



## Avaya Solution & Interoperability Test Lab

---

# Application Notes for configuring IP Integration AskMe Snap-In to interoperate with Avaya Breeze™ 3.2 and Avaya Aura® 8.0 - Issue 1.0

### Abstract

These Application Notes contain configuration steps required for IP Integration AskMe Snap-In to interoperate with Avaya Breeze™ 3.2 and Avaya Aura® 8.0.

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 AskMe Snap-In with Avaya Breeze™ 3.2.

AskMe Snap-in is a post-call survey application. AskMe's database is in the cloud on Amazon Web Service (AWS). AskMe can be invoked as a callable service or as a called party, calling party services. In called party, calling party services, AskMe uses DTMF listener to transfer call from agent to survey application post-call. AskMe can be deployed standalone or in a contact center environment. The contact center environment was tested in this compliance test with Avaya Aura® Contact Center.

## 2. General Test Approach and Test Results

Interoperability testing contained functional tests mentioned in **Section 2.1**. 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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

This test was conducted in a lab environment simulating a basic customer enterprise network environment. The testing focused on the standards-based interface between the Avaya solution and the third party solution. The results of testing are therefore considered to be applicable to either a premise-based deployment or to a hosted or cloud deployment where some elements of the third party solution may reside beyond the boundaries of the enterprise network, or at a different physical location from the Avaya components.

Readers should be aware that network behaviors (e.g. jitter, packet loss, delay, speed, etc.) can vary significantly from one location to another, and may affect the reliability or performance of the overall solution. Different network elements (e.g. session border controllers, soft switches, firewalls, NAT appliances, etc.) can also affect how the solution performs.

If a customer is considering implementation of this solution in a cloud environment, the customer should evaluate and discuss the network characteristics with their cloud service provider and network organizations, and evaluate if the solution is viable to be deployed in the cloud.

The network characteristics required to support this solution are outside the scope of these Application Notes. Readers should consult the appropriate Avaya and third party documentation for the product network requirements. Avaya makes no guarantee that this solution will work in all potential deployment configurations.

## **2.1. Interoperability Compliance Testing**

The testing focuses on the following areas:

- Loading AskMe-Snap-in - Load is Successful.
- Installing AskMe-Snap-in - Install as part of a core platform Cluster.
- Administer AskMe-Snap-in Attributes - Attributes can be configured for Profile, Cluster or Global configurations.
- Verify AskMe-Snap-in as a callable service
- Verify AskMe-Snap-in as a calling party, called party service
- Serviceability

## **2.2. Test Results**

All test cases were executed successfully.

## **2.3. Support**

Support for IP Integration AskMe-Snap-in can be obtained through the following:

IP Integration Ltd  
Integration House  
Turnhams Green Business Park  
Pincent Lane  
Reading, Berkshire  
RG31 4UH  
Tel: 0118 918 4600  
Fax: 0118 918 4601  
Email: [service@ipintegration.com](mailto:service@ipintegration.com)

### 3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the IP Integration AskMe with Avaya Breeze™ 3.2 and Avaya Aura® 8.0.

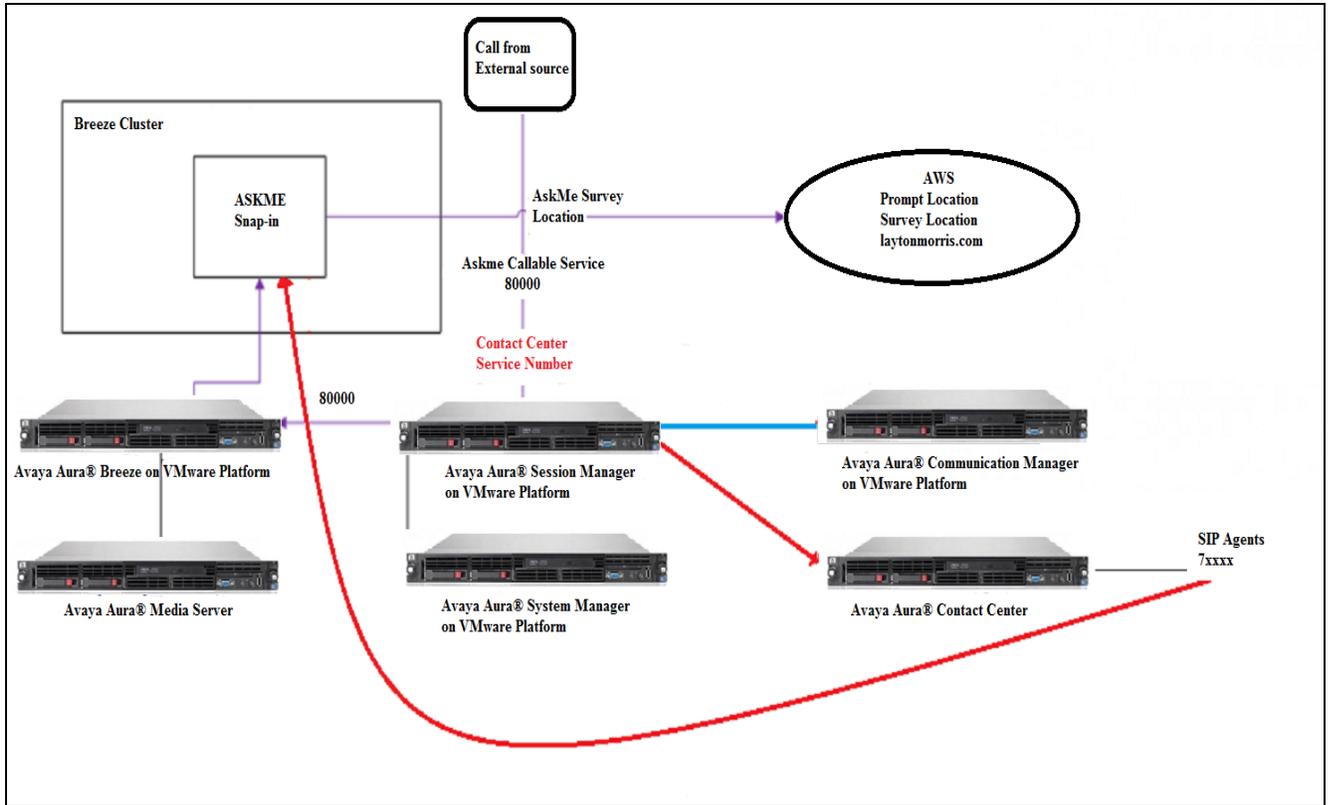


Figure 1: Test Configuration for AskMe-Snap-in with Avaya Breeze™

## 4. Equipment and Software Validated

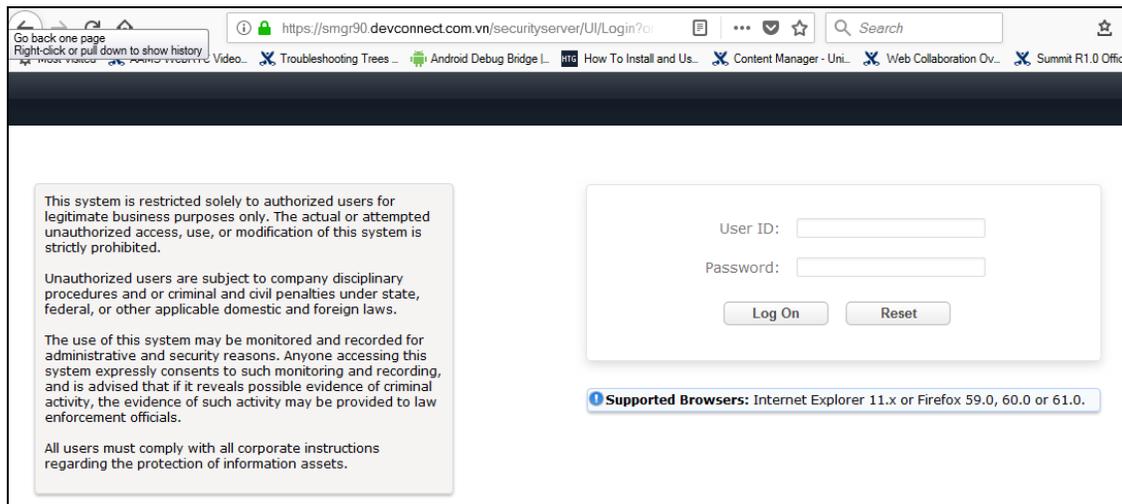
The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® System Manager	8.0
Avaya Aura® Session Manager	8.0
Avaya Aura® Communication Manager	8.0
Avaya Breeze™	3.2.0.1
Avaya Aura® Media Server	8.0
Avaya Aura® Media Server for Breeze	7.7
Avaya Aura® Contact Center	7.0FP3
AskMe Snap-in	3.2.0.2.1

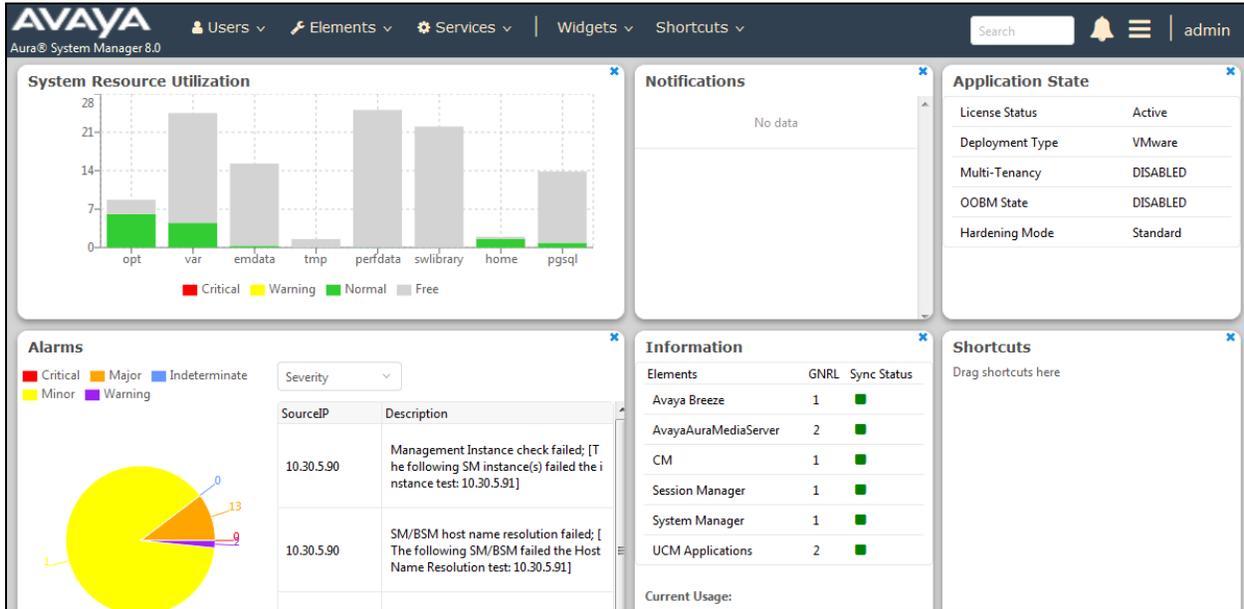
## 5. Configure Avaya Breeze™ and IP Integration AskMe Snap-in

This section describes the steps required to configure the Configure Avaya Breeze™ and IP Integration AskMe Snap-in. It is assumed that the Avaya Breeze™ has been, installed and configured, and as such, the configuration is out with the scope of this document.

Configuration of Avaya Breeze™ and is performed via Avaya Aura® System Manager. Access the System Manager Administration web interface by entering <https://<FQDN>/SMGR> as the URL in a web browser where <FQDN> is the FQDN of System Manage. Log in using appropriate credentials.

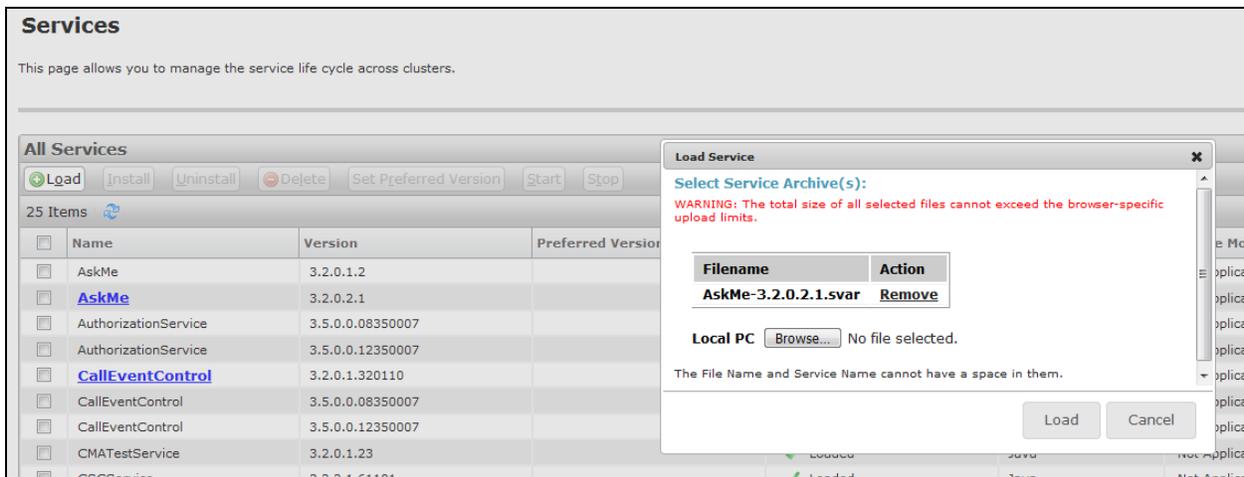


Once logged in, the following screen is displayed.



## 5.1. Load AskMe Snap-in to SMGR

Save the **AskMe-3.2.0.2.1.svar** file provided by IP Integration somewhere on the PC used to access System Manager. Select **Avaya Breeze™ > Service Management > Services** and click on **Load**. Click on **Browse** next to **Local PC** and select the svar file. Click on **Load**.



## 5.2. Install AskMe Snap-in to Avaya Breeze™ Cluster

When returned to the **Service Management** page the IP Integration AskMe Snap-in is displayed as **Loaded**. Select the radio button to the left of the service and then click the **Install** button.

**Services**

This page allows you to manage the service life cycle across clusters.

---

**All Services**

25 Items Filter: Enable

<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	AskMe	3.2.0.1.2		✓ Loaded	Java	Not Applicable	Not Signed	100
<input checked="" type="checkbox"/>	AskMe	3.2.0.2.1		✓ Loaded	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	<a href="#">CallEventControl</a>	3.2.0.1.320110		✓ Installed	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100

During compliance testing, the service was installed on a single Breeze server within a Cluster named **Askme**. Select the cluster of server where the service will be installed and click the **Commit** button.

Note that the **CallEventControl** version 3.2.0.1.320110 and **EventingConnector** version 3.2.0.1.320110 services are already assigned to this cluster.

**Services**

This page allows you to manage the service life cycle across clusters.

---

**All Services**

25 Items Filter: Enable

<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	AskMe	3.2.0.1.2		✓ Loaded	Java	Not Applicable	Not Signed	100
<input checked="" type="checkbox"/>	AskMe	3.2.0.2.1		✓ Loaded	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	<a href="#">CallEventControl</a>	3.2.0.1.320110		✓ Installed	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100

**Confirm Install service: AskMe-3.2.0.2.1**

1 Item Filter: Enable

<input checked="" type="checkbox"/>	Cluster Name
<input checked="" type="checkbox"/>	Askme

Select : All, None

Wait until the AskMe Snap-in is **Installed** state.

**Services**

This page allows you to manage the service life cycle across clusters.

---

**All Services**

25 Items Filter: Enable

<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	AskMe	3.2.0.1.2		✓ Loaded	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	<b>AskMe</b>	3.2.0.2.1		✓ <b>Installed</b>	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	AuthorizationService	3.5.0.0.12350007		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	<b>CallEventControl</b>	3.2.0.1.320110		✓ Installed	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100

### 5.3. Configure Service Profile on Avaya Breeze™

Add a new **Service Profile**, navigate to **Avaya Breeze™ > Configuration > Service Profiles** and select **New**.

- Type in a **Name** for the **Service Profile**
- Click **Add (+) AskMe** in **Available Service**.
- Select **Commit**.

**Service Profile Editor**

---

**Identity**

\*Name

Description

---

**Services in this Service Profile**

All Services | Service Invocation Details

1 Item

Remove from Service Profile	Name	Version	Description
<input type="button" value="X"/>	<b>AskMe</b>	Latest*	AskMe Service

\* The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.  
\*\* The 'Preferred' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.

---

**Available Service to Add to this Service Profile**

7 Items

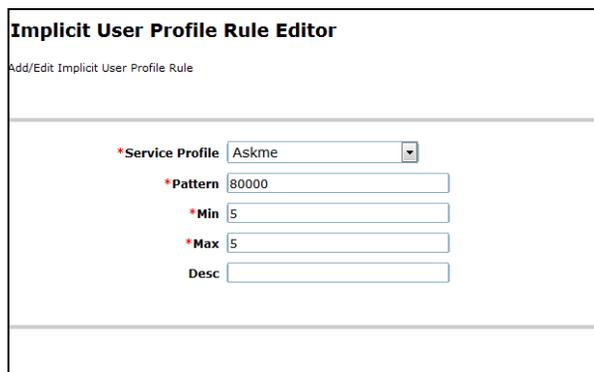
Add to Service Profile	Name	Description
<input type="button" value="+"/>	<b>Advanced...</b> AskMe	AskMe Service

## 5.4. Configure Implicit User Profiles on Avaya Breeze™

Create an **Implicit User Profile** Rule that encompasses all users can use the IP Integration AskMe Callable Service Profile. Assign the Service Profile to that group. Users do not need to be administered on System Manager.

Add an **Implicit User Profile** for AskMe Callable Service, go to **Avaya Breeze™ > Configuration > Implicit User Profiles** and select **New**.

- For **Service Profile**, select the Service profile created in previous section.
- Type in a **Pattern** for AskMe Callable Service.
- Type in **Min** and **Max** for the pattern Select **Commit** once done.



**Implicit User Profile Rule Editor**  
Add/Edit Implicit User Profile Rule

\*Service Profile: Askme

\*Pattern: 80000

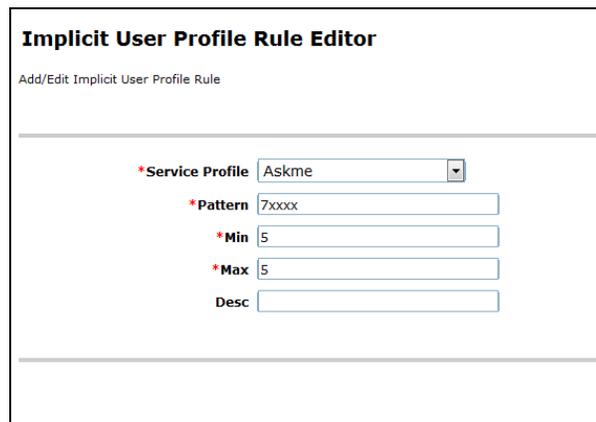
\*Min: 5

\*Max: 5

Desc:

Add one more Implicit User Profile to assign groups of users to a service profile whether or not they are explicitly administered on System Manager. This allows invoking call intercept snap-ins for non-SIP users without adding them as users on System Manager:

- For **Service Profile**, select the Service profile created in previous section.
- Type in a **Pattern** for non-SIP users that will be used to intercept the call.
- Type in **Min** and **Max** for the pattern Select **Commit** once done.



**Implicit User Profile Rule Editor**  
Add/Edit Implicit User Profile Rule

\*Service Profile: Askme

\*Pattern: 7xxxx

\*Min: 5

\*Max: 5

Desc:

## 5.5. Configure Attributes for IP Integration AskMe Snap-in

Select **Avaya Breeze™ > Configuration > Attributes** and on the **Service Globals** tab select the AskMe Service created from the drop down.

- **Customer Id** is The unique 8 digit ID assigned to you on purchase
- **Survey Identifier** is The survey id to deliver
- **Survey Location** is The http or https URL of the Ask Me Survey platform
- **Survey Short Code** is Key sequence needed from the agent to connect the customer to a survey.

**Attributes Configuration**

When a service is first installed, the factory default value picked by the service writer is used for each attribute for all service profiles. You may override the factory default value by using the Service Globals tab below. If you need to set specific values for attributes in a service profile, then use the Service Profiles tab below.

Service Profiles | Service Clusters | Service Globals

Cluster: Askme

Service: AskMe

▼ DEFAULT\_GROUP

3 Items

Name	Override Default	Effective Value
Survey Identifier	<input type="checkbox"/>	12345
Survey Location	<input checked="" type="checkbox"/>	<input type="text" value="https://www.laytonmorris.com/ipi/services/askMeDev"/>
Survey Short Code	<input checked="" type="checkbox"/>	<input type="text" value="*53"/>

## 5.6. Install HTTPS Survey Location, Survey Prompt Certificate for Breeze

A certificate needs to be installed on Avaya Breeze™ Cluster for the AskMe Snap-in to work with Survey Location, Survey Prompt using HTTPS. Obtain the certificate from IP Integration. Select **Avaya Breeze™ > Cluster Administration** (not show). Check box for the cluster where **AskMe Snap-in** installed and select **Certificate Management > Install Trust Certificate** (All Avaya Breeze Instances).

**Cluster Administration**

This page allows you to view, edit and delete Avaya Breeze clusters.

**Avaya Breeze Clusters**

Edit New Delete Certificate Management Cluster State Backup and Restore Reboot

1 Item

Install Trust Certificate (All Avaya Breeze Instances)  
Update/Install Identity Certificate (Authorization Service)

Details	Cluster Name	Cluster Group	Cluster IP	Cluster FQDN	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data
<input checked="" type="checkbox"/>	Show Askme				General Purpose	Accepting [1/1]	0/0/0	0	[1/43M]	

Select : All, None

**Browse** to the location of the certificate obtained from IP Integration and select **Retrieve Certificate**. Select **Commit** to save the certificate.

**Install Trusted Certificate** Help ?

Commit Cancel

Bulk install trust certificate on all Avaya Breeze instances

Select Store Type to install trusted certificate All

\*Please select a file Browse... No file selected.

You must click the Retrieve certificate button and review the certificate details before you can continue. Retrieve Certificate

**Certificate Details**

**Subject Details** CN=www.laytonmorris.com, OU=Domain Control Vali

**Valid From** Fri Oct 27 17:59:00 ICT 2017 **Valid To** Sat Oct 27 17:59:00 ICT 2018

**Key Size** 2048

**Issuer Name** CN=Starfield Secure Certificate Authority - G2, OU=h

**Certificate Fingerprint** 67a9cc48bd157c4ae834817a339feb564512dbf0

**CA Certificate** No

Commit Cancel

## 5.7. Configure Avaya Aura® Media Server on Avaya Breeze™

To configure Media Server, navigate to **Avaya Breeze™ > Configuration > Avaya Aura® Media Server**. Configure the Media Server URL as shown below and select Commit.

### Avaya Aura® Media Server Configuration

**\*\* Starting with Breeze 3.3 the configuration on this page is generally not needed. Only select snap-ins require this page to be configured if this configuration is needed. \*\***

Avaya Aura® Media Server URI:

Format: [sip[s]:]ce-msml@domain[;transport={tls|tcp|udp}]. This specifies the optional scheme, required user part, required domain, and optional transport. The user part must be a Pattern of the form ce-msml@<sip-domain>.\* is provisioned as a subdomain of one specified in the Routing/Domains page.

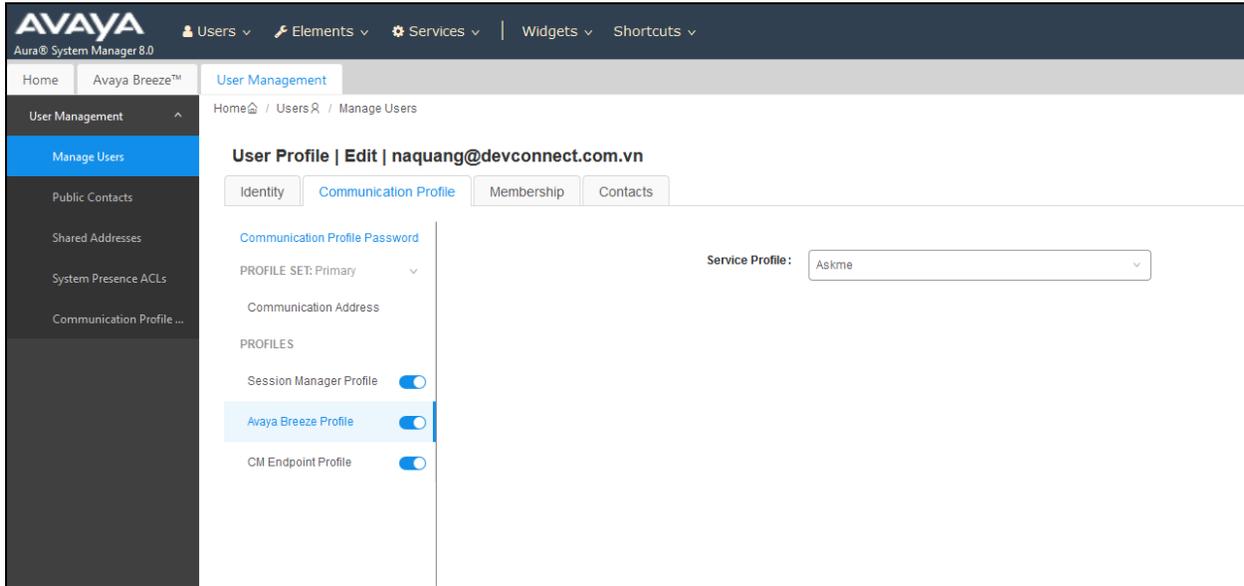
## 5.8. Assign AskMe Service Profile to Agents

From System Manager, Go to **Users > User Management > Manage Users**. Select your Agent, and Click **Edit**

The screenshot shows the Avaya Aura System Manager 8.0 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The main navigation pane on the left shows 'User Management' expanded, with 'Manage Users' selected. The main content area displays a table of users with columns for 'First Name' and 'Surname'. The user 'Quang' is selected, indicated by a blue checkmark in the first column. Below the table, it shows 'Selected 1 items'.

	First Name	Surname
<input type="checkbox"/>	Joe	Arias
<input type="checkbox"/>	admin	admin
<input type="checkbox"/>	Ext79791	H323
<input checked="" type="checkbox"/>	Quang	Nguyen
<input type="checkbox"/>	Thao	Tran
<input type="checkbox"/>	Thanh	Truong

Select **Communication Profile** Tab, Enable **Avaya Breeze Profile** in left side and choose **AskMe Service Profile** you created in **Section 5.3**. Select **Commit** to save.



## 6. Configure Avaya Aura® Session Manager

This section describes the steps required to configure the Configure Avaya Aura® Session Manager (Session Manager). It is assumed that the Session Manager has been installed and configured prior to the deployment of the AskMe Snap-in.

### 6.1. Set Implicit User Applications

The Session Manager needs to be set to Enable Implicit Users Applications for SIP users. From the System Manager home screen select **Element > Session Manager > Global Settings**

The screenshot displays the Avaya Aura System Manager 8.0 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. A dropdown menu is open under 'Elements', listing various services such as Avaya Breeze™, Communication Manager, Conferencing, Device Services, Media Server, Meeting Exchange, Messaging, Presence, Routing, Session Manager, and Web Gateway. The 'Session Manager' option is selected, opening a sub-menu with 'Dashboard', 'Session Manager Administration', 'Global Settings', 'Communication Profile Editor', and 'Network Configuration'. The 'Global Settings' option is highlighted. In the background, there are charts for 'System Resource Utilization' and 'Alarms'.

Click on the **Enable Implicit Users Applications for SIP users** radio button and Select **Commit**.

The screenshot shows the Avaya Aura System Manager 8.0 interface. The top navigation bar includes the Avaya logo and menu items for Users, Elements, Services, Widgets, and Shortcuts. The main navigation pane on the left lists various configuration areas, with 'Global Settings' selected. The main content area is titled 'Global Settings' and contains several configuration options:

- Failback Policy**: Set to 'Auto' (dropdown menu).
- Allow Unauthenticated Emergency Calls**: Unchecked checkbox.
- ELIN SIP Entity**: Set to 'None' (dropdown menu).
- Better Matching Dial Pattern or Range in Location ALL Overrides Match in Originator's Location**: Checked checkbox.
- Enable Dial Plan Ranges**: Unchecked checkbox.
- Ignore SDP for Call Admission Control**: Unchecked checkbox.
- Disable Call Admission Control Threshold Alarms**: Unchecked checkbox.
- Disable Loop Detection Alarms**: Unchecked checkbox.
- \*Loop Detection Alarms Threshold (hours)**: Set to '24' (input field).
- Enable Implicit Users Applications for SIP users**: Checked checkbox.
- Enable SIP Resiliency**: Unchecked checkbox.

Buttons for 'Commit', 'Cancel', and 'View Defaults' are located at the top right and bottom right of the settings area.

## 6.2. Configure Session Manager Application Sequence

Select **Application Configuration** from the left hand menu and on the **Applications** screen click on **New**.

On the **Application Editor** screen, enter **Application Name** and select the Avaya Breeze **SIP Entity** to be used for the AskMe Snap-in. Click on **Commit** to save changes.

The screenshot displays the Avaya Aura System Manager 8.0 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The left sidebar menu is expanded to show 'Session Manager' with sub-items: 'Dashboard', 'Session Manager Admi...', 'Global Settings', 'Communication Profile ...', 'Network Configuration', 'Device and Location ...', 'Application Configur...', 'Applications' (highlighted), 'Application Sequen...', and 'Conference Factories'. The main content area is titled 'Application Editor' and features a 'Commit' and 'Cancel' button. The 'Application' section contains the following fields:

- \*Name: AskMe
- \*SIP Entity: Breeze1
- Description: (empty)

Below the 'Application' section is the 'Application Attributes (optional)' section, which includes a table with the following structure:

Name	Value
Application Handle	(empty)
URI Parameters	(empty)

The 'Application Media Attributes' section is visible at the bottom of the form.

Next, Select **Application Sequences** from the left hand menu and from the **Application Sequences** screen click on **New**.

On the **Application Sequences Editor** enter a **Name** and from the **Available Applications** list select the **Application** added above. This will add the Application to the **Applications in this Sequence** list as shown.

The screenshot displays the Avaya Aura System Manager 8.0 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The left sidebar menu shows 'Application Sequences' highlighted. The main content area is the 'Application Sequence Editor'.

**Application Sequence Editor** (Buttons: Commit, Cancel)

**Application Sequence**

\*Name:   
 Description:

**Applications in this Sequence** (Buttons: Move First, Move Last, Remove)

1 Item

<input type="checkbox"/>	Sequence Order (first to last)	Name	SIP Entity	Mandatory
<input type="checkbox"/>		<a href="#">AskMe</a>	Breeze1	<input checked="" type="checkbox"/>

Select : All, None

**Available Applications**

3 Items

	Name	SIP Entity
+	<a href="#">AskMe</a>	Breeze1
+	<a href="#">CM93</a>	CM93
+	<a href="#">HelloWorld</a>	Breeze1

Select **Implicit Users** under **Application Configuration** from the left hand menu and click on **New** to create **Implicit User Rules** that match the numbers of AskMe agents that use Calling Party applications, Called Party applications.

On the **Implicit User Rule Editor** screen:

- Type in a **Pattern** for agents that will be used to intercept the call.
- Type in **Min** and **Max** for the pattern.
- Select the Application sequence created above under **Originating and Termination Application Sequence** drop downs
- Click on **Commit** to save

The screenshot shows the Avaya Aura System Manager 8.0 interface. The top navigation bar includes 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The left sidebar menu is expanded to 'Application Configuration', with 'Implicit Users' selected. The main content area is titled 'Implicit User Rule Editor' and contains the following fields:

- \*Pattern**: Text input field containing '7xxxx'.
- \*Min**: Text input field containing '5'.
- \*Max**: Text input field containing '5'.
- Description**: Text input field.
- SIP Domain**: Dropdown menu with '-ALL-' selected.
- Origination Application Sequence**: Dropdown menu with 'AskMe' selected.
- Termination Application Sequence**: Dropdown menu with 'AskMe' selected.
- Emergency Origination Application Sequence**: Dropdown menu with 'Select Origination Application Sequence...' selected.
- Emergency Termination Application Sequence**: Dropdown menu with 'Select Termination Application Sequence...' selected.

At the bottom of the form, there is a '\*Required' label and two buttons: 'Commit' and 'Cancel'.

### 6.3. Add the Routing Policy for AskMe Callable Service

Click on **Routing Policies** from the routing menu. Click on **New**. On the **Routing Policy Details** screen enter a descriptive **Name** and click on **Select** under **SIP Entity as Destination**. Select previously added Breeze SIP Entity to be used in the AskMe Snap-in cluster. Click on **Select** to add this entry. On the **Routing Policy Details** page click on **Commit** to add the entry.

**AVAYA** Aura® System Manager 8.0

Users ▾ Elements ▾ Services ▾ Widgets ▾ Shortcuts ▾

Home Routing Avaya Breeze™

Routing

- Domains
- Locations
- Adaptations
- SIP Entities
- Entity Links
- Time Ranges
- Routing Policies**
- Dial Patterns
- Regular Expressions
- Defaults

### Routing Policy Details

Commit Cancel

#### General

\* Name:

Disabled:

\* Retries:

Notes:

#### SIP Entity as Destination

Select

Name	FQDN or IP Address
Breeze1	10.128.224.164

#### Time of Day

Add Remove View Gaps/Overlaps

1 Item

Ranking	Name	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input type="checkbox"/> 0	24/7	<input checked="" type="checkbox"/>						

Select : All, None

#### Dial Patterns

Add Remove

1 Item

Pattern	Min	Max	Emergency Call	SIP Domain
<input type="checkbox"/> 80000	5	5	<input type="checkbox"/>	-ALL-

Select : All, None

## 6.4. Add Dial Patterns for AskMe Callable Service

Click on **Dial Patterns** from the **Routing** menu. Click on **New**. Enter the number the AskMe Callable Service to route to the Avaya Breeze Server beside **Pattern** and set the **Min** and **Max** to the number of digits in the **Pattern**. Under **Originating Location and Routing Policies**, click on **Add**.

The screenshot shows the Avaya Aura System Manager 8.0 interface. The top navigation bar includes the Avaya logo and menu items: Users, Elements, Services, Widgets, and Shortcuts. Below this is a secondary navigation bar with Home, Routing, and Session Manager. A left sidebar lists various configuration options: Domains, Locations, Adaptations, SIP Entities, Entity Links, Time Ranges, Routing Policies, and Dial Patterns (which is highlighted in blue). The main content area is titled 'Dial Pattern Details' and contains a 'General' section with the following fields: 'Pattern' (text input with value '80000'), 'Min' (text input with value '5'), and 'Max' (text input with value '5'). There is also an 'Emergency Call' checkbox (unchecked), a 'SIP Domain' dropdown menu (set to '-ALL-'), and a 'Notes' text input field. At the top right of the main content area are 'Commit' and 'Cancel' buttons. At the bottom of the main content area, under the heading 'Originating Locations and Routing Policies', there are 'Add' and 'Remove' buttons.

Under **Originating Location** select **Apply the Selected Routing Policy to All Originating Locations** and under **Routing Policies**, select the Routing Policy in **Section 6.4**. Click on **Select** and when routed back to the Dial Pattern Details screen click on **Commit** to add the entry.

The screenshot displays the Avaya Aura System Manager 8.0 interface. The top navigation bar includes the Avaya logo and menu items for Users, Elements, Services, Widgets, and Shortcuts. The left sidebar shows a navigation tree with 'Dial Patterns' highlighted. The main content area is titled 'Originating Location' and contains the following elements:

- A 'Select' button and a 'Cancel' button.
- A section titled 'Originating Location' with a checked checkbox for 'Apply The Selected Routing Policies to All Originating Locations'.
- A table with 2 items:
 

<input checked="" type="checkbox"/>	Name
<input type="checkbox"/>	HaNoi
<input type="checkbox"/>	SaiGon
- A 'Select : All, None' dropdown.
- A section titled 'Routing Policies' with a table of 6 items:
 

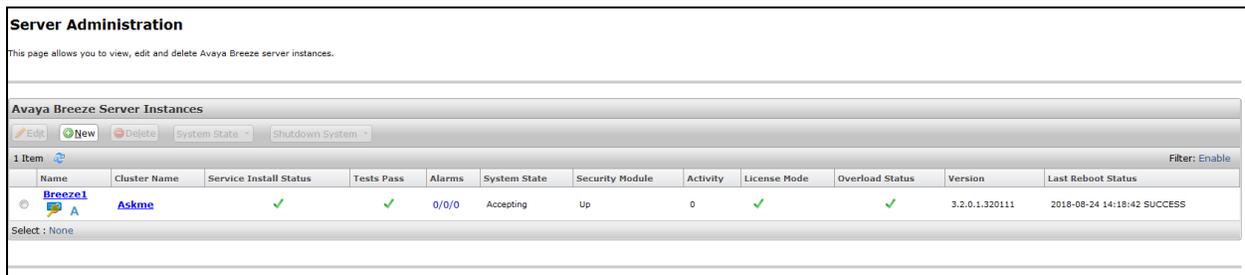
<input type="checkbox"/>	Name	Disabled
<input type="checkbox"/>	2_AMS94	<input type="checkbox"/>
<input checked="" type="checkbox"/>	2_AskMe	<input type="checkbox"/>
<input type="checkbox"/>	2_breezeams	<input type="checkbox"/>
<input type="checkbox"/>	2_CM93	<input type="checkbox"/>

## 7. Verification Steps

This section provides the verification steps that can be performed to verify proper configurations of both Avaya Breeze and AskMe Snap-in.

### 7.1. Verify Status of Avaya Breeze™ Server

From System Manager home screen select Session Manager from Elements and under Server administration verify that the Avaya Breeze Server has a green tick under **Tests Pass**, **License Mode** and **Service Install Status**. Verify that the **Security Module** is Up and **System State** is Accepting.



The screenshot shows the 'Server Administration' page with a table of 'Avaya Breeze Server Instances'. The table has columns for Name, Cluster Name, Service Install Status, Tests Pass, Alarms, System State, Security Module, Activity, License Mode, Overload Status, Version, and Last Reboot Status. One instance named 'Breeze1' is listed with a cluster name of 'Askme'. All status indicators (green ticks) are present for 'Service Install Status', 'Tests Pass', and 'License Mode'. The 'Security Module' is 'Up' and the 'System State' is 'Accepting'.

Name	Cluster Name	Service Install Status	Tests Pass	Alarms	System State	Security Module	Activity	License Mode	Overload Status	Version	Last Reboot Status
Breeze1	Askme	✓	✓	0/0/0	Accepting	Up	0	✓	✓	3.2.0.1.320111	2018-08-24 14:18:42 SUCCESS

### 7.2. Verify AskMe Snap-in and Cluster

Verify that the AskMe Snap-in is showing as **Installed** with correct version

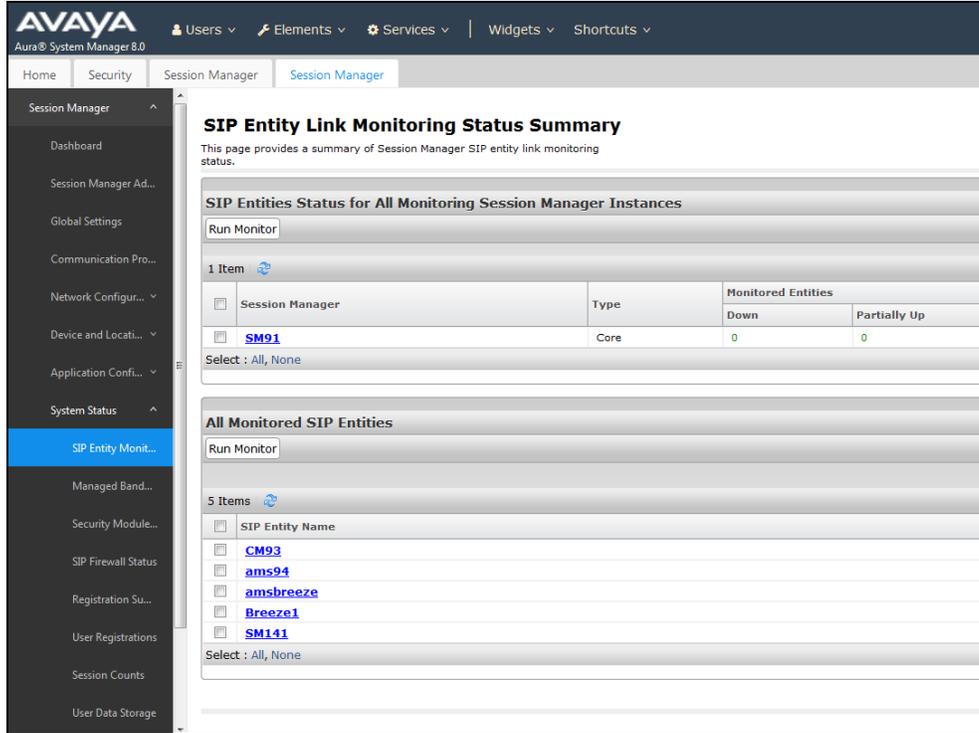


The screenshot shows the 'All Services' page with a table of services. The table has columns for Name, Version, Preferred Version, state, Deployment Type, License Mode, Avaya Signed, and Log Size(MB). Three services are listed: AskMe (version 3.2.0.1.2, state Loaded), AskMe (version 3.2.0.2.1, state Installed), and AuthorizationService (version 3.5.0.0.08350007, state Loaded). The 'AskMe' service with version 3.2.0.2.1 is highlighted in blue.

Name	Version	Preferred Version	state	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
AskMe	3.2.0.1.2		✓ Loaded	Java	Not Applicable	Not Signed	100
AskMe	3.2.0.2.1		✓ Installed	Java	Not Applicable	Not Signed	100
AuthorizationService	3.5.0.0.08350007		✓ Loaded	Java	Not Applicable	✓	100

### 7.3. Verify entity link between Session Manager and Avaya Breeze

From System Manager select **Elements > Session Manager > System Status > SIP Entity Monitoring**



Under **All Monitored SIP Entities**, Click on Avaya Breeze Server to be used in the AskMe Snap-in Cluster.

Verify that the entity link between the Session Manager and Avaya Breeze is active. Check Conn. Status and Link Status are both showing as UP.



## 8. Conclusion

These Application Notes describe the procedures for configuring AskMe Snap-in from IP Integration to interoperate with Avaya Breeze™. All test cases were completed successfully. Refer to **Section 2.2** for testing result details and any observations noted during testing.

## 9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from <http://support.avaya.com> or from your Avaya representative.

- i. *Administering Avaya Breeze™ 3.2 Issue 1, October 2016*
- ii. *Administering Avaya Aura® System Manager Release 8.0, Issue 2, August 2018.*
- iii. *Administering Avaya Aura® Session Manager Release 8.0, Issue 2, August 2018*
- iv. *Implementing and Administering Avaya Aura® Media Server Release 7.7, Issue 6, September 2017*

Technical documentation can be obtained for AskMe Snap-in by contacting IP Integration Software Service via email [service@ipintegration.com](mailto:service@ipintegration.com)

---

**©2018 Avaya Inc. All Rights Reserved.**

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at [devconnect@avaya.com](mailto:devconnect@avaya.com).