

Avaya Solution & Interoperability Test Lab

Application Notes for Enghouse Interactive Communications Center 2016 with Avaya IP Office 9.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Enghouse Interactive Communications Center 2016 to interoperate with Avaya IP Office 9.1. Enghouse Interactive Communications Center is a multi-channel and multi-contact solution that can handle voice, fax, web, and email contacts.

The compliance testing focused on the voice integration with Avaya IP Office using the TAPI and SIP user interfaces.

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

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

1. Introduction

These Application Notes describe the configuration steps required for Enghouse Interactive Communications Center (EICC) 2016 to interoperate with Avaya IP Office 9.1. EICC is a multichannel and multi-contact solution that can handle voice, fax, web, and email contacts. The compliance testing focused on the voice integration with Avaya IP Office using the TAPI and SIP user interfaces.

The TAPI 2 in third party mode interface is used by EICC to monitor groups and agent users on Avaya IP Office. Incoming calls are routed by EICC to available agents using the TAPI line redirect capability.

The agents are configured as users on Avaya IP Office, with the ACD functionality provided by EICC. The agents have desktop computers running the Enghouse Interactive Executive Desktop client software. Upon notified of an incoming group call via TAPI events, EICC redirects the call to an available agent, and populates the answering agent's desktop screen with call related information received via the TAPI interface. Call related actions such as answering of incoming calls can be initiated via the agent desktop, or via the agent telephone. The call related actions from the agent desktops are supported by EICC using TAPI line control capabilities.

The SIP user interface is used by EICC along with the Aculab SIP stack to support voicemail, announcement, and basic call recording features. Voicemail and announcement calls are redirected to an available SIP user to terminate to EICC, and recording is accomplished by intruding a virtual SIP user onto the active call to pick up the media.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the EICC application, the application automatically requests monitoring of devices.

For the manual part of the testing, incoming calls were made to the general routing groups. EICC used the TAPI event messages to track agent states, and specify calls to be redirected to available agents. Manual call controls from both the agent desktops and the agent telephones were exercised to verify remaining features such as answering and transferring of calls.

Voicemail was tested by not answering personal calls at the agent, and have the call cover to EICC for proper leaving of voice message and activation of message waiting indicator (MWI). Manual call was then made from the agent to the Voicemail group for retrieval of voice message and proper deactivation of MWI.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to the EICC server and clients.

The verification of tests included human checking of proper states at the agent desktop and telephone screens, and of reviewing the log files from EICC.

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 compliance testing included feature and serviceability areas.

The feature testing focused on verifying the following on EICC:

- Virtual SIP user registrations, G.711and G.729 codec, and inbound DTMF.
- Use of TAPI functions to monitor users and groups, route incoming calls, support call control via agent desktops, set call forwarding and MWI.
- Proper handling of call scenarios including incoming calls to different groups, hold, reconnect, blind/attended transfer, attended conference, voicemail, announcement, call forwarding, MWI, hot desking, supervisor monitor, outgoing call, outpulse of DTMF digits, and recording of basic calls.

The serviceability testing focused on verifying the ability of EICC to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to EICC server and clients.

2.2. Test Results

All test cases were executed and verified. The following were observations on EICC from the compliance testing.

- By design, for a hold and reconnect call scenario, the basic call recording feature captures the audio up to the hold action.
- For the attended conference scenarios, the last party remaining on the call needed to drop the call manually. This can be performed from either the telephone or from the desktop when applicable.
- For the attended conference scenario, after the conference-from agent drops from the conference first, the entry associated with the PSTN caller in the conference-to agent Conference Call detail section was removed. However, this did not impact the remaining call between the conference-to agent and the PSTN caller.
- For the attended conference scenario, after the PSTN caller drops from the conference first, the Conference Call detail section for both the conference-from and the conference-to agents continued to include the entry associated with the PSTN caller. However, this did not impact the remaining call between the two agents.

2.3. Support

Technical support on EICC can be obtained through the following:

- **Phone:** (800) 513-2810
- Web: <u>www.enghouseinteractive.com</u>
- Email: <u>usa.support@zeacom.com</u>

3. Reference Configuration

The configuration used for the compliance testing is shown below.

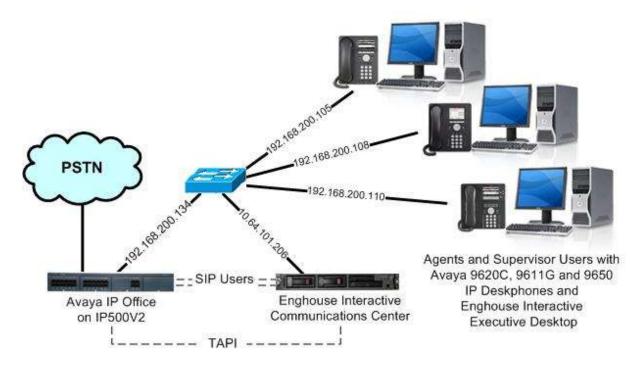


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version				
Avaya IP Office on IP500V2	9.1.400.137				
Avaya 9620C & 9650 IP Deskphones (H.323)	3.250A				
Avaya 9611G IP Deskphone (H.323)	6.6029				
 Enghouse Interactive Communications Center on Windows Server 2012 R2 Avaya IP Office TAPI2 Driver (tspi2w) Aculab SIP Stack 	2016 (9.0.0.4388) Standard 1.0.0.42 2.0.11				
Enghouse Interactive Executive Desktop	2016 (9.0.0.4334)				

Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 only.

5. Configure Avaya IP Office

This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify license
- Administer groups
- Administer agent users
- Assign agents users to monitor group
- Administer supervisors
- Obtain LAN IP address
- Administer SIP registrar
- Administer SIP extensions
- Administer SIP users
- Administer short code

5.1. Verify License

From a PC running the IP Office Manager application, select **Start** \rightarrow **All Programs** \rightarrow **IP Office** \rightarrow **Manager** to launch the application. Select the proper IP Office system, and log in using the appropriate credentials.

The Avaya IP Office Manager screen is displayed. From the configuration tree in the left pane, select License to display the licenses in the right pane. Verify that the license Status for 3rd Party IP Endpoints and CTI Link Pro are "Valid", as shown below.

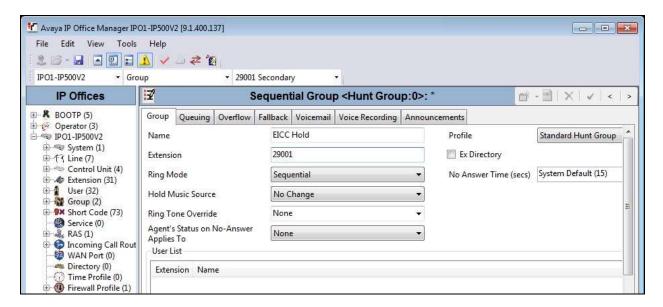
File Edit View Tools F						
IP Offices			1		📸 - 🖻 🗙	√ <
EOOTP (5)	License Remote Server					
Operator (3) IPO1-IP500V2	Feature	License	Instances	Status	Expiry Date	•
🗄 🗠 System (1)	3rd Party IP Endpoints	iX5jrTV	255	Valid	Never	
由一行了 Line (7)	Advanced Edition	IAV@91	255	Valid	Never	
⊕ ≪ Control Unit (4) ⊕ & Extension (31)	AUDIX Voicemail	S4Trwd	255	Valid	Never	
User (32)	Avaya IP endpoints	syn6cL	255	Valid	Never	
Group (2)	Avaya IP endpoints	Virtual	12	Valid	Never	
🕀 🕬 Short Code (73)	Avaya SIP Softphone	Virtual	254	Valid	Never	
Service (0)	Avaya Softphone License	XAmMr	255	Valid	Never	
🕀 💑 RAS (1)	CTI Link Pro	NAMnt	255	Valid	Never	1.000
Generation (0) Generation (0)	Essential Edition	stxTs5g	255	Valid	Never	
Directory (0)	Essential Edition Additional Voice	IAebK	255	Valid	Never	
	IP500 Universal PRI (Additional cha	V4cB1y	255	Valid	Never	
🗄 📵 Firewall Profile (1)	IP500 Voice Networking Channels	2TD5VF	255	Valid	Never	
🗄 🌃 IP Route (2)	Mobile User Upgrade	hAt6KP	255	Valid	Never	
Account Code (2)	Mobile Worker	@vCcc	255	Valid	Never	
	Office Worker	vtcOwS	255	Valid	Never	
E User Rights (8)	Office Worker Upgrade	Ah1UO		Valid	Never	

TLT; Reviewed: SPOC 3/21/2016

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5.2. Administer Groups

From the configuration tree in the left pane, right-click on **Group** and select **New** from the popup list to add a new group. For **Name** and **Extension**, enter desired values. Retain the default values for the remaining fields.



Select the Voicemail tab, and uncheck Voicemail On as shown below.

Avaya IP Office Manager IP File Edit View Tools	Help		Ē	1 Secondar	y	-			
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BOOTP (5)	Group	Queuing	Overflow	Fallback	Voicemail	Voice Recording	Announcements		
	Confirm Voicer Voicer (a) Off	nail Code n Voicemail nail Email mail Email – E O Copy		ard 💿 A	lert] Voicemail] Broadcast	wer Time (secs) Help

Repeat this section to create the groups shown below. These groups are used by EICC for routing and handling of incoming calls.

Extension	Name
29001	EICC Hold
29002	EICC Voicemail
29003	EICC Operator
29004	EICC Monitor
29005	EICC Fallback
29006	EICC Sales
29007	EICC Support

The created groups are shown in the left pane of the screenshot below.

Avaya IP Office Manager IPO1-IP500V2 [9.1.4 File Edit View Tools Help	 ▲ 29007 EICC Support ▼ 	
IP Offices	Sequential Group EICC Support: 29007	📑 • 🖻 🗙 🗸 🗸 🕹
BOOTP (5) Operator (3)	Group Queuing Overflow Fallback Voicemail Voice Recording Announc	ements
	Voicemail Code Confirm Voicemail Code Voicemail Email Voicemail Email Off Copy Forward Alert	 Voicemail On Voicemail Answer Time (secs) Voicemail Help Broadcast UMS Web Services

5.3. Administer Agent Users

From the configuration tree in the left pane, select the first user that will be used for answering ACD calls, in this case "20031". Select the **Voicemail** tab, and uncheck **Voicemail On** as shown below.

Avaya IP Office Manager IPO1-IP50 File Edit View Tools Help File Edit View Tools Help		
IP Offices	I Extn20031: 20031*	💣 • 🖻 🗙 🗸 < >
User (32) RemoteManager 20001 Extn20001 20002 Extn20002 20003 Extn20003 20004 Extn20004 20005 Extn20004 20020 Extn20020 20021 Extn20021 20022 Extn20022 20023 Extn20023 20024 Extn20024 20031 Extn20031 20032 Extn20031 20033 Extn20033	User Voicemail DND Short Codes Source Numbers Telephony Forwarding Dial Voicemail Code	In Voice Recording Butt Voicemail On Voicemail Help Voicemail Ringback Voicemail Email Reading UMS Web Services E

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Uncheck **Cannot be Intruded**, and set **Can Intrude** to the desired setting.

Image: Supervisor Settings Multi-line Options Call Log Tul Image: Supervisor Settings Monitor Group None> Force Account Code Image: Supervisor Settings Monitor Group	Manager IP Office Manager IP01-IP50	0V2 [9.1.400.137]	
IPO1-IP500V2 User 20031 Extn20031 IP Offices Extn20031: 20031* Image: Control Unit (4) System (1) User Voicemail DND Short Codes Source Numbers Telephony Forwarding Dial In Voice Recording Butt (*) System (1) Login Code Call Settings Supervisor Settings Multi-line Options Call Log TUI Image: Control Unit (4) Control Unit (4) Confirm Login Code Force Login Force Login Image: Control Unit (4) Confirm Login Code Confirm Login Code Force Account Code Image: Control Unit (4) Confirm Login Code Image: Confirm Login Code Force Authorization Code Image: Control Unit (4) Status on No-Answer Logged On (No change) Incoming Call Bar Outgoing Call Bar Image: Construction Substandonos Reset Longest Idle Time Can Intrude Cannot be Intruded Image: Construction Substandonos All Calls Cannot be Intruded Cannot be Intruded	File Edit View Tools Help		
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User Voicemail DND Short Codes Source Numbers Telephony Forwarding Dial in Voice Recording Butt No IP01-IP500V2 System (1) Image: Supervisor Settings Multi-line Options Call Log TUI Image: System (1) Image: Control Unit (4) Control Unit (4) Confirm Login Code Image: Control Unit (4) Image: Control Unit (4) <t< th=""><th>IP Offices</th><th>Extn20031: 20031*</th><th>📸 • 🖻 🗙 🗸 < ></th></t<>	IP Offices	Extn20031: 20031*	📸 • 🖻 🗙 🗸 < >
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20032 Extra0032 Deny Auto Intercom Calls		Confirm Login Code Login Idle Period (secs) Monitor Group <none> Coverage Group <none> Status on No-Answer Logged On (No change) Reset Longest Idle Time</none></none>	 Force Account Code Force Authorization Code Incoming Call Bar Outgoing Call Bar Inhibit Off-Switch Forward/Transfer Can Intrude Cannot be Intruded Can Trace Calls

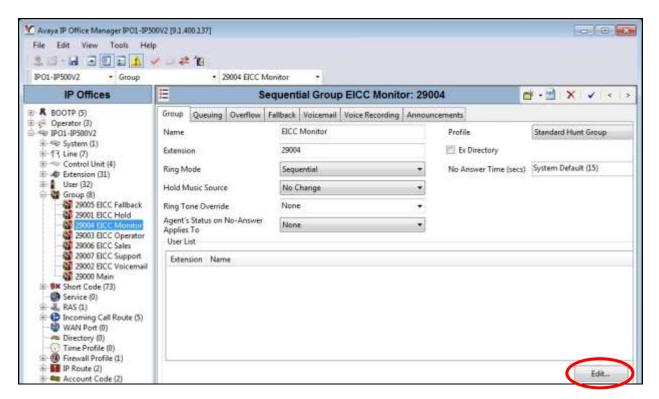
Select the **Forwarding** tab. Check **Forward On Busy**, **Forward On No Answer**, and **Forward Internal calls**. For **Forward Number**, enter the EICC Voicemail group extension from **Section 5.2**.

Repeat this section for all users that will be used for answering ACD calls. In the compliance testing, two users with extensions "20031" and "20032" were configured.

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⊟ †7 Line (7) ▲	User	Voicemail	DND	Short Codes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Butt 1
	Block	c Forwarding								
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E	Follow Me Number								•	
⊕ 🛷 Extension (31) ⊡ 📲 User (32)										
NoUser	Forw	ard Uncondit	tional							
RemoteManager	To Vo	picemail								
20002 Extn20002	Forw	ard Number			20035					
20003 Extn20003	Forw	ard Hunt Gro	up Calls		V					
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20033 Extn20033	Forw	ard Internal o	alls							

5.4. Assign Agent Users to Monitor Group

From the configuration tree in the left pane, select the EICC Monitor group, in this case "29004". Click on **Edit** in the **User List** section to add members. In the next screen (not shown), select all agent users from **Section 5.3**.



The resultant screen after the selection is shown below.

IP Offices	3	Seq	uential Group	EICC Monito	r: 29004"	5	🖆 • 🔛 🗙 🔽 🤟		
BOOTP (5)	Group Queuing	Overflow Fa	llback Voicemail	Voice Recording	Announcen	nents	Standard Hunt Group s) System Default (15)		
Greator (3) Great (3)	Name Extension Ring Mode Hold Music Source Ring Tone Overrid Agent's Status on Applies To User List	E	EICC Monitor 29004 Sequential No Change None			Profile Ex Directory No Answer Time (secs			

5.5. Administer Supervisors

From the configuration tree in the left pane, select the first user that will be used as the supervisor, in this case "20035".

Avaya IP Office Manager IPO1-IP5 File Edit View Tools Hel	p							
IPO1-IP500V2 • User	 20035 Extr 		•					
IP Offices	2	E	xtn20035: 200)35*				×
20019 Extn20019	User Voicemail DND	Short Codes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Prog 🔹 🕨
1 20021 Extn20021	Voicemail Code						Voicemail On	
20022 Extn20022 20023 Extn20023	Confirm Voicemail Code] Voicemail Help	
20024 Extn20024 20031 Extn20031	Voicemail Email					17	Voicemail Ringt	back
20032 Extn20032] Voicemail Email	l Reading
20035 Extn20035							UMS Web Servio	ces

Select the Voicemail tab, and uncheck Voicemail On as shown below.

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Check **Can Intrude**, and set **Cannot be Intruded** to the desired setting. For **Monitor Group**, select the EICC Monitor group from **Section 5.2**.

							×		n20035	0035 Extr	Protect (🖬 🛋 🖭 📰 🔔 🔹 0V2 - User			
User Voicemail DND Short Codes Source Numbers Felephony Forwarding Dial In Voice Red User Voicemail DND Short Codes Source Numbers Felephony Forwarding Dial In Voice Red 20001 Extraction Call Settings Supervisor Settings Multi-line Options Call Log TUI 20001 Extractoria Confirm Login Code Image: Confirm Log	• 🔟 🕺 🔨 🔍	📥 - 🔛 🛛	ť		35*	5: 200	ktn200	E				17	POffices			
Image: NoUser Call Settings Supervisor Settings Multi-line Options Call Log TUI Image: NoUser 20001 Extn20001 Login Code Image: Nouser	cording Button Prog	Voice Recording	ng Dial In Voice	Forwarding	Telephony	umbers	Source	t Codes	Short	DND	Voicemai	User	(tension (st)			
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- 20033 Extn20033		unt Code orization Code Call Bar Call Bar Switch Forward/Tra	Force Account Co Force Authorizatic Incoming Call Bar Outgoing Call Bar Inhibit Off-Switch] [] Fc] [] Fc] [] 0 [] 0 [] 1n		<none> Logged On (No change)</none>						Confirm Login Code Login Idle Period (secs) Monitor Group Coverage Group Status on No-Answer				
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Select the **Forwarding** tab. Check **Forward On Busy**, **Forward On No Answer**, and **Forward Internal calls**. For **Forward Number**, enter the EICC Voicemail group extension from **Section 5.2**.

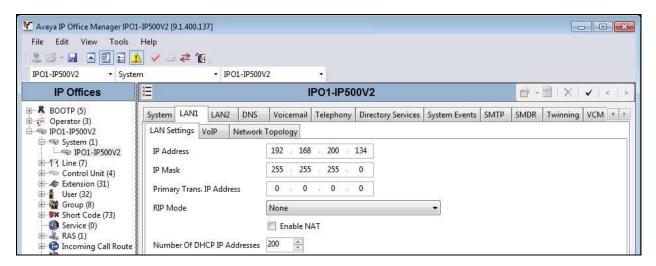
Repeat this section for all supervisors. In the compliance testing, one supervisor with extension "20035" was configured.

Avaya IP Office Manager IPO1-IP50		00.137]								
File Edit View Tools Help										
2 - 1 - 2 - 1 - 2 -	- 2									
IPO1-IP500V2 • User		▼ 20	035 Extn	20035	-					
IP Offices	2			E	xtn20035: 20	035*			📥 🗕 🔄	X ✓ <
Extension (31)	User	Voicemail	DND	Short Codes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recordin	g Button Prog 4
NoUser RemoteManager 20001 Extn20001 20002 Extn20002	Block	Forwarding								
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20041 Sip20041 Group (8) Short Code (73)	Forwa	rd On Busy								
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🗄 📵 Firewall Profile (1)										

5.6. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the system screen in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab.

Make a note of the IP Address, which will be used later to configure EICC. Note that IP Office can support SIP on the LAN1 and/or LAN2 interfaces, and the compliance testing used the LAN1 interface.



5.7. Administer SIP Registrar

Select the VoIP sub-tab. Make certain that SIP Registrar Enable is checked, as shown below.

2	1	▼ IPO1-IP500V	/2	·								
IP Offices			1	PO1-IP50	0V2				er - 🖻	X	✓ <	
BOOTP (5)	System LAN1 L	AN2 DNS	Voicemail	Telephony	Directory Se	ervices	System Events	SMTP	SMDR Tw	inning	VCM 4	1
IPO1-IP500V2	LAN Settings Vol	P Network	Topology									
System (1)	H323 Gatekee	nos Enable										*
⊕ 作 Line (7)	Auto-create E	i.c.		uto-create U	cer		H323 Rem	ote Evto F	Enable			
E Control Unit (4)	Auto-create c	XIII		dto-create o	201				Incise.		1.4.1	
⊕- 🎻 Extension (31) ⊕- 🛔 User (32)							Remote Call S	Signalling	Port 1720		×	
🗄 🖓 Group (8)	SIP Trunks En	able										H
Short Code (73)	📝 SIP Registrar E	nable										
🗄 💑 RAS (1)	Auto-create E							1	SIP Remote	- Fxtn Fn	able	
Incoming Call Route WAN Port (0)		xeriy oser						1				
Directory (0)	Domain Name											
Time Profile (0)			UD	Р	UDP Port	5060	*	Rem	note UDP Port	5060		
🗄 🌆 IP Route (2)	Laver 4 Protocol		V TC	р	TCP Port	5060	A. 	Rem	note TCP Port	5060		
Account Code (2) License (33) Tunnel (0)			TLS	5	TLS Port	5061		Rem	note TLS Port	5061		

5.8. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension**, and select New \rightarrow SIP **Extension** from the pop-up list to add a new SIP extension. For **Base Extension**, enter an available extension number, in this case "20061". Uncheck Force Authorization, as shown below.

Repeat this section to add the desired number of SIP extensions with consecutive extension numbers. In the compliance testing, two SIP extensions "20061" and "20062" were created.

📶 Avaya IP Office Manager IP01	L-IP500V2 [9.1.400.137]		
File Edit View Tools			
IPO1-IP500V2 • Exten	sion • 8001 20031	*	
IP Offices	Z	SIP Extension: 8007 *	🖻 - 🖹 🗙 🗸 🖌
BOOTP (5)	Extn VoIP T38 Fax		
⊕ 👳 IPO1-IP500V2	Extension ID	8007	
System (1) IPO1-IP500V2	Base Extension	20061	
⊞…行了 Line (7) 重…≪⊃ Control Unit (4)	Caller Display Type	On	÷
⊕-≪ Extension (31) ⊕-⊈ User (32)	Reset Volume After Calls		
🗄 🖓 Group (8) 🗄 🖗 Short Code (73)	Device Type	Unknown SIP device	
● Service (0) ● 4 RAS (1) ● 1 Rooming Call Route	Location	Automatic	-
WAN Port (0)	Module	0	
- (i) Time Profile (0)	Port	0	
 IP Route (2) IP Route (2) IP Account Code (2) 	Force Authorization		

5.9. Administer SIP Users

From the configuration tree in the left pane, right-click on **User**, and select **New** from the pop-up list. For **Name** and **Full Name**, enter desired values. For **Extension**, enter the first SIP base extension from **Section 5.8**.

Manager IP Office Manager IPO1-IP500	IV2 [9.1.400.137]		
File Edit View Tools Help			
i 2 🖻 - 🖬 🔺 💽 🖬 🔥 🗸	⊴ ≉ ∕∎		
IPO1-IP500V2 • User	✓ 20035 Extr	20035 -	
IP Offices	1	<user:0>: *</user:0>	≝ - 🖻 X √ < >
	User Voicemail DND	Short Codes Source Numbers Telephony Forwarding Dial	In Voice Recording Button Pr
Operator (3) IPO1-IP500V2	Name	EICC20061	
🖶 🧠 System (1)			
● 行 Line (7)	Password		
Control Unit (4)	Confirm Password		
	Conference PIN		
Group (8)	Confirm Conference PIN		
⊕ 🕬 Short Code (73)	Confirm Conference PIN		
	Account Status	Enabled	▼ =
MAN Port (0)	Full Name	EICC SIP Port 1	
Directory (0)	Extension	20061	
	Email Address		
⊕ ₩ IP Route (2) ⊕ ₩ Account Code (2)	Locale		▼
License (33)	Priority	5	
⊕ 🙀 User Rights (8) ⊕ 🖌 ARS (1)	System Phone Rights	None	
- bocation (0)	Profile	Basic User	-
🗄 🎆 Authorization Code (2)		Receptionist	
		Enable Softphone	

Select the Voicemail tab, and uncheck Voicemail On as shown below.

V Avaya IP Office Manager IP01-IP50 File Edit View Tools Hele Control IP01-IP500V2 View	p ✔ _	i Extn20035	•					
IP Offices	IZ		<user:0>: *</user:0>				er - 🖻 🔿	$\langle v \langle \rangle$
K BOOTP (5) Operator (3) IPO1-P500V2 System (1) IPO1-P500V2 Control Unit (4) Section (33) User (32) Service (0) Service (0) Service (0) Doming Call Route (5)	User Voicemail I Voicemail Code Confirm Voicemail C Voicemail Email Voicemail Email	OND Short Codes		Telephony	Forwarding	E E E	Voice Recording Voicemail On Voicemail Help Voicemail Ringt Voicemail Email UMS Web Servio	pack Reading

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Check **Can Intrude** and **Cannot be Intruded**. For **Monitor Group**, select the EICC Monitor group from **Section 5.2**.

Repeat this section to add a new user for each SIP extension from **Section 5.8**. In the compliance testing, two users with extensions of "20061" and "20062" were created.

Avaya IP Office Manager IP01-IP50 File Edit View Tools Help Constraints I IP01-IP500V2 Vier	p	n20035 •				
IP Offices	12	<user:0>: *</user:0>				≝ • 🖹 × v •
BOOTP (5) Operator (3) IPO1-IP500V2	User Voicemail DND Call Settings Supervisor			Forwarding [Dial In	Voice Recording Button Pr 4
	Login Code Confirm Login Code			Forc	ce Login	
	Login Idle Period (secs) Monitor Group	EICC Monitor				unt Code orization Code
Service (0) AAS (1)	Coverage Group	<none></none>	•	📃 🛛 🕅 Inco	oming C	all Bar
Incoming Call Route (5) WAN Port (0) Directory (0) Time Profile (0)	Status on No-Answer	Logged On (No change)	·	🗾 🕅 Inhi		Switch Forward/Transfer
Firewall Profile (1) Firewall Profile (1) Firewall Profile (2) Account Code (2) Kicense (33) Tunnel (0)	Reset Longest Idle Tim All Calls External Incoming 	ie		1000000		intruded

5.10. Administer Short Code

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code for Call Listen. Configure the fields exactly as shown below. This fixed short code value will be used by EICC to intrude virtual SIP users onto active calls for basic call recording.

Avaya IP Office Manager IP01-IP50 File Edit View Tools Help	∕ <i>⊐ ≄ °</i> ⊡			
IP Offices	12	<short code:0="">: Dial*</short>	<u> ↓ × × ↓</u>	< >
	Short Code Code Feature Telephone Number Line Group ID Locale Force Account Code Force Authorization Code	*6*N# Call Listen N 0	•	

6. Configure Enghouse Interactive Communications Center

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

- Administer TAPI Driver
- Administer phone system type
- Administer phone system data
- Verify license
- Administer lines
- Administer queues
- Administer phonebook

The configuration of EICC is typically performed by Enghouse Interactive installation technicians or third party resellers. The procedural steps are presented in these Application Notes for informational purposes.

6.1. Administer TAPI Driver

From the EICC server, select Start \rightarrow Control Panel \rightarrow Phone and Modem, to display the Location Information screen. Enter the proper area code and any other pertinent data.

the following information about What country/region are you in	
United States	×
What area code (or city code)	are you in now?
303	
If you need to specify a carrier	code, what is it?
If you dial a number to access	an outside line, what is it?
The phone system at this locati	ion uses:
Tone dialing O Pulse dialog	alion

The Phone and Modem screen is displayed next. Select the Advanced tab, followed by Avaya IP Office TAPI2 Service Provider, as shown below. Click Configure.

6	Phone and Modem	×
Dialing Rules M	odems Advanced	
🕼 The fo	llowing telephony providers are insta	illed on this computer:
Providers:		
Avaya IP Office Microsoft HID F	TAPI2 Service Provider hone TSP	
	de Service Provider	
-		
	Add 😵 Rem	ove 😵 Configure
	Close Ca	ncel Apply

The Avaya TAPI2 configuration screen is displayed. For Switch IP Address, enter the IP address of IP Office. Select the radio button for Third Party, and enter the applicable IP Office password into the Switch Password field. Check ACD Queues as shown below.

Reboot the EICC server.

Switch IP Address	192.168.200.134	OK
		Cancel
🗋 Single User		-
User Name		
User Password		
Third Party		
Switch Password	******	
	Ex Directory Users	
	WAV Users	

6.2. Administer Phone System Type

At the conclusion of installation, the **Installation Process** screen will be displayed by the Installation Wizard. Follow [2] to import licenses and configure the default company.

The Installation Process screen shown below is displayed next. Click the **Run** icon associated with **Define Phone System Type**.

2018 AN 10		Defer place Carbon Tana
 Import Licenses Configure Default Company 	Register Completed	Define Phone System Type Run to select the PBX type to be installed. You can set up connection details and number plan information required to configure the CTI server.
➔ Define Phone System Type	Run	If this information is not known at this point, you can continue to the next step or Close now and complete
→ Set Phone System Data		this wizard at a later time. This step must be completed before beginning the Set Phone System Data step.
 Configure Email Notification 	😚 Run	
		What is the Phone System Type wizard?

The Phone System Type screen is displayed next. For PBX Type, select "Avaya IP Office".



6.3. Administer Phone System Data

The Installation Process screen shown below is displayed. Click the **Run** icon associated with **Set Phone System Data** \rightarrow **Configure PBX Connection** shown below.

🗸 Import Licenses	3	Configure PBX Connection
✓ Configure Default Company	6	Use the Connection Wizard to specify the SIP Registra IP address and port number.
✓ Define Phone System Type	(3	
🚯 Set Phone System Data		
Configure PBX Connection	Run	
Configure PBX Essentials	43	
Configure IP Voice Ports	3	
Configure Email Notification	3	

The Avaya IP Office PBX Setup Wizard \rightarrow Configure PBX Connection screen is displayed. For SIP Registrar IP Address, enter the IP address of IP Office.

Avaya	IP Office PBX Setup Wizard
Configure PBX Co	nnection
The System needs configur below.	ation data for the Avaya IP Office PBX. Please enter it
SIP Registrar IP Address:	192.168.200.134

Continue with the Installation Wizard until the Avaya IP Office PBX Setup Wizard \rightarrow Create **Park Queue** screen is displayed. For **Park Queue Number**, enter the extension of the EICC Hold group from Section 5.2.

۵	Avaya IP Office PBX Setup Wizard	x
	Create Park Queue	
	The Park queue is a Hunt Group for the management of parked calls.	
	This number is not normally dialed by users. It must be dialable by any dialogic voiceport installed in the system. This will appear as an entry in the General->System Queues section of this application.	
l	Park Queue Number: 29001	

The Avaya IP Office PBX Setup Wizard \rightarrow Create Voice Messaging Queue screen is displayed next. For Voice Messaging Queue Number, enter the extension of the EICC Voicemail group from Section 5.2.

	Avaya IP Office PBX Setup Wizard	x
Ci	reate Voice Messaging Queue	
Vo	e Voice Messaging Queue is a Hunt Group used as the Pilot Number to dial icemail. When a user activates a Presence Profile the system will forward their one to this number. The forward busy destination for users phones will need to set manually or via the PBX Maintenance interface.	
Th	is number is dialed by all users, and is normally an easily remembered number. is will appear as a entry in the General->System Queues section of this plication.	
Vo	ce Messaging Queue Number: 29002	

Continue with the Installation Wizard until the IP Voice Ports Setup \rightarrow Configure IP Voice Ports screen is displayed. For Start Extension, enter the first SIP base extension from Section 5.8. For Number of Ports, select the total number of SIP extensions from Section 5.8.

		IP Voi	ce Ports Setup	? X
Config	ure IP Vo	ice Ports		
	entries with ty		e SIP extensions on the PBX. 9 Port in the General->Lines s	
<u>S</u> tart Exte	nsion:	20061		
<u>N</u> umber o	f Ports:	2	*	

6.4. Verify License

The **Communications Center Administrator** screen is displayed upon completion of the Installation Wizard. Select **General** \rightarrow **Licenses** from the left pane, to display **All Licenses** in the right pane.

Verify that the following licenses are in place: Aculab SIP Ports, Agent Desktop, Avaya IP Office, and UCUL (UC User License).

🗶 🐂 🛒 📭 🗙 📃 Language:	English 🗸					
Language:						
🐶 Voice Messaging	All Licenses 🔻		Product Key: XH	IHM-25GJ-0NF	S-VFAA-SR8U	li
A a b	Description	Licenses	Units	Start Date	End Date	Days Left
🕵 Console	Reulab SIP Ports	2	Port			
🗌 Queuing	<table-of-contents> Agent Desktop</table-of-contents>	99	User			
an decand	<table-of-contents> Announce</table-of-contents>	99	Port			
🙆 Announce	👎 Avaya IP Office	1	single			
	R CT Control	99	user			
📎 General	<table-of-contents> Executive Desktop</table-of-contents>	99	User			
	<table-of-contents> TouchPoint</table-of-contents>	99	units			
Companies	<table-of-contents> UCUL (UC User License)</table-of-contents>	99	User			
🗙 Holidays						
R Licenses						
🔒 Security						
🔊 Lines						

6.5. Administer Lines

Select **General** \rightarrow **Lines** from the left pane, to display all extensions obtained automatically from IP Office. Locate the entries associated with the EICC groups from **Section 5.2**, in this case extensions 29003-29007, right-click on the entries one at a time and select **Convert Into Queue**.

Note that the EICC groups with extensions 29001-29002 were already configured as part of the Installation Wizard in **Section 6.3**.

e <u>E</u> dit <u>W</u> indow <u>H</u> elp : 🍟 📝 🖣 🗙 🔶 Lan	guage: English	~					
	All PBXes All Lines						3.4.4
🕴 Voice Messaging	Name	Extension	Туре	Tenant	Monitor Status	Default Agent	
Console	Added by System	29007	Dterm	Tenanic	Yes	Deradit Agent	
Consoic	Added by System	29006	Dterm		Yes		
🖁 Queuing	Added by System	29005	Dterm		Yes		
	Added by System	29004	Dterm		Yes		
Announce	Added by System	29003	Dterm		Yes		
Sizemente.	Added by System	29000	Dterm		Yes		
General	Added by System	20041	Dterm		Yes		
Companies	Added by System	20035	Dterm		Yes		
	Added by System	20099	Dterm		Yes		
🗙 Holidays	Added by System	20033	Dterm		Yes		
M Hulluays	Added by System	20032	Dterm		Yes		
R Licenses	Added by System	20031	Dterm		Yes		
M LICENSES	Added by System	20024	Dterm		Yes		
🔒 Security	Added by System	20023	Dterm		Yes		
Jecuncy	Added by System	20022	Dterm		Yes		
🔊 Lines	Added by System	20021	Dterm		Yes		
Childs	Added by System	20020	Dterm		Yes		
🛄 Phonebook	Added by System	20019	Dterm		Yes		
C PHONEDOOK	Added by System	20018	Dterm		Yes		
🎆 System Queues	Added by System	20017	Dterm		Yes		
110 Discent Greges	Added by System	20016	Dterm		Yes		
System Prompts	Added by System	20015	Dterm		Yes		
W System Prompts	Added by System	20014	Dterm		Yes		
🖄 Dialing Rules	Added by System	20013	Dterm		Yes		
	Added by System	20012	Dterm		Yes		
	By a date d time in commen	20011	Dteres		V		>

6.6. Administer Queues

Select **Queuing** \rightarrow **Queues** from the left pane, to display a list of queues converted from Section 6.5. Right click on the entry associated with the EICC Operator group from Section 5.2, in this case extension 29003, and select **Convert to Operator Queue**.

<u> </u>	Comn	nunications Center Administrat	or - [Queues]		_ 0	×
<u> Eile Edit W</u> indow <u>H</u> elp						
🔀 🐂 📝 🐚 🗙 📃 Langu	uage: English	~				5
Voice Messaging	All PBXes 🔻	All Queues excluding Operator/Sys	tem Queues 🔻			
The starting	Queue	Name	Wrapups	Modes	Indial Modifiers	Callba
<u> </u> Console	29003	Added by System		Yes		
	29004	Added by System		Yes		
🎇 Queuing	29005	Added by System		Yes		
<u></u>	> 29006	Added by System		Yes		
🧌 Queues		Added by System		Yes		
🍇 Delivery Patterns						
🕵 Agent Login Classes						

Right click on each remaining entry, and select **Edit** to modify the **Name** as desired (not shown). The queue name will be used in the agent desktop screen pops.

In the compliance testing, the queues were modified to match the corresponding group names from **Section 5.2**, as shown below.

2	CON	nmunications Center Administra	itor - [Queues]		<u>L</u>	10
le <u>E</u> dit <u>W</u> indow <u>H</u> elp						
🕴 📷 📭 🐂 🗙 👘 Lang	uage: English	~				100
Voice Messaging	All PBXes 🔻	All Queues excluding Operator/Sy	stem Queues 🔻			
+ VICE MESSaging	Queue	Name	Wrapups	Modes	Indial Modifiers	Callb
Console	29004	EICC Monitor		Yes		
	- 🔊 29005	EICC Fallback		Yes		
Queuing	29006	EICC Sales		Yes		
🧌 Queues	▲ ② 29007	EICC Support		Yes		
belivery Patterns						
🥵 Agent Login Classes						
Agents	=					
🞄 Totalling Queues						

6.7. Administer Phonebook

Select General \rightarrow Phonebook from the left pane, followed by the Add Wizard icon located at the upper left corner of the screen.

<u>ile E</u> dit <u>W</u> indow <u>H</u> elp								
🖈 👔 🖬 🗙 🛛 Language	: English	~						
Voice Messaging	Filter							
S Console	Look for:	Con	npany:	<all companies=""> 🗸</all>	Owner: 🅥 <a< th=""><th>All Contacts> 💌</th><th>Directory:</th><th><all contacts<="" th=""></all></th></a<>	All Contacts> 💌	Directory:	<all contacts<="" th=""></all>
	First Name	Last Name	Ext	Office	Mobile	Home	Com	npany
Queuing	DevConnect	System						Connect
Announce	System	Admin					Dev	Connect
Leneral								
denera								
Companies								
Not to the								
M Companies								
M Companies								
₩ Holidays								

Follow the **Adding Phonebook Contact** pop-up screens (not shown) to configure a corresponding entry for each agent and supervisor from **Section 5.3** and **Section 5.5** respectively. In the compliance testing, two agents and one supervisor were created as shown below.

Double click on **Class has no delivery**.

٥	C	ommunicati	ions Cen	ter Administra	itor - [Phonel	boo k]	_ _ X
jile <u>E</u> dit <u>W</u> indow <u>H</u> elp	~						
	Language: English		~				s 🛆 .
🖌 Voice Messaging	Filter						Incomplete Tasks
	Look for:	Com	ipany: <al< td=""><td>L Companies> ៴</td><td>🖉 Owner: 💽 🗸</td><td>All Contacts></td><td>Class has no delivery</td></al<>	L Companies> ៴	🖉 Owner: 💽 🗸	All Contacts>	Class has no delivery
	- First Name	Last Name	Ext	Office	Mobile	Home	
Queuing	Agent 1	EICC	20031				
Announce	Agent 2	EICC System	20032	5329002			
🤉 General	Supervisor	EICC Admin	20035				
M Companies		8.8000.000					
🗙 Holidays							
R Licenses							

The Editing Agent Login	Class screen is displayed.	Select the Delivery tab,	and click Add.
-------------------------	-----------------------------------	---------------------------------	----------------

General						
Name:	agent		Num	per: 1		
Department	< Unspecifi	ed>	~			
General De	livery Media	Worktime	Break Reason:	s Worktime Reas	ons	
Configurati	on Method:					
Queues:						
Queue		Delivery	ACW	Override Delay	Seconds Delay-Priority	

The **Add Queues** screen is displayed next. Select the applicable queues to be handled by the agents, in this case **EICC Sales** and **EICC Support**, as shown below.

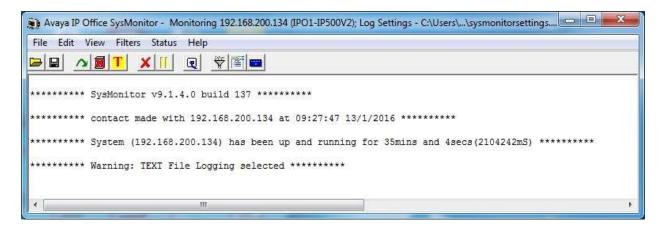
Number	Name	
29003	Added by System	
29005	EICC Fallback	
29007	EICC Support	
29006	EICC Sales	
29004	EICC Monitor	

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and EICC.

7.1. Verify Avaya IP Office

From a PC running the IP Office Monitor application, select **Start** \rightarrow **All Programs** \rightarrow **IP Office** \rightarrow **Monitor** to launch the application. The **Avaya IP Office SysMonitor** screen is displayed. Select **Status** \rightarrow **SIP Phone Status** from the top menu.



The **SIPPhoneStatus** screen is displayed. Verify that there is an entry for each SIP extension from **Section 5.8** and that the **Status** is "SIP: Registered", as shown below.

Total Config Total Regis			F	Registered Status	Wait	ing 1 secs for upd	ate			
Extn Num 20041 20061 20062	User Num 20041 20061 20062	Security disable disable disable	Behind NAT	IP Address 0.0.0.0 10.64.101.206 10.64.101.206	Transport UDP UDP	User Agent UA? ZeacomSIP ZeacomSIP	Licensed No Licence 3rd Party IP 3rd Party IP	SIP Options	SIP Events	Status SIP: Unregistered SIP: Registered SIP: Registered
 Display Oj Show 		egistered	C UnRegister	med Page 1	+ Pri	nt Page Res	et Phones	Cancel		

7.2. Verify Enghouse Interactive Communications Center

From the agent desktop with a shortcut to the Enghouse Interactive Executive Desktop client application, double-click on the **Desktop** shortcut icon shown below, which was created as part of installation.



The **Desktop** login screen is displayed. Enter a valid login name from **Section 6.7**, and use the generic default PIN value from EICC. Retain the default value in the remaining fields.

bring cu	ustomers closer	Desktop
	Enghouse	
Login Name:	Agent 1 EICC <u>Remember me next time</u>	<u>P</u> IN: OK Cancel <u>H</u> elp

The **Communications Center Desktop** screen is displayed. Click on the **Log into Queues** icon shown below.

Contact:		1 10 14 1	20 A					7:37:05
	🗩 🕶 🕷 🕴 💘 觸 🕶 🛛 Pre	sence:	र ७ ७३। • हि	9				
Phone Calls	Active Calls		2 164	1 1				8
Call History	Line State	Caller Info	Origin	Date	Time	Duration	Queue	
Agents Queues Chat Presence Web Browser	Phone Calls Idle Answer Call No Active Call	rd All						8

The Log into Queues dialog box is displayed next. Retain all default values.

	o Queues 🛛 👹 yourself available to take Queue Calls.
<u>C</u> lass:	agent
<u>M</u> ake	me ready for:
	➢ Phone calls Ø Chat (no delivery)
	OK Cancel Help

Make an incoming call from PSTN to the EICC Sales group, with available agent "20031". Verify that the agent desktop is populated with a voice call entry, and that the **State** is "Offering", as shown below. Click **Answer Call**.

<u>File Call Agent Vo</u>		⊻iew <u>H</u> elp	-					8	:03:49
Contact: +1 (908)	3485601		- 🔟 🗛 🤽 🛛						
🚨 🕑 🗕 🕲 🛛	9 - 6 Y	🖌 🐝 👻 Prese	nce: 🛛 🤱 In the Office	 ✓ A 	1				
🕜 Phone Calls	Active Calls								8
🚰 Call History	Line	State	Caller Info	Origin	Date	Time	Duration	Queue	1
Cair instory	20031	Constraing	+1 (908) 8485601	External	1/13/2016	8:03:47 AM	:0:0	3 EICC Sales	
🏙 Contact Center									
🕵 Agents	10 04								-
🎇 Queues	Phone Calls								8
W Queues	Inbound	Call [+1 (908) 8485	5601]						
👂 Chat	🔔 Answer (Call 🦓 Forward.	All						
🔗 Presence	0 EICO	: Sales: Qu	eue Call			Durati	on:	0):02
	Unknow	n on +1 (9	08) 8485601			Wait T	íme:	C	00:00
🍓 Web Browser									

Verify that the agent is connected to the PSTN caller with two-way talk paths, and that the **State** is updated to "Connected", as shown below.

	is Center Desktop - Agent 1 EICC pice <u>M</u> essaging <u>V</u> iew <u>H</u> elp		8:04:36 /
Contact: 1 (908)	8485601 🕴 🔟 🗠 🍕 🖓 🖻 🚳		
🤹 🕑 📲	🗊 🔸 🚳 🟹 🚳 👻 Presence: 🤱 In the Office 🛛 👻 🛃 🐖		
Phone Calls	Active Calls		8
Call History	Line State Caller Info Origin Date > 20031 Connected +1 (908) 8485601 External 1/13/2016	Time Duration 5 8:03:47 AM 0	Queue :41 EICC Sales
🛃 Agents 🎆 Queues	Phone Calls Inbound Call [+1 (908) 8485601]		8
🥪 Chat 🚀 Presence 🍓 Web Browser	 Hangup W Hold Park M Transfer M Invite Record S Forward All EICC Sales: Queue Call Unknown on +1 (908) 8485601 	Duration: Wait Time:	¥∂ 0:41 0:00

8. Conclusion

These Application Notes describe the configuration steps required for Enghouse Interactive Communications Center 2016 to successfully interoperate with Avaya IP Office 9.1 using the TAPI and SIP user interfaces. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

9. Additional References

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

- **1.** Administering Avaya IP OfficeTM Platform with Manager, Release 9.1.0, Issue 10.03, February 2015, available at <u>http://support.avaya.com</u>.
- **2.** *EICC 2016 First-time Installation and Server Setup IP Office*, January 2016, available via IP Office training course provided by Enghouse Interactive.

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