



Avaya Solution & Interoperability Test Lab

Application Notes for configuring the eGain Knowledge snap-in with Avaya Breeze™ – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the eGain Knowledge snap-in with Avaya Breeze™ (formerly known as Avaya Engagement Development Platform).

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required to integrate the eGain Knowledge snap-in with Avaya Breeze™ (formerly known as Avaya Engagement Development Platform). Since the name change has not yet been fully implemented in all of the product documentation and product interfaces, the terms Avaya Breeze™ and Engagement Development platform will be used interchangeably throughout these Application Notes.

eGain Knowledge snap-in is deployed on Avaya Breeze™. Once deployed, using Avaya Engagement Designer, workflow is created to use eGain Knowledge snap-in. eGain Knowledge snap-in provides customer with a self-service URL while still maintaining their place in a queue. Via a SMS snap-in an SMS can be sent to the customer while they wait in the queue.

2. General Test Approach and Test Results

The interoperability compliance testing included both feature testing. The feature testing focused on placing inbound PSTN calls to Avaya Breeze™ to invoke the eGain workflows, verifying eGain snap-in properly determined that users input and returns correct URL based on the inputs.

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.

2.1. Interoperability Compliance Testing

Compliance Testing was mainly focused around eGain snap-ins' ability to use the input data from user and in return provide a URL with useful information.

2.2. Test Results

The eGain Knowledge snap-in successfully passed compliance testing.

2.3. Support

For eGain support, eGain can be reached using the following methods by order of decreasing preference (Web is preferred):

- **Web:** <https://support.egain.com>
- **Phone:** 866-787-8246
- **Email:** support@egain.com

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the eGain Knowledge snap-in with Avaya Engagement Development Platform. The configuration consists of an Avaya Aura® Communication Manager Server with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk, Avaya Aura® Session Manager, Avaya Aura® System Manager, and an Avaya Engagement Development Platform server.

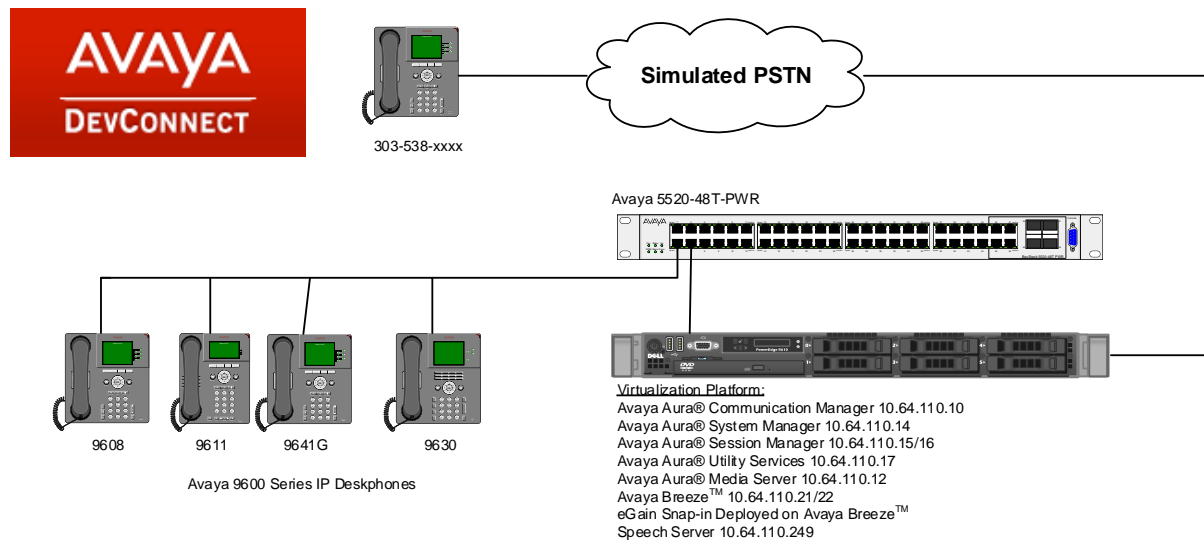


Figure 1: eGain Knowledge snap-in

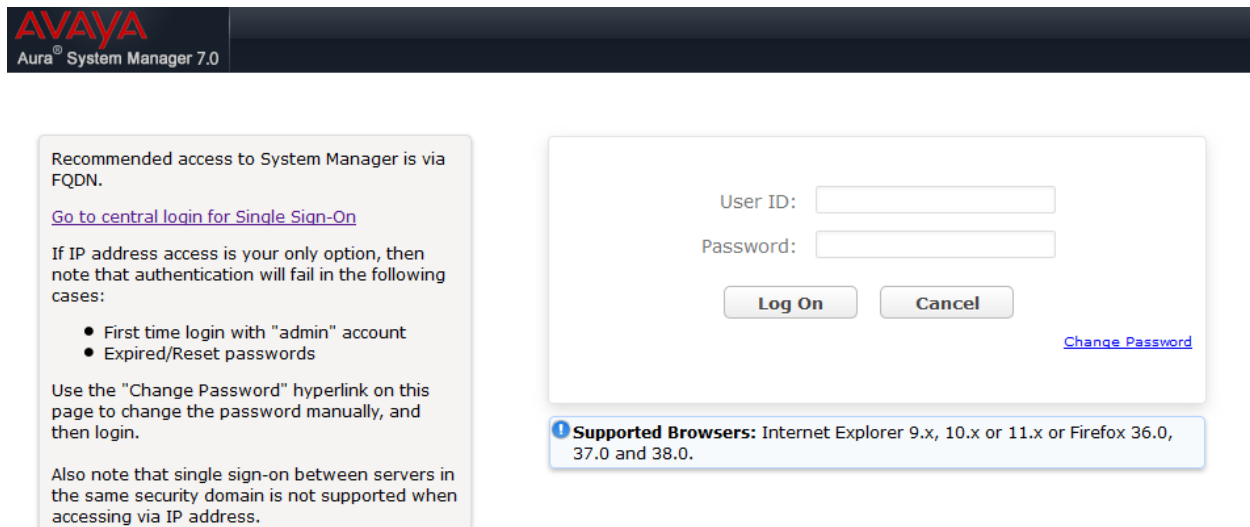
4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager with an Avaya G450 Media Gateway and Avaya Aura® Media Server	7.0.0.3.1-SP3
Avaya Aura® System Manager	7.0.0.2
Avaya Aura® Session Manager	7.0.0.0.700007
Avaya Breeze™	R3.1.1.1.311103
eGain Knowledge snap-in	3.1.0.0.9000

5. Configure Avaya Breeze™ and Avaya Aura® Session Manager

Configuration of Avaya Breeze™ and Avaya Aura® Session Manager is performed via Avaya Aura® System Manager. Access the System Manager Administration web interface by entering <https://<ip-address>/SMGR> as the URL in a web browser, where <ip-address> is the IP address of System Manager. Log in using appropriate credentials.



AVAYA
Aura® System Manager 7.0

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.

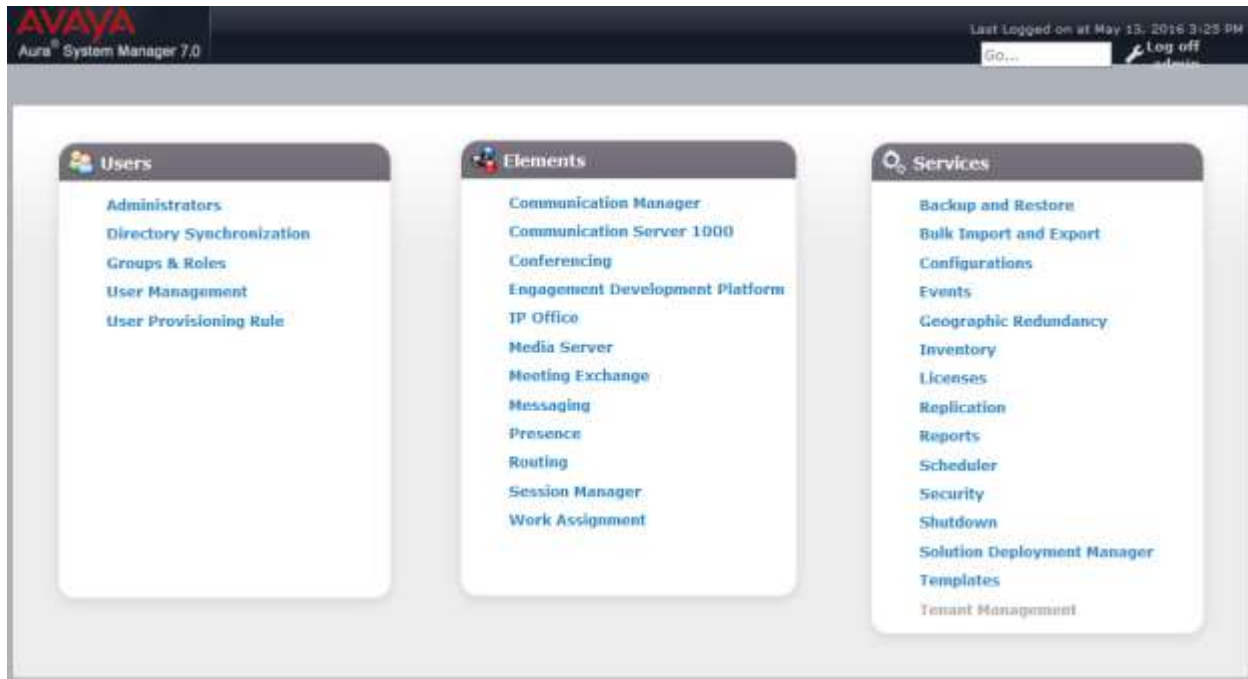
User ID:

Password:

[Change Password](#)

Supported Browsers: Internet Explorer 9.x, 10.x or 11.x or Firefox 36.0, 37.0 and 38.0.

Once logged in, the following screen is displayed.



5.1. Configuring Session Manager to invoke Engagement Development Platform

In order for Session Manager to invoke Engagement Development Platform services when calls are being originated/received, the following administration on System Manager is required:

- Administer one or more Engagement Development Platform instances as a SIP Entity and create an Entity Link (**Section 5.1.1**)
- Create an “Application” that represents Engagement Development Platform (**Section 5.1.2**)
 - Note that from the perspective of Session Manager, Engagement Development Platform is the “Application” rather than a service deployed within Engagement Development Platform.
- Create an Application Sequence that includes the Engagement Development Platform application (**Section 5.1.3**)
- Create one or more Implicit User Rules that match the numbers of the Engagement Development Platform users (**Section 5.1.4**). Note that the users must also be provisioned explicitly as Users in System Manager.
 - These rules are specified with “patterns” that can match large number ranges with a single entry.
 - Associate Engagement Development Platform Application Sequence with the Implicit User Rule.

5.1.1. Configure SIP Entities

Create a SIP Entity for Engagement Development Platform. Navigate to **Home → Elements → Routing → SIP Entities** and click the **New** button (not shown).

Enter a descriptive **Name** for the Engagement Development Platform server and provide the **FQDN or IP Address** in the textbox. Select *Engagement Development Platform* for **Type**. Default values may be used for the remaining fields.

SIP Entity Details

General

* **Name:**

* **FQDN or IP Address:**

Type:

Notes:

Scroll down to the **Entity Links** section. Enter a descriptive **Name**. Select the Session Manager SIP Entity for **SIP Entity 1**, and this Engagement Development Platform SIP Entity for **SIP Entity 2**. Set the **Protocol** and **Port** (i.e TLS/5061). Set the Connection Policy to *trusted*. Click **Commit**.

Entity Links

Override Port & Transport with DNS SRV: ☐

Add		Remove					
1 Item		Filter: Enable					
<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy
<input type="checkbox"/>	* asm_abrz_5061_TLS	asm	TLS	* 5061	abrz	* 5061	trusted

< >

Select : All, None

5.1.2. Configure Engagement Development Platform Application

Navigate to **Home → Elements → Session Manager → Application Configuration → Applications** and click the **New** button (not shown).

Enter a descriptive Application **Name**. Use the drop-down menu to select the **SIP Entity** created in the previous section. Once done, select **Commit**.

Application Editor

Commit

Cancel

Application

*Name

*SIP Entity

Description

Application Attributes (optional)

Name	Value
Application Handle	<input type="text"/>
URI Parameters	<input type="text"/>

Application Media Attributes

Enable Media Filtering ☐

Audio	Video	Text	Match Type	If SDP Missing
YES <input type="button" value="v"/>	YES <input type="button" value="v"/>	YES <input type="button" value="v"/>	NOT_EXACT <input type="button" value="v"/>	ALLOW <input type="button" value="v"/>

5.1.3. Configure Application Sequence

Navigate to **Home → Elements → Session Manager → Application Configuration → Application Sequences** and click the **New** button (not shown).

Enter a descriptive Application Sequence **Name**. Under the **Available Applications** section, click the “+” icon next to the Application created in the previous section.

Application Sequence Editor

Commit

Cancel

Application Sequence

*Name

Description

Applications in this Sequence

Move First

Move Last

Remove

0 Items

<input type="checkbox"/>	Sequence Order (first to last)	Name	SIP Entity	Mandatory	Description
--------------------------	--------------------------------	------	------------	-----------	-------------

No Applications Have Been Added

Available Applications

2 Items

Filter: [Enable](#)

	Name	SIP Entity	Description
+ abrz	abrz		
+ acm	acm		

The Application will now appear in the **Applications in this Sequence** section as shown below. Click the **Commit** button.

Application Sequence Editor

Commit

Cancel

Application Sequence

*Name

Description

Applications in this Sequence

Move First

Move Last

Remove

1 Item

<input type="checkbox"/>	Sequence Order (first to last)	Name	SIP Entity	Mandatory	Description
<input type="checkbox"/>		abrz	abrz	<input checked="" type="checkbox"/>	

Select : All, None

Available Applications

2 Items

Filter: [Enable](#)

	Name	SIP Entity	Description
	abrz	abrz	
	acm	acm	

5.1.4. Configure Implicit User Rules

Implicit Sequencing should always be used to sequence in Engagement Development Platform services (e.g. the eGain Knowledge snap-in), even for SIP endpoints.

Navigate to **Home → Elements → Session Manager → Application Configuration → Implicit Users**. Click the **New** button (not shown). Create an Implicit User rule with appropriate **Pattern**, **Min**, and **Max** values that will match the numbers of the Engagement Development Platform users utilizing the eGain Knowledge snap-in. Use the drop-down menu to select the **SIP Domain**. For the **Termination Application Sequence**, select the Engagement Development Platform server Application Sequence configured in the previous section (e.g. *abrz*). During compliance testing, for the **Origination Application Sequence**, Communication Manager application sequence was selected. Click the **Commit** button.

Implicit User Rule Editor

Implicit User Rule

*Pattern

111

*Min

5

*Max

5

Description

SIP Domain

-ALL- ▼

Origination Application Sequence

acm ▼


Termination Application Sequence

abrz ▼

The screen below shows the Implicit User Rule after it has been committed.

Implicit Users

This page allows you to define rules for implicit users.

Implicit User Rules							
<input type="button" value="New"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>							
1 Item 							Filter: Enable
<input type="checkbox"/>	Pattern	Min	Max	SIP Domain	Origination Application Sequence	Termination Application Sequence	Description
<input type="checkbox"/>	111	5	5	-ALL-	acm	abrz	
Select : All , None							

5.2. Configuring Avaya Engagement Development Platform to invoke the eGain Knowledge snap-in

It is assumed that the initial installation and provisioning of the Avaya Engagement Development Platform has been previously completed and therefore is not covered in these Application Notes. For information on these installation tasks, refer to reference [1] in the **Additional References** section. This section describes only the steps required for the Engagement Development Platform to invoke the eGain Knowledge snap-in.

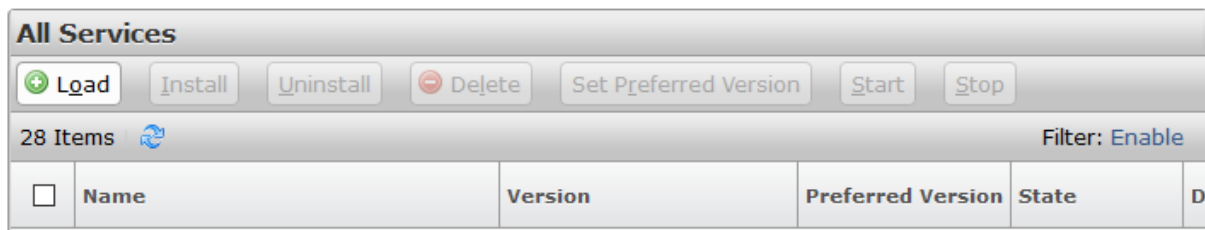
In order for Engagement Development Platform to invoke the eGain Knowledge snap-in, the following actions must be performed on System Manager:

- Deploy the eGain Knowledge snap-in (**Section 5.2.1**)
- Create a workflow using Engagement Designer (**Sections 5.2.2**)
- Create a Service Profile and add the workflow to that profile (**Sections 5.2.3**)
- Provision all users of Engagement Development Platform services as Users in System Manager (this document assumes this step has been previously completed)
 - All users of SIP endpoints will already exist as users in System Manager
 - Users of non-SIP endpoints may or may not already exist as users. If they do not appear as users, they must be added to System Manager.
- Associate the Service Profile with each user of Engagement Development Platform services (**Section 5.2.5**)

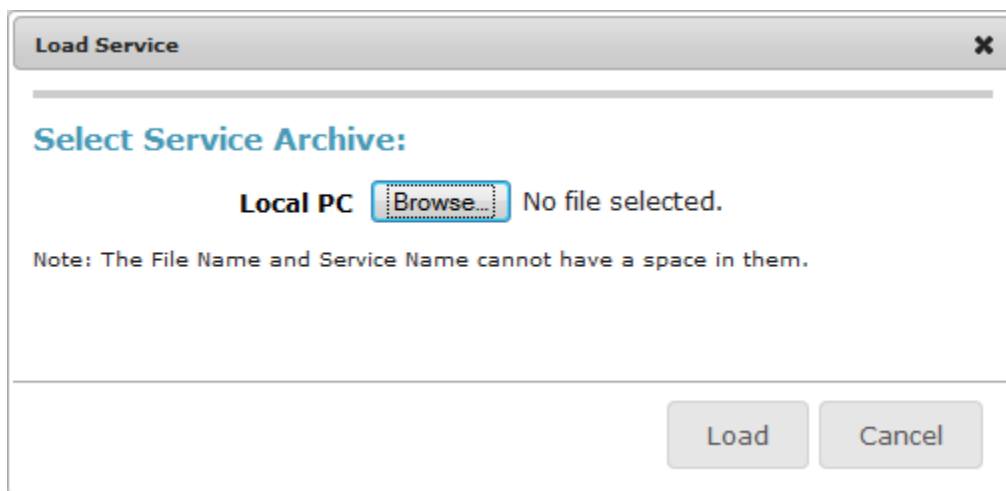
5.2.1. Deploy eGain Knowledge snap-in

Obtain the eGain Knowledge snap-in, save the file to a local system. Navigate to **Home → Elements → Engagement Development Platform → Service Management**. Click the **Load** button.

Service Management




Click the **Browse** button, navigate to the eGain Knowledge snap-in svar file saved on the local system, and select it. Click the **Load** button to load the service.

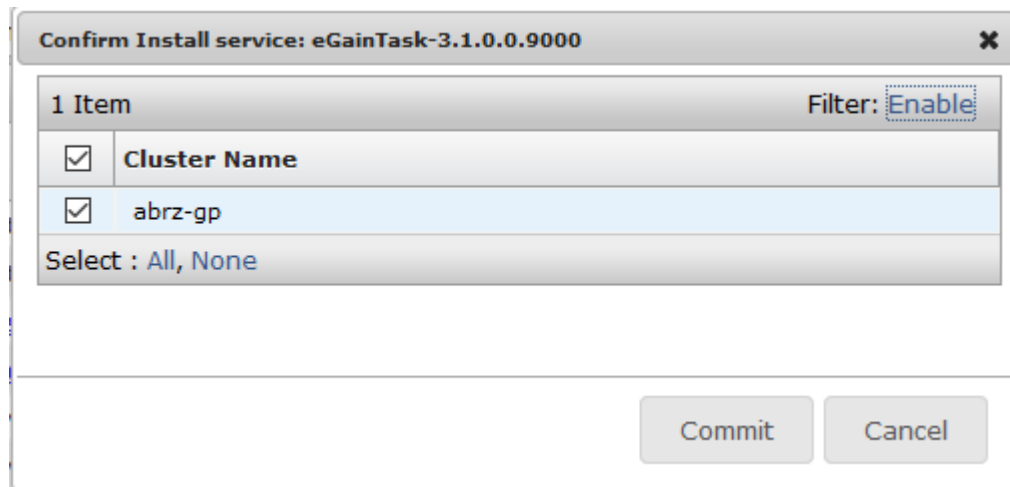


The screen below shows **eGainTask** version 3.1.0.0.9000 has been loaded. Select the check box to the left of the service and then click the **Install** button.

Service Management

All Services				
<input type="button" value="Load"/> <input type="button" value="Install"/> <input type="button" value="Uninstall"/> <input type="button" value="Delete"/> <input type="button" value="Set Preferred Version"/> <input type="button" value="Start"/> <input type="button" value="Stop"/>				
28 Items 		Filter: Enable		
<input type="checkbox"/>	Name	Version	Preferred Version	State
<input type="checkbox"/>	eGainTask	3.1.0.0.9000		✓ Loaded
<input type="checkbox"/>	CallEventControl	3.1.1.0.311008		✓ Installed
<input type="checkbox"/>	ClickatellSmsConnector	3.1.1.0.311008		✓ Installed
<input type="checkbox"/>	CSCService	3.1.1.0.3191		✓ Loaded
<input type="checkbox"/>	CSCService	3.1.1.1.3220		✓ Loaded
<input type="checkbox"/>	CSManager	3.1.0.0.2600		✓ Installed

During compliance testing, the service was installed on multiple Engagement Development Platform servers within a cluster named **abrz-gp**; however, all the testing was performed using only on the Engagement Development Platform server/SIP Entity referenced in **Section 5.1.1** (i.e. *abrz*). Select the cluster of servers where the service will be installed and click the **Commit** button.



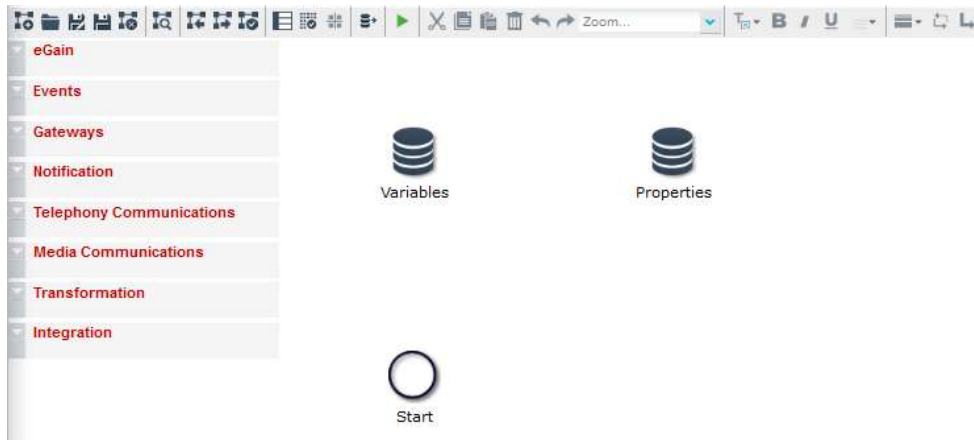
The screen below shows **eGainTask** version 3.1.0.0.9000 has been installed.

Service Management

All Services				
<div> Load Install Uninstall Delete Set Preferred Version Start Stop </div>				
28 Items		Filter: Enable		
<input type="checkbox"/>	Name	Version	Preferred Version	State
<input type="checkbox"/>	eGainTask	3.1.0.0.9000		✓ Installed
<input type="checkbox"/>	CallEventControl	3.1.1.0.311008		✓ Installed
<input type="checkbox"/>	ClickatellSmsConnector	3.1.1.0.311008		✓ Installed
<input type="checkbox"/>	CSCService	3.1.1.0.3191		✓ Loaded
<input type="checkbox"/>	CSCService	3.1.1.1.3220		✓ Loaded
<input type="checkbox"/>	CSManager	3.1.0.0.2600		✓ Installed

5.2.2. Generate a workflow

Create a workflow that uses the eGain Knowledge snap-in using the Avaya provided Engagement Designer snap-in. Via a browser, log onto the Engagement Designer portal. Once logged in, note that the eGain Knowledge snap-in is displayed on the left.



During the compliance test, two workflows were tested, which were created by the eGain team.

5.2.3. Configure Service Profile

Create a Service Profile containing the eGain Knowledge snap-in. Navigate to **Home → Elements → Engagement Development Platform → Configuration → Service Profiles**. Click the **New** button.

Service Profile Configuration

This page allows you to create and edit Service Profiles. A Service Profile is a customizable set of Engagement Development Platform Services that can be assigned to users.



Enter a descriptive **Name** for the Service Profile. Under the **Available Service to Add to this Service Profile** section, click the “+” icon next to one of the eGain workflows.

Service Profile Editor

[Commit](#)

[Cancel](#)

Identity

***Name**

Description

Services in this Service Profile

All Services

Service Invocation Details

0 Items

Filter: [Enable](#)

Remove from Service Profile	Name	Version	Description
No Services			

* The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.
 ** The 'Preferred' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.

Available Service to Add to this Service Profile

13 Items		Filter: Enable	
Add to Service Profile	Name	Description	
+ Advanced...	CSManager	Context Store Manager	
+ Advanced...	CSNotifications	Context Store Notification	
+ Advanced...	CSRest	Context Store ReST Service	
+ Advanced...	CSRules	Context Store Rules Service	
+ Advanced...	CSScreenPop	Context Store Screen Pop Service	
+ Advanced...	CSTasks	Context Store Tasks	
+ Advanced...	eGainGuidedHelpWorkflow		
+ Advanced...	eGainKnowledgeQueryWorkflow		
+ Advanced...	eGainTask	My Service	
+ Advanced...	EngagementDesigner	My Service	

The service will be moved up to the **Services in this Service Profile** section as shown below. Click the **Commit** button.

Service Profile Editor

Identity


*Name

Description


Services in this Service Profile

All Services

Service Invocation Details

1 Item 

Filter: [Enable](#)

Remove from Service Profile	Name	Version	Description
	eGainGuidedHelpWorkflow	Latest*	

* The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.

** The 'Preferred' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.

5.2.4. Associate Service Profile with Users

This document assumes all users of Engagement Development Platform services have already been provisioned as Users in System Manager.

- All users of SIP endpoints should already exist as users in System Manager.
- Users of non-SIP endpoints may or may not already exist as users. If they do not appear as users, they must be added to System Manager.

Navigate to **Home → Users → User Management → Manage Users**. Select an existing user and click the **Edit** button.

User Management

Users						
					More Actions ▾	Advanced Search ►
3 Items		Show	All ▾	Filter: Enable		
<input type="checkbox"/>	Last Name	First Name	Display Name	Login Name	SIP Handle	Last Login
<input type="checkbox"/>	admin	admin	Default Administrator	admin		May 20, 2016 12:56:17 PM -06:00
<input type="checkbox"/>	SIP	User 1	SIP, User 1	11101@avaya.com	11101	
<input type="checkbox"/>	SIP	User 2	SIP, User 2	11102@avaya.com	11102	
Select : All, None						

Select the **Communication Profile** tab at the top. Towards the middle of the page, check the **Engagement Development Platform Profile** checkbox, and then use the **Service Profile** drop-down menu to select the profile configured in **Section 5.2.2**.

Note the **Application Sequences** fields under the **Session Manager Profile** section. These fields were used to explicitly sequence in Communication Manager for each user. They should not be used to sequence in Engagement Development Platform services. As mentioned in **Section 0**, implicit Sequencing should always be used to sequence in Engagement Development Platform services (e.g. the eGain Knowledge snap-in).

Name

☒ Primary

Select : None

* Name:

Default : ☒

Communication Address ▾

<input type="checkbox"/>	Type	Handle	Domain
<input type="checkbox"/>	Avaya SIP	11101	avaya.com

Select : All, None

☒ Session Manager Profile ▾

SIP Registration

* Primary Session Manager

Primary	Secondary	Maximum
5	0	5

Secondary Session Manager

Survivability Server

Max. Simultaneous Devices

Block New Registration
When Maximum
Registrations Active?

☐

Application Sequences

Origination Sequence

Termination Sequence

Call Routing Settings

* Home Location

Conference Factory Set

Call History Settings

Enable Centralized Call
History?

☐

☒ Engagement Development Platform Profile ▾

* Service Profile

6. Verification Steps

This section includes steps that can be followed to verify the configuration.

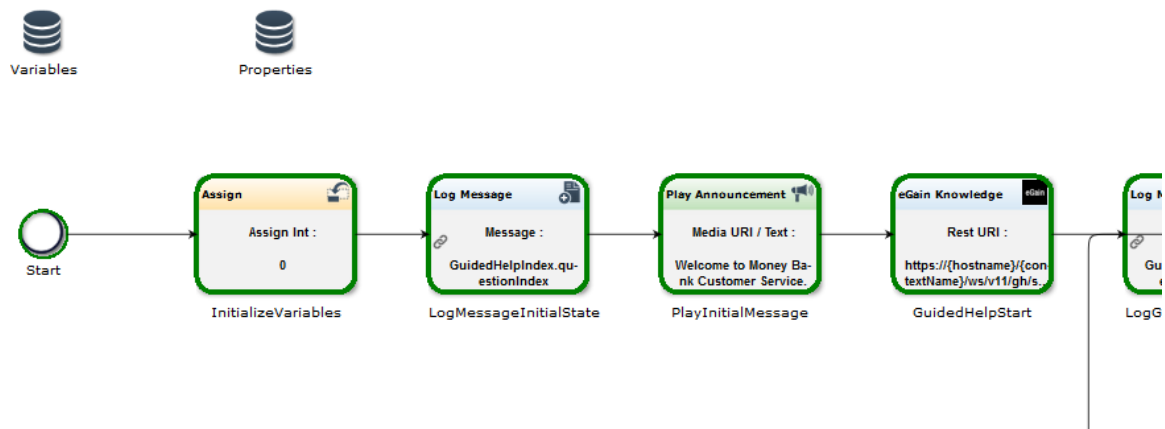
Place inbound PSTN calls to eGain Users. For each call, verify eGain Knowledge snap-in is invoked successfully. To verify, via a browser, go to the Engagement Designer Admin portal. Select the **Instances** tab and select the **id** for the last call placed.

Administration Console

Workflows Instances Event Catalog							
<div>Continue Terminate Delete Refresh Advance Search Search...</div>							
<input type="checkbox"/>	Id	Workflow Name	Version	State	Created By	Created At	Completed At
<input type="checkbox"/>	149	eGainGuidedHelpWorkflow	2	Completed	Event: Call:CALL_INTERCEPT_TO_CALLED_PARTY-; CallingParty:13035380121@avaya.com; CalledParty:11101@avaya.com	2016-05-12 12:58:50.55	2016-05-12 12:59:35.641
<input type="checkbox"/>	148	eGainGuidedHelpWorkflow	2	Completed	Event: Call:CALL_INTERCEPT_TO_CALLED_PARTY-; CallingParty:13035380121@avaya.com; CalledParty:11101@avaya.com	2016-05-12 12:57:16.093	2016-05-12 12:58:09.852
<input type="checkbox"/>	147	eGainGuidedHelpWorkflow	2	Completed	Event: Call:CALL_INTERCEPT_TO_CALLED_PARTY-; CallingParty:13035380121@avaya.com; CalledParty:11101@avaya.com	2016-05-12 12:56:13.037	2016-05-12 12:57:09.229
<input type="checkbox"/>	144	eGainKnowledgeQueryWorkflow	1	Completed	Event: Call:CALL_INTERCEPT_TO_CALLED_PARTY-; CallingParty:13035380121@avaya.com; CalledParty:11101@avaya.com	2016-05-12 12:53:02.587	2016-05-12 12:54:09.075
<input type="checkbox"/>	143	eGainKnowledgeQueryWorkflow	1	Completed	Event: Call:CALL_INTERCEPT_TO_CALLED_PARTY-; CallingParty:13035380121@avaya.com; CalledParty:11101@avaya.com	2016-05-12 12:51:55.792	2016-05-12 12:52:59.119
<input type="checkbox"/>	142	eGainKnowledgeQueryWorkflow	1	Completed	Event: Call:CALL_INTERCEPT_TO_CALLED_PARTY-; CallingParty:13035380121@avaya.com; CalledParty:11101@avaya.com	2016-05-12 12:51:55.792	2016-05-12 12:52:59.119

Verify all the nodes were invoked successfully. If any nodes receive an error, a red border around the node will be displayed, instead of green.

Workflow Name: eGainGuidedHelpWorkflow
Version: 2
Instance ID: 149



7. Conclusion

The eGain Knowledge snap-in passed compliance testing. These Application Notes describe the procedures required for the eGain Knowledge snap-in to interoperate with Avaya Breeze™ (formerly known as Avaya Aura® Engagement Development Platform) to support the reference configuration shown in **Figure 1**. Refer to **Section 2.2** for testing result details and any observations noted during testing.

8. Additional References

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

- [1] [Administering Avaya Aura® Engagement Development Platform Release 3.0](#), Release 3.0 May 2016.
- [2] [Administering Avaya Aura® Session Manager](#), Release 7.0, August 2015.

Product information for eGain may be obtained by contacting eGain directly.

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