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Avaya IP Office and Imagicle UC Suite specific configurations to enable Advanced Queuing and Attendant Console applications.

Applies to

Imagicle Customer Service solution on Avaya IP Office telephony environments

Scope

This article contains all required information for configuring Imagicle Advanced Queuing and call distribution + Imagicle Attendant Console in Avaya IP office telephony environments, with focus on SIP and CTI-based communications.

Avaya limitations

The following CTI-related actions from Imagicle Attendant Console are not supported, due to Avaya IP Office PBX limitations:

- Blind transfer (SIP Trunk) is not supported. See below specific cases where Imagicle actually use it:
 - Overflow to a phone number upon closed queue, queue timeout or no available agents.
 Imagicle Auto Attendant "Transfer to" behavior.
- Native call parking is not supported. Imagicle Camp-On queue is implemented instead

Avaya IP Office Configurations

Imagicle solution for Avaya IP Office requires the installation, in the Imagicle UC Suite, of standard Avaya IP Office TAPI Service Provider (TSP). Please access to Avaya IP Office System Administrator page and download IP Office TSP from AppCenter:



Access to Imagicle UC Suite server via RDP session and copy downloaded .exe file in your Imagicle UC Suite's Desktop. Don't run the installer yet and follow below procedure.

Avaya TAPI Enablement

Open AvayalPOffice Manager and select Edit â Security Settings â System â Switch name (your PBX)

Under "Unsecured Interfaces", you can find various access passwords and enablement flags.

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Please check **TAPI/DevLink3** flag and make sure you know the **System Password**, to be used in the Avaya TSP configuration. See below sample:

Security Settings			System (1)	System: 00	050568EC3E	B3	
Security Settings General System (1) Services (7) Gights Groups (15) Service Users (9)	Switch Name 0050568EC3B3	IP Address 172.16.100.150	System (1)	System: 00 System Details Uns System Password Voicemail Password Monitor Password Application Control TFTP Server TFTP Directory Re TFTP Voicemail Application Suppor Application Legacy Voicemail Voicemail Lite TAPI Dev Link	t Active Limitatio	B3 Certificates	Change Change Change API/DevLink3
				Voicemail Lite TAPI DevLink Network Viewer	> > > >		

SIP Trunk toward UC Suite Configuration

Calls to Imagicle Advanced Queuing are transferred to Imagicle UC Suite through a SIP trunk defined in Avaya. This must be configured without encryption and without authentication, using UDP port 5062.

SIP trunk must have REFER signaling enabled, configured under "SIP Line" tab as per below sample:

SIP Line Transport Call Details VolP	SIP Credentials SIP Advance	d Engineering	
Line Number	9	In Service	
Local Domain Name		Check OOS	
URI Type	SIP URI	 Session Timers 	
Location	2: Internal	Refresh Method	Auto ~
		Timer (sec)	On Demand
Prefix			
National Prefix	0		
International Prefix	00		
Country Code		Redirect and Transfer	
Name Priority	System Default	 REFER 	Always ~
Description		REFER	Always ~
		Send 302 Moved Temporarily	
		Outgoing Blind REFER	

Under "Transport" tab, please add Imagicle UC Suite IP address and UDP Port 5062, as per below sample:

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the second	un Decuns	VolP	SIP Credent	ials SI	P Advanced	Engineering	
ISP Proxy Address	172.16.3	0.100]		
	ation				·		
Layer 4 Protocol		UDP		\sim	Send Port	5062	•
Use Network Topol	ogy Info	None		\sim	Listen Port	5062	-

Under "SIP Advanced" tab, please set "Call Routing Method" as To Header. See below:

Addressing		Media	
Association Method	By Source IP address \sim	Allow Empty INVITE	
Call Routing Method	To Header	Allow To Tag Change	
Use P-Called-Party		Send SilenceSupp=Off	
Suppress DNS SRV Lookups		Media Connection Preservation Indicate HOLD	
ldentity Use "phone-context"		Media Security	
Add user=phone Use + for International Use PAI for Privacy Use Domain for PAI		Call Control Call Initiation Timeout (s) 4 Call Queuing Timeout 5	
Caller ID from From header		(mins) Service Busy Response 486 - Busy Here	`
Send From In Clear Cache Auth Credentials		on No User Responding Send 408-Request Timeout	
User-Agent and Server		Suppress Q.850 Reason	

Please note that Avaya SIP license must allow for a number of simultaneous conversations equal to the number of Advanced Queuing channels.

For each queue defined in Advanced Queuing, a route must be added in Avaya IP Office. An additional route is also needed to manage the Camp-on Park, based on the chosen prefix.

You can download here an IP Office configuration file, to be intended as a reference sample.

Avaya TSP Installation and configuration on UC Suite

Please access to Imagicle UC Suite via RDP and run TAPI.exe installer, previously downloaded.

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Once done, please access to Windows Control Panel and select "Phone and Modem" â Advanced tab â Select "Avaya IP Office TAPI2 Service Provider" and click on Configure. See below:

S to D to the Advanced	Avaya TAPI2 configuration	×
Dialing Rules Modems Advanced The following telephony providers are installed on this computer Providers	Switch IP Address 172.16.30.101 OK C Single User	el
Avaya IP Office TAPI2 Service Provider Microsoft HID Phone TSP TAPI Kernel-Mode Service Provider Unimodem 5 Service Provider	User Name User Password	
	Third Party Switch Password Ex Directory Users WAV Users ACD Queues	
Add 💎 Remove <table-cell></table-cell>	Advanced settings Ping Timeout (5 to 420 seconds) 5	
OK Cancel Apply		

Enter the following data:

- Switch IP Address: The IP address of Avaya IP Office PBX
- Select "Third Party" button
- Switch Password: enter here the System Password previously verified.

Leave all flags unchecked and hit OK to save.

On Phone and Modem panel, please Remove "Avaya IP Office TAPI2 Service Provider". Then hit "Add..." button and restore "Avaya IP Office TAPI2 Service Provider". See below:

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Ø Phone and Modem	×
Dialing Rules Modems Advanced Image: Comparison of the following telephony providers are installed on this computer: Providers: Providers: Microsoft HID Phone TSP TAPI Kernel-Mode Service Provider Unimodem 5 Service Provider	Add Provider Select the provider you wish to install from the list below, and click Add. Telephony providers: Avaya IP Office TAPI2 Service Provider Avaya IP Office TAPI2 Service Provider Cancel
Add PRemove Configure Close Cancel Apply	

This procedure is required for enabling Avaya TSP without having to reboot the Imagicle server.

To double check if TAPI monitoring is active, please launch the following application: C:\Program Files (x86)\StonevoiceAS\TroubleShooting**phone.exe**

IAPI Phone Dialer © 2001-2004 JulMar Technol	ogy, I — 🗌 🗙	Clipboard	Organize	
Session	U Upen		ogram Files (x86) > StonevoiceAS > TroubleSho	oting
Device: IP Office Phone: 100	Start Session		^	
Address: IP Office Phone: 100	Agent Phone	1.0.11	Name	Dat
Une unavailable	Configure	Quick access	la haretail eve	22/
Line unavailable		Desktop 📌		22/
Phone tt Line unavailable	Linnark	- Downloads	CountryExplorer.exe	22/
Line unavailable	Unipark	- Downloads y	DeactivateReplicationEngineDump-win2	22/
Calls Line unavailable	L L L L O of O	🛱 Documents 🖈	DotNetInstalledVersions.exe	22/
Line unavailable		Fictures 🖈	EnumTapiLines.exe	22/
Call State Line unavailable	k ID:	DWG Contine		22/
CallType Line unavailable	pillD:	FW.Sync.Service	Enum rapicines.exe.config	221
CallDirection Standard 19200 bps Modern	pillD:	Replication.Service	IISOracle.exe	22/
Caller II Standard 19200 bps Modern #10	fo Liberinto	Contrary	Imagicle StoneFax.docx	22/
Called II Standard 19200 bps Modem #11 Standard 19200 bps Modem #12	IO OSEI INO	System		22/
Connected II Standard 19200 bps Modern #12	🖌 Ifo 🛛 Call Data	System32		221
Redirecting ID:		_	E Phone.exe	22/
Redirection ID:	Event Time: 00:00:00	This PC	Refreshicons.bat	22/

Avaya IP Office registered phone devices, with relevant internal numbers, should be listed on top, as above sample.