

Avaya Solution & Interoperability Test Lab

### Application Notes for AMC Contact Canvas using Avaya Interaction Center 7.3 – Issue 1.2

#### Abstract

These Application Notes describe the configuration steps required to integrate the Avaya Interaction Center with a 3<sup>rd</sup> party CRM application using the AMC Driver for Avaya Interaction Center. The AMC Driver for Avaya Interaction Center (IC) provides CTI integration to business applications from Microsoft, Oracle, Salesforce and SAP. The AMC Contact Canvas Server(CCS) brings call control, agent session control and screen pop together to help make contact center agents more efficient and to realize higher levels of customer satisfaction.

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

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

### 1. Introduction

These Application Notes describe the configuration steps required to integrate the Avaya Interaction Center with a 3<sup>rd</sup> party CRM application using the AMC Driver for Avaya Interaction Center. The AMC Driver for Avaya Interaction Center (IC) provides CTI integration to business applications from Microsoft, Oracle, Salesforce and SAP. The AMC Contact Canvas Server(CCS) brings call control, agent session control and screen pop together to help make contact center agents more efficient and to realize higher levels of customer satisfaction. For this compliance test, the AMC Driver was used to integrate Avaya Interaction Center with the following business applications.

- 1. Salesforce.com
- 2. Desk.com
- 3. Oracle Siebel
- 4. Oracle RightNow CX
- 5. MS CRM 2015
- 6. SAPCRM7 EHP3

The AMC Driver for IC has two components, one which is installed on the IC server as a service and a second which resides on the AMC CCS server; the two components communicate across named pipes.

AMC's CCS is built upon component architecture using a Driver / adapter pattern: Drivers integrate contact channels, such as Avaya Interaction Center, and adapters integrate business applications, such as Salesforce or SAPWeb. This provides a "future proof" foundation with the flexibility to upgrade existing channels and applications or to move to or incorporate new or different channels and applications, and the scalability to integrate contact centers of all size, small, medium, large and enterprise / multi-site.

### 2. General Test Approach and Test Results

To verify interoperability of the AMC Driver with Application Interaction Center, the 6 different CRM applications were used. An example is the SAPWeb/CRM7 is one of the business applications. All these business application allowed the functionality available in the AMC Driver to be verified, including logging in and out of a skill, placing and disconnecting calls, exercising basic telephony features, agent session control, and screen pop. The features listed in **Section 2** were covered.

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

#### 2.1. Interoperability Compliance Testing

The interoperability compliance test verified the following feature functionality available to agents with the AMC Driver for IC.

- Logging in and out of a skill/split.
- Monitoring agent states (e.g., Ready or Not Ready).
- Agent synchronization with agent hardphones.
- Establishing calls with other agents and non-monitored devices and verifying the correct call states.
- Screen pop consisting of customer or business partner information using ANI for calls.
- Basic telephony features such as call hold/resume, blind/consultative transfer, and conference.
- Restarting the AMC Driver.

#### 2.2. Test Results

All test cases were executed and passed. The observation noted was the agent has to be already log in via the hardphone before agent can be synchronized with the CRM application during the compliance testing.

#### 2.3. Support

Technical support on the AMC Driver can be obtained through the following:

- **Phone:** (800) 390-4866
- Email: <u>support@amctechnology.com</u>

Reference Configuration **Figure 1** on the next page illustrates the configuration used for testing. In this configuration, a call center environment integrated with CRM Servers using the AMC Driver for Avaya Interaction Center. The configuration includes Avaya Interaction Center (IC), Avaya Aura® Application Enablement Services (AES), and a pair of Avaya Aura® Communication Managers with G650 Media Gateway and Avaya Aura® Media Server. Communication Manager routes incoming calls to Avaya IC agents and AES is used to establish a CVLAN link between Communication Manager and IC. Avaya 9600 series IP Deskphones were used as hardphones for the agents. In addition, the agent's interaction center includes CRM Web client and separate servers containing the AMC Multi-Channel Integration Server/CCS with the AMC Driver and the CRM server.

Device Type	Value
Skill Group Number	1
Skill Group Extension	13001
Vector Directory Number (VDN)	14001
Agent IDs	11001 and 11002
Agent Station Extensions	10001 and 10002

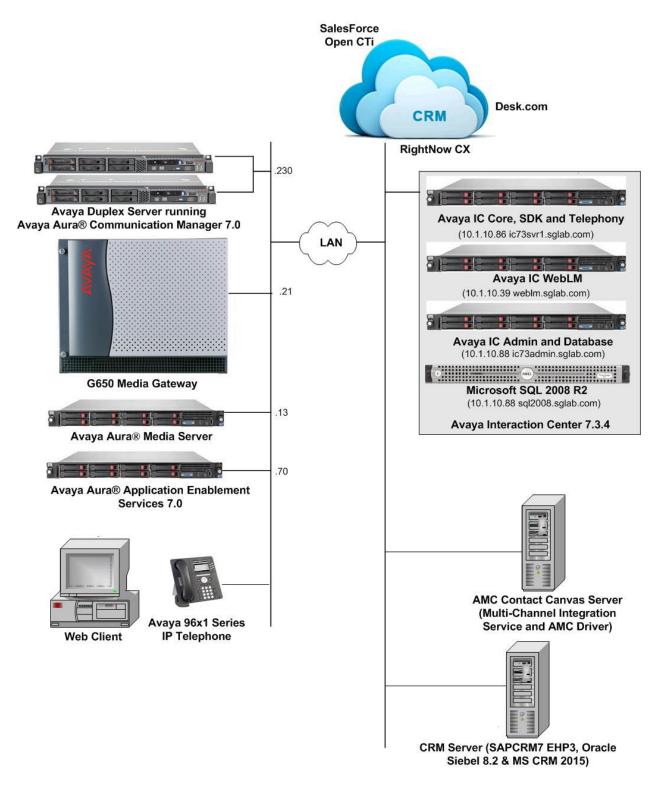


Figure 1: Configuration with Avaya IC and AMC CCS

# 3. Equipment and Software Validated

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

Equipment/Software	Release/Version					
Avaya Aura® Communication Manager (w/ G650 Media Gateway)	7.0.0.2.0-SP3.1 (Build R017x. 00.0.441.0-22903)					
Avaya Aura® Media Server	7.7.0.15					
Avaya Interaction Center	7.3.4					
Avaya Aura® Application Enablement Services	7.0.0.2.13					
Avaya 9600 Series H.323 IP Deskphone	6.6029					
AMC Driver for Avaya Aura® Application Enablement Services/Avaya Interaction Center	6.5.0.1					
SAPCRM7 EHP3	6.5.0.3					
Oracle Siebel 8.2	6.5.0.5					
Salesforce.com	6.5.0.10					
MS CRM 2015	6.5.0.4					
Oracle RightNow CX	6.5.0.1					
Desk.com	6.5.0.4					

*Note:* The Avaya Aura® servers including Avaya Interaction Server used in the reference configuration and shown on the table were deployed on a virtualized environment. These Avaya components ran as virtual machines over VMware® (ESXi 5.X) platforms.

### 4. Configure Aura® Avaya Communication Manager

This section provides the procedures for configuring Avaya Aura® Communication Manager. The procedures include the following areas:

- Administer Agent Hunt Group
- Administer Vector and VDN
- Administer Agent Station
- Administer Agent IDs

#### 4.1. Administer Agent Hunt Group

Administer an agent hunt group. Agents will log into this split to handle calls coming into the call center. Use the "add hunt-group n" command, where "n" is an available hunt group number. Configure the hunt group as shown below.

- Group Name: [Enter a descriptive name]
- Group Extension: [Enter an available extension for the group]
- **Group Type: ead-mia** [Expert Agent Distribution Most Idle Agent call distribution]
- ISDN/SIP Caller Display: grp-name
- ACD: y
- Queue: y
- Vector: y

Leave the default values for all remaining fields.

add hunt-group 1			Page	1 of	4
	HUNT	GROUP			
Group Number:	1	ACD	y Y		
Group Name:	Sales	Queue	y Y		
Group Extension:	13001	Vector	y Y		
Group Type:	ead-mia				
TN:	1				
COR:	1	MM Early Answer	?n		
Security Code:		Local Agent Preference	?n		
ISDN/SIP Caller Display:	grp-name				
Queue Limit:	unlimited				
Calls Warning Threshold:	Port:				
Time Warning Threshold:	Port:				

Navigate to **Page 2** and set the Skill field to 'y'.

add hunt-group 1 2 of Page 4 HUNT GROUP Expected Call Handling Time (sec): 180 Skill? y AAS? n Service Level Target (% in sec): 80 in 20 Measured: both Supervisor Extension: 11003 Controlling Adjunct: none VuStats Objective: Multiple Call Handling: none Timed ACW Interval (sec): After Xfer or Held Call Drops? n

#### 4.2. Administer Vector and VDN

Modify an available vector using the "change vector n" command, where "n" is an existing vector number. The vector will be used to route calls to agents logged into skill 1.

change vector 1 CALL VECTOR Number: 1 Name: Sales Multimedia? n Basic? y Prompting? y Variables? y 01 wait-time 03 wait-time 04 disconnect 05 Page 1 of 6 CALL VECTOR Name: Sales Meet-me Conf? n Lock? n Meet-me Conf? n Lock? n ASAI Routing? y ASAI Routing? y ASAI Routing? y ASAI Routing? y BSR? y Holidays? y 900 secs hearing music after announcement none

Add a VDN using the "add vdn n" command, where "n" is an available extension number. Enter a descriptive **Name** and the vector number from above for **Destination**. Retain the default values for all remaining fields.

```
add vdn 14001 Page 1 of 3

VECTOR DIRECTORY NUMBER

Extension: 14001

Name*: Sales

Destination: Vector Number 1

Attendant Vectoring? n

Meet-me Conferencing? n

Allow VDN Override? y

COR: 1

TN*: 1

Measured: both

Acceptable Service Level (sec): 20
```

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#### 4.3. Administer Agent Stations

Below is the configuration of the agent station. Enter the appropriate Station **Type** and descriptive **Name**. Enter the **Security Code** for station logon. Leave the rest as default. Repeat this step for each agent in the call center.

```
add station 10001
                                                                  Page 1 of
                                                                                 5
                                      STATION
                                                                        BCC: 0
                                          Lock Messages? n
Security Code: *****
Extension: 10001
     Type: 9611G
                                                                          TN: 1
                                       Coverage Path 1:
Coverage Path 2:
                                                                         COR: 1
     Port: IP
     Name: 10001
                                                                        COS: 1
                                       Hunt-to Station:
                                                                      Tests? y
STATION OPTIONS
              Location: Time of Day Lock Table:
Loss Group: 19 Personalized Ringing Pattern: 1
       Speakerphone: 2-way
Display Language: english
able GK Node Name:
                                                 Message Lamp Ext: 10001
Survivable GK Node Name:
        Survivable COR: internal
                                                Media Complex Ext:
                                                      IP SoftPhone? y
   Survivable Trunk Dest? v
                                                IP Video Softphone? n
                               Short/Prefixed Registration Allowed: default
                                               Customizable Labels? y
```

#### 4.4. Administer Agent IDs

Add an **Agent Login ID** for each agent in the call center using the "add agent-loginID n" command, where "n" is a valid agent ID that adheres to the dial plan. Enter a descriptive name on the **Name** field. Specify the **Password** used by the agent to log into the split and **enter again** to confirm the password.

```
add agent-loginID 11001
                                                               Page
                                                                      1 of
                                                                             3
                                AGENT LOGINID
               Login ID: 11001
                                                               AAS? n
                   Name: Alice
                                                              AUDIX? n
                     TN: 1 Check skill TNs to match agent TN? n
                    COR: 1
          Coverage Path:
                                                      LWC Reception: spe
          Security Code:
                                                     LWC Log External Calls? n
                                           AUDIX Name for Messaging:
                                       LoginID for ISDN/SIP Display? n
                                                          Password: 1234
                                             Password (enter again): 1234
                                                       Auto Answer: none
                                                 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**, specify the skill number **SN** and skill level **SL** to which the agent will log in. Leave the rest as default. In the example, the agent will log into skill 1 level 1. Repeat this step for each agent in the call center.

add ager	nt-loginID	11001				Page	2 of	3
			AGENT	LOGINID				
D	irect Agen	t Skill:			Servic	e Obje	ctive? n	
Call Har	ndling Pre	ference: sk	ill-level		Local Call	Prefe	rence? n	
SN	rl <b>sl</b>	SN	RL SL	SN	RL SL	SN	RL SL	
1: <b>1</b>	1	16:		31:	46	:		
2:		17:		32:	47	:		
3:		18:		33:	48	:		
4:		19:		34:	49	:		
5:		20:		35:	50	:		
6:		21:		36:	51	:		
7:		22:		37:	52	:		
8:		23:		38:	53	:		
9:		24:		39:	54	:		
10:		25:		40:	55	:		
11:		26:		41:	56	:		
12:		27:		42:	57	:		
13:		28:		43:	58	:		
14:		29:		44:	59	:		
15:		30:		45:	60	:		

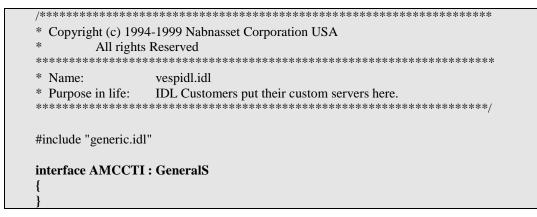
## 5. Configure Avaya Interaction Center

This section covers the configuration of Avaya IC. It is assumed that Avaya IC has been installed and configured as described in [1] and [2]. This solution only requires the voice media channel to be configured. In addition, IC requires a CVLAN link to Application Enablement Services, which in turn has a CVLAN link to Communication Manager. This will not be detailed here as this should be configured for an IC. Refer to Additional references [4] for more details.

- Obtain the latest ORB (Object Request Broker) Toolkit and in this compliance testing, from the file "7.3.3\_CustomSDK\_All\_Platforms.zip" available in Avaya support <u>https://support.avaya.com/</u>.
- Unzip this file to a working directory and in the idltools directory (see screenshot below).
   Copy the vespidl.idl and name it say vespidl\_AMC.idl

	-		A Case of the Second				_ 0	×
	.3_CustomSDk	K_Windows ► Windows ► sdk	win32 🕨 example 🕨 CTIServer 🕨 io	iltools	👻 🍫 Search idlte	ools		٩
File Edit View Tools Help								
Organize 🔻 🦳 Open 🔻 Burn New f	older							(?)
☆ Favorites	<u>^</u>	Name	Date modified	Туре	Size			
🥅 Desktop		generic.idl	22-May-15 6:19 PM	IDL File	75 KB			
🝺 Downloads		idl.exe	24-Apr-15 11:32 PM	Application	48 KB			
🐌 Google Drive		💷 idlcgen.exe	24-Apr-15 11:32 PM	Application	48 KB			
Ecent Places	=	idltype.exe	24-Apr-15 11:32 PM	Application	22 KB			
🖟 CloudStation		vespidl.idl	22-May-15 6:19 PM	IDL File	1 KB			
😌 Dropbox								
🝊 OneDrive								
📜 Libraries								
Documents								
J Music								
Pictures								
📑 Videos								

• Edit the *vespidl\_AMC.idl* using text editor. The IDL file may be different and have additional "includes" and "interfaces". DO NOT CHANGE EXISTING SETTINGS. Add the AMCCTI interface to the end of the file.



- In DOS prompt, run the command "idl -c vespidl\_AMC" (not shown) and obtain the file "*vespidl\_AMC.pk*".
- Rename the output file "vespidl\_AMC.pk" to "vespidl.pk".
- Backup the current copy of the "vespidl.pk" in the directory "C:\Avaya\IC73\etc" to another name say "vespidl – Copy.pk" as below and replace with the new compiled file.

🕌 etc					l ×
G → ic73svr1 - Local Disk (C:) - Avaya	a ▼ IC73 ▼ etc ▼	<b>▼</b> [€2	Search etc		2
Organize ▼ Include in library ▼ Share with ▼	Burn New folder			:= - 🔳 (	?
☆ Favorites	Name -	Date modified	Туре	Size	_ <b>_</b>
🧾 Desktop	vespidl.pk	4/12/2016 10:27 AM	PK File	169 KB	
🍺 Downloads	vespidl - Copy.pk	1/18/2016 2:31 PM	PK File	168 KB	
🕮 Recent Places	vesp.imp	4/12/2016 10:27 AM	IMP File	18 KB	
	vesp.bak	3/25/2014 10:38 AM	BAK File	7 KB	
Desktop	🕼 transcriptadded_sbl	11/22/2002 10:40 AM	XSL Stylesheet	3 KB	
😭 Libraries 🗈 Documents	template	12/1/2005 4:07 AM	Text Document	6 KB	
Music	a server	7/28/2004 2:22 AM	XML Schema File	4 KB	
Pictures	器 sc	2/16/2009 9:00 PM	XML Schema File	16 KB	
Videos	🐵 sc	1/18/2016 2:31 PM	XML Document	250 KB	
The set of the set	Cia Data da una cia Data da ata ana	1/20/2000 1-40 AM	DEM Cil-	2.40	

- Copy the "amccti4aic.exe" obtained from AMC Technology to the directory "C:\Avaya\IC73\bin\".
- Open the IC Manager and click on **Server** tab on the top left.
- Select **All Domains** on the left pane. Right click and select **New** on the right pane as shown.

	<b>)</b>       4				11				
Domains	gent Type	Configuration Name	Device		Status	Host	Port	Uptime	
Default Email Email_Helper Prompter1 User1 Voice1 Web Web_Helper Website	ORB Directory* Alarm License DataServer WorkFlow Blender ADU EDU TS WorkFlow Report	ORB Directory Alarm License DataServerMSS WorkFlow_User1 Blender_User1 ADU_Voice1 EDU_Voice1 TS_Voice1 WorkFlow_Voice1 Report JavaAppBridge	User1 User1 Voice1 Voice1 Voice1 Voice1 Default	Edit Status Update Dump New Copy Delete Start Stop	B P P	10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86 10.1.10.86	9001 9002 9003 9004 9005 9006 9007 9008 9009 9010 9010 9011 9012 9013	65d:9h:7m:14s 65d:9h:7m:14s 65d:9h:7m:13s 65d:9h:6m:47s 65d:9h:6m:50s 65d:9h:6m:50s 65d:9h:6m:50s 65d:9h:6m:50s 65d:9h:6m:53s 6d:22h:22m:49s 29d:5h:28m:55s 65d:9h:6m:53s	

• Enter **AMCCTI** on the **Server Type**.

E Select or en	iter server type	×
Server Type:	AMCCTI	
ADU		
Alarm		=
ASIS		
Attribute		
Blender		
CAAdmin		
CAServer		
Comhub		-
Description		
		-
	V Ok X Cancel	

• Select the **General** tab. Configure the server as below.

E Server Editor		×
General Configuration De	bug Advanced	
	Domain:	Voice1
Host:	Directory:	C:\Avaya\IC73\etc
Port:	Executable:	\Avaya\IC73\bin\amccti4aic.exe 💌
Auto Start	Status:	
Security	Start Time:	
	Uptime:	
	Version:	
~	Ok X Cancel	+ Apply ? Help

• Select the **Configuration** tab. Configure the parameters as shown below. Click **OK** to save the configuration.

AMCCTI@Voice1	
General Configuration Debug Adva	anced
	<b>•</b> X <b>•</b> •
Name	Value
EventsTimeout LogLevel LogoutMode MaxExtLength MaxMessageSize PipeName SwitchType ToBeDeleteCallPointers	15000 7 Ext,ACDID 5 8048 AMCPIPE Avaya Definity 1
✓ Ok	X Cancel + Apply ? Help

• Click on the row for **Type AMCCTI** again and right click to select **Start.** 

IC Manager								
nager Tools Service	es Serv	ver Help						
🌍 🔝 🖳 🍕	<b>)</b>	9	🛯 🍌 (	🖌 🐺 🗞 🔪	< 🕴			
Server 👤 A	gent	Con	figuration	Device				
All Domains	Ту	ре	Name	Domain	Status	Host	Port	Uptime
- 🛄 Default - 🧰 Email	ADU	AD	U_Voice1	Voice1	Up	10.1.10.86	9008	65d:9h:6m:50s
- 🛄 Email_Helper	AMCCT		<b>GCTI</b>	Voice1	Down	10.1.10.86	9014	-
Prompter1	Alarm	Edit	m	Default	Up	10.1.10.86	9003	65d:9h:7m:13s
User1		Status	nder_User1	User1	Up	10.1.10.86	9007	65d:9h:6m:51s
Voice1	DataSe	Update	aServerMSS	Default	Up	10.1.10.86	9005	65d:9h:6m:49s
Web	Directo	Dump	ctory	Default	Up	10.1.10.86	9002	65d:9h:7m:14s
🔄 Web_Helper	EDU	New	J_Voice1	Voice1	Up	10.1.10.86	9009	65d:9h:6m:53s
Website	JavaAp	Copy	aAppBridge	User1	Up	10.1.10.86	9013	92d:5h:34m:18s
		Delete	inse	Default	Up	10.1.10.86	9004	65d:9h:6m:47s
	ORB	Start	3	Default	Up	10.1.10.86	9001	65d:9h:7m:14s
	Report		ort	Default	Up	10.1.10.86	9012	65d:9h:6m:53s
	TS	Stop	Voice1	Voice1	Up	10.1.10.86	9010	6d:22h:22m:49s
	TsQue	ueSta Ts	QueueStatisti	. Voice1	Up	10.1.10.86	9015	30d:5h:59m:15s
	WorkFl	ow Wo	rkFlow_User1	User1	Up	10.1.10.86	9006	65d:9h:6m:50s
	WorkFI	ow Wo	rkFlow_Voice	1 Voice1	Up	10.1.10.86	9011	29d:5h:28m:55s

• Right click again on the same row and select **Status** (not shown) to check AMCCTI server status is **Up**.

ger Tools Servic	<b>»</b> IIII a I	ن اسک (	S Hill 🗞 🗡	( 🕴 🛊				
II Domains	Туре	Name	Domain	Status	Host	Port	Uptime	
Default Email	ADU	ADU_Voice1	Voice1	Up	10.1.10.86	9008	65d:9h:6m:50s	
Email Helper	AMCCTI	AMCCTI	Voice1	Up	10.1.10.86	9014	5s	
Prompter1	Alarm	Alarm	Default	Up	10.1.10.86	9003	65d:9h:7m:13s	
User1	Blender	Blender_User1	User1	Up	10.1.10.86	9007	65d:9h:6m:51s	
Voice1	DataServer	DataServerMSS	Default	Up	10.1.10.86	9005	65d:9h:6m:49s	
Web	Directory*	Directory	Default	Up	10.1.10.86	9002	65d:9h:7m:14s	
Web Helper	EDU	EDU_Voice1	Voice1	Up	10.1.10.86	9009	65d:9h:6m:53s	
Website	JavaAppBrid	JavaAppBridge	User1	Up	10.1.10.86	9013	92d:5h:34m:18s	
-	License	License	Default	Up	10.1.10.86	9004	65d:9h:6m:47s	
	ORB	ORB	Default	Up	10.1.10.86	9001	65d:9h:7m:14s	
	Report	Report	Default	Up	10.1.10.86	9012	65d:9h:6m:53s	
	TS	TS_Voice1	Voice1	Up	10.1.10.86	9010	6d:22h:22m:49s	
	TsQueueSta	.TsQueueStatisti	Voice1	Up	10.1.10.86	9015	30d:5h:59m:15s	
	WorkFlow	WorkFlow_User1	User1	Up	10.1.10.86	9006	65d:9h:6m:50s	
	WorkFlow	WorkFlow_Voice1	Voice1	Up	10.1.10.86	9011	29d:5h:28m:55s	
					Server has starte	d:: AMCCTI (1	0.1.10.86:9014 569dc	821000000000000000000000000000000000000

### 6. Configure AMC Driver for Avaya Interaction Center

This section covers the procedure for configuring the CCS. It is assumed that the Data Integration Service has already been installed on a separate server. The following screen shows that the software was installed.

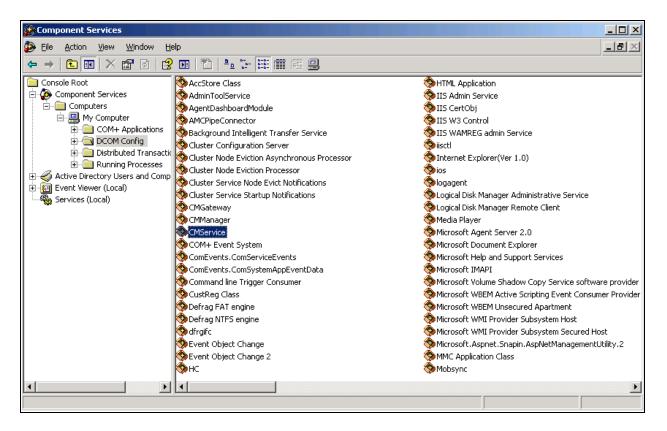
- Place the AMCPipeConnector.exe in the C:\Program Files\AMC Technology\Drivers\AIC Driver directory.
- Check the config.ini in the C:\Program Files\AMC Technology\MCIS directory for those parameters highlighted below. Configuration will be done by AMC engineer.

```
******
# CCS Configuration file: Config.ini for SFDC OpenCTI and AIC
# CCS Release 6.5.0.1
#
            ****
###
. . .
### MCIS CORE ###
ModuleClass=AgentManagerClass, AgentManager.AMCAgentManagerModule
ModuleClass=DataStoreClass,DataStore.AMCMemoryDataStore
ModuleClass=EventManagerClass, AMCEventManagerModule.AMCEventManagerModule
ModuleClass=LicenseManagerClass,LicenseManager.AMCLicenseManagerModule
ModuleClass=WorkManagerClass,WorkManager.AMCWorkManager
ModuleClass=StandardizedClass,AMCMultiChannelInterface.AMCApplication
ModuleClass=CMGatewayClass,CMGateway.CMGatewayModule
Module=AgentManager, AgentManagerClass
Module=DataStore, DataStoreClass
Module=EventManager, EventManagerClass
Module=LicenseManager,LicenseManagerClass
Module=WorkManager,WorkManagerClass
Module=StandardizedInterface,StandardizedClass
Module=CMGateway, CMGatewayClass
### ADAPTER SPECIFIC ###
### SOAP Adapter
ModuleClass=SoapAdapter4DotNet ProgID,SoapAdapter4DotNet.SoapAdapterModule
Module=SoapAdapter,SoapAdapter4DotNet ProgID
### Remoting Endpoints
#ModuleClass=RemotingEndpointClass,AMCDotNetAdapterRemotingLibrary.RemotingModule
#Module=RemotingEndpoint,RemotingEndpointClass
### CHANNEL SPECIFIC ###
### NULL ConnectorDriver
#ModuleClass=CTINullClass,CTI NULL.AMC CTI NULL
#Module=CTIModule,CTINullClass
```

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```
### Avaya AIC
ModuleClass=PipePhoneConnector,AMCPipeConnector.AMCPipePhoneChannel
Module=CTIModule, PipePhoneConnector
...
###
# License Manager
#
###
[LicenseManager]
# TraceEnabled=1
# TraceLevel=2
# TraceMaxSize=1024
AA-DOTNET=
MCIS=
CTI AIC=
...
//Avaya Interaction Center(AIC)
11
[CTIModule]
# TraceEnabled=1
TraceLevel=5
TraceMaxSize=50240
DataStore=CTIModule
Channel=CTI1
PipeHost=10.1.10.86
PipeName=AMCPIPE
StatusTimeout=5
DataStore=CTIModule
PipePoolSize=20
MaxTransactionSize=1024000
ConvertCADKeysToUpper=False
TraceMaxSize=61440
RemoteUser=Administrator
RemotePassword=********
...
```

- Administer a user domain account in the Active Directory for DCOM communication between agents and CMService. In this example, the user is amc\devservice.
- Navigate to the **Component Services** in the Windows Server 2012 to access the window shown below. Double-click on CMService to open the properties window.



• In the **CMService Properties** window, navigate to the Identity tab and specify the amc\devservice user along with the password.

CMService Properties			? ×
General Location Secu	urity Endpoints	Identity	
Which user account do y	you want to use to	run this applicat	ion?
C The interactive user.			
$\mathbf C$ The Jaunching user.			
This user.			
Us <u>e</u> r:	amc\devservi	ce	<u>B</u> rowse
Password:	•••••	•••••	
Co <u>n</u> firm password:	•••••	••••	
O The system account	(services only).		
	OK	Cancel	Apply

Eile Action View Window He	lp					_ 8
- → 🗈 📧 🗳 🕹 😫						
Console Root	Name 🛆	Description	Status	Startup Type	Log On As	
Component Services	🖏 .NET Runtime Optimization Service v2.0.50	Microsoft		Manual	Local System	
É… 🧰 Computers É… 🚇 My Computer	AdminToolService		Started	Manual	Local System	
	🎇 Alerter	Notifies sel		Disabled	Local Service	
🗄 💼 COM+ Applications	Replication Experience Lookup Service	Process ap	Started	Automatic	Local System	
🗄 ··· 🧰 DCOM Config	Application Layer Gateway Service	Provides s	Started	Manual	Local Service	
in the second s	Replication Management	Processes i		Manual	Local System	
	ASP.NET State Service	Provides s		Manual	Network Service	
- 🥠 Active Directory Users and Comp - 词 Event Viewer (Local) - 🎭 Services (Local)	Automatic Updates	Enables th	Started	Automatic	Local System	
	🍓 Avaya VPN Service		Started	Automatic	Local System	
	Background Intelligent Transfer Service	Transfers f		Manual	Local System	
	🖏 ClipBook	Enables Cli		Disabled	Local System	
	CMService		Started	Manual	amc\devservice	
	🍓 COM+ Event System	Supports S	Started	Automatic	Local System	
	COM+ System Application	Manages t	Started	Manual	Local System	
	Computer Browser	Maintains a	Started	Automatic	Local System	
	Cryptographic Services	Provides th	Started	Automatic	Local System	
	DCOM Server Process Launcher	Provides la	Started	Automatic	Local System	
	DHCP Client	Registers a	Started	Automatic	Network Service	
	Distributed File System	Integrates		Manual	Local System	
	Distributed Link Tracking Client	Enables cli	Started	Automatic	Local System	
	Distributed Link Tracking Server	Enables th		Disabled	Local System	
	Distributed Transaction Coordinator	Coordinate	Started	Automatic	Network Service	
	DNS Client	Resolves a	Started	Automatic	Network Service	
	69. Francisco Constantino	~		A	Land Contain	

• Start the **CMService** from the Component Services window.

• Restart IIS by running the **iisreset** command in a command prompt window for SAPCRM7 EHP3.

## 7. Configure SAPCRM7 EHP3

As there are 6 CRM adapters tested, this section will describe only the procedure for adding agents to SAPCRM7 EHP3. From the CCS server, start the **Agent Configuration Manager** to set up the agents. Navigate to **File**  $\rightarrow$  **Open**  $\rightarrow$  **Agents** as shown below.

AMS)				AN	IC IA Configuration Manage	r	_	×
File	Edit	View	Window	Help				
	New			•				
	Open			×	Database Connections	۲		
	Impor	t / Expo	ort Agents		MCMS Servers			
	Close				Agents			
	Exit				Workcenters			
	1							
Conne	ected to	(local)\{	SQLEXPRES	SS				11.

From the Edit Agent Wizard window, select CCS server below and click Next.

<u>\$</u>	Edit Agent Wizard 📃 🗖 🗙									
EC	Edit Agent Wizard This wizard modifies the configuration for an Agent									
	Please choose the server which t	this agent is configured	to use:							
	MCMS Server Name	Host	Port							
	amcw12ccsvasu	amcw12ccsvasu	80							
		< Back	Next >	Cancel						

In the next window, specify the Agent User Id (e.g., tester2) and click Next.

👲 Edit Age	ent Wizard	Ŀ	- <b>D</b> X
Edit Agent Wizard This wizard modifies the configuration	on for an Age	nt	
Select the User Id for the agent you wish to Agent User Id New: Existing: tester2	-		
	< Back	Next >	Cancel

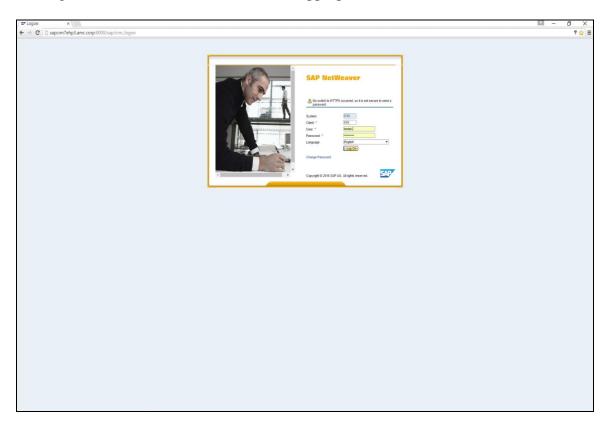
In the last window, the **Extension**, **AgentID**, and **AgentIDPassword** configured in **Sections 4.3** and **4.4** are specified. Click **Finish**.

<u>9</u>	Edit Agent Wizard - tester2 - 🗖 🗙							
Edit Agent Wizard - tester2 This wizard modifies the configuration for an Agent								
Telephony (CTI1)								
Name	Value	Please fill in the configuration						
Extension	10001	information for this channel						
AgentID	11001							
AgentIDPassword	1234							
Queues	14001							
Skip this channel								
		< Back Finish Cancel						

### 8. Verification Steps

This section provides the verification steps that may be performed to verify that the CCS can retrieve call data from Avaya IC 7.3.

1. Log On to the SAP NetWeaver with the appropriate User name and Password.



2. Verify that the agent is in **Not Ready** state in the top right pane.

ldentify Account - [in	x							1	đΧ
	7ehp3.amc.corp:8000/sap(bD1lbiZjPTAxMCZkPW1pb	a==)/cm logon/default.htm							☆ =
		g==genn_logon/dendaranan						Personalize Sv	stem News Log Off
AP CRM Inter	action Center							r croonance oy	sum news Log on
8 .	🗴 🕹 😨 Transfer 🛛 Warm Transfer 🚺 🔮 Toggi	a Fod 10 🕮 Decet CTI Classifier	active DTME Pad Los Off					Ready a	Not Ready
		e Lind (gg m heser off diesi line	action of the Pad Cog on				Saved Searches •		Go Advanced
	Identify Account						oareu oeaiches ·		Back •
									<b>.B</b> (1)
Account Identification					terr -				×
Account Fact Sheet	Account	[]		Installed E	lase Object		You are logged on to the	communication mg	mt software system
Account Overview	First Name/Last Name: Account:				Component ID: Product ID:		h.		٥
nteraction Record	Account ID:				Identification:				<u>.</u>
nteraction History	Street/House Number:			Search (	lear				
ax	City:								
Letter Knowledge Search	Postal Code/Region:		0						
Knowledge Search	Country: Transaction ID:	٥							
E-Mail	Contact Type:	All		*					
Script	Telephone:								
nbox	E-Mail Address:								
ndex	Fax	Has Contact Person							
	Search Account Reset Clear	Has Contact Person		٣					
	Result List								
									. 4
	Account Account I	D Stre	eet Postal C	de	City	Telephone	Extens	on	

3. Login as an agent and verify that the agent state is **Ready** on the top right pane.

/ 🗋 Identify Account - [In	×								1	- 0 X
← → C 🗋 sapcrm7	ehp3.amc.corp:8000/sap(bD1lbiZjPTAxMCZkPW1pb	.g==)/crm_logon/default.htm								☆
SAP CRM Intera	action Center								Pen	ionalize System News Log
1										
8 - *	ి టి 🕈 Transfer Warm Transfer 🕻) 🕼 Togg	le End 😥 🏥 Reset CTI Clear Inti	eraction DTMF Pad Log Off							Ready Not Ready
								Saved Searche	5.	· Go Advanced
and the second	Identify Account									Back *
Account Identification										.8(
Account Fact Sheet	Account				Installed Base Ot	iject				
Account Overview	First Name/Last Name:					Component ID:				ð
Interaction Record	Account					Product ID:				ð
Interaction History	Account ID:					Identification:				
Fax	Street/House Number:				Search Clear					
Letter	City:									
Knowledge Search	Postal Code/Region:		0							
Knowledge Article Search	Country: Transaction ID:	0								
E-Mail	Contact Type:	All								
Script	Telephone	C1								
Inbox	E-Mail Address:									
Index	Fax									
Inuea	Relationship	Has Contact Person		¥						
	Search Account Reset Clear									
	Result List									_
	Account Account			Postal Code		City			les a	11 A
	Account Account	ID Str	reet	Postal Code			1	elephone	Extension	

4. Make an incoming call to the VDN and verify that the agent is connected with the contact information

Identify Account (ID: >	×						E -	đΧ
← → C ☐ sapcrm7e	hp3.amc.corp:8000/sap(bD1lbiZjPTAxMCZkPW1pbg	g==)/crm_logon/default.htm						\$
SAP CRM Intera	ction Center						Personalize 1	System News Log (
🖺 Vasu K	ίονυτα				Phone Inbound Connected	+18044198631 0:40	0:40	+601 Phone(1
₿ <b>₹</b> ¥	🕹 😩 🗣 Transfer 🛛 Warm Transfer 🚺 🕼 Toggl	e End 🕼 🌐 Reset CTI Clear Inte	eraction DTMF Pad Log Off				Ready	Not Ready
						Saved Searches •		Go Advanced
March 1	dentify Account (ID: 22)							🖸 Back 🔻 💟
and the second								
Account Identification	Account		More Field	s Installed Base Object				
Account Fact Sheet	First Name/Last Name/		More Field	Componer	d D			
Account Overview	First Name Last Name.			Produc				0
Interaction Record	Department:			Identifica				U
Interaction History		Vasu Kovuru		Search Clear				
Fax	Street/House Number:	15521 Midlothian Tumpike						
Letter	City:	Midlothian						
Knowledge Search	Postal Code/Region:							
Knowledge Article Search	Country:							
E-Mail	Contact Info For:		×					
Script		+18044198531						
Inbox	Fax: E-Mail Address:							
Index	Confirm E X PRelated Reset							
	Note History Last Interactions							
	Date Ch	hannel	Description	Transaction No.	Transaction Tune	Status		0
	Uate	nannei	Description	Transaction N0.	Transaction Type	Status		

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### **9.** Conclusion

These Application Notes describe the configuration steps required to integrate the AMC Contact Canvas Server with Avaya Interaction Center 7.3. All test cases passed with observations in **Section 2.2**.

#### **10.** Additional References

The following Avaya documentation can be obtained on the https://support.avaya.com.

- [1] Avaya Interaction Center Release Installation Planning and Prerequisites, Release 7.3.X, Nov 2015
- [2] Avaya Interaction Center Release Installation and Configuration on Microsoft Windows/Oracle Solaris/IBM AIX, Release 7.3.X, Nov 2015

The following AMC documentation are provided by AMC Technology.

[3] AMC Contact Canvas Server, Implementation Guide Contact Canvas 6.5
[4] AMC Voice for Avaya Interaction Center(AIC) VESP, Implementation Guide Contact Canvas 6.5
[5] AMC Application Adapter for mySAP™ Interaction Center WebClient, Implementation Guide Version 6.5

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