

640 Advanced Experience Portal, Proactive Outreach Manager & Orchestration Designer

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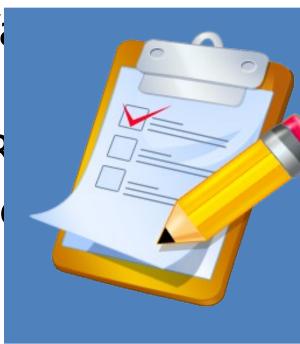


This session will build on the basic Avaya Aura® Orchestration Designer training and will cover more advanced topics, including: using Configurable Application Variables, using Avaya Aura® Experience Portal to provide differentiated wait treatment, Application Effectiveness Reporting, how to integrate with SIP, CTI and Avaya Aura® Contact Center and how to support outbound applications with Avaya Proactive Outreach Manager.



Agenda

- Pluggable Data Connectors
- Configurable Application Value
- SIP and CTI Integration
- Application Effectiveness R
- Proactive Outreach Manag



Pluggable Data Connectors

Extending the Avaya Aura® Orchestration Designer Framework



Waya Aura® Orchestration Designer Pluggable Data Connector

Create Your Own Integration

·Simplifies integration for :

- Packaging complex web services
- Integrations for systems without web services,
- 3rd party systems

·Examples:

- Database & Web Services
- Connectors to Avaya IC, AES, POM, ICR, Context Store
- Connectors to 3rd party CTI or ACDs (i.e. Genesys, Cisco, etc).

Designe r Applicati OD-MQ Interface

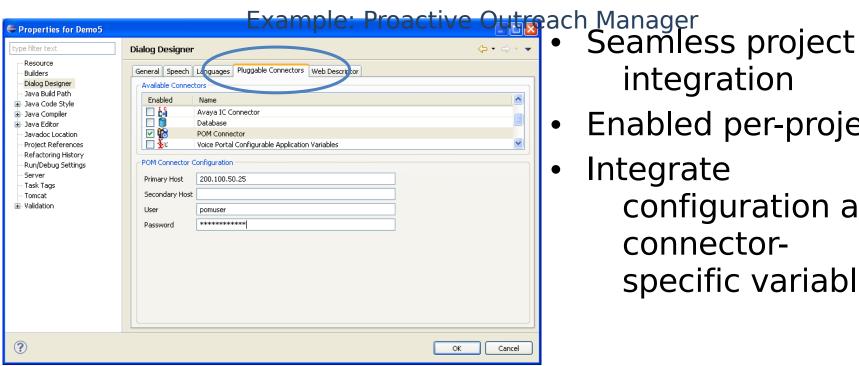
MQ
Connector

 3rd party backend services (MQ, 3270, SMS, Fax, Email. etc.)

MQ



Developing Applications With a **PDC**



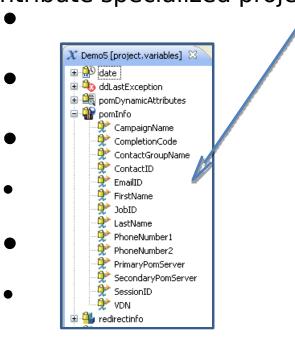
- integration
- Enabled per-project
- Integrate configuration and connectorspecific variables

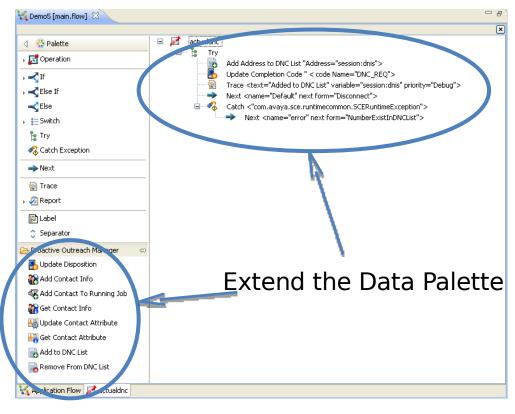


Using the Properties Editor

Contribute specialized project variables

IAUG CONVERGE2013



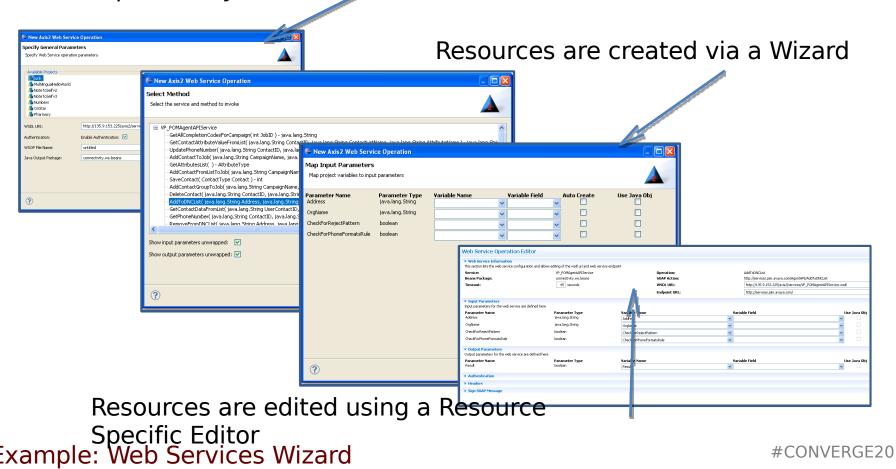




Developing Applications With a

Uses the property editor to select from a set of previously defined resources

Using the Wizard Editor





untime configuration integration on application single Runtime Data Editor

imeout:	4000	Time in ms to wait for TSe Do not end the input with	erver/AES to obtain the call. 'ms'.			
race Verbosity:	: 3	Amount of debug output:	0-off - 3 full.			
Update						
Туре	Name	Service Name		User Name	Ext Map	Add Failover
Delete						
The beauty	CEC and follower as	ttain INI Common		CEC connet be duellested	e a complete a transportant has done	"
e: The tserve	r/AES and fallover nar	mes cannot contain '*'. Server	name must be unique: i.e. tser	rver/AES names cannot be dupiicated	. Failover within a tserver cannot be dupl	licated. Failover name cannot be the
			A unique name to iden	ntify this entry.		
Nam	ne:		A unique name to iden The tserver and failove	ntify this entry. er names cannot contain '*'.		
			The tserver and failove	er names cannot contain '*'.	n#tvne#server.	
Service Nam	ne:		The tserver and failove	er names cannot contain '*'. provider in the format: vendor#switch	n#type#server.	
	ne:		The tserver and failove	er names cannot contain '*'. provider in the format: vendor#switch	n#type#server.	
Service Nam	ne:		The tserver and failout Identifies the service p Username to connect t	er names cannot contain '*'. provider in the format: vendor#switch	n#type#server.	
Service Nam User Nam Passwor	ne:		The tserver and failous Identifies the service p Username to connect t Unencrypted password	er names cannot contain '*'. provider in the format: vendor#switch to this tserver/AES. d to connect to this tserver/AES.	n#type#server.	
Service Nam User Nam Passwor	ne:		The tserver and failout Identifies the service p Username to connect t	er names cannot contain '*'. provider in the format: vendor#switch to this tserver/AES. d to connect to this tserver/AES.	n#type#server.	
Service Nam User Nam Passwor Confirm Passwor	ne: rd: Add TSer	Connector for changes to take a	The tserver and failow Identifies the service p Username to connect t Unencrypted password Confirm password mus	rer names cannot contain '*'. provider in the format: vendor#switch to this tserver/AES. d to connect to this tserver/AES. st match password.	n#type#server. hestration Designer documentation for co	orrect location to place this file.
Service Nam User Nam Passwor Confirm Passwor	ne: rd: Add TSer	Connector for changes to take a	The tserver and failow Identifies the service p Username to connect t Unencrypted password Confirm password mus	rer names cannot contain '*'. provider in the format: vendor#switch to this tserver/AES. d to connect to this tserver/AES. st match password.		orrect location to place this file.
Service Nam User Nam Passwor Confirm Passwor	ne: rd: Add TSer	Connector for changes to take a	The tserver and failow Identifies the service p Username to connect t Unencrypted password Confirm password mus	rer names cannot contain '*'. provider in the format: vendor#switch to this tserver/AES. d to connect to this tserver/AES. st match password.		orrect location to place this file.
Service Nam User Nam Passwor Confirm Passwor	ne: rd: Add TSer	Connector for changes to take a	The tserver and failow Identifies the service p Username to connect t Unencrypted password Confirm password mus	rer names cannot contain '*'. provider in the format: vendor#switch to this tserver/AES. d to connect to this tserver/AES. st match password.		orrect location to place this file.

Allows plugging into variable handling for custom variable behavior



Information Sources

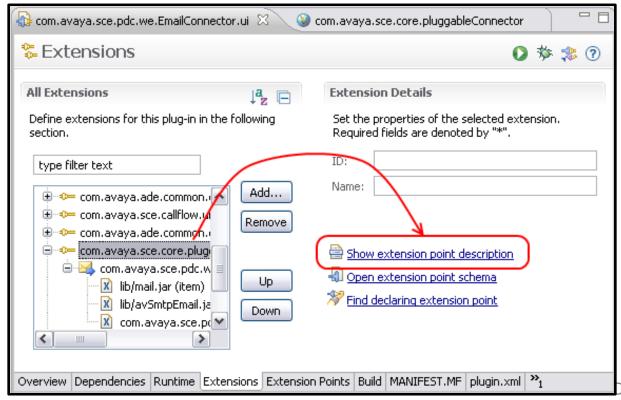
- Pluggable Data Connector (PDC)
 Reference
 - Contained in Avaya Aura® Orchestration
 Designer Documentation
- Pluggable Data Connector tutorial on DevConnect
- Example PDCs available to show design
 - SMS connector
 - Stock Variable
 - Email connector



Extension Point

Documentation

Refer to the built-in Eclipse extension point description for documentation on the Avaya Aura® Orchestration Designer extension points and examples.



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Configurable Application Variables

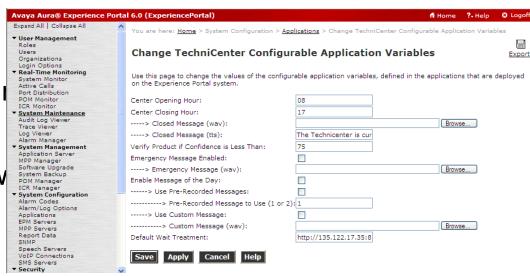
Admin Control of Applications



Administration of Application Data

Gives business users the ability to change applications

- Administrative model for application data
 - Custom data administration as part of EPM admin
 - Roles Based Access Control
 - Logging/Auditing
 - Backup
- Example Uses
 - Hours of operation
 - Emergency announced
 - Routing
 - Contact Information
 - Holiday greetings/flow
 - New Products



Configurable Application Variables

Change TechniCenter Configurable Application Variables Export						
Use this page to change the values of the configurable application variables, defined in the applications that are deployed on the Experience Portal system.						
Center Opening Hour:	08					
Center Closing Hour:	17					
> Closed Message (wav):		Browse				
> Closed Message (tts):	The Technicenter is cur					
Verify Product if Confidence is Less Than:	75					
Emergency Message Enabled:						
> Emergency Message (wav):		Browse				
Enable Message of the Day:						
> Use Pre-Recorded Messages:						
> Pre-Recorded Message to Use (1 or 2):	1					
> Use Custom Message:						
> Custom Message (wav):		Browse				
Default Wait Treatment:	http://135.122.17.35:8					
Save Apply Cancel Help						

Configurable Application Variables

Change Sales/OutSourcers Configurable Application Variables	port
Use this page to change the values of the configurable application variables, defined in the applications that are deployed the Voice Portal system.	d on
Outsourcer #1 Enabled:	
> Send Calls Only if Delay >:	
> Minimum # Calls / Month:	
> Maxiimum # Calls / Month:	
Outsourcer #2 Enabled:	
> Send Calls Only if Delay >:	
> Minimum # Calls / Month:	
> Maxiimum # Calls / Month:	
Save Apply Cancel Help	



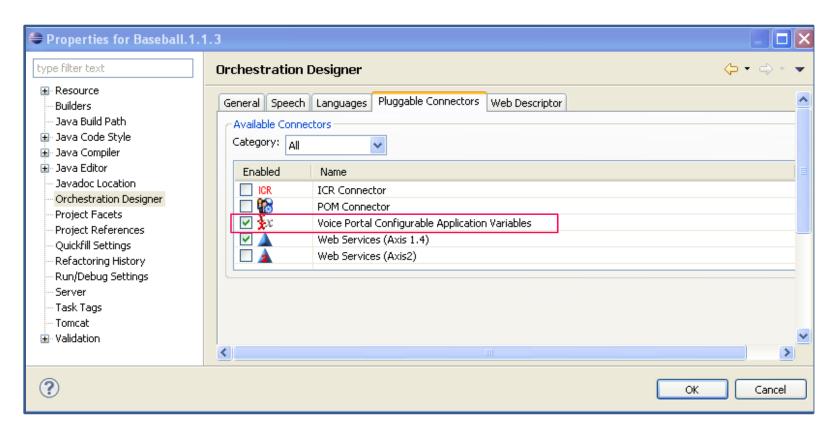
How to...

Use Configurable Application **Variables**

- In Avaya Aura® Orchestration Designer:
 - On properties page for application go to Pluggable Connector tab and enable Experience Portal Configurable Application Variables.
 - Create and use Configurable Variables in a manner similar to conventional Orchestration Designer variables.
 - Note Configurable Variables are read-only from OD app
- In EPM web application:
 - Go to Applications page.
 - For desired application, click on pencil icon in Configurable Application Variables column.
 - Enter desired values for variables retrieved from application.
 - Save changes.



Enabling in Avaya Aura® Orchestration Designer Project -> Properties -> Orchestration Designer

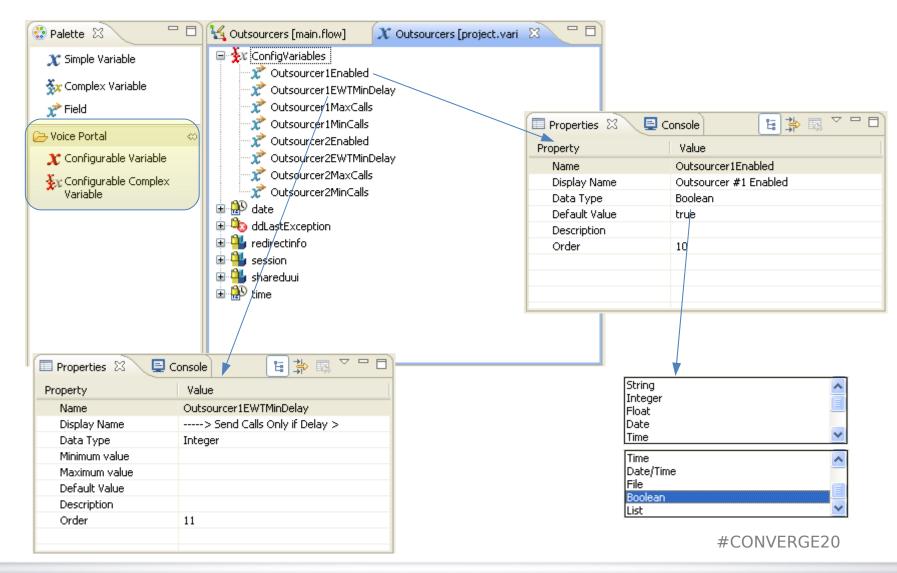




Configurable Application

Variables

Project Variables Tab





Configurable Application Variables

Change Outsourcers	Configurable Application Variables	☐ xport				
Use this page to change the values of the configurable application variables, defined in the applications that are deployed on the Voice Portal system.						
Outsourcer #1 Enabled:						
> Send Calls Only if Delay >:						
> Minimum # Calls:						
> Maxiimum # Calls:						
> Call Period:	day week month					
Outsourcer #2 Enabled:						
> Send Calls Only if Delay >:						
> Minimum # Calls / Month:						
> Maxiimum # Calls / Month:						
> Call Period:	day week month					
Save Apply Cancel	Help					

Configurable Application Variables

Accessing from Experience Portal Manager

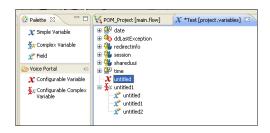
Name	Enable	MIME Type	URL	Launch	ASR	Languages	TTS	Voices	Configurable Application Variables
<u>OutSourcers</u>	Yes	VoiceXML	http://135.9.152.225:8080/Outsourcers/Start	Outbound	No ASR		No TTS		
<u>Technicenter</u>	Yes	CCXML/VoiceXML	http://135.9.152.180:8089/CCService/CCAServer? execute=CallControl, http://135.122.17.35:8080/TechCtrSalesSSA/Start	83810010	Nuance	English (USA) en-us		English (USA) en- US Samantha F	8

Change Sales/OutSourcers Configurable Application Var	riables Export
Use this page to change the values of the configurable application variables, defined in the application var	oplications that are deployed on
Outsourcer #1 Enabled:	
> Send Calls Only if Delay >:	
> Minimum # Calls / Month:	
> Maxiimum # Calls / Month:	
Outsourcer #2 Enabled:	
> Send Calls Only if Delay >:	
> Minimum # Calls / Month:	
> Maxiimum # Calls / Month:	
Save Apply Cancel Help	GE



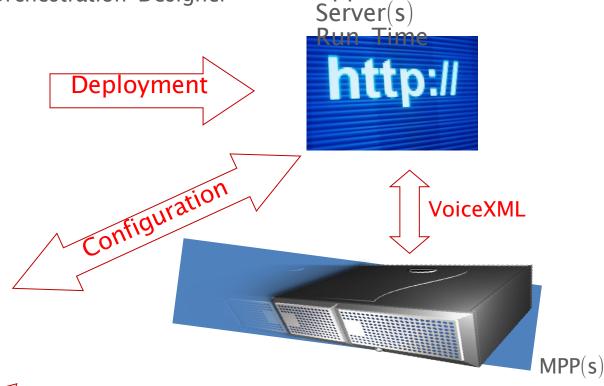
Life Cycle of Configurable Variables

Creation – Avaya Aura® Orchestration Designer Design Time



Experience Portal Manager – RBAC Configuration





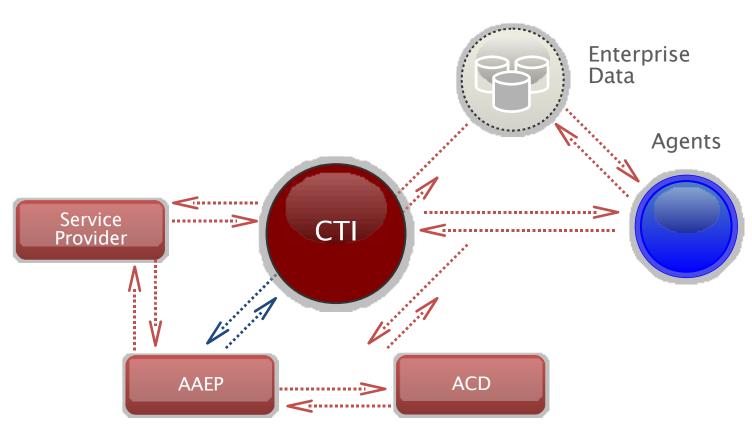
Application



SIP and CTI Integration Enabling Communication



Traditional TDM/H.323 CTI Architecture

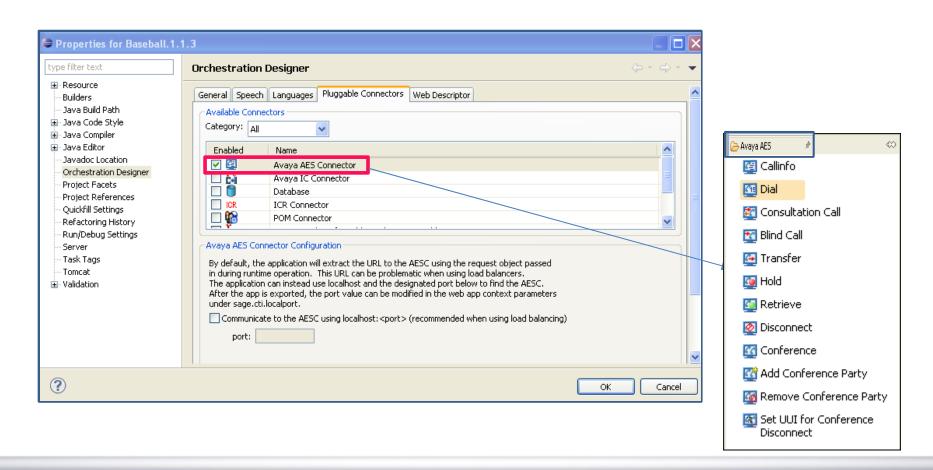




CTI:

Enabling in Avaya Aura® Orchestration Designer Project

Project -> Projects -> Orchestration Designer

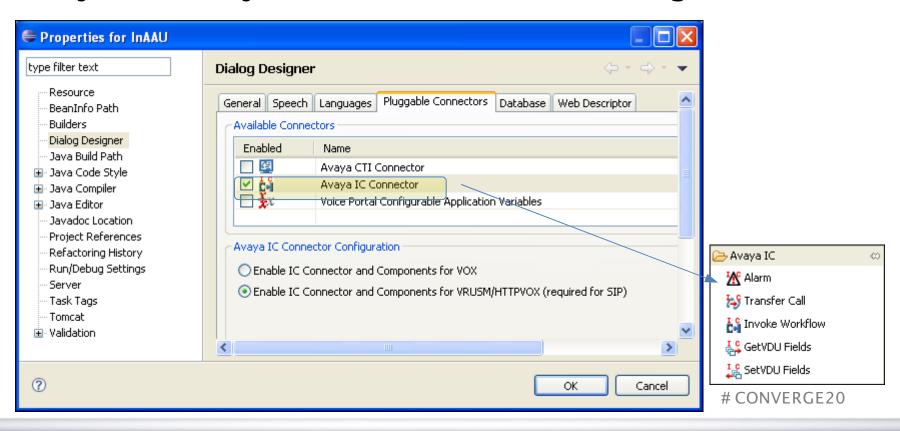




CTI:

Enabling in Avaya Aura® Orchestration Designer Project

Project -> Projects -> Orchestration Designer



CTI -

Why Use It in a Avaya Aura® Experience

- Portal App?
 Collecting Information about Caller
 - -Universal Call ID (UCID)*
 - -ANI
 - -DNIS
 - -User-to-User (UUI) Information
- Populating Information for Screen Pops
 - -User-to-User (UUI) Information

H.323 SIP

- - .
- $\sqrt{}$

1

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*CM 5.2 or greater



Caller Information Provided with H.323

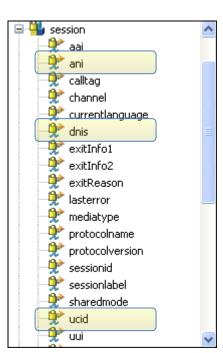
Collecting Information about Caller

-UCID

-ANI

-DNIS

TraceSessionVariables | session:protocolname : H323
TraceSessionVariables | session:ucid : 00001001551271709292
TraceSessionVariables | session:ani : 3035171421
TraceSessionVariables | session:dnis : 44346
TraceSessionVariables | session:uui : undefined





Caller Information – UCID (H.323)

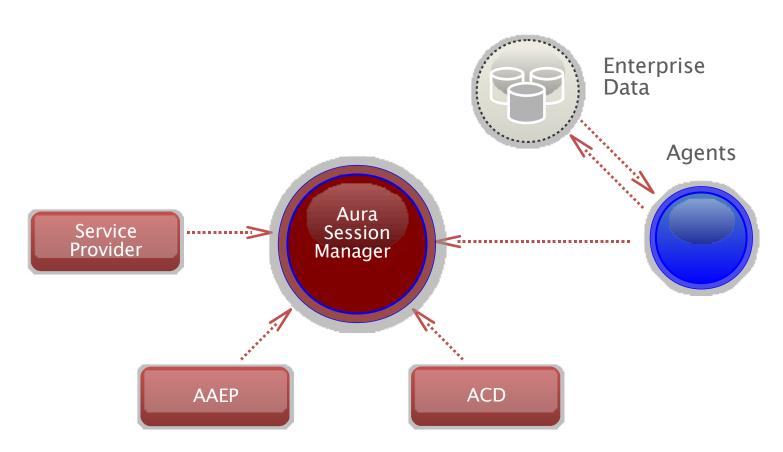
▶ VP Station (CM 5.2)

change station 20001 ▼ send (return)	help (f5) cancel (esc)	enter (f3) schedule (f9)	next (f7) previous (f8)
1 2 3 4 5 6			
	STATION		
SITE DATA Room:		Headset? n	
Jack:		Speaker? n	
Cable:		Mounting: d	
Floor:		Cord Length: 0	
Building:		Set Color:	
ABBREVIATED DIALING			
List1:	List2:	List3:	
BUTTON ASSIGNMENTS			
1: call-appr	6:		
2: call-appr	7:		
3: <u>call-appr</u> 4:	8: 9:		
5:	10: ucid-	info	
			#GQAD #FR

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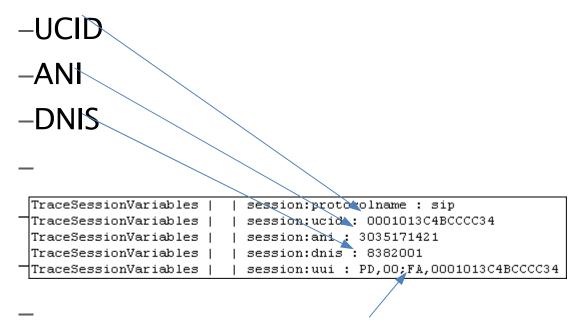
SIP Architecture

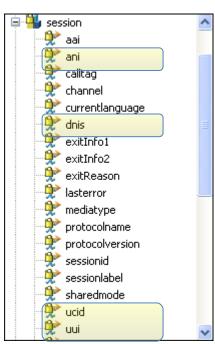




Caller Information Provided with SIP

Collecting Information about Caller



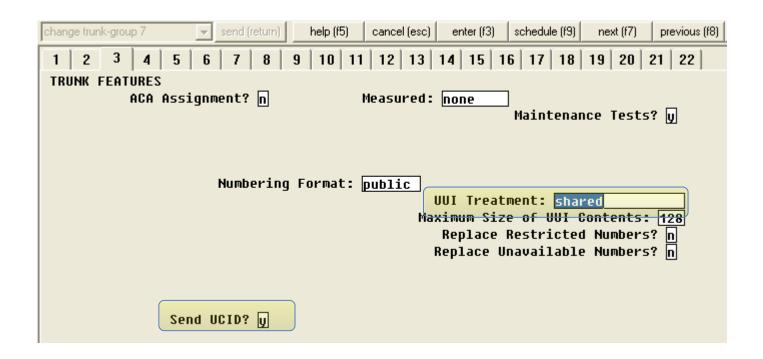


-User-to-User (UUI) Information



Caller Information – UCID/SIP (SIP)

SIP Trunk-Group





Populating UUI (SIP)

Applications -> <App Name> -> Advanced

Advanced Parameter DE	rties		
Support Remote DTMF Processing	: ○ Yes ④ No		►S€
Converse-On:	O Yes No		L
Network Media Service:	O Yes 💿 No		I
Dialog URL Pattern:			≯Sł
VoiceXML Event Handler:	<default></default>)
CCXML Event Handler:	<default></default>		\ \frac{1}{2}
Generate UCID:	O Yes 💿 No		V
Operation Mode:	Shared UUI 💙		t
Transport UCID in Shared Mode:	Yes ○ No		
Maximum UUI Length:	128	Shared UUI	4.0
Fax Detection Enable:	○ Yes ⊙ No	Service Provide	er
Fax Phone Number:		Shared UUI	
Video Enable:	O Yes No		
Video Screen Format:	QCIF 💌		
Video Minimum Picture Interval:	2		

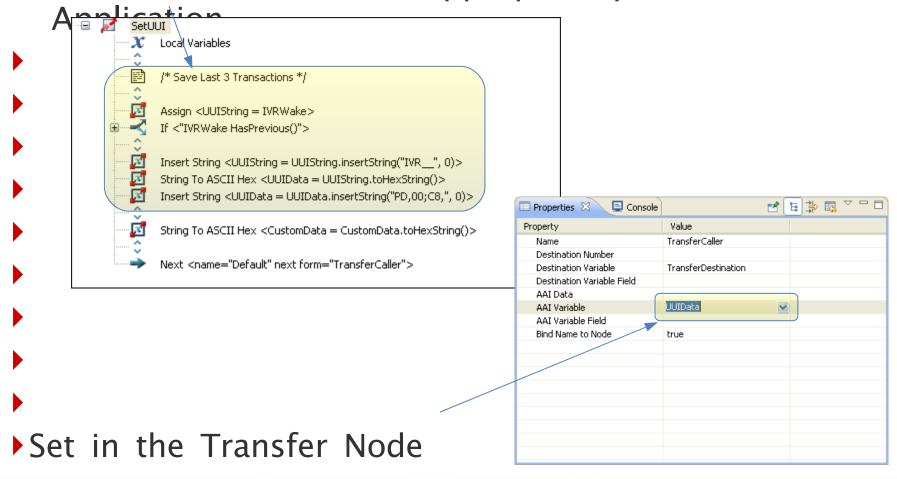
Service Provider — App Developer is responsible for formatting the UUI (session:aai).

Shared UUI — Avaya Aura® Experience Portal will try to "interpret" session:aai and format the UUI.



Passing Information to AACC using UUI

Format UUIData variable appropriately in OD





Displaying UUI on Agent Phone

Station COR

```
display cor 1
                       send (return)
                                    help (f5)
                                            cancel (esc)
                                                       enter (f3)
                                                               schedule (f9)
                                                                           next (f7)
                                                                                    previous (f8)
                                 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23
                                 CLASS OF RESTRICTION
                       MF Incoming Call Trace? n
                 Brazil Collect Call Blocking? n
                       Block Transfer Display? n
Block Enhanced Conference/Transfer Displays? y
                       Remote Logout of Agent? n
 Station Lock COR: 1
                              TODSL Release Interval (hours):
         Line Load Control: 1
 Maximum Precedence Level: ro
                                            Preemptable? y
 MLPP Service Domain:
       Station-Button Display of UUI IE Data? y
       Service Observing by Recording Device? n
                              ERASE 24XX USER DATA UPON
            Dissociate or unmerge this phone: none
           EMU login or logoff at this phone: none
            Mask CPN/NAME for Internal Calls? n
                                                                                       75. CONV. RGF2013
```



Passing Information to AACC using UUI

- Data is used primarily for screenpops
- Can also display data on agent desktop

Custom Fields Customer Contact Intrinsics		
✓ Display Raw Intrinsics UUI data	IVR_3-Acct Bal-\$67.85/1-Cust Svc	
AAEP_FIRSTNAME AAEP_SURNAME	Jon Haich	
AAEP_ADDRESS	8740 Lucent Blvd	
AAEP_BALANCE AAEP_STATE	\$67.85 CO	
AAEP_CITY AD_CDN	Highlands Ranch 751551	

Data goes with the call if transferred



Avaya Aura® Contact Center Integration:

Avaya Aura® Experience Portal First

- 1 Call is routed to Avaya Aura® Experience Portal via SIP
- 2 Experience Portal performs initial interactions with caller, performs self service if applicable and collects required caller context information

3 AAEP transfers call to AACC, attaching collected data in SIP UUI (and optionally P-Intrinsics) headers

Aura SIP Core

AACC **CONVERCED 12.1

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Passing Information to AACC using P-Intrinsics

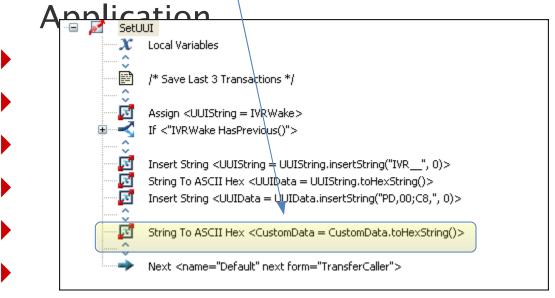
- Information can also be passed from AAEP to AACC using a 'P-Intrinsics' SIP Header
- ► AACC will parse the header and create Contact Intrinsics and / or Attached Data accordingly
- Suitable for larger amounts of data than UUI
- Header is hex-encoded, XML formatted

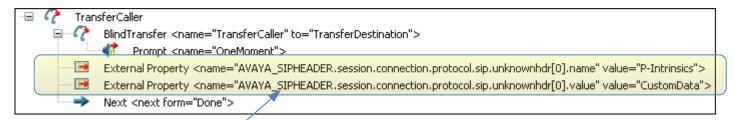
```
<cc>
    <i>AAEP_FIRSTNAME=Jon</i>
    <i>AAEP_SURNAME=Haich</i>
    <i>AAEP_ADDRESS=8740 Lucent Blvd</i>
    <i>AAEP_CITY=Highlands Ranch</i>
    <i>AAEP_STATE=CO</i>
    <i>AAEP_BALANCE=$67.85</i>
</cc>
```



Passing Information to AACC using P-Intrinsics

Format CustomData variable appropriately in OD

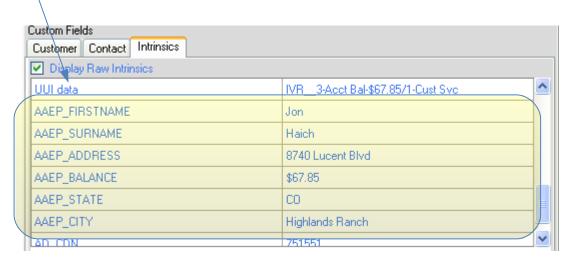






Passing Information to AACC using P-Intrinsics

- ► Maximum amount of data varies depending on the initial call path (CM 1K, SBC 4K)
- Can also display data on agent desktop





Avaya Aura® Contact Center Integration: Avaya Aura® Experience Portal as Part of Call Flow

- 1 Call is routed to Avaya Aura® Contact Center initially
- 2 AACC performs applicable treatments (Ringback, RAN etc.)

3 AACC conferences AAEP with customer to provide advanced IVR functionality, optionally sending context data

functionality, optionally sending context data

4 AAEP returns any results to AACC via
SIP INFO messages or web services

Aura SIP Core

(3)

(2)

(ACC. #CONVERGE2013

Application Effectiveness Reporting

Measuring Results



Four kinds of reporting

- Call Detail
 - Provides data on a Call basis
 - Generated in Media Server as part of call handling
- Session
 - Provides data on a VoiceXML/CCXML session basis
 - Generated in the Media Server as part of VoiceXML/CCXML session
- Application
 - Provides data on an Application basis
 - Generated by the VoiceXML/CCXML application
 - From Avaya Aura® Orchestration Designer or Application Reporting Web Service
- Performance
 - Platform performance data from Media Servers and Experience Portal Manager
- Each of these has detailed and summary views



Reporting Lessons

- A monolithic application provides no segmentation data
 - Use unique VDN's even if the app is the same
 - Think about what you want to report
- Tracing ≠ Reporting
 - Think about how items will aggregate to provide trends
- Privacy tag to mask customer data
- Capturing anomalies for analysis and improvement



Application Reporting

Where the interesting stuff is

- What are the application reporting requirements?
 - You need understand requirements at the beginning
 - What do they look like, and what do they show
 - Anticipating the next level or questions
- Reporting all entry/exit points
 - Start, hang-up, transfer, complete, disconnect, error
- Defining transactions
 - Multiple transactions allow fine grained analysis



Using Call Summary Reports to Measure Solution Performance

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23

Hours of the Day

🚰 https://148.147.99.90 - Voice Portal - Microsoft Internet Explorer

This graph displays the number of calls that were handled during each hour of the day.

Done

Call Summary By Hours of the Day

25,000 22,500

B 17,500

15,000

12,500

10,000

7,500

5,000

2,500

Close Window

Print

🔒 🍪 Internet

🔒 🥝 Internet



Avaya Aura™ Experience Portal 6.0 (Richmond)

Expand All | Collapse All

- ▼ User Management Users
- ▼ System Maintenance
 - System Monitor MPP Manager Active Calls
 - Port Distribution Loa Viewer
- Alarm Manager System Configuration
- Applications
 - Certificates Licensina
 - MPP Servers
 - Report Data
 - SNMP
- Speech Servers System Settings
- Viewer Settings
- VoIP Connections
- ▼ Reports

Application Summary Application Detail Call Summary Call Detail Performance

> Session Summary Session Detail

Call Summary Report

The call summary report displays information about call volume.

You are here: Home > Reports > Call Summary > Call Summary R

Time Period: 5/21/07 12:00:00 AM PDT to 5/21/07 6:00:

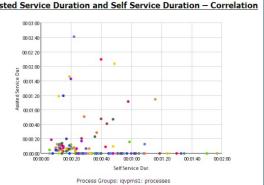
Total Calls: 138387 Average Duration: 93 seconds

Summary By Application

		View Graph
Application	Calls	Average Duration (secs)
CCXML-2	62897	61
Lexington Legends	44055	110
Tom2-AOL	17091	161
Audio	8542	127
AOL_DD	5801	60
WAS_AOL2	Assis	ted Service Duration and Self Service D

Summary By Day

Day Monday, May 21, 2007



Processes: AhaSalesApp Time Period: Last Year (Jan 2009 12:00:00 AM - Jan 1, 2010 12:00

Call Summary By Application Print This graph displays the number of calls that were handled by each Other [0%] AOL DD [4%] Audio [6%] CCXML-2 Tom2-AOL [45%] [12%] Lexington Legends [31%]



Using Session Data

- Captures a set of completion/status items for session reporting
 - exitReason
 - exitTopic
 - exitCustomerID
 - exitPrefferedPath
 - exitInfo1 10
- Can be summarized in Session Summary Report
- Exported to Avaya IQ/Avaya Performance Center #@ONWERGEZQIJ3



My Reports

Ability to define, save and schedule reports

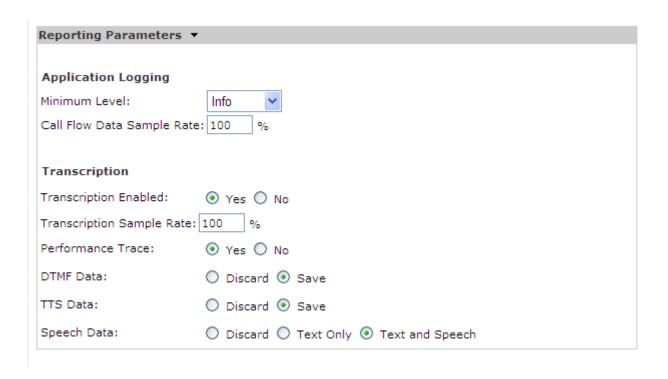
Report Name	View Repo
All calls over 15 seconds so far this week	Go-
CallswithJitter	Go.
How Are My Apps Terminating?	
mkt:call summary for sales	GOC.
New Session Termination Fields	do
sales:dddd	do.
sales:dougz	Go'
Summary by Termination Reason for Today	go.
☐ Video-related Parameters Report	Gor
Add Delete	





Tailoring What is Collected

System Configuration -> Applications



Configuring the Retention Period

System Configuration > Report Data Configuration

keeps the report data in the Voice Portal database.

Report Data Configuration

Use this page to configure how oft	en the VPMS collects report data from each MPP, and how long the VPMS
Download Session Detail Records:	● Yes ○ No
Download VoiceXML Log Tags:	● Yes ○ No
Download CCXML Log Tags:	● Yes ○ No
Report Database Record Data	
Purge Records:	● Yes ○ No
Call/Session Retention Period:	30 day(s)
Application Retention Period:	30 day(s)
Performance Retention Period:	30 day(s)
Performance Report Aggregation	Period: 5 minutes(s)
Download Schedules	
Periodic Download: Yes (No Download Interval: 1 minutes(s)
On-demand Download: Yes (D No
New Schedule	
Sun Mon Tue We	d 🗌 Thu 🗎 Fri 🗌 Sat 🔲 All
Start Time: 10:24	Add
Download Schedules	
Sun,Mon,Tue,Wed,Thu,Fri,Sat0	2:00
	Damaya
	Remove



Monitoring Resource Usage

·Primary EPM disk Usage

- Root
- Avaya Home
- Application Server
- Database
- Generating minor and major alarms (low/high water mark)
- When exceeding High Water mark:
 - all logging data, alarm data and report logs and application logs are stopped
 - Audit logs, debug traces and syslog continues

Resource Alerting Thresholds (%)				
High Water Low Water		I		
Disk:	80		60	

Resource Status

Database Status 🔻

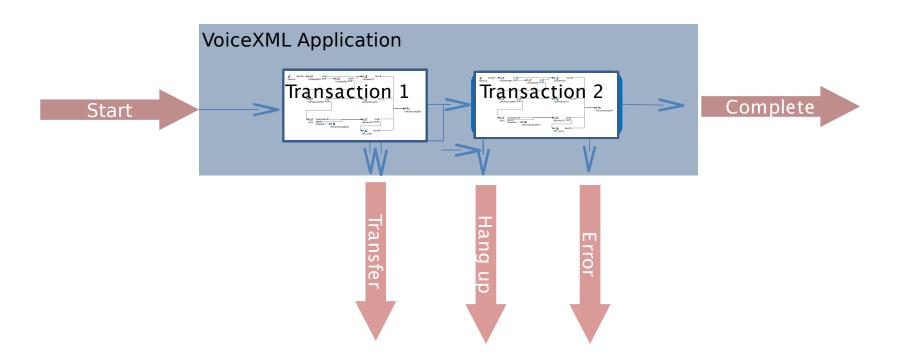
Resource Status	
Partition that contains	Disk Usage (%)
/	19
Avaya Home	N/A
Application Server	19
Database	N/A

Database Version:	PostgreSQL 8.2.5
Database Size:	40,331,104 bytes

	Show All
Table Name	Size (bytes)
vpperformance	9,175,040
cslog	3,571,712
vpmppauditlog	2,441,216
alarmrecord	1,466,368
vplastchangedate	1,220,608
vpappprompts	1,171,456
sdproperty	933,888
vpapppagelet	630,784
csadminauditlog	458,752
sdpropentnr	393,216
Other tables	18,868,064



Reporting – What happened to the call

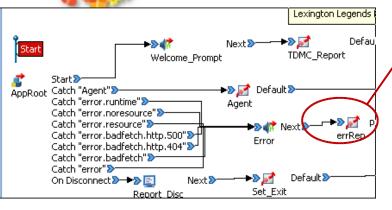


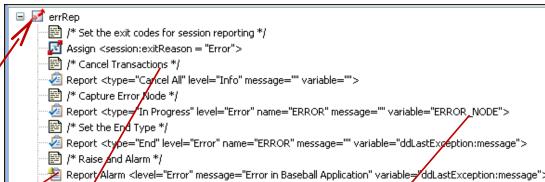


Error Reporting

- Wrap All External Applications in a try/catch
 - Error Reporting/Alarming
 - In-line recovery
- Capture all errors on AppRoot
 - Cleanup
 - Cancel transactions
 - Error reporting/alarming
 - Graceful handling of user

POWERING GLOBAL COMMUNICATIONS Error Reporting
JUNE 3-7, 2013 | ORLANDO, FL





4/21/10 8:30:31 PM MDT to 4/21/10 8:30:31 PM MDT Page 1 of 1 Timestamp Application Baseball reported an error from →/∠1/10 8:30:31 PM VPMS/MPP Application localhost.localdomain, Session ID: vp50-2010112023030-4 a Error PAPP 00002 Apr 21, 2010 8:32:31 PM MDT with message: Test Method=VPReport4SoapBindingImpl::logApplicationEventAlarm

Page 1 of 1

Summary By Variable Name And Value

Include Single Occurrences

Print Export

Variable Name	Variable Value	Call Count	Total Count
ddLastException:errorcode	17	2	2
ddLastException:message		2	2
ERROR_NODE	/Baseball.1.1.3/Welcome_Prompt	3	3

The session detail report displays a list of sessions handled by the Voice Portal system.

Time Period: 4/19/10 12:00:00 AM MDT to 4/21/10 11:59:59 PM MDT

4/21/10 8:30:31 PM MDT to 4/21/10 8:30:31 PM MDT

Exit Reason: ERROR

Total Sessions:

Average Duration: 35 seconds

Page 1 of 1

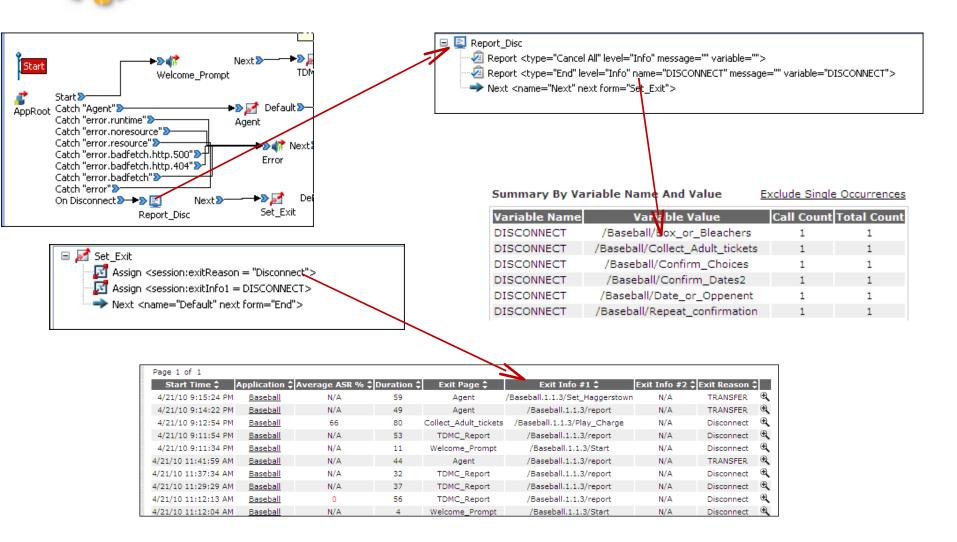
. age I or I									
Start Time 🕏	Application \$	Average ASR •	First Prompt 💂 Latency	Average Prompt Latency		Highest Page 🗼 Latency	Lowest ASR Recognition %:	Exit A	
4/21/10 8:03:45 PM	Baseball	N/A	17050	0	34	3010	N/A	errRep	⊕_
4/21/10 12:33:45 PM	<u>Baseball</u>	N/A	410	0	34	3028	N/A	errRep	⊕ (
4/21/10 12:21:06 PM	<u>Baseball</u>	N/A	17020	0	34	3027	N/A	errRep	⊕(
4/21/10 12:04:52 PM	<u>Baseball</u>	N/A	16680	0	34	3009	N/A	errRep	⊕ (
4/21/10 12:04:08 PM	Baseball	N/A	4360	0	38	4060	N/A	errRep	⊕(

##COMMRG62003



Reporting on

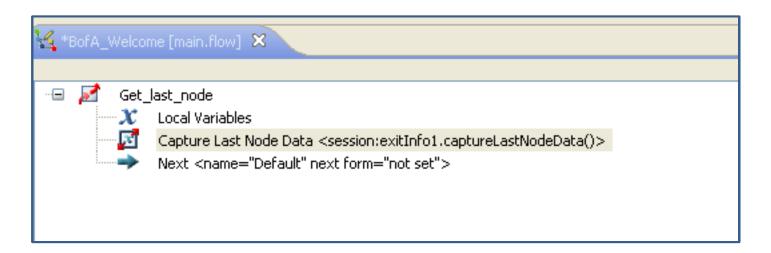
Disconnects and Transfers





How did I get here?

- Getting the last node
- Adding to reports





Transactions and

tions 🛱 Date_or_Oppenent 🙇 Report <type="Start" level="Info" name="Pick Game" message="" variable="">



Line Choice < name="Nate" neyt form="By_Game_Nate" NIME="1">

Collect_Adult_tickets

💋 Report <type="End" level="Info" name="Pick Game" message="Team" variable="Team">

Activity Name	Dura t Minimum	tion (seco Maximum	nds) Average	Call Count	Total Count
Baseball Ticket Application	5	151	64	8	8
Pick Game	19	44	33	3	3
Pick Tickets	16	25	21	2	2

🌃 Place_order Report <type="In Progress" level="Info" name="Ticket Order" message="Team" variable="Team"> 🚧 Report <type="In Progress" level="Info" name="Ticket Order" message="Date" variable="Date for Game">

Summary By Va	riable Name And Value	Exclude Single Occurrences		
Variable Name	Variable Value	Call Count	Total Count	
Date_for_Game	10	3	3	
Date_for_Game	21	1	1	
Date_for_Game	25	1	1	
Team	Ashville	1	1	
Team	Greensboro	1	1	
Team	Haggerstown	3	3	

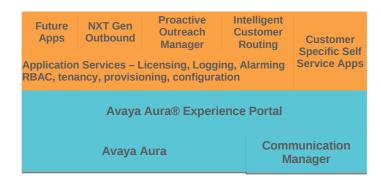
Avaya Proactive Outreach Manager

Multi-Channel Outbound Automation



Extend Outbound – Proactive Outreach Manager

- Multi channel support for voice, video, SMS, email
- Common management plug-in within the Experience Portal Management System
- Avaya Aura® Experience Portal as the outbound dialing and voice application platform
- Campaigns can consist of static announcements, dynamic text, or fully interactive voice dialogs.
- Pluggable data connector to provide interaction with Avaya Aura® Orchestration Designer





Proactive Outreach Voice Apps

- AvayaPOMAnnouncement Plays up to 4 prompts in 4 languages with opt out
- AvayaPOMNotify Plays/emails/SMS's customizable and configurable message
- AvayaPOMAgent Transfers to a specified destination with a message
- Orchestration Designer Application



POM Announce

| Result (Answer Human)

Set of messages to be played



Opt-out built



Change AvayaPOMAnnouncement Configurable Application Variables		
Use this page to change the value	s of the configurable application variables, defined in the applications that are deployed on the Experience Portal system.	
DNC Digit [0,1,2,3,4,5,6,7,8,9]:		
Default Prompt 1:	Choose File no file selected	
Default Prompt 2:	Choose File no file selected	
Default Prompt 3:	Choose File no file selected	
Default Prompt 4:	Choose File no file selected	
Default DNC Result Prompt:	Choose File no file selected	
Language 1:	cs_cz de_de en_au en_gb	
Language 1 - Prompt 1:	Choose File no file selected	
Language 1 - Prompt 2:	Choose File no file selected	
Language 1 - Prompt 3:	Choose File no file selected	
Language 1 - Prompt 4:	Choose File no file selected	
Language 1 - DNC Result Prompt:	Choose File no file selected	
Language 2:	cs_cz de_de en_au en_gb	

Application

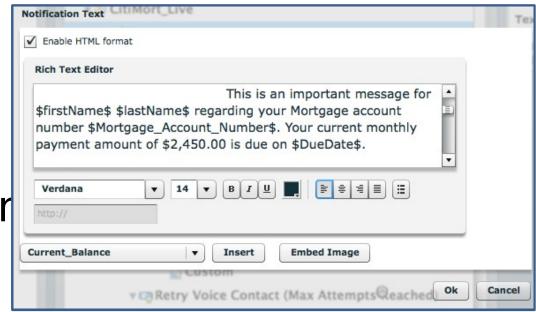
Custom

#CONVENGEZ UIS



POM Notify

- Customized
 Messages
- Multi-lingual
- Insert Campaigr Data
- Different
 Messages for
 Different
 Results





Avaya POM Agent

🔻 🚜 Result Processors

Application

▼ Result (Answer Human)

Transfer to Agent

- Transfer to Agent
- Plays Specified
 Message to Caller

Property Value

Name Transfer to Agent

Description Transfer to Help Desk

Destination 75345

Text ID 2

0



Orchestration Designer

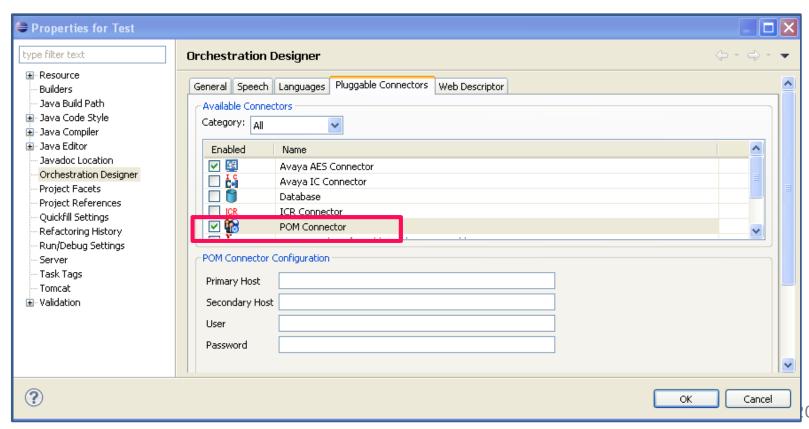
- Run Orchestration
 Designer App
- Access to complete session detail
- External Data Access
- Multi-lingual





Developing Applications With the POM PDC

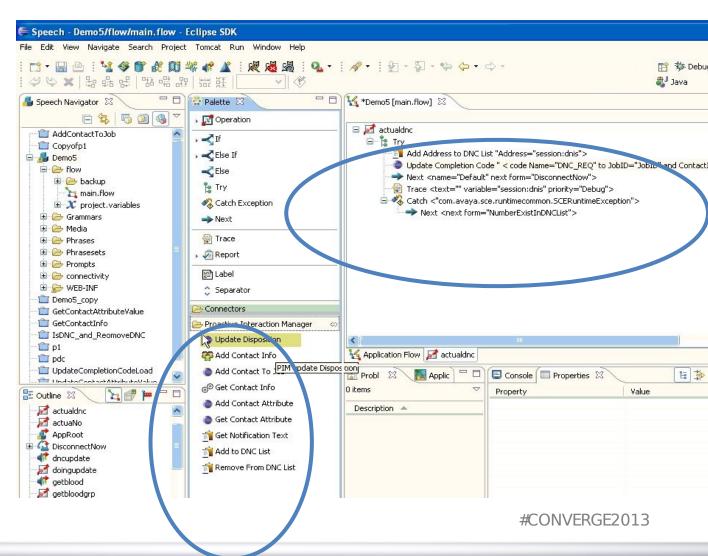
Enabling the Connector





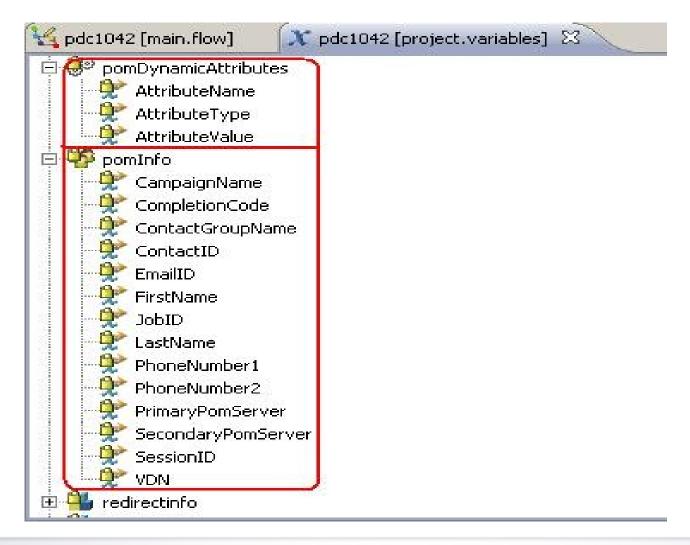
Developing Applications With the POM PDC

Working with
Avaya
Proactive
Outreach
Connector

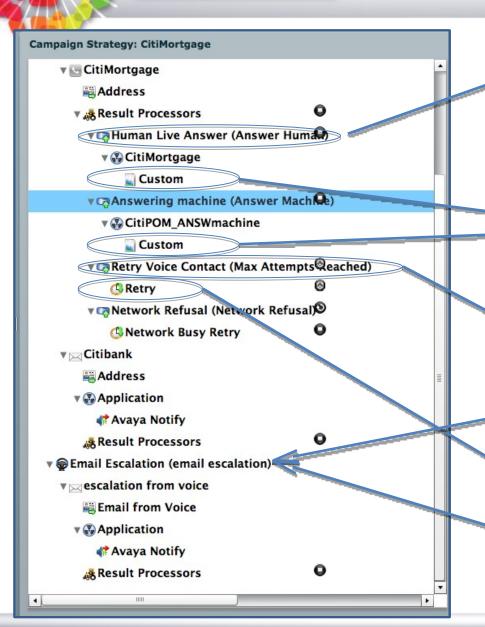




POM PDC Project Variables ...



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Property	Value
Name	Human Live Answer
Description	
Value	Answer Human
Next State	done
Next State After (sec)	1000

Property	Value
Name	
Description	
Application	CitiPOMMortgage
VDN	

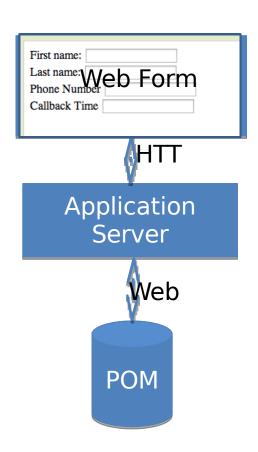
Property	Value
Name	Retry Voice Contact
Description	
Value	Max Attempts Reached
Next State	email escalation
Next State After (sec)	

Property	Value
Name	
Description	
Count	3
Interval (sec.)	600, 1200, 1800
FailState	email escalation



- Can Enter Callback number and time on web
- Web Services to add data to campaign
 - SaveContactToList()
 - AddContactToJob()
- Strategy to Manage

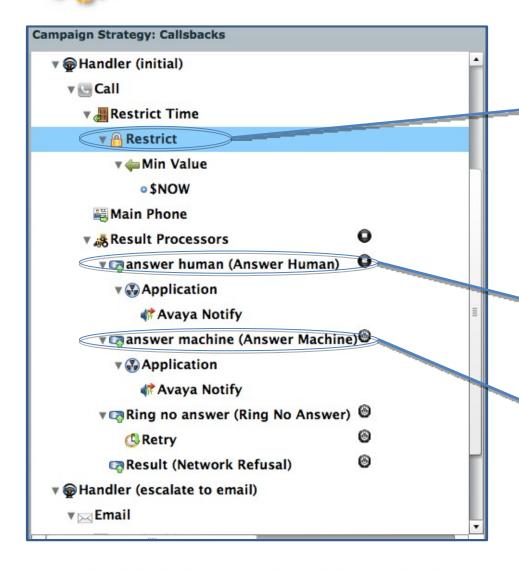
Dolivory



#CONVERGE2013



POWERING GLOBAL COMMUNICATIONS Cheduled Web Callback



Property	Value	
Name		
Description		
Туре	temporary	
Attribute Type	contact	
Attribute		
Operator		
Value		
Min Value	\$NOW	
Max Value		

Property	Value
Name	Human Live Answer
Description	
Value	Answer Human
Next State	done
Next State After (sec)	

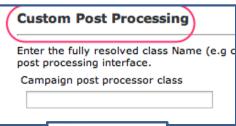
Property	Value
Name	answer machine
Description	
Value	Answer Machine
Next State	escalate to email
Next State After (sec)	



Extending Proactive Outreach Manager

- Custom Data Imports
 - Useful when you want to import data directly from sources other then file, RDBMS. Example: fetch contact records directly by interfacing with your ERP systems, web social sites etc.
- Custom Post Job processing
 - Useful when you want to take some custom action when a campaign ends. Example on campaign end – get all contact records with a specific disposition and update your ERP/CRM for further processing.
- Custom Result Handler
 - Useful when you want to do some custom processing on specific result like call busy, SMS sent failed etc. Useful when you want to update an external system (ERP / CRM) in real time as you encounter certain dispositions for each contact record processed by POM.
- Custom Action
 - POM supports 3 action types out of the box Make a call, send Email, send SMS. This essentially allows you to add a custom channel









#CONVERGE2013



Summary

- Avaya Aura® Experience Portal provides standard extension points
 - Administrable Variables for application configuration
 - Pluggable Data Connector for integration
- ▶ Telephony and Contact Center Integration
 - Passing data in SIP
 - ▶CTI and IC connectors
 - ▶ Context with IC/AACC/Context Store
- Proactive Outreach Manager
 - ▶ Powerful Strategy
 - Use of Orchestration Designer Apps



Avaya Aura® Orchestration Designer and Related Resources: Avaya DevConnect Program

- FREE Registered-level membership!
 - SDKs & Developer Tools
 - No-Cost & For-Pay
 Technical Support option
 - Sample Applications
 - Tutorials and eBooks
 - Technical Training
 - No-charge Remote Labs
 - … and more!
- Community of over 14,000 companies







Thank you for attending.

Please remember to complete your evaluation of this session.

640
Advanced Experience Portal,
Proactive Outreach Manager &
Orchestration Designer

