A Quick Tour

Simple Access

It's likely you've already completed much of this, because you're on this page, but to reiterate how you got here:

1. Browse to http://dev-NNN.collaboratory.avaya.com where NNN is your lab number. It will be 001 through 999.
2. Install the certificate you find on that site if you wish. If you don't, each new server in your lab you access will be pestering you to install its own certificate.
3. Download, read, and understand the terms of use. You already agreed to these as part of your order.
4. Read over the main, secure page for your lab. Some of the pages will require a login and password given to you through the ordering process in the Customer Access spreadsheet (.csv file).
5. This A Quick Tour page even requires that login and password.
6. **Now for the new stuff**...
7. You'll want to open the links referenced below in a new tab or window so that it's easy to refer back to to this page or you can always use the breadcrumbs Trace at the top to find your way back.
8. Select Your Lab's Information.
9. This provides links to other applications and servers of particular interest in your day-to-day Collaboratory use.

Access System Manager

This is the interface you will use to load and install the Snap-ins you construct remotely with Eclipse or locally with Engagement Designer. You will also route calls to applications and reconfigure or add phone and application users. Note that we've already pre-configured a set of 20 users for your testing purposes.

1. Select the System Manager link from Your Lab's Information.
2. Login with the Username and password given you in your Customer Access spreadsheet.
3. You should now see the System Manager Dashboard with three columns:
    - Users
    - Elements
    - Services

Access Engagement Designer

Log In

There are two ways to get to Engagement Designer:

1. After having already logged into System Manager
    - Navigate to Elements → Engagement Development Platform → Cluster Administration
    - In Service URL (far right) column
    - Select: Designer Console URL for UCCLUSTER row
2. Directly (before logging into System Manager)
    - Select Engagement Designer link on Your Lab's Information page.
    - You will be prompted to log in to System Manager before being put into the Designer page.

Open a Work Flow Description

1. Choose the Folder shaped “Open Workflow” icon (upper left)
2. Highlight the top “BasicInboundSampleWFD” workflow
3. Choose the Open button (lower right)
4. You'll see the workflow drawn on the palette.

Make a Voice Call with WebRTC

This sample application allows you to make an outgoing phone call from your Chrome browser, and some versions of Firefox. If the number you dial is an external PSTN number, it must have already been placed on your lab's white list. If you want to dial a locally registered softphone, just dial its extension.

Tip: The WebRTC sample application works best in the Chrome browser, and is not supported on devices running Apple iOS (iPhone, iPad)

1. Select the WebRTC Sample Application link from the Your Lab's Information page.
2. Enter the number you want to dial in the “Called Address” field.
3. Enter a number in the Caller Address field–it may or may not show on external calls.
4. Enter the name you want shown in the “Caller Display Name” field–it will likely show up only for internal calls.
5. Enter a context ID.
6. Press the blue “Initiate” button to launch the call.
7. Your browser will ask if you want to let the app use your microphone–say yes.

Make a Phone Call with an Avaya Client

Download a Client

Go to the Client Software Downloads page and choose client software appropriate for your operating system. Download it and install it.

Install the Client

Follow the installation instructions. Refer to the Collaboratory User Guide for more detailed instructions. The Telephony Settings you'll need for your lab can be found on the Your Lab's Information page.

Register the Client

Specify one of the valid extensions from the Your Lab's Information page and its password and log in. Refer to the Collaboratory User Guide for more detailed instructions.

1. Use a single client to dial a number on the PSTN (provided the number is on the white list).
2. Call the client from your web browser with the WebRTC sample application.
3. Change the routing of one of the DID numbers to call it.
4. Use two clients to call each other.
5. Use the ECC app below to have the phones call each other.

Force an Avaya Client to make a Phone Call with Engagement Call Control (ECC)

This sample application allows you to control and monitor the Avaya client used above.

1. Open the Web Call Controller link from the Your Lab's Information page.
2. Watch the Sample App video.

Make a Video Call to a Call Center Agent

Download the Agent soft phone clients

Go to the Client Software Downloads page and choose one-X Agent and Media Client. Download and install them.

Install the Client

Follow the installation instructions. Refer to the Collaboratory User Guide for more detailed instructions.

Register the Client

Login to your Lab's VPN. Start the Media Client first and log in. Start the one-X Agent client after the Media Client, and login. Refer to the Collaboratory User Guide for more detailed instructions on associating an Agent address with a station extension.

Call the agent from your web browser with the AMV JavaScript reference client

Tip: The AMV JavaScript reference client only works in the Chrome browser

1. Select the AMV link from the Your Lab's Information page.
2. Log into the reference client with any desired display name and username, and server address of “amv.collaboratory.avaya.com”. Change the default port to 443.
3. Your browser will ask if you want to let the app use your camera and microphone–say yes.
4. Enter the Agent you want to dial in the “Sip Number” field. Click “Video” to start a two way video call with the agent.

Execute an Engagement Designer Workflow

- Getting to Know the User Interface
- Creating a Simple Workflow Definition

Access Real Time Speech Sample Application

Tip: The RTS sample application works best in the Chrome browser

Display the web page

There are two ways to get to the Real Time Speech sample application web page:

1. After having already logged into System Manager
    - Navigate to Elements → Engagement Development Platform → Cluster Administration
    - In Service URL (far right) column
    - Select: Real Time Speech Sample App URL for UCCLUSTER row
2. Directly (before logging into System Manager)
    - Select Real Time Speech Sample App link on Your Lab's Information page.

Configure the RTS Sample App

Review the sample queries in the Query Manager tab.

1. Click the “Sales Agent Policy Adherence” query.
2. Review the list of required phrases and remember one of them to try later. Cancel the popup window.
3. Note the query tags associated with the Sales Agent Policy Adherence query. The tags are “sales” and “policy”.

Click on the Search Manager tab to enable the “Sales Agent Policy Adherence” query:

1. Select “Called” to enable the called party to be monitored via RTS.
2. Enter “policy” in the text box that says “Enter tag name” and click Add. This enables monitoring for policy adherence.
3. Select English (United States) as the matching language.

Try the application

The RTS sample app is a call-intercept application monitoring SIP extensions 2300 - 2309.

1. Place a phone call to one of the SIP extensions, 2300 - 2309.
2. Answer the call. The Active Calls table should now show information about this call.
3. Click the green icon in the call record in the Active Calls table to start speech search for the call. The Matches panel on the right should now show the list of all phrases that are being searched within the call's speech content.
4. Speak and say one of the required phrases found in the “Sales Agent Policy Adherence” query above.
5. The Matches panel will show when any of the phrases is spoken by the called party.

Use CoBrowsing Sample Application

Download the CoBrowsing Sample Application Webapp Here and extract it.

1. Host the CoBrowsing sample app on tomcat server (or any webserver).
2. Now access the customer page with http://localhost:8080/client/demo/customer.html and agent page with http://localhost:8080/client/agent/index.html
3. In customer.html,click on Request button and enter your name. A session ID will be generated.
4. Navigate to agent/index.html page, enter the session ID, generated in customer.html under Join Live Session section and clic on Join session button.
5. Now you should be able to see the customer.html page from agent/index.html

Execute the Hello World Java Snap-In

- Hello World Installation and Test

Using Eclipse and the EDP SDK, Build, Install, and Execute your own Hello World Java Snap-In

- External Software required for Development (versions recommended for EDP 3.1)
  - Java SDK 1.7
  - Eclipse Luna IDE for Java EE Developers
  - Apache Maven software build tool
- Installing the SDK
- Your First Java Snap-In part 1
- Your First Java Snap-in part 2