Avaya Solution & Interoperability Test Lab

Application Notes for Avaya Proactive Contact 5.1.1 with Inisoft synTelate 5.1 using CTI and Proactive Agent Blending – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for IniSoft synTelate Enterprise 5.1 to successfully interoperate with Avaya Proactive Contact 5.1.1 using Computer Telephony Interface. Inisoft synTelate is a call center scripting application for creating inbound and outbound campaigns and consists of the synTelate Designer and the synTelate Enterprise Agent. IniSoft synTelate Enterprise Agent was compliance tested against Avaya Proactive Contact 5.1.1 using Computer Telephony Interface.

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

Information in these Application Notes has been obtained through 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 a compliance-tested configuration comprised of Avaya Proactive Contact 5.1.1 using Computer Telephony Interface Dialer (CTIDialer) and Inisoft synTelate Enterprise 5.1 (synTelate). Avaya CTI Dialer uses a Telephony Server Application Programming Interface (TSAPI) link with Avaya Aura® Application Enablement Services (AE Services).

Inisoft synTelate Enterprise is a call center scripting application for creating inbound and outbound campaigns, and consists of the Inisoft synTelate Designer and the Inisoft synTelate Agent. Inisoft synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens. Inisoft synTelate database consists of client records that are used during inbound and outbound campaigns which are imported from Avaya CTIDialer. Inisoft synTelate Agent uses Avaya Proactive Dialer Agent API (Agent API) to communicate with Avaya CTIDialer. This allows Inisoft synTelate to perform operations such as logging in and out the agent, joining a job, changing the agent state, handling calls and setting completion codes. Inisoft synTelate uses a TSAPI link to Avaya Aura® Application Enablement Services to receive inbound call events and to control the call (answer, hold, retrieve, hangup, etc.).

During compliance testing, Outbound, Managed, and Proactive Agent Blending (PAB) campaign types were run. Outbound campaign focuses only on outbound calls initiated by the dialer. Managed campaign is a special type of Outbound campaign where the agent releases the call to be dialed after reviewing the customer information.

PAB campaign can handle both outbound and inbound calls but it focuses on outbound calls releasing agents when an inbound call enters the monitored hunt group queue on Avaya Aura® Communication Manager. Predictive Agent Blending is achieved with a Computer Telephony Interface (CTI) link configured between Avaya CTIDialer and Avaya Aura® Application Enablement Services.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of synTelate to carry out call handling functions in a variety of scenarios through its TSAPI and Agent API interface with AE Services and Proactive Contact 5.1.1, respectively. The feature test cases were performed both automatically and manually. Outbound calls were automatically placed and delivered to synTelate Agent by Proactive Contact, and inbound calls were manually placed and delivered to synTelate Agent by Communication Manager. Different types of jobs were exercised, along with different actions initiated from synTelate Agent, to verify proper generation and handling of supported messages from the Proactive Contact Agent API and from Application Enablement Services TSAPI. The Proactive Contact Editor was used to start/stop jobs. The verification included checking the display of fields, options, and values on synTelate Agent, and checking the exchanged API messages in the designer and agent logs. All test cases were executed.

2.1. Interoperability Compliance Testing

The feature testing focused on verifying proper display of the customized synTelate Agent with appropriate options, fields, and values for the following scenarios:

- Outbound and managed jobs
- Proactive Agent Blending
- Log in, join job, go on/off break, leave job, and logoff
- Hold, retrieve, call transfer, conference, place manual call, agent drop, customer drop, release line/hang-up, and finish work.
- Set callback and update customer fields

2.2. Test Results

All test cases that were executed have successfully passed. With the following observations:

- Upon the arrival of the first inbound (ACD) call, subsequent to the agent being acquired from an outbound job, to handle an inbound (ACD) call by PAB, the TSAPI log displays two csta_delivered events.
- After the call is completed, only one delivered event is cleared, leaving the Agent unable to handle further calls due to the second delivered event not being cleared.
- Once manually cleared, it was found that subsequent inbound (ACD) calls operate as normal, with the TSAPI log showing only one csta_delivered event, as expected.
- This includes the subsequent occasions that PAB switches the agent back and forth between inbound (ACD) and outbound calls.

Contact Inisoft using the details below for the bugfix of this issue. The nature of this bugfix is to clear all csta_delivered events upon the completion of a call.

2.3. Support

Technical support on synTelate can be obtained through the following:

- Phone: (603) 383-4999 or +44 (0) 141-552-8800
- Email: support@inisoft.co.uk

3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. In the compliance testing, synTelate used the Agent API to monitor and control outbound calls for the agents, and used TSAPI to monitor and control the inbound calls for the agents.

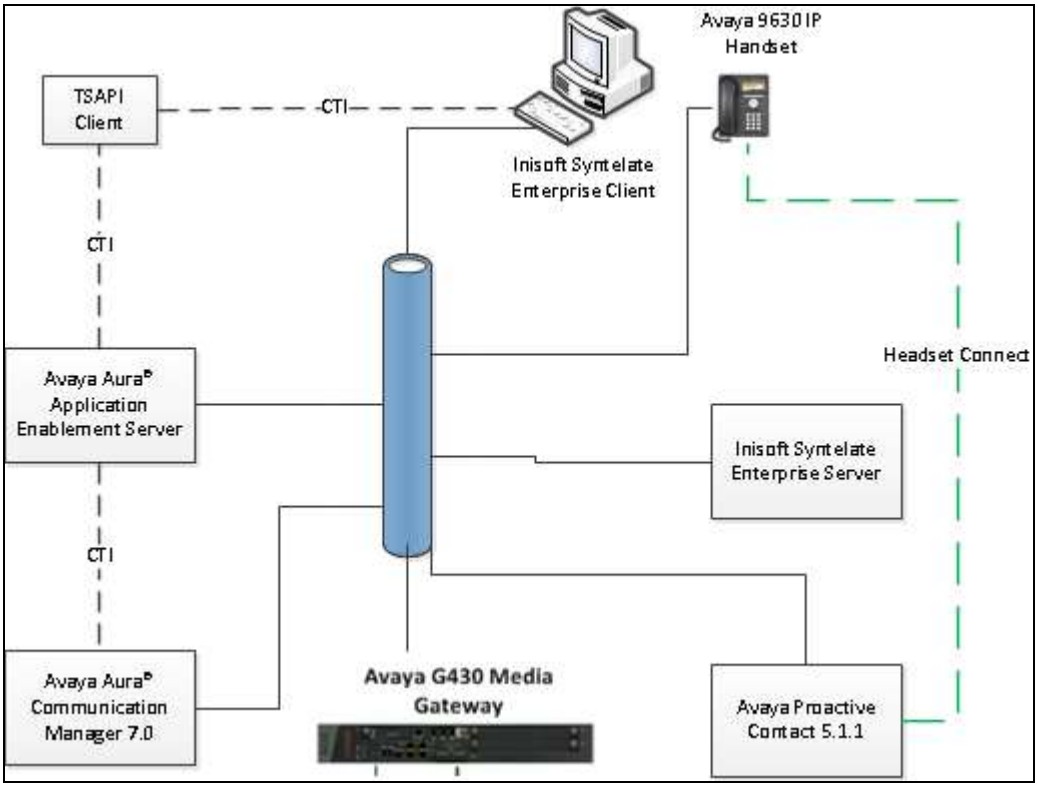


Figure 1: Inisoft synTelate with Avaya Proactive Contact using CTI and Proactive Agent Blending

4. Equipment and Software Validated

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

Equipment	Software
VMware virtual machine	Avaya Aura® Communication Manager 7.0.1 R17x.00.0.441.0-22477
G430 Media Gateway	FW 37.20.0
Avaya S8730 Server	Avaya Proactive Contact 5.1.1 with Patch 392
VMware virtual machine	Avaya Aura® Application Enablement Services 7.0.0.0.0.13-0
Inisoft synTelate Enterprise	5.1.0

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager to support the CTI integration. The procedures include the following areas.

- Configure AEServices
- Configure Avaya Proactive Contact Adjunct Route
- Configure Inbound ACD
- Configure Avaya Proactive Contact Acquire feature
- Configure ACD agent for Proactive Agent Blend
- Configure feature access codes for Call Centre features
- Configure Phantom Extensions
- Configure and record Announcements

5.1. Configure AEServices

Enter the node-name and IP address for the Application Enablement Server. Take a note of the C-LAN node name and IP Address.

```
change node-names ip                                          Page   1 of   2
                                  IP NODE NAMES
    Name                  IP Address
CLAN                    10.10.16.31
CM521                   10.10.16.23
Gateway                 10.10.16.1
IPbuffer                10.10.16.184
Intuition               10.10.16.51
MedPro                  10.10.16.32
Presence                10.10.16.83
RDTT                    10.10.16.185
SESMNGR                 10.10.16.44
SM1                     10.10.16.43
SM61                    10.10.16.201
default                 0.0.0.0
devconaes61             10.10.16.30
```

Administer the CTI Link which will be used to connect to AE Services.

```
add cti-link 1                                                Page   1 of   3
                                    CTI LINK
 CTI Link: 1
Extension: 1111
     Type: ADJ-IP
                                                                     COR: 1
     Name: devconaes61
```

Configure IP-Services for the AESVCS service using the C-LAN node name as noted above.

```
change ip-services                                              Page   1 of   4

                                    IP SERVICES
 Service      Enabled      Local        Local       Remote       Remote
  Type                        Node         Port        Node         Port

CDR1                      CLAN             0       IPbuffer         9000
CDR2                      CLAN             0       RDTT             9001
AESVCS         y          CLAN             8765
```

On Page 4**,** set the AE Services Server node-name and the password AE Services will use to authenticate with Communication Manager.

```
change ip-services                                          Page   4 of   4
                            AE Services Administration

   Server ID    AE Services       Password          Enabled    Status
                   Server
      1:       devconaes61       Avayapassword1        y        in use
```

5.2. Configure Avaya Proactive Contact Adjunct Route

The following is configured in order to route calls from Communication Manager to Proactive Contact Agents. This is the VDN which is referenced in the Proactive Contact Editor when the outbound job is administered

```
add vdn 8274002                                                 Page   1 of   3
                            VECTOR DIRECTORY NUMBER

                             Extension: 8274002
                                 Name*: Adjunct Route
                           Destination: Vector Number        3
                    Attendant Vectoring? n
                   Meet-me Conferencing? n
                     Allow VDN Override? n
                                   COR: 1
                                   TN*: 1
                              Measured: none


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

VDN 1803 has a destination of Vector Number 3. The routing link number is established by the administered position in the ip-services Page 4.

```
change vector 3                                              Page   1 of   6
                                  CALL VECTOR

    Number: 3                Name: Adjunct Rt
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 adjunct      routing link 1
02 wait-time    2   secs hearing silence
```

5.3. Configure Inbound ACD

This VDN is used for delivering inbound calls to ACD agents independent of Proactive Contact.

```
add vdn 8274001                                              Page   1 of   3
                            VECTOR DIRECTORY NUMBER

                              Extension: 8274001
                                  Name*: Inbound
                             Destination: Vector Number        2
                     Attendant Vectoring? n
                    Meet-me Conferencing? n
                      Allow VDN Override? n
                                    COR: 1
                                    TN*: 1
                               Measured: none


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

VDN 1802 has a destination of Vector Number 2, which delivers calls to the agent skill.

```
change vector 2                                                Page   1 of   6
                                  CALL VECTOR

    Number: 2                Name: Inbound
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 queue-to     skill 2    pri h
02 wait-time    60  secs hearing ringback
```

Calls routed to VDN 8274001 will route to skill 2, this is administered as a hunt group

```
add hunt-group 2                                               Page   1 of   4
                                  HUNT GROUP

           Group Number: 2                                 ACD? y
             Group Name: Inbound                         Queue? y
        Group Extension: 3092                           Vector? y
             Group Type: ucd-mia
                     TN: 1
                    COR: 1                     MM Early Answer? n
          Security Code:                 Local Agent Preference? n
 ISDN/SIP Caller Display:

            Queue Limit: unlimited
 Calls Warning Threshold:      Port:
  Time Warning Threshold:      Port:
```

```
add hunt-group 2                                               Page   2 of   4
                                  HUNT GROUP

                   Skill? y      Expected Call Handling Time (sec): 180
                     AAS? n
                Measured: none
     Supervisor Extension:


      Controlling Adjunct: none



 Timed ACW Interval (sec):
   Multiple Call Handling: none
```

5.4. Configure Avaya Proactive Contact Acquire feature

In order for Proactive Agent Blend to function, Communication Manager must be configured with a VDN monitored by Proactive Contact. When the agents who belong to the skill which the Acquire VDN monitors are not taking any inbound ACD calls, they are automatically acquired by Proactive Contact to service calls delivered by the outbound job administered in Proactive Contact Editor.

```
add vdn 8274000                                          Page   1 of   3
                            VECTOR DIRECTORY NUMBER

                              Extension: 8274000
                                  Name*: Dialer Acquire-Out
                            Destination: Vector Number        1
                     Attendant Vectoring? n
                    Meet-me Conferencing? n
                      Allow VDN Override? n
                                    COR: 1
                                    TN*: 1
                                Measured: none


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

VDN 1801 has a destination of Vector Number 1, which monitors the Acquire skill.

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

    Number: 1                Name: DialerAcquireOu
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 queue-to     skill 1    pri m
02 wait-time    60  secs hearing ringback
```

As shown in vector 1, skill 1 will be the skill in which the agents required for Proactive Agent Blending will reside. Skill 1 is administered as a hunt group

```
add hunt-group 1                                              Page   1 of   4
                                   HUNT GROUP

           Group Number: 1                                 ACD? y
             Group Name: Dialer Acquire-Out              Queue? y
        Group Extension: 3091                          Vector? y
             Group Type: ucd-mia
                     TN: 1
                    COR: 1                    MM Early Answer? n
          Security Code:                Local Agent Preference? n
 ISDN/SIP Caller Display:

            Queue Limit: unlimited
 Calls Warning Threshold:      Port:
  Time Warning Threshold:      Port:
```

```
add hunt-group 1                                              Page   2 of   4
                                   HUNT GROUP

                   Skill? y      Expected Call Handling Time (sec): 180
                     AAS? n
                Measured: none
     Supervisor Extension:


      Controlling Adjunct: none



 Timed ACW Interval (sec):
   Multiple Call Handling: none
```

5.5. Configure ACD agent for Proactive Agent Blend

In order for the ACD agent to be acquired by Proactive Contact once it has completed taking inbound calls using the Proactive Agent Blend feature, it must be in both the inbound skill (2) and the Acquire skill (1).

```
add agent-loginID 8271001                                    Page   1 of   3
                                  AGENT LOGINID

               Login ID: 8271001                                 AAS? n
                   Name: Agent1                                AUDIX? n
                     TN: 1                              LWC Reception: spe
                    COR: 1                     LWC Log External Calls? n
          Coverage Path:                      AUDIX Name for Messaging:
          Security Code: 6002
                                       LoginID for ISDN/SIP Display? n
                                                           Password: 6002
                                             Password (enter again): 6002
                                                      Auto Answer: station
                                                 MIA Across Skills: system
                                            ACW Agent Considered Idle: system
                                            Aux Work Reason Code Type: system
                                              Logout Reason Code Type: system
                        Maximum time agent in ACW before logout (sec): system
                                             Forced Agent Logout Time:   :

     WARNING:  Agent must log in again before changes take effect
```

```
add agent-loginID 8271001                                    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       2       16:                31:                46:
 2: 2       1       17:                32:                47:
```

5.6. Configure feature access codes for Call Centre features

These feature access codes will be referenced later in the Proactive Contact Configuration and used to change the state of the agent

```
change feature-access-codes                                    Page   5 of
10
                              FEATURE ACCESS CODE (FAC)

                                 Call Center Features
  AGENT WORK MODES
                    After Call Work Access Code: *36
                            Assist Access Code: *37
                          Auto-In Access Code: *38
                         Aux Work Access Code: *39
                            Login Access Code: *40
                           Logout Access Code: *41
                        Manual-in Access Code: *42
```

5.7. Configure Phantom Extensions

Phantom numbers are used during Agent Blending to pick an agent for outbound calling by dialing the acquire VDN. Once the agent is picked, the CTI dialer puts the agent in AUX work mode. In this example, extension 1850 – 1854 are configured as Phantom numbers, the configuration of Phantom number 1850 is displayed below.

```
add station 8276000                                          Page   1 of   5
                                    STATION

Extension: 8276000                      Lock Messages? n              BCC: 0
     Type: CTI                          Security Code:                 TN: 1
     Port: X                          Coverage Path 1:                COR: 1
     Name: Acquire 1                  Coverage Path 2:                COS: 1
                                      Hunt-to Station:
STATION OPTIONS
                                           Time of Day Lock Table:
             Loss Group: 1             Personalized Ringing Pattern: 1
           Data Module? n                       Message Lamp Ext: 1850
         Display Module? n
       Display Language: english

          Survivable COR: internal               Media Complex Ext:
   Survivable Trunk Dest? y
```

5.8. Configure and record Announcements

When the Proactive Contact Agent logs in, changes state or disconnects, it will be played an announcement. Ensure the station which is to record these announcements has a Class of Service with console permissions set to yes (**y)** as shown below.

```
change cos-group 1                                          Page   1 of   2
CLASS OF SERVICE         COS Group: 1   COS Name: s

                              0  1  2  3  4  5  6  7  8  9 10 11 12 13 14 15
 Auto Callback                n  y  y  n  y  n  y  n  y  n  y  n  y  n  y  n
 Call Fwd-All Calls           n  y  y  y  y  n  n  y  y  n  n  y  y  n  n  y
 Data Privacy                 n  n  n  n  n  y  y  y  y  n  n  n  n  y  y  y
 Priority Calling             n  y  y  n  n  n  n  n  n  y  y  y  y  y  y  y
 Console Permissions          y  y  y  n  n  n  n  n  n  n  n  n  n  n  n  n
 Off-hook Alert               n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
 Client Room                  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
 Restrict Call Fwd-Off Net    n  y  y  y  y  y  y  y  y  y  y  y  y  y  y  y
 Call Forwarding Busy/DA      n  y  y  n  n  n  n  n  n  n  n  n  n  n  n  n
 Personal Station Access (PSA) n  y  y  n  n  n  n  n  n  n  n  n  n  n  n  n
 Extended Forwarding All      n  y  y  n  n  n  n  n  n  n  n  n  n  n  n  n
 Extended Forwarding B/DA     n  y  y  n  n  n  n  n  n  n  n  n  n  n  n  n
 Trk-to-Trk Transfer Override n  y  y  n  n  n  n  n  n  n  n  n  n  n  n  n
 QSIG Call Offer Originations n  n  y  n  n  n  n  n  n  n  n  n  n  n  n  n
 Contact Closure Activation   n  n  y  n  n  n  n  n  n  n  n  n  n  n  n  n
```

The COS is administered on the station form as shown below.

```
change station 8270001                                      Page   1 of   5
                                   STATION

Extension: 8270001                   Lock Messages? n                BCC: 0
     Type: 9630                      Security Code:                   TN: 1
     Port: IP                     Coverage Path 1:                  COR: 1
     Name: Inisoft test 2          Coverage Path 2:                 COS: 1
                                   Hunt-to Station:
STATION OPTIONS
                                        Time of Day Lock Table:
             Loss Group: 2          Personalized Ringing Pattern: 1
           Data Option: none                    Message Lamp Ext: 8270001
         Speakerphone: 2-way                Mute Button Enabled? y
       Display Language: english               Expansion Module? n

         Survivable COR: internal              Media Complex Ext:
   Survivable Trunk Dest? y                          IP SoftPhone? n
                                                Remote Office Phone? n
                                                          IP Video? n


                                               Customizable Labels? y
```

Assign an Announcement Feature Access code.

```
change feature-access-codes                                    Page   1 of  10
                              FEATURE ACCESS CODE (FAC)
         Abbreviated Dialing List1 Access Code:
         Abbreviated Dialing List2 Access Code:
         Abbreviated Dialing List3 Access Code:
Abbreviated Dial - Prgm Group List Access Code:
                      Announcement Access Code: *46
                       Answer Back Access Code: *24
                         Attendant Access Code:
      Auto Alternate Routing (AAR) Access Code: 5
    Auto Route Selection (ARS) - Access Code 1: 9     Access Code 2:
                 Automatic Callback Activation: *25    Deactivation: #25
Call Forwarding Activation Busy/DA: *21    All: *20    Deactivation: #20
   Call Forwarding Enhanced Status:        Act:        Deactivation:
                         Call Park Access Code: *26
                       Call Pickup Access Code: *66
CAS Remote Hold/Answer Hold-Unhold Access Code:
                  CDR Account Code Access Code: *55
                        Change COR Access Code:
                   Change Coverage Access Code:
            Conditional Call Extend Activation:        Deactivation:
                  Contact Closure   Open Code:          Close Code:
```

In this case, announcements 771 – 774 are being used with an announcement board residing in slot 001v9 of the G430 Media Gateway. Administer announcements as shown below.

```
add announcement 771                                           Page   1 of   1

                        ANNOUNCEMENTS/AUDIO SOURCES

  Extension: 771                                  COR: 1
  Annc Name: WelcomeToPC5                          TN: 1
  Annc Type: integrated                         Queue? y
Group/Board: 001v9
  Protected? n                                   Rate: 64
```

From the station with console permissions (8270001), dial the announcement access code (*46), enter the announcement to record (771-774), dial 1, and speak the announcement. Once you have finished speaking the announcement, dial #. Perform the same for each announcement as shown below.

list integrated-annc-boards

INTEGRATED ANNOUNCEMENTS

Board Location: 001v9 Time Remaining at 32Kbps: 221

Internal Number	Group Number	Announcement Extension	Name	Length (Sec)	Size (Kb)
1		771	WelcomeToPC5	4	30
2		772	You_are_now_in_inbound_mode	3	23
3		773	You_are_now_in_outbound	3	23
4		774	You_are_not_logged_in	2	18

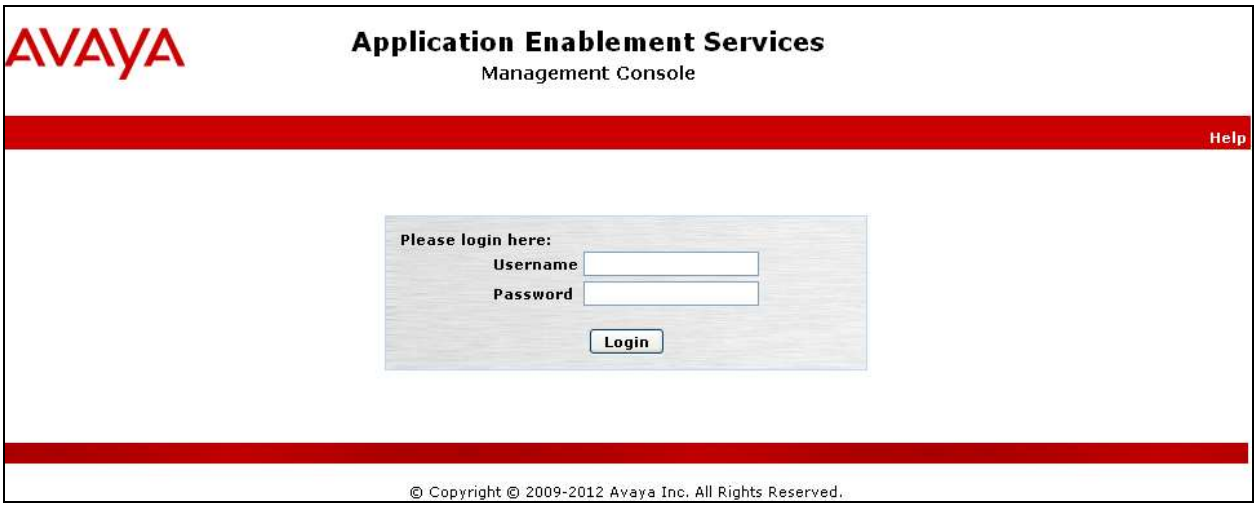
6. Configure Avaya Aura® Application Enablement Services Server

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

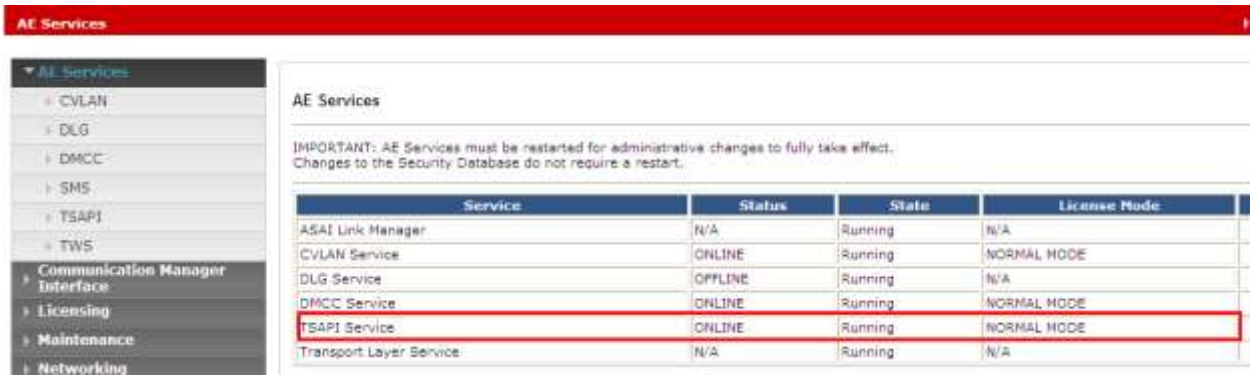
- Verify TSAPI License
- Administer the Switch Connection
- Administer TSAPI Link
- Disable Security Database
- Resetart TSAPI Service
- Obtain Tlink name
- Administer Avaya Proactive Contact and synTelate user
- Configure Devices

6.1. Verify TSAPI License

To access the maintenance console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the active IP address of AES. The login screen is displayed, log in with the appropriate credentials and then select the **Login** button.

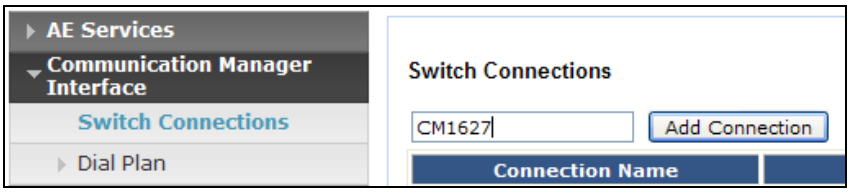


The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that the TSAPI Service is licensed by ensuring that **TSAPI Service** is in the list of services and that the **License Mode** is showing **NORMAL MODE**. If not, contact an Avaya support representative to acquire the proper license for your solution.

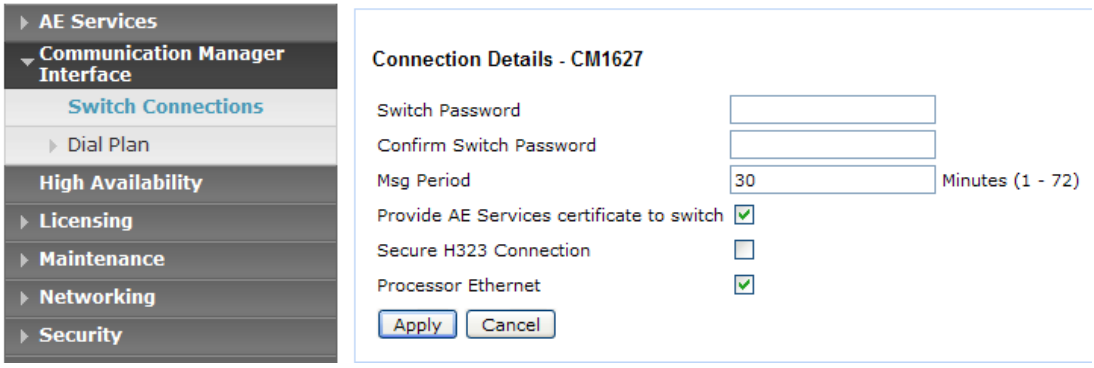


6.2. Create Switch Connection

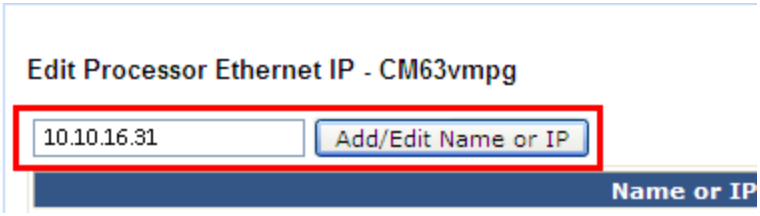
From the AES Management Console navigate to **Communication Manager Interface** → **Switch Connections** to set up a switch connection. Enter in a name for the Switch Connection to be added and click the **Add Connection** button.



In the resulting screen enter the **Switch Password,** the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 5.1**. Default values may be accepted for the remaining fields. Click **Apply** to save changes.



From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit CLAN IPs** button (not shown). In the resulting screen, enter the IP address of the CLAN as shown in **Section 5.1** that will be used for the AES connection and select the **Add/Edit Name or IP** button.



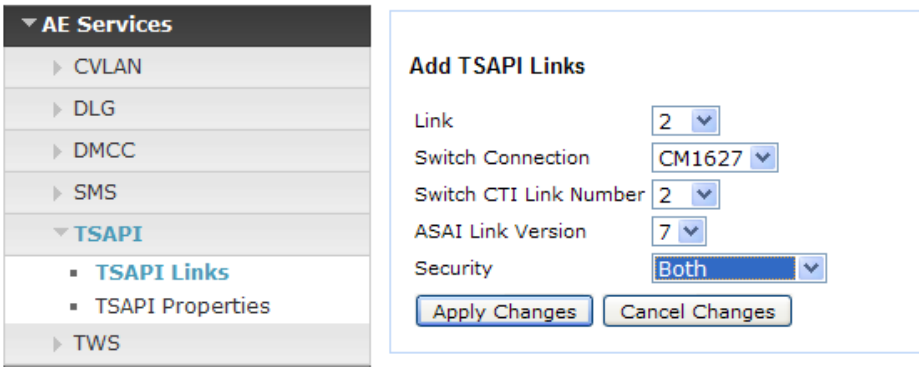
6.3. Administer TSAPI link

From the Application Enablement Services Management Console, select **AE Services → TSAPI → TSAPI Links**. Select **Add Link** button as shown in the screen below.

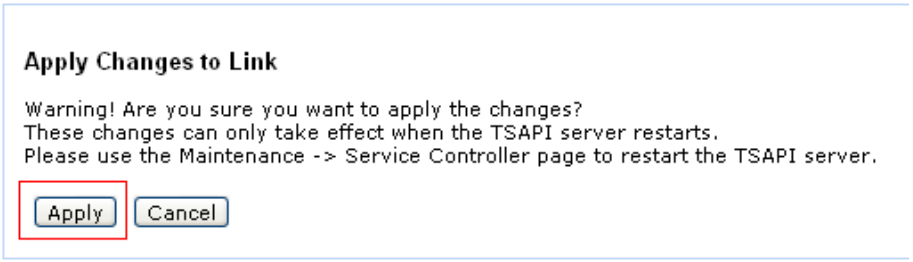
On the **Add TSAPI Links** screen, enter the following values:

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection configured in **Section 6.2**, from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5.1**.
- **ASAI Link Version:** This can be left at the default value of **5**.
- **Security:** This can be left at the default value. The value **both** was used in this test.

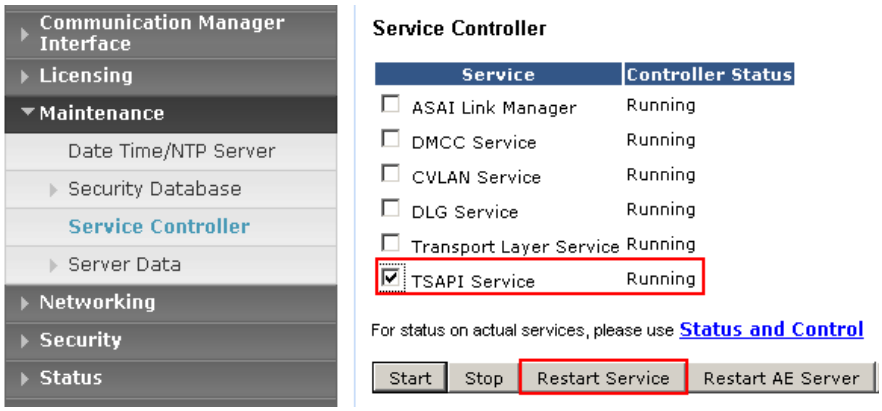
Once completed, select **Apply Changes**.



Another screen appears for confirmation of the changes. Choose **Apply**.

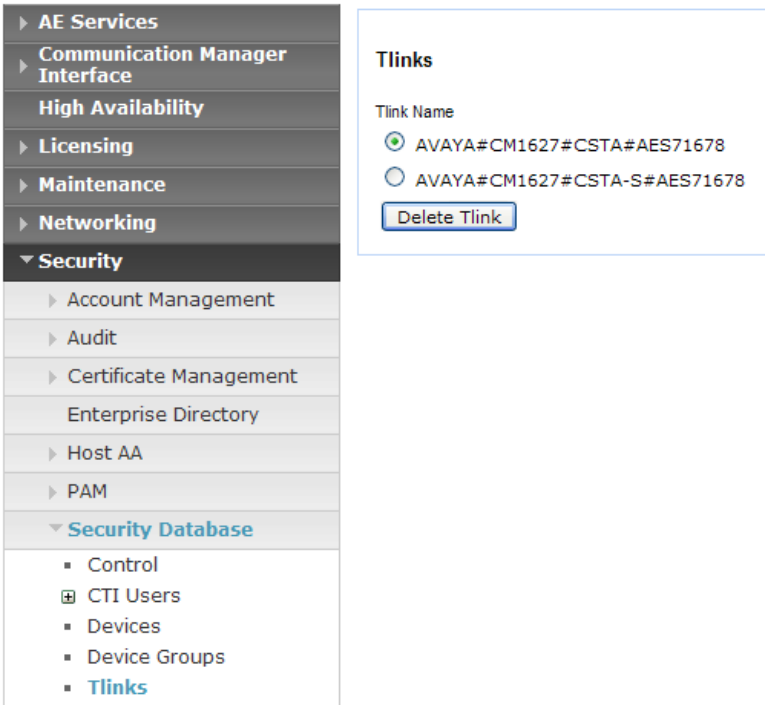


The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance → Service Controller**. On the Service Controller screen, tick the **TSAPI Service** and select **Restart Service**.



6.4. Identify Tlinks

Navigate to **Security → Security Database → Tlinks**. Verify the value of the **Tlink Name**. This will be needed to configure Presence Suite in **Section 7.1**.

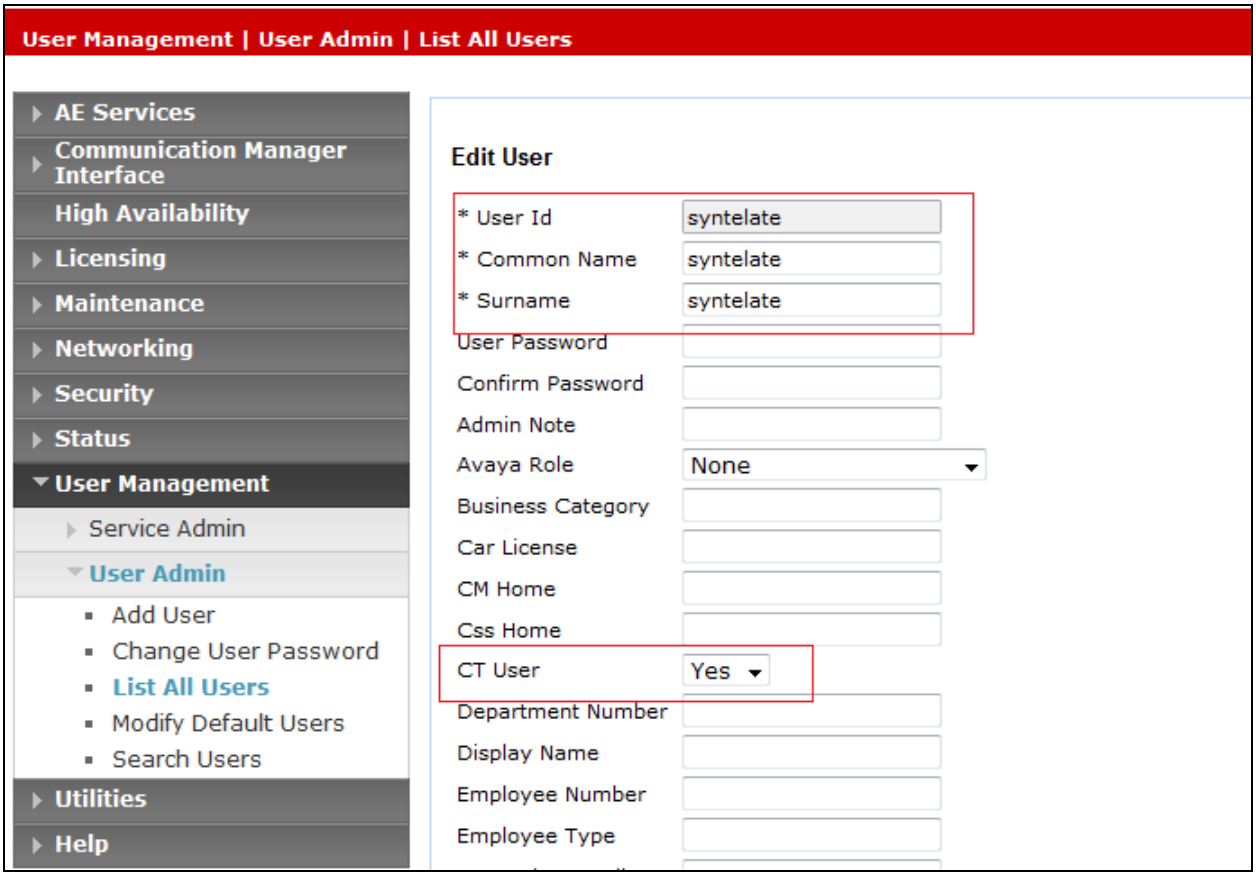


6.5. Create Avaya CTI User

A User ID and password needs to be configured for the Presence Suite server to communicate as a TSAPI client with the Application Enablement Services server. Navigate to the **User Management → User Admin** screen then choose the **Add User** option (not shown). In the **Add User** screen shown below, enter the following values:

- **User Id** - This will be used by the Presence Suite Server in **Section 7.1.**
- **Common Name** and **Surname** - Descriptive names need to be entered.
- **User Password** and **Confirm Password** - This will be used with the **User Id** in **Section 7.1**.
- **CT User** - Select **Yes** from the drop-down menu.

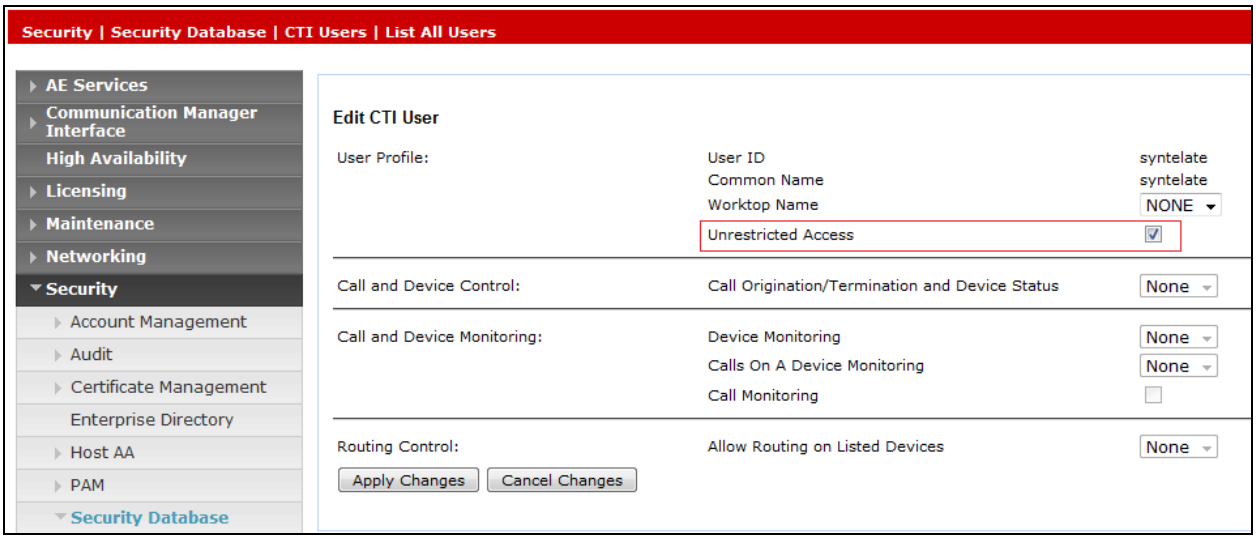
Complete the process by choosing **Apply** at the bottom of the screen (not shown).



The next screen will show a message indicating that the user was created successfully (not shown).

6.6. Enable Unrestricted Access for CTI User

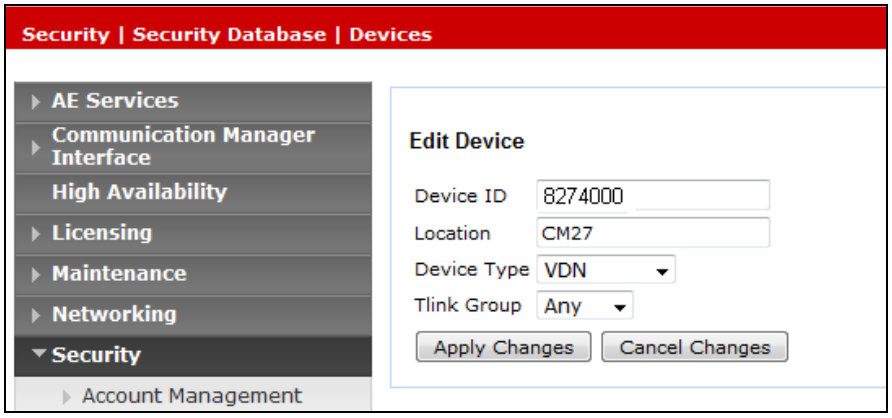
Navigate to the **CTI Users** screen by selecting **Security → Security Database → CTI Users → List All Users**. Select the user that was created in **Section 6.5** and select the **Edit** option (not shown). The **Edit CTI User** screen appears. Check the **Unrestricted Access** box and **Apply Changes** at the bottom of the screen.



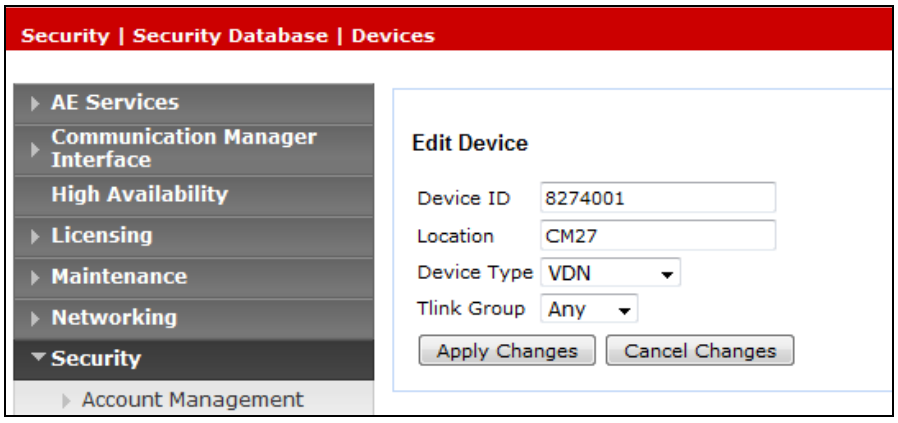
A screen (not shown) appears to confirm applied changes to CTI User, choose **Apply**. This CTI user should now be enabled.

6.7. Configure Devices

In order for Proactive Contact to perform Proactive Agent Blending, AE Services needs to be configured with the devices which are to be monitored. Click on **Security → Security Database → Devices** next to **Add Device,** enter the VDN extension number you created for the VDN used to Acquire agents back into the outbound job. In this instance, VDN 8274000, and click on **Add Device**, the following screen will be displayed. Complete the fields as shown and click **Apply Changes** and click **Confirm** at the subsequent confirmation screen.



Perform the same for the Inbound VDN, in this case, VDN 8274001, as shown.



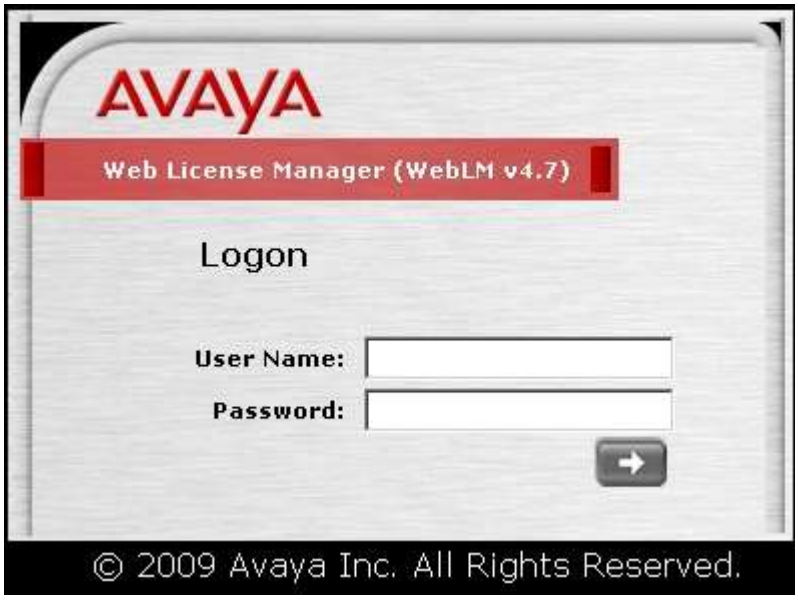
7. Configure Avaya Proactive Contact

This section provides the procedures for configuring Proactive Contact. The procedures include the following areas:

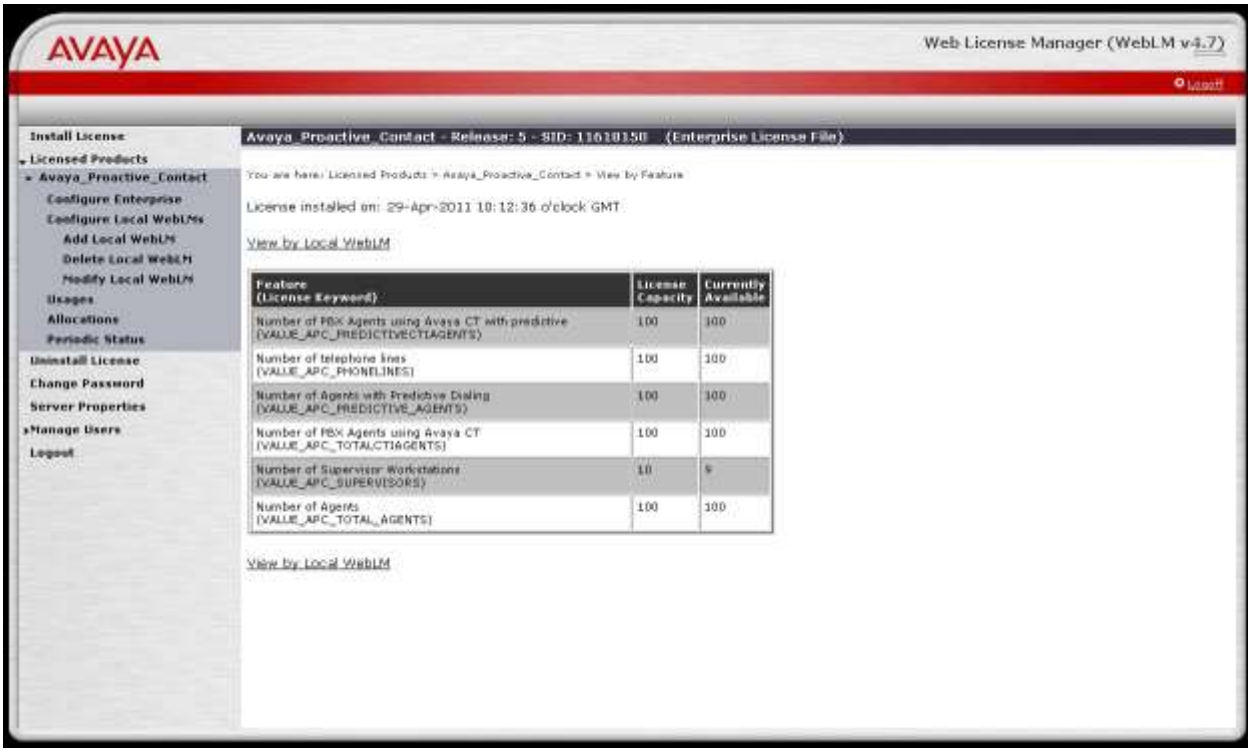
- Verify Avaya Proactive Contact Licensing
- Configure CTI Link
- Configure Avaya Proactive Contact with CTI for Agent Blending
- Configure master.cfg
- Configure number format
- Configure the calling list
- Configure Avaya Proactive Contact Editor

7.1. Verify Avaya Proactive Contact Licensing

Access the Web License Manager of Avaya Proactive Contact, in this instance using the URL https://10.10.16.90:52233/WebLM/. The Web License Manager Screen is displayed, login using the appropriate credentials.



The **Web License Manager** screen below is displayed. Select **Licensed products →** **Avaya_Proactive_Contact** in the left pane, to display the **Licensed Features** screen in the right pane. Verify that there are sufficient licenses for each of the fields displayed:



7.2. Configure CTI Link

In order to establish the TSAPI link between Proactive Contact and AE Services, the relevant fields were edited. From the Proactive Contact Shell, create a cti_passwd.cfg file by doing the following:

- type cti_passwd -s (s denotes the CTI Option).

When prompted for the password enter the password assigned to the CTI user configured in Section 6.5 on the Application Enablement Services Server, and hit return, re-enter as requested. Navigate to the /opt/avaya/pds/config/swif_ct.cfg file and change the parameters as shown follows:

```
SERVER:AVAYA#CM63VMPG#CSTA-S#DEVCONAES61
LOGIN:syntelate
REASONCODE:1
PHANTOMNUMBERS:1850-1854
WORKMODE:AUTO_IN
AGENTANSWER:NO
PRIORITYCALL:NO
```

Note: The Tlink, the Proactive Contact CTI username, and the phantom numbers assigned, as configured earlier.

Navigate to the **/opt/avaya/pds/config/** directory. Copy and rename the tslibrc file, by typing **cp tslibrc .tslibrc** and press Enter. Edit .tslibrc with the IP Address of the Application Enablement Services Administered in Section 6, as shown.

```
[Telephony Servers]
; This is a list of the servers offering Telephony Services via TCP/IP.
; Either domain name or IP address may be used; default port number is 450
; The form is: host_name=port_number   For example:
;
; tserver.mydomain.com=450
10.10.16.30
;

; This file should be copied to CONFIG directory as .tslibrc.
; See master.cfg for the directory name.

; This entry overrides the [Telephony Servers] section, if any.
```

For the purposes of Agent Blending, copy the .tslibrc file to the /opt/avaya/pab/config/ directory by entering the command **cp /opt/avaya/pab/config/.tslibrc /opt/avaya/pab/config/.tslibrc.** Navigate to **/opt/avaya/pds/config** – edit **opmon.cfg** as shown below:

```
CFGTIME:15
#DIALBACK:1-15:15:1::
#DIALBACKNUM:ALL
SOFTDIAL:1-15
```

Edit **dgswitch.cfg** as shown below. Enter the same number of Headset Ports as the number of outbound agents and the same number of Trunks as configured in the PORTS and the LINEASSIGN rows of master.cfg

```
# Headset Ports
H:1:96:0::#1-1-4-1
H:2:97:0::#1-1-4-2
H:3:98:0::#1-1-4-3
H:4:99:0::#1-1-4-4
H:5:100:0::#1-1-4-5
H:6:101:0::#1-1-4-6
H:7:102:0::#1-1-4-7
H:8:103:0::#1-1-4-8
H:9:104:0::#1-1-4-9
H:10:105:0::#1-1-4-10
H:11:106:0::#1-1-4-11
H:12:107:0::#1-1-4-12
H:13:108:0::#1-1-4-13
H:14:109:0::#1-1-4-14
H:15:110:0::#1-1-4-15

# Normal Inbound/Outbound Trunks
N:1:168:0::#1-1-11-1
N:2:169:0::#1-1-11-2
N:3:170:0::#1-1-11-3
N:4:171:0::#1-1-11-4
N:5:172:0::#1-1-11-5
N:6:200:0::#1-1-11-6
N:7:201:0::#1-1-11-7
N:8:202:0::#1-1-11-8
N:9:203:0::#1-1-11-9
N:10:204:0::#1-1-11-10
N:11:205:0::#1-1-11-11
N:12:206:0::#1-1-11-12
N:13:207:0::#1-1-11-13
N:14:208:0::#1-1-11-14
N:15:209:0::#1-1-11-15
N:16:210:0::#1-1-11-16
N:17:211:0::#1-1-11-17
N:18:212:0::#1-1-11-18
N:19:213:0::#1-1-11-19
N:20:214:0::#1-1-11-20

# Transfer-thru Trunks
T:1:300:0::#1-1-18-1
```

Edit only the last 4 lines of **voicemsg.cfg**, this file refers to the announcements recorded earlier on Communication Manager, shown below

```
250:greeting:771:Female:Folder4:Voice:Message27
251:inbound:772:Female:Folder4:Voice:Message28
252:outbound:773:Female:Folder4:Voice:Message29
253:notLoggedIn:774:Female:Folder4:Voice:Message30
```

Navigate to the **/opt/avaya/pds/scripts** directory and copy the telephny_sp.spt file to the telephny.spt file using the following command **cp telephny_sp.spt telephny.spt**. This file defines Softdialer specific parameters.

Navigate to the **/opt/avaya/pds/shell/** directory. Edit the **pdscontrol** file. This script starts the agent binary during pds_stop/start. Normally it is set to **agent -d** which starts the agent binary as a daemon. Make the following change to this line in the script for the purposes of Proactive Agent Blend.

agent -m –d

7.3. Configure Avaya Proactive Contact with CTI for Agent Blending

From the Proactive Contact Shell, create a cti_passwd.cfg file by entering the following:
Type cti_passwd -b (b denotes the blend). When prompted for the password enter the password assigned to the CTI user configured earlier on the Application Enablement Services Server, and hit return, re-enter as requested. Navigate to the /opt/avaya/pab/config/ directory. Copy and rename the ctirc.cvct file, by typing **cp ctirc.cvct ctirc1.** Edit **ctirc1** as shown below:

```
################################################################################
# LAST REVISION $Date: 2002/02/20 16:24:55 $
################################################################################
# The only configurable line is the 14th line after the comments (third from
# the bottom). There are five fields in this line:
# Field 1: TLINK
# Field 2: Login name for CVCT (run "cti_passwd -b" to setup the encrypted
password)
# Field 3: Application Name (PDS)
# Field 4: TS2 - This is the library version that we used.  Do no change.
0                              # CVCT CEP (switch type)
0x11                           # CEP CHGSVR
0x2015A                              # Supported Events
0                              # Stats and Counts (No MIS for Aspect)
0                              # Appear and Vanish (No LM for Aspect)
0                              # Agent Available, Login, Logout
0                              # per-outstanding-move (N/A for Aspect)
0                              # seconds added to LM (N/A for Aspect)
0                              # seconds added to LC (N/A for Aspect)
Port SupId SupPass
NotUsed
AVAYA#CM#CSTA-S#DEVCONAES61:syntelate:PDS:TS2
chgsvr
cep_pway
```

Copy and rename the CBA_procs.example file, type **cp CBA_procs.example CBA_procs** and press Enter. Edit **CBA_procs** as shown below:

```
#########################################################################
#                          |Max Wait|Max Wait|Max Wait|Max Wait|Kill
#                          | Before | Before | Before | Before |Cfg-
# Process|Startup|Shutdown|Shutdown|  Abort | SIGTERM| SIGKILL|Only
#   Type | Order | Order  | Message| Message| Signal | Signal |Mode
#-----------------------------------------------------------------------
# NOTE - Startup Order and Shutdown Order MUST start at the value one(1) and
#        increment WITHOUT any sequence gaps
PROCESS_CONTROL
SOE| 1 | 5 | -1 | -1 | -1 | 25 | 0
USR| 2 | 4 | -1 | -1 | 21 | 24 | 0
CTI| 3 | 3 | 11 | 15 | 24 | 35 | 1
ACD| 4 | 2 |  0 | 5 | 10 | 11 | 1
MSC| 5 | 1 | -1 | -1 | -1 | 25 | 0


#############################################################
# Process | Host | Path | Binary | Parameters
#  Type   | Name |      |  Name  |
#-----------------------------------------------------------
PROCESS_INSTANCE
USR|devconsd|/opt/avaya/pab/bin/|cbauser|1
CTI|devconsd|/opt/avaya/pab/bin/|cti|1
ACD|devconsd|/opt/avaya/pab/bin/|acdmon|1 nocancel min_asa 2sec gen_rel
MSC|devconsd|/opt/avaya/pab/scripts/|acdsnap_mon|
```

Copy and rename the CBA_cfg.example file, type **cp CBA_cfg.example CBA_cfg** and press Enter. This establishes the Application, PBX and Gateway IDs used by Agent Blending.

Proactive Contact needs to be configured with the inbound VDN to be monitored and the acquire VDN for acquiring agents in order to handle calls from the outbound job. The Proactive Contact name for a VDN is Domain. Configured in **/opt/avaya/pab/config/dom_group.data** – this defines an outbound only Domain Group called SOUTH_USA, an IB (inbound) Domain called 8274000, with specific reference to VDN 1802, and a TEAM (acquire) Domain called 8274001 with specific reference to VDN 1801. Both of these Domain have a Domain Group ID of SOUTH_USA.

```
*VERSION | 1
########################### Defined Domains Groups ########################
# Domain Group Record Layout - To Create a new domain group copy the template
#      below and replace all field holders with appropriate values.
#   NOTE - All fields that retain their place holder values(TR,TT,etc)
#           will be assumed to be empty.
#   NOTE - Line breaks may happen between any fields but not within a field
#   NOTE - Do not change lower case field holders
#
#   WARNING - Remove the "#" comment field indicator to activate the template
#
# TEMPLATE
# ------------------------------------------------------------------------
--
# *DG | DG_NM | dg_id | RTI | CM | MAAS | SC | DSL | MSL |
#  AUT | MAO | TR | TT | ACWT | MQR | afi | rti |
# ------------------------------------------------------------------------
--
#
# Description of fields within a Domain Group
# -------------------------------------------
# *      - Start Of New Record { MUST be in first column of record}
# DG     - Domain Group Record Key   { Always DG}
# DG_NM  - Domain Group Name {Descriptive name use by UI to specify a domain}
# dg_id  - Domain Group ID { FILLED IN BY SYSTEM}
# RTI    - Time Interval (hours)
# CM     - Control Method {ASA-Avg.Spd Answered,SL-Sevice Lvl,OB_ONLY-
Outbound}
# MAAS   - [Target] Average Speed to Answer (seconds)
# SC     - Service Criterion (seconds)
# DSL    - Desired Service Level (%)
# MSL    - Abatement Service Level (%)
# AUT    - Traffic Intensity Threshold (%)
# MAO    - Minimum # of Agents on Outbound (# agents)
# TR     - Initial Traffic Rate (calls/second)
# TT     - Minimum Talk Time (seconds)
# ACWT   - Minimum After Call Work Time (seconds)
# MQR    - Minimum Queued for Release (OB_ONLY groups)
# afi    - Acquisitions From Inbound { FILLED IN BY SYSTEM }
# rti    - Releases To Inbound       { FILLED IN BY SYSTEM }
#

*DG | SOUTH_USA | 1 | RTI | OB_ONLY | MAAS | SC |
      DSL | MSL | AUT | MAO | TR | TT |
      ACWT | 0 | afi | rti |
```

```
########################### Defined Domains ##########################
# Domain Record Layout - To Create a new domain copy the template below
#    and replace all field holders with appropriate values.
#    NOTE - All notes/warnings from domain group field still apply.
#
# TEMPLATE
# ------------------------------------------------------------------------
# *DM | DM_ADRS | DM_EXT | DG_NM | dg_id | AP_ID | PBX_ID | GW_ID | DM_TYP |
# ------------------------------------------------------------------------
#
# Description of fields within a Domain
# -------------------------------------
# *      - Start Of New Record {MUST be in first column of record}
# DM     - Domain Record Keyword   {Always DM}
#
# DM_ADRS- Domain Address
# DM_EXT - Domain Phone Number
# DG_NM  - Domain Group Name {Descriptive name use by UI to specify a D.G.}
#                     Use TRANS if defining a floating transient domain.
# dg_id  - Domain Group ID {FILLED IN BY SYSTEM}
# AP_ID  - PDS ID
# PBX_ID - PBX ID
# GW_ID  - Gateway ID
# DM_TYP - Domain Type -- one of:
#                     IB          - Inbound,
#                     TRANS   - Transient Acquire,
#                     TEAM    - Team Acquire,
#                           OV_FLOW - Overflow
#

*DM | 8274000 | 8274000 | SOUTH_USA | 1 | 1 | 1 |
      1 | TEAM |

*DM | 8274001 | 8274001 | SOUTH_USA | 1 | 1 | 1 |
      1 | IB |
```

Edit **ACD.cfg** – this contains the Communication Manager feature access codes for ACD login and logout as noted previously, and also specifies the TESTMODE, configured as shown below:

```
TESTMODE:OFF
DELAYTIME:5
LOGIN:*40
LOGOUT:*41
```

Edit **acd_ext.cfg** – this contains the Communication Manager extension number into which Proactive Contact Agents and ACD Agents will be logging in, as show below, extension 8270001 is the extension onto which agents are logged into in this case:

```
1:8270001
1:1650
1:1608
```

Agent Blending is a feature add-on for Proactive Contact. Ensure that PDS is stopped as root, enter the command **menu install**;
Select option 2. **Value added products**, and then 2 again for **Install Predictive Agent Blend** follow the instructions accordingly:
Have you stopped PDS processes: **y**
Following AES servers are configured:
10.10.16.30 Do you want to add another AES server: **n**
CTI password seems to be already set in /opt/avaya/pab/config/cti_passwd.cfg
Do you wish to change the CTI password? **n**
AES_LINK set to AVAYA#CM#CSTA-S#DEVCONAES61
Do you want to change it now?: **n**
AES_USER set to pc5
Do you want to change it now?: **n**
Do you wish to configure Domains now?: **n**
Do you wish to change number of users that can be acquired for outbound calling now?: **n**
Now we'll install ACD extensions
Enter **q** to quit
When prompted, press any key to continue.
Enter **0** to exit, and **0** again

7.4. Configure master.cfg

Amendments to the master.cfg file were made as follows:

```
CALL_BLENDING:YES
DBSERVERIP:10.10.16.90
IICB_HOST:devconsd
INBNDSYS:NO
NAMESERVICEHOST:devconsd
PRIMARY:YES
SWITCHTESTMODE:NO
SWITCHTYPE:SOFTDIALER
SYSOPS:5
TRANPORTS:1
TZ:EST5EDT
VISUAL_CPA:YES
WEBLMURL:http,//10.10.16.90,8080/WebLM/LicenseServer:
```

7.5. Configure number format

The **phonefmt.cfg** file located in **/opt/avaya/pds/config** contains details of how Proactive Contact needs to manipulate numbers in the calling list in order to successfully place them via Communication Manager. The final line in the file is configured as follows:

```
STD_TO_DIALFMT:*:ALLTYPES:10:8230001::
```

In this instance, of the digits dialed, **10** are deleted and the digits **8230001** are inserted.

7.6. Configure Calling List

Proactive Contact is delivered with a default calling list. In order to create a new calling list based on the default list, enter the following from the Proactive Contact server shell:
go clist
cp list1 list2
go lists
cp list1.fdict list2.fdict
edit **calllistapp.tbl** and enter the new list into the table, as show below

```
# This file contains the list names on a multi list system:
# The format of this file is;:
# name!type!stage!description!date!protected:
# The ! represents a colon:
# The standard types are OUTBOUND and INBOUND:
# A YES in the 'protected' field means this lists's configuration:
# files cannot be deleted or edited or versioned:
list1:OUTBOUND:ACTIVE:Collections Calling List:20061226:YES
inbnd1:INBOUND:ACTIVE:Inbound Calling list:20061226:YES
list2:OUTBOUND:ACTIVE:Outbound calling list:20110509:NO
```

7.7. Configure Avaya Proactive Contact Editor

In order for the Proactive Contact Editor application to communicate with the Proactive Contact Server, the PC on which it resides must be configured.

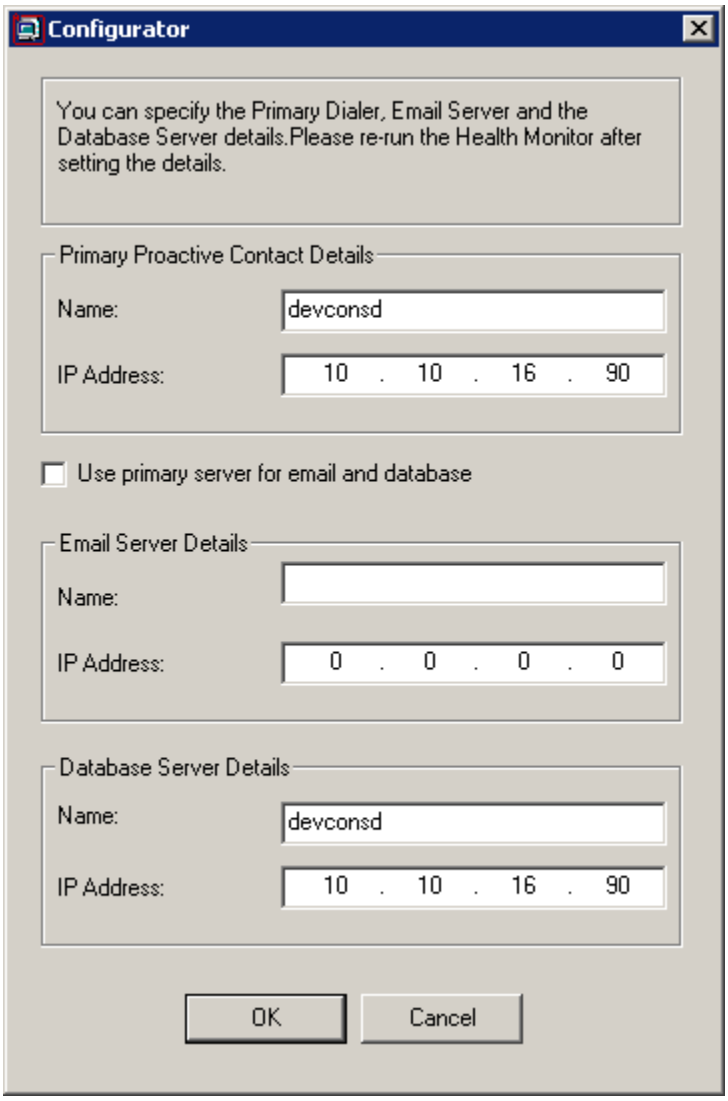
Edit %WINDIR%\system32\drivers\etc\hosts to include the hostname and IP address of the Proactive Contact Server, as follows:

```
10.10.16.90 devconsd
```

Ensure all necessary services are running on the Proactive Contact Server. The following commands start, check and stop the 3 services, the services must be stopped and started in the order shown. All services must be started before proceeding:

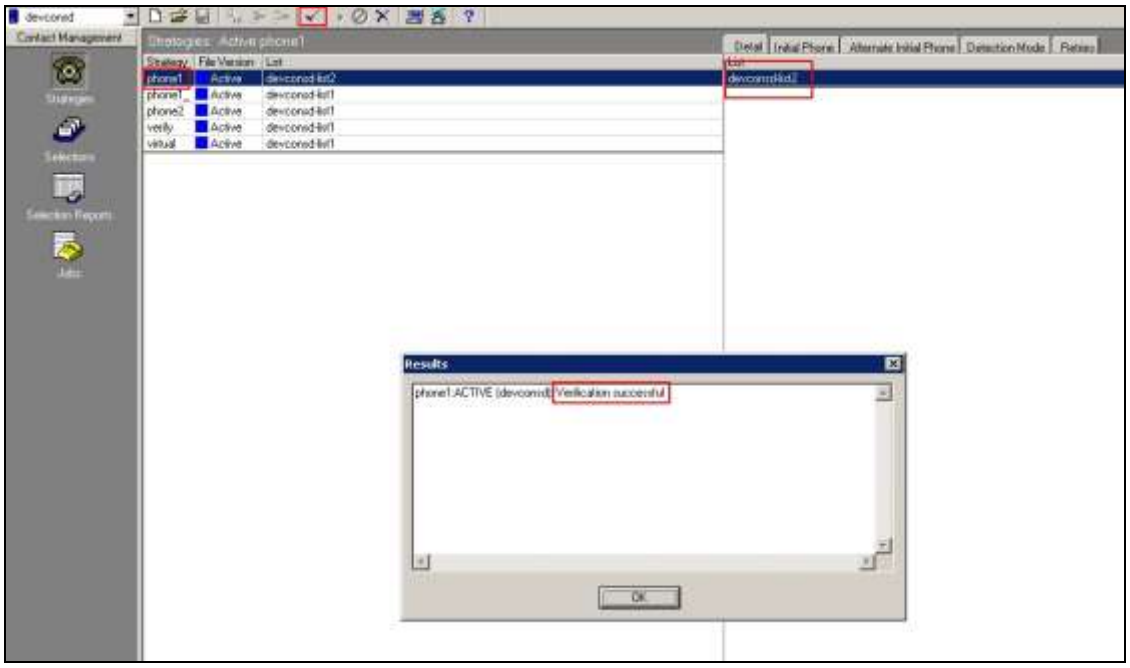
start_db
start_mts
start_pds
check_db
check_mts
check_pds
stop_pds
stop_mts
stop_db

Double click on the Health Manager icon on the desktop. You will be greeted with a screen, complete it as shown below

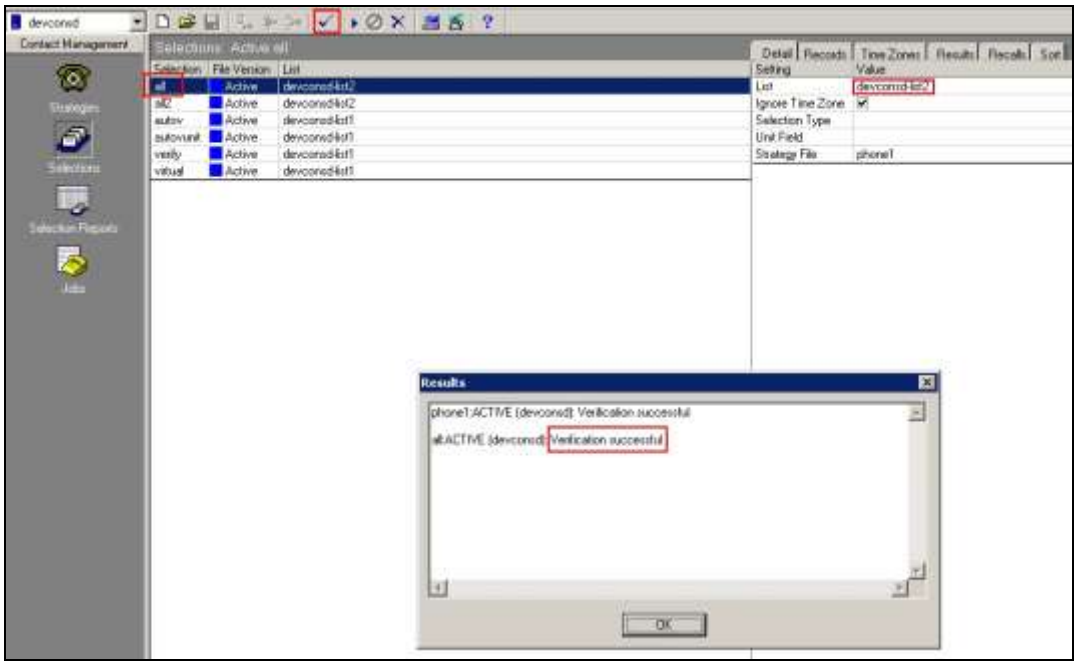


You will now be able to log in to the Health Manager with the sysadm login credentials. Close Health Manager and double click on the Editor icon on the desktop. Log in with the sysadm login credentials.

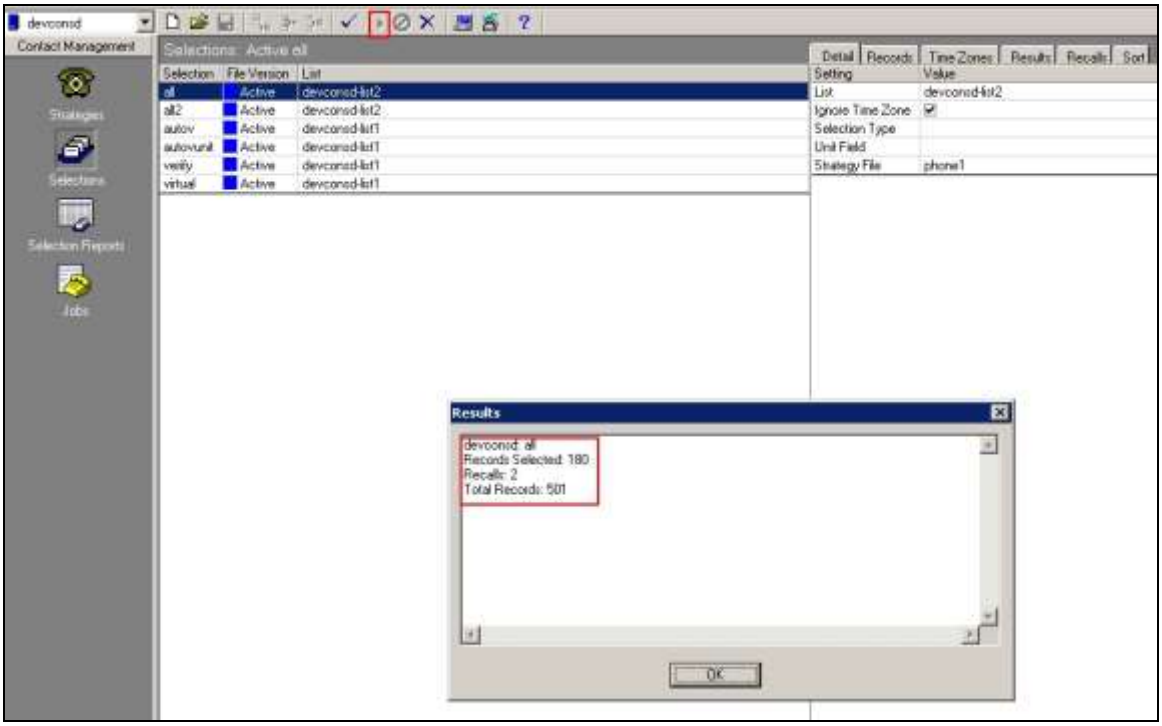
Assuming that strategy **phone1** and calling list **list2** (as specified in the previous section), are being used, configure editor as shown below and click verify, ensure verification is successful:



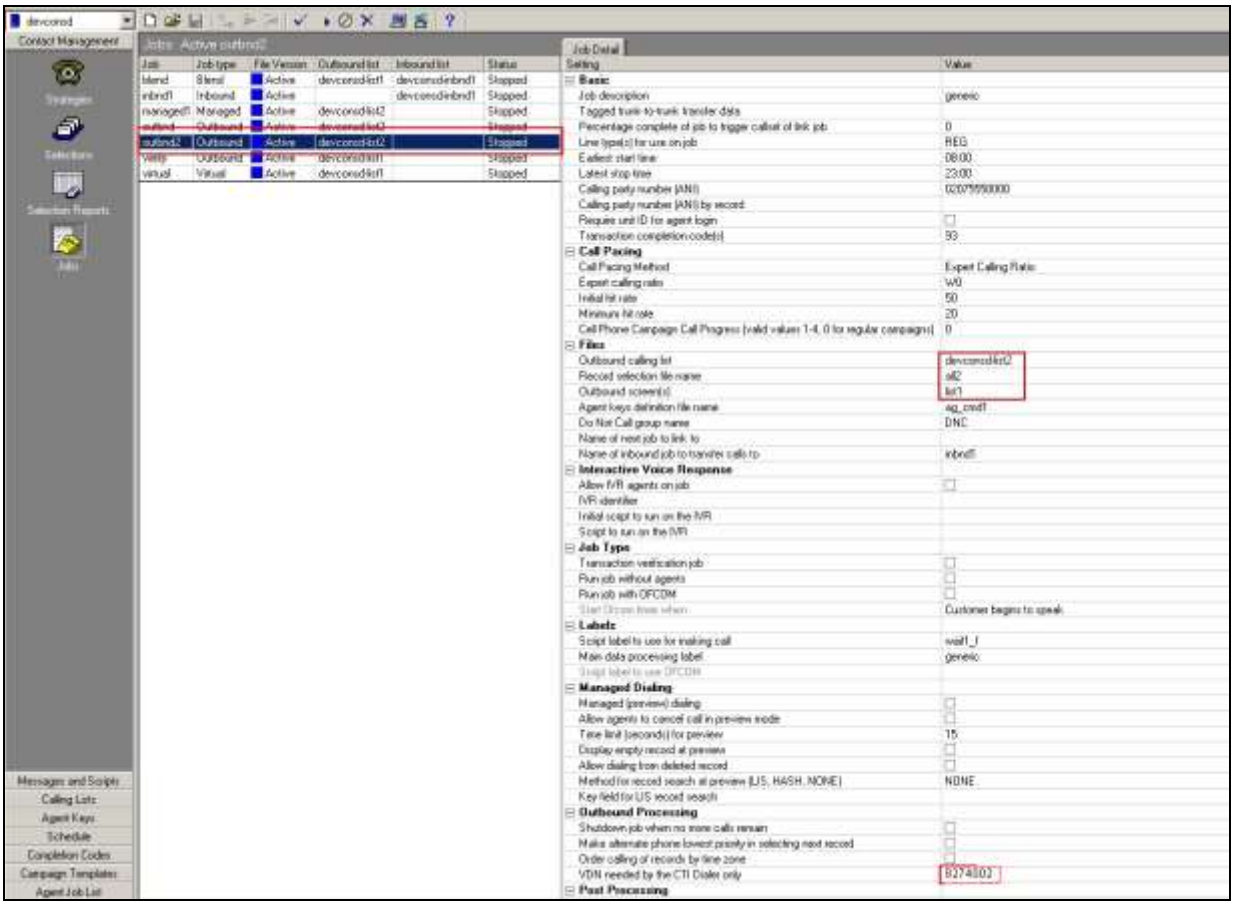
Click **Selections**, select **all**, and specify calling list 2, click verify and ensure verification is successful:



Click run, and ensure that the selection selected includes some records:



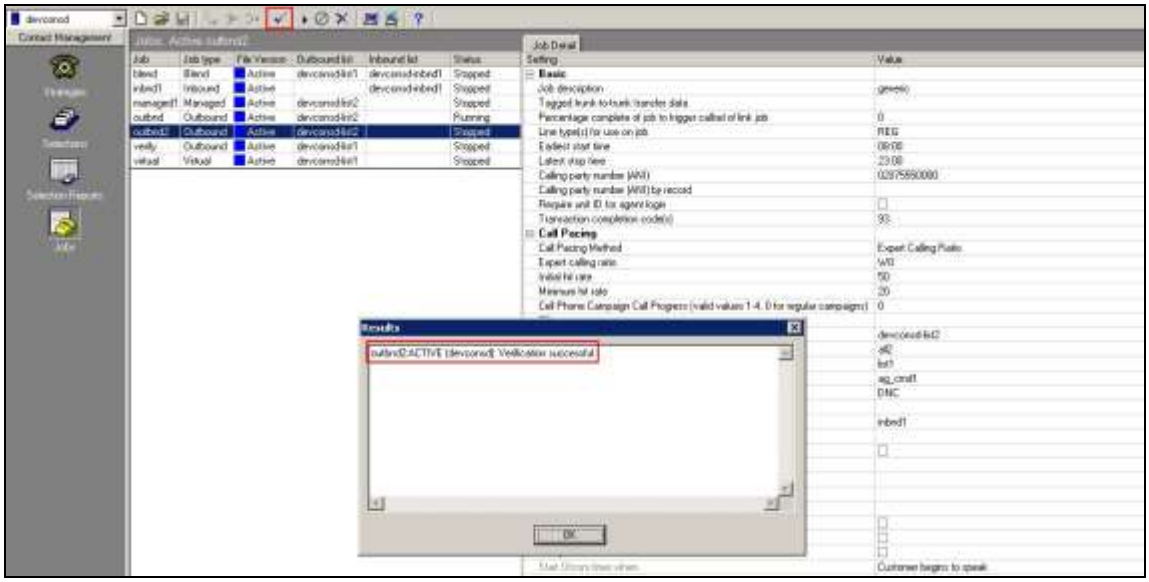
Click **Jobs** select the **outbnd** and configure as shown. Note the outbound VDN 8274002 configured on Communication Manager is specified:



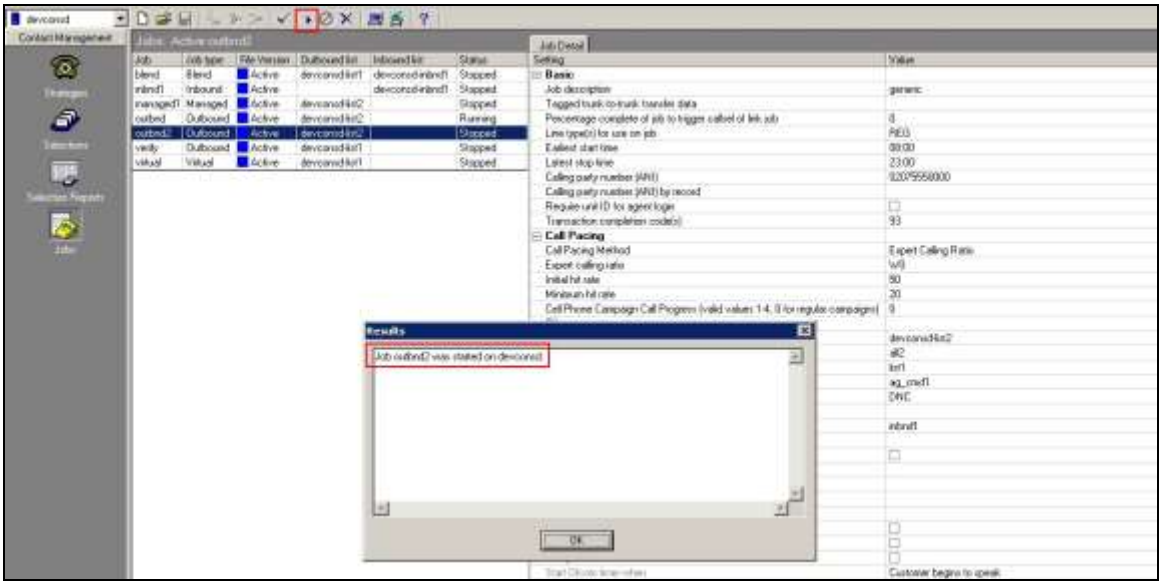
Continued from previous screenshot:

Post Processing	
Automatically start Update mode on customer hang-up	☐
Quota Settings	
Quota setting (completion code,quota)	
Quota settings file name	
Save quota setting when the job ends	☐
Recall	
Recall reschedule interval (minutes)	10
Recall notification time (minutes)	2
Number of recall attempts	2
Auto assign recall from Infinite job to agents on another job	☐
Name of the job to get agent for recall	
Service Level	
Desired service level (percentage)	
Time to connect tolerance (seconds)	
Ofcom Timer	2
Wait Queues	
Total wait delay (seconds)	90
Number of message to play while on hold awaiting transfer	

Click verify and ensure verification completes successfully.



Start job.



The outbound job is now running, and Proactive Contact will be initiating outbound calls to Proactive Contact Agents, once logged in. In this instance, synTelate Agent is used to log in both the Proactive Contact Agent, and the Communication Manager ACD Agent. If the job fails to run as expected, ensure the outbound job file within the **/opt/avaya/pds/job/** directory has the following parameters set:

TESTMODE::
TESTOPER::

8. Configure synTelate Designer

This section provides the procedures for configuring synTelate Designer. The procedures include the following areas:

- Administer Moagent32.ini
- Launch Designer
- Administer campaigns
- Administer scripts and screens
- Administer CTI

8.1. Administer Moagent32.ini

From the PC running Designer, navigate to the **C:\WINDOWS\system32** directory to locate the **Moagent32.ini** file, amend this file as shown below.

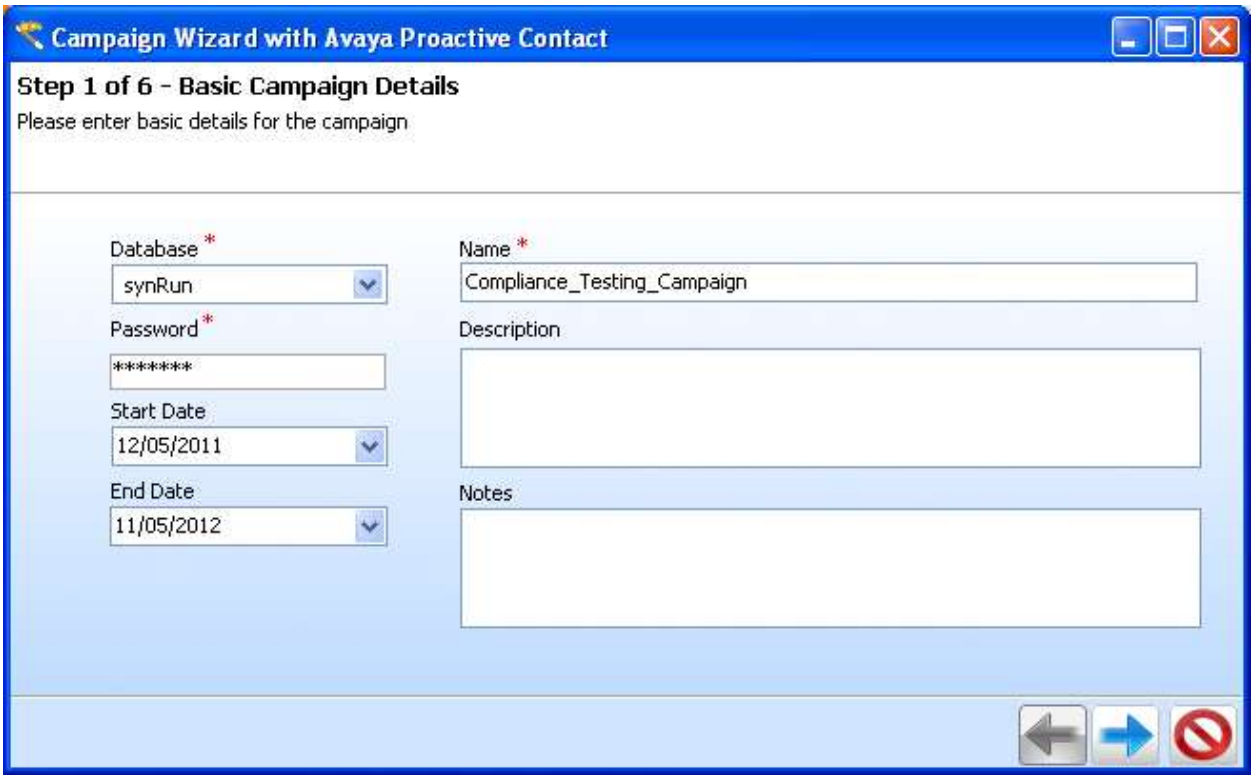
[logon]
servername = **10.10.16.90**
[ConfigSettings]
UseDllDbs=0

8.2. Launch Designer

From the PC running Designer, select **Start → Programs → synTelate → synTelate Designer** to display the **Welcome - synTelate** screen. Select the **Designer** tab. From the top menu, select the **Home** tab. Click **New** and select **Wizard → Dialler Wizard** from the drop-down list (not shown below) to create a new campaign.

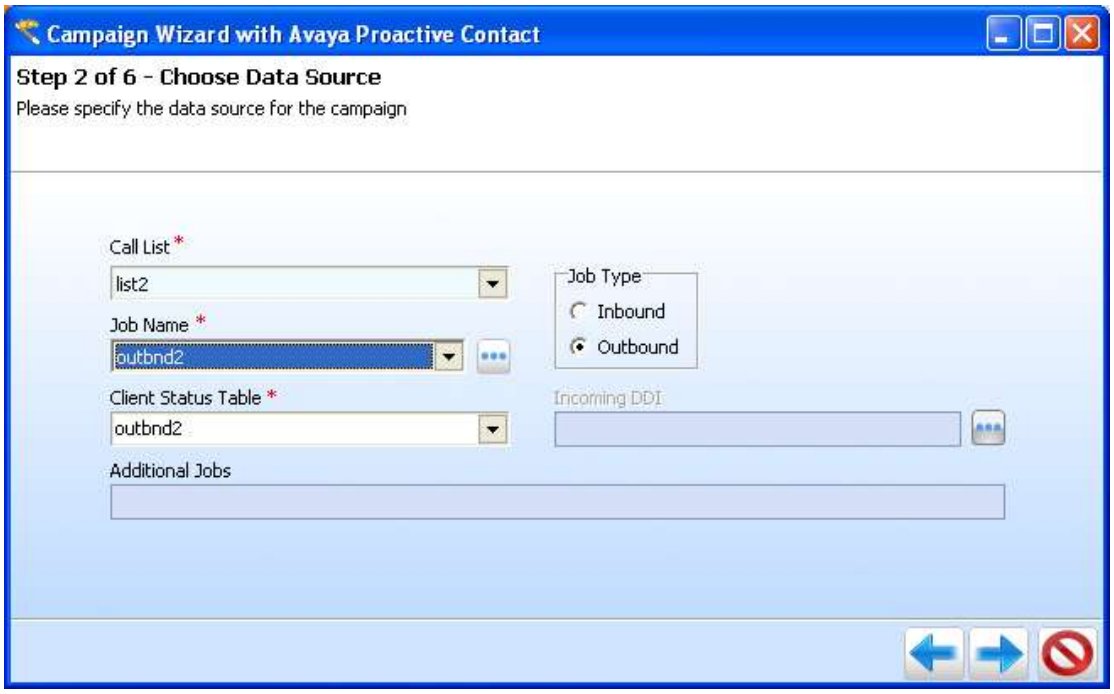
8.3. Administer campaigns

The **Step 1 of 6** screen is displayed. Enter the following values shown, and retain the default values for the remaining fields.

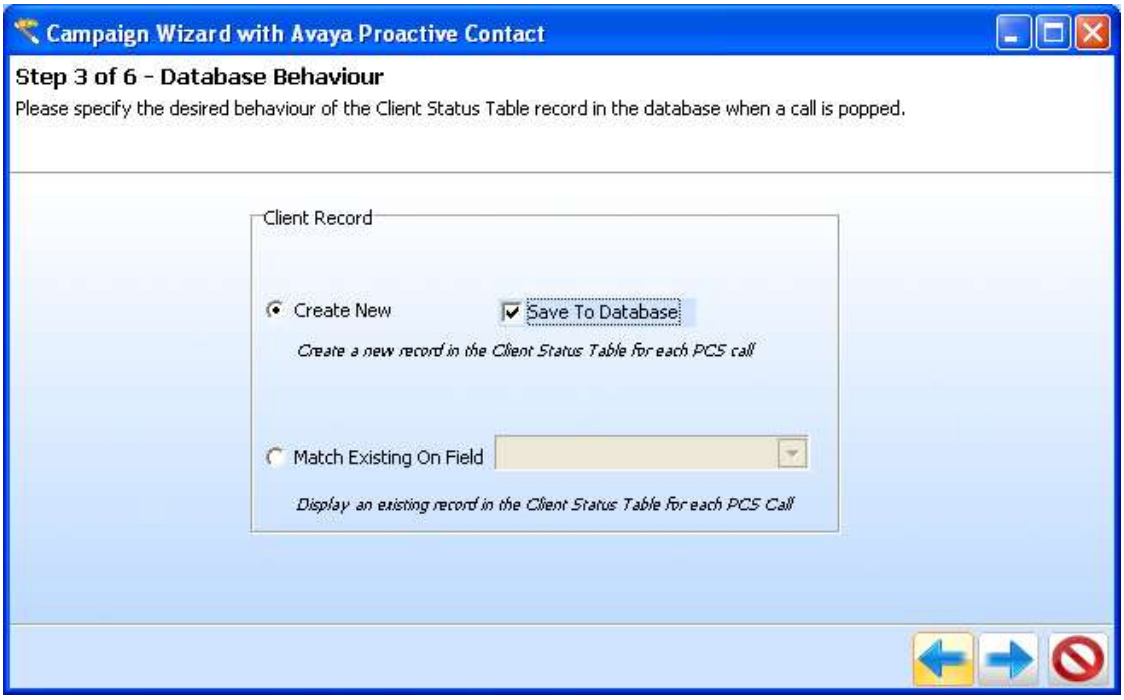


Click on the arrow pointing **right**, the **Avaya PCS Login** screen is displayed. Enter the credentials for the Proactive Contact supervisor and click on the green tick.

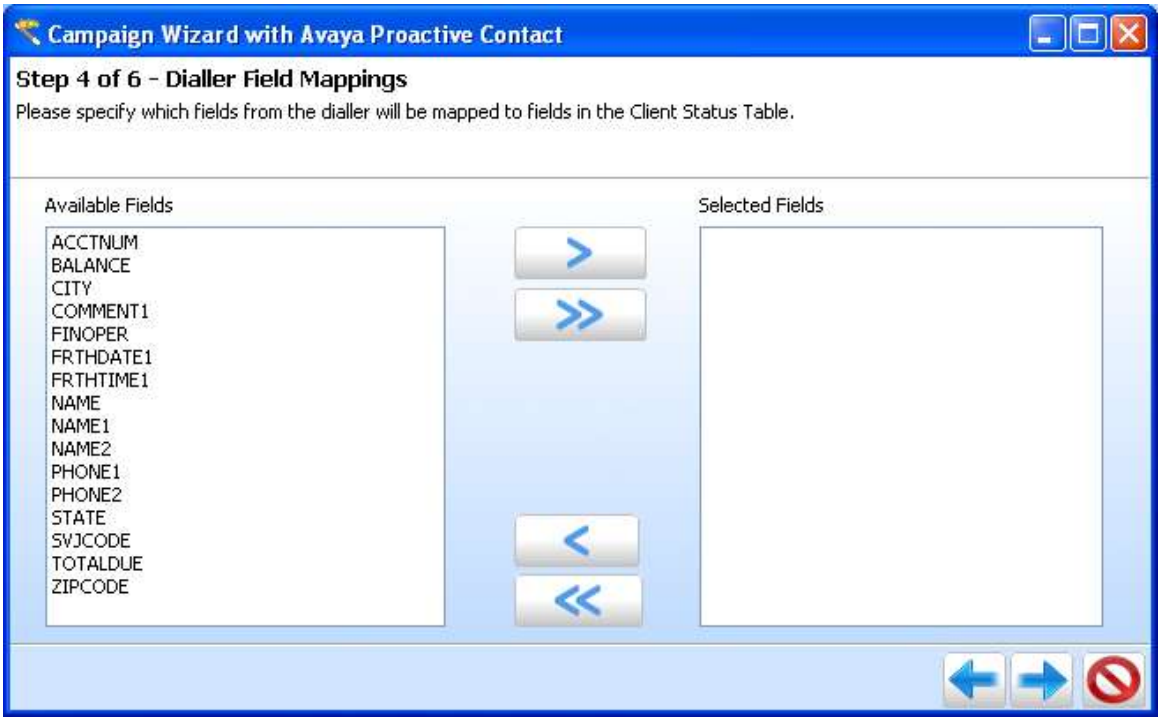
The **Step 2 of 6** screen is displayed. Select the proper values for **Call List** and **Job Name**. Retain the default value for **Client Status Table**, and select the proper **Job Type**. Proceed to **Step 3**.



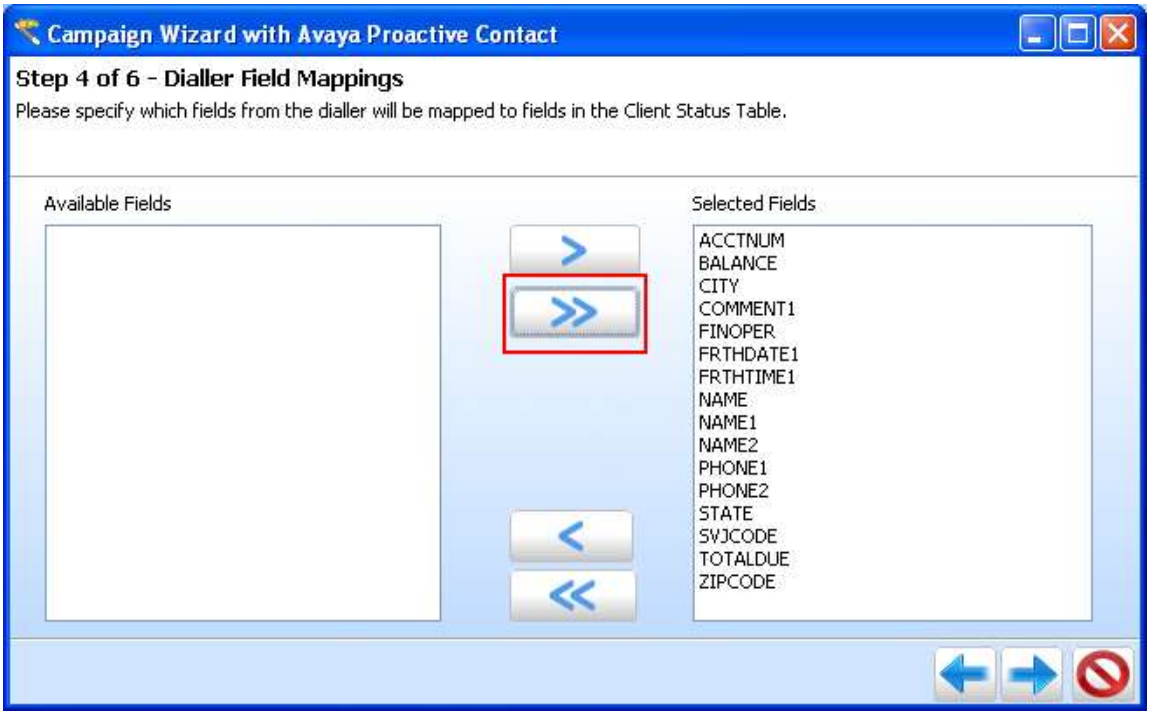
The **Step 3 of 6** screen is displayed, complete as shown and proceed to **Step 4**.



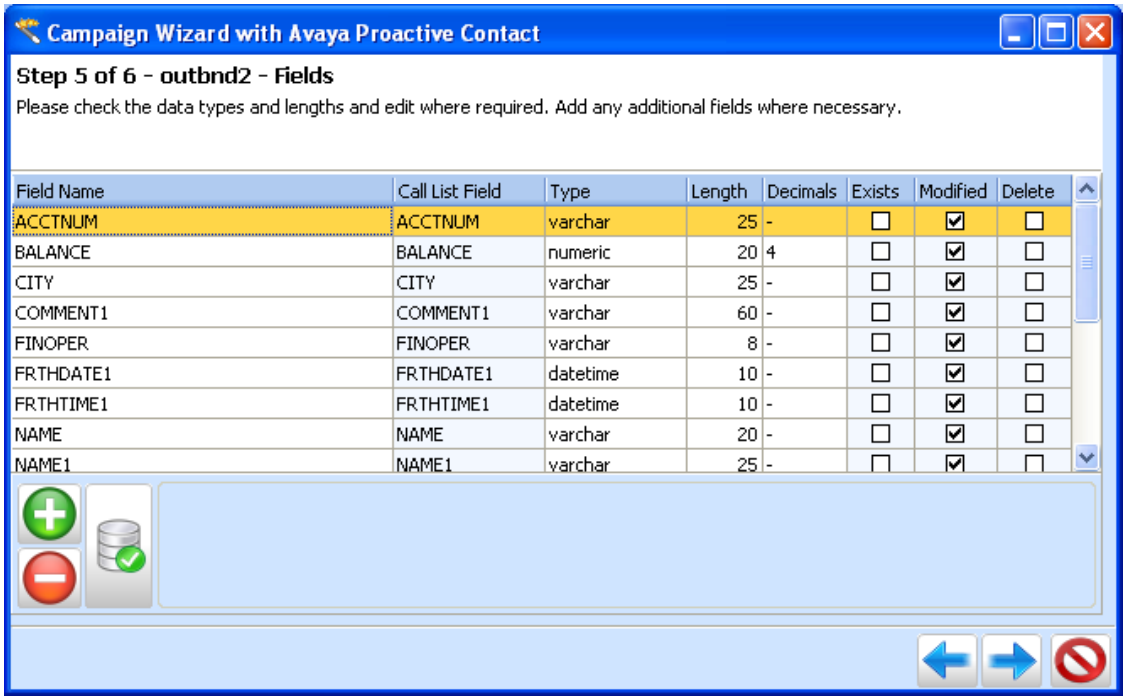
The **Step 4 of 6** screen is displayed.



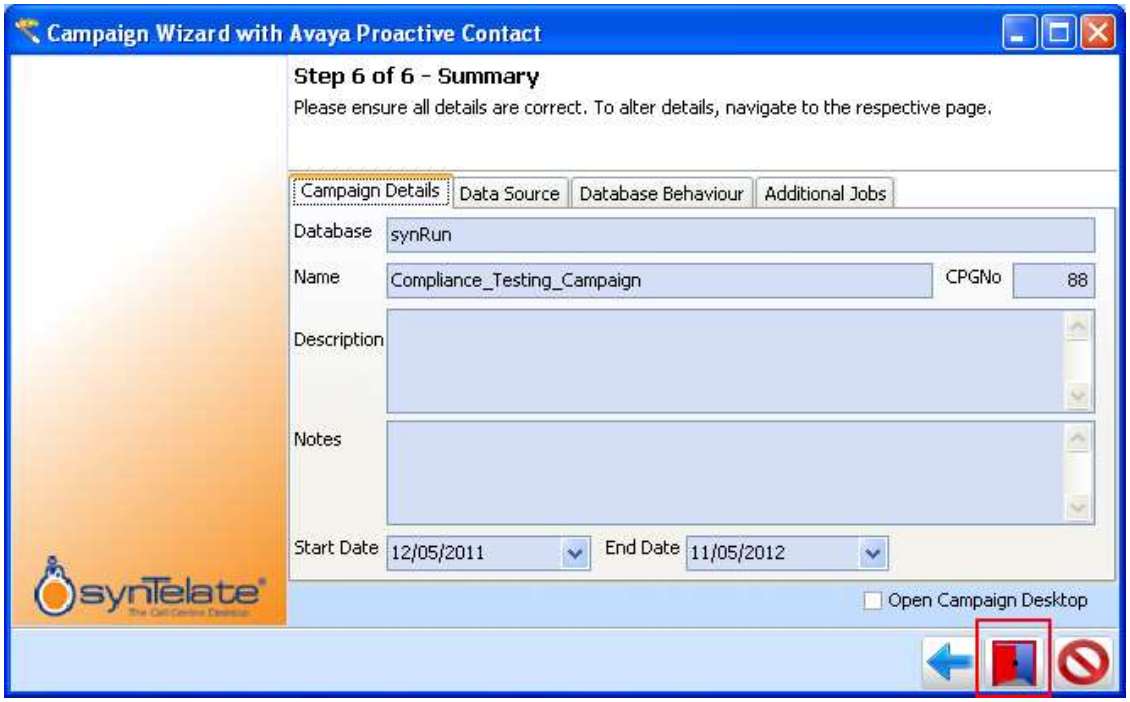
Click on the double arrow highlighted below to select all fields and proceed to **Step 5**.



The **Step 5 of 6** screen is displayed, amend as required and proceed to **Step 6.**

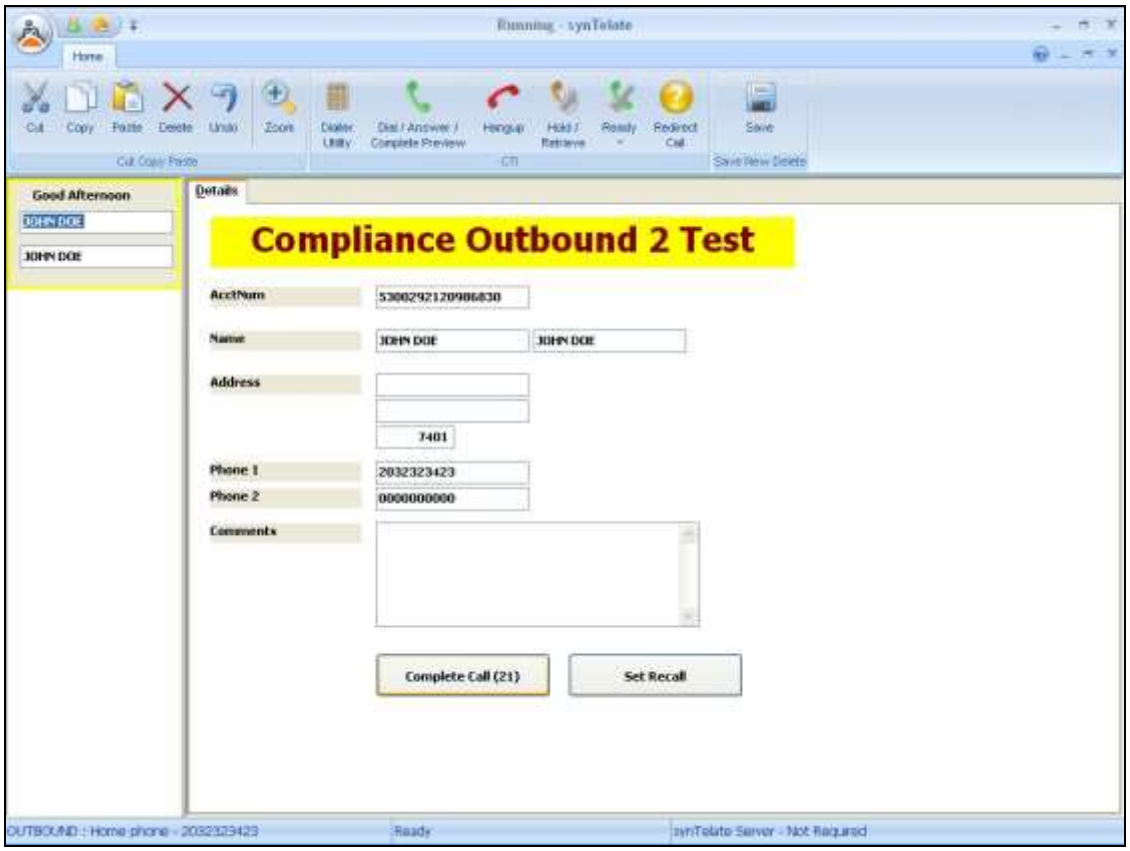


The **Step 6 of 6** screen is displayed, this confirms your settings. Click on the Door icon highlighted to complete the Wizard.



8.4. Administer scripts and screens

For the purposes of this compliance test, it is assumed that scripts and screens are created according to requirements. A sample screen is shown below:

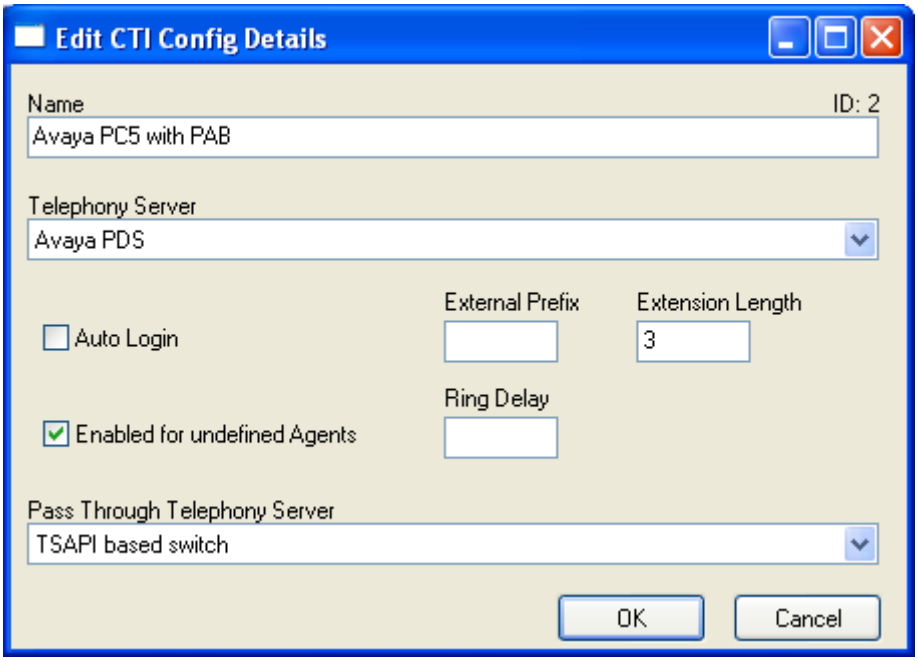


8.5. Administer CTI

Open Select the **Supervisor** tab in synTelate Designer

Click on **CTI Config**. Click **Add.**

The **Edit CTI Config Details** screen is displayed. Complete as shown below.

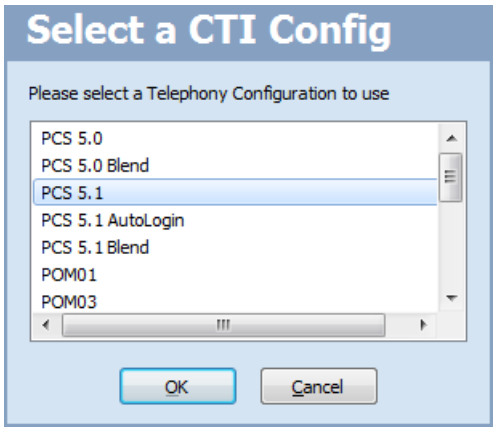


9. Verification Steps

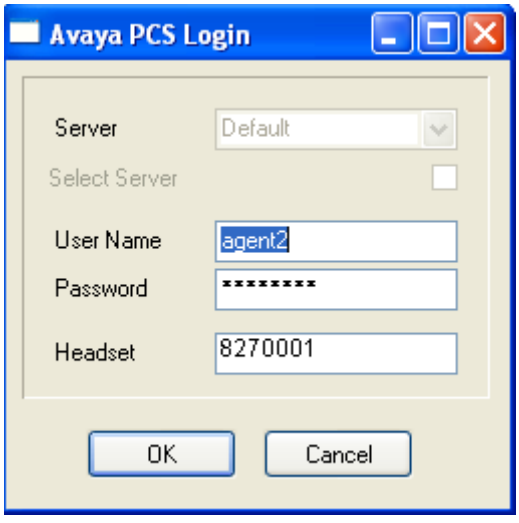
This section provides the tests that can be performed to verify proper configuration of synTelate, Proactive Contact, and Application Enablement Services. Prior to verification, start an outbound job on Proactive Contact.

9.1. Verify synTelate

From the PC running synTelate Agent, select **Start → Programs → synTelate → synTelate Agent**. The **Select a CTI Config** screen is displayed next. Select the CTI from **Section 8.5**, as shown below.

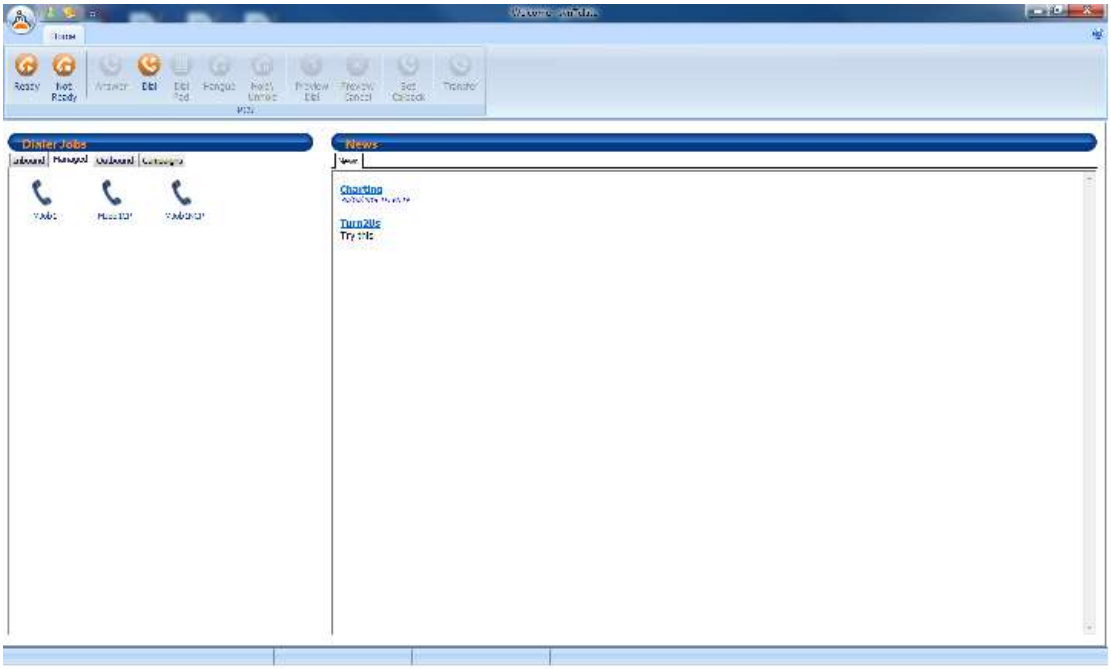


The **Avaya PCS Login** screen is displayed. Enter the pre-defined agent login and password for Proactive Contact, and the agent station/headset number detailed above.

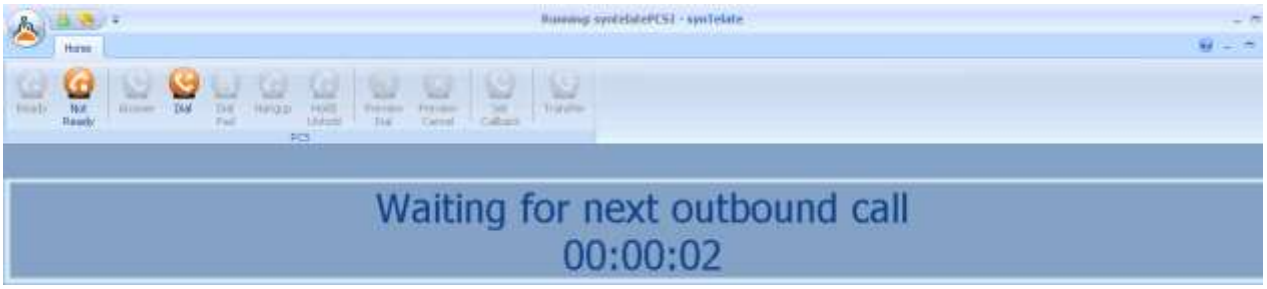


The synTelate splashscreen is shown:

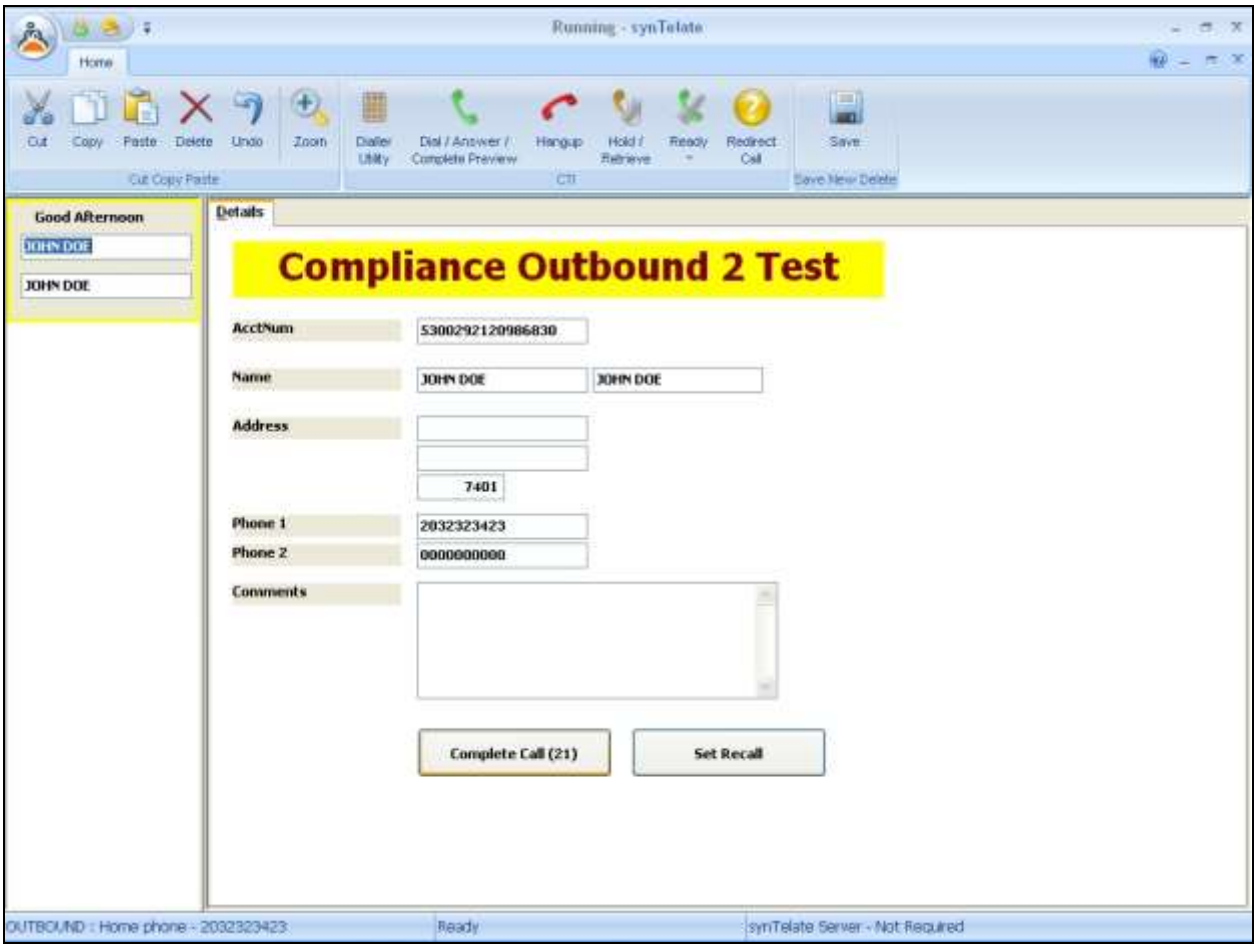
synTelate opens with welcome screen showing list of available jobs, Verify the active outbound job is displayed. Click **outbnd2**.



The **Dialler Status** box is displayed. Verify the values for **Status** and **Job**, as shown below.



The **Running - synTelate** screen is displayed. When an outbound call is delivered to the agent, verify that the appropriate data screen from **Section 8.4** is displayed and populated with values retrieved from the customer record, as shown below:



9.2. Verify Avaya Proactive Contact

From Proactive Contact shell, type the command jobmon to verify agent is logged into the job outbnd2:

```
[STANDARD]                          Job Activity
[ALLID]
                                Summary Statistics
                  Job: [outbnd2][69]
                  Start time: 09.43.20  Current time: 10.16.55
  Agent Activity                        Line Usage
  ------------------------------------  ----------------------------------------
-
              All Outb    ACD      PTP  Outbound Lines          Cur  Avg  Peak
  Logged in:  1    1      1          0      Demand       :                  1
1     1
  Assigned :   1    1                        Available    :           17
  On Phone :  1    1                         Total Lines  :           18


  Calling Activities
  ------------------------------------------------------------------------------
-
  Outbound Phone Calls
    Records Selected:        335
    Phone Calls made:          3
    Cur/Run Hit Rate:        100/100%
    Agent Connects  :          1
    Queue           :          0
    Recalls         :          0
    Phone Calls Left:        168

[ Job outbnd2 ready for calling
]
```

9.3. Verify Avaya Aura® Application Enablement Services

On AE Services, verify the status of the TSAPI link by selecting **Status → Status and Control → TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed. Verify the **Status** is **Talking** for the TSAPI link administered in **Section 6.4**, as shown below.

10. Conclusion

These Application Notes describe the configuration steps required for synTelate to successfully interoperate with Avaya Proactive Contact with CTI using agent blending. All feature test cases were completed, with observations noted in **Section 2.2**.

11. Additional References

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

1. *Administering Avaya Proactive Contact*, Release 5.1.1, April 2015, available at http://support.avaya.com.
2. synTelate v5.1 Training Manual 2015 Issue 01.doc

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.