



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Genesis Call Accounting to Interoperate with Avaya Aura[®] Communication Manager R6.0.1 – Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration consisting of Genesis Systems Corporation Call Accounting solution and Avaya Aura[®] Communication Manager R6.0.1.

Genesis offers a unified management and reporting solution for a variety of communication systems, including Avaya Aura[®] Communication Manager, Avaya Communication Server 1000, and Nortel Meridian systems. This compliance test focused on the interoperability of Genesis Call Accounting with Avaya Aura[®] Communication Manager R6.0.1.

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 a compliance-tested configuration consisting of Genesis Systems Corporation Call Accounting solution and Avaya Aura® Communication Manager R6.0.1.

Genesis offers a unified management and reporting solution for a variety of communication systems, including Communication Manager, Avaya Communication Server 1000, and Nortel Meridian systems. This compliance test focused on the interoperability of Genesis Call Accounting with Communication Manager R6.0.1.

The Call Accounting solution receives Call Detail Recording (CDR) data from Communication Manager using the TCP network protocol. Users access the server using a web browser in order to perform administrative tasks and administer and run scheduled and ad-hoc reports.

The GenSwitch solution was tested in parallel with Communication Manager R6.0.1 and R5.2.1 as well as the Call Accounting module with Communication Manager R6.0.1. Separate Application Notes for these solutions titled *Application Notes for Configuring Genesis GenSwitch to Interoperate with Avaya Aura® Communication Manager R5.2.1* and *Application Notes for Configuring Genesis GenSwitch to Interoperate with Avaya Aura® Communication Manager R6.0.1* can be found at <http://support.avaya.com>.

2. General Test Approach and Test Results

The compliance test focused on the ability for the Genesis Call Accounting application to accurately report Call Detail Report data from Avaya Aura® Communication Manager.

2.1. Interoperability Compliance Testing

The compliance test validated the accuracy of CDR data including common uses such as account and authorization codes and call center users. Additionally, tests were performed to confirm the ability to recover from network outages and server reboots.

2.2. Test Results

The objectives described in **Section 2.1** were verified.

2.3. Support

Information, Documentation and Technical support for Genesis products can be obtained at:

- Phone: 1 (888) 993-2288 or 1 (604) 530-9348
- Web: <http://www.buygenesis.com>
- Email: support@buygenesis.com

3. Reference Configuration

Figure 1 illustrates the compliance test configuration consisting of:

- Avaya Aura® Communication Manager
- Various IP and Digital endpoints
- Genesis server
- Windows PC used for browser access to the Genesis Call Accounting UI.

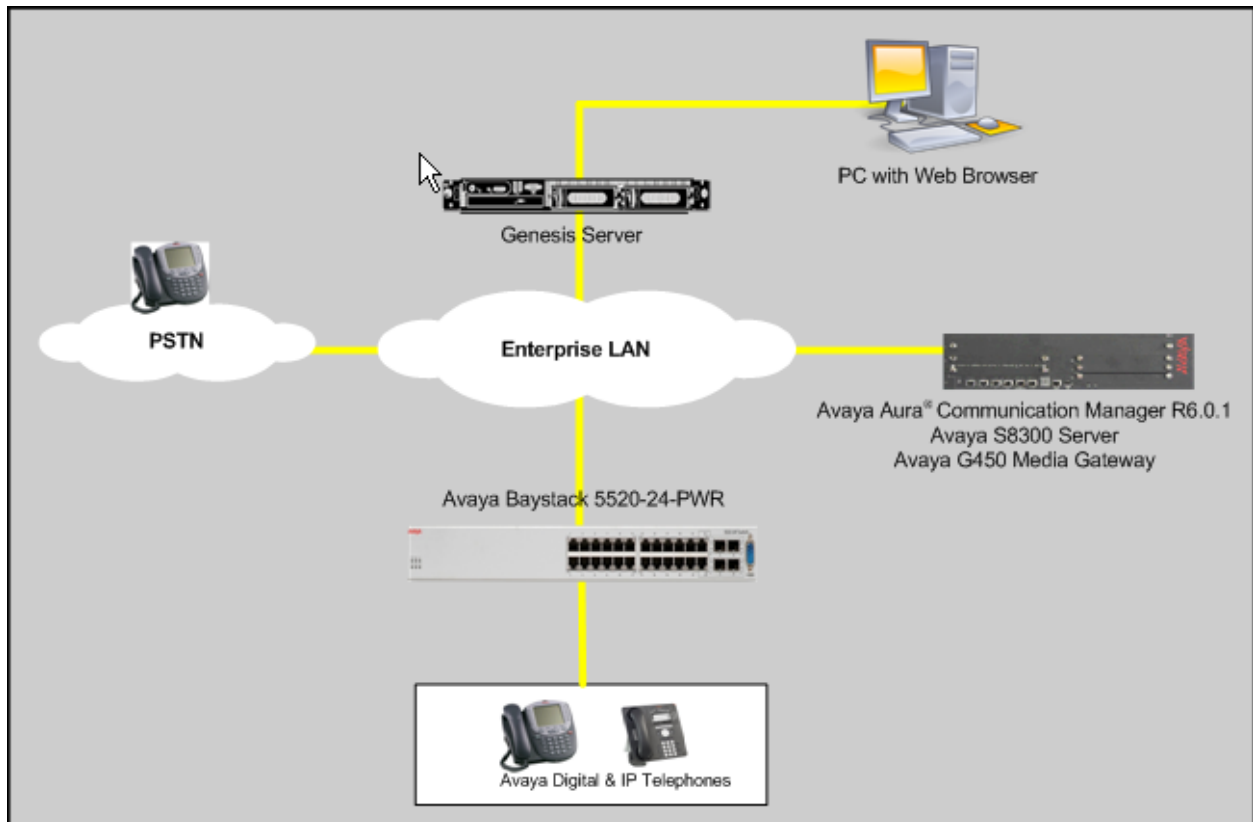


Figure 1 – Genesis Call Accounting Compliance Test Configuration

4. Equipment and Software Validated

The following equipment and version were used in the reference configuration described above:

Equipment	Version
Avaya S8300 Server and G450 Media Gateway	Avaya Aura [®] Communication Manager R6.0.1 SP5
Avaya Phones	
9650	H.323 FW 3.11
4620	H.323 FW 2.9.2
6408D	N/A
Windows 2008 R2 Server	Genesis GenSwitch (Nov. 2011)*

*Note: Genesis does not manage releases with a single release number. The solution contains numerous components which are modified as required. The solution tested was the Generally Available release as of November, 2011 which included support for Avaya Aura[®] Communication Manager.

5. Configure Avaya Aura[®] Communication Manager

Configuration of Communication Manager required user access via SAT session.

5.1. Configure Communication Manager Details

Tasks required included:

1. Configure CDR System Parameters
2. Configure IP Node-Name for Genesis Server
3. Enable CDR IP-Services
4. Verify Authorization Codes
5. Verify Feature Access Codes

Step	Description
1.	<p>Configure CDR System Parameters</p> <p>Use the change system-parameters cdr command to configure system-wide CDR parameters. All of the highlighted settings were used throughout the duration of the testing with the exception of the following which alternated between settings as noted based on test case requirements:</p> <ul style="list-style-type: none">• Calls to Hunt Group - Record: group-ext/member-ext• Record Called Vector Directory Number Instead of Group or Member? y/n• Record Agent ID on Incoming? n/y• Record Agent ID on Outgoing? n/y <p>A second CDR2 endpoint was defined to verify CDR data. This was a PC running the Avaya Reliable Data Transport Tool (RDTT). Both the Genesis server and the RDTT client received customized CDR data as defined on the second page.</p> <pre>change system-parameters cdr Page 1 of 2 CDR SYSTEM PARAMETERS Node Number (Local PBX ID): CDR Date Format: month/day Primary Output Format: customized Primary Output Endpoint: CDR1 Secondary Output Format: customized Secondary Output Endpoint: CDR2 Use ISDN Layouts? n Enable CDR Storage on Disk? y Use Enhanced Formats? n Condition Code 'T' For Redirected Calls? y Use Legacy CDR Formats? n 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? n Disconnect Information in Place of FRL? y Interworking Feat-flag? n Force Entry of Acct Code for Calls Marked on Toll Analysis Form? n Calls to Hunt Group - Record: group-ext Record Called Vector Directory Number Instead of Group or Member? y Record Agent ID on Incoming? n Record Agent ID on Outgoing? n Inc Trk Call Splitting? y Inc Attd Call Record? 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: 3</pre>

Step	Description
	<p>Configure CDR System Parameters (Continued)</p> <p>Genesis is capable of receiving any CDR data from Communication Manager by mapping the fields to data objects in the application. The compliance test used the following which is a common format for Genesis customers.</p> <pre>change system-parameters cdr</pre> <p style="text-align: right;">Page 2 of 2</p> <pre> CDR SYSTEM PARAMETERS Data Item - Length Data Item - Length Data Item - Length 1: date - 6 17: calling-num - 15 33: 2: space - 1 18: space - 1 34: 3: time - 4 19: dialed-num - 23 35: 4: space - 1 20: space - 1 36: 5: sec-dur - 5 21: vdn - 13 37: 6: space - 1 22: space - 1 38: 7: cond-code - 1 23: auth-code - 13 39: 8: space - 1 24: space - 1 40: 9: in-trk-code - 4 25: acct-code - 15 41: 10: space - 1 26: space - 1 42: 11: in-crt-id - 3 27: return - 1 43: 12: space - 1 28: line-feed - 1 44: 13: code-used - 4 29: - 45: 14: space - 1 30: - 46: 15: out-crt-id - 3 31: - 47: 16: space - 1 32: - 48: Record length = 124 </pre>
2.	<p>Configure IP Node-Name for Genesis Server</p> <p>Communication Manager uses a Node-Name table to map host names to IP Addresses enabling the use of hostnames in the configuration settings. Use the change node-names ip command to create a mapping for the Genesis server as shown below.</p> <p>Note the RDTT node name was used to direct CDR data to the second CDR collector as described above in Step 1.</p> <pre>change node-names ip</pre> <p style="text-align: right;">Page 1 of 2</p> <pre> IP NODE NAMES Name IP Address procr 10.64.10.67 Gateway001 10.64.10.1 RDTT 10.64.10.51 default 0.0.0.0 genesis 10.64.22.100 </pre>

Step	Description																											
3.	<p>Enable CDR IP-Services</p> <p>Use the change ip-services command to define the ports used to send CDR data to the two hosts. The system used in the test was an S8300 on G450 gateway which used the processor ethernet port (procr) for all IP Services. On other systems, this could be a Control Lan (CLAN) card in a local or remote port network in which case the Node-Name of the CLAN would be used for the Local Node setting. The Remote Port is the port the data will be sent to on the remote host, the Genesis server defined this port (see Section 6, Step 3) to ensure proper communication. Enter the node-names defined in Step 2 for the Genesis and RDTT hosts in the Remote Node setting.</p>																											
<div>change ip-services<div>Page1 of4</div></div> <table><tr><th rowspan="2">Service Type</th><th rowspan="2">Enabled</th><th rowspan="2">Local Node</th><th colspan="3">IP SERVICES</th></tr><tr><th>Local Port</th><th>Remote Node</th><th>Remote Port</th></tr><tr><td>AESVCS</td><td>y</td><td>procr</td><td>8765</td><td></td><td></td></tr><tr><td>CDR1</td><td></td><td>procr</td><td>0</td><td>genesis</td><td>9001</td></tr><tr><td>CDR2</td><td></td><td>procr</td><td>0</td><td>RDTT</td><td>9000</td></tr></table>		Service Type	Enabled	Local Node	IP SERVICES			Local Port	Remote Node	Remote Port	AESVCS	y	procr	8765			CDR1		procr	0	genesis	9001	CDR2		procr	0	RDTT	9000
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<p>On the third page, set the Reliable Protocol to <i>n</i> for the Genesis server (CDR1), and <i>y</i> for the RDTT host. All other settings were default.</p> <p>Note that by not supporting the Avaya Reliable Protocol, the Genesis application could lose up to 10 minutes of call data in the event of a network outage. Support for the Reliable Protocol is an enhancement being considered for a future update to the Call Accounting application.</p>																												
<div>change ip-services<div>Page3 of4</div></div> <table><tr><th rowspan="2">Service Type</th><th rowspan="2">Reliable Protocol</th><th colspan="4">SESSION LAYER TIMERS</th></tr><tr><th>Packet Resp Timer</th><th>Session Connect Message Cntr</th><th>SPDU Cntr</th><th>Connectivity Timer</th></tr><tr><td>CDR1</td><td>n</td><td>30</td><td>3</td><td>3</td><td>60</td></tr><tr><td>CDR2</td><td>y</td><td>30</td><td>3</td><td>3</td><td>60</td></tr></table>		Service Type	Reliable Protocol	SESSION LAYER TIMERS				Packet Resp Timer	Session Connect Message Cntr	SPDU Cntr	Connectivity Timer	CDR1	n	30	3	3	60	CDR2	y	30	3	3	60					
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4.

Configure Authorization Codes

Authorization codes are used to override restricted calling privileges for certain users. Authorization codes were sent to the application for calls which used the code to dial outbound.

In the test configuration, an Authorization code was defined using the **Change Authorization-code 1234** command, setting the **Class of Restriction (COR)** to **3** as demonstrated below.

change authorization-code 1234

LIST AUTHORIZATION CODES REPORT

Authorization Code	Class of Restriction(COR)
1234	3

The **Facility Restriction Locator (FRL)** associated with **COR 3** was set to **3** using the **change cor 3** command.

change cor 3

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CLASS OF RESTRICTION

COR Number: 3

COR Description: Auth Code

FRL: 3

APLT? y

Can Be Service Observed? n	Calling Party Restriction: none
Can Be A Service Observer? n	Called Party Restriction: none
Time of Day Chart: 1	Forced Entry of Account Codes? n
Priority Queuing? n	Direct Agent Calling? n
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.? n
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

Configure Authorization Codes (Continued)

Finally, Route Pattern 2 was changed to use an **FRL** setting of **3**. In order to use this route pattern, an endpoint would either need to be assigned a COR with an FRL value of 3 or greater, or the user would need to provide the authorization code which was defined with an FRL of 3 or greater. All user endpoints in the test configuration were assigned to a COR with an FRL value of 0 meaning that they were blocked from using this route pattern and thus needed to use an authorization code in order to make outbound calls.

change route-pattern 2

Page 1 of 3

Pattern Number: 2										Pattern Name: PSTN Hub			
SCCAN? n										Secure SIP? n			
Grp	FRL	NPA	Pfx	Hop	Toll	No.	Inserted			DCS/	IXC		
No			Mrk	Lmt	List	Del	Digits			QSIG			
							Dgts				Intw		
1:	2	3	303			0				n	user		
2:										n	user		
3:										n	user		
4:										n	user		
5:										n	user		
6:										n	user		
BCC		VALUE		TSC	CA-TSC	ITC		BCIE	Service/Feature	PARM	No.	Numbering	LAR
0	1	2	M	4	W			Request			Dgts	Format	
										Subaddress			
1:	y	y	y	y	y	n	n	rest				none	
2:	y	y	y	y	y	n	n	rest				none	
3:	y	y	y	y	y	n	n	rest				none	
4:	y	y	y	y	y	n	n	rest				none	
5:	y	y	y	y	y	n	n	rest				none	
6:	y	y	y	y	y	n	n	rest				none	

5. Verify Feature Access Codes

A Feature Access Code (FAC) was defined to enable users to associate an account code with outbound calls. This was done using the **change feature-access-codes** command, a value of ***111** was assigned to the **CDR Account Code Access Code** setting.

Account codes are generally used to track charges associated with a given client. Account codes are not specifically defined in Communication Manager, however a **CDR Account Code Length** was defined on the **change system-parameters cdr** form as shown above in **Step 1**. Thus, dialing *111, then a 3 digit Account Code, then the external number to dial would result in an account code being associated with CDR records.

change feature-access-codes

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FEATURE ACCESS CODE (FAC)

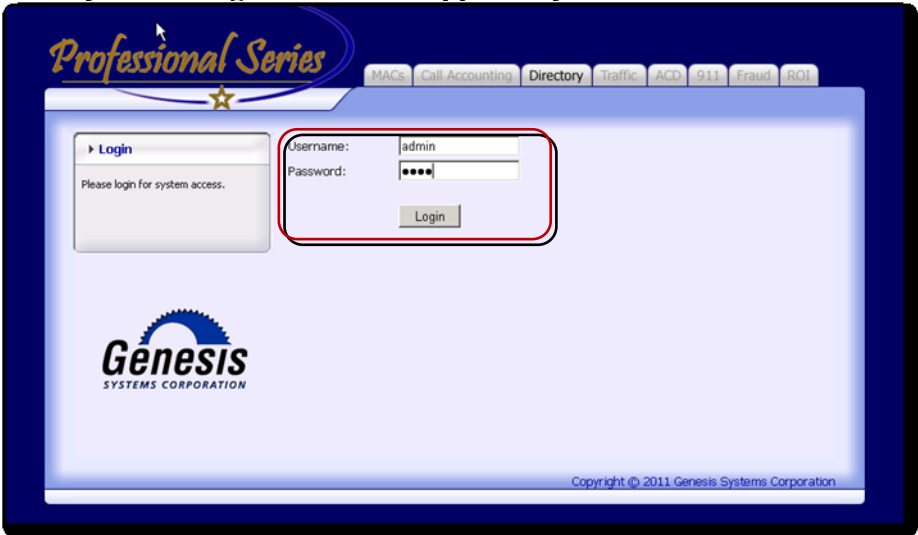
```
Abbreviated Dialing List1 Access Code:
Abbreviated Dialing List2 Access Code:
Abbreviated Dialing List3 Access Code:
Abbreviated Dial - Prgm Group List Access Code:
Announcement Access Code: *116
Answer Back Access Code:
Attendant Access Code:
Auto Alternate Routing (AAR) Access Code: 8
Auto Route Selection (ARS) - Access Code 1: 9    Access Code 2:
Automatic Callback Activation:                    Deactivation:
Call Forwarding Activation Busy/DA:               All:        Deactivation:
Call Forwarding Enhanced Status:                   Act:        Deactivation:
Call Park Access Code:
Call Pickup Access Code:
CAS Remote Hold/Answer Hold-Unhold Access Code:
CDR Account Code Access Code: *111
Change COR Access Code:
Change Coverage Access Code:
Conditional Call Extend Activation:                 Deactivation:
Contact Closure   Open Code:                       Close Code:
```

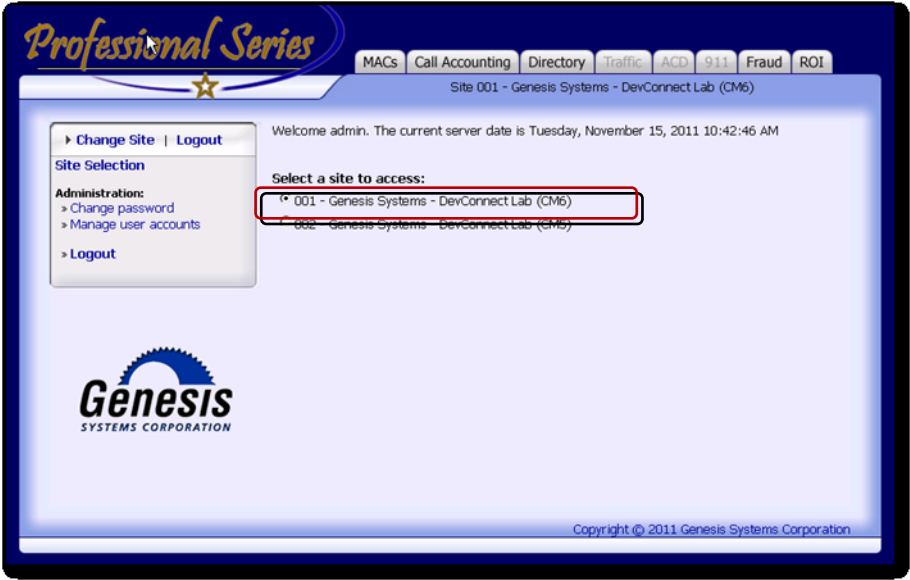
6. Configure Genesis Call Accounting

Genesis or an approved installer will install and initially configure all server components including matching the CDR data defined in **Section 5, Step 1** above with the internal data structure of the Genesis Call Accounting application database. Details of the steps are beyond the scope of this document.


6.1. Genesis GenSwitch Configuration Details

The Call Accounting application is accessed via a web browser. Enter <http://<hostname>/GenWeb/> where <hostname> is the IP address or qualified domain name of the Genesis server.

Step	Description
1.	<p>Log in to the system using credentials supplied by the installer.</p> 

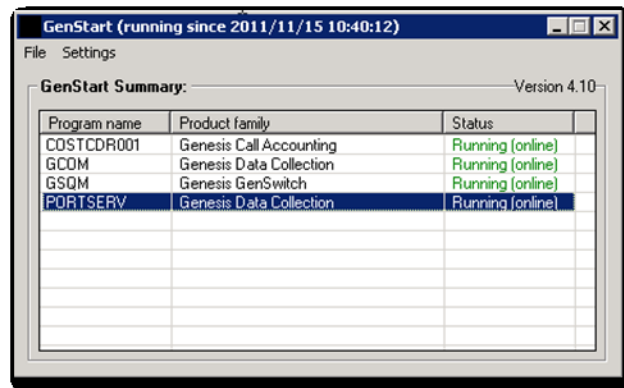
Step	Description
<p>2.</p>	<p>Select the Site</p> <p>If the system is configured for more than one site, select the site to interact with and choose the tab for the Call Accounting application.</p> 

Step	Description																																																																																																																																																														
	<p>The initial Call Accounting screen provides a list of recent call records in both a raw data format as received from Communication Manager, as well as a processed format. Clicking on the objects in the diagram, or the links in the navigation panel on the left side of the screen will navigate to the respective task screens.</p> <div><div><div><div>Change Site Logout</div><div>Call Accounting</div><div>Reports:<ul style="list-style-type: none">Manual reportsAutomatic reportsDistribution listsEmail settings</div><div>View:<ul style="list-style-type: none">System HelpRate table information</div><div>System Maintenance:<ul style="list-style-type: none">Update extension fileUpdate hierarchy fileUpdate equipment fileUpdate trunk fileCall capture settingsAdjust dialed digitsAdjust account codesRecost call records</div><div>System Configuration:<ul style="list-style-type: none">Call processing settingsData collection settingsSet access codesSet call timersPMS settingsSurcharges and taxesSet traffic study periodMonth-end settings</div></div><div><div>ATT telephone system</div><div><div>Trunks</div><div>Extensions</div><div>Equipment Inventory</div><div>Switch connection</div><div>Direct connection</div><div>Reports and Listings</div></div></div><div><div>Processed call records:</div><table><tr><th>Date</th><th>Time</th><th>Ext.</th><th>Trunk</th><th>Number dialed</th><th>Location</th><th>Length</th><th>Cost</th></tr><tr><td>2011/11/08</td><td>15:19</td><td>6002</td><td>6011</td><td>Internal</td><td></td><td>00:00:15</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>15:19</td><td>6011</td><td>6002</td><td>IN> Internal</td><td></td><td>00:00:15</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>15:21</td><td>*002</td><td>T030001</td><td></td><td></td><td>00:00:03</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>15:21</td><td>6011</td><td>T030001</td><td>IN>13035386011</td><td>Denver CO</td><td>00:00:22</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>15:21</td><td>6011</td><td>T002018</td><td>13035383421</td><td>Denver CO</td><td>00:00:30</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>15:22</td><td>6011</td><td>T002018</td><td>13035383421</td><td>Denver CO</td><td>00:00:14</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>15:25</td><td>6001</td><td>T030001</td><td>IN>6010</td><td></td><td>00:00:21</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>15:25</td><td>6010</td><td>T002007</td><td>IN>3035381753</td><td>Denver CO</td><td>00:00:32</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>15:58</td><td>6002</td><td>T</td><td>13035381753</td><td>Denver CO</td><td>00:00:00</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>16:01</td><td>3035381753</td><td>T</td><td>6010</td><td></td><td>00:00:06</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>16:02</td><td>6010</td><td>T002008</td><td>IN>3035381753</td><td>Denver CO</td><td>00:00:35</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>16:04</td><td>3035381753</td><td>T</td><td>6010</td><td></td><td>00:00:12</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>16:06</td><td>3035381753</td><td>T</td><td>6010</td><td></td><td>00:00:11</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>16:06</td><td>6011</td><td>T030001</td><td>IN>6013</td><td></td><td>00:00:21</td><td>\$0.00</td></tr><tr><td>2011/11/08</td><td>16:06</td><td>6001</td><td>6011</td><td>Internal</td><td></td><td>00:00:37</td><td>\$0.00</td></tr></table><div><div>Raw call records:</div><table><tr><th colspan="10">CDR Data</th></tr><tr><td>110911</td><td>0917</td><td>00004</td><td>G</td><td>*002</td><td>016</td><td>3035381753</td><td>6000</td><td>6000</td><td></td></tr><tr><td>110911</td><td>0918</td><td>00015</td><td>C</td><td>*002</td><td>016</td><td>3035381753</td><td>6001</td><td>6000</td><td></td></tr></table></div></div></div></div>	Date	Time	Ext.	Trunk	Number dialed	Location	Length	Cost	2011/11/08	15:19	6002	6011	Internal		00:00:15	\$0.00	2011/11/08	15:19	6011	6002	IN> Internal		00:00:15	\$0.00	2011/11/08	15:21	*002	T030001			00:00:03	\$0.00	2011/11/08	15:21	6011	T030001	IN>13035386011	Denver CO	00:00:22	\$0.00	2011/11/08	15:21	6011	T002018	13035383421	Denver CO	00:00:30	\$0.00	2011/11/08	15:22	6011	T002018	13035383421	Denver CO	00:00:14	\$0.00	2011/11/08	15:25	6001	T030001	IN>6010		00:00:21	\$0.00	2011/11/08	15:25	6010	T002007	IN>3035381753	Denver CO	00:00:32	\$0.00	2011/11/08	15:58	6002	T	13035381753	Denver CO	00:00:00	\$0.00	2011/11/08	16:01	3035381753	T	6010		00:00:06	\$0.00	2011/11/08	16:02	6010	T002008	IN>3035381753	Denver CO	00:00:35	\$0.00	2011/11/08	16:04	3035381753	T	6010		00:00:12	\$0.00	2011/11/08	16:06	3035381753	T	6010		00:00:11	\$0.00	2011/11/08	16:06	6011	T030001	IN>6013		00:00:21	\$0.00	2011/11/08	16:06	6001	6011	Internal		00:00:37	\$0.00	CDR Data										110911	0917	00004	G	*002	016	3035381753	6000	6000		110911	0918	00015	C	*002	016	3035381753	6001	6000	
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110911	0918	00015	C	*002	016	3035381753	6001	6000																																																																																																																																																							

Step	Description
<p>3.</p>	<p>Configure Data Collection settings</p> <p>On the navigation panel, click System Configuration > Data collection settings to define the way Call Accounting will connect to Communciation Manager to receive CDR data. Select TCP/IP connection(serial to IP, Avaya IP, etc) for the Connection method. In the TCP/IP Connection Settings, provide the TCP port defined in Section 5, Step 3 above and selection Avaya for the Protocol used selection.</p> <p>Click Save to complete the task.</p>  <p>The screenshot shows the 'Professional Series' web interface. The navigation panel on the left includes 'Change Site' and 'Logout'. Under 'Call Accounting', there are sections for 'Reports', 'View', 'System Maintenance', and 'System Configuration'. The 'System Configuration' section is expanded, and 'Data collection settings' is selected. The main content area shows the 'Connection method' settings. The 'TCP/IP connection (serial to IP, Avaya IP, etc.)' option is selected. Below this, the 'TCP/IP Connection Settings' section includes fields for 'IP address / host', 'TCP port' (set to 9001), and a dropdown for 'Protocol used' (set to Avaya). There are checkboxes for 'Add date stamps to incoming records' and 'Buffer box installed'. At the bottom, there are 'Cancel', 'Help', and 'Save' buttons. The 'Save' button is highlighted with a red box.</p>

7. Verification Steps

Verify that the Genesis Call Accounting (COSTCDR001) and Genesis Data Collection (GCOM) applications are online and operational by ensuring their status is displayed as **Running (online)**. This screen can be viewed by clicking the **GenStart** icon (not shown) in the Windows System Tray on the Genesis server. Note there will be a COSTCDR application running for each licensed and installed Call Accounting site.



Each service can be started, shutdown or restarted by right clicking and choosing the appropriate option from the popup menu (not shown).

Calls were made to and from Communication Manager endpoints and call details were verified by comparing the data collected from the Avaya Reliable Data Transport Tool (not shown) to the data in the Genesis Call Accounting application.

Change Site | Logout

Call Accounting

Reports:

- Manual reports
- Automatic reports
- Distribution lists
- Email settings

View:

- System Help
- Rate table information

System Maintenance:

- Update extension file
- Update hierarchy file
- Update equipment file
- Update trunk file
- Call capture settings
- Adjust dialed digits
- Adjust account codes
- Recost call records

System Configuration:

- Call processing settings
- Data collection settings
- Set access codes
- Set call timers
- PMS settings
- Surcharges and taxes
- Set traffic study period
- Month-end settings

ATT telephone system

Trunks

Extensions

Equipment Inventory

Switch connection

Direct connection

Reports and Listings

Processed call records:

Date	Time	Ext.	Trunk	Number dialed	Location	Length	Cost
2011/11/08	15:19	6002	6011	Internal		00:00:15	\$0.00
2011/11/08	15:19	6011	6002	IN> Internal		00:00:15	\$0.00
2011/11/08	15:21	*002	T030001			00:00:03	\$0.00
2011/11/08	15:21	6011	T030001	IN>13035386011	Denver CO	00:00:22	\$0.00
2011/11/08	15:21	6011	T002018	13035383421	Denver CO	00:00:30	\$0.00
2011/11/08	15:22	6011	T002018	13035383421	Denver CO	00:00:14	\$0.00
2011/11/08	15:25	6001	T030001	IN>6010		00:00:21	\$0.00
2011/11/08	15:25	6010	T002007	IN>3035381753	Denver CO	00:00:32	\$0.00
2011/11/08	15:58	6002	T	13035381753	Denver CO	00:00:00	\$0.00
2011/11/08	16:01	3035381753	T	6010		00:00:06	\$0.00
2011/11/08	16:02	6010	T002008	IN>3035381753	Denver CO	00:00:35	\$0.00
2011/11/08	16:04	3035381753	T	6010		00:00:12	\$0.00
2011/11/08	16:06	3035381753	T	6010		00:00:11	\$0.00
2011/11/08	16:06	6011	T030001	IN>6013		00:00:21	\$0.00
2011/11/08	16:06	6001	6011	Internal		00:00:37	\$0.00

Raw call records:

CDR Data	
110911 0917 00004 G *002 016 3035381753 6000 6000	
110911 0918 00015 C *002 016 3035381753 6001 6000	

Additionally, reports were run from the Genesis Call Accounting application as shown below. The Genesis Call Accounting solution is capable of running reports Ad-hoc (Manual Reports) as well as configuring reports to be automatically run on regular intervals and being emailed to a single user, or to a distribution list. The full details of reports are beyond the scope of these Application Notes.

The screenshot displays the Genesis Call Accounting application interface. The top section shows the 'Report Selection' dialog box with the following configuration:

- Report Selection:**
 - Type: Detail Reports
 - Report: Extension Detail
 - Pagination: Separate page
 - Optional Report Filters:
 - ☒ Hierarchy & Extension
 - ☒ Call Characteristics: (click to expand/retract)
 - Reporting Periods:
 - ☒ Period Selection: (click to expand/retract)
 - ☐ Current period
 - Report Destination:
 - ☒ View in browser
 - ☐ Distribution list:
 - ☐ Email address:
 - Output format: HTML document
 - ☒ Attach to email ☐ Insert in email
 - ☐ File for download: HTML document
 - Output options:

The bottom section shows the 'Extension Detail Report' for Extension 6000. The report is titled 'EXTENSION DETAIL REPORT' and displays a table of call records for the period starting 2011/11/07 and ending 2011/11/15.

Date	Time	Ext.	Orig.	Trunk	Type	OCC	Number dialed	City name	Loc.	Account code	Duration	Tax	Cost
2011/11/08	15:15	6000	6000	T002006	isdn	IN>	3035381753	DENVER	CO	6000	0:00:46	0.00	0.00
2011/11/09	09:18	6000	6000	T002016	isdn	IN>	3035381753	DENVER	CO	6000	0:00:23	0.00	0.00
2011/11/09	12:18	6000	6000	T002020	isdn	IN>	3035381753	DENVER	CO	6000	0:00:15	0.00	0.00
2011/11/09	12:49	6000	6000	T002021	isdn	IN>	3035381753	DENVER	CO	6000	0:00:45	0.00	0.00
2011/11/09	15:03	6000	6000	T002022	isdn	IN>	3035381753	DENVER	CO	6000	0:00:16	0.00	0.00
2011/11/10	16:06	6000	6000	T002023	isdn	IN>	3035381753	DENVER	CO	6000	0:07:05	0.00	0.00
2011/11/11	11:54	6000	6000	T002001	isdn	IN>	3035381753	DENVER	CO	6000	0:21:59	0.00	0.00
2011/11/11	14:17	6000	6000	T002003	isdn	IN>	3035381753	DENVER	CO	6000	0:15:29	0.00	0.00
2011/11/11	15:29	6000	6000	T002006	isdn	IN>	3035381753	DENVER	CO	6000	0:03:33	0.00	0.00
2011/11/11	15:34	6000	6000	T002008	isdn	IN>	3035381753	DENVER	CO	6000	0:02:48	0.00	0.00
2011/11/11	15:35	6000	6000	T002010	isdn	IN>	3035381753	DENVER	CO	6000	0:01:54	0.00	0.00
2011/11/11	15:38	6000	6000	T002011	isdn	IN>	3035381753	DENVER	CO	6000	0:00:09	0.00	0.00
2011/11/11	15:42	6000	6000	T002012	isdn	IN>	3035381753	DENVER	CO	6000	0:01:52	0.00	0.00
2011/11/11	15:50	6000	6000	T002013	isdn	IN>	3035381753	DENVER	CO	6000	0:02:46	0.00	0.00
2011/11/11	15:56	6000	6000	T002015	isdn	IN>	3035381753	DENVER	CO	6000	0:01:55	0.00	0.00
Extension 6000 totals													
											15 calls	1:01:55	0.00 0.00

8. Conclusion

These Application Notes describe the procedures required to configure Genesis Systems Corporation Call Accounting solution to interoperate with Avaya Aura[®] Communication Manager R6.0.1 for the purpose of collecting Call Detail Records. The Call Accounting application successfully passed compliance testing.

9. Additional References

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

Avaya

[1] *Administering Avaya Aura[™] Communication Manager*, Doc # 03-300509, Release 6.0, Issue 6.0, June 2010.

Genesis

Product information for Genesis products can be found at <http://www.buygenesis.com>.

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