TekIVR

Lync Presence Status Function
Version 2.5

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TekIVR is built by Yasin KAPLAN

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Introduction

TekIVR is a SIP Interactive Voice System *(IVR)* which provides "Call Attendant" and "Voice Mail" functions *(Based on RFC 3261)* runs under Windows *(XP/Vista/7/8/10, 2003-2016 Server)*. Visit https://www.kaplansoft.com/ regularly for updates.

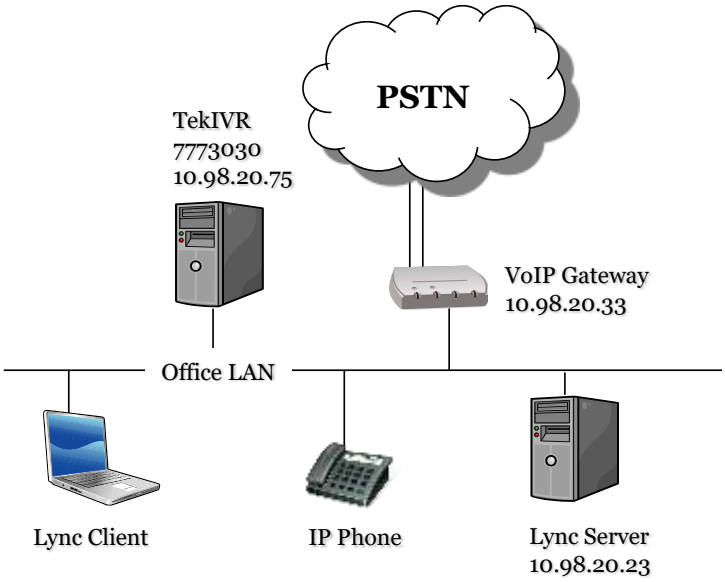
TekIVR can query a Lync client's status using "Execute" action which is used in TekIVR scenarios. IVR scenario execution can be altered based on client's status.

Requirements

Lync client status query function requires a text file named LyncStat.ini which must be located under TekIVR application directory. This file contains parameters for connecting Lync SQL server databases. Sample file;

```
[Database]
SQL_Server_RTCLOCAL=10.98.20.23\RTCLOCAL
SQL_Server_RTC=10.98.20.23\RTC
Catalog=RTC
Username=sa
Password=mypassword
Timeout=5
Lync2010=1
MinDigits=4
```

All required parameters must be located under [Database] section. TekIVR will try to connect databases using trusted connection if **Username** and **Password** parameters are omitted. If you enter Username and Password, please make sure that you have enabled Windows Authentication and have a valid user account in SQL server settings. **Timeout** parameter is optional and default value is 5 seconds. Set Lync2010=0 for Lync 2013 server. You can specify how many minimum digits required for a Lync status query. "Not Found" action will be returned If LyncStat functions receives a shorter digit length.



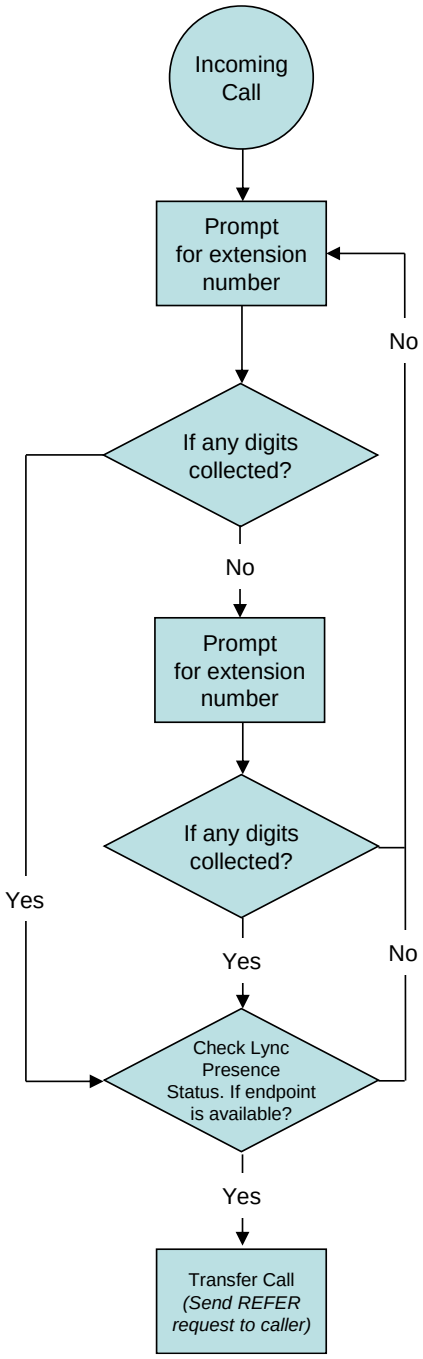
Sample Topology

Sample Topology

Sample Topology consists of an originating VoIP gateway, Lync Server and TekIVR. Calls are originated from VoIP gateway. Gateway redirects calls to TekIVR, TekIVR process the call and then instructs VoIP gateway with a SIP REFER request for the final destination of the call.

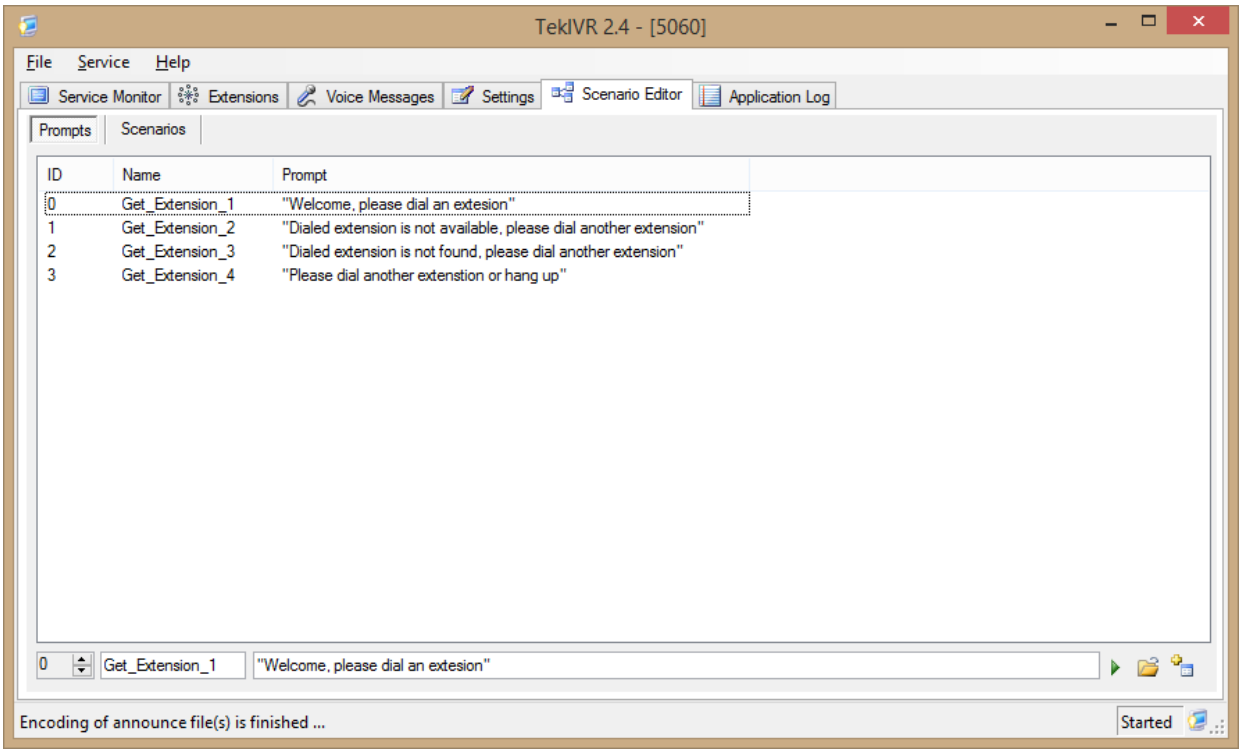
Sample Scenario

This sample scenario provides call receptionist function. When caller dials an extension, TekIVR checks status of the corresponding Lync client. If client is available to receive the call, call is forwarded otherwise caller is asked to dial another extension.

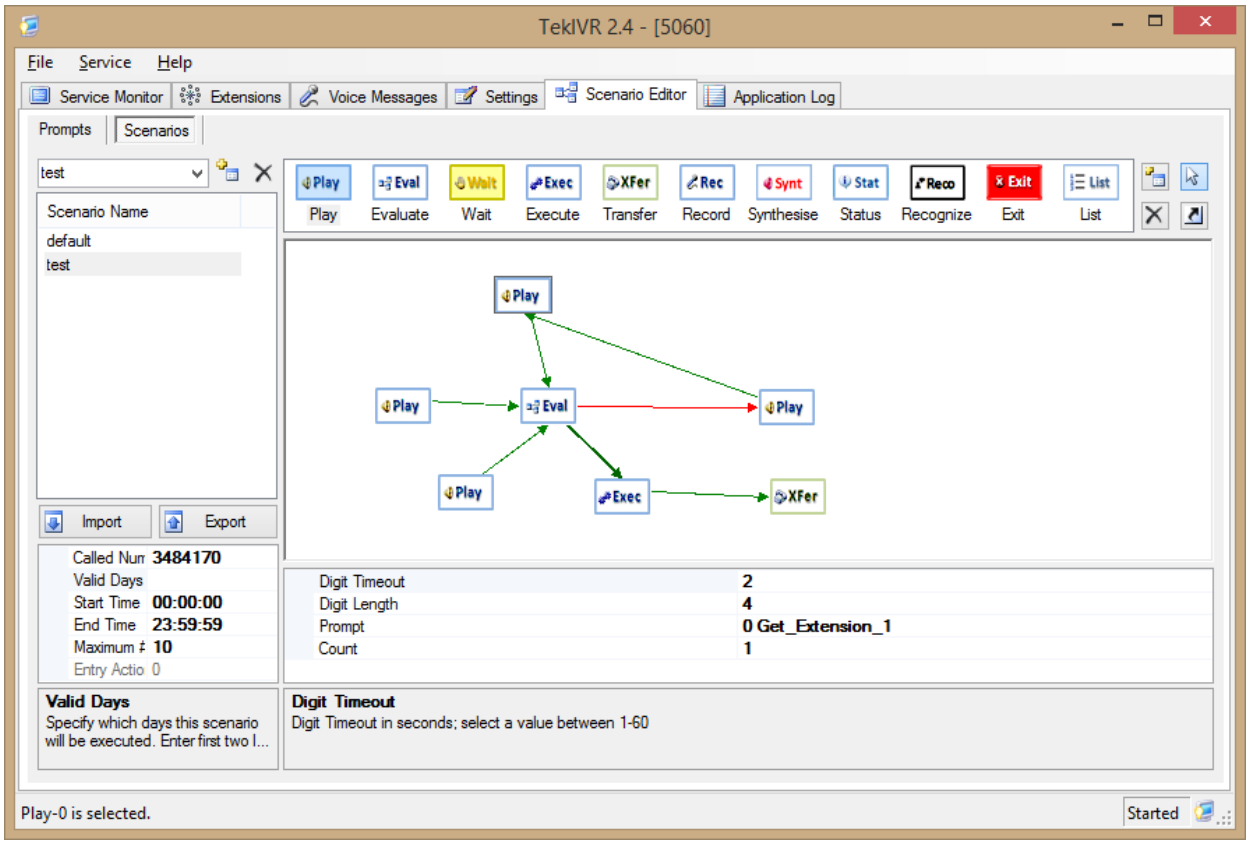


IVR call flow for the sample scenario

Run TekIVR Manager from Start Menu / Program Files / TekIVR. Click Scenario Editor / Prompts tab.

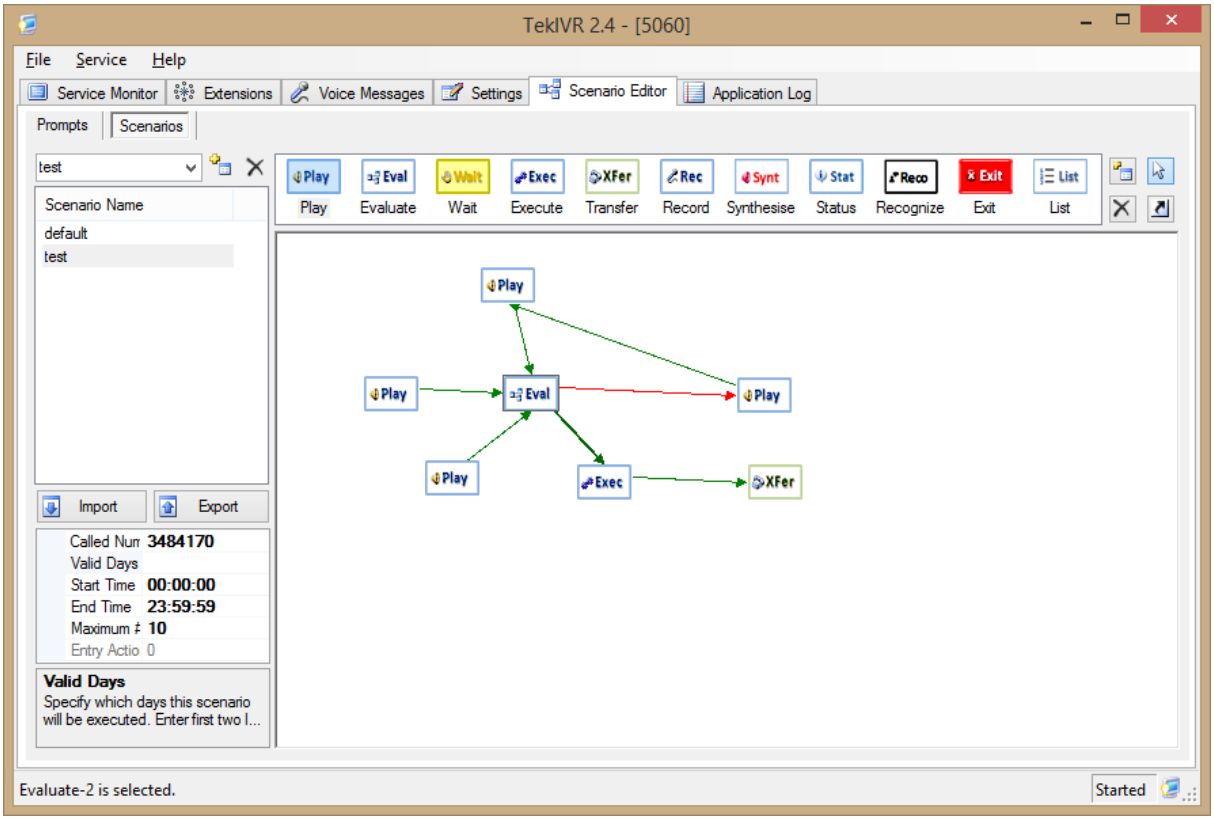


There are four prompts used in this scenario. You can specify prerecorded wave files in 16 bit, 8 KHz mono format or text messages which will be converted to audio using Microsoft TTS engine.

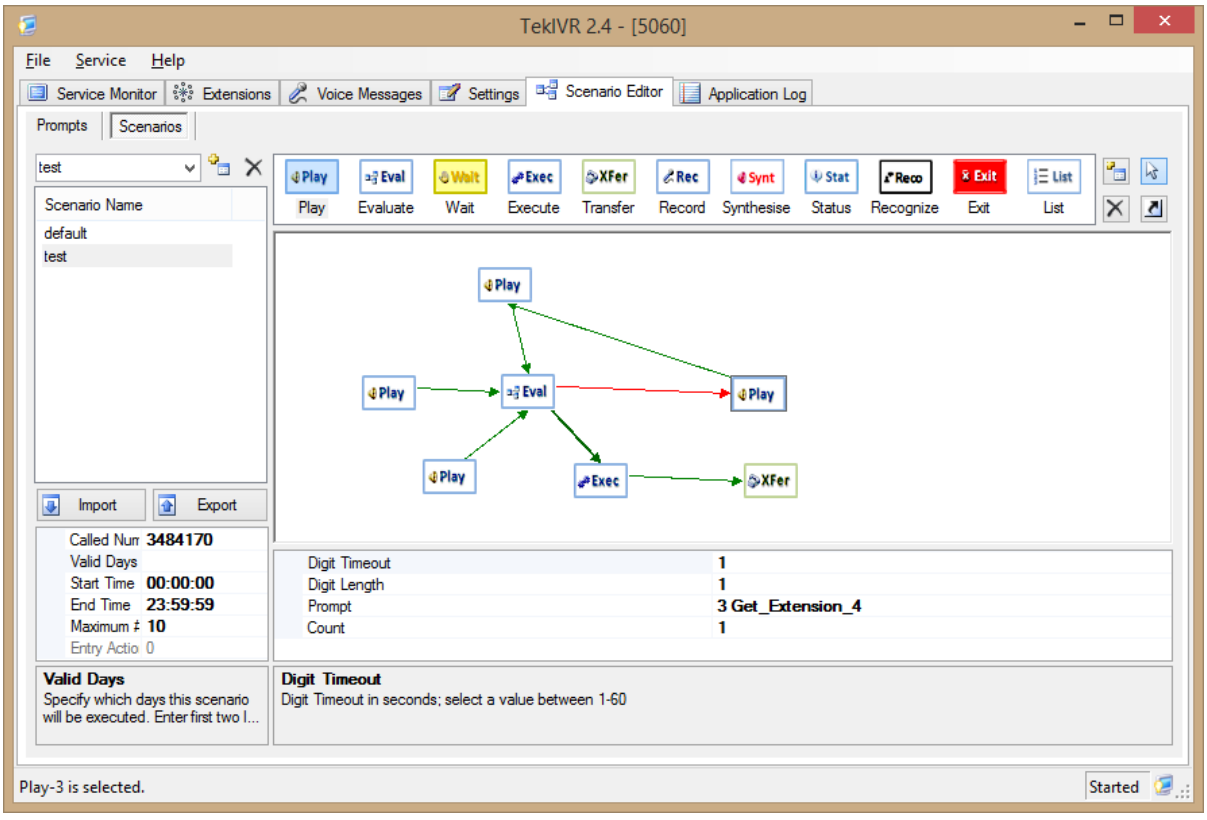


A TekIVR scenario can be assigned to specific caller, called number of time of day. This scenario is valid for all caller and called numbers for all day period. First action in the scenario prompts caller

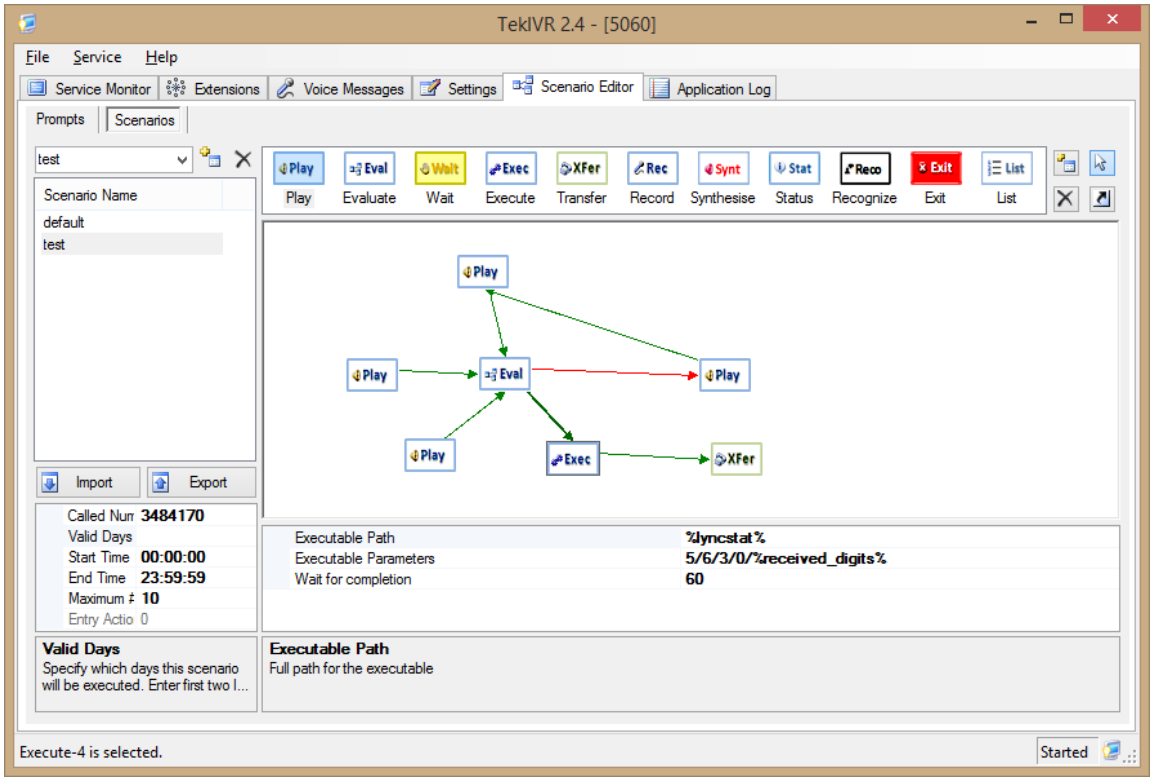
to dial an extension, collects 4 digits with 2 seconds of DTMF input timeout. Announce can be played out n times as specified in **Count** parameter. TekIVR will jump to next step specified in **Next Action** parameter after collecting digits dialed by the caller.



Evaluate action will check user dialed digits; if user is not dialed any digits TekIVR will jump to step 2 otherwise TekIVR will jump to step 3 by default.

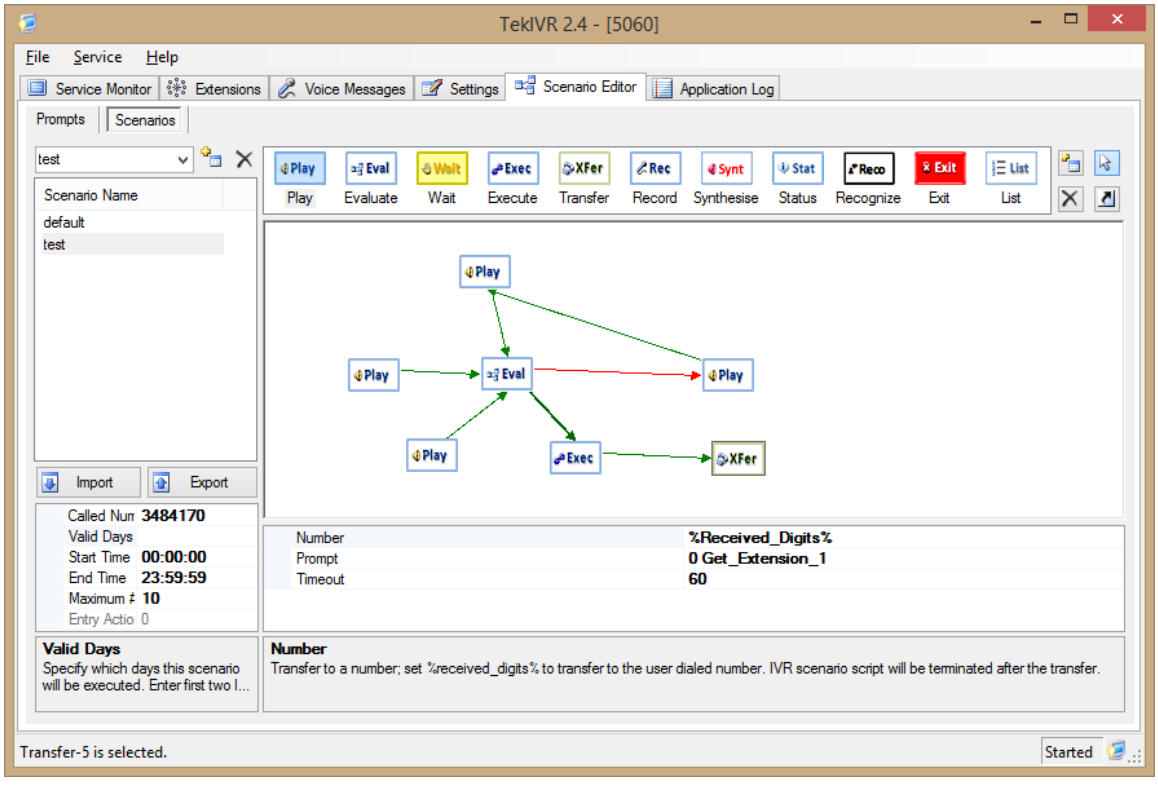


Caller is asked to dial a valid extension in step 2. TekIVR will return to step 1 after collecting digits.



TekIVR will check Lync client status in step 3. Executable Path parameter is set to %lyncstat% for Lync Presence Status checking. Executable Parameters format must be set in following format;

```
<Available Action>/<Not Available Action>/<Not Found Action>/<Update
%received_digits%>/<Endpoint Extension #>
```



TekIVR will jump to action step specified in `<Available Action>` if user is available to receive a call otherwise TekIVR will jump to action step specified in `<Not Available Action>`. If you set `<Update %received_digits%>` parameter to 1 TekIVR wil update `%received_digits%` variable to *username@lyncdomain* value fetched from the Lync database. You can either specify a fixed value or `%received_digits%` variable for `<Endpoint Extension #>` as in this example scenario. If TekIVR detects a Lync user but cannot get user presence status information TekIVR will jump to action step specified in `<Not Available Action>`. TekIVR will jump to action step specified in `<Not Found Action>` if TekIVR cannot find a Lync user for dialed extension. TekIVR will jump to action 4 if Lync client is available to receive the call in this example or will jump to action step 5 to ask another extension from the caller. TekIVR will transfer the call to endpoint specified in `%received_digits%` variable at Step 4.

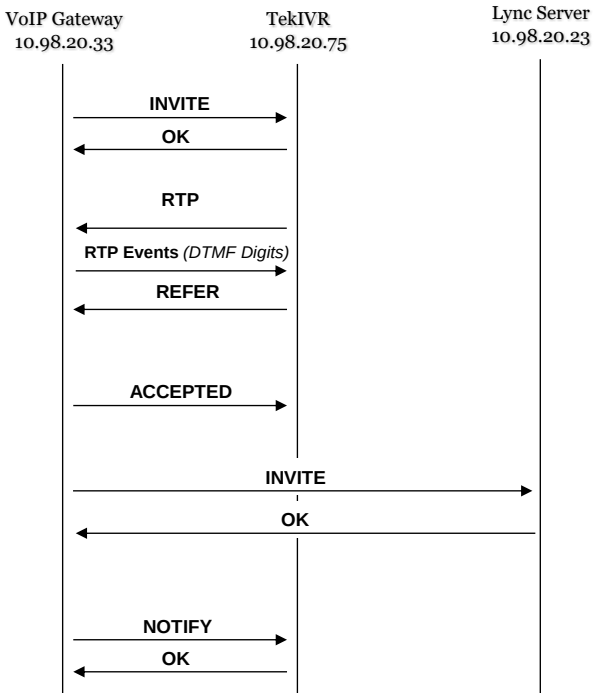
You can also specify a local hunt group. Set Executable Path parameter to %lyncgroup% for this purpose. Executable Parameters format is;

```
<Available Action>/<Not Available Action>/<Not Found Action>/<Update
%received_digits%>/<Local Group Name>
```

Local Group Names are defined in LyncStat.ini. You need to add [Groups] section to LyncStat.ini.

```
[Groups]
Sales=4021,4026,4032,4035,4044
Accounting=4020,4024,4036,4038,4046
```

There are two groups are defined in the example above. TekIVR will transfer incoming call to one of the randomly selected available extension in the group.



Call transfer scenario when REFER method is selected

You must set REFER or Bridge as transfer method in TekIVR Settings.

Please see TekIVR Manual configuration details which can be downloaded at TekIVR web site support section.