



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.

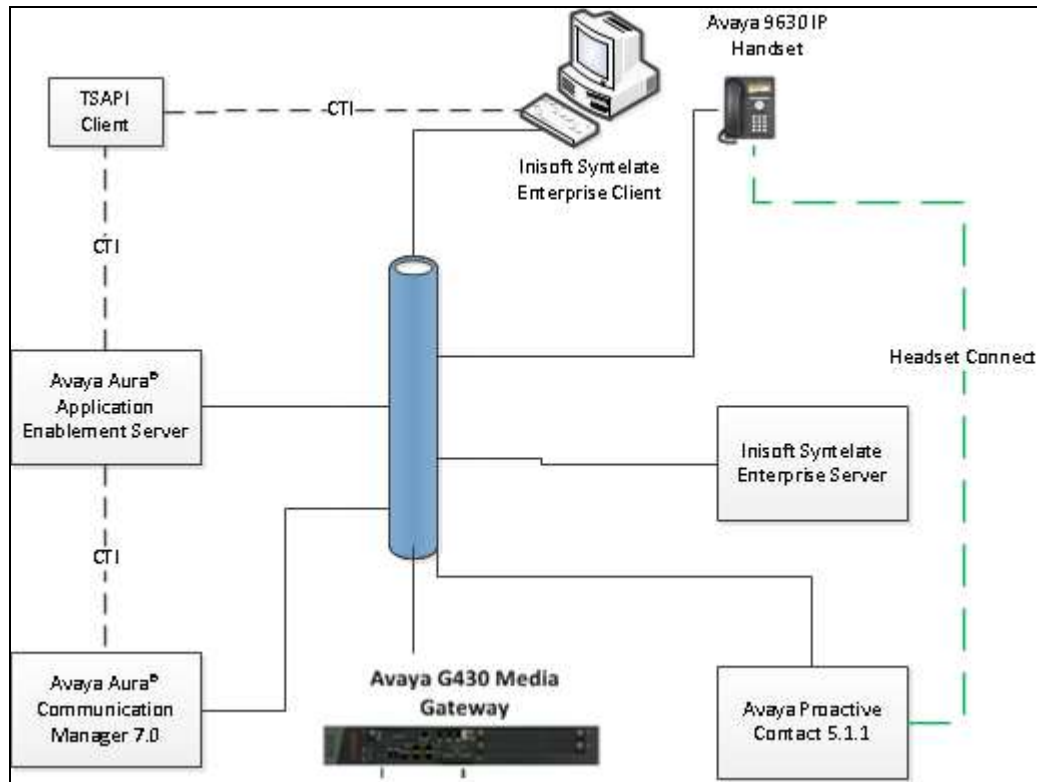


Figure 1: Inisoft synTelate with Avaya Proactive Contact using CTI and Proactive Agent Blending

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		
Name: devconaes61		COR: 1

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 Type	Enabled	Local Node	Local Port	Remote Node	Remote 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 Server	Password	Enabled	Status	
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
Y			ASAI Routing?
Prompting? y	LAI? y	G3V4 Adv Route? y	CINFO? y
Variables? y	3.0 Enhanced? y	BSR? y	Holidays? 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 1
6	
CALL VECTOR	
Number: 1	
Name: DialerAcquireOu	
Multimedia? n	Attendant Vectoring? n
Meet-me Conf? n	Lock?
Basic? y	EAS? y
G3V4 Enhanced? y	ANI/II-Digits? y
ASAI Routing?	
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
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 Group Number	Announcement Number	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

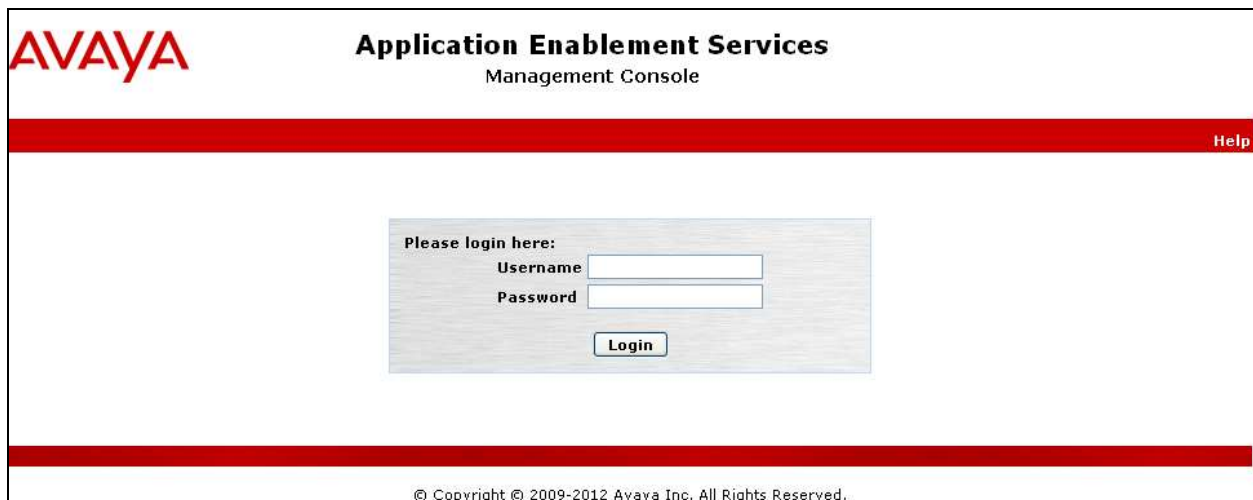
6. Configure Avaya Aura® Application Enablement Services Server

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
- Restart TSAPI Service
- Obtain Tlink name
- Administer Avaya Proactive Contact and synTelate user
- Configure Devices

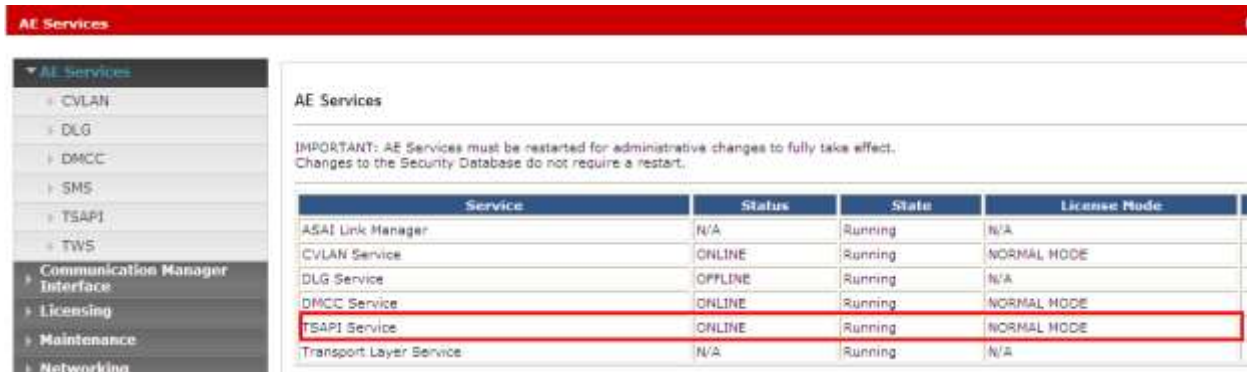
6.1. Verify TSAPI License

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 screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" is displayed in a large, bold font, with "Management Console" in a smaller font below it. A thick red horizontal bar spans the width of the page, with the word "Help" in small text on the right side. In the center of the page is a light gray rectangular box containing the login form. The form includes the text "Please login here:" followed by two input fields labeled "Username" and "Password". Below these fields is a "Login" button. At the bottom of the page, another thick red horizontal bar is present, with the copyright notice "© Copyright © 2009-2012 Avaya Inc. All Rights Reserved." centered below it.

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.



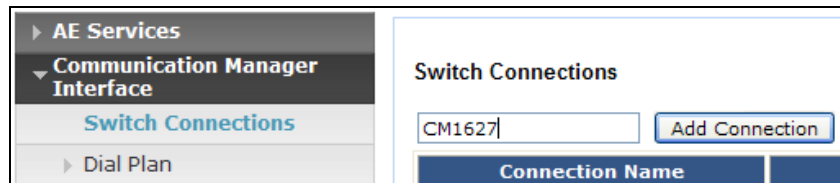
AE Services

IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart.

Service	Status	State	License Mode
ASAI Link Manager	N/A	Running	N/A
CVLAN Service	ONLINE	Running	NORMAL MODE
DLG Service	OFFLINE	Running	N/A
DMCC Service	ONLINE	Running	NORMAL MODE
TSAPI Service	ONLINE	Running	NORMAL MODE
Transport Layer Service	N/A	Running	N/A

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.



Communication Manager Interface

Switch Connections

CM1627

Connection Name

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**.

Status and Control'. At the bottom are buttons for 'Start', 'Stop', 'Restart Service' (highlighted by a red box), and 'Restart AE Server'."/>

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

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**.

The screenshot displays the Avaya Management System (AMS) interface. On the left is a navigation tree with the following structure:

- ▶ AE Services
- ▶ Communication Manager Interface
- High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▼ Security
 - ▶ Account Management
 - ▶ Audit
 - ▶ Certificate Management
 - Enterprise Directory
 - ▶ Host AA
 - ▶ PAM
 - ▼ Security Database
 - Control
 - ⊞ CTI Users
 - Devices
 - Device Groups
 - **Tlinks**

The main content area on the right is titled "Tlinks". It contains a "Tlink Name" section with two radio button options:

- ☒ AVAYA#CM1627#CSTA#AES71678
- ☐ AVAYA#CM1627#CSTA-S#AES71678

Below these options is a button labeled "Delete Tlink".

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 screenshot displays the 'User Management | User Admin | List All Users' interface. On the left is a navigation menu with categories like AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management (expanded), Service Admin, User Admin (expanded), Add User, Change User Password, List All Users, Modify Default Users, Search Users, Utilities, and Help. The main area is titled 'Edit User' and contains a form with the following fields: * User Id (syntelate), * Common Name (syntelate), * Surname (syntelate), User Password, Confirm Password, Admin Note, Avaya Role (None), Business Category, Car License, CM Home, Csx Home, CT User (Yes), Department Number, Display Name, Employee Number, and Employee Type. Red boxes highlight the * User Id, * Common Name, * Surname, and CT User fields.

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.

Security | Security Database | CTI Users | List All Users

Edit CTI User

User Profile:

User ID: syntelate
Common Name: syntelate
Worktop Name: NONE
Unrestricted Access: ☒

Call and Device Control: Call Origination/Termination and Device Status: None

Call and Device Monitoring: Device Monitoring: None
Calls On A Device Monitoring: None
Call Monitoring: ☐

Routing Control: Allow Routing on Listed Devices: None

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.

Security | Security Database | Devices

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▼ **Security**
- ▶ Account Management

Edit Device

Device ID: 8274000

Location: CM27

Device Type: VDN

Tlink Group: Any

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

Security | Security Database | Devices

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▼ **Security**
- ▶ Account Management

Edit Device

Device ID: 8274001

Location: CM27

Device Type: VDN

Tlink Group: Any

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:

AVAYA Web License Manager (WebLM v4.7) [Logout](#)

Install License
Licensed Products
 = **Avaya_Proactive_Contact**
 Configure Enterprise
 Configure Local WebLMs
 Add Local WebLMs
 Delete Local WebLMs
 Modify Local WebLMs
 Usages
 Allocations
 Periodic Status
 Uninstall License
 Change Password
 Server Properties
 Manage Users
 Logout

Avaya_Proactive_Contact - Release: 5 - SID: 11010150 - {Enterprise License File}

You are here: Licensed Products > Avaya_Proactive_Contact > View by Feature

License installed on: 29-Apr-2011 10:12:36 o'clock GMT

[View by Local WebLM](#)

Feature (License Keyword)	License Capacity	Currently Available
Number of PBX Agents using Avaya CT with predictive (VALUE_APC_PREDICTIVECTAGENTS)	100	100
Number of telephone lines (VALUE_APC_PHONELINES)	100	100
Number of Agents with Predictive Dialing (VALUE_APC_PREDICTIVE_AGENTS)	100	100
Number of PBX Agents using Avaya CT (VALUE_APC_TOTALCTAGENTS)	100	100
Number of Supervisor Workstations (VALUE_APC_SUPERVISORS)	10	0
Number of Agents (VALUE_APC_TOTAL_AGENTS)	100	100

[View by Local WebLM](#)

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
TRANSPORTS: 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 callistapp.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

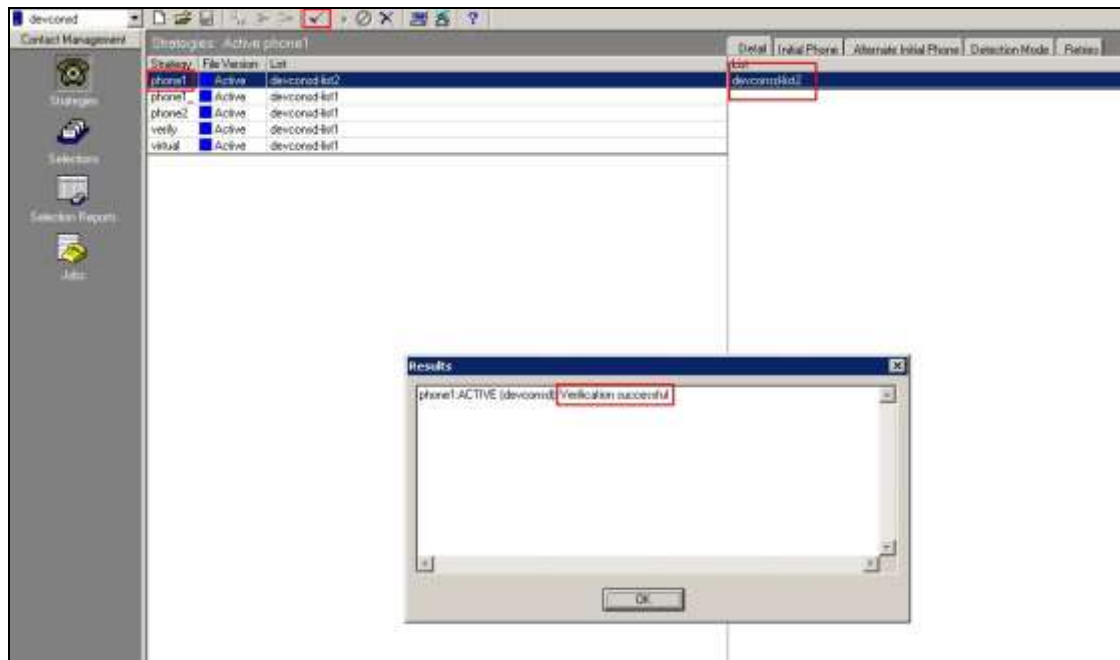
The screenshot shows a window titled "Configurator" with a close button in the top right corner. Inside the window, there is a text box at the top that reads: "You can specify the Primary Dialer, Email Server and the Database Server details. Please re-run the Health Monitor after setting the details." Below this, there are three sections for configuring server details:

- Primary Proactive Contact Details:** This section contains two fields: "Name:" with the value "devconsd" and "IP Address:" with the value "10 . 10 . 16 . 90".
- Use primary server for email and database:** This is a checkbox that is currently unchecked.
- Email Server Details:** This section contains two fields: "Name:" which is empty and "IP Address:" with the value "0 . 0 . 0 . 0".
- Database Server Details:** This section contains two fields: "Name:" with the value "devconsd" and "IP Address:" with the value "10 . 10 . 16 . 90".

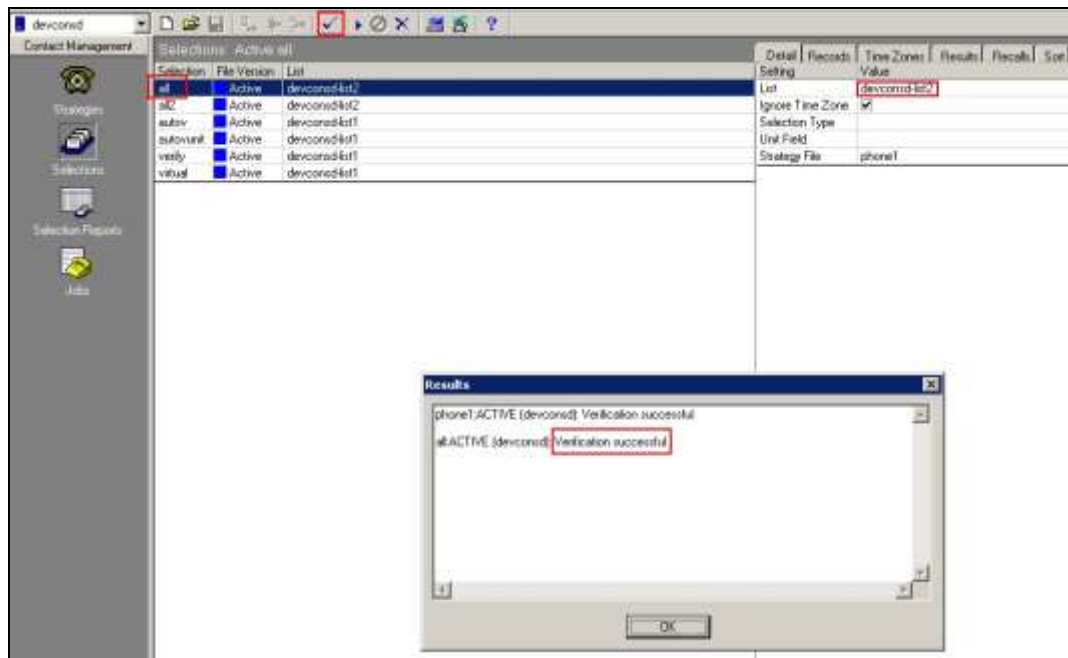
At the bottom of the window, there are two buttons: "OK" and "Cancel".

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.

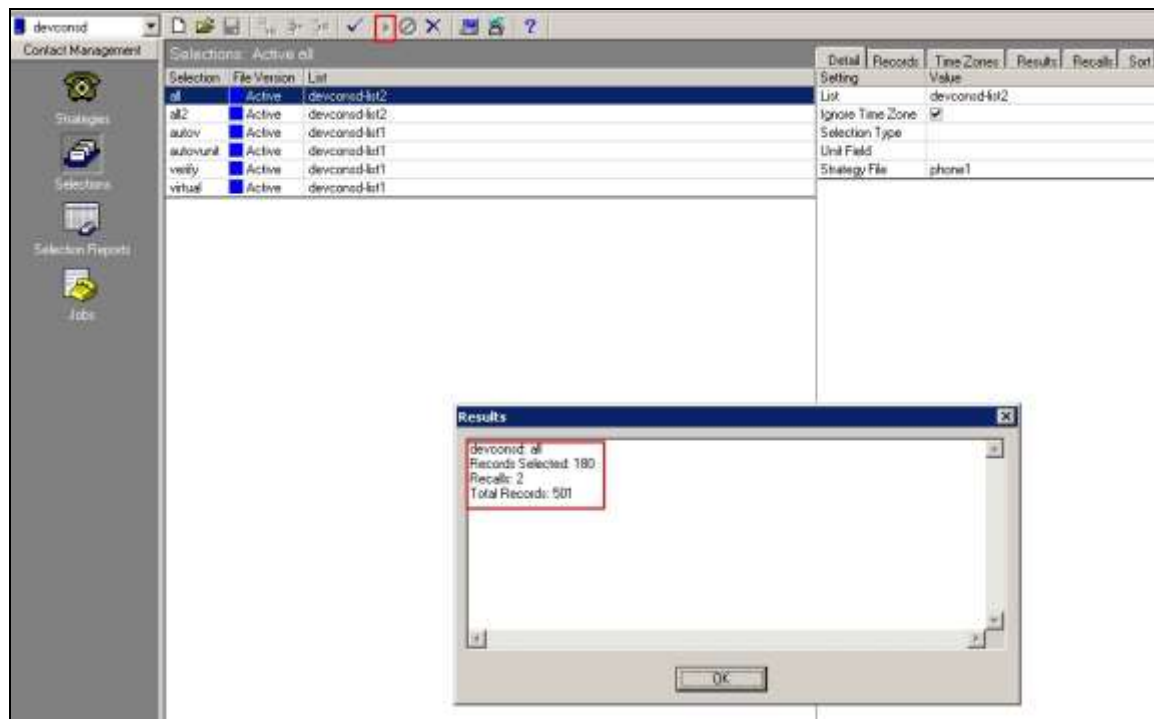
Assuming that strategy **phone1** and calling list **list2** (as specified in the previous section), are being used, configure editor as shown below and click verify, ensure verification is successful:



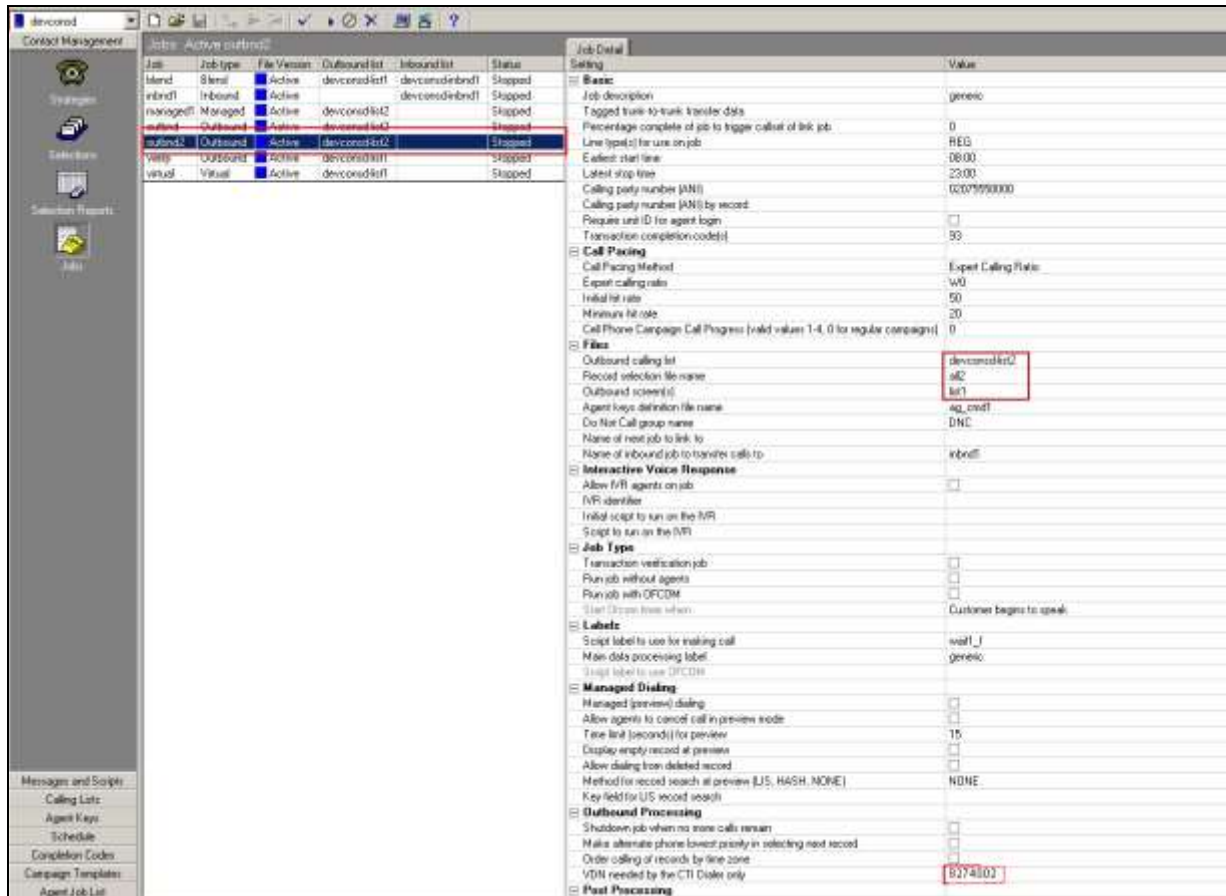
Click **Selections**, select **all**, and specify calling list 2, click verify and ensure verification is successful:



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



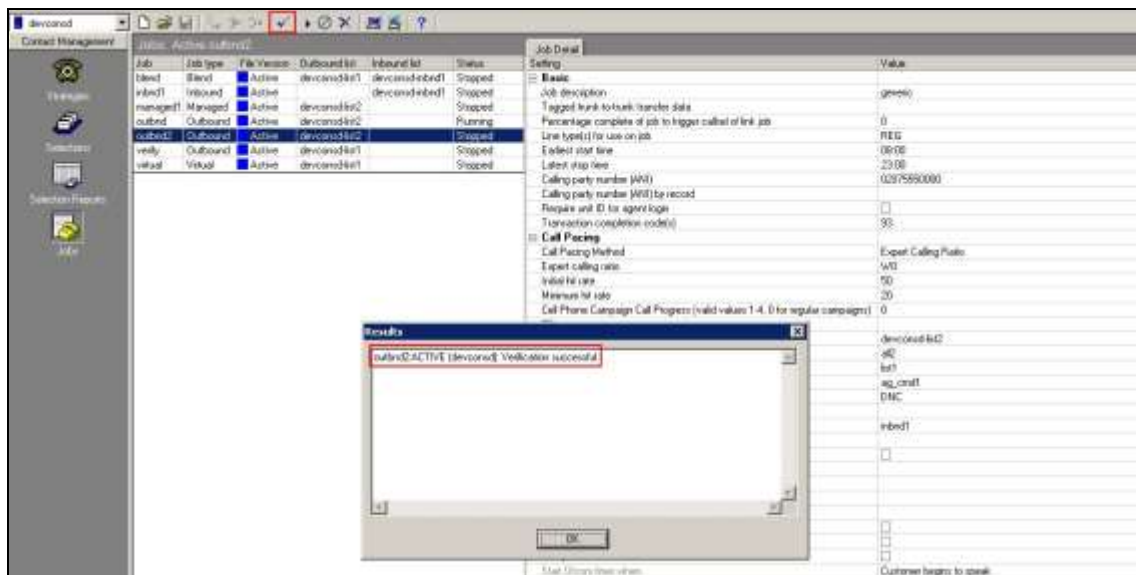
Click **Jobs** select the **outbnd** and configure as shown. Note the outbound VDN 8274002 configured on Communication Manager is specified:



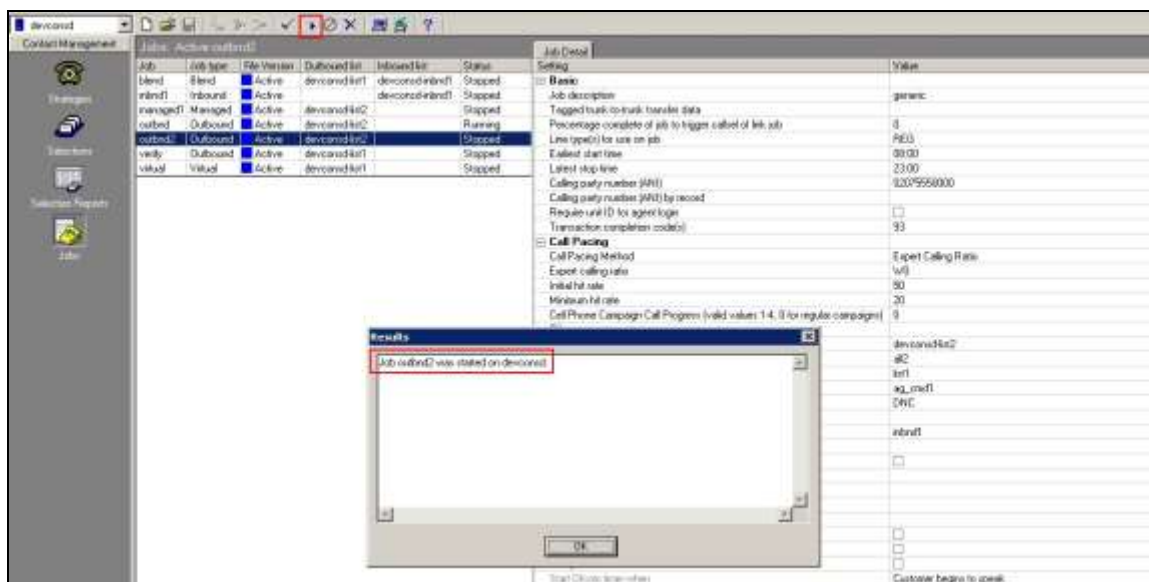
Continued from previous screenshot:

Post Processing	
Automatically start Update mode on customer hang-up	<input type="checkbox"/>
Quota Settings	
Quota setting (completion code, quota)	
Quota settings file name	
Save quota setting when the job ends	<input type="checkbox"/>
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	<input type="checkbox"/>
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]
UseDlIDbs=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.

The screenshot shows a window titled "Campaign Wizard with Avaya Proactive Contact". The subtitle is "Step 1 of 6 - Basic Campaign Details". Below the subtitle, it says "Please enter basic details for the campaign". The form has two columns. The left column contains: "Database *" with a dropdown menu showing "synRun"; "Password *" with a text box containing "*****"; "Start Date" with a dropdown menu showing "12/05/2011"; and "End Date" with a dropdown menu showing "11/05/2012". The right column contains: "Name *" with a text box containing "Compliance_Testing_Campaign"; "Description" with a large empty text box; and "Notes" with a large empty text box. At the bottom right, there are three buttons: a left arrow, a right arrow, and a red circle with a slash.

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 screenshot shows a window titled "Avaya PCS Login". It has two text boxes: "Agent Name" with the value "sysadm" and "Password" with the value "*****". Below the text boxes are two buttons: a green checkmark and a red circle with a slash.

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 screenshot shows the 'Step 2 of 6 - Choose Data Source' screen of the 'Campaign Wizard with Avaya Proactive Contact'. The window title is 'Campaign Wizard with Avaya Proactive Contact'. The subtitle is 'Step 2 of 6 - Choose Data Source'. Below the subtitle is the instruction 'Please specify the data source for the campaign'. The form contains several fields: 'Call List' with a dropdown menu showing 'list2'; 'Job Name' with a dropdown menu showing 'outbnd2' and a button with three dots; 'Client Status Table' with a dropdown menu showing 'outbnd2'; 'Job Type' with radio buttons for 'Inbound' and 'Outbound', where 'Outbound' is selected; 'Incoming DDI' with a text input field and a button with three dots; and 'Additional Jobs' with a text input field. At the bottom right are navigation buttons: a left arrow, a right arrow, and a red circle with a slash.

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

The screenshot shows the 'Step 3 of 6 - Database Behaviour' screen of the 'Campaign Wizard with Avaya Proactive Contact'. The window title is 'Campaign Wizard with Avaya Proactive Contact'. The subtitle is 'Step 3 of 6 - Database Behaviour'. Below the subtitle is the instruction 'Please specify the desired behaviour of the Client Status Table record in the database when a call is popped.'. The form contains a 'Client Record' section with two options: 'Create New' with a radio button selected, and 'Match Existing On Field' with a radio button and a dropdown menu. The 'Create New' option has a 'Save To Database' checkbox checked. Below the 'Create New' option is the text 'Create a new record in the Client Status Table for each PCS call'. Below the 'Match Existing On Field' option is the text 'Display an existing record in the Client Status Table for each PCS Call'. At the bottom right are navigation buttons: a left arrow, a right arrow, and a red circle with a slash.

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

Campaign Wizard with Avaya Proactive Contact

Step 4 of 6 - Dialer Field Mappings

Please specify which fields from the dialer will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
ACCTNUM BALANCE CITY COMMENT1 FINOPER FRTHDATE1 FRTHTIME1 NAME NAME1 NAME2 PHONE1 PHONE2 STATE SVJCODE TOTALDUE ZIPCODE	> >> < <<	

Navigation buttons: < > <> <<>>

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

Campaign Wizard with Avaya Proactive Contact

Step 4 of 6 - Dialer Field Mappings

Please specify which fields from the dialer will be mapped to fields in the Client Status Table.

Available Fields		Selected Fields
	> >> < <<	ACCTNUM BALANCE CITY COMMENT1 FINOPER FRTHDATE1 FRTHTIME1 NAME NAME1 NAME2 PHONE1 PHONE2 STATE SVJCODE TOTALDUE ZIPCODE

Navigation buttons: < > <> <<>>

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

Campaign Wizard with Avaya Proactive Contact

Step 5 of 6 - outbnd2 - Fields
Please check the data types and lengths and edit where required. Add any additional fields where necessary.

Field Name	Call List Field	Type	Length	Decimals	Exists	Modified	Delete
ACCTNUM	ACCTNUM	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BALANCE	BALANCE	numeric	20	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CITY	CITY	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMMENT1	COMMENT1	varchar	60	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FINOPER	FINOPER	varchar	8	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHDATE1	FRTHDATE1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRTHTIME1	FRTHTIME1	datetime	10	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME	NAME	varchar	20	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NAME1	NAME1	varchar	25	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Buttons: + (Add), - (Delete), [Disk with Checkmark] (Save)

Navigation: [Previous], [Next], [No]

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

Campaign Wizard with Avaya Proactive Contact

Step 6 of 6 - Summary
Please ensure all details are correct. To alter details, navigate to the respective page.

Tabs: Campaign Details | Data Source | Database Behaviour | Additional Jobs

Database: synRun

Name: Compliance_Testing_Campaign CPGNo: 88

Description: [Text Area]

Notes: [Text Area]

Start Date: 12/05/2011 End Date: 11/05/2012

Open Campaign Desktop: ☐

Navigation: [Previous], [Door (Highlighted)], [No]

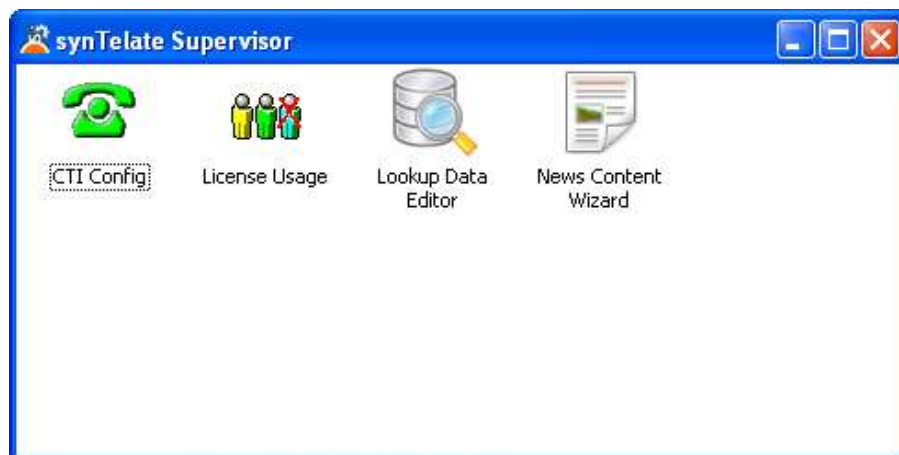
8.4. Administer scripts and screens

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:

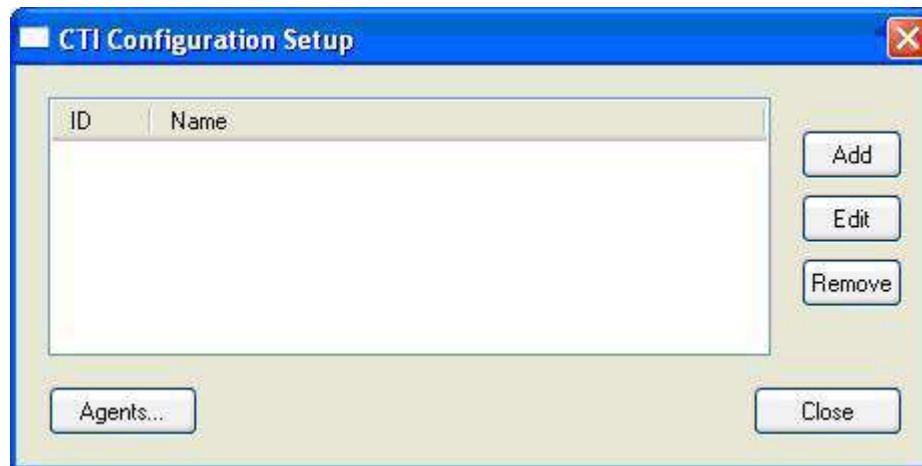
The screenshot shows a web application window titled 'Running - synTelate'. The interface includes a top toolbar with icons for Cut, Copy, Paste, Delete, Undo, Zoom, Dialer Utility, Dial / Answer / Complete Preview, Hangup, Hold / Retrieve, Ready, Redirect Call, and Save. Below the toolbar, there is a sidebar on the left with a 'Good Afternoon' greeting and a list of names: JOHN DOE and JOHN DOE. The main content area is titled 'Compliance Outbound 2 Test' in a yellow banner. Below the banner, there are several input fields: 'AcctNum' (5300292120906630), 'Name' (JOHN DOE), 'Address' (7401), 'Phone 1' (2032323423), 'Phone 2' (0000000000), and a 'Comments' text area. At the bottom of the form, there are two buttons: 'Complete Call (21)' and 'Set Recall'. The status bar at the bottom indicates 'OUTBOUND - Home phone - 2032323423', 'Ready', and 'synTelate Server - Not Required'.

8.5. Administer CTI

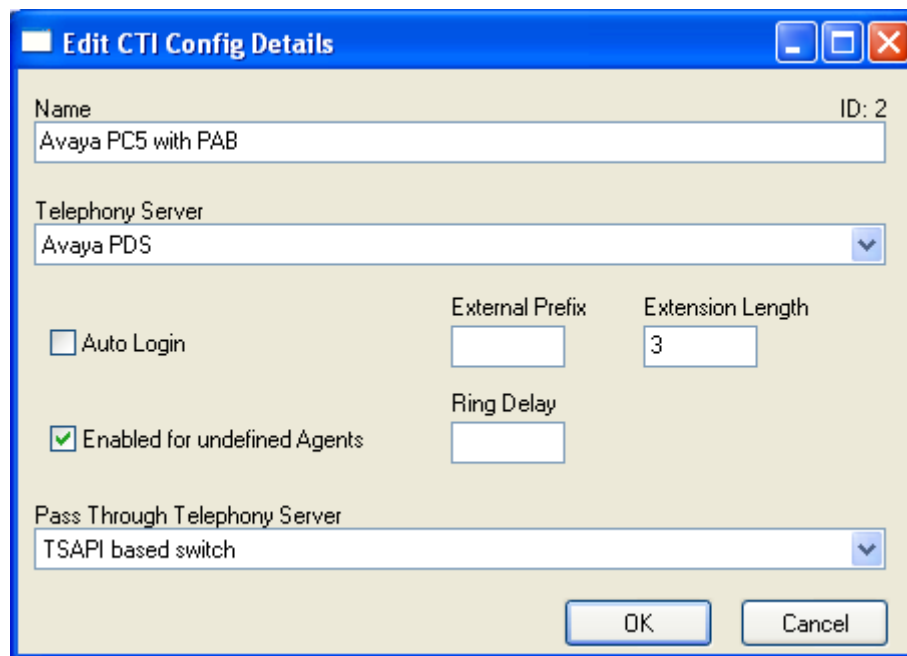
Open Select the **Supervisor** tab in synTelate Designer



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



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

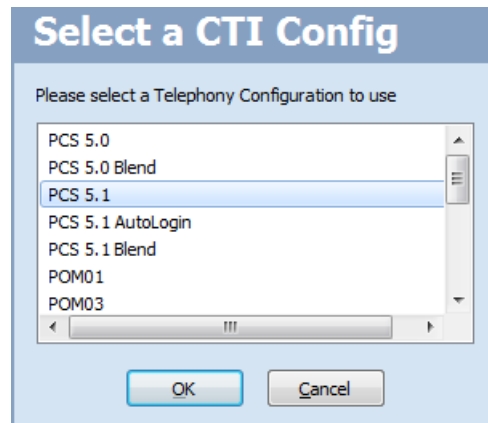


9. Verification Steps

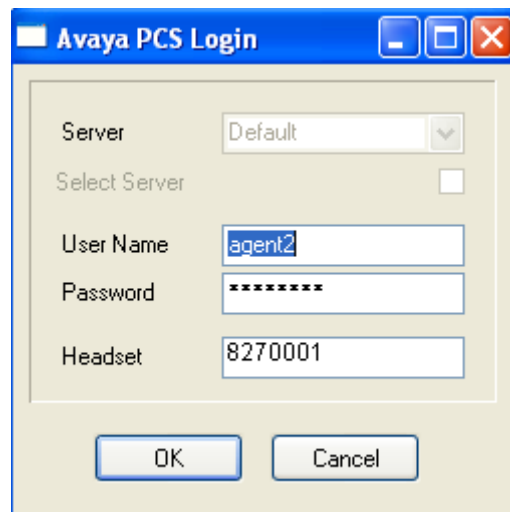
This section provides the tests that can be performed to verify proper configuration of synTelate, Proactive Contact, and Application Enablement Services. Prior to verification, start an outbound job on Proactive Contact.

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.



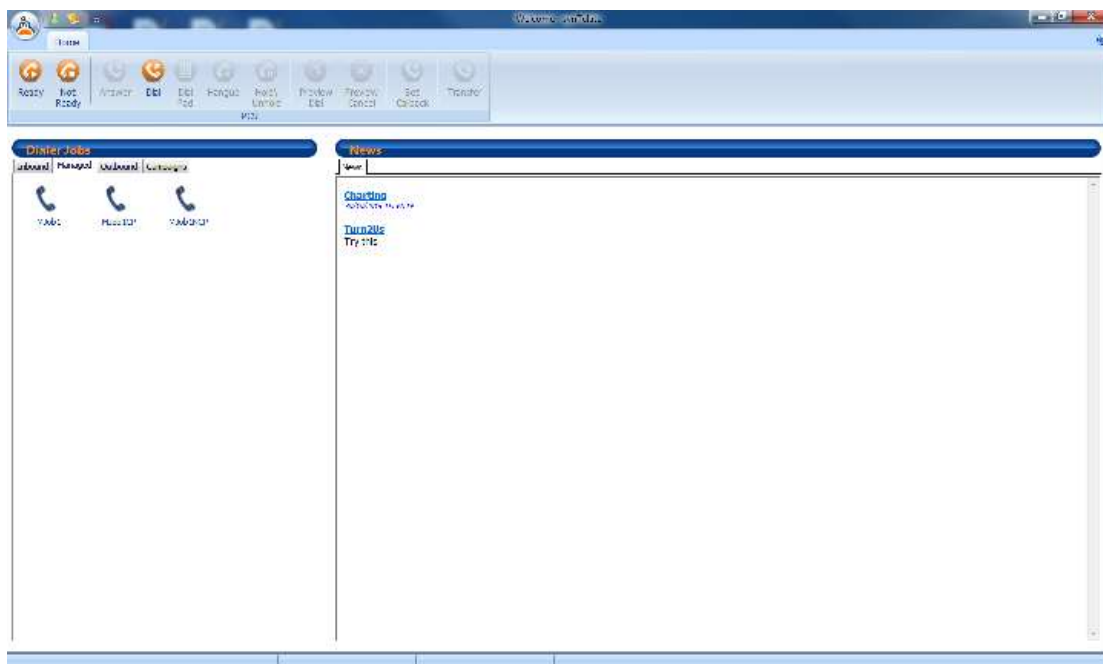
The **Avaya PCS Login** screen is displayed. Enter the pre-defined agent login and password for Proactive Contact, and the agent station/headset number detailed above.



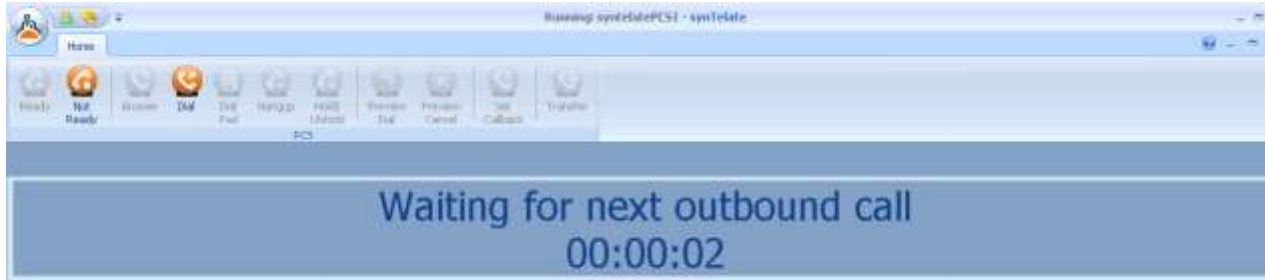
The synTelate splashscreen is shown:



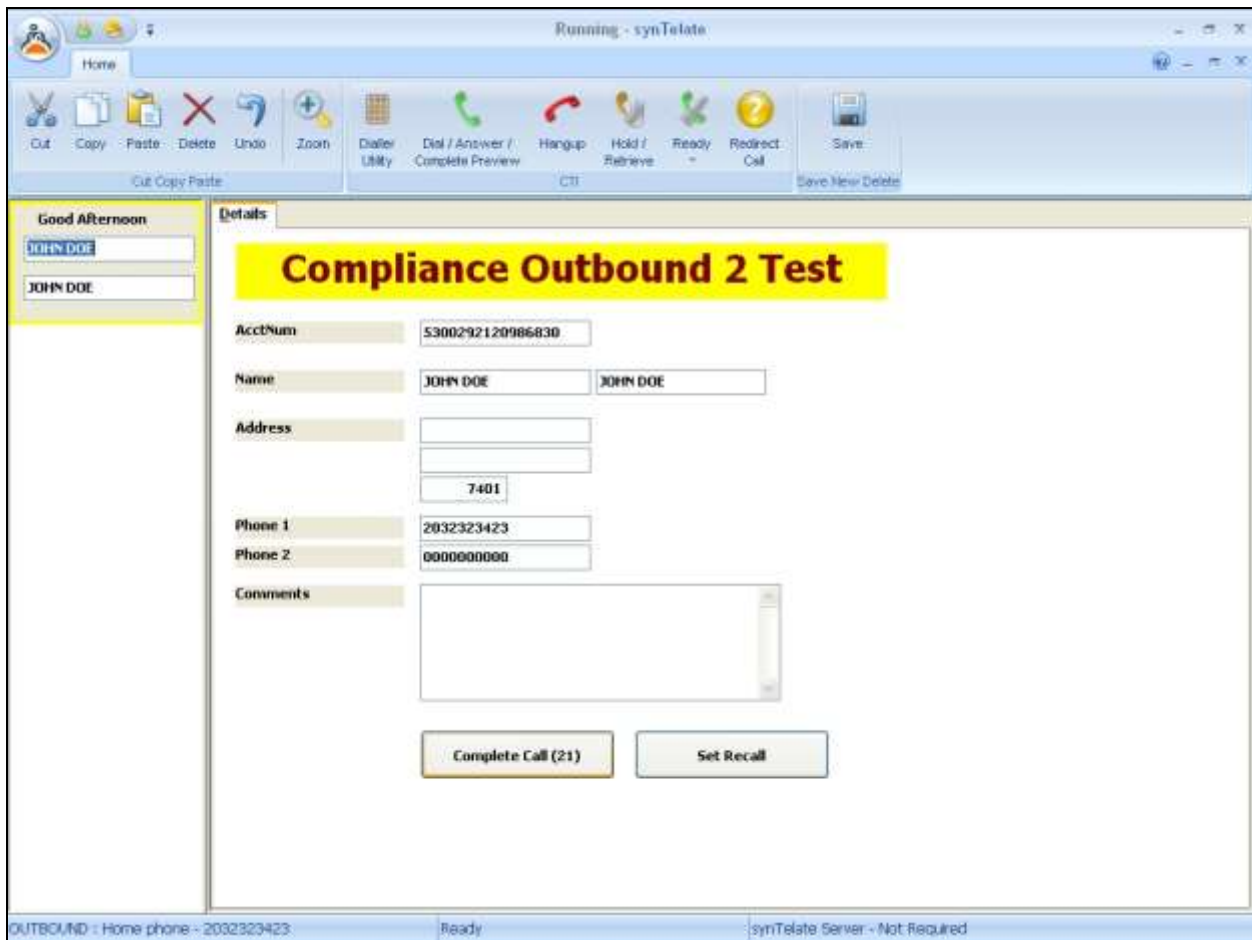
synTelate opens with welcome screen showing list of available jobs, Verify the active outbound job is displayed. Click **outbnd2**.



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.

The screenshot shows the Avaya Application Enablement Services Management Console. The left navigation pane includes sections like 'All Services', 'Communication Manager Interface', 'Licensing', 'Maintenance', 'Networking', 'Security', 'Status', 'Alarm Viewer', 'Logs', 'Status and Control', 'User Management', 'Utilities', and 'Help'. The 'Status and Control' section is expanded, showing 'CVLAN Service Summary', 'DLG Service Summary', 'DMCC Service Summary', 'Switch Conn Summary', and 'TSAPI Service Summary'. The 'TSAPI Service Summary' is selected, displaying the 'TSAPI Link Details' screen. This screen includes a table with columns: Link, Switch Name, Switch CTI Link ID, Status, Since, State, Switch Version, Associations, Mins to Switch, Mins from Switch, and Mins Period. The first row shows Link 1, Switch Name CM, Switch CTI Link ID 1, Status Talking (highlighted with a red box), Since Thu Jun 2 10:17:49 2011, State Online, Switch Version 16, Associations 9, Mins to Switch 15, Mins from Switch 15, and Mins Period 30. Below the table are 'Online' and 'Offline' buttons. At the bottom, there are buttons for 'TSAPI Service Status', 'Link Status', and 'User Status'.

Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Mins to Switch	Mins from Switch	Mins Period
1	CM	1	Talking	Thu Jun 2 10:17:49 2011	Online	16	9	15	15	30

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

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