

CMG Avaya CMG Integration

Release 8.5 SP3
December 2021



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CMG – Avaya

Integration has two parts, SIP trunk for operator/voice services (described xxxxx) and TSAPI for setting/receiving diversions, which are described in this document.

This integration to Avaya Aura Communication Manager is utilizing TSAPI through Avaya AES server. Prior to configure CMG PBX technician need to install Avaya TSAPI Driver on the server running pbxstd process. This software is provided from PBX supplier. The IP-address and port number of Avaya AES server is needed during installation of the Avaya TSAPI client. Integration also need one monitoring license in Avaya for diversions and if line state is used one for each extension.

CMG - Configuration

For configuring the CMG following parameters, need to be set in SPMAN on the process:

Avaya parameters

TSAPIUser: In Avaya configured user for connection to TSAPI

TSAPIPassword: In Avaya configured password for connection to TSAPI

TSAPITserver: In Avaya configured t-server link. A string containing four values separated with ## (example: AVAYA#CM#CSTA#LAB-AVAYA-AES)

- AVAYA (Fixed value)
- The name assigned to the Switch Connection
- CSTA (Fixed value)
- AES Server name

TSAPIVDN: The extension number of the VDN assigned to receive the interception codes

General parameters (optional)

IdleDelay (default 120s), to provide heartbeat

GetLinePrefix (default nothing)

Avaya configuration

This describes the VDN's to collect diversion codes. There is two VDN's configured. The first VDN is used to collect the digits and the second VDN is monitored by CMG to read the digits entered.

```
display vdn 7082 Page 1 of 3
VECTOR DIRECTORY NUMBER
Extension: 7082
Unicode Name? n
Name*: Diversion CMG
```

Destination: Vector Number	12
Attendant Vectoring? n	
Meet-me Conferencing? N	

display vector 12 of 6	Page 1
CALL VECTOR	
Number: 12	Name: Diversion CMG
Multimedia? n	Attendant Vectoring? n
Lock? n	Meet-me Conf? n
Basic? y	EAS? y
G3V4 Enhanced? y	ANI/II-Digits? y
ASAI Routing? y	Prompting? y
LAI? y	G3V4 Adv Route? y
CINFO? y	BSR? y
Holidays? y	Variables? y
3.0 Enhanced? y	01 wait-time
0 secs hearing ringback	02 collect
8 digits after announcement	none for none
03 route-to	number 7084
04	cov n if unconditionally

display vdn 7084 of 3	Page 1
VECTOR DIRECTORY NUMBER	
Extension: 7084	
Unicode Name? n	
Name*: Hangup	
Destination: Vector Number	11
Attendant Vectoring? n	
Meet-me Conferencing? N	

display vector 11 of 6	Page 1
CALL VECTOR	
Number: 11	Name: Diversion 2
Multimedia? n	Attendant Vectoring? n
Lock? n	Meet-me Conf? n
Basic? y	EAS? y
G3V4 Enhanced? y	ANI/II-Digits? y
ASAI Routing? y	Prompting? y
LAI? y	G3V4 Adv Route? y
CINFO? y	BSR? y
Holidays? y	Variables? y
3.0 Enhanced? y	01 wait-time
100 secs hearing ringback	02 stop

User handling

To invoke the CMG service the user dials (number in config example used) as example:

1. 70821# Activate diversion with reason code 1
2. 708231445# Activate diversion with reason code 3 return time 1445
3. 7082# Deactivate diversion

