



## **Application Notes for Configuring Avaya eCAS 5.1 Call Accounting Application with an Avaya Intelligent Branch Solution – Issue 1.0**

### **Abstract**

These Application Notes describe the administrative steps required to configure Avaya eCAS 5.1 Call Accounting Solution to interoperate with an Avaya Intelligent Branch Solution consisting of Avaya Communication Manager, Avaya SIP Enablement Services (SES), and Avaya Distributed Office.

An Avaya Intelligent Branch configuration delivers industry specific solutions comprised of products from Avaya and key strategic partners. These solutions are centered at the store front office to deliver lower costs, and improved service levels and worker productivity at the edge, while leveraging applications and resources from other store locations and core headquarters.

The Avaya eCAS 5.1 Call Accounting Application, via the collection of Call Detail Records (CDR), allows small to mid-size businesses to gain visibility into, and control over, telecom usage and expenses while offering the flexibility needed to effectively manage a telecommunications system.

Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab and at the request of the Solutions Marketing Team.

# 1. Introduction

These Application Notes describe the administrative steps required to configure Avaya eCAS 5.1 Call Accounting Solution to interoperate with an Avaya Intelligent Branch Solution consisting of Avaya Communication Manager, Avaya SIP Enablement Services, and Avaya Distributed Office.

An Avaya Intelligent Branch configuration delivers industry specific solutions comprised of products from Avaya and key strategic partners. These solutions are centered at the store front office to deliver lower costs, and improved service levels and worker productivity at the edge, while leveraging applications and resources from other store locations and core headquarters.

The Avaya eCAS 5.1 Call Accounting Application (referred to from this point forward as just eCAS), via the collection of Call Detail Records (CDR), allows small to mid-size businesses to gain visibility into, and control over, telecom usage and expenses while offering the flexibility needed to effectively manage a telecommunications system.

## 1.1. Intelligent Branch Solution

Avaya Distributed Office delivers rich communication, collaboration and mobility capabilities to branch offices. This centrally managed, SIP-based communications platform easily scales to meet the needs of large enterprises with distributed sites. The Avaya SES Edge, in the Headquarters, provides SIP signaling between Avaya Distributed Office branches, as well as the headquarters location of an enterprise.

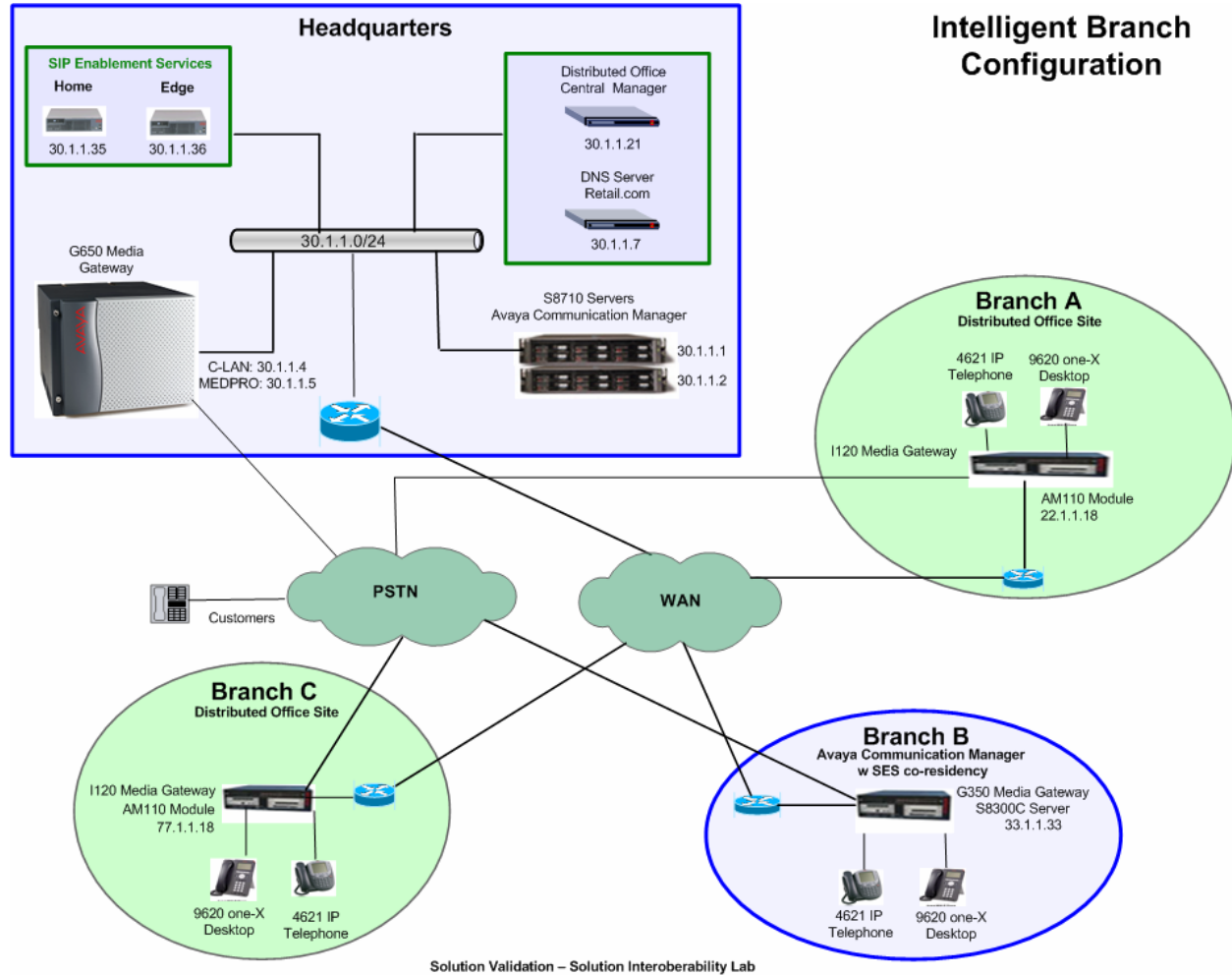
Typically, as in the sample configuration illustrated in **Figure 1**, the Avaya SES Edge server is located in a Headquarters along with an Avaya SES Home server and Avaya S8700 Servers running Avaya Communication Manager. Inter-location call routing between Avaya Distributed Office (Branch Stores A and C) and Avaya SES Home (Headquarters) is achieved by using unique numeric prefixes for each location and the user extension (prefix + extension). The Avaya SES Home (Headquarters) server manages SIP requests for the assigned domain (retail.com) and forwards any requests pertaining to other locations (or domains) based on assigned prefix to the Avaya SES Edge server. The Avaya SES Edge server manages SIP requests from all locations/domains, forwarding requests received from Avaya SES Home servers and Avaya Distributed Office. Branch B is equipped with an Avaya G350 Media Gateway and an Avaya S8300C Server, running Avaya Communication Manager and co-resident SIP Enablement Services (SES). The co-resident SES is configured as an SES Home, communicating with the SES Edge in the Headquarters for inter-site SIP private networking

## 1.2. Network Configuration

**Figure 1** illustrates the Retail Store Headquarters and Branch Store configuration used to verify these Application Notes.

The Headquarters Location consists of Avaya S8710 Servers controlling a G650 Media Gateway. Avaya eCAS is centrally located in the Headquarters, and will collect CDRs from all locations in the configuration. Branch A and C are i120 Distributed Office locations. The Headquarters houses Avaya Distributed Office Central Manager (DOCM), which provides remote administration of Branches A and C in the configuration. Branch B is equipped with an Avaya G350 Media Gateway and an Avaya S8300C Server, running Avaya Communication Manager and co-resident SIP Enablement Services (SES). The co-resident SES is configured as an SES Home, communicating with the SES Edge in the Headquarters for inter-site SIP private networking.

All locations have access to a simulated PSTN network for incoming customer calls.



**Figure 1: Network Configuration for eCAS**

## 2. Equipment and Software Validated

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

Equipment	Software
Avaya S8710 Servers	Communication Manager 5.0 R015x.00.0.825.4
G650 Media Gateway Avaya TN2312BP IPSI Avaya TN799DP C-LAN Avaya TN2302AP MEDPRO	HW 10 FW042 HW 01 FW026 HW 02 FW030
Avaya SIP Enablement Services Home Server Edge Server	R 5.0 SES-5.0.0.0-825.31 SES-5.0.0.0-825.31
Avaya S8300C Server Avaya G350 Media Gateway	Communication Manager 5.0 R015x.00.0.825.4  Avaya SIP Enablement Services SES-5.0.0.0-825.31
Avaya Distributed Office • i120-Analog Platform • AM110 Application Module	27.12.0 1.1.0_33.02-SP-1.0.0
Avaya Distributed Office Central Manager • Dell PowerEdge 850 Server	4.0.124.3098 Microsoft Windows Server 2003 SP1
Avaya eCAS • Dell PowerEdge 850 Server	R5.1 Microsoft Windows Server 2003 SP1
Avaya 9600 Series IP Telephone	R2.0 (SIP)
Avaya 4600 Series IP Telephone	R2.8 (H.323)

**Table 1: Equipment and Software Version**

## 3. Assumptions and Limitations

It is assumed that Avaya Communication Manager, Avaya SES, and Avaya Distributed Office systems are configured to work in an Intelligent Branch solution. See [1], [2], [3], and [4] for more details.

It is also assumed that eCAS is installed and is properly licensed. See [5], [6], and [7] for more details.

## 4. Configure Intelligent Branch Solution

Each location in the Intelligent Branch solution must be administered to output CDRs and a connection to the eCAS server must be established. This section will detail these steps for both Avaya Communication Manager and Avaya Distributed Office.

### 4.1. Avaya Communication Manager - Headquarters

All the commands discussed in this section are executed on Avaya Communication Manager using the System Access Terminal (SAT). Use the appropriate credentials to log in to Avaya Communication Manager via SAT. When complete with this section, enter **save translation** to make the changes permanent.

#### 4.1.1. Node-Names

Enter the **list node-names** command to note the IP address of a **C-LAN** board to be used for eCAS. This IP address will be used in Section 4.1.2 when ip-services are configured.

```
list node-names Page 1
```

NODE NAMES		
Type	Name	IP Address
IP	<b>C-LAN</b>	<b>30.1.1.4</b>
IP	Medpro	30.1.1.5

Enter the **change node-names ip** command to add the eCAS server IP address to Avaya Communication Manager.

```
change node-names ip Page 1 of 2
```

IP NODE NAMES	
Name	IP Address
<b>eCAS</b>	<b>30.1.1.60</b>

#### 4.1.2. IP-Services

Enter the **change ip-services** command to enable CDR data collection from eCAS.

On Page 1, enter the following information:

- **Service Type:** Enter **CDR1**. This specifies the primary CDR device over a TCP/IP link.
- **Local Node:** Enter the **C-LAN** specified in Section 4.1.1.
- **Local Port:** This value defaults to **0**, and should not be changed.
- **Remote Node:** Enter the node-name defined for **eCAS** as configured in Section 4.1.1.
- **Remote Port:** eCAS listens on port **9000** for incoming CDR records from Avaya Communication Manager.

```
change ip-services                                     Page 1 of 3

                                IP SERVICES
Service      Enabled      Local      Local      Remote      Remote
Type        Type          Node       Port       Node        Port
CDR1          C-LAN         0        eCAS      9000
```

On Page 3, set **Reliable Protocol** to **y**. Leave the remaining fields at their default values.

```
change ip-services                                     Page 3 of 3

                                SESSION LAYER TIMERS
Service      Reliable Packet Resp Session Connect SPDU Connectivity
Type        Protocol  Timer      Message Cntr   Cntr          Timer
CDR1          y       30       3          3          60
```

### 4.1.3. System Parameters CDR

Enter the **change system-parameters cdr** command to configure where Avaya Communication Manager sends the CDR records. Set **Primary Output Endpoint** to **CDR1**. **CDR1** is the ip-service configured in Section 4.1.2. Leave the remaining fields at their default values.

If it is desired to record call records for calls within the same Avaya Communication Manager system, set the **Intra-switch CDR** field to **y**.

```
change system-parameters cdr                           Page 1 of
                                CDR SYSTEM PARAMETERS

Node Number (Local PBX ID): 1                        CDR Date Format: month/day
Primary Output Format: unformatted Primary Output Endpoint: CDR1
Secondary Output Format:
Use ISDN Layouts? n                                Enable CDR Storage on Disk? n
Use Enhanced Formats? n                            Condition Code 'T' For Redirected Calls? n
Use Legacy CDR Formats? y                          Remove # From Called Number? n
Modified Circuit ID Display? n                       Intra-switch CDR? y
Record Outgoing Calls Only? n                        Outg Trk Call Splitting? y
Suppress CDR for Ineffective Call Attempts? y        Outg Attd Call Record? y
Disconnect Information in Place of FRL? n            Interworking Feat-flag? n
Force Entry of Acct Code for Calls Marked on Toll Analysis Form? n
Calls to Hunt Group - Record: member-ext
Record Called Vector Directory Number Instead of Group or Member? n
Record Agent ID on Incoming? n                       Record Agent ID on Outgoing? y
Inc Trk Call Splitting? n
Record Non-Call-Assoc TSC? n                         Call Record Handling Option: warning
Record Call-Assoc TSC? n                             Digits to Record for Outgoing Calls: dialed
Privacy - Digits to Hide: 0                          CDR Account Code Length: 15
```

## 4.2. Avaya Communication Manager – Branch B

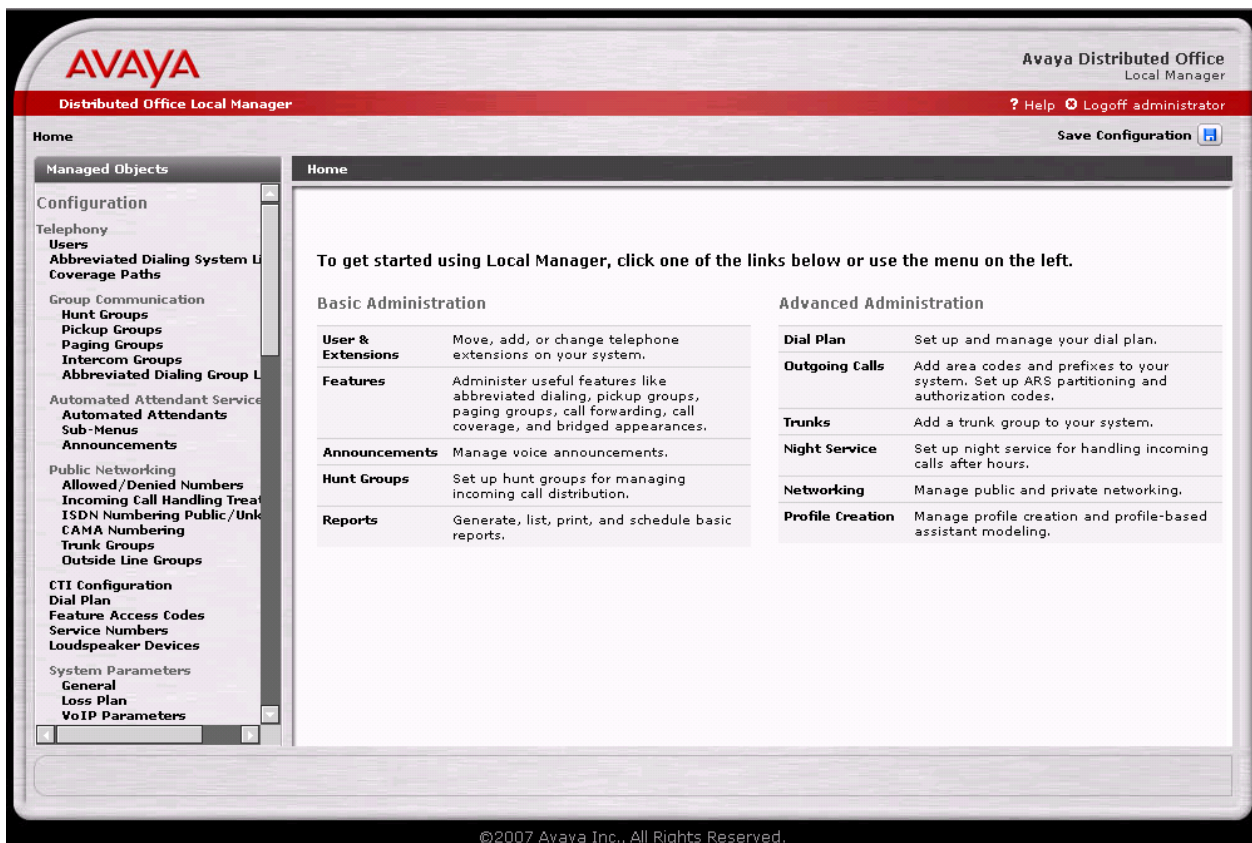
Follow the same steps described in Section 4.1 to enable CDR record collection from Avaya Communication Manager for eCAS in Branch B.

On the **change system parameters cdr** page, it is recommended to use a different value in the **Node Number (Local PBX ID)** to differentiate between the Avaya Communication Manager in Headquarters and Avaya Communication Manager in Branch B.

Note that when Avaya Communication Manager is running on an S8300 Server, the S8300 processor address (node-name “procr”) is used as the “Local Node” on the IP-Services form.

## 4.3. Avaya Distributed Office – Branch A

For management at the individual branch level, Distributed Office Local Manager (DOLM) provides quick local deployment using wizards for step-by-step, visual guidance on installation and customization templates. Using a web browser, enter the IP address of the Avaya DOLM for Branch A. Use the appropriate credentials to log in.



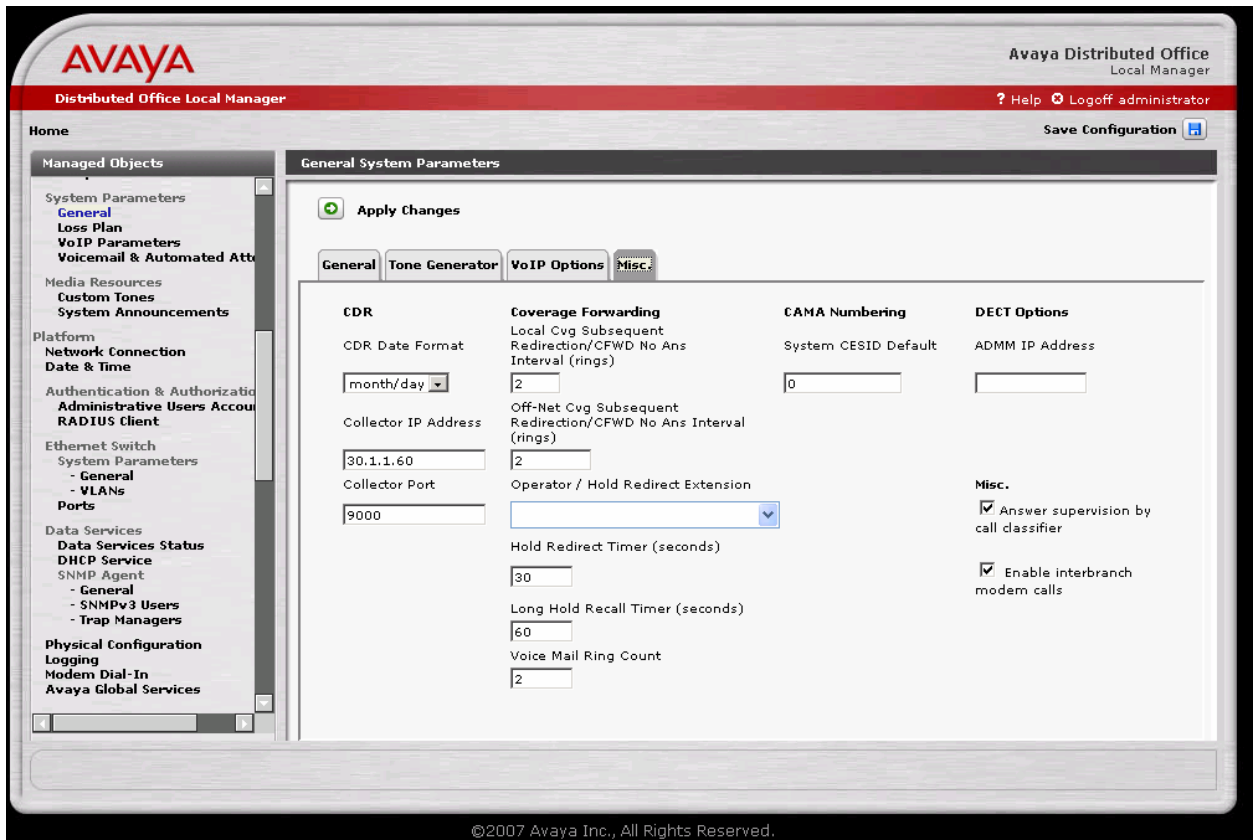
### 4.3.1. System Parameters

From DOLM, in the **Managed Objects** section, select **System Parameters**→**General**. This action loads the **General System Parameters** window (not shown). From this window, select the **Misc.** tab.

In the **Misc.** tab, enter the following information in the **CDR** section:

- **CDR Date Format:** Set the format appropriately. The default value is **month/day**.
- **Collector IP Address:** Enter the IP address of the eCAS server.
- **Collector Port:** Enter port **9000**, as eCAS listens on this port for incoming CDR records from Avaya Distributed Office.

When complete, select **Apply Changes** to enable CDR output. After changes are saved, select **Save Configuration** to make the changes permanent. **NOTE:** Unlike Avaya Communication Manager, Avaya Distributed Office does not support CDR records for intra-branch calls. Only incoming and outgoing trunk calls will generate CDR records.



### 4.4. Avaya Distributed Office – Branch C

Repeat the steps in Section 4.3 to enable CDR record collection from eCAS.



## 5. Configure eCAS

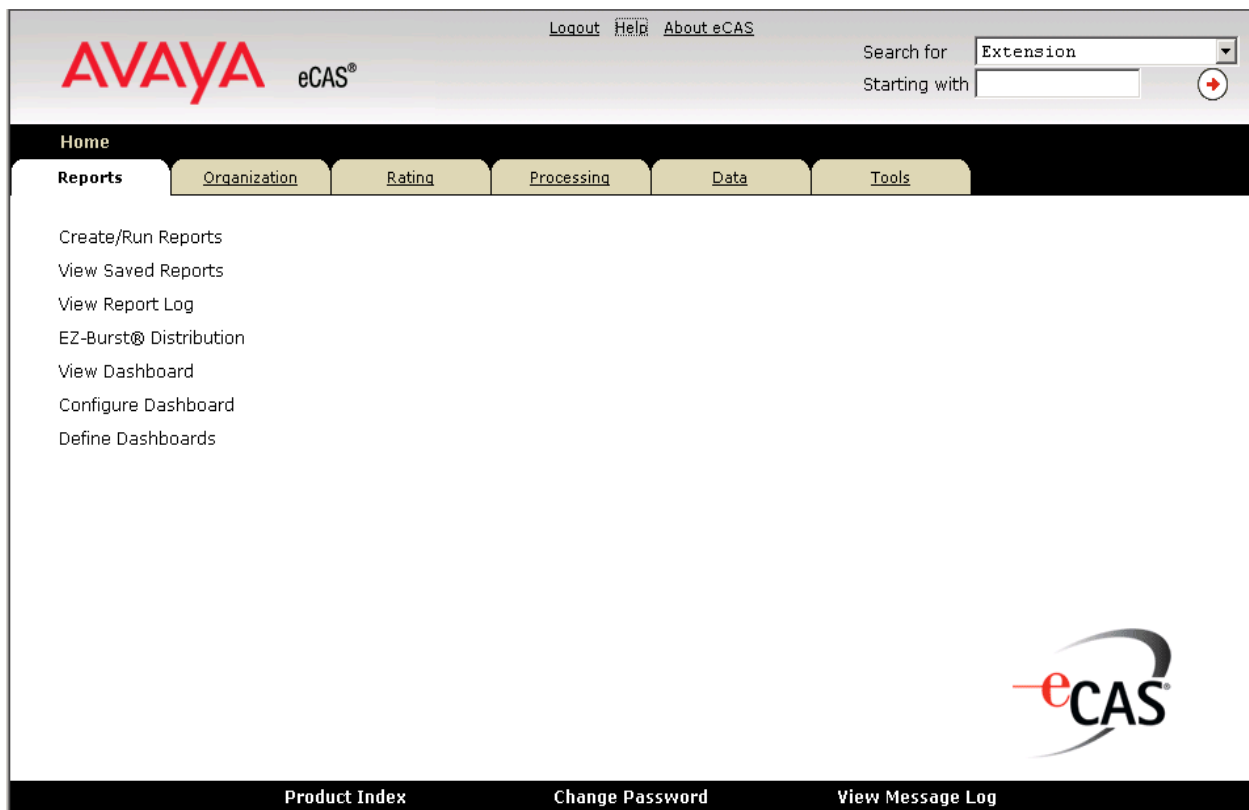
This section describes the steps to configure eCAS in an Avaya Intelligent Branch solution. The purchase of eCAS includes on-site installation and custom configuration. Since eCAS is a robust call accounting package with many customizable features, this section will instead highlight the relevant configuration from an Avaya perspective.

For more information on custom configuration parameters and options, see [8].

### 5.1. eCAS Processing

This section will walk through the steps of adding Avaya Communication Manager (in the Headquarters) to eCAS to allow the processing of CDR records. Follow these same steps to add processing of CDR records for Avaya Distributed Office branches as well. Once this step is completed, report creation can occur.

From a web browser, enter the IP address of the eCAS server. Use the appropriate credentials to log in. The **Home** screen is displayed.



From the eCAS Home window, select the **Processing** tab. In the **Processing** tab, select **Switch** to show all configured switches in eCAS. Click the **Add Switch** link to start a **Switch Wizard**, which will start the process of adding a new switch to eCAS.

**NOTE:** The picture below shows the **Switch** window, with several switches already configured.

Filter by:

Switch name starting with:

[Add Switch](#) [Show Collection Details](#)

	Switch name	Switch ID	Short name	Setup status	Area code/local exchange	Format	Call collection method	Date/time of last process	Collection status	Rating status		
X	Switch Wizard	Branch 2	3	Bra00003	Complete	732/222	Avaya Distributed Office	Collect From File (Local)	2/19/2008 3:54:03 PM	Enabled	Enabled	Add Ancillary
X	Switch Wizard	Branch 5	6	Bra00006	Complete	732/222	Avaya Distributed Office	Collect From File (Local)	2/6/2008 10:07:37 AM	Enabled	Enabled	Add Ancillary
X	Switch Wizard	Branch 7	5	Bra00005	Complete	732/222	Avaya Distributed Office	Collect From File (Local)	2/5/2008 2:41:00 PM	Enabled	Enabled	Add Ancillary
	Switch Wizard	Core	1	000	Complete	732/222	Avaya Distributed Office	Collect From File (Local)	2/22/2008 11:16:42 AM	Enabled	Enabled	Add Ancillary
X	Switch Wizard	CoRES	4	CoR00004	Complete	732/222	Avaya Distributed Office	Collect From File (Local)	2/20/2008 5:38:16 PM	Enabled	Enabled	Add Ancillary

[Add Switch](#) [Show Collection Details](#)

From the **Switch Wizard**, on the **Welcome** screen, click **Next**.


In the **Identify the source of call records** screen enter the following information:

- A descriptive mnemonic **Switch name**.
- The **Area code** in which the switch is located.
- The **Local exchange** of the switch.
- **Local Rate Method**: Enter the appropriate local rate method based on specific choices of local services with different rating structures. The choices are:
  - **Flat**, which includes free local calls for a fixed monthly amount
  - **Measured**, which includes x amount of free calls, with additional calls beyond that incurring a per call charge.
  - **Message**, a service where charges are structured into “message units” based on call length and/or distance.
  - **None**, if local rate method does not apply.

eCAS ships with a built-in database of local rates for every major U.S. telephone company. Once the system administrator adds a switch site and identifies its local services, the appropriate rates will be applied to local calls.

- Select the type of calls to store via the **Internal** and **Incoming** flags. For these Application Notes, both the **Internal** and **Incoming** flags were set to **Store** for all switches, even though Avaya Distributed Office will not send internal records to eCAS.
- Click Next to continue.

[Help](#)



**Switch Wizard**

[Back](#)   [Next](#)   [Cancel](#)   [Reset Wizard](#)

### Identify the source of call records.

Create a Switch name. Use up to 25 alphanumeric characters for a unique name (this can be anything that makes sense to you to reference this Switch - for example: East Coast, New York Office, Main Switch).

Enter the Switch area code, local exchange, and local rating method (this depends on the rate service used locally - for example: measured, message, flat, etc.).

Switch name\*:

Area code\*:

Local exchange\*:

Local rate method:

Do you want to discard the following types of calls for this Switch? These choices can be changed later through the 'edit' Switch function.


Internal: <input checked="" type="radio"/> Store <input type="radio"/> Discard	Incoming: <input checked="" type="radio"/> Store <input type="radio"/> Discard
--	--

\* denotes a required field

[Back](#)   [Next](#)   [Cancel](#)   [Reset Wizard](#)

In the **Select the Switch manufacturer** window, select **Avaya**. Click **Next** to continue.

Help



Switch Wizard

Back
Next
Cancel
Reset Wizard

### Select the Switch manufacturer.

Every telephone system produces call records in a specific format. The system uses "format" software to interpret call record data.

From the list, select the manufacturer of the Switch, or if collecting call records from another call accounting system select "Call Accounting System", then click Next to continue.


Currently assigned Format: : None

Manufacturer: Avaya ▼

Back
Next
Cancel
Reset Wizard

In the **Select the call record format** window, select the desired switch format for the manufacturer selected in the previous step. For Avaya Communication Manager, **(154) Definity G1, G3 S8300-8700** was selected. When configuring Avaya Distributed Office, select **Avaya Distributed Office** from the list. Click **Next** to continue.

Help



Switch Wizard

Back
Next
Cancel
Reset Wizard

### Select the call record format.

Below you will see a list of Switch formats for this manufacturer. Select the call record format used by your Switch (if you need help to decide on a specific choice, click its help link). Then click Next to continue.

	Format name	Format description	Switch software release	Format number	Format revision number
<input type="radio"/>	(101)MERLIN Legend	Standard ISDN	3.0	101	3.3
<input type="radio"/>	(102)System 25	Standard format		102	1.1
<input type="radio"/>	(103) Partner/ACS	4 lines/12 extensions		103	2.2
<input type="radio"/>	(105)PARTNER II	Supports 15/24-digit numbers, ring time		105	1.2
<input type="radio"/>	(106)MERLIN Legend RingTime	Reports ring/talk time	6.1,7.0	106	1.6
<input type="radio"/>	(108)MERLIN MAGIX	Standard ISDN		108	1.1
<input type="radio"/>	(110)MERLIN MAGIX RingTime	Reports ring/talk time		110	1.1
<input type="radio"/>	(120)System 75	Teleseer Format	R1V2,V3,V4	120	1.5
<input type="radio"/>	DEFINITY G1, G3, S8300-8700	Unformatted format, no Reliable Session protocol	G3FD112	146	4.9.122.01
<input type="radio"/>	(149)DEFINITY G1, G3, S8300-8700	Unformatted format, ring time reported, no Reliable Session protocol	G3FD112	149	4.1
<input checked="" type="radio"/>	(154)DEFINITY G1, G3, S8300-8700	Unformatted standard 24-word, Supports Expanded Meet-me Conferencing as internal destination, supports Reliable Session protocol	G3FD112	154	1.4.120.02
<input type="radio"/>	(175)DEFINITY One, IP600, G1, G3, S8100 - 8700	Unformatted format, uses switch date record, supports Reliable Session protocol	1.1	175	4.7.120.24
<input type="radio"/>	(176)DEFINITY One, IP600, G1, G3, S8100 - 8700	Unformatted format, supports Survivable CDR for Media Gateway	1.0	176	1.0.110.01
<input type="radio"/>	IP Office 4.0 or older	Call Logger 3.0, SMDR 1.0, and Delta Server - Stores Voice Mail Calls	IP Office 3.0	331	1.19.120
<input type="radio"/>	(334)IP Office 3.0 or older	Call Logger 3.0, SMDR 1.0, and Delta Server - Discards Voice Mail Calls	IP Office 3.0	334	1.15.120
<input type="radio"/>	(335)IP Office 3.1 or greater	Direct over IP. Unformatted format, no Delta Server.	IP Office 3.1	335	1.2.110.38
<input type="radio"/>	Avaya Distributed Office	Unformatted format, uses switch date record, supports Reliable Session protocol	1.1	370	1.0.120.01
<input type="radio"/>	one-X Quick Edition	Avaya one-X Quick Edition	3.2.1	702	1.0.120.19
<input type="radio"/>	IP Office	Reports DNIS as Account Code, Stores Voice Mail Calls	IP Office 3.0	923	1.4.120.27

Back
Next
Cancel
Reset Wizard

On the **Select the call collection method** screen, select **Realtime RSP**. Click **Next** to continue.

The screenshot shows the AVAYA eCAS Switch Wizard interface. At the top, there is a header with the AVAYA logo and 'eCAS' text, and a 'Help' link. Below the header is a black bar with 'Switch Wizard' in white. The main content area has a yellow background and contains the following text: 'Select the call collection method.' followed by instructions: 'Below you will see a list of call collection methods. Select the method that best describes the way your calls will be collected. Then click Next to continue.' Below this is a table with three rows. The first row is 'Collect From File (Local)', the second is 'Collect From File (Remote)', and the third is 'Realtime RSP', which is selected with a radio button. The table has columns for 'Call collection method name' and 'Call collection method description'. At the bottom of the screen, there is a yellow bar with navigation buttons: 'Back', 'Next', 'Cancel', and 'Reset Wizard'.

		Call collection method name	Call collection method description
<input type="radio"/>	?	Collect From File (Local)	Calls are processed from file on the local hard drive.
<input type="radio"/>	?	Collect From File (Remote)	Calls are processed from file on a remote hard drive.
<input checked="" type="radio"/>	?	Realtime RSP	Processes calls coming from an RSP switch in realtime.

On the next screen, enter the C-LAN IP address as referenced in **Section 4.1.1** in the **Switch IP address** field. Click **Next** to continue.

The screenshot shows the AVAYA eCAS Switch Wizard interface. At the top, there is a header with the AVAYA logo and 'eCAS' text, and a 'Help' link. Below the header is a black bar with 'Switch Wizard' in white. The main content area has a yellow background and contains the following text: 'Call collection method: Realtime RSP' followed by a text input field for 'Switch IP address\*' containing the value '30.1.1.4'. Below the input field is a note: '\* denotes a required field' and a link for 'Realtime RSP Help'. At the bottom of the screen, there is a yellow bar with navigation buttons: 'Back', 'Next', 'Cancel', and 'Reset Wizard'.

Next, eCAS will retrieve the CDR records based on the IP address entered in the previous step. This process usually takes a few minutes, as described in the **Please wait while call records are retrieved** window. If call records are not displayed, click on the **No Calls Help** link to determine the cause of the error.

[Help](#)

**AVAYA** eCAS®

**Switch Wizard**

[Back](#)      [Cancel](#)      [Reset Wizard](#)

**Please wait while call records are retrieved...**

If polling a remote unit, this process may take a few minutes. If the Switch is not yet connected, click Cancel to exit (when ready, return here to validate Switch configuration).

If no call records are displayed, there may be issues with settings or connectivity. Click the following link for a help page of possible reasons why no calls are displayed.

[No Calls Help](#)

[Back](#)      [Cancel](#)      [Reset Wizard](#)

Once the records are retrieved, the raw (or unformatted) CDR records are presented in the **Raw Call Record Viewer** screen. If the records look valid, click **Next** to continue. If the records are not valid, click **Back** to change the settings.

[Help](#)

**AVAYA** eCAS®

**Switch Wizard**

[Back](#)      [Next](#)      [Cancel](#)      [Reset Wizard](#)

**Raw Call Record Viewer**

Below is a list of "raw" (unformatted) call records coming from the Switch. Check the lines of data under the header row and determine if they look valid, without "garbage" characters.

If valid, click Next to continue. Otherwise, click Back to return to the call collection method page, change the settings, and return to the test viewers again.

[Raw Call Record Viewer Help](#)

123456789a	123456789b	123456789c	123456789d	123456789e	123456789f	123456789g	123456789h	123456789i	123456789j	123456789k
124100017	8 E98	299209	7200001		88888	0	134	0	000	
124100017	8 E98	299209	7200001		88888	0	144	0	000	
124200017	8 E98	299207	7200001		88888	0	154	0	000	
143500007	8 E98	299209	7200001		88888	0	164	0	000	
14350000C		7200001	299209			4	01	0	#98	0
143600007	8 E98	299207	7200001		88888	0	174	0	000	
143700007	8 E98	299209	7200001		88888	0	184	0	000	
00:00	01/31									
14:13	02/05									
00:00	02/06									
081000019		7200002	299209			4	01	0	#98	0
08360001C		7200001	299209			4	01	0	#98	0

The **Formatted Call Record Viewer** window is displayed showing a formatted version of the CDR records. If the records are valid, click **Next**. If the records are not valid, click **Back** to change the settings.

**Switch Wizard**

[Back](#)   [Next](#)   [Cancel](#)   [Reset Wizard](#)

**Formatted Call Record Viewer**

Below is a list of formatted call records. Check under the column headings and determine if they look valid.

If valid, click Next to continue. Otherwise, click Back to return to the call record format page, make another selection, and return to the test viewers again.

Formatted Call Record Viewer Help

Date/time	Duration	Dialed number	Source	Destination	Account code	Authorization code
2/22/2008 12:40:54 PM	00:00:06	299209	7200001	#9813		88888
2/22/2008 12:40:54 PM	00:00:06	299209	7200001	#9814		88888
2/22/2008 12:41:54 PM	00:00:06	299207	7200001	#9815		88888
2/22/2008 2:35:00 PM	00:00:00	299209	7200001	#9816		88888
2/22/2008 2:35:00 PM	00:00:00		#9801	7200001		
2/22/2008 2:36:00 PM	00:00:00	299207	7200001	#9817		88888
2/22/2008 2:37:00 PM	00:00:00	299209	7200001	#9818		88888
2/6/2008 8:09:54 AM	00:00:06		#9801	7200002		
2/6/2008 8:35:54 AM	00:00:06		#9801	7200001		
2/7/2008 8:21:00 AM	00:00:00		#9801	7200002		
2/13/2008 11:38:00 AM	00:00:00		#9801	7200002		
2/13/2008 2:13:48 PM	00:00:12	1992222222	7200001	#9803		88888

The **Switch Wizard** is complete. For more advanced configuration, select the **Rate Plans** or **Organization Menu** links. Click **Finish** to define those values at a later date.

**Switch Wizard**

[Back](#)   [Finish](#)   [Reset Wizard](#)

**Congratulations! You have successfully performed a basic setup for this Switch.**

We suggest that you go to these areas of the system for additional configuration.

- [Rate Plans](#) - define rating
- [Organization Menu](#) - configure your organization

When rating and organization setup is complete, go to [Call Processing Status](#) and enable rating for this Switch. Until you enable rating, calls are being collected, but not rated.

To exit the wizard, click Finish.

[Back](#)   [Finish](#)   [Reset Wizard](#)

The **Switch** window is displayed, with the newly added **Headquarters** switch included in the list.

Home Logout Help About eCAS

**AVAYA** eCAS®

Search for  Starting with

Home | Call Collection Schedule | Call Processing Status | **Switch**

6 items selected for display [Printer Friendly](#)

Filter by:

Switch name starting with:

[Add Switch](#) [Show Collection Details](#)

	Switch name	Switch ID	Short name	Setup status	Area code/local exchange	Format	Format number	Call collection method	Date/time of last process	Collection status	Rating status	
	<a href="#">Switch Wizard</a> Branch 1 (CR)	4	CoR00004	Complete	732/222	Avaya Distributed Office	370	Realtime RSP	2/27/2008 3:15:23 PM	Enabled	Enabled	<a href="#">Add Ancillary</a>
	<a href="#">Switch Wizard</a> Branch 2	3	Bra00003	Partial	732/222	Avaya Distributed Office	370	Realtime RSP	2/27/2008 6:51:38 PM	Disabled	Enabled	<a href="#">Add Ancillary</a>
	<a href="#">Switch Wizard</a> Branch 5	6	Bra00006	Complete	732/222	Avaya Distributed Office	370	Collect From File (Local)	2/6/2008 10:07:37 AM	Enabled	Enabled	<a href="#">Add Ancillary</a>
	<a href="#">Switch Wizard</a> Branch 7	5	Bra00005	Complete	732/222	Avaya Distributed Office	370	Collect From File (Local)	2/5/2008 2:41:00 PM	Enabled	Enabled	<a href="#">Add Ancillary</a>
	<a href="#">Switch Wizard</a> Core	1	000	Complete	732/222	Avaya Distributed Office	370	Realtime RSP	2/27/2008 3:15:24 PM	Enabled	Enabled	<a href="#">Add Ancillary</a>
	<a href="#">Switch Wizard</a> Headquarters	9	Hea00009	Complete	732/852	(175)DEFINITY One, IP600, G1, G3, 58100 - 8700	175	Realtime RSP	1/22/2008 3:18:45 PM	Disabled	Disabled	<a href="#">Add Ancillary</a>

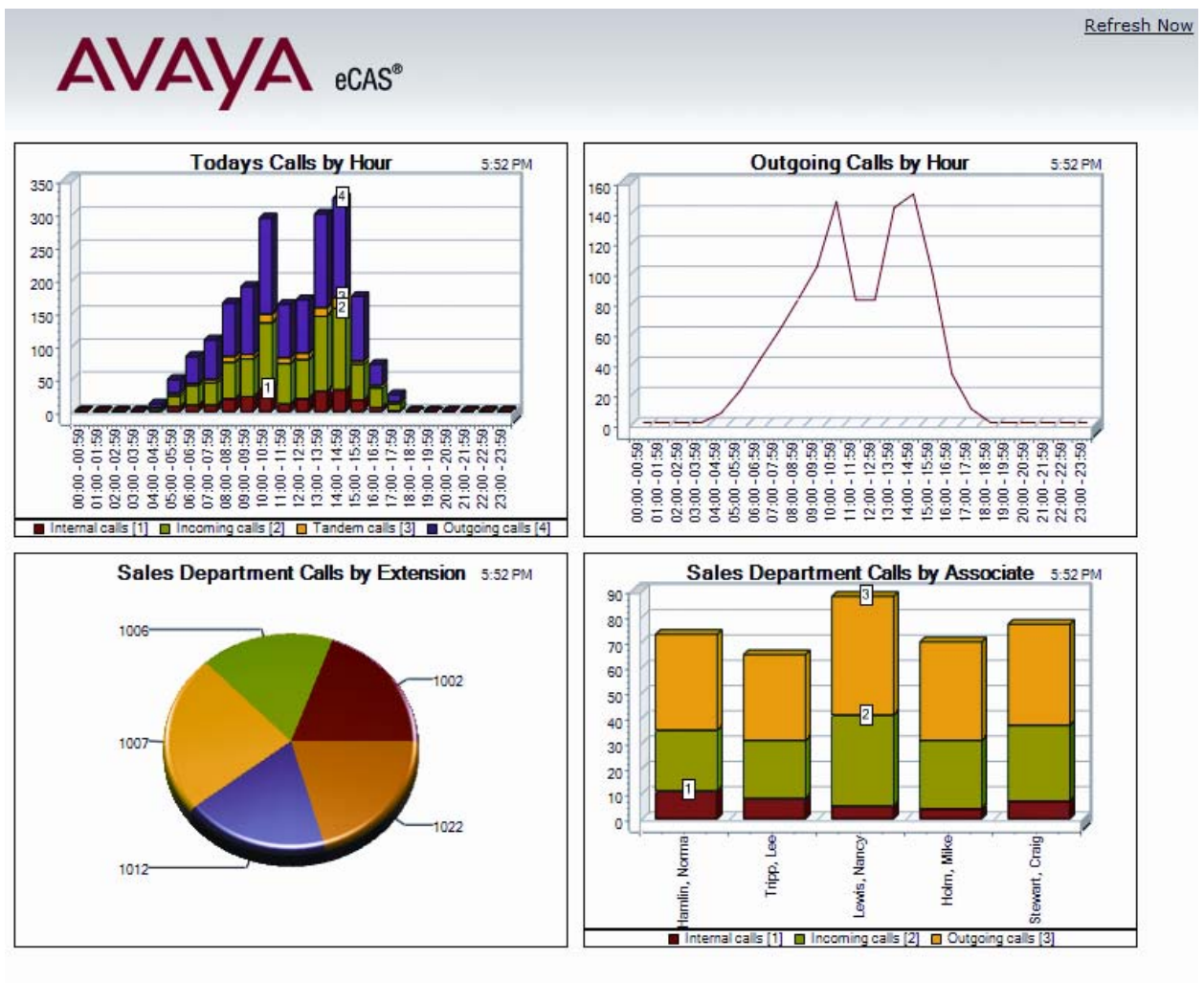
[Add Switch](#) [Show Collection Details](#)



## 6. Verification Steps

The following steps can be used to verify proper eCAS operation in an Avaya Intelligent Branch Solution.

1. Place calls from customers to all locations using the simulated PSTN network.
2. Place internal calls from users in one branch to other branches and the headquarters.
3. Transfer calls between locations.
4. From the eCAS Main, select the **Report** tab, then select the **View Dashboard** link (not shown). The Dashboard is a specialized 'viewer' containing a small, pre-defined set of charts for a quick display of current call traffic.
5. Verify the data on the Dashboard reflects the actual call activity in one or all locations in the configuration. A sample of the Dashboard is shown below.



## 7. Conclusion

These Application Notes have provided the details on configuring eCAS in an Avaya Intelligent Branch Solution. As illustrated in these Application Notes, a centralized eCAS server can provide users the ability to view telecom usage across locations, and offer the flexibility needed to effectively manage a telecommunications system.

## 8. Additional References

See the following Application Notes addressing Avaya Communication Manager, Avaya SES, and Avaya Distributed Office configuration at <http://support.avaya.com>.

- [1] *Administrator Guide for Avaya Communication Manager R5.0, January 2008, Document Number 03-300509.*
- [2] *Administering SIP Enablement Services on the Avaya S8300 Server, January 2008, Document Number 03-602508 .*
- [3] *Administration for Network Connectivity for Avaya Communication Manager R5.0, January 2008, Document Number 555-233-504 Issue 13.*
- [4] *Sample Configuration for SIP Private Networking among Avaya Distributed Office sites and Avaya Communication Manager Release 5 with Co-Resident SES Home – Issue 1.0.*

The Avaya eCAS Call Accounting Solution is an Avaya branded product, created by Veramark Technologies. Documentation is available at <http://veramark.com>. An agreement number or serial number is required for access.

- [5] *eCAS Quick Installation Guide, October 2007.*
- [6] *Avaya Distributed Office Interface Setup, October 2007.*
- [7] *Veramark Connectivity Guide, October 2007.*
- [8] *eCAS User Guide, October 2007.*

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