



Avaya Solution & Interoperability Test Lab

Application Notes for OpenText Qfiniti Observe 16.3 with Avaya Proactive Contact 5.1.3 with PG230 and Avaya Aura® Application Enablement Services 7.1.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for OpenText Qfiniti Observe 16.3 to interoperate with Avaya Proactive Contact 5.1.3 with PG230 and Avaya Aura® Application Enablement Services 7.1.1. OpenText Qfiniti Observe is a call recording solution.

In the compliance testing, OpenText Qfiniti Observe used the Event Services interface from Avaya Proactive Contact to obtain information on calls and agent states, and used the Multiple Registration feature from the Avaya Aura® Application Enablement Services Device, Media, and Call Control interface to capture media associated with the monitored agent stations 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.

1. Introduction

These Application Notes describe the configuration steps required for OpenText Qfiniti Observe 16.3 to interoperate with Avaya Proactive Contact 5.1.3 with PG230 and Avaya Aura® Application Enablement Services 7.1.1. Qfiniti Observe is a call recording solution.

In the compliance testing, Qfiniti Observe used the Event Services interface from Proactive Contact to obtain information on calls and agent states, and used the Multiple Registration feature from the Application Enablement Services Device, Media, and Call Control (DMCC) interface to capture media associated with the monitored agent stations for call recording.

The DMCC interface was used by Qfiniti Observe to register a virtual IP softphone against each monitored agent station to pick up media for call recording. When there was an active call at the monitored agent station, Qfiniti Observe was informed of the call via events from the Event Services interface, and started the call recording by use of media from the associated virtual IP softphone. The Event Services events were also used to determine when to stop the call recordings.

The compliance testing covered the recording of calls that were delivered by Proactive Contact for the PG230 deployment option. The recording of inbound calls delivered by Communication Manager under the agent blending mode is outside the scope of this compliance test.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the Qfiniti Observe application, the application automatically established Event Services connection with Proactive Contact and DMCC connection with Application Enablement Services.

For the manual part of the testing, each call was handled manually at the agent with generation of unique audio content for recording. Necessary agent actions such as hold and reconnect were performed from the Proactive Contact Agent application running on the agent desktops to test various call scenarios.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to Qfiniti Observe.

The verification of tests included use of Qfiniti Observe logs for proper message exchanges, and use of Qfiniti web interfaces for proper logging and playback of call recordings.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Qfiniti Observe and Proactive Contact included SSL for Event Services, and did not include encryption for DMCC connection with Application Enablement Services, as requested by TelAthena.

2.1. Interoperability Compliance Testing

The interoperability compliance testing included feature and serviceability testing.

The feature testing focused on verifying the following on Qfiniti Observe:

- Handling of Event Services agent states and call events.
- Use of DMCC registration services to register the virtual IP softphones.
- Use of DMCC monitoring services and media control events to obtain the media from the virtual IP softphones.
- Proper recording, logging, and playback of calls for scenarios involving agent drop, customer drop, hold, reconnect, simultaneous calls, conference, transfer, forward work, long duration, multiple agents, manual call, inbound call blending, outbound call blending, and outbound agent blending scenarios.

The serviceability testing focused on verifying the ability of Qfiniti Observe to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet connection to Qfiniti Observe.

2.2. Test Results

All test cases were executed and verified. The following were observations on Qfiniti Observe from the compliance testing.

- By design, all call recordings contained audio up to the agent finished work action.
- By design, the held interval was included in the recordings and contained audio from the agent.

2.3. Support

Technical support on Qfiniti Observe can be obtained through the following:

- **Phone:** (800) 540-7292
- **Web:** <http://engage.opentext.com/products/qfiniti>

3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. The detailed administration of basic connectivity between Communication Manager and Proactive Contact, between Communication Manager and Application Enablement Services, and of call center devices are not the focus of these Application Notes and will not be described.

The agent station extensions used in the compliance testing were “65001” and “65002”.

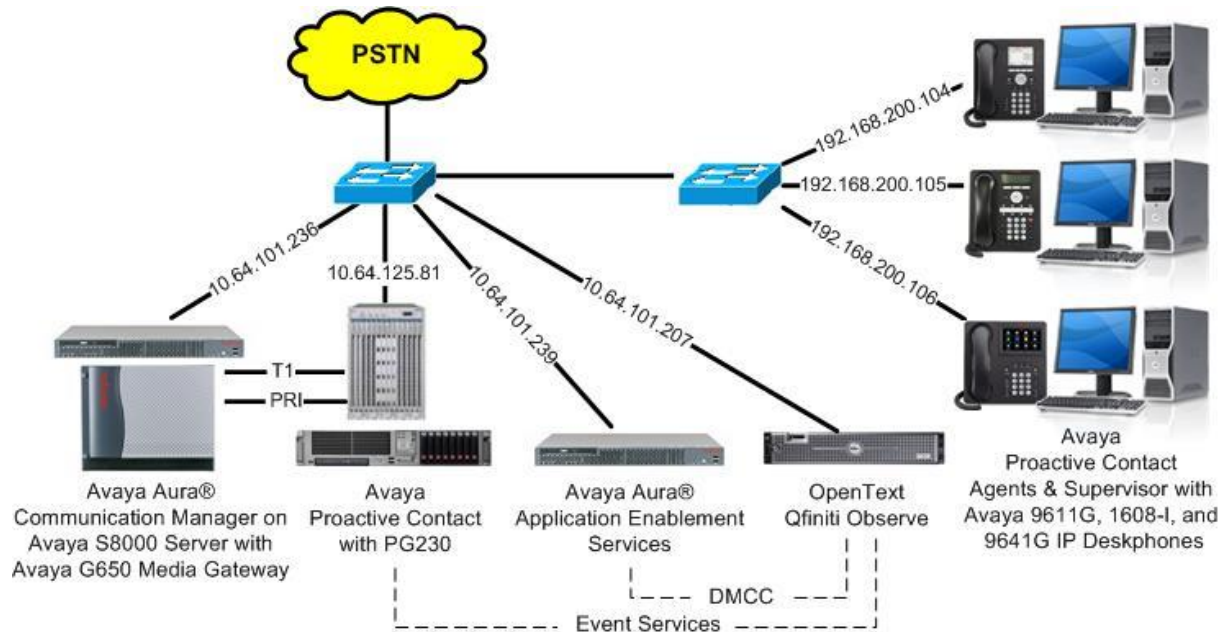


Figure 1: Compliance Testing Configuration

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 on Avaya S8800 Server	7.1.1 (7.1.1.0.0.532.23985)
Avaya G650 Media Gateway	NA
Avaya Aura® Media Server in Virtual Environment	7.8.0.333
Avaya Aura® Application Enablement Services in Virtual Environment	7.1.1 (7.1.1.0.0.5-0)
Avaya Proactive Contact	5.1.3
Avaya Proactive Contact Agent	5.1.3
Avaya 1608-I IP Deskphone (H.323)	1.380B
Avaya 9611G & 9641G IP Deskphones (H.323)	6.6506
OpenText Qfiniti Observe on Microsoft Windows Server 2012 <ul style="list-style-type: none">• Avaya Event Service SDK• OpenSSL Shared Library• Avaya DMCC XML	16.3.0 R2 Standard 5.1 1.0.2a 4.1

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for administering the agent stations on Communication Manager.

Use the “change station n” command, where “n” is the first agent station extension from **Section 3**. Enable **IP SoftPhone**, to allow for virtual IP softphone to be registered against the station. Note the value of **Security Code**, which will be used later to configure Qfiniti Observe.

change station 65001	Page 1 of 4
STATION	
Extension: 65001	Lock Messages? n
Type: 9611	Security Code: 65001
Port: S00102	Coverage Path 1: 1
Name: CM Station 1	Coverage Path 2:
	Hunt-to Station:
	Tests? y
STATION OPTIONS	
Loss Group: 19	Time of Day Lock Table:
	Personalized Ringing Pattern: 1
Speakerphone: 2-way	Message Lamp Ext: 65001
Display Language: English	Mute Button Enabled? y
Survivable GK Node Name:	Button Modules: 0
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

Repeat this section to administer all agent stations to be monitored. In the compliance testing, two agent stations were administered as shown below.

list station 65001 count 2										
STATIONS										
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ TN Jack			
65001	S00102	CM Station 1			1	1				
	9611		no			1	1			
65002	S00118	CM Station 2			1	1				
	1608		no			1	1			

6. Configure Avaya Proactive Contact

This section provides the procedures for obtaining the host name of Proactive Contact.

Log in to the Linux shell of Proactive Contact. Use the “uname -a” command to obtain the host name, which will be used later for configuring Qfiniti Observe.

In the compliance testing, the host name of Proactive Contact is “lzpds4b”, as shown below.

```
$ uname -a
Linux lzpds4b 2.6.18-419.el5PAE #1 SMP Wed Feb 22 22:48:50 EST 2017 i686 i686 i3
86 GNU/Linux
LZPDS4B(xxx)@/opt/avaya/pds [1001]
$
```


7. Configure Avaya Aura® Application Enablement Services

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

- Launch OAM interface
- Verify license
- Administer H.323 gatekeeper
- Administer Qfiniti Observe user
- Administer security database
- Administer ports
- Restart services

7.1. 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.



The screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" is displayed in a large, bold font, with "Management Console" in a smaller font below it. A thick red horizontal bar spans the width of the page. Below this bar, the login form is centered. It contains the text "Please login here:" followed by two input fields: "Username" and "Password". Below these fields are two buttons: "Login" and "Reset". Another thick red horizontal bar is located below the login form. At the bottom of the page, a small copyright notice reads: "Copyright © 2009-2016 Avaya Inc. All Rights Reserved."

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

The screenshot shows the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo and the title "Application Enablement Services Management Console". On the right, a welcome message for the user is displayed, including login details and system information. The left sidebar contains a navigation menu with options like AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. The main content area displays the "Welcome to OAM" message, explaining the purpose of the console and listing the administrative domains it manages: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. It also notes that these domains can be managed by a single administrator or separate administrators.

Welcome: User
Last login: Wed Jan 24 08:50:28 2018 from 192.168.200.20
Number of prior failed login attempts: 0
HostName/IP: aes7/10.64.101.239
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 7.1.1.0.0.5-0
Server Date and Time: Wed Jan 24 08:51:12 EST 2018
HA Status: Not Configured

Home | Help | Logout

AE Services
Communication Manager Interface
High Availability
Licensing
Maintenance
Networking
Security
Status
User Management
Utilities
Help

Welcome to OAM

The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- High Availability - Use High Availability to manage AE Services HA.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance to manage the routine maintenance tasks.
- Networking - Use Networking to manage the network interfaces and ports.
- Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.
- Status - Use Status to obtain server status informations.
- User Management - Use User Management to manage AE Services users and AE Services user-related resources.
- Utilities - Use Utilities to carry out basic connectivity tests.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain.

7.2. Verify License

Select **Licensing** → **WebLM Server Access** in the left pane, to display the applicable WebLM server log in screen (not shown). Log in using the appropriate credentials, and navigate to display installed licenses (not shown).

The screenshot shows the Avaya Application Enablement Services Management Console with the "Licensing" section selected in the left sidebar. The main content area displays the "Licensing" page, which provides instructions on how to set up and maintain the WebLM, including the need to use the WebLM Server Address, WebLM Server Access, and Reserved Licenses. The top header and navigation menu are consistent with the previous screenshot.

Welcome: User
Last login: Wed Jan 24 08:50:28 2018 from 192.168.200.20
Number of prior failed login attempts: 0
HostName/IP: aes7/10.64.101.239
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 7.1.1.0.0.5-0
Server Date and Time: Wed Jan 24 08:51:12 EST 2018
HA Status: Not Configured

Licensing | Home | Help | Logout

AE Services
Communication Manager Interface
High Availability
Licensing
WebLM Server Address
WebLM Server Access
Reserved Licenses
Maintenance
Networking

Licensing

If you are setting up and maintaining the WebLM, you need to use the following:

- WebLM Server Address

If you are importing, setting up and maintaining the license, you need to use the following:

- WebLM Server Access

If you want to administer TSAPI Reserved Licenses or DMCC Reserved Licenses, you need to use the following:

- Reserved Licenses

Select **Licensed products** → **APPL_ENAB** → **Application Enablement** in the left pane, to display the **Application Enablement (CTI)** screen in the right pane.

Verify that there is sufficient license for **Device Media and Call Control**, as shown below. The DMCC license is used for the virtual IP softphones.

AVAYA
Aura® System Manager 7.1

Home Licenses

Application Enablement (CTI) - Release: 7 - SID: 10503000

You are here: Licensed Products > Application_Enablement > View License Capacity

License installed on: September 13, 2017 1:10:08 PM +00:00

License File Host IDs: V7-2E-92-63-88-4C-01

Licensed Features

10 Items Show All

Feature (License Keyword)	Expiration date	Licensed capacity
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	1000
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	16
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	1000
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	3
DLG VALUE_AES_DLG	permanent	16
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	1000
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	3

7.3. Administer H.323 Gatekeeper

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

Under **Connection Name**, locate the entry associated with the relevant Communication Manager, in this case “cm7”, and select the corresponding radio button. Click **Edit H.323 Gatekeeper**.

The screenshot shows the Avaya Application Enablement Services Management Console. The left navigation pane has 'Communication Manager Interface' expanded, with 'Switch Connections' selected. The main area displays a table of switch connections. The table has four columns: Connection Name, Processor Ethernet, Msg Period, and Number of Active Connections. There is one entry with Connection Name 'cm7', Processor Ethernet 'Yes', Msg Period '30', and Number of Active Connections '1'. Below the table are buttons for 'Edit Connection', 'Edit PE/CLAN IPs', 'Edit H.323 Gatekeeper', 'Delete Connection', and 'Survivability Hierarchy'. The top right of the console shows user information and system status.

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input checked="" type="radio"/> cm7	Yes	30	1

The **Edit H.323 Gatekeeper** screen is displayed next. Enter the IP address of a C-LAN circuit pack or the Processor C-LAN on Communication Manager to use as the H.323 gatekeeper, in this case “10.64.101.236” as shown below. Click **Add Name or IP**.

The screenshot shows the 'Edit H.323 Gatekeeper - cm7' screen. The left navigation pane is the same as the previous screenshot. The main area has a text input field containing '10.64.101.236' and an 'Add Name or IP' button. Below the input field is a label 'Name or IP Address' and two buttons: 'Delete IP' and 'Back'. The top right of the console shows user information and system status.

7.4. Administer Qfiniti Observe 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.

AVAYA **Application Enablement Services**
Management Console

Welcome: User
Last login: Wed Jan 24 08:50:28 2018 from 192.168.200.20
Number of prior failed login attempts: 0
HostName/IP: aes7/10.64.101.239
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 7.1.1.0.0.5-0
Server Date and Time: Wed Jan 24 08:51:12 EST 2018
HA Status: Not Configured

User Management | User Admin | Add UserHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▼ User Management

▶ Service Admin

▼ User Admin

▪ Add User

▪ Change User Password

▪ List All Users

▪ Modify Default Users

▪ Search Users

▶ Utilities

▶ Help

Add User

Fields marked with * can not be empty.

* User Idqfiniti

* Common Nameqfiniti

* Surnameqfiniti

* User Password.....

* Confirm Password.....

Admin Note

Avaya RoleNone ▼

Business Category

Car License

CM Home

Css Home

CT UserYes ▼

Department Number

Display Name

Employee Number

Employee Type

Enterprise Handle

Given Name

7.5. Administer 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. Make certain that **Enable SDB for DMCC Service** is unchecked, as shown below.

In the event that the security database is used by the customer with the parameter enabled, then follow reference [2] to configure access privileges for the Qfiniti Observe user from **Section 7.4**.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and a welcome message for the user. The left navigation pane shows a tree structure with "Security" expanded, leading to "Security Database" and then "Control". The main content area is titled "SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services" and contains two unchecked checkboxes: "Enable SDB for DMCC Service" and "Enable SDB for TSAPI Service, JTAPI and Telephony Web Services". An "Apply Changes" button is located below these options.

Welcome: User
Last login: Wed Jan 24 08:50:28 2018 from 192.168.200.20
Number of prior failed login attempts: 0
HostName/IP: aes7/10.64.101.239
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 7.1.1.0.0.5-0
Server Date and Time: Wed Jan 24 08:51:12 EST 2018
HA Status: Not Configured

Security | Security Database | Control

Home | Help | Logout

AE Services
Communication Manager Interface
High Availability
Licensing
Maintenance
Networking
Security
Account Management
Audit
Certificate Management
Enterprise Directory
Host AA
PAM
Security Database
Control

SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services

☐ Enable SDB for DMCC Service
☐ Enable SDB for TSAPI Service, JTAPI and Telephony Web Services

Apply Changes

7.7. Restart Services

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

AVAYA **Application Enablement Services**
Management Console

Welcome: User
Last login: Wed Jan 24 08:50:28 2018 from 192.168.200.20
Number of prior failed login attempts: 0
HostName/IP: aes7/10.64.101.239
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 7.1.1.0.0.5-0
Server Date and Time: Wed Jan 24 08:51:12 EST 2018
HA Status: Not Configured

Maintenance | Service ControllerHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

High Availability

▶ Licensing

▼ Maintenance

Date Time/NTP Server

▶ Security Database

Service Controller

▶ Server Data

▶ Networking

▶ Security

▶ Status

Service Controller

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input checked="" type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input type="checkbox"/> TSAPI Service	Running

For status on actual services, please use [Status and Control](#)

StartStopRestart ServiceRestart AE ServerRestart LinuxRestart Web Server

8. Configure OpenText Qfiniti Observe

This section provides the procedures for configuring Qfiniti Observe. The procedures include the following areas:

- Administer encryption keys and certificates
- Launch SysConfig web interface
- Administer switches
- Administer CTI server
- Administer board configuration
- Administer general
- Administer machines
- Administer components
- Administer CTI sources
- Administer phone interface
- Administer logging data – phone class of service
- Administer VRM
- Administer line data
- Enable use
- Launch Qfiniti web interface
- Administer observe settings
- Administer agents
- Start services

The configuration of Qfiniti Observe is performed by OpenText field service engineers. The procedural steps are presented in these Application Notes for informational purposes.

8.1. Administer Encryption Keys and Certificates

From the Qfiniti Observe server, create a folder under the **C:** directory along with a desired name, in this case **Certs**. Note that Qfiniti Observe requires the directory name to not contain space.

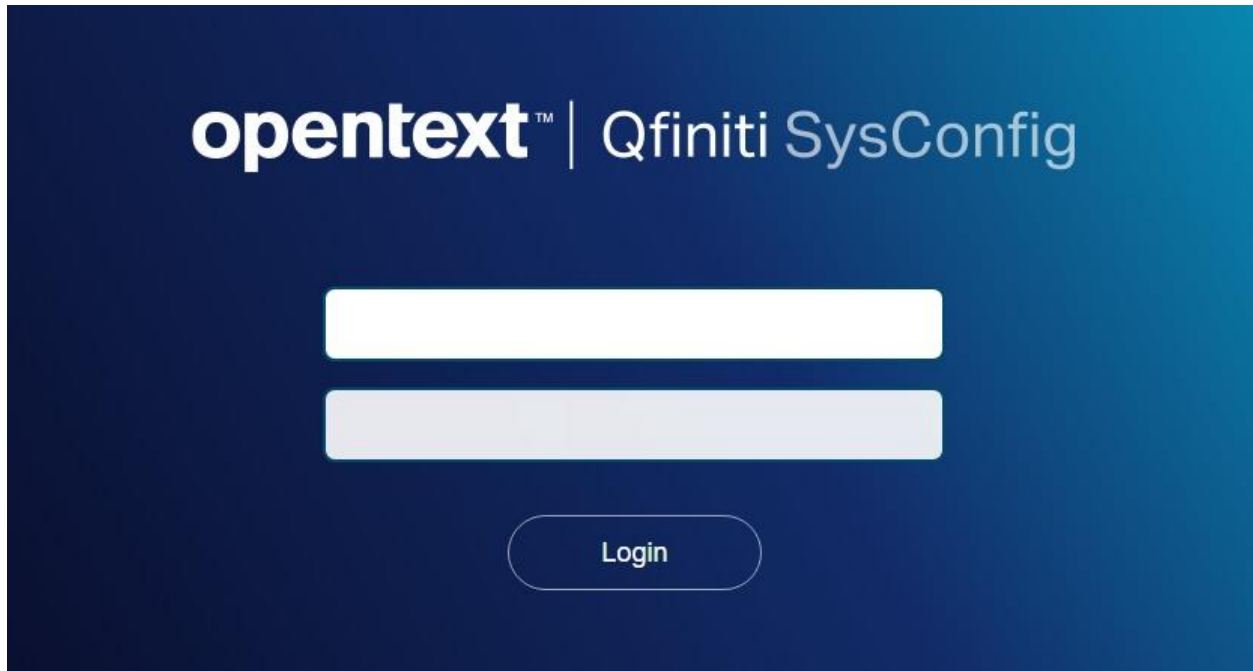
Copy the five files shown below that were provided by OpenText to the newly created folder. The five files originated from the relevant Event Services SDK used by the current version of Qfiniti Observe.



8.2. Launch SysConfig Web Interface

Access the SysConfig web interface by using the URL “http://ip-address/sysconfig” in an Internet browser window, where “ip-address” is the IP address of Qfiniti Observe.

The screen below is displayed. Log in using the appropriate credentials.

The image shows the login page for the Qfiniti SysConfig web interface. It has a dark blue background with a light blue gradient on the right. The text "opentext™ | Qfiniti SysConfig" is at the top. Below it are two white input fields for username and password. At the bottom is a white "Login" button.

In the subsequent screen, select the **Cross System** tab to display the screen below.

The image shows the "Cross System" configuration screen in the Qfiniti SysConfig web interface. The header is dark blue with "opentext™ | Qfiniti SysConfig" on the left and "Logout Qfiniti Administrator" on the right. Below the header are two tabs: "General" and "Cross System". Under the "Cross System" tab, there are two buttons: "Save" and "Refresh". Below these are four expandable sections: "Switches", "CTI Server", "Board Configuration", and "Simulated CTI Scripts". Each section has a downward arrow icon on the right.

8.3. Administer Switches

Expand the **Switches** sub-section, and click the **New Item** icon to add a new entry for Application Enablement Services. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name, in this case “AES4DMCC”.
- **Switch Model:** “Avaya AES/CM”
- **Observe Mode:** “By Extension”
- **Interface Type:** “DMCC / TAPI / DRLink”
- **Avaya CM Hostname:** The relevant switch connection name from **Section 7.3**.
- **AES IP Address:** The IP address of Application Enablement Services server.
- **User Name:** The Qfiniti Observe user credentials from **Section 7.4**.
- **Password:** The Qfiniti Observe user credentials from **Section 7.4**.

The screenshot displays the OpenText Qfiniti SysConfig application. The main window has a sidebar on the left with tabs for 'General' and 'Cross System'. The 'Switches' section is expanded, showing a table with columns 'Name' and 'Switch Model'. A table entry shows 'AES4DMCC' and 'Avaya Al'. Below this, there are sections for 'CTI Server', 'Board Configuration', and 'Simulated CTI Scripts'. The 'Switch' dialog box is open, showing various configuration fields. The fields are: Name (AES4DMCC), Switch Model (Avaya AES/CM), Vendor (empty), Post Release Delay (1), Observe Mode (By Extension), Observe String (empty), Interface Type (DMCC / TAPI / DRLink), Use CTI Source for Alias (checkbox), APC Dialer in use? (No), Avaya CM Hostname (cm7), Port (4721), 1st Line Appearance (263), AES IP Address (10.64.101.239), Service Observe Button (268), User Name (qfiniti), Password (masked with dots), AES Connection Alarm Trigger (Never), Wait Before Dial (500), Busy Repeat Max (6), Survey Excluded Extensions (two 'Enter Value' fields), and Alt. AES IP Address (empty). The dialog box has 'Ok' and 'Cancel' buttons at the bottom. On the right side of the main window, there is a 'Logout Qfiniti Administrator' link and a 'Use CTI Source for Alias' section with a 'No' button. A red circle highlights the '+' icon in the 'Use CTI Source for Alias' section.

opentext™ | Qfiniti SysConfig

Logout Qfiniti Administrator

General Cross System

Save Refresh

Switches

Name	Switch Model
AES4DMCC	Avaya Al

CTI Server

Board Configuration

Simulated CTI Scripts

Switch

Name: AES4DMCC

Switch Model: Avaya AES/CM

Vendor:

Post Release Delay: 1

Observe Mode: By Extension

Observe String:

Interface Type: DMCC / TAPI / DRLink

Use CTI Source for Alias: ☐

APC Dialer in use?: No

Avaya CM Hostname: cm7

Port: 4721

1st Line Appearance: 263

AES IP Address: 10.64.101.239

Service Observe Button: 268

User Name: qfiniti

Password:

AES Connection Alarm Trigger: Never

Wait Before Dial: 500

Busy Repeat Max: 6

Survey Excluded Extensions: Enter Value

Alt. AES IP Address:

Ok Cancel

Use CTI Source for Alias

No

8.4. Administer CTI Server

Expand the **CTI Server** sub-section, and click the **New Item** icon to add a new entry for Proactive Contact. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name, in this case “Dialer4DMCC”.
- **Type:** “Avaya Dialer”
- **Available Switch:** Select the switch name from **Section 8.3**.
- **User Name:** The Proactive Contact Event Service client credentials.
- **Password:** The Proactive Contact Event Service client credentials.
- **NameServe Value 1:** “NameService=corbaloc:sslip:lzpds4b:23201/NameService”, where **lzpds4b** is the Proactive Contact hostname from **Section 6**.
- **NameServe Flag 2:** “-ORBSvcConf”
- **NameServe Value 2:** Complete path of the **corba_svc.conf** file from **Section 8.1**.
- **NameServe Value 3:** “10”
- **Event Service P2:** The Proactive Contact host name from **Section 6**.
- **Dialer Version:** “PACv5.X”
- **NameServe Value 4:** “C:\Certs\corbalog.log”, where “C:\Certs” is the directory path from **Section 8.1**.

The screenshot shows the Qfiniti SysConfig interface. The left sidebar has a 'CTI Server' section with a list of servers. The main area displays the configuration for a selected CTI Server. The fields are as follows:

Field	Value
Name	Dialer4DMCC
Type	Avaya Dialer
Available Switch	AES4DMCC
User Name	client1
Password	*****
NameServe Flag 1	-ORBInitRef
NameServe Value 1	NameService=corbaloc:sslip:lzpds4b:23201/Nar
NameServe Flag 2	-ORBSvcConf
NameServe Value 2	C:\Certs\corba_svc.conf
NameServe Flag 3	-ORBDebugLevel
NameServe Value 3	10
Event Service P0	PDS
Event Service P1	dialers
Event Service P2	lzpds4b
Event Service P3	eventserver
Event Service P4	v2_0
Dialer Version	PACv5.X
NameServe Flag 4	-ORBLogFile
NameServe Value 4	C:\Certs\corbalog.log

8.5. Administer Board Configuration

Expand the **Board Configuration** sub-section, and click the **New Item** icon. Note that board is not used in the integration but required to be configured. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name, in this case “DummyBd4DMCC”.
- **Model:** “Network Interface Card (NIC)”

The screenshot displays the 'opentext | Qfiniti SysConfig' interface. The 'Board Configuration' dialog box is open, showing the following fields:

- Name:** DummyBd4DMCC
- Model:** Network Interface Card (NIC)
- Active 1:** False
- Network Card Identifier 1:**
- Network Card Description 1:**
- Network Card IP Address 1:**
- Network Card Port 1:** 5060
- Active 2:** False
- Network Card Identifier 2:**
- Network Card Description 2:**
- Network Card IP Address 2:**
- Network Card Port 2:** 5060
- Active 3:** False
- Network Card Identifier 3:**
- Network Card Description 3:**
- Network Card IP Address 3:**
- Network Card Port 3:** 5060
- Active 4:** False
- Network Card Identifier 4:**
- Network Card Description 4:**
- Network Card IP Address 4:**
- Network Card Port 4:** 5060

The dialog box has 'Ok' and 'Cancel' buttons at the bottom right. In the background, the main application window shows the 'Board Configuration' section expanded, with a red circle highlighting the '+', '-', and refresh icons.

8.6. Administer General

Select the **General** tab. Expand the **General** sub-section, and click the **New Item** icon to add a new system. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name, in this case “DevConnect”.
- **Switch:** Select the switch name from **Section 8.3**.
- **System Type:** Check **Voice Recording - Logging**.

The screenshot displays the OpenText Qfiniti SysConfig web interface. At the top, the header shows 'opentext™ | Qfiniti SysConfig' and a 'Logout Qfiniti Administrator' link. Below the header, there are two tabs: 'General' (selected) and 'Cross System'. A 'Systems' sidebar on the left contains a 'Quick Find' search bar and a 'Survey Cloud' icon. The main content area features a toolbar with icons for '+ New' (circled in red), 'Save', 'Refresh', 'Start', 'Stop', 'Schedule Restart', and 'Delete'. The 'General' section is expanded, showing fields for 'Name' (set to 'DevConnect'), 'Switch' (set to 'AES4DMCC'), and 'System Type' (with 'Voice Recording - Logging' checked). Below these are checkboxes for 'Voice Recording - QA', 'Screen Recording', 'Remote Screen Site', 'Explore', 'Survey', 'Backup', and 'Survey Cloud'. A 'Description' text area and an 'Available for Use' checkbox are also present. At the bottom, a list of expandable sections includes 'Machines', 'Components', 'CTI Sources', 'Phone Interface', 'VRM', and 'Line Data'.

8.7. Administer Machines

Expand the **Machines** sub-section (not shown), and click the **New Item** to add a new machine. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Server Name:** The host name of the Qfiniti Observe server.
- **IP Address:** The IP address of the Qfiniti Observe server.
- **Role:** “Master”.

The screenshot displays the OpenText Qfiniti SysConfig web interface. A 'Machine' configuration dialog box is open in the center, allowing for the addition of a new machine. The dialog contains the following fields and values:

- Server Name:** WIN-LD0N0TK8GKE
- IP Address:** 101 . 64 . 101 . 207
- Role:** Master (selected from a dropdown menu)
- State:** Down

At the bottom of the dialog are 'Add', 'Ok', and 'Cancel' buttons. The background interface shows a sidebar with 'General' and 'Cross System' tabs, and a main area with a 'Systems' section containing a 'Quick Find' bar and a 'Survey Cloud' icon. On the right, there is a 'Logout Qfiniti Administrator' link and a 'Delete' button. A red circle highlights a '+' icon in the 'State' section of the right-hand panel, indicating where to click to add a new machine.

8.8. Administer Components

Expand the **Components** sub-section, and follow reference [4] to assign and configure the required components. Under **Assigned Components**, select **Logger Voice Recording Manager**. Under **Component Data**, enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Optimal Recording CODEC:** “PCM G.711”.
- **PCM Acquisition:** “Media Streaming”

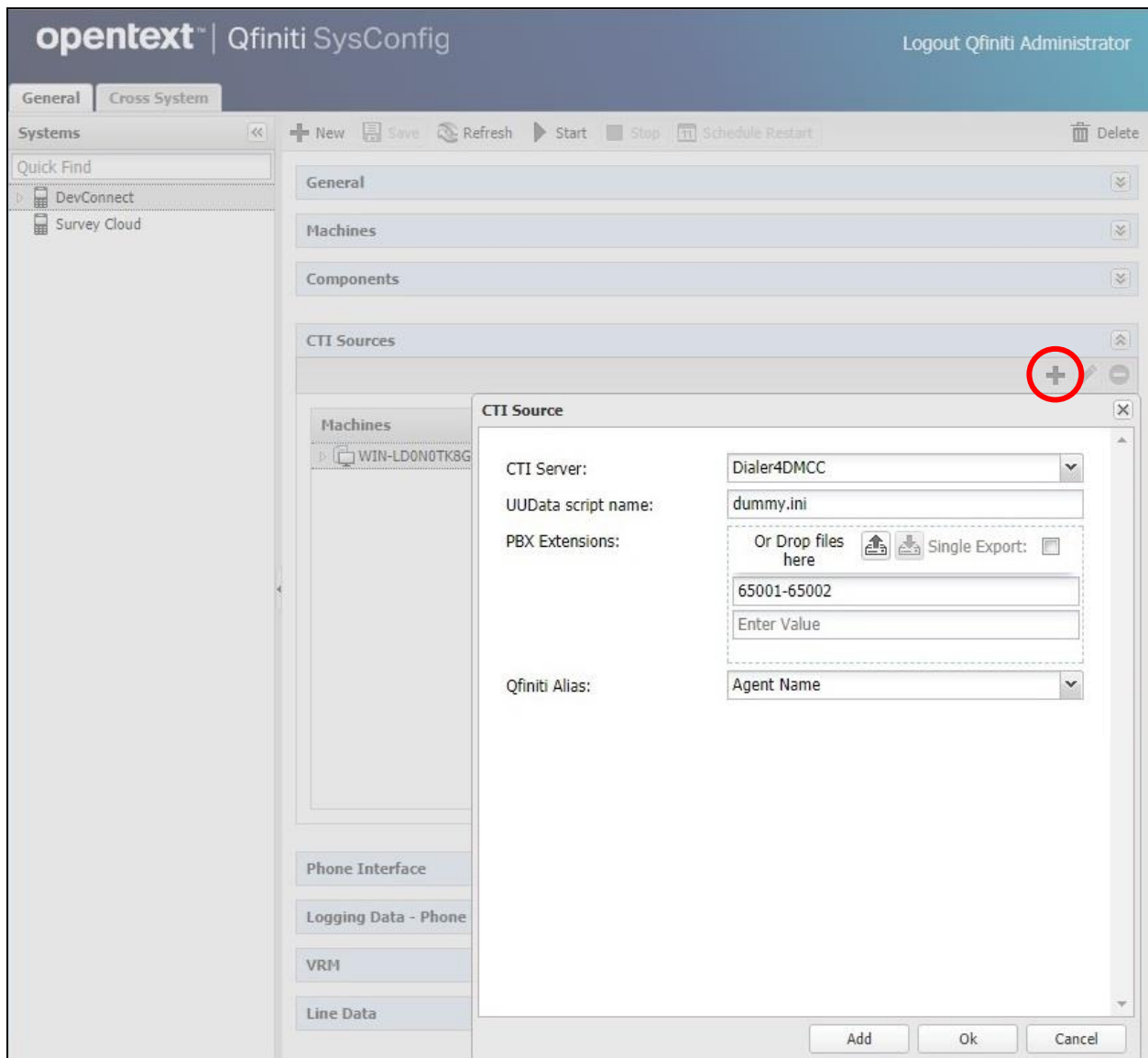
The screenshot displays the Qfiniti SysConfig web interface. The top navigation bar includes the 'opentext' logo, 'Qfiniti SysConfig', and a 'Logout Qfiniti Administrator' link. Below the navigation bar, there are tabs for 'General' and 'Cross System'. The main content area is divided into three sections:

- Systems:** A sidebar on the left with a 'Quick Find' search bar and a list of systems, including 'Survey Cloud'.
- Components:** The central area, split into two columns:
 - Available Components:** A list of components with expand/collapse icons, including Archive Manager, AWS Voice Recording Manager, Central Messaging Server, CMS Data Replication, CTI Manager, Logger Voice Recording Manager, Logger Voice Recording Proxy, Peak File Generator, Phone Player, Qfiniti File Server, Qfiniti Integration Hub, and Qfiniti Training Server.
 - Assigned Components:** A list of components that have been assigned, including Archive Manager, Central Messaging Server, CTI Manager, Data Import Listener, Disk Monitor, Dispatcher, Global Trigger Manager, IP Message Scheduler, **Logger Voice Recording Manager** (highlighted), Master Service, Plan Manager, Qfiniti File Server, and Session Manager.
- Component Data:** A form at the bottom for configuring the selected component. It includes fields for:
 - Post Service Observe dial string: (empty text field)
 - Optimal Recording CODEC: (dropdown menu set to 'PCM G.711')
 - Encryption type: (dropdown menu set to 'No encryption')
 - CTI Late Attach Method: (dropdown menu set to 'ConnectionID')
 - DN Late Attach Window In Sec: (text field set to '30')
 - PCM Acquisition: (dropdown menu set to 'Media Streaming')
 - Transaction Validation: (dropdown menu set to 'No')
 - Transaction Validation Form: (text field set to 'trans_validation.xml')
 - Service Observe fail retry delay: (text field set to '30')
 - Start Recording On (CMAPI ONLY): (dropdown menu set to 'Alerting')
 - CTI Init: (dropdown menu set to 'On Startup')
 - Line Reset Threshold in Sec: (text field set to '0')
 - VoIP Transcoding: (dropdown menu set to 'NONE')

8.9. Administer CTI Sources

Expand the **CTI Sources** sub-section. Select the applicable machine server name from **Section 8.7**, followed by the **Add CTI Source** icon. Enter the following values for the specified fields, and retain the default values for the remaining fields.

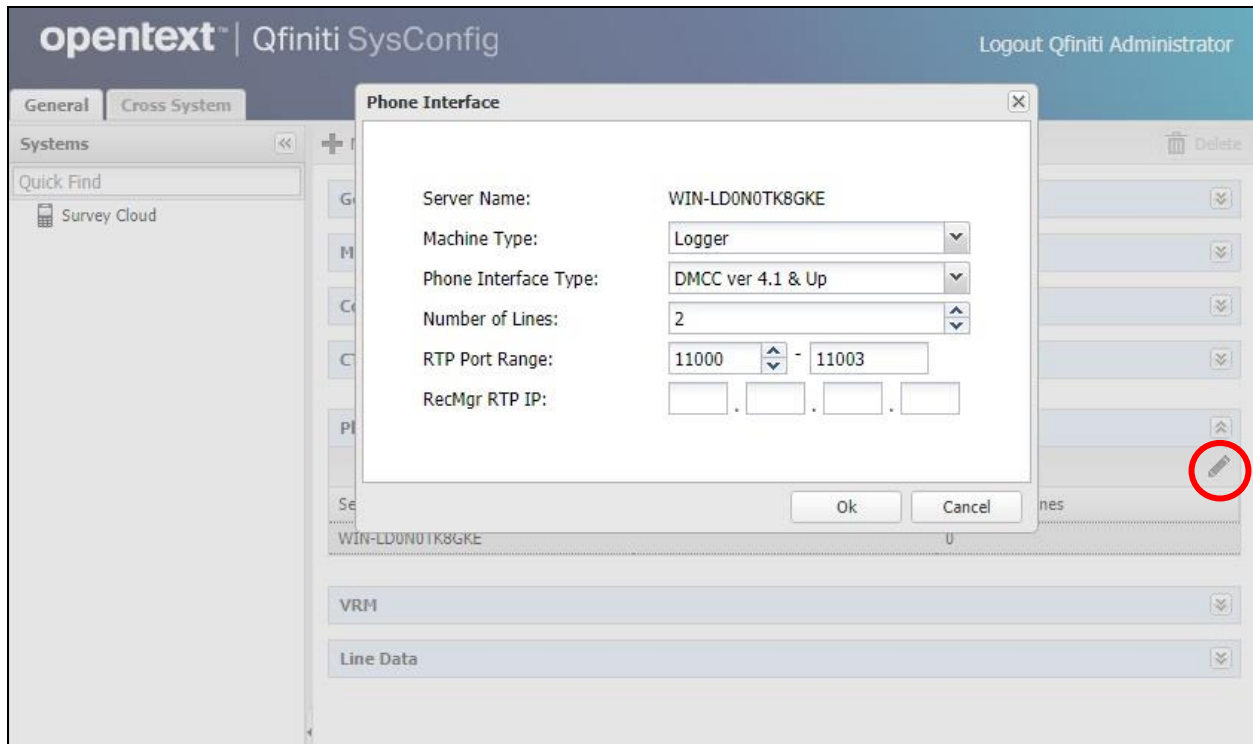
- **CTI Server:** Select the CTI server name from **Section 8.4**.
- **UUData script name:** Script is not used in integration but required to be configured.
- **PBX Extensions:** The agent station extensions from **Section 3**.
- **Qfiniti Alias:** “Agent Name”



8.10. Administer Phone Interface

Expand the **Phone Interface** sub-section (not shown). Select the machine server name from **Section 8.7**, and click on the **Edit** icon to edit the entry. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Machine Type:** “Logger”
- **Phone Interface Type:** “DMCC ver 4.1 & Up”
- **Number of Lines:** Select the total number of agents from **Section 3**.



The screenshot displays the Qfiniti SysConfig web interface. The 'Phone Interface' dialog box is open, showing the following configuration details:

- Server Name: WIN-LD0N0TK8GKE
- Machine Type: Logger
- Phone Interface Type: DMCC ver 4.1 & Up
- Number of Lines: 2
- RTP Port Range: 11000 - 11003
- RecMgr RTP IP: (empty fields)

The background interface shows a 'Systems' list on the left with 'Survey Cloud' and a table of systems on the right. A red circle highlights the 'Edit' icon (a pencil) in the right-hand table.

8.11. Administer Logging Data – Phone Class of Service

Expand the **Logging Data – Phone Class of Service** sub-section (not shown). Select the **New Item** icon. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A desired name, in this case “COS4DMCC”.
- **Phone:** “Default”
- **Record on lights:** “0”
- **Login Method:** “CTI”.

The screenshot displays the Qfiniti SysConfig web interface. A modal dialog box titled "Phone Class of Service" is open, allowing for the creation of a new logging entry. The dialog contains the following fields and values:

Field	Value
Name	COS4DMCC
Phone	Default
Record on Lights	0
Login Method	CTI
Logout Method	-- select one --
Simulated CTI	-- select one --
Board Configuration	Use VRM Default

At the bottom of the dialog are three buttons: "Add", "Ok", and "Cancel". The "Add" button is highlighted with a red circle. In the background, the main interface shows a "Systems" sidebar with "Survey Cloud" selected, and a main content area with a "Delete" button and a list of configuration items including "VRM" and "Line Data". A red circle highlights a "+" icon in the bottom right corner of the main content area, indicating the "New Item" action.

8.12. Administer VRM

Expand the **VRM** sub-section. Select the machine server name from **Section 8.7**, followed by the **Add VRM** icon. Enter the following values for the specified fields.

- **VRM Name:** A desired name, in this case “VRM4DMCC”.
- **VRM Type:** “Logging”
- **Interface Type:** “Station Side DMCC”
- **Line From** and **Line To:** Range of agent stations, in this case two stations so “1” to “2”.
- **Default Class of Service:** Select the phone class of service name from **Section 8.11**.
- **Default Board Config:** Select the board name from **Section 8.5**.

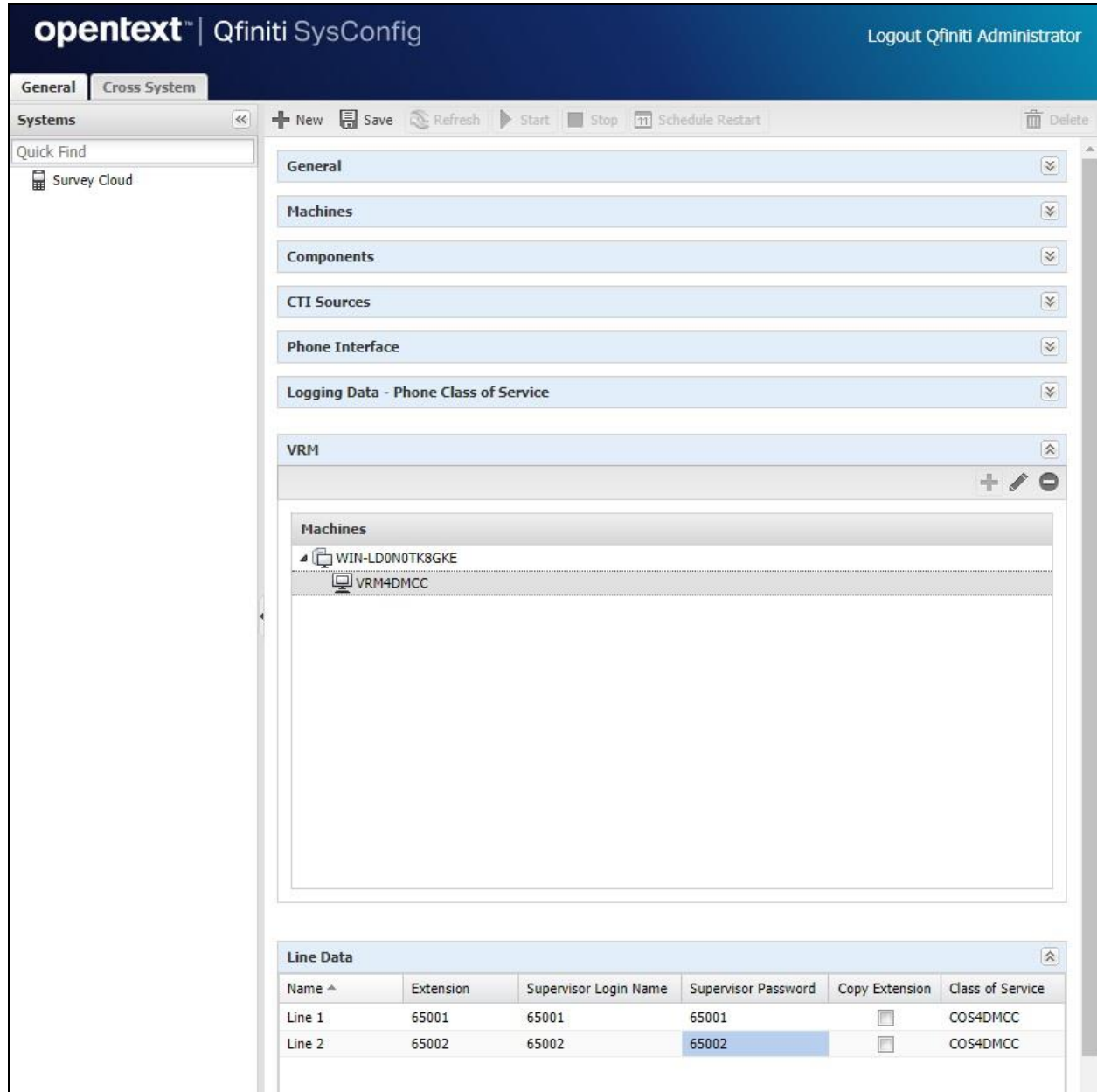
The screenshot displays the opentext Qfiniti SysConfig web interface. The top navigation bar includes the opentext logo, 'Qfiniti SysConfig', and a 'Logout Qfiniti Administrator' link. Below the navigation bar, there are tabs for 'General' and 'Cross System'. The main area shows a list of system components: General, Machines, Components, CTI Sources, Phone Interface, and Logging Data - Phone Class of Service. The 'VRM' section is expanded, and a red circle highlights the '+ Add' icon. A modal window titled 'VRM' is open, showing the following configuration fields:

VRM Name:	VRM4DMCC
VRM Type:	Logging
Mirror from VRM:	-- select one --
Interface Type:	Station Side DMCC
Use Range:	<input type="checkbox"/> (1-5, 6-100) Or Drop files here
Line From:	1
Line To:	2
Allow Extension Duplication:	<input type="checkbox"/>
Default Class of Service:	COS4DMCC
Default Board Config:	DummyBd4DMCC

8.13. Administer Line Data

Select the newly added VRM from **Section 8.12**, and expand the **Line Data** sub-section. Select the first line. For **Extension** and **Supervisor Login Name**, enter the first agent station extension from **Section 5**. For **Supervisor Password**, enter the first agent station security code from **Section 5**.

Repeat this section to administer all station extensions from **Section 5**, as shown below.

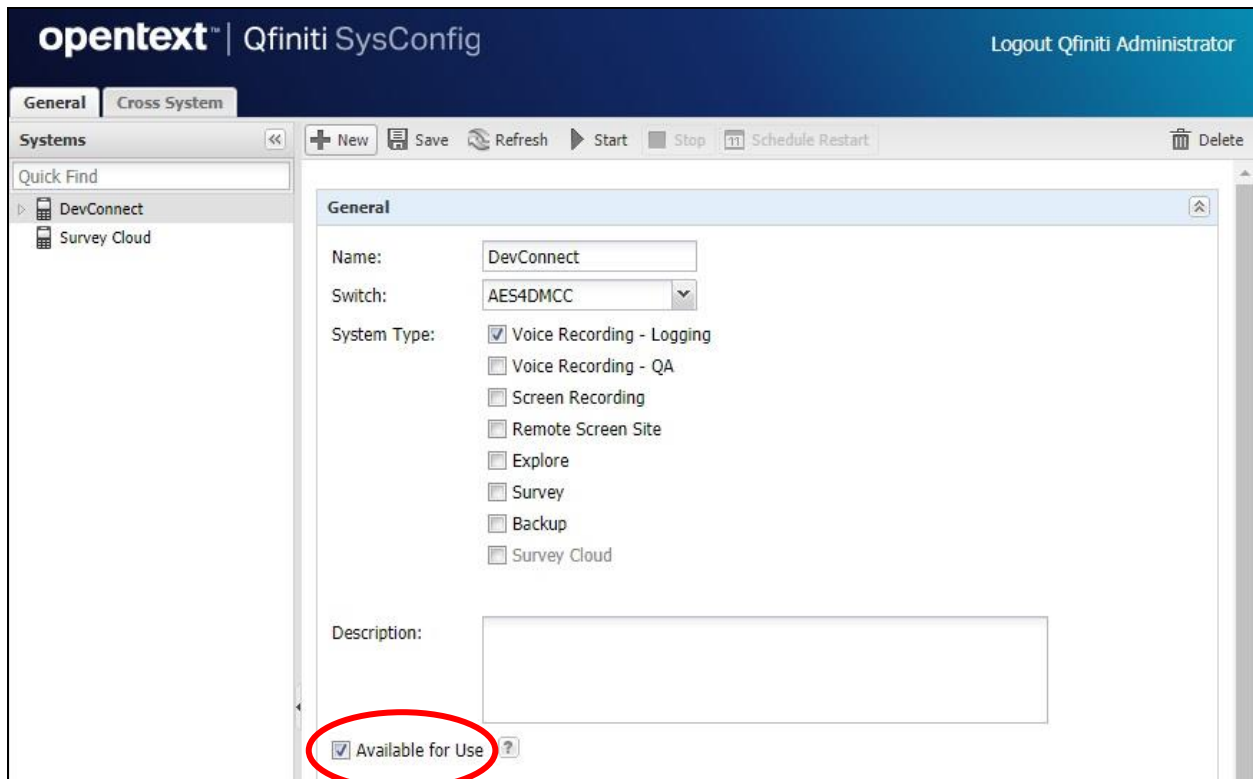


The screenshot displays the opentext Qfiniti SysConfig web interface. The top navigation bar includes the opentext logo, 'Qfiniti SysConfig', and a 'Logout Qfiniti Administrator' link. Below the navigation bar, there are tabs for 'General' and 'Cross System'. The 'General' tab is active, showing a 'Systems' section with a 'Quick Find' search bar and a 'Survey Cloud' icon. The main content area is divided into several sections: 'General', 'Machines', 'Components', 'CTI Sources', 'Phone Interface', 'Logging Data - Phone Class of Service', and 'VRM'. The 'VRM' section is expanded, showing a 'Machines' list with two entries: 'WIN-LD0N0TK8GKE' and 'VRM4DMCC'. The 'VRM4DMCC' entry is selected. Below the 'Machines' list, there is a 'Line Data' table with the following data:

Name ^	Extension	Supervisor Login Name	Supervisor Password	Copy Extension	Class of Service
Line 1	65001	65001	65001	<input type="checkbox"/>	COS4DMCC
Line 2	65002	65002	65002	<input type="checkbox"/>	COS4DMCC

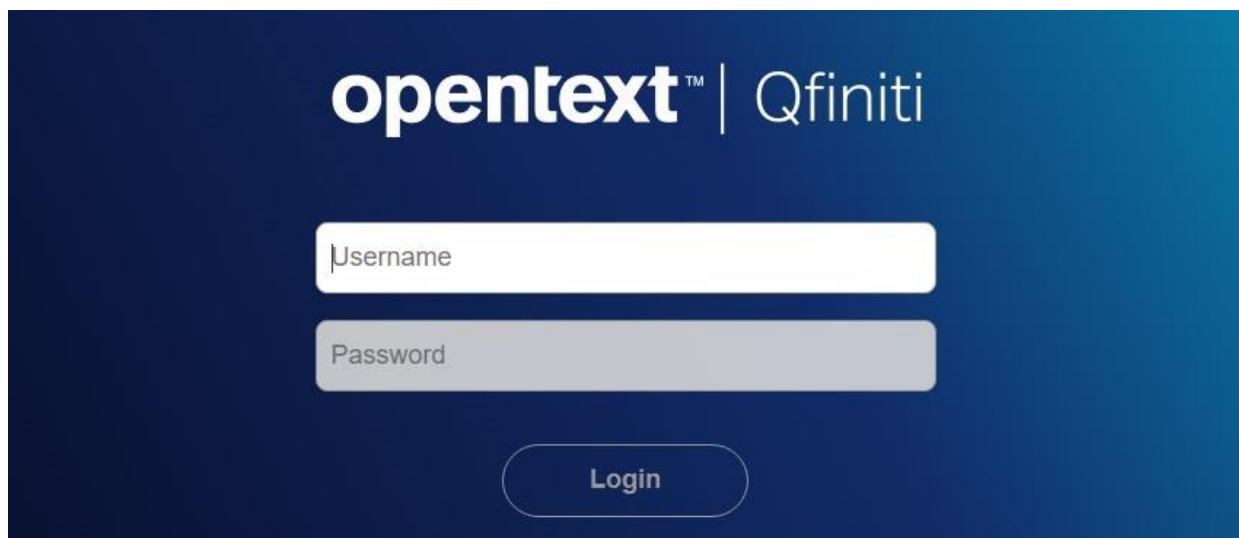
8.14. Enable Use

Scroll the right pane up and expand the **General** sub-section. Check **Available for Use**.



8.15. Launch Qfiniti Web Interface

Access the Qfiniti web interface by using the URL “http://ip-address/QWA/Login.aspx” in an Internet browser window, where “ip-address” is the IP address of the Qfiniti Observe server. The screen below is displayed. Log in using the appropriate credentials.



8.16. Administer Observe Settings

In the subsequent screen, select **Administer** → **Settings** from the top menu, followed by **Observe Settings** in the left pane.

Scroll down to the **Recording Options** sub-section. For **Option**, select “Continuous Record”. For **Type**, check **Allow voice recordings**, as shown below. Retain the default values for the remaining fields.

The screenshot displays the 'Administer > Settings > Observe Settings' page in the OpenText Qfiniti interface. The left sidebar lists settings categories: Alarm Settings, License Settings, Observe Settings (selected), Platform Settings, Survey Settings, and Web Access Settings. The main content area is divided into three sections: 'Recording Options', 'Phone Player', and 'UUData Mapping'. In the 'Recording Options' section, the 'Option' dropdown is set to 'Continuous Record', and under 'Type', the 'Allow voice recordings' checkbox is checked. The 'Phone Player' section has a 'UNC Path' input field. The 'UUData Mapping' section includes a table with columns: CTI Event, UserData Field Name, Friendly Name, Description, and In Use. The table is currently empty, showing 'No data to display'.

CTI Event	UserData Field Name	Friendly Name	Description	In Use
No data to display				

8.17. Administer Agents

Select **Teams** → **Organization** from the top menu, to display the screen below. Select the **New** icon in the right pane to add an agent.



In the pop up screen below, enter the following values for the specified fields, and retain the default values for the remaining fields.

- **First Name:** A desired first name for the first agent line from **Section 8.13**.
- **Last Name:** A desired last name for the first agent line from **Section 8.13**.
- **Role:** Select a desired and existing role.
- **Login Type:** “Qfiniti”
- **Login ID:** The desired login credentials for the agent.
- **Password:** The desired login credentials for the agent.
- **Confirm Password:** The same desired login credential for the agent.

Select **Licensing** from the left pane to display the **Licensing** screen. Check **Allow Voice Recordings to be performed on this team member**, as shown below.

opentext™ | Qfiniti

Save Spell Check Delete

Categories

- General Information
- Licensing**
- Team Access
- Team Memberships
- Team Supervision

☒ Active ☒ Enabled ☐ Locked ☐ View Inactive Members ☒ Change Password at Login

Licensing

☒ Allow Voice Recordings to be performed on this team member

Product	Total Licenses	Available Licenses
Qfiniti Observe Voice	100000	100000

Follow reference [4] to configure subsequent steps for the new agent (not shown). Upon reaching the **Aliases** step, click the **Add** icon to create an alias.

opentext™ | Qfiniti

Save Spell Check Delete

Categories

- General Information
- Licensing
- Team Access
- Team Memberships
- Team Supervision
- Classifications
- Aliases**

☒ Active ☒ Enabled ☐ Locked ☐ View Inactive Members ☒ Change Password at Login

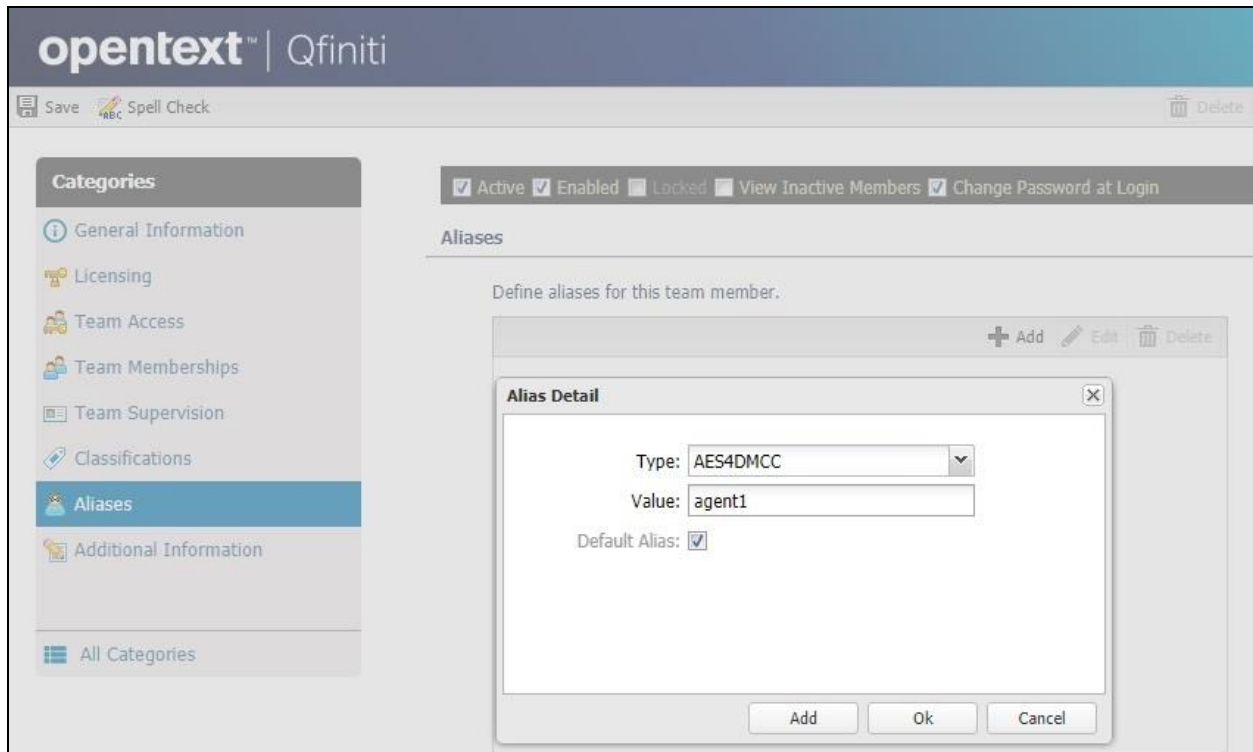
Aliases

Define aliases for this team member.

	+ Add	Edit	Delete
--	-------	------	--------

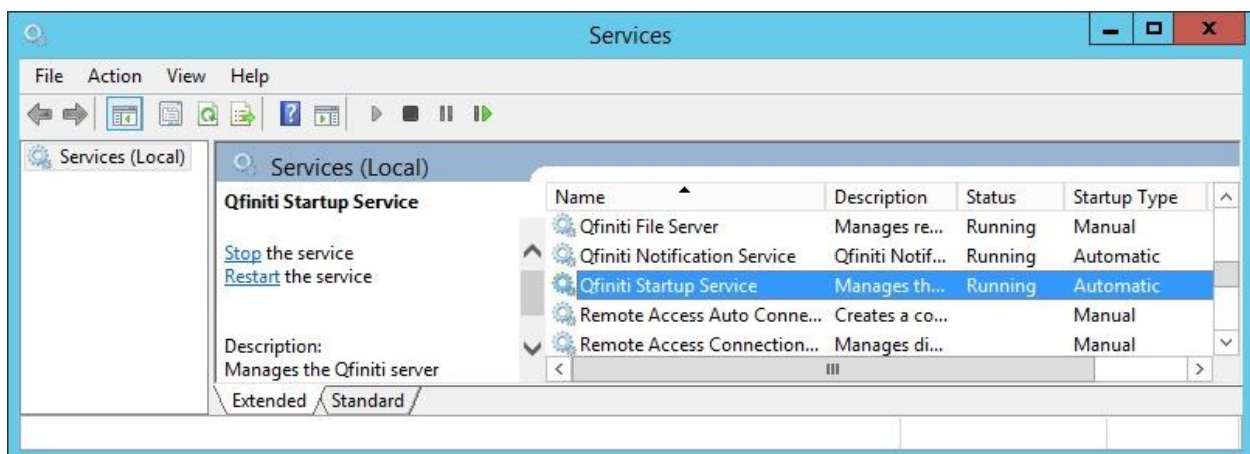
The **Alias Detail** pop up screen is displayed. For **Type**, select the switch server name from **Section 8.3**. For **Value**, enter the agent ID the first agent in **Section 8.13** uses to log into Proactive Contact Agent, in this case “agent1”. Retain the default value in the remaining field.

Repeat this section to add a team member for each agent line from **Section 8.13**. In the compliance testing, two team members with alias values “agent1” and “agent2” were configured.



8.18. Start Services

From the Qfiniti Observe server, select **Windows → Control Panel → Administrative Tools → Services** to display the **Services** screen. Start **Qfiniti Startup Service**, as shown below



9. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, Proactive Contact, and Qfiniti Observe.

9.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify registration status of the virtual IP softphones by using the “list registered-ip-stations” command. Verify that all agent stations from **Section 3** are displayed along with the IP address of Application Enablement Services, as shown below.

```
list registered-ip-stations
```

REGISTERED IP STATIONS					
Station Ext or Orig Port	Set Type/ Net Rgn	Prod ID/ Release	Skt	Gatekeeper	IP Address
65000	9641 1	IP_Phone 6.6506	tls	192.168.200.106	10.64.101.236
65001	9611 1	IP_Phone 6.6506	tls	192.168.200.104	10.64.101.236
65001	9611 1	IP_API_A 3.2040	tcp	10.64.101.239	10.64.101.236
65002	1608 1	IP_Phone 1.380B	tcp	192.168.200.105	10.64.101.236
65002	1608 1	IP_API_A 3.2040	tcp	10.64.101.239	10.64.101.236

9.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify 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.

Verify the **User** column shows a session with the Qfiniti Observe user from **Section 7.4**, and that the **# of Associated Devices** reflects the number of agents from **Section 3**, as shown below.

AVAYA Application Enablement Services
Management Console

Welcome: User
Last login: Wed Jan 24 16:26:32 2018 from 192.168.200.20
Number of prior failed login attempts: 0
HostName/IP: aes7/10.64.101.239
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 7.1.1.0.0.5-0
Server Date and Time: Thu Jan 25 09:14:16 EST 2018
HA Status: Not Configured

Status | Status and Control | DMCC Service SummaryHome | Help | Logout

AE Services

Communication Manager Interface

High Availability

Licensing

Maintenance

Networking

Security

Status

Alarm Viewer

Log Manager

Logs

Status and Control

CVLAN Service Summary

DLG Services Summary

DMCC Service Summary

DMCC Service Summary - Session Summary

Please do not use back button

☐ Enable page refresh every 60 seconds

Session Summary [Device Summary](#)
Generated on Thu Jan 25 09:13:51 EST 2018

Service Uptime: 12 days, 16 hours 17 minutes

Number of Active Sessions: 1

Number of Sessions Created Since Service Boot: 21

Number of Existing Devices: 2

Number of Devices Created Since Service Boot: 29

	Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
<input type="checkbox"/>	027AB8E83F5598934 48AB75E8F7A1B89-20	qfiniti	Qfiniti	10.64.101.207	XML Unencrypted	2

Terminate SessionsShow Terminated Sessions

9.3. Verify Avaya Proactive Contact

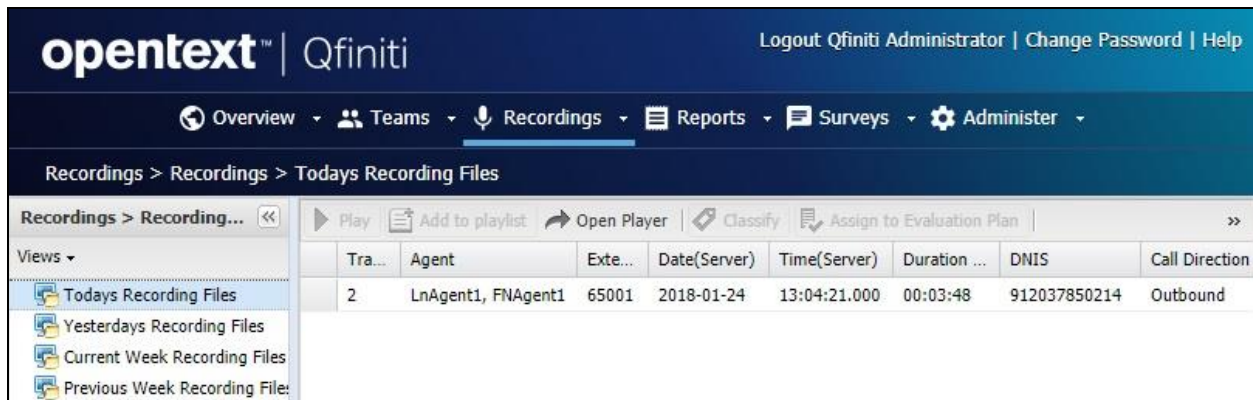
Log in to the Linux shell of Proactive Contact, and issue the “netstat | grep ensERVER” command. Verify that there is an entry showing an **ESTABLISHED** connection with Qfiniti Observe, as shown below.

tcp	0	0	lzpds4b:13870	lzpds4b:enserver_ssl	ESTABLISHED
tcp	0	0	lzpds4b:enserver_ssl	lzpds4b:13870	ESTABLISHED
tcp	0	0	lzpds4b:enserver_ssl	10.64.101.207:51045	ESTABLISHED

9.4. Verify OpenText Qfiniti Observe

Start a job on Proactive Contact, and log an agent in to handle and complete an outbound call. Follow the procedural steps in **Section 8.15** to launch the Qfiniti web interface, and log in using the appropriate user credentials.

Select **Recordings** → **Recordings** from the top menu, followed by **Todays Recording Files** from the left pane, to display a list of recordings for today. Verify that there is an entry reflecting the last call, with proper values in the relevant fields.



The screenshot shows the OpenText Qfiniti web interface. The top navigation bar includes links for Logout, Qfiniti Administrator, Change Password, and Help. Below this is a main menu with options: Overview, Teams, Recordings (selected), Reports, Surveys, and Administer. The breadcrumb trail indicates the path: Recordings > Recordings > Todays Recording Files. On the left, a 'Views' sidebar shows options for Today's, Yesterday's, Current Week, and Previous Week Recording Files, with 'Todays Recording Files' selected. The main area displays a table of recordings with columns: Tra..., Agent, Ext..., Date(Server), Time(Server), Duration..., DNIS, and Call Direction. A single recording entry is visible with the following details:

Tra...	Agent	Ext...	Date(Server)	Time(Server)	Duration...	DNIS	Call Direction
2	LnAgent1, FNAgent1	65001	2018-01-24	13:04:21.000	00:03:48	912037850214	Outbound

Double click on the entry, and verify that the recording can be played back.



The screenshot shows the OpenText Qfiniti Observe interface for a specific recording. The top header displays the date and time: Date: 1/24/2018 1:04:21 PM MST(-07:00), Agent: FNAgent1 LnAgent1, and Trans Id: 2 ANI: DNIS: 912037850214. The OpenText Qfiniti logo is in the top right, along with a 'Display local times' checkbox. Below the header is a toolbar with buttons for Export, Evaluate, Classify, Markers, Add Marker, and Stopwatch. The main area is a large black rectangle representing the audio playback. To the right of the playback area is a 'Playlist' section showing the recording details: FNAgent1 LnAgent1, 1/24/2018 1:04:21 PM MST(-07:00), and a 'Save Playlist' checkbox. Below the playlist is a 'Search' section. At the bottom, a blue control bar includes playback controls (play, pause, stop, next, previous) and a progress bar. The progress bar shows the current position at 00:00:16 and the total length at 00:03:48. The 'Player Status' is indicated as 'Playing'.

10. Conclusion

These Application Notes describe the configuration steps required for OpenText Qfiniti Observe 16.3 to successfully interoperate with Avaya Proactive Contact 5.1.3 with PG230 and Avaya Aura® Application Enablement Services 7.1.1. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

11. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Administering Avaya Aura® Communication Manager*, Release 7.1.1, Issue 2, August 2017, available at <http://support.avaya.com>.
2. *Administering and Maintaining Aura® Application Enablement Services*, Release 7.1.1, Issue 3, September 2017, available at <http://support.avaya.com>.
3. *Administering Avaya Proactive Contact*, Release 5.1.2, May 2016, available at <http://support.avaya.com>.
4. *OpenText Qfiniti User Guide*, Version 16.3, October 2017, available to existing customers at <https://knowledge.opentext.com/knowledge>.

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