

Avaya Solution & Interoperability Test Lab

Application Notes for configuring NICE Engage Platform to interoperate with Avaya Proactive Outreach Manager, Avaya Aura® Communication Manager, Avaya Aura® Application Enablement Services using DMCC Multi-Registration to record calls - Issue 1.0

Abstract

These Application Notes describe the configuration steps for the NICE Engage Platform to interoperate with the Avaya solution consisting of an Avaya Proactive Outreach Manager R3.0, an Avaya Aura® Communication Manager R7.0, an Avaya Aura® Session Manager R7.0, an Avaya Aura® Contact Center R7.0 and Avaya Aura® Application Enablement Services R7.0 using Multi-Registration.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps for the NICE Engage Platform R6.5 to interoperate with the Avaya solution consisting of an Avaya Proactive Outreach Manager R3.0, an Avaya Aura® Communication Manager R7.0, an Avaya Aura® Session Manager R7.0, and Avaya Aura® Contact Center R7.0 and Avaya Aura® Application Enablement Services R7.0. NICE Engage Platform uses Communication Manager's Multiple Registration feature via the Application Enablement Services (AES) Device, Media, and Call Control (DMCC) interface and the Web Services Interface on Avaya Proactive Outreach Manager to capture the audio and call details for outbound calls initiated from outbound campaigns on Avaya Proactive Outreach Manager.

Avaya Proactive Outreach Manager was used to create a preview and progressive outbound campaigns. With a preview campaign the Contact Center agent is popped with the next call and thus the agent is in control of when the call is to be made. This can be ideal for more complex sales where a bit of research is required between calls to increase the chances of success. A progressive campaign removes the option of when the next call is made from the agent. On completing the previous call (or moving from "Wrap-up" to "Go ready") the system automatically dials the next number on the list. This removes the wait time between calls and can improve productivity significantly. This is ideal where the calls are very similar in nature and agents benefit from having the system tee up the next call for them.

DMCC works by allowing software vendors to create soft phones, in memory on a recording server, and use them to monitor and record other phones. This is purely a software solution and does not require telephony boards or any wiring beyond a typical network infrastructure. The DMCC API associated with the AES server monitors the digital and VoIP extensions. The application uses the AE Services DMCC service to register itself as a recording device at the target extension. When the target extension joins a call, the application automatically receives the call's aggregated RTP media stream via the recording device and records the call.

The NICE Engage Platform is fully integrated into a LAN (Local Area Network), and includes easy-to-use Web based applications (i.e. Nice Application) that works with the Microsoft .NET framework and used to retrieve telephone conversations from a comprehensive long-term calls database. This application registers an extension with Avaya Aura® Communication Manager and waits for that extension to be dialed. The NICE Engage Platform contains tools for audio retrieval, centralized system security authorization, system control, and system status monitoring. Also included is a call parameters database (Nice Application Server) that tightly integrates via CTI link PABXs and ACD's including optional advanced audio archive database management, search tools, a wide variety of Recording-on-Demand capabilities, and comprehensive long-term call database for immediate retrieval.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of the NICE Engage Platform to carry out call recording of outbound dialling campaigns initiated by Avaya Proactive Outreach Manager using DMCC Multi-Registration with AES and Communication Manager to record the calls. A preview and a progressive campaign were created on Proactive Outreach Manager and Contact Center agents were given the Proactive Outreach Manager skillset in order to allow the outbound calls be made from the agents desktop using Avaya Aura® Agent Desktop (AAAD). These outbound calls were then recorded and played back in order to verify that NICE Engage Platform could be used to record outbound calls from Proactive Outreach Manager using AAAD.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- **Outbound calls in a Preview Campaign** Test call recording for outbound calls in a preview campaign created on POM made to both QSIG and SIP PSTN endpoints.
- **Hold/Transferred/Conference calls** Test call recording of outbound calls in a preview campaign on hold, transferred and conferenced.
- **Outbound calls in a Progressive Campaign** Test call recording for outbound calls in a progressive campaign created on POM made to both QSIG and SIP PSTN endpoints.
- Hold/Transferred/Conference calls Test call recording of outbound calls in a progressive campaign on hold, transferred and conferenced.
- **Serviceability testing** The behavior of NICE Engage Platform under different simulated failure conditions.

2.2. Test Results

Most functionality and serviceability test cases were completed successfully. The following observation was noted.

1. **Call on Hold**. The Agent can always be heard, there is no hold on the recording from the agent side only from the PSTN side. This is as per NICE design.

2.3. Support

Technical support can be obtained for NICE Engage Platform from the website <u>http://www.nice.com/engage/services/support</u>

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test NICE Engage Platform with the Avaya solution using DMCC Multi-Registration to record calls. The NICE Application Server is setup for DMCC Multi-Registration mode and connects to the AES. The Avaya solution consists of Contact Center agents making outbound calls from campaigns run from Proactive Outreach Manager.

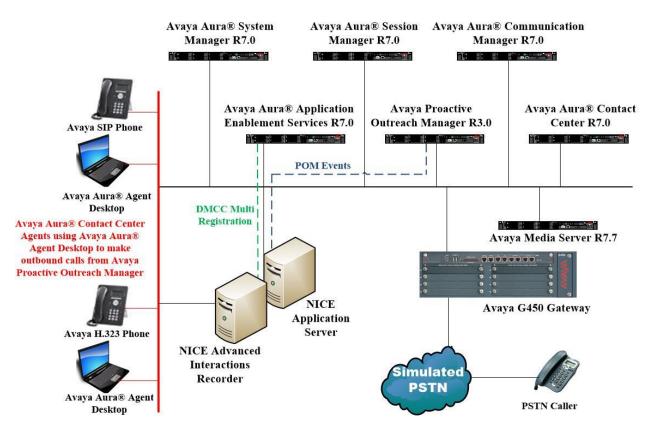


Figure 1: Connection of NICE Engage Platform R6.5 with Avaya Proactive Outreach Manager R3.0, Avaya Aura® Contact Center R7.0, Avaya Aura® Communication Manager R7.0, Avaya Aura® Session Manager R7.0 and Avaya Aura® Application Enablement Services R7.0

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	System Manager 7.0.1.1 Build No 7.0.0.0.16266 Software Update Revision No: 7.0.1.1.065378 Service Pack 1
Avaya Aura® Session Manager running on a virtual server	Session Manager R7.0 SP1 Build No. – 7.0.1.1.701114
Avaya Aura® Communication Manager running on a virtual server	R7.0 R017x.00.0.441.0 00.0.441.0-23169
Avaya Aura® Application Enablement Services running on Virtual Server	R7.0 Build No – 7.0.1.0.3.15-0
Avaya Proactive Outreach Manager	R3.0 POM 03.00.03.03.008
Avaya Aura® Contact Center	R7.0
Avaya Aura® Agent Desktop	R7.0
Avaya G450 Gateway	37.19.0 /1
Avaya Media Server running on a virtual server	Media Server System R7.7.0.8 Media Server R7.7.0.200
Avaya 9608 H323 Deskphone	96x1 H323 Release 6.6.028
Avaya 9641 SIP Deskphone	96x1 SIP Release 7.0.0.39
 NICE Engage Platform Application Server Advanced Interactions Recorder 	R6.5

5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 12**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT).

5.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** as shown below.

```
display system-parameters customer-options
                                                             Page
                                                                   3 of 11
                              OPTIONAL FEATURES
   Abbreviated Dialing Enhanced List? y
                                              Audible Message Waiting? y
      Access Security Gateway (ASG)? n
                                               Authorization Codes? y
      Analog Trunk Incoming Call ID? y
                                                            CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? y
                                                              CAS Main? n
Answer Supervision by Call Classifier? y
                                                     Change COR by FAC? n
                               ARS? y Computer Telephony Adjunct Links? y
               ARS/AAR Partitioning? y Cvg Of Calls Redirected Off-net? y
         ARS/AAR Dialing without FAC? y
                                                           DCS (Basic)? y
                                                   DCS Call Coverage? y
         ASAI Link Core Capabilities? n
         ASAI Link Plus Capabilities? n
                                                    DCS with Rerouting? y
     Async. Transfer Mode (ATM) PNC? n
 Async. Transfer Mode (ATM) Trunking? n Digital Loss Plan Modification? y
             ATM WAN Spare Processor? n
                                                              DS1 MSP? y
                              ATMS? y
                                                  DS1 Echo Cancellation? y
                 Attendant Vectoring? y
```

5.2. Note procr IP Address for Avaya Aura® Application Enablement Services Connectivity

Display the procr IP address by using the command **display node-names ip** and noting the IP address for the **procr** and AES (**aes70vmpg**).

display node-names	s ip	Page	1 of	2
	IP NODE NAMES			
Name	IP Address			
SM100	10.10.40.34			
aes70vmpg	10.10.40.26			
default	0.0.0			
g450	10.10.40.15			
procr	10.10.40.13			

5.3. Configure Transport Link for Avaya Aura® Application Enablement Services Connectivity

To administer the transport link to AES use the **change ip-services** command. On **Page 1** add an entry with the following values:

- Service Type: Should be set to AESVCS.
- Enabled: Set to y.
- Local Node: Set to the node name assigned for the procr in Section 5.2
- Local Port: Retain the default value of 8765.

change ip-s	services				Page	1 of	4
Service Type AESVCS	Enabled Y	Local Node procr	IP SERVICES Local Port 8765	Remote Node	Remote Port		

Go to **Page 4** of the **ip-services** form and enter the following values:

- AE Services Server: Name obtained from the AES server, in this case aes70vmpg.
- **Password:** Enter a password to be administered on the AES server.
- Enabled: Set to y.

Note: The password entered for **Password** field must match the password on the AES server in **Section 6.2**. The **AE Services Server** should match the administered name for the AES server; this is created as part of the AES installation, and can be obtained from the AES server by typing **uname – n** at the Linux command prompt.

change ip-serv	rices			Page	4 of	4
	AE	Services Admini	stration			
Server ID	AE Services Server	Password	Enabled	Status		
1: 2: 3:	aes70vmpg	*****	У	idle		

5.4. Configure CTI Link for TSAPI Service

Add a CTI link using the **add cti-link n** command. Enter an available extension number in the **Extension** field. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

```
      add
      cti-link 1
      Page
      1 of
      3

      CTI LINK

      CTI LINK

      CTI LINK

      Extension: 2002

      Type: ADJ-IP

      COR: 1

      Name: aes70vmpg
```

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5.5. Configure H323 Stations for Multi-Registration

All endpoints that are to be monitored by NICE will need to have IP Softphone set to Y. IP Softphone must be enabled in order for Multi-Registration to work. Type **change station x** where x is the extension number of the station to be monitored also note this extension number for configuration required in **Section 8.1.** Note the **Security Code** and ensure that **IP SoftPhone** is set to **y**.

change station x			Page	1 of	6
		STATION			
Extension: x		Lock Messages? n		BCC: 0	
Type: 9608		Security Code: 1234		TN: 1	
Port: S00101		Coverage Path 1:		COR: 1	
Name: Extension		Coverage Path 2:		COS: 1	
		Hunt-to Station:			
STATION OPTIONS					
		Time of Day Lock Table:			
Loss Group:	19	Personalized Ringing Pattern:	1		
		Message Lamp Ext:	1591		
Speakerphone:	2-way	Mute Button Enabled?	У		
Display Language:	english				
Survivable GK Node Name:					
Survivable COR:		Media Complex Ext:			
Survivable Trunk Dest?	У	IP SoftPhone?	У		
		IP Video Softphone?			
	Short/	Prefixed Registration Allowed:	defau	lt	

5.6. Configure SIP Stations for Multi-Registration

Any SIP extension that is to be recorded requires some configuration changes to allow call recording using multiple registration. Changes of SIP phones on Communication Manager must be carried out from System Manager. Access the System Manager using a Web Browser by entering http://<FQDN >/SMGR, where <FQDN> is the fully qualified domain name of System Manager or http://<IP Adddress >/SMGR. Log in using appropriate credentials.

Note: The following shows changes to a SIP extension and assumes that the SIP extension has been programmed correctly and is fully functioning.

E S Attps://smgr70vmpg/network-login/	P ▼ S Certificate error C System Manager ×	G 😒
File Edit View Favorites Tools Help		
🚖 🛕 AACC64 SIP 🗿 smgr70vmpg 🛕 AACC6.4 AML 🧃 AAOA 🛕 AES63vmj	og 🧧 Avaya-Nortel PEP Library 🧧 SMGR63VMPG	
Aura® System Manager 7.0		
Recommended access to System Manager is via FQDN.		
Go to central login for Single Sign-On	User ID: admin	
If IP address access is your only option, then note that authentication will fail in the following cases:	Password:	
 First time login with "admin" account Expired/Reset passwords 	Log On Cancel	
Use the "Change Password" hyperlink on this page to change the password manually, and then login.	Change Persivers	
Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.	• Supported Browsers: Internet Explorer 9.x, 10.x or 11.x or Firefox 36.0, 37.0 and 38.0.	
This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.		
Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.		
The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of orminal activity, the evidence of such activity may be provided to law enforcement officials.		
All users must comply with all corporate instructions regarding the protection of information assets.		

From the home page click on **User Management** highlighted below.

VAVA ra [®] System Manager 7.0 ome User Management ×		Last Loppes on at November 19, 2015 3 Go Loppes on at November 19, 2015 3 Log off at
🍓 Users	C Elements	Q, Services
Administrators	Communication Manager	Backup and Restore
Directory Synchronization	Communication Server 1000	Bulk Import and Export
Groups & Roles	Conferencing	Configurations
User Management	Engagement Development Platform	Events
User Provisioning Rule	IP Office	Geographic Redundancy
	Media Server	Inventory
	Meeting Exchange	Licenses
	Messaging	Replication
	Presence	Reports
	Routing	Scheduler
	Session Manager	Security
	Work Assignment	Shutdown
		Solution Deployment Manager
		Templates
		Tenant Management

Click on Manager Users in the left window. Select the station to be edited and click on Edit.

AVAVA Aura [®] System Manager 7.0						
Home User Management	¢					
🔻 User Management 🕯	Home / Users / User Manag	ement / Manage Users				
Manage Users	Search					
Public Contacts						
Shared	User Managem	ent				
Addresses	oser managem	ciit				
System						
Presence ACLs	Users					
Communication	View /Edit	New 20 Duplicat	te 😄 Delete More Actions	7		
Profile						
Password Policy	15 Items 🤃 Show A					
	Last Name	First Name	Display Name	Login Name	SIP Handle	
	7100	SIPExt	7100, SIPExt	7100@devconnect.local	7100	
	7101	SIPExt	7101, SIPExt	7101@devconnect.local	7101	
	7200	Ascom i62	7200, Ascom i62	7200@devconnect.local	7200	
	7201	Ascom i62	7201, Ascom i62	7201@devconnect.local	7201	
	7202	Ascom i62	7202, Ascom i62	7202@devconnect.local	7202	
	7203	Ascom i62	7203, Ascom i62	7203@devconnect.local	7203	

Click on the **Communication Profile** tab. Ensure that the **Communication Profile Password** is known and if not click on edit to change it.

Aura [®] System Manager 7.0	Last Logged on at November 19, 2015
Home User Management *	
Viser Management K Nome / Users / User Management / Manage Users	
Manage Users	Help
Public Contacts User Profile Edit: 7100@devconnect.local	Commit & Continue Commit Cancel
Shared	
Addresses Identity * Communication Profile Membership Contacts	
System Communication Profile	
Presence ACLs Communication Profile Password:	
Profile ONew ODelete Done Cancel	
Password Policy Name	
Primary	
Select : None	
Name: Primary	
Default :	
Communication Address 🖲	
Type Handle Domain	
Avaya SIP 7100 devconnect.local	
Select : All, None	

From the same page scroll down to **CM Endpoint Profile** click on **Endpoint Editor** to make further changes.

CM Endpoint Profile 💌	
* System	cm70vmpg
* Profile Type	Endpoint 🗸
Use Existing Endpoints	
* Extension	Q 7100 Endpoint Editor
Template	9641SIPCC DEFAULT CM 7 0
Set Type	9641SIPCC
Security Code	
Port	Q 500003
Voice Mail Number	
Preferred Handle	(None)
Calculate Route Pattern	
Sip Trunk	aar
Enhanced Callr-Info display for 1-line phones	
Delete Endpoint on Unassign of Endpoint from User or o Delete User	n 🗹
Override Endpoint Name and Localized Name	
Allow H.323 and SIP Endpoint Dual Registration	

In the General Options tab ensure that Type of 3PCC Enabled is set to Avaya as is shown below.

Edit Endpoint			Done Cancel
			[Save As Template]
System	cm70vmpg	Extension	7100
Template	9641SIPCC_DEFAULT_CM_7_0	Set Type	9641SIPCC
Port	S00003	Security Code	
Name	7100, SIPExt		
General Options (G) * Feature Options (F) * Class of Restriction (COR)	Site Data (S) Abbreviated Call Dialing (A)	Enhanced Call Fwd (E) Button Assignment (B) Pr * Class Of Service (COS)	rofile Settings (P) Group Membership (M)
* Emergency Location Ext	7100	* Message Lamp Ext.	7100
* Tenant Number	1		
* SIP Trunk	Qaar	Type of 3PCC Enabled	Avaya
Coverage Path 1		Coverage Path 2	
Lock Message		Localized Display Name	7100, SIPExt
Multibyte Language	Not Applicable	Enable Reachability for Station Domain Control	system 🗸
*Required			

Click on the **Feature Options** tab and ensure that **IP Softphone** is ticked as shown. Click on **Done**, at the bottom of the screen, once this is set.

General Options (G) * Feature Option	IS (F) Site Data (S) Abbreviated Call Dialing (A)	Enhanced Call Fwd (E) Button Assignme	nt (B) Profile Settings (P) Group Membership (M)
Active Station Ringing MWI Served User Type Per Station CPN - Send Calling Number IP Phone Group ID Remote Soft Phone Emergency Calls LWC Reception	singe v sip-adjunct v None v as-on-local v spe v	Auto Answer Coverage After Forwarding Display Language Hunt-to Station Loss Group Survivable COR	none V system V english V 19 internal V
AUDIX Name Short/Prefixed Registration Allowed Voice Mail Number Features	default	Time of Day Lock Table Music Source	None 🔽
 Always Use IP Audio Hairpinning Bridged Call Alerting Bridged Idle Line Preference 	ce	 □ Idle Appearance Preference ☑ IP SoftPhone ☑ LWC Activation □ CDR Privacy 	
 Coverage Message Retriev Data Restriction Survivable Trunk Dest Bridged Appearance Origin Restrict Last Appearance 		 Direct IP-IP Audio Connection H.320 Conversion IP Video Softphone Per Button Ring Control 	ons
*Required			Done

Solution & Interoperability Test Lab Application Notes ©2017 Avaya Inc. All Rights Reserved. Click on **Commit** to save the changes.

AVAVA Aura [®] System Manager 7.0		Last Logged on at November 19, 2015 3:46 PM Go
Home User Management X		
🕆 User Management 📢 Hom	me / Users / User Management / Manage Users	0
Manage Users		Help ?
Public Contacts	User Profile Edit: 7100@devconnect.local	Commit & Continue Commit Cancel
Shared		
	Identity * Communication Profile Membership Contacts	
System Presence ACLs	Communication Profile 🔹	
Communication	Communication Profile Password:	
Profile		
Password Policy	Name	
	Primary	
	Select : None	
	* Name: Primary	
	Default : 🗹	
	Communication Address 👻	

6. Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services. The procedures fall into the following areas:

- Verify Licensing
- Create Switch Connection
- Administer TSAPI link
- Identify Tlinks
- Enable TSAPI and DMCC Ports
- Create CTI User
- Associate Devices with CTI User

6.1. Verify Licensing

To access the AES Management Console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the IP address of AES. At the login screen displayed, log in with the appropriate credentials and then select the **Login** button.

A factorial (Sapling Spring, Multiplinity, 1994)		
C		ት 🗘
File Edit View Favorites Tools Help		
👍 🛕 AACC64 SIP 🧃 smgr70vmpg 🛕 AACC6.4 AML 🗃	AAOA 🛕 AES63vmpg 🗿 Avaya-Nortel PEP Library 🧃 SMGR63VMPG	
AVAYA	Application Enablement Services Management Console	
		Help
	Please login here: Username cust Password ••••• Login Reset	
	Copyright © 2009-2015 Avaya Inc. All Rights Reserved.	

The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that the TSAPI Service is licensed by ensuring that **TSAPI Service** is in the list of **Services** and that the **License Mode** is showing **NORMAL MODE**. If not, contact an Avaya support representative to acquire the proper license for your solution.

avaya	Application Enablement Services Management Console		Number of prior failed logir HostName/IP: aes70vmpg Server Offer Type: VIRTUA SW Version: 7.0.0.0.0.13-(L_APPLIANCE_ON_VMWARE	
AE Services					Home Help Logout
AE Services CVLAN CVLAN DLG DMCC	AE Services IMPORTANT: AE Services must be restarted for Changes to the Security Database do not requir				
> SMS	Service	Status	State	License Mode	Cause*
▶ TSAPI	ASAI Link Manager	N/A	Running	N/A	N/A
> TWS	CVLAN Service	OFFLINE	Running	N/A	N/A
Communication Manager	DLG Service	OFFLINE	Running	N/A	N/A
High Availability	DMCC Service	ONLINE	Running	NORMAL MODE	N/A
	TSAPI Service	ONLINE	Running	NORMAL MODE	N/A
	Transport Layer Service	N/A	Running	N/A	N/A
Maintenance	AE Services HA	Not Configured	N/A	N/A	N/A
 Networking Security Status User Management Utilities 	For status on actual services, please use <u>Status an</u> For more detail, please mouse over the Cause, you License Information You are licensed to run Application Enablement (CTI) r	'll see the tooltip, or go to help page.			
→ Help					

6.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface** \rightarrow **Switch Connections** to set up a switch connection. Enter a name for the Switch Connection to be added and click the **Add Connection** button.

avaya	Application Enablement Servic Management Console	es	Welcome: User 2015 710:07:45 2015 from 10.10.40.222 Last login: Tue Normal Joint attempts: 1 HostName/IP: ass70vmpg Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE SW Version: 7.00.0.0.13-0 Server Date and Time: Tue Nov 24 16:16:56 GMT 2015 HA Status: Not Configured
Communication Manager Interface	Switch Connections		Home Help Logout
AE Services Communication Manager Interface Switch Connections	Switch Connections		
Dial Plan High Availability	Connection Name Processor Etherne	et Msg Period	Number of Active Connections
 Licensing 			
Maintenance	Edit Connection Edit PE/CLAN IPs Edit H.323 Gatekeeper Delete	Connection Survivability Hierarchy	
Networking			
> Security			
) Status			
User Management			
Utilities			
→ Help			

In the resulting screen enter the **Switch Password**; the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 5.3**. Default values may be accepted for the remaining fields. Click **Apply** to save changes.

Αναγα	••	Enablement agement Console	
Communication Manager Interface	Switch Connections		
 AE Services Communication Manager Interface 	Connection Details - cm70vmpg		
Switch Connections	Switch Password	•••••]
Dial Plan	Confirm Switch Password	••••••]
High Availability	Msg Period	30	Minutes (1 - 72)
> Licensing	Provide AE Services certificate to switch		
Maintenance	Secure H323 Connection		
Networking	Processor Ethernet		
> Security	Apply Cancel		
→ Status			
User Management			
Utilities			
> Help			

From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit PE/CLAN IPs** button (not shown, see screen at the bottom of the previous page). In the resulting screen, enter the IP address of the procr as shown in **Section 5.2** that will be used for the AES connection and select the **Add/Edit Name or IP** button.

Αναγα	Application Enablement Services Management Console	
Communication Manager Interface	Switch Connections	
 AE Services Communication Manager Interface Switch Connections 	Edit Processor Ethernet IP - cm70vmpg 10.10.40.13 Add/Edit Name or IP	
▶ Dial Plan	Name or IP Address	
High Availability	10.10.40.13	
 Licensing Maintenance 	Back	
Networking		
 Security 		
Status		
User Management		
▶ Utilities		
) Help		

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6.3. Administer TSAPI link

From the Application Enablement Services Management Console, select AE Services \rightarrow TSAPI \rightarrow TSAPI Links. Select Add Link button as shown in the screen below.

Αναγα	Application Enablement Ser Management Console	vices
AE Services TSAPI TSAPI Links		
AE Services CVLAN	TSAPI Links	
▶ DLG	Link Switch Connection	Switch CTI Link #
> DMCC	Add Link Edit Link Delete Link	
> SMS		
▼ TSAPI		
 TSAPI Links 		
 TSAPI Properties 		
> TWS		
Communication Manager		

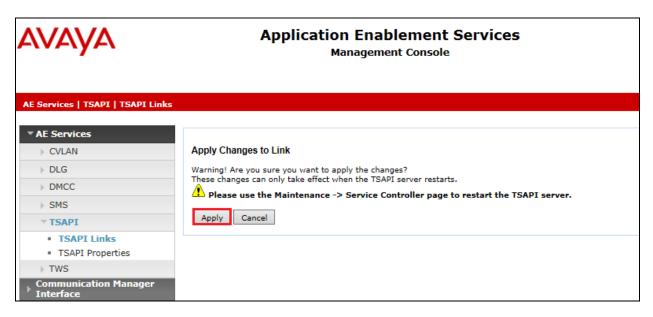
On the Add TSAPI Links screen (or the Edit TSAPI Links screen to edit a previously configured TSAPI Link as shown below), enter the following values:

- Link: Use the drop-down list to select an unused link number.
- Switch Connection: Choose the switch connection cm70vmpg, which has already been configured in Section 6.2 from the drop-down list.
- Switch CTI Link Number: Corresponding CTI link number configured in Section 5.4 which is 1.
- **ASAI Link Version:** This can be left at the default value of **5**.
- Security: This can be left at the default value of both.

Once completed, select Apply Changes.

AVAYA	Application Enablement Services Management Console
AE Services TSAPI TSAPI Links	
▼ AE Services	
> CVLAN	Edit TSAPI Links
▶ DLG	Link 1
▶ DMCC	Switch Connection cm70vmpg V
> SMS	Switch CTI Link Number 1 💙
▼ TSAPI	ASAI Link Version 5 V
TSAPI LinksTSAPI Properties	Security Both Apply Changes Cancel Changes Advanced Settings
> TWS	
Communication Manager	

Another screen appears for confirmation of the changes made. Choose **Apply**.



When the TSAPI Link is completed, it should resemble the screen below.

Αναγα	Application Enablemen Management Consol		Number of prior failed HostName/IP: aes70vr Server Offer Type: VIF SW Version: 7,0.0,0.0	npg TUAL_APPLIANCE_ON_VMWARE 13-0 Tue Nov 24 16:26:08 GMT 2015
AE Services TSAPI TSAPI Links				Home Help Logout
AE Services CVLAN DLG DLG DMCC SMS TSAPI Links TSAPI Properties TSAPI Properties Trus Communication Manager Interface High Availability Licensing Maintenance Networking Security Status User Management Utilities Help	TSAPI Links Link Switch Connection Cm70vmpg Add Link Edit Link Delete Link	Switch CTI Link #	ASAT Link Version	Security Both

The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance** \rightarrow **Service Controller**. On the Service Controller screen, tick the **TSAPI Service** and select **Restart Service**.

Αναγα	A		on Enablem Ianagement Co		ices
Maintenance Service Controller					
Communication Manager	Service Controller				
High Availability	Service	Contro	ller Status		
Licensing	ASAI Link Mana	iger Running	1		
 Maintenance Date Time/NTP Server Security Database Service Controller Server Data Networking Security Status 	TSAPI Service	Running Running Running	9 9 9	l Restart Linux	Restart Web Server
 User Management Utilities Help 					

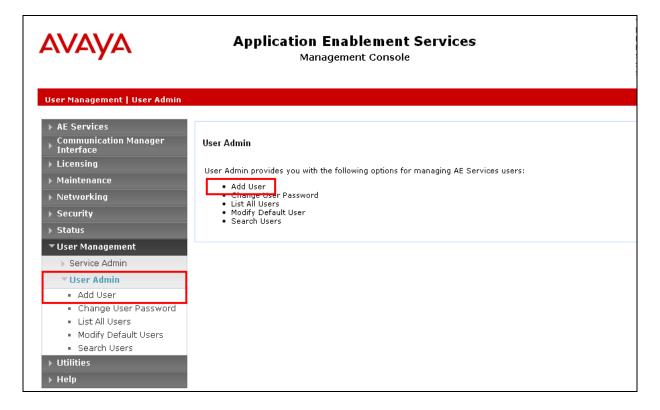
6.4. Enable TSAPI and DMCC Ports

To ensure that TSAPI ports are enabled, navigate to **Networking** \rightarrow **Ports**. Ensure that the TSAPI ports are set to **Enabled** as shown below. Ensure that the **DMCC Server Ports** are also **Enabled** and take note of the **Unencrypted Port 4721** which will be used later in **Section 9.1**.

AVAYA	Aj	Application Enablement Services Management Console			
letworking Ports					
AE Services					
Communication Manager Interface	Ports				
High Availability	CVLAN Ports			Enabled Disabled	
Licensing		Unencrypted TCP Port	9999	• •	
Maintenance		Encrypted TCP Port	9998	• •	
 Networking AE Service IP (Local IP) 	DLG Port	TCP Port	5678		
Network Configure	TSAPI Ports			Enabled Disabled	
Ports		TSAPI Service Port	450	• •	
TCP Settings	-	Local TLINK Ports			
-		TCP Port Min	1024		
Security		TCP Port Max	1039		
Status		Unencrypted TLINK Ports			
User Management		TCP Port Min	1050		
Utilities		TCP Port Max	1065		
Help		Encrypted TLINK Ports			
пер		TCP Port Min	1066		
		TCP Port Max	1081		
	DMCC Server Ports			Enabled Disabled	
		Unencrypted Port	4721	• •	
		Encrypted Port	4722		
		TR/87 Port	4723		

6.5. Create CTI User

A User ID and password needs to be configured for the NICE Engage Platform to communicate with the Application Enablement Services server. Navigate to the User Management \rightarrow User Admin screen then choose the Add User option.



In the Add User screen shown below, enter the following values:

- User Id This will be used by the NICE Engage Platform setup in Section 9.1.
- Common Name and Surname Descriptive names need to be entered.
- User Password and Confirm Password This will be used with NICE Engage Platform setup in Section 9.1.
- **CT User -** Select **Yes** from the drop-down menu.

Αναγα	Application Enablement Services Management Console
User Management User Admin Ad	d User
 AE Services Communication Manager Interface High Availability Licensing Maintenance Networking Security 	Add User Fields marked with * can not be empty. * User Id NICE * Common Name NICE * Surname NICE * User Password ••••••• * Confirm Password •••••••
 Status User Management Service Admin User Admin Add User Change User Password List All Users Modify Default Users Search Users Utilities Help 	Admin Note Avaya Role None Business Category Car License CM Home Css Home CT User Yes ▼ Department Number Display Name Employee Number

Scroll down and click on Apply Changes.

User Admin Add User Change User Password List All Users Modify Default Users Search Users	CM Home Css Home CT User Yes Department Number Display Name
Utilities	Employee Number
▶ Help	Employee Type
	Enterprise Handle
	Given Name
	Home Phone
	Home Postal Address
	Initials
	Labeled URI
	Mail
	MM Home
	Mobile
	Organization
	Pager
	Preferred Language English
	Room Number
	Telephone Number
	Apply Changes Cancel Changes

6.6. Associate Devices with CTI User

Navigate to Security \rightarrow Security Database \rightarrow CTI Users \rightarrow List All Users. Select the CTI user added in Section 6.5 and click on Edit.

Security Security Database CT	Manag	nablement Services	Number of prio HostName/IP: Server Offer Ty SW Version: 6.	d Time: Mon Dec 01 16:05:02 GMT 201
AE Services Communication Manager Interface	CTI Users			
High Availability	<u>User ID</u>	Common Name	Worktop Name	<u>Device ID</u>
▶ Licensing	O asc	asc	NONE	NONE
Maintenance	C cube	cube	NONE	NONE
 Networking Security 	0 emc	emc	NONE	NONE
Account Management	🔿 jacada	jacada	NONE	NONE
Audit Certificate Management	 nice 	nice	NONE	NONE
Enterprise Directory	O presence	presence	NONE	NONE
 Host AA PAM 	Edit List All	JL	JL	I
Security Database Control CTI Users List All Users Search Users]			

In the main window ensure that **Unrestricted Access** is ticked. Once this is done click on **Apply Changes**.

AVAYA	Application Enab Managemen		Last login: Thu Nov 27 13:38:43 2014 from 10.10.60.50 Number of prior failed login attempts: 0 HostName/IP: AES63VMPG/10.10.40.30 Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE SW Version: 6:3.31.10-0 Server Date and Time: Mon Dec 01 16:05:37 GMT 2014 HA Status: Not Configured
Security Security Database CT	T Users List All Users		Home Help Logout
 AE Services Communication Manager Interface 	Edit CTI User		
High Availability	User Profile:	User ID	nice
► Licensing		Common Name	nice
		Worktop Name	NONE V
Maintenance		Unrestricted Access	
Networking			
▼ Security	Call and Device Control:	Call Origination/Termination and Device Status	None 🗸
Account Management	Call and Device Monitoring:	Device Monitoring	None 🗸
▶ Audit	Call and Device Monitoring:	-	
Certificate Management		Calls On A Device Monitoring	None 🗸
Enterprise Directory		Call Monitoring	
	Routing Control:	Allow Routing on Listed Devices	None 🗸
> Host AA		Allow Routing on Listed Devices	None
▶ PAM	Apply Changes Cancel Changes		
Security Database			
Control			
CTI Users			
 List All Users 			

7. Configure Avaya Experience Portal and Avaya Proactive Outreach Manager

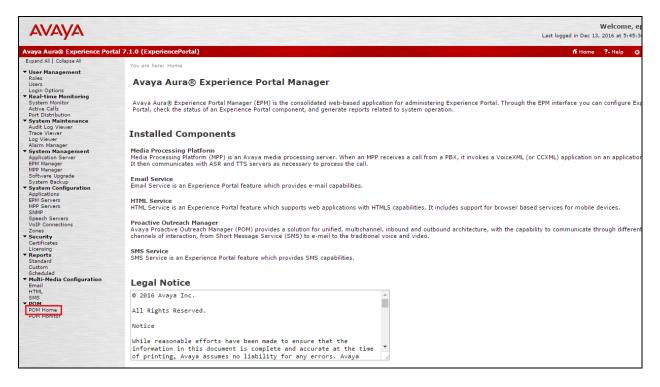
Avaya Proactive Outreach Manager is installed on top of an existing Avaya Experience Portal installation. It is assumed that both Experience Portal and Proactive Outreach Manager (POM) are fully installed and configured. This section will go through the changes that are necessary to connect to the POM to Contact Center and to configure both Experience Portal and POM in order to interoperate correctly with NICE.

Open a web browser and navigate to **https://<IPAddressofEP>/VoicePortal**/ as shown below, enter the appropriate credentials and click on Logon.

L bttps://10.10.40.135/VoicePortal/	
AVAYA	
	Portal 7.1.0 (ExperiencePortal)
User Name:	epadmin
Password:	••••••
	Logon
Change Password	
	aya Inc. All Rights Reserved.

7.1. Configure Proactive Outreach Manager

Select **POM Home** from the bottom of the left window.



Select Global Configurations as shown below.

Expand Al Collapse All Proactive Outreach Manager 3.0 POM Home Campaigns * Contacts * Pom Servers Proactive Outreach Manager 3.0 POM Home Campaigns * Contacts * POM Servers Proactive Outreach Manager 16 an application for interactive outbound Voice, SMS and E-mail notifications. With Proactive outbound Voice, SMS and E-mail notifications. POM Servers System Backup System Satcup System Satcup Proactive Outbound Voice, SMS and E-mail notifications. Proactive Outbound Voice, SMS and E-mail notifications. SMM	Avaya Aura® Experience Po	tal 7.1.0 (ExperiencePortal)				ni Hon	ne ?.
 User Management Roles Users Users Users Users Users Users Users Users Relative Monitor System Monitor Active Calls Proactive Outreach Manager is an application for interactive outbound Voice, SMS and E-mail notifications. With Proactive out deploy Campaigns that deliver the right information and service over the right media from the right resource at the right time PM Zone Licenses Global Configurations Purge Schedules Phone Formats AACC Configurations System Configurations System Software Upgrade Software Upgrade Software Upgrade Software Upgrade Software Software Software Software Software Software Software Upgrade Software Upgrade Software Upgrade Software Upgrade Software Upgrade Software Upgrade Software Upgrade Software Softw	Expand All Collapse All	Proactive Outreach Manager 3.0	POM Home	Campaigns 🔻	Contacts 🔻	Configurations 🔻	
Users Login Options Real-time Monitoring System Monitor Active Calls Port Distribution Port Distributi						-	
Logino Options POM Zone Configuration PearLine Menitoring Power Monitoring Active Calls Power Comparison Power Distribution Power Comparison Audit Log Viewer Color Configuration Log Viewer Color Configuration Alarm Manager Phone Formats Alarm Manager AACC Configuration System Minisore Phone Formats Addit Log Viewer AACC Configurations Log Viewer Phone Formats Addit Log Viewer AACC Configurations System Manager Phone Formats Addit Log Viewer AACC Configurations System Manager Phone Formats System Saveup System Saveup System Saveup System Saveup System Configuration Proactive Outreach Applications Proactive Outreach System Configuration Proactive Outreach Specificates Proactive Outreach Void Connections Configuration Schuder Powers Stendard Configuration Stendard Configuration Sten						POM Servers	
 • Bealt time Monitoring System Monitor Active Calls • Proactive Outreach Manager is an application for interactive outbound Voice, SMS and E-mail notifications. With Proactive Out active Calls • Proactive Outreach Manager is an application for interactive outbound Voice, SMS and E-mail notifications. With Proactive Out active Calls • Proactive Outreach Manager is an application for interactive outbound Voice, SMS and E-mail notifications. With Proactive Out resource at the right media from the right resource at the right One formats • Power of Using With Manager • System Configurations • System Servers • System Configurations • System Servers • Security • Security						POM Zone Configuration	
System Manitor POM Zone Licenses Port Active Calls Port Vision Port Maintenance Active Calls Autive Calls Postering Autive Calls Global Configurations Public Vision Proactive Outreach Manager is an application for interactive outbound Voice, SMS and E-mail notifications. With Proactive Outbound Voice, SMS and E-mail notifications. Log Viewer Alarm Manager System Galaxy Public Media Configurations System Candiduct Phone Formats AACC Configuration AACC Configurations System System Backup Proactive Outbound System Candiduct Proactive Outbound Zones Solution Stendard Curdon Scholaded						For Lone comparation	
Active Calls Producte Calle Producted Plantager is an application on interactive outcount voice, and and send the right media from the right resource at the right time Producte Calle Plantager is an application on interactive outcount voice, and and send the right resource at the right time Purge Schedules Purge Schedules Poster Stever EMM Manager System Software Upgrade System Schup System Schup System Schup Speed Servers Void Connections Zones Security Certificates Licensing Reports Standard Scheduled						POM Zone Licenses	
Port Distribution deploy Campaigns that deliver the right information and service over the right media from the right resource at the right time. Global Configurations Purge Schedules Purge Schedules Phone Formats Adarm Manager Addit Log Viewer Addit Log Viewer Log Viewer Adarm Manager Addit Log Viewer System Manager Processor Addit Log Viewer Schumager System Schuper ACC Configurations Pystem Backup System Schuper Processor System Schup System Schuper Processor System Schup Security Centificates Licensing Security Centificates Custom Schuded Mathedia Configuration HTML Hold HTML							
 System Maintenance Audit Log Viewer To Viewer Audit Log Viewer Purge Schedules Phone Formats AACC Configurations 		deploy Campaigns that deliver the right inform	ation and service over the right m	edia from the right re	source at the right tim	Clabel Configurations	
Trace Viewer Alarm Manager Application Server SPM Manager SPM Manager Software Upgrade System Charger System Charger System Configuration Applications Spervers System Configuration Applications Sperver	 System Maintenance 					Global Configurations	
Trace Viewer Log Viewer Alam Manager Alam Manager Alam Manager Alam Manager System Sackup System Sackup System Sackup System Sackup Speed Sarvers VolP Connections Speed Sarvers VolP Connections Zones Security Cestificates Licensing Kended Gebeland Kended	Audit Log Viewer					Purge Schedules	
Alarm Manager						rarge senedates	
 System Management AACC Configurations AACC Configurations AACC Configurations AACC Configurations Software Upgrade System Backup Spectration Spectration Security Centificates Licensing Reports Solution Scheduled Multi-Media Configuration 						Phone Formats	
Application Server ENM Manager MPP Manager System Configuration Protective Outreach Manager Spread System Servers System Configuration Certificates Licensing Schedulad With/Hedia Configuration Email HTML							
Bill Manager Software Upprade System Backup • yetem Backup • present EPMS Barvers Bill Streams Simme Speech Servers VolP Connections Zones • Security Certificates Licensing • Reports Standard Scitediad • Multi-Hedia Configuration Email HTML						AACC Configurations	
MPP Manager System Configuration Applications EPM Servers SMMP Speech Servers SMMP Speech Servers VolP Connections Zones Contex Security Literating Standard Cuttor Scheduled Manager Manager							
Software Upgrade System Eackup • System Configuration Application EPM Servers SNMP Speech Servers VoIP Connections Zones • Security Certificates Licensing • Reports Standard Custom Scheduled • Multi-Media Configuration Email HTML							
System Christration Applications EPM Servers SPM Servers SNMP Speech Servers ValP Connections Zones Security Centificates Standard Custom Scheduled Multi-Media Configuration Email HTML							
 System Configuration Applications EPM Servers SNMP Speech Servers VoIP Connections Zones Security Certificates Licensing Standard Custom Schedialedia Custom Schedialedia HTML 							
EPM Servers MPP Servers SNMM Speech Servers VoIP Connections Zones Servers VoIP Connections Zones Security Certificates Licensing Keports Standard Custom Scheduled HTML HTML							
MPD Bervers Syme Speech Servers VoIP Connections Zones Zones Certificates Licensing Keports Custom Scheduled Wulti-Media Configuration Email HTML	Applications						
SIMP Speech Servers VoiP Connections Zones Scriticates Licensing Keports Standard Custom Scheduled HTML HTML							
Speech Servers VoiP Connections Zones Zones Security Certificates Licensing Reports Standard Scheduled Wulti-Media Configuration Email HTML							
VolP Connections Zones Societ Standard Custom Scheduled HTML HTML							
Zones Security Certificates Licensing Neports Standard Custom Scheduled HTML HTML							
 Security Certificates Licensing Reports Standard Custom Scheduled Multi-Media Configuration Email HTML 				was atilized Outwas	- In		
Certificates Licensing Reports Standard Custom Scheduled HTML HTML			P	roactive Outrea	icn		
Licensing Reports Standard Custom Scheduled Multi-Media Configuration Email HTML				Manager			
Reports Standard Custom Scheduled Fullt/Hedia Configuration Email HTML				manuger			
Standard Custom Scheduled • Multi-Media Configuration Email HTML							
Custom Scheduled + Multi-Media Configuration Email HTML							
Scheduled Multi-Media Configuration Email HTML							
Email HTML							
HTML	Custom Scheduled						
	Custom Scheduled						
	Custom Scheduled Multi-Media Configuration Email						
shs v pom	Custom Scheduled ▼ Multi-Media Configuration Email HTML						

Scroll down to the WFO section and ensure that **WFO** is ticked and the default port of **7999** is selected. The **Nailup call CLID** can be set at any figure but this should be the same as that configured in **Section 8.3**. Click **Apply** at the bottom of the screen.

Enable WFO	
NFO port	* 7999
Agent settings	
Maximum job waiting duration(min)	* 20
Minimum job attachment period(min)	* 15
Nailing retry interval(sec)	* 20
Call queue	
Nailup call CLID	* 0000
Override PAI for External Consult Calls	
ANI for external consult calls	Nailup call CLID OAgent Extension
Miscellaneous	
POM poller polling interval(sec)	* 5
POM poller polling interval(sec)	* 5 * 1
POM poller polling interval(sec) Agent script editor auto save time(min)	5
	5
POM poller polling interval(sec) Agent script editor auto save time(min) Advanced settings	* 1
POM poller polling interval(sec) Agent script editor auto save time(min) Advanced settings JMS listen port	* 1
POM poller polling interval(sec) Agent script editor auto save time(min) Advanced settings JMS listen port Pacer base port	* 1 * 51616 * 9995
POM poller polling interval(sec) Agent script editor auto save time(min) Advanced settings JMS listen port Pacer base port Router base port Agent manager base port	* 1 * 51616 * 9995 * 7779
POM poller polling interval(sec) Agent script editor auto save time(min) Advanced settings JMS listen port Pacer base port Router base port	* 1 * 51616 * 9995 * 7779 * 9970

Select AACC Configurations from the Configurations menu.

	🕇 Home	? ₊ Help	😣 Logo
	Configurations 🔻		
	POM Servers		٢
	POM Zone Configuration		fresh
Du	POM Zone Licenses		oll: and
im	Global Configurations		
	Purge Schedules		?]
	Phone Formats		
	AACC Configurations		

Enter the IP address of the Contact Center Server and the **web service user name** and **password**. Ensure that the **Multicast IP address** is the same as that from **Section 8.4**. Click on **Apply** once the information is filled in correctly.

Proactive Outreach Manage	Proactive Outreach Manager 3.0 POM Home					
AACC Configuration						
This page allows you to config	ure AACC Config	juration parame	ters.			
AACC web service IP address	* 10.10.40.80					
AACC web service user name	* webadmin					
AACC web service password	* •••••					
AACC Multicast IP address	* 234.5.6.84					
AACC Hostname	* AACC70vmp	g				
AACC Secure Connection						
			1			
Apply Help						

7.2. Configure POM Applications for UCID

Universal Call ID (UCID) is a base feature. UCID assigns a unique number to a call when it enters that call center network. The single UCID can be passed among platforms, and can be used to compile call-related information across platforms and sites. Also available is the user-to-user information (UUI) element, which supports the specification of additional information to be passed in external function arguments.

Both the **Nailer** and **PomDriverApp** applications must be configured to pass on the UCID to NICE.

AVAYA							L	V ast logged in to	Velcome, o oday at 6:22:	
Avaya Aura® Experience Port	al 7.1.0 (ExperiencePor	rtal)						ff Home	?-Help (🛛 Logo
Expand All Collapse All V User Management Roles Users Login Options V Roal-time Monitoring System Monitor Active Calls Port Distribution	Application				he Experience Portal system.					4 <u>zo</u>
 System Maintenance Audit Log Viewer Trace Viewer Log Viewer Alarm Manager 	■ Zone ‡ Name	• \$	Enable	Туре	URI	Launch	ASR	ΠS	Requeste SIP Calls	ed Con Ap Va
System Management Application Server EPM Manager	Default Ava	vaPOMAgent	Yes	POM:Application	http://10.10.40.135:7080/AvayaPOMAgent/Start	Outbound	No ASR	No TTS	None	ø
MPP Manager Software Upgrade System Backup	Default Ava	vaPOMAnnouncement	Yes	POM:Application	http://10.10.40.135:7080/AvayaPOMAnnouncement/Star	Outbound	No ASR	No TTS	None	/
System Configuration Applications EPM Servers	Default <u>Ava</u>	vaPOMNotifier	Yes	POM:Application	http://10.10.40.135:7080/AvayaPOMNotifier/Start	Outbound	No ASR	No TTS	None	ø
MPP Servers SNMP Speech Servers	Default <u>Nail</u>	er	Yes	POM:Nailer	https://10.10.40.135:7443/Nailer/ccxml/start.jsp	Outbound	No ASR	No TTS	None	
VoIP Connections Zones Security Certificates	Default Pom		_	POM:Driver	https://10.10.40.135:7443/PomDriverApp/ccxml/start.jsp	Outbound	English(USA) en-US	English(USA) en-US Jennifer F) None	
Licensing * Reports Standard Castom Konton Heid * Multi-Hedia Configuration Email HTML SMS * POH Home POM Home POM Home	Add Delete	Clear MPP Cache	Help	I						

Open the **Nailer** application by clicking on the application. Ensure that **Generate UCID** and **Transport UCID in Shared Mode** are set to **Yes**. **Operation Mode** should be set to **Shared UUI**. Click on **Save**.

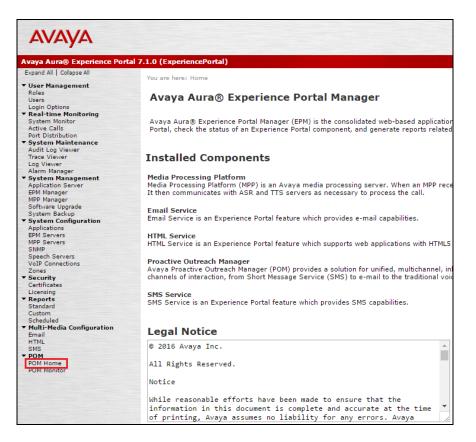
 System Configuration 	Speech Servers
Applications EPM Servers MPP Servers SNMP	ASR: No ASR V TTS: No TTS V
Speech Servers VoIP Connections	Application Launch
Zones Security Certificates	Inbound Inbound Default I Outbound
Licensing ▼ Reports	Speech Parameters 🕨
Standard	Reporting Parameters
Custom Scheduled	Advanced Parameters 🔻
 Multi-Media Configuration Email 	Support Remote DTMF Processing: 🔘 Yes 🖲 No
HTML SMS	DTMF Type Ahead Enabled:
POM POM Home POM Monitor	Converse-On: O Yes No
	Network Media Service: O Yes No
	Dialog URL Pattern:
	VoiceXML Event Handler: <pre><pre></pre> </pre> <pre><pre><pre><pre><pre><pre><pre><p< th=""></p<></pre></pre></pre></pre></pre></pre></pre>
	CCXML Event Handler: <a>CCXML Event Handler:
	Generate UCID: 💿 Yes 🔍 No
	Operation Mode: Shared UUI 🔻
	Transport UCID in Shared Mode: 💿 Yes 🔘 No
	Maximum UUI Length: 128
	Fax Detection Enabled: Ves No
	Fax Phone Number:
	Video Enabled: O Yes No
	Video Screen Format: QCIF Video Minimum Picture Interval: 2
	Save Apply Cancel Help

Solution & Interoperability Test Lab Application Notes ©2017 Avaya Inc. All Rights Reserved. 29 of 89 NICE65_POM3MR The exact same must be done for the PomDriverApp. Click on this application and scroll down and ensure that **Generate UCID** and **Transport UCID in Shared Mode** are set to **Yes**. **Operation Mode** should be set to **Shared UUI**. Click on **Save**.

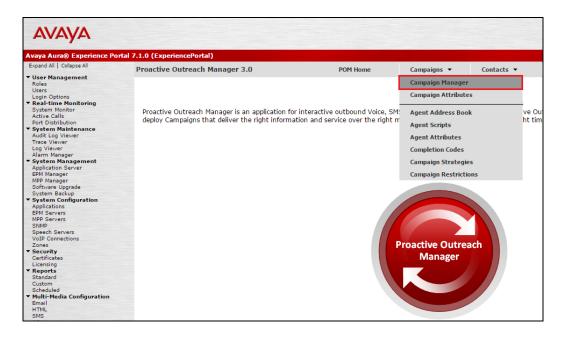
 System Configuration 	English(USA) en-US 🔺 English(USA) en-US Jennifer F 🔺	Γ
Applications EPM Servers	Languages: Voices:	
MPP Servers	v v	
SNMP		1
Speech Servers VoIP Connections	Application Launch	
Zones		
✓ Security Certificates	Inbound Inbound Default Outbound	
Licensing	Speech Parameters >	í.
▼ Reports Standard	Reporting Parameters	
Custom	Advanced Parameters V	
Scheduled		١.
 Multi-Media Configuration Email 	Support Remote DTMF Processing: 🔘 Yes 💿 No	
HTML	DTMF Type Ahead Enabled:	
SMS • POM	DTMF Type Ahead Enabled: 💿 Yes 🔍 No	
POM Home	Converse-On: Ves 🔍 No	
POM Monitor		
	Network Media Service: O Yes O No	
	Dialog URL Pattern:	
	VoiceXML Event Handler: <a> 	
	CCXML Event Handler:	
	Generate UCID:	
	Operation Mode: Shared UUI 🔻	
	Transport UCID in Shared Mode: 💿 Yes 🔘 No	
	Maximum UUI Length: 128	
	Fax Detection Enabled: O Yes No	
	Fax Phone Number:	
	Video Enabled: 🔍 Yes 🖲 No	
	Video Screen Format: QCIF 🔻	
	Video Minimum Picture Interval: 2	
	Save Apply Cancel Help	1

7.3. Generate an Outbound Campaign

Click on **POM Home** at the bottom of the left window.



Open Campaign Manager.



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Campaign Manager	Refresh Last poll: 12/15/2016 03:44:22 AM
This page displays Campaigns and actions associated with Campaigns dep	ending on your user role.
Advanced	
Show 50 ▼ Page: 1/1	Go 00
Name Type Campaign Strategy Contact Lists	Last Executed Actions
* In Progress means Campaign job can be in any one of the states - ru	nning, pausing, paused, callback, stopping.
Add Help	

From the main window, click on **Add**, as shown below, to add a new campaign.

Enter a suitable Name for the New Campaign and click on Continue.

Add a Campaign 🛛 🗙 🗙
Create Campaign
You can start creating a Campaign either by using already created Campaign as template or create new altogether.
Name NICE_Outbound_Preview
 New Campaign Copy existing Campaign
Continue Cancel Help

A new **Campaign Strategy** must be added, click on the "new" icon, highlighted below.

	n, define its type, select the Campaign Strategy and one or more Contact List to be used with the Campaign. Click complete the Campaign creation process. To change optional parameters, click the "Next" button.
Name and Descrip	ption
NICE_Outbound_Preview	
Campaign Strateg	У
Campaign type	
Einite Infinite	
● Finite ○ Infinite	ssociate any Contact List at start
● Finite ○ Infinite	sociate any Contact List at start

The new strategy is created for the outbound campaign using the drag and drop window as shown below. Click on **Save** once the campaign is complete. For more information on campaigns and creating campaigns please refer to the documentation listed in **Section 12** of these Application Notes.

IDE TOOL BOX SHOW SOURCE	SAVE	SAVE DRAFT	COPY	🔓 DELETE 🛛 🔓 HEL	P
lected Node: Task	Campa	ign Strategy: Outbound_Preview		Property	Value
Restrictions	τÅc	ampaign Strategy		Name	Preview
		Handler (initial)		Description	Preview outbound call typ
Address		Preview		Sender's Display Name	9
Sender's Address		編 Address			
Result Processors		Result Processors		Timeout (sec)	
		Result (Call Answered)	õ	Guard Times	Disable
		•	•	Min Contact Time	
		🥵 Agent		Max Contact Time	
				Re-check Interval (mir	1)
				On Media Server Failur	re
				Enhanced CCA	OFF
				Priority	5
				Allocation Type	Dynamic
				APPLICATIONS	
				Driver Application	PomDriverApp
				Nailer Application	Nailer
				Nuisance Call Applicati	on AvayaPOMAnnouncemen
				On Hold Application	AvayaPOMAnnouncemen
				PACING PARAMETER	RS
				Call Pacing Type	Preview
				Timed Preview	Yes
				Preview Time (Sec)	5
				Can Cancel Preview	Disable
				Min. Agents	1
				Max. Agents	2
				Agent Outbound Ski	II PO_Default_Skillset
				ACW Time (Sec)	5

A list of outbound telephone numbers or "contacts" needs to be added. These are a list in a .csv format and look something like the following.

X	🚽 🍠 🕇 (× ∓				POMListMixSIPH323 - M	Vicrosof	t Excel (
F	ile Ho	me Insert	t Page Layou	t Formulas	Data Review	View		
	Cut		Calibri	* 11 * A A	· = = • »	Wrap Text	G	eneral
Pas	ste .	nat Painter	B <i>I</i> <u>U</u> ∗	🕮 • 🕭 • 🛕		🗉 👔 Merge & Cente	er 🛪 🖉	9 - %
	Clipboard	G G	Fo	ont i	Ξ A	Alignment	Es .	Nu
	A1	•	f _x	ID				
	А	В	С	D	E	F	G	i
1	ID	firstname	lastname	phonenumber2	phonenumber1	email		
2	1	Rory	McIlroy	92016	92016	wilson1971@avaya.co	m	
з	2	Tiger	Woods	85151	85151	wilson1971@avaya.co	m	
4	3	Jack	Nicklaus	92016	92016	wilson1971@avaya.co	m	
5	4	Gary	Player	85151	85151	wilson1971@avaya.co	m	
6	5	Seve	Ballesteros	92016	92016	wilson1971@avaya.co	m	
7	6	Sam	Snead	85151	85151	wilson1971@avaya.co	m	
8	7	Arnold	Palmer	92016	92016	wilson1971@avaya.co	m	
9	8	Bernhard	Langer	85151	85151	wilson1971@avaya.co	m	
10	9	John	Smith	92016	92016	wilson1971@avaya.co	m	
11	10	Han	Solo	85151	85151	wilson1971@avaya.co	m	
12	11	Luke	Skywalker	92016	92016	wilson1971@avaya.co	m	

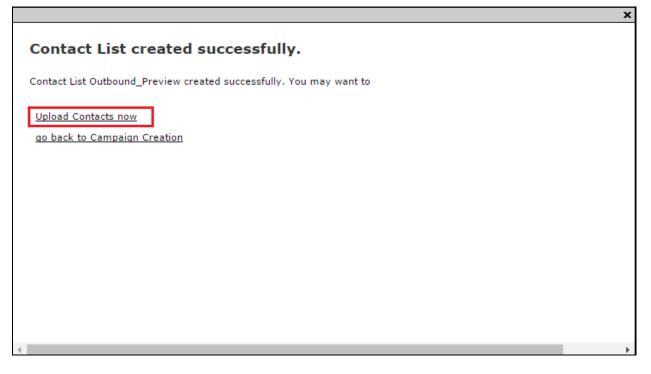
Solution & Interoperability Test Lab Application Notes ©2017 Avaya Inc. All Rights Reserved. 34 of 89 NICE65_POM3MR Click on the 'new' icon as shown below to add a new contact list.

Name and Descri	ption		
NICE_Outbound_Preview			
Campaign Strateg	У		
details of a selected Stra Outbound_Preview ▼	egy from the following list to be used in the Campaign. Click on the icons to create a new Campaign Strategy, vie tegy or refresh the current list. 🗟 🗟 📑		
details of a selected Stra Outbound_Preview ▼ Campaign type ● Finite ○ Infinite	itegy or refresh the current list.		
details of a selected Stra Outbound_Preview ▼ Campaign type ● Finite ○ Infinite	tegy or refresh the current list.		
details of a selected Stra Outbound_Preview ▼ Campaign type ● Finite ○ Infinite	itegy or refresh the current list.		

Enter a suitable **Name** for the outbound list and click on **Save**.

Add New Contact List		×
Add New Con	tact List	
This page allows you t	o add new Contact List.	
Name	Outbound_Preview	
	Outbound list	
Description		
Zone Name	Default 🔻	
Save Cancel	Нер	
	—	
4		- P

Click on Upload Contact now.



The .csv file is then located by clicking on **Choose File**. Ensure that **Empty Contact List before import** is ticked so as the outbound campaign starts from new. Click on **Upload** once this is ready.

to upload: Choose File No file chosen	
mpty Contact List before import	
Automatically update time zone for phone numbers	
Check phone numbers for reject patterns	
Check phone numbers for phone formats rule	
Check phone numbers/E-Mails for DNC	
On duplicate record found	Update existing 🔻

PG; Reviewed: SPOC 2/8/2017 Solution & Interoperability Test Lab Application Notes ©2017 Avaya Inc. All Rights Reserved. 36 of 89 NICE65_POM3MR Click on **Finish** to complete the campaign with the new **Campaign Strategy** and **Contact List** in place.

Define Can	npaign
	ampaign, define its type, select the Campaign Strategy and one or more Contact List to be used with the Campaign. Click ton to complete the Campaign creation process. To change optional parameters, click the "Next" button.
Name and D	escription
 NICE_Outbound_F	Preview
Campaign St	rategy
🖲 Finite 🔵 Infi	nite
D	o not associate any Contact List at start
Contact List	
Contact List or re Default(Default	ig list select one or more Contact Lists to be used with this Campaign. Click on the icons next to the list to create a new fresh the current list.
Cancel Nex	t Finish Help

The new campaign can then be started by pressing on the 'play' icon as shown below.

Campaign Manag	jer			Last poll: 1	<u>Refresh</u> 2/15/2016 03:53:40 AM			
This page displays Campaigns and actions associated with Campaigns depending on your user role.								
	P	Advanced						
Show 50 ▼ Page:	1/1			00	Go 🜔 🕗			
Name	Туре	Campaign Strategy	Contact Lists	Last Executed	Actions			
NICEout	Finite	<u>OutboundVoice</u>	<u>SIPandQSIG</u>	In Progress	📑 🗈 💽 🗓			
NICE Outbound Preview	Finite	Outbound Preview	<u>SIPandQSIG</u>	12/12/2016 06:43:09 AM	🗟 🗅 💽 🗓 🗊			
* In Progress means Car	mpaign	job can be in any one	e of the states -	running, pausing, paused	l, callback, stopping.			
Add Help								

7.4. Create a POM User for NICE

A user must be created to allow NICE access to web services for call events. This user will be configured during the NICE setup in **Section 9.1**. Click on **Users** in the left window and **Add** in the main window.

AVAYA							
Avaya Aura® Experience Port	tal 7.1.0 (Experience	ePortal))				
Expand All Collapse All	You are here: <u>Ho</u>	<u>ne</u> > Use	er Management >	Users			
▼ User Management Roles Users	Users						
Login Options ▼ Real-time Monitoring System Monitor Active Calls Port Distribution				accounts. Depending on your r LDAP Settings to enable the I			l delete user accounts. You can also co r corporate directory.
 System Maintenance Audit Log Viewer 	Same user (rep	ort) has	s been specified	for the Application Reporting v	web service a	uthentication.	
Trace Viewer Log Viewer	Name	Enable	е Туре	Assigned Roles/Features	Last Login	Failed Attempts Loc	ked Password Longevity (days)
Alarm Manager System Management Application Server EPM Manager MPP Manager	epadmin	Yes	EP (Password)	Administration, Auditor, POM Campaign Manager, POM Administration, User Manager, Web Services	Dec 15, 2016 7:38:12 AM PST		60 (System)
Software Upgrade System Backup	report	Yes	EP (Password)	Reporting	Never		60 (System)
 System Configuration Applications EPM Servers 	e weboutuser	Yes	EP (Password)	Administration, POM Campaign Manager, POM Administration, Web Services	Never		Not enforced
MPP Servers SNMP Speech Servers VoIP Connections Zones	Add Delet	e H	elp				

Ensure that Web Services is ticked, enter a suitable Name and Password and click on Save.

Change User			
Use this page to modify a EP	M user account. You ca	in change the us	er role and password.
Name:	nice		
Enable:	🖲 Yes 🔍 No		
Roles:	 Administration Maintenance Privacy Manager Web Services 	 Auditor Operations Reporting 	POM Campaign Manager POM Administration User Manager
Created:	12/8/16 7:16 AM		
Password:	•••••		
Verify Password:	•••••		
Enforce Password Longevity:			
Save Apply Cancel	Help		

8. Configure Avaya Aura® Contact Center

It is assumed that Contact Center is fully installed and configured. This section will go through the changes that are necessary to connect to the Contact Center to POM and to configure the Contact Center agents and Avaya Aura® Agent Desktop (AAAD) in order to interoperate correctly with POM in order to facilitate outbound calls from POM.

Note: Although the configuration steps outlined here are not directly related to the NICE connection with the Avaya solution it is useful to know and it may help with the support of any issues found.

Open a web browser to the Contact Center as shown below, enter the appropriate credentials and click on **Login**.

A http://aacc70vmpg/CCMALogin/Home/L	Login	P - C A aacc70vmpg ×	ሰ 🛧 (
AVAYA		Contact Center - Manager	About Change Passwor
Contact Center - Manager			
	Login		
	User ID Password	webadmin	
			Login

8.1. Configure POM Server on Contact Center

From the Launchpad, click on **Configuration**.

Launch	npad		
0	Contact Center Management	0	Configuration
0	Access and Partition Management	0	Scripting
0	Real-Time Reporting	0	Emergency Help
(<u>©</u>)	Historical Reporting	Ô	Outbound
0	Call Recording and Quality Monitoring	Ô	Multimedia
0	Prompt Management		

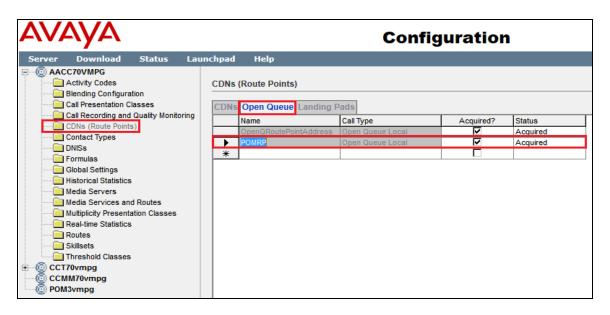
4		AYA			Configuration
	Server	Download	Status	Launchpad	Help
	Add Serve	er			
	Delete Se	rver Add Sen	ver		
	Edit Prope	erties			Configuration
	Refresh S	erver			Configuration
	Refresh A	II Servers			
					 Expand a server node to view configuration resources,
					edit, or delete configuration data.

From the top left of the page, click on Server and Add Server.

Fill in the details of the POM server, noting that the server Type is CCPO. Click on Submit.

Server	Download	Status	Launchpad	Help		
÷ 💿 сст	C70VMPG 70vmpg M70vmpg		Server	Properties		
CCW	M/ovmpg					
				Туре	CCPO V Associated CCMS Servers	
				Server Name	Servers (1)	
				IP Address	AACC70VMPG	
				Display Name		
					D webadmin	
				DSN Prefix	,	
					The following ODBC DSN will be automatically created for this system: CCPO_10.10.40.135_DSN	
					system. ccro_10.1040.135_03N	
			Subr	mit Reset		

Within **Configuration** click on **CDNs** to add a new CDN for the Outbound campaign. This will later be associated with the POM Skillset in Multimedia.



Back at Launchpad, click on Contact Center Management in order to update the agents.

Launc	hpad		
0 0 0	Contact Center Management Access and Partition Management Real-Time Reporting Historical Reporting	0 0 0	Configuration Scripting Emergency Help Outbound
0	Call Recording and Quality Monitoring Prompt Management	Ô	Multimedia

Select the agent to be updated and click on View Agent Details.

AVAY	4				Contact Center Management
View/Edit Ad	d Stat	us Laun	chpad	Help	
€	MPG visor Defaul Agent Defaul Greaney Dav Greaney Emn	e		Co	ntact Center Management
+ 🍝 P	Greaney Rus Jom1 pom1 JestAgent1 te	View A Delete Create	2	ls	 Click a server name to log on to the server and manage users. Choose from the options in the View/Edit menu to load supervisitor the desired server to manage this data. To add a user, log on to the desired server. Then, choose from supervisors, and supervisor/agents.

8.2. Configure Contact Center Agent for outbound calls

Add the **POM_Outbound** Contact Type, as shown below and assign a **Priority** to **the PO-Default_Skillset**. The default POM outbound skillset is now associated with this agent and when the agent logs into AAAD, they will also log into POM and should be available for an outbound campaign assuming one is running.

Agent Information			
Primary Supervisor: * Supervisor Default 🗸		Call Presentation:	CP1 🗸
Login Status Logged Out		Multiplicity Presentation	Class: MPC_Off V
		Threshold:	Agent_Template V
<u>Contact Types</u>			
Contact Type			
Outbound			
POM_Outbound		✓	
Scanned_Document			
SMS			
Social_Networking			
Video			
✓ <u>Skillsets</u>			
Skillset Name (7) 🔻	Contact Type	Priority	
Default_Skillset	Voice	Standby V	
EM_Default_Skillset	EMail	10 🗸	
OQ_Default_Skillset	OpenQ	10 🗸	
PO_Default_Skillset	POM_Outbound	1 🗸	
Sales	Voice	2 🗸	
Support	Voice	3 🗸	
WC_Default_Skillset	Web_Communications	10 🗸	

8.3. Configure Multimedia for POM Integration

The following two sections are configured from the Contact Center server. Open the web browser on the server in order to make changes in multimedia. Once logged in click on **Multimedia**.

Launc	npad		
00000	Contact Center Management Access and Partition Management Real-Time Reporting Historical Reporting Call Recording and Quality Monitoring	0 0 0 0	Configuration Scripting Emergency Help Outbound Multimedia
Ô	Prompt Management		

Click on Launch Multimedia Client as shown below.

αναγα	
View Status Launchpad	Help
CCMM Servers	Multimedia Administration
	Multimedia Administration URL http://AACC70VMPG/Admin/ccmmadmin.application Launch Multimedia Client Launch Multimedia Client Install prerequisite software Note: The Multimedia client requires prerequisite software to be installed. Choose this option if the Multimedia application has never been run on this computer.

Click on **POM** in the left window and enter the **POM voice path CLID**, this should have been set in **Section 7.1**. Click on **Save**.

Α	CCMM Administration	- 🗆 X
POM General Settings	Edit POM Settings POM settings POM voice path CUD: 0000	*
E-mail		
Web Comms		
Social Networking		
IM		
Voice Mail		
Fax		
Scanned Documents		
Text Messaging (SMS)		
POM		
Agent Desktop Configuration	Save	Help
General Administration		
User: webadmin Server Time: 12	56 Status:	

Click on **General Administration** in the left window and **Skillset Settings** as shown below. Enter the CDN created in **Section 8.1** opposite the **PO_Default_Skillset**. Click on **Save**.

Α			CCMM A	dministration					X
	Skillset Name 🟹	Route Point 🛛	Auto-Signatu 🏹	Office Hours	Chat History	Comfort Mes 🟹	On Hold Mes 🟹	Max Concu	m T
AVAYA	PO_Default_Skills	POMRP							
	SN_Default_Skills								
	VM_Default_Skills								
⊿ General Administration (), Server Settings	SM_Default_Skills								
Server Settings	FX_Default_Skillse								
Administrator Settings	SD_Default_Skills								
line Agent Settings	PR_Default_Skillse								
🗔 General Settings	OB_Default_Skills								
Office Hours	H 4 1 2 🕨	H						Page 1	of 2
E-mail	Route Point							I Keload Gi	IU
	Skillset:			Auto-Signature:			^	Reload Gr	id
E-mail	Route Point	•							
Web Comms	Office Hour								
Social Networking		*	Unlink Hours						
IM	Chat Histor	y Header:							
		*	Unlink Chat						
Voice Mail	Comfort Gr	oup:							
Fax		*	Unlink Group						
Scanned Documents	On Hold Gr	oup:							
Text Messaging (SMS)	Web On Ho		Unlink Group					Save	
POM		•	Unlink Group					Cancel	
Agent Desktop Configuration	Max Concu	rrent Chats:						Help	
General Administration		_					~	Неір	
User: webadmin Server Time: 12:5	5 Status:								

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Α	CCMM Administration		_ _ ×
AVAVA	User Settings		S.
<i>FIVELYEL</i>	User Settings Allow Erasing of Call History	V	<u>^</u>
	Append Selected Auto Phrase to Existing Text	\checkmark	
▲ Agent Desktop Configuration Sector General Settings	Allow Agent Desktop Panel Swap	✓	
Resources	Autostart Quality of Service Windows Service		
Default Closed Reasons	Enable AAAD System Tray Icon	✓	
Basic Screenpops	Enable AAAD Dashboard		
Advanced Screenpops	Password Protect AAAD Dashboard		
User Settings	Prompt User for Login Details		
ingo shortcar regs	Disallow Duplicate Login		
	Enable AAAD Preference Retention		
	Enable Addb Preference Retention		
E-mail			
Web Comms	Default Not Ready Reason Code when Rejecting a Contact		=
Social Networking	Default Not Ready Reason Code when Pulling a Contact		
	Default Not Ready Reason Code After Max Open Duration		
IM	Home Page Enabled		
Voice Mail	Home Page URL	www.avaya.com	
Fax	Home Page Name	Avaya Start Page	
Scanned Documents	Close Multiple Contacts	Agent 👻	
Text Messaging (SMS)	Maximum Number of Calls to Log	30	
POM	Maximum Number of Speed Dials	10	
	Maximum Number of Favourites	10	~
Agent Desktop Configuration			Save Cancel Help
General Administration			Save Cancer Help
User: webadmin Server Time: 12	57 Status:		

8.4. Configure Multicast IP Address for POM

The Multicast address must be noted as this will be required in Section 7.1 during the POM – AACC integration. Under Apps open Multicast Address and Port Configuration.

А	p	OS by name \sim				
	<u>@</u>	Microsoft Azure Services		Windows PowerShell ISE (x86)	А	Contact Center Server Utility
		ODBC Data Sources (32-bit)	L.	Windows Server Update Services	Α	Data Management
		ODBC Data Sources (64-bit)	Avaya		Α	Database Integration Wizard
s	(Performance Monitor	Δ	Agent Certificate Configuration	Α	Database Maintenance
	(Resource Monitor	Α	Agent Desktop Display Configur	Α	Element Manager
		Security Configuration Wizard	Α	Archive Restore	Α	High Availability
		Server Manager	Α	Avaya Agent Desktop	Α	License Grace Period Reset
	Ö,	Services	?	Avaya Agent Desktop online sup	А	License Manager Configuration
		System Configuration	Α	CCT Console	Α	Log Archiver
		System Information	Δ	Certificate Manager	Α	Manager Administration Configu
	Ð	Task Scheduler	Δ	Computer Update Utility	А	Multicast Address and Port Confi
-		Windows Firewall with Advanced	Α	Contact Center Logfile Collector	А	Multicast Stream Control

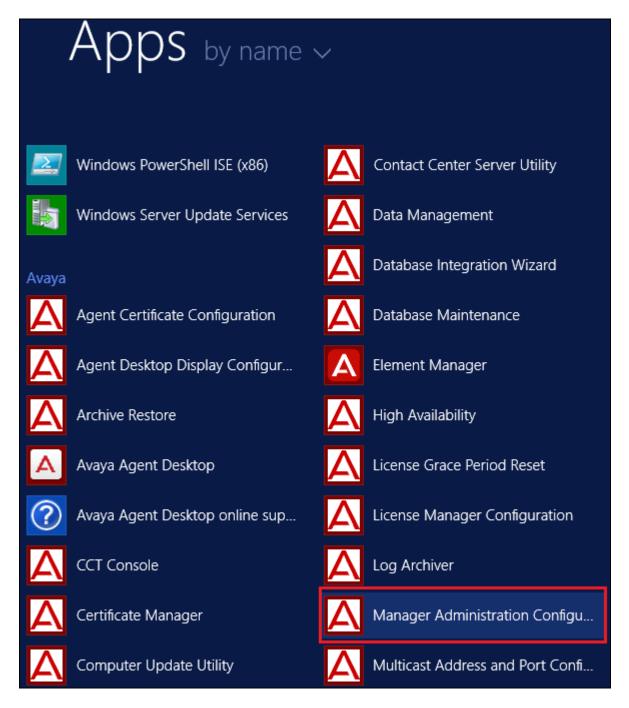
Take note of the Multicast IP address, noting here that it is **234.5.6.84**. This was set to this specific IP address during the Contact Center configuration and it is not the default address.

54 Multicast I	Paroun: 2	to live (TTL):		2 sec			
	Multicast IP group: 234.5.6.84				w	,	
Agent:	IP Port: 6060	Multicast Ra 5000	te: ms	Agent:	IP Port: 6070	Multicast Ra 5000	ite: ms
Application:	6020	5000	ms	Application:	6030	5000	ms
Skillset:	6040	5000	ms	Skillset:	6050	5000	ms
Nodal:	6080	5000	ms	Nodal:	6090	5000	ms
IVR:	6100	5000	ms	IVR:	6110	5000	ms
Route:	6120	5000	ms	Route:	6130	5000	ms
Regis	Registry Value Default Value OK Cancel Apply						

Navigate to **D:/Avaya/Contact Center/Manager Server/iccm/bin** and run the **MulticastCtrl** file as shown and ensure that both **Compression** values are not ticked.

🎉 💽 🚺 = I	Application Too	bin 🗖 🗖 🗙				
File Home Share	View Manage	✓ Ø				
(e) → ↑ ↓						
🔆 Favorites	Name	🞋 RTD Multicast Controller 📃 🗖 🗙				
🛄 Desktop	🔌 msvcp71.dll					
\rm Downloads	🚳 msvcr71.dll	Skillset				
🖳 Recent places	🚳 msvcrt.dll	🔽 Moving Window 🔽 Moving Window				
	MSVCRTD.DLL	✓ Interval To Date				
💻 This PC	🚳 mtld.dll					
膧 Desktop	🚳 mtldvc9.dll	Application				
Documents	痜 MulticastCtrl	Vindow Vindow Vindow				
\rm Downloads	Nbcomd.dll	✓ Interval To Date ✓ Interval To Date				
🚺 Music	🚭 nbconfig					
📔 Pictures	NBNmSrvc					
📔 Videos	nbts	Agent				
📥 Local Disk (C:)	💷 nbtsm	🗹 Moving Window 🔽 Moving Window				
👝 Local Disk (D:)	🔯 netsmonw	🔽 Interval To Date 🔽 Interval To Date				
👝 Local Disk (F:)	🚆 nibrdgGui					
👝 Local Disk (G:)	nicdsize.dll	Compression				
👝 Local Disk (H:)	🔌 nicmfjvm.dll	RTD Compression Release 6.4				
👝 Local Disk (Z:)	💷 nicmfjvm					
	🛃 nicomsetup					
👊 Network	🚳 nidb_all					
	idbevent.dll					
	niddc	Get Current States OK Cancel Apply				
162 items 1 item selected	d 25.5 KB					

Run the Manager Administration Configuration application as shown below.



	Avaya	_ □ X
	Help	
-	Console Root\Avaya	— — ×
📄 Console Root ▷ <u>同</u> Avaya	Avaya Applications Configuration	
	RTR Registry Settings	Change
	Avaya Home Page	Change Login Warning Settings
	LM Service Configuration	CCMA User Migration
	CCMA System Upgrade Email Notification Utility	Language Settings
	CCMA Security Settings	
Done		h.

Run the **RTR Registry Settings** program highlighted below.

Note that the **IP Receive Address** is set to the same IP Address as above and the **Compress Realtime Data Packets** is ticked off.

RTR Properties	? X					
RTR Settings						
IP Receive Address: 234 . 5 . 6 . 84						
IP Send Address: 234 . 5 . 6 . 2						
Output Rate: 5000 millisec	onds					
Transform Rate: 1000 millisec	onds					
OAM Timeout: 120000 millisec	onds					
Restart Real Time Reporting Service						
C Multicast						
 Unicast Multicast and Unicast 						
Maximum Unicast Sessions 100	Maximum Unicast Sessions 100					
WARNING: It is important to consult your engineering guidelines before modifying the number of unicast sessions or the output rate.						
Compress Realtime Data Packets						
ОК	Cancel					

From the Multimedia Client (see Section 8.3 to log in), navigate to General Administration in the left window and then General Settings and ensure that the Multicast IP address is set correctly.

Α	CCMM Administration	n 📃 🗖 🗙
 General Administration Server Settings Skilles Settings Administrator Settings Agent Settings General Settings Office Hours 	Edit General Settings System License License Type License Type NODAL RTD Multicast Configuration Multicast IP 234.5.6.84 Port 6050	Reporting Credentials Reporting Account Password Reset Account ID mmReport Set Password
E-mail		
Web Comms		
Social Networking		
IM		
Voice Mail		
Fax		
Scanned Documents		
Text Messaging (SMS)		
POM		
Agent Desktop Configuration		
General Administration		
User: webadmin Server Time: 10:	33 Status:	

9. Configure NICE Engage Platform

The installation of NICE Engage Platform is usually carried out by an engineer from NICE and is outside the scope of these Application Notes. For information on the installation of the NICE Engage Platform contact NICE as per the information provided in **Section 2.3**.

The following sections will outline the process involved in connecting the NICE Engage Platform to the Avaya Solution. All configuration of the NICE Engage Platform for connection with the AES is performed using a web browser connecting to the NICE Engage Application Server. Open a web browser as shown navigate to

http://<NICEEngageApplicationServerIP>/Nice as shown below and enter the proper credentials and click on Login.

	☆★☆ - □
Welcome	
to NICE Engage Solutions	
User name: nice	
Password:	
■ Show password	
Forgot your password?	
Copyright @ 2004-2014 NICE Systems Ltd. All rights reserved.	

Once logged in expand the **Administration** dropdown menu and click on **System Administrator** as highlighted.

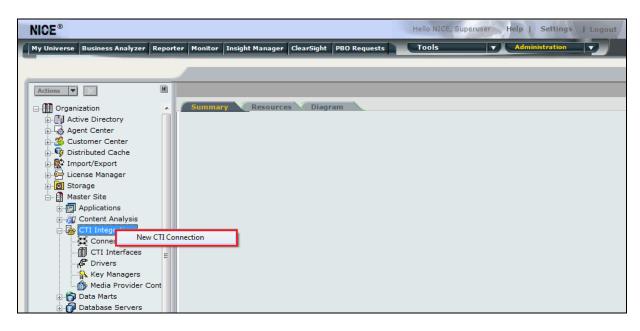
Attp://niceapp-win2012/NiceApplications/Desktop/XbapApp	ications/NiceDesktop.xbap 🔎 🗸 🖒 🎯 niceapp-win2012	×	☆ ☆ 袋
NICE®	Helio MICE, Superuser	Help Settings Logo	Business Analyzer
My Universe Business Analyzer Reporter Monitor Insight Manag	er ClearSight PBO Requests Tools	Administration 🔻	
		Backup Manager	KICE
Interactions	Table View Graph View	Channel Monitoring	
	Search for words Search Exact Ph		⁄₀ 🔽 Within results
Interactions Umage Queries	Results for Query:	Rules Manager	🔄 📑 📑 Preferences
B- Saved Items	Group By:	Authentication Center System Administrator	0 4 5 10 10 11 6 6 6 9 4
Evaluations		System Administrator	🗐 🕹 📾 🖻 🗺 🕙
V.		osers Administrator	
Audit Trail			
Clips			
æ			
Packages			
Feedback			

Before any changes can be made, switch to **Technician Mode** by clicking into Settings at the top of the screen as shown below.

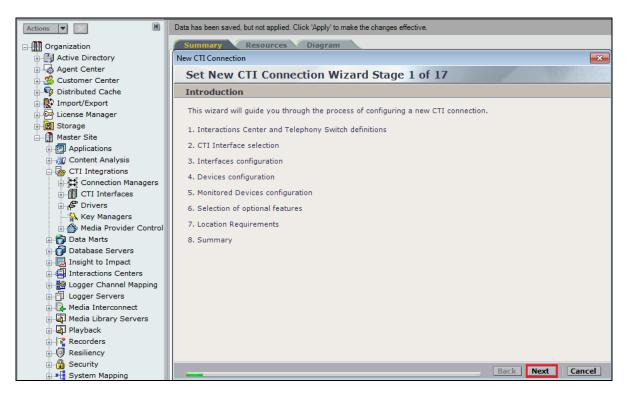
Hello NICE, Superuser Help Setting	5 Logout Change Password Technician Mode	System Administrator
		N

9.1. New CTI Connection

Navigate to Master Site \rightarrow CTI Integration in the left window then right-click on CTI Integration and select New CTI Connection as shown below.



The **New CTI Connection Wizard** is opened and this will go through the 17 steps required to setup the connection to both the POM server for events and the AES for DMCC Multi-Registration type of call recording. Click on **Next** to continue.



Solution & Interoperability Test Lab Application Notes ©2017 Avaya Inc. All Rights Reserved. 54 of 89 NICE65_POM3MR The value for **Regular Interactions Center** is a value that was already created during the installation of the NICE Engage platform. This value is therefore pre-chosen for the CTI connection being created below.

The **Telephony Switch** must be selected and this will be **Avaya CM**. Enter a suitable name for this **Switch Name**. Click on **Next** to continue.

New CTI Connection	rand Stage 2 of 1	17	×
Set New CTI Connection Wi Interactions Center Switch		./	
Attach CTI to Interactions Center Server:			
Regular Interactions Center:	NICE-AppSvr	•	
Interactions Center Cluster:		•	
🔘 Use existing Telephony Switch:	Avaya POM	*	
Oefine new Telephony Switch:			
Switch Type:	Avaya CM	•	
Switch Name:	Avaya CM		
		Advanced >>	
		Back	xt Cancel

Select **POM Server** for the **Avaya CM CTI Interface**, ensure that **Active Recording** is ticked and select the **DMCC** (**Advanced integration Recorder**) from the dropdown menu. Click on **Next** to continue.

New CTI Connection						
Set New CTI Connection Wizard Stage 3 of 17						
Interface Type						
CTI Interface Type						
Avaya CM CTI Interface:	POM Server	-				
	Avaya Communication Manager POM Server					
VoIP Mapping:	AES SMS	-				
Additional VoIP Mapping:	AES SMS	Ţ				
Active Recording:	DMCC (Advanced Interaction Recorder)	•				
	Avaya Communication Manager Device Media and Call Control					
		Back Next Cancel				

Each of the values for the POM Server must be filled in below. Double-click on each **Parameter** to enter a value for that parameter.

New CTI Connection							
Set New CTI Connection Wizard Stage 4 of 17							
Interface Parameters							
CTI Interface Details							
Interface Connection Details							
Mandatory fields are marked in bold							
Parameter	Value		*				
POM Server Address			E				
POM Server Username			=				
POM Server Password POM WFO Port ID	7000						
POM WHO Port ID	7999		-				
Description:							
Additional Interface Parameters			8				
		Back Next Ca	ncel				

Enter the IP address for the POM server and click on OK.

New CTI Connection		X
Set New CTI C	onnection Wizard Stage 4 of 17	
Interface Parame	ters	
CTI Interface Det	ails	
Interface Conne	ction Details	
Mandatory fields an	Set Parameter Value	
Parameter	Interface Connection Parameter	<u>^</u>
POM Server Addres POM Server Userna	Set Darameter Value	E
POM Server Passw POM WFO Port ID	Name: POM Server Address	
Description: POM	Value: 10.10.40.135	
Additional Inter		3
	OK Cancel	
	Back	Next Cancel

Enter the **POM Server Username** and click on **OK**.

New	CTI Connection					X
S	et New CTI C	onnectio	n Wizard Stage 4 of 17	1	1	2.1.121
In	terface Parame	ters				
r.	CTI Interface Det	ails				
	Interface Conne	ction Detai	5			
	Mandatory fields ar	Set Parameter	Value			2
	Parameter		ace Connection Parameter	6,0		<u>^</u>
	POM Server Addres POM Server Userna	Set Dar	ameter Value			=
	POM Server Passw POM WFO Port ID	Name:	POM Server Username			Ţ
	Description: Avay	Value:	nice	1		
	Additional Inter	6				8
			OK Cance	<u>!</u>		
				Back	Next	Cancel

Enter the **POM Server Password** and click on **OK**.

Set New CTI C	Connection Wizard Stage 4 of 17	
Interface Parame	eters	
CTI Interface Det	tails	
Interface Conne	ection Details	
Mandatory fields ar	Set Parameter Value	
Parameter	Interface Connection Parameter	<u>^</u>
POM Server Addres POM Server Userna	Set Darameter Value	E
POM Server Passw POM WFO Port ID		
Description: Avay	y Value: *******	
Additional Inter	ri i	3
	OK Cancel	
	Back	Next Cancel

The other values can be left as default and click on **Next** to continue.

New CTI Connection				×
Set New C	TI Connection Wiz	ard Stage 4 of 17		12 - 2 11/2/
Interface Par	ameters			
CTI Interface	e Details			
Interface C	onnection Details			
Mandatory fie	elds are marked in bold			
Parameter		Value		^
POM Server		nice		
POM Server F POM WFO Po		7999		E
Define Zone		FALSE		-
Description:	POM Server IP Address, Hos	st Name or FQDN		
Additional I	Interface Parameters			8
			Back	xt Cancel

The value for the connection to the AES for DMCC recording must now be filled in as well. Each of the values below must be filled in. Double-click on each **Parameter** to enter a value for that parameter.

New CTI Connection		×
Set New CTI Connection Wiz	ard Stage 8 of 16	100 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Active Recording		
Active Recording Interface Details		
Interface Connection Details		8
Mandatory fields are marked in bold		
Parameter	Value	A
PrimaryAESServerAddress PrimaryAESDMCCPort	4722	E
PrimaryAESUserName PrimaryAESPassword	TOUL	
Description:		
Additional Interface Parameters		3
Media Provider Controllers - Location		8
		Back Next Cancel

Enter the **Value** for the **AESServerAddress**, note this is the IP address of the AES server. Click on **OK**.

New CTI Connection	Apple Role Supervise Surger Williams	X
Set New CTI C	Connection Wizard Stage 8 of 16	11/2/
Active Recording		
Active Recording	Interface Details	
Interface Conne	ection Details	
Mandatory fields a	Set Parameter Value	2
Parameter	Interface Connection Parameter	<u> </u>
PrimaryAESServer/ PrimaryAESDMCCF	Sof Daramotor Valuo	E
PrimaryAESUserNa PrimaryAESPasswo		Ţ
Description: AES		
Additional Inter	Value: 10.10.40.16	8
Media Provider Co	OK Cancel	8
-	Back Next Ca	ancel

Enter the **Value** for the **AESDMCCPort**, note this will be the same port that was configured in **Section 6.4**. In this example the unencrypted port **4721** is entered.

New	CTI Connection			X	3
S	et New CTI C	onnectio	n Wizard Stage 8 of 16	100 - 10 - 10 - 10 - 10 - 10 - 10 - 10	
A	ctive Recording				
0	Active Recording I	nterface De	tails		
	Interface Conne	ction Detail	5		
			-		
	Mandatory fields ar	Set Parameter	Value 🛛		
	Parameter		ace Connection Parameter	A	
	PrimaryAESServerA	Set Para	ameter Value	=	
	PrimaryAESDMCCP PrimaryAESUserNar				
	PrimaryAESPasswor		PrimaryAESDMCCPort		
	Description: DMC				
	Description. Dive	Value:	4721 👻		
	Additional Interf			8	
	Media Provider Col		OK Cancel		1
			Bac	k Next Cancel	

Enter the username that was created in Section 6.5 and click on OK.

New	CTI Connection			X
S	et New CTI C	onnectio	on Wizard Stage 8 of 16	1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -
A	ctive Recording			
c.	Active Recording	Interface D	etails	
	Interface Conne	ction Detai	ils	
	Mandatory fields ar			
	Parameter			
	PrimaryAESDMCCP		face Connection Parameter	
	PrimaryAESUserNa	Sof Dai	rameter Value	E
	PrimaryAESPasswo			
	PrimaryAESSecure	Name:	PrimaryAESUserName	
	Description: User			
		Value:	nice	
	Additional Inter			3
	Media Provider Co		OK Cancel	8
			Back	Next Cancel
_			DOCK	Cancer

Enter the password that was created in **Section 6.5** and click on **OK**.

New CTI Connection			
Set New CTI C	onnectio	n Wizard Stage 8 of 16	and the spinst
Active Recording			
Active Recording	Interface De	tails	
Interface Conne	ction Detail	s	
Mandatory fields ar	Set Parameter	I.I. Value	
Parameter	Interfa	ace Connection Parameter	^
PrimaryAESDMCCP PrimaryAESUserNa	Sof Dara	ameter Value	Ξ
PrimaryAESPasswo			-
PrimaryAESSecure	Name:	PrimaryAESPassword	
Description: Pass	Value:	****	
Additional Inter		*******	
Media Provider Co		OK	
		Back	Next Cancel

Because the unencrypted port was chosen select **False** for the **AESSecuredConnection**. Click on **OK** and then **Next** to continue.

New CTI Connection		X
Set New CTI C	onnection Wizard Stage 8 of 16	
Active Recording		
Active Recording	iterface Details	
Interface Conne		
Mandatory fields ar	Set Parameter Value	
Parameter	Interface Connection Parameter	·
PrimaryAESDMCCP PrimaryAESUserNa	Set Parameter Value	
PrimaryAESPasswo		
PrimaryAESSecured	Name: PrimaryAESSecuredConnection	-
Description: India		on must be set)
Description: India	Value:	on must be set)
	Value: FALSE •	
Additional Inter		S
Media Provider Co	OK	
		ack Next Cancel

Click on Media Provider Controllers – Location to expand this.

CTI Connection		-
Set New CTI Connection	n Wizard Stage 8 of 16	
ctive Recording		
Active Recording Interface Det	tails	
Interface Connection Details		0
Additional Interface Parame	ters	(Ø
Mandatory fields are marked in bo	old	
Parameter	Value	*
EnableNATManipulation	no	E
ObservationCode		
LinkFIFOSize	500	
ResourceCleanupDelay	0	
Description:		
Media Provider Controllers - Lo	ocation	Q
		Back Next Cancel

Enter the **IP/Hostname** of the Nice Advanced Interactions Server. Click on in + icon to add this.

New CTI Connection			
Set New CTI Conne	ction Wizard Stag	je 8 of 16	
Active Recording			
Active Recording Interfac	e Details		
Interface Connection D	etails		
Additional Interface Pa	rameters		<u></u>
Media Provider Controller	's - Location		
- Media Provider Location			Ŭ
Server IP/Hostname	NICEActive2012		
Connection Manager Port:	62094		
Media Provider Controllers:		1	
IP/Hostname	CM Port		
			Back Next Cancel

Click on **Next** to continue.

ctive Recording					
Active Recording Interfac	e Details				
Interface Connection D	etails				3
Additional Interface Pa	rameters				ŏ
			Additio	onal Interface Paramete	rs
Media Provider Controller	s - Location				- (
Media Provider Location					
Server IP/Hostname					
Connection Manager Port:	62094	×			
Media Provider Controllers:					2
IP/Hostname		CM Port			
NICEActive2012	(52094			4
					×

On the following screen, click on Add, to add the Communication Manager devices.

New CTI Connection		×
Set New CTI Connec	tion Wizard St	age 10 of 16
Devices		
Available Devices		(a)
Provide telephony switch availa 0 devices	ble devices	Add Range Add From Switch
Device Number/IP	CTI Trunk ID	Туре
		Back Next Cancel

The **Device Type** should be **Extension** and insert the correct extension number. Expand **Advanced Device Parameters** and ensure that the **Value** for **Observation Type** is set to **Non-Resourced-Based**. Click on **OK** to continue.

	Available Device		8		
New CTI Connection				×	
Set New CTI Co	Add Device			1.	Appl
Devices					
Available Devices Provide telephony swite 0 devices Device Number/IP	Name Device Type: Device Number: IP:	* Extension * 2000	-	ange Add From Switch	
	Advanced Device	Parameters	C	arameter Value	
	Display Read Only	Information		Device Additional F	arameter
	Name	Value		Set Parameter Value	urumeter
	Observation Type Description:	Resource-Based	e-, A	me: ObservationType	
	Da	sed - can be recorded without	Val	Non-Resource-Bas	ed 🔻
					OK Cancel
		ОК	Cancel		

Next enter the correct **Value** for **SymbolicName**. Double-click on **SymbolicName** to set the value. This should be the same as the switch name entered in **Section 6.2**.

	A 111 D 1			
	Available Device		8	
New CTI Connection				X
Set New CTI Co	Add Device			
Devices				
Available Devices	Set Parameter Value			3
Provide telephony swit	Device Addit	tional Paramet	er	e Add From Switch
o definees	Set Parameter	Value		
Device Number/IP	Name: Symbolici	Name		
	Value: cm70vm	IPG		
			OK Cancel	
	Name	Value	<u>^</u>	
	Observation Type SymbolicName Password Codecel iet Description: Sy	Non-Resource n mbolic Name.	e-Based	
	_		X Cancel	k Next Cancel

Enter the correct **Password** and note this is the password for the extension that is being added here. This is the station password which was entered during the creation of the station. A printout of an extension can be found in **Section 5.5** of these Application Notes.

	Available Device	8
New CTI Connection		8
Set New CTI Co	Add Device	
Devices		
Available Devices Provide telephony swit	Name Device Type: Edension	Add From Switch
0 devices	Set Parameter Value	ge Add From Switch
Device Number/IP	Driver Additional Parameter	
	Set Parameter Value	
	Name: Password Value: ****	
	OK	
	SymbolicName CM63vmpg	
	Password Cadacalist 0	
	Codeceliet 0 Description: Registration password.	
	Pescription: Registration password.	k Next Cancel
	OK Cancel	
		J

Double-click on **CodecsList** and ensure that all the values are ticked as shown below. Click on **OK** to continue.

	Availabl	e Device				23	
New CTI Connection		Set Parame	ter Values		E		X
Set New CTI Co	Add	Code	ecsList				and the surger
Devices		Set Pa	arameter	Values			
Available Devices	Nar	List of su	pported cod	lecs.			
Provide telephony swite	De					Ь	
	De	Name				Ľ	
0 devices	De	G711A					ange Add From Switch
Device Number/IP	IP:	✓ G711U					
		 G729					
		✓ G729A					
		V G723					
	Adv						
	D			ОК	Cancel	1	
	Nar	ne		Value		~	
	Pas	sword		••••			
	Cod	lecsList		0		=	
	Enc	AgList		0		-	
	Des	cription:	List of supp	ported codecs.		* *	
							k Next Cancel
				(DK Ca	ncel	

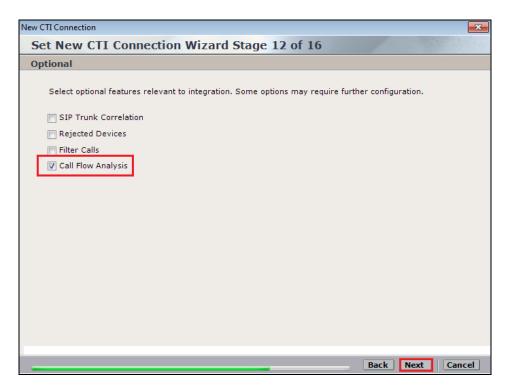
Double-click on **EncAlgList** and ensure both options are ticked as shown below. Click on **OK** to continue.

	Available Device		2	5
New CTI Connection	Set Parame			X
Set New CTI Co	Ada			
Devices	Set Pa	arameter Values		
	Nai			
Available Devices Provide telephony swite		pported encryption algo	rithms.	
0 devices				ange Add From Switch
o devices	De Name			ange Add From Switch
Device Number/IP		28_COUNTER		
		ICRIPTION		
	Adv			
		ОК	Cancel	
	Nar		Cancer	
	Password CodecsList	31		
	EncAlgList	0	E	
	Description:	List of supported encryp algorithms.	otion	
				k Next Cancel
			OK Cancel	

Select the new extension and click on the >> icon as shown. Click on Next to continue.

New CTI C	onnection					×
Set I	New CTI Con	nection Wizard	Stage 11	of 16		1.141
Monit	or					
_						
	e select the devices e click on a monitor	to be monitored ed device for further co	ofiguration			
D'oubl			ingaration .			
Ava	ilable Devices:	0 devices		Monitored Devices:	1 devices	
De	vice	Туре	P	Device	Туре	
			>>	2000	Extension	
			>			
			<			
			<<			
					Back Next Ca	ncel

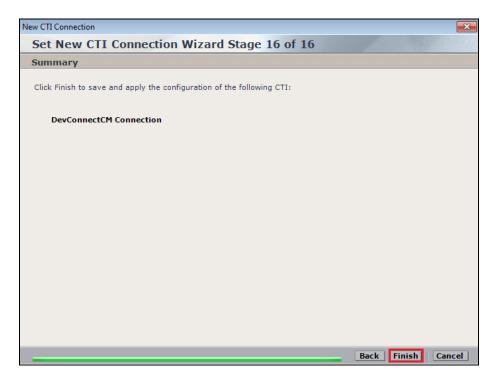
This is optional, but for better analysis tick on **Call Flow Analysis** and click on **Next** to continue.



Select a different **Port** number as shown below. Port **62095** is chosen simply because **62094** was already in use.

New CTI Connection	×
Set New CTI Connection Wizard Stage 15 of 16	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Requirements	
The Interactions Center server selected already has a Connection Manager. Create a new Connection Manager, or select an existing one.	
Create a new Connection Manager Port: 62095	
Select available Connection Manager Ports in use:	
62094	
	Back Next Cancel

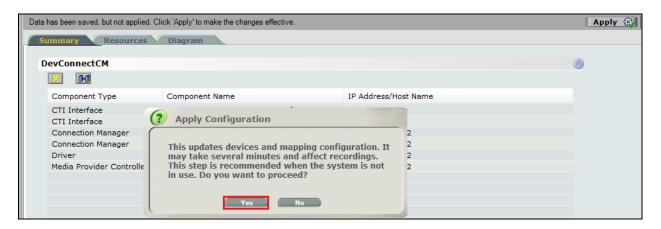
Click on Finish to complete the New CTI Wizard.



Click on Apply at the top right of the screen to save the new connection.

		Hello NICE, Supe	ruser Help Settings Logout	System Administrator
My Universe Business Analyzer Repor	rter Monitor Insight Manager Cle	earSight PBO Requests Tools	Administration	
Actions V K	Data has been saved, but not applied. O	Click 'Apply' to make the changes effective.		Apply 🛞 🖹
□ III Organization	Summary Resources	Diagram		
Active Directory	DevConnectCM			
Sustomer Center Sustainer Center Sustainer Center				
Import/Export	Component Type	Component Name	IP Address/Host Name	
	CTI Interface	DevConnectCM AES TSAPI Interface		
	CTI Interface	DevConnectCM DMCC (Advanced Interacti		
- Master Site	Connection Manager	DevConnectCM niceapp-win2012 Active Re	niceapp-win2012	
	Connection Manager	DevConnectCM niceapp-win2012 CM	niceapp-win2012	
	Driver	DevConnectCM niceapp-win2012 Driver	niceapp-win2012	
Content Analysis	Media Provider Controller	DevConnectCM niceapp-win2012 MPC 1	niceapp-win2012	
CTI Integrations				
Data Marts				
Database Servers Insight to Impact				

Click on **Yes** to proceed.



The following shows that the save was successful. Click on **OK** to continue.

Data has	Data has been saved, but not applied. Click 'Apply' to make the changes effective.						
Sum	Summary Resources Diagram						
Dev	ConnectCM						
8							
C	Component Type	Component Name	IP Address/Host Name				
C	CTI Interface	DevConnectCM AES TSAPI Interface					
C	CTI Interface	Apply Complete	8				
C	Connection Manager 🛛 🗡	Apply complete	2				
C	Connection Manager		2				
D	Driver	All components have been notified	2				
M	1edia Provider Controlle		2				
_							

From the NICE Application Server, open **Services** and restart the **NICE Integration Dispatch Service**.

Q	Se	ervices			_	D X				
File Action View	File Action View Help									
() 🗐 📢 ()) 🕞 🔽 🗊 🕨 💷 II 🕩									
🏩 Services (Local)	Name 🔶	Description	Status	Startup Type	Log On As	^				
	🔍 Network Location Awareness	Collects an	Running	Automatic	Network S					
	🔍 Network Store Interface Service	This service	Running	Automatic	Local Service					
	🔍 NICE AA Search Controller	Audio Anal	Running	Automatic	.\administr					
	🔍 NICE Agent Center	Monitors an	Running	Automatic	.\administr					
	🔍 NICE Audit Trail Service	Enables add	Running	Automatic	.∖administr					
	🔍 Nice BSF Server	Enables the	Running	Automatic	.\administr					
	🔍 NICE Coaching Server	Manages C	Running	Automatic	.\administr					
	🔍 NICE Deployment Manager Agent	NICE Deplo	Running	Automatic	.\administr					
	🔍 NICE Enrollment Service	NICE Enroll	Running	Automatic	.\administr					
	🔍 NICE Evaluation Forms Server	Manages Ev	Running	Automatic	.\administr	=				
	Server NICE FTF Query Server	Performs a	Runnina	Automatic	.\administr					
	SINCE Integration Dispatch Service	Launches a	Running	Automatic	.∖administr					
	Sections Center Core	Acts as the	Running	Automatic	.\administr					
	🧠 NICE Interactions Center DBSrvr	Manages th	Running	Automatic	.\administr					
	🧠 NICE Interactions Center Monitor	Report failo	Running	Automatic	.∖administr					
	🔍 NICE Interactions Center RCM	Responsible	Running	Automatic	.\administr					
	🔍 NICE Interactions Center TRS	Insert missi	Running	Automatic	.\administr					
	🔍 NICE Investigations Server	Manages an	Running	Automatic	.∖administr					
	🔍 NICE IP Phone Applications	Performs IP	Running	Automatic	.\administr					
	🔍 NICE Keep Alive Service	Nice Keep A	Running	Automatic	.\administr					
	🔍 NICE Logging Service	A service de	Running	Automatic	.∖administr					
	🕵 NICE Media Provider Control Manager	An online re	Running	Automatic	Local Syste					
	S NICE MediaCollectionServer	Manages an	Running	Automatic	.\administr					
			¹	• • • •		\sim				

9.2. System Mapping

From the web browser navigate to Master Site \rightarrow System Mapping \rightarrow Recorder Pools and in the main window click on New Pool.

NICE®			Hello NICE, Superus	ser Help Settin	gs Logout
My Universe Business Analyzer Repor	ter Monitor In	sight Manager ClearSight PB0	D Requests Tools	Administration	
Actions V	Data was save	l but not applied. To complete cha	inges select the CTI Integrations branch and	click Apply.	
	Advanced In	teraction Recorder Pool Sun	nmary		
Organization Active Directory	This system has	5:	License Type	Available Licer	ises
Agent Center	Total Recorde	rpools: 0	Audio	94	
🖶 🕵 Customer Center	Mapped	: 0	Screen	100	
Import/Export	Unmapp		Encryption	100	
License Manager	Available Rec	orders: 0	Redundancy	100	
🔄 🛗 Master Site	Advanced Intera	ction Recorder Pools			
Applications					
Content Analysis	Group by: No	one 👻 Find:	🔎 Clear	New	Pool 📝 🔀
CTI Integrations					
⊕ of Data Marts ⊕ of Database Servers	Mapped	Name			Recorders
⊡	Yes	AIR Act pass		Basic Basic	1
Interactions Centers	Yes	PhisycPassive		Basic	1
Logger Channel Mapping	100	i noya doore		Babie	-
Logger Servers					
+ 🕞 Media Interconnect					
🗈 🛃 Media Library Servers					
Playback					
Recorders					
Security					
System Mapping	AIR Act Propertie	es			
····무의 2. Source Pools	Pool type:	Basic			
3. Recording Profiles	Interactions C	anton IC			

Enter a suitable **Name** for the **Recorder Pool** and select the **Active_Logger** from the list of **Available Recorders** and click on **Update** to continue.

_				
ITE E	dit Advanced Ir	nteraction Recorder P	pol	— ×
N	ame:	AIR Act		
P	ool type:	Basic		
	nteractions enter:	IC	•	
	Recorder.		basic pool must have a minimum of Selected Recorders	1
			Update	Cancel

From the left navigation window select **Source Pools** and from the main window click on **New Pool**.

NICE®		Hello NICE, Superuser	Help Settings Logout
My Universe Business Analyzer Report	ter Monitor Insight Manager ClearSight PBO Requests	Tools	Administration
Actions Constraints (M)	Data was saved but not applied. To complete changes select the C Source Pool Summary This system has: Total source pools: 0 Mapped: 0	TI Integrations branch and click <i>i</i> License Type Audio Screen Encryption	Available Licenses 94 100 100
 Import/Export Incense Manager Istorage Master Site Applications 	Unmapped: 0 Source Pools	Redundancy	100
Gonent Analysis Gonent Analysis	Group by: None - Find: Mapped Name Media Type	Source Type	New Pool
Image: Security Imag	Properties		

Click on Next to continue to add a new Source Pool.

💷 New Source Pool Wizard	x
Introduction	
This wizard helps you create a new source pool.	
Important: - In this wizard, screen sources can be defined. All audio sources must be defined before running this wizard. - When configuring the source pool, the switch must be associated with the same Interactions Center selected for the Recorder pool.	
1. Define the name, media type, switch, and source type.	
2. Select the relevant sources.	
3. Verify the summary and approve it.	
Next	cel

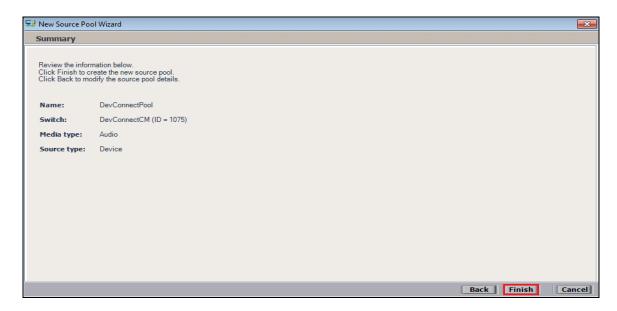
Enter a suitable Name and the other values were left as default. Click on Next to continue.

되 New Source Po	ol Wizard	x					
Define Source	Define Source Pool						
Define the source	e pool details. After completing this wizard, the media type, switch, and source type cannot be changed.						
Name:	DevConnectPool						
Media type:	Audio						
Switch:	DevConnectCM (ID = 1075)						
Source type:	Device						
	Back Next Canc	el					

Select the extensions that were added in **Section 9.1**, note only one extension number is shown in the example below but this is not typical. Click on **Next** to continue.

👽 New Source Pool Wizard			×
Select Sources			
Find:		Selected	: 1/1 Select All Clear Selection
Name	Device Number	Unique Device ID	IP Address
	2000		
			Back Next Cancel

Click on Finish to complete the New Source Pool Wizard.



From the left window navigate to **Master Site** \rightarrow **System Mapping** \rightarrow **Recording Profiles** and in the main window click on **New Profile**.

NICE®		Hello NICE,	Superuser Help Settings Logout
NICE			Superviser Help Settings Logout
My Universe Business Analyzer Report	rter Monitor Insight Manager Clear	Sight PBO Requests Tools	Administration
Actions V	Data was saved but not applied. To co	mplete changes select the CTI Integrations bra	nch and click Apply.
(77)	Recording Profile Summary		
	The surface have	··	A
Active Directory	This system has:	License Type	e Available Licenses
Customer Center	Number of recording profiles: 0	Audio	94
		Screen	100
		Encryption	100
		Redundancy	100
⊕			
Burlage	Recording Profiles		
Applications			
Content Analysis	Group by: None -	Find: 🔎 Clear	New Profile
CTI Integrations			
⊕ 🏠 Data Marts	Name Δ Reco	rding Type Capture Type	Source Pool Recorder Pool
Database Servers			
Insight to Impact			
Interactions Centers			
E 🔡 Logger Channel Mapping			
Logger Servers			
Media Interconnect			
Media Library Servers			
🗄 🖓 Playback			
Resiliency			
🗄 🔒 Security	Properties		
System Mapping			
- I Recorder Pools			
3. Recording Profiles			
🗄 🧒 Text Capture Servers			

Click on Next to continue with the New Recording Profile Wizard.

🟹 New Recording Profile Wizard	×
Introduction	
This wizard helps you map a recording profile. Important:	
Before configuring the recording profile, verify that the Interaction Center that was selected in the Recorder pool is associated with the switch selected in the source pool.	
Recording type and capture type cannot be changed after completing this wizard.	
1. Define the recording profile name.	
2. Map the source pool to the Recorder pool.	
Select the relevant recording type and the capture type. Select the relevant compression, summation and encryption options.	
4. Verify the summary and approve it.	
	Next Cancel

Enter a suitable **Name** for the Recording profile.

💭 New Recording Profile Wizard	×
Define the Recording Profile Name	
Enter a meaningful recording profile name. After completing this wizard, the mapping and the recording type cannot be changed.	
Name: DevConnectRecording	
Back Next Ca	ncel

Select the correct source pool and Recorder pool,	and then click Next to continue.
---	---

📮 New Recording Profile Wizard	
Define Mapping	
Select one source pool and then select the relev	rant Recorder pool.
DevConnectPool	
DevConnectPool	AIR Act
Available source pools	Available Recorder pools
DevConnectPool	AIR Act pass PhisycPassive
	Back Next Cancel

For total recording i.e., the recording of all calls, select **Total** as the **Recording type**. For **Capture type** ensure that **Active DMCC MR** is selected from the drop-down box. Compression is selected as default and can be left like this. Click on **Next** to continue.

📮 New Re	cording Profile Wizard		x
Define	Recording Profile		
	the recording profile details annot be changed.	s. After completing this wizard, the recording type and capture	
Reco	rding type:	Total 🗸	
No. 0	fallocated licenses: Det	termined by the number of sources in the source pool	
Captu	ure type:	Active DMCC MR.	
Se	econdary Capture Type:		
Selec	t all applicable options:		
V Co	ompression		
Su	ummation		
Er	ncryption		
-		Back Next Cance	el

Solution & Interoperability Test Lab Application Notes ©2017 Avaya Inc. All Rights Reserved. 75 of 89 NICE65_POM3MR Click on Finish to complete the New Recording Profile Wizard.

📮 New Recording Profile W	lizard	— X—
Summary		
Review the mapping int Click Finish to create th Click Back to modify th	ormation below. he new recording profile. e recording profile details.	
Name:	DevConnectRecording	
Source pool:	DevConnectPool	
Recorder pool:	AIR Act	
Recording type:	Total	
Capture type:	Active DMCC MR	
No. of allocated licer	ises: Determined by the number of sources in the source pool	
Compression		
Summation		
Encryption		
	Back Finish	Cancel

To implement these new changes, navigate to **Master Site** \rightarrow **CTI Integrations** in the left window and in the main window click on **Apply** at the top right of the window. Then click on **Yes** to proceed.

NICE®			Hello NICE, Superuser	Help Setting	IS Logout	System Administrator
My Universe Business Analyzer Report	ter Monitor Insight Manager	ClearSight PBO Requests	Tools	Administration		
Actions V						Apply 😥 🗈 📰
Organization	Summary Resource	s Diagram				•
Active Directory						
Agent Center	Avaya PC / PDS					
🕀 🐝 Customer Center	Avaya CM					
Oistributed Cache						
B Storage		Apply Configuratio	n			
- Master Site						
Applications		This updates devices a	ind mapping configurat	tion. It		
Content Analysis		may take several minu This step is recommen	ites and attect recording ded when the system i	ngs.		
CTI Integrations		in use. Do you want to				
Connection Managers						
]+[Avaya CM NICEAc		Yes	No			
]↔[Avaya CM niceapp]↔[Avaya PC / PDS ni		(

This concludes the setup of the NICE Application Server for DMCC Multi-Registration recording, connecting to POM for call events.

10. Verification Steps

This section provides the steps that can be taken to verify correct configuration of the NICE Engage Platform and Avaya Aura® Application Enablement Services.

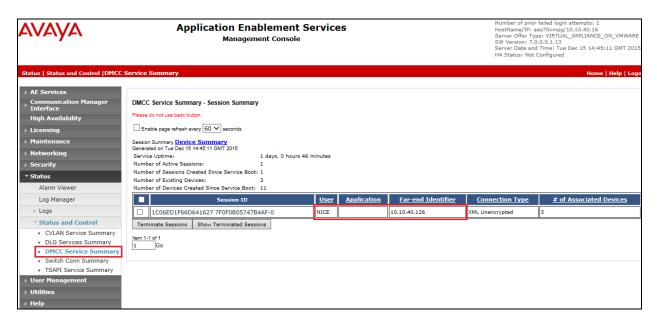
10.1. Verify Avaya Aura® Communication Manager CTI Service State

Before checking the connection between the NICE Engage Platform and AES, check the connection between Communication Manager and AES to ensure it is functioning correctly. Check the AESVCS link status by using the command **status aesvcs cti-link**. Verify the **Service State** of the CTI link is **established**.

statu	s aesvcs ct	i-link				
			AE SERVICES	CTI LINK STATUS		
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	5	no	aes70vmpg	established	18	18

10.2. Verify DMCC link on AES

Verify the status of the DMCC link by selecting Status \rightarrow Status and Control \rightarrow DMCC Service Summary to display the DMCC Service Summary – Session Summary screen. The screen below shows that the user NICE is connected from the IP address 10.10.40.126, which is the NICE Application server.

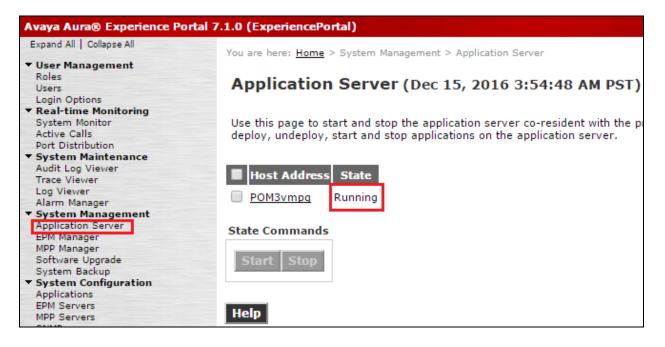


10.3. Verify Proactive Outreach Manager is running correctly

By clicking on **POM Monitor** at the bottom of the left window, it will show the campaigns that are running.

t Active Campaigns	All	Proactiv	/e Outreac	h Manager 3.0		POM He	ome	Campaigns 🔻	Contacts 🔻	Configur	ations 🔻	
Campaign Name Campaign Type Job ID Status Contact List(s) Organization Start Time Total Contacts I nce NICEout finite 12 Running SIPandQSIG 12/13/2016 14/ 31 tent Image: Siperior Signature Image: Si	nt			·····								
Campaign Name Campaign Type Job ID Status Contact List(s) Organization Start Time Total Contacts I nce NICEout finite 12 Running SIPandQSIG 12/13/2016 14/ 31 tent Image: Siperior Signature Image: Si												
Campaign Name Campaign Type Job ID Status Contact List(s) Organization Start Time Total Contacts I Image: Sign of the start Time NICEout finite 12 Running Sign of the start 12/13/2016 12/13/2016 14/13/2016 </td <td></td> <td><u> </u></td> <td></td>		<u> </u>										
NICEout finite 12 Running SIPandQSIG 12/13/2016 1:4 31 int Image: Sipart Control of the second	ng	Active	Campaigns									
NICEOUT finite 12 Running SIPandQSIG 12/13/2016 1:4 31												
				Campaign Name	Campaign Type	Job ID	Status	Contact List(s)	Organization	Start Time	Total Contacts	Proc
			-	NICEOUT	finite	12	Running	SIPandOSIG		12/13/2016 1.4	31	1
			_	NICEOUL	111100	12	Ranning			12/13/2010 1.4.	. 51	
	n											

The Application Server can be checked as follows.



The **EPM Manager** can be check as follows.

Avaya Aura® Experience Portal 7	1.1.0 (ExperiencePortal)
Expand All Collapse All	You are here: Home > System Management > EPM Manager
▼ User Management Roles Users Login Options	EPM Manager (Dec 15, 2016 3:55:15 AM PST)
▼ Real-time Monitoring System Monitor Active Calls Port Distribution	This page displays the current state of each EPM in the Experience the selected EPMs must also be stopped.
▼ System Maintenance Audit Log Viewer Trace Viewer Log Viewer	Last Poll: Dec 15, 2016 3:54:59 AM PST
Alarm Manager System Management Application Server EPM Manager	Default EPM Primary Online Running OK
MPP Manager Software Upgrade System Backup	State Commands
 System Configuration Applications EPM Servers 	Start Stop Restart Reboot Halt
MPP Servers SNMP Speech Servers	Mode Commands
VoIP Connections Zones Security	Offline Online
Certificates	
Licensing	
 Reports Standard 	Help

The **MPP Manager** can be checked as follows.

Avaya Aura® Experience Porta	l 7.1.0 (ExperiencePortal)	
Expand All Collapse All	You are here: <u>Home</u> > System Management > MPP Manager	
▼ User Management Roles Users	MPP Manager (Dec 15, 2016 3:56:14 AM	PST)
Login Options Real-time Monitoring System Monitor Active Calls	This page displays the current state of each MPP in the Expe the selected MPPs must also be stopped.	erience Portal system. To enable the s
Port Distribution • System Maintenance Audit Log Viewer	the selected MPP's must also be stopped.	
Trace Viewer	Las	t Poll: Dec 15, 2016 3:56:08 AM PST
Log Viewer Alarm Manager	Zone Server Name Mode State Config Auto Res	Restart Schedule Active Calls
 System Management Application Server EPM Manager 	Default LocalMPP Online Running OK Yes 🖋	Today Recurring In Out No 🖉 None 🖉 0 0
MPP Manager Software Upgrade	State Commands	
System Backup • System Configuration Applications	Start Stop Restart Reboot Halt Cancel	Restart/Reboot Options
EPM Servers MPP Servers SNMP		 One server at a time
Speech Servers VoIP Connections	Mode Commands	All servers
Zones Security Certificates	Offline Test Online	
Licensing		
▼ Reports Standard Custom	Help	

10.4. Verify calls are being recorded

From any of the monitored Avaya endpoints make a series of inbound and outbound calls. Once these calls are completed they should be available for playback through a web browser to the NICE Application Server.

Open a browser session to the NICE Application Server as is shown below. Enter the proper credentials and click on **Login**.

← → 🥚 http://niceappwin2012/NiceApplications/Desktop/2	bapApplications/NiceDesktop.xbap	P + C 🥌 niceappwin20	12 ×	n ★☆ - □
	and the second			
	Welcome		NICE	
	to NICE Engage	Solutions		
	User name:	nice		
	Password	*****		
		Show password		
_	Copyright 2			

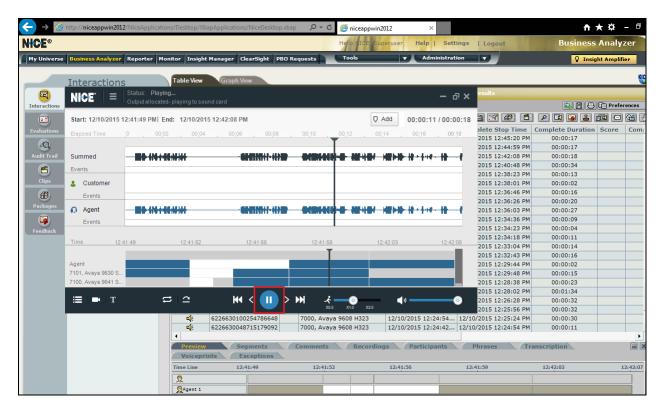
Click on **Business Analyser** at the top of the screen. Select **Interactions** from the left window and then navigate to **Queries** \rightarrow **Public**.

NICE®			Hello LICE, Su	peruser Help Settings Logout	Business Analyzer
My Universe Business Analyzer Reporter Monitor Insigh	Manag	ger ClearSight PBO Requests	Tools	Administration	
Interactions		Table View Graph View			KICE
	K H	Search for words	🔎 Search	Exact Phras 👻 Min. Certainty 75 % 🐼 W	
Interactions	ę.	Results for Query:			🔄 🛗 😓 📑 Preferences
Complete - Last 24 hours	÷	Group By:	•) 🔊 🔝 🔍 🔍 🔍 🔍 🔍	4 🖭 🖭 🌃 🚳 🖆 🖻 🔎 🛤
Evaluations Complete - Last 7 days	Query				i i i i i i i i i i i i i i i i i i i
🔍 🖓 Segment - Last 24 hours	2				
Audit Trail	-1.				
Clips	aiu				
Packages					
Feedback					

Click on **Complete – Last 24 hours**. This should reveal all the recordings that took place over the previous 24 hours. Select the required recording from the list and double-click on this to play the recording.

NICE®						Hello FICE, Superus	er Help Settings	Logout	Business A	nalyzer
My Universe Bu	siness Analyzer Reporter Monitor Insight Ma	nager	Clear	Sight	PBO Requests	Tools	Administration			
			ıble Vie		Graph View					NICE
	nteractions		IDIE VR		Graph view					
		_	arch fo	or word	ls	Search Exa	act Phras 🔻 Min. Certain	ity 75 % 📝 Within re		
Interactions	🛱 Queries	2 R	lesult	s for Q	uery: Compl	ete - Last 24 hours			🛋 🗄 🖶 🖬	Preferences
	Public	Ř G	Group	By:	None	 150 Records found 	i 🕦 💹 🄜 🔊	🔍 🖬 🖬 🔎 🛒	<i>6</i> 6 P 4	💽 🕹 📾
Evaluations	Complete - Last 24 hours	Quick Query								- 65
		Ϋ́, Τ	ype	Flag	Full Name	Complete ID	Complete Start T ⊽	Complete Stop Time	Complete Duration	Complet A
	Segment - Last 24 hours		*	P	Jnmapped, User	6083834137153699876	20/11/2014 17:03:40	20/11/2014 17:03:52	00:00:13	6083834137
Audit Trail	Segment - Last 7 days Calls not evalu		1	Þ I	Jnmapped, User	6083834137153699876	20/11/2014 17:03:40	20/11/2014 17:03:52	00:00:13	6083834137
(19)	Private		*	l	Jnmapped, User	6083834104889016334	20/11/2014 17:03:30	20/11/2014 17:03:46	00:00:15	6083834104
Clips	Baved Items	1	€	l	Jnmapped, User	6083834104889016334	20/11/2014 17:03:30	20/11/2014 17:03:46	00:00:15	6083834104
			€	l	Jnmapped, User	6083834104889016334	20/11/2014 17:03:30	20/11/2014 17:03:46	00:00:15	6083834104
æ			≰		Jnmapped, User	6083834104889016334	20/11/2014 17:03:30	20/11/2014 17:03:46	00:00:15	6083834104
Packages			*		Jnmapped, User	6083833632442613769	20/11/2014 17:01:40	20/11/2014 17:01:57	00:00:17	6083833632
			4		Jnmapped, User	6083833632442613769	20/11/2014 17:01:40	20/11/2014 17:01:57	00:00:17	6083833632
			4		Jnmapped, User	6083833632442613769	20/11/2014 17:01:40	20/11/2014 17:01:57	00:00:17	6083833632
Feedback			*		Jnmapped, User	6083833632442613769	20/11/2014 17:01:40	20/11/2014 17:01:57	00:00:17	6083833632
			*		Unmapped, User	6083833492908605474	20/11/2014 17:01:14	20/11/2014 17:01:27	00:00:13	6083833492
			*		Jnmapped, User	6083833492908605474	20/11/2014 17:01:14	20/11/2014 17:01:27	00:00:13	6083833492
			*		Jnmapped, User	6083833456348954628	20/11/2014 17:00:59	20/11/2014 17:01:10	00:00:11	6083833456
			4		Jnmapped, User	6083833456348954628	20/11/2014 17:00:59	20/11/2014 17:01:10	00:00:11	6083833456
			*		Unmapped, User	6083833456348954628	20/11/2014 17:00:59	20/11/2014 17:01:10	00:00:11	6083833456
			4		Jnmapped, User	6083833456348954628	20/11/2014 17:00:59	20/11/2014 17:01:10	00:00:11	6083833456
			*		Jnmapped, User	6083829101252116483	20/11/2014 16:44:05	20/11/2014 16:44:37	00:00:32	6083829101
			*		Jnmapped, User	6083829101252116483	20/11/2014 16:44:05	20/11/2014 16:44:37	00:00:32	6083829101
			\$		Jnmapped, User	6083828714705059842	20/11/2014 16:42:35	20/11/2014 16:42:55	00:00:20	6083828714
			*		Jnmapped, User	6083828714705059842	20/11/2014 16:42:35	20/11/2014 16:42:55	00:00:20	6083828714
			*		Jnmapped, User	6083828555791269889	20/11/2014 16:41:58	20/11/2014 16:42:28	00:00:30	6083828555
			∜ ≰		Jnmapped, User	6083828555791269889 6083828167149158429	20/11/2014 16:41:58 20/11/2014 16:40:31	20/11/2014 16:42:28 20/11/2014 16:40:36	00:00:30	6083828555 6083828167
				1 1	Jnmapped, User					
			*		Jnmapped, User	6083828167149158429	20/11/2014 16:40:31	20/11/2014 16:40:36	00:00:05	6083828167
			*		Unmapped, User	6083828137084387354	20/11/2014 16:40:24	20/11/2014 16:40:27	00:00:03	6083828137
•	4 III	•								►

The NICE player is opened and the recording is presented for playback. Click on the **Play/Pause** icon highlighted below to play back the recording.



10.5. Verify NICE Services

If these recordings are not present or cannot be played back, the NICE services may not be running or may need to be restarted. There are two separate servers as a part of this NICE Engage Platform. The NICE Application Server and the NICE Advanced Interactions Server can be logged into and checked to ensure all services beginning with NICE are running correctly. As a last resort both servers may need a reboot after the initial configuration.

<u>Q</u>			Se	ervices		- 0
File Action View	/ Help					
•	G 🕞 🚺 🖬 🕨 🖿 🖬 🚱					
🚴 Services (Local)	Name	Description Status	Startup Type	Log On As		
	🔍 NICE AA Search Controller	Audio Anal Runnii	g Automatic	.\administr		
	🔍 NICE Agent Center	Monitors an Runnii	ng Automatic	.\administr		
	🔍 NICE Audit Trail Service	Enables add Runnii	ng Automatic	.\administr		
	🔍 Nice BSF Server	Enables the Runni	ng Automatic	.\administr		
	🔍 NICE Coaching Server	Manages C Runnii	ng Automatic	.\administr		
	🔍 NICE Deployment Manager Agent	NICE Deplo Runnii	ng Automatic	.\administr		
	🔍 NICE Enrollment Service	NICE Enroll Runni	- ng Automatic	.\administr		
	Server	Manages Ev Runni	ng Automatic	.\administr		
	Server	Performs q Runnii	- ig Automatic	.\administr		
	SINCE Integration Dispatch Service	Launches a Runnii	ng Automatic	.\administr		
	NICE Interactions Center Core	Acts as the Runni	ng Automatic	.\administr		
	NICE Interactions Center DBSrvr	Manages th Runnii	ig Automatic	.\administr		
	Sector Sector Sector Monitor	Report failo Runnii	ng Automatic	.\administr		
	NICE Interactions Center RCM	Responsible Runnii	ng Automatic	Aadministr		
	Section Science TRS	Insert missi Runni	ig Automatic	.\administr		
	NICE Investigations Server	Manages an Runnii	ng Automatic	.\administr		
	Solution Applications	Performs IP Runni	ng Automatic	.\administr		
	🔍 NICE Keep Alive Service	Nice Keep A Runnii	ng Automatic	.\administr		
	🔍 NICE Logging Service	A service de Runnii	ng Automatic	.\administr		
	🔍 NICE Media Provider Control Manager	An online re Runnii	ng Automatic	Local Syste		
	NICE MediaCollectionServer	Manages an Runnii	ig Automatic	\administr		
	🔍 🔍 NICE Monitor Server	Performs pl Runnii	ng Automatic	.\administr		
	🔍 NICE MyUniverse	Host for My Runni	ig Automatic	.\administr		
	S NICE NBA	Performs q Runnii	ng Automatic	.\administr		
	SINCE Notification Service	Generates N Runni	ng Automatic	.\administr		
	NICE Playback Administration	Manages A Runnii	q Automatic	.\administr		
	🔍 NICE Playback Streaming	Manage Me Runnii	- ng Automatic	.\administr		
	🔍 NICE Reporter Engine	Nice Report Runnii	ng Automatic	.\administr		
	🔍 NICE Reporter Scheduler	Nice Report Runnii	- ig Automatic	.\administr		
	Service NICE Retention Service	Performs re Runni	ng Automatic	.\administr		
	🔍 NICE Rule Engine	Perform rul Runnii	- ng Automatic	.\administr	Activate Windows	
	Since Rules Manager Service	Manages wr Runnii	q Automatic	.\administr	Go to System in Control Panel to act	tivate
	MICE Storage Center Service	Nice Senvice Runni	a Automatic	\administr	Windows	
	Extended Standard				111100100	
					🔺 🍺 🔁 🕼 ENG	12:: 21/11/

11. Conclusion

These Application Notes describe the configuration steps required for NICE Engage Platform to successfully interoperate with Avaya Proactive Outreach Manager R3.0, Avaya Aura® Communication Manager R7.0 using Avaya Aura® Application Enablement Services R7.0 to connect to using DMCC Multi-Registration to record outbound campaign calls. All feature functionality and serviceability test cases were completed successfully with some observations noted in **Section 2.2**.

12. Additional References

This section references the Avaya and NICE product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <u>http://support.avaya.com</u>.

- [1] Administering Avaya Aura® Communication Manager, Document ID 03-300509
- [2] Avaya Aura® Communication Manager Feature Description and Implementation, Document ID 555-245-205
- [3] Avaya Aura® Application Enablement Services Administration and Maintenance Guide Release 7.0
- [4] Deploying Avaya Aura® Experience Portal in an Avaya Customer Experience Virtualized Environment Release 7.1 Issue 1
- [5] Implementing Proactive Outreach Manager Release 3.0.3 Issue 2
- [6] Avaya Aura ® Contact Centre SIP Commissioning, Doc # NN44400-511, Release 7.0

Product documentation for NICE products may be found at: http://www.extranice.com/

Appendix

Avaya 9608 H.323 Deskphone

This is a printout of the Avaya 9608 H.323 deskphone used during compliance testing.

display station 7000		1	Page 1 of	5
		STATION	-	
Extension: 7000		Lock Messages? n	BCC:	0
Type: 9608		Security Code: 1234	TN:	1
Port: S00000		Coverage Path 1:	COR:	1
Name: EXT7000		Coverage Path 2:	COS:	1
		Hunt-to Station:	Tests?	У
STATION OPTIONS				
		Time of Day Lock Table	e:	
Loss Group:	19	Personalized Ringing Pattern	n: 1	
		Message Lamp Ext	t: 7000	
Speakerphone:	2-way	Mute Button Enabled	d? y	
Display Language:	english	Button Modules	s: 0	
Survivable GK Node Name:				
Survivable COR:	internal	Media Complex Ext	:	
Survivable Trunk Dest?	У	IP SoftPhone	∋? y	
		IP Video Softphone	e? n	
	Short/	Prefixed Registration Allowed	d: yes	
		Customizable Label	32 Y	

display station 7000	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?	
Bridged Call Alerting?	
Active Station Ringing:	
	EMU Login Allowed? n
	n Per Station CPN - Send Calling Number?
Service Link Mode:	
Multimedia Mode:	
MWI Served User Type:	
	Select Last Used Appearance? n
	Coverage After Forwarding? s
	Multimedia Early Answer? n
	cy Calls: as-on-local Direct IP-IP Audio Connections? y
Emergency Location Ext:	7000 Always Use? n IP Audio Hairpinning? n

display station 7000	Page	3 of	5
STATION			
Conf/Trans on Primary Appearance? n			
Bridged Appearance Origination Restriction? n Offline Cal	l Loggi	lng? y	
Require Mutual Authentication if TLS? n			
Call Appearance Display Format: disp-param-defau	lt		
IP Phone Group ID:			
Enhanced Callr-Info Display for 1-Line Phones? n			
ENHANCED CALL FORWARDING			
Forwarded Destination	P	Active	
Unconditional For Internal Calls To: 4980		n	
External Calls To: 4980		n	
Busy For Internal Calls To: 4980		n	
External Calls To: 4980		n	
No Reply For Internal Calls To: 4980		n	
External Calls To: 4980		n	
SAC/CF Override: n			

display station 7000		Dag	0 1	of 5	
display station /000	0.5	-	e 4	OL J	
	SI	ATION			
SITE DATA					
Room:		Headset? n			
Jack:		Speaker? n			
Cable:		Mounting: d			
Floor:		Cord Length: 0			
		Set Color:			
Building:		Set COIDI:			
ABBREVIATED DIALING					
List1:	List2:	List3:			
BUTTON ASSIGNMENTS					
1: call-appr		5: aux-work RC: Grp:			
2: call-appr		6: manual-in Grp:			
3: call-appr		7: extnd-call			
4: auto-in	Grp:	8:			
	01p.	· ·			
mai na mai 1					
voice-mail					

Avaya 9641 SIP Deskphone

This is a printout of the Avaya 9641 SIP deskphone used during compliance testing

display station 7100		Page	1 of	6	
	STATION				
Extension: 7100	Lock Messages? n		BCC:		
Type: 9641SIP	Security Code: 1234		TN:	1	
Port: S00003	Coverage Path 1: 1		COR:	1	
Name: 7100, SIPExt	Coverage Path 2:		COS:	1	
·	Hunt-to Station:				
STATION OPTIONS					
01111011 01110110	Time of Day Lock Tabl	~ •			
Loss Group:	-	~•			
LOSS GIOUP.		7100	h		
	Message Lamp Ex	1: /100	J		
		0			
Display Language:	english Button Module	s: 0			
Survivable COR:	internal				
Survivable Trunk Dest?	y IP SoftPhone	e? y			
	IP Video Softphon	e? n			
	Short/Prefixed Registration Allowe	d: defa	ault		
	5				

display station 7100		Page	2 of	6
	STATION			
FEATURE OPTIONS				
LWC Reception:	spe			
LWC Activation?	y v	Coverage Msg Retri	leval?	У
	-	Auto Ar	nswer:	none
CDR Privacy?	n	Data Restric	ction?	n
-	Id	le Appearance Prefer	rence?	n
Per Button Ring Control?	n Brid	ged Idle Line Prefer	cence?	n
Bridged Call Alerting?	n	Restrict Last Appear	ance?	У
Active Station Ringing:	single			-
	-			
H.320 Conversion?	n Per Station C	PN - Send Calling Nu	umber?	
		EC500 State: e		
MWI Served User Type:	sip-adjunct			
<u></u>	1 1 1 1 1 1			
	C	overage After Forwar	ding?	s
	-			-
Remote Softphone Emergend	cy Calls: as-on-local Dir	ect IP-IP Audio Conr	nection	s? v
Emergency Location Ext:	-	? n IP Audio Hairpir		-
<u> </u>	- 1	1		

display station 7100 Page 3 of 6 STATION Bridged Appearance Origination Restriction? n Offline Call Logging? y IP Phone Group ID: ENHANCED CALL FORWARDING Forwarded Destination Active Unconditional For Internal Calls To: n External Calls To: n Busy For Internal Calls To: 95120 У External Calls To: 95120 У No Reply For Internal Calls To: n External Calls To: n SAC/CF Override: n

				-
display station 7100		Page	4 of	6
	STATION			
SITE DATA				
Room:		Headset? n		
Jack:				
		Speaker? n		
Cable:		Mounting: d		
Floor:	C	ord Length: 0		
Building:		Set Color:		
ABBREVIATED DIALING				
List1:	List2:	List3:		
LISCI.	11362.	LISCJ.		
BUTTON ASSIGNMENTS				
1: call-appr	5: call-fwd	Fvt•		
		LAC.		
2: call-appr	6:			
3: call-park	7:			
4: extnd-call	8:			

display station 7100 6 of 6 Page STATION SIP FEATURE OPTIONS Type of 3PCC Enabled: Avaya SIP Trunk: aar Enable Reachability for Station Domain Control: s

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