



Avaya Solution & Interoperability Test Lab

Application Notes for etalk Qfiniti Survey with Avaya Communication Manager and Avaya Application Enablement Services – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for etalk Qfiniti Survey to interoperate with Avaya Communication Manager and Avaya Application Enablement Services.

Qfiniti Survey is an automated customer survey system. The system provides enterprises with the capability to create, maintain, and automatically request effective customer surveys. Qfiniti Survey offers customers an optional automated telephone survey following a call, which eliminates the expense of traditional third-party questionnaires. By integrating the survey results with quality monitoring results, Qfiniti Survey provides a comprehensive view of call agent performance and a calibration tool to ensure that quality initiatives are in line with the customer's expectations. This automated solution operates in conjunction with call center private branch exchange (PBX) and automatic call distributor (ACD) switches.

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

Etalk Qfiniti Survey is an automated customer survey system. The system provides enterprises with the capability to create, maintain, and automatically request effective customer surveys. Qfiniti Survey offers customers an optional automated telephone survey following a call, which eliminates the expense of traditional third-party questionnaires. By integrating the survey results with quality monitoring results, Qfiniti Survey provides a comprehensive view of call agent performance and a calibration tool to ensure that quality initiatives are in line with the customer's expectations. This automated solution operates in conjunction with call center private branch exchange (PBX) and automatic call distributor (ACD) switches.

The overall objective of this testing is to verify that Qfiniti Survey can interoperate with Avaya Communication Manager and Avaya Application Enablement Services (AES). Serviceability testing was also conducted to assess the reliability of the solution.

Figure 1 provides the test configuration used for the compliance testing. Note that actual configurations may vary.

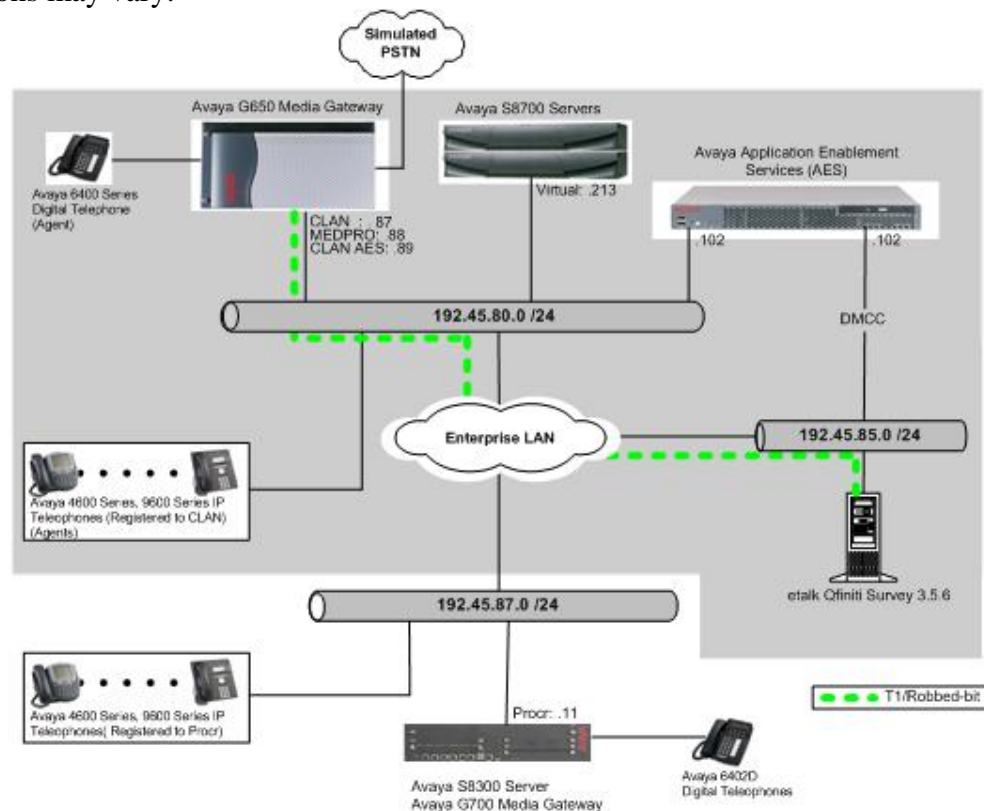


Figure 1: Test Configuration for Qfiniti Survey with Avaya Communication Manager and Avaya AES

2. Equipment and Software Validated

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

Equipment		Software/Firmware
Avaya S8700 Servers		Avaya Communication Manager 4.0.1 (R014x.00.1.731.2-14300)
Avaya G650 Media Gateway		
	TN2312BP IP Server Interface	HW11 FW030
	TN799DP CLAN Interface	HW01 FW017
	TN2302AP IP Media Processor	HW20 FW108
Avaya S8300 Server		Avaya Communication Manager 4.0.1 (R014x.00.1.731.2-14300)
Avaya G700 Media Gateway		25.28.0
Avaya Application Enablement Services		4.0 w/ Bundled Offer Build 47.3
Avaya 4600 Series IP Telephones		
	4620	2.8 (H.323)
	4625	2.8 (H.323)
Avaya 9600 Series IP Telephones		
	9630	1.5 (H.323)
	9650	1.5 (H.323)
Avaya 6400D Series Digital Telephones		
etalk Qfiniti Survey		3.5.6

3. Configure Avaya Communication Manager

This section provides the procedures for configuring Avaya Communication Manager. During the compliance test, the following scenarios were tested:

- Qfiniti Survey provides the survey prompt. When the answer is “yes”, survey inbound and outbound stations will be bridged. Thus the recording will start (**Section 3**).
- Avaya Communication Manager provides the survey prompt. Qfiniti Survey will only function as bridging survey inbound and outbound stations (**Section 4**).

All the configuration changes in Avaya Communication Manager are performed through the System Access Terminal (SAT) interface. The highlights on the screens in the following indicate the values used during the compliance test. For the compliance testing, the following devices were used.

Device Type	Device Number/Extension
Survey Inbound/Outbound Stations	22225 – 22236 (Qfiniti Survey prompt) / 22237 – 22248
Monitoring Stations	22001 – 22009
AgentID	50021 – 50025
VDN	50000 (Outbound), 51111(Inbound)
Survey	22224 (Avaya prompt)

3.1. Configure T1/Robbed-bit Trunk

This section describes the steps for configuring a T1/Robbed-bit trunk on Avaya Communication Manager. Enter the **list configuration all** command and note the Board Number for the DS1 circuit pack to be configured.

```
list configuration all
```

SYSTEM CONFIGURATION				
Board Number	Board Type	Code	Vintage	Assigned Ports u=unassigned t=tti p=psa
01A13	DS1 INTERFACE	TN464F	000018	01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 u u u u u u u u

Enter the **add ds1 x** command, where **x** is the board number of the DS1 circuit pack noted previously. Enter a descriptive name in the name field and set the other highlighted fields below to the values indicated.

```
add ds1 1a13
```

DS1 CIRCUIT PACK	
Location: 01A13	Name: Survey-T1
Bit Rate: 1.544	Line Coding: ami-basic
Line Compensation: 1	Framing Mode: d4
Signaling Mode: robbed-bit	
Interface Companding: mulaw	
Idle Code: 11111111	
Slip Detection? n	Near-end CSU Type: other

3.2. Configure Stations for Inbound Survey

Enter the **add station s** command, where **s** is a valid extension in the provisioned dial plan. On **Page 1** of the station form, set the Type field to **DS1FD**, provide a port number for the Port field, and enter a descriptive name in the Name field. During the compliance test, port numbers from 1a1301 to 1a1312 were allocated for the inbound survey stations.

```
add station 22225
```

STATION		Page 1 of 4
Extension: 22225	Lock Messages? n	BCC: 0
Type: DS1FD	Security Code:	TN: 1
Port: 01A1301	Coverage Path 1:	COR: 1
Name: Survey-1	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Time of Day Lock Table:		
Loss Group: 4		
Off Premises Station? y		
R Balance Network? n		
Survivable COR: internal		
Survivable Trunk Dest? y		

3.3. Configure Stations for Outbound Survey

Enter the **add station s** command, where **s** is a valid extension in the provisioned dial plan. On **Page 1** of the station form, set the Type field to **DS1FD**, provide a port number for the Port field, and enter a descriptive name in the Name field. During the compliance test, port numbers from 1a1313 to 1a1324 were allocated for the outbound survey stations.

add station 22237		Page 1 of 4
STATION		
Extension: 22237	Lock Messages? n	BCC: 0
Type: DS1FD	Security Code:	TN: 1
Port: 01A1313	Coverage Path 1:	COR: 1
Name: Survey-13	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Time of Day Lock Table:		
Loss Group: 4		
Off Premises Station? y		
R Balance Network? n		
Survivable COR: internal		

3.4. Configure Outbound Hunt/Skill Group

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 descriptive name in the Group Name field and a number in the Group Extension that is valid in the provisioned dial plan. Set the ACD, Queue, and Vector fields to **y**. When ACD is enabled, hunt group members serve as ACD agents and must log in to receive ACD split/skill calls. When Queue is enabled, calls to the hunt group will be served by a queue. When the Vector field is enabled, the hunt group will be vector controlled.

add hunt-group 1		Page 1 of 3
HUNT GROUP		
Group Number: 1	ACD? y	
Group Name: n	Queue? y	
Group Extension: 50011	Vector? y	
Group Type: ucd-mia		
TN: 1		
COR: 1	MM Early Answer? n	
Security Code:	Local Agent Preference? n	
ISDN/SIP Caller Display:		
Queue Limit: unlimited		
Calls Warning Threshold: Port:		
Time Warning Threshold: Port:		

On **Page 2**, set the Skill field to **y**, which means that agent membership in the hunt group is based on skills, rather than pre-programmed assignment to the hunt group.

```

add hunt-group 1                                     Page 2 of 3
                                     HUNT GROUP

Skill? y
AAS? n
Measured: internal
Supervisor Extension:

Controlling Adjunct: none

VuStats Objective:

Redirect on No Answer (rings):
Redirect to VDN:
Forced Entry of Stroke Counts or Call Work Codes? n

```

3.5. Configure an Agent Login ID

Enter the **add agent-loginID p** command, where **p** is a valid extension in the provisioned dial plan. On **Page 1** of the agent-loginID form, enter a descriptive name in the Nmae field and a password in the Password field.

```

add agent-loginID 50021                             Page 1 of 2
                                     AGENT LOGINID

Login ID: 50021                                     AAS? n
Name: Agent-1                                       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/SIP Display? n
Password: 1234
Password (enter again): 1234
Auto Answer: station
MIA Across Skills: system
ACW Agent Considered Idle: system
Aux Work Reason Code Type: system
Logout Reason Code Type: system
Maximum time agent in ACW before logout (sec): system
Forced Agent Logout Time: :

```

On **Page 2**, set the Skill Number (SN) to the hunt group number previously created in this section. The Skill Level (SL) may be set according to customer requirements. Repeat this step as necessary to configure additional agent extensions.

```

add agent-loginID 50021                             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:      17:      32:      47:

```

3.6. Configure Outbound Vector

Enter the **add vector q** command, where **q** is an unused vector number. Enter a descriptive name in the Nmae field, and program the vector to deliver calls to a hunt/skill group number. Agents that are logged into the hunt/skill group will be able to answer calls queued to the hunt/skill group.

add vector 1		Page 1 of 6	
CALL VECTOR			
Number: 1		Name: Inbound Vector	
Basic? y		Meet-me Conf? n	
EAS? y		Lock? n	
G3V4 Enhanced? n		ANI/II-Digits? n	
ASAI Routing? n		CINFO? n	
Prompting? y		BSR? n	
LAI? n		Holidays? n	
G3V4 Adv Route? n		Variables? n	
3.0 Enhanced? n		01 wait-time 2 secs hearing ringback	
02 queue-to skill 1 pri m		03	
04			

3.7. Configure Outbound VDN

Enter the **add vdn r** command, where **r** is a valid extension in the provisioned dial plan. Specify a descriptive name in the Nmae field for the VDN and specify the vector configured in the previous step for the Vector Number field. In the example below, incoming calls to extension 50000 will be routed to VDN 50000, which in turn will invoke the actions specified in vector 1.

add vdn 50000		Page 1 of 2	
VECTOR DIRECTORY NUMBER			
Extension: 50000			
Name*: Outbound			
Vector Number: 1			
Meet-me Conferencing? n			
Allow VDN Override? n			
COR: 1			
TN*: 1			
Measured: none			
1st Skill*:			
2nd Skill*:			
3rd Skill*:			

3.8. Configure IP-Services

Enter the **add cti-link m** command, where **m** is a number between 1 and 64, inclusive. Enter a valid Extension under the provisioned dial plan. Set the Type field to **ADJ-IP** and assign a descriptive name in the Nmae field to the CTI link. Default values may be used in the remaining fields.

add cti-link 4	Page 1 of 3
CTI LINK	
CTI Link: 4	
Extension: 20006	
Type: ADJ-IP	
	COR: 1
Name: AES-devcon223-tsapi	

Enter the **change node-names ip** command. In the compliance-tested configuration, the CLAN IP address was utilized for registering H.323 endpoints (Avaya IP Telephones and Avaya IP Softphones, and DMCC stations), and the CLAN-AES IP address was used for connectivity to Avaya AES.

change node-names ip	Page 1 of 2
IP NODE NAMES	
Name	IP Address
CLAN	192.45.80.87
CLAN-AES	192.45.80.89
MEDPRO	192.45.80.88
S8300G700	192.45.87.11
default	0.0.0.0

Enter the **change ip-services** command. On **Page 1**, configure the Service Type field to **AESVCS** and the Enabled field to **y**. The Local Node field should be pointed to the **CLAN-AES** board that was configured in the Iprevios form. During the compliance test, the default port was utilized for the Local Port field.

change ip-services	Page 1 of 4				
IP SERVICES					
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port
AESVCS	y	CLAN-AES	8765		

On **Page 4**, enter the hostname of the AES server for the AE Services Server field. The server name may be obtained by logging in to the AES server using ssh, and entering **uname -a** at the command prompt. Enter an alphanumeric password for the Password field. Set the Enabled field to **y**. The same password will be configured on the AES server in **Section 5.1**.

change ip-services	Page 4 of 4			
AE Services Administration				
Server ID	AE Services Server	Password	Enabled	Status
1:	server1	xxxxxxxxxxxxxxxx	y	idle

4. Configure Avaya Communication Manager for Survey

This section describes the configuration when Avaya Communication Manager provides the survey prompt. The configuration steps will be the same as in **Section 3**, except inbound VDN, inbound vector, and inbound hunt group are added.

4.1. Configure Inbound Hunt Group

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 descriptive name in the Group Name field and a number in the Group Extension that is valid in the provisioned dial plan.

add hunt-group 22		Page 1 of 60	
HUNT GROUP			
Group Number: 22		ACD? n	
Group Name: Survey Inbound		Queue? n	
Group Extension: 50055		Vector? n	
Group Type: ucd-mia		Coverage Path:	
TN: 1	Night Service Destination:		
COR: 1	MM Early Answer? n		
Security Code:	Local Agent Preference? n		

On **Page 3**, enter the DS1FD configured for stations in **Section 3.2**.

add hunt-group 22		Page 3 of 60	
HUNT GROUP			
Group Number: 22	Group Extension: 50055	Group Type: ucd-mia	
Member Range Allowed: 1 - 1500	Administered Members (min/max): 1 /2		
Total Administered Members: 2			
GROUP MEMBER ASSIGNMENTS			
Ext	Name(19 characters)	Ext	Name(19 characters)
1: 22225		14:	
2: 22226		15:	
3: 22227		16:	
4: 22228		17:	
5: 22229		18:	
6: 22230		19:	
7: 22231		20:	
8: 22232		21:	
9: 22233		22:	
10: 22234		23:	
11: 22235		24:	
12: 22236		25:	

4.2. Configure Inbound Vector

Enter the **add vector q** command, where **q** is an unused vector number. Enter a descriptive name in the Nmae field, and program the vector to route calls to the appropriate VDN number.

add vector 21		Page 1 of 6	
CALL VECTOR			
Number: 21		Name:	
Basic? y		Meet-me Conf? n	
EAS? y		Lock? n	
G3V4 Enhanced? n		ANI/II-Digits? n	
ASAI Routing? n		Prompting? y	
LAI? n		G3V4 Adv Route? n	
CINFO? n		BSR? n	
Holidays? n		Variables? n	
3.0 Enhanced? n			
<hr/>			
01 collect 1 digits after announcement 22224			
02 route-to number 50055 with cov n if digit = 1			
03 route-to number 50000 with cov n if digit = 2			
04 stop			
<hr/>			
05			

4.3. Configure Inbound VDN

Enter the **add vdn r** command, where **r** is a valid extension in the provisioned dial plan. Specify a descriptive name in the Nmae field for the VDN and specify the vector configured in the previous step as the Vector Number. In the example below, incoming calls to extension 51111 will be routed to Inbound VDN 51111, which in turn will invoke the actions specified in vector 21.

add vdn 51111		Page 1 of 2	
VECTOR DIRECTORY NUMBER			
Extension: 51111			
Name*: Inbound VDN			
Vector Number: 21			
Meet-me Conferencing? n			
Allow VDN Override? n			
COR: 1			
TN*: 1			
Measured: none			
1st Skill*:			
2nd Skill*:			
3rd Skill*:			

5. Configure Avaya Application Enablement Services

Avaya AES enables Computer Telephony Interface (CTI) applications to control and monitor telephony resources on Avaya Communication Manager. Avaya AES receives requests from CTI applications, and forwards them to Avaya Communication Manager. Conversely, Avaya AES receives responses and events from Avaya Communication Manager and forwards them to the appropriate CTI applications.

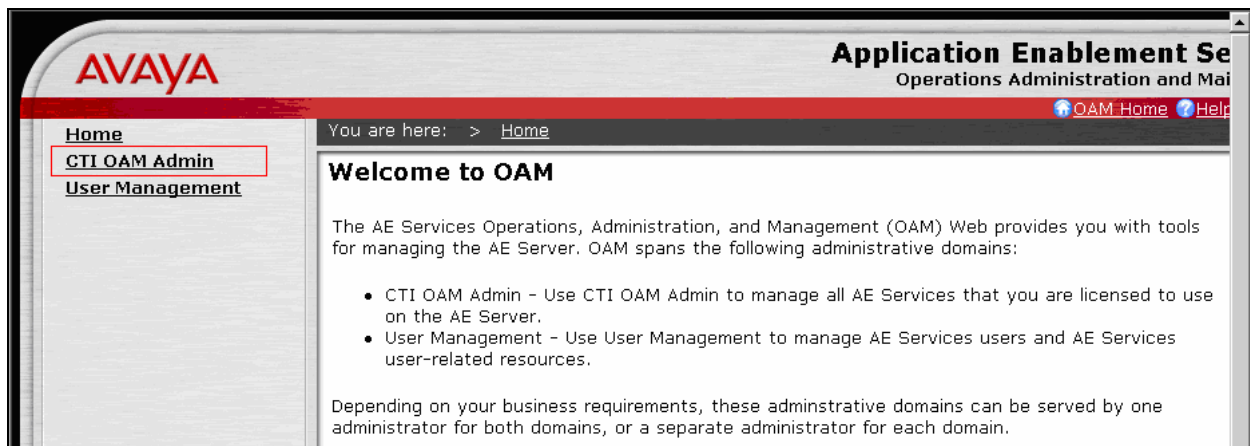
This section assumes that installation and basic administration of Avaya AES has been performed. Steps in this section describe configuring a Switch Connection, configuring a TSAPI CTI link and creating a CTI user.

5.1. Configure Switch Connection

Launch a web browser, enter <https://<IP address of AES server>:8443/MVAP> in the URL, and log in with the appropriate credentials for accessing the AES CTI Operation Administration and Maintenance (OAM) pages.



Select the **CTI OAM Admin** link from the left pane of the screen.



Click on **Administration** → **Switch Connections** in the left pane to display the Switch Connections page. A switch connection defines a connection between the Avaya AES and Avaya Communication Manager. Enter a descriptive name for the switch connection and click on **Add Connection**.

AVAYA Application Enablement Services
Operations Administration and Maintenance

You are here: > Administration > Switch Connections

Switch Connections

[S8700] Add Connection

Connection Name	Number of Active Connections	Connection Type
Edit Connection	Edit CLAN IPs	Edit H.323 Gatekeeper
Delete Connection		

The next window that appears prompts for the switch connection password. Select **CTI/Call Information** using the drop down menu on the Switch Connection Type field. Enter the same password that was administered on Avaya Communication Manager in **Section 3.8**. Default values may be used in the remaining fields. Click on **Apply**.

AVAYA Application Enablement Services
Operations Administration and Maintenance

You are here: > Administration > Switch Connections

Set Password - S8700

Please note the following:
* A password is not required for a H323 Gatekeeper Connection.
* Changing the password affects only new connections, not open connections.

Switch Connection Type CTI/Call Information

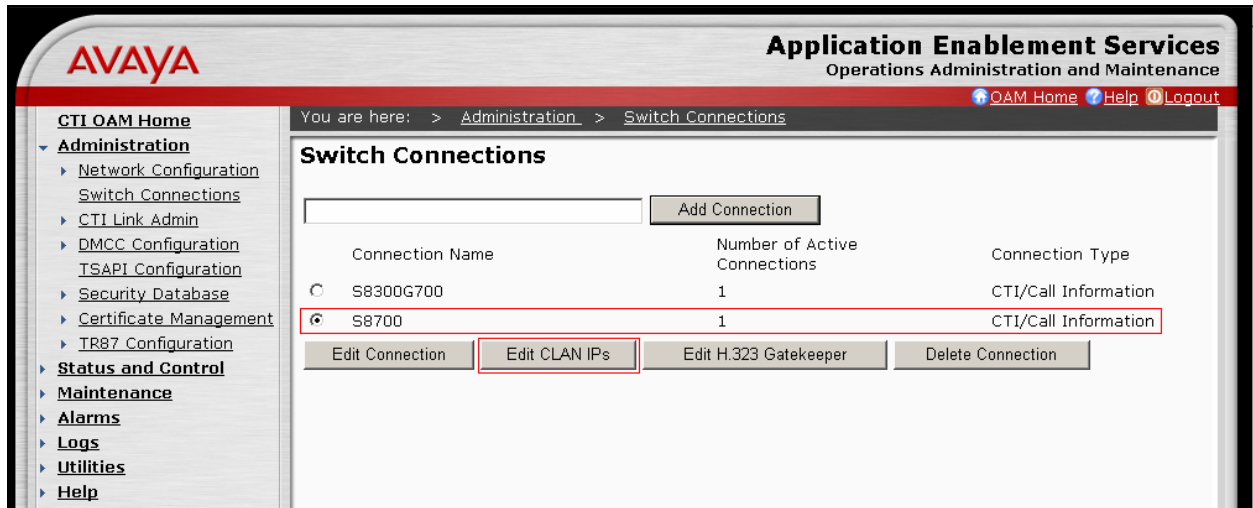
Switch Password

Confirm Switch Password

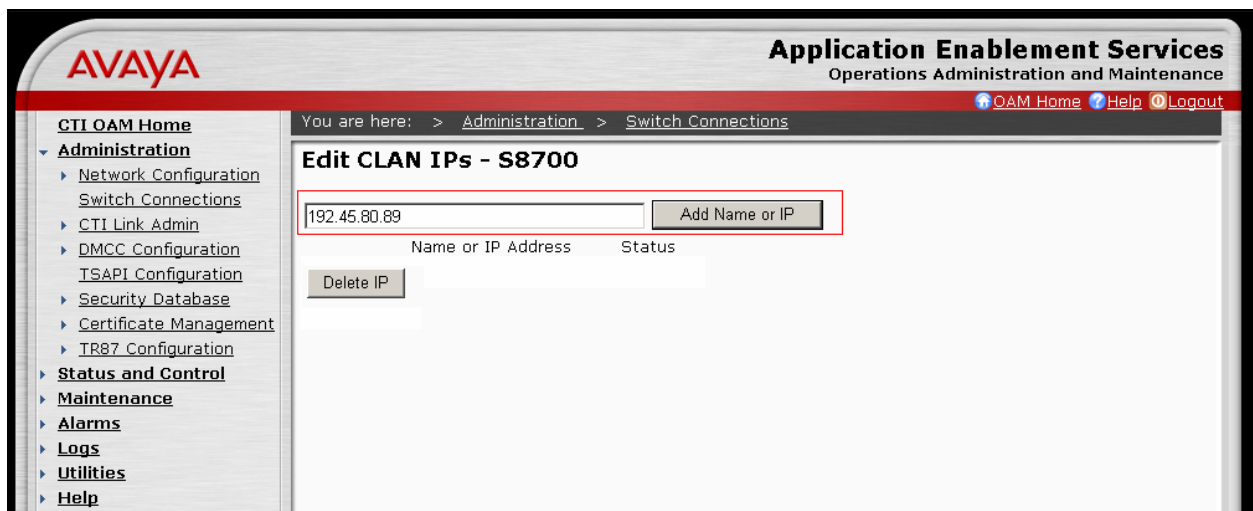
SSL ☒

Apply Cancel

After returning to the Switch Connections page, select the radio button corresponding to the switch connection added previously, and click on **Edit CLAN IPs**.

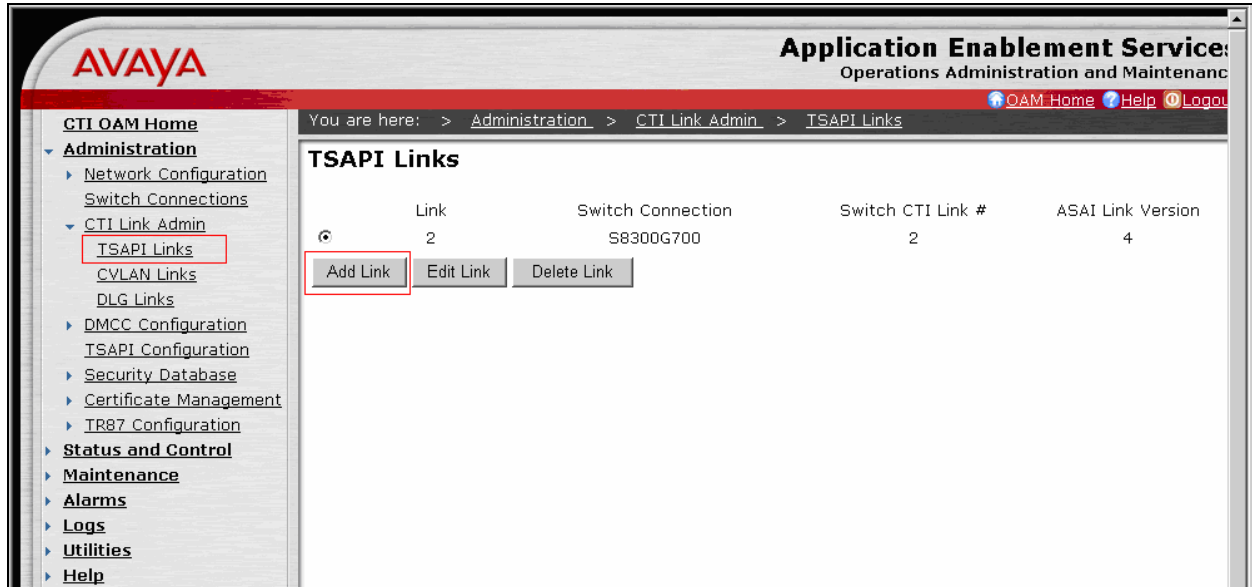


Enter the IP address of the CLAN used for AES connectivity from **Section 3.9**, and click on **Add Name or IP**.

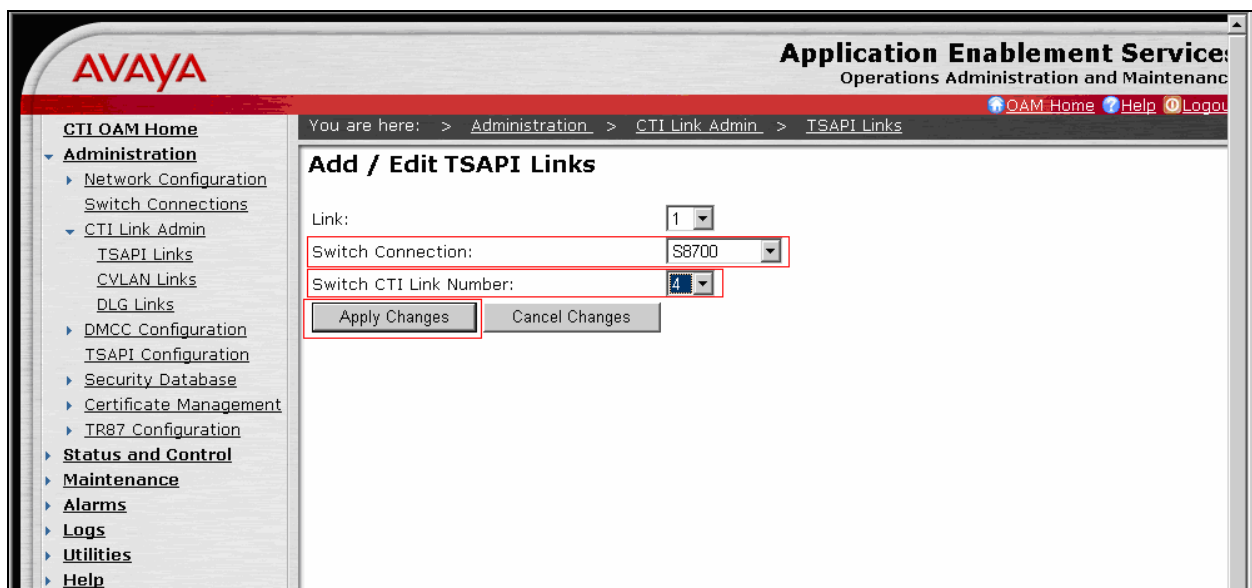


5.2. Configure TSAPI CTI Link

Navigate to **Administration** → **CTI Link Admin** → **TSAPI Links** to configure the TSAPI CTI link. Click the **Add Link** button to start configuring the TSAPI link.



Select the switch connection using the drop-down menu. Select the switch connection configured in **Section 5.1**. Select the Switch CTI Link Number using the drop-down menu. The CTI link number should match with the number configured in the cti-link form in **Section 3.8**. Select **Apply Changes**.



The following screen shows the TSAPI CTI link configuration.

The screenshot displays the Avaya Application Enablement Services (AES) Administration interface. The left sidebar contains a navigation menu with categories like Administration, CTI Link Admin, and Status and Control. The main content area is titled 'TSAPI Links' and shows a table with columns: Link, Switch Connection, Switch CTI Link #, and ASAI Link Version. Two links are listed: Link 1 with Switch Connection S8700 and Link 2 with Switch Connection S8300G700. Below the table are buttons for 'Add Link', 'Edit Link', and 'Delete Link'.

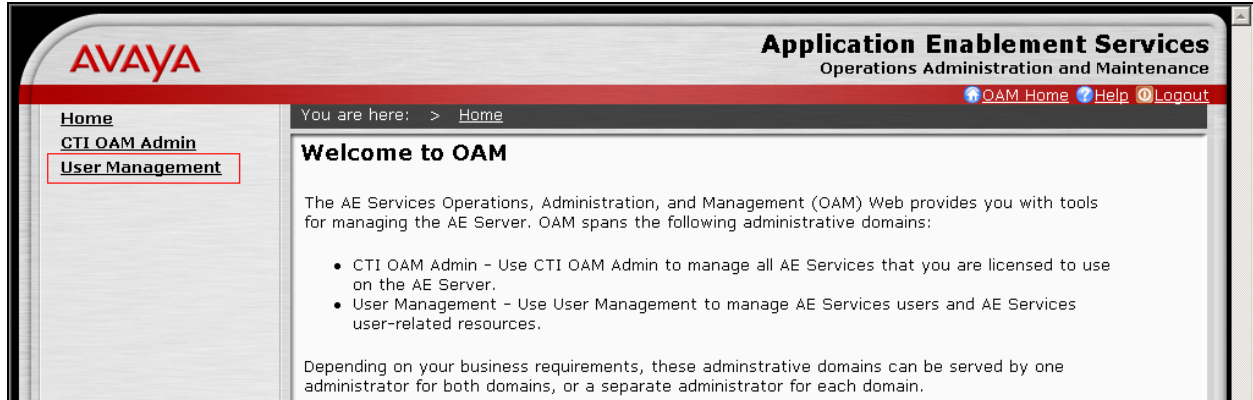
Link	Switch Connection	Switch CTI Link #	ASAI Link Version
1	S8700	4	4
2	S8300G700	2	4

5.3. Configure CTI User

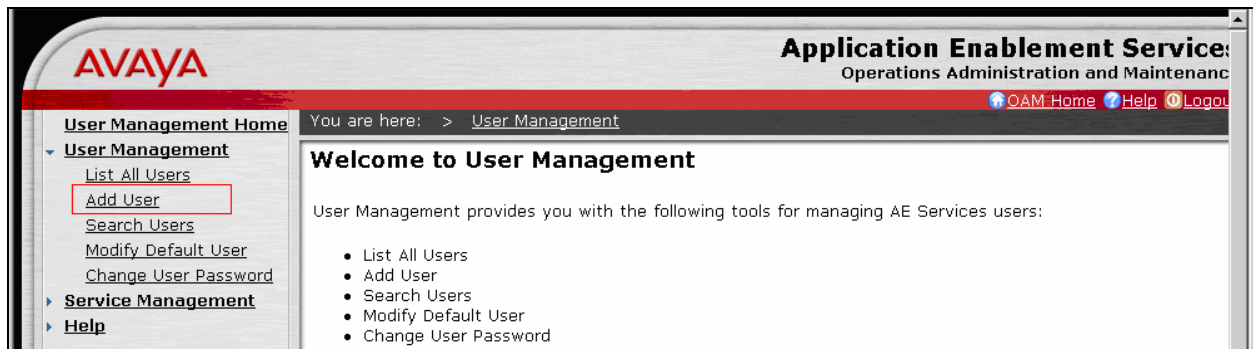
The steps in this section describe the configuration of a CTI user. Launch a web browser, enter <https://<IP address of AES server>:8443/MVAP> in the URL, and log in with the appropriate credentials for accessing the OAM Home page.

The screenshot shows the Avaya login page. It features the Avaya logo at the top, followed by the text 'Application Enablement Services' and a 'Help' link. Below this, it says 'Please log on.' and provides fields for 'Logon:' and 'Password:'. A 'Login' button is located at the bottom right of the login area.

The Welcome to OAM screen is displayed next. Select **User Management** from the left pane.



From the Welcome to the User Management home page, navigate to the **User Management** → **Add User** page to add a CTI user.



On the Add User page, provide the following information:

- User Id
- Common Name
- Surname
- User Password
- Confirm Password

Select **Yes** using the drop down menu on the CT User field. This enables the user as a CTI user. Click the **Apply** button (not shown here) at the bottom of the screen to complete the process. Default values may be used in the remaining fields

AVAYA Application Enablement Services
Operations Administration and Maintenance

You are here: > [User Management](#) > [Add User](#)

Add User

Fields marked with * can not be empty.

* User Id

* Common Name

* Surname

* User Password

* Confirm Password

Admin Note

Avaya Role

Business Category

Car License

CM Home

Ciss Home

CT User

Department Number

Once the user is created, select **OAM Home** in upper right and navigate to the **Administration** → **Security Database** → **CTI Users** → **List All Users** page. Select the User ID created previously, and click the **Edit** button to set the permission of the user.

AVAYA Application Enablement Services
Operations Administration and Maintenance

You are here: > Administration > Security Database > CTI Users > List All Users

CTI Users

	User ID	Common Name	Worktop Name	Device ID
<input type="radio"/>	access	access	NONE	NONE
<input type="radio"/>	ani	ani	NONE	NONE
<input type="radio"/>	cmapi	cmapi	NONE	NONE
<input type="radio"/>	craft	craft	NONE	NONE
<input type="radio"/>	ctiuser	ctiuser	NONE	NONE
<input checked="" type="radio"/>	etalk	etalk	NONE	NONE

Edit **List All**

Provide the user with unrestricted access privileges by clicking the **Enable** button on the Unrestricted Access field. Click the **Apply Changes** button.

AVAYA Application Enablement Services
Operations Administration and Maintenance

You are here: > Administration > Security Database > CTI Users > List All Users

Edit CTI User

User ID: etalk
Common Name: etalk
Worktop Name: NONE
Unrestricted Access: **Enable**
Call Origination and Termination: None
Device / Device: None
Call / Device: None
Call / Call: ☐
Allow Routing on Listed Device: None
Apply Changes **Cancel**

6. Configure etalk Qfiniti Survey

Refer to **APPENDIX A** for configuring Qfiniti Survey to communicate with Avaya AES. In order to setup communication with AES, the following three files must be properly configured.

- The CallManager.ini file must contain the TLink information, TSAPI username and password.
- The SurveyCM.ini file must contain list of survey extensions (inbound and outbound), monitoring station range.
- The TSLIB.ini file must include the IP address of the Avaya AES client interface.

Note: Qfiniti Survey is configured by etalk personnel only, and Qfiniti Survey is always managed by etalk. The configuration steps on Qfiniti Survey during the compliance test were provided by an etalk engineer, and included in this document as an **APPENDIX A**. For more information on the Qfiniti Survey configuration, contact etalk Technical Support.

7. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability. The feature testing evaluated the ability of Qfiniti Survey to route and record calls from various inbound stations. The serviceability testing introduced failure scenarios to see if Qfiniti Survey can resume recording after failure recovery.

7.1. General Test Approach

All test cases were performed manually. The general approach was to place various types of calls to Qfiniti Survey. These calls are then routed and recorded, and verified the recordings. For feature testing, verified that the survey is recorded and able to retrieve the recorded contents. Avaya and etalk simulated serviceability failures by disconnecting cables, and circuit packs as well as resetting the Media Server and Qfiniti Survey server.

7.2. Test Results

All test cases were executed and passed.

8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Communication Manager and Avaya AES.

8.1. Verify Avaya Communication Manager

Verify the status of the administered AES link by using the **status aesvcs link** command.

```
status aesvcs link
```

AE SERVICES LINK STATUS						
Srvr/ Link	AE Services Server	Remote IP	Remote Port	Local Node	Msgs Sent	Msgs Rcvd
01/01	server1	192. 45. 80.102	36538	CLAN-AES	17	18

Verify the status of the administered TSAPI CTI link by using the **status aesvcs cti-link** command.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1		no		down	0	0
2		no	server1	restarting	15	15
3		no		down	0	0
4	4	no	server1	established	15	15

8.2. Verify Avaya Application Enablement Services

From the AES CTI OAM Admin web pages, verify the status of the TSAPI Service by selecting **Status and Control** → **Services Summary** from the left pane.

AVAYA Application Enablement Services
Operations Admin

You are here: > [Status and Control](#) > [Services Summary](#)

Services Summary

Service	Status	Since	Cause
<input type="radio"/> CVLAN Service	ONLINE	2008-01-16 12:01:45	NORMAL
<input type="radio"/> DLG Service	ONLINE	2008-01-16 12:01:40	NORMAL
<input checked="" type="radio"/> TSAPI Service	ONLINE	2008-01-16 12:01:47	NORMAL
<input type="radio"/> DMCC Service	ONLINE	2008-01-16 12:01:48	NORMAL

[Details](#)

9. Support

Technical support on Qfiniti Survey can be obtained through the following:

- **Phone:** (800) 346-4436
- **Email:** TechSupport@etalk.com

10. Conclusion

These Application Notes describe the configuration steps required for Qfiniti Survey to interoperate with Avaya Communication Manager and Avaya Application Enablement Services. All feature and serviceability test cases were completed.

11. Additional References

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

[1] *Administrator Guide for Avaya Communication Manager*, Document 03-300509, Issue 3.1, February 2007, available at <http://support.avaya.com>.

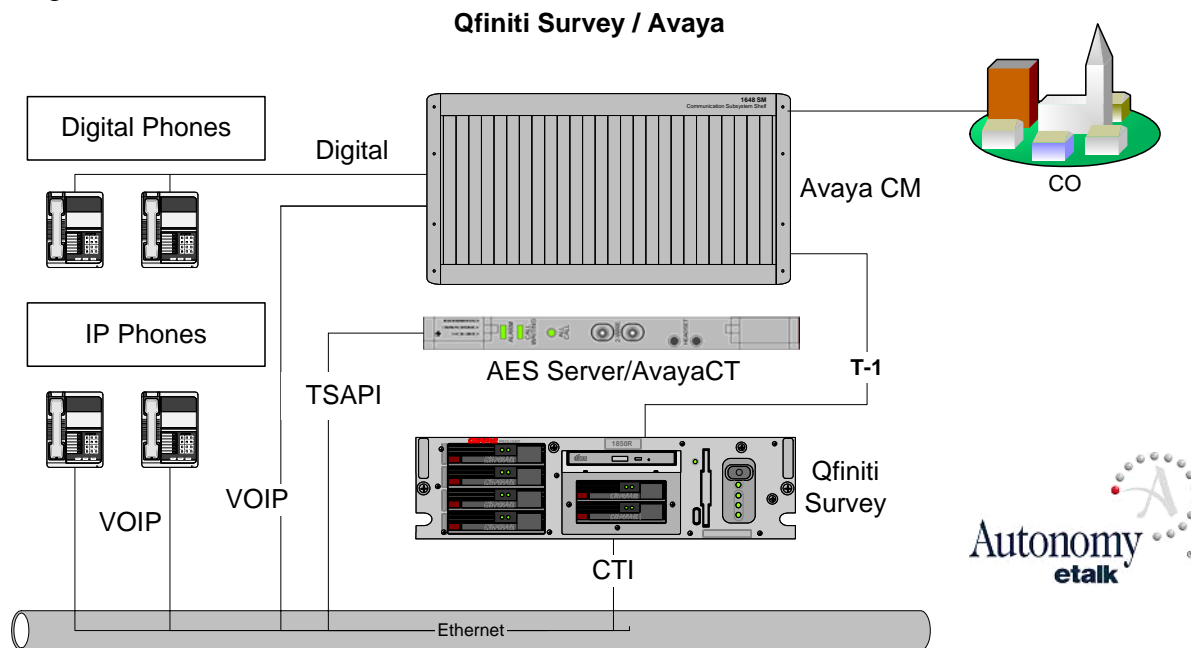
[2] *Qfiniti Survey 3.5.x Test Plan for Avaya CM 3.5L*, October 2007.

APPENDIX A

Qfiniti Survey Technical Overview

Survey started out as quite a simple system and in many ways it still is. It has had to accommodate so many different enterprise pbx configurations and call flow strategies that at times it seems very complex. Here we will try to clarify some of these complexities. First, remember Survey is a system created to perform customer surveys within the normal call center call flow of an enterprise. This allows for a Survey to be offered during immense numbers of calls and results in a large sampling of customer opinion. One question that comes up frequently is, if a call center has an IVR, why don't they just create their own survey system in the IVR, rather than buy Autonomy etalk Survey. The answer is that the creation, maintenance, and editing of complex IVR scripts is quite a daunting and high risk task. If changes are made that adversely effect call flows in a busy call center costs can be incredibly high. Survey removes this risk by allowing surveys to be created within a pre-tested and reliable framework of routes and scripts. Survey also make it quite easy to create new Surveys or tweak existing ones.

Let's talk about some of the different call flow strategies that have been used by various enterprises that have deployed Survey. In doing so we will diffuse some of the confusion and seeming complexity that tries to attach itself to this product. First lets look a basic connectivity diagram:



We can see above, that Qfiniti Survey interfaces to the environment via two connections—a T-1 for call activities and a network connection for CTI. As we look at this basic diagram we can discuss the call flow of a basic survey. Mike Customer calls the call center from the public network or CO (central office) above right. Before Mike talks to an agent, the call is routed by AvayaCM (the pbx) to Qfiniti Survey. Survey answers the call as it collects information like ANI (originating phone number) and DNIS (number dialed at the originating phone), and

matches the DNIS to determine which survey to offer. Survey then offers Mike the opportunity to rate his upcoming experience by taking a survey at the end of the call. Mike presses 1 if he wishes to take the survey or 2 if he doesn't.

By offering the Survey before Mike's experience with the call center agent, we are hoping to collect surveys after both good and bad experiences. We have learned that if we don't offer the Survey until after the experience, we will collect far more data for bad experiences than good.

If Mike answers "No", Survey transfers the call, usually via a queue to the call center. The transfer is a blind transfer accomplished via inband call control over the same line on which the call arrived. The inbound line is cleared and ready for another call about 7 seconds after Mike answers "No".

If Mike answers "yes", Survey hangs onto the call by "bridging" the call to the call center queue. "Bridging" is a special type of conference that is achieved by using two lines. Separate calls are established on each line and then they are bridged together. Survey uses this Bridge because it wants to hold on to the call to deploy the survey after the agent hangs up. A single conference on a single line could accomplish this only through CTI and CTI is not as reliable as call control. With a bridge, when the agent hangs up, we get a reliable call control change (robbed bit or D-channel). Because the call is flowing through our server, Survey needs to be ultra-reliable. This call flow also has its advantages. Because the entire agent leg flows through our telephony card, we can easily record the entire call as well as offer the Survey at the end of the call. When Mike's call leg with the agent is complete and the agent hangs up (hopefully Mike doesn't hang up or we will lose this survey opportunity), we immediately collect Mike's opinion by having him complete a survey. Survey prompts, call recordings, and collection of Survey data all take place at the Qfiniti Survey server.

The Ever Expanding Array of Call Flow Scenarios

With that general discussion of Survey connectivity out of the way, we can now try to diffuse some confusion by discussing a few of the call flows that customers have dreamt up to fulfill their needs. Survey can be set up in three basic modes:

MODE	DESCRIPTION
1	Customer calls directly into Survey for the sole purpose of taking a survey
2	Upon completion of a telephone transaction, an Agent verbally offers the survey to a customer and connects the customer to Survey if they answer "Yes"
3	Often referred to as "Stealth" mode, the most common mode used, where the Survey is offered before the call and Survey routes the call to the agent group via bridging. Because Survey owns this call via the bridge, the call can be easily recorded as well. When inband (robbed bit with no D-channel) signaling is used, the call is not so stealthy on display phones because the Survey extension is always displayed on the agent phone. This problem can be fixed with the PRI ISDN (D-channel) configuration explained later

Part of the confusion at configuration time is that the above descriptions imply a specific environment set up for each. Mode 1 implies that each inbound Survey line has a specific DNIS

that determines the Survey offered. Mode 2 implies the same thing, only the agent does a blind transfer to the DNIS. Mode 3 implies that Survey always makes the offer before routing to a Queue and then deploys the Survey determined by the original customer DNIS. All three of these configurations are possible, but of course are not the only ones. Smart IT technicians, for example, rarely deploy the implied mode 3.

Let's take a look at why the implied mode three is not so popular. If calls are routed directly to Survey without prior treatment, then the Survey extension is the DNIS and each DNIS has to supply its own Survey definition. If several lines are required to handle the call load, then the identical Survey definition must be created for each line. The biggest deterrent to this deployment however, is that customers need a single contact number for the call center and this is not going to be changed to accommodate Survey.

So on Avaya, the customer creates a VDN which we think of as a queue and supplies that queue with the number of Survey lines needed to handle the queue's call load. Now when Mike dials the DNIS he has been supplied, Avaya CM will route his call to the first available Survey extension on the VDN extension list. This is initially confusing the Autonomy etalk installer for two reasons. First, the DNIS he must configure for is NOT one of his Survey inbound extensions. Second, the only way he can know which lines may be occupied by the Survey for a specific VDN is by looking at the extensions configured for the VDN on the switch. So, he prays that his local Avaya technician can help him. This is particularly difficult when a new field person is upgrading or maintaining an existing, complex Survey site.

Smart IT pros are even more creative. They discover that only about 3% of calls result in a Survey. They see that they have spent a lot of money on a large Survey System that spend most of its inbound resources blind transferring "NO" calls. So, they offload the initial Survey offer to the pbx announcement resource. Now the PBX offers the survey, Survey now only gets "Yes" calls and does no blind transfers and many lines that used to be needed to process all of the "No" calls can be equally allocated between inbound and outbound bridge lines, because Survey now needs an outbound line for every inbound call it receives. This is initially confusing the field rep because Survey, by default, makes the offer and now the only things it does when it receives a call is collect the DNIS to determine the Survey, plays the announcement "Your call will now be connected to an Agent", and waits for the end of the agent leg to deploy the survey. If the customer requires, Survey may also still initiate recording of the call at this point.

IT creativity will most likely not end there. After deploying the VDN, the IT tech notices that Survey has extra capacity, so much extra capacity that he cannot seem to use it up on a single VDN DNIS. So, he begins deploying Surveys on other VDNs. Eventually, he discovers that the most efficient use of Survey resources occurs only when he configures several Survey lines to more than one VDN. You probably can see why this is initially confusing to the field tech. We started with the notion that our extension would be the DNIS we would process, now our extension may actually be used for any number of different surveys.

The hope here is that this single example will help diffuse confusion and promote creative and proactive thinking for all three modes. What the modes imply is only the tip of the iceberg. Now we are ready to begin the installing.

Basic Components of Qfinti Survey

As you install and configure Qfinti Survey, it is helpful to know that it consists of only 7 basic components to accomplish its tasks. The chart below displays these components and offers a brief description of the role played by each:

COMPONENT	DESCRIPTION	CONFIG VIA
Dialogic Cards	Enables acquisition of voice and control of phone calls	DNA
Dialogic DNA	Control and configure Dialogic hardware	GUI, .PRM
OmniVox	Call routing and prompt control for Survey	GUI, .CFG, ISDN.CALL
SQL	DB for survey setup, Agents, Recording Info	N/A
CallManager	Collects CTI info: ANI, DNIS, Agent ID, etc	.INI
SurveyCMI	Integrates CallManager to OmniVox	.INI
Qfinti Desktop	UI for setting up surveys and administering Agents	GUI

Avaya Specific Configuration on the Survey Server

Follow the instruction in the Qfiniti Survey install to install all components needed. This document is about configuring these components to run in an AvayaCM environment.

Configure the number of Dialogic lines on the Survey server into Omnivox:

	+1	+2	+3	+4	+5	+6	+7	+8	+9	+10
0	T101	T102	T103	T104	T105	T106	T107	T108	T109	T110
20	T121	T122	T123	T124	AXXX	AXXX	AXXX	AXXX	XXXXX	XXXXX
40	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
60	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
80	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
100	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
120	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
140	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
160	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
180	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
200	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX

Line Type - \\MINIME

	+11	+12	+13	+14	+15	+16	+17	+18	+19	+20
0	T111	T112	T113	T114	T115	T116	T117	T118	T119	T120
20	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
40	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
60	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
80	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
100	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
120	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
140	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
160	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
180	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX
200	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX	XXXXX

Assign OK Cancel

Configure bridge routes to outbound lines:

APEX ROUTE - \\MINIME

	Route Name	Ports	Wait For Port
1	Apple	13-24	<input type="checkbox"/>

Sort Add Delete Update Close

Configure application lines:

Line Manager - \\MINIME

	Line	Application	Code	Config
1	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
2	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
3	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
4	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
5	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
6	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
7	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
8	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
9	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
10	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
11	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
12	<input checked="" type="checkbox"/>	ASURVEY	IN	Voice
13	<input type="checkbox"/>			Voice
14	<input type="checkbox"/>			Voice
15	<input type="checkbox"/>			Voice
16	<input type="checkbox"/>			Voice
17	<input type="checkbox"/>			Voice
18	<input type="checkbox"/>			Voice
19	<input type="checkbox"/>			Voice
20	<input type="checkbox"/>			Voice
21	<input type="checkbox"/>			Voice
22	<input type="checkbox"/>			Voice
23	<input type="checkbox"/>			Voice
24	<input checked="" type="checkbox"/>	REC_VOC	REC	Voice

☐ Normal
☐ Minimize
☒ Hide

Start
 Stop
 Assign
 Config
 Select
 Debug Level
 Update
 Close

These are inbound lines

Blank lines in an Avaya system are the outbound bridge line

This is the line to call into ti record prompts

Configure System ini Files

The three Survey INI files: CallManager.ini, SurveyCM.ini, and Survey.ini need to be configured to run in the Avaya CM environment: Below are the settings in each .ini file that need to be set specifically for Avaya:

CallManager.ini:

QueueListSize = 1
Queue00 = 50011

Skill, NOT VDN of which the agents you wish to monitor are members

VENDER = AVAYA
DRIVER = S8700
SERVICE = CSTA
SERVERNAME = SERVER1
VERSION = TS2
USERNAME = etalk
PASSWORD = etalk

This TLink would show up in the AES Admin Web as:
AVAYA#S8700#CSTA#SERVE
R1

SurveyCM.ini:

[T1_EXT_LIST]
line1=22225
line2=22226
line3=22227
line4=22228
line5=22229
line6=22230
line7=22231
line8=22232
line9=22233
line10=22234
line11=22235
line12=22236
line13=22237
line14=22238
line15=22239
line16=22240
line17=22241
line18=22242
line19=22243
line20=22244
line21=22245
line22=22246
line23=22247
line24=22248
TotalT1Ports=24values

The extensions on the Survey

The agent's extensions

MinAgentRange1=22001
MaxAgentRange1=22009

SwitchType = 1

ExtType = 1
UseConfAgtID=1

During interop all Surveys were associating to agent 99998, we noticed only the first call event included the agent id and that event was a conference event because Avaya sees the bridge as a conference (at least in this setup). So, in SurveyCMI.ini we set UseConfAgtID=1 to use the first agent. No matter what scenarios we tested after that, even maxing out conferences from the initial agent, Survey worked correctly.

When BridgeAnsTimeout=10, after 3 rings (ten seconds) prompt plays "That Survey not available at this time". Set to 0 to keep ringing forever and use PBX setting to control.

Survey.ini

BridgeAnsTimeout=0
FrontEndCondition = 1

When a customer VRU handles the Survey offer we only have to set two things to handle this: FrontEndCondition = 1 in Survey.ini and correct DNIS trigger coming from VRU.

Don't forget to install the AvayaCT client and configure TSLIB.ini:

TSLIB.ini

[Telephony Servers]
192.45.85.102

Set the Robbed Bit settings in Omni.cfg, in the AvayaLab we used D4/AMI robbed bit protocol and this allowed us merely to uncomment the lines below Lucent G3 OPX:

Omni.cfg

```
# Following line protocol is for Lucent G3 OPX signaling
#
# param # initial duration secondary
# state (in ms) state
# ABCD ABCD
#
0100 01xx 0 xxxx /* VRU onhook/idle */
0101 11xx 0 xxxx /* VRU offhook/answer/conversation */
0102 11xx 0 xxxx /* VRU outbound/seizure */
0103 0xxx 200 1xxx /* VRU wink/seizure acknowledge */
0104 1xxx 0 xxxx /* VRU bitblock/clear back */
0105 x0xx 0 xxxx /* C.O. ring/seizure */
0106 1xxx 0 xxxx /* C.O. hangup */
```

0107	x1xx	200	x0xx	/* C.O. wink	*/
0108	1xxx	0	xxxx	/* VRU post-seizure	*/
0109	01xx	0	xxxx	/* C.O. idle	*/
0110	00xx	600	11xx	/* VRU Flash HOOK	*/
0111	10xx	0	xxxx	/* VRU Seizure acknowledge	*/
0113	01xx	0	xxxx	/* C.O. answer/offhook state	*/

Qfiniti Desktop and System Configuration

Only configure a Switch for a Survey only install:

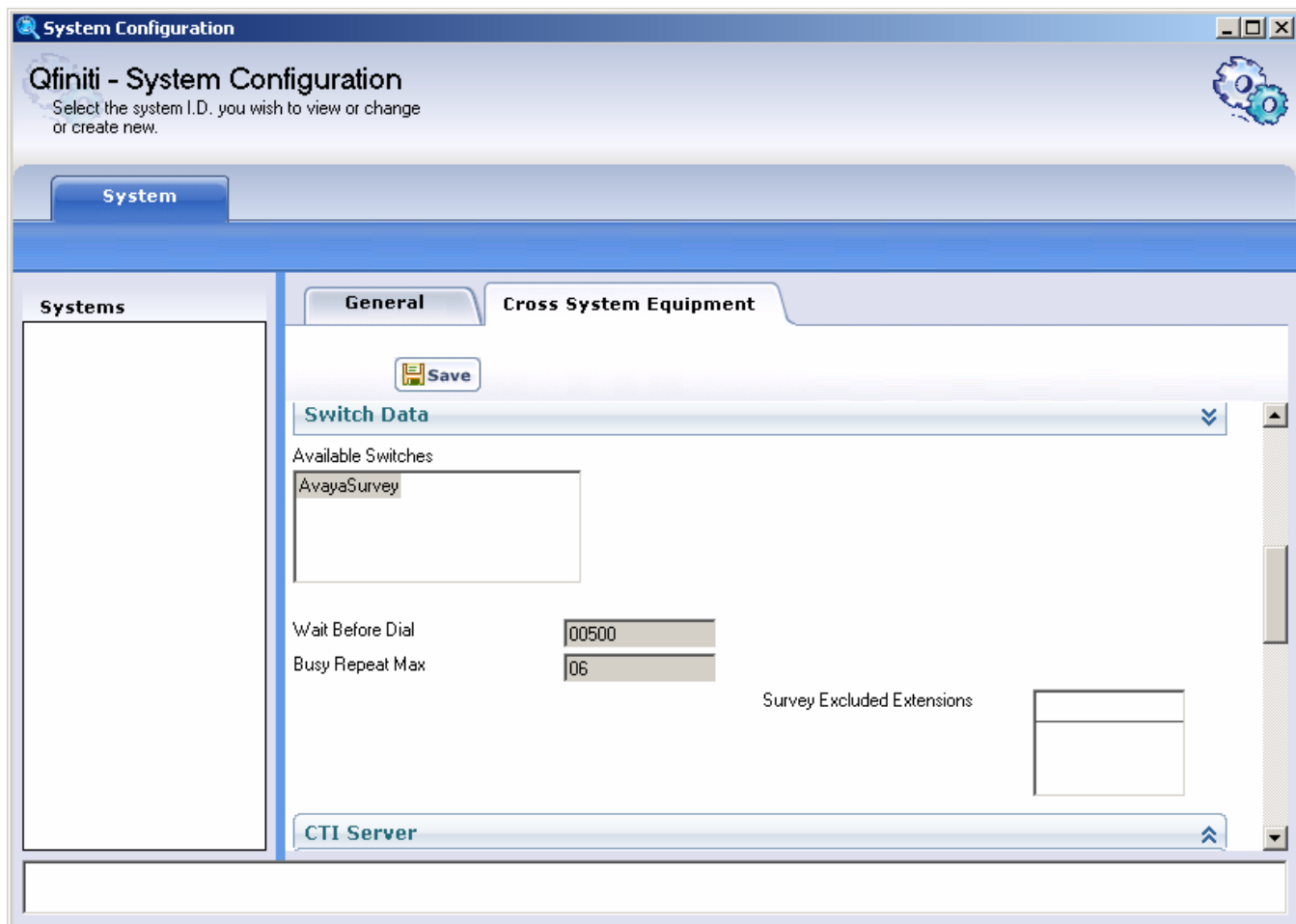
The screenshot shows the 'Qfiniti - System Configuration' window. The title bar reads 'System Configuration'. Below the title bar, the main heading is 'Qfiniti - System Configuration' with a sub-instruction: 'Select the system I.D. you wish to view or change or create new.' A 'System' tab is active at the top. On the left, a 'Systems' pane is empty. The main area has two tabs: 'General' and 'Cross System Equipment', with the latter being selected. A 'Save' button is located above the 'Switch' section. The 'Switch' section contains a table with one entry:

Name	Type
AvayaSurvey	Avaya Definity

To the right of the table are configuration fields for the selected switch:

- Name: AvayaSurvey
- Switch Model: Avaya Definity
- Vendor: Avaya
- Post Release Delay: 0
- Observe Mode: By Position ID
- Observe String: (empty)
- Interface Type: Dialogic Media Boards

Below these fields is a 'Switch Data' section with a sub-label 'Available Switches' and a list containing 'AvayaSurvey'.



Configuring Initial Agents and Surveys

Eventually, you will need to configure all needed agents and surveys into the system, but initially you may want to perform a minimal configuration of a few test agents and surveys. Once the system is completely running all agents and surveys required can then be added in the same manner as the initial ones below.

Adding Agents

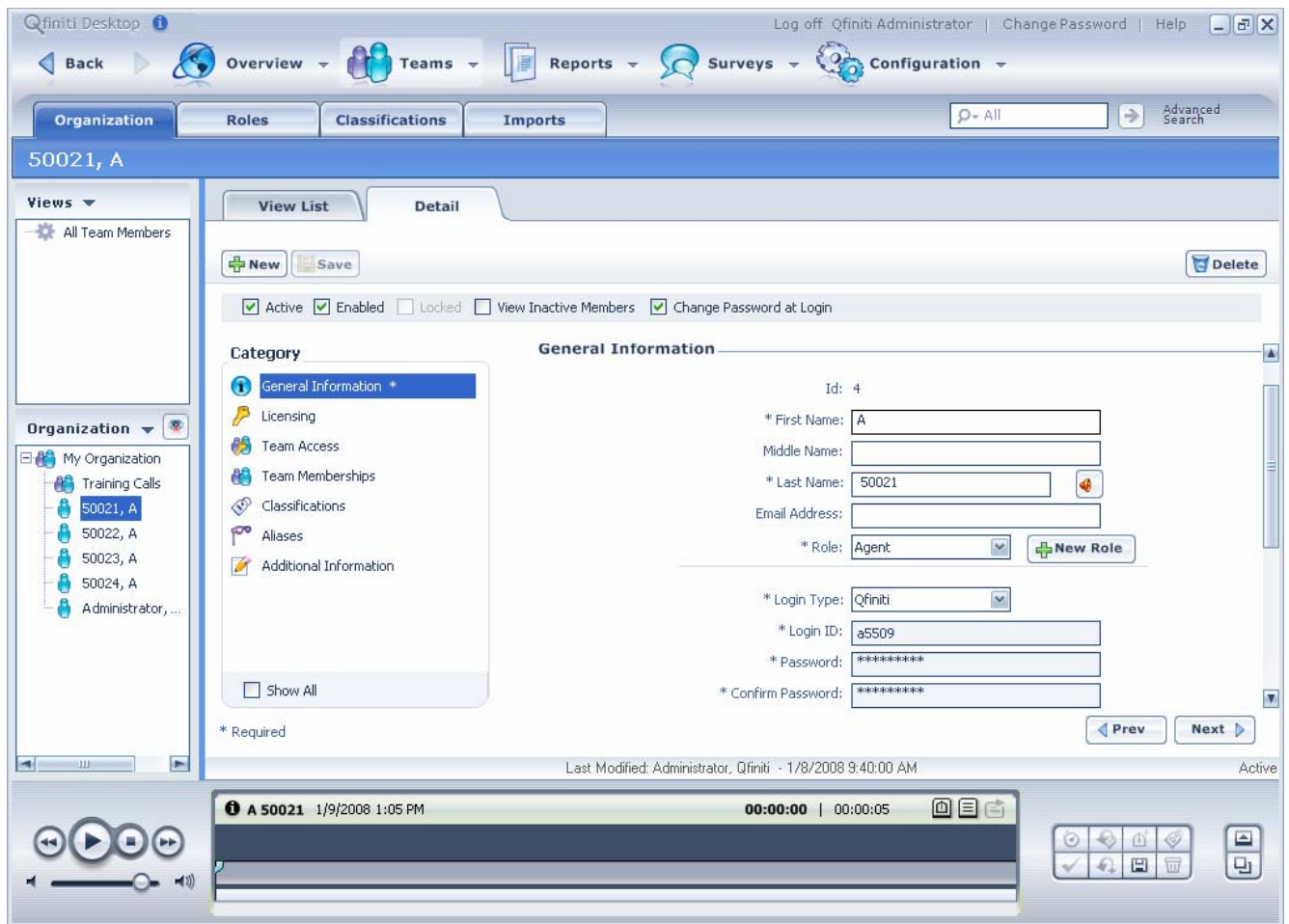
CallManager cannot associate recordings with an Agent ID until agents are create in Qfiniti. Below are string shots and notes concerning how to properly add an agent to the system:

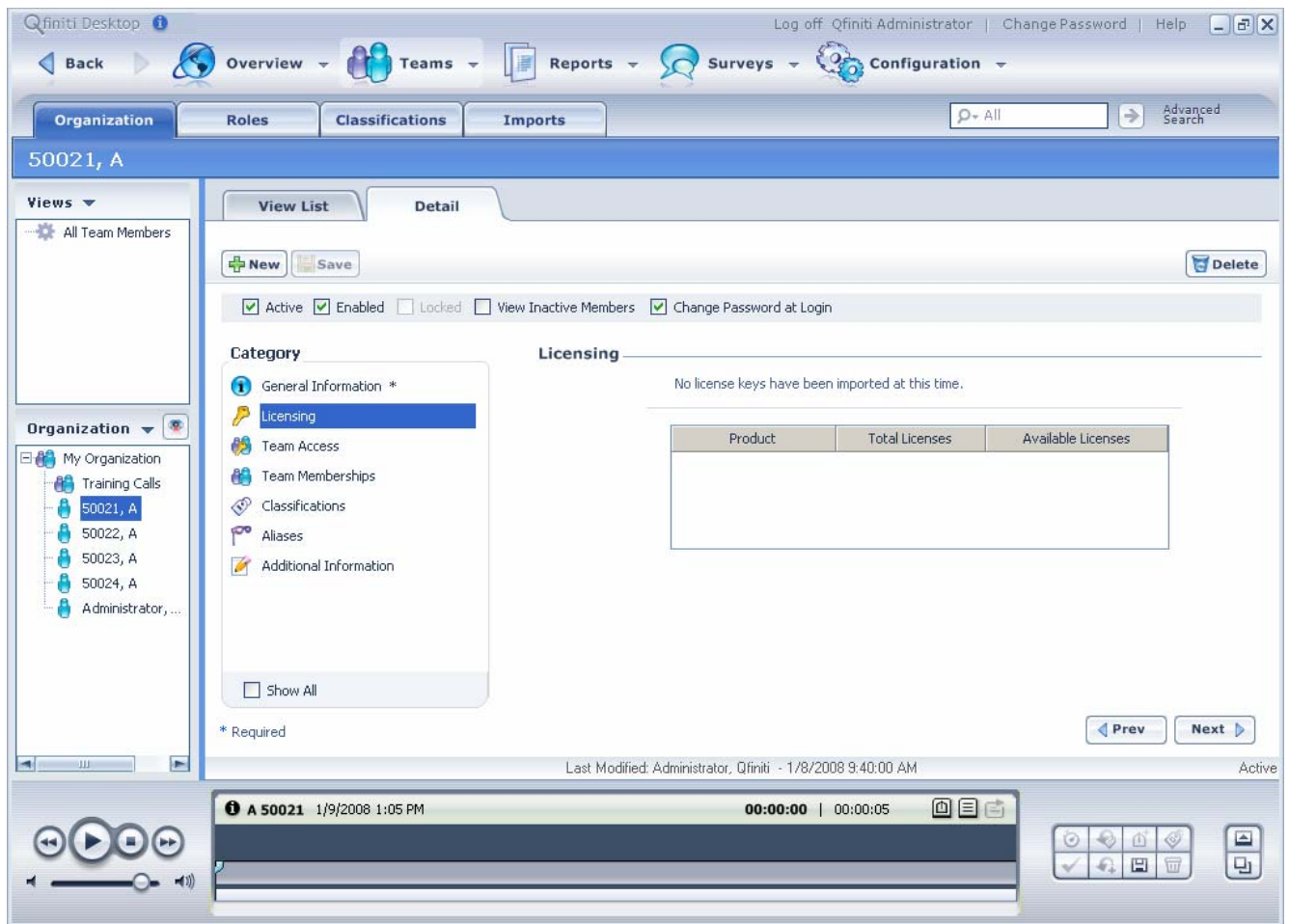
The screenshot displays the Qfiniti Desktop application interface. The top navigation bar includes 'Back', 'Overview', 'Teams', 'Reports', 'Surveys', and 'Configuration'. The 'Configuration' menu is expanded, showing 'Organization', 'Roles', 'Classifications', and 'Imports'. The 'Organization' tab is selected, and the '50021 A' agent is highlighted in the left sidebar under 'My Organization'.

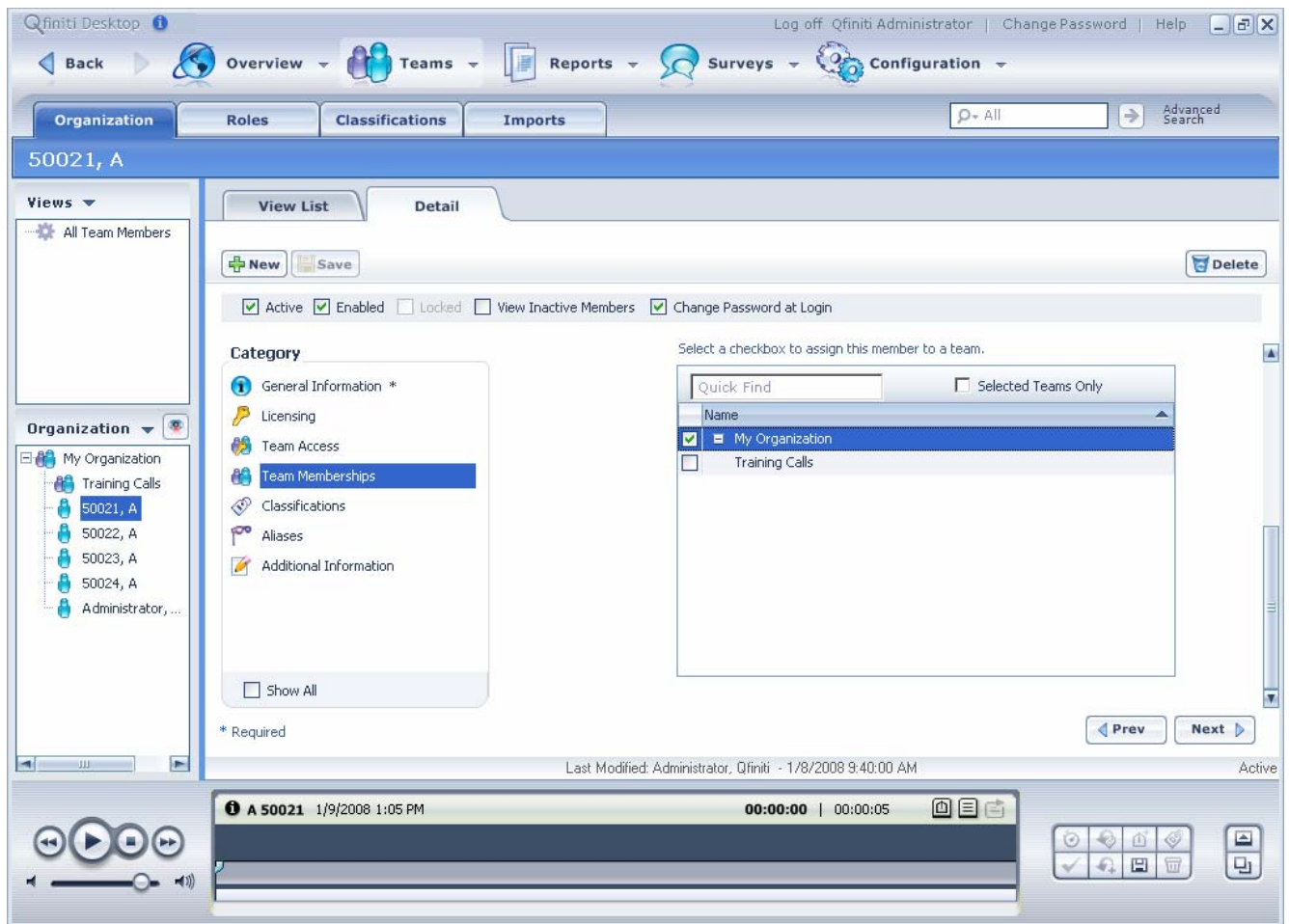
The main content area shows the 'Detail' view for the selected agent. It includes a 'View List' and 'Detail' tab. The 'Detail' tab is active, displaying a form for adding or editing an agent. The form includes the following fields and options:

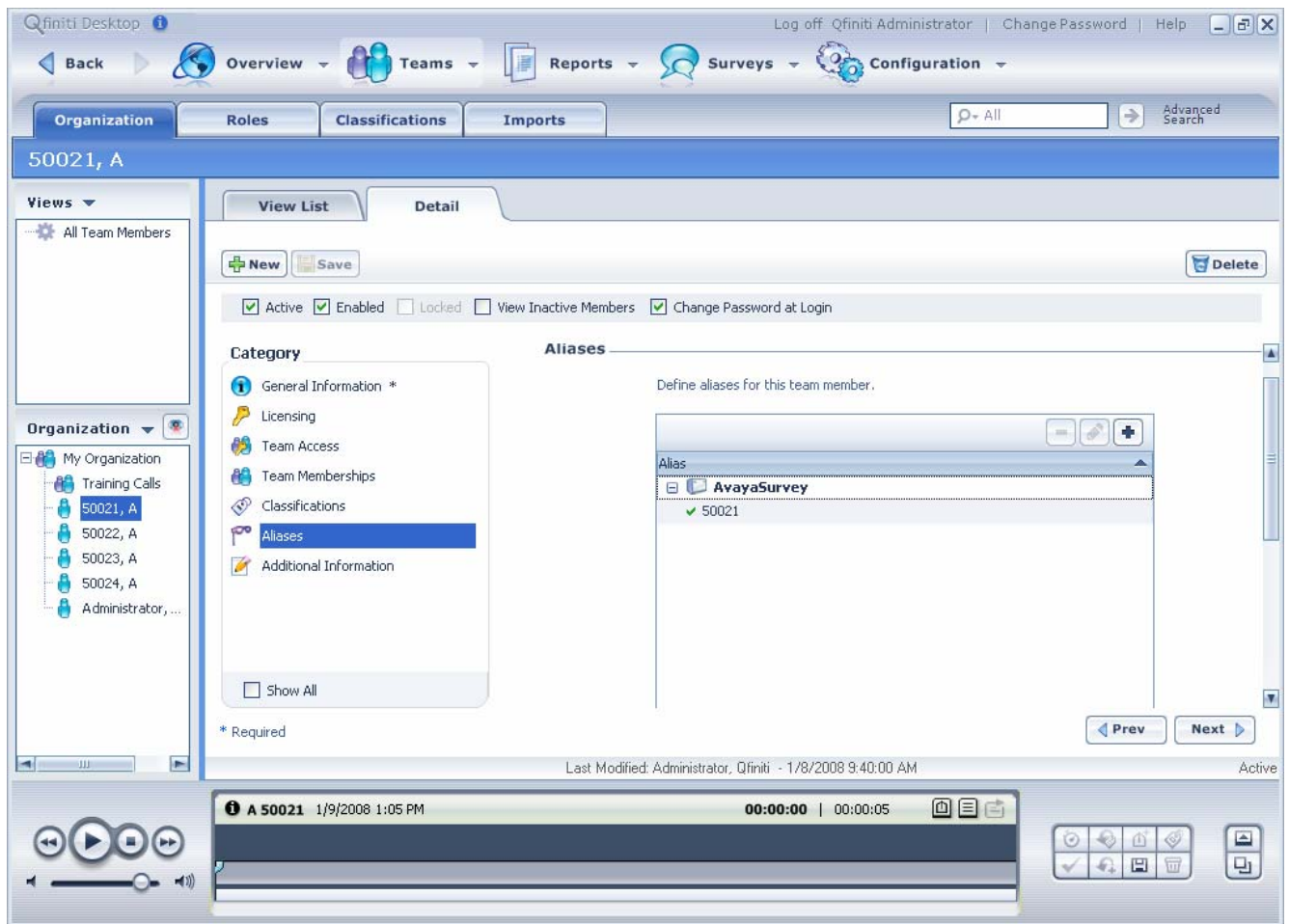
- Category:** A dropdown menu with options: 'General Information *', 'Licensing', 'Team Access', 'Team Memberships', 'Classifications', 'Aliases', and 'Additional Information'. 'General Information *' is selected.
- General Information:**
 - Id:** 4
 - * First Name:** A
 - Middle Name:**
 - * Last Name:** 50021
 - Email Address:**
 - * Role:** Agent (with a 'New Role' button)
 - * Login Type:** Qfiniti
 - * Login ID:** a5509
 - * Password:** *****
 - * Confirm Password:** *****
- Buttons:** 'New', 'Save', and 'Delete'.
- Filters:** ☒ Active, ☒ Enabled, ☐ Locked, ☐ View Inactive Members, ☒ Change Password at Login.
- Footer:** 'Last Modified: Administrator, Qfiniti - 1/8/2008 9:40:00 AM' and 'Active'.

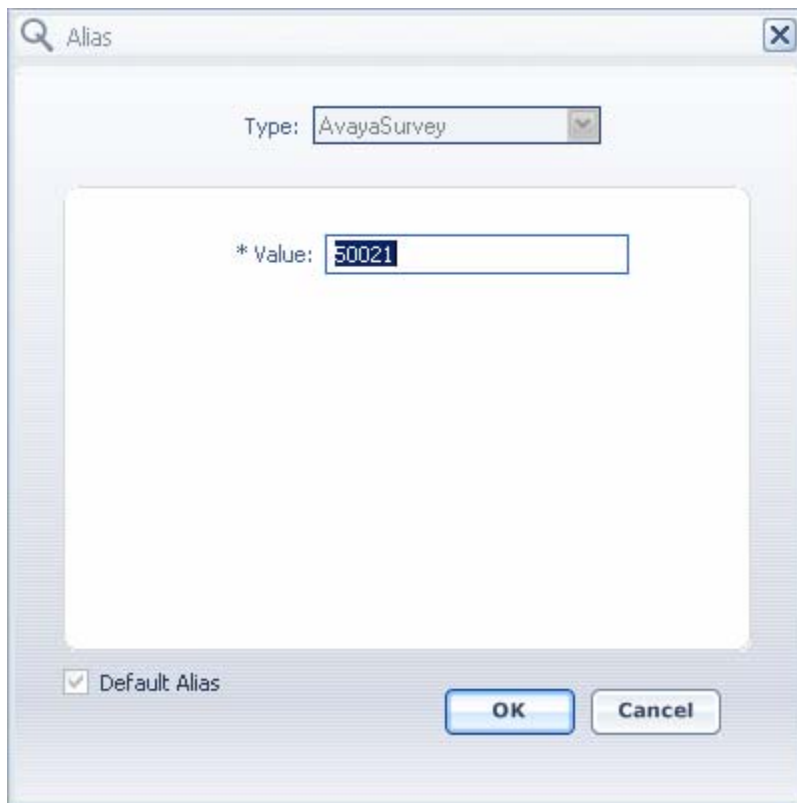
The bottom of the screen shows a playback control bar with a timeline from 00:00:00 to 00:00:05, indicating a recording session for agent 50021 on 1/9/2008 at 1:05 PM.









A screenshot of a software dialog box titled "Alias". The dialog has a search icon and the word "Alias" in the title bar. Inside, there is a "Type:" label followed by a dropdown menu showing "AvayaSurvey". Below this is a large white rectangular area. Inside this area, there is a label "* Value:" followed by a text input field containing the number "50021". At the bottom left, there is a checked checkbox labeled "Default Alias". At the bottom right, there are two buttons: "OK" and "Cancel".

Alias

Type: AvayaSurvey

* Value: 50021

☒ Default Alias

OK Cancel

Creating a Survey

The four steps to adding a survey from scratch are detailed below:

Add Questions to be Asked

Qfiniti Desktop | Log off | Qfiniti Administrator | Change Password | Help

Back | Overview | Teams | Reports | Surveys | Configuration

Surveys | Triggers | Templates | Questions | Search: All | Advanced Search

question 1

Views: All Survey Questi... | Show All

Buttons: New, Save, SpellCheck, Delete

Version: 1

Category: General Information *
Answers *
Alerts

General Information

* Name: question 1

* Question: press 1 for yes

Prompt 2010

* Required

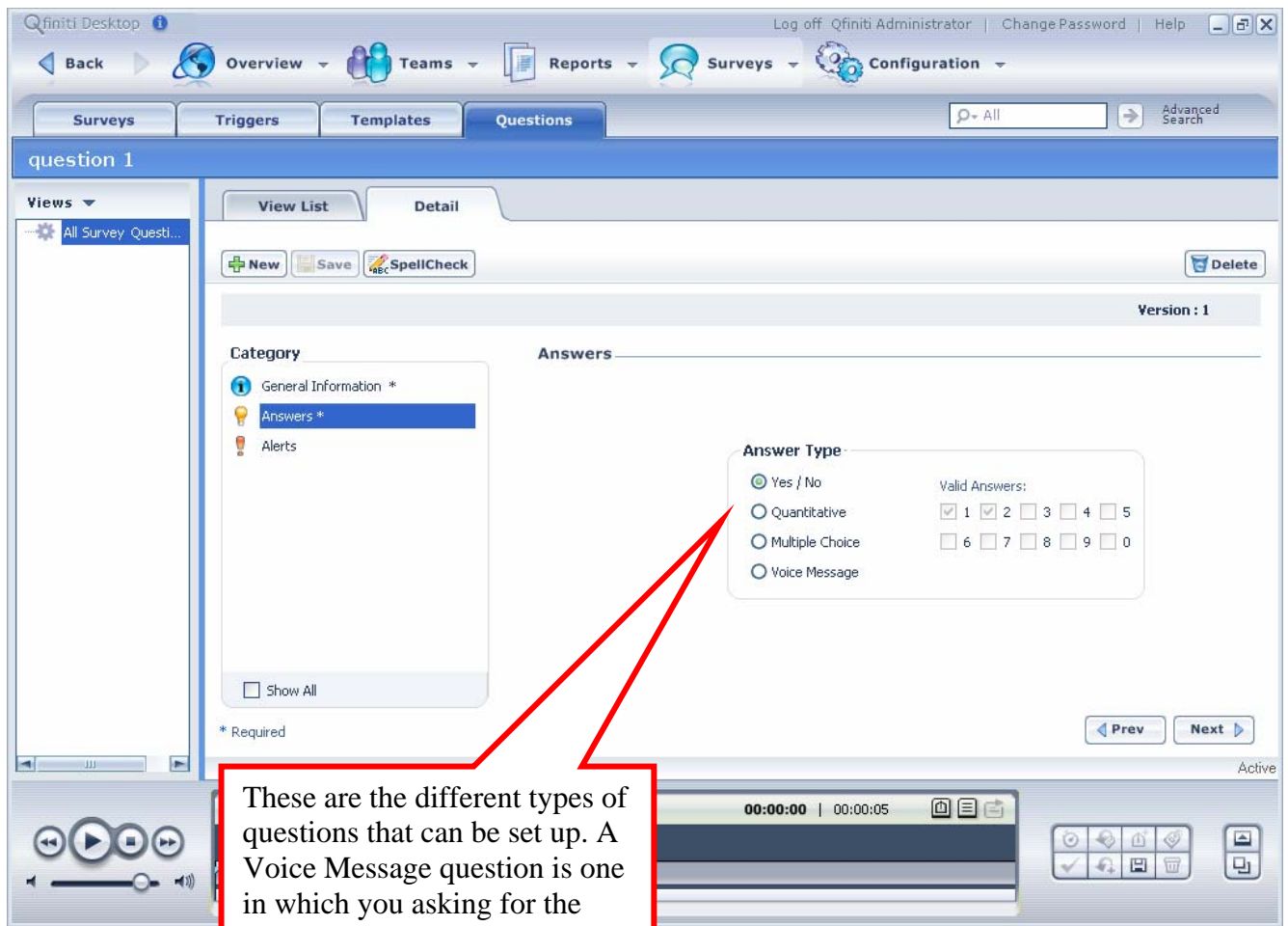
Prev | Next

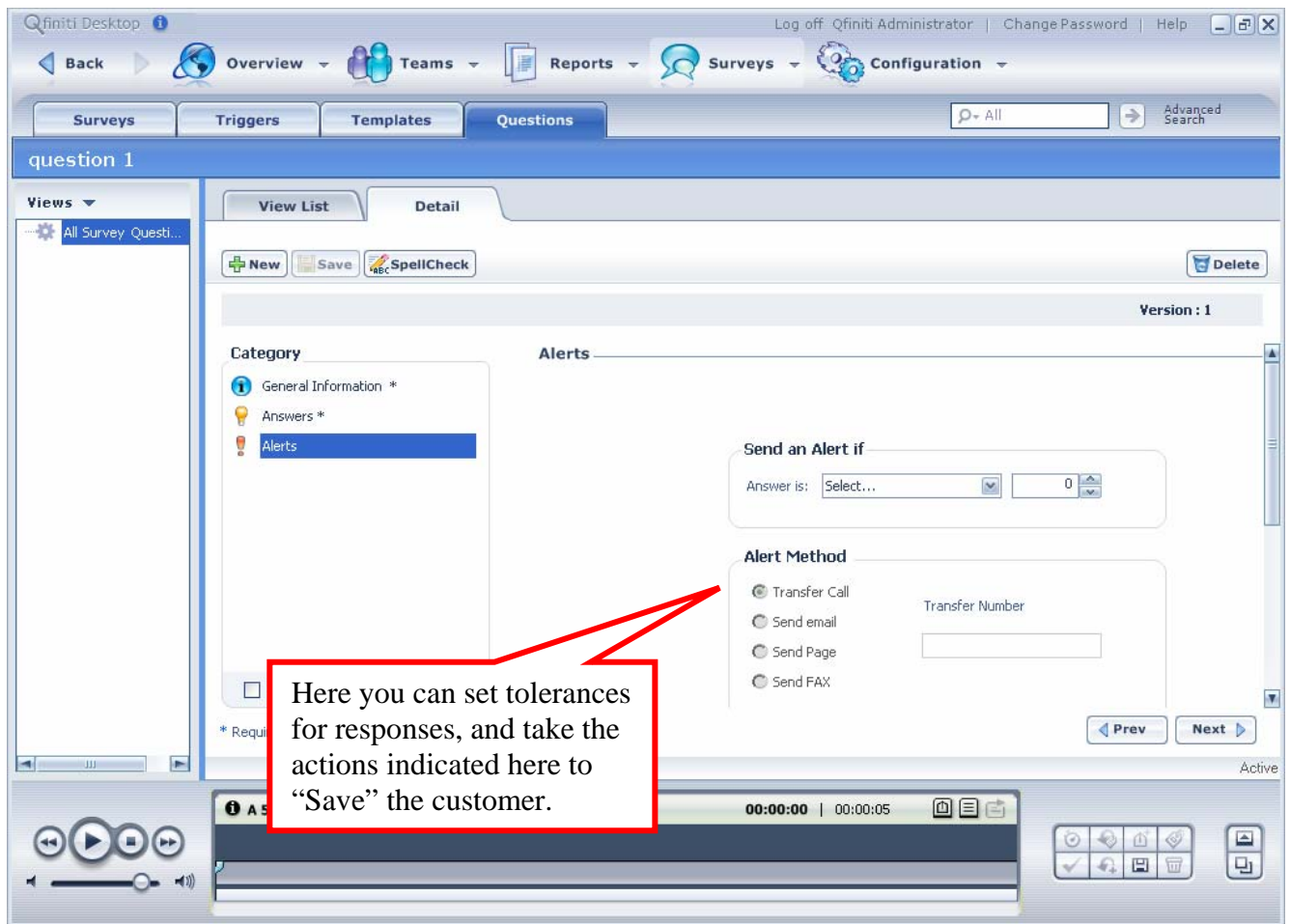
Active

Status Bar: A 50021 1/9/2008 1:05 PM | 00:00:00 | 00:00:00

Each question you add will automatically be assigned a prompt number. This is the number you will key into the phone as you record the question by call a Rec_Voc

This is the question text that will print on reports





Add a Template

Qfiniti Desktop | Log off | Qfiniti Administrator | Change Password | Help

Back | Overview | Teams | Reports | Surveys | Configuration

Surveys | Triggers | **Templates** | Questions

template 1

Views: All Survey Templ...

View List | Detail

New | Save | SpellCheck | Delete

Category: General Information * | Questions *

General Information

* Name: template 1

Greeting Text: hello

Prompt: 2011

Closing Text: good bye

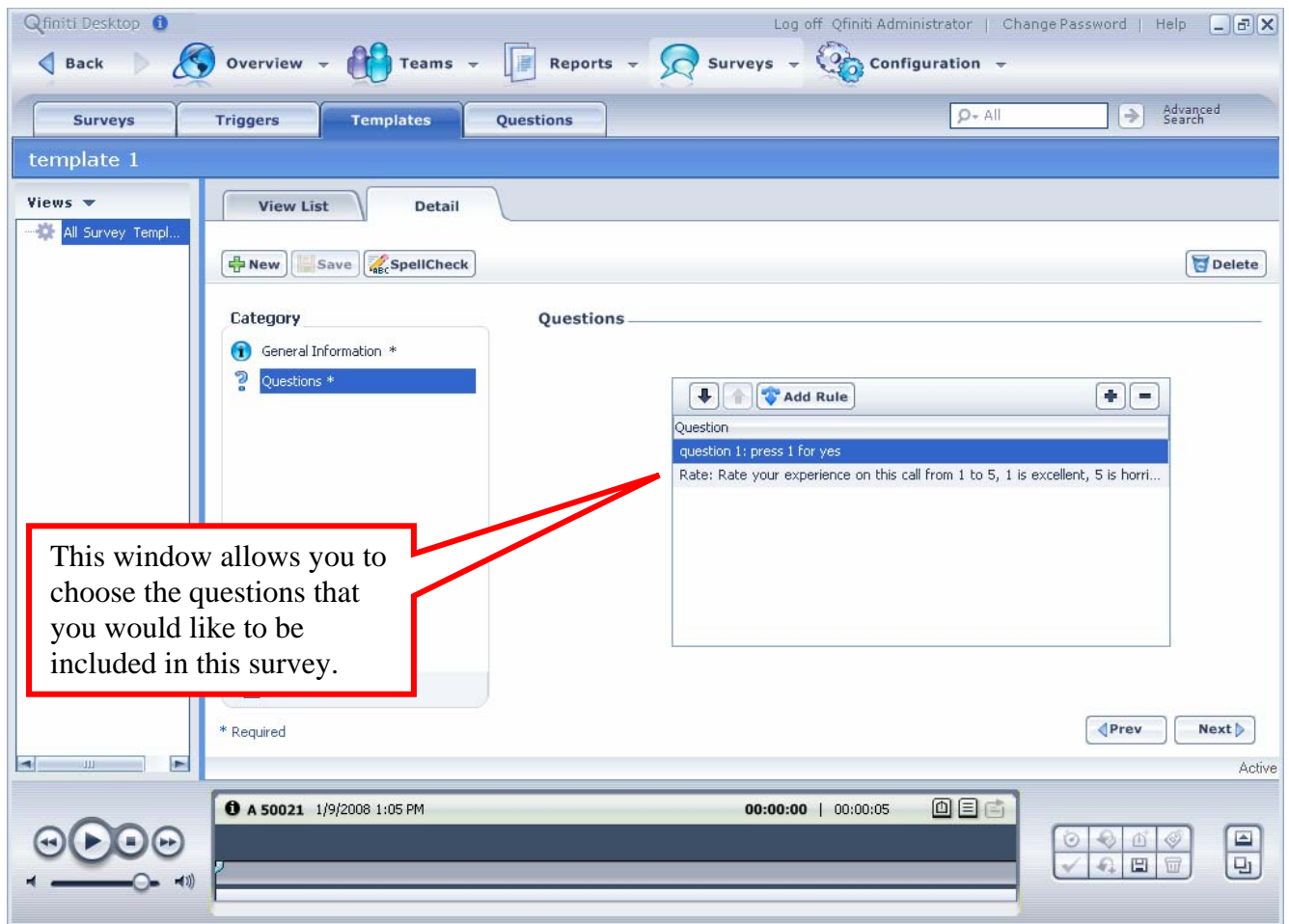
Prompt: 2012

Prev | Next

0:00 | 00:00:05

Active

These are not system prompts, so will have to record them. Again they are automatically assigned prompt numbers for you to request when recording via REC_Voc line. Greeting is the prompt that will play when the agent hangs up in Mode 3. Closing is usually something like "Thanks for taking a Survey. goodbve."



Add a DNIS Trigger

Qfiniti Desktop | Log off | Qfiniti Administrator | Change Password | Help

Back | Overview | Teams | Reports | Surveys | Configuration

Surveys | Triggers | Templates | Questions

AvayaLab1

Views: All Survey Triggers

View List | Detail

New | Save | SpellCheck | Delete

Category: General Information * | Trigger Type

General Information

* Name: AvayaLab1

* DNIS: 22225

* Switch: AvayaSurvey | Switch ID: 5

* Survey Template: template 1

Survey Language: English

☐ Play message 1986 "Survey Not Avail" when this trigger is inactive.

☒ Active

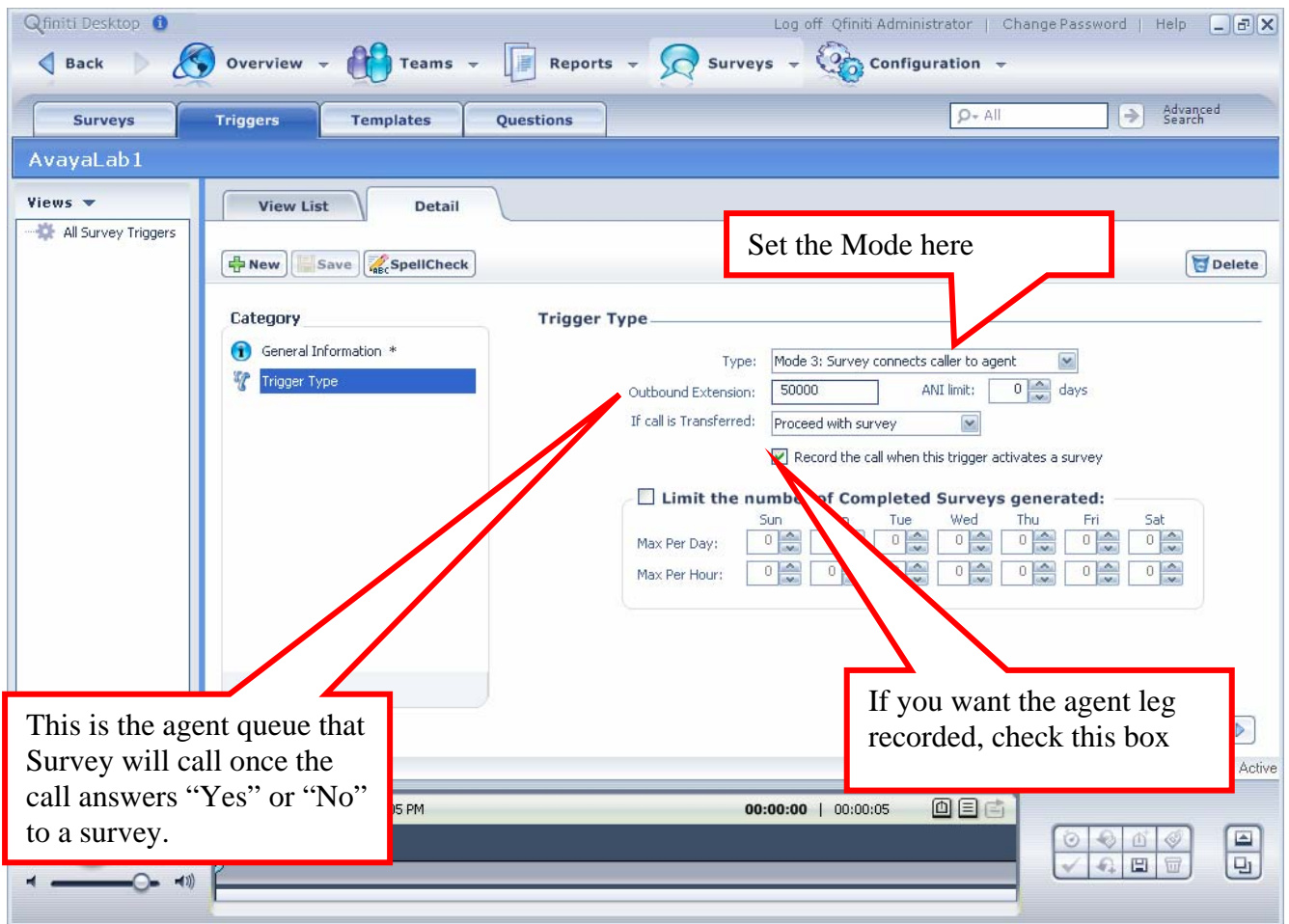
Prev | Next

A 50021 | 1/9/2008 1:05 PM | 00:00:00 | 00:00:05

This is the CTI DNIS that will trigger this Survey.

Assigning a template assigns the questions that will be asked

This is the SwitchID which must be set in Survey.ini



Record Questions

Once the Survey is configured, you will have to record the prompts needed for the survey by calling one of the Rec_Voc lines you configured in Omnivox. Most customers choose to have prompts recorded by an outside professional "talent". For this reason, we have not automated the process of recording different language prompts into specific language folders. Therefore, once you have recorded all of your prompts you will have to copy the recordings into the proper Omnivox language folder. As an example, if you call into Rec_Voc with English prompts you will copy recordings by prompt number from:

```
\\minime\c$\USR\APEX\voice\Asurvey
```

Into

```
\\minime\c$\USR\APEX\voice\en
```

System Functionality on Avaya

Avaya is the most enabled switch for Survey, all System Functionality is available with these few exceptions:

Survey does not currently collect TSAPI Agents states for agents logged in at the time our server starts up This will be fixed in patch 8.

Survey CallManager does not current recover when TSAPI's switch link is broken. This will be fixed in patch8.

Survey cannot currently be configured for PRI outbound lines. This should be fixed in Patch 8.

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