Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya Contact Recorder R10.1 with Avaya Aura® Communication Manager R6.0.1 and Avaya Aura® Contact Center 6.2 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to successfully integrate Avaya Contact Recorder 10.1 with Avaya Aura® Contact Center 6.2 and Avaya Aura® Communication Manager 6.0.1.

The Avaya Contact Recorder interfaces with Avaya Aura® Contact Center CCT Web Services to receive CTI information for all agent related call events and agent events from Avaya Aura® Contact Center 6.2. The recorder then invokes SIP recording Start/Stop requests via Web Services for Avaya Aura® Contact Center agents.

To implement the call recording solution, Avaya Aura® Contact Center specific configurations are done on the Contact Center Interface page of the Avaya Contact Recorder. The Voice URI of the required agents are added under the Conference Mode recording in Avaya Contact Recorder. Recording filters can be set based on the Avaya Aura® Contact Center CDN and Skill set information.

Table of Contents:

1 Introduction

These Application Notes describe the configuration steps required to successfully integrate Avaya Contact Recorder 10.1with Avaya Aura® Contact Center 6.2 and Avaya Aura® Communication Manager 6.0.1.

The Avaya Contact Recorder interfaces with Avaya Aura® Contact Center CCT Web Services to receive CTI information for all agent related call events and agent events from Avaya Aura® Contact Center 6.2. The recorder then invokes SIP recording Start/Stop requests via Web Services for agents.

To implement the call recording solution the following configuration is done:

- Configuration on Contact Center Interface page of the Avaya Contact Recorder.
- Voice URI of the required agents are added under the Conference Mode recording in Avaya Contact Recorder
- Recording filters are set based on the Avaya Aura® Contact Center CDN and Skill set information.

To receive the CTI information for all the Agent Related Call and agent events from Avaya Aura® Contact Center, Avaya Contact Recorder interfaces with CCT webservices of Avaya Aura® Contact Center. Avaya Contact Recorder invokes SIP recording Start/Stop requests via Web Services for agents.

In this environment, the recorder also maintains a direct link into Communication Manager via the Application Enablement Services (AES) component using the DMCC/TSAPI protocols. This enables recorder to retain the ability to record agent calls that are associated with Communication Manager.

1.1 Solution Overview

The following section describes the components of the solution under test.

1.1.1 Avaya Aura® Communication Manager

Avaya Aura® Communication Manager software is the open, highly-reliable and extensible IP Telephony foundation on which Avaya delivers Unified Communications solutions to enterprises large and small. It delivers rich voice and video capabilities and provides for a resilient, distributed network of gateways and analog, digital and IP-based communication devices. In addition, Avaya Aura® Communication Manager boasts robust PBX features, high reliability and scalability, and multi-protocol support. It includes advanced mobility features, built-in conference calling and contact center applications.

1.1.2 Avaya Contact Recorder

Avaya Contact Recorder is a call recording solution capable of capturing audio from Communication Manager and Avaya Aura® Contact Center using a variety of integration mechanisms. Avaya Contact Recorder uses CCT Web Services of Avaya Aura® Contact Center to receive CTI information for all agent related call events and agent events. The recorder then invokes SIP recording Start/Stop requests via Web Services for agents. The recorded calls can be searched and played back from the Avaya Contact Recorder Replay webpage.

1.1.3 Avaya Aura® Contact Center

Avaya Aura® Contact Center uses industry standard SIP and CSTA (TR/87 over SIP) interfaces to communicate with the Avaya Aura® infrastructure. Avaya Aura® Contact Center represents the next generation of contact center software. Avaya Aura® Contact Center is a collection of software components that addresses the business requirements of sophisticated contact center environments. Avaya Aura® Contact Center enables multi-modal communication between customers and agents (Voice, IM and Email) over SIP infrastructure.

1.2 Test Scenarios and Results

The test scenarios included feature, serviceability and reliability testing of an integrated configuration using Avaya Aura® Communication Manager, Avaya Contact Recorder and Avaya Aura® Contact Center.

The tests focused on verifying the following Avaya Contact Recorder capabilities in an Avaya Aura® Contact Center environment.

- Handling of real-time agent states and call events from Avaya Aura® Contact Center.
- Proper recording, logging, and playback of calls for scenarios involving inbound, outbound, hold, redirect transfer, conference.
- Proper recording, logging, and playback of calls for Avaya Aura® Contact Center agents logged in all three modes (My Computer, Desk Phone & Telecommuter mode).
- Proper recording, logging, and playback of calls for Avaya Aura® Contact Center agents handling simultaneous Voice and Multimedia contacts.
- Impact on Call recording during Avaya Aura® Contact Center service observer/ barge-in and Communication Manager service observer/ barge-in.

Testing also focused on verifying the ability of the products to recover from adverse conditions, such as network outages, server reboot, AES failover etc. All testcases were executed manually. During the test, inbound calls were placed by simulating customer calls over a simulated PSTN trunk which is then routed to Avaya Aura® Contact Center.

All test cases were executed and passed based on expected results.

1.3 Assumptions

These Application Notes do not provide any configuration details for the following list of assumptions:

- Avaya Contact Recorder is installed and is configured with AES and Communication Manager to record calls for agents on Avaya Aura® environment (Communication Manager).
- Avaya Aura® Communication Manager has been installed and is operational.
- Avaya Aura® Contact Center has been installed and is operational.

Acronyms

ACD	Automatic Call Distributor
ARS	Alternative Routing Service (Routing on Avaya Aura® Communication Manager)
CM	Avaya Aura® Communication Manager
CM-ES	Communication Manager – Evolution Server
CCT	Communication Control Toolkit
CDN	Control Directory Number
DCP	Digital Communications Protocol
DNIS	Dialed Number Identification Service
DNS	Domain Naming Resolution
DTMF	Dual Tone Multi Frequency
ESS	Enterprise Survivable Server
FQDN	Fully Qualified Domain Name (hostname for Domain Naming Resolution)
IP	Internet Protocol
IPSI	IP-services interface (Control Card in Communication Manager)
LAN	Local Area Network
PSTN	Public Switched Telephone Network
RTP	Real Time Protocol
SAT	System Access Terminal (Avaya Aura® Communication Manager Administration Interface)
SIL	Solution Interoperability Lab
SIP	Session Initiation Protocol
SM	Avaya Aura® Session Manager
SMGR	Avaya Aura® System Manager
SNMP	Simple Network Management Protocol
SRE	SIP Routing Element
SSH	Secure Shell
SSL	Secure Socket Layer
TAC	Trunk Access Code (Avaya Aura® Communication Manager Trunk Access)
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TLS	Transport Layer Security
URL	Uniform Resource Locator
VDN	Vector Directory Number
WAN	Wide Area Network
WFM	Avaya Workforce Management
WFO	Avaya Workforce Optimization
XML	eXtensible Markup Language

2 Reference Configuration

The following is the Lab configuration used for testing.

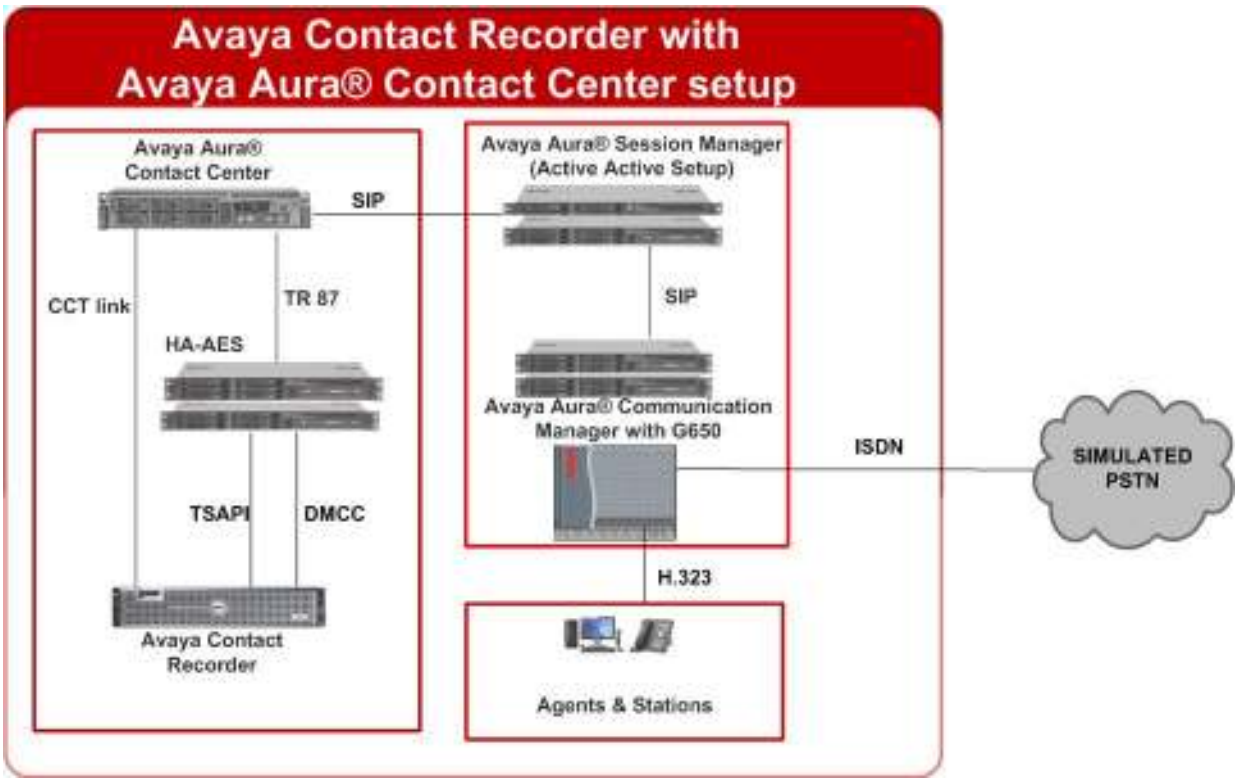


Figure 1: Lab Configuration Overview

3 Equipment and Software Validated

The following equipment and software were used for the sample configuration.

Equipment/Software	Software Version
Avaya S8800 Server with G650 Media Gateway	Avaya Aura® Communication Manager 6.0.1 (R016x.00.1.510.1 SP2)
Avaya S8800 Server	Avaya Aura® Session Manager 6.1
Avaya S8800 Server	Avaya Aura® System Manager 6.1
Avaya S8800 Server	Avaya Aura® Application Enablement Service r6-1-1-30-0
Dell 1950	Avaya Contact Recorder 10.1 build 2
Dell 1950	Avaya Aura® Contact Center 6.2 SP4
Avaya 96X1 – H.323	R6.0 SP2
Avaya 96XX- H.323	R3.1 SP1

4 Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Verify Communication Manager License
- Administer Agent Stations
- Administer Virtual IP Softphones
- Administer Codec Set
- Administer Network Region

4.1 Verify Avaya Aura® Communication Manager License

Log in to the System Access Terminal (SAT) to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the **display system-parameters customer-options** to display options. Navigate to **Page 4.** Verify that the **Enhanced Conferencing** and **Media Encryption Over IP** customer options are set to **y** on **Page 4**.

```
display system-parameters customer-options                      Page   4 of  11
                              OPTIONAL FEATURES

   Emergency Access to Attendant? y                               IP Stations? y
            Enable 'dadmin' Login? y
            Enhanced Conferencing? y                       ISDN Feature Plus? n
                  Enhanced EC500? y        ISDN/SIP Network Call Redirection? y
    Enterprise Survivable Server? n                          ISDN-BRI Trunks? y
       Enterprise Wide Licensing? n                                ISDN-PRI? y
              ESS Administration? y               Local Survivable Processor? n
         Extended Cvg/Fwd Admin? y                     Malicious Call Trace? y
     External Device Alarm Admin? y                  Media Encryption Over IP? y
  Five Port Networks Max Per MCC? n     Mode Code for Centralized Voice Mail? n
                Flexible Billing? n
   Forced Entry of Account Codes? y                 Multifrequency Signaling? y
      Global Call Classification? y         Multimedia Call Handling (Basic)? y
             Hospitality (Basic)? y      Multimedia Call Handling (Enhanced)? y
 Hospitality (G3V3 Enhancements)? y               Multimedia IP SIP Trunking? y
                       IP Trunks? y

           IP Attendant Consoles? y
        (NOTE: You must logoff & login to effect the permission changes.)
```

4.2 Administer Agent Stations

Use the **add station n** command, where **n** is the station extension, to add the station that would be used as Voice URI by the Avaya Aura® Contact Center agent. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** Enter station type **9620**
- **Name:** A descriptive name
- **Security Code:** Enter a valid code
- **IP SoftPhone:** **y**

```
   add station 3020                                          Page   1 of   5
                                    STATION

Extension: 3020                          Lock Messages? n               BCC: 0
     Type: 9620                          Security Code: 1234             TN: 1
     Port: S10103                      Coverage Path 1:                 COR: 1
     Name: AACC_Extn_20                Coverage Path 2:                 COS: 0
                                       Hunt-to Station:
STATION OPTIONS
               Location:                    Time of Day Lock Table:
             Loss Group: 19             Personalized Ringing Pattern: 1
                                                  Message Lamp Ext: 3020
           Speakerphone: 2-way                 Mute Button Enabled? y
        Display Language: english
 Survivable GK Node Name:
          Survivable COR: internal               Media Complex Ext:
   Survivable Trunk Dest? y                           IP SoftPhone? y

                                                IP Video Softphone? n
                                Short/Prefixed Registration Allowed: default

                                               Customizable Labels? y
```

Navigate to **Page 2** and enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Restrict Last Appearance: y**

```
add station 3020                                          Page   2 of   5
                                    STATION
FEATURE OPTIONS
           LWC Reception: spe               Auto Select Any Idle Appearance? n
          LWC Activation? y                           Coverage Msg Retrieval? y
  LWC Log External Calls? n                                 Auto Answer:none
             CDR Privacy? n                               Data Restriction? n
   Redirect Notification? y                     Idle Appearance Preference? n
 Per Button Ring Control? n                   Bridged Idle Line Preference? n
   Bridged Call Alerting? n                       Restrict Last Appearance? y
  Active Station Ringing: single
                                                        EMU Login Allowed? n
        H.320 Conversion? n          Per Station CPN - Send Calling Number?
      Service Link Mode: as-needed                     EC500 State: enabled
        Multimedia Mode: enhanced                Audible Message Waiting? n
    MWI Served User Type:                      Display Client Redirection? n
             AUDIX Name:                     Select Last Used Appearance? n
                                               Coverage After Forwarding? s
                                                 Multimedia Early Answer? n
 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
  Emergency Location Ext: 3011          Always Use? n IP Audio Hairpinning? n
```

Navigate to **Page 4** and only assign two **call-appr**.

```
add station 3020                                          Page   4 of   5
                                    STATION
 SITE DATA
      Room:                                            Headset? n
      Jack:                                            Speaker? n
     Cable:                                           Mounting: d
     Floor:                                         Cord Length: 0
   Building:                                          Set Color:

ABBREVIATED DIALING
     List1:                     List2:                     List3:


BUTTON ASSIGNMENTS
 1: call-appr                           4:
 2: call-appr                           5:
 3:                                     6:

    voice-mail Number:
```

4.3 Administer Virtual IP Softphone

Add a virtual IP softphone using the add station n command, where n is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** Enter station type **4624**
- **Name:** A descriptive name
- **Security Code:** Enter a valid code
- **IP SoftPhone:** **y**

```
add station 20010                                         Page   1 of   6
                                    STATION

Extension: 20010                       Lock Messages? n               BCC: 0
     Type: 4624                        Security Code: 123456           TN: 1
     Port: S08455                    Coverage Path 1:                 COR: 4
     Name: acrsscsor10               Coverage Path 2:                 COS: 2
                                     Hunt-to Station:
STATION OPTIONS
               Location:                  Time of Day Lock Table:
            Loss Group: 19          Personalized Ringing Pattern: 1
                                             Message Lamp Ext: 20010
          Speakerphone: 2-way             Mute Button Enabled? y
       Display Language: english
 Survivable GK Node Name:
         Survivable COR: internal             Media Complex Ext:
   Survivable Trunk Dest? y                        IP SoftPhone? y

                                          IP Video Softphone? n
                              Short/Prefixed Registration Allowed: default
```

Navigate to **Page 4**. Enter button type conf-dsp to the **Button 4** field and serv-obsrv to the **Button 5** field. Empty the value in the **Button 3** field.

```
add station 20010                                          Page   4 of   6
                                    STATION
 SITE DATA
       Room:                                            Headset? n
       Jack:                                            Speaker? n
      Cable:                                           Mounting: d
      Floor:                                       Cord Length: 0
   Building:                                         Set Color:

ABBREVIATED DIALING
     List1:                     List2:                     List3:


BUTTON ASSIGNMENTS
 1: call-appr                            7:
 2: call-appr                            8:
 3:                                      9:
 4: conf-dsp                            10:
 5: serv-obsrv                          11:
 6:                                     12:
```

4.4 Administer Codec Set

Enter the **change ip-codec-set n** command where **n** is the codec set to be used by the network region for the virtual IP softphones. Enter **G.711MU** and **G.729A** to the **Audio Codec** field and **6** to the **Frames Per Pkt** field. Retain the values of other fields. Add **aes** to the **Media Encryption** table in row 2.
***Note:** G.729A is an audio data compression algorithm which preserves network bandwidth.

```
change ip-codec-set 3                                          Page   1 of   2

                         IP Codec Set

    Codec Set: 3

    Audio        Silence      Frames   Packet
    Codec        Suppression  Per Pkt  Size(ms)
 1: G.711MU           n          6        60
 2: G.729A            n          6        60
 3:
 4:
 5:
 6:
 7:

     Media Encryption
 1: none
 2: aes
 3:
```

4.5 Administer Network Region

Enter the **change ip-network-region n** command where **n** is the network region for the virtual IP softphones. Set the **Codec Set** field to the codec set value administered in **Section 4.4.** Set the two **IP-IP Direct Audio** options to **No.** Set **IP Audio Hairpinning to n.**

```
change ip-network-region 50                                   Page   1 of  20
                            IP NETWORK REGION
  Region: 50
Location: 1       Authoritative Domain: 10.0.1.159
    Name: acr
MEDIA PARAMETERS                 Intra-region IP-IP Direct Audio: no
      Codec Set: 3               Inter-region IP-IP Direct Audio: no
   UDP Port Min: 2048                        IP Audio Hairpinning? n
   UDP Port Max: 3329
DIFFSERV/TOS PARAMETERS
 Call Control PHB Value: 46
        Audio PHB Value: 46
        Video PHB Value: 26
802.1P/Q PARAMETERS
 Call Control 802.1p Priority: 6
        Audio 802.1p Priority: 6
        Video 802.1p Priority: 5      AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS                                       RSVP Enabled? n
  H.323 Link Bounce Recovery? y
 Idle Traffic Interval (sec): 20
   Keep-Alive Interval (sec): 5
            Keep-Alive Count: 5
```

On the 4th Page of ip-network-region, set the **Codec Set** field to the codec set value administered in **Section 4.4**

```
change ip-network-region 50                                   Page   4 of  20


 Source Region: 50    Inter Network Region Connection Management     I       M
                                                                    G  A    t
 dst codec direct   WAN-BW-limits   Video      Intervening      Dyn  A  G    c
 rgn  set   WAN  Units    Total Norm  Prio Shr Regions          CAC  R  L    e
 1    3     y    NoLimit                                          n       t
 2
```

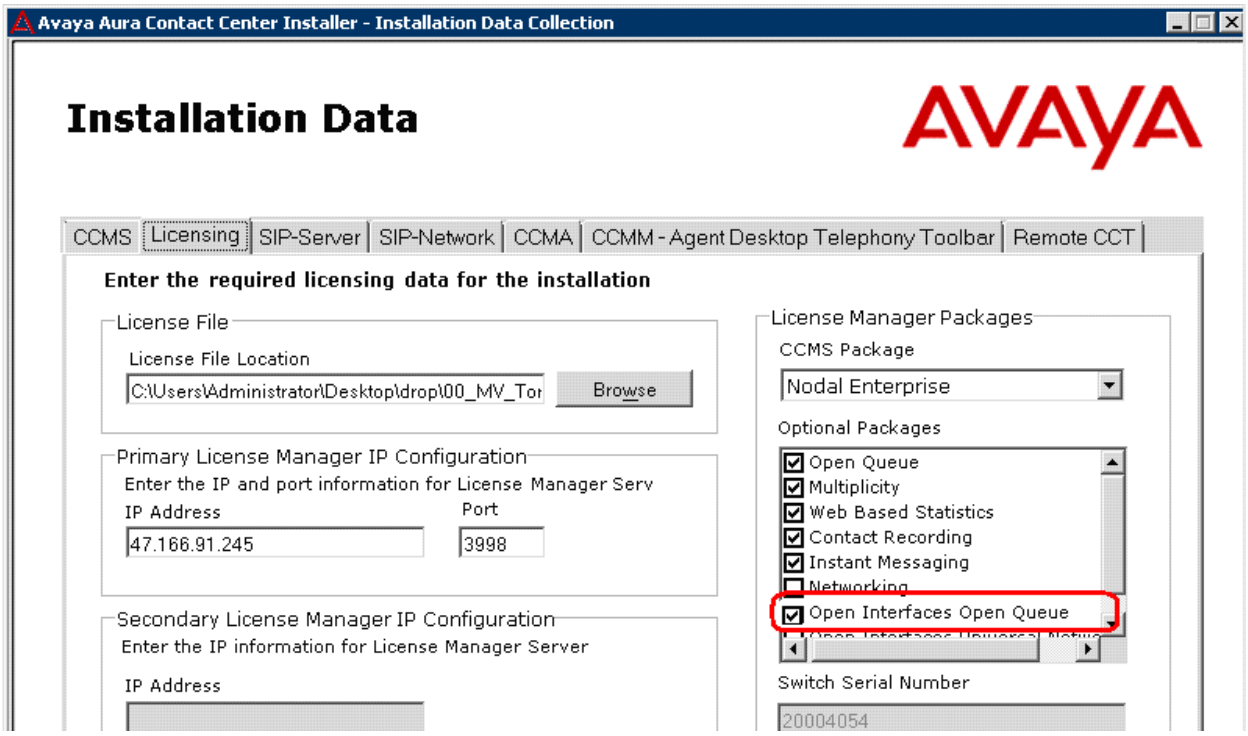
5 Configure Avaya Aura® Contact Center

This section provides the procedures for configuring Avaya Aura® Contact Center. The procedures include the following areas:

- Verification of Package installed on Avaya Aura® Contact Center
- Contact Center server Configuration
- Vérification of Avaya Aura® Contact Center License Manager
- CCT Console configuration
- Avaya Aura® Contact Center Agent configuration
- CCT administration

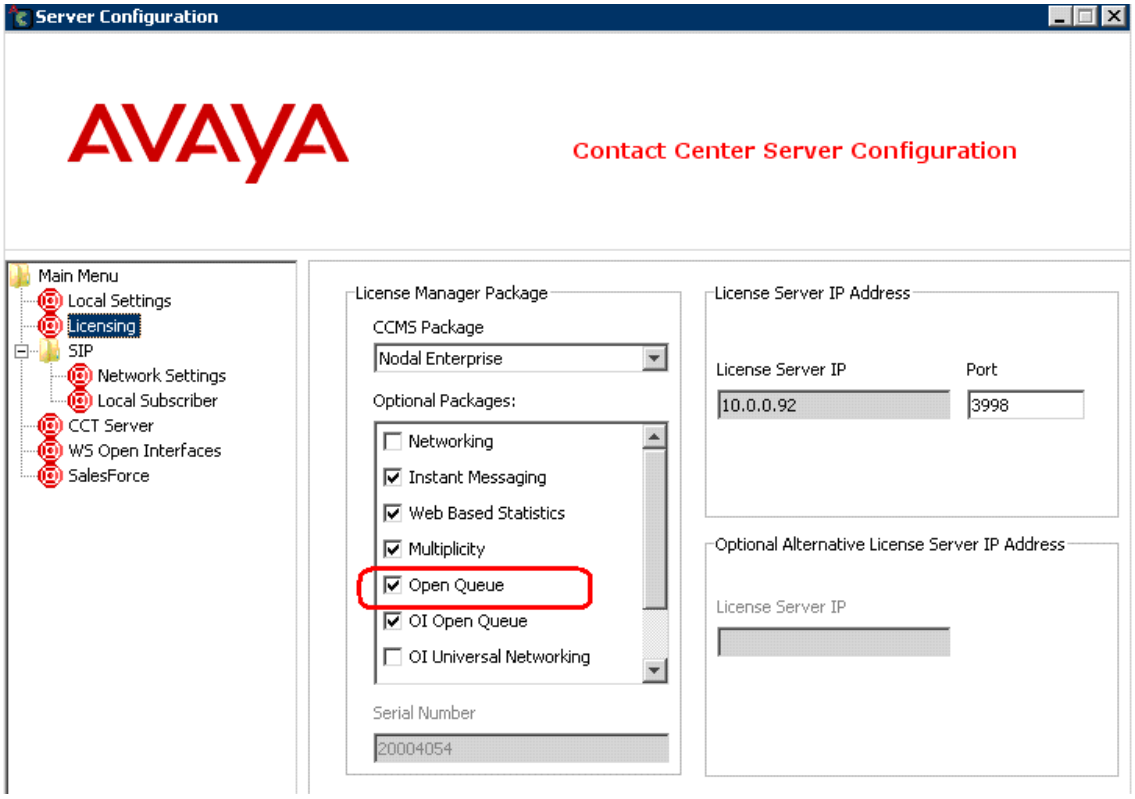
5.1 Verification of Package on Avaya Aura® Contact Center

On the "Installation Data" page of the installer, under the Licensing tab, verify that for SIP Call Recording "Open Interfaces Open Queue" optional package is selected. Open Queue is required as it provides an underlying link between the CCT and CCMS components within Avaya Aura® Contact Center.

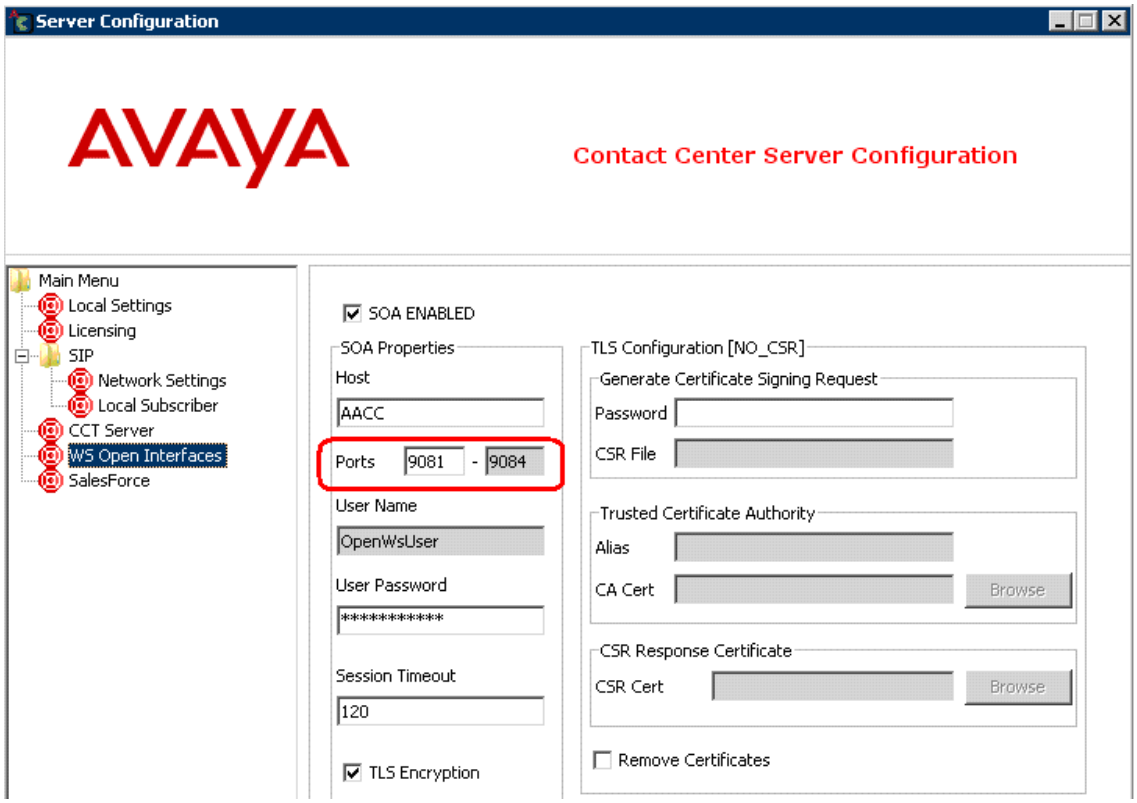


5.2 Contact Center Server Configuration

On the Avaya Aura® Contact Center server navigate to Start→ Programs→ Avaya → Contact Center → Manager Server → Server Configuration.
Under Licensing Page make sure that "Open Queue" is selected.



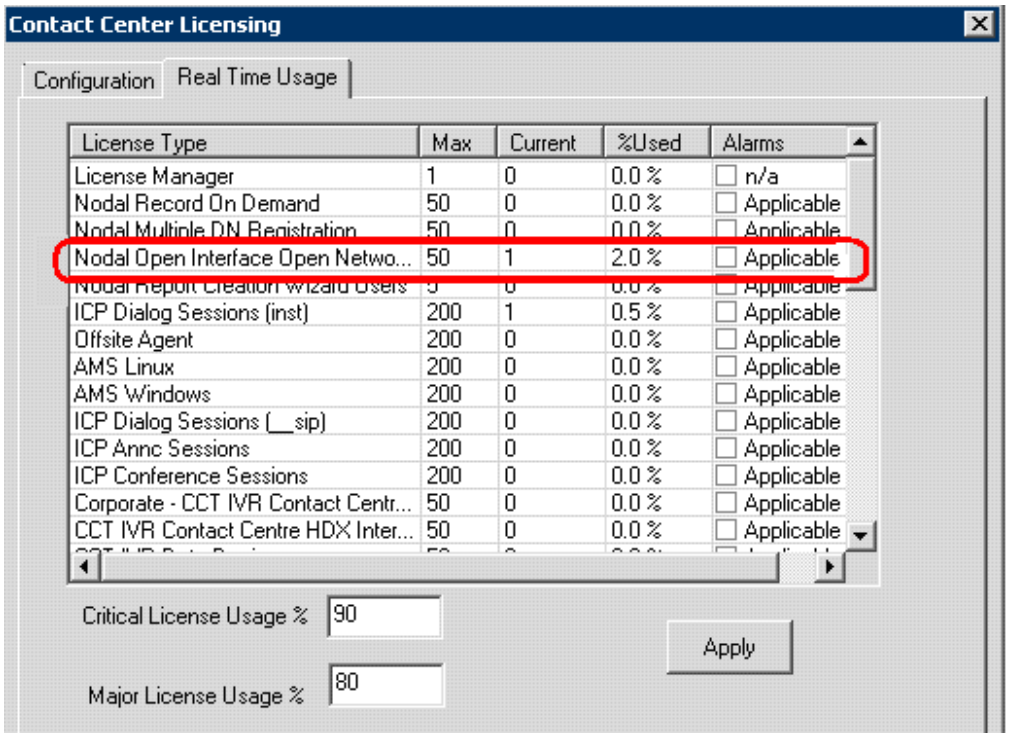
Under WS Open Interfaces Page if 'SOA ENABLED' is selected AND if CCMS is co-resident with CCT, then ensure that the ports used by SOA and CCT Web Services are not using the same port range. Avaya Contact Recorder uses port 9080 to connect to the CCT web service of the Avaya Aura® Contact Center. Ensure that the port range used SOA does not include 9080. Leave the other field as default.



5.3 Verification of License Manager

On the Avaya Aura® Contact Center server navigate to Start→ Programs→ Avaya → License Manager → Configuration

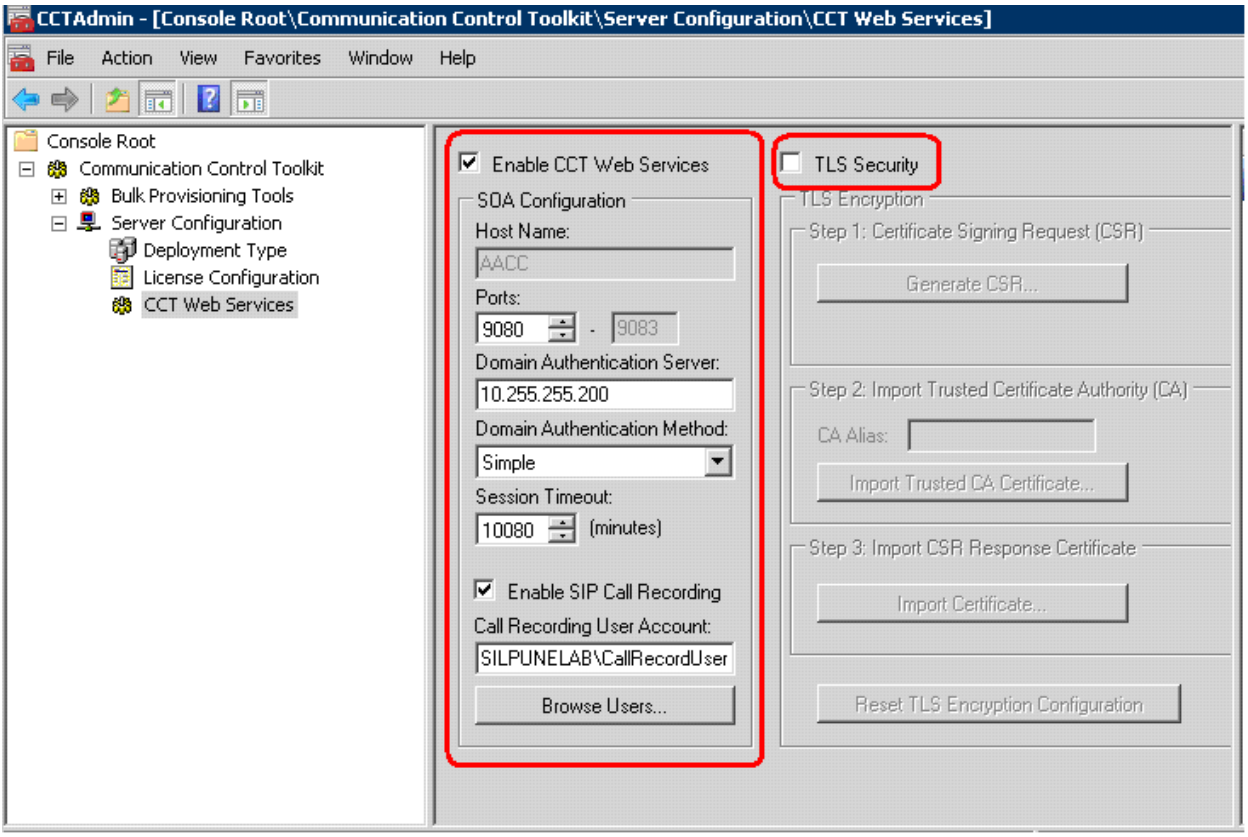
Under license manager ensure that the CCT Web Services are available – this is listed as **Nodal Open Interface Open Networking**



5.4 CCT Console configuration

On the Avaya Aura® Contact Center server navigate to Start→ Programs→ Avaya →Contact Centre →Communication Control Toolkit → CCT Console. From the right hand pane of the CCT console, select Communications Control Toolkit→Server Configuration → CCT Web Services.
On the CCT web services page Check for the following Values:

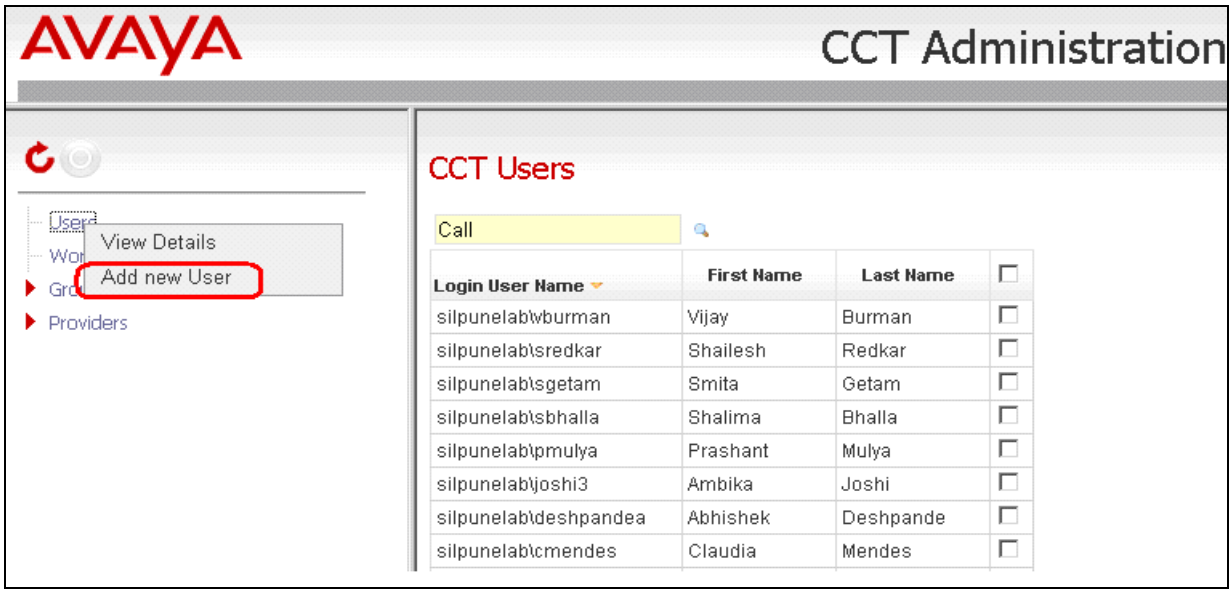
- Ensure the Tab **Enable CCT Web Services** is enabled
- Ensure that **TLS** is disabled. TLS is currently not supported by Avaya Contact Recorder
- Increase the **Session Timeout** to a value that suits the deployment. The default is 2 hours, but suggest this should be increased. This parameter signifies the time after which the SSO token is revoked for the call recorder if the system is completely idle. So if it is expected that no calls occur overnight, recommend this parameter should be set to a longer period (e.g. 24x7x60 =10080)
- Ensure that the **Enable SIP Call Recording** is checked.
- On Avaya Contact Recorder 10.1.2 user ID that is used to connect to the CCT web service is currently hard coded to the value **CallRecordUser** same must be used Under **CallRecordingUserAccount**. Note if the user is created on the Domain server make sure that the user details mentioned as domainname\username
- **Domain Authentication Server** is the actual server name of the Server that is running the Domain Controller Software.
- For Domain Authentication Method, use **Simple**. (If the alternative “Digest-MD5” is used, this then requires that the “reversible encryption” option is enabled on the Domain Controller for the **CallRecordUser** account).



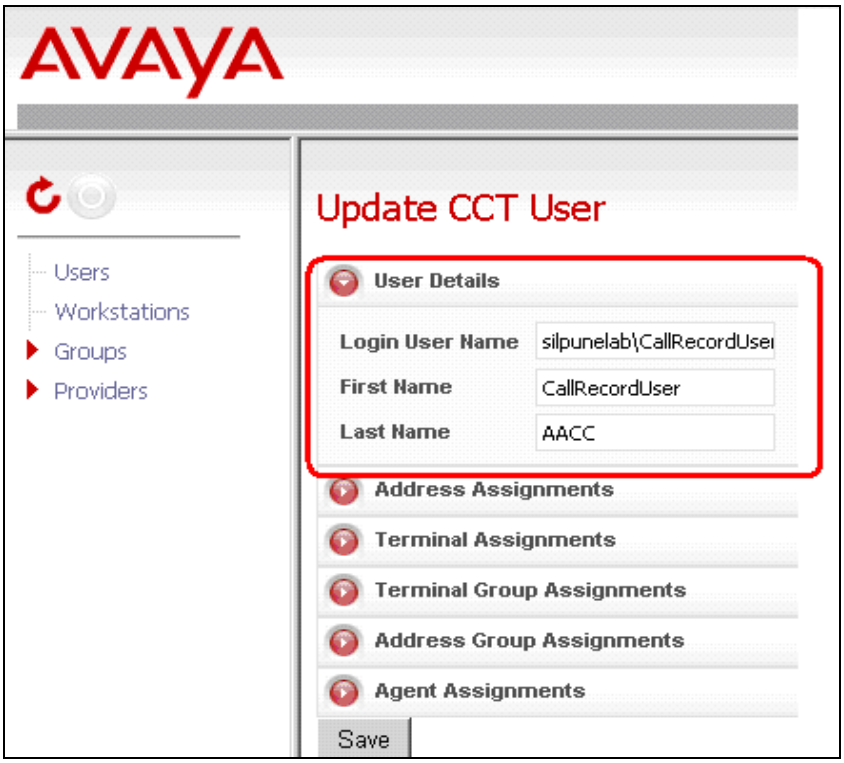
5.5 CCT User Administration

Add a new User with User name '**CallRecordUser**' (user used by Avaya Contact Recorder to connect to the CCT web service) to the CCT administration. To add this user:

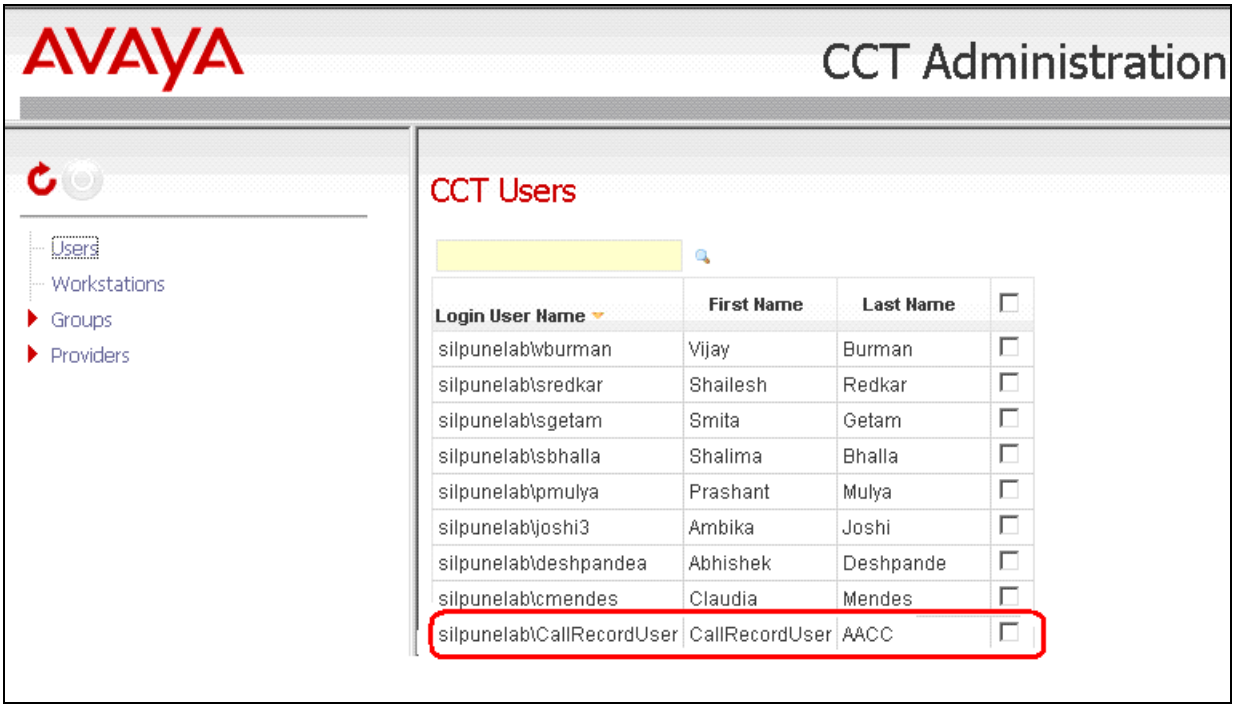
- Access the CCT administration page using the link **<http://aacchostname>:8081/WebAdmin/**
- Right Click on the User link and click 'Add new user'.



- Fill in the user for details for CallRecordUser as required and Save



- Once saved the CallRecordUser will be listed under the CCT administration.



5.6 Avaya Aura® Contact Center Agent Configuration.

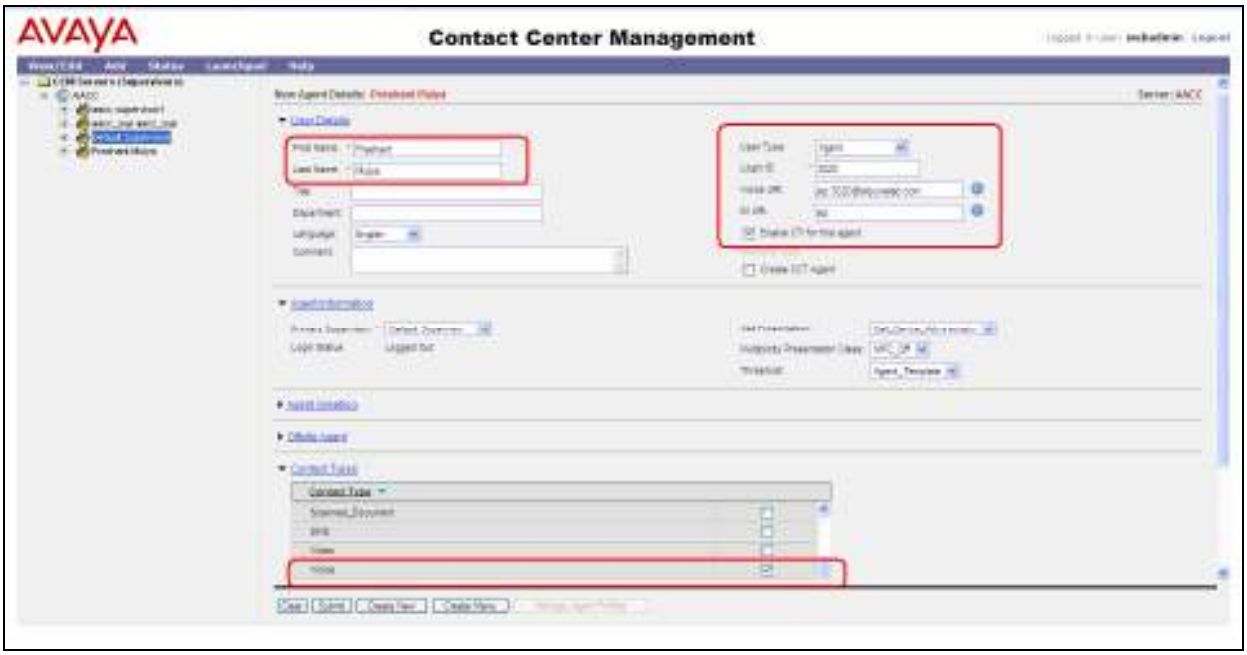
Log in to Avaya Aura® Contact Center web page using http://<hostname>.

The following screen is displayed after a successful login. Click on Contact Center Management on the Launchpad.

In the left pane, click the Contact Center Manager to which the agent is to be added. On the menu, select **Add Agent**. The following highlighted fields were configured on **New Agent Details** Window under **User Details** section:

- **User Type:** Select **Agent** as User Type
- **First Name:** Type a first name for the agent
- **Last Name:** Type a last name for the agent
- **Login ID:** The number the agent enters to logon to the phone. In this case the field is set to the extension (3020)
- **Primary Supervisor:** Select Default Supervisor from the list
- **Voice URI:** The SIP address of the TR87-controlled terminal dedicated to this agent, in the format sip:agent (use Extension@SIPdomain, where SIPdomain is the CCMS Local SIP Subscriber Domain name. For example; sip:3020@silpunelab.com). Voice URI would be added in Avaya Contact Recorder for recording of agent Calls.
- **Enable CTI for this agent:** Check the check box

Click **Contact Types**, which is then expanded. Select the check box beside each **Contact Type** to assign to the agent (for example, Voice, IM).



6 Configure Avaya Contact Recorder

This section provides the procedures for configuring Avaya Contact Recorder. The procedures include the following areas:

- Access Avaya Contact Recorder
- Administering Avaya Aura® Contact Center Information on Avaya Contact Recorder
- Administer conference mode

6.1 Launch Avaya Contact Recorder

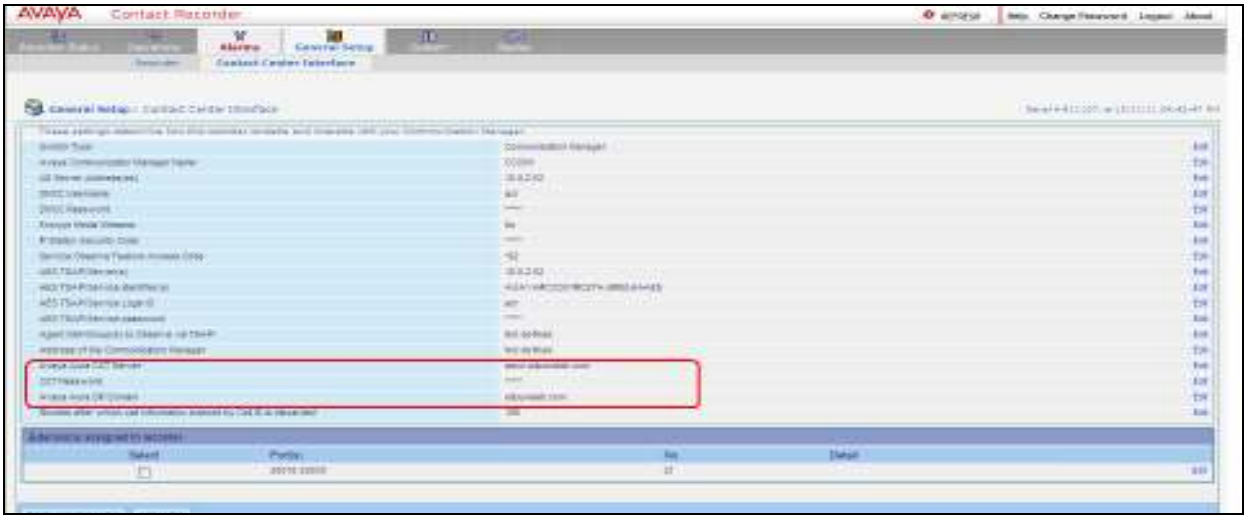
Launch a web browser and enter “http://<IP address of Avaya Contact Recorder>:8080” in the URL field. Log in using proper credentials.

The following screen is displayed after a successful login.

6.2 Administer Avaya Aura® Contact Center Information

Navigate to **General Setup→ Contact Center Interface** tab and set the following fields:

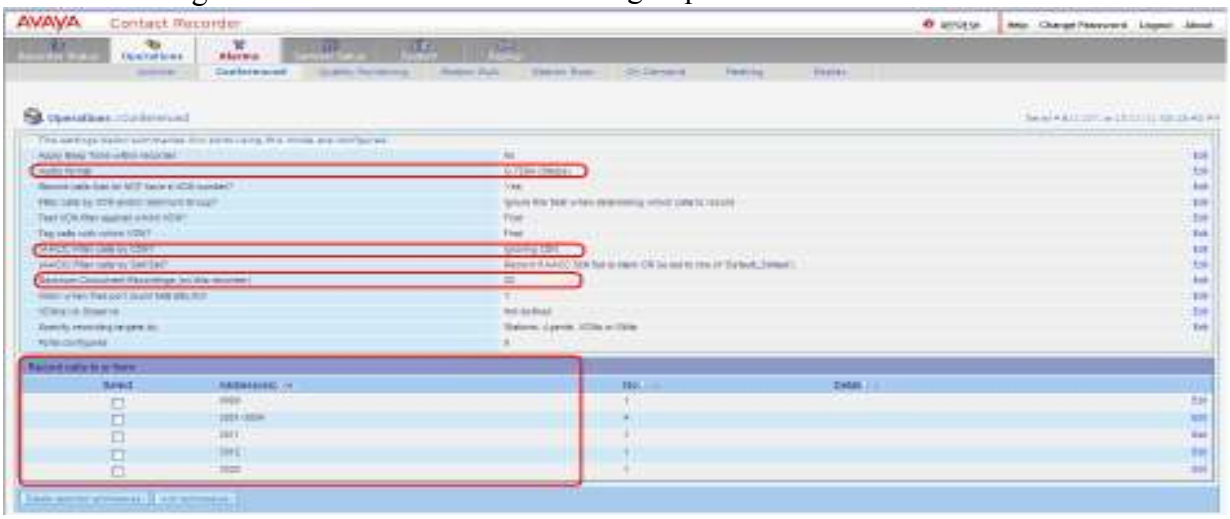
- Avaya Aura CCT Server — Set this to the IP address or Hostname of the CCT server
- CCT Password — CallRecordUser Password configured in **Section 5.5**
- Avaya Aura SIP Domain — Set this to Domain server IP or hostname.



6.3 Administer Conferenced Mode

Navigate to **Operations →Conferenced** tab and set the following fields:

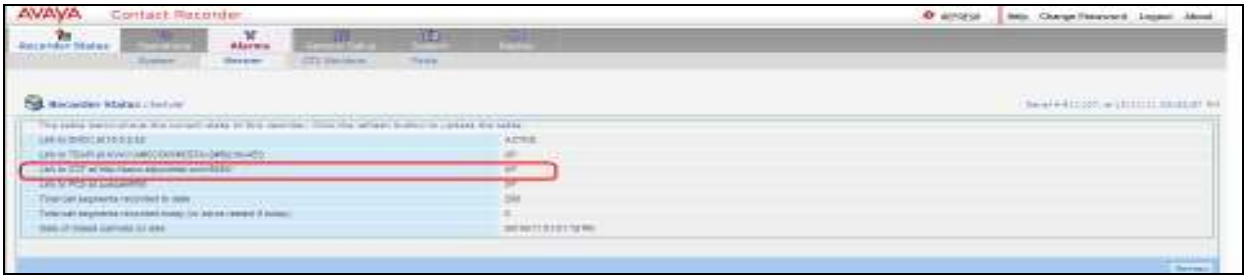
- Audio format — Set this to **G.729A (8kbps).**
- (AACC) Filter calls by CDN — Set appropriate filter based on the recording requirement.
- Record calls to or from — Use Add address(es) to add the recording station. Set this to the Voice URI station assigned to the agent in **section 5.6**
- Maximum Concurrent Recording — Set this based on Maximum Concurrent recording required.



7 Verification

7.1 Verify Avaya Contact Recorder

From the Avaya Contact Recorder screen, navigate to Recorder Status → Server. The following screen is displayed. Verify that Link to http://<IP address or Hostname of CCT server>:9080 field shows "UP".



7.2 Verify Avaya Contact Recorder Active Call status

From the Avaya Contact Recorder screen, navigate to Recorder Status → CTI Monitors. Once the call is established at the agent and is under recording, the status would be displayed as in the screen below.

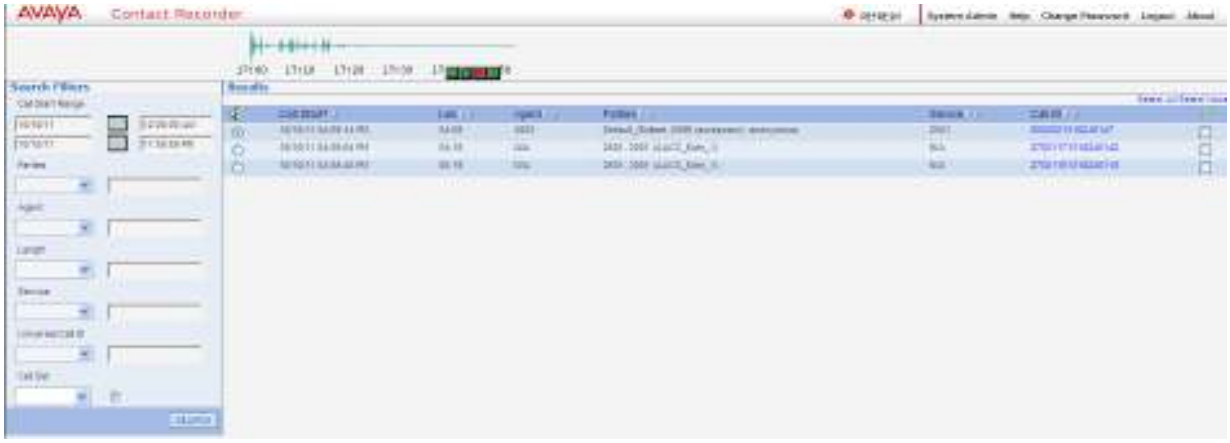
- The **Agent** field displays the Avaya Aura® Contact Center agent ID
- The **Active Calls** field will show up the Call events and details received from the Avaya Aura® Contact Center for an ongoing call on the agent.
- The **Port** field displayed for the call is not one in the range mentioned under the Contact Center Interface page → Extensions assigned to recorder
- The **Rec** field displays as **Yes**

7.3 Verify Avaya Contact Recorder Recording Playback

Select **Replay** from the Avaya Contact Recorder menu bar.

Specify the search criteria in the left pane. Click **SEARCH** to update the screen with call recordings. Verify that the recording entries reflect the calls supposed to be recorded and displayed. Click the radio button to select an entry and click the play button (green triangle) to

listen to the playback. Verify that the content of the recording matches the content of the call.



8 Additional References

Avaya references are available at http://support.avaya.com.

1. Avaya Contact Recorder Release 10.1 Planning, Installation and Administration Guide.
2. Application Notes to Integrate Avaya Aura® Communication Manager R6.0.1, Avaya Aura® Application Enablement Services R6.1 and Avaya Contact Recorder 10.1 using Service Observing.
3. Application Notes to Integrate Avaya Aura® Communication Manager R6.0.1, Avaya Aura® Application Enablement Services R6.1 and Avaya Contact Recorder 10.1 using Single Step Conferencing.
4. Application Note for Configuring Avaya Aura® Contact Center 6.1 with Avaya Aura® Communication Manager 5.2, Avaya Aura® Application Enablement Server 5.2.1 and Avaya Aura® SIP Enablement Services 5.2.1 – Issue 1.0

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya Solution & Interoperability Test Lab at interoplabnotes@list.avaya.com.