

**INTERACTIVE INTELLIGENCE**

**CIC CONFIGURATION GUIDE  
FOR  
AT&T IP TOLL-FREE  
TRANSFER CONNECT(IPXC) SERVICE**

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**CIC 2016R1**

**Version 1.0**

**4/15/2016**

# TABLE OF CONTENTS

|      |  |    |
|------|--|----|
| 1.   | INTRODUCTION .....                                     | 3  |
| 1.1  | Customer Interaction Center(CIC) .....                 | 3  |
| 1.2  | AT&T IP Toll Free Transfer Connect Service(IPXC) ..... | 3  |
| 2    | SPECIAL NOTES .....                                    | 4  |
| 2.1  | Support .....  | 4  |
| 2.2  | Certified Product Version.....                         | 4  |
| 2.3  | Interoperability Compliance testing .....              | 4  |
| 2.4  | Pre-Installation .....                                 | 4  |
| 2.5  | Installation .....                                     | 5  |
| 2.6  | Post Installation .....                                | 5  |
| 2.7  | Transport Protocol Support .....                       | 5  |
| 2.8  | T.38 Faxing .....                                      | 5  |
| 2.9  | Remote Priority Codecs .....                           | 5  |
| 2.10 | G.729 Annex B Support .....                            | 5  |
| 2.11 | G.726 Support.....                                     | 5  |
| 3    | CIC CONFIGURATION .....                                | 6  |
| 3.1  | Line Configuration .....                               | 6  |
| 3.2  | Handler Design for Specific IPXC Features .....        | 11 |
| 4    | REFERENCES .....                                       | 12 |

# 1 INTRODUCTION

This document is a guide to configure the Interactive Intelligence Customer Interaction Center (CIC) for use with the AT&T IP Toll free Transfer Connect (IPXC) service.

## 1.1 Customer Interaction Center(CIC)

Interactive Intelligence Customer Interaction Center (CIC) delivers an innovative pre-integrated application suite to manage all business communications on one platform. CIC's powerful contact center applications and PBX / IP PBX call processing, voicemail, fax server and unified messaging capabilities extend its reach throughout the enterprise - connecting and empowering agents, supervisors and business users, to elevate productivity, performance and customer service.

**Interaction Media Server** – A standalone server used with a CIC integration that provides a dramatic increase in system scalability and reliability by processing the majority of all media RTP audio flows. The audio processing is offloaded from the CIC server to the dedicated media server or servers registered to the CIC servers.

## 1.2 AT&T IP Toll Free Transfer Connect Service(IPXC)

Transfer Connect is an AT&T service which enables AT&T Toll Free subscribers to transfer or redirect a Calling Party (CP) to another location. The party (the Toll Free subscriber) that receives the incoming call and wishes to transfer it, is designated the Redirecting Party (RP), and the party who is the recipient of the transferred call is referred to as the Target Party (TP). In addition to call transfer or redirection, the service also supports call information delivery and data forwarding from the RP to the TP using AT&T IP InfoPack feature.

## 2 SPECIAL NOTES

### 2.1 Support

**Interactive Intelligence:** Depending on how the service was contracted, support is available for the Interactive Intelligence solution set. If any Interactive Intelligence related materials were obtained via direct sale from Interactive Intelligence then a support contact procedure should have been established at that time. If Interactive Intelligence related materials were obtained through a reseller or partner, then that party should be contacted for support options.

Website: <http://testlab.inin.com> ; E-Mail: [support@ININ.com](mailto:support@ININ.com); Phone: 1-800-267-1364

**AT&T:** Customers may obtain support for the IP Transfer Connect service by calling AT&T. Please consult with an ATT&T representative for service availability in your area.

Website: <http://www.att.com> ; Phone: 1-888-325-5555

### 2.2 Certified Product Version

ININ CIC 2016R1 Patch 9 was certified for use with AT&T IPXC service. This integration requires a minimum of 2016 R1 Patch 9 version, which includes all resolutions uncovered during testing.

### 2.3 Interoperability Compliance testing

The interoperability compliance testing was performed in ININ Test Lab in accordance to AT&T IP Toll Free/IP Transfer Connect Service High-level Guide version 0.6 05/04/2010 and the IPXC test matrix provided by AT&T using ININ CIC 2016R1 Patch 9.

A limited regression testing was performed first in accordance to AT&T IP Toll free test matrix using CIC 2015R2.

### 2.4 Pre-Installation

ATT will require the static IP address of the IC server and the IP address of the customer's border element interface connected to the AT&T Managed Router.

AT&T will provide users with a set of authentication credentials. A number range(s) and a reference server (static IP of the proxy, FQDN, or other

means to connect to the service). These must be obtained before setup can begin.

## **2.5 Installation**

Customer Interaction Center must be up and running. Two SIP lines must exist on the IC server: One for station connection calls and the other for interoperability with ATT. (Configuration of the SIP lines is explained in Section 3 of this document). In Interaction Administrator, add the server parameter "Handle reInvite during blind transfer progress" and set the value to true.

## **2.6 Post Installation**

Confirm capacities and capabilities of purchased service.

## **2.7 Transport Protocol Support**

UDP is the only supported transport protocol available with the AT&T IPXC service.

## **2.8 T.38 Faxing**

Requires that the call originate as a G.729 call. An inbound G.711 fax cannot be re-invited to T.38. Interactive Intelligence does not support T.38 SG3 faxing at the time this document was created. It does however, support G3 faxing.

## **2.9 Remote Priority Codecs**

The IC server does not accept remote priority codecs. The codec that will be selected for use is the highest one in the IC server list that matches one offered by the carrier. Please put the carrier desired codec at the top of the list to avoid any issues.

## **2.10 G.729 Annex B Support**

The IC server can use G.729 with the Annex B option, however it is not dynamically configurable per call. It is enabled on a given line (as demonstrated in the appropriate configuration section below), and is only an always on, or always off option.

## **2.11 G.726 Support**

The IC server does not support G.726 in a standalone fashion. An Interactive Intelligence Media Server is required for G.726 support.

## 3 CIC CONFIGURATION

This section shows the configuration of Interactive Intelligence Customer Interaction Center(CIC) for use with AT &T's IPXC service.

**Note: Any parameter not mentioned in this configuration guide will be treated with its default values.**

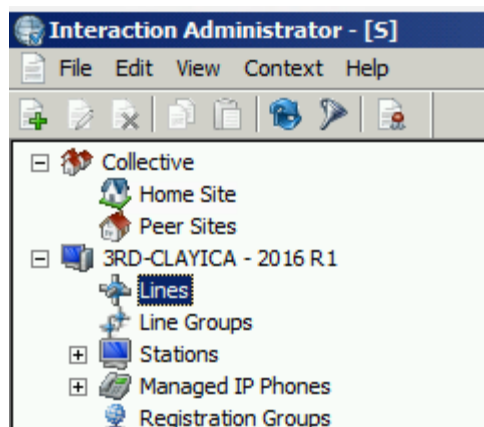
### 3.1 Line Configuration

Two lines must be created on the CIC server. A Station connection line is created during installation and must be added to a registration group if using managed phones. A second line must be created for ATT (SIP carrier) connection as explained below in this section.

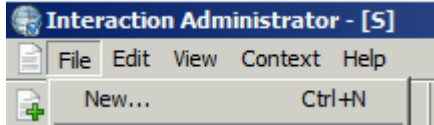
For this document, the AT&T connection line will be referred to as *AT&T SIP Line*, and the station line will be referred to as *Stations-UDP*.

Also, any reference to a menu, while talking about the line configuration, will refer to the options on the left side of the line configuration page, and tabs will refer to the standard tab interface across the top of the line configuration page.

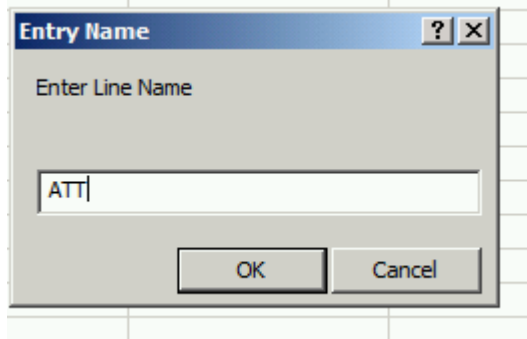
1. Log into the ININ Server and access the Interaction Administrator > [Server] – [Version] > Lines container



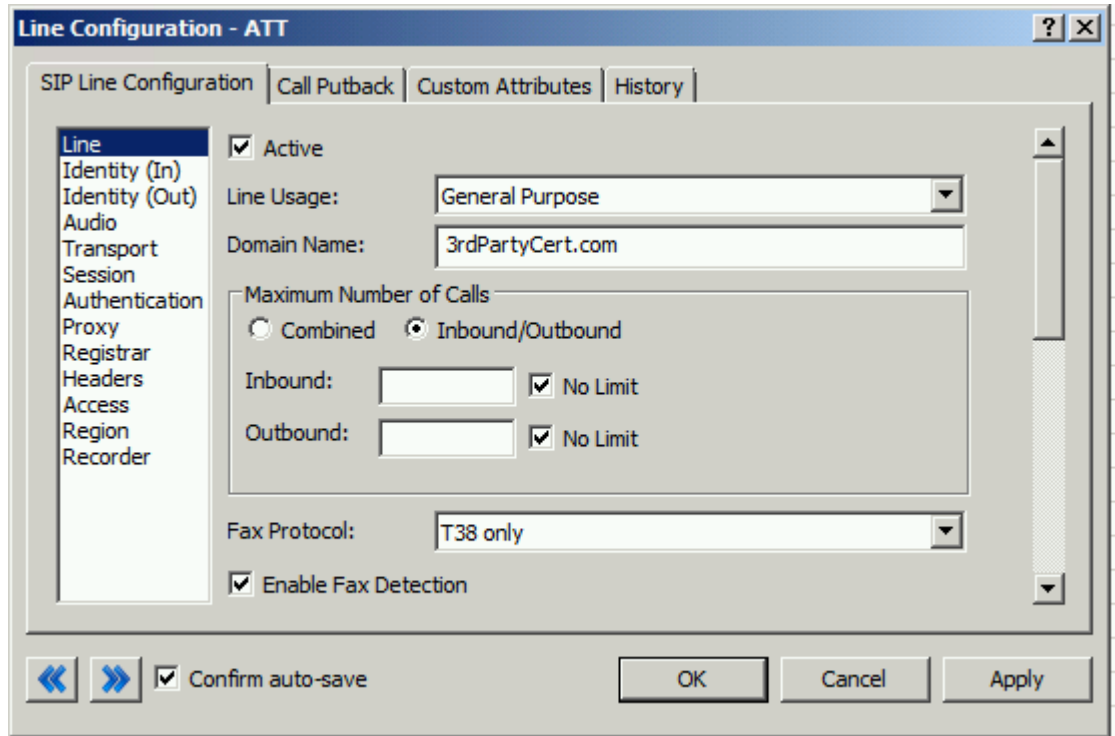
2. Click File > New



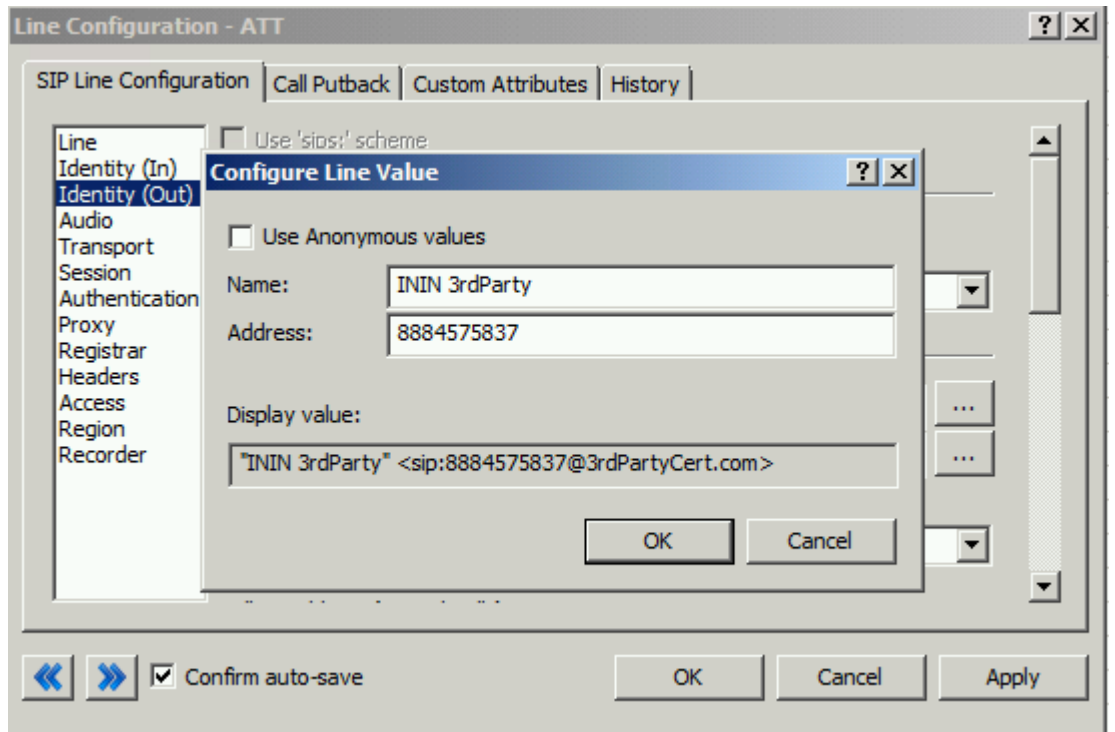
3. Enter a meaningful name in the Entry Name dialog for AT & T SIP Line.



4. The Line Configuration window for AT& T SIP Line pops up. Click on the SIP Line Configuration tab. Select the Line Menu and enter the following information.
  - a. Check the Active checkbox. This activates the line. If this box is not checked, the line will not be available for any function. This can also be affected by right clicking on the line in Interaction Administrator, dropping to the Set Active menu option, and selecting Yes.
  - b. Domain Name-Externally resolvable Fully Qualified Domain Name for use as FROM host portion.

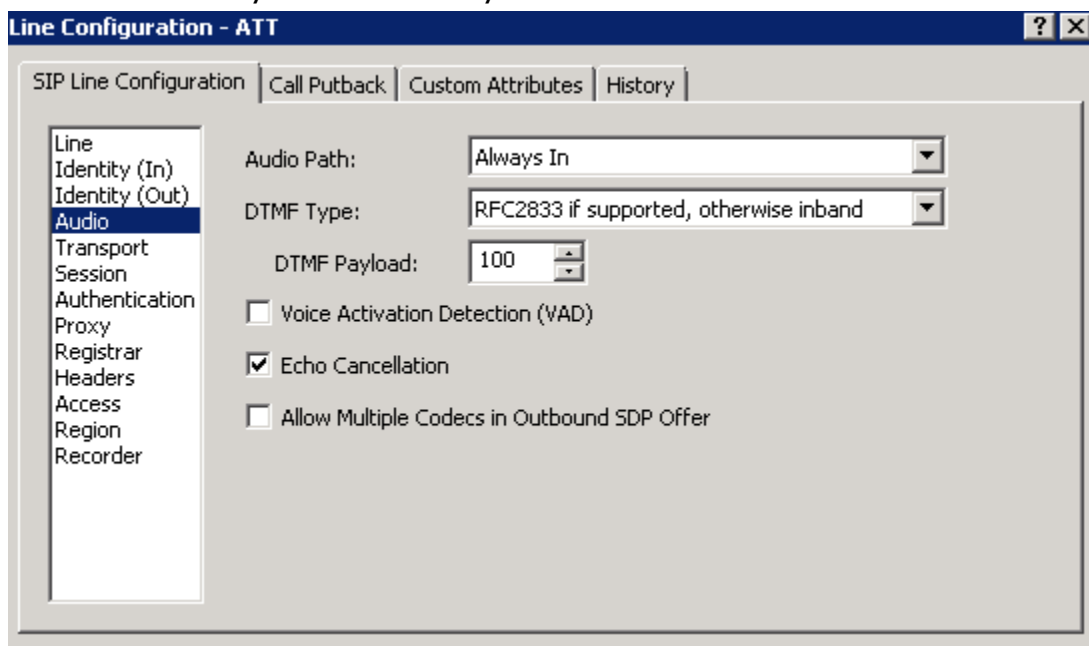


5. Select the Identity (Out) Menu. Add the following information for the Calling Address-Line Value 1.
  - a. Name: ANI to appear on Caller ID.
  - b. Address: A number from the assigned DIDs provided by ATT for use in the FROM header in outbound SIP calls.

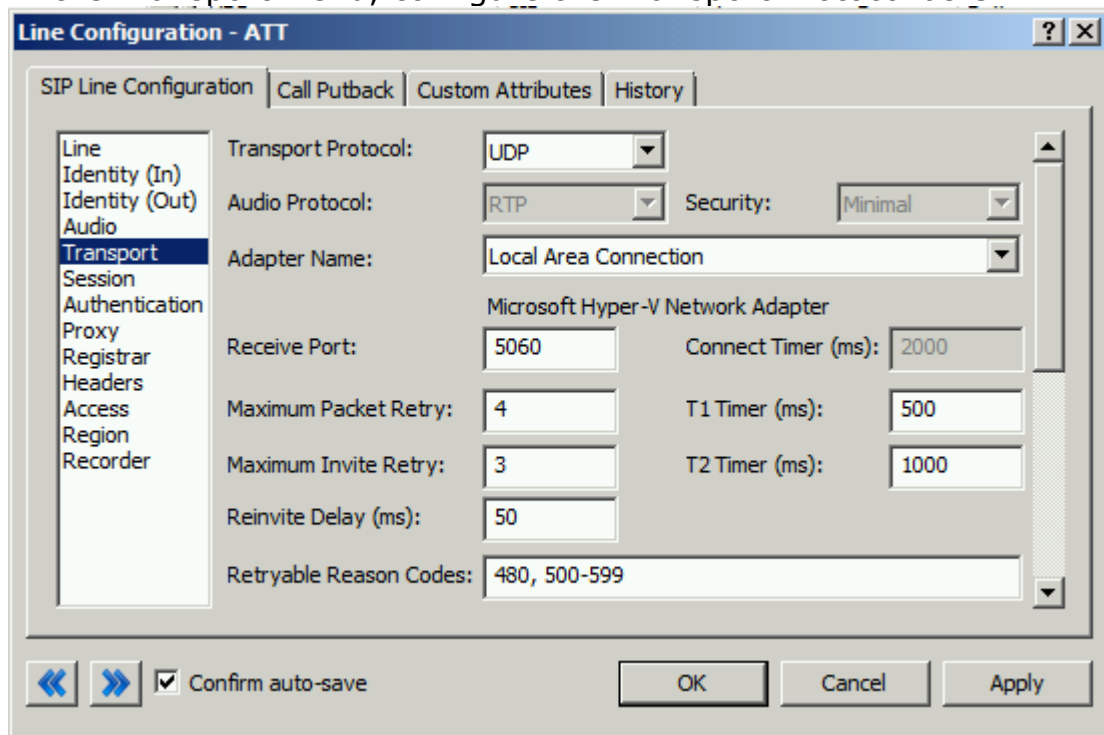




6. In the Audio Menu, configure the Audio Path to be *Always In*. To use DTMF options, AT&T and IC server must negotiate the same payload. IPXC uses a Payload of 100 by default.

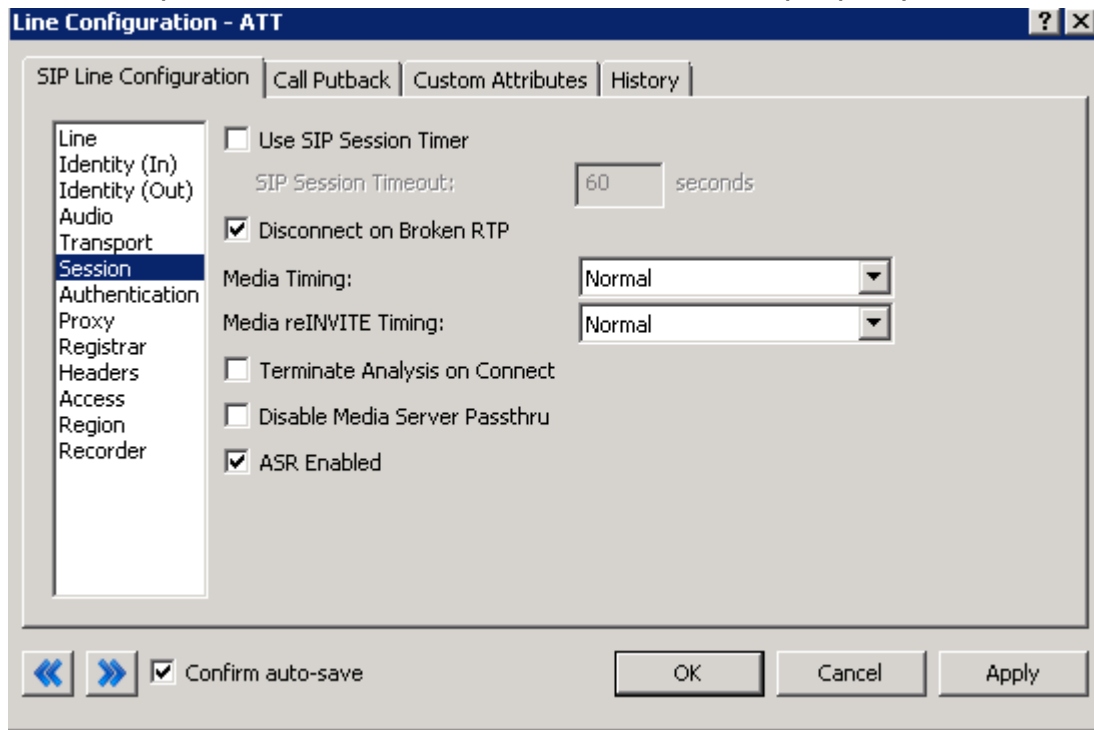


7. In the Transport Menu, configure the Transport Protocol as UDP.

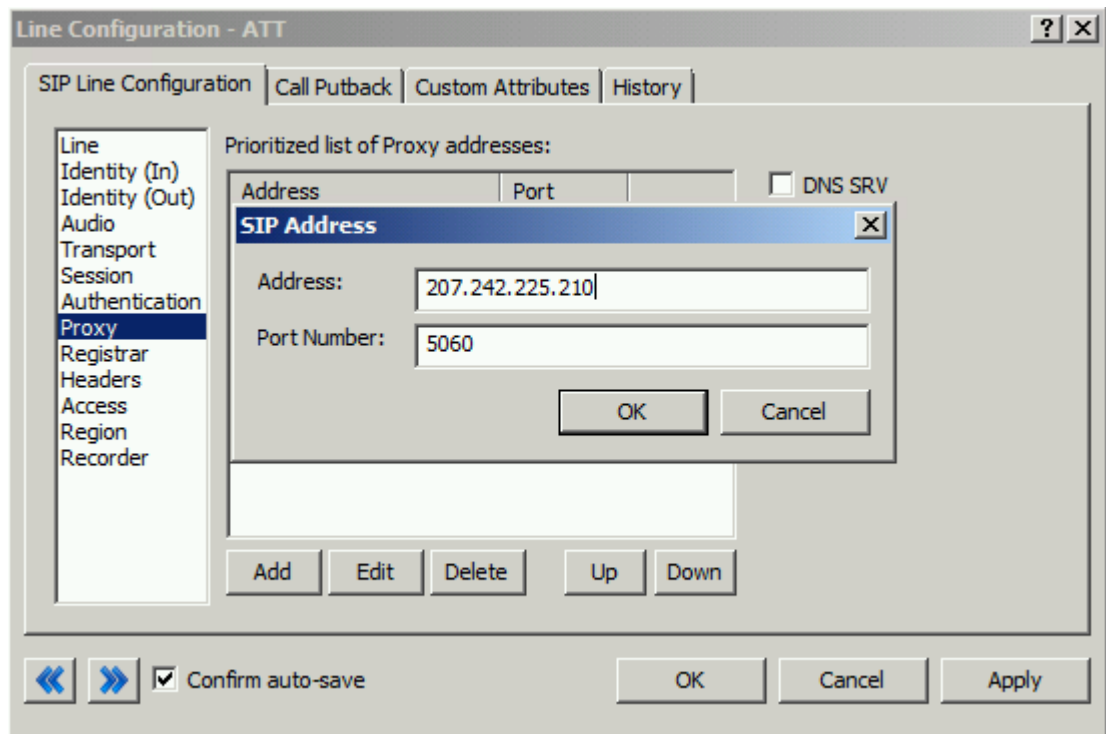


8. In the Session Menu, Media Timing must be set to *Normal* to allow RFC2833 DTMF tones to work. Setting this to Normal is the

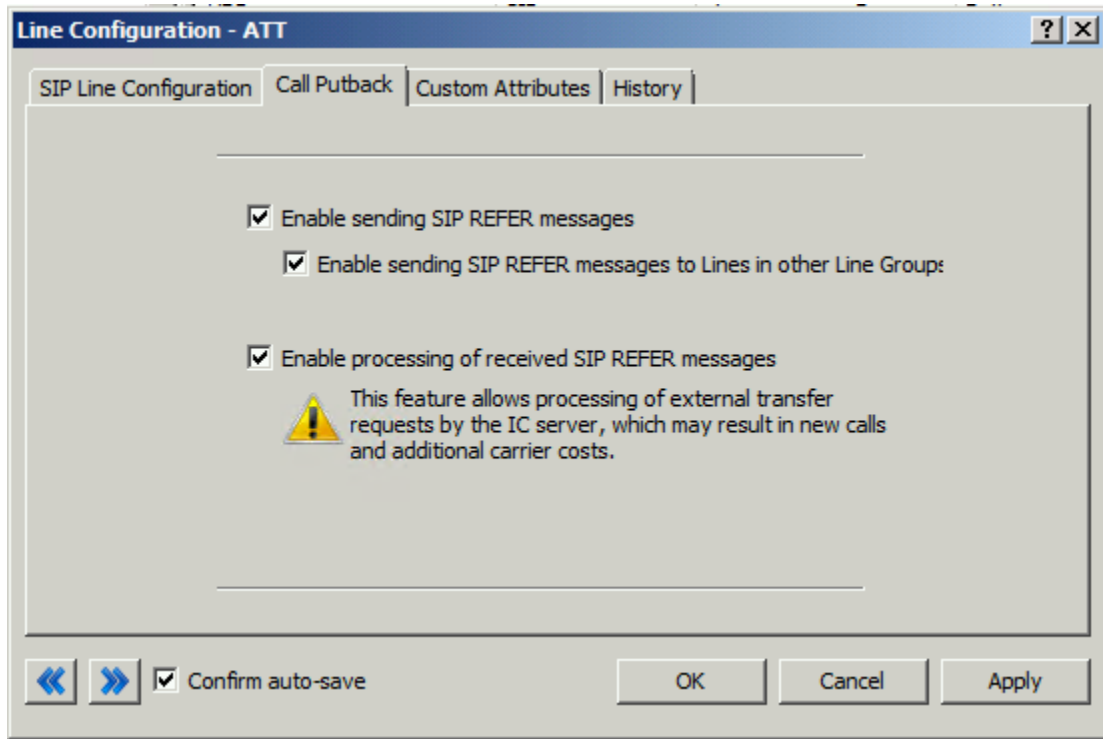
recommended method by Interactive Intelligence for all SIP Carriers, and is required for the AT&T service to function properly.



9. In the Proxy Menu, click Add and enter AT&T provided IP and Port. Click OK.

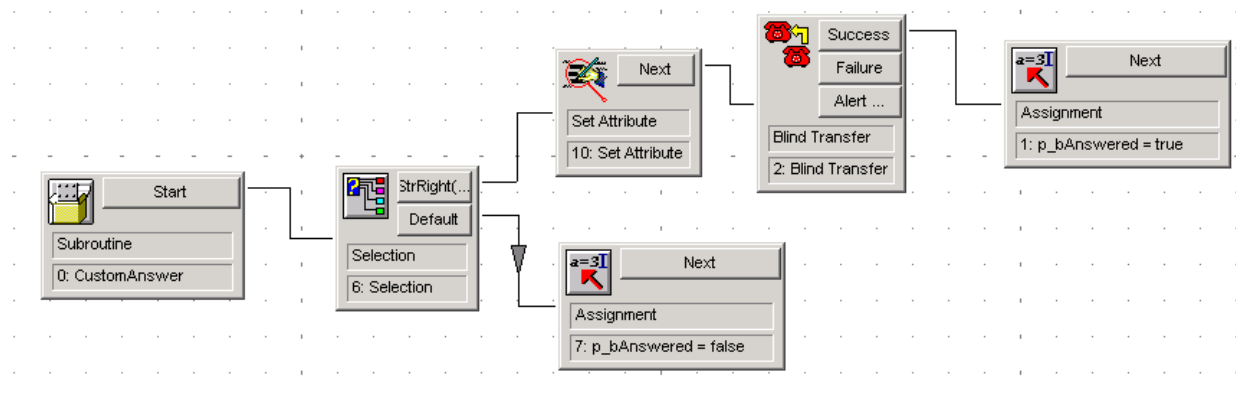


- Click on the Call Putback Tab in the Line Configuration window for AT&T SIP Line. Enable the check boxes as shown below.



### 3.2 Handler Design for Specific IPXC Features

- SIP Redirect with User-to-User Information(UUI):



#### Selection statement

StrRight(p\_sLocalTn,4)="108x"

#### Set Attribute

*Inputs:*

Call identifier: Interaction1  
Call Attribute Name: "Eic\_ISDNUUIData"  
Call Attribute value: "<UII Data>"

### Blind Transfer

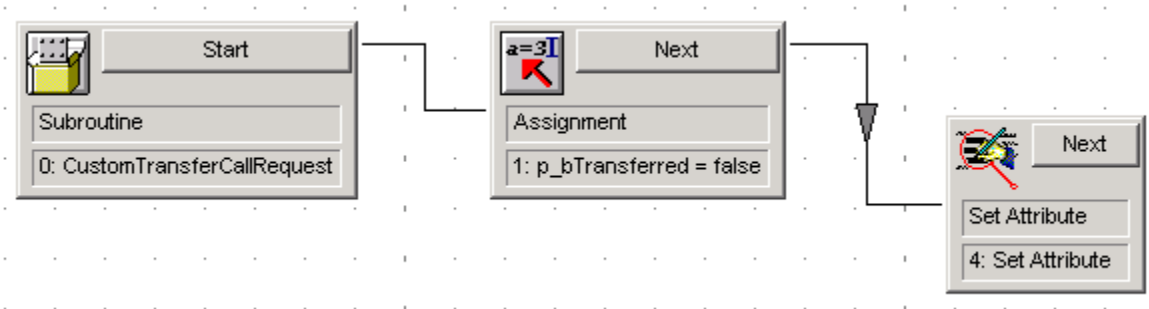
#### *Inputs:*

Call Identifier: Interaction1  
Telephone Number: "<SDC of TP>"

#### *Outputs:*

Call Identifier: Interaction1

### 2. SIP Refer with User-to-User Information(UUI):



### Set Attribute

#### *Inputs:*

Call Identifier: Interaction1  
Call Attribute Name: "Eic\_ISDNUUIData"  
Call Attribute Value: "<UII Data>"

## **4 REFERENCES**

Interactive Intelligence product documentation.

[Available at <http://help.inin.com/cic> unless otherwise noted]

AT&T IP Toll Free Service Description:

<http://www.business.att.com/content/productbrochures/ip-toll-free-service-product-brief.pdf>

IP Toll Free/IP Transfer Connect Service High-Level Guide Version 0.6  
05/04/2010

