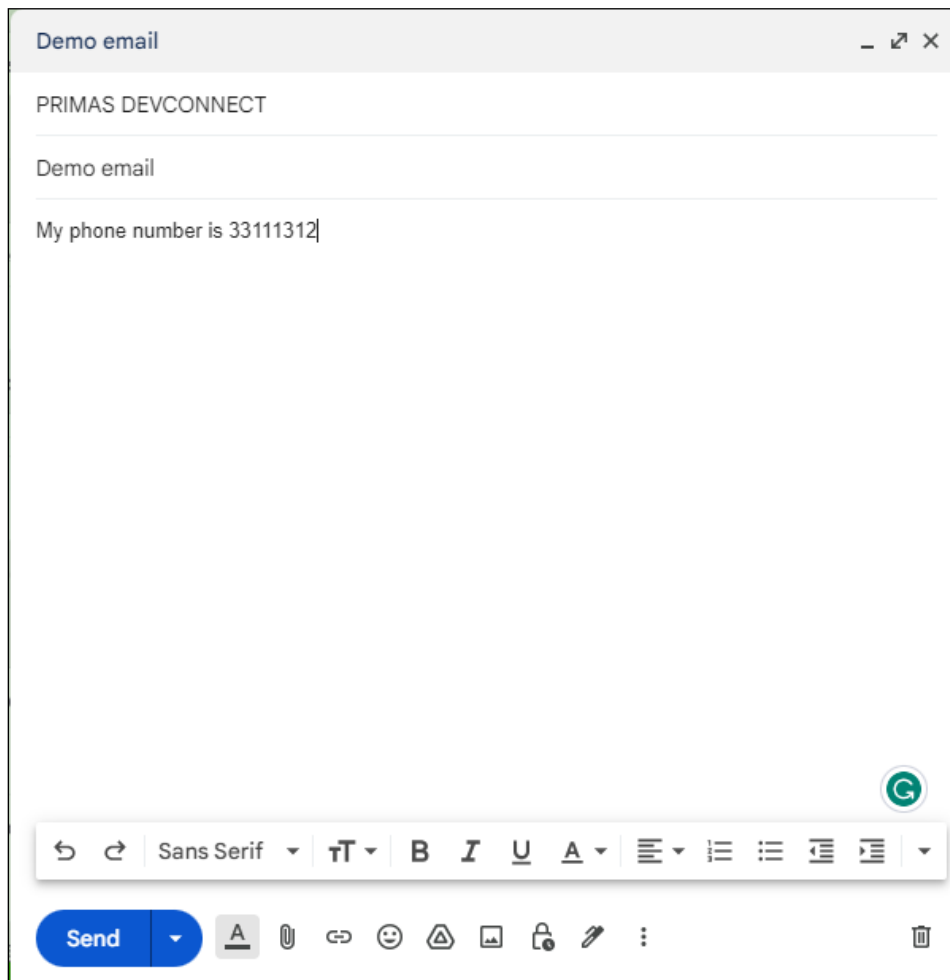


The call arrives at Agent Desktop, and Basic Pop is displayed. The agent and customer can talk to each other.



### 9.3.9. Email

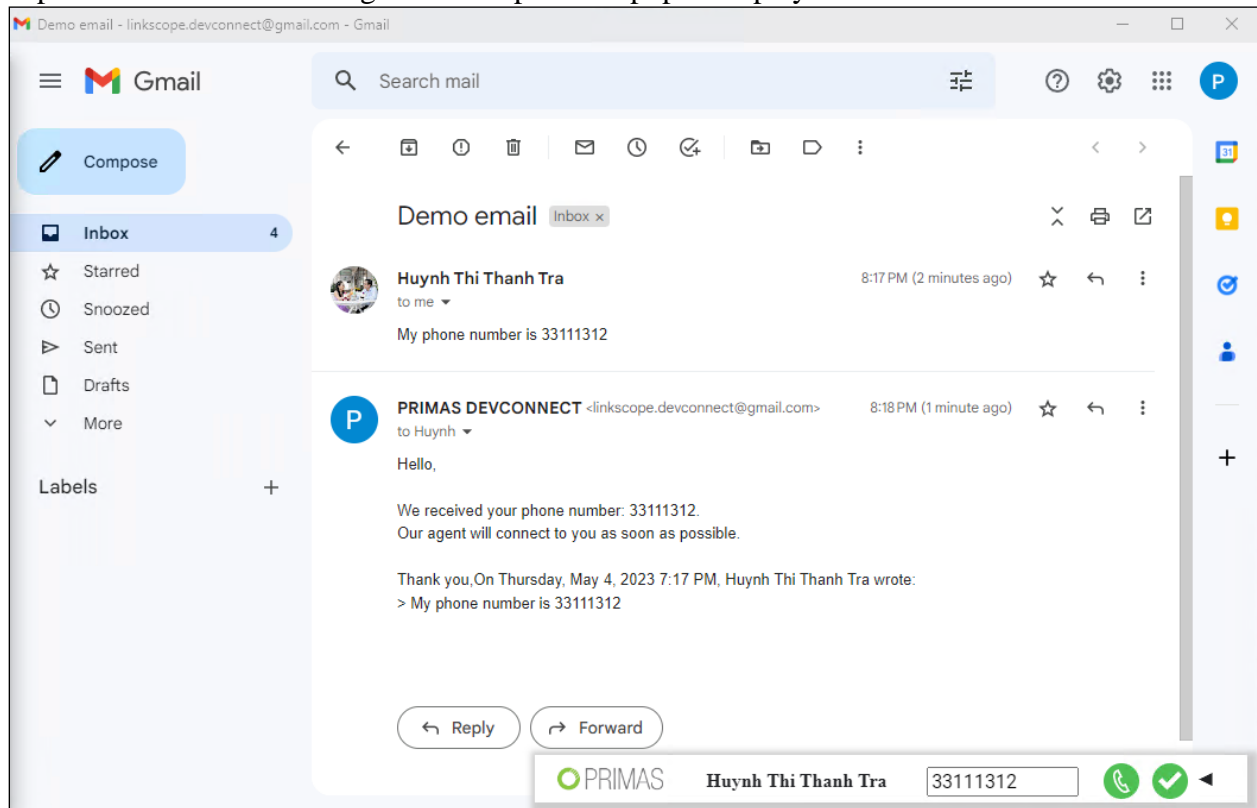
The customer sends emails including the phone number to the contact center.



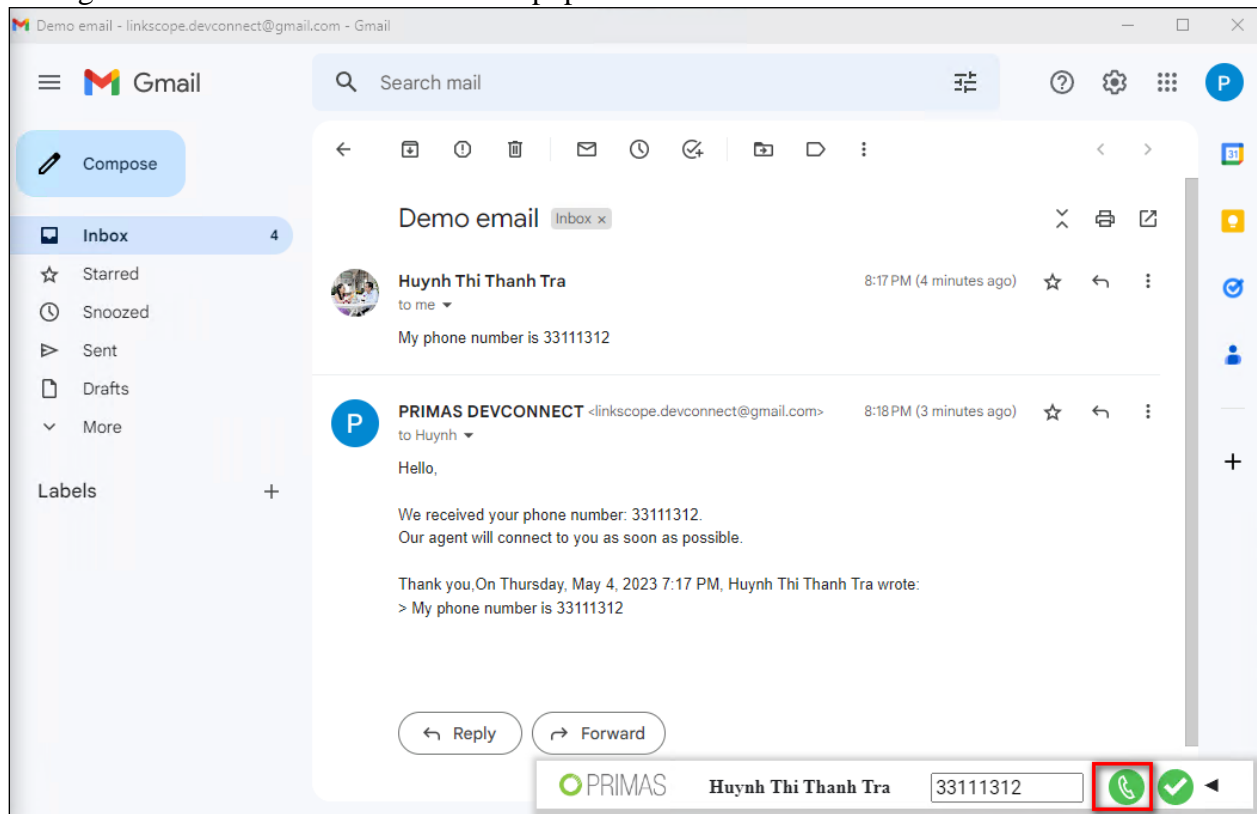
The screenshot shows an email composition interface. At the top, a header bar contains the text "Demo email" and standard window controls (minimize, maximize, close). Below this, the email body is divided into sections. The first section contains the text "PRIMAS DEVCONNECT". The second section contains the text "Demo email". The third section contains the text "My phone number is 33111312". At the bottom of the window, there is a rich text editor toolbar. This toolbar includes a "Send" button, a font color selector, and various formatting options such as bold, italic, underline, and text color. To the right of the toolbar is a green circular icon with a white 'G' inside.



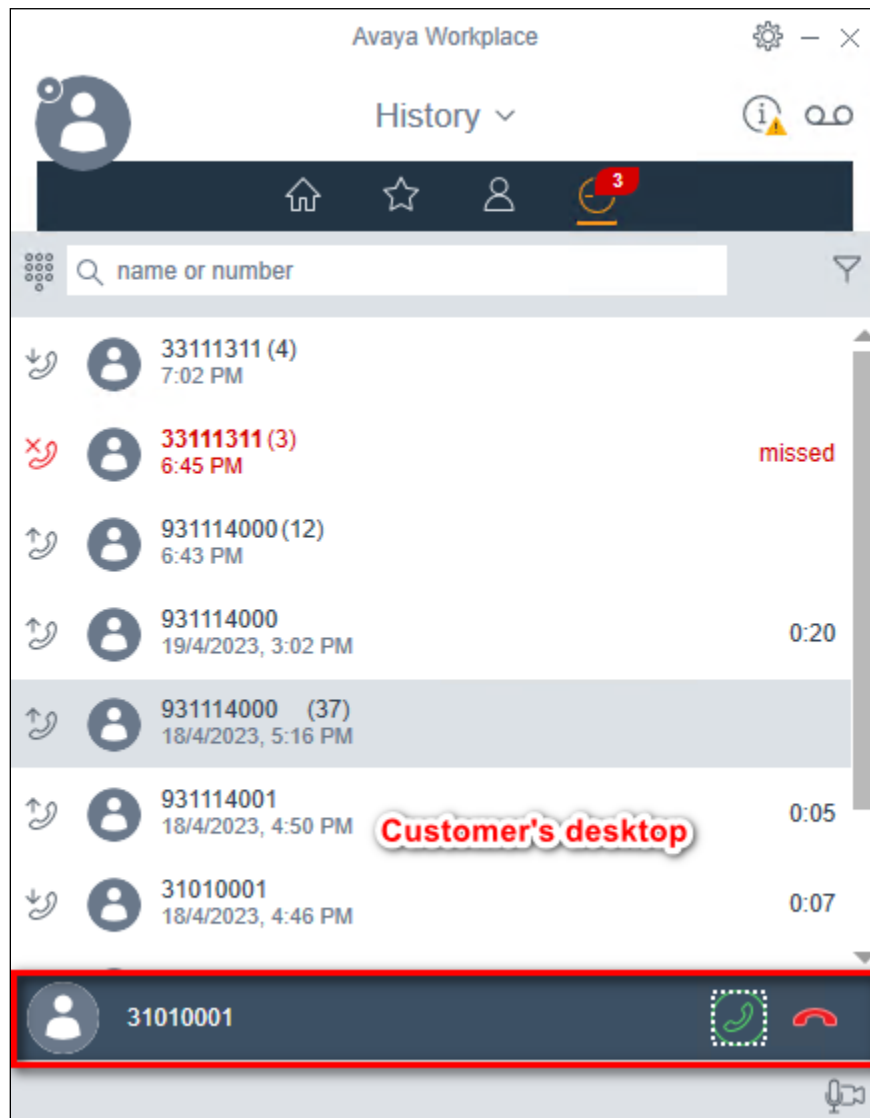
A phantom call arrives at Agent Desktop. Email pop is displayed.



The agent clicks the Call button at email pop.

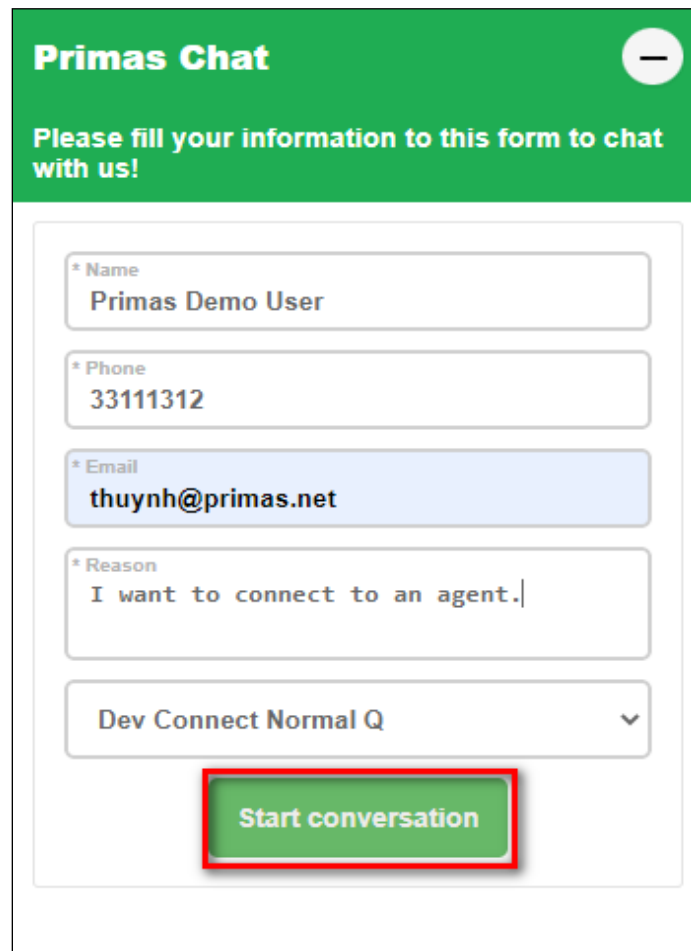


The agent and customer can connect via phone call.



### 9.3.10. Chat

Customers start conversation from chat pop.



The image shows a chat interface titled "Primas Chat" with a green header. Below the header, there is a prompt: "Please fill your information to this form to chat with us!". The form contains five input fields: "Name" (filled with "Primas Demo User"), "Phone" (filled with "33111312"), "Email" (filled with "thuynh@primas.net"), "Reason" (filled with "I want to connect to an agent."), and a dropdown menu (filled with "Dev Connect Normal Q"). A green "Start conversation" button is located at the bottom of the form, highlighted with a red border.

**Primas Chat**

Please fill your information to this form to chat with us!

\* Name  
Primas Demo User

\* Phone  
33111312

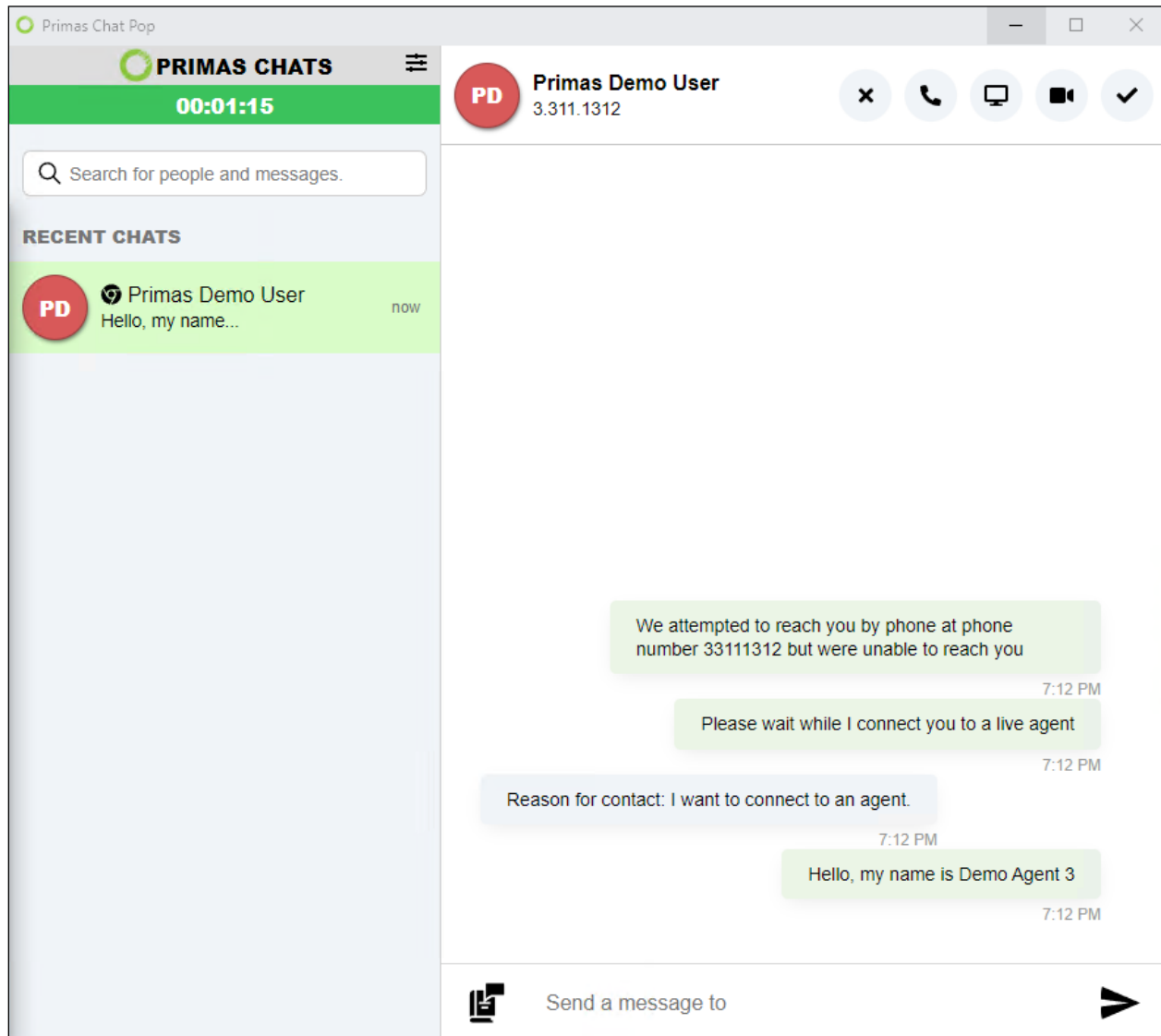
\* Email  
thuynh@primas.net

\* Reason  
I want to connect to an agent.

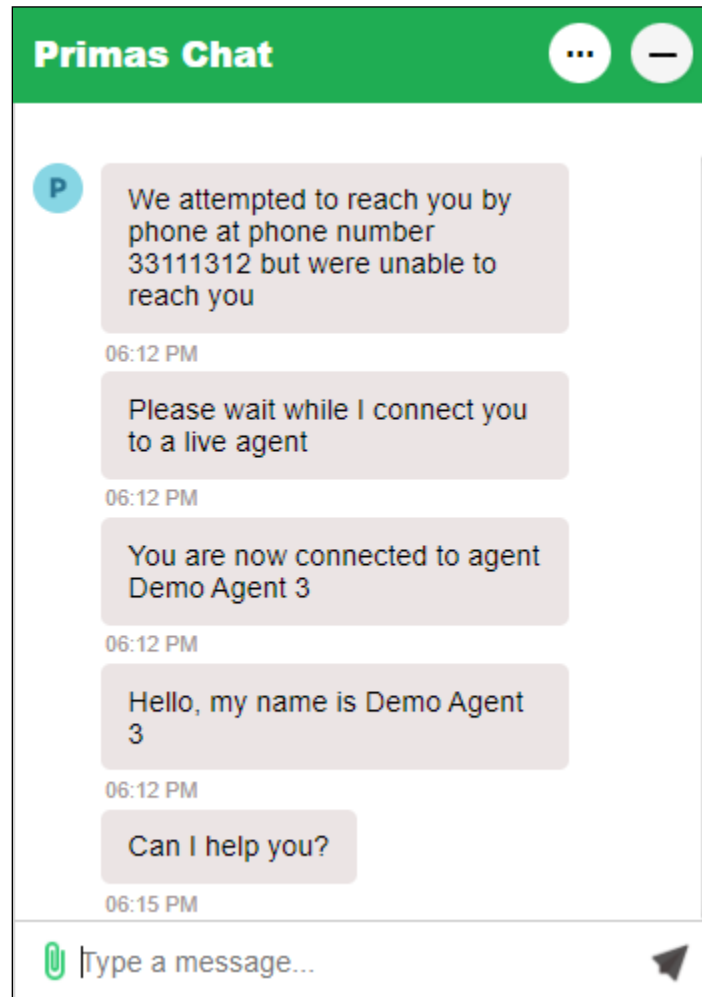
Dev Connect Normal Q

**Start conversation**

A phantom call arrives at Agent Desktop. Chat pop is displayed.



Customers can connect with agents via chat popup.



Primas Chat Pop

00:03:28

Primas Demo User  
3.311.1312

Search for people and messages.

RECENT CHATS

Primas Demo User  
2 mins ago

We attempted to reach you by phone at phone number 33111312 but were unable to reach you

7:12 PM

Please wait while I connect you to a live agent

7:12 PM

Reason for contact: I want to connect to an agent.

7:12 PM

Hello, my name is Demo Agent 3

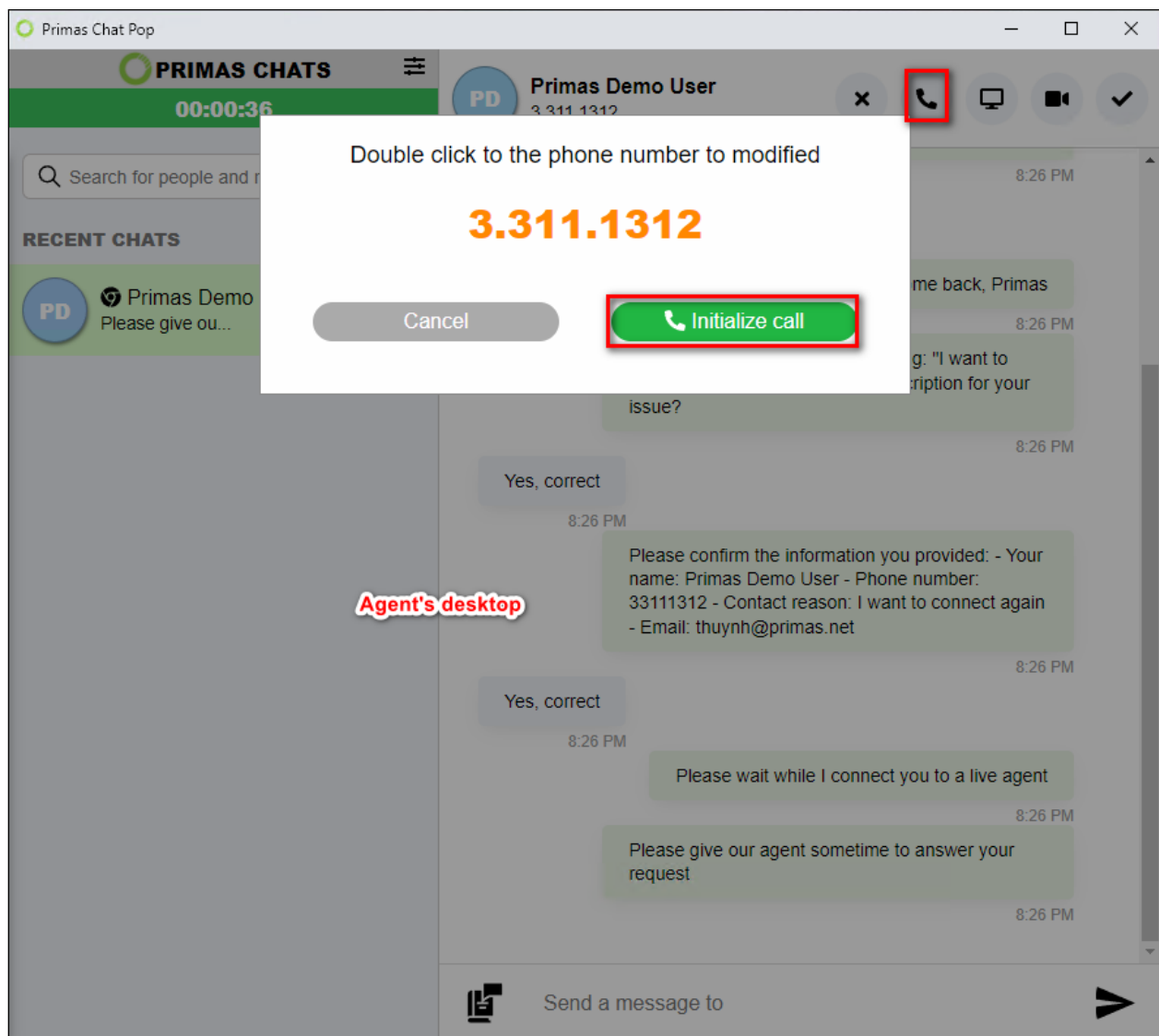
7:12 PM

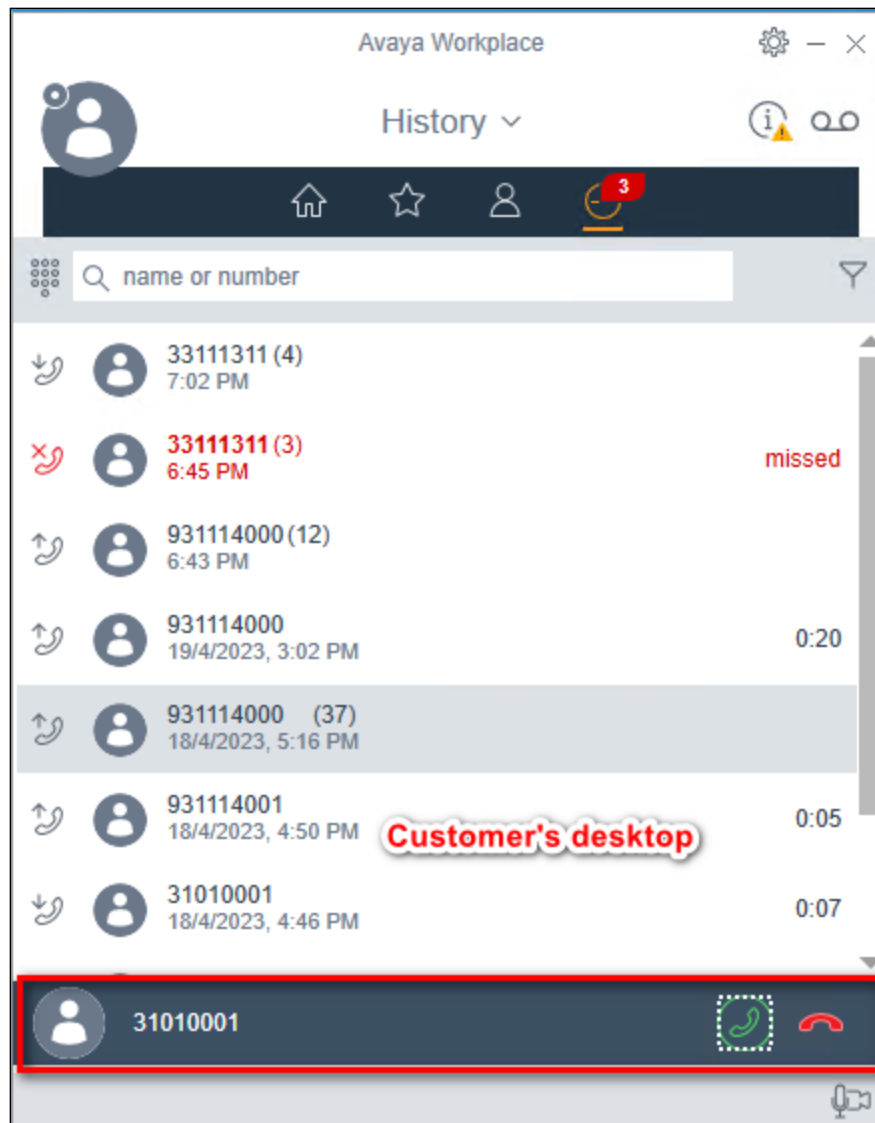
Can I help you?

7:15 PM

Send a message to

The agent clicks the Call button at chat pop. The agent and the customer can connect via phone call.

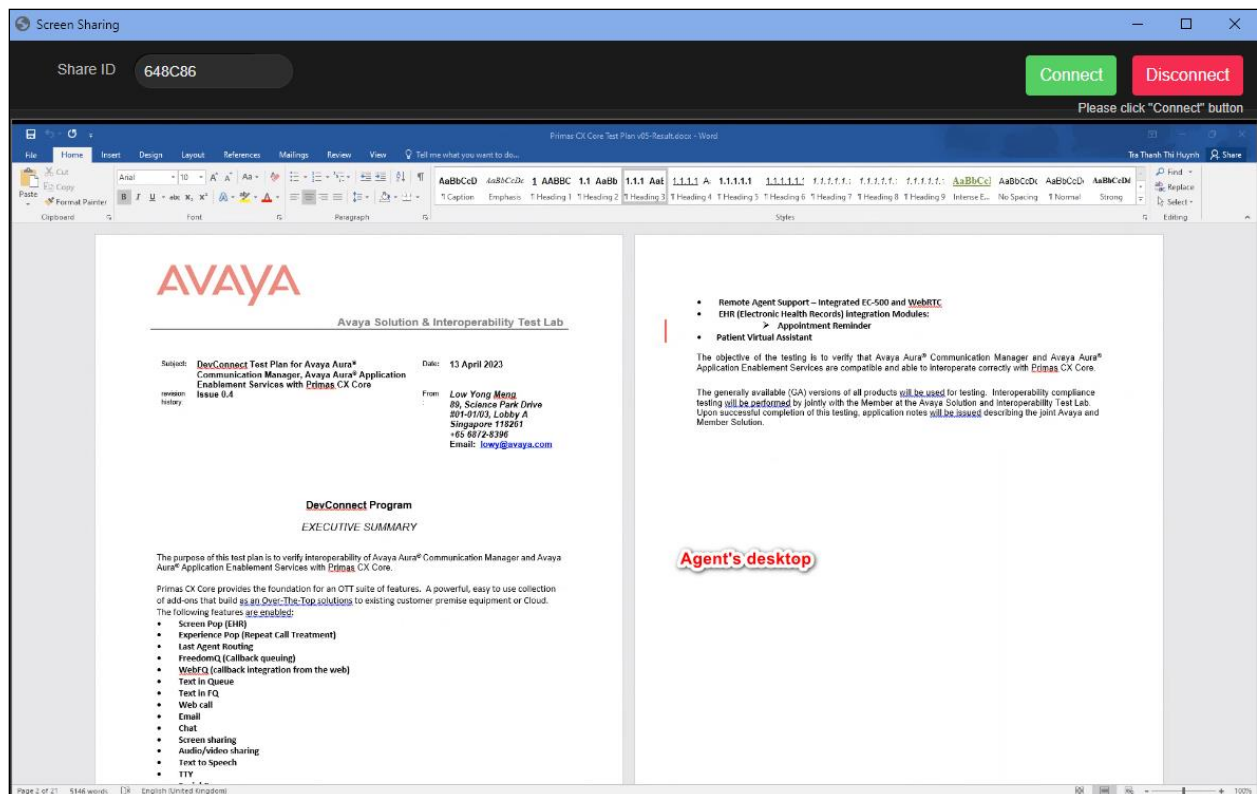
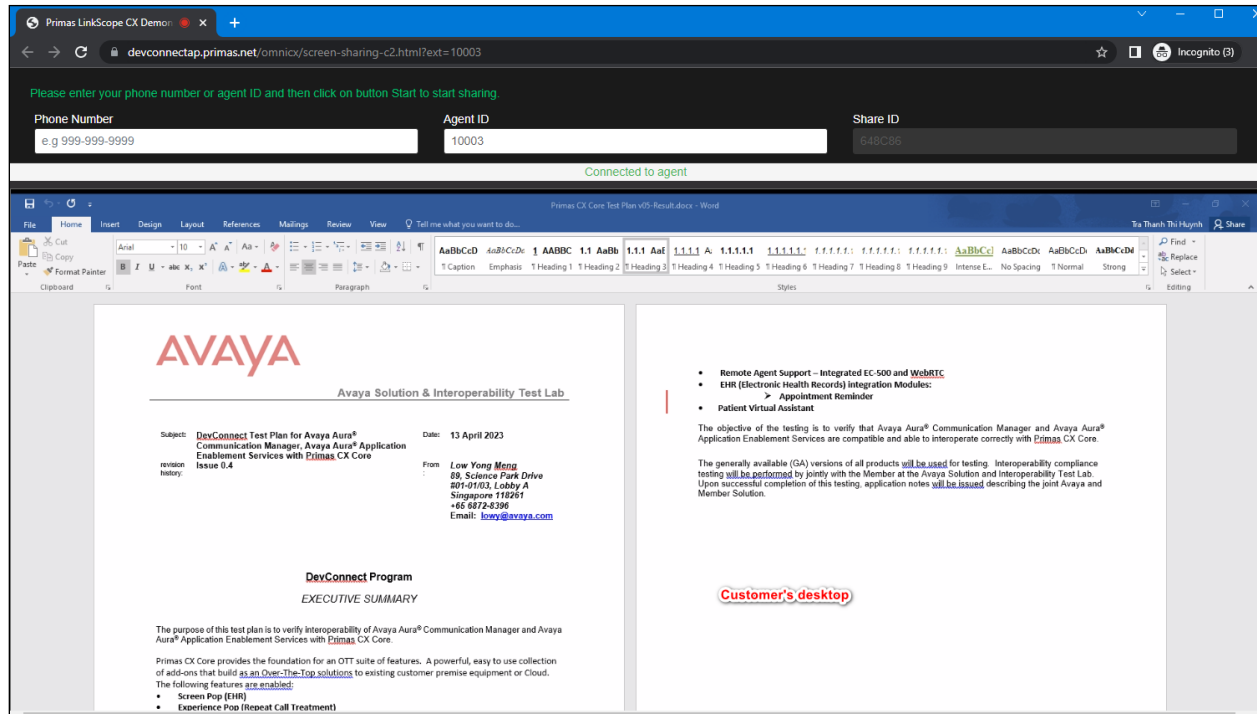






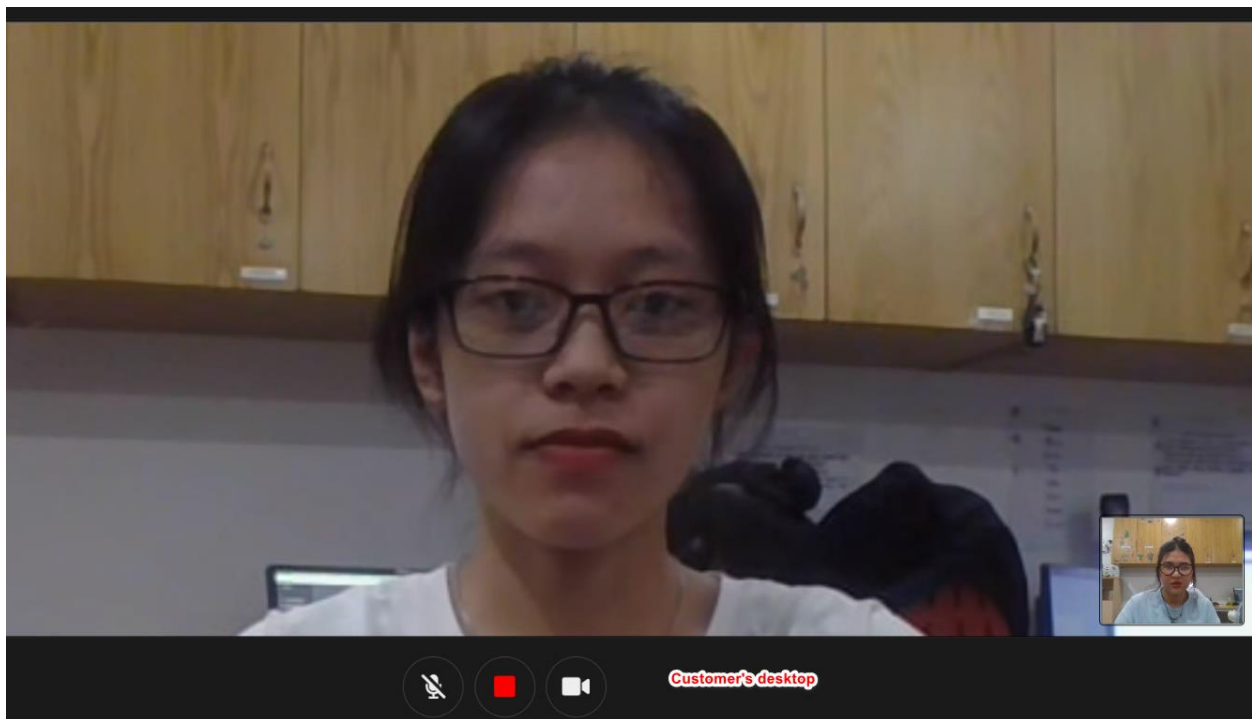
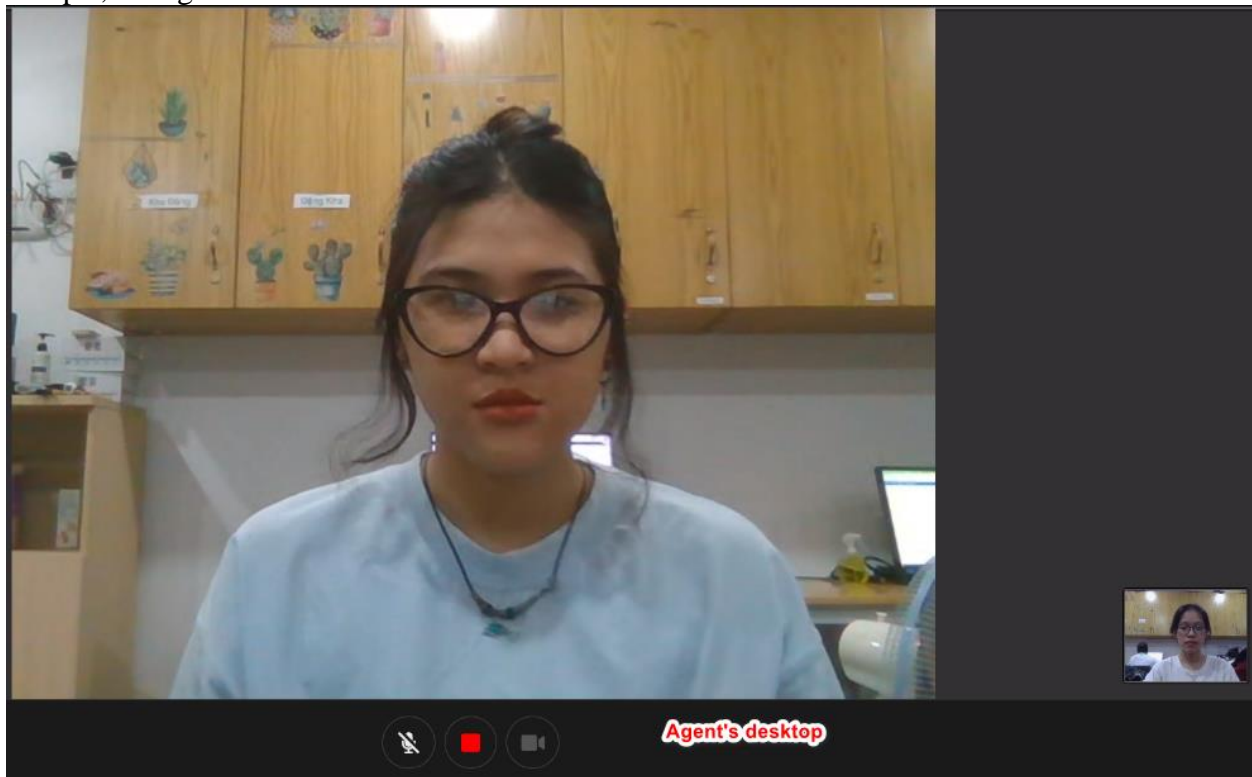
### 9.3.11. Screen Sharing

While chatting with the customer, the agent requests a share screen. If the customer accepts, the agent can see the customer's desktop.



### 9.3.12. Audio/Video Sharing

While chatting with the customer, the agent requests a share audio/video. If the customer accepts, the agent can connect with the customer via audio/video.



### 9.3.13. Text to Speech

Call to contact center and leave a voice message. A phantom call arrives at Agent Desktop. The pop up with transcription for the voice message is displayed with the recording URL

The screenshot displays the Avaya DevConnect Agent Desktop interface. A central pop-up window titled "Text From Voice Message" is shown, featuring a microphone icon and the text: "You have a voice message from 090.288.8531". Below this, a transcript box contains the text: "Hello, I want to check my account registration. Please call back me. Thank you." An "Open audio" button is located at the bottom of the pop-up. The background interface includes a top navigation bar with "Agent 11003: Demo Agent 3 - Ext. 10003" and "Auto In - TAL". A call information bar shows "3.311.1312" and "14001 - Dev Connect Normal Q". A table lists skillsets with columns for CIQ, OCW, ATT, and ACT. A table at the bottom shows agents signed in, including "Demo Agent 3" in a "Talking" state. A right-hand panel displays "00:00" for "Oldest Call Waiting (mm:ss)" and "Agent Closed".



Skillssets	CIQ	OCW	ATT	ACT	ST
13001 - Dev Connect Normal Q	0	00:00	00:00	00:00	


Extension	Agent ID	Agent Name	State	Talk Time	Total Call
10003	11003	Demo Agent 3	Talking	28m 43s	16

### 9.3.14. TTY

Customers call the phone number that supports the deaf customer. A text message sent to customers. Customers answer all questions from the auto messages.


(714) 500-7321



 (714) 500-7321


03:34 PM

Hello. This is a test message from Primas Group because you called to our contact center.  
Please let us know the reason for your contact.

 Tra Huynh • (657) 300-6641


03:35 PM

I want to chat with the agent about my appointment.

 Tra Huynh • (657) 300-6641


03:37 PM

hi agent

 (714) 500-7321

03:37 PM

Please wait while I connect you to a live agent



 (714) 500-7321

03:37 PM


All agents are currently busy. Your estimated waiting time is 2 minutes.  
There is 1 person ahead of you. We can call you back when it is your turn to connect to an agent. Would you like to wait and chat with an agent or would you like us to call you at **1-657-300-6641**? (Please answer by replying a number)

1. Wait for chat agent

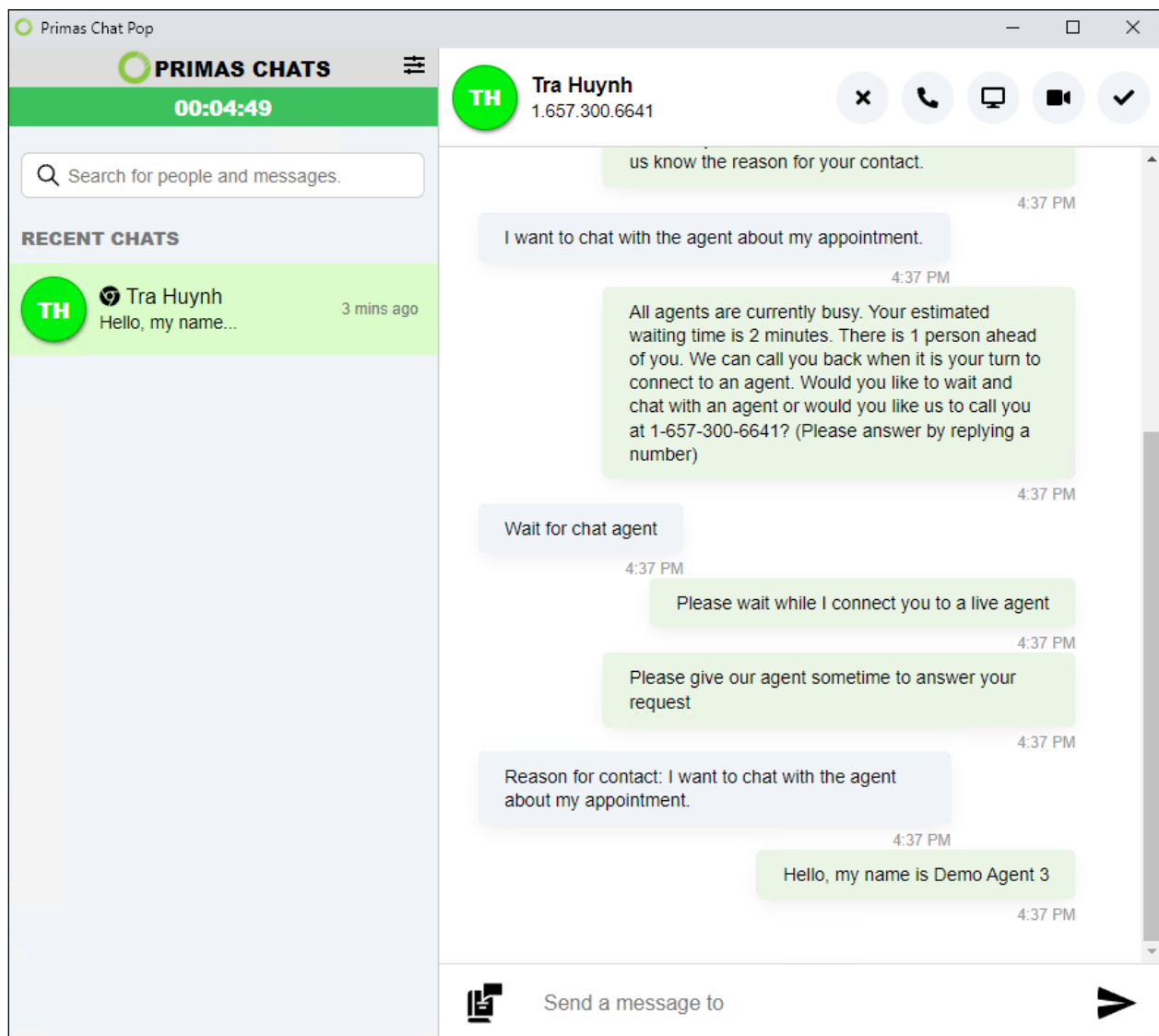
2. Wait for phone call



Send text message

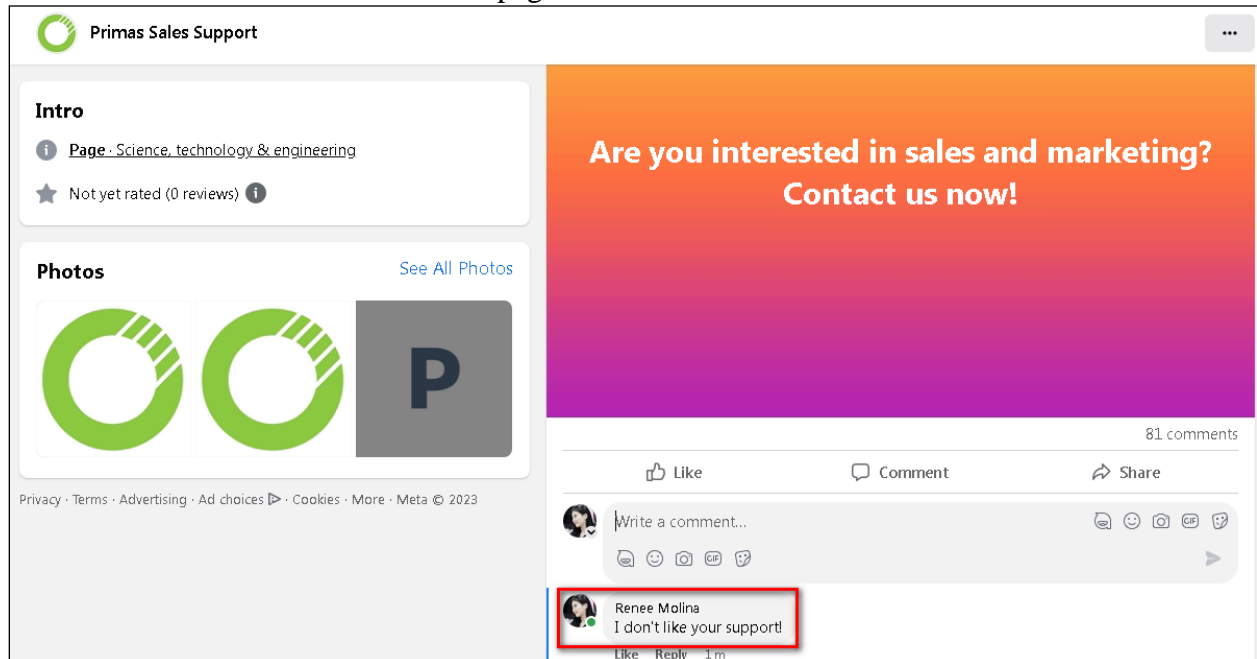


A phantom call arrives at Agent Desktop. Chat pop is displayed. Agent and customer can connect via chat popup.

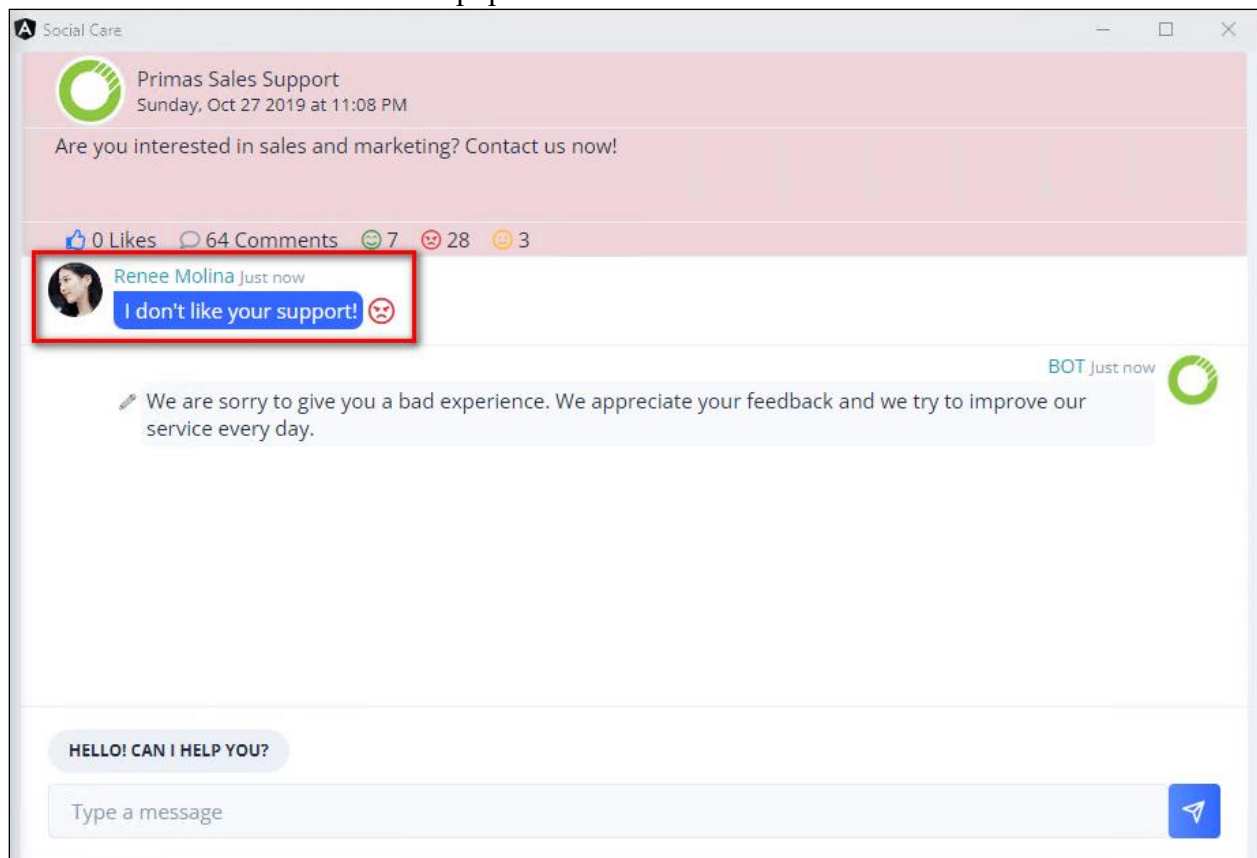


### 9.3.15. Social Care

Customers comment on the Facebook page.



A phantom call arrives at Agent Desktop. Social care pop is displayed. Agent can reply to customer's comment at social care pop.



### 9.3.16. Post Call Survey

Place an ACD call with the agent available. Agent answers the phone call for xx seconds. Customer hangs up the phone call. Survey call is placed to the customer after a configurable time. Access Primas CX Web Application to see the survey report.

**Survey Report**

Report Type: Post Call Survey Report

From Date: 4/27/2023 To Date: 5/5/2023

Agent: No Filter Facility: No Filter

Skillset: No Filter Exclude Selected Skillsets: ☐ True ☒ False

Score less than or equals: 5 ToTime: 2359

FromTime: 0000

< 1 of 1 >

Page Width

Find | Next

Call Detail by Agent from 04/27/2023 to 05/05/2023

**Question 1** Was your call answered in a reasonable period of time? Press 1 for yes, press 2 for no.

**Question 2** Did it take more than one call to resolve your concern? Press 1 for yes, press 2 for no.

**Question 3** Do you feel confident that your concern was resolved today? Press 1 for yes, press 2 for no.

**Question 4** Was our phone representative polite and professional on the call today? Press 1 for yes, press 2 for no.

**Question 5** Did we experience any technology or sound quality issues while on your call today? Press 1 for yes, press 2 for no.

No.	Date	Call ID	DNIS	Caller ID	Call Start	Agent ID	Agent Name	Q1	Q2	Q3	Q4	Q5	Feedback
1	4/28/2023	09999142871682672050	20081	7142747442	15:56:45	50017	Super Girl1	Yes	No	Yes	Yes	No	The best service. Thank you.
2	4/28/2023	09999086271682668120	20081	6573905077	14:51:01	50017	Super Girl1	Yes	Yes	Yes	No	No	You are doing well.

### 9.3.17. Phone call Campaign Basic

Import a waitlist to outreach.

< Back

Primas CX\_Phone Call Campaign

Dashboard Wait List History Report Configuration










Detail

Result Import:

Total rows: 3  
3 row(s) import success.  
0 row(s) import error.

Active Waitlist

Show 10 entries

Phone Number	Queue ID	Priority	Text Capable	Register Time	Last Outreach	Estimated Call Time	Attempts	Status	Progress	Extend Data	Action
			No filter	From: mm/dd/yyyy To: mm/dd/yyyy	From: mm/dd/yyyy To: mm/dd/yyyy	From: mm/dd/yyyy To: mm/dd/yyyy					
33111313	14001	0	FALSE	05/05/2023 16:48:33			0				  
33111311	14001	0	FALSE	02/23/2023 18:06:57			0				  
33111312	14001	0	FALSE	02/23/2023 18:06:57			0				  

Showing 1 to 3 of 3 entries

Select files...

PhoneCallCampaign.xls

Download Template Import Export

Turn on Schedule Outreach to outreach the phone call campaign.

The screenshot displays the PRIMAS Phone Call Campaign dashboard. The top navigation bar includes the PRIMAS logo, a menu icon, and a user profile icon. The main header shows a '< Back' link and the title 'Phone Call Campaign'. On the right, the 'Status' is indicated as 'Running' in a green box.

The dashboard is divided into several sections:

- Campaign Info:** Contains fields for 'Campaign Name' (Phone Call Campaign), 'Campaign Type' (Agentless Dialing), 'Outbound Caller ID' (8064143981), 'Data Type', 'Test Mode' (disabled), and 'Outreach Success When' (Agent answered). A 'Save Settings' button is at the bottom.
- Outreach Monitoring:** A table showing metrics: Wait List (0), Success (0), Failed (0), Outreached (0), Total Outreaches Today (3), and Total Response Today (0).
- Queue Monitoring:** A table showing metrics for skill 13001: Wait Calls (0), Waiting Time (00:00), Agent Logged In (1), Agent Aux (0), Agent Not In Aux (1), and AVG Talk Time (00:00).
- Outreach Control:** Features an 'Outreach Control' toggle (ON), 'Auto Pacing' (disabled), 'Max Outreaches' (60), 'Per Minute' (1), 'Monitored Skill', 'Transferred Queue' (14001), 'Max Attempts' (0), and 'Attempt Interval (min)' (0). A 'Save Settings' button is at the bottom.
- Outreach Schedule:** Includes 'Auto' and 'Manual' toggle buttons. It shows 'Day Of Week' settings (Mon-Fri checked, Sat-Sun unchecked) and 'Weekday'/'Weekend' start and stop times. A 'Save Settings' button is at the bottom.

Once reaching the outreach schedule, the application will dial the phone number from the waiting list and play the prompt that is configured at the dashboard.



## 9.3.18. EHR integration: Appointment Reminder

Update the Appointment Reminder configuration

General configuration is shown below.

Home > Application > Appointment

General

Department

Provider

Appt Message

Language

Visit Type

Appt Scheduling

Appt Rescheduling

Outreach App

ON

OFF

Configuration

Language

English

Reminder Intro Text Message With Appt Message

This is an appointment reminder for {PatientName}, on {ApptDate}, please {ArriveAt} {ArrivalTime}, Department {Department}, {Provider}

Place holder: {PatientName}, {ApptDate}, {ApptTime}, {ArrivalTime}, {ArriveAt}, {Provider}, {Department}, {Address}, {MapURL}

Reminder Intro Text Message Without Appt Message

This is an appointment reminder for {PatientName}, on {ApptDate}, please {ArriveAt} {ArrivalTime}, Department {Department}, {Provider}

Place holder: {PatientName}, {ApptDate}, {ApptTime}, {ArrivalTime}, {ArriveAt}, {Provider}, {Department}, {Address}, {MapURL}

Reminder Intro Voice - Human - With Appt Message

This is an appointment reminder for

▶

TTS

File

Reminder Intro Voice - Human - Without Appt Message

This is Primas CX calling with an appointment reminder for

▶

TTS

File

Reminder Intro Voice - Answer Machine

This is Primas CX. We couldn't reach you to remind the appointments for

▶

TTS

File

Appts Checking Time Window (minute)

1

Allow Appt Rescheduling

☒

Test Reminder

Test Phone Number \*

6573006641

Provider

Department \*

208005 - Primas CX Dept

Specialty

UWM MRN

Check appointments

Log

IVR Log

Text Bot Log

Department configuration is shown below.

### General

Department Code

208005

Department Name

Primas CX Dept

Department Name SMS

Primas CX Dept

Address

Address Address Address Address

Map URL

Map URL URL

Transferred VDN

31232

Region

abc

Keywords

test

Play Department Location

None

Don't Play Provider Info

☐

Deny Self-service Cancellation

☐

Deny Self-service Rescheduling

☐

### Calendar and Schedule

Exception Calendar

Select Calendar

Reminder 1 (days)

1

☐

Reminder 2 (days)

2

☐

Reminder 3 (days)

3

☐

Play Patient Instructions

☐

### Special Voice Messages

#### English

Message 1

TTS File

The system connected to EPIC to query the appointments that met the query condition on the configuration setting and imported them to the outreach list.

Back

Primas CX Appoiment Reminder

Dashboard

Wait List

History

Report

Configuration

Detail

Active Waitlist

Show

10

entries

Phone Number	Queue ID	Priority	Text Capable	Register Time	Last Outreach	Estimated Call Time	Attempts	Status	Progress	Extend Data	Action
			No filter	From mm/dd/yyyy To mm/dd/yyyy	From mm/dd/yyyy To mm/dd/yyyy	From mm/dd/yyyy To mm/dd/yyyy					
33111311	20041	1	FALSE	05/05/2023 17:06:04			0			PatientID: U6756557, PatientIDType: UWMC...more	📞 📧 🗑
6573006641	20041	1	TRUE	05/05/2023 17:06:04			0			PatientID: U6756556, PatientIDType: UWMC...more	📞 📧 🗑

Showing 1 to 2 of 2 entries

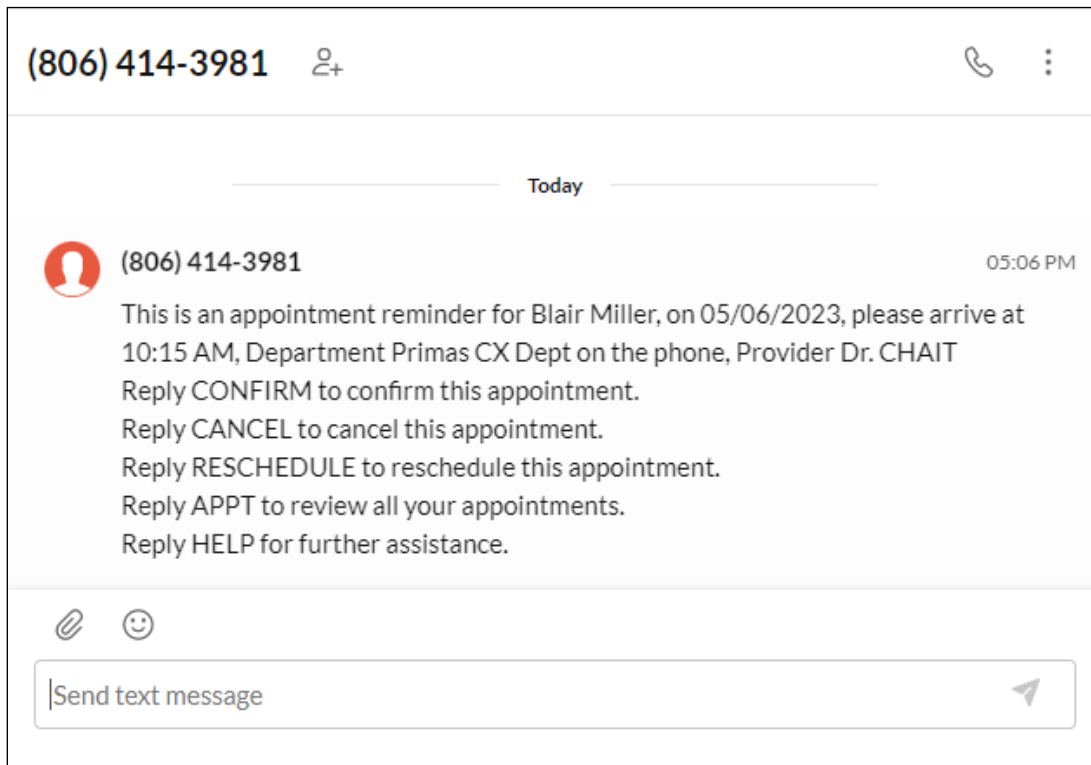
Select files...

Download Template

Import

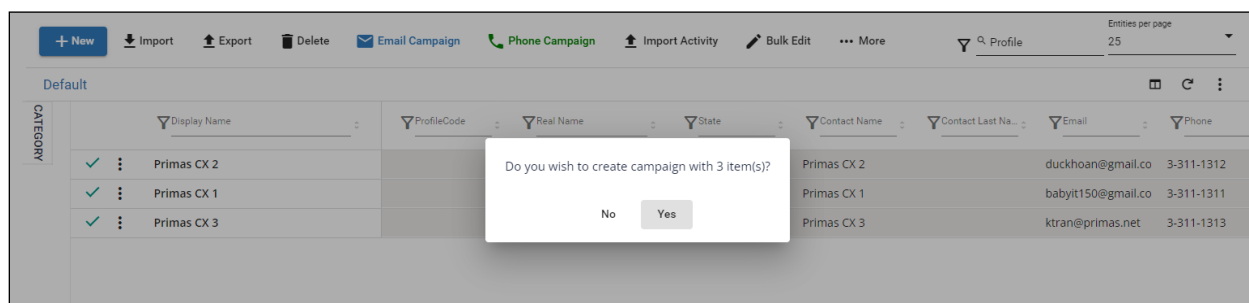
Export

Turn on Schedule Outreach to outreach the appointment list the same as the phone call campaign. Once reaching the outreach schedule, the system places a phone call or sends an SMS for reminder to patient.



### 9.3.19. CRM integration: Phone Call Campaign

From the CRM system, create a phone call campaign from the contact list.



Dashboard
Task
Patient Profile
Category
Email
Report

Dashboard
Patient Profile
Email Campaign 72
Email Campaign 72
Task 50?id=50
Task 50?id=

+ New
Import
Export
Delete
Email Campaign
Phone Campaign
Import

Default

CATEGORY

Display Name	ProfileCode	Real Name
✓ Primas CX 2		Primas CX 2
✓ Primas CX 1		Primas CX 1
✓ Primas CX 3		Primas CX 3

3 selected / 3 total

Create Campaign

Report

Add Contact Group

Group Name: Phone Call Campaign

Status: Success

Import Contacts Report

Success

Error

Contacts Imported Chart

Error

Success

Calendar

Lock

Logout

Back

Phone Call Campaign

Dashboard
Wait List
History
Report
Configuration

Detail

Active Waitlist

Show 10 entries

Phone Number	Queue ID	Priority	Text Capable	Register Time	Last Outreach	Estimated Call Time	Attempts	Status	Progress	Extend Data	Action
			No filter	From mm/dd/yyyy To mm/dd/yyyy	From mm/dd/yyyy To mm/dd/yyyy	From mm/dd/yyyy To mm/dd/yyyy					
33111313	14001	0	FALSE	05/05/2023 18:19:10			0			ANI:33111313;FirstName:Primas CX 3...more	<div>Phone</div> <div>Email</div> <div>Delete</div>
33111311	14001	0	FALSE	05/05/2023 18:19:10			0			ANI:33111311;FirstName:Primas CX 1...more	<div>Phone</div> <div>Email</div> <div>Delete</div>
33111312	14001	0	FALSE	05/05/2023 18:19:10			0			ANI:33111312;FirstName:Primas CX 2...more	<div>Phone</div> <div>Email</div> <div>Delete</div>

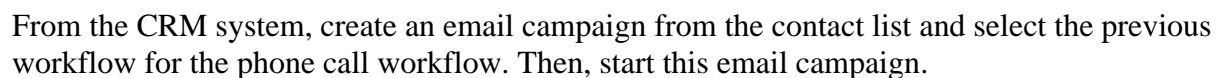
Showing 1 to 3 of 3 entries

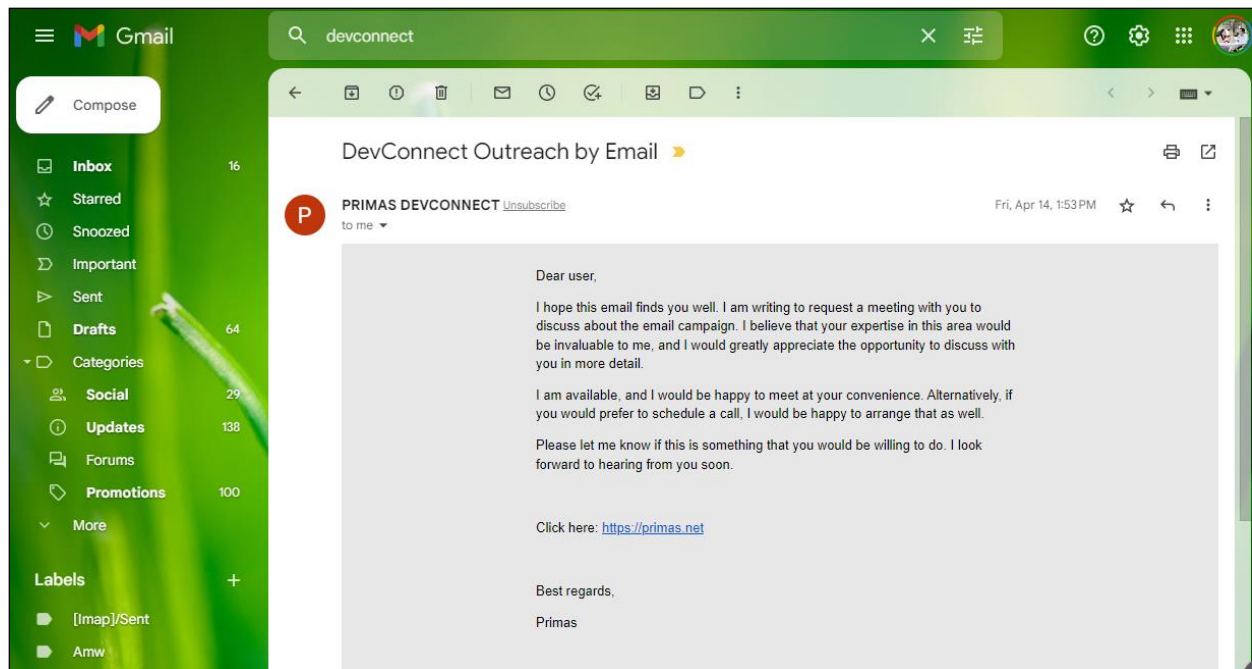
Select files...

Download Template
Import
Export

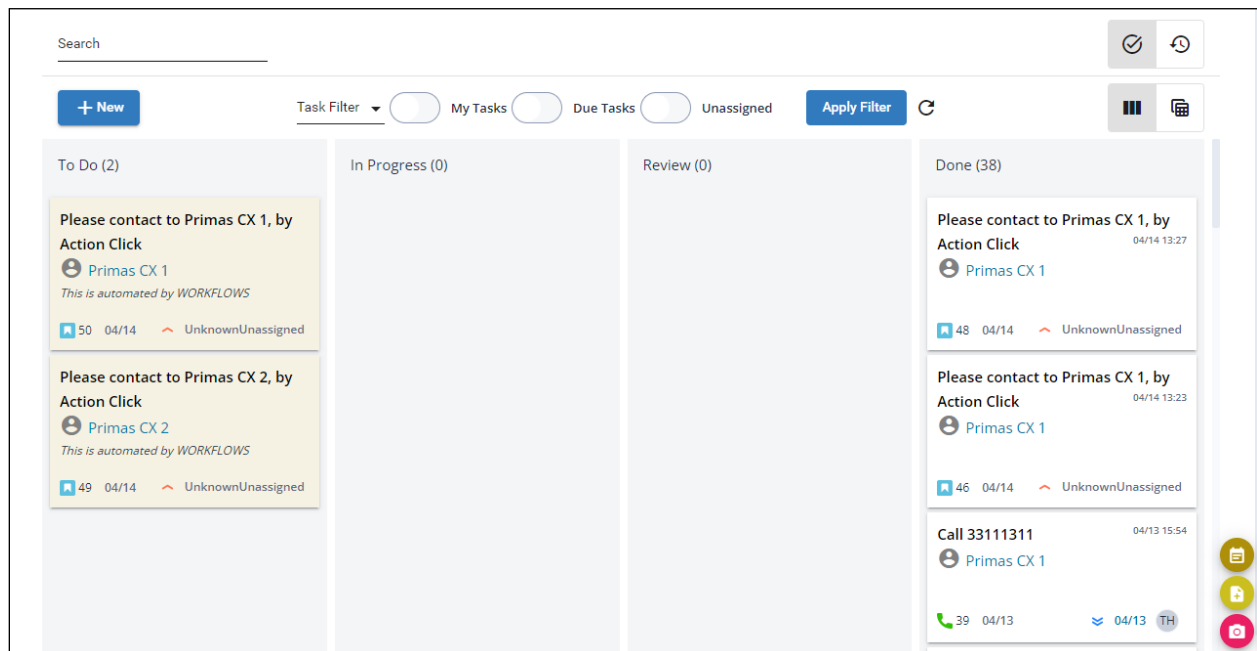
Once reaching the outreach schedule, the system places the phone calls to customers.

## Create the email workflow from Primas CX.





As the workflow, when the customer clicks on the link in the email content, it will create a new task in CRM.



The agent clicks the call button from this task detail.

Follow Up Email - 50

Please contact to Primas

**STATUS**  
To Do

**PRIORITY**  
High

**DUE DATE**

**FINISHED DATE**

**ASSIGNEE**

Search name, email or phone

Assign to me

**TASK DESCRIPTION**  
This is automated by WORKFLOWS

**RESOLUTION CODE**

**RESOLUTION COMMENT**  
Click to add content

Created - Apr 14, 2023, 1:54:33 PM  
Updated - Apr 14, 2023, 1:54:33 PM

**Primas CX 1**  
Primas CX 1  
None  
None  
RAW

Do you wish to add a new note?  
Add new +  
M

General Contact Locations Files Tasks Note Activities Relationship (1)

Primary	Saluation	First Name	Last Name	Email	Phone
✓		Primas CX 1		babyit150@gmail.	3-311-1311

Follow Up Email - 50

Please contact to Primas

**STATUS**  
To Do

**PRIORITY**  
High

**DUE DATE**

**FINISHED DATE**

**ASSIGNEE**

Search name, email or phone

Assign to me

**TASK DESCRIPTION**  
This is automated by WORKFLOWS

**RESOLUTION CODE**

**RESOLUTION COMMENT**  
Click to add content

Created - Apr 14, 2023, 1:54:33 PM  
Updated - Apr 14, 2023, 1:54:33 PM

**Primas CX 1**  
Primas CX 1

Do you wish to add a new note?  
Add new +  
M

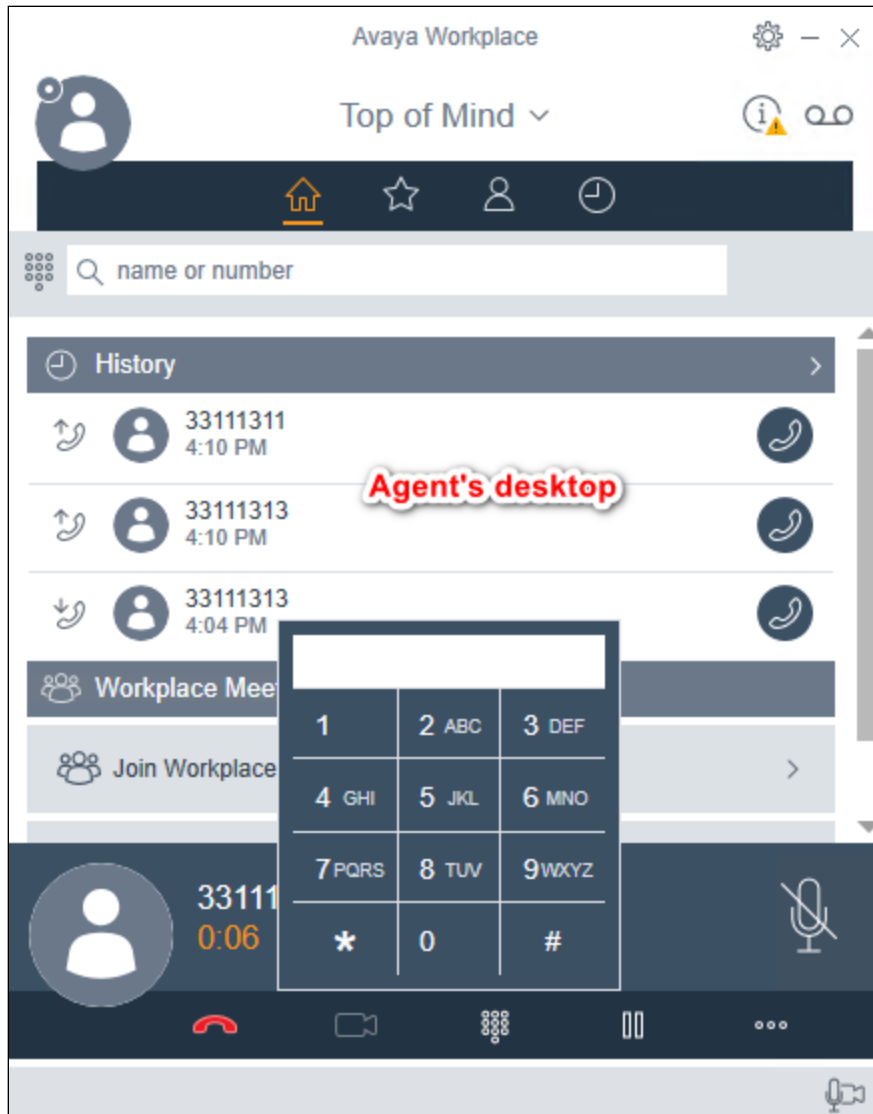
General Contact Locations Files Tasks Note Activities Relationship (1)

Primary	Saluation	First Name	Last Name	Email	Phone
✓		Primas CX 1		babyit150@gmail.	3-311-1311

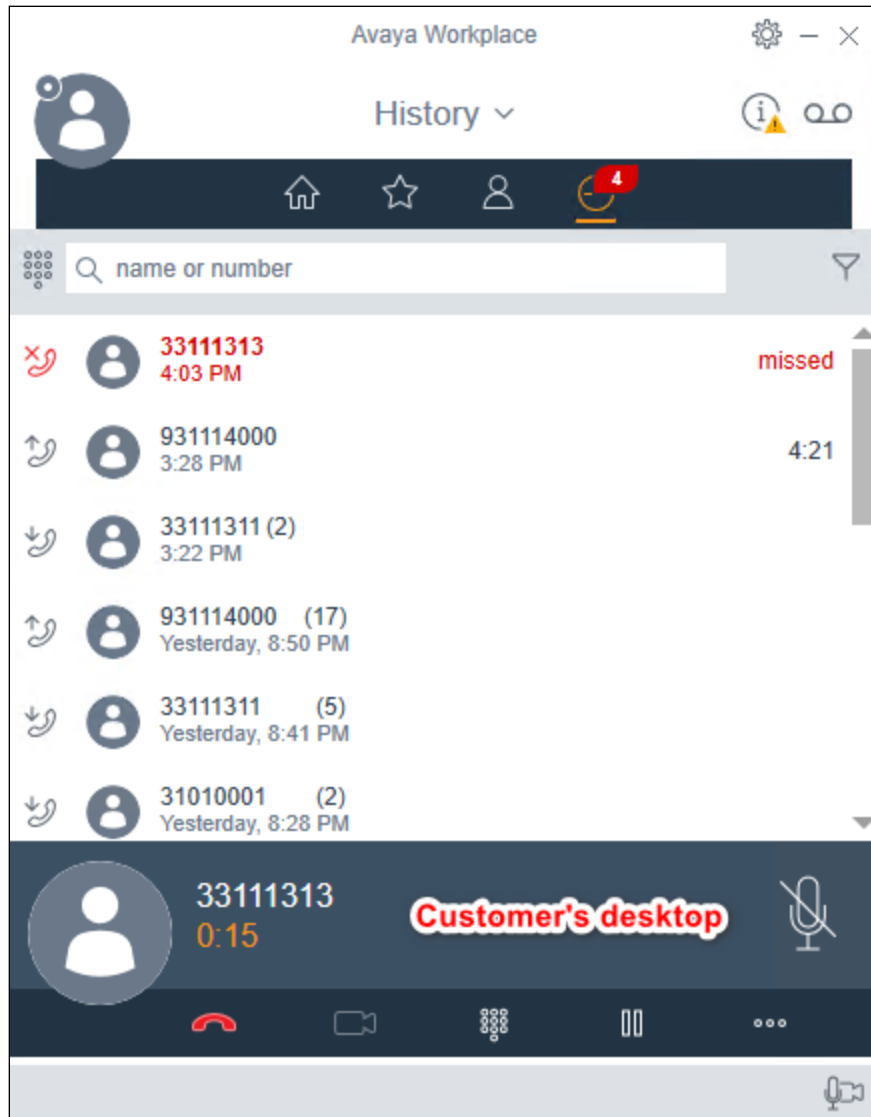
**TASK NO. 50**  
CALLING AGENT...

Success  
Requested a phone call

The system will connect the agent with customer via phone call.







### 9.3.21. Last Agent Routing

Place a call to ACD, the call is routed to the agent then hang up. Place another call to ACD from the same phone and accept the offer to the last agent routing. This call is connected to the same agent.

Agent 11003: Demo Agent 3 - Ext. 10003 Auto In - TALKING

3.311.1312 Call ID: 4504 14001 - Dev Connect Normal Q 00:36

13001 - Dev Connect Normal Q

0 00:00

Experience Pop

PRIMAS Repeat Caller Alert 2023/05/05 18:37

Hello, I see you have tried to contact us already today. Let me try and help you get all of your answers right now.

3.311.1312 Filter out

Date	Duration	Queue	Agent
2023/05/05 18:35	00:29	Direct	Direct
2023/05/05 18:34	00:07	Direct	Direct
2023/05/05 16:33	00:17	Direct	Direct
2023/05/05 16:26	00:08	Direct	Direct
2023/05/05 16:23	00:08	Direct	Direct

### 9.3.22. Remote Agent Support – Integrated EC500 and Web RTC

Sign in the agent to EC500 extension from the web page.

Agent 11001: Demo Agent 1 - Ext. 10005 Aux Work

ACD Login

Extension: 10005 \*

Agent ID: 11001 \*

Remote Extension (or Cell Phone): 71001

Password: \*\*\*\*\*

☒ Enable WebRTC Phone?

☒ Remember me?

Note: Can't login while agent's phone is ringing or talking.

Normal Login Remote Login Close

00:00 Oldest Call Waiting (mm:ss)

1 Agent Closed

Extension	Agent ID	Agent Name	State
10005	11001	Demo Agent 1	Aux Work

The agent successfully signed in to the EC500 extension and the web page connected to WebRTC successfully.

Agent 11001: Demo Agent 1 - Ext. 10005 **Auto In**

Auto In Aux Work Logout

Skillsets	CIQ	OCW	ATT	ACT	STAFF
13001 - Dev Connect Normal Q	0	00:00	00:00	00:00	1

10 Items per page 1 - 1 of 1 items

Skillset - Skillset Name

0	00:00
Calls In Queue	Oldest Call Waiting (mm:ss)
1	0
Agent Signed In	Agent Closed

Agents signed in into selected skill

Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login	Last Time In State	Activity	Logout
10005	11001	Demo Agent 1	Auto In		2		2	16m 41s	19h 7m 42s	05/05 19:13	05/05 19:13		

Place an ACD call to the queue that the agent signed in to. The agent can accept the phone call from Primas Remote Agent page.

Agent 11001: Demo Agent 1 - Ext. 10005 **Auto In - TALKING**

Auto In Aux Work Logout

3.311.1313 00:12  
Call ID: 2455

Transfer End

Skillsets	CIQ	OCW	ATT	ACT	S
13001 - Dev Connect Normal Q	0	00:00	00:00	00:00	

10 Items per page 1 - 1 of 1 items

Skillset - Skillset Name

0	00:00
Calls In Queue	Oldest Call Waiting (mm:ss)
2	1
Agent Signed In	Agent Closed

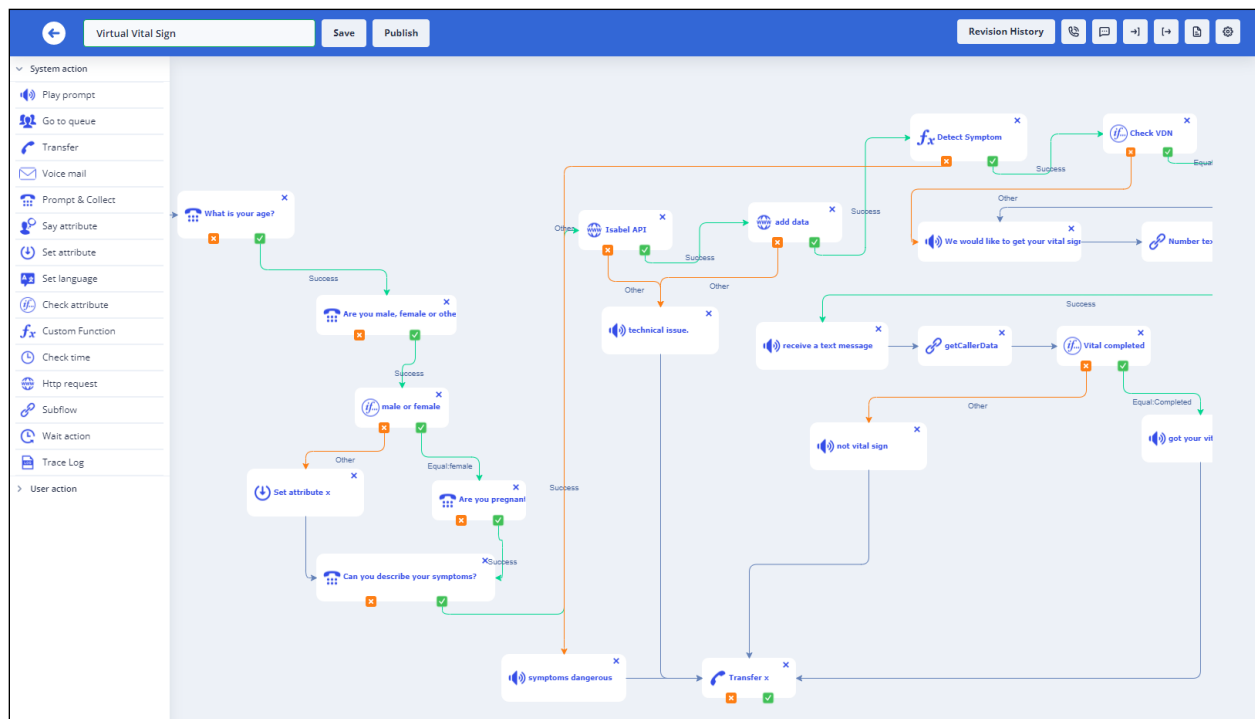
Agents signed in into selected skill

Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon	Total Open	Total Close	Last Login	Last Time In State	Activity	Logout
10005	11001	Demo Agent 1	Talking	22m 29s	15	16		54m 8s	1d 1h 33m 59s	04/14 13:13	04/14 13:13		

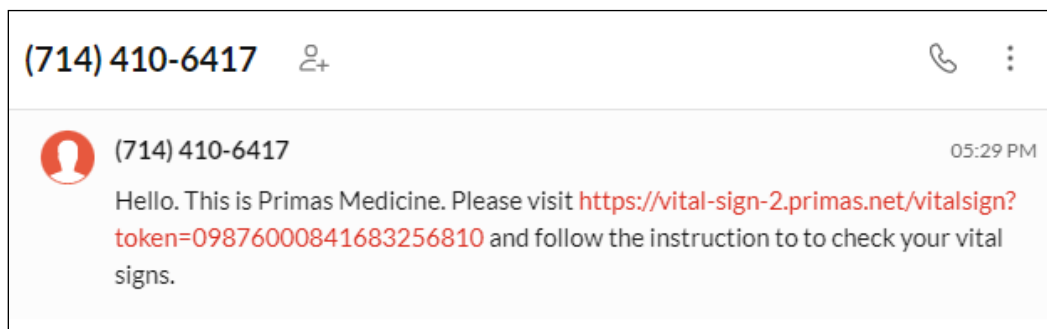
Download Web Notifier

### 9.3.23. Patient Virtual Assistant for normal symptoms

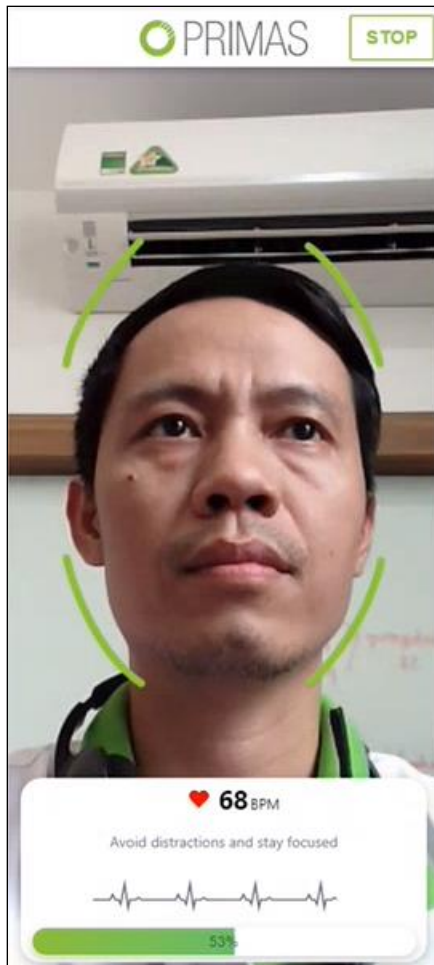
Patients place a call. The Virtual Assistant will prompt the patient to provide their personal information and current symptoms. Primas CX supports the workflow designer tool to design the bot flow for the Virtual Assistant.



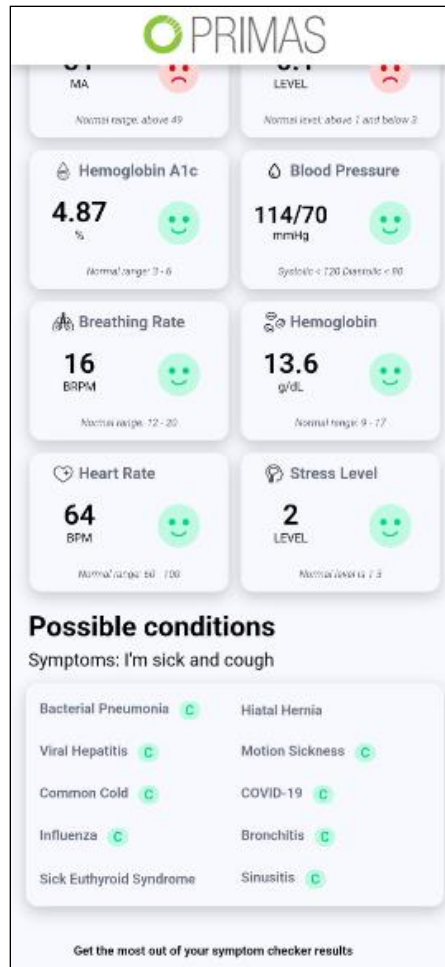
If the patient has normal symptoms, the system will send a text message to the patient with the Vital Readings URL on their phone number that is able to receive the text message.



The patient will open the Vital Readings URL on their phone and begin taking their vital readings.



Once the vital readings are completed, the patient will see their vital results on their phone browser while they are still connected with the agents.



On the agent's screen, they will be able to view the patient's vital readings in real time.

The screenshot displays the Avaya Agent for Desktop interface. The main window is titled "Avaya Agent for Desktop" and shows a "Ready (00:02)" status. Below this, there are three lines for handling calls: Line 1 (Incoming Call, 00:01, Priority, 000000000000346), Line 2 (Phone number, Enter or Select a Number), and Line 3 (Phone number, Enter or Select a Number). To the right, a "Vital Sign Popup" window is open, displaying patient information and vital signs.

**Patient Complaints**

- Phone Number: 657-777-4171
- Gender: male
- Age: 22
- Pregnant: no
- Symptoms: I'm sick

**Vital Signs**

Vital Sign	Value	Status
Heart Rate	63	Normal
Breathing Rate	10	Low
Stress Level	2	Normal
HR Variability	36	Low
Recovery Ability	0.1	Low
Blood Pressure	116/72	Normal

**Conditions**

Condition	Status
Motion Sickness	C
Drug Allergy	C
Sick Sinus Syndrome	C
Hives	C
Intracranial Hemorrhage	C
Sick Euthyroid Syndrome	C
Peritonitis	C
Urticarial Vasculitis	C
Angina	C
Bacterial Pneumonia	C

*\*This is just a suggestion and must not be relied on over and above your own instinct and judgment*

### 9.3.24. Patient Virtual Assistant for urgent case

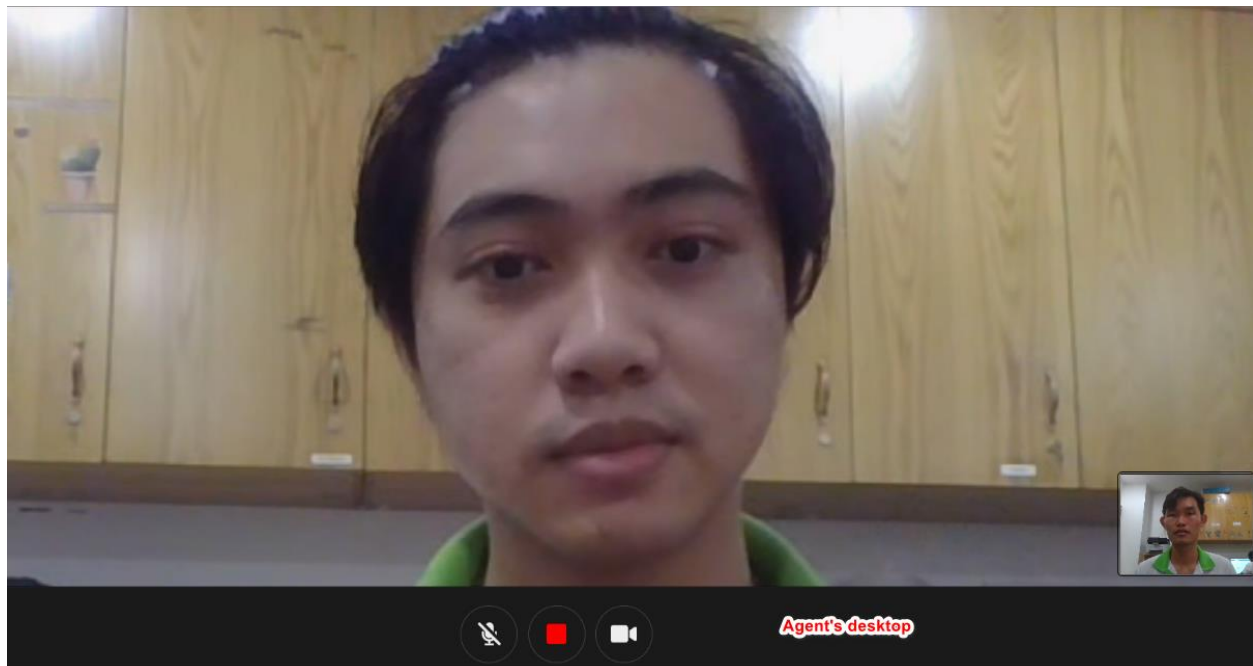
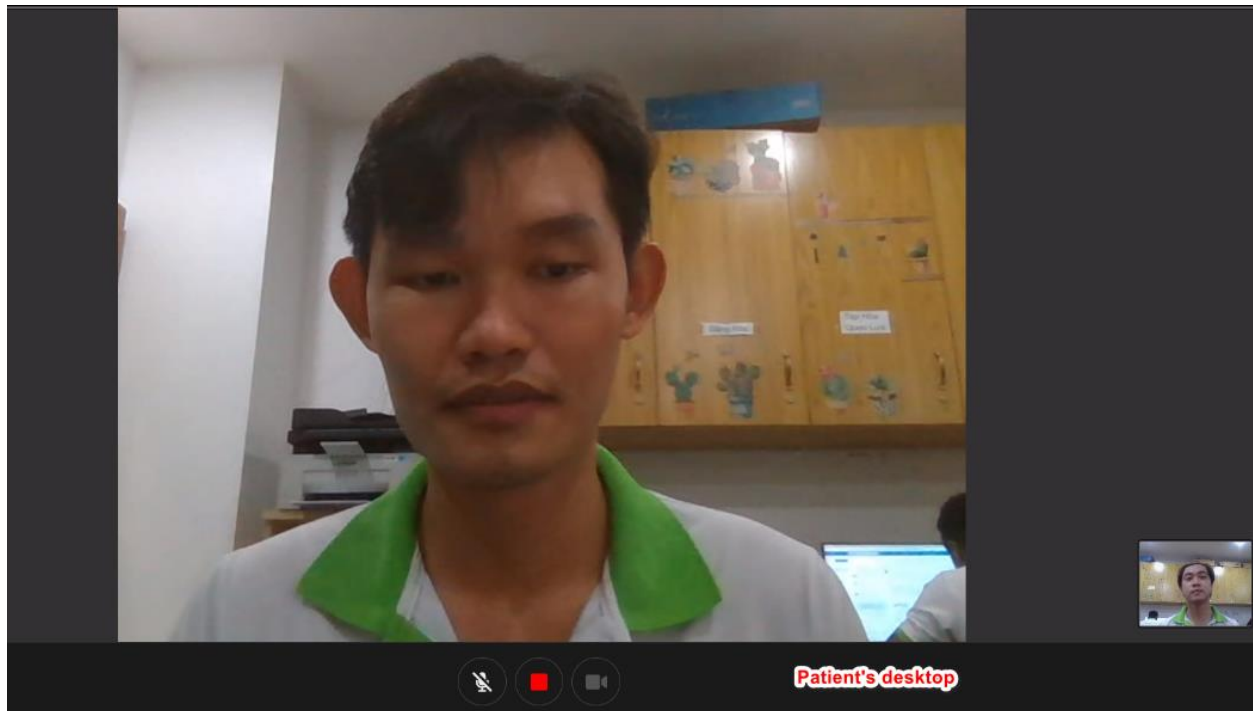
The Virtual Assistant answers the call. The Virtual Assistant requests the patient's information and current symptoms. If the symptoms are urgent, the call is transferred to an agent. On the agent's screen, they will be able to view the patient's information in real-time.

The screenshot displays the Avaya DevConnect interface for a patient's virtual assistant. The main window shows the patient's information, including their phone number (33111311), gender (male), age (27), and pregnancy status (no). The symptoms listed are "I got a high fever". The interface also displays vital signs, such as Heart Rate, Breathing Rate, Stress Level, HR Variability, Recovery Ability, and Blood Pressure, all of which are currently "Not Available". A "Recheck" button is visible next to the vital signs section. The "Conditions" section lists various medical conditions, including Adult Still Disease, Endocarditis, Bacterial Pneumonia, Sepsis and Shock, Strep Throat, Urinary Infection, Acute Appendicitis, and HIV/AIDS. The interface is overlaid on a background showing the Avaya Agent for Desktop interface, which includes a table of agent status and a call log.

Extension	Agent ID	Agent Name	State	Talk Time	Total Call	Total Answer	Total Abandon
10001	11001	Demo Agent 1	Aux Work	34s	2	2	16
10003	11003	Demo Agent 3	Talking	36m 8s	14	11	3 13h 4m



The agent asks the patient to participate in the telemedicine session. The patient accepts the telemedicine request and clicks on a button to start the telemedicine session.



## 10. Conclusion

These Application Notes describe the configuration steps required to integrate the Primas Group Primas CX Core with Avaya Aura® Communication Manager 10.1, Avaya Aura® Session Manager 10.1, and Avaya Aura® Application Enablement Services 10.1. All feature and serviceability test cases were completed successfully.

## 11. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from <http://support.avaya.com> or from your Avaya representative.

- [1] Administering Avaya Aura® Communication Manager, Release 10.1.x, Issue 2.0, September 2022
- [2] Administering Avaya Aura® Session Manager, Release 10.1, Issue 4.0, September 2022
- [3] Administering Avaya Aura® Application Enablement Services, Release 10.1, Issue 2.0, January 2022
- [4] Administering Avaya Aura® System Manager, Release 10.1.x, Issue 8.0, February 2023

Primas Group Primas CX documentation can be obtained by using the contact details listed in **Section 2.3**.

- [5] Primas CX Hardware and Software Requirements v1.0, dated Sep 20, 2021
- [6] Primas CX Installation and Configuration Checklist v1.1, dated Oct 31, 2022

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