Integrating Avaya CPaaS through SIP

BRIEFING

Avaya CPaaS can be integrated with other communication platforms if they are SIP compatible. Avaya CPaaS becomes an engine for another program. Avaya CPaaS must be configured to provide the necessary details to the other applications.

LAUNCH

Open a web browser and go to cloud.zang.io and login using your corporate credentials.

Create a Domain

- From the Dashboard, go to SIP > Domains.
- Click Create SIP Domain.
- Provide a name. The domain name will have .sip.zang.io automatically appended to it. Give the domain a Human Readable name for convenience, then click Create Domain.
Create User Credentials

- From the Dashboard, go to SIP > Domains.
- Go to the Credential List tab, and click Create Credentials List.

![Create Credentials List Image]

- Enter a name for this list and click Create List.

![Create List Image]

- Once the list has been created, click Add Credential. Enter a person’s name, give them a username and a password to access this connection, then click Create Credential.

![Add Credential Image]

Continue to add as many people as will be required to connect.
Grant Credential Access

Once the Credentials List has been created, you must grant access to the list.

- From the Dashboard, go to SIP > Domains.
- Click the name of the domain you just created.

- Open the **Credential Access Settings** tab.

- In the Actions column, click Grant Access.
Write Scripts to Control Call Flow

With the domain created and configured, you need to add two scripts. One will manage incoming traffic flows, and the other will handle outgoing calls through the domain.

Incoming Traffic

- From the Dashboard, go to Developers and click InboundXML Editor.

- Click Create Document.

- In the editor panel, enter a script similar to this example. Change username@domainname.sip.zang.io to correspond to your domain.
  - username: Type in the username for the credentials you will be using (e.g. dinnes).
  - domainname: Enter replace this with the domain name you created above (e.g. your_company).
When finished, click **Update Document**.

- Copy the **Public URL**.
- From the Dashboard, go to **Numbers > Manage Numbers**.

  
  ![Dashboard Screenshot](image)

- Select the number you want to use.
• Paste the Public URL into the Voice Request URL field under Voice Settings.

![Voice Request URL](image)

• Click **Save**.

**Outgoing Traffic**

• From the Dashboard, go to **Developers** and click **InboundXML Editor**.
• Click **Create Document**.
• In the editor panel, enter a script similar to this example.
The telephone number that you enter is the number that you want the call to appear to be coming from in a receiver’s call display.
When finished, click **Update Document**.

![InboundXML Editor](image)
• Copy the **Public URL**.
• From the Dashboard, go to **SIP > Domains** and select your new domain.
• On the **Voice Settings** tab, paste the Public URL into the Voice URL.

![Voice Settings tab with Public URL highlighted](image)

• **Click Update Domain.**
CONFIGURE YOUR COMM PROGRAM

Open your communications program, setup a new device for an end user and have it use the domain and credentials created above for its routing information.

Zang Office, for example...

To connect to Zang Office, you need to change the Realm configured for the company. All devices for all clients will use Zang Cloud as the engine for making calls.

- Open the Zang Office Admin dashboard and login using administrator credentials.
- Click Settings beside the username.
- Open the Account tab.
- Edit the Account Realm field and enter the SIP domain created in Zang Cloud above. Click Save Changes.
- Return to the dashboard. For each device for each client, enter their Zang Cloud credentials for SIP Username and SIP Password.