

Avaya Solution & Interoperability Test Lab

Application Notes for WEBTEXT 2-way SMS Connector 3.7 with Avaya BreezeTM 3.8 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for WEBTEXT 2-way SMS Connector 3.7 with Avaya Breeze 3.8 to successfully interoperate.

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

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

1. Introduction

These Application Notes describe the configuration steps required for WEBTEXT 2-way SMS Connector 3.7 with Avaya Breeze® 3.8. The WEBTEXT 2-way SMS Connector allows users to send SMS text messages from Avaya Breeze® Platform (formerly known as Avaya Engagement Development Platform and Avaya Aura® Collaboration Environment) applications, and to receive messages back in through the connector. The testing used Avaya Engagement Designer to create a workflow for testing the WEBTEXT messaging application with the Avaya Breeze® Platform.

The WEBTEXT connector is a dual mode connector allowing customers to leverage WEBTEXT's messaging services in both standard Avaya Breeze and also in Avaya Oceana. This document will explain how to install and configure the WEBTEXT connector in order for it to work with Avaya Breeze.

2. General Test Approach and Test Results

Interoperability testing contained functional tests mentioned in **Section 2.1.** All test cases were performed manually. The serviceability test cases were performed manually by restarting the Breeze system and disconnecting/reconnecting the network to the Breeze system.

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 Breeze and WEBTEXT Gateway used secure HTTPS encryption feature as requested WEBTEXT.

2.1. Interoperability Compliance Testing

The interoperability Compliance test included feature and serviceability testing. Feature testing focused on sending SMS text messages through and retrieving messages with the Webtext Connector.

The serviceability testing focused on verifying the ability of Webtext SMS Connector to recover from adverse conditions, such as disconnecting/reconnecting the network.

2.2. Test Results

All test cases were executed and passed. The compliance test was successful.

2.3. Support

Support for WEBTEXT can be obtained through the following:

- Address: 36E Main St., Suite 201, Norristown, PA 19401 U.S.A
- Tel: +1 (855)247 3232
- Email: support@webtext.com
- Website: https://www.webtext.com/

3. Reference Configuration

Figure 1 illustrates a sample configuration that consists of Avaya Products and WEBTEXT 2way SMS Connector.



Figure 1: Test Configuration for WEBTEXT 2-way SMS Connector and Avaya BreezeTM

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running in Virtual Environment	System Manager 8.1.3.0 Build No 8.1.0.0.733078 Software Update Revision No:
	8.1.3.0.1011784 Feature Pack 3
Avaya Breeze [™] running in Virtual Environment	Release 3.8.0.0.380018
Avaya Engagement Designer Snap-in	Release 3.8.0.0.100007
WEBTEXT 2-way SMS Connector Snap-in	Release 3.7.0.1.2

5. Configure Avaya Breeze

This section describes the procedure for configuring the Avaya Breeze to work with Avaya Engagement Designer snap-in and WEBTEXT 2-way connector snap-in. It is assumed that the installation and general configuration of the Avaya Breeze has been previously completed and is not discussed here.

Configuration of the Avaya Breeze is performed via System Manager. Access the System Manager Administration web interface by entering <u>http://<SMGR</u> IP address/FQDN> where <FQDN> is the FQDN of System Manager. Log in using appropriate credentials.

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.	User ID: admin
Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.	Password: Log On Reset
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.	O Supported Browsers: Internet Explorer 11.x or Firefox 65.0, 66.0 or 67.0.
All users must comply with all corporate instructions regarding the protection of information assets.	

The home screen of System Manager displays below; navigate to **Elements** \rightarrow **Avaya Breeze**® \rightarrow **Server Administration**.



KP; Reviewed SPOC 3/25/2021 Solution & Interoperability Test Lab Application Notes ©2021 Avaya Inc. All Rights Reserved. 6 of 24 Webtext-Breeze The **Server Administration** page is displayed in the right side of the page. The Engagement Designer snap-in and the WEBTEXT SMS connector snap-in will be loaded and installed on the **Breeze1** system and the cluster name **WEBTEXT**.

AVAYA Aura® System Manag	🗛 🔒 I ger 8.1	Users v	🗲 Elem	ents 🗸 🔅 Services	~	Widge	ets v	Shortcuts	×			Search	■ ▲ =	adm
Home Avaya	a Breeze®													
Avaya Breeze⊗	^													Help ?
Server Admini	istration	Ser	erver Administration											
Cluster Admin	nistration	This pa	ge allows you	to view, edit and delete Av	aya Breeze	® serve	er instance	is.						
Service Manag	gement 🗸		ana Braaza® Saruar Instances											
Reliable Event	ting Ad 🗸	AVay /Ed	it O <u>N</u> ew	ODelete Syste	m State	•	Shutdowr	system 🝷)					
Configuration	~	3 Iter	ns I 🍣										Filter:	Enable
System Tools a	and Mo 🗸		Name	Cluster Name	Service Install Status	Tests Pass	Alarms	System State	Security Module	Activity	License Mode	Overload Status	Version	Last Re
		0	Breeze P A	<u>PresenceServices</u>	~	~	0/0/0	Accepting	Up	3	~	~	3.6.0.1.360106	
		0	Breeze1 PA	<u>WEBTEXT</u>	~	~	0/0/0	Accepting	Up	0	~	~	3.8.0.0.380018	
		0	Breeze2 PA	ECC	~	~	0/0/0	Accepting	Up	0	~	~	3.8.0.0.380018	2020-1
		✓ Select	: None											•

5.1. Configure WEBTEXT SMS Connector

From the Avaya Breeze® menu in the left pane, navigate to the Service Management \rightarrow Services. The Services page is display in the right side, select Load button. The Load Service window is displayed, select Choose File button to upload to the WebtextConnector-3.7.0.1.2 snap-in from the local computer and select Load button.

Home	Avaya Breeze®							
Avaya Bre	eeze® ^							Help ?
Serve	er Administration	Ser	vices					
Clust	ter Administration	This pa	ge allows you to manage th	service life cycle across clusters.				
Service Management			Parvicas					
	Services		ad Install Uninstal	Load Service	X	_		
	Bundles	125 1	items	WARNING: The total size of all selected files cannot exceed the browser-specific upload limits.				Filter: Enable
	Service Databases		Name	Filename Action			Avaya Signed	Log Size(MB)
			AuthorizationService	WebtextConnector-3.7.0.1.2.svar Remove		le	~	100
Relia	able Eventing Ad 👻		AuthorizationService	Local PC Choose File No file chosen	1	le	~	100
Conf	figuration 🗸 🗸		AuthorizationService	The File Name and Service Name cannot have a space in them.	-	le	 Image: A second s	100
Syste	em Tools and Mo 🗸		AuthorizationService	Load Cancel		le	~	100
			AuthorizationService		,	Je	~	100

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As the **WebtextConnector-3.7.0.1.2** snap-in is successfully loaded to the System Manager, check the snap-in and select **Install** button. The **Confirm Install service** window is displayed, check the cluster name that the snap-in will be installed on; in this case the cluster name is **WEBTEXT**. Select **Commit** button to confirm.

AVAYA Aura® System Manager 8.1	Users 🗸 🎤 Elements 🗸	🌣 Services 🗸 Widgets	✓ Shortcuts ✓	earch 🔶 🗮 丨	admin		
Home Avaya Breeze®							
Avaya Breeze® ^				H	elp ?		
Server Administration	Services						
Cluster Administration	This page allows you to manage t	he service life cycle across clusters.					
Service Management \land		<u></u>					
Services	All Services	Confirm Install service: Webtex	Confirm Install service: WebtextConnector-3.7.0.1.2				
Scinces		2 Items	2 Items Filter: Enable				
Bundles	125 Items 🧬	Cluster Name	Cluster Name				
Carrier Databases	Name	Name PresenceServices					
Service Databases	PresenceServices	Select : All, None	WEBTEXT Select : All, None				
Keliable Eventing Ad 🗡	PSConnector			ot oplicable 🗸 100			
Configuration 🗸	PresenceServicesEnhan		Commit Cancel	/ / 100			
System Tools and Mo 🗸	AuthorizationService			ot 🗸 100			
	CallEventControl	3.8.0.0.380019	🗸 Loaded Java	Not Applicable 🗸 100			
	EmailConnector	3.8.0.0.380019	🗸 Loaded Java	Not Applicable 🗸 100			
<	EventingConnector	3.8.0.0.380019	🗸 Loaded Java	Not Applicable 🖌 100			
			and the second se	Not Not			

To configure attributes for the WEBTEXT snap-in, navigate to **Configuration** \rightarrow **Attributes**. The **Attributes Configuration** displays in the right side, select **Service Clusters** tab, and in the **Cluster** and **Services** dropdown fields, select the cluster name **WEBTEXT** and **WebtextConnector** snap-in as shown below.

AVAYA Aura® System Manager 8.1	Jsers 🗸 🎤 Elements 🗸 🏘 Services 🗸 Widgets 🗸 Shortcuts 🗸	Search 🔔 🚍 🛛 admir
Home Avaya Breeze®		
Avaya Breeze® ^		Help ?
Server Administration	Attributes Configuration	Commit Cancel
Cluster Administration	When a service is first installed, the factory default value picked by the service writer is used for each attribute for all service profiles. You may override the factory default value by using the Service Globals tab below. If you need to set	
Service Managem ^	specific values for attributes in a service profile, then use the Service Profiles tab below.	
Services	Service Profiles Service Clusters Service Globals	
Bundles	Cluster WEBTEXT V	
Service Databases	Service WebtextConnector	

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Enter the following parameters for the WebtextConnector snap-in:

- **API id**: check the **Override Default** checkbox and enter the ID for the Webtext account, this account is provided by WEBTEXT.
- **API password**: check the **Override Default** checkbox and enter the password for the Webtext account, this password is also provided by WEBTEXT.
- **Inbound Message Channel**: check the **Override Default** checkbox and enter the string "WebtextReply".
- **OCEANA_MODE**: check the **Override Default** checkbox and enter the value "false".
- **Polling internal**: check the **Override Default** checkbox and enter the value 20 in the **Effective Value** box.

Click **Commit** (not shown) button to save the changes.

12 Items			
Name	Override Default	Effective Value	Description
API id	v	yjhxq54X	Unique to your Webtext account. Not the same as your Webtext username.
API password		•••••	
DEBUG_MODE		False	" (Use to expand log all raw data being passed through connector. Only set to True temporarily)
Inbound Message Channel		WebtextReply	CE Channel to send inbound polled messages to.
OCEANA_APPLICATION_KEY		webtext	(NEEDED FOR OCEANA)
OCEANA_MAINTENANCE_MODE		False	(NEEDED FOR OCEANA)Only set to TRUE for Cluster Maintenance. Changed at Service Cluster level
OCEANA_MODE		false	True if using Oceana, false otherwise
OCEANA_SNAPIN_IP		10.134.46.201	(NEEDED FOR OCEANA)
OCEANA_SNAPIN_NAME		SMSService	(NEEDED FOR OCEANA)

In order for the WebtextConnector snap-in to connect to the WEBTEXT gateway, the HTTPS connection between the Breeze system and the WEBTEXT gateway need to be established. In the compliance test, WEBTEXT provides three certificates for a secure HTTPS connection to install on the Breeze system.

Select **Cluster Administration** from the **Avaya Breeze** menu. The **Cluster Administration** displays in the right side, check on the **WEBTEXT** cluster and select **Certificate Management** dropdown menu and then select **Install Trust Certificate (ALL Avaya Breeze® Instances)** link from the list.

Home	Avaya Breeze®											
Avaya Br	reeze® ^										H	Help ?
Serv	ver Administration	Clu	ster A	dministrati	on							
Clus	ster Administration	This pa	ige allows yo	u to view, edit and de	elete Avaya	a Breeze® clus	ters.					
Serv	vice Managem ^	Ava	va Breez	e® Clusters								
	Services	∠Ec	Certificate Management Cluster State Backup and Restore Beboot									
	Bundles	3 Ite	m Update	/Install Identity Ce	rtificate (Authorization	Service)			Fil	ter: Enal	ble
	Service Databases		Details	Cluster Name	Cluster Group	Cluster IP	Cluster IPv6	Cluster FQDN	Cluster Profile	Cluster State	Alarms	Acti
Relia	able Eventing 🗸		►Show	ECC		10.33.1.47			General Purpose	Accepting [1/1]	0/0/0	0
C	E		►Show	PresenceServices		10.33.1.17			Core Platform	Accepting [1/1]	0/0/0	3
Cont	niguration ^		►Show	WEBTEXT		10.33.1.37			General Purpose	Accepting [1/1]	0/0/0	0
	Service Profiles	✓ Select	t: All, Non	e								+
	Attributes		,,									

The **Install Trusted Certificate** page displays, select **Choose File** button to upload the certificate file and then select **Retrieve Certificate** button.

Aura® System Manager 8.1	Jsers 🗸 🖌 Elements 🗸 🏟 Services 🗸 Widgets 🗸 Shortcuts 🗸 🛛 Search 💦 🔔 🗮 🗍 admin
Home Avaya Breeze®	
Avaya Breeze® ^	Help ?
Server Administration	Bulk install trust certificate on all Avaya Breeze® instances
Cluster Administration	Select Store Type to install trusted certificate All
Service Management 💙	*Please select a file Choose File DigiCertGlobalRootCA.pem
Reliable Eventing Ad 💙	You must click the Retrieve certificate button and review the certificate details before you can continue. Retrieve Certificate
Configuration 🗸 🗸	Commit
System Tools and Mo 🗸	

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The detail certificate is displayed, select **Commit** button to install the certificate. Repeat the procedure above to install another two certificates.

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Home	Avaya Breez	e®						
Avaya Bre	eeze®	^	Install Tru	sted Certificate			Commit	Help ? Cancel
Clust	er Administration ter Administration	1	Select Store Tvr	tificate on all Avaya Breeze® instances	~]		
Servi	ice Management	~	*Please select a	file Choose File No file chosen				
Relia	ble Eventing Ad	. *	You must click the	Retrieve certificate button and review the certificate deta	ails befo	re you can continue. Retrieve Certificate	3	
Conf	figuration	~	Certificate Details					
Syste	em Tools and Mo.	~	Subject Details	CN=DigiCert Global Root CA, OU=www.digicert.com, O				
			Valid From	Thu Nov 09 17:00:00 MST 2006	Valid To	Sun Nov 09 17:00:00 MST 2031		
			Key Size	2048				
			Issuer Name	CN=DigiCert Global Root CA, OU=www.digicert.com, O				
			Certificate Fingerprint	a8985d3a65e5e5c4b2d7d66d40c6dd2fb19c5436				
			CA Certificate	Yes				
							Commit C	ancel

5.2. Configure Avaya Engagement Designer

Repeat the procedure above to upload the Engagement Designer snap-in to the System Manager system and install it on the same Breeze system with the Webtext connector snap-in. The screens below displays the EngagementDesignerTasks-3.8.0.0.100005.svar file uploaded to the System Manager.

AVAYA Aura® System Manager 8.1	Users 🗸 🌾 Elements 🗸	Services v Widgets v Shortcuts v	Search		🕽 🗮 admin				
Home Avaya Breeze®									
Avaya Breeze⊗ ^					Help ?				
Server Administration	Services	a							
Cluster Administration									
Service Management 🔺	(
Senices	All Services	Load Service	×						
Bundles	125 Items : 🍣	Select Service Archive(s): WARNING: The total size of all selected files cannot exceed the browser-specific limits.	c upload		Filter: Enable				
Service Databases	Name	Filename Actio	n	Avaya Signed	Log Size(MB)				
	AuthorizationService	EngagementDesignerTasks-3.8.0.0.100005.svar <u>Rem</u>	ove	e 🗸	100				
Reliable Eventing Ad 💙	AuthorizationService	Local PC Choose File No file chosen		e 🗸	100				
Configuration 🗸 🗸	AuthorizationService	The File Name and Service Name cannot have a space in them.	-	e 🗸	100				
System Tools and Mo 🗸	AuthorizationService	Load	Cancel	e 🗸	100				
	AuthorizationService			e 🗸	100				
	AuthorizationService	3.4.0.1.340120 🗸 Loaded Java	Not Applicable	e 🗸	100				
<	AuthorizationService	3.5.0.0.08350007 🗸 Loaded Java	Not Applicable	e 🗸	100				

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And the screen below shows the EngagementDesigner snap-in is successfully installed on the Breeze system. All attributes configuration of Engagement Designer leave at the default value at the Attributes Configuration page (not shown).

AVAYA Aura® System Manager 8.1	AVAYA ▲ Users × ✓ Elements × ♦ Services × Widgets × Shortcuts × Search ▲ ☰ admin										
Home Avaya Breeze®											
Avaya Breeze® ^	This p	page allows you to manage the se	rvice life cycle across o	lusters.						•	
Server Administration										i.	
	All	Services									
Cluster Administration	O	L <u>o</u> ad <u>I</u> nstall <u>U</u> ninstall	OPIete Set P	referred Version							
Service Management \land	125	125 Items 🧔 Filter: Enable									
Services		Name	Version 💌	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(N		
Rundlar		PresenceServices	8.0.1.0.859		🗸 Installed	Java	Not Applicable	 Image: A second s	200		
Dulluics		PSConnector	8.0.1.0.765		🗸 Loaded	Java	Not Applicable	× .	100		
Service Databases		PresenceServicesEnhanced	8.0.1.0.2		🗸 Loaded	Java	v	 Image: A second s	100		
Reliable Eventing Ad 🗸		AuthorizationService	3.8.0.0.380019		🗸 Loaded	Java	Not Applicable	× .	100		
Configuration ~		CallEventControl	3.8.0.0.380019		🗸 Loaded	Java	Not Applicable	~	100		
Curtour Teolo and Mar V		EmailConnector	3.8.0.0.380019		🗸 Loaded	Java	Not Applicable	~	100		
System loois and Mo *		EventingConnector	3.8.0.0.380019		🗸 Loaded	Java	Not Applicable	~	100		
		HelloWorld	3.8.0.0.380019		🗸 Loaded	Java	Not Applicable	Not Signed	100		
<		ScopiaConnector	3.8.0.0.380019		🗸 Loaded	Java	Not Applicable	×	100		
		EngagementDesigner	3.8.0.0.100007		🗸 Installed	Java	~	 Image: A second s	100	•	

The use of Engagement Designer requires license, the screen below shows the license for the Engagement Designer installed on the web license manager in the System Manger.

WebLM Home	Collaboration Designer	- Release: 3 -	SID: 30400000	Stand	lard License file	
Install license	You are here: Licensed Products > Collaboration, Designer > View License Capacity					
Licensed products		The are nere, licensed Products > conaboration_besigner > view license capacity				
APPL_ENAB	License installed on: Nove	mber 5, 2020 6	:39:38 AM -07:00)		
► Application_Enablement					1	
APS_CMS_Connectors	License File Host IDs: VB-	9D-A4-5E-8C-77-01	1			
►APS_CMS_Connectors						
Configure Centralized Licensing	Licensed Features					
ASBCE					-	
▶Session_Border_Controller_E_AE	3 Items 🛛 😂 🗆 Show 🛛 All 🕶					
Configure Centralized Licensing	Feature (License Keyword)	Expiration date	Licensed capacity	Currently Used		
CCTR	IVR task feature VALUE_CD_IVR_TASK	permanent	100	100		
▶ContactCenter	Maximum Collaboration					
CE	VALUE_CD_DEVELOPER	permanent	100	100		
► COLLABORATION_ENVIRONMENT	Maximum Collaboration		400			
CMS	VALUE_CD_BASE	permanent	100	100		
►CMS						
Configure Centralized Licensing						
COLLABORATION_DESIGNER	Acquired Licenses					

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To access the Engagement Designer Administration Console web interface (aka Admin Console), the full qualified domain name (FQDN) needs to be resolved to the security module of the Breeze system (not the management IP address), this can be done by either adding in local host file of the client computer where launches the ED Admin Console or through DNS server. Here is the sample of the link: <u>https://breeze1-</u>

1 1			// 1 • 1 / 1
sec hywdey com/	cervices/Hngage	menti jecianei	r//admin html
	SULVICUS/LIE	mentellesigne	// aumminum

\leftarrow	← → 🕐 🔺 https://breeze1-sec.bvwdev.com/services/EngagementDesigner//admin.html 📌 🛍 😩 …							
E	AVAYA ngagement Designer			Administration Console	ĺ	LUser Task Portal	+ Engagement Designer	? Help admin
W	orkflows	flow Drafts	Instances	Event Catalog Bundles	Variables Rou	uting Rules		
+	Create Instance	🖹 Undeplo	y Workflow	Attributes	low Export We	orkflow	Search	S III -
	Workflow Name	Å	Version ♦	Description \Leftrightarrow	Deployed By	Deployed On 🔻	Actions	
	Schedule1		6		khanh	2020/12/02 21:10:35.010		
0	Schedule1		5		khanh	2020/12/02 10:07:47.007		
0	Schedule1		4		khanh	2020/12/02 08:53:35.053		
	Schedule1		3	Scheduling a window time	khanh	2020/12/02 08:51:04.051		

From the Admin Console, click on the Engagement Designer Console (aka Designer Console) web interface as shown below. The Designer Console is used to create a workflow.



To create a new workflow definition, from the Designer Console, select **New** button. The **New Workflow** window is displayed, enter a workflow name in the **Workflow Name** box, for example *workflow1* and click **Save** button.

New Delete		untitled \vee
 Notification 	Import Export as 🚺 🕨	New Worflow
 Send Email Send Text Message Log Message Alarm Telephony Communications Media Communications Transformation Events Conditions (Gateways) Integration 	Variables Properties	Workflow Name workflow 1 Location
· · · · · · · · · · · · · · · · · · ·		Add Pools and Lanes Create New Folder Save Cancel

From the left menu pane, expand the **Notification** menu and drag the **Send Text Message** icon into the workspace area in the right side and then make a connection from the **Start** event icon to the **SendTextMessage1** icon.

A New Del	ete	workflow1 (edited) \smallsetminus	Validate Deploy	Admin Console admin
^ Notification	Import Export as	2	≣ ∰ Q	— ⊕ ⊠ ۞ Help ∨
Send Email	Variables Properties	SendTextMessage1 SendText Msg		
Telephony Communications Media Communications Zoom view	Start Set extMes	No Properties		

Continue to expand the **Events** menu and drag the **End** event icon into the workspace. Make a connection from the **SendTextMessage1** icon to the **End1** icon by holding a small blue circle on the SendTextMessage1 icon and move it toward the **End1** icon.

New Delete	workflow1 (edited) 🗡 Validate Deploy Admin Console adm	nin
Events	Import Export as I To Help	/
End Terminate	Variables Properties	
Message Boundary Event	Start SendTextMes	
Timeout Boundary Event	No Properties	
• • •		

The screen below shows the workflow with the path from the Start event to the End event. Double click on the Start event to configure. The **Start Event** window displays in the right side of the Designer Console window.

A New Delete	workflow1 (edited) Validate Deploy Admin Console	admin
	Import Export as Ⅰ 【 ►	Help 🗸
Transformation	Start Event	
Events	Variables Properties	0
O End	Start	
Terminate	Properues	
Interrupt	O → □ → O Schedule Schedule options	
Intermediate Timer Event	Start SendTextMes End1	
Message Boundary Event	Event family	
Error Boundary Event		•
Timeout Boundary Event	Event type	-
Zoom view	Event version	5
8 8	Output schema	▼
○→ →○		
	Output Data	

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Α	lew	Delete.	workflow1 (edited) 🗸 🛛 Va	lidate Deploy Admin Console admin
	_		Import Export as Id >	## Q ⊕ ⊗ ۞ Help ∨
Transforma	tion		Start Event	
 Events 			Label*	
OEnd		Schedu	le	
Termir	ate	Recurr	ence Pattern	
	pt	Once Daily	Time : 09:00	
🕑 Interm	ediate Tir	OWeel OMont	kly ©Every 1 day(s)	
Messa	ige Bound	OYear OCron	VEvery weekday	
Error B	Boundary	Range	of Recurrence	
Timeo	ut Bounda	Start :	12/13/2020 08:00 No end date	
Zoom view				
8 8				ОК
o	.,		Show	
			Match	Workflow

Double click on the **SendTextMessage** icon, the **Send Text Msg** window displays in the right side. In the **Properties** section, enter a provided phone number from Webtext in the **Sender's phone number** box, enter a mobile phone number in the **Recipent's phone number** box and type text message in the **SMS body** text box.

New Delete	wa	orkflow1 (edited) \vee Validate Deploy Admin Console admin
	Import Export as 🚺 🕨	≣ ∰ Q ⊕ ⊠ ۞ Help ∨
Transformation		Send Text Msg
Events	Variables Properties	Label * SendTextMessage1 v Properties
Terminate Interrupt Intermediate Timer Event	Start SendTextMes	Sender's phone number I1971
Message Boundary Event		Recipient's phone number
Timeout Boundary Event		Hello, this is a text <u>sms</u> message sent from Avaya Breeze through the <u>Webtext</u> gateway.
8 8		Repeated Execution
° →→ → •		► Input Data
		Output Data



Click on **Validate** button to validate the workflow, the Validation Results section will display any error if it has in the workflow. The workflow is now good for deploying.

New Delete		workflow1 (edited) \smallsetminus	Validate	Deploy	Admin Console admin
_	Import Export as	►	≣ #	Q 100%	=⊕ ⊠ ۞ Help ∨
Transformation	• •				
 Events 	Variables Properties				
O End					
Terminate					
Interrupt		O			
Intermediate Timer Event	SendTextMes	Endi			
Message Boundary Event					
Error Boundary Event					e
Timeout Boundary Event					
Zoom view					
8 8	Validation Results				
○→→ → ○	3 0 Errors 🔥 0 Warnings				

Select the **Deploy** button, the **Deployment Details** window is popped up. Enter a version number is the **Version** box and a description in the **Description** box. Select **Deploy** button to start deploying the workflow.

A New Delete.		Deployment Details		Deploy	Admin Console admin
	Impor	Workflow Name	Version	2 100%	— ⊕ 🛛 ۞ Help ∨
Transformation		workflow1	1		
Events	Variables	Description			
O End		For testing with Webtext SMS conn	ector		
Terminate					
Interrupt	O	Cancel	Deploy		
Intermediate Timer Event	Start				
Message Boundary Event					
Error Boundary Event					
Iimeout Boundary Event					
Zoom view					

The newly created workflow name "workflow1" now is displayed in the **Workflows** tab in the **Admin Console** window.

	ngagement Designer	w Drafts Insta	Administra Console	tion g Bundles	User Task Portal	+ Engagement Designer Help admin ting Rules
+	Create Instance	🕏 Undeploy Work	flow	A Import Workfie	ow Export Wo	rkflow
						Search
	Workflow Name	♦ Version ♦	Description \$	Deployed By	Deployed On 🔻	Actions
	workflow1	1	For testing with Webtext SMS connector	admin	2020/12/13 10:29:51.029	
	Schedule1	6		khanh	2020/12/02 21:10:35.010	
0	Schedule1	5		khanh	2020/12/02 10:07:47.007	
	Schedule1	4		khanh	2020/12/02 08:53:35.053	

6. Configure WEBTEXT

WEBTEXT is responsible for the configuration of SMS messaging service in their portal. They will provide the customer the necessary information to configure the WEBTEXT SMS connector from the enterprise site to their network, including:

- WEBTEXT will provide an LOA (Letter of Authority) document that will need to include the phone numbers to be enabled for messaging and signed prior to any accounts being created. The LOA gives WEBTEXT permission to enable your toll or toll free numbers with SMS/MMS. Note the Voice service on these numbers that are enabled will not be affected in anyway.
- Upon completion of the LOA, WEBTEXT will create the account and services required. The account details will be provided to you via a "Account Credentials" document. Included in this document will be your snapin connection details.
- Trusted certificates need to be installed according to the Avaya Breeze.

7. Verification and Troubleshooting

This section provides verification steps that may be performed in the field to verify that the solution is configured properly. This section also provides a list of commands that can be used to troubleshoot the solution.

7.1. General Verification

To verify the SMS message is sent successfully to the recipient number through the WEBTEXT gateway, from the **Admin Console** window select **Instances** tab. The **Instances** tab displays the all instances that are created each time the workflow executed by triggering event. The first instance in the screenshot below shows the instance created by **Scheduler** with the workflow name *workflow1* as created in **Section 5.2**.

Engagement Designer				Admir Conso	Administration Console			User Task Portal + Engagement			Help admi	in
W Re	Workflows Workflow Drafts Instances Event Catalog Bundles Variables Routing Rules Refersh off > Continue Image: Search S											
Tota Curr	Total in database : 26 Completed: 18 Active: 1 Error: 7 Current fetched from database : 26 Completed: 18 Active: 1 Error: 7											
	Id 🔶	Calling Party	Called Party	Workflow Name	Version ♦	State 🔶	Error Handled	Deferred 🔶	Node IP 🍦	Created By	Created At	•
	225	N/A	N/A	workflow1	1	Complet ed	false	false	10.33.1.45	Scheduler	2020-12-13 10:34:44.22	!6
	224	N/A	N/A	testsms	3	Complet ed	false	false	10.33.1.45	Event: INCOMING_S MS	2020-12-13 10:30:00.86	5
	223	N/A	N/A	testsms1	5	Complet ed	false	false	10.33.1.45	Event: INCOMING_S MS	2020-12-13 10:30:00.85	;9

Click on that instance, the **workflow1 Instance Detail** tab is opened with the path from Start event to End1 event highlighted as Green that indicates as completed successfully, select the **SendText Message1** event it displays the Output as {Status:SMS_OK}.

AVAYA Engagement Desi	gner	Administration Console	User Task Portal + Engagement Designer				
Workflows	Norkflow Drafts Instances SendTextMessage1 D	flow Drafts Instances Event Catalog Bundles Variables Routing Rules workflow1-1 endTextMessage1 Details :					
Workflow Nam	Input	Output	Error Message	Bundle			
Version: 1 Instance ID: 2 Host IP: 10.33	0	{'status':'SMS_OK'}	none	Communication tasks			
Variables							
Start	SendTextMes		1				

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Verify the SMS message is received successfully on the mobile phone number as highlighted in the red box below.



7.2. General Troubleshooting

The following steps will be useful for debugging connector issues.

1. Enable logging on the WEBTEXT connector and Engagement Designer snap-in, from the Elements in System Manager navigate to **Elements** \rightarrow **Avaya Breeze®** \rightarrow **Configuration** \rightarrow **Logging**. The **Logging** window displays in the right side, set the **Log Level** to **All** and click on the **Set Log Level** button. Note that, the log level should be set back to INFO as the troubleshooting is completed to avoid impact the performance of Avaya Breeze.



2. SSH into the Breeze servers management interface where the WebtextConnector is installed. Switch to the folder "/var/log/Avaya/services/WebtextConnector". The WebtextConnector.log file can then be accessed for debugging.

^C								
[cust@breezel	WebtextConnector]\$							
[cust@breezel	WebtextConnector]\$							
[cust@breezel	WebtextConnector]\$ 1s -1							
total 107488								
-rw-rr 1	wsuser	susers	5138005	Dec	14	09:00	WebtextConnector.log	
-rw-rr 1	wsuser	susers	10485765	Dec	8	20:56	WebtextConnector.log.l	
-rw-rr 1	wsuser	susers	10485867	Nov	15	20:28	WebtextConnector.log.10	
-rw-rr 1	wsuser	susers	10485889	Dec	3	18:01	WebtextConnector.log.2	
-rw-rr 1	wsuser	susers	10485833	Nov	28	15:10	WebtextConnector.log.3	
-rw-rr 1	wsuser	susers	10485870	Nov	24	02:46	WebtextConnector.log.4	
-rw-rr 1	wsuser	susers	10485907	Nov	24	02:46	WebtextConnector.log.5	
-rw-rr 1	wsuser	susers	10485870	Nov	24	02:46	WebtextConnector.log.6	
-rw-rr 1	wsuser	susers	10485791	Nov	24	02:46	WebtextConnector.log.7	
-rw-rr 1	wsuser	susers	10485769	Nov	24	02:46	WebtextConnector.log.8	
-rw-rr 1	wsuser	susers	10485851	Nov	20	23:08	WebtextConnector.log.9	
[cust@breezel	WebtextConnector]\$							
[cust@breezel WebtextConnector]\$								

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8. Conclusion

These Application Notes describe the procedures required to configure Avaya Breeze[™] to interoperate with WEBTEXT 2-way SMS Connector as shown in **Figure 1**. Interoperability testing of the sample configuration was completed with successful results for all test cases with the observations/limitations described in **Sections 2.1** and **2.2**.

9. Additional References

Documentation related to Avaya can be obtained from https://support.avaya.com.

- [1] Administering Avaya Aura[®] System Manager, Release 8.1.x, Issue 6, March 2020
- [2] Administering Avaya Aura® Session Manager, Release 8.1.x, Issue 5, July 2020
- [3] Administering Avaya Breeze® platform, Release 3.7 Issue 1 December 2019

Documentation related to WEBTEXT can be obtained from <u>https://www.webtext.com/</u> Avaya Breeze or Oceana WEBTEXT Connector Implementation Guide v3.5 January 2019

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