Avaya Solution & Interoperability Test Lab

Application Notes for CallTouch from Northgate Public Services UK Limited with Avaya Aura® Contact Centre R6.4 and Avaya Communication Server 1000 R7.6 – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning CallTouch from Northgate Public Services UK Limited with Avaya Aura® Contact Centre R6.4 and Avaya Communication Server 1000 R7.6.

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

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

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1. Introduction

These Application Notes describe the configuration steps for provisioning CallTouch from Northgate Public Services UK Limited with Avaya Aura® Contact Centre R6.4 connecting to the Application Module Link (AML) on the Avaya Communication Server 1000 R7.6. CallTouch is an Open Communications Platform capable of simultaneously controlling all available communication mediums. Through this single platform a wide range of applications may be facilitated including Integrated Communication Control System (ICCS), Call Handling, Mobile Data, Locating, Callout and Directories.

The CallTouch Agent desktop achieves desktop softphone CTI via server side integration. There are multiple server side adapters for connecting to multiple telephony platforms. CallTouch is a server based, thin client, multi-channel contact centre and agent desktop that provides call control and monitoring functionality to end users via the .net interface on the Communication Control Toolkit (CCT) module of Avaya Aura® Contact Centre.

2. General Test Approach and Test Results

The interoperability compliance testing testing focused on verifying CallTouch Agent desktop handling of CTI messages in the areas of call control, event notification and routing.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance testing focuses on various technical testing scenarios to verify CallTouch with Avaya Aura® Contact Centre. In addition, serviceability tests were also performed to assess the reliability and accuracy of the joint solution. The testing focused on the following types of calls:

- Login/Logout operators using CallTouch
- Basic Inbound/Outbound Calls
- Hold Functionality
- Ready/Not Ready Reason Code Selection
- Voicemail and DTMF test
- Serviceability testing

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2.2. Test Results

All Test Cases passed successfully. The following observations were noted:

- CallTouch does not support a “Blind” or “Unsupervised” transfer.
- The Northgate CallTouch servers being present were not an integral part of this compliance testing. If they were not installed the testing could still be carried out. Each client has its own relationship with the Contact Center.
- The Client workstations recover from a LAN failure automatically and do not need any manual intervention.
- The Agents must be setup correctly on Contact Center as non-CCT users as outlined in the Application Notes.

2.3. Support

Support from Avaya is available by visiting the website http://support.avaya.com and a list of product documentation can be found in **Section 10** of these Application Notes. Technical support for the CallTouch product can be obtained as follows.

- Tel : +44 (0)8450705577
- Web : https://www.northgateps.com/contact-us/

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3. Reference Configuration

The configuration in **Figure 1** shows the setup for compliance testing. The Northgate solution was connected to the Avaya solution, consisting of a CS1000 and a Contact Centre installed connecting via AML to the CS1000, on the same LAN. The .net interface on the Contact Centre provides CTI capability. An agent running the CallTouch Agent Desktop software from a browser is used to answer/make the calls in a call center environment.

Note: The CS1000 and Contact Center share an isolated LAN called and Embedded Lan or E-LAN.

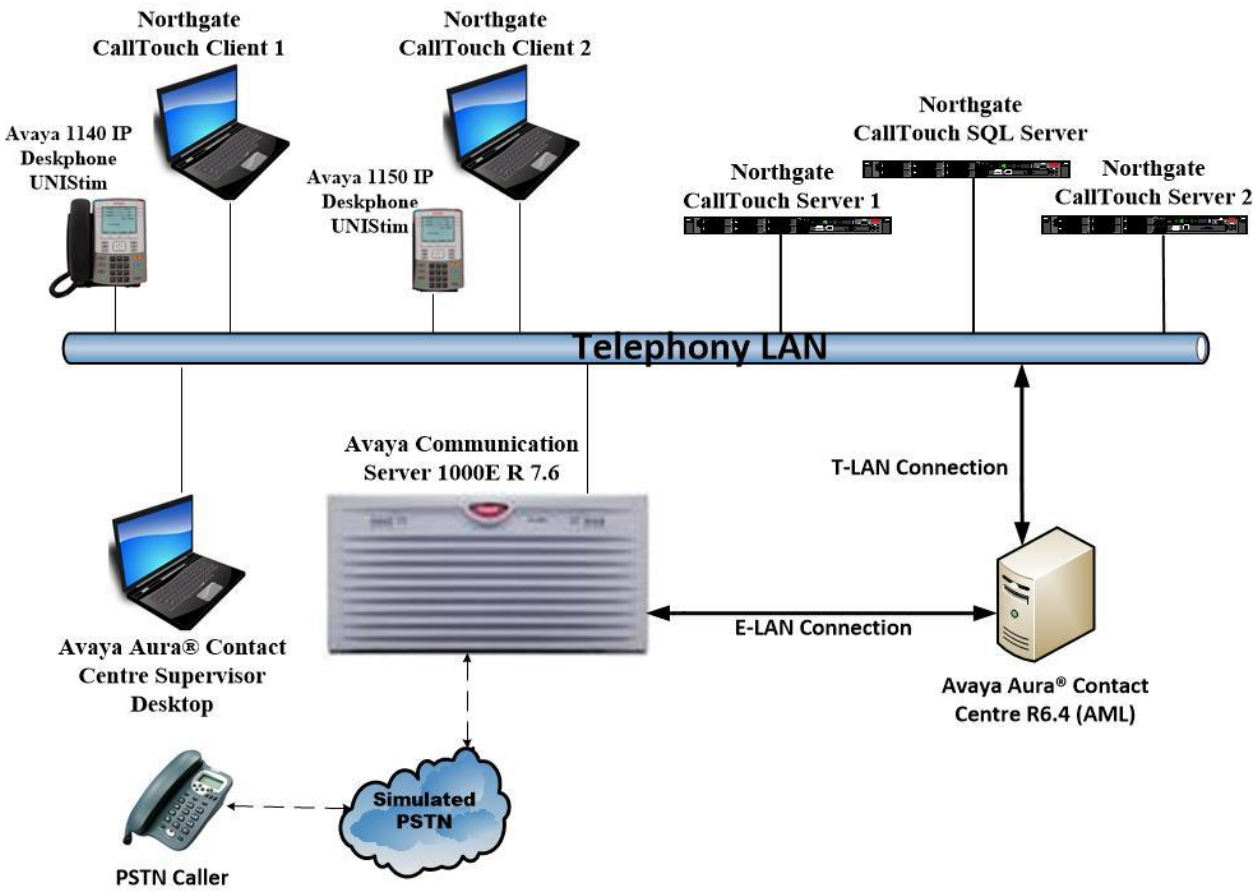

Figure 1: Connection of Northgate CallTouch with Avaya Aura® Contact Centre R6.4 and Avaya Communication Server 1000 R7.6

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4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Communication Server 1000 running on CPPM	R7.6 (See **Appendix A** for a full list of Patches)
Avaya Aura® Contact Centre running on a Virtual Platform	R6.4 SP16 (See **Appendix C** for a full list of Patches)
Avaya 1140E IP UNIStim Deskphone	0625C8Q
Avaya 1150E IP UNIStim Deskphone	0627C8Q
Northgate CallTouch Server	125a.6.65.9.37
Northgate CallTouch Workstation	265.231.57.5.28

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5. Configure Avaya Communication Server 1000

It is assumed that a fully functioning CS1000 is in place with the necessary licensing and with an E-LAN connection in place to the Contact Centre. For further information on the configuration of the CS1000 please see **Section 10** of these Application Notes. A telnet application such as PuTTY is used to administer the CS1000. Open an SSH session to the Node IP address of the CS1000, login to the CS1000 Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line interface.

Note: A simulated PSTN connection was present on the CS1000 in the form of a QSIG ISDN connection, the configuration of which is outside the scope of these Application Notes.

5.1. Configuration of Agent Deskphone for CTI

There is no specific setup required to allow CallTouch to take control of the set other than ensuring Associate Set Assignment (**AST**) is set for the ACD (Key 0) and the SCR (Private DN). In order to add or make a change to a set, enter overlay 20 by typing **LD 20** at the > prompt. Note the full printout of a programmed set that was used to test is included in the **Appendix B** of these Application Notes.

```
Prompt        Response      Description
>             LD 20         Enter Overlay 20
REQ           chg           change
TYPE          1140          Type of phone set
TN            96 0 0 6      Loop Shelf Card unit of the telephone
AST           00 03         Allow CTI for keys 00 and 03
Return to end
```

5.2. Add a new Control Directory Number (CDN)

In order to route calls to agents a **CDN** must be created on the CS1000. Enter overlay 23 in order to create a CDN. Type **LD 23** at the > prompt in order to enter the overlay.

```
Prompt        Response      Description
>             LD 23         Enter Overlay 23
REQ           new           Add and new
TYPE          CDN           Control Directory Number
CUST          0             Customer Number 0
CDN           6100          CDN number 6100
Return to….
DFDN          6666          Default ACD DN (this is the ACDQ printed in Appendix B)
Return to end
```


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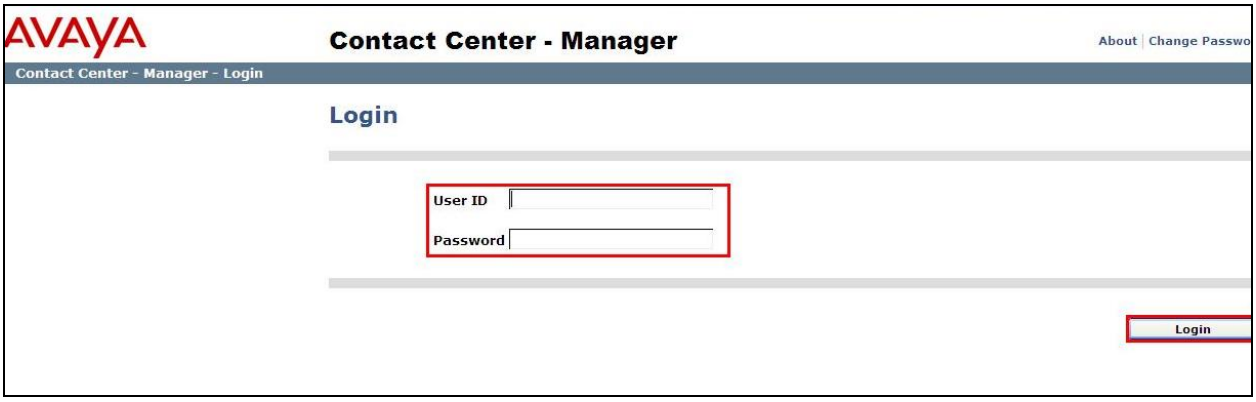
6. Configuration of Avaya Aura® Contact Centre

It is assumed that a fully functioning Contact Centre is already in operation and these Application Notes do not go through the setup of the Contact Centre from the beginning rather what steps are required in order to ensure that CallTouch can login and take control of phone sets. For more information on the setup and configuration of Contact Centre please refer to **Section 10** of these Application Notes.

Note: A printout of the patch list is available in **Appendix C**.

Log into the Contact Centre by opening a web session to the Contact Centre sever and enter the proper credentials and click on the **Login** button.



6.1. Contact Centre Configuration

Select **Configuration** as highlighted below.

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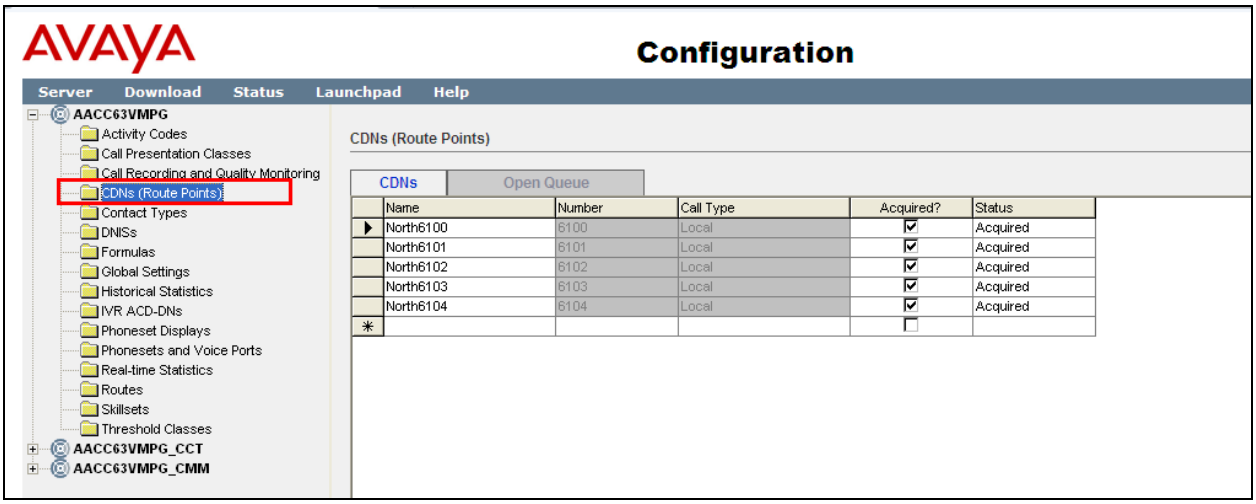
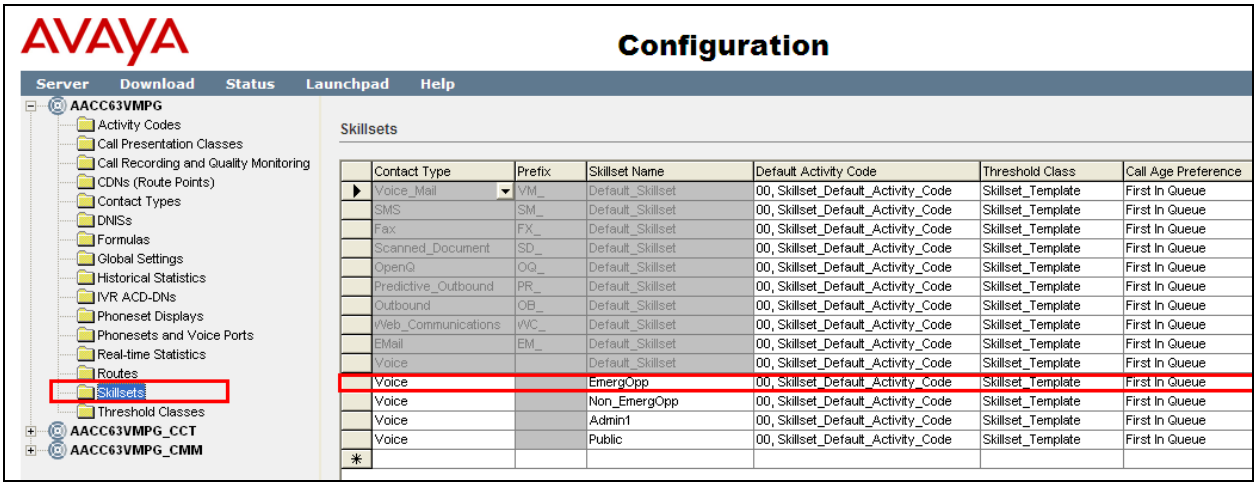
A CDN for emergency calls should be added in order to route the emergency calls to the agents. To add a CDN to the Contact Centre click on **CDN's (Route Points)** in the left window and enter the CDN details in the right window and ensure that **Acquired?** is ticked. Note this will be the same CDN as was created in **Section 5.2** above.



In order to route the emergency calls to the agents, emergency skillsets must be added. Click on **Skillsets** in the left window and enter the information for the skillset in the right window.



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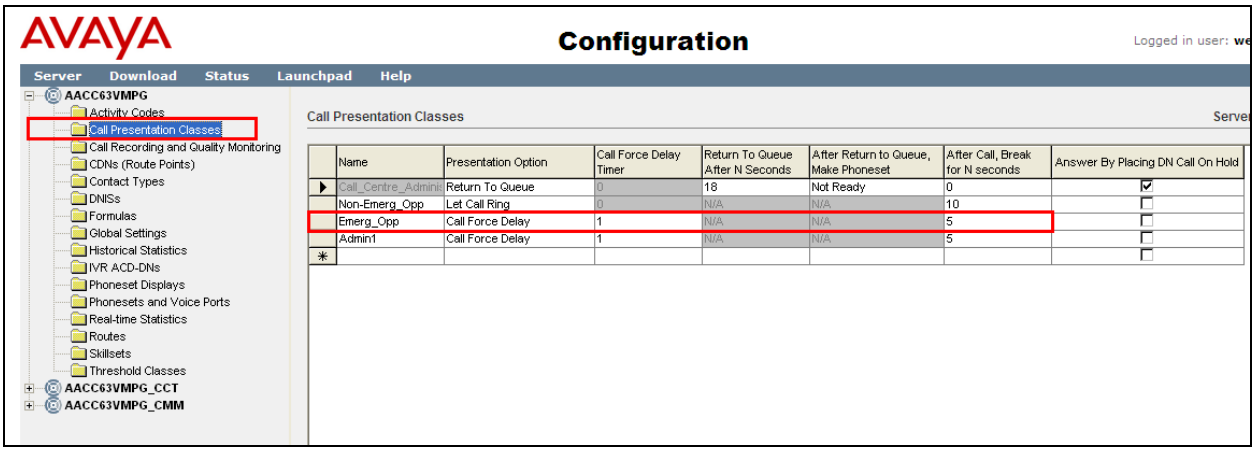
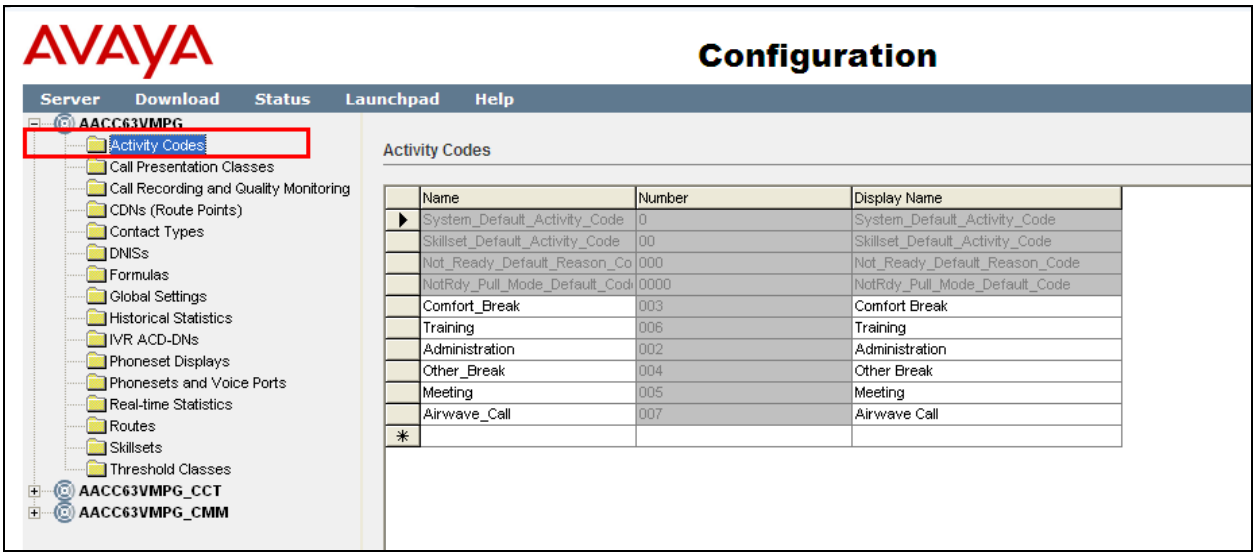
A Call Presentation Class is required for the Emergency Agents. To add a new Call Presentation Class click on **Call Presentation Classes** in the left window and add the call presentation class details in the right window ensure that **Call Force Delay** is selected for the **Presentation Option** and set the **Call Force Delay Timer** to **1**.



Activity codes must be added to allow for the not ready reason codes to operate. Click on **Activity Codes** in the left window and add the required activity codes in the right window.



Once the configuration details are entered, click on **Launchpad** at the top of the screen, (not shown), to get back to the start menu.

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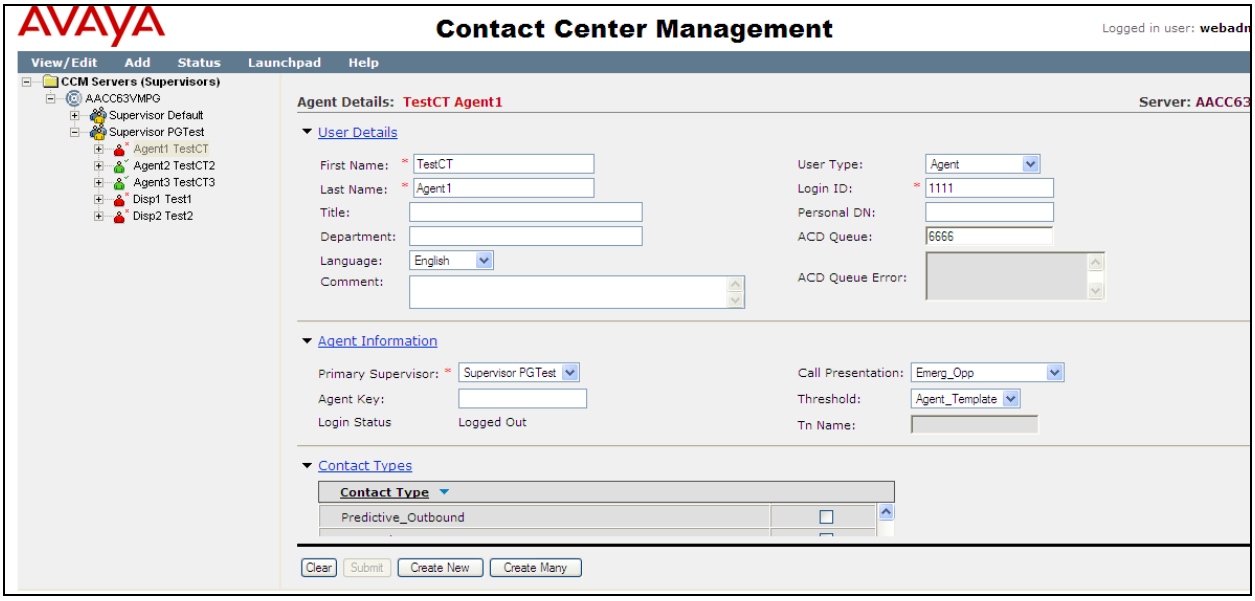
6.2. Contact Centre Agents

Select **Contact Centre Management** shown below. All the Agent details are configured in this section.

Enter a suitable name and login details for the new agent. Ensure that the Call Presentation is that which was created in **Section 6.1**.



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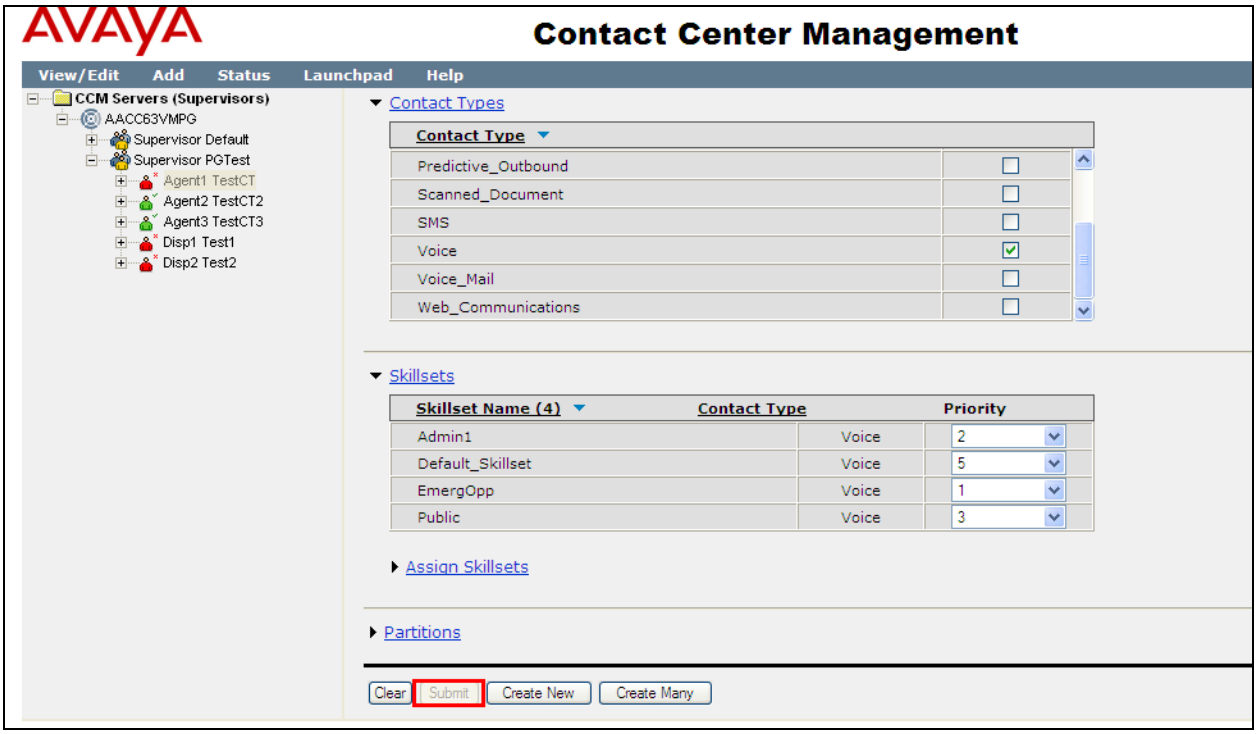
Ensure that Voice is selected for the Contact Type and add the skillset created in **Section 6.1**. Click on **Submit** once all the details are entered correctly.



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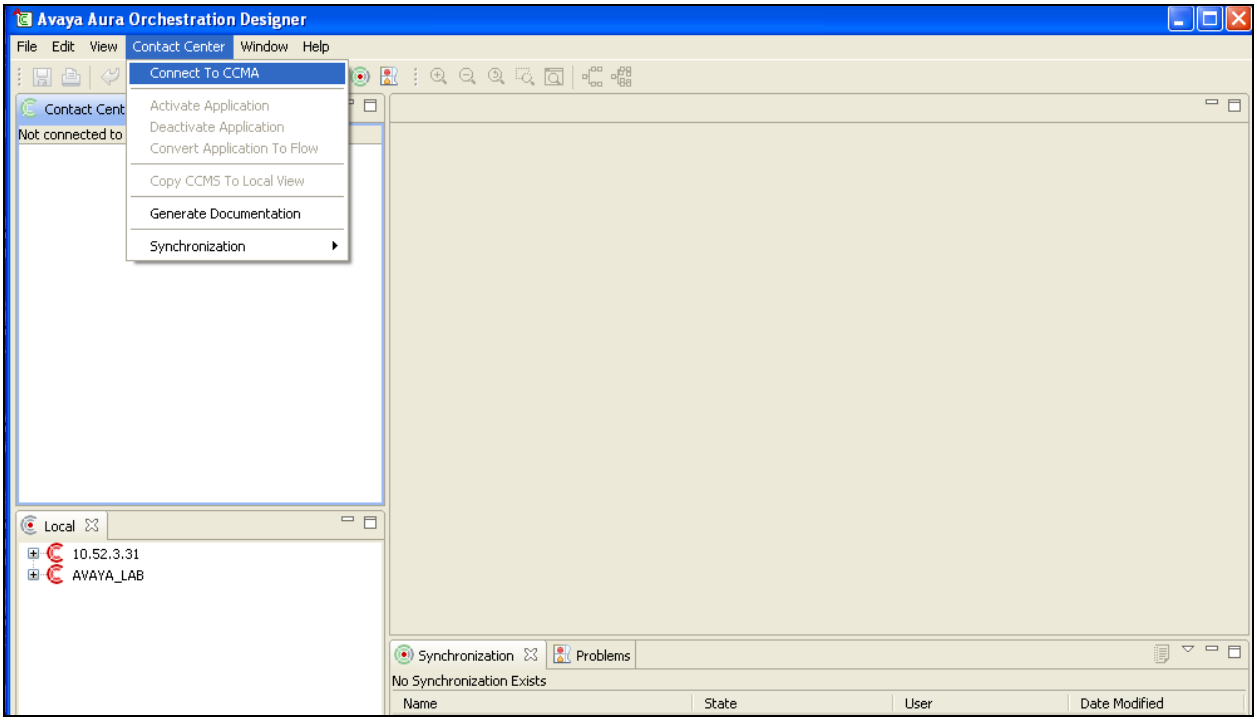
6.3. Creating an Application for Emergency Routing

All routing changes are done using Orchestration Designer, this allows Applications or Scripts to be created and associated with a CDN or route point. The download and initial setup of Orchestration Designer is outside the scope of these Application Notes. For information on the setup and configuration of Orchestration Designer please refer to **Section 10** of these Application Notes.

A new application was created for the routing of emergency calls and this is associated with the CDN created on the CS1000 in **Section 5** above. Open Orchestration Designer (not shown) and **Connect to CCMA** as shown below.

Note: CCMA stands for Contact Centre Manager Administration.



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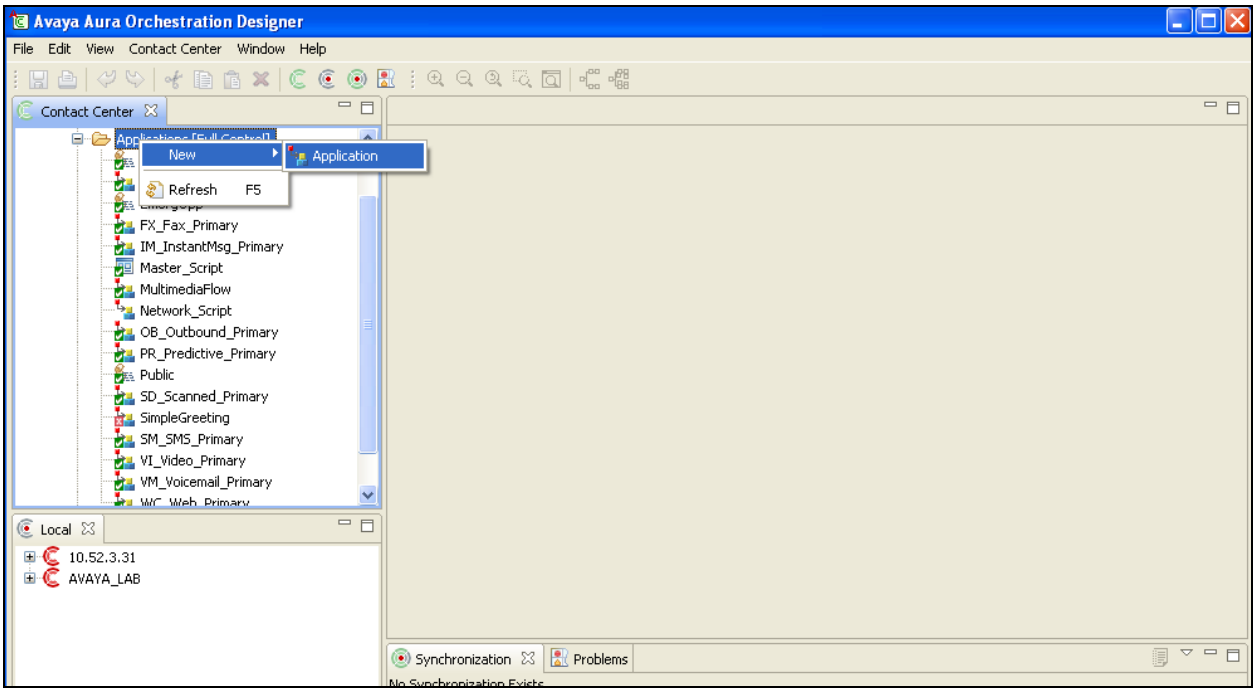
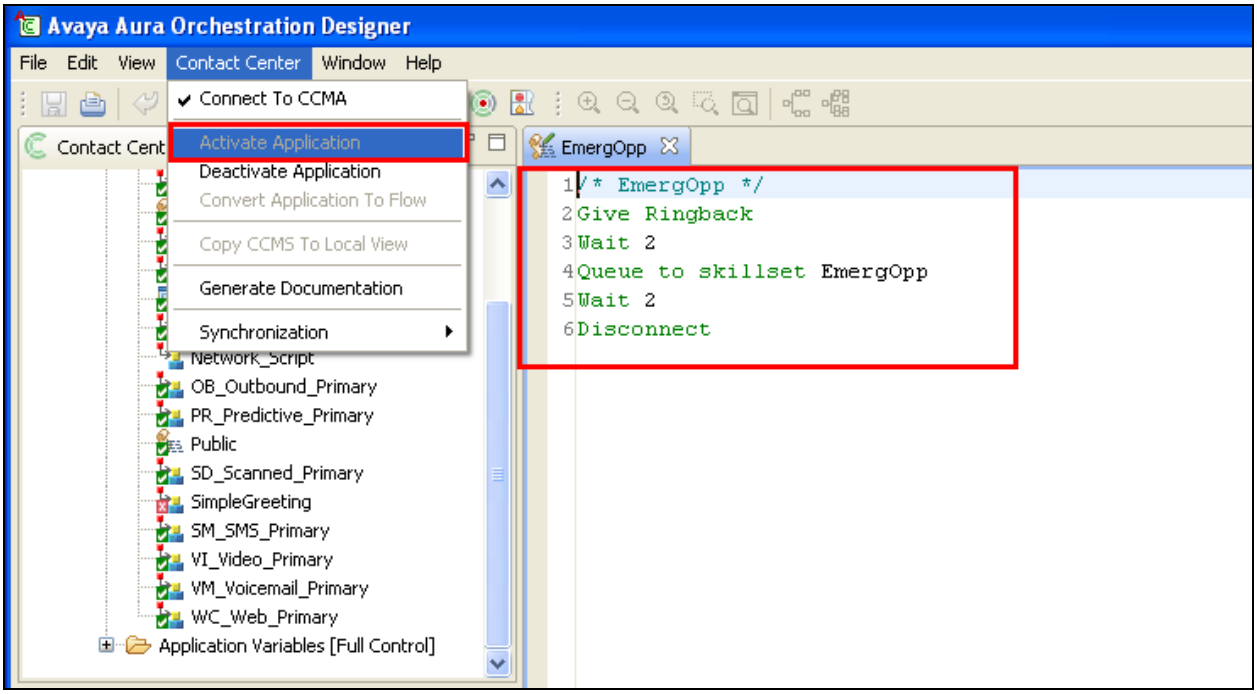
Navigate to **Applications** in the left window and right click and select **New→Application** as shown below.



Below shows an example of a script used to route calls to a skillset. Once this is completed select **Contact Centre** and **Activate Application** as shown below in order to make this active.



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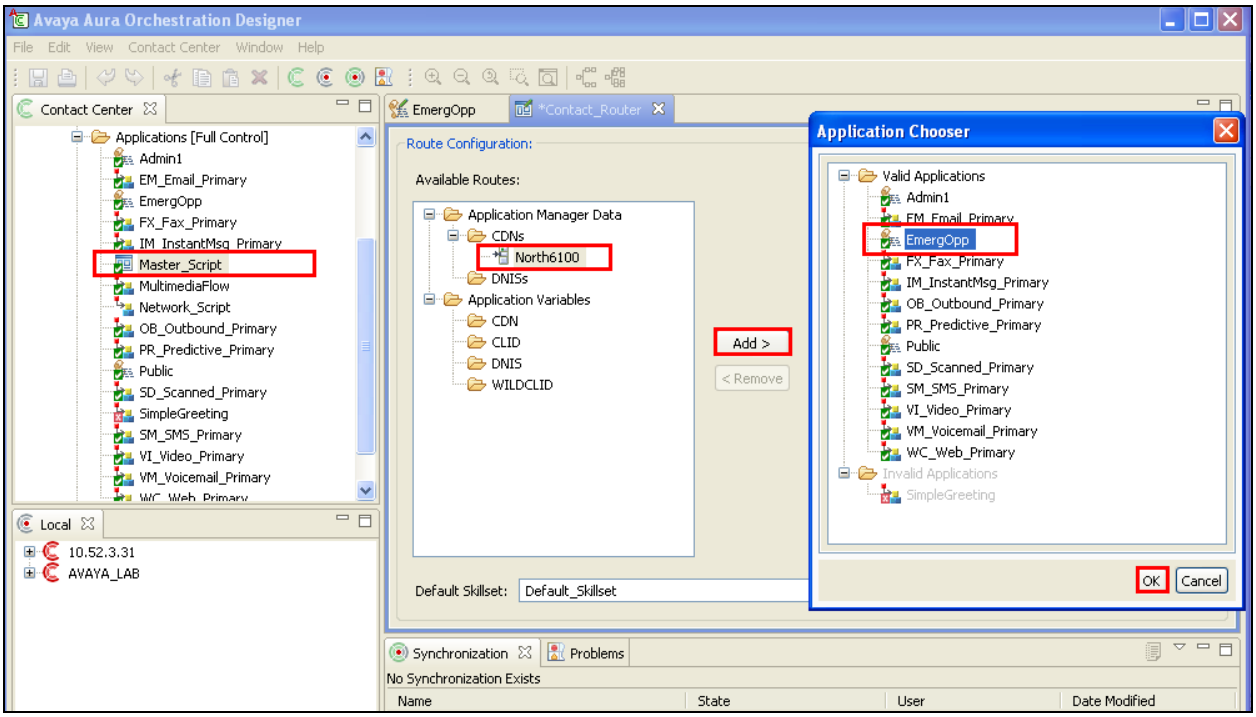
6.3.1. Associate an Application with a CDN

In order to associate an application with a CDN the master script must be opened as shown below. Double click on **Master_Script** in the left window. In the main window expand on **Application Manager Data → CDNs** select the required CDN and click on **Add** as shown below. Once this is selected a new window caller **Application Chooser** opens where the Application to be associated with this CDN is chosen as is shown below. Click on **OK** once this is done.



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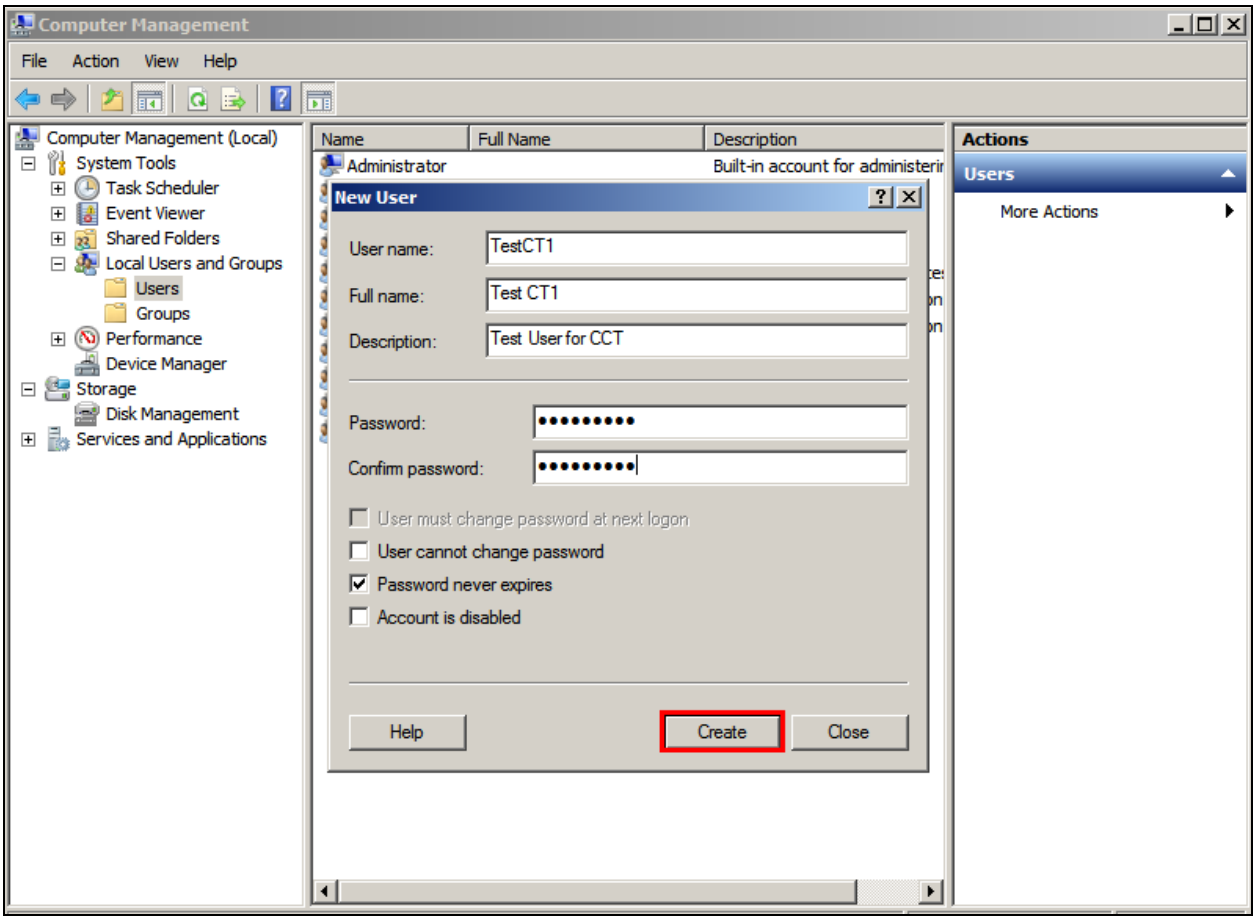
6.4. Configure CCT Users on the Contact Centre Server

Navigate to **Computer Management**, (not shown) and select **Users** from the left window and right-click and select **New User**. Enter a suitable user name and password for this new user. Click on **Create** once this user information is entered. Any user that will be created in CCT must also be added here.



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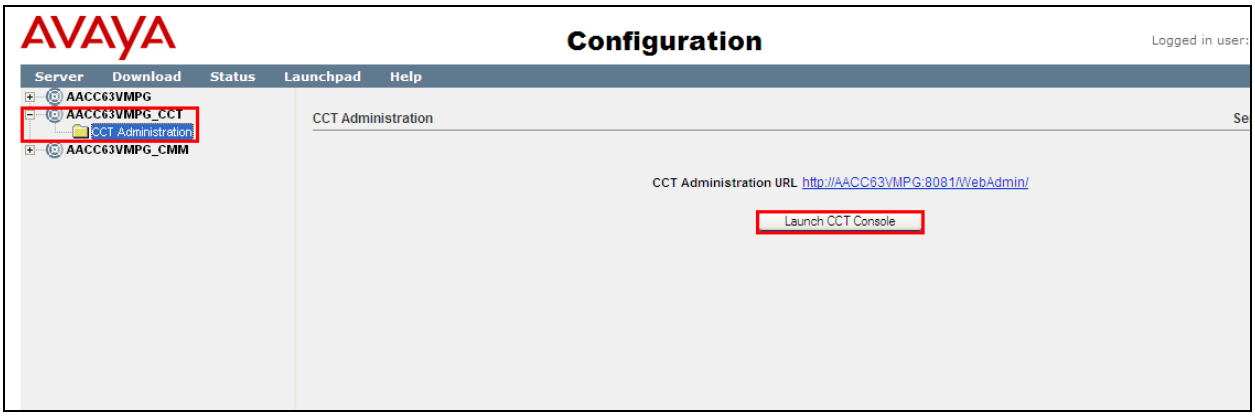
6.5. Configuring Communication Control Toolkit

It is assumed that the CS1000 information has already been imported into the Communication Control Toolkit (CCT) and thus is beyond the scope of these Application Notes. For further information on CCT and importing CS1000 information please refer to **Section 10** of these Application Notes.

In order to make changes in CCT navigate to configuration from **Launchpad** as shown below.

Once in configuration open the CCT server in the left window and click on **Launch CCT Console** in the right window.



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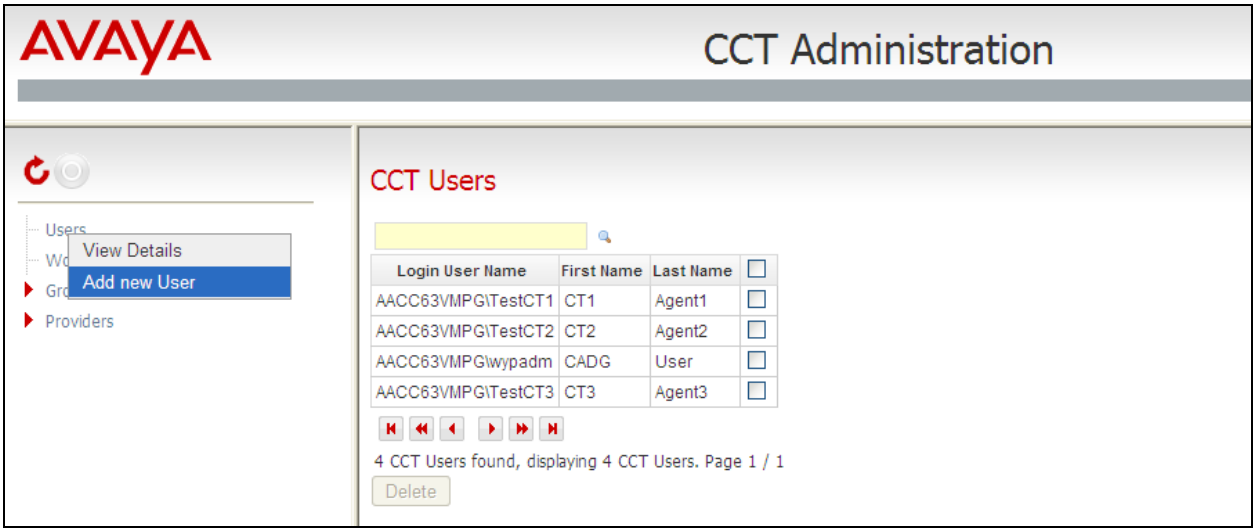
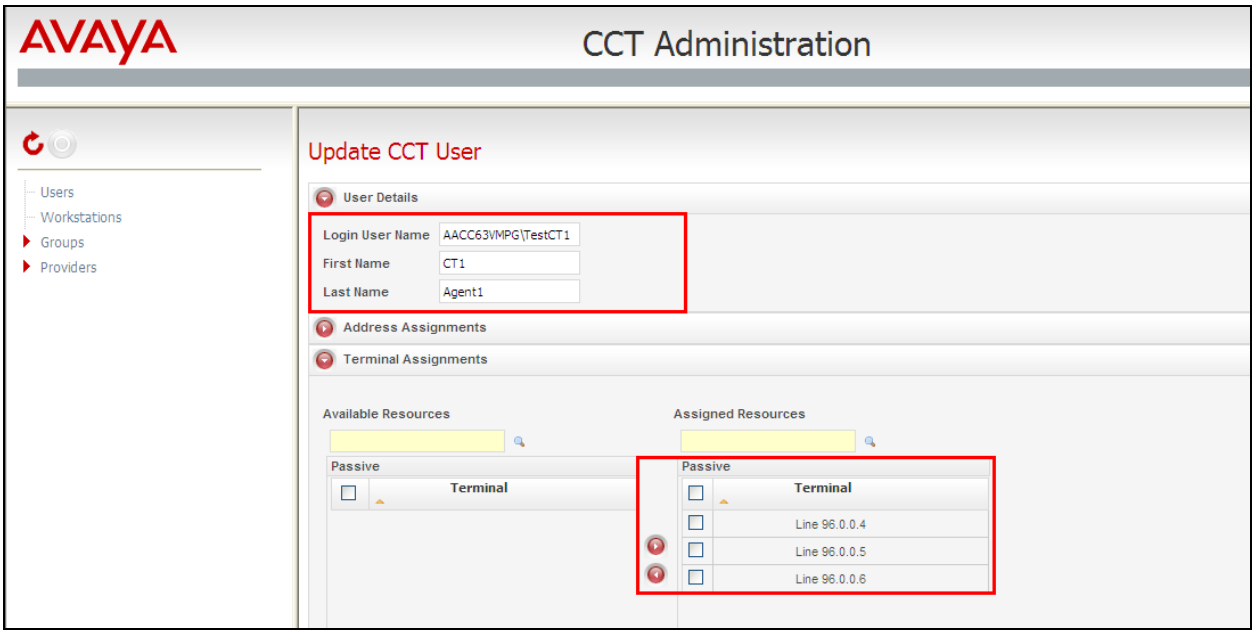
6.5.1. Add CCT User

To add a new CCT User, right click on **Users** in the left window and select **Add new User**, as shown below.



Enter the user details note these should be the same as those configured in **Section 6.4**.



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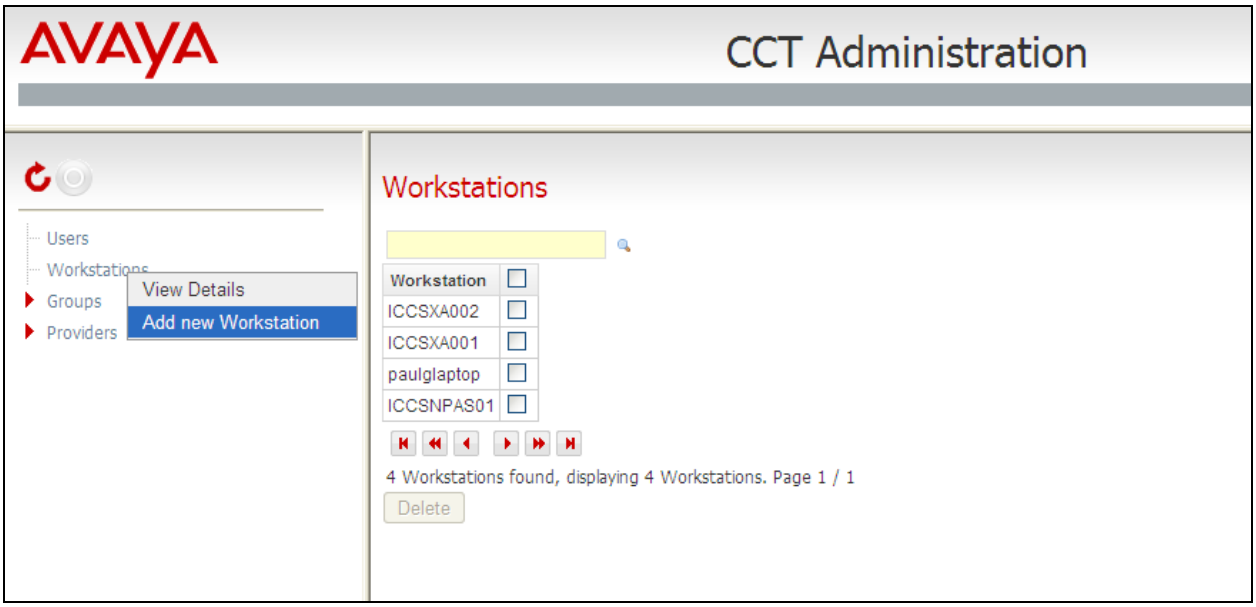
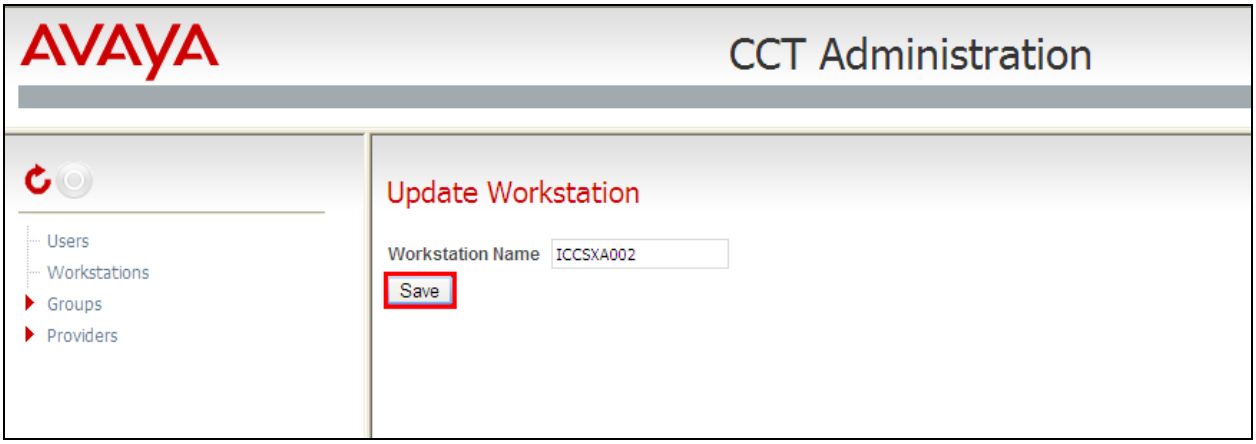
6.5.2. Add Workstation

Right click on **Workstations** and select **Add new Workstation** as shown below.



Enter the name of the workstation to be added and click on **Save** once done.



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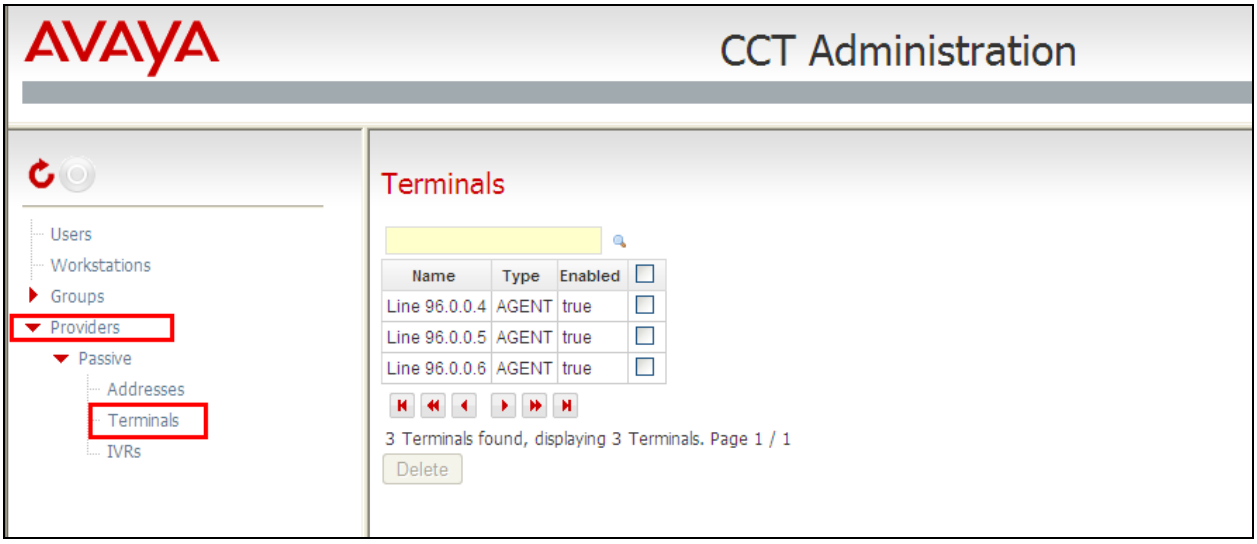
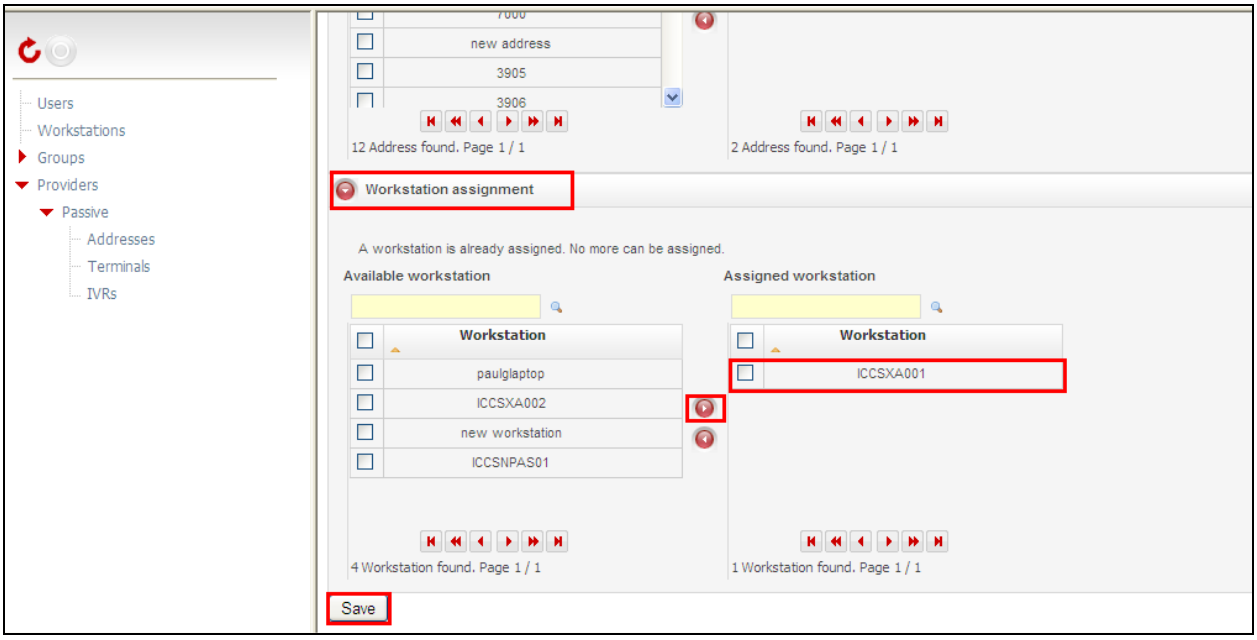
6.5.3. Associate a Workstation with a Terminal

In order to be able to use a particular terminal or phone set with a workstation this workstation must be associated with this line or terminal as shown below. Click on **Providers → Passive → Terminals** in the left window. Select a line or Terminal in the right window by double-clicking on the desired line/terminal.



Once a line/terminal has been selected scroll down to **Workstation assignment**, add the workstation to be associated with that line or terminal. Click on **Save** once finished. This procedure must be repeated for each Terminal – Workstation assignment.



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7. Configure Northgate Public Services CallTouch

All configuration of the CallTouch solution is done by the Northgate engineers and is therefore outside the scope of these Application Notes. For any information regarding the setup of the CallTouch solution please contact Northgate as outlined in **Section 2.3** of these Application Notes.

Note: An extract of the RuleOps file from CallTouch is contained in the **Appendix D** of these Application Notes.

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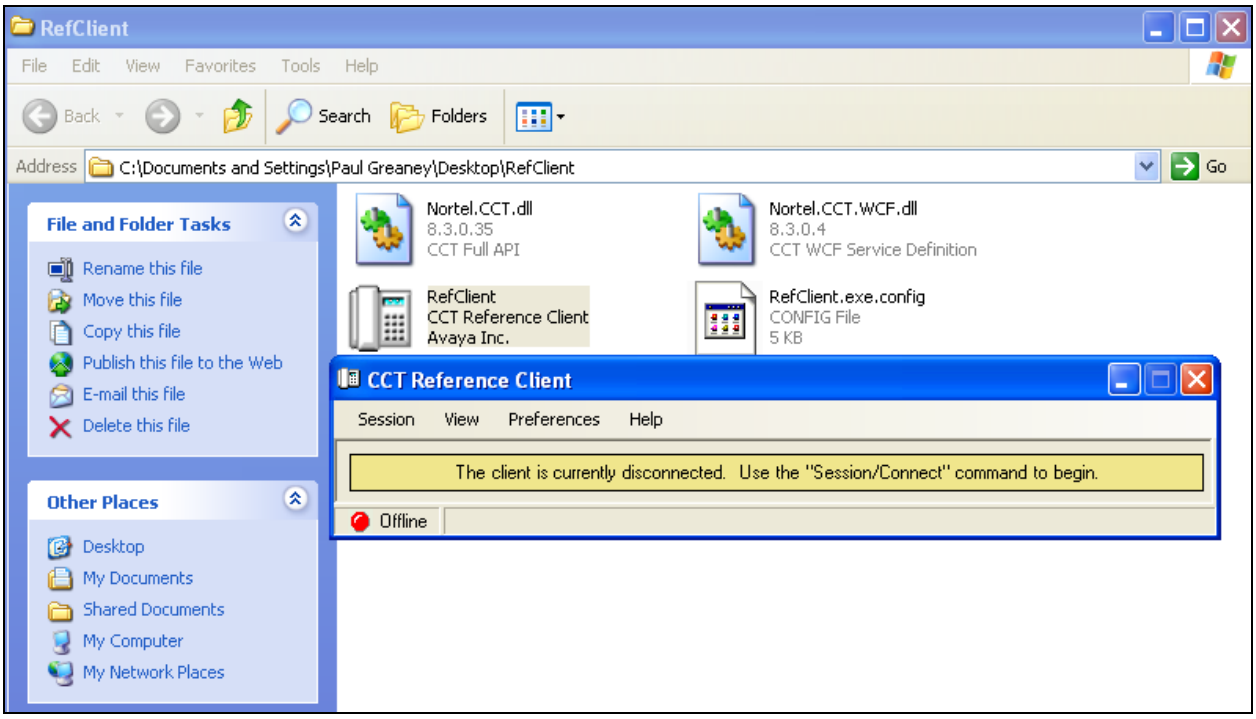
8. Verification Steps

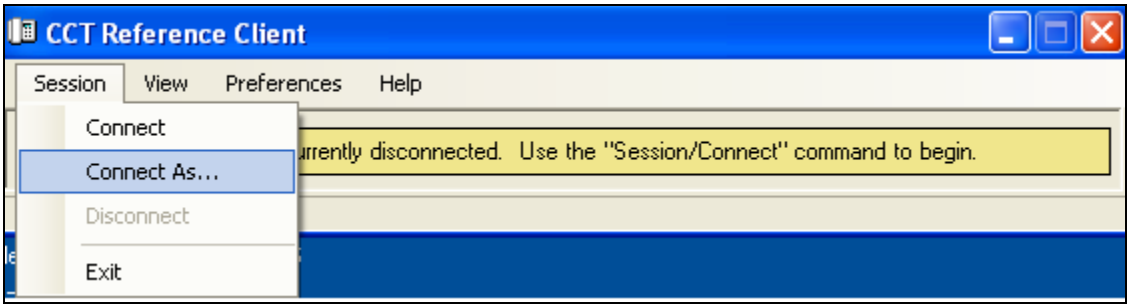
The following steps can be taken to ensure that the CallTouch has full call control over the desired phone sets.

8.1. Verify that Ref Client can be used to log in an agent

RefClient is a program used by Avaya to verify that full call control is available. Open RefClient as shown below.



Select **Session → Connect As**.



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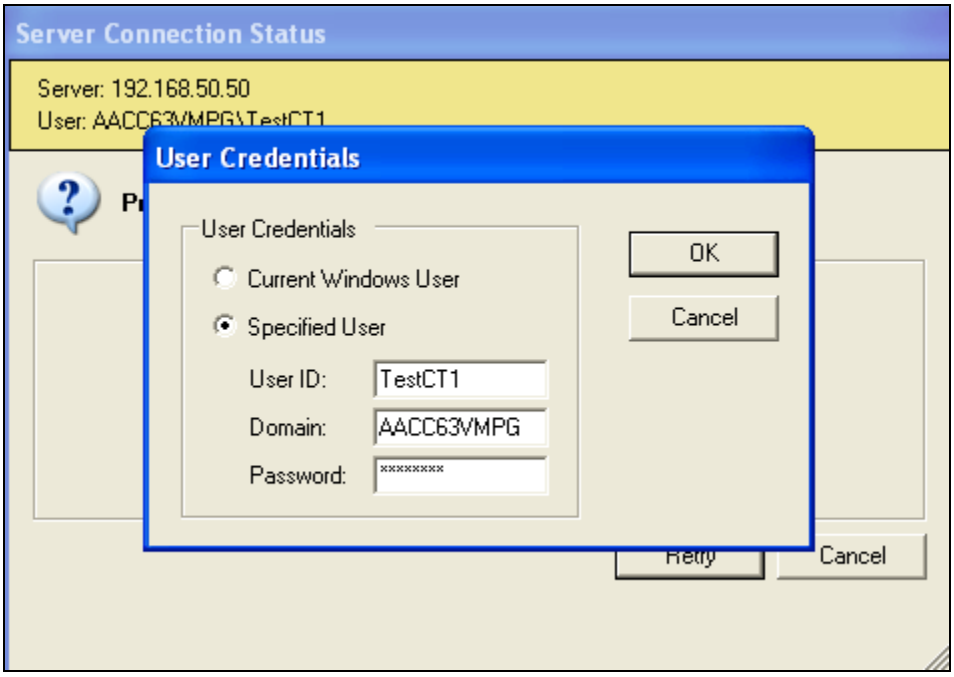
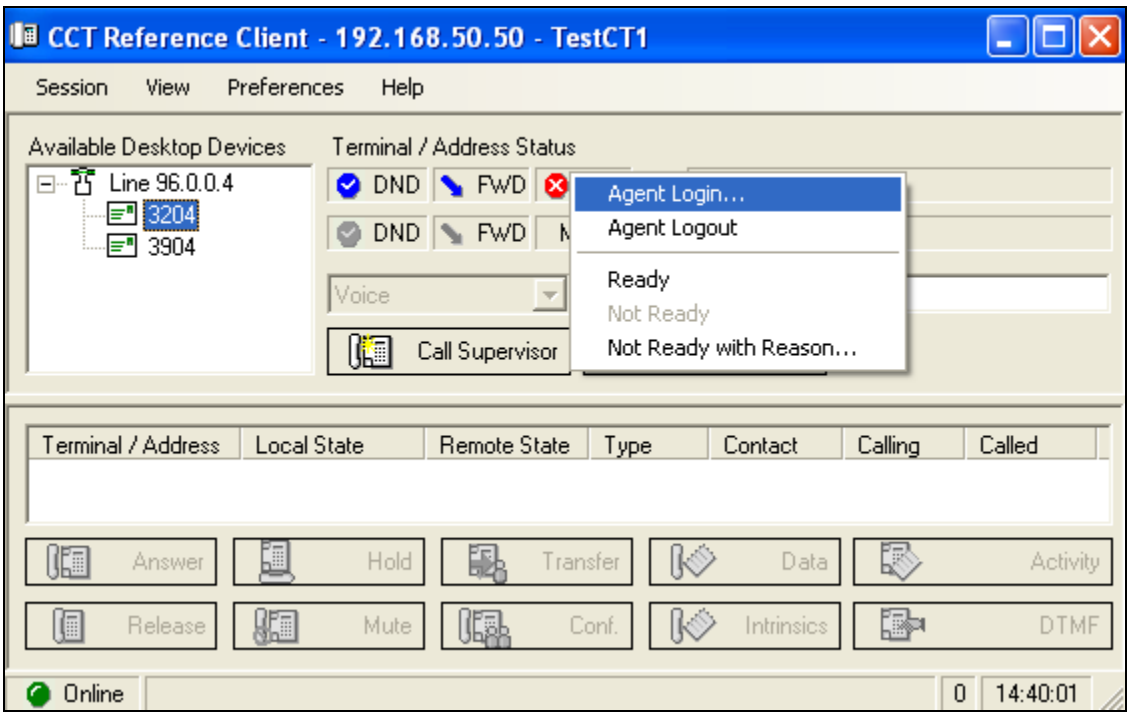
Enter the **UserID** and **Password** of a CCT user created in **Section 6.4** above.



Click on the AGT icon and select **Agent Login** as shown below.



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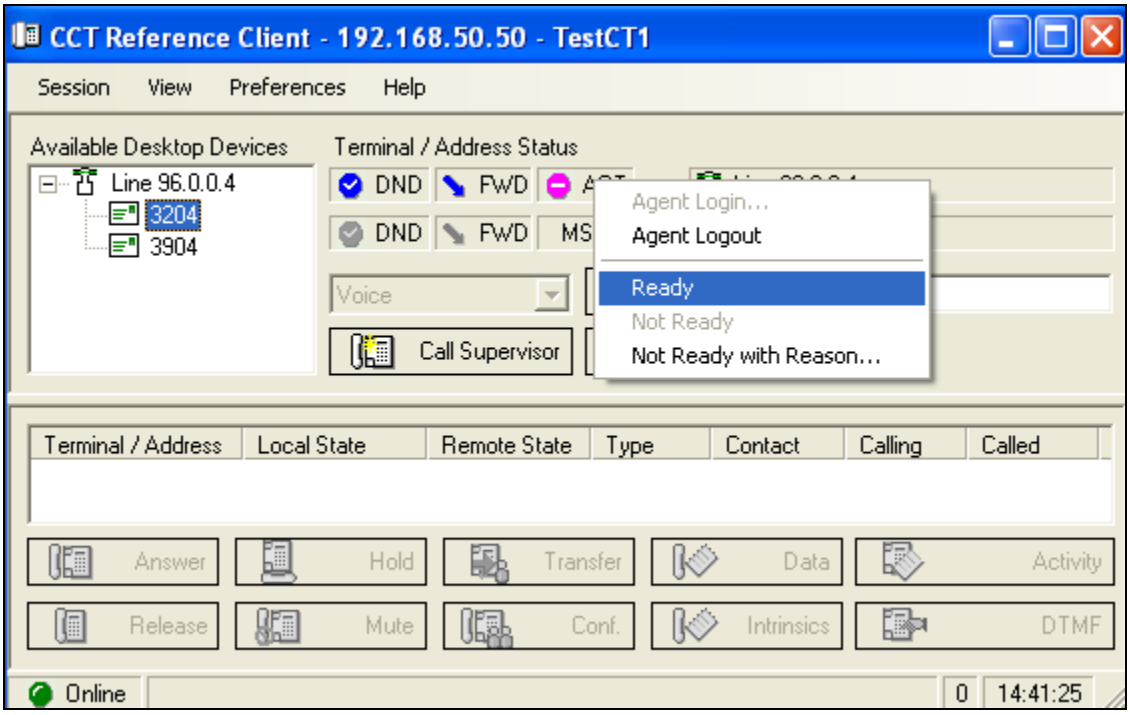
Once logged in correctly, the agent should be able to go **Ready** and Not Ready as shown here.



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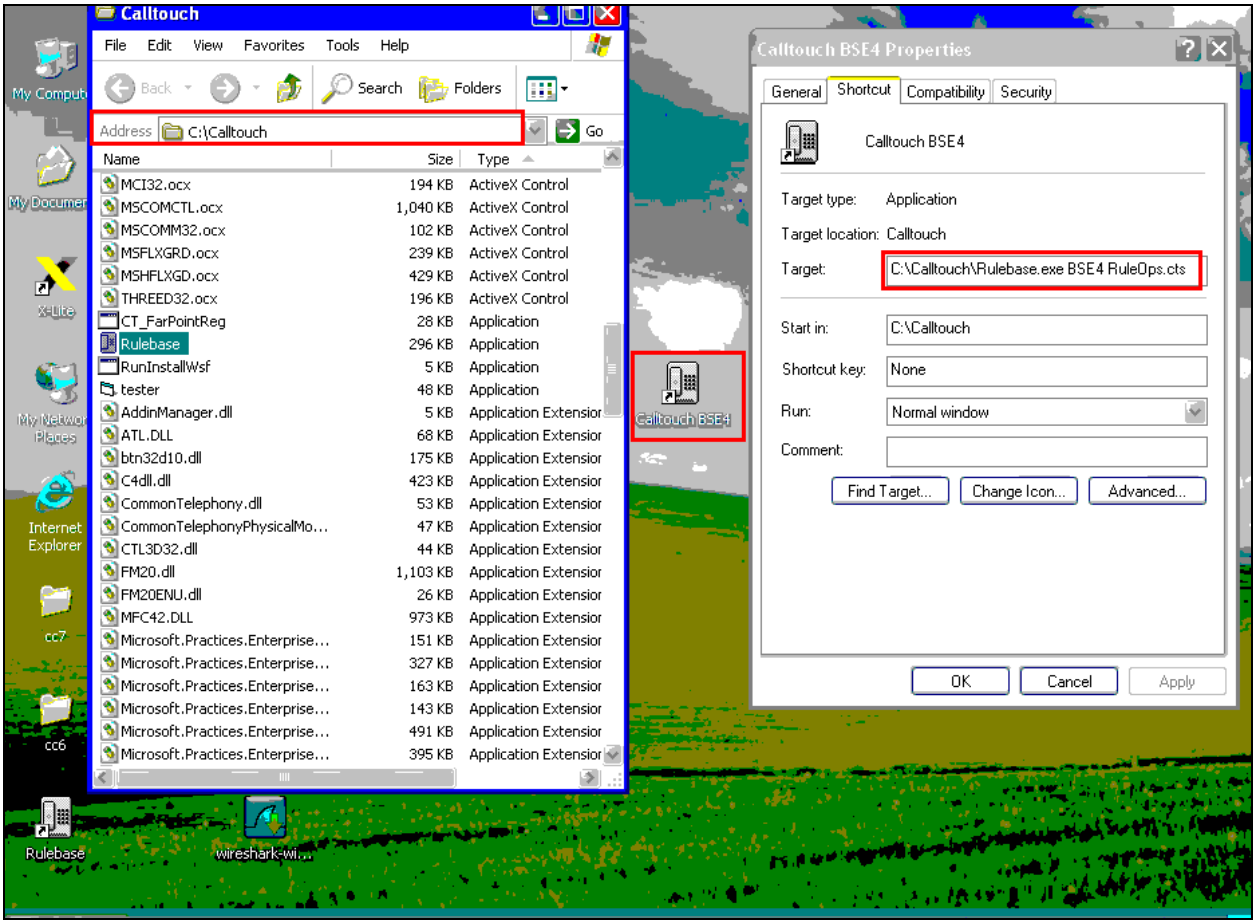
8.2. Verify that CallTouch has full CTI control

Log into CallTouch by double-clicking on the CallTouch Icon as shown below.



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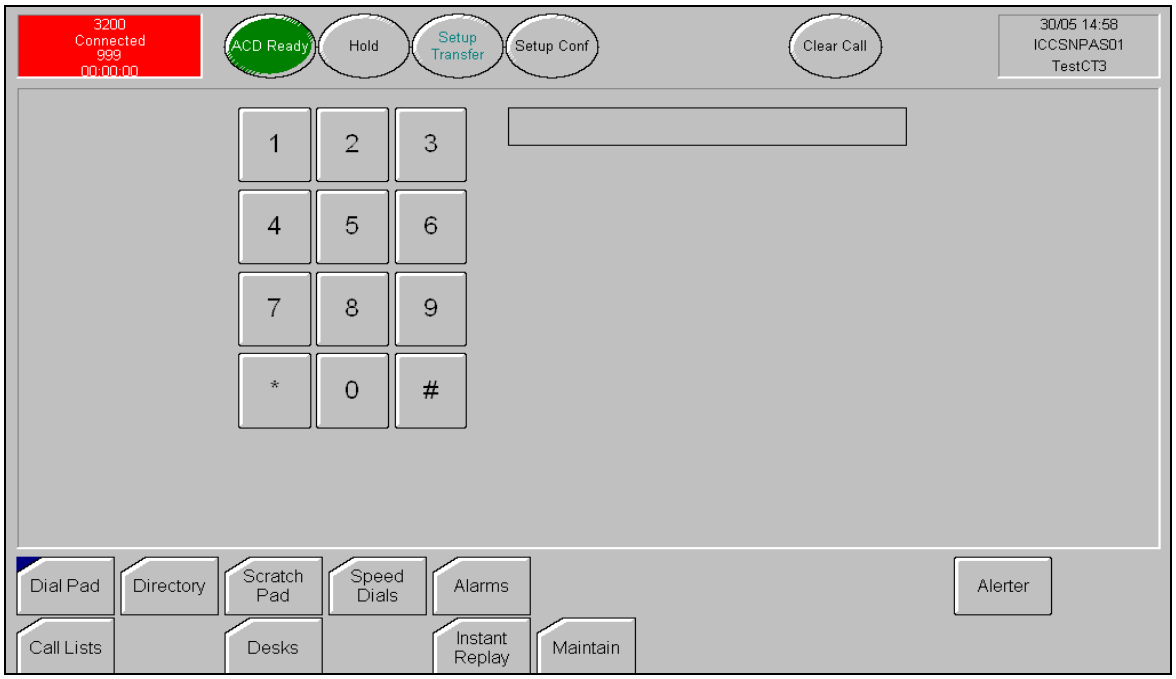
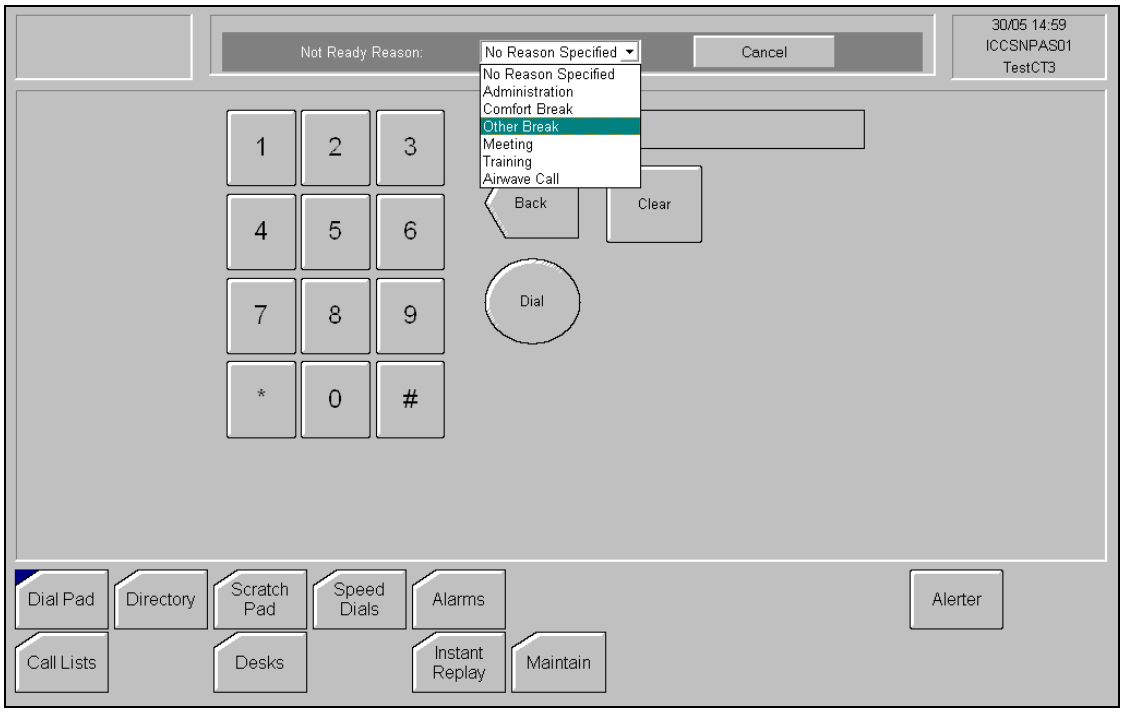
Once logged in, make a call to the emergency CDN number, this call should be able to be answered by the CallTouch application as shown.



The agent can be made to go "Not Ready" using the CallTouch application. A list of **Not Ready Reason** codes can be chosen as shown.



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9. Conclusion

These Application Notes describe the configuration steps needed to ensure CallTouch from Northgate Public Services UK Limited can fully interoperate with Avaya Aura® Contact Centre R6.4 and Avaya Communication Server 1000 R7.6 by using Computer Telephony Integration (CTI) via a connection to the CCT module of the Contact Centre. Please refer to **Section 2.2** for test results and observations.

10. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at http://support.avaya.com where the following documents can be obtained.

[1] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.6;* Document No. NN43001-611_05.02

[2] *Avaya Aura® Contact Centre Administration*, Doc # NN44400-610, Issue 04.02 Release 6.4

[3] *Element Manager System Reference –Administration Avaya Communication Server 1000* Doc # NN43001-632, 05.04

[4] *Avaya Aura® Orchestration Designer Release 6.0.0.10.02*

The CallTouch product documentation can be found at http://www.northgateps.com or by contacting Northgate whose details can be found from **Section 2.3**.

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Appendix A

Avaya CS1000 R7.6 - Linux Patches

```
Product Release: 7.65.16.00
In system patches: 8
PATCH#  NAME       IN_SERVICE   DATE      SPECINS  TYPE   RPM
42      p31484_1   Yes          07/03/16  NO       FRU    cs1000-shared-general-7.65.16-00.i386
43      p33125_1   Yes          07/03/16  NO       FRU    cs1000-OS-1.00.00.00-00.noarch
44      p33274_1   Yes          07/03/16  YES      FRU    initscripts-8.45.25-1.el5.i386
45      p33384_1   Yes          07/03/16  NO       FRU    cs1000-OS-1.00.00.00-00.noarch
46      p33456_1   Yes          07/03/16  YES      FRU    cs1000-OS-1.00.00.00-00.noarch
47      p33493_1   Yes          07/03/16  NO       FRU    cs1000-OS-1.00.00.00-00.noarch
48      p33554_1   Yes          07/03/16  YES      FRU    cs1000-OS-1.00.00.00-00.noarch
49      p33557_1   Yes          07/03/16  YES      FRU    cs1000-OS-1.00.00.00-00.noarch

In System service updates: 42
PATCH#  IN_SERVICE   DATE       SPECINS   REMOVABLE   NAME
0       Yes         06/03/16   YES       YES         cs1000-patchWeb-7.65.16.23-1.i386.000
1       Yes         04/03/16   NO        YES         cs1000-Jboss-Quantum-7.65.16.23-5.i386.000
2       Yes         07/03/16   NO        YES         cs1000-pd-7.65.16.21-00.i386.000
3       Yes         04/03/16   YES       YES         cs1000-dmWeb-7.65.16.23-4.i386.000
4       Yes         06/03/16   YES       YES         cs1000-linuxbase-7.65.16.23-21.i386.000
5       Yes         07/03/16   NO        YES         cs1000-shared-carrdtct-7.65.16.21-01.i386.000
6       Yes         07/03/16   NO        YES         cs1000-shared-tpselect-7.65.16.21-01.i386.000
7       Yes         07/03/16   NO        yes         cs1000-dbcom-7.65.16.21-00.i386.000
8       Yes         07/03/16   NO        YES         cs1000-snmp-7.65.16.21-00.i686.000
9       Yes         07/03/16   NO        YES         cs1000-shared-omm-7.65.16.21-2.i386.000
10      Yes         07/03/16   YES       YES         cs1000-emWebLocal_6-0-7.65.16.22-1.i386.000
11      Yes         07/03/16   YES       YES         cs1000-ipsec-7.65.16.22-1.i386.000
12      Yes         07/03/16   YES       YES         cs1000-csmWeb-7.65.16.22-2.i386.000
13      Yes         07/03/16   YES       YES         cs1000-csoneksvrmgr-7.65.16.22-5.i386.000
14      Yes         07/03/16   YES       YES         cs1000-baseWeb-7.65.16.22-4.i386.000
15      Yes         07/03/16   YES       YES         cs1000-oam-logging-7.65.16.22-4.i386.000
16      Yes         07/03/16   YES       YES         cs1000-csv-7.65.16.22-2.i386.000
17      Yes         07/03/16   YES       YES         cs1000-nrsm-7.65.16.22-3.i386.000
18      Yes         07/03/16   YES       YES         cs1000-mscTone-7.65.16.22-2.i386.000
19      Yes         07/03/16   YES       YES         cs1000-mscMusc-7.65.16.22-4.i386.000
20      Yes         07/03/16   YES       YES         cs1000-mscConf-7.65.16.22-2.i386.000
21      Yes         07/03/16   YES       YES         cs1000-mscAnnc-7.65.16.22-2.i386.000
22      Yes         07/03/16   YES       YES         cs1000-mscAttn-7.65.16.22-2.i386.000
23      Yes         07/03/16   NO        YES         cs1000-gk-7.65.16.22-1.i386.000
24      Yes         07/03/16   YES       YES         cs1000-shared-xmsg-7.65.16.22-1.i386.000
25      Yes         07/03/16   NO        YES         cs1000-sps-7.65.16.23-1.i386.000
26      Yes         07/03/16   YES       YES         cs1000-cs-7.65.P.100-03.i386.000
27      Yes         07/03/16   NO        YES         bash-3.2-33.el5_11.4.i386.000
28      Yes         07/03/16   YES       YES         cs1000-shared-pbx-7.65.16.23-1.i386.000
29      Yes         07/03/16   YES       YES         cs1000-emWeb_6-0-7.65.16.23-3.i386.000
30      Yes         07/03/16   NO        YES         libxml2-2.6.26-2.1.25.el5_11.i386.000
31      Yes         07/03/16   NO        YES         libxml2-python-2.6.26-2.1.25.el5_11.i386.000
32      Yes         07/03/16   NO        YES         freetype-2.2.1-32.el5_9.1.i386.000
33      Yes         07/03/16   NO        YES         cs1000-cs1000WebService_6-0-7.65.16.23-1.i386.000
34      Yes         07/03/16   YES       YES         cs1000-ftrpkg-7.65.16.23-1.i386.000
35      Yes         07/03/16   NO        YES         cs1000-cppmUtil-7.65.16.23-4.i686.000
36      Yes         07/03/16   NO        YES         tzdata-2015a-1.el5.i386.000
37      Yes         07/03/16   YES       YES         cs1000-tps-7.65.16.23-15.i386.000
38      Yes         07/03/16   YES       YES         kernel-2.6.18-406.el5.i686.000
39      Yes         07/03/16   YES       YES         jdk-1.6.0_101-fcs.i586.000
40      Yes         07/03/16   YES       YES         cs1000-vtrk-7.65.16.23-76.i386.000
41      Yes         07/03/16   YES       YES         cs1000-bcc-7.65.16.23-10.i386.000
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Avaya CS1000 R7.6 - Call Server Patches

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VERSION 4121
RELEASE 7
ISSUE 65 P +
DepList 1: core Issue: 01 (created: 2016-12-20 03:51:22 (est))

IN-SERVICE PEPS
PAT# CR #            PATCH REF #     NAME      DATE        FILENAME       SPECINS
0000 wi01199336      ISS1:1OF1       p33410_1  02/02/2017  p33410_1.cpl   NO
0001 wi01088055      ISS1:1OF1       p32607_1  02/02/2017  p32607_1.cpl   NO
0002 wi01098433      ISS1:1OF1       p32736_1  02/02/2017  p32736_1.cpl   NO
0003 wi01199608      ISS1:1OF1       p33414_1  02/02/2017  p33414_1.cpl   NO
0004 wi01146254      ISS1:1OF1       p33127_1  02/02/2017  p33127_1.cpl   NO
0005 wi01075149      ISS1:1OF1       p32475_1  02/02/2017  p32475_1.cpl   NO
0006 wi01070585      ISS1:1OF1       p32383_1  02/02/2017  p32383_1.cpl   NO
0007 wi01128512      ISS1:1OF1       p32997_1  02/02/2017  p32997_1.cpl   NO
0008 wi01098783      ISS1:1OF1       p32748_1  02/02/2017  p32748_1.cpl   NO
0009 wi01133960      ISS1:1OF1       p33034_1  02/02/2017  p33034_1.cpl   NO
0010 wi01137694      ISS1:1OF1       p33081_1  02/02/2017  p33081_1.cpl   NO
0011 wi01068011      ISS1:1OF1       p33182_1  02/02/2017  p33182_1.cpl   NO
0012 wi01153896      ISS1:1OF1       p33185_1  02/02/2017  p33185_1.cpl   NO
0013 wi01115369      ISS1:1OF1       p32889_1  02/02/2017  p32889_1.cpl   NO
0014 wi01171418      ISS1:1OF1       p33278_1  02/02/2017  p33278_1.cpl   NO
0015 CS1000-7113     ISS1:1OF1       p33623_1  02/02/2017  p33623_1.cpl   NO
0016 wi01201882      ISS1:1OF1       p33427_1  02/02/2017  p33427_1.cpl   NO
0017 wi01079444      ISS1:1OF1       p32564_1  02/02/2017  p32564_1.cpl   NO
0018 wi01089519      ISS1:1OF1       p32665_1  02/02/2017  p32665_1.cpl   NO
0019 wi01065248      ISS1:1OF1       p32412_1  02/02/2017  p32412_1.cpl   NO
0020 wi01052968      ISS1:1OF1       p32540_1  02/02/2017  p32540_1.cpl   NO
0021 wi01144609      ISS1:1OF1       p33119_1  02/02/2017  p33119_1.cpl   NO
0022 wi01132244      ISS1:1OF1       p33041_1  02/02/2017  p33041_1.cpl   NO
0023 wi01045058      ISS1:1OF1       p32214_1  02/02/2017  p32214_1.cpl   NO
0024 wi01053920      ISS1:1OF1       p32303_1  02/02/2017  p32303_1.cpl   NO
0025 wi01169714      ISS1:1OF1       p33335_1  02/02/2017  p33335_1.cpl   NO
0026 wi01151870      ISS1:1OF1       p33162_1  02/02/2017  p33162_1.cpl   YES
0027 wi01099300      iss1:1of1       p32704_1  02/02/2017  p32704_1.cpl   NO
0028 wi01171467      ISS1:1OF1       p33270_1  02/02/2017  p33270_1.cpl   NO
0029 wi01207693      ISS1:1OF1       p33452_1  02/02/2017  p33452_1.cpl   NO
0030 wi01120705      ISS1:1OF1       p32930_1  02/02/2017  p32930_1.cpl   NO
0031 wi00959458      ISS1:1OF1       p31551_1  02/02/2017  p31551_1.cpl   NO
0032 wi01197054      ISS1:1OF1       p33397_1  02/02/2017  p33397_1.cpl   NO
0033 wi01065118      ISS1:1OF1       p32397_1  02/02/2017  p32397_1.cpl   NO
0034 wi01181174      ISS1:1OF1       p33316_1  02/02/2017  p33316_1.cpl   NO
0035 wi01053597      ISS1:1OF1       p32304_1  02/02/2017  p32304_1.cpl   NO
0036 wi01071996      ISS1:1OF1       p32461_1  02/02/2017  p32461_1.cpl   NO
0037 wi01127527      ISS1:1OF1       p32988_1  02/02/2017  p32988_1.cpl   YES
0038 wi01008182      ISS1:1OF1       p33277_1  02/02/2017  p33277_1.cpl   NO
0039 wi01096842      ISS1:1OF1       p32731_1  02/02/2017  p32731_1.cpl   NO
0040 wi01068922      ISS1:1OF1       p32454_1  02/02/2017  p32454_1.cpl   NO
0041 wi01182880      ISS1:1OF1       p33328_1  02/02/2017  p33328_1.cpl   NO
0042 wi01138136      ISS1:1OF1       p33191_1  02/02/2017  p33191_1.cpl   NO
0043 CS1000-6738     ISS1:1OF1       p33495_1  02/02/2017  p33495_1.cpl   NO
0044 wi01156086      ISS1:1OF1       p33269_1  02/02/2017  p33269_1.cpl   NO
0045 wi01045144      ISS1:1OF1       p33202_1  02/02/2017  p33202_1.cpl   NO
0046 wi01120458      ISS1:1OF1       p32929_1  02/02/2017  p32929_1.cpl   NO
0047 wi01078721      ISS1:1OF1       p32553_1  02/02/2017  p32553_1.cpl   NO
0048 CS1000-7208     ISS1:1OF1       p33648_1  02/02/2017  p33648_1.cpl   NO
0049 wi01059388      iss1:1of1       p32628_1  02/02/2017  p32628_1.cpl   NO
0050 wi01065922      ISS1:1OF1       p32516_1  02/02/2017  p32516_1.cpl   NO
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0051 wi01205975      ISS1:1OF1       p33447_1  02/02/2017  p33447_1.cpl   NO
0052 wi01142100      ISS1:1OF1       p33090_1  02/02/2017  p33090_1.cpl   NO
0053 wi01153039      ISS1:1OF1       p17588_1  02/02/2017  p17588_1.cpl   NO
0054 WI01077073      ISS1:1OF1       p32534_1  02/02/2017  p32534_1.cpl   NO
0055 wi01215810      ISS1:1OF1       p33494_1  02/02/2017  p33494_1.cpl   NO
0056 wi01066991      ISS1:1OF1       p32449_1  02/02/2017  p32449_1.cpl   NO
0057 wi01106658      ISS1:1OF1       p32812_1  02/02/2017  p32812_1.cpl   NO
0058 wi01068851      ISS1:1OF1       p32439_1  02/02/2017  p32439_1.cpl   NO
0059 wi01053314      ISS1:1OF1       p32555_1  02/02/2017  p32555_1.cpl   NO
0060 wi01123389      ISS1:1OF1       p33045_1  02/02/2017  p33045_1.cpl   NO
0061 CS1000-7174     ISS1:1OF1       p33655_1  02/02/2017  p33655_1.cpl   NO
0062 wi01165881      ISS1:1OF1       p33239_1  02/02/2017  p33239_1.cpl   NO
0063 wi01065125      ISS1:1OF1       p32416_1  02/02/2017  p32416_1.cpl   NO
0064 wi01119086      ISS1:1OF1       p32917_1  02/02/2017  p32917_1.cpl   NO
0065 wi01109251      ISS1:1OF1       p32827_1  02/02/2017  p32827_1.cpl   NO
0066 wi01173768      ISS1:1OF1       p33288_1  02/02/2017  p33288_1.cpl   NO
0067 wi01180594      ISS1:1OF1       p33312_1  02/02/2017  p33312_1.cpl   NO
0068 wi01126552      ISS1:1OF1       p32975_1  02/02/2017  p32975_1.cpl   NO
0069 CS1000-7171     ISS1:1OF1       p33626_1  02/02/2017  p33626_1.cpl   NO
0070 wi01204623      ISS1:1OF1       p33444_1  02/02/2017  p33444_1.cpl   NO
0071 wi01099724      ISS1:1OF1       p32742_1  02/02/2017  p32742_1.cpl   YES
0072 wi01118819      ISS1:1OF1       p32954_1  02/02/2017  p32954_1.cpl   NO
0073 wi01094305      ISS1:1OF1       p32640_1  02/02/2017  p32640_1.cpl   NO
0074 wi01188722      ISS1:1OF1       p33365_1  02/02/2017  p33365_1.cpl   NO
0075 wi01134602      ISS1:1OF1       p32398_1  02/02/2017  p32398_1.cpl   NO
0076 wi01101876      ISS1:1OF1       p32858_1  02/02/2017  p32858_1.cpl   NO
0077 wi01142792      ISS1:1OF1       p33099_1  02/02/2017  p33099_1.cpl   NO
0078 CS1000-7276     ISS1:1OF1       p33675_1  02/02/2017  p33675_1.cpl   YES
0079 CS1000-6789     ISS1:1OF1       p33508_1  02/02/2017  p33508_1.cpl   NO
0080 wi01164281      ISS1:1OF1       p33232_1  02/02/2017  p33232_1.cpl   NO
0081 wi01133985      ISS1:1OF1       p33049_1  02/02/2017  p33049_1.cpl   NO
0082 wi01149017      ISS1:1OF1       p33145_1  02/02/2017  p33145_1.cpl   NO
0083 wi01186846      ISS1:1OF1       p33332_1  02/02/2017  p33332_1.cpl   NO
0084 wi01188972      ISS1:1OF1       p33352_1  02/02/2017  p33352_1.cpl   NO
0085 cs1000-7217     ISS1:1OF1       p33643_1  02/02/2017  p33643_1.cpl   NO
0086 CS1000-7255     ISS1:1OF1       p33663_1  02/02/2017  p33663_1.cpl   YES
0087 wi01111194      ISS1:1OF1       p32821_1  02/02/2017  p32821_1.cpl   NO
0088 wi01189247      ISS1:1OF1       p33382_1  02/02/2017  p33382_1.cpl   YES
0089 wi01099606      iss1:1of1       p32713_1  02/02/2017  p32713_1.cpl   NO
0090 wi01088775      ISS1:1OF1       p32659_1  02/02/2017  p32659_1.cpl   NO
0091 wi01148697      ISS1:1OF1       p33187_1  02/02/2017  p33187_1.cpl   NO
0092 wi01130348      ISS1:1OF1       p33014_1  02/02/2017  p33014_1.cpl   NO
0093 CS1000-6844     ISS1:1OF1       p33507_1  02/02/2017  p33507_1.cpl   NO
0094 wi01134756      ISS1:1OF1       p33453_1  02/02/2017  p33453_1.cpl   NO
0095 wi01184588      ISS1:1OF1       p33338_1  02/02/2017  p33338_1.cpl   NO
0096 wi01147091      ISS1:1OF1       p33137_1  02/02/2017  p33137_1.cpl   NO
0097 CS1000-7286     ISS1:1OF1       p33686_1  02/02/2017  p33686_1.cpl   NO
0098 wi01087543      ISS1:1OF1       p32662_1  02/02/2017  p32662_1.cpl   NO
0099 wi01166011      ISS1:1OF1       p33235_1  02/02/2017  p33235_1.cpl   NO
0100 wi01035976      ISS1:1OF1       p32173_1  02/02/2017  p32173_1.cpl   NO
0101 wi01146804      ISS1:1OF1       p33132_1  02/02/2017  p33132_1.cpl   NO
0102 wi01153104      ISS1:1OF1       p33174_1  02/02/2017  p33174_1.cpl   NO
0103 wi01092443      ISS1:1OF1       p32676_1  02/02/2017  p32676_1.cpl   NO
0104 CS1000-6740     ISS1:1OF1       p33622_1  02/02/2017  p33622_1.cpl   NO
0105 wi01113712      ISS1:1OF1       p32877_1  02/02/2017  p32877_1.cpl   NO
0106 wi01150846      ISS1:1OF1       p33157_1  02/02/2017  p33157_1.cpl   NO
0107 CS1000-7052     ISS1:1OF1       p33573_1  02/02/2017  p33573_1.cpl   NO
0108 wi01153844      ISS1:1OF1       p33172_1  02/02/2017  p33172_1.cpl   NO
0109 wi01093071      ISS1:1OF1       p32701_1  02/02/2017  p32701_1.cpl   NO
0110 CS1000-7151     ISS1:1OF1       p33617_1  02/02/2017  p33617_1.cpl   NO
0111 wi01190506      ISS1:1OF1       p33361_1  02/02/2017  p33361_1.cpl   NO
0112 wi01118714      ISS2:1OF1       p32952_2  02/02/2017  p32952_2.cpl   NO
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0113 wi01075538      ISS1:1OF1       p32469_1  02/02/2017  p32469_1.cpl   NO
0114 wi01091447      ISS1:1OF1       p32675_1  02/02/2017  p32675_1.cpl   NO
0115 wi01159931      ISS1:1OF1       p33231_1  02/02/2017  p33231_1.cpl   YES
0116 WI01108562      ISS1:1OF1       p32832_1  02/02/2017  p32832_1.cpl   NO
0117 wi01099810      ISS1:1OF1       p32796_1  02/02/2017  p32796_1.cpl   NO
0118 CS1000-7003     ISS1:1OF1       p33561_1  02/02/2017  p33561_1.cpl   NO
0119 wi01128596      ISS1:1OF1       p33000_1  02/02/2017  p33000_1.cpl   NO
0120 wi01185642      ISS1:1OF1       p33342_1  02/02/2017  p33342_1.cpl   NO
0121 wi01193201      ISS1:1OF1       p33381_1  02/02/2017  p33381_1.cpl   YES
0122 cs1000-6998     ISS1:1OF1       p33555_1  02/02/2017  p33555_1.cpl   NO
0123 CS1000-6791     ISS1:1OF1       p33501_1  02/02/2017  p33501_1.cpl   YES
0124 wi01191767      ISS1:1OF1       p33368_1  02/02/2017  p33368_1.cpl   NO
0125 wi01144354      ISS1:1OF1       p33117_1  02/02/2017  p33117_1.cpl   NO
0126 wi01121374      ISS1:1OF1       p31107_1  02/02/2017  p31107_1.cpl   NO
0127 wi01185751      ISS1:1OF1       p33409_1  02/02/2017  p33409_1.cpl   YES
0128 WI01169289      ISS1:1OF1       p33257_1  02/02/2017  p33257_1.cpl   NO
0129 wi01100508      ISS1:1OF1       p32761_1  02/02/2017  p32761_1.cpl   NO
0130 wi01189516      ISS1:1OF1       p33373_1  02/02/2017  p33373_1.cpl   NO
0131 wi01101969      ISS1:1OF1       p32726_1  02/02/2017  p32726_1.cpl   NO
0132 wi01102296      ISS1:1OF1       p32780_1  02/02/2017  p32780_1.cpl   NO
0133 cs1000-7162     ISS1:1OF1       p33625_1  02/02/2017  p33625_1.cpl   NO
0134 wi01097598      ISS1:1OF1       p32797_1  02/02/2017  p32797_1.cpl   NO
0135 wi01132215      ISS1:1OF1       p33084_1  02/02/2017  p33084_1.cpl   NO
0136 wi01094832      iss1:1of1       p32718_1  02/02/2017  p32718_1.cpl   NO
0137 wi01197246      ISS1:1OF1       p33400_1  02/02/2017  p33400_1.cpl   NO
0138 CS1000-6872     ISS1:1OF1       p33520_1  02/02/2017  p33520_1.cpl   NO
0139 wi01147983      ISS1:1OF1       p33141_1  02/02/2017  p33141_1.cpl   NO
0140 wi01060826      ISS1:1OF1       p32379_1  02/02/2017  p32379_1.cpl   NO
0141 wi01077639      ISS1:1OF1       p32883_1  02/02/2017  p32883_1.cpl   NO
0142 wi01085855      ISS1:1OF1       p32658_1  02/02/2017  p32658_1.cpl   NO
0143 wi01053195      ISS1:1OF1       p32297_1  02/02/2017  p32297_1.cpl   NO
0144 wi01174116      ISS1:1OF1       p33287_1  02/02/2017  p33287_1.cpl   NO
0145 wi01095255      ISS1:1OF1       p33027_1  02/02/2017  p33027_1.cpl   NO
0146 wi01203516      ISS1:1OF1       p33438_1  02/02/2017  p33438_1.cpl   NO
0147 wi01094727      ISS1:1OF1       p32848_1  02/02/2017  p32848_1.cpl   NO
0148 wi01151898      ISS1:1OF1       p33175_1  02/02/2017  p33175_1.cpl   NO
0149 CS1000-7103     ISS1:1OF1       p33596_1  02/02/2017  p33596_1.cpl   NO
0150 wi01080753      ISS1:1OF1       p32518_1  02/02/2017  p32518_1.cpl   NO
0151 wi01125238      ISS1:1OF1       p32971_1  02/02/2017  p32971_1.cpl   NO
0152 wi01110593      ISS1:1OF1       p32849_1  02/02/2017  p32849_1.cpl   NO
0153 wi01119100      ISS1:1OF1       p32925_1  02/02/2017  p32925_1.cpl   NO
0154 CS1000-6978     ISS1:1OF1       p33551_1  02/02/2017  p33551_1.cpl   YES
0155 wi01156999      ISS1:1OF1       p33180_1  02/02/2017  p33180_1.cpl   NO
0156 wi01141625      ISS1:1OF1       p33324_1  02/02/2017  p33324_1.cpl   NO
0157 wi01102093      ISS1:1OF1       p32760_1  02/02/2017  p32760_1.cpl   NO
0158 wi01132883      ISS1:1OF1       p33030_1  02/02/2017  p33030_1.cpl   NO
0159 wi01070279      ISS1:1OF1       p32262_1  02/02/2017  p32262_1.cpl   NO
0160 wi01102475      ISS1:1OF1       p32782_1  02/02/2017  p32782_1.cpl   YES
0161 cs1000-6924     ISS1:1OF1       p33523_1  02/02/2017  p33523_1.cpl   NO
0162 wi01181423      ISS1:1OF1       p33318_1  02/02/2017  p33318_1.cpl   NO
0163 wi01150083      ISS1:1OF1       p33152_1  02/02/2017  p33152_1.cpl   NO
0164 wi01181854      ISS1:1OF1       p33323_1  02/02/2017  p33323_1.cpl   NO
0165 wi00897254      ISS1:1OF1       p31127_1  02/02/2017  p31127_1.cpl   NO
0166 wi01083036      ISS1:1OF1       p32571_1  02/02/2017  p32571_1.cpl   NO
0167 wi01070468      iss1:1of1       p32418_1  02/02/2017  p32418_1.cpl   NO
0168 wi01181197      ISS1:1OF1       p33317_1  02/02/2017  p33317_1.cpl   NO
0169 wi01063864      ISS1:1OF1       p32410_1  02/02/2017  p32410_1.cpl   YES
0170 wi01075355      ISS1:1OF1       p32594_1  02/02/2017  p32594_1.cpl   NO
0171 wi01127447      ISS1:1OF1       p32990_1  02/02/2017  p32990_1.cpl   NO
0172 wi01133106      ISS1:1OF1       p33032_1  02/02/2017  p33032_1.cpl   NO
0173 wi01212017      ISS1:1OF1       p33482_1  02/02/2017  p33482_1.cpl   YES
0174 wi01099292      ISS1:1OF1       p32886_1  02/02/2017  p32886_1.cpl   NO
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0175 wi01167427      ISS1:1OF1       p33264_1  02/02/2017  p33264_1.cpl   NO
0176 wi01075540      ISS1:1OF1       p32492_1  02/02/2017  p32492_1.cpl   NO
0177 wi01072027      ISS1:1OF1       p32689_1  02/02/2017  p32689_1.cpl   NO
0178 wi01114038      ISS1:1OF1       p32869_1  02/02/2017  p32869_1.cpl   NO
0179 CS1000-6933     ISS1:1OF1       p33529_1  02/02/2017  p33529_1.cpl   NO
0180 wi01212527      ISS1:1OF1       p33481_1  02/02/2017  p33481_1.cpl   YES
0181 wi01181578      ISS1:1OF1       p33321_1  02/02/2017  p33321_1.cpl   NO
0182 CS1000-7106     ISS1:1OF1       p33598_1  02/02/2017  p33598_1.cpl   NO
0183 wi01063263      ISS1:1OF1       p32573_1  02/02/2017  p32573_1.cpl   NO
0184 wi01102091      ISS1:1OF1       p32744_1  02/02/2017  p32744_1.cpl   YES
0185 wi01104473      ISS1:1OF1       p32818_1  02/02/2017  p32818_1.cpl   NO
0186 wi01053950      ISS1:1OF1       p32654_1  02/02/2017  p32654_1.cpl   YES
0187 wi01139981      ISS1:1OF1       p33083_1  02/02/2017  p33083_1.cpl   NO
0188 wi01058378      ISS1:1OF1       p32344_1  02/02/2017  p32344_1.cpl   NO
0189 wi01070580      ISS1:1OF1       p32380_1  02/02/2017  p32380_1.cpl   NO
0190 wi01187059      ISS1:1OF1       p33346_1  02/02/2017  p33346_1.cpl   NO
0191 wi01043367      ISS1:1OF1       p32232_1  02/02/2017  p32232_1.cpl   NO
0192 wi01145002      ISS1:1OF1       p33186_1  02/02/2017  p33186_1.cpl   NO
0193 wi01175294      ISS1:1OF1       p33290_1  02/02/2017  p33290_1.cpl   NO
0194 wi01041453      ISS1:1OF1       p32587_1  02/02/2017  p32587_1.cpl   NO
0195 wi01185441      ISS1:1OF1       p33341_1  02/02/2017  p33341_1.cpl   NO
0196 wi01130815      ISS1:1OF1       p33017_1  02/02/2017  p33017_1.cpl   NO
0197 wi01214452      ISS1:1OF1       p33488_1  02/02/2017  p33488_1.cpl   NO
0198 wi01089807      ISS1:1OF1       p32957_1  02/02/2017  p32957_1.cpl   NO
0199 CS1000-7023     ISS1:1OF1       p33526_1  02/02/2017  p33526_1.cpl   NO
0200 wi01149384      ISS1:1OF1       p33147_1  02/02/2017  p33147_1.cpl   NO
0201 WI01121737      ISS1:1OF1       p32939_1  02/02/2017  p32939_1.cpl   NO
0202 CS1000-6794     ISS1:1OF1       p33539_1  02/02/2017  p33539_1.cpl   NO
0203 wi01208580      ISS1:1OF1       p33461_1  02/02/2017  p33461_1.cpl   NO
0204 wi01083896      ISS1:1OF1       p32937_1  02/02/2017  p32937_1.cpl   NO
0205 wi01210497      ISS1:1OF1       p33468_1  02/02/2017  p33468_1.cpl   YES
0206 wi01178476      ISS1:1OF1       p33305_1  02/02/2017  p33305_1.cpl   NO
0207 wi01039280      ISS1:1OF1       p32423_1  02/02/2017  p32423_1.cpl   NO
0208 wi01081510      ISS1:1OF1       p32582_1  02/02/2017  p32582_1.cpl   NO
0209 wi01088797      ISS1:1OF1       p32844_1  02/02/2017  p32844_1.cpl   NO
0210 wi01098905      ISS1:1OF1       p32556_1  02/02/2017  p32556_1.cpl   NO
0211 wi01146766      ISS1:1OF1       p33131_1  02/02/2017  p33131_1.cpl   NO
0212 wi00937672      ISS1:1OF1       p31276_1  02/02/2017  p31276_1.cpl   NO
0213 wi01170583      ISS1:1OF1       p33261_1  02/02/2017  p33261_1.cpl   NO
0214 wi01057403      ISS1:1OF1       p32591_1  02/02/2017  p32591_1.cpl   NO
0215 wi01132204      ISS1:1OF1       p32501_1  02/02/2017  p32501_1.cpl   NO
0216 wi01112655      ISS1:1OF1       p32870_1  02/02/2017  p32870_1.cpl   NO
0217 CS1000-7137     ISS1:1OF1       p33629_1  02/02/2017  p33629_1.cpl   NO
0218 wi01201045      ISS1:1OF1       p33424_1  02/02/2017  p33424_1.cpl   YES
0219 CS1000-7248     ISS1:1OF1       p32811_1  02/02/2017  p32811_1.cpl   NO
0220 wi01185138      ISS1:1OF1       p33411_1  02/02/2017  p33411_1.cpl   NO
0221 wi01025156      ISS1:1OF1       p32136_1  02/02/2017  p32136_1.cpl   NO
0222 wi01127138      ISS1:1OF1       p33304_1  02/02/2017  p33304_1.cpl   NO
0223 wi01070756      ISS1:1OF1       p32444_1  02/02/2017  p32444_1.cpl   NO
0224 wi01132599      ISS1:1OF1       p33025_1  02/02/2017  p33025_1.cpl   NO
0225 wi01056633      ISS1:1OF1       p32322_1  02/02/2017  p32322_1.cpl   NO
0226 wi01060241      ISS1:1OF1       p32381_1  02/02/2017  p32381_1.cpl   NO
0227 wi01134952      ISS1:1OF1       p33039_1  02/02/2017  p33039_1.cpl   NO
0228 wi01132902      ISS1:1OF1       p33028_1  02/02/2017  p33028_1.cpl   NO
0229 wi01201986      ISS1:1OF1       p33433_1  02/02/2017  p33433_1.cpl   NO
0230 wi01071379      ISS1:1OF1       p32522_1  02/02/2017  p32522_1.cpl   NO
0231 cs1000-6845     ISS1:1OF1       p33509_1  02/02/2017  p33509_1.cpl   NO
0232 wi01069441      ISS1:1OF1       p32097_1  02/02/2017  p32097_1.cpl   NO
0233 WI11032038      ISS1:1OF1       p33022_1  02/02/2017  p33022_1.cpl   NO
0234 CS1000-7152     ISS1:1OF1       p33668_1  02/02/2017  p33668_1.cpl   YES
0235 wi01134354      ISS1:1OF1       p33031_1  02/02/2017  p33031_1.cpl   NO
0236 CS1000-6946     ISS1:1OF1       p33543_1  02/02/2017  p33543_1.cpl   NO
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0237 wi01096910      ISS1:1OF1       p32734_1  02/02/2017  p32734_1.cpl   NO
0238 wi01076948      ISS1:1OF1       p32526_1  02/02/2017  p32526_1.cpl   YES
0239 wi01093118      ISS1:1OF1       p32496_1  02/02/2017  p32496_1.cpl   NO
0240 wi01202917      ISS1:1OF1       p33434_1  02/02/2017  p33434_1.cpl   NO
0241 wi01198794      ISS1:1OF1       p33408_1  02/02/2017  p33408_1.cpl   NO
0242 wi01160967      ISS1:1OF1       p33213_1  02/02/2017  p33213_1.cpl   NO
0243 wi01104867      ISS1:1OF1       p32828_1  02/02/2017  p32828_1.cpl   NO
0244 wi01154485      ISS1:1OF1       p33194_1  02/02/2017  p33194_1.cpl   NO
0245 wi01146705      ISS1:1OF1       p33129_1  02/02/2017  p33129_1.cpl   NO
0246 wi01096712      ISS1:1OF1       p32708_1  02/02/2017  p32708_1.cpl   NO
0247 wi01061481      ISS1:1OF1       p32382_1  02/02/2017  p32382_1.cpl   NO
0248 wi01070465      iss1:1of1       p32562_1  02/02/2017  p32562_1.cpl   NO
0249 CS1000-7301     ISS1:1OF1       p33691_1  02/02/2017  p33691_1.cpl   NO
0250 wi01187443      ISS1:1OF1       p33359_1  02/02/2017  p33359_1.cpl   NO
0251 wi01034307      ISS1:1OF1       p32615_1  02/02/2017  p32615_1.cpl   NO
0252 CS1000-6964     ISS1:1OF1       p33541_1  02/02/2017  p33541_1.cpl   NO
0253 wi01135146      ISS1:1OF1       p33033_1  02/02/2017  p33033_1.cpl   NO
0254 CS1000-6852     ISS1:1OF1       p33517_1  02/02/2017  p33517_1.cpl   NO
0255 wi01195975      ISS1:1OF1       p33394_1  02/02/2017  p33394_1.cpl   NO
0256 wi01108262      ISS1:1OF1       p32865_1  02/02/2017  p32865_1.cpl   YES
0257 wi01104627      ISS1:1OF1       p32819_1  02/02/2017  p32819_1.cpl   NO
0258 wi01204274      ISS1:1OF1       p33451_1  02/02/2017  p33451_1.cpl   NO
0259 CS1000-7022     ISS1:1OF1       p33560_1  02/02/2017  p33560_1.cpl   NO
0260 CS1000-6583     ISS1:1OF1       p33531_1  02/02/2017  p33531_1.cpl   NO
0261 wi01096967      ISS1:1OF1       p32735_1  02/02/2017  p32735_1.cpl   NO
0262 wi01177690      ISS1:1OF1       p33320_1  02/02/2017  p33320_1.cpl   YES
0263 wi01060611      ISS1:1OF1       p32809_1  02/02/2017  p32809_1.cpl   NO
0264 wi01163826      ISS1:1OF1       p33229_1  02/02/2017  p33229_1.cpl   NO
0265 wi01182523      ISS1:1OF1       p33327_1  02/02/2017  p33327_1.cpl   NO
0266 CS1000-7267     ISS1:1OF1       p33669_1  02/02/2017  p33669_1.cpl   NO
0267 wi01090535      ISS1:1OF1       p32519_1  02/02/2017  p32519_1.cpl   NO
0268 wi01124074      ISS1:1OF1       p32989_1  02/02/2017  p32989_1.cpl   NO
0269 wi01034961      ISS1:1OF1       p32144_1  02/02/2017  p32144_1.cpl   NO
0270 wi01127874      ISS1:1OF1       p25747_1  02/02/2017  p25747_1.cpl   NO
0271 wi01062607      ISS1:1OF1       p32503_1  02/02/2017  p32503_1.cpl   NO
0272 CS1000-6910     ISS1:1OF1       p33528_1  02/02/2017  p33528_1.cpl   NO
0273 wi01060382      iss1:1of1       p32623_1  02/02/2017  p32623_1.cpl   YES
0274 wi01215563      ISS1:1OF1       p33412_1  02/02/2017  p33412_1.cpl   NO
0275 CS1000-7147     ISS1:1OF1       p33616_1  02/02/2017  p33616_1.cpl   NO
0276 wi01075359      ISS1:1OF1       p32671_1  02/02/2017  p32671_1.cpl   NO
0277 wi01120406      ISS1:1OF1       p32956_1  02/02/2017  p32956_1.cpl   NO
0278 wi01095462      ISS1:1OF1       p32723_1  02/02/2017  p32723_1.cpl   NO
0279 wi01213334      ISS1:1OF1       p33485_1  02/02/2017  p33485_1.cpl   NO
0280 wi01070473      ISS1:1OF1       p32413_1  02/02/2017  p32413_1.cpl   NO
0281 wi01114695      ISS1:1OF1       p32885_1  02/02/2017  p32885_1.cpl   NO
0282 wi01129098      ISS1:1OF1       p32951_1  02/02/2017  p32951_1.cpl   NO
0283 wi01134799      ISS1:1OF1       p33069_1  02/02/2017  p33069_1.cpl   NO
0284 wi01163048      ISS1:1OF1       p33223_1  02/02/2017  p33223_1.cpl   YES
0285 wi01096718      ISS1:1OF1       p33138_1  02/02/2017  p33138_1.cpl   YES
0286 CS1000-7293     ISS1:1OF1       p33679_1  02/02/2017  p33679_1.cpl   NO
0287 wi01166065      ISS1:1OF1       p33241_1  02/02/2017  p33241_1.cpl   NO
0288 wi01130836      ISS1:1OF1       p33008_1  02/02/2017  p33008_1.cpl   YES
0289 wi01109345      ISS1:1OF1       p32830_1  02/02/2017  p32830_1.cpl   NO
0290 wi01104410      ISS1:1OF1       p32801_1  02/02/2017  p32801_1.cpl   NO
0291 wi01183783      ISS1:1OF1       p33333_1  02/02/2017  p33333_1.cpl   NO
0292 wi01064599      iss1:1of1       p32580_1  02/02/2017  p32580_1.cpl   NO
0293 wi01124477      ISS1:1OF1       p32963_1  02/02/2017  p32963_1.cpl   NO
0294 wi01072062      ISS1:1OF1       p32776_1  02/02/2017  p32776_1.cpl   NO
0295 wi01118320      ISS1:1OF1       p32753_1  02/02/2017  p32753_1.cpl   NO
0296 wi01126454      ISS1:1OF1       p32973_1  02/02/2017  p32973_1.cpl   NO
0297 wi01154253      ISS1:1OF1       p33206_1  02/02/2017  p33206_1.cpl   NO
0298 CS1000-7086     ISS1:1OF1       p33587_1  02/02/2017  p33587_1.cpl   NO
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0299 wi01021522      ISS1:1OF1       p32863_1  02/02/2017  p32863_1.cpl   NO
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0302 wi01150771      ISS1:1OF1       p33210_1  02/02/2017  p33210_1.cpl   NO
0303 wi01022598      ISS1:1OF1       p32066_1  02/02/2017  p32066_1.cpl   NO
0304 wi01146289      ISS1:1OF1       p33146_1  02/02/2017  p33146_1.cpl   NO
0305 wi01184272      ISS1:1OF1       p33336_1  02/02/2017  p33336_1.cpl   NO
0306 CS1000-6752     ISS1:1OF1       p33540_1  02/02/2017  p33540_1.cpl   NO
0307 wi01082456      ISS1:1OF1       p32596_1  02/02/2017  p32596_1.cpl   NO
0308 wi01177614      ISS1:1OF1       p33303_1  02/02/2017  p33303_1.cpl   NO
0309 wi01163521      ISS1:1OF1       p33226_1  02/02/2017  p33226_1.cpl   NO
0310 wi01071296      ISS1:1OF1       p32836_1  02/02/2017  p32836_1.cpl   NO
0311 wi01118928      ISS1:1OF1       p32922_1  02/02/2017  p32922_1.cpl   NO
0312 wi01068669      ISS1:1OF1       p32333_1  02/02/2017  p32333_1.cpl   NO
0313 wi01137003      ISS1:1OF1       p33053_1  02/02/2017  p33053_1.cpl   NO
0314 wi01165870      ISS1:1OF1       p33238_1  02/02/2017  p33238_1.cpl   NO
0315 wi01136194      ISS:1OF1        p33051_1  02/02/2017  p33051_1.cpl   NO
0316 wi01068751      ISS1:1OF1       p32445_1  02/02/2017  p32445_1.cpl   NO
0317 wi01075353      ISS1:1OF1       p32613_1  02/02/2017  p32613_1.cpl   NO
0318 wi01208515      ISS1:1OF1       p33455_1  02/02/2017  p33455_1.cpl   NO
0319 wi01165461      ISS1:1OF1       p33237_1  02/02/2017  p33237_1.cpl   NO
0320 wi01132222      ISS1:1OF1       p33023_1  02/02/2017  p33023_1.cpl   NO
0321 WI0110261       ISS1:1OF1       p32758_1  02/02/2017  p32758_1.cpl   NO
0322 CS1000-7202     ISS1:1OF1       p33646_1  02/02/2017  p33646_1.cpl   NO
0323 CS1000-7326     ISS1:1OF1       p33699_1  02/02/2017  p33699_1.cpl   NO
0324 CS1000-7357     ISS1:1OF1       p33698_1  02/02/2017  p33698_1.cpl   NO
0325 CS1000-7265     ISS1:1OF1       p33666_1  02/02/2017  p33666_1.cpl   NO
0326 CS1000-7140     ISS1:1OF1       p33624_1  02/02/2017  p33624_1.cpl   NO
0327 CS1000-7062     ISS1:1OF1       p33579_1  02/02/2017  p33579_1.cpl   NO
0328 CS1000-7359     ISS1:1OF1       p33700_1  02/02/2017  p33700_1.cpl   NO
0329 CS1000-6980     ISS1:1OF1       p33586_1  02/02/2017  p33586_1.cpl   NO
0330 CS1000-7036     ISS1:1OF1       p33566_1  02/02/2017  p33566_1.cpl   NO
0331 CS1000-7101     ISS1:1OF1       p33641_1  02/02/2017  p33641_1.cpl   NO
0332 CS1000-6546     ISS1:1OF1       p33597_1  02/02/2017  p33597_1.cpl   NO
0333 CS1000-7231     ISS1:1OF1       p33652_1  02/02/2017  p33652_1.cpl   NO
0334 CS1000-7296     ISS1:1OF1       p33681_1  02/02/2017  p33681_1.cpl   NO
0335 CS1000-7323     ISS1:1OF1       p33688_1  02/02/2017  p33688_1.cpl   NO
0336 CS1000-7262     ISS1:1OF1       p33665_1  02/02/2017  p33665_1.cpl   NO
0337 CS1000-7061     ISS1:1OF1       p33575_1  02/02/2017  p33575_1.cpl   NO
0338 CS1000-7154     ISS1:1OF1       p33619_1  02/02/2017  p33619_1.cpl   NO
0339 CS1000-7081     ISS1:1OF1       p33585_1  02/02/2017  p33585_1.cpl   NO
0340 cs1000-7128     ISS1:1OF1       p33605_1  02/02/2017  p33605_1.cpl   NO
0341 CS1000-7053     ISS1:1OF1       p33574_1  02/02/2017  p33574_1.cpl   NO
0342 CS1000-7461     ISS1:1OF1       p33736_1  02/02/2017  p33736_1.cpl   NO
0343 CS1000-7015     ISS1:1OF1       p33606_1  02/02/2017  p33606_1.cpl   NO
0344 cs1000-7223     ISS1:1OF1       p33647_1  02/02/2017  p33647_1.cpl   YES
0345 CS1000-7143     ISS1:1OF1       p33614_1  02/02/2017  p33614_1.cpl   NO
0346 cs1000-7160     ISS1:1OF1       p33621_1  02/02/2017  p33621_1.cpl   NO
0347 CS1000-7253     ISS1:1OF1       p33662_1  02/02/2017  p33662_1.cpl   NO
0348 CS1000-7337     ISS1:1OF1       p33696_1  02/02/2017  p33696_1.cpl   NO
0349 CS1000-7462     ISS1:1OF1       p33737_1  02/02/2017  p33737_1.cpl   NO
0350 cs1000-7029     ISS1:1OF1       p33563_1  02/02/2017  p33563_1.cpl   NO
0351 CS1000-7366     ISS1:1OF1       p33702_1  02/02/2017  p33702_1.cpl   NO
0352 cs1000-7269     ISS1:1OF1       p33670_1  02/02/2017  p33670_1.cpl   NO
0353 CS1000-7313     ISS1:1OF1       p33692_1  02/02/2017  p33692_1.cpl   NO
MDP>LAST SUCCESSFUL MDP REFRESH :2016-12-20 10:09:17(Local Time)
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2016-12-20 03:51:22(est)
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Appendix B

Example of an agent phoneset used for compliance testing.

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DES  1140
TN   096 0 00 06  VIRTUAL
TYPE 1140
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00001
CUR_ZONE 00001
MRT
ERL  0
ECL  0
FDN  7000
TGAR 0
LDN  NO
NCOS 0
SGRP 0
RNPG 0
SCI  0
SSU
LNRS 16
XLST
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS  UNR FBD WTA LPR MTD FNA HTD TDD HFD CRPD
     MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
     POD SLKD CCSD SWD LNA CNDA
     CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
     ICDD CDMD LLCN MCTD CLBD AUTU
     GPUD DPUD DNDA CFXD ARHD FITD CNTD CLTD ASCD
     CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
     UDI RCC HBTD AHD IPND  DDGA NAMA MIND PRSD NRWD NRCD NROD
     DRDD EXR0
     USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3 MCBN
     FDSD NOVD VOLA VOUD CDMR PRED RECD MCDD T87D SBMD
     KEM3 MSNV FRA  PKCH MUTA MWTD DVLD CROD ELCD
CPND_LANG ENG
RCO  2
HUNT
PLEV 02
PUID
UPWD
DANI NO
SPID NONE
AST  00 03
IAPG 1
AACS YES
ACQ  AS: TN,AST-DN,AST-POSID
ASID 16
SFNB  1  2  3  4  5  6  7  8  9  10  11  12  13  15  16  17  18  19  21  22  23  24
25  26  28  29  31  33  34  35  36  37  38  39
SFRB  1  2  15
USFB  1  2  3  4  5  6  7  9  10  11  12  13  14  15
```


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```
CALB  0  1  3  4  5  6  8  9  10  11  12
FCTB
ITNA NO
DGRP
PRI  01
MLWU_LANG 0
MLNG ENG
DNDR 0
KEY  00 ACD 6666 0  3906
     AGN
        ANIE 0
     01 NRD
     02 MSB
     03 SCR 3206 0     MARP
        ANIE 0
     04
     05 ACNT
     06
     07
     08
     09
     10
     11
     12
     13
     14
     15
     16
     17 TRN
     18 AO6
     19 CFW 16  3220
     20 RGA
     21 PRK
     22 RNP
     23
     24 PRS
     25 CHG
     26 CPN
```


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Example of the ACD Q used during compliance testing.

```
REQ  prt

TYPE acd

CUST 0

ACDN 6666


TYPE ACD
CUST 0
ACDN 6666
MWC  NO
DSAC NO
MAXP 10
SDNB NO
BSCW NO
ISAP NO
AACQ NO
RGAI NO
ACAA NO
FRRT
SRRT
NRRT
FROA NO
CALP POS
ICDD NO
NCFW
FNCF NO
CWTT NONE
HMSB NO
ACPQ NO
FORC NO
RTQT 0
SPCP NO
OBTN NO
RAO  NO
CWTH 1
NCWL NO
BYTH 0
OVTH 2047
TOFT NONE
HPQ  NO
OCN  NO
OVDN
IFDN
OVBU LNK LNK LNK LNK
EMRT
MURT
RTPC NO
HOML NO
RDNA NO
LABEL_KEY0 NO
ACNT
NRAC YES
NDFL
DAL  NO
RPRT NO
RAGT 4
```


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```
DURT 30
RSND 4
FCTH 20
CRQS 100
CCBA NO
SIPQ NO
IVR  NO
OBSC NO
OBPT 5
CWNT NONE
```

Example of the CDN used during compliance testing.

```
REQ  prt

TYPE cdn

CUST 0

CDN  6100


TYPE CDN
CUST 0
CDN  6100
FRRT
SRRT
FROA NO
UUI  NO
MURT
CDSQ NO
DFDN 6666
NAME NO
CMB  NO
CEIL 2047
CLRO NO
OVFL NO
TDNS YES
RPRT YES
AACQ YES
ASID 16
SFNB 11  16  18  19  33  34  35  36  37  38  39
USFB 1  2  3  4  5  6  7  9  10  11  12  13  14  15
CALB 0  1  2  3  4  5  6  8  9  10  11  12
CNTL YES
VSID
HSID
CWTH 1
BYTH 0
OVTH 2047
ACNT
```


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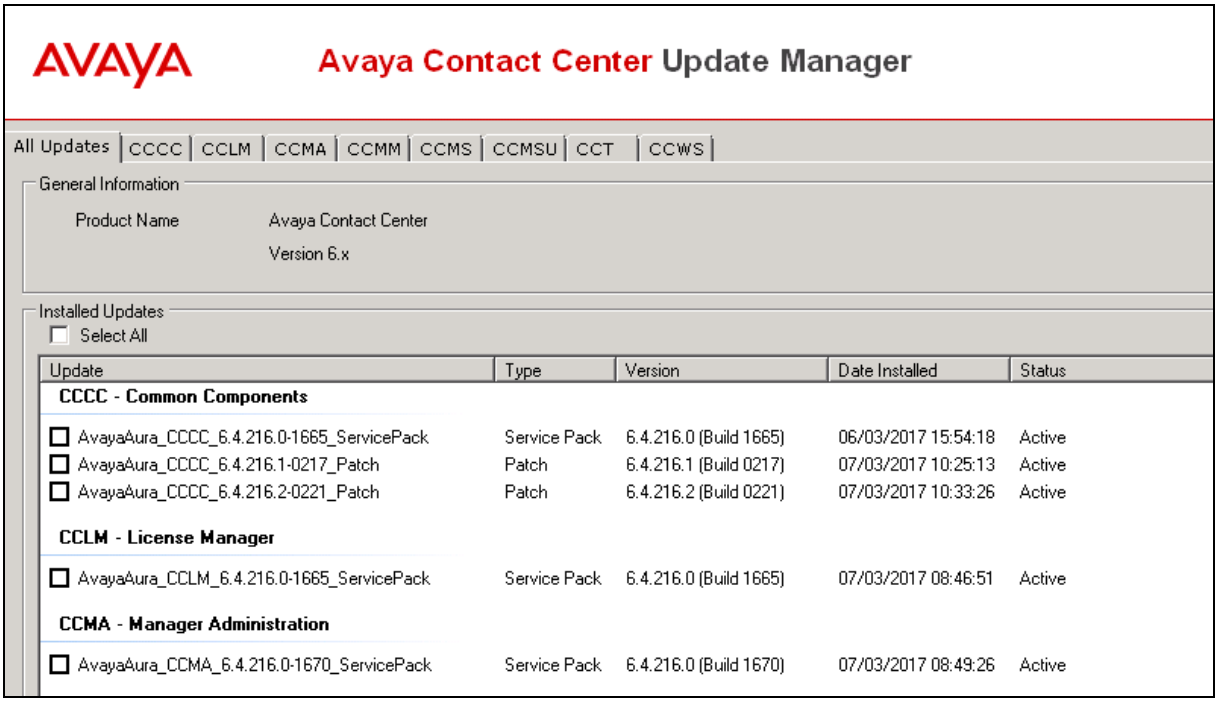
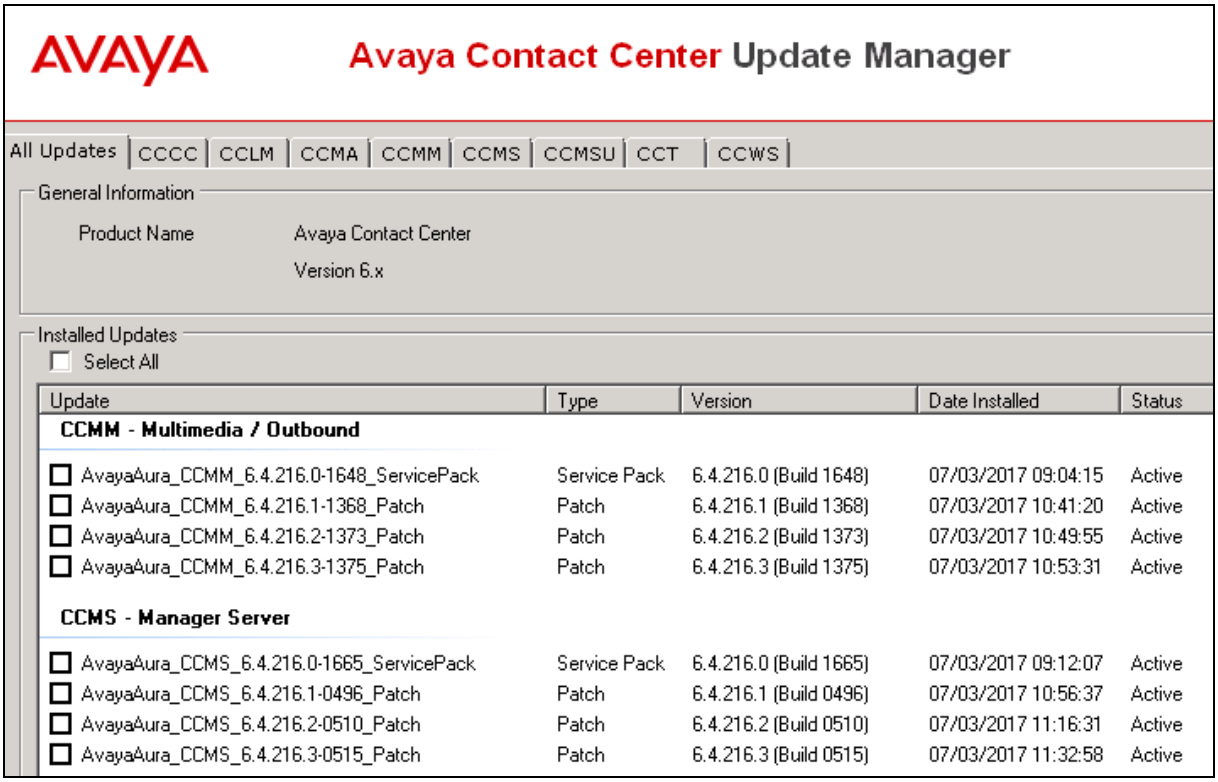
Appendix C

Avaya Aura® Contact Centre R6.4 Service Pack16 and Rollup Patches



Update	Type	Version	Date Installed	Status
CCCC - Common Components				
AvayaAura_CCCC_6.4.216.0-1665_ServicePack	Service Pack	6.4.216.0 (Build 1665)	06/03/2017 15:54:18	Active
AvayaAura_CCCC_6.4.216.1-0217_Patch	Patch	6.4.216.1 (Build 0217)	07/03/2017 10:25:13	Active
AvayaAura_CCCC_6.4.216.2-0221_Patch	Patch	6.4.216.2 (Build 0221)	07/03/2017 10:33:26	Active
CCLM - License Manager				
AvayaAura_CCLM_6.4.216.0-1665_ServicePack	Service Pack	6.4.216.0 (Build 1665)	07/03/2017 08:46:51	Active
CCMA - Manager Administration				
AvayaAura_CCMA_6.4.216.0-1670_ServicePack	Service Pack	6.4.216.0 (Build 1670)	07/03/2017 08:49:26	Active



Update	Type	Version	Date Installed	Status
CCMM - Multimedia / Outbound				
AvayaAura_CCMM_6.4.216.0-1648_ServicePack	Service Pack	6.4.216.0 (Build 1648)	07/03/2017 09:04:15	Active
AvayaAura_CCMM_6.4.216.1-1368_Patch	Patch	6.4.216.1 (Build 1368)	07/03/2017 10:41:20	Active
AvayaAura_CCMM_6.4.216.2-1373_Patch	Patch	6.4.216.2 (Build 1373)	07/03/2017 10:49:55	Active
AvayaAura_CCMM_6.4.216.3-1375_Patch	Patch	6.4.216.3 (Build 1375)	07/03/2017 10:53:31	Active
CCMS - Manager Server				
AvayaAura_CCMS_6.4.216.0-1665_ServicePack	Service Pack	6.4.216.0 (Build 1665)	07/03/2017 09:12:07	Active
AvayaAura_CCMS_6.4.216.1-0496_Patch	Patch	6.4.216.1 (Build 0496)	07/03/2017 10:56:37	Active
AvayaAura_CCMS_6.4.216.2-0510_Patch	Patch	6.4.216.2 (Build 0510)	07/03/2017 11:16:31	Active
AvayaAura_CCMS_6.4.216.3-0515_Patch	Patch	6.4.216.3 (Build 0515)	07/03/2017 11:32:58	Active

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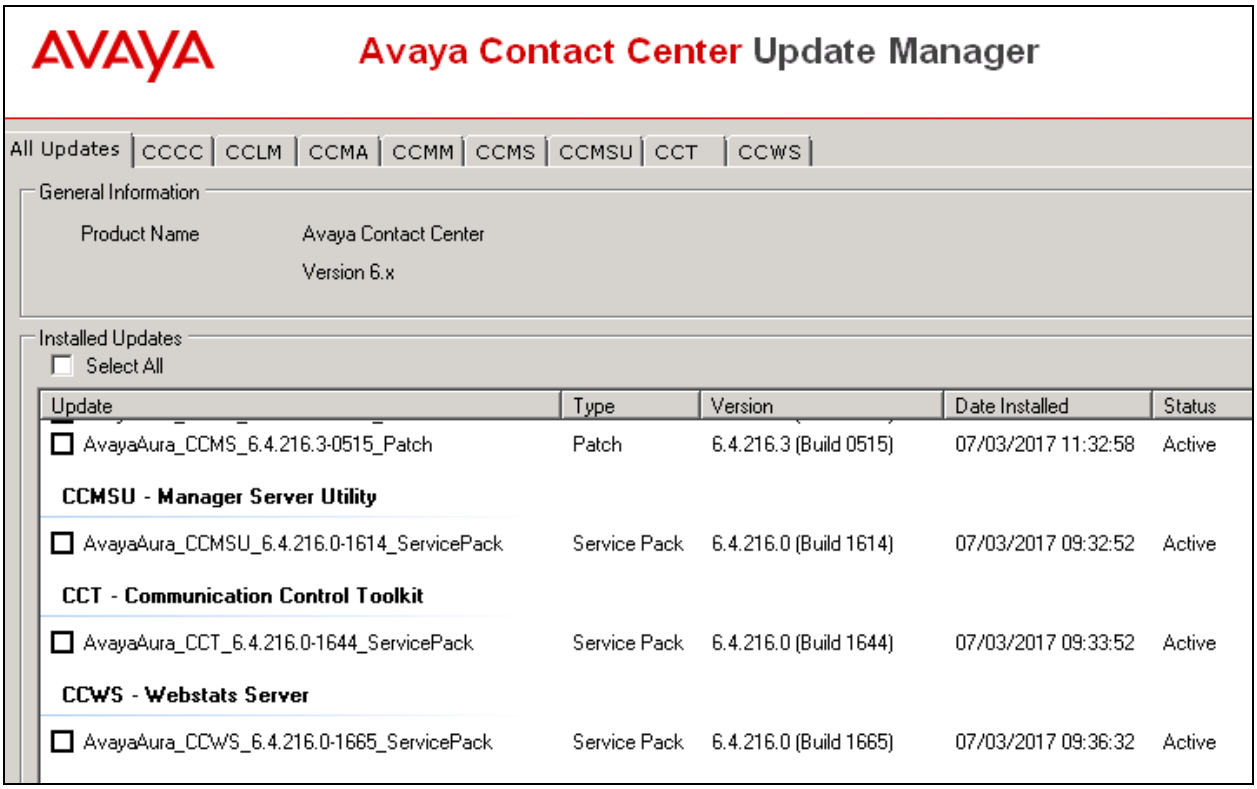

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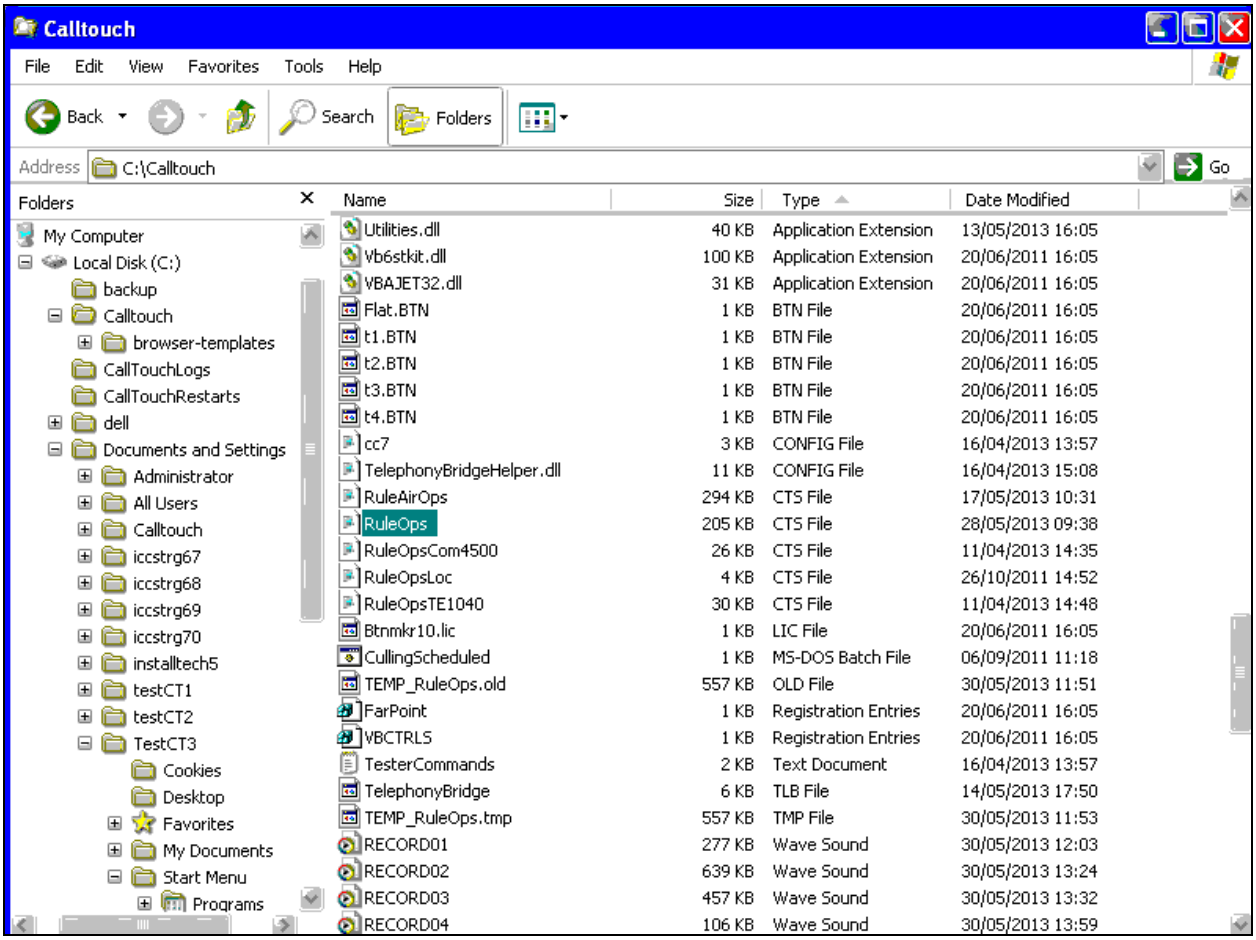
Appendix D

Navigate to **C:\Calltouch** in order to open **RuleOps.**



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This is an example of a file called RuleOps which contains information on the connection to the Avaya Aura® Contact Centre. Please note this is only shown as an example for further information regarding the setup of the CallTouch solution. Please contact Northgate as outlined in **Section 2.3** of these Application Notes

```
[PROCEDURES-REGISTERPABX]
    CALL TIMECALC,KillEvent,REGISTER_PABX
    IF [$NORTEL_INIT],=,1
        IF [$NortelRegistered],=,0
            ASSIGN $PABXPart1,<pabxConfig xmlns="http://www.northgate-is.com/calltouch/telephonymodelconfig" xmlns:xs
            ASSIGN $PABXPart2," typeName="cc7"><address>
            ASSIGN $PABXPart3,</address><port>29373</port><username>
            ASSIGN $PABXPart4,</username><password>
            ASSIGN $PABXPart5,</password><domain>localhost</domain><reconnectInterval>00:00:10</reconnectInterval><co
            ASSIGN $PABXPart6,<deviceMonitorRecoveryInterval>00:00:20</deviceMonitorRecoveryInterval><synchronousCall
            ASSIGN $PABXPart7,<isHotDeskingEnabled>true</isHotDeskingEnabled><isSingleSignOn>true</isSingleSignOn></p
            //ASSIGN $PABXPart7,<isHotDeskingEnabled>true</isHotDeskingEnabled><isSingleSignOn>false</isSingleSignOn>
            IF [LEFT,[NAME],3],<>,BSE
                // Switch on-site setup.
                ASSIGN $PABXID,10000
                ASSIGN $PABXAddress,172.17.2.122
                //ASSIGN $PABXUser,[$OPNAME]
                //ASSIGN $PABXPassword,password_123
                ASSIGN $PABXUser,
                ASSIGN $PABXPassword,
            ELSE
                // Switch in the office setup.
                ASSIGN $PABXID,10000
                //ASSIGN $PABXAddress,152.114.255.239
                ASSIGN $PABXAddress,192.168.50.50
                //ASSIGN $PABXUser,
                //ASSIGN $PABXPassword,
                ASSIGN $PABXUser,
                ASSIGN $PABXPassword,
            ENDIF
```


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