



Avaya Solution & Interoperability Test Lab

Application Notes for Initiative Software synTelate with Avaya Predictive Dialing System - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Initiative Software synTelate to successfully interoperate with Avaya Predictive Dialing System.

synTelate is a call centre scripting application for creating inbound and outbound campaigns. synTelate consists of the synTelate Designer and the synTelate Agent. synTelate Agent was compliance tested against the Avaya Predictive Dialing System (PDS) 12.0. In the configuration described in these Application Notes, synTelate uses the Avaya Agent API to communicate with Avaya Predictive Dialing System (PDS) 12.0. synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens.

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

1. Introduction

These Application Notes describe a compliance-tested configuration comprised of Avaya Predictive Dialing System 12.0 and synTelate 3.0.

synTelate is a call centre scripting application for creating inbound and outbound campaigns. synTelate consists of the synTelate Designer and the synTelate Agent. synTelate Agent 3.0 was compliance tested against the Avaya Predictive Dialing System 12.0. In the configuration described in these Application Notes, synTelate uses the Avaya Agent API to communicate with Avaya Predictive Dialing System 12.0. synTelate Designer is a graphical tool that is used for the definition of the call flow and agent screens. The synTelate database consists of client records that are used during inbound and outbound campaigns. The Avaya PDS call list is mapped to the synTelate database.

Blending allows call centres to make outbound calls as well as service inbound calls. There are two types of Blending: Intelligent Call Blending and Agent Blending. These Application Notes cover both configurations, and both configurations have been compliance tested.

In an Intelligent Call Blending system, agents log in to a job depending on the types of call the agents are going to handle. Blend agents handle outbound calls until there are more inbound calls than available inbound agents. Intelligent Call Blending passes the excess inbound calls to the blend agents. When the inbound call volume decreases, the Avaya PDS returns to passing outbound calls to the blend agents. Intelligent Call Blending does not require special switch settings.

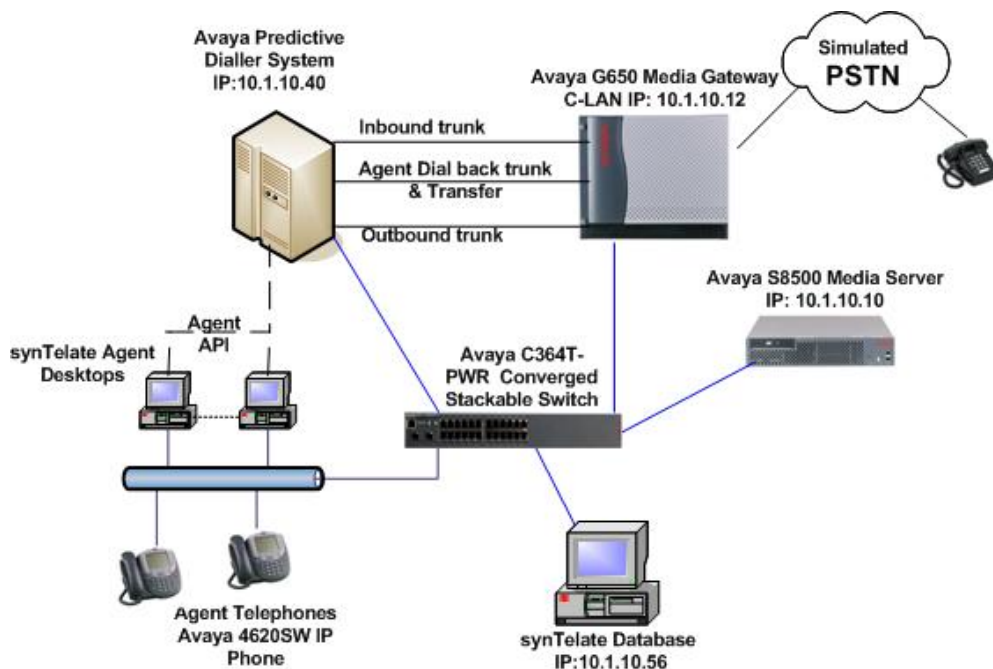


Figure 1: Avaya Predictive Dialing System in Intelligent Call Blend Mode and synTelate Compliance Test Configuration

Agent Blending on the Avaya Predictive Dialing System (PDS) is an optional feature that requires the ACD option to be configured on Avaya Communication Manager and Computer Telephony Integration (CTI) provided by Avaya Application Enablement Services Server. If the ACD option is configured on Avaya Communication Manager, it can be either Intelligent Call Blending or Agent Blending. Both blending methods cannot run simultaneously on the same Avaya PDS.

If the focus is on outbound calling, but need to service a low volume of inbound customers, Proactive Agent Blending is the mode that is used on the Avaya PDS. Proactive Agent Blending focuses on outbound calls and releases agents to inbound only when an inbound call enters a monitored queue on the ACD. When an ACD agent logs on, the Avaya PDS immediately acquires the agent for outbound calling. When an inbound call comes into the ACD queue, the Avaya PDS releases the agent to handle the call.

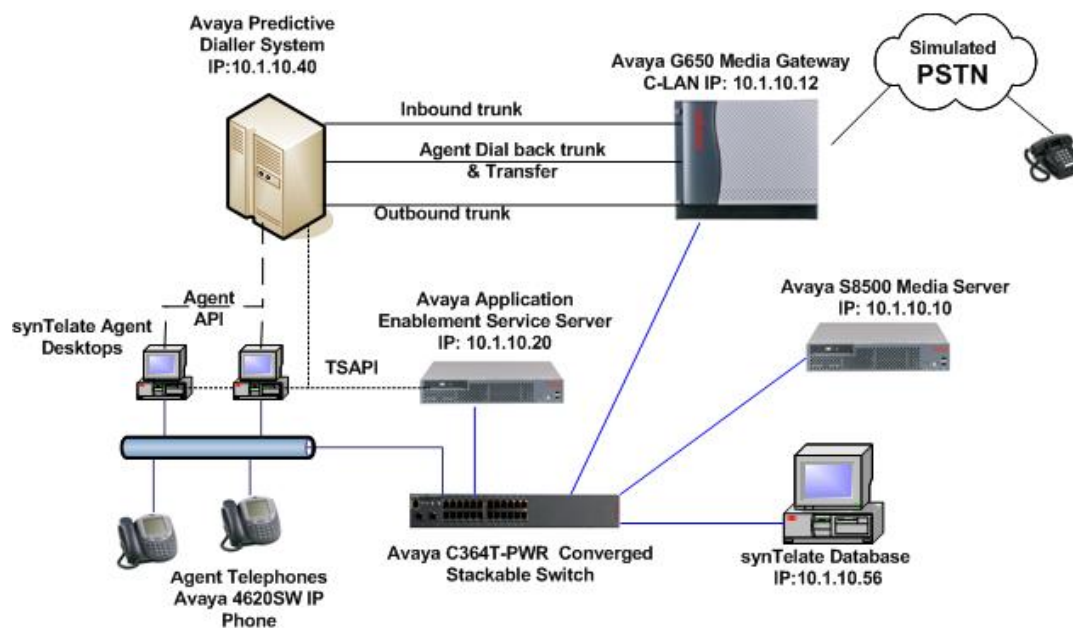


Figure 2: Avaya Predictive Dialing System in Proactive Agent Blend mode and synTelate Compliance Test Configuration

2. Equipment and Software Validated

The following equipment and software were used for the sample configuration.

Equipment	Software
Avaya Predictive Dialing System Manager	12.0SP4
Avaya S8500 Media Server running Avaya Communication Manager 3.0	3.0.1 (346.0)
Avaya G650 Media Gateway	N/A
Application Enablement Services Server	3.0, build 46
Avaya C364T-PWR Converged Stackable Switch	4.3.12
Avaya 4620SW IP Telephones	2.3
Avaya Agent API	3.0.0.406
synTelate Agent PCs	2.5 (See Note below table)
synTelate Designer PC	2.5 (See Note below table)
Operating System for synTelate Agent and Designer	Windows XP
synTelate Database	MSSQL2000

Note: Although the software version used for compliance testing was marked Release 2.5, this same software will be made generally available as Release 3.0.

3. Configure Avaya Predictive Dialer System

Avaya PDS systems are configured from a specific set of baseline software. The baseline used for the testing consisted of the following software versions:

- HP-UX 11.00
- PDS version 12.0
- Service Pack 4
- Patches: PDS12_583, PDS12_593, PDS12_618, PDS12_648, PDS12_649, PDS12_650 & PDS12_671
- PDS Digital Switch: Generic 15.1, ISDN 15.1 & International 15.1

Hardware components PDS 30U cabinet containing:

- PDS Digital Switch power supply and card cage
- HP-UX 9000 B2600 processor
- Cisco router
- 10-base-T internal Hub
- APC 2200 UPS

Digital switch cards:

- ENBC
- DSP2- 41

- LPVC2
- Quad E1 ISDN PRI card running Q.SIG and Q.931 protocols

4. Configure Avaya Communication Manager

Avaya Communication Manager configuration is outside the scope of these Application Notes. The following steps provide an overview of the configuration needed on Avaya Communication Manager for the compliance testing. It is assumed that the Avaya PDS integration has been properly configured and is operational. For all other provisioning information, please refer to the Avaya Communication Manager product documentation in Section 11.

4.1. Administer Trunks for Intelligent Call Blending

Intelligent Call Blending works with inbound trunks from a central office or Avaya Communication Manager or with inbound trunks from an ACD. When working with a central office or Avaya Communication Manager, inbound calls are routed directly to the Avaya PDS. When working with an ACD, inbound calls are distributed from the ACD to the Avaya PDS. The distribution is based on thresholds configured on the ACD.

Step	Description
1.	<p>Three QSIG trunks were configured between Avaya Communication Manager and Avaya PDS as shown in Figure 1.</p> <ul style="list-style-type: none"> ▪ Agent Dial back & Transfer ▪ Inbound Trunk ▪ Outbound Trunk <p>Verify the Supplementary Service Protocol is set to “b” for QSIG and the Disconnect Supervision is set to “y” for both In and Out</p> <pre> display trunk-group 77 Page 1 of 20 TRUNK GROUP Group Number: 77 Group Type: isdn CDR Reports: y Group Name: Agent Dial back & transfer COR: 1 TN: 1 TAC: 717 Direction: two-way Outgoing Display? n Carrier Medium: PRI/BRI Dial Access? y Busy Threshold: 255 Night Service: Queue Length: 0 Service Type: tie Auth Code? n TestCall ITC: rest Far End Test Line No: TestCall BCC: 4 TRUNK PARAMETERS Codeset to Send Display: 6 Codeset to Send National IEs: 6 Max Message Size to Send: 260 Charge Advice: none Supplementary Service Protocol: b Digit Handling (in/out): enbloc/enbloc Trunk Hunt: ascend QSIG Value-Added? n Digital Loss Group: 13 Incoming Calling Number - Delete: Insert: Format: Bit Rate: 1200 Synchronization: async Duplex: full Disconnect Supervision - In? y Out? y Answer Supervision Timeout: 0 </pre>

2.

The relevant DS1 board and signaling group is shown below for the Agent Dial back trunk & Transfer trunk.

Verify the **Peer Protocol** is set to “Q-SIG”.

```
display ds1 01A07                                     Page 1 of 1

DS1 CIRCUIT PACK

Location: 01A07                                     Name: Agentdialback/X
Bit Rate: 2.048                                     Line Coding: hdb3

Signaling Mode: isdn-pri
Connect: pbx                                         Interface: peer-master
TN-C7 Long Timers? n                               Peer Protocol: Q-SIG
Interworking Message: PROGRESS                      Side: a
Interface Companding: alaw                          CRC? y
Idle Code: 01010100                                Channel Numbering: timeslot
DCP/Analog Bearer Capability: 3.1kHz

T303 Timer(sec): 4

Slip Detection? y                                   Near-end CSU Type: other
```

Verify the **Supplementary Service Protocol** is set to “b” for QSIG.

```
display signaling-group 77                             Page 1 of 1

SIGNALING GROUP

Group Number: 77                                     Group Type: isdn-pri
Associated Signaling? y                             Max number of NCA TSC: 20
Primary D-Channel: 01A0716                         Max number of CA TSC: 10
Trunk Group for Channel Selection: 77               Trunk Group for NCA TSC:
Supplementary Service Protocol: b                 X-Mobility/Wireless Type: NONE
```

3.

Repeat steps 1 and 2 for the Inbound and Outbound trunk

4.2. Administer Avaya Communication Manager for Proactive Agent Blending

In a Proactive Agent Blending system, ACD agents log on to the Avaya PDS and the ACD. Agent Blending monitors the activity on the ACD and uses this information to determine when to acquire agents for outbound calling and when to release ACD agents to handle inbound calls.

Step	Description
1.	<p>On Page 3, OPTIONAL FEATURES form of the system-parameters customer options, verify the bolded option is set to “y”, as shown below.</p> <pre> display system-parameters customer-options Page 3 of 11 OPTIONAL FEATURES Abbreviated Dialing Enhanced List? n Audible Message Waiting? n Access Security Gateway (ASG)? n Authorization Codes? n Analog Trunk Incoming Call ID? n Backup Cluster Automatic Takeover? n A/D Grp/Sys List Dialing Start at 01? n CAS Branch? n Answer Supervision by Call Classifier? y CAS Main? n ARS? y Change COR by FAC? n ARS/AAR Partitioning? y Computer Telephony Adjunct Links? y ARS/AAR Dialing without FAC? y Cvg Of Calls Redirected Off-net? n ASAI Link Core Capabilities? n DCS (Basic)? n ASAI Link Plus Capabilities? n DCS Call Coverage? n Async. Transfer Mode (ATM) PNC? n DCS with Rerouting? n Async. Transfer Mode (ATM) Trunking? n ATM WAN Spare Processor? n Digital Loss Plan Modification? n ATMS? n DS1 MSP? n Attendant Vectoring? n DS1 Echo Cancellation? n </pre>
2.	<p>On Page 6, CALL CENTER OPTIONAL FEATURES form of the system-parameters customer options, verify the following options are set to “y” as shown below.</p> <ul style="list-style-type: none"> ▪ ACD to “y” ▪ Vectoring (Basic) to “y” <pre> display system-parameters customer-options Page 6 of 11 CALL CENTER OPTIONAL FEATURES Call Center Release: 3.0 ACD? y Reason Codes? n BCMS (Basic)? n Service Level Maximizer? n BCMS/VuStats Service Level? n Service Observing (Basic)? y BSR Local Treatment for IP & ISDN? n Service Observing (Remote/By FAC)? y Business Advocate? n Service Observing (VDNs)? y Call Work Codes? n Timed ACW? n DTMF Feedback Signals For VRU? n Vectoring (Basic)? y Dynamic Advocate? n Vectoring (Prompting)? y Expert Agent Selection (EAS)? y Vectoring (G3V4 Enhanced)? n EAS-PHD? n Vectoring (3.0 Enhanced)? n Forced ACD Calls? n Vectoring (ANI/II-Digits Routing)? n Least Occupied Agent? n Vectoring (G3V4 Advanced Routing)? n Lookahead Interflow (LAI)? n Vectoring (CINFO)? n Multiple Call Handling (On Request)? n Vectoring (Best Service Routing)? n Multiple Call Handling (Forced)? n Vectoring (Holidays)? n PASTE (Display PBX Data on Phone)? n Vectoring (Variables)? n </pre>

3.

Enter **add cti-link n** command, where “n” is an available CTI link number. Enter an available extension number in the **Extension** field. The **Type** must be set to “ADJ-IP” and enter a descriptive name in the **Name** field.

add cti-link 3

Page 1 of 2

CTI LINK

CTI Link: 3

Extension: 13000

Type: ADJ-IP

Name: TSAPI link 3

COR: 1

4.

Below is a table of the configuration of the VDNs, Vectors, Huntgroups and Agent Logins configured for the Proactive campaign during compliance testing.

	Inbound1	Inbound2	Acquire
VDN	17003	17004	17006
Vector	3	3	6
Skill Ext/ Huntgroup	16003 / 3	16003 / 3	16001/1
Agent Login	15005	15006	15005/15006

5.

Enter the **add hunt-group n** command, where “n” is an unused hunt group number. On page 1 of the **hunt group** form, assign a **Group Name** and **Group Extension** valid under the provisioned dial plan. Set the following options to “y” as shown below.

add hunt-group 1

Page 1 of 3

HUNT GROUP

Group Number: 1

Group Name: Proactive

Group Extension: 16001

Group Type: ucd-mia

TN: 1

COR: 1

Security Code:

ISDN/SIP Caller Display:

ACD? y

Queue? y

Vector? y

MM Early Answer? n

Local Agent Preference? n

On Page 2 of the HUNT GROUP form set the **Skill** to “y” as shown below.

add hunt-group 1

Page 2 of 3

HUNT GROUP

Skill? y

AAS? n

Measured: none

Supervisor Extension:

Controlling Adjunct: none

6.

Repeat the above step and create a hunt group with hunt-group extension 16003 for Inbound calls.

7.	<p>Enter the change vector n command, where “n” is associated to hunt group 1. Enter the commands to queue to skill 1 as shown below. The vector number and hunt group number need not be the same.</p> <div> <pre> change vector 6 Page 1 of 3 CALL VECTOR Number: 6 Name: Acquire Vector Basic? y EAS? y G3V4 Enhanced? n Meet-me Conf? n Lock? n Prompting? y LAI? n G3V4 Adv Route? n ANI/II-Digits? n ASAI Routing? y Variables? n 3.0 Enhanced? n CINFO? n BSR? n Holidays? n 01 queue-to skill 1 pri h 02 wait-time 999 secs hearing ringback 03 stop 04 </pre> </div>
8.	Create one additional vector for Inbound calls.
9.	<p>Enter the add vdn n command, where “n” is an unused VDN number. On Page 1 of the VECTOR DIRECTORY NUMBER form, assign a Name for the VDN and enter Vector Number “6” related to vector 6.</p> <div> <pre> add vdn 17006 Page 1 of 2 VECTOR DIRECTORY NUMBER Extension: 17006 Name: Acquire VDN Vector Number: 6 Attendant Vectoring? N Meet-me Conferencing? N Allow VDN Override? N COR: 1 TN: 1 Measured: none 1st Skill: 2nd Skill: 3rd Skill: </pre> </div>
10.	Create two additional Vector Directory Numbers from 17003 & 17004 pointing to Skill 3 administered in Section 6 for Inbound calls.

11. Enter the **add agent-loginID n** command, where “n” is valid under the provisioned dial plan. Enter a descriptive name for the agent in the **Name** field. The default value for **Auto Answer** is set to “station”, except for those logins that will be used for proactive outbound services. In this case, the parameter value must be set to “all”.

```
add agent-loginID 15005                                     Page 1 of 2
AGENT LOGINID
Login ID: 15005                                             AAS? n
Name: agent 5                                              AUDIX? n
TN: 1                                                      LWC Reception: spe
COR: 1                                                     LWC Log External Calls? n
Coverage Path:                                             AUDIX Name for Messaging:
Security Code:
LoginID for ISDN Display? n
Password:
Password (enter again):
Auto Answer: all
MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: system
Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
```

On Page 2 of the AGENT LOGINID form, specify the list of skills assigned to the login and the level for each in the **SN/SL** field as shown below. Agents used in outbound proactive mode have Skill number 1 (Acquire VDN) set to Skill level 1 and Skill number 3 (Inbound VDN) set to Skill level 2 so the agent can service inbound calls.

```
change agent-loginID 15005                                   Page 2 of 2
AGENT LOGINID
Direct Agent Skill:
Call Handling Preference: skill-level                      Local Call Preference? n
SN      SL      SN      SL      SN      SL      SN      SL
1: 1      1      16:      31:      46:
2: 3      2      17:      32:      47:
3:        18:      33:      48:
4:        19:      34:      49:
```


12. Repeat step 11 for agent-loginID “15006”

13. Extension 10000 and 10001 were used as agent phones during the compliance testing. It is assumed that stations are already administered on Avaya Communication Manager. The following buttons were assigned to each phone as shown below. Enter the **change station n** where “n” is the agent phone extension. On page 3 of the STATION form, configure the following BUTTON ASSIGNMENTS.

- **aux-work** – Agent is logged on to the phone but not available.
- **manual-in** – Agent goes available to accept ACD calls.
- **after-call** – Agent state after the ACD call is completed ends the call.
- **release** – To drop the call.

change station 10000		Page 3 of 4	
STATION			
SITE DATA			
Room:		Headset?	n
Jack:		Speaker?	n
Cable:		Mounting:	d
Floor:		Cord Length:	0
Building:		Set Color:	
ABBREVIATED DIALING			
List1:	List2:	List3:	
BUTTON ASSIGNMENTS			
1: call-appr	5: aux-work	RC:	Grp:
2: call-appr	6: manual-in		Grp:
3: call-appr	7: after-call		Grp:
4: call-fwd Ext:	8: release		

5. Configure Avaya Application Enablement Services Server

Step	Description
1.	<p>This section provides the procedures for configuring Avaya Application Enablement Services. The procedures fall into the following areas:</p> <ul style="list-style-type: none"> • Administer TSAPI link • Administer security database • Administer synTelate User
2.	<p>From the CTI OAM Admin menu, select Administration → CTI Link Admin → TSAPI Links. Click on Add Link. In the Add / Edit TSAPI Links form shown below enter the Link, Switch Connection and Switch CTI Link Number. Click on Apply Changes.</p> <ul style="list-style-type: none"> • Switch Connection: Select the appropriate connection from the drop down menu. • Switch CTI Link Number: Corresponding CTI link number configured in Section 4.2, Step 3. 

3. During compliance testing, the TSAPI Security Database (SDB) was not used for testing. Verify that Enable SDB is not set on the **Administration → TSAPI Configuration → TS Configuration** form.

AVAYA OAM

OAM Home
CTI OAM Home
Administration
Local IP
Ports
Switch Connections
CTI Link Admin
CMAPI Configuration
TSAPI Configuration
Security Database
Status and Control
Maintenance
Logs

You are here: > Administration > TSAPI Configuration

TS Configuration

TCP Preferred Naming Format: IP Address

Extended Worktop Access: ☐

Auto Admin of LAN Addresses: ☐

Enable SDB: ☐

Apply Changes

Note: In environments where the TSAPI SDB is enabled, the devices to be monitored must be configured in the TSAPI SDB.

4. Navigate to the Tlinks screen by selecting **Administration → Security Database → Tlinks**. Note the value of the **Tlink Name**, as this will be needed by the synTelate Agent during log on and the Avaya PDS. The **AES server automatically creates the Tlink Name shown below**.

AVAYA OAM

OAM Home
CTI OAM Home
Administration
Local IP
Ports
Switch Connections
CTI Link Admin
CMAPI Configuration
TSAPI Configuration
Security Database

You are here: > Administration > Security Database > Tlinks

Tlinks

Tlink Name: AVAYA#S8500ADC1#CSTA#AESERVER

Edit Tlink Delete Tlink

5. A User Id and password must be configured for the synTelate Agent application and Avaya PDS to communicate as a TSAPI Client with the AES server. Click on **OAM Home → User Management** and log into the User Management pages. Note that the user will be prompted with the User Management user name and password. Click on **User Management** and then **Add User**. In the **Add User** screen, enter the values shown below.



AVAYA OAM

OAM Home

User Management Home

You are here: > User Management > Add User

Add User

Fields marked with * can not be empty.

* User Id synTelate

* Common Name synTelate Agent

* Surname SynTelate

New Password

Confirm New Password

Admin Note

Avaya Role None

Business Category

Car License

CM Home

Ciss Home

CT User Yes

Avaya PDS User



AVAYA OAM

OAM Home

User Management Home

You are here: > User Management > Add User

Add User

Fields marked with * can not be empty.

* User Id AvayaPDS

* Common Name PDS

* Surname AVAYAPDS

New Password

Confirm New Password

Admin Note

Avaya Role None

Business Category

Car License

CM Home

Ciss Home

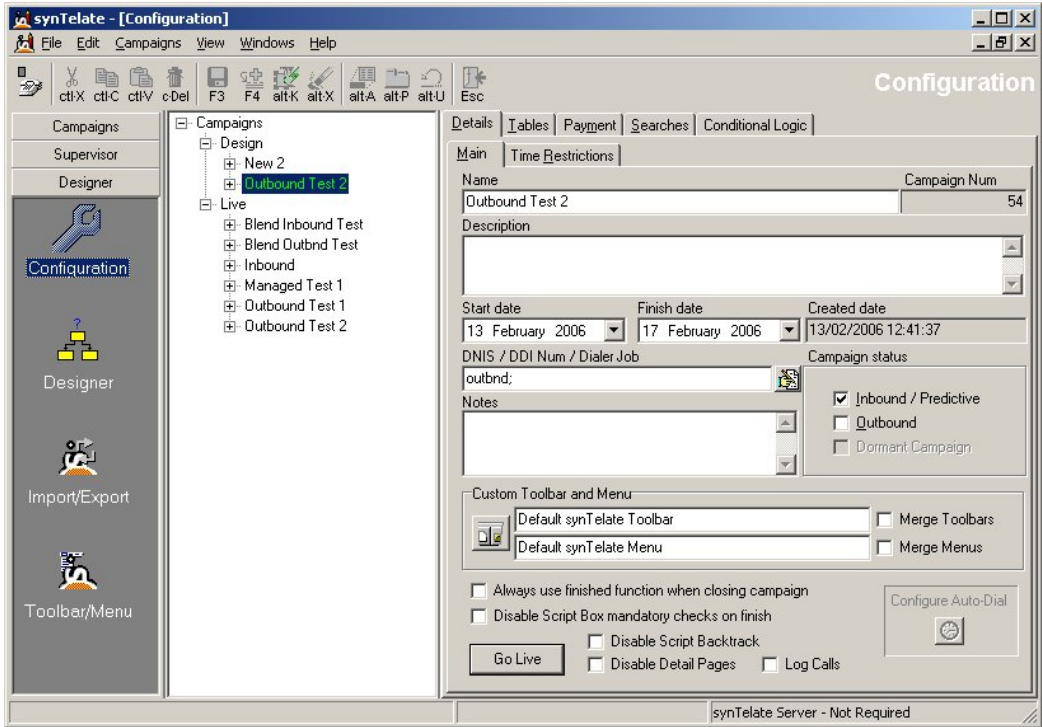
CT User Yes

6. Configure the synTelate Application

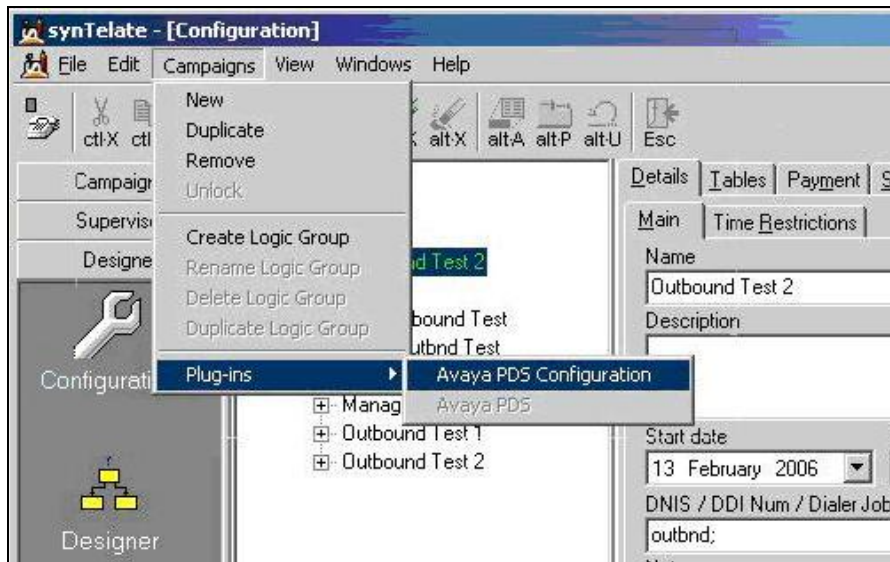
This section describes the process for installing and configuring the Avaya PDS call list to synTelate database field mapping, synTelate CTI Configuration and synTelate Agent application.

6.1. Avaya PDS Call list to synTelate Database field mapping.

Avaya PDS has data for each call held in a call list. synTelate displays data from a database. The following steps describe the mapping of the Avaya PDS call list to the synTelate database. The field mapping process describes the mapping of fields in the call list to corresponding fields in the synTelate database.

Step	Description
1.	<p>Select Start Menu → Programs → synTelate → synTelate Designer. On the bottom left hand side panel, click on the Designer tab. Select Configuration in the Designer panel.</p> <p>Click Campaigns → Design. Highlight the design version of the outbound campaign “Outbound Test2”</p> 

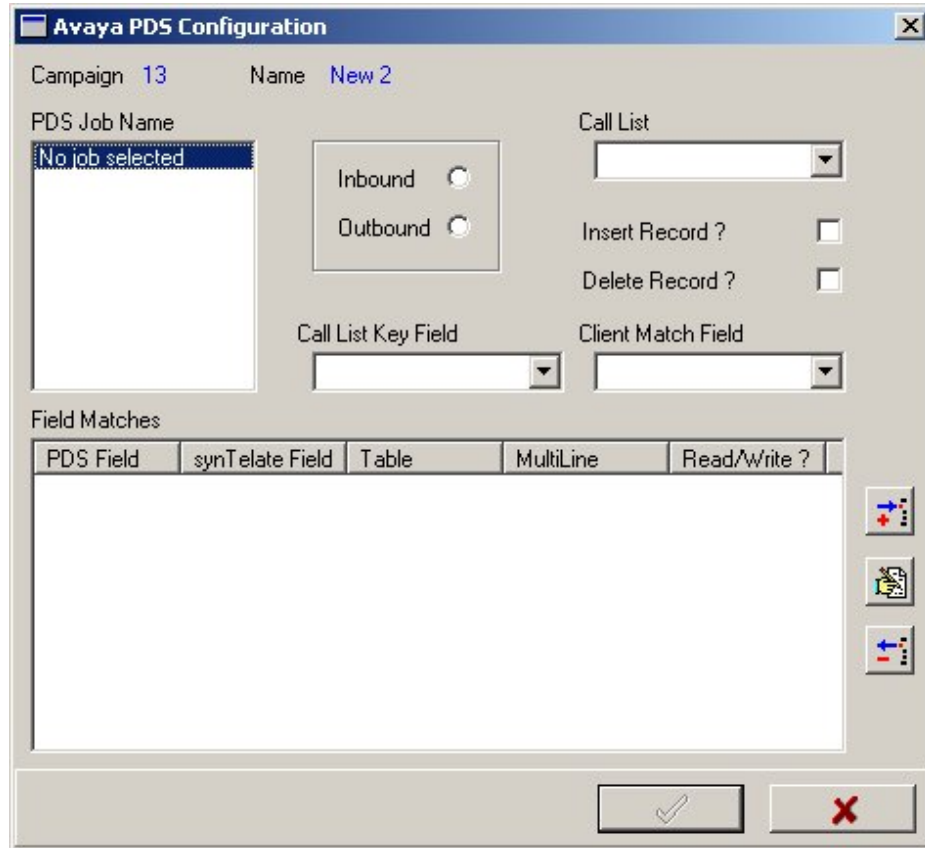
2. From the synTelate taskbar, select **Campaigns → Plug-ins → Avaya PDS Configuration**.



3. In the Avaya PDS Config Login dialog box that appears, enter a preconfigured PDS agent **User Name** and appropriate **Password**. Click **OK**.



4. Right Click in the **PDS Job Name** list box and click **Add**.




The 'Avaya PDS Configuration' dialog box is shown. It has a title bar with a close button. Inside, there are fields for 'Campaign' (13) and 'Name' (New 2). Below these is a 'PDS Job Name' list box containing 'No job selected'. To the right of the list box are radio buttons for 'Inbound' and 'Outbound'. Further right are dropdown menus for 'Call List', 'Call List Key Field', and 'Client Match Field'. Below these are checkboxes for 'Insert Record ?' and 'Delete Record ?'. At the bottom is a 'Field Matches' section with a table with columns: 'PDS Field', 'synTelate Field', 'Table', 'MultiLine', and 'Read/Write ?'. The table is currently empty. To the right of the table are three icons: a plus sign, a document, and a minus sign. At the bottom right are two buttons: a checkmark and a red X.

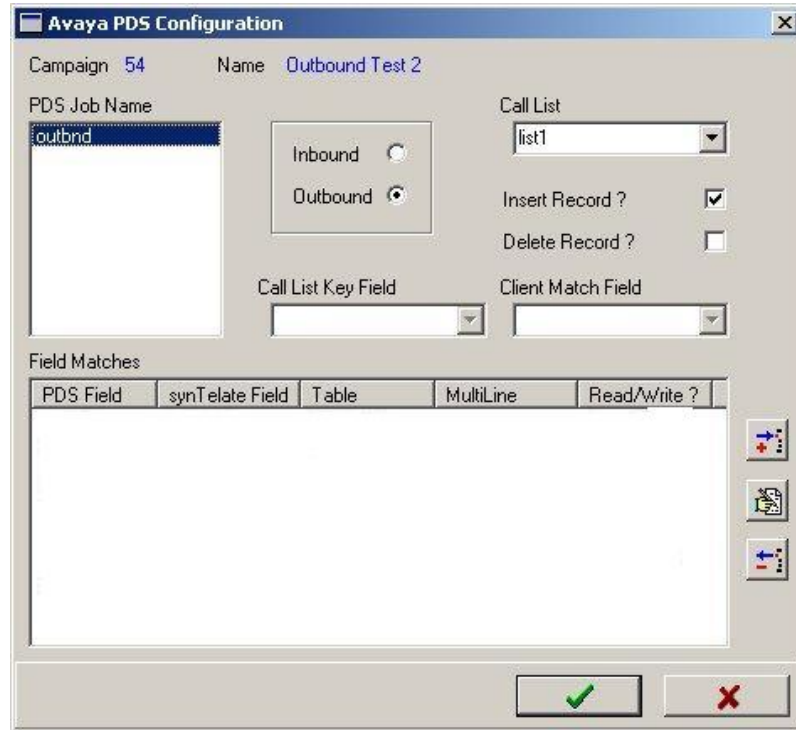
5. All the jobs retrieved from the Avaya PDS are listed in the Add Job for campaign dialog box that appears. Select a relevant job for the outbound campaign.



The 'Add Job for campaign...' dialog box is shown. It has a title bar with a close button. Inside is a list box containing the following jobs: 'blend', 'inbnd1', 'infinity1', 'infinity2', 'managed', 'managed1', 'outbnd', 'outbnd1', 'outbnd2', 'outbndunit', 'outbtst', and 'virtual'. At the bottom are two buttons: a green checkmark and a red X.

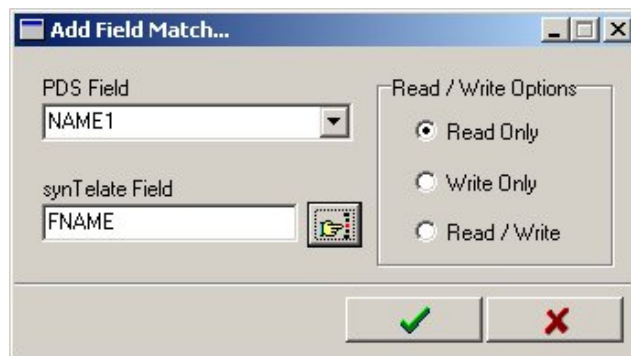
6. Select the **Outbound** radio button, from the **Call list** drop down menu select “list1” and check the **Insert Record** box. The rest of the fields can be left with default values.

Click the  to choose the Avaya PDS fields that will be mapped with the synTelate database field names.



The 'Avaya PDS Configuration' dialog box is shown. It has a title bar with a close button. Inside, there are fields for 'Campaign' (54) and 'Name' (Outbound Test 2). Below these is a 'PDS Job Name' list with 'outbnd' selected. To the right of the list are two radio buttons: 'Inbound' (unselected) and 'Outbound' (selected). Further right is a 'Call List' dropdown menu showing 'list1'. Below the radio buttons are two checkboxes: 'Insert Record ?' (checked) and 'Delete Record ?' (unchecked). Below these are two dropdown menus: 'Call List Key Field' and 'Client Match Field'. At the bottom is a 'Field Matches' table with columns: 'PDS Field', 'synTelate Field', 'Table', 'MultiLine', and 'Read/Write ?'. The table is currently empty. To the right of the table are three icons: a plus sign, a document, and a minus sign. At the bottom right are two buttons: a green checkmark and a red X.

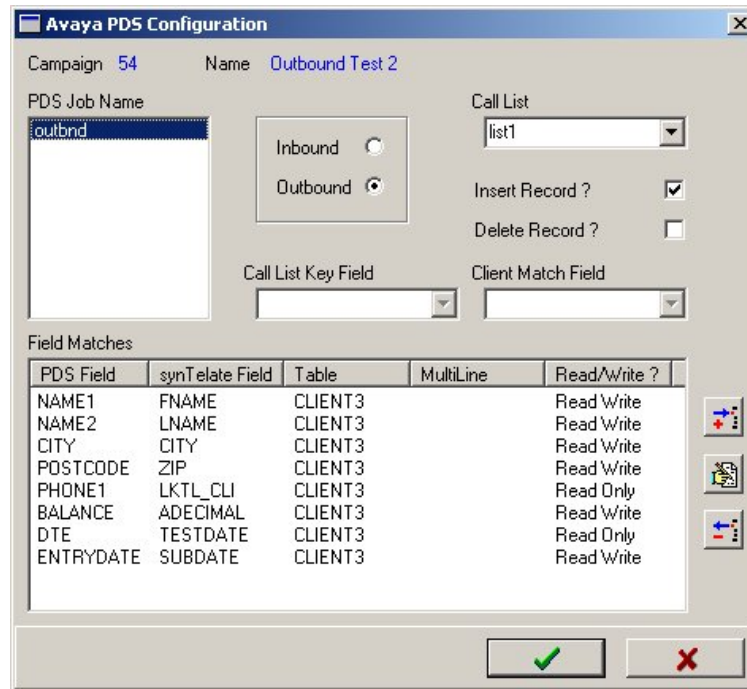
7. Select the Avaya PDS field from the **PDS Field** drop down list. In the **synTelate Field** enter the synTelate database field name to be mapped with the Avaya PDS field. Select the appropriate Read / Write Options for the field and click the green **tick** button.



The 'Add Field Match...' dialog box is shown. It has a title bar with standard window controls. Inside, there are two dropdown menus: 'PDS Field' (showing 'NAME1') and 'synTelate Field' (showing 'FNAME'). To the right of these is a 'Read / Write Options' section with three radio buttons: 'Read Only' (selected), 'Write Only' (unselected), and 'Read / Write' (unselected). At the bottom are two buttons: a green checkmark and a red X.

8. Repeat steps 6 & 7 for each synTelate field name to be mapped with each relevant Avaya PDS field.

9. The figure below shows the complete list of synTelate fields mapped to the relevant Avaya PDS fields for the Outbound campaign job. Click the green tick button.



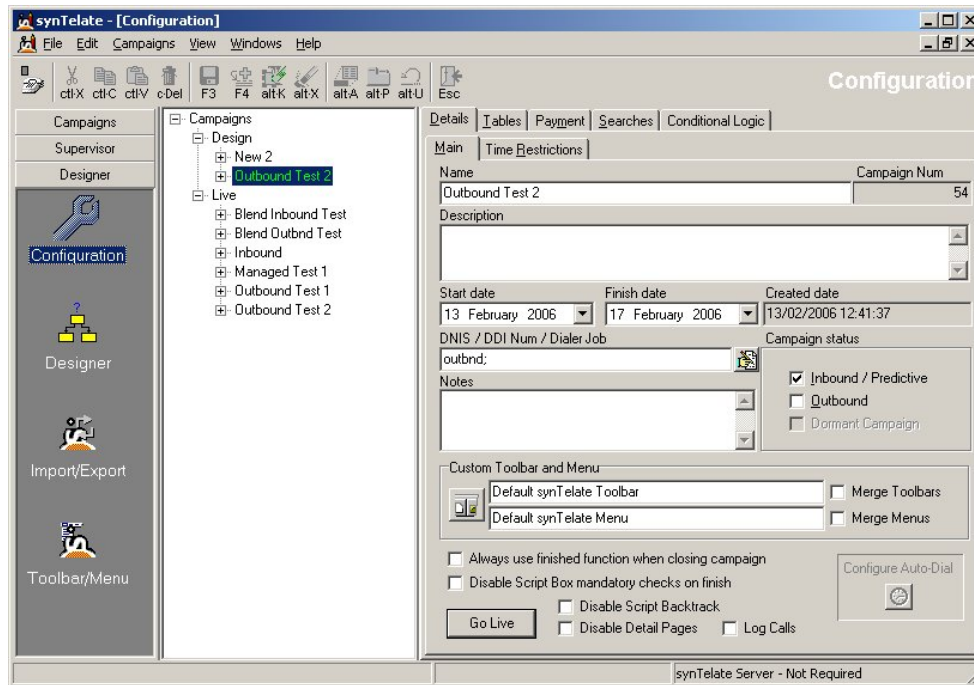
The Avaya PDS Configuration dialog box is shown. It has a title bar 'Avaya PDS Configuration'. Inside, there are fields for 'Campaign' (54) and 'Name' (Outbound Test 2). Below these is a 'PDS Job Name' field with 'outbnd' selected. To the right is a 'Call List' dropdown menu with 'list1' selected. There are two radio buttons for 'Inbound' and 'Outbound', with 'Outbound' selected. Below these are checkboxes for 'Insert Record ?' (checked) and 'Delete Record ?' (unchecked). There are also dropdowns for 'Call List Key Field' and 'Client Match Field'. At the bottom is a table titled 'Field Matches'.

PDS Field	synTelate Field	Table	MultiLine	Read/Write ?
NAME1	FNAME	CLIENT3		Read/Write
NAME2	LNAME	CLIENT3		Read/Write
CITY	CITY	CLIENT3		Read/Write
POSTCODE	ZIP	CLIENT3		Read/Write
PHONE1	LKTL_CLI	CLIENT3		Read Only
BALANCE	ADECIMAL	CLIENT3		Read/Write
DTE	TESTDATE	CLIENT3		Read Only
ENTRYDATE	SUBDATE	CLIENT3		Read/Write

At the bottom right of the dialog are two buttons: a green checkmark button and a red X button.

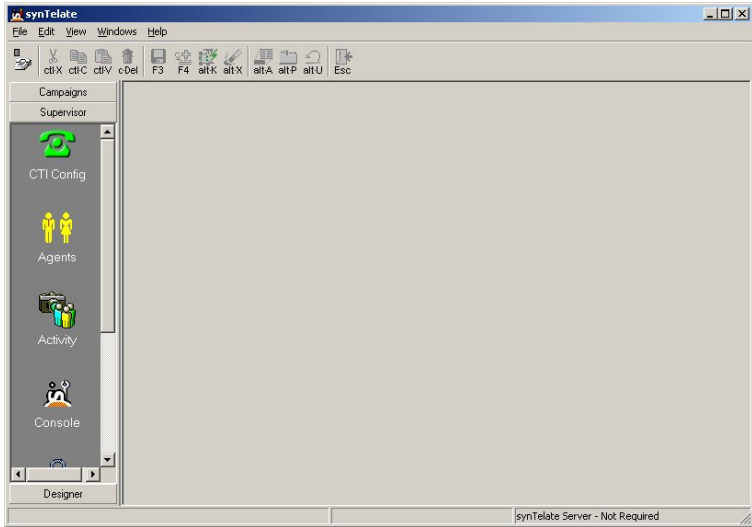
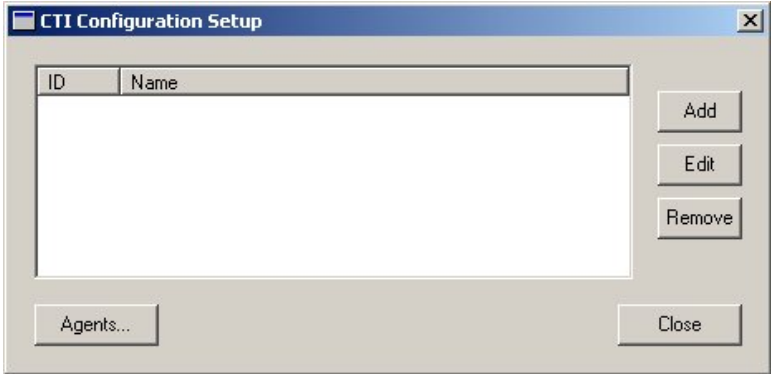
10. Repeat steps 1 to 9 for any other campaign requiring field mappings to the PDS call lists.

11. Click the **Go Live** button.

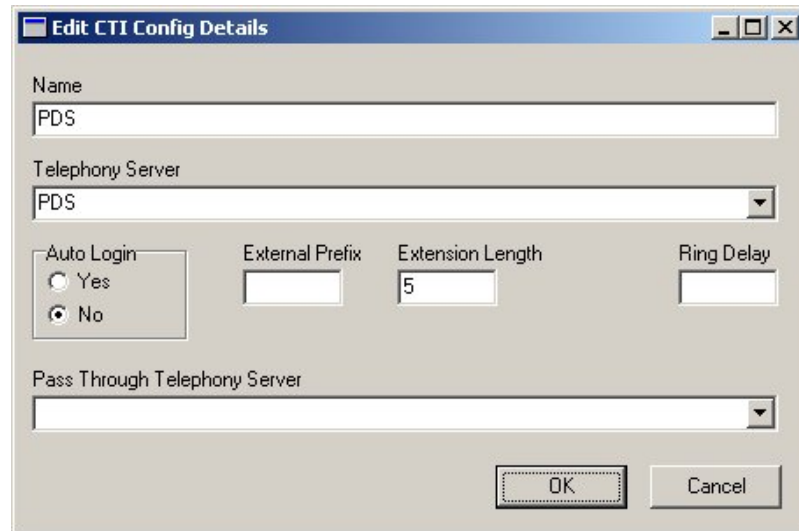


The synTelate - [Configuration] window is shown. It has a menu bar (File, Edit, Campaigns, View, Windows, Help) and a toolbar. On the left is a sidebar with icons for Campaigns, Supervisor, Designer, Configuration, Import/Export, and Toolbar/Menu. The 'Configuration' icon is highlighted. The main area is divided into two panes. The left pane shows a tree view of campaigns: 'Design' (New 2, Outbound Test 2) and 'Live' (Blend Inbound Test, Blend Outbnd Test, Inbound, Managed Test 1, Outbound Test 1, Outbound Test 2). The right pane shows the configuration details for 'Outbound Test 2'. It includes fields for 'Name' (Outbound Test 2), 'Campaign Num' (54), 'Description', 'Start date' (13 February 2006), 'Finish date' (17 February 2006), 'Created date' (13/02/2006 12:41:37), 'DNIS / DDI Num / Dialer Job', 'Campaign status' (Inbound / Predictive, Outbound, Dormant Campaign), 'Custom Toolbar and Menu' (Default synTelate Toolbar, Default synTelate Menu), and checkboxes for 'Always use finished function when closing campaign', 'Disable Script Box mandatory checks on finish', 'Disable Script Backtrack', 'Disable Detail Pages', and 'Log Calls'. At the bottom right is a 'Configure Auto-Dial' button. At the bottom left is a 'Go Live' button. The status bar at the bottom says 'synTelate Server - Not Required'.

6.2. synTelate CTI Configuration

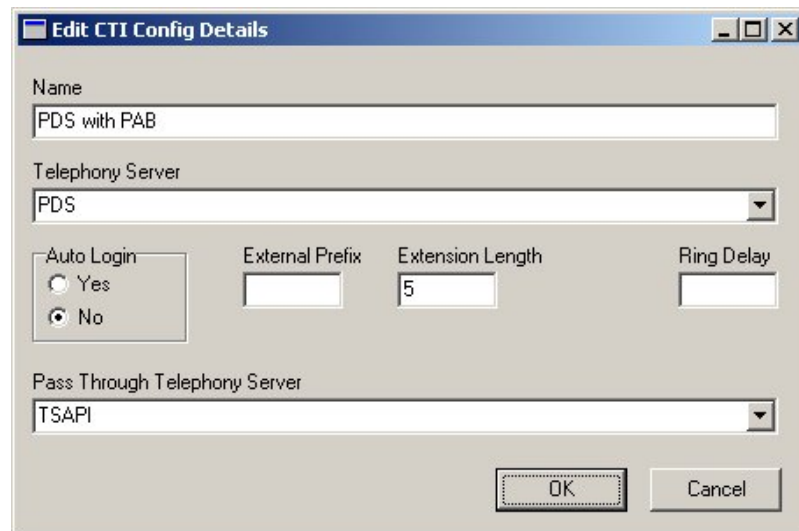
Step	Description
1.	<p>Select Start Menu → Programs → synTelate → synTelate Designer. On the bottom left hand side panel click on Supervisor tab. Select CTI Config in the Supervisor panel.</p> 
2.	<p>Click the Add button in the CTI Configuration Setup box.</p> 

3. Enter a unique name for the CTI Configuration in the **Name** field. The name will be listed in the selection during the agent login in Section 6.4. Select “PDS” in the **Telephony Server** drop down list. Select the **No** radio button in the Auto login section. Enter External Prefix and Extension length if configured. The rest of the values can be left as default. Click **OK**.



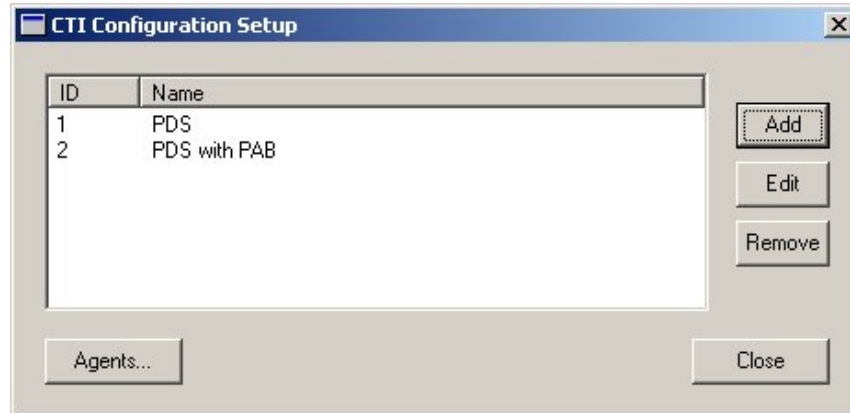
The screenshot shows the 'Edit CTI Config Details' dialog box. The 'Name' field is filled with 'PDS'. The 'Telephony Server' dropdown menu is set to 'PDS'. In the 'Auto Login' section, the 'No' radio button is selected. The 'External Prefix' field is empty, and the 'Extension Length' field contains the value '5'. The 'Ring Delay' field is empty. The 'Pass Through Telephony Server' dropdown menu is empty. At the bottom right, there are 'OK' and 'Cancel' buttons.

4. Repeat step 2. The configuration setting below is for Predictive Agent Blending. Enter a unique name for the CTI Configuration in the **Name** field. The name will be listed in the selection during the agent login in Section 6.4. Select “PDS” in the **Telephony Server** drop down list. Select the **No** radio button in the Auto login section. Enter External Prefix and Extension length if configured. The rest of the values can be left as default. In **Pass Through Telephony Server** drop down list, select “TSAPI”. Click **OK**.



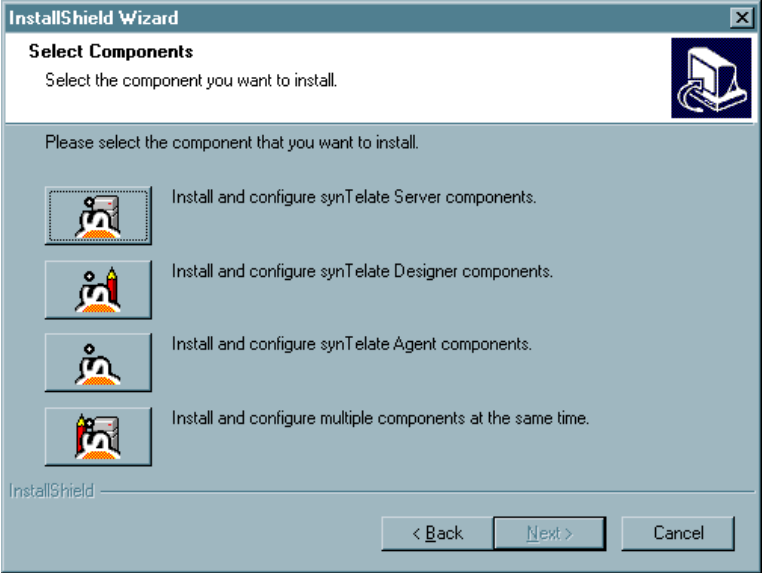
The screenshot shows the 'Edit CTI Config Details' dialog box. The 'Name' field is filled with 'PDS with PAB'. The 'Telephony Server' dropdown menu is set to 'PDS'. In the 'Auto Login' section, the 'No' radio button is selected. The 'External Prefix' field is empty, and the 'Extension Length' field contains the value '5'. The 'Ring Delay' field is empty. The 'Pass Through Telephony Server' dropdown menu is set to 'TSAPI'. At the bottom right, there are 'OK' and 'Cancel' buttons.

5. Click **Close** once all changes have been made.

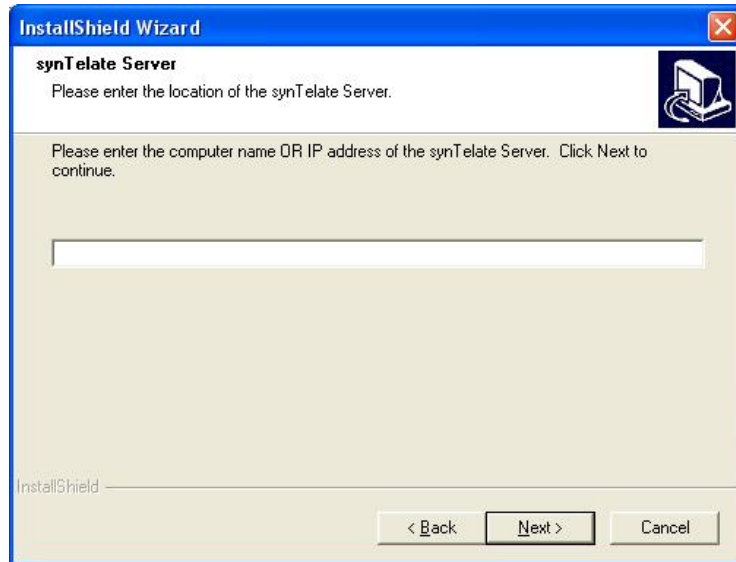


6.3. synTelate Agent Configuration

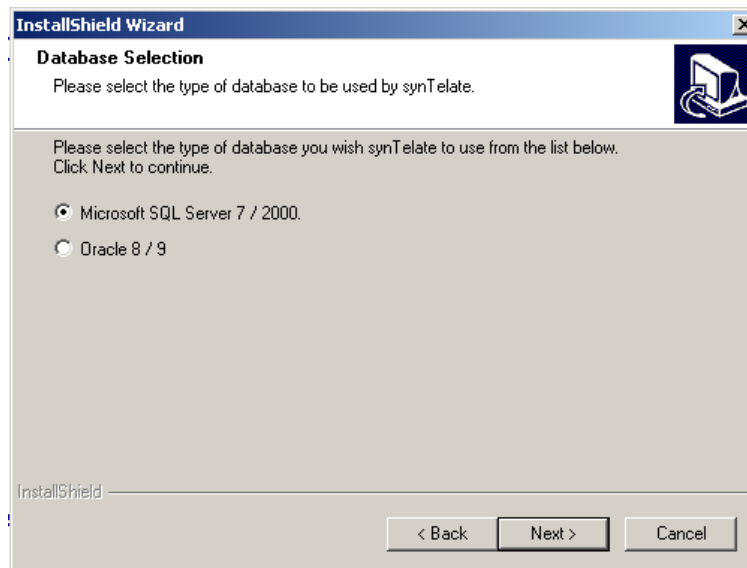
The same configuration steps are taken when installing synTelate Designer or Agent. Additional components are installed for synTelate Designer.

Step	Description
1.	<p>Depending on the component required, in the Select Components screen, click the Install and Configure synTelate Agent or Designer components button. Click Next.</p> 
2.	<p>The Choose Destination Location screen prompts the user to specify the folder where the synTelate files will be installed. By default, the destination folder is set to C:\Program Files\synTelate. Click on Next to accept the default.</p>
3.	<p>The Select Program Folder screen prompts the user to specify the program folder in the Start Menu to be selected or created where the synTelate application will appear. Click on Next to accept the default.</p>

4. Avaya PDS users do not need to use synTelate Server. Hence, the field for the synTelate server is left blank and **Next** is clicked.



5. The Database Selection screen prompts the user to specify the database type that synTelate will use. For the compliance testing, Microsoft SQL Server 7 was used. Click **Next**.



6. The **synTelate Database** screen requires database login details to be entered to allow synTelate to access the database. The following values were used for the compliance testing:

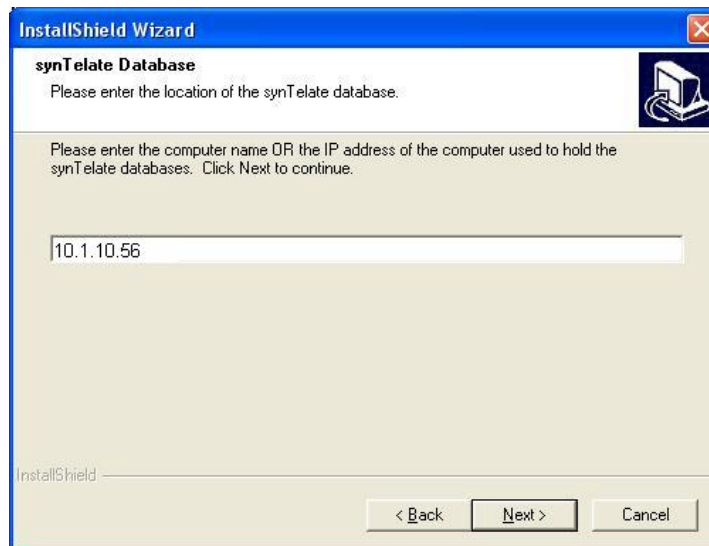
- Database username = **synTelate**
- Database password = Enter appropriate password.

Click **Next**.



7. The next screen asks for the location of the synTelate database to be defined. Enter the computer name or the IP Address of the computer where the synTelate runtime and configuration databases are stored. Click **Next**.

Note: The screen displayed depends on the database type selected in the Database Selection screen.



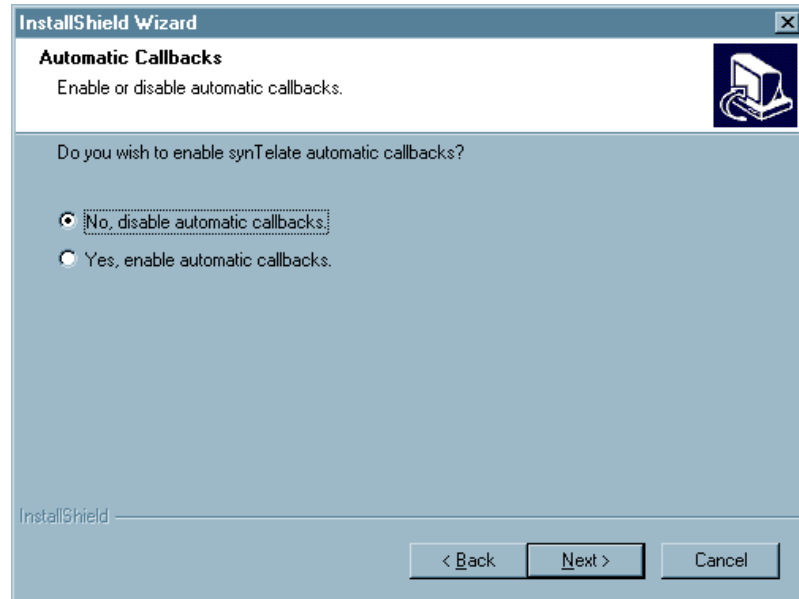
8. In the next screen, enter the name of the configuration database. Click **Next**.

The screenshot shows the 'InstallShield Wizard' window with the title 'synTelate Database'. The instructions read: 'Please enter synTelate database names.' and 'Please enter the names of the synTelate Configuration and Runtime databases.' There is a text input field labeled 'Configuration database name:' with the text 'synConfig' entered. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

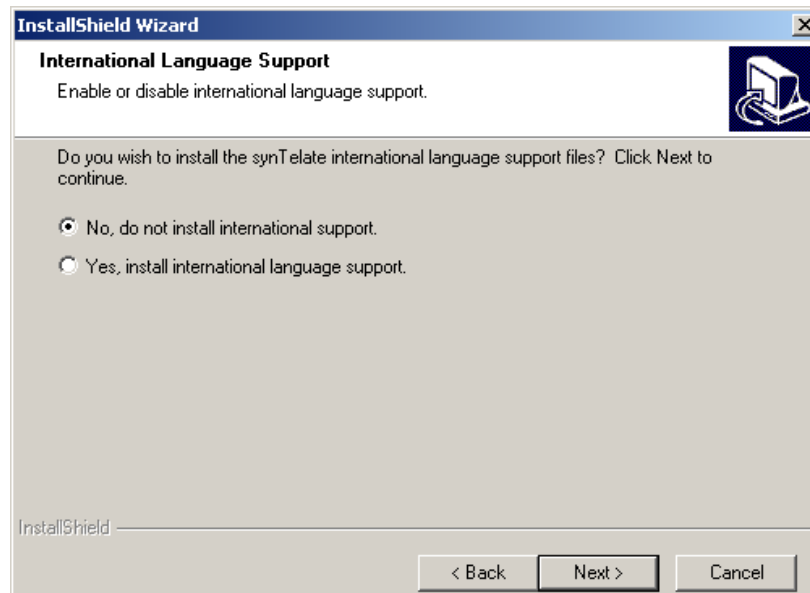
9. The next screen prompts for synTelate Addressing Software Integration details. Accept the default value - **No, do not configure Addressing Integration**. Click **Next**.

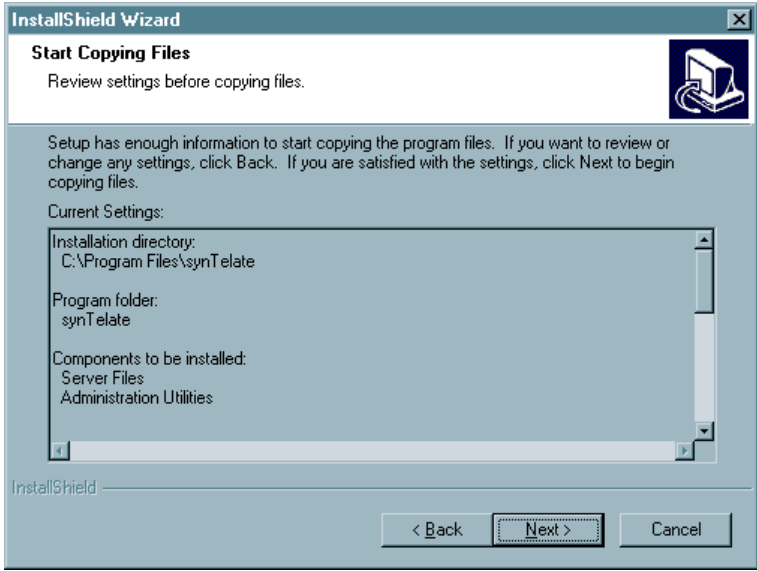
The screenshot shows the 'InstallShield Wizard' window with the title 'synTelate Addressing Software Integration'. The instructions read: 'Configure synTelate addressing software integration.' and 'Do you wish to configure synTelate Addressing Software Integration? (Details of supported Addressing Software can be found in the Installation Guide). Click Next to continue.' There are two radio button options: 'No, do not configure Addressing Integration.' (which is selected) and 'Yes, configure Addressing Integration.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

10. The Automatic Callbacks screen gives the option to enable or disable Automatic Callbacks. Accept the default - **No, disable automatic callbacks**. Click **Next**.

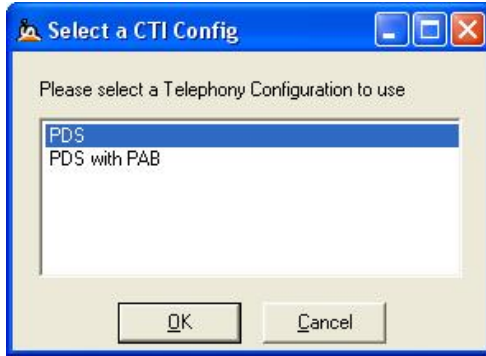
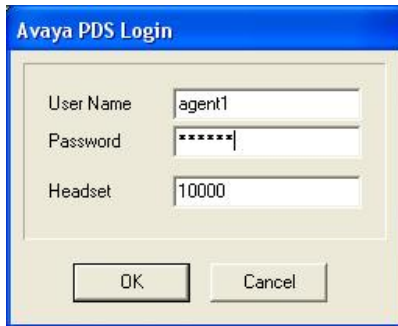



11. On the next screen, the option is given to install the synTelate international language support. Accept the default and click **Next**.

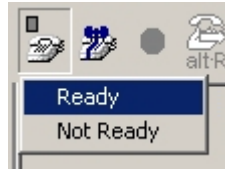


12.	<p>The Review screen allows the information that has been entered to be checked. If any of the settings are incorrect, then use the Back button to go back to previous screens and change the information. Once the details are confirmed as correct in the review screen, click Next to start installing the files.</p> 
13.	<p>A Setup Status screen will appear that provides a guide to the progress of the installation. Once the files have been copied, the setup program will configure the system. An information message will appear indicating that this is being performed on the machine. It is recommended that the machine be restarted after each installation. Click on Yes, then the Finish button to restart the machine immediately.</p>

6.4. synTelate Agent Application

Step	Description
1.	<p>On the synTelate Agent PC, click on Start Menu → Programs → synTelate → synTelate Agent. Choose type of job. Click OK.</p>  <p>The 'Select a CTI Config' dialog box has a title bar with a blue background and standard window controls. The main text says 'Please select a Telephony Configuration to use'. Below this is a list box containing two items: 'PDS' (which is selected and highlighted in blue) and 'PDS with PAB'. At the bottom are 'OK' and 'Cancel' buttons.</p>
2.	<p>If Intelligent Call Blending (PDS) is chosen, the dialog box appears below. Enter the Avaya PDS agent User Name and appropriate Password. Click OK.</p>  <p>The 'Avaya PDS Login' dialog box has a title bar with a blue background and standard window controls. It contains three input fields: 'User Name' with the text 'agent1', 'Password' with masked characters '*****', and 'Headset' with the text '10000'. At the bottom are 'OK' and 'Cancel' buttons.</p>
3.	<p>When logging in using Proactive Agent Blend mode, a different login dialog for AES will appear as shown below. Select the Tlink shown in Section 5, Step 4. Enter Username and Password configured in Section 5, Step 5 and enter Extension of agent phone and Agent Login id configured in Section 4.2, Step 11 in the Agent Name field. Click OK.</p>  <p>The 'Login Details' dialog box has a title bar with a blue background and standard window controls. It features a 'TServer' dropdown menu showing 'AVAYA#S8500ADC1#CSTA#AESERVER'. Below this are six input fields arranged in two rows and three columns: 'Username' (synTelate), 'Extension' (10000), 'Group Name' (empty), 'Password' (masked with 'xxxxxx'), 'Agent Name' (15005), and 'Group Password' (empty). At the bottom are 'OK' and 'Cancel' buttons.</p>

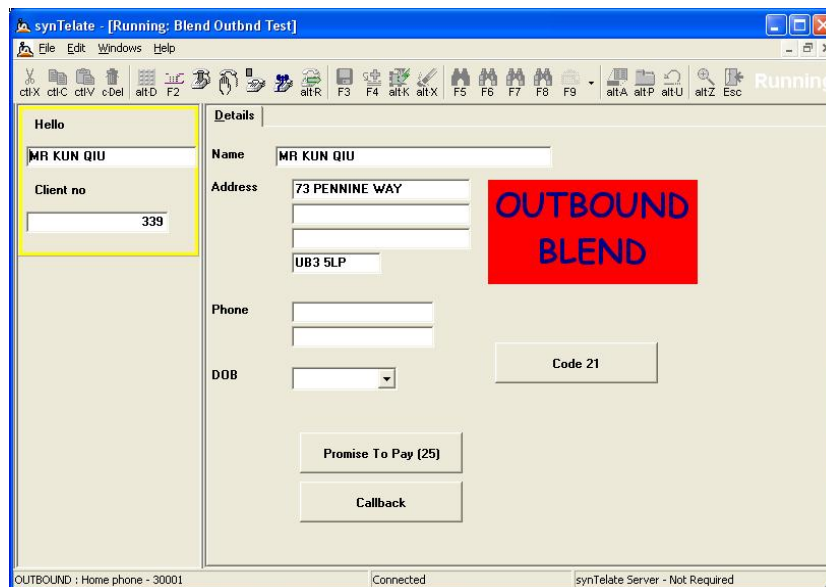
4. Click the ready button on the toolbar and select ready from the drop down menu that appears.



5. Select job type and job name from the Campaign List dialog.



6. The following screen displays an example of a customer record for a campaign. Refer to Section 11 for synTelate documentation on configuring campaigns.



7. Interoperability Compliance Testing

The testing examined the synTelate Agent application interoperability with Avaya Predictive Dialing System 12.0 using the Avaya Agent API. The majority of the testing focused on the ability of the synTelate Agent application to perform the following operations: Place/Receive calls, Hold, and Transfer. Both Inbound and Outbound call scripts were tested. Proactive Agent Blending made outbound calls and released agents to inbound only when inbound calls were made to the Inbound VDN numbers configured. Performance load testing was not performed.

7.1. General Test Approach

The general test approach was to create both Inbound and Outbound campaigns and test Intelligent Call Blending and Proactive Agent Blending. Both Inbound and Outbound calls exercised Hold/Retrieve and Call Transfer operations on the synTelate Agent application. Proactive Agent Blending was tested by placing inbound calls to the Inbound VDN numbers. Agents were released to service the inbound calls and then released back to the outbound campaign. Customer detail records were mapped from the Avaya PDS call list in the synTelate database tables, and the records were verified in the synTelate Agent application by running the relevant outbound campaign. Shadow jobs as well as Managed (preview) jobs were tested.

7.2. Test Results

All tests passed, with two inconsistencies noted in the following paragraph. The synTelate application successfully ran inbound and outbound campaigns and the synTelate Agent application placed/received, held/retrieved, and transferred calls successfully during the campaign.

Two issues have been noted that occur intermittently. The first issue relates to when the Avaya PDS is set for Inbound calling and Intelligent call blending. A call transferred by the synTelate Agent application to a busy or un-obtainable number is infrequently reported as being successful. The second issue relates to when the Avaya PDS is set for Proactive Agent Blending. A call transferred or conferenced by an agent and then retrieved by an agent sometimes is unsuccessful and may require the CTI link between the synTelate Agent and AES to be reset.

8. Verification Steps

To verify if the synTelate application is installed and operating correctly, perform the following steps on the synTelate Agent PC:

1. On the synTelate Agent, click on **Start Menu → Programs → synTelate → synTelate Agent**. Choose type of job. Enter the Avaya PDS agent **User Name** and appropriate **Password**. Follow the steps in Section 6.4.
2. Run LogViewer.exe. This is synTelate's logging tool. It can be found at **C:\Program Files\synTelate\Shared**. If an error occurs during startup, the LogViewer will contain additional diagnostic information.

3. The CTI connection can be checked once synTelate is running. The toolbar will contain a Dialer pad button. This will make the dialer pad visible.
4. The dialer pad can be used to dial a number type into the edit box, hang up, answer an incoming call, put a current call on hold or retrieve a held call.



9. Support

Technical support for the synTelate application is available as follows:

- Telephone Help Desk Tel: +44 (0)141 552 8800 or 0800 052 1015
- Support on the Web - <http://support.inisoft.co.uk/start.asp>. If a login is required contact support@inisoft.co.uk

10. Conclusion

These Application Notes describe the required configuration steps for the synTelate Agent 3.0 application to successfully interoperate with Avaya Predictive Dialing System 12.0. All test cases were completed successfully and the configuration described in these Application Notes has been successfully compliance tested.

11. Additional References

This section references the Avaya and Initiative Software product documentation that are relevant to these Application Notes.

Avaya product documentation can be found at <http://support.avaya.com>.

- Avaya Predictive Dialing System CTI Link Installation Manual, 40DHB0002UKAB – Issue 11a (June 2005)
- Avaya Predictive Dialing System 3.1 Installation Manual, Issue 13j (Dec 2005)
- Avaya Predictive Dialing System 3.1 Manager Manual, Issue 17d (Sept 2005)
- Administrator Guide for Avaya Communication Manager, Document ID 02-300309, Issue 1, June 2005.
- Avaya Application Enablement Services 3.0 Administration and Maintenance Guide, Document ID 02-300357, Issue 1, June 2005.

Company and product information available from Initiative Software.

- Company website:- www.inisoft.co.uk
- Product website:- www.syntelate.com

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