Avaya Solution & Interoperability Test Lab

Application Notes for Envision Click2Coach with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services for Full Time Recording with Service Observing – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Envision Click2Coach to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services for Full Time Recording with Service Observing. Envision Click2Coach is a call recording solution.

In the compliance testing, Envision Click2Coach used the Avaya Aura® Application Enablement Services Device, Media, and Call Control (DMCC) interface to monitor contact center agents on Avaya Aura® Communication Manager, and obtain call information and media associated with the monitored agents for call recording.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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.

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1. Introduction

These Application Notes describe the configuration steps required for Envision Click2Coach to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services (AES) for Full Time Recording with Service Observing. Envision Click2Coach is a call recording solution.

In the compliance testing, Envision Click2Coach used the Avaya Aura® Application Enablement Services Device, Media, and Call Control (DMCC) interface to monitor contact center agents on Avaya Aura® Communication Manager, and obtain call information and media associated with the monitored agents for call recording.

In a Full Time Recording environment, all calls at the monitored agents are recorded. Envision Click2Coach uses the DMCC interface to monitor calls at the agents, and to obtain the media associated with the calls for recording. The media is obtained by using the Service Observing feature to enable a virtual IP softphone to observe and join active calls at the agent.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the Envision Click2Coach application, the application uses Avaya Aura® Application Enablement Services DMCC to automatically register the virtual IP softphones to Avaya Aura® Communication Manager, request monitoring on the stations to be recorded, and initiate Service Observing from the virtual IP softphones.

For the manual part of the testing, each call was handled manually on the station user with generation of unique audio content for the recordings. Necessary user actions such as hold and reconnect were performed from the user telephones to test the different call scenarios for for softphone and hard phone. It also includes feature calls such as transfer, conference and bridging.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet cable to Envision Click2Coach, restarting DMCC service on the AES, busying and releasing CTI link on the Communication Manager, restarting Communication Manager and finally restarting the AES server.

The verification of tests included using the Envision Click2Coach logs for proper message exchanges, using the Envision thin client web interface to verify proper logging and playing back of the calls.

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.

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2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

Feature testing focused on verifying the following on Envision Click2Coach proper recordings, loggings and playback of calls:

- Inbound calls, external and internal calls
- Outbound calls, external and internal calls
- Bridge calls
- Transfer calls
- Conference calls
- ACD and non-ACD calls
- Call Hold and Resume
- Hard phone and Softphone with one-X Agent

Serviceability testing focused on verifying the ability of Envision Click2Coach to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to Envision Click2Coach server, DMCC service and restarting the CTI link as well as AES and Communication Manager server.

2.2. Test Results

All feature test cases were successfully completed with the following observations:

- Voice recordings not functioning after reconnecting server LAN network for disconnect time of 90 secs in the serviceability test. Voice recordings do function well for disconnect time of 30 and 130 secs.
- KeepAlive missed messages appear in the Envision server logs repeatedly after DMCC service restarts. The Envision Channel Manager service needs to be restarted to clear this error.
- Multiple calls at the same agent are lumped into one call recording by design.
- In a failed Service Observing scenario, the recording contains the denial tone followed by silence.

2.3. Support

Technical support on Envision Click2Coach can be obtained through the following:

- **Phone:** 1-800-975-9384
- **Email:** support@envisioninc.com
- **Web:** http://www.envisioninc.com/

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3. Reference Configuration

Envision Click2Coach has a thin client web interface that can be used to review and playback the call recordings.

In the compliance testing, Envision Click2Coach monitored the agent station extensions shown in the contact center device table below.

Device Type	Extension
VDN	14001
Skill Group	13001
Supervisor Station	10001
Agent Station	10001 → 10005
Agent ID	11001 → 11005
Virtual Station DMCC	19901 → 19905

Figure 1 on the next page illustrates the test configuration consisting of a duplex pair of Avaya Aura® Communication Manager servers, Avaya G430 Media Gateway, Avaya Aura® AES Server and Avaya Aura® Media Server. Avaya 96x1, 96x0 and 1600 Series H.323 IP Deskphones including 9400 Series Digital Deskphone are used as agent stations. Avaya 1400 Series Digital Deskphone serves as a non-recorded station. Envision server is installed on Microsoft Windows 2012 R2 which communicates with the TSAPI Service on the Avaya Aura® AES Server. The Avaya 4548GT-PWR Converged Stackable Switch provides ethernet connectivity to the servers and IP telephones. A simulated public PSTN trunk connects to the system. The telephones will be used to generate intraswitch calls (calls between telephones on the same system) and outbound/inbound calls to/from the PSTN.

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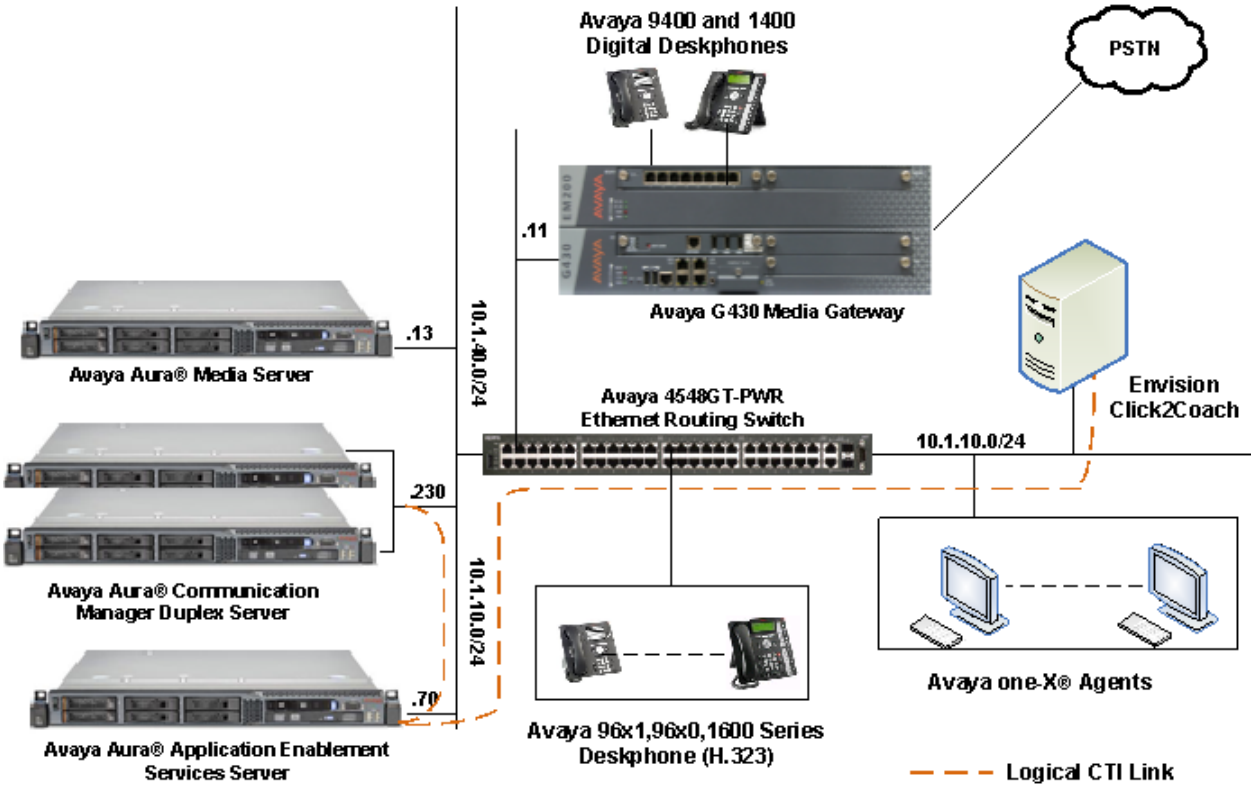

Figure 1: Test Configuration

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager (Duplex)	7.0.1.1.1 (Service Pack 1.1) (R017x.00.0.441.0-23384)
Avaya S8300D Server (w/ G430) running Avaya Aura® Communication Manager	7.0.1.1.1 (Service Pack 1.1) (R017x.00.0.441.0-23384)
Avaya G430 Media Gateway: MM712AP (DCP)	 HW04 FW015
Avaya Aura® Application Enablement Services (AES) Server	7.0 (7.0.1.0.3.15-0)
Avaya Aura® Media Server	7.7.0.19
Avaya 4548GT-PWR Converged Stackable Switch	5.3.0.3
Avaya 1600 Series IP Phones : 1608 (H.323)	 1.380A
Avaya 96x0 Series IP Phones: 9630 (H.323)	 3.250A
Avaya 96x1 Series IP Phones: 9611 (H.323) 9641 (H.323)	 6.6029 6.6029
Avaya 9400 Series Digital Phones	2.0.SP4
Avaya 1400 Series Digital Phones	Rel 4 SP7
Avaya one-X® Agent running on Windows 10 Professional	2.5.58020.604
Envision Click2Coach on Windows 2012 R2 Server • Envision Click2Coach • Envision Server • Envision CTC Loader	 11.5.1.159 10.2.35.3 1.3.3

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5. Configure Avaya Aura® Communication Manager

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

- Verify Communication Manager License
- Administer System Parameters Features
- Administer AES and CTI link
- Administer Class of Restriction
- Administer Agent Stations
- Administer Virtual IP softphones

5.1. Verify Communication Manager License

Log into the System Access Terminal (SAT) to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the **display system-parameters customer-options** command to verify that the **Computer Telephony Adjunct Links** customer option is set to **y** on **Page 4**. If this option is not set to **y**, then contact the Avaya sales team or business partner for a proper license file.

```
display system-parameters customer-options                      Page   4 of  12
                               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? n                      DCS (Basic)? y
          ASAI Link Core Capabilities? y               DCS Call Coverage? y
          ASAI Link Plus Capabilities? y              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



        (NOTE: You must logoff & login to effect the permission changes.)
```


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5.2. Administer System Parameters Features

Use the **change system-parameters features** command to enable **Allow Two Observers in Same Call**, which is located on **Page 11**.

```
change system-parameters features                                Page  11 of  19
                     FEATURE-RELATED SYSTEM PARAMETERS
CALL CENTER SYSTEM PARAMETERS
  EAS
         Expert Agent Selection (EAS) Enabled? y
        Minimum Agent-LoginID Password Length:
          Direct Agent Announcement Extension:                  Delay:
    Message Waiting Lamp Indicates Status For: station

  VECTORING
                    Converse First Data Delay: 0      Second Data Delay: 2
                Converse Signaling Tone (msec): 100         Pause (msec): 70
                     Prompting Timeout (secs): 10
                  Interflow-qpos EWT Threshold: 2
    Reverse Star/Pound Digit For Collect Step? y
          Available Agent Adjustments for BSR? n
                             BSR Tie Strategy: 1st-found
   Store VDN Name in Station's Local Call Log? n
  SERVICE OBSERVING
              Service Observing: Warning Tone? y     or Conference Tone? n
    Allowed with Exclusion: Service Observing? n                    SSC? n
            Allow Two Observers in Same Call? y
```

5.3. Administer AES and CTI Link

Enter the **change node-names ip procr** command. In the compliance-tested configuration, note the ip address of the Communication Manager with the node-name **procr** was utilized for connectivity to Avaya AES server.

```
change node-names ip procr                                       Page   1 of   2
                                  IP NODE NAMES
    Name                 IP Address
procr                  10.1.10.230
procr6                 ::
```

Enter the **change ip-services** command. On **Page 1**, configure the **Service Type** field to **AESVCS** and the **Enabled** field to **y**. The **Local Node** field should be set to the **procr**. During the compliance test, the default port was utilized for the **Local Port** field.

```
change ip-services                                               Page   1 of   4

                                  IP SERVICES
 Service     Enabled     Local        Local       Remote      Remote
  Type                   Node         Port        Node        Port
AESVCS         y      procr           8765
```


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On **Page 4**, enter the hostname of the Avaya AES server for the **AE Services Server** field. The server name may be obtained by logging in to the Avaya AES server using Secure Shell (SSH) and running the **uname -a** command. Enter an alphanumeric password for the **Password** field and set the **Enabled** field to **y**. The same password will be configured on Avaya AES server in **Section 6.3**.

```
change ip-services                                              Page   4 of   4
                           AE Services Administration

   Server ID    AE Services       Password          Enabled    Status
                   Server
      1:
      2:      aes7x             xxxxxxxxxxxxxxx      y
```

Add a CTI link using the **add cti-link n** command, where **n** is an available CTI link number. Enter an available extension number in the **Extension** field. Note that the CTI link number and extension number may vary. 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 3                                                  Page   1 of   3
                                    CTI LINK
 CTI Link: 3
Extension: 10093
     Type: ADJ-IP
                                                                      COR: 1
     Name: TSAPI Service - AES7x
```


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5.4. Administer Class of Restriction

Enter the **change cor n** command, where **n** is the class of restriction (COR) number used for integration with Envision. Set the **Can Be Service Observed** and **Can Be A Service Observer** fields to **y**, as shown below. For the compliance testing, this COR was assigned to the physical stations used by the agents and to the virtual IP softphones used by Envision.

```
change cor 1                                                  Page   1 of  23
                            CLASS OF RESTRICTION

               COR Number: 1
         COR Description: All Users

                     FRL: 0                                APLT? y
  Can Be Service Observed? y           Calling Party Restriction: none
Can Be A Service Observer? y            Called Party Restriction: none
        Time of Day Chart: 1       Forced Entry of Account Codes? n
         Priority Queuing? n                Direct Agent Calling? y
     Restriction Override: none       Facility Access Trunk Test? n
     Restricted Call List? n                 Can Change Coverage? n

            Access to MCT? y            Fully Restricted Service? n
Group II Category For MFC: 7            Hear VDN of Origin Annc.? y
         Send ANI for MFE? n             Add/Remove Agent Skills? n
            MF ANI Prefix:              Automatic Charge Display? n
Hear System Music on Hold? y   PASTE (Display PBX Data on Phone)? n
                        Can Be Picked Up By Directed Call Pickup? n
                                    Can Use Directed Call Pickup? n
                                    Group Controlled Restriction: inactive
```


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5.5. Administer Agent Stations

Modify each physical station used by the agents to allow the station to be service observed. Change the agent station using the **change station n** command, where **n** is the station extension number. For the COR field, enter the COR from **Section 5.4**, which allows the station to be service observed.

Repeat this section for all agent stations in **Section 2**.

```
change station 10001                                        Page   1 of   5
                                   STATION

Extension: 10001                       Lock Messages? n               BCC: 0
     Type: 9611G                       Security Code: 111222           TN: 1
     Port: S00002                    Coverage Path 1:                 COR: 1
     Name: IP Station 1              Coverage Path 2:                 COS: 1
                                     Hunt-to Station:               Tests? y
STATION OPTIONS
                                          Time of Day Lock Table:
             Loss Group: 19          Personalized Ringing Pattern: 1
                                               Message Lamp Ext: 10001
           Speakerphone: 2-way              Mute Button Enabled? y
        Display Language: english                Button Modules: 0
 Survivable GK Node Name:
          Survivable COR: internal             Media Complex Ext:
   Survivable Trunk Dest? y                         IP SoftPhone? y

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

                                           Customizable Labels? y
```


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5.6. Administer Virtual IP Softphones

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

- **Type:** Any IP telephone type allowing multiple buttons, such as **4624**.
- **Name:** A descriptive name.
- **Security Code:** A desired value.
- **COR:** The class of restriction number from **Section 5.4**.
- **IP SoftPhone:** Set to **y**.

```
add station 19901                                          Page   1 of   6
                                  STATION

Extension: 19901                      Lock Messages? n               BCC: 0
     Type: 4624                       Security Code: 19901            TN: 1
     Port: IP                       Coverage Path 1:                 COR: 1
     Name: DMCC #1                  Coverage Path 2:                 COS: 1
                                    Hunt-to Station:               Tests? y
STATION OPTIONS
                                         Time of Day Lock Table:
             Loss Group: 19          Personalized Ringing Pattern: 1
                                           Message Lamp Ext: 19901
           Speakerphone: 2-way          Mute Button Enabled? y
        Display Language: english
 Survivable GK Node Name:
          Survivable COR: internal       Media Complex Ext:
   Survivable Trunk Dest? y                   IP SoftPhone? y

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


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Navigate to **Page 4**, and assign a **serv-obsrv** button for activation of the Service Observing feature. Make a note of the button number, in this case **4**, as this will be used later to configure Envision. Also note that the same button number should be used for all virtual softphones.

```
change station 19901                                          Page   4 of   6
                                    STATION
 SITE DATA
       Room:                                            Headset? n
       Jack:                                            Speaker? n
      Cable:                                           Mounting: d
      Floor:                                         Cord Length: 0
   Building:                                           Set Color:

ABBREVIATED DIALING
     List1:                     List2:                     List3:




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

Repeat this section to administer the desired number of virtual IP softphones. In the compliance testing, 5 virtual IP softphones were administered as shown below for monitoring of administered agent stations in **Section 2**.

```
list station 19901 count 5

                                  STATIONS

Ext/          Port/   Name/                        Room/       Cv1/ COR/   Cable/
 Hunt-to       Type       Surv GK NN        Move     Data Ext    Cv2  COS TN Jack

19901         S00395  DMCC #1                                      1
               4624                         no                     1   1
19902         S00006  DMCC #2                                      1
               4624                         no                     1   1
19903         S00007  DMCC #3                                      1
               4624                         no                     1   1
19904         S00008  DMCC #4                                      1
               4624                         no                     1   1
19905         S00011  DMCC #5                                      1
               4624                         no                     1   1
```


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6. Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Avaya Aura® Application Enablement Services. The procedures include the following areas:

- Launch OAM interface
- Verify license
- Administer Switch Connection
- Administer TSAPI link
- Administer H.323 gatekeeper
- Disable security database
- Restart TSAPI service
- Obtain Tlink name
- Administer Envision user
- Administer CTI User permissions
- Enable DMCC and TSAPI Service port

6.1. Launch OAM Interface

Access the OAM web-based interface by using the URL "https://ip-address" in an Internet browser window, where "ip-address" is the IP address of the Application Enablement Services server.

The **Please login here** screen is displayed. Log in using the appropriate credentials.

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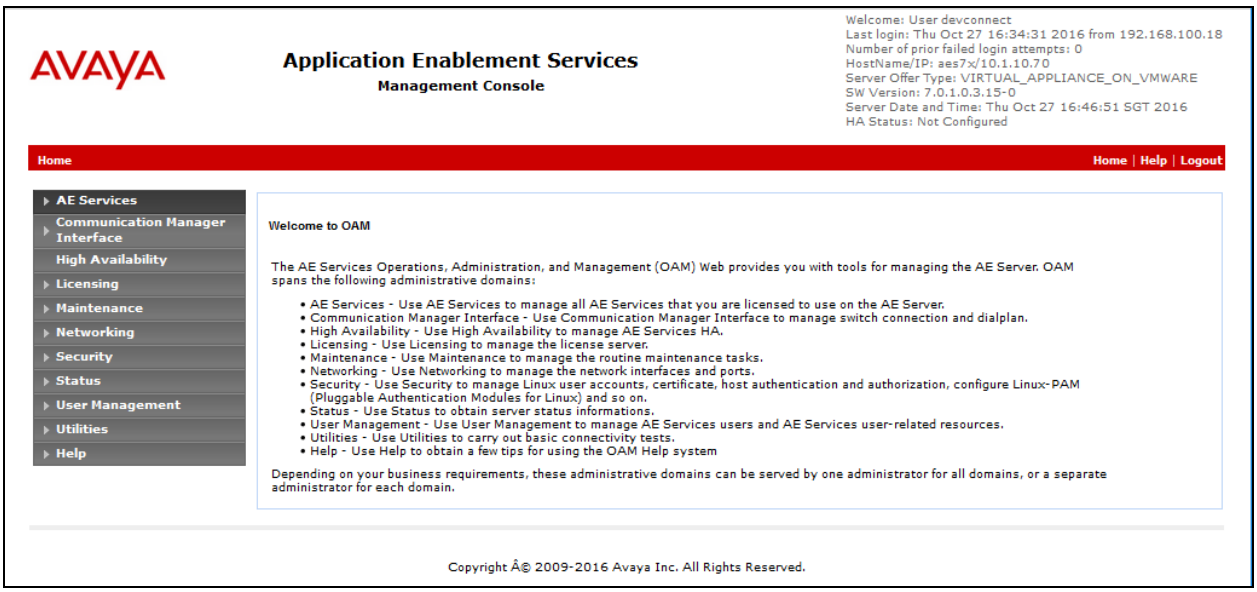
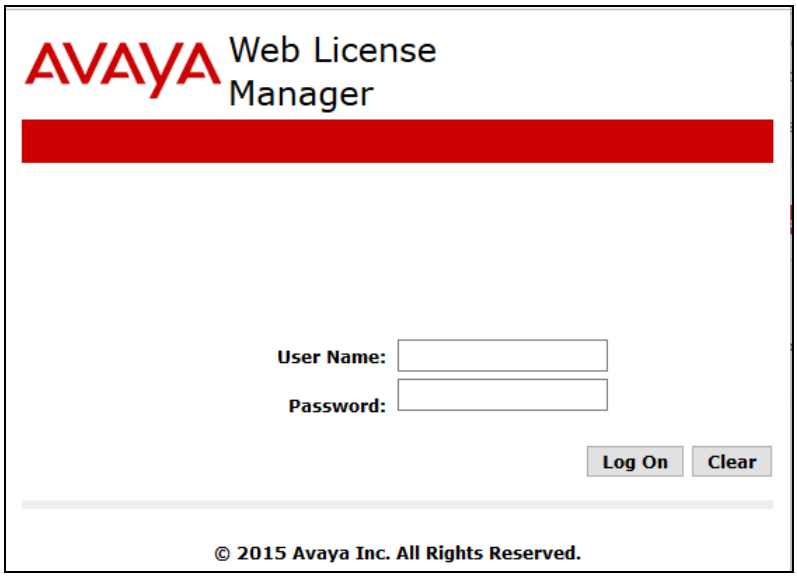
The **Welcome to OAM** screen is displayed next.



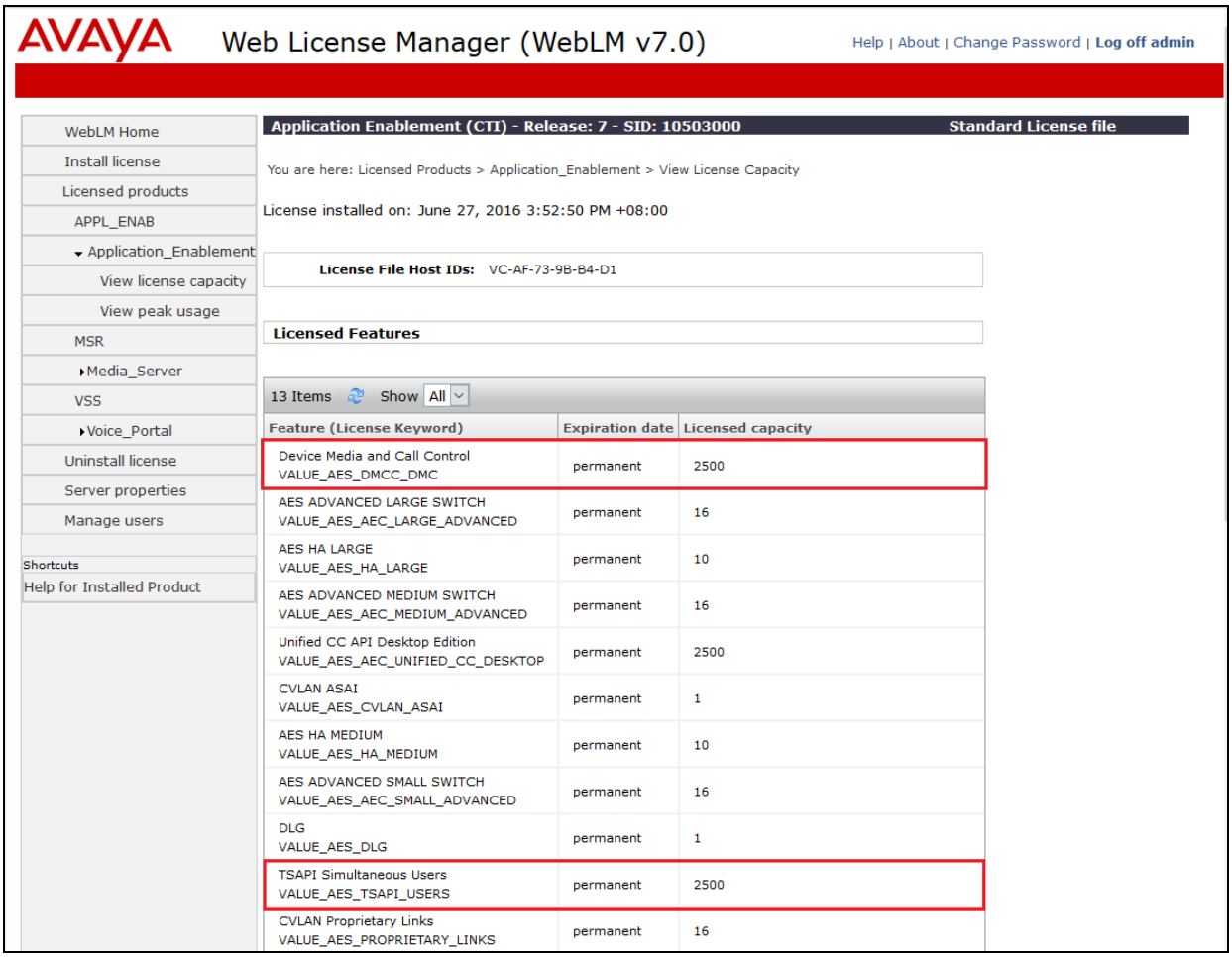
6.2. Verify License

Select **Licensing → WebLM Server Access** from the left pane of the home screen and **Avaya WebLM** screen pops up (not shown). Click on the **License Administration** and the **Web License Manager** screen is displayed below.



Log in with the appropriate credentials.

Select **Licensed products → APPL_ENAB → Application_Enablement** in the left pane to display the **Licensed Features** screen in the right pane. Scroll down the screen, and verify that there are sufficient licenses for **Device Media and Call Control** and **TSAPI Simultaneous Users**, as shown below.



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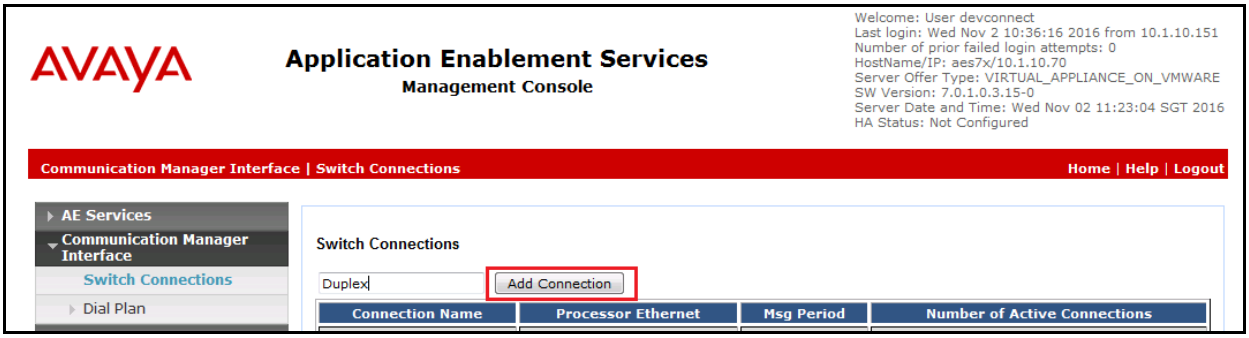
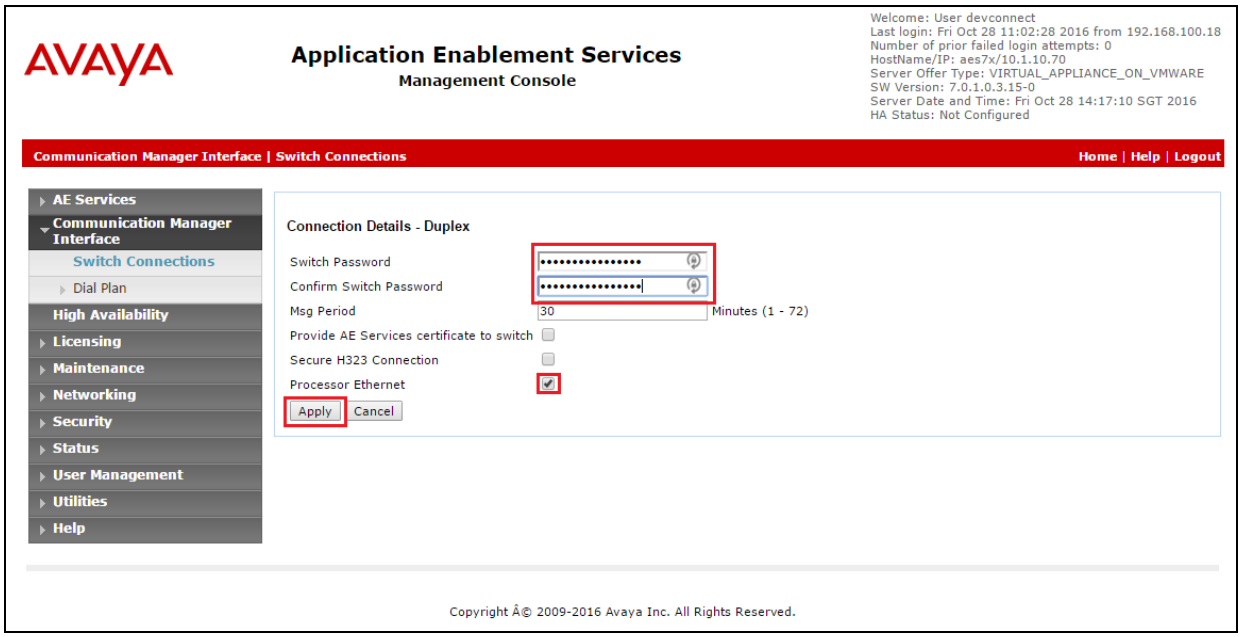
6.3. Administer Switch Connection

From the Home menu, select **Communication Manager Interface → Switch Connections**. Enter a descriptive name for the switch connection and click **Add Connection**. In this configuration, **Duplex** is used.



The **Connection Details – Duplex** screen is displayed. For the **Switch Password** and **Confirm Switch Password** fields, enter the password that was administered in Communication Manager using the IP Services form in **Section 5.3**. Here we are using the **Processor Ethernet** as well for connection and the field needs to be checked. Click on **Apply** to effect changes.



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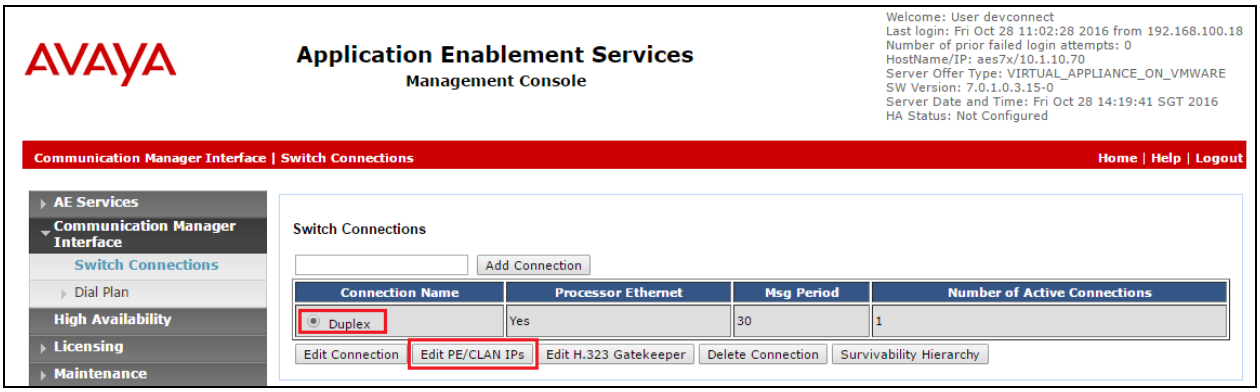
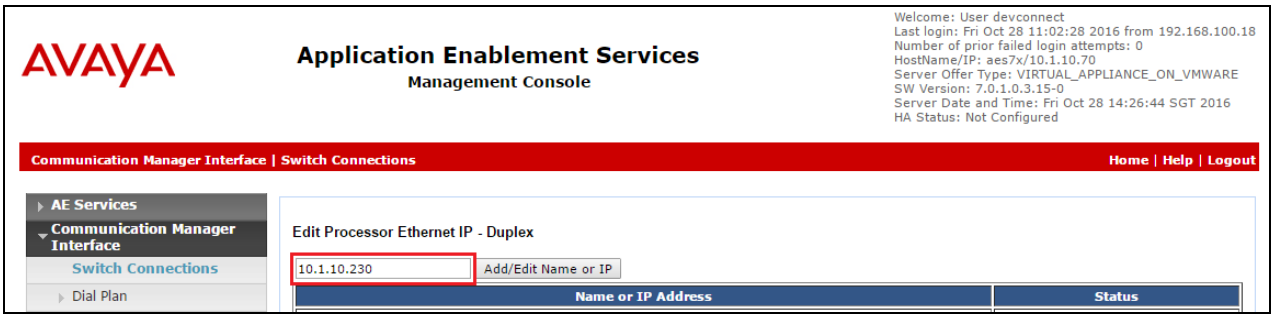
The Switch Connections screen is displayed. Select the newly added switch connection name and click **Edit PE/CLAN IPs**.



In the **Edit Processor Ethernet IP – Duplex** screen, enter the host name or IP address of the PE/C-LAN used for AES connectivity. In this case, **10.1.10.230** is used, which corresponds to the **procr** address of the Communication Manager. Click **Add/Edit Name or IP**



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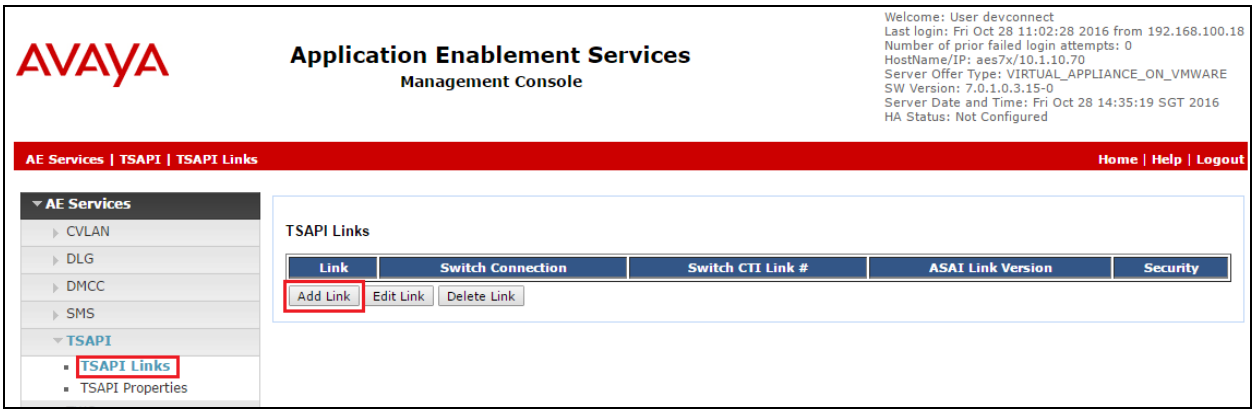
6.4. Administer TSAPI Link

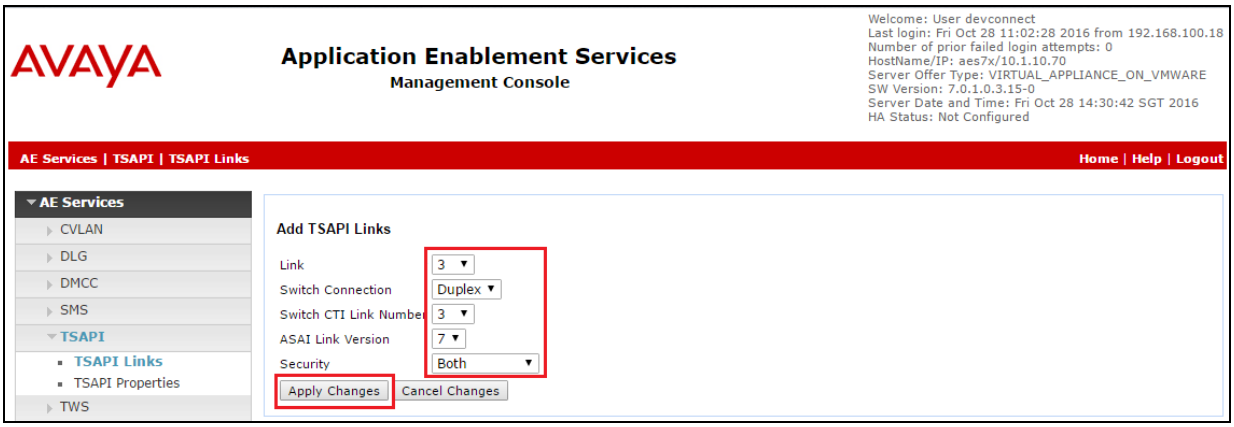
To administer a TSAPI link, select **AE Services → TSAPI → TSAPI Links** from the left pane. The **TSAPI Links** screen is displayed, as shown below. Click **Add Link**.



In the **Add TSAPI Links** screen, select the following values:

- **Link:** Select an available Link number from 1 to 16.
- **Switch Connection:** Administered switch connection in **Section 5.3**.
- **Switch CTI Link Number:** Corresponding CTI link number in **Section 5.3**.
- **ASAI Link Version:** Set to **7** for the latest version.
- **Security:** Select **Both** to allow for encrypted or unencrypted link.

Click **Apply Changes**.



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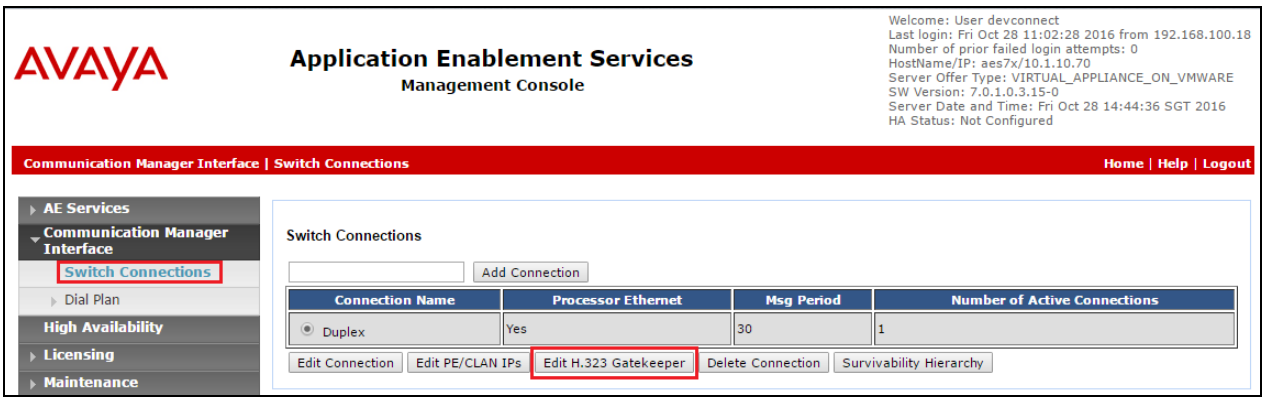
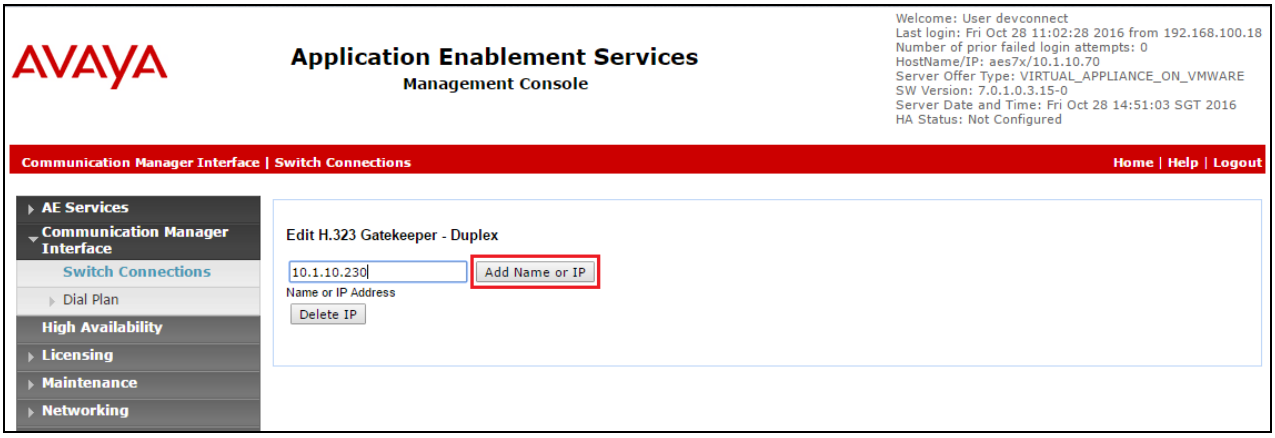
6.5. Administer H.323 Gatekeeper

Select **Communication Manager Interface → Switch Connections** from the left pane. The **Switch Connections** screen shows a listing of the existing switch connections.

Locate the connection name associated with the relevant Communication Manager, in this case **Duplex**, and select the corresponding radio button. Click **Edit H.323 Gatekeeper**.



The **Edit H.323 Gatekeeper – Duplex** screen is displayed. Enter the IP address of a C-LAN circuit pack or the Processor C-LAN on Communication Manager to be used as H.323 gatekeeper, in this case the Processor C-LAN is used as shown below. Click **Add Name or IP**.



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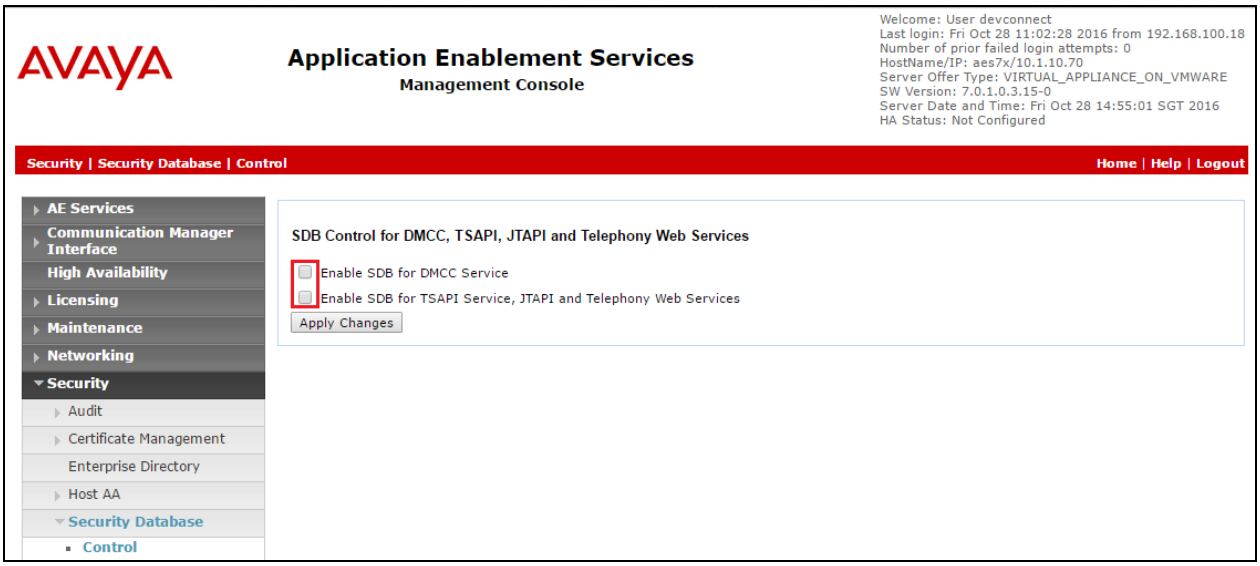
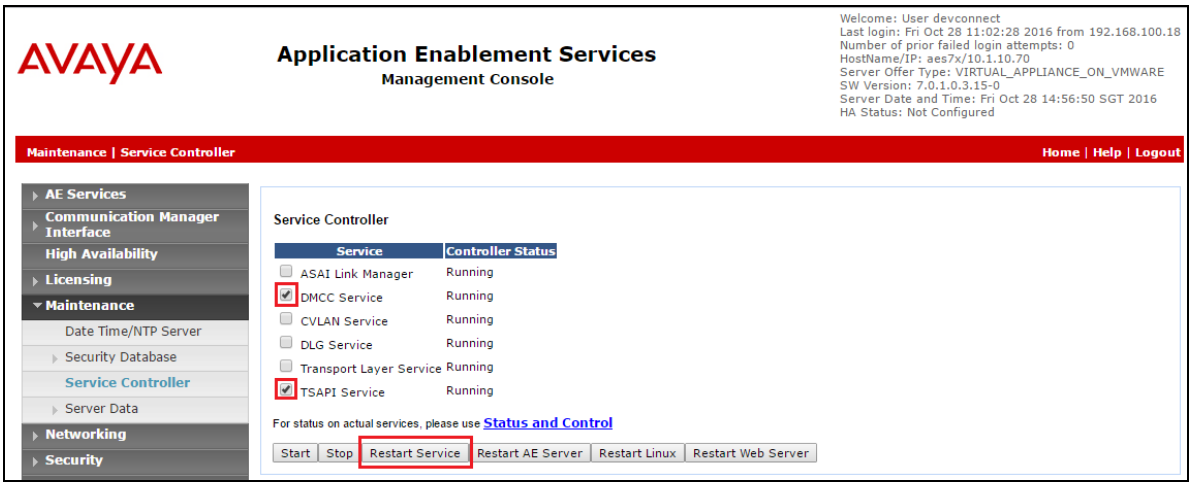
6.6. Disable Security Database

Select **Security → Security Database → Control** from the left pane to display the **SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services** screen in the right pane. Clear the **Enable SDB for DMCC Service** and **Enable SDB for TSAPI Service, JTAPI and Telephony Web Services** if they are checked, and click **Apply Changes**.



6.7. Restart TSAPI Service

Select **Maintenance → Service Controller** from the left pane to display the **Service Controller** screen in the right pane. Check the **DMCC Service** and **TSAPI Service**, and click **Restart Service**.



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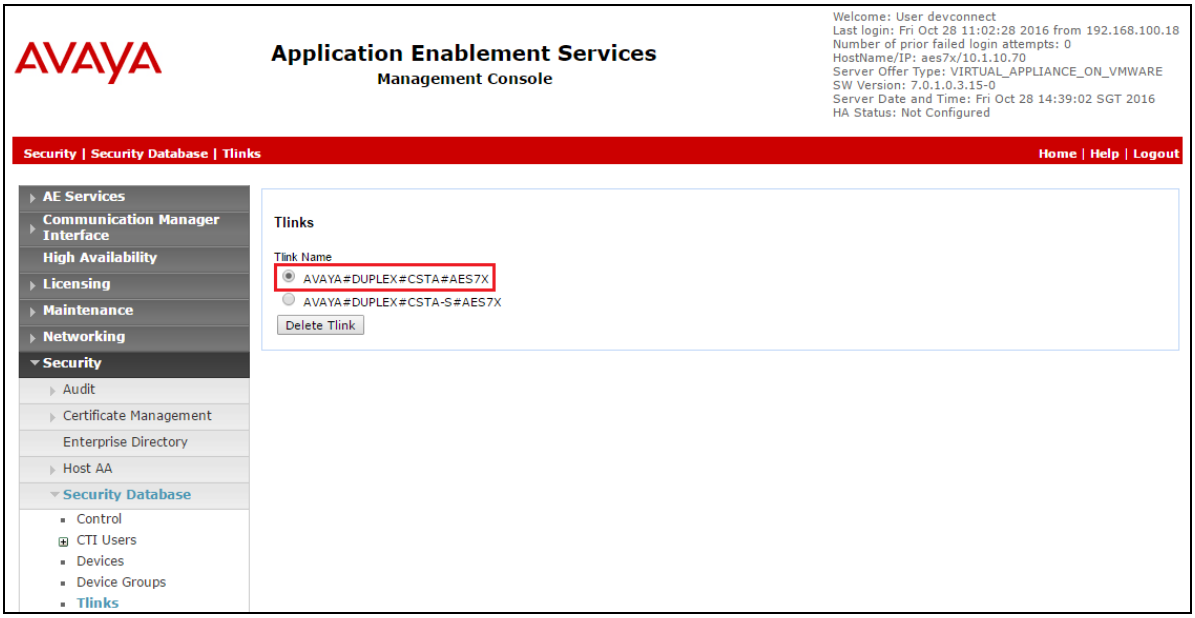
6.8. Obtain Tlink Name

Select **Security → Security Database → Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. A new Tlink name is automatically generated for the TSAPI service.

Locate the Tlink name associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name. Make a note of the associated Tlink name, to be used later for configuring Envision Click2Coach.

In this case, the associated unencrypted Tlink name is A**VAYA#DUPLEX#CSTA#AES7X,** which is automatically assigned by the Avaya AES server. Note the use of the switch connection **Duplex** from **Section 5.3** as part of the Tlink name.



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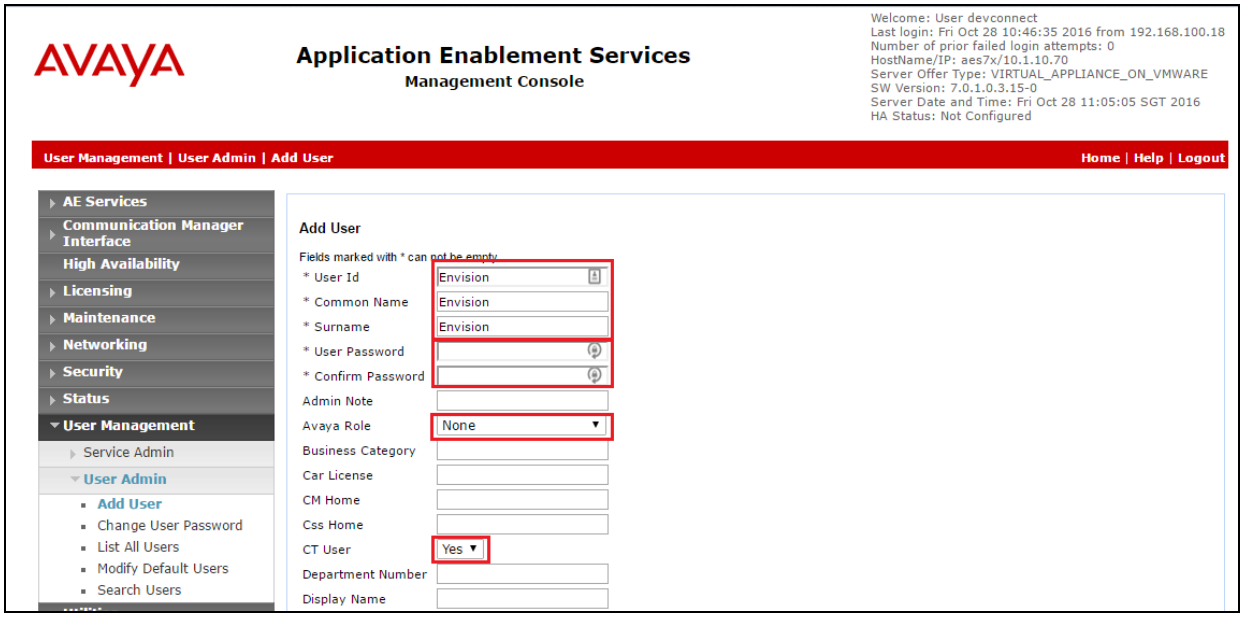
6.9. Administer Envision User

Select **User Management → User Admin → Add User** from the left pane to display the **Add User** screen in the right pane.

Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select **Yes** from the drop-down list. Retain the default value in the remaining fields. Click **Apply** at the bottom of the screen (not shown below).



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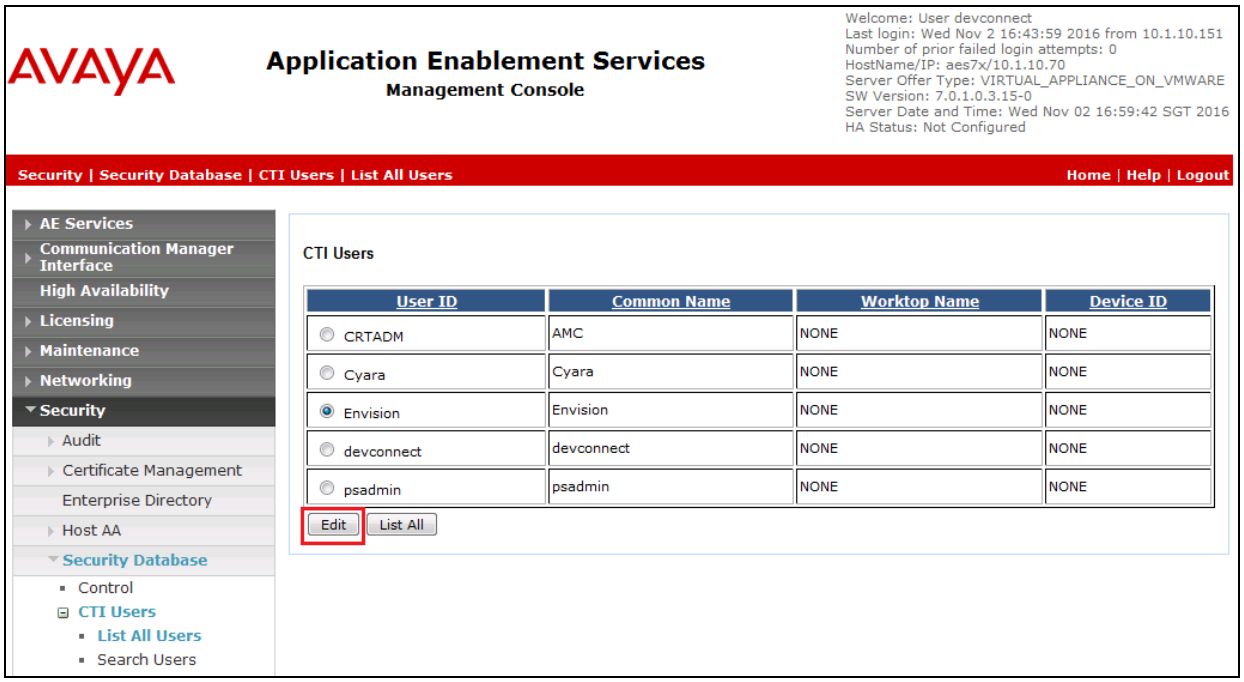
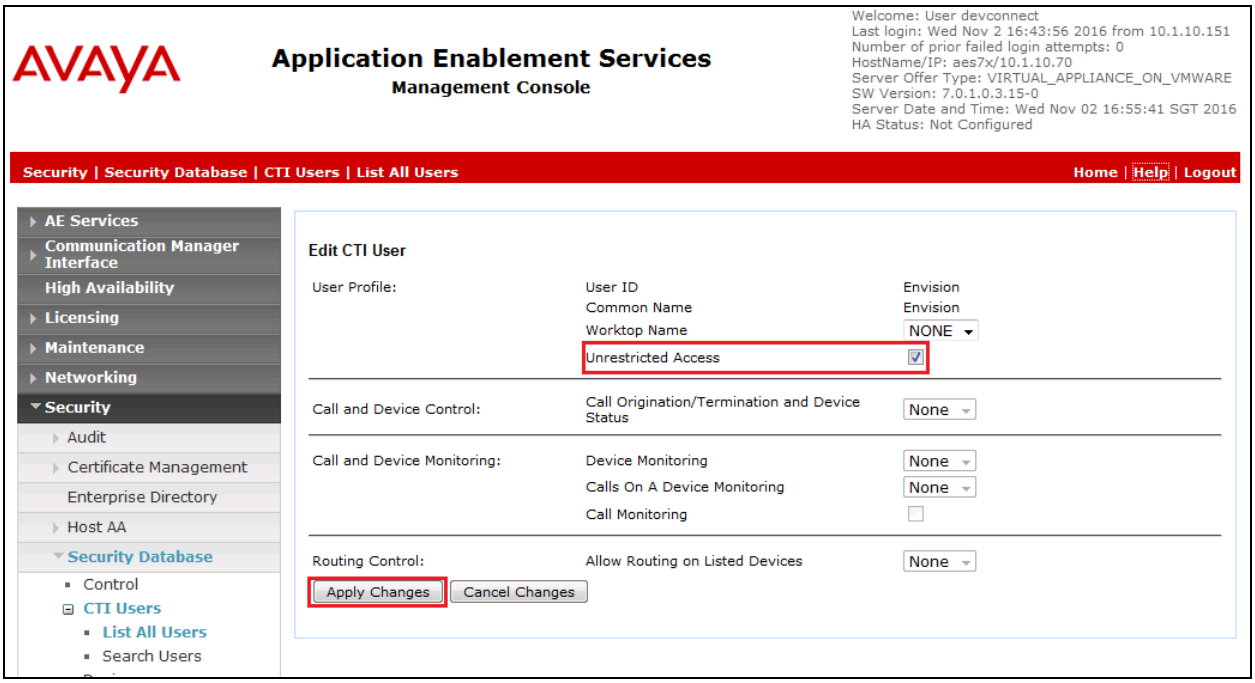
6.10. Administer CTI User Permissions

Select **Security → Security Database → CTI Users → List All Users** from the AES Management Console Home menu. Select the User ID created in **Section 5.9** and click **Edit**.



Check the **Unrestricted Access** box. Click **Apply Changes**.



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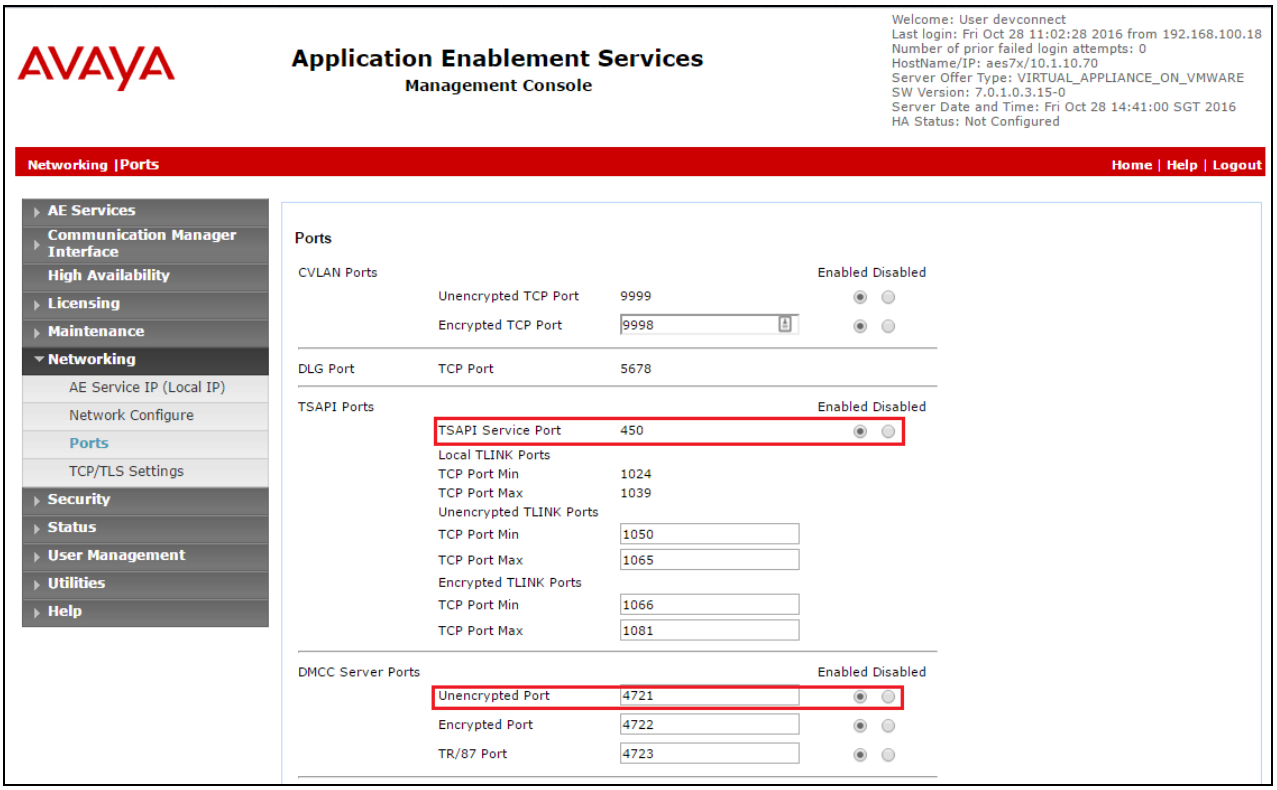
6.11. Enable DMCC and TSAPI Service Port

Select **Networking → Ports** from the left pane to display the **Ports** screen in the right pane.

In the **DMCC Server Ports** section, select the radio button for **Unencrypted Port** under the **Enabled** column, as shown below. Do the same for **TSAPI Ports** under the **Enabled** column.



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7. Configure Envision Click2Coach

This section provides the procedures for configuring Envision Click2Coach. The procedures include the following areas:

- Administer ChanMgrSvc.config
- Administer ChannelManager.xml
- Launch Administrator
- Administer System Settings
- Administer Telephony settings
- Administer Telephony TSAPI
- Administer Telephony Envision servers
- Administer Telephony device IDs
- Administer Telephony ACD IDs
- Administer Users
- Restart Services
- Administer Channels

The configuration of Click2Coach is performed by Envision Professional Services engineers. The procedural steps are presented in these Application Notes for informational purposes. These Application Notes assume that the configurations of a site, server, PBX, and storage volumes are all in place and will not be covered.

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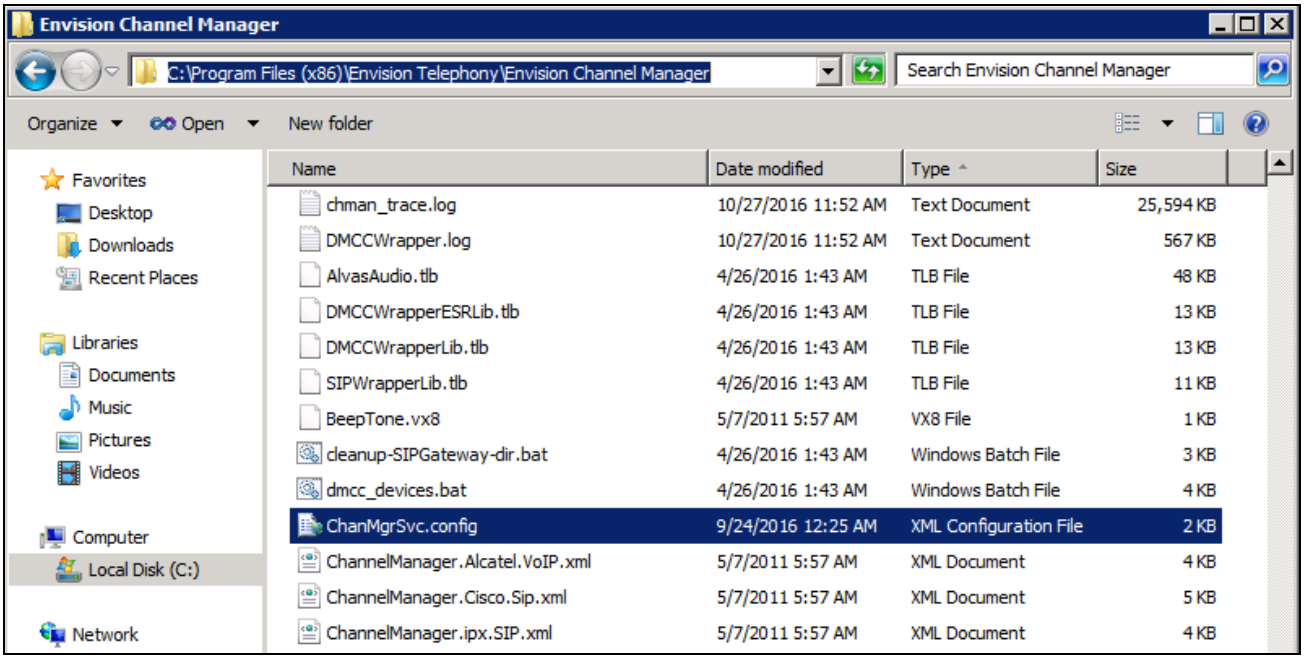
7.1. Administer ChanMgrSvc.config

From the Click2Coach server, navigate to the **C:\Program Files (x86)\Envision Telephony\Envision Channel Manager** directory to locate the **ChanMgrSvc.config** file shown below.



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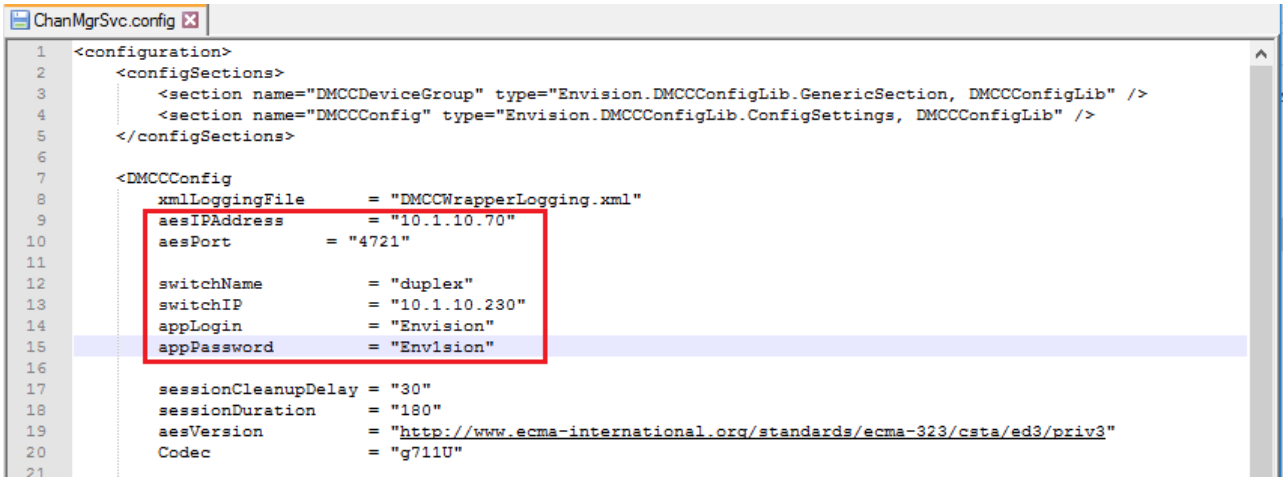
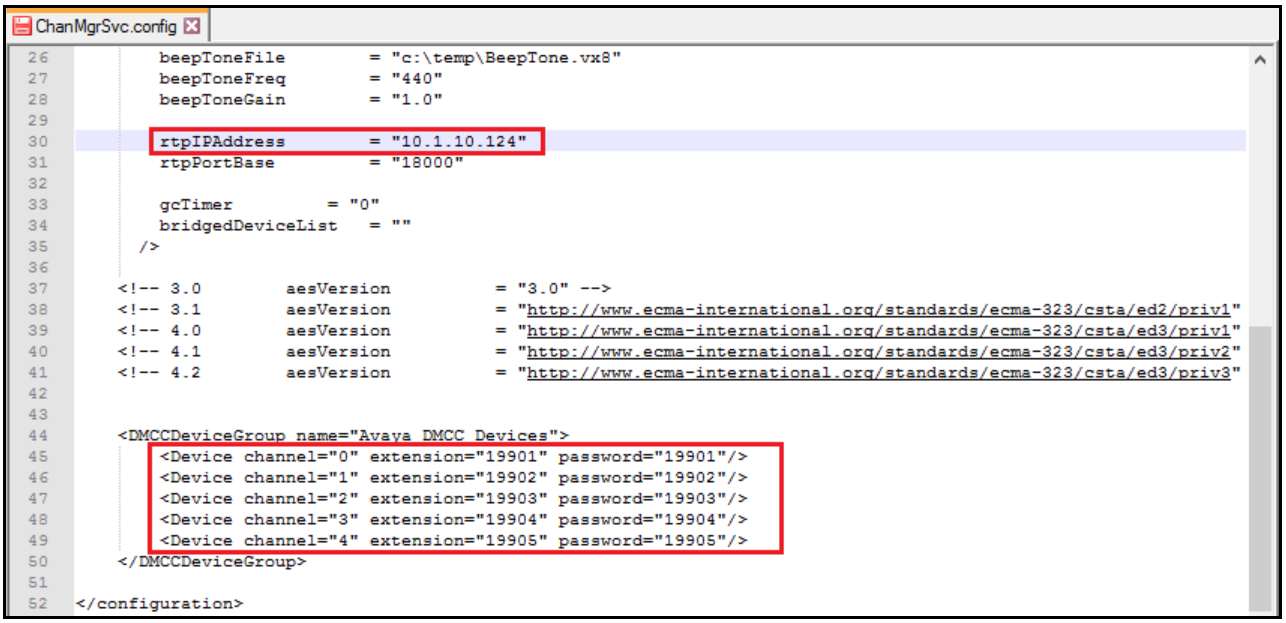
Open the **ChanMgrSvc.config** file with a text editor application such as Notepad++. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **aesIPAddress:** IP address of the AES server.
- **aesPort:** DMCC unencrypted port number from **Section 6.11**.
- **switchName:** Switch connection name from **Section 6.3**.
- **switchIP:** IP address of the H.323 gatekeeper from **Section 6.5**.
- **appLogin:** Envision user credentials from **Section 6.9**.
- **appPassword:** Envision user credentials from **Section 6.9**.



Scroll to the bottom of the screen. For **rtpIPAddress**, enter the IP address of the Envision server. In the **DMCCDeviceGroup** section, create an entry line with the extension and password for each virtual IP softphone from **Section 5.6**, as shown below.



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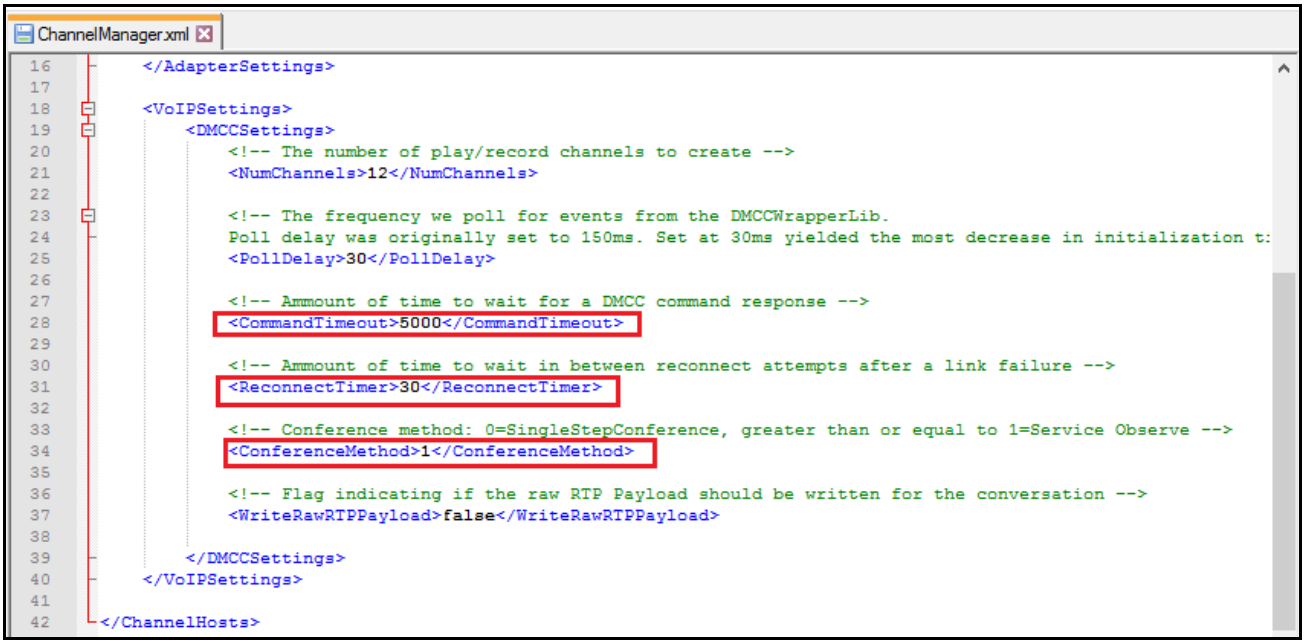
7.2. Administer ChannelManager.xml

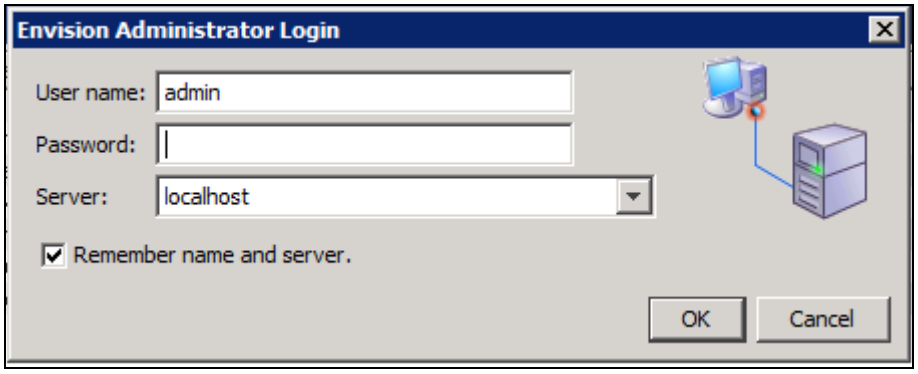
From the same **C:\Program Files\Envision Telephony\Envision Server\ChannelManager** directory, open the **ChannelManager.xml** file.

Scroll down to the **DMCCSettings** section. For **ReconnectTimer**, enter **30**. For **ConferenceMethod**, enter **1** to enable Service Observing. The **CommandTimeout** is set at **5000** (msecs) to wait for AES respond for any request.



7.3. Launch Administrator

From the Envision server, select **Start → All Programs → Envision Telephony → Envision Server Suite → Administrator** to launch the Administrator application. The **Envision Administrator Login** screen is displayed. Log in using the appropriate credentials such as admin.



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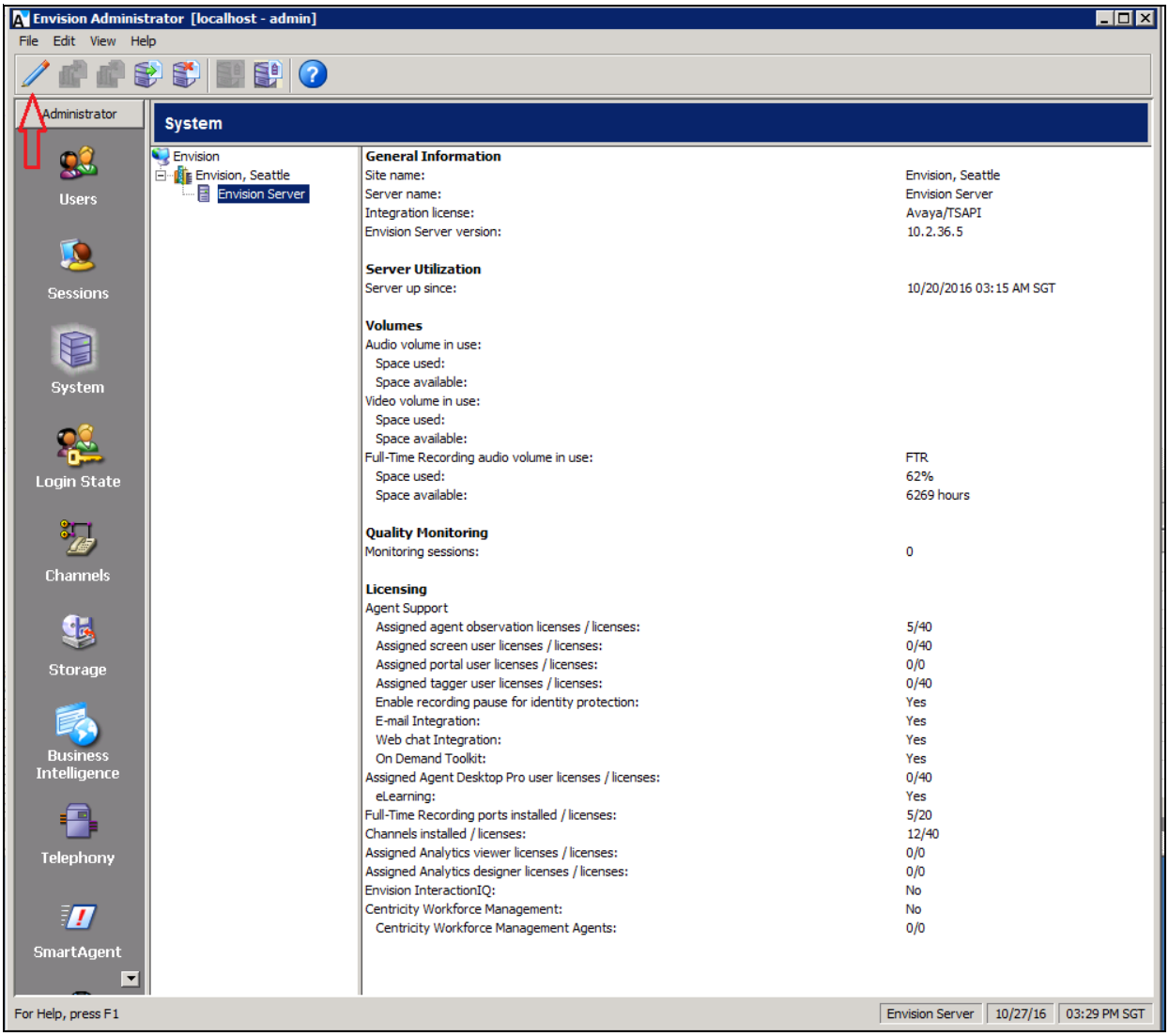
The **Envision Administrator** screen is displayed, and the right pane defaults to the **System** screen. Click on the **Edit system settings** icon.



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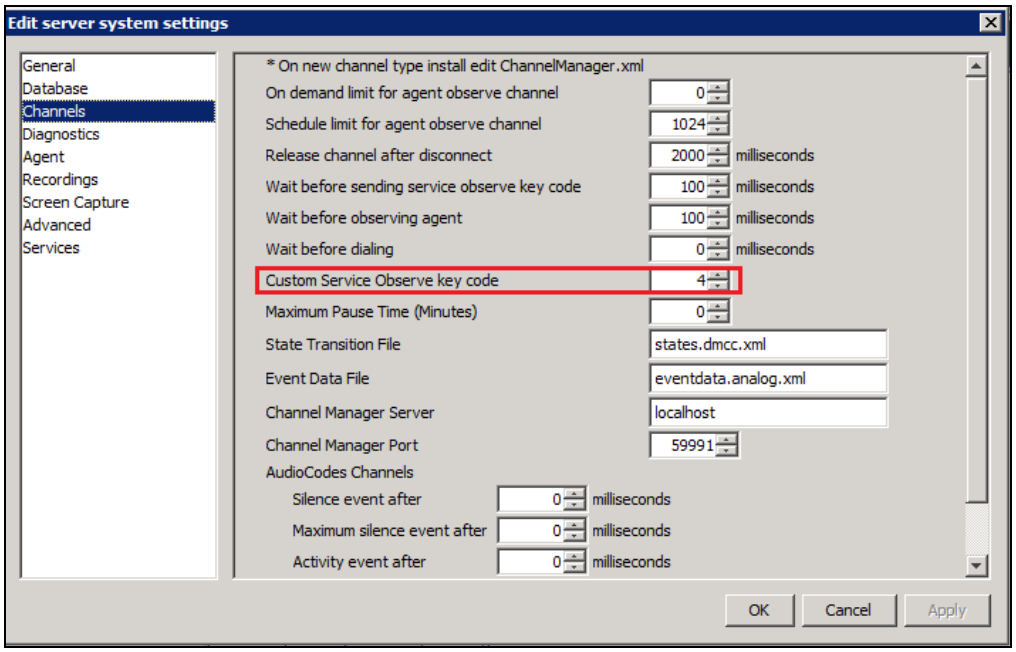
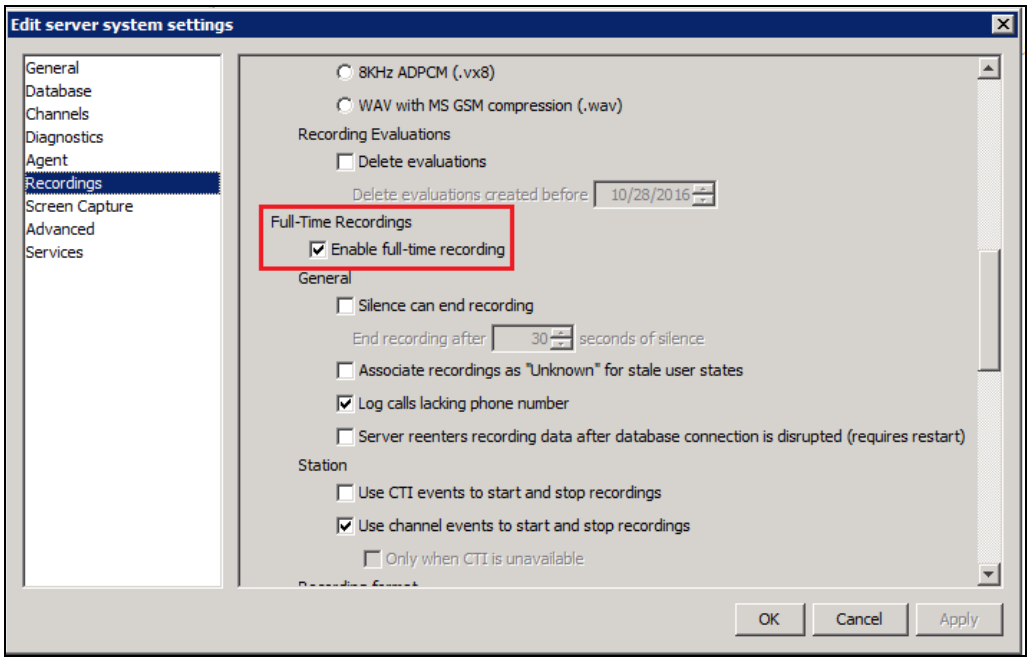
7.4. Administer System Settings

The **Edit server system settings** screen is displayed. Select **Channels** from the left pane. For **Custom Service Observe key code**, select the button number associated with the Service Observing feature on the virtual IP softphones from **Section 5.6**.



Select **Recordings** from the left pane, and scroll the screen down to the **Full-Time Recordings** section. Check **Enable full-time recording**, as shown below. Click **OK** to complete.



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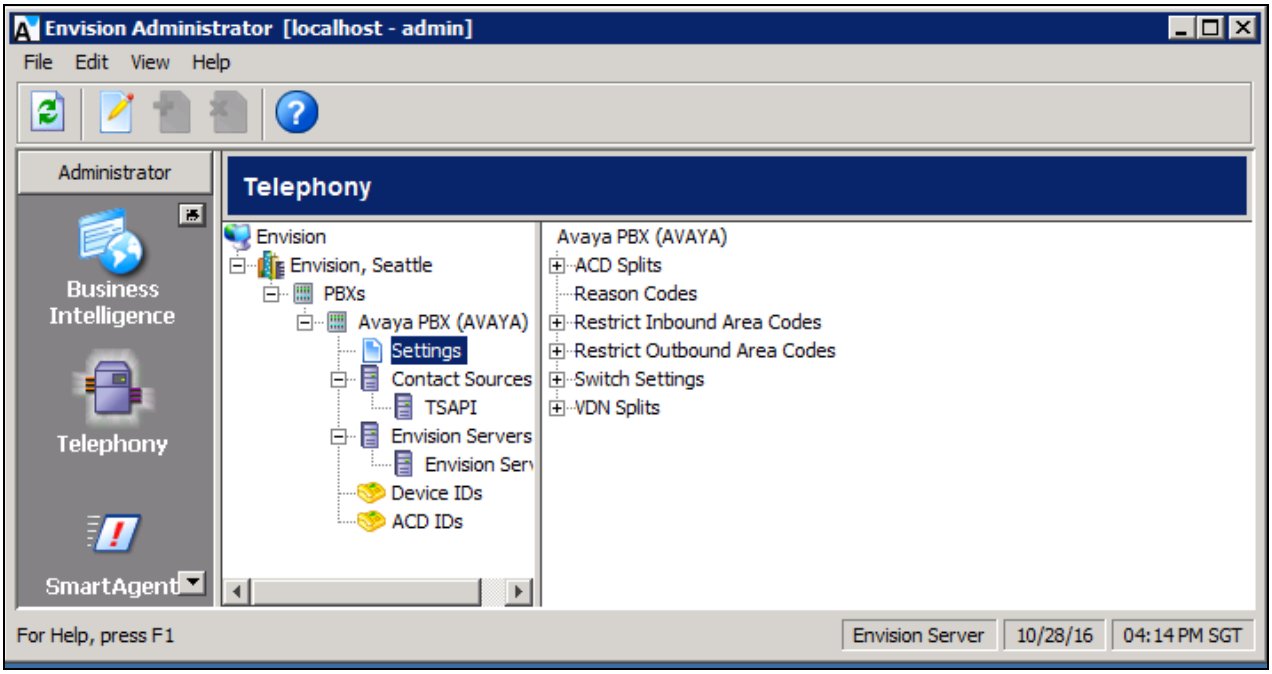
7.5. Administer Telephony Settings

The **Envision Administrator** screen is displayed again. Scroll down the left pane as necessary and select **Telephony** to display the **Telephony** screen in the right pane.

Double click on **Envision → Envision, Seattle → PBXs → Avaya PBX (AVAYA) → Settings** in the middle pane, where **Envision, Seattle** is the pre-configured site name and **Avaya PBX (AVAYA)** is the pre-configured PBX name. Note that the names may vary.



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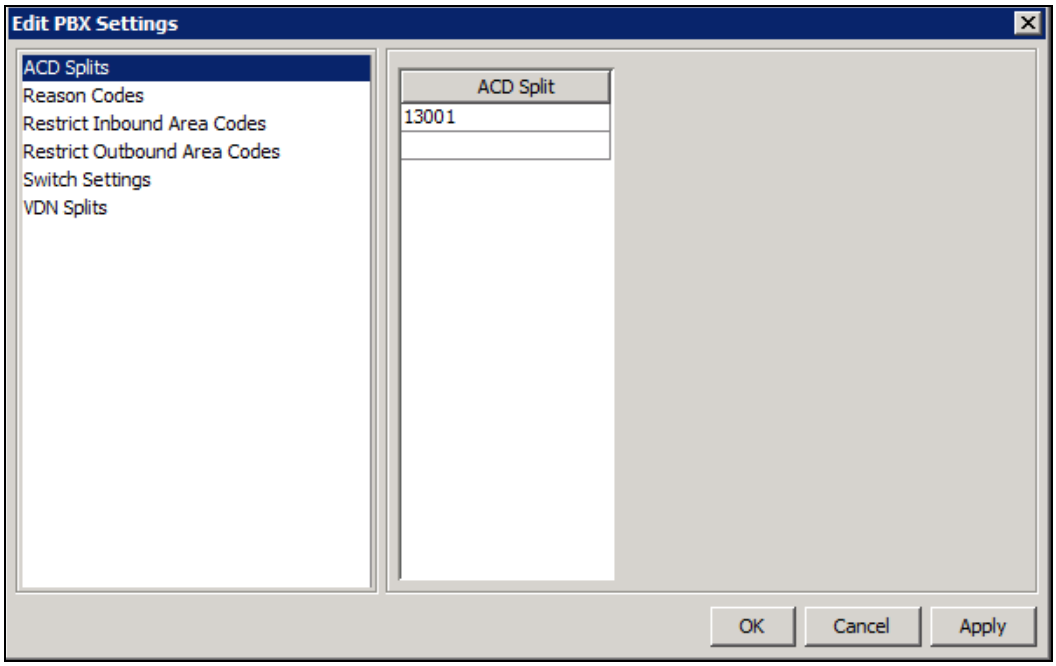
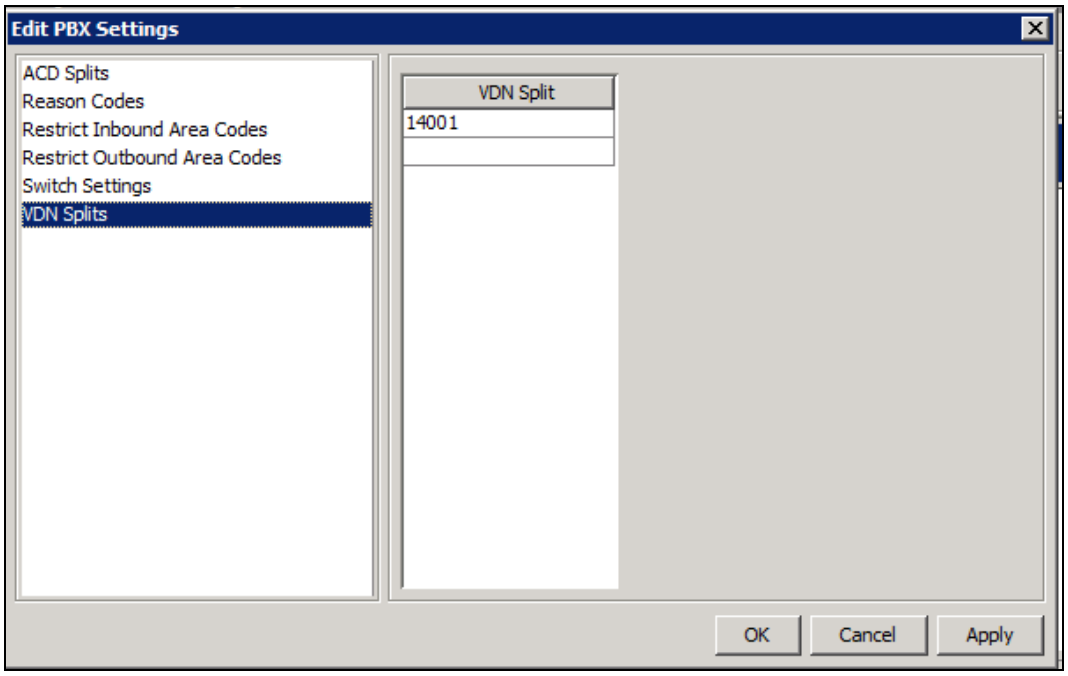
The **Edit PBX Settings** screen is displayed. Select **ACD Splits** from the left pane. Enter **13001** for the Hunt Group in **Section 2**.



Select **VDN Splits** on the left pane**.** Enter **14001** for the VDN in **Section 2**.



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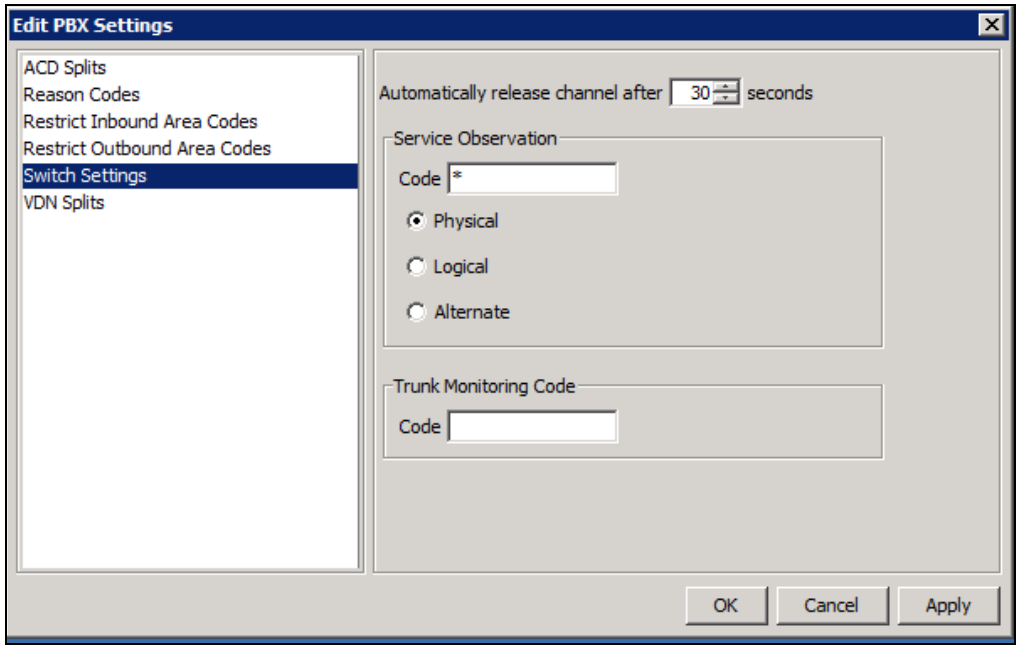
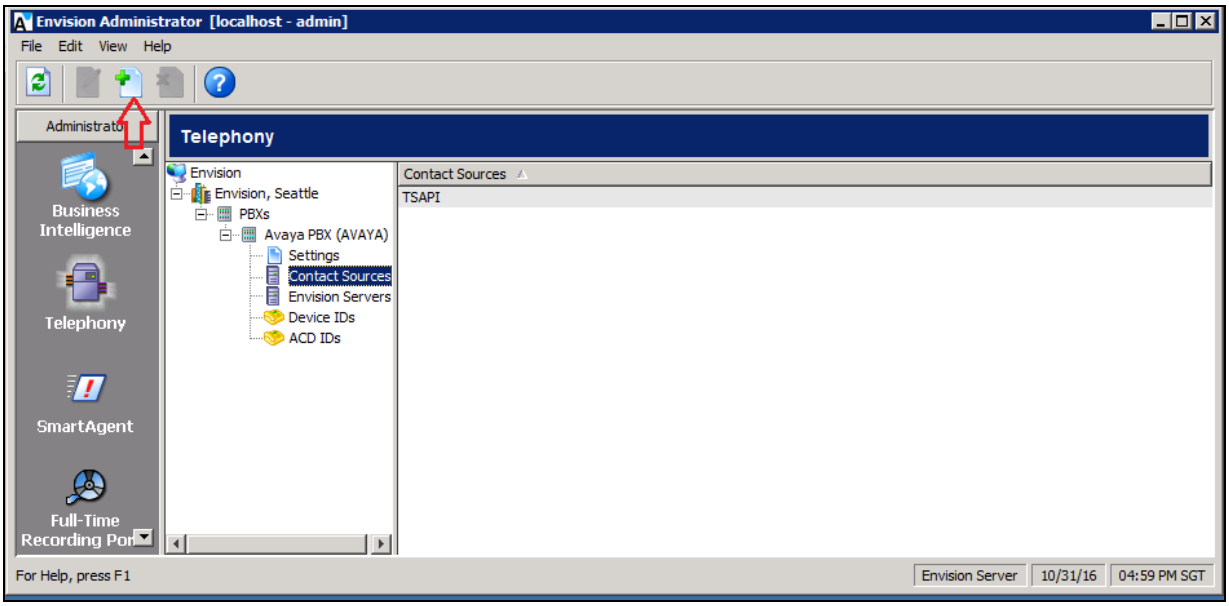
Select **Switch Settings** on the left pane. For **Code** under **Service Observation**, enter a non-blank value to denote this method being used. ***** is used as a arbitrary value here. Retain the default values in the remaining fields.



7.6. Administer Telephony TSAPI

The **Telephony** screen is displayed again. Select **Envision → Envision, Seattle → PBXs → Avaya PBX (AVAYA) → Contact Sources** in the middle pane, and click the **New telephony setting** icon shown below.



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The **Add Contact Source** screen is displayed. Enter a descriptive **Name**. Select **TSAPI** as **Contact Source Type**, and click **Edit Settings**.

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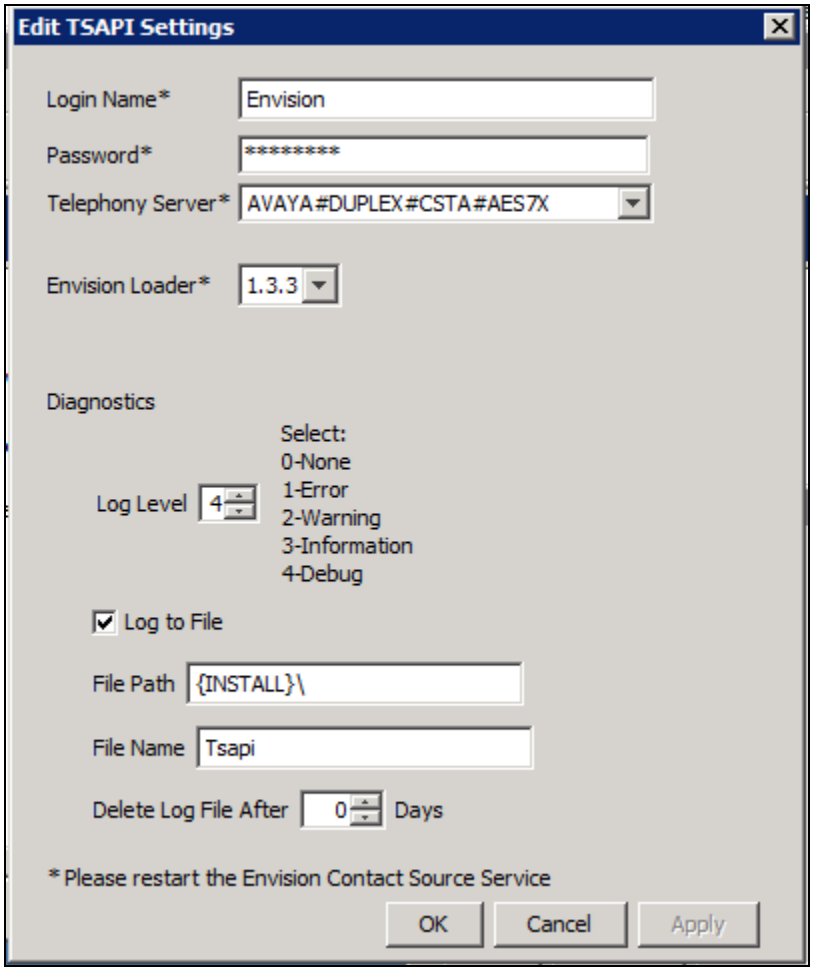
The **Edit TSAPI Settings** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Login Name:** Envision user credentials from **Section 6.9**.
- **Password:** Envision user credentials from **Section 6.9**.
- **Telephony Server:** The Tlink name from **Section 6.8**.
- **Envision Loader:** **1.3.3**

Note that regardless of the value shown in the **Envision Loader** field, the actual version of the installed TSAPI client will be used. In the compliance testing, **Delete Log File After** was set to **0** days to keep the logs. Otherwise, the logs can be deleted for a specified number of days.



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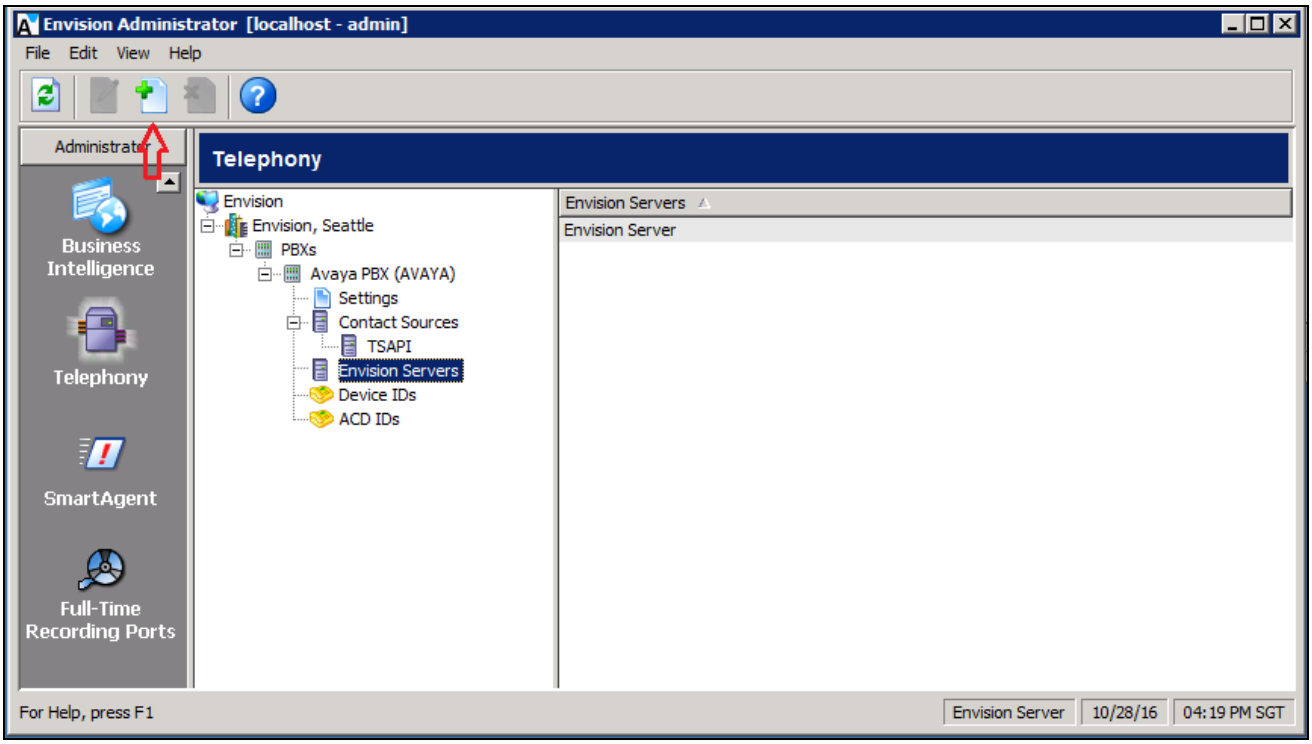
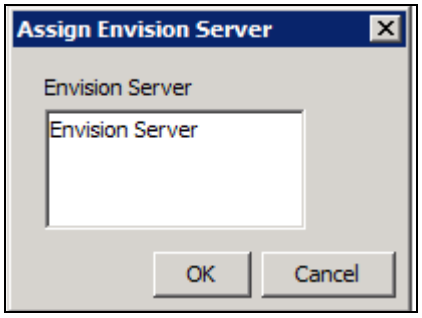
7.7. Administer Telephony Envision Servers

The **Telephony** screen is displayed again. Select the **Envision → Envision, Seattle → PBXs → Avaya PBX (AVAYA) → Envision Servers** in the middle pane, and click on the **New telephony setting icon shown below.**



The **Assign Envision Server** screen is displayed. Select the proper **Envision Server**, as shown below.



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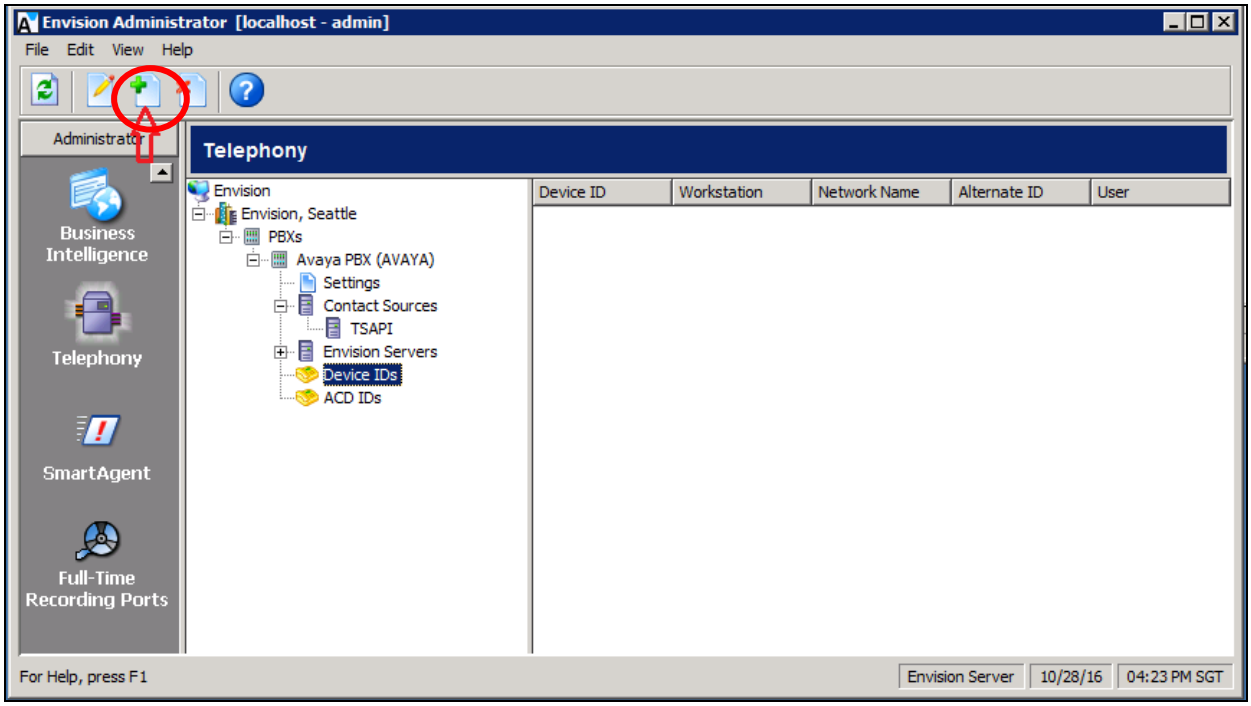
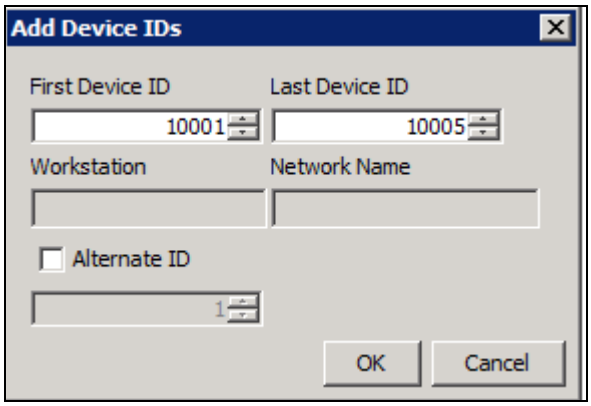
7.8. Administer Telephony Device IDs

The **Telephony** screen is displayed again. Select **Envision → Envision, Seattle → PBXs → Avaya PBX (AVAYA) → Device IDs** in the middle pane, and click the **New telephony setting** icon shown below.



The **Add Device IDs** screen is displayed. Create a device ID for each agent station from **Section 2**. Note that ranges can be used for consecutive agent stations, as shown below.



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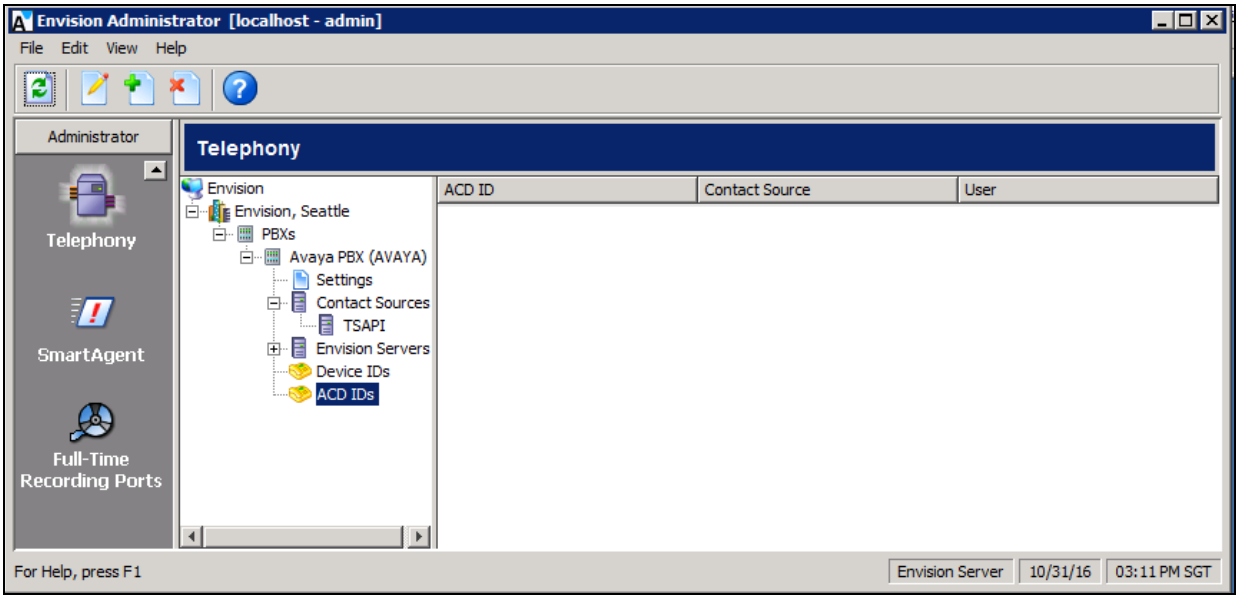
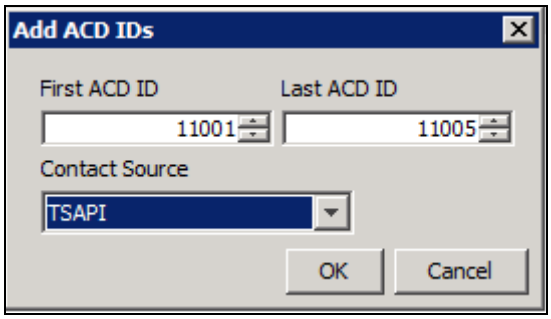
7.9. Administer Telephony ACD IDs

The **Telephony** screen is displayed again. Select **Envision → Envision, Seattle → PBXs → Avaya PBX (AVAYA) → ACD IDs** in the middle pane, and click the **New telephony setting** icon shown below.



The **Add ACD IDs** screen is displayed. Create an ACD ID for each agent station from **Section 2**. Note that ranges can be used for consecutive agent stations, as shown below. Select **TSAPI** from the drop down menu as the **Contact Source**.



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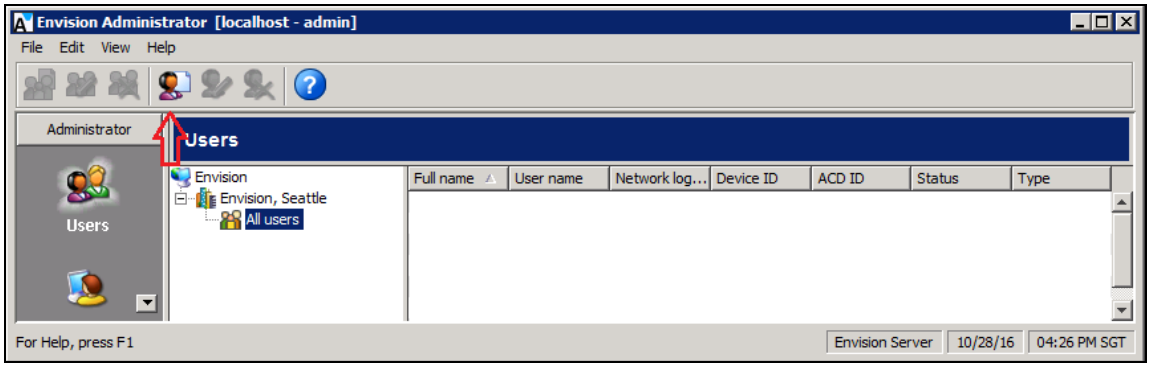
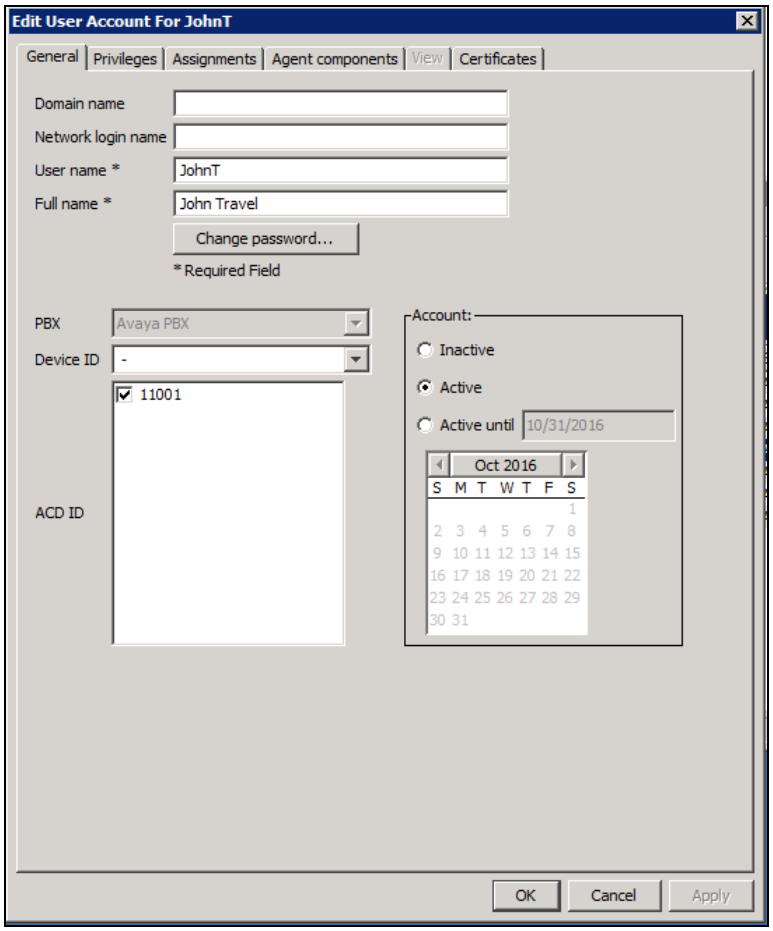
7.10. Administer Users

From the **Envision Administrator** screen, scroll the left pane as necessary and select **Users**. The **Users** screen is displayed in the right pane. Select **Envision → Envision, Seattle → All Users** in the middle pane, and click the **New user** icon shown below.



The **Create New User Account** screen is displayed. Create a user to correspond to the first agent in **Section 2**. Enter a desired **User name** and **Full name**. Select the proper **Device ID**, and retain the default values in the remaining fields. Below is a created user.



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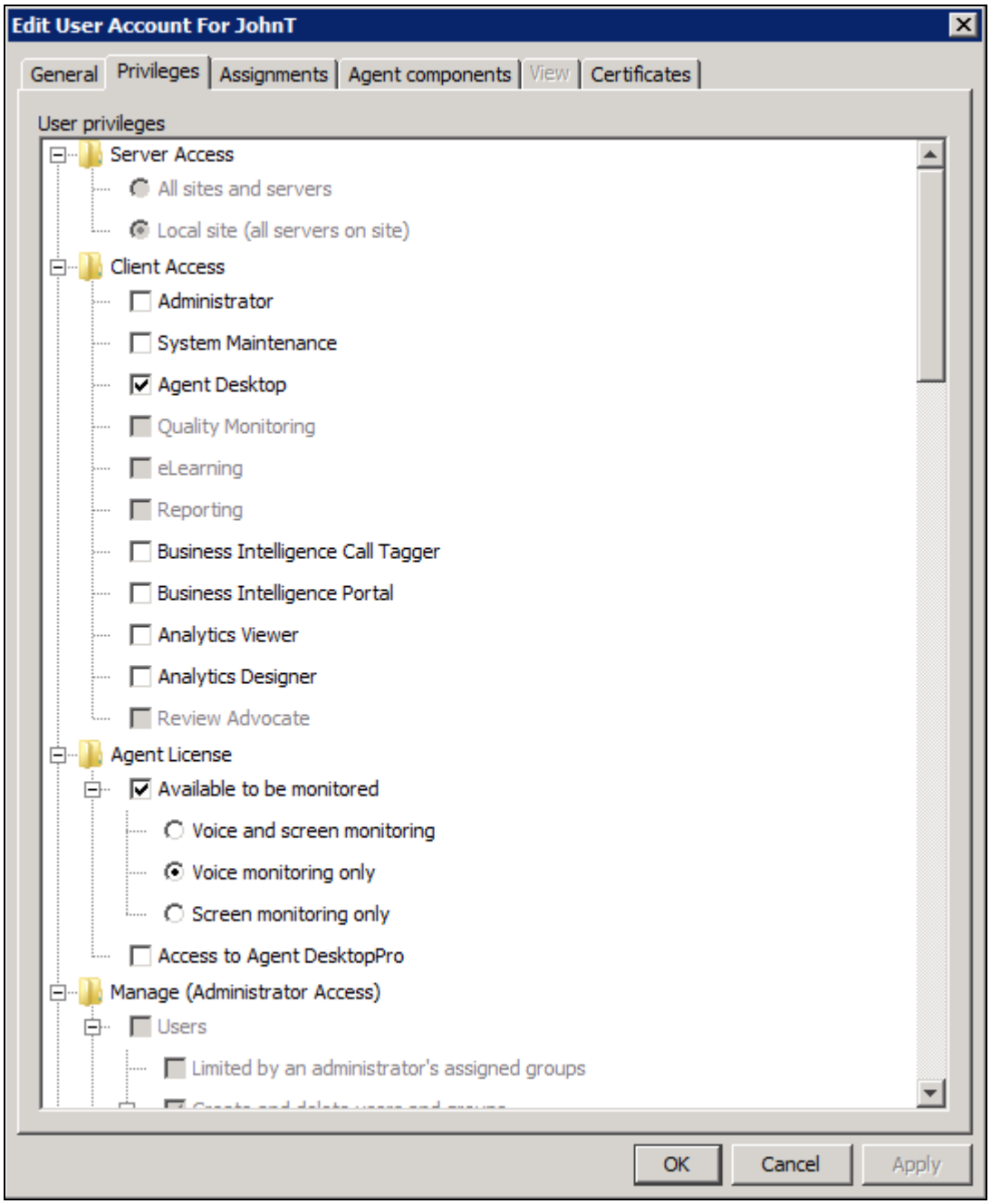
Select the **Privileges** tab, and check the desired privileges. The screenshot below shows the settings used for the agent. Repeat this section for all agents.



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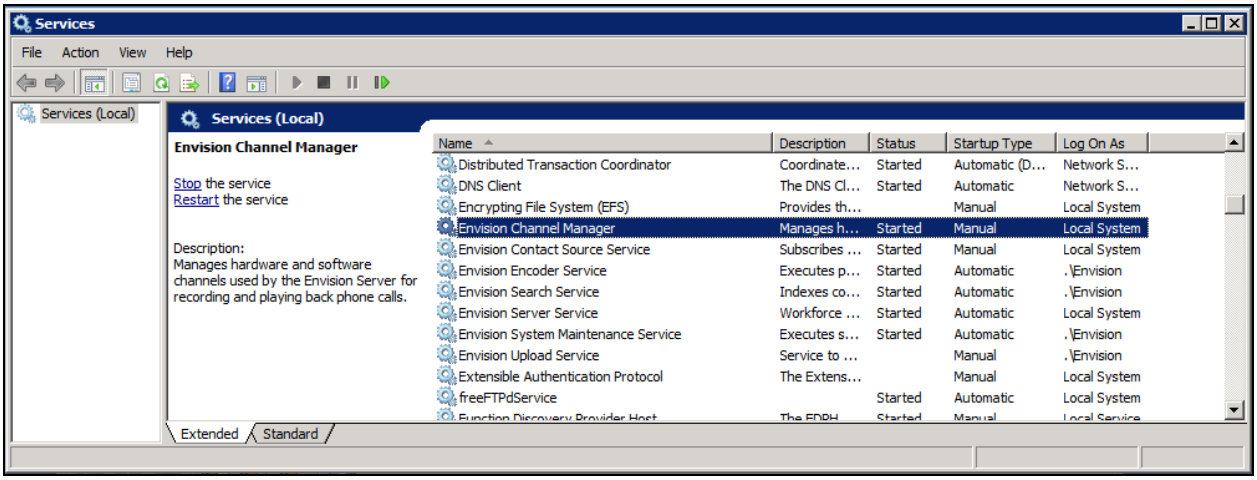
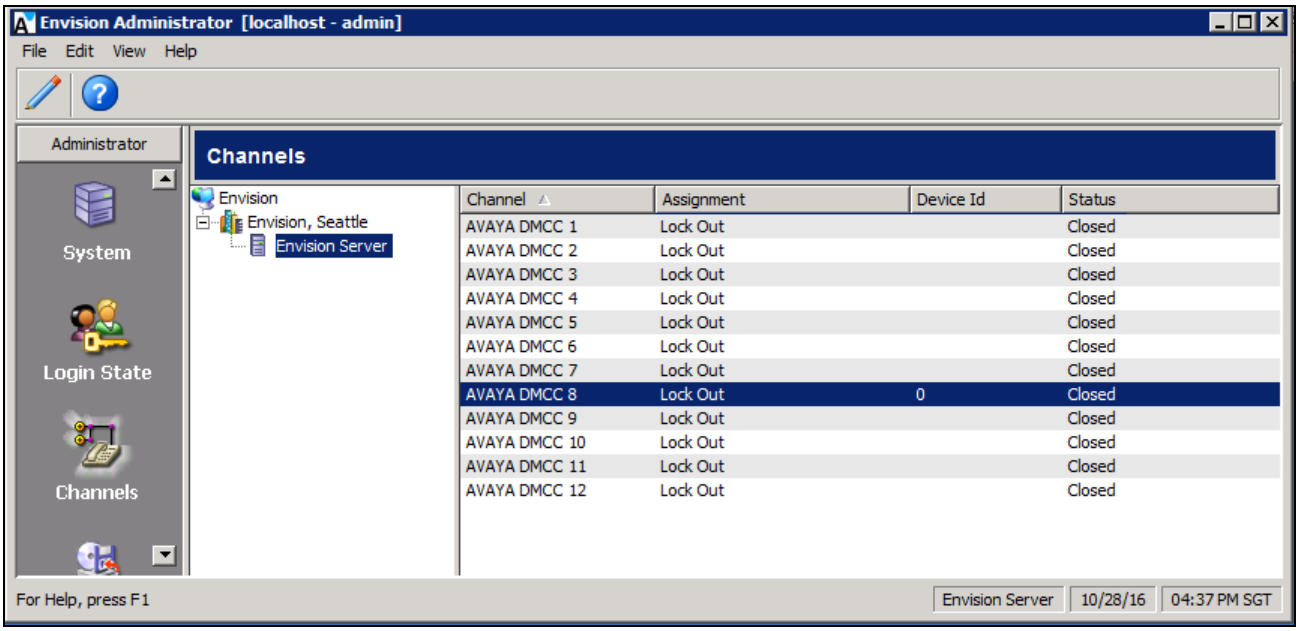
7.11. Restart Services

From the Envision server, select **Start → All Programs → Administrative Tools → Services** to display the **Services (Local)** screen. Restart the **Envision Channel Manager**, **Envision Contact Source Service**, and **Envision Server Service** shown below.



7.12. Administer Channels

From the **Envision Administrator** screen, scroll the left pane as necessary and select **Channels**. The **Channels** screen is displayed in the right pane. Double click on the first channel entry in the right pane.



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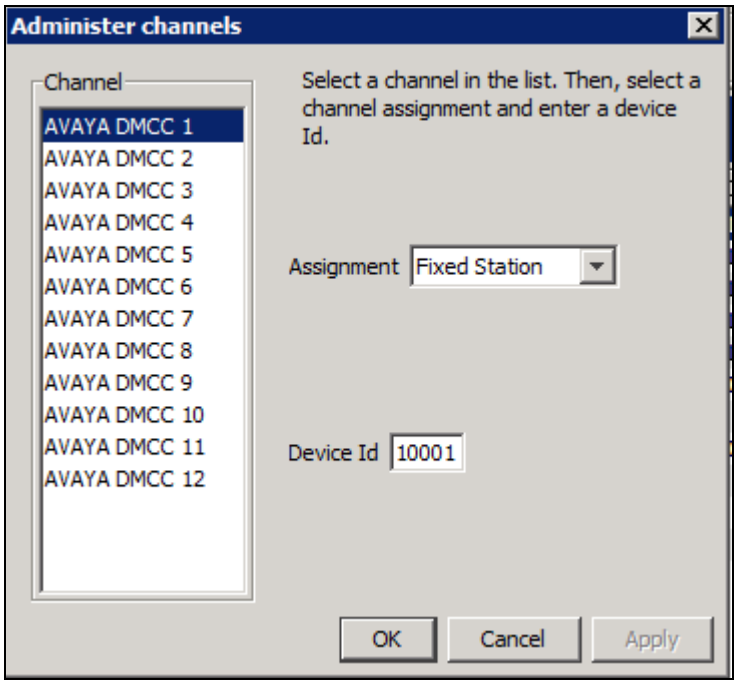
The **Administer channels** screen is displayed. For **Assignment**, select **Fixed Station**. For **Device Id**, enter the first station extension from **Section 2**. Repeat this section for all 5 channels.



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8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya Aura® Communication Manager, Avaya Aura® Application Enablement Services, and Envision Click2Coach.

8.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify the status of the administered CTI link by using the **status aesvcs cti-link** command. Verify that the **Service State** is **established** for the CTI link number administered in **Section 5.3**, as shown below.

```
status aesvcs cti-link

                          AE SERVICES CTI LINK STATUS

CTI   Version  Mnt   AE Services      Service       Msgs     Msgs
Link           Busy  Server           State         Sent     Rcvd

3     7        no    aes7x            established   15       15
```

Verify the registration status of the virtual IP softphones by using the **list registered-ip-stations** command. Verify that the virtual IP softphones from **Section 5.6** are displayed, as shown below.

```
list registered-ip-stations ext 19901 count 5

                            REGISTERED IP STATIONS

Station Ext   Set Type/ Prod ID/       Station IP Address/
or Orig Port  Net Rgn   Release    Skt Gatekeeper IP Address
------------- --------- ---------- --- ---------------------------------------
19901         4624      IP_API_A   tcp 10.1.10.70
              1         3.2040         10.1.10.230
19902         4624      IP_API_A   tcp 10.1.10.70
              1         3.2040         10.1.10.230
19903         4624      IP_API_A   tcp 10.1.10.70
              1         3.2040         10.1.10.230
19904         4624      IP_API_A   tcp 10.1.10.70
              1         3.2040         10.1.10.230
19905         4624      IP_API_A   tcp 10.1.10.70
              1         3.2040         10.1.10.230
```


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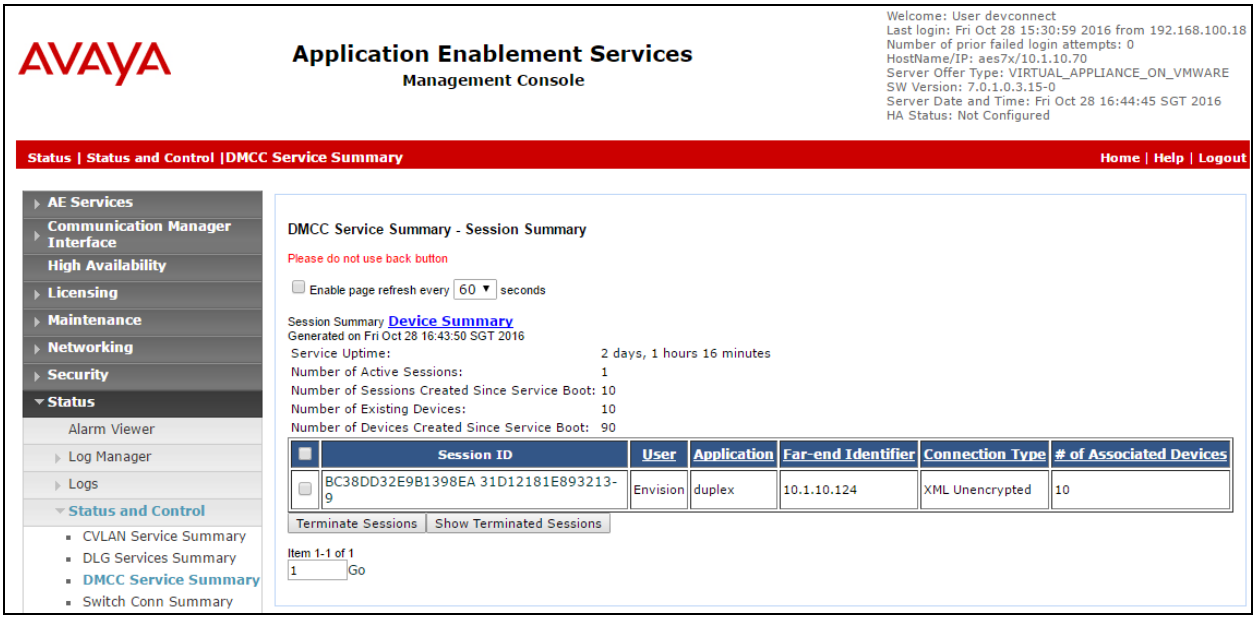
8.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify the status of the DMCC link by selecting **Status → Status and Control → DMCC Service Summary** from the left pane. The **DMCC Service Summary – Session Summary** screen is displayed. On the lower portion of the screen, verify that the **User** column shows an active session with the Envision user name from **Section 6.9**, and that the **# of Associated Devices** column reflects the number of station extensions from **Section 2** plus the number of virtual softphones from **Section 5.6**.



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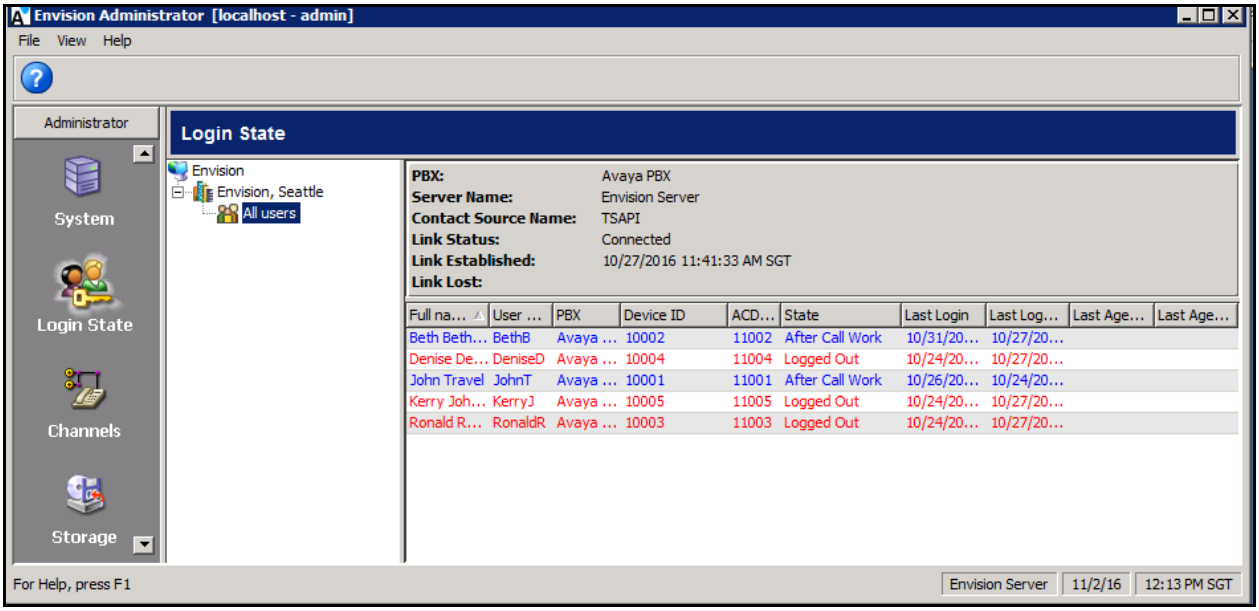
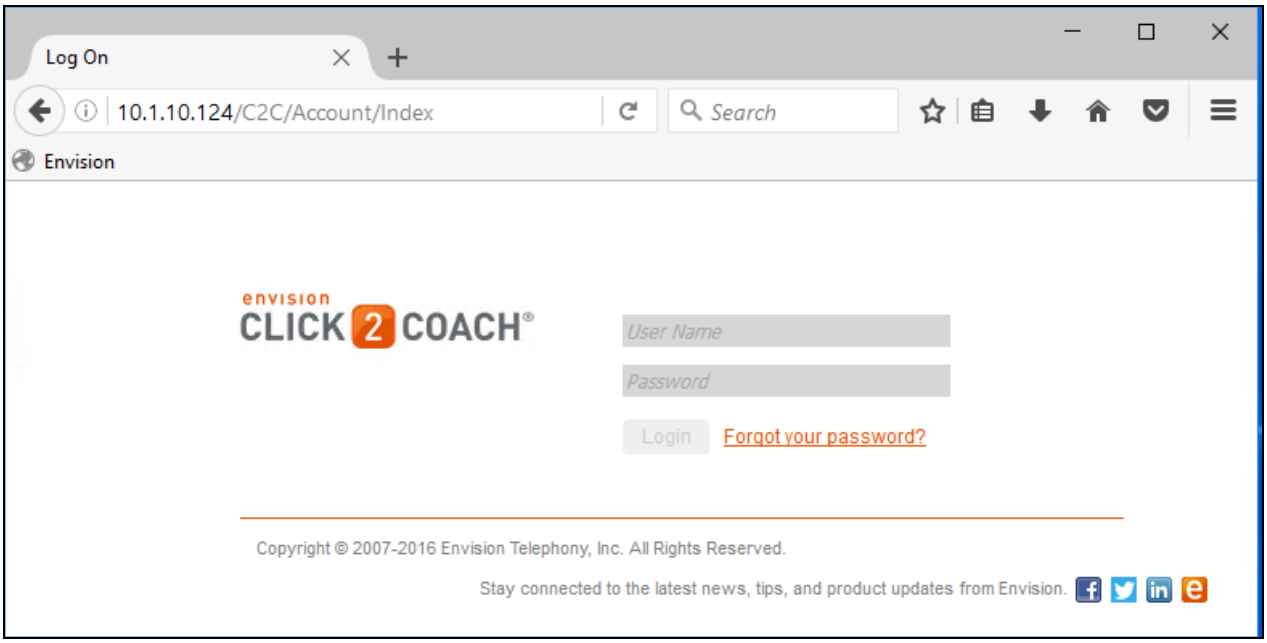
8.3. Verify Envision Click2Coach

Log an agent into the Skill group to handle and complete an ACD call. From the **Envision Administrator** screen, scroll the left pane as necessary and select **Login State**. Select **Envision → Envision, Seattle → All Users** in the middle pane. Verify the agent's states.



From the supervisor PC, access the Envision Click2Coach web-based interface by using the URL "http://ip-address/C2C/Account/Index" in an Internet browser window, where "ip-address" is the IP address of the Envision server. Log in with appropriate credentials.



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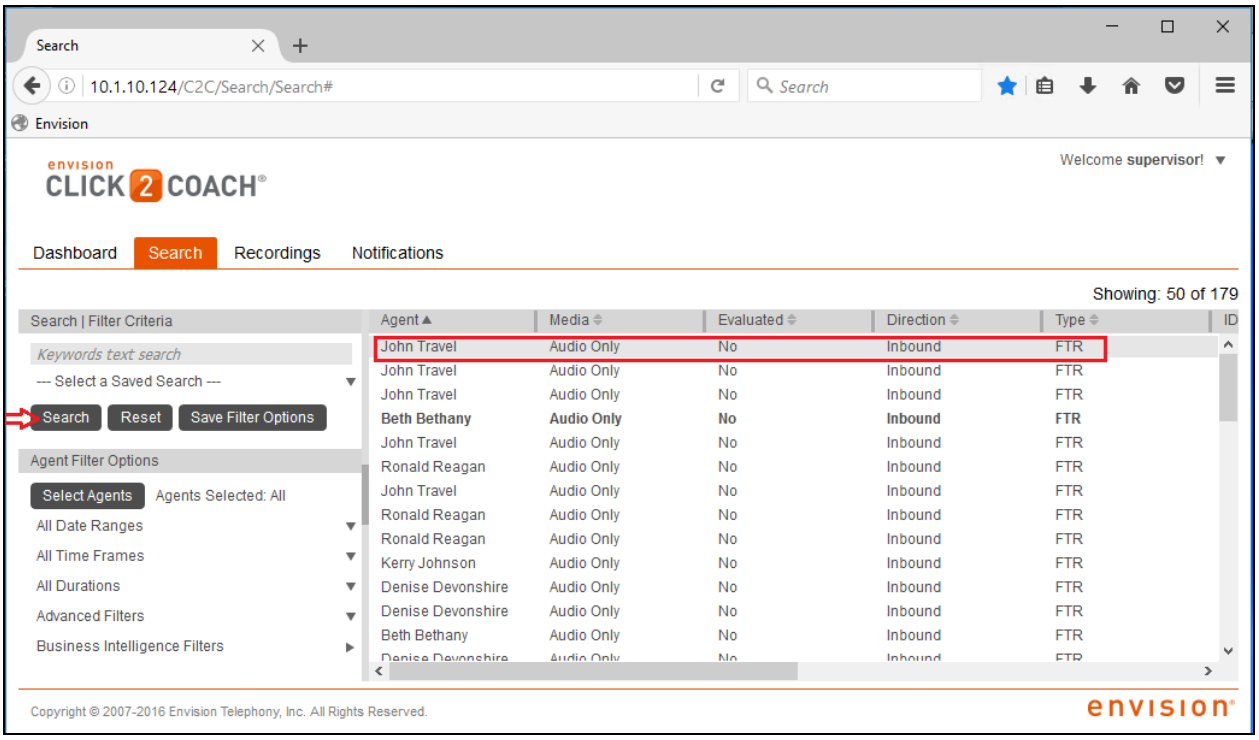
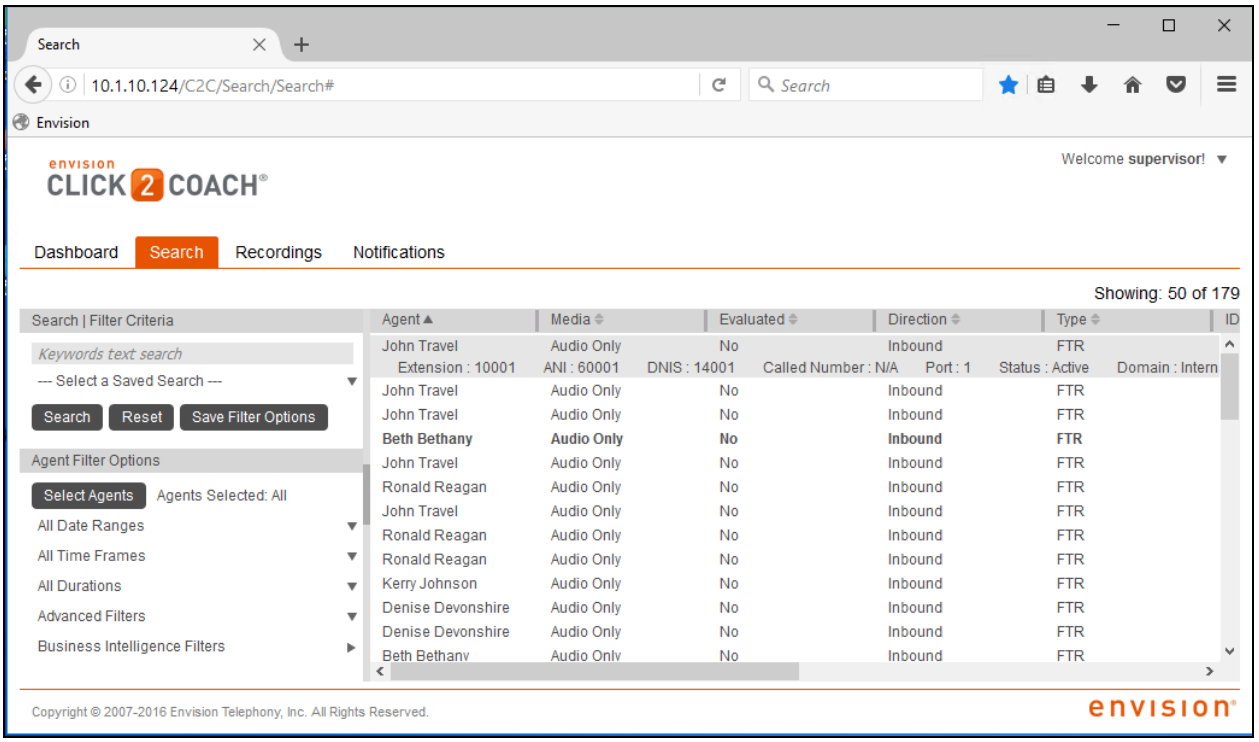
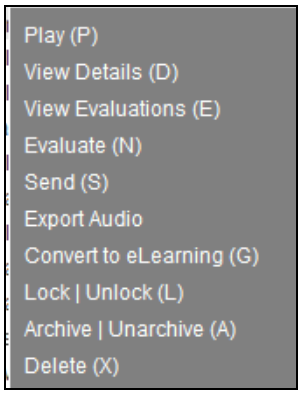
On the presented screen, click **Search** on the left pane without any **Agent Filter Options** selection to search all the latest recordings.



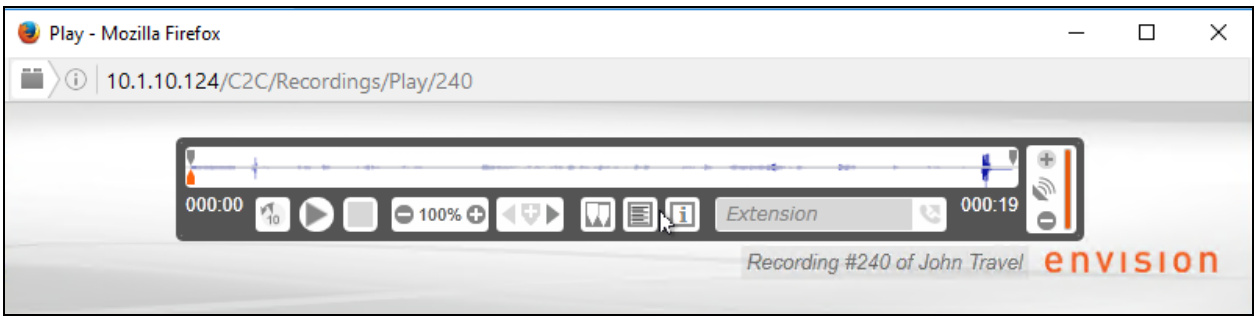
Double click on the latest recordings and information on the call is shown as below.



Right click on the **Agent** name to select options like **Play (P)** as shown below.



The following screen pops up. Click on the playback button as below to hear the voice recordings. Verify the whole conversation is recorded.



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9. Conclusion

These Application Notes describe the configuration steps required for Envision Click2Coach to successfully interoperate with Avaya Aura® Communication Manager using Avaya Aura® Application Enablement Services. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya documentation that is relevant to these Application Notes.

The following Avaya product documentation can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Document 03-300509, Issue 2, Release 7.0.1, May 2016.
[2] *Administering and Maintaining Avaya Aura® Application Enablement Services*, Release 7.0.1, Issue 2, August 2016.

The following Envision product documentation can be obtained from member.

[3] *Envision Click2Coach Installation Guide*, Version 11.5, Jan 2016
[4] *Envision Integrations Guide*, Version 11.5, Dec 2015.

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