Product Support Notice

PSN#	PSN001015u

Original publication date: 31-Oct-2006. This is Issue #2, published 17-Nov-2006.	Severity/risk level	Medium	Urgency	When convenient

Name of problem Avaya AE Services (AES) and Avaya CT Licenses Required for CTI Deployment

Products affected

Proactive Contact 3.0

Problem description

If you are using the CTI deployment option for Avaya Proactive Contact 3.0, depending on whether you are using Avaya AES or Avaya CT, you will need to license, enable, and configure different features.

Resolution

On **AE Services**, the **TSAPI Advanced** license is required. The TSAPI Advanced license allows the switch to send Agent State event information when the Agent Event feature is enabled on the CM.

On **Avaya CT**, you need the **Class B license**. The Avaya Proactive Contact system has to write a specific value to the registry to enable the Agent State event report. You also need to enable Agent Event on the switch.

These licenses include the Computer Telephony Adjunct Link functionality on the Communication Manager (CM). The Computer Telephony Adjunct Link feature enables the full ASAI functionality on the CM including:

- CTI stations
- Phantom Calls
- Reason Code

Below are the basic CM configuration steps for both AES and Avaya CT deployments:

1. On system-parameters customer-options form, set **Agent States** = y.
2. On system-parameters customer-options form, set - **Global Call Classification** = y if outside of North America.
3. On system-parameters features form, set Create **Universal Call ID (UCID)** = y.
4. On system-parameters features form, set **Send UCID to ASAI** = y
5. On system-parameters features form, set **Copy ASAI UUI During Conference/Transfer?** = y.
6. If ISDN trunks are being used, there is an option for **Call Classification After Answer Supervision**. If this is set to 'n', a classifier port is attached to the call at setup. If this is set to 'y', and answer machine detection is desired, a classifier port is attached to the call after the ISDN "connect" event. The classifier port then determines if an answer machine answered the call. Setting the parameter to 'y' works best in environments where any events prior to the ISDN CONNECT should be ignored, i.e. noisy circuits, color ringing, etc.. In the US and Canada, the circuits are relatively quiet and color ringing is not yet that popular, so the 'n' option has been sufficient. The downside of using the 'y' setting is that for slow networks (especially for systems located in a different country than the customers they dial), the person called will answer "Hello" before the ISDN CONNECT messages reaches the dialer, so the initial hello is missed.
7. Configure **Auto Route Selection** for the outbound calls.
8. Configure a set of phantom numbers if configuring for agent blending.
9. If configuring for agent blending, configure a reason code. This reason code will be set when the agent is acquired and put into AUX-WORK mode.
10. On the Sit-Treatment for Classification form, the **Pause Duration (seconds)** can be changed to ".5" to shorten the time between the "hello" and the call reaching the agent.
11. On CM systems prior to CM 3.1, there are three options for agent station configuration.
    1. On the station form, set **Auto Answer** to "all."
    2. If the phone ringing when the outbound call is delivered to the agent is an issue, set **Auto Answer** to "none." Assign the feature "ringer-off" to one of the button assignments. With the "ringer-off" feature on, the phone will give a very short ring.
    3. If the short ring is also a problem, then set the **Auto Answer** to "none" and the Active Station Ringing to "silent". The agent will know that they have a call by the visual cues on the screen.

    Note that for option 2 and 3, the dialer will need to be configured to answer the call delivered to the agent. On CM 3.1, there is an enhancement that allows the "ringer-off" button to turn off ringing and the agent gets a zip tone. There will be configuration needed to turn on this feature.

12. Configure a "release" on the station form to allow agents to hang up calls. When the headset is activated, the agent gets dial tone and needs to either "release" the line to stop the dial tone or wait for it to busy out.
13. Configure as many VDNs as there will be line groups. More than one line group is useful if you want different wait queue messages. These VDNs point to vectors. These VDNs are used by the dialer to make the predictive and managed CPA calls.
14. Configure the vectors for the VDNs in the above step. Vectors are configured with the CTI link and the wait queue messages. More than one vector can use the same CTI link. The steps in the vector determine what happens to an answered outbound when an agent is not available. The steps can vary at the discretion of managers of the dialer. Here is an example of the steps in the vector.
    1. 01 adjunct   routing link 2
    2. 02 wait-time   1 secs hearing silence
    3. 03 announcement 41016
    4. 04 wait-time   5 secs hearing music
    5. 05 announcement 41017
    6. 06 wait-time   5 secs hearing music
    7. 07 announcement 41018
    8. 08 wait-time   5 secs hearing music
    9. 09 disconnect after announcement 41019

    The first and second are required. At least one announcement seems reasonable. A goto step can have the vector repeat the same announcement after a pause.

15. Set up announcement ports. These are used as wait queue messages, messages to be played as directed by the agent, and virtual agents.

Workaround or alternative remediation

Remarks

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions	Service-interrupting?
n/a	No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686