



A MITEL
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GUIDE

Mitel InAttend

Avaya CMG Integration

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This chapter contains the following sections:

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- [Avaya configuration](#)
- [User handling](#)

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.

1.1 CMG - Configuration

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

1.1.1 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

1.1.2 General parameters (optional)

IdleDelay (default 120s), to provide heartbeat

GetLinePrefix (default nothing)

1.2 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 7082Page 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 Page 1 of 6
```

```
CALL VECTOR
```

```
Number: 12 Name: Diversion CMG
```

```
Multimedia? n Attendant Vectoring? n Meet-me Conf? n Lock? 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
```

1.3 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

